

User Instruction

Botany Print Service – use Ricoh printer from Windows Computer

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Mar 27, 2017

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Pre-Installation

Pre-check List

Network Connection:

To print to any of the four Ricoh printers, you need connect to the UBC networks. This includes any UBC building local area networks, ubcsecure wireless networks and ubcprivate wireless networks. If you are connected to non-UBC networks, you can turn on UBC myVPN, and then you will be able to print.

Please check <https://it.ubc.ca/services/email-voice-internet/myvpn> for more details about UBC myVPN connection.

Supported Windows Operating System Versions: Windows 7/ 8/8.1/10

Help with finding your version: <http://windows.microsoft.com/en-ca/windows/which-operating-system>

CWL Account registration and speedchart association

To use any of the four Ricoh multi-functional printers, you will need to have your CWL account registered with our PaperCut print/copy management system, and have at least one speedchart associated with your account. To streamline the process, starting on Dec 15, 2017, we will follow the new guideline for managing user accounts and speedcharts.

1. Botany IT staff will only accept requests directly from the managing administrator for adding/removing of speedchart(s).
2. Botany IT staff will only accept requests directly from the research grant holder (PI) for provision/de-provision of user account accessing a research speedchart.
3. Botany IT staff will only accept requests directly from the managing administrator for provision/de-provision of user account accessing a non-research speedchart.

If you need to print/copy using a research grant speedchart, please ask the grant holder to send the request to helpdesk@botany.ubc.ca with your CWL username and the speedchart code. If you need to print/copy using a non-research speedchart (such as a speedchart for a biology course), please ask the managing administrator of the speedchart to send the request to helpdesk@botany.ubc.ca with your CWL username and the speedchart code. If you are not sure who the managing administrator of the speedchart is, please contact both the Botany administrator and the Zoology administrator for your request.

Ricoh printer locations

- Botany mail room (room 3158) in Bio-Science building
- Zoology mail room (room 4213) in Bio-Science building
- Outside of room 2332 (Lee Lab) in Bio-Science building south wing
- Biology office mail room (room 1103) in Bio-Science building north wing

Cost

- 7 cents per page for black and white print out
- 12 cents per page for color print out

Reference: <http://it.botany.ubc.ca/it-services-and-resources/print-services/>

Installation

Overview

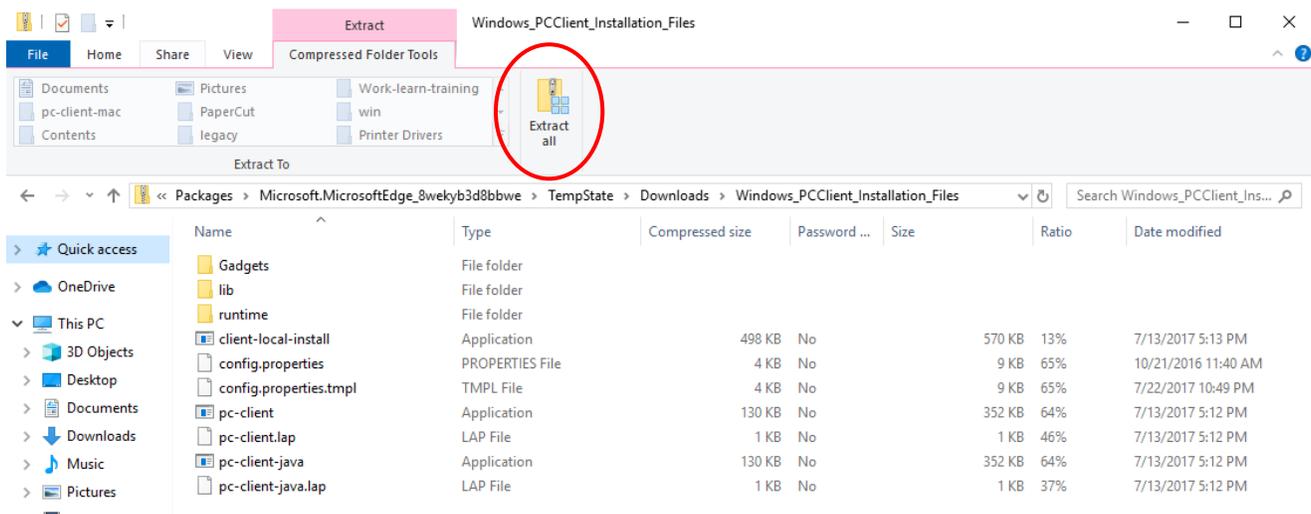
The installation requires you to perform the following operations:

1. Download and install PaperCut Client App
2. Add the Ricoh printer(s) as shared printer(s)
3. Test the printer(s)

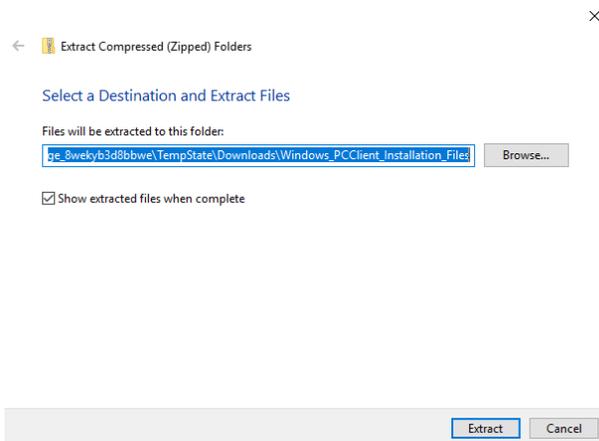
Note: If you are using Windows 7 or newer operating system, the driver for the Ricoh MP C6004 printer will be automatically downloaded and installed when you add it as a shared printer. We don't provide support for Windows Vista or older OS anymore. You can go to <https://www.ricoh.ca/en/support-and-download> and search for available Ricoh printer drivers for older operating system.

Download and Install PaperCut Client App

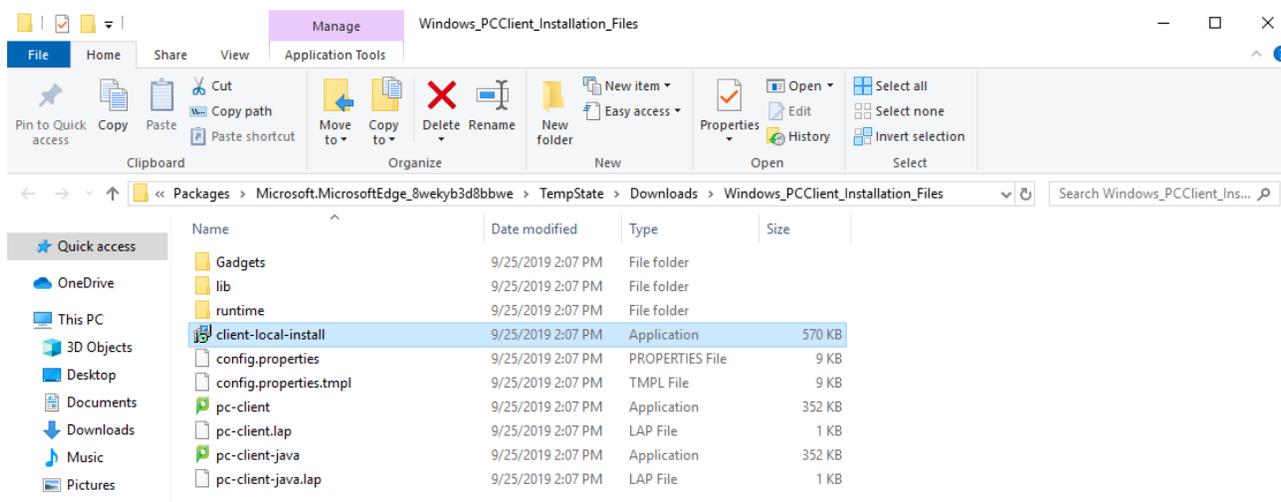
1. Open a web browser of your choice, such as Safari, FireFox, or Chrome.
2. Go to <https://it.botany.ubc.ca/it-services-and-resources/print-service/> and scroll to the bottom of the page where it says "Download Links"
3. Click on the first link (http://download.botany.ubc.ca/print_service/Windows_PCClient_Installation_Files.zip), this should start the download
4. Openly the newly downloaded folder and at the top of the under the "Compressed Folder Tools" tab, press "Extract All"



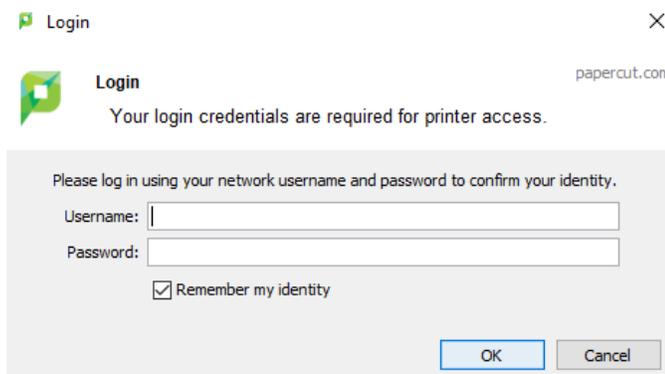
When a window pops up, check the box to “show extracted files when complete” and then press extract.



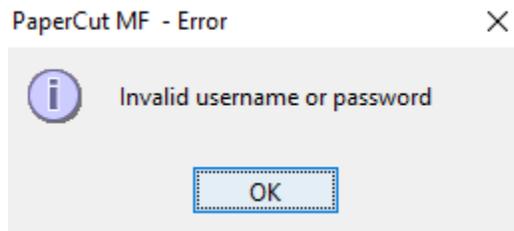
- Once the extracted files are finished extracting, a new window will open. Run the “client-local-install.exe” installation file by double clicking it.



- Click “Yes” to the security prompt (Windows 7/8/10)
- Follow the prompt messages and install the client. The basic procedure: and click “I Accept the Agreement” and press next, click Next, Install (Local Install (For all users)), Install, Finish.
- PaperCut client login window will pop out for the first time asking you to login, as shown below. Please enter your UBC Campus Wide Login (CWL) username and password, check the box besides “Remember my identity”, then click “OK” to close the pop out window for now. The PaperCut client app will prompt you to enter CWL credentials again when you print to our Ricoh printers.

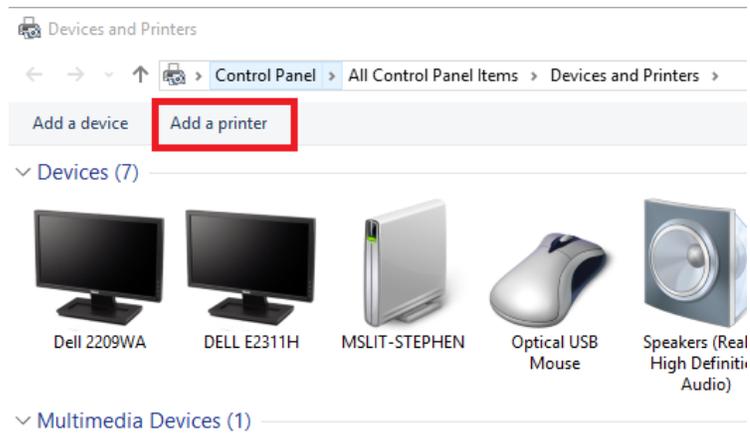


9. If you see an error of “Invalid username or password”, please try to enter your CWL ID and password again. If you keep getting this error, you may not have your CWL account registered with the PaperCut system. Please contact us at helpdesk@botany.ubc.ca to find out.

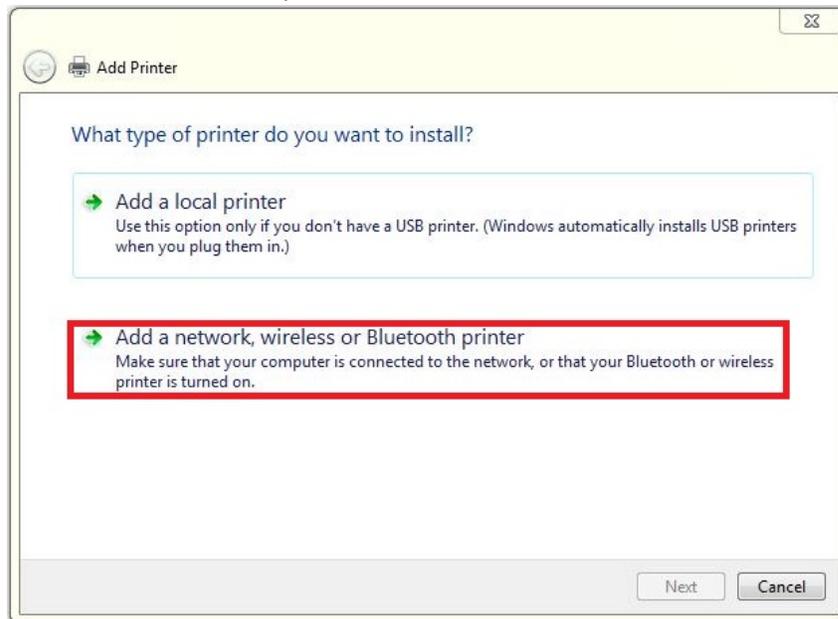


Add the Ricoh printer(s) as shared printer(s)

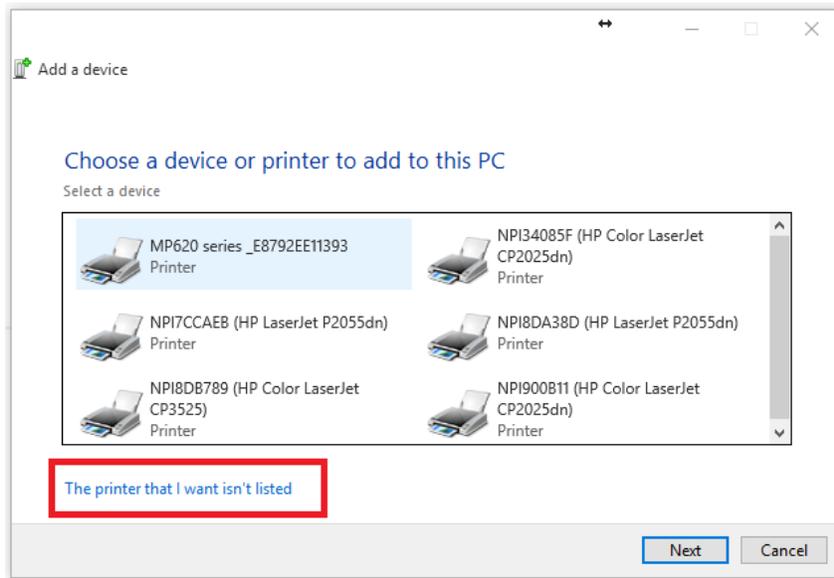
1. Open Control Panel.
2. Click on “Devices and Printers”.
3. Click “Add a Printer”



4. Click “Add a network, wireless or Bluetooth printer”, then click “Next”



5. Windows 7/8/10 users please click the “The printer that I want isn’t listed” as shown below.

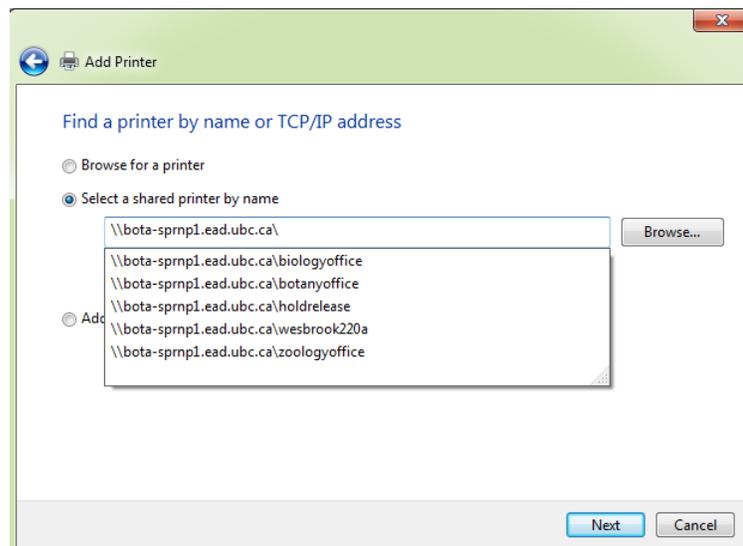


6. Select "Select a shared printer by name", enter shared printer name as shown below.

[\\bota-sprnp1.ead.ubc.ca\botanyoffice,](#)
[\\bota-sprnp1.ead.ubc.ca\zoologyoffice,](#)
[\\bota-sprnp1.ead.ubc.ca\wesbrook220a,](#)
[\\bota-sprnp1.ead.ubc.ca\biologyoffice](#)

Or the virtual hold/release printer [\\bota-sprnp1.ead.ubc.ca\holdrelease](#) for you to print confidential documents. Note: you can release your print jobs to the virtual holdrelease printer at any of the four Ricoh printers.

Click Next, Click Next, and Finish.



7. You will now have a printer called "botanyoffice on bota-sprnp1.ead.ubc.ca" or one of these depends on what printer is selected to add.

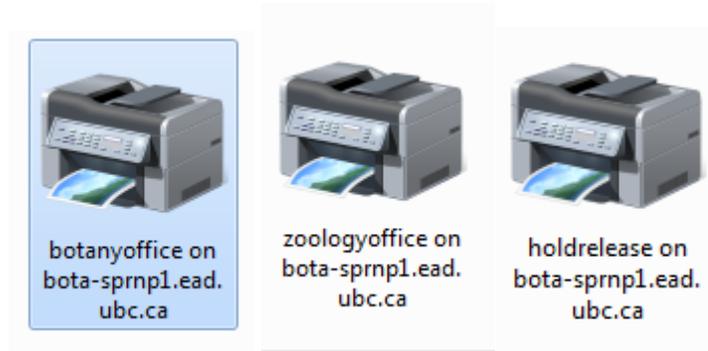
"zoologyoffice on bota-sprnp1.ead.ubc.ca"

"wesbrook220a on bota-sprnp1.ead.ubc.ca"

"biologyoffice on bota-sprnp1.ead.ubc.ca"

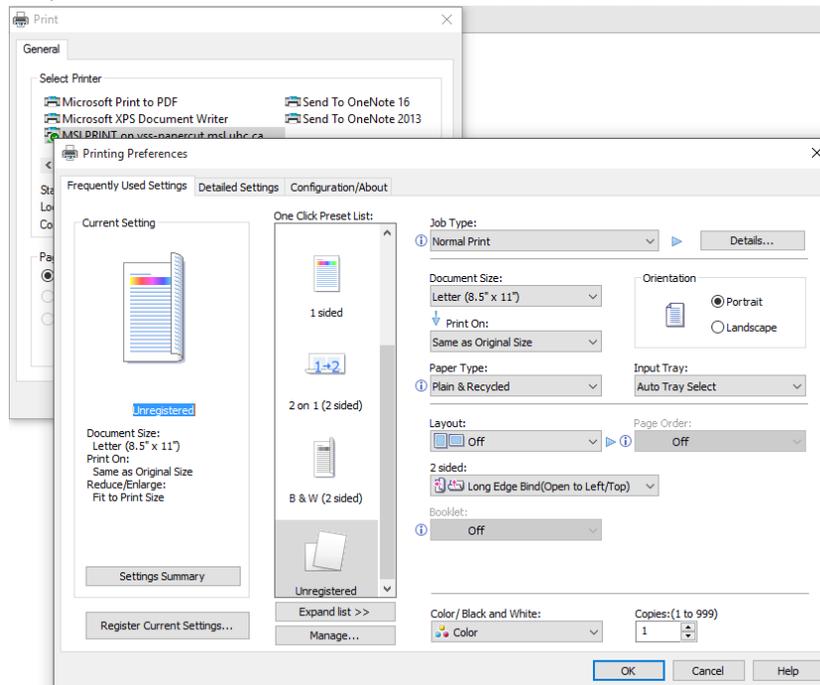
"holdrelease on bota-sprnp1.ead.ubc.ca"

As shown below.

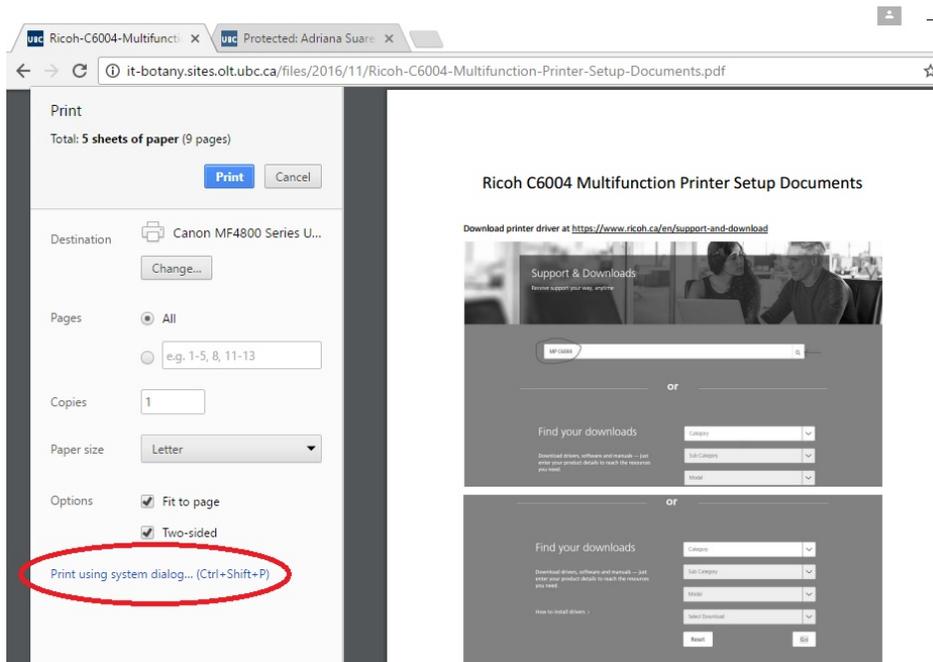


Test the Printer(s)

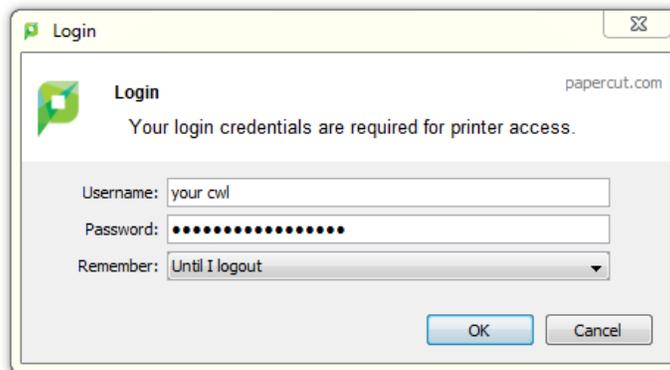
1. Open any document or web page
2. Choose to print like you would normally do
3. Select one of the Ricoh printers (botanyoffice, zoologyoffice, biologyoffice, wesbrook220a, or holdrelease)
4. Here you are able to change and/or save your Printing Preferences, such as 2 sided printing, black and white/color, staple/hold punch, etc.



5. If you print from Chrome or Adobe, we recommend using the "Print using system dialog" feature to view all of the available copier features, as shown below.

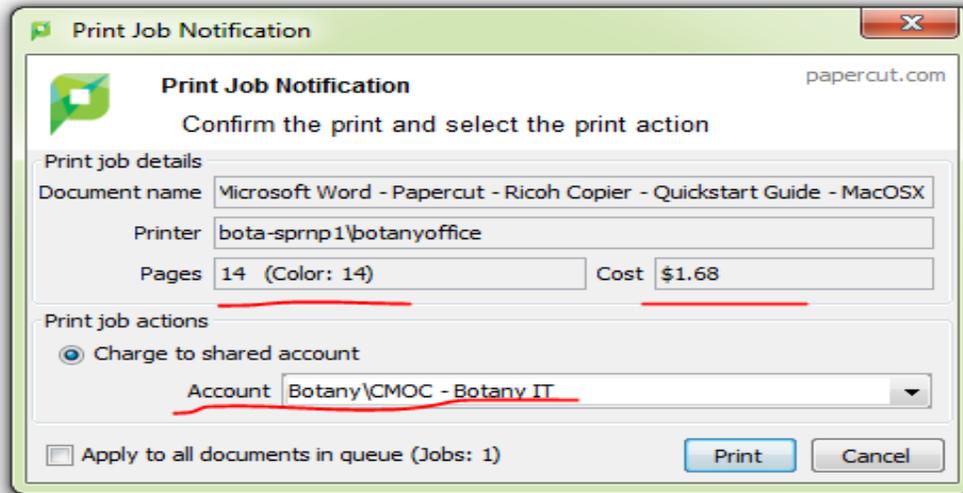


- Once print options are chosen, you may print your document. After clicking “Print”, you will see a dialog pop-up within a few seconds, depending on the network speed and age of your PC.



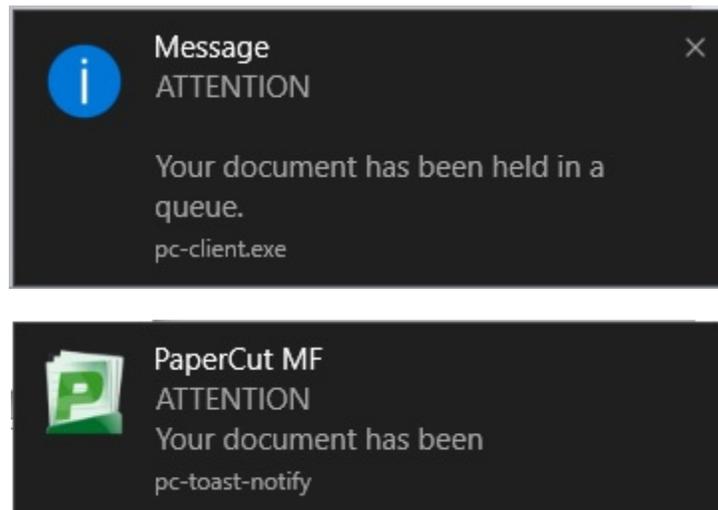
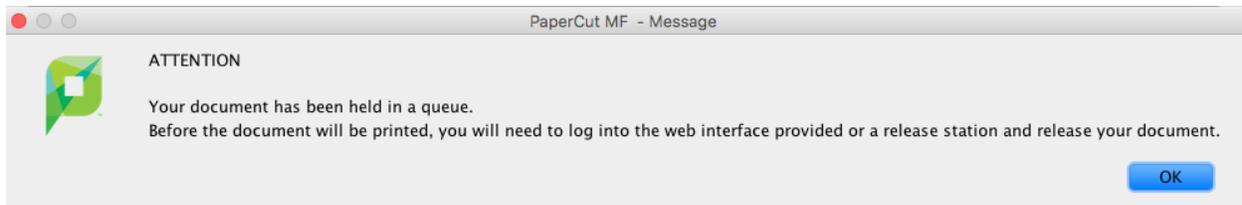
This is the login for PaperCut to authenticate and identify who you are. Enter your CWL username in the username field and your CWL password in the password field. Also you can choose the option for how long the system shall remember your CWL credentials. Select the option in the “Remember” field by clicking the drop down arrow.

- Successful authentication will bring up a Print Job Notification pop-up. It shows the document name you are printing, which printer is the print job send to, the number of pages of the document and the cost of the print job. You select the account/speedchart you want for the print job by clicking the drop down arrow at the “Account” field. Then click “Print”.
If you print to any of the four Ricoh printers, you can now walk over to it and pick up your printouts.



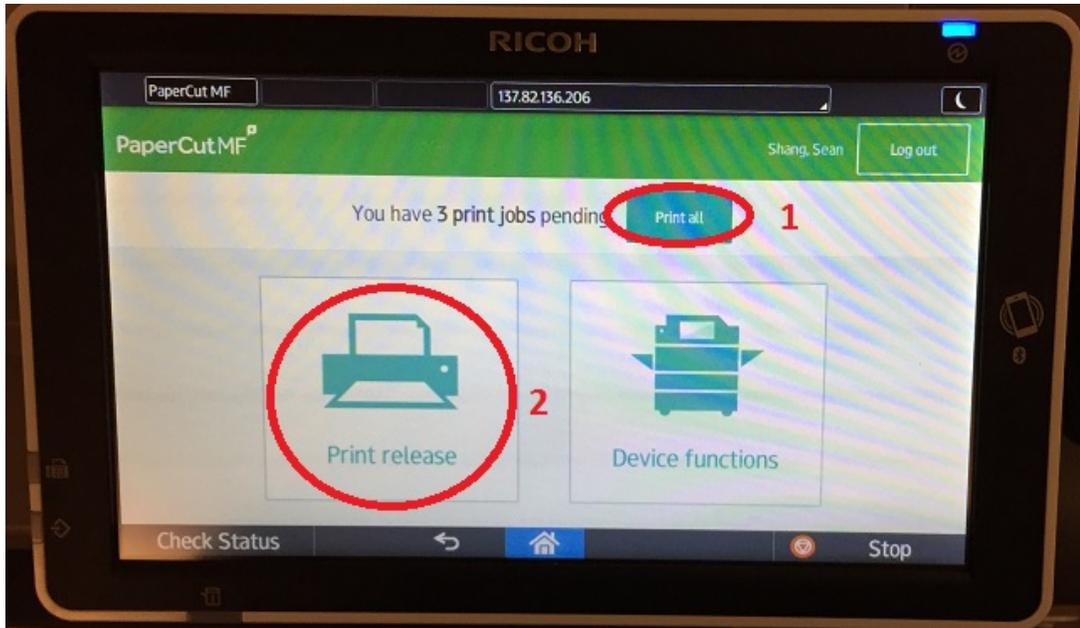
Note: steps below are only applicable if you print to the holdrelease virtual printer.

8. If you print to the holdrelease virtual printer, an ATTENTION pop-up will show. Depends on your operating system, you may see one of the three types of ATTENTION pop-ups as shown below. You need to walk over to any of the four Ricoh printers, login by tapping your UBC Card/entering your employee ID/entering your CWL ID & password, then release your print job.

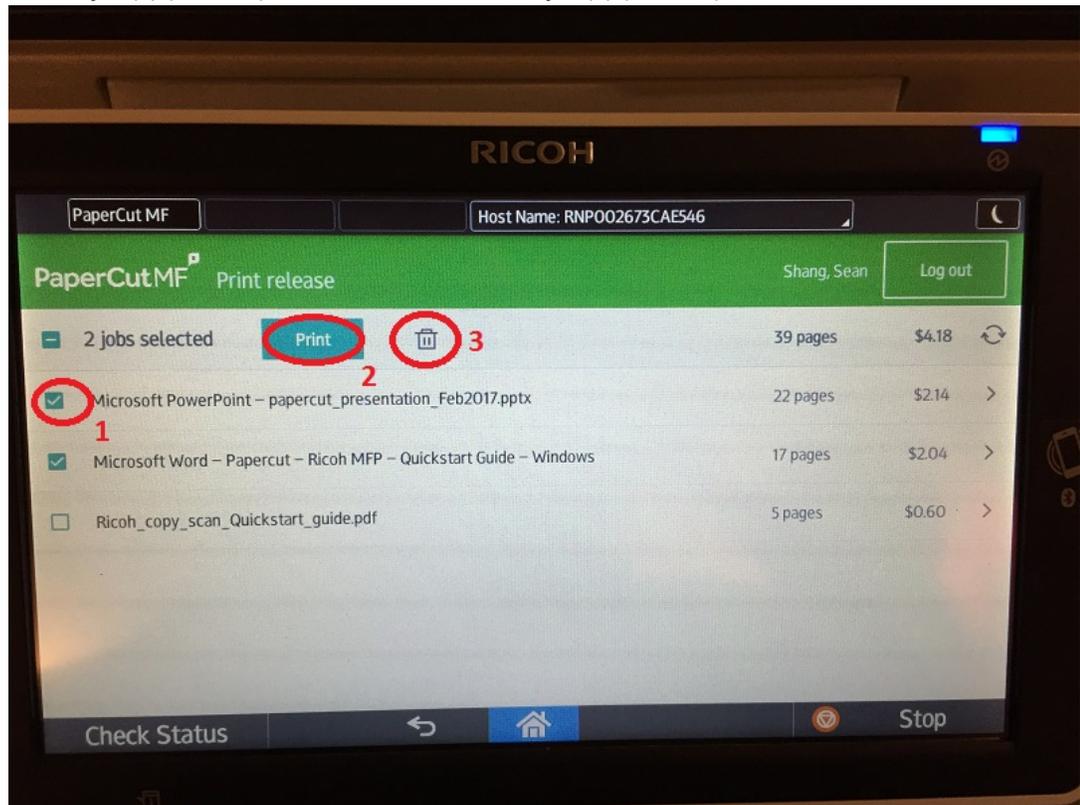


Note: All print jobs to the holdrelease virtual printer will be held for 24 hours then cleared from the system. If you forgot to release your print job at any of the four Ricoh printers within 24 hours, you will have to print your document again. For details about how to login to our Ricoh printers, please read the [Ricoh Copy/Scan Quick Start Guide](#).

9. Once you login to any of the four Ricoh printers, you will see the first screen as shown below. You can either touch the “Print all” button to release all hold jobs (circle 1), or touch the “Print release” button for more options (circle 2).



10. If you touch the “Print release” button in step above, you will see the second screen with a list of print jobs hold under your account. You need touch the check box in front of the job to select it (circle 1), then you can either print the selected job(s) (circle 2), or delete the selected job(s) (circle 3).



11. In the end, please pickup your printouts, then touch the “Log out” button.