

Frequently Asked Questions about Printer Standardization

1. What is Campus Printer Standardization, or the Print Optimization Program (POP)?

Texas A&M University - Commerce, in partnership with Lexmark International, is introducing the Print Optimization Program designed to implement a best in class printing solution to improve the way printers, copiers, fax machines and scanners are serviced, managed and used throughout TAMUC. This initiative will establish a uniform and consistent approach to the allocation, access, usage and support of print, copy, fax and scan resources within our environment. This program will affect everyone at all TAMUC locations.

A key program element will be the replacement of existing printers with upgraded, multifunction printers that have more capabilities, which are designed to improve efficiency and save time and resources.

2. What are the benefits of the program?

The new Print Optimization Program ("POP") will ensure a uniform approach to the allocation, use and support for printers, copiers, fax machines and scanners while achieving meaningful cost savings. In addition, this initiative supports our company's environmental efforts by reducing energy consumption and waste such as paper and toner cartridges. The new program will offer:

Print release feature: This print system helps ensure confidentiality and prevents forgotten or accidental print jobs from falling into the wrong hands by requiring you to swipe your badge or enter a code to retrieve your print job.

Improved support: We'll receive enhanced support for all device needs – from printer malfunctions to toner cartridge requirements.

Better, more energy-efficient technology: New energy star-rated, multi-functional devices will replace single purpose devices.

Less waste and reduced cost: Double-sided, black and white printing will be the default printer settings, reducing paper and resource consumption. With the print release feature, accidental print jobs are reduced, which can account for up to 25 percent of all print jobs. In addition, Lexmark recycles or reuses all toner cartridges as part of their own policy to reduce waste.

3. When will the POP Initiative start?

The project started with area assessments in order to determine print output requirements and detail plans for implementation across campus during the spring semester in 2019. Currently a pilot with four new Lexmark devices has taken place in the Payroll, Purchasing/Procurement, Human Resources, and Training and Development departments. In addition to the machines, the participants are also using the Print/Badge Release feature, Lexmark Cloud Management functionality, and other usability options.

4. What is going to change?

Texas A&M University - Commerce and Lexmark have jointly developed print policy, standards and guidelines designed to optimize the print infrastructure. These guidelines ensure the right print devices are placed at the right locations with the right features and capabilities. Each department will

have any optimized device recommendation to meet their needs. Each department head may decide to purchase whatever equipment they deem necessary from the list of devices provided.

5. When will the current devices be replaced?

The future state device deployment plan will be finalized and communicated to replace existing print and copier devices that are old, redundant or off-lease/soon expiring leases. Communications throughout the next two years will inform you about the details of the deployment plan in your area.

6. What is Print Release and Why?

Print Release is a new printing solution which will help improve document security and confidentiality, reduce costs and reduce our environmental impact by preventing forgotten or accidental print jobs. This solution will allow a user to retrieve or delete print jobs at any Print Release-enabled Lexmark device on the network, just by swiping your badge card or entering a code. Training on how to use this functionality will be provided once the Lexmark devices are installed.

7. Can I keep my standalone or personal printer?

Each department head/director will make the decision on current standalone or personal devices. Moving forward, once the printer is at its end of life, we encourage everyone to think green and transition to the centralization approach. Again, this decision will be made by each department head/director. This will help preserve resources, as well as free up funds within departments for other purchases.

8. If you take away *my* printer, how will I be able to print and protect confidential information?

Most Lexmark devices will be enabled with Print Release feature. With this feature, a user will have to authenticate at a device before print jobs can be retrieved, thus allowing greater security of the printed content. This solution also prevents confidential and sensitive documents from being left unattended at a print device.

9. Will the consolidation of devices take away critical functionality?

Devices to be removed are obsolete, redundant or off-lease. Future-state technology will have increased functionality and capability.

10. I understand print/copy/fax functions will be consolidated. What if the device fails, will I lose all the functionality?

One of the advantages of this new printing environment is the built-in redundancy. You are not limited to one print device. If one device fails, you will be able to print to another nearby device by using the Lexmark Cloud Print Management feature.

11. Will people be waiting in line with fewer devices available?

Faster devices and greater functionality will increase productivity and decrease the need to print. Toner supply and maintenance will be managed proactively to ensure uptime and availability. Plus, with Print Release, you won't have to sort through print jobs left in the tray to find your print job.

12. What if I need a new toner now (before my location has been optimized)?

Toner and other needs for Xerox printers under contract will be handled as they always have.

Once your department is optimized with Lexmark devices, there will be an automated, proactive monitoring process for fulfilling all consumables and supplies which include toner, toner bottles, fusers, and maintenance kits. These types of consumables will be monitored electronically and changed when necessary. You will no longer need to manually order and store consumables onsite. Additional communications and details of the new consumables replenishment process will be provided once your department is optimized. This service will come from the new Lexmark licensed retailer and service provider, Cesco Inc.

13. What if my printer isn't working?

For any device leased or purchased through Cesco, Inc.:

- Call the IT Help Desk.
- Follow the automated prompts to get to an agent.
- Tell the agent your printer issue.
- Please have the following information ready so the agent can help you quickly.
- The contact name if it is not the person requesting service.
- The maker of the device.
- The model of the device.
- The serial number of the device.
- The asset tag of the device.
- The location of the device. For remote locations, the building name and address would be helpful for the delivery staff.
- For main campus locations, please supply the building, floor and location in the department.
- Please allow some time for the agent to assist you in some very simplified troubleshooting.

For all other printers:

- Please follow the same steps as above.

14. What if I need other printer related help?

For any print related issues such as a request for a new printer, moving or removing a printer, please contact Cesco, Inc. directly in order for them to schedule that service out, or call our Help Desk and follow the prompt to reach Cesco, Inc.

15. What is duplex printing and how do I use it?

Duplex printing is when you print on both sides of the paper. In our current environment, not all printers support duplex printing. In the future, all devices will have duplex capabilities and all printing will default to duplex.

To print simplex (one-sided) based on business requirements, change the print settings by selecting File, Print. Under the printer properties/settings, check one-sided printing or simplex.

16. What is N-Up or Multipage printing?

Multi-page printing is when you print multiple pages on one sheet of paper. This is recommended to save paper when you are printing slides for a presentation or internal documents. To use the multipage printing feature, select File, Print. Under the zoom option in the lower right of the window, select how many pages you want to print on one sheet of paper. This selection is also available under the printer properties/settings.

17. Can I print in color?

Color printing capability will be provided (with certain machines) but should only be used when business requirements dictate.

18. How will I know which centralized printer to use, or can I choose a printer from a list?

One of the advantages of this new print environment is that you are not limited to one printer. You can connect to any Lexmark printer currently enrolled on campus via the cloud. This can be achieved by connecting to the “printer” **Cloud Print Management PCLXL**. Jobs can be retrieved by using your badge or user-created PIN at any enrolled device and selecting “Print Release”.

19. How will the budget for the program be handled?

This program will centralize budgets for the service, maintenance, and supplies of all department-leased/owned multi-function print devices (except for paper). Departments will no longer be responsible for purchasing printer-related supplies such as toner, staples, etc.

20. What is Proactive Consumables Management (PCM) and how will consumables be managed?

PCM is an automated, proactive way of monitoring and fulfilling all consumables and supplies for all print devices. The consumables include cartridges, waste toner bottles, fusers, photoconductors, and maintenance kits. These types of consumables will be monitored electronically and shipped when necessary. Cartridges, photoconductors, and waste toner bottles should be installed by the identified consumables contact. A technician will be scheduled to install maintenance kits and fusers.

Once PCM is fully implemented, you will no longer need to manually order and store consumables onsite. Lexmark will automatically schedule consumables to be shipped to designated individuals identified as the key consumables contact. Cesco, Inc. and the Lexmark project team will be implementing the appropriate infrastructure system and technology needed to support the proactive automation of consumables management in the coming years. During this transition period, please contact the Help Desk for any toner or print device related needs or issues. Communications in the coming months will inform you about when the infrastructure is fully implemented and ready for proactive management of consumables in your department.

21. What happens to used toner cartridges?

Used, empty toner cartridges will be returned to the appropriate service provider for reuse or recycling. As part of the program, Lexmark will provide an easy and free way to return used toner cartridges to Lexmark for reuse or recycling, thus diverting those cartridges from landfills. Cartridges can be returned either in bulk via Cartridge Recycling Containers located throughout the organization or one at a time via cartridge boxes with prepaid shipping labels. The first drop-off location for toner will be in the CITE Front Desk area. As more of the fleet moves to Lexmark, additional drop-off locations will be announced.

22. What should I do when a Lexmark device gets delivered to my area?

New equipment is shipped via a specific carrier with a specialized truck configured to safely haul output devices. The shipper will unload and unpack new equipment. You will be contacted shortly before delivery by a trained and qualified Cesco, Inc. employee to schedule the setup and installation the Lexmark device within a day or two of delivery. A representative from CITE will also assist in getting the correct software on your computer, register users in the Lexmark Cloud Print Management Tool, and help you set up your account and register your badge and PIN if needed.

23. What is an 'output device'?

Any device capable of creating a printed page is referred to as an Output Device. Generally, stand-alone printers, copiers, fax machines, scanners, multifunction printers, and plotters are all output devices.