Print Smart
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Version 2.0 – 5/1/2017

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Managed Document Services

All Things Print Smart… TSP / CCIT Guide

Contents

I. Managed Document Services - Overview

Clemson University has selected Ricoh to provide Managed Document Services (MDS) for the entire university. Pursuant to a Clemson University contract, Ricoh will be managing the service, supplies and print devices on campus for a period of 60 months.

II. Managed Print Services - Program

Manage Print Services include:
- Clemson-owned equipment including multi functional devices (MFDs) and printers
- Supplies, including staples
- Preventive maintenance and parts
- Guaranteed service level response times
- Detailed account usage and simplified billing process
- Single contract for increased efficiency in managing contract terms and conditions
- Paper is not included

III. Managed Document Services – Technology

Functionality	Equitrac / PCS
Copy Tracking	X
Network Print Tracking	X
Local Print Tracking	X

- **Copy Tracking:** Copy tracking with embedded interface to provide departmental / end user utilization with the ability to seamlessly integrate with the new iclass card reader technology

- **Network Printing (iPrint):** Network print tracking performed at server level (iPrint) to provide department / end user utilization - compatible with SUSE Linux 10 SP3 OES2 iPrint

- **Local Print Tracking:** Print tracking performed for USB-connected printers to provide department / end user utilization to include the following operating systems:
  - Windows XP – Most Current
  - MAC 10.4 – Most current version

IV. Managed Document Services – Adding/Changing a Device

In 2012 the Print Smart team placed a sticker (tag) that uniquely identifies each device. The tag also displays the numbers to call for service and supplies. In the event of a new device being placed, please follow the steps below to have a new device tagged and added to the fleet.

1. In the event of a new device being placed, please complete the following questions and reply to printsmart@lists.clemson.edu.

• Location of installed printer: (provide **Building Name and Room Number**):
• Contact name of end user and phone number:
• Department Number:

• Networked or Local (USB) machine (specify which)?
• If it is networked and there was a previous printer, what is the IP and MAC address (if available):
• Queue Name, if available:
• Please provide two dates/times that work best for installation/tagging?
• Will this be replacing a printer

• If so, please provide the old Printer's Tag Number:
• It is possible that the previous device be reused on campus per the Print Smart program. The previous device should be released to the Print Smart team, along with a completed Surplus Transfer Form 206.

For locally connected devices, please have a USB Type A to Type B cable available.

For networked devices, please have an Ethernet cable available.

If this is a new purchase, please keep the original packaging for 30 days, in case the item needs to be returned.

We will reply back shortly with a time that works best. If you have any questions, please call us at 864.656.0202 or email printsmart@lists.clemson.edu.

2. It is the responsibility of the local IT to schedule and install any applicable software and/or device drivers. The software install process involves installing the latest version of the iPrint client (network printer) or PCS Director client (local printer) on each computer.

      a. Installing the PCS Director client on each computer that prints to a local (USB attached) printer. This can also be accomplished by either using System Center or by installing the software manually as needed.
      b. Create new print queues for each networked print device. This involves creating an email to ITHELP that includes the each machine's queue name, IP address, MAC address, and location.
      c. Once new print queues have been created, any direct IP or unneeded print devices should be uninstalled from the user's computer.

*If installing manually, then the software can be located at: \\GS05.clemson.edu\GS05\ManagedPrint Services

3. **Device Changes**

Along with the above guidelines, please note the following regarding device changes:

a. **Network devices**: if the IP address, location, departmental ownership changes, please email printsmart@lists.clemson.edu.

b. **Local devices**: if the location, departmental ownership or user changes, please email printsmart@lists.clemson.edu. If a different computer is attached to the device or the computer's name changes, please print:

1. Windows Computer: print a Windows test page from Devices and Printers>Printer Properties>Print Windows test Page. This page will contain the computer's name and the date the page was printed.

2. Mac Computer: Open a web browser (i.e. Safari) and print a web page. Make sure there is a date/time stamp either in the header or footer of the print.

c. **In either case, write the tag number, user's name and department number at the top of the printout, scan and email the page to printsmart@lists.clemson.edu.

V. Managed Document Services – Print Smart Contacts for Technical Support Specialists

1. Wes Harvell, Service Delivery Manager – wharvel@clemson.edu, 656-0202

2. Print Smart Support – printsmart@lists.clemson.edu, 656-0202

2. Print Smart Web Page - http://www.clemson.edu/campus-life/campus-services/print-smart/index.html