Copiers and Multi-Function Printer (MFP)

What is Copy Services?

Copy Services is responsible for the service and maintenance of 120 multifunction (MFP) devices on campus. Furman and Sharp USA have a contract that provides maintenance and consumables for MFPs located in your departments and public areas on campus. We are the contact for training, monitoring, troubleshooting, and consumables.

Frequently Asked Questions (FAQ)

How do I request toner for my device?

The MFPs are configured to automatically notify Sharp 7 days before the toner reaches a forecast toner end date based on print volume. Sharp will ship a replacement toner to the IT Service Center which will be sent to you via campus mail or you can pick it up at the Service Center. If for some reason you run out of toner, please contact the IT Service Center with the following information:

- Asset tag (should start with a “K”) from the copier
- Quantity and type (black, cyan, magenta, etc.) of toner cartridge
- Will you be picking up from the IT Service Center or would you like it placed in campus mail?

Toner is provided free of charge as part of our copier service agreement.

How do I request service for my device?

Contact the IT Service Center with the following information:

- Asset tag (should start with “K”) from the copier.
- Please provide as much detail as possible about the issue (error codes, noises, etc.)

Can I print color to my device?

By default all copiers on campus are setup as black and white only but many are color capable. There is a monthly charge per page for this capability so the request will have to be approved by the department chair/head.

Mac users must [Setup a Black and White Preset](#) in order to have their printer default to black and white. Prints sent in color to an MFP which does not allow color printing will be discarded.

Can I select different budgets to apply print jobs to?

Yes, we use Papercut to manage printing. You will need to install the Papercut client on your computer in order to select the budget you would like to use for each print job. Follow these instructions to install the [Papercut Client for Windows](#) or the Papercut Client for Mac.

Can I move my device?

Please contact the IT Service Center to request assistance moving an MFP.

Can I scan with my device?

Most MFPs on campus provide the capability to scan directly to email or a USB flash drive. See instructions for [scanning to a USB flash drive](#).

I was instructed to power-cycle the device, how do I do this?

Follow instructions to [Power-cycle a Device](#)