

Copying and Printing System (CAPS) User Guide

This is a general usage guide for Students and Staff who wish to use CAPS (Copying And Printing System) at the University of Tasmania.

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Copyright

Photocopiers and printers must be used strictly in accordance with the provisions of the Copyright Act. In every case the onus is on the user to ensure that copying does not breach the Act -- any infringement is entirely the responsibility of the user.

There are notices near most photocopiers setting out the main points of the Copyright Act. Additional information can be found here:

<http://www.utas.edu.au/copyright/students.html>

CAPS Printing

1 Ensure you have funds in your account.

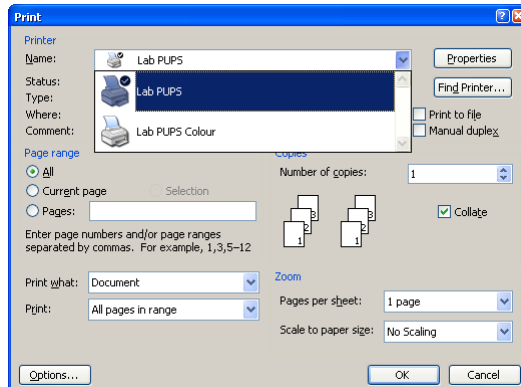
You must have enough CAPS credit in order to print your job. The cost of printing varies depending on the printer, but most are 11¢ per sheet (GST inc.). You will also need your UTAS email account name and password in order to print.

2 From the File menu, choose Print.

If you are printing part of a web page that uses frames, click in the frame you want first. If you do not, the wrong frame may be printed.

Printing from Windows

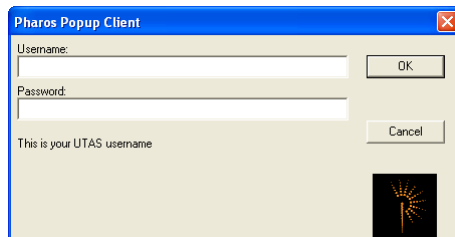
- 3 Use the drop-down menu on the Print screen to make sure the correct printer is selected.**



In an ITR lab, *Lab PUPS* is always the closest CAPS printer.

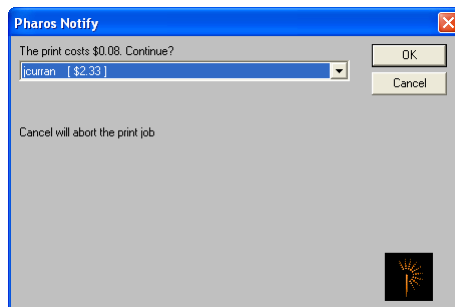
- 4 Click OK.**

A window will appear for you to enter your email account name and password:



- 5 Enter your username and password, and then click on OK.**

After a time, a window will appear with the cost of the print job:



- 6 Click Cancel or OK.**

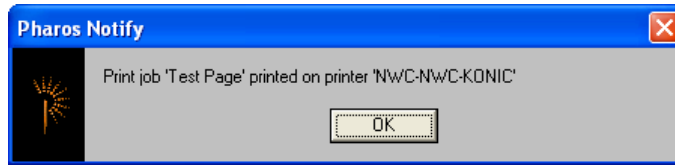
If the cost seems too expensive, you may have accidentally printed too many pages, or chosen an expensive printer. If it seems too cheap, you may have printed the wrong frame of a framed web page. In either case, you should click *Cancel* and try again.

If the cost seems correct, click *OK* to proceed.

- 7 Read the final message.**

Printing from Windows

A new window will appear to notify you which printer your job has been allocated to:



The printer listed will soon produce your print job. If an error message appears instead, the job will not print. See the troubleshooting section.

CAPS Photocopying

Photocopiers handle A4 or A3 (double A4 size) paper, and make same-size, enlarged, reduced copies and back-to-back copies. Some even provide colour.

1 Ensure you have funds in your account.

You must have enough CAPS credit in order to photocopy. The cost of copies varies depending on the page size and the copier.

2 Swipe your University ID Card (or your Casual Card) through the swipe device.

The wide black stripe must be down and facing away from you. The device will beep.

3 Enter your PIN on the swipe device.

Your current CAPS credit will be displayed.

4 Press the *Function clear* button on the copier to clear any copy settings the last user may have left behind.

5 Place your original face-down on the copier's glass plate and gently close the lid.

6 Select the number of copies you require.

If you want more than one copy, it's a good idea to make one copy first to make sure it comes out the way you want.

The Library copiers have been configured to allow no more than 9 copies at a time to reduce accidental copies.

7 Make any further settings you need, such as reduce or enlarge.

8 Press the green button to copy.

Your displayed CAPS balance will drop as your CAPS account is debited.

9 When finished, press the *Enter* button on the CAPS swipe device to log out of your CAPS account.

The device will automatically log you out after 45 seconds of no copying activity.

PIN Number

Every time you use your University ID card with any CAPS equipment you will be prompted for your CAPS PIN. This includes when you add funds to your account.

The first time this happens, you are creating your PIN. You may enter any number you like between 4 and 8 digits long. You will be prompted to enter the PIN a second time. If you enter the same number each time, it will become your permanent CAPS PIN.

If you forget your CAPS PIN, contact the Service Desk in person with your card to have the PIN reset.

Adding Funds to CAPS

You can add funds to your CAPS account by the following methods:
(You will need your card for all of them)

- **Assisted EFTPOS**

You may EFTPOS funds into CAPS at the Service Desk and some other areas that choose to offer the service, such as the TUU Contact Centre or the Libraries. As the name suggests, very few of these areas will take cash payments and EFTPOS is preferred.

- **Cash Payment**

You may pay in cash for CAPS account credit at some areas that choose to offer the service. Many of the faculties that use CAPS offer cash payment at their main office reception. Cash payment is also available at the TUU Contact Centre in Sandy Bay and the SA Resource Centre in Newnham.

- **Self-Serve EFTPOS**

Self-Serve EFTPOS stations are located at:

- Morris Miller Library and TIAR Satellite Learning Hub in Sandy Bay.
- Newnham Library and Sir Raymond Ferrall Centre Newnham.
- The Art School Library at Hunter St. and the Clinical School Library in Hobart.
- The Architecture Satellite Learning Hub at Inveresk from March 2007.

These stations accept debit cards only.

- **Coin Machines**

CAPS Coin Machines are positioned:

Printing from Windows

- In every UTas Library including branch libraries.
- The Student Association Resource Centre and Sir Raymond Ferrall Centre in Newnham.
- The TIAR Satellite Learning Hub in Sandy Bay.
- The CCC Reception and TAFE Campus Link at the Cradle Coast Centre.
- The Architecture Satellite Learning Hub at Inveresk from March 2007.

Look for the aluminium boxes on metal stands.

- **IDRs**

Research staff and Research postgraduates have the additional option to bring an IDR from their School Office Manager to the Library Service Desk during office hours Monday-Friday. IDRs currently take 24hrs to process.

Please contact the Library Service Desk for details.

Coin Machines

CAPS Coin Machines allow you to check you CAPS balance, and add funds to your account.

If you are not a University Student or Staff member, you can buy a "Casual" copy card from the Library Coin Machines and use it with CAPS photocopiers.

- **Adding funds to your card**

Insert your card into the Coin Machine, as indicated in the picture on the front panel. Your CAPS balance will appear.

Insert coins one at a time. The balance display will increase. When finished, press the button to retrieve your card.

- **Purchasing a Casual card**

This is only necessary for those who are not University Staff or Students.

Insert \$2 of coins. If you insert more than \$2, the additional amount will be added to the card's value.

Press the button to receive the card.

A new \$2 card comes with \$0.96 of value, enough for 8 standard photocopies. You may re-use the card by following the *Adding funds to your card* procedure.

Self-Serve EFTPOS

Self-Serve EFTPOS stations allow you to EFTPOS funds from your debit card to your CAPS account. Credit cards cannot be used, as they require a physical signature process.

Printing from Windows

1 Get both your bankcard and your CAPS card ready.

There is a timeout for transactions to be completed, so it's best to be prepared.

2 Move the mouse to wake the screen.

3 Click *Log on*.

4 Swipe your CAPS card through the BEAR reader, with the magnetic stripe facing you.

5 Enter your CAPS PIN in the BEAR reader.

6 Enter the amount to be deposited into the area on the computer screen.

Amounts are in dollars, no decimal points. Minimum amount is \$5.

7 Click *Reload Now*.

8 Insert your Bankcard into the EFTPOS device with the magnetic strip facing away from you, on the left side.

9 Select *Savings*.

If you select Credit or Cheque the station will produce Error 56 and decline the transaction.

10 Enter your Bank PIN in the EFTPOS device, and press Enter.

11 Your payment will be processed and a receipt issued.

If your receipt has pink marks on it, notify the Service Desk so they can install a fresh paper roll.

Troubleshooting CAPS Printing

- **Everything seemed to work properly, but the job did not print out:**

There is probably a problem with the printer. Report the problem to the Service Desk.

- **“Print Job ‘*document*’ failed: Search failed to find any users matching supplied ID”**

This message will appear if you enter an invalid username. If you are typing the username correctly and the problem persists, there may be a problem with your *Pharos postoffice* details or the username associated with your card. Contact the Service Desk.

- **“Print Job ‘*document*’ failed: Invalid username or password.”**

This message will appear if you enter an incorrect password. (While the system is using LDAP authentication)

- **“Print Job ‘*document*’ failed: User name not supplied.”**

Printing from Windows

This message will appear if you enter an incorrect password. (While the system is using emergency backup POP3 authentication)

- **“Print Job ‘document’ failed: User name ‘username’ not found or inactive!”**

This message will appear if you enter an invalid username. (While the system is using emergency backup POP3 authentication)

If you are typing the username correctly and the problem persists, there may be a problem with your *Pharos postoffice* details or the username associated with your card. Contact the Service Desk.

- **“Print Job ‘document’ failed: General error or POP3 server logon failed. Bad user name or password.”**

Either the postoffice authentication server is offline, or there is a problem with your *Pharos postoffice* details. (While the system is using emergency backup POP3 authentication) Contact the Service Desk.

- **“Pharos Notify cannot be started as connection to the Database cannot be established.”**

This message will appear at logon if the older version 5 client is installed, and *Notify* cannot start. This may be caused by network problems, or a scheduled server outage. You will not be able to CAPS print until you log off and on and *Notify* starts without errors.

- **“Print job ‘document’ failed: Billing (Balance) No accounts found for ‘username!’”**

The username does not match any active CAPS account. Contact the Service Desk.

- **“System error, please contact your Administrator. Would you like to view more details?”**

“Unable to load the questions from the popup server – The Pharos spool queue does not exist.”

The computer is attempting to print to a queue that does not exist. This is a computer configuration problem and should be reported to the Service Desk. If this error occurs on your own laptop, you should delete the printer and reinstall it.

- **“Unable to connect to the popup server. Would you like to view more details?”**
“System error: Host is unreachable”

The print server cannot be contacted. This may be due to network problems or a scheduled server outage.

- **An error message not listed here**

Write down as much of the error as you can remember, and contact the Service Desk.

Troubleshooting Photocopying

- **No prompt for PIN, and CAPS balance appears as \$3.50**

The CAPS device is operating in offline mode. This occurs when the network is active, but the CAPS server cannot be contacted.

You may use the copier as normal, up to a limit of \$3.50. The CAPS device will record your usage, and debit your CAPS account when the service returns to normal.

- **“Local Link down! See attendant.”**

The CAPS Device is not connected to an active network. Report the problem to the Service Desk.

- **“Bad PIN Entered! Please Re-enter.”**

The PIN entered is not the correct one for the card swiped.