

# DEPARTMENT OWNED DEVICES

## FACULTY / STAFF USER FLOWCHART

If you cannot resolve the problem using these solutions  
please contact [copiers@utah.edu](mailto:copiers@utah.edu) for further assistance

### 1. Toner

The copier is  
out of toner.

Have you set up  
toner automation?

Yes, I have filled out  
the automation form  
& had SNMPv3  
configured on my  
printers.

Your toner is being shipped to you!

Your SNMPv3 configuration automatically  
creates an alert when toner levels reach 15%.

Your toner will be shipped to Print & Mail  
then delivered to you from a Print & Mail driver

Self-install the toner when the toner cartridge  
is empty using the instructions on the inside  
front door of your device.

No I have not set up  
toner automation

or

I am not sure...

Contact Pacific Office Automation  
801-990-4001 / [redprint@pacificoffice.com](mailto:redprint@pacificoffice.com)

Locate the sticker on the front of the device, you can call, email or fill out the  
automation form with the QR code with the device ID & your contact information.

Contact [copiers@utah.edu](mailto:copiers@utah.edu) to be set up for toner automation.  
We need to gather your point of contact information and configure SNMPv3 with  
the help of your local IT support on your printers.

Self-install the toner when the copier / printer is empty using the instructions on  
the inside front door of your device or the instructions on the box of toner.

### 2. Staples & Paper

The copier is out  
of staples

Contact Pacific Office Automation  
801-990-4001 / [redprint@pacificoffice.com](mailto:redprint@pacificoffice.com)

Give them the device ID and tell them you'd like to order a box of staples  
This will be shipped to Print & Mail then delivered to you.  
Staples are billed on your monthly invoice and cost \$54.00 / Box.

The copier is out of  
paper

Paper can be purchased through Ushop!  
<https://www.purchasing.utah.edu/ushop/>

### 3. Jam or Mechanical Error

The copier is having  
a mechanical issue  
OR  
a paper jam that  
can't be cleared  
OR  
the copier indicates  
"contact service" on  
the screen

Contact Pacific Office Automation  
801-990-4001 / [redprint@pacificoffice.com](mailto:redprint@pacificoffice.com)

Locate the sticker on the front of the device, you can call, email or fill out the  
form with the QR code. Please provide the dispatch team with your information  
or the information of the appropriate person within your department.

A technician will contact you about your service call. If you have questions,  
concerns or need additional support regarding your service call / customer  
experience contact [copiers@utah.edu](mailto:copiers@utah.edu) to be connected to U of U support.

### 4. IT help - Connection / Drivers

I don't see the  
printer I need on  
my list of printers  
when printing  
from my computer.

You'll need to connect with your local IT support team.

They can make sure the correct driver has been downloaded and use their admin  
credentials as needed to complete the connection between your computer and the  
printer. Once they send a test print (please test both color and black & white /  
grayscale settings) you will be able to print to the device at your convenience.