FAQ

Printing at TU Delft

Contents

1. General

You can print from the (student) workspace, your own laptop or home PC, and your smartphone or tablet. If you still have any questions after reading these frequently asked questions, you can contact a Service Desk.

1.1 What is an MFP?

MFP stands for a Multi-Functional Printer, which is the official term for a machine that allows you to print, scan, fax and copy. For the sake of convenience, we use the term 'printer' in this document.

1.2 What is FollowMe printing?

FollowMe printing means that you send print jobs to a central print server and that you can retrieve documents from all Xerox MFPs at any TU Delft location. If a lot of people are using a particular printer, you can walk to the next one to print out, scan or copy your documents there.

1.3 What is Xerox Mobile Print?

Xerox Mobile Print is a mobile printing solution. You can print from a (student) workspace, smartphone or tablet, and form your own laptop or PC. Even from home. You can then retrieve your documents from the printer on the same day or the following day. You can use webprint.tudelft.nl or the app Everyone Print.

1.4 How does FollowMe printing work?

Your print job will be saved securely on a central print server. Every printer is connected to this server. You can therefore retrieve your documents from any printer after logging in with your TU Delft campus card.

1.5 How secure is FollowMe printing?

Only you can print out your documents after personally logging in with your campus card. Other students or staff members are not able to print out your documents. Since everyone has to use their campus card to log in to the printer to print out their documents, your printed documents can no longer get mixed up with other print jobs and be seen or taken by someone else.

1.6 Can I print from my own devices?

Yes. You can print from your own laptop, home PC, smartphone or tablet as long as you are connected to the internet. You do not need to be on campus to print. You can send a print job from home and retrieve your documents from a printer at TU Delft the next day.

1.7 Can I print directly, i.e. without a campus card, on a specific printer?

For security and privacy reasons we have chosen to exclude direct printing as much as possible. If you still want to use direct printing, please request this via the Self Service Portal or your Service Desk. Conditions for direct printing are:

1.   The printer to which the order is delivered is located in an enclosed space and is accessible to a limited public.

2.   The printer on which the order is delivered is supervised by a limited group of people who use it (within a functional space).

1.8 Is there a user's manual?

Yes. You can find manuals at:
https://www.tudelft.nl/en/it-manuals/printing-scanning-and-copying/

2. Use of the campus card

Everyone uses the new printers: lecturers, students and staff. A card reader is installed at the printer, which establishes the user's identity by reading the campus card. After logging in, you will only see your own print jobs listed and you can then print them out. As soon as you start printing, your credit will be deducted (only for students).

Students and guests must purchase credit themselves before they can print. This is not the case for lecturers and staff. Questions and answers regarding printing credit are therefore only meant for students and guests.

2.1 How can I register my campus card with the printer?

All campus cards that were registered in the 'old' system can also be used in the Xerox system.

Campus cards issued after mid-August 2018 only need to be linked once. Take the following steps to link your campus card:

- Hold the campus card in front of the card reader on the printer.
- The login window appears on the printer screen.
- Enter your NetID at 'User name' and click OK.
- Enter your password at 'Password' and click on OK.
- Your NetID is now linked to your campus card, which can be used to log in to all MFPs from now on. You can now print, copy and scan. Students will need sufficient credit to use the MFPs.

2.2 How can I log in on the printer?

You can log in by holding your campus card against the reader. Alternatively, you can log in by entering your NetID and password on the touch screen of the printer. To do so, press the keyboard icon at the top right of the touch screen.

2.3 Do I need to log out on the printer?

Yes, logging out is important! The system will automatically log you out after several minutes of inactivity. Nevertheless, someone who uses the printer immediately after you can make copies at your expense.

2.4 How can I log out on the printer?

You can log out by holding your campus card against the reader.

3. Working with printing credit (only for students)

3.1 How do I purchase credit?

Log in to the Xerox portal with your NetID at webprint.tudelft.nl. Select 'Payment' and then 'Recharge credit'. Follow the instructions of the payment module. You can pay using iDeal, VISA or another method on display to charge credit to your account. The credit is not on your campus card, but is linked to your account.

3.2 My credit is not sufficient.

If your credit is not sufficient when you try to print, you will receive the following message after logging in on the printer: Insufficient balance. The printing costs and the current balance are shown below. Go to webprint.tudelft.nl first and log in to the Xerox portal.

Always check the printer display screen and only select the print job that you really want to print.

3.3 Can I transfer credit to a different account/student?
It is not possible to transfer credit to a different account, student or staff member. Your credit is personal and linked to your data.

3.4 Where can I check my credit?
Go to webprint.tudelft.nl and log in to the Xerox portal with your NetID.

3.5 Can I have my credit refunded?
Yes, this option will become available in the near future.

4. Printing, scanning, copying

4.1 As a staff member, how do I print from a computer managed by TU Delft?

Send a print job from the programme that you are working in (e.g. Word) to the FollowMe printer at printserver.tudelft.net. Go to the printer and log in with your campus card or NetID. Select the print job that you want to print and press 'Print'.

4.2 How do I print from a Windows, Linux or MacOS computer that is not managed by TU Delft?

Install the TU Delft printing software on your computer. Go to https://www.tudelft.nl/ict-handleidingen/printen-scannen-en-kopieren/ for manuals and software.

4.3 Can I print from my private computer?

Yes, install the TU Delft printing software on your computer to do so. Go to https://www.tudelft.nl/ict-handleidingen/printen-scannen-en-kopieren/ for manuals. These manuals are also available for Mac and Linux.

4.4 As a staff member, how do I print from my laptop on campus?

Make sure that you are connected to the fixed network or to tudelft-datstud. Select 'Print' in the application that you are working in. Select the right driver: FollowMe on printserver.tudelft.net. Your document will now be sent to the central print server. You can retrieve your printed documents at one of the Xerox printers at any TU Delft location.

4.5 As a student, how do I print from my laptop on campus?

Make sure that you are connected to the internet. Select 'Print' in the application that you are working in. Select the right driver: https://webprint.tudelft.nl\FollowMe. Your document will now be sent to the central print server. You can retrieve your printed documents at one of the Xerox printers at any TU Delft location.

4.6 How do I print from home or while on the go?

As a staff member: You can send a print job from home to FollowMe on printserver.tudelft.net. The print job will not be sent immediately, however. As soon as you connect to the TU Delft network, your print job will be sent to the central print server. You can retrieve your printed documents at one of the Xerox printers at any TU Delft location.

As a student: Make sure that you are connected to the internet. Select 'Print' in the application that you are working in. Select the right driver: https://webprint.tudelft.nl\FollowMe.

Your document will now be sent to the central print server. You can retrieve your printed documents at one of the Xerox printers at any TU Delft location.

4.7 How can I print via email?

This option will be available soon.

4.8 How do I print via the website webprint.tudelft.nl?

Go to webprint.tudelft.nl and log in to the Xerox portal with your NetID. Choose 'Upload job' on the home page and select the document or documents that you want to print. Click 'Upload'. You can now retrieve your printed document at one of the TU Delft printers.

4.9 How do a print form a smartphone or tablet?
Use the app Everyone Print.

4.10 How do I print in colour?

The standard setting for all printers is black and white. You can change this setting to colour in the printer properties.
- Click 'Printer properties'.
- Disable 'Xerox Black/White'.
- Click OK.

4.11   How do I scan a document?
Log om to the printer with your campus card or NetID. Select 'Scan'SafeQ Scan' on the printer touch panel. Choose 'Scan to home' (Scan to your computer) or 'Scan to e-mail'. Place the documents in the feeder on top of the printer or use the scanner glass. The scanning starts immediately.

4.12   How do I scan a batch (books) or a different format
You can also scan in batches and different sizes. For this the 'Email' button has been added to the print screen. This comes next to the 'SafeQ Scan' button. There are two options:

1. Easy scanning
Simple scanning, both to e-mail and to folder on the PC, can be found under the 'SafeQ Scan' button on the touch screen.

2. Scan batch or different size paper
If you want to scan a batch or a different size paper (no A3 or A4), you use the 'Email' button. The file will then always be sent to your email address. It is also possible to adjust other options. Note: the file size is limited.
More detailed information can be found in the Scan on Xerox printer manual.

4.13   Where can I find my scan?
When you use easy scanning you have two choices:
- Scan to home: Scan to your computer; your file will then appear on your personal network drive in H:\My Documents\Scans.
- Scan to email: Scan to your email; your file will then appear in your inbox. If the email is too large, the scan will automatically be placed in the 'Scans' directory. In that case, you will receive an email notification.

When you choose scanning with other options ('Email') the will file be send to your email inbox. Note: the file size is limited.

4.14   Recommended settings for printing pdf's.
- Open **Advanced** in the printer dialogue
- Choose **Send For Each Page** in the **Font And Resource Policy**
- Check **Download Asian fonts**
- Choose **Language level 3**
- Check **Let the printer determine the colors**
- Choose other parameters as you wish them
- If printing fails, there is an alternative: Check **Print as Image**

4.15 How do I copy a document?

Log in with your campus card or NetID. Select 'Copy' on the touch screen of the printer. Place the documents in the feeder on top of the printer or use the glass plate. Adjust

the settings (double-sided, colour, etc.), if necessary, and press 'Start'.

4.16 How can I scan a double-sided document?

Scanning is set to double-sided by default. You do not need to take any action yourself.

4.17 Can I scan double-sided originals with the automatic feeder?
Yes, choose single-sided or double-sided from the options in the scanning menu.
The scanner will scan both sides of the paper in a single pass.

4.18 Can I use other cards to link my account to the printers?

This is technically possible. Nevertheless, we recommend using the campus card. We have discovered that some smartphones with NFC capabilities do not transmit unique serial numbers. As a result, other users could log in to the Xerox printer with your account and make copies at your expense.

4.19 I lost my campus card; how can I unlink it from by account?

Introduce your new campus card on a random Xerox printer and follow the
login procedure. Your new card is now linked and the old one unlinked.

5. Breakdowns

5.1 How do I report a printer breakdown or problems with print credit or payments?
Report the breakdown to the Service Desk; they will deal with it as soon as possible.