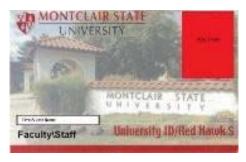# Sharp MFD FAQ's

1) What is the difference between a copier and a MFD?

- MFD stands for multi-functional device that allows for users to not only copy but print, scan and fax also. In some areas the printing feature is disabled so please check with your local technology team regarding the capabilities of the Sharp device for your department.

2) My device has the PaperCut logo on it. What does that mean for me?

- Printing permission is being managed with a software called PaperCut.

- All Sharp devices are registered to the MSUPaperCut server in order to accurately track page counts for each Device and ensures accurate payments to Sharp based on the number of pages printed.

- The MSU user community receives a NetID and an Identification Card that associates them with their department or college. In order to use the Sharp Device, YOU MUST KNOW YOUR NETID OR HAVE A VALID AND NEW ID CARD IN ORDER TO USE THESE DEVICES.

3) How do I know if I have a new MSU ID Card?

- Montclair State University began re-carding Faculty, Staff and Students as of 2010. These cards are more secure and includes an RFID chip that encodes your information so that you can use services available at Montclair State University. Since then, more services are only accessible via the new MSU ID Card.

- Below is an example of the new MSU ID Card at:

4) Where can I get a new MSU ID Card?

- In order to receive a new card, please visit the ID Card office on the lower level of the Student Center. Visit ID Card Office website for hours, etc. (http://www.montclair.edu/student-development-campus-life/student-center/id-card-office/)

5) What do I do if I need supplies?

- Per our contract, Sharp will provide all supplies (toner, staples, maintenance kits, toner spill off, etc.) with the exception of paper to our multi-functional devices.

- Each MFD will have a stored toner cartridge in the cabinet.

6) How does toner get replaced?

- Sharp will be alerted electronically when the toner level is at 25% on each Multifunctional Device. The IT Service Desk or your local academic technology team will deliver toner to the device for storage.

- Each department will be responsible for changing their multi-functional device's toner.

7) How do I change the toner cartridge?

- Locate the replacement toner cartridge.

- Open the front cover on the machine, pull handle on empty toner cartridge to slide out.

- Open new cartridge and shake. Some models will have a green tab on the end, remove the tab and insert.

- Close front cover. Place old cartridge into empty box and mark it as used.

8) Where do I discard the old toner?

- Put the spent toner cartridge in the box from the replacement in either:
  - Place it in the toner recycle bin located in the hallway
  - Place it in the cabinet for pick up
  - Deliver to the IT Service Desk, University Hall, 5th floor or your local academic technology team.

9) What do I do if the machine jams?

- If you cannot resolve the jam with the on screen directions, please contact Sharp at extension 4329, option 4 or email @ SBSNJSUPPORT@SharpUSA.com. Sharp will deploy a technician within 4 business hours.

10) After I scan my ID/log into a Sharp device, how long will I stay logged in?

- Once you scan your ID you will remain logged in for 60 seconds. After 60 seconds of inactivity the device will log you out.

- Note: You should always press the log out button when you are finished.

11) Does my Sharp copier need warm up time?

- Each copier takes 1-2 minutes of warm up time after it is in sleep mode or turned off.

12) Can I scan documents and send them to a network folder?

- Yes. IT has set up the ability for all personnel to scan files to their personal home directory or their department directory by selecting Scan to Home and selecting either your personal or Department directory.

13) How can I receive training for my Sharp Device?

- On the initial day of delivery and the following day, there will be a Sharp representative on campus to train users on the Sharp device.
- If you need additional training, please reach out to the IT Service Desk at extension 7971, option 1.

14) If I was designated by my department to act as the Sharp Device Custodian, will I be provided training?

- Custodians will receive one-on-one training from our Instructional Technology & Design Services Group (ITDS) staff.
- We have also provided "how-to" custodian documentation at on the OIT website.

15) How long after my custodian adds me does my account get added to the device?

- It can take up to 2 hours for you to be added in as the process needs to sync with the PaperCut server.

16) Can I print to my multi-functional device?

- Not all machines will be configured to print; however, only machines currently joined to the ADMSU domain can print to the MFD. For all others, you can upload your document to WebPrint to print.

17) As a faculty or staff member, how can I reduce my printing?

- Utilize other file storage options such as your network storage space on MSUFiles or a USB flash drive to save documents.
- Read materials from the computer screen.
- If possible, allow students to submit work electronically via email or through Canvas.
- When reviewing journal articles, have the PDF or text of the article emailed to you.
- Use the comment and track changes features in Microsoft Word and other programs to provide feedback to others (instead of printing and marking up by hand).
- Use online collaboration tools such as Google Docs instead of trading documents via email.

- When printing materials:
    - Use the print preview feature to preview what will print before you print.
    - When printing website materials, look for a link to a "printable version" of the document. This will format the content for printing.
    - When printing website materials, make sure the last few sheets are not just advertisements or footer information.

18) If I have Student workers, how can I have them make copies for my department without their print allowances being affected?
- In order for a student worker to copy or scan to a designated device, you must have the custodian of that device add them in. They will be allowed to copy, scan and fax to these devices without charge to their student account as they will be associated with the department.
- It is important to note that at this time, there are 3 departments that have Sharp MFD's that will charge the student as the express wishes of the departments.
    - ADP Center
    - LLT Lab
    - Audiology Lab