UNH PRINTSMART
FAQs

1. **What is an MFD?**
   MFD stands for Multi Functional Device. An MFD is one device that combines several devices and functions into a single unit, to provide faxing, copying, printing and scanning capabilities.

2. **How can using an MFD benefit me?**
   An MFD can save time in printing documents, is less expensive than standard older devices, can save paper by defaulting to double-sided printing, and are more energy efficient, which saves energy.

3. **What functions or services are available on an MFD?**
   An MFD can fax, print, scan to e-mail and copy, and can provide other finishing options typically found on a copier.

4. **How can I locate an MFD unit when I need to print/copy/fax?**
   The process through which a user prints to an MFD is identical to that of printing to a network printer. Once the MFD has been added to the user's workstation it can be selected as with any other printer. It can also be set as the default printer if desired.

5. **What support is provided for an MFD Unit and how is it obtained?**
   Technical support can be obtained by contacting Conway’s Help Desk at 603-889-8563 or by calling 800-343-7777 and asking for “Service”.

**Printing**

6. **How is my department charged for using an MFD?**
   The costs for printing on the new MFDs are: .025 per copy/print for a B&W only MFD. Copy/Prints on a black & white/color MFD are .03 per copy/print for B&W and .075 per copy/print for color. The MFDs will default to double-sided copies and to black and white copies. Invoices will be generated quarterly, and paid via a Pcard.

7. **How can I print to an MFD Unit?**
   Printing to an MFD is just like printing to a network printer. Once the MFD has been added to the user’s workstation it can be selected and set as the default printer.

**Copying**

8. **How can I create copies?**
   Place the desired document into the tray at the top of the MFD. Make sure the text is facing upwards. By default, the MFD is set to the copy function. Put in your passcode (if applicable) and press the green Start button.

9. **How can I enlarge?**
   You can enlarge a document using the touch screen on the MFD as you would a copier.

10. **How can I find help on other copying features?**
    Support is available from the Conway Help Desk at 603-889-8563 or by calling 800-343-7777 and asking for “Service”. On-site training is also available to new users at time of installation, and upon request thereafter. You can also visit www.conwayoffice.com for more information. (See sample screen on Page 3 of this document.)
Scanning

11. **How long will it take for me to receive scanned images?**
Images scanned from an MFD will be delivered to the recipient(s)' e-mail inbox immediately after the function is performed.

12. **How can I scan?**
Place document on top of feeder, put in your passcode (if applicable) and select *E-Mail* button. From the touch screen, select *address book*, chose name of recipient, select *To* and then *end*. Press the green *Start* button to start task.

13. **Where does the message go?**
The user may send the message to any client listed in the local address book. The scanned image will appear in the chosen recipient's inbox.

14. **Should I send a message directly to someone from an MFD?**
No. Send the item to your own inbox first, and then forward in email to the desired recipient.

15. **What is the local address book?**
The local address book contains the names of employees within a certain department or workgroup. These are set up at the time of installation. Names can be added or deleted as needed thereafter.

Faxing

16. **Can I send and receive faxes from the MFD?**
Yes. Inbound and outbound faxing can be done through the use of an MFD. Inbound faxes are stored in memory when the MFD is turned off (e.g. over a holiday, weekend, etc.). The faxes will be released when unit is turned back on.

17. **How can I identify the fax number of an MFD?**
Fax numbers are located on the top of the unit.

18. **How do I fax?**
Enter the desired document into the upper tray. To send a fax, select the fax option by clicking the corresponding button and enter the recipient's fax number. Select the fax function by pressing the fax button. When ready, hit the green *Start* button to initiate.

Consumables

19. **How do I obtain printing consumables such as toner, paper or staples?**
All toner, parts, and service are included in the UNH PrintSmart program. (Staples and copy paper are *not* included.) Toner, staples, and other consumables may be ordered by contacting Conway at **Conway at 800-343-7777** and asking for “Supplies”. You can also visit [www.conwayoffice.com](http://www.conwayoffice.com). Copier paper should be purchased through normal means by utilizing the OfficeMax office supplies contract. Aspen 100, which is 100% post-consumer, recycled copy paper (or any other recycled copy paper) is recommended for use in the MFDs.

If you have any other questions, please contact UNH Printing Services at **862-0537**.