

UW – Canon Copier FAQ

General Information

- **Who is the current dealer of the Canon copiers across campus?**
 - The Office Shop is the current dealer of Canon copiers across campus. The Office Shop is a Wyoming based business.
- **Is there a resource that can walk me through authenticating (badging in) at a Canon copier and setting up secure print on my UW computer?**
 - This link will walk you through the steps of authenticating at a Canon copier: [UWCannonTutorialFinal.mp4](#)
 - This link will walk you through the steps of adding UW Canon Secure Print Copiers to a Mac: <https://uwyo.teamdynamix.com/TDClient/1940/Portal/KB/ArticleDet?ID=145738>
 - Mac users must be running the most current version of the Sonoma OS.
 - This link will walk you through the steps of adding UW Canon Secure Print Copiers to a domain connected Windows PC or Non-Domain/Personal Windows PC: <https://uwyo.teamdynamix.com/TDClient/1940/Portal/KB/ArticleDet?ID=145706>
- **Where do I locate the device ID number on the Canon copier?**
 - The device ID is a number that is unique to each copier across campus. It is located on a blue and white sticker on the copier, similar to what is pictured below. This ID helps the Office Shop determine which copier needs assistance, the model and its location.



- **Who do I contact if the Canon copier in my area is not working properly or displays an error message?**
 - Please contact the **Office Shop** for assistance: **(855) 333-0100** or dispatch@officeshop.com
 - Be sure to provide the device ID number of the Canon copier in your request to the Office Shop as well as your first and last name and UW email address.
 - It is helpful to also provide a description of the issue the copier is having and/or the error message that is being displayed.
 - If the difficulties you are experiencing may relate to your computer, connecting to the UW network or connecting to Canon Secure Print, please reach out to UWIT: <https://uwyo.teamdynamix.com/TDClient/1940/Portal/Requests/ServiceDet?ID=8890>
- **I am receiving an error at the copier that I am not associated with an account. What do I need to do?**
 - Users who will be printing/copying at the Canon copiers need to be associated with a GL account string and/or a PPM project before they will be able to use the copier.
 - User requests can be submitted through the copier survey located on the Copier Services webpage: <https://www.uwyo.edu/copier-services/index.html>

- **Will I receive notification once my copier survey request has been processed?**
 - UW Copier Services will be checking survey submissions daily and anticipates new users will have access to authenticate at the copier within approximately 24 business hours of the survey being submitted.
 - Requesters will not receive notification of the request being processed or access being granted and instead users should try accessing the copiers after 24 business hours of the survey being submitted. If there are questions regarding access, please contact: copierservices@uwyo.edu

- **Who do I contact if I am already associated with a GL account string and/or a PPM project, but am unable to gain access to the copier?**
 - If the difficulties you are experiencing may relate to your computer, connecting to the UW network or connecting to Canon Secure Print, please reach out to UWIT: <https://uwyo.teamdynamix.com/TDClient/1940/Portal/Requests/ServiceDet?ID=8890>
 - If the copier is not functioning correctly or is displaying an error message, please contact the **Office Shop** for assistance: **(855) 333-0100** or dispatch@officeshop.com
 - Be sure to provide the device ID number of the Canon copier in your request to the Office Shop as well as your first and last name and UW email address.
 - It is helpful to also provide a description of the issue the copier is having and/or the error message that is being displayed.
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- **Who do I contact if I am already associated with a GL account string and/or a PPM project and I can manually sign in at the copier using my credentials, but my WyoOne ID badge is not working at the copier?**
 - Please reach out to UWIT: <https://uwyo.teamdynamix.com/TDClient/1940/Portal/Requests/ServiceDet?ID=8890>

- **Where can I go to find general resources on the Canon copiers?**
 - Please visit the UW Copier Services webpage for useful information on the Canon copiers: <https://www.uwyo.edu/copier-services/index.html>

- **Our department needs to move the location of our Canon copier, can we complete this move ourselves?**
 - If your area needs to move the location of the Canon copier, please contact the **Office Shop** at: **(855) 333-0100** or dispatch@officeshop.com
 - Be sure to provide the device ID number of the Canon copier in your request to the Office Shop as well as your first and last name and UW email address.
 - The Office Shop will assist with moving the copier and also reconnecting the copier in the new location to ensure it is functioning properly. The Office Shop will also note the new location so their records will be up to date.

Toner and Paper

- **Will the Canon copiers automatically order toner when toner is running low?**
 - Yes, the Canon copiers have the automatic replenishment feature enabled. Toner will automatically be sent out to the corresponding copier when the remaining level reaches 20 percent remaining in the cartridge.
 - If your area has an urgent need arise and your copier is completely out of toner, please contact the **Office Shop at: (855)333-0100** or dispatch@officeshopinc.com
 - Also, if your area has a large printing project or knows the copier will receive a large volume of usage (i.e. finals week, etc.) and feels the need to have a spare toner cartridge on hand, please contact the **Office Shop at: (855)333-0100** or dispatch@officeshopinc.com
 - Be sure to provide the device ID number of the Canon copier in your request to the Office Shop as well as your first and last name and UW email address.

- **Will the waste toner boxes/cartridges be automatically sent out as needed?**
 - Yes, the waste toner cartridges will also be sent out through the automatic replenishment function when the cartridges reach 80% capacity.
 - If your area has an urgent need arise and your copier waste toner box/cartridge is full, please do not attempt to empty the cartridge yourself and instead contact the **Office Shop at: (855)333-0100** or dispatch@officeshopinc.com
 - Be sure to provide the device ID number of the Canon copier in your request to the Office Shop as well as your first and last name and UW email address.

- **Will the staples also be automatically sent out when they are near capacity?**
 - No, staples are not set up with auto replenishment and areas will need to contact the Office Shop to request additional staples: **(855)333-0100** or dispatch@officeshopinc.com
 - Be sure to provide the device ID number of the Canon copier in your request to the Office Shop as well as your first and last name and UW email address.

- **Is toner, staples and the waste toner boxes/cartridges included in the contracted per print rates with the Office Shop?**
 - Yes, these consumable items are included in the contracted pricing with the OfficeShop. Departments will not be charged or invoiced for these items separately.

- **Will my department still be responsible for ordering copy paper?**
 - Yes, copy paper is not included in the no cost consumable supplies provided by the Office Shop. Departments will continue to be responsible for purchasing and paying for copy paper. Departments are encouraged to purchase copy paper through the Office Depot catalog available in WyoCloud, Amazon or the University Store.

Copier Billing

- **Will my department receive an invoice from the Office Shop for the copier(s) in my area?**
 - If your Canon copier is part of Campus wide lease agreement with the Office Shop, no.
 - UW Copier Services manages paying the monthly lease and usage invoices with the Office Shop for the Campus wide lease.
 - Copier Services imports monthly copier lease and usage charges for associated GL account strings and PPM projects into WyoCloud.

- **Will Copier Services provide my department with supporting documentation of the monthly copier charges that are imported into WyoCloud?**
 - Departments will be able to see the monthly charges on their account analysis reports generated in WyoCloud.
 - The monthly lease charge associated with each copier will be the monthly amount noted on the order form that was submitted to the Office Shop to order the copier. This amount will remain constant through the term of the contract with the Office Shop, unless a department decides to add additional functionality to their copier.
 - The Canon copiers utilize a software program called UniFlow to track usage. Each month, cost center approvers associated with the various orgs will receive via email a report that shows the usage charges for the month and the breakdown by user.
 - The usage report should closely align with the usage charge amount that was imported into WyoCloud.

- **What if there is a “none” user showing on the monthly usage report?**
 - “None” users are often associated with incoming or outgoing faxes, as a default account string or project is assigned for faxes and are not tracked by individual user or device/copier generated reports.
 - “None” usage can also be the result of a user being removed from an account string mid-month.
 - If you do not have fax capabilities on your copier and are not seeing device/copier generated reports printing out but are seeing these “none” charges on your usage report and have additional questions, please email copierservices@uwyo.edu to look into further.

- **Who do I contact if I need to update the GL account string or PPM project on file for monthly copier lease charges?**
 - Please email copierservices@uwyo.edu to request the update for monthly lease charges moving forward. Be sure to include the device ID number of the copier you are looking to make the update to.