

# Copier/Printer/Fax

Documentation on setting up copiers, printers, and fax

- [Add Fax Printer](#)
- [Test Your Fax Machine](#)
- [Provide Printer Access to Staff](#)

# Add Fax Printer

Open Print Management from Administrative Tools

## Add Port

Under Print Servers - Papercut Right-Click Ports and select *Add Port...*

Select *Standard TCP/IP Port* and click on New Port

Complete the Add Port wizard - Use the copier IP Address for Printer Name and Port Name

## Add Printer

Under Print Servers - Papercut Right-Click Printers and select *Add Printer...*

Select *Add a new printer using an existing port:* and select the previously created port from the dropdown and click on Next

Select *Use an existing printer driver on the computer* and select the appropriate Kyocera Fax driver and click on Next

Set both the *Printer and Share Name* the same. Use [BLDG]-[PRINTER]-[LOCATION]-FAX (e.g. CES-K6535-OFFICE-FAX)

Add a more detailed location. Select Next and Finish

Right-Click on the newly created Fax Printer and select *List in Directory*

After a few minutes the new Fax Printer should be available to add to computers

# Test Your Fax Machine

Whenever troubleshooting a fax issue, it is good practice to set the Automatic Reports option to Every Error before attempting a test fax. This way, even if the sent fax fails, an error code will be generated that will guide you in future troubleshooting. This option is available in different places on different products, consult the product User's Guide for specific steps.

1. Send a one page black and white text fax to 1-888-hpfaxme (**1-888-473-2963**).
2. When your fax is received by the HP Test Fax Service, we will generate a return fax to you within five minutes confirming that we received your fax. This verifies that you can both send and receive a fax with your fax machine.

If you do not receive a return fax within 5-7 minutes, there may be a problem with the setup of your fax machine. Consult the user manual that came with the product for proper setup and configuration.

**NOTE:** The most common cause of failure is that the fax number set in the Fax Header on the machine does not match the number of the phone line connected to the fax. Also, ensure that the fax header contains the full 10-digit telephone number of the fax machine, including the area code.

# Provide Printer Access to Staff

You must first retrieve the staff member's Access ID number from the back of their Access ID card. (The one they use to enter the building)

- Open Powerschool and search for the staff member.
  - Go to 'Information' on the navigation menu on the left.
  - Scroll down until you see 'Card Access ID' and enter the ID number from the card.
- Open ADManage and search for the staff member.
  - Go to the 'Contact' tab on the top of the window.
  - In the 'Pager' field enter the ID number from the card.

The Kyocera/PaperCut servers will automatically pull the number daily around midnight. The staff member should be able to print with no problems the following day.

If it is an urgent matter, the PaperCut server can be synced manually and it will provide instant access to the printers.