

Rowan University Uniprint FAQ

Q1: What is Uniprint?

A: Uniprint is the campus-wide software-based laser printing solution provided as a cost-effective solution to give student users high-quality, affordable laser printing. It is made by a company called [Pharos](#).

Q2: Who can print using Uniprint?

A: Any RU student, faculty or staff with a current Novell account can print in any lab where Uniprint is available (see below).

Q3: When was Uniprint implemented?

A: January 20th, 2009 in All Open Computer Labs.

Q4: Where is Uniprint available?

A: Uniprint Laser printing is available at 8 Labs around campus including:

- Science Hall Lab 154
- Mimosa Hall First Floor
- Rowan Hall First Floor
- Bozorth 132
- Bunce Hall 156
- Education Hall First Floor
- Wilson Music Library
- Campbell Library Open Lab/Circulation Desk
- Robinson 311

Q5: Why change the method of printing in the labs?

A: IR has determined that the print server system currently in place is out of date and in need of an upgrade. IR has decided to go with a print system that not only replaces our current system, but gives the users many more features than they had previously. Features such as; being able to print from any lab to any printer, the ability to print from remote locations, and the ability to more decisively choose which jobs to print, allow the students to be more efficient with their general printing practices. The Uniprint system is also a much more robust system and is specifically designed for large and small lab use, and can grow to fit future requirements.

Q6: How much does it cost?

A: Every student receives a \$15 initial credit each year in their Rowan Uniprint account. Printing costs are:

- Regular laser prints = \$0.02 ea.

Q7: How / Where do I put money into my Uniprint Account?

A: You can place funds into your Uniprint account by using your Rowan Card at the university Bursar's Office. Or if you just continue to swipe with No Uniprint balance left on your card, it will be deducted from your Rowan Card balance.

Q8: Can I put funds (money) into another user's Uniprint account?

A: No.

Q9: How do I get a refund?

A: Refunds will be handled on a case by case basis, but in general there are no refunds only reprints. Please see any on duty lab monitor to reprint a document that has failed in some way. Users should make doubly-sure that the print job looks the way they want BEFORE they print. Reprints will not be provided for user-induced formatting issues. However if the printer malfunctions (low toner, streaks in printout, blank pages, etc.) a reprint will be provided as long as a monitor or other support member is made aware within 30 minutes of sending the failed job..

Q10: How can I check my Uniprint balance or transaction history?

A: Any student can check their balance at any of the Uniprint Kiosks around campus.

Q11: Can non-students (faculty, staff, etc.) print in the labs using Uniprint?

A: No. Please see an RU lab monitor for help.

Q12: Why do I have to log in to Uniprint every single time that I print?

A: One of our primary concerns was the prevention of unauthorized users printing from someone else's account. Having to enter a password for every time you go to the kiosk eliminates this problem. This system also allows you to print from any kiosk location regardless of where you printed from. This account is tied to your username so it is necessary to have

each student login.

Q13: What about color laser printing?

A: Color laser printing is now available in Duplicating , in Memorial Hall.

Q14: Can I use my own paper?

A: We strongly request that you only use our paper in the printers to avoid damage to the printers. We **do not issue reprints** for printing problems when users opt to use **their own paper** instead of ours. Using your own paper is done at your own risk.

Q15: Can I print on transparencies?

A: No. All transparencies are banned due to the potential of harm to the printer fuser unit. Transparency printing can be done at the Duplicating Center.

Q16: What about printing from my personal laptop or computer?

A: We are working on a solution to allow anyone to print to labs Uniprint printers from any internet location (like dorm rooms, etc.). This should be available beginning in Spring 2010

Q17: What if the network goes down?

A: As with any networked printer, when the network goes down all printing services stop on that printer until the network comes back online. However you can print the jobs you sent to a given printer on any other open lab printer.

Q18: When I graduate, or transfer, can I get a refund from my Uniprint account?

A: No. Uniprint funds are "use it or lose it" funds. We encourage every user to "print like crazy" in order to use up any funds you may have in your Uniprint account before you graduate or transfer to another school.

Q19: What happens to my balance at the end of each semester?

A: Any funds above your initial 375 page allocation in your Uniprint account will be carried forward to the next semester.

Q20: I noticed extra money in my Uniprint account. Where did it come from?

A: Certain departments, programs and colleges have paid for additional funds to be placed into their students' Uniprint accounts. In most cases, these funds are use it or lose it, and are non-accumulating.