⁘ What is Uniprint?

Uniprint is a printer and photocopier management system.

⁘ How do I activate my Uniprint account?

- Go to the Add Value station.
- The display says "Please Swipe Your Card", so swipe your Unicard.
- The display says "Create New Account", so select "Yes".
- The display says "Enter Pin", so enter a four-digit PIN on the touch screen and press "Enter".
- The display says "Confirm Pin", so enter the four-digit PIN again and press "Enter".
- The display says "Enter First Name and Press Enter", so enter your first name on the keyboard and press enter.
- The display will show the name that you entered. If it is shown correctly, press "OK". If it is incorrect, press "Re Enter" and type your name correctly.
- The display says "Enter Last Name and Press Enter", so enter your last name on the keyboard and press enter.
- The display will show the name that you entered. If it is shown correctly, press "OK". If it is incorrect, press "Re Enter" and type your name correctly.
- The display says "Enter Phone No and Press Enter", so enter your telephone number on the keyboard and press enter.
- The display will show the telephone number that you entered. If it is shown correctly, press "OK". If it is incorrect, press "Re Enter" and type your telephone number correctly.
- If you want to check your balance, swipe your card when the display says "Please Swipe Your Card" and enter your pin number.

⁘ How much credit is on my account?
School of Medicine students get a $45.00 credit each semester.

⁘ How much does printing and photocopying cost?
School of Medicine students are charged $.06 per page for black/white printing, $.30 per page for color printing and $.10 per page for photocopying. Duplex printing and photocopying count as two pages.

⁘ How do I print from a computer?

At the Computer:
- Send a print job to the "B&W Printer" or the "color printer".
- When the pop-up window appears, type your Uniprint ID in the first field (8 digit numeral).
- Type the print job name in the second field.
- Select the "Print" button.
- Go to the printer. Black/white printers are located in each computer pod. The color printer is located at the Circulation Desk.

At the Printer:
- Go to the Omega terminal, a black touch-screen display located next to the printer.
- Touch the screen to activate the terminal.
- Type your Uniprint ID or swipe the Unicard.
- School of Medicine students should enter their PIN and press "Enter".
- Select the print job by touching it and press the "Print" button. Pressing the "Print All" button will print all of the jobs without selecting each one. The total amount that will be deducted is shown when you select each print job. The Unicard balance is also shown.
- Select the "Exit" button or you will be automatically logged off after 30 seconds.
- Remove your print jobs from the printer.

⁘ How do I pay for photocopies?

- Go to the Omega terminal, a black touch-screen display, located next to the photocopier.
- Touch the screen to activate the terminal.
- Type your Uniprint ID or swipe the Unicard.
- School of Medicine students should enter their PIN and press "Enter".
- The photocopier will be enabled automatically.
- Photocopy the page or pages.
- Select the "Exit" button or you will be automatically logged off after 30 seconds.

How do I check my Uniprint balance?
- Go to any Omega terminal, or black touch-screen display.
- Touch the screen to activate the terminal.
- Type the Unicard number or swipe the Unicard.
- School of Medicine students should enter their PIN and press "Enter".
- Your balance will be displayed.
- Select the "Exit" button or you will be automatically logged off after 30 seconds.

How do I add cash to my Uniprint account?
If students run out of free credits, they can add credits to their Uniprint account by swipping their Uniprint card at the Add Value Station. The Add Value Station only accepts bills.

Am I charged for two pages for duplex or double-sided pages?
Double-sided pages count as two pages for printing and photocopying. Duplex printing incurs the same cost as two pages of simplex or single-sided printing. The only savings is one less piece of paper.

Can I print or copy using coins?
Coins are not accepted.

What happens to print or copy jobs that are sent to the Omega terminal, but are never released?
A print or copy request will automatically be removed from the server if it has not been released within 24 hours. You will not be charged for those requests.

Can a job that was sent from the Omega Terminal be cancelled or stopped?
No. Once a job is selected and released for printing or copying, it cannot be cancelled (print or copy requests *can* be deleted from the Omega terminal *before* they are sent to the printer).

Can I print from my laptop?
Laptops that are able to connect to the School of Medicine Microsoft Exchange network can download the Uniprint client software that provides access to the Unicard system. Please refer to the "Laptop Printing FAQ" (http://uscm.med.sc.edu/laptopprintfaq.asp) for files and download instructions. If you have any problems or questions, please contact Victor Jenkinson by email (Victor@uscmed.sc.edu) or telephone (803) 216-3211.

What happens if I lose my card?
If a card is lost, then the student should contact a staff member at the Circulation desk. The card can be blocked so that no one can use it. A replacement will be provided for School of Medicine students.

What if I forget or want to change my PIN?
If you forget or want to change your PIN, then contact Karen McMullen in person, by email (Karen.McMullen@uscmed.sc.edu) or by phone at (803) 216-3207 to reset it.

Can I get a refund for a bad print job or photocopy?
We do not give refunds or reimbursements. The only time we make an exception is when there is an equipment failure. You should view the print preview before sending a print job.

Can I pay with my Carolina Card?
No, all print jobs must be paid for with a School of Medicine Library Uniprint account. The Carolina Card system is not compatible with the Uniprint system.

Where can I use the Uniprint system?
The Uniprint system can only be used in the library. The Office of Information Technology is responsible for printing in the basement computer lab.

Are there limitations on how much cash I can add to my Uniprint account?
There is a $50 limit.

Who do I contact if I have problems using the Uniprint system?
Please contact the staff at the Library Circulation desk at (803) 216-3200 if you have problems.

What if I have additional questions or concerns about the Uniprint system?
Please contact Karen McMullen by email (Karen.McMullen@uscmed.sc.edu) or by phone at (803) 216-3207. Alternatively, contact Victor Jenkinson by email (Victor@uscmed.sc.edu) or by phone at (803) 216-3211.
An online tutorial is also available at:
http://uscm.med.sc.edu/tutorials/printingandcopying/index.html