



TUT
MANAGED PRINT
SERVICES



Tshwane University
of Technology
We empower people



TUT Managed Print Services covers printing, copying, scanning, secure printing, print servicing and support. Altron Bytes Document Solutions (Xerox) is the printing vendor on campus and printers were rolled out across all campuses.



Getting help

For help with printing issues, please contact the student helpdesk at the following email address:

- Email: studentprintdesk@tut.ac.za

Hours:

- Onsite support: 8:00 a.m. – 4.00 p.m.

SERVICE STATUS INDICATOR

Bytes Document Solutions and Tshwane University of Technology are providing managed print services for students.

The benefits include:

Convenient copying and printing

- Print from any computer, your own laptop - even your smartphone - and retrieve the print job from any of the multifunctional devices that are deployed at all campus libraries and iCentre.
- Make photocopies and scan to Microsoft OneDrive from any multifunctional device that is part of the managed print service. Secure printing
- Nobody but you can release your print job.

Reduced wastage of paper

- Print only what you need.
- Ability to print on both sides of a paper.
- Scan documents instead of printing.

Low cost

- A4 (single sided - mono colour) = R0.37 per page
- A4 (single sided - full colour) = R1.74 per page
- A3 (single sided - mono colour) = R0.74 per page
- A3 (single sided - full colour) = R3.48 per page



Printer locations

Printers are located in the following places on TUT campuses:

1	Pretoria WestCampus	Cash Acceptor	Snapscan	Printing	Copying	Scanning
	Building 20/Library	Printing	Copying	Scanning		
	Building 20/iCentre	Cash Acceptor	Printing	Copying	Scanning	
	Building 44/iCentre	Printing	Copying	Scanning		
	Building 30/iCentre	Printing	Copying	Scanning		
	Building 13/iCentre	Printing	Copying	Scanning		
	Building 6/iCentre	Printing	Copying	Scanning		
2	Arcadia Campus	Cash Acceptor	Snapscan	Printing	Copying	Scanning
	Building 2/Library					
3	Arts Campus	Cash Acceptor	Snapscan	Printing	Copying	Scanning
	Library iCentre	Printing	Copying	Scanning		
4	Business School					
	Library/iCentre	Snapscan	Printing	Copying	Scanning	
5	Ga-Rankuwa Campus	Cash Acceptor	Snapscan	Printing	Copying	Scanning
	Library					
6	Soshanguve South Campus	Cash Acceptor	Snapscan	Printing	Copying	Scanning
	Library	Printing	Copying	Scanning		
	Icentre					
7	Soshanguve North Campus	Cash Acceptor	Snapscan	Printing	Copying	Scanning
	Library	Printing	Copying	Scanning		
	iCentre					
8	eMalahleni Campus	Cash Acceptor	Snapscan	Printing	Copying	Scanning
	Library					
9	Mbombela Campus	Cash Acceptor	Snapscan	Printing	Copying	Scanning
	Library					
10	Polokwane Campus	Cash Acceptor	Snapscan	Printing	Copying	Scanning
	Library					
11	Durban Campus	Cash Acceptor	Printing	Copying	Scanning	
	Library					
12	Cape Town Campus	Cash Acceptor	Printing	Copying	Scanning	
	Library					



Support

Faulty printers

Report printer-related issues to the Bytes Helpdesk on studentprintdesk@tut.ac.za. Once you have emailed ~~t-~~or called the helpdesk, The turnaround time to resolve printer-related calls is 4 business hours.

Upon logging a call, you will need to:

- Quote the serial number of the printer, which can be found on the label affixed to the printer (see below)
- Your contact name and number
- The location of the device

Altron Bytes Document Solutions MPS Call Centre

- Email: studentprintdesk@tut.ac.za

Printing issues

Send your printing queries or requests (such as loading credits or refunding money) to the Bytes call centre. You will receive a response to your query within 24 hrs., depending on the nature and urgency of the request. Unlike with equipment-related problems, you will not be issued with a reference number for your query.

Bytes Document Solutions MPS Call Centre

- Email: studentprintdesk@tut.ac.za

Paper and toner replacement

Bytes proactively replace the toner and paper in all printers on campus, so there should not be an issue with printers running out of these consumables. Should the printer have run out of paper or toner and you are unable to print as a result*, contact the Bytes call centre. Paper and toner replacement turnaround time is 1 hour.

Bytes Document Solutions MPS Call Centre

- Email: studentprintdesk@tut.ac.za

*Remember that because of **Follow-me printing**, you can release your print job on any printer on campus, so if your printer is out of paper, you can use another one.

Support Hours:

- **Onsite support:** 8:00 a.m. – 4.00 p.m.



Copy, scan and print

The following guides will help you with printing, scanning and copying:

- [Printing for students](#)
- [Scan and copy](#)

To print in colour, you need to change the settings in your print dialogue box, once you have clicked print. You can then collect your print job from any colour printer on campus.

- [Print in colour](#)

You can still print, scan and copy, even if you do not have your staff or student card with you. Here's how:

Student Printing

Bytes have deployed Xerox devices across the various campuses, for student printing. All these devices support **Follow-me printing**, which means that you can release a print job from any Xerox printer on any campus, regardless of where you printed from.

Printing Instructions

- [Basic printing instructions](#)
- [Copy using the Xerox printer.](#)
- [Use the control panel on the Xerox printer.](#)
- [Control image quality on the Xerox printer](#)
- [Scan to email using the Xerox printer](#)
- [Advanced scanning features of the Xerox printer](#)
- [Place documents on the Xerox printer](#)
- [Clear paper jams in the Xerox printer](#)
- [Load paper into the trays on the Xerox printer](#)
- [Load paper into the bypass tray of the Xerox printer](#)

Loading credits and account management

Funds are loaded via the Intelipay portal or at one of the Intelipay kiosks, located in the Libraries or ICentre. Payment can be made either by Snapscan, Cash Acceptors or credit card.

- **Xerox pay points** are for payments with cash and credit cards. They are located at the Libraries or ICentre.
Intelipay portal: can be accessed at <https://tut.intelipay.co.za>. Payment through this portal can be made by EFT, Snapscan, or credit card.
- [Using the cash boxes](#)
- [Loading credit online via the Intelipay portal](#)

Your service delivery team:

- **Onsite Supervisor:** Elizabeth Diedericks Elizabeth.Diedericks@altron.com
- **Service Delivery Manager:** Pierre Prinsloo - pierre.prinsloo@altron.com