GSD. Printer Services – How to use Locked Print on Ricoh multifunctional devices

General Information:

Possible symptoms/errors:

Locked Print on Ricoh multifunctional devices usage

Alternative names of the system:

n/a

IMPORTANT NOTICE:

The Locked Print function enables function to send a printout to a printer and collect it there using employee ID and a self-defined PasswordTo define a password during the printout at user PC, the user needs to select printer

Solution:

1. Settings on user's computer

Advise the user to select a printer in the Print section.

Then, to edit the Printer Properties as it shown at the below screenshot:

Ask the user to click on the Job Type section:

In the following drop-down menu, they need to select the option Locked Print

Now, advise the user to click on the button Details

It is recommended to use Windows Login Name as User ID. Then advise the user to enter preferred password consisting of numbers > click OK

Now, ask them to click Print in the main menu to start the printout

2. Settings on the printer

Advise the user to go to the printer to collect printouts and switch to the menu on the printer device touchscreen

Advise them to tap on the Print button

In the appearing menu, user has to select Print Jobs Advise to select the user that was defined within the Printer Properties

Now, the user needs to select the files they want to print by clicking on them or select all with the button Select All Jobs

Ask the user to tap on Print

Then, to enter the defined password and to confirm with OK

The user can select the number of copies and confirm the printout with Print

After the printout is started, the job will be deleted from the Print Job list.

Advise the user to quit the dialogue window on the printer by pressing the Exit button in the top-right corner.

Assignment Group:

FDT IT Workplace Delivery (HG) Local IT

Ticket Creation:

Template: N/ACategorization: N/A

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

1. n/a