

FAQ for Managed Print Services (MPS)

1. What is MPS

Managed Print Services (MPS) is provided by FujiXerox (FX) that manages all aspects of printing devices including printers, scanners, faxes and copiers.

2. What are the services provided?

- a. Device Management
 - Inclusive of Hardware, Software, Support and Maintenance
 - Inclusive of Production Machine
 - Equipped with additional accessories
- b. User Management
 - Integrated with Card Reader
 - Integrated with Identity Management (IDM)
- c. Software Solution Design
 - Print on Demand
 - Usage Tracking and Monitoring
 - Follow You, Print Anywhere
 - Reporting
- d. Comprehensive Services Offering
 - Regional Helpdesk
 - Supplies including toner cartridge and other items
- e. Proactive Monitoring
 - Proactive Fault Alert
 - Proactive Consumable Management
 - Automatic Meter Reading

3. How to use the machine

MMU User is required either to tap their Smart Card or authenticate using Identity Management (IDM). The IDM function will be available soon. Kindly ensure MMU desktop/Laptop is connected to MMU Active Directory (AD). Otherwise, please get assistance from your respective Technician.

Please install the Follow-U MPS software. The Quick Guide is available in the MMU Intranet>>ITSD>>Guidelines

- i. Cyberjaya - [\\int-mps-1.mmu.edu.my](http://int-mps-1.mmu.edu.my)
- ii. Melaka - [\\int-mps-3.mmu.edu.my](http://int-mps-3.mmu.edu.my)

4. How to use the machine for the Part Timer Staff/Research Officer?

- i. The Faculty's Manager shall submit ticket in the Service Desk together with list of the Staff (Name, Staff ID, MMU Email Address, Faculty, Duration and MMU Smart Card/Touch n Go Serial Number at the back of the card)
- ii. IT Support will create the account
- iii. The staff may tap their MMU Smart Card/Touch n Go to access to the machine.

5. What are the available features/functions

- Print/Copy/Scan/Fax
- Booklet Maker (certain machine. Please refer to the location appendix)
- Mobile Printing

6. Where is the location of the machine

Please refer to the appendix for the list of location.

7. How is the Charging Model?

Pay Per Use (PPU). FX will charge MMU according to their usage. There is no RENTAL for the machine.

8. Will the staff allowed to print/copy/scan at other FX machine located in different Department/Faculty. And how the charges will be?

Yes. With the “Follow You, Print Anywhere” feature, Staff may do the printing/copy activities at any FX machine in both campuses. Cyberjaya staff should be able to print his job at Cyberjaya and release the job in Melaka Campus by tapping his smart card or authenticate with IDM credential. However the staff should bring own paper to the respective Department/Faculty.

The charging will be tagged to the Faculty/Department which the staff belongs to i.e: ITSD staff do printing at the machine located at FIN. The charge will goes to ITSD.

9. Where to get the guideline or user manual?

The quick guide is available in the MMU Intranet under ITSD.

10. Unable to print and encounter the following error “my card is not registered”

Please submit ticket in the Service Desk System. IT Support will assist accordingly. Kindly provide the following detail:

- i. Name
- ii. Staff ID
- iii. Card Serial Number (at the back of the card)

11. How to get support for any issue related to MPS

Please submit ticket in the Service Desk System.

- i. First Level Support for Faculty – Respective Faculty’s Technician
- ii. First Level Support for Departmental – VADS Team

12. How long the document will be available in the server?

The document will be automatically removed once print release done by the user. Otherwise it will be available within 24 hours.

Update as of 0311/2017. The FAQ will be updated from time to time