

# wēpa



The diagram illustrates the wēpa print cloud workflow. On the left, various devices including smartphones with Android and Apple logos, a laptop, a USB drive, and an email icon are shown. Two curved arrows originate from these devices and point towards the center, where the words 'print cloud' are displayed in a large, blue, sans-serif font. A third curved arrow points from 'print cloud' to the right, where three 'PRINT STATION' kiosks are depicted. Each kiosk features the wēpa logo and the text 'YOUR ON-THE-GO PRINT SOLUTION'. The background consists of a light blue sky with white clouds and a faint grey silhouette of a city skyline.

# print cloud

## TRAINING MANUAL

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wēpa is a cloud based print solution  
developed specifically for higher education.

Students can upload their files using a computer, tablet or smartphone  
and print their documents at any wēpa print station.

Our goal is to bring students and faculty a cloud print solution that fits  
easily into their daily lives and technology habits.

# 5 Easy Ways to Print



## wēpa Print App

One-time download to your computer:  
[wēpanow.com/printapp](http://wēpanow.com/printapp)

- 1) Open the document on your computer.
- 2) Choose "File>Print" and select either wēpa-BW or wēpa-Color; Select "Print."



## Mobile Devices

Apple® App or Android® App

Download the "wēpa Print" app from the Apple® App Store or Google Play®.

- 1) Open the document you want to print on your device and send it to the wēpa cloud.



## Email to Print

- 1) Attach your documents to an email.
- 2) Send the email to [print@wēpanow.com](mailto:print@wēpanow.com).



## Flash Drive

- 1) Tap the USB button on the print station screen.
- 2) Insert your USB flash drive.
- 3) Select your documents and preferred options.



## Web Upload

- 1) Go to [wēpanow.com/webupload](http://wēpanow.com/webupload).
- 2) Select your documents and then select "Send to wēpa."

# How to Print at a wēpa Print Station

There are 3 ways to access your files to be printed.

- Swipe your campus card or enter your username and password to log in
- Enter Release Code
- Insert a USB Drive

FOR FASTER LOG IN WITH THE USE OF A CARD:

1. Tag any card with a magnetic stripe to your wēpa account.
2. Select the “wēpa tag” icon at the wēpa print station to tag your card.



# How to Print at a wēpa Print Station

- Select Files

- Once logged in, you can touch the files that you would like to print.
- Select a specific file(s) or choose “Select All” to print all files.

- Payment

- You can pay for prints using your campus card, credit/debit card, wēpa print card or wēpa account.

\* Note: wēpa is not integrated with all campus cards, and not all schools sell print cards or allow credit/debit card use.

The screenshot shows the wēpa print station interface. At the top, the wēpa logo is on the left, and account balances are on the right: "wepa account balance: \$50.00" and "Campus card balance: \$20.00". Below this is a table of files to print. The table has columns: "select file", "upload type", "release code", "file Name", "total pages", "print cost", and "time since upload". There are five rows of files, all named "Test Print color.pdf" with 5 pages and a print cost of \$2.45. The first and fifth rows have their "select file" checkboxes checked. To the left of the table are three buttons: "select all" (a circle with a dot), an upward arrow, and a downward arrow. Below the table is a section titled "Please select your payment option to continue" with four buttons: "credit debit \$2.88", "wepa print card \$2.48", "wepa account \$2.48", and "campus card \$2.48". At the bottom are four buttons: "log out" (with a red circle and exclamation mark icon), "deposit funds" (with a piggy bank icon), "check print card balance" (with a dollar sign icon), and "tag a card" (with a card icon).

select file	upload type	release code	file Name	total pages	print cost	time since upload
<input checked="" type="checkbox"/>		985DFR	Test Print color.pdf	5	\$2.45	04/10 09:39 AM EST
<input type="checkbox"/>		357DOJ	Test Print color.pdf	5	\$2.45	04/10 09:39 AM EST
<input type="checkbox"/>		965KJF	Test Print color.pdf	5	\$2.45	04/10 09:39 AM EST
<input type="checkbox"/>		524DFS	Test Print color.pdf	5	\$2.45	04/10 09:39 AM EST
<input checked="" type="checkbox"/>		985ADC	Test Print color.pdf	5	\$2.45	04/10 09:39 AM EST

Please select your payment option to continue

credit debit \$2.88	wepa print card \$2.48	wepa account \$2.48	campus card \$2.48
------------------------	---------------------------	------------------------	-----------------------

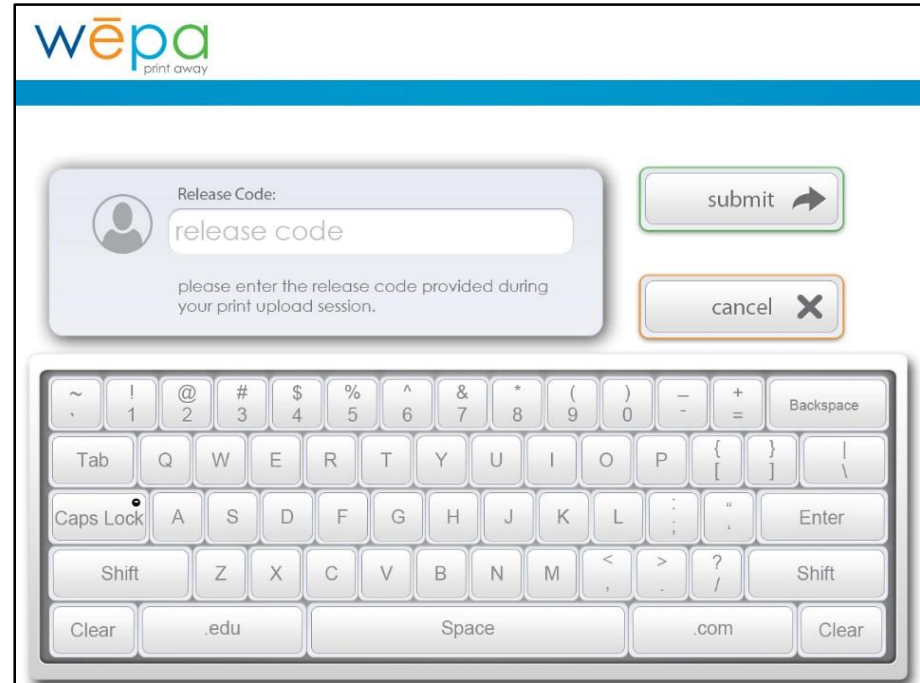
log out   deposit funds   check print card balance   tag a card

# Guest Printing Release Code



When uploading a single print job from your computer, a six digit Release Code will be generated. The Release Code is a shortcut to print single files.

1. To use the code, select "Release Code" at the wēpa print station.
2. Enter the Release Code that was provided.
3. Select the file you want to print.
4. Choose your method of payment.



# How to Refill Paper

1. Pull out printer Tray 1.
2. Fan paper with fingers to separate paper.
3. Tap paper on top of print station to straighten and align pages.
4. Insert paper into printer Tray 1. Fill paper to line indicated inside Tray 1. **Do NOT overfill paper, it will cause a paper jam.**
5. Close printer Tray 1.
6. Pull out printer Tray 2 to check paper. If paper is low or empty, repeat steps 2-5 with printer Tray 2.

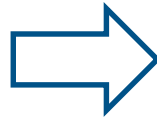
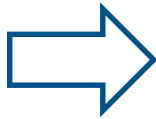
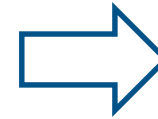
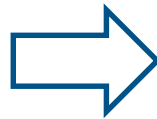
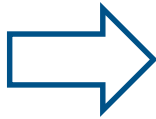
**Note: We recommend alternating paper trays every time paper is restocked.  
Also be sure both trays are set to letter size.**



See the video on our YouTube Channel  
[www.youtube.com/user/wepakiosks](http://www.youtube.com/user/wepakiosks)



# How to Refill Paper



# How to Change a Toner

1. Using handle located on top of the print station drawer, pull printer and drawer out of the print station shell. **Only pull printer far enough out to open top of the printer.**
2. Push button on top left corner of printer to open.
3. Flip blue latch toward front of printer to release empty cartridge.
4. Using handle in center of cartridge, slide cartridge to the right, then pull cartridge up and out.
5. Discard empty cartridge.
6. To insert new cartridge, slide cartridge in on the left and push down into printer.
7. Push blue latch towards back of printer to lock cartridge into place.
8. Close top of printer and push printer back into the print station shell so all wheels are
9. inside the shell.



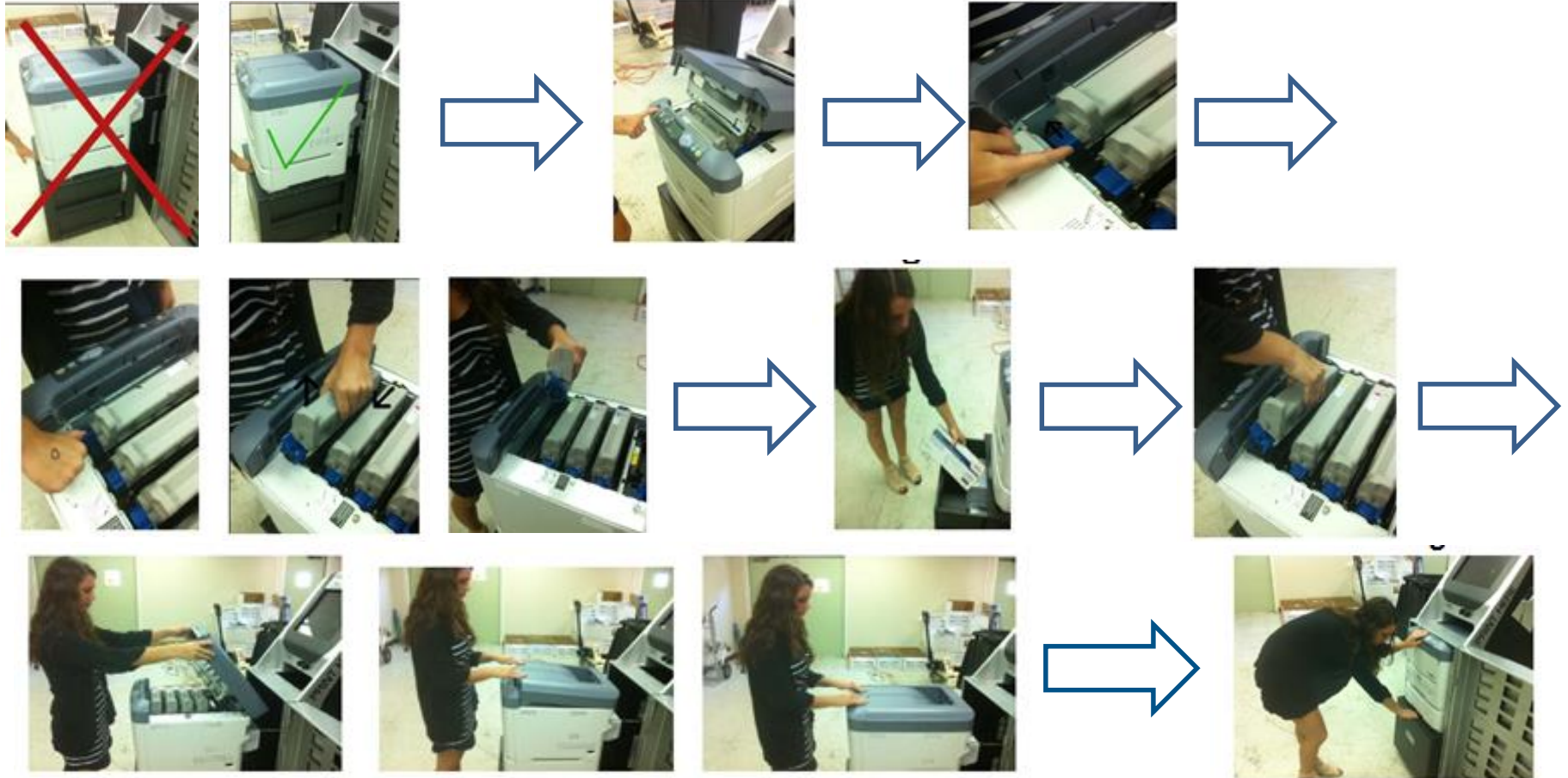
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# How to Change a Toner



***Diagram 1***

# How to Change a Toner



# How to Change a Fuser

1. Using handle located on top of the print station drawer, pull printer and drawer out of the print station shell. **Only pull printer far enough out to open top of the printer.**
2. Push button on top left corner of printer to open.
3. Flip both blue latches on either side of fuser towards front of printer to release fuser.
4. Pull up on handle located in center of fuser to remove.
5. Discard fuser.
6. Push down on fuser to insert into printer.
7. Push blue latch towards back of printer to lock fuser into place.
8. Close top of printer and push printer back into the print station shell so all wheels are inside the shell.



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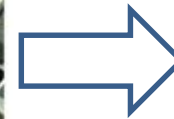
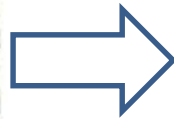
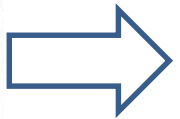
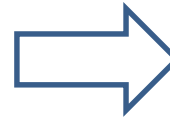
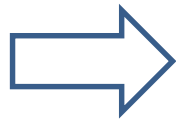
# How to Change a Fuser



***Diagram 1***



# How to Change a Fuser



# How to Change a Drum

**The printer contains four image drums: cyan, magenta, yellow and black.**

1. Using handle located on top of the print station drawer, pull printer and drawer out of the print station shell. **Only pull printer far enough out to open top of the printer.**
2. Push button on top left corner of printer to open. **Note the position of the four toner cartridges (a) and image drums (b). It is important that they go back in the same order (see Diagram 1, page 18).**
3. Holding drum by its top center, lift the image drum, complete with its toner cartridge, up and out of the printer (see Diagram 2, page 18).
4. Put the assembly down gently onto a piece of paper to prevent toner from marking furniture and to avoid damaging the green drum surface.  
**\*Note: The green image drum surface at the base of the ID unit is very delicate and light sensitive. Do not touch it and do not expose it to normal room light for more than 5 minutes. If the drum unit needs to be out of the printer for longer than this, please wrap the cartridge inside a black plastic bag to keep it away from light. Never expose the drum to direct sunlight or very bright room lighting.**
5. With the colored toner release lever (1) to the right, pull the lever towards you. This will release the bond between the toner cartridge and the image drum unit (see Diagram 3, page 19).
6. Start by lifting the right-hand end of the toner cartridge (1), then pull the cartridge to the right to release the left-hand end as shown (2) and withdraw toner cartridge out of the image drum cartridge. Place the cartridge on a piece of paper to avoid marking furniture (see Diagram 4, page 19).



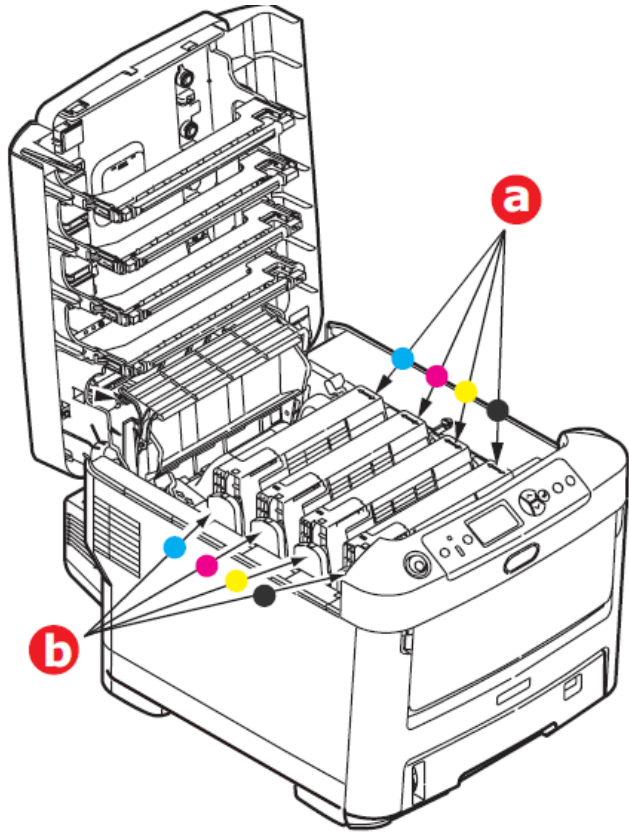
# How to Change a Drum

7. Take the new image drum cartridge out of its packaging and place it on the piece of paper where the old cartridge was placed. Keep it facing the same way as the old unit. Pack the old cartridge inside the packaging material for disposal. **Follow the instructions that come with the new image drum regarding the removal of packaging materials.**
8. Place the toner cartridge onto the new image drum cartridge as shown in Diagram 5, page 19. Push the left end in first and then lower the right end in. **It is not necessary to replace the toner cartridge at this time unless the toner level is low.**
9. Push the colored release lever away from you to lock the toner cartridge onto the new image drum unit and release toner into it (see Diagram 6, page 20).
10. Holding the complete assembly by its top center, lower it into place in the printer, locating the pegs at each end into their slots in the sides of the printer cavity (see Diagram 7, page 20).
11. Close top of printer and push printer back into the print station shell so all wheels are inside the shell.

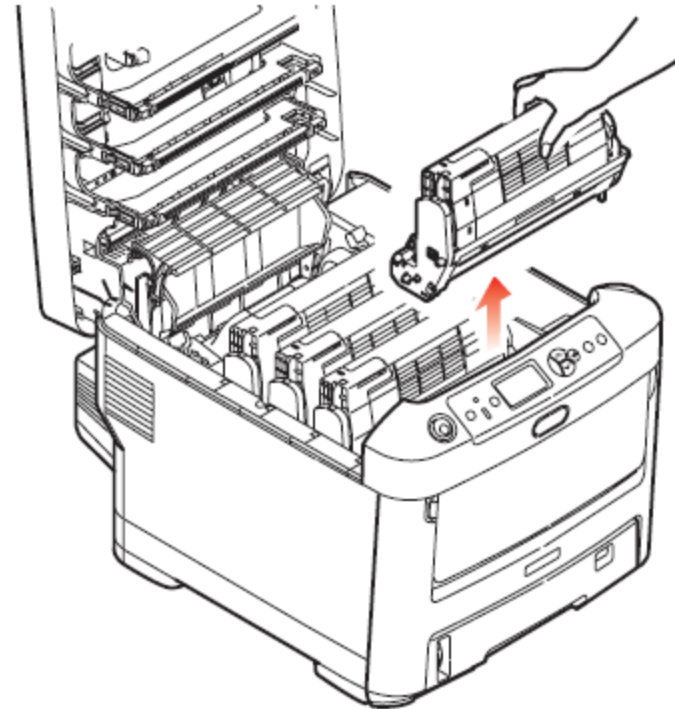


See the video at our YouTube Channel  
[www.youtube.com/user/wepakiosks](http://www.youtube.com/user/wepakiosks)

# How to Change a Drum

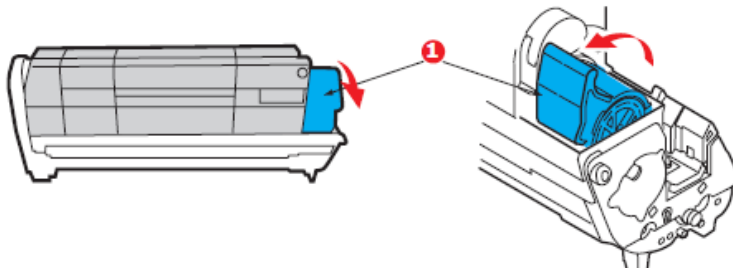


*Diagram 1*

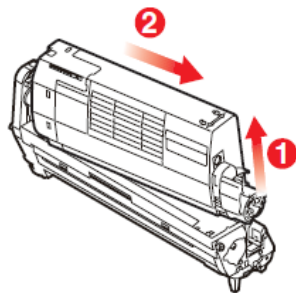


*Diagram 2*

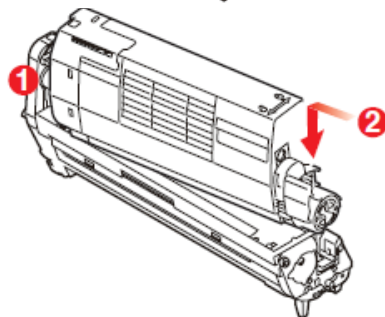
# How to Change a Drum



**Diagram 3**

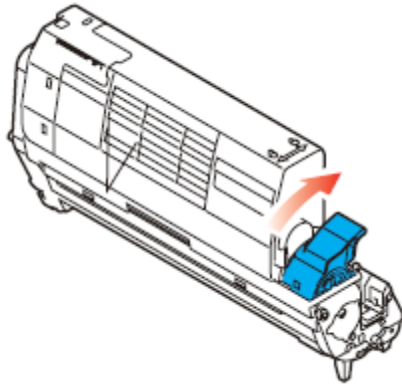


**Diagram 4**

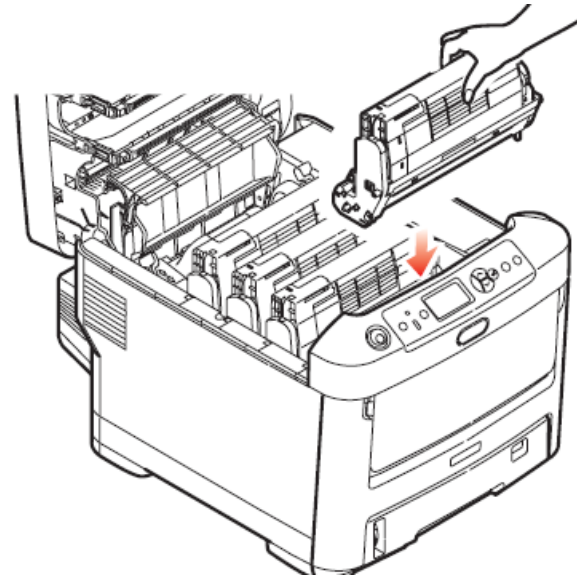


**Diagram 5**

# How to Change a Drum



***Diagram 6***



***Diagram 7***

# How to Change a Belt

1. Using handle located on top of the print station drawer, pull printer and drawer out of the print station shell. **Only pull printer far enough out to open top of the printer.**
2. Switch off printer and allow fuser to cool for about 10 minutes before opening printer cover.
3. Push button on top left corner of printer to open.
4. Flip blue latch toward front of printer to release toner cartridge and image drum. **Be sure to note the positions of the 4 toner cartridges before removal (see Diagram 1, page 23).**
5. Using handle in center of cartridge, slide cartridge to the right, then pull cartridge up and out of printer. Place toner cartridge in a safe place away from direct light and heat.  
**Note: The green image drum surface at the base of each cartridge is very delicate and light sensitive. Do not touch it and do not expose it to normal room light for more than 5 minutes. If the drum unit needs to be out of the printer for longer than this, please wrap the cartridge inside a black plastic bag to keep it away from light. Never expose the drum to direct sunlight or very bright room lighting.**
9. Locate the 2 fasteners (a) on each side of the belt and the lifting bar (b) at the front end (see Diagram 2, page 24).
10. Turn the 2 fasteners 90° to the left; this will release the belt from the printer chassis (see Diagram 2, page 24).

# How to Change a Belt

11. Pull the lifting bar (b) upwards so that the belt tips up towards the front and withdraw the belt unit (c) from the printer (see Diagram 2, page 24).
12. With the lifting bar at the front and the drive gear towards the rear of the printer, lower the new belt into place. Lower the drive gear into the gear inside the printer by the rear left corner of the unit and lower the belt unit flat inside the printer (see Diagram 3, page 24).
13. Turn the 2 fasteners (a) 90° to the right until they lock. This will secure the belt into place (see Diagram 4, page 25).
14. To re-insert toner cartridge, slide cartridge in on the left and push down into printer.
15. Push blue latch towards back of printer to lock cartridge into place.
16. Close top of printer and push printer back into kiosk shell so all wheels are inside the shell.



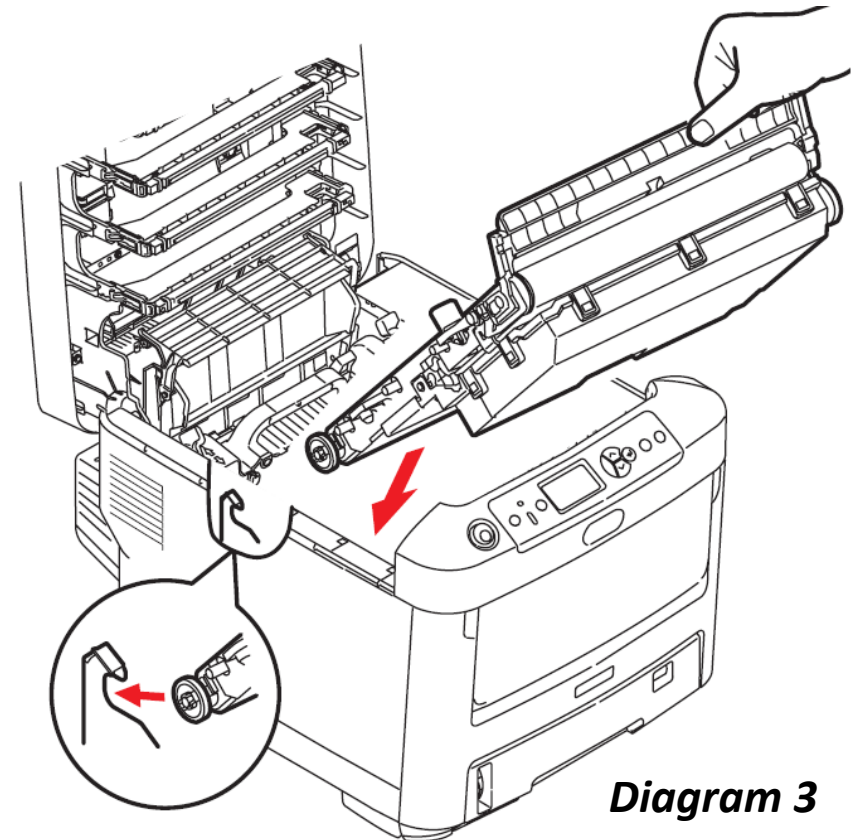
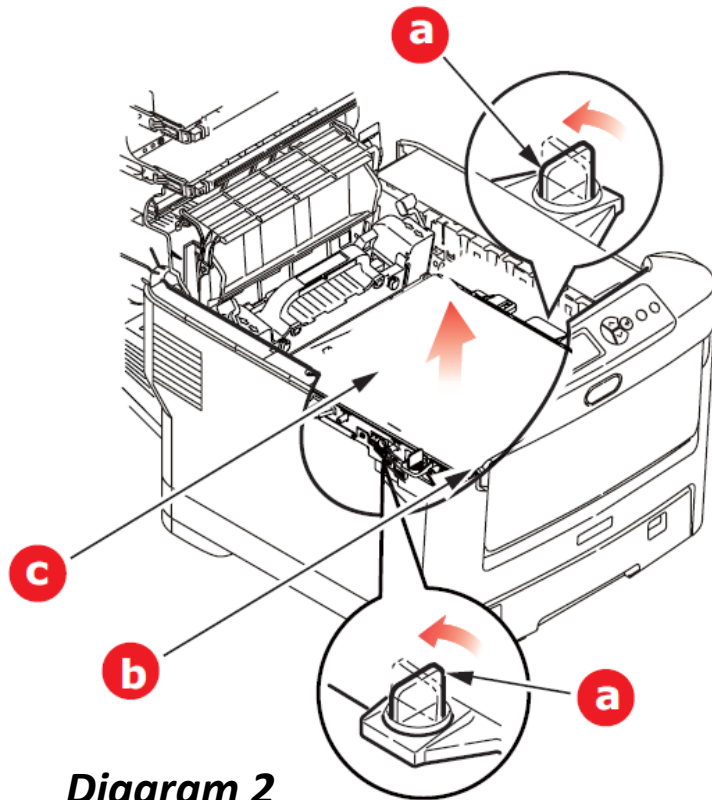
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# How to Change a Belt



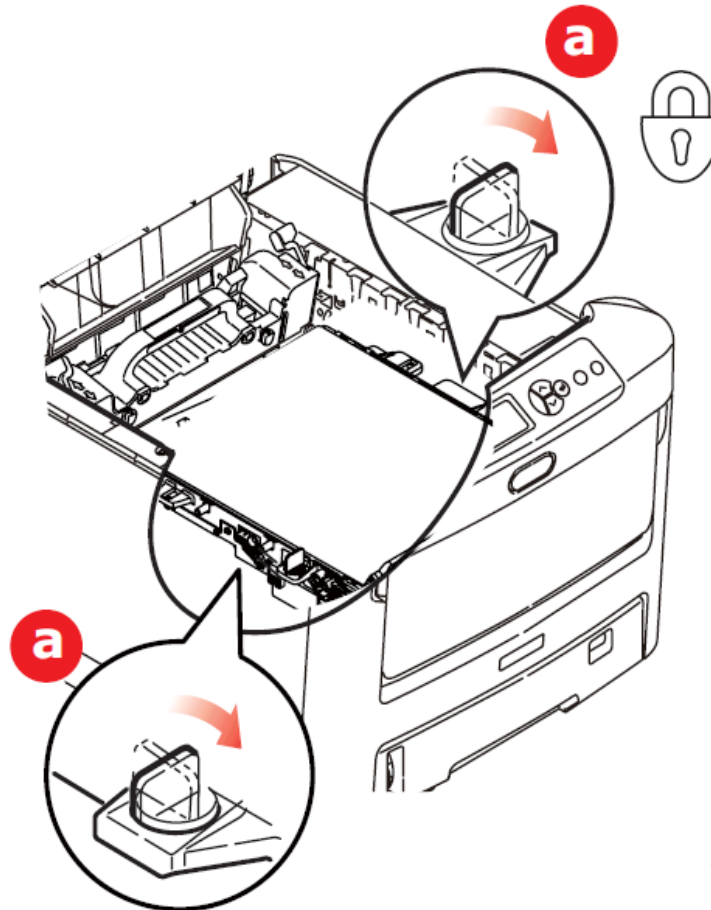
***Diagram 1***

# How to Change a Belt





# How to Change a Belt



**Diagram 4**

# Alerts

## Alert Information

Alerts are sent out from wēpa when the print stations are down or about to go down.

- Red/Black Alerts: The print station is down and unable to be used.
- Red Alerts: The print station is down due to being out of supplies.
- Black Alerts: The print station is down due to either a network issue or being powered off.
- Yellow Alerts: The print station is low on supplies.

## wēpa Yellow Alerts

- PAPER\_LOW\_WARNING: Tray 1 is empty on printer.
- PRINTER\_LOW\_TONER: Toner is low on the printer, 10% or lower left.
- PAPER\_INCORRECT\_TRAY\_SIZE: The tray size on one or both of the trays is not on letter.
- BELT\_LOW: Belt is low, under 10% use left.
- FUSER\_LOW: Fuser is low, under 10% use left.
- DRUM\_LOW: Drum is low, under 10% left.

## wēpa Red Alerts

- BELT\_CRITICAL: Belt needs to be changed.
- FUSER\_CRITICAL: Fuser needs to be changed.
- DRUM\_CRITICAL: Drum needs to be changed.
- PRINTER\_CRITICAL\_TONER: Toner in the printer is out.
- PAPER\_OUT\_WARNING: The kiosk's printer is out of paper.

## wēpa Black Alerts

- PRINTER\_DOWN: The printer is malfunctioning.
- PRINTER\_UNREACHABLE: The printer does not have a network connection.

# Contact wēpa

**Have questions or issues with printing files or print station service? Contact Us!**

**Phone:** 1-800-675-7639

**Email:** [help@wēpanow.com](mailto:help@wēpanow.com)

**Live Chat:** Visit [wēpanow.com](http://wēpanow.com), click the “Support” tab

## Troubleshooting Tips Color/Black & White Printer



### SOME BASIC YELLOW ALERTS:

**Paper\_Low\_Warning:** Printer Tray 1 is empty

**Printer\_Low\_Toner:** Printer toner is low, less than 10% remaining

**Paper\_Incorrect\_Tray\_Size:** Printer tray size needs to be changed to Letter

**Belt\_Low:** Printer belt is low, less than 5% remains- change after belt reaches 2%

**Fuser\_Low:** Printer fuser is low, less than 5% remains- change after fuser reaches 2%

**Drum\_Low:** Printer drum is low, less than 5% remains- change after drum reaches 2%



### SOME BASIC RED ALERTS:

**Belt\_Critical:** Printer belt needs to be changed

**Fuser\_Critical:** Printer fuser needs to be changed

**Drum\_Critical:** Printer drum needs to be changed

**Printer\_Critical\_Toner:** Printer toner is low

**Paper\_Out\_Warning:** Printer is out of paper

The printer is set to feed paper from both Tray 1 and Tray 2. We recommend swapping paper trays every time paper is restocked. Also be sure that BOTH trays are set to Letter size.

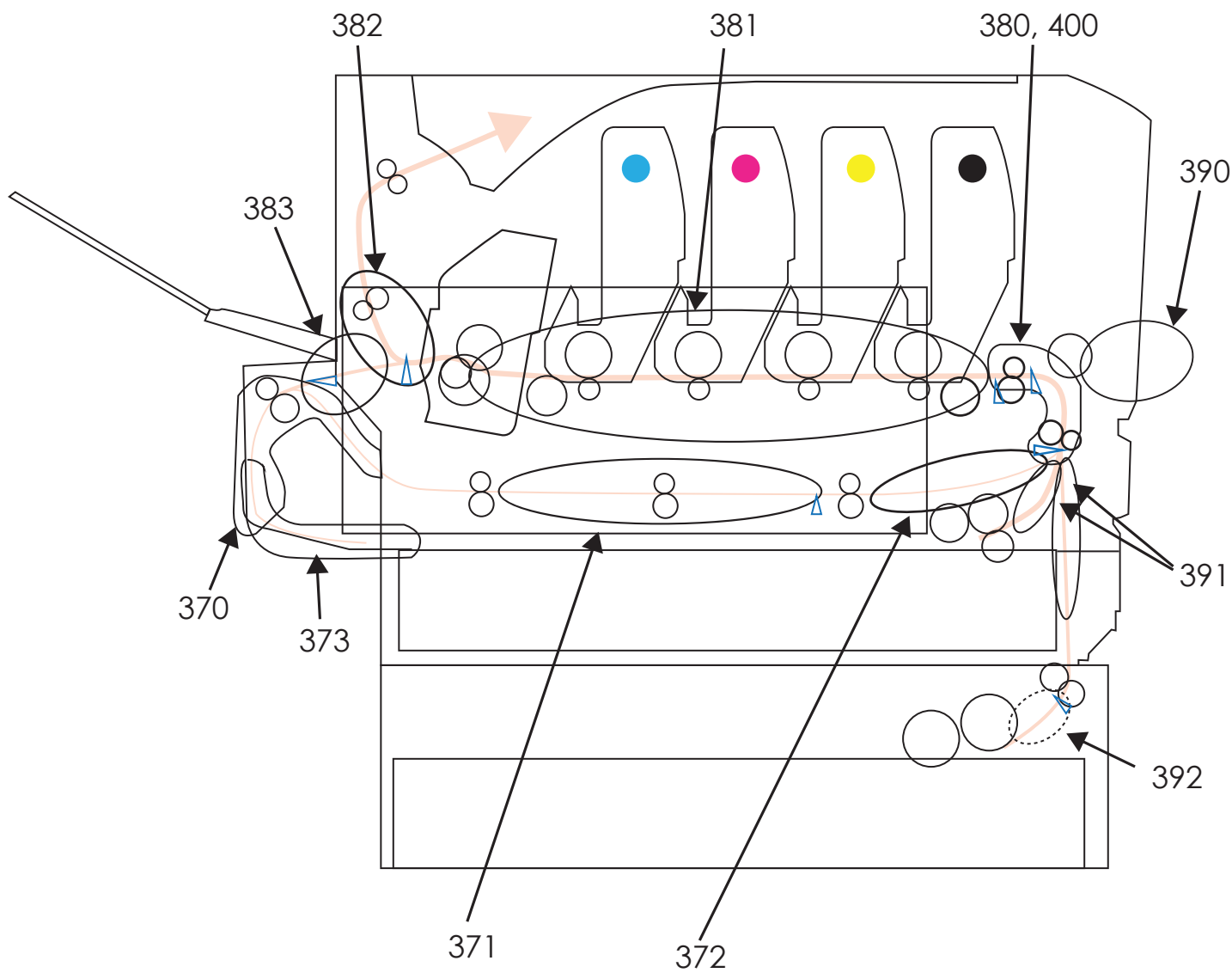


### TO PREVENT PAPER JAMS:

- Always fan the paper stack on all four sides prior to placing the paper in the tray.
- Do not leave space between the paper, guides and rear stopper.
- Do not overfill the paper tray.
- Do not load damaged or warped paper.
- Load only the 8.5" x 11" paper that is provided by wēpa into the trays.
- Gently close the paper tray.
- Do not pull the paper tray out during printing.

*The diagram on the next page indicates where the paper jam is located based on the error code that you receive. The most common errors are 381, 382, 391 and 392. If a jam occurs, make sure all paper pieces are removed. If a jam occurs IN the fuser (with part of paper sticking out of both ends of the rollers), use the blue trigger on the right to release the pressure on the rollers before pulling out the paper. This prevents the paper from being ripped.*

# Paper Sensor Error Codes



CODE#	LOCATION	CODE#	LOCATION
370	Duplex unit*	382	Paper exit
371	Duplex unit*	383	Duplex unit*
372	Duplex unit*	390	MP tray
373	Duplex unit*	391	Paper tray
380	Paper feed	392	2nd Paper tray
381	Paper path	400	Paper size

*\*If fitted*



# Supply Tips

## Color/Black & White Printer

wēpa monitors each print station's print volume on every campus and provides the supplies necessary to keep the print stations running properly. We have provided a few pointers and tips below.

Each printer consumable (toner, drum, belt, fuser) has a different print life expectancy and therefore each will need to be replaced at a particular time.

### CONSUMABLE LIFE SPAN

**Toner: approximately 10,000-11,000 pages**

**Drum: approximately 20,000-22,000 pages**

**Belt and Fuser: approximately 60,000 pages**

### ALERTS

- When a component is low, an alert email will be automatically sent to the person responsible for the print station. The email will notify them that the component needs to be monitored and will need to be replaced soon.
- The component does **NOT** need to be changed immediately when you receive a Yellow Alert as there is still some life remaining in the consumable.

### YELLOW ALERTS SENT

Toner: 10% = approximately 1,000 pages remain

Drum: 5% = approximately 1,000 pages remain

Belt & Fuser: 5% = approximately 3,000 pages remain

### RED ALERTS SENT

Toner: 0%

Drum: 2%

Belt & Fuser: 2%

### REPLACING COMPONENTS PRIOR TO END OF LIFE:

- To prevent unnecessary waste, please wait to replace the component until *after* you receive a low alert.
- If there is a problem, please notify Technical Support immediately so they may provide assistance in resolving the issue.
- It is possible that wēpa will request a defective item be returned to us. If that is the case, an RMA# will be provided along with a return label. Please notify Technical Support if you feel an item is defective so that further instruction may be provided..
- Please be sure to notify Technical Support if a component is replaced prior to receiving a low alert so we can ensure that we send additional supplies if needed
- If you feel that your print demands are greater than your current inventory, please contact our Supply Manager and we will send additional supplies.

### Technical Support

Phone: 800-675-7639

Live Chat: [support.wepanow.com](https://support.wepanow.com)

Email: [help@wepanow.com](mailto:help@wepanow.com)

### Supply Manager

Kelley Stephens

Phone: 800-675-7639

Email: [kelley.stephens@wepanow.com](mailto:kelley.stephens@wepanow.com)

# Troubleshooting Tips

## Black & White High Capacity Printer

- **Other than the paper, there are only two components that will need to be replaced in this printer.**
  - 1) Toner Cartridge
  - 2) Fuser/Maintenance Kit
- **A Yellow ⚠ alert will be sent when the toner has 10% remaining.**
  - At that time there are still about 3,000 pages remaining that can be printed with that toner.
  - Do NOT change the toner prior to 10%. We recommend waiting to less than 5% to avoid waste.
- **The fuser has a blue tab on the right.**
  - The blue tab needs to stay in the forward position.
  - This tab should NOT be pushed back.
- **If a paper jam occurs in the fuser rollers, push down on the blue tab to release pressure on the rollers to remove the paper.**
  - DO NOT pull paper out of rollers without releasing the tension.
- **If a sheet of paper is jammed, attempt to remove the paper gently in the direction it was going.**
  - Do not yank the paper out forcefully.
- **The printer can hold 2,500 sheets of paper.**
  - Tray 1 holds up to 500 sheets. Tray 2 holds up to 2,000 sheets.
  - Do NOT overfill the trays.



### TO PREVENT PAPER JAMS:

- Always fan the paper stack on all four sides prior to putting it in the tray.
  - This can also remove excess paper dust.
- Do not leave space between the paper, guides and rear stopper.
- Do not overfill the paper tray (**very important!**)
- Do not load damaged or warped paper.
- Do not load paper of different sizes or types at the same time.
- Do not pull the paper tray out during printing.
- Do not store paper in a high humidity area.



# Supply Tips

## Black & White High Capacity Printer

wēpa monitors each print station's print volume on every campus and provides the supplies necessary to keep the print stations running properly. We have provided a few pointers and tips below.

### **REPLACING COMPONENTS PRIOR TO END OF LIFE:**

- To prevent unnecessary waste, please wait to replace the component until *after* you receive a low alert.
- If there is a problem, please notify Technical Support immediately so they may provide assistance in resolving the issue.
- It is possible that wēpa will request a defective item be returned to us. If that is the case, an RMA# will be provided along with a return label. Please notify Technical Support if you feel an item is defective so that further instruction may be provided.
- Please be sure to notify Technical Support if a component is replaced prior to receiving a low alert so we can ensure that we send additional supplies if needed.
- If you feel that your print demands are greater than your current inventory, please contact our Supply Manager and we will send additional supplies.

#### **Technical Support**

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Email: [help@wepanow.com](mailto:help@wepanow.com)

#### **Supply Manager**

Kelley Stephens

Phone: 800-675-7639

Email: [kelly.stephens@wepanow.com](mailto:kelly.stephens@wepanow.com)