

From: dopmannouncement
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To: DOPM All Users <DOPMAILUsers@uabmc.edu>
Subject: Computer Tip of the Week -- If the Kyocera doesn't print

When the Kyocera doesn't ask for an account and doesn't print

Brought to you by
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- DOPM HelpDesk Triage and
Computer Tech in MT-403



SITUATION:

Once in a while, when I try to print something to **AnyKyocera**, it doesn't ask for an Account to charge it to and it doesn't print. How can I fix that?

SOLUTION:

You can simply restart your computer to solve that.
Or you can create a shortcut on your computer, so that all you have to do is double-click that and everything will work fine again.

How to create that shortcut:

1. Right click on any empty part of your desktop
2. [New]
3. [Shortcut]
5. Location of the item = T:\ReStartPaperCut.BAT
6. [Next]
7. Name it whatever you want. For example: Click here if not able to print to Kyocera
8. [Finish]
9. That shortcut is now on your desktop.

Then any time this problem flares up, double-click that shortcut, then wait about 10-15 seconds. This action will re-set the PaperCut software, and it should fix the printing problem.

If interested, here is the big picture of what happens:

The Kyocera accounting software (called "PaperCut") runs on your computer all the time. As with any software, (especially software that is constantly running) sometimes it gets hung-up. Restarting your computer (or running the above "BATCH" file) will reset this software and likely make it work correctly again.

Was this helpful? Do you have suggestions for a future Tip of the Week? Do you have any other comments?

Let us know at dopmHelp@uabmc.edu

To see an archive of past Tips of the Week: <http://www.uab.edu/medicine/dopm/help/totw>