



Installing The Platform Printer

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Installing the AltaLink C8030 printer

The printer located at the entrance to the Platform is available for member use and has the following functions:

- Black & white printing (Free)
- Colour printing (6p per side)
- Photocopying (b&w free, colour 6p/side)
- A3 10p/side B&W, 15p/side colour
- Scanning free

Before installing the printer, you will need to be set up with a User ID. Your User ID is the 4-digit PIN code that is written on your membership card and was sent to you in the email "*Access fobs and PIN codes at The Melting Pot*".

If you are unsure what your PIN is please speak to a Host who will be able to provide one for you.

You may also need admin rights if you are using a company provided device, meaning that you may need to contact your IT department.

Installation

- Go to [Product Support and Drivers – Xerox United Kingdom](#)
- Enter the printer model, which is **C8030**, and press Enter.
- Select the first option "**Drivers & Downloads**".
- Check the tick box to "agree to the terms & conditions" for the **Xerox Smart Start Driver**. Click **Download**.
- Double-click the downloaded Smart Start Driver (.exe file) to start installation. You may need to search for this in your "downloads" folder.
- Read and agree to the user agreement/terms and conditions.
- Select "quick install."
- Once installed just press done and print a test page to make sure it works; you will be prompted for your 4-digit user ID every time you print.

Photocopying

- Press the "Copy" button on the printer screen (top left)
- Place the sheet(s) you would like photocopied face up in the feeder tray on top of the printer.
- Choose the photocopy output (Colour, B&W, double-sided, enlarged etc).
- B&W printing is free so you won't be prompted for a code, however colour printing is 6p per side, so you will be prompted for your 4-digit user ID.
- Press the "start" button on the top right of the screen.

Scanning

- The scan to email function is free for members to use, including in colour.
- Press the "email" button on the bottom left of the printer screen.
- Select "manual entry" and enter the email address you would like the scanned document sent.
- Place the sheet(s) face up in the feeder tray on top of the printer. Choose the scanning output (colour, double-sided etc).
- Press "send" at the top-right of the screen.
- Press the "Home" button to the right of the screen once you've finished.

Troubleshooting guide

It looks like I've installed the printer, however I am unable to print in colour and I wasn't prompted for a code?

Whilst you have connected to the printer, you haven't installed the correct printer driver. When this happens, a Windows or Mac default equivalent driver will be installed, preventing you from printing in colour or A3. Try installing the correct driver again using the above instructions. If this still doesn't work, come and speak to a Host who will contact printer support.

I have managed to install the printer, but when I send a job to print it doesn't come out?

Check the "Job queue" on the printer, if it says "DELETED, invalid account ID" it means that you haven't been set up on the printer yet by TMP. Speak to a host who will be able to do this for you.

I'm all set up, but my job won't print as there are insufficient resources.

Firstly, check that there's paper in the printer by opening the drawers. If there is plenty of A4 paper, have a look at your print settings. Often, the Xerox default paper size is "Letter", try changing that to A4.