# Printer Monitoring

# Installation Guide

DISCRIPTION

This guide will show you how to setup the monitoring software we use called PAFM. This software reports your Toner levels, Waster Toner levels and Meter readings. This is vital to ensure we keep your device up and running and to ensure you are billed correctly.

Print Logic
Technical Team

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# Why do you need this software?

This software is vital in how we bill you and ensure you remain up and running. The software reports to us every day your Meter readings, which are how many colour prints, Black and White prints and Scans you complete so we can bill you the right amount for your usage. Your Consumables are also monitored which are your Toner Levels and Waste Toner levels so we can send out replacements when you're running low.

When this software is installed, the machine it runs on ideally shouldn't leave the office and **must be** a **Windows computer**. Due to this, we ask that if a desktop is available in your workspace that the software is installed to this. That computer **must be on when the printer is being used** so the readings can be updated correctly. If the computer is off, then the readings **will not** be updated. The software *can* be installed on a laptop if necessary, but the laptop must be used in the workspace most days during the week. Likewise, if the laptop does not get used in the office then readings will not be updated.

Whilst if we spot that the software is not reporting we will call you, it's likely that this won't be immediate which could mean you'll run out of toner or be billed incorrectly. For this reason, if you believe the software is not running, please call **0330 350 0998** and ask if your auditing software is working correctly. Below is a guide on how to install the software. If you need any assistance you can call the number above or email us at help@print-logic.com.

# Installing the Software

## 1. Downloading

Using this link, download the software: https://premier.printaudit.com/downloads/ice/pafmicesetup.exe

The download will either start in the bottom left of the screen or the top right. Click this download once it has finished downloading. **Do not use Internet Explorer.**
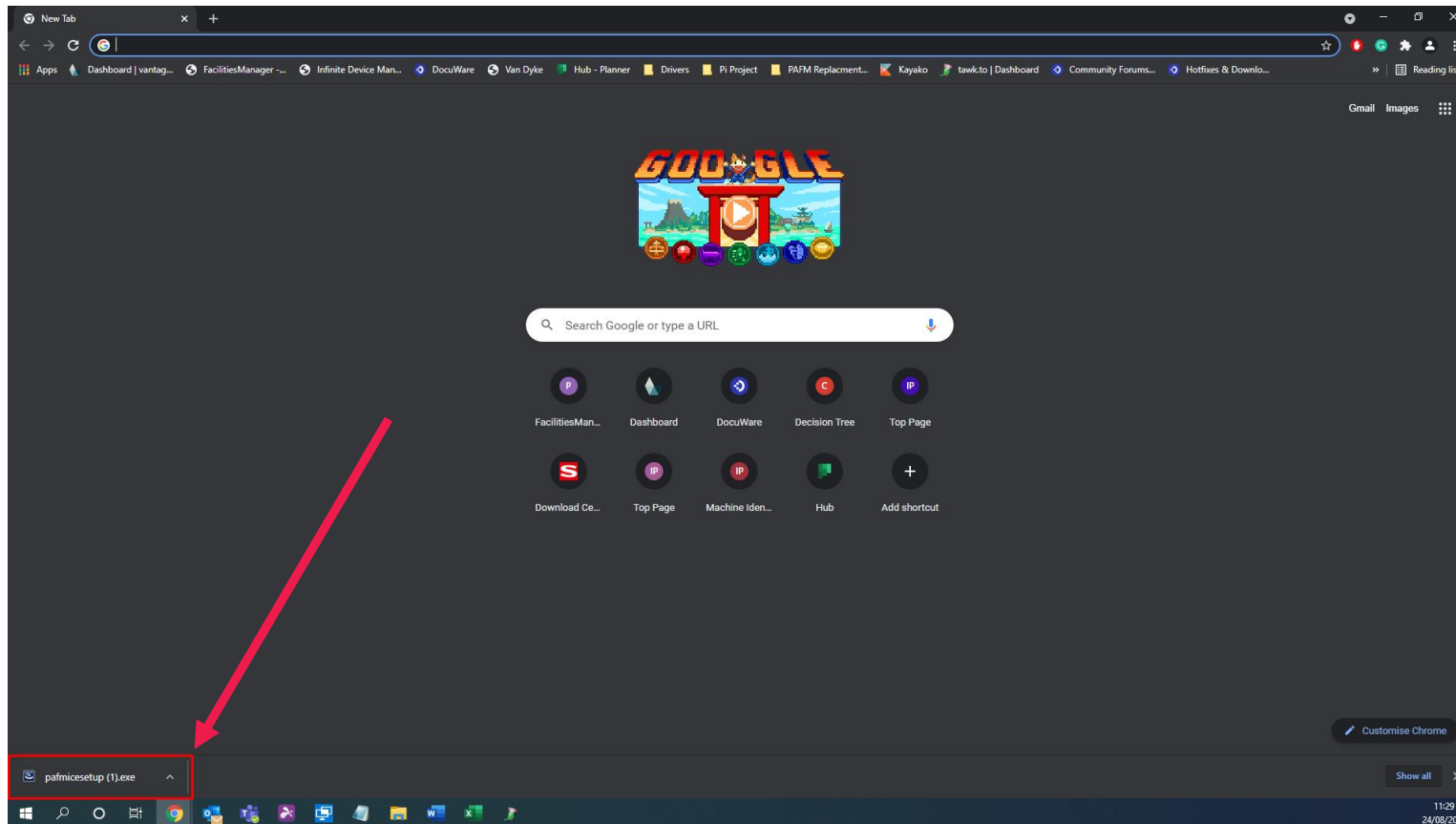
Microsoft Edge can have the download in either places. Below is an example from Firefox
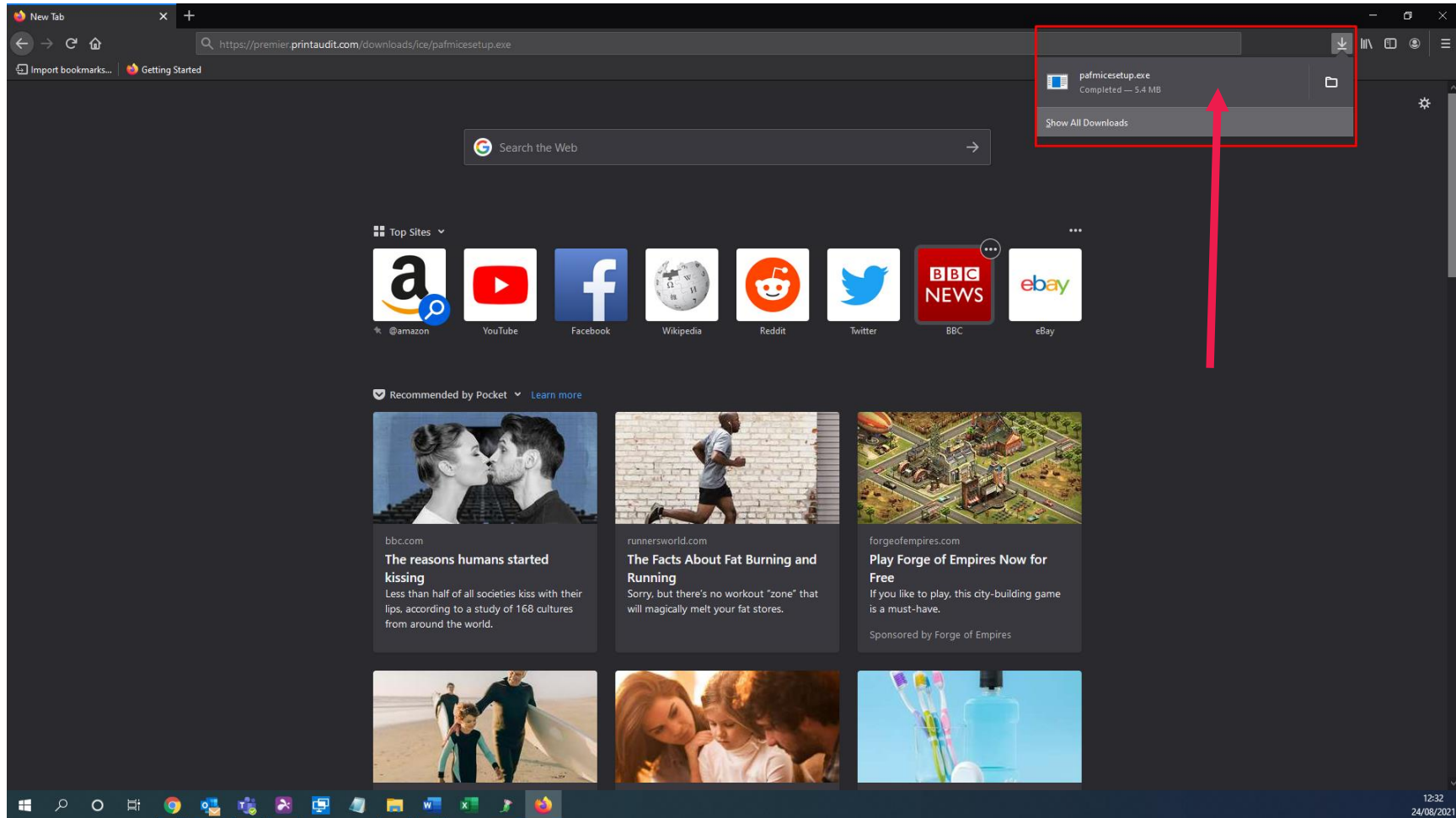
Alternatively, the download can also be found in the computers downloads folder within the file explorer. Open file explorer and click downloads on the left. You should see "pafmicesetup" in there.
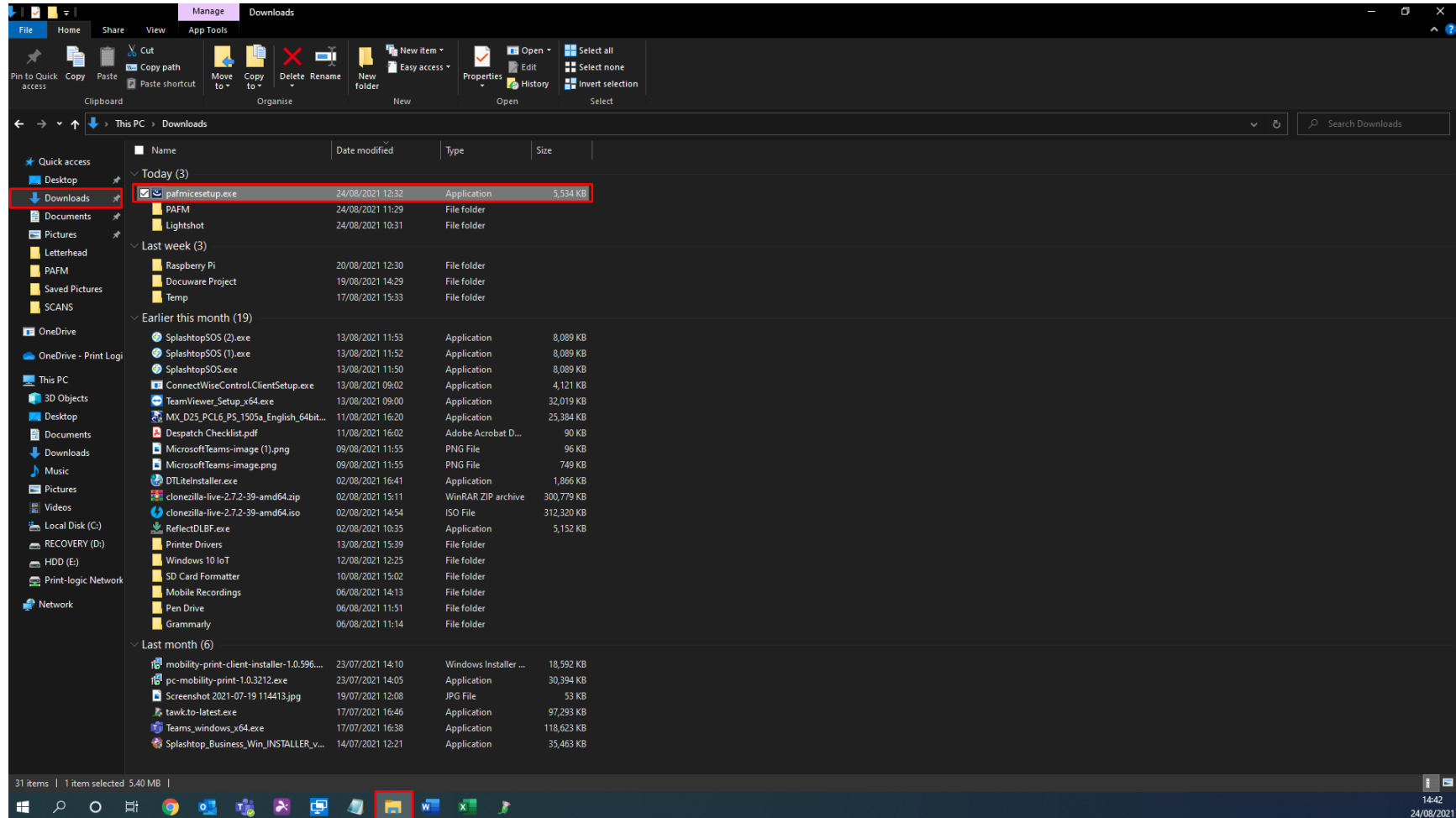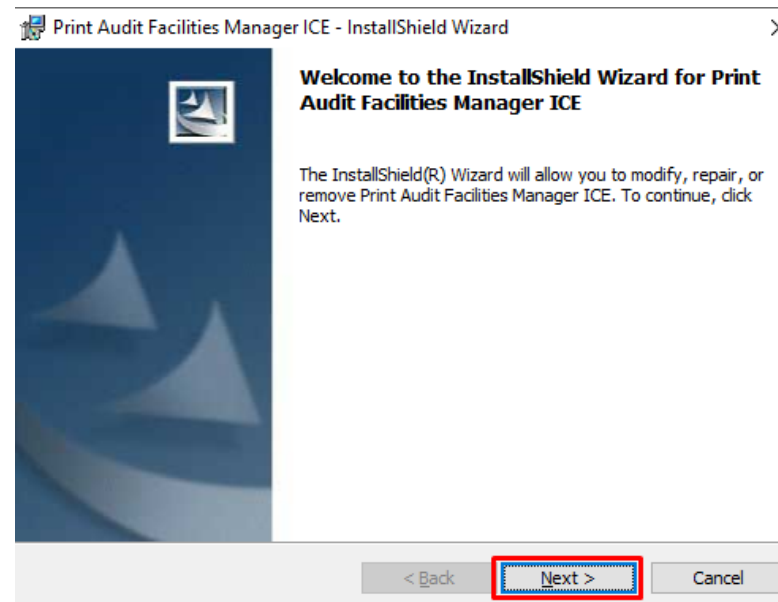
## 2. Installation

Once you have clicked the download, you should be presented with this window shown below:
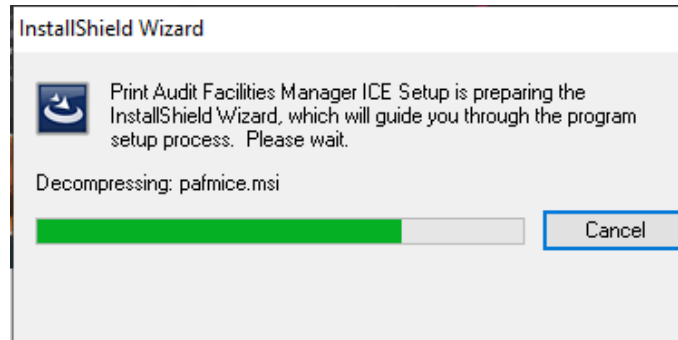


This means that the software installation software has started. After it has completed its first stage of installation, it will come up with a new window with "Next" at the bottom. Click this button to continue:

The next screen will allow you to change the drive the software is installed to. You can use this **only if** the main drive is full. If this is not the case press next to continue:
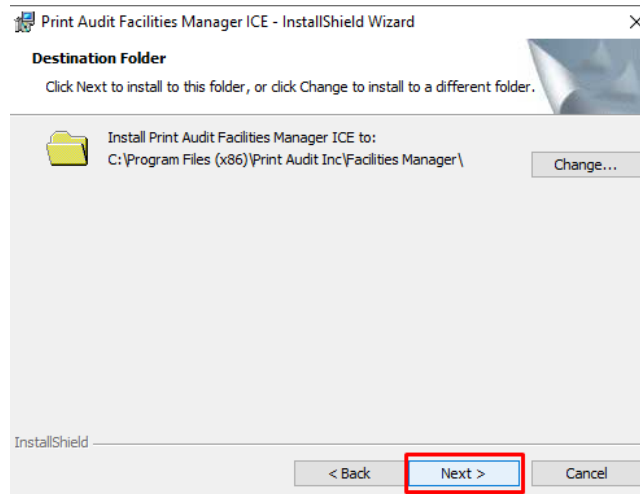


The next window will allow you to begin the install by pressing the "Install" button at the bottom:
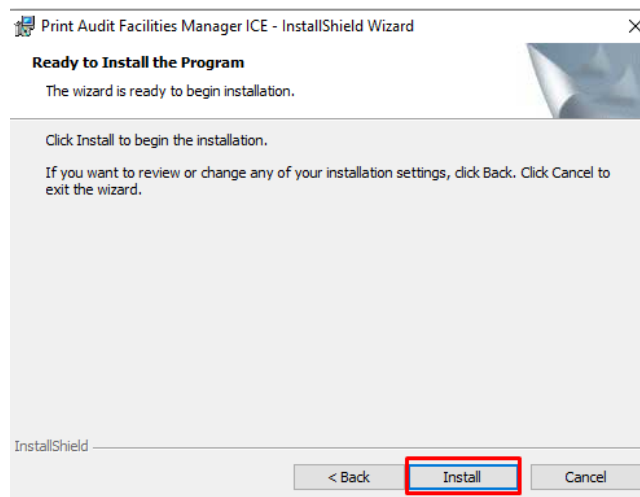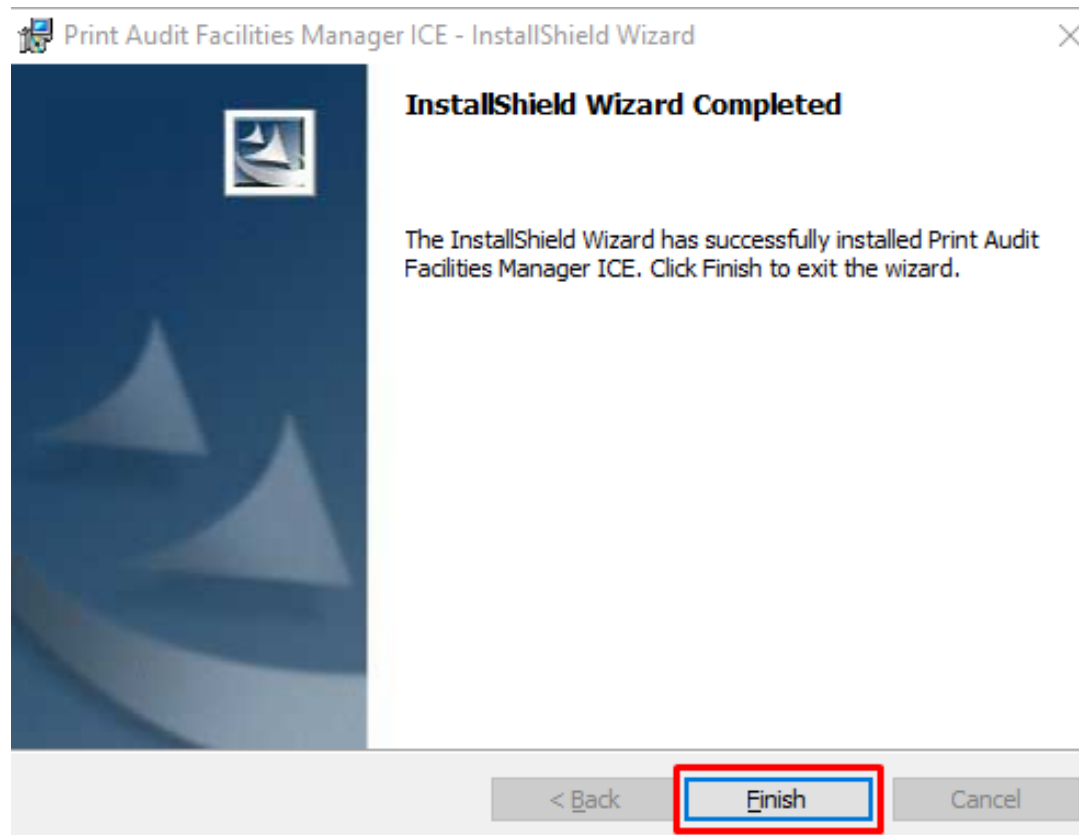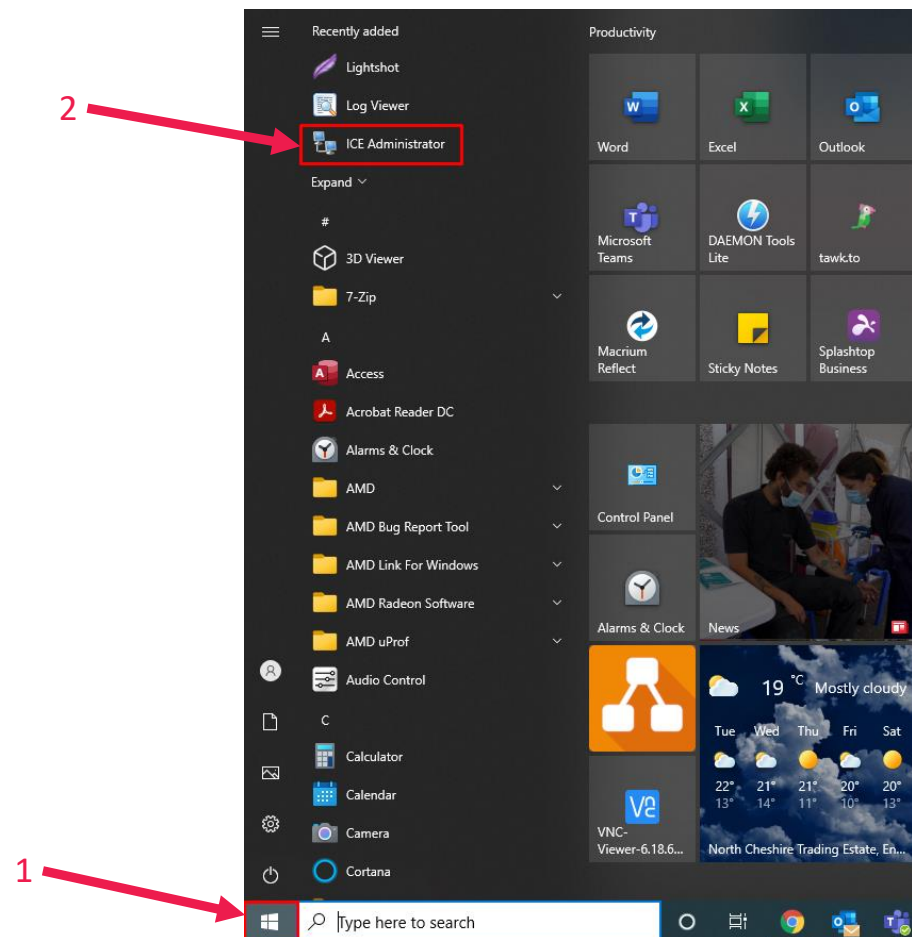
The software will now install, once it has finished, a window with "Finish" at the bottom will appear. Press finish and the window will close.

# Software Setup

## 1. Activating the software

The software will not open after installation. It must be opened manually from the start menu. Press the start menu in the bottom left and ICE Administrator should be at the top:

If it is not at the top of the start menu, scroll down to the "Print Audit Facilities Manager" Folder and open it. "ICE Administrator" should be in that folder. If neither appears, the installation has not been completed:
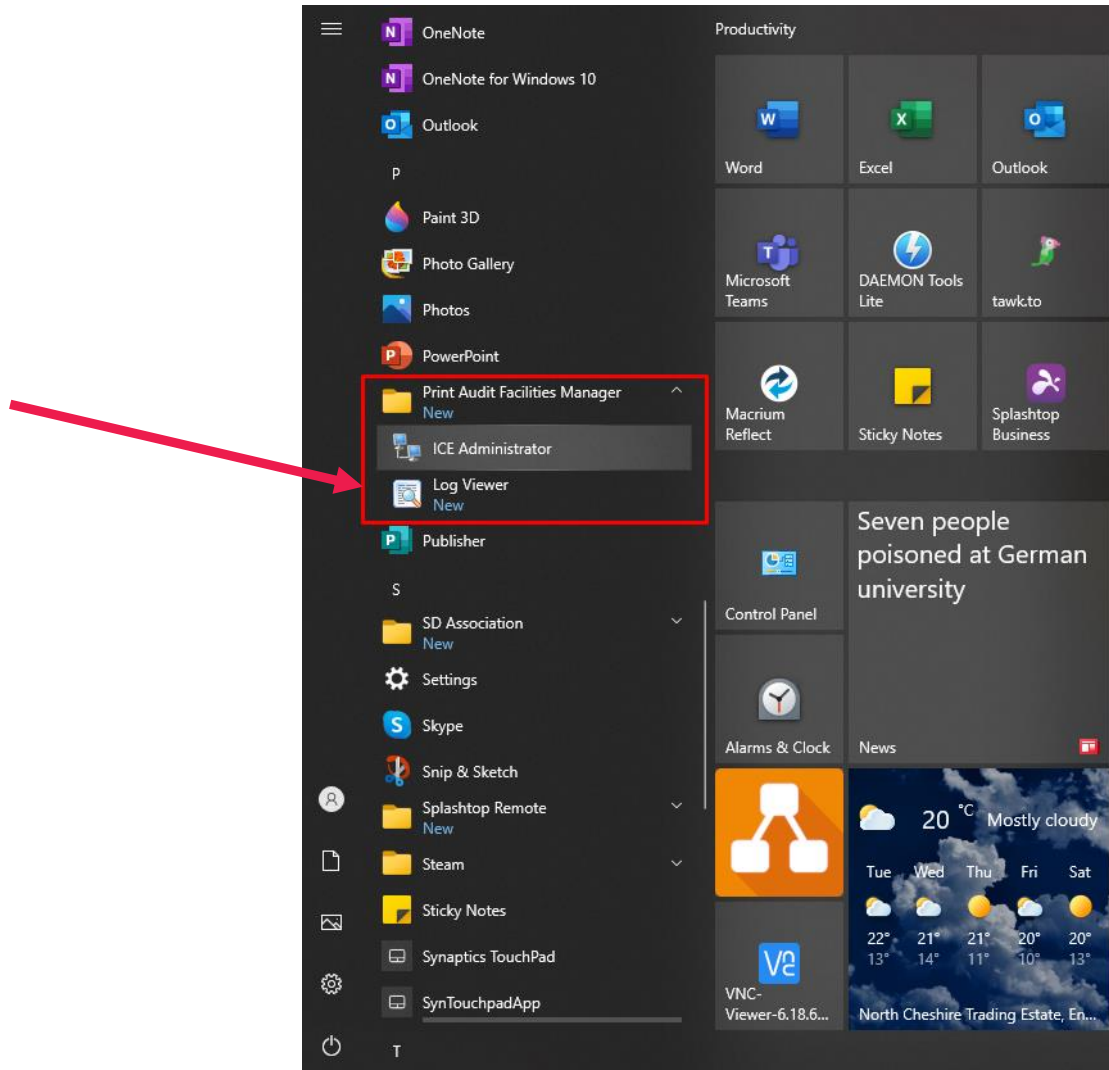
In the email with this document, you'll find an activation code. You'll need to copy this code into the code activation box as shown below and press activate when done:



You'll need to press "Agree" on the window:
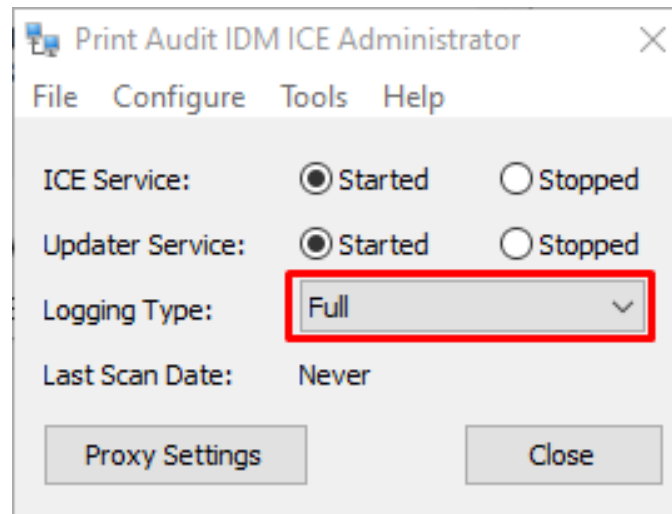
If the license works, you should see this as shown below. If this window does not appear or the code does not work. Contact us either via email or over the phone to get a new code:
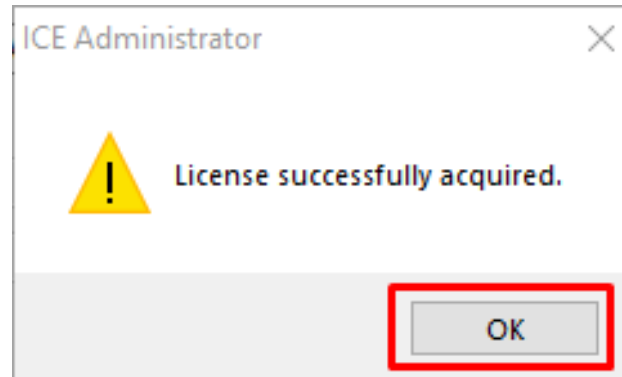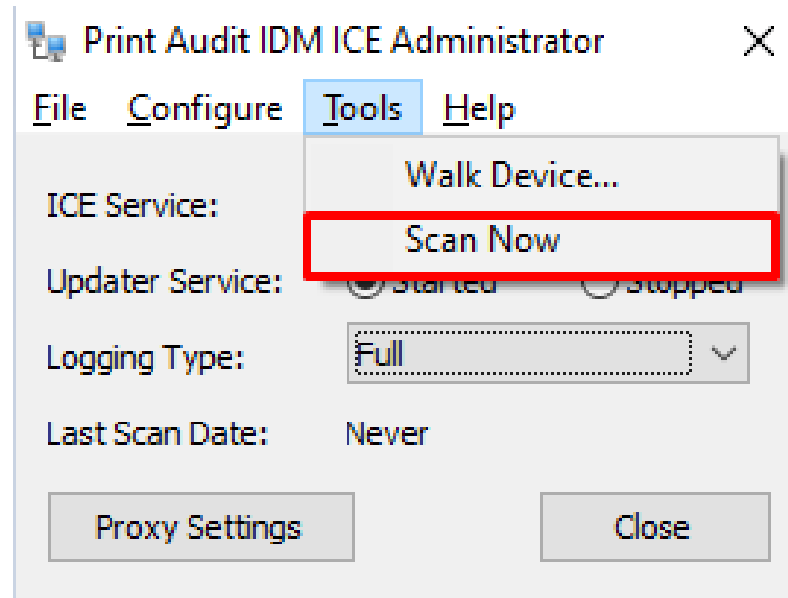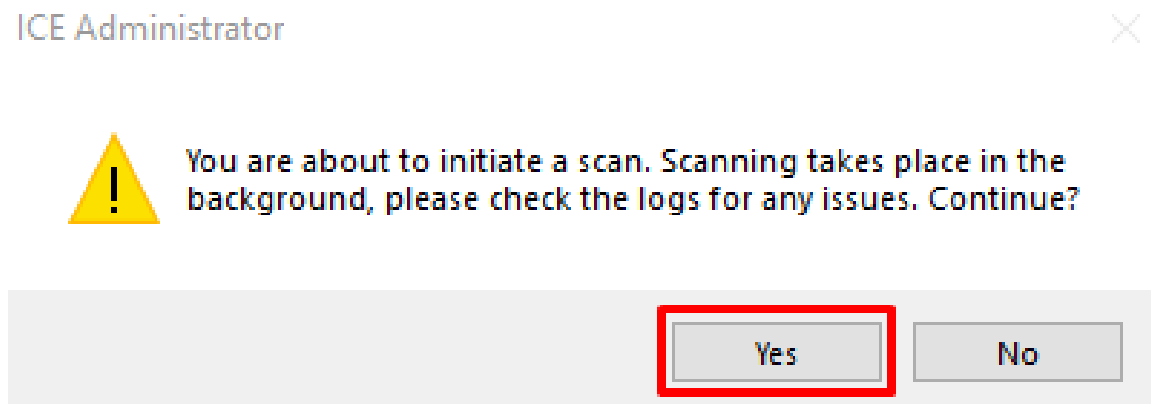


## 2. Setting up the software

To set the software to track, you will need to change the data it's collecting to full by changing the logging type to full as shown below:
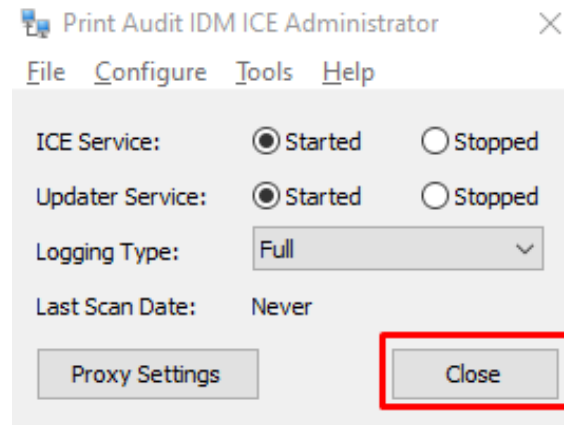
Next, we will need to perform a network scan. Press the "Tools" tab at the top and press "Scan Now":

Press "Yes" on the window:

Wait for about 1 Minute and the press close on the software:



Reopen the software and check that a scan has been completed. If the scan has not been completed, repeat the previous step. If this still doesn't work, contact us via email or phone so we can remote into your computer and investigate.
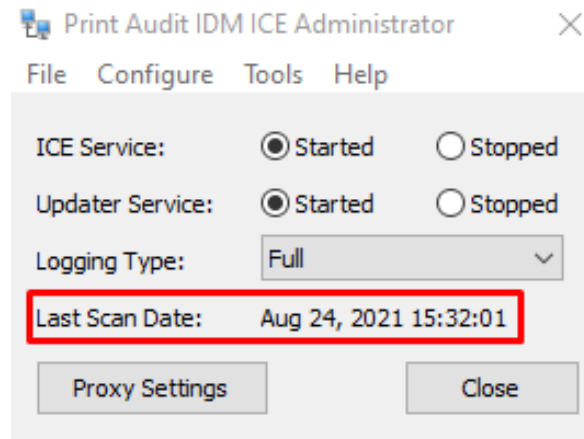
# Contact Details

Our Helpdesk will be willing to help with this. You can call us on **0330 350 0998** or email us at [help@print-logic.com](mailto:help@print-logic.com) and we'll be happy to help. As mentioned before, this software **must** be set up and works where is possible. Without it, you could be billed incorrectly or run out of toner. The computer the software is set up on **must be on when the printer is being used.**