

## Tech Training: Printing

In order to successfully print, three components are required:

1. Document
2. Drivers (to translate the document to printer language)
3. Connection to the printer (USB, network, etc.)

At Taylor, we have a 4th required component, Accounting.

IT has installed PaperCut on all Taylor-owned computers as well as the Print server to handle this additional need. With PaperCut installed, Taylor-owned computers are able to print to Taylor-owned, networked printers. Have clients using Taylor-owned computers select File > Print inside whatever software they're using. PaperCut is designed to intercept the print job and provide the Print server all it needs to complete the accounting aspect and print. This includes the client's User PIN and Departmental PIN on Konica copiers/printers (managed by the Print Shop).

Personally-owned computers do not have access to drivers, a connection with Taylor printers, or PaperCut installed. For this reason, IT has made the WebPrint service available. Have clients using personally-owned computers browse to WebPrint (<http://print/>) and submit their document. WebPrint has limitations. If it doesn't fit the client's needs, have them print from a Taylor-owned computer.

In the Connection, we print to either TLCPrinter1C or TLC3. TLCPrinter1C is a pool of the twin printers (TLC1C and TLC2C) located outside the Flood Lab. Jobs are load balanced by the Print server and directed to whichever printer is available. TLC3 is located by the elevator.

On lab computers, printers and their drivers are loaded via Active Directory policy when a client logs on. Occasionally that policy fails, no printers are loaded, and the client cannot print. To solve this, install the printer(s) manually:

- Start > [\\print](#)
- Double-click TLCPrinter1C and/or TLC3 to install the drivers

### **Add a Printer Tutorials:**

- Windows: <http://4040.taylor.edu/tutorials/printing/networkprinting.pdf>
- Mac off the Taylor Domain:  
<https://4040connect.taylor.edu/helpdesk/WebObjects/Helpdesk.woa/wa/FaqActions/view?faqId=194>
- Mac on the Taylor Domain:  
<https://4040connect.taylor.edu/helpdesk/WebObjects/Helpdesk.woa/wa/FaqActions/view?faqId=192>

### **WebPrint Tutorial:**

<http://4040.taylor.edu/tutorials/printing/WebPrint.pdf>

Take note of how to request a refund for a print job. This comes in handy when a client is having trouble with printing and gets charged for something that did not print. Also note that they can add credit to their printing account online or at the Check Out desk.

### **TLC Printer Admin Links:**

- TLC1C = <http://10.53.60.18>
- TLC2C = <http://10.53.60.19>
- TLC3 = <http://10.53.60.1>

Use a printer's Admin page to monitor toner, maintenance kits, etc.

## **Troubleshooting Steps**

1. Local Printers
  - a. Check Printer Connection
    - i. Does anything print? (test page, web page, document, etc.)
    - ii. Is the Printer powered on and plugged in?
    - iii. Is the printer connected to the computer securely?
  - b. Check Computer Settings
    - i. Can the user print to another printer?
    - ii. Can the user print from another program or print a test page?
  - c. Check Software
    - i. Update/Install the correct drivers
  - d. Reset (if all prior steps fail)
    - i. Reboot the pc
    - ii. Restart the printer
2. Network Printers
  - a. Check printer status
    - i. Can anyone print to it? Is the printer powered on and connected to the network?
  - b. Check PC
    - i. What is the IP Address? Is the device communicating on the Taylor network?
    - ii. Can the user print to any other printers?
    - iii. Can the user print a test page?
  - c. Is PaperCut client installed and running?
    - i. Reinstall at \\print\client
3. Hardware Issues
  - a. Poor print quality
    - i. Change toner
    - ii. Test different colors/page setups
    - iii. Determine the frequency of the issue (is it constant or intermittent?)
  - b. Print failure
    - i. Paper jams are usually resolved by removing all papers from the printer and restarting/resetting it by cycling the power off and on
    - ii. Most other failures are beyond our support abilities. Try to resolve it, but be prepared that we might need to escalate.

If a printer is producing streaked, faded, or otherwise distorted printouts it is most likely a toner/ink cartridge issue. Cartridge replacement (and sometimes cleaning out the paper feeders if they are smeared with ink) will usually resolve this.

Many printers have a small LCD display which will display an error message if something is locally wrong with the printer (paper jam, low toner, etc.). Directing the client to check this screen can often provide diagnostic help.