University of Hertfordshire UH

Self Help Guide

Mobile Printing on a Windows Device.

UH students & staff can print to the 'print, copy, scan' devices from personal and UH Windows devices. These print jobs can be released to print within 72 hours with your UH ID card on any 'print, copy, scan' device on either campus.

Important: Mobile printing requires your device to be connected to the UH network.
On campus: Connect either with a network cable or by WiFi (UHWifi or Eduroam but not _The Cloud). For help see ask.herts.ac.uk.
Anywhere: Connect with 3G/4G or any wired/WiFi network while running Ivanti Secure. For help on Ivanti Secure see ask.herts.ac.uk.

UH students can only release prints if they have enough print credit. For information on how to check and credit your account see ask.herts.ac.uk.

Device requirements: Microsoft Windows 7 onwards.

1. Download the **PaperCut Mobility Print Printer Setup** file available from https://www.papercut.com/products/ng/mobility-print/download/client/windows/. The file should automatically start downloading.
2. Run the file and allow **Mobility Print Printer Setup** to make changes to your device.
3. Select the language to use during the installation and click **OK.** The default is English.
4. Tick, **I accept the agreement** on the **Licence Agreement** screen, then click **Next >**.
5. Select the appropriate printer(s) from the list. (You can select multiple printers to install at the same time). This choice depends on whether you are printing from a staff or a student account, and whether you want black and white (mono) or colour printout.

Account Type	Colour / Mono	Printer
Student	Colour	Student-Colour-Mobile-Printing…
	Mono / B&W	Student-Mono-Mobile-Printing…
Staff	Colour	Staff-Colour-Mobile-Printing…
	Mono / B&W	Staff-Mono-Mobile-Printing…

If you select the wrong staff/student option, you may get an error later when logging in.

Press **Next >**.

If you would like a copy of this document in a different format, please contact the Helpdesk on +44 (0)1707 284678 or ext. 4678 or email helpdesk@herts.ac.uk

6. You will now be prompted to **Enter your username and the password below:**
   Enter your UH username (e.g. ab12cde) and password and click **Next >**.
   The printer will now install.

7. Click **Finish** on the **Completing the Mobility Print Printer Setup Wizard** screen.

8. Print as you would normally from the application, selecting the newly installed printer from your list of available printers.

9. Choose the appropriate settings in the **Printer Properties.** Choose A4/A3 paper size, double/single sided.

   Check that you and are using both the correct printer and settings, depending on whether colour or mono printout is required. Select **colour** in the **colour** printer settings and **black and white** in the **mono** printer settings.

   It is your responsibility to check and select the appropriate settings. The charge for the printout will be based on the settings chosen by you. Select the required number of copies. Check the print preview window before clicking **Print**. Please note that the default settings for Mobility Printing are for colour, single sided A4 printout.

10. Once the printers are installed, on subsequent occasions you can print as you would normally (i.e. from step 8)

Releasing your print jobs at a 'print, copy, scan' device

Once you have sent your jobs to print, you need to release them (within 72 hours). Locate your nearest 'print, copy, scan' device and hold your UH ID card against the card reader to login. Any pending jobs are list with the newest at the top. Select either **Print All,** or an individual print job followed by **Print**. You must logout when you have finished.