

Documentation of the Mastery: Public Printer

- a. Know how to print a document from the public computers, including filename and PIN
- b. Know how to set Preferences, including double or single-sided printing, changing to color/ black & white
- c. Know how to delete print jobs from the public printer
- d. Know what to do when a PDF file fails to print from a web page

Documentation of these procedures is found at the end of this document under Detailed Documentation

Proof of Mastery: In the presence of a Training Proctor:

1. Use a public computer to print out a double-sided, color document
2. Send an extra job from the public computer, then delete the job
3. Tell the Proctor what you would do if a person is trying to print from the web and the computer fails to print the document

Current Training Proctors for this Mastery: Public Printer

- Meg VanPatten
- Julia Schult
- Bob Loftus
- Nancy Howe

Resources:

This task is estimated to take 15 minutes for someone to master.

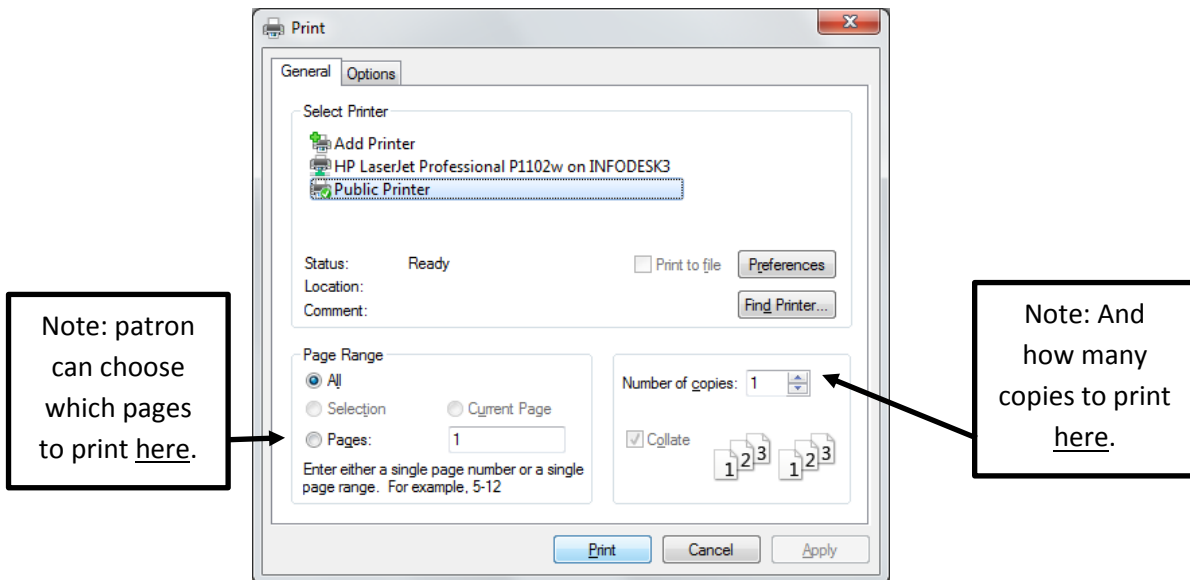
They will need:

- access to a Public (Ref) Computer
- the documentation below (Detailed Documentation)
- some change from the Reference Desk cashbox (probably \$1)
- possibly will need an Expert to answer questions

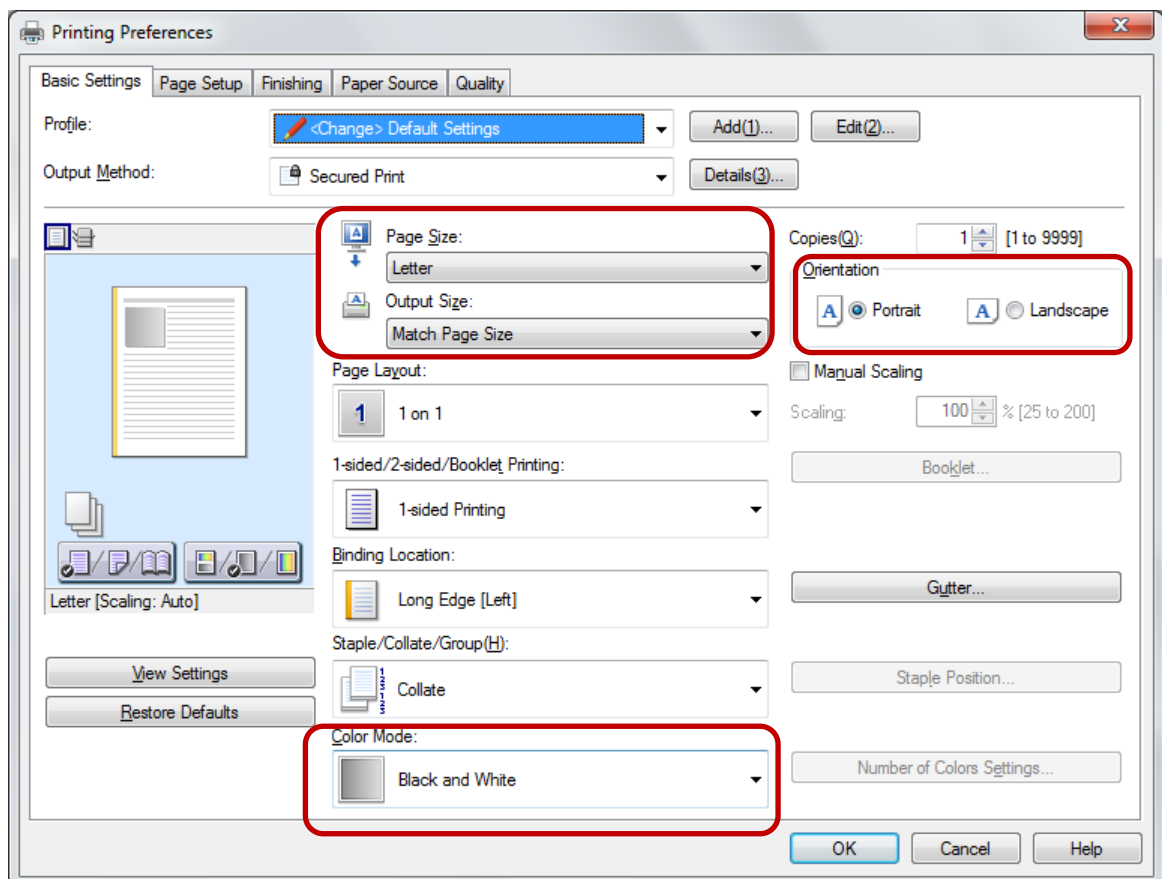
Detailed Documentation starts on the next page:

Detailed Documentation – Public Printer

1. When the Print box appears, the “Select Printer” section should say Public Printer.
Note: this screen will differ depending on which program you print from.



2. Clicking Preferences on the screen above allows you to alter print parameters:



3. Once the final "Print" button is clicked, the computer will
 - ask what to call the print job
 - and ask for a **PIN – any sequence of numbers from 1 to 999999**.

Name of the Print Job is HERE – this is what they will see on the printer's list

They make up a PIN to enter here

4. At the Printer, press the Secure Print icon.
 - Choose the desired print job from a list of all jobs that have been sent.
Note: The file name on the list is determined in step 3, above.
Only one job at a time may be printed.
 - Once a Print Job is selected, touch Secure Print at the bottom. Enter the PIN created in step 3.
 - The Printer will ask you to insert the amount of money to cover that print job. Once money is inserted, the printer will print.

There are two price points on both copiers: 10 cents for B&W, and 50 cents for color.

To Delete a Print Job:

1. Make sure there is no money in the Coin Box. (Press the coin return if needed.)
2. At the Public Printer, touch **Secure Print**.
3. **Choose the desired print job** from the list of all print jobs that have been sent.
4. **Touch Secure Print again and enter the PIN**, as if to print.
5. When it asks for money (or starts printing), **touch the Cancel button**. The job will be cancelled.

What to do when a PDF fails to print:

- One of the best ways to get it to print is to Save the file to the computer, open it in Adobe Acrobat Reader, and print from there.
 1. On the screen displaying the PDF, look for a save button:
 2. Save the file to the Desktop (or other easy-to-find place)
 3. Minimize the browser so you can see the desktop, and locate the file you saved
 4. Double-click the file to open it in Adobe Acrobat Reader
 5. Print from that program and it should work.
- Check what program the patron printed from. If it is Internet Explorer, it may print properly from Firefox.