

Papercut Mobility Printing

Mac OS

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Purpose

This training material highlights how to install and use Papercut Mobility Printing on MAC OS devices.

Audience

This training material is designed for university faculty, staff, and students.

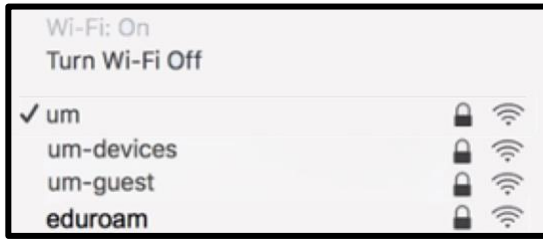
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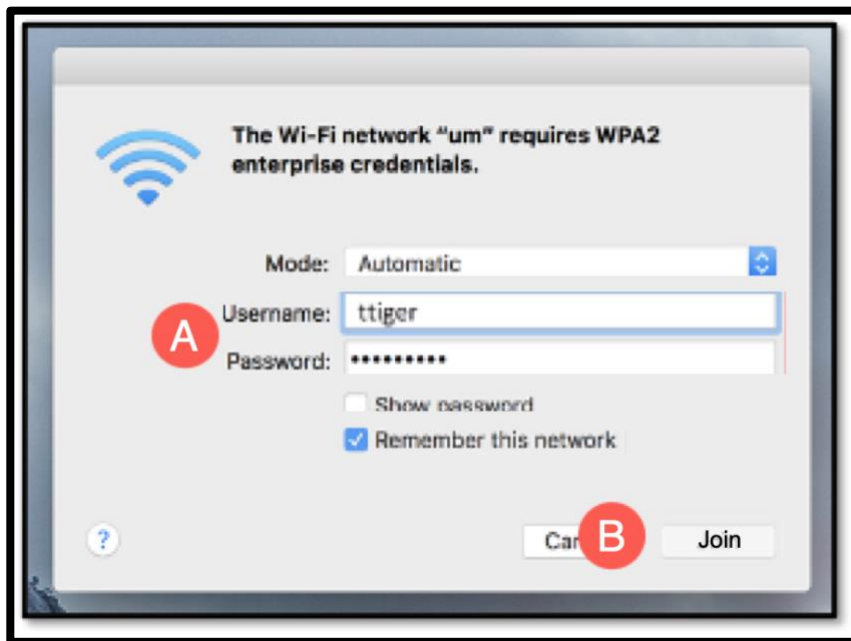
Device Requirements:

Mobility Print supports macOS Yosemite+.

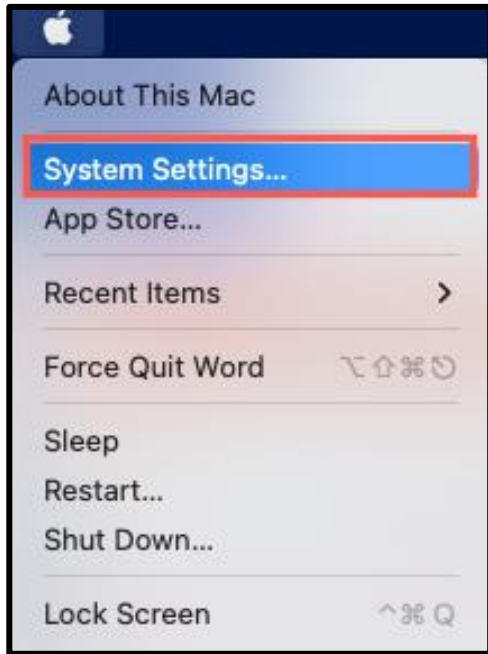
1. Make sure you are connected to the um Wi-Fi network.



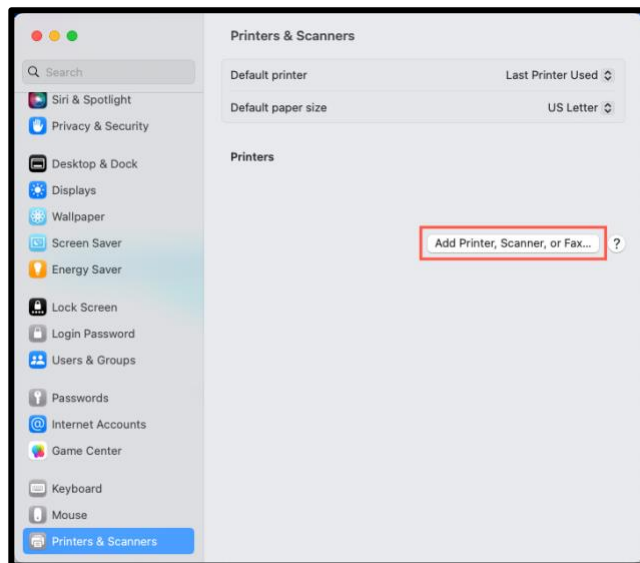
2. To connect to um, A) you will need to authenticate with your UofM credentials.
B) Click Join. **Note:** if you would like for your system to remember your credentials, click the check box beside Remember this information.



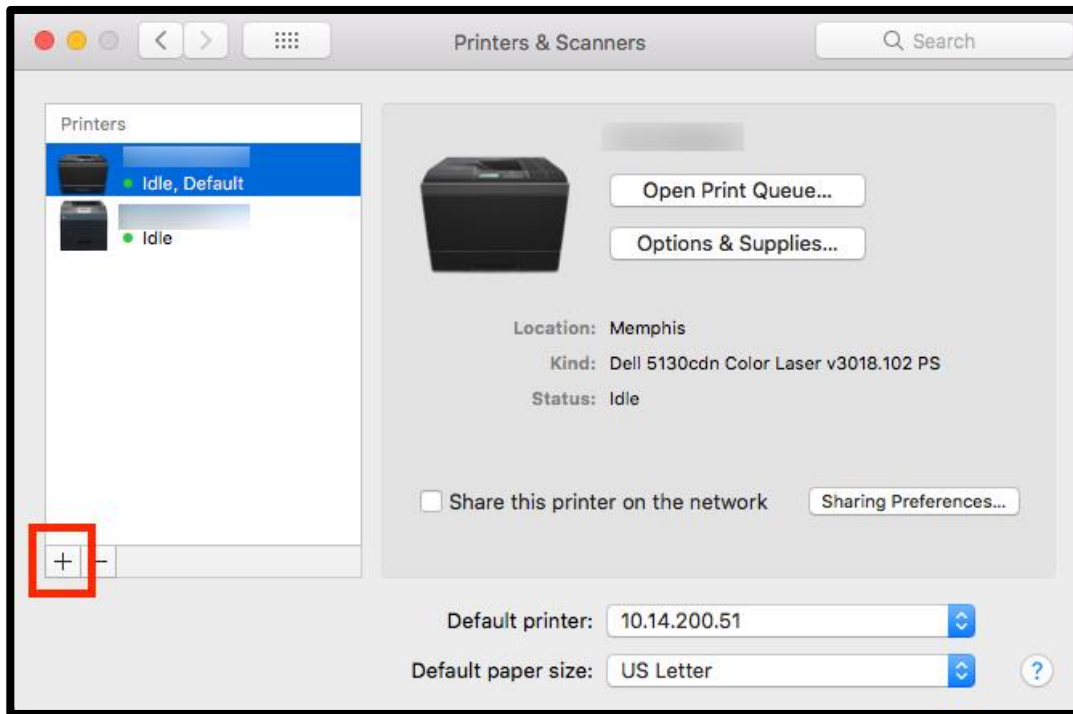
3. If this is your first-time using Mobility Print, you will need to adjust your System Preferences. In the Apple menu, select **System Settings**.



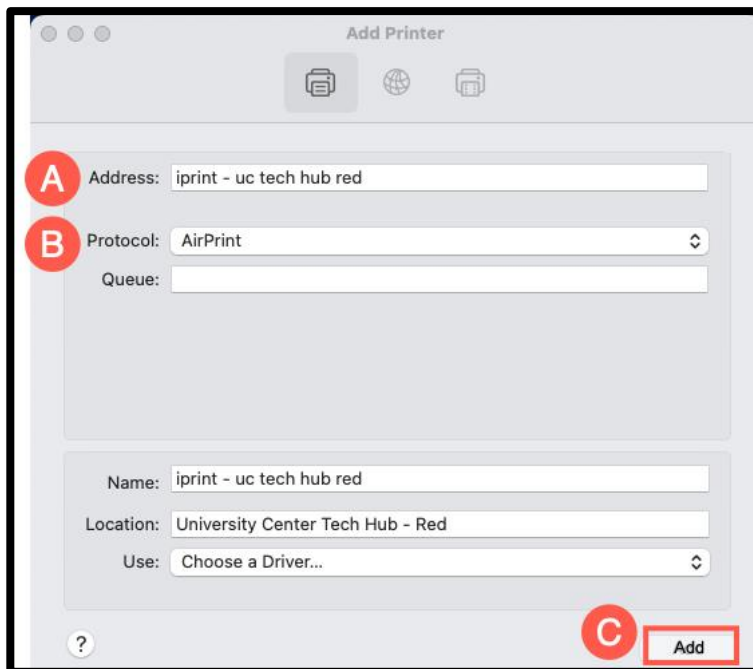
4. Select **Add Printer, Scanner, or Fax**.



5. Click the plus (+) under the printer list to add an additional printer.



6. Select a printer.



A. Select the printer you wish to add from the list.

- B. Make sure **Protocol** is set to **AirPrint**. If not, disconnect from the network, reconnect, and try again. If you still cannot see AirPrint, contact [PaperCut Support](#).
- C. Click **Add**.

***Note:** If you want to use more than one printer on campus, repeat these steps for each printer.*

- 7. To print, open the content you want to print.

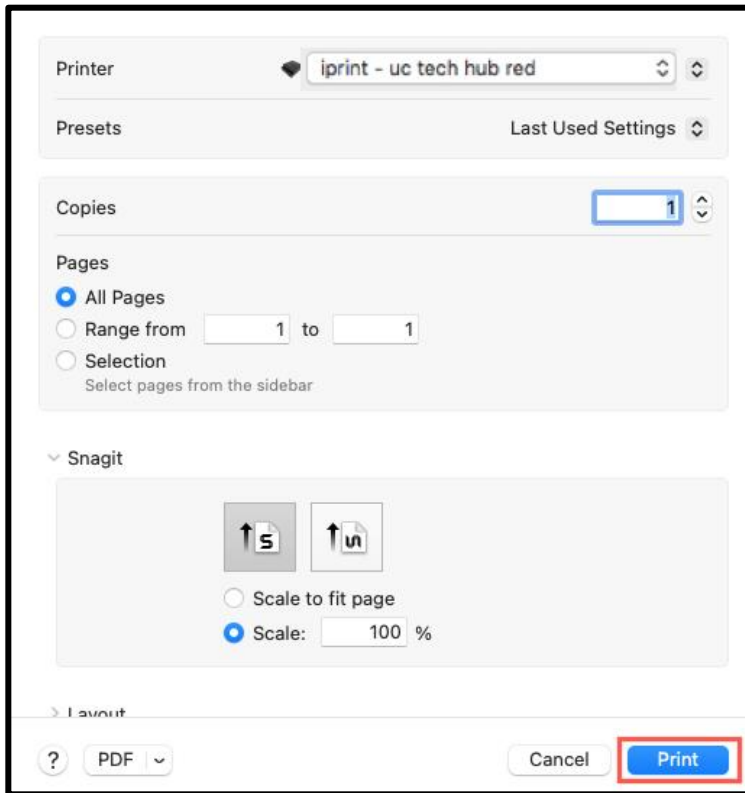
- A. For a website, select **File** then **Print**.

- B. For a document, select **File** then **Print** or command (⌘) **P**.

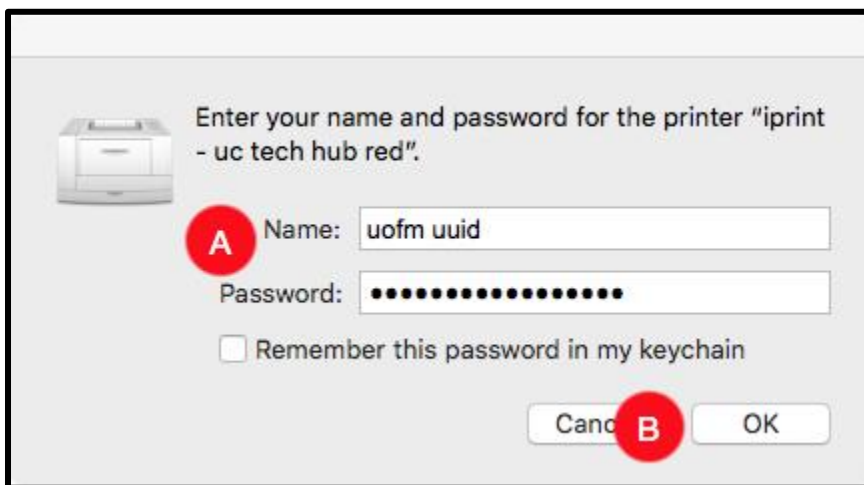
***Note:** The last printer you added is your default printer. If you do not wish to use that printer you will need to select the correct one.*

- 8. Select your desired print settings.

9. Click **Print**.



10. Finally, authenticate using you're **A)** UofM credentials and **B)** click **OK**. ***Note:** If you would like your system to remember your credentials click the check box beside Remember this password in my keychain.*



Things to Remember:

If you enter the wrong authentication details, MacBook devices do not show any warning message; your job will just not print. If your job doesn't print, check the Print Queue dialog. If the print job is there and has the message Held for authentication, click the retry icon; then re-enter your login details.

If you are using account selection, then additional configuration is required. Contact your system administrator for more information.

Locating Help Resources

umTech offers support to faculty, staff, and students, provides additional assistance, and resources. Such help can be located as follows:

Submitting a Service Request

Login URL: [Click here for our service desk ticketing system.](#) After logging in, choose the appropriate form request for services.

Contact the ITS Service Desk – 901.678.8888 any day of the week! *(Excluding Some Holidays)*

[ITS Service Desk Hours](#)

Contact the Service Desk for assistance with technical login problems or issues. ALL incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 pm, please leave a message or [submit a service request](#).

Voice messages will be checked regularly and receive priority response the following business day. You may also email umTech at umtech@memphis.edu. *(Using this email will automatically generate a service request).*

Important Links

[Explore the umTech Website](#)

[Search the Solutions Page](#)