

# Papercut Mobility Printing

Mac OS

## umTech

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## **Purpose**

This training material highlights installing and using Papercut Mobility Printing on MAC OS devices.

## **Audience**

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

## Table of Contents

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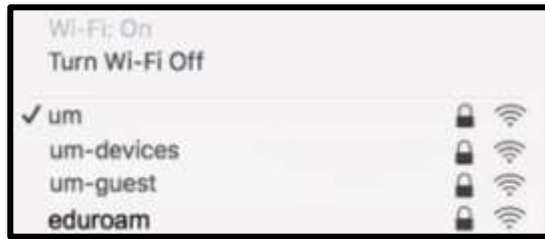
Device Requirements: .....	3
Locating Help Resources .....	9

## Device Requirements:

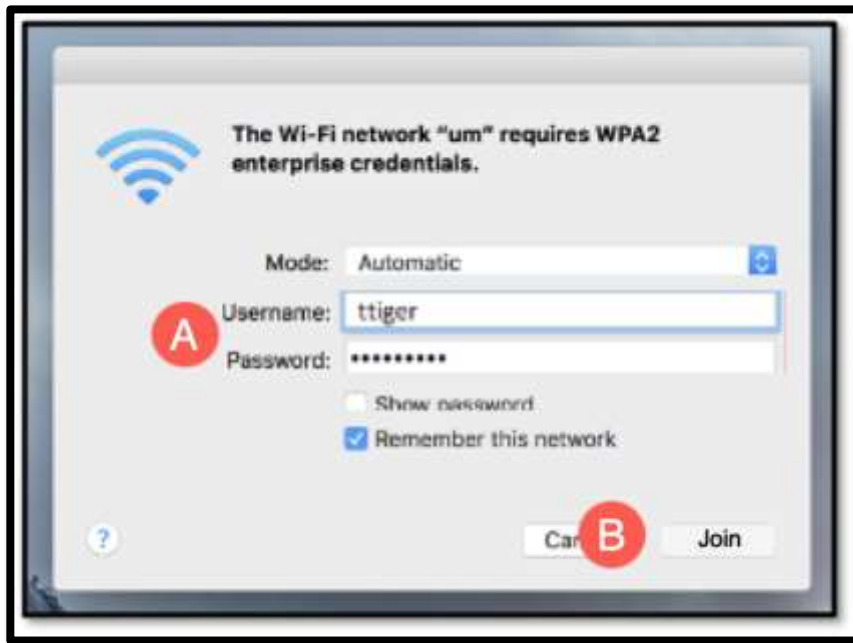
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Mobility Print supports macOS Yosemite+.

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



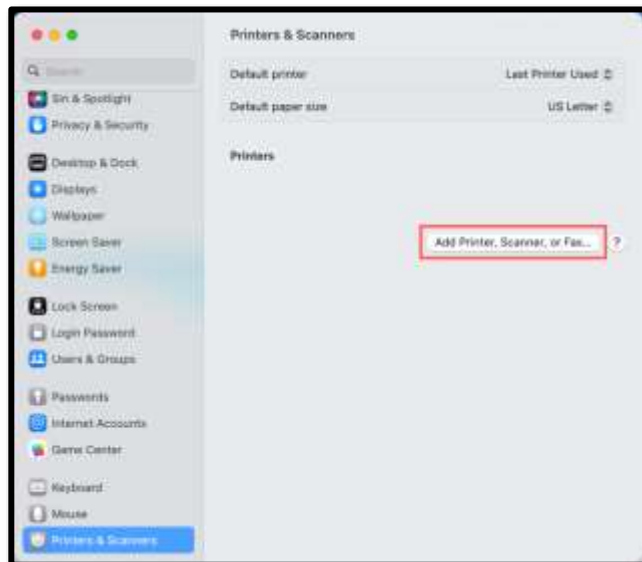
2. To connect to um, A) you must authenticate with your UofM credentials. B) Click Join. **Note:** If you want your system to remember your credentials, click the check box beside "Remember this information."



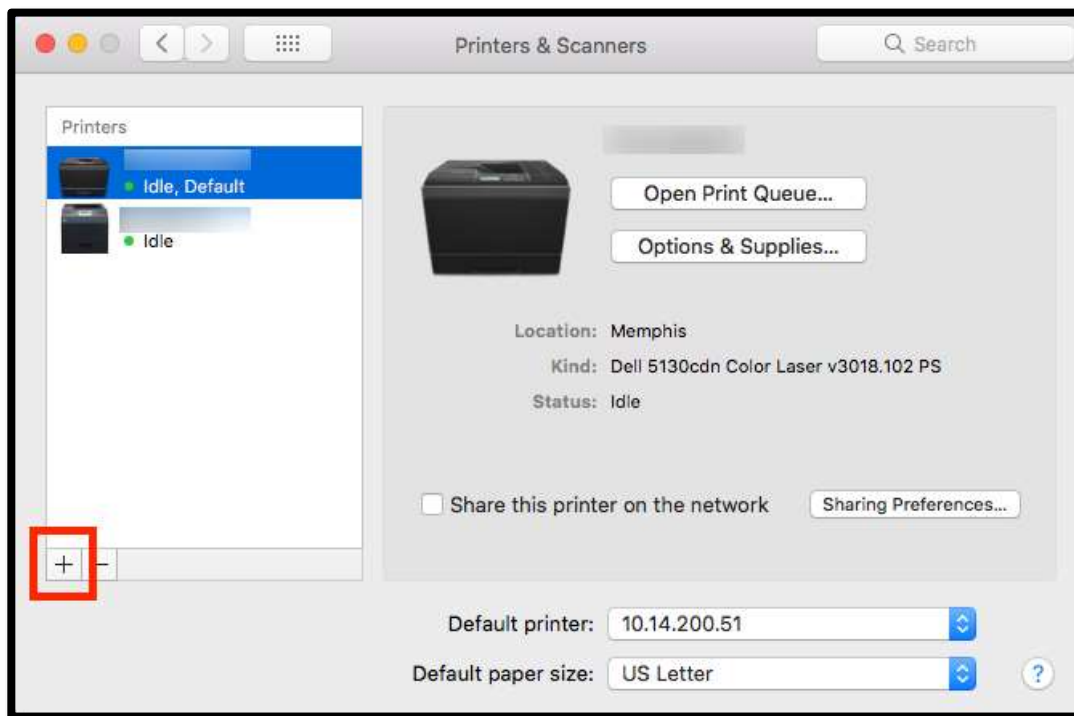
3. If this is your first-time using Mobility Print, you must adjust your System Preferences. In the Apple menu, select **System Settings**.



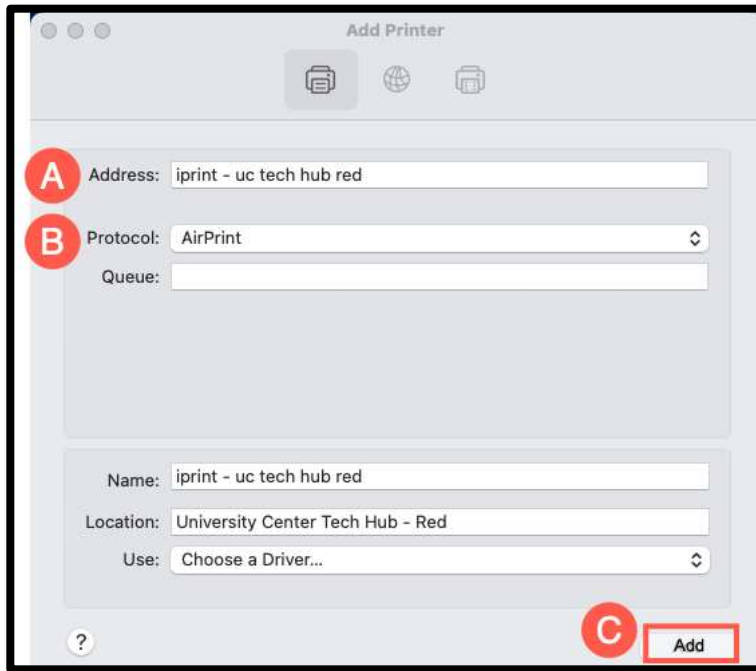
4. Select **Add Printer, Scanner, or Fax**.



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 multiple printers on campus, repeat these steps for each printer.

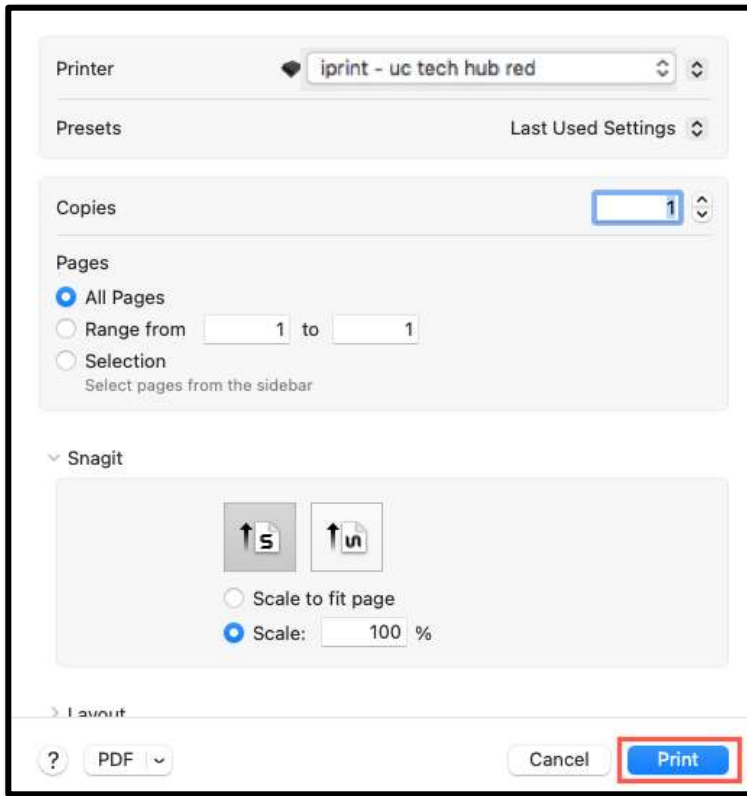
7. To print, open the content you want to print.

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

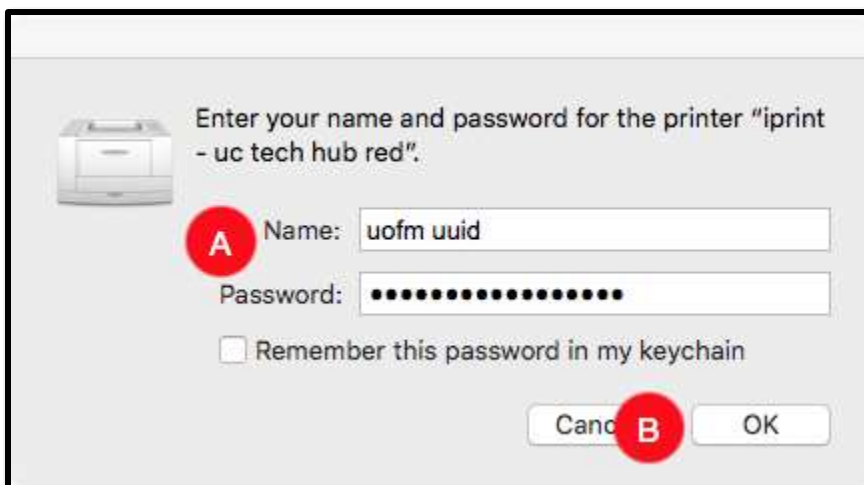
**Note:** The last printer you added is your default printer. If you do not wish to use that printer, you must select the correct one.

8. Select your desired print settings.

9. Click **Print**.



10. Finally, authenticate using your A) UofM credentials and B) click OK. Note: If you want 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.

**Note:** *When printing multiple pages, keep your page amount below 50, or the print tab will reset*

# Locating Help Resources

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umTech offers technical support and resources to faculty, staff, and students. Assistance can be found through any of the support services below:

## Submitting a Service Request

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

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

ITS Service Desk Walk-In hours (Admin Building Room 100):  
Monday – Friday 8:00 am – 4:30 pm

The ITS Service Desk Call Center hours:  
Monday – Friday 8:00 am – 8:00 pm  
Saturday 10:00 am – 2:00 pm  
Sunday 1:00 pm – 5:00 pm

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

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

## Important Links

[Explore the umTech Website](#)  
[Search the Solutions Page](#)