

iPrint Mobility Printing

Windows OS

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Purpose

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

Audience

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

Device Requirements

Mobility Print supports Microsoft Windows OS.

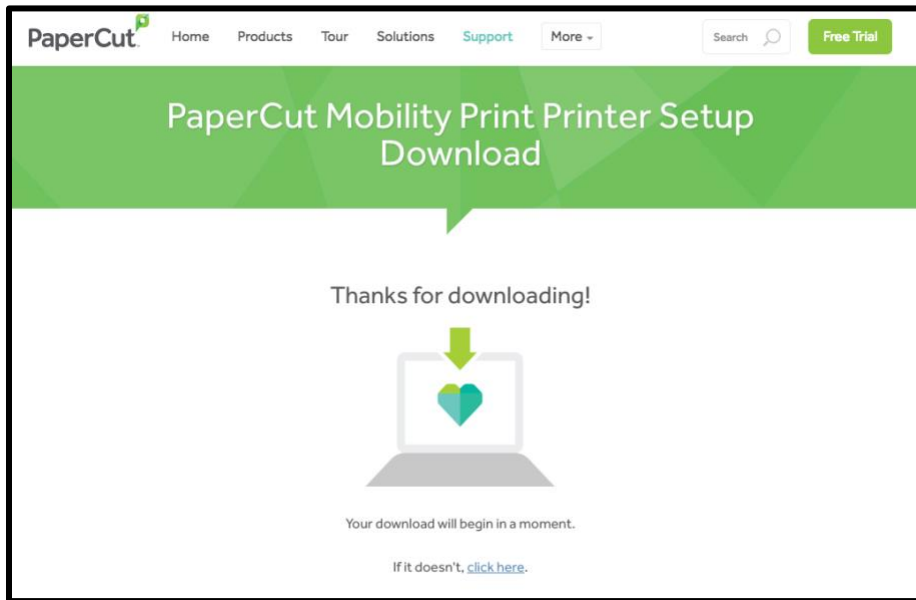
Connecting to the UofM Wi-Fi Network

For instructions on how to connect to the **um** Wi-Fi network, [please see our umWireless documentation](#).

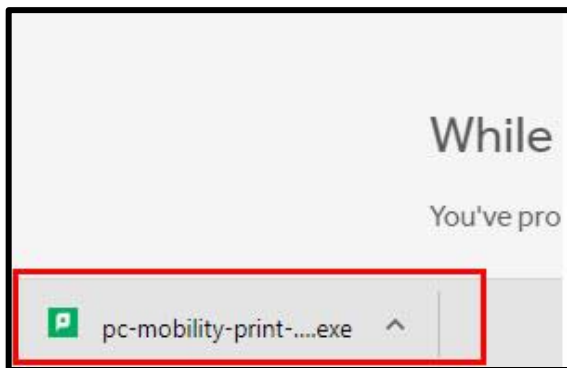
Note: *It is recommended to connect to um, as these features are not available on um-guest.*

Installing Mobility Print Printer Setup

1. If this is your first time using Mobility Print, you will need to install an application to add the network printers. Download and run [Mobility Print Printer Setup](#) (pc-mobility-print-printer-setup.exe).



2. Once downloaded, double click to run the mobility print printer setup program.



3. Click **Run**.

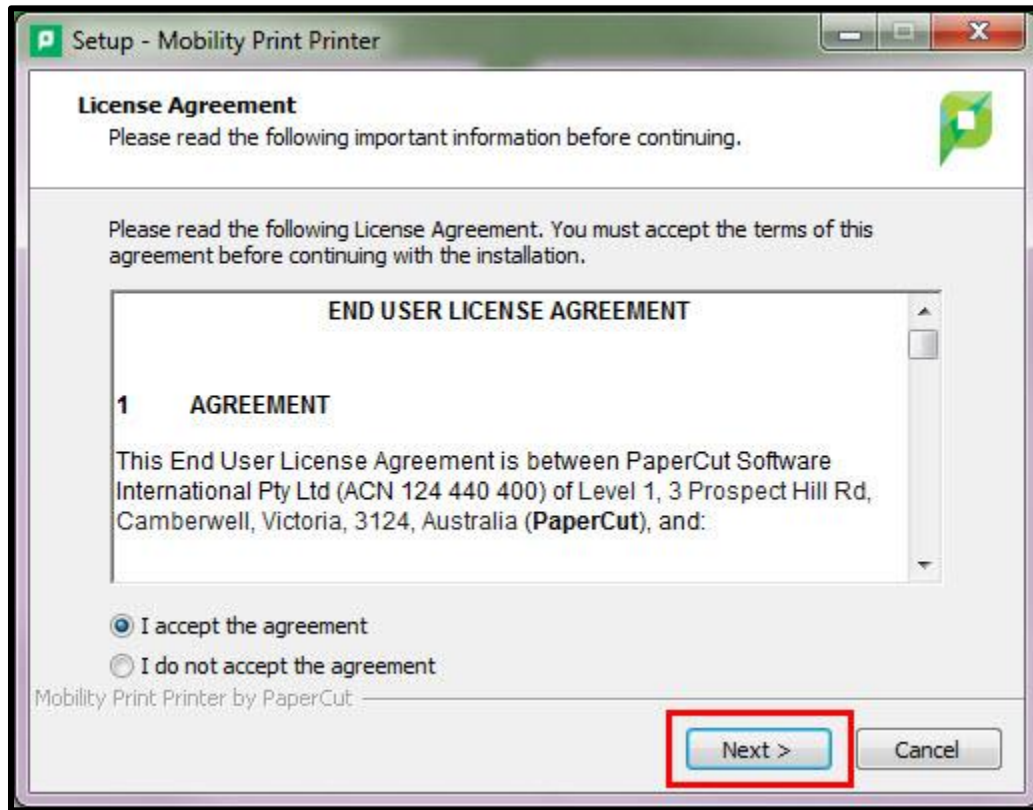


Note: You may be prompted to allow Mobility Print to make changes to your computer. If so, click Yes. Depending on your personal settings, you may need to enter a username and password.

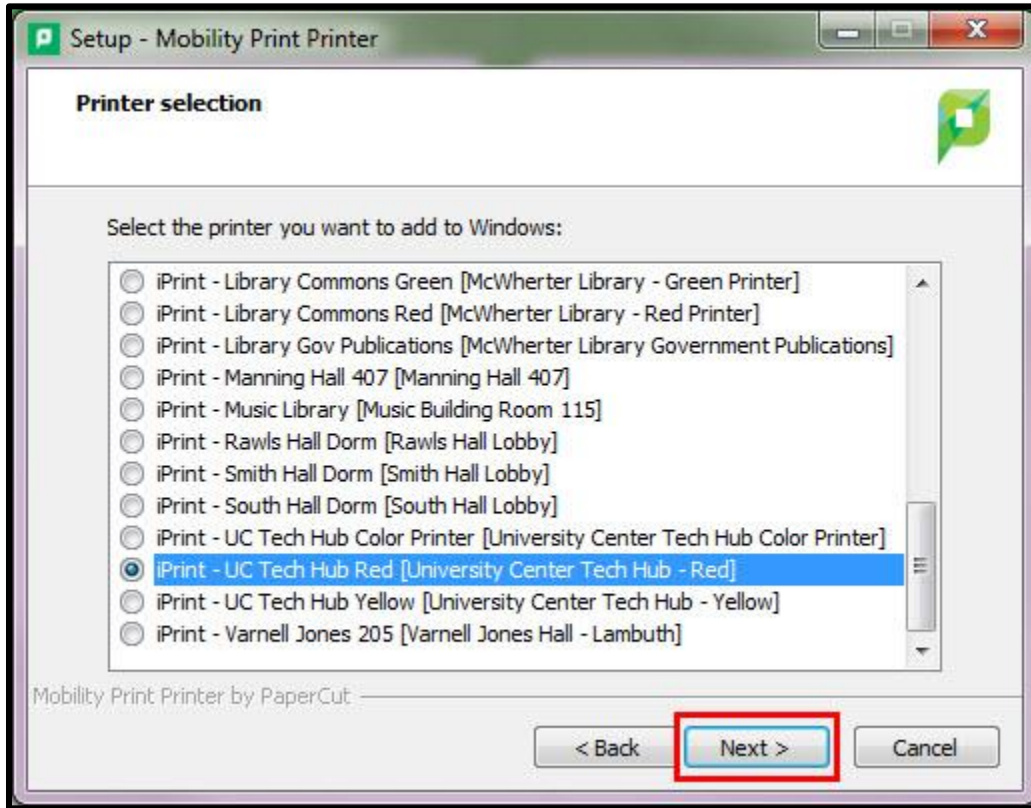
4. Select the language you would like to use during installation.



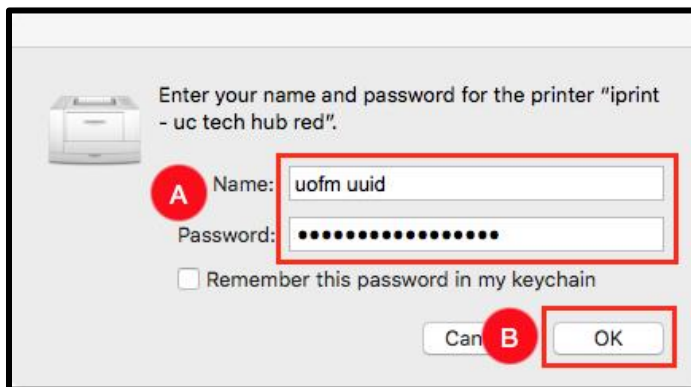
5. Select **I accept the agreement**; then click **Next**.



6. Select a printer, then click **Next**.

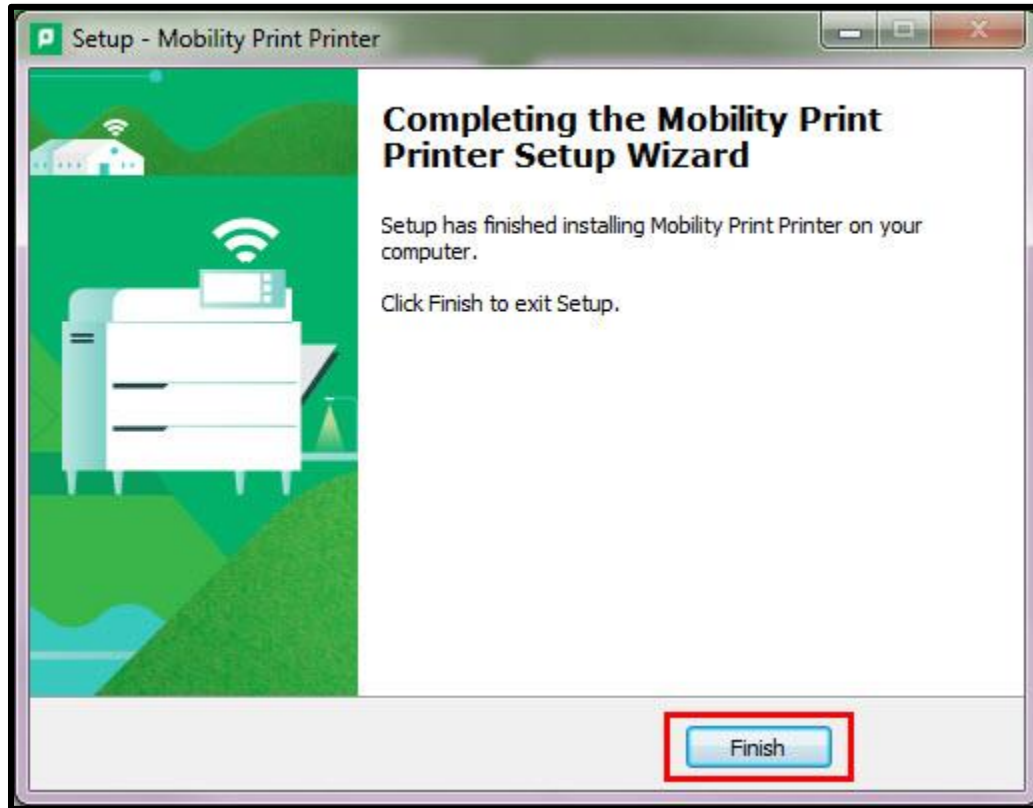


7. Authenticate using your UofM credentials and click **OK**.



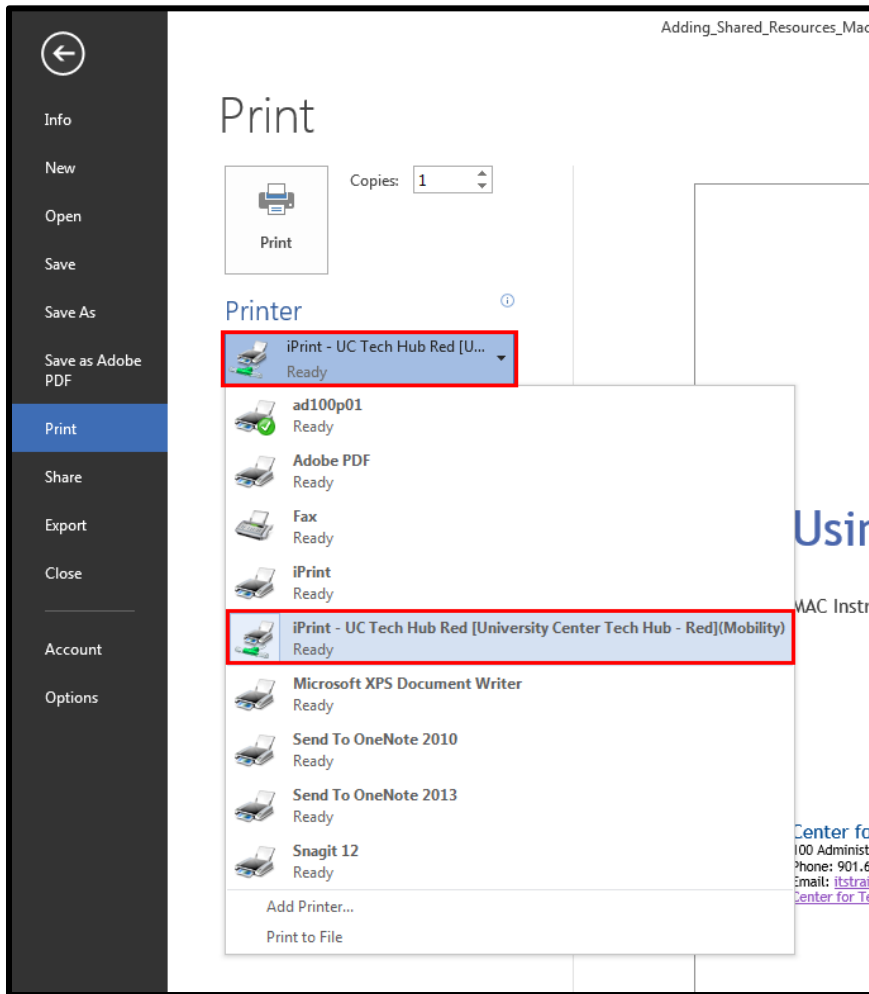
8. Click **Finish**.

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



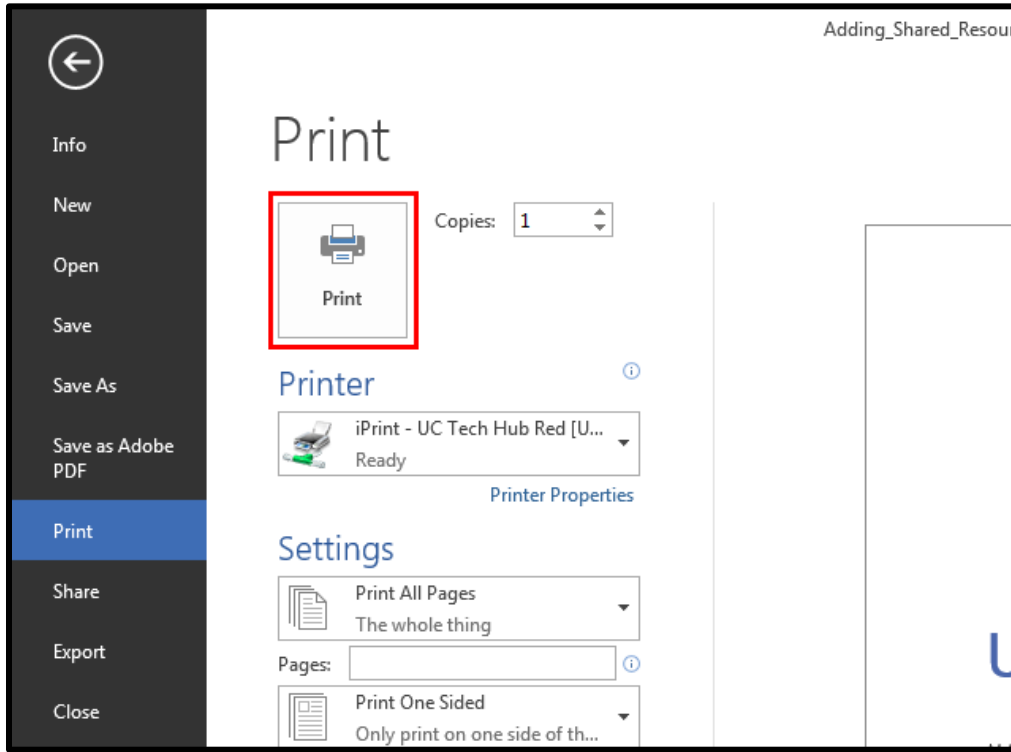
9. To print, open the content you want to print.
- A. For a website, right-click and select **Print**.
 - B. For a document, click **File** then **Print**.

10. Select a printer.



11. Select your desired print settings.

12. Finally, click **Print**.



13. Pick up your print from the specified printer.

Locating Help Resources

umTech offers support to faculty, staff, and students. Upon completing the training covered in this course, faculty, staff, and students can receive additional training help and resources. Such help can be located as follows:

Service Desk Request

Submitting a Ticket

- Login URL:
 - [Here is a link to our service desk ticketing system](#)
 - After logging in, choose the link **Request Help or Services**.
 - Choose Request Help or Services.

Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk hours will be as follows:
 - Monday - Friday 8:00 am - 8:00 pm
 - Saturday 10:00 am - 2:00 pm
 - Sunday 1:00 pm - 5:00 pm
- You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 8:00 p.m., please leave a message or submit a service request.
- Messages will be checked regularly and receive priority response the following business day. You may also email umTech, umtech@memphis.edu (using this email will automatically generate a help desk ticket).

Important Links

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