

iPrint Mobility Printing

Windows OS

umTech

100 Administration Bldg., Memphis, TN 38152

Phone: 901.678.8888

Email: umtech@memphis.edu

[umTech Website](#)

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Purpose

This training material highlights installing and using 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](#).

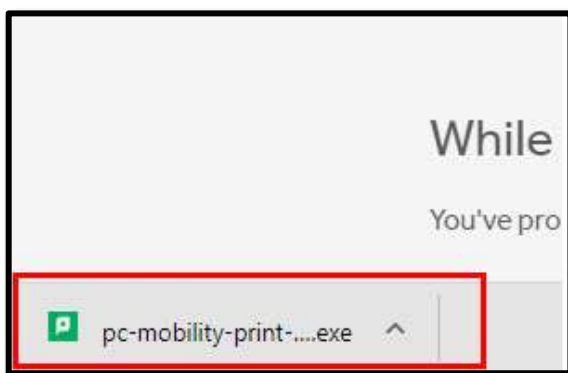
Note: *You should connect to um, as these features are unavailable on um-guest.*

Installing Mobility Print Printer Setup

1. If this is your first time using Mobility Print, you must install an application to add the network printers. Click 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**.

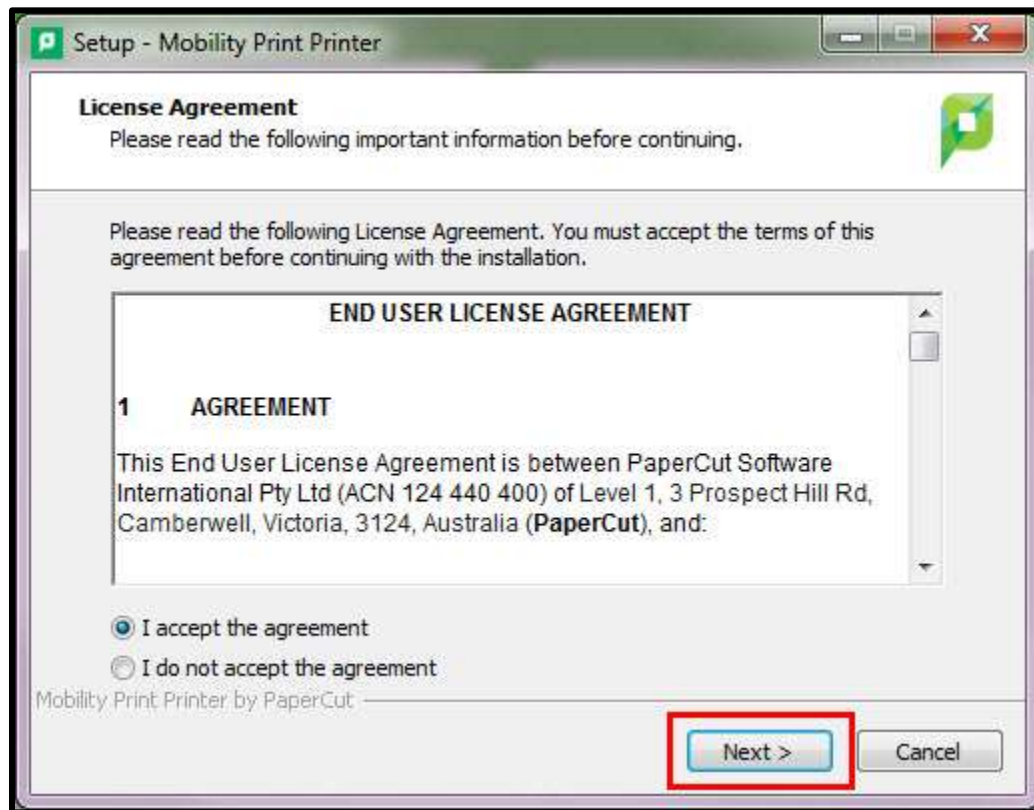


Note: You may be prompted to allow Mobility Print to change your computer. If so, click **Yes**. Depending on your settings, you may need to enter a username and password.

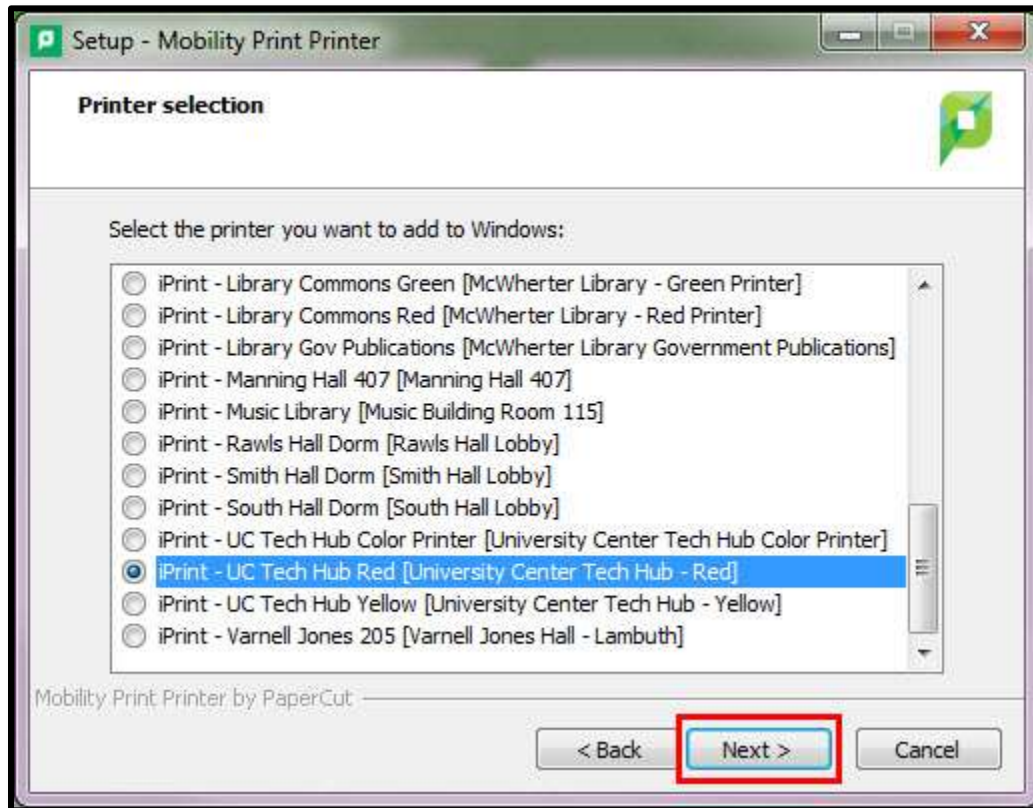
4. Select the language you would like to use during installation.



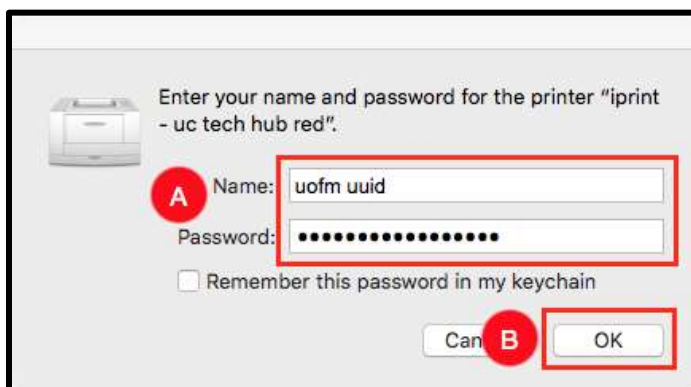
5. Select **I accept the agreement**; then click **Next**.



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

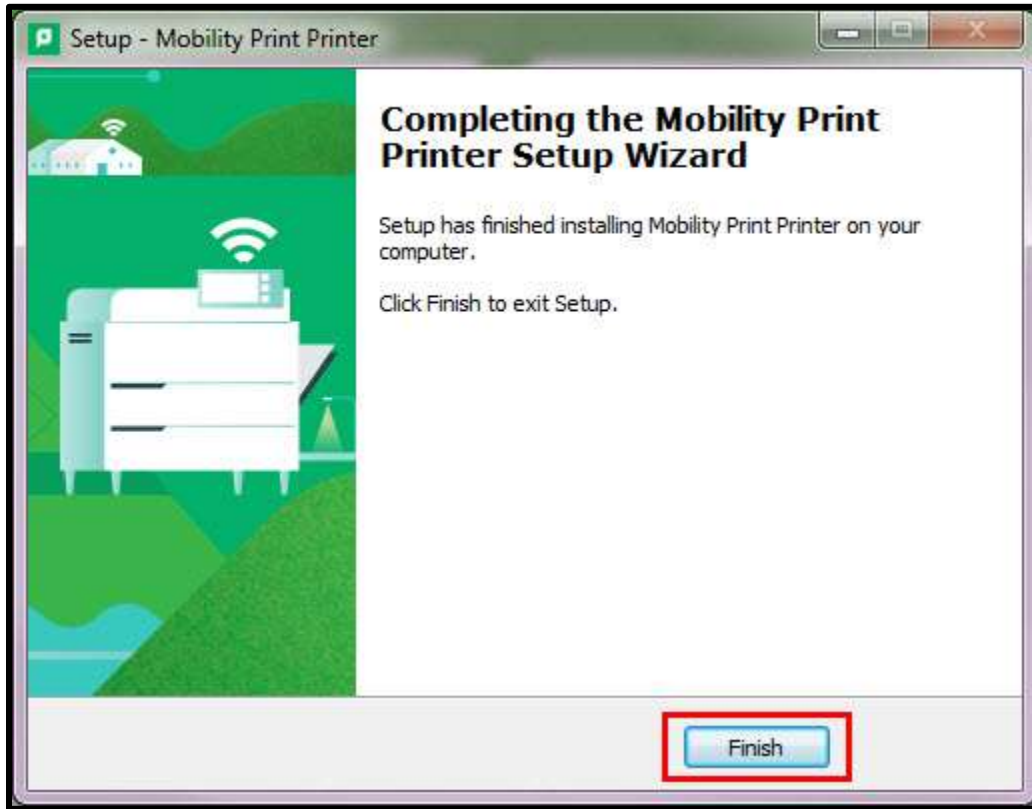


7. Authenticate using your UofM credentials and click **OK**.



8. Click **Finish**.

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

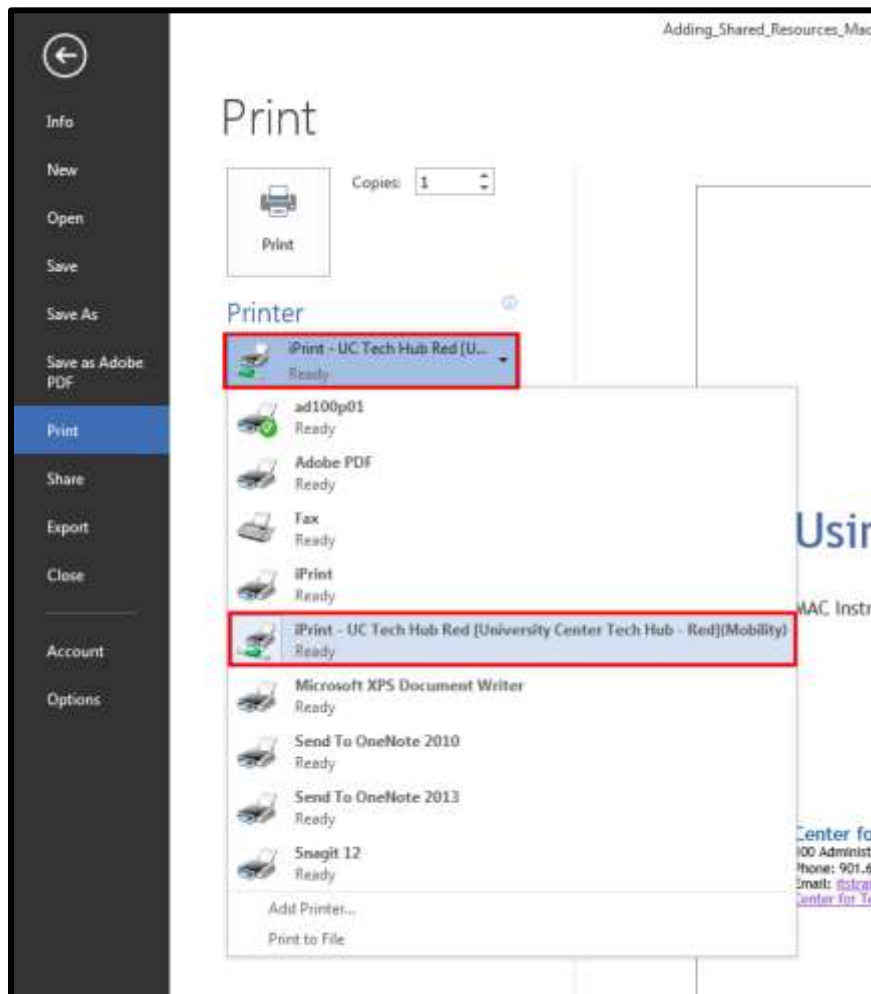


9. To print, open the content you want to print.

A. For a website, right-click and select **Print**.

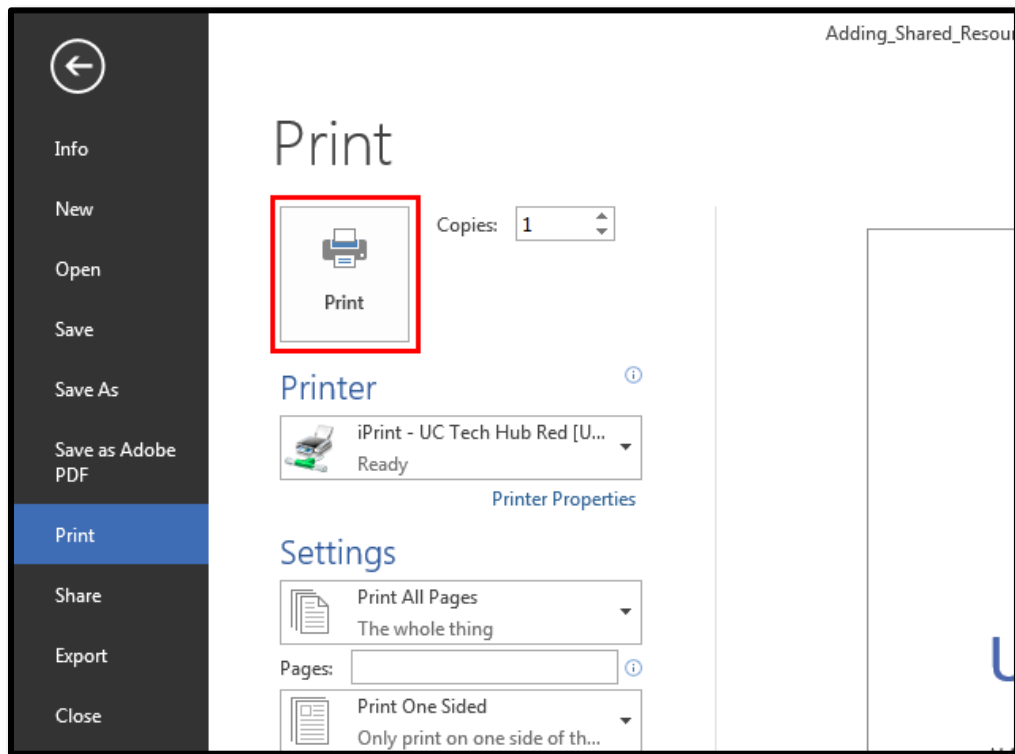
B. For a document, click **File** then **Print**.

10. Select a printer.



11. Select your desired print settings.

12. Finally, click **Print**.



13. Pick up your print from the specified printer.

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

Locating Help Resources

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. (**Note:** Using this email will automatically generate a service request.)

Important Links

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