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 7+.
Connecting to the UofM Wi-Fi Network

For instructions on how to connect to the uofm-secure Wi-Fi network, please see our umWireless documentation.

Note: It is recommended to connect to uofm-secure or uofm, as these features are not available on uofm-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.

![Open File - Security Warning dialog box](image)

**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.

![Select Setup Language dialog box](image)
5. Select **I accept the agreement**; then click **Next**.
6. Select a printer, then click **Next**.

![Printer selection dialog box](image1.png)

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

![Authentication dialog box](image2.png)
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

Upon completing the training covered in this course, faculty, staff, and students are able to 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) on a 24/7 basis (Excluding Some Holidays)

- Call the Service Desk for immediate assistance with login problems or issues with using the Service Desk Request Form.

Email umTech

- Email at umtech@memphis.edu (Using this email will automatically generate a help desk ticket). Please keep your Service Desk ticket number for faster assistance.

Important Links

- Explore the umTech Website
- Center for Teaching and Learning (CTL) Website
- Search our Training and Documentation