

# Step 1: Install Printing Services

## Windows 7, Vista and XP

Complete the following steps:

- 1.1. [Install the Popup Software/Printer Drivers](#)
- 1.2. [Adding a Specific Printer \(optional\)](#)
- 1.3. [Duplex /Simplex Printing \(optional\)](#)

*Last Updated: 11/10/09*

## 1.1 Install Popup Software / Printer Driver

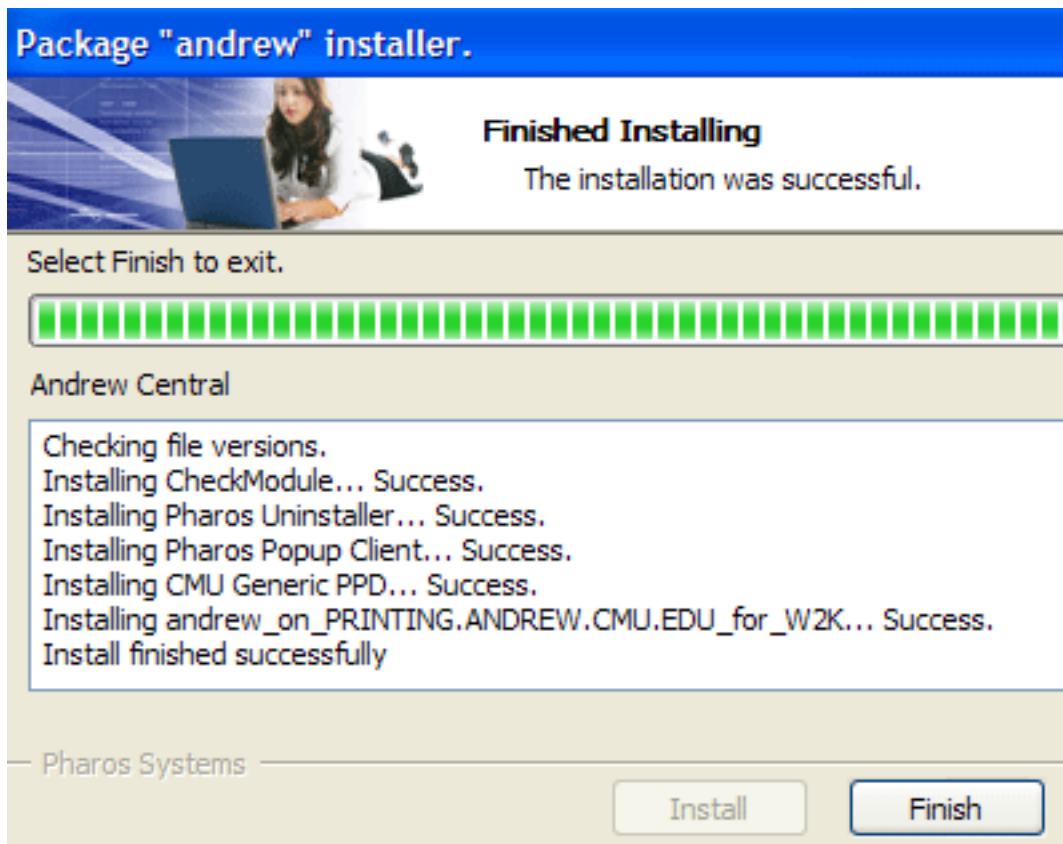
**Note:** These steps will walk you through the process of installing the Andrew Central B&W Print Queue that will work for ALL public printers. By selecting the **andrew** print queue, your print job will be sent to ALL public cluster and library printers on campus. You can release, print and delete your print job from ANY campus release station. Follow these steps to install the print driver and services:

1. From the Andrew Printing Software & Drivers web page, download the [Andrew Central \(http://www.cmu.edu/computing/software/all/printers/index.html\)](http://www.cmu.edu/computing/software/all/printers/index.html) software/driver to your desktop.
2. Double-click on the driver to run it.
3. If one of the following warning messages appears, follow the appropriate steps for your operating system:

- Windows 7: "Do you want to allow the following program from an unknown publisher to make changes to this computer?" Click **Yes**.
- Windows XP: "The publisher could not be verified. Are you sure you want to run this software?" Click **Run**.
- Windows Vista: "An unidentified program wants access to your computer." Click **Allow**.

1. The installer window appears. Click **Install** to begin the installation process.
2. The installation takes place; depending on the driver that you are installing, the process may take a few minutes. Once it completes, click **Finish**.

**Troubleshooting Tip:** The installation process may sometimes fail when installing additional printers (see [Adding a Specific Cluster or Library Printer](#)). If this happens, reboot your computer and try the installation again.



## 1.2 Adding a Specific Printer (optional)

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## 1.2 Adding a Specific Cluster or Library Printer (optional)

Follow these steps if you are interested in adding specific cluster or library printer(s), otherwise, continue with [Step 2: Ordering Your Print Job](#).

Some cluster printers offer special features (e.g., color printing, resolution settings, custom paper sizes for manual feeding in CFA, printer-based watermarks, etc.). If you want to use any of these features, you'll need to install a printer driver specific to the printer you want to use. Follow these steps:

1. Review the list of public printers on the [Andrew Printing Chart: Windows](http://www.cmu.edu/computing/clusters/printing/winchart.html) (<http://www.cmu.edu/computing/clusters/printing/winchart.html>) and determine which printer you want to print to (which print driver you'll need).
2. Download the printer driver and repeat [Step 1.1 Install Popup Software and Printer Driver](#).



## [1.3 Selecting Simplex/Duplex Printing](#) (optional)

*Last Updated: 6/23/09*

## 1.3 Selecting Simplex / Duplex Printing (optional)

Follow these steps to select simplex or duplex printing:

1. Depending on your operating system, do one of the following:
  - Windows 7: select **Start > Control Panel**. Under Hardware and Sound, select **View devices and printers**.
  - Windows Vista: select **Start > Control Panel > Hardware and Sound > Printers**.
  - Windows XP: select **Start > Control Panel > Printers and Other Hardware > Printers and Faxes**.
1. **Right-click** the printer you want to set simplex/duplex for, and then select **Properties**.
2. Select **Printing Preferences**.
3. In the Print on Both Sides area:
  - select **None** to print in simplex
  - most often, you will select **Flip on Long Edge** to print in duplex, but depending on your print job, **Flip on Short Edge** may also be used
1. Click **OK** to save your changes and close the Printing Preferences dialog box.
2. Click **OK** to close the Printer Properties dialog box.



### Step 2: Order Your Print Job

*Last Updated: 11/11/09*

## Step 2: Order Your Print Job

Follow these steps to order your print job:

1. Select **Print** as you normally would. The application's print dialog box appears.
2. Select the specific public printer you wish to print to, or choose "Andrew - Central B&W Queue" to print to the centralized print queue.
  - By selecting the **Andrew Central B&W queue**, your print job will be available for release at ALL black and white Cluster and Library release stations.
  - The central queue is configured with a generic driver that supports double-sided (duplex) printing and tabloid (11"x17") paper.
  - All print jobs sent to the central print queue expire after 4 hours. The queue for the University Center LL printer features an extended job expiration of 12 hours. You must send your job to that specific print queue to take advantage of the extended job expiration.
  - If you require printer specific features (e.g., manual feed for the CFA cluster, specific resolution settings, etc.), or are printing complex PDFs or Adobe files, we recommend that you use a queue for a specific cluster printer. By using a specific cluster printing queue, you are in turn using a driver that is specific to that printer model. To use special printing features, refer to the "Adding a Specific Printer" steps for your operating system. For a complete list of public printers, spooler information and descriptions, refer to the [Andrew Printing Chart: Windows](http://www.cmu.edu/computing/clusters/printing/winchart.html) (<http://www.cmu.edu/computing/clusters/printing/winchart.html>) or [Andrew Printing Chart: Mac](http://www.cmu.edu/computing/clusters/printing/macchart.html) (<http://www.cmu.edu/computing/clusters/printing/macchart.html>).
3. The Pharos Popup Print Screen, similar to the following, appears. Enter your Andrew UserID or "guest" if printing with a Plaid Ca\$h card. Optionally, you may also enter a password for the document and a name.  
**Note:** When printing from Windows XP Pro x64, the popup window does NOT appear.

Please provide the following information to print your document.

Andrew ID: (enter "guest" if you will print with a Plaid Ca\$h card)

Job Password: (optional; DO NOT USE ANDREW PASSWORD)

Job Name: (optional)

Cancel Go Back Print

4. Select **Print**.



## Step 3: Release Print Job

*Last updated: 6/26/09*

## Step 3: Release Your Print Job

Follow these steps to release your print job from the printer release station:

1. If you selected a specific printer location, visit that location. If you chose "Andrew - Central B&W" (the centralized print queue), visit any release station.
  2. Swipe the **appropriate ID card** or **Plaid Ca\$h card** with the magnetic strip facing the terminal.
    - If you swipe an ID card, only jobs for that userID will appear.
    - If you swipe a Plaid Ca\$h card, all guest jobs will appear.
  3. Locate your job on the screen and touch that part of the screen to select it, verify the cost, and then touch **Print** to print the job.
    - If you entered a password for the job, a password dialog box will be displayed. You will need to enter the same password to release the job.
    - Jobs not printed before the expiration time are automatically deleted.
1. When you are finished touch **Logoff** to exit the queue.

For help with using a manual feed, see [Using Manual Feed \(http://www.cmu.edu/computing/doc/printing/manual.html\)](http://www.cmu.edu/computing/doc/printing/manual.html).

*Last Updated: 10/16/09*