
WIRELESS PRINTING: FAQ

1. *What is Wireless (Mobile) Printing?*

Wireless (mobile) printing allows students, faculty, and staff members to send print jobs to labs and libraries on campus from any Windows-based computer with Internet access and connected to Ohio State's computer network. Wireless Printing is particularly useful for those that utilize the OSU Wireless Network with their laptop.

2. *What is the URL for the Wireless Printing website?*

<http://uniprint.osu.edu/printman/osuprintmap>

(If the URL is difficult to remember, you can also reach the site by going to UniPrint's website and click on the Wireless Printing banner on the top of the page.)

3. *Does Wireless Printing cost extra?*

No, wireless printing does not cost extra. You will still be charge the normal rate the lab charges (i.e. the cost is the same as printing from a workstation in the lab.)

4. *Do I need to go to the lab to print out the document or will it print automatically when I send it from my computer?*

You will need to go to the lab/library to release the print job. When you go to the lab, swipe your BuckID at the pay station and release the job.

5. *Do I have to use a laptop or can I send print jobs from desktop computer in my dorm room?*

No, a laptop is not required. You can print from a desktop or laptop.

6. *What versions of Windows are supported?*

Windows XP (Home & Professional) and Windows Vista (Business, Home, Premium, Ultimate, Enterprise)

7. *What versions of MAC OS X are supported?*

MAC OS X 10.4 (Tiger) and 10.5 (Leopard).

8. *Can I print from anywhere (i.e. off campus apartment)?*

You can print from any machine, as long as it's connected to OSU's Network. If you are off campus, you will need to VPN into OSU's network to print wirelessly. Please visit <http://8help.osu.edu/1595.html> or call 8-HELP for more information about the OSU VPN.

9. How long will my print job stay in the print queue?

Wireless print jobs will remain in the print queue for 120 minutes (2 hours).

10. Why do I have to download a new package (driver) for each lab that I wish to print to?

Each package contains only the drivers needed to print at the lab you choose.

11. Do I need to download the package each time I want to print to the same lab?

No, as long as you are using the same computer, you will not need to re-download a package. You should only have to download the package the first time you print to each lab.

12. Why do I need to include a password when I send the print job?

Since you are not actually in the lab that you are sending the print job to, we felt it was necessary to protect your document from accidentally being printed by another person. This helps protect sensitive documents (class schedules, bank statements, etc).

13. Do I need to use my OSU username when it asks for Name/User ID?

No, you can enter any username you like, but using your OSU username may be easier to remember.

14. Do I need to use my OSU password for the password?

No, you are not required to use your OSU password. In fact, we suggest using a separate, unique password.

15. What should I name the document?

You can name it anything you like. We recommend naming it something that is easy to remember, but also uniquely identifies the document (i.e. "Geography Homework", instead of "Homework"). Adding your initials to the name, may also make it easier to locate.

16. When I see my print job listed on the Pay Station, it has a picture of a lock next to it. What does that mean?

The lock simply means your print job is password protected.

17. I sent my print job to a lab on campus, but when I swipe my BuckID at the Pay Station, the print job is not listed. What's wrong?

There are a few things you will want to verify:

1. Verify that it has not been more than 2 hours since sending your print job to the lab. Remember, mobile print jobs only stay in the print queue for 120 minutes.
2. Verify that you sent it to the correct lab. Some buildings have multiple labs in it, and therefore have separate print queues (i.e. sent it to Journalism 100, instead of Journalism 270).

If both are true, try resending the print job.

18. What if I forget the password I assigned to the document?

You will need to reprint the document. The current document will automatically delete itself from the print queue after 2 hours.

19. I am a new student at Ohio State and I would like to print from my laptop while on campus. Where can I learn more about the OSU Wireless Network?

Visit <http://wireless.osu.edu> or call 8-HELP to learn more about the OSU Wireless Network and activate your wireless ID and PIN.

20. I still have questions. What should I do?

Please call 8-HELP if you still are in need of further assistance.