Prerequisite: Have you checked what print connections the user already has? (and what is not needed?)

Check #1: <u>**Is the User's computer using WiFi to connect to the network?**</u>

<u>Yes</u> -   Is the User connecting to 'BYUI' or 'BYUI_Visitor'?

Set User to use 'BYUI', ***Remove 'BYUI_Visitor'*** from remembered WiFi connections

System Preferences, Network, Wi-Fi, Advanced, Preferred Networks

<u>No</u> -   Verify computer can "ping" server **iprint.byui.edu**

If no reply or no response to the ping, <u>**Stop**</u>. Unable to proceed.

Applications, Utilities, Terminal, enter the ping command

Check #2: Is a Print Queue for the printer listed? https://webprint.byui.edu/PrintQ.htm

<u>Yes</u> – Proceed to: **Connect to Print Queue**

<u>No</u> (or only a 'TCP/IP' Port Type connection is listed) – Proceed to: **TCP/IP Connect**

<u>**Install Mac driver pack**</u>

If drivers are not already on the Mac, you <u>must</u> install the driver pack (with System Preferences closed)

1. Close the "Printers & Scanners" Preferences (must not be in Printers & Scanners)
2. Use web browser to go to: https://webprint.byui.edu/PrintQ.htm
3. Click the link for "Download almost all MAC drivers" to download the driver package.
4. Open the downloaded package.

This will place "hp-printer-essentials-UniPS-6_0_0_6.pkg" in the Downloads folder

5. Open "hp-printer-essentials-UniPS-6_0_0_6.pkg" to install the drivers.

<u>**Connect to Print Queue**</u> (on Print Queue):

1. Open the System Preferences, Printers & Scanners

2. Click the **+** symbol to add a printer

3. Click the IP icon

4. In the Address field type: **iprint.byui.edu**

5. Set Protocol to: **Line Printer Daemon – LPD**

6. In the Queue field type the name of the Queue.

Example: If the Queue is "ROM230CHE", you would type in: ROM230CHE

7. In the Name field, type in a friendly name for the printer object

We recommend: Building, Room, B/W or Color. Example: CLK-223 BW Laser

8. Select the pull-down for the Use field and select **Select Software…**

This will open a new dialog for selecting the printer model.

9. Select the desired printer model and click OK.

Refer to https://webprint.byui.edu/PrintQ.htm for best printer model to use.

10. Click **Add**

System will begin adding the printer.

11. Click **Configure** as the system is adding the printer.

12. Set the printer's options (Trays, Duplex installed, Stapler/Stacker) as needed, then click **OK**

*Note: 3-Bin Stapler/Stacker is **<u>always</u>** "Function Separator Mode".*

Finished

TCP/IP Connect: (Assuming HP brand networked printer)

1. Open the System Preferences, Printers & Scanners

2. Click the **+** symbol to add a printer

3. Click the IP icon

4. In the Address field enter the printer's IP Hostname.
   MUST be full IP Hostname. Example: rks262hp62565.c.byui.edu

5. Set Protocol to: **HP Jetdirect - Socket**

6. Check the "Use:" field to see if the Mac auto-detected the printer model
   If "Generic PostScript Printer" is shown, either the needed drivers are not installed or the computer was not able to 'talk' to the IP Hostname that was entered.   The issue must be corrected.

7. In the Name field, type in a friendly name for the printer object
   We recommend: Building, Room, B/W or Color. Example: CLK-223 BW Laser

8. Click **Add**
   System will begin adding the printer.

9. Click **Configure** as the system is adding the printer.

10. Set the printer's options (Trays, Duplex installed, Stapler/Stacker) as needed, then click **OK**
    *Note: 3-Bin Stapler/Stacker is <u>**always**</u> "Function Separator Mode".*

Finished.