



Help sheet:

Computer labs: printing

The computer lab printing system is different from what you may have experienced so far. Read through this help sheet to find information about using the printing system in the computer labs at Deakin; and how to print using your own laptop on a Deakin campus.

Additional information about printing in the labs at Deakin is available at www.deakin.edu.au/current-students/it-support/printing-scanning-photocopying/ (including where printers are located on each campus).

Overview of the printing system

Printing facilities are located in or near to, each ITSD-controlled computer laboratory. They are clearly labelled with their printer name (which also tells you if the printer prints colour or black and white).

- You select a printer by the type of output you want – either black and white (BW) or colour.
- You print your print job by swiping your Deakin Card at a printer of your choice.

Default printer settings

Printing double-sided sheets (known as duplex printing) is automatically turned on for all printers in ITSD-controlled computer laboratories. You will get double-sided printing unless you turn off duplex printing for your current job.

Selecting single-sided printing (turning off duplex)

This should only be done if absolutely needed, so as not to use paper unnecessarily.

If you need to print single-sided, click **Properties** in the **print dialogue** box then select **1-Sided** in the **duplex** box.

Click **OK** to proceed with printing your file.

Selecting paper type

You can select A4 or A3 paper from the printer menu.

1. Click **Properties** in the **printer dialogue** box then select the **paper** tab menu.
2. Under the pull down menu **paper size** choose your preferred paper size.

Printing your print job

Choose the type of printer you want to print out on –

1. From the print menu in your application, select

Campus_Lab_BW_Output (for black and white printing)

OR

Campus_Lab_Colour (for colour printing)

*Note: Replace **Campus** with your Deakin campus location.*

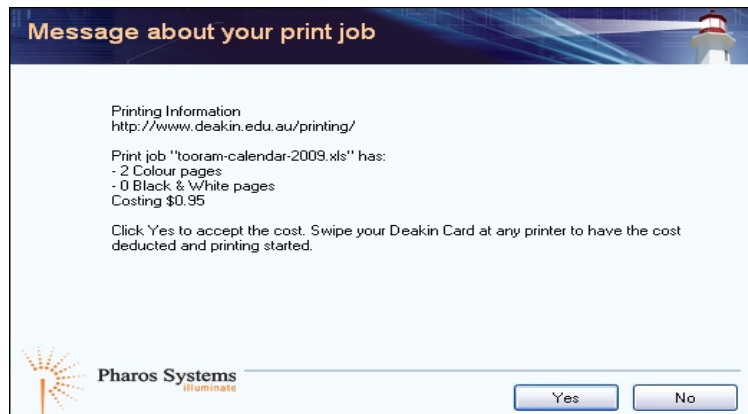


Lab printing confirmation

2. After you select **Print**, a pop-up box appears.

You have to confirm that you want to proceed with printing your file.

This pop-up box gives you information about your print job, including the cost.



3. Review the information on-screen, before making your selection.
4. Click on **Yes** to send your print job to the printer queue, ready for you to collect.

Collecting your print job

All print jobs sent to a printer are identified by the username of the person logged into the workstation that initiated the printing.

1. Go to any printer at any location (within your campus).
2. Swipe your Deakin Card in the card reader attached to the top of the printers.
3. Select your print job and it will start to print.

About black and white and colour printers

All printers can print black and white documents; however only specified printers (those with Colour in their name) will print jobs in colour.

All jobs, regardless of which printer is used will cost the price quoted on the confirmation page. For example, if a colour print job is printed on a black and white only printer, you will still be charged the full colour price.

Note: You have two hours to print your print job—after this time, it is automatically deleted from the print queues and you will have to re-send it.

Deleting print jobs

Use the multi function printers (Lexmark x945e touch screen model) to delete print jobs manually.

Instructions are located on the wall above these devices on how to do this.

You can also contact the IT Service Desk or Laboratory IT Support Staff to remove print jobs for you.

Reducing your printing costs

You will greatly reduce your printing costs and help our environment by following these tips.

- Spell-check your files before printing.
- Use **Print Preview** from within your application to check for any obvious errors on screen before sending the document to the printer.
- Print multiple pages per sheet. In the **Zoom** options of the **print dialogue** box select between 2–16 pages per sheet from the drop down menu. This is a great idea for lecture notes, reference material or personal copies of assignments.

Don't forget to put your unwanted printing in the recycling bins where available.



Problems when printing

If your print job does not start printing, check the following before seeking assistance:

1. Make sure you have selected the correct paper size for the printer.
2. Check that you are printing to the correct printer queue for black\white or colour.
3. Make sure you have sufficient credits available on your Deakin Card—check your printing credits at www.deakin.edu.au/deakincard/balance-eng.php.
4. Ensure you are logged in under your own username. If you print under someone else’s username, you will be unable to release the job with your student card.

On rare occasions, printers have been known to charge your Deakin Card without releasing the print jobs. If this occurs either contact the ITSD Service Desk or visit the Library Support Desk during opening hours.

Deakin’s print charging system

Deakin runs an automated charging system for laboratory printing.

Printing charges are automatically debited from your Deakin Card, so you must have money on your Deakin Card in order to print (you have a nil balance when you are a new student until you load your Deakin Card with some credit).

Go to www.deakin.edu.au/deakincard/ for information on the other uses of Deakin Card.

Before a print job is sent to the printer a popup checker is displayed- it shows the number of pages and the cost of your printing – look at this closely and make sure it 'looks right'—particularly the cost of the job—see the *Lab Printing confirmation* section, above.

You must confirm that you want to print before your document is sent to the printer.

Your Deakin Card balance is reduced as each print job passes through the printer (i.e. as each job is printed).

Current charges

The cost per page for printing is calculated by the number of printed pages in your document not per physical page (duplex—or double-sided printing— is charged as two pages).

Students are charged a number of cents per page, which varies depending on the size and type of printing.

The current charges are:

Type of print	Cost
A4 b/w	6 cents
A4 b/w duplex	11 cents
A4 colour	19 cents
A4 colour duplex	37 cents
A4 Transparency (Burwood LA2.104 only)	\$1.20
A3 b/w	12 cents
A3 b/w duplex	23 cents
A3 colour	38 cents
A3 colour duplex	75 cents



How do I top up my Deakin Card?

Your Deakin Card can be loaded with cash at any reload station on campus.

For locations visit Deakin Card page at www.deakin.edu.au/current-students/services/deakincard/whereload.php

Who gets charged for printing?

All print jobs sent to the printers are automatically charged when they are printed, against the username that is logged in to the workstation at the time the print job was sent—a good reason to make sure you log out when you have finished using a workstation!

Printing from your personal laptop at Deakin

You can print from your own laptop to computer lab and library printers while you are connected to the Deakin network (either via a wired or a wireless connection).

To be able to print from your laptop you will need to -

- install the Pharos Print Client available from the software web site located at <http://www.deakin.edu.au/software/office.php?anchor=pharos>
- have one of the following operating systems on your laptop -
Windows 2000, XP or Vista

Mac OSX 10.5/10.6 (Note that you will need administrator access to your Mac laptop to install the Pharos Print Client)

What is different when I use my own personal laptop?

When printing from your laptop you will be given a choice of printers on **all campuses**, not just the campus you are on. Make sure you choose the correct campus when selecting a printer.

For more information about connecting your laptop to the Deakin network visit <http://www.deakin.edu.au/services/computing/wireless/index.php>.

Need help?

The printing website is located at www.deakin.edu.au/current-students/it-support/printing-scanning-photocopying/ and contains additional information on laboratory printing, along with useful tools to help you manage your printing while at Deakin.

Report faults to the IT Service Desk on extension 72400 or to ITSD laboratory staff on your campus.

Go to the ITSD Publications website located at www.deakin.edu.au/itsd/publications/ for the latest version of this and other ITSD-published guides and help sheets.

Check out the Atomic Learning online tutorials at www.atomiclearning.com/au for assistance with a wide range of software applications.

Note that there is no internet charge for accessing Atomic Learning from a Deakin network location. You can also access Atomic Learning from home, using the username and password available from the *Deakin Software Library* at www.deakin.edu.au/software/

Contact the IT Service Desk for further assistance, if needed.