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**Print release queues**

When printing from the HWU Managed Desktop (student PCs) your printout can be released from any MFD on the network.

There are 2 print release queues

- Print-Black on PRN04 (this is the default)
- Print-Colour on PRN09

If necessary, select the print queue required from the **Printer** options in your application.

Once you have sent your document to print, you can release it at any MFD.

**Default print setup**

By default, your document will be sent to the **black print release** queue (it won’t be printed in colour), and your document will be printed **double sided** (printed on both sides of the paper)
Print Options
The following example is from Microsoft Word – the principle is similar in other applications.

1. Open the File tab and then select Print from the menu on the left
2. Set the number of copies /other options required
3. Click Print

Other applications print in a similar way – look for the File menu or tab.

Print settings

The following instructions apply when printing from the HWU student desktop in our PC Labs, Library and Learning Commons study areas.

If you are printing from your own device, see WiFi printing instructions on page 13

Stapling
Stapling options are available on all MFD devices in Information Services student PC Labs, the Library and Learning Commons study areas
Logging in/out of MFD

Using Touch Pad

1. Enter your **HWU User ID** and then tap

2. Enter your **Password** and then tap
3. Tap

OK
Using Student/Staff Card

Using Student/Staff Card

- Login/Logout by tapping your card on to the MFD Card Reader

Self-Associating card on 1st use.

1. Tap your card on to the MFD Card Reader
2. Enter your HWU User ID and password
3. Tap OK

4. Tap OK
Logout

1. Tap PCounter Login

2. Tap Logout at the Pcounter screen
Print release

Release your file

Log in  1. See above

Activate the Print feature  2. Tap Print Release

Select your document(s)  3. Select the document(s) required

Or

Select All if you wish to print all of the documents

Print your document  4. Tap Print Your Account Balance will be adjusted to pay for your printing

Delete file from queue

If you don’t want to print a document that is in the queue  1. Select the document(s)

2. Tap Delete Your Account Balance will not be affected.

REMEMBER TO LOG OUT!
Copy
All of our Ricoh MFDs should wake up from their Energy-Saving mode when you stand in front of them, if not just tap the MFD's touch screen to wake the device up.

*Place your copies face up in the tray on the top of the device.*

Log in  
1. See page 5

Activate the Copy feature  
2. Tap **Copy**  
   OR  
   **Home** and then **Copy**

3. Select the options and number of copies you require

Start Copy  
4. Press **Start**

REMEmBER TO LOG OUT!
Scan
All of our Ricoh MFDs should wake up from their Energy-Saving mode when you stand in front of them, if not just tap the MFD’s touch screen to wake the device up.

You can scan your document to your Heriot-Watt Email Address to your University Home Directory (H: Drive)

Place your document face up in the tray on the top of the device.

Log in
1. See page 5

Activate the Scan feature
2. Tap Scanner

Select Home and then select your destination i.e.

Set destination
Scan to Email

Or
Scan to Home

Select settings
3. Tap Send Settings

4. Set options as required e.g. colour scanning, file type (TIFF or PDF), resolution (DPI) etc.

5. Select Start

REMEMBER TO LOG OUT!
**Account balance**

Your account balance is displayed on the touch screen when you are logged into the MFD.

When you print, copy or scan the balance is automatically adjusted to pay for your copy.

If you don’t have enough credit in your account an error message will be displayed.

You can add credit to or review your account status at [https://heriotwatt.pcounterwebpay.com/](https://heriotwatt.pcounterwebpay.com/).
WiFi printing
You can use our WiFi printing service to print from your own device

This is a service available on all student centrally timetabled PC Labs and areas including all floors of the library and enabled staff areas. The Wi-Fi print service allows anyone connected to the University Eduroam wireless network, with a valid Heriot Watt University IT account and enough balance on their print quota, to print in either black and white or colour from their Wi-Fi enabled device to enabled Multi-Function Devices via the university’s print release service.

Log in to the WiFi service
1. Go to http://wifiprinting.hw.ac.uk
2. Log in with your Heriot-Watt username and password

Welcome Screen displayed

Locate the file you want to print
3. Click Browse and select the file you want to print

Convert the document to be printed
4. Click Next

Wait while the document is converted for printing
This may take a few minutes if the document is large so please be patient
A list of available printers will appear.

To change the default options before printing:
5. Select the checkbox beside the printer you wish to use.
6. Select the options required e.g.
   - Number of copies
   - Page range
   - Single-sided

Print:
7. Click the Printer Button e.g. `HWU-Black-Print-Release` of the device you want to print to.

The status will change to Printed when the file has been sent to the printer.

All feedback on this service is welcome. Please direct all comments to the ithelp@hw.ac.uk