Office Printer Setup Guide

Document ID: IT-SUP-010 **Last Updated:** February 2024 **Owner:** IT Support **Applies To:** Office-Based Employees

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Overview

This guide covers setting up and using printers in NovaTech offices. For home office printing needs, see the Home Office Equipment Policy.

Office Printer Locations

Austin HQ

Printer	Location	Type	Color
AUS-PRINT-01	2nd Floor Copy Room	HP LaserJet Enterprise	Yes
AUS-PRINT-02	3rd Floor Near Kitchen	HP LaserJet Enterprise	Yes
AUS-PRINT-03	4th Floor Executive	HP LaserJet Pro	Yes
AUS-PRINT-04	1st Floor Reception	HP LaserJet Pro	Black & White

Seattle Office

Printer	Location	Type	Color
SEA-PRINT-01	Main Floor	HP LaserJet Enterprise	Yes

London Office

Printer	Location	Type	Color
LON-PRINT-01	Open Office Area	HP LaserJet Enterprise	Yes

Setup Instructions

macOS Setup

1. Open **System Preferences → Printers & Scanners**
2. Click the **+** button
3. Select the printer from the list (will show as AUS-PRINT-XX)
4. If not listed, click **IP** tab:

   - Protocol: IPP
   - Address: print.novatech.local
   - Queue: printer-name (e.g., AUS-PRINT-01)

5. Click **Add**

Windows Setup

1. Open **Settings → Devices → Printers & scanners**
2. Click **Add a printer or scanner**
3. Select the printer from the list
4. If not listed:

   - Click **The printer that I want isn't listed**
   - Select **Add a printer using TCP/IP address**
   - Enter: print.novatech.local
   - Follow prompts to complete

Printing Procedures

Standard Printing

1. Select **Print** from your application (Cmd+P / Ctrl+P)
2. Choose the appropriate printer
3. Click **Print**
4. Walk to printer within 15 minutes
5. Tap your badge to release print job

Secure Printing (Default)

All print jobs use secure release: - Jobs wait in queue until you badge in - Jobs expire after 2 hours if not released - Prevents sensitive documents being left on printer

Badge Release Steps

1. Approach printer
2. Tap your NovaTech badge on reader
3. Select your document(s)
4. Press **Print**

Guest Printing

Visitors can print via: 1. Email document to print@novatech.com 2. Reception releases the print job 3. Limited to 10 pages per day

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Print Settings

Recommended Settings

Setting	Recommendation	Why
Duplex	Double-sided	Save paper
Color	Black & White	Save cost
Quality	Normal	Fast printing
Copies	Single	Reduce waste

Color Printing

Color printing is tracked. Use only when necessary: - Customer-facing materials - Presentations - Charts and graphs that require color

Large Print Jobs

For jobs over 50 pages: - Schedule during off-peak hours - Consider digital distribution - Contact IT for bulk printing needs

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Scanning

Scan to Email

1. Place document on scanner
2. Tap badge on printer
3. Select **Scan to Email**
4. Enter recipient email
5. Press **Start**

Scan to Folder

1. Place document on scanner
2. Tap badge on printer
3. Select **Scan to Folder**
4. Choose destination folder
5. Press **Start**

Scanned documents available at: `//files.novatech.local/scans/[your-username]`

Troubleshooting

Printer Not Found

1. Ensure you're on NovaTech network (or VPN)
2. Check printer is online: ping print.novatech.local
3. Restart print spooler
4. Contact IT if still not working

Print Job Stuck

1. Open print queue
2. Cancel the stuck job
3. Clear print queue
4. Try printing again
5. Contact IT if persists

Paper Jam

1. Open printer panels as indicated
2. Gently remove jammed paper
3. Close panels
4. Resume printing
5. Report recurring jams to IT

Low Toner/Paper

- Printers alert IT automatically
- Add paper from supply cabinet if available
- Don't replace toner yourself - contact IT

Badge Not Working

1. Ensure badge is active
2. Try alternate badge reader position
3. Contact IT for badge issues

Usage Policies

Acceptable Use

- Work-related documents
- Training materials
- Customer communications
- Internal documentation

Not Allowed

- Personal printing (limited exceptions)
- Copyrighted materials
- Large personal jobs
- Printing for non-work purposes

Monitoring

Print usage is monitored for: - Cost management - Security compliance - Supply planning

Individual usage is not tracked unless investigating abuse.

Environmental Responsibility

NovaTech is committed to reducing paper usage:

Tips to Reduce Printing

- Use digital signatures
- Share documents electronically
- Review on screen before printing
- Print only final versions
- Use both sides (duplex)

Recycling

- Paper recycling bins at each printer
- Shredding for sensitive documents
- Toner cartridge recycling by IT

Support

IT Service Desk

- **Slack:** #it-help
- **Email:** it@novatech.com
- **Portal:** it.novatech.com

Common Requests

- Printer setup: Self-service using this guide
- Paper jam: Follow guide above, contact IT if stuck
- Supply issues: IT is automatically notified

- Badge issues: IT Service Desk

Related Documents: Acceptable Use Policy (IT-SEC-015), Environmental Policy (OPS-ENV-001)