How to

Printing

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Printing 101

PrintWise is Marquette's effort to promote responsible printing and to conserve resources by controlling printing abuse, waste and rising costs.

Who can use Printwise?

- Students will receive an allocation in their PrintWise account.
- Administrators/staff should use their office resources for business-related laser printing.
- Visitors to the university wishing to print via PrintWise can purchase a courtesy card at a kiosk located at:

  · AMU, second floor near the Information Desk
  · Memorial Library, second floor across from the circulation desk
  · Raynor Library, first floor under the main staircase (south)
  · Eckstein Hall, first floor across from the Law Library circulation desk

  Courtesy Cards can be used to pay for printing and copying and also to make purchases on campus from any location that accepts MarquetteCASH account.

  For additional information, please contact the MarquetteCard Office at 288-CARD (2273) or visit www.MarquetteCard.com

Printwise *Machine Locations*

1700 Building, 1st Floor
(black & white)

AMU Student Lounge, 1st Floor
(color)

AMU Center for Leadership, Service, and Involvement, 1st Floor
(black & white)

AMU Information Desk, 2nd Floor
(2 black & white machines)

Clark Hall, Nursing Lab 027
(black & white)

Cramer Hall, Speech Pathology, 104D
(black & white)

Cramer Hall, Lower Level Student Lounge
(black & white)

Cudahy Hall, 1st Floor
(2 black & white)

Dental Student Lounge
(2 black & white)

Eckstein Hall Law Library, 1st Floor (Right of Stacks)
(black & white)

Eckstein Hall Law Library, 2nd Floor (Right of Stacks)
(black & white)

Eckstein Hall Law Library Room 330
(color and black & white)

Eckstein Hall Law Library, Room 426
(black & white)

Engineering Hall, Basement
(black & white)

Engineering Hall, 1st Floor
(color)

Engineering Hall, 2nd Floor
(color)

Engineering Hall, 3rd Floor
(black & white)

Haggerty Engineering Pit, 1st Floor lounge
(black & white)

Haggerty Engineering, Lab 482
(color and black & white)

Johnston Hall, Communication Lab
(color)

Memorial Library, Bridge
(black & white)

Memorial Library, Lower Level East
(black & white)

Memorial Library, Reading Room
(black & white)

Raynor Library, Lower Level (Reserves)
(black & white)

Raynor Library, Circulation
(5 black & white machines and 1 color)

Raynor Library, 2nd Floor
(1 black & white and 1 color)

Schroeder Complex, 118
(black & white)

Schroeder Complex, 300P
(black & white)

Straz Hall, Business Administration Lab 116
(black & white)

Straz Hall, Business Administration, 4th Floor
(black & white)

Wehr Chemistry, 2nd Floor Study Area
(black & white)

Residence Life Computer Labs
(black & white)

- Abbottsford Hall
- Campus Town East
- Carpenter Tower Residence Hall
- Cobeen Residence Hall
- Humphrey Hall
- Mashuda Residence Hall
- McCabe Hall
- McCormick Residence Hall
- O'Donnell Residence Hall
- Schroeder Residence Hall
- Straz Tower Residence Hall

Installing Printwise
on your personal computer

For Windows

Determine if the *V1.BW.Printwise.F14* driver is installed on your computer. When sending a document to print, the *V1.BW.Printwise.F14* printer is listed as an option.

1. If it is not installed, proceed to Step 2 ("To Install PrintWise for Windows").

2. If it is installed, follow these [uninstall instructions](#) before proceeding to Step 2.

Installing Printwise
on your personal computer

For Windows (cont.):

Determine if your computer has 32- or 64-bit Windows installed.

1. *Windows 7:* Select the **Start menu**. Right-click the **"Computer"** option, and then select **Properties**. This will take you to a page displaying the system specifications.
2. *Windows 8:* Click the **Folder icon** on the Taskbar. Right-click on **This PC** in the left pane. Select **Properties**. This will take you to a page displaying the system specifications.
3. *Windows 10:* Select the **Start button**, right click **File Explorer** and choose **Properties**. This will take you to a page displaying the system specifications.

1. Click the appropriate link to start the download: 32-bit or 64-bit.

2. Either run the installer or save the download to your Desktop and open it from there.

3. If *V1.BW.Printwise.F15* appears when sending a document to print, the download and installation was successful.

When printing, select **F15_BW_Printwise** (or F15_Color_Printwise for color prints), from the drop-down menu.

Installing Printwise on your personal computer

For Macs

A) **Determine if the F14_BW_Printwise driver is installed on your Mac.** If installed, when sending a document to print, the F14_BW_Printwise printer will be listed as an option.

If it is **not installed**, proceed to Step B, Next slide ("To Install PrintWise for Mac").

If **it is installed**, follow these uninstallation instructions before proceeding.
1. Click the **Apple icon** in the upper left of the Desktop.
2. Select **System Preferences**.
3. In the System Preferences window, click the **printer icon** (either "Printers & Scanners" or "Print & Scan").
4. You will see all the printers set up on the Mac. To delete, click each **printer containing the word PrintWise** (such as "BW_Printwise").
5. Press the **delete key**. Repeat Step 4 and 5 for each PrintWise printer listed.
6. Close the **System Preferences** window.

Installing Printwise
on your personal computer

B) To Install PrintWise for Mac:

Download the PrintWise software for Mac. This software requires Lion/Mac OS X 10.7 or above.

1. From the Finder, select **Go > Downloads**.
2. The *Downloads* window appears. Double click **Printwise2015.dmg**.
3. A new window appears. Double-click the icon labeled **Popup.pkg**.
4. The *Install Pharos Popup Client* window appears. Click **Continue**.
5. The *Read Me* window appears. Click **Continue**.
6. The *Installation Type* window appears. Click **Install**.
7. Authorize the installation when prompted.
8. If successful, you will see *The installation was successful*.
9. When printing, select **F15_BW_Printwise** (or F15_Color_Printwise for color prints), from the drop-down menu.
10. Confirm that the pop-up for your MUID number appears. (If not, contact the IT Services Help Desk for assistance.) Enter your MUID.
11. Visit a PrintWise station for your printed pages.

Paying for Printwise *& allocation*

- Each registered student receives [an allocation called the PrintWise account](#), on his/her MarquetteCard.

- Graduate Assistants are given a special allocation once they are granted a position; the allocation is provided to help with printing costs associated with working for a department as a teaching Assistant.

- If an allocation is depleted, printing costs will be deducted from the cardholder's MarquetteCASH account. Additional funds can be added to the MarquetteCASH account at various locations across campus and on-line. Visit www.MarquetteCard.com for additional information.

Printing Cost

Single-sided/Simplex	Black and White	Color
8.5 x 11 (letter)	$0.07	$0.50
8.5 x 14 (legal)	$0.07	$0.50
11 x 17 (ledger)	$0.14	$1.00

Double-sided/Duplex	Black and White	Color
8.5 x 11 (letter)	$0.10	$0.80
8.5 x 14 (legal)	$0.10	$0.80
11 x 17 (ledger)	$0.20	$1.60

Advantages of Scanning over Copying

- When you copy a document and get a hard copy, you waste paper. Save on paper, and e-mail the scanned document to yourself at no charge.

Saving money and paper

- By duplex (double-sided) printing
- Use 'Print Preview' before printing.
- Use e-mail to send papers and assignments to faculty or use the D2L dropbox.
- Save your documents to a disk or USB key drive and print out at home.
- Scan and e-mail yourself the document.

Receiving a refund

- If your PrintWise output is significantly smudged, faded, streaked, spotty or creased, you can request a refund. Submit a [refund request](#) online and submit the bad prints with your name and MUID on the front page to MarquetteCard Services either directly or through campus mail (available through lab, library, or residence hall staff). Refunds will not be processed if the bad printouts are not submitted. Refunds will be reviewed and processed within 7-10 days. If your refund is approved, MarquetteCard Services will credit your PrintWise or MarquetteCASH account. If your refund is denied, a representative from MarquetteCard Services will contact you and explain why.
- User errors, such as typos or printing the wrong document, will not be refunded. To prevent printing a blank sheet as the final page, be sure to preview your document before printing. Then, ask for a page range that excludes a blank final page.
- If there is a printer jam while your job is printing, do not turn the printer off. The printer will re-print your job once the jam has been cleared. PrintWise will not charge you for the lost page or pages.

When printer says to Load Paper or System Monitor Icon is flashing

- Press the **System Monitor** icon and confirm that the printer has paper.
- If the printer does not have paper, contact the support person listed on the machine.
- If the printer has paper, your document may be a custom size. In that case select **Letter paper** to print your document.

How long print job stays in queue

- You have 4 hours from the time you submit your job to PrintWise to swipe for your output on a PrintWise printer.

- If you don't visit a PrintWise station to print within those 4 hours, your print job will be deleted from the queue.