NTU Managed Print Services (MPS)

Quick User Guide
NTU MPS Quick User Guide

- Lookout for your HP MPS printer with the following labels

  ![MPS Helpdesk 6790 4357 MPS Operating Hours: Monday to Friday, 8.30am to 5.45pm]

- For Windows: Map to the MPS Network Print Queue `\mps\print`, and set as the default printer.

- For Mac and Linux: Map to the MPS Network Print Queue `smb://mps/printps`, and set as the default printer.

- Printing is similar as before, just select the default printer

- Select print range, print what, copies and properties can be changed.

- User can retrieve their printout at any HP MPS MFP once the job is submitted

- Default print settings are Black & White and Double-sided.

- User can print in color by accessing the printing preference in properties to uncheck “Print in grayscale”.
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To Retrieve your printouts from a Multi-Function Printer (MFP)
1) Login to the MFP by tapping your staff card on the card reader
2) Press the “HP AC Secure Pull Printing” button on screen
3) Select the required documents, and tap on the Print button to print

To Copy
1) Login MFP by tapping your staff card on the card reader
2) Press Copy on the screen

To Scan to Email
1) Login to the MFP by tapping your staff card on the card reader
2) Tap on the “Email Icon” on the printer panel

To Scan to Network Folder
1) Login MFP by tapping your staff card on the card reader
2) Scanned document retrieved from personal network folder

To retrieve your printouts from a Single-Function Printer (SFP only)
1) Just tap your staff card on the card reader
2) All print jobs will automatically be printed

Remember to Logout from the printer
When logged in, tap your staff card on the card reader, or touch the Sign Out button (located at the right bottom corner of the device screen) to logout
To check/delete pending print jobs belonging to you:

1. Open a web browser, go to the URL http://mps/hpac
2. You may be prompted to login using your Windows account
3. Click on “Documents”, you will see a list of print jobs belonging to you.
4. To delete a print job before it gets printed out, select the job from the list, and click on “Delete”.
Common Problem Resolutions

Paper jams might occur in these areas:
1. Tray
2. ADF
3. Toner Cartridge
4. Fuser
5. Output accessory (stapler stacker)

To avoid jams:
1. Do not overfill the tray.
2. Make sure the tray is securely in place.
3. Do not add paper to the tray while in use.
4. Do not let paper stack up in the output bin.
5. Do not use “dog eared” paper.
6. Make sure paper in tray is all flat and not creased.

For other hardware issues:
• Please contact NTU Helpdesk at 6790 4357.
• Provide the Serial number and Model of the printers found on the sticker of the machine.
• Toner Supplies are auto monitored and replenish by the On site administrator.