NTU MPS Quick User Guide

- Lookout for your HP MPS printer with the following labels

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

- For Mac and Linux: Map to the MPS Network Print Queue `smb://ntumps.ntu.edu.sg/print-mac`, and set as the default printer.

- For Printing, Select `\ntumps\print` or `Print on ntumps` under Printer name when sending print jobs.

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

- You may change print setting under properties. Default print settings as below
  
  Default settings: A4, Plain, Duplex, Grayscale, Auto select tray.

- 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”.

![Informational image of printer settings and printing process]
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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 document and press Print all to collect all jobs sent
   - if you wish to print and delete from server, check the print job & select Print-Delete
   - if you want to print the same file(s) another time, check the print job & select Print-Keep

**To Copy**
1) Login MFP by tapping your staff card on the card reader
2) Press Copy icon 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 can be retrieved from designated 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
To check/delete pending print jobs belonging to you:

1. Open a web browser, go to the URL http://ntumps/mydoc
2. You may be prompted to login using your Windows account

3. 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 Onsite administrator.