MEYERSON HALL

Printing Tips

from your friendly Weitzman IT Support Specialist

Quick fixes & common issues:

Your file should be on the Desktop!

not on a flash drive or external drive, not in the Downloads folder or in your browser

File types

If you're plotting, we recommend sending PDF or TIFF files (not JPGs)! Print your PDF with Adobe Reader. TIFFs should be printed through Photoshop.

Expired ink warning

If a plotter is saying that an ink cartridge is expired, you can safely ignore this! It means the warranty is expired, but the ink is totally fine.

Don't try to plot multiple-page PDFs.

If you have a PDF with multiple pages, send each page to the plotter separately!

Contents

Which printer should I use?

Double check the name of the printer, type of paper, and paper size you want to use. Each printer has a sign on it with this info.

Basic printing

For printing on letter-size (8.5x11") or tabloid-size (11x17") paper, use one of the following printers!

MEY2-M750-PS (2nd floor, by the elevator)
MEY3-HP-E77650 (cheapest paper)
MEY3-7800-GX
(these are both on the 3rd floor, by the restrooms)
**MEY4-M750-PS** (4th floor, by the HSPV classroom)

Large format plotting

Our large format plotters are loaded with paper ranging from 36 to 42 inches.

We offer the following paper types:

- ★ 36" Bright White
- ★ 36" Matte Film
- ★ 40" Heavyweight Coated
- ★ 42" Photo Satin
- ★ 42" Heavyweight Coated

For up to date printing costs, please visit us at www.design.upenn.edu/printers-pricing or scan the QR code below.
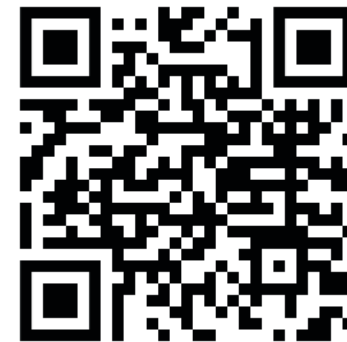
Printing costs

Help! I'm plotting in a rush!

Our two PageWide plotters (MEYS-PW4000-A and MEYS-PW4000-B) process print jobs much faster than our other plotters. But these plotters don't produce continuous smooth tone with heavy ink coverage. There will always be faint lines that run vertically. If solid blocks of ink coverage are a concern for your print, we suggest sending your job to one of the Z-series plotters (Z6200 or Z6810).

Make sure your file is flat before you send!

Is my file flattened?

If you open your PDF in Adobe Reader and it takes a long time to load, or loads in patches or sections rather than from top to bottom, then it may not be totally flat (in one layer). If your PDF isn't flat, it may not print!

Photoshop workaround for problem PDFs

Open the PDF in Photoshop. Photoshop will prompt you to choose settings — you can leave the default settings as they are and say OK. Then the PDF will rasterize. Now you can save the PDF again as a PDF or as a TIFF.

If printing a TIFF file, send it from Photoshop!

Where is my file saved?

Make sure the file you want to print is saved on the desktop of the computer you send the job from! You should not print it from an external drive, the Downloads folder, or your browser.

We recommend printing from one of our public computers. Printing from laptops sometimes works if you are connected to our network with an ethernet cable, but it's not guaranteed to work.

Adding the printer

On your Desktop, open the **Printers on Vulcan shortcut** and add the printer you want to use by right-clicking on it and choosing **Connect!**
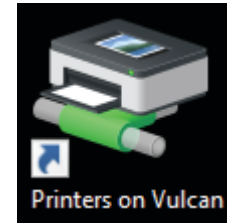
You can also type **\\vulcan.design.upenn.edu** into the address bar in File Explorer.

Plotting settings

Remember to make a **Custom Size** for your job in the printer **Properties** window.

Make sure to choose **Autorotate** and double-check the orientation in the preview window.

Make sure "Choose paper source by PDF page size" is **unchecked!**

For detailed instructions and screenshots, scan the QR code below.

Detailed plotting workflow

Checking the queue

After sending your job, you can check that it's being sent to the printer by opening the printer queue on the computer you sent the job from. It should say that the job is spooling. Then the job will disappear from the list.

Then your job should appear in the queue on the printer itself. Each printer has a queue that you can see from the printer's front panel.

If you ever need help checking where your job is in the queue, don't hesitate to ask us! We can check the queue, delete jobs that are stuck, and make sure that your job is processing properly.

Specialty printing

If you...
- ★ want to print on your own material (watercolor paper, transparent film, etc.)
- ★ want to print using a departmental or club budget
- ★ or have questions about specialty printing

Reach out to us at ithelp@design.upenn.edu! We are always happy to answer all your printing questions.

Refunds & billing

We understand that printing can be stressful and expensive. If you run into issues printing and you want a refund, you can email us at ithelp@design. upenn.edu to request a refund! We'll send you a list of your print charges so you can let us know which jobs didn't work.

Every student gets a $50 printing credit each semester. Any printing charges that accumulate above $50 will be combined and charged to your student bursar bill at the end of each semester.

Asking for help

Is the printer jammed?! Out of ink or paper? Or just mysteriously not printing? Please ask us for help! We are here to help make your printing go smoothly! Visit us in person or email us at ithelp@design.upenn.edu.

The Meyerson IT Help Desk is located on the 3rd floor of Meyerson Hall. Our staff are here from 9-5 on weekdays. During finals, we leave extra paper and ink out in case things run out when we're not here. We are always willing to train students who want to be able to change paper and ink during off-hours.

Visit our printing webpage!

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