Need help printing? Follow these tips from the IT HelpDesk!

If you do not know where to start and need help, please stop by and talk to us. This is what we are here for! (All of these points are covered in your plotting quiz but we understand that a refresher never hurts!)

1. **Do not print** JPG, JPEG, AI, or INDD files
2. **Do please Print** properly flattened and rasterized TIFF and PDF files
3. Job taking a long time to open and loads in flashes? This means your file is not flattened. Go back to the original to flatten **OR** use **my \*#5 *Photoshop Quick Fix*** option below.
4. When you click print, **does** **your job say “flattening” and a loading bar appears**. This is an indication that your file has not been flattened properly. These jobs can take a very long time to print if at all. It is best to **get this file flattened and rasterized before sending. \*Use tip #5**
5. **Photoshop Quick Fix! Open your file in Photoshop** (use to rasterize and flatten file)

Flatten all Layers

• Window-> Layers

• Click on the drop-down menu on the top

right of the palette window

• Click on Flatten Image (set your resolution to 150 if you would like to reduce the size)

Save As .tiff

• File -> Save As ...

• Choose tiff

• Click OK

• Choose No Compression & On the Pop Up, Uncheck Preserve Editing Capabilities

1. Check your driver! **You should be adding all printers from the full** [\\vulcan.design.upenn.edu](file:///%5C%5Cvulcan.design.upenn.edu) for the most efficient path to the printer. **Do not use** [\\vulcan](file:///%5C%5Cvulcan) as not typing the full address will lead to longer wait times and may not print at all. On your personal machines, remove and re-add drivers if you have not done so in a while.
2. Always make sure you connect to the design domain through the Ethernet cable. Wireless printing is not recommended. If it works at all, it will take a lot more time. **Disable wireless on your computer to prioritize the wired connection.**
3. **Do not print from the “Downloads Folder”** Save or move the file to the Desktop or Local Drive and print from there! This rule also applies for any external drives or web/cloud storage. **Always save the file to the desktop before opening to print.** If you “Open as a PDF” make sure you save it as a pdf first and reopen to be safe! A file not saved will likely not print or take a lot of time as it attempts to.
4. Printing from acrobat or reader, **Uncheck the Box** labeled “print to pdf page size”. This common issue will override your print settings and only print a section of your work.
5. Need a print fast? Use MEYS-PW4000-B whenever possible. The HP PageWide technology can print and process a job much fast than the other DesignJets. This machine is running 40” Heavyweight coated paper.