**HP ePrint**

Your patrons can print from virtually anywhere [to an HP printer that supports ePrint](http://h30434.www3.hp.com/t5/ePrint-Print-Apps-Mobile/ePrint-supported-printers/td-p/351574). Once enabled, the library assigns an email address to a printer. To print, the patrons simply email their documents to your printer’s email address. They can print images, Word and PowerPoint documents, PDFs, and photos. It is also very easy to turn it off and on. You can view and manage print jobs sent to your printer by logging onto www.HPePrintCentercom.

**Printing from a smartphone/tablet/laptop to a HP Printer**

* Open browser on computer  
  Type in IP of printer model in address bar  
   If you don’t know the printer’s IP, press the feed button on the printer and self-test/device configuration paper will come out. The IPv4 Address will be on it. It is standard for all network printers to have its own IP address
* When webpage opens there should be a tab: **HP Web services**

(If not, you need to go to HP website and download the latest Printer Firmware)

* Click on **HP Web Services** tab and you may have to put in Windows admin username and password

Make sure networking DNS (Doman Name Server) for printer is set up correctly or it will not work. You find this information by clicking on the **Networking tab** and making sure that under **Manual Default Gateway** and **Preferred DNS Address**; the numbers are the same. If you are unsure of these numbers speak to Charlie at OLIS. If you update DNS, click Apply and turn the printer off and on.

* Back under the HP Web Services tab Click **Get Info Sheet**
* Instruction sheet\* will print, follow the instructions
* Go to <http://www.hpePrintCenter.com> (instruction sheet says ePrintCenter.com, that is wrong)
* Create an HP account, unless you have already created one, and log in
* Click tab **Printers and +Printers**
* Put in your **printer code** which is on the printout\*
* Follow online directions
* Create an email that is easy for the public to use (every printer you set up must have a different email address. Example: MMT@hpeprint.com
* Select **Everyone**
* Test with Smartphone: send an email to the printer email address you just set up

It should print and patron will receive a confirmation email or an email explaining why it didn’t print

**Who can use ePrint on my printer?**

When you first enable ePrint, the printer is in “unlocked mode.” In this mode anyone who knows your printer’s email address can print to it using the ePrint service. This means you may want to lock it down when not in use. It also means staff members will need to know how to turn it on and off.

**How to lock it down**: (there is more than one way to do this; this is the easiest for staff)

Open browser

Type in IP of printer model in address bar (best to add to browser favorites)

When webpage opens there should be a tab: **HP Web Services**

Select that and (on the left) the sub tab **HPePrint**

Turn ePrint off temporarily.   
  
**Remove checkmark to print** and click **Apply**.

Tell patron they can now email to the printer (it could take a few minutes)

When patron is done, put **check mark back** and click **Apply**.

Note:

This printer allows print jobs from email only not from websites

**Troubleshooting:**

* To see why a document didn’t print or for updates/changes or to add a new printer: Go to www.HPePrint.com. These emails go through HP’s server and they are very selective about what they allow to print; for example, Store coupons; do not print through this method.
* Printers are attached to computers through your library’s network. This is fine for in-house printing. When a patron uses ePrint, the job goes through HP’s server and for that the IPv4 Configuration must be correct. The way to check this is to put the IP number into the browser and select the Networking tab. The #s come from Charlie and they probably will be there. If not, they must be entered on this page to work. If you are having problems check with OLIS to see if these numbers are correct.
* Not all printers are compatible, go to this website to check: <http://www.hp.com/global/us/en/eprint/eprint-printers.html>