Salve Regina University Information Technology

Printing for Students with Macintosh Computers

Updated: 6/21/2017

As part of the tuition charge assessed to all full time students, each student is able to print the equivalent of 200 black and white pages per semester. Each page in excess of the 200 maximum is charged to the student at 10 cents a copy for black and white, and 25 cents for color. This charge is assessed once at the end of each semester and is included in the tuition bill. Our goal is to provide a reasonable amount of free printing while conserving paper and printer use.

The student Pharos printing solution allows users to submit print jobs, and then release them using the card swipes on enabled devices using the student's Salve Regina ID card.

Card swipe printers are located in the McKillop Library, O'Hare, Wakehurst, as well as the computer labs in the Antone Center and the O'Hare Academic Center.

To begin using this system, the Pharos printer client software must be installed on the user's computer. The following directions provide step-by-step guidance to install and configure the software on your Apple Laptop.

1. Minimum Requirements

The Pharos Printer Client software will operate on the following versions of Mac OS X:
- Mac OS X 10.10 Yosemite
- Mac OS X 10.11 El Capitan
- Mac OS X 10.12 Sierra

2. Installing the Printer Client software.

The printing software is downloaded by navigating to portal.salve.edu, hovering over the top left **Menu**, selecting **Offices**, then **Information Technology**, and then **My Printing**. The software download will be saved into the **Downloads** folder on your Macintosh, as a *.dmg* file that contains **SalvePrintingMac.2016.1.25.pkg** and an instructional document. Double-click this file to install.
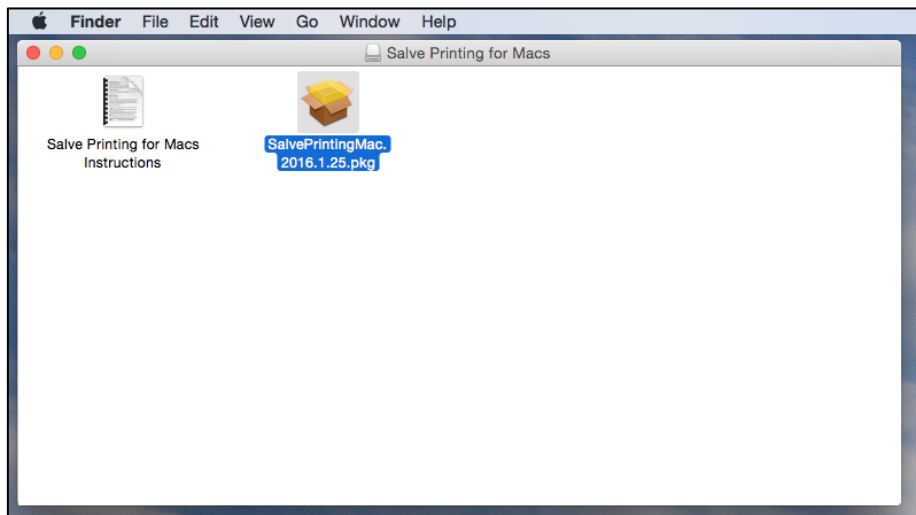
After opening the **SalvePrintingMac.2016.1.25.pkg** file, the installation process will begin.
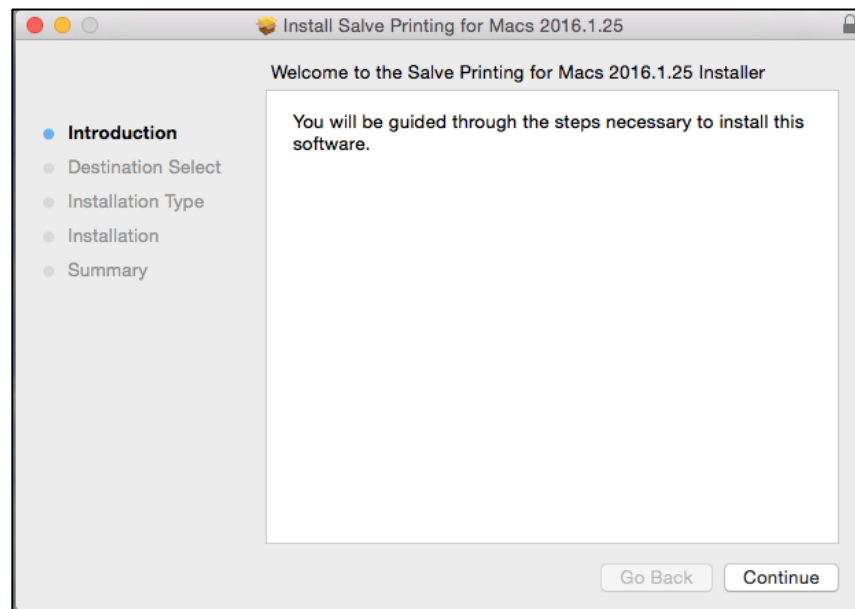
You will be prompted to select **Continue** or **Install** several times during the installation process.
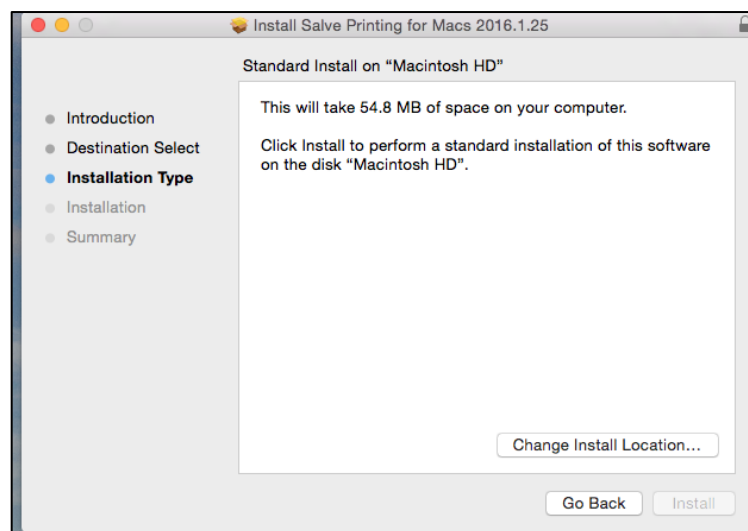

Before the installation can be completed, you will be asked for the username and password for your computer. Then select **Install Software** to continue the install.

The installer will provide a status on the installation process. It may take a few minutes to complete the installation.
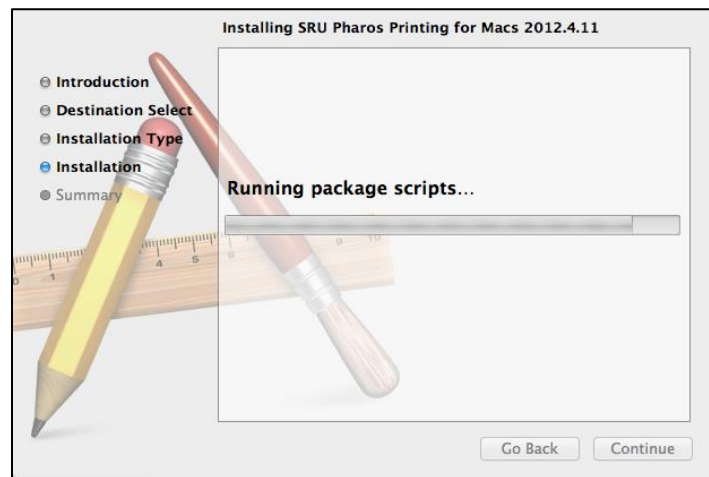

When the installation has completed you will receive a message that it was successful. Select **Close** to quit the Pharos software installer.
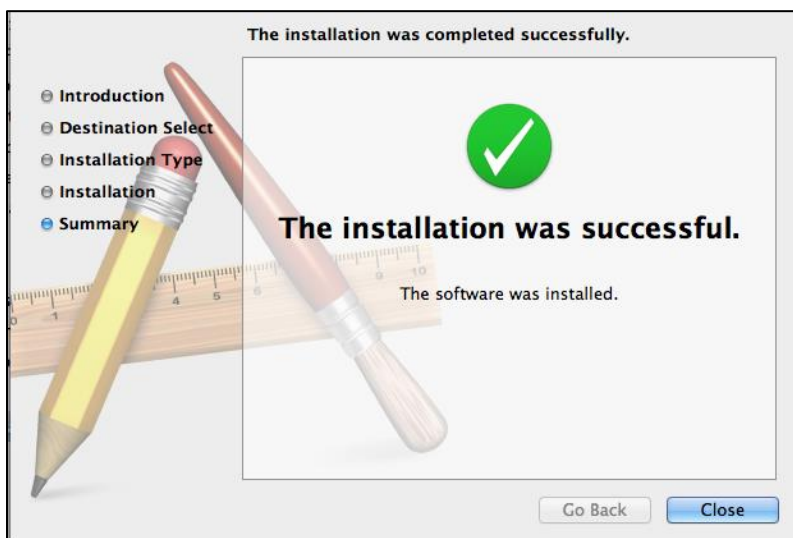

Please Note: Occasionally an error message that the software has failed to install will be displayed on the screen. This error message occurs when one part of the software package (there are several parts) fails to finish installing properly. Please try re-installing again. The second attempt to install should be successful.

3. Verify Installed Printers.

After the installation of the Pharos software has been completed, verify that the University's printers have been installed on your computer. Select the **Apple Menu** from the top left of the screen, then select **System Preferences**.
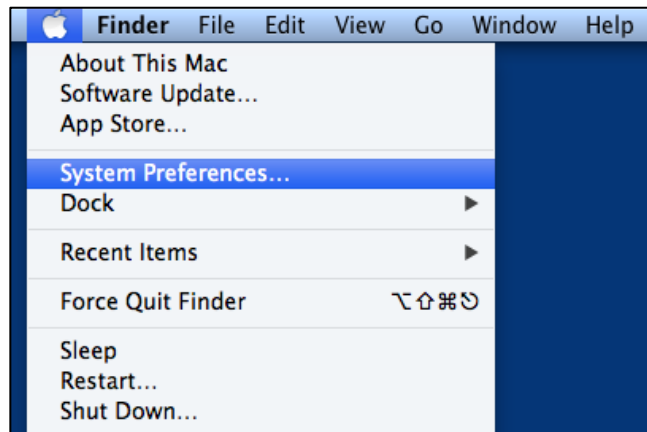
In **System Preferences**, select the **Printers & Scanners** preference panel.
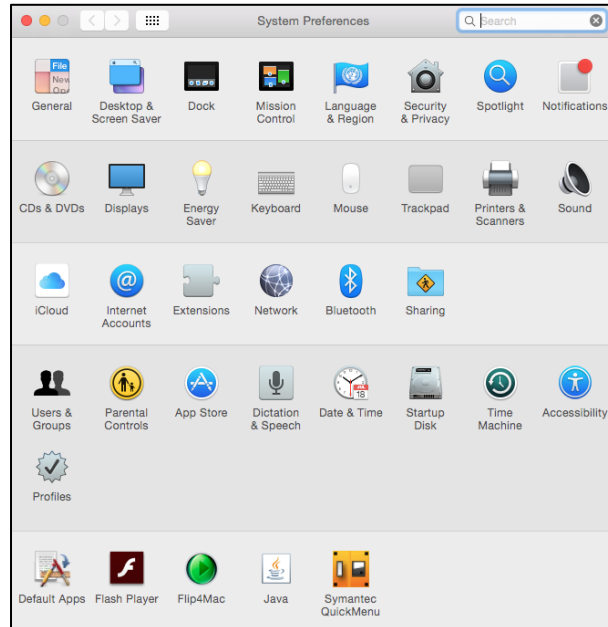
In the **Print & Scan** window, two new printer queues should be listed in the Printers list: *PharosBW-RICOH-MPC4502*, and *PharosColor-RICOH-MPC4502*. These queues would be in addition to any personal printers you may have already added or installed on your Macintosh computer previously. These two printer queues allow printing to the following locations on campus:

- McKillop Library
    - o Garden Level Walk-Up Station
    - o 1st Floor
    - o 2nd Floor
    - o 3rd Floor
- O'Hare
    - o 1st Floor Lobby (**Black & White Only**)
- Wakehurst
    - o 2nd Floor (**Black & White Only**)
- Miley
   - o Garden level behind Starbucks (**Black & White Only**)

If these two printers are not displayed, please run the **SRU Pharos Printing for Macs 2013.9.9.pkg** installer again. If the printer queues are still not installed and listed after the second try, please see the end of this document for requesting additional assistance.
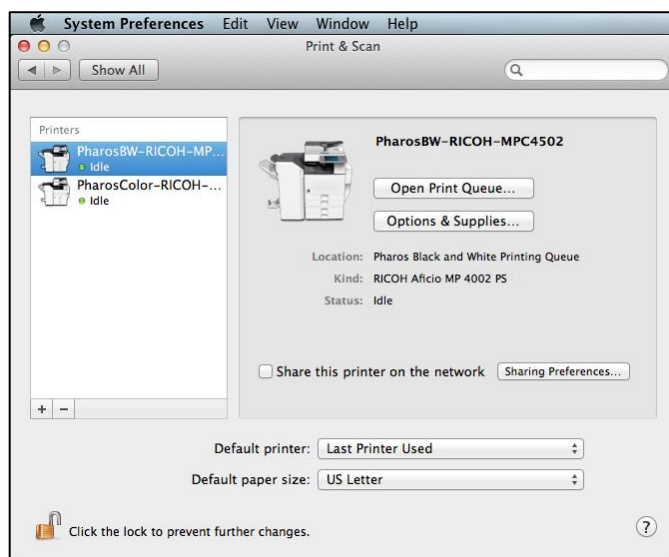

4. Printing to Pharos printers.

The University's printers are available whenever your computer is connected to the University's wi-fi network. **For students living in the residence halls, please note: Printing is not available when you are connected to the wired (Ethernet) network in your dorm room.** Wired Internet connections in the dorm rooms are provided by Cox Communications, and are not connected to the University's primary network.

Any application on your Macintosh computer that supports printing can connect to the University's printers, once they've been installed. From the *Menu Bar* of the application you wish to print from, select **File**, then select **Print**.
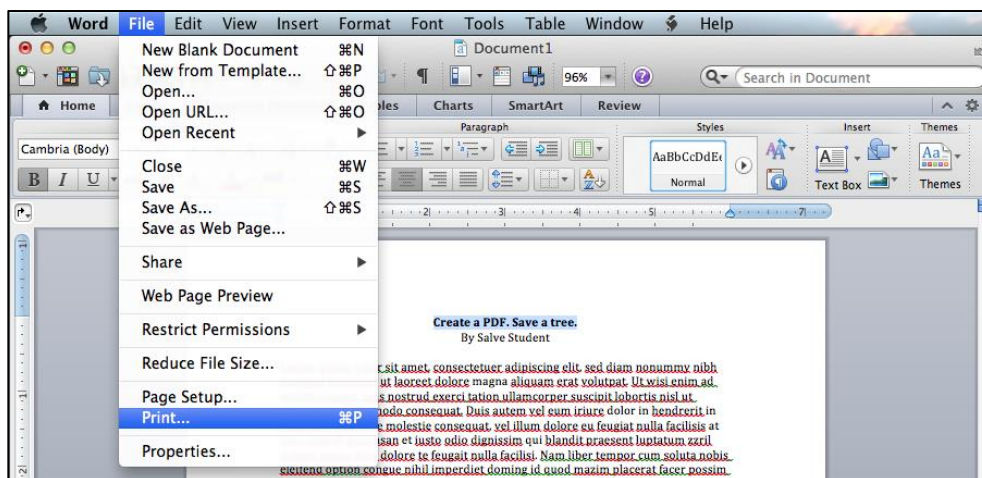

The *Print* window will appear. Select the **Printer** pull-down menu to select the printer.
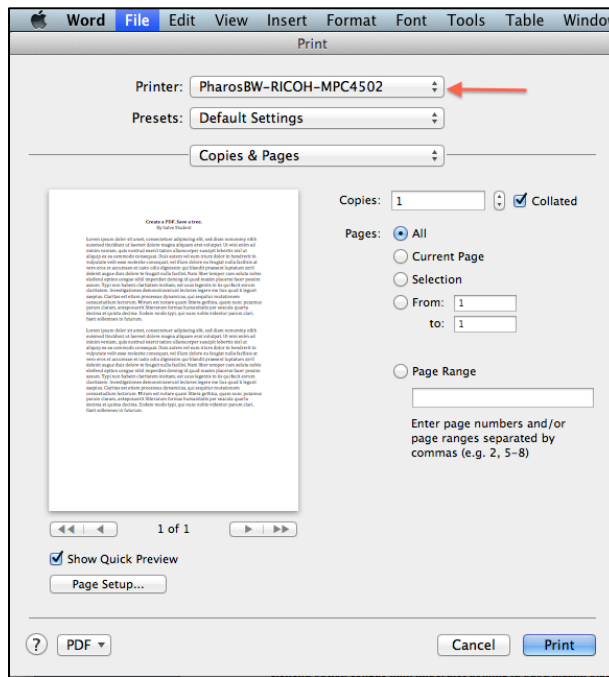
A list of available printers will be displayed, based on campus location, and, black & white or color capabilities. As of September 2016, black & white printouts are $0.10/page, and color printouts are $0.25/page. **Please Note: Color printing is only available in McKillop Library.** When the printer has been selected, the pop-up window with the list of printers will disappear.
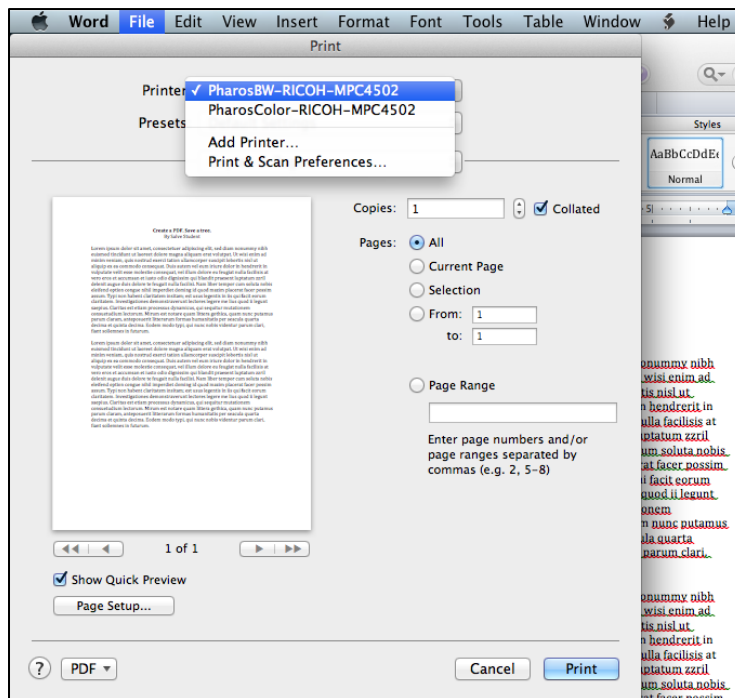

The **Print** button can be selected at this time to send your document to the printer with the default settings. If additional options need to be configured (for example, duplexing [printing on both the front and back of the page]), then select the **Copies & Pages** pull down menu.
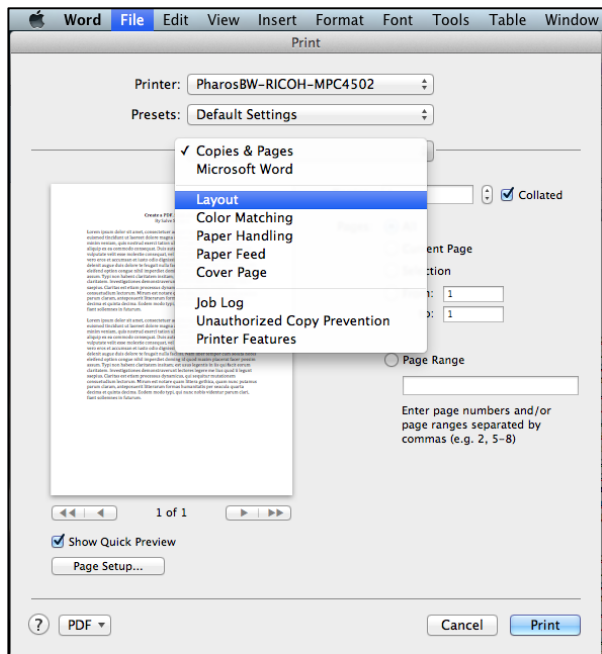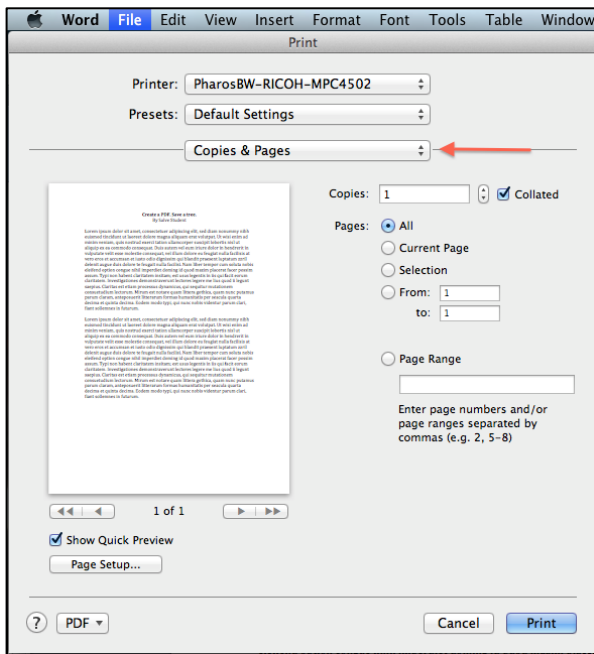
Selecting the **Layout** settings will allow the disabling of the duplex (print front & back feature). Select the **Two-Sided** pull down menu.
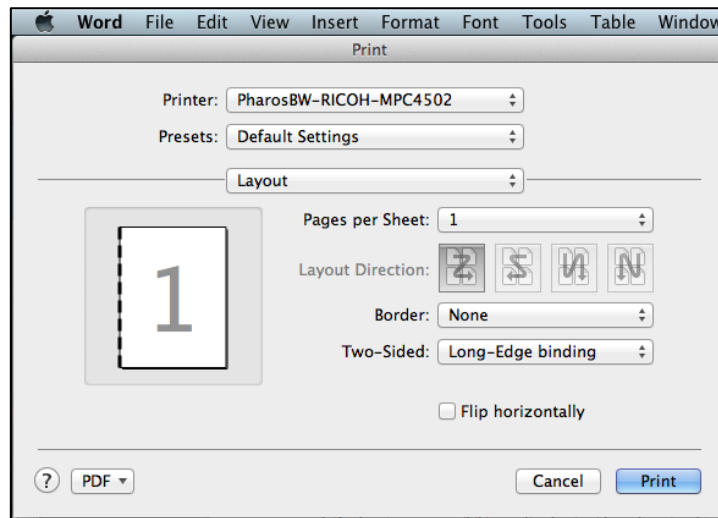
Switch the **Two-Sided** printing feature from *Long Edge Binding* to *Off* (which works for most printing situations) to disable the "double-sided" printing feature, which is enabled by default. *Short-Edge* binding should be selected if you are printing in landscape mode (widest edge of paper on top) or you plan on binding or stapling from the top of the document, rather than the side.
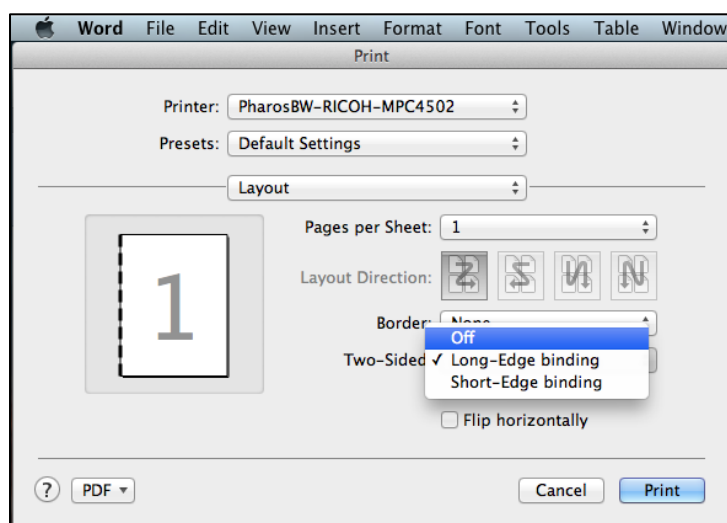
When you are finished with adjusting any printer feature settings, select the **Print** button to send your document to the printer.

When the document has been sent to the printer, the Pharos software will request you authenticate with your Salve username, and then your password. Select **Continue** in each window, to complete the printing process.

Once the username and password has been successfully entered, the document is ready to be released at the RICOH multifunction printer that was selected earlier in the process. Your Salve ID card is required to be swiped at the printer, to release your documents and receive the printout. After swiping your ID card at the printer, you have the option to print all documents you have sent, or have the option of deleting any documents that you wish to no longer print. All documents sent to the printer need to be released within four hours, or they are deleted by the Pharos system. **Students are only charged for documents that are released and printed.**

5. Additional Technical Support.

If you encounter any issues during the installation, feel free to reach out to the Help Desk. You can contact us via email at **helpdesk@salve.edu**, by phone at **(401)-341-7777, option 2**, or in person in Room 008 of McKillop Library. Our hours are 8:30am – 4:30pm, Monday – Friday.