Using the Emergency Print System (EPS) with Windows 7: Quick Guide

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4   **Disconnect from your EPS printer**

1: Identify your local EPS printer

1. Your local EPS printer is the nearest floor standing printer you log into with your library card that has a yellow 'EPS' label on the front.

2. Make a note of the EPS name. i.e. EPS -1WN3-01, EPS-IDPS-01.

2. Connect to your EPS printer

1. On your PC, select **Start > Devices and Printers** (bottom left hand corner of the screen)

2. Select **Add a printer** from the tool bar.

3. Select **Add a network, wireless or Bluetooth printer**

4. Select **The printer that I want isn't listed**

5. Select **Select a shared printer by name**

6. Type **\\mars** in the dialog box

   A drop down list will list all the available EPS printers.

   Select the name of your nearest EPS printer e.g. EPS-1WN3-01

7. Select **Next** button and the print drivers will be installed for the selected printer

8. Select **Next** button

9. Select **Finish**

The printer should now be ready to use.

You can select this printer each time you print or set it as your default printer, please take note of your current default printer before changing the default printer to the EPS printer.

3. Print

Select the EPS printer name e.g. EPS-1WN3-01 each time you print.

VERY IMPORTANT – COLLECT PRINTING PROMPTLY

EPS is not a secure printing system as any item you send to print will be printed immediately. The printed document will come directly out of the printer immediately you send them to print.

Please collect your printing promptly and check that other printing has not become mixed up with your documents.

4: Disconnect from your EPS printer

When you are advised that the Managed Print System Service (MPS) has been restored it is essential that you delete the EPS printer from your PC by following these steps:

1   Select Start > Devices and Printers
2   Right click on the EPS printer which you had made the default printer and select Remove device.
3   Restart your PC.

Please see the FAQs on page 3.

Frequently Asked Questions

1. How can I print confidential documents?

While the EPS service is live, all printing will be printed immediately. If you are printing a confidential document ask a colleague to wait at the device to collect it when you send it to print, or print to an EPS printer in a locked or controlled access room.

2. I use Linux, what should I do?

There are no instructions for Linux. While EPS service is live, we advise Linux users to use a Windows 7 PC for printing using EPS.

3. Will the work sent to the MPS before it failed still be in the system?

Yes, when MPS is reinstated, any documents you have sent to print should still be there when you go to the printer. (The usual rule that documents are held in the queue for 48 hours still applies once MPS is working again.)

4. When MPS is reinstated what will happen to documents sent to an EPS printer?

Documents printed via the EPS will be printed immediately. No documents are held in a queue and therefore, the switch back to MPS should not present any problems.

5. Why hasn't my document printed to the EPS printer?

i) Firstly, check that you have mapped to the correct printer address by checking the EPS name of the printer. See Part 1, above.

ii) With EPS, the printer is only able to accept one print request at a time. Printing sent at precisely the same time by two people will only result in one printed document, so you may need to retry or coordinate printing with colleagues.

iii) It is possible that another user has picked up your documents by mistake when they collected their own printing. This is another reason to collect printing promptly.

6. The printer near me isn't listed on the EPS list when I try to map to it, what should I do?

Not all printers are available in the emergency system and occasionally printers are moved. Ensure you are selecting a printer that has a yellow EPS label.

7. I cannot print when using Thunderbird, what should I do?

EPS does not always allow you to print from Thunderbird so if you need to print an email Copy the content to Word and print the document.

8. I've checked the printer address, tried to print a page again and still can't print via EPS - who can help me?

Please contact your local IT supporter using the [Computing Services help form](#).