A guide to setting up your print jobs on the Xerox printers
Click the File menu, and select “Print”. A dialog box will appear, where you may select numerous options to set up your print job.

The preview image displays how your image is scaled and positioned on the current page size. If the image size is larger than the paper size, edit the scale settings or click “Scale to Fit Media”.

Choose the color Xerox printer by selecting it within the Printer drop-down menu.

To change the orientation, click either of the icons next to “Layout” icon to set it to Portrait or Landscape.

To change the paper size:

(Mac) Click the Print button at the bottom-right corner. After a print dialog window pops up, click the “Paper Size” drop-down menu to select “Tabloid”.

If you do not see “Tabloid” as an option, make sure the Xerox color printer you are printing to is selected in the “Printer” field.

Click “Print” to send the print job.

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Adobe Photoshop

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Adobe Acrobat

Adobe Illustrator

Adobe InDesign

Microsoft Word

Printing issues

To request a refund for a print job

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Xerox prices for the 24-hr labs - Current rates per sheet:

<table>
<thead>
<tr>
<th>Paper Size</th>
<th>Color</th>
<th>Grayscale</th>
</tr>
</thead>
<tbody>
<tr>
<td>Letter (8.5x11)</td>
<td>$0.60</td>
<td>$0.05</td>
</tr>
<tr>
<td>Tabloid (11x17)</td>
<td>$0.75</td>
<td>$0.10</td>
</tr>
</tbody>
</table>
(PC) Click the “Print Settings” button. After the Xerox printer properties window pops up, click the “Paper” drop-down menu and select “Other Size”.

In the following window, select Tabloid (11x17) in the “Original Document Size” menu. Click OK, and click OK again to return to Photoshop’s print dialog.

The print preview should now match the paper size.

Finally, click “Print” to print your document.

To print Black & White to the Xerox:

You may set options for a color document to ensure that it is treated as a grayscale/black & white document, so Papercut charges you at a lesser rate.

(Mac) Within the Print Settings dialog, click the menu just below the Paper Size menu (whose default selection is “Layout”).

Depending on which Xerox printer you have selected, you may see a “Xerox Features” selection OR simply an extended list of options.

• “Xerox Features” (fig. 1)
  Select “Xerox Features”. Click the submenu just below and choose “Color Options”. Select “Black and White”. Click Print.

• OR ... an extended list (fig. 2)
  Select “Image Quality” in the extended list. In the Color Correction menu, select Black and White. Click Print.

Papercut should then prompt you to log in. It should recognize your print job as black and white and charge you accordingly.

(PC) Within the Photoshop print dialog, click “Print Settings”. When the Xerox print dialog pops up, click the Image Options tab.

In the Color Correction tab, check “Xerox Black and White Conversion”. Click OK to return to the Photoshop print dialog.

Click Print to send your print job.
To print in Adobe Acrobat, click the File menu and select “Print” to open its print dialog window.

The print preview image displays at the bottom-right portion of the window, and shows how the document relative to the selected paper size will print.

Set the scale of the image on the page via the options under the “Size” tab, such as “Fit” to automatically scale the image to fit to page, “Actual Size”, or “Custom Scale” to set the image’s scale as a percentage.

**Note:** Make sure “Choose paper source by PDF page size” is NOT checked! This unnecessarily chooses a different paper size for each page.

Set the orientation through the radio buttons available at the bottom-left portion of the print dialog window.

**To change the paper size:**
Click “Page Setup” in the bottom-left corner.

**(Mac)** Click the “Paper Size” drop-down menu and select the desired paper size, such as Tabloid. If Tabloid is not available, make sure that the default printer is set to the preferred color Xerox printer.

**(PC)** Click the “Size” drop-down menu in the “Paper” section, and select the desired paper size.

Click OK to confirm. The print preview should now match the paper size.

Click the “Advanced” button. **Check the “Print as Image” button.** This feature ensures that the entire document is treated as a flat image, in case there are problems handling the document’s content, such as its fonts. Click OK.

Click “Print” to confirm all of your settings and send your print job.

**To print Black & White to the Xerox:**

**(Mac & PC)** At the top of the print dialog window, click the checkbox “Print in grayscale (black and white)”. Confirm any other settings and then click Print.
Click the File menu in the Adobe Illustrator menu and select “Print” to open its print dialog window.

The print preview image along the left side displays how the document relative to the selected paper size will print. You may also set the scale of the image on the page via the options under the “Options” section in the “General” tab.

To change the paper size:
(Mac) Click the “Page Setup” button at the bottom-left portion of the window.

Click the “Paper Size” drop-down menu to select another paper size, such as Tabloid. If Tabloid is not available, make sure that the color Xerox printer is selected. Click OK.

The print preview should now match the paper size. Click Print to send the print job.

(PC) First, click the “Media Size” drop-down menu near the middle of the window, and set it to Tabloid (11"x17"). (Now the print preview will match the paper size.)

Second, click the “Setup” button at the bottom-left corner. In the print properties window, make sure the color Xerox printer is selected, then click “Preferences”. In the next window, click the “Paper” drop-down menu to select “Tabloid”. Click OK.

Once back in the Illustrator print dialog, click “Print” to send the print job.

To print Black & White to the Xerox:
(Mac) Within the Print Settings dialog, click the Setup button located to the right of the Page Setup button along the bottom of the window.

Within the Print Settings dialog, click the menu below the Paper Size menu (whose default selection is “Layout”).

Depending on which Xerox printer you have selected, you may see a “Xerox Features” selection OR simply an extended list of options.

- “Xerox Features” (fig. 3)
  Select “Xerox Features”. Within this submenu, choose “Color Options”. In the next dialog, select “Black and White”. Click Print.

- OR ... an extended list (fig. 4)
  Select “Image Quality” in the extended list. In the Color Correction menu, select Black and White. Click Print.

Papercut should then prompt you to log in.

Once authenticated, it should recognize your print job as black and white and charge you accordingly.
(PC) Within the Illustrator print dialog, click the Setup button on the bottom-left corner.

In the print properties window, make sure the color Xerox printer is selected, then click “Preferences”.

When the Xerox print dialog pops up, click the Image Options tab.

In the Color Correction tab, check “Xerox Black and White Conversion”. Click OK to return to the Photoshop print dialog.

Click Print to send your print job.

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Adobe InDesign

Click the File menu in the Adobe InDesign menu and select “Print” to open its print dialog window.

The bottom-left portion of the window displays a preview of the orientation and estimated size of how printed pages will appear.

Click the “Setup” tab (along the left column, just under General) to change the scale of your content on the printed page, set its orientation, and adjust its position on the page.

To change the paper size:

(Mac) Click the “Page Setup” button in the bottom-left corner.

In the following window, click the “Paper Size” drop-down menu and select the desired paper size, such as Tabloid.

If Tabloid is not available, make sure that the default printer is set to the color Xerox printer.

Click OK to confirm your settings and return to the InDesign print dialog. The print preview should now match the paper size.

Click Print to send the print job.
To print Black & White to the Xerox:

(Mac) Within the print dialog window, click the “Printer” button located to the right of the Page Setup button along the bottom of the window.

Click the menu below the Paper Size menu (whose default selection is “Layout”).

Depending on which Xerox printer you have selected, you may see a “Xerox Features” selection OR simply an extended list of options.

- **“Xerox Features” (fig. 5)**
  Select “Xerox Features”. Within this submenu, choose “Color Options”. In the next dialog, select “Black and White”. Click Print.

- Or ... an extended list (fig. 6)
  Select “Image Quality” in the extended list. In the Color Correction menu, select Black and White. Click Print.

Papercut should then prompt you to log in.

Once authenticated, it should recognize your print job as black and white and charge you accordingly.

(PC) Within the InDesign print dialog, click the Setup button on the bottom-left corner (just to the right of the “Save Preset” button).

...or an extended list (fig. 6)

(Par) First, click the “Setup” tab, along the left column and just under “General”.

Click the “Paper Size” drop-down menu and choose your preferred paper size, such as Tabloid (11”x17”).

(The print preview should now match the paper size.)

Second, click the “Setup” button at the bottom of the print dialog (just to the right of “Save Preset” button) to bring up the print properties window.

Select the color Xerox printer, then click “Preferences”. In the next window, click the “Paper” drop-down menu to select “Tabloid”. Click OK, and click the “Print” button to return to the InDesign print dialog.

From there, click Print to send the print job.
To print from Microsoft Word, click the File menu and select “Print”.

The print dialog window that pops up will display a preview of how your printed document will appear. You may set options within this dialog, such as the orientation or paper size.

To change the paper size:
(Mac) Click the “Page Setup” button in the bottom-left corner.

In the following window, click the “Paper Size” drop-down menu and select the desired paper size, such as Tabloid.

If Tabloid is not available, make sure that the default printer is set to the color Xerox printer.

Click OK to confirm your settings and return to the Word print dialog.

The print preview should now match the paper size. Click Print to send the print job.

(PC) Within the print dialog, click the paper size drop-down menu under the “Settings” category. Choose your preferred paper size, such as Tabloid (11”x17”).

The print preview should now match the paper size. Click Print to send the print job.
To print Black & White to the Xerox:

(Mac) Within the print dialog window, click the drop-down menu just below the “Presets” menu (labeled Copies & Pages).

Click the menu below the Paper Size menu (whose default selection is “Layout”).

Depending on which Xerox printer you have selected, you may see a “Xerox Features” selection OR simply an extended list of options.

• “Xerox Features” (fig. 7)
  Select “Xerox Features”. Within this submenu, choose “Color Options”. In the next dialog, select “Black and White”. Click Print.

• Or ... and extended list (fig. 8)
  Select “Image Quality” in the extended list. In the Color Correction menu, select Black and White. Click Print.

Papercut should then prompt you to log in. Once authenticated, it should recognize your print job as black and white and charge you accordingly.

(PC) Within the Word print dialog, click the “Printer properties” link just below the color Xerox printer selection.

When the Xerox print dialog pops up, click the Image Options tab.

In the Color Correction tab, check “Xerox Black and White Conversion”. Click OK to return to the Photoshop print dialog.

Click Print to send your print job.

Once a print job has been sent, you should be prompted with a Papercut login window, provided that the Papercut application is running.

Papercut is running if its balance window in the top-right corner of the screen, which shows your current balance when logged in, is visible.

Also, on a Mac, there is a small icon in the menu bar, as well as an application icon in the Dock along the bottom of the screen.

Enter your name and password, then click OK. You will then be prompted with a confirmation window, which will display the print job and its cost. Click OK to print.

If the Papercut login window does not appear after sending a print job:

• Make sure the computer you are using has a network connection.
  Open an internet browser, such as Firefox, and check that you can surf the web. If not, check that the ethernet cord is firmly connected in the back of the computer.

• Make sure the Papercut application is running.
  (Mac) If the Papercut balance window is missing, navigate to the menubar at the top of the screen. Click the Papercut icon to re-open the balance window.

If Papercut is still not working, save your files, reboot the computer and log back in. Papercut is set to start up on login.

(PC) If you’re using a lab PC and the Papercut balance window is not available, save your files and reboot the computer. After logging in again, Papercut should start up automatically.
• Mac only: If your print job is hanging, click the printer status icon in the Dock on the bottom of the screen. Clicking the icon will bring up its status window. If there is a generic “Printer Status” job before your actual print job, click the “x” button to the right of the job to clear it.

(Under optimal circumstances, this phantom job typically disappears on its own. However, if it takes more than 15-20 seconds, it may be necessary to manually close it.)

If your print job is still hanging, try hitting the “Pause” button, then clicking “Resume”. Once your print job processes correctly, you will be prompted with a Papercut window.

If your print jobs are not processing properly, see the back cover page for instructions on how to request a refund.
To request a refund for a print job:

If your PaperCut account is charged for print jobs that never completed, you may request a refund online.

Click the “Details” link located at the bottom corner of the PaperCut window, and log in to your PaperCut account via the pop-up login window.

On the Summary page, click the “Recent Print Jobs” link located in the left-hand column.

To request a refund for a specific print job, click the “request refund” link in the rightmost column of that job.

Choose the requested refund amount, and type in a detailed description for requesting a refund.

Click the Send button. (Refund requests are reviewed once a week.)

If your request is approved, your print job will be tagged as “Refunded”, and your account will be credited with the amount requested.