

## High-volume printers available in delegate areas

ITU Information Services (IS) department has made available various high-volume printers in the Delegate network. The printer queues reside in the \\delprint server, and their locations are as follows:

Printer queue*	Location
\\delprint\hpdelg1	Varembé rooms G1/G2
\\delprint\hpdel2ss_gr	CyberCafé in 2nd basement of the Tower (Note: two printers on same queue)
\\delprint\hpdelm2_ps	CyberCafé in 2nd floor of the Montbrillant building
\\delprint\hpdelm1	1st floor of the Montbrillant building, near meeting rooms
\\delprint\hpdel1t1	1st floor of the Tower (near T.101 and T.103 rooms)

\* Please note these are A4 printers. If you try to print a document of another size (e.g. Letter), make sure the WinWord option “resize A4/Letter” is enabled.

Please report any problems or maintenance issues to the IS Service Desk at extension 6666 (or by email to [servicedesk@itu.int](mailto:servicedesk@itu.int)), mentioning the printer name, location and a description of the problem.

Annex A hereinafter shows how you can install printers on a Windows computer. (Detailed screenshots are provided for Windows 7)

## Annex A Example of installing a delegate LAN printer in a Windows PC

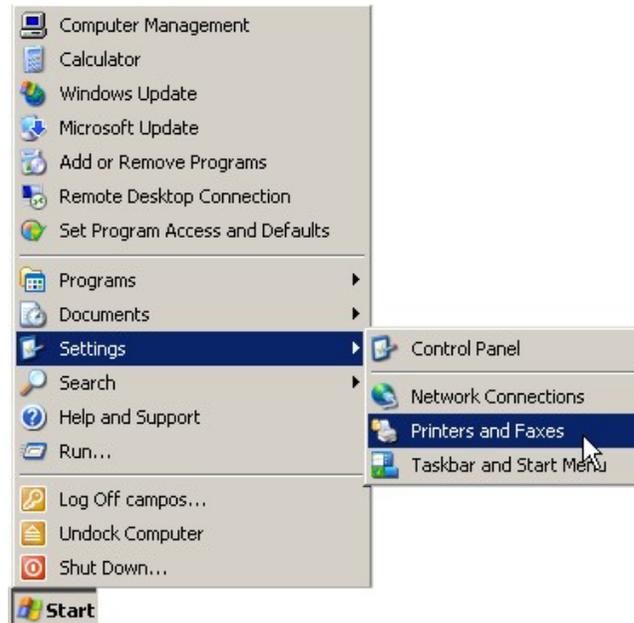
The following example shows steps for the installation of printer HPDELM1 (Montbrillant, 1st floor). The snapshots were taken using a Windows 7 computer.

1) Make sure you are connected to the ITU Delegate LAN (wired or wireless) and open the add print menu. Click on:

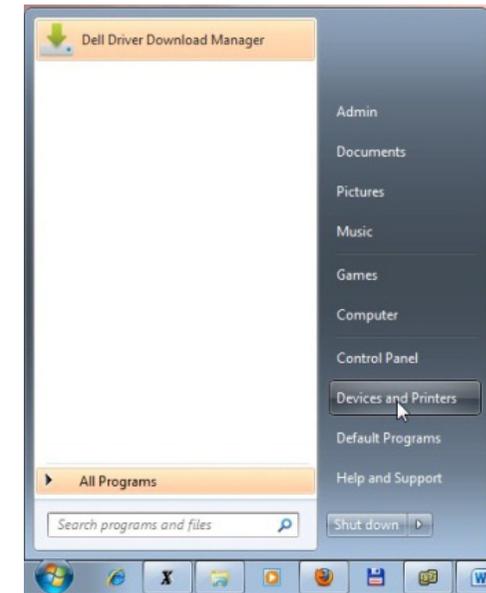
(a) “Printers and Faxes” (Windows XP)



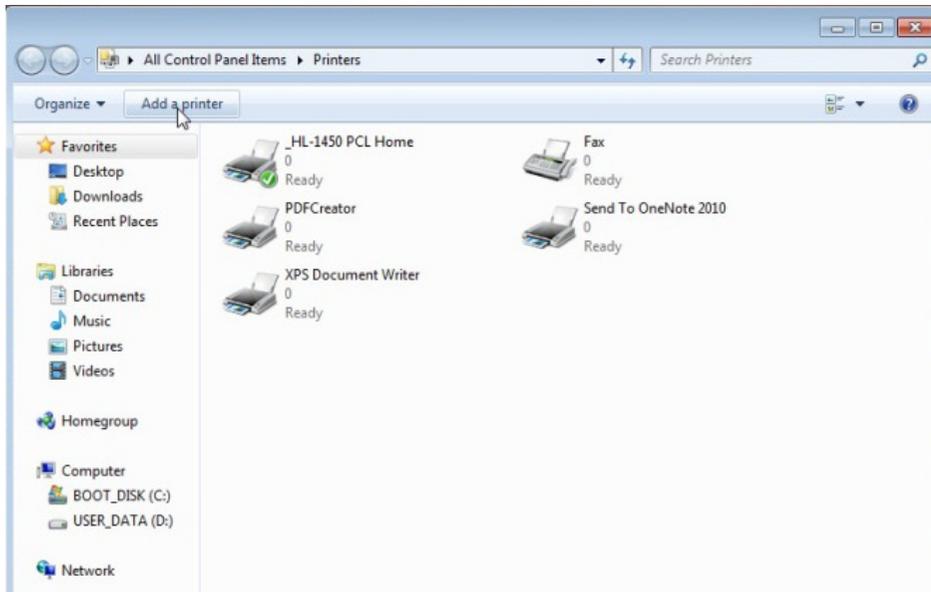
(b) “Printers and Faxes” (Windows Classic interface)



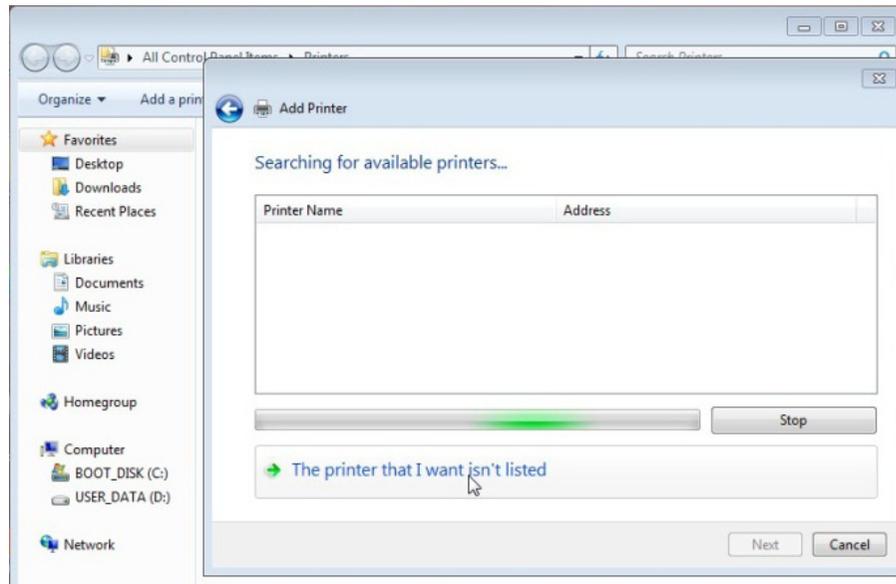
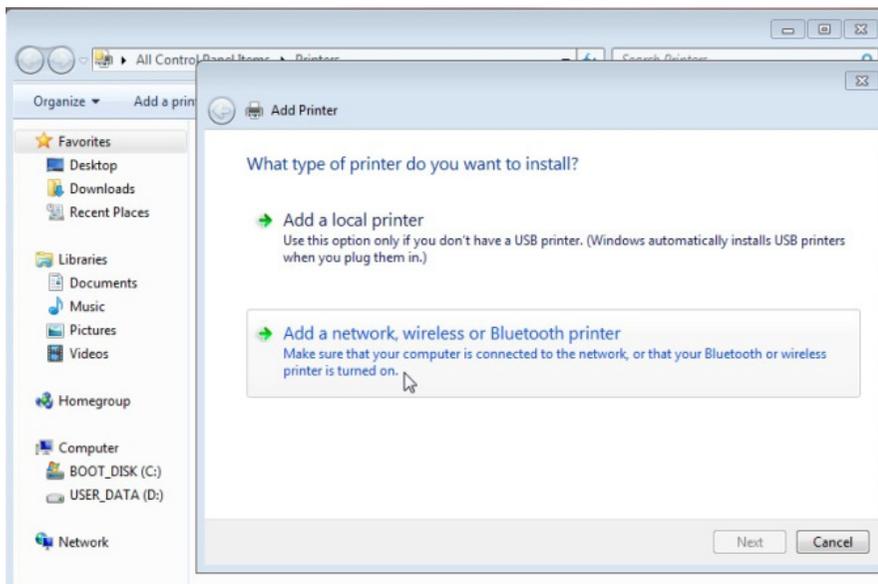
(c) “Devices and Printers” (Windows 7)



2) (Windows 7) Click on “Add printer”



a. (Windows 7) Select the option to add a network printer, then click on “The printer that I wanted isn’t listed”



- b. (Windows 7) Type the name of the printer in “Select a shared printer by name” (“\\delprint\hpdelm1” in this example). A progress window will show (right).

**NOTE:** if you are asked for a username and password when trying to connect to the \\delprint server, type “delegate” for both username and password.



Find a printer by name or TCP/IP address

Browse for a printer

Select a shared printer by name

\\delprint\hpdelm1

Browse...

Example: \\computename\printername or  
http://computename/printers/printername/.printer

Add a printer using a TCP/IP address or hostname

Connecting to hpdelm1 on delprint

Finishing the installation...

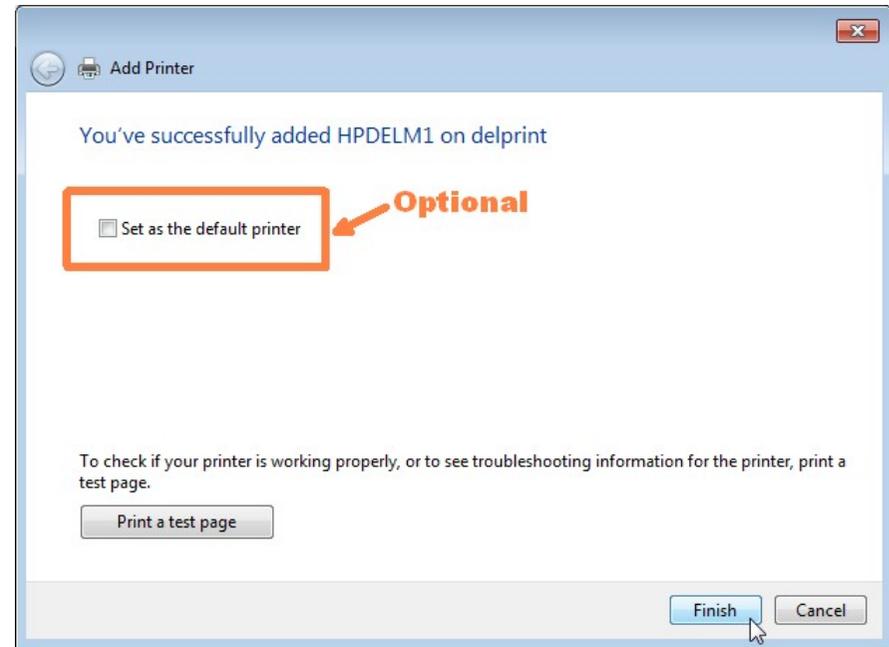
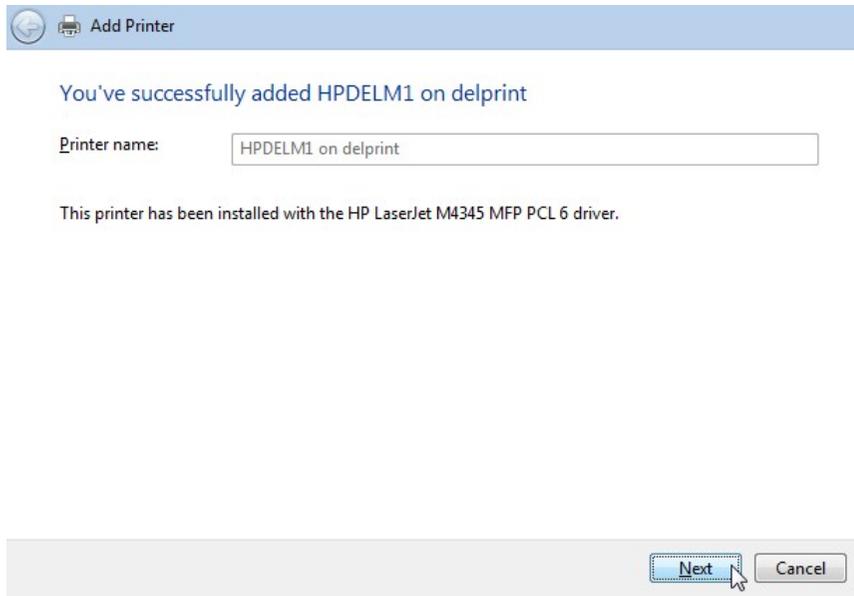


Cancel

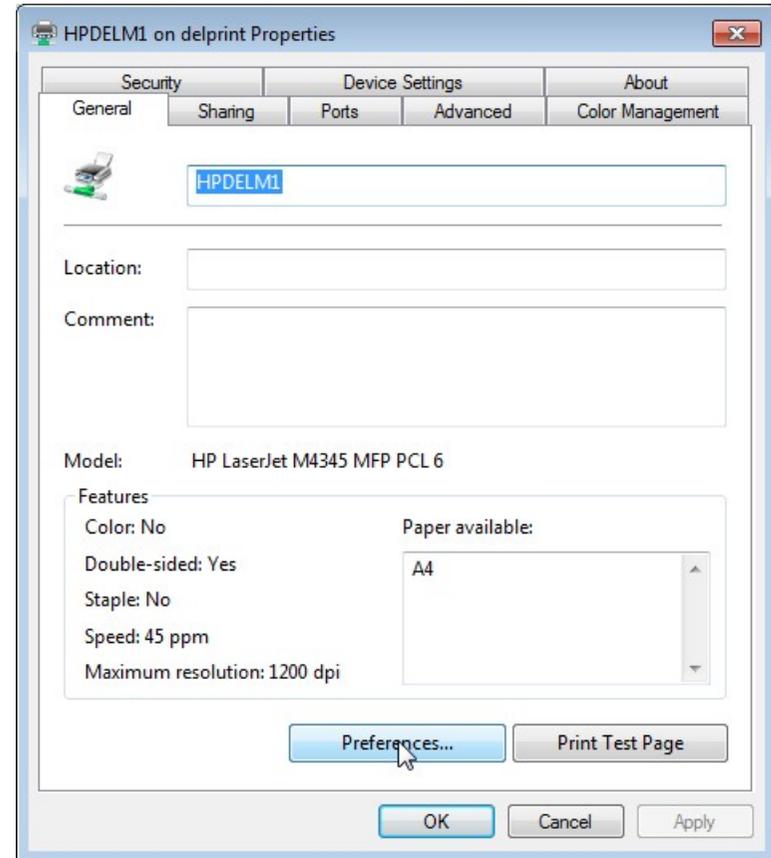
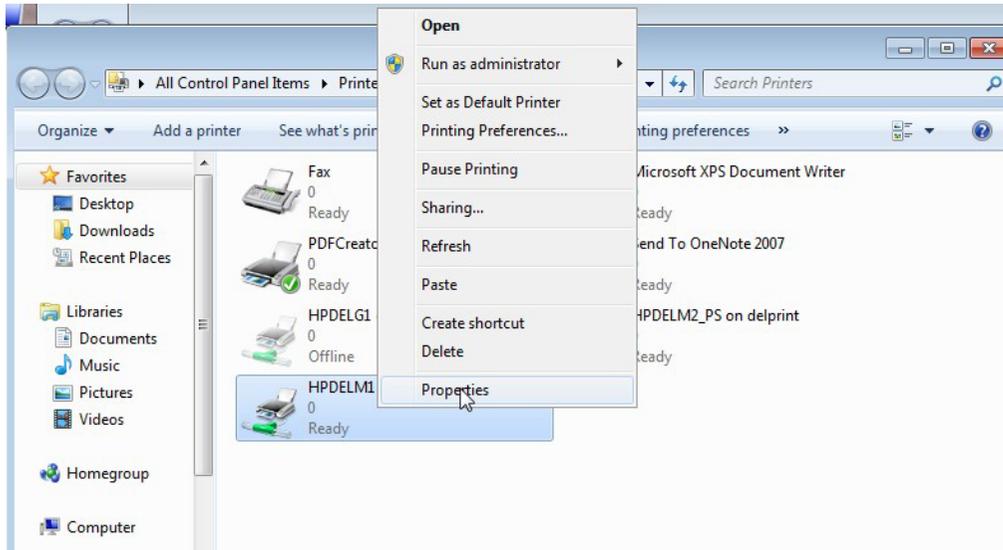
Next

Cancel

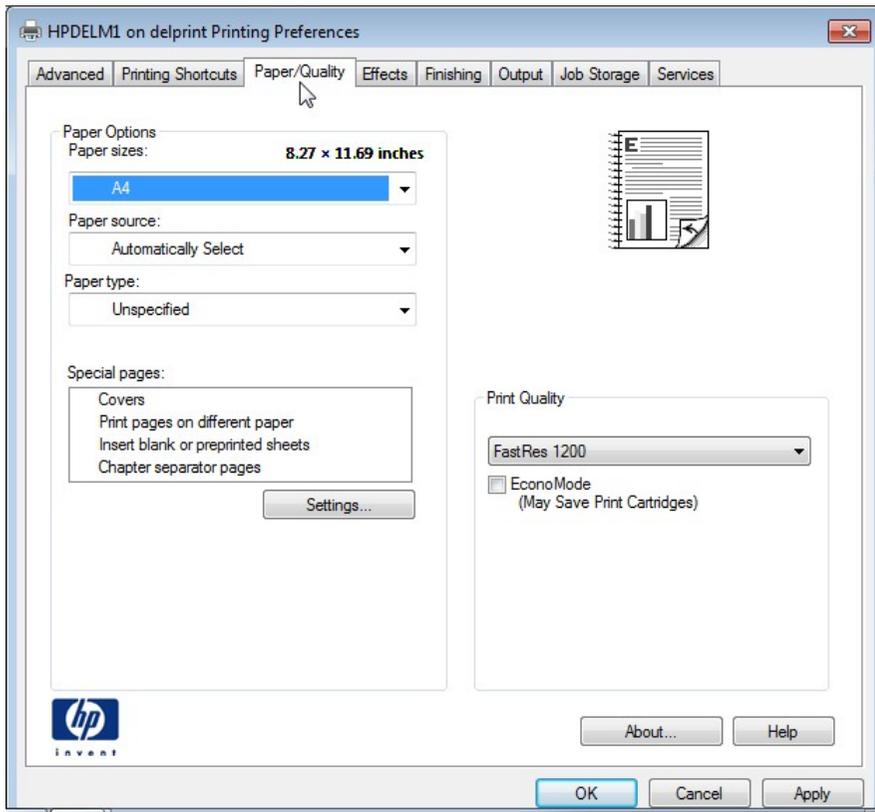
c. (Windows 7) If it worked ok, the success window shows, click “Next”, and then “Finish” (optionally you can set this as your default printer)



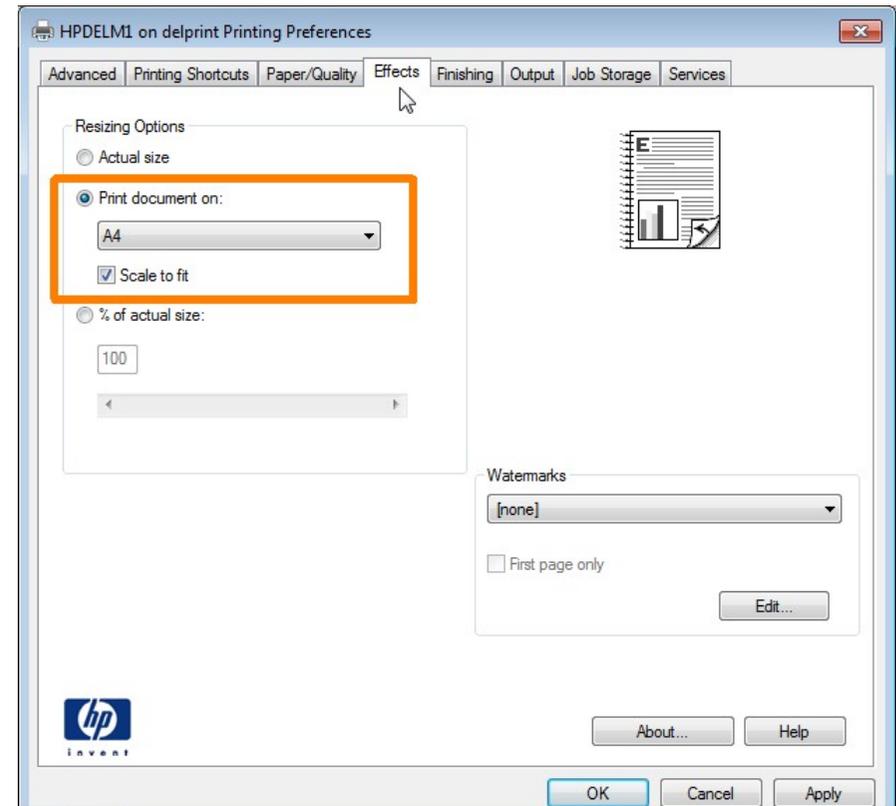
- 3) From the “Devices and Printers” (Windows 7) / “Printers and Faxes” (Windows XP) window (Step 1 above), configure the printing preferences for the new printer.
- a. Select printer, right click, select “Properties”
  - b. Make sure in Features it reads “Double-sided: Yes” and “Paper available:” contains “A4”. Then click on “Preferences”:



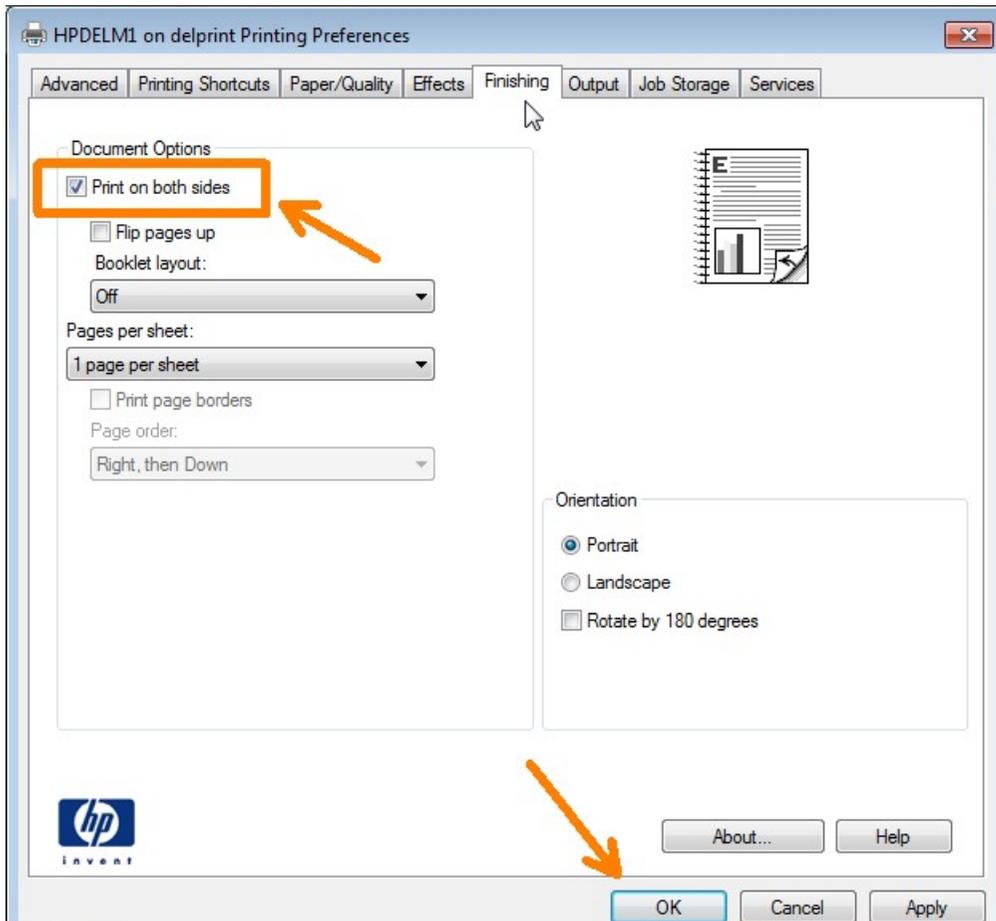
c. Change the paper to A4 in the “Paper Quality” tab



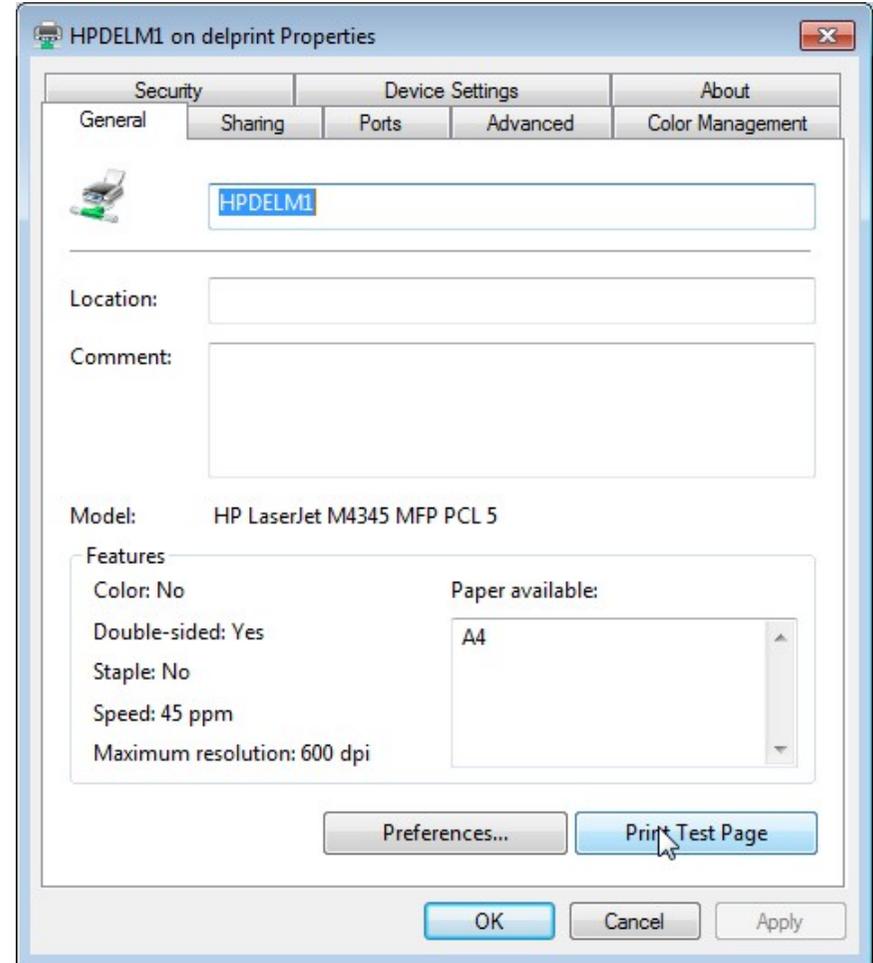
d. In the “Effects” tab, select “Print document on [A4]” with “Scale to fit”. This is to ensure that Letter-sized documents will not block the printer.



e. In “Finishing” tab, select “Print on both sides”. Then click “OK” to save.



f. At this point, you may **print a test page**, to ensure the printer is properly connected.



**NOTE:** if you observe a long timeout for opening the print dialogue when your computer is not connected to the ITU network, it is suggested that you *delete* (remove) the printer queue. For that, open the “Printers and Faxes” (Windows XP) / “Devices and printers” (Windows 7) folder, right click on the printer to be removed and select “Delete”, and then “Yes”. This is illustrated for printer HPDELM1:

