How to make sure the VPN printer works

As many of you already know, the VPN printer that we use in Lowry hall that attaches to the notebook computer is notoriously unreliable. To that end, I have created a set of instructions that anyone can follow in order to try and rectify the issues that go with trying to persuade it to work.

1. Make sure that the notebook computer is completely shut down.
2. Make sure that the printer is switched off.
3. Using the USB cable, attach the printer to the Left Hand Side Port of the notebook.
4. Turn on the computer. Please note, that if the computer wants to update or scan the hard drive you should let this happen.
5. When you finally get to the login screen, log in using the following credentials:
   a. Username: \Visitor
   b. Password: Eastman101
6. When the computer has finished logging on, log into the VPN. The box should automatically appear. The username will already be highlighted and the password is: Printing99!
7. Turn on the printer.
8. Log into AudienceView in the normal way. At the select devices (Shift – S) screen, select the VPN_Printer.
9. Do a single test print.
10. If the test print yields a ticket from the VPN Printer then you are all set. If it does not, DO NOT attempt another test print. Repeat this process from the beginning. When the system finally catches up, the initial test print will actually happen. Once this has been observed, do a secondary test print to yield an immediate result, at which point, the system is functioning correctly.