How to print at The Warehouse

(Credit to Warehouse resident Wei Hao Lee for making this helpful guide. These tips also apply to printing in general for the Athena printers on campus).

Step 1. Sending the print job (**method 2 recommended**)
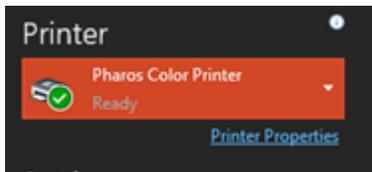
Step 2. Releasing the print job

Step 3. Common errors/troubleshooting
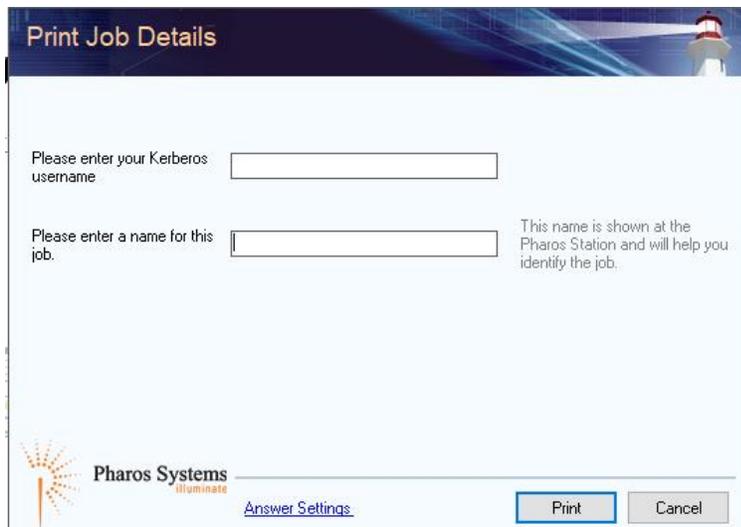
Step 1 - Sending the print job

Method 1: Pharos client

http://kb.mit.edu/confluence/display/istcontrib/Install+Pharos+client+on+Windows

This method requires you to install Pharos software so you can send a print job directly from the program of your choice.

You can follow the instructions in the link above for setup. One thing to note is that if you send the job successfully, a dialog box should pop up telling you to enter your Kerberos username and job name. If you don't see the dialog box, your job is not being sent to the server (see below).

Pros: Able to customize to a larger extent (e.g. print system dialog). Able to print directly from program, minimizing switching of tabs

Cons: Your computer's existing configuration/software may interfere with the sending of jobs.

You should try setting this up if you need custom prints.

Method 2: Direct upload

Go to https://print.mit.edu/MyPrintCenter/ and login with your credentials. You can upload a file you want to print via the "Upload" button (red circle below, supports excel, word, pdf, powerpoint, text, images). To see supported filetypes, hover your cursor on the upload button.
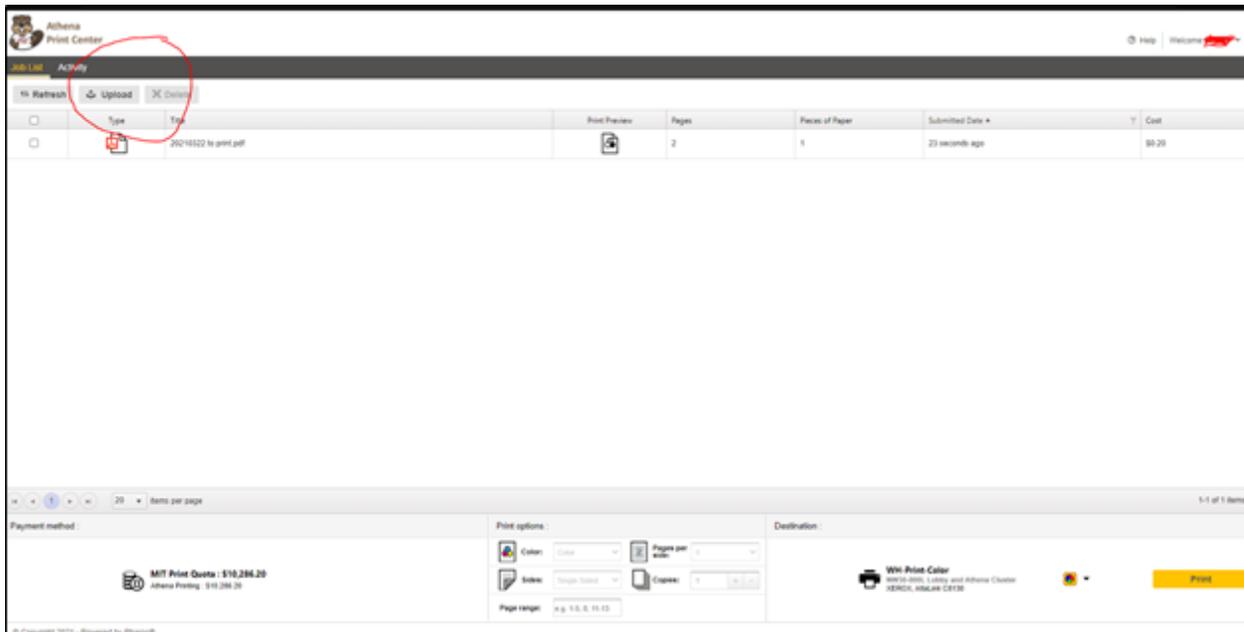
Pros: Simple, doesn't require software, should suffice for 95% of users.

Cons: Limited print options (color, pages per side, single/double sided print, copies, page range).

Step 2 – Releasing the print job

Select the appropriate printer by typing "wh" into the printer search bar in the bottom right.

"wh-print" – Black and white – Location: On the right side of the front desk coming in from entrance

"WH-Print-Color" – Color or black and white – Location: In the study, next to laundry room

Note that if you choose to print color on the color printer, you should select the "Color" print option in the settings field.
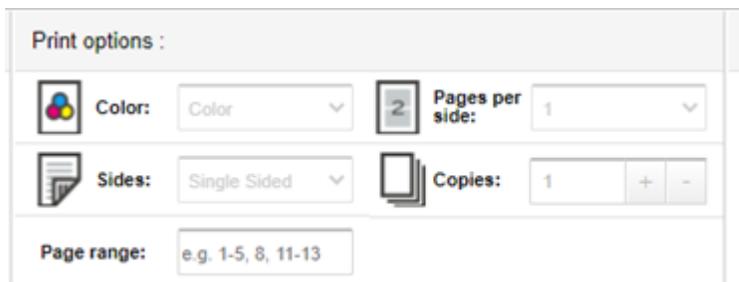
Once the settings are done, select the jobs you want printed (checkboxes on the left) and hit print. If successful, you will be asked to confirm again on another dialog box for costs.
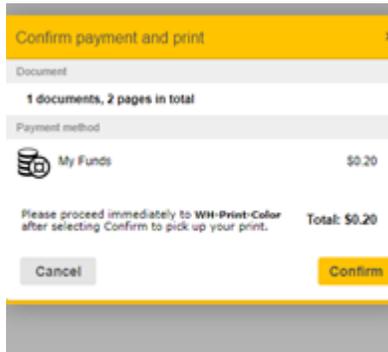
Hit confirm and that's it! You can head over to your printer and collect your documents!

Common errors and troubleshooting

1. I sent my print job but no document has appeared at the printer!

Check that the printer has paper (get more at front desk) and is ON (not in standby mode). Did your job send properly (e.g. did you get the right dialog box confirmations)? If yes, did your page print on a tray or rack that was different from what you expected? (especially for the color printer there are about 5 different locations where the paper could come out – do look around)

2. I try to release my print job but it keeps saying document type unsupported (you will see an exclamation mark next to the printer and it won't let you release it).

Are you uploading an encrypted (e.g. password protected) or an unsupported file type (e.g. special video or 3d file etc)? If your file is a regular file (e.g. word, powerpoint, pdf, excel, image/text etc) note that in order to utilize this method, you must be connected to the wireless network named "MIT". "MIT guest" or "MIT secure" are likely to fail as they are not configured properly for this service. Check your wireless is connected to the right network and try again!