Connect to Networked Office Printers

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These instructions apply to HP printers that are already on the print server. If your office uses a Ricoh printer, please click [here](#).

**Windows 7/10**

**Connecting to `\print-hp-1`**

1. On your keyboard, press the Windows Logo key + R key.
2. In the Run prompt, type the name of the server the printer is on (`\print-hp-1` for HP printers), and hit Enter.
3. When the list of available printers shows up, find the printer you want to connect to and double-click on it to connect.
4. If you want to make the printer your default printer, right-click on it and choose "Set as default printer."

**Macintosh OS X**

1. Open System Preferences and click on the Print and Fax icon.
2. Click the "+" icon to add a new printer.
3. When the Add Printer box appears, select "IP" in the top left and make sure the protocol is "Line Printer Daemon - LDP."
4. In the "Address" field, enter the printer's IP address. You can also name the printer as it appears in the Brandeis network, or simply give it a name that will remind you which printer it is (i.e. office or room number, printer model, etc)
5. Click "Add" in the bottom right hand corner to add the printer.

**Find a Networked Printer's IP Address**

**On Windows**

1. On your keyboard, press the Windows Logo key + R key.
2. In the Run prompt, type the name of the server the printer is on (`\print-hp-1` for HP printers), and hit Enter.
3. When the list of available printers shows up, at the top, change the list view to "Details" (or "Detailed)."
4. In the "Comments" column, match the xx.yy that you see to the printer name.
5. The IP address of the printer is 129.64.xx.yy.

**On the printer: Print Configuration page**

- Each model is slightly different, but most models with a screen will have an option to print a configuration page which will list the IP address.
- For specific instructions, perform a Google search with the printer model and the words "print configuration page."
Troubleshooting Network Printers

Clear the Print Queue

On Windows

1. On your keyboard, press the Windows Logo key + R key.
2. In the Run prompt, type the name of the server the printer is on (//print-hp-1 for HP printers), and hit Enter.
3. Find the printer you are looking for, right-click on it, and select "Open." 
4. Click on the "Printer" menu at the top left hand corner and hit "Cancel all documents."

On Mac

1. Open System Preferences and click on the Print and Fax icon.
2. In the list of printers on the left, select the printer you want to clear.
3. Click on "Open Print Queue..."
4. Select individual print jobs and click "Delete" in the top left hand corner.

Other troubleshooting

1. Restart the printer and the computer.
2. Perform a cold reset on the printer. Perform a Google Search with the model number for specific instructions or call the Technology Help Desk (781-736-4357).
3. Call the appropriate line to fix hardware problems. For HP printers, call Town Business. The corresponding company's number will be on a sticker located on the printer.

Related articles

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