

# Instructions for Use of Large Format Self-Service Plotters

Please note that student printing costs are subsidized by the college FOR ACADEMIC USE ONLY. There will be no support or credit given for non-academic use of college plotters.

**Problems using the self-service plotters? See the instructions in red below for support requests.**

## Plotting Procedures:

1. Be sure you have properly created the files you intend to plot BEFORE ATTEMPTING TO PLOT. PDF is the recommended file type for plotting. Users are responsible for creating proper PDF files. Please see PDF Workshop <<https://archdesign.utk.edu/study/digital-printing>> on the college website for detailed information on creating proper PDF files for plotting.
2. Make sure the plotter is awake, with the front panel display on, the power button green, and no error messages displayed. (Note that messages related to “low ink”, “jobs on hold” and “expired cartridges” are not error messages - printing will continue.) If either the plotter is asleep or error messages are displayed, do the following:
  - If the plotter is asleep, with the front panel display off and the power button red, wake it up by pressing the green “OK” button. The display will progress through an “Initializing Mechanics” screen. After about one minute, the power button will be solid green and the display will read “Ready.” With the plotter now fully awake, proceed to step 3.
  - If legitimate error messages are displayed, restart the plotter by pressing the round power button. The plotter will power cycle within a minute or two, after which the power button will be solid green and the display will read “Ready.” At this point you may proceed to step 3.
3. Log into the plotter workstation with your NetID and password. You do NOT need to preface your NetID with “utk\” ON THIS SYSTEM. If you have not logged into this computer since the last reboot, login can take a moment. Please be patient.
4. Copy your files onto the desktop. NOTE THAT PDF IS THE ONLY SUPPORTED FILE TYPE.
5. Plot PDF files using the **HP Instant Printing 4** app. DO NOT proceed until the message “Waiting for printer information” disappears. NEVER ATTEMPT TO PRINT FROM MULTI-PAGE PDF FILES. Plot files ONE AT A TIME. Wait until the current print job is at least 50% complete before sending another job.

Click **Add to List** in the upper left of the **Files** field and browse to select your file, or simply drag your file to the **Files** field.

In the **Print** field, verify that the file you want to print is properly selected in the **File** field – highlighted in blue with the check box checked.

Set the **Stacker/Basket** drop-down to **Basket**.

Under **General Print Settings**, set the **Paper** drop-down to **Use printer policy**. CHOOSING ANY OTHER SETTING MAY RESULT IN A FAILED PRINT JOB.

Set the **Fit to** drop-down to **As specified by the file**. CHOOSING ANY OTHER SETTING MAY RESULT IN A FAILED PRINT JOB.

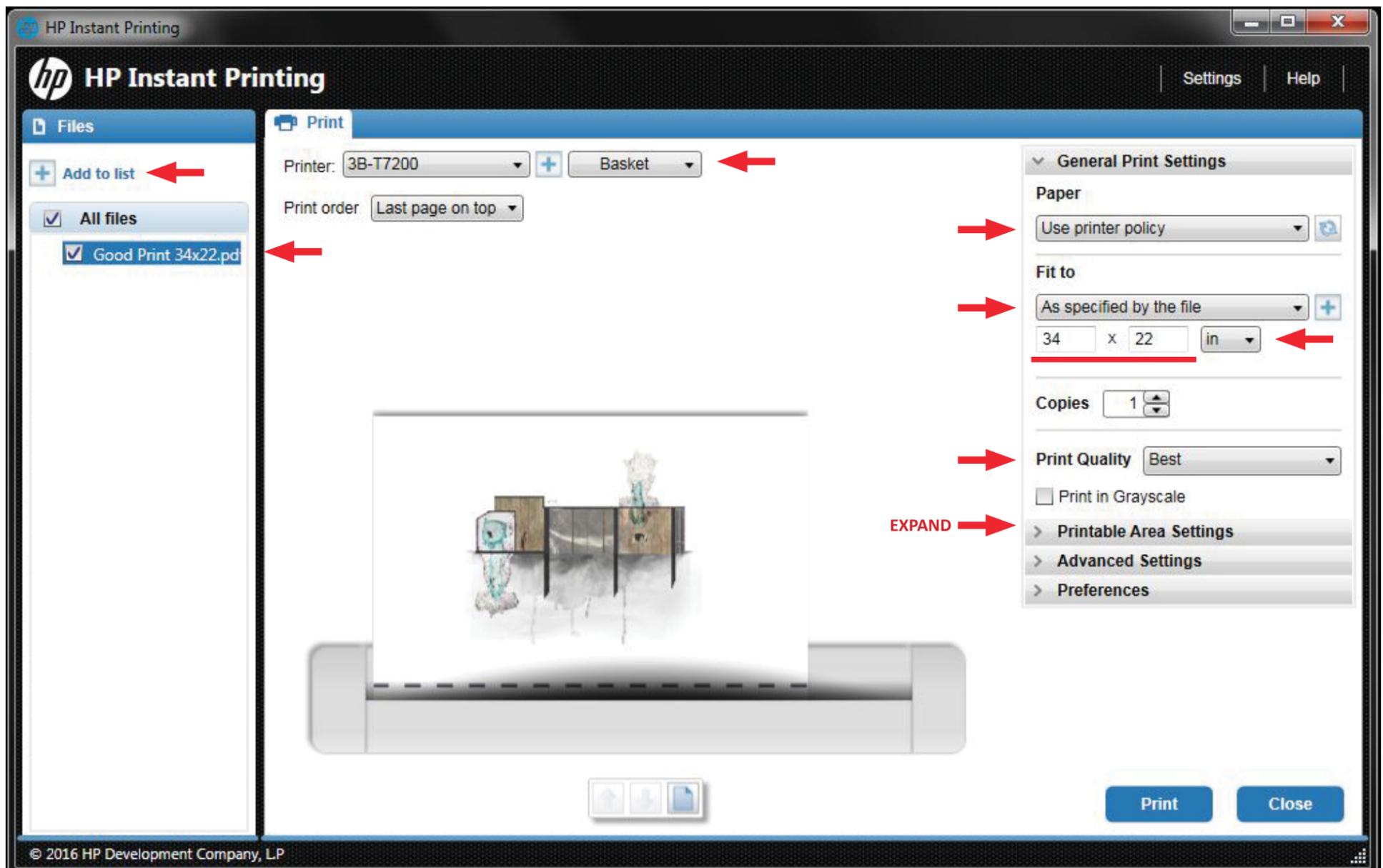
**NOTE: Do not choose Custom and manually specify the file’s dimensions.** This may result in a failed plot job.

Set the **mm/in** drop-down to **in** and verify the dimensions shown are correct for your file.

Set the **Print Quality** drop-down to **Best**.

Under **Printable Area Settings**, check the **Clip Contents by Margins** option. ALWAYS CHECK THIS BOX. Failure to do so may result in a failed print job.

## The HP Instant Printing Dialogue With Proper Settings Applied



**IMPORTANT:** Verify that the print preview looks correct. Indications that there are problems include the following: (See also the graphic below.)

There is an error message: “At least one of the prints is wider than the roll selected.”

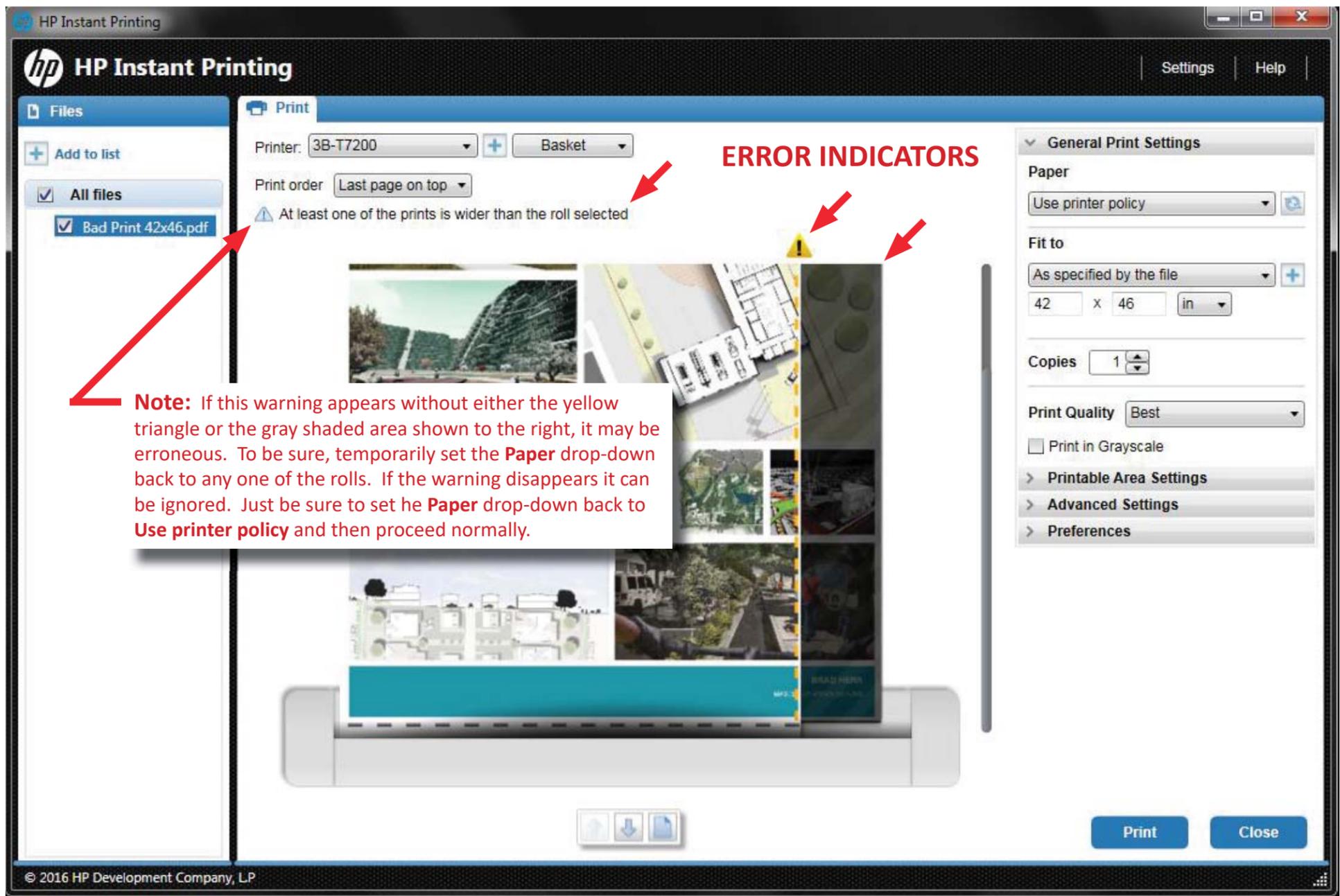
A portion of the preview is shaded in grey.

There is a yellow caution triangle.

Elements are missing from the print preview.

**NOTE: Do not proceed with the print if there are problems with the print preview.** This will result in a failed plot job.

## The HP Instant Printing Dialogue Showing Errors Which Will Result Failed Print Jobs



6. After verifying that everything looks correct in the print preview, click **Print** in the lower right of the **Print** field., if you have not printed anything in the last 5 minutes, you will be prompted by PaperCut for your login information. This is your NetID and password, again without the “utk\” prefix.

7. After you have confirmed your identity, you are prompted by PaperCut with a final confirmation popup that has the total cost for the job. This is your last chance to abort a print job without being charged.

**NOTE:** Check the price to verify that the plot is orientated correctly. If the price is not what you expected, cancel out of PaperCut, go back to the **HP Instant Printing 4** app and resend the job. Note that you may first need to go back and correct problems with your PDF file.

**NOTE:** Users are responsible for the papers path once it leaves the plotter. Keep an eye on jobs over four feet in length, as the paper can sometimes catch on the sides of the bin. **NEVER** lift the paper off of the plotter bed for any reason.

8. When printing is completed, LOG OFF THE SYSTEM. This is to prevent someone else from doing print work and charging it to you.

**NOTE:** Never login by switching between users. Always logout from one user before logging in as another user.

## Important Notes:

Self-service plotters can only plot from the associated workstation provided. **Attempts to access the plotter by any other means will result in loss of plotting privileges.**

**ANY TAMPERING or attempt thereof with the plotter or associated workstation will result in termination of self-service plotting services at that location.**

Each Self-service plotter uses either regular bond or photo matt paper only. The subsidized CoAD student cost for self-service printing is \$2.25 per linear foot for regular bond paper as it comes off the roll, or \$4.50 per linear foot for photo matt paper as it comes off the roll.

Users are responsible for creating proper plot files. Failure of users to follow established procedures to create proper PDF files has been the #1 cause of print failure. Please see PDF Workshop on the college website <<https://archdesign.utk.edu/study/digital-printing>> for detailed information on creating proper PDF files for plotting.

Self-service plotters are maintained during normal business hours. Please report any problems with self-service plotters should be reported via email to both Jeff ([jwilkin3@utk.edu](mailto:jwilkin3@utk.edu)) and Don ([dswanner@utk.edu](mailto:dswanner@utk.edu)).

## Support Requests:

**IMPORTANT:** Users requesting credit for failed plot jobs will be given credit within the PaperCut system for future plots. The failed plot file **MUST** be submitted as per the instructions below before credit can be given. Note that credit is typically not given for plot jobs that fail where paper and/or ink is expended. At the discretion of college staff, failed jobs may be corrected and plotted on your behalf.

For best results, please submit support/credit requests as described below within 24 hours of any failed plot job. The person encountering the problem **MUST** be the person sending the support/credit request email. Send emails to both Jeff ([jwilkin3@utk.edu](mailto:jwilkin3@utk.edu)) and Don ([dswanner@utk.edu](mailto:dswanner@utk.edu)). **The file being printed at the time of the problem MUST be submitted via the college file server at the location below:**

\\utk-cadfiler.cap.utk.edu \ Academics \ SelfServ Plotter Problem Files

Within this folder, create a sub-folder with a name matching your NetID. Place a copy of the failed plot file(s) in that sub-folder.

### The email must contain the following information:

- Date and time the issue was encountered.
- The plotter / location that was being used. (FABLAB, 3<sup>rd</sup> Floor Bond, 4<sup>th</sup> Floor Photo Matt, etc.)
- Any error message(s) displayed on the plotter’s display (consider taking a legible picture of the display and including it with the email).
- Any error message(s) received on the workstation (consider screen shots and/or use of the Windows snipping tool.)