AIR Printer Setup Guide

Table of Contents

General Information

This guide is intended for AIR personnel and walks through setting up the driver and authentication process for printing to the Ricoh IM C2510 located in ENR2 N584.

Requesting Printer Access

To get access to the AIR printer located in the ENR2 5th floor mailroom (ENR2 N584), you must first submit a request to the AIR Operations team through the following form:
https://forms.microsoft.com/r/rcZKFp4cQY

Once submitted, the AIR Operations team will create an account for you and send you a confirmation email once complete. You can continue setting up the printer using the other sections in this guide, but keep in mind you won't have access to print until the account is created.

Requesting Additional Help

If you run into any problems or need help with any of the sections in this guide, feel free to reach out to the AIR Support email address: airsupport@list.arizona.edu

macOS

Installing the printer driver

The printer driver should be deployed through our management system for Apple devices, and as such you should see it automatically appear once the policy is added to your machine. If you are unable to find the new printer on your machine, please reach out to us through the AIR Support list: airsupport@list.arizona.edu

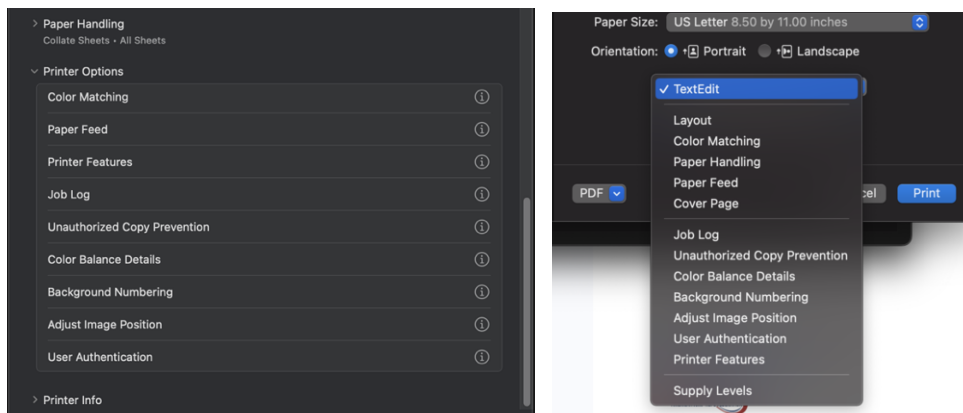# Configuring the Ricoh printer driver for user authentication

For a video walkthrough of these steps, see the following YouTube link:
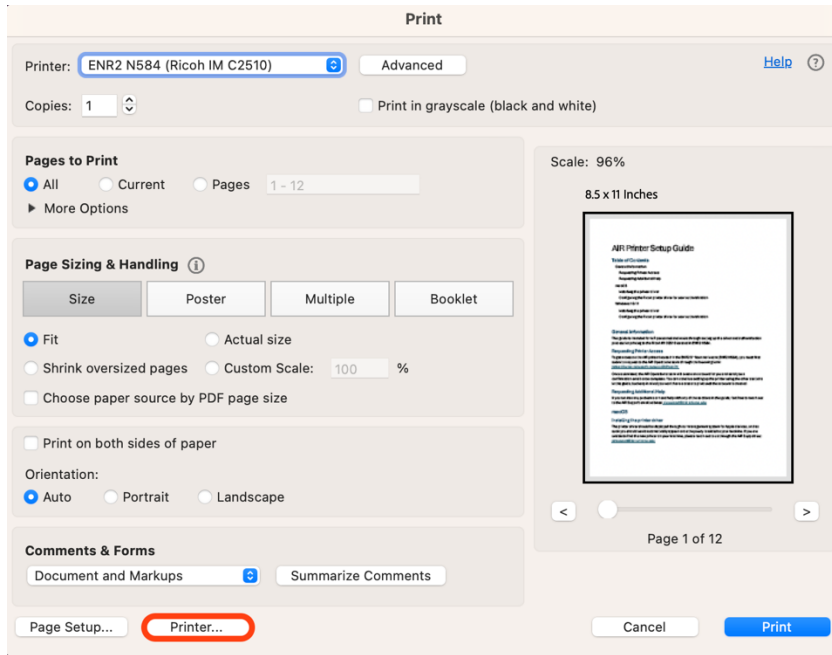https://youtu.be/HnnkiGODl68

When printing, you will need to add a username and password for the printer into the printer options before the job is sent, otherwise the job will be cancelled automatically on the printer's end. To do so, follow the steps below:

1. Get the document you're wanting to print ready and click the print button like normal to bring up the print preview window.

2. On the **Print** window, ensure the new printer is selected, then scroll down and look for a **Printer Options** drop down item, click it to expand (see note below if you don't see this). If you are on an older version of **macOS**, you may see this as a dropdown menu rather than a list of expandable menus (see right screenshot below).
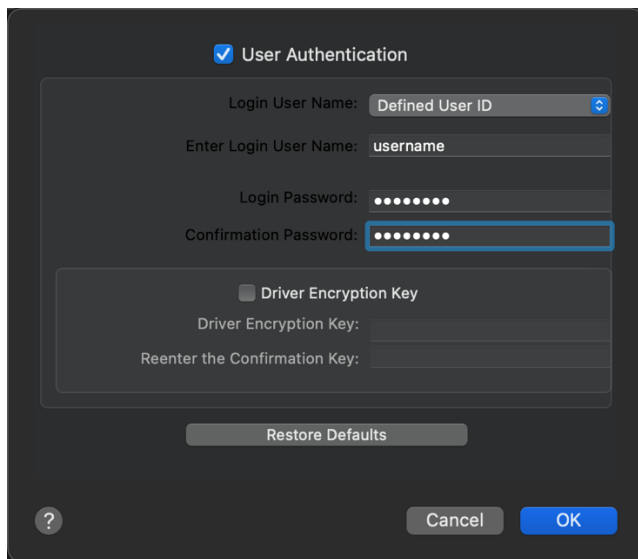
   Note: Some applications may handle the print preview themselves (e.g., Adobe Acrobat), and as such you may need to find a **Printer Options, Printer...** or **Adjust Printer Settings** option to find the main **macOS** print screen (see screenshot below for an example).

3. Click the ⓘ icon next to **User Authentication** to bring up the login window (or select it from the dropdown menu if using an older OS version). Check the box for **User Authentication**, leave the **Login User Name** sent to **Defined User ID**, and then fill in the **Enter Login User Name** field with your printer username, then fill both the **Login Password** and **Confirmation Password** fields with your printer password.
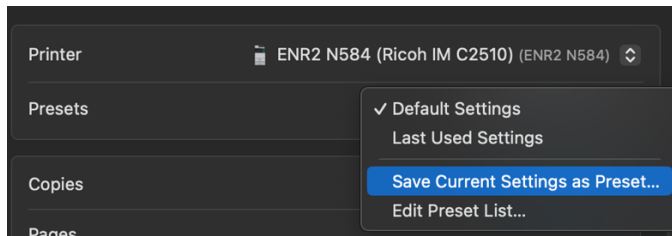
   Note: By default, your username is set to your NetID, and the password is submitted when requesting printer access.
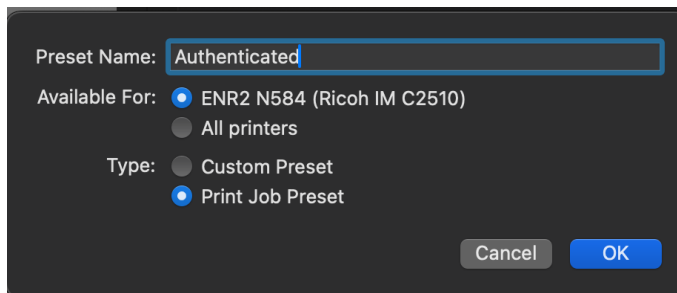

4. Click the **OK** button to close the window (ignore this if using an older OS that doesn't bring up a pop-up window), then you can proceed to print like normal. Proceed to the next step if

you want to save these credentials using a printer preset.

5. (Optional) To save the credentials for the printer within a preset, click the **Presets** dropdown (likely set to **Default Settings**) and then choose the option for **Save Current Settings as a Preset...**

6. (Optional) Once selected, a popup window should appear allowing you to name the preset. It's recommended to use "Authenticated" or something similar to indicate that this particular preset has the login credentials. The other two options can remain the default (the selected printer, and Job Preset).
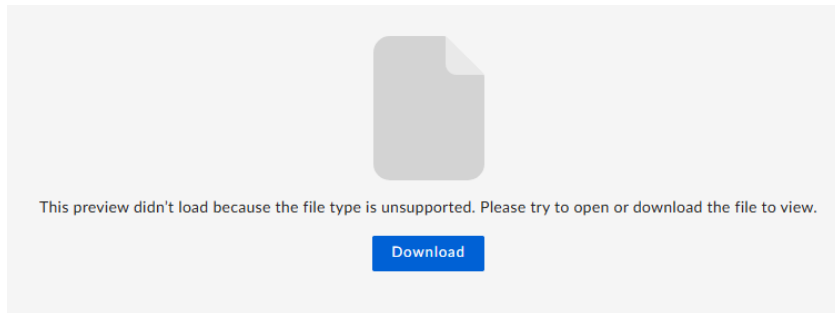

Windows 10/11
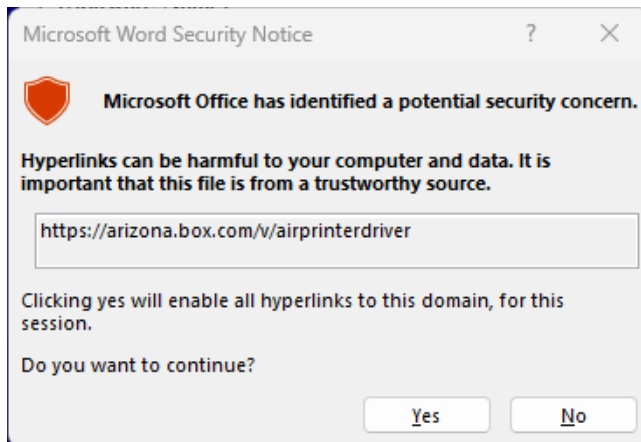
Installing the printer driver

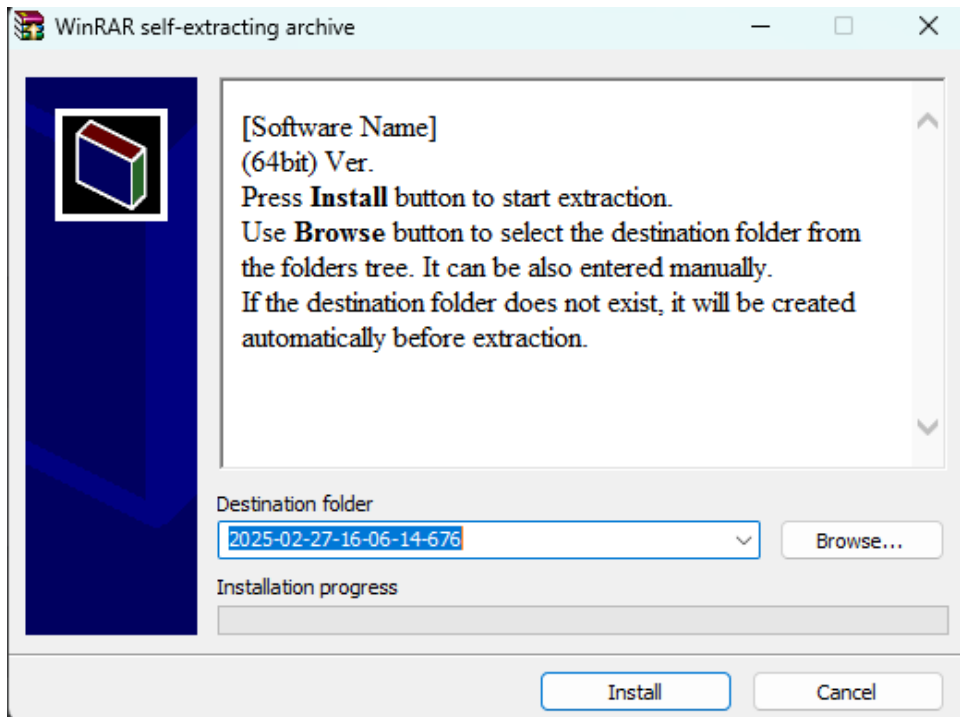For a video walkthrough of these steps, see the following YouTube link:
https://youtu.be/Hg1yE45Ne-0

1. Navigate to the following link and download the Ricoh IM C2510 driver for Windows:
   https://arizona.box.com/v/airprinterdriver

This preview didn't load because the file type is unsupported. Please try to open or download the file to view.
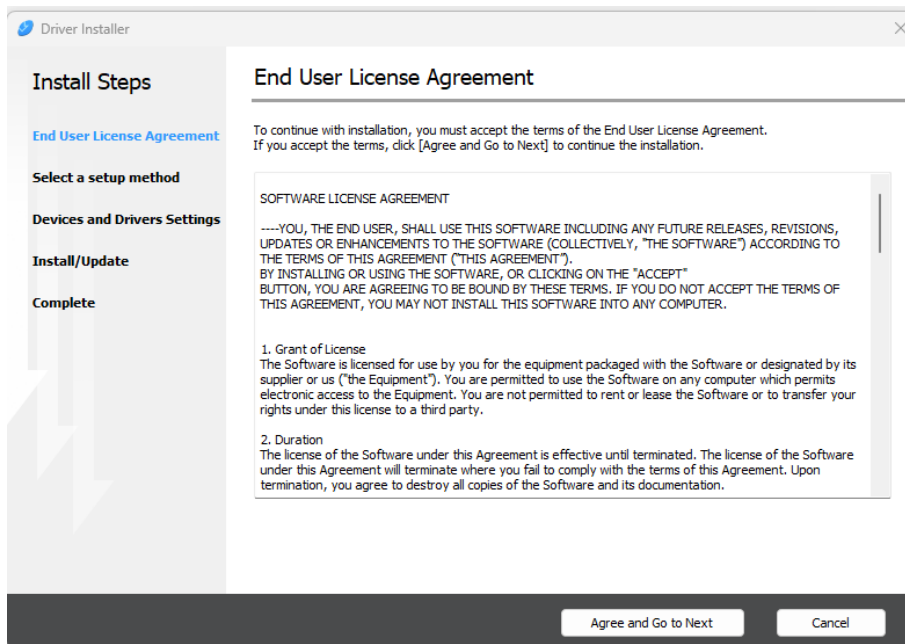
Download

Note: You may be prompted with a security notice when clicking the link from this document. Ensure the link matches the one above and click Yes.

Microsoft Word Security Notice   ?   ✕

🛡   **Microsoft Office has identified a potential security concern.**

Hyperlinks can be harmful to your computer and data. It is important that this file is from a trustworthy source.

https://arizona.box.com/v/airprinterdriver

Clicking yes will enable all hyperlinks to this domain, for this session.

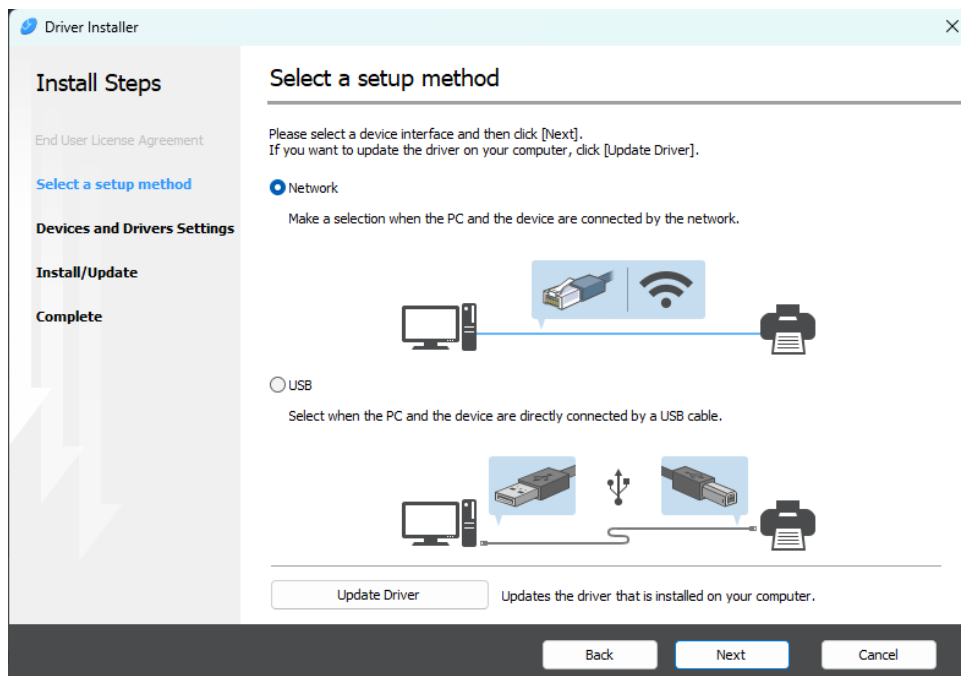Do you want to continue?

Yes   No

2. Open the downloaded executable and click the **Install** button (you may be prompted to allow the app to run by Windows).
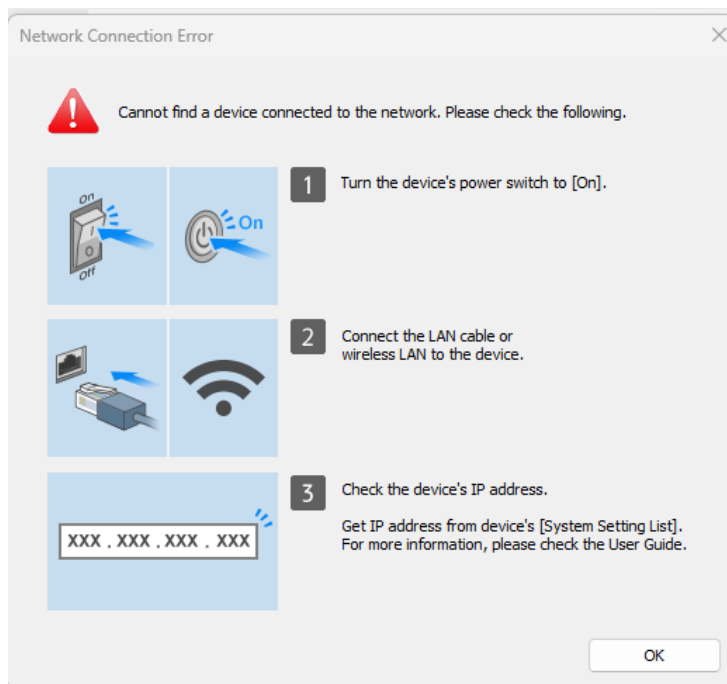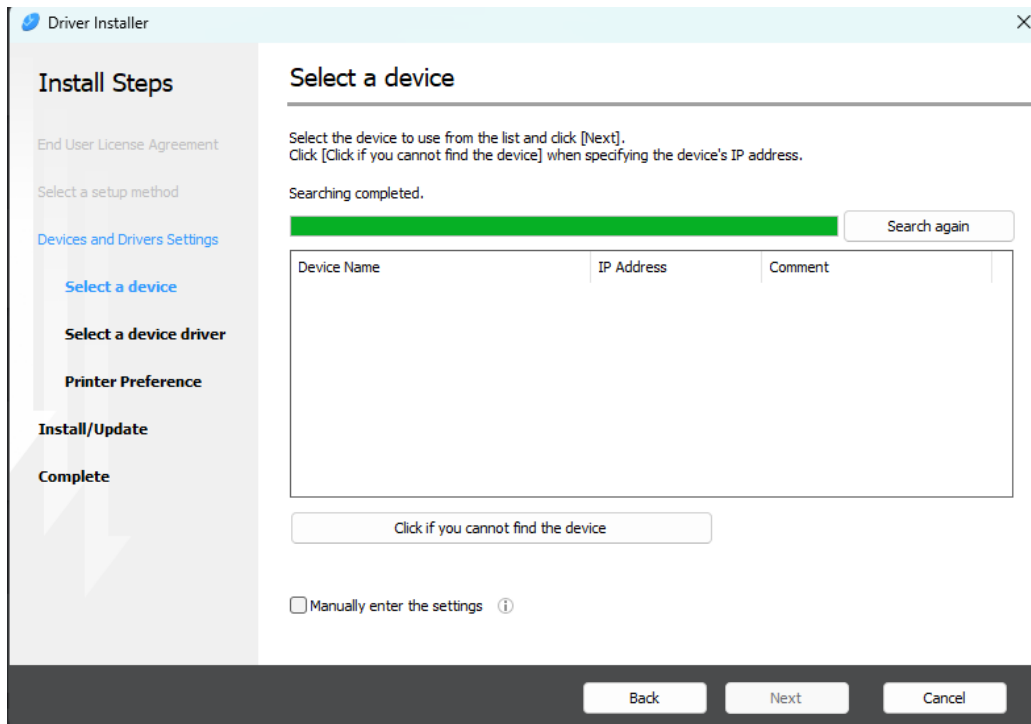
3. On the next pop-up window, agree to the terms (top screenshot) and select **Network** when prompted for a setup method, then click **Next** (bottom screenshot).
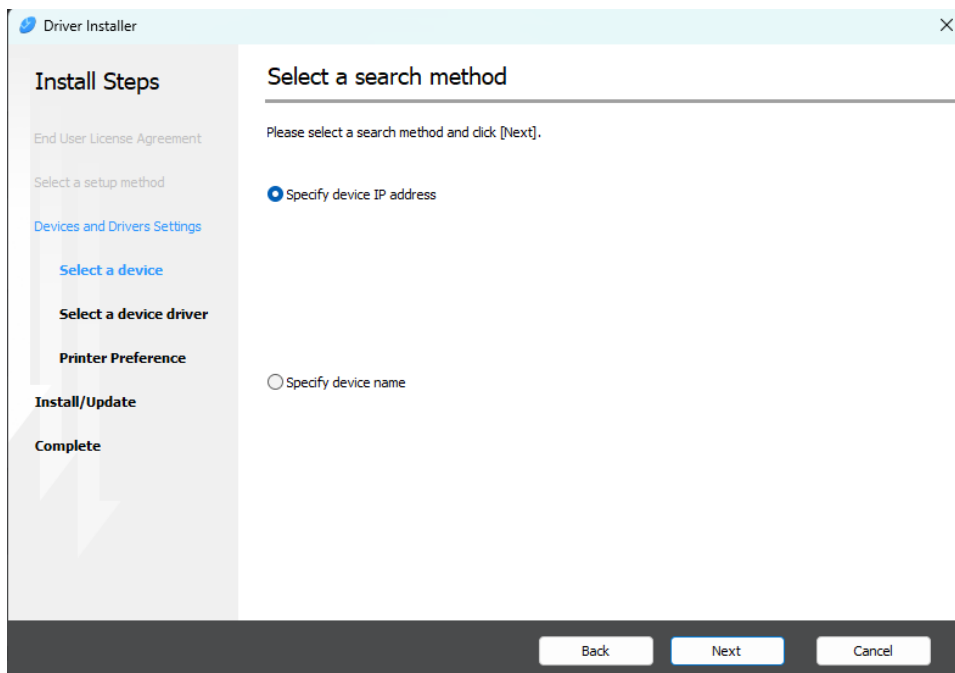
4. The installer will attempt to find the printer on the network, but will fail after a few seconds (network discovery is disabled for the campus network). This will bring up an error prompt (top screenshot), click OK to close, then click the button labelled "**Click if you cannot find the device**" (bottom screenshot) and proceed to the next step.
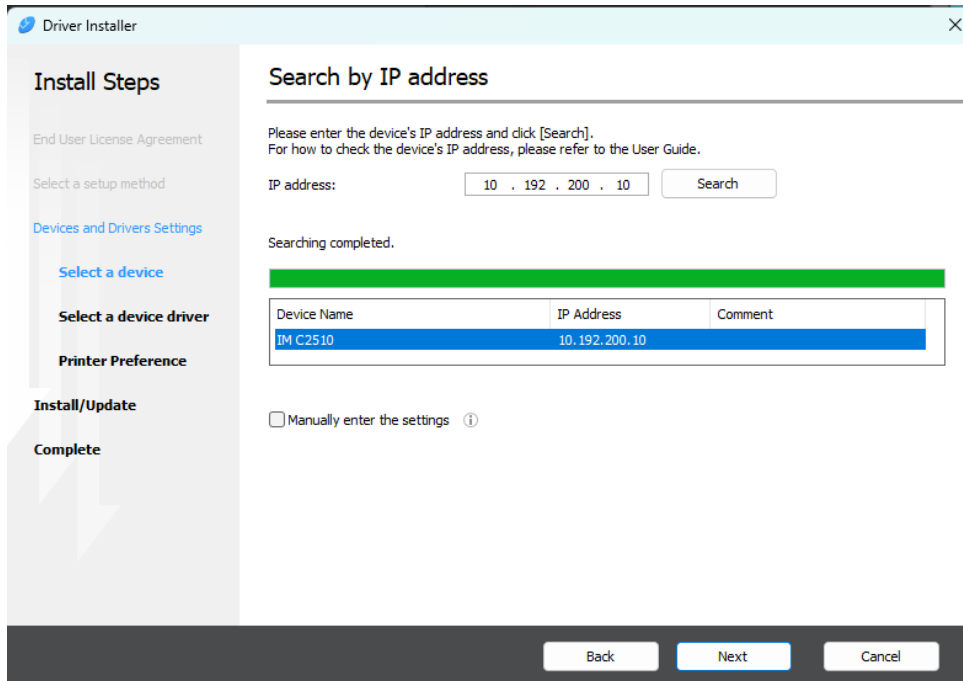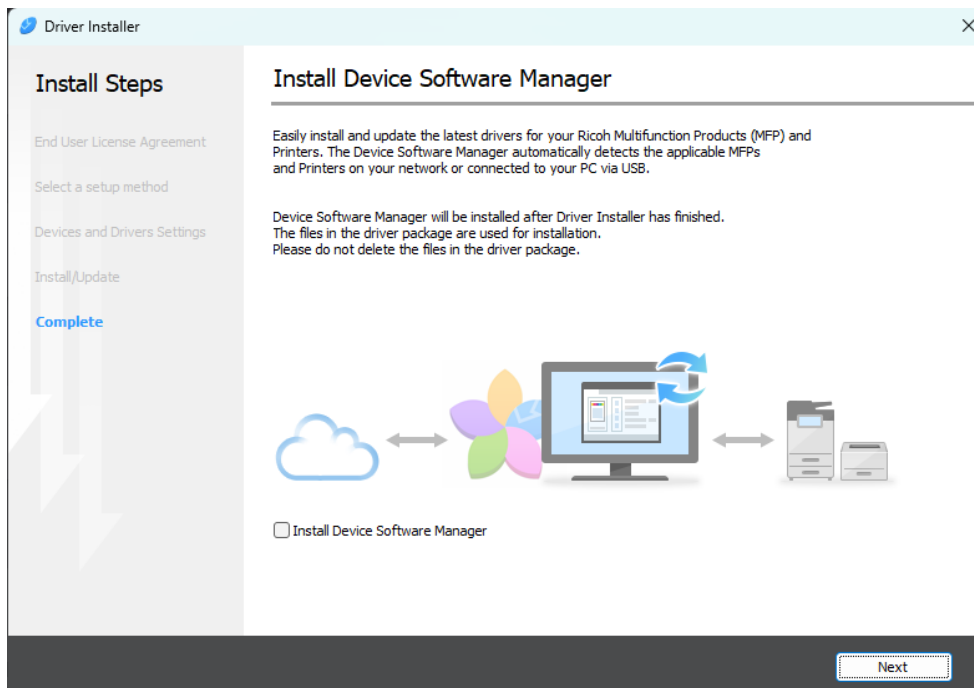
5. Select the **Specify device IP address** option and click the **Next** button.

6. Type in the printer's IP address (**10.192.200.10**) into the field and click the **Search** button. The printer should show up in the results. Select it and click the **Next** button.
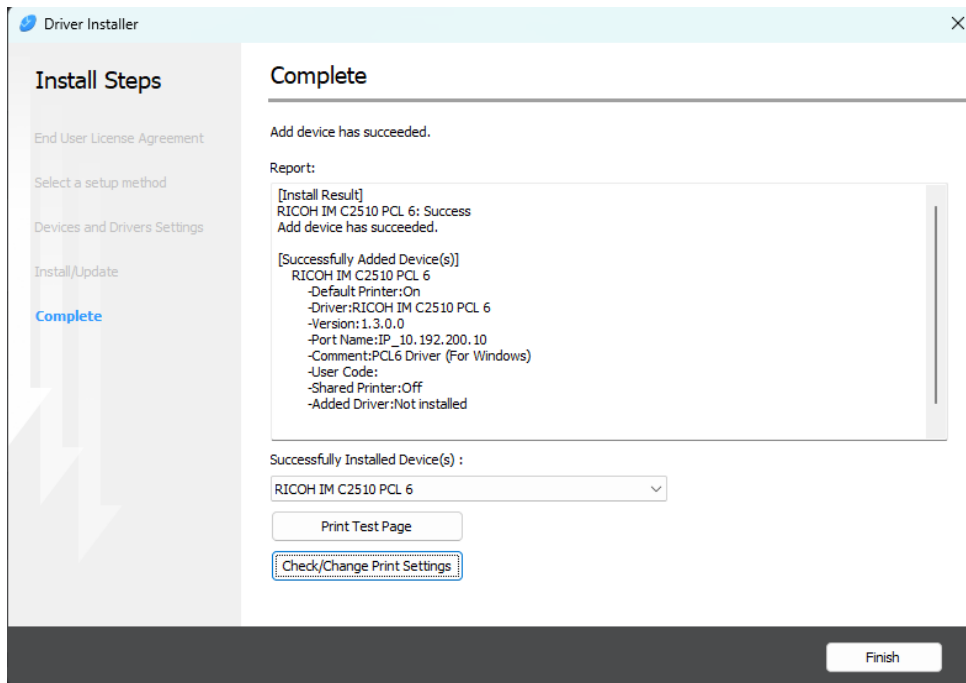
7. The driver will begin installing, and the printer should be added to your list of printers. You will be prompted on the next screen to install the **Device Software Manager**, decline by leaving the box unchecked and continuing (this software isn't needed).

8. The final screen will confirm that the new driver was installed, and the printer was successfully added. Proceed to the next section to set up the driver for use with your login credentials.
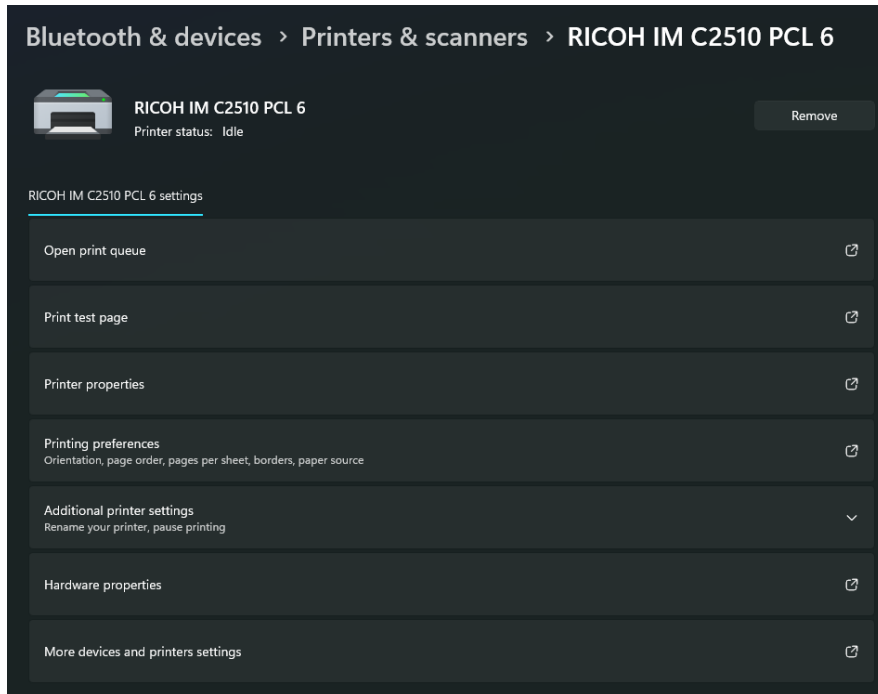
Note: Attempting to print a test page at this point will fail due to the authentication requirements of the printer, so feel free to ignore it.
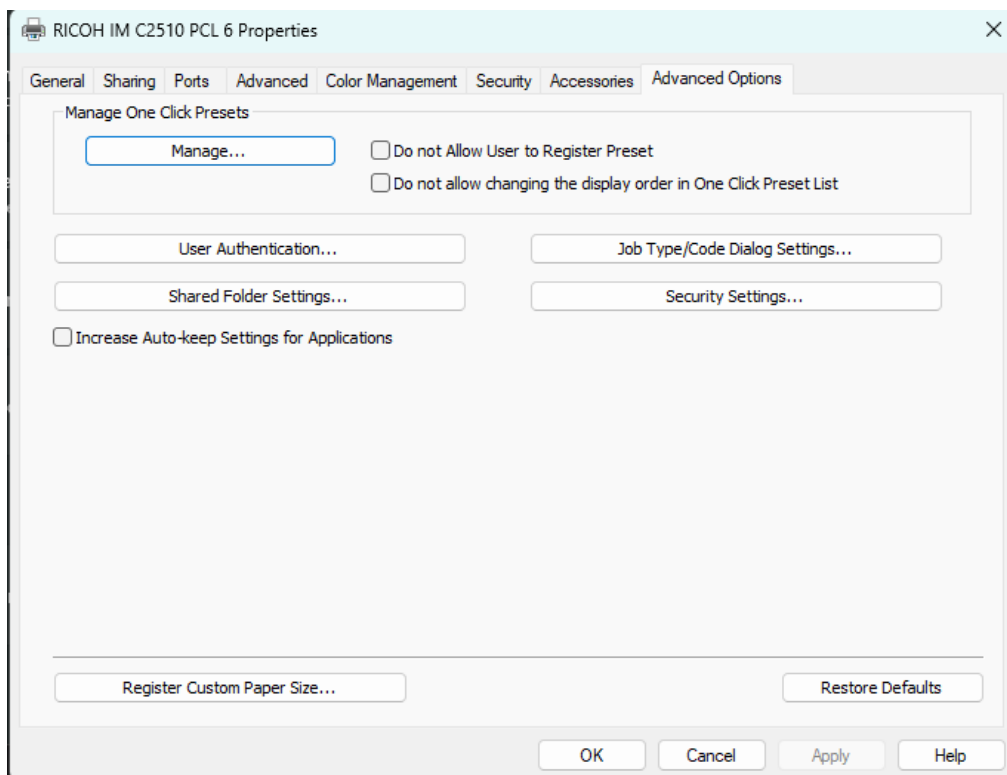

Configuring the Ricoh printer driver for user authentication

For a video walkthrough of these steps, see the following YouTube link (starting at 2:25): https://youtu.be/Hg1yE45Ne-0?t=145
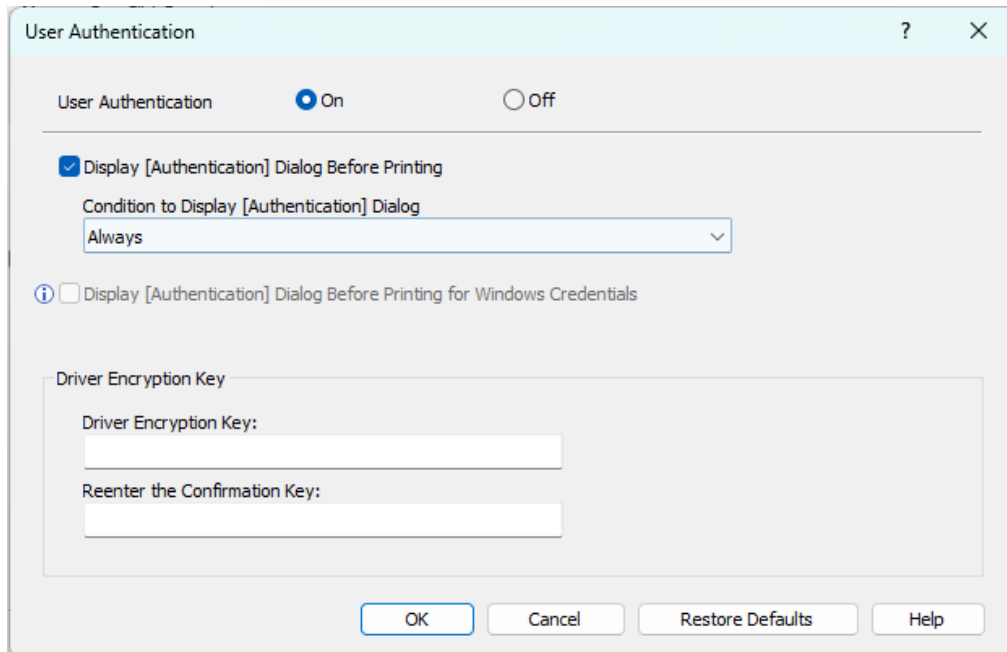
1. Navigate to the settings menu in Windows and select the Bluetooth & devices tab. From there, click the Printers & scanners button. Finally, click the newly added printer (RICOH IM C2510 PCL 6).
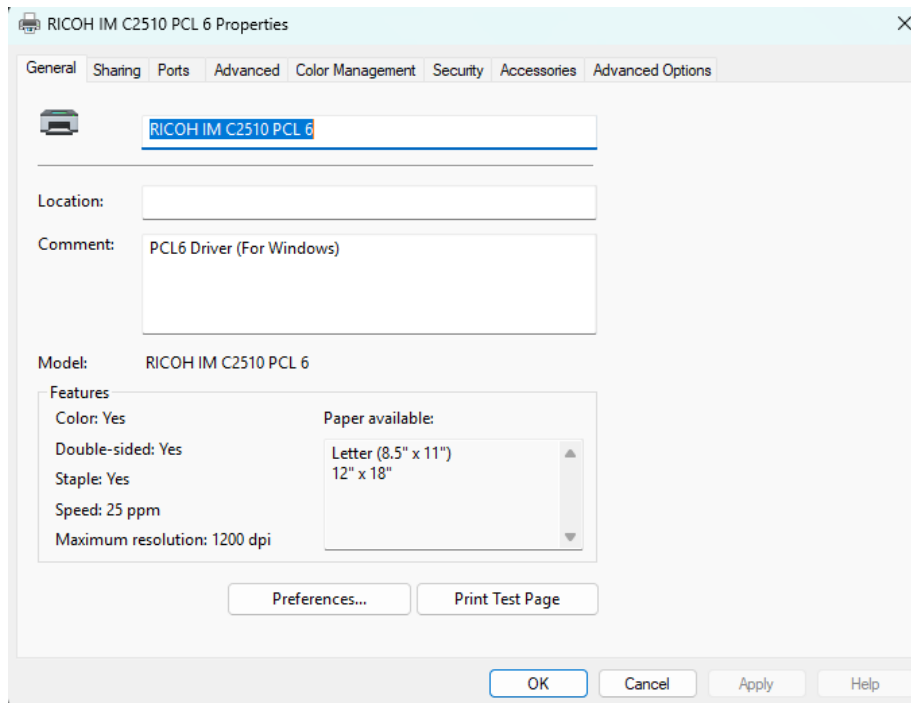
2. Click the **Printer properties** button and navigate to the **Advanced Options** tab on the pop-up window that appears.
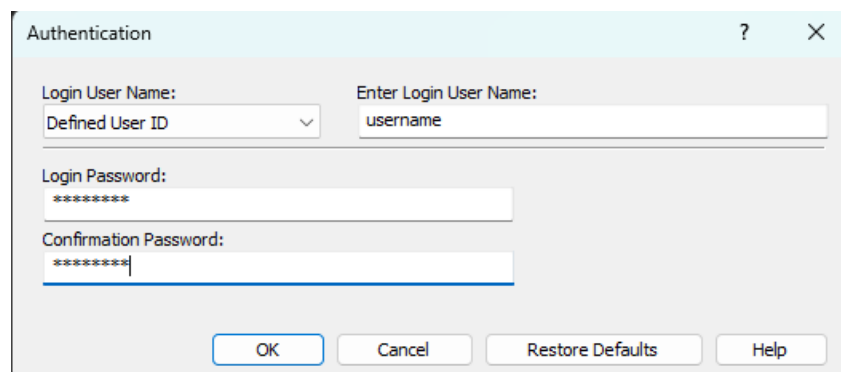
3. Click the **User Authentication...** button and set **User Authentication** to **On**. Afterward, check the box next to **Display [Authentication] Dialog Before Printing** and select the **Always** option in the **Condition to Display [Authentication] Dialog** dropdown. Click the **OK** button to close the window. Click **Apply** on the properties window to save the settings and then **OK** to close.

4. (Optional Step) On the printer properties window, select the General tab and replace the printer name (see highlighted text in screenshot below) with something more clear (e.g., ENR2 5th Floor Mailroom).

The printer is now set up and ready to use. When you attempt to print, you will be prompted with an authentication window requiring you to enter your printer username and password (sometimes this prompt will appear below the application you're trying to print from, so you may need to drag that window to the side):

Note: By default, your username is set to your NetID, and the password is submitted when requesting printer access.