

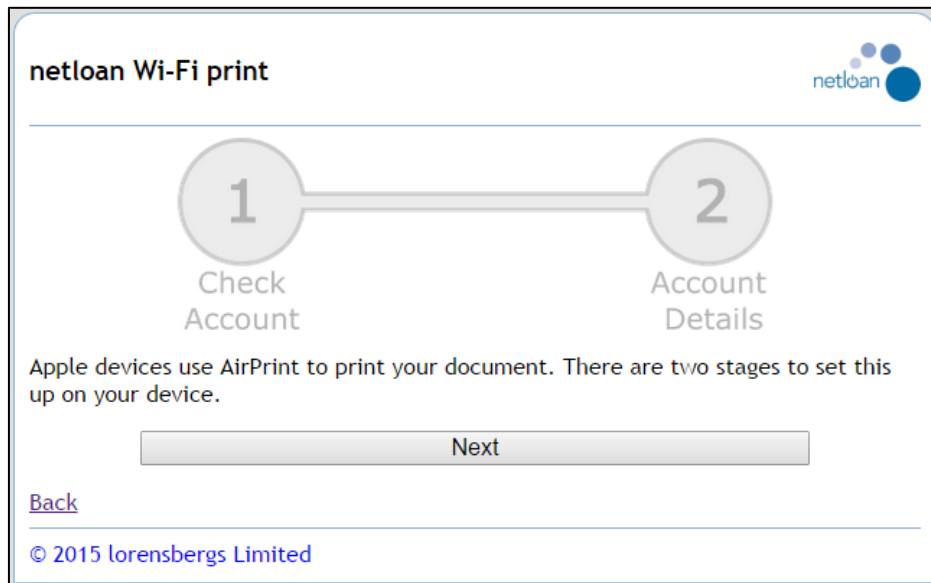
Apple Devices

Unlike the other devices, there are no set up instructions on the Apple devices page. Instead it is just a list of instructions:

Apple devices use a system called **AirPrint** to send print jobs wirelessly. One of the benefits of this system is that the device does most of the hard work for you, so there are really just two simple steps for you to follow.

Setting up an Apple device

This is the page you see when you start the process of setting up an Apple device:



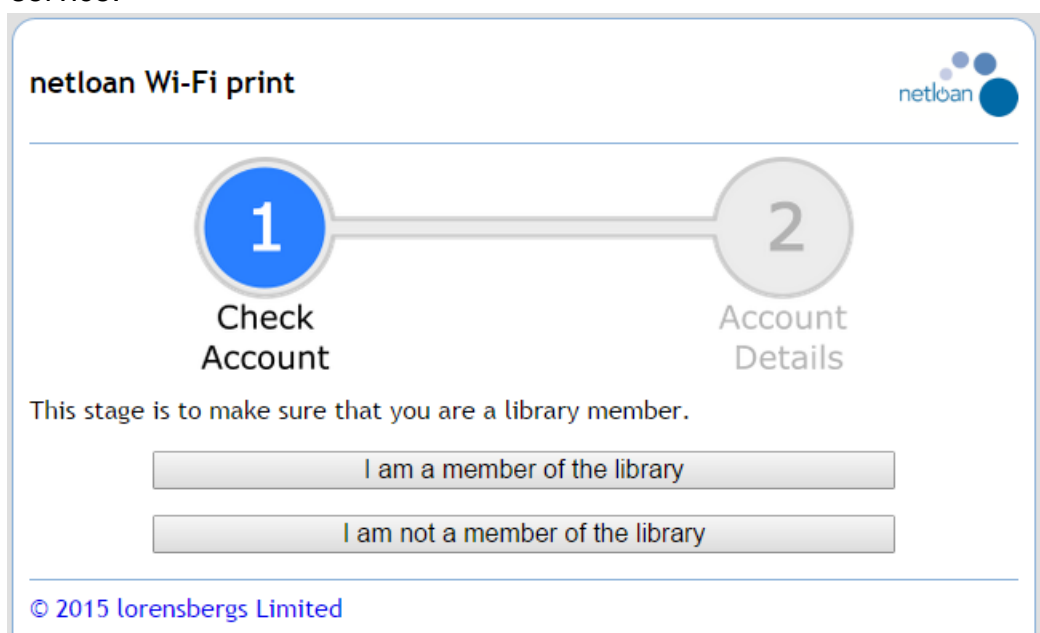
When you select next you move onto the first stage of setting up their device.

Step 1: Check Account

You will need an account in Netloan for when you print. Netloan cannot match a print job to a person without an account so you need an account to identify yourself. This means being a member of the library service.

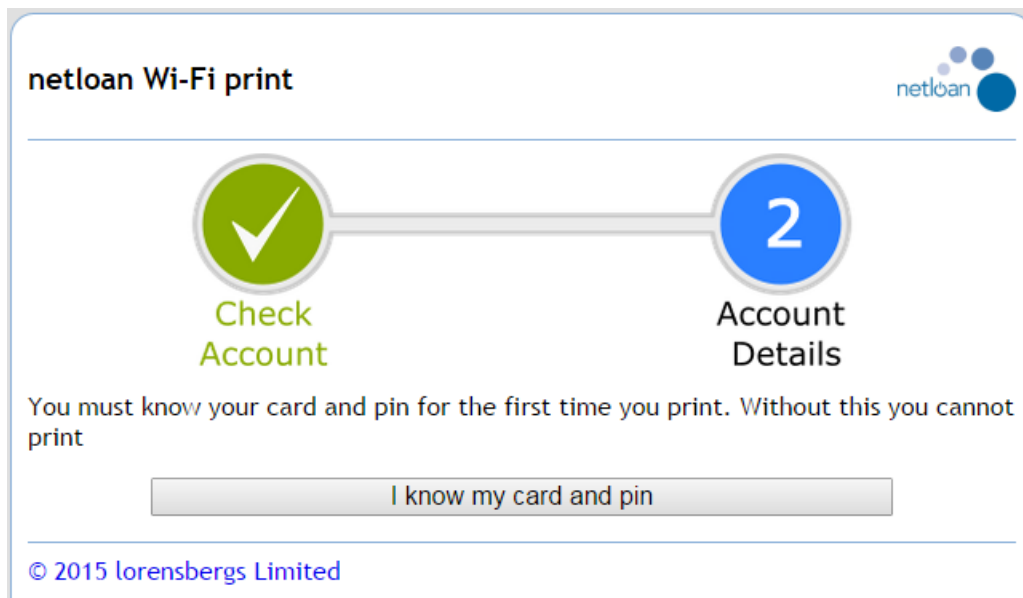
So, the first page checks to see if you have a library account:

When the you select that you are a member of the library you will go directly to the next step.



Step 2: Account details

Once you have confirmed you are a library member, this screen tells you to make sure that you know both your card number and pin:

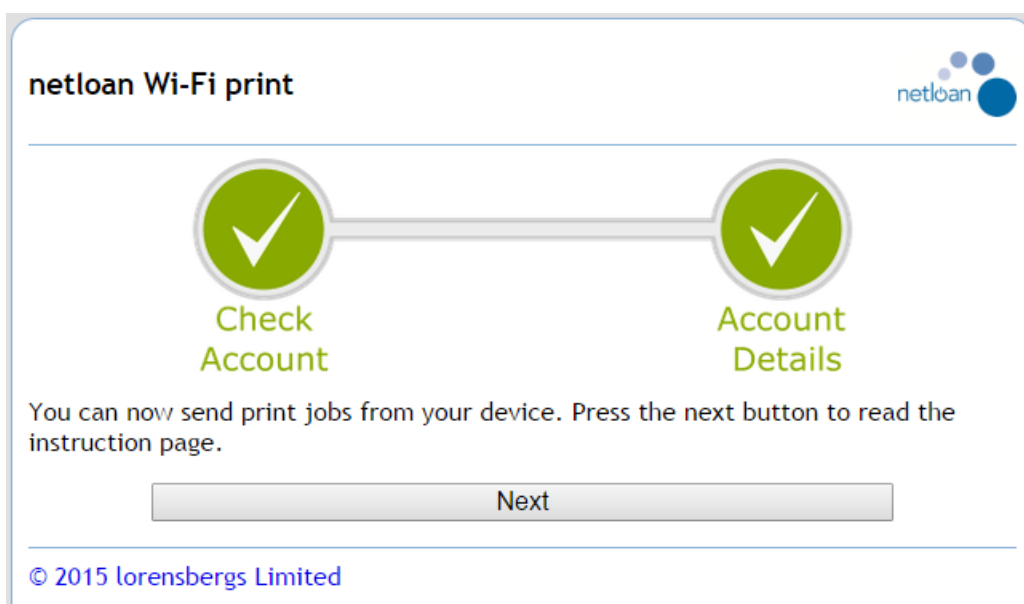


The first time you use the wifi printing service you must have your card number and pin. If you do not have your card or pin with you then you cannot print, because the first time you print something you will be asked to log in, and for this you will need your details.

Once you have successfully printed the phone will remember the card details, and you won't have to type the card and pin again.

However, for the first print you must know their card and pin number.

Once you have confirmed you know the card number and pin you are ready to print:




Selecting the next button takes you to the instruction page, which tells you how to print.

Printing from an Apple device

The instructions page gives you some step by step guidance on how to print, and how the job is then released by staff after it has been sent.

netloan Wi-Fi print



When you want to print from your Apple device follow these instructions:

- 1) You must have an account with netloan in order to print. If you are a library member you can use your library card
- 2) When you want to print select the library printer from the list of available printers
- 3) The first time you print you will be asked for a username and password. Enter your library card number and pin into these fields
- 4) Once the print has been sent it will be held by netloan
- 5) Show your library card to a member of staff (or tell them your guest account) to get the job released
- 6) When your job is released tell the staff member what options you want for printing (such as colour or monochrome)
- 7) If you are having trouble printing then follow [this link](#) for help

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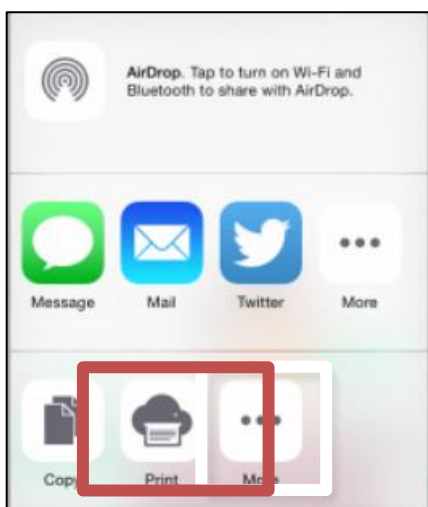
On the device

Most Apple applications have a print option. It is usually under the share icon.



The actual icon used can vary based on the application.

Select the print option and this will be the screen that you see:

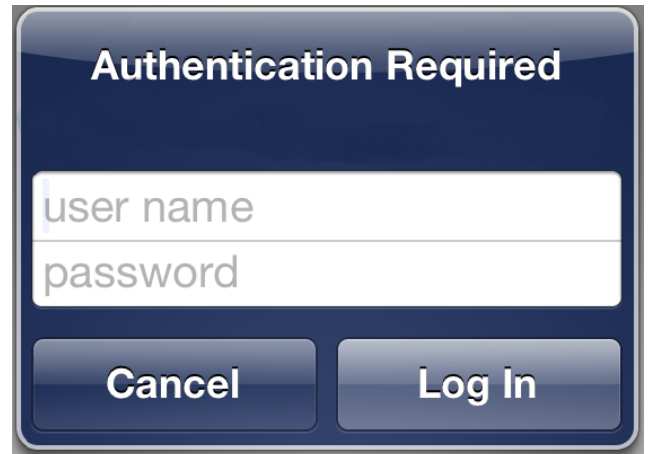


Touch the select printer option and Netloan's generic Wi-Fi printer should appear in a list of available printers.

Send the print job to this printer.

You need to authenticate yourself the first time that you send a print to the generic Wi-Fi printer:

- The user name is your card number.
- Likewise the password is the your pin.

A dark blue dialog box titled "Authentication Required" with a white border. It contains two text input fields: the top one is labeled "user name" and the bottom one is labeled "password". Below the fields are two buttons: "Cancel" on the left and "Log In" on the right, both with a dark blue gradient and white text.

After the first job has been sent you should never have to enter your details again. If you are asked to enter your details again, it is probably because there is a problem with your card.

The job will then go to the Netloan, where it will be held until it is released.

You don't get any confirmation message about the print job being successfully printed with AirPrint.

An iPhone or iPad user can see if the job is still printing by accessing the print centre (double tap the home button of the device and swipe left of the home screen; if the print centre isn't there then the device has finished printing).


On a MacBook a printer icon should appear in the dock while you are printing.

Hovering the mouse cursor over this icon can give you more details.

Once the printing has finished you should be able to check to see if it is ready for release in Netloan.

Print and problems that may occur

If you have difficulty printing then the Netloan Wi-Fi print page has a set of help pages for common resolutions to problems


netloan Wi-Fi print 

Welcome to netloan Wi-Fi Print. Please select what you want to do:

- [I want to setup my device so it can print](#)
- [I've set up my device and would like instructions on printing](#)
- [I've set up my device but I need help getting it to print](#)

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This takes you to a page which has a tip to check your internet connection, and then links to specific help pages based on your device

netloan Wi-Fi print 

If you are having difficulty printing then make sure you are still connected to the internet by visiting Google's page. If you can reach Google then select one of the links below for more tips:

- [I need help printing from my Android device](#)
- [I need help printing from my Apple device](#)
- [I need help printing from my Windows laptop](#)
- [I need help printing from my Windows phone](#)

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As this page states, the first thing to do is to make sure you can access the internet. This should test that you are connected to the library's wireless network. Having no connection or a bad connection will stop printing from working so checking access to the internet is a good test for this.

If the connection to the network is OK and you can reach the internet, then you can check the specific pages for each device.

Help printing from Apple devices

This page lists a few common things that can resolve issues when printing from an Apple device:

netloan Wi-Fi print



If you are having problems printing from an Apple device:

- Make sure your device isn't still sending the print job. On your iPhone, iPad or iPod touch double-click the Home button and swipe left from the Home screen. See if your job is still printing in the print center. If the print center doesn't appear then all your jobs have finished printing. On your Mac, the Dock will show a printer icon while you are printing
- On your iPhone, iPad or iPod touch, verify that your device is using the latest version of iOS available and that the app you're printing from is up to date
- On your Mac, use Software Update to update OS X and apps you've purchased from the Mac App Store
- Not all apps support AirPrint. If you can't find the print option, check the app's User Guide or Help section
- Try re-starting your device and try to print again

- Large print jobs may take some time to print over a wireless network. Check the device still isn't printing before asking to release the job
- Making sure your device is up to date reduces the chances of having any issues with AirPrint. If you are printing from an application make sure this is up to date too
- Some applications do not support AirPrint. If there is no print option check with the user guide or help section to see if printing is possible
- There can be memory problems or other issues with the phone unrelated to printing that nonetheless prevent printing. Re-starting the device is a possible quick way to resolve these issues