

Wireless Printing: iMac / Macbook FAQs Music Library

1. Where can I find the user guide?

Installation guide:

HKUL > About HKUL > Services > Technical Support > [Photocopying & Printing](#) > Laser Printing (from portable computers via WiFi) > [See how to use WiFi printing](#) > Printer Driver Installation > Music Library > [Guide](#).

OR

HKUL > Branches & Service Area > Music Library > [Facilities and Services](#) > Photocopying and Printing > [Installation guide](#)

How to Print:

HKUL > About HKUL > Services > Technical Support > [Photocopying & Printing](#) > Laser Printing (from portable computers via WiFi) > [See how to use WiFi printing](#) > Procedures > Print your document > [Mac](#)

OR

HKUL > Branches & Service Area > Music Library > [Facilities and Services](#) > Photocopying and Printing > [How to Print](#)

2. Where can I download the Printer Driver?

HKUL > About HKUL > Services > Technical Support > [Photocopying & Printing](#) > Printer Driver Installation > Music Library > [Guide](#).

Direct link: <http://www.rioh.com.hk/en/downloads.asp>

3. Which copier(s) do(es) the Music Library provide for?

Copier 2 ONLY. Copier 2 supports **B&W** printing.

4. Why I can't download the software?

“WiFi via HKU” does not support for downloading software. Make sure your WiFi is connected to “Universities WiFi”, “eduroam”, or “HKU”.

NOTE for Different kinds of WiFi

WiFi	Description	Target Audience
WiFi via HKU	It is free for everyone on campus	All people including Guest/ Public <ul style="list-style-type: none">- With OR without HKU Portal account- No registration procedure is required
eduroam	It enables HKU staff and students to access the WiFi network in other local and overseas universities that are eduroam members	Current HKU staff or students <ul style="list-style-type: none">- With valid HKU Portal account- Registration procedures are required- WIFI auto-configuration steps: http://www.its.hku.hk/documentation/guide/network/wifi/eduroam
Universities WiFi	It allows inter-operable and fast mobile network communication among eight institutions	Current HKU staff and students <ul style="list-style-type: none">- With valid HKU Portal account- No registration procedure is required- WIFI auto-configuration steps: http://www.its.hku.hk/documentation/guide/network/wifi/Uwifi
HKU	You can use this WiFi service with your active HKU Portal account without other registration procedures	Current HKU staff and students <ul style="list-style-type: none">- With valid HKU Portal account- No registration procedure is required- WIFI auto-configuration steps: http://www.its.hku.hk/documentation/guide/network/wifi/hkuwifi

5. Can I connect “WiFi via HKU” to download the Printer Driver?

No. “WiFi via HKU” does not support for downloading software.

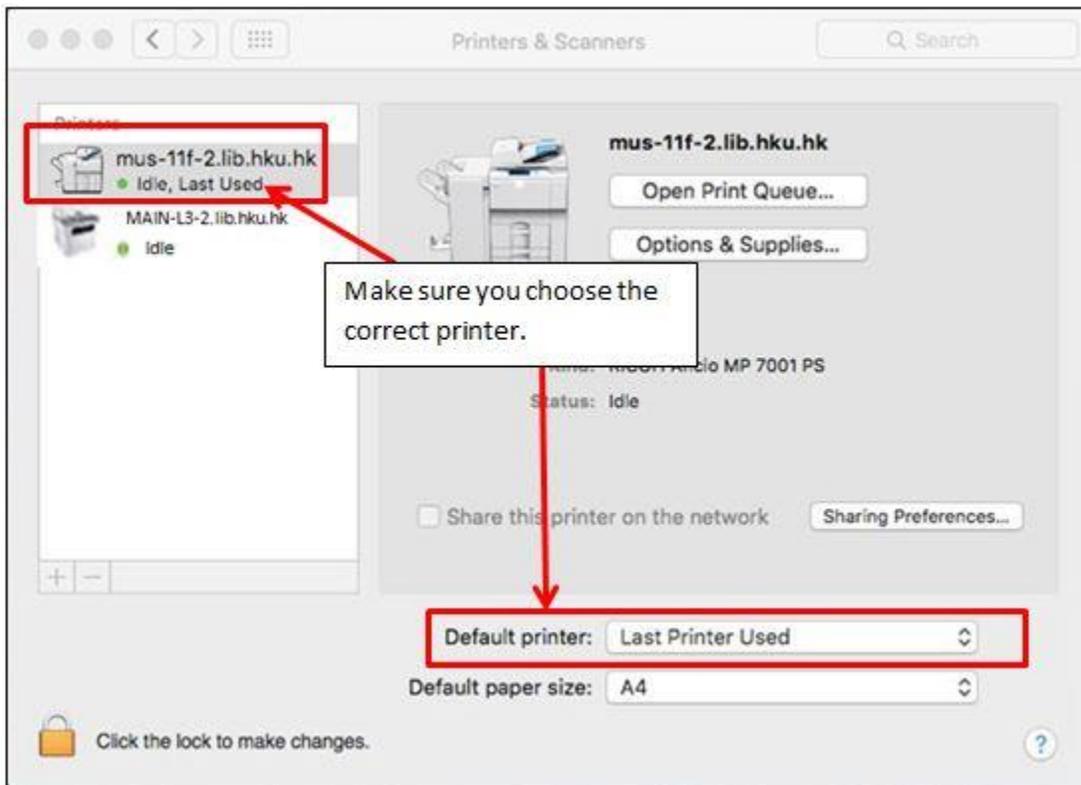
6. If I am a HKU SPACE students / HKU SPACE staff / Centennial College students / alumni, can I enjoy this service?

Users **with** valid HKU Portal Account can enjoy this service. Please connect your Macbook to either “Universities WiFi”, “eduroam”, or “HKU”.

Users **without** valid HKU Portal Account cannot enjoy this service. It is because they can connect their Macbook to “WiFi via HKU” only. For your information, “WiFi via HKU” does not support for downloading software.

7. Why I can't find my Job Print on Copier 2?

- Make sure your current printer and your IP address is **MUS-11-2.lib.hku.hk**. Users who have multiple printers should pay attention to their current connected printer and the setting of default printer. OR



- Maybe a few steps you missed before clicking on “Print” button. Please follow the guide [How to Print](#).

8. Which model should I install for the Music Library?

Aficio MP7001

9. Can I use other models for the Music Library?

No. For your information, only model **Aficio MP7001** can connect to Copier 2 in the Music Library. Main Library and other branch libraries have their **own models** to support wireless printing for Mac on campus.

For the installation, please follow the [Installation Guide](#).

10. Can I use the software that installed in the Main Library (or other branch libraries) before? Do I need to install a new one for the Music Library?

Only model **Aficio MP7001** supports wireless printing for Mac in the Music Library. Main Library and other branch libraries have their **own models** to support wireless printing for Mac on campus.

You can use the current printer driver to download and install a new model (Aficio MP7001) that suits to the Music Library.

For the installation, please follow the [Installation Guide](#).

11. Why the status of my printer is “idle” / “pause” / “not responding”?

Make sure your Mac is connected to “Universities WiFi”, “eduroam”, or “HKU”

OR

Check the Print Job of your Mac and resume it.

OR

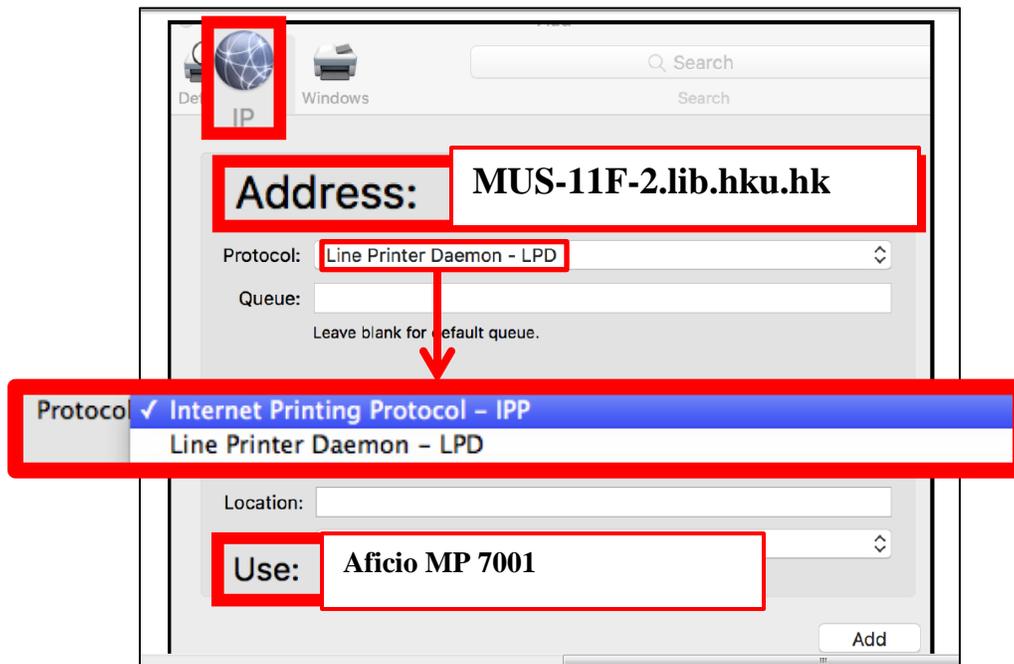
Check the Print Job of Copier 2.

OR

Maybe a few steps you missed before clicking on “Print” button. Please follow the guide [How to Print](#).

OR

If not, re-install the printer driver and model. If it still is not working, re-install the printer driver and model again. Please try to choose “**Internal Printing Protocol – IPP**” at this time (see below image).



12. Why there is nothing on my Print Job after clicking on “Print” button?

Mac requires a few more steps for printing a document. Maybe a few steps you missed before clicking on “Print” button. Please follow the guide “[How to Print](#)” online.

Please feel free to seek our help at the Information Counter!