



InDepthRep®

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Hewlett Packard Multi-Function Printer Setup for Remote Desktop Users.

Because of the nature of Multi-Function machines, it has historically been very difficult to get them to work correctly via a Remote Desktop Connection.

After working closely with the Hewlett Packard Technical support people, we have created the following workaround that will allow InDepthRep users to correctly utilize the PRINTING function of their HP Multi-Function device to print from the InDepthRep Program.

*****NOTE***** Because this process utilizes a generic print driver, some formatting errors may occur in rare instances.

Please follow the steps below to correctly configure the workaround, and as always, if you have any questions, please feel free to call us directly at 515-233-5136.

Thank you.

Step One: Install an HP DeskJet 550C printer to your local computer as the Universal printer driver.

- 1) Open the "Printers and Faxes" folder on your local computer.
 - a. Windows XP Default view Control Panel
 - i. Click "Start"->"Control Panel"->"Printers and Other Hardware"->"Printers and Faxes"
 - b. Windows XP Classic View Control Panel
 - i. Click "Start"->"Control Panel"->"Printers and Faxes"
- 2) Click on the "Add a printer" option on the left hand side of the screen in the "Printer Tasks" pane.
- 3) When the "Add Printer" Wizard opens, Click on "Next" to continue.
- 4) "Local or Network Printer" window:
 - a. Select "Local printer attached to this computer"
 - b. Ensure the "Automatically detect and install my Plug and Play printer" is NOT checked.
- 5) Click "Next" to continue.
- 6) "Select a Printer Port" window:
 - a. Select "Use the following port"
 - b. Select "LPT1: (Recommended Printer Port) from the drop down list.
- 7) Click "Next" to continue.
- 8) "Install Printer Software" window:
 - a. Select the following from the available lists:
 - i. Manufacturer: HP (Do not Select Hewlett Packard)
 - ii. Printers: HP DeskJet 550C
- 9) Click "Next" to continue.

- 10) "Name your Printer" window:
 - a. Please complete the following:
 - i. You can choose to name the printer something you will recognize OR you can keep the default of "HP DeskJet 550C".
 - ii. Under the "Do you want to use this printer as the default printer?" option, select "No".
- 11) Click "Next" to continue.
- 12) "Printer Sharing" window:
 - a. Select "Do not share this printer"
- 13) Click "Next" to continue.
- 14) "Print Test Page" window:
 - a. Under the "Do you want to print a test page?" option, select "No".
- 15) Click "Next" to continue.
- 16) "Completing the Add Printer Wizard Window":
 - a. Click on the Finish Button.

The computer will now install the drivers and configure the new printer on your windows system.

Step Two: Configure the HP DeskJet Printer to print to the Multi-Function Machine printer.

- 1) Open the Printers and Faxes Folder (See step one for directions) if it is not already open.
- 2) **RIGHT CLICK** on the HP DeskJet 550C printer.
 - a. If you chose another name when installing the printer, choose that name instead.
- 3) Select "Properties" from the displayed menu.
- 4) In the window that is displayed, select the "Ports" tab from the available tabs at the top of the window.
- 5) In the List of available ports, find one that is named similar to the Multi-Function device which you have installed on your computer and check the box next to it.
 - a. If you cannot find one by name, please call InDepthRep and we can help you to identify the port.
- 6) Click on the "OK" button to set the port and close the Properties window.
- 7) Close the "Printers and Faxes" window.

Step Three: Test printing via the HP DeskJet 550C printer.

- 1) Open up a text editor program.
 - a. You can use any of the following:
 - i. NotePad
 - ii. WordPad
 - iii. Word
 - iv. WordPerfect
- 2) Type a simple text sentence.
 - a. Something like "HP DeskJet 550C printer driver test to Multi-Function printer"
- 3) Print this document utilizing the File->Print option within your program.
 - a. Ensure you select the HP DeskJet 550C printer from the available list of printers.

If the document successfully prints on your multi-function machine, everything is configured properly for further printing from the InDepthRep Program.

If you have any problems, please contact us directly and we will work as much as possible to help correct the problem.