

Wi-Fi printing in the library: Introduction

Wi-Fi printing is being introduced to allow anyone who connects to the Wi-Fi to send prints to library printers from their own mobile devices (laptops, tablets and phones).

Our People's Network printing uses Google Cloud Print (for Android and Windows devices) and Air Print (for Apple devices).

To use this service, customers will need:

- Lancashire library membership
- A Google account for Android and Windows devices (not needed for Apple, iPad, etc.)
- To download an app for Android and Windows to their device.
- Windows laptop/device users will need to use the Chrome browser.
- To visit our Print Help site whilst in the library to register and set up Wi-Fi printing.

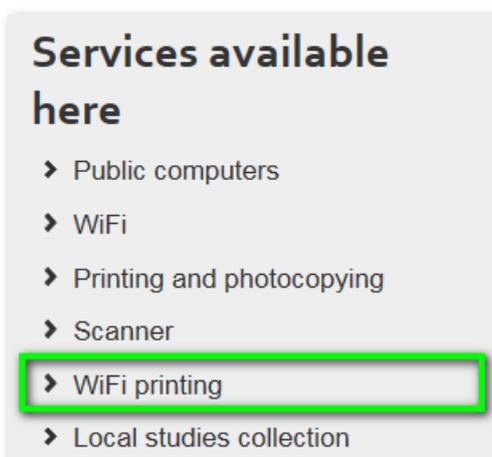
The choice of Black and White or Colour printing and print quantity are set by staff at the print release stage.

Users will have 24 hours to collect their printing and the printing will also remain on the system for 24 hours after release.

To find out if your library has Wi-Fi printing yet, go to our Find a Library page:

<http://www.lancashire.gov.uk/libraries-and-archives/libraries/find-a-library.aspx>

Select your library and, if Wi-Fi printing is available, this will be shown.



Wi-Fi printing in the library: **Android device users**

Once you are connected to the library Wi-Fi, use your device to open a browser. Input the following in the URL address bar:

<http://printhelp/>

The netloan Wi-Fi print webpage will repeat the following instructions, giving you the relevant links where needed – just follow the steps in your browser.



- 1** Make sure you have a Google account – you'll need your username and password



- 2** Download the latest version of Cloud Print from Google Play.
Use the back button on your device to return to the netloan Wi-Fi print instruction page



- 3** Register for netloan Wi-Fi print – you'll need your library membership username and PIN



- 4** Link to the Wi-Fi printer in the library.
Use the back button on your device to return to the netloan Wi-Fi print instruction page



You're now ready to print from your device!



Wi-Fi printing in the library: iOS (Apple) and MAC device users



1 Select the library printer from the list of available printers on your device



2 The first time you print, you'll be asked for your library card number and PIN



3 Once you've printed, the print job will be held by the netloan system



4 Show your library card to a member of staff to get your print job released



5 When your print job is released tell the member of staff what print options you need e.g. colour or black & white
For further information and help, please visit the netloan Wi-Fi print instruction page available here:

<http://printhelp/>



Wi-Fi printing in the library: [Windows laptop users](#)

Once you are connected to the library Wi-Fi, open a Google Chrome browser* on your laptop. Input the following in the URL address bar:

<http://printhelp/>

The netloan Wi-Fi print webpage will repeat the following instructions, giving you the relevant links where needed – just follow the steps in your browser.

* Google Chrome can be downloaded for free from Google



1

Make sure you have a Google account
– you'll need your username and password



2

Download the latest version of Cloud Print
Return to the netloan Wi-Fi print instruction page

Download
Cloud Print



3

Register for netloan Wi-Fi print – you'll need your
library membership username and PIN



4

Link to the Wi-Fi printer in the library
Return to the netloan Wi-Fi print instruction page
You're now ready to print from your laptop!



Wi-Fi printing in the library: **Windows device users**

Once you are connected to the library Wi-Fi, use your device to open a browser. Input the following in the URL address bar:

<http://printhelp/>

The netloan Wi-Fi print webpage will repeat the following instructions, giving you the relevant links where needed – just follow the steps in your browser.



- 1** Make sure you have a Google account – you'll need your username and password



- 2** Download the latest version of Print2Cloud from the Windows store.
Use the back button on your device to return to the netloan Wi-Fi print instruction page 



- 3** Register for netloan Wi-Fi print – you'll need your library membership username and PIN



- 4** Link to the Wi-Fi printer in the library.
Use the back button on your device to return to the netloan Wi-Fi print instruction page 
You're now ready to print from your device!

Wi-Fi printing in the library: **Unable to print?**

Wi-Fi printing is available for almost all Android, Apple and Windows devices. While we have tried to support as many devices as possible, there are still some devices that we can't support, for various reasons, and those users will be unable to print from.

These devices include:

- Any phone that isn't a "smart" phone
- Older windows phones that use Windows Mobile rather than Windows Phone (the last of these was released in 2015)
- Blackberry devices
- Samsung S3 model phones (these can only print to Samsung printers and so cannot print to our generic printer) All other Samsung S model phones and tablets should work OK
- Laptops using a Linux operating system, such as Ubuntu
- Apple iOS 11 – In iOS 11, Apple have altered their device security settings which make them incompatible with our Wi-Fi printing. We are currently seeking a solution

