

**HIMMELFARB LIBRARY**  
<http://www.gwumc.edu/library/>

**GWireless Printing**

**Frequently Asked Questions**

Q: What operating systems does GWireless Printing support?

A: Currently GWireless Printing supports the Windows XP, Windows Vista (Home and Business), and MAC OS (versions 10.4.x and versions 10.5.x)

Q: How does GWireless Printing work?

- A:
1. A one-time installation of Printer Software Package necessary to enable GWireless printing.
  2. When submitting a print job, a pop up window will require you to create a username and a password to use later to release the print job.

*NOTE: All users must be logged into the GWireless system in order to use the GWireless Printing Service.*

3. Print jobs can be released at any of the designated print release stations located in the Himmelfarb Library. Swipe your GWorld card at any of these stations. Choose your username you created and enter the password. This will send the print job to the closest printer to that station.

*Please refer to the Wireless Printer Installation guide for more information.*

Q: What type of print layout does GWireless Printing support?

A: Currently, GWireless printing supports Black and White printing on 8.5 x 11-inch paper.

Q: How much does GWireless Printing Cost? Can I still use Colonial Cash?

A: GWireless Printing costs \$0.07 per printed side. Printouts are paid the same way as in-lab printing, by swiping your GWorld card, which has a positive Colonial Cash balance.

Q: How much time do I have to pick up my document(s)?

A: Print jobs remain in the print queue for two hours. If a user has not used his or her GWorld card in the Himmelfarb Library Print Release Stations the job will expire. The user will have to resend the print job.

Q: Where can I get assistance with GWireless Printing?

A: Please contact the Himmelfarb Library Reference desk at 202-994-2850 or at [Library@gwumc.edu](mailto:Library@gwumc.edu).

Q: I'm using Mac with OS 10.4.x or 10.5.x, How can I uninstall the wireless printing components from my machine?

- A:
1. Launch the Uninstaller application in </Library/Application Support/Pharos/Utilities>.
  2. Select "Pharos Popup" and any other Pharos components that you would like to uninstall, and then click "Continue".
  3. Type in your computer's administrator username and password (Mac username and password – Not GW NetID) when prompted. This will uninstall the printer and pharos print components.
  4. Click "Done" and the uninstallation is complete.

Q: I am running Windows XP or Windows Vista, how do I uninstall the wireless printing components from my machine?

- A:
1. Click on Windows "Start" button and then "All Programs" and choose "Pharos" from the menu.
  2. Select "Uninstall Pharos", and then click "Next".
  3. Select "Pharos Poppers", then click "Next".
  4. Click "Next", "Start" and then "Finish" the following screens.
  5. Reboot the computer

Q: I am experiencing difficulties with GWireless Printing. Is GWireless network functioning?

*If the GWireless system is down, Wireless Printing will be unavailable until the GWireless Network is back online*

- A:
1. Please see <http://helpdesk.gwu.edu> or <http://gwired.gwu.edu/sts/> for system status and other information.
  2. If the GWireless network is not functioning, a particular "Hot Spot" node might be down. Try moving to another nearby area on campus or in a building and attempt to reconnect.

3. If you are having trouble connecting to the GWireless network with your PC or Macintosh through the Juniper VPN client that gets installed when first connecting to the GWireless Network check the following troubleshooting steps.

*For instructions on connecting to wireless see the wireless access guide for further information.*

- a) If your PC or Macintosh has not been restarted in a while, please reboot and try connecting again
- b) Try connecting to the Juniper Connect by bypassing the web browser completely. This can be found in /Applications on a Macintosh or in Programs/Juniper Networks/Network Connect. Enter your NetID and password to connect to GWireless.
- c) Uninstall the Juniper Network Connect applet on your PC or Macintosh and let it reinstall when you try to connect to GWireless.
- d) If you have a PC with iTunes installed, you have to disable the Bonjour iTunes service
- e) The Juniper Client may be being blocked by the windows firewall, temporarily disable the windows firewall and see if you can connect to the GWireless network.

4. Do you connect to GWireless through a Virtual Private Network (VPN) (GWGBUSSnet software program)?

If so, ensure that you have connected to and logged into the Wireless network with your GW NetID and password, via the VPN client (see <http://helpdesk.gwu.edu>) for further VPN software information) installed on your computer. Although it is possible for computers to pick up a wireless network signal, all users must authenticate to the GWireless network.

If you already have logged in, verify that your VPN connection has not timed out and disconnected.

Check your System Tray (bottom-right of screen) for an icon that looks like a gold lock. If it is “unlocked”, you will need to reconnect to the GWireless system via the VPN client and authenticate with your GW NetID and password.