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1. How to register your Merck ID card.

When presenting your Merck ID card the very first time, the printer will prompt to register your ID card. To do so, follow the prompts and choose the registration method (email or username and password). If you choose Email, enter your Merck email address. Back on your laptop please confirm the registration by clicking on the Link in the received email. If you choose username/password, please provide you credentials in the needed format. Please refer to [How to register your Merck ID Card](#) for details instructions.

2. How to register to email printing?

Any Merck employee or contractor with a valid Merck email address is already registered (see 3.).

3. How to print from your mobile (print from any device) via email?

Please attach any printable document (MS Office, PDF, JPG, etc.) to an email to the respective regional HP Advance Server. Email addresses are listed below:

- APAC: email@eprintapac.merckgroup.com
- EMEA: email@eprintemea.merckgroup.com
- NASA: email@eprintnasa.merckgroup.com

Your print job is accessible at any HP Advance enabled printer.

4. How to print as a guest?

Please advise your Guest to attach printable documents (MS Office, PDF, JPG, etc.) to an email to the respective guest print email address in your region:

- APAC: guest@eprintapac.merckgroup.com
- EMEA: guest@eprintemea.merckgroup.com
- NASA: guest@eprintnasa.merckgroup.com

The HP Advance system will reply to the email with a PIN Code. The guest can logon with this PIN code to any HP Advance enabled printer to print the submitted documents.

5. How can I print without a badge or if I left my badge at home?

Sign in with your Windows Credentials in the format
M123456@one.merckgroup.com.

6. How to install the new PullPrint printers?

With the new solution two new Printers were installed: PullPrint-PCL and PullPrint-PS. The difference between those printers is: PCL is optimized for Windows-, PS for Adobe-products. The PullPrint-PCL printer should be set as standard printer. No other printers need to be installed!



7. What happens if I submit a print job and shutdown my computer before I logon at the printer?

The print job name is displayed at the printer's control panel. However, as the job is stored on your computer, it cannot be printed until the computer is back online. After your PC is back online, it may take 5 min before the job is displayed again on the printer's control panel.

8. Do I always need to enroll/register my badge on a printer?

In general, all badge data is transferred from the previous SafeCom solution. For new employees and new badges, the one-off registration is required.

9. How to install a Laboratory Printer (outside pull print)?

Please open a respective ticket with the Global Service Desk.

10. What are the default Print settings?

Default Printer driver settings are B/W and double sided (duplex).

11. Can users still print in color or single sided (simplex)?

Yes, the user can change the actual print settings via the print driver settings.

12. What happens if the central HP Advance servers are not available (e.g. WAN outage)?

If the local Personal-Print-Manager (PPM) application on the PC cannot communicate to its HP Advance Servers, it will offer the user to print directly to one of the last five used physical devices.



13. Can users scan a document at the device and send it as E-mail to any Merck- or outside E-mail address?

From the device users can send documents only to their own Merck E-mail address. It is very convenient, as the E-mail address is populated automatically when logged in with the badge. As soon the E-mail arrives in user's Outlook inbox it can be edited / forwarded as required.

14. Users need to scan to their personal homefolder. But when logged in with the badge, the button is not active.

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15. User's notebooks may roam between wired LAN and Wi-Fi. What happens if a user is printing from his desk and then walks to a meeting room where the PC is connected to Wi-Fi. Can the print job still be retrieved from any device?

The Personal-Printer-Manager (PPM) on the PC will notify the HP Advance Servers about a new IP address. When the user is logging on to a device, the Server will notify the PPM which is sending the job to the printer.

16. How does scanning of documents to pre-defined shared network folders work?

Please open a ticket to the Global HP MPS Service Desk.

17. How to set up your private printer for use at home?

Please refer to this document [Printing at home](#).



18. How do I release my print jobs when travelling cross regional (APAC/EMEA/NASA)?

Please logon as usual to any HP Advance enabled printer. When presenting your Merck badge the first time to a printer in another region, you may have to register it with your Windows credentials once more to the regional HP Advance instance (see 1. above). In the PullPrint menu, tap the <Remote jobs> icon in the lower right corner of the control panel to list your Remote jobs.

