

Printing Instructions

Due to inability to print documents through the network, you will need to connect the computer [directly to the printer](#), or save the document you need to print to a [USB/flash drive](#), and connect this to the printer.

Printing from a Laptop

Connect the printer cable directly to your computer. The printer cable is an usb in one end (that connects to your computer usb port) and a square connector in the other end (which connects to the printer).



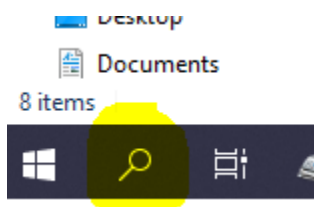
Make sure both computer and printer are on.

As soon as you connect your computer through the cable to a printer, the printer will be recognized and you will be able to print your documents

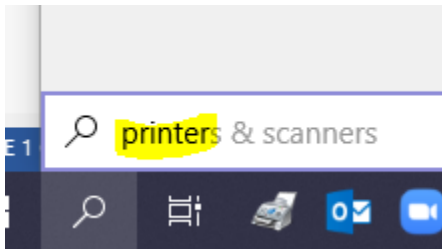
Troubleshooting:

If you are using a laptop/computer that have never connected with the printer you will utilize before, and your computer did not recognize the printer automatically, you will likely need to set-up the printer as a new printer. Follow the instructions below:

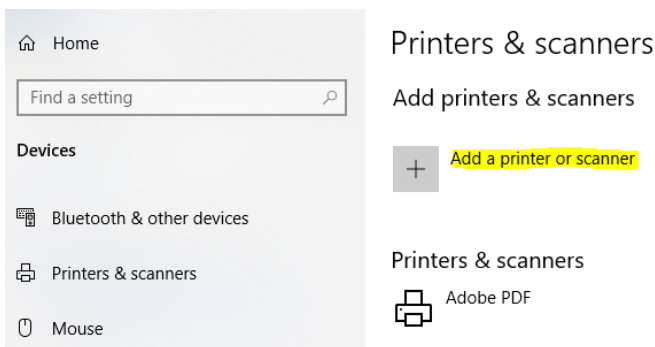
1. On your computer, click on the “search icon” in your task bar



2. Type printer and press enter



3. Click “add printer or scanner”



4. If Windows detects your printer, click on the name of the printer and follow the on-screen instructions to finish the installation. And you're done! Access the document you need to print, and ensure the printer you installed is the one selected to print this document.
5. If Windows doesn't find the printer, click “The printer that I want isn't listed”. Then let the Windows troubleshooting guide help you find your printer. It will search for available printers and help you download the drivers for them.

Printers & scanners

Add printers & scanners



The printer that I want isn't listed

If you still can't connect to the printer, or print a document advise your manager to post a WhatsApp message in the tech support group.

Printing from a Flash Drive

1. Save the documents you would like to print to a flash drive (we are providing encrypted flash drives to each location). If you are using a not encrypted flash drive, make sure they are locked on safe place after utilization, and when clinics are closed.
2. Make sure the printer is on.
3. Connect the flash drive to the printer USB port.
4. Some printers will automatically recognize the connection and guide you through printing. Some printers require you to go to the Main Menu function to allow the printing (Advanced print and print from usb flash drive)

If you still can't connect to the printer, or print a document advise your manager to post a WhatsApp message in the tech support group.