

Macintosh — Using Acrobat -- Print to Xerox Multi-Function Devices (MFDs) using a Department Code (aka “accounting code”).

(modified February, 22, 2016)

Issue: Apple Mac OS X system, attempting to print to a Xerox copier using Accounting Code. Error sheet about Invalid Accounting Code.

Printing from Word, Safari, and Preview works OK, but printing from Adobe Acrobat Reader/Pro or Google Chrome does not work. This is an issue caused by Mac applications that don't use the standard/native print dialog box.

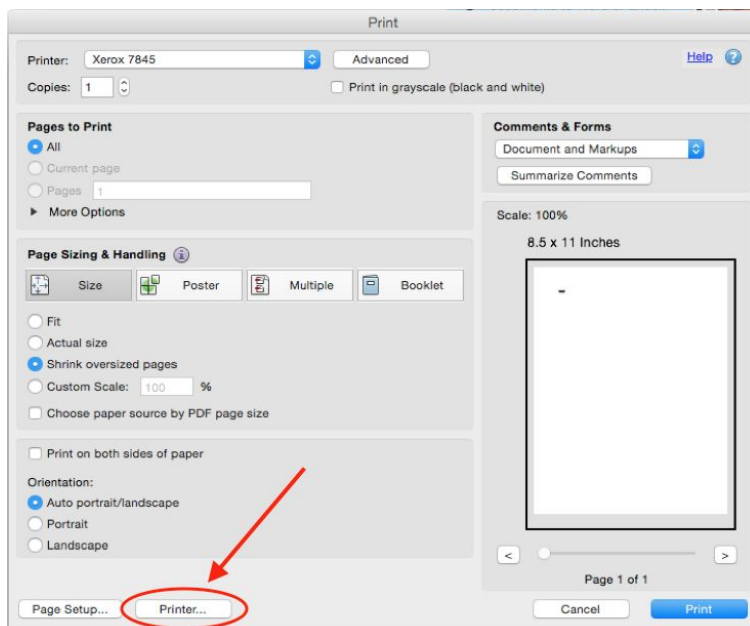
First, please try to print from Safari or Word -- if this works then the Xerox is correctly configured and you just need the extra steps below to print.

The two applications that most commonly cause this are: Adobe Acrobat Pro/Reader and Google Chrome web browser. They both have their own custom print dialog boxes, which bypasses the Xerox Accounting Code settings. Another issue is using the "Quick Print" feature in Office (clicking the little printer icon in the toolbar which prints to the default printer without any dialog box).

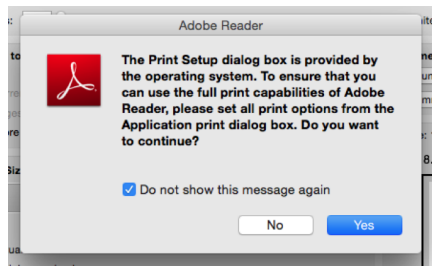
For Acrobat Pro or Reader.

Select the Local Printer on your Mac workstation that points to the Xerox MFD.

- After selecting **File > Print** --- a popup window will appear...

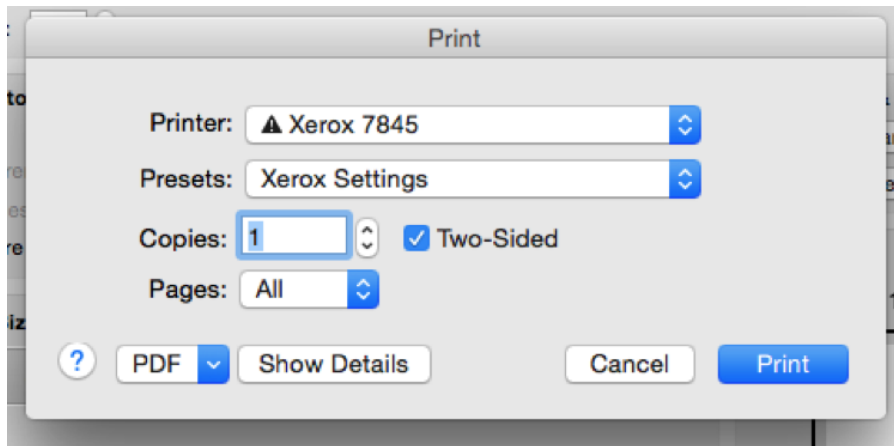


- Click on “**Printer...**”.



A new popup will appear -- check the “**Do not show this message again**” -- in order to avoid seeing this message in the future.

- Click on “**Yes**”.

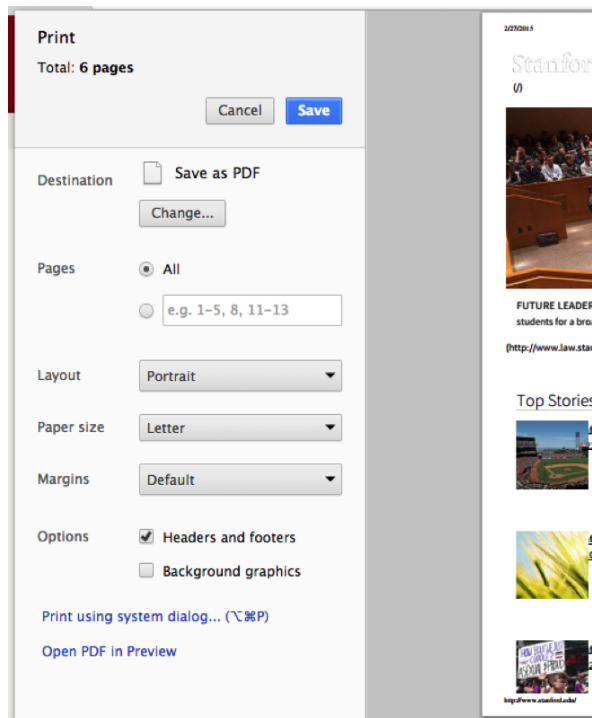


- In the popup “**Print**” ensure settings are OK --- then click on “**Print**”.
 - The Print window will refresh.
- In the “**Default User ID**” field enter your **5 digit accounting code**.
- Click **OK** to close the **Accounting** window.

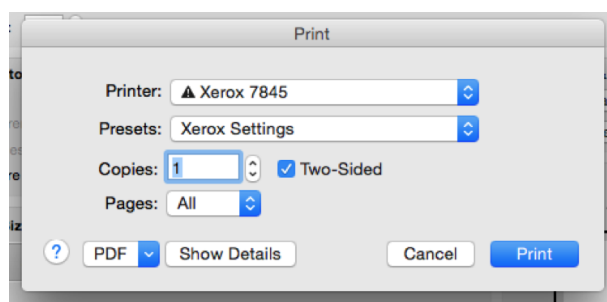
For Google Chrome.

Select the Local Printer on your Mac workstation that points to the Xerox MFD.

- After selecting **File > Print** --- a popup window will appear...
- Click on “**Print using system dialog...**”.



- A new standard Print dialog box appears. Configure the settings to your choosing -- click on “**Print**”.



- The Print window will refresh.
- In the “**Default User ID**” field enter your **5 digit accounting code**.
- Click **OK** to close the **Accounting** window.

Please contact IT Service Desk if you have questions.

servicedesk@risd.edu

401-454-6106

end of instructions.