



Connecting Your Home Printer to a COV Device

You may be able to connect your home printer to your device using the steps described below. Depending on your printer and the computer's operating system, your computer may require additional software and/or drivers. In that case, please submit a ticket to the VCCC via the [VITA service portal](#).

Important: *There are two connection methods provided, via your home wireless (Wi-Fi) network and via a USB cable. Connecting via Wi-Fi presents some limitations, such as not being able to print if you are connected to the virtual private network (VPN) (see below). In addition, technicians will not be able to troubleshoot remotely your home Wi-Fi connection if you cannot connect to your printer using this method. If you cannot connect your printer using Wi-Fi, connect the printer via a USB cable.*

Note regarding using a wireless printer if you require VPN: *(if you are connected to the printer using a USB cable, this step is not necessary) If you connect your computer to a printer via your Wi-Fi network and you are using the COV VPN, you will not be able to print until you disconnect from the VPN. You can print to PDF (select **Print to PDF** or **Save as PDF** in the application from which you are printing), save a PDF copy of the document you want to print, and then print the PDF document.*

Windows 10 devices:

- **Connect the printer to your device via your wireless network.** Make sure your printer is turned on and on the same Wi-Fi network as your device. Click **Start>Settings** (gear icon)>**Devices>Printers and scanners**. Click **Add printer or scanner**. Wait for your printer to appear in the list of printers. Once you can see your printer in the list, click to select it, then click **Add Device**. Your device will be added. If your device does not have the required printer drivers, you will need to submit a ticket to the VCCC via the [VITA service portal](#) to complete the installation.
- **Connect the printer to your device via a USB cable.** Make sure your printer is turned on. For most printers, the device will search and install the printer drivers automatically. If the installation is successful, you will be able to see the printer by clicking **Start>Settings** (gear icon)>**Devices>Printers and scanners**. If the device does not have the necessary drivers, you will be prompted to install them. Because you do not have administrative rights on your COV device, you will need to submit a ticket to the VCCC via the VITA service portal.

Windows 7 devices:

Note: For most printers, especially newer ones, the necessary drivers will not be part of the device's software image, and you will be prompted to install them. Because you do not have administrative rights on your COV device, you will need to submit a ticket to the VCCC via the [VITA service portal](#).

- **Connect the printer to your device via your wireless network.** Make sure your printer is turned on and on the same Wi-Fi network as your device. Click **Start>Devices and Printers**. Click **Add a printer**. In the Add Printer wizard, click **Add a network, wireless or Bluetooth printer**. In the list of available printers, select your printer, and then click **Next**. If prompted to install driver, you will need to submit a ticket to the VCCC.
- **Connect the printer to your device via a USB cable.** Make sure your printer is turned on. Some older printers may have embedded drivers in the device's software image and will install automatically. If prompted to install driver, you will need to submit a ticket to the VCCC via the [VITA service portal](#).

Getting help from a technician:

To get help connecting a home printer to the COV device, submit a ticket to the VCCC via the [VITA service portal](#). You will then be contacted by a technician. You must be connected to the VPN for the technician to be able to assist with this install after the device is at home.

Additional resources

Additional instructions for connecting your computer to a printer can be found on the HP, Dell, Microsoft, or specific printer brand web sites.