

FAQs on Ultra Network Printing:

1) What is Wireless Laser Printing system?

Answer: Wireless Laser Printing system is a Pay & Print Laser Printing services provided by Ultra Supplies at the Photocopying Room at Ourspace@72 & Library in Ngee Ann Polytechnic. It consists of Black & White Laser Printing & Color Laser Printing.

2) What is the charging rate for Ultra Laser Printing system?

Answer: A4 Black and White print: S\$0.045 per print

A3 Black and White print: S\$0.07 per print

A4 color print: S\$0.45 per print

A3 Color Print: S\$0.65 per print

3) Where do I collect my print jobs?

Answer: All the Release Stations operated by Ultra Supplies at

1. Ourspace@72 Photocopy Room
2. Library - Levels 2 and 3

4) How do I reject my submitted print jobs?

Answer: You may choose to ignore the submitted print job as long as you have not release them from the printer, the print job will automatically be purged in 8 hours time

5) How do I use Ultra Laser Printing system if I do not have a Notebook?

Answer: For users who do not have Notebook, you may SAVE your Documents in external storage device such as USB Thumb Drive, Hard Disk and used the WorkStation at the Photocopy Room at the following locations:

1. Ourspace@72 Photocopy Room
2. Library - Levels 2 and 3

6) Who is able to use this Laser Printing system?

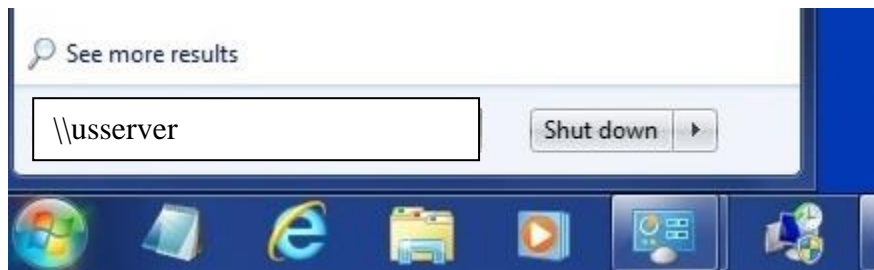
Answer: All users with access to NP network.

7) How to install Ultra Laser Printing system to my Notebook?

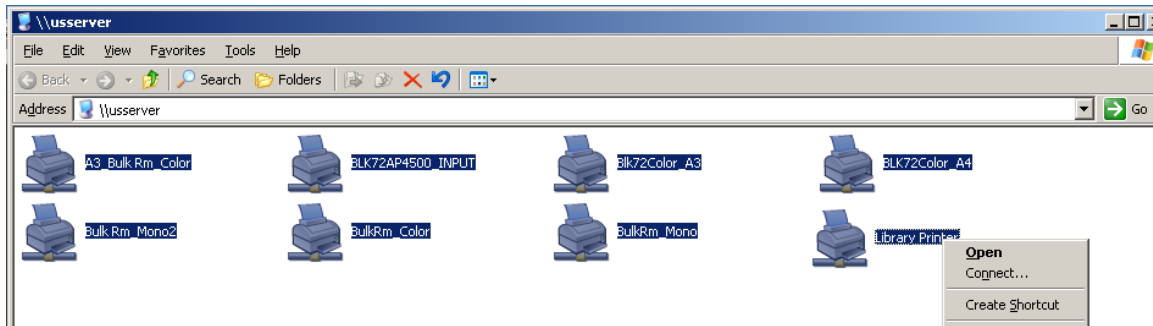
(A) For Windows Operating System: (Win 7/8/10)

Answer: For Notebook Users:

- a) Click on the “Win + Run”
- b) Type in “**\\usserver**” at the search bar then press “Enter”



c) The following print queue will appear:



d) Select all the above print queue then “right click” mouse button and select “Connect”

Now the print queues is ready to accept print job

10) Are we allow to use our own paper, color paper or transparency?

Answer: No, you should only use the Paper & transparency supplied by the Photocopy Shop. Approach the shop operator for help.

11) Who should I approach on Ultra Laser Printing system matters?

Answer: You may approach our friendly Counter Staff at the Photocopy Counter for matters on the Ultra Laser Printing system or you may email your enquiries to operations@ultrasupplies.com.sg or call 90216062.

13) Why is my job printing in black and white when I used the color printer?

Answer: This happened when the printer properties was set to print in “grayscale” instead of “Color” mode.

14) What is important part to do before printing?

Answer: To make sure you print your job properly, please do the following check, click on “print” and check the following at the printer properties:

1. Make sure you select the “right” printer queue – B/W or Color
2. Make sure the page size is correct – A4 or A3
3. Whether you need duplex printing, if not please unchecked the “duplex” mode

15) Why can't I see my job when I log in to the release station?

Answer: Your job might be still spooling at our Server if it is a big file, you may need to wait for another minute and log in to try again