FAQs on Ultra Network Printing:

1) What is Wireless Laser Printing system?


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

Answer: 
- A4 Black and White: S$0.035cts per page
- A3 Black and White: S$0.07cts per page
- A4 Color: S$0.35cts per page
- A3 Color: S$0.70cts per page

3) Where do I collect my print jobs?

Answer: All the Release Stations operated by Ultra Supplies at

   (1) T4A Photocopy Room at L1
   (2) Main Library
   (3) T3-2-3
   (4) Foodcourt 3 Photocopy Room
   (5) T15 Photocopy Room
   (6) T14-6-4
   (7) T14-5-3
   (8) T22 L3 Photocopy Room
   (9) Hill Top Haven
   (10) T21-1-11

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) Who is able to use this Laser Printing system?

Answer: All users with access to SP network.
6) 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 or CD and used the WorkStation at the Photocopy Room at SP T4A, Foodcourt 3, T15 and T22 to send print to our printing system.

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

(A) For Windows Operating System: (Win XP/Vista/Win 7)

Answer: For Notebook Users:

a) Click on the WINDOWS button
b) Type in “\ssdps640” at the search bar then press “Enter”

c) If prompted with passwords, key in : sd/p…… and press ok to continue
d) The following print queue will appear:

![Print Queue Screenshot]

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

**Now the print queues is ready to accept print job**

(B) For Mac Operating System

**Step 1**
Control-click the System Preferences icon in your Dock application or select System Preferences (figure below):
**Step 2**
Select "Print & Fax" from the Dock menu. If the Print & Fax lock icon appears locked, click the lock icon and enter an administrator name and password when prompted.

**Step 3**
Click the + (plus) icon below the Printers pane on the left to open the Add Printer application.
**Step 4**

Click on the **Default**

![Image of Add Printer interface with Default selected](image1)

**Step 5**

Type in “ssdps640” at the Add Printer Search bar and press “Enter”

![Image of Add Printer interface with ssdps640 selected](image2)
Step 6

4 printers queue will appear

Step 7

Select “ssdps640A4monoq”, and then under “Print Using”, select “Generic Postscript Printer”, click on “Add”

Repeat steps for the other 3 printer queues

Now the printer has been successfully added.

Done!
8) How do I collect my Print Jobs?

Answer: Once you have submitted the print jobs to the selected print queues, go to ANY of the PRINT RELEASE STATIONS and follow the following steps:

![Diagram showing the process of releasing print jobs](Image)

9) How long will my print jobs stay in the Ultra Laser Printing system before it gets deleted?

Answer: All print jobs will be held at the Server for a period of 8 hours, after that the system will automatically delete the print jobs.

10) Are we allowed 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.

12) How secure is my print jobs?

**Answer:** The print job will only be released at the Release Station after you key in using your own SPICE ID.

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:** There are a few factors that may cause the above:

1. You have accidentally key in the wrong SPICE ID, try re-key in again (with “P” in front of your ID)
2. You send the print jobs using your friends’ PC/NB, in this case, you must ask your friends to log in his/her SPICE ID at the Release Station
3. 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
4. If you have tried ALL the above and still unable to see your print jobs, call 9021 6062 for help.