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 print: $0.035cts per page

A3 Black and White print: $0.07cts per page

A4 color print: $0.35cts per page

A3 Color Print: $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) Go the WINDOWS button
b) Type in “\ssdps640.sd.sp.edu.sg” at the search bar then press “Enter”

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

![Print Queue Image]

```
  a3colorq  a3monaq
  a4colorq  a4monaq
    color    mono
```

```
[Menu Options]
Open
Connect...
Create shortcut
Properties
```

e) 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):

![System Preferences Image]
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
Enter the details as shown below:
Protocol: Line Printer Daemon – LPD
Address: 192.168.224.10
Queue: a4monoq (ALL letter in SMALL CAP, repeat steps for Colorq)
Name: ssdps640.sd.sp.edu.sg
Print Using: Generic PostScript Printer
Click **Add** button below to continue.

![Add printer window](image)

**Step 5**
Check the box for Duplex Printing Unit and click **Continue** button below.

![Installable options window](image)

Now the printer has been successfully added.

![Print & fax settings](image)

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:

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

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

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.

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.