Seng City EZ-Link Printing System at Main Library Level 1, T22 Level 3 and T1473.

FAQs:

1. What is Seng City EZ-Link Printing System?

   It is a cashless network printing system using the same EZ-Link card for Bus and MRT travel. The service is provided by Seng City Trading at the photocopying room at Singapore Polytechnic Main Library Level 1, T22 Level 3 and T1473.

   The system only provides Black & White Laser Printing.

2. Who can use this EZ-Link printing system?

   All users with SPICE login id. For notebook users, their notebook must join to the SD domain and pre-configure with the correct print queue. For installation of the print queue, please refer to Question 7 ‘How do I install Seng City EZ-link Printing System to my notebook?’

3. What is the charging rate for the printing service?

   The printing charge is $0.05 per single page. For double-sided page, the charge is $0.10.

4. Where do I collect my print job?

   You can collect your print job at the Main Library Level 1, T22 Level 3 or T1473.

5. What will happen if I do not collect my print job after sending it to the system?

   The print job will be automatically purged by the system after 24 hours.

6. How does it work?

   - To use the Seng City EZ-Link printing system, you need to connect your notebook to a specific printer on the network.
   - Once you have submitted your print jobs to the selected print queue, go to the Print Release Station at the Main Library Level 1, T22 Level 3 or T1473 to collect your print job.
   - At the Print Release Station, place your EZ-link card on the Card Reader & key in your SPICE login id to list the submitted print jobs.
   - Select your print job and choose the 'Release' button to print.
   - The system will deduct the amount from your EZ-Link card and start printing your documents.
7. How do I install Seng City EZ-link Printing System to my notebook?

Please follow these one-time setup procedures:

- From your notebook, click on Start and select Run…
- Type `\\ssdps650.sd.sp.edu.sg` in the dialogue box and click on OK
- The print queue LIB_Main_L1Q_BW will appear
- Select the print queue, right click on the mouse button and select ‘Connect’
- Go to Start and click on Printer and Faxes, you will be able to see the connected print queue LIB_Main_L1Q_BW.

8. I have already connected my notebook to the printer, how do I print my document?

Open up your document, from the File menu, click on Print, a print dialogue box will be displayed, make sure that the correct print queue `\\ssdps650.sd.sp.edu.sg\LIB_Main_L1Q_BW` is shown in the print dialogue box before clicking on OK. Then you may proceed to the Print Release Station to release and collect your print job.

9. I have sent some documents for printing, but I do not see my print jobs listed in the Print Release Station?

Please check if you have sent your print job to the correct printer. Please also make sure that you have entered the correct SPICE login id at the Print Release Station. You may try sending another print job to see if you encounter the same problem. If so, please approach our photocopying counter staff at the Main Library, Level 1 for assistance.
10. Is my print job secure in the Seng City EZ-Link Printing system?

Since you are required to enter your SPICE login account to release the print jobs, the Print Release Station will only display the print jobs submitted by you. Other users will not be able to release the print jobs without your SPICE login id.

11. The system has deducted my money but my print jobs did not come out.

Please contact our photocopying counter staff at the Main Library, Level 1 for assistance. You will receive a refund of the amount deducted from your card if the system fails to print your document.

12. Can I print my document in colour?

No, the current system only provides Black & White laser printing.

13. Who can I call if I encounter problems?

You can approach our photocopying counter staff at the Main Library, Level 1 for assistance. Tel; 6773 6371 Madam May Yen.

This FAQ page is provided by Seng City Trading
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