

Guidelines for Solving Printing Problems

Student Residence Office Guidelines for Printing

General

1. This quota is non-transferable, and cannot be carried forward.
2. Log out of your account after use to avoid a loss of print quota and other undesirable consequences.
3. Report immediately to the Security Counter if the toner level is low.

Print Quota

1. Select the Check Print Quota option from the Application Menu to check your print quota.
2. You will be blocked from printing when your print quota is exhausted or your remaining print quota is not large enough to support your print job.
3. Your print quota will be deducted as soon as you submit a print job. Hence, do not submit a print job more than once if you do not intend to do so.

Print Queue

1. Click the “Show Printer Status” icon in the Desktop area to check the print queue status.
2. Do not initiate further print jobs if the print queue is stuck; otherwise, your print quota will be wasted if the print queue has to be deleted or the printer is rebooted.
3. If the print queue is held up by print jobs (i.e. the queue has jobs but the printer is not printing), refer to the Guidelines for Solving Printing Problems.
4. You have a responsibility and privilege to remove your own print jobs. You should not leave your print jobs unattended since they may hold up the print queue and waste paper.