Common Questions on Printing @ Computer Centre & UTown	
Where are the printing services located in Computer Centre and UTown?	The printers are available at the following locations: • **ThinkLab**, located in Computer Centre level 3 • **PC and MAC Commons**, located in Education Resource Centre (ERC), UTown
How do I connect to the network printers in ThinkLab, Mac and PC Commons from a Windows computer?	1. Connect to the NUS network first. 2. Windows 7 and 8: From "Search" bar in start menu, enter: \\nus-printserver 3. A pop-up window may appear asking for your NUSNET Username and password. For example: enter nusstu\a01234567, followed by your password. 4. Double click on desired printer in the printer list **MONO-A4** (A4 B/W) (Default: Double-Sided) **MONO-A3** (A3 B/W) (Default: Double-Sided) **COLOR-A4** (A4 Color) (Default: Double-Sided) **COLOR-A3** (A3 Color) (Default: Double-Sided) 5. For double/single sided printing: Printer > Properties > under General, Preferences > Finishing tab > Select/Deselect "Print on both sides". 6. Proceed to the Print Release Station (near the printers). Follow the instructions on the screen. 7. Collect your printout at the printer(s).
How do I connect to the network printers in ThinkLab, Mac and PC Commons from a Macintosh computer?	1) Go Finder > System Preferences. 2) Select "Print & Fax". 3) Click on the "+" sign on the left. 4) Click on the "IP" Printer. 5) The "Add Printer" screen appears. Type the following: Protocol: Line Printer Daemon-LPD Address: **nus-printserver.stf.nus.edu.sg** Queue: **MONO-A4** Name: **BW-A4** Location: **Mac Commons / Thinklab** Print Using: Choose (Generic PostScript printer) You can choose different queues for different paper size and color printing.

	MONO-A4 (A4 B/W) **MONO-A3** (A3 B/W) **COLOR-A4** (A4 Color) **COLOR-A3** (A3 Color) 6) Click "Add" and then select "Duplex Printing Unit". Use Your "**Computer Name or Login Name"** to Release Your Print Job.
If I have encountered printing issues at the printers, whom do I contact for assistance?	Please call 6773-6322 for further assistance. Operating Hours for the hotline: Weekdays – 9am to 5.30pm Saturday – 9am to 1pm Sunday and Public holiday: Not available
Is scanning service available at ThinkLab, Mac and PC Commons?	There are 2 scanners available in PC Commons for use with your laptops. Follow the instructions on the scanners.
If there be a refill if the printers have ran out of paper?	The printers will be refilled with paper at the start of the day. If the paper has not yet been refilled and you need your print-out urgently, you could visit the other Print Release Station from the other Commons or ThinkLab.
How can I top up my EZ-link card if there is insufficient value to release my print-outs?	Please approach any ATM Machines within the campus / MRT EZ-Link Top Up Kiosk / AXS machine to top up the EZ-Link Card Value. For the list of ATMs and EZ-Link Kiosk locations on the campus, please visit here.
Will there be any printed receipts for the print jobs?	No receipt will be given for the print jobs.
Is Photo-Printing service available at ThinkLab, Mac and PC Commons?	There is no Photo-Printing service.

Is Fax service available at ThinkLab, Mac and PC Commons?	There is no Fax service.
Where to find A3 Size and Color printouts after submitting for printing?	There is A3 and color printing available at the PC Commons and ThinkLab.