

Campus Printing Service

Computer labs use a charge per print system called Pharos. A local printer queue is for printing in the labs and a campus printing queue is for printing in any campus lab. After printing, the student will go to the Pharos station and swipe his/her student ID card. A list of printing jobs will be displayed and the student will select his/her file by clicking on the title or computer name. Print jobs are deleted from the queue after one hour. Laser paper is the only media allowed in these printers.

Pharos Pricing Guide

Price Per Sheet:

- Letter (8 1/2 x 11):
 - Black and White - \$.03
 - Duplex (2 sided) - \$.03
 - Color - \$.50

- Plotter Prints (Black and White):
 - Arch A (9 x 12) - \$.25
 - Arch B (12 x 18) - \$.35
 - Arch C (18 x 24) - \$.45
 - Arch D (24 x 36) - \$.65
 - Arch E1 (30 x 42) - \$.75
 - Arch E (36 x 48) - \$.85
 - Custom Print - \$1.70

Printing Instructions

PC Printing Instructions

- Step 1: Before sending a print request, use the "Print Preview" option under the "File" pull down menu to ensure that you only print the pages you desire. This is very useful when printing web pages from a website, since you will be charged for the number of pages printed.
- Step 2: Send your document to print. A window will pop up asking you for a print name. Specify a name that is easy to remember and then, press "Enter."
- Step 3: Walk to the Pharos release station. Insert your media card into the card reader. Your card amount will be displayed on the card reader. All print jobs will be listed.
- Step 4: Select your print job from the queued list - your print job can be identified by the job name. Your cost will be displayed at the bottom of the screen once the job or jobs are selected. After selecting the print jobs you may now press the print icon at the bottom right of the screen, the cost of printing will be deducted from your media card and the print job(s) will be sent to the printer.

- Step 5: Press the "Esc" button on the keyboard or press the "exit" button with your mouse on the screen to eject your card.

PC Duplex Printing: Start your document like normal. When the print menu opens, click the "Paper" tab. Choose the 2-sided type that you want under the "Duplex" options, then click "OK". Name your print for Pharos and release it as usual.

Mac Printing Instructions

- Step 1: Before sending a print request, use the "Print Preview" option under the "File" pull down menu to ensure that you only print the pages you desire. This is very useful when printing web pages from a website, since you will be charged for the number of pages printed.
- Step 2: Send your document to print. Take note of the computer's ID_name placed on the monitor. This is the name you will use to release your print job.
- Step 3: Walk to the Pharos release station. Insert your media card into the card reader. Your card amount will be displayed on the card reader. All print jobs will be listed.
- Step 4: Select your print job from the queued list - the computer ID_name. Your cost will be displayed at the bottom of the screen once the job or jobs are selected. After selecting the print jobs you may now press the print icon at the bottom right of the screen, the cost of printing will be deducted from your media card and the print job(s) will be sent to the printer.
- Step 5: Press the "Esc" button on the keyboard or press the "exit" button with your mouse on the screen to eject your card.

Mac Duplex Printing: Start to print your document like normal. When the print menu opens, click the "General" drop down box and change it to "Layout". Check "Print on Both Sides" and choose the 2-sided type you want. Then release your print as usual from Pharos.

Malfunctions / Credits

Please Note:

- Computer lab operators and staff cannot refund your money.
- Lab operators and staff cannot reprint the documents involved.
- 218 E, Raley Hall is the only place you can obtain credit for printing issues on your media card. You will need to fill out a form here and bring any erroneous prints with you.
- Credits will not be given after two working days of the print.

Credits are allowed for the following reasons:

- Paper Jams
- Low Toner
- Garbage Printed

- Prints Release but not printed
- Any other *system* induced error

Credits will NOT be given for the following reasons:

- Printing the wrong document
- Printing too many pages
- Releasing print jobs to the wrong printer
- Grammatical errors
- Any other user induced error

Printing Tips

- Make sure you are printing the correct document.
- Be sure you print to the correct queue and printer.
- Be sure you look on the description column to find the correct name for the document you wish to print, or check the id_name if you are on a Mac to make sure you are choosing the correct print job.
- Your card is debited as soon as you release the job to the printer. Once you have released the wrong document, there is no way to stop it from printing and debiting your card.
- You can retrieve your card by clicking the "Exit" button on the computer screen.
- If you submit a document for printing and decide later that you no longer wish to print it, simply leave the document in the print queue. Any document left in the print queue longer than one hour will be deleted automatically.