

Hong Kong Baptist University  
Shek Mun Campus

**FREQUENTLY ASKED QUESTIONS**  
**for IT-related Services**

<b>1</b>	<b>What is the procedure for purchasing additional print quota?</b>																		
<b>ANS</b>	<i>Student should pay the fee of add print quota (\$30 for 100 sheets) at 4/F Library by Octopus Card. Together with the payment receipt, student should complete and submit the "Purchase of Print Quota" form to the same counter for handling with IT Office at Main Campus (ITO). New purchase of print quota should be added to your account within one to two working days.</i>																		
<b>2</b>	<b>What can I do if I encounter paper jam on printers at PC Kiosks?</b>																		
<b>ANS</b>	<i>You can seek help from the G/F Information Counter at extn. 3300, from 8:00 to 1900 (Mon. to Fri.) or 1/F Learning Commons from 9:30 to 17:00 (Sat.).</i>																		
<b>3</b>	<b>What is the charging fee of B/W and Color Quota Printing?</b>																		
<b>ANS</b>	<i>A charge of \$0.3 per sheet (single or double-sized) for Black &amp; White Laser print-out and a charge of \$1.2 per page for Color Ink-Jet print-out.</i>																		
<b>4</b>	<b>What is the charging fee of B/W and Color Octopus Printing and Photocopying?</b>																		
<b>ANS</b>	<table border="1"><thead><tr><th></th><th>Paper Size</th><th>Single-sided</th><th>Double-sided (total)</th></tr></thead><tbody><tr><td rowspan="2">B/W</td><td>A4</td><td>\$0.3</td><td>\$0.4</td></tr><tr><td>A3</td><td>\$0.6</td><td>\$0.8</td></tr><tr><td rowspan="2">Color</td><td>A4</td><td>\$2</td><td>\$4</td></tr><tr><td>A3</td><td>\$4</td><td>\$8</td></tr></tbody></table>		Paper Size	Single-sided	Double-sided (total)	B/W	A4	\$0.3	\$0.4	A3	\$0.6	\$0.8	Color	A4	\$2	\$4	A3	\$4	\$8
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<b>5</b>	<b>Can I refund if the printing quality is not good?</b>																		
<b>ANS</b>	<i>Student could request for print quota adjustment at the 1/F Learning Commons by filling a "Application for Printing Quota Adjustment" form.</i>																		

<b>6</b>	<b>The quality of recycled paper is poor, so why do we still have to use it for printing?</b>
<b>ANS</b>	<i>To sustain the Green Campus, recycled paper is adopted for printing purpose.</i>
<b>7</b>	<b>Will the College make any arrangements to clean-up waste paper piled up on the out-tray of the printer in the labs during free-use?</b>
<b>ANS</b>	<i>To facilitate students for the identification of print-jobs, an additional sheet is generated. The clean-up of waste paper has been arranging on a regular basis. Moreover, a collection box for left-over printouts (列印文件待領) was arranged near printing machine to reduce the piling-up on the out-tray of the printing machine.</i>
<b>8</b>	<b>Are printers at the Learning Commons pre-set to double-sided printing as default?</b>
<b>ANS</b>	<i>Yes, default double-sided printing (except color inkjet printers) is set at Learning Commons and in all labs. The manual setting for double-sided printing on color inkjet printers is also available.</i>
<b>9</b>	<b>Can I deduct my printing quota when using the photocopier?</b>
<b>ANS</b>	<i>Both services are managed by different systems. It is not feasible to deduct printing quota when using the photocopier at Shek Mun campus.</i>
<b>10</b>	<b>Is there any scanner for students' use on campus?</b>
<b>ANS</b>	<i>Scanning workstations are available for students at the 1/F Learning Commons and 4/F Library.</i>
<b>11</b>	<b>Where can I connect my notebook or mobile devices to the campus Wi-Fi?</b>
<b>ANS</b>	<i>Internet access via the campus Wi-Fi is permitted for full-time CIE staff and students in classrooms, labs, libraries, cafeteria, Learning Commons as well as most of the study areas within Shek Mun Campus. For the details of Wi-Fi coverage areas, please refer to <a href="http://www.cie.hkbu.edu.hk/shekmun/it/pdf/WiFi_Coverage.pdf">http://www.cie.hkbu.edu.hk/shekmun/it/pdf/WiFi_Coverage.pdf</a>. For assistance of Wi-Fi connection setup, user can approach 1/F Learning Commons.</i>
<b>12</b>	<b>Can I download software and install by myself to the computers at SMC?</b>
<b>ANS</b>	<i>All personal software programmes, such as, but not limited to, shareware or freeware, are strictly prohibited to install on the computers at Learning Commons &amp; Computer Labs.</i>

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