



Frequently Asked Question

常見問題

Q1 I wait for so long to print a PowerPoint file with just several slides, why?

我列印了一份只有數頁的 PowerPoint 檔案，但等了很久也沒有列印出來。為什麼？

A1 When you print a PowerPoint file, please make sure that you have chosen the print option as “Pure Black & White” in order to reduce the printing time.

當列印 PowerPoint 檔案時，請於列印選項內選擇“純粹黑白”以便加快列速度。

Q2 I cannot print a file. Why? I have checked that there is enough print balance in my account.

我總是不能列印，為什麼？我已經檢查過有足夠的列印存款。

A2 Please check if there is any error messages shown on the right bottom corner of your screen. Sometimes there may be jobs getting stuck in the computer. Remove all the jobs shown in the print queue and re-print again.

如果有一些未列印的工作積存在電腦內，也會導致不能列印，請檢查畫面的右下角，刪除所有等候中的工作後，再次列印。

Q3 I cannot print the file. I have checked that the print job is successfully sent out to the print queue.

我仍然不能夠列印。我的列印工作已經成功地送出了。

A3 Please make sure that you have chosen the correct page size (i.e. A4 size) from the “Page Setup” menu as well as the “Printer Properties”.

請於「版面設定」及「印表機內容」兩處，檢查肯定已選了正確的紙張大小（應為“A4”）