

Mobile Printing Frequently Asked Questions

- 1) What is mobile printing?
 - a. Mobile printing is a new wireless printing resource provided to students without having the need to download a driver to connect the laser printers.
- 2) Is mobile printing connected to the dot-matrix printer?
 - a. No. Mobile printing is only connected to the laser printers available in the Open Access Labs and Library.
- 3) Do I need to download an app to support the mobile printing?
 - a. No. You can access mobile printing through the online website “Pharos Print Center” on <https://eagleprint.calstatela.edu/MyPrintCenter/>
- 4) What is the Pharos Print Center?
 - a. It is an online print queue that will allow you to view, attach, and send your documents. You can also select the number of prints for each document.
- 5) How do I set up mobile printing?
 - a. You can refer to the mobile printing instructions listed here.
 - Note: The initial step requires you to be connected to campus Wi-Fi. After that, you can print anytime from anywhere. Just make sure to go to the designated locations (i.e. Open Access Labs and Library) to print out your documents with your OneCard.
- 6) Do I need to set-up mobile printing every time?
 - a. No. The initial set-up will allow you to print to either or both the black & white laser printer and color laser printer.
- 7) What files can I attach?
 - a. Only certain document types are supported in mobile print: Word, Excel, PowerPoint, PDF, Images, Text (CSV, RTF, and TXT), and Visio. The maximum file size is 50 MB.
- 8) Is mobile printing dependent on operating systems?
 - a. Mobile printing is not dependent on operating system or type of device. Documents can be sent from phones, tablets, laptops, or PCs. As long as an email with an attachment can be sent, the Pharos Print Center will process that attached document for printing.
- 9) Can you delete documents from the print queue?
 - a. Yes. If you had already sent a document to the printer, you can delete documents at the Pharos Print Center at <https://eagleprint.calstatela.edu/MyPrintCenter/>
- 10) Can I login with my personal email account to Pharos Print Center?
 - a. No. You must use your campus email to login to view your documents
- 11) Do I need to set-up the mobile printing if I am sending emails from my campus email?
 - a. No. Pharos Print Center will already recognize your account.
- 12) Can I send emails without attachments?
 - a. No. In order to use mobile printing, you must have your documents as attachments.
- 13) Can I send multiple documents at a time?
 - a. Yes. The maximum file size is 50 MB.
- 14) How long does it take for my documents to appear on the printers?
 - a. Immediately after the email is sent to the printer.
- 15) How long will the print jobs stay before it gets deleted in the queue?
 - a. Two hours. You can decide to leave it in the queue for 2 hours or manually delete from the Pharos Print Center.