



FREQUENTLY ASKED QUESTIONS FOR THE MOBILE PRINTING SERVICE

Q: What is the best way to print from a mobile phone or tablet?

There is an optional 3rd-party application available from PrinterOn that you can install to easily print documents and photos from your mobile device. You don't have to install the apps on your mobile device to print, you can use the web interface if you would rather.

Google Play link:

https://play.google.com/store/apps/details?id=com.printeron.android.printplugin&hl=en_US

Apple App Store link: <https://apps.apple.com/us/app/printeron/id406584999>

Q: How do I add printers to the mobile PrinterOn app?

Please see this pdf to add printers to the mobile PrinterOn application on your mobile device. http://www.pbclibrary.org/pbclpublicpc/Adding_Printers_to_App.pdf

Q: How do I print from my personal computer or laptop?

Please go to this link and use the interface to attach the document that you need to print. On this page select the branch that you want to print your document to and it will take you to the correct interface page.

<http://www.pbclibrary.org/pbclpublicpc/mobileprint.php>

Q: How do I print a webpage from my personal laptop or computer?

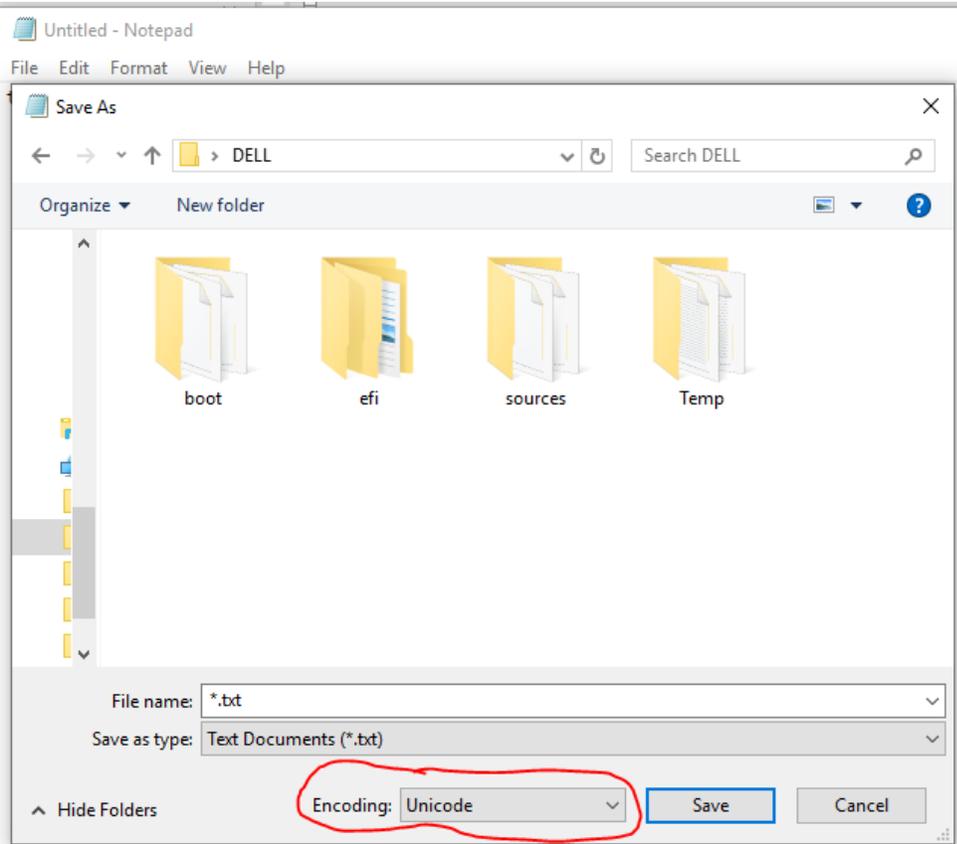
Please print the webpage to pdf and save it as a pdf. In most browsers, File -> Print, chose "Microsoft Print to PDF" under select Printer. Click Print. Save the pdf file on your computer. Select the pdf that you saved when selecting a document to print.

Q: How can I print attachments or emails from my personal laptop or computer?

Emails and attachments can be forwarded to an email address found on the interface page of the branch that you want to print to. Please ensure that you have text in the subject line of the email or the email and/or attachment may not go through. When you send an attachment, the email body will be one print job and the attachment will be another print job. Both will be found via the email address that you sent them from. You can choose not to print the email body print job if you don't need it. You can use the print preview option to see what the print job will look like. Branches can be selected in the dropdown on this page, <http://www.pbclibrary.org/pbclspublicpc/mobileprint.php>

Q: How can I print a text document from my personal laptop or computer?

Emails and attachments can be forwarded to an email address found on the interface page of the branch that you want to print to. Please ensure that you have text in the subject line of the email or the email and/or attachment may not go through. If you need to print a .txt document, ensure that it is saved as Unicode. It is best to save text in Microsoft Word or in a .pdf and forward it. If that is not available to you, save the text file as Unicode. Change the Encoding option, circled in red below, from ANSI to Unicode.



Q: Can I change how my document will print after I send it through the service?

Please make sure that your document is formatted properly before you send it through the mobile app or the online interface. In Excel, you should set your print area and if you want an Excel spreadsheet to be only on one page, you can change that in Excel by going to File -> Print, and where it says scaling, change it to Fit Sheet on One page. The service will let you change the orientation of the documents to landscape or portrait, but it is best to set up all printing option in the document before it is saved and sent through the printing service.

Q: Can I print to this service any time of the day?

Yes, a member can send documents through this service 24 hours a day, but print jobs can only be picked up during the library's operating hours. Please visit <http://www.pbclibrary.org/locations> for operating hours.

Q: How long does my print job stay on the system?

You must pick up your print job from the location that you selected within 48 hours of submitting it, or it will be deleted from the system.

Q: What paper sizes are available?

Letter size paper is available and can be printed in color or black and white.

Q: What is the cost of print jobs?

Black and White prints are \$0.20 per page and Color prints are \$0.30 per page.

Q: How do I pay for my print job?

The service is CASH only. The coin box connected to the printers accepts nickels, dimes, quarters, \$1, and \$5 bills.