

Help for common printing problems

This document will help you deal with common issues you may encounter when printing from your hi-rise's computers.

Print limits:

This is one of the most common things you could run into. Every hi-rise should have a limit set for the number of pages that each person can print. That limit varies but 10 or 20 pages is most common. If you print that number of pages and try to print more, you will get a pop-up box on the screen saying the print limit has been exceeded and to contact the administrator.

When this happens, you need to save the document you are working on and then restart the computer. When you sign into the Resident account again it will start a new user session and reset the print count.

Some helpful reminders:

- ✓ Always restart the computer before you use it. This makes sure that all data from the last user is gone and that the print count is reset.
- ✓ Each side of a duplex printed page counts as a page. So, five duplex pages would count as ten pages total and prompt the error message if the limit was set to ten pages.

Documents not printing:

This can happen for a number of reasons. The most common are, not having the correct printer selected and there not being paper in the printer.

Always check for paper before you start to print. This varies by site, but the common expectation is that residents bring their own paper if they wish to print.

Also, make sure you have the correct printer selected and not something like a fax machine, Print to PDF, or Microsoft XPS Document Writer.

Reminders:

- ✓ Please be sure paper is standard sized. Smaller paper can get jammed in the printer. Also **do not** use notebook paper or other paper not meant for printers. This **will** get jammed inside the printer.
- ✓ If there is a paper jam, you can try to follow the on-screen instructions to remove it if the jam is simple. If you don't feel confident doing this, or the jam is complicated you should contact the Computer Administrator. Trying to unjam the printer yourself can lead to damage of the equipment. (This is especially true when paper is jammed inside or wrapped around the rollers.)