

## Simple Printer Troubleshooting

What to do when the printer stops working.

- Turn the power button off and then back on again. You can find this switch on the lower right side of the printer towards the back. Doing this reboots the printer and clears up a lot of problems.
- Check the print queue. This will show you all the documents waiting to print and will let you delete any that may be causing problems. If a document fails to print **do not** keep trying over and over. Cycle the power as explained above and **then** try again.

To check and use the print queue:

- Right click on the printer icon in the system tray.

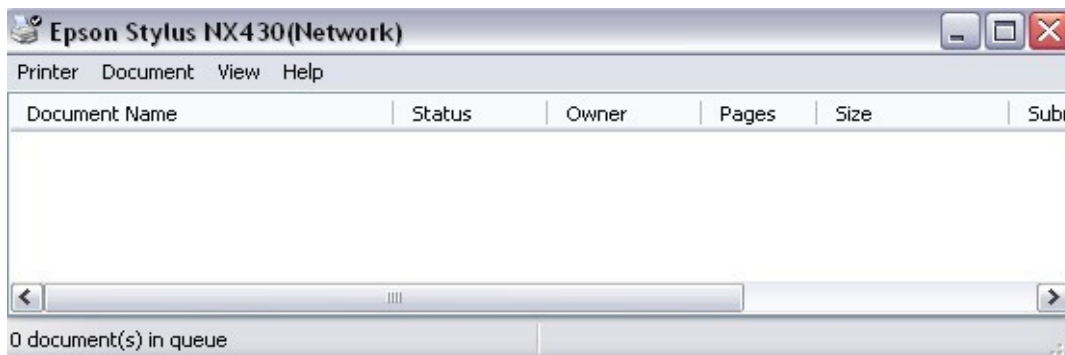


A menu like this will pop up.



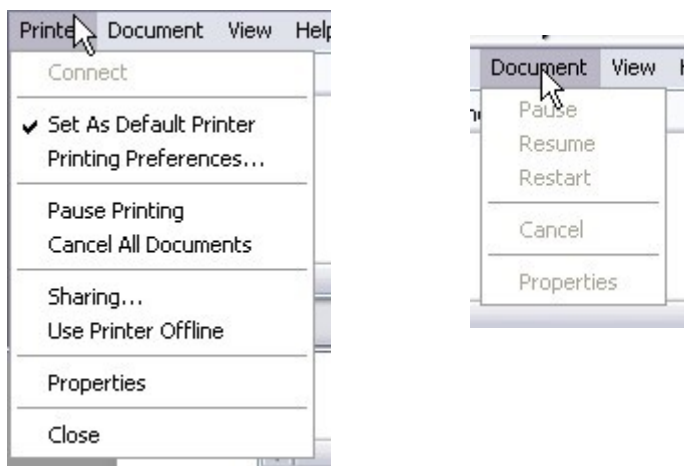
Click on the printer name or “open active printers”.

This will bring up the print queue box. (You also can go to settings and control panel and click on the



printers icon to get to this information.) You will see a box like this:

If there are documents waiting to be printed it will show them. Click on the printer or document tabs to cancel printing.



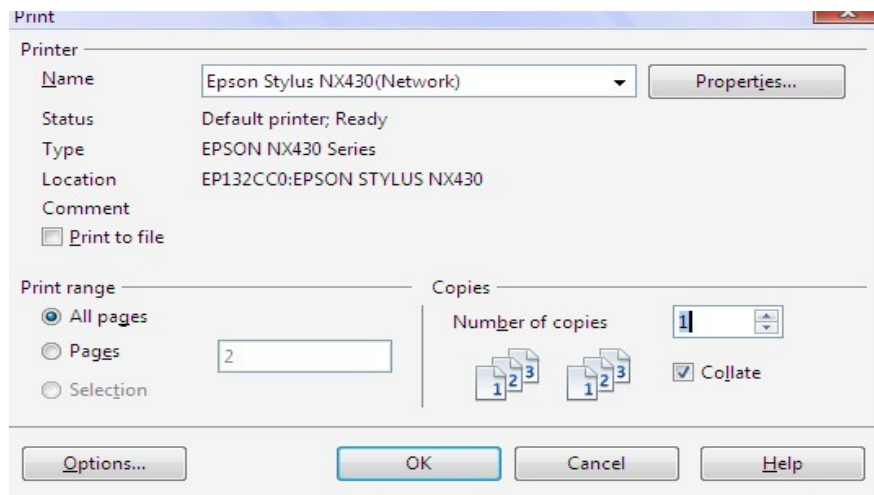
You also should look at the front panel of the printer.



Error messages may be displayed on the screen. (Paper jam, for instance.) There are also indicator lights. If the orange exclamation point is lit and blinking it means there is a problem such as the printer being out of paper. Always check for paper before you try to print.

Other reminders:

Be sure you have the correct printer selected when you go to print something. When you click 'print' a box like this will pop up.

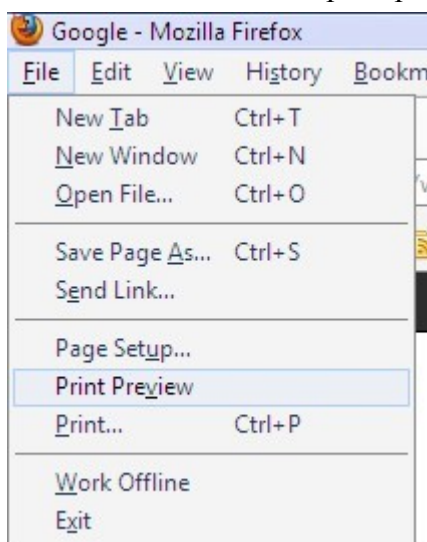


You want to be sure one of these printers is showing in the “Name” box at the top.

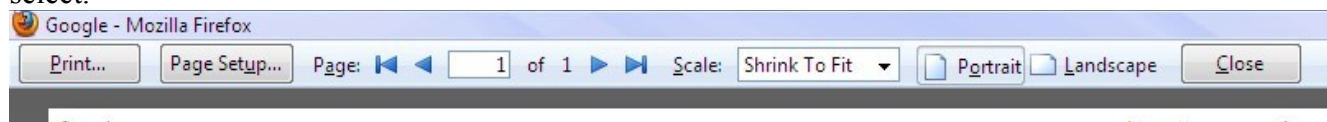


You do not want Microsoft XPS Document Writer.  
Click on the little arrow next to the printer name if you need to change it.

Use print preview before printing from the web. This will let you choose only the pages you want and avoid problems like images not showing up.  
Go to 'file' and then click 'print preview'.



A preview of the page will come up.  
At the top of the window will be arrows to move to the other pages and a variety of options you can select.



If your page shows up without images click on 'page setup'.

Click on the box by 'print background colors and images'.  
Click okay and return to the preview. Your problem should be taken care of.

