

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.

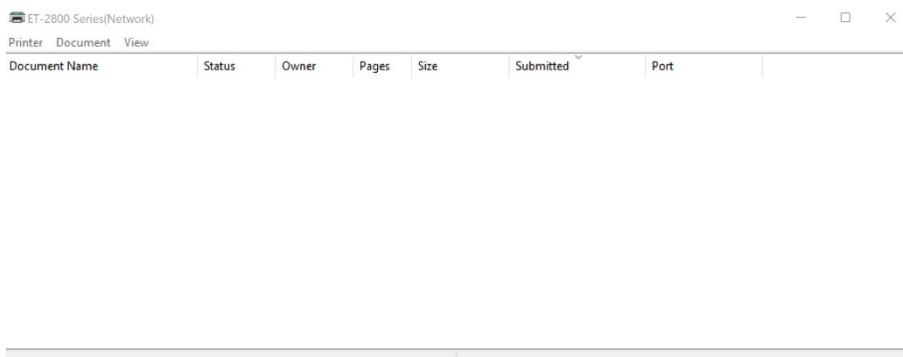


A menu like this will pop up.



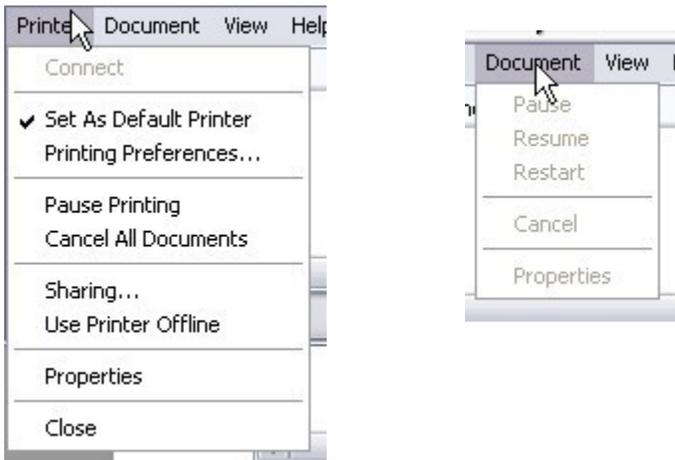
Click on the printer name or “open active printers”.

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.



This image shows the indicator lights on a Canon printer.

Different brands have different types of indicators and control panels.

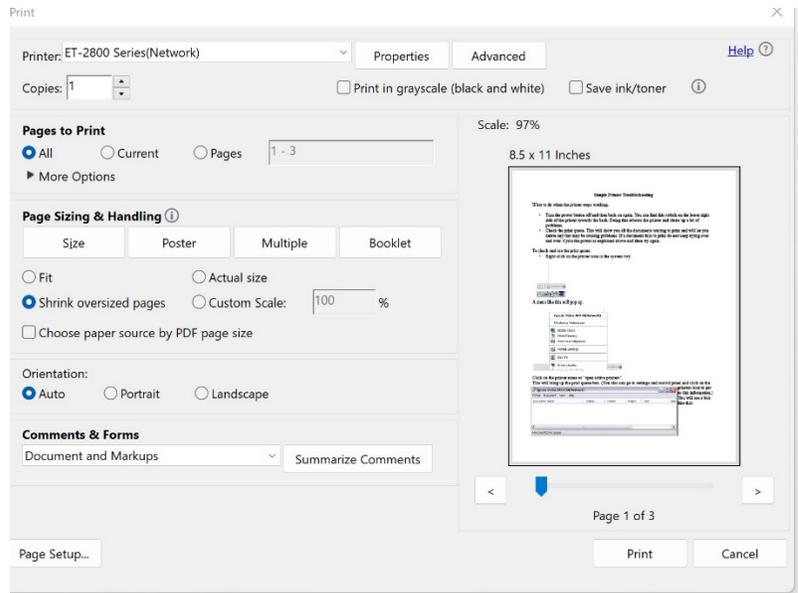


Here is the Epson control panel.

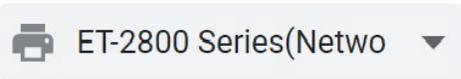
Always check for paper before you try to print. This is especially important on printers such as the Brother models that have the paper tray covered so it isn't obvious there is no paper.

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 the name of the printer you will be using is displayed in the box at the top.

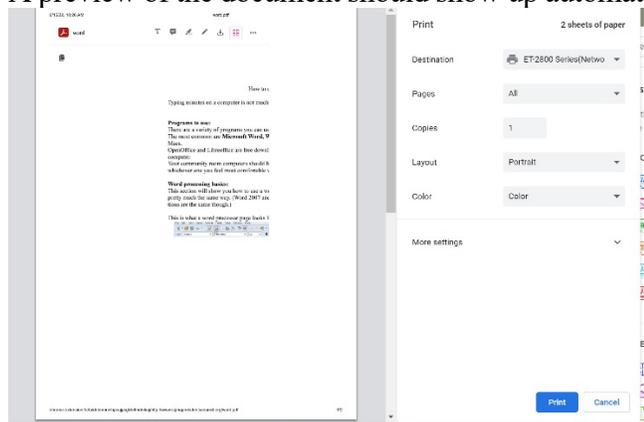


In this case, we are printing to an Epson printer.

There should be only one printer on your network. If you are not sure of the type you can take a look at it before you go to print.

You do not want Microsoft XPS Document Writer. You also don't want Print to PDF or send to OneNote. Click on the little arrow next to the printer's name if you need to change it.

A preview of the document should show up automatically in the print window.



If your page shows up without images, click on “More Settings”

More settings ^

Paper size Letter (8.5 x 11 in) ▼

Pages per sheet 1 ▼

Margins Default ▼

Scale Default ▼

Options Headers and footers
 Background graphics

Print using system dialog... (Ctrl+Shift+P) 🔗

Click on the box by “Background Graphics”.
Your document should now print with all graphics.
Click the “Print” button to print your document.