

## Troubleshoot Printer Problems

Printer problems are annoying, especially when you are in a hurry and just need to print one last document before running off to a meeting. Here are some simple steps and procedures to try before you call your IT support staff for help:

- 1. Make sure the printer is plugged in.** Even though the printer “should be” plugged in, someone looking for a convenient electrical outlet might have unplugged the printer.
  - Plug in the printer and retry printing.
- 2. Make sure the printer is turned on and that all status lights the correct color.** Typically, status lights will be a solid green color. Yellow or red lights indicate that attention is needed.
  - Address the issue that needs attention. This might include clearing a paper jam, adding toner, or paper. There is also a connector light for your printer’s network cable—if it is not green, turn off the printer, ensure that the cable is not loose, wait five seconds and then turn it back on.
- 3. Perform a test.** Most printers have a self-diagnostic program that prints out a test page with printer information.
  - Access the diagnostics program by pressing one or more buttons. Since each printer is different, you may need to check your owner’s manual for the exact combination.
- 4. Make sure that you sent your print job to the correct printer.** Sometimes the default printer may be changed through a security update or by another user.
  - Reset your default printer by clicking on your **Start >Settings>Printers/Faxes**. Right-click the printer you want, and then left-click **Set as Default** from the list of options.



**5. Check network connectivity.**

- Check email and open an internet browser to ensure that the local network is connected.

**6. Close and re-open the application.** Sometimes the application will hang up.

- Save your work, close and reopen the application, and try printing again.

**7. Check the printer's properties.**

- Go to **Start > Settings > Printers/Faxes** and double-click the printer you are trying to use and check its status—if it is “online,” click the **print a test page** button. If the printer is “offline,” then reboot the printer. If it doesn't display “online” status after the reboot, call your IT staff for more help.

**8. Reboot the printer.**

- Turn it off for 10 seconds and turn it back on. Make a note of any error messages, flashing lights or beeping sounds that it makes when it is turned on.

**9. Reboot the computer.** The problem might be computer, not printer, related.

- Restart the computer from which you are trying to print. If your printer is connected to a JetDirect box, also unplug the JetDirect box for 10 seconds.

Generally, one of the above steps or procedures should have fixed the printing problem. If you are still experiencing printer problems, ask your IT support team for assistance.

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