**SOP for Printer Not Working**

**Purpose**

To troubleshoot and resolve printer-related issues efficiently.

**Scope**

Covers network and local printer problems.

**Procedure**

1. **User reports printer issue** via Help Desk.
2. Check printer power and connectivity.
3. Verify printer drivers and spooler service.
4. Restart printer and reconnect to network.
5. Perform test print from another system.
6. Escalate to IT Infrastructure if hardware replacement is needed.
7. Confirm resolution with user and close the ticket.

**Escalation**

* **P1 (Critical):** Printing outage for multiple departments.
* **P2 (High):** Single user unable to print critical documents.
* **P3 (Medium):** Minor printing issues (e.g., slow printing).