Printer Issue Troubleshooting

Confirm they are a customer, ask for account, name, etc. and start ticket.
Inquire about the nature of the issue. Ask the customer to elaborate on issue.
If they have not gone through an the initial setup, direct them through the printer setup process. If they have, ask what exactly they mean by "Their computer won't print". Base on responses, start with the questions in the purple box, and proceed through the flow chart to troubleshoot the issue.

Is the printer On?

Does the computer detect the printer?

Are all drivers installed?

Has the correct printer been select to print the job?

Issue a print command

Are there items in Queue or spooling?

Try Power Button

Is the printer connected to WiFi?

Possible failure of printer NIC

Install drivers per device instructions

Select the correct printer in print menu

Is there any action at the printer?

Clear print queue, restart spooling serivce

Uninstall and then reinstall drivers

Check Power Supply

Can you detect WiFi with the Printer?

Can you detect WiFi with another device at the location?

Not in range of WiFi, Move printer and try again

Clear Jam, Replace Ink, Add paper

is there a paper, ink or jam issue?

Does that resolve the issue?

Verify the outlet is good

Is it connected to the correct network?

Connect to the correct network

Contact ISP

Does the print head move?

if there is noise, but no movement, suspect fault in printer head

Suspect component failure

Can you access the router GUI?

Is the printer's MAC shown in connected device list?

Does the printer have an IP address?

Is DHCP enabled?

Is there an image produced?

Modify so printer MAC is permitted

Is there MAC filtering?

Check GUI for settings that may be of issue

Can you access the printers web GUI by entering IP

Enable DHCP

Is there an image quality issue?

Check ink levels

Faded Image

Check if the the intermediary devices put the devices on different networks. Consider changing topography

Are there additional devices between the printer, computer and access point?

Can other other devices on network see the printer?

Can you ping the printer IP from the computer?

Does DHCP provide the printer with an IP?

Smudged

Clean Print Head

Issue Resolved?

Can other devices on the network print to printer?

Attempt to configure printer, issue test print

Assign a manual IP

Contact manufacturer, Google issue

Issue is most likely with host

If other devices can print without issue...