

Printer Troubleshooting Steps

Scenario: A user reports that the office printer is not working.

Steps:

1. Check if the printer is powered on.
2. Ensure the printer is connected to the network.
3. Verify that there is paper in the tray and toner is sufficient.
4. Restart the printer and try printing again.
5. Check for error messages on the printer display.

Troubleshooting:

- Clear any paper jams.
- Reinstall printer drivers if needed.
- Contact ServiceDesk if the issue persists.