

## Help Desk Ticket

Ticket ID: HD-20250310-001

Date/Time Reported: March 10, 2025 - 11:35AM

Reported By: John Smith

Department: Human Resource Depart

Issue Type: Hardware - Printer

Priority Level: Medium

### Issue Summary:

User reported the office printer was unable to print due to repeated paper jams.

### Steps Taken:

#### Issue Identified

Observed paper continuously getting stuck during printing. Suspected a paper jam issue.

#### Initial Troubleshooting

Powered off and unplugged the printer. Inspected input/output tray, rear access panel, and top cover. Removed visible jammed paper, ensuring no torn pieces remained. Manually rotated rollers to check for wrapped paper.

#### Reconnection

Plugged the printer back in and powered it on to reset internal components.

#### Functionality Confirmation

Successfully printed a test page. Confirmed the printer is functioning correctly with no errors.

### Resolution:

Paper jam resolved through manual inspection and clearing. Printer fully operational.

### Ticket Status:

Closed

### Technician:

Jessica Stovall