**Printer Troubleshooting**

I work in the IT department with RHGI. I have to fix things on a daily basis. Today I had the task of troubleshooting printer setups in multiple restaurants so I decided to make a flowchart to help me.

**Start**

Q1: Is the power cable connected?

Yes? Go to next question.

No? Connect power cable. Then go to next question.

Q2: Is the serial cable connected?

Yes? Go to step one.

No? Connect serial cable. Then go to step one.

1. Power off
2. Power on w/ feed button pressed down.
3. If printer outputs paper feed, continue to the next step. If printer does not, replace with a known working printer and repeat step one.

3a. If the known working printer works after repeating the first steps, replace the bad printer.

1. If neither printers work, it is most likely a cable problem. Replace the cables and repeat step one.

**End**