

## **Printer Troubleshooting**

Printer is Out of Ink  Check ink or toner levels vio Inspect and reseat cartridg Replace empty cartridges. Power cycle the printer.	a the printer's display or computer software. es.
Printer Not Working at all  Ensure it's plugged in.  Check the power switch.  Try a different power outlet.  Test the outlet with another  Look for error lights or mes	device to ensure it's working.
Printer Shows Offline  Restart the printer and com Check the printer network of Ensure the printer and com Select 'Use Printer Online'. Reinstall or update the prin	connection. Iputer are on the same network.
Printer Doesn't Show Up on the No	e correct network. on the printer if it's wireless. SB connected to PC). s.
Printer Stuck in Queue  Open Print Queue and can Restart the Print Spooler se Power cycle the printer. Try a different document.	
Printer Printing Random Characte  Check for correct driver ins Try printing as a PDF. Delete and re-add the print Reset the print spooler serv	tallation. er.



## <u>Additional Troubleshooting Areas</u>

Printer Jammed
☐ Open all access doors and carefully remove any visible paper.
☐ Check for small torn pieces of paper.
☐ Ensure the paper tray is loaded correctly and not overfilled.
Poor Print Quality (Streaky, Faded, etc.)
$\square$ Run a cleaning cycle from the printer's menu or computer software.
☐ Check ink or toner levels.
☐ Ensure you are using the correct paper type.
□ Check print head alignment.
Connectivity Issues (More Details)
Wireless:
☐ Check the Wi-Fi signal strength.
Restart your router.
<ul><li>Ensure the printer is connected to the correct SSID.</li><li>Wired (Ethernet):</li></ul>
☐ Check that the Ethernet cable is securely plugged in at both ends.
☐ Check the lights on the Ethernet port.
Driver Issues (More Specific)
$\square$ Visit the manufacturer's website to download the latest drivers.
☐ Try uninstalling and reinstalling the drivers.
Error Codes
☐ Note any error codes displayed on the printer and consult the printer's manual or the