Printer Troubleshooting

Printer is Out of Ink
- ☐ Check ink or toner levels via the printer's display or computer software.
- ☐ Inspect and reseat cartridges.
- ☐ Replace empty cartridges.
- ☐ Power cycle the printer.

Printer Not Working at all
- ☐ Ensure it's plugged in.
- ☐ Check the power switch.
- ☐ Try a different power outlet.
- ☐ Test the outlet with another device to ensure it's working.
- ☐ Look for error lights or messages.

Printer Shows Offline
- ☐ Restart the printer and computer.
- ☐ Check the printer network connection.
- ☐ Ensure the printer and computer are on the same network.
- ☐ Select 'Use Printer Online'.
- ☐ Reinstall or update the printer driver.

Printer Doesn't Show Up on the Network
- ☐ Ensure it's connected to the correct network.
- ☐ Check the Wi-Fi connection on the printer if it's wireless.
- ☐ Enable printer sharing (if USB connected to PC).
- ☐ Ping the printer's IP address.
- ☐ Check firewall/network settings.

Printer Stuck in Queue
- ☐ Open Print Queue and cancel all jobs.
- ☐ Restart the Print Spooler service.
- ☐ Power cycle the printer.
- ☐ Try a different document.

Printer Printing Random Characters
- ☐ Check for correct driver installation.
- ☐ Try printing as a PDF.
- ☐ Delete and re-add the printer.
- ☐ Reset the print spooler service.

Additional Troubleshooting Areas

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.)
- ☐ 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.
  - ☐ Ensure the printer is connected to the correct SSID.
- Wired (Ethernet):
  - ☐ Check that the Ethernet cable is securely plugged in at both ends.
  - ☐ Check the lights on the Ethernet port.

Driver Issues (More Specific)
- ☐ 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 manufacturer's website for specific troubleshooting.