

Printer Troubleshooting Tips

This is one of our most popular requests for help; without getting too technical, here are common issues.

- Printer is unplugged, off-line, or out of paper
 - We realize this may sound like a Maytag repair man comments, but you would be surprised.
- Printer is held up
 - The printer icon appears in the bottom right corner of my screen
 - Left click on the icon, and choose your printer
 - Dialog box appears with documents in front of yours
 - Select document and release, pause, delete, etc as appropriate
 - Please do not delete a co-worker's document without their knowledge
- Reconnecting to your printer
 - Reboot your computer; sometimes this is all that is necessary
 - If your printer is shared amongst a few co-worker's try turning the printer off and then on
- Reinstall the printer
 - Deleting the printer
 - Left click the **Start** button
 - Select **Printers & Faxes**
 - Select the printer you are attempting to print
 - Select **delete this printer**
 - Reinstalling the printer
 - A separate help document is available to walk you through adding a printer.