

Printer Troubleshooting Standard Steps (Network & Local)

PRINTERS

Cause:

A network hiccup, power surge, bad connection, or printer reset needed, no error code noted on printer.

Result: cannot print to printer, cannot connect to printer, printer is showing offline, or not ready, and device was working at last use

Resolution/Things to Check/Steps are same for network or local;

1: Clear print que if necessary

Right click the printer, select “see what’s printing” if there are documents stuck in queue, select to cancel all from the document menu.

2: Power down printer

3: Disconnect power from printer:

If it is a local printer disconnect usb cable at both ends printer and device (desktop/laptop), as well as the power cord

If network printer disconnect Ethernet cable, as well as power cord

4: Power down device (desktop/laptop) I.E.: shutdown (DO NOT RESTART)

5: Wait at minimum 60 seconds from the time the device (desktop/laptop) is shut down

6: Connect power and cables back to printer

If network printer connect the Ethernet cable first, then connect the power cord

If local printer connect the usb cable to the device and the printer, then connect the power to the printer

7: Turn on the printer and let the printer boot up and wait until it says ready or ready to print

8: Turn on your device (desktop/Laptop)

9: Log in to your device allow it time to boot up then test print or start using printer