

**Problem**

- My printer won't print:
  1. Is the printer cartridge empty?
  2. Wrong cartridge loaded in the printer.
  3. Alignment process was not run when installing new cartridge.
  4. Communication to printer has been lost.
  5. Print job was stopped by turning off printer or an error occurred.

**Solution**

1. Shut down printer and restart it. Reboot computer too.
2. Check printer cartridge.
3. If all else fails, reload printer driver from CD that came with printer.
4. Click on the printer icon in system tray. Delete all print jobs and try again.

**Problem**

- How do I stop a print job?
  1. It is printing too many pages.
  2. I changed my mind.
  3. I want it to print in Econo mode.

**Solution**

1. Go to the start menu, click, go to control panel, click and find printer/faxes and double click (or right click on the printer icon in the tray at bottom of screen).
2. Choose the printer that that you have in operation and double click on it.
3. In menu bar, click on Printer to get drop down menu.
4. Choose "Pause Printing" to stop print job (It will not stop immediately).
5. To remove print job, click on "Purge Print Documents" or cancel (you can right click).
6. Click on "Pause Printing" to remove check mark so that printer is back in operation mode.

**Problem**

- Laser printer prints light or dark streaks

**Solution**

1. Remove toner cartridge and rock back and forth several times; this will even out the toner (indicates the cartridge is low and needs to be replaced soon).
2. Vacuum printer.

**Problem**

- My inkjet printer leaves voids in the print.
  1. If the ink cartridge is new was the alignment test run from the printer software?

2. Was the cleaning procedure performed using the printer software?

### **Solution**

1. All inkjets have the above options available in the software that was installed with the printer driver.
2. Ink cartridge may be low on ink.

### **Problem**

- Printer (inkjet/laser) will not feed paper.
  1. All laser/inkjet printers have paper pick-up rollers, which can be cleaned with a lint free cloth and alcohol.
  2. Inkjets usually have three paper pick-up rollers and laser printers usually have one.

### **Solution**

1. Make sure paper is loaded correctly. Remove all paper from paper tray and check for foreign objects (pencils, paperclips, and staples, kid's toys).
2. Fan paper before placing in tray.

### **Problem**

- Sent print job to printer but nothing happens
  1. Are any lights flashing on the printer or is more than one light on?
  2. Check the printer's user manual to see what code is indicated (this is why the user manual should be kept by the printer) or use Google to search for troubleshooting on your printer model.

### **Solution**

- These codes indicate all kinds of errors such as:
  1. Printer is out of ink/toner (20% of all printer problems are caused by this)
  2. Paper problems: printer is out of paper / paper jam/paper will not load (40-50% of printer problems are caused by one of these problems)
  3. Make sure printer cable is plugged into printer and computer (disconnect and reconnect it again) you cannot tell this just by looking at it.
  4. Make sure you are printing to the correct printer. Your print job can easily be sent to somebody else's printer. (In the case of Skyward, it may send the job to a printer at another school)
  5. Turn off computer and printer, wait 10-15 seconds, and turn it back on. Like a person computers and printers can get confused and this will clear out the memory.
  6. Rebooting and turning off is not the same thing. With windows 95/98 when you reboot (restart/reset/ctl alt del) you do not lose power and it will not clear out memory and you can end up with the same problem that you started out with. When you turn off your computer and printer you insure that memory is cleared.
  7. Make sure printer is plugged into power and turned on.

8. Make sure surge protector/power strip is turned on.