Troubleshoot Print Problems

If you are having a problem printing to a specific printer, go to the Control Panel and then Printers and double-click on the printer that does not print. If there are any documents listed in the queue, highlight all of them and click on delete. After this, send a test page to the printer by clicking on the Printer menu -> Properties and then Print Test Page.

If the printer does not print the test page, click the Printer menu and select Use Printer Offline. Wait for 20 seconds and then click Printer -> Use Printer Online. Try sending another test page to the printer. If the test page is unsuccessful, click on the Start menu and then run and type services.msc. Find the Print Spooler service on the list and right-click on it and click Restart. Once again, attempt printing the test page.

If the test page still is not successful, turn the printer off, wait 30 seconds and turn it back on again. Try another test page. If you still cannot print, the problem could be with network communication with the printer, a printer hardware problem, or supplies need to be changed on the printer. Check the printer to see if any ink/toner cartridges or drum need to be replaced. If the printer has a web interface, try logging into it to check to see if supplies need to be replaced.

If you are able to print on the computer directly connected to the printer, the problem is with the network connection. Call Desktronix for support on resolving this problem.

If all tests come back good, but you are still unable to print, the last resort is to uninstall and reinstall the printer. To do this, go to Control Panel -> Printers and find the problem printer. Click on it and press the Delete key. Affirm that you want to delete the printer. For a network printer, click Start -> Run and type [\\ComputerName](\\ComputerName) to reinstall the printer. Then double-click on the printer to reinstall it. For a local printer, go to Control Panel -> Printers and click Add a Printer. Follow the onscreen prompts to successfully add the printer.

If you are still having trouble printing, please call Desktronix at 1-866-DSK-TRNX (375-8769).