

How to deal with a printer error.

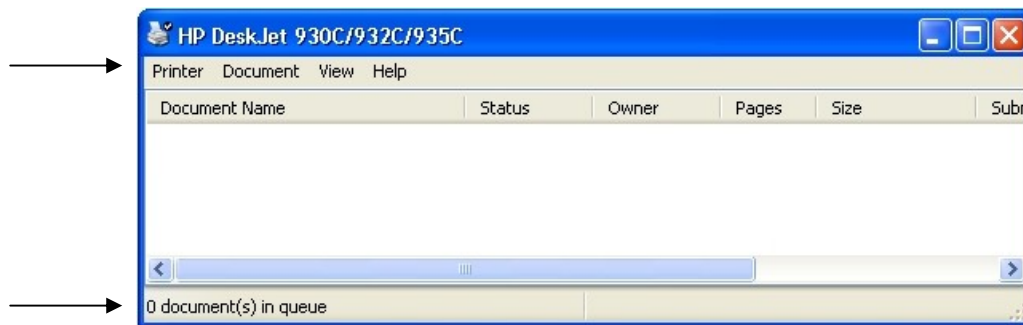
Remember this is a general guideline to correction and your PC may be a little different but the goal is the same.

If you have a printer boo boo and aren't sure what happened or how to deal with it, here are some general steps to deal with and possibly even get things back on track☺

If you have accidentally sent eleven hundred pages to your printer in a "print job", turn off the printer and remove the blank paper supply. This should (WILL) stop the printing. There may still be a few pages in the memory of the printer. Yes, printers have memory to store print jobs. To be certain the job is removed from the printer, pull the power plug and wait 10-15 minutes before plugging it back in.

Meanwhile on your PC, look in the system tray (that area at the bottom *right in most cases* near the clock display is called the system tray) and see if there is a little picture (icon) of a printer. If there is one double click on it to open the printer properties. If there is no little icon of a printer in the system tray, go to the "printers and faxes" applet in the control panel. Click "Start", if you don't see a "control panel" or "printers and faxes" choice at this point, click "settings", "control panel" and then "printers and faxes".

Once in the "printers and faxes" window check to see that your default printer is set as "default" (the little black circle with the check mark denotes the default printer). If all is well there and even if it is not double click on the printer with the problem to open its dialogue box. It should look something like this:



In the lower left it should tell you how many jobs are in queue. In the open area there should be the name of the print job and the number of pages, status, etc. In any event click on the "Printer" pull down and click on cancel all print jobs. The status should change to "deleting" and the area should clear. You may need to close everything and restart the PC to accomplish this. If you do, come back to this point afterwards to double check that it is clear. Then close all open windows.

Now reload the paper in the printer, make sure it is plugged in and turn it on. Wait to see that it is not going to print anything. Then open Word and try printing a few words on a page. If you able to do this then your issue is resolved.

If the issue is not resolved, consult a technician or other source for assistance.