

Printing: After sending a print job, nothing prints. What do I do?

- First, make sure you are on the network. Did you log in this morning? Have you been able to get your email? If the answers are both yes, move onto #2.
- In the document you are trying to print, Go to File, Print and check to see what the default printer is set to. Is that the printer you are checking? If the answer is still yes, go to #3.
- Go to Start, Settings, Printers and double-click on the printer you are trying to print to. A window will appear of print jobs that are either printing, pending or paused. Is your name there?
- If the window is empty, then click on Printer. Make sure that "Work Offline" or "Use Printer Offline" are NOT checked. If they are then left click on the item to uncheck it. If that doesn't work, then go to #b.
- Right-click on the printer you are trying to print to and choose properties. At the general tab, click on Print Test Page. If that doesn't print, then go to #4.
- If that doesn't work, restart your machine.
- If that doesn't work, ask around to make sure nobody is using the printer, then power off the printer, count to 20, and turn it back on.

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