

ITS MONTHLY TALKIN' TECH

Troubleshooting Your Printer Problem

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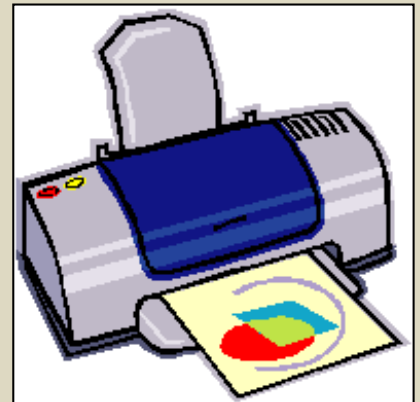
Have you ever sent 20 jobs to the printer with the hope that at least one of them will print? Well, sending multiple print jobs to the printer is not the answer. Instead, you may want to try some of our suggested troubleshooting techniques for Windows printing.

For information about Datatel printing, read the [Printing in Colleague](#) document or log into the Datatel Colleague E-Learning course provided in [Blackboard](#).

Troubleshooting a Printer

Whether your printer is reporting a jam, spitting out multiple copies or out of toner, you can recover from the printer error faster or expedite your repair service request by following these troubleshooting recommendations:

1. Don't panic.
2. Always check to see if there is paper in the printer. Lack of paper is one of the most common problem users have when printing.
3. Look for clues as to the problem. Note any messages on the display of the printer. If there are any flashing lights, please try to write down the color of the light and look at the display.
4. Turn your printer off and then power the printer back on. There may be instances when your printer needs to reset its settings. You can aid the printer by powering the printer off and then back on.
5. Reseat the cables running from the back of your computer to your local printer or the blue network cable located at the back of your printer.
6. Try clearing the print queue. You may clear the print queue by :
 - o Clicking on your Start button.
 - o Next, click on Printers and Faxes.
 - o Double-click on the icon of the problem printer.
 - o A new window will launch. In the new window, click the Document menu option and select Cancel. These actions should clear the printer job; however, if the printer does not clear, please call the ITS Help Desk.



NOTE: You can only clear documents that you have sent to the printer. If another user has sent a document to the same network printer, you will not see them in your queue. If those other print jobs are hanging up the queue, you will need to call the Helpdesk to clear the queue.

7. It is helpful if you know information about the your printer, such as the printer name and model, before calling the Help Desk at 412-237-3275. To help determine your printer name, please consult the table below:

<p>The names given to CCAC Network Printers are "smart-coded" to make it easier for you to remember:</p>
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als212a

The first two letters signify your location

als212a

The next group signifies the building/ room number

als212a

The next letter signifies which printer; a building/room may be equipped with printers a,b,c

To find troubleshooting information about a specific problem, click the occurring problem:

- [No Display](#)
- [Printer is Offline](#)
- [Paper Jam](#)
- [Low Toner](#)
- [Processing Job](#)
- [I/O Error](#)
- [Tray Empty](#)
- [Deleting Stuck Print Jobs](#)

Supporting Printers

In order to assure consistency in printer support, please follow this procedure:

1. If you experience a problem with an ITS networked printer, non-ITS networked printer or local printer, contact the ITS Help Desk at (412) 237-3275. Be prepared to provide information on the printer name, printer model and answers to troubleshooting questions.
2. Help Desk staff will attempt to resolve your problem over the phone or dispatch a field tech to diagnose/resolve your problem.
3. If your problem is determined to be hardware/toner related:
 - **For a ITS supported networked printer:** If it is a hardware problem, the ITS printer's hardware will be serviced at no cost to the department. In addition, the ITS printer's toner will be replaced at no cost to the department. Onsite Service to an ITS networked printer should be provided within three working hours. Please note: service may be delayed if parts or outside service is required.
 - **For a non-ITS supported networked printer:** If an ITS field technician is not able to resolve a non-ITS networked printer problem, the department will be informed that a third-party vendor will need to service the computer. Any repair charges by the third-party vendor will be billed to the department and not to ITS. If a non-ITS networked printer is out of toner, the department must purchase the toner/ink cartridge. If you have any questions about purchasing the cartridge, please contact the Purchasing Department at 412-237-3020. Onsite Service to a non-ITS networked printer should be provided within three working hours.
 - **For a local printer:** Local Printers are printers connected to only one computer. The ITS field techs will attempt to resolve any local printer issues; however, if the ITS field tech is unable able to resolve the local printer problem, the department will be informed that a third-party vendor will need to service the computer. Any repair charges by the third-party vendor will be billed to the department and not to ITS. If a local printer is out of toner, the department must purchase the toner/ink cartridge. If you have any questions about purchasing the cartridge, please contact the Purchasing Department at 412-237-3020. Onsite Service to a local printer should be provided within one working

day. **Please note:** Network printers are of a higher priority than local printers.

When your networked printer or local printer is out of service, you may [add a printer](#) in your proximity.

Helpful Links

- [Finding Your Printer's Name](#)
- [Search for printers](#)
- [Printing in Colleague](#)
- [Datatel E-learning](#)- Module 2 in Blackboard
- [Purchasing a printer](#)
- [Computing at CCAC: Printing](#)

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