

# Printing

Connecting to network printers, printing documents, and solving common print problems.

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# Printing at PBR

## Overview

Printers at your site are automatically configured on your computer by IT when your account is set up. You do not need to add them manually — they should appear in your printer list when you go to print.

If a printer you expect to have is missing, contact IT Helpdesk at [helpdesk@pbr.org.au](mailto:helpdesk@pbr.org.au) and they will push it to your device.

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## Printing a Document

1. Open the document you want to print
  2. Press `Ctrl + P` (or go to **File > Print**)
  3. Select the correct printer from the dropdown list
  4. Choose your settings (number of copies, colour/black and white, single/double-sided)
  5. Click **Print**
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## Setting a Default Printer

1. Click the Windows **Start** button and open **Settings**
  2. Go to **Bluetooth & devices > Printers & scanners**
  3. Click on the printer you use most often
  4. Click **Set as default**
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## Printer Missing From Your List?

Contact IT Helpdesk — do not attempt to add the printer manually. IT manages printer deployment centrally and will push the correct printer to your device.

**Email:** [helpdesk@pbr.org.au](mailto:helpdesk@pbr.org.au) | **Portal:** [helpdesk.pbr.org.au](http://helpdesk.pbr.org.au)

# Troubleshooting Common Print Problems

## Printer Shows as Offline

The printer appears in your list but shows "Offline":

1. Check the printer itself — is it powered on and showing a ready or idle status on its display?
  2. Check there is no paper jam (open the trays and covers briefly to inspect)
  3. On your computer, go to **Settings > Printers & scanners**, click the printer, and click **Open print queue**
  4. In the print queue window, click **Printer** in the menu and ensure **Use Printer Offline** is *not* ticked
  5. Try printing again — it should reconnect automatically
  6. If still offline, restart the printer at the device itself and wait 60 seconds
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## Print Job Stuck in Queue

1. Go to **Settings > Printers & scanners**, click the printer, and click **Open print queue**
  2. Right-click the stuck job and select **Cancel**
  3. If the job won't cancel, restart the Print Spooler service:
    - Press **Windows + R**, type `services.msc`, and press **Enter**
    - Find **Print Spooler**, right-click it, and select **Restart**
  4. Try printing again
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## Printer Missing From Your List

Printers are pushed automatically to your device by IT. If a printer you expect to have is not appearing, contact IT Helpdesk — do not attempt to add it manually.

## Poor Print Quality

- **Streaky or faded output:** Toner or ink may be low. Check the printer display for a toner low warning. Let your manager know so a replacement cartridge can be ordered.
  - **Smudged output:** May indicate a drum or fuser issue — log a ticket with IT Helpdesk.
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## Running Out of Paper

Paper is held in the stationery area at your site. If stock is running low, let your manager know so a reorder can be arranged.

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## Still Having Issues?

Log a ticket at [helpdesk.pbr.org.au](https://helpdesk.pbr.org.au) and include: the printer name/location, what you were trying to print, and any error message on screen or on the printer display.