

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.

Still Having Issues?

Log a ticket at 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.

Revision #2

Created 2026-05-08 05:38:30 UTC by PBR_Documentation

Updated 2026-05-08 05:46:45 UTC by PBR_Documentation