

If your system will not print perform the following steps:

1. Make sure the printer is turned on.
2. Make sure there is paper in the printer
3. Make sure the “ink/toner” cartridges contain “ink/toner”
4. Close the application you are trying to print from.
5. Go to the Start Menu, select Control Panel (3rd from the bottom on the right edge in MS Vista)
6. In the Control Panel select “Printers”.
7. In the “Printers” dialog¹, double click the “*My Printer*” you are you are having problems with.
8. Leaving the “*My Printer*” dialog open, Go to the Start Menu, select Control Panel (3rd from the bottom on the right edge in MS Windows Vista)
9. In the Control Panel select “Administrative Tools”.
10. In the “Administrative Tools” dialog, double click the “Services” item in the right window pane.
11. In the “Services” dialog, double click the “Print Spooler”² item.
12. In the “Print Spooler Properties” dialog, double click the “Stop” button. This should stop the print spooler.
13. Leaving the “Print Spooler” dialog open, go the the “*My Printer*” dialog you opened previously. (you may access this by clicking on it's entry in the task bar at the bottom of the screen.)
14. In the “*My Printer*” dialog, go to the “Printer” menu and select “Cancel all documents”, if you are asked if you are sure, click “yes”. If all of the documents are removed, you should go back to the “Services” dialog.**
15. In the “Print Spooler Properties” dialog, double click the “Start” button. This should start the print spooler.
16. Leaving the “Print Spooler” dialog open, go the the “*My Printer*” dialog you opened previously. (you may access this by clicking on it's entry in the task bar at the bottom of the screen.)
17. In the “*My Printer*” dialog, go to the “Printer” menu and select “Properties”, which opens the “*My Printer*” properties dialog.
18. Double click on the “Print Test Page” button. This should cause the system to print a test page. If this works correctly, you should be able to print from your application.

** In the event that all documents are not removed, shut down the system, wait approximately 45 seconds, and restart the system and continue with step 5.

1. The term “dialog” refers to a window that can present many different options, an example would be “Start Menu”.
2. The term “print spooler” refers to the software service that feeds your document from your application to the physical printing device.