Printer troubleshooting checklist

CHECKLIST

FIRST, FOR ANY FAULT

- [ ] Read the front panel and write down the exact message, or take a photo of it.
- [ ] Check whether it is one printer or all of them, and one computer or every computer.
- [ ] Send one page, not the whole job, until the fault is found.

NOTHING PRINTS, OR IT SHOWS OFFLINE

- [ ] Check the printer is switched on and awake, and its network cable is in or its wireless light is on.
- [ ] Print the printer's configuration page and compare its IP address with the one the computers use.
- [ ] Look in the print queue on the computer for a stuck job, and cancel it before sending again.
- [ ] If every printer is offline, check the network or the print server, not the printers.

PAPER JAMS

- [ ] Follow the panel to where the jam is, open only that door or tray, and pull the sheet out the way paper travels.
- [ ] Take out every torn scrap; a corner left inside jams the next sheet.
- [ ] Fan the paper, load it below the tray's line, and check the tray's size and type match what is in it.
- [ ] Note jams that keep happening at the same spot for the service visit.

ONE SIDE ONLY, OR THE WRONG SETTINGS

- [ ] Check the print dialog or preset asked for double sided, and for long edge or short edge.
- [ ] Check the paper can go through the duplexer: heavy card, labels and some sizes cannot.
- [ ] Print one copy and turn it over before running the rest.

FAINT, STREAKED OR SMUDGED

- [ ] Check the toner level on the panel, and replace a cartridge that is low or empty.
- [ ] Wipe the scanner glass and the feeder's glass strip if only copies are streaked, not prints.
- [ ] Print a test page; if it is streaked too, note where the streak falls for the service call.

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BEFORE CALLING FOR SERVICE

- [ ] Turn the printer off and on once, if the manual allows it.
- [ ] Have the serial number, the meter reading, the panel message and this log ready.
- [ ] Put a note on the printer saying it is out of use and which printer to use instead.

FAULT LOG

Date and time	Printer	What it did	Message on the panel	What was tried	Fixed?	Service call	Initials

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