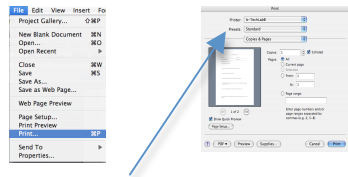
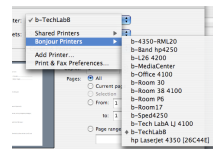


## Printing Problem Solving

Most of the time printing problems are a matter of knowing which printer you are printing to. This is a very important lesson to give and repeat with students. When you go to file print, you can see in the top of the print window what printer is connected. You can change printers in this window also. To change printers, click on the printer box and go to Bonjour Printers. You will see a list of possible printers. Select the one nearest your location and then print.



When you go to file print, look for the printer name in the print window.



To select a different printer, click on the printer box and pull down to Bonjour Printers. Select a printer near where you are working.

If a print job does not work and you know you are connected to the correct printer, you need to fix the problem. (Note: Don't tell the computer to print again, until you fix the original problem.)

Many times printing problems occur in a lab situation because one person is having problems printing and repeats the print command several times.

Try the following steps:

Find the computer that is having printing problems.

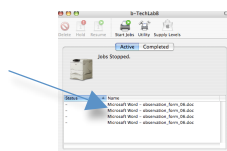
Open the printer icon on the dock.

If there is a list of print jobs, delete all of them.

Assuming there are other print jobs from other computers waiting to print, go to the printer and see if it has started to print. (Note, it may take 20 to 30 seconds for it to get started again)

If it has not started to print, turn it off, count to 15 and turn it on again. If it still does not start to print, call Diana or Doug @ 5252 or 5273

Click on the printer icon on the dock. Delete all print jobs by selecting the jobs and clicking on delete.



Now click on the Start Jobs icon in this window.

