Troubleshooting Tips... CAN'T PRINT FROM MY

LAPTOP/TABLET



REBOOT YOUR COMPUTER Use the Restart Process (NOT JUST THE POWER BUTTON) to restart the computer NO Turn the printer off. Wait a minute, turn Problem solved. it back on again. Printer works after on/off. Problem NO solved. Check there are no error messages on the printer itself. (Add paper, change toner, etc.) Addressing error message works. Problem solved. NO Check the network connection on the Green light blinking. Remove and printer. (See where network cable plugs re-add printer from your printer list. in - should be blinking green light) NO Removing/readding works. Problem solved. No green light. Uplug network cable plug in again. Green light blinking? Unplugging/plugging cable works. Green light blinking. Problem NO solved. Check with TIST or TL for final trouble shooting. NO Email helpdesk. Let them know the printer does not have network Removing and readding printer did connection. not work. Check with TIST or TL for

final trouble shooting.

completed.

troubleshooting steps you

Email helpdesk. Let them know the