

NAPLES COMPUTERS HOW-TO • FIX & TROUBLESHOOT

Printer Won't Print? Fixes to Try First

When your printer won't print, a few simple fixes solve most problems. This guide covers the basics (power, paper, ink, Wi-Fi), choosing the right default printer, clearing stuck jobs from the print queue, restarting the Print Spooler, and removing and re-adding the printer on Windows 11 (version 25H2), plus the same fixes on a Mac. The steps work for HP, Canon, Brother and most other printers.

Check the basics first

- ☐ On, with no error lights?
Read the printer's screen: paper jam, low ink, cover open
- ☐ Paper loaded, ink or toner OK
Clear any jam gently, following the arrows inside
- ☐ Same Wi-Fi as your computer
Or check that the USB cable is plugged in at both ends
- ☐ Turn it off and back on
The printer first, then your computer

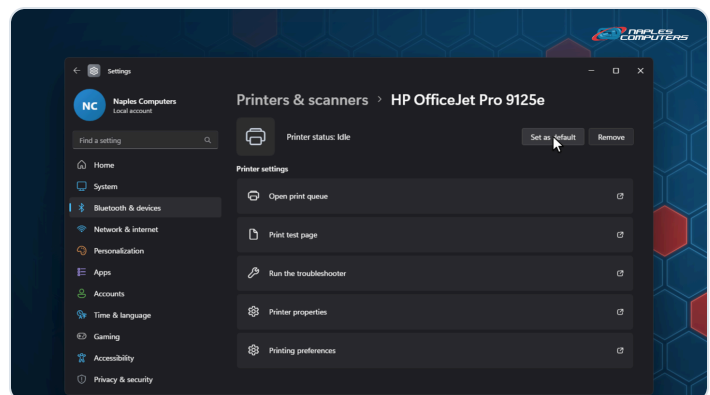
Step by step

1 Step 1: Make sure you're printing to the right printer

Settings → Bluetooth & devices → Printers & scanners. Turn off "Let Windows manage my default printer".

WHAT TO DO

Click your printer and choose **Set as default**. Also check the printer name in the Print window.



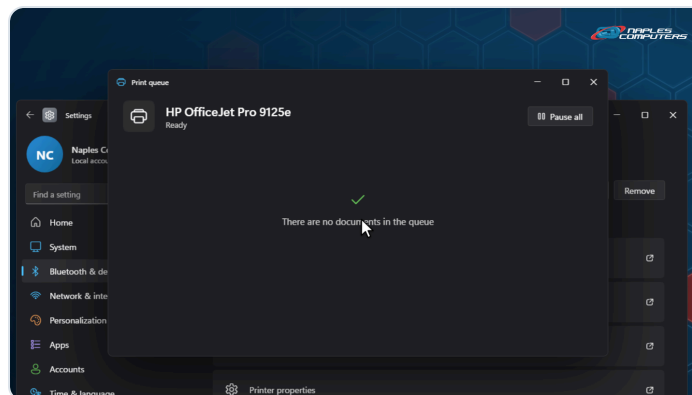
2

Step 2: Clear stuck jobs from the print queue

On the printer's page, click Open print queue. One document with an error can block everything behind it.

WHAT TO DO

Right-click the stuck document and choose Cancel. Cancel any others, then print again.



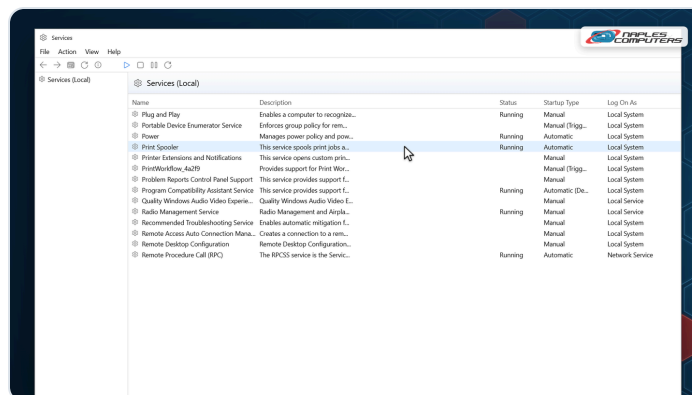
3

Step 3: Still stuck? Restart the Print Spooler

The Print Spooler is the Windows service that handles printing. Start → type services → open Services.

WHAT TO DO

Right-click Print Spooler and choose Restart. You need an administrator account.



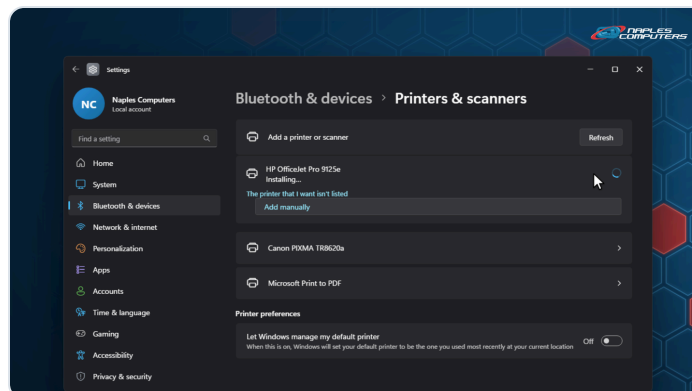
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Step 4: Remove the printer and add it back

On the printer's page, click Remove and choose Yes. Then on Printers & scanners, click Add device.

WHAT TO DO

When Windows finds your printer, click Add device next to it, and wait while it installs.



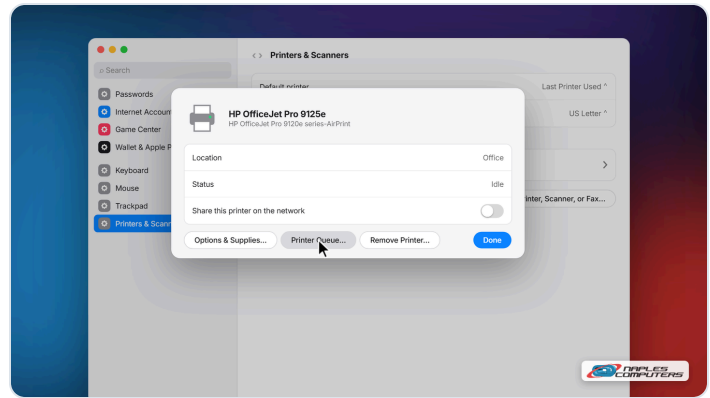
MAC

5 Mac: System Settings → Printers & Scanners

Click your printer, then Printer Queue to clear stuck jobs. Still not working? Click Remove Printer and confirm.

WHAT TO DO

Then click Add Printer, Scanner, or Fax, choose your printer, and click Add.



Business tip: office printers

- ☐ Give printers a reserved IP address
So they don't "disappear" after a power outage
- ☐ One current driver for everyone
From the manufacturer, or through a print server
- ☐ Keep printer firmware updated
Printers are network devices, and need security fixes too
- ☐ Consider managed print
Supplies and repairs handled for you

Recap: printer won't print

- | | |
|--|--|
| ☐ Check power, paper, ink & Wi-Fi | ☐ Clear the print queue |
| ☐ Restart printer and computer | ☐ Restart the Print Spooler |
| ☐ Set the right default printer | ☐ Remove & add the printer back |

Printers that keep dropping off Wi-Fi usually need a reserved IP address on the router, or a firmware update. We set up and support home and office printers, including shared office printers and print servers.



Printer still not cooperating, at home or at the office?

Call 239-513-1960

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