

# Printer Won't Print? Fixes to Try First

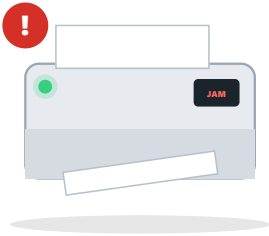
Work down this list: most printing problems are fixed by step 6.



*We Make  
I.T.  
Happen!*

## 1 Check the Basics

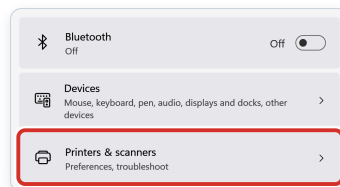
Power on, no error lights, **paper** loaded, **ink/toner** OK, same **Wi-Fi** as your computer.



Then turn the printer off and on, and restart your computer.

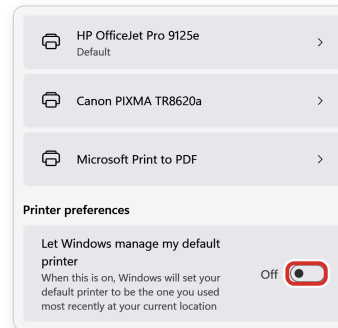
## 2 Printers & Scanners

**Settings** → **Bluetooth & devices** → **Printers & scanners**.



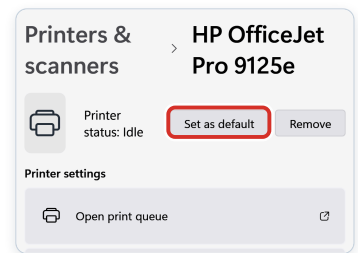
## 3 Stop Auto-Switching

Turn **off** "Let Windows manage my default printer".



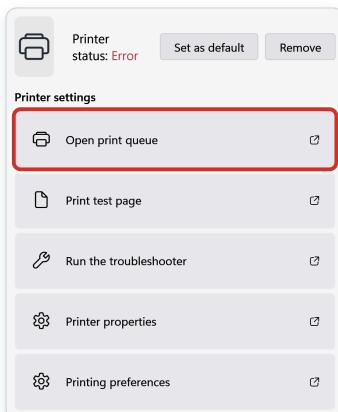
## 4 Set as Default

Click your printer, then **Set as default**.



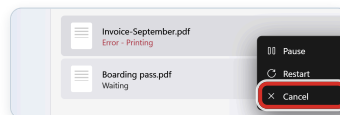
## 5 Open the Print Queue

On the printer's page, click **Open print queue**.



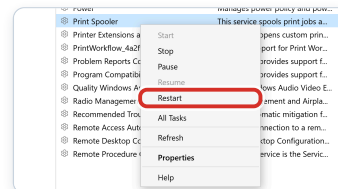
## 6 Cancel Stuck Jobs

Right-click the document with an **error** → **Cancel**. Cancel any others, then print again.



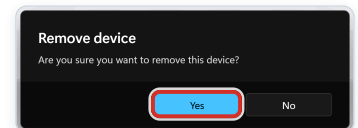
## 7 Restart Print Spooler

Start → type **services** → right-click **Print Spooler** → **Restart** (admin needed).



## 8 Remove & Add It Back

Click **Remove** → **Yes**. Then **Add device** and pick your printer.



## Good to Know

- **Mac:** System Settings → Printers & Scanners → your printer → **Printer Queue**, or **Remove Printer** and add it back.
- Wi-Fi printer keeps going **offline**? Give it a reserved IP address on your router and update its firmware.
- Still stuck? We fix home and office printers. Call **239-513-1960**.



## Need Help?

Contact Naples Computers  
**239-513-1960**  
**We Make I.T. Happen!**