



Dear Diane,

I am trying hard not to panic or shoot my printer. I have some important papers to get out and I selected print and then nothing happened and then I sent it to print again and still nothing happened. I am getting so frustrated. My printer is on but nothing is happening, what now?

Print less in the office

Dear Print less,

Sometimes when too many print jobs are sent to a printer it can cause the printer to hang up and then none of the jobs will print.

You did check to see if the power was on, that is good troubleshooting.

You can check the print queue to see if the first print job is hung up and delete that job and then maybe some of the next ones will print. How do you do that? Well one way is to go to the start menu, select printers and faxes and double click to open the printer. You should be able to see what is in line to print, the "queue", and see if it is printing or not, and often times if the first job is hung up it won't print other ones. So, delete the first print job in the queue and see if the rest of the print jobs will now print. If not, delete the rest of the print jobs and send them again. You may need to restart the printer at some point in this process. As with many of my column topics - I have a class for this.