

Printers, monitors & devices | Easy | 2 min read

My printer prints blank or very faint pages

Blank or pale pages are frustrating, and the cause is often simple. Work through these checks before buying new ink or toner.

Check the ink or toner levels

Look at the printer screen, or the printer software on your computer, to see the estimated levels. These are only estimates, so a cartridge shown as low may still print, and one shown as full could still be faulty.

Remove protective tape

New cartridges sometimes have a plastic tab, tape or cap that must be removed. If you have just fitted one, take it out and check. Handle cartridges by their edges and avoid touching any metal contacts.

Check the paper

- Make sure the paper is the right way up. Most printers print on one side only, and the paper packet usually shows an arrow.
- Use fresh, dry paper. Damp paper can print poorly.
- Check the paper type setting in the print window matches what you loaded, such as plain paper.

Run the printer's own clean and test

Most printers have a menu, either on the printer screen or in its software, with options such as **Nozzle check**, **Print head cleaning** or **Test page**. The names differ between makes, so look through the printer menu or manual. Print a test page, and if it is patchy, run one cleaning cycle and test again.

Cleaning uses ink, so try one or two cycles, then stop.

Try a different document

Print a simple page of text. If that works, the fault is in the original file, not the printer.

Laser printers

If a laser printer prints faint pages, the toner may be running low. Follow your manual for replacing the cartridge, and do not open anything else. Never touch the hot parts inside, as they stay hot after use.

When to get more help

If test pages are still blank after fitting a good cartridge, the print head or another internal part may have failed. Please do not take the printer apart. Tell us the make and model and what you have already tried, and we will advise whether a repair makes sense.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.