

Printers, monitors & devices | Easy | 2 min read

My printer will not print

A printer that will not print is usually down to a connection, a paper or ink problem, or a stuck print job. Work through these steps from the simplest.

Quick fixes to try first

- Check the printer is switched on and shows no error lights or messages.
- Check there is paper, that it is loaded straight, and that there is no jam. Gently remove any paper stuck inside.
- Check the ink or toner. Some printers will not print at all if one colour is empty.
- Switch the printer off and on again, and restart your computer.

Step by step

1. If it connects by Wi-Fi, check it is joined to the same network as your computer. If it uses a cable, push both ends in firmly.
2. Open the print queue. Windows 11: open **Settings**, then **Bluetooth & devices**, then **Printers & scanners**. Windows 10: open **Settings**, then **Devices**, then **Printers & scanners**. Choose your printer, then **Open print queue**.
3. If an old job is stuck, cancel it from that window. Warning: this removes the job, so you will need to print it again.
4. Mac: open **System Settings**, then **Printers & Scanners**, choose your printer and look at its queue. Older versions use **System Preferences**.
5. Try printing a test page from the printer's own settings.

If that did not work

- Check your printer is chosen as the default, and not something like "Save as PDF".
- Look for a printer update from the maker's official website, typed in yourself. Do not download from adverts.
- iPhone: AirPrint printers should show in the share and print menu when on the same Wi-Fi.

When to get more help

Stop and ask for help if the printer makes grinding noises, shows an error code you cannot clear, smells hot or burnt, or is not found even after a restart of everything. Tell us the make and model, how it connects, and any message on its screen or yours.

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.