

Guidelines

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PHASES	EXPLANATIONS
1	Determine, whether it was caused by the printer driver. If yes, install/reinstall the printer driver. If okay, end the process. Else, proceed to Step 2.
2	Check paper size, if the paper size inaccurate, change to the appropriate one and then test. If okay, end the process. Else, proceed to Step 3.
3	Check printing condition on the paper. If the printing condition on the paper is not readable and blur, you need to change the toner because your toner could be leaking or finished. After changing the toner, test the printer. If the printer is okay after changing the toner, end the process. Else, proceed to Step 4.
4	Check whether the printer is connected to the print server or, whether it is shared by another computers. If it is shared by another computer, check whether that computer is connected to the network (Both computers, your computer and the computer sharing the printer must be connected to the network). If both computers are not logged on, log them on to the network and test the printer. If the printer is okay, end the process. Else, proceed with step 5.
5	If the printer is connected to a print server port, check whether the print server port is running properly.
6	Check whether the network connection is okay. If the network connection is okay, proceed with next step. Else, refer to QP/ICT/005/A3 - Troubleshooting of ICT System Guidelines: Solving Network Related Problems.

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7	After troubleshooting the network related problem, do test print from your computer or any other computer connected to it. If okay, end the process. Else, refer to 6.
8	If you are able to diagnose and repair the print server, return the item to the appropriate owner. Else, log call to helpdesk and send faulty item to SAINS for repair/replacement/purchase.
9	Follow up with helpdesk on the faulty item status. Check whether item has been repaired/replaced/purchased or not.
	9.1 If Item has been repaired/replaced/purchased and returned, proceed with next step. Else, refer to step 6.
	9.2 Test replacement / repaired / purchased item. If replacement/repaired/purchased item is okay, proceed with the next step or end process. Otherwise, refer to step 6.
10	If printer still has a problem, check whether the printer is having an internal hardware problem. If printer is having an internal hardware problem, try to resolve the problem with a minimal time.
11	After you've finish resolving the problem, test whether the printer is able to print. If able to print, end the process. Else, refer to 9.