Printers

Clearing a paper jam

1. Turn the printer off first, so nothing moves while your hands are inside. If it is a laser printer, unplug it and wait a few minutes — the inside gets very hot.
2. Open every door, tray, and panel you can.
3. Pull the paper gently in the direction it was traveling — the way it normally moves through the printer, not backward.
4. If the paper will not come out with a gentle pull, stop. Do not reach past anything that resists you.

A print job is stuck

Windows 11 — Open Settings, then Bluetooth & devices, then Printers & scanners. Click your printer, then Open print queue. Right-click the stuck job and choose Cancel.

On Windows 10, the same screen lives under Settings → Devices → Printers & scanners.

Mac — Click the Apple menu, then System Settings, then Printers & Scanners. Click your printer, then Open Print Queue. Click the X next to the stuck job to cancel it.

On older Macs, the same screen is under Apple menu → System Preferences → Printers & Scanners.

Printer says "offline" or nothing prints

1. Is the printer on? Look for lights or a screen.
2. Check the cables. If it plugs into the computer with a USB cable, push the cable in firmly at both ends — the computer end and the printer end.
3. Same Wi-Fi network. If the printer is wireless, the printer and the computer must be on the same Wi-Fi network name.
4. On Windows, check the offline switch: Settings → Bluetooth & devices → Printers & scanners → your printer → Open print queue. Click Printer at the top of that window — if Use Printer Offline has a checkmark, click it to turn it off.
5. Restart the printer: turn it fully off, wait 30 seconds, turn it back on.

Printing from your phone or tablet

iPhone or iPad — Tap the Share button (the square with an arrow pointing up), then Print. Most modern printers work with no app and no setup — this is called AirPrint.

Samsung phone — Open Settings, then Connections, then More connection settings, then Printing, and make sure Default Print Service is turned on. Then open the photo or document, tap Share, tap Print, and choose your printer.

When to call Sean instead

- Anything smells like burning, or the printer starts making loud grinding or strange new noises — turn it off and call.