TROUBLESHOOT PRINTING & COPYING
Help yourself, step-by-step

Why is the printer not working?

There can be several reasons for this, and most of them are not technical faults with the printer, meaning that you can get the printer to work yourself!

Before you ask for help at the LLC counter...

Please troubleshoot the problem by answering the questions below and eliminating reasons one-by-one. If the printer is out of paper, ask LLC staff for help.

1 Did you check your Print Balance just before printing?

Even if you have just topped up, you may not have enough money in your balance if your account was in negative before topping up (for example, if you had -2$ and you topped up $2, you still have zero print balance!)

YES – go to 2
NO or NOT SURE – check your Print Balance and top up if needed.

2 Is there enough money in your Print Balance to pay for the cost of the document you want to print?

For example, if you have $2 in your balance but your document is 50 pages, it will not print due to insufficient funds — the cost of black and white printing is 10c per printed page.

YES – go to 3
NO or NOT SURE – check your Print Balance and top up if needed.

3 Did you log in to the printer?

You know you are logged in to the printer when your username appears in the top right corner of the printer screen. If you can’t see your username or you see someone else’s username, you are not logged in.

YES – go to 4
NO or NOT SURE – log in to the printer by swiping your student ID card against. If you don’t have your student ID card on you, press the Log In/Out button.
4 Are you the person logged in to **both** the computer you are printing from AND the printer?
Follow Me printing is ‘cloud-based’ and only works if the computer and printer are able to connect to each other by matching your profile.

*YES* – go to 5  
*NO* or *NOT SURE* – make sure you are logged on both the computer and printer

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5 Is the message on the printer screen asking you to select what size paper you want the printer to use?
Sometimes, mostly when copying a document that is smaller or bigger than an A4 sheet of paper (e.g. a passport), the printer will not be able to match the document with a paper size.

*YES* – Select one of the trays that has paper in it (indicated by ‘bars’)  
*NO* or *NOT SURE* – go to 6

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6 Are all the paper trays shown as empty?
If there is a ‘bar’ in at least one of the paper trays, there is still paper in the printer.

*YES* – ask LLC staff to fill the printer with paper  
*NO* or *NOT SURE* – ask LLC staff for help

Have you checked all of the above and the printer is still not working? Then ask LLC staff for help at the counter.