

## PRINTER AND SCANNER HELP

# Printer and Scanner Problems: Common Causes and First Checks

A quick-reference guide for common printer, scanner, and scan-to-email problems in small offices.

### Practical guidance

#### Printers fail in boring ways

Most printer and scanner issues come from network changes, driver problems, paper jams, wrong default printers, expired passwords, scan-to-email settings, or devices that quietly changed IP addresses. The fix is often practical troubleshooting, not replacing the device.

#### First checks

Confirm the device has power and no paper jam. Restart the printer or scanner. Check whether it is connected to the network. Confirm the computer is using the correct printer. Try printing from another device. For scanning, confirm the destination email, folder, or credentials still work.

#### When to call for help

If scan-to-email fails after a password change, a new router, or email security change, the printer may need updated SMTP or address book settings. If multiple users are affected, the issue is likely network or device configuration, not one computer.

### Quick checklist

- Check power, paper, and error messages
- Restart the device
- Confirm network connection
- Verify default printer
- Test from another computer
- Check scan destination and credentials
- Document model, IP address, and settings

### Need help applying this guide?

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