



Newsletter 3rd Qtr 2025

It always seems that when we are in the middle of printing an important document that is when the printer will have a problem. If you are having any issues with your printer, give me a call as I can troubleshoot the problem over the phone with you and try to come up with the solution. Sometimes it may be as simple as cleaning off the feed rollers when you are having paper jams. Sometimes after we have a printer jam we can't get rid of the message as a small piece of paper is still stuck in the printer where we can't get to it.

When calling in with problems, if the printer is flashing a message write it down as sometimes it will tell us where to look for the problem or it will help us to figure out the solution. Try to let us know everything that you did prior to the problem as sometimes it can be what you last did that is causing the problem. For example, if you are filling the paper tray and then getting jams, turn the paper over in the tray; sometimes that will fix the problem as paper has a curl.

Sometimes the solution is more expensive than replacing the broken printer when you have an older model.

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