



RGE Case File: Let's Solve This Together!

RGE Case File #001

Why Won't My Printer Print?

● Beginner ⌚ 15–20 Minutes

Before You Begin

Most printer problems have simple causes. Work through the steps in order. Change only one thing at a time, and don't skip ahead. You're not expected to know every answer—you are learning how to ask the right questions.



🐕 Bailey Says: 'Take your time. We're not racing anybody.'

The Situation

Yesterday, your printer worked perfectly. Today, nothing prints. Before assuming the worst, let's put on our detective hats and look for clues together.

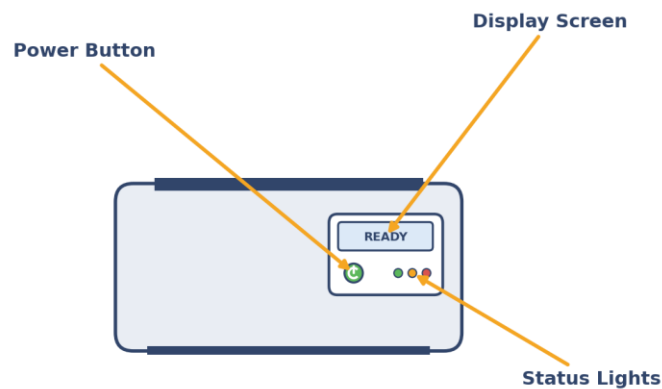




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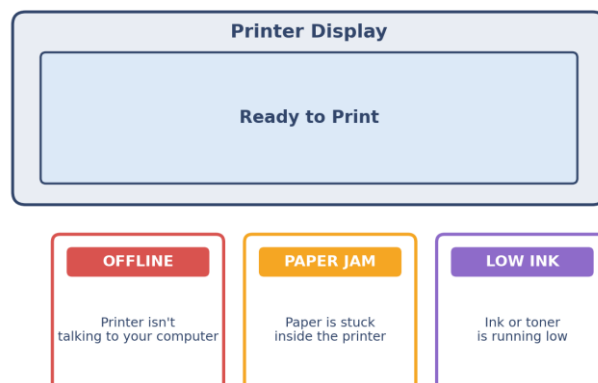
Step 1 – Wake Up the Printer

Check the power light, display, warning lights, and startup sounds before doing anything else.



Step 2 – Read the Clues

Read the printer's message exactly as shown. 'Offline,' 'Paper Jam,' and 'Low Ink' are clues—not conclusions.

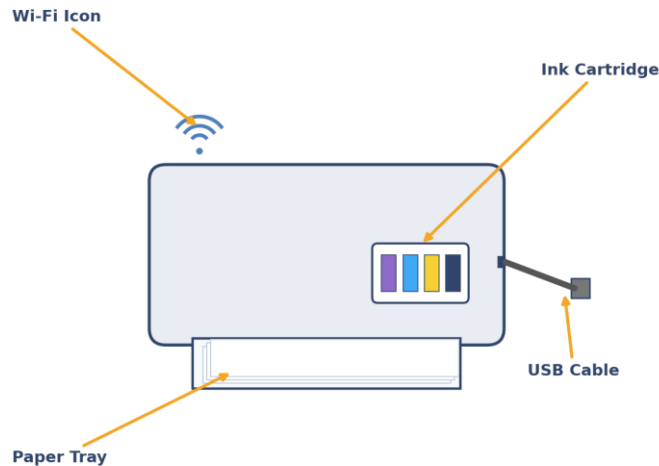




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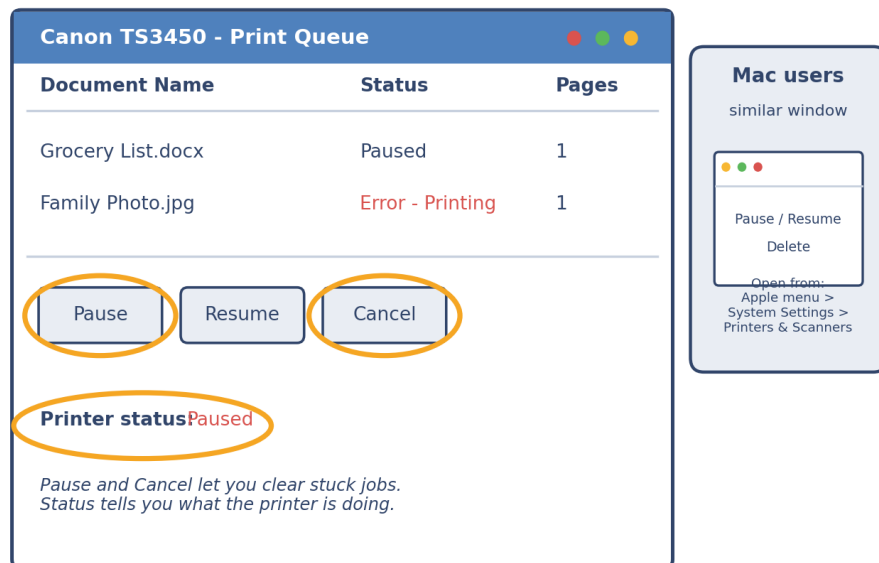
Step 3 – Check the Connections

Look at the paper, ink, USB cable, and Wi-Fi before changing settings. Observe first. Fix second.



Step 4 – Ask Your Computer

Open the print queue. If jobs are waiting, that's a clue. If nothing is there, that's a clue too.





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Step 5 – Restart in the Right Order

Restart in this order: printer, then computer, then router (if needed). Then try printing again.



Chip's Bench

Good troubleshooting isn't guessing — it's gathering evidence until the problem confesses.



Spuds' Field Note

"Don't buy a new printer until you've proved the old one is actually broken."

Featured RGEism

"Don't buy the solution until you've confirmed you have the problem."

Technology often tempts us to replace something that simply needs attention.

Continue Building Your Tech Confidence

 Printer Essentials Guide (PDF)

 PC Tune-Up Seminar (28:14)

 Chip Tips: Printer Maintenance

 Archives

→ Next Workshop Guide: Why Won't My Printer Connect to Wi-Fi?



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Need a Helping Hand?

If you've worked through the guide and you're still stuck, that's OK. Sometimes the smartest troubleshooting decision is knowing when to call for backup. Teacher first. Technician second. People always.

Until Next Time...

Whether you solved the problem yourself or simply learned something new, you've taken another step toward becoming more confident with technology.

🍋 Pull up a chair on the veranda, pour yourself a tall glass of ice-cold lemonade... and when you're ready, we'll solve the next one together.