

IT Help Desk Printer Checklist

Ten checks before you open a ticket. Tape it next to the printer — most printer tickets are five-minute fixes if the first person at the machine works this list in order.

	Read the display message — exactly. Photograph it or copy it word for word.
	Print the printer's internal test page. Clean page = the problem is a computer, driver, or network — not the printer.
	Check the paper. Dry, flat, right type; tray guides snug; driver paper type matches what's loaded.
	Reseat the cartridge. Rock it gently 5–6 times, confirm the sealing tape is gone, click it back firmly.
	Read the counters. Toner level and drum life from the status page — write both on the ticket.
	Match the symptom to the part. Fading = toner. Marks repeating at regular intervals = drum or roller (measure the spacing).
	Clear the queue. Cancel all jobs, restart the spooler/printer, send one fresh test job.
	Check the connection. Reseat the cable; on network printers, confirm the IP on the status page matches what computers expect.
	Swap in a known-good cartridge before ordering parts. Defect gone = the old cartridge was it.
	Log it. Date, printer, symptom, counter readings, what fixed it. Keep one spare toner (and drum) on the shelf.

Full guide with the symptom-by-symptom diagnosis method: cleversupplies.com — The IT Help Desk Printer Checklist. Free for office use.