What do I do if I am having trouble printing to the Repros printers in the Library?

Tell Me

For student printing information see Repros Getting Started Guide online. For information on poor quality jobs and refunds see this Repros page.

Here are some solutions to printer problems you may encounter while using the Library Repros printers:

1. Print job was sent, but the print job still hasn’t come out
   a. If a print job is sent with a paper size that does not match a tray setting in the machine, a red light will come on and the user will see two options on the printer pane:
      - Force print the job manually to a different paper size.
      - Cancel the print job.
   b. If manually changing to a different paper size use US paper sizes as suggested below:

<table>
<thead>
<tr>
<th>International Paper Size (Do Not Use)</th>
<th>US Paper Size (Inches) (Use)</th>
</tr>
</thead>
<tbody>
<tr>
<td>A3</td>
<td>Tabloid or Ledger 11x17</td>
</tr>
<tr>
<td>A4</td>
<td>Letter 8 1/2x11</td>
</tr>
<tr>
<td>A4</td>
<td>Legal 8 1/2x14</td>
</tr>
</tbody>
</table>

2. Print job was sent, but there’s no paper in the printer
   a. Contact the Library front/info desk. Staff will quickly restock the paper.
   b. Try printing to a different printer

3. Print job was sent, but the print quality is poor
   a. You can choose to print the same job to another printer nearby.

4. Print job was sent, but the printer is saying that 0 print jobs are pending
   a. Try pressing refresh to see if the print job finally appears and is subsequently released from the queue.
   b. When prompted for your identification or to authenticate the print job check to see that you are entering your NinerNet credentials (your username and password used for email) and not your login and password for your personal device.

5. Print job was sent, but the paper in the printer is jammed
   a. Alert staff at Library front/info desk about the jam. Staff may need to notify other library users, if necessary.
   b. Do not attempt to remove the jam as it may create further damage to the printer.
   c. Print to another nearby printer.

6. If your job still does not print there may be issues with your file size

Related FAQs

- Can I print/copy in the library and how much does it cost?
- How do I prepare large files to print to Ricoh (PrintRepros) printers in the Library?