

A blurred background image of a modern office building with multiple floors, glass facades, and balconies. The building is brightly lit, suggesting a sunny day. The balconies have some plants and furniture. The overall scene is a professional, corporate environment.

IT DEPARTMENT

User manual

Print: Troubleshooting

User manual

A guide on troubleshooting
for printing at ITU

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2300 Copenhagen S

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Print
fail to
happen

Problem:

The print never comes out of the printer

Check the printer

If the red light on the printer flashes to indicate an error, press "On/Off" and then "System Monitor" to display and read the error message:

If the printer has run out of paper, load paper into the printer. If there is no paper, contact Facilities Management.

In the case of paper jam, carefully follow the instructions on the display. If you are uncertain about what to do, please report the error to Facilities Management.

If you discover an error with a printer, please put a note on the printer mentioning the error, and make sure to contact Facilities Management. Under no circumstances pull the power plug from the printer!

If you have installed the printer driver on your computer manually:

Check your computer

If you cannot print from the printers, and at the same time, you are not connected to the wireless network, it may be due to a network issue. Therefore, deactivate the wireless network and repeat login on your computer.

Notice that it may take some time before print jobs of large or graphically heavy documents are activated. The reason is that the entire print job is spooled to the printer before printing starts. Be patient and make sure to be in good time with printouts.

If any of these does not solve the problem, remove the printer driver and reinstall it from webprint.itu.dk.

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Graphics
missing
details

Problem:

The print comes out with some weird characters or missing graphic details

This is because "Use printer fonts" has been enabled in the manually installed printer driver on your local computer. Therefore, if you installed the print software yourself, disable "Use printer fonts" by follow the steps below:

Windows

- 1: Go to the start menu and select "Printers and Faxes"
- 2: Right click the printer icon and select "Properties"
- 3: Select the "Advanced" tab and click the "Printing Defaults" button
- 4: Click the "Quality" tab, select "Text" and click the "Details" button
- 5: Select the "Misc" tab and remove the check mark in the check box next to "Use printer fonts"
- 6: If it happens on an ITU computers, contact the IT Department

In case of errors with your computer:

IT DEPARTMENT

IT University of Copenhagen
Rued Langgaards Vej 7
2300 Copenhagen S

Opening hours:
Monday - Friday
10 AM to 13 PM
Wing 2C

it@itu.dk

In case of errors with a printer:

FACILITIES MANAGEMENT

IT University of Copenhagen
Rued Langgaards Vej 7
2300 Copenhagen S

Opening hours:
Monday - Friday
10 AM to 13 PM
Room 0C03

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