

Fixing a print queue issue

Self Help Instructions

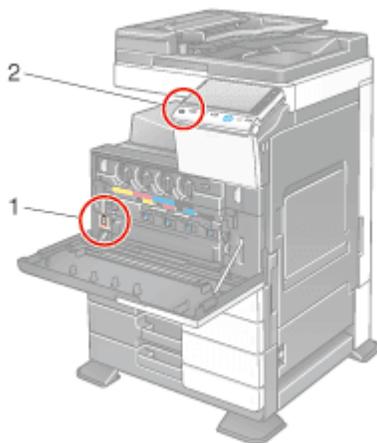
1. Sign in to the printer, you may need to use the keyboard to fill in your username and password. This is the same one used for Blackboard.
2. Select Device Functions and any account.
3. In the upper right hand corner of the screen, there will typically be two buttons:
 - a. Print Error (in the exact upper right-hand corner)
 - b. Disp Warning (slightly below/to the left of the above button)
4. Click on Print Error.
5. Highlight any job that does not belong to the user, select delete, and confirm the deletion.
6. If unable to delete a job showing Print Error and **need permission** to delete the job then exit to the screen with the two messages (in step 3) and select the Disp Warning button. In most cases, it will be a paper size error. Select an available paper size and click the Start button on the printer to release the job.

As a last resort, you may skip steps 3 and 4. This releases the stuck job and allows everything behind it to print.

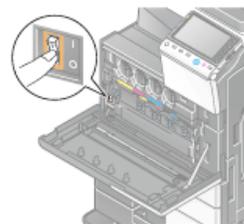
Notice: If you have any items stuck in the queue that are cleared, you will need to request a refund from the lab coordinator, if a lab coordinator is unavailable, contact the IT support number at the bottom of this paper.

Power Off And On

If there is anything stuck in the queue, the printer may be power cycled.



While in front of the printer, look to the left of the blue circular Konica Minolta emblem. Grab the handle and pull the front of the printing system open. At the bottom left is a power switch, flip this off, wait 15 seconds, on.



If you are unable to resolve the printing error **after trying the above steps**, call IT support at (616) 234-4357