## Printing – Troubleshooting - Can't Print PDF

**Problem**\**Symptoms:** Send PDF to print queue, logon to printer, release job through Papercut, printer goes through motions of printing job, but nothing actually prints out and, you receive no error messages



## **Solution**

- Click print icon located on top menu bar or, click File> Print, then the Print window will open.
- 2. Click Advanced, the Advanced Print Setup window will appear.
- 3. Place checkmark beside Print As Image
- 4. Click OK
- 5. Click print
- 6. Once **Print As Image** setting is selected, it will stay that way until you go back into **Advanced Print Setup** and de select **Print As Image**.

\*\*Note if **Print as image** is grey out (can't be selected) then please go back to **Print** window and de-select **Print in Grayscale** (make sure there is no checkmark placed in box)

Advanced Print Setup	
PostScript Options	
Font and Resource Policy: Send by Range 🔹	
Download Asian Fonts Discolored background correction	
Color Management	
<ul> <li>✓ Treat grays as K-only grays</li> <li>✓ Preserve Black</li> </ul>	
Preserve CMYK Primaries  Print As Image	
Print to File	
OK Cancel	