

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

1. 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)**

