

PRINTER MALFUNCTION – WORK AROUND

1. Problem Description

- Printer cannot be turned on – No Power
- Printer display screen is blank



- Power button does not respond
- No indicator lights are visible
- Printing is not possible

2. Possible Root Cause

- Check power cable connected to printer whether the cable is loose or disconnected



- Power socket is switched off



- Extension power socket is turned off
- Power socket no power supply
- Temporary power issue due to power trip

3. Resolution

- Check the power source
- Verify the power cable connection
- Ensure the power socket is switched on
- Turn on the printer again

4. Steps of User Guide

Step 1 — Check the Power Cable

- Ensure the power cable is securely connected to the printer.
- Ensure the power cable is securely connected to the power socket.

Step 2 — Check the Power Socket

- Ensure the power socket is switched on.
- Ensure the power socket have power supply
- If using an extension socket, ensure its power switch is turned on.

Step 3 — Check for Indicator Lights

- Look for any power or status lights on the printer.
- If no lights are visible, proceed to the next step.

Step 4 — Check for Power Trip

- Check whether nearby devices connected to the same power source are working.
- If nearby devices also have no power, a power trip may have occurred. Immediately contact Facility Team.

Step 5 — Turn on the Printer

- Press the printer power button.
- Wait for the printer to start up completely.
- Check if the display screen or indicator lights appear.

5. Escalate to IT Support If still not resolved

- Printer still cannot be turned on
- No indicator lights appear after checking the power source
- Power cable appears damaged
- Printer powers on briefly and then turns off
- Multiple devices in the area are affected by the same power issue
- The issue remains after completing all troubleshooting steps
- Contact **Facility Team** if no power supply from power socket