

## My Document Won't Print

There can be a number of reasons why a document will not print, some common reasons are below

### Do you have enough printer credits?

Check your printer balance at <http://printing.ncl.ac.uk/> you can go up to £2.50 overdrawn before you be prevented from printing. Top up by credit/debit card at <http://printing.ncl.ac.uk/> or pay in cash (£10 minimum) at the Service desk in the Robinson Library.

### Have you chosen the correct printer?

Make sure that you have the correct printer selected the list below shows the printer queues you should select for IT service cluster room printers. Note that not all rooms have all printer types available if you are trying to print A3 Colour in a room without an A3 Colour printer then nothing will print!

Double Sided Black and White A4 Cluster Room  
Single Sided Black and White A4 Cluster Room  
Colour A3 Cluster room (or OLUA)  
Colour A4 Cluster room

Local double sided black and white A4  
Local single sided black and white A4  
Local single sided A3 Colour  
Local A4 Colour - Choose single or double sided in printer settings

### Are you printing from blackboard?

If you have opened a file directly from blackboard this can on occasion cause problems when trying to print the document. e.g. you press print but nothing appears on the printers. The fix is simple save the document to your university file space (H Drive) open from there and print

### Are you printing direct from the web?

If you have opened a file directly from the web, e.g. PDF opened direct from a website, this can on occasion cause problems when trying to print the document. e.g. you press print but nothing appears on the printers. The fix is simple save the document to your university file space (H Drive) open from there and print

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If you require further assistance, help is available from the IT Service Desk  
in the Old Library Cluster and Robinson Library cluster Level 2

Opening times at <http://www.ncl.ac.uk/itservice/support/clusteritservicedesks/openinghours/>

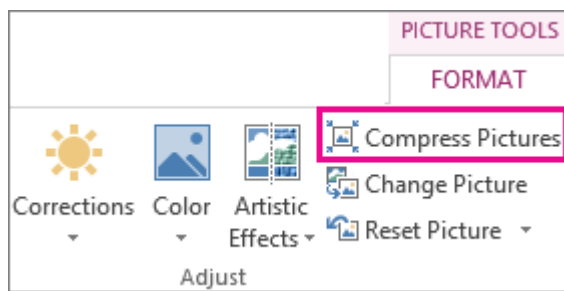
## Try converting to PDF

Convert the document to PDF and then attempt to print the PDF. Converting to PDF can iron out any issues with the Print file that is created and in a number of situation resolve the printing issue

## Compress pictures

It could be that the size of images in the document has made the document very large which can lead to problems when printing. You can reduce the colour format of the image (compress) to make its file size smaller. Compressing a picture makes the colour take up fewer bits per pixel, with no loss of quality.

Click the any Picture in the document, under Picture Tools, on the Format tab, in the Adjust group, click Compress Pictures.



To compress all of the pictures in the document, remove the tick from the Apply only to this picture check box. Clearing the Apply only to this picture checkbox will override any previous changes you have made for other individual pictures in this document.

Under Target Output, click the resolution that you want. If you have cropped a picture information to reverse those changes is stored in your file. You can reduce the size of your file by deleting this editing data. Checking this option will reduce your document size, but if you want to undo your edits, you will need to reinsert the picture into your document if you want to undo any changes you have made

## Does the file name have any or strange characters?

If the filename contains any special characters e.g. # '\$" etc. rename the file and then reprint as these characters can sometimes cause the print job to fail. This is especially true with file names in another language and umlaut characters