

Printer Troubleshooting

Unfortunately, printers can run into issues. If you're having trouble printing, or if you are stuck on a "reboot printer" error message, here are three troubleshooting steps that solve most printer issues and can be done on the floor.

Always try these three steps FIRST to troubleshoot your printer:



1. Unplug both the power cable and the Ethernet cable from your printer. Wait 30 seconds.
2. Plug both cables back in and be sure to power your printer on.
3. Retry printing.

If the problem is not resolved, try these quick troubleshooting steps next:

- **Are you printing from a Flex terminal?** If so, make sure Wi-Fi is turned off.
- **Are you printing from a Go2 handheld device?** If so, make sure you're on the correct Wi-Fi network.
- **Is your receipt printer printing blank slips?** If so, make sure you're using the correct paper (see [Printer Paper Rolls and Ink Ribbons](#)) and it is installed properly. The printer paper may have been loaded backwards, so try making an adjustment.

Common printer issues:

What's Happening With the Printer	Causes	How to Fix
Tickets aren't printing, or are printing to the wrong station	Power outage or disruption of power	Unplug both cables from the printer for 30 seconds and plug them back in.
	or Loose or broken cable	Confirm the issue is cable-related by testing with a cable that you know works.
Blank tickets	Improper installation of paper	Reinstall your paper (see Printer Paper Rolls and Ink Ribbons)

Print a Test Slip

If your printer is still not printing it is time to do some more investigating! Let's try printing a test slip.

Printing a test slip provides us with lots of information about your printer! Not only does it confirm your printer is on, your paper has been loaded correctly, and your printer is able to print physically, but it also gives us networking information about how your printer is connected to the internet.

Follow the directions in this Toast Central article, [Print a Test Slip](#), and further diagnose why your printer is not printing.

Contact 54 Helpdesk for further troubleshooting.

