

Document is Printing Slowly

Situation

A patron was attempting to print 50 copies of the same Word document, but the pages were coming out of the printer very slowly—about 1 every 15 seconds. The presumed reason for this was that there was a large image at the top of the page. A method that Mike suggested appears to work, so do this if this issue occurs again in the future.

Solution

1. Cancel the print job.
 - a. Press the “cancel” button on the printer (the one with the red X). This may take a while, so to speed it along, you will need to cancel it from the patrons computer as well (see next step).
 - b. Go to the patron’s computer and look for the **printer icon** in the notification tray on the taskbar.
 - c. Right-click the icon and select the **HP 4014** printer.
 - d. A dialog window appears. Right-click the pending print job and click “**Cancel**”. Do not let the patron attempt to reprint it.
 - e. Go back to the printer to confirm that its display screen says "Ready".
2. Go back to the patron's computer and save the document as a **PDF**.
3. Open the PDF in **Adobe Reader** and print the document from there. It should now print all copies much faster.

Bill: After doing some research, I cannot find conclusive evidence as to why this is occurring. Some sites are suggesting the fuser is going bad, but I can't confirm this is the case, as printing from a PDF appears to work fine. The hardware has the latest firmware, so it shouldn't be a processing issue, and it doesn't appear to be a network related issue either. My only assumption left would be the RAM in the printer. It still only has 128MB, since it was first purchased 5 years ago, so I ordered a 512MB stick that may help with speeding along some print queues. It was only \$20, so think of it as a Christmas gift for the lab. It should arrive in a couple weeks, and I will install it as soon as I get it. I can't guarantee that this will fix the issue, but it's probably needed anyway since we're trying to extend the life of the printer.