



**Canadian International School of Hong Kong
Information Technology Department**

Printing Problems

1. Using The Correct Paper Size

The first thing to check when you have a printing problem is the paper size. If the paper size of your document is incorrect the printer cannot print it. The paper size must be A4 and you can use A3 on printers that are capable of A3 printing. If you print using any other paper size the printer will hold the print job until it has that size of paper in its tray. If you have a print job that is on hold because of incorrect paper size you will need to cancel it by the buttons on top of the actual printer (usually by a red button). The printer will not print anything until that job is cancelled.

2. How To Check The Paper Size


To check the paper size of any document you first need to open that document. Once the document is opened you can go into the page setup to see its paper size. The table below shows you how to find page setup in commonly used applications. If you change the paper size please remember to save the document afterwards if you want to keep the change you made.

Application	Steps To Find Page Setup	Area To Check
FirstClass	File > Print Layout > Messages > Setup	Paper Size
Safari	File > Page Setup	Paper Size
FireFox	File > Page Setup	Paper Size
FileMaker Pro	File > Page Setup	Paper Size
MS Word	File > Page Setup	Paper Size
MS Excel	File > Page Setup > Page > Options	Paper Size
MS PowerPoint	File > Page Setup > Options	Paper Size

3. Setting A Default Paper Size


By default the system sets the default paper size as US Letter. You can change the default setting so that all new documents you create will automatically be A4. If you do this then you will not need to change the page setup every time you create a new document. This would save you time and trouble.

The steps are:

1. Click Apple  > System Preferences
2. Click Print & Fax
3. Where it says Default Paper Size in Page Setup make sure A4 is next to it
4. Click the Red circle in the top-left corner to close the window

4. Setting A Default Printer

The steps to change the default printer are:

1. Click Apple  > System Preferences
2. Click Print & Fax
3. Where it says Selected Printer in Print Dialog choose the printer you want as your default printer or you can choose Last Printer Used
4. Click the Red circle in the top-left corner to close the window

5. Printer Default Reset

Once in a while the printer default may reset causing the default printer to change and paper size to revert to US Letter. This can happen when the IT department updates the server with new printers and unfortunately there is no way to stop the system from resetting the printer default. If you find that your print settings have changed please follow steps 3 & 4 to restore the settings to how you would like them.

6. Paper Jam

If you find a printer with a paper jam please do not attempt to fix it yourself as you could damage the internal parts of the printer and you could cause injury to yourself. Please contact the IT Helpdesk with the location of the printer.