H ███████████

If I recall, there are multiple printers configured for the copier. Have you tried both the Black&White and the Color?

Scott seemed to use a generic print driver to give the Black&White option, so I'd expect that one to work if not the other.

The fix for this is to delete the existing printers and install a new driver & set up from scratch. I thought I had, but it sounds like I missed that (I ran out of time @ had to rush out at the end). I'll fix it when I'm next there.

James Ce
☐ Certified Support Professional 10.6

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On Jun 5, 2014, at 12:04 PM ████████████████████████ wrote:

> Hi James...my computer is not communicating with the printer and I need to print...is this something you could call me on and walk me through?

I would really love to print..

Thanks. ███████████