

To: James Ce[jce@needmachelp.com]
From: [REDACTED]
Sent: Thur 6/5/2014 6:28:01 PM
Subject: Re: Can't Print!

I can print word docs but i cannot print emails or anything from the internet...i think best to let you handle deleting things and starting from scratch...so please add to your list for when you are next here...
thanks

On Jun 5, 2014, at 2:22 PM, james | need mac help <[REDACTED]> wrote:

Hi [REDACTED]

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

Need Mac Help, Inc.
[REDACTED]
<http://needmachelp.com>

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On Jun 5, 2014, at 12:04 PM, [REDACTED] 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, [REDACTED]