

FOLLOW_ME Printing Troubleshooting Steps

In this chapter you can find all troubleshooting steps for the FOLLOW_ME printers. Please look over the steps provided. After performing the troubleshooting steps and you are not successful. Submit a ticket to helpdesk@cornerstonephiladelphia.com.

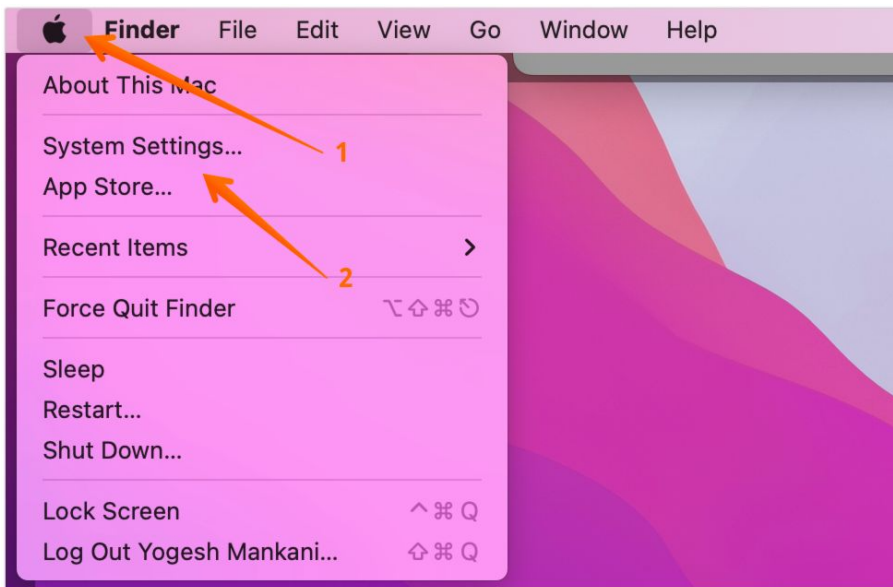
- [Steps to Release Print Jobs.](#)

Steps to Release Print Jobs.

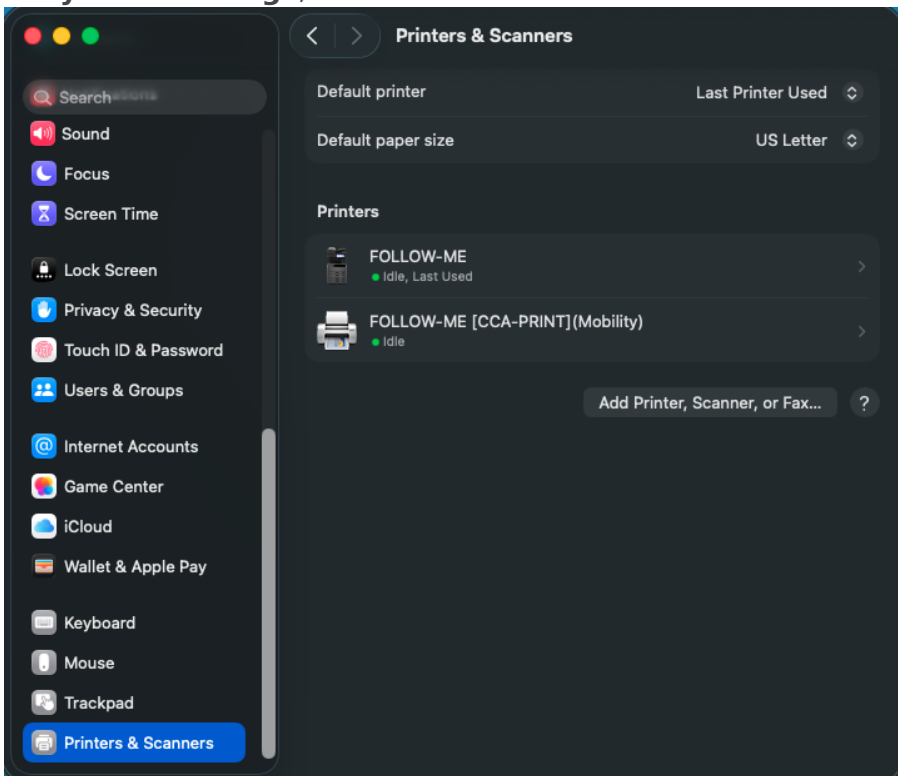
This is a follow-up regarding the copiers. If you are experiencing printing issues, please try the steps below:

Important Note: Before releasing your print jobs, please double-check that they are not duplicates to avoid printing the same job multiple times.

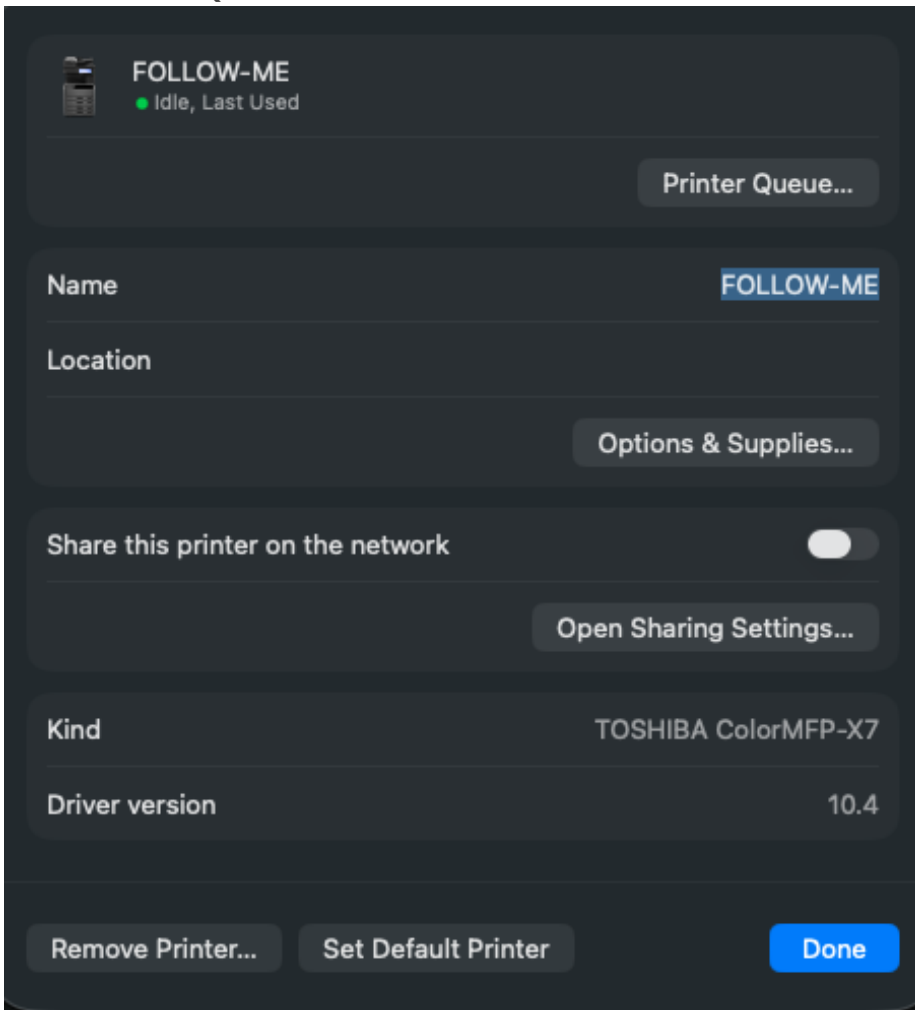
1. Open **System Settings** (you can also search for it; the icon looks like a gray gear ).



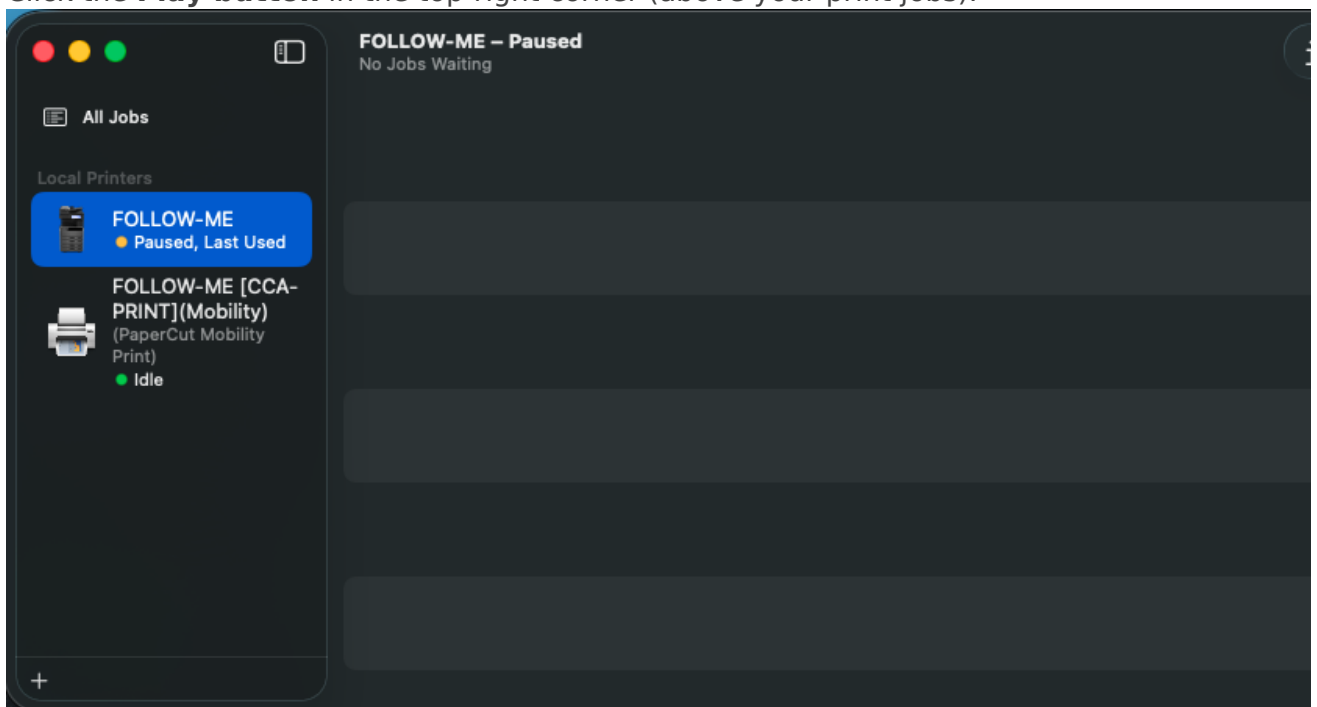
2. In **System Settings**, scroll down and select **Printers & Scanners**.



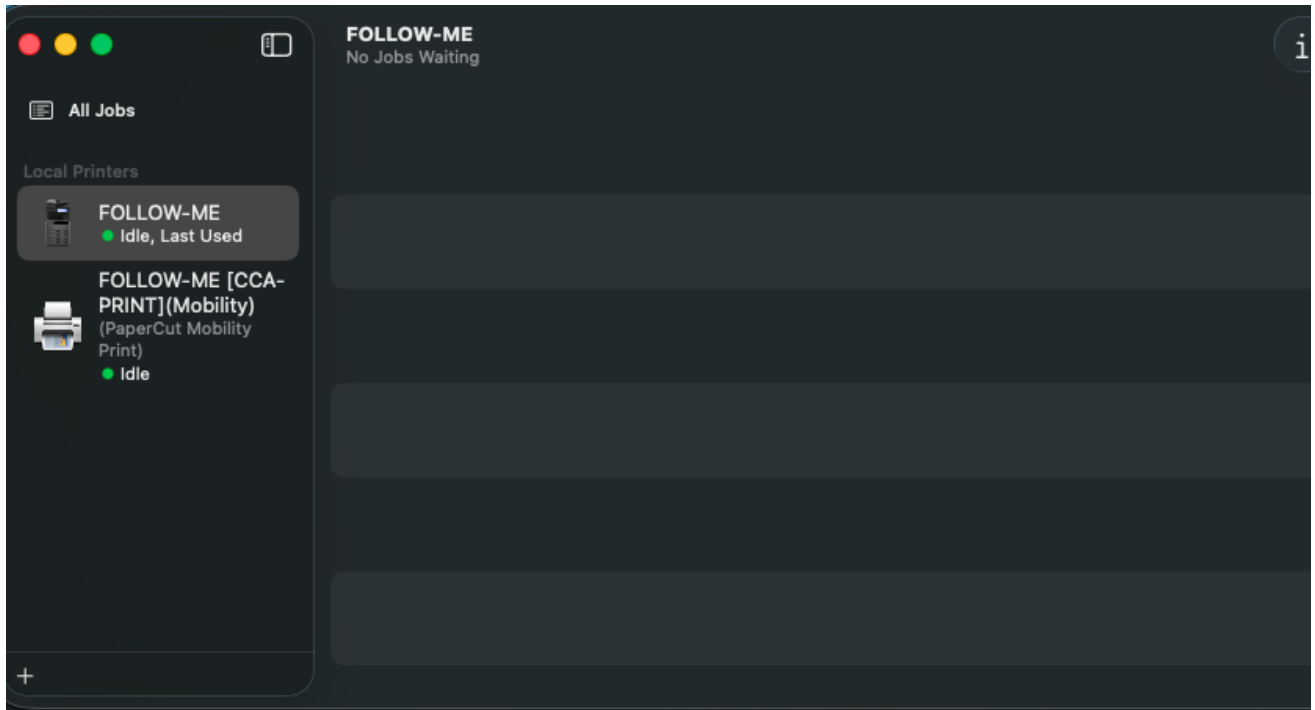
3. Select the **Follow Me** printer.
4. Click **Printer Queue**.



- 5.
 6. In the Printer Queue window:
- Click the **Play button** in the top-right corner (above your print jobs).



- The Play button will switch to a **Pause button** once it's active.



- Then, release your print jobs by clicking the **Play button** next to each print job that you want released. If you do not want the print jobs just click the "x" next to the print job.
 - **Important Note: Before releasing your print jobs, please double-check that they are not duplicates to avoid printing the same job multiple times.**

Once your jobs go through, you will be able to print normally.

Note* If it asks you for administrator credentials to unpause the printer. Please submit a ticket to helpdesk@cornerstonephiladelphia.com