

Online orders not printing?

Do these in order.

1

Is the printer on, with paper in and the lid closed?

2

On the desktop, double-click this icon – or find it in the Start menu.



Auresta Print Agent

3

Do what the red message says.

The printer is off or not connected.

For example: switch the printer on and check its cable.

4

Still stuck? Send the details to us.

Press **Copy details for support**, then reply to our email and press Ctrl+V to paste it in.

Green “Printing is working” means all is well.