

Teachers Pay Teachers Printing Issues

Symptom:

Print job hangs or fails with error after attempting to print PDF downloaded from Teachers Pay Teachers

Discussion:

For some reason, many of the documents that come from Teachers pay Teachers contain elements that cause Postscript errors on our printers. This is probably due to some embedded font that our printers can't handle, or corrupted data within the PDF itself.

Solution:

An easy workaround is to print the document as an image. The following directions assume that the user has Adobe Acrobat Reader or Acrobat Pro installed.

1. Open the document in Adobe Acrobat.
2. Select File->Print.
3. Click on the Advanced button.
4. Select Print As Image.
5. Click OK.
6. Click Print.
7. Be patient. This method may take a few minutes for file conversion and processing.
8. After converting the PDF to an image file, it works best to print no more than 8-10 pages of the file at one time.

Other:

If you have sent other unsuccessful jobs to the printer, your print cue may be backlogged, preventing any new jobs from getting to the printer. To clear your print cue, select System Preferences, then Printers and Scanners. Find the copier you are sending jobs to, click to highlight it, then choose "Open Print Cue". From there you can cancel unfinished print jobs then re-try the instructions above.