TROUBLESHOOTING FOR COMMON ISSUES

HOTELLO BY *mingus*

In cannot print in Hotello...

In Hotello, go to *Files > Exit Hotello*.
In Go Global go to *File > Sign Out*.
Sign back in to Go Global and Hotello.

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My printer is on and has paper.

Yes

I can see my printer in the *Printer Manager* on my computer. It is activated and the print test works.

Yes → I can print a document from Word.

No → Unplug the printer and plug it back in.

Yes → My Hotello server is in the cloud with Mingus. → Log out from all services and back in and try printing from Hotello again.

My Hotello server is on site. → Restart the computer where the printer is plugged. → Try printing from Hotello again.

Yes, but I still can't print from Hotello.

No → Please contact your IT department.

If the problem persists, please contact the Hotello technical support.