

## Users cannot print Documents in color in Excel 2003 (Revised for New Printers)

### Problem:

When a user tries to print out a spread sheet in Excel 2003 it prints out in black and white. If the user goes to file and print, and selects [\\Scanpc\GreenvilleGestetnerDSc445](#), and tries to print the document it will come out in Black and White. If the user goes back to file and print and then selects the [\\Scanpc\GreenvilleGestetnerDSc445](#), and goes to the properties button; on the setup tab where it says Black and White if they click on the drop down menu they do not have an option for color.

### Solution:

Tell the user to open the Excel Document like they normally would. Now tell them to go to file and print. Get them to select the [\\Scanpc\GreenvilleGestetnerDSc445](#) printer, and then get them to click on the properties button. Click on the Print Quality button, and find where it says resolution. They will need to click on the drop down box where it says 300dpi and change it to 600dpi. Now have the user click back on the Setup tab and go down to where it says Black and White, and have them click on the option that says color. Click on ok, and then click on ok again to print the document. It should now print in color. **Note:** You might want to have the user go to File and Save to save the settings that you just made so they don't have to do this every time they go to print this document. Also if this does not work then you might want to refer to the earlier document I created called Users cannot print Documents in color in Excel 2003.