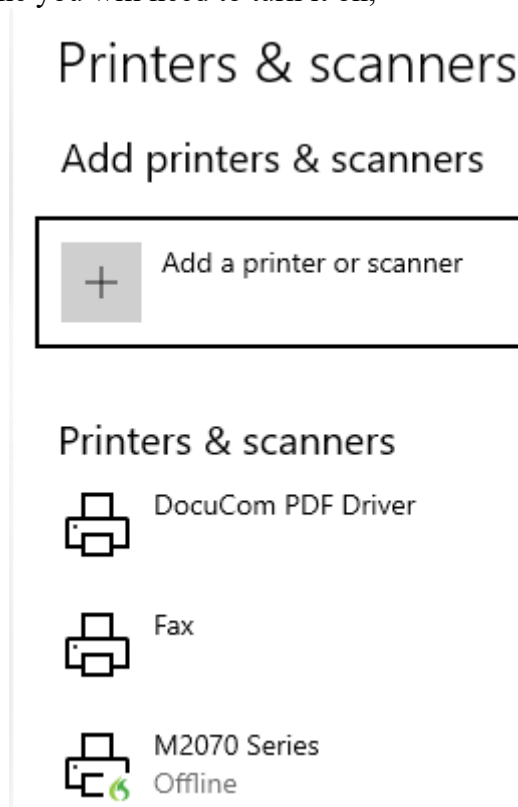


Diagnosing printer problems

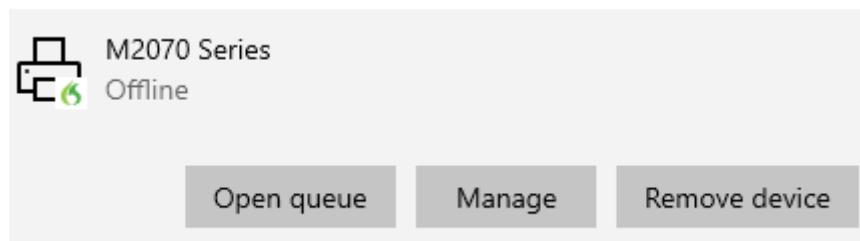
Whenever we print within Windows, the document is sent to the print queue. From there it will start with the first page and will remain into the queue until the document has completed.

Sometimes there is an error such as we run out of paper, we forgot to turn the printer on. In this event the printed job will not be printed and will remain in the queue.

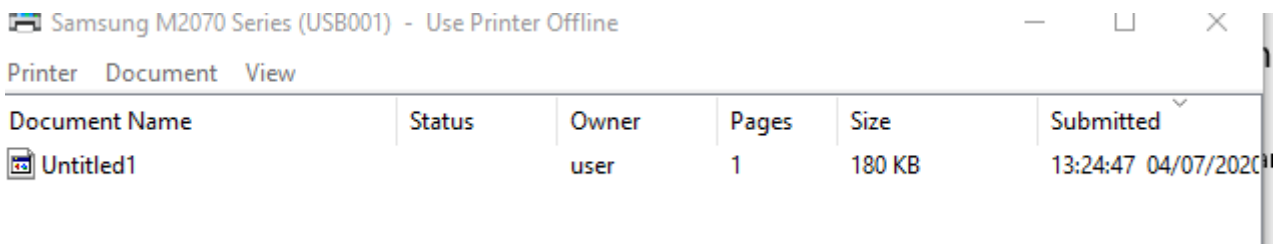
You can check this from your printer entry on the printers and scanners. If your printer showing off-line you will need to turn it on,



if you click on the printer you will see the manage printer and print queue buttons.

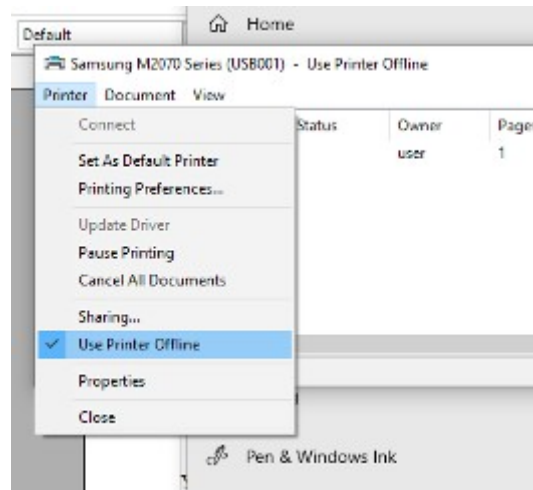


If you click the open queue button you will see your print job in the queue



You will need to delete the printer job from the queue by right clicking it to remove it

Click on the printer option on-screen to drop down printer menu and you may see this



You will need to remove the tick from the box having concluded procedure to solve the problem of the printer not printing when heated then look at the hardware itself.

Firstly, you should ensure that you have no paper jammed in the printer- your manual, or online help will tell you how to do this.

Secondly we need to know if the printer will print normally to do this turn off your PC, insert paper into the printer, and turn it on.

Most printers have a maintenance menu, you can print a test page.

If not some printers can take a photocopy do that instead

assuming one or other of the above have worked then the issue will be with printer connectivity.

If you are using a wire USB connection, plug it into another USB socket.

Turn on the computer first, and when it is ready to turn on the printer.

Doing all of the above should enable you start to be able to print.

I like to use the manage printer button (seen in the previous steps) select print test page.

This is because occasionally, the application you are trying to use to print from can be a problem.

Again, if test works, your problem is fixed.

After all of the above, if you still have a problem and there is an issue with connectivity.

I do not have a wireless printer so am unable to produce screenshots ill try and tell you what to do.

Probably the easiest way, is to remove your printer and re-add it.

It should take you through the installation procedure, which should reconnect your printer.

If that fails, you may need to use the manufacturers printer installation utility to settle wireless again.

Depending on the manufacturer, what normally happens, is that the installation procedure carried out by the software will detect your network settings and upload the relevant data back to the printer to configure it.

This usually is done by temporarily connecting a USB cable.

Some printers have a wireless direct facility built in and it is just a question of accessing this from the setup menu and pressing the WPS button on your route to effect the connection.

Other printer manufacturers have a setup menu within the maintenance options accessible using the buttons next to the display in the printer.

From there you select network, and connect to wireless.

The printer will look on your wireless network for the SS ID name of your router.

Need to select this and enter the password.

For most routers this information is on the label on the route itself.

Some service providers may provide a card with details on it.

One last thing

in comparison to the labour cost to make a repair to a broken printer, a replacement is often much cheaper to buy.

For this reason, even mid-range printers are not repairable and need to be replaced.

Labour cost can be in excess of £60 an hour plus callout and VAT - plus parts.

The only time this is viable, is when you have a very high quality printer, which will cost significantly more than this to replace.