

Tech Hunter

How Do You Do That?

Printer Troubleshooting Tips

Basic Steps

1. Make sure the printer is on – check the power-on light.
2. Check the connections on the back – check the printer cable and the power cord.
3. Check the online reset – a solid green light means printer is online; if it's flashing it's offline and needs to be checked – sometimes just turning off and back on will clear up the problem.
4. If it's a networked printer, make sure that the computer with the printer connected to it is on and logged in to the network.
5. Check the printer cartridges; if empty – they need to be replaced.

Need a New Printer Cartridge?

Each school is responsible for supplying cartridges for their printers. Check with your principal, grade/subject chairman, or office personnel to find out your school's policy.

Clearing Out the Print Queue

The *print queue* is where a computer stores all the print jobs waiting to print.

- Click on the **Start** button; go up to **Settings**, then over and click on **Printers**
- From the **Printer** window that opens, *double-click* the printer icon (this printer should be “checked” showing that it is your default printer, the one you use most often)
- In the window that opens will be a list of everything that is in the *print queue*
- To clear the list, click on the first item, hold down the shift key, then click on the last item (hold down the **Ctrl** key while clicking to choose individual print jobs that you don't want to print)
- When everything is selected that you don't want printed, hit the **Delete** key on your keyboard to remove them from the *print queue*
- The printer will usually finish the last job it was printing and then stop

Using the Printer Utility Software – HP Printers

Many times printer problems can be fixed with the software that comes with the printer.

- Click the **Start** button; go up to **Settings**, then over and click on **Printers**
- *Right-click* on the printer icon and click on **Properties**
- From the dialog box that opens, choose the **Services** tab

- Click to **Test the Printer Communication** – to make sure the computer and printer are *talking* to each other
- **Clean** the printer head – it should print out a test page if everything is okay
- **Align** the print cartridges – it should print out a page showing alignment; follow the screen prompts to make the best choices
- Print a **Test Page**

After Putting in a New Cartridge

- **Align** the print cartridge
- Print a **Test Page**

Using the Printer Utility Software – Epson Printers

Working with Epson printers are basically the same as working with HP printers.

- Click the **Start** button; go up to **Settings**, then over and click on **Printers**
- *Right-click* on the printer icon and click on **Properties**
- Click on the **Utility** tab
- Run the **Head-Cleaning** utility
- Do the **Nozzle Check**
- Do the **Print-head Alignment**
- Click on the **General** tab
- Print a **Test Page**