

Tutorial - Printer Troubleshooting

Introduction:

Working in the computer classrooms, you will most likely encounter problems printing at some time. Your document may print out differently than you imagined it would, or it may not print out at all! Fortunately, most printer problems are minor and are easily resolved with a bit of troubleshooting.

All Writing Program computer classrooms are equipped with one or two printers: N4525 and N24. N24 is the large Xerox DocuPrint machine identified by its many trays and features. N4525 is the small Xerox DocuPrint machine that has only two trays for outgoing paper. Some labs have only the smaller N4525 or only allow printing via that machine.

PROBLEM - OUT OF PAPER

If many people are waiting for printouts, and nothing is actually being printed, the printer may be out of paper; the printer will indicate this on its display. To load paper into the N4525 printer, simply pull out the tray #1 or #2 located at the bottom of the printer in the front, and put the paper in the bin. Put the tray back into the printer. To load paper into the N24 printer, locate the tray in the front of the printer. Pull the tray out, and locate the bin indicated by the large arrow in the lower left-hand corner. This is the side where you put the paper. Then, push tray 4 back into the printer.

Make sure you put the paper on the correct side of the tray. This is the most common error. There are usually diagrams on the inside of the trays indicating how to put in the paper.

PROBLEM - PAPER JAM

Paper jams can be attributed to a variety of causes, but most often they simply happen unexpectedly. If you are working by yourself, the printer's display will generally tell you which section (by number, labeled on the printer itself) has a problem. You can pull out the paper loading trays to find the jam.

PROBLEM - PRINTER SELECTION

Most computers will already have the correct printer selected. However, if you are attempting to print and the computer gives you no errors yet you still do not see a printout, check the selection in the "Name" drop-down box in the File >> Print menu in the program you are using where you want to print your file. If the name of the printer selected does not correspond with the name of the printer you are attempting to print to, change your selection. Some labs have multiple printers; be sure to look around each printer for your printouts before changing anything in the printer's menu. In general, the computer classrooms should use N4525. If that printer does not seem to be working, try the N24 if that's listed as an available printer.

PROBLEM - HITTING "OK"

After selecting "Print" from the file menu, most applications will ask for a confirmation that you do indeed wish to print. This menu contains selections for adjusting the printing properties, and an "OK" button that you must click in order to actually print.

PROBLEM - OUT OF TONER

If printouts seem faded, and gradually have less and less printed on them, the printer may be out of toner. Ask the support staff on your campus to order new toner.

PROBLEM - PRINTER NOT TURNED ON

The Writing Program keeps printers turned on at all times. However, it very well may be that the printer in your room was inadvertently turned off. Check the printer display, look for lights, then check the power switch.

Outside Resource:

[Printer Troubleshooting - University of Washington](http://www.washington.edu/nebula/printer.html)
< <http://www.washington.edu/nebula/printer.html> >