



Installing and managing printers

KT1401 Types of printers

Inkjet printers. Inkjet printers are the de-facto standard for consumer/home-use printers.

Laser printers.

All-in-one printers.

Super tank printers.

Dye-sublimation printers.

Dot matrix printers.

3D printers.

KT1402 Installing and managing printers

Steps for Deploying and Operating Print Management

Step 1: Install Print Management. ...

Step 2: Open Print Management. ...

Step 3: Add and remove print servers. ...

Step 4: View Printers. ...

Step 5: Saving a custom view. ...

Step 6: Manage Printers. ...

Step 7: Troubleshoot Printers. ...

Step 8: Troubleshoot Print Management.

- **KT1403 Drivers, paper feed, networking, and user error**

Few things lead to frustration quicker than when you need to print something in a pinch, and your printer doesn't want to cooperate (and it won't tell you why either!) While streaky lines across your images or faded text is one hassle, dealing with a printer that won't even acknowledge you exist is another. Whether you're getting an error message that doesn't sync up with reality or your printer is giving you the silent treatment, knowing where to start when your printer won't print can relieve some of that frustration.

Specific troubleshooting solutions will vary depending on your printer model, but once you understand some common issues, you can quickly search and find fixes specific to your unit. Manufacturers offer online resources to help you work through your most troubling printer issues and we've got some basic tips covered right here!

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Paper Jams and Ghost Jams

If your printer says you have a paper jam, there are a couple of potential culprits. First, make sure the paper is properly aligned in the paper tray. If your paper is askew even a little bit, it can quickly turn into a jam. Usually, removing the paper from the unit and lining it up better to the feeding elements will clear up the problem. Paper trays are designed to hold a specific paper capacity. For some, it could be just 100 sheets, while others can hold an entire ream. Check your printer's user guide for the recommended paper capacity – an overstuffed paper tray can instantly flag the paper jam warning in your machine. You should also make sure the paper or media type setting on the printer menu matches your current print job. Printers include settings for many different paper types like card stock, photo paper or presentation paper. Thicker paper can cause a paper jam if the settings are off and a quick change of the paper type can resolve your paper jam message right away.

Pick up rollers are the rollers that pick up the paper from the tray and feed it to the printer. These parts have also been known to cause a jams after repeated use and eventually may need to be replaced.

When your printer says that there's a paper jam, and there isn't, chances are it's because there's a mechanical problem afoot. Don't immediately smash your printer in a field though! In searching for a solution for a ghost-jammed HP® printer, [Neal Poole](#) discovered that often real paper jams could leave residue behind that interferes with printer operation long after the jam is gone.

Small amounts of shredded paper junk lodged between gears that move your rear duplexer may leave your printer thinking there's something lodged in the duplexer, not the gear. Examine the mechanical parts surrounding your ghost jam and make sure they operate cleanly (some models give you a more precise idea where the jam is located, especially for more complex office units). Here's one approach posted on [Fixya](#) that can help:

****A side note: this is explicitly for the HP® OfficeJet® L7680, but the general principles apply across printer models and brands****

Remove the rear duplexer and grip any of the four rollers. Do they move freely? If no, your next step is to . . .

Touch two of the brass contact points with a paper clip. Bridging this contact makes the printer think the duplexer is still installed, and you'll want to maintain this contact all the way through the final step.

Press OK on the control panel.

Take a look at the white plastic gears on the left-hand side. Do they move freely, or do they stall, skip, freeze, or jam? If it's the second scenario, you have paper shards, which you will need to clear from the gears.

Grip the furthest rubber roller and rotate. Check for shards of paper in the gear teeth.

Once the rollers and gears spin freely, you've cleared the ghost jam, and you can remove the paper clip and reassemble.

Unplug your printer to reset the sensors if you are still getting a paper jam notice after cleaning.

Printer Driver Problems

Hardware isn't always to blame. Your printer driver acts as the translator between your computer and your printer. Like other software, drivers can also go out of date, or lose compatibility with your operating system after an update. If your printer isn't responding to basic commands or is constantly crashing, a driver update may fix the issue right away. You could also have the wrong driver downloaded on your computer to work with your printer. Uninstalling the driver you have on your desktop, then replacing it with an up-to-date version, often will get your printer and desktop chatting again. To find an updated version of your printer driver, visit the support page of your printer manufacturer and type in your printer model number. Then follow the steps on the page to download the most up to date version. We've included links to the most popular printer brand support pages below!

[HP Printer Drivers & Support](#)

[Epson Printer Drivers & Support](#)

[Brother Printer Drivers & Support](#)

[Canon Printer Drivers & Support](#)

[Lexmark Printer Drivers & Support](#)

[Xerox Printer Drivers & Support](#)

How to Add a Printer in Windows 10

If you are trying to connect to a new printer on Windows 10 and plan to print over Wi-Fi, you may be able to print right away without downloading the printer software. Windows 10 is compatible with most new printers right out of the gate. To add a new printer, go to **Settings > Devices > Printers & Scanners > Add Printer** and select the printer you want to add. If you plan to use this printer regularly you can set it as your default printer and also print a test page to test for print quality before printing out your document!

How to Print a Self-Test Page

If you are having trouble diagnosing your printer issue, printing a test page or printer status report can help narrow down what the problem is. If the test page prints successfully then your issue is likely the printer driver, printer software or cable connection. If it doesn't print properly then there is likely an issue with the printer itself and may require repairs.

How to Print a Test Page in Windows 10

To print a test page in Windows 10, go to Settings > Devices > Printers & Scanners. Then select your printer and select Manage>Print a Test Page.

How to Print a Test Page in Windows 8

To print a test page in Windows 8, press the Windows key on your keyboard, then search "printer" on the start page. Select Settings > View Devices and Printers, then right click the printer icon and open up "Printer Properties" and select "Print Test Page"

How to Print a Test Page in Windows 7

To print a test page in Windows 7, click the "Start" button > Control panel > Devices and Printers. Then right click the printer icon and open up "Printer Properties" and select "Print Test Page"

Loaded Queue

When your print job finishes, your queue is supposed to clear itself automatically. That doesn't always work out as planned, especially when some print runs are put on hold, postponed, or stopped due to data connection issues. If your queue gets all blocked up, it can cause your driver to grind to a halt. Often, in an attempt to print something, you'll end up selecting print several times over, further overloading your queue.

Sometimes your printer isn't the reason your jobs aren't printing. A stuck print job can logjam your queue, which prevents jobs from being received by your printer. It also won't

go away when you click delete most of the time. So, what can you do to clear your queue and get your printer, well, printing again? Here's how to get started:

A side note: this is explicitly for the HP printers paired with Windows, but the general principles apply across printer models and brands.

Turn your printer off completely and unplug it from your power source.

Be sure to save the document you are planning on printing, in the form you want it printed. When you clear your queue, all print jobs that haven't saved will be erased—it will disappear as well.

Open Windows Services by searching "Services" in your search toolbar or clicking the Window button on your keyboard.

Halfway down your list of Services, you'll see one called the "Print Spooler." Right click on the Print Spooler option and look at your options. "STOP" will halt any stuck print you have bogging down your queue.

Once you've halted all print jobs using the spooler, use the Windows Explorer browser to search: C:\Windows\System32\Spool\PRINTERS

Delete all existing files in your queue and shut down your computer unit from Windows.

Turn on your printer using the power button, then turn on your computer again.

Restart the print spooler service.

Print your document. If it works, you're done!

If your print queue gets bogged down and freezes again, you have a couple of other options. HP offers a free software called HP Print and Scan Doctor which you can download for free. Running this program will automatically troubleshoot common issues with your printer and resolve them. If you are still having trouble with your queue jamming, uninstall and update your printer driver. Sometimes, an older driver may not be compatible or can corrupt, which will prevent your prints from processing.

Wi-fi Connection

Wireless connectivity is a double-edged blade. On the one hand, you can connect your printer to devices anywhere in your home. On the other, your connection is something that you can't see. If your printer has dropped its Wi-fi signal, often you won't be able to tell unless you troubleshoot the connectivity. If your printer's Wi-fi is down, unplug it and reconnect it to your modem. It's a bit of a trope these days, but powering down

electronics can do wonders for fixing problems. If your device isn't connecting to your printer, check to see that your Wi-fi and Bluetooth capabilities are up and operational.

A weak (or nonexistent!) connection between your computer and printer will prevent you from getting the documents you need. And because the issues lie between the two, often it can be tough to diagnose. If your printer was connecting wirelessly to your printer and then stopped, try restarting your computer and printer to see if they will reconnect. If no, here are some common questions you should ask when you suspect your WiFi connection may be to blame for your issues.

Internal Assessment Criteria and Weight

- IAC1401 An understanding of types of printers, installing printers and dealing with problems is demonstrated

(Weight 2%)

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Computers And Computing Systems



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Techniques for safety

