**DV162\_64\_PAS\_On Troubleshooting Printers**

**Possible Answers Sheet**

Q1. How can you test if a printer is working properly?

Ans. We can test if a printer is working properly by using the test page feature built into Windows. This can be accessed through Windows settings or the properties of the printer. Printing a test page confirms correct Windows configuration, proper device-to-printer connection, and the printer's ability to print documents.

Q2. How do you send a test page to the printer?

Ans: To send a test page to the printer, you can navigate to the test page feature in either Windows settings or the printer properties. Then, simply select the option to print a test page, which will send a standard test page from Windows to the printer.

Q3. : What are some ways to diagnose a printer issue?

Ans: Some ways to diagnose a printer issue include printing a test page, checking for printer diagnostics built into the printer console, logging into the printer through a console for tests, using vendor-provided utilities, or utilizing third-party utilities available online.

Q4. What if you look at the test page and the output does not look how you would expect it to be?

Ans. If the test page output does not meet expectations, further research is needed to identify the problem causing the discrepancy.

Q5. What do you do if you have a line that goes all the way down the page on an inkjet printer?

Ans: If there's a line going down the page on an inkjet printer, it's usually a sign to clean or replace the print heads.

Q6. What do you do if you have a line that goes all the way down the page on a laser printer?

Ans: If there's a line going down the page on a laser printer, it likely indicates a scratch on the photosensitive drum, requiring replacement of the drum and possibly the toner cartridge.

Q7.Why is the output on the page very light or difficult to read?

Ans: Light or difficult-to-read output on a page may indicate problems with toner (for laser printers) or ink (for inkjet printers).

Q8. What could cause items that you print on one part of the page to show up later on down the page?

Ans: Items appearing later on the page than expected could indicate a problem with the cleaning process in a laser printer, resulting in a ghost or shadow of previously printed information.

Q9. What does a scratched photosensitive drum look like?

Ans: A scratched photosensitive drum will have a visible line going all the way down the page.

Q10. What happens when toner sticks to the scratch?

Ans: When toner sticks to a scratch on the photosensitive drum, it transfers to the printed page, causing a black line.

Q11. What is a symptom of a problem associated with the cleaning process on a laser printer?

Ans: A symptom of a problem with the cleaning process on a laser printer is seeing parts of the page repeated later on down the page.

Q12. What can cause garbled print?

Ans: Garbled print can be caused by using the wrong printer driver or specifying the wrong printer model in the configuration, especially if sending PCL to a postscript printer or vice versa.

Q13. How do you check if an application is printing to the correct printer model?

Ans: We can check if an application is printing to the correct printer model by running a test print from the printer itself to ensure it prints what it expects. Then, verify the application's print settings and the printer's configuration to match.

Q14. What happens when you touch part of the output from a laser printer?

Ans: If we touch part of the output from a laser printer and it smudges, it indicates the toner hasn't properly fused to the paper, often due to a problem with the fuser assembly.

Q15. What could be causing a printer to not produce any output?

Ans: A printer not producing any output could be due to various reasons, including connectivity issues, empty ink or toner cartridges, or mechanical failures.

Q16. What happens if you send output to the printer that is expecting a different sized page?

Ans: If we send output to the printer expecting a different sized page, it will typically stop and display an error message indicating a mismatch between the requested page size and the paper installed in the printer tray.

Q17. What message will you get if the paper size installed in the printer tray is incorrect?

Ans: The message will typically indicate that the paper size installed in the printer tray is incorrect, prompting you to replace it with the correct size.

Q18. What should you do if the paper gets stuck in the printer?

Ans: If paper gets stuck in the printer, carefully remove it to avoid causing damage to the printer or leaving debris inside. Refer to the printer's documentation for specific instructions on clearing paper jams.

Q19. What might cause issues with the printer?

Ans: Issues with the printer can arise from various factors such as hardware malfunctions, software conflicts, connectivity problems, or improper maintenance.

Q20. How can I fix rollers that are worn or damaged?

Ans: Worn or damaged rollers in a printer can be fixed by replacing them individually or as part of a maintenance kit, following the printer's documentation for proper replacement procedures.

Q21. What could be causing my pages to come out creased?

Ans: Pages coming out creased could be caused by problems along the paper path or using the wrong weight of paper. Refer to the printer's documentation for recommended paper types and weights.

Q22. What can cause the entire print queue to crash?

Ans: The entire print queue may crash due to corrupted print jobs, which can cause the print spooler service to stop functioning.

Q23. How does the print spooler service address this issue?

Ans: The print spooler service automatically attempts to restart itself if it fails due to a corrupted print job, but subsequent failures may require manual intervention.

Q24. What will happen if the print spooler service fails multiple times?

Ans: If the print spooler service fails multiple times, it may enter a stopped state, preventing print jobs from being processed until the issue is resolved.

Q25. What can you do if the print spooler has crashing issues?

Ans: If the print spooler has crashing issues, you can troubleshoot the problem using the Windows Event Viewer to identify the cause and potentially delete problematic print jobs.

Q26. What is a challenge with color printers?

Ans: A challenge with color printers is ensuring that the colors printed match what is seen on the screen, especially for design work requiring color accuracy.

Q27. What is the first step to calibrating a screen and printer?

Ans: The first step to calibrating a screen and printer is to ensure that the colors displayed on the screen are accurate.

Q28. What is the best way to calibrate a screen?

Ans: The best way to calibrate a screen is to use a third-party calibration tool to ensure accurate color representation.

Q29. What type of paper should be used for screen calibration?

Ans: Bright white paper is typically used for screen calibration to provide the best representation of colors.

Q30. W**hat is a c**alibration tool?

Ans: A calibration tool is a device or software used to adjust and optimize color accuracy on screens and printers.

Q31. How do we use a calibration tool?

Ans: A calibration tool is used by following its instructions to adjust color settings on the screen or printer until accurate color representation is achieved.

Q32. What does a color calibration do?

Ans: Color calibration ensures that the colors displayed on the screen match the colors printed by the printer. It adjusts the color output of the printer to accurately reflect what is seen on the screen.

Q33. What could be causing grinding noises from my printer?

ANS: Grinding noises from a printer could be caused by various factors such as paper jams, misaligned components, or worn-out parts within the printer's mechanism.

Q34. What should I do if I hear grinding noises from my printer?

ANS: If you hear grinding noises from your printer, you should immediately stop the printing process and inspect the printer for any visible obstructions or damaged components. Clear any paper jams carefully and ensure that all printer components are properly aligned. If the issue persists, consider contacting a technician for further assistance or repair.

Q35. What are some of the enhanced capabilities of office printers?

Ans: Enhanced capabilities of office printers may include features like automatic stapling, hole punching, duplex printing, collating, and advanced finishing options such as booklet making or binding.

Q36. Does the printer have a stapler built in?

Ans: Some office printers may have a built-in stapler feature, allowing them to automatically staple printed documents as they are outputted.

Q37. How is the location of the holes determined?

Ans: The location of the holes is determined by the configuration of the print driver.

Q38. What should you check if the output is different?

Ans: If the output is different, you may want to check the print driver and confirm that you put the right settings in and that they match the configuration of the printer.

Q39. What if you print something in portrait, and it ends up printing in landscape or vice versa?

Ans. In those scenarios, we’re not getting the right orientation for the page. And so we’ll need to troubleshoot where the problem happens to be occurring. It may be that the printer is following the directions of the print driver, and the wrong option is being selected during the printing process.

Q40. What might be the cause of a printer not printing in the correct orientation?

Ans: The printer may not print in the correct orientation due to incorrect settings in the print driver, mismatch between the document orientation and printer settings, or a default setting on the printer that needs adjustment.