

## 8.6 Printer Troubleshooting

As you study this section, answer the following questions:

- What are three obvious things you should check before doing more extensive printing troubleshooting?
- What problems are indicated if the printer can print a test page, but you cannot send a print job to the printer from a workstation?
- What problems are indicated if a print job is full of garbled text?
- How does paper quality affect a printer?
- What is typically the problem when a vertical stripe is printed down a page?

In this section, you will learn to:

- Troubleshoot and resolve common printing problems

This section helps you prepare for the following certification exam objectives:

Exam	Objective
TestOut PC Pro	4.1 Troubleshoot hardware components 4.1.8 Troubleshoot printer issues
CompTIA 220-1001	5.6 Given a scenario, troubleshoot printers. <ul style="list-style-type: none"> <li>■ Common symptoms               <ul style="list-style-type: none"> <li>■ Streaks</li> <li>■ Faded prints</li> <li>■ Ghost images</li> <li>■ Toner not fused to the paper</li> <li>■ Creased paper</li> <li>■ Paper not feeding</li> <li>■ Paper jam</li> <li>■ No connectivity</li> <li>■ Garbled characters on paper</li> <li>■ Vertical lines on page</li> <li>■ Backed-up print queue</li> <li>■ Low memory errors</li> <li>■ Access denied</li> <li>■ Printer will not print</li> <li>■ Color prints in wrong print color</li> <li>■ Unable to install printer</li> <li>■ Error codes</li> <li>■ Printing blank pages</li> <li>■ No image on printer display</li> </ul> </li> </ul>
CompTIA 220-1002	3.1 Given a scenario, troubleshoot Microsoft Windows OS problems. <ul style="list-style-type: none"> <li>■ Common symptoms</li> </ul>

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