ICTSAS432 – List of Printer Issues – Assessment 2 Question 4

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| **List of printer issues** | **List of solutions – student to match with issue** |
| 1. Printer has no toner or ink | 1. Ensure network cable is attached |
| 1. Printer has no paper, not printing | 1. Replace toner or Ink cartridge |
| 1. Printer not visible on network | 1. Return to Vendor /Replace printer |
| 1. Printer has paper jam, not printing | 1. Load in suitable paper |
| 1. Printer producing strange characters | 1. Load suitable printer driver |
| 1. Printer does not turn on, dead printer | 1. Clear paper jam / foreign object |
|  | 1. Clear printer queue |
|  | 1. Power cycle printer |
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Match the six issues with the solutions, the issue may have more than one solution, and the solution may be used more than once:

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| **Issues** | **Solutions** |
| 1. Printer has no toner or ink | Replace toner or Ink cartridge |
| 1. Printer has no paper, not printing | Load in suitable paper |
| 1. Printer not visible on network | Ensure network cable is attached |
| 1. Printer has paper jam, not printing | Clear paper jam / foreign object |
| 1. Printer producing strange characters | Clear printer queue, Load suitable printer driver |
| 1. Printer does not turn on, dead printer | Return to Vendor /Replace printer |

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Satisfactory/Not Yet Satisfactory – This will appear on the main assessment document or in Blackboard.