HiEnterprise Troubleshooting Guide

Basic Troubleshooting for Key Systems

# 1. Email System

## Common Issues and Solutions

* Issue: Unable to send/receive emails
* Solution: Check internet connection. Ensure you are connected to a stable network.
* Solution: Verify email server settings. Go to settings and ensure the incoming and outgoing server information is correct.
* Solution: Clear email cache. Sometimes clearing the cache can resolve the issue.

Issue: Emails stuck in outbox

Solution: Check your internet connection. Emails may be stuck due to poor connectivity.

Solution: Remove large attachments. Large files may cause delays or failures; try reducing the size of attachments.

Solution: Restart your email client. Sometimes a simple restart can resolve temporary glitches.

Issue: Missing emails

Solution: Check spam/junk folder. Sometimes legitimate emails can be mistakenly marked as spam.

Solution: Verify email filters and rules. Ensure no filters are automatically redirecting your emails.

Solution: Contact the sender. Confirm that the email was sent to the correct address.

# 2. Office Network Connection

## Common Issues and Solutions

* Issue: No internet connection
* Solution: Check physical connections. Ensure that all cables are securely connected.
* Solution: Restart modem/router. Power cycle the device by unplugging it for 30 seconds and then plugging it back in.
* Solution: Contact IT support. If the issue persists, there may be a larger network problem that needs professional assistance.

Issue: Slow internet speed

Solution: Close unnecessary applications. Bandwidth-heavy applications can slow down the network.

Solution: Run a speed test. Identify if the problem is with the ISP or internal network issues.

Solution: Update firmware. Ensure that modem/router firmware is up to date.

Issue: Frequent disconnections

Solution: Check for interference. Other electronic devices can interfere with the Wi-Fi signal.

Solution: Move closer to the router. Physical obstructions can weaken the signal strength.

Solution: Change Wi-Fi channel. Use the router settings to switch to a less congested channel.

# 3. Printer Issues

## Common Issues and Solutions

* Issue: Printer not responding
* Solution: Check power and connections. Ensure the printer is powered on and connected to the computer.
* Solution: Restart the printer. Power cycling the printer can resolve temporary issues.
* Solution: Reinstall printer drivers. Download and install the latest drivers from the printer manufacturer's website.

Issue: Paper jams

Solution: Clear the paper path. Carefully remove any stuck paper from the printer.

Solution: Use the correct paper type. Ensure you are using the recommended paper for your printer model.

Solution: Check for obstructions. Ensure there are no foreign objects obstructing the paper path.

Issue: Poor print quality

Solution: Clean the print heads. Follow the printer manual’s instructions to clean the print heads.

Solution: Check ink/toner levels. Low ink/toner levels can affect print quality; replace if necessary.

Solution: Adjust print settings. Ensure the print quality settings are set appropriately for the task at hand.