

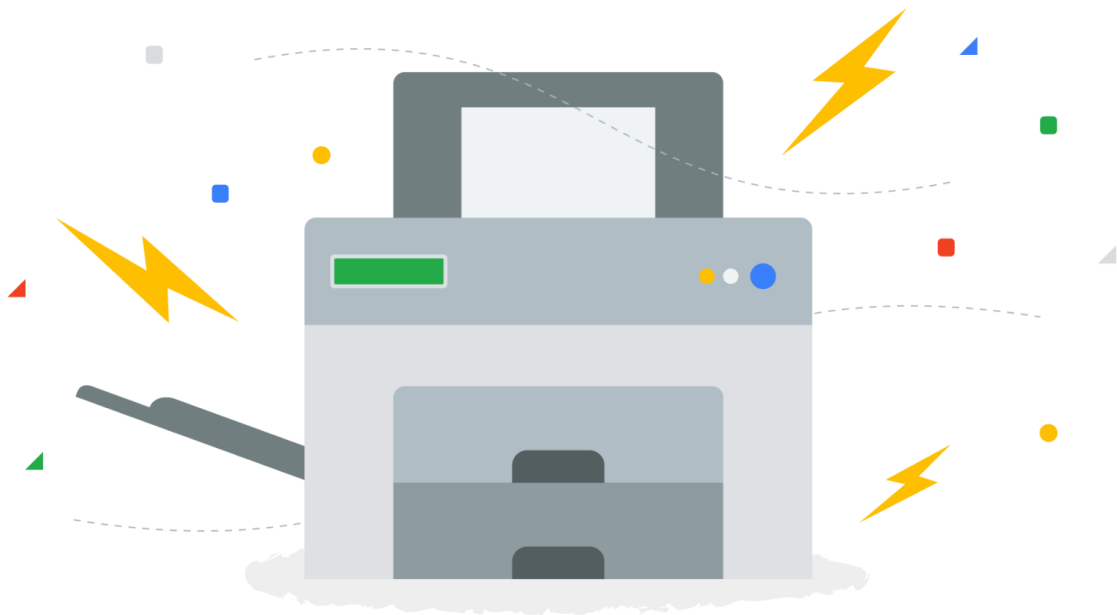
Google IT Support Certificate: Course 4: Systems Admin. and IT Infrastructure Services

Week 3: Software and Platform Services

**Practice Quiz: Troubleshooting printer issues**

Exploring common printer issues

In this infographic exercise, you'll explore several common printer issues and learn how to troubleshoot them.



**Explore printer issues**

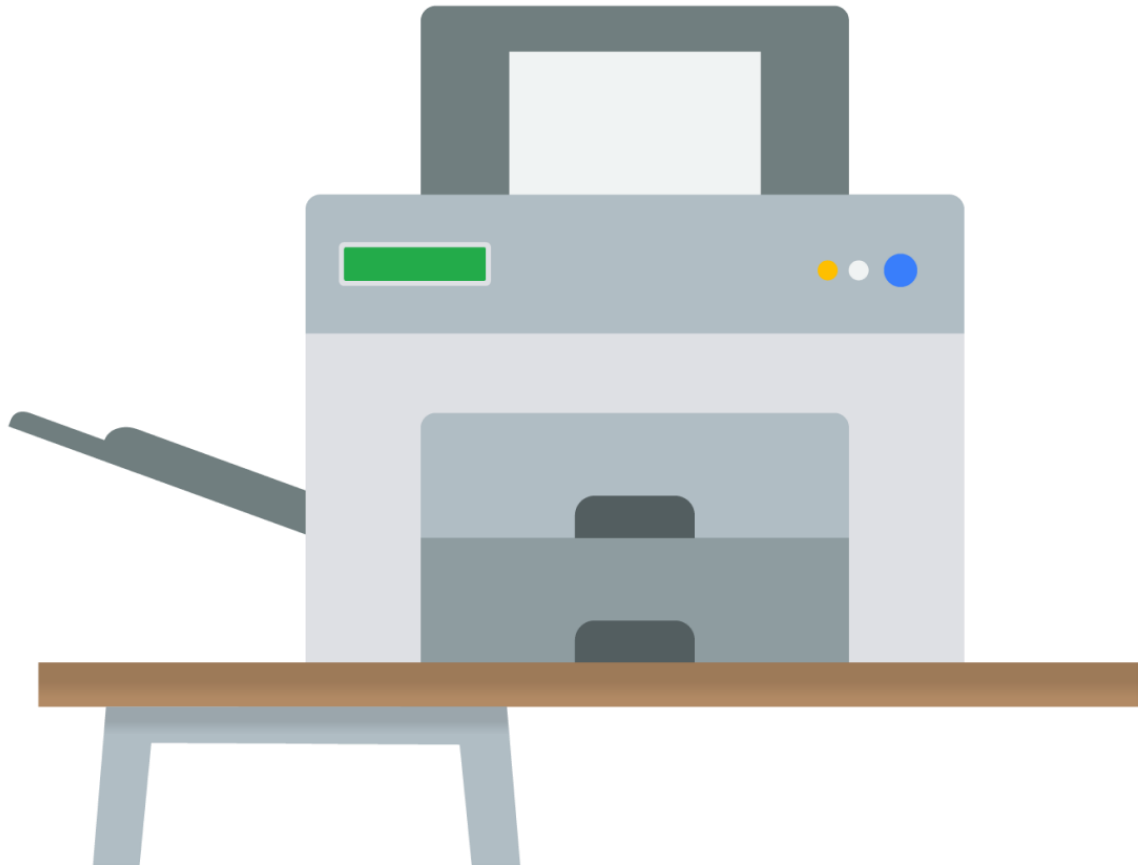
Select the label in each infographic to explore common printer issues and how to solve them.



## Printer manual

### Printer manual

If you are unfamiliar with a printer or don't know how to troubleshoot a specific issue, always consult the printer manual or the printer manufacturer's website.



## Paper Jam

### Paper jam

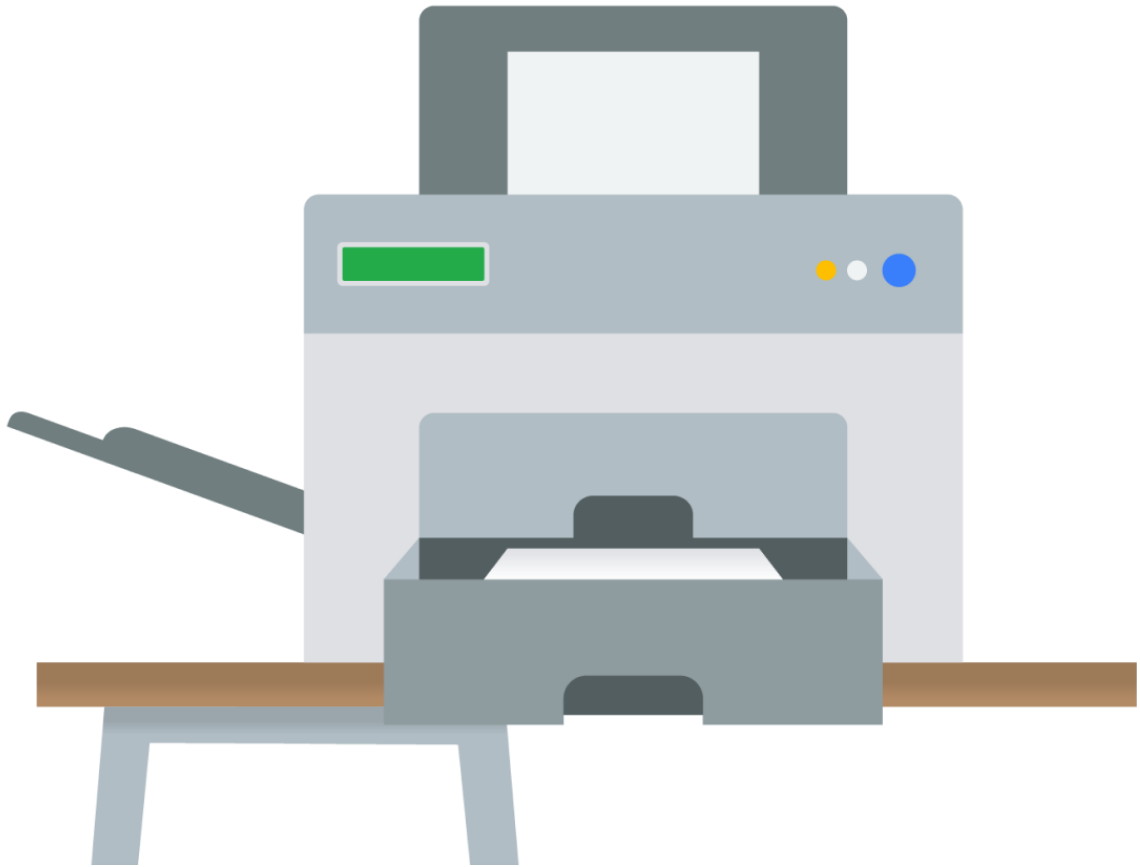
Always check the manufacturer's jam removal procedure, and do not pull on the jammed paper, as this can damage the printer. If the printer reports a jam when there is no paper inside, one of the jam sensors needs repair.



## Incorrect Paper Size

### Incorrect paper size

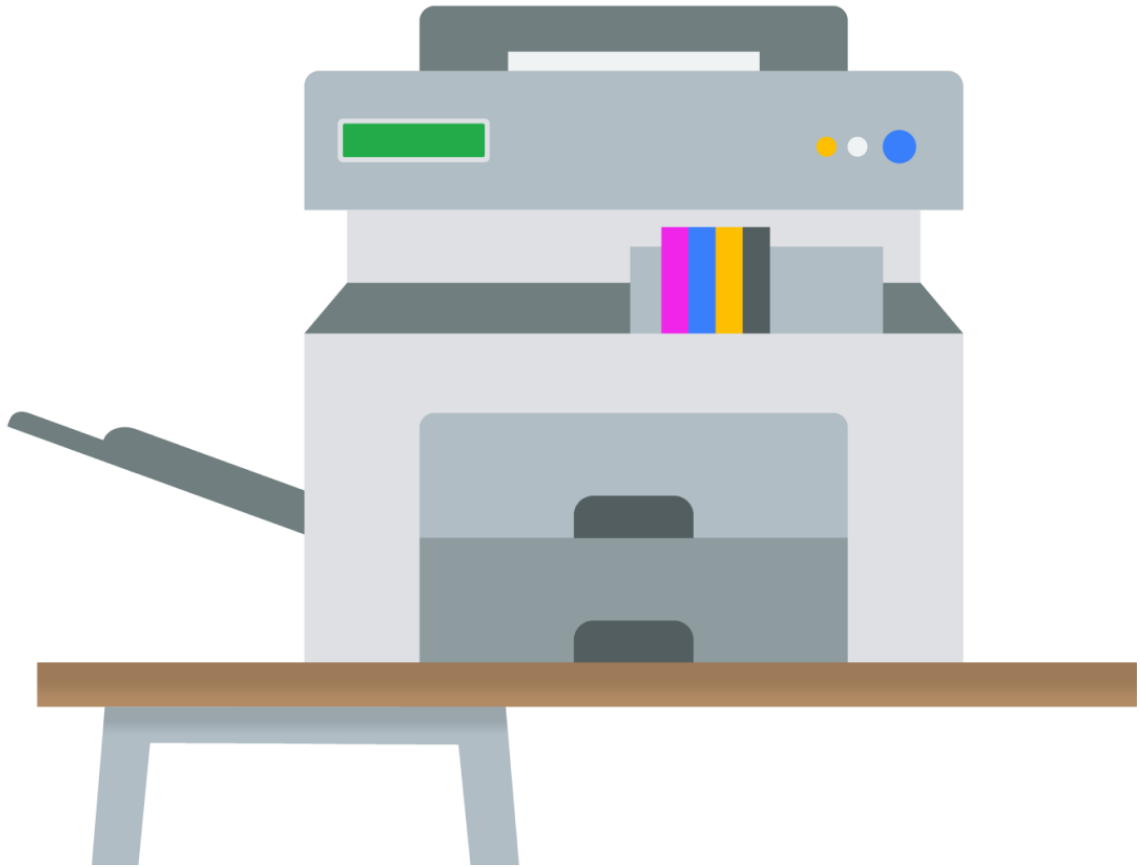
Check the Page Setup interface in applications like Microsoft Word to see if the paper size is set up properly. If this is set up properly and the problem persists, then uninstall and reinstall the printer driver.



## Paper Not Feeding

### Paper not feeding

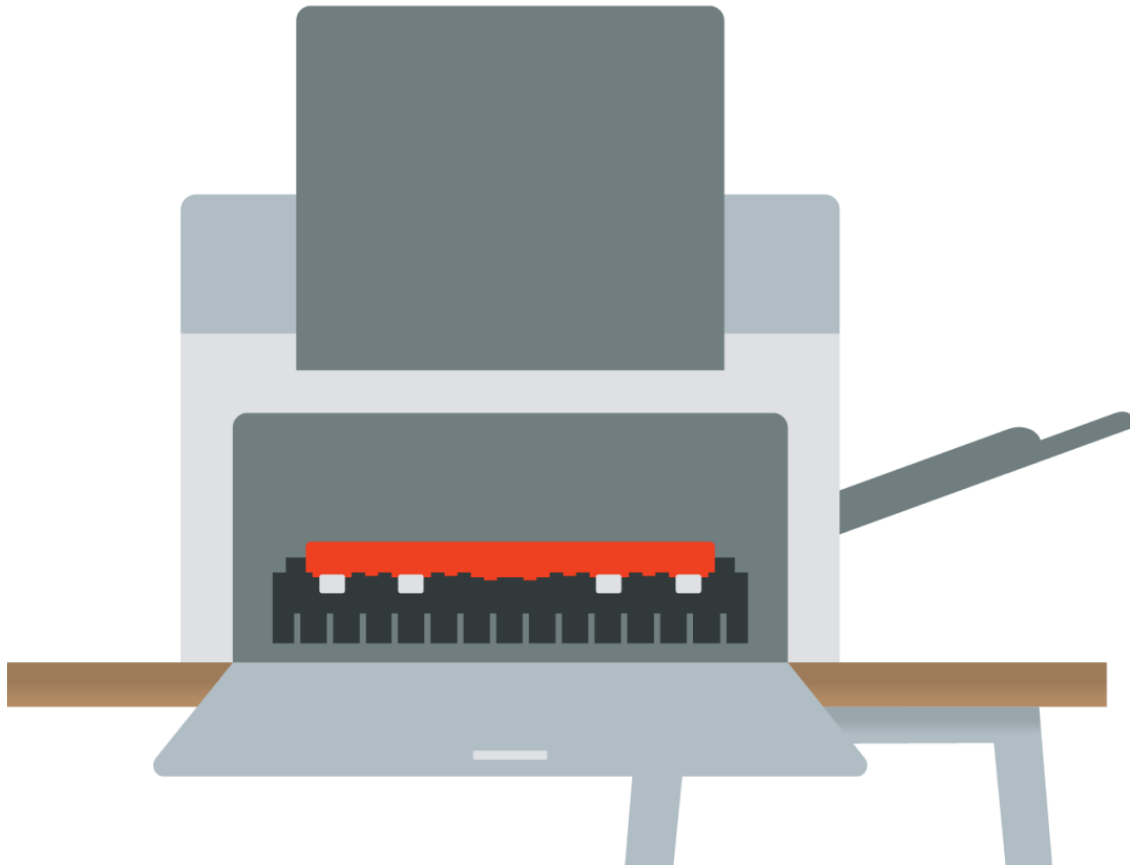
Check for overflowing paper trays and the correct paper position. If the problem persists, try cleaning or replacing thech infographic to explore common printer issues and how to solve them.



### **Faded print**

#### **Faded print**

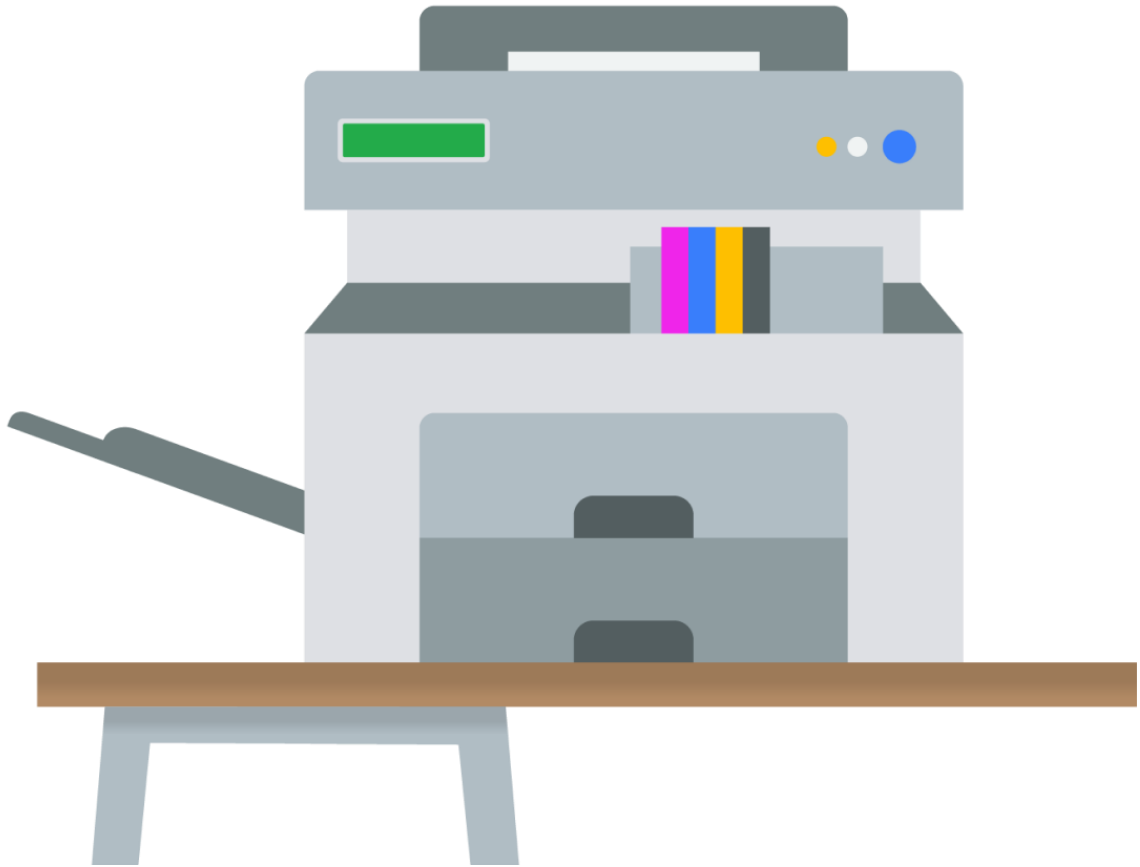
First, remove the printhead from the printer, then clean it using cleaning solutions, such as denatured alcohol. Next, dry off the cleaned printhead, then place it back in the printer. Finally, print a test page to check the print quality.



### **Toner doesn't fuse to printer**

#### **Toner doesn't fuse to printer**

Check the printer settings to ensure that the paper type and size is the same as the paper that is in the tray. If the issue persists, remove the fuser unit and check for damage. Replace the fuser if needed.



### **Lines down printed page**

#### **Lines down printed page**

Clean the printhead with denatured alcohol. If the problem persists, replace the printhead.

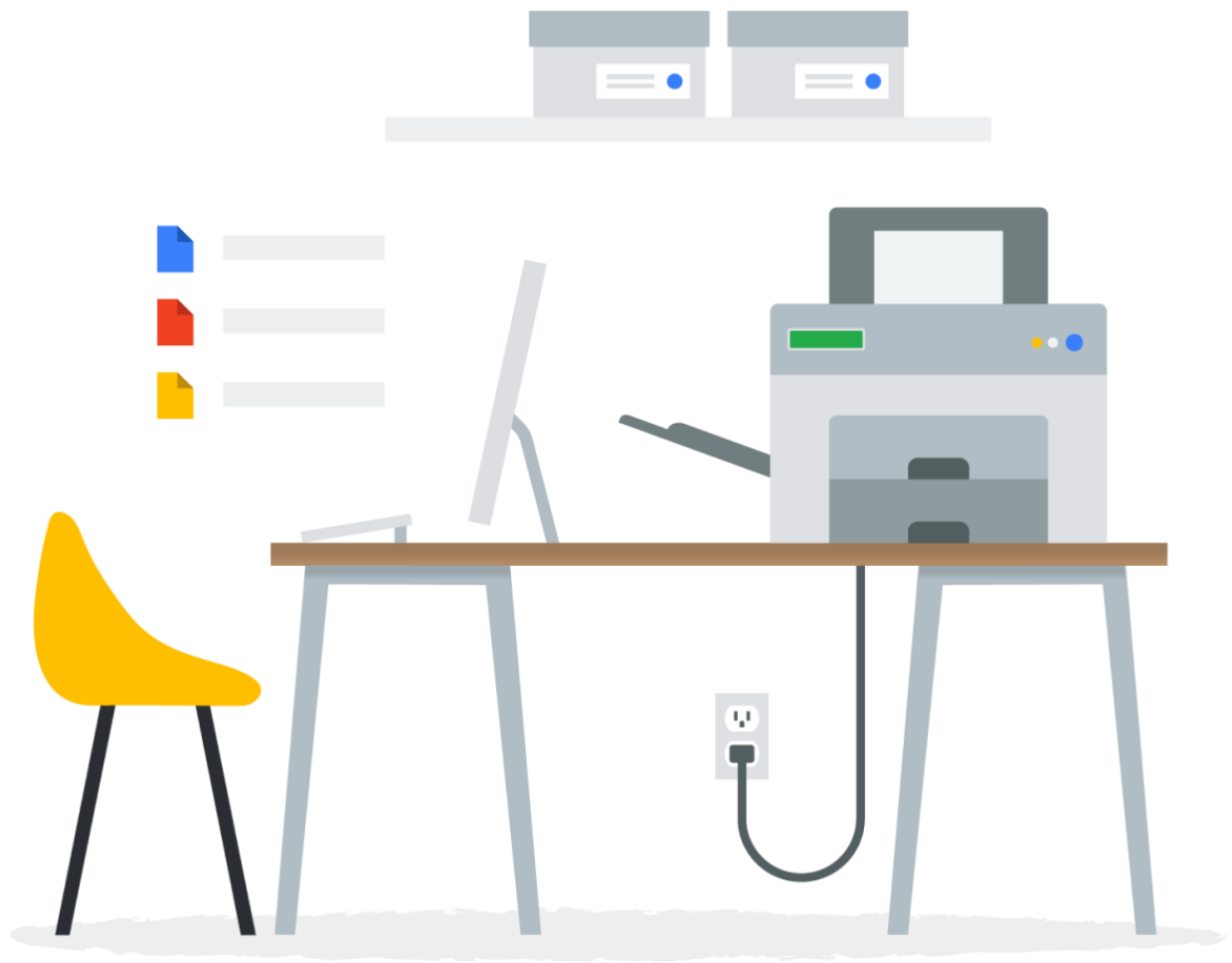




## Garbled print

### Garbled print

First, reboot the printer. If the issue continues, check the printer driver. Then, uninstall and reinstall the printer driver.



### **Multiple prints pending in the queue**

#### **Multiple prints pending in the queue**

Clear the print queue. Then, reinstall the printer driver.



## Grinding noise

### Grinding noise

First, unplug the printer and check for any broken parts or paper jams. Replace any broken parts or clear any paper jams if needed. Then, plug the printer back in.

## You're done!

By learning how to visualize and recognize common printer issues, you can be better prepared to solve them.

