

# Troubleshooting Printer

At the end of this episode, I will be able to:

1. Identify common printer issues.

Exam Objective: 5.6 - Given a scenario, troubleshoot and resolve printer issues.

Description: In this episode, we will discuss printer issues as well as common symptoms of printed output, paper issues, finishing issues and more.

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- Common symptoms
  - **Printed output**
    - Lines down the printed pages
      - Dirty transfer belt
    - Garbled print
      - Driver issues
      - Damaged network or data cable
      - Print job issues
    - Toner not fusing to paper
      - Fusing assembly/rollers failure
    - Faded print
      - Low ink cartridges
    - Speckling on printed pages

- Clogged inkjet
    - Incorrect chroma display
      - Print head/color calibration
      - Note\* - monitor calibration
  - **Paper issues**
    - Incorrect paper size
    - Paper not feeding
    - Multipage misfeed
    - Paper jams
  - **Finishing issues**
    - Staple jams
    - Hole punch
  - **Print queue issues**
    - Multiple prints pending in queue
    - Print spooler
  - **Page orientation**
    - Print settings
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- Additional Reference Materials
  - Not applicable if blank