

Solving Display and Printing Issues



Overview



Display monitor

- Driver
- Resolution

Projectors

- Connectivity

Printing

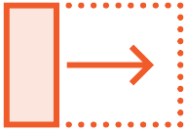
- Connectivity
- Print job problems



Display Monitor and Projector Issues



Display Monitor Issues



Ensure cables are plugged in correctly and tightly

Check wireless connectivity signal strength

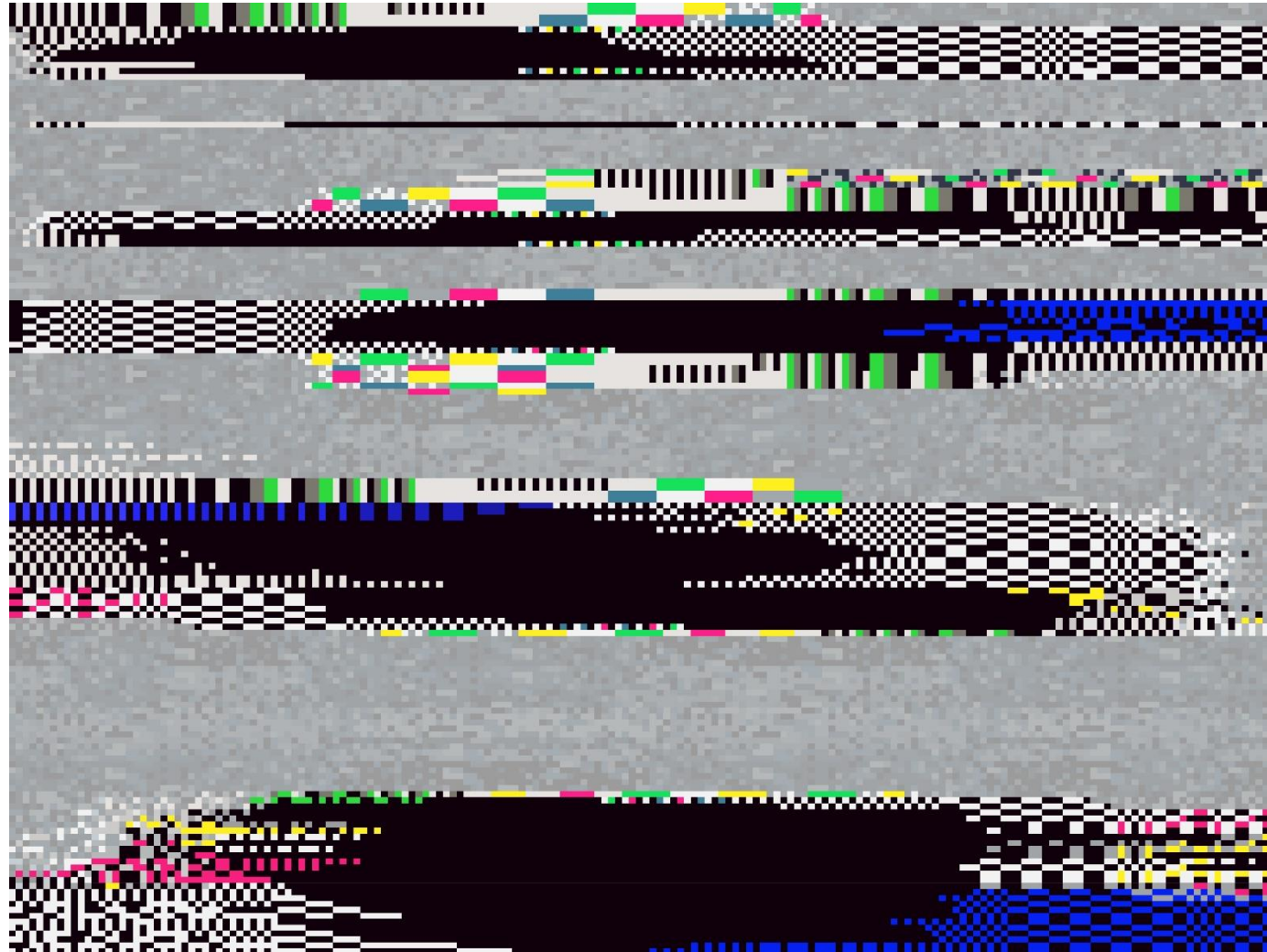


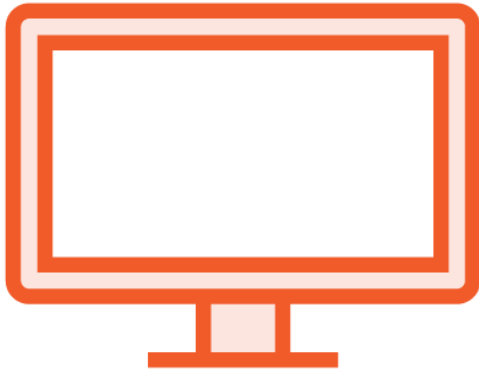
Consider external interference (EMI) for longer cable runs



Consider the signal source device

Display Monitor Glitch





Blank screen

- Does this system use multiple monitors?
- Power problem?
- Machine stuck in POST?
- Failing laptop battery?

Video driver

VGA mode

- Did the machine crash?

Solving Display-Related Issues

Adjust physical
monitor
controls

Select
correct
input source

Test a different
cable/monitor

Check OS
logs

Check
temperature

Update or
rollback
driver

Check video
settings
(resolution,
size)



Demo



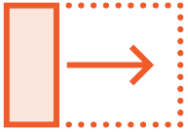
Update a Windows 10 video driver



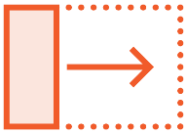
Printing Issues



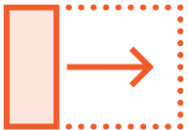
Printing Issues



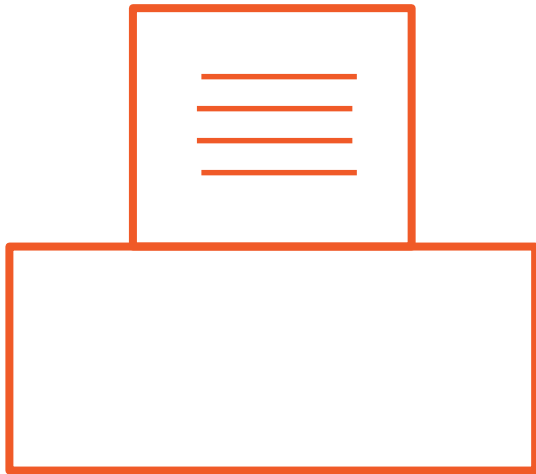
Consider the printer type – troubleshooting varies depending on this



Has anything in the IT environment changed?



Always consider the scope – who else is affected?



Incorrect/corrupt driver

- Garbled output

Paper issues

- Wrong paper type
- Too much humidity
- Paper jams

Color issues

- Check print job settings

Security

- Are correct printer permission isn place?

Local Access To Printing Device



Solving Printing Issues

Remove debris
in paper feed
path

Network
connectivity

Use the
correct paper
type

Clean
imaging
drum

Connect
through a
wired
connection

Replace
toner
cartridge

Replace
fusing
assembly



Demo



Restart the Windows Printer Spooler service



Summary



Display monitor

- Driver
- Resolution

Projectors

- Connectivity

Printing

- Connectivity
- Print job problems