

# Solving Display and Printing Issues

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# Overview



## Display monitor

- Driver
- Resolution

## Projectors

- Connectivity

## Printing

- Connectivity
- Print job problems

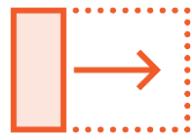


# Display Monitor and Projector Issues

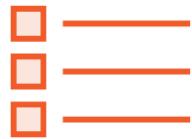
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# Display Monitor Issues



Ensure cables are plugged in correctly and tightly  
Check wireless connectivity signal strength



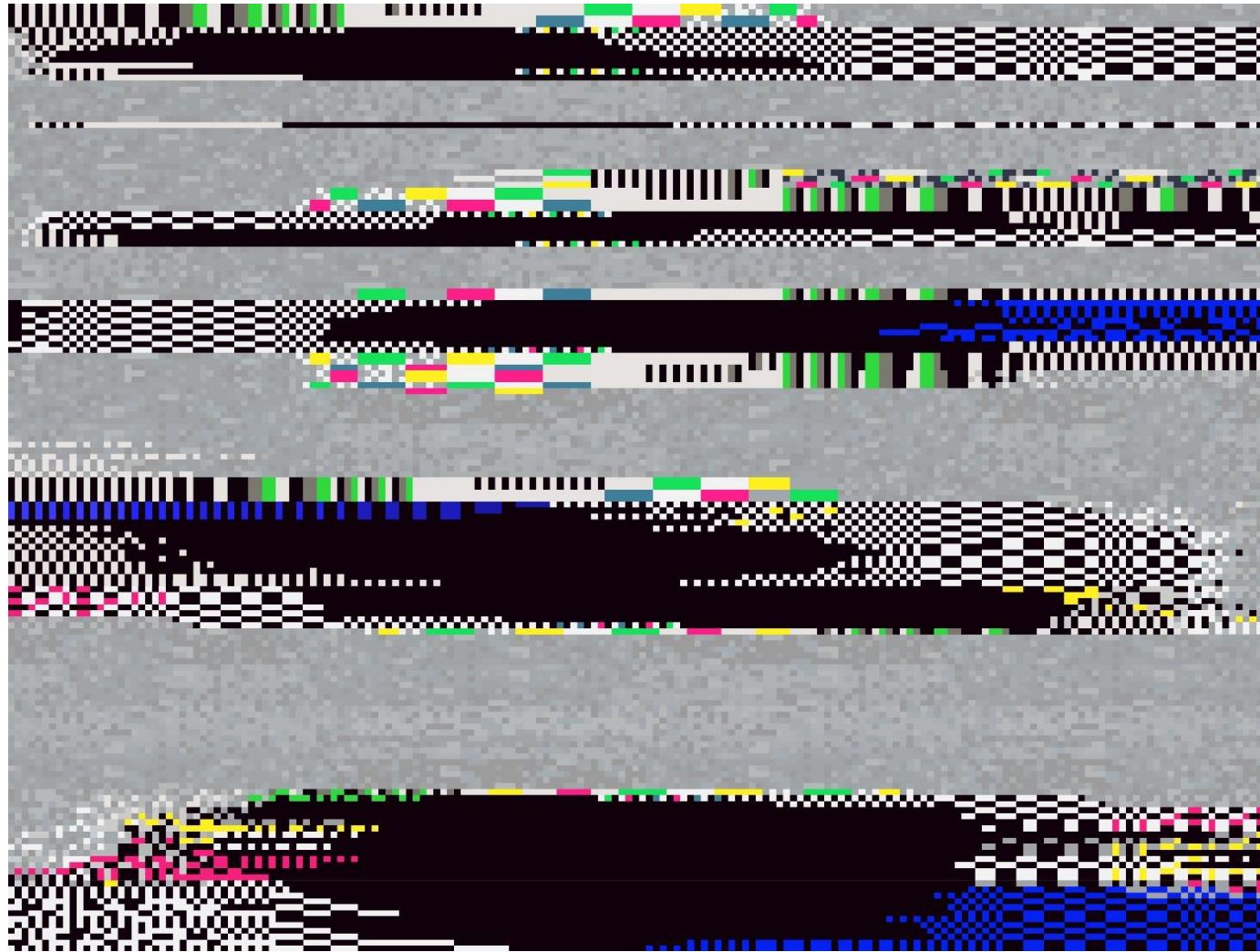
Consider external interference (EMI) for longer cable runs



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

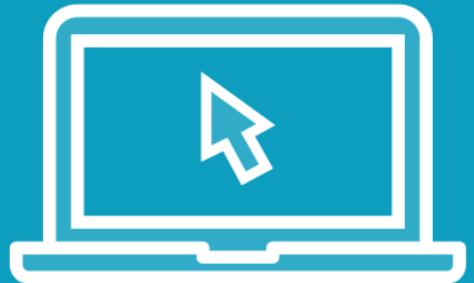
Check temperature

Update or rollback driver

Check video settings (resolution, size)



Demo



**Update a Windows 10 video driver**

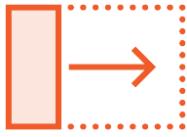


# Printing Issues

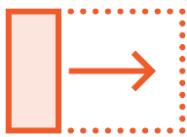
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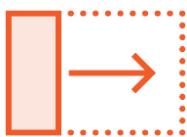
# Printing Issues



Consider the printer type – troubleshooting varies depending on this

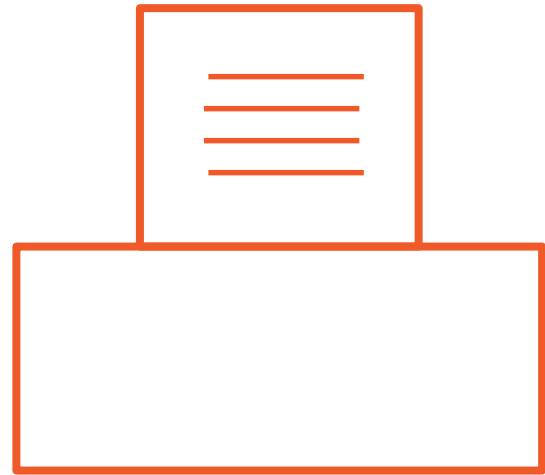


Has anything in the IT environment changed?



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 in 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

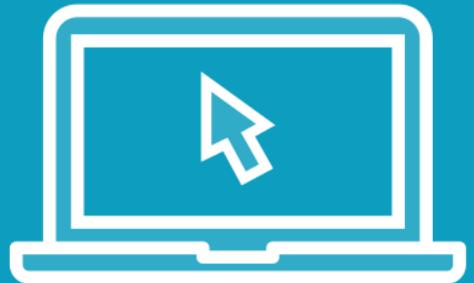
Connect  
through a  
wired  
connection

Replace  
toner  
cartridge

Replace  
fusing  
assembly



Demo



**Restart the Windows Printer Spooler  
service**



# Summary



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