

TECH TIPS

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Troubleshooting Printer Problems

By Harris R. Greenberg

Do you want to try tackling your printer problems at home? The following checklist may help you find a solution.

However, if you are a dues-paying Computer Club member (\$15 a year), you can get free in-home **House Call** assistance. If you don't have a printer or if your printer is having a problem, any Rossmoor resident may print black-and-white pages at 10 cents per page at the Computer Center in the Gateway Clubhouse.

1. Check that the printer has power. Make sure the printer is plugged in and turned on. Some printers have simple on/off switches that may be at the back, front or top of the printer; others may have a touch-panel with a power icon that looks like this.

2. Check that the printer has paper ready to



print. Check that the paper tray or input tray/paper feeder is attached properly. Unlike a paper tray, a paper feeder only takes a few pages at a time. Then check that there are enough sheets of paper to print your document or pictures.

3. Check that the printer has enough ink. The printer control panel or the printer's software will always alert you when your ink is getting low. Check the printer manual or a label on the printer for the kind of printer ink cartridge you need to buy. Installing new ink cartridges is usually pretty easy to do, but you can search on Google or YouTube for a video that shows how to replace the ink cartages for your printer model.

4. Check whether you have a paper jam. Paper jams can prevent you from printing. Jams happen if the paper isn't aligned properly when it is fed into the paper tray or paper feeder, or because the paper stock is flimsy and several pages are grabbed by the printer instead of one page, and one of them gets wrinkled and stuck. Open the printer tray, remove any loose paper and press "Resume" on the printer control panel. If the jam isn't cleared, check the printer manual on how to open some access panels on the printer to remove the jammed paper shreds. You may need to use a tweezer or a needle-nose plier to grab paper shreds.

5. Check for any printer connection issues. If

your printer is connected to your computer by a USB cable, unplugging and re-inserting the USB cable may fix the problem. If that doesn't work, the cable may be bad – try another USB cable.

If you have a mobile device that isn't connected by Wi-Fi to your printer, or if your printer doesn't have Wi-Fi capability, email your document from your device to yourself. Then open the document on your computer and print it to the USB or Wi-Fi connected printer.

If your printer is Wi-Fi capable, but it isn't connected yet (or is not connected to the same Wi-Fi network as your computer), try calling Rossmoor Com-cast at 1-800-407-2997.

More resources for troubleshooting

The best choice for troubleshooting tips is your printer manufacturer's support page for your printer. It can provide manuals, printer drivers and detailed instructions for troubleshooting.

For more general printer support for Apple or Windows PCs and mobile devices, check out the following support pages:

<https://tinyurl.com/apl-printer-fix>

<https://tinyurl.com/win-printer-fix>

Have a tech question or want to see an archive of previous Tech Tips columns? Go to the Computer Club website www.caccor.com, and click on the LINKS menu choice at the top-right of the page.