

## Printer problems

Is your printer playing up? Whether it is printing blank pages, printing pages and pages of nonsense or not printing at all, these basic trouble shooting steps may solve the problem before you need to call for our expert help.

### 3 Most common issues and fixes:

- 1) **Loose connection.** Your printer will be connected to your computer via a USB cable and connected to the main power source via a plug and socket. If the cables are not properly plugged in, either the printer cannot talk to the computer or it has no power to operate, both resulting in the printer not responding at all
  - Check that all the cables are connected securely on the computer, printer and mains power outlet.
  
- 2) **Driver problems.** Drivers are the bits of software that tell your computer how to use the printer. If the drivers are out of date or corrupt, the printer often prints pages of nonsense because it does not understand the computer.
  - Check on the Internet whether you have the latest driver software for your particular printer make and model. If not, download the latest version.
  
- 3) **Printer error.** Printers can fail mechanically for a number of reasons such as, a paper jam, the ink nozzles become clogged or other another serious error. Printer errors are usually indicated by an orange or blinking light).
  - Verify that no paper is jammed or partially fed into the printer. If there is, remove and reposition carefully in feeder tray.
  - Remove the ink cartridges and reinsert.
  - Windows users can perform a printer test page to enable you to see if the printer is physically working. You can do this by going to the printer properties in the control panel and selecting "Print a Test Page".
  - Most printers have a "test print" function that can be activated by holding in one of the buttons for a few seconds (refer to model

manual for specific details). If this test page works, it means the problem is not with the printer, but with the connection or computer.

If you have performed the above troubleshooting and your printer is still not working it more than likely has a more serious problem. If your printer is faulty, repairs alone can cost the same as a new printer. Unless you own a large multifunction printer or a colour laser printer, you should always consider buying a new one.

Tekkiehelp is here to assist you in further troubleshooting or repairs if necessary, or to provide advice on the best type of printer to buy for your personal requirements.

**Call us now on +65 81138682.**