Managing Printers

Printers around campus varies in different models and manufacturer, some of the issues that you could face is complicated and needs the LAN admin to take an action to fix the issue.

In this Newsletter we will try to give an overview about printing functionalities and some light troubleshooting steps.

In all the computers around Campus there are several shared printers added to each computer, whenever you need to print anything make sure that you select the printer that you want to print at before pressing on print button.
Managing Printers

Nothing boosts productivity like technology. But when hardware or software doesn’t work as expected, it can quickly become a time sink. Here’s how to easily resolve printing problems that aren’t related to equipment failure:

1. **Printing takes too long:**

   The higher the resolution, the slower your printer prints. When you want Speed over print resolution, select a print mode like Standard or Draft in your printer driver. Large files with complex images take longer for your printer to process and print than smaller, text-only files. If your printer has minimal memory (base models often do) then consider reducing the image resolution or setting the printer to *Econo mode* (lighter print) in the printing preferences as shown below.

   ➢ Navigate to Devices and Printers under control panel and right click on the printer you wish to print or prefer printing always.
Click on Printing preferences and select Paper/Quality tab and enable *Econo Mode*.

If your printer is in its power saving mode, it will take extra time for it to “wake” before it's ready to print at its normal speed. For lengthy documents, printing the pages two-up will cut the page count in half.

2. **Paper Jams:**

Unfortunately, jams happen. Follow the instructions for clearing jams on your printer's control panel (if available) or in its User Guide.

- Inspect the paper path and remove any foreign material.
• When removing stuck paper always pull it out straight. If it’s stuck tight, stop and find out how to release the pressure on it before proceeding. Once a sheet begins to tear it will take longer to remove all the pieces. When labels get jammed, they can be the hardest to remove. Be sure to follow your printer’s instructions for printing labels, so you don’t get stuck.
• Check to ensure the type of paper being printed is supported by your printer.
• Remove the paper from the tray and check it for static electricity. Fan the paper to ensure the sheets aren’t clinging together.
• Replace paper that’s moist from humidity with dry paper. (Store your paper in a dry environment. When paper is stored in high humidity it can absorb moisture and become difficult to print on.)
• Straighten the stack of paper in the printer’s tray when you refill it being careful to keep the sheets uniformly aligned with the tray’s paper guides.

3. Poor image quality (Laser printers only):

There are a variety of print quality issues that users experience from time to time. The remedies fall within a few common areas users can address. If image quality issues persist after trying the solutions that follow, the problem is more likely to be related to supplies or hardware.

• Check your print driver to be sure the correct paper or media type is selected.
• Check to be sure the paper loaded in the tray matches the type selected in the printer driver.
• When your prints have smudge marks, print several blank sheets of paper. After several sheets the smudges should begin to diminish and then disappear.

4. Print job isn’t printing:

First, check that you sent the print job to the intended printer. To make your main printer your default, in Windows click Start and select Printers and Faxes. Right-click on the appropriate printer icon and select Set as default printer. On those occasions when you want to use a printer other than your default, just select it from the print dialog box. Check what type of paper your print job requires, and that there is an adequate supply of it in the machine. If your printer just won’t print or your print job seems stuck in the queue, the easiest solution is to restart. Begin by restarting your software application. If that doesn’t work, reboot your computer. Lastly, turn off your printer for a few minutes before switching it back on.
5. The Printer is out of paper:

Reload the paper tray or, if the printer has more than one tray, make sure that you reload the tray that contains the paper size you selected. To see how to load printer paper for your printer, refer to the information that came with the printer. Some printers also provide steps in a status or display area on the printer itself.

If you add paper but still receive an out-of-paper message, check the print options for the document to see if you've selected the correct paper tray or source.

6. The Printer only prints part of a page, prints blurry ink, or prints faded or inaccurate colors:

You might need to replace an ink or toner cartridge. Check the status information in the print queue for low ink or toner messages. If the printer has a status or display area, you can also check for low ink or toner messages on the printer itself.