

3.1 What To Do If....

3.1.1 Your Printer Doesn't Print

99% of the time, a printer problem can be solved inside of thirty seconds. The PDP steps to follow are:

FASTFACTS

Eight Printer PDP's

1. Check the power switch. Is the printer turned on?
2. Check the printer control panel. Is the printer in the Ready or On-line mode? If it is in the Local or Off-line mode, the printer will not accept data from the computer.
3. Check the paper guide. Is the paper jammed? Is there any paper?
4. Check the ribbon. Is it at the end of its journey? Is it jammed?
5. Check the print wheel or ball. Is it securely connected and in the proper position?
6. Check the power cord. Is it securely plugged into both the wall outlet AND the printer?
7. Check the cable between the printer and the computer. Is it securely connected at BOTH ends?
8. Finally, find out if your software is using the correct driver for your printer. If you are not sure how to do this, call the Microcentre.

3.1.2 Your Screen Doesn't Monitor

Within 15 seconds of turning on your system, a flashing cursor should appear at the top left of your screen. If it does not, there are seven possibilities for this problem: