

Technical requirements

Windows 98 or above, 128 MB RAM or above,
Mouse & Printer.

Solving Printer Problems was written by
Eva Blake of txteva.co.uk
with the backing of and in association with
SolveIT of www.callsolve.it
With the use of screen recording software
Camtasia Studio by
TechSmith of www.techsmith.com
in May 2006.

For more information or technical support of the
program please contact Eva Blake at
(solvingprinterproblems@txteva.co.uk)

For all your computer, network and printer support
please contact Gary Blake at SolveIT (details below).

SOLVEIT

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England & Wales License. Eva V. J. Blake (txteva.co.uk)



**An Eva Blake/ SOLVEIT
pre-callout program**

This step-by-step program will help you
troubleshoot your printer problems to
reduce the need for callouts.

Solving Printer Problems

'Solving Printer Problems' is a simple program to help users troubleshoot their printers.

- 1 It is turned off.
- 2 The leads are unplugged.
- 3 The computer cannot see the printer.
- 4 The printer is offline.
- 5 I want to print a test page.
- 6 There is a software problem.
- 7 There is a printer queue.
- 8 There is an error message.
- 9 There is a network problem.

Designed to be a quick fix for those who would normally call out IT support at the first sign of an error, this step-by-step program tells the user what steps they

can do and how to do them in order to fix their printer when common errors arise.

It is not designed to aid the trouble shooting of any of the more complex problems, e.g. when linked to networking, reinstalling drivers or anything that could damage the computer or printer when done incorrectly.



The typical users of this program are adult computer users, either at home or in an office situation with basic computer skills.



How to use Solving Printer Problems

A step-by-step troubleshooter An error message guide. which will ask you to check settings or do certain tasks.

Solving Printer Problems

- 1 Start here if you cannot print
- 2 I am getting error messages.
- 3 It is a network printer.
- 4 know the problem and want to jump to a step.

A network troubleshooter.

Index of all the steps.

Running Instructions:

Insert CD-Rom and let it autorun. If the autorun does not work go to **Start > Run** and type **D:\SolvingPrinterProblems.exe**

To close click the red **X** button in the top right hand corner.



Use these buttons to navigate through the troubleshooter and other parts of the program.

- 1 Click here to go forward or back a step.
- 2 'Show Me' links to extra information and a film of what to do.
- 3 Click here if it does not work or if you cannot do this step.
- 4 Click here if the printer is now working.