



VIDYA BHAWAN BALIKA VIDYAPITH

SHAKTI UTTAN ASHRAM, LAKHISARAI

INFORMATION TECHNOLOGY FOR CLASS 11

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RAUSHAN DEEP

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Troubleshooting Printer Problems **Printer is Not Responding (Not Printing)**

The printer could not be responding due to a number of reasons. Check for each of the following causes, taking necessary action as required:

The Printer is Not Connected Properly or Not Switched On: Ensure that the printer cables are connected properly. If the printer is not switched on, switch it on. The Printer is Out Of Paper: If the printer does not have paper, put paper in the paper tray and try printing again.

The Printer Paper Jam (Paper is caught in the Printer): Open the printer and remove the paper caught in the printer. Close the printer and try printing again. The Ink Cartridge of Printer is Empty: Most printers give a warning message when the ink levels are low (insufficient for printing). Change the ink cartridge and try again.

Incorrect Printer Driver: The printer driver may be incorrect. You would need to install a new printer driver. The latest driver can be downloaded from the manufacturer's website. Some printers, when connected to the internet, give a message when driver updates are available. Consult your system administrator before installing any new software. The Printer and Computer are Communicating Properly: This problem is more common when a wireless connection is being used to connect a PC/ laptop to a printer. Check that the IP address configured on your computer matches the Dynamic IP address allocated to the printer (If the **printer is connected through WI-FI (a wireless network)** the configured IP Address could be different from the one stored on your PC). Before troubleshooting the printer's IP address, you need to ensure that both your system and printer are connected by means of a network –



through a wireless connection or through Ethernet.

You can access your printer settings and check the IP address and change the settings (if required). Follow the following steps:

Step 1: Open the devices and printer dialog box by clicking Start button > Control Panel > Hardware and Sound > Devices and Printers (or Start button > Control Panel > All Control Panel Items > Devices and Printers), and select the printer whose IP address you wish to check/change. (The example below, shows an HP Printer. Other printer models also have similar interfaces).