Provide additional support materials to users

FAQ for printer

Why isn’t the printer turning on?

You must check that the printer is connected to its cable and that the cable for the printer is plugged in in order for the printer to be up and running.

Why aren’t my files printing?

In order for files to be printed from the computer to the printer, you must check that the USB that has come with the printer is attached and connected to both the computer and the printer, so that when you click print on the computer it will send the data through the cable and the printer will receive it and print out your files.

How do I change ink cartridges?

To change ink cartridges there should be a set of instructions available within the user manual that has come in the box of the printer. Using these instructions will guide you safely on how to change the cartridges well.

Why is my printer jamming?

If your printer is jamming then you must check that there aren’t any small pieces of paper stuck inside the printer so that it won’t cause problems, and if there are little pieces of paper that aren’t able to be removed, call in for IT assistance to have them removed.

Another solution could be that whilst printing the sheets of paper can get damp and stick together causing jamming whilst printing.

Why are there lights flashing on the printer?

This could be because there may not be ink in the ink cartridges and that they are empty and need replacing.

Another reason is that there may not be any paper in the paper tray for the printer to print, so therefore placing some paper in the tray would be necessary if you wish to print out any files.

FAQ for Scanner

Why isn’t my scanner turning on?

Check that the scanner is plugged in.

If there is a power button on the scanner, make sure that it is clicked in order to power on.

Why is my scanner not detected by the computer?

The scanner would have come with an installation CD, make sure that the CD has been installed onto the computer so that the scanner can be fully connected to the computer and would be recognised by it once switched on.

Make sure that your scanner is on and plugged in to a fuse, otherwise the computer that it is connected to will not be able to pick it up.

The scanner isn’t scanning

Check and wait to see if there are any lights indicating that the scanner is ready to use.

Only use the USB chord that has come with the scanner to ensure that it is connected properly to both the scanner and computer, if it is the correct USB it should work well and allow the scanning process to start.

I can’t scan two images at once

Make sure that the scanner allows you to scan more than one image.

If scanning more than one image, make sure that there is at least a few inches of space in between the two images in order for the images to be scanned at the same time.

Why is it taking so long to scan?

The scanner may be taking long due to the fact that the computer you are using is busy, that many other programs are open and interfering with the scanner. Close them so that the scanner can respond with the computer.

Monitor

The monitor isn’t working

Check that the monitor’s cables are all plugged in and connected to the computer you wish to use it on. After doing so you should check if the monitor’s main button is pressed in order to know if it is up and running well.

What are the buttons on the monitor used for?

The buttons on the monitor can be used for multiple things. Some monitors may have these button be used for adjusting volume (if they have built-in speakers) that would be outputted. You can also set some language preferences with these buttons and even set the screen size for your viewing pleasure.

Also on the monitor there is the main power button to use if you wish to switch the monitor on or off.

How do I change the brightness or contrast of the monitor?

To change the brightness or contrast you should use the buttons located on the monitor which can be used to set specific settings for the monitor such as to adjust screen brightness and contrast.

After finding the settings for the brightness and contrast, you can use the buttons to adjust them.

Why isn’t the screen showing?

The computer that the monitor is connected to could be asleep and therefore the monitor is on stand-by till the computer is woken and being used again.

Also if there are LED lights on the monitor changed to a different colour than usual, this will indicate that the monitor is on but the computer isn’t being used and is asleep.

The monitor keeps on flickering

The reason behind this is that there could be an interference with the monitor and another nearby device, such as speakers or other devices like a mobile phone.

Another reason could be that the power supply that is attached to the monitor may be corrupted or faulty, resulting in the monitor flickering.