Printers and Scanners

Mendlesham Computer Club

By Giles Godart-Brown

Overview

- A printer puts documents onto paper, a scanner takes a photograph of a document

- Printers can print letters, photos, forms

- They connect by cable or Wi-Fi

- They work with computers, laptops, tablets and phones

Popular domestic types of printer/scanner

- Inkjet (good for photos)
- Laser (good for text, cheaper long term)
- All-in-one (print, scan, copy)
- Popular brands include:
  - HP
  - Canon
  - Epson
  - Brother

Choosing a printer

- Select quality you want inkjet or laser, the more dots per inch, the better photographs will be rendered.

- Remember you will probably spend more on the ink than the printer

- Non branded inks are pretty good nowadays, but more likely to clog, needing a head clean, if left for long times without use than branded inks.

- It doesn't cost much more to have an integrated scanner

The Most Common Problems

- Printer won't print

- Paper jam

- Ink has run out

- Printer says "Offline"

- Scanner not detected

- Poor print quality

Problem 1: Printer Won't Print

- Check it is switched on
- Check the plug and socket
- Make sure paper is loaded
- Look for error lights

Tip: Turn it off, wait 30 seconds, then turn it back on.

Printer Says "Offline"

- Check Wi-Fi connection, try with a test page.
- Restart your router
- Restart your computer
- Set printer as "Default Printer"

This solves many issues.

Fixing Paper Jams

This very much depends on the model of your printer, but usually you have to;

- Turn the printer off

- Open all access panels

- Gently pull paper out slowly - Do not force it

- If torn, remove all small pieces.

Ink or Toner Problems 1 of 2

If prints are missing colours, or not all areas are printed, this is probably an ink or toner problem;

- Check ink levels
- Replace empty cartridges
- Ensure cartridges click into place
- Use correct ink model number

Ink or Toner Problems 2 of 2

If ink level is OK but it still misses part of the print, find the Printers Utilities page and initiate head cleaning then print a test page. You may need to do this more than once.

- Windows
  - Settings->Printers and Scanners
  - Look for a tab labeled Maintenance, Utility, or Service.
- Mac
  - System Settings->Printers and Scanners->select printer and printer queue
  - Right click on the printer and select Printer info

Always keep spare ink at home.

Wifi Problems

- Is Wi-Fi working on other devices?

- Does the printer work via a cable?

- Move printer closer to router, note if you have changed your router or network, you will need to reflect the new network on your printer

- Reconnect printer to Wi-Fi

- Restart both router and printer

Common pointer error messages

- Common messages:
  - "Out of Paper"
  - "Low Ink"
  - "Door Open"
  - "Paper Jam"

Read message carefully — some printers take you through step-by-step on how to fix the problem.
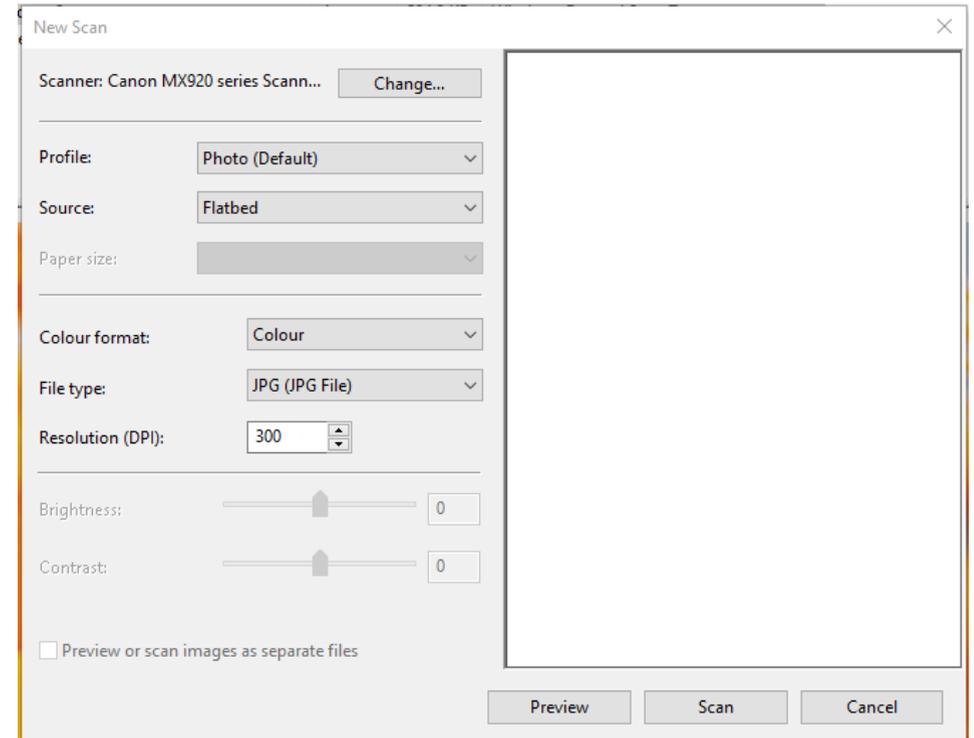
Scanning

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Which tool to use?

- Your scanner will probably come with a scanning application, if not, you can use the built in Microsoft Fax and Scan app

- There are a few good third party apps both free and paid

  - VueScan is the Rolls Royce scanning app, it costs £67 it has all the features you could want and works well with older scanners

  - Not Another PDF Scanner 2 - NAPS2 https://www.naps2.com/ (Windows only) is a simple, free app with better features than the windows Fax and Scan

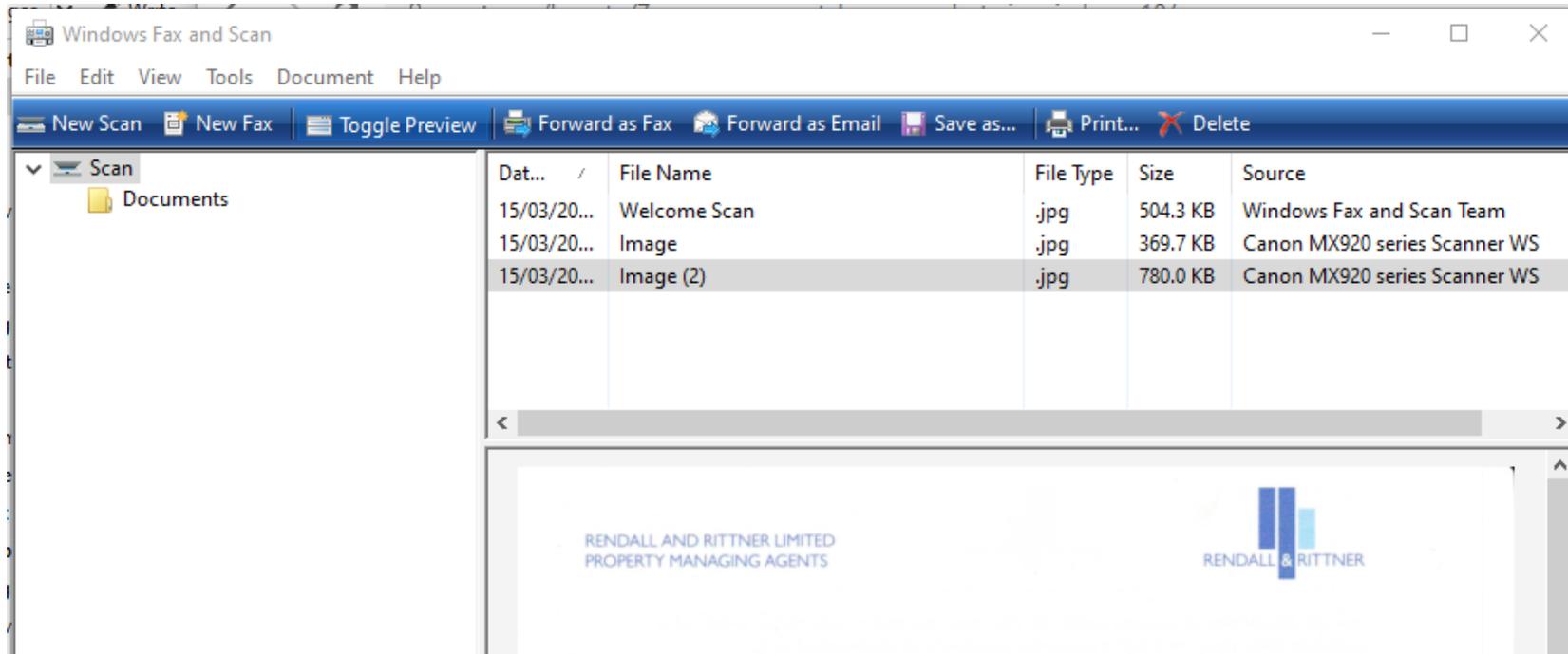- In many cases you get just as good results with your phone!

How to scan using the Microsoft Fax and Scan app

- Type scan in the search box at the bottom left of the screen and select the Windows Fax and Scan application
- Click scan on the bottom left followed by new scan at the top left
- A pop-up like this will appear, select options, then Preview. Select the area you want to scan and then press Scan

New Scan

Scanner: Canon MX920 series Scann...   Change...

Profile: Photo (Default)

Source: Flatbed

Paper size:

Colour format: Colour

File type: JPG (JPG File)

Resolution (DPI):   300

Brightness: 0

Contrast: 0

☐ Preview or scan images as separate files

Preview   Scan   Cancel

Microsoft Fax and scan app

- Once the image has been scanned it is put into Documents\Scanned Documents
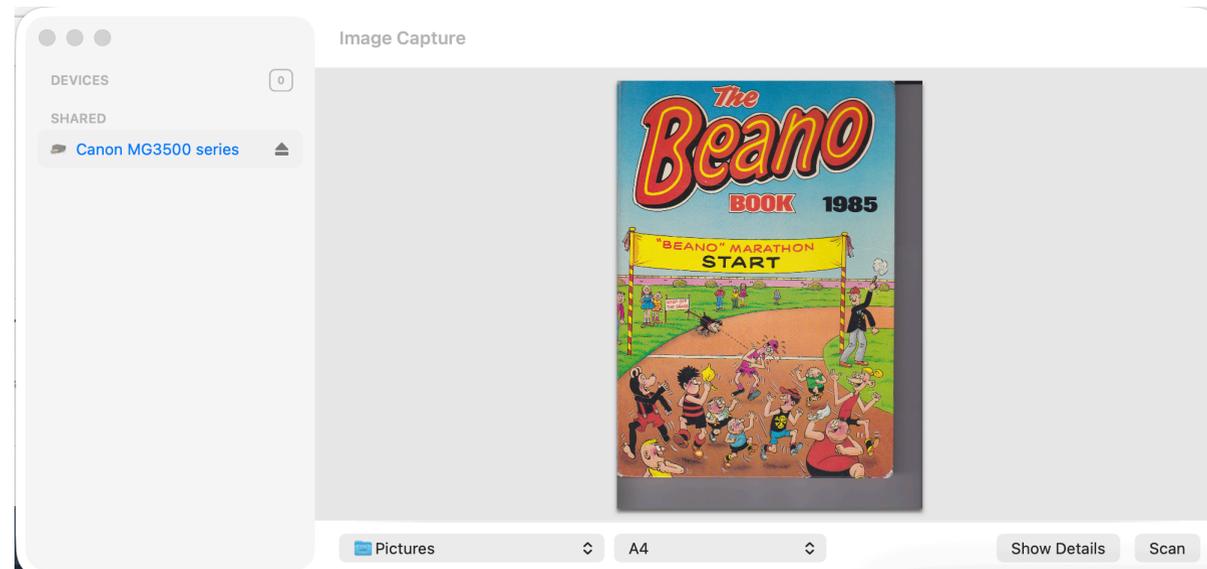
Limitations of Microsoft Fax and Scan

- Microsoft Scan and Fax is fine for simple scans but has several limitations;
  - Only really good for single page scans
  - No Optical Character Recognition (OCR)
  - No direct PDF support
  - Older scanners are not supported

Scanning on a Mac

- Run the Image Capture app
- Select your scanner on the left,
- Adjust settings (size, folder), and Click "Scan".

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Questions