

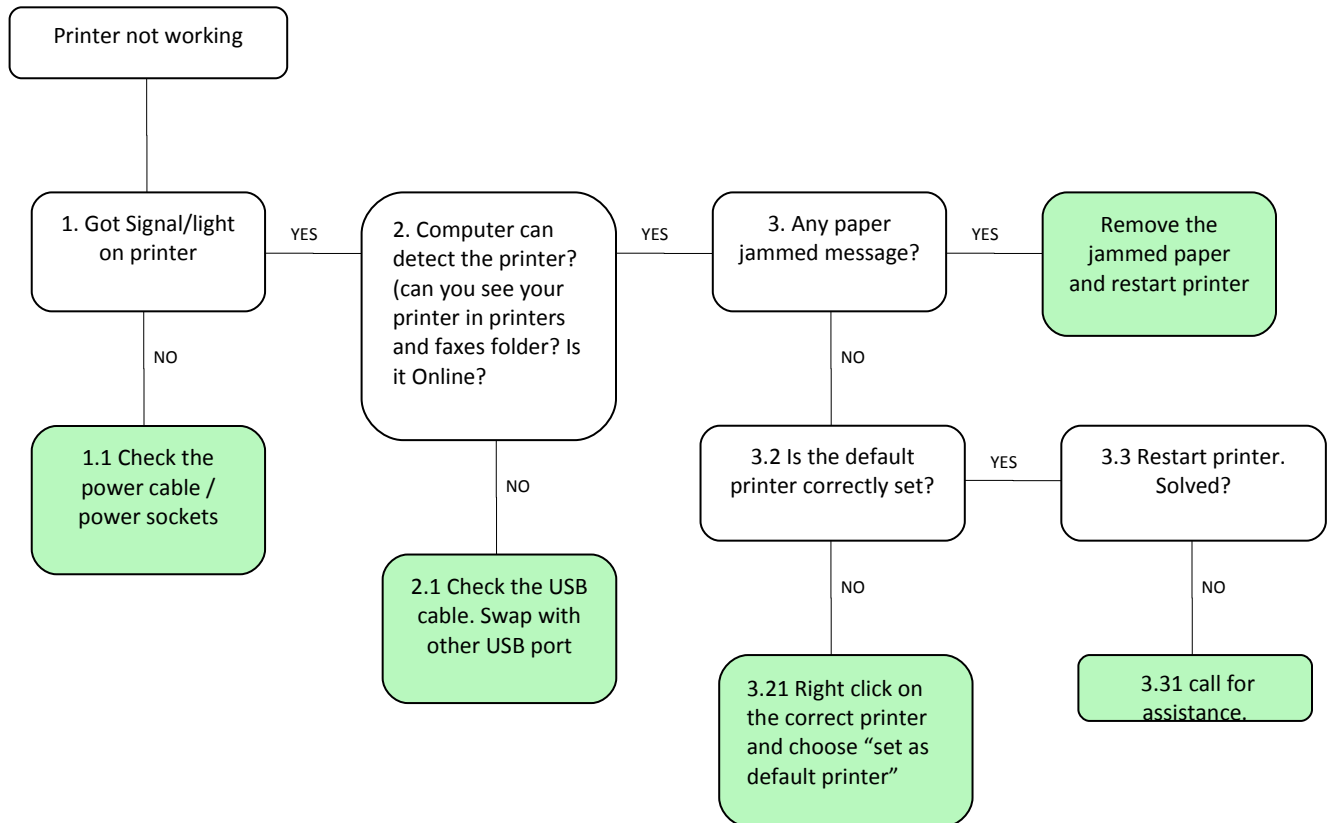


User Guide

Printer Solution

Spectacle Hut

Flow Chart



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Solution for problems of printer

This section would teach you how to solve the problems that you encounter on the printer.

When printer is not working:

1. Check to see if there is signal light on the printer.

Signal light on the printer



- 1.1 If there is no signal light on the printer, check the power cable or sockets.

Check power cable and sockets



2. If there is signal light on the printer, check if the computer is able to detect the printer.

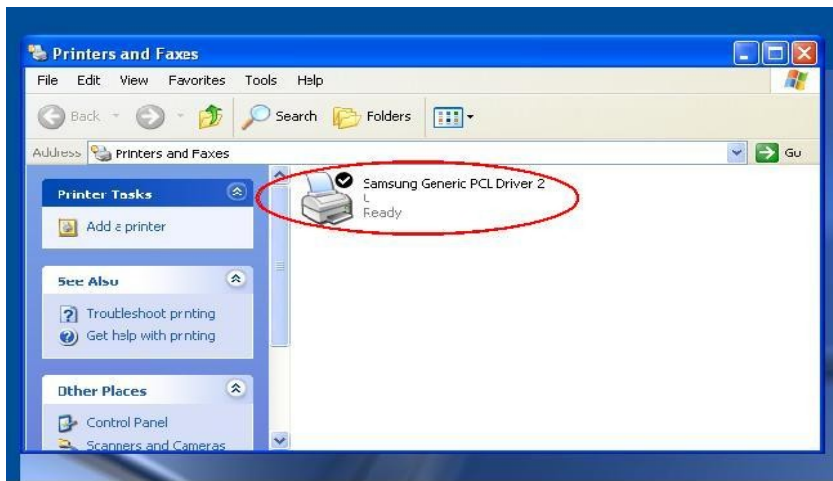
Click the start button



Click 'Printers and Faxes'



Printer that is currently online



2.1 If the computer cannot detect any printer, check the USB cable and swap it with other USB port.

Check the USB cable



3. If the computer can detect the printer, check for jammed papers message.

3.1 If there are jammed papers message, remove the jammed papers and restart the printer.

Remove the jammed papers from the printer



Press the power button twice



3.2 If there is no paper jammed message, check if the default printer is set correctly.

3.21 If the printer is not set correctly, right click on the correct printer and set it as the default printer.

Click the start button



Click Printers and Faxes



Right click on the default printer and choose “ set as default printer”



3.3 If the printer is set correctly, restart the printer.

Press the power button twice



3.31 If the problem is still not solved, please call for assistance.