Use Business Equipment & Resources
(Windows XP)

BSBADM101A

by

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Use business equipment

This book supports BSBADM101A Use business equipment and resources in the BSB07
Business Services Training Package

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Installing a printer driver

A printer will not work without a driver. A driver is a set of instructions that tell Windows how to communicate with your particular printer. These will be contained in driver files on a CD-ROM or your system will download them automatically from the web. Once you have connected the printer correctly to both the power supply and the system unit, you can install the driver:

1   Yoy may need to disable your virus protection software by right-clicking on the anti-virus icon in the system tray (in the bottom right corner of your desktop) and clicking on the disable option.

2   Turn on the printer and insert the driver disc into the correct drive in your computer. An installation window will appear on your screen.

3   Follow the instructions in this window until the installation is complete. Alternatively, you can close the installation window and work through the Printers and Faxes options using the Add Printer Wizard (this is explained below). This may be necessary if no installation window appears on your screen.

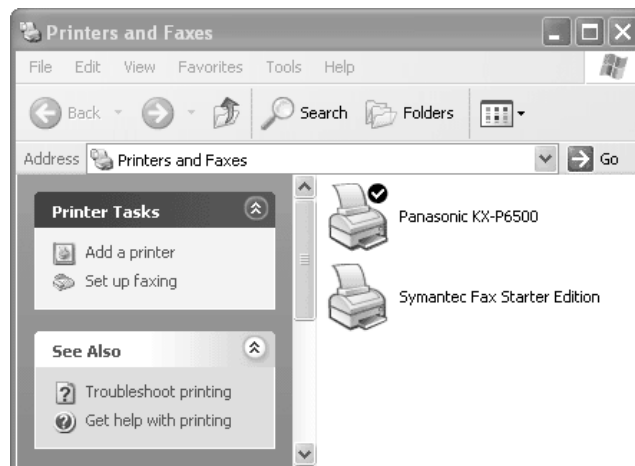The installation may require you to restart Windows upon completion.

It is recommended that you print a test page after a printer driver installation as a final check.

Installing a printer driver using the Printer Wizard

Note   To complete this exercise you may require your Windows XP operating system CD.

Exercise 18

1   Click on the Start button.

2   If Printers and Faxes is visible within the Start Menu, click on the Printers and Faxes icon, or select Control Panel and then double-click on Printers and Faxes.

3   Click on the Add a Printer icon. Note that if you are installing a printer using either a Firewire or USB connection, you will not need to use the Add Printer Wizard. Instead, Windows will automatically install the printer.

The Add Printer Wizard will help you through the process of adding a printer to your computer.

4   Click on Next.

Local or Network Printer
The wizard needs to know which type of printer to set up.

Select the option that describes the printer you want to use:

⊙ Local printer attached to this computer

    ☑ Automatically detect and install my Plug and Play printer

○ A network printer, or a printer attached to another computer

5   Check the appropriate box to show whether you are installing a local printer or a network printer.

6   You can choose to have Windows automatically detect and install a local computer. If you choose to install a network printer, you will be asked to either browse for a printer or enter a path to the required printer, as shown.

What printer do you want to connect to?

⊙ Browse for a printer

○ Connect to this printer (or to browse for a printer, select this option and click Next):

    Name:

        Example: \\server\printer

○ Connect to a printer on the Internet or on a home or office network:

    URL:

        Example: http://server/printers/myprinter/.printer

7   Click on Next.

8   If you have chosen to install a local printer without automatic detection, you will be asked to select a printer port. On most computers this will be LPT1, the recommended printer port. However, you may choose an alternative option from the drop-down menu if you wish to use another port.

Add Printer Wizard

Select a Printer Port
Computers communicate with printers through ports.

Select the port you want your printer to use. If the port is not listed, you can create a new port.

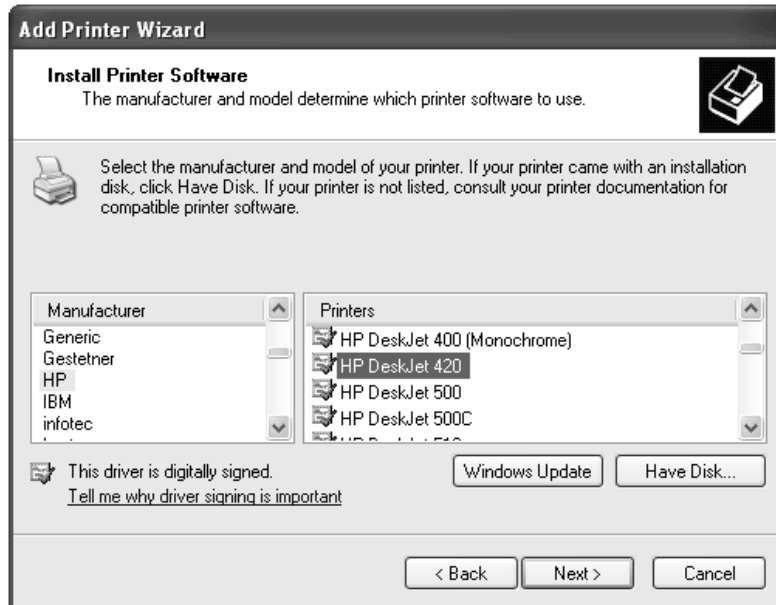⊙ Use the following port: LPT1: (Recommended Printer Port)

    Note: Most computers use the LPT1: port to communicate with a local printer.
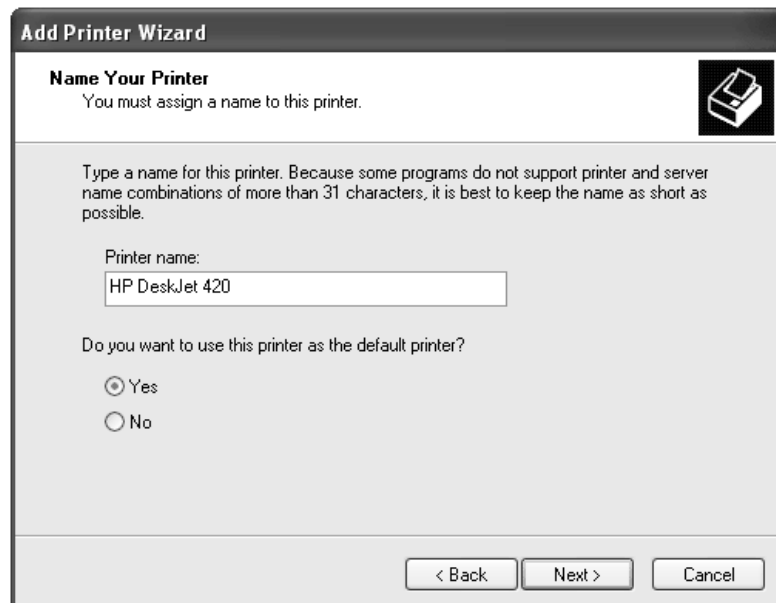   The connector for this port should look something like this:

○ Create a new port:
    Type of port: Local Port

            < Back   Next >   Cancel

9   Click on Next.

10   The Install Printer Software stage of the wizard will display. You will be asked to choose the printer driver you wish to install from a set of lists stored within Windows.

11   From the Manufacturer list on the left, choose the name of the manufacturer of your printer. In this case the name is HP, short for Hewlett-Packard.

12   From the Printers list on the right, choose the model name of your printer. In this case we are installing the printer driver for a Hewlett-Packard DeskJet 420.

13   If the printer model you wish to install is not listed, click on the Have Disk… button and browse to the floppy diskette or CD-ROM where the driver is located.

14   Name your printer. If you wish to refer to your printer as "Front Office Inkjet" instead of the manufacturer's name and model as shown, you may do so. Delete the name as shown and enter the name you wish to refer to the printer as.

15   Choose whether or not the printer you are installing is to be used as the default printer.

16   Click on Next to continue.

17   Print a test page. Windows will give you the option to print a test page using the newly installed printer. If you have the printer connected, ensure Yes (recommended) is selected. You may cancel this option if the printer is not yet physically connected.

18   Click on Next.

19   Click on Finish to exit the Add Printer Wizard. The newly installed printer will be shown in the Printers and Faxes window.

Exercise 19

Using the Add Printer Wizard, install the printer driver for a Hewlett-Packard LaserJet III to your computer (you will not need to have a printer of this type physically connected to your computer in order to install the printer driver).
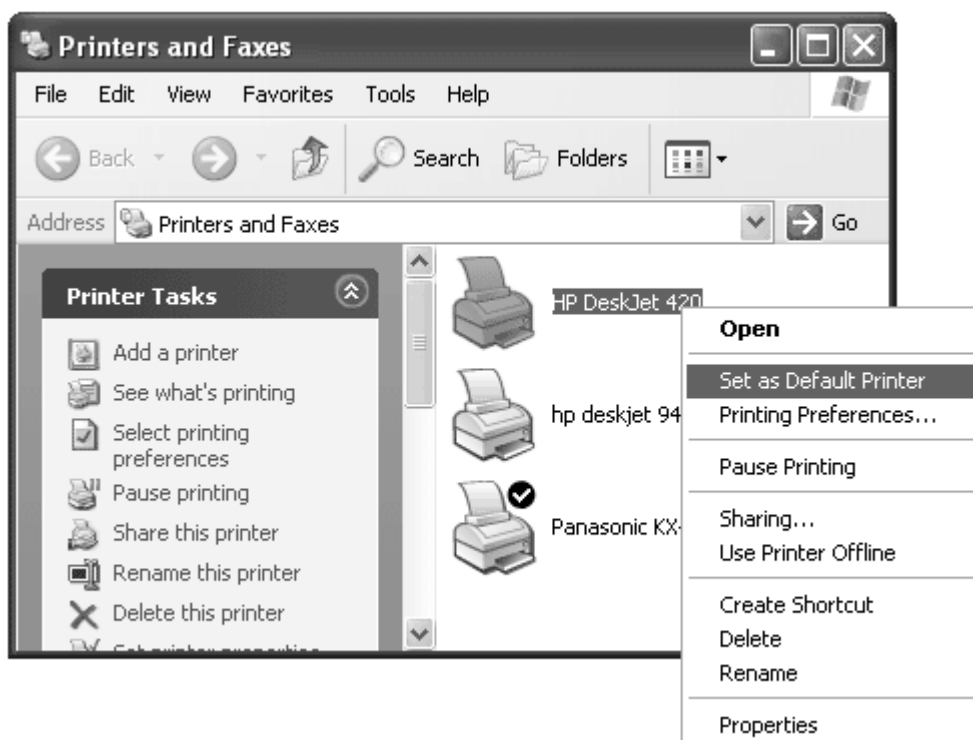
Making a printer the default printer

Exercise 20

1   Click on the Start button.

2   Select Control Panel in Windows XP, or Settings in earlier versions of Windows.

3   Click on Printers and Faxes (Printers in earlier versions of Windows). The Printers and Faxes window will display.

Note   This window may differ from your own computer. Three different printers are installed on this computer, and different versions of Windows will display the Printers (and Faxes) window in different ways.

4   Right-click on the printer you print to most regularly.

5   Choose Set as Default Printer.

6   Choose [File] Close.

All documents printed will automatically go to this printer by default when using any Windows applications (unless you select a different printer).

Printer operation

A laser printer is operated through the use of a menu system on the Control Panel.

1   Press the On-Line button to turn the printer off-line.

2   Press the Menu button to move through each menu until you reach the required menu.

3   Press the Item button until you reach the required item. Item options are changed by using the + - button.

4   Press the Enter button.

5   Press the On-Line button to turn the printer to Print Mode again.

Printing and viewing a print job
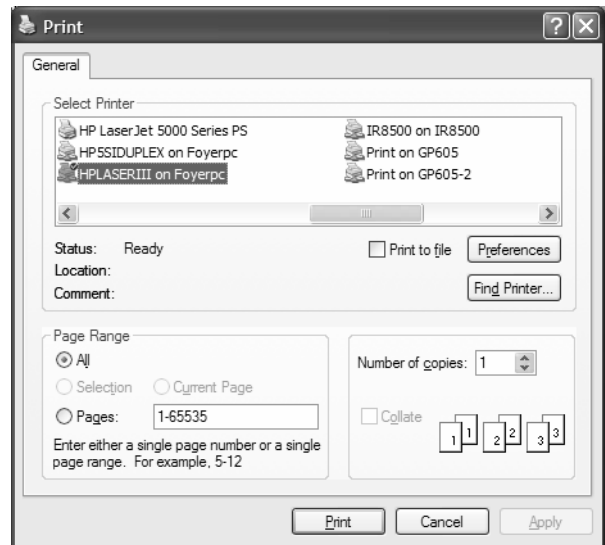
1   Refer back to Exercise 16 in which you created a document called **Mortgage**. Ensure **Mortgage** is open on your computer screen.

2   Choose [File] Print.

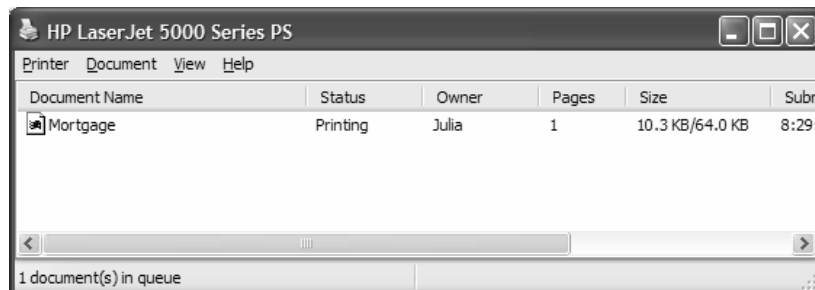3   Ensure the correct Printer is selected in the Select Printer box.

Page Range   Allows you to print the whole document or to specify pages or selected text.

Number of copies: Enter in the number of copies required.

4   In the Page Range section ensure *All* is selected.

5   Click on Print.

A printer icon will appear on the Taskbar. To view the progress of a print job, double click on the printer icon. If the print job is small you may find the printer icon appears for a second then disappears. You can access your printer window also by clicking on and selecting Printers and Faxes, then double clicking on your printer icon.

To close the printer window click on the Close button.

6   If the WordPad window does not appear click on **Mortgage - WordPad** displayed on the Taskbar.

Exit WordPad

➢   Choose [File] Exit. If asked to save changes click on No.

Printer Faults

Problem	Solution
General	
No power	Ensure that the power cable is plugged into the wall and the power switch is on.
No data coming through to the printer, even when cables are connected, etc	Press the Online button to ensure that the Online light is shown.
Data not coming through although printer is on and Online	Check that all cables are plugged in correctly, both at the printer and computer.
Prints garbled text	Select the correct printer in the program you are using before printing.
Only prints half of the page	Ensure that in the program you are using you have specified the correct paper size and that your printer can cope with this paper size. Also if there are lots of tables, graphics, etc, there may not be enough memory in your printer.
Does not print all the text on the page when printed landscape but will print all of the text when printed portrait	Ensure that the printer can print the fonts you have selected, landscape. Check in the printer manual if unsure.
Each time the printer prints, two pieces of paper print together	Fan the paper and ensure that the paper is not damp. If it is, leave in a warm place to dry.
Laser printers	
MEM Overflow - Memory Overflow PRINT OVERRUN	You have sent a large file to the printer. The printer cannot handle the amount of data received. The printer requires more memory.
PC LOAD - Out of paper	Insert more paper into the printer.
MANUAL, MAN FEED	You will need to insert paper into the manual feed tray.
Many printer messages will be self-explanatory, eg TONER LOW, PAPER JAM, OFFLINE.	
Ink-jet printers	
Beeps twice	Load more paper.
Beeps continuously	Paper has jammed. Fix paper. Carriage cannot move back to its original position. Turn the printer off then on.