

Worksheet 11.3.2: Troubleshooting Printers

True or False:

1. ____ Problems with dot-matrix printers related to the print quality are some of the most difficult to identify.
2. ____ Because dot-matrix printers are relatively simple devices, there are only a few problems that usually arise.
3. ____ With dot-matrix printers, a common cause of a paper jam is a piece of paper that has torn off and lodged in the paper path.
4. ____ Stepper motors are not sensitive to stray voltages.
5. ____ In a dot-matrix printer, lines of print will be unevenly spaced if the main motor is damaged.
6. ____ Print quality is the most common problem associated with ink jet printers.
7. ____ Black lines present in every line of text on a printed page are caused by a plugged hole in at least one of the small, pinhole ink nozzles in the print cartridge.
8. ____ Failure of the high-voltage power supply (HVPS) is not the cause of a laser printer printing blank pages.
9. ____ If there is toner inside the toner cartridge; you will be able to hear it when it is shaken.
10. ____ The corona wire (or roller) is an inexpensive part and can be easily replaced.
11. ____ Because the drum is grounded, it has no charge and nothing with a charge (like toner) will stick to it.
12. ____ Toner spilled inside the printer or by a crack or chip in the EP drum may cause repetitive marks.
13. ____ Foreign matter caught on the transfer corona wire causes vertical white lines running down the printed page.
14. ____ Image smudging is caused by a fuser problem.