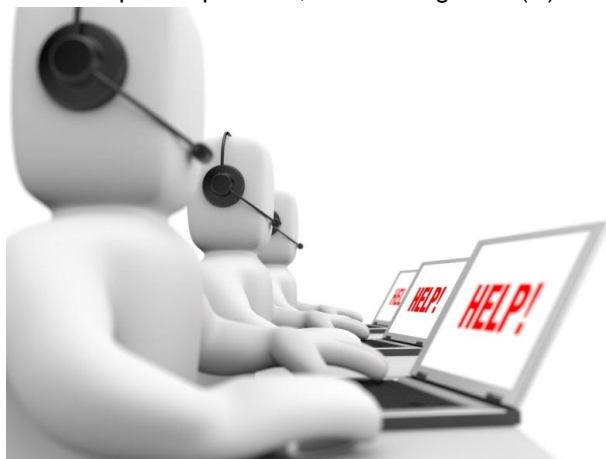| | **Finding solutions** | STI2D |
|---|---|---|

## Printer problem

For each printer problem, write a diagnosis (D) and suggest a solution (S).

1)  The printer always prints in color. D: you have definitely checked the "color" box. S: check the "black" box. Example: You must have checked the "color" box. Try checking the "black" box;

2)  The printer is using a lot of ink. D: perhaps you checked the "fine" box on the print Quality menu. S: check the "Draft" box on the menu

3)  The LED lights on the printer don't come on. D: it's possible there is a loose connection. S: unplug the printer, plug it in again.

4)  The pages come out blank, without any print. D: it's certain the ink cartridge is empty. S: check the level of ink remaining.

5)  There are gaps on the printed page. D: the print head nozzles have probably become dirty. S: clean the print head nozzles.

6)  Pages are printed in the wrong order. D: you have definitely checked the "automatic" box on the paper handling menu. S: check the "reverse" button on the menu.

## Extra activity

You must have already been confronted to technical problems in your own technical field.

Make a list of these problems.
Write how to diagnose each problem.
Write a solution for each diagnosis

Choose one of the problems from your list. With your partner, take it in turns to be the customer with the problem and the technical support officer and role play a telephone conversation between them.