



Newsletter No. 18

Printing problems:

A few of my pupils have been having problems with their printers recently so I thought a guide to sorting your printer out would not go amiss. I am assuming that you have checked that the machine is plugged in, switched on and connected to the computer.

Faint printing and strange colours:

Inkjet printers do not like being ignored and left idle for weeks on end. The print cartridges dry out with lack of use resulting in inconsistent print quality and the occasional omission of one colour resulting in virulent printouts. If you have not used your printer for a while you will almost certainly need to clean the print heads. Each make of printer has slightly different ways of doing this but the following routine should sort out most of them –

1. Go to the Start menu and select the Control Panel.
2. Choose Classic view if it is not already showing
3. Double click on Printers
4. Right click on your printer icon
5. Choose Properties
6. Select Preferences and look for something like Maintenance
7. From this menu select Head Cleaning and allow the program to do its stuff
8. If your cartridges are really blocked you may have to repeat this procedure up to nine times
9. After three cleaning cycles select Nozzle Check to make sure that the print heads are clear and working properly.

Printer will not print:

You may find yourself trying to print documents while the printer stubbornly refuses to act on your command. This may be because there is a 'corrupted, document lying in the printer queue which is blocking all subsequent print requests. The answer here is to delete the offending file. You may see a small printer icon towards the right end of the status bar at the bottom of the screen in which case, click on it. If not, select your printer by means of steps 1 to 3 above then double click on your printer icon. If there is a list of documents waiting to be printed they will be listed in the small window. Select the first document and choose Document from the Menu bar and click on Cancel from the dropdown menu. Hopefully this will clear the log jam otherwise cancel all the listed printing jobs and start again.

Email problems:

Messages won't download:



Another pupil had trouble last week when a friend who had been struck by the video editing bug sent her a huge attachment of her latest video project. This was over 120Mb which would take a fast broadband connection over an hour to download and her email program kept giving up.

Unfortunately this large file was blocking the transmission of several other later emails and she did not know how to get round the problem.

The answer is to go to your ISP's web page, login with your username and password and click on your Mail page. Once there you can select the offending message and delete it on the Web to allow the other messages to be downloaded in the normal way.

Duplicate messages:

All programs should retain original settings but just occasionally they take it into their heads to alter something quite minor which can create problems. Most email programs are set up to delete messages from the ISP server once they have been downloaded but occasionally they decide to leave messages on the Sever so that they are repeatedly downloaded you make a Send and Receive request. (This will also happen if a download is interrupted for any reason.) You can check this by -

1. Opening your mail program
2. Go to Tools and Choose Accounts.
3. Highlight the account in question and select Edit or Properties.
4. Go to the Advanced tab and make sure that the "Leave messages on Server" box is unticked.

If this does not work you may have to go to your webmail and deselect this option in your Mail account.

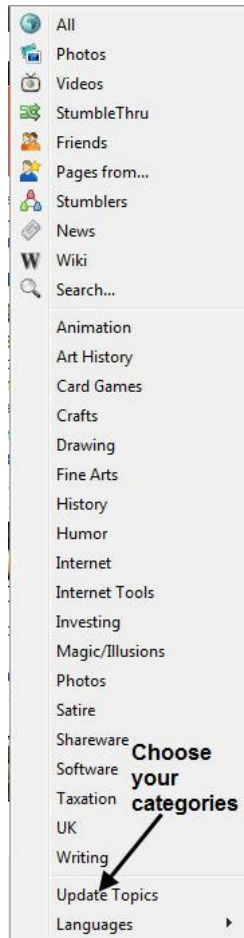
If you are still having problems try going to www.pcwisdom.co.uk and put your particular problem to me in the Have a Question link and I will do my best to help you out.

Stumble Upon:

I find this a very useful toolbar to have on my web browser. You can download it from www.stumbleupon.com . Follow the installation procedure and you will have a very useful bar added to the browser that offers thousands of categorised approved websites recommended by StumbleUpon users.



Click on the All button to choose the categories you are most interested in.



As you can see you are not restricted to web pages, you can find photos videos and even search for a particular topic.

To set up your own categories, click on Update Topics and make your individual selections.

As an example, if you are interested in History sites, click on History and the first random History page will be displayed. To view the next History page click on the Stumble icon at the left hand end of the toolbar. When you come across a page that is of interest to you click on the thumbs up sign to mark it as recommended.

StumbleUpon with its huge library of approved websites can save you from sifting through a lot of the dross you find on the Net although your taste may not agree with other Stumblers and vice versa!

PCWisdom chat session:

The next chat session on the website will concentrate on Organizing your Desktop on this coming Tuesday, 24th February, between 8.00 and 9.00pm. I look forward to meeting you online.

With my best wishes,

Adrian Arnold