

Methodological tool: Troubleshooting guide

Number of methodological Tool	EUPA_LO_040_M_001
Work Area Code and Title	WA 2: Office Equipment and Technology
Unit Code and Title	3.1 Use of office equipment to carry out tasks and to solve problems
Learning Outcome Number and Title	LO40 Demonstrate the ability to solve problems with office equipment using tools such as checklists and, where necessary, asking help from colleagues.
Objective of the methodological tool	The aim of this exercise is for the learners to develop a troubleshooting checklist for the selected type of office equipment according to the user – manual of that particular piece of equipment. The checklist needs to be simple and easy to understand for everyone in the office to use.
Approximate Time needed for the completion of this exercise	10 min – study the user-manual and prepare the checklist 10 min – presentations of the checklists to other learners
Individual or group exercise	<input type="checkbox"/> Individual <input checked="" type="checkbox"/> Group
Type of methodological tool	<input checked="" type="checkbox"/> Written exercise <input type="checkbox"/> Self evaluation questionnaire <input checked="" type="checkbox"/> Group exercise <input type="checkbox"/> Video analysis <input type="checkbox"/> Simulation <input type="checkbox"/> Multiple choice <input type="checkbox"/> Group exercise with cards <input type="checkbox"/> Exercise using ICT <input type="checkbox"/> Role play <input checked="" type="checkbox"/> Group discussion <input type="checkbox"/> Case study <input type="checkbox"/> Creative Group Work
Description of the exercise/Procedure	<ol style="list-style-type: none"> 1. Ask participants to form groups 2. Each group receives a complete user manual for the piece of the office equipment (ideally present in the training room) – it should be more complex one – such as printing station, projector, fax, etc. 3. Ask them to study the respective parts of the manual and based on those, develop a checklist for troubleshooting the equipment – that would be printed and placed next to the equipment in the office for everyone to use 4. Remind them that the design should be easy to understand, and contain all steps necessary, it should distinguish when to

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	<p>call the assistant for help.</p> <p>5. Ask learners to present and explain their designs to others – and evaluate whether it is comprehensive</p> <p>After the learners present and discuss their ideas, the trainer follows with lecture, so they can confront their designs towards the theory furthermore</p>
Exercise is accompanied by	User manuals for office equipment dependent on the equipment present during the training or available in the office. If not available, provided examples can be used as well
Exercise solution	<p>Checklists should fit on the A4 paper, and contain all steps necessary, Checklist examples:</p> <p>Example 1:</p> <p>Print Problem Checklist</p> <ul style="list-style-type: none"> • The printer is plugged in (other devices in that outlet) Yes/No • The printer has been unconnected and reconnected Yes/No • The printer is turned on (power light is on) Yes/No • The printer's ready light is on (and no others) Yes/No • The printer can print a startup/test page Yes/No • The printer is visible in chooser Yes/No • The correct driver is selected in chooser Yes/No • The printer is selected in chooser Yes/No • The background printing is off Yes/No <p>Example 2:</p> <p>Printer Troubleshooting Checklist</p>

	<ol style="list-style-type: none">1. Is the printer turned on? If it isn't turn it on and try printing again.2. Is the printer electrical cord/cable securely plugged into the electrical outlet or power strip?3. If a power strip is being used, is it turned on? (There is usually a light that shows that the power strip is turned on.)4. Is the power strip working properly? (If possible, try another one to be sure.)5. Is the printer cable securely plugged into the printer and into the correct port in the back of the computer? (Check both connections to see if they are secure.)6. Does the printer have paper?7. Does the printer have a paper jam? If it does, remove the paper, close the printer, wait for it to warm up again, then try printing at that point.8. Is one of the lights blinking? Check the printer cartridges to be sure they don't need to be changed.9. Are both lights blinking? If so, contact Computer Support.10. Does the print problem occur when printing from only one software program or from all programs? If the problem happens when printing from only one software program, it is a software problem, and you will have to contact the software company for technical assistance. If the problem takes place when printing from all software programs, it is a problem with the printer hardware or the printer software (the driver).11. Is the correct printer selected?12. Check the print queue.13. If everything appears to be correct, turn off the printer. Close all open applications and turn off the computer. Turn the printer on and then turn the computer on.14. Try printing again. <p>Example 3:</p>
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	<p>Simple troubleshooting guide</p> <p>Step #1: Is the printer plugged in, turned on, and connected to the computer?</p> <ol style="list-style-type: none">1. Check the power light on your printer. Turn off the Printer.2. Unplug and replug the cable connecting the printer and computer.3. It is best to turn off all equipment as you do this.4. Turn on the printer, first. Restart the computer. Test - try printing the document. <p>NOTE: The cabling is most often the problem. The WRONG cable - labelling your cables can help. Cables not plugged in. Cables not securely plugged in. Plugged into the wrong port or socket. An old cable that has developed faults.</p> <p>Step #2: Can the printer print a startup/test page</p> <ol style="list-style-type: none">1. Check the power light on your printer. Turn off the Printer.2. Unplug and replug the cable connecting the printer and computer.3. It is best to turn off all equipment as you do this.4. Turn on the printer, first. Prompt it to print a startup/ test page. Restart the computer. <p>Step #2 Result: #1: The printer printed the startup/test page. Next: Step #3</p> <p>Step #2 Result: #2: The printer did not print the startup/test page. Next: Redo Steps #1 and 2 ACTION: Take the printer to a service center.</p> <p>Step #3: Can you see the printer in the Chooser?</p> <ol style="list-style-type: none">1. Go to the Menu, select Chooser.2. In the left Chooser window, select the icon (driver) for your printer.3. Does the name of the printer appear in the window to the
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	<p>left?</p> <ol style="list-style-type: none"> 4. THIS TELLS YOU: The computer and printer can communicate. 5. Select the printer in the right window. 6. Turn OFF Background Printing 7. Close the Chooser. <p>Step #3 Result: #1: I don't see the printer in the chooser.</p> <p>Some printers use a serial, rather than network connection. This means that the printer and computer do not talk to each other. Instead, the computer sends the print information to the selected connection, if the connection is correct, the printer receives and prints the page.</p> <ol style="list-style-type: none"> 1. Go to the Menu, select Chooser. 2. In the left Chooser window, select the icon for your printer. 3. Select the port (connection) used by your printer. The modem port (telephone icon) or the printer port (printer icon) 4. Close the Chooser. <p>Step #3 Result: #2: I could see the printer, selected it, and closed the chooser.</p>
<p>Other comments to the trainer</p>	<p>Trainers should study the user manuals prior the exercise themselves to be able to provide feedback</p> <ul style="list-style-type: none"> - Dependent on the number of equipment and learners, the exercise can also be accomplished individually