



# **IT Support Service**

**Level I**

# **Learning guide #28**

**Unit of Competence: Operate Personal Computer**

**Module Title: Operating Personal Computer**

**LG Code: ICT ITS1 M07 L06-LG-28**

**TTLM Code: ICT ITS1 TTLM07 1019v1**

**LO6: Print Information**



<b>Instruction Sheet 1</b>	<b>Learning Guide #28</b>
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This learning guide is developed to provide you the necessary information regarding the following content coverage and topics –

- Adding Printers and ensuring correct *printer setting*
- Changing Default printer
- Printing Information

This guide will also assist you to attain the learning outcome stated in the cover page.

Specifically, upon completion of this Learning Guide, you will be able to –

- Add printers if required and ensured to have correct ***printer settings***
- Change default printer if appropriate
- Print information from an installed printer

### **Learning Instructions:**

1. Read the specific objectives of this Learning Guide.
  2. Follow the instructions described below 3 to 6.
  3. Read the information written in the information “Sheet 1, Sheet 2 and Sheet 3” in **page - 3, 8 and 12** respectively.
  4. Accomplish the “Self-check 1, Self-check t 2 and Self-check 3” in **page -7, 11 and 14** respectively.
  5. If you earned a satisfactory evaluation from the “Self-check” proceed to “Operation Sheet 1, Operation Sheet 2 and Operation Sheet 3” in **page -15, 17 and 18**.
  6. Do the “LAP test” in **page – 19** (if you are ready).
- Your teacher will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your teacher shall advice you on additional work. But if satisfactory you can proceed to the next topic.



## 1.1. Basic Printer Concepts

A printer is a device that accepts text and graphic output from a computer and transfers the information to paper, usually to standard size sheets of paper. Printers vary in size, speed, sophistication, and cost. In general, more expensive printers are used for higher-resolution color printing.

The four printer qualities of most interest to most users are:

- **Color:** Color is important for users who need to print pages for presentations or maps and other pages where color is part of the information.
- **Resolution:** Printer resolution (the sharpness of text and images on paper) is usually measured in dots per inch (**dpi**).
- **Speed:** If you do much printing, the speed of the printer becomes important. Inexpensive printers print only about 3 to 6 sheets per minute.
- **Memory:** Most printers come with a small amount of memory (for example, one megabyte) that can be expanded by the user.

### Some Examples of Computer printers:

- Inkjet Printer.
- Laser Printer.
- Plotters Printer.
- Dot-matrix Printer and.
- Thermal Printer.
- Inkjet Printer: - Inkjet printers one of the user friendly computer printers. ...
- Laser Printer:

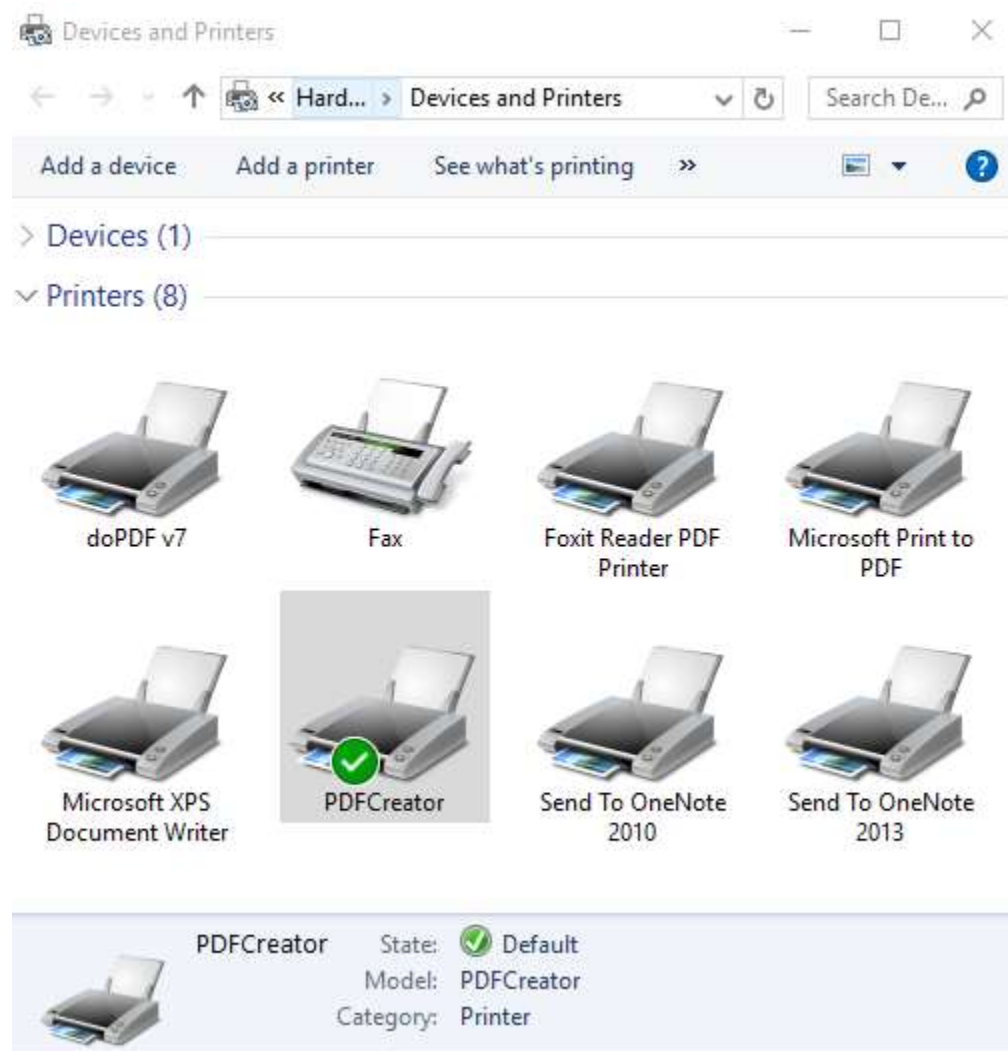
#### 1.1.1. Selecting the default printer

Printers that you can access from your computer may be directly connected to your PC or you may have access to printers over a network. A **network printer** could serve many computers, so you may not be the only person sending jobs to a printer. In this case it is particularly useful to be able to view the progress of your print jobs as they may be sitting in a queue waiting to be printed. You can also cancel a print job after you have sent it to the printer.

### 1.1.2. Check printers you can access

If printing over a network, there may be more than one printer you can access. To check the printers that you have access to:

1. Click on **Start** and then select the **Control Panel**.
2. Double-click on **Printers and Faxes** to open this item.
3. In **Printers and Faxes**, you see the names of the computer/s that you should be able to access.



**Figure 1:** Printers and Faxes (under the Control Panel) where you can see the printer/s you have to access. Check printing preferences for a printer

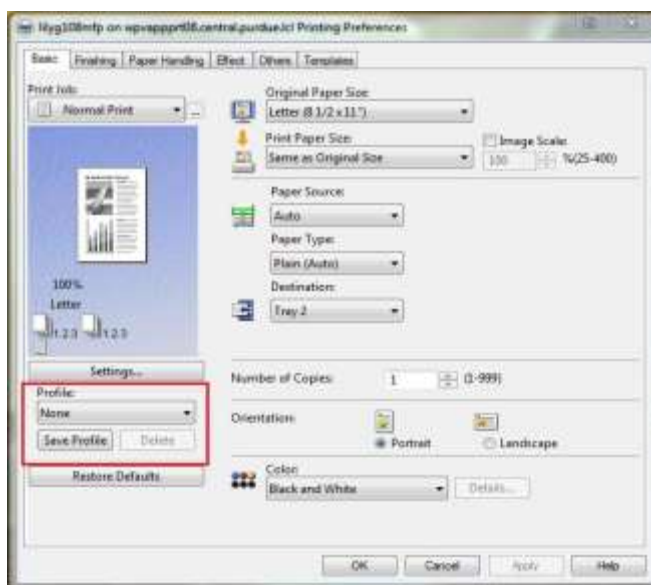
Printing preferences include options for printing such as:

- the size of the paper you are printing to
- whether the document you are printing has a horizontal (landscape) or vertical (portrait) layout
- whether you want to print on both sides or only one side of the paper
- how many copies of the document you want to print?

You can change these options every time you send a document to the printer but you can also set **default** options so that your preferred options are the default until you change them.

To check or change the default printing preferences for your printer: -

1. In the **Printers and Faxes** window right-click on the name or icon of the printer. (See **Figure 2**)
2. Select **Printing Preferences** from the menu.



**Figure 3:** The Printing Preferences for Microsoft Office Document Image Writer



3. To change the paper size, you want to print on, click on the arrow next to the box
4. under Page size. Select a different paper size from the popup menu.
5. To change the orientation of your document page, click in the button next to either
6. Portrait or Landscape.
7. Click OK to save any changes or Cancel to keep the same settings.

The preferences box for a printer will have different options depending on the model of the printer, but the basic options shown in **Figure 3** should be available for all printers. You can select more printing preferences in a **program's Print box** at the time of printing.



<b>Self-Check -1</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. What printer could serve many computers so you may not be the only person sending jobs to a printer.
2. \_\_\_\_ printer is automatically selected when you send a job to print.
3. Give the four (4) Printing preferences options for printing.
4. In changing printing preference, what are the 2 orientation of the document?
5. Where you can select more printing preference?

**Note: Satisfactory rating - 3 points                      Unsatisfactory - below 3 points**  
You can ask you teacher for the copy of the correct answers.

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_



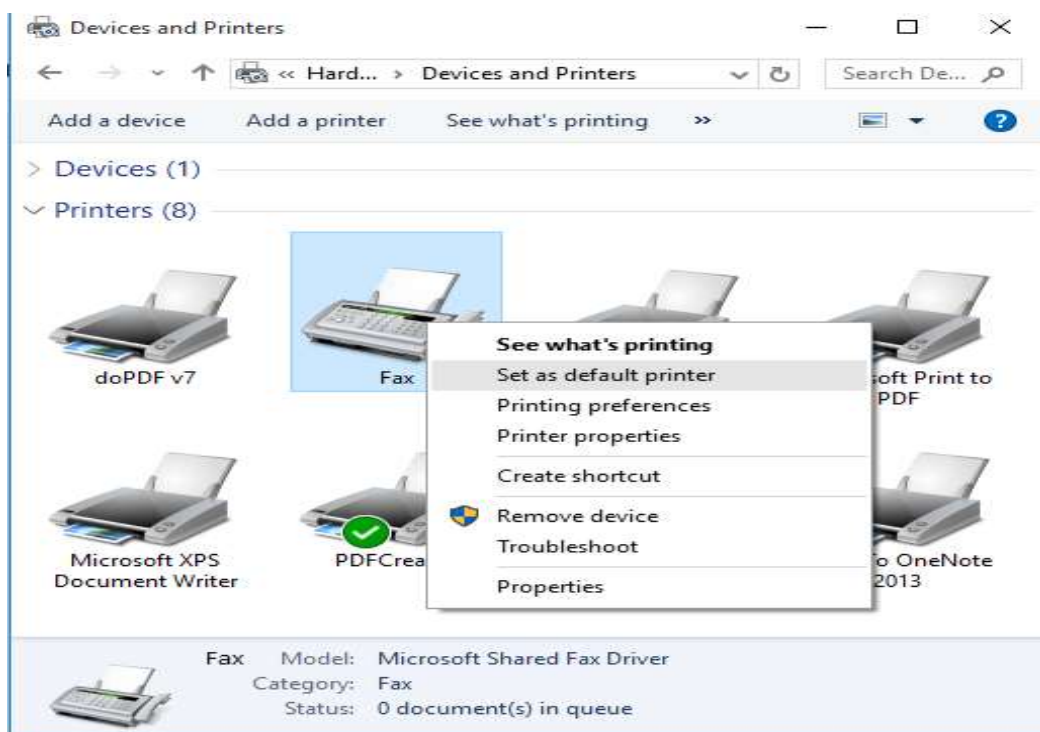
<b>Information Sheet 2</b>	<b>Changing Default Printer</b>
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## 2.1. Default Printer

If you have access to more than one printer, then one of those printers will be the **default printer**. This means it is automatically selected when you send a job to print. In **Figure 1** you can see that the default printer has a tick on it.

To set a printer as the default printer:

1. In the **Printers and Faxes** window right-click on the name or icon of the printer.
2. Select **Set as Default Printer** from the menu.



**Figure 2:** Right-click on a printer to select Set as Default Printer—to make this printer the default. If you only have one printer available, then you will not need to set a default printer.





## 2.2. Print documents

You can send a document to the printer from the desktop *or* from within the application program that created the document.

### **Print one or more documents from the desktop: To print one or more documents from the desktop:**

1. Open a folder that contains one or more documents.
2. Click on the name of the file you want to print.
3. To print more than one file, hold down the **Control** (Ctrl) Key on your keyboard and keep clicking on files to add them to the selection.
4. When all the files are selected, right-click on one of the selected files. Select **Print** from the menu.

All the files you selected will be sent to the printer.

### **Print a web page**

To practice printing a document from within an application program, try printing a page from a website. Your computer needs to be connected to the Internet and have a web browser such as Internet Explorer.

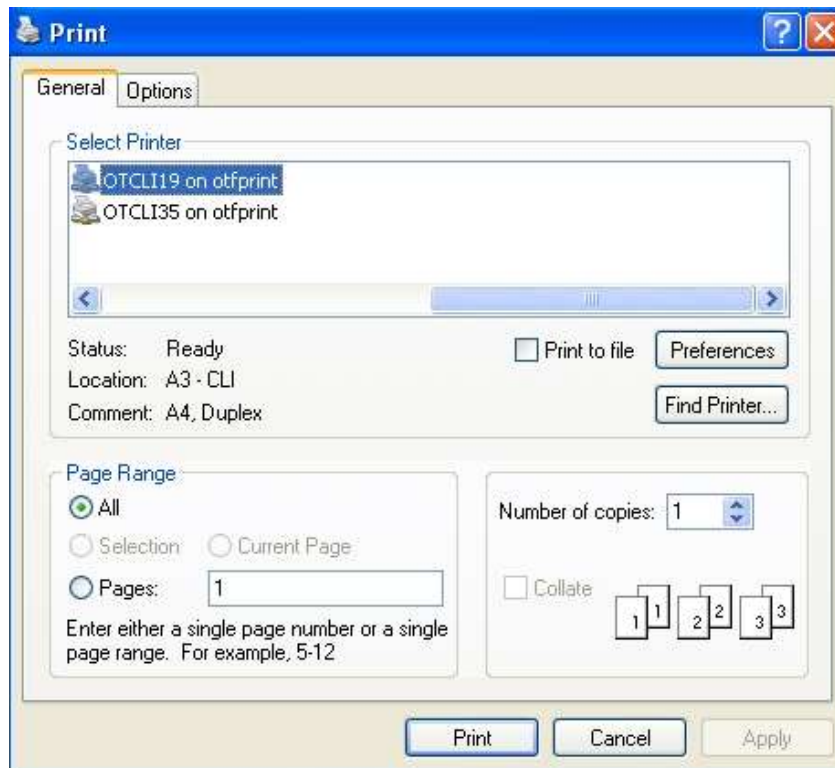
- Double-click on the Internet Explorer icon on the desktop to open the program. (If your web browser is not on the desktop you may need to open the program from **Start** then the **All Programs** menu.) When the browser program is open you will see the Internet Explorer menus at the top of the window.
- Click on the **File** menu then select **Print** from this menu.





**Figure 4:** The Print command is under the File menu

The **Print** box allows you to change the printer and change the printing preferences for the job. (Note that any changes here do not permanently override the default settings)



**Figure 5:** The Print box allows you to change print settings and to print from within an application

When you have made any changes to the print options click on **Print** to send the page to the printer or click on **Cancel** if you don't want to print the page. You can print a document from within any application program in the same way. That is:

1. Open the document you want to print (Double-click on the filename if it is not already open.)
2. Click on the **File** menu then select **Print**.
3. In the **Print** box check the printing preferences for your job.
4. Click on **Print**.



<b>Self-Check -2</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page:

1. You have to access more than one printer, one can be selected automatically, then one of those printers will be the \_\_\_\_
  - A. Default printer
  - B. Network Printer
  - C. Local Printer
  - D. Normal printer
2. List the steps of default printer:

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**Note: Satisfactory rating - 3 points                      Unsatisfactory - below 3 points**  
You can ask you teacher for the copy of the correct answers.

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_



## Information Sheet 3

## Printing Information

### 3.1. View the progress of print jobs

If a document is taking a long time to print or the printer is busy with other people's print jobs, you can check all the jobs that have been sent to a printer and see where your job is in the queue.

From the queue you can also delete a print job if you decide you want to cancel it. To view the progress of a print job:

1. Open **Printers and Faxes** in the **Control Panel**.
2. Double-click the printer icon to open the print monitor where you can see the jobs currently in the queue for that printer.

Document Name	Status	Owner	Pages	Size	Submitted	Port
Microsoft Word - Sept...	Printing	Janet	1	1008 byte...	6:08:08 PM	28... LPT1:
Microsoft Word - Mont...		Janet	1	2.50 KB	6:08:17 PM	28...
Microsoft Word - New ...		Janet	1	2.51 KB	6:08:22 PM	28...
Microsoft Word - Utiliti...		Janet	1	2.49 KB	6:08:31 PM	28...

**Figure 6:** Close up of a print queue

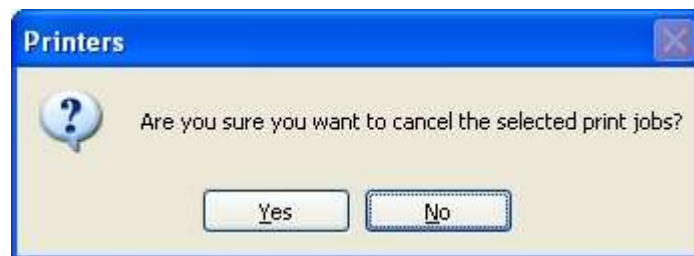
3. The print monitor lists the files that have been sent to the printer which are either in progress or waiting to be printed. The order of files in the list is the order they will be printed. Check the **Status** column (next to **Document Name**) to see the name of the file that is currently printing. Once a job has printed it will disappear from the queue.



### 3.2. Delete a Print Job

To delete a job from the print queue:

1. In the print monitor window (**Figure 6**) click on the name of the document you want to delete.
2. Press the **Delete** key on your keyboard.
3. The following box appears:



4. Click on **Yes** to delete the print job. Click on **No** if you do not want to delete it.
5. The word **Deleting** will appear in the **Status** column.

**Note:** If you are working over a network, you cannot usually delete the print jobs that someone else has sent (as you would not have the permission to do this).

### 3.3. Shortcuts to the Print Monitor

If you are not quick enough the document may start to print before you get a chance to delete it. So you may like to use a shortcut to access the print monitor quickly. There may be a shortcut to the print monitor on the **Task Bar** of your desktop. Otherwise, you can create a shortcut to a print monitor:

1. Open **Printers and Faxes** in the **Control Panel**.
2. Click on the printer icon you want to access. Hold down the mouse button and drag the icon to the desktop.
3. A shortcut to the print monitor is now on the desktop.

You can double-click this icon anytime to check the print jobs sent to this printer and to delete the jobs you have sent.



<b>Self-Check -3</b>	<b>Written Test</b>
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**Directions:** Answer all the questions listed below. Use the Answer sheet provided in the next page: If the statement is correct say **True** Else **False**

1. If you are working over a network, you cannot usually delete the print jobs that some else has sent (as you would not have the permission to do this).
2. Check the **Status** column (next to **Document Name**) to see the name of the file that is currently printing. Once a job has printed it will disappear from the queue.
3. You **cannot** check all the jobs that have been sent to a printer and see where your job is in the queue.

**Note: Satisfactory rating - 3 points**                      **Unsatisfactory - below 3 points**  
You can ask you teacher for the copy of the correct answers.

**Answer Sheet**

Score = _____
Rating: _____

Name: \_\_\_\_\_

Date: \_\_\_\_\_

**Operation Sheet 1**

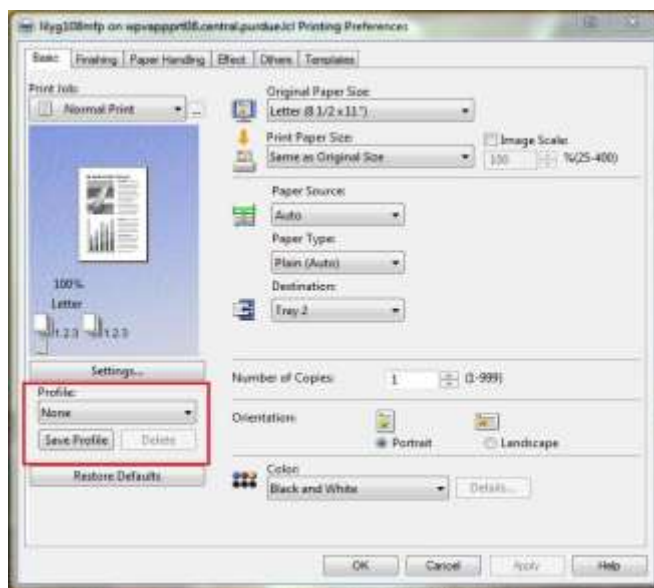
**Adding Printers and ensuring correct printer setting**

To check the printers that you have access to:

1. Click on **Start** and then select the **Control Panel**.
2. Double-click on **Printers and Faxes** to open this item.
3. In **Printers and Faxes**, you see the names of the computer/s that you should be able to access.

To check or change the default printing preferences for your printer: -

1. In the **Printers and Faxes** window right-click on the name or icon of the printer. (See **Figure 2**)
2. Select **Printing Preferences** from the menu.



a.

3. **Figure 3:** The Printing Preferences for Microsoft Office Document Image Writer



4. To change the paper size, you want to print on, click on the arrow next to the box
5. under Page size. Select a different paper size from the popup menu.
6. To change the orientation of your document page, click in the button next to either
7. Portrait or Landscape.
8. Click OK to save any changes or Cancel to keep the same settings.





<b>Operation Sheet 2</b>	<b>Changing Default Printer</b>
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To set a printer as the default printer:

1. In the **Printers and Faxes** window right-click on the name or icon of the printer.
2. Select **Set as Default Printer** from the menu.

**Print one or more documents from the desktop: To print one or more documents from the desktop:**

1. Open a folder that contains one or more documents.
2. Click on the name of the file you want to print.
3. To print more than one file, hold down the **Control** (Ctrl) Key on your keyboard and keep clicking on files to add them to the selection.

When all the files are selected, right-click on one of the selected files. Select **Print** from the menu

You can print a document from within any application program in the same way. That is:

1. Open the document you want to print (Double-click on the filename if it is not already open.)
2. Click on the **File** menu then select **Print**.
3. In the **Print** box check the printing preferences for your job.
4. Click on **Print**.



<b>Operation Sheet 3</b>	<b>Printing Information</b>
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To view the progress of a print job:

1. Open **Printers and Faxes** in the **Control Panel**.
2. Double-click the printer icon to open the print monitor where you can see the jobs currently in the queue for that printer.
3. The print monitor lists the files that have been sent to the printer which are either in progress or waiting to be printed.

To delete a job from the print queue:

1. In the print monitor window (**Figure 6**) click on the name of the document you want to delete.
2. Press the **Delete** key on your keyboard.
3. The following box appears:
4. Click on **Yes** to delete the print job. Click on **No** if you do not want to delete it.
5. The word **Deleting** will appear in the **Status** column.

you can create a shortcut to a print monitor:

1. Open **Printers and Faxes** in the **Control Panel**.
2. Click on the printer icon you want to access. Hold down the mouse button and drag the icon to the desktop.
3. A shortcut to the print monitor is now on the desktop.

You can double-click this icon anytime to check the print jobs sent to this printer and to delete the jobs you have sent.



<b>Lap Test</b>	<b>Practical Demonstration</b>
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Name: \_\_\_\_\_ Date: \_\_\_\_\_

Time started: \_\_\_\_\_ Time finished: \_\_\_\_\_

**Instructions:** Given necessary templates, tools and materials you are required to perform the following tasks within --- hour.

**Tasks 1:** Print this document

**Tasks 2:** Viewing the progress of the print job

**Tasks 3:** Deleting a print job

- *Your teacher will evaluate your output either satisfactory or unsatisfactory. If unsatisfactory, your trainer shall advice you on additional work. But if satisfactory, you can proceed to the next topic.*



## List of Reference Materials

1. [http://www.euro.who.int/data/assets/pdf\\_file/0007/115486/E77650.pdf](http://www.euro.who.int/data/assets/pdf_file/0007/115486/E77650.pdf)
2. <https://www.slideshare.net/catherinelvillanueva1/ict-83930037>
3. Microsoft Office step by step guide
4. Fundamentals of Computing
5. Introduction to computer
6. TTLM or modules and journal of ICT
7. Computer Fundamentals: Pradeep K. Sinha & Priti Sinha
8. Good Practice in Occupational Health Services by WHO



## Experts

The development of this Learning Guide for the TVET Program Information technology support service Level I.

No	Name of Trainers	Phone Number	E-mail Address	Region
1	Abdulakim Ahemed	0921900418		Harari
2	Assefa Million	0911034866	<a href="mailto:amen192005@gmail.com">amen192005@gmail.com</a>	Harari
3	Derese Teshome	0913938439	<a href="mailto:dereseteshome@gmail.com">dereseteshome@gmail.com</a>	AA
4	Getenesh Osamo	0923816933	<a href="mailto:gete.osamo@gmail.com">gete.osamo@gmail.com</a>	SNNPR
5	Remedan Mohammed	0913478937	<a href="mailto:remedanm77@gmail.com">remedanm77@gmail.com</a>	Harari
6	Sewayehu W/Yohanes	0911716733	<a href="mailto:Baroke0816@gmail.com">Baroke0816@gmail.com</a>	SNNPR
7	Damelash Yihalem	0911912015	<a href="mailto:demenati@gmail.com">demenati@gmail.com</a>	Harari