

Vision Tech

HP, Canon, Epson & Brother printers Handbook

28 free step-by-step guides in plain English

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guides.visiontech336.com - admin@visiontech336.com

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HP, Canon, Epson & Brother printers | Easy | 2 min read

HP printer says Offline: how to fix

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

When your computer says an HP printer is Offline, it usually means the two cannot talk to each other. The printer itself is often fine, so work through these steps in order.

Check the basics first

- Make sure the printer is switched on and is not showing an error on its display.
- Check it is on the same Wi-Fi network as your computer or phone. Many homes have two networks, for example one ending in "5G".
- If it connects by USB cable, try a different USB port and check the cable is pushed in firmly.

Restart everything

1. Turn the printer off using its power button.
2. Restart your computer and your Wi-Fi router.
3. Wait until the router lights settle, then switch the printer on.
4. Wait a minute or two for the printer to reconnect, then try printing again.

Check the printer on your computer

On Windows, open **Settings**, then **Bluetooth & devices**, then **Printers & scanners**, and choose your HP printer. Open the print queue and cancel any stuck jobs, as these can hold everything up. If **Use Printer Offline** is ticked in the queue menu, untick it. Menu names can differ between Windows versions.

Use the HP Smart app

The free HP Smart app can check the printer's connection and often shows a clear message about what is wrong. Open it, select your printer and follow any prompts. If the printer is not listed, use the option to add a printer.

If it still says Offline

Your router may have given the printer a new address, or the printer may have lost its Wi-Fi details. You may need to reconnect it to Wi-Fi using the printer's wireless settings. Menus vary, so your model may differ; check the display or the maker's manual.

When to get more help

Get help if the printer shows an error light or code, if it goes offline every day, or if you are not comfortable changing network settings. Never open the printer's casing to look for a fault, as there are electrical parts inside.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

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HP Smart app: how to set up your HP printer on Wi-Fi

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The HP Smart app is HP's free app for setting up a printer, and for printing and scanning from a phone, tablet or computer. This guide explains the general steps; screens can vary by printer and app version.

Before you start

- Unpack the printer, remove the protective tape and fit the ink or toner as shown in the setup leaflet.
- Load plain paper in the tray.
- Have your Wi-Fi name and password to hand. Your phone or computer should be on the network you want the printer to use.
- Keep the printer close to your router during setup.

Set up with the app

1. Download **HP Smart** from the App Store, Google Play or the Microsoft Store.
2. Open the app and sign in or create an HP account if asked.
3. Switch the printer on. Many new printers go into setup mode automatically, often shown by a flashing wireless light. Check your leaflet if not.
4. In the app choose **Add printer** or the plus sign, then pick your printer when it appears.
5. Follow the prompts to choose your Wi-Fi network and enter the password.
6. Print a test page when the app offers one.

The app may ask for Bluetooth or location permission. This is normally just so it can find the printer nearby.

If the printer is not found

- Check the printer's wireless light is flashing, meaning it is waiting for setup. If not, you may need to reset its network settings. Steps differ by model, so check the manual.
- Make sure your phone is not using mobile data only.
- Restart the printer, the router and the phone.
- Some printers only use 2.4GHz Wi-Fi. If your router combines 2.4GHz and 5GHz in one name, this can confuse setup.

A note on subscriptions

During setup you may be offered HP Instant Ink, an ink subscription. You do not have to accept it. See our guide on how it works so you can decide.

When to get more help

Get help if setup fails repeatedly, if the printer never appears, or if you are unsure which Wi-Fi network to choose. Do not open the printer to reach internal parts.

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HP Instant Ink: how it works, pros and cons, and how to cancel

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HP Instant Ink is a subscription where you pay a monthly fee based on pages printed rather than buying ink each time. It suits some households and not others, so it helps to understand it before signing up or cancelling.

How it works

Your printer must be connected to Wi-Fi and the internet. It reports how many pages you print, and HP posts new ink when you are running low. You pick a monthly plan with a page allowance. Unused pages can roll over, up to a limit set by HP (HP's UK page says up to three times your monthly plan). Plans and terms change, so check HP's current UK page.

Possible advantages

- Can cost less than buying cartridges if you print regularly.
- Ink arrives before you run out.
- A small plan can suit someone who prints very little.

Possible disadvantages

- The special cartridges only work while the subscription is active. HP says they stop working after your plan ends.
- The printer needs an internet connection.
- You pay every month, even in months when you print little.
- Some HP printers sold as HP+ only accept HP cartridges, which can limit your choices later.

How to cancel or change a plan

1. Go to your HP Instant Ink account on HP's website, or use the HP Smart app.
2. Sign in with the HP account used to enrol.
3. Choose to change or cancel your plan and follow the steps.

HP states you can change or cancel at any time with no fee, and that changes take effect at the end of your billing period. Before you cancel, buy standard cartridges so you can keep printing. We could not verify a "pause" option, so check your account or HP's page to see what your plan offers.

When to get more help

Get help if you cannot sign in, if a charge looks wrong, or if the printer shows a cartridge error after cancelling. For billing questions, contact HP directly using your account details.

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HP printer says cartridge problem or low ink after replacing: what to check

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

You have fitted a new HP cartridge, yet the printer still says it is missing, damaged, empty or "not recognised". This is common and often easy to fix.

First checks

- Make sure it is the right cartridge number for your exact printer model. The number is on the old cartridge and in the manual.
- Remove the plastic tape and any cap from the new cartridge. Do not touch the copper contacts.
- Check the cartridge is in the right slot and clicks in firmly.

Reseat and restart

1. Switch the printer on and open the cartridge door.
2. Wait until the carriage stops moving.
3. Take the cartridge out and push it back in firmly.
4. Close the door and wait for the printer to check it.
5. If the message remains, switch the printer off and on again.

Some people gently wipe the copper contacts with a dry, lint-free cloth with the printer off. Avoid liquids, and do not touch anything else inside. If you are unsure, skip this.

Low ink warnings

Printers estimate ink levels, so "low" is only a guide. You can usually carry on printing until quality drops. Warnings can also appear if a cartridge is a refill, very old or was used in another printer.

Third-party or compatible cartridges

Compatible cartridges can cost less, but some printers reject them, page counts and colours can vary, and ink levels may not display properly. HP printers sold with HP+ need HP cartridges. In general, using a compatible cartridge does not by itself cancel a warranty, but damage that the maker can show was caused by it might not be covered. Check your warranty terms.

If you are on Instant Ink

Instant Ink cartridges only work while you are enrolled. See our Instant Ink guide.

When to get more help

Get help if the carriage will not move, if ink is leaking, or if the message persists with a genuine cartridge. Ink can stain, so keep cartridges upright and wash splashes off skin. Never open the printer's casing.

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HP printer prints streaky or faded: cleaning and aligning the print head

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Streaks, white lines or faded colours on an HP inkjet usually mean the print head needs cleaning or the ink is low. Here is a safe order to try things.

Check the simple causes

- Look at ink levels in the HP Smart app or on the printer's display.
- Use plain A4 paper that is not damp or creased, and choose the right paper type in the print settings.
- Print at normal quality rather than draft or economy mode.

Find the maintenance tools

Most HP printers can print a print quality report. In the HP Smart app, look for **Printer Settings** or print quality tools. On Windows, open the printer's **Printing Preferences** and look for a **Maintenance** or **Services** tab. Menu names differ, so your model may differ; check the display or the maker's manual.

Clean the print head

1. Load plain paper in the tray.
2. Choose the **Clean Printheads** or **Clean Cartridges** option from the app, software or printer menu.
3. Wait for the printer to finish, then print a test page.
4. If lines remain, repeat once or twice, but do not do it many times in a row.

Cleaning uses ink. If a second clean does not help, wait several hours and try again, as dried ink may need time to soften.

Align the print head

If lines look doubled or text is fuzzy, run **Align Printheads** from the same menu. The printer prints a page, and you may be asked to scan it or confirm the result.

Ink and cartridge notes

Genuine and compatible cartridges can both cause streaks if they are low, old or poorly seated. Cartridges left out of the printer for a long time can dry out.

When to get more help

Get help if cleaning does not improve things, if a cartridge leaks, or if the printer shows a print head error. Do not remove parts or open the casing. Ink can stain skin and clothes, so wash it off promptly.

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HP printer paper jam: how to clear it safely

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A paper jam is one of the most common printer problems. Handled gently, it is usually simple to clear, but pulling hard can tear the paper and leave bits behind.

Before you begin

- Switch the printer off using its power button. Many makers also advise unplugging it, so check your manual.
- On an HP laser printer, the area near the fuser can be very hot. Let it cool for at least 30 minutes before reaching inside.
- Never use tools or force. Only open the doors and trays that are meant for you.

Clear the jam

1. Take the paper out of the input tray.
2. Look for any paper you can see at the back, front or in the output tray.
3. Open the cartridge access door or rear door if your model has one. Your model may differ; check the display or the maker's manual.
4. Hold the paper with both hands and pull it out slowly in the direction of the paper path, so it does not tear.
5. Check carefully for small torn pieces and remove them.
6. Close all doors and trays firmly.
7. Switch the printer on and print a test page.

Stop it happening again

- Do not overfill the tray, and fan the paper before loading.
- Use paper of the right size and weight that is not damp, creased or curled.
- Slide the paper guides snugly against the stack.
- Do not top up a tray with a different type of paper.
- Store paper flat in a dry place.

If the printer still thinks there is a jam

Look again for hidden scraps, then switch the printer off for a minute and on again. Check the paper path for small torn pieces, labels or staples.

When to get more help

Get help if jams happen with every page, if the printer makes grinding noises, or if the error stays after clearing. Do not take the printer apart, because there are electrical and hot parts inside.

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HP printer not responding or not found after a Windows update

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Sometimes an HP printer that worked yesterday stops working after Windows updates. Often the printer driver has become confused, and a few steps put it right.

Try the quick fixes

1. Turn the printer off and on again, and restart the computer.
2. Check the printer is on the same Wi-Fi network, or that its USB cable is firmly plugged in.
3. Open **Settings**, then **Bluetooth & devices**, then **Printers & scanners**, and see whether your printer is listed and not marked offline.
4. Try printing a test page.

Run the Windows troubleshooter

In **Settings**, search for the printer troubleshooter, run it and choose your printer. It may restart the print service or find a new connection. Menu names vary by Windows version.

Remove and re-add the printer

1. In **Printers & scanners**, select your HP printer and choose **Remove**.
2. Restart the computer.
3. Choose **Add device** and let Windows search for the printer, or install the **HP Smart** app and use it to add the printer again.

The HP Smart app is often easier, as it fetches the right driver for you.

Update or reinstall the driver

You can get the current driver from HP's UK support website. Search by your printer's model name, which is printed on the front or back. Download only from HP's official site, and be wary of unofficial driver sites, which can bundle unwanted software.

Check for updates

Windows Update may also offer a newer driver. Installing all pending updates and restarting can solve the problem.

Your IT department may control updates and software. Ask them before making changes.

When to get more help

Get help if the printer still cannot be found, if you see error codes, or if you are unsure which driver to download. Do not open the printer, as it contains electrical parts.

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Canon PIXMA will not connect to Wi-Fi

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If your Canon PIXMA will not join your Wi-Fi, the cause is usually the network name, the password or the router band rather than a broken printer. Take it one step at a time.

Check the basics

- Check your Wi-Fi works on a phone.
- Move the printer closer to the router.
- Many PIXMA models only support 2.4GHz Wi-Fi. If your router has a separate 5GHz name, choose the 2.4GHz one for setup.
- Have the Wi-Fi password ready. It is case-sensitive.

Try the Canon PRINT app

Canon's free **Canon PRINT** app can help with setup on many models. Install it on your phone, switch the printer on and follow the app's instructions to add the printer. The exact steps vary by model, so check the leaflet in the box.

Try the WPS button method

Some routers have a **WPS** button. Many PIXMA printers can connect this way:

1. On the printer, start the wireless setup and choose the WPS push button option if offered. Your model may differ; check the display or the maker's manual.
2. Press the **WPS** button on your router within the time the printer allows, often a couple of minutes.
3. Wait for the printer's wireless light to stop flashing.

WPS does not suit every router, and some routers switch it off for security.

Connect manually

On models with a screen you can usually pick your network name from a list and type the password. On models without a screen, use the app or Canon's setup software, which you can find on Canon's UK support site by searching your model number.

If it still fails

- Restart the printer, router and phone.
- Check the password for typing errors, such as capital letters.
- Check your router is not blocking new devices.
- If you changed your router or password recently, run the wireless setup again.

When to get more help

Get help if the printer shows an error code, if it connected before but now keeps dropping, or if router settings are involved. Do not open the printer.

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Canon PRINT app: how to print and scan from your phone

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Canon PRINT is Canon's free app for printing from a phone or tablet to many PIXMA and other Canon printers. This guide covers the common steps, though screens can differ by model and app version.

Get ready

- Your printer must be switched on and connected to the same Wi-Fi network as your phone.
- Download **Canon PRINT** from the App Store or Google Play.
- Allow any permissions the app asks for, such as access to photos or nearby devices. These help it find the printer and your pictures.

Add your printer

1. Open the app.
2. Follow the prompt to register or select your printer. It should list printers it finds on your network.
3. If it does not find the printer, check the printer is on Wi-Fi and use the app's setup option. Setup steps vary by model, so check the leaflet.

Print a photo or document

1. Open the app and choose **Photo Print**, **Document Print** or a similar option.
2. Select the file you want.
3. Check the paper size and type match what is in the printer.
4. Tap **Print**.

Scan to your phone

Many Canon all-in-one models can scan to the app. Place the page on the glass, choose the scan option in the app and follow the prompts. Check your model is supported, as not all are.

If something goes wrong

- Turn Wi-Fi off and on again on the phone.
- Make sure your phone is not on a guest network that blocks devices.
- Restart the printer and the app.
- Check you have the latest version of the app from your app store.

When to get more help

Get help if the printer is never found, if scanning will not start, or if you need to move the printer to a new network. Do not open the printer casing, as it holds electrical parts.

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Canon PIXMA prints blank or streaky: nozzle check and cleaning

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If your Canon PIXMA prints blank pages, pale colours or white lines, the print head nozzles may be clogged, especially if the printer has not been used for a while. Canon provides a nozzle check and cleaning routine for this.

Check the simple things first

- Check the ink levels on the printer's display or in its software.
- Make sure the orange tape or protective film is gone from new cartridges.
- Check you are printing on the correct paper type and the right side of the paper.

Print a nozzle check pattern

1. Load plain A4 paper.
2. Use the printer's menu or the computer's printer software to find **Nozzle Check** or **Print Check Pattern**. Your model may differ; check the display or the maker's manual.
3. The printer prints a grid of lines.
4. If lines or blocks are missing, the nozzles need cleaning.

Clean the print head

1. In the same maintenance area, choose **Cleaning**.
2. Wait for the printer to finish, as it can take a minute or two.
3. Print the nozzle check pattern again.
4. If the pattern is still poor, repeat once.

Try deep cleaning

If normal cleaning has not worked after two attempts, many models offer **Deep Cleaning**. It uses a lot more ink, so only use it when needed. If it does not improve things, wait a few hours and try again.

If print looks doubled or blurry rather than missing, run **Print Head Alignment** from the same menu.

Safety notes

Ink can stain skin and clothes. Do not touch the print head or reach inside. Handle cartridges only as shown in your manual.

Print something in colour now and then, such as a test page, to keep the nozzles in use.

When to get more help

Get help if the pattern is still poor after cleaning, if a cartridge leaks, or if the printer shows an error. Do not open the casing.

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Canon PIXMA paper jam or paper will not feed

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Canon PIXMA printers can jam or refuse to pick up paper, often because of how the paper is loaded rather than a fault. Here is how to deal with both safely.

Before you begin

- Switch the printer off. Many manuals advise unplugging it too.
- If the paper is visible, pull gently. Never use force or sharp tools, and do not open the printer beyond the doors and covers meant for users.

Clearing a jam

1. Remove the paper from the tray or rear feed.
2. Look for jammed paper at the rear, in the output area and, on some models, under the cover.
3. Hold the paper with both hands and pull slowly in the direction it travels, so it does not tear.
4. Check for torn pieces.
5. Close the covers and reload fresh paper.
6. Switch on and press the button the printer asks for to carry on. Your model may differ; check the display or the maker's manual.

Paper will not feed

- Do not load too much paper. A thinner stack is easier for the printer to pick up.
- Fan the paper and tap it flat before loading.
- Slide the guides until they gently touch the edges.
- Check the paper is not damp, curled or stuck together.
- On models with a rear tray and a front cassette, check the printer is set to use the one you loaded.
- Clean the feed rollers only if your manual describes how.

Check the print settings

Make sure the paper size and type in your computer's print settings match what is loaded. A mismatch can cause an error.

Photo paper and envelopes

Thick paper, envelopes and labels may need the rear tray, or may not be supported at all. Check the manual.

When to get more help

Get help if jams keep happening, if the printer makes grinding noises, or if you can see damage. Do not take the casing off, as there are electrical parts.

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Canon PIXMA: how to scan to your computer or phone

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Many Canon PIXMA all-in-one printers can scan to a computer or phone. Software and steps vary by model, so treat this as a general guide.

What you need

- A PIXMA with a scanner glass (not a print-only model).
- The printer connected to your Wi-Fi network, or by USB cable.
- Canon's scanning software on your computer, or the Canon PRINT app on your phone.

Scan using your computer

1. Lift the lid and place the page face down on the glass, lined up with the corner marker.
2. Close the lid gently.
3. On your computer, open Canon's scan software. On many models this is called **IJ Scan Utility**. On Windows, search for it from the Start menu. On a Mac, check Applications.
4. Choose the type of item, such as **Document** or **Photo**.
5. Select **Scan** and wait for the result.
6. Check the scanned file saved where you expected. The software usually shows the location.

If you cannot find the software, download it from Canon's UK support website by searching your exact model name.

Scan using your phone

Open the **Canon PRINT** app, select your printer and choose the scan option. Not all models support this. Your model may differ; check the display or the maker's manual.

If scanning does not work

- Check the printer and computer are on the same Wi-Fi network.
- Restart the printer and computer.
- Check the scan software has chosen the correct printer.
- Check your firewall or security software is not blocking it. If unsure, ask for help.
- If it worked before, reinstalling the software can help.

Tips for better scans

- Wipe the glass gently with a soft, dry cloth if you see marks.
- Choose a higher resolution for photos.
- Save important scans as PDF.

When to get more help

Get help if the scanner makes odd noises, shows an error code, or the computer cannot find the printer. Do not open the printer casing.

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Canon PIXMA says ink is not recognised or low after replacing a cartridge

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Canon inkjets can show a message that a cartridge is not recognised, or that ink is low, even after you fit a new one. Often it is a seating or compatibility problem that can be sorted out.

Quick checks

- Check you bought the correct Canon cartridge numbers for your exact PIXMA model.
- Remove the protective tape and cap from the new cartridge.
- Check the cartridge is in the right slot and clicks in firmly, following the colour marks in the printer.

Reseat the cartridge

1. Switch the printer on and open the cover. The holder should move to the middle and stop.
2. Do not force the holder.
3. Remove the cartridge and put it back until it clicks.
4. Close the cover and wait while the printer checks.

If the message remains, switch the printer off, wait a minute and switch it back on.

About low ink warnings

Printers estimate ink use, so a low-ink warning is a guide and you may be able to carry on printing. Some Canon models let you continue after you confirm. Your model may differ; check the display or the maker's manual.

Refilled and compatible cartridges

Compatible and refilled cartridges can cost much less. The trade-offs are that some are not recognised, ink level readings can be wrong, and quality and page counts vary. Using one does not on its own cancel your rights in the UK, but if the maker can show a cartridge caused damage, the repair might not be covered under the manufacturer's warranty. Check your warranty terms and buy from a seller with a clear returns policy. Genuine cartridges tend to be more predictable but cost more.

Avoid tricks

Avoid online advice to cover contacts or bypass chips, as these can damage the printer.

When to get more help

Get help if the holder will not move, if ink leaks, or if the message continues with a genuine cartridge. Ink stains, so wash skin and keep it away from children. Do not open the printer casing.

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Canon PIXMA: how to reinstall the driver on Windows or Mac

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

If a Canon PIXMA stops printing or is not found after an update, reinstalling the driver often helps. A driver is the small program that lets your computer talk to the printer.

Before you start

- Make sure the printer is switched on and connected to your Wi-Fi network or by USB.
- Find the exact model name on the front of the printer.
- Have your Wi-Fi password to hand in case you need to set up again.

Remove the old printer on Windows

1. Open **Settings**, then **Bluetooth & devices**, then **Printers & scanners**.
2. Select your Canon printer and choose **Remove**.
3. Restart the computer.

Remove the old printer on a Mac

1. Open **System Settings** (or **System Preferences**), then **Printers & Scanners**.
2. Select the Canon printer and click the minus button to remove it.

Download the new driver

Go to Canon's UK support website and search for your model. Choose your operating system and download the driver or setup software. Only use Canon's own site, as other sites offering drivers can bundle unwanted software.

Install

1. Run the downloaded file and follow the instructions.
2. When asked how the printer connects, choose wireless or USB as appropriate.
3. Let the installer find the printer. If it does not, check Wi-Fi is working.
4. Print a test page.

On modern Windows and Macs, a basic driver may install automatically when you add the printer. Canon's own software adds extras such as scanning and maintenance tools.

- Restart the printer and router.
- Check the printer is on the same network as the computer.
- Try a different USB cable or port.

When to get more help

Get help if the installer reports errors, if the computer is managed by an employer, or if you are unsure which file to download. Do not open the printer casing.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

HP, Canon, Epson & Brother printers | Medium | 2 min read

Epson EcoTank: how to refill the ink tanks safely

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Epson EcoTank printers have refillable ink tanks instead of cartridges. Refilling is simple, but ink stains badly, so take your time.

Before you start

- Use the ink bottles made for your exact EcoTank model. The bottle colours match the tank colours.
- Protect the surface with newspaper or kitchen roll, and wear disposable gloves.
- Keep ink away from children. If ink gets on skin, wash it thoroughly with soap and water. Avoid contact with eyes and mouth.
- Do not refill while the printer is printing.

Refill the tank

1. Switch the printer on and check which tank is low. The tanks are normally in a window at the front or side, with an upper line and a lower line.
2. Open the tank cover. Layouts differ, so check your leaflet.
3. Open the cap of the tank you are filling. Keep the cap somewhere it will not stain.
4. Hold the bottle upright and remove its cap. Follow the leaflet if there is a foil seal.
5. Place the bottle's nozzle into the tank and tilt it slowly. Ink flows in and, on many models, stops automatically when the tank is full.
6. Lift the bottle away upright to avoid drips.
7. Close the tank cap firmly and close the cover.

Important points

- Refill when ink is at or below the lower line. Epson warns that continuing to print with ink below the lower line can damage the printer.
- Fill up to the upper line, not beyond.
- If a bottle is not empty, keep it upright and sealed for next time.

Resetting the ink level

Some models ask you to confirm which colours you have refilled. See our guide on resetting ink levels.

Third-party ink

Compatible ink is cheaper but can affect quality, and may not be covered by the warranty if it is shown to have caused damage. Check your warranty terms.

When to get more help

Get help if ink has spilled inside the printer, if a tank is cracked, or if you see an error. Do not open the printer casing or touch internal electrical parts.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

HP, Canon, Epson & Brother printers | Medium | 2 min read

Epson EcoTank: how to reset ink levels after refilling

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

After you top up an EcoTank, some models need you to tell the printer which tanks you have filled. If you skip this, the screen may still show low ink. This guide explains what to expect.

How EcoTank ink levels work

EcoTank printers do not always measure ink directly. Many models keep a running estimate based on use. Epson's guidance says the estimate is only accurate if tanks are filled to the upper line. The tank window is the most reliable check.

Models with a touchscreen

On newer models, the printer often prompts you when you close the tank cover. Follow the on-screen instructions and select each colour you refilled to reset its level.

Models with a small LCD screen

On older models there is usually a reset option in the settings or maintenance menu, often called **Reset Ink Level** or similar. Epson's steps for these are along these lines:

1. Press the home button, then go to the setup or maintenance menu.
2. Choose the reset ink level option and confirm it.
3. Select each colour you filled and confirm.

Menus vary a great deal, so your model may differ; check the display or the maker's manual.

Models with no screen

These have no software ink counter. Check the tank window by eye. Ink should be at or above the lower line, and near the upper line after a refill.

Important cautions

- Only reset the level for a tank you have filled to the upper line.
- Do not reset a tank that is not full, as the printer will then think it has more ink than it does. Running a tank dry can damage the print head.
- Do not carry on printing if a tank is below the lower line.

Check that the tank caps are firmly in place and the tank cover is closed. Restart the printer.

When to get more help

Get help if the reset option is missing, if the printer shows an ink error, or if ink has leaked. Do not open the casing.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

HP, Canon, Epson & Brother printers | Easy | 2 min read

Epson Smart Panel: how to set up your Epson printer on Wi-Fi

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Epson Smart Panel is Epson's free app for setting up a printer and printing or scanning from a phone or tablet. Steps vary by printer and app version, so follow the app's own prompts as you go.

Before you start

- Unpack and prepare the printer as shown in the leaflet. For EcoTank models, this includes filling the tanks first.
- Make sure your phone is on the Wi-Fi network you want the printer to use.
- Have your Wi-Fi password to hand.
- Check the printer is switched on and near the router.

Set up with the app

1. Download **Epson Smart Panel** from the App Store or Google Play.
2. Open the app and follow the prompt to add a printer.
3. The app may ask for permissions, such as Bluetooth, location or local network access. These are normally needed so it can find the printer.
4. Select your printer when it appears, or use the setup option for a new printer.
5. Choose your Wi-Fi network and enter the password.
6. Wait until the printer confirms it is connected, then print a test page.

If the printer is not found

- Check the printer's Wi-Fi light and display for messages.
- Restart the printer, router and phone.
- Many Epson models only support 2.4GHz Wi-Fi during setup. If your router has separate names, use the 2.4GHz one.
- Move closer to the router.
- Check your phone is not on a guest network, which can block printers.

Printing and scanning

Once connected, the app can print photos and documents, and many models can scan to the phone. Not all functions are on every model.

Wi-Fi Direct

Some Epson models offer Wi-Fi Direct, which lets a phone connect to the printer without a router. Check your manual to see whether your model supports it.

When to get more help

Get help if the app never finds the printer, if setup stops with an error, or if you have changed your router. Do not open the printer casing.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

HP, Canon, Epson & Brother printers | Medium | 2 min read

Epson Connect: how to print by email and from anywhere

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Epson Connect is a set of Epson services that lets you print from outside your home network, for example by sending an email to your printer. It only works on supported models and needs setup and an internet connection.

What it can do

- **Email Print** gives your printer its own email address. Anything you send there can be printed.
- **Remote Print Driver** lets you print from a computer away from the printer.
- **Scan to Cloud** sends scans to online storage on supported models.

Which of these your printer supports depends on the model. Check Epson's UK website or your manual.

Before you register

- Your printer must be connected to Wi-Fi and the internet.
- Have your printer's model name and serial number, printed on a label on the printer.
- Use an email address you can access.

Register your printer

1. Use Epson's setup software or Epson Smart Panel and follow the option to register for Epson Connect. You can also search for Epson Connect on Epson's UK website.
2. Create an account or sign in.
3. Enter the printer's details when asked.
4. Check your email for a confirmation message and follow it.
5. Note the printer's email address that the service gives you.

Safety tips

- Keep your printer's email address private. Anyone with it could send a print job, which wastes paper and ink.
- Use any settings that limit who can send, if offered.
- Email attachments travel over the internet, so avoid printing very sensitive documents this way.

If it does not print

- Check the printer is on and online.
- Check the attachment type is supported, such as PDF or common picture files.
- Allow a few minutes for jobs to arrive.
- Make sure there is paper in the tray and ink in the printer.

When to get more help

Get help if registration will not complete, if you have forgotten your account details, or if jobs never arrive. Do not open the printer casing.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

HP, Canon, Epson & Brother printers | Medium | 2 min read

Epson printer streaky or faded: head cleaning and nozzle check

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Streaks, missing lines or faded colours on an Epson inkjet usually mean the print head is blocked or a tank is low. Epson printers have a built-in nozzle check and cleaning routine.

Check the easy things first

- Look at the ink level. On an EcoTank, check the tank window, as the on-screen level is an estimate.
- Use the right paper and the right paper type in the print settings.
- Try a normal quality setting rather than draft.

Print a nozzle check

1. Load plain A4 paper.
2. Find the maintenance area. On many models you can do this from the printer menu, or from **Printing Preferences** on Windows. On a Mac, check printer options in the print dialogue. Your model may differ; check the display or the maker's manual.
3. Choose **Nozzle Check** and print.
4. Look at the pattern. A good pattern shows complete lines. Gaps mean blocked nozzles.

Clean the print head

1. Choose **Head Cleaning** from the same menu.
2. Wait until it finishes. Do not switch the printer off during cleaning.
3. Print the nozzle check again.
4. If it is still poor, repeat a few times, but not many times in a row.

Cleaning uses ink. If several cleaning cycles bring no improvement, switch the printer off and leave it overnight. Dried ink can soften, and a further clean may then work.

Align the print head

If lines are doubled or edges look soft, use **Print Head Alignment** in the same maintenance area.

Prevent blockages

Use the printer regularly, and switch it off with its own power button so the head parks properly.

Ink stains skin and clothes. Do not touch the print head or inside parts.

When to get more help

Get help if cleaning does not work, if there are ink leaks, or if the printer displays an error. Do not open the casing.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

HP, Canon, Epson & Brother printers | Medium | 2 min read

Epson printer says Offline or will not connect to Wi-Fi

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

When an Epson printer shows as offline, the computer or phone cannot reach it over the network. This is usually down to Wi-Fi, a new router or a sleeping printer.

Quick fixes

1. Check the printer is on and not showing an error.
2. Look at the Wi-Fi light or the wireless symbol on the display.
3. Switch the printer off and on, and restart your router and computer.
4. Wait a few minutes, then try printing.

Check you are on the same network

Many routers offer two networks. Your computer and printer should be on the same one. Many Epson printers support 2.4GHz for setup, so choose that network if there are two.

Check on your computer

On Windows, open **Settings**, then **Bluetooth & devices**, then **Printers & scanners**, and choose your Epson printer. Cancel stuck print jobs and make sure the printer is not set to work offline. On a Mac, remove the printer in **Printers & Scanners** and add it again.

Reconnect the printer to Wi-Fi

If you changed your router or Wi-Fi password, the printer needs to be told. Use the **Epson Smart Panel** app or the printer's wireless setup menu. If the printer has a **WPS** option and your router has a WPS button, you can use that. Menus vary, so your model may differ; check the display or the maker's manual.

Other causes

- The router may have given the printer a new address after a restart.
- The printer may be too far from the router.
- Security software may block communication.

If your printer has a USB port, a cable gives you a temporary way to print while you sort out the Wi-Fi.

When to get more help

Get help if the printer shows an error code, if it is offline every day, or if you are unsure about router settings. Do not open the printer casing.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

HP, Canon, Epson & Brother printers | Easy | 2 min read

Epson printer paper jam or paper feed error

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Paper jams on Epson printers are usually fixed by clearing the paper path carefully. Work gently, because force can tear the paper or damage parts.

Before you begin

- Switch the printer off. Many manuals advise unplugging it as well.
- On inkjets, take care not to smear ink, as stains are hard to remove.
- Never use tools, and do not open any part of the printer that is not a user cover or tray.

Clear the jam

1. Take the paper out of the tray.
2. Look at the front, the output tray and the back. Many Epson models have a rear cover or a cover over the scanner unit. Check the manual for your model.
3. Hold the paper with both hands and pull it slowly out the way it travels.
4. Check for small torn pieces and remove them.
5. Close any covers and reload the tray.
6. Switch on and follow any message on the display. Your model may differ; check the display or the maker's manual.

Paper will not feed

- Fan the paper and tap it flat.
- Do not overload the tray.
- Slide the guides until they gently touch the paper.
- Check the paper is dry, flat and the right size.
- Make sure the paper type in your computer settings matches what is loaded.
- Do not load different sizes together.

Special paper

Glossy photo paper, envelopes and card may need specific settings or a particular tray. Check the pack and the manual.

Prevent future jams

Store paper flat and dry, and use paper recommended for inkjets.

When to get more help

Get help if the jam message stays after clearing, if you hear grinding, or if the printer tears paper every time. Do not take the casing off, as it contains electrical parts.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

HP, Canon, Epson & Brother printers | Medium | 2 min read

Brother printer says Replace Toner but it is not empty

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Brother laser printers can show Replace Toner even when the toner cartridge still has plenty left. The printer counts or senses toner use, and sometimes gets it wrong or the cartridge has not seated properly.

First, check what the message means

Brother printers can show a warning such as Toner Low before Replace Toner. Replace Toner usually means the printer thinks the cartridge has reached its limit. Check your manual, as wording differs between models.

Safety first

The fuser inside a laser printer gets very hot. Switch the printer off and let it cool for at least 10 minutes before opening it. Do not touch anything except the parts the manual says to handle. Toner is a fine powder, so avoid breathing it in, and wipe spills with a damp cloth, not a vacuum.

Reseat the toner

1. Switch off the printer, and open the front cover.
2. Take out the drum unit and toner cartridge together.
3. Press the lock lever and lift the toner cartridge out of the drum.
4. Put the cartridge back in until it clicks.
5. Slide the green tab on the drum a few times, left to right, to clean the corona wire, and return it to its home position. This is the tab Brother's guidance describes.
6. Put the unit back in and close the cover.

If the message remains

- Check you are using the correct toner for your exact model.
- Check the front cover is fully closed.
- If you fitted a new cartridge, check you removed all packaging.
- Check for firmware updates on Brother's UK support website.

The toner reset

Some models have a way to override or reset the toner message, but the steps vary. Your model may differ; check the display or the maker's manual. Only use it if the cartridge is genuinely fine, because it can mean you print with a nearly empty cartridge and see poor results.

When to get more help

Get help if print quality is poor, if the message remains with a new cartridge, or if you cannot find the reset in the manual. Do not open any panel beyond the covers meant for users.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

HP, Canon, Epson & Brother printers | Medium | 2 min read

Brother printer says Replace Drum: what it means and what to do

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Brother laser printers use two parts that wear out separately: the toner cartridge and the drum unit. If you see Replace Drum, or a similar message such as Drum End Soon, it is about the drum, not the toner.

What the drum does

The drum unit transfers toner onto the paper. It wears out over time, usually after many thousands of pages. Some Brother models have the drum and toner as a single cartridge, while others keep them separate. Check your manual to see which you have.

Safety first

Switch off the printer and let it cool for at least 10 minutes. The fuser inside is very hot. Handle the drum by its edges only, and keep it out of bright light, as light can damage it.

Check before replacing

- Check the print quality. Black marks, dark patches or grey backgrounds may suggest a worn drum.
- Try cleaning the corona wire by sliding the green tab on the drum side to side, then returning it to its home position.
- Reseat the drum and toner unit, then close the cover firmly.

Replacing the drum

1. Switch the printer off and wait until it is cool.
2. Open the front cover and take out the drum and toner unit.
3. Remove the toner cartridge from the old drum.
4. Unpack the new drum, remove its protective parts and fit the toner into it.
5. Slide the complete unit back and close the cover.

Resetting the drum counter

After fitting a new drum, many Brother printers need the drum counter reset so the message clears. How you do this depends on the model, so your model may differ; check the display or the maker's manual. Do not reset the counter on an old drum just to hide the message. It will not repair a worn drum.

Compatible drums can be cheaper but quality can vary. Brother's warranty terms differ by country and product, so check them if you are unsure.

When to get more help

Get help if the message stays after a new drum, if prints are poor, or if the counter reset is not in your manual. Do not open the printer beyond user covers.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

HP, Canon, Epson & Brother printers | Easy | 2 min read

Brother iPrint&Scan: how to print and scan from your phone or computer

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Brother iPrint&Scan is Brother's free app for printing and scanning from a smartphone, tablet or computer to a Brother printer. Features vary by model, so check the app's list or your manual.

Before you start

- Your Brother printer needs to be switched on and connected to the same Wi-Fi network as your phone.
- If you have not connected it yet, follow the quick setup guide in the box or see our Brother Wi-Fi guide.
- Download **Brother iPrint&Scan** from the App Store or Google Play.

Choose your printer

1. Open the app.
2. It should search for printers on your network. Select your printer from the list.
3. If it is not listed, check the printer and phone are on the same Wi-Fi network, and try again.
4. If asked for permission to access photos or local network devices, allow it, since the app needs these to work.

Print

1. Choose **Print**, then select **Photos**, **Documents** or another source.
2. Pick what you want to print.
3. Check the paper size and number of copies.
4. Tap **Print**.

Scan

1. Put the page on the scanner glass or in the automatic feeder, if your model has one.
2. Choose **Scan** in the app.
3. Pick a scan type or size and tap **Scan**.
4. Save the file to your phone, send it by email or share it on.

If it does not work

- Restart the printer and your phone.
- Make sure your phone is not on mobile data only or a guest Wi-Fi network.
- Update the app from your app store.
- Check you are using a supported model.

Brother also provides software for Windows and Mac. You can find it on Brother's UK support website by searching your exact model name.

When to get more help

Get help if the printer is never found, if scan buttons do nothing, or if you are not sure which software to download. Do not open the printer casing.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

HP, Canon, Epson & Brother printers | Medium | 2 min read

Brother printer will not connect to Wi-Fi

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

If your Brother printer will not join your Wi-Fi, the network name, password or router band is usually to blame. Here is a general approach that works for many models.

Check the basics

- Check Wi-Fi works on a phone.
- Move the printer closer to the router.
- Many Brother printers support 2.4GHz Wi-Fi only. If your router has two names, choose the 2.4GHz one.
- Have the password to hand, as it is case-sensitive.

Use the setup wizard

Most Brother printers with a screen have a wireless setup wizard. Your model may differ; check the display or the maker's manual. In general:

1. Switch the printer on.
2. Open the network or Wi-Fi settings on the printer's screen.
3. Choose to set up Wi-Fi, and let the printer search for networks.
4. Select your network and type the password.
5. Wait for the connected message, then print a test page or network report if offered.

Use WPS

If your router has a **WPS** button and the printer lists a **WPS** option, you can start WPS on the printer and then press the button on the router within the time shown. This does not suit every router.

Use the computer or app

Brother's setup software for Windows and Mac, or the **Brother iPrint&Scan** app, can also guide you through connection. Download from Brother's UK site for your model.

If it still fails

- Restart the printer and router.
- Check you typed the password correctly.
- If you changed your router or Wi-Fi name, the printer needs setting up again.
- Some routers block new devices.
- A network reset on the printer can help, but steps vary by model, so check the manual first.

When to get more help

Get help if the printer shows an error code, drops off repeatedly, or if router settings are involved. Do not open the printer casing.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

HP, Canon, Epson & Brother printers | Easy | 2 min read

Brother laser printer paper jam: how to clear it safely

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Brother laser printers can jam in the tray, in the middle, or at the back. The main risk is the fuser, which gets very hot during use, so be patient and careful.

Safety first

- Switch the printer off and let it cool for at least 10 minutes, or longer if it has been printing a lot. Inside parts near the fuser can burn you.
- Do not touch the internal parts that the manual marks as hot.
- Never use tools, and do not open any panel except the covers and trays meant for you.
- Toner is a fine powder, so avoid breathing it in and wipe spills with a damp cloth.

Clear the jam

1. Pull out the paper tray fully and take out any jammed paper.
2. Look in the slot where the tray sits for loose paper.
3. Open the front cover, and remove the drum and toner unit gently. Look for jammed paper beneath it.
4. Open the back cover if there is one, and check for paper there.
5. Pull the paper slowly with both hands in the direction it travels.
6. Check for small pieces.
7. Put the drum and toner unit back, close covers and reload paper.

The exact layout differs between models, so your model may differ; check the display or the maker's manual. The display often says where the jam is.

Prevent more jams

- Do not overfill the tray.
- Use the correct paper size and weight.
- Fan the paper before loading.
- Keep paper dry and flat.
- Adjust the paper guides so they touch the stack lightly.

Loose toner

After a jam, you may get toner smudges on the next few pages. Print a couple of spare pages to clear them.

When to get more help

Get help if the jam message stays after clearing, if jams are frequent, or if there is a burning smell. Switch off and unplug the printer if you notice a burning smell. Do not open the casing, as it contains electrical and hot parts.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

HP, Canon, Epson & Brother printers | Medium | 2 min read

Brother laser printer prints streaks, lines or faint pages

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Black lines, faint areas or grey patches on a Brother laser printout usually point to the drum, the toner or dust on the corona wire. Some fixes are quick and safe if you let the printer cool first.

Safety first

Switch the printer off and let it cool for at least 10 minutes, since the fuser inside is very hot. Handle the drum and toner by their handles and keep the drum away from bright light. Avoid breathing toner dust.

Clean the corona wire

Brother drum units have a green tab that cleans the wire inside.

1. Open the front cover and take out the drum and toner unit.
2. Slide the green tab gently from one end to the other and back several times.
3. Make sure the tab ends up in its home position, as marked on the unit.
4. Put the unit back and close the cover.

Check the toner

Faint print can mean toner is running low. You can often rock the cartridge gently from side to side to spread the toner and print a few more pages. This is only a short-term help.

Check the drum

If lines or marks repeat at the same distance down the page, or if the page has grey shading, the drum may be worn or dirty. Your manual may show a repeating-spot guide. Do not wipe the drum surface.

Damp or unsuitable paper can cause smudges. Try fresh, dry paper.

Third-party parts

Compatible toner and drums can be cheaper, but results vary and some can cause print problems. Consider this if issues began after switching.

If marks appear on copies but not on prints, wipe the scanner glass with a soft dry cloth.

When to get more help

Get help if lines continue after cleaning, if you see toner leaking, or if there is a smell of burning. Do not open the casing beyond the user covers.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.

HP, Canon, Epson & Brother printers | Medium | 2 min read

Brother printer: genuine toner or compatible? Pros, cons and warranty

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

When toner runs out, you can buy Brother's own cartridges or compatible ones from other makers. Both can work well. This guide helps you weigh up the choice, without pushing you either way.

Genuine Brother toner

Pros:

- Designed and tested for your model.
- Less chance of the printer rejecting it.
- Usually reliable colour or black density.

Cons:

- Normally costs more.
- Standard sizes may print fewer pages than high-yield sizes. Check the page yield on the box.

Compatible toner

Pros:

- Can cost much less.
- Many reputable suppliers offer guarantees.

Cons:

- Quality varies, so you may see fainter or patchy print.
- Some printers show warnings or do not report toner levels correctly.
- A badly made cartridge can leak toner, which can make a mess inside the printer.
- Firmware updates may change how a printer treats compatible cartridges.

Warranty

In the UK, using a compatible cartridge does not by itself cancel your statutory rights. However, if a maker shows that a compatible cartridge caused damage, repair may not be covered under the manufacturer's warranty. Check the warranty paperwork for your printer, and keep receipts. If you rent the printer or have a service contract, read the terms, as these may require genuine supplies.

Tips if you choose compatible

1. Buy from a seller with a clear returns policy.
2. Check the exact model number matches.
3. Keep the original packaging until you are happy.
4. Switch the printer off and let it cool before changing toner, because the fuser is hot.

Many suppliers offer free recycling. Do not burn or open them.

Firmware updates

If the printer starts rejecting a compatible cartridge after an update, tell your supplier. Whether to update firmware is your choice, but updates can include security fixes.

When to get more help

Get help if toner has leaked inside the printer, if the printer shows an error with a new cartridge, or if you are unsure about warranty cover. Do not open the casing beyond user covers.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.