

Instructions: Use the handout provided, your computer, and notes to answer the following questions.

1. What piece of software tells a computer program how to print a document in a language the printer can understand? _____

2. What must you install on your computer so that you can use a particular printer?

3. Where does a document go after you click **Print** and before it comes out of the printer?

4. What does a **Print Queue** do? _____

Imagine that the manager of a large business needs to get a tax form from the IRS office, so she sends an employee over to stand in line to get the form. After a few minutes, she gets impatient, so she sends another employee over to wait in line. A few minutes later, the form still hasn't arrived, so she sends another employee. A few minutes after that, she sends another employee...

5. Give at least two possible explanations for why the manager hasn't gotten her form yet:

About an hour later, the first employee comes back with the form, then the second employee, and the third, and fourth. The manager finds herself with a bunch of forms on her desk, when all she really needed was one.

She asks the third employee, "What Happened?"

"Oh, the office was closed for lunch." The employee replies.

6. Come up with a solution so that this doesn't happen to the manager again: _____

7. How does this situation remind you of what happens with printers? _____

8. Where do you find the print queue on a Mac? _____

9. List three things that could keep a printer from working properly:

- i. _____
- ii. _____
- iii. _____

10. The next time a document doesn't print from your computer, where's the first place you'll look? **HINT:** *You don't even have to get up from your computer.* **Please explain.**

11. What is an easy way to save paper, ink and other resources? _____

12. How do you save any printable document as a PDF on a Mac? _____

