

## ASK THE COMPUTER SURGEON

### All-in-one printers are really just full-of-frustration

Char asks, ***“I have an HP Officejet 7310 Oxi All-In-One printer. I am unable to fax or use the phone system. It makes all the sounds but nothing happens. The phone rings into the computer. I've had faxes sent to me but I'm not able to receive them. Any tips?”***

Nancy asks, ***“We have an HP Photosmart 3210 All-in-One Printer. It copies and it prints but when I try to scan, a message comes on saying error occurred communicating with scanning device. Please ensure scanning device is connected properly. If the copying and printing is working, why not the scanning?”***

An All-In-One device is a combination of a printer, copier, scanner, and sometimes fax machine. The concept is to combine machines that have similar functions into one device to share functionality. This sounds logical but often ends in great frustration. Many manufacturers offer All-In-One devices. For information regarding the many models with professional and independent user reviews, check out <http://reviews.cnet.com/>. Type all-in-one in the search field and click the Go! button.

Before trying to fix a problem, run a full system backup of all your data, including family pictures and videos. After you confirm that you have a complete backup, you can move forward. If you are afraid that your backup did not work, seek professional help. A good backup on a regular basis is very important.

Check all cables. Run the Windows Update function. Browse to the device manufacturers' web site and check for updated drivers. Sometimes the drivers and software need uninstalled and reinstalled. Sometimes the Windows operating system needs refreshed or reinstalled. If all else fails, get a new device. They are relatively inexpensive.

Tom asks, ***“We recently had a video company put together a dvd from our photos for our anniversary. We have 6 dvd's that we distributed to our family. Some play, some don't. They freeze then start up again or just freeze and that's it. What is the answer to our problem?”***

Your trouble could be the result of poor quality DVD blanks, using a bad burner, or the DVD could be scratched or have a problem. Software glitches or computer hardware failures can cause computers to lock up during DVD playback. We will explore this more next week.

Nancy asks, ***“I enjoyed your article on "Cookies". Please tell me how to locate and open my cookies folder and if I should delete some or all of them?”***

The time to clean up cookies and spam messages is related more to storage space availability than anything else. The exception is for folks who want to minimize being tracked.

To delete cookies, open your browser and choose the tools menu item. Choose the options selection. You should find a delete cookies or clear cookies option.

Great questions! Thanks for asking!

Next week Darren says, ***“We would like to read more on bots, worms, Trojan horses & spyware...”***

Do you have any questions? Please address questions, comments and suggestions to [questions@compusurgeon.com](mailto:questions@compusurgeon.com) or browse to <http://www.compusurgeon.com/> and click on the **submit** button.