Printing Guide

FIERY ZX3300/ZX3200

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Preface

The Fiery ZX3300/ZX3200 Color Server™ enables you to use your color copier as a networked printer. You can use the Fiery ZX to print final documents or to proof jobs you will later print on an offset press. You send a print job to the Fiery ZX as you would to any other printer—you select it from the Printers dialog box on Windows computers, or in the Chooser on Mac OS computers—and then print from within any application.

NOTE: The term "Fiery ZX" is used to refer to both the Fiery ZX3300 and Fiery ZX3200 Color Server. Where appropriate, differences between the two are noted.

Copier and feature support

The Fiery ZX supports R2 color copiers—the term "R2" refers to the following copier models:

- Ricoh Aficio Color 5106 and 5206
- Lanier 5606DC
- Sharp AR-C861 and AR-C862
- Gestetner 2606 and 2606e
- nashuatec C606 and C606e
- Rex Rotary CC8606 and CC8606E
- infotec 7316 and 7316E
- Savin SDC206 and SDC206E

The Fiery ZX3300 includes Command WorkStation™ software, which enables an operator to manage all jobs sent to the Fiery ZX. Although it may not be the case at all sites, the documentation for this product assumes the presence of an operator who controls and manages jobs sent by users from remote workstations.

The Fiery ZX3200 does not include Command WorkStation software. However, Command WorkStation hardware and software are both available options; contact your authorized service technician for information.

About this manual

This manual is intended for those remote users who send jobs via the network or via a parallel port connection between the Fiery ZX and a user's workstation. It covers the following topics:

- Printing from a Windows computer
- Printing from a Mac OS computer
- Printing from UNIX
- Scanning images from the copier using Photoshop and the Fiery Scan plug-in
- Downloading files and fonts using Fiery Downloader
- Specifying and overriding job settings, a list of fonts installed on the Fiery ZX, and troubleshooting information

About the documentation

This manual is part of a set of Fiery ZX documentation that also includes the following manuals for users and system administrators:

- The *Configuration Guide* explains basic configuration and administration of the Fiery ZX for the supported platforms and network environments. It also includes guidelines for setting up UNIX, Windows NT, and NetWare servers to provide PostScript printing services to clients.
- *Getting Started* describes how to install software to enable users to print to the Fiery ZX. Specifically, it describes installation of PostScript printer drivers, printer description files, and other user software provided on the User Software CD and Command WorkStation CD. It also explains how to connect each user to the network.
- The *Printing Guide* describes the printing features of the Fiery ZX for users who send jobs via remote workstations on the network or via a direct parallel port connection.
- The *Color Guide* provides an introduction to the basics of color theory and printing to a Fiery ZX Color Server. It also includes practical color printing tips and application notes that explain how to print to the Fiery ZX from popular Windows and Mac OS applications.

- The *Job Management Guide* explains the functions of the Fiery ZX client utilities, including the Command WorkStation, and how they can be used to manage jobs and maintain color quality. This book is intended for an operator or administrator, or a user with the necessary access privileges, who needs to monitor and manage job flow, perform color calibration, and troubleshoot problems that may arise.
- *Release Notes* provide last-minute product information and workarounds for some of the problems you may encounter.

How the Fiery ZX works

The Fiery ZX receives files from computers on the network, processes (RIPs) those files, and then sends them to the copier's print engine for printing. Even with the Fiery ZX installed, you can still use the copier to make copies.

When printing from an application, your Windows or Mac OS computer communicates with the Fiery ZX by means of a PostScript printer driver and a PostScript printer description file (PPD).

About PostScript printer drivers and PPDs

A PostScript printer driver is an application that manages printing communication between your application software and the printer. It interprets the instructions generated by the application software, merges those instructions with printer-specific PPD options you specify (see below), and translates all that information into PostScript, a language the printer understands. In other words, the printer driver writes a PostScript file based on your original file and the options you set from the Print dialog box.

A PPD file contains information about a particular device's features and capabilities (for example, what paper sizes and media types are supported). The PostScript printer driver reads the information in the PPD file and presents that information to you in the form of options you can choose from the Print dialog box. The PPD for the Fiery ZX includes information about the features of both the copier and the Fiery ZX Color Server.

For information on the PPD options for your Fiery ZX, see Appendix A, "Print Options."

Supported paper sizes

The Fiery ZX supports printing at 400 dpi (dots per inch) on the following paper sizes:

- 8" x 10"-R
- Letter, Letter-R (8.5" x 11")
- Legal 13 (8.5" x 13")
- Legal (8.5" x 14")
- Tabloid (11" x 17")
- 11x17 Wide (11.81" x 17.28")
- A6-R (105 mm x 148 mm)
- A5, A5-R (148 mm x 210 mm)
- A4, A4-R (210 mm x 297 mm)
- A3 (297 mm x 420 mm)
- A3 Wide (300 mm x 439 mm)

Non-imageable area

The Fiery ZX non-imageable area for all page sizes listed above (except 11x17 Wide and A3 Wide) is 5 mm on the leading edge and 2 mm on the trailing, near, and far edges. For 11x17 Wide, the non-imageable area is 5 mm on the leading edge, 7 mm on the trailing edge, and 10.5 mm on the near and far edges. For A3 Wide, the non-imageable area is 5 mm on the leading edge, 19 mm on the trailing edge, and 1.5 mm on the near and far edges; however, due to copier limitations, the A3 Wide non-imageable area may vary.

Toner reduction

The Fiery ZX maximum toner density for R2 color copiers is 250%.

Before you begin

Before using the Fiery ZX, follow these steps:

1. **Confirm that the system administrator has completed Setup as described in the *Configuration Guide*.**
2. **Find out what printer defaults the administrator specified in Setup.**

   These default settings can affect the results of your print jobs. Check with your administrator or operator for information on these default settings.
3. **Confirm that the user software is installed correctly on your workstation, as described in *Getting Started*.**
4. **Consult the *Color Guide* for information on print options and application features that affect color output.**
5. **Find out how your workstation is configured for printing on the network.**

   If your site has an operator who controls all printing, you may have access to the Hold queue only. In this case, all jobs you send are spooled to the Fiery ZX and held until the operator sends them to their next stage of processing.

   You may also have access to the Print queue. If you send jobs to this queue, jobs spool to the Fiery ZX and proceed to RIP and print according to your job settings—unless someone (you, or an operator, for example) intervenes.

   Lastly, you may have access to the Direct connection, which sends jobs straight to the server without spooling.
6. **Find out whether the Fiery ZX is set up to use Fiery WebTools and what your access privileges are.**

   The administrator may or may not have enabled access to the server via the Internet (or an intranet). If access is enabled, a password may be required to perform job management with the Fiery WebSpooler.

Chapter 1: Printing from Windows Computers

This chapter describes how to print to the Fiery ZX from Windows 95, Windows 3.1x, and Windows NT 4.0.

You can print from a networked Windows computer, or from a Windows computer connected to the parallel port on the Fiery ZX. If you plan to print files at another location, you should follow the procedures described in "Saving files to print at a remote location" on page 1-11.

Another way to print from a Windows computer is to download PostScript, Encapsulated PostScript (EPS), or Portable Document Format (PDF) files using the Fiery Downloader.

NOTE: For information on setting up the Windows environment for printing with Windows servers connected to the Fiery ZX, see the *Configuration Guide*. For information on how to connect to the Fiery ZX over the network, install printer drivers, and install the Fiery utilities, see *Getting Started*.

Printing from applications

Once you have installed the Fiery ZX printer driver and set it to the proper port as described in *Getting Started*, you can print directly from most Windows applications. Simply choose the Print command from within your application.

To achieve the best printing results from specific applications, see the *Color Guide*.

Setting options and printing from Windows 95

To print from Windows 95, use the Adobe PostScript printer driver for Windows 95. The driver is included with the Fiery ZX user software, and uses all features of the Fiery ZX.

Once you have installed the Adobe PostScript printer driver and Fiery ZX PostScript Printer Description file (PPD), you can specify print settings. You can also change settings for a particular job when you print it to the Fiery ZX. Before printing, make sure that the correct print options are set.

To print from Windows 95 applications over a network, you must be connected to a print server. This can be a Novell NetWare server, an NT server, or a UNIX server. For information about connecting a server to the Fiery ZX, see the *Configuration Guide*. Or you can print from Windows 95 without connecting to a print server via SMB printing. For information about setting up SMB printing, see *Getting Started*.

TO SET PRINT OPTIONS AND PRINT WITH THE ADOBEPS PRINTER DRIVER FROM WINDOWS 95:

1. **Double-click the My Computer icon.**
2. **Double-click the Printers icon.**
3. **Select the icon for the Fiery ZX and choose Properties from the File menu.**
4. **Click the Paper tab.**
5. **Specify the appropriate settings for the print job.**

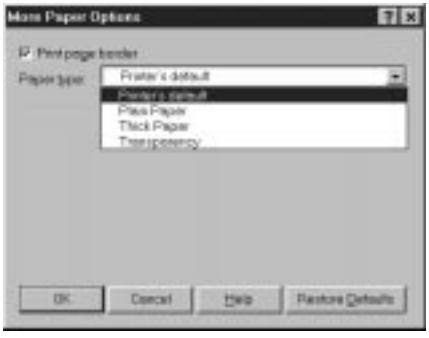
In the **Paper size** area, specify the page size for the job.

From the **Paper source** pop-up menu, choose the paper tray for the job. For example, you can specify that the job should be printed on pages in the Bypass tray. The Paper source selection is valid for the current job only.

NOTE: If paper loaded in the selected tray is a different size, orientation, and/or media type than that of the job you are sending, the Fiery ZX displays an error message and the job will not print. You should then load the correct paper in the selected tray or cancel the job.

6. **To select a specific media type, click More Options.**

7. **From the Paper type pop-up menu, choose the type of media to use for the job and click OK.**



8. **Click the Fiery Options tab.**

9. **Go to the Job, Color1, Color2, Color3, Color4, Finishing1, and Finishing2 tabs, and specify the appropriate settings for the print job.**

   These print options are specific to the Fiery ZX. They override settings in Fiery ZX Printer Setup; the settings can also be changed in the Properties dialog box with the Command WorkStation, or in the Override Print Settings dialog box with the Fiery WebSpooler or Fiery Spooler. For information about these options and overrides, see Appendix A, "Print Options."

   If you choose **Printer's default**, the Fiery ZX prints with either the default value for the server, or the information entered during Setup.

10. **If you want to make the new settings the default settings, click Apply.**

11. **Click OK.**

12. **From your application, choose Print.**

13. **Enter text messages in the Notes 1 and Notes 2 areas.**

    Enter user and job identification information for accounting purposes, or whatever information is required at your site. These notes will appear in the Job Log.

14. **Click OK.**

    NOTE: The Fiery ZX does not support printing the Cover Page from the AdobePS printer driver.

Saving and loading print option settings

Print option settings can be saved to a settings file on your hard disk. Saving a settings file enables you to easily load specifically configured settings for a particular job.

TO SAVE PRINT OPTION SETTINGS:

1. **After configuring the options from the Job, Color1, Color2, Color3, Color4, Finishing1, and Finishing2 tabs, click Save Settings.**
2. **Name the settings file and browse to a location on your hard disk where you want to save the file.**
3. **Click OK.**

   The settings file is saved to the location you specified.

TO LOAD PRINT OPTION SETTINGS:

1. **From the Fiery Options tab, click Load Settings.**
2. **Browse to the settings file.**
3. **Select the settings file from the list and click OK.**

   The options from the Job, Color1, Color2, Color3, Color4, Finishing1, and Finishing2 tabs are automatically configured with the saved settings.

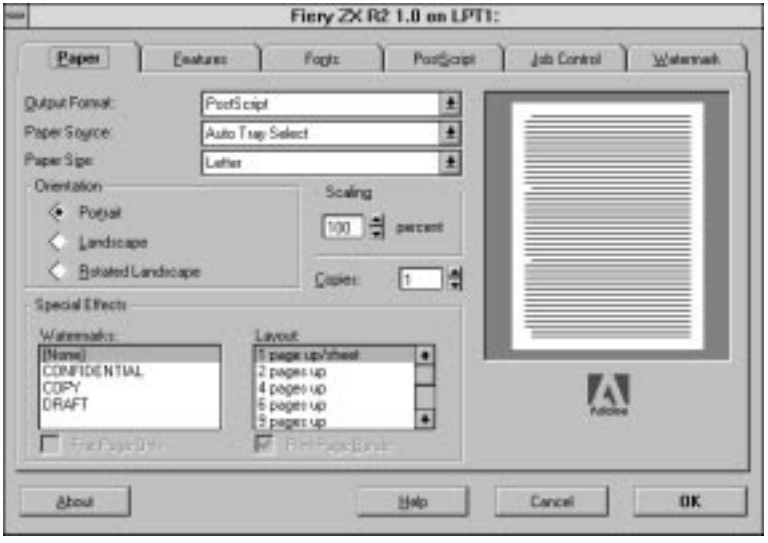
Setting options and printing from Windows 3.1x

To print from Windows 3.1x, use the Adobe PostScript printer driver for Windows 3.1x. The driver is included with the Fiery ZX user software, and uses all features of the Fiery ZX.

Once you have installed the Adobe PostScript printer driver and Fiery ZX PostScript Printer Description file (PPD), you can specify print settings. You can also change settings for a particular job when you print it to the Fiery ZX. Before printing, make sure that the correct print options are set.

TO SET PRINT OPTIONS AND PRINT WITH THE ADOBEPS PRINTER DRIVER FROM WINDOWS 3.1X:

1. **In the Main window, double-click the Control Panel icon.**
2. **Double-click the Printers icon.**
3. **In the Printers dialog box, select the Fiery ZX in the Installed Printers box and click the Setup button.**
4. **Click the Paper tab.**
5. **Specify the appropriate settings for the print job.**

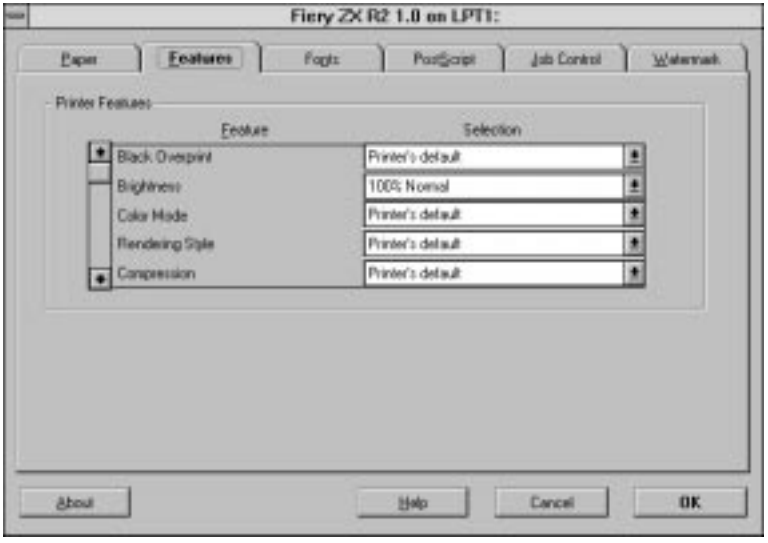


From the **Paper Source** pop-up menu, choose the paper tray for the job. For example, you can specify that the job should be printed on pages in the Bypass tray. The Paper Source selection is valid for the current job only.

In the **Paper Size** pop-up menu, specify the page size for the job.

NOTE: If paper loaded in the selected tray is a different size, orientation, and/or media type than that of the job you are sending, the Fiery ZX displays an error message and the job will not print. You should then load the correct paper in the selected tray or cancel the job.

6. **Click the Features tab.**



7. **Specify the appropriate settings for the job and click OK.**

   These print options are specific to the Fiery ZX (you may need to scroll to see all the pop-up menus). They override settings in Fiery ZX Printer Setup; the settings can also be changed in the Properties dialog box with the Command WorkStation, or in the Override Print Settings dialog box with the Fiery WebSpooler or Fiery Spooler. For information about these options and overrides, see Appendix A, "Print Options."

   If you choose **Printer's default**, the Fiery ZX prints with either the default value for the server, or the information entered during Setup.

8. **Choose Print in your application.**

9. **If necessary, enter your name in the User area.**

   Once you enter your name in the User area, it appears automatically in this dialog box when you print subsequent jobs.

   NOTE: This entry *cannot* be changed without deleting and reinstalling the printer.

10. **Enter text messages in the Notes 1 and Notes 2 areas.**

    Enter user and job identification information for accounting purposes, or whatever information is required at your site. These notes will appear in the Job Log.

11. **Click OK.**

    NOTE: The Fiery ZX does not support printing the Cover Page from the AdobePS printer driver.

Setting options and printing from Windows NT 4.0

You can print from Windows NT 4.0 using the printer driver included with Windows NT.

TO SET PRINT OPTIONS AND PRINT WITH THE MICROSOFT POSTSCRIPT PRINTER DRIVER FROM WINDOWS NT 4.0:

1. **Choose Print in your application and click Properties.**
2. **Click the Advanced tab.**

3. Specify the appropriate settings for the print job.

In the **Paper Size** menu, specify the page size for the job.

From the **Paper Source** menu, choose the paper tray for the job. For example, you can specify that the job should be printed on pages in the Bypass tray. The Paper Source selection is valid for the current job only.

NOTE: If paper loaded in the selected tray is a different size, orientation, and/or media type than that of the job you are sending, the Fiery ZX displays an error message and the job will not print. You should then load the correct paper in the selected tray or cancel the job.

4. **Scroll down to Printer Features, and select the appropriate settings for the print job.**

These print options are specific to the Fiery ZX. They override settings in Fiery ZX Printer Setup; the settings can also be changed in the Properties dialog box with the Command WorkStation, or in the Override Print Settings dialog box with the Fiery WebSpooler or Fiery Spooler. For information about these options and overrides, see Appendix A, "Print Options."

If you choose **Printer's default**, the Fiery ZX prints with either the default value for the server, or the information entered during Setup.

5. **Click OK, then click OK in the Print dialog box.**

NOTE: The Fiery ZX does not support printing the Cover Page from the Windows NT 4.0 PostScript printer driver.

Printing to the parallel port

The Fiery ZX has a parallel port that enables you to print most files directly from a Windows computer if your network administrator has connected the Windows computer's parallel port to the Fiery ZX parallel port.

NOTE: You cannot use the Fiery Downloader through the parallel port.

TO PRINT FILES TO THE PARALLEL PORT:

1. **Make sure the parallel port is enabled on the Fiery ZX.**

   Check with your site administrator or operator to see whether printing to the parallel port is enabled. See *Getting Started* for information on setting up parallel port printing on your Windows computer.

2. **Select the printer port that is connected to the Fiery ZX parallel port.**

   Select one of the local ports: **LPT1**, **LPT2**, or **LPT3**. For instructions, see your Windows documentation.

3. **Print from within your application.**

Saving files to print at a remote location

If you do not have a Fiery ZX and are preparing files to take to a service bureau or other location, print the final files to the File port (as opposed to one of the local ports). You can also print to the File port to create a file to be downloaded using the Fiery Downloader. For instructions, see your Windows documentation.

Using the Fiery Downloader to print

Downloading files with the Fiery Downloader is generally faster than printing from application software. You can use the Fiery Downloader to print PostScript, EPS, or PDF files.

TO PRINT USING THE FIERY DOWNLOADER:

1. **Create a PostScript, EPS, or PDF file. Specify the appropriate print options and include (embed) any necessary fonts that are not resident on the Fiery ZX.**

   For a list of fonts resident on the Fiery ZX, see Appendix B, “Font List.”

2. **Launch Fiery Downloader and connect to the Fiery ZX.**

   For instructions on setting up the Fiery Downloader, see *Getting Started*.

3. **Select the file(s) you want to download, and specify any necessary options.**

4. **Click Download.**

   For details, see Chapter 5, “Downloading Files and Fonts.”

Chapter 2: Printing from Mac OS Computers

You can print to the Fiery ZX just as you would print to any other printer from any application software. First, select the Fiery ZX as the current printer in the Chooser, and then print the file from within your application.

Another way to print from a Mac OS computer is to download PostScript, Encapsulated PostScript (EPS), or Portable Document Format (PDF) files using the Fiery Downloader.

Printing from applications

Before you can print to the Fiery ZX from applications, you must select the Fiery ZX in the Chooser. Then, using the Adobe PostScript printer driver and the correct PostScript Printer Description file (PPD), you can control many Fiery ZX printing features by specifying job settings from print dialog boxes.

For information on achieving the best printing results from specific applications, see the *Color Guide*.

Selecting the Fiery ZX in the Chooser

Before you print a job, make sure the Fiery ZX is the currently selected printer.

TO SELECT THE FIERY ZX AS THE CURRENT PRINTER:

1. **Make sure the Fiery ZX is connected to the network and turned on.**
2. **Choose Chooser from the Apple menu.**
3. **Click the AdobePS icon to select it.**
4. **If the network is divided into zones, select the zone in which the Fiery ZX is located.**

5. **Select the Fiery ZX by <Server Name>_<Device Name>_<Queue Name> from the "Select a PostScript Printer" list.**

   The names of all supported printers in the zone appear in the scroll list on the right. For information about setting up the Fiery ZX in the Chooser, see *Getting Started*.

   NOTE: If your system administrator has not enabled the connection to the Print queue or the Direct connection, the corresponding name will *not* appear in this list. For example, if your site has an operator who controls the flow of print jobs from the Command WorkStation, you may be able to print only to the Hold queue.

6. **Make sure that AppleTalk is set to Active, and then close the Chooser window.**

   The Fiery ZX remains selected as the current printer until you choose a new printer in the Chooser.

Setting print options and printing from Mac OS computers

In Mac OS applications, print options are set from both the Page Setup dialog box and the Print dialog box. For details, see Appendix A, "Print Options."

NOTE: Some default print options are set by the administrator during Setup. Check with the administrator or the operator for information on the current server default settings.

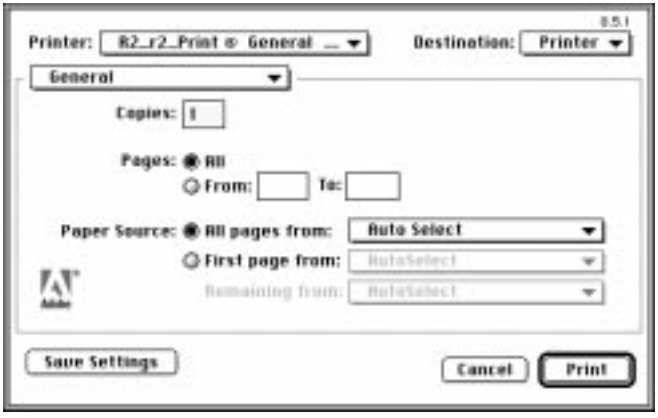
TO SET PRINT OPTIONS AND PRINT WITH THE ADOBEPS PRINTER DRIVER:

1. **Open the file you want to print, and choose Page Setup from the application's File menu.**

   The PSPrinter Page Setup dialog box appears.

2. **In the Paper pop-up menu, specify the page size for the job and click OK.**

3. **Choose Print from the application's File menu.**



NOTE: Print dialog boxes vary across applications.

If the Print dialog box lets you select from a pop-up menu of available printers, choose the Fiery ZX.

From the **Paper Source** pop-up menu, choose the paper tray for the job. For example, you can specify that the job should be printed on pages in the Bypass tray. The Paper Source selection is valid for the current job only.

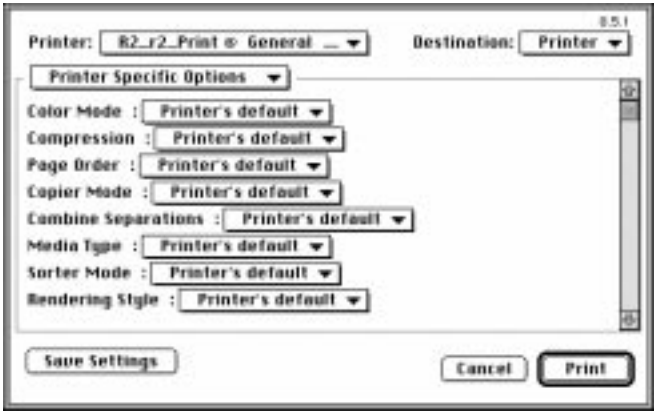
NOTE: If paper loaded in the selected tray is a different size, orientation, and/or media type than that of the job you are sending, the Fiery ZX displays an error message and the job will not print. You should then load the correct paper in the selected tray or cancel the job.

4. **From the General pop-up menu, choose Job Notes.**

In the **Notes 1** and **Notes 2** areas, enter user and job identification information for accounting purposes, or whatever information is required at your site. These notes will appear in the Job Log.

5. **From the Job Notes pop-up menu, choose Printer Specific Options.**

6. **Specify the appropriate settings for the print job.**



These print options are specific to the Fiery ZX (you may need to scroll to see all the options). They override settings in Fiery ZX Printer Setup; the settings can also be changed in the Properties dialog box with the Command WorkStation, or in the Override Print Settings dialog box with the Fiery WebSpooler or Fiery Spooler. For information about these options and overrides, see Appendix A, "Print Options."

If you choose **Printer's default**, the Fiery ZX prints with either the default value for the server, or the information entered during Setup.

Some PPD options are ones that could also be set from an application (for example, Reverse Order printing or Collation). In these cases, use the PPD option to perform the function, rather than setting it from the application. The application may not set up the file properly for printing on the Fiery ZX and may also take longer to process.

7. **If you want to make the new settings the default settings, click Save Settings.**

8. **Click Print.**

NOTE: The Fiery ZX does not support printing the Cover Page from the AdobePS printer driver.

Using the Fiery Downloader to print

Downloading files with the Fiery Downloader is generally faster than printing from application software. You can use the Fiery Downloader to print PostScript, EPS, or PDF files.

TO PRINT USING THE FIERY DOWNLOADER:

1. **Create a PostScript, EPS, or PDF file. Specify the appropriate print options and include (embed) any necessary fonts that are not resident on the Fiery ZX.**

   For a list of fonts resident on the Fiery ZX, see Appendix B, "Font List."

2. **Launch Fiery Downloader and connect to the Fiery ZX.**

   For instructions on setting up the Fiery Downloader, see *Getting Started*.

3. **Select the file(s) you want to download, and specify any necessary options.**

4. **Click Download.**

   For details, see Chapter 5, "Downloading Files and Fonts."

Chapter 3: Printing from UNIX Workstations

You can print to the Fiery ZX directly from UNIX® workstations. Jobs printed to the Fiery ZX are sent to the Print or Hold queue and can be manipulated from the Command WorkStation or from Windows or Mac OS computers on the network using the Fiery WebSpooler or Fiery Spooler.

NOTE: If you print to the Hold queue, an operator must intervene at the Command WorkStation or from the Fiery WebSpooler for the job to print; jobs sent to the Hold queue are spooled to disk and held.

The queue name and Fiery ZX printer name are determined by your system administrator. Contact your system administrator for the names of your queues.

For information about setting up printing from TCP/IP, see your UNIX system documentation.

Printing to the Fiery ZX

You can use UNIX commands to print PostScript and text files to the Fiery ZX. In general, use basic print commands (lpr, lpq, lprm) to send print jobs to a Fiery ZX. See UNIX manual pages or other documentation for information about UNIX commands.

NOTE: Only PostScript or text files can be printed from UNIX.

TO PRINT FROM UNIX:

- **On a system running SunOS 4.1.x or another BSD-based variant, use the lpr command to send a job to the Fiery ZX as follows:**

  lpr <-Pprinter> <-#copies> <filename>

  For example, if the Print queue of your Fiery ZX is named print_Server, your file is named Sample, and you want to print two copies, type:

  lpr -Pprint_Server -#2 Sample

- **On a system running Solaris 2.x or any System V implementation of UNIX, use the lp command to send a job to the Fiery ZX as follows:**

  lp -d <printername> {-n <-#copies>} <filename>

  For example, if the Print queue of your Fiery ZX is named print_Server, your file is named Sample, and you want to print two copies, type:

  lp -d print_Server -n 2 Sample

TO DISPLAY A LIST OF JOBS IN THE QUEUE:

- **On a system running SunOS 4.1.x or another BSD-based variant, use the lpq command to see printer jobs in the queue as follows:**

  lpq <-Pprinter>

  For example, if the Print queue of your Fiery ZX is named print_Server, type:

  lpq -Pprint_Server

  Your workstation displays the contents of the queue.

- **On a system running Solaris 2.x or any System V implementation of UNIX, use the lpstat command to see printer jobs in the queue as follows:**

  lpstat -o <printername>

  For example, if the Print queue of your Fiery ZX is named print_Server, type:

  lpstat -o print_Server

  Your workstation displays the contents of the queue.

TO REMOVE JOBS FROM THE QUEUE:

NOTE: Unless you log in as the root user, you can remove only your own jobs.

- **On a system running SunOS 4.1.x or another BSD-based variant, use the lprm command to remove jobs from the queue as follows.**

  lprm <-Pprinter> <job #…>

  You can use thee lpq command to check the job number.

  For example, to remove job number 123 from the Print queue of your Fiery ZX named print_Server, type:

  lprm -Pprint_Server 123

  The lprm command reports the names of any files it removes.

- **On a system running Solaris 2.x or any System V implementation of UNIX, use the cancel command to remove jobs from the queue.**

  cancel <printername> <job ID>

  For example, to remove job number 123 from the Print queue of your Fiery ZX named print_Server, type:

  cancel print_Server 123

Chapter 4: Scanning

This chapter describes how to scan images from the copier using the Fiery Scan plug-in for Adobe Photoshop.

NOTE: The Windows and Mac OS versions of Fiery Scan are fundamentally the same; differences are noted in this chapter. Where a window or dialog box is illustrated, the Windows version comes first, followed by the Mac OS version.

Scanning from the copier

With the Fiery Scan plug-in for Photoshop, you can scan an image from the copier directly into Photoshop on your computer.

The following requirements and constraints apply:

- Fiery Scan requires a network connection and cannot be used with the parallel port. For information on supported networking protocols, see *Getting Started*.
- The Fiery Scan (TWAIN) plug-in must be installed in the Photoshop Plug-ins folder.
- Photoshop's Monitor Setup must be currently using the Calrgb.ams (Windows) or Calibrated RGB (Mac OS) file. See *Getting Started* for information on loading this file.

Fiery Scan color conversion settings

Fiery Scan offers two color conversion choices for scanned data:

- Calibrated RGB creates an RGB scan optimized for printing using the Rendering Styles (CRDs) of the Fiery ZX, as well as for viewing on the monitor.
- Match Copy creates a CMYK scan that, when printed on the Fiery ZX (with the CMYK Simulation PPD option set to Match Copy), looks like a copy of the original.

Using Fiery Scan

With Fiery Scan, you create a prescan of the image, and select part or all of the prescan for final scanning.

TO PRESCAN A DOCUMENT:

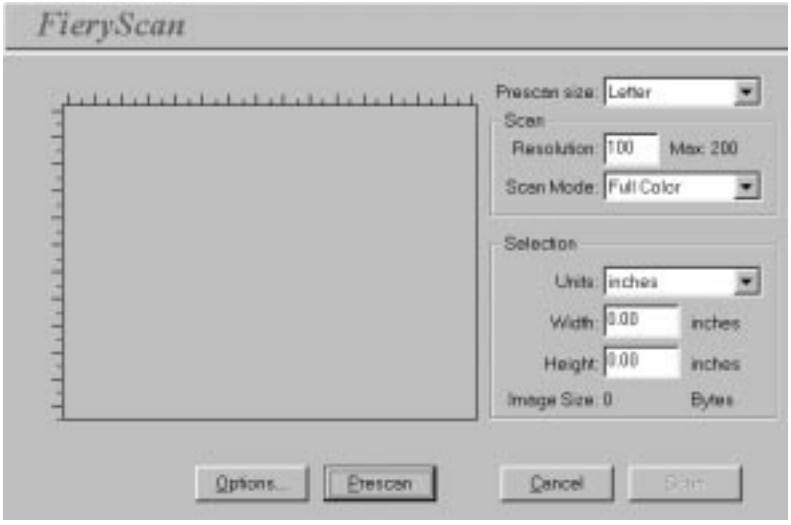
1. **Place the original on the copier glass.**
2. **Launch Photoshop.**
3. **From the File menu, choose either Import or Acquire.**

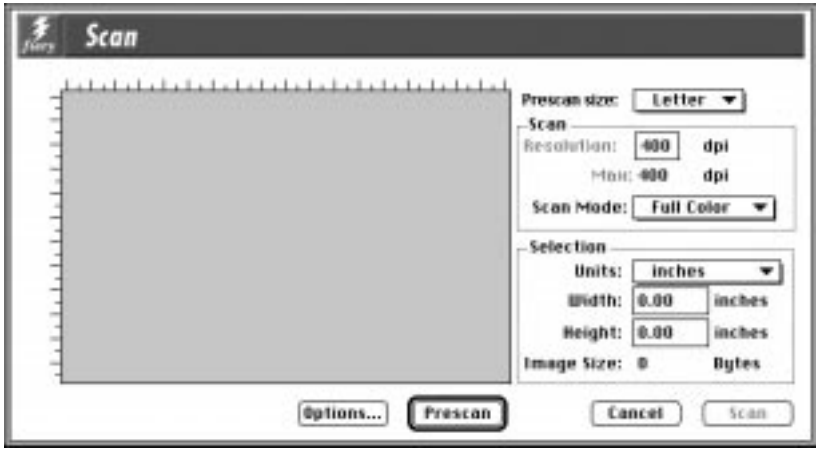
   The choice depends on which version of Photoshop your are using.
4. **For Windows, choose Select TWAIN_32 Source from the submenu.**
   For Mac OS, choose Fiery Twain Select from the submenu.
5. **Select Fiery Scan in the window that appears, and click Select (Windows) or OK (Mac OS).**
6. **From the File menu, choose either Import or Acquire.**

   The choice depends on which version of Photoshop your are using.
7. **For Windows, choose TWAIN_32 from the submenu.**
   For Mac OS, choose Fiery Twain Acquire from the submenu.
8. **Select the Fiery ZX in the Chooser window and click OK (Windows) or Connect (Mac OS).**

   If the Fiery ZX does not appear in the Windows Chooser list, you must configure the Chooser list to communicate with the Fiery ZX. For instructions, see *Getting Started*.

9. Specify the appropriate settings in the Fiery Scan dialog box.





Prescan size—Choose the paper size of the original from the pop-up menu.

Resolution—Specify a value for the resolution. Changing the resolution also changes the image's file size. The maximum resolution supported by the Fiery ZX appears in the dialog box.

Scan Mode (Full Color, Grayscale, or Black & White)—Specify the type of scan you want.

10. **Click Prescan.**

    The prescan image appears on the left side of the dialog box.

    NOTE: After prescanning, you must complete the scan before the Fiery ZX is able to begin RIPping and printing any new jobs.

TO SELECT OPTIONS AND COMPLETE THE SCAN:

1. **Drag the cursor to select the area of the prescan image that you want to acquire, or enter the area to acquire in the Selection area.**

   In the Selection area, you can specify:

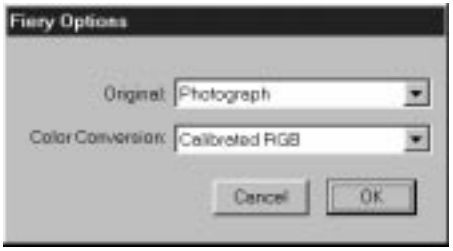
   Units (inches, centimeters, picas, points, ciceros, or pixels)—Specify the ruler units that appear around the preview image.

   Width and **Height**—Enter the width and height of the area to scan; or, select an area of the page with the selection marquee. If you use the marquee to select the scan area, the dimensions appear in these text boxes. If you do not specify a scan area, the default is to acquire the entire scan.

   To select a portion of the image using the marquee, you can move the selection marquee around by positioning the Hand tool inside the marquee and dragging the marquee to a new location. You can change the size of the frame by clicking and dragging one of the handles on the corners of the selection frame. If you want to deselect the area you have selected, double-click anywhere.

   The Fiery ZX scans at a maximum resolution that is dependent on the size of the selected area. When you select an area to be scanned, Fiery Scan displays the maximum resolution possible for that area. You can enter a dpi value which is less than the maximum resolution.

2. **Click Options, and select the appropriate settings from the Original and Color Conversion pop-up menus.**



Original—Select the resampling interpolation method to use. In general, you should choose Photograph if you are scanning a continuous tone photographic image and Offset Print or Copy if you are scanning a printed document. The Offset Print or Copy mode takes slightly more time but reduces moiré patterns in scans.

Color Conversion—Select the color conversion to use: Calibrated RGB or Match Copy. Use Calibrated RGB if you will print the image using a Fiery ZX Rendering Style (CRD). Use Match Copy to match the colors in a copy made by the copier as closely as possible, assuming that you are going to print the image to the same copier, and you set the CMYK Simulation PPD option to Match Copy.

3. **Select the appropriate settings and click OK.**

4. **Click Scan in the main window to acquire the scan.**

   You can press the Esc key (Windows) or Command-. keys (Mac OS) to cancel acquiring the scan.

   When the scan is acquired, the scanned image is displayed in Photoshop.

Chapter 5: Downloading Files and Fonts

Fiery Downloader™ allows you to send PostScript, Encapsulated PostScript (EPS), and Portable Document Format (PDF) files directly to the Fiery ZX without using the application they were created in. It also enables you to manage printer fonts on the Fiery ZX.

You can use Fiery Downloader from a remote workstation as well as from the Command WorkStation. Fiery Downloader requires a network connection—you *cannot* use Fiery Downloader with the parallel port. For information on supported networking protocols, see *Getting Started*.

NOTE: The Windows and Mac OS versions of Fiery Downloader are fundamentally the same; differences are noted. Single windows or dialog boxes illustrated depict the Windows version.

Using Fiery Downloader

You can use Fiery Downloader to:

- Print PostScript, EPS, and PDF files to the Fiery ZX
- Check the status of the Fiery ZX
- Manage the PostScript printer fonts stored on the Fiery ZX hard disk (this feature requires that the Direct connection is published on the Fiery ZX)

NOTE: Fiery Downloader was designed specifically for the Fiery ZX; you cannot use it with any other printer. You can also use standard LaserWriter downloaders, such as the Adobe Font Downloader, with the Fiery ZX.

TO VIEW INFORMATION WITH FIERY DOWNLOADER:

1. **Double-click the Fiery Downloader icon or choose Fiery Downloader from the Start>Programs menu.**
2. **Select the Fiery ZX in the Chooser window and click OK (Windows) or Connect (Mac OS).**

The Fiery Downloader Status window appears and you see the Fiery Downloader Toolbar, menus, and the status bar at the bottom of the screen.

Displays server status and user and document name of the job currently printing

Displays server status and user and document name of the job currently processing

Dynamically displays the progress of the job

Displays the amount of available disk space

Buttons for some menu functions appear in the Toolbar at the top of the window.

	Open	Click to connect to a different Fiery ZX.
	Download	Click to download a file or font to the Fiery ZX.
	Status	If you are viewing the font list, click to display the status window for the current Fiery ZX.
	Font list	If you are viewing the status window, click to display a list of printer fonts on the Fiery ZX hard disk.
	About Fiery Downloader (Windows only)	Click to view version information about Fiery Downloader.

You can click the font list button or choose Font List from the File menu to view font information in the window.

3. **To select a different Fiery ZX, choose Open from the File menu or click the Open button.**

4. **Select the Fiery ZX in the dialog box that appears, and click OK (Windows) or Connect (Mac OS).**

5. **To close the status window, choose Close from the File menu; to quit Fiery Downloader, choose Exit (Windows) or Quit (Mac OS) from the File menu.**

Printing with the Fiery Downloader

Printing files with Fiery Downloader is fast—generally faster than printing from within applications. If you regularly print large files, be sure to try printing with Fiery Downloader.

TO DOWNLOAD A FILE OR FONT WITH THE FIERY DOWNLOADER:

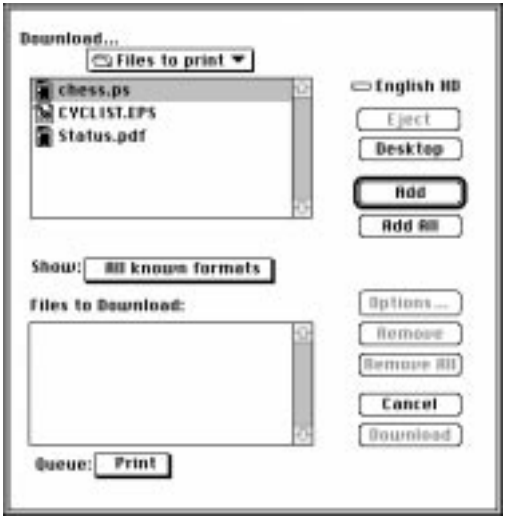
1. **Use your application to generate a file.**

   You can save a PostScript or PDF file by selecting the appropriate option in the application's Print dialog box. With some applications, you can also save EPS files.

   If you experience problems printing EPS files with the Fiery Downloader, you can print the file directly from the application in which you created it.

2. **Launch Fiery Downloader.**

3. **Choose Download from the File menu or click the Download button.**



4. **Choose the file type to display from the Files of type (Windows) or Show (Mac OS) menu**

   You can leave this at the default All Known Formats or choose All Files. All Known Formats lists all files in formats supported by the Fiery Downloader.

   You can download files and fonts in the same batch. If the fonts are used by files in the same batch, the fonts should be downloaded first.

   To download fonts, you must use the Direct connection (make sure that the Direct connection is published on the Fiery ZX). If you do not have access to the Direct connection, you must embed any special fonts used by the file in the file when you generate it.

5. **Choose the Connection Type (Windows) or Queue (Mac OS) to which you will download the files.**

   The options available to you in this menu depend on the setup at your site. The potential selections are Print Queue (Windows) or Print (Mac OS), Hold Queue (Windows) or Hold (Mac OS), and Direct Connection (Windows) or Direct (Mac OS). If your administrator has not enabled one or more of these connections, you cannot select it.

PDF files cannot be printed with the Direct connection. If you choose the Direct connection, the job is spooled to the Print queue and then printed. If the Print queue is not enabled, the job is spooled to the Hold queue and must be released for printing by the operator.

6. Select the filename and click Add File(s) (Windows) or Add (Mac OS).

The File name field (Windows) displays the name of the selected file before you click Add.

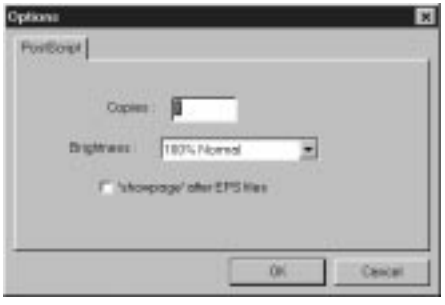
You can navigate to different drives and directories to select files to download. Click Add All (Mac OS) to add all files in a folder.

To select multiple sequential files, select the first file and then Shift-click the last file. Control-click to select multiple non-sequential files.

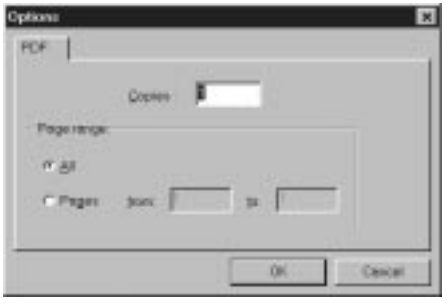
If you change your mind about a file, select the filename in the Files to Download list and click Remove File(s) (Windows) or Remove (Mac OS).

Click Remove All (Mac OS) to remove all files from the Files to Download list.

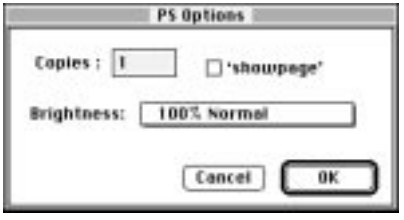
7. To change the attributes of a file to be downloaded, select it and click Options.



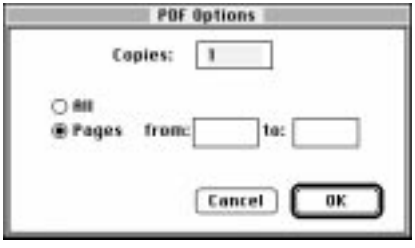
PostScript Options dialog box (Windows)



PDF Options dialog box (Windows)



PostScript Options dialog box (Mac OS)



PDF Options dialog box (Mac OS)

8. **Specify the following information in the dialog box and click OK.**

   The options you set apply only to the selected file. You can set different options, or leave the default settings, for each file.

   Copies—Specify the number of copies.

   Brightness (PostScript and EPS files only)—Change the Brightness setting if a file appears to be too dark or too light. Choose 85% for a substantially lighter image, 115% for a substantially darker image, or one of the options in between.

   NOTE: Some applications, including Adobe Photoshop, provide transfer functions that let you specify density settings for an image. If the file you are printing includes transfer functions, the Fiery Downloader Brightness option has no effect. For more information on using transfer functions, see the documentation for your application.

   'showpage' after EPS files (Windows) or **'showpage'** (Mac OS) (PostScript and EPS files only)—In most cases, you do not need to use this option. Select the 'showpage' option only if an EPS file fails to print without it. This option adds a 'showpage' PostScript language command at the end of the print job. Some applications omit this necessary PostScript language command when they generate EPS files. Select this option when printing EPS files generated by these applications. If you select this option unnecessarily, extra blank pages may print.

   If you experience problems printing EPS files with the Fiery Downloader, you can print the file directly from the application in which you created it.

   Page range (PDF files only)—Specify the page range you want to print.

9. **Click Download File(s) (Windows) or Download (Mac OS).**

10. **To cancel downloading, press Escape (Windows) or Command-. (Mac OS).**

Downloading and managing printer fonts

The Fiery ZX includes 136 PostScript fonts; for a complete list, see Appendix B "Font List." In addition, two Adobe Multiple Master fonts are included and are used for font substitution in PDF files.

NOTE: The Direct connection must be published on the Fiery ZX in order to download and manage fonts, and to view the font list.

Before downloading a file that uses fonts not resident on the Fiery ZX, you must download the fonts (unless the fonts are embedded in the file). To see what fonts are resident on the Fiery ZX, choose Font List from the File menu or click the Font List button (seepage 5-2).

You can download fonts only via the Direct connection. If you do not have access to the Direct connection, you must embed any special fonts used by the file in the file when you generate it.

The screen fonts that correspond to the printer fonts installed on the Fiery ZX are not automatically installed on your Windows system.

NOTE: You cannot use the Fiery Downloader to download TrueType fonts. If you use TrueType fonts in Windows, you can print them by converting them to Adobe Type 1 fonts. To do this with the Adobe PS printer driver, click the Fonts tab and set up the Font Substitution Table as necessary.

Printer fonts and Mac OS screen fonts

Like all PostScript fonts, the fonts included with the Fiery ZX come in two forms: printer fonts and screen fonts. The printer fonts are installed permanently on the Fiery ZX hard disk. The screen fonts, which are included with the Fiery ZX user software, should be installed on your Mac OS computer. If you are using these fonts in documents you print on a LaserWriter, they are probably already installed. If not, you will need to install them yourself. For instructions, see *Getting Started*.

Occasionally, you may want to use Adobe Type 1 (Windows) or PostScript (Mac OS) fonts that are not included with the Fiery ZX. If so, you will need to install both the screen fonts and the printer fonts on your computer. To do this, follow the instructions from the font manufacturer.

Downloading printer fonts to the Fiery ZX

In general, each time you print from within a Mac OS application, the application automatically downloads any fonts used in your document that are not already installed on the Fiery ZX, as long as the printer fonts are installed in your System Folder. These fonts remain in the Fiery ZX only until your document has printed. If you print the same document again, your application must download the fonts again.

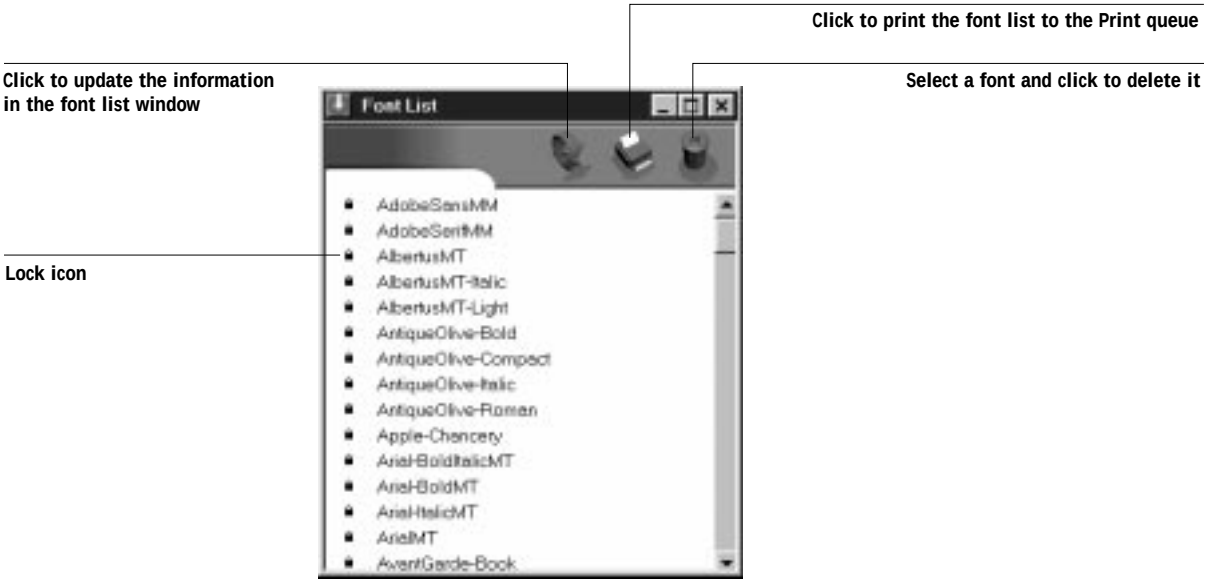
If you regularly use one or more fonts from Windows or Mac OS applications that are not already installed in the Fiery ZX, you can save time by downloading them to the Fiery ZX hard disk with the Fiery Downloader. Fonts you download to the Fiery ZX hard disk remain installed until you remove them using the Fiery Downloader, no matter how many times the Fiery ZX is turned off and on. You'll probably want to download fonts you use on a regular basis to the Fiery ZX hard disk.

Before you download PostScript or EPS files with the Fiery Downloader, make sure that all fonts included in your file are installed on the Fiery ZX or embedded in your file; otherwise the text in these fonts will not print correctly and may not print at all. For PDF files, font substitution occurs automatically for fonts not installed on the Fiery ZX. Two multiple master fonts (a serif font and a sans serif font) stored on the Fiery ZX are used exclusively for substitution with PDF files.

TO VIEW FONT INFORMATION, UPDATE, PRINT, AND DELETE FONTS:

- **Choose Font List from the File menu or click the Font List button.**

  The Font List window appears with Update, Print, and Delete buttons in the title bar. The printer fonts included with the Fiery ZX (resident fonts) are locked. Locked fonts appear with a lock icon next to the name and cannot be deleted.



Chapter 6: Tracking and Managing Print Jobs

Fiery ZX user software includes a variety of tools that allow you to track and manage print jobs. The particular tools, and the access privileges for them, that are available to you depend on the conditions implemented by your site administrator.

The Command WorkStation, the Fiery WebSpooler, and the Fiery Spooler all provide the capability to view and control the flow of print jobs to the Fiery ZX. If the administrator has set Administrator and Operator passwords in Setup, you need one of these passwords to perform most Command WorkStation, Fiery WebSpooler, and Fiery Spooler functions. For information on these tools and the access privileges needed to use them, see the *Job Management Guide*.

The Status WebTool does not require any special access privileges. If the administrator has enabled Web Services in Setup and has provided you with the IP address of the Fiery ZX, you can use the Status WebTool to monitor the status of print jobs as they are rasterized and printed.

Fiery WebTools

Fiery WebTools reside on the Fiery ZX but can be accessed over the network from a variety of platforms. The Fiery ZX has a home page that lets remote users view server functions and manipulate jobs. For an overview of the Fiery WebTools and information on how to access them, see the *Job Management Guide*. This chapter describes only the Status WebTool and WebLink.

TO ACCESS THE FIERY WEBTOOLS:

1. **Start up your Internet browser application.**

   See *Getting Started* for information about supported platforms and browsers.

2. **Enter the IP address or the DNS name of the Fiery ZX.**

   Check with the operator or administrator for this information.

3. **When the Fiery ZX home page appears, click to select one of the Fiery WebTools.**

   Move the cursor over the buttons to display information about the selections.

Checking Fiery ZX status with the Status WebTool

You can use the Status WebTool to see what jobs are currently processing and printing. To access the Status WebTool, point your browser to the Fiery ZX home page and click the Status button. The current RIP Status and Printer Status appear in the window.

To open a new browser window for the Status display, click Float. You can then close other browser windows and leave the Status window open to continue checking the status of the Fiery ZX. As long as you keep the Status window open, it is dynamically updated.

To obtain more information about the status of jobs, use the Fiery WebSpooler, the Fiery Spooler, or the Command WorkStation. For information about them, see the *Job Management Guide*.

Accessing information with the WebLink WebTool

The WebLink button on the Fiery ZX home page provides a link to another web page or to multiple web pages, provided you have a valid Internet connection. The administrator at your site can set the WebLink destination. Check your Fiery ZX WebLink for any information available there.

Appendix A: Print Options

Print options give you access to all the special features of your copier and Fiery ZX. Print options can be specified in several places—in Fiery ZX Setup, from the printing application, from the Fiery Downloader, from the Command WorkStation, from the Fiery WebSpooler, or from the Fiery Spooler. The table in this appendix briefly describes each print option, gives its default setting, and provides information on any constraints or requirements in effect.

Where to set print options

- Some settings are specified during Setup by the administrator. For information on the current default server settings, check with the administrator or the operator.
- From applications

  With the Adobe PostScript printer drivers (included in your user software) and the Windows NT 4.0 PostScript printer driver, you can specify and override job settings when you print a job. See Chapter 1, “Printing from Windows Computers” and Chapter 2, “Printing from Mac OS Computers” for information about specifying job settings from applications.
- From the Fiery Downloader

  Only a few settings—Page Range (for PDF files only), Copies, and Brightness—can be specified when printing jobs with the Fiery Downloader. To change options in the Fiery Downloader, select a job in the Files to be Downloaded (Windows) or Files to Download (Mac OS) list and click Options. For more information, see Chapter 5, “Downloading Files and Fonts”.
- Overrides from the Command WorkStation, from Fiery WebSpooler, and from the Fiery Spooler

  To change job settings from the Command WorkStation, double-click a job to display the Properties dialog box. To change job settings from Fiery WebSpooler and from the Fiery Spooler, double-click a job to display the Override Print Settings dialog box. For more information, see the *Job Management Guide*.

Print option override hierarchy

In the following table, underlined settings in the "Option and settings" column indicate default printer driver settings (PPD defaults). If no setting is underlined, a default setting for this option has been specified in Fiery ZX Setup. To find out about the current Setup defaults, print the Configuration page from the Command WorkStation or from the Fiery ZX Control Panel.

The override hierarchy is as follows:

- A user's printer driver settings override the Fiery ZX Setup settings.
- Settings made from the Command WorkStation, the Fiery WebSpooler, or the Fiery Spooler override the user's printer driver settings.

Option and settings: (Default setting is underlined)	Description:	Requirements, constraints, and information:
Black Overprint **Off/On**	Select **Off** to print black text with knockouts. Select **On** to overprint black text.	The default setting for printing reflects the Black Overprint setting specified in Fiery ZX Color Setup. If this option is set to **On**, the Compression option must be set to **On**, and the Combine Separations option must be set to **Off**. Setting this option to **On** automatically sets the Pure Black Text/Graphics option to **On.** For more information, see page A-6 and the *Color Guide*.
Brightness **85% Lightest/90% Lighter/95% Light/ 100% Normal/105% Dark/ 110% Darker/115% Darkest**	Select **85%** for a substantially lighter image, **115%** for a substantially darker image, or one of the settings in between.	
CMYK Simulation **SWOP-Coated/DIC/Euroscale/ Custom-1/Custom-2/Custom-3/ Custom-4/Custom-5/ None/Match Copy**	Specify the simulation goal to be used for the current print job.	The default setting for printing reflects the CMYK Simulation setting specified in Fiery ZX Color Setup. For more information, see page A-7 and the *Color Guide*.

Option and settings: (Default setting is underlined)	Description:	Requirements, constraints, and information:
CMYK Simulation Method **Quick/Full**	Select **Quick** to utilize one-dimensional transfer curves to adjust density output of individual color channels. Select **Full** to utilize four-dimensional transfer curves, which adjust for hue as well as density of individual color channels.	The default setting for printing reflects the CMYK Simulation setting specified in Fiery ZX Color Setup. For more information, see the *Color Guide*.
Color Mode **CMYK/Grayscale**	Specify the color mode for the current print job. Select **CMYK** for a full-color document. Select **Grayscale** for a grayscale or black-and-white document.	The default setting for printing reflects the Color Mode setting specified in Fiery ZX PS Setup.
Combine Separations **On/Off**	When printing separations from a desktop publishing application: Select **On** to combine separations on a single page. Select **Off** to view separations as four individual black-and-white pages each representing one color plate.	For more information, see page A-8.
Compression **Off/On**	Select **Off** to disable compression for printing very complex images. This requires a significant amount of memory to process and print; however, images print faster with the best possible image quality. Select **On** to enable compression when printing multiple-page jobs that do not consist of complex images.	The default setting for printing reflects the Compression setting specified in Fiery ZX PS Setup. For more information, see the *Color Guide*.
Copier Mode **Photo/Letter**	Select **Photo** if the file is a photograph. Select **Letter** if the file contains detailed drawings and small text.	
Copies	Specify the number of copies of the job to print.	

Option and settings: (Default setting is underlined)	Description:	Requirements, constraints, and information:
Media Type **Plain Paper/Thick Paper/Transparency**	Select **Plain Paper** if you will be printing on standard bond copier paper. Select **Thick Paper** if you will be printing on heavy paper stock. Select **Transparency** if you will be printing on a transparency.	For more information, see page A-8.
Notes 1 and Notes 2	These fields appear in the Printer Job Notes dialog box (Windows) or Job Notes pop-up menu (Mac OS). Use them to enter special information about the job.	The Notes 1 and Notes 2 fields each have a 32-character limit.
(Other) Gamma **1.0/1.2/1.4/1.6/1.8/2.0/ 2.2/2.4/2.6/2.8/3.0**	Specify a source gamma value for printing RGB images, objects, and text.	To enable this option, RGB Source must be set to **Other**. For more information, see the *Color Guide*.
(Other) Phosphors **Hitachi EBU/Hitachi-Ikegami/NTSC/ Radius Pivot/SMPTE/Trinitron**	Specify a source phosphors value for printing RGB images, objects, and text.	To enable this option, RGB Source must be set to **Other**. For more information, see the *Color Guide*.
(Other) White Point **5000 K (D50)/5500 K/ 6500 K (D65)/7500 K/9300 K**	Specify a source white point value for printing RGB images, objects, and text.	To enable this option, RGB Source must be set to **Other**. For more information, see the *Color Guide*. **NOTE:** This option is most effective with the Rendering Style option set to **Solid Color**.
Page Order **Forward/Reverse**	Select **Forward** to print the pages of your job from first to last. Select **Reverse** to print the pages of your job from last to first.	The default setting for printing reflects the Page Order setting specified in Fiery ZX PS Setup. To enable the **Reverse** setting, Compression must be set to **On**.
Paper Source **AutoSelect/Tray 1/Tray 2/Tray 3/ Bypass Tray**	Select the paper tray to use for your job.	The **AutoSelect** setting automatically selects the tray containing the paper size specified for the job.

Option and settings: (Default setting is underlined)	Description:	Requirements, constraints, and information:
Pure Black Text/Graphics **Off/On**	Select **Off** to print black text and graphics as a four color black using C, M, Y, and K toner, and to use normal PostScript rendering. Select **On** to print black text and graphics as a one color black, using 100% black toner only.	The default setting for printing reflects the Pure Black Text/Graphics setting specified in Fiery ZX Color Setup; however, this option is automatically set to **On** if the Black Overprint option is set to **On**. For more information, see the *Color Guide*.
Rendering Style **Photographic/Presentation/Solid Color**	Specify a default color rendering dictionary (CRD) to be used when you print RGB images, objects, and text.	The default setting for printing reflects the Default CRD setting specified in Fiery ZX Color Setup. For more information, see page A-8.
RGB Source **EFIRGB/sRGB (PC)/Apple Standard/ Other/Off**	Specify a source color space definition for printing RGB images, objects, and text. Select **EFIRGB**, **sRGB (PC)**, or **Apple Standard** to set the gamma, white point, and phosphors values at preset levels. Select **Other** to make custom adjustments to gamma, phosphors, and white point values. See the (Other) Gamma, (Other) Phosphors, and (Other) White Point print options. Select **Off** to disable any RGB source.	The default setting for printing reflects the RGB Source setting specified in Fiery ZX Color Setup.
Save Fast Reprint **Off/On**	Specify whether or not to save a job's raster data to disk after printing, so the data will be available later for reprinting (without reRIPping).	With Save Fast Reprint set to **On**, all print option settings, in addition to the Fiery ZX's current calibration state, remain with the saved raster data each time the job is reprinted. To print the job with new print option settings and with new calibration data, you must remove raster and reRIP the job.
Sorter Mode **Off/Collate/Sort**	Specify how to output multiple-page/multiple-copy jobs.	For more information, see page A-9.

Option and settings: (Default setting is underlined)	Description:	Requirements, constraints, and information:
Spot Color Matching **Off/On**	Select **Off** to print specified PANTONE colors in your job using the current CMYK Simulation and CMYK Simulation Method. Select **On** to activate the PANTONE Lookup Table. The Fiery ZX prints specified PANTONE colors in your job by matching the CMYK print blend to the same color from the PANTONE library.	The default setting for printing reflects the Spot Color Matching setting specified in Fiery ZX Color Setup. For more information, see the *Color Guide*.

More about print options

The following sections provide additional information about print options. See the table above for information on the settings, requirements, and constraints in effect for these options.

Black Overprint

When printing black text in combination with a color background or graphics, the text can be printed in one of two ways: either as part of the color background, or on top of the color background. Black Overprint allows you to choose a specific way to print the black text for such a job.

Off—Prints the black text with knockouts. The Fiery ZX first prints the color background with the black text areas 'knocked out' (no color is printed in the text areas); the black text is then printed in the knocked out area, filling in the areas not printed in color. The result is a flatter appearance for the black text.

On—Overprint the black text. Used in combination with the Compression and Pure Black Text/Graphics options, the Fiery ZX first prints the full color background, then lays the black text on top of the color background as 100% K toner. The result is a darker and glossier appearance for the black text. Overprinting also minimizes misregistration and 'haloing' problems.

CMYK Simulation

CMYK Simulation allows you to change the simulation goal for the current print job *only.* As the job begins processing, the simulation goal selected in CMYK Simulation is applied before printing.

NOTE: Choosing Printer's default results in the job being printed with the simulation goal currently set on the Fiery ZX.

SWOP-Coated—Uses the United States press standard.

DIC—Uses the Japanese press standard.

Euroscale—Uses the European press standard.

Custom-1—Uses a custom simulation goal. Before selecting this setting, you are required to create a new simulation goal with Fiery Print Calibrator and name the simulation goal *exactly as follows:* Custom-1.

Custom-2—Uses a second custom simulation goal. Before selecting this setting, you are required to create a new simulation goal with Fiery Print Calibrator and name the simulation goal *exactly as follows:* Custom-2.

Custom-3—Uses a third custom simulation goal. Before selecting this setting, you are required to create a new simulation goal with Fiery Print Calibrator and name the simulation goal *exactly as follows:* Custom-3.

Custom-4—Uses a fourth custom simulation goal. Before selecting this setting, you are required to create a new simulation goal with Fiery Print Calibrator and name the simulation goal *exactly as follows:* Custom-4.

Custom-5—Uses a fifth custom simulation goal. Before selecting this setting, you are required to create a new simulation goal with Fiery Print Calibrator and name the simulation goal *exactly as follows:* Custom-5.

None—Uses no simulation goal. Select this setting when the CMYK data for your job has already been separated for your specific printer (for example, when using the Color Management System built into your computer to convert the CMYK data to the printer's color space).

Match Copy—Uses no calibration or simulation goal. Select this setting when printing images imported with Fiery Scan (with the Color Conversion option set to Match Copy), or when you want to bypass Fiery ZX calibration and simulation.

For more information about calibration, see the *Job Management Guide.*

Combine Separations

The Combine Separations option specifies whether to combine color separations (created in desktop publishing applications such as QuarkXPress or Adobe PageMaker) on a single page to simulate printing on a press from film separations. It allows you to proof overprinting, trapping, and other four-color printing effects before having film separations created. It also enables you to combine Desktop Color Separations (DCS) format files to print them at full resolution instead of printing the low-resolution master file. Selecting the appropriate color rendering dictionary (CRD) setting for the type of image you are printing ensures optimal color output on the Fiery ZX.

Your job must have been printed as color separations or DCS format when you printed it from your application. If you did not print the job in this manner, the Combine Separations option has no effect.

Media Type

The Media Type option allows you to select the type of media for loading into the bypass tray.

Plain Paper—Standard bond paper. Check your copier manual for specific information.

Thick Paper—Heavy paper. Check your copier manual for specific information.

Transparency—Transparency sheets.

Rendering Style

Use this option to select a default color rendering dictionary (CRD) to be used when you print RGB images, objects, and text.

Photographic—Optimizes the range of colors on the Fiery ZX to produce the best results for photographic or bitmapped images.

Presentation—Optimizes the output of pure, saturated colors such as those used in business presentations.

Solid Color—Most useful for printing spot colors such as those found in company logos or corporate charts and graphs.

Sorter Mode

Off—Disables the sorter.

Collate—Copies of a complete job are collated and output into the bottom tray.

Sort—Copies of a complete job are sorted and output into one of 15 bins, arranged in page order.

Sorter specifications

The sorter unit has one bottom output tray and 15 output bins; therefore, the maximum number of copies that can be sorted is 15. Sending 16 or more copies to the sorter results in the excess copies of the job being discarded. In order to print more than 15 copies you can resend the job, 15 copies at a time, from the Print dialog box, from the Command WorkStation, from Fiery WebSpooler, or from Fiery Spooler.

Appendix B: Font List

This appendix lists the built-in printer fonts included with your Fiery ZX.

PostScript printer fonts

Listed below are the 136 built-in PostScript printer fonts on the Fiery ZX. In addition to the fonts listed below, two Adobe Multiple Master fonts are included and are used for font substitution in PDF files.

NOTE: For Mac OS computers, install the corresponding screen fonts from the User Software CD. For instructions, see *Getting Started*.

Adobe Type 1 fonts

The Fiery ZX includes 117 Adobe Type 1 fonts:

- The Mac OS column lists the name as it appears on the Font menu on a Mac OS computer. For example, in most applications, to use "Bodoni-Bold," choose Bodoni Bold from the Font menu.
- The Windows menu name is the name as it appears on the Font menu on a Windows computer. The style refers to the style that must be selected in the application to access the particular PostScript font. For example, to use "Bodoni-Bold," choose Bodoni from the Font menu and Bold from the Style menu.

PostScript name:	Mac OS menu name:	Windows menu name, style:
AlbertusMT-Light	Albertus MT Lt	Albertus MT Lt
AlbertusMT	Albertus MT	Albertus MT
AlbertusMT-Italic	Albertus MT It	Albertus MT, Italic
AntiqueOlive-Roman	Antique Olive Roman	Antique Olive Roman
AntiqueOlive-Bold	Antique Olive Bold	Antique Olive Roman, Bold
AntiqueOlive-Italic	Antique Olive Italic	Antique Olive Roman, Italic
AntiqueOlive-Compact	Antique Olive Compact	Antique Olive Compact
AvantGarde-Book	Avant Garde	AvantGarde
AvantGarde-Demi	Avant Garde Demi	AvantGarde, Bold
AvantGarde-BookOblique	Avant Garde BookOblique	AvantGarde, Italic
AvantGarde-DemiOblique	Avant Garde DemiOblique	AvantGarde, Bold Italic
Bodoni	Bodoni	Bodoni
Bodoni-Bold	Bodoni Bold	Bodoni, Bold
Bodoni-Italic	Bodoni Italic	Bodoni, Italic

PostScript name:	Mac OS menu name:	Windows menu name, style:
Bodoni-BoldItalic	Bodoni BoldItalic	Bodoni, Bold Italic
Bodoni-Poster	Bodoni Poster	Bodoni Poster
Bodoni-PosterCompressed	Bodoni PosterCompressed	Bodoni PosterCompressed
Bookman-Light	Bookman	Bookman
Bookman-Demi	Bookman Demi	Bookman, Bold
Bookman-LightItalic	Bookman LightItalic	Bookman, Italic
Bookman-DemiItalic	Bookman DemiItalic	Bookman, Bold Italic
Carta	Carta	Carta
Clarendon-Light	Clarendon Light	Clarendon Light
Clarendon	Clarendon	Clarendon
Clarendon-Bold	Clarendon Bold	Clarendon, Bold
CooperBlack	Cooper Black	Cooper Black
CooperBlack-Italic	Cooper Black Italic	Cooper Black, Italic
Copperplate-ThirtyThreeBC	Copperplate33bc	Copperplate33bc
Copperplate-ThirtyTwoBC	Copperplate32bc	Copperplate32bc
Coronet	Coronet	Coronet
Courier	Courier	Courier
Courier-Bold	Courier Bold	Courier, Bold
Courier-Oblique	Courier Oblique	Courier, Italic
Courier-BoldOblique	Courier BoldOblique	Courier, Bold Italic
Eurostile	Eurostile	Eurostile
Eurostile-Bold	Eurostile Bold	Eurostile Bold
Eurostile-ExtendedTwo	Eurostile ExtendedTwo	Eurostile ExtendedTwo
Eurostile-BoldExtendedTwo	Eurostile BoldExtendedTwo	Eurostile ExtendedTwo, Bold
GillSans	GillSans	GillSans
GillSans-Bold	GillSans Bold	GillSans, Bold
GillSans-Italic	GillSans Italic	GillSans, Italic
GillSans-BoldItalic	GillSans BoldItalic	GillSans, Bold Italic
GillSans-Light	GillSans Light	GillSans Light
GillSans-LightItalic	GillSans LightItalic	GillSans Light, Italic
GillSans-Condensed	GillSans Condensed	GillSans Condensed
GillSans-BoldCondensed	GillSans BoldCondensed	GillSans Condensed, Bold
GillSans-ExtraBold	GillSans ExtraBold	GillSans ExtraBold
Goudy	Goudy	Goudy

PostScript name:	Mac OS menu name:	Windows menu name, style:
Goudy-Bold	Goudy Bold	Goudy, Bold
Goudy-Italic	Goudy Italic	Goudy, Italic
Goudy-BoldItalic	Goudy BoldItalic	Goudy, Bold Italic
Goudy-ExtraBold	Goudy ExtraBold	Goudy ExtraBold
Helvetica	Helvetica	Helvetica
Helvetica-Bold	Helvetica Bold	Helvetica, Bold
Helvetica-Oblique	Helvetica Oblique	Helvetica, Italic
Helvetica-BoldOblique	Helvetica BoldOblique	Helvetica, Bold Italic
Helvetica-Narrow	Helvetica Narrow	Helvetica-Narrow
Helvetica-Narrow-Bold	Helvetica Narrow Bold	Helvetica-Narrow, Bold
Helvetica-Narrow-Oblique	Helvetica Narrow Oblique	Helvetica-Narrow, Italic
Helvetica-Narrow-BoldOblique	Helvetica Narrow BoldObl	Helvetica-Narrow, Bold Italic
Helvetica-Condensed	Helvetica Condensed	Helvetica Condensed
Helvetica-Condensed-Bold	Helvetica CondensedBold	Helvetica Condensed, Bold
Helvetica-Condensed-Oblique	Helvetica CondensedOblique	Helvetica Condensed, Italic
Helvetica-Condensed-BoldObl	Helvetica CondensedBoldObl	Helvetica Condensed, Bold Italic
JoannaMT	Joanna MT	Joanna MT
JoannaMT-Bold	Joanna MT Bd	Joanna MT, Bold
JoannaMT-Italic	Joanna MT It	Joanna MT, Italic
JoannaMT-BoldItalic	Joanna MT Bd It	Joanna MT, Bold Italic
LetterGothic	Letter Gothic	Letter Gothic
LetterGothic-Bold	Letter Gothic Bold	Letter Gothic, Bold
LetterGothic-Slanted	Letter Gothic Slanted	Letter Gothic, Italic
LetterGothic-BoldSlanted	Letter Gothic BoldSlanted	Letter Gothic, Bold Italic
LubalinGraph-Book	Lubalin Graph	LubalinGraph
LubalinGraph-Demi	Lubalin Graph Demi	LubalinGraph, Bold
LubalinGraph-BookOblique	Lubalin Graph BookOblique	LubalinGraph, Italic
LubalinGraph-DemiOblique	Lubalin Graph DemiOblique	LubalinGraph, Bold Italic
Marigold	Marigold	Marigold
MonaLisa-Recut	Mona Lisa Recut	Mona Lisa Recut
NewCenturySchlbk-Roman	New Century Schlbk	NewCenturySchlbk
NewCenturySchlbk-Bold	New Century Schlbk Bold	NewCenturySchlbk, Bold
NewCenturySchlbk-Italic	New Century Schlbk Italic	NewCenturySchlbk, Italic
NewCenturySchlbk-BoldItalic	New Century Schlbk BoldIt	NewCenturySchlbk, Bold Italic

PostScript name:	Mac OS menu name:	Windows menu name, style:
Optima	Optima	Optima
Optima-Bold	Optima Bold	Optima, Bold
Optima-Italic	Optima Italic	Optima, Italic
Optima-BoldItalic	Optima BoldItalic	Optima, Bold Italic
Oxford	Oxford	Oxford
Palatino-Roman	Palatino	Palatino
Palatino-Bold	Palatino Bold	Palatino, Bold
Palatino-Italic	Palatino Italic	Palatino, Italic
Palatino-BoldItalic	Palatino BoldItalic	Palatino, Bold Italic
StempelGaramond-Roman	StempelGaramond Roman	StempelGaramond Roman
StempelGaramond-Bold	StempelGaramond Bold	StempelGaramond Roman, Bold
StempelGaramond-Italic	StempelGaramond Italic	StempelGaramond Roman, Italic
StempelGaramond-BoldItalic	StempelGaramond BoldItalic	StempelGaramond Roman, Bold Italic
Symbol	Symbol	Symbol
Tekton	Tekton	Tekton
Times-Roman	Times	Times
Times-Bold	Times Bold	Times, Bold
Times-Italic	Times Italic	Times, Italic
Times-BoldItalic	Times BoldItalic	Times, Bold Italic
Univers-Extended	Univers Extended	Univers Extended
Univers-BoldExt	Univers BoldExt	Univers Extended, Bold
Univers-ExtendedObl	Univers ExtendedObl	Univers Extended, Italic
Univers-BoldExtObl	Univers BoldExtObl	Univers Extended, Bold Italic
Univers-Light	Univers 45 Light	Univers 45 Light
Univers-Bold	Univers 65 Bold	Univers 45 Light, Bold
Univers-LightOblique	Univers 45 LightOblique	Univers 45 Light, Italic
Univers-BoldOblique	Univers 65 BoldOblique	Univers 45 Light, Bold Italic
Univers	Univers 55	Univers 55
Univers-Oblique	Univers 55 Oblique	Univers 55, Italic
Univers-CondensedBold	Univers 67 CondensedBold	Univers 47 CondensedLight, Bold
Univers-CondensedBoldOblique	Univers 67 CondensedBoldObl	Univers 47 CondensedLight, Bold Italic

PostScript name:	Mac OS menu name:	Windows menu name, style:
Univers-Condensed	Univers 57 Condensed	Univers 57 Condensed
Univers-CondensedOblique	Univers 57 CondensedOblique	Univers 57 Condensed, Italic
ZapfChancery-MediumItalic	Zapf Chancery	ZapfChancery
ZapfDingbats	Zapf Dingbats	ZapfDingbats

TrueType fonts

The Fiery ZX includes 19 TrueType fonts:

PostScript name:	Mac OS menu name:	Windows menu name, style:
Apple-Chancery	Apple Chancery	Apple Chancery
Arial-BoldItalicMT	Arial Bold Italic	Arial, Bold Italic
Arial-BoldMT	Arial Bold	Arial, Bold
Arial-ItalicMT	Arial Italic	Arial, Italic
ArialMT	Arial	Arial
Chicago	Chicago	Chicago
Geneva	Geneva	Geneva
HoeflerText-Black	Hoefler Text Black	Hoefler Text Black
HoeflerText-BlackItalic	Hoefler Text Black	Hoefler Text Black, Italic
HoeflerText-Italic	Hoefler Text	Hoefler Text, Italic
HoeflerText-Ornaments	Hoefler Text Ornaments	Hoefler Text Ornaments
HoeflerText-Regular	Hoefler Text	Hoefler Text
Monaco	Monaco	Monaco
New York	New York	New York
TimesNewRomanPS-BoldMT	Times New Roman Bold	Times New Roman, Bold
TimesNewRomanPS-BoldItalicMT	Times New Roman Bold Italic	Times New Roman, Bold Italic
TimesNewRomanPS-ItalicMT	Times New Roman Italic	Times New Roman, Italic
TimesNewRomanPSMT	Times New Roman	Times New Roman
Wingdings-Regular	Wingdings	Wingdings

Appendix C: Troubleshooting

This appendix provides troubleshooting tips.

Maintaining optimal system performance

The Fiery ZX does not require maintenance. Beyond the routine requirements of servicing and maintaining the copier and replenishing consumables there are a few things you can do to improve the overall performance of your system:

- Reduce unnecessary two-way communication.

  If users notice that the server is frequently too busy to receive jobs, it may be because several users are running utilities that are updated often. Large numbers of remote users running the Fiery Downloader or the Fiery WebTools may have a significant effect on Fiery ZX performance.

- Schedule the printing workload by checking job ticket information before printing. Print jobs with the same output and paper specifications together to minimize paper changes. Also, print routine jobs while you prepare to print jobs with special instructions or special media.

- Reduce unnecessary server connections at the Command WorkStation. If you use a second or third Fiery ZX Color Server on an occasional basis, performance will be improved if you log off when you are not using it.

- Avoid printing with the server “Disk full” warning.

  If you see this warning, delete jobs from the Queues window that have been held for a long time and are not likely to be needed. Avoid this condition by deleting old jobs on a regular basis. The date associated with a job is the original date it was sent.

  Even when the disk is full, 128KB of disk space is reserved for printing a tabloid size job, but printing proceeds only when the oldest printed job is deleted from the Printed queue (Print area).

Troubleshooting

In case of problems, and before you call for service, check the guidelines in this section. If you are unable to resolve the problem, make a note of the error condition and contact your authorized service/support center.

This section provides some troubleshooting guidelines should a problem arise. If you are unable to resolve a problem after referring to this section, contact your site operator or administrator.

General printing problems

If this happens:	Try this:
You cannot connect to a Fiery ZX.	• **Make sure that the Fiery ZX is not being calibrated.** If the Fiery ZX is being calibrated, you can select it in the Chooser, but you cannot connect to it. This insures that only one person is calibrating the server at any time and that print jobs do not use unexpected calibration.
You cannot select or view one of the queues.	• **Have your system administrator enable the queue in Setup.**
You cannot connect to the Fiery ZX from a Windows computer with the Command WorkStation or Fiery utilities.	• **Make sure the connection is configured correctly.** For instructions, see *Getting Started*.
Printing seems to take too long.	• **Print to a queue instead of to the Direct connection.** When you print to a queue, the job is stored on the Fiery ZX until it can be processed and printed; when you print to the Direct connection, the job cannot be sent to the Fiery ZX until the previous job is finished processing, so you must wait longer to use your computer.
Special paper or transparency options are dimmed.	• **Select a Paper Source that supports the media type you are using. For information on requirements and constraints pertaining to special papers and transparencies, see Appendix A, "Print Options."**

If this happens:	Try this:
Fiery ZX doesn't respond to a Print command.	• **Has someone disconnected the copier by selecting Suspend Printing from the Functions menu?** If the administrator or operator has selected Suspend Printing on the Fiery ZX Control Panel or Command WorkStation to interrupt printing (so that someone can make a color copy, for example), your print job will not resume until someone selects Resume Printing from the Functions menu on the Control Panel or clicks the function key on the Command WorkStation. • **Did you select the Fiery ZX as the current printer?** Before printing, you must select the Fiery ZX as the current printer from your Windows computer, Mac OS computer, or UNIX workstation. • **Make sure that the copier is switched on.** Someone may have turned the copier off, or the Automatic Power-Off or Power Saver mode function may have engaged. Even with the copier off, the Fiery ZX appears in the Chooser as long as the Fiery ZX itself is turned on. • **If you are printing over an IPX (Novell) network, verify through the PCONSOLE utility that the job was sent to the Novell queue and that the queue is being used by the Fiery ZX.** • **Make sure that the job does not contain a PostScript error.** Check with the operator, or use the Fiery WebSpooler to check the job's status. In the Fiery WebSpooler, a job containing a PostScript error appears in red.
Message requests a paper size that you don't have.	• **Cancel the job and do one of the following:** If you are printing a PostScript file, ask the administrator to set the Convert Paper Sizes setting in Printer Setup to convert the job to a paper size you do have. You can do this to convert between US and metric paper sizes. If you are printing a file from an application, change the page size in the Page Setup dialog box.

If this happens:	Try this:
Jobs sent to the parallel port do not print	• **In Fiery ZX Network Setup > Parallel Setup > Port Timeout in Seconds, increase the time value.** • **In Fiery ZX Network Setup > Parallel Setup > Ignore EOF Character:** If you are printing ASCII format PostScript only, set to No. If you are printing Binary format PostScript, set to Yes. • **If you print using the DOS** copy **command, make sure to use the** /b **option when printing binary files.** • **Restart your Windows computer, enter BIOS setup, and if you have a BIOS setting for the parallel port, make sure that it is set to ECP and not to Bi-Directional, Compatible, EPP, or any other mode.** • **If you are using Windows 95, open the System Properties control panel, click the Device Manager tab, click Ports, double-click the parallel port you are using, and make sure that the driver selected is the ECP Printer Port driver instead of the standard Printer Port, EPP Port, or any other driver.** For information about changing this setting, see *Getting Started* and your Windows 95 documentation. • **If the PostScript Printer Driver that you are using lets you select bi-directional support, make sure that it is *disabled*.** This is generally set from the Details > Spool Settings dialog box for the printer.
You cannot print with QuarkXPress 3.32 using the PSPrinter 8.3.1 driver on a Mac OS computer.	• **Remove the file called Balloon Help from your QuarkXPress application folder and relaunch QuarkXPress.**

Problems with print quality

For information about printing with specific applications and about optimizing color output, see the *Color Guide*.

If this happens:	Try this:
Print settings for your job output do not match the settings you gave.	• **Make sure that you did not override the setting for the job in another place.** For information about options and overrides, see Appendix A, "Print Options."
You get poor printing results.	• **Does your application require one of Fiery ZX's printer description files?** If you're printing from an application such as Adobe Separator or PageMaker, MacroMedia FreeHand, or QuarkXPress, make sure that the Fiery ZX printer description file is installed correctly. For information about installing these files, see *Getting Started*. • **Make sure the system has been calibrated.** For instructions, see the *Job Management Guide*. • **Try printing with Compression set to Off.** In general, Compression increases processing speed without affecting print quality, so you should leave it on unless it affects the print quality of specific files.
Separations do not combine properly.	• **Make sure that the file was initially created as separations.** • **If you are printing separations or a DCS format file, set the Combine Separations print option to On.** With Combine Separations On, all four colors will be printed on a single page; with Combine Separations Off, four black-and white pages will print to simulate four single-color plates.
The registration or colors of an image are not what you expected.	• **Ask the operator to print a test page or make a test copy with the copier.** The problem may be with the copier. If your test page or copy show that the copier is working properly, correct the problem within your application software. If the test page or copy are wrong, your copier may need to be calibrated or adjusted in some other way.

If this happens:	Try this:
Your printed file appears too dark.	• **Adjust the Brightness option.** You can use the Brightness option when printing from an application or from the Fiery Downloader to lighten your image whenever you print a PostScript or Encapsulated PostScript (EPS) file.
Color output is incorrect.	• **Check with the operator or administrator about the current calibration information.** The copier may need to be recalibrated because it has been too long since it was calibrated or because it is using a different target.
Color file prints in black and white.	• **In the Color Matching dialog box, make sure that Color/Grayscale or ColorSync Color Matching or PostScript Color Matching is selected (not Black and White).** • **Make sure that the Color Mode print option is set to CMYK and not Grayscale.**
Desktop Color Separations (DCS) format images print incorrectly.	• **Make sure that you selected the correct options to send separations in the application's Print dialog box.** • **Make sure that you have the file for every layer of separation that you are printing.** • **Set the Combine Separations option to On.** This combines the high-resolution files for an image and prints them. With Combine Separations Off, the low-resolution master file will print.
QuickDraw fill patterns print as solids.	• **Use the Adobe PostScript Printer driver (or the Apple LaserWriter 8.3 or later printer driver).**

Problems with the Fiery Downloader

If this happens:	Try this:
General problems	• **Make sure that you are using the latest version.** If you are updating your Fiery ZX to new system software, delete the previous version of the Fiery Downloader from your Windows or Mac OS computer and install the latest version to insure full compatibility. • **Make sure the connection is configured correctly.** For instructions, see *Getting Started*.

If this happens:	Try this:
You can't print an EPS file using the Fiery Downloader.	• **Try printing using the 'showpage' after EPS files (Windows) or 'showpage' (Mac OS) option in the Download PostScript File dialog box.** This option adds a showpage PostScript language command at the end of the print job. Certain applications omit this necessary PostScript language command when they generate EPS files. You'll need to select the Append Showpage option when printing EPS files generated by these applications. If you continue having difficulties printing an EPS file with the Fiery Downloader, try printing the file from the application in which it was created. • **Make sure the EPS file was saved *without* a preview image header.** Preview image headers are useful when images are placed in documents with page layout applications, but they cause problems when images are downloaded directly. • **Make sure that the job does not contain a PostScript error.** Check with the operator, or use the Command WorkStation, Fiery WebSpooler, or Fiery Spooler to check the job's status. Jobs with a PostScript error appear with an Error icon.
You have problems downloading a font with the Fiery Downloader.	• **Check with the administrator to make sure that the Direct connection is enabled.** The Direct connection must be used to download fonts.
Extra blank page prints after a Fiery Downloader job.	• **Turn off the 'showpage' after EPS files (Windows) or 'showpage' (Mac OS) option.** This option adds a special PostScript command that will cause an extra blank page to print if it is not needed.

Problems with Fiery Scan

If this happens:	Try this:
Fiery Scan main window does not appear after launching.	• **Check to see if the TWAIN module(s) installed by Adobe Photoshop are located in the correct Plugins subfolder. If not, reinstall Adobe Photoshop software.**

Problems with Fiery WebTools

If this happens:	Try this:
General problems	• **Clear the cache (Netscape Communicator) or history (Microsoft Internet Explorer).**

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