

If your file doesn't print

If you've configured the Tektronix driver for your printer but your printer isn't printing, try the following suggestions. If these suggestions fail to solve the problem, copy the Tektronix PostScript Level 2 error handler utility to your printer to determine what is wrong.

General things to check for

Macintosh users

- Open the **Chooser** and select the **Tektronix Phaser 340** driver and the printer you want to use.
- If you are having trouble printing from the Finder in System 7.1, for example if the Phaser 340 driver dialog boxes are not opening, it may be because the Finder doesn't have enough allocated memory. Reinstall the Tektronix driver to automatically allocate enough memory for printing from the Finder.

Windows users

- Make sure your printer is connected to the port you selected in the **Printers/Connect** dialog box.
- Try resetting the **Transmission Retry** timeout option in the **Printers/Connect** dialog box to **850** seconds.
- Check to make sure you have configured the communications ports and the Handshake option correctly.
- Check the **Options** dialog box to make sure **Printer**, not **Encapsulated PostScript File**, is selected in the **Print To** box.
- The following error message appears on your computer screen:
Windows Header has not been downloaded to the printer.
Open the **Options** dialog box and turn on the **Send Header with Each Job** check box.

If you are using PC/NFS

If you have PC/NFS software installed on your computer, you need to make the following selection in the **Network Options** dialog box:

1. From the **Main** window, double-click the **Print Manager** icon.
2. From the **Options** menu in the **Print Manager**, select **Network Settings**.
3. In the **Network Options** dialog box, uncheck the **Print Net Jobs Direct** box.
4. Choose the **OK** button.

If you can't print from Windows to an LPT port

If your printer is connected through an LPT (parallel) port and your document doesn't print, try the following:

1. Double-click the **Printers** icon in the **Control Panel**.
2. In the **Printers** dialog box, choose your printer from the list of installed printers.
3. Choose the **Connect** button; the **Connect** dialog box appears.
4. Change your port connection from **LPTx** to **LPTx.DOS** (where x is 1, 2, or 3).
5. Choose the **OK** button.

Check the printer's language mode

If your file doesn't print, the language on the printer's port you are using may have been changed.

1. Print a copy of the printer's configuration page to see the language mode on each port.
2. If the printer port you are using has the wrong language set for the type of application you are using, send one of the following utility files to the printer:
 - To print PostScript files, use the *PSCRIPT.PS* file to set up a port to receive PostScript.
 - To print HP-GL files, use the *HPGL.PS* file to set up a port to receive HP-GL.
 - To print PostScript, or HP-GL, or PCL5 files, use the *AIS.PS* file to set up a port for automatic language selection.