

Printing and installation problems

Symptom	Solution
You have problems printing from a specific application.	<ul style="list-style-type: none">■ Refer to the <i>Phaser 340 Drivers and Utilities Printing Reference</i> manual for application-specific information.■ You can get tips on printing from specific applications (such as QuarkXPress and PageMaker) by contacting HAL, the Tektronix automated information system. HAL faxes you information immediately on applications and other topics. <p>To receive a FAX catalog, call toll-free in the U.S. 1-800-835-6100 or dial direct (503) 682-7450.</p>
Text prints in Courier font.	The font you have specified is not available. The standard Phaser 340 supports 17 resident fonts. An additional 52 fonts are optionally available, for a total of 69 fonts. Other fonts must be downloaded or available on a SCSI font disk.
The image does not finish printing (the printer times out).	<ul style="list-style-type: none">■ PC users: If you are using the serial or parallel port, use the MODE command to set the PC's communication parameters. For example: MODE LPT1:.,P (for parallel port LPT1) MODE COM1:9600,N,8,1,P (for serial port COM1)■ Windows users: Double-click on the Control Panel. Double-click the Printers icon. Choose your Tektronix printer. Click the Connect button. Change the Transmission Retry to 850.■ Parallel port printing: If you get a timeout from the Connect dialog box, change the Ports selection from LPTX to LPTX.DOS. (Some Windows installations may say LPTX.OS2; X is either 1 or 2.)

Printing and installation problems (cont'd.)

Symptom	Solution
The image does not finish printing (the printer times out).	<ul style="list-style-type: none">■ PC users: If you are using the serial or parallel port, use the MODE command to set the PC's communication parameters. For example: MODE LPT1:.,P (for parallel port LPT1) MODE COM1:9600,N,8,1,P (for serial port COM1)■ Windows users: Double-click on the Control Panel. Double-click the Printers icon. Choose your Tektronix printer. Click the Connect button. Change the Transmission Retry to 850.■ Parallel port printing: If you get a timeout from the Connect dialog box, change the Ports selection from LPTX to LPTX.DOS. (Some Windows installations may say LPTX.OS2; X is either 1 or 2.)
The area of paper that the printer prints on is smaller than the media size.	Refer to "Margins and image areas" for more information. To maximize the image area, you may have to adjust the margins in your application software.
A Macintosh printed image has shifted or the margins are not correct.	<ul style="list-style-type: none">■ You should install the Phaser 340 printer driver onto your Macintosh to select the correct page sizes from the driver.■ Turn off Background Printing through the Chooser.■ Refer to the <i>Phaser 340 Drivers and Utilities Printing Reference</i> manual for details on the Phaser 340 driver.
The Ready message is displayed but the file does not print.	<ul style="list-style-type: none">■ Make sure that Phaser 340 is the selected printer. Try printing the same file to another PostScript printer. If the file prints, then the problem could be with the interface cable.■ Turn the printer's power off and wait at least 15 seconds before turning the power on again.■ Refer to the <i>Phaser 340 Drivers and Utilities Printing Reference</i> manual for details on using the Tektronix Error Handler to determine the cause of the problem.
A Macintosh file does not print and a virtual memory (VM) error appears.	<ul style="list-style-type: none">■ You may need to expand printer memory.■ Upgrade AppleTalk software using the AppleTalk installer disk shipped with the printer.
The file does not print or it prints unexpected data.	Make sure that you have the printer set up to receive the appropriate language (PostScript, HP-GL, or PCL5) for that file.

Printing and installation problems (cont'd.)

Symptom	Solution
Files sent during power-up do not print.	Before printing a file, wait until the printer's front panel displays <code>Ready</code> .
The printer receives a file on the serial or parallel port but does not print.	Do not set the wait timeout to 0. Also, print files should not have extra characters after the End-of-Job character (Ctrl-D). See the <i>Phaser 340 Drivers and Utilities Printing Reference manual</i> for information on setting timeouts and the Ctrl-D character.
The printer receives a file on the serial or parallel port. The front panel displays <code>Waiting For Data</code> indefinitely. Another file sent to a different port causes your computer or network interface to lock up.	Do not set the wait timeout to 0. Also, print files should not have extra characters after the End-of-Job character (Ctrl-D). See the <i>Phaser 340 Drivers and Utilities Printing Reference manual</i> for information on setting timeouts and the Ctrl-D character.
The printer receives a file on the serial or parallel port and the job prints successfully. After printing, the printer displays <code>Waiting For Data</code> , goes into Standby mode, but doesn't come out of Standby mode for the next print job.	To recover, press the WakeUp or Cancel button or turn the printer's power off, wait at least 15 seconds, and turn the power on again. (If you reset the printer, you must send the print job again.) To prevent this condition, do not set the wait timeout to 0. Also, print files should not have extra characters after the End-of-File character (Ctrl-D). See the <i>Phaser 340 Drivers and Utilities Printing Reference manual</i> for information on setting timeouts and the Ctrl-D character.
The startup page prints although you disabled it.	If the printer detects a non-fatal error at power-up, the startup page prints, even if you have disabled it. A red box on the startup page identifies the type of error. The printer's power-up self-test can detect problems that do not necessarily make the printer completely inoperable. Examples of these non-fatal errors include faulty printer ports and some memory failures. The printer may require service.
You requested 600 x 300 dpi printing but the page was output at 300 dpi print quality.	The standard configuration of the Phaser 340 supports 300 dpi resolution printing. 600 x 300 dpi printing for paper is optionally available. Refer to "Print quality modes" for more information.