# If you can't make a print

### Printer not operating

- Make sure that you plugged in the printer and turned it on.

- Make sure that you connected the interface cable properly and set the rear panel switches correctly.

- Make sure that the line voltage setting for the printer matches the voltage setting in your office.

- Set all of the rear panel switches to *off* (*down*) and turn off the printer and then turn it on again.

- Make sure that paper is loaded correctly and that a transfer roll is properly installed.

**Note**  *When you have checked all known possible causes and your printer is still not operating, call for service at 1-800-547-8949 in the United States or call your Tektronix dealer.*

- Make sure that your computer can communicate with the printer, using one of these methods:

    - If you have a Macintosh, make sure that you have the correct driver installed and that you have selected the printer in the **Chooser**. If the printer's name does not appear in the Chooser, your LocalTalk or EtherTalk connection may be faulty.

      From the **File** menu in **Finder**, choose **Print Window** or **Print Desktop** to send a file to the printer without using an application. If the communication link between your computer and the printer is working, the printer produces a directory listing of the active window on the desktop.

■ If you have a PC, use this DOS **ECHO** command:

**echo showpage > *port***

Substitute the name of the printer port (for example **COM1:**, **COM2:**, **LPT1:**, **LPT2:**) for the variable *port* in this command. For example, if you are testing a parallel connection on LPT1, type:

**echo showpage > lpt1:**

If the communication link between your computer and the printer is working, the printer should eject a blank page. If this works, but you cannot print from your application or through Windows, make sure that the appropriate driver is installed and that you have selected the printer correctly.

### The printer doesn't appear in the Chooser

■ Make sure that the printer is turned on and the cables are correctly attached.

■ Check the termination (refer to the documentation for your Ethernet adapter or LocalTalk connector for information on termination).

■ Make sure that you have the correct zone selected in the **Chooser** before looking for the printer's name in the list of printers.

■ If you have changed the printer's name, make sure that you have given it a unique name (not the same as any other printer in the zone).

### READY light blinks, but file doesn't print

This is probably the result of a PostScript error.  Download the PostScript Error Handler file from the Phaser 480X CD-ROM or optional utility diskettes.

### MEDIA indicator blinks, and no print is produced

You have requested manual feed.

### Print job doesn't finish (printer times out)

If you are using the serial or parallel port from a PC, make sure that you used the **MODE** command to set the PC's communication parameters. For example:

>**MODE LPT1:,,P > NUL**

>**MODE COM1:9600,N,8,1,P**

If you are using Windows 3.1, make sure that the Transmission Retry value for the printer's assigned port is set to **995**.  For more information on setting up ports, refer to the CD-ROM or HAL and EuroHAL, the automated fax systems.

### ERROR indicator is on

The printer might be cooling down after printing a dense image.  Wait 5 minutes for the printer to cool down; if the indicator does not go out, turn the power off and on again.  If the **ERROR** indicator is still on after the power-up sequence, your printer requires service.