

## Black-and-white prints instead of color

- **If you have a Macintosh**

Make sure that you are using the Phaser 550 GX driver or the correct PPD file with the latest Apple LaserWriter printer driver (version 6.0.7 or higher), which supports color PostScript.

Make sure that **Color/Grayscale** is selected in the **Print** dialog box. Some applications require special files to print in color. Make sure that these files are properly installed. For information, refer to the *Phaser 550 Drivers and Utilities Printing Reference*.

Make sure that you have not selected **Monochrome** in the **TekColor Options** dialog box.

- **If you have a PC**

Be sure to use a driver that supports color PostScript. If you are using Windows 3.1, use the Phaser 550 driver.

If you are using Windows, make sure that the **Color** box in the **Options** dialog box is checked. For information on the drivers, refer to the *Phaser 550 Drivers and Utilities Printing Reference*.

Make sure that you have not selected **Monochrome** in the **Tektronix Printer Features** dialog box.

- If you are not using a driver, make sure that you have not sent the monochrome mode selection code; make sure that the front panel is not set for **Monochrome**.