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(s) properly.

■ Make a test print from the front panel to verify that the controller board is functional.

■ Verify that your print engine is functional by pressing the test print button (the blue pushbutton in the center of the back of the printer), and holding it down for 3 seconds.

■ Verify that your computer can communicate with the printer.

Note   *When you have checked all possible causes and your printer is still not operating, you can call for service at **1-800-835-6100** in the U.S. and Canada, or call your nearest Tektronix reseller.*

To verify that your computer can communicate with the printer, use one of these methods:

■ **If you have a Macintosh**
Make sure that you have the correct PPD file installed and selected 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.

You can use the **Print Window** command 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**
Type this DOS command:

echo %! > *port*

echo showpage [Ctrl-D] > *port*

Where **[CTRL-D]** indicates pressing the **D** key while holding down the **CTRL** key. 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 %! > lpt1:

echo showpage [Ctrl-D] > lpt1:

If the communication link between your computer and the printer is working, the printer ejects a blank page. If this occurs, 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.

Printer doesn't appear in the Chooser (Macintosh)

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

■ Check the termination (refer to the documentation for your network adapter or 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 or on the network).

■ Make sure that the correct network is selected in the **Network Control Panel**.

Power indicator blinks and stops, but the file does not print

This is probably the result of a PostScript error. Download the PostScript error handler file from the Phaser 540 utility diskettes. For more information on using the PostScript error handler, see the *Phaser 550 Drivers and Utilities Printing Reference.*

Printer will not power up to Ready

This may be the result of an unterminated network connection. The printer sees network activity, but is unable to successfully connect.

Print job does not finish (the 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**

The **P** parameter in these commands sets the port timeout to **Infinite Retry** and must be part of the command.

If you are using Windows 3.1, make sure that the **Transmission Retry** value for the printer's assigned port is set to **850**.

Error indicator is blinking

The **Error** indicator blinks with any hard error, such as the following circumstances:

- Media jam

- Any of the printer doors are open

- Any of the user-replaceable components are missing

Look at the front panel for an indication of the type of error, then correct the problem. If the front panel message is `Printer Error ##`, turn the printer off and on again. If the **Error** indicator remains on after power-up, your printer requires service.