Main Help Index

Scroll down to see all help topics. Click (underlined) topic name to see help for topic.

Help Topic Categories

Procedures

Driver Dialog Boxes

PostScript Printer Setup (Main) dialog box

Printer Features dialog box

PostScript Options dialog box

* <u>Use PostScript Level 2 Features check box</u>
* <u>Send Data in Binary check box</u>
* <u>Send Full Color Data check box</u>
* <u>Match Color across Printers check box</u>
* <u>Job Timeout (value in seconds)</u>
* <u>Wait Timeout (value in seconds)</u>
* <u>Margins (default or none)</u>
* <u>Protocol options (serial/parallel or AppleTalk)</u>
* <u>PostScript Performance options (speed or portability)</u>

<u>PostScript Job Control dialog box</u>
* <u>Printer Mode Controls (Send ASCII or Binary)</u>
* <u>PostScript Header Controls (Send Now or Send with Each Job)</u>
* <u>Send Error Handler with Each Job check box</u>
* <u>Do Not Download Fonts</u>

<u>PostScript Printer Installation dialog box</u>

<u>PostScript Printer Deletion dialog box</u>

Fonts

<u>Using Type Cartridges and Font Disks</u>
<u>Using Soft Fonts with the Adobe Printer Driver</u>
<u>ITC Zapf Dingbats Font</u>

About Specific Printers

<u>IBM Personal Pageprinter</u>
<u>NEC SilentWriter LC 890</u>
<u>TI OmniLaser</u>

Troubleshooting

<u>About Troubleshooting</u>
<u>Printer Fails to Print</u>
<u>Network Printer Fails to Print</u>
<u>Printer Stops Printing</u>
<u>Printer Driver Dialog Box Causes Windows to Fail</u>
<u>Courier Prints for Other Font</u>
<u>Too Many Copies Print</u>
<u>Print Manager Reports Printer Not Responding</u>
<u>Using the Error Handler to Troubleshoot Printing Problems</u>
<u>Page Image Cropped (Edges Cut Off)</u>
<u>Placed EPS Image Too Small</u>

Procedure Index

Scroll down to see all topics. Click (underlined) topic name to see help for topic.

Driver Dialog Box Index

Scroll down to see all topics. Click (underlined) topic name to see help for topic.

PostScript Printer Setup (Main) dialog box

* Printer Nickname (of currently selected printer)
* Output Format (PostScript or Encapsulated PostScript)
* Paper Source (paper tray, manual feed, etc.)
* Paper Size (letter, legal, etc.)
* Orientation (portrait, landscape, etc.)
* Scaling (percentage enlargement or reduction)
* Copies (number of, printed)

Printer Features dialog box

PostScript Options dialog box

* Use PostScript Level 2 Features check box
* Send Data in Binary check box
* Send Full Color Data check box
* Match Color across Printers check box
* Job Timeout (value in seconds)
* Wait Timeout (value in seconds)
* Margins, Page (default or none)
* Protocol options (serial/parallel or AppleTalk)
* PostScript Performance options (speed or portability)

PostScript Job Control dialog box

* Printer Mode Controls (Send ASCII or Binary)
* PostScript Header Controls (Send Now or Send with Each Job)
* Send Error Handler with Each Job check box
* Do Not Download Fonts check box

PostScript Printer Installation dialog box

PostScript Printer Deletion dialog box

Font Help Topic Index

Click (underlined) topic name to see help for topic.

[Using Type Cartridges and Font Disks](#)
[Using Soft Fonts with the Adobe Printer Driver](#)
[ITC Zapf Dingbats Font](#)

Printer Model Help Topic Index

Click (underlined) topic name to see help for topic.

IBM Personal Pageprinter
NEC SilentWriter LC 890
TI OmniLaser

Troubleshooting Help Topic Index

Scroll down to see all topics. Click (underlined) topic name to see help for topic.

Changing Print Options for a Document

Most applications let you control basic aspects of printing with a Print dialog box (displayed when you choose the Print command from the File menu). The Print dialog box for Write, for example, lets you select the number of copies to print and the range of pages to print.

When a print option is available in your application Print dialog box, you should set the option with your application. Use the Adobe Printer Driver to change a print option not available in your applications Print dialog box (to use manual feed, for example).

WARNING: Any changes you make to the print option settings with the Adobe Printer Driver dialog boxes remain in effect until you change them. If you change a print option for a single document, remember to change the option back to its original setting after printing the document.

To change print options:

1 From the Program Manager, open the Control Panel.

2 Double-click the Printers icon. The Printers dialog box appears.

3 Select the PostScript Device entry from the Installed Printers list.

4 Choose Configure. The Printers-Configure dialog box appears.

5 Choose Setup. The PostScript Printer Setup dialog box appears.

NOTE: You can reach the PostScript Printer Setup dialog box from within many Windows applications. Using Write, for example, you can reach the PostScript Printer Setup dialog box by choosing the Printer Setup command from the File menu. Check your application documentation to see if you can change the printer setup from within your application.

6 Change the printer controls. Most of the controls you are likely to want to change are in the main PostScript Printer Setup dialog box and the Printer Features dialog box. Choose the Features button to display the Printer Features dialog box.

7 Choose OK three times; then press Alt+F4 to close the Control Panel and return to the Program Manager.

Related Topics

PostScript Printer Setup dialog box
Printer Features dialog box

Setting Up the Driver for Fast Printing

Select these options to minimize the time it takes to print a document:

PostScript Options dialog box options

Use PostScript Level 2 Features. You must have a PostScript Level 2 printer to select this option. Dont use this option when printing to file for subsequent printing to a Level 1 printer.

Send Data in Binary. Your printer must support binary mode communication and be <u>set up to receive binary data</u>; otherwise, selecting this option causes printing errors. Dont use this option when printing to a file for subsequent printing to a printer that cannot accept binary data.

Optimize for Speed. Selecting this option reduces printing time but causes problems with some network spoolers. This option also causes print jobs to use more printer memory. With this option set, complicated pages can fail to print if you do not have enough printer memory. Dont use this option when printing to a file for subsequent printing to a different printer.

PostScript Job Control dialog box options

Deselect the Send Error Handler with Each Job option. Sending the error handler takes time.

Other things you can do to speed printing

* Downloading the PostScript Header just once when you first turn on your computer also reduces printing time. See the <u>Downloading the PostScript Header Once per Session</u> topic for instructions.

* If you use <u>soft fonts</u>, manually downloading the soft fonts with the PostScript downloader can save printing time. See on-line help for the downloader for instructions.

Related Topics

<u>Setting Up the Printer to Accept Binary Data</u>
<u>Downloading the PostScript Header Once per Session</u>
<u>Downloading the Header with AUTOEXEC.BAT</u>
<u>Starting the PostScript Font Downloader</u>

Starting the PostScript Downloader Utility

Documents that use <u>soft fonts</u> print much faster if you manually <u>download</u> the soft fonts with the PostScript downloader utility. You can start the downloader in either of two ways: by double-clicking the downloader program icon or by using the PostScript Printer Setup dialog box.

To start the PostScript downloader utility:

1 Display the PostScript Printer Setup dialog box.

2 Choose Fonts. The PostScript downloader window appears.

When you quit the downloader by choosing Exit, you are returned to the PostScript Printer Setup dialog box. Return to your application or the Program Manager in the usual way.

NOTE: When you switch off the printer, the downloaded soft fonts are erased from the printers memory. After downloading soft fonts and switching the printer off and on, you have to either download the fonts again or select the Reset option with the PostScript downloader utility for the fonts to print correctly.

See on-line help for the downloader for instructions on how to download fonts and perform other printer management tasks.

Setting Up the Printer to Accept Binary Data

If you can set up your printer to receive binary data, you can significantly reduce the time it takes to print documents. (Not all printers can receive binary data. Check your printer documentation to see whether your printer can receive binary data.)

To set up the driver to use binary data, select the Send Data in Binary option in the PostScript Options dialog box. (If the option is dimmed, the printer cannot receive binary data.)

The method you use to set up your printer to receive binary data depends on your printer model. Some printers require that you set printer switches or front panel menu options to receive binary data. (See your printer documentation for instructions if you have this kind of printer.) Most printers, however, can be set up to receive either binary or ASCII data from the Adobe Printer Driver.

To use the driver to set up your printer to accept binary data:

1   From the PostScript Printer Setup dialog box, choose Job Control. The PostScript Job Control dialog box appears.

2   Select the Binary Mode option and choose Send Mode. A dialog box appears asking you to confirm the operation.

   NOTE: If the Send Mode button is dimmed, either the printer does not accept binary data or the printer is always ready to receive binary data. See your printer documentation if you are unsure which is the case.

3   Choose OK. The driver sets up the printer to receive binary data.

4   Choose OK to close the PostScript Job Control dialog box. The PostScript Printer Setup dialog appears.

5   Choose PS Options. The PostScript Options dialog box appears.

6   Select Send Data in Binary, and choose OK two times.

Related Topics

Setting Up the Printer Driver for Fast Printing
Printer Mode Controls (ASCII or Binary)
Send Data in Binary Check Box

Printing to a PostScript File

As an alternative to printing a document to a printer, you can save a PostScript language description of your document as a disk file. You can use PostScript language descriptions of your documents for creating archives and for printing documents on remote printers (such as printers at a service bureau).

NOTE: If you are creating a PostScript file that you plan to send to a printer connected to a PC with either a serial or parallel communications port, you might also want to create a PostScript file with an end-of-job marker. See Sending a PostScript File to a Printer for details.

Use the procedure described here to create Encapsulated PostScript (EPS) files as well as standard PostScript files.

To print to a file, you must make temporary changes to your printer setup.

To set up the driver to print to a PostScript file:

1 From the Program Manager, open the Control Panel. Double-click the Printers icon. The Printers dialog box appears. If it is not already selected, select the PostScript Device entry in the Installed Printers list.

2 Choose Configure. The Printers-Configure dialog box appears.

3 In the Ports list, select FILE.

4 Choose Setup. If this your first time printing to a file, a dialog box appears asking if you want to install a new printer or select the nickname of a printer youve already installed. If you have printed to a file before, the PostScript Printer Setup dialog box appears and you can skip to step 7.

5 Choose the Select a Nickname option and click OK. A dialog box appears that lists the nicknames of all the PostScript printers youve installed.

6 Select a printer nickname and choose OK. The PostScript Printer Setup dialog box appears.

7 Change any print options and printer controls you want to change before printing to a file. (See Ensuring that PostScript Files Are Portable for instructions on how to set up the driver to create files that will print on any PostScript printer.) If you are creating an Encapsulated PostScript file, select Encapsulated PostScript as the Output Format option.

NOTE: When you print to a file, the driver does not create a PostScript file that supports binary encoding. If you normally use the Send Data in Binary option, be sure and deselect the option before printing to a file.

8 Choose OK. The Printers-Configure dialog box appears. Choose OK again. The Printers dialog box appears.

9 To make PostScript Device on File the default Windows printer, double-click PostScript Device on FILE in the Installed Printers list.

10 Choose OK to close the Printers dialog box; then press Alt+F4 to close the Control Panel.

Your computer is now set up to print to a file. Until you change your printer setup, every time you choose the Print command you will print to a file.

To print to a file or create an Encapsulated PostScript file:

1 Start your application and open the document for which you want to create a PostScript file (or containing the image for which you want to create an Encapsulated PostScript file).

2 Choose Print from the File menu. The Print dialog box appears.

If you are creating an Encapsulated PostScript file from an application that produces multi-page

documents, enter the page number of the page containing the image in both the FROM and TO fields.

3   Choose OK. A dialog box appears asking you to name the PostScript file.

4   Type the path and filename of the file you want to create. If you dont enter a pathname, the file will be created in your Windows directory.

5   Choose OK. The PostScript file is created and you are returned to your application.

To restore your printer setup after printing to a PostScript file:

1   From the Program Manager, open the Control Panel. Double-click the Printers icon. The Printers dialog box appears. If it is not already selected, select the PostScript Device entry from the Installed Printers list.

2   Choose Configure. The Printers-Configure dialog appears.

3   In the Ports list, select the port to which your PostScript printer is connected. Choose Setup. The PostScript Printer Setup dialog box appears.

4   If it is not already selected, select the nickname of the PostScript printer you want to use.

5   Undo any changes you made to your printer setup before printing to a PostScript file. (If you created an Encapsulated PostScript file, remember to select PostScript as the Output Format option.)

6   Choose OK two times. The Printers dialog appears.

7   In the Installed Printers list box, double-click the printer you want to be your default Windows printer.

8   Choose OK to close the Printers dialog box; then press Alt+F4 to close the Control Panel.

Related Topics

Ensuring that PostScript Files are Portable
Sending a PostScript File to a Printer
Installing a Printer Nickname for Printing to a File
Creating an Encapsulated PostScript (EPS) File

Sending a PostScript File to a Printer

As an alternative to printing directly to a printer, you can save a document as a PostScript file and later print the document by downloading the file to any PostScript printer. You can even use this technique to print documents on different kinds of computers (a Macintosh or a UNIX workstation, for example).

Use either of two methods to download a PostScript file to a printer connected to your computer:

* Use the PostScript downloader installed with the Adobe Printer Driver. (See on-line help for the downloader for instructions.)

* Use the DOS COPY command and copy the file to the port to which the printer is attached.

If you plan on printing from a Macintosh or UNIX workstation, or to a printer connected with an AppleTalk interface card, you dont have to take any special precautions or perform any special tasks. If you plan on printing to a printer connected to a PC with a parallel or serial port, however, keep in mind the following:

* PostScript files created by the Adobe Printer Driver are not set up to transfer binary data through a serial or parallel communications port. Make sure the Send Data in Binary option (in the PostScript Options dialog box) is turned off before printing to a PostScript file.

* PostScript files created by the Adobe Printer Driver do not contain an end-of-job marker. Downloading a PostScript file without an end-of-job marker causes the printer to wait for Wait Timeout seconds before it accepts another print job.

The PostScript downloader automatically adds the an end-of-job marker when it sends a file to a printer. If you use the DOS COPY command, however, you might want to create a PostScript file containing the end-of-job marker to download with your document files.

To create a PostScript file with the end-of-job marker:

1 Change to the directory where you want to create the PostScript file.

2 From the DOS prompt, enter the following command:

COPY CON EOJ.PS

(You can use a filename other than EOJ.PS if you want.)

3 Press Ctrl-D. (The end-of-job marker is saved in the file.)

4   Press Ctrl-Z, then Enter. (The file is closed and the DOS prompt is displayed.)

To send the end-of-file marker with the DOS COPY command:

Use the COPY command to copy both the document file and the file containing the end-of-job marker. For example, to copy a document file called DOC.PS to a printer connected to LPT1, use the following command:

COPY DOC.PS + EOJ.PS LPT1:

Related Topics

Ensuring that PostScript Files are Portable
Printing to a File
Starting the PostScript Font Downloader
Wait Timeout Option
Send Data in Binary Option

Creating an Encapsulated PostScript (EPS) File

You can create Encapsulated PostScript (EPS) files of graphic images created in one application and place them in the documents of another application. Not all applications support the creation of Encapsulated PostScript files and not all applications can place Encapsulated PostScript files in their documents. Check your application documentation to see if your application supports Encapsulated PostScript files.

EPS files created by the Adobe Printer Driver do not include on-screen preview images. EPS files you place in documents appear as blank spaces, as black boxes, or as boxes with Xs.

See Printing to a File for step-by-step instructions on how to create an Encapsulated PostScript file.

Related Topics

Ensuring that PostScript Files are Portable

Sending a PostScript File to a Printer

Installing a Printer Nickname for Printing to a File

Placed EPS Image Too Small

Ensuring that PostScript Files are Portable

When you create a PostScript file that will be printed on a different printer, you want to make sure that no printer setting will prevent the file from printing. A PostScript file that successfully prints on different printers is called a *portable* PostScript file.

Similarly, when you create an Encapsulated PostScript (EPS) file to move artwork from one application to another, you want to make sure that no printer setting will prevent a successful transfer. You want your EPS file to be portable.

The following options affect portability:

PostScript Options dialog box options

Use PostScript Level 2 Features. Clear this check box to ensure that the file prints on a Level 1 printer.

Send Data in Binary. Clear this check box to ensure that the file prints on a printer that does not support binary communication.

Optimize for Portability. Select this option to ensure that each PostScript page description is independent of all other pages in a document. Independent page descriptions help files print successfully on network printers as well as on remote printers.

Protocol Options. The driver automatically uses the None Protocol option when you print to a PostScript file. This automatic Protocol setting is temporary, however. Your normal Protocol setting is restored when you print to a printer.

PostScript Job Control dialog box option

PostScript Header (Download with Each Job). Select the Download with Each Job option to ensure that the document prints on any PostScript printer attached to any kind of computer.

Related Topics

Printing to a File

Sending a File to a PostScript Printer

Creating an Encapsulated PostScript (EPS) File

Installing a Printer Nickname for Printing to a File

Use PostScript Level 2 Features check box

Send Data in Binary check box

PostScript Performance Option (Optimize for Portability)

Protocol Options (None)

Installing a Nickname for Printing to a File

As an alternative to temporarily changing the printer settings each time you print to a file, you can install a nickname specifically for the purpose of printing to a file. You can then easily switch between your printer and PostScript Device on File without having to change printer settings.

To install a nickname for printing to a file:

1 Start your computer and Windows 3.0. From the Program Manager, open the Control Panel. Double-click the Printers icon. The Printers dialog box appears.

2 If you do not see a list of printers at the bottom of the dialog box, choose Add Printer.

3 Scroll to the bottom of the List of Printers and select Unlisted Printer.

4 Choose Install. The Add Unlisted Printer dialog box appears.

5 Insert the Adobe Printer Driver installation disk in your floppy disk drive; then double-click the drive letter of your floppy disk in the Directories list.

6 Select adobeps.drv in the Driver Files list and choose OK. A dialog box appears that asks you if you want to replace the printer driver already installed on your system.

7 Choose Current. The Printers dialog box reappears.

8 With PostScript Device on None selected in the Installed Printers list, choose Configure. The Printers-Configure dialog box appears.

9 In the Ports list, select FILE; then choose Setup.

   If this is your first time printing to a file, a dialog box appears asking you whether you want to install a new printer or select the nickname of a printer youve already installed. Accept the default option button setting, Install a new printer, and choose OK. The Installation dialog box appears.

   If youve printed to a file before, the PostScript Printer Setup dialog box appears. Choose Add Printer. The Installation dialog box appears.

10 Enter a nickname for your printer (for example, Print to File). You can use any character in a nickname except left and right brackets, [and], and the semicolon, [;]. You can use spaces in a nickname but not as the first character.

11 Insert the floppy disk containing the PostScript Printer Description (PPD) file for the printer. (Eject the driver installation disk first if it does not contain the PPD for the printer.)

12 Double-click the drive letter of your floppy disk drive in the Directories list box. The model name of one or more printers appears in the PostScript Printer Descriptions Available list.

13 Select the model name of your printer and choose OK. The Printer Setup dialog box appears.

14 Select printer settings that ensure your file will print on a remote printer. (See Ensuring that PostScript Files are Portable)

15 Choose OK to confirm your printer settings. The Printers-Configure dialog box appears.

16 Choose OK. The Printers dialog box appears.

17 Select Active in the Status box if it is not already selected.

18 Choose OK to close the Printers dialog box. Press Alt+F4 to close the Control Panel and return to the Program Manager.

Related Topics

Ensuring that PostScript Files are Portable

Adding Support for a New PostScript Printer

The Adobe Printer Driver works with all PostScript printers. To fully support a printer, however, the driver needs a PostScript Printer Description (PPD) file for the printer. The PPD file describes the printers features, such as the fonts the printer contains and the paper sizes the printer accepts. The driver uses the information in the PPD to give you control of all the printers features.

Contact the printer manufacturer or Adobe Systems if you need a PPD file for your printer. In the meantime, you can use the Default PostScript Printer PPD file on your Adobe Printer Driver Installation disk. The default PPD gives you minimal control of your printers features.

NOTE: If you are adding a PostScript printer to a port already used by another PostScript printer, the procedure for installing the printer is different from the procedure described here. See Adding a PostScript Printer to the Same Port as Another for instructions.

To add support for a new printer:

1 Following the instructions in your printer manual, connect the printer to your computer. Make a note of the communications port to which you connect the printer (LPT1 or COM2, for example).

2 Start your computer and Windows 3.0. From the Program Manager, open the Control Panel. Double-click the Printers icon. The Printers dialog box appears.

3 If you do not see a list of printers at the bottom of the dialog box, choose Add Printer.

4 Scroll to the bottom of the List of Printers and select Unlisted Printer.

5 Choose Install. The Add Unlisted Printer dialog box appears.

6 Insert the Adobe Printer Driver installation disk in your floppy disk drive; then double-click the drive letter in the Directories list.

7 Select adobeps.drv in the Driver Files list and choose OK. A dialog box appears that asks if you want to replace the printer driver already installed on your system.

8 Choose Current. The Printers dialog box reappears.

9 With PostScript Device on None selected in the Installed Printers list, choose Configure. The Printers-Configure dialog box appears.

10 In the Ports list, select the port to which you connected the printer.

11 Choose Setup. The Unknown Printer Nickname dialog box appears.

12 Accept the default option, Install a New Printer, and choose OK. The Installation dialog box appears.

13 Enter a nickname for your printer (for example, Bills printer or LaserJet on LPT2). You can use any character in a nickname except left and right brackets, [and], and the semicolon, [;]. You can use spaces in a nickname but not as the first character.

14 Insert the floppy disk containing the PPD file for your printer. (Eject the driver installation disk first if it does not contain the PPD for the printer.)

15 Double-click the drive letter of the floppy disk drive in the Directories list box. The model name of one or more printers appears in the PostScript Printer Descriptions Available list.

16 Select the model name of your printer and choose OK. The Printer Setup dialog box appears.

17 Choose OK to confirm the default printer settings. The Printers-Configure dialog box appears.

18 Choose OK. The Printers dialog box appears.

19 Select Active in the Status box if it is not already selected. If you want to make the new printer your default printer, double-click the PostScript Device entry in the Installed Printers list.

20 Choose OK to close the Printers dialog box; then press Alt+F4 to close the Control Panel and return to the Program Manager.

Related Topics

Adding a PostScript Printer to the Same Port as Another

The Adobe Printer Driver works with all PostScript printers. To fully support a printer, however, the driver needs a PostScript Printer Description (PPD) file for the printer. The PPD file describes the printers features, such as the fonts the printer contains and the paper sizes the printer accepts. The driver uses the information in the PPD to give you control of all the printers features.

Contact the printer manufacturer or Adobe Systems if you need a PPD file for your printer. In the meantime, you can use the Default PostScript Printer PPD file on your Adobe Printer Driver Installation disk. The default PPD gives you minimal control of your printers features.

To add support for a PostScript printer on the same port as another:

1 Start your computer and Windows 3.0.

2 From the Program Manager, open the Control Panel. Double-click the Printers icon. The Printers dialog box appears.

3 If it is not already selected, select the printer in the Installed Printers list that is connected to the same port as the printer you want to install.

4 Choose Configure. The Printers-Configure dialog box appears.

5 Choose Setup. The PostScript Printer Setup dialog box appears.

6 Choose Add Printer. The Installation dialog box appears.

7 Enter a nickname for your printer (for example, Upstairs Printer or LaserJet in Copy Room). You can use any character in a nickname except left and right brackets, [and], and the semicolon, [;]. You can use spaces in a nickname but not as the first character.

8 Insert the floppy disk containing the PPD file for your printer.

9 Double-click the drive letter of the floppy disk drive in the Directories list box. The model name of one or more printers appears in the PostScript Printer Descriptions Available list.

10 Select the model name of your printer and choose OK. The Printer Setup dialog box appears.

11 Choose OK to confirm the default printer settings. The Printers-Configure dialog box appears.

12 Choose OK. The Printers dialog box appears.

13 If it is not already selected, select Active in the Status box. If you want to make the new printer your default printer, double-click the PostScript Device entry in the Installed Printers list.

14 Choose OK to close the Printers dialog box; then press Alt+F4 to return to the Program Manager.

Related Topics

Setting Up the Driver for Fast Printing
Using Type Cartridges and Font Disks
PostScript Printer Installation dialog box
Printing to a Different PostScript Printer

Printing to a Different PostScript Printer

The method you use to switch PostScript printers depends on whether the printers are connected to different ports or the same port.

To switch PostScript printers connected to different ports:

Use the standard Windows methods for switching printers. You can change the default printer by double-clicking the printers entry in the Printers dialog box (within the Control Panel). You can also change printers within some applications. With the Write application, for example, you can change printers by choosing the Printer Setup command from the File menu and selecting the printer you want to use.

To switch PostScript printers connected to the same port:

1 From the Program Manager, open the Control Panel. Double-click the Printers icon. The Printers dialog box appears.

2 From the Installed Printers list, select the PostScript Device that is connected to the same port as the printer you want to use.

3 Choose Configure. The Printers-Configure dialog box appears.

4 Choose Setup. The PostScript Printer Setup dialog box appears.

5 From the Printer Nickname list, select the name of the printer you want to use.

6 Confirm the printer settings.

7 Choose OK three times; then press Alt+F4 to return to the Program Manager.

Downloading the PostScript Header Once per Session

If your PostScript printer is connected directly to your computer, you can save printing time by downloading the PostScript header just once every time you switch on your printer.

WARNING: Dont use this technique with a network or shared printer. You must download the PostScript header with every document that you print to a network printer; otherwise, documents wont print correctly.

You can use any of three methods to download the PostScript header:

* You can manually download the header using the PostScript Job Control dialog box.

* You can print the header to a PostScript file and use your AUTOEXEC.BAT file to copy the header to the printer when you switch on your computer.

* You can print the header to a PostScript file and use the DOS COPY command to copy the header to the port to which the printer is attached.

This help topic describes the first method.

NOTE: If you switch off or reset your printer after downloading the header, the header will be losteven if your computer is still running. After your printer is switched on, you have to download the header again.

To download the header using the PostScript Job Control dialog box:

1 Make sure that the printer is switched on and warmed up.

2 From the Program Manager, open the Control Panel. Double-click the Printers icon. The Printers dialog box appears. Select the PostScript Device entry in the Installed Printer list and choose Configure. The Printers-Configure dialog box appears.

3 Choose Setup. The PostScript Printer Setup dialog box appears.

4 Choose Job Control. The PostScript Job Control dialog box appears.

5 Choose Download. A dialog box appears that asks you if you want to download the header. Choose OK. The driver downloads the header to your printer and automatically selects the Already Downloaded option.

6 Choose OK four times; then press Alt+F4 to close the Control Panel.

Related Topics

Downloading the PostScript Header with AUTOEXEC.BAT
PostScript Header Controls

Downloading the PostScript Header with AUTOEXEC.BAT

If your PostScript printer is connected directly to your computer, you can save printing time by downloading the PostScript header just once every time you switch on your printer.

WARNING: Dont use this technique with a network or shared printer. You must download the PostScript header with every document that you print to a network printer; otherwise documents wont print correctly.

You can use either of two methods to download the PostScript header:

* You can manually download the header using the PostScript Job Control dialog box.

* You can print the header to a PostScript file and use the DOS COPY command to copy the header to the port to which the printer is attached.

* You can print the header to a PostScript file and use your AUTOEXEC.BAT file to copy the header to your printer when you switch on your computer.

This help topic describes the third method.

NOTE: If you switch off or reset the printer after downloading the header by this method, the header will be losteven if your computer is still running. After the printer is switched on, you have to download the header again.

To create a header file and set up your AUTOEXEC.BAT file:

1 From the Program Manager, open the Control Panel. Double-click the Printers icon. The Printers dialog box appears. Select the PostScript Device entry in the Installed Printer list and choose Configure. The Printers-Configure dialog box appears.

2 Select FILE in the Ports list and then choose Setup. If this is your first time printing to a file, a dialog box appears asking you if you want to install a new printer or select the nickname of an installed printer. (If youve printed to a file before, the PostScript Printer Setup dialog box appears and you can skip to step 5.)

3 Choose the option to select a nickname and choose OK. A list appears with the nicknames of all the PostScript installed printers.

4 Select the nickname of the printer for which you are creating a header file and choose OK. The PostScript Printer Setup dialog box appears.

5 Choose Job Control. The PostScript Job Control dialog box appears.

6 Choose Download. A dialog box appears that asks you if you want to download the header. Choose OK. A dialog box appears that asks you for an output filename.

7 Enter a path and filename for the header file and choose OK. The driver creates the header file. (If you dont enter a pathname the header file is created in your \Windows directory.)

8 Choose OK two times (first to close the PostScript Job Control box, then to close the PostScript Printer Setup dialog box). The Printers-Configure dialog box appears.

9 In the Ports list, select the port to which your PostScript printer is connected and then choose Setup. The PostScript Printer Setup dialog box appears.

10 Choose Job Control. The PostScript Job Control dialog box appears.

11 Select the Already Downloaded option.

12 Choose OK four times; then press Alt+F4 to close the Control Panel.

13 Add a COPY command to your AUTOEXEC.BAT file that copies the header file to the port to which your printer is attached. (See your DOS documentation for information about the COPY command

and the AUTOEXEC.BAT file.)

To automatically download the header with your AUTOEXEC.BAT file:

1 Switch on your printer. Make sure it finishes its power-on sequence. (Some PostScript printers print a startup page before they are ready to receive print jobs.)

2 Switch on your computer. When your AUTOEXEC.BAT file executes, it downloads the header file to your printer.

Related Topics

Downloading the PostScript Header Once per Session
PostScript Header Controls

Changing Communications Ports

If you change the communications port to which your printer is connected, you need to change your printer setup to reflect the change.

To set up the Adobe Printer Driver after changing communications ports:

1 Make sure that the printer is correctly connected to the new communications port. See your printer documentation for instructions.

2 From the Program Manager, open the Control Panel. Double-click the Printer icon. The Printer dialog box appears.

3 From the Installed Printers list, select the PostScript Device entry and choose Configure. The Printers-Configure dialog box appears.

4 In the Ports list box, select the port to which you moved your printer and choose OK.

If this is the first PostScript printer on this port, a dialog box appears asking whether you want to install a new printer or select the nickname of a printer already installed.

If you have already installed a PostScript printer on this port, the PostScript Printer Setup dialog box appears; skip to step 7.

5 Choose the Select a Nickname option and click OK. A dialog box appears that lists the nicknames of all the installed printers.

6 Select the nickname of the printer you moved to a new port, and click OK. The PostScript Printer Setup dialog box appears.

7 If it is not already selected, select the nickname of the printer from the Printer Nickname drop-down list box.

8 Choose OK three times; then press Alt+F4 to close the Control Panel.

Using the Error Handler to Troubleshoot Printing Problems

If you are experiencing printing problems, you can use the PostScript Error Handler to help diagnose the problems.

Normally, when your printer encounters an error, it stops printing at the page containing the error without any indication of what caused the problem. When you send the Error Handler to the printer, however, the printer prints as much of the failing page as has been processed without error, then prints a page with an error message. This can help you determine what the problem is and where it occurred.

To send the Error Handler to your printer:

1 From the Program Manager, open the Control Panel. Double-click the Printers icon. The Printers dialog box appears.

2 In the Installed Printers list box, select the PostScript Device entry and choose Configure. The Printers-Configure dialog box appears.

3 Choose Setup; then from the PostScript Printer Setup dialog box, choose Job Control. The PostScript Job Control dialog box appears.

4 Select the Send Error Handler with Each Job option.

5 Choose OK four times; then press Alt+F4 to close the Control Panel.

You have just set up the driver to download the PostScript Error Handler every time it prints a document. After you diagnose your printing problem, return to the PostScript Job Control dialog box and turn off the Send Error Handler with Each Job option.

Related Topics

About Troubleshooting

Troubleshooting Help Topic Index

Send Error Handler with Each Job check box

Deleting Support for a PostScript Printer

You can remove the nickname and associated printer settings for a PostScript printer when you disconnect the printer from your computer.

To delete support for a PostScript printer:

1 In the PostScript Printer Setup dialog box, make sure that the nickname of the printer you want to delete is not the current nickname.

2 Choose Del Printer. The PostScript Printer Deletion dialog box appears.

3 Select the nickname of the printer you want to delete in the nickname list.

4 Choose OK. The printer nickname and associated printer settings are deleted, and a Printer Successfully Deleted message appears. Choose OK to close the message box.

Related Topics

PostScript Printer Deletion dialog box
Printer Nickname

PostScript Printer Setup (Main) dialog box

Use this dialog box to

* Change print options

    -- Printer Nickname (for changing printers on the same port)
    -- Output Format (PostScript or Encapsulated PostScript)
    -- Paper Source (paper tray, manual feed, etc.)
    -- Paper Size (letter, legal, etc.)
    -- Orientation (portrait, landscape, etc.)
    -- Scaling (percentage enlargement or reduction)
    -- Copies (number of, printed)

* Change PostScript printers connected to the same port with the Printer Nickname drop-down list box.

* Display the Printer Features dialog box with the Features button. (The Features button is shown only for printers with additional printer features.)

* Display the PostScript Options dialog box with the PS Options button.

* Display the PostScript Job Control dialog box with the Job Control button.

* Start the PostScript font downloader utility with the Fonts button.

* Display the Custom Paper Size dialog box with the Custom Paper button. (The Custom Paper button is shown only for printers that support custom paper sizes.)

* Display the PostScript Printer Installation dialog box with the Add Printer button.

* Display the PostScript Printer Deletion dialog box with the Del Printer button.

To change the current setup options, select new options and choose OK. (All changes remain in effect until you change them.)

To close the PostScript Printer Setup dialog box without making any changes, choose Cancel.

Related Topics

Changing Print Options for a Document
Creating an Encapsulated PostScript (EPS) File
Adding Support for a New PostScript Printer
Printing to a Different PostScript Printer
Deleting Support for a PostScript Printer

Printer Nickname

The Printer Nickname box shows the nickname of the current PostScript printer. Click the arrow to the right of the box to display the nicknames of all the installed PostScript printers.

To select a different PostScript printer, select the nickname of the printer in the drop-down list and choose OK. (You must also choose the port to which the printer is attached in the Printers-Configure dialog box. See Printing to a Different PostScript Printer for step-by-step instructions.)

Changing the printer nickname changes the printer setup to the settings last selected for the nickname. The Adobe Printer Driver maintains separate printer settings for each printer.

Related Topics

Adding Support for a New PostScript Printer

Installing a Nickname for Printing to a File

Printing to a Different PostScript Printer

Deleting Support for a PostScript Printer

Output Format

The Output Format box shows the current output format. Click the arrow to the right of the box to display the output format choices. The list contains two options:

PostScript	The printer driver creates a PostScript language description of your document to send to your printer. Use this option for normal printing.
Encapsulated PostScript	The printer driver creates an Encapsulated PostScript (EPS) format file suitable for sharing with other applications. Use this option (in connection with other settings) to create an EPS file.

Related Topics

Creating an Encapsulated PostScript File

Ensuring that PostScript Files are Portable

Paper Source

The Paper Source box shows the current paper source. Click the arrow to the right of the box to display the paper source options.

Paper source options vary with printer models. See your printer documentation for a description of the paper sources you can use.

Make sure that the paper-size setting matches the paper in the selected paper source.

If the printer supports optional paper trays, you might have to select the optional paper tray in the Printer Features dialog box before you see the tray in the Paper Source list. (Choose the Features button to display the Printer Features dialog box.)

Related Topic

Paper Size

Paper Size

The Paper Size box shows the current paper size. Click the arrow to the right of the box to display the paper size choices.

Paper size options vary with printer models. See your printer documentation for a description of the paper sizes you can use.

If the printer supports custom paper sizes, a Custom Page Size option appears in the drop-down list box and a Custom Paper button appears in the dialog box. Selecting the Custom Page Size option enables the Custom Paper button. Clicking the Custom Paper button displays the Custom Paper dialog box. You use the Custom Paper dialog box to enter the height and width dimensions of the paper you are using.

Make sure that the paper size setting matches the paper in the selected paper source.

If the printer supports optional paper trays, you might have to select the paper tray in the Printer Features dialog box before you see the size of paper it holds as an option in the Paper Size list. Choose the Features button to display the Printer Features dialog box.

Related Topic

Paper Source

Orientation

The Orientation option controls whether the page is oriented vertically or horizontally. Three options are provided:

Portrait   Prints text and images on tall pages; typical option for letters, memos, reports, and most other documents

Landscape   Prints text and images on wide pages; typical option for wide spreadsheets

Rotated
Landscape   Prints text and images on wide pages, but reverses the top and bottom of page

NOTE: Not all applications support the Rotated Landscape option.

Scaling

The Scaling text box shows the percentage enlargement or reduction. A value of 100% means no enlargement or reduction. A value of 50% reduces the printable image to half its normal size. A value of 200% doubles the size of the image. You can scale the image of a document from 10% to 400%.

WARNING: Some applications include their own scaling feature (typically in the Print dialog box). Always use the scaling feature in your application if it is available. Setting a scaling value in both the application and the PostScript Printer Setup dialog box can cause the settings to combine in unexpected ways.

If you enlarge an image beyond a size that will fit on a single page, the upper left part of the image is printed.

Unlike the scale setting in most application Print dialog boxes, the percentage enlargement or reduction you set with the PostScript Printer Setup dialog box remains in effect until you change it.

Copies

The Copies text box shows the number of copies of a document to print. You can print from 1 to 999 copies.

Most applications have a Copies setting in their Print dialog boxes, so you can usually set the number of copies to print with either your application Print dialog box or with the driver PostScript Printer Setup dialog box.

Some applications (like Windows Word, for example) print <u>collated copies</u>. Setting the number of copies with the PostScript Printer Setup dialog box produces <u>uncollated copies</u>. Printing uncollated copies is faster than printing collated copies.

WARNING: Select the number of copies you want in the Print dialog box or in the PostScript Printer Setup dialog box, but not in both. Specifying a number of copies in both dialog boxes causes the settings to combine in unexpected ways.

Unlike the Copies setting in most application Print dialog boxes, the number of copies you set with the PostScript Printer Setup dialog box remains in effect until you change it.

Printer Features dialog box

Use this dialog box to control non-standard or optional printer features.

Feature names are listed on the left of the dialog box; feature options appear in the boxes on the right. Click the arrow to the right of a features option box to display the options for a feature. (See your printer documentation for a description of the features listed in the Printer Features dialog box.)

If the printer has more than five optional features, a scroll bar appears on the left side of the dialog box. Use the scroll bar to see all of the options for the printer.

If the printer supports optional paper trays, you might have to select the optional tray in this dialog box before the tray appears as an option in the Paper Source list and the size of paper the tray holds appears in the Paper Size list.

PostScript Options dialog box

Use this dialog box to perform the following tasks:

* Select performance options:

-- Use PostScript Level 2 Features,

-- Send Data in Binary

* Select color options:

-- Send Full Color Data (print color or gray scale instead of black and white)

-- Match Color across Printers

* Set printer timeout values:

-- Job Timeout (maximum time printer will spend printing your document before canceling your print job)

-- Wait Timeout (maximum time printer will wait for your application to send any one page before canceling your print job)

* Select the page margin option:

-- Default (maximum printable area on the page), or

-- None (entire page)

* Select the protocol option:

-- Default (for standard Serial/Parallel communication), or

-- None (for a connection to a network or an AppleTalk interface card)

* Select the PostScript performance option:

-- Optimize for Speed, or

-- Optimize for Portability

Related Topics

Setting Up the Printer Driver for Fast Printing

Setting Up the Printer to Accept Binary Data

Ensuring that PostScript Files are Portable

Use PostScript Level 2 Features

Select this check box to use PostScript Level 2 printing features. This option is not available if you have a PostScript Level 1 printer.

Using PostScript Level 2 printing features reduces printing time.

If you have a PostScript Level 2 printer, turn off the Level 2 printing features only when creating PostScript files that will be printed on a PostScript Level 1 printer.

When you print to a Level 2 printer, the Adobe Printer Driver uses some Level 2 features even when this option is not selected.

Related Topics

Setting Up the Driver for Fast Printing

Ensuring that PostScript Files are Portable

Send Data in Binary

Select this check box to tell the driver to send binary data to a printer. Sending binary data reduces the time it takes to print a document.

Your printer must support binary communication and be set up to receive binary data or selecting this option causes printing errors.

If your printer supports binary communication, you should deselect this option only to create a PostScript file that will be printed on a printer that does not support binary communication.

Related Topics

Setting Up the Printer Driver for Fast Printing

Setting Up the Printer to Accept Binary Data

Printer Mode Controls (Binary Mode)

Use PostScript Level 2 Features Check Box

Send Full Color Data

Select this check box to print colors on a color printer.

Usually, it is best to select this option even if you have a black and white printer. Selecting this option for a black and white printer produces finer shades of gray for colors.

You must select this check box before you can use the Match Colors across Printers option.

NOTE: Some applications adjust graphics patterns and shapes to be more legible on black-and-white printers. If in doubt, try printing your document with the Send Full Color Data option turned off and on to see which setting produces the best results.

Related Topic

Match Colors across Printers Check Box

Match Color across Printers

Select this check box to use the color matching feature with PostScript Level 2 printers. The color matching feature produces consistent colors on different Level 2 color printers.

This option is not available if the Send Full Color Data check box is deselected.

Related Topics

Send Full Color Data Check Box
PostScript Header Controls

Job Timeout

The Job Timeout text box shows the maximum number of seconds your printer will spend printing a single document. If a document fails to print in job timeout seconds, the printer stops printing and prepares to receive a new document.

For example, if you set the job timeout to 300 seconds (5 minutes) and print a document that takes 10 minutes to print, the printer will print your document for five minutes and then cancel the print job.

You can enter a job timeout value between 0 and 999 seconds. (If you enter a value of 0, the printer never times out.)

If your printer is connected directly to your computer, you can use a job timeout value of zero. But if you share a network printer, you should use a timeout value that prevents your computer from monopolizing the printer.

Related Topic

Wait Timeout

Wait Timeout

When you print a document, the printer waits while your application and the Adobe Printer Driver build a PostScript language description of each page. More complicated pages--those with many fonts or complex artwork--take longer to build than pages with simple text.

The Wait Timeout text box shows the maximum number of seconds your printer waits to receive data from Windows when printing. After a print job begins, if the printer has to wait more than wait timeout seconds to receive data, it cancels the print job and prepares to receive a new document.

You can enter a wait timeout value between 0 and 999 seconds. If you enter a value of 0, the printer never times out. The default wait timeout of 120 seconds works in most situations, but if you find that you have complex documents that fail to print, you should increase the wait timeout value.

If your printer is connected directly to your computer, you can use a very large wait timeout value. But if you share a network printer, you should use a timeout value that prevents your computer from monopolizing the printer.

The Wait Timeout option is related to the Transmission Retry option in the Printers-Configure dialog box (in the Control Panel). Transmission Retry sets the number of seconds Windows waits for the printer to respond that it is ready for more data. For information about the Transmission Retry timeout, see Control Panel Help.

Related Topics

Print Manager Reports Printer Not Responding

Job Timeout

Margins

The Margins setting in the PostScript Options dialog box determines the size of the printable area that the Adobe PostScript Driver reports to applications. The driver offers two margin options:

Default	The driver accurately reports the printable area to your applications. Most laser printers can print to within a quarter of an inch of the edge of the paper. The margins settings in most applications are measured relative to this setting.

None	The driver reports that the printable area is the size of the paper. Choose None only if your printed image is being cropped at the edges and you are losing information.

Protocol Options

The Protocol options control the way the Adobe Printer Driver communicates with your printer. The driver provides two protocol options:

Default   Use this option if your printer **is not** connected to a network or an AppleTalk interface card.

None   Use this option if your printer **is** connected to a network or an AppleTalk interface card.

NOTE: The Adobe Printer Driver uses the None setting when you print to a PostScript file.

Related Topics

Ensuring that PostScript Files are Portable

Network Printer Fails to Print

Sending a PostScript File to a Printer

PostScript Performance Options

The PostScript Performance options control the way the Adobe Printer Driver builds PostScript language descriptions of document pages. The driver offers two performance options:

Optimize for Speed	Use this option for fast printing. With this option selected, page descriptions are not independent; any page can require information on a previous page to print correctly. For example, <u>soft fonts</u> are <u>downloaded</u> only once when a document is printed, not with each page that uses them.
	This option can cause problems with some network spoolers. This option also causes some print jobs to use more printer memory. With this option set, complicated pages can fail to print if you do not have enough printer memory. Do not use this option when printing to a file for subsequent printing on a different printer.
Optimize for Portability	Use this option to ensure that a document can be printed on any printer (or will print with a network spooler). With this option selected, page descriptions are independent. For example, soft fonts are downloaded with each page that uses them. Each page description contains all the information required to print correctly. Documents take longer to print when this option is selected.

Related Topic

<u>Ensuring that PostScript Files are Portable</u>

<u>Setting Up the Printer Driver for Fast Printing</u>

PostScript Job Control dialog box

Use this dialog box to

* <u>Set up your printer to accept either binary or ASCII data</u>

* <u>Send the PostScript header to your printer</u>

* Set the option that <u>sends the error handler to your printer with each job</u>

* <u>Tell the driver not to download soft fonts</u>

To send the PostScript header to your printer, choose the Download button.

To set up your printer to accept either binary or ASCII data, select the binary or ASCII printer mode and choose the Send Mode button.

Related Topics

<u>Using the Error Handler to Troubleshoot Printing Problems</u>
<u>Ensuring that PostScript Files are Portable</u>
<u>Downloading the PostScript Header Once per Session</u>
<u>Downloading the PostScript Header with AUTOEXEC.BAT</u>
<u>Setting Up the Printer to Accept Binary Data</u>

Printer Mode Controls

If your printer supports both binary and ASCII communication and can be switched between the ASCII and binary modes with software, you can use the Printer Mode controls to switch between the two modes.

To switch printer modes, select either ASCII Mode or Binary Mode; then choose Send Mode.

NOTE: If you switch your printer to work in the binary mode, you must also select the Send Data in Binary option in the PostScript Options dialog box to print correctly.

Related Topics

Setting Up the Printer to Accept Binary Data

Send Data in Binary check box

PostScript Header Controls

The PostScript header option buttons control whether or not the driver sends the PostScript header with each document you print.

Download Each Job   Documents are sent to the printer with the PostScript header.

Already Downloaded   Documents are sent to the printer without the PostScript header.

Download button   Sends the PostScript header to the printer and selects the Already Downloaded option.

The PostScript header contains instructions that the printer needs to print correctly. The header must be sent to the printer at least once each time you use the printer.

By default, the Adobe Printer Driver sends the header with each job. This option is required if you are sharing a printer on a network or if you are printing to a file for later printing at a service bureau.

Sending the header adds about 20 seconds to each print job. If your printer is connected directly to your computer, you can speed printing by downloading the header just once when you first switch on your printer.

Related Topics

Downloading the PostScript Header Once per Session
Downloading the PostScript Header with AUTOEXEC.BAT

Send Error Handler with Each Job

Selecting this check box tells the Adobe PostScript Driver to download the PostScript error handler with each document printed to the printer. When your printer encounters a PostScript error, the error handler prints a page with an error message describing the nature of the error.

Use this option to help diagnose printing problems. Reporting the error message to a technical support person can help that person solve your printer problem.

Related Topics

Using the Error Handler to Troubleshoot Printing Problems

About Troubleshooting

Troubleshooting Index

Do Not Download Fonts

Selecting this option tells the Adobe PostScript Driver not to <u>download</u> <u>soft fonts</u> when printing documents. Use this option if you know that all the soft fonts you use are always available to your printer (for example, if you have a Font Folio disk attached to your printer).

PostScript Printer Installation dialog box

Use the PostScript Printer Installation dialog box to add support for a new PostScript printer.

To use the PostScript Printer Installation dialog box:

1 Enter a name for your printer in the Printer Nickname field. You can use any character in a nickname except the left and right brackets, [and], and the semicolon, [;]. You can use spaces in a nickname but not as the first character.

2 Insert a floppy disk containing a <u>PostScript Printer Description (PPD) file</u> for your printer model. (If you do not have a PPD file for your printer, you can use the Adobe Default Printer PPD installed with the driver.)

3 In the Directories list, double-click the drive letter of the drive containing the disk you just inserted. The names of one or more printers appear in the PostScript Printer Descriptions Available list.

4 Select your printer model from the PostScript Printer Descriptions Available list.

5 Choose OK to confirm your choices and install a description of your printer.

Related Topics

<u>Adding Support for a New PostScript Printer</u>
<u>Adding a PostScript Printer to the Same Port as Another</u>
<u>Using Type Cartridges and Font Disks</u>
<u>Installing a Nickname for Printing to a File</u>

PostScript Printer Deletion dialog box

Use the PostScript Printer Deletion dialog box to delete driver support for a PostScript printer.

To use the PostScript Printer Deletion dialog box:

1 Select the nickname of the printer you want to delete. (You cannot delete the nickname currently selected in the PostScript Printer Setup dialog box. The current nickname does not appear in the nickname list.)

2 Choose OK.

Related Topic

Deleting Support for a PostScript Printer

Using Type Cartridges and Font Disks

You can increase the number of fonts available for your documents with a <u>font disk</u> or a <u>type cartridge</u>. (Not all printers support font disks and type cartridges. Check your printer documentation to see if you can use a font disk or type cartridge with your printer.)

To use a type cartridge or font disk with the Adobe Printer Driver, you must install the cartridge or disk with the PostScript downloader utility supplied with the driver. (See on-line help for the downloader for step-by-step instructions on how to install a font disk or type cartridge for use with the driver.)

Related Topic
<u>Starting the PostScript Downloader Utility</u>

Using Soft Fonts with the Adobe Printer Driver

You can increase the variety of fonts in your documents by using <u>soft fonts</u>. Soft fonts can be purchased from Adobe Systems and from other Type 1 font vendors. The Adobe Printer Driver automatically sends (downloads) soft fonts to your printer when they are used in a document you print.

NOTE: If you use the same soft font in all of your documents, you can save printing time by manually downloading the font using the PostScript downloader supplied with the Adobe Printer Driver.

Related Topics

<u>Starting the PostScript Downloader Utility</u>

<u>Courier Prints for Other Font</u>

ITC Zapf Dingbats Font

With most PostScript printers, you can select the ITC Zapf Dingbats font, which contains special symbols or characters.

Windows does not display the Dingbat characters. Instead, it substitutes normal characters on the screen. When you print the document, however, the Dingbat characters print correctly.

Your font documentation might contain a map that shows which keys produce which ITC Zapf Dingbat characters. If not, you can generate one yourself by typing out all the keys in sequence and printing the result.

IBM Personal Pageprinter

To use the IBM Personal Pageprinter, you must set up the PostScript printer driver to use the EPT port. To set up the driver to use the EPT port, choose the EPT port from the Ports list in the Printers-Configure dialog box. (See help for the Control Panel for a description of the Printers-Configure dialog box.)

Special EPT port software is provided with your IBM Personal Pageprinter. This software must be installed on your computer. For more information, see your IBM Personal Pageprinter documentation or contact your printer dealer.

About Troubleshooting

When the Adobe Printer Driver detects a problem, it displays an alert message describing the problem and telling you how you can correct the problem. If you get an alert message, follow its instructions.

If your problem does not produce an alert message, look for a description of the problem in the Troubleshooting Topic Index. If you see a topic that describes your problem, read the topic and follow its instructions.

If you cant find a troubleshooting topic describing your problem, contact the dealer from whom you purchased your printer or your printers manufacturer for help.

Related Topic

Using the Error Handler to Troubleshoot Printing Problems

Printer Fails to Print

A number of problems can cause your printer to fail to print:

* Your printer is not switched on.

* Your printer is not connected to your computer correctly.

* Your printer is not selected in the Printers dialog box (displayed from the Control Panel).

* The port you selected with the Printers-Configure dialog box is not the port to which you connected your printer.

* For printers connected with a serial communications port, the printer setup does not match the Windows setup. (For example, your printer is set up to operate at 1200 Baud and the Windows Port Baud Rate is set to 9600 Baud.)

* The driver printer control settings do not match your printers setup. (When this happens, the printer prints a page with a short description of the problem.)

* Your printer is broken.

Check for these problems in order, working down the list from top to bottom. Carefully repeat the installation instructions in your printer documentation and carefully check the Adobe Printer Driver printer control settings to make sure they match your printers setup. If you cannot correct the problem, contact your printer dealer or printer manufacturer for help.

Related Topic

Printer Stops Printing

Network Printer Fails to Print

The following problems can cause a network printer to fail to print:

* Your network is failing. Nobody can print.

* Your Windows network setup is incorrect.

* Your print job has been re-directed to a printer connected through an AppleTalk network but the printer driver is not set up to work with an AppleTalk network.

Contact your network administrator for help with the first two problems. If you suspect the third problem, choose None as the Protocol Option in the PostScript Options dialog box.

Related Topics

PostScript Options dialog box
Protocol Options

Printer Stops Printing

The following problems can cause your printer to stop printing:

* The Print Manager requires more memory or disk space than is available.

* Your printer encounters a PostScript language error trying to interpret the PostScript language description of your document.

* Your printer requires more memory to print a complicated page than is available.

* The printer control settings of the Adobe Printer Driver do not match the printers setup. When this happens, the printer prints a page with a short description of the problem.

If you suspect the problem is with the Print Manager, turn off the Print Manager (from the Printers dialog box) and try printing again. You can create more disk space by deleting unused files or by purchasing an additional hard disk drive. You can make more memory available by reducing the number of applications you run at the same time or by purchasing additional memory. You can also make more memory available by selecting the Optimize for Portability option in the PostScript Options dialog box.

If you suspect one of the other problems, download the PostScript error handler with the document that is failing to print. See Using the Error Handler to Troubleshoot Printing Problems for instructions.

If you cannot correct the problem, contact your printer dealer or printer manufacturer for help.

Driver Dialog Box Causes Windows to Fail

If you install Adobe Illustrator after you install the Adobe Printer Driver, using the driver dialog boxes can cause Windows to fail. To correct this problem, re-install the Adobe Printer Driver.

Courier Prints for Other Font

When you print a document containing a font unavailable to your printer, your printer uses Courier. Two situations can cause this problem.

* You manually <u>downloaded</u> <u>soft fonts</u>, then switched off your printer, and when you switched on your printer, you didnt download the fonts again. Once you manually download soft fonts, the driver assumes that the fonts are available to your printer. To correct this problem, either manually download the fonts again or choose the Reset option with the PostScript downloader utility.

* When you installed the <u>PostScript Printer Description (PPD) file</u> for your printer, the PostScript Font Metric (PFM) files were not in the same directory as the PPD file. The PFM files must be in same directory as the PPD file or the driver will not recognize the fonts permanently installed in your printer. To correct this problem, install the PPD for your printer from a distribution floppy disk (which should contain both PPD and PFM files at the root directory). Contact your printer manufacturer for a correct version of PPD distribution disk.

Related Topics

<u>Starting the PostScript Downloader Utility</u>

<u>Adding Support for a New PostScript Printer</u>

Too Many Copies Print

Too many copies print when you set the number of copies to print in both your applications Print dialog box and the main PostScript Printer Setup dialog box. Enter a value of one in the PostScript Printer Setup dialog Copies box and set the number of copies to print with your applications Print dialog box.

Related Topics

Changing Print Options for a Document

Copies Text Box

Print Manager Reports Printer Not Responding

Some PostScript printers require a long time to print a complicated page. When the time your printer spends printing one page exceeds the Transmission Retry time (set in the Printers-Configure dialog box), the Print Manager displays a message telling you that the printer is not responding and is stalled.

When this happens, click OK and resume the print queue. (See Print Manager Help for more information.)

If this situation happens often, you might want to increase the Transmission Retry timeout in the Printers-Configure dialog box of the Control Panel. (See Control Panel Help for more information.)

Related Topics

Job Timeout
Wait Timeout

Page Image Cropped (Edges Cut Off)

The edges of the print image can be cropped (cut off) for either of two reasons:

* You have enlarged the print image with the Scaling option to a size larger than will fit on the page.

* You are using an application that requires the driver Margins option be set to None.

If you have enlarged the print image with the Scaling option, reduce the percentage enlargement and print again.

If you are using an application that requires that you change the driver Margins setting, display the PostScript Options dialog box and change the Margins option to None. (You might have to change the Margins option back to Default for other applications.)

Related Topics

Changing Print Options for a Document
Scaling (Percentage) Text Box
PostScript Options Dialog Box
Margins Options

Placed EPS Image Too Small

Some applications do not provide the driver enough information to create EPS images correctly. When images created with these applications are placed in the documents of other applications, the images appear too small. You cannot correct this problem. However, future revisions of the exporting application might correct the problem.

Rotated Landscape Doesnt Work

Not all applications support the rotated landscape feature. For example, when you use the rotated landscape option with some applications, text is rotated correctly but Encapsulated PostScript images are not rotated correctly. You cannot correct this problem. However, future versions of your application might support the rotated landscape feature.

Problems with Early Model Apple LaserWriter

If you are having trouble printing to an early model LaserWriter, the problem might be that the driver is set up to use the Hardware handshake method and the LaserWriter is set up to use the Software handshake method. (The handshake method is a technique used by PostScript printers and computers to synchronize communication.)

To solve this problem, set up your LaserWriter to use the Hardware handshake method. (See your LaserWriter documentation for instructions.)

NEC SilentWriter LC 890

If you are using a NEC SilentWriter LC 890 to print with Windows applications, you might find that the leftmost character in the document is clipped from the output. To correct this problem, upgrade the LC 890 ROMs to the latest version. Contact your printer dealer for more information.

The Letter/Legal switch located on the optional hopper of this printer does not work. Use the front panel to set the page length of the paper being used in hoppers 1 and 2.

See the printers documentation for more information on using the printers front panel.

TI OmniLaser

When printing to a TI OmniLaser, you may experience garbled output or messages such as Cant write to printer.

If your printer is connected to your computer with a serial port, try connecting your printer with a parallel port instead. (Make sure to select the parallel port in the Printers-Configure dialog box.)

Version 1.4 and later versions of the OmniLaser ROMs correct this problem. Contact your printer dealer or the printer manufacturer for more information on how you can get the latest ROM.

Problems Using a Network Spooler

If you are using a network spooler and are having printing problems, the problem might be that the PostScript Performance option is set to Optimize for Speed. Change the option to Optimize for Portability and try printing again. (You set the PostScript Performance option in the PostScript Options dialog box.)

Related Topics

PostScript Options dialog box
PostScript Performance Options

collated copies

Copies printed as complete documents instead of groups of repeated pages. For example, if you specify 5 copies in the Windows Word Print dialog box, Word prints pages 1 through 5 five times.

download

To send data or instructions from your computer to your printer. For example, soft fonts are downloaded from your computer hard disk to your printers memory (or to a hard disk attached to your printer).

font disk

A hard disk drive that is attached to a printer to store fonts. Fonts stored on a font disk are always available (and so do not have to be downloaded to the printer). Not all printers support font disks.

gray scale

Shades of gray, starting with white and ending with black. When a color document is printed to a black and white printer, colors are converted to their gray scale equivalents, which means different colors are represented as different shades of gray.

PostScript header

A file that contains instructions that a PostScript printer needs to print correctly. If the printer you use is connected directly to your computer, the PostScript header needs to be sent to your printer only once each time you switch on your printer. If you share a network printer, the PostScript header must be sent to the printer with every document you print.

PostScript Printer Description (PPD) file

A file that describes the fonts permanently installed in the printer and that describes non-standard features your printer has. The Adobe Printer Driver uses the information in the PPD to automatically set up printer controls for the printer.

soft font

A font that can be installed in a computers hard disk and that is sent (downloaded) to the printer when needed to print a document; sometimes called a downloadable font.

spooler

A program that saves print jobs as disk files and prints as a background task while you continue working with your application. Spoolers let you keep working while a document prints. The Windows Print Manager is a spooler.

type cartridge

A device that is inserted into a printer that makes fonts available for your documents. Fonts stored on a type cartridge are always available (and so do not have to be downloaded to your printer). Not all printers support type cartridges.

uncollated copies

Copies printed one page number at a time. For example, if you specify 5 copies of a five-page document, the driver prints five page 1s, five page 2s, five page 3s, and so on.

Some applications (like Windows Word, for example) print collated copies.