Solutions to Common Problems

Avoiding Conflicts with System Software on the PowerPC™

There are three new system upgrades from Apple for the PowerPC™
7200, 7500, 8500, and 9500 Power Macintoshes.

- 7.5.2 Printing fix
- SerialDMA 2.0.2 release
- Ethernet Built-in 1.0.2 or greater

Adding these updates to your system file will help you to avoid system crashes and help to generally increase the performance of the system. Contact Apple for more information at Apple Computer, Inc.

Note: The latest Operating System, 7.5.5 incorporates these fixes.

Avoiding Conflicts with Application Print Options

Some applications provide their own printing options by adding boxes, buttons, or fields to the bottom of the Page Setup and Print dialog boxes.   A conflict can occur when these options are also covered by the HP DeskWriter 600 Series printer driver.   When the printer driver and software application are both trying to perform the same function, the result can be unexpected output.   It is a good practice to ignore extra options provided by an application if a similar option is already handled through the HP DeskWriter 600 Series printer driver.   For example, if an application provides an option similar to "Color Matching," do not select both options.   It is usually preferable to choose the option provided by the HP DeskWriter 600 Series printer driver.

Memory Requirements

The HP DeskWriter 600 Series printer driver requires that your computer have a minimum of 4 MB of RAM.

With certain software applications, printer performance depends on the amount of memory available for printing. Following are the minimum free memory requirements for your HP DeskWriter 600 Series printer driver:

Black & Grayscale

Normal Mode

150K Minimum Memory
Black & Grayscale

Best Mode

180K Minimum Memory

Color Printing

Normal Mode

350K Minimum Memory
Color Printing

Best Mode

550K Minimum Memory

Some applications require a large amount of memory to run. Having more memory, 8 MB or more is best, (16 MB or more for Power PC) will increase your flexibility in working with applications.   Here are some things to try to increase printer performance:

• Increase the partition size of the application by 500K. To increase the
    partition size of an application, follow these steps:

1. If the application is currently running, quit.

2. Select the application by clicking once on its icon.

3. Choose "Get Info" from the "File" menu.

4.   At the bottom of the Info dialog box, click the cursor in the
       "Memory Requirements" box. Enter a new number that is the
        old value plus increments of 500 until you get satisfactory results.
        For example, if the value in the box is 216, change the value to 716.

5. Close the "Get Info" dialog box.

6. Start the application.

If the above suggestions do not work:

•   Quit all applications, restart your system, then start the application from
     which you want to print.

• Add more memory to your system. Ultimately, if you are
    using memory-intensive page layout or graphics applications
    and printing many pages, adding more RAM is the best solution.

Grayscale Printing

To print a color document in grayscale, check the "Print in Grayscale" box in the "Print" dialog box.

When Text and Graphics are Out of Alignment

Sometimes the text and graphics that are in alignment on your computer screen are out of alignment on your printed output. If this happens, you need to align your print cartridges. For detailed on-line instructions, refer to your HP DW 600 Series Printer Guide or see your HP DeskWriter 600 Series Printer User's Guide.

Some applications include a Fractional Widths option in their Page Setup or Preferences dialog boxes. For those applications, turn Fractional Widths ON to obtain a closer match of text and graphics alignment; your printout will appear closer to what you have on the screen.

When Cleaning and Aligning the Print Cartridges

When cleaning or aligning the print cartridges, make sure that you have standard size, cut sheet, plain paper loaded in the printer and if applicable, make sure that the banner lever is to the left. See your HP DW 600 Series Printer Guide or see your HP DW 600 Series User's Guide for instructions on cleaning and aligning your print cartridges.

Aligning the Print Cartridges

You must align the black and color print cartridges each time you replace or re-install a print cartridge to ensure proper printing alignment. This ensures that the black and color inks are aligned when used together on the same line of text or within the same picture.

To align print cartridges:

1. From the "File" menu, select "Page Setup".

2. Click "Service".

3. Click "Start" (next to "Align Print Cartridges"), and follow the instructions on the computer screen.

Cleaning the Print Cartridges

Clean the print cartridges when you notice that lines or dots are missing from your printed text and graphics. Use the printer driver software to clean print cartridges. Do not clean print cartridges unnecessarily, as this shortens the life of the print cartridges.

To clean print cartridges:

1. From the "File" menu, select "Page Setup".

2. Click "Service".

3. Click "Start" (next to "Clean Print Cartridges"), and follow the instructions on
    the computer screen.

Note: Use the "HP DW 600 Series Printer Guide" for quick, detailed, on-line instructions.
Click out of your current application onto your desktop in order to be at the "Finder".
Then click on the "?" icon. (If you access this Guide from the help button in the dialog
box, you will not get the coachmarking feature at this time).