

DocuColor Server

User Guide

for the Xerox DocuColor Server



THE DOCUMENT COMPANY

XEROX

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Before You Begin

The DocuColor Color Server™ enables you to use your color copier as a networked printer. You can use the DocuColor to print final documents or to proof jobs you will later print on an offset press. You can print to the DocuColor as you would print to an Apple® LaserWriter® or other printer—you select it from the Macintosh® Chooser or Microsoft® Windows® Printers dialog box, and then print from within any application.

You can print to the DocuColor from networked Macintosh computers, from networked Windows-based computers running Windows, and from networked UNIX® workstations running TCP/IP. In addition, you can use the parallel port to print directly from a Windows computer.

How the DocuColor works

The DocuColor is a special-purpose controller that enables you to use a color copier as a printer by connecting it to networked computers. The DocuColor receives files from computers on your network, processes (RIPs) those files, and then sends them to the copier's print engine for printing. Even with the DocuColor installed, you can still use your copier to make copies.

Macintosh and Windows computers communicate with the DocuColor by means of a Printer Driver application. Printer description files enable you to use special features of the DocuColor from the Print dialog box.

About the documentation

This guide is part of the set of DocuColor documentation that also includes the following manuals for users and system administrators:

- *Getting Started* describes how to install the software from the User Software CD or from floppy disks and how to set up printing.
- The *Administrator Guide* explains basic configuration and administration of the DocuColor for the supported platforms and network environments. It also includes guidelines for setting up UNIX, Windows NT®, and Novell® NetWare® servers to provide Adobe® PostScript® printing services to clients.

- *Release Notes* include information about changes in the current release of system and user software, last-minute information, and information to help you use them efficiently.

Using this manual

This manual includes the following topics:

- Printing from a Macintosh computer
- Printing from a Windows computer
- Printing from UNIX
- Using the Spooler™ and Downloader™ utilities, and the WebSpooler WebTool

The Spooler and Downloader utilities are supported from Windows 95® and Windows NT 4.0 only; they are not supported from Windows 3.1x, Windows NT 3.51, or Macintosh computers.

- Appendixes—Includes a list of DocuColor error messages, a list of the printer fonts installed on the DocuColor, troubleshooting information, and information about setting and overriding print options.

Safety warnings

The DocuColor display window is a liquid crystal display (LCD) that is made of glass and can break. Do not subject it to strong shocks.

If the display window breaks and the liquid crystal material leaks out, do not inhale, ingest, or touch it. If the material gets on your skin or clothing, wash it off with soap and water immediately.

Do not touch or put pressure on the panel. This will change the color of the panel.

Cleaning the DocuColor

Clean the DocuColor with a soft cloth moistened with isopropyl alcohol or ethyl alcohol. *Never* use water or ketone, as these may permanently alter the display.

Specifications

The DocuColor has the following features:

- CPU R4700, 150MHz
- 32MB RAM
- Internal 2.1GB hard disk drive
- Supports TCP/IP and IPX/SPX protocols simultaneously
- Supports EtherTalk®
- Supports thinnet (thin coaxial Ethernet® cable or 10Base2), thicknet (thick coaxial Ethernet cable or 10Base5), and unshielded twisted pair (Ethernet 10BaseT or Fast Ethernet 100BaseTX with additional optional hardware)
- Supports Token Ring networking with additional optional hardware
- Supports Adobe PostScript 3
- Includes 136 fonts (117 Adobe Type 1 PostScript and 19 TrueType)

In addition, two Adobe Multiple Master fonts are included and are used for font substitution in PDF files.

You can use Downloader or any third-party LaserWriter downloader, such as the Adobe Font Downloader, to download additional fonts.

- Built-in ColorWise™ color management
- AutoCal™
- Spooler and Downloader utilities
- WebTools™

Supported paper sizes

The DocuColor supports printing at 400dpi (dots per inch) on the following paper sizes:

- Postcard (4" x 6")
- Letter, Letter-R (8.5" x 11")
- Legal (8.5" x 14")
- Tabloid (11" x 17")
- A6 (105mm x 148mm)
- A4, A4-R (210mm x 297mm)
- A3 (297mm x 420mm)

Chapter 1: Operating the DocuColor

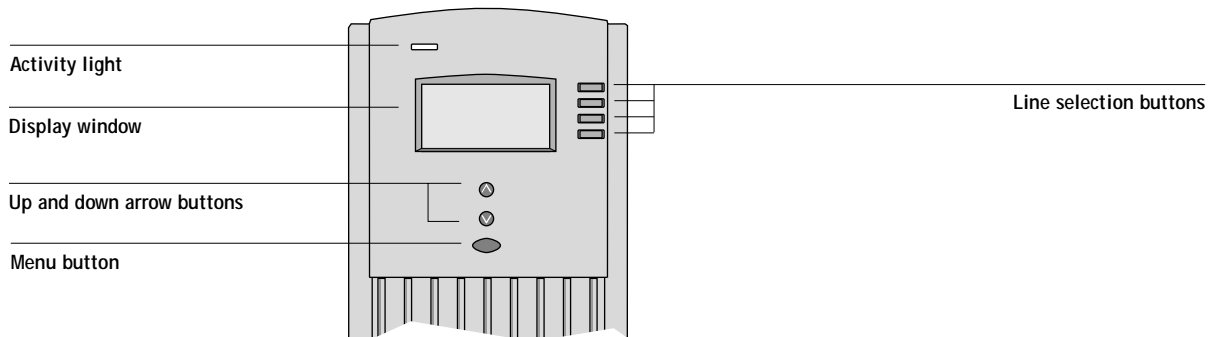
You can use the DocuColor control panel to view status information about jobs, print special pages, and set up printing. For information about Setup options and how to use them, see the *Administrator Guide*.

Using the Control Panel

The Control Panel on the front of the DocuColor enables you to access special features and view information about jobs printed to the DocuColor.

It comprises the following parts:

- Activity light that indicates current DocuColor activity
- Line selection buttons
- Up and down arrow buttons
- Menu button
- Display window showing status information and options for setting up the DocuColor



Activity light

The activity light indicates the current DocuColor activity. If the light is:

Solid red	There is an error causing printing and scanning to be disabled, and the DocuColor is idle.
Flashing red	There is an error causing printing and scanning to be disabled, but the DocuColor is still processing. The light changes to solid red when it is finished processing.
Solid green	The DocuColor is idle.
Flashing green	The DocuColor is processing or printing a job, or communicating with a remote computer—for example, through the Spooler.
No light	The DocuColor is off or starting up.

Buttons

Line selection buttons	There are four line selection buttons on the right side of the Control Panel. Use these buttons to select the command displayed on the corresponding line of the display window. A special character (>) appears in the display window next to a button when it is active.
Up/down arrow buttons	Use these buttons to scroll to different screens in multi-screen lists, to select Setup options from a list of available options, and to select alphanumeric characters.
Menu button	Press this button to view other screens. Under normal operation, the Control Panel displays the Info Status screen with information about the status of the DocuColor. If you press the Menu button, the Functions menu is displayed and you can perform additional operations. If a job is processing or printing, press the Menu button to display the RIP Status screen or Print Status screen.

Display window

The display window provides information about the status of the DocuColor, displays menu information, and enables you to view and edit information in the Setup menus.

The last line of the display window displays text that tells you what screen you are looking at and highlights one of the icons to indicate what the DocuColor is doing. Only the icons for the screens that are currently available appear.

The screens are:



Alert Status If there is a problem with processing a job or printing functions, an error message appears on the Control Panel. For information on error messages, see Appendix A “Error Messages.”



Print Status When the DocuColor is printing or scanning a job, the Print Status screen appears. This screen displays the following:

Cancel Job—Press the top line selection button to cancel the job currently printing.

User name—The name of the user who sent the job currently processing.

Pages/Total—The number of copies of the current page printed and the total number of copies of the page requested.



RIP Status

When the DocuColor is processing a job, the RIP Status screen appears. This screen displays the following:

Cancel Job—Press the top line selection button to cancel the job currently processing. The DocuColor cancels the job before printing begins.

Document name—The name of the document currently processing.

User name—The name of the user who sent the job currently processing.

Kilobytes—The amount (in kilobytes) of the job processed so far.



Info Status

When the DocuColor is not processing or printing a job, it displays information about the current server and software. It displays the following information:

Server Name—The DocuColor name.

Status—The current status of the DocuColor. The DocuColor status can be: Idle, Initializing, Busy, Processing, Printing, or Scanning.

Number of MB—The space (in megabytes) available on the DocuColor hard disk.

Version—The system software version running on the DocuColor.



Functions

You can press the Menu button to display the Functions menu. Use the up and down arrow buttons to scroll through the list. Press the line selection button to the right of the command to select it.

Functions menu

You can choose the following commands from this menu:

Choose:

Print Pages

Suspend Printing

To do this:

Print special pages from the DocuColor. You can print the following pages from the submenu that appears:

Test Page—A test page enables you to confirm that the DocuColor is properly connected to the copier and provides color and grayscale samples to troubleshoot problems with the copier or the DocuColor. The following information is listed: Server Name, Printer Model, and Date and Time printed.

Configuration—Prints the Configuration page, which gives the current server and device configuration. This page lists general information about the hardware and software configuration of the DocuColor, the current options for all Setup settings, and the ethernet and token ring addresses (if applicable) of the DocuColor.

Job Log—Prints a log of the last 55 jobs. For information on the fields in the Job Log and on printing it in other forms, see “Using the Job Log” on page 5-9.

Control Panel Map—Prints the Control Panel map, which is an overview of the screens you can access from the Control Panel. For information about using these screens to set up the DocuColor, see the *Administrator Guide*.

Font List—Prints a list of all fonts resident on the hard disk.

Suspend communication between the DocuColor and the copier. You can suspend printing if you want to interrupt the current DocuColor job so that you can use the copier to make copies. Jobs continue to process on the DocuColor and after you make the copies, you can select Resume Printing and the copier will continue printing jobs.

Resume Printing	Resume communication between the copier and the DocuColor after you have finished making copies.
Run Diagnostics	This command is provided for service representatives. Use the line selection buttons to select the diagnostic test you want to run and choose OK. Contact your authorized service/support technician for information about these diagnostics.
Reboot Server	Shut down all DocuColor activity in the correct manner and then restart. You should use this option instead of the switch on the rear of the DocuColor.

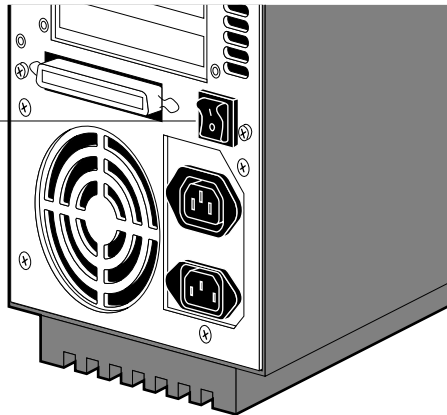
Starting and shutting down the DocuColor

Generally, you can leave the DocuColor running all the time. This section describes how to shut down and restart the DocuColor when necessary.

Starting the DocuColor

To start the DocuColor, move the switch on the rear of the DocuColor to the On position.

Power switch in the off position



Diagnostic messages appear on the Control Panel. If any diagnostics fail, more information and instructions appear. Contact your service representative if the DocuColor encounters problems while running the diagnostics.

When the diagnostics are finished, the following message is displayed:

For software update or setup press any key

If you want to change the Setup options, press one of the buttons; if you do not press a button, the DocuColor continues starting up and displays the message Idle when it is ready to receive data.

If you press a button, the following options appear:

Choose:	To do this:
Run Setup	View the options in the Setup menus. For information on these settings, see the <i>Administrator Guide</i> .
Install Software	Install new system software. This should be done only by your DocuColor service representative.
Format Disk	Reformat the DocuColor hard disk. This should be done only by your DocuColor service representative.

Restarting the DocuColor

You should use the procedure described in this section to restart the DocuColor rather than using the power switch on the rear of the DocuColor.

TO RESTART THE DOCUCOLOR:

1. Make sure that the DocuColor is not receiving, processing, or printing a document.
Make sure that the status message on the Control Panel is Idle.
NOTE: If a job from the Print Queue is processing, it will continue processing and print after the DocuColor is restarted; if a job sent to the direct connection is processing, it will not finish processing or printing.
2. Press the Menu button to display the Functions menu.
3. Use the down arrow button to scroll to the last screen and choose Reboot Server.

Shutting down the DocuColor

You may need to shut down the DocuColor for service. When you do so, fonts that have been downloaded to the hard disk drive are not deleted. Print jobs in the Printed queue and jobs that have been processed but not printed are not deleted and are available for printing when you restart the DocuColor.

TO SHUT DOWN THE DOCUCOLOR:

1. Make sure that the DocuColor is not receiving, processing, or printing a document.
Make sure that the status message on the Control Panel is Idle.

NOTE: If a job from the Print Queue is processing, it will continue processing and print after the DocuColor is restarted; if a job to the direct connection is processing, it will not finish processing or printing.

2. Press the Menu button to display the Functions menu.
3. Scroll to the final screen and select Reboot Server.

You should always select Reboot Server before you turn the DocuColor off to ensure that no jobs are lost.

4. Switch off the DocuColor when it restarts.

Chapter 2: Printing with Macintosh Computers

You can print to the DocuColor just as you would print to any other printer from any application software. First, select the DocuColor as the current printer in the Chooser, and then print the file from within your application.

Jobs printed to the DocuColor are sent from your Macintosh computer to a network server via AppleTalk; the network server then prints the job to the DocuColor via IPX/SPX. For more information on setting up network servers to communicate with the DocuColor, see the *Administrator Guide*.

Printing from applications

Before you can print to the DocuColor from applications, you must select the DocuColor in the Chooser. Then, using the Adobe PostScript printer driver and the correct PostScript Printer Description (PPD) file, you can control many DocuColor printing features by specifying job settings from print dialog boxes.

Selecting the DocuColor in the Chooser

Before you print a job, make sure the DocuColor is the currently selected printer.

TO SELECT THE DOCUCOLOR AS THE CURRENT PRINTER:

1. Make sure the DocuColor is turned on, is connected to the network via a Novell server. For instructions, see the *Administrator Guide*.
2. Choose Chooser from the Apple menu.
3. Click the AdobePS icon to select it.
4. If your network is divided into zones, select the zone in which the DocuColor is located.
5. Select the DocuColor in the list of printers that appears.

The names of all supported printers in the zone appear in the scroll list on the right. The DocuColor appears with its shared printer name (the Spooler's AppleTalk Name, as set on the Novell server by your system administrator). For details, see the *Administrator Guide*.

6. In the Chooser window, make sure that AppleTalk is Active and then click the close box to quit the Chooser.

The DocuColor remains selected as the current printer until you choose a new printer in the Chooser.

Setting print options

With Macintosh computer applications, print options are set from both the Page Setup dialog box and the Printer Specific Options dialog box. For details, see Appendix D, “Setting Job Overrides.”

NOTE: Some default print options are set by the administrator during Setup. Check with the administrator for information on the current server default settings.

TO PRINT FROM A MACINTOSH APPLICATION USING THE ADOBEPS PRINTER DRIVER:

1. Open the file you want to print from within the application.
2. Choose Print from the application's File menu.

The Print dialog box appears.



NOTE: Print dialog boxes vary across applications.

If the Print dialog box lets you select from a pop-up menu of available printers, choose the DocuColor.

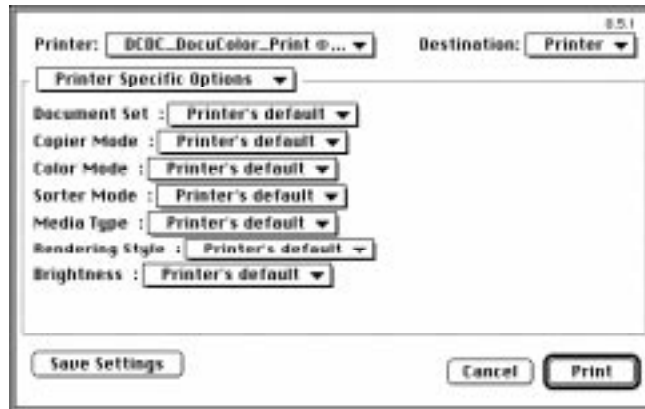
In the Paper Source pop-up menu, specify the paper tray to use for the job. For example, you can specify that the job should be printed on pages in the Bypass tray. Tray selection is valid for the current job only.

NOTE: If paper loaded in the selected tray is a different size, orientation, and/or media type than that of the job you are sending, the DocuColor displays an error message and the job will not print. You should then load the correct paper in the selected tray or cancel the job.

3. From the General pop-up menu, choose Notes.

In the Notes 1 and Notes 2 areas, enter user and job identification information for accounting purposes, or whatever information is required at your site. The notes you enter in these areas appear in the Job Log.

4. From the Notes pop-up menu, choose Printer Specific Options.
5. Select the appropriate settings for your print job.



These print options are specific to the DocuColor. They override settings in Printer Setup on the DocuColor Control Panel; you can also override some of these settings in the WebSpooler or in the Spooler Override Print Settings dialog box. For information about these options and overrides, see Appendix D, "Setting Job Overrides."

If you choose **Printer's default**, the DocuColor prints with either the default value for the server, or the information entered during Setup on the DocuColor Control Panel.

Some PPD options can also be set from within an application. In these cases, use the DocuColor PPD option to perform the function, rather than setting it from the application. (The application may not set up the file properly for printing on the DocuColor and may also take longer to process.)

6. If you want to make the new settings your default settings, click **Save Settings**.
7. Click **Print** to begin printing your job.

Chapter 3: Printing with Windows Computers

The DocuColor enables you to print from a Windows-based computer connected to the DocuColor. This chapter describes how to print to the DocuColor from Windows 95, Windows 3.1x, and Windows NT.

You can print from a networked Windows computer, or from a Windows computer connected to the parallel port on the DocuColor. If you plan to print files at another location, you should follow the procedures described in “Saving files to print at a remote location” on page 3-12.

Another way to print from a Windows computer is to download PostScript files or Encapsulated PostScript (EPS) files using the Downloader utility.

NOTE: For information on setting up the Windows environment for printing with Windows servers connected to the DocuColor, see the *Administrator Guide*. For information on how to connect to the DocuColor over the network, install printer drivers, and install the utilities, see *Getting Started*.

Printing from applications

Once you have installed the DocuColor printer driver and set it to the proper port as described in *Getting Started*, you should be able to print directly from most Windows applications. Simply choose the Print command from within your application.

Setting options and printing with Windows 95

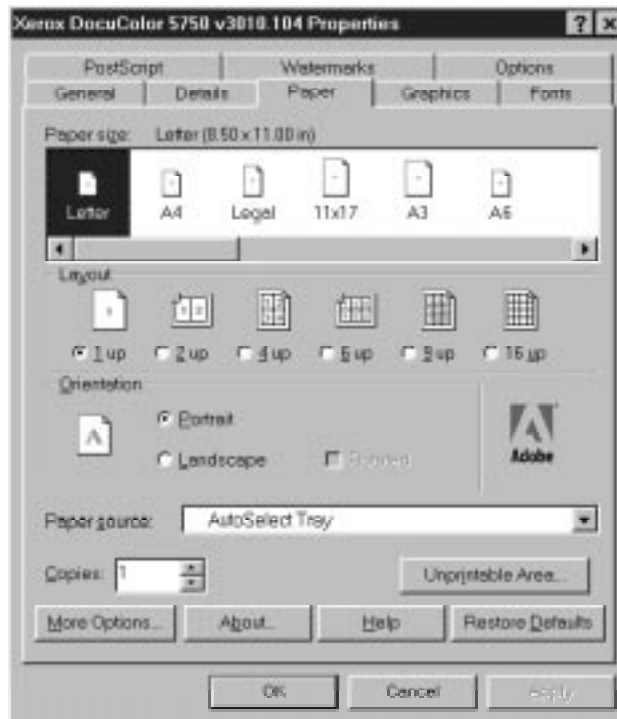
Once you have installed the DocuColor printer driver file, you can select the printer settings you prefer. You can also change settings for a particular file when you print the file to the DocuColor.

To print from Windows 95, use the Adobe PostScript printer driver included with the user software. This driver uses all features of the DocuColor.

Before printing, make sure that the correct print options are set.

TO SET PRINT OPTIONS AND PRINT WITH THE ADOBEPS PRINTER DRIVER FROM WINDOWS 95:

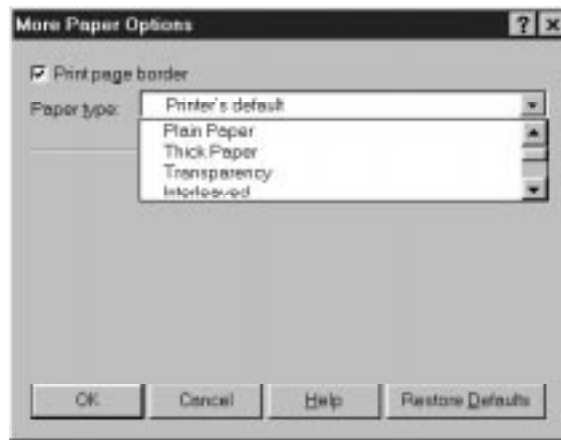
1. Double-click the My Computer icon.
2. Double-click the Printers icon.
3. Select the icon for the DocuColor and choose Properties from the File menu.
4. Click the Paper tab.
5. Select the appropriate settings for your print job.



In the Paper Source pop-up menu, specify the paper tray to use for the job. For example, you can specify that the job should be printed on pages in the Bypass tray. Tray selection is valid for the current job only.

NOTE: If paper loaded in the selected tray is a different size, orientation, and/or media type than that of the job you are sending, the DocuColor displays an error message and the job will not print. You should then load the correct paper in the selected tray or cancel the job.

6. To select a specific media type, click **More Options**.
7. In the **Paper type** pop-up menu, specify the type of media to use for the job and click **OK**.



8. Click the Options tab.



9. Click through the Job, Color, and Finishing tabs, and select the appropriate settings for your print job.

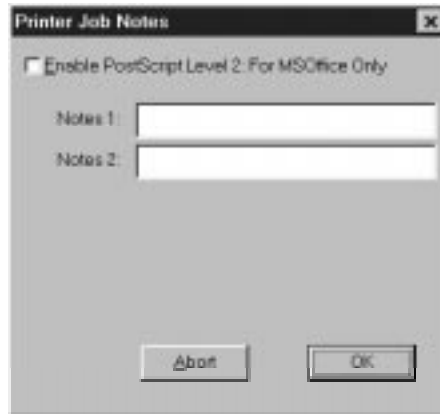
These print options are specific to the DocuColor. They override settings in Printer Setup on the DocuColor Control Panel; you can also override some of these settings in the WebSpooler or Spooler Override Print Settings dialog box. For information about these options and overrides, see Appendix D, “Setting Job Overrides.”

If you choose **Printer's default**, the DocuColor prints with either the default value for the server, or the information entered during Setup on the DocuColor Control Panel.

10. If you want to make the new settings your default settings, click Apply.
11. Click OK to activate the current settings.

12. From your application, choose Print.

The Printer Job Notes dialog box appears.



13. Enter text messages in the Notes 1 and Notes 2 areas.

In the Notes 1 and Notes 2 areas, enter user and job identification information for accounting purposes, or whatever information is required at your site.

The notes you enter in these areas appear in the Job Log.

The notes you enter in the Notes 1 and Notes 2 areas are kept in memory and appear automatically in this dialog box when you print subsequent jobs. You can edit these notes if necessary for subsequent jobs.

14. If you are printing from a Microsoft Office application, click Enable PostScript Level 2: for MS Office Only.

As a rule, the Color Rendering Dictionaries (CRDs) are *not* used when printing from PostScript 1 applications. However, for the Microsoft Office 95 and Microsoft Office 97 suites of applications, you can enable CRDs with this setting.

15. Click OK to begin printing.

Saving and loading print option settings

Print option settings can be saved to a file on your hard disk. Saving a settings file enables you to easily load specifically configured settings for a particular job.

TO SAVE PRINT OPTION SETTINGS:

1. After configuring the options from the Job, Color, and Finishing tabs, click Save Settings.
2. Name the settings file and browse to a location on your hard disk where you want to save the file.
3. Click OK.
The settings file is saved to the location you specified.

TO LOAD PRINT OPTION SETTINGS:

1. From the Options tab, Click Load Settings.
2. Browse to the settings file.
3. Select the settings file from the list and click OK.

The options from the Job, Color, and Finishing tabs are automatically configured with the saved settings.

Setting options and printing with Windows 3.1x

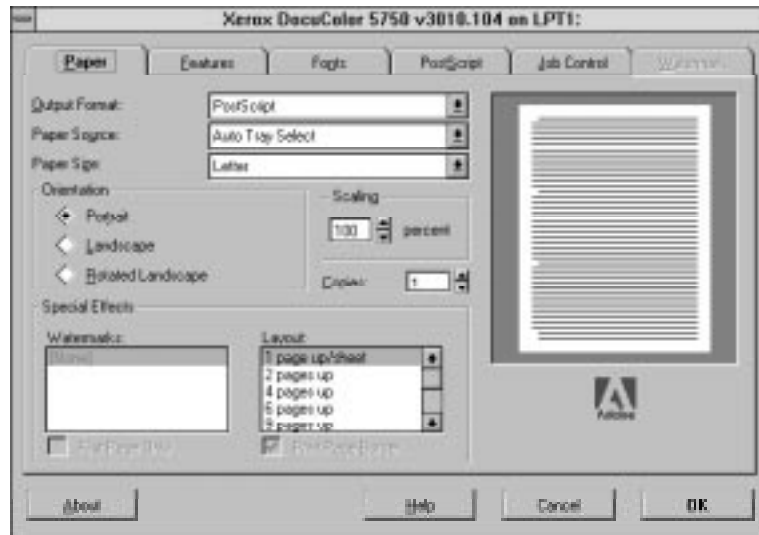
Once you have installed the DocuColor printer driver file, you can select the printer settings you prefer. You can also change settings for a particular file when you print the file to the DocuColor.

To print from Windows 3.1x, use the Adobe PostScript printer driver included with the user software. This driver uses all features of the DocuColor.

Before printing, make sure that the correct print options are set.

TO SET PRINT OPTIONS AND PRINT WITH THE ADOBEPS PRINTER DRIVER FROM WINDOWS 3.1X:

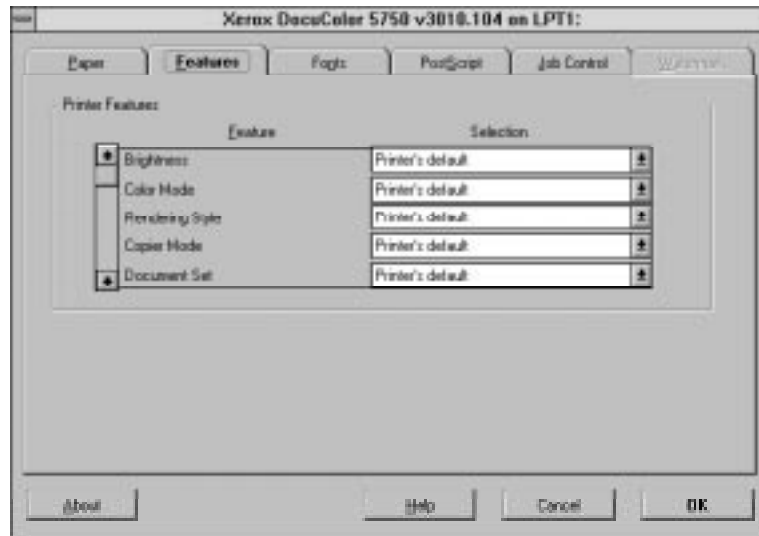
1. In the Main window, double-click the Control Panel icon.
2. Double-click the Printers icon.
3. In the Printers dialog box, select the DocuColor in the Installed Printers box and click the Setup button.
4. Click the Paper tab.
5. Select appropriate settings for your print job.



In the Paper Source pop-up menu, specify the paper tray to use for the job. For example, you can specify that the job should be printed on pages in the Bypass tray. Tray selection is valid for the current job only.

NOTE: If paper loaded in the selected tray is a different size, orientation, and/or media type than that of the job you are sending, the DocuColor displays an error message and the job will not print. You should then load the correct paper in the selected tray or cancel the job.

- Click the Features tab.



- Select the appropriate settings for your job and click OK.

These print options are specific to the DocuColor (you must scroll to see all the pop-up menus). They override settings in Setup on the DocuColor Control Panel; you can also override some of these settings in the WebSpooler or Spooler Override Print Settings dialog box. For information about these options and overrides, see Appendix D, "Setting Job Overrides."

If you choose **Printer's default**, the DocuColor prints with either the default value for the server, or the information entered during Setup on the DocuColor Control Panel.

8. Choose Print in your application.

The Color Printer Job Notes dialog box appears.



9. If necessary, enter your name in the User and Document areas.

Once you enter your name in the User area, it appears automatically in this dialog box when you print subsequent jobs.

NOTE: This entry *cannot* be changed without deleting and reinstalling the printer.

10. Enter text messages in the Notes 1 and Notes 2 areas.

In the Notes 1 and Notes 2 areas, enter user and job identification information for accounting purposes, or whatever information is required at your site.

The notes you enter in these areas appear in the Job Log.

The notes you enter in the Notes 1 and Notes 2 areas are kept in memory and appear automatically in this dialog box when you print subsequent jobs. You can edit these notes if necessary for subsequent jobs.

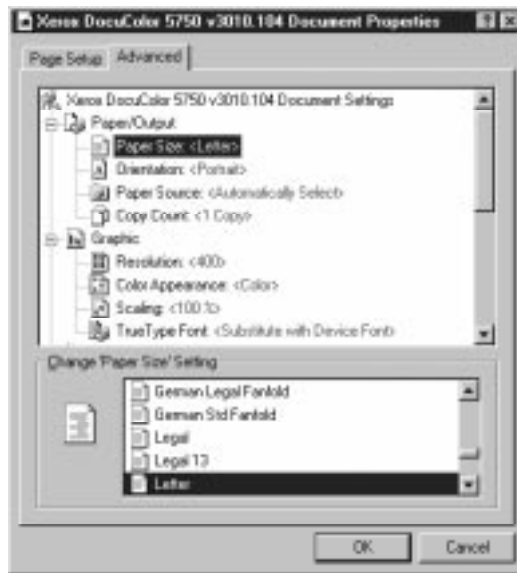
11. Click OK to begin printing.

Printing with Windows NT 4.0

You can print from Windows NT 4.0 using the printer driver included with Windows NT. The Windows NT 4.0 PostScript printer driver supports many DocuColor-specific options.

TO SET PRINT OPTIONS AND PRINT WITH THE MICROSOFT POSTSCRIPT PRINTER DRIVER FROM WINDOWS NT 4.0:

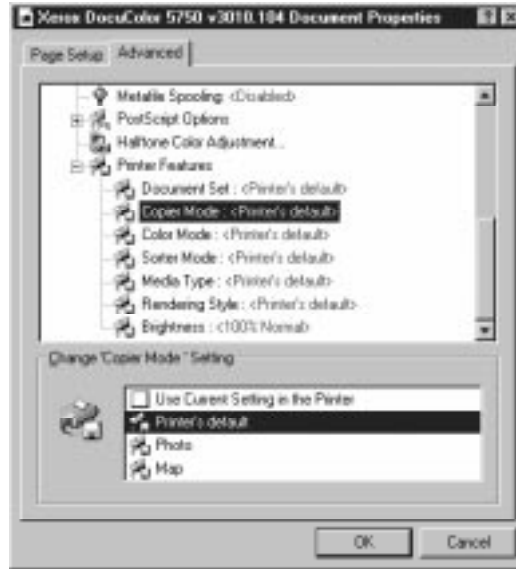
1. Choose Print in your application and click Properties.
2. Click the Advanced tab.
3. Select the appropriate settings for your print job.



In the Paper Source menu, specify the paper tray to use for the job. For example, you can specify that the job should be printed on pages in the Bypass tray. Tray selection is valid for the current job only.

NOTE: If paper loaded in the selected tray is a different size, orientation, and/or media type than that of the job you are sending, the DocuColor displays an error message and the job will not print. You should then load the correct paper in the selected tray or cancel the job.

4. Scroll down to the print options, and select the appropriate settings for your print job.



These print options are specific to the DocuColor (you must scroll to see all the options). They override settings in Printer Setup on the DocuColor Control Panel; you can also override some of these settings in the WebSpooler or Spooler Override Print Settings dialog box. For information about these options and overrides, see Appendix D, “Setting Job Overrides.”

If you choose **Printer's default**, the DocuColor prints with either the default value for the server, or the information entered during Setup on the DocuColor Control Panel.

5. Click OK, then click OK in the Print dialog box to begin printing.

Printing with Windows NT 3.51

You can print from Windows NT 3.51 using the printer driver included with Windows NT. However, this driver does not support DocuColor-specific options. See *Getting Started* for information on the Windows NT PostScript printer driver.

Printing to the parallel port

The DocuColor has a parallel port that enables you to print most files directly from a Windows computer if your network administrator has connected the Windows computer's parallel port to the DocuColor parallel port.

NOTE: You cannot use the Downloader through the parallel port.

TO PRINT FILES WITH THE PARALLEL PORT:

1. Make sure the parallel port is enabled on your DocuColor.

Check with your site administrator to see whether printing to the parallel port is enabled. See *Getting Started* for information on setting up parallel port printing on your Windows computer.

2. Select the printer port that is connected to the DocuColor parallel port.

Select one of the local ports: **LPT1**, **LPT2**, or **LPT3**. For instructions, see your Windows documentation.

3. Print from within your application.

Saving files to print at a remote location

If you do not have a DocuColor and are preparing files to take to a service bureau or other location, print your final files to the File port (as opposed to one of the local ports). You can also print to the File port to create a file to be downloaded using the Downloader. For instructions, see your Windows documentation.

Using Downloader to print

Downloading files with Downloader is generally faster than printing from application software. You can use Downloader to print PostScript files or EPS files.

TO PRINT USING DOWNLOADER:

1. Create a PostScript file or EPS file. Specify the appropriate print options and include (embed) any necessary fonts that are not resident on the DocuColor.
For information on the fonts resident on the server, check with the administrator.
2. Start up Downloader and connect to the DocuColor.
3. Select the file(s) you want to download, and specify any necessary options.
4. Click Download.

For details, see “Downloading files and fonts” on page 5-11.

Chapter 4: Printing with UNIX Workstations

You can print to the DocuColor directly from UNIX. Jobs printed to the DocuColor are sent to the Print queue and can be manipulated from Macintosh and Windows computers on the network.

The queue name and DocuColor printer name are established by your system administrator. Contact your system administrator for the name of your queues.

NOTE FOR ADMINISTRATORS: The internal rp name that must be matched exactly when setting up printing to the DocuColor is: print.

For information about setting up printing from TCP/IP, see your UNIX system documentation.

Printing to the DocuColor

You can use UNIX commands to print PostScript files and text files to the DocuColor. In general, the basic printing commands (`lpr`, `lpq`, `lprm`) can be used to send print jobs to a DocuColor. See your UNIX manual pages or other documentation for information about UNIX commands.

NOTE: Make sure that the files are either PostScript or text files. These are the only formats you can use to print from UNIX.

TO PRINT FROM UNIX:

- On a system running SunOS4 or another BSD-based variant, use the `lpr` command to send a job to the DocuColor as follows:

```
lpr <-Pprinter> <-#copies> <filename>
```

For example, if the Print queue of your DocuColor is named `print_Server`, your file is named `Sample`, and you want to print two copies, type:

```
lpr -Pprint_Server -#2 Sample
```

- On a system running Solaris 2 or any System V implementation of UNIX, use the `lpr` command to send a job to the DocuColor as follows:

```
lpr -d <printername> {-n <-#copies>} <filename>
```

For example, if the Print queue of your DocuColor is named `print_Server`, your file is named `Sample`, and you want to print two copies, type:

```
lpr -d print_Server -n 2 Sample
```

TO DISPLAY A LIST OF JOBS IN THE QUEUE:

- On a system running SunOS 4 or another BSD-based variant, use the `lpq` command to see printer jobs in the queue as follows:

```
lpq <-Pprinter>
```

For example, if the Print queue of your DocuColor is named `print_Server`, type:

```
lpq -Pprint_Server
```

Your workstation displays the contents of the queue.

- On a system running Solaris 2 or any System V implementation of UNIX, use the `lpstat` command to see printer jobs in the queue as follows:

```
lpstat -o <printername>
```

For example, if the Print queue of your DocuColor is named `print_Server`, type:

```
lpstat -o print_Server
```

Your workstation displays the contents of the queue.

TO REMOVE JOBS FROM THE QUEUE:

NOTE: Unless you log in as the root user, you can remove only your own jobs.

- On a system running SunOS 4 or another BSD-based variant, use the `lprm` command to remove jobs from the queue as follows.

```
lprm <-Pprinter> <job #...>
```

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4-3 Printing to the DocuColor

You can use the `lpq` command to check the job number.

For example, to remove job number 123 from the Print queue of your DocuColor named `print_Server`, type:

```
lprm -Pprint_Server 123
```

The `lprm` command reports the names of any files it removes.

- On a system running Solaris 2 or any System V implementation of UNIX, use the `cancel` command to remove jobs from the queue.

```
cancel <printername> <job ID>
```

For example, to remove job number 123 from the Print queue of your DocuColor named `print_Server`, type:

```
cancel print_Server 123
```


Chapter 5: Managing Print Jobs

The following utilities are available to help you manage your print jobs on the DocuColor:

- Spooler, which is installed from the User Software CD, enables you to view the order and priority of print jobs, delete jobs, and move jobs between queues. You can also use it to view job accounting information.
- Downloader, which is installed from the User Software CD, enables you to print PostScript and Encapsulated PostScript (EPS) files directly to the DocuColor without using the application they were created in. Downloader also enables you to manage printer fonts on the DocuColor.

NOTE: You cannot use Spooler and Downloader with the parallel port.

- The WebSpooler WebTool, accessible over the Internet or intranet, has the same functionality as Spooler.
- The Installer WebTool, accessible over the Internet or intranet, enables you to download printer file installers directly from the server.

For more information on the Installer WebTool, see *Getting Started*.

Spooler

Spooler is a utility that is installed from the User Software CD. Unlike the WebSpooler WebTool, which must be accessed via an Internet browser, users need only a network connection to the DocuColor in order to use Spooler.

NOTE: Spooler is supported with Windows 95 and Windows NT 4.0 only. Spooler is not supported with Macintosh, Windows 3.1x, or Windows NT 3.51.

Access privileges

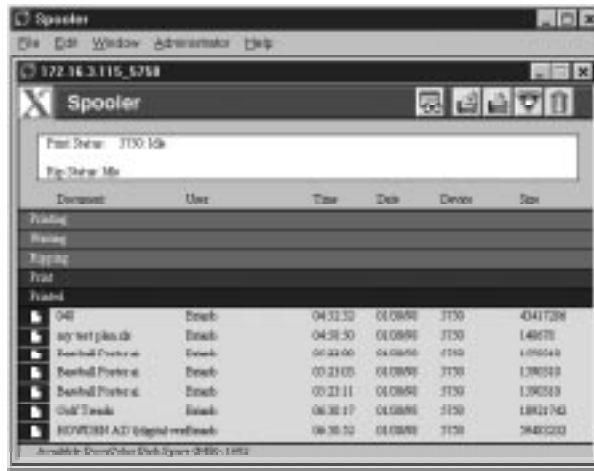
The DocuColor system allows the site administrator to choose and implement a password. This password is required to use the job management features of Spooler.

If you have been given the Spooler password, you can manage job flow and override print settings of all jobs. If not, you can still manage job flow and override print settings of your own jobs, as well as track the status of all other jobs. Check with your site administrator for information on Spooler access privileges.

TO LAUNCH SPOOLER:

1. Double-click the Spooler icon or choose Spooler from the Windows 95 Start button.
2. Select the DocuColor from the Chooser list and click OK.

The Spooler main window and File, Edit, Window, Help (Windows), and Administrator menus appear.



3. To access Administrator functions, choose Password from the Administrator menu. This menu is active only if a password was created on the DocuColor.
4. Enter the password in the window that appears, and click OK.



Tracking and managing jobs

Spooler lets you monitor and manipulate the print jobs that you send to the DocuColor. It also lets system administrators track and manage all users' print jobs.

Spooler jobs can be in one of the following queues:

- Print** Normal print jobs sent to the DocuColor appear in the Print queue. You can move and manipulate these jobs as described below.
- Printed** The jobs most recently sent to the DocuColor are saved in the Printed queue. You can drag these jobs back to the Print queue to print additional copies. The number of jobs saved in the Printed queue is set by your system administrator in Setup on the DocuColor Control Panel.

Jobs in the queues are stored on the DocuColor hard disk. Make sure that you leave enough space on the hard disk for fonts and other Spooler jobs.

You can use the Spooler Job Log to view information about jobs printed to the DocuColor for job accounting purposes, or saved for reference. The Job Log can be printed to the DocuColor or saved as a file and viewed in other applications.

Server name or IP address of DocuColor

Current Print and RIP status

Name of the job currently printing

Name of the job currently processing

Scroll list of every document sent to the Print queue

Jobs with PostScript errors appear in Printed queue with Alert icon

Available space on DocuColor hard disk

The screenshot shows a window titled "Spooler" with a toolbar and a status area. The status area displays "Print Status: 5750: User: Beisab; Document: 048" and "Rip Status: User: Beisab; Document: Golf Trends". Below this is a table with columns: Document, User, Time, Date, Device, and Size. The table is divided into sections: Printing, Waiting, Ripping, Print, and Printed. The Printed section shows three jobs with alert icons.







Document	User	Time	Date	Device	Size
Printing					
048	Beisab	04:52:32	01/00/98	5750	43417286
Waiting					
Ripping					
Golf Trends	Beisab	06:30:17	01/00/98	5750	10921740
Print					
my test plan.doc	Beisab	04:50:58	01/00/98	5750	148672
HOWDEN AD V.digital.vst	Beisab	06:50:52	01/00/98	5750	59483232
Printed					
Bushnell Postscript	Beisab	05:22:03	01/00/98	5750	1590318
Bushnell Postscript	Beisab	05:23:11	01/00/98	5750	1590318
Bushnell Postscript	Beisab	05:22:08	01/00/98	5750	1590318

Available DocuColor Disk Space (MB): 3602

The job list includes information about the document name, user name, time and date sent, print device, and file size.

The window is split into regions that correspond to the different queues and steps in the printing process. You can click and drag a job to the Print region of the window to print it.

The icons provide information about the job:

Printing		Printing icon	The job that is currently printing appears in this list; it can be selected and deleted to cancel printing.
Waiting		Printing icon	Jobs that have been processed and are waiting to print appear in this list, but they are dimmed because their settings cannot be changed and they cannot be moved or canceled.
Ripping		RIP icon	Jobs that are processing appear in this list; they can be selected and deleted to cancel processing.
Print		Print icon	Jobs that have not been processed appear in this list, in the order they will be processed and printed. The jobs can be selected and deleted to cancel processing and printing.
Printed		Printed icon	Jobs that have been printed are saved in this list. Jobs are stored in the Printed queue until the limit set by your system administrator in Setup on the DocuColor Control Panel is reached. The jobs can be selected and deleted from the DocuColor hard disk.
Printed		Alert icon	If a PostScript error occurred while a job was printing, it appears in the Printed queue with an Alert icon next to it. You can double-click the Alert icon to display the error message. The jobs can be selected and deleted from the DocuColor hard disk.

Buttons also appear above the scroll list. The buttons are:



Update

Click this button to update the information in the Spooler main window.



Duplicate and Print

Drag a document onto this button or select the document and click this button to duplicate it and put the duplicate in the Print queue.



Print

Drag a document onto this button or select the document and click this button to print it to the Print queue.



Hold

This queue is not enabled on the DocuColor. If you drag a document onto this button, or select the document and click this button, you will receive a Warning message.



Delete/
Cancel

Drag a file onto this button or select the document and click this button to delete it or cancel processing or printing it. You will be asked to verify that you want to delete the job. You can eliminate the verification notice by turning off the **Confirm file deletion** option in the Preferences dialog box.

TO SET SPOOLER PREFERENCES:

1. Choose Preferences from the Edit menu.

The Preferences dialog box appears.



You can use this window to specify that the DocuColor:

Update Automatically every *n* seconds or **Update Manually**—This option lets you specify whether the Spooler main window is automatically updated every 20 seconds (or at an interval that you set), or whether it is updated only when you choose the Update command from the Window menu. By default, the Spooler main window is updated automatically every 20 seconds.

NOTE: When automatic updating is on, data is coming from the DocuColor across the network very frequently. This data adds to the network traffic, and may slow down other network jobs. For optimum network performance, turn off automatic updating in the Spooler Preferences dialog box; when you want to view updated information in the Spooler window, choose Update from the Window menu or click the Update button.

Confirm file deletion—Select this if you want a confirmation dialog box to appear before you delete a file.

2. If you selected Manual updating in the Preferences window, choose Update from the Window menu to update the information in the Spooler main window.

Duplicating, copying, moving, and deleting jobs

Users monitor their own print jobs. The DocuColor system administrator (or anyone with Spooler Password access) can move, delete, and configure jobs for all users, and can re-order jobs within a queue.

Duplicating jobs

You can duplicate jobs in the Print and Printed queues:

- If you want to change printing parameters in the Override Print Settings dialog box without losing the original settings.
- If you want to print more than 20 copies to the sorter (the maximum number of copies that you can print to the sorter is 20).

When you duplicate a job, the DocuColor creates a reference to the original file, so duplicate files do not require the full amount of disk space on the DocuColor. As long as one of the duplicates remain, the DocuColor saves the file, so you can delete all but one reference to a file.

TO DUPLICATE A JOB WITHIN A QUEUE:

1. Select the job that you want to copy by clicking its name.
The selected job is highlighted. If you want to select more than one job, Shift-click to select multiple, adjacent jobs; Ctrl-click to select multiple, non-adjacent jobs.
2. Choose Duplicate Job(s) from the Edit menu.
The job appears at the bottom of the queue.

TO DUPLICATE AND PRINT A JOB:

1. Select the job that you want to copy by clicking its name.
The selected job is highlighted. If you want to select more than one job, Shift-click to select multiple, adjacent jobs; Ctrl-click to select multiple, non-adjacent jobs.
2. Click the Duplicate and Print button, or drag the job to the Duplicate and Print button.
The job appears at the bottom of the Print queue.

TO MOVE A JOB WITHIN A QUEUE:

1. Choose Password from the Administrator menu and enter the password.
If there is no password, go to step 2.
2. Select the job that you want to move by clicking its name.
The selected job is highlighted. If you want to select more than one job, Shift-click to select multiple, adjacent jobs; Ctrl-click to select multiple, non-adjacent jobs.
3. Drag the file to the new location in the queue.

TO DELETE A JOB FROM ANY OF THE QUEUES:

1. Select the job that you want to delete by clicking its name.
2. Drag the selected job to the Delete button or click the Delete button.
You can also choose Delete Job(s) from the Edit menu.
System administrators (or anyone with Spooler Password access) can delete any job.

Changing print settings for a job

You can set certain printing parameters for a job in the Override Print Settings dialog box. The settings in this dialog box override the settings in the Printer Specific Options (Mac OS)/Options (Windows) dialog box and in Setup on the DocuColor Control Panel.

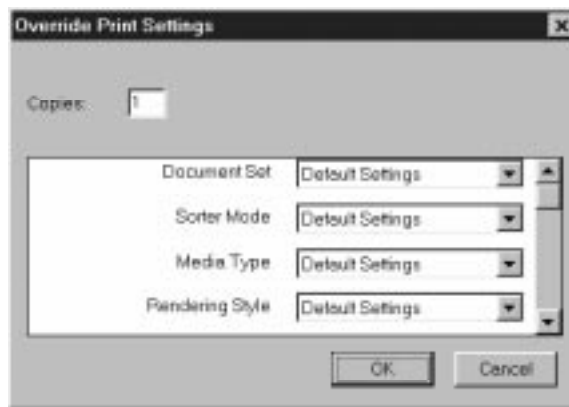
You can change printing parameters only for jobs in the Print and Printed queues of the Spooler main window.

System administrators (or anyone with Spooler Password access) can change print settings for any job.

TO CHANGE PRINT SETTINGS FOR A JOB:

1. Double-click a job or select the job and choose **Override Print Settings** from the Edit menu.

The Override Print Settings dialog box appears.



2. Choose the new settings from the pop-up menus.

If you select **Default Settings**, the job will use the settings in the Printer Specific Options (Mac OS)/Options (Windows) dialog box.

For information about these options, see Appendix D, “Setting Job Overrides.”

3. Click **OK** to make changes.

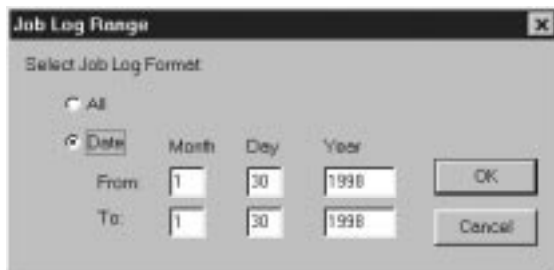
Using the Job Log

With Spooler, you can view and print a log of all the jobs printed to the DocuColor. You can also save the Job Log as a text file that you can then import into a spreadsheet or word processing application for job accounting purposes. All jobs printed to the queues, printed by direct connection, and scanned from the copier are listed in the Job Log.

TO DISPLAY, PRINT, AND SAVE THE JOB LOG:

1. Choose Show Job Log from the Window menu.
2. Specify the period for the Job Log in the window that appears.

Click **All** to view all jobs since the Job Log was cleared; click **Date** if you want to specify a period of time for the Job Log.



3. Click OK.

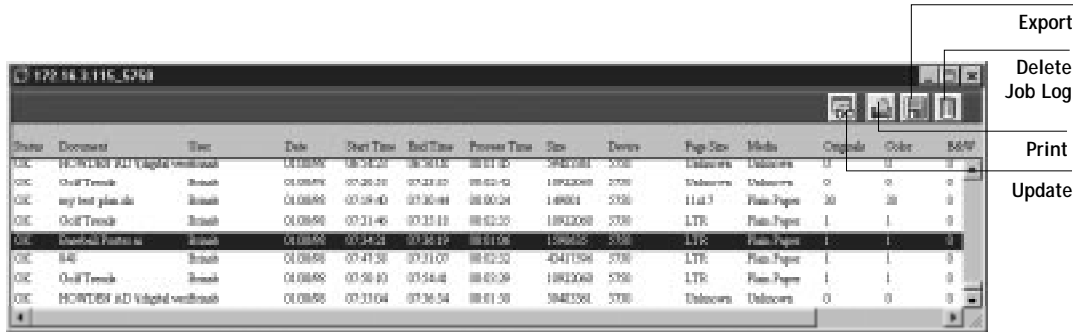
The Job Log window displays a list of all the jobs and the following information about them: status, document name, user name, date, start time, end time, process time, file size, print device, paper size, media, number of originals, number of color pages, number of black and white pages, total number of pages, note 1, and note 2.

The information in the note fields is specified in the Print dialog box if you are using the Adobe PostScript printer driver.

5

5-10 Managing Print Jobs

Use the scroll bar at the bottom of the window to view all fields in the Job Log window.



The text in the Status column provides information about the job:

- OK The job was printed normally.
- ERROR A PostScript error occurred while a job was processing. You can double-click ERROR to display the error message. A dialog box displays the PostScript error. Click OK to close the dialog box.
- CANCEL The job was canceled before printing was completed.

4. To update the Job Log, click the Update button at the top of the window.
5. To print the Job Log, choose Print Job Log from the File menu or click the Print button at the top of the window.

The information displayed in the Job Log window prints to the current DocuColor. When you print the Job Log, totals are printed for all appropriate columns.

6. To save the Job Log as a file that you can view with a different application, choose Export Job Log from the File menu or click the Export button at the top of the window.
7. Enter a name for the log file, and click Save.

The Job Log is saved as a text file, and the Job Log window reappears.

You can view the information in any application that can read a text file. Items are separated by tabs.

8. If you entered the Administrator password, you can choose Delete Job Log from the File menu to clear the Job Log.

The system administrator can also print and clear the Job Log from the Control Panel.

Downloading files and fonts

You can use Downloader to:

- Print PostScript and EPS files
- Check the status of the DocuColor
- Manage the PostScript printer fonts stored on the DocuColor hard disk

NOTE: You can also use standard LaserWriter downloaders, such as the Adobe Font Downloader, with the DocuColor. Downloader was designed specifically for the DocuColor; you cannot use Downloader with any other printer.

TO VIEW INFORMATION WITH DOWNLOADER:

1. Double-click the Downloader icon or choose Downloader from the Windows 95 Start button.
2. Select the DocuColor from the Chooser list and click OK.

Downloader's Status window appears and you see the Toolbar, Downloader's menu(s), and the status bar at the bottom of the screen.



Buttons for some menu functions display in the Toolbar at the top of the window. Click the button to perform the function. The buttons are:



Open

Click this button to connect to a different DocuColor.



Download

Click this button to download a file or font to the DocuColor.



Display font list

Click this button to display a list of printer fonts on the DocuColor hard disk.



Display status window

Click this button to display the status window for the current DocuColor.



About the Downloader

Click this button to view version information about Downloader.

The Print Status region displays the server status and the user name and document name of the job currently printing.

The RIP Status region displays the server status and the user name and document name of the job currently processing.

The Download Progress bar dynamically displays the progress of the job as it downloads to the DocuColor.

The Hard Disk region displays the amount of available disk space on the DocuColor.

Click the Display Font List button or choose Font List from the File menu to view font information.

3. To select a different DocuColor, click the Open button or choose Open from the File menu.
4. Select the DocuColor from the Chooser list, and click OK.
5. To close the window, choose Close from the File menu; to close the application choose Exit from the File menu.

Printing with Downloader

Printing PostScript files with Downloader is fast—generally faster than printing from within applications. If you regularly print large files, be sure to try printing with Downloader.

TO DOWNLOAD A FILE OR FONT WITH DOWNLOADER:

1. Use your application to generate a file.

You can save a PostScript file by selecting the PostScript option in the application's Print dialog box. With some applications, you can save EPS files.

If you experience problems printing EPS files with Downloader, you can print the file directly from the application in which you created it.

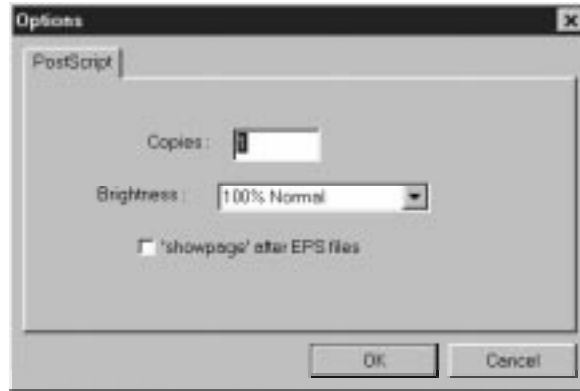
2. Double-click the Downloader icon.

3. Choose Download from the File menu or click the Download button.
A dialog box containing a list of files appears.



4. Select the file type to display in the Files of type menu.
You can leave this at the default All Known Formats, or select All Files. All Known Formats lists all files in formats supported by Downloader; All Files lists all files.
NOTE: You can download files and fonts in the same batch.
5. Select where to download the file or font in the Connection Type pop-up menu.
You can select the Print Queue or Direct Connection. If the connection is not enabled, an error message will appear.
6. Select the filename and click Add File(s).
The File name field displays the name of the selected file before you click Add.
You can use the dialog box to move to different drives and directories to select files to download.
If you change your mind about a file, select the filename in the Files to be Downloaded list and click Remove File(s).

7. To change attributes of a job, select it and click **Options**.



8. Specify the following information in the dialog box and click **OK**.

Copies—Specify the number of copies you want by entering the number in the **Copies** text box.

Brightness—Change the Brightness setting if a file prints too dark or too light. Select **85%** for a substantially lighter image, **115%** for a substantially darker image, or one of the options in between.

NOTE: Some applications, including Adobe Photoshop, provide transfer functions that let you specify density settings for an image. If the file you are printing includes transfer functions, the Downloader **Brightness** options will have no effect on your printout. For more information on using transfer functions, see the documentation for your application.

'showpage' after EPS files—In most cases, you do not need to use this option. Select the **'showpage'** option only if an EPS file fails to print without it. This option adds a showpage PostScript language command at the end of the print job. Some applications omit this necessary PostScript language command when they generate EPS files. Select this option when printing EPS files generated by these applications. If you select this option unnecessarily, extra blank pages may print.

9. Repeat step 7 and step 8 for any other jobs as needed.
10. When you have selected all files and fonts, click **Download File(s)**.
11. To cancel downloading, press **Escape**.

Downloading and managing printer fonts

The DocuColor includes 136 PostScript fonts; for a complete list, see Appendix B, “Font List.” In addition, two Adobe Multiple Master fonts are included and are used for font substitution in PDF files.

Before printing a PostScript or EPS file containing fonts that are not resident on the DocuColor hard disk, you must download the fonts manually.

You cannot use Downloader to download TrueType fonts.

Printer fonts and Macintosh screen fonts

Like all PostScript fonts, the fonts included with the DocuColor come in two forms: printer fonts and screen fonts. The printer fonts are installed permanently on the DocuColor’s hard disk. The screen fonts, which are included with the DocuColor, should be installed on Macintosh computers. If you are using these fonts in documents you print on a LaserWriter, they are probably already installed. If not, you’ll need to install them yourself. See *Getting Started* for instructions.

Occasionally, you may want to use PostScript (Macintosh) or Adobe Type 1 (Windows) fonts that are not included with the DocuColor. If so, you’ll need to install both the screen fonts and the printer fonts on your computer. To do this, follow the instructions from the font manufacturer.

Downloading printer fonts to the DocuColor

In general, each time you print from within a Macintosh application, the application automatically downloads any fonts used in your document that are not already installed on the DocuColor, as long as the printer fonts are installed in your System Folder. These fonts remain in the DocuColor only until your document has printed. If you print the same document again, your application must download the fonts again.

If you regularly use one or more fonts from Macintosh or Windows applications that are not already installed in the DocuColor, you can save time by downloading them to the DocuColor’s hard disk with Downloader. Fonts you download to the DocuColor’s hard disk remain installed until you remove them using Downloader, no matter how many times the DocuColor is turned off and on. You’ll probably want to download fonts you use on a regular basis to the DocuColor’s hard disk.

Before you print PostScript or EPS files using Downloader, make sure that all fonts included in your file are installed in the DocuColor. If your file contains fonts that are not installed on the DocuColor, the text in these fonts will not print correctly and may not print at all. With some applications, you can include fonts when you create PostScript files. See your application software for information.

TO VIEW FONT INFORMATION:

1. Choose Font List from the File menu or click the Font List button.

The Font List window appears with buttons in the title bar. The buttons are:



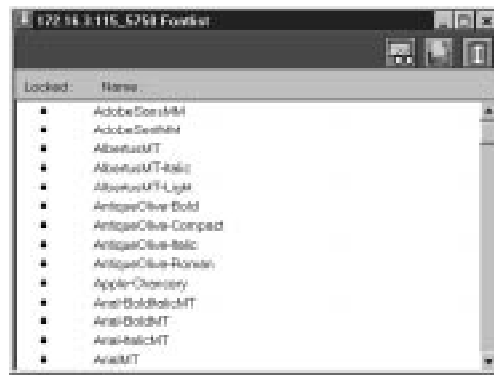
Update Click this button to update the information in the font list window.



Print Click this button to print the font list to the Print queue.



Delete Select a font and click this button to delete it.



2. Click the Update button to update the information in the list.
3. Click the Print Font List button to print the font list.
4. Select a font and click the Delete button to delete the font.

Shift-click to select multiple fonts.

NOTE: The printer fonts included with the DocuColor (resident fonts) are locked. Locked fonts appear with a lock icon next to the name and cannot be deleted.

WebSpooler WebTool

The WebSpooler WebTool is a utility that resides on the DocuColor but can be accessed over the network from a variety of platforms. The DocuColor functions as an Internet or intranet server, and has a home page that lets remote users view server functions and manipulate jobs.

WebSpooler can be used on Windows 95, Windows NT 4.0, and Macintosh client computers with certain Internet browsers that support the Java language. For specific information on the browsers supported for the WebTools, see *Getting Started*.

Access privileges

The DocuColor system allows the site administrator to choose and implement a password. This password is required to use the job management features of WebSpooler.

If you have been given the WebSpooler password, you can manage job flow and override print settings of your jobs. If not, you can still track the status of your jobs as a Guest. Check with your site administrator for information on WebSpooler access privileges.

Starting WebSpooler

To use WebSpooler via the Internet or your site's intranet, you need the IP address or DNS name of the DocuColor. The DocuColor has its own home page, from which you are able to select various functions.

TO START WEBSPOOLER:

1. Start up your Internet browser application.
2. Enter the IP address or the DNS name of the DocuColor.
Check with the administrator for this information.
The DocuColor home page appears.

3. Click the WebSpooler button at the left to select it.

The Spooler main window and File, Edit, Window, Help, and Administrator menus appear.

You can click the question mark next to the WebSpooler button to display information about WebSpooler.

NOTE: The Installer WebTool enables you to download printer file installers directly from the server. For more information on the Installer WebTool, see *Getting Started*.

For complete information on using the WebSpooler WebTool, see “Tracking and managing jobs” on page 5-2.

A

Appendix A: Error Messages

When an error interferes with printing, you will see a message on the DocuColor Control Panel. Following are the messages (listed in alphabetical order), with the appropriate corrective action for each one.

Message	Corrective action/additional information
Accessory disabled	The print job calls for a copier accessory (such as a sorter), which is either disabled or not available.
Busy (Copier)	The DocuColor has received a print job, but the copier is busy copying or performing a non-printing related task. The job will print when the copier finishes that task.
Check power & cable	There is a problem with the copier power or cable connection. First check to make sure that the copier is turned on. There may also be a problem with the cable connection between the DocuColor and the copier. Make sure that the cable has not come loose. The DocuColor will resume printing when the cable is securely connected to both the DocuColor and the copier.
Copier needs attn	There is an unidentified problem with the copier. See the copier user interface for additional messages. The copier will resume printing when the problem is corrected.
Copier offline	Someone has selected Suspend Printing from the Functions menu on the DocuColor Control Panel. When you select Resume Printing at the Control Panel, printing will resume normally.
Copier running	The copier is scanning or making a copy.
Door open	One of the copier doors is open. Printing will resume when the door is closed.
Fuser web empty	The copier's fuser web is empty, and needs replenishing. Contact your authorized service technician.
Ld ___ in bypass	The copier's bypass tray is not loaded with the paper size or type specified. The DocuColor will print when the bypass tray is loaded with the required paper.

A

A-2 Error Messages

Ld ___ in tray 1	The copier's Tray 1 is not loaded with the paper size or type specified. The DocuColor will print when Tray 1 is loaded with the required paper.
Ld ___ in tray 2	The copier's Tray 2 is not loaded with the paper size or type specified. The DocuColor will print when Tray 2 is loaded with the required paper.
Ld ___ in tray 3	The copier's Tray 3 is not loaded with the paper size or type specified. The DocuColor will print when Tray 3 is loaded with the required paper.
Ld ___ in tray 4	The copier's Tray 4 is not loaded with the paper size or type specified. The DocuColor will print when Tray 4 is loaded with the required paper.
Ld ___ paper	The copier is not loaded with the paper size specified in the application. The DocuColor will print when the copier is loaded with the required paper. This message will also appear if you are printing transparency interleave and do not have the correct paper size loaded.
Ld ___ trans bypass	The copier's bypass tray is not loaded with the transparency size specified. The DocuColor will print when the bypass tray is loaded with the required transparency.
No toner	The toner for one of the C, M, Y, or K colors has run out. Refer to the copier display to determine which toner color is empty. If more than one toner needs to be added, press and hold the Stop icon on the copier for additional information.
Paper jam	There is a paper jam in the copier. Open the copier doors and check the locations indicated on the copier display. The DocuColor will resume printing when you have cleared the paper jam and closed the copier doors.
Press "Clear All"	Press the Copier Clear All button on the copier.



Remove copies from sorter	The maximum page capacity for one of the sorter bins has been exceeded. Printing will resume when the sorter is cleared.
Replace waste bottle	The copier's waste toner container is full of used toner. Replace the container with a new one according to the instructions in your copier manual. The DocuColor will resume printing when you have replaced the waste toner container.
Reset copier & server	The DocuColor and the copier must be power cycled. First turn off the copier and the DocuColor; then turn on the copier. When the copier is ready, turn on the DocuColor.
Sorter limit exceeded	The sorter output bin is full. Printing will resume when the sorter output bin is cleared.
Sorter problem	There is an unknown problem with the sorter unit on the copier. See the copier user interface for more information.
Unknown error	An error occurred with the copier. See the copier user interface for more information.
Warming Up	The copier is powering up. It will be ready for printing in a few minutes.

Appendix B: Font List

This appendix lists the built-in printer fonts included with your DocuColor.

PostScript printer fonts

Listed below are the 136 built-in PostScript printer fonts on the DocuColor.

In addition to the fonts listed below, two Adobe Multiple Master fonts are included and are used for font substitution in PDF files.

NOTE: For Mac OS computers, install the corresponding screen fonts from the User Software CD. For instructions, see *Getting Started*.

Adobe Type 1 fonts

The DocuColor includes 117 Adobe Type 1 fonts:

- AlbertusMT, AlbertusMT-Italic, AlbertusMT-Light
- AntiqueOlive-Roman, AntiqueOlive-Bold, AntiqueOlive-Compact, AntiqueOlive-Italic
- AvantGarde-Book, AvantGarde-BookOblique, AvantGarde-Demi, AvantGarde-DemiOblique
- Bodoni, Bodoni-Bold, Bodoni-Italic, Bodoni-BoldItalic, Bodoni-Poster, Bodoni-PosterCompressed
- Bookman-Demi, Bookman-DemiItalic, Bookman-Light, Bookman-LightItalic
- Carta
- Clarendon, Clarendon-Bold, Clarendon-Light
- CooperBlack, CooperBlack-Italic
- Copperplate-ThirtyThreeBC, Copperplate-ThirtyTwoBC
- Coronet-Regular
- Courier, Courier-Bold, Courier-Oblique, Courier-BoldOblique
- Eurostile, Eurostile-Bold, Eurostile-ExtendedTwo, Eurostile-BoldExtendedTwo
- GillSans, GillSans-Bold, GillSans-Italic, GillSans-BoldItalic, GillSans-Condensed, GillSans-BoldCondensed, GillSans-Light, GillSans-LightItalic, GillSans-ExtraBold
- Goudy, Goudy-Bold, Goudy-Italic, Goudy-BoldItalic, Goudy-ExtraBold

B

- Helvetica, Helvetica-Bold, Helvetica-BoldOblique, Helvetica-Condensed, Helvetica-Condensed-Bold, Helvetica-Condensed-BoldObl, Helvetica-Condensed-Oblique, Helvetica-Narrow, Helvetica-Narrow-Bold, Helvetica-Narrow-BoldOblique, Helvetica-Narrow-Oblique, Helvetica-Oblique
- JoannaMT, JoannaMT-Bold, JoannaMT-Italic, JoannaMT-BoldItalic
- LetterGothic, LetterGothic-Bold, LetterGothic-BoldSlanted, LetterGothic-Slanted
- LubalinGraph-Book, LubalinGraph-BookOblique, LubalinGraph-Demi, LubalinGraph-DemiOblique
- Marigold
- MonaLisa-Recut
- NewCenturySchlbk-Roman, NewCenturySchlbk-Bold, NewCenturySchlbk-Italic, NewCenturySchlbk-BoldItalic
- Optima, Optima-Bold, Optima-Italic, Optima-BoldItalic
- Oxford
- Palatino-Roman, Palatino-Bold, Palatino-Italic, Palatino-BoldItalic
- StempelGaramond-Roman, StempelGaramond-Bold, StempelGaramond-Italic, StempelGaramond-BoldItalic
- Symbol
- Tekton
- Times-Roman, Times-Bold, Times-Italic, Times-BoldItalic
- Univers, Univers-Bold, Univers-BoldExt, Univers-BoldExtObl, Univers-BoldOblique, Univers-Condensed, Univers-CondensedBold, Univers-CondensedBoldOblique, Univers-CondensedOblique, Univers-Extended, Univers-ExtendedObl, Univers-Light, Univers-LightOblique, Univers-Oblique
- ZapfChancery-MediumItalic
- ZapfDingbats

TrueType fonts

The DocuColor includes 19 TrueType fonts:

- Apple-Chancery
- ArialMT, Arial-BoldMT, Arial-ItalicMT, Arial-BoldItalicMT
- Chicago
- Geneva
- HoeflerText-Regular, HoeflerText-Black, HoeflerText-Italic, HoeflerText-BlackItalic, HoeflerText-Ornaments
- Monaco
- NewYork
- TimesNewRomanPSMT, TimesNewRomanPS-BoldMT, TimesNewRomanPS-ItalicMT, TimesNewRomanPS-BoldItalicMT
- Wingdings-Regular

Appendix C: Troubleshooting

This section provides some troubleshooting guidelines should a problem arise. If you are still unable to resolve a problem, contact your authorized service/support center.

Basic troubleshooting tips

There are some basic situations that can cause a variety of problems. Before you look for a specific problem, use the tips in this list.

1. Check the power and cables for your DocuColor, copier, and computer.
2. Check the Control Panel and Activity Light of the DocuColor for information.
3. If possible, print the Configuration page from the Control Panel and make sure that the settings match your configuration.
4. Check the current status of the DocuColor.

The current status appears on the DocuColor control panel. Press the Menu button to see other status screens. For example, if there is a job processing and one printing, you can press the Menu button to view status information about both jobs.

In Downloader, check the Status window, or look at the Status field in the Spooler main window. If the DocuColor is processing your job, you'll see this from the status message. If your print job doesn't appear in the status message, another user's job may be printing before yours, or the DocuColor may already have finished printing your job. If the Printed queue on your DocuColor is enabled, jobs that have finished printing will appear in that list in the Spooler main window. If your job is waiting to print, it will appear in the list for the Print queue.

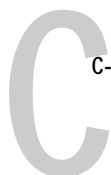
If you are printing over an IPX (Novell) network, the job may be processing on the Novell print server before it is sent to the DocuColor.

5. Open the Spooler main window and locate the name of the job you are trying to print. This window provides information about the status of every job printed to a queue, including information about jobs that do not print because of PostScript errors.

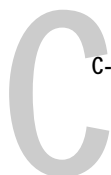


General printing problems

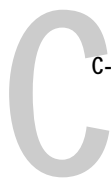
If this happens:	Try this:
<p>The DocuColor doesn't appear in the Macintosh Chooser list of printers</p>	<ol style="list-style-type: none"><li data-bbox="454 413 1292 569">1. On the Macintosh, make sure that the correct zone is selected and that AppleTalk is active. AppleTalk must be active. The DocuColor may be in a different zone from the one that's selected. (If your network doesn't have zones, this is not applicable.) Print the Configuration page from the Control Panel to view the correct AppleTalk zone.<li data-bbox="454 586 1292 829">2. Does the DocuColor appear in the Chooser on another Macintosh on the same network? If another Macintosh computer is nearby, check to see if the DocuColor appears in the Chooser on that Macintosh. If the DocuColor is visible from one Macintosh computer, but not from another, there may be a problem with the way the second Macintosh computer is connected to the network. Check all the cabling and other connections, and verify that the network is properly terminated. If there is a 10BaseT transceiver on the network, make sure that its green link integrity light is on. For more information about the network, refer to the documentation provided with the network hardware.<li data-bbox="454 847 1292 1107">3. Do other printers on the network appear in the Chooser? If your network includes printers other than the DocuColor, they should appear in the Chooser. If none of the printers appear in the Chooser list, there is most likely a problem with the way the Macintosh computer is connected to the network. Check all the cabling and other connections. For more information about the network, refer to the documentation provided with the network hardware. If other printers appear in the Chooser, there may be a problem with the DocuColor connection. Contact your DocuColor system administrator.<li data-bbox="454 1124 1292 1246">4. Try printing a test page by pressing the Menu button and choosing Print Pages/Test Page from the Control Panel. If you're able to print the test page, but DocuColor still does not appear in the Chooser, contact your authorized service/support center.
<p>You cannot connect to a DocuColor from a utility chooser</p>	<ul style="list-style-type: none"><li data-bbox="461 1281 1292 1402">• Make sure that no one is calibrating the DocuColor. If someone is running AutoCal on the DocuColor, you can select it in the Chooser, but you cannot connect to it. This insures that only one person is calibrating the server at any time and that print jobs do not use unexpected calibration.
<p>You cannot open the DocuColor with the Chooser in a Windows utility</p>	<ul style="list-style-type: none"><li data-bbox="461 1437 1292 1524">• Is your NET_WSCK.INI file set up correctly? This file must be set up for Windows 95 and Windows NT printing with TCP/IP or IPX/SPX. See <i>Getting Started</i> for instructions.



If this happens:	Try this:
Printing seems to take too long	<ul style="list-style-type: none">• Print to the Print queue instead of to the direct connection. When you print to the Print queue, the job is stored on the DocuColor until it can be processed and printed; when you print to the direct connection, some file processing is performed on your computer before it is sent to the DocuColor and it cannot begin processing on the DocuColor until it is done processing the previous job, so you must wait longer to use your computer.
Special paper or transparency options are grayed out	<ul style="list-style-type: none">• Select a tray that supports printing special paper or transparencies such as the Bypass Tray.
DocuColor doesn't respond to a Print command	<ul style="list-style-type: none">• Has someone disconnected the copier by selecting Suspend Printing? If the DocuColor system administrator or another user has selected Suspend Printing on the DocuColor Control Panel to interrupt printing (so that someone can make a color copy, for example), your print job will not resume until someone selects Resume Printing from the Functions menu on the Control Panel.• Did you select the DocuColor as the current printer? Before printing, you must select the DocuColor as the current printer from your Mac OS computer, Windows computer, or UNIX workstation.• Is the DocuColor visible in the Chooser on your Macintosh computer? If not, see the topic, "The DocuColor doesn't appear in the Macintosh Chooser list of printers" on page C-2."• Make sure that the copier is switched on. Someone may have turned the copier off, or the Automatic Power-Off or Power Saver mode function may have engaged. Even with the copier off, the DocuColor appears in the Chooser as long as the DocuColor itself is turned on.• Try printing a test page by pressing the Menu button and choosing Print Pages/Test Page. If you're able to print the test page but still can't print a file from your computer, contact your system administrator or your authorized service/support center.• If you are printing over an IPX (Novell) network, verify through PCONSOLE that the job was sent to the Novell queue and that the queue is being used by the DocuColor.• Make sure that the job does not contain a PostScript error. In Setup, turn on the Print up to PostScript error option to search for PostScript errors in the file. In Spooler, check to see if the job has an error icon next to it. Double-click the icon to see the PostScript error message.



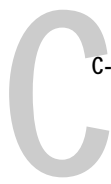
If this happens:	Try this:
<p>Message requests a paper size that you don't have</p>	<ul style="list-style-type: none">• Cancel the job and do one of the following: If you are printing a PostScript file, set the Convert Paper Sizes setting in Printer Setup on the Control Panel to convert the job to the paper size you do have. You can do this to convert between US and metric paper sizes. See the <i>Administrator Guide</i> for information. If you are printing a file from an application, change the page size in the Page Setup dialog box.
<p>Test page or other special Control Panel page doesn't print</p>	<ol style="list-style-type: none">1. If the message "Ripping" displays on the Control Panel, but the page never prints, restart the DocuColor, press the Menu button to enter Setup, and verify that the Printer Model in Printer Setup is specified correctly.2. Check the copier's display. If the copier display says Ready to copy, proceed to step 3. If the display shows a diagnostic or error message, take the appropriate corrective action, as described in the copier manual.3. Try making a copy. If you can make a copy, proceed to step 4.4. Restart the DocuColor, and when you see Idle on the status line of the DocuColor display, try printing a test page again. If the test page still fails to print, contact your authorized service/support center.
<p>Jobs sent to the parallel port do not print</p>	<ul style="list-style-type: none">• Increase the parallel "Port Timeout in Seconds" on the DocuColor Control Panel.• On the DocuColor Control Panel, change the Ignore EOF Character setting. If you are printing ASCII format PostScript only, set Ignore EOF Character to No. If you are printing Binary format PostScript, set it to Yes.• If you print using the DOS copy command, make sure to use the /b option when printing binary files.• Restart your Windows computer, enter BIOS setup, and if you have a BIOS setting for the parallel port, make sure that it is set to Compatible mode and not to Bi-Directional, ECP, EPP, or any other mode.



If this happens:	Try this:
Jobs sent to the parallel port do not print (cont'd.)	<ul style="list-style-type: none">• If the PostScript Printer Driver that you are using lets you select bi-directional communication, make sure that it is disabled. This is generally set from the Properties dialog box for the printer.• If you are printing from a DOS window with Windows 95, display the Properties dialog box for the printer, click the Details tab, and then click Port Settings. In the Configure LPT port box that displays, turn the "Spool MS-DOS print jobs" option off.

Problems with print quality

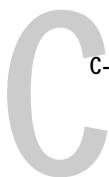
If this happens:	Try this:
Print settings for your job output do not match the settings you gave	<ul style="list-style-type: none">• Make sure that you did not override the setting for the job in another place. For information about options and overrides, see Appendix D, "Setting Job Overrides."
You get poor printing results	<ul style="list-style-type: none">• Does your application require the DocuColor's printer description files? If you are printing from an application such as Adobe Separator or PageMaker, Macromedia FreeHand, or QuarkXPress, you should make sure that the DocuColor printer description file is installed correctly. For information about installing these files, see <i>Getting Started</i>.• Calibrate your copier using AutoCal.
Separations do not combine properly	<ul style="list-style-type: none">• Make sure that the file was initially created as separations.• If you are printing separations or a DCS format file, check the Combine Separations setting for the job in the Printer Specific Options (Macintosh)/Options (Windows) dialog box. With Combine Separations On, all four colors will be printed on a single page; with Combine Separations Off, four black-and white pages will print to simulate four single-color plates.
The registration or colors of an image are not what you expected	<ul style="list-style-type: none">• Print a test page or make a test copy with the copier. The problem may be with the copier. If your test page or copy show that the copier is working properly, correct the problem within your application software. If the test page or copy are wrong, your copier may need to be calibrated or adjusted in some other way.



If this happens:	Try this:
Your printed file appears too dark	<ul style="list-style-type: none">Adjust the image's Brightness setting in the Printer Specific Options (Macintosh)/Options (Windows), Download (Downloader), or Override Print Settings (Spooler) dialog box. <p>You can use the Brightness options in Downloader to adjust the lightness of your image whenever you print a PostScript or Encapsulated PostScript (EPS) file.</p>
Color file prints in black and white	<ul style="list-style-type: none">In the Printer Specific Options (Macintosh)/Options (Windows) dialog box, make sure that you have not selected Black and White.Make sure that the Color Mode selected for the job in the Printer Specific Options (Mac OS)/Options (Windows) dialog box is CMYK and not Grayscale.
Desktop Color Separations (DCS) format images print incorrectly	<ol style="list-style-type: none">Make sure that you selected the correct options to send separations in the application's Print dialog box.Make sure that you have the file for every layer of separation that you are printing.Set the Combine Separations option to On in the Printer Specific Options (Macintosh)/Options (Windows) dialog box. <p>This combines the high-resolution files for an image and prints them. With Combine Separations Off, the low-resolution master file will print.</p>

Problems with the utilities

General problem with:	Try this:
Downloader and Spooler utilities	<ul style="list-style-type: none">Make sure that you are using the latest version of the utilities. <p>When you update your DocuColor to new system software, you should delete the utilities on your Macintosh or Windows computer and install the latest utilities to insure full compatibility.</p> <ul style="list-style-type: none">Make sure that either the NET_WIPX.DLL or NET_WSCK.DLL file is in the WINDOWS\SYSTEM directory. <p>Make sure that only one file is installed in this directory and that it is the correct file for your system.</p>



Downloader problems

If his happens:	Try this:
You can't print an EPS file using Downloader	<ul style="list-style-type: none">• Try printing using the "Showpage" option in the Download PostScript File dialog box. The Showpage (after EPS file) option adds a "showpage" PostScript language command at the end of the print job. Certain applications omit this necessary PostScript language command when they generate EPS files. You'll need to select the Append Showpage option when printing EPS files generated by these applications. If you continue having difficulties printing an EPS file with the DocuColor Downloader, try printing the file from the application in which it was created.• Try printing the EPS file on the media in the bypass tray.• Make sure that the job does not contain a PostScript error. In Setup, turn on the Print up to PostScript error option to search for PostScript errors in the file. In Spooler, check to see if the job has an error icon next to it. Double-click the icon to see the PostScript error message.
You have problems downloading a font with Downloader	<ul style="list-style-type: none">• Make sure that the Direct connection is enabled on the DocuColor Control Panel. You can print the Configuration page from the Control Panel to see which connections are enabled.
Extra blank page prints after a Downloader job	<ul style="list-style-type: none">• Turn off the "Showpage" option. This option adds a special PostScript command that will cause an extra blank page to print if it is not needed.

Appendix D: Setting Job Overrides

Job Override settings enable you to use all the special features of your copier and DocuColor. You can set job settings in several places. This table shows where options can be set and where they can be overridden. The underlined option in the leftmost column is the printer's default. The settings to the right override one another in the order given.

For example, Spooler settings override Downloader settings, Downloader settings override Print dialog box settings, and so on.

To change settings on the DocuColor Control Panel, restart the DocuColor and choose Run Setup. For detailed instructions, see the *Administrator Guide*.

Where to set print options

For information about current settings on the DocuColor, choose Print Pages>Configuration from the Functions menu on the Control Panel. The Configuration page lists all current settings.

You can also set and override some options from the Print dialog box and other dialog boxes. The options are the same regardless of the name of the dialog box. To set options in the Print and Printer Specific Options (Macintosh), or Options/Features (Windows) dialog boxes, open the file in an application and follow the instructions in Chapter 2, "Printing with Macintosh Computers" and Chapter 3, "Printing with Windows Computers".

To change options in Downloader, select the job in the Files to be Downloaded list and click Options to display the Options dialog box. For more information, see "Printing with Downloader" on page 5-13.

To change options in Spooler, select the job and double-click to display the Override Print Settings dialog box. For more information, see "Changing print settings for a job" on page 5-8.

D

D-2 Setting Job Overrides

Setting and options (Underlined option is printer's default)	Description	Control Panel	Print dialog box	Printer Specific Options	Downloader Options	Spooler Overrides
Brightness 85% Lightest/ 90% Lighter/ 95% Light/ <u>100% Normal/</u> 105% Dark/ 110% Darker/ 115% Darkest	Select 85% for a substantially lighter image, 115% for a substantially darker image, or one of the options in between.	No	No	Yes	Yes	Yes
Color Mode <u>CMYK/Grayscale</u>	Specify the color mode for the current print job. Select CMYK for a full-color document. Select Grayscale for a grayscale or black and white document.	No	No	Yes	No	No
Copier Mode <u>Photo/Map</u>	Select Photo if the file is a photograph. Select Map if the file contains detailed drawings and small text, such as might be found on a map.	No	No	Yes	No	No
Copies	Specify the number of copies of the job to print.	No	Yes	No	Yes	Yes
Document Set <u>Off/On</u> For more information, see page D-3.	Specify whether or not to reverse order print and collate multiple-page/multiple-copy jobs.	No	No	Yes	No	Yes

Setting and options (Underlined option is printer's default)	Description	Control Panel	Print dialog box	Printer Specific Options	Downloader Options	Spooler Overrides
Media Type <u>Plain Paper</u> / Thick Paper/ Transparency/ Interleaved/ Coated Paper/ Thick Paper 2/ Tacking Film/ SST/ Labels For more information, see page D-4.	Specify the type of media to use for the job.	No	No	Yes	No	Yes
Rendering Style <u>Photographic</u> / <u>Presentation</u> / Solid Color For more information, see page D-5.	Specify a default color rendering dictionary (CRD) to be used when you print RGB images, objects, and text.	Yes	No	Yes	No	Yes
Sorter Mode <u>Off/Sort</u> For more information, see page D-5.	Specify how to output multiple-page/multiple-copy jobs.	No	No	Yes	No	Yes

Document Set

The Document Set option enables you to reverse order print and collate multiple page/multiple copy jobs sent from applications that do not support reverse order printing and collation.

NOTE: If you print from an application that does support reverse order printing and/or collation, make sure to disable these options from within the application before using the Document Set option. Enabling reverse order printing and/or collation from within an application and setting the Document Set option to On may produce unexpected results.

Off—Pages of the job are output from first to last, with all copies of the same page grouped together.

On—Pages of the job are output from last to first, with each copy of an entire set collated in page order.

Media Type

The Media Type option allows you to select the type of media for loading into the manual feed tray.

Plain Paper—Standard bond paper from 16 lb to 28 lb (60 g/m² to 105 g/m²).

Thick Paper—Paper heavier than 28 lb, up to 90 lb Index (163 g/m²).

Transparency—Transparency sheets.

Interleaved—Multiple transparency sheets inserted with blank, plain paper separators. With Interleaved selected, the transparencies are fed from the bypass tray and the paper separators are fed from the paper tray.

Coated Paper—Special paper with binders, adhesives, and/or pigments applied to the paper's surface on one or both sides.

Select this setting for coated paper from 32 lb to 60 lb Cover (120 g/m² to 162 g/m²). The paper must be fed through the manual feed tray with the grain perpendicular to the lead edge of the sheet.

Thick Paper 2—*Any* paper heavier than 90 lb index.

This setting should also be selected for coated paper greater than 60 lb up to 80 lb Cover (215 g/m²).

Tacking Film—(Also known as Adhesive Drafting film) Special paper used to make corrections to vellum type drawings.

SST (Single-Step Transfer)—Special paper used to transfer full-color images directly from copies or prints onto fabric or other types of materials.

Labels—Adhesive-backed, pressure-sensitive label stock.

Rendering Style

Use this option to select a default color rendering dictionary (CRD) to be used when you print RGB images, objects, and text.

Photographic—Optimizes the range of colors on the DocuColor to produce the best results for photographic or bitmapped images.

Presentation—Optimizes the output of pure, saturated colors such as those used in business presentations.

Solid Color—Most useful for printing spot colors such as those found in company logos or corporate charts and graphs.

Sorter Mode

Off—Disables the sorter.

Sort—Copies of a complete job are sorted and output into one of 20 bins, arranged in page order.

Sorter specifications

The sorter unit has one top output tray and 20 output bins; therefore, the maximum number of copies that can be sorted is 20. Sending 21 or more copies to the sorter results in the excess copies of the job being discarded. In order to print more than 20 copies you can resend the job, 20 copies at a time, from the Print dialog box, from the Spooler utility, or from the WebSpooler WebTool.

The maximum capacities of the top output tray and output bins are shown in the table below. If a print job exceeds the maximum capacity of a particular tray or bin, the DocuColor prints to the maximum capacity and then reports an error message. Once the paper is removed, the job resumes printing.

Output bin	Paper size	Plain paper	Thick paper
Top output tray	All sizes	250	250
Sort (bins 1 to 20)	Letter/A4 LetterR/A4R	50	25
	Legal 11 x 17/A3	25	15

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