

Digital Series 500 Printers

DECcolor Works Printer Driver
User Guide

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Preface

About this User Guide

This user guide describes how to install and configure the DECcolor Works printer driver. This printer driver is designed for use with the Digital Series 500 color inkjet printers.

Note: The DECcolor Works printer driver is used for printing from **Windows 3.1/3.11.**

Structure of this User Guide

This user guide contains 5 chapters.

Chapter 1, *Introduction to the DECcolor Works Printer Driver* provides an introduction to the DECcolor Works printer driver, lists the features and advantages of the driver, and provides a brief technical description of how the driver works.

Chapter 2, *Installing the DECcolor Works Printer Driver* describes how to install the DECcolor Works using the supplied diskette and includes each of the steps to follow to complete the installation.

Chapter 3, *Configuring the DECcolor Works Printer Driver* describes how to use the dialog boxes to configure the various options available with the printer driver.

Chapter 4, *Spool Manager and Despooler* describes how to use the DECcolor Works Spool Manager which manages communication between the computer and the printer.

Chapter 5, *Troubleshooting* provides a list of answers to typical questions and answers concerning the use of the DECcolor Works printer driver.

Introduction to the DECcolor Works Printer Driver

Introduction

Welcome to the world of DECcolor Works, where printing is fast and effortless and your output is customized for your specific printing needs.

Using DECcolor Works, you can print - in both color and monochrome - from popular PC applications (word-processors and spreadsheets) and advanced drawing and imaging applications.

With DECcolor Works, your application software releases from the printing process more quickly than with conventional Microsoft Windows printing technology. In addition, you can leave all your print-quality options turned on without sacrificing performance.

Components of the DECcolor Works Printing System

The DECcolor Works printing system consists of the following:

- The DECcolor Works printer driver for your Series 500 printer. This includes an environment for configuring your printing environment with a set of easy-to-use dialog boxes.
- The DECcolor Works Spool Manager which is similar to the Windows Print Manager.
- The DECcolor Works Despooler which communicates print files to the printer.

Each of these elements work together to provide an optimum color printing environment for your printer.

Advantages of DECcolor Works

The DECcolor Works printing system is installed in the same way as any other Microsoft Windows printer driver, but has some major advantages over conventional Windows printing technologies. The advantages of DECcolor Works are described below.

Dialog Boxes with Graphics

It's easy to select the printing options you need because with most selections, the DECcolor Works printer driver shows you on-screen graphics of how they will appear once printed.

Tabbed User Interface

It's simple to use and understand the printer driver because it uses the new tabbed style of user interface made popular in recent Microsoft software and the visual graphic style of Windows printing systems.

Richer Colors

Colors are richer and more true to the screen image because the DECcolor Works printer driver uses color correction for screen-to-printer color WYSIWYG (What You See Is What You Get).

Quality Photos and Graphics

Photographs look realistic and graphics appear smoother and of higher quality because of the DECcolor Works printer driver's advanced Diffusion dithering.

Faster Printing

DECcolor Works provides fast release of computer resources, allowing you to spend maximum time working with your application. Over all, print time is significantly shorter than with other printing systems, even when the DECcolor Works printer driver is working in color or interfacing with advanced devices operating at 24 bits per pixel.

How It All Works

DECcolor Works is an advanced Windows printing system which operates as follows:

The application is told by the printer driver that the printer is a *raster device* that can render the entire image in a single band. The driver also reports that certain advanced printing options are supported. All of these special capabilities save the application work and avoid the overhead of having to replay the picture multiple times.

The commands necessary to represent the image are encoded into a highly-optimized journal file. The application releases when generation of the journal is complete. In comparison with the spool files generated by standard Windows drivers, journal files are very compact and are the same size regardless of whether the print is in color or monochrome.

Holding the information in a journal means that the entire document can be replayed to simulate multiple hardware copies or to provide last-to-first printing options.

The DECcolor Works Spool Manager is responsible for initiating the DECcolor Works Despooler which replays the journal file back to the mini-driver for the target device. Both the DECcolor Works Spool Manager and DECcolor Works Despooler use a highly-efficient, multi-threaded tasking system to ensure minimum impact on the foreground application.

2

Installing the DECcolor Works Printer Driver

Installing the Driver with the Supplied Diskette

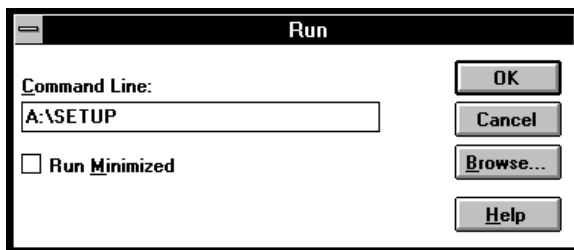
Before you can start printing from a Windows application, you must first install a Windows printer driver control program. The DECcolor Works printer driver is either provided on a diskette with your printer or available as an option.

Note: Make a backup copy of the installation diskette before installing the DECcolor Works.

Follow these steps to install DECcolor Works:

1. Switch on your printer and computer.
2. Insert a driver diskette into your diskette drive **A:**.
3. Start up **Windows** on your computer.
4. From **Program Manager**, select the **File** menu option **Run....**

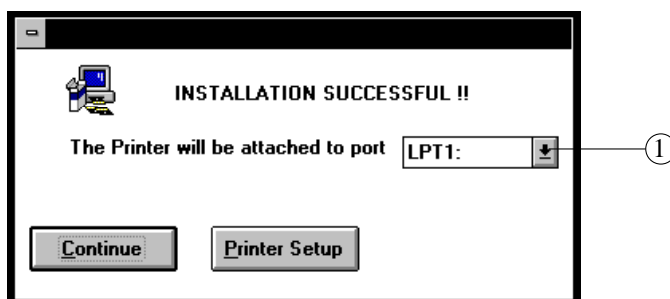
5. In the **Run** window, type “A:\SETUP”.



6. Click once on the **OK** button.

The installation program automatically performs the setup procedure.

Once the setup is complete, your printer driver is installed as the default printer and the following window appears:



Depending on your configuration and your use for the printer, you can choose between three possibilities:

- You can modify the port to which your printer driver is attached by selecting an option in the drop-down menu ←.
- You can return to Windows by clicking on the **Continue** button. A specific window appears, allowing you to run the Windows print test.
- You can modify your printer driver setup by clicking on the **Printer Setup** button.

Warning: Once you have installed the DECcolor Works printer driver using **Run** from the **Program Manager File** menu, DECcolor Works becomes the default printer driver. From this point on, to print in monochrome you must either switch to the **Digital Series-500 Monochrome** printer driver, or select the **Monochrome** option in the DECcolor Works **Printhead / Resolution** dialog box. You do not need to change the print head if you make this selection.

Running the Color Windows Print Test

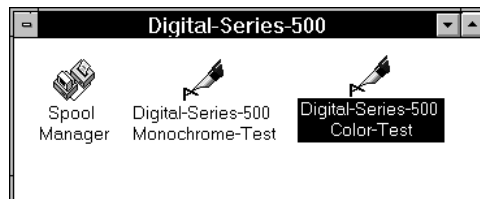
Once the printer driver installation is complete you can easily launch the color Windows print test.

1. If you have closed the **Digital-Series-500** program group window after the printer driver installation, double click on the **Digital-Series-500** icon in the **Program Manager** window.



Digital-Series-500

2. In the **Digital-Series-500** group window, double click on the **Digital-Series-500 Color-Test** icon. The **Write** application is launched.

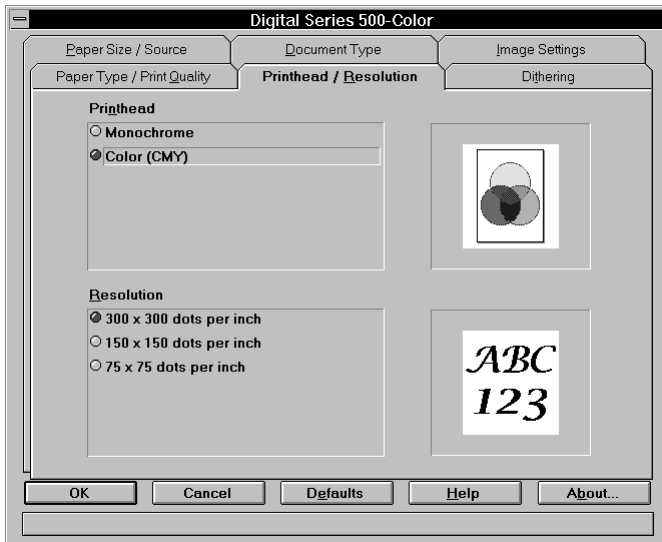


Example Digital Series 500 Group Window

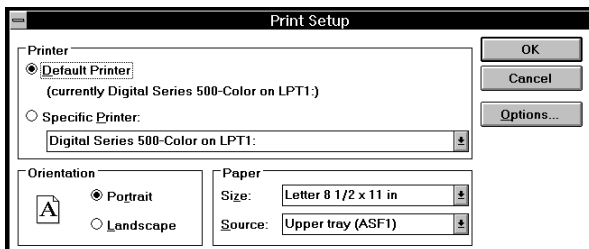
Caution: Check that the color print head is installed in the printer and that the print head selection lever is set to **COLOR**.

3. From the **File** menu, choose **Print Setup...** and ensure **Digital Series 500-Color** option is selected in the **Printer** box.

4. Click on the **Options...** button.



5. In the **Printhead / Resolution** dialog box, ensure that the **Color (CMY)** printing option is enabled.
6. Click on the **OK** button.
7. In the **Size:** scroll box, select the paper size according to the paper loaded in your printer.



.....
Note: In the **Source:** scroll box, **Upper tray (ASF1)** corresponds to the built-in paper tray.
.....

8. Click once on the **OK** button.
9. Select **Print...** from the **File** menu.
10. Click once on the **OK** button.
11. Wait for the test printout.
12. Check the quality of the printout.
13. Close the **Write** application.

Your printer is now set up for color printing from Windows applications.

Printer Setup

The DECcolor Works printing system is designed to provide the best print output default settings for your printer. If you need to alter the default settings, the DECcolor Works printer driver provides you with easy-to-use dialog boxes.

The setup options for the DECcolor Works printer driver can be reached through the Windows Control Panel and through the Print Setup option of most software applications. For more information on setting up the printer, see Chapter 3 “Configuring the DECcolor Works Printer Driver”.

Caution: *With DECcolor Works you can create files using only True Type and other installed scaleable fonts. Though you cannot create files using resident fonts, these files can be printed in graphic mode.*

3

Configuring the DECcolor Works Printer Driver

Configuration Dialog Boxes

DECcolor Works has 6 main dialog boxes from which you choose the printer's configuration options. Using these dialog boxes, you can configure:

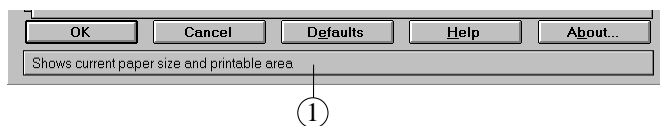
- The paper size and paper source (tray).
- The paper type and print quality.
- The document type.
- The print head and print resolution.
- The brightness, contrast and color settings for printing images.
- The dithering (texture) patterns and diffusion control.

The setup options for the DECcolor Works printer driver can be reached through the **Windows Control Panel** and through the Print Setup option of most software applications.

Note: The default printer associated with DECcolor Works is **Digital Series 500-Color**. Select this printer setup option to print in color using DECcolor Works.

Dialog Box Buttons

At the bottom of the dialog box are 5 buttons. The function of each button is described below:



Dialog Box Buttons and Context-Sensitive Help

OK Button

The **OK** button closes the printer setup dialog and saves any changes that may have been made. Click the **OK** button if you open the setup dialog and make alterations you wish to save.

Cancel Button

The **Cancel** button closes the printer setup dialog and discards any changes that have been made. Click the **Cancel** button if you open the setup dialog and make alterations that you decide you do not want.

Defaults Button

The **Defaults** button restores all of the driver settings to those you had when it was first installed on your system.

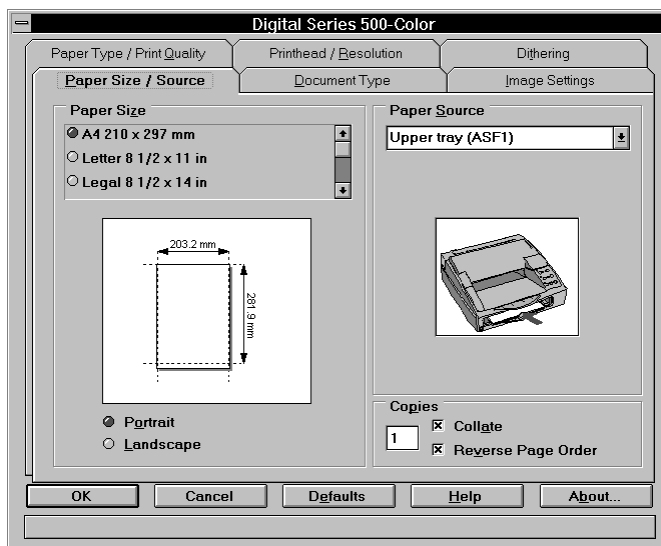
Context-sensitive Help

Depending on the position of the mouse, context-sensitive help is displayed at the bottom of the dialog box ←. This text helps you to navigate around the dialog box, indicating the result of clicking on each of the options and buttons.

Configuring Your Printer

Paper Size / Source

Clicking on this dialog box lets you change the setting for the size of paper (Letter, Legal, A4, etc.) and the source or paper tray from which paper is to be fed to the printer.



Paper Size / Source Dialog Box

Choosing Paper Size

To choose the size of paper on which you want to print:

1. Select **Paper Size / Source** in the dialog box
2. In the **Paper Size** box click the paper size that you want to use. If the paper size required is not displayed, use the scroll bar to locate the correct size. You can also click one of the sizes displayed and then use the arrow keys on your keyboard to move up and down the list.

The graphic below the list in the dialog box displays the currently selected paper size, orientation and printable area (shown by the dimensions within the dotted lines).

Caution: *Make sure you choose a **Paper Size** option that is appropriate to the paper source you are using, in order to avoid printing problems.*

Setting a Custom (User Defined) Paper Size

When the **User Defined** option is selected from the **Paper Size** list, a small popup window appears into which the width and height of the paper may be entered. Note that the dimensions entered should be the full size of the paper. Note also that the printable area will normally be slightly less than these dimensions.

The dimensions are entered either in inches or millimeters depending on the international settings within the **Windows Control Panel**.

Orientation: Portrait / Landscape

The **Paper Size** box also contains the **Portrait** and **Landscape** options. Portrait and Landscape orientations define the way that the image is printed on paper. For most paper types portrait is tall and Landscape is wide

The orientation for envelope sizes is often treated differently to standard paper sizes (Letter, A4, etc.). To confirm the correct orientation for envelopes, select an envelope size and the graphic below displays the paper selection using the appropriate size and orientation.

Orientation of Envelopes and A5 Paper Format

The orientation for these sizes is often treated differently than for standard paper sizes (Letter, A4, etc.). To confirm the correct orientation for envelopes, select an envelope size or the A5 format.

Choosing Paper Source

In the **Paper Source** dialog box use the drop-down list to select a paper source for your printer.

Caution: *Make sure you choose a **Paper Size** option that is appropriate to the **Paper Source** you are using, in order to avoid printing problems.*

Use the following table as a guide to which paper sizes can be used with each paper source:

Paper Source	Paper Sizes
Upper tray (ASF1)	A4, A5, US Letter, Legal
Lower tray (ASF2)	User Defined
Manual Feed	A4, A5, US Letter, US Legal, Executive User Defined *
Envelope Manual Feed	All envelope formats User Defined *
Tractor (Optional)	Fanfold User Defined *

* *Make sure that dimensions are within limits of selected paper device.*

Printing Multiple Copies

Enter the number of copies that you would like to generate for your print job in the **Copies** box.

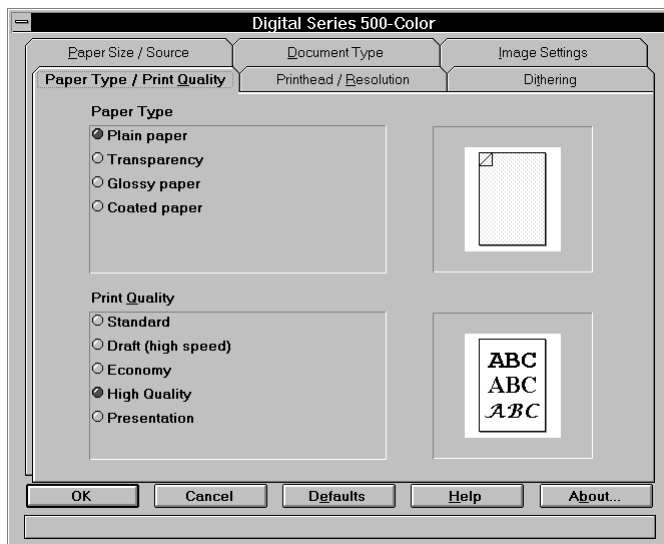
Collate

When this option is selected, all pages of the document are printed before the next copy set is generated. If this option is not chosen and you print multiple copies, pages are not printed in sequence. The same pages of each copy are printed together.

Reverse Page Order

Selecting this option causes your print job to begin printing with the last page of the document. This function is commonly called *Last-to-first* printing.

Paper Types / Print Quality



Paper Type / Print Quality Dialog Box

Paper Type

By selecting **Paper Type / Print Quality** you can select which paper type (plain paper, special coated paper, etc.) you are using by clicking on one of the options in the **Paper Type** box.

The graphic display on the right of the dialog box changes with the selection of each type of paper.

Paper Type	Quality
Plain Paper	The quality of the plain paper you use has a strong impact on the quality of color printing. Try different types of plain paper to optimize your color print quality.
Transparency	Use transparencies that are specifically made for inkjet printing.
Glossy Paper	This type of paper provides the best results with color printing.
Coated Paper	This type of paper, which has a smooth finish, provides good results with color printing.

Print Quality

Print Quality controls the quality of the document to be produced, by setting a combination of printing speed, ink use and inking speed.

The table below indicates the settings for each of the **Print Quality** options:

Print Quality	Printing Speed	Ink Use	Inking Speed
Standard	High	Normal	High (Default)
Draft	High	Minimum	High
Economy	High	Reduced	High
High Quality	Normal	Normal	Medium
Presentation	Normal	Normal	Low

Use plain paper with the **Standard** print quality setting if you do not require particularly bright or clearly defined colors.

Printing Speed: Normal or High

The printing speed setting can be normal- or high-speed printing.

Ink Use : Normal, Reduced or Minimum

Although the resolution and definition of the image remains the same, the number of dots printed is reduced to save ink. This may, however, lead to a reduction in luminosity of some colors.

Inking Speed : High, Medium or Low

This means that each single printed band (or line of bitmap) can be printed in one or several passes, using all or part of the necessary nozzles. Consequently, the inking speed is inversely proportional to the print quality. The lower the speed, the higher the quality.

Choosing Print Quality

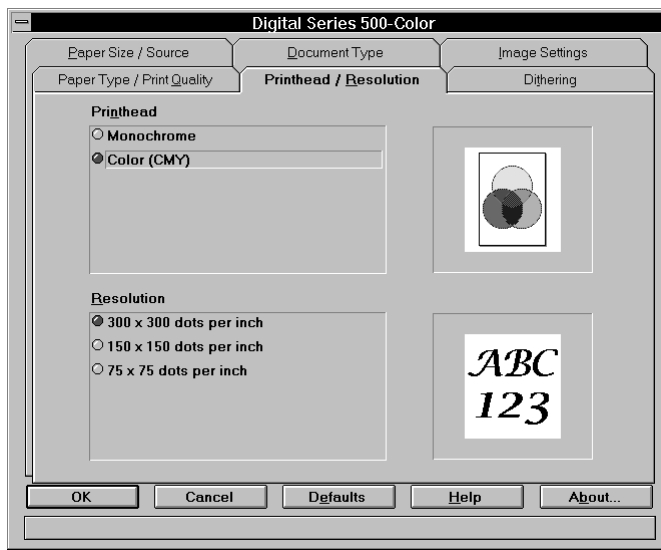
Before printing a final version of your document, use plain paper with the **Draft** or **Economy** settings to get an idea of how your final print will look.

The **Economy** print quality setting saves ink but can result in lower luminosity of color documents. However, with some types of coated paper, the result of using **Economy** may be better than using **Standard** print quality.

When using transparencies, glossy or coated paper, choose the **Presentation** print quality setting.

When using the monochrome print head, the **High Quality** settings are those of **Presentation**.

Printhead / Resolution



Printhead / Resolution Dialog Box

Printhead

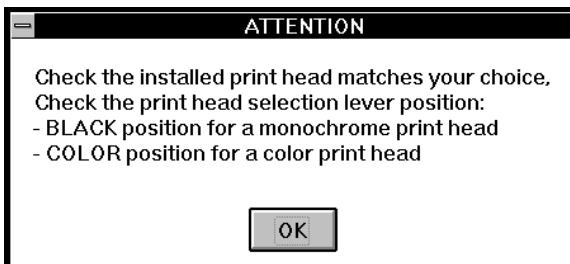
This dialog box let you choose monochrome or color printing. The color option shows that the printer's print head mixes cyan, magenta and yellow (CMY), to create different color combinations.

If You Install the Monochrome Print Head

If you change the print head from color to monochrome, you **MUST** select **Monochrome** in the **Printhead / Resolution** dialog box. If you do not select **Monochrome** and you send a file to be printed with the monochrome print head installed, the printer will not print the file and the printer's Color indicator flashes.

To abort the print, click on the Stop button on the DECcolor Works **Despooler** dialog box. To completely abort the print you must either select **Monochrome** in the dialog box or reinstall the color print head.

When you change the **Printhead** setting from monochrome to color or from monochrome to color, the following dialog box appears:



Click on **OK** to select the print head setting.

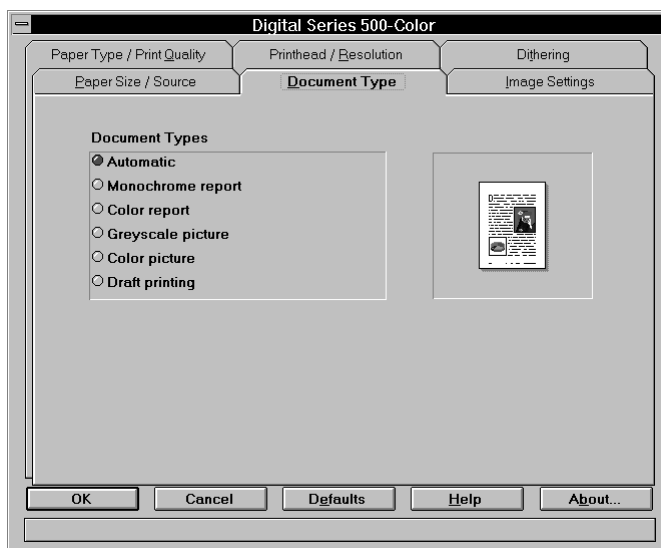
Caution: Remember to also select **OK** in the **Printhead** dialog box to confirm the setting.

Resolution

This box displays print resolution as number of dots per inch (dpi) that can be selected for your printer. The default print resolution is **300x300 dots per inch** (300 dpi), even if **Draft** is selected from the **Print Quality** dialog box.

In general, use a low resolution for draft documents and proof reading purposes.

Document Type



Document Type Dialog Box

The document type option is used to quickly configure the driver for a particular type of document.

When a document type is selected other options within the driver setup are changed to re-configure the driver, as follows :

Document Types	Print Quality	Dithering	Print Head
Automatic	High Quality	High Quality Diffusion	Monochrome / Color
Monochrome Report	Standard	Fine Pattern	Monochrome
Color Report	Standard	Fine Pattern	Color
Grayscale Picture	Presentation	High Quality Diffusion	Monochrome
Color Picture	Presentation	High Quality Diffusion	Color
Draft Printing	Draft	Coarse Pattern	Monochrome

In any case, you will then only need to check in addition if your **Paper Type, Paper Size** and **Paper Source** selections correspond to your requirements, and your printer is ready.

Note: You are free to change any of the options that are affected by the document type but if you do so, the current document type will be de-selected.

Image Settings



Image Settings Dialog Box

Modifying Image Settings

The **Image** box allows you to modify the default image settings used by the DECcolor Works printer driver. Since the printer driver uses default settings designed to give you the best results, you should not need to alter these settings. This dialog box is provided for additional requirements.

If you want to print with no colors and so select **Monochrome** using the **Printhead / Resolution** dialog box, you can only control the **Brightness**, **Contrast** and **Ink Density Correction** settings in the **Image** dialog box.

When you modify the image settings, the image in the dialog box shows the change in brightness and contrast.

Modifying Color Settings

Color saturation (the amount of color ink printed), the relative strengths of Red, Green, Blue and ink color correction can also be modified if you have selected **Color (CMY)** in the **Printhead** dialog box.

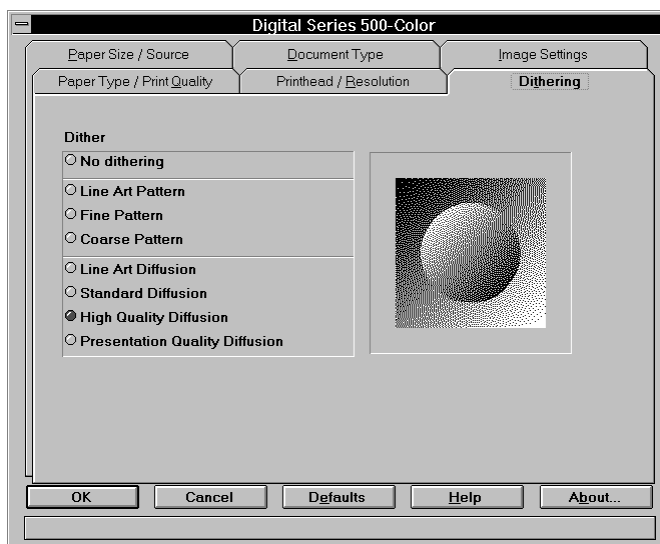
When you modify the color settings, the image in the dialog box shows the change in colors.

Note: The image may not appear exactly as you would expect if your color monitor does not support enough colors.

Changing the Image in the Dialog Box

If you want to load another bitmap file (.BMP) in place of the default, you can do so by double-clicking in the image area. This displays a **Change Image Control Bitmap** file dialog box and will allow you to choose another bitmap file. Depending on the size of the bit map you choose, only a portion of the bit map may be displayed. Bitmaps must be 1-bit, 4-bit, or 8-bit types.

Dithering



Dithering Dialog Box

By selecting **Dithering** you can select the fine dot pattern with which images are created when they are printed. In general, fine or coarse pattern dithering produces textured images and is suitable for text and simple, solid graphics.

Caution: Make sure you choose the **Diffusion** option that is appropriate to the type of picture you are printing (see the table on the next page). Print results may be unsatisfactory if you have not chosen the correct setting.

Use the following table as a guide to selecting the dithering setting:

Dither	Use for...
No dithering	Text and no graphics. This is the fastest setting.
Line art Pattern	Simple line art and computer graphics.
Fine Pattern	Graphic images with significant detail but limited shading.
Coarse Pattern	Graphic images with limited detail and shading.
Line art Diffusion	Line art with fine gradations, such as pencil drawings.
Standard Diffusion	Less-detailed images. This is a faster dithering setting.
High Quality Diffusion	Photographic images or equivalent drawings.
Presentation Quality Diffusion	Detailed diagrams or drawings, such as those produced with CorelDRAW!.

The **No dithering** option can be selected if you only want to print plain (non-dithered) text.

To print images with plain flat colors, choose **Pattern** values and to print images with shades of colors, choose **Diffusion** options in the **Dithering** dialog box.

Use one of the **Diffusion** options if you want to enhance photographs and produce smoother-quality pictures.

Note: Different types of image react differently to the same **Diffusion** option. Try different **Diffusion** options to learn which ones are best suited to your output needs.

4

Spool Manager and Despooler

DECcolor Works Spool Manager

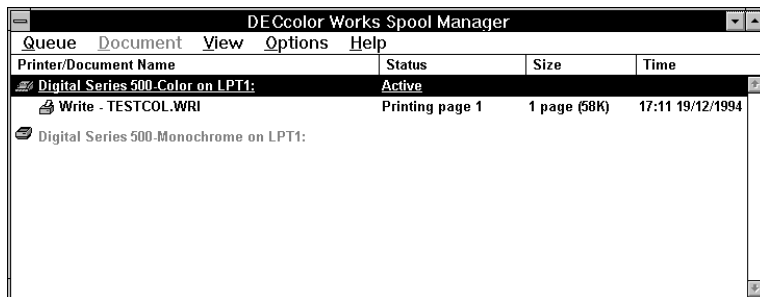
The DECcolor Works Spool Manager manages communication between the computer and the printer. Using the Spool Manager, your computer monitors and controls printing. Spool manager handles documents sent for printing and the print queue to which each document is assigned.

When DECcolor Works releases your application software from printing, a journal file is created in the default spool directory. When a journal file is created, the DECcolor Works Spool Manager is notified and assigns it to the appropriate queue. When the journal file comes to the front of the queue it is submitted to the DECcolor Works Despooler and replayed to the printer.

Note: Spool Manager is specific to DECcolor Works. You cannot access other Windows printer drivers from Spool Manager. When printing on a local printer, Spool Manager overrides Print Manager which can be turned on or off indifferently. If printing over a network, Print Manager should be on.

The DECcolor Works Spool Manager Window

The **Spool Manager** window shows the list of DECcolor Works printer queues and journals currently printing or waiting for printing.



DECcolor Works Spool Manager Window

Queues

Queues shown in normal intensity represent printers that are supported by DECcolor Works.

Queues shown in low intensity are supported by other (conventional) Windows printer drivers.

You can change the options of a DECcolor Works print queue by double-clicking on it or by clicking once to select it and then choosing an option from the **Queue** menu.

Journal Files

Journal files are the print files generated by DECcolor Works. When a journal file is created, it can be sent to the printer or stored for printing later. In the Spool Manager window journal files are shown in their relevant print queue. You can stop a journal file printing, place journal files on hold, delete a journal file or re-queue a journal file for later printing by double-clicking a journal file entry in the Spool Manager window.

Alternatively you can click a journal file entry and then choose an option from the **Document** menu to manage the file.

The Queue Menu

The **Queue** menu allows you to place DECcolor Works print queues on hold, release them to allow journal files to be printed and identify queues as local or remote (network printing). The following options are available:

Holding or Releasing a Queue

1. Click on the queue to select it.
2. Choose the Hold option from the **Queue** menu.

A check mark beside the Hold option indicates the queue is currently on hold. When a queue is on hold, the Spool Manager places a wait symbol beside the printer icon associated with the queue, and journal files are not submitted for printing.

Using The Windows Print Manager

The DECcolor Works Despooler normally prints directly to the printer. If you are using a network or wish to schedule print jobs through the conventional Windows Print Manager, follow these steps:

1. Click the queue.
2. Either double-click the queue or select the **Setup** option from the **Queue** menu.
3. Click in the **Use Print Manager** box for this port option and choose the **OK** button.

Network Printing

DECcolor Works allows you to send journal files from your computer to a shared directory on a network server. These can then be printed by another workstation set up to run the DECcolor Works Spool Manager and associated DECcolor Works printer driver(s). You can do this as follows:

Host Setup

1. Click on the queue.
2. Either double-click the queue or select the **Setup** option from the **Queue** menu.
3. Select the **Spool to remote printer** option.
4. Click the **Browse** button and select the spool directory on the remote server which should receive journal files from the spool manager.

Remote Setup

1. Install the DECcolor Works printing system and the required DECcolor Works printer driver(s) using the **Windows Control Panel**.
2. Run the DECcolor Works Spool Manager by executing **SWSPLMGR.EXE** from the **WINDOWS\SYSTEM** directory.
3. Either double-click the queue or select the **Setup** option from the **Queue** menu.
4. Select the **Remote Despool** tab and click the **Printing from remote queues** option.
5. Click the **Browse** button and select the spool directory on the remote server which will hold journal files from host workstations.

Journals will be identified by the DECcolor Works Spool Manager and submitted for printing.

Note: This feature is quite different from the traditional remote-printer spooling provided by most network operating systems. Use your network to redirect the printer LPTx: ports in the usual way to take advantage of that feature. You may also need to enable the Windows **Print Manager** as described above on some network operating systems when port re-direction is utilized.

The Document Menu

The **Document** menu allows you to control journal files in your DECcolor Works print queue. Journals can be held, re-printed, deleted or kept for subsequent re-printing.

To select options appropriate to a journal file, either double-click it or select **Options** from the **Document** menu.

The View Menu

The **View** menu allows you to limit the amount of information that the DECcolor Works Spool Manager gives you. In addition, you can control the display of the DECcolor Works Despooler pop-up. When options in the **View** menu are selected, the DECcolor Works Spool Manager places a check mark beside them.

If the **Show Despool Popup** is cleared (no check mark is beside it), the DECcolor Works Despooler window will not appear when journal files are submitted for printing. It will appear, however, if an error is reported by the printer.

The Options Menu

The **Options** menu controls the default spool directory, timer and font selections as follows:

Default Spool Directory

Choose this option from the **Options** menu to override the default TEMP directory setting. Journal files will be sent to this directory instead. This option is equivalent to the Spool Directory setting in the **Queue Menu Setup** option except that it applies to all queues.

Timers

The **Update Timer** tells the DECcolor Works Spool Manager how often to refresh the information displayed in the DECcolor Works Spool Manager window. The **Remote Timer** tells a remote DECcolor Works Spool Manager how often to look for new journal files in a network directory. See the **Queue** menu for more details about network printing.

Font

This option allows you to set the default font that the DECcolor Works Spool Manager uses for displaying information in the spool manager window.

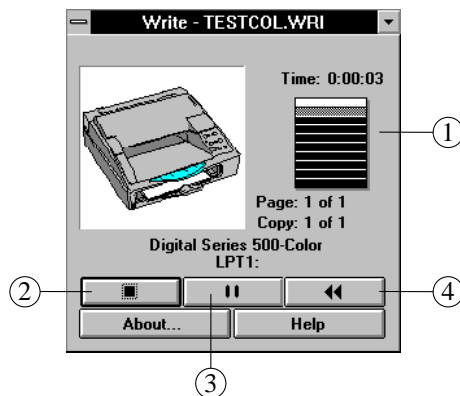
The Help Menu

The **Help** menu provides copyright, trademark and version information about the DECcolor Works Spool Manager through the About option.

The DECcolor Works Despooler

Though the Despooler window is displayed when you are printing, the Despooler is essentially working in background mode, allowing you to work with the current and other applications.

When a journal file is processed by the DECcolor Works Spool Manager, it is submitted to the DECcolor Works Despooler. The progress of the current page is shown by the image of a document in the upper right of the Despooler window ←.



DECcolor Works Despooler Dialog Box

Each page of the document is divided into one or more horizontal bands for processing. Once a band is complete, that data is sent to the printer and the despooler starts to process the next band. If your computer has little free memory or you are printing a complex document, a number of bands appear in the dialog box.

Control Buttons

The Despooler window contains 3 control buttons that you can use to manage printing:

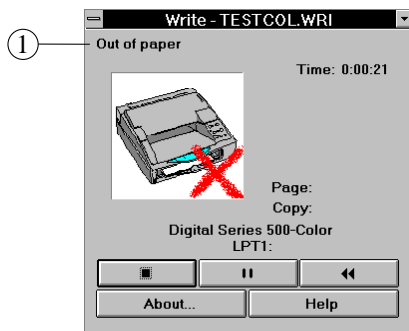
- The **Stop** button ↑ aborts the print.
- The **Pause** button → temporarily halts the print. Click the button to pause the print and click again to re-start printing.

- The **Rewind** button ↓ stops the current print and re-queues the journal file (print file) from the beginning. Use this button to re-launch prints without having re-print from the application.

Status Messages

The DECcolor Works Despooler shows the progress of the current print job and identifies printer status information ← such as “out of paper” “printer off line” etc.

Status messages and symbols representing error conditions are displayed on the image of your printer in the despooler window. The following example shows an error message and graphic indicator that the printer is out of paper.



Despooler Dialog Box with Status Message

When you correct a problem with the printer the despooler senses this and continues with the print job. If a serious error occurs, such as printer power failure, it is suggested that you re-queue the journal and print it again.

Note: If you have cleared (no check mark is beside it) the Show Despool Pop-up option in the **View** Menu of the DECcolor Works Spool Manager, then the DECcolor Works Despooler pop-up will only appear if a printer status error occurs.

About Button and Help Button

The **About** and **Help** buttons provide supplementary information about the DECcolor Works Despooler.

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Troubleshooting

When a printer error occurs, there are two sources of information that help you to resolve the problem. They are:

- The *Despooler dialog box*, which displays text and graphical information on the error that has occurred, and provides tools to rectify the problem (stop, pause and rewind buttons).
- The *printer's operator panel indicators and buttons*, which can be used to diagnose and rectify the problem.

The following table describes some of the more common errors that you may encounter when printing with the DECcolor Works printer driver. The left column describes the symptom (or combination of symptoms) that indicate that a print error has occurred.

The center column lists the possible causes of the error. Where 2 different causes produce the same symptoms, the different causes and their corresponding solutions are lettered (A and B) in the table.

The right hand column describes the action you should take to resolve the problem. Actions that correspond to each cause are listed opposite each cause in the table.

Troubleshooting Printer Problems

Printer Setup Problems

Symptoms	Possible Cause	Action / Resolution
<ul style="list-style-type: none">- Printer not printing.- Despooler timer active.- Red cross on Despooler window.	<ul style="list-style-type: none">A. Printer is not turned on.B. Printer is off line.	<ul style="list-style-type: none">A. Press the power switch to turn on the printer.B. Press the On Line button on the operator panel.
<ul style="list-style-type: none">- Printer not printing.- Color indicator flashing.- Despooler timer active.	<ul style="list-style-type: none">A. Print head selection lever in wrong position.B. Wrong combination of print head and printer set up (color or monochrome).	<ul style="list-style-type: none">A. Move the print head selection lever to the correct position.B. Abort the print by clicking on the stop button in the Despooler window. When the Despooler window disappears, turn off the printer, wait a few seconds, and turn it on again. In the DECcolor Works Printhead/Resolution dialog box, select Monochrome or Color.
<ul style="list-style-type: none">- Printer not printing.- Despooler window shows red cross and "Out of Paper" error message.	Parallel printer cable is not connected.	Check that the printer's parallel cable is connected to both the printer and the computer.
<ul style="list-style-type: none">- Printer not printing.- Despooler window does not appear.- Color indicator flashes.	Wrong printer driver selected to print the file.	<ul style="list-style-type: none">Delete the document from the Windows Print Manager or reset the printer.To reset the printer, turn it off, wait a few seconds, and turn it back on.

Symptoms	Possible Cause	Action / Resolution
<ul style="list-style-type: none"> - Printer not printing - Despooler timer active. - Ink/Paper indicator flashing (double sequence). 	<p>Manual Feed has been selected in the paper source dialog box for printing from another paper source (upper or lower paper tray).</p>	<p>Load paper manually to print, or abort the print from the Despooler, turn off the printer, wait a few seconds, and turn it on again.</p>
<ul style="list-style-type: none"> - Printer not printing. - Despooler timer active. - Wrong port is identified in the Despooler window. 	<p>Wrong port is associated with the printer.</p>	<p>Abort the print by clicking on the stop button in the Despooler window.</p> <p>When the Despooler window disappears, turn off the printer, wait a few seconds, and turn it on again.</p> <p>From the Windows Control Panel Printers dialog box use the Connect... button to associate the printer with the correct port.</p>

Print Head and Paper Problems

Symptoms	Possible Cause	Action / Resolution
<ul style="list-style-type: none"> - Printer not printing - Despooler timer active. - Ink/Paper indicator flashing (double sequence). 	<ul style="list-style-type: none"> A. No print head installed. B. Monochrome cartridge is out of ink. 	<ul style="list-style-type: none"> A. Install print head in the printer and press the Install button. B. Install a new monochrome cartridge.
<ul style="list-style-type: none"> - Printer not printing. - Despooler timer active. - Ink/Paper indicator flashing. - LQ/NLQ/Draft indicators flashing in sequence. 	<ul style="list-style-type: none"> Print head not correctly installed. 	<ul style="list-style-type: none"> Correctly reinstall the print head in the printer.
<ul style="list-style-type: none"> - Faded color print quality. 	<ul style="list-style-type: none"> Color print head is empty. 	<ul style="list-style-type: none"> Replace the color print head.
<ul style="list-style-type: none"> - Printer not printing. - Despooler window shows red cross and "Out of Paper" error message. - Ink/Paper indicators flashing (double sequence). 	<ul style="list-style-type: none"> A. Paper tray not installed. B. No paper in paper tray. C. Paper is torn or jammed in the printer. D. Wrong paper source selection. 	<ul style="list-style-type: none"> A. Insert the paper tray. B. Insert paper in the paper tray. C. Clear the paper jam. D. Choose the correct paper source selection in the printer setup.

Questions and Answers

The following common questions and answers provide important information about using DECcolor Works.

Changing Dither Options

Q. Do I really need to change ink or Dither options in the printer driver setup?

A. Not really! You can simply use the default printer driver settings for most printing needs. However, if you want a different resolution or special paper for presentations, you'll need to change some settings.

Q. I am trying to print an image. Whatever Dither option I select in the printer driver, the resulting output always looks the same. What is the problem?

A. It may be that the image you are trying to print has already been dithered by your software and the software is overriding the driver's dither setting. Look at your software for an option that allows you to use printer dithers so that the DECcolor Works printer driver can do its job. You can also try printing the image with another application.

Defaults Button

Q. What does the Defaults button do?

A. It restores the driver settings to those you have when DECcolor Works is first installed on your system.

Diffusion Options

Q. Although I have selected one of the Diffusion dither options, my pictures do not appear to be diffused. Why?

A. Your software may be overriding the driver's dither processing. Look at your software for an option that allows you to use printer dithers so that the DECcolor Works printer driver can do its job.

Q. I am printing a word processing document and my print time is quite slow. What is the reason for this?

- A. The Diffusion (High Quality) option in the dithering settings dialog box is generally the default setting on most DECcolor Works printer drivers. Although this generally gives the best print quality for graphics, when printing text-intensive documents, the pattern options provide greatly-enhanced print performance.

Printing to a Remote Printer

Q. I cannot seem to print to a Windows remote printer from my Windows for WorkGroups or LAN setup. What is the problem?

- A. You need to direct the DECcolor Works Spool Manager to print through the standard Windows Print Manager. Do this by running SWSPLMGR.EXE. Double-click the printer queue that you wish to direct through Print Manager. Select the Use Print Manager for this port option. Choose the **OK** button and close the application. Subsequent prints will be sent through the Windows Print Manager by the DECcolor Works Despooler.

Q. I would like to send my journal files to a remote DECcolor Works Spool Manager across my network. Can I do this?

- A. Yes. Use the **Search** menu of the Help window to learn about the DECcolor Works.

Windows and OS/2

Q. I cannot print from a Windows session under OS/2 . What is the problem?

- A. You need to direct DECcolor Works Spool Manager to print through the Win-OS/2 Print Manager. The procedure for doing this is described two answers above.