

Troubleshooting

Disabling QuickDraw GX

If you do not have enough memory to print from the application you are using or if you seem to be having problems printing while QuickDraw GX is running, you may need to disable QuickDraw GX.

To disable QuickDraw GX:

1. Open the Extensions folder in the System Folder and drag the QuickDraw™ GX extension onto the desktop.
2. Restart your system.

If you have desktop printers that were created before you disabled QuickDraw GX, there will be "X" drawn through them and they will be unavailable for use.

Potential Printing Problems

- [The printer icon does not appear in the Chooser.](#)

Reinstall the printer driver.

- [The printer icon appears in the Chooser, but no names appear.](#)

If Appletalk is inactive, turn on Appletalk by clicking the active button in the Chooser.

- [The printer is not found.](#)

Make sure the correct port (printer or modem) is selected and the printer is turned on.

- [Print quality is poor.](#)

1. If your printer has two print cartridges, align the print cartridges. Refer to "Print Cartridge Maintenance" for instructions.

2. If your printer has one print cartridge, or if your printer has two print cartridges and step 1 doesn't work, clean the print cartridges. Refer to "Print Cartridge Maintenance" for instructions.

3. If the problem persists, refer to the "Troubleshooting" section of your printer's user's guide.