



-A-

alert
aligning

-B-

bit
bitmap
brightness
buffer

byte

-C-

cleaning
collate
Color Matching
configuration
contrast

-D-

device
dots-per-inch

-F-

font

-G-

grayscale

-H-

halftone

-I-

icon
information message
Ink cartridge

-L-

landscape
local printer
logical port

-M-

megabyte (MB)

memory

message area

microprocessor

-N-

network printer

-O-

orientation

-P-

paper selection lever

paper support

paper thickness lever

parallel cable

pause

point size

port

portrait

print area

print head

print job

print queue

printer cable

printer driver

progress bar

-R-

random-access memory (RAM)

resolution

-S-

Saturation

sound file

spooling

status options

swap file

switch box

system memory

-T-

test page

title bar

toolbar

TrueType fonts

-V-

virtual memory

-W-

Windows Printing System

WYSIWYG

alert

A message displayed in the Printer Status Window when a problem or other condition has caused the Windows Printing System to pause printing. For example, an alert appears to tell you a paper jam has occurred. You must follow the alert's on-screen instructions before printing will resume.

aligning

To align the print head to print clearly in horizontal direction.

bit

A **binary digit**, whose state is either yes or no, on or off, 1 or 0. The smallest unit of information storage in computers.

bitmap

A two-dimensional array of bits representing an image to be displayed on the screen or printer.

brightness

The degree to which an image reflects or emits light. Decreasing brightness darkens the overall image. Increasing brightness lightens the overall image.

buffer

A small store of random-access memory (RAM) in the printer which holds incoming data from the computer while waiting to print it out.

byte

A unit of information storage consisting of eight bits, enough (in most computer codes for Western languages) to encode one letter, number or symbol.

cleaning

To clean the nozzle of the print heads. The print heads must be cleaned when you have print quality problems or whenever you replace the print head unit or ink cartridges. Three cleaning methods are available.

collate

To print separate copies of your document with all of the pages in order.

Color Matching

A feature that will optimize color output from the printer.

configuration

Settings that enable your computer and printer to exchange data.

contrast

The degree of difference between the lightest and darkest areas of an image. Decreasing contrast lightens the dark areas and darkens the light areas. Increasing contrast darkens the dark areas and lightens the light areas.

device

A component of a system's hardware, such as a monitor, printer, mouse, sound board, or disk drive.

dots per inch (dpi)

A measure of the resolution of a printed image; the number of dots printed in a linear inch. There are three available resolutions: Best (720 dpi), Normal (360 dpi) and Draft (180 dpi).

See also [resolution](#).

font

A typeface; a collection of characters with a consistent appearance and style, such as Times New Roman. Traditionally in printing, a font was a typeface in a specific size, such as Times New Roman 12-point.

See also [TrueType fonts](#).

grayscale

A bitmap image that stores each dot as a shade of gray, rather than as black or white only.

See also [halftone](#)

halftone

Using this method, the printer produces shades of gray or colors by mapping dots to be printed. For color printing, different colored dots of ink are placed closely together to create illusions of other colors.

See also [grayscale](#)

icon

A small symbol used by Windows to represent a program, process, document or object.

information message

A message displayed in the Printer Status Window when Windows Printing System detects a condition that will eventually require attention (low ink, for example).

Ink cartridge

The BJC-620 use four color ink cartridges, black, yellow, magenta, and cyan, to reproduce color. When the printer runs out of a color ink, you need to replace only the color ink cartridge.

landscape

The page is wider than they are tall (like a landscape painting), and the envelope is taller than they are wide.

Landscape orientation is often used for presentation slides, diagrams, spreadsheets and transparencies

See also [portrait](#)

local printer

A printer that is directly connected to your computer, as opposed to a remote or network printer.

logical port

A port which is not physically present in the computer, but which Windows Printing System creates and uses to send data to a network printer.

megabyte (MB)

A unit of information storage consisting of slightly more than a million (two to the twentieth power) bytes.

See also bit

memory

The capacity of your computer to store information, or the devices in which information is stored, usually measured in bytes. While you are working on a file, it is stored in random-access memory (RAM) chips, but is lost when you reset or turn off your computer. When you save a file, it is stored on floppy or hard disks or other storage devices. Basic information about the computer is permanently stored in read-only memory (ROM), which cannot be changed.

message area

The area in the Printer Status Window that identifies the status, application name, and filename of the print job. Also shown is the estimated time remaining to finish printing and estimated completion time. The time estimates may be replaced by an information or alert message.

microprocessor

The electronic chip that serves as the brain of the computer, processing information and controlling other devices connected to it.

network printer

A remote printer that is connected to your computer through a network, as opposed to a local printer.

orientation

A print orientation in which the document is printed. You can change the orientation by turning the paper or the envelope in the printer sheet feeder.

Portrait orientation is generally used for correspondence, reports, envelopes, and books; Landscape orientation is often used for presentation slides, diagrams, spreadsheets and transparencies.

See also [portrait](#), [landscape](#)

paper selection lever

The lever on the right side of the sheet feeder, which you adjust as necessary for the type of paper you are using. The lever has two settings: the back setting is for automatic; the forward setting is for manual feeding.

paper support

The paper support helps the paper straight in the sheet feeder. It also helps the paper advance smoothly into the printer when it is lowered to feed paper manually.

paper thickness lever

The green lever located inside the printer, which you adjust as necessary to accommodate different paper thicknesses. The lever has two settings: the forward setting and the back setting.

parallel cable

A data cable which transfers multiple bits of information simultaneously along each of its wires from the computer to the printer. Parallel cables are usually less than 10 feet long.

See also printer cable.

pause

To temporarily stop printing the current document. Windows Printing System finishes printing the current page and waits until you resume printing.

point size

A unit of measurement of type size, used to describe fonts. On paper, a point is $\frac{1}{72}$ nd of an inch.

port

A connection through which the computer sends information to other devices. Parallel ports send data eight bits at a time and are usually used for printers; Windows and MS-DOS designate them "LPT1:" through "LPT9:". Windows Printing System does not allow printing through serial ports, which send data one bit at a time and are often used for modems.

portrait

The page is taller than they are wide (like a portrait painting), and the envelope is wider than they are tall.

Portrait orientation is generally used for correspondence, reports, envelopes, and books.

See also [landscape](#)

print area

The part of a page where the printer can print. The actual size of the print area depends on the size of the paper and the particular printer.

print head

The component that contains 64 nozzles that eject the ink for printing.

print job

A document that a Windows-based application has processed and sent either directly to the printer or to the print queue.

print queue

A list of files either waiting to be printed or currently printing. After a file is printed, it is removed from the queue.

printer cable

A bundle of wires in a sheath which transfers data between a computer and a printer. Printer cables can either be parallel or serial. Serial cables are not supported by Windows Printing System.

See also [parallel cable](#)

printer driver

A program that controls how the computer and printer interact. The printer driver supplies Windows with information such as descriptions of fonts and features of the installed printer. Drivers have the filename extension .DRV. When you print with the Windows Printing System, you are using its printer driver.

progress bar

A horizontal bar in the Printer Status Window or its icon that graphically indicates the percentage of the print job that has printed.

physical RAM

Random-access memory (RAM) that is physically present in the computer in the form of memory chips, as opposed to virtual memory.

random-access memory (RAM)

The working memory of the computer into which programs and data are temporarily stored while you use them. Resetting or shutting off the computer clears all information from RAM. Printing very complicated documents may require closing other running programs or adding more RAM to the computer.

See also memory, physical RAM, virtual memory

resolution

The fineness of lines displayed on a monitor or printed, measured in dots per inch (dpi). Low-resolution devices may display or print visibly jagged images, particularly diagonal lines. There are three available resolutions: Best (720 dpi), Normal (360 dpi) and Draft (180 dpi).

See also [dots per inch](#)

saturation

The amount of hue of a color. The further the particular hue moves away from the center of the color wheel, the more saturated it is.

sound file

A file containing audio information that can be played by a sound driver and sound card. The Windows Printing System includes a sound driver and sound files that announce printing conditions. For example, when the print job has finished, you will hear "Printing complete."

spooling

Sending a document to Print Manager rather than directly to the printer. Print Manager processes and sends each print job to the printer in the order received. Spooling frees the application you are using for other tasks.

status options

Settings which determine when the Printer Status Window opens and whether sounds play with messages.

swap file

A hidden file on the hard disk that Windows uses for swapping information between random-access memory (RAM) and the hard disk. The swap file is used as virtual memory.

switch box

A piece of hardware that connects a computer to multiple printers. Some switch boxes can pass data back to your computer so it can display the status of the current print job, but Windows Printing System does not support them.

symbol set

A series of unusual characters such as Greek letters and graphical symbols that are not included in most fonts.

system memory

The amount of random-access memory (RAM) available in your computer.

See also [memory](#), [random-access memory \(RAM\)](#)

test page

A page generated by Windows Printing System and printed by your printer, verifying its proper operation. It contains system and diagnostic information.

title bar

The horizontal bar at the top of a window or dialog box that contains its title. On windows, the title bar contains Minimize, Maximize and Control buttons.

toolbar

The area below the menu bar in the Printer Status Window, which contains buttons for pausing, resuming, forcing and deleting the current print job and testing the printer.

TrueType fonts

Scalable outline fonts that use a single outline for both screen display and printing. TrueType fonts can be scaled to any point size and print exactly as they appear on the screen with higher resolution.

See also [font](#).

virtual memory

Space on the hard disk that Windows uses for temporary data storage, as if it were actually random-access memory (RAM). Windows does this by means of a swap file. This provides Windows with more usable memory, but reduces speed of access to it when the swap file must be used.

See also physical RAM

Windows Printing System

Software by Microsoft that extends the power of the Windows operating system to speed up and simplify printing. The Windows Printing System allows you to control and monitor the printer from the computer through dynamic two-way communication between printer and computer.

WYSIWYG

Pronounced *wizzy-wig*, an acronym for "what you see is what you get." The ability of a program to display a document on the screen exactly as it will appear on paper.

CHANGE LOG AND CUSTOMIZATION TIPS

To customize this help file:

1. If you use a manufacturer-specific term for resolution enhancement, search for "edge smoothing" or "print quality" and substitute your preferred term. If you also refer to it by an acronym, you may want to put the acronym in parentheses after the term, to help the user learn the term.
2. If you add the acronym to the topic title, be sure to also make the following changes:
 - Add the acronym to the search title (\$ footnote) for that topic.
 - Add the acronym to the search keywords (K footnote) for that topic.
 - Search other .RTF files for jumps to that topic, and edit those too.

Change log:

Use this topic to track changes to this .RTF file when customizing WPS Help for a particular printer.

This page is coded as a help topic so the help compiler doesn't complain, but the topic does not appear in the compiled version of the help file.

How to ...

Print different kinds of jobs

Adjust print quality

Monitor print jobs

How to ...

Print different kinds of jobs

This section explains how to make printing and paper choices with Windows Printing System.

How to ...

[Print multiple copies and collate](#)

[Choose paper orientation](#)

[Choose a paper source](#)

[Choose paper size](#)

[Select printer settings for various media types](#)

See also

[How to open the Properties dialog box](#)

[Copies & Methods tab](#)

[Size & Source tab](#)

How to ...

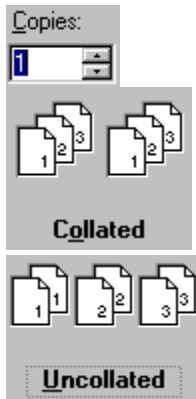
Print multiple copies and collate

Overview

See Also

List

Properties dialog box
Copies & Methods tab



To print multiple copies of a document:

► In the Copies box, type the number of copies (1 to 99) you want. Or click the arrows to increase or decrease the number.

If you specify more than one copy you may also select Collated or Uncollated.

To specify whether to collate multiple copies:

► Choose Collated to print separate, complete copies of your document with all of the pages in order.

► Choose Uncollated to print all copies of the first page, all copies of the second page, and so on for each page in the document.

Note: Some applications offer multiple copies and collating which may override or add to settings in the Windows Printing System. For example, if you specify three copies in your application's Print dialog box and two copies in the Windows Printing System Properties dialog box, you may get five copies of your document. See your application's documentation.

You can choose to print more than one copy of a document at a time in the Multiple Copies box on the Copies & Methods tab of the Properties dialog box.

If you print more than one copy, you can specify whether to collate the copies.

See also

[How to open the Properties dialog box](#)

[Copies & Methods tab](#)

How to ...

Choose paper orientation

Overview

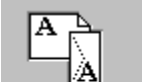
See Also

List

Properties dialog box
Copies & Methods tab



Portrait



Landscape

To choose the orientation for printing a document

- ▶ In the Orientation box, choose the Portrait button to print your document in portrait orientation or choose the Landscape button to print your document in landscape orientation.
Note: Use the Properties dialog box to specify orientation only when your application does not provide this option, because the Windows Printing System will not override your application's orientation setting.

You can choose the orientation in which text or images print in the Orientation box on the Copies & Methods tab of the Properties dialog box. You can change the orientation without turning the paper or envelope in the printer sheet feeder.

See also

[How to open the Properties dialog box](#)

[Copies & Methods tab](#)

How to ...

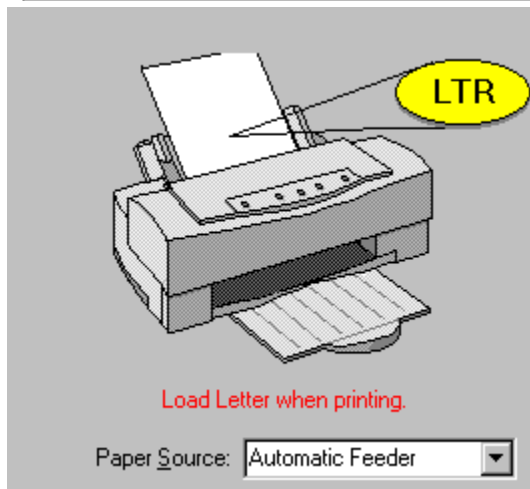
Choose a paper source

Overview

See Also

List

Properties dialog box
Size & Source tab



To choose a paper source

► Click the arrow in the Paper Source box, then choose the source you want from the Paper Source list. Or click on the printer picture to select the paper source. To select Manual Feed, click on the operator panel. To select Automatic Feed, click on the sheet feeder.

Note : When you choose Manual Feed, be sure to lower the paper support until it stops and move the paper selection lever (right of the sheet feeder) to the front position before loading paper to avoid paper loading problems.

You can specify a paper source by choosing it from the Paper Source list on the Size & Source tab of the Properties dialog box.

You can also specify the paper source by clicking on the image of that source (Manual feed or Automatic Feed) on the picture of the printer.

After you choose a paper source, the Paper Source box indicates your choice. The message below the printer picture also asks you to load the specified size of paper in the sheet feeder. When you select Automatic Feed, the message appears in red to catch your attention. A balloon appears to indicate the paper size.

See also

[How to open the Properties dialog box](#)

[Printer settings for various media types](#)

[Size & Source tab](#)

How to ...

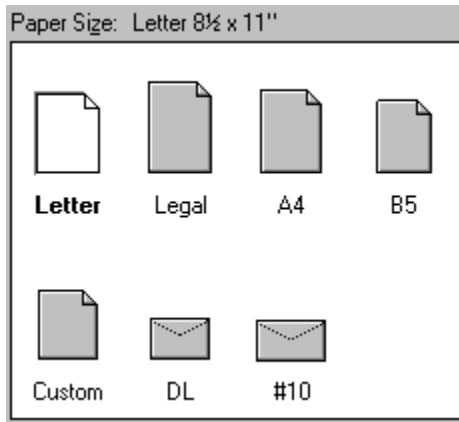
Choose paper size

Overview

See Also

List

Properties dialog box
Size & Source tab



To choose a paper size

► In the Paper Size box, click the picture for the paper or envelope size you want. If you choose Custom, the Custom (Paper Size) dialog box appears. You can customize the paper size and length in inches or millimeters in the dialog box.

Note : When you select Envelope DL or Envelope #10, be sure to pull up the paper support until it stops and move the paper selection lever (right of the sheet feeder) to the front position before loading envelopes to avoid paper loading problems.

You can choose any paper size supported by your printer from the Paper box on the Size & Source tab of the Properties dialog box

The Paper box contains icons and names of five paper and two envelope sizes. Choose a size by clicking on the icon. Or use the scroll arrows to see more sizes. The paper of the size must be loaded in the sheet feeder.

The printer picture in the Paper Source box shows the currently inserted paper size and paper source. After you have chosen a paper source, the message below the printer picture prompts you to load paper of the specified size in the sheet feeder. When you select Automatic Feed, the message appears in red to catch your attention.

See also

[How to open the Properties dialog box](#)

[Size & Source tab](#)

[Custom \(Paper Size\)](#)

[Paper Size list](#)

How to ... Paper Size list

See Also

List

Name	Size in Inches	List Box Text
Letter	8.5 x 11	Letter 8½ x 11"
Legal	8.5 x 14	Legal 8½ x 14"
A4	8.27 x 11.7	A4 210 x 297 mm
B5	7.17 x 10.1	B5 182 x 257 mm
Envelope DL	4.33 x 8.66	Env:DL 110 x 220 mm
Envelope #10	4.125 x 9.5	Env:#10 4 1/8 x 9½"
Custom	---	Custom ...

See also

[Size & Source tab / Paper Size](#)

How to ...

Printer settings for various media types

List

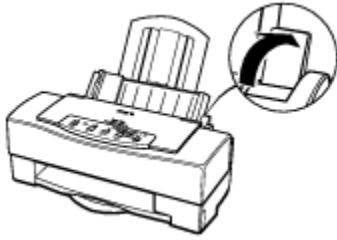
You may need to change the printer settings according to the media type you load in the sheet feeder to avoid paper loading problems such as paper jams. The following table lists suggested printer settings:

Media Type	<u>Paper Source</u>	Paper Selection Lever	<u>Paper Support</u>	Paper Thickness Lever	Sheet Feeder Capacity
Plain Paper (A4, B5, or letter size)	Automatic Feed	Rear	Up	Forward*	100 sheets (64 g/m ²) or up to paper limit mark
Plain Paper (legal size)	Automatic Feed	Rear	Up	Forward	50 sheets (64 g/m ²) or a stack up to 5 mm thick
Coated Paper	Automatic Feed	Rear	Up	Forward	Up to paper limit mark
Transparency	Automatic Feed	Rear	Up	Forward	50 sheets
Back Print Film	Automatic Feed	Rear	Up	Upright	50 sheets
Fabric sheet	Automatic Feed	Rear	Up	Upright	1 sheet
Glossy Paper	Automatic Feed	Rear	Up	Upright	1 sheet
High Gloss Film	Manual Feed	Front	Down	Forward	1 sheet
High Resolution Paper	Automatic Feed	Rear	Up	Forward	50 sheets
Thick paper (Other media)	Manual Feed	Front	Down	Upright	1 sheet
Envelope (DL / #10)	Automatic Feed	Front	Up	Upright	10 sheets

* If graphics that use a lot of ink appears smudged on plain paper, select Other Paper as the media type in the Quality dialog box and set the paper thickness lever to the upright position.

Paper Selection Lever

Rear Position



The default position, for automatic feeding of cut sheets.

Front Position



For automatic feeding of envelopes or manual feeding any type of print media.

Paper Support

Up Position



The default position, for automatic feeding of cut sheets.

Down Position



For manual feeding any type of print media.

Paper Thickness Lever

Forward Position



The default position, for printing on plain paper, coated paper, transparency films, or high gloss film.

Upright Position



The position for printing on envelopes, back print film, glossy paper, fabric sheet, or thick paper.

The distance between the print head and paper becomes wider than it is when positioned in the forward position.

How to ...

Adjust print quality

This section explains how to make choices about print quality with Windows Printing System.

How to ...

[Select media types](#)

[Change printer resolution](#)

[Select print quality](#)

See also

[How to open the Properties dialog box](#)

How to ... Select media types

Overview

See Also

List

Properties dialog box
Quality tab



To select media types

- ▶ In the Media box, choose one of the nine Media Types.

Note 1 : You may need to change the printer settings, such as the paper thickness lever, depending on the media type you load in the sheet feeder. For details, see [Printer settings for various media types](#).

Note 2 : When printing on envelopes, select Plain Paper.

Note 3 : When using thick paper, select Other Paper.

Note 4 : When selecting Transparency, Back Print Film, Fabric Sheet, or High Gloss Film as the media type, make sure to remove each sheet after it is printed.

You can specify a media type that you use in the Media box, found in the Quality tab of the Properties dialog box.

When you select a media type, the Window Printing System sets the most appropriate printer mode for your print media.

The print speed changes according to the media type you select. If you want to increase print speed with the media type setting, change resolution / print quality in the Quality tab.

See also

[How to open the Properties dialog box](#)

[How to choose a paper source](#)

[Properties dialog box](#)

[Quality tab](#)

How to ...

Change printer resolution

Overview

See Also

List

Properties dialog box
Quality tab



To set printer resolution

- 1 On the Quality tab of the Properties dialog box, choose one of the three resolution settings.
- 2 Choose the OK button.

Note 1: When you select Best, use of High Resolution Paper HR-101 is recommended for optimum print quality.

Note 2: When you select Best, it is recommended that you select the Smooth halftoning method in the Graphics dialog box for optimum print quality.

Note 3: When you select Best, you cannot select High Speed in the Print Quality group box.

Note 4: When you select Draft, you cannot select Photographic Quality in the Print Quality group box.

Note 5: When you select a high resolution, the following print quality problems may occur:

- ▶ You may get black ink blurred on Back Print Film or other kinds of paper.
- ▶ When you print solid black areas, such as reversed characters, on High Gloss Film, black ink may adhere to the printed surface in vertical dotted lines.

If these print quality problems occur, select Photographic Quality as the Print Quality in the Quality tab. If the problem cannot still be solved, try to increase the brightness of black in the Graphics & Color tab.

You can select printer resolution for text and graphics in your print job in the Resolution Settings box found in the Quality tab.

There are three available resolutions for your printer: Draft, Normal and Best. Resolution is measured in dots per inch (DPI). Draft is 180 dpi, Normal is 360 dpi and Best is 720 dpi. Larger numbers, such as 720 dpi (Best) mean higher resolution. In general, higher resolution looks better but takes longer to print and requires more memory. Lower resolution can print with less memory and therefore prints faster.

See also

[How to open the Properties dialog box](#)

[Properties dialog box](#)

[Quality tab](#)

How to ... Select Print Quality

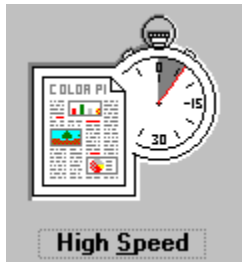
Overview

See Also

List

Properties dialog box
Quality tab

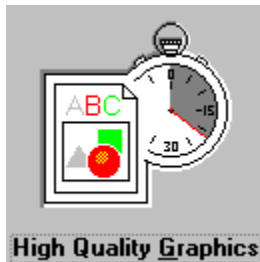
Four print quality options:



Use this setting for fastest printing, suitable for printing draft copies of your work. The print speed is the fastest among the four settings, but the print quality is the lowest.



The default print quality setting. Use this setting to print best quality text, suitable for printing a document carrying a lot of text, or text and a few of graphs. If you feel your printout looks light with the High Speed setting (particularly, in monochrome), try this mode.



Use this setting to print the best quality graphics, such as illustration or graphs made with application softwares. The print speed is the slower than High Speed and High Quality Text.



Use this setting to print scanned images of continuous tone graphics, such as photographs. The print speed is the slowest among the four settings.

To choose a print quality

▶ In the Print Quality box, choose one of the four methods: High Speed, High Quality Text, High Quality Graphics, or Photographic Quality.

Note : Print modes that can be selected differ according to the media type and resolution you select in the Quality tab, as follows:

- ▶ When you select Plain Paper, you can choose all four print quality settings. However, you cannot choose High Speed when you select Best.
- ▶ When you select Transparency or Other Paper, you cannot choose High Speed.
- ▶ When you select the other media types, you can choose only High Quality Graphics or Photographic Quality.
- ▶ When you select High Speed, you cannot select Best.
- ▶ When you select Photograph Quality, you cannot select Draft.

In the Print Quality box (found in the Quality tab of the Properties dialog box), you can select print quality best for your document type and usage. The print speed changes according to the print quality setting. High Speed is the fastest and Photographic Quality is the slowest.

See also

[How to open the Properties dialog box](#)

[Properties dialog box](#)

[Quality tab](#)

How to ...

Control Graphics & Color

This section explains how to make choices about graphics and color printing with Windows Printing System.

How to ...

[Select halftoning](#)

[Select color mode](#)

[Adjust brightness, contrast, and saturation](#)

See also

[How to open the Printer Status Window](#)

How to ... Select Halftoning

Overview

See Also

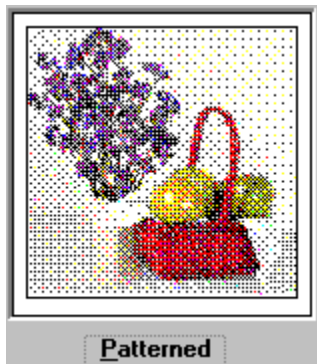
List

Properties dialog box
Graphics & Color tab

Three halftoning options:



The default setting. The printer randomly places dots of different colors to create the appearance of intermediate colors. This setting produces the most realistic colors and subtle color gradations. Using a special processing technique, the Windows Printing System can produce near-photographic quality from your color images. Use this feature for scanned images of continuous tone graphics, such as photographs.



The printer uniformly aligns dots of different colors to create the appearance of intermediate colors. Use this setting for printing documents that contains large area of solid color, such as bar charts and graphics. It attains medium-speed printing and medium-quality images.



All colors are represented by combination of eight color dots: yellow, magenta, cyan, black, red, green, blue and white. Use this setting for printing documents that contain only text and simple graphics or for printing a proof copy of a document that contains complex graphics. It shows the fewest.

To choose a halftoning method

► On the Graphics & Color tab of the Properties dialog box, choose one of the three methods: Solids, Patterned, or Smooth.

Note : When you select the Best resolution setting in the Quality dialog box, it is recommended that you select the Smooth halftoning for optimum print quality.

To restore Color mode and halftoning to their default settings

► On the Graphics & Color tab of the Properties dialog box, press the Restore Defaults button.

Pressing the Restore Defaults restores Color mode to Auto-adjusted color and Halftoning to Smooth.

You can choose from three halftoning methods in the Halftoning box on the Graphics & Color tab of the Properties dialog box.

Use these halftoning options--which affect all color images in your document--to balance speed against quality for printed graphics and to create special effects with graphics.

See also

[How to open the Properties dialog box](#)

[Graphics & Color tab](#)

[How to adjust brightness, contrast, and saturation](#)

[Properties dialog box](#)

How to ...

Adjust brightness, contrast, and saturation

Overview

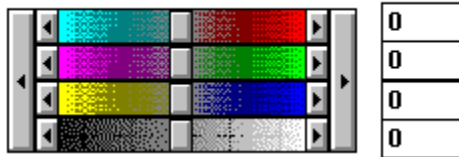
See Also

List

Properties dialog box
Graphics & Color tab
Manually Set Color

To change brightness

Brightness



► You can change the brightness of each Red, Green, Blue, and White tone separately or all together. To change brightness separately, type a new value in each color box to the right of the Brightness scroll bars, or drag the scroll bar of each color. To change overall brightness, drag all four scroll bars at once by clicking the rightmost arrow (which crosses all scroll bars) or the leftmost arrow (which crosses all scroll bars).

If your printout looks too light (missing some light colors), or too dark, try adjusting the Brightness of all colors together; if it is too light, click the leftmost arrow to decrease Brightness. If it is too dark, click the rightmost arrow to increase Brightness.

Increasing the Brightness of an individual color makes the color more intense; decreasing Brightness makes it less intense. If you want to adjust individual colors, for example, if your printout looks too reddish, try dragging the Red scroll box to the left. The sample graphic changes to reflect the new setting.

To change contrast



► Type a new value in the box to the right of the Contrast scroll bar, or drag the scroll bar.

The sample graphic changes to reflect the new setting.

Note : When you choose Solid in the Halftoning box (in the Graphics dialog box), you cannot adjust contrast.

To change saturation



► Type a new value in the box to the right of the Saturation scroll bar, or drag the scroll bar.

The sample graphic changes to reflect the new setting.

To restore brightness, contrast, saturation and halftoning to their default settings

- ▶ Choose the Default button.
Choosing Default restores Brightness, Contrast and Saturation to 0.

You can adjust the brightness, contrast and saturation for all graphics in your document by selecting Manual Color Settings in the Graphics & Color tab of the Properties dialog box.

These three controls work like the brightness, contrast, and saturation controls on your computer or television monitor:

- You can adjust the brightness of each Red, Green, Blue, and White tone separately or all together. Increasing Brightness lightens graphics elements; decreasing Brightness darkens them.
- Increasing Contrast darkens dark shades and lightens light shades. Decreasing Contrast reverses the effect.
- Increasing Saturation makes the overall color closer to the primary colors. Decreasing Saturation makes the overall color closer to black or white.

See also

[How to open the Properties dialog box](#)

[How to select halftoning](#)

[Properties dialog box](#)

[Graphics & Color tab](#)

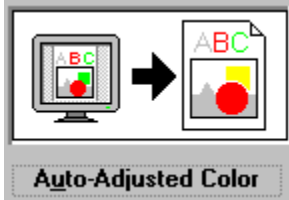
How to ... Select Color Mode

Overview

See Also

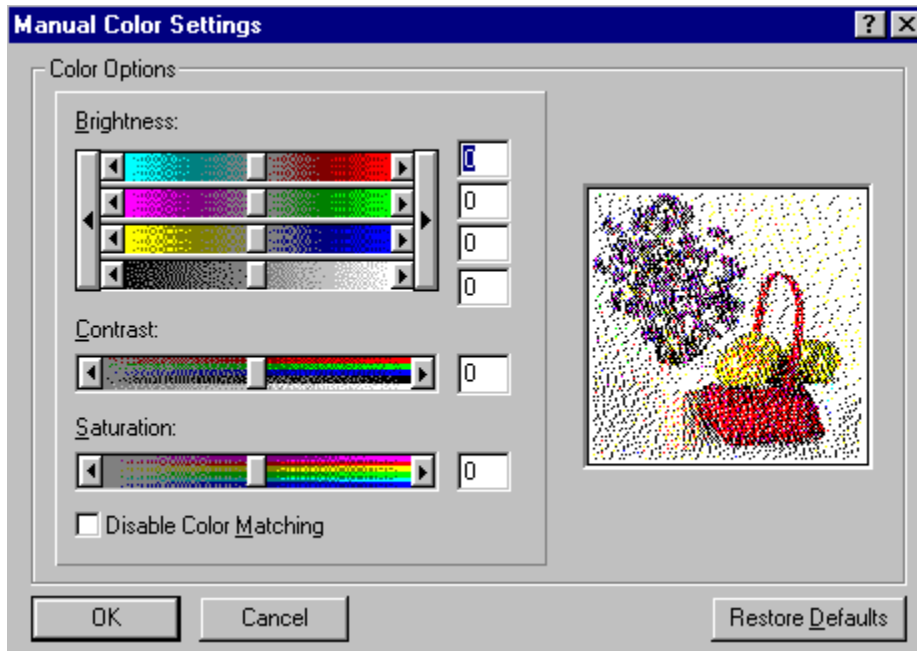
Properties dialog box
Graphics & Color tab

Three print quality options:



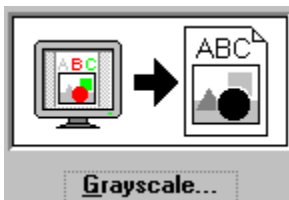
Auto-Adjusted Color

The default setting. The printer automatically adjusts the color appearance.



Manually Set Color...

Select this to control the color appearance manually. You can adjust brightness, contrast and saturation.



Grayscale

Select this to print in grayscale. You can adjust brightness and contrast.

To select color mode:

- ▶ On the Graphics & Color tab of the Properties dialog box, choose one of the three color modes: Auto-Adjusted Color, Manually Set Color... or Grayscale.

You can determine how the colors are printed by selecting among three color modes: Auto-Adjusted Color, Manually Set Color... or Grayscale.

See also

[How to open the Properties dialog box](#)

[How to adjust brightness, contrast, and saturation](#)

[Properties dialog box](#)

[Graphics & Color tab](#)

How to ...

Monitor print jobs

This section explains how to control and keep track of print jobs with Windows Printing System.

How to ...

[Check the status of a print job](#)

[Control print jobs from the Printer Status Window](#)

[Customize the Printer Status Window](#)

[Accompany messages with sounds](#)

[Windows Printing System sounds](#)

[Respond to messages](#)

See also

[How to open the Printer Status Window](#)

How to ...

Check the status of a print job

See Also

List

You can check on your print job by opening the Printer Status Window, or by setting it to open automatically whenever you print. It will always open automatically when there is a problem.

For step-by-step instructions, see:

[How to open the Printer Status Window](#)

The [Printer Status Window](#) shows and tells you about your print job. It can even talk to you if your computer can play sounds.

If there is a problem, the Printer Status Window informs you about it and tells you how to correct it.

The [Menu Bar](#) and [Toolbar](#) allow you to pause, resume, delete, and force print jobs; print a test page; clean the print heads, and customize the window and sounds.

The [Message area](#) tells you what file is printing, how much time is left to print and the time when the job will be done. The [Animation area](#) and [Progress Bar](#) show you how many pages have been printed. The [Status Bar](#) tells you what the printer is doing.

See also

[How to open the Printer Status Window](#)

[How to customize the Printer Status Window](#)

[How to respond to messages](#)

[Printer Status Window Icons](#)

How to ...

Control print jobs from the Printer Status Window

See Also

List

From the Printer Status Window, you can pause, resume, delete and force print jobs, print a test page, or clean the print head.

To pause printing



Choose the Pause button on the Toolbar, or choose Pause Printer from the Printer menu.

To resume printing after a pause



Choose the Resume button on the Toolbar or choose Resume Printer from the Printer menu.

To cancel printing



Choose the Delete button on the Toolbar or choose Delete Print Job from the Printer menu. The remaining unprinted pages of the print job are discarded, and printing resumes with the next print job (if any).

To force a print job



Choose the Force Print Job button on the Toolbar, or choose Force Print Job from the Printer menu. Forces a print job to be printed on a different size paper from that selected for the job.

To print a test page



Choose the Test Printer button on the Toolbar, or choose the Test Printer button in the Printer Options dialog box. Prints a test page to verify printer operation and to provide information.

To clean the print heads



Choose the Clean button on the Toolbar, or choose the Cleaning button in the Printer Options dialog box. Cleans the print heads to solve print quality problems.

To align the print heads

Choose the Alignment button in the Printer Options dialog box. Aligns the print heads for optimum print quality.

See also

[How to open the Printer Status Window](#)

[How to check the status of a print job](#)

[Printer Status Window](#)

How to ...

Customize the Printer Status Window

[Overview](#)

[See Also](#)

To choose what portions of the Printer Status Window to display

Printer Status Window
View

► In the View menu of the Printer Status Window, check the items (Toolbar, Printer Animation, Progress Bar, and Status Bar) you want to display and uncheck those you do not want to display.

To choose when to display the Printer Status Window

Printer Status Window
Options
Status Options

► In the Printer Status Window box, choose either "Display Printer Status Window while printing" or "Only display Printer Status Window for errors." Regardless of the setting, the window opens automatically if a problem occurs.

The Printer Status Window displays job information and messages in six sections, four of which can be hidden. You can choose which sections to display from the View menu. You determine when to display the sections from the Status Options dialog box of the Options menu.

- The Toolbar provides buttons that let you control the printer and print jobs with one click.
 - ▶ The Printer Animation in the Animation area graphically shows the position of each page as it travels through the printer.
 - ▶ The Progress Bar shows the number of pages printed and the total number of pages in the document. As the print job progresses, the Progress Bar fills in to show the percentage of the print job completed.
 - ▶ The Status Bar tells you the condition of the printer and provide information about menu items and Toolbar buttons.
- The Menu bar and the Message area are always displayed.

See also

[How to open the Printer Status Window](#)

[How to check the status of a print job](#)

[How to accompany messages with sounds](#)

[Printer Status Window](#)

[Printer Status Window Icons](#)

How to ...

Accompany messages with sounds

- ▶
- ▶

To choose when to play Windows Printing System sounds:

Printer Status Window Options Status Options
--

- ▶ Choose "Play all sounds" to accompany on-screen messages with a voice speaking the message. Sounds are not available for all messages.
See Windows Printing System sounds.
- ▶ Choose "Only play warning sounds" to accompany only warning messages with sounds.
- ▶ Choose "Do not play any sounds" to turn sounds off.

To change an individual sound:

- ▶ Choose the Sound icon on the Control Panel to turn an individual sound on or off, or to assign a different sound file to the event. For details, see your Windows documentation.

The Windows Printing System comes with sound files that provide a spoken version of some messages that appear in the Printer Status Window.

If you installed these sound files, if your computer has a sound card and if your printer is connected directly to your computer (rather than through a network), the Windows Printing System can play these messages. If your computer is connected to the printer through a switch box, Windows Printing System might not be able to play messages.

See also

[How to open the Printer Status Window](#)

How to ...

Windows Printing System sounds



The Windows Printing System includes sounds for the following alerts and information messages.

Information	Spoken	Filename
Printing started	Printing started	csprtsta.wav
Pause button pressed	Printing paused	csrtpau.wav
Resume button pressed	Printing resumed	csprtres.wav
Printing stoped	Printing stopped	csprtstp.wav
Last page finished	Printing complete	csprtcom.wav

Alert	Spoken	Filename
Ready for next sheet (manual feed)	Feed paper	csfeepap.wav
Add paper to printer	Add paper to printer	csaddpap.wa v
Wrong size paper is loaded	Change paper	cschgpap.wav
Paper is jammed	Paper jam	cspapjam.wa v
Printer error occurs	Printer error	csprterr.wav
Printing alignment page	Aligning print head	csaliprh.wav
Saving and confirming alignment	Alignment complete	csalicom.wav
Replace <i>color</i> ink cartridge	Replace ink cartridge	csrplink.wav
Replace print head	Check print head	cschkprh.wav
Set paper thickness to normal or envelope	Set paper thickness	cssetthk.wav
Service required	Service required	cssrvreq.wav

Note: If you did not install sound files when you installed the Windows Printing System, these sounds will not be available. You can reinstall Windows Printing System by choosing Printer Installation. To choose Printer Installation, click on the Start button and go to Programs and select Canon BJC-620 installation in Windows Printing System..

You can assign other sounds to Windows Printing System events by choosing the Sound icon on Control Panel. For details, see your Windows documentation.



Sounds

Click the icon to open the Sound dialog box now.

See also

[How to open the Printer Status Window](#)

[How to accompany messages with sounds](#)

How to ...

Respond to messages



The Windows Printing System displays two kinds of messages that ask you to do something: information messages and alerts.



Information messages describe a condition that will eventually require your attention, but will not prevent your document from printing. For example, an information message appears when an ink cartridge is running low on ink.



Alerts describe a condition that must be resolved before printing can continue. Some alerts identify problems such as a paper jam. Other alerts prompt you to take an action, such as install a removed ink cartridge.

The Printer Status Window opens automatically to display messages and provide directions to resolve conditions.

If you installed the [sound files](#) and your computer is capable of playing them, each message is accompanied by a distinctive sound.

Responding to an information message:

- 1 Take note of the message so you can take care of the situation later.
- 2 Click the message or press Enter to clear the message from the Printer Status Window.

Responding to an alert:

- 1 If the alert identifies a problem, follow any instructions that appear in the Printer Status Window or press F1 for more information.
Printing automatically resumes in most cases as soon as you fix the problem.
- 2 If the alert prompts you to take an action, choose the Resume button or command (or press Enter) to continue printing.
After you respond to the alert, it disappears and the Printer Status Window returns to its previous state.

To get additional help about a message:

- ▶ Press F1 while the message is displayed in the Printer Status Window.

See also

[How to open the Printer Status Window](#)

[How to accompany messages with sounds](#)

[Windows Printing System sounds](#)

[Printer Status Window messages](#)

[Alphabetical list of all messages](#)

Getting Started

[Overview of Windows Printing System](#)

[Using Windows Printing System](#)

[How to get to the printer controls](#)

Getting started

Overview of Windows Printing System

Windows Printing System software works with your BJC-620 to help you:

Print faster and more easily, making you more productive.

Windows Printing System shares your computer's resources with your printer, so pages print faster and you can resume your work sooner.

See the status of your printing at all times.

Windows Printing System combines status messages with animated pictures, which tell you how many pages have printed and when your printing will be complete. You get instant, visual notification of problems such as low ink or jammed paper, and instructions on how to solve them.

If you have a sound card, Windows Printing System can even talk to you.

Control your printer easily from your computer.

In Windows Printing System, you can manage printing as you work at your computer. With easy-to-use dialog boxes on your screen, you can control your printer and verify its settings. You can choose resolution, halftoning or other options which enhance the appearance of your documents.

Getting started

Using Windows Printing System

When you installed Windows Printing System, the Installation program made Windows Printing System the default Windows printer driver. Unless you've changed printer drivers since then, you're ready to print.

To verify that the Windows Printing System is your default printer driver, use the Printers folder. You can also use the Print, Print Setup or equivalent command from an application's File menu to check that your application has not overridden the default.



Click the icon to open the Printers folder now.

See also

[How to open the Printers folder](#)

Getting help on Windows Printing System

Within the Windows Printing System, you can get on-screen information and instructions on a feature by:

- ▶ pressing the F1 key
- ▶ clicking the feature with the right mouse button
- ▶ clicking the ? button on the title bar and then the feature with the left mouse button

You can also select Contents or Search for Help on... from the Help menu in the Printer Status Window.

Once in Help, click the Contents button to go to the Contents menu. If you can't find what you're looking for through Contents, click the Search button and type what you're looking for in the Search dialog box.

Printing on a network

Windows Printing System lets you print to a remote printer on a network running Windows for Workgroups, Windows 95 and many other kinds of networks. Both your computer and the remote print server (the computer connected directly to the remote printer) must have Windows Printing System installed. The print server must be running Windows for Workgroups or Windows 95, and the remote printer must be set to be shared. In Windows for Workgroups 3.11, the printer can be set to be shared from the Print Manger. In Windows 95, the printer can be set to be shared in the Sharing tab in the printer properties dialog box.

No information on the status of your job appears in the Printer Status Window of your computer when you print to a remote printer. But you can tell when the job has been sent to the remote printer because it no longer appears in your printer's print queue (click the BJC-620 icon in the Printers folder).

If you share your BJC-620 on Windows for Workgroups and many other kinds of networks, you receive full status information on your own and others' print jobs through Windows Printing System.

Getting started

How to get to the printer controls

Windows Printing System printer controls are located in two places:

[Properties dialog box](#)

[Printer Status Window](#)

Some aspects of printing can also be controlled from:

[Printers folder](#)

Properties dialog box

In the Properties dialog box, you can set up the printer to print multiple copies and [collate](#) them, set page [orientation](#) and choose a paper source and size. You can also print header and trailer pages and choose graphics options.



Click the icon to open the Printers folder now. Then double click the BJC-620 icon and choose Properties from the Printer menu to open the Properties dialog box.

For step-by-step instructions, see

[How to open the Properties dialog box](#)

See also

[Properties dialog box](#)

Printer Status Window

In the Printer Status Window, you can:

- ▶ Get information about your printer and [print job](#).
- ▶ Pause, resume, or delete the current print job.
- ▶ Check the printer condition and clean the [print heads](#).



Click the icon to open the Printer Status Window now.

For step-by-step instructions, see

[How to open the Printer Status Window](#)

See also

[Printer Status Window](#)

Printers folder

The Printers folder, reached from Start/Settings/Printers, lets you install, remove and set up different printers.



Click the icon to open the Printers folder now.

For step-by-step instructions, see
[How to open the Printers folder](#)

Getting started

How to open the Properties dialog box



You can open the Properties dialog box in three ways.



Click the icon to open the Printers folder now. Then double click the BJC-620 icon and choose Properties from the Printer menu to open the Properties dialog box.

From a Windows-based application

- 1 Choose Print from the application's File menu (some applications also offer a Print Setup menu item).
- 2 Choose the Setup, Printer, or a similarly named button.
- 3 In the application's Print Setup dialog box, verify that the BJC-620 is the selected printer.
- 4 Choose the Options, Details, or a similarly named button to open the Windows Printing System Properties dialog box.

From Start

- 1 Click Start
 - 2 Point to Settings.
 - 3 Click the Printers folder.
 - 4 Double-click BJC-620
 - 5 From the Printer menu, choose Properties.
- Your choices apply to all Windows-based applications.

See also

[How to print different kinds of jobs](#)

[How to adjust print quality](#)

[Properties dialog box](#)

Getting started

How to open the Printer Status Window



You can have the Printer Status Window open automatically when printing starts, or only when you want to see it. The Printer Status Window always opens to its full size when displaying an alert that requires your intervention before printing can continue.

If the Printer Status Window opens automatically for printing or to show an alert, it closes automatically when printing finishes or when you correct the problem that triggered an alert.



Click the icon to open the Printer Status Window now.

To open the Printer Status Window at any time

- 1 Click Start
- 2 Point to Programs.
- 3 Click the Printing Group.
- 4 Double-click the Printer Status Window icon.

To open the Printer Status Window automatically while printing

- 1 From the Options menu of the Printer Status Window, choose Status Options.
- 2 In the Status Options dialog box, choose the "Display Printer Status Window while printing" option button.

To turn off automatic display of the Printer Status Window while printing, choose the "Only display Printer Status Window for errors" option button.

To display the Printer Status Window as an icon

▶ Click the Printer Status Window's Minimize box, or choose Minimize from its Control menu. The Printer Status Window icon appears on the taskbar.

To restore the Printer Status Window from an icon to full size

▶ Double-click the Printer Status Window icon on the taskbar.

To close the Printer Status Window

▶ Double-click its Control menu box, or choose Close from the Control menu.
If the Printer Status Window opened automatically for printing or to show an alert, it closes automatically when printing finishes or you correct the problem that triggered the alert.

See also

[How to monitor print jobs](#)

[Printer Status Window](#)

Getting started

How to open the Printers folder



The Printers folder, reached through Start/Settings/Printers, lets you install, remove and set up different printers.



Click the icon to open the Printers folder now.

To open the Printers folder:

- 1 Click Start.
- 2 Point to Settings.
- 3 Click the Printers folder.

CHANGE LOG AND CUSTOMIZATION TIPS

To customize this Help file:

- If you create custom images of your printer for the “How to choose paper orientation, source and size” (WPS_HOW) and “Printer Setup dialog box” (WPS_PRS) topics, capture the image in EGA, VGA, and 8514/a resolution. Using the Hotspot Editor (SHED.EXE), create invisible popup hotspots in each resolution bitmap to identify the paper tray(s) and manual feed area. Run each set of three files (EGA, VGA, and 8514/a solutions) through MRBC.EXE to create a multiple-resolution graphic. The final files should be PRINTER.SHG (for the basic model) and PRINTER2.SHG (if you have a model with optional trays or feeders). PRINTER2.SHG is not inserted in the RTF, so if you have a graphic with optional features be sure to insert the bitmap reference in this topic and change the explanatory text accordingly.
- The context IDs for the paper source popups on the printer graphic are:
 - prs_src_tray1
 - prs_src_tray2
 - prs_src_manualfeed
 - prs_src_envaux
- In the topic under the heading “How to monitor print jobs,” change instructions as needed to match the behavior of the printer. If the printer behaves differently under certain conditions, such as printing in PCL mode, include a note that instructs the user what to do under those conditions.
- If you want to refer to a specific manual for more information, search for the string “your printer documentation” and replace it with the title of the manual.
- In the topic “How to smooth jagged edges” and related topics, if you use a manufacturer-specific term for resolution enhancement, search for “Edge Smoothing” or “print quality” and substitute your preferred term. If you also refer to it by an acronym you may want to put the acronym in parentheses after the term, to help the user learn the term.
- If you add the acronym to the topic title, be sure to also make the following changes:
- Add the acronym to the search title (\$ footnote) for that topic.
 - Add the acronym to the search keywords (K footnote) for that topic.
 - Search other .RTF files for jumps to that topic, and edit those too.
- In the topic “How to choose a paper orientation, source and size,” check the feature set for your printer. If you offer multiple trays, manual tray, or envelope feeders, then you may want to add text to the appropriate topics.
- For the topic “How to conserve power,” check the feature set for your printer.

Change log:

Use this topic to track changes to this .RTF file when customizing the generic Help for a particular printer.

This page is coded as a Help topic so the Help compiler doesn't complain, but the topic does not appear in the compiled version of the Help file.

Messages

Alphabetical list of all messages

Printer Status Window messages

Other Windows Printing System messages

Messages

Alphabetical list of all messages



This list of messages includes Printer Status Window messages and messages from other dialog boxes.

If the problem requires contacting [Product Support](#), be sure to note the exact error message, how the problem occurred, and what you did to try to solve it.

If you have a problem, but no message appears:

See [Problems](#)

If your problem does not resemble any of those listed:

See [Troubleshooting](#)

List of messages

[Aborting Job](#)

[Add <papersize> Paper](#)

[Bad Job Format](#)

[<Color> Ink Low](#)

[Change Paper to <papersize>](#)

[Check <color> Ink \(ink cartridge out\)](#)

[Check <color> Ink \(ink out\)](#)

[Check Printer/Cable](#)

[Check Print Head](#)

[Cleaning Print Heads](#)

[Clear Paper Jam](#)

[Completed <application name> <job name>](#)

[Configuration error](#)

[Examining and Resetting](#)

[Feed <papersize> Paper](#)

[Install New Printer Software](#)

[Install New Printer Software on Client](#)

[Insufficient Disk Space](#)

[Insufficient Memory](#)

[Press On-Line](#)

[Printer warming up](#)

[Printer Paused](#)

[Printer Ready](#)

[Printing Alignment Page](#)

[Printing: <application name> <job name>](#)

[Problem Detected](#)

[Remove Printed Page](#)

[Saving and Confirming Alignment](#)

[Set paper thickness to envelope](#)

[Set paper thickness to normal](#)

[Status Not Available](#)

[Update the printer software](#)

See also

[Printer Status Window](#)

[How to respond to messages](#)

[How to accompany messages with sounds](#)

Messages

Printer Status Window messages



Windows Printing System displays messages to inform you about the status of your BJC-620 and current print job.

Messages are displayed in the Message area, with further explanation displayed in the Status area. The Animation area illustrates the situation and actions to take to correct the problem.

If multiple messages are present, they are displayed one at a time in order of importance.

If the problem requires contacting Product Support, be sure to note the exact error message, how the problem occurred, and what you did to try to solve it.

Alerts



Alerts identify actions you must perform before printing can continue. Some alerts remind you to do something, such as feed paper into the sheet feeder. Other alerts tell you what is wrong and how to fix it.

To clear an alert message, you must resolve the condition identified by the alert. If your printer has two or more alerts at the same time, only one alert appears in the Printer Status Window at a time. When the first alert is cleared, the next appears.

If you minimize the Printer Status Window, an alert message will look like this:



List of Alerts

Add <papersize> Paper

Bad Job Format

Change Paper to <papersize>

Check <color> Ink (ink cartridge out)

Check <color> Ink (ink out)

Check Print Head

Check Printer/Cable

Clear Paper Jam

Feed <papersize> Paper

Install New Printer Software

Install New Printer Software on Client

Press On-Line

Printing Alignment Page

Problem Detected

Remove Printed Page

Saving and Confirming Alignment

Set paper thickness to envelope

Set paper thickness to normal

Information messages



Information messages inform you of a change in the printer's condition (for example, color ink is low). You can continue to print, but you should resolve the problem soon.

Information messages display alternately with printing information in the Message area; with 2 seconds of display for the informational message, then 3 seconds for the printing information.

If you minimize the Printer Status Window, an informational message looks like this:



List of Information messages

<Color> Ink Low

Update the printer software

Automatic Recovery messages



Automatic recovery messages inform you that the printer is preparing for printing (for example, the printer is cleaning the print heads, and the printer is checking that problems are cleared). You need to wait for a while to start or continue printing. These are short term conditions.

If you minimize the Printer Status Window, an informational message looks like this:



List of other messages

Examining and Resetting

Printer warming up

Cleaning Print Heads

Other messages

The Printer Status Window keeps you informed about your printer. These messages require no action on your part.

List of other messages

Aborting Job

Completed <application name> <job name>

Printer Ready

Printing: <application name> <job name>

Printer Paused

Status Not Available

See also

[Problems](#)

[Troubleshooting techniques](#)

[Printer Status Window](#)

[How to respond to messages](#)

[How to accompany messages with sounds](#)

Printer Status Window messages

Check Printer/Cable



Your computer is unable to send a print job to or communicate with the printer. Check that both ends of the printer interface cable are securely connected to the printer and computer and that the printer is turned on.

Once the problem is fixed, the print job resumes automatically. Any pages that did not print or printed partially are re-sent to the printer.

If the problem persists, you may be using an inappropriate printer interface cable or your PC's printer port is not set for bi-directional communication.

For more assistance, see:

[Checking the basics](#)

[Setting your PC's port to bi-directional mode](#)

See also

[Nothing prints](#)

[Printing a Windows Printing System Test Page](#)

[Printing a test from MS-DOS](#)

[Checking port settings](#)

Printer Status Window messages

Problem Detected



The printer has an internal problem that is preventing it from printing.

Turn off and unplug the printer, wait at least four seconds, then plug it in and turn it on again.

If the Problem Detected message appears again, write down the error that appears in the message area, and contact [Product Support](#) for service.

When you take the printer to a Canon dealer or a service center, unplug the printer and pack it as described in the printer's User's Manual.

See also

Your printer's User's Manual

Printer Status Window messages

Clear Paper Jam



Paper has jammed in the printer.

Remove the jammed paper and then follow the on-screen instructions.

See also

Your printer's User's Manual

[Product Support](#)

Printer Status Window messages

Feed <papersize> Paper



The printer is waiting for you to manually feed a sheet of paper or envelope into the sheet feeder. The size of the paper or envelope appears in the message in place of <papersize> (for example, Feed Letter Paper).

Load a single sheet or envelope of the correct size into the sheet feeder and press the Resume button.

If you want to cancel the job, press the Delete button.

See also

[How to choose a paper source](#)

Your printer's User's Manual

Printer Status Window messages

Change Paper to <papersize>



You have sent a print job formatted to print on <papersize> (for example, letter), but a different size is loaded in the printer.

Load the correct size paper into the sheet feeder and press the Resume button.

Or, if you want to print the job on the current paper, press the Force button.

If you want to cancel the job, press the Delete button.

See also

[How to choose paper size](#)

Your printer's User's Manual

Printer Status Window messages

Add <papersize> Paper



The printer is out of paper. Add the paper size indicated to the sheet feeder.

Then, follow the on-screen instruction.

If you want to change the paper size, open the Printer Setup dialog box and choose a different size (see [How to choose paper size](#)).

See also

[How to choose a paper source](#)

Your printer's User's Manual

Printer Status Window messages

Remove Printed Page



Remove the printed page from the paper output tray immediately and press the Resume button to resume printing.

The print media you chose cannot be stacked on the paper output tray since ink on the media takes a long time to dry.

The following print media cannot be stacked:

Transparency, Back Print Film, High Gloss Film, Fabric Sheet, Other Paper

If you leave a printed page on the tray, the back side of the next page will rub the printed side on the previous page and soil it.

See also

Your printer's User's Manual

Printer Status Window messages

Install New Printer Software



The version of the Windows Printing System software on your computer is not compatible with the connected printer.

See also

[Product Support](#)

Printer Status Window messages

Install New Printer Software on Client



The version of the Windows Printing System software on your computer is not compatible with that of the network printer server.

See also

[Product Support](#)

Printer Status Window messages

Update the printer software



You have connected a printer that is compatible with, but not optimal for, the version of Windows Printing System software currently installed on your computer.

You can print to this printer, but:

- ▶ The printer animation and the estimated times in the Printer Status Window may not be accurate.
- ▶ Not all of the printer's features may be available.

To find out what version of printer firmware is in your printer:

- ▶ Press the Test printer button
- ▶ on the Toolbar in the Status Window to print a test page. You can find your printer controller version on the Printer Configuration table.

To restore full compatibility between printer and software:

- ▶ Contact [Product Support](#) and replace the printer software that is compatible with the Windows Printing System.

Printer Status Window messages

Printer warming up



The Windows Printing System is in the initialization phase or the printer engine is getting ready to resume a print job.

The **Message area** also indicates:



Maximum Time Remaining: how much longer it will take to complete preparation for printing.

Printer Status Window messages

Printer Ready



Communication between the computer and the printer is established, and the printer is ready to accept a job.

Printer Status Window messages

Printing: <application name> <print job name>



The Windows Printing System printer is printing your document.

The **Message area** also indicates:

- ▶ **Estimated time left:** how much longer it will take to print this job.
- ▶ **Estimated time finished:** the time this job will be done, based on your system clock.

The **Animation area** shows the position of the page in the printer.

The **Progress bar** shows and tells how many pages out of the total number of pages in the print job have been printed.

See also

[Printer Status Window](#)

[How to check the status of a print job](#)

Printer Status Window messages

Completed <application name> <job name>



The Windows Printing System printer has finished printing your document.

The **Message area** also indicates:



Estimated time left: 0



Estimated time finished: the time the job will finish, based on your system clock.

If the Print Manager is disabled, information about the estimated time left and time finished is not shown.

See also

Your printer's User's Manual

Printer Status Window messages

Printer Paused



The Pause button was selected or Pause Printer has been chosen from the Printer menu.

If a job was printing, the Printer Status Window tells you how much had been printed when the printer was paused.

See also

[Printer Status Window](#)

[How to check the status of a print job](#)

Printer Status Window messages

Press On-Line



The printer is off-line and the Windows Printing System cannot communicate with the printer. Press the ON LINE button on the printer's operator panel to turn the printer on-line.

See also

Your printer's User's Manual

Printer Status Window messages

Aborting Job



The Delete button was clicked on the Toolbar in the Printer Status Window.

The printer aborts the current print job and feeds out the current page. After aborting the job, the printer returns to the Ready state.

See also

[Printer Status Window](#)

[How to check the status of a print job](#)

Printer Status Window messages

Status Not Available



The Windows Printing System has no information about the printer.

This message will appear if you check the status of a network printer. Although you can print to a network printer, the Windows Printing System cannot receive information back from it over a network.



To find out if a job has been sent to a network printer, look at the list of print jobs in the print queue.

This message might appear if you have installed a local printer, but have not yet physically connected it. Or it might appear if your connection to the printer has been interrupted.

For more assistance, see:

[Checking the basics](#)

See also

[Printing on a network](#)

Printer Status Window messages

Examining and Resetting



The Resume button has been chosen after you resolved a printer error.

The printer tests that the error has been cleared. When the error has been cleared, the printer resumes printing. If not, the Windows Printing System displays the error message again.

Printer Status Window messages

Printing Alignment Page



The printer prints a page to align the print heads. You will then be asked to select the best alignment from the choices on the page. Follow the on-screen instructions.

See also

[Alignment](#)

[Alignment dialog box](#)

[Aligning the Print Head](#)

Your printer's User's Manual

Printer Status Window messages

Saving and Confirming Alignment



The printer prints the solid band you selected to save and confirm alignment. If the solid band was not acceptable, open the Printer Options dialog box from the Printer Status Window and choose the Alignment button to perform the print head alignment operation again.

See also

[Alignment](#)

[Alignment dialog box](#)

[Aligning the Print Head](#)

Your printer's User's Manual

Printer Status Window messages

Check Print Head



The print head is missing or is not correctly installed.

Open the top cover and remove the ink cartridges. Then, open the print head compartment cover and check that the print head is installed correctly.

After checking the print head, reinstall the ink cartridges.

Then, follow the on-screen instructions.

This message might appear when the print head compartment cover is not securely closed. Press the two white dots on the compartment cover to close the cover firmly.

See also

Your printer's User's Manual

Printer Status Window messages

Cleaning Print Heads



The printer is cleaning the print heads. The printer starts cleaning the print heads when the printer determines that the cleaning process is needed, or when you start the cleaning operation in the Printer Options dialog box.

The **Message area** also indicates:

▶ **Maximum Time Remaining:** how much longer it will take to complete cleaning process.

See also

[Cleaning the Print Heads](#)

Your printer's User's Manual

Printer Status Window messages

Check <color> ink (ink cartridge out)



The ink cartridge has been removed or was installed incorrectly.

Open the printer top cover and install or reinstall the indicated ink cartridge.

Then, follow the on-screen instructions to resume printing.

If you are replacing the ink cartridge with a new one, clean the print head after replacing it.

See also

Your printer's User's Manual

Printer Status Window messages

Check <color> ink (ink out)



The ink cartridge may have run out of ink.

Follow the on-screen instructions.

▶ If the ink cartridge is not empty, leave the ink cartridge as it is and follow the on-screen instructions.

▶ If the ink cartridge is empty, replace it with a new one and follow the on-screen instructions.

See also

Your printer's User's Manual

Printer Status Window messages

<Color> Ink Low



The ink cartridge may be out of ink.

Open the top cover and check the indicated ink cartridge.

▶ If the ink cartridge contains no liquid ink, you should prepare for an ink cartridge replacement.

▶ If the ink cartridge contains liquid ink, resume the print job. After finishing the print job, try to clean the print head of the color.

Follow the on-screen instructions to resume printing.

See also

[Cleaning the Print Heads](#)

Your printer's User's Manual

Printer Status Window messages

Set paper thickness to envelope



Open the top cover and set the paper thickness lever (inside the printer) to the envelope (upright) position.

Be sure to set the paper thickness lever to the envelope position for optimum print quality, when you select

From Media Type list in Quality dialog box

- ▶ Glossy Paper
- ▶ Back Print Film
- ▶ Fabric Sheet
- ▶ Other paper

From Paper size list in Printer Setup dialog box

- ▶ DL envelope
- ▶ #10 envelope

See also

[Set paper thickness to normal](#)

[Printer settings for various media types](#)

Your printer's User's Manual

Printer Status Window messages

Set paper thickness to normal



Open the top cover and set the paper thickness lever (inside the printer) to the normal (forward) position.

Be sure to set the paper thickness lever to the normal position for optimum print quality, when you select

From Media Type list in Quality dialog box

- ▶ Plain Paper
- ▶ Coated Paper
- ▶ High Resolution Paper
- ▶ High Gloss Film
- ▶ Transparency

If you want to set the paper thickness lever to the envelope (upright) position to avoid print quality problems, such as ink smudge, select Other Paper.

From Paper size list in Printer Setup dialog box

- ▶ Letter
- ▶ Legal
- ▶ A4
- ▶ B5
- ▶ Custom

See also

[Set paper thickness to envelope](#)

[Printer settings for various media types](#)

Your printer's User's Manual

Printer Status Window messages

Bad Job Format



The Windows Printing System cannot operate correctly because of one or more unrecoverable errors. You can try to finish printing your document by pressing the Resume button.

If you cannot resume printing, contact [Product Support](#) for service.

See also

Your printer's User's Manual

Messages

Other Windows Printing System messages



The following messages may appear while printing with Windows Printing System or while changing settings in the dialog boxes.

If you have a problem which requires contacting [Product Support](#), be sure to note the exact error message, how the problem occurred and what you did to try to solve it. Clicking the right mouse button in any topic's white area opens a menu that lets you print the message or copy it to the Clipboard.

List of messages

[Insufficient Memory](#)

[Insufficient Disk Space](#)

[Configuration error](#)

See also

[Printer Status Window messages](#)

[Problems](#)

[Troubleshooting techniques](#)

Windows Printing System messages

Insufficient Disk Space



Your computer does not have enough available hard drive space to print the document at the selected resolution. Press the Abort button and end the print job.

To retry the print job:

After you have aborted the current print job, you can:

- ▶ Reduce the resolution for printing.
See [How to change printer resolution](#)
- ▶ If spooling is enabled disable it.
- ▶ Increase available disk space by deleting unnecessary files.

See also

[Verifying Windows Printing System hardware/software requirements](#)

Windows Printing System messages

Insufficient Memory



Your computer does not have enough available resources to print the document. Press the Abort button and end the print job.

To retry the print job:

After aborting the current print job, you can:

- ▶ Close all unnecessary applications to free up more memory.
- ▶ Increase the virtual memory available to Windows.
See [Increasing available memory](#)
- ▶ Reduce the resolution for printing.
See [How to change printer resolution](#)
- ▶ Add memory to your computer hardware..

See also

[Verifying Windows Printing System hardware/software requirements](#)

[Printing is too slow](#)

Windows Printing System Messages

Configuration error



Basic configuration information on Windows Printing System may be lost or damaged, a file which Windows needs may not be available, or a port which you tried to redirect may not be present. You must run the Windows Printing System Installation program to correct the configuration information.

You can run the Installation program either from the floppy disks or by choosing the Printer Installation icon in Windows Printing System.

▶ You must choose the OK button, which terminates the current action and returns you to Windows.



Click the icon to run Printer Installation now.

See also

Your printer's User's Manual

CHANGE LOG AND CUSTOMIZATION TIPS

To customize this Help file:

- If you want to refer to a specific manual for more information, search for the string “Your printer documentation” and replace it with the title of the manual.

Change log:

Use this topic to track changes to this .RTF file when customizing the generic Help for a particular printer.

This page is coded as a Help topic so the Help compiler doesn't complain, but the topic does not appear in the compiled version of the Help file.

Problem solving

Problems

Troubleshooting techniques

Problem solving Problems

This section lists problems you might encounter with the Windows Printing System, and suggests ways to solve them. Clicking the right mouse button in any topic's white area opens a menu that lets you print the procedure or copy it to the Clipboard.

If you have a problem which may require contacting [Product Support](#) be sure to note any error messages, how the problem occurred, and what you did to try to solve it.

Check the list below for the topic closest to your problem, and follow the instructions.

If the problem does not resemble any of those listed:

See [Troubleshooting](#)

If you need help with an on-screen message, press F1 while that message is active or:

See [Alphabetical list of all messages](#)

List of problems:

[Nothing prints](#)

[Printing is too slow](#)

[Part of the page is missing](#)

[Type and graphics have rough edges](#)

[Document prints with different fonts](#)

[Printer Status Window did not open](#)

[Sounds do not play with messages](#)

[Printer prints only in black](#)

[Colors print incorrectly](#)

[Hue changes](#)

[Print is not clear](#)

[White streaks or missing dots](#)

[Blurred or smudged ink](#)

[Paper does not feed correctly](#)

[Printed page is soiled with ink](#)

Problems

Nothing Prints



If nothing prints when you send a print job to the printer, start by making sure that:

- ▶ Your printer is turned on, online, and not paused.
- ▶ Your printer cable is securely connected at both ends.
- ▶ Your printer is configured properly.
- ▶ No error condition exists.

See Checking the basics

Then check the following:

If nothing prints from a MS-DOS application running in an MS-DOS window:

- 1 Quit the MS-DOS application and exit the MS-DOS window.
- 2 Try to print from a Windows-based application using the Windows Printing System driver. If you're able to print, check your printer control mode, other settings, and the MS-DOS application's print settings.
- 3 If you're not able to print from a Windows-based application, perform steps 1 and 2 of **If nothing prints from a Windows application** below.

If nothing prints from a Windows application:

- 1 Print a Windows Printing System Test Page.
If the Test Page prints correctly, Windows Printing System is able to print. Check the application to make sure that all print settings are correct.
- 2 If the Test Page doesn't print, print a test from MS-DOS.
If the test prints correctly, the problem may be in Windows or the Windows Printing System. Remove and reinstall Windows Printing System software and try printing the Test Page again.

If nothing prints from Windows or MS-DOS:

- ▶ Remove and reinstall Windows Printing System software. Then try to print from MS-DOS first, before printing the Windows Printing System test page.

If you are still unable to print:

Call Product Support

Problems

Printing is too slow



If your BJC-620 seems to be printing slowly:

▶ Make sure spooling is enabled, so you can get on with your work more quickly while printing.

- 1 Click Start.
- 2 Point to Settings.
- 3 Click Printers.
- 4 Right-click BJC-620 and, on the menu that appears, click Properties.
- 5 Click the Details tab.
- 6 Click the Spooling Settings button near the bottom.
- 7 Click "Spool print jobs so program finishes printing faster," and then:
If you **have** enough disk space to store the whole print job, click "Start printing after last page is spooled."

or

If you **don't** have enough disk space to store the whole print job, click "Start printing after first page is spooled."



Click the icon to open the Printers folder now.

▶ **See Increasing available memory**

▶ Check the following settings, found in the Quality tab of the Properties dialog box, to match your printing needs. They affect printing speed:

Resolution: Best resolution takes longest to print; Draft resolution is fastest.

Print Quality: High Speed is fastest; High Quality Graphics is slowest.

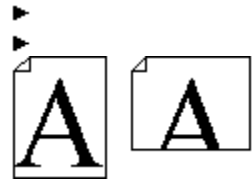
See also

[How to change printer resolution](#)

[How to select print quality](#)

Problems

Part of the page is missing



If your page should look like the sample on the left, but prints like the sample on the right, you selected landscape orientation to print a document formatted for portrait orientation.

See [How to choose paper orientation](#)



If your page should look like the sample on the left, but prints like the sample on the right, the paper in the printer is smaller than the paper size specified with your application or the Windows Printing System.

See [How to choose paper size](#)

See also

[How to open the Properties dialog box](#)

[Product Support](#)

Problems

Type and graphics have jagged edges



If your page should look like the sample below on the left, but prints like the sample on the right, you may have selected Draft on the Quality tab.



Try to select a higher resolution, such as Normal. If your computer does not have enough disk space to print documents at Normal or higher resolution, a dialog box appears and asks you to abort the print job. To print at these resolutions, increase the available disk space.

See also

[How to open the Properties dialog box](#)

[How to change printer resolution](#)

Problems

Document prints with different fonts



When you print a document formatted with printer fonts for other printers, the Windows Printing System substitutes TrueType fonts. For example, if the document is formatted with Univers, Windows Printing System will substitute Arial.

The TrueType fonts substituted will be similar but not identical to the original fonts, so line breaks and page breaks may change. Check the document and make the necessary adjustments, then save your changes.

To print the document with the printer's original fonts, you must use the printer driver for the emulated printers, EPSON LQ printer or IBM X24E printer rather than the Windows Printing System.

To print with non-TrueType fonts

- 1 Use the application's Print or Print Setup command to select the printer driver for the original printer.
- 2 Print the document as you normally would.

See also

Your Windows documentation

Your Printer's User's Manual

Problems

Printer Status Window did not open



If the Printer Status Window does not open when you initiate a print job, make sure the "Display Printer Status Window while printing" option is selected in the Status Options dialog box.



Choose Status Options from the Options menu of the Printer Status Window.



Click the icon to open the Printer Status Window now.

The Printer Status Window reappears the way you left it, either in full-size or minimized view (as an icon) indicating the condition of the printer. If you minimized the Printer Status Window the last time it appeared, check the taskbar to see if it is still minimized.

See also

[How to open the Printer Status Window](#)

[Product Support](#)

Problems

Sounds do not play with messages



To play sounds with Windows Printing System messages, you must have a sound card and driver in your computer and the Windows Printing System sound files must be installed and enabled. Your printer must be connected directly to your computer (rather than through a network). If your computer is connected to the printer through a switch box, the Windows Printing System might be able to play messages.

To play sounds with messages:

- 1 Make sure the "Play all sounds" button is chosen in the Status Options dialog box.
Open the Printer Status Window. From the Options menu, choose Status Options.



Click the icon to open the Printer Status Window now.

- 2 Double-click the Sounds icon in Control Panel and check the following items:
 - ▶ Make sure a .WAV file is assigned to each Windows Printing System event.
 - ▶ Choose the Preview buttons to hear each sound.



Sounds

Click the icon to open the Sounds Properties dialog box now.

- 3 If the Windows Printing System sound files are not installed, run the Windows Printing System installation program again and install only the sound files.



Click the icon to run Printer Installation now.

See also

[How to accompany messages with sounds](#)

[Windows Printing System sounds](#)

[How to open the Printer Status Window](#)

[Product Support](#)

Problems

Printer prints only in black



If your document is in color but the output is black and white, check that Grayscale is not selected in the Graphics & Color tab of the Properties dialog box.

See also

[How to open the Properties dialog box](#)

[Graphics & Color tab](#)

Problems

Colors print incorrectly



If the colors in your output do not match the colors on your screen, check that Auto-Adjusted Color found in the Graphics & Color tab of the Properties dialog box is checked. Windows Printing System performs color matching operations, when Auto-Adjusted Color is selected.

See also

[How to disable color matching](#)

[Graphics & Color tab](#)

Problems

Hue changes



Ink cartridges may get empty, with no prior error message. Open the printer top cover and check the content of the ink cartridges. If an ink cartridge is empty, replace it with a new one.

If all the ink cartridges contain enough ink, print heads may be clogged. Print a test page by pressing the Test button in the Printer Status Windows to check which color print head is clogged. If a print head is clogged, perform Custom cleaning and clean the print head of the color from the Printer Options dialog box.

See also

[Printing a Windows Printing System Test Page](#)

[Cleaning the print heads](#)

[Printer Status Window](#)

[Printer Options dialog box](#)

Problems

Print is not clear



If print is not as clear as you expect, try the following:

- ▶ Make sure you select a media type setting that corresponds to the media loaded in the printer. Select the media type in the Quality & Color tab of the Properties dialog box. See [How to select media types](#).
- ▶ The [paper thickness lever](#) (inside the printer) may need to be positioned properly. Open the printer top cover and make sure the position is appropriate for your media type. See [Printer settings for various media types](#).
- ▶ The print head alignment may need to be optimized. Align the print heads from the Printer Options dialog box. See [Aligning the print heads](#).
- ▶ The print heads may be clogged. Clean the print heads from the Printer Status Windows or from the Printer Options dialog box. See [Cleaning the print heads](#).

See also

[Printer Status Window](#)

[Printer Options dialog box](#)

Problems

White streaks or missing dots



If white streaks or irregular dots appear on the printout, or if there seems to be dots missing, the print heads may be clogged. Clean the print heads from the Printer Status Window or from the Printer Options dialog box. See [Cleaning the print heads](#).

See also

[Printer Status Window](#)

[Printer Options dialog box](#)

Problems

Blurred or smudged ink



If the printout is blurred or smudged, try the following:

▶ Make sure you select a media type setting that corresponds to the media loaded in the printer. You select a media type in the Quality & Color tab of the Properties dialog box. See [How to select media types](#).

▶ The [paper thickness lever](#) (inside the printer) may need to be positioned properly. Open the printer top cover and make sure the position is appropriate for your media type. See [Printer settings for various media types](#).

If you print documents with heavy ink usage on plain paper, select Other Paper as the media type in the Quality tab and set the paper thickness lever to the envelope (upright) position.

Note : If you get black ink blurred on Back Print Film or other kinds of paper at Best resolution, select Photographic Quality as the Print Quality in the Quality tab. If black ink is still blurred, try to increase the brightness of black in the Graphics & Color tab.

See also

Quality tab

Graphics & Color tab

Problems

Paper does not feed correctly



If you have difficulty with paper loading, make sure you select the appropriate paper source for your media type in the Size & Source tab of the Properties dialog box. If you load high gloss film or heavier weight paper, be sure to choose manual feed as the paper source.

If you select manual feed, be sure to lower the paper support until it stops and move the paper selection lever (right of the sheet feeder) to the front position before loading paper to avoid paper loading problems. See Printer settings for various media types.

See also

[How to choose a paper source](#)

[Printer Options dialog box](#)

Problems

Printed side is soiled with ink



If printed side is soiled with ink, make sure the followings:

- ▶ Make sure that you removed printed page from the printer's output tray when Remove Printed Page message appeared. This message appears when you select the Media Type that is difficult to dry.
- ▶ When you print solid black areas, such as reversed characters, at Best resolution on High Gloss Film, black ink may adhere to the printed surface in vertical dotted lines. If this happens, select the Photographic Quality as Print Quality in the Quality tab. If this problem cannot still be solved, try to increase the brightness of black in the Graphics & Color tab.

See also

[Remove Printed Page](#)

[Quality tab](#)

[Graphics & Color tab](#)

Problem solving

Troubleshooting techniques



If you have a problem which requires contacting [Product Support](#) be sure to note any error messages, how the problem occurred, and what you did to try to solve it.

If you have a problem, but no message appears:

See [Problems](#)

If you need help with an on-screen message, press F1 while that message is active or:

See [Alphabetical list of all messages](#)

List of troubleshooting techniques

[Verifying Windows Printing System hardware/software requirements](#)

[Checking the basics](#)

[Checking port settings](#)

[Increasing available memory](#)

[Printing a Windows Printing System Test Page](#)

[Cleaning the print heads](#)

[Aligning the print heads](#)

[Printing a test from MS-DOS](#)

[Removing Windows Printing System](#)

[Product Support](#)

This section lists methods for diagnosing problems with Windows Printing System. Clicking the right mouse button in any topic's white area opens a menu that lets you print the procedure or copy it to the Clipboard.

If you have a problem which may require contacting [Product Support](#) be sure to note any error messages, how the problem occurred and what you did to try to solve it.

Before trying a technique, check the list of potential problems to see if yours resembles any of those listed.

Troubleshooting

Verifying Windows Printing System hardware/software requirements



The following is hardware and software requirements to operate the Windows Printing System.

Hardware:

The following is minimum requirement for hardware.

- ▶ Microprocessor: 386SX 16MHz or better to print at lower resolution.
- ▶ Memory: minimum 10 megabytes (MB) of physical and virtual memory combined, of which at least 4 MB must be physical RAM, to print at lower resolution (Draft or Normal).
- ▶ Display: VGA or super VGA.
- ▶ Printer Port: a standard Centronics parallel. Only one local printer can be connected to the computer, but up to nine network printers may be connected.
- ▶ Free disk space on hard drive: Minimum 6 MB for a full installation of the Windows Printing System software.

Note 1: Although you may be able to use a switch box between the computer and printer, it is not supported by the Windows Printing System.

Note 2: To play sounds with Windows Printing System messages, you need to install a Sound Card into your computer.

The above hardware may limit the printer resolution. To print at a higher resolution, the following is recommended:

- ▶ Microprocessor: 486SX 25 MHz or better.
- ▶ Memory: minimum 16 MB of physical and virtual memory combined, of which at least 8 MB must be physical RAM.

Software

- ▶ Operating system: Windows 3.1x, Windows for Workgroups 3.1x or Windows 95 running in enhanced mode.
- ▶ To share the printer as a print server on a network: Windows for Workgroups 3.1x or Windows 95.

To find out what operating system version is running:

- ▶ From the Help menu of Windows Explorer, click About Windows 95.

To find out about the total memory available and other technical information:

- ▶ [Print a Windows Printing System Test Page.](#)

See also

[Increasing available memory](#)

Your Windows documentation

Troubleshooting

Checking the basics



If you cannot print, make sure your printer is ready, connected to your computer correctly, and configured properly. Check the following and see your printer documentation for more details. These procedures will only work if you are connected directly to a local printer.

Is the printer plugged in and turned on?

- ▶ Make sure the printer is plugged directly into a working electrical outlet.
- ▶ Make sure the power cord is securely connected to the printer.
- ▶ Make sure the printer's power switch is on and the power indicator light is illuminated.

Is the printer ON LINE light on?

The ON LINE light must be on for the printer to receive data. If the ON LINE light is off, the printer may have a problem or be paused. See your printer's User's Manual for more detail.

Is the cable securely connected, in good condition, and compatible?

If you recently moved your computer, the printer cable may be loose or damaged. If you recently replaced the cable, it may not be compatible with your printer.

- ▶ Make sure the cable is securely connected to your computer and printer.
- ▶ Check the cable at both ends for wear or broken insulation and check the connectors for bent or broken pins.
- ▶ Make sure you are using a compatible parallel cable. The BJC-620 does not work with a serial cable. See Your printer's User's Manual.
- ▶ Make sure the printer is **not** connected through a switch box. If it is, reconnect the computer directly to the printer without the switch box and try again.
You can print with the Windows Printing System through some switch boxes. But you may not be able to use the Windows Printing System's ability to receive status information back from the printer.

Is the printer configured correctly?

If you connected your printer to a different port or recently changed port or printer settings, your computer may not be able to communicate with the printer.

- ▶ Make sure the printer is connected to an LPT (parallel) port; COM (serial) ports are not supported.
 - ▶ Make sure the port that is selected in the Details tab of the Properties dialog box is the same physical port to which the printer is connected.
- If you are printing to a network printer, make sure that the printer's address on the network is correct.

See Checking port settings



Click the icon to open the Printers dialog box now.

Is printer status available and is the printer ready?

In the Printer Status Window, the Message area and Status bar tell you the status of the printer. If the Printer Status Window shows "Status not available" when your computer is connected to a local printer, the computer and printer are not communicating.

▶ Turn the printer off and back on, then wait five minutes.
If the printer is paused:

▶ Click the Resume button.

See [How to open the Printer Status Window](#)



Click the icon to open the Printer Status Window now.

If you have answered yes to all of the above questions, contact:

[Product Support](#)

See also

Your printer's User's Manual

Troubleshooting

Checking port settings



In order for your computer to communicate successfully with your BJC-620, your printer must be assigned to the port to which it is physically connected (if it is a local printer).

To check your Windows Printing System port settings:

- 1 Click Start.
- 2 Point to Settings.
- 3 Click the Printers folder.
- 4 Use the right mouse button to click the BJC-620 icon.
- 5 On the popup menu, click Properties.
- 6 Click the Details tab.
- 7 Make sure the BJC-620 is assigned to the port to which it is physically connected.

Your printer must be connected to a parallel port (a name beginning with "LPT"). The Windows Printing System cannot print to serial ports (a name beginning with "COM").

If you are printing to a network printer, make sure that the printer's address on the network is correct.



Click the icon to open the Printers folder now.

See also

Your Windows documentation and online Help

Your printer's User's Manual

[Product Support](#)

Troubleshooting

Increasing available memory



If printing is too slow, or if you receive messages that the computer's memory is low, try the following measures:

- ▶ Print at reduced resolution.
If you are currently printing at Best, reduce resolution to Normal or Draft in your application's Print Setup dialog box.
If you are unable to change resolution in your application, see [How to change printer resolution](#).
- ▶ Close other applications while printing this job. Each running program and open document makes demands on your computer's memory. Closing them will give the computer more resources to work with.
- ▶ Disable Spooling and print directly to printer.
- ▶ Increase the available hard disk space to increase virtual memory available to Windows.
- ▶ Add more random-access memory (RAM) to your computer.

See also

[Verifying Windows Printing System hardware/software requirements](#)

Your Windows documentation

Troubleshooting


Printing a Windows Printing System Test Page



Printing a Test Page verifies that Windows Printing System is working correctly and provides detailed technical information about the configuration of your printer and computer.

If you didn't print a Test Page during installation, then print one now and save it in a safe place. If you have a problem that requires a call to [Product Support](#), the information on this page could prove helpful.

To print a Test Page:

- 1 [Open the Printer Status Window](#).
- 2 Choose the Test Printer button  on the Toolbar.

or

From the Options menu, choose Printer Options.

In the Printer Options dialog box, choose the Test Printer button.



Click the icon to open the Printer Status Window now.

- ▶ If the Test Page prints, the Windows Printing System is working. The problem may be in the application from which you are trying to print or in the document.
- ▶ If the Test Page doesn't print:
- ▶ If you have not done this already, [check the basics](#) to make sure the connections are good.

If you have already checked the basics, contact:

[Product Support](#)

See also

[Printer Status Window](#)

Your printer's User's Manual

Troubleshooting

Cleaning the print heads



Cleaning the print heads can resolve print quality problems, such as white streaks and missing dots. Cleaning the print heads is also necessary when you replace ink cartridges or the print head unit.

The following three kinds of cleaning methods are offered:

- ▶ Thorough completely cleans all print heads.
Use this cleaning method when you replace a print head, or you cannot resolve a severe print quality problem by repeated Quick cleaning.
- ▶ Quick quickly cleans all print heads. Use this cleaning method when you have print quality problems.
- ▶ Custom cleans only selected print heads. To select the color of the print head, check the box corresponding to the color. When you replace an ink cartridge, do a Custom cleaning for the print head of the color. Also, use Custom cleaning if one color ink does not print well. You clean the print heads from the Printer Options dialog box, reached through the Options menu of the Printer Status Window. You can also perform the Quick cleaning by pressing the Clean button in the Tool bar of the Printer Status Window.

To clean the print heads:

- 1 Open the Printer Status Window.
- 2 From the Options menu, choose Printer Options.
In the Printer Options dialog box, select a cleaning method.
When you select Custom, also click the color boxes that correspond the print heads you want to clean.
- 3 Choose the Clean button.

Or

To do a Quick cleaning,

- 1 Open the Printer Status Window.
- 2 Choose ▶ on the Toolbar.



Click the icon to open the Printer Status Window now.

See also

[Printer Status Window](#)

[Printer Options dialog box](#)

[Product Support](#)

Troubleshooting section in your printer's User's Manual

Troubleshooting

Aligning the print heads



The BJC-620 prints bi-directionally, therefore the horizontal print positions of both forward and backward printing should be aligned for optimum print quality. The print positions are aligned at shipping. However, after shipping or moving the printer, the print head may need a slight adjustment.

If the print head alignment is incorrect, print quality problems such as white streaks can occur.

To align the print heads

- 1 Open the Printer Status Window.
- 2 From the Options menu, choose Printer Options.
In the Printer Options dialog box, choose the Alignment button.

The printer starts printing an Alignment pattern and the Alignment dialog box appears. Follow the instructions in the Alignment dialog box to align the print heads.



Click the icon to open the Printer Status Window now.

See also

[Printer Status Window](#)

[Printer Options dialog box](#)

[Product Support](#)

Troubleshooting section in your printer's User's Manual

Troubleshooting

Removing Windows Printing System



If the Windows Printing System is not working properly, it may help to remove it and reinstall it. Before you begin, be sure you have the Installation floppy disks available for reinstallation.

The following steps will remove all components used by the Windows Printing System for BJC-620. Removing the Windows Printing System, however, may remove some components shared by different printers. If any other Windows Printing System printers are installed on your system, you should reinstall them after removing the Windows Printing System for the BJC-620.

Removing the Windows Printing System includes deleting this Help file and the readme.txt file, so be sure to read this procedure through to the end before removing.

▶ If you are able to print, print this topic before proceeding by clicking the right mouse button in this topic's white area and choosing Print topic from the popup menu. If you are unable to print, choose Copy topic to clipboard from the popup menu and then paste the topic into a Notepad file.

To uninstall the Windows Printing System

- 1 You will have to close the following files before uninstalling.
 - ▶ Help file (WPSCS95.HLP)
 - ▶ Printer Status Window (WPSPSW.EXE)
 - ▶ Control Panel (CONTROL.EXE)
 - ▶ MS-DOS Prompt
 - ▶ Other Application Programs
- 2 Click Start, point to Program, point to Windows Printing System and select Canon BJC-620 Uninstallation.

If uninstalling the Windows Printing System does not work correctly, manually remove the Windows Printing System by following the instruction in step 13 of the readme file.

If removing and reinstalling Windows Printing System does not solve the problem, contact:

[Product Support](#)

Troubleshooting Product support



In the event that you cannot solve the problem, contact the appropriate Canon office listed below:

United States

Canon Computer Systems, Inc.
2995 Redhill Ave. Costa Mesa, CA 92628, U.S.A.
Help Desk at 800-423-2366 or Fax at 800-488-6528

Canada

Canon Canada Inc.
6390 Dixie Road Mississauga Ontario, L5T 1P7, Canada
Help Desk at 1-800-263-1121

Australia

Canon Australia Pty Ltd.
1 Thomas Holt Drive, North Ryde, Sydney, N.S.W. 2113, Australia
TEL: 1800-023-792

New Zealand

Canon New Zealand Ltd.
Fred Thomas Drive, Takapuna, P.O. BOX 33-336, Auckland, New Zealand
TEL: 9-486-1570

United Kingdom

Canon (U.K.) Ltd.
Canon House, Manor Road, Wallington, Surrey, SM6 0AJ, United Kingdom
For technical support please contact Canon Helpdesk:
P.O. BOX 431, Wallington, Surrey, SM6 0XU
TEL: 0990-143723
FAX: 0181-288-7303 BBS: 0181-288-7304
For enquiries, please call on:
TEL: 0121-666-6260

France

Canon France S.A.
Centre d Affaire Paris-Nord, 93154 Le Blanc-Mesnil Cedex
Standard: 1-49-39-25-25
Hotline: 1-49-39-28-90
Fax: 1-49-39-25-50

Germany

Canon Deutschland GmbH
Europark Fichtenhain A10, 47807 Krefeld, Postfach 528, 47705 Krefeld
Tel.-No.: 02151/345-0 Fax-No.: 02151/345-102
CANON-Hotline-Service
Customer Support: 02151/349-555 Info-Desk: 02151/349-566
Mailbox: 02151/349-577 Fax-No.: 02151/349-588

Singapore, Malaysia, Thailand, Indonesia and Philippines

Canon Singapore Pte. Ltd.

79 Anson Road, #09-01/06, Singapore 079906

TEL: 65-32-4400

Hong Kong, Korea and Taiwan

Canon HongKong Trading Co., Ltd.

10F., Mirror Tower, 61 Mody Road, Tsimshasui East, Kowloon, Hong Kong

TEL: 852-7390802 FAX: 852-3697701

China

Canon Printer Hot Line

Hai Dian Qu Bei San Huan Lu 25, Beijing, China

TEL: 010-2549644 2549645 2549646 FAX: 010-2549643

When you call, you should be at your computer and have your printer documentation at hand. Be prepared to give the following information:

- ▶ The type of hardware you are using.
- ▶ The exact wording of any messages that appeared on your screen.
- ▶ What happened and what you were trying to do when the problem occurred.
- ▶ How you tried to solve the problem.

See also:

Your printer's User's Manual

Troubleshooting

Printing a test from MS-DOS



Sending a test to your printer from MS-DOS can help identify whether there is a problem with the printer, the computer or the Windows Printing System. Before you print the MS-DOS test, try [printing a Windows Printing System Test Page](#).

To print a test from MS-DOS:

- 1 Double-click the MS-DOS Prompt icon (in the Main program group of Program Manager) to open an MS-DOS window, or exit Windows by closing the Program Manager.
- 2 At the MS-DOS prompt, type the following command:

```
DIR>LPT1
```

This command sends a listing of the files in the current directory to the printer (rather than displaying it on the screen). If your printer is not connected to LPT1, substitute the name of the correct port.



Click the icon to open an MS-DOS window now.

- ▶ If the directory prints, you have at least a basic hardware connection between printer and computer.
- ▶ If the directory doesn't print, turn the printer off and back on, then try printing the directory again.

If printing problems still exist and you have not done this already, follow the instructions in [check the basics](#) to make sure the connections are good.

If you have already checked the basics, contact:

[Product Support](#)

See also

[Removing Windows Printing System](#)

Your printer's User's Manual

CHANGE LOG AND CUSTOMIZATION TIPS

To customize this help file:

- 1 In the "Product Support" topic, add your product support telephone number, hours and other necessary information.
- 2 If you want to refer to a specific manual for more information, search for the strings "<OEM printer>" and "printer documentation", and replace them with the title of the manual.
- 3 In the "Removing the Windows Printing System" topic, change the filenames to reflect the actual files in the tables that need to be deleted when you are going to reinstall the Microsoft At Work Printing Software. The sound files can be found in the \WINDOWS\SYSTEM directory. Verify the changes that need to be made to the SYSTEM.INI file.

Change log:

Use this topic to track changes to this .RTF file when customizing WPS Help for a particular printer.

This page is coded as a help topic so the help compiler doesn't complain, but the topic does not appear in the compiled version of the help file.

Troubleshooting

Setting your PC's port to bi-directional mode



If your printer and PC are not communicating and if you own any of the following types of PC, please follow the instructions below to set your PC to properly work with your printer. If your PC is not listed below, please contact the PC manufacturer to obtain instructions to set your PC's port to a bi-directional mode.

ACER PENTIUM

While rebooting, press CTRL to enter setup.
Select Security.
Select Operation Mode.
Change from Standard/Bidirectional to ECP.
Press ESC twice.
Save changes and exit.

ACER VIEW 11D

Press CTRL ALT ESC to enter setup.
Select Advanced.
Select Peripheral Configuration.
Select Parallel Port Mode.
Select ECP.
Press F10 to save and exit.

AST ADVANTAGE 4075P

While rebooting, press DEL to enter setup.
Select LPT Extended.
Select Standard.
Select ECP.
Press ESC and save changes.

AT&T GLOBALIST 363 TPC & 365TPC

While rebooting, press F2 to enter Setup.
Select Advanced.
Select Integrated Peripherals.
Select Parallel Port mode.
Use grey Plus key to select ECP.
Press ESC twice.
Select Exit, and save changes.

COMPAQ PRESARIO CDS 972

While rebooting, press F10 to enter Setup.

Select Communications.
Select LPT PORT mode.
Select Bidirectional.
Select Exit, and save changes.

Compaq 9234, 9222, 9221

Go to Device Manager from Windows 95.
Click on the + sign by ports.
Double click on the ECP printer port.
Select resource tab, and make a note of the resources settings.
Cancel out of the LPT port properties.
Remove the ECP printer port from Device Manager.
Restart the computer and press the F10 (at 2 beeps or any other appropriate prompt).
Press Enter, and Enter again to acknowledge opening messages.
Select Setup.
Select Communications.
Go to the LPT port and select the resource group that matches the one noted in Device Manager (setup 4) ****but without the dma****
Exit and save changes.

Comtrade Pentium 120

While rebooting, press DEL to enter setup.
Select Chipset menu.
Select Parallel Port.
Select ECP.
Select Exit and save changes.

Dell Dimension P100

While rebooting, press DEL to enter setup.
Press ALT P.
Select Parallel mode.
Select PS/2 or ECP.
Press ESC to exit and save changes.

DIGITAL 930

While rebooting, press F2 to enter setup.
Select Advanced.
Select Parallel Port mode.
Use grey Plus key to change from Compatible to Bidirectional.
Press ESC.
Save changes and exit.

Gateway Pentium 90

While rebooting, press F1 to enter Setup.
Select Peripheral Configuration, press ENTER.
Select Parallel Port mode.
Select ECP-EPP mode.
Press ESC.
Press F10 to save and exit.

GATEWAY 2000 P575

While rebooting, press F1 to enter setup.
Select Advanced setup.
Select Peripheral Configuration.
Select Parallel Port mode.
Select ECP.
Press F10 to save and exit.

GENISYS PENTIUM

While rebooting, press DEL to enter setup.
Select Chipset Features.
Select Onboard Parallel mode.
Select ECP mode.
Press ESC.
Press F10 to save changes and exit.

HP Pavilion 5040

While rebooting, press F1 to enter setup.
Select Peripheral Configuration.
Select Parallel Port mode.
Select ECP mode.
Press ESC.
Press F10 to save changes and exit.

IBM Aptiva

While rebooting, press F1 to enter setup.
Select Advanced.
Select Input/Output.
Select Parallel Printer.
Save changes and exit.

IBM THINKPAD

While rebooting, press F1 to enter setup.
Select Config icon.
Select Parallel.
Select Bidirectional.
Select Restart.

MICRON T133 & NEC READY 9022

While rebooting, press F2 to enter setup.
Select Advanced.
Select Integrated Peripherals.
Select LPT MODE: (AT)
Use grey Plus key to select ECP.
Press ESC twice.
Select Exit and save changes.

NEC VERSA 2000C

While rebooting, press F1 to enter setup.
Press Alt+C.
Select Parallel Port mode.
Select Bi-directional.
Press Alt+X to exit and save changes.

PACKARD BELL 411 & 102CD, 415, 406, and 108 CD

While rebooting, press F1 to enter Setup (for 108 CD press F2).
Select Advanced.
Select Peripheral Configuration.
Select Parallel Port mode.
Select ECP.
Press ESC.
Press F10 to save and exit.

Packard Bell Legend 822 CD

While rebooting, press F1 to enter Setup.
Select Advanced.
Select Integrated Peripherals.
Select LPT mode, select Compatible.
Select ECP mode.
Press ESC.
Press F10 to save changes and exit.

Packard Bell Legend 812 CD

While rebooting, press F2 to enter Setup.
Select Advanced.
Select Integrated Peripherals.
Select LPT mode, and select ECP mode.
Press ESC.
Select Save Changes and Exit.

PACKARD BELL 823CDTW

While rebooting, press F1 to enter setup.
Select Integrated Peripherals
Select Auto mode.
Press ESC twice.
Save changes and exit

PACKARD BELL EXCEL 2005 PLUS

Press CTRL ALT S to enter setup.
Select Advanced System.
Select Hardware configuration.
Change Parallel Port mode to Output Only.
Save changes and exit.

PACKARD BELL EXCELL 461

While rebooting, press F2 to enter setup.
Select Submenu.
Select Integrated Peripherals.
Change LPT mode to Output Only.
Press ESC twice.
Save changes and exit.

CHANGE LOG AND CUSTOMIZATION TIPS

To customize this Help file:

- The context IDs for the paper source popups on the printer graphic are:
 prs_src_tray2
 prs_src_manualfeed
 prs_src_envaux
 Only Tray 1 and Manual Feed are shown as hotspots in the current printer graphic. If your printer has other trays, you must redo the bitmaps and rewrite the relevant topics.
- If you create custom images of your printer for the "Printer Setup dialog box" (WPS_PRS) and "How to choose paper orientation, source and size" (WPS_HOW) topics, capture the image in EGA, VGA, and 8514/a resolution. Using the Hotspot Editor (SHED.EXE), create invisible popup hotspots in each resolution bitmap to identify the paper tray(s) and manual feed area. Run each set of three files (EGA, VGA, and 8514/a solutions) through MRBC.EXE to create a multiple-resolution graphic. The final files used in "How to choose a paper source" (WPS_HOW.RTF) should be PRINTER.SHG (for the basic model) and PRINTER2.SHG (if you have a model with optional trays or feeders). PRINTER2.SHG is not inserted in the RTF, so if you have a graphic with optional features be sure to insert the bitmap reference in this topic and change the explanatory text accordingly.
- In "The Graphics dialog box" topic, if you use a manufacturer-specific term for resolution enhancement, search for "Edge Smoothing" or "print quality" and substitute your preferred term. If you also refer to it by an acronym, you may want to put the acronym in parentheses after the term, to Help the user learn the term.

Change log:

Use this topic to track changes to this .RTF file when customizing the generic Help for a particular printer.

This page is coded as a Help topic so the Help compiler doesn't complain, but the topic does not appear in the compiled version of the Help file.

Properties dialog box



Click a feature for more information.



This display is only informational. It is not the Properties dialog box itself.

To bring a tab to the top, click the title. To get help in the Properties dialog box, press F1. Or click the ? button in the upper right corner: the cursor turns into a pointer with a question mark. Then click an area of the window to read an explanation of what it is and does.

For detailed instructions, see

[How to print multiple copies and collate](#)

[How to change printer resolution](#)

[How to select halftoning](#)

[How to adjust brightness, contrast and saturation](#)

In the Properties dialog box, you can choose to print multiple copies and collate copies and select page orientation, paper source and size. You can also make choices about how to print graphics and colors.

The Properties dialog box for Windows 95 performs most of the same functions as the Printer Setup dialog box for Windows 3.1. The General and Details tabs are part of Windows 95, not Windows Printing System.

To bring a tab to the top in the actual Properties dialog box, click the title.

To get help, press F1. Or click the ? button in the upper right corner: the cursor turns into a pointer with a question mark. Then click an area of the window to read an explanation of what it is and does.

For step-by-step instructions, see

[How to choose paper orientation](#)

[How to choose paper source](#)

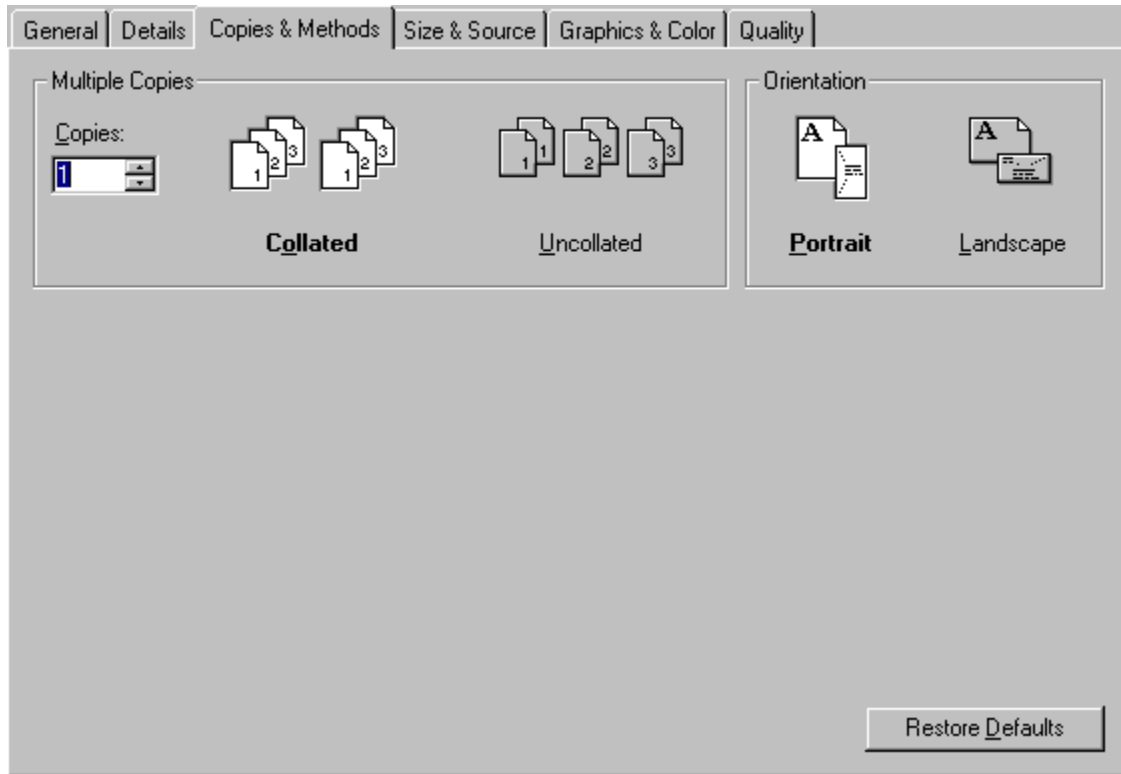
[How to choose paper size](#)

[How to change printer resolution](#)

Properties **Copies & Methods tab**



Click a feature for more information.



This display is only informational. It is not the Copies & Methods tab itself.

On the Copies & Methods tab you can choose to print more than one copy and select page orientation.

The Copies & Methods tab is one of six tabs in the Properties dialog box.

For step-by-step instructions, see

[How to open the Properties dialog box](#)

[How to print multiple copies and collate](#)

[How to choose paper orientation](#)

See also

[Properties dialog box](#)

Properties/Copies & Methods

Multiple copies

Copies

Type a number from 1 to 99, or click the arrows to increase or decrease the number.

Collation

Collation is the sorting of copies of a multi-paged document.

Choose **Collated** to print one complete copy of your document, then the next complete copy, and so on, with all of the pages in order.

Choose **Uncollated** to print all copies of the first page, all copies of the second page, and so on for each page in the document.

See also

[How to print multiple copies and collate](#)

Properties/Copies & Methods

Orientation

Determines the orientation in which the document will be printed on the page. This enables you to change the orientation without turning the page or envelope in the printer sheet feeder.

Choose portrait to print your document in portrait orientation. Text or images print upright in the printer. (Pages are taller than they are wide, and envelopes are wider than they are tall).

Choose landscape to print your document in landscape orientation. Text or images print with the left side at the bottom of the page in the printer sheet feeder. (pages wider than they are tall, and envelopes taller than they are wide).

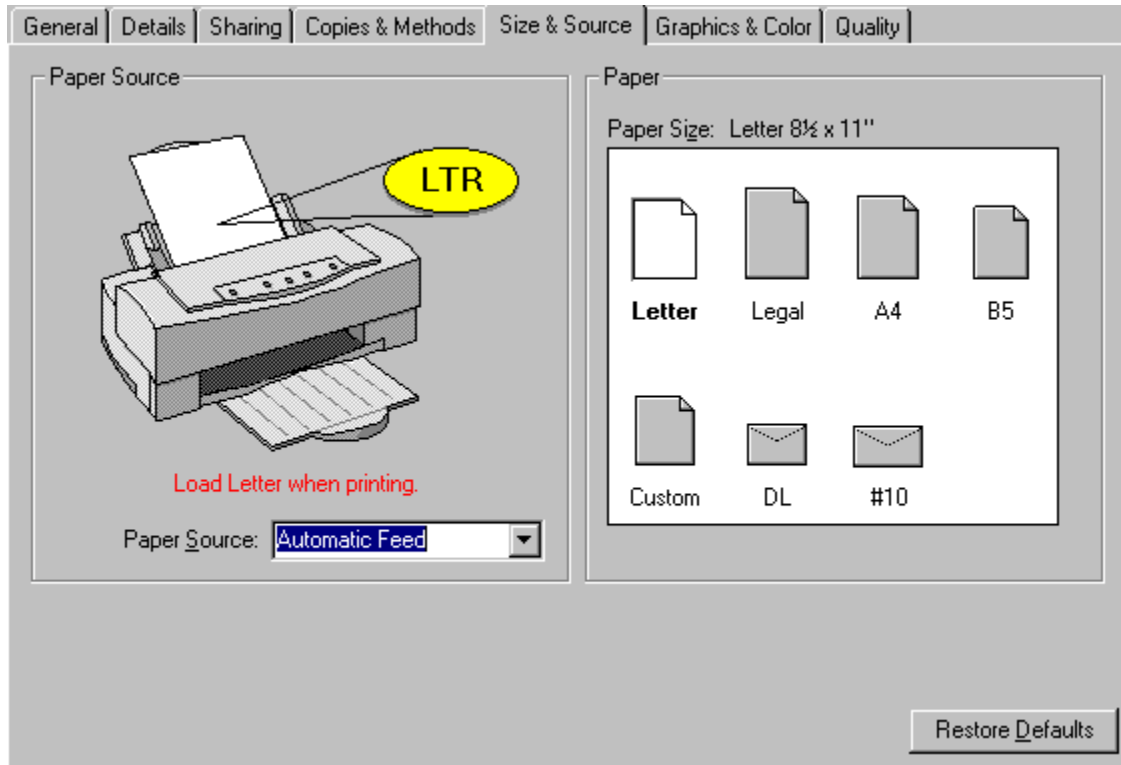
See also

[How to choose paper orientation](#)

Properties Size & Source tab



Click a feature for more information.



This display is only informational. It is not the Size & Source tab itself.

On the Size & Source tab you can choose paper source and size.
The Size & Source tab is one of seven tabs in the Properties dialog box.

For step-by-step instructions, see

[How to open the Properties dialog box](#)

[How to choose paper source](#)

[How to choose paper size](#)

See also

[Properties dialog box](#)

Properties/Size & Source

Paper source

Click on the printer picture to change the paper source. To choose Manual Feed, click the operator panel. To choose Automatic Feed, click on the sheet feeder. Or click the arrow and choose a paper source from the list.

The balloon coming out of the printer picture and the message below the printer picture asks you to load paper of the size you select in the Paper Size box.

See also

[How to choose paper source](#)

Properties/Size & Source Paper

Click the icon of the paper or envelope size you want.

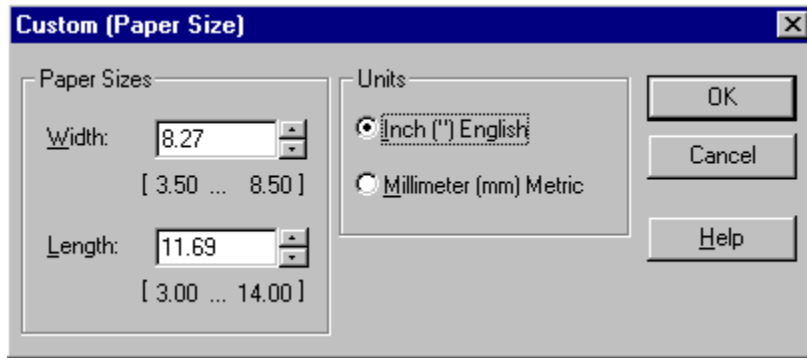
See also

[How to choose paper size](#)

**Properties/Size & Source
Custom (Paper Size)**



Click a feature for more information.



In the Custom (Paper Size) dialog box you can customize the paper length and width by inch or millimeter.

Type the value of paper length and width in the Width box and Length box or click the arrows next to these boxes to specify the paper dimension. You can select inch or millimeter as the unit of measurement.

To get to the Custom (Paper Size) dialog box, open the Properties dialog box and choose Custom in the Size & Source tab.

See also

[How to choose paper size](#)

[Paper size](#)

Custom (Paper Size) dialog box
Paper sizes

Specifies the paper width and paper length loaded in the sheet feeder.

Custom (Paper Size) dialog box
Width

When you select inch as the unit of measurement, type a number from 3.50 to 8.50. When you select millimeter as the unit of measurement, type a number from 89.00 to 216.00. You can also click the arrows to increase or decrease the number.

**Custom (Paper Size) dialog box
Length**

When you select inch as the unit of measurement, type a number from 3.00 to 14.00. When you select millimeter as the unit of measurement, type a number from 76.2 to 355.6. You can also click the arrows to increase or decrease the number.

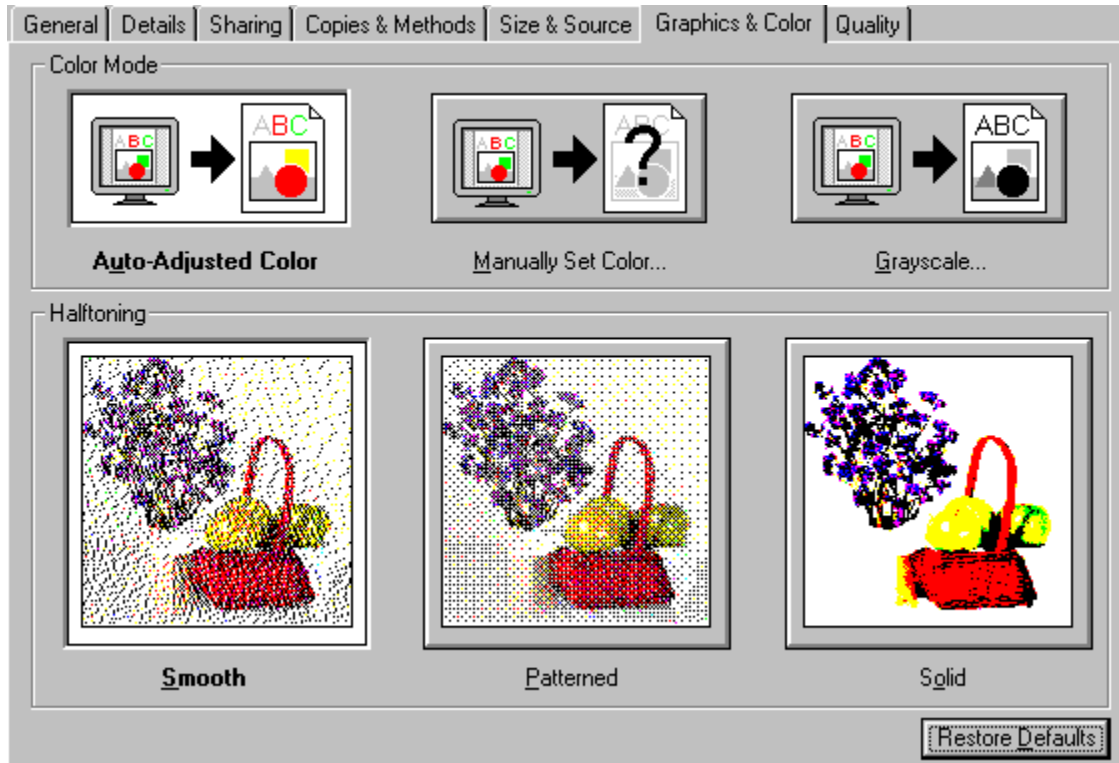
**Custom (Paper Size) dialog box
Units**

Select Inch (") English or Millimeter (mm) Metric as the unit of measurement. Inch (") English is the default.

Properties Graphics & Color tab



Click a feature for more information.



This display is only informational. It is not the Graphics & Color tab itself.

On the Graphics & Color tab, you can adjust color (automatically, manually or grayscale) and decide among three different ways of halftoning.

- ▶ Smooth, for near photographic quality. The default setting.
- ▶ Patterned, the standard halftone method.
- ▶ Solids, for quick output and special effects.

You can manually adjust the brightness, contrast and saturation of graphics.

The Graphics tab is one of six tabs in the Properties dialog box.

For step-by-step instructions, see

[How to open the Properties dialog box](#)

[How to print gray images](#)

[How to adjust brightness, contrast and saturation](#)

See also

[Properties dialog box](#)

Properties/Graphics & Color
Smooth

Places dots of different colors to create the appearance of intermediate colors. This setting produces the most realistic colors and subtle color gradations. It is suitable for printing scanned images of continuous tone graphics, such as photographs.

See also

[How to select halftoning](#)

Properties/Graphics & Color Patterned

Aligns dots of different colors uniformly to create the appearance of intermediate colors. It is suitable for printing documents that contain large area of solid color, such as bar charts and graphics.

See also

[How to select halftoning](#)

Properties/Graphics & Colors

Solids

Represents all color combinations of eight colors dots: yellow, magenta, cyan, black red, green, blue, and white. Use this setting for printing documents that contain only text and simple graphics, or for printing a proof copy of a document that contains complex graphics. Selecting this halftoning method disables the Contrast option.

See also

[How to select halftoning](#)

Properties/Graphics & Color
Auto-Adjusted Color

Automatically matches the printed out colors to the screen colors.

See also

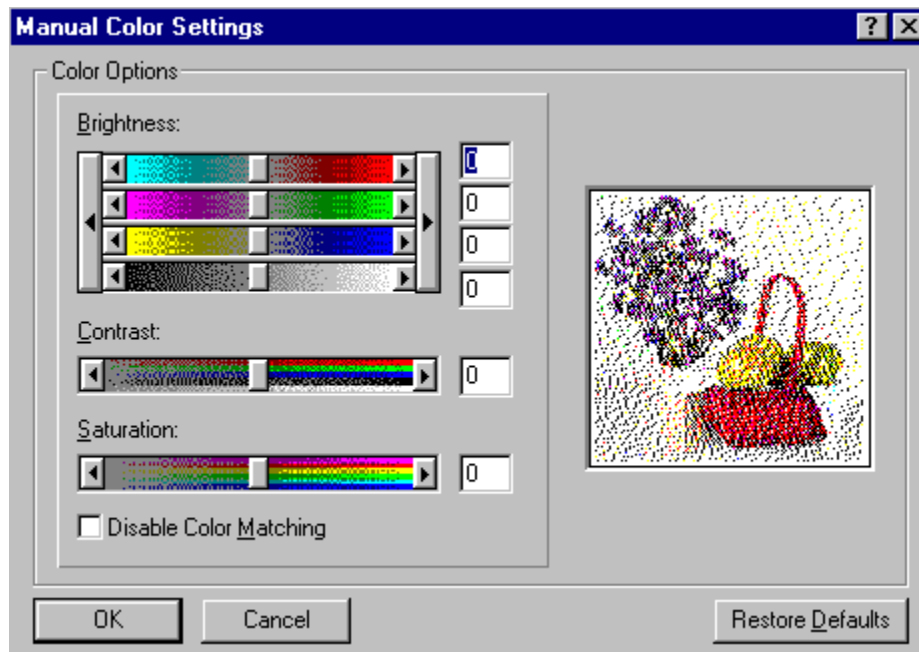
[How to adjust brightness, contrast and saturation](#)

Properties/Graphics & Color/Manually Set Color... Manual Color Settings

Provides more color control. You can adjust the brightness, contrast and saturation for all graphics in your document by selecting Manual Color Settings in the Graphics & Color tab of the Properties dialog box.

These three controls work like the brightness, contrast, and saturation controls on your computer or television monitor:

Click a feature for more information.



This display is only informational. It is not the Manual Color Settings box itself.

See also

[How to adjust brightness, contrast and saturation](#)

Properties/Graphics & Color/Manual Color Settings Brightness

You can adjust the brightness of each Red, Green, Blue, and White tone separately or all together. Increasing Brightness lightens graphics elements; decreasing Brightness darkens them.

Type a value in each color's Brightness box, or drag each color's scroll box to change the brightness of the color. Or, click the leftmost or rightmost triangle that crosses the all four scroll bars to change the overall brightness.

Properties/Graphics & Color/Manual Color Settings
Contrast

Increasing Contrast darkens dark shades and lightens light shades. Decreasing Contrast reverses the effect.

Type a value in the Contrast box, or drag the scroll box to the position you want.

When you select Solid as the halftoning method, you cannot change the Contrast setting.

Properties/Graphics & Color/Manual Color Settings
Saturation

Decreasing Saturation makes the overall color closer to black or white.

Type a value in the Saturation box, or drag the scroll box to the position you want.
Increasing Saturation makes the overall color closer to the primary colors.

Properties/Graphics & Color/Manual Color Settings
Disable Color Matching

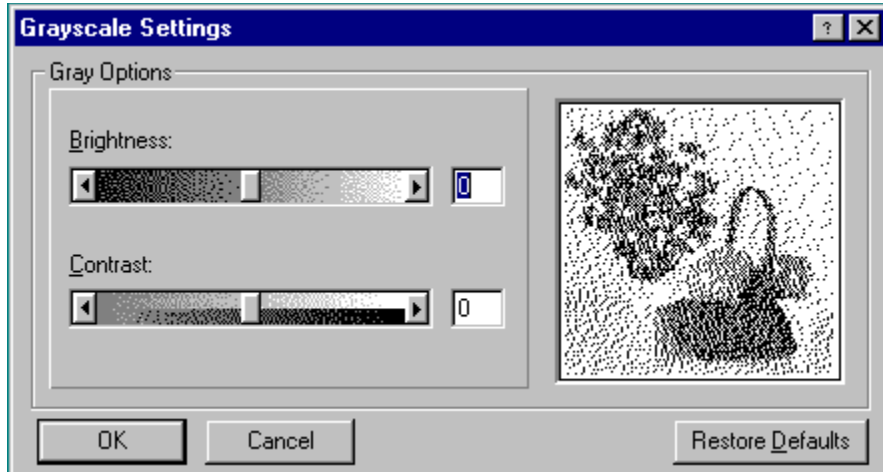
Check the Disable Color Matching box to disable the color matching system in the Windows Printing System. Not checking the box, that is, leaving color matching on, is recommended. If you want to use another software application's or operating system's color matching function, turn on this check box. The settings of Brightness, Contrast, and Saturation are valid even though you disable color matching.

Properties/Graphics & Color
Shapes graphic

The graphic changes to reflect the choices made in the Graphics & Color tab.

Properties/Graphics & Color/Grayscale Grayscale Settings

Prints all colors as shades of gray.
Click a feature for more information.



This display is only informational. It is not the Graphics & Color tab itself.

See also

[How to adjust brightness, contrast and saturation](#)

Properties/Graphics & Color/Grayscale Settings
Brightness

Type a value in Brightness box, or drag the scroll box to change the brightness.

Increasing Brightness lightens graphics elements; decreasing Brightness darkens them.

Properties/Graphics & Color/ Grayscale Settings
Contrast

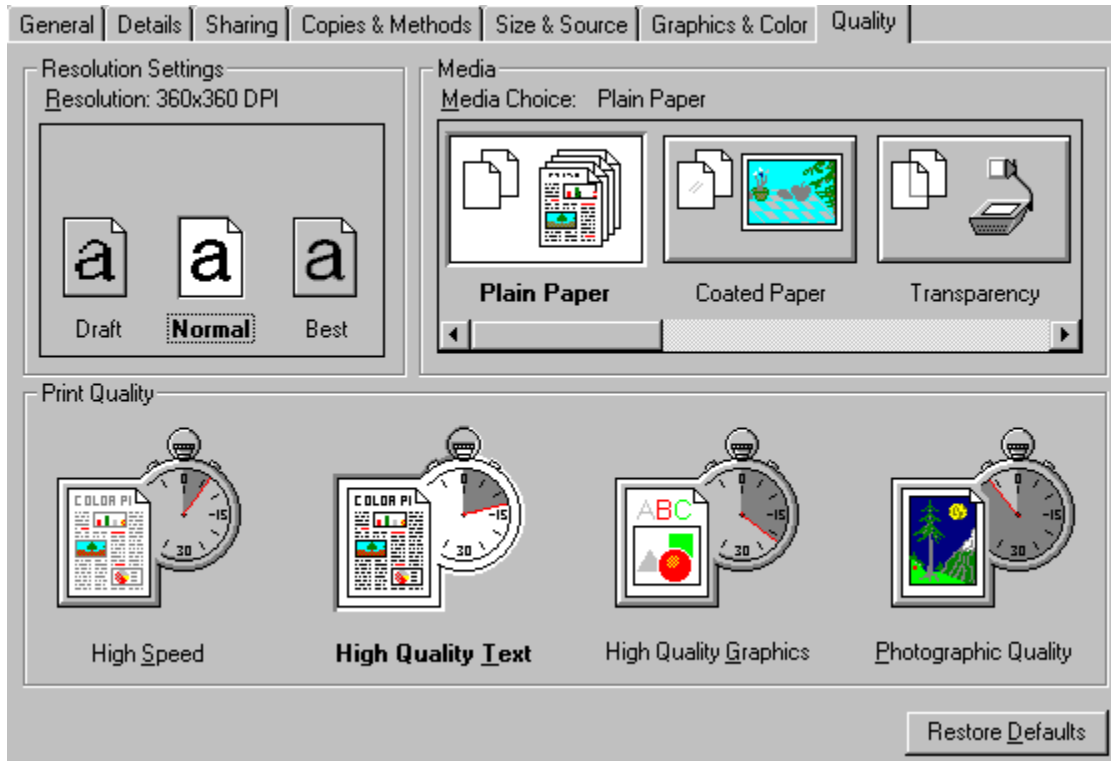
Type a value in the Contrast box, or drag the scroll box to the position you want. Increasing Contrast darkens dark shades and lightens light shades. Decreasing Contrast reverses the effect.

When you select the Solid halftoning method, you cannot change the Contrast setting.

Properties Quality tab



Click a feature for more information.



This display is only informational. It is not the Quality tab itself.

See also

[How to change printer resolution](#)

[How to select media types](#)

[How to select print quality](#)

On the Quality tab, you can adjust the print quality of your documents by setting resolution, selecting media types and the print quality.

The Quality tab is one of six tabs in the Properties dialog box.

For step-by-step instructions, see

[How to open the Properties dialog box](#)

[How to change printer resolution](#)

See also

[Properties dialog box](#)

Properties/Quality Resolution Settings

Choose the printer print resolution according to your printing needs. Choose Best for the highest-quality, slowest printing or Draft for lowest-quality, fastest printing.

See also

[How to change printer resolution](#)

**Properties/Quality
Media**

Select one of the nine media types which you have loaded in the sheet feeder. The Windows Printing System will select the most appropriate print mode.

When you change a media type, you may also need to move the paper thickness lever and the paper selection lever to the appropriate position.

See also

[How to select media types](#)

Properties/Quality

Print Quality

Offers four different settings of print quality.

- ▶ High Speed, for fastest, draft printing.
- ▶ High Quality Text, for best quality text printing.
- ▶ High Quality Graphics, for best quality graphics printing.
- ▶ Photographic Quality, for best quality photographic printing.

Relative speed of printing is displayed with each section.

See also

[How to select print quality](#)

Properties

General tab

The General tab is one of seven tabs in the Properties dialog box. It is part of Windows 95, not Windows Printing System. To get help on a feature:

▶ Press F1 while focus is on the feature.

or

▶ Click the feature with the right mouse button, and then click What's This with either mouse button.

or

▶ Click the ? button on the right of the title bar with the left mouse button and then click the feature with the left mouse button.

See also

[How to open the Properties dialog box](#)

[Properties dialog box](#)

Properties **Details tab**

The Details tab is one of six tabs in the Properties dialog box. It is part of Windows 95, not Windows Printing System. To get help on a feature:

▶ Press F1 while the focus is on the feature.

or

▶ Click the feature with the right mouse button, and then click What's This with either mouse button.

or

▶ Click the ? button on the right of the title bar with the left mouse button and then click the feature with the left mouse button.

See also

[How to open the Properties dialog box](#)

[Properties dialog box](#)

**Properties
OK button**

Accepts current settings and closes the dialog box.

Properties
Cancel button

Closes the dialog box without making any changes to the previous settings.

Properties
Apply button

Accepts current settings and leaves the dialog box open.

Properties
Help button

Displays the Help topic for this dialog box.

Properties**Restore Defaults button**

Returns all settings to their default values at startup.

Properties

About dialog box

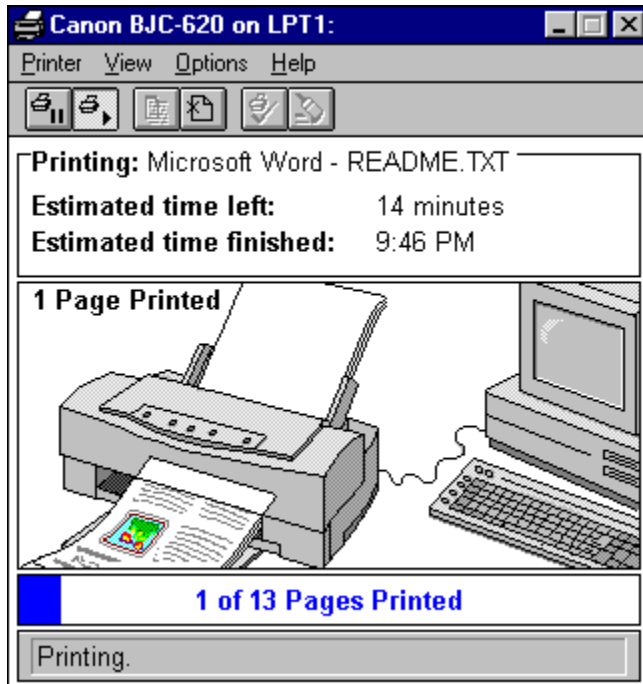
The About dialog box shows the software version number and copyright notice of your Windows Printing System. It also displays other useful information such as:

- ▶ The mode in which Windows is running, 386 Enhanced for Windows Printing System.
- ▶ The amount of free memory your computer has available.
- ▶ Whether a math co-processor is installed on your system.
- ▶ The percentage of system resources that are free.

Printer Status Window



Click a feature for more information.



In the Printer Status Window, you can find out how your print job is progressing and control your printer's operation.

In the Status Options dialog box, you can set the Printer Status Window to open automatically when you print. You can also open it by clicking the Start button, pointing to Programs and selecting the Printer Status Window in the Windows Printing System submenu.

See [How to open the Printer Status Window](#)



Click the icon to open the Printer Status Window now.

For step-by-step instructions, see

[How to check the status of a print job](#)

[How to control print jobs from the Printer Status Window](#)

[How to customize the Printer Status Window](#)

[How to accompany messages with sounds](#)

[How to respond to messages](#)

[Printing a Windows Printing System Test Page](#)

[Aligning the Print Heads](#)

[Cleaning the Print Heads](#)

See also

[Printer Options dialog box](#)

[Status Options dialog box](#)

[Printer Status Window Icons](#)

[Printer Status Window messages](#)

Printer Status Window **Menu bar**

Contains the following menus that allow you to control the printer and print job, and customize the Printer Status Window.

For more information, click a menu item.



See also

[How to check the status of a print job](#)

[How to control print jobs from the Printer Status Window](#)

[How to customize the Printer Status Window](#)

[Printing a Windows Printing System Test Page](#)

[Toolbar](#)

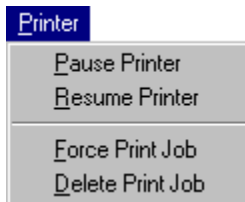
[Printer Options dialog box](#)

[Status Options dialog box](#)

Printer Status Window **Printer menu**

Lets you pause and resume the printer, and force or delete the print job.

For more information, click a menu item.



See also

[How to control print jobs from the Printer Status Window](#)

Pause Printer

Pauses the printer, temporarily stopping the print job.

Resume Printer

Restarts the print job or returns the printer to a ready state.

Force Print Job

Forces the printing of the current job on the paper size in the sheet feeder, when this size is different from the size selected for the document.

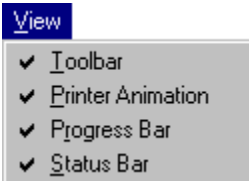
Delete Print Job

Cancels the current print job.

Printer Status Window **View menu**

Lets you choose which parts of the Printer Status Window to display. To add a component to the display, click an unchecked menu item to check it. To remove it from the display, click a checked item to remove the check mark.

For more information, click a menu item.



See also

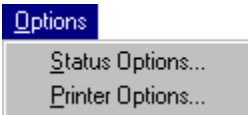
[How to check the status of a print job](#)

[How to customize the Printer Status Window](#)

Printer Status Window **Options menu**

Lets you display the Status Options and Printer Options dialog boxes.

For more information, click a menu item.



See also

[How to check the status of a print job](#)

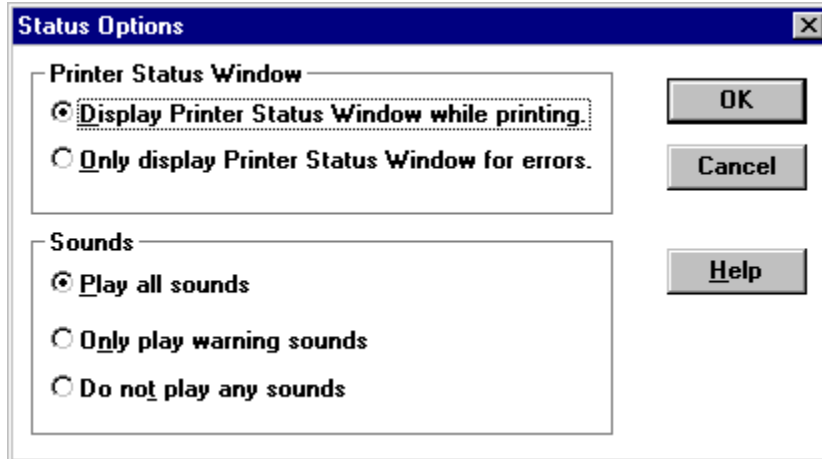
[How to control print jobs from the Printer Status Window](#)

Printer Status Window/Options **Status Options dialog box**



Lets you choose when the Printer Status Window is displayed and whether messages are accompanied by sounds.

Click a feature for more information.



See also

[How to check the status of a print job](#)

[How to customize the Printer Status Window](#)

[How to accompany messages with sounds](#)

Printer Status Window box

Lets you choose between displaying the full-sized view of the Printer Status Window whenever the printer is printing, or only when an error occurs.

See also

[How to check the status of a print job](#)

[How to customize the Printer Status Window](#)

Sounds box

Lets you choose between playing sounds (a voice speaking a message to you) with all messages for which they are available, playing sounds only with warning messages, or not playing any sounds at all. If no sound driver is detected, this box will be grayed and you are not able to select options in it.

See also

[How to check the status of a print job](#)

[How to customize the Printer Status Window](#)

[How to accompany messages with sounds](#)

OK button

Accepts changes in settings and closes the dialog box.

Cancel button

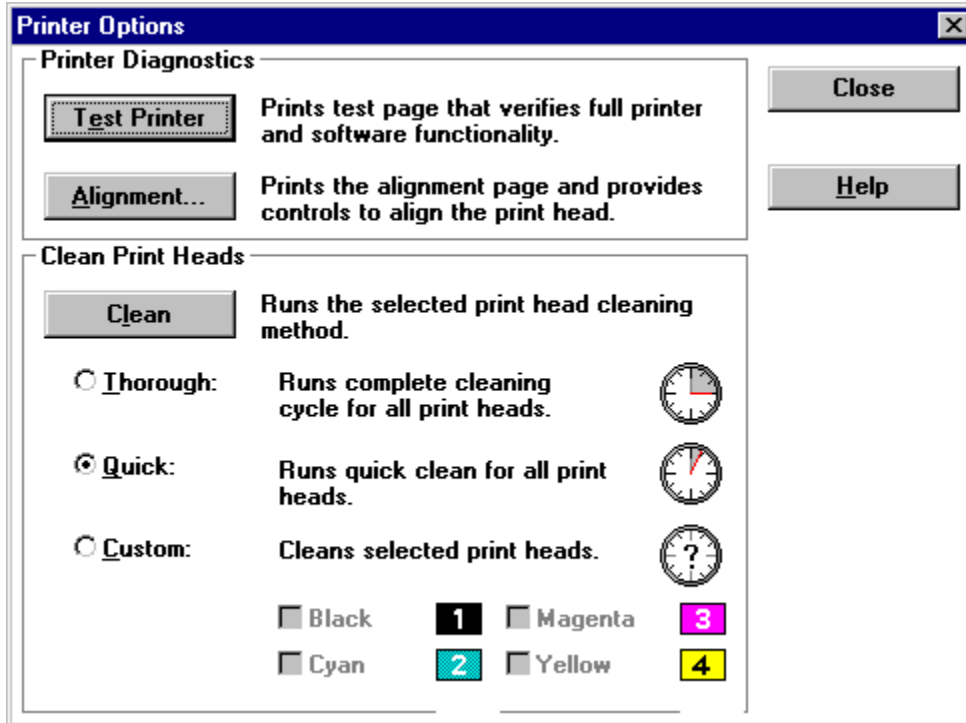
Closes the dialog box without saving any changes.

Help button

Displays the Help topic for this dialog box.

Printer Status Window/Options **Printer Options dialog box**

- ▶ Lets you print a test page, align the print head, and clean the print heads.
Click a feature for more information.



See also

[How to control print jobs from the Printer Status Window](#)

[Printing a Windows Printing System Test Page](#)

[Aligning the print heads](#)

[Cleaning the print heads](#)

Printer Diagnostics group box

Lets you perform printer diagnostic operations; printing a test page and aligning the print head.

See also

[How to control print jobs from the Printer Status Window](#)

[Printing a Window Printing System Test Page](#)

[Aligning the Print Heads](#)

[Cleaning the Print Heads](#)

Printer Options dialog box

Test Printer/Printer Diagnostics group box

Click the Test Printer button to print a test page, which enables you to verify that the Windows Printing System is working correctly and provides valuable information about the configuration of your printer and computer. Also, you can verify the print head condition and check to see if print quality problems are caused by the print head.

See also

[Printing a Windows Printing System Test Page](#)

Printer Options dialog box

Alignment/Printer Diagnostics box

Click the Alignment button to align the print head. When the alignment starts, the printer prints a sheet of patterns and the Alignment dialog box opens. Follow the instructions shown in the Alignment dialog box to align the print head. The print head was aligned at shipping, however, the print head may need a slight adjustment to re-optimize the registration that was set at the factory.

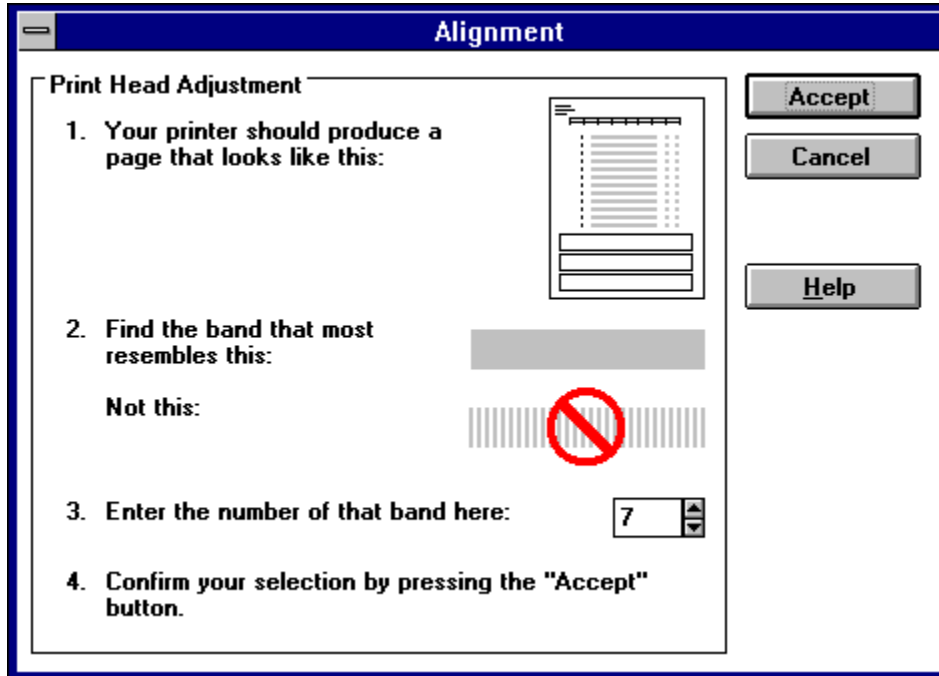
See also

[Aligning the Print Head](#)

Printer Options dialog box Alignment dialog box

Follow the instructions shown in this dialog box to align the print heads.

Click a feature for more information.



See also

[Aligning the Print Head](#)

Band number

Type the number of the band with the best printing result, or click the arrows to select the number. If there are several good solid patterns, choose the middle one.

Accept button

Completes the print head alignment and closes the dialog box.

Be sure to select the number of the finest band before pressing the Accept button.

Cancel button

Cancels the print head alignment operation and closes the dialog box.

Help button

Displays the Help topic for this dialog box.

Clean Print Heads box

Select a cleaning method and press the Clean button to clean the print heads. This can correct print quality problems, such as white streaks and missing dots and so on.

Three kinds of cleaning methods are offered:

- ▶ Thorough completely cleans all print heads.
Use this cleaning method when you replace a print head, or you cannot resolve a severe print quality problem by repeated Quick cleaning.
- ▶ Quick quickly cleans all print heads. Use this cleaning method when you have print quality problems.
- ▶ Custom cleans only selected print heads. To select the color of the print head, check the box corresponding to the color. When you replace an ink cartridge, do a Custom cleaning for the print head of the color. Also, use Custom cleaning if one color ink does not print well. Relative speed of cleaning is displayed with each selection. The necessary cleaning time when you select Custom cleaning depends on the number of colors you selected.

See also

[How to control print jobs from the Printer Status Window](#)
[Cleaning the Print Heads](#)

Thorough/Clean Print Heads box

Performs a complete cleaning cycle for all print heads. Select this cleaning method when you install a new print head unit. Also try this, if you cannot resolve print quality problems after repeating the Quick cleaning. This cleaning method takes a longer time and consumes more ink than the Quick cleaning.

See also

[Cleaning the Print Heads](#)

Quick/Clean Print Heads box

Performs a quick clean for all print heads. Select this cleaning method when you encounter print quality problems, such as white streaks and missing dots.

See also

[Cleaning the Print Heads](#)

Custom/Clean Print Heads box

Cleans only selected print heads. Select the print heads to be cleaned by checking the color boxes. When you replace ink cartridges, select the color boxes of the ink cartridges and then select Custom cleaning.

See also

[Cleaning the Print Heads](#)

OK button

Accepts changes in settings and closes the dialog box.

Cancel button

Closes the dialog box without saving any changes.

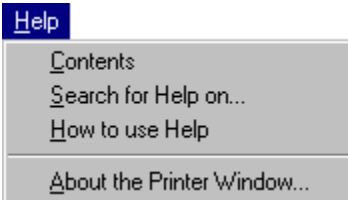
Help button

Displays the Help topic for this dialog box.

Printer Status Window **Help menu**

Lets you call up explanations of features and step-by-step instructions on how to use the Windows Printing System. If you can't find the topic you're looking for, you can search for it with keywords. You are reading this topic using the Windows Printing System Help feature.

For more information, click a menu item.



Contents

Opens the contents screen for this Help system.

Search for Help on

Opens the Search dialog box for this Help system, which lets you look for a topic using keywords.

Index

Opens the Index box for this Help system.

How to use Help

Opens an explanation of how to use Windows Help.

About the Printer Window

Shows the software version number and copyright notice of your Windows Printing System. This dialog box also displays other useful information, such as:

- ▶ The mode in which Windows is running, 386 Enhanced for Windows Printing System.
- ▶ The amount of free memory your computer has.
- ▶ Whether a math co-processor is installed on your system.
- ▶ The percentage of system resources that are free.

Printer Status Window Toolbar

Contains the following buttons that allow you to control the printer and print job:



The buttons perform the same actions as the items by the same name on the Printer menu and in the Printer Options dialog box.

See also

[How to control print jobs from the Printer Status Window](#)

[Printer menu](#)

[Printer Options dialog box](#)

[Printing a Windows Printing System test page](#)

[Cleaning the print heads](#)

Pause Printer button

Pauses the printer, temporarily stopping the print job.

See also

[How to control print jobs from the Printer Status Window](#)

Resume Printer button

Restarts the print job or returns the printer to a ready state.

See also

[How to control print jobs from the Printer Status Window](#)

Force Print Job button

Forces the printing of the current job on a different paper size from the one originally selected for the document.

See also

[How to control print jobs from the Printer Status Window](#)

Delete Print Job button

Cancels the current print job.

See also

[How to control print jobs from the Printer Status Window](#)

Test Printer button

Prints a test page containing detailed technical information about your printer, computer, and software. This verifies that the computer can print to the printer. The information on the page can also be helpful in troubleshooting.

[Test Printer button \(Printer Options dialog box\)](#)

[Printing a Windows Printing System Test Page](#)

Clean button

Runs quick clean for all print heads. When you have print quality problems, such as white streaks and missing dots, do this cleaning. You can do the same cleaning operation by selecting Quick cleaning in the Printer Options dialog box.

[Clean Print Heads group box \(Printer Options dialog box\)](#)

[Quick / Clean Print Heads group box \(Printer Options dialog box\)](#)

[Cleaning the print heads](#)

Printer Status Window **Message area**

Printing: Microsoft Word - REVIEW.DOC
Estimated time left: 23 seconds
Estimated time finished: 7:05 PM

Displays the file name, the estimated time remaining to print, and the estimated hour and minute when the print job will be completed. Messages about the printer's status appear in this area and in the Status bar at the bottom of the window.

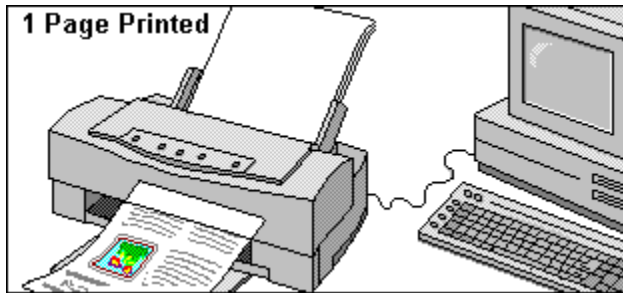
See also

[Printer Status Window messages](#)

[How to check the status of a print job](#)

[How to customize the Printer Status Window](#)

Printer Status Window **Animation area**



The printer animation in this area shows the current page moving through the paper path, and illustrates conditions that need attention, problems, and solutions.

See also

[How to check the status of a print job](#)

[How to customize the Printer Status Window](#)

Printer Status Window **Progress bar**



The bar shows the progress of printing and the text tells how many pages of the total pages in the job have been printed.

See also

[How to check the status of a print job](#)

[How to customize the Printer Status Window](#)

Printer Status Window **Status bar**



Displays the printer's current status, messages about problems, and suggestions on how to solve them, and information about menu items you have chosen.

See also

[How to check the status of a print job](#)

[How to customize the Printer Status Window](#)

Printer Status Window Icons

If you minimize the Printer Status Window you can still see the status of your print job and printer. The Printer Status Window icon indicates the status of the printer.



The printer is ready to print.



Printing is in progress. The bar above the printer shows the percentage complete.



The printer is paused.



Printing is done.



Printer is preparing to print.



The Printer Status Window has an information message that will eventually require your attention.



You minimized the Printer Status Window while an alert was displayed. You must resolve the alert before you can print.



Printer status is not available.

You minimize a window by clicking the minimize button in the upper right-hand corner:



See also

[Printer Status Window messages](#)

[How to open the Printer Status Window](#)

[How to respond to messages](#)

[How to check the status of a print job](#)

[How to customize the Printer Status Window](#)

Print Head Color/Clean Print Heads box

Select the color boxes correspond to the print heads to be cleaned by the Custom cleaning.

See also

[Cleaning the Print Heads](#)

Close button

Closes the dialog box.

CHANGE LOG AND CUSTOMIZATION TIPS

To customize this Help file:

In the "Printer Status Window" topic, if you create a custom printer animation, be sure to change the graphics ANIMATNA.SHG and PRSTWIN.SHG

If you create custom icons for the Printer Status Window, create 32x32 pel bitmap images of the icons and substitute them for the generic status window icons bitmaps shown in the "Printer Status Window icons" topic. (The Help compiler cannot use .ICO files, they must be bitmaps.) The filenames are as follows:

sw_ready.bmp Printer is ready
sw_prtnng.bmp Printer is printing
sw_pause.bmp Printer is paused
sw_done.bmp Printer is finished printing
sw_info.bmp Printer Status Window has an information message
sw_alert.bmp Printer Status Window has an alert message
sw_stnot.bmp Status is not available

Change log:

Use this topic to track changes to this .RTF file when customizing the generic Help for a particular printer.

This page is coded as a Help topic so the Help compiler doesn't complain, but the topic does not appear in the compiled version of the Help file.

