

# Adobe<sup>SM</sup> Customer Services

## Troubleshooting PostScript™ Printer Problems and Improving Printer Performance

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This technical note offers solutions to problems printing Portable Document Format (PDF) files from Macintosh versions of Acrobat Exchange and Acrobat Reader, and also gives advice for improving your printer's performance with all applications.

### THE PRINTER IS NOT WORKING AT ALL

#### Problem

You have installed the Adobe Acrobat software and can open and view PDF documents, but you cannot print. A number of problems can cause your printer to fail to print:

- The printer is not switched on
- The printer is not connected to your computer correctly
- The printer is not selected with the Chooser
- The printer is broken

#### Solution

Check for these problems in order, working down the list from top to bottom. Make sure the printer is switched on and the cable connecting the printer to the computer is securely fastened at both ends.

To check whether your printer is selected with the Chooser, select Chooser from the Apple menu. The Chooser dialog box is displayed. In the area at the upper left, click the icon for the kind of printer you are using. If you are connected to a network with zones, click the name of the zone where the printer is located in the area at the lower left. Finally, click the printer name in the upper right area. With the name of the printer highlighted, close the Chooser.

If you still have problems, carefully repeat the installation instructions in your printer documentation.

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## ACROBAT DOCUMENTS FAIL TO PRINT ON AN APPLE PERSONAL LASERWRITER NT PRINTER

### Problem

You cannot print Acrobat documents on a Personal LaserWriter NT printer.

### Solution

Upgrade your printer to a Personal LaserWriter NTR. The version of the PostScript language interpreter installed in the Personal LaserWriter NT cannot print the multiple master fonts used by the Acrobat Exchange and Reader programs to substitute for fonts not installed on your system. Contact your Apple dealer for Personal LaserWriter upgrade information.

## ACROBAT DOCUMENTS FAIL TO PRINT ON A POSTSCRIPT PRINTER

### Problem

You try to print a document but the printer stops printing before the entire document has printed. This problem happens when you try to print a page that requires more printer memory than is installed in your printer.

### Solution

Either purchase more memory for your printer or reduce the amount of printer memory re-quired to print the document. The best solution is to purchase more printer memory. Have at least 4 megabytes (MB) of printer memory to print Acrobat documents. To reduce the amount of memory required to print an Acrobat document, see “Changing the Page Setup to Reduce the Amount of Printer Memory Required to Print” and “Changing the Acrobat Exchange or Reader Substitution Fonts Option” below.

## CHANGING THE PAGE SETUP TO REDUCE THE AMOUNT OF PRINTER MEMORY REQUIRED TO PRINT

You can reduce the amount of printer memory required to print a document by deselecting the Larger Print Area option and selecting the Unlimited Downloadable Fonts option in the Page Setup for that document.

### To change the Page Setup for a document:

- 1 Start the Acrobat Exchange or Reader program.
- 2 Open the document that is failing to print.
- 3 Choose Page Setup from the File menu. The Page Setup dialog box appears.
- 4 Click Options. The Page Setup Options dialog box appears.
- 5 If the Unlimited Downloadable Fonts in a Document check box is selected, click the check box to deselect the option.
- 6 If the Larger Print Area check box is not selected, click the check box to select the option.
- 7 Click OK to close the Options dialog box; then click OK to close the Page Setup dialog box.

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## CHANGING THE ADOBE EXCHANGE OR READER SUBSTITUTION FONTS OPTION

When an Acrobat document contains fonts that are not installed on your system, the Acrobat Exchange or Reader program substitutes one of two multiple master fonts for the missing font. By default, the Exchange or Reader program uses the AdobeSerifMM multiple master font for missing serif fonts, and the AdobeSansXMM multiple master font for missing sans serif fonts. If PDF documents fail to print because of insufficient printer memory, you can reduce the amount of printer memory required to print PDF documents by selecting either Sans Only or Serif Only as the Substitution Fonts option in the Preferences dialog box. Sans Only tells the Exchange or Reader program to use AdobeSansXMM for missing sans serif and serif fonts. Serif Only tells the Exchange or Reader program to use AdobeSerifMM for missing sans serif and serif fonts.

AdobeSansXMM uses less printer memory than AdobeSerifMM, but AdobeSerifMM is a better substitute for very thin, bold, narrow, or extended fonts.

### **To change the Acrobat Exchange or Reader program Substitution Fonts option:**

- 1 Start the Acrobat Exchange or Reader program.
- 2 Choose Preferences from the Edit menu. The Preferences dialog box appears.
- 3 Select either Sans Only or Serif Only from the Substitution Fonts pop-up menu.
- 4 Click OK. The Preferences dialog box closes.
- 5 Quit the Acrobat Exchange or Reader program and restart your Macintosh for the change to take effect.

## DOCUMENT FAILS TO PRINT BECAUSE PRINTMONITOR RUNS OUT OF MEMORY

### **Problem**

You selected Background Printing with the Chooser, and when you print an Acrobat document, a message appears telling you to choose PrintMonitor from the Application menu or to click the PrintMonitor window. You follow the instruction and a message appears telling you that PrintMonitor does not have enough memory to print the document and asking you if you want PrintMonitor to adjust its memory size.

### **Solution**

Increase the memory used by PrintMonitor in either of two ways. If you click Adjust Memory Size button in the PrintMonitor message box, the memory used by PrintMonitor is increased by 10K. Using this method can be frustrating, however, if the document requires that the Print Monitor memory be increased by more than 10K. As an alternate, cancel the failing print job and adjust the amount of memory used by PrintMonitor by 50K or more.

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**To increase the amount of memory used by PrintMonitor:**

- 1 Quit all applications and open the System folder. If you use System 7™, open the Extensions folder.
- 2 Click the PrintMonitor program icon to select it.
- 3 Choose Get Info from the File menu. The Get Info dialog box appears showing information about the PrintMonitor program. At the bottom of the dialog box, the Memory Requirements box shows the minimum and preferred memory sizes for the PrintMonitor program.
- 4 Increase the value of the both the minimum and preferred memory sizes. Try increasing the memory sizes to 170K or more.
- 5 Close the Get Info dialog box to set the new memory sizes and return to the Finder.

Try printing the document again. If the PrintMonitor still does not have enough memory to print the document, try increasing the preferred memory size to 256K or more.

**PRINTED IMAGES (BITMAPS) HAVE A QUILTED, BLOCKY LOOK****Problem**

Printed scanned photographic images or images created with a paint program appear quilted and blocky.

**Solution**

There is no solution to this problem. Photographic images can require a great deal of storage. To minimize the size of Acrobat documents, people who create the documents can choose to compress images. Compressing images reduces the file size of Acrobat documents but gives the images a quilted, blocky look.

**IMPROVING PRINTER PERFORMANCE**

Make your printer print faster by taking any or all of the following steps:

- Purchase more printer memory. Have at least 4 megabytes (MB) of printer memory to print Acrobat documents.
- Purchase and install the fonts commonly used in the PDF documents that you view and print. If the fonts used in a PDF document are available on your system, the Acrobat Exchange or Reader program does not have to create and print substitute fonts.
- Manually download frequently used fonts to your printer. Fonts that are manually downloaded to your printer remain in printer memory between print jobs, and do not have to be downloaded to the printer each time they are used. Registered Acrobat users can obtain a PostScript font downloader from Adobe Systems free of charge.
- Increase the size of the Adobe Type Manager™ (ATM) font cache. See “To increase the size of the ATM font cache” below for instructions.
- Use an Ethernet card to connect your Macintosh to the printer.
- Install and use the Adobe printer driver, PSPrinter, included with your Acrobat software. See the file PSPrinter User Guide.pdf on the driver installation disk for installation instructions.

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- If your printer supports PostScript Level 2, make sure your printer driver is set up to use PostScript Level 2. See the file PSPrinter User Guide.pdf on the driver installation disk for instructions.
  - If your printer supports binary communication, make sure both your printer and your printer driver are set up to use binary communication. See the file PSPrinter User Guide.pdf on the driver installation disk for instructions.

**To increase the size of the ATM font cache:**

- 1 Start your Macintosh (or quit all applications).
- 2 Choose Control Panel(s) from the Apple menu.
- 3 Open the ATM Control Panel, either by clicking the ATM program icon if you are using System 6, or by double-clicking the ATM program icon if you are using System 7.
- 4 Click the up arrow in the Font Cache box to increase the amount of memory used for the ATM font cache. Add 64K for every Type 1 font that you use frequently. If your computer has more than 4 megabytes (MB) of memory and you use the Acrobat Exchange or Reader program frequently, Adobe recommends that you specify 1.0 MB for the ATM font cache.
- 5 Click the close box to close the ATM control panel.
- 6 Restart your Macintosh to restart ATM with the new cache size.