

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

## LaserTalk Troubleshooting Tips

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**"The effect can't be reimaged. Use the chooser to select a laser printer."**

You will get this message the first time you try to use LaserTalk after installing Apple's System 7 software. LaserTalk cannot find the Laserwriter Driver in the System's Extensions folder, so it will need to be moved.

LaserTalk will work with the System 7 driver but you need to move your LaserWriter driver from the Extensions folder to the System folder. All of your other applications should work fine with the LaserWriter driver there. Here are the steps to do that:

1. Open the System Folder by double-clicking on it.
2. Open the Extensions Folder.
3. Select the LaserWriter driver and drag it to the System folder.

**"offending command: cexec"**

LaserTalk's reimage feature will not work with all PostScript™ language printers. It will not work with any PostScript language Level 2 printer and will only work with some Level 1 printers. It does work with all Apple Level 1 printers. You will get this error message if you attempt to reimage to a PostScript language printer that is not compatible with LaserTalk.

**No display in Preview Window**

Make sure you have clicked the "Refresh" button in the Preview Window.

The numbers on the sides indicate the coordinates of the area you are viewing. You may need to scroll around to find your image.

**Blank page printed**

If the image displays correctly in the Preview Window, make sure you have a "showpage" command as the last command in your file.

**Won't print image - only prints code**

To print your image, save the file and then choose download.

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