Troubleshooting

Disabling QuickDraw GX

If you do not have enough memory to print from the application you are using or if you seem to be having problems printing while QuickDraw GX is running, you may need to disable QuickDraw GX. (Note: You may first want to contact Apple to make sure that you do have the latest version).

To disable QuickDraw GX:

1. Open the Control Panels on the Apple menu and then open the Extensions Manager (System 7.5 or later).

2. Scroll through the extensions until you find QuickDraw™ GX.

3. Click QuickDraw™ GX and QuickDraw™GX Helper. Check marks will disappear.

4. Restart your computer.

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

Potential Printing Problems

• The printer icon does not appear in the upper-left area of the Chooser.
Re-install the printer driver.

• The printer icon appears in the   upper-left area of the Chooser, but no printer names appear.
If AppleTalk is inactive, turn on AppleTalk by clicking the "Active" button in the lower-right area of the Chooser.

• The printer is not found.
Make sure the correct port (printer or modem) is selected and the printer is turned on.

• Print quality is poor.
1. Align your print cartridges.   Refer to "Print Cartridge Maintenance" for instructions.

2. If step 1 doesn't work, clean the print cartridges. Refer to "Print Cartridge Maintenance" for instructions.

3. If the problem persists, refer to the "Troubleshooting" section of your HP DJ850C printer's User Guide.