StyleWriter Printers: Out of Paper Message Troubleshooting 10/96

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TOPIC ---

I keep getting an error message when I try to print from my StyleWriter printer
stating that I am out of paper, but the printer has paper in the tray. When I
click on Continue, I get an error message stating the paper is there, but it is
the wrong size. Why?

DISCUSSION --

These error messages are usually caused by using an incorrect or damaged printer
cable.

First check to make sure that you are using a peripheral-8 cable (serial cable),
and not a LocalTalk or PhoneNet cable with the StyleWriter printer. LocalTalk
cables and PhoneNet cables, use small boxes along with specialized cable to
connect devices. PhoneNet cables resemble telephone cable. You can only use
LocalTalk and PhoneNet cables with certain StyleWriter models containing the
optional LocalTalk Adapters.

The correct cabling for most StyleWriter printers is peripheral-8 (serial)
cable. The serial cable is a direction connection between the computer and the
printer. You should not have any type of splitting or adapter devices between
the computer and the printer. In addition, the serial cable should have eight
(8) straight and intact pins on both ends of the cable.

If you are using a peripheral-8 cable and still experience problems, try
connecting the printer to another computer, or try another peripheral-8 cable.

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