

ExpertCAD™

Trouble Shooting Printing Problems

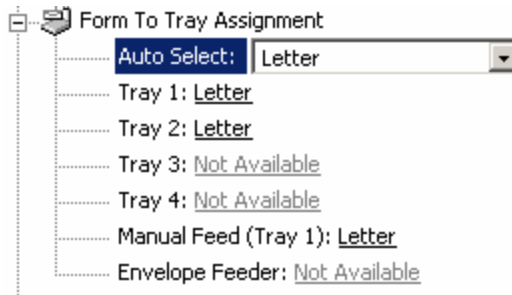
The information in this tip applies to:

- ExpertCAD all versions
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ISSUE

Use the following guide to help you trouble shoot why you cannot print from ExpertCAD.

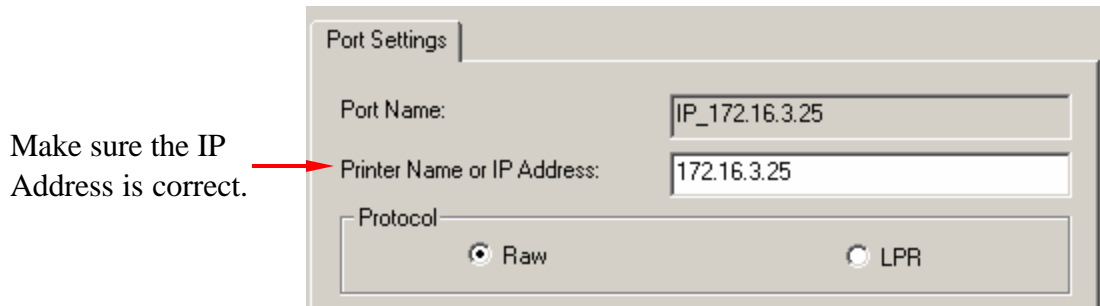
1. Is the printer plugged in?
2. Is the printer turned on?
3. Is there paper in the printer tray?
4. Is the correct paper tray selected (see Start->Settings->Printers select your printer, select Properties from the File pull-down and then click the Device Settings tab)?



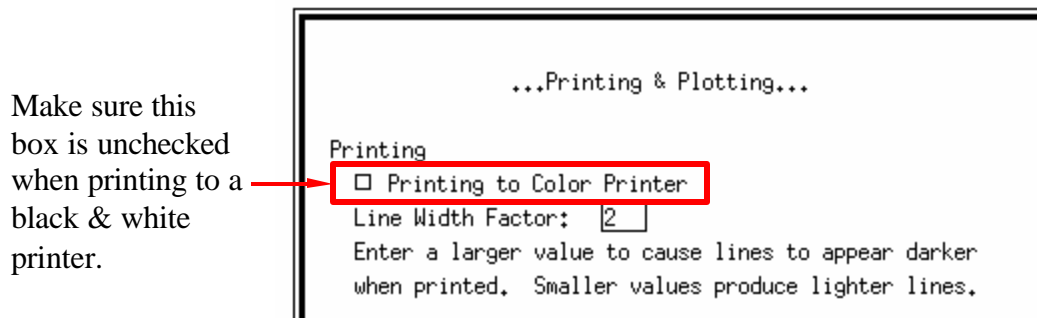
5. Is the toner cartridge or ink cartridges empty?
6. If the printer is local to the system is it hooked up to the parallel port?
7. Is the driver correct for the manufacture of the printer (see Start->Settings->Printers select your printer, select Properties from the File pull-down and then click Advanced)?



8. Can you print a test page (see Start->Settings->Printers select your printer, select Properties from the File pull-down and then click the General tab)?
9. If the printer is a node on the network (jet-direct card is installed) is the IP address correct for the device (see Start->Settings->Printers select your printer, select Properties from the File pull-down, click the Ports tab and then click the Advanced button)?



10. If the printer is connected to a server system (you are spooling to it) is the printer shared?
11. If the printer is connected to a server system (you are spooling to it) is the Spooling Service running on your system and the server (see your system administrator for help)?
12. When printing from ExpertCAD or ToolDesigner to a monochrome (black and white) printer and the lines style are very faint make sure that the box labeled **Printing to Color Printer** is unchecked (see SYSTEM->SET-UP->Print & Plot... dialog).



13. When printing from ExpertCAD or ToolDesigner and Print Current Class is selected are there objects in the current class to print?