



General Help

Last revised: Fall 2010

Problem	Solution
<p>When I try to print something on the computer, it appears to work, but nothing comes out of the printer.</p>	<p>See the next item.</p>
<p>When I try to print something on the computer, I get an error message saying "Cannot acquire status" or "Printer disconnected".</p>	<ol style="list-style-type: none"> 1. Make sure that your printer is turned on (the transparent "Online" button on the printer should glow green). 2. Unplug the printer's USB cable. 3. Restart your computer. 4. Plug the USB cable in again.
<p>When I try to load paper into the printer, I get an error message saying "Paper loaded askew".</p>	<p>Refer to the How-To file for changing a roll of paper. In Step 4, you must make sure that the paper is flush against the black end cap. In Step 6, you must make sure that you feed the paper evenly and straight into the printer; if you feed it even slightly crooked, it may give you an error message.</p>
<p>When I print a poster, lines show up in the image.</p>	<ol style="list-style-type: none"> 1. If you are using Standard paper, change the "Print Quality" in PosterArtist (Step 4, Print) to "High". 2. If you are using Premium paper, change the "Media Type" in PosterArtist (Step 2, Paper Options) to "Coated Paper".
<p>When I print my poster, it comes out too big or too small. I want to print a different sized poster.</p>	<p>In PosterArtist (Step 2, Paper Options) you can select the "Page Size" drop-down menu and change the size of your poster. The most common sizes are ISO A1 (23.4"x33.1"), ISO A2 (16.5"x23.4"), and ISO A3 (11.7"x16.5"). To make a banner, use the blank template provided in the "PSS: Banners" template category.</p>
<p>When I print my poster, there is extra white space along one edge. I want to print a poster that fills the whole page.</p>	<p>In PosterArtist (Step 2, Paper Options) you can check the box for "Enlarged/Reduced Printing" to make your poster larger or smaller. The default poster size – when set to "Fit Long Side To Roll Width" – will come out as a 24" x 17" poster, while "Fit Short Side To Roll Width" will produce a 34" x 24" poster (for Portrait oriented posters).</p>