# Using a PostScript error handler

The error handling utility is useful for diagnosing problems when a job doesn't print. This utility installs a PostScript error-handling function in the printer to help determine the cause of some PostScript printing problems. PostScript errors are printed on a page with other status information when an error occurs. This utility can be useful to programmers for debugging PostScript code.

To turn on the error handler, follow the instructions below. To turn off the error handler, turn the printer off, wait 15 seconds, and turn the printer on again. Alternately, refer to instructions on resetting the printer to turn off the error handler.

Click on the following topics for more information:

- Macintosh users
- PC and workstation users

## Macintosh users

1. Refer to the instructions on installing the utility files from the printer's CD-ROM.

2. Select the appropriate printer in the **Chooser**.

3. Locate the *LaserWriter Utility* in the *PhaserTools* folder on your hard disk, and double-click its icon to start the application.

4. Choose **Download PostScript File** from the **Utilities** menu.

5. Select the *Tek Error Handler* file from the list, then click **Open**. (This file was installed in the *Printer Utilities* folder inside the *PhaserTools* folder.)

6. At the prompt `Save PostScript output as:` you are asked for a file name for saving printer output. Use either the default name given in the edit box or type a new name. Click **Save** to send the file to the printer.

7. If no output is returned by the printer, the *LaserWriter Utility* displays a dialog box; click **OK** continue.

## PC and workstation users

1. Locate the utility files in the *PHSR350* directory on the printer's CD-ROM.

2. Copy the *TEKEHAND.PS* file to your hard disk or use the file directly from the CD-ROM.

3. Send the *TEKEHAND.PS* file to the printer using one of the following methods:

   - **PC users**: Use the DOS **COPY** command to send the file to the printer. (Windows 3.1 users can also use the **Copy** command in the **File Manager**.)

   - **Workstation users**: Send the file to the printer as you would any PostScript file.

# Fixing timeout problems in Windows

If print jobs are timing out and not printing, you may need to increase the timeout values in Windows **and** in the printer.

Try one of the following procedures to change the Windows timeout. If the Windows procedure doesn't work for you, try the DOS procedure. Then, follow the procedure to change the printer's timeout.

- Windows timeout: From Windows 3.1
- Windows timeout: From Windows 95
- Windows timeout: From DOS (and Windows 3.1)
- Printer's timeout

## Windows timeout: From Windows 3.1

1. Open the **Control Panel** from the **Main** menu.
2. Double-click the **Printers** icon to open the **Printers** dialog box.
3. Click on your printer's icon.
4. Click the **Connect** button to open the **Connect** dialog box.
5. Increase the **Transmission Retry** to **950** seconds by typing in the new number.
6. Click **OK**.

## Windows timeout: From Windows 95

1. Click the **Start** icon in the taskbar on your screen; a menu appears.

2. Move the cursor over **Settings**; another menu appears.

3. In the menu, click **Printers**; the **Printers** window appears.

4. In the **Printers** window, select the **Phaser 350** printer icon (or **Phaser 350 600x300** if you have the printer's Extended Features option), then select **Properties** from the **File** menu.

5. Click the **Details** tab and increase the **Transmission Retry** to **999** seconds (or higher).

6. Click **OK**.

# Windows timeout: From DOS (and Windows 3.1)

**N O T E**

To use this procedure, the printer must be connected directly to your computer, not on a network.

1. At the DOS prompt, issue the DOS **MODE** command by typing the following:

   ```
   MODE LPT1:,,P
   ```

2. Start Windows 3.1.

3. Open the **Control Panel** from the **Main** menu.

4. Double-click the **Printers** icon to open the **Printers** dialog box.

5. Click the **Connect** button to open the **Connect** dialog box.

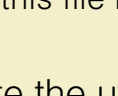
6. Change the port selection from **LPT1** to either **LPT1.DOS** or **LPT1.OS2,** depending on the options you see in the dialog box.

7. Click **OK**.

## Printer's timeout

You can use the *CONFIG.PS* file to change the PostScript and HP-GL job and wait timeout values. When sent to the printer, your edited version of the *CONFIG.PS* file changes the values in the printer, but *only* while the printer is turned on; if the printer is turned off or reset the values return to their defaults. To restore your desired timeout settings, you must send your edited *CONFIG.PS* file to the printer again.

**N O T E**



The CONFIG.PS file affects printer operation. If the printer is shared on a network, using this file may affect the prints requested by other users.

1. Locate the utility files in the *PHSR350* directory on the printer's CD-ROM.

2. Copy the *CONFIG.PS* file to your hard disk.

3. Open the file using a text editor. The default value is **40** seconds for the wait timeout. Change the value in the WaitTimeOut line to 999.

**4** Use one of the following methods to send the *CONFIG.PS* file to the printer:

- **PC users**: Use the DOS **COPY** command to send the file to the printer. (Windows 3.1 users can also use the **Copy** command in the **File Manager**.)

- **Workstation users:** Send the file to the printer as you would any PostScript file.

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