

Printer Control Panel

UTILITY FOR POSTSCRIPT® PRINTERS

User's Guide

LaserTools



Printer Control Panel

UTILITY FOR POSTSCRIPT® PRINTERS

User's Guide

LaserTools

Made in the U.S.A. by Pacific Data Products, Inc.

PacificPage is a trademark of Pacific Data Products, Inc.
LaserTools™, PrintCache™, LaserTORQ™, LaserTools Printer Control Panel™: LaserTools Corporation; PostScript®: Adobe Systems Incorporated; Microsoft®: Microsoft Corporation; Hercules Graphics Card™: Hercules Computer Technology; SideKick®: Borland International, Inc.; DESQview™: Quarterdeck Office Systems, Inc.; IBM®, XT®, AT®, PS/2®: International Business Machines Corporation; LaserJet®: Hewlett-Packard Company. All other company and product names are trademarks of the company or manufacturer respectively.

© Copyright 1990 by Pacific data Products, Inc.

Table of Contents

General Information

The benefits of automatic language switching	1-2
Printer Control Panel's basic features	1-2
Using Printer Control Panel's basic mode	1-3
Printer Control Panel's advanced features	1-4
ASCII text printer mode	1-4
Configuring AutoPilot to switch between PostScript and text printing	1-5
Using Printer Control Panel's advanced features	1-5
Using Printer Control Panel templates	1-6
Printer Control Panel package contents	1-6
System requirements	1-7
Supported displays	1-7
About this manual	1-7

Installing Printer Control Panel

Installing Printer Control Panel software	2-2
How to install Printer Control Panel for basic mode	2-2
How to install Printer Control Panel for advanced mode	2-3
Activating Printer Control Panel	2-3
How to change your installation	2-4

Using Printer Control Panel

Using Printer Control Panel's basic features	3-1
Testing LaserJet PCL mode	3-2
Testing PostScript language mode	3-2
Using Printer Control Panel's advanced features	3-2
About Printer Control Panel template files	3-3
Using the pop-up menu	3-7

Selecting a template file from the pop-up menu	3-8
Selecting template files from the DOS command line	3-8
Changing the default template	3-9

Troubleshooting

Troubleshooting checklist	4-1
Problems encountered using Printer Control Panel	4-2
Customer Support	4-8
International product support	4-8

Appendix A

Using Printer Control Panel with Windows 3.0

The Windows Control Panel	A-1
Special note for HP LaserJet soft font users	A-2
Special note for PostScript soft fonts users	A-3
Troubleshooting Windows	A-4

Appendix B

Using Printer Control Panel with Networks

Configuring the network	B-1
-------------------------------	-----

Appendix C

Using Printer Control Panel with a Serial Printer

Remove serial port mode commands	C-1
--	-----

Appendix D

Using DOS Command Line Parameters

Activating a Printer Control Panel template	D-1
Command line parameters	D-2

Appendix E

Using Printer Control Panel with PrintCache

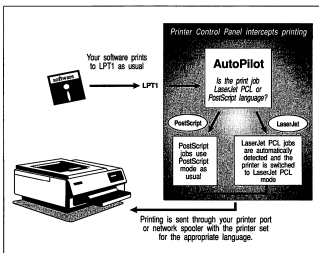
Configuring PrintCache	E-1
------------------------------	-----

General Information

LaserTools Printer Control Panel is a software utility program for use with your PacificPage cartridge. Printer Control Panel will vastly simplify your printing by eliminating the need to manually switch from PostScript language to LaserJet PCL mode on the printer itself. The main benefits of Printer Control Panel are quite simple:

- Printer Control Panel automatically switches between PostScript and LaserJet PCL printer languages.

Printer Control Panel accomplishes automatic language switching through a feature called AutoPilot. When activated, AutoPilot will detect what printer language the application requires and automatically switch your printer from PostScript language to LaserJet PCL as needed. There are no extra steps and no manual switching at the printer.



The benefits of automatic language switching

Printer Control Panel's automatic language switching offers considerable advantages over alternative methods for switching printer languages, such as switching with a batch file. The advantages include:

- In a stand-alone printing environment, Printer Control Panel saves time and prevents confusion by switching printer languages automatically and only as necessary.
- Printer Control Panel's AutoPilot increases reliability by keeping track of the printer's language and always assuring that the printer matches the application's language requirements.

Printer Control Panel's basic features

Printer Control Panel offers two modes of operation: basic and advanced. In its basic mode, Printer Control Panel simply switches the printer between LaserJet PCL and PostScript languages automatically according to the needs of the application software. The basic mode is simple, easy-to-install, and reliable.

- Printer Control Panel's basic-level mode defaults to automatic switching between LaserJet PCL and PostScript.

In the basic mode, Printer Control Panel requires only a very small amount of DOS memory and is completely transparent to the user. No user intervention or pop-up menu is necessary.

Using Printer Control Panel's basic mode

Installing Printer Control Panel for automatic switching between LaserJet PCL and PostScript languages is straightforward. All that is required is the following:

- Run Printer Control Panel's Install program,
- When Install asks if you want to automatically load Printer Control Panel, select "yes,"
- Reboot and Printer Control Panel loads automatically.

Once loaded, Printer Control Panel automatically switches the printer's mode.

In the basic mode, Printer Control Panel loads as a memory resident printer driver. It requires only 5K of DOS memory and does not require the use of a pop-up menu. Printer Control Panel intercepts all print jobs sent to the first parallel port, LPT1. After determining the appropriate language and switching the printer's mode if needed, printing is redirected from LPT1 to the port your printer is attached to.

Note

You must configure all PC applications to print to LPT1 when using Printer Control Panel in basic mode.

Printer Control Panel's advanced features

Printer Control Panel's ability to automatically switch between PostScript and LaserJet PCL languages will meet the vast majority of your printing requirements. However, Printer Control Panel also includes a wide range of control features to take advantage of your PacificPage cartridge's power, including:

- ASCII text printer mode that allows formatted printing of text documents and reports.
- Simple changing of printer control settings through the use of Printer Control Panel template files.

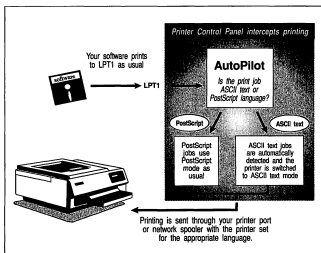
ASCII text printer mode

To take advantage of the PostScript language's font and page-layout flexibility with PC software that may not have a PostScript language print driver, Printer Control Panel can configure your PacificPage cartridge to operate as an ASCII text printer. In text printer mode, it is easy to do such things as print text reports sideways or in a very small font. Text printer mode is ideal for printing accounting reports, database reports, downloaded information, simple text file listings, or any other text using software that lacks a PostScript language print driver. Some of the printing tasks you can perform with text printer mode include:

- Formatted ASCII text reports
- Sideways printing
- Ability to select small fonts so more data can be printed on a page
- 2-up and 4-up printing (multiple pages on one sheet of paper)

Configuring AutoPilot to switch between PostScript and text printing

Printer Control Panel's AutoPilot can be reconfigured to switch between PostScript language and ASCII text printing. When reconfigured, AutoPilot will select ASCII text printing for all non-PostScript jobs. That is, Printer Control Panel detects that the application needs ASCII text printer emulation and automatically activates that emulation in the PacificPage cartridge.



Using Printer Control Panel's advanced features

To use Printer Control Panel software's advanced features:

- Install Printer Control Panel just as you would for basic-level support except, you may want to enable the pop-up menu.
- Learn what Printer Control Panel templates are and how to select them.

Using Printer Control Panel templates

A Printer Control Panel template is a specific set of printer control instructions. Printer Control Panel's Install program creates several sets of these instructions (templates), with each set defining a different type of printing task. For example, one of Printer Control Panel's templates configures AutoPilot switching between PostScript and sideways text printing. When this template is selected, AutoPilot will detect all non-PostScript applications and ensure that the print job will appear as text in sideways (landscape) mode. This template is useful for printing large spreadsheets. The other templates provide similarly useful printing formats.

There are two ways to select and activate a Printer Control Panel template:

- From Printer Control Panel's pop-up menu (optional)
- From the DOS command line

Both these methods of activating templates are described in Chapter 3, "Using Printer Control Panel."

Printer Control Panel package contents

The Printer Control Panel package includes a program disk. This disk contains the Printer Control Panel program, the Install program, and other necessary files. Both 3 1/2-inch and 5 1/4-inch disk media are provided. Also included in the package is the *Printer Control Panel User's Guide*.

System requirements

To use Printer Control Panel software, you need the following hardware and software:

- An IBM PC, XT, AT, 386, PS/2, or 100-percent compatible
- MS DOS version 2.1 or above
- A hard disk
- 5K of DOS memory

Supported displays

Printer Control Panel's pop-up menu will support all displays in text mode only. You cannot access the pop-up menu while in graphics mode in any display format other than Hercules monochrome graphics displays.

About this manual

The *Printer Control Panel User's Guide* describes how to install and use the Printer Control Panel software.

- Chapter 2, "Installing Printer Control Panel," describes how to install Printer Control Panel on your hard disk.
- Chapter 3, "Using Printer Control Panel," describes how to use Printer Control Panel in basic or advanced modes.
- Chapter 4, "Troubleshooting," provides various solutions to problems you may encounter while using Printer Control Panel.
- The appendixes contain information on using Printer Control Panel in specific environments.

Notes

Installing Printer Control Panel

The Install program on the Printer Control Panel program disk will load Printer Control Panel software onto your hard disk, configure it for your system, generate a set of Printer Control template files, and if you desire, configure Printer Control Panel to automatically load each time you start your computer.

This chapter covers all aspects of Printer Control Panel installation and activation, including:

- General instructions for Printer Control Panel installation
- How to install Printer Control Panel for basic mode operation
- How to install Printer Control Panel for advanced mode operation
- Activating Printer Control Panel
- How to change your installation

Note

If you use Microsoft Windows 3.0, refer to the special Windows instructions in Appendix A. If your printer is on a network, refer to the special network installation instructions in Appendix B. If your printer is on a serial port, refer to the special serial port installation instructions in Appendix C.

Installing Printer Control Panel software

Installing Printer Control Panel is simple and only requires running the Printer Control Panel's Install program. Insert the Printer Control Panel disk into your floppy drive A: (or the correct drive) and type:

A: press **Enter**.

Type **INSTALL** and press **Enter**.

Follow the Install program's prompts as they appear on-screen; the Install program will lead you through each step. If you need help, press the F1 function key.

How to install Printer Control Panel for basic mode

Printer Control Panel's basic mode switches the printer between LaserJet PCL and PostScript languages automatically. For basic mode installation, do the following:

1. Follow the instructions in this chapter for installing Printer Control Panel software. You will not need the pop-up menu for basic-level support.
2. When the Install program prompts you to enable the optional pop-up menu, select **no**.
3. When the Install program prompts you to automatically load Printer Control Panel, select **yes**.
4. Exit Install and reboot. Printer Control Panel will automatically load. From that point on, Printer Control Panel will automatically switch the printer's mode for you.

How to install Printer Control Panel for advanced mode

In Printer Control Panel's advanced mode you'll use Printer Control Panel templates to change printer modes. Installation for advanced features is identical to basic-level installation except that you may want to enable the pop-up menu for convenience. For more information, see Chapter 3, "Using Printer Control Panel."

Activating Printer Control Panel

Once Printer Control Panel has been installed, it must be loaded into DOS memory. There are two ways to activate Printer Control Panel: manually or automatically.

The most convenient way to activate Printer Control Panel is to configure the AUTOEXEC .BAT file to automatically load it whenever the computer is turned on. The "Automatic Loading Option" in Printer Control Panel's Install program enables this. When you select Automatic Loading, you will be prompted as to whether you would like to update the AUTOEXEC.BAT file to load Printer Control Panel. If you choose to update the file, a command line to load Printer Control Panel is inserted at the beginning of the AUTOEXEC .BAT file. The Printer Control Panel will be activated automatically every time your computer is turned on.

You can modify the AUTOEXEC.BAT file by adding the Printer Control Panel command to the file. To do so, use any text editor to insert the following line in your AUTOEXEC.BAT file:

C:\PCPANEL\PCPANEL

The command line should generally be at the beginning of the AUTOEXEC.BAT file but *after* any print spooling or network spooling software listed.

When Printer Control Panel is activated, a Printer Control Panel sign-on message is displayed. You can access the Printer Control Panel pop-up menu by pressing **Alt-C**.

If you desire to selectively activate Printer Control Panel, you may do so manually at the DOS prompt by typing:

C:\PCPANEL\PCPANEL

If you add the \PCPANEL directory to your DOS path command, you only need to type **PCPANEL** to activate Printer Control Panel.

If for some reason you need to unload Printer Control Panel, type the command:

PCPANEL /UNLOAD

Be sure to include the forward slash. Printer Control Panel can only be unloaded if it is the last memory resident program loaded. For more information on /UNLOAD and other command line parameters, see Appendix D, "Using DOS Command Line Parameters."

How to change your installation

If you ever need to change your Printer Control Panel installation, simply switch into the Printer Control Panel directory and type **INSTALL**. For example:

Type **CD \PCPANEL** and press **Enter**.

Type **INSTALL** and press **Enter**.

Follow normal installation steps and change any parameters you desire.

Using Printer Control Panel

This chapter covers the everyday use of Printer Control Panel, including using Printer Control Panel's:

- Basic features
- Advanced features
- Template files
- Pop-up menu
- Command line instructions

Note

The examples in this chapter assume that you've loaded Printer Control Panel into memory as described in Chapter 2, "Installing Printer Control Panel."

Using Printer Control Panel's basic features

When you load Printer Control Panel in basic mode, it switches automatically between PostScript language and LaserJet PCL modes on a job-by-job basis. You can print as you would normally.

First, print a LaserJet PCL mode file. It will print in LaserJet PCL mode. Then, print a PostScript language file, notice that the printer automatically switches to PostScript language and prints the PostScript file.

Testing LaserJet PCL mode

Test LaserJet PCL mode by printing a print screen or by sending a directory listing to the printer. Type:

DIR> LPT1 and press **Enter**.

A directory listing will print in LaserJet mode.

Testing PostScript language mode

Test PostScript with the sample PostScript file called TEST.PS. From your Printer Control Panel directory, type:

COPY TEST.PS LPT1 and press **Enter**.

A page will eject with a single-line test message.

Now print from one of your application software packages. AutoPilot ensures that any application installed for PostScript will print in the PostScript language, and any application installed for LaserJet will print in LaserJet PCL.

Note

If you have selected "single computer" mode from Printer Control Panel's Install program, the Printer Control Panel will switch the printer's language only when needed. If you selected "shared" mode, the Printer Control Panel will reset the printer to the default language after printing every file.

Using Printer Control Panel's advanced features

As described in the General Information section, Printer Control Panel's features go far beyond automatic switching between LaserJet PCL and PostScript languages. The keys to Printer Control Panel's advanced features are printer control templates. Each printer control template allows access to a unique printing format.

About Printer Control Panel template files

A Printer Control Panel template is a specific set of printer control instructions. Printer Control Panel's Install program creates 10 sets of instructions (templates). Each set defines a different type of printing task. This section describes the function of each template.

- **@APILOT1** — This template uses AutoPilot to switch between PostScript language and LaserJet PCL mode. This is the template that Printer Control Panel activates by default on loading.
- **@APILOT2** — This template uses AutoPilot to switch between PostScript language and compressed text.
- **@APILOT3** — This template uses AutoPilot to switch between PostScript language and super compressed text.
- **@APILOT4** — This template uses AutoPilot to switch between PostScript language and sideways text (landscaping).
- **@APILOT5** — This template uses AutoPilot to switch between PostScript language and 2-up text pages. (2-up means that two pages are compressed to print in landscape orientation on an 8 1/2-inch by 11-inch paper.)
- **@APILOT6** — This template uses AutoPilot to switch between PostScript language and 4-up text pages. (4-up means that four pages are compressed to print in portrait orientation on an 8 1/2-inch by 11-inch paper.)
- **@ONLY_GL** — This template locks the printer into HP-GL Plotter mode. AutoPilot is disabled.

- **@ONLY_LJ** — This template locks the printer into LaserJet PCL language. AutoPilot is disabled.
- **@ONLY_PS** — This template locks the printer into PostScript language mode. AutoPilot is disabled.
- **@VIRTUAL** — This template configures two virtual printer port intercepts, one for each language: LPT1 for LaserJet PCL and LPT2 for PostScript language.
- **@ZAP** — This template disables Printer Control Panel.

All of the templates that start with “@APILOT” use AutoPilot to automatically detect PostScript language printing. The @APILOT templates differ in how they handle non-PostScript output. By switching between the various @APILOT templates, you can use LaserJet PCL mode when necessary (@APILOT1), or a variety of ASCII text printing formats (@APILOT2 through @APILOT6).

The @ONLY and @VIRTUAL templates disable AutoPilot and force a specific language to be selected. These templates are useful if AutoPilot’s detection does not work with your software; you can force Printer Control Panel into the desired mode with the @ONLY or @VIRTUAL templates.

Template files with the extension .TPL are ASCII files that may be edited. If you are familiar with the Windows WIN.INI file, you will notice that it is similar to the format of a Printer Control Panel template.

@APILOT1
PostScript
language and
LaserJet PCL

This template provides automatic switching between LaserJet PCL and PostScript language modes. It comprises Printer Control Panel's basic-level mode.

@APILOT2
PostScript
language and
compressed
text

This template provides automatic switching between PostScript language and compressed ASCII text modes. It is an efficient way to print large amounts of text on a single page from programs that don't support PostScript. Non-PostScript jobs will print upright, 66 lines per page, in 8-point Courier. With this template, set your non-PostScript applications for ASCII text-printing without control codes.

@APILOT3
PostScript
language and
super
compressed
text

This template provides automatic switching between PostScript language and super compressed ASCII text modes. It is an efficient and convenient way to print extremely large amounts of text on a single page from programs that don't support PostScript. Non-PostScript jobs will print upright, 132 lines per page, in 6-point Courier. With this template, set the non-PostScript applications for ASCII text-printing without control codes.

@APILOT4
PostScript
language and
sideways text

This template uses the AutoPilot mode to switch between PostScript language jobs and sideways ASCII text-printing, it prints non-PostScript jobs in landscape orientation. This mode is extremely useful for printing database or accounting reports. Non-PostScript jobs will print sideways, 66 lines per page, in 8-point Courier. With this template, set the non-PostScript applications for ASCII text-printing without control codes.

@APILOT5
PostScript
language and
2-up text pages

This template uses the AutoPilot mode to switch between PostScript language jobs and 2-up text-printing; 2-up means that two complete pages will be compressed to print side-by-side in landscape orientation on

8 1/2-inch by 11-inch paper. Non-PostScript jobs print sideways, two pages per sheet, 66 lines per page, in 6-point Courier. With this template, set the non-PostScript applications for ASCII text-printing without control codes.

@APILOT6
PostScript
language and
4-up text pages

This template uses the AutoPilot mode to switch between PostScript language jobs and 4-up text-printing; 4-up means that four pages will be compressed to print in portrait orientation on 8 1/2-inch by 11-inch paper. Non-PostScript jobs will print sideways, 66 lines per page, 4 pages per sheet, in 5-point Courier. With this template, set non-PostScript applications for ASCII text-printing without control codes.

@ONLY_LJ
LaserJet PCL
only mode

This template disables the AutoPilot mode and sets all print jobs sent to the printer for LaserJet PCL mode. This template might be useful for printing a PostScript program. To force the printer into LaserJet PCL mode run @ONLY_LJ.

@ONLY_PS
PostScript
language only
mode

This template disables the AutoPilot mode and locks the printer into PostScript language mode. This template is useful if the AutoPilot mode fails to recognize a print job as PostScript. You can run @ONLY_PS and force the printer into PostScript language mode.

@VIRTUAL
configures LPT1
for LaserJet,
LPT2 for
PostScript
language

This template disables the AutoPilot mode and creates two virtual printer ports; one for LaserJet PCL printing and one for PostScript language printing. LPT1 is set for LaserJet PCL printing; all printing sent to LPT1 will go to the printer set for LaserJet PCL mode. LPT2 is set for PostScript language printing; all print jobs sent to LPT2 are redirected to the printer as PostScript language jobs. With this template, you must install all PostScript software to print to LPT2 and PCL software to LPT1.

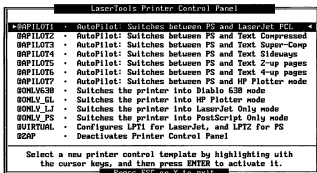
**@ZAP
deactivates
Printer Control
Panel**

This template disables Printer Control Panel without unloading it from memory. The @ZAP template file will nullify Printer Control Panel's intercepting, allowing your LPT1 printing to pass-through unaltered. To reactivate Printer Control Panel, select any template file other than @ZAP.

**Using the
pop-up menu**

Printer Control Panel's optional pop-up menu gives you instant access to Printer Control Panel templates. The pop-up menu displays the list of Printer Control Panel template files along with a 50-character description of each.

If you enabled the pop-up menu option when Printer Control Panel was installed, display the pop-up menu by pressing **Alt-C**. The menu shown below, displays a scrollable list of template files.



Selecting a template file from the pop-up menu

With the pop-up menu displayed, use the arrow keys and the page-up/page-down keys to move the highlight bar up and down. Select a template by highlighting it and pressing **Enter**. Once you select a template, your selection will remain in effect until you choose a different template or reboot.

Selecting template files from the DOS command line

You can also activate Printer Control Panel templates from the DOS command line. This allows you to create batch files that automatically reconfigure the printer as you switch from one application program to another. This is a convenient and transparent way to control printing formats without having to access the pop-up menu.

To activate a Printer Control Panel template from the DOS command line, type the template name following the PCPANEL command. If \PCPANEL is not in the DOS path of the AUTOEXEC.BAT, switch to the \PCPANEL subdirectory prior to issuing the command. Type:

PCPANEL *filename* and press **Enter**.

For example, to select the template file @ONLY_PS, type:

PCPANEL @ONLY_PS and press **Enter**.

When selecting a template from the DOS command line, a message similar to the following is displayed:

```
C:\PCPANEL>@only_ps
You are now configured for the following printer control template file:

Template      Description
-----      -
@ONLY_PS     Switches the printer into PostScript Only mode

C>
```

Changing the default template

You can change the Printer Control Panel default template by adding a template name to the command line that loads Printer Control Panel. For example, the AUTOEXEC.BAT file command line to activate the sideways text template @APILOT4 might look like:

C:\PCPANEL\PCPANEL@APILOT4

Notes

This chapter describes solutions to possible problems you may encounter when using Printer Control Panel.

Trouble- shooting checklist

If you have problems with Printer Control Panel, first check the following:

- Make sure that your printer works correctly without Printer Control Panel installed.
- Make sure that Printer Control Panel's printer port is set correctly.
- If you use Windows version 3.0, make sure you followed the instructions in Appendix A, "Using Printer Control Panel with Windows 3.0."
- If your printer is networked, make sure you followed the instructions in Appendix B, "Using Printer Control Panel with Networks."
- If you use a serial port printer, make sure you followed the instructions in Appendix C, "Using Printer Control Panel with a Serial Printer."
- Make sure that Printer Control Panel is loaded *after* print spooling software but before other memory resident programs that print.

Problems encountered using Printer Control Panel

This section lists a series of possible problems that may be encountered when using Printer Control Panel and their suggested solutions.

Problem: The tests of LaserJet PCL and PostScript language modes in Chapter 3 did not work as documented.

Solution: Printer Control Panel is not loaded into memory. Check whether Printer Control Panel is loaded by changing to the directory where it resides and typing PCPANEL at the command line. If it is already loaded, a message will state that fact.

Problem: Some of my PostScript language jobs are printing as text.

Solution: AutoPilot is not recognizing the job as PostScript language and is switching the printer into a non-PostScript language mode. Eliminate this problem by activating the template file @ONLY_PS, which will disable AutoPilot and lock the printer into PostScript language mode.

Problem: Printer Control Panel is not working with my other memory resident software.

Solution: This problem has several possible causes and solutions:

- Printer Control Panel should be loaded before memory resident programs that print (so that Printer Control Panel can manage their printing).
- Some memory resident software, such as SideKick, insist on being loaded last, after all other memory resident software. To avoid conflicts with such memory resident programs, it is recommended that you load Printer

Control Panel first, but after print spoolers or network spoolers.

- If you have problems with Printer Control Panel and other memory resident programs, remove all other memory resident programs and try reintroducing them one at a time to determine which one is causing a conflict.

Problem: Printer Control Panel is not working with my networked printer.

Solution: Follow the instructions in Appendix B, "Using Printer Control Panel with networks."

Problem: My printer is on COM1, and I have a dot-matrix printer on LPT1. Once Printer Control Panel is loaded, I can no longer print to the dot-matrix printer.

Solution: Printer Control Panel always intercepts LPT1 and redirects it to the laser printer. You can prevent this by activating the @ZAP template file. @ZAP will nullify Printer Control Panel's intercepting, allowing your LPT1 printing to pass through untouched. To return to laser printing, activate the template file you normally use (@APILOT1 by default). Alternatively, you can remove Printer Control Panel from memory with the /UNLOAD command.

Problem: I can't display the Printer Control Panel pop-up menu.

Solution: This problem has a few possible causes:

- The pop-up menu is optional; it is only accessible if you enabled it when you installed Printer Control Panel. If you

didn't enable it, simply reinstall Printer Control Panel.

- The pop-up menu can be displayed only on text mode screens. You cannot display the pop-up menu on graphics mode screens except for Hercules monochrome graphics screens.

Problem: I can't display the Printer Control Panel pop-up menu when I'm running DESQview.

Solution: When using DESQview, Printer Control Panel cannot pop up. Change templates using DOS command line parameters. See Appendix D.

Problem: How can I change the default template Printer Control Panel uses upon activation?

Solution: Add the template name you want to use to the line in the AUTOEXEC.BAT file that loads Printer Control Panel. More information on activating templates from the command line is included in Appendix D.

Problem: I use a Hercules monochrome graphics adapter and I can display the pop-up menu on most, but not all, screens.

Solution: There are two variations on the standard pop-up hot-key to access different modes of the Hercules Graphics Card.

- If your Hercules card supports RamFont, and you are using a program like WordPerfect 5.0 that supports 48K RamFont mode, you display the pop-up menu by pressing **Ctrl-Alt-C**. Some programs use the 4K RamFont mode; to display the pop-up menu with these programs, press **Ctrl-Shift-Alt-C**.
- If you display the pop-up menu on a graphics mode screen and find that the

screen was not properly restored, display the pop-up menu again by pressing **Left-Shift-Alt-C**. The Hercules Graphics Card contains two pages of graphics memory. It is impossible to detect which page is currently in use. By default, Printer Control Panel restores the first Hercules graphics screen. To restore the second graphics screen, press **Shift-Alt-C**. Printer Control Panel will switch screens upon exiting the pop-up menu.

Problem:

I have one or both of the following problems:

- My printer sometimes switches languages from PostScript to LaserJet PCL in the middle of a print job.
- My printer sometimes ejects partial pages and/or blank pages when I print using LaserJet PCL or text printer language.

Solution: Both of these problems are due to Printer Control Panel prematurely detecting the end of a print job. The result is corruption of the print job. The solution is to increase the time-out setting of the template file you are using. The time-out can be changed by editing the template file with any text editor (such as EDLIN). Find the line "Time-Out = 20" and increase "20" to a higher number. The time-out sets the number of seconds Printer Control Panel will wait before it detects the end of a print job.

The default setting is 20 seconds, but you may need to increase the value to 45 or more seconds if you are using an application which tends to pause in the middle of a print job. For example, if you are printing a database listing and the database program performs extensive searches, it may print a bit, then pause to search

for the next record, then print some more, etc. If the time-out was set too short, a long pause would indicate to Printer Control Panel that the print job was over. Printer Control Panel would eject the page too soon.

Problem: I turned the printer off and now Printer Control Panel seems to be out of sync with the printer.

Solution: If you turn the printer off or change its language by some means other than Printer Control Panel, you need to resynchronize Printer Control Panel with the printer. You can do this with the /RESET command line parameter documented in Appendix D or by rebooting your PC to reload Printer Control Panel.

Problem: I want to print a listing of a PostScript program I'm writing, but AutoPilot keeps detecting it as PostScript. How can I print it?

Solution: Activate the printer control template file @ONLY_LJ to lock the printer into LaserJet PCL. Refer to Chapter 3 for more information on activating templates.

Problem: I typed **PCPANEL U** and it didn't unload.

Solution: Make sure you type PCPANEL/U. The forward slash is mandatory just as it is when using the other command line parameters, /STATUS and /RESET. This is different than loading PCPANEL with a template filename at the command line when the slash is not used. For further information, see Appendix D.

Also, as with all memory resident programs, you cannot unload PCPANEL if it was not the last memory resident program loaded, unless others are unloaded first.

Problem: When I use PCPANEL with WordPerfect, it is not switching properly between PCL mode and PostScript mode.

Solution: Releases of WordPerfect 5.1 dated 6/29/90 or later have an option for printing directly to the computer hardware. This option is located in the printer port selection menu. The default setting in WordPerfect for this selection is "no," but if it has been set to "yes," PCPANEL will not work properly.

Problem: Printer Control Panel doesn't seem to switch correctly or doesn't work right with a specific piece of software.

Solution: Call Pacific Data Products Customer Support, at (619) 587-4690, and give the representative the name and version number of any specific software that Printer Control Panel seems to be having problems with as well as the following information from the Printer Control Panel disk:

- The Printer Control Panel version number
- The name and model of your computer and printer

Customer Support

Pacific Data Products provides full technical support for our products.

By phone

Please call (619) 587-4690 to speak with one of our customer support representatives if you experience problems with Printer Control Panel, or if you have any questions about using your cartridge.

By bulletin board

Pacific Data Products maintains a 24-hour bulletin board system that provides information about the company's complete line of products, a question answering service, and updated software drivers for our products. To access the Pacific Data BBS, use one of the following numbers:

Rollover Line 1200/2400 baud (will connect you to any available modem line):

(619) 452-6329

By FAX

You may describe your problems to us by sending your FAX to (619) 552-0889. Please include a phone or FAX number for our response.

International product support

For product information or technical support for Printer Control Panel, contact one of the following international sales and service offices.

International Sales Offices

The Netherlands
DCA
Burgemeester Haspelslaan 35
1181 NB Amstelveen
The Netherlands
Tel: 31 (0) 20-475566
Fax: 31 (0) 20-453329

France

DCA

91, Rue du Faubourg Saint Honore

75008 Paris

France

Tel: 33-1-42669075

Fax: 33-1-42661560

England

DCA, LTD

212 Regency Court, Upper 5th St.

Central Milton Keynes, Buckinghamshire

MK9 2DR/GB

England

Tel: 44-908-669900

Fax: 44-908-692662

***International
Technical
Support*****Switzerland**

DCA, S.A.

Air Center Blandonnet

1214 Vernier

Geneva

Switzerland

Tel: 41-22-412650

Fax: 41-22-410682

***International
Production
and
Distribution*****Ireland**

DCA LTD.

D.1 Shannon Industrial Estate

Shannon, Country Clare

Ireland

Tel: 353-61-360666

Fax: 353-61-360466

Notes

Appendix A

Using Printer Control Panel with Windows 3.0

Printer Control Panel will not provide language switching support for Microsoft Windows 3.0 unless you change your Windows printer port from LPT1 to LPT1.OS2. This Appendix documents the steps required. No special steps are required for versions of Windows prior to 3.0.

There are two simple steps to follow:

- Select LPT1.OS2 as your Windows printer port
- If you use downloadable soft fonts, copy all soft font information from the old port to the new port in Windows' Control Panel

The Windows Control Panel

Windows' Control Panel is accessed by selecting **Control Panel** from the Main window. This is found from within the Program Manager window. Here you will specify the new port for your printer and choose it as your default printer setup. Copying soft fonts from port to port is also accomplished from within the Control Panel.

Change your printer port

After clicking on the Control Panel icon, select **Printers**. Be sure that the correct printer (i.e. PostScript, LaserJet, etc.) is selected as the "active" printer. Now click on **Configure** and this will bring you to the Printers-Configure screen. From the Ports list on the left side, click on **LPT1.OS2** to select the new printer port (LPT1.OS2 is close to the bottom of the list).

Configure your printer

With "LPT1.OS2" highlighted, click **Setup** to go to the Setup screen. The printer name and the printer port is shown at the top of the screen. Be sure these are correct. Check all the configuration settings on this screen (printer model, printer memory, resolution, etc.) to be sure you are properly installed on the new printer port. At this point, if you have a PostScript printer, or are not using any downloadable soft fonts, click **OK**, to exit the Setup screen. Then click **OK** to exit the Printers-Configure screen and then click **OK** to exit the Printers screen.

Special note for HP LaserJet soft font users

If you use LaserJet PCL downloadable soft fonts from Windows 3.0, use the "Copy between Ports" function to copy the font information from LPT1 to LPT1.OS2.

1. From the Setup screen, click on **Fonts** to open the Printer Font Installer.
2. From the Printer Font Installer screen click on **Copy between Ports**.
3. The Installer will ask you for the printer port you would like to copy fonts from. Highlight your original printer port from the list (e.g. LPT1) and click **OK**.

The Installer will list all the fonts installed on your old printer port.

4. Place the mouse pointer in the box with the fonts listed and, at the same time, press and hold **Shift** and **Ctrl** keys and click the mouse button to select all the fonts.
5. Click **Copy** to transfer the fonts to your new "LPT1.OS2" port.

6. After the fonts have been copied, click **Exit**. This will place you back in the Setup screen.
7. Click **OK** to exit to the Configure screen.
8. Click **OK** to exit Configure and again to exit the Printers screen.

**Special note
for PostScript
soft fonts users**

The Windows PostScript printer driver does not include a "Copy between ports" function to transfer soft font information. As a result, you will need to edit your WIN.INI file and transfer the information yourself by copying and pasting.

Find the section on your WIN.INI file containing reference to your previous printer port (e.g. [PostScript,LPT1]). Under this section you will find a series of soft font descriptions, usually starting with the line "SoftFont1=...." At the end of your WIN.INI file, you will find a newly created heading for the device driver print (e.g. [PostScript, LPT1.OS2]), followed by several lines of information. Using the Windows Copy and Paste commands (see your Windows manual for details), copy all the soft font descriptions from under the [PostScript,LPT1] heading to the area at the end of your WIN.INI after the [PostScript, LPT1.OS2] heading, but before the "FontSummary=..." line. Save the changes, exit Windows completely, and re-enter Windows from DOS.

Run the Windows Control Panel program again. Enter the Setup screen from the Printers-Configure screen. Be sure all your settings are correct and then click **OK** to exit each successive screen to save all the changes and complete the installation.

If you have followed the directions in this Appendix and you are unsuccessful in printing from your Windows applications, check the following list to ensure everything is correct:

- Be sure the Windows 3.0 Control Panel shows you are connected to the LPT1.OS2 port. If you are connected to LPT1 instead of LPT1.OS2, your print jobs will bypass Printer Control Panel, thereby preventing Printer Control Panel from switching printer languages.
- If your print job is the wrong resolution or appears slightly changed, check the "Setup" to be sure you have chosen the correct printer make and model and have selected the resolution you wish (ie. 300 dpi).
- If your file prints, but does not have the correct fonts, the downloadable soft fonts may not have copied correctly. Compare your original port's font listing with the new one in the WIN.INI file. The font listings should look identical. If the fonts have not copied correctly, you can delete the new ports font listing and run through the Windows Control Panel procedure again.
- The first time you open a file in PageMaker that was originally saved under the original printer port, the message "building font database" is displayed. A problem with your WIN.INI Soft Font section may exist if the message is displayed each time the file is opened or, whenever a Windows application is entered. Be sure the new printer configuration is selected from

Printer Setup of PageMaker *without* a publication file opened. If a publication file is open, close it by pulling down the file menu and clicking **close file**. Then go to Printer Setup, highlight the new port selection and click **OK**.

Notes

Appendix B

Using Printer Control Panel with Networks

Configuring the network

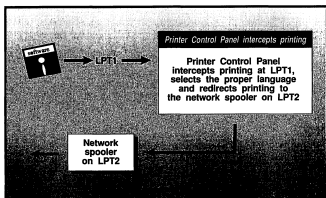
There are four steps to setting up Printer Control Panel with a network spooler:

1. Configure the network spooler to capture LPT2 and install Printer Control Panel's printer port to print to LPT2 (the network spooler port).
2. Activate the network spooler before you activate Printer Control Panel.
3. Print to LPT1 and let Printer Control Panel redirect it to your network spooler port.
4. If your network spooler has a job time-out option (like Novell's CAPTURE program does), make sure the network's time-out is set to a value longer than 20 seconds (which is Printer Control Panel's default time-out setting).

Set up your network spooler to intercept from LPT2, LPT3, or LPT4 (not LPT1) and use the network spooler's port as Printer Control Panel's printer port.

Printer Control Panel should be activated *after* you activate your network spooling software. If your network print spooler loads from the AUTOEXEC.BAT file, make sure that the command line to load Printer Control Panel is placed after the command line or lines to load the network spooler.

For example, if you configure your network spooler to capture LPT2, install Printer Control Panel's printer port as LPT2 and activate your network spooler *before* you activate Printer Control Panel. Then print to LPT1. As shown in the following illustration, everything you print to LPT1 will be intercepted by Printer Control Panel and then redirected to your network spooler on LPT2.



Appendix C

Using Printer Control Panel with a Serial Printer

If you are using a serial port, Printer Control Panel needs to know what communications protocol is required. These options are set with Printer Control Panel's Install program. The default settings in Printer Control Panel correspond to the normal factory default settings for your LaserJet printer. However, you can customize the settings to change the baud rate or communications protocol.

Note

Make sure the serial port parameters set in Printer Control Panel's Install program match the serial communications parameters of the printer.

Remove serial port mode commands

Printer Control Panel replaces the redirection and port configuration functions of the DOS mode command. If you see printer-related mode commands in your AUTOEXEC.BAT or other .BAT files, it is best to delete them with a text editor like EDLIN. Two examples of printer-related mode commands follow:

```
MODE COM1:9600,n,8,1,p
```

```
MODE LPT1:=COM1
```

There is no need to remove mode commands unrelated to printing, such as "MODE BW80" which handles your display adapter.

FINDMODE.COM

The **FINDMODE.COM** program included with Printer Control Panel is helpful for finding batch files containing mode commands. **FINDMODE** searches through every subdirectory and lists all **.BAT** files containing a mode command. Then, use an editor like **EDLIN** to remove any printer-related mode commands.

To run **FINDMODE**, type the program name followed by the disk drive to search for mode commands. For example, to search drive **C:** for mode commands, type:

C:\PCPANEL\FINDMODE C: and press **Enter**.

Appendix D

Using DOS Command Line Parameters

Printer Control Panel's command line parameters allow you to manipulate Printer Control Panel from the DOS command line. These options are entered after the PCPANEL command. All of the options must be issued from the PCPANEL directory or have the path from the directory typed out.

The Printer Control Panel command line parameters allow you to:

- Activate a Printer Control Panel template
- Remove Printer Control Panel from memory
- Check the printer status
- Resynchronize Printer Control Panel with your PacificPage cartridge

Activating a Printer Control Panel template

Printer Control Panel templates can be activated from the DOS command line. This lets you create batch files to automatically reconfigure the printer as you switch from one application program to the next.

To activate a Printer Control Panel template from the DOS command line, type the template name following the PCPANEL command. If you do not include \PCPANEL in your DOS path, then you will need to switch into the \PCPANEL subdirectory prior to issuing the command or specify the path. Type:

PCPANEL [*template filename*] and press **Enter**.

For example, to activate the template file @APILOT4, type:

C:\PCPANEL @APILOT4 and press **Enter**.

When loading PCPanel with the template name do not use the forward slash.

**Command
line
parameters**

The correct syntax to activate a command line parameter follows:

PCPANEL /*[command]* and press **Enter**.

Note

Only the first letter of a command is necessary. Be sure to include the forward slash.

A description of the UNLOAD, STATUS, and RESET commands follows.

/UNLOAD

The /UNLOAD command removes Printer Control Panel from memory and releases all memory used. As with any memory resident program, Printer Control Panel can only unload if it is the last memory-resident program loaded.

Note

Do not use any program other than Printer Control Panel to remove Printer Control Panel from memory. Programs like Pop-Drop, Mark and Release, and Referee will not correctly unload Printer Control Panel from memory.

- /STATUS*** The ***/STATUS*** command reports the status of the PostScript printer.
- /RESET*** The ***/RESET*** command forces an internal reset of Printer Control Panel and resynchronizes Printer Control Panel with the printer. Issue the ***/RESET*** command if you turn off the PostScript printer while your computer is still turned on or if you change the PostScript printer's language manually.

Notes

Appendix E

Using Printer Control Panel with PrintCache

The efficiency of your printing environment can be further increased by using Printer Control Panel in conjunction with the spooler, PrintCache. PrintCache is useful when:

- Printing long documents or big spreadsheets
- Printing from desktop publishing programs
- Printing charts or graphics
- Downloading soft fonts

Configuring PrintCache

The PrintCache spooler allows you to return to work while files are printing. No special steps are required. Files are printed as usual, except keyboard control is regained sooner.

Printer Control Panel includes a link into PrintCache. If you have PrintCache's predecessor, LaserTORQ, contact LaserTools at 1-800-767-8004, to order an upgrade to PrintCache.

To use Printer Control Panel with PrintCache, you need to:

1. Set Printer Control Panel's printer port to PrintCache.
2. Make sure that PrintCache is loaded *before* Printer Control Panel. Check your AUTOEXEC.BAT file.

Once loaded into memory, Printer Control Panel acts as the entry point into PrintCache's buffer. Printer Control Panel will intercept the job first and redirect it to PrintCache.

If you are using two versions of PrintCache, Printer Control Panel will print to the first one loaded.

