

Adobe Reader® 8.0 or later is required to read the PDF documentation.

### **Indesign CS4:**

Issue: Output appears pixelated or grainy when printing from InDesign CS4.

Solution: This issue is caused by InDesign. Adobe recommends placing instead of pasting graphics into InDesign and checking your print settings to make sure graphics are printing properly. In the Graphics section of the Print dialog box, choose Send Data > All.

### **QuarkXpress:**

Issue: Error “Incorrect account ID” is displayed on the front panel if printing from QuarkXpress 7.3 or later.

Solution: This issue is caused by QuarkXpress. Install the Quark® CUPS Filter from Quark’s support website to resolve it.

### **Watermark:**

Issue: On some devices watermarks may not print correctly.

Solution: Change the watermark option from “Transparent” to “Stamp”.

Issue: On some PDF documents, watermark characters may appear as □.

Solution: Use a different font for the watermark text.

Issue: Using both N-up and Watermark/Stamp repeat at the same time will significantly reduce printing speed.

Solution: Avoid using both settings at the same time.

### **Add Printer:**

Issue: Old driver is being used for newly added printers even after installing new drivers.

Solution:

1. Go to System Preferences -> Print & Fax.
2. Highlight the printer you would like to update.
3. Click on “Options & Supplies...” button.
4. Click on the “Driver” tab.
5. Click on the “Print Using” combo box and select “Other...”
6. Navigate to “<Volume root>/Library/Printers/PPDs/Contents/Resources/” and select the file that corresponds to your printer.

Issue: When adding a new printer, two or more duplicate entries appear under “Print Using” (on “Add Printer” window); or on the “Printer Software” window (after selecting “Select Printer Software...” from the “Add Printer” window).

Solution:

1. Click on the “Print Using” combo box from the “Add Printer” window and select “Other...”
2. Navigate to “<Volume root>/Library/Printers/PPDs/Contents/Resources/” and select the file that corresponds to your printer.