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Power Macintosh 9500 Series: Cannot Print to HP Printer (7/95)

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Security: Everyone

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TOPIC -----

I have a Power Macintosh 9500 computer, and I cannot print to my Hewlett Packard 550c printer when connected via the serial port.

DISCUSSION -----

There is a known problem with serial printing to a 500 series based HP (Hewlett Packard) printer from a Power Macintosh 9500/120. As a workaround, you can print with LocalTalk. To do this, follow these steps:

1. Use LocalTalk connectors and cable; do not use a serial cable.
2. Verify that the correct port is selected in the Chooser. For example, if the LocalTalk cable is connected to the printer port, the printer port must be chosen in the Chooser.
3. Select the HP AppleTalk driver in the Chooser. Be sure to have the printer turned on before selecting the driver, or the printer may not appear in the chooser.

Hewlett Packard and Apple are working together on this issue, and this article will be updated when more information is available.

Support Information Services

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