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StyleWriter 1200: Freezes When Printing Arabic or Hebrew (5/96)

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Security: Everyone

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TOPIC -----

I have been using Macintosh computers with both U.S. System 7.1 and System 7.5 and the resources for Arabic and Hebrew for some time without a problem. After purchasing and installing an Apple StyleWriter 1200, whenever I print, the computer seems to hang several seconds after the print dialog closes. The problem occurs even when I try "Print Window" in System 7.1 or "Print Desktop" in System 7.5. Is there something wrong with my printer?

DISCUSSION -----

If you are using a StyleWriter 1200 and WorldScript I with Arabic or Hebrew resources, you may notice the following problem: Whenever you attempt to print, the computer seems to hang for several seconds after the print dialog closes. This happens when you try to Print Window (in System 7.1) or Print Desktop (in System 7.5).

This problem is caused by a known conflict between the WorldScript I software and StyleWriter 1200 v.2.0 software. Printing with the StyleWriter 1200 v2.0 printer driver freezes your 1-byte international system a few seconds after the print dialog box closes.

Your system becomes a 1-byte international system when you install the secondary language resources. These resources include the WorldScript I software. The system does not freeze when printing if WorldScript I is not installed, but then you will not be able to see or print Arabic or Hebrew properly. Only the Arabic and Hebrew Language Kits are affected by this conflict.

The problem was fixed in the StyleWriter 1200 v2.1 and also in the Color StyleWriter 2400 v2.1 software which are both available from online services.

These articles can help you locate the software update mentioned here:

- "Where To Find Apple Software Updates" -- Lists online services for free Apple software updates.
- "Obtaining Apple Product Support in the USA" -- Lists 800 numbers and online services for software updates, Apple support information, and a subset of the Apple Tech Info Library.

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23 May 1996 - Updated for technical accuracy.
05 Oct 1995 - Added Info Alley information; updated article.
28 Aug 1995 - Updated printer driver online availability information.

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