

# FAQ: Mac Printer Driver Beta v5.0.143

## Overview

This new beta driver is intended for use with the Mac OS 10.9.4 and newer operating systems. However, there are some known issues with the beta driver:

1. **Printer shows as offline when it is still functional.** Your printer may show as 'Offline' in Mac OS. However, even though Mac OS reports that the printer is offline, as long as there aren't any error lights on the printer, the user is still able to print. Simply print from the Print dialog like normal and your images will be printed.
2. **The driver does not support multiple printers of the same make and model.** Only connect one printer of a single model to the computer at any time. While multiple printer queues will be created for each attached printer, the system will no longer differentiate between two or more printers of the same model and will send *all* print jobs to only one printer. Having printers of different models, i.e., a DS40 and a DS80, is supported.

The DNP team is working to address these issues.

## Can I print to multiple printers with the new beta driver?

Yes and no! You can print to multiple printers of different models, but not to multiple printers of the same model. So, if you have a DS40 and DS80 connected at the same time, print your images as you normally would. However, if you have two DS40 printers connected at the same time, you will only ever be able to print to one of the printers, regardless of which printer queue you select in the Print dialog.

## Which DNP printers are impacted?

DNP has seen the described issues on all current printer models – RX1, DS40, DS80, and DS80DX.

## I've installed the new beta print driver. My printer is showing as offline. What do I do now?

If this happens, the printer is still usable. First, be sure you are choosing a proper print size. Confirm that the printer is powered ON and that there are no error lights (red or orange) on the front of the printer. Also confirm that the printer is properly connected to your computer. You can still use your printer and save any settings changes as you normally would.

## I've installed the new beta print driver. Why is my media remaining information incorrect?

This is a known issue with the beta print driver. Until this is resolved, use the error lights on the front of your printer to notify you when you are out of media.

## What if I'm only running one printer?

If you are only using one printer on your Mac computer, then you do not have to worry about the workaround! This issue is only seen when you run multiple DNP printers of the same model on a Mac computer at the same time.

## What Mac OS versions are impacted?

This new beta driver is intended for use with the Mac OS 10.9.4 and newer operating systems. If you are using a version of Mac OS prior to 10.9.4, please continue using the 10.6 – 10.9.3 printer driver.