

# Lexmark T642/T652 Printing Issues

Please follow this guide if you are unable to Print a Scorecard.

## 1. Check the Internet Explorer Security Setting

- First thing to check is to make sure that you are using Internet Explorer as your web Browser (version 7 & 8 only)
- Next, check to see if the security setting is enabled. To do so:
  1. On the Browser go to Tools – Internet Options – Click on the Security Tab – Click on Custom Level
  2. Scroll down until you see 'Initialize and script ActiveX controls not marked as safe for scripting' and make sure that it is set to enabled.
- Click Ok and re-test the printing

## 2. Check that the Lexmark Printer is the Default Printer

1. Go to Start
2. Click on Devices and Printers
3. There should be an indication that the Lexmark Printer is setup as the default Printer. Otherwise you can right click on the Printer and click on 'Set as Default Printer'

## 3. Check that the Printer Software is installed

1. Navigate to the golfautoscore folder located on the C: drive 'C:\golfautoscore'
2. Make sure that the 'GASLitePrint.dll' file exists in this folder

Note: If this file does not exist please download it from

<http://integration.miclub.com.au/gas/print/MiClubGASLite12ChannelPrintDLLv3.0.exe>

And run the exe to install.

## 4. Make Sure that Java is installed

1. Go to '<http://www.java.com/en/download/installed.jsp>' and click on 'Verify Java'
2. If you do not have the latest version of Java installed click on 'Download Java Now' to install and download Java

## 5. What to do if the IP address changes on the Lexmark Printer

(Only relevant for networked printers and not USB locally connected printers)

Possible reasons: A Power reset of the router which can reset the IP addresses allocated to the Lexmark Printer.

To Fix:

1. Locate the IP address on the Printer

Lexmark T642:

- Go to the Lexmark Printer and press the Menu Button
- Go to network/Ports

- Go to TCP/IP
- Go to Address
- Note\* down the IP address allocated
- Keep pressing back until you see the Status/Supplies message

Lexmark T652:

- Go to the Lexmark Printer and press the Menu Button
- Go to Network/Ports
- Standard Network
- Standard Network Setup
- Go to TCP/IP
- Go to IP Address
- Note\* down the IP address allocated
- Keep pressing back until you see the Status/Supplies message

On the actual Computer that you are trying to Print from go to:

1. Start
2. Devices and Printers
3. Right Click on the Lexmark Printer and click on Printer Properties
4. Click on the Ports tab
5. On the Port that is marked as the Lexmark Printer, click on Edit/Configure
6. In the Port Name field type in the noted\* IP address of the Printer and Click Ok

If you are still unsuccessful in Printing a scorecard then please contact MiClub support on 08 9444 5300 or email us on [support@miclub.com.au](mailto:support@miclub.com.au)