AsantéTalk and OS X

The AsantéTalk device will work with OS/X (and OS/9.2). You will need to set the printer up by selecting AppleTalk devices in the Utilities/Print Center/Add printer selection screen. Asanté has been doing intensive research with OS/10.x and OS/9.2.x compatibility with our products. Here are some things we have noted that we believe are important for our customers to know.

The most major change is to the Apple File services protocol that makes some legacy devices (such as older AppleTalk printers) unusable. OS/10.x and OS/9.2.x do not support AFP (Apple File Protocol) over AppleTalk. OS/10.x and OS/9.2.x use instead AFS (Apple File Services). This change will cause problems when talking to workstation running previous version of the legacy Macintosh Operating System and devices designed for operation with Apple File Protocol. This means that some older AppleTalk printers are not supported by the release of O/S10 (and this may be true of OS/9.2 also). We have found that our office's LaserWriter 4/600 is fully supported but our older LaserWriter NTR is not functional using the LaserWriter'8' drivers supplied with the OS/10.+ version of the operating system. If your printer is not working and you are using these versions of the Operating System then we suspect that the printer might not be supported by the current release of this Operating System.

Something else to be aware of with OS/9.2.2 and the AsantéTalk is apparently a driver/preference conflict. This requires the removal of several preferences to allow printing to proceed with various printer drivers. In these instances the printer can be seen from the printer Utilities but will not print. Removing the following extensions:

- IdleTime
- N2MP3, resolved the problem,

But True Finder Integration Control Panel from Stuffit is also recommend for removal, by Apple, to fully address this issue.

See Apple's Discussion pages (discussions.info.apple.com), under Mac OS Mac OS 9 Discussions Mac OS 9.2 - 9.2.2 Usage, and search for printing related items.

We believe that once these issues are addressed and you are experiencing problems the most common error that is a function of the AsantéTalk using registered addresses for devices that have been restarted (or previously started) when the device was powered down. This may occur if you suffer a power outage or rolling blackout (in various states). These new addresses are unregistered and this is the reason for the failure to find the other devices.

To resolve this do the following:
Ensure that the yellow cable is used from the workstation to the AsantéTalk. If you are using a hub the 'silver cable should be used and its connection into the hub will use a numbered port (not the uplink port). Use the serial cable from the AsantéTalk to the printer (some printers do not like this, so see the attached guide for more information if you still have problems). In answer to the usual question, yes, you can move the cables without powering down anything as they do not carry any voltage just signal (like your telephone).

With the AsantéTalk attached to the LocalTalk network with all other devices powered on (such as your printer), power down the AsantéTalk (for about 5 seconds) and then plug the power back in. In about 40 seconds everything should showup in Chooser.

If the above procedure does not work the following will.

Again, leaving all AsantéTalk communication cables in place do the following:
- Shut down all systems attached to the LocalTalk chain including the AsantéTalk.
- If you have a Cable Modem or DLS/Modem disconnect that modem from your hub.
- Leaving the AsantéTalk off until specifically mentioned here, restart individually the devices attached to the LocalTalk string. Allow the workstations to come fully to the desktop and allow the printers to complete cycle and print (if enabled) the status page.
- When this has been completed for all other devices, then restart the AsantéTalk.

From the ethernet workstation select from Chooser the Apple Share Icon. You should see the attached systems on the local talk chain and should also be able to print to the remote printers.

If that procedure fails to make the printer show in Chooser, then the following should resolve the problem.

- Power down the AsantéTalk and pull the cable to the printer out also.
- Power up the AsantéTalk
- While the TX light is flashing, put the cable from the printer, back into the AsantéTalk
- Wait about a minute..

If the printer does not show up.. following this procedure then you need to call us

   Re-attach your Cable or DSL Modem (if used) to the hub.

These procedures resolve this problem and we recommend that you leave the AsantéTalk powered up following completion of these procedures.