Asanté*Talk* Troubleshooting Guide

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Asanté*Talk* Contents

A) **The Asanté*Talk* box:**

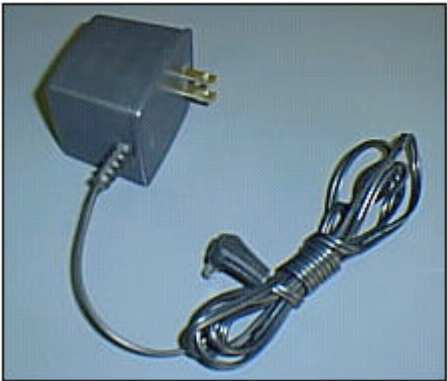**B) A Yellow RJ45 UTP cross-over Ethernet cable:**

C) A silver RJ45 UTP Ethernet cable:

D) A din8 to din8 serial cable:
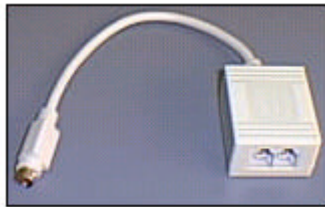
E) Power transformer:

Most Common Problems & Questions

1) The Asanté*Talk* must be the last localtalk device powered up under any configuration.

- Completely connect and power up all localtalk devices. Now power up the Asanté*Talk*. Wait at least 30 seconds and then check to see if network resources are available.
- If devices on the localtalk side of the bridge are turned off, the Asanté*Talk* must also be powered down. When the localtalk devices are to be used again, allow them to be completely powered up before turning the Asanté*Talk* back on.
- The Asanté*Talk* works best if it and all localtalk devices are always left powered up.
- Devices on the Ethernet side of the network do not have this restriction.

2) Not all printers will work with the din8 – din8 cable (D) provided with the Asanté*Talk*.

- Some printers require that you employ localtalk connectors between the printer and the Asanté*Talk*. Localtalk connectors must be purchased separately.
- A localtalk connector is a box that appears something like this:

- Two localtalk connectors are REQUIRED. One of these connectors must be plugged into the Asanté*Talk* via the attached din8 cable. The other must be plugged into the printer's din8 connection. A phone cord (RJ11) must then be connected between the two localtalk connectors. A "terminator" must then be plugged into the spare phone jack on each localtalk connector. The phone cord and a terminator will come with each localtalk connector.
- "Star localtalk" connectors ARE NOT compatible with the AsantéTalk. "Star localtalk" connectors have only one RJ11 phone jack instead of two.
- Asanté recommends that localtalk connectors be used with any printers not manufactured by Apple. HP printers specifically require the use of localtalk connectors. Apple's Color StyleWriter Series also requires localtalk connectors.

3) The printer must be localtalk capable.

- Some printers only have serial not localtalk functionality. Serial and localtalk connections use the same din8 port. The printer MUST BE localtalk capable to work with the Asanté*Talk*.
- On some printers localtalk is an option that must be purchased separately. This option must be installed for the printer to work with the Asanté*Talk*.
- To verify your printer's features, please check with the manufacturer. The following URLs may be helpful.
  - http://www.info.apple.com/info.apple.com/applespec/applespec.taf
  - http://www.hp.com/cposupport/nonjsnav/prhome.html
  - http://www.epson.com/support/instans/prselmac.html

4) The yellow Ethernet cable versus the silver Ethernet cable.

- The yellow Ethernet cable is a "cross-over" cable. As such it is for use when the Asanté*Talk* is plugged directly into the Ethernet port of a Mac.
- The silver Ethernet cable is a "straight through" cable. It is to be employed when connecting the Asanté*Talk* into an Ethernet hub or switch.
- If the correct cable is used, the light labeled "LI" on the Asanté*Talk* will come on solid.

5) Multiple localtalk devices and the Asanté*Talk*.

- When attaching more than one localtalk printer or computer, localtalk connectors must be used to "daisy chain" the devices together.
- One localtalk connector must be plugged into each localtalk device, including the Asanté*Talk*. Phone cables(RJ11) must then be used to go from one device to the next in a straight line. The devices at the two ends of the chain must have a terminator plugged into the spare RJ11 phone jack. The AsantéTalk MUST BE one of these two devices at the end. In other words, the localtalk connector plugged into the Asanté*Talk* must have the terminator in one of its RJ11 phone jacks.
- All RJ11 cables must be at least 6 feet long.
- Star configurations or passive star configurations are NOT compatible with the Asanté*Talk*. For this reason, the Asanté*Talk* cannot be in the middle of a daisy chain configuration.
- Multiple Asanté*Talk* units cannot be added to the same localtalk daisy chain. If you need to add multiple Ethernet Macs to a localtalk daisy chain, you must connect the Ethernet devices to a hub and then connect one Asanté*Talk* between the hub and the localtalk network.
- The AsantéTalk can have a MAXIMUM of 8 localtalk devices (computers and printers) attached to its localtalk port

6) Appletalk drivers versus serial drivers.

- If you select the driver for your printer in the Chooser and it asks you to choose either the printer or modem port, you are not using the correct driver. This is the serial driver. For the Asanté*Talk* to function, you must use the printer's Appletalk driver. If you do not have the Appletalk driver for your printer, please contact the printer's manufacturer.

7) File sharing between computers.

- Power up procedures followed for printers must also be followed with computers on the localtalk side of the bridge.
- Sharing must be set up on all computers that need to be accessed on the network. Sharing is feature of the MacOS so Apple must be contacted for further information and help.
- Macs running MacOS 8.5.1 cannot share files with Macs not running Open Transport. This again is MacOS issue so Apple must be contacted for further information and help.

8) Asanté*Talk* versus Micro AsantéPrint

- The Micro AsantéPrint is an older version of the Asanté*Talk* with some additional features and some limitations.
  - The Micro AsantéPrint is better suited for large networks with Appletalk zones. It includes a software program that allows you to select in which zone the device and its printers appear.
  - The Micro AsantéPrint will not work when connected to an autosensing port or computer. Thus, it cannot be connected directly to an iMac, Blue & White G3, or a 10/100 hub or switch.
  - The Micro AsantéPrint is for printers only. Localtalk computers are not supported for file sharing.

9) I still cannot see my printer or computer!

- If after following all of these instructions, the printer or localtalk computer is still not accessible by the network there is likely something physically wrong with the setup.
- By the process of elimination, you need to test the Ethernet cables, the din8 – din8 cable, or the localtalk connectors including the phone (RJ11) cable and the terminators.
  - For example, plug the printer directly into a Mac that has a printer port using the same localtalk cabling and see if the printer is accessible.
  - Use the Ethernet cable to connect to some other Ethernet device to test its functionality.
- If all the cables prove to be functioning, then the Asanté*Talk* itself may be defective.

Basic Configuration Instructions:

1) 1 Macintosh and 1 printer.
1) Power up the Mac.
2) Take the YELLOW Ethernet cable (B) and connect one end into the Ethernet port of the Mac. Plug the other end into the Asanté*Talk* (A).
3) Power up the printer. Wait until printer is completely warmed up and ready to print.
4) Take the din8 cable (D) and plug one end into the printer. Plug the other end into the Asanté*Talk* (A).
5) Plug the power transformer (E) into the Asanté*Talk*. On occasion, the Mac may also need to be restarted after powering up the Asanté*Talk*.
6) Wait 30 seconds.
7) Go to the Appletalk control panel of the Mac. Make sure it is set to "connect via Ethernet".
8) On the Asanté*Talk*, the power and "LI" lights should now be on solid.
9) Go to the Chooser in the Mac. Select the appropriate Appletalk driver for your printer. The window to the right should then show your printer. For questions on which driver should be selected, please contact your printers manufacturer.
10) Proceed with printer setup as outlined by the printer's manufacturer.

2) 1 Macintosh and 1 printer using localtalk connectors.*
1) Power up the Mac.
2) Take the YELLOW Ethernet cable (B) and connect one end into the Ethernet port of the Mac. Plug the other end into the Asanté*Talk* (A).
3) Power up the printer. Wait until printer is completely warmed up and ready to print.
4) Plug one localtalk connector into the din8 port of the Asanté*Talk*. Plug another localtalk connector into the din8 port of the printer. Connect the two localtalk connectors together with the phone cable that came with the localtalk connector. In the spare phone jack of each localtalk connector, plug in the terminator.
5) Plug the power transformer (E) into the Asanté*Talk*. On occasion, the Mac may also need to be restarted after powering up the Asanté*Talk*
6) Wait 30 seconds.
7) Go to the Appletalk control panel of the Mac. Make sure it is set to "connect via Ethernet".
8) On the Asanté*Talk*, the power and "LI" lights should now be on solid.
9) Go to the Chooser in the Mac. Select the appropriate Appletalk driver for your printer. The window to the right should then show your printer. For questions on which driver should be selected, please contact your printers manufacturer.
10) Proceed with printer setup as outlined by the printer's manufacturer.

3) The Asanté*Talk*, an Ethernet hub/switch, and one printer.
1) Plug Asanté*Talk* (A) into the Ethernet hub/switch with the SILVER Ethernet cable (C).
2) Power up a Mac also connected to the Ethernet hub/switch.
3) Go to the Appletalk control panel of the Mac. Make sure it is set to "connect via Ethernet".
4) Power up the printer. Wait until printer is completely warmed up and ready to print.
5) Connect the printer to the Asanté*Talk* (A) using either the din8 – din8 cable (D) or localtalk connectors as described above.*
5) Plug the power transformer (E) into the Asanté*Talk*.

6) Wait 30 seconds.
7) On the Asanté*Talk*, the power and "LI" lights should now be on solid.
8) Go to the Chooser in the Mac. Select the appropriate Appletalk driver for your printer. The window to the right should then show your printer. For questions on which driver should be selected, please contact your printers manufacturer.
9) Proceed with printer setup as outlined by the printer's manufacturer.

[*] **To decide when localtalk connectors are required instead of the din8 - din8 cable (D), please see note 2 of the Most Common Problems Section.**