Trouble printing from office 2010 on a xerox printer

I'm having problems printing documents in Word 2010 on our Xerox printer. A colleague found a temporary solution:

To enable printing with Word 2010, when you are ready to print, select printer properties . From the window that opens, select Advanced Options. In that window there will be two lines labeled True Type Fonts. On the first one select, "download softfont" and on the second, select "download as bitmap".

That should fix the problem. Unfortunately, you have to do it for every document.

Has anyone experienced the same issue, found a permanent solution, or perhaps knows of a cause? I think I'm the only one in my office experiencing this and we are trying to do some further trouble shooting.

thanks!

Switching from the PCL driver to the Postscript driver for your printer may also work.

http://forum.support.xerox.com/t5/Printing/WorkCentre-7435-Error-codes-116-324-amp-016-720/td-p/8240

http://support.microsoft.com/kb/2592142

http://answers.microsoft.com/en-us/office/forum/officeversion_other-word/office-2010-word-calibri-font-printing-issues/8fbd59b0-5682-43cc-8476-e7dbed314f1e

http://support.microsoft.com/kb/2479426

Per the Xerox link:

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Therefore our recommendation would be any of the following as noted above:

1. Install the necessary fonts on the printer servers directly (as in KB 2512013)
2. Install Office 2010 on the server and then remove or keep the application installed
3. Send fonts as bitmaps
4. Disable Advanced Printing Features (which may cause loss in functionality such as Booklet and Watermark functions)

Strongly looks like disabling Advanced Printing Features might help if the font change doesn't help.

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When working on the "Advanced" tab of your printer properties in the Windows "Printers and Faxes" dialog, unless you check "Print directly to printer" (which is normally not recommended), Windows will spool data to your printer. Since most printers accept data much slower than the printing application can process it, "spooling" can make life easier by capturing the data going to your print driver, putting it in a holding area (temp files on your hard drive), and then spooling it in the background later, at a transfer rate that the printer can handle. In a sense, the spooler is the middleman between your printing application and the printer and it sits in the background "feeding" the printer as fast as it can take the data.

Windows employs two methods of feeding the printer via the print spooler: raw and EMF (enhanced meta-file). Let's take a look at both spooling methods.

EMF: "Enable Advanced Printing Features" ON

If there is a check in "Enable Advanced Printing Features", you have turned EMF printing on and have told Windows that it can defer some of the print processing until late

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EMF: "Enable Advanced Printing Features" OFF

If "Enable Advanced Printing Features" is turned off (unchecked), Windows will create a spool file in the raw format. That is, the driver is invoked up front (as your printing application is processing the data/pages) and the raw data that is ready for the printer to receive is spooled into file(s)

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Simply put, raw printing with "Enable Advanced Printing Features" turned off is more reliable

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