

AutoCAD set up for Dual Head

Have them reset the machine's origin to X=16 and Y=0. Then, print a window size of 16 x 18 to the machine. The page size in our driver that normally changes to 16 x 18 in dual head mode changes to 18 x 16 now. I don't know why. I was able to fool it a little bit by telling AutoCAD to print in Portrait mode - that at least fixed the full preview to show the page correctly. I didn't actually print it to a laser.

Ask your customer if they tried telling AutoCAD to print Portrait mode instead of Landscape...