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## ImageWriter II: Paper Feed and Detection Problems(2 of 2)

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**PROBLEM DESCRIPTION:** Paper jams or "paper folding" between the paper blade and paper bail assembly with the ImageWriter II.

**BEFORE YOU START:** There are four major reasons that paper jams occur with the ImageWriter II. Those are: a) the platen release lever is not in the correct position (released); b) possible obstruction(s) in the paper path (labels etc...); c) the paper has become deformed because of its being curved under the platen for an extended period of time; d) the paper guide is defective.

With most rear tractor feed printers it's not possible to just load the paper into the tractors and hit form feed to load the paper. You must guide the paper under the platen, then lock it into the tractors or use the procedure outlined in the IMAGEWRITER II owner's manual page 19. If this is the Problem reported, there isn't any 'fix', rear tractor feed printers don't do this gracefully.

**CURE:** Use the following procedures to troubleshoot the Problem:

1. Remove the paper from the printer and tear off the first page. Sometimes the first page of perforated paper is deformed from its being curved under the printer for an extended period of time (see Note 1). Reinsert the fresh paper and test the printer. Continue to the next step if the Problem still persists.
2. Check that the platen has been released from friction feed mode. Release the platen if the lever is in friction mode and test. Continue to Step 3 if the Problem still persists.
3. Check for the presence of obstructions in the paper path. One very common obstruction is that of a label that has adhered to the metal blade located under the platen. Clear any obstructions and test the printer. Proceed to Step 4 if the problem persists.
4. Check the paper guide and make sure that it is not damaged. Sometimes the foil will peel from the plastic part of the paper guide assembly. Remove and replace the paper guide assembly if you find it to be defective. Proceed to the next steps if the

problem persists.

Other causes for paper jams on the ImageWriter II.

5. Problem: The tractor assembly can be misaligned causing the paper to feed improperly

Cure: Replace the tractor assembly

6. Problem: The paper out sensor is interfering with the paper path. You can really tell this when you insert a single sheet and the left hand side under the platen is 'tighter' than the right side.

Cure: Adjust the paper out sensor so it sits lower in the platen cradle, but high enough to detect paper out. To adjust the paper out sensor, take a screw driver and bend the sensor downward.

7. Problem: Paper guide is either too close to the platen, or damaged. The silver piece in front of the dot head could be torn

Cure: Replace paper guide

8. Problem: Paper bail is not aligned or one side is loose.

Cure: Adjust paper bail or replace

9. Problem: The metal plate on the left of the platen, which holds the platen in place on the left side is loose or out of adjustment (Technical Procedures, IMAGEWRITER II illustrated parts, page 6.36, part 'A')

Cure: Metal plate needs to be adjusted or tightened

Note 1: This step is listed first because deformity of the paper is quite common. Checking the friction lever is normally the first step performed when troubleshooting most other printers.

If this cure does not resolve the problem, go to the Technical Procedures to obtain a General Troubleshooting procedure for this product.

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