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ImageWriter II Initial Checks

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NOTE: Remove the Option Card if one is installed. Check the DIP switches after removal. SW2-4 should be open/off with the card out.

This initial check table deals with minor problems such as a loose cable, bad ribbon cartridge (color or black), incorrectly set DIP switches, etc. The items on this list should always be checked before you begin actual troubleshooting.

INITIAL CHECKS

Check for the problems below. If your problem isn't listed in or solved by the initial checks, search on IMAGEWRITER II GENERAL TROUBLESHOOTING.

| SYMPTOM | CHECK |
|---------------------------------|--|
| Error lamp blinks | -Is carrier cover securely in place? -If left margin error occurs while printing, it may be a software problem: try other software. |
| Select off, Error on | -No paper or paper improperly inserted? |
| No printing or garbled printing | -Is the interface cable between the printer and computer loose or disconnected? -Check DIP switches: SW2-1 and SW2-2 should be closed for 9600 BPS SW2-3 should be open for DTR handshaking (DTR is a popular form of data flow control; for more info on flow control search on HTS and FLOW CONTROL). SW2-4 should be open if no option card is installed and closed if an option card is installed. |
| Software-specific problem | -Try a known good piece of software. -Contact the Software Manufacturer to see if the program supports the IW II. |
| Prints okay for a | -Set DIP switch 2-3 to the correct serial protocol. |

while then garbage -Check that cable is securely installed.

Overprinting -Check that the program being used
 is set for the correct line spacing
 and line length.

Light printing -Change ribbon cartridge.
 -Try different settings of the
 impression control lever
 (four positions).

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