



# Tech Info Library

## ImageWriter II: Paper Feed and Detection Problems(1 of 2)

This article last reviewed: 10 March 1988

#1: ImageWriter II Prob/Cure: Paper Out is Not Detected

PROBLEM DESCRIPTION: The printer indicates that there is paper in the printer even when there isn't any.

NOTE: An ohm-meter will be needed for the following procedure.

CAUSES:

A: Mechanical paper out sensor may be malfunctioning.

CURE: To test the sensor's switch, perform the steps below:

1. Turn the printer off and then on to eliminate any possibility of a software problem. Then recheck for the problem.
2. Follow the procedure in the Tech Procedures to remove the Top Cover to expose the logic PCB.
3. Locate and remove CN9 (a two wire connector on the left side of the PCB as you are facing the front of the printer).
4. Insert paper into the printer and measure the resistance between the two pins on CN9 (the connector that you removed from the PCB). The resistance should be infinite with the paper inserted
5. Continue to measure the resistance between the two pins as you remove the paper. The resistance should be between 0 and 50 ohms with the paper removed.
6. If both resistance checks were OK, the paper out sensor switch is "not" faulty. Replace the logic PCB.

B: Optical paper put sensor may be malfunctioning.

1. CAUSE: Platen may be dirty or covered with ink. The ink build up makes the platen surface reflective which causes platen surface to reflect the light from the optical paper sensor.

CURE #1: Clean the platen surface with a typewriter platen cleaner such as FEDRON (c).

CURE #2: Replace the platen.

2: CAUSE: Faulty optical paper out sensor. This might only be noticed when a sheetfeeder is attached to the printer. The printer will work except when the sheetfeeder is added, then the printer won't feed the paper from the sheetfeeder.

CURE: Replace the optical paper out sensor assembly.

3: CAUSE: Bad logic board.

CURE: Replace the logic board.

#2: IW I/II Prob/Cure: Error Lamp Blinks When There Are No Jams

NOTE: An ohm-meter will be needed for this procedure.

PROBLEM DESCRIPTION: Cover is correctly installed and there appear to be no paper or print mechanism jams.

CAUSE/s: 1. If the printer is an ImageWriter II, the option card DIP switch may be improperly set or the magnet on the cover may have fallen off.

2. If the printer is an ImageWriter I or II, the magnet on the cover may not be activating the magnetic "cover on" sensor switch.

CURE/s:

ImageWriter II 1. Check the printer to see if a 32K buffer card or an AppleTalk interface card is installed. If either is installed, make sure that option card DIP switch SW2-4 is closed. If neither card is installed, make sure that option card DIP switch SW2-4 is open.

2. Remove the operation panel and confirm that the magnet is properly installed. If the magnet is OK, find the two terminals for the magnetic switch on the non-component side of the PCB. Position the magnet on the paper cover next to the magnetic switch on the component side of the PCB while checking for continuity between the two terminals as the magnet contacts the switch the switch should close and you should read a short. If the switch stays open, it is defective so replace the operation panel.

ImageWriter I - Replace the magnetic reed switch then recheck for the problem. If the problem is fixed, that means that the magnetic "cover on" sensor switch was malfunctioning such that the magnet on the cover could not activate it

#3: ImageWriter II Prob/Cure: Tractor Feed Paper Jams

PROBLEM DESCRIPTION: Paper jams in the ImageWriter II when using tractor feed paper.

CURE/s:

1. Turn the power on so that the head centers prior to feeding the paper.
2. If using tractor feed, DON'T switch the feed setting to friction feed. The platen has overdrive, which maintains tension on the paper by moving the platen faster than the paper so if the paper is still on the tractor feed pins, it would be ripped off.
3. If using tractor feed, check that the paper is feeding in properly with the tractor. It could be catching on the back of the paper guide.
4. If using friction feed and the paper scrunches, insert a new clean sheet before using friction feed.
5. Make sure that drive select is in the proper position. Don't flip it back and forth.
6. If none of the above solves the problem, replace the logic PCB.

#4: ImageWriter II P/C: Pin Feed Paper Jams (scrunches)

PROBLEM DESCRIPTION: Paper is jamming when using pin feed.

CAUSE: Paper is 15-pound or lighter or printer has a failed logic PCB.

CURE: Check the following:

1. Be sure the paper is feeding properly and is not catching on the back of the paper guide.
2. Make sure the switch is positioned to "Tractor Feed."
3. If your are using 15 pound paper, try a different weight paper (heavier than what you are using).
4. Replace the logic PCB.

If this cure does not resolve the problem, go to "ImageWriter II Problem/Cure-Paper Feed and Detection Problems(2 of 2)"

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Keywords: hts

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19960215 11:05:19.00

Tech Info Library Article Number: 1683