



# Tech Info Library

## ImageWriter General Troubleshooting

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### DESCRIPTION:

Follow this procedure to determine whether the IW is functional.

### YOU WILL NEED:

1. Apple IIe computer
2. Super Serial Card
3. Printer cable
4. the Level I Tech Procedures
5. ImageWriter User's Manual
6. Pencil and paper

### BEFORE YOU START:

1. If replacement or adjustment procedures are needed, refer to the Tech Procedures.
2. If location for IW controls are needed, refer to the User's Manual.

### CHECK 1: PRE-PRINT

- 1.1 Disconnect the printer cable at the back of the IW.
- 1.2 Check that the top panel is installed correctly.
- 1.3 Check that paper is installed.
- 1.4 Turn the platen knob.

PROB: The platen binds or doesn't turn consistently.

FIX: Pull off the platen knob and check for obstructions in the gears

- 1.5 Move the carriage to its rightmost position.

PROB: The carriage binds or doesn't move consistently.

FIX: Check that:

- \* carrier wire is strung properly or out of tension specification as described in the Tech Procedures.
- \* carrier bar is not too worn and is coated with thin film of oil (oil type specified in the Tech Procedures).

### CHECK 2: POWER ON INITIALIZATION

As you turn on the printer, check for 2.1, 2.2, 2.3, and 2.4.

- 2.1 The power lamp lights.
- 2.2 The platen should rotate one line backward and then one line forward.
- 2.3 The carriage should move smoothly to its leftmost position and stop.
- 2.4 The SEL lamp lights.

If any of the above do not occur as described, search on "HTS and ImageWriter and Initialization". The document you will obtain contains fixes for IW power on initialization problems.

CHECK 3: SELF TEST

To initiate Self Test: turn the printer off, and press Form Feed while you turn it back on. The printer should begin printing CHARACTER SETS.

If the printer prints character sets and the print quality is good, go to CHECK 4.

If the printer doesn't print character sets or the print quality is poor, search on "HTS and Imagewriter and Self Test". The document you will obtain contains fixes for IW Self Test problems.

CHECK 4: HOST PRINT

- 4.1 Turn off the printer, write down the customer's Super Serial Card and printer DIP switch configurations. Set the DIP switches as shown below: (Note: Op = open, Cl = closed, up = On, dn = Off)

IW	_____SW2_____	_____SW1_____
	Cl Cl Op Op	Op Op Op Op Cl Cl Op Cl
	1 2 3 4	1 2 3 4 5 6 7 8

S/S Card	_____SW1_____	_____SW2_____	MODEM/TERM
	Off Off Off On Off On On	On Off Off On On Off Off	jumper plug
	1 2 3 4 5 6 7	1 2 3 4 5 6 7	to term

- 4.2 Remove all peripheral cards from the IIE. Install the Super Serial card in slot 1. Connect the IW to the S/S card via the printer cable. Turn on the IW (make sure cover is installed). Turn on the IIE and press the RESET key while you press the CONTROL key (DO NOT BOOT A DISK). The cursor should blink.

Type the program exactly as shown below.

```

10 PR#1
20 FOR A = 1 TO 100
30 FOR I = 32 TO 126
30 PRINT CHR$(I);:NEXT I:PRINT
40 NEXT A
50 PR#0
60 END

```

4.3 Type RUN and press the <RETURN> key. The printer should print out about 100 character sets like the one shown below. If it does, the IW communicates with the computer OK.

```
!#$%&'()*+,-./0123456789:;<>?@ABCDEFGHIJKLMNPOQRSTUVWXYZ[\]^_`abcdefghijklmnop  
qrstuvwxyz{|}
```

If the printout is not OK, look below for problems.

\* If you get a SYNTAX ERROR on the computer, you may have mis-typed a line. To correct the syntax error perform the following:

- (1) Type LIST and press <RETURN>. The program should appear on the screen.
- (2) Examine the program for accuracy. Spaces, colons, etc. are important.
- (3) To correct a line, simply retype the line and press <RETURN>. LIST again to make sure the correction is OK.

\* If nothing happens on the printer or the computer, press the RESET key while you press the CONTROL key. Then LIST your program as described above in the SYNTAX ERROR explanation to look for typing errors.

\* If no syntax errors occurred and the cursor is blinking again, then the program has probably run OK. Search on HTS and IMAGEWRITER and COMMUNICATIONS the document you will obtain contains fixes for IW hardware communications problems.

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