ImageWriter II: Troubleshooting Intermittent Print Problem

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TOPIC ---

I have an ImageWriter II connected directly to my Macintosh SE with 4MB RAM
running system software version 7.0. Intermittently (maybe once per page),
the ImageWriter prints extra characters -- usually they're "K 0", but not
always. All the text that is supposed to be there is there and in the
correct place along with these extra characters.

Also, some text, near where the extra characters print, is misaligned. It
looks similar to when the second pass of the printhead on the same line is
not timed right.

We've replaced the printer driver, re-installed the system software,
replaced the computer's main logic board, and swapped the printer cable
with a known good one.

DISCUSSION --

The "K 0" that is printing may be part of the "Esc K 0" command that
switches the printer ribbon to black (detailed in the ImageWriter II
Owner's Guide). It looks like the escape character isn't getting to the
printer.

Here are some troubleshooting steps you can try:

• Connect the Macintosh SE directly to a different ImageWriter II, and
  print a suspect file from the original application to the new
  ImageWriter II.

  • If the problem remains, it is most likely caused by the application.
    Try re-loading the program from the original disks and printing the
    suspect file again, or print the suspect file from a different
    application to see if the problem is corrected.

• If the problem doesn't happen with the new ImageWriter II, it's a problem
  with the original ImageWriter. Try replacing the ImageWriter main logic

board. If the problem persists, the sub-PCB may be defective. This
board provides the internal path of the serial information to the main
logic board. When this board has an intermittent problem, it may cause
serial data to drop, which could cause the symptoms you describe.
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