LaserWriter Pro Troubleshooting: Problem/Cure (5/93)

Article Created: 20 April 1993

TOPIC ---

This article discusses troubleshooting hints and tips on the LaserWriter
Pro Printer.

DISCUSSION --

PROBLEM DESCRIPTION: You notice a wavy right margin on printed documents.
CURE: Replace the I/O board.

PROBLEM DESCRIPTION: Paper curls when you print on it.
CURE: Use only 20-to 24-pound laser-quality or photocopy bond paper for
automatic feed and 20-to 32-pound paper for manual-feed printing.

PROBLEM DESCRIPTION: The Transfer Roller is missing or you get a paper
jam.
CURE: We have heard reports of the LaserWriter Pro shipping with the
Transfer Roller loose in the engine or outside of the printer
entirely. In some cases this will cause paper jams. Please refer to
Service Source CD for proper installation.

PROBLEM DESCRIPTION: Paper Jam
CURE: When the fuser access door is in the open or the down position, the
printer will exhibit a paper jam. Close the door to alleviate problem

PROBLEM DESCRIPTION: Toner will not fuse to paper
CURE: The printer ships with the fuser pressure rollers in the "up"
position so not to deform the rollers. First remove any packing material
in the fuser area. Make sure the fuser assembly levers are pushed to the
down position, thus allowing the rollers to meet and properly fuse toner
to the paper. Refer to the LaserWriter Pro User's Guide, Chapter 1, or
the Service Source CD for assistance.

PROBLEM DESCRIPTION: The image prints in black and white although the
original document is in color or gray scale.
CURE: Try one of the following steps:

1) Check to make sure that gray-scale printing is turned on (from a Macintosh, select the Color/Grayscale option in the Print Options dialog box).
2) Check to make sure that enough random-access memory (RAM) is installed in the printer to print the desired image in PhotoGrade (the page will print in black and white if memory is insufficient). Printing in PhotoGrade requires eight megabytes of RAM.

PROBLEM DESCRIPTION: Installing the internal hard option on the LaserWriter Pro 630 .
CURE: Procom Technology is shipping an internal hard drive for the LaserWriter Pro 630. The upgrade kit will include a hard drive, mounting bracket, data cable, and instructions for dealer installation. For vendor information search in the Tech Info Library under the vendor name.

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PRODUCT           DESCRIPTION
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Atom  80/LW        2.5", <16ms access time,  80 MB HDA
Atom 120/LW        2.5", <17ms access time, 120 MB HDA
Atom 160/LW        2.5", <17ms access time, 160 MB HDA
Atom 200/LW        2.5", <12ms access time, 200 MB HDA
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Keywords: hts

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19960215 11:05:19.00

Tech Info Library Article Number: 12169