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## PowerBook Duo Dock: Serial Printing Problem and Fix (4/95)

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TOPIC -----

This article describes the problem of printing to a serial printer from a Duo Dock and the workaround and fix for the lost connection.

DISCUSSION -----

A problem can be encountered when trying to print to a serial device (StyleWriter II, ImageWriter II, Select 300) from a Duo Dock or MiniDock. The setup may print once, but after undocking and redocking, the Duo Dock apparently can't communicate with the printer. The problem does not exist on the Duo Dock II, and the printer works fine with other computers.

A workaround is to print directly from the Duo. You must turn off AppleTalk and then tell the serial printer driver you are using the modem port. If the Duo has an Express Modem installed, you must also go into the PowerBook Control Panel and switch to external modem.

A diode was added to the logic board of the Duo Dock, replacement of the logic board will correct the problem. To ensure that the problem is fully resolved, service providers should obtain a new logic board from Apple Service. This is service part number 661-1657.

### Article Change History:

14 Apr 1995 - Added Dock to title of article.

03 Apr 1995 - Clarified Duo Dock information.

07 Jul 1994 - Final fix added, revised title to reflect contents of article.

### Support Information Services

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