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StyleWriter: Troubleshooting Poor Print Quality

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TOPIC -----

One of my customers is experiencing poor print quality with his StyleWriter printer. He is using the recommended 20-pound cotton bond paper.

When he prints to the StyleWriter using this paper, the ink bleeds. This problem doesn't happen when he prints to his Hewlett-Packard bubble jet printer using the same paper.

I installed a new ink cartridge, and the results were the same. I also tried purging the cartridge, and the print quality was still poor.

Can you recommend any other troubleshooting tips?

DISCUSSION -----

Printer Engineering states that three factors could lead to poor StyleWriter output. They are:

- Paper: Apple recommends 20-pound cotton bond paper (25% rag content).
- Ink Cartridge: Make sure that the ink cartridge is not defective or clogged. Apple has tried to improve the quality of the ink cartridge. We recommend using a fresh Apple cartridge.

Note to Apple Engineers

Always refer to the results provided by Apple's testing group in the product specifications. Laboratory tests do not always reflect real-world performance.

If the customer is using the recommended paper (20-pound cotton bond paper with 25% rag content) and a fresh Apple cartridge and still is having output problems, there may be a hardware problem. Please refer to the Technical Procedures Macintosh Volume 4 for troubleshooting instructions or contact Apple Service.

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