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StyleWriter II: Margin and Skew Information (7/95)

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TOPIC -----

If I create a dimensioned ruler drawn in PageMaker or MacDraw, the actual printed length of the ruler varies from the specified length. For instance, if I specify a ruler length of 285mm, the actual printed length measured with a ruler may vary up to 4mm.

Does Apple specify the printing accuracy for the StyleWriter II?

DISCUSSION -----

Variations in printed output can occur on any printing device depending on numerous factors including the printer driver version, application(s) being used, paper type, mechanical printer problems, and printer tolerances. Before assuming that the printer is at fault, carefully inspect the paper in the paper tray to make sure that it is properly stacked and that the plastic guide is positioned against the edge of the paper. The paper being used should meet the criteria outlined in the StyleWriter II user's manual.

Our informal testing indicates that the StyleWriter II does an excellent job of accurately recreating the screen image on the printed page. We were unable to reproduce the 4mm difference that your customer experienced which indicates that they may have a mechanical problem with their particular printer. Although there is no specification for the StyleWriter II that directly addresses this type of problem, anything approximately 2mm or greater should be investigated to see if a solution can be found.

For your particular case, the printed line is 4mm shorter than the defined length which indicates that the paper is slipping slightly as it moves through the paper path. Check the following items:

- 1) Clean the paper pickup rollers and delivery rollers. Rollers that are worn or dirty may allow the paper to slip slightly as it passes through the paper path causing a shorter than expected image length.
- 2) Verify that the black rubber O-rings that drive the delivery rollers

are both present. If one or more of the O-rings is missing then the paper may not move at the proper speed or may 'skew' to one side causing the image to appear rotated on the page. Consult the Service Source CD for more information on the delivery rollers and O-rings.

- 3) Verify that the paper tray contains no more than 100 sheets of paper and that the paper weight is 20 lbs.

Note: Although paper weights ranging from 16-24 lbs. are supported on the StyleWriter II, Apple recommends using 20 pound paper. If heavier paper is used, fewer sheets should be placed in the paper tray.

If the problem still continues then exchange the StyleWriter II.

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26 Jul 1995 - Clarified paper specifications
07 Oct 1994 - total rewrite of article.

Support Information Services

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