



Tech Info Library

Service Notice: Macintosh 630 Family & Print Problems (8/95)

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TOPIC -----

This article is a Service Notice describing possible problems that may occur with the Macintosh 630 family* of computers when printing to high-speed serial devices such as the Color StyleWriter 2400.

DISCUSSION -----

Overview

Customers using a number of computers in the Macintosh 630 family* are experiencing printing problems printing to the Apple Color StyleWriter 2400 and, in rare cases, some other externally clocked high-speed serial devices (such as, the Personal LaserWriter LS, Personal LaserWriter 300, LaserWriter Select 300, Color StyleWriter Pro, and Color StyleWriter 2200)**. When printing from any application, desktop, or Finder window, the user receives an error message shortly after the printer starts to print.

An example of such an error message is:

"Error in the "Color StyleWriter 2400" please check the connection then try printing again."

The cause of this error message may be a timing problem on the Macintosh 630 family* logic boards.

Troubleshooting

Perform the following tests to trace the problem to a faulty logic board:

- Check to make sure the printer works fine on another Macintosh computer other than one included in the Macintosh 630 family*.
- Make sure there is power going to the printer.
- Check to see that the printer is connected to the printer port with an Apple serial cable (590-0552).
- Make sure the Color StyleWriter 2400 printer driver is installed and selected

in the Chooser.

- Check for error lights on the printer.

Please note that many software errors can cause printing problems. However, the consistent symptom for this problem seems to be the fact that the user gets the print error message shortly after the printer starts to print. The Macintosh 630 family* of computers are the only computers exhibiting these problems.

Ordering Parts

If the computer and printer pass all these tests, follow the normal Service warranty procedures and replace the logic board using B508 as the module symptom code.

* The following computers are in the Macintosh 630 family: Performa 630, Performa 635, Performa 636, Performa 637, Performa 638, LC 630, and Quadra 630.

Article Change History:

18 Aug 1995 - Added LW Select 300, Color SW Pro, and Color SW 2200.

06 Mar 1995 - Revised formatting, corrected name of product.

Support Information Services

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