



Tech Info Library

StyleWriter EtherTalk Adapter: Troubleshooting Steps (8/96)

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TOPIC -----

This article contains several steps to help you troubleshoot issues you may be having with your StyleWriter EtherTalk Adapter.

The StyleWriter EtherTalk Adapter allows many Apple inkjet printers to be used over an EtherTalk based network, including as of the date this article was written: Color StyleWriter 1200, 1500, 2200, 2400, and 2500.

The StyleWriter EtherTalk Adapter requires the StyleWriter 2.2 driver, which shipped with the StyleWriter 1500. This software, for owners of other StyleWriter printers using the EtherTalk Adapter, is available electronically at Apple Software Update locations.

DISCUSSION -----

This article contains the following issues:

- No EtherTalk Adapter in Chooser
- Color StyleWriter Stops Printing in Mid-Job
- Desktop Print Monitor Status Reports Incorrect Information
- Macintosh "Crashed" or "Hung" During Print Job
- Ethernet Activity LED Blinks, But Not Printer Activity LED
- General Information About Using the StyleWriter EtherTalk Adapter
- StyleWriter EtherTalk Adapter LED Locations

No EtherTalk Adapter in Chooser
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PROBLEM:

Cannot see StyleWriter EtherTalk Adapter in the Chooser.

SOLUTION:

Check the following:

Ensure the Proper Printer is Being Accessed

The default name for the adapter is StyleWriter EtherTalk Adapter; however, you should determine whether the adapter was renamed. The easiest way to do this is

to send a print job to a printer then verify the printer used to print the document.

You can also note what printer names appear in the Chooser, close the Chooser, and unplug the power cord from the EtherTalk Adapter connected to your printer, then check the Chooser again to see which printer is no longer listed. Restore power to the adapter once you identify the missing printer. After power is restored, verify in the Chooser that the printer reappears.

Rename Printer if Default Printer has Number Appended to It

The default name may have a number appended to it; that is, one may be named StyleWriter EtherTalk Adapter 1, another might read StyleWriter EtherTalk Adapter 2, if more than one unit with the default name resides in the same Ethernet zone. Each may be given unique names to work around this.

Use the Correct Ethernet Zone

Make sure that you are checking the proper zone for the printer in the Chooser.

Apply Power to Printer Before EtherTalk Adapter

Make sure the printer is powered on and is connected to the EtherTalk Adapter prior to supplying power to the EtherTalk Adapter.

Check the LED Lights on the EtherTalk Adapter

Check the LED lights on the EtherTalk Adapter after it is connected and powered on:

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LED	Normal Color	Notes
Test/Power	Green	
Printer Activity	Yellow	May blink if an incoming job is received.
Link	Green	Green if Ethernet is used.
Ethernet activity	Yellow	Blinks rapidly processing a job.

End_Table

Restart Ethernet Adapter if Test/Power LED is RED

If the Test/Power LED is red (the normal state is green), attempt to restart the

adapter by unplugging then replugging the power to the unit. If this does not work, check with your service provider as there is likely a hardware failure.

Verify You Are Using the Correct Printer Driver

Verify you are using the proper driver for the printer. You should be using the driver that came on your Color StyleWriter software disks when you purchased your printer, or an updated version of that printer driver found at Apple Software Update sites.

Verify the Link LED is on when using 10Base-T

When you are using 10Base-T, make sure the Link indicator LED is on. If it is not, there is a problem with the 10Base-T line. Perhaps the network is not properly set up or terminated: check with your network support provider.

Restart the StyleWriter EtherTalk Adapter

Restart the StyleWriter EtherTalk Adapter.

- 1) Unplug the StyleWriter EtherTalk adapter from the power source.
- 2) Reconnect the StyleWriter EtherTalk adapter to the power source.

Make sure the Test/Power led is green, the Printer activity LED is yellow, and if 10Base-T is used, that the Link LED is green

Note:

It takes 20 or more seconds after power-on to go from red to green.

Color StyleWriter Stops Printing in Mid-Job

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PROBLEM:

The printer attached to the StyleWriter EtherTalk Adapter has stopped printing, in mid-job.

SOLUTION:

Check the LED Status on the StyleWriter EtherTalk Adapter

Under normal operation, the Test/Power LED is green, the Printer activity LED should be yellow, or blinking if it is processing a job, and if connected to 10Base-T, the Link light should be green. If data is being sent to the adapter, the yellow Ethernet activity LED will blink rapidly.

Check the Activity of the Printer and Ethernet LEDs

The yellow Printer activity LED should blink slowly. The yellow Ethernet activity LED should blink rapidly. If no printer activity is indicated, check if the device appears in the Chooser. If the device is not present in the Chooser, restart the StyleWriter EtherTalk Adapter.

Verify the StyleWriter EtherTalk Adapter Appears in the Chooser

If the StyleWriter EtherTalk Adapter is not in the Chooser, restart the StyleWriter EtherTalk Adapter by unplugging then replugging the power supply to the StyleWriter EtherTalk Adapter.

Verify That There Are No Macintosh System Dialogs

Check for error messages displayed on the Macintosh sending the print job, including paper out, door open, or other similar types of messages.

Desktop Print Monitor Status Reports Incorrect Information

PROBLEM:

The Desktop Print Monitor's status display reports incorrect information after the StyleWriter EtherTalk Adapter is restarted.

SOLUTION:

Wait 2 minutes for the problem to clear. If it does not, restart your Macintosh. Prior to restarting, place the print job on hold. Once the Macintosh is restarted, take the job off of hold and printing will resume normally.

Macintosh "Crashed" or "Hung" During Print Job

PROBLEM:

The Macintosh "crashed" or "hung" during the print job. After restarting the Macintosh, the Macintosh is "frozen" and the print job is not completed but the Ethernet activity LED is blinking, indicating that data is being received.

SOLUTIONS:

Restart the StyleWriter EtherTalk Adapter by unplugging then replugging the power supply to the StyleWriter EtherTalk Adapter. Printing will resume normally.

Ethernet Activity LED Blinks, But Not Printer Activity LED

PROBLEM:

The Ethernet activity LED on the StyleWriter EtherTalk Adapter blinks but the Printer activity LED does not.

SOLUTION:

Restart the StyleWriter EtherTalk Adapter by unplugging then replugging the power supply to the StyleWriter EtherTalk Adapter.

General Information About Using the StyleWriter EtherTalk Adapter

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Names of the Color StyleWriter Printers

When using the CSW 2500 or CSW 1500 drivers with StyleWriter EtherTalk Adapter, the print dialog box indicates the driver name of either "Color StyleWriter 2500" or "Color StyleWriter 1500" followed by the name StyleWriter EtherTalk Adapter is currently assigned.

Rename the StyleWriter EtherTalk Adapter if you wish to reflect the type of printer connected it. For example, a StyleWriter EtherTalk Adapter connected to a Color StyleWriter 2500 could be named "StyleWriter EtherTalk 2500". In the Chooser you would see "StyleWriter EtherTalk 2500". When printing to the chosen printer the dialog would read Color StyleWriter 2500 "StyleWriter EtherTalk...".

Using QuickDraw GX version of Color StyleWriter Drivers

When using the CSW 2500 GX v1.0 or CSW 1500 GX v1.0 drivers, the CSW 2400 GX and the CSW 2200 GX drivers must be removed or disabled using the Extensions Manager Control Panel. You must restart your Macintosh after removing or disabling the old drivers.

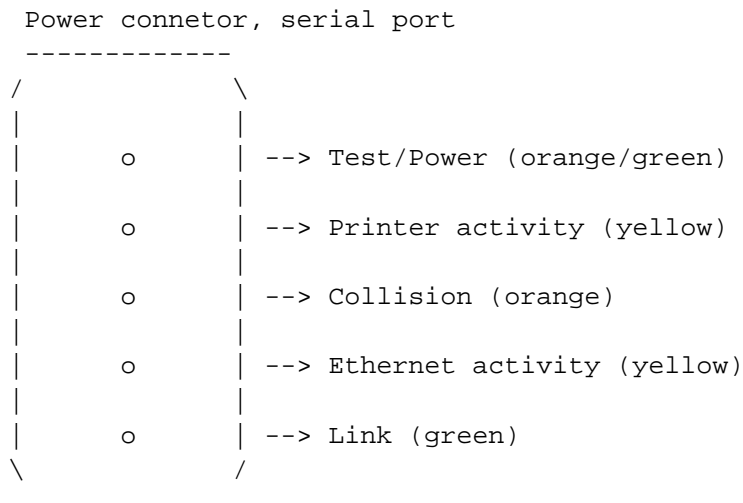
LED Information in StyleWriter EtherTalk Adapter User's Guide

Refer to the StyleWriter EtherTalk Adapter user guide for additional information regarding the function of the LED's.

StyleWriter EtherTalk Adapter LED Locations
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LED are located on the top of the StyleWriter EtherTalk Adapter, and indicate:

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10BaseT/10Base2 connectors

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Article Change History:

08 Aug 1996 - Added information on proper printer driver.

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