Apple StyleWriter Printers: Frequently Asked Questions (7/96)

Article Created: 20 July 1995
Article Reviewed/Updated: 02 July 1996

TOPIC ---

This document contains the answers to frequently asked questions (FAQ) about
Apple StyleWriter printers, including the portable and color models.

Questions in this FAQ:
======================

• How do I share a StyleWriter on a network?

• When I print anything on my StyleWriter II, there are thin white lines through
all the letters. What is causing this?

• Is it OK to use ink cartridge refill kits with my StyleWriter family printer?

• I have a Color StyleWriter Pro and when I print, I get -39 errors. What is
causing this?

• I have a Color StyleWriter Pro connected to my Power Macintosh. When I try to
print anything, it starts to print the configuration page and freezes halfway
through the process. What is causing this?

• I have a PowerBook 500 series computer and a StyleWriter Printer. When I try
to print, I get messages telling me to check my connections. My connections
appear to be sound. What is causing this?

• When I print to my StyleWriter, I get a message saying there is no paper in
the printer. If I then click OK, I get a message saying the paper in the printer
is the wrong size. What is causing this?

• When I try to install the software for my StyleWriter, I get a message saying
that System 7 or greater is needed and I already have System 7 installed.

DISCUSSION --

Question:
How do I share a StyleWriter on a network?

Answer:
The StyleWriter family of printers (except for the Portable StyleWriter) can be
shared via Apple's grayshare technology as long as the computer to which their
printer is directly attached has at least a 68020 processor.

They cannot be connected directly to a network with LocalTalk cables (The Color
StyleWriter 2400 can be directly connected to a LocalTalk network if you
purchase and attach the LocalTalk module for the printer) If you do not have
this module, or have any other shareable StyleWriter, you can share the printer
by following the instructions below.

NOTE - with the original StyleWriter, you must use the StyleWriter II driver to
share the printer). Instructions for sharing the printer appear below.

Sharing a Printer

To share a StyleWriter printer with others, follow these steps:

Step 1
In order to share a printer, you must be connected to an AppleTalk network of
some type.

LocalTalk Connection

The LocalTalk connector goes into the printer port. The peripheral-8 cable
(serial cable) connects the printer to the Macintosh. It needs to go into the
modem port.

Ethernet or Token Ring Connection

Since both Ethernet and Token Ring connections don't require you to use a serial
port on your Macintosh, you can use either the printer
or modem port to connect the printer to your Macintosh.

Step 2
Open the Chooser and select the appropriate printer icon.

Step 3
Click the icon of the port to which your printer is connected. If you are using
the printer port to connect your Macintosh to the network, you must connect your
printer to the modem port.

Step 4
Click the Setup button to open the Sharing Setup dialog box.

Step 5
Place an X in the "Share this Printer" checkbox. You have the option of naming
your printer and entering a password. If you type a password for the printer,
only users who know the password can use the printer from their computers.

If you want a record of what is printed on your printer, place an X in the "Keep
Log of Printer Usage" checkbox.

Step 6
Click "OK" to close the StyleWriter II Sharing Setup dialog box and close the
Chooser window.

Your printer is now available to others on the network.

Printing to a Shared Printer

To print to a shared printer, follow these steps:

Step 1
Open the Chooser and select the appropriate printer icon. A list of available
printers and communications ports will be displayed.

Step 2
Click the name of the shared printer that you want to use. If the printer
requires a password, a dialog box appears in which you must type the password.

Step 3
Close the Chooser

You are now ready to print to the shared printer.

Question:
When I print anything on my StyleWriter II, there are thin white lines through
all the letters. What is causing this?

Answer:
This can be caused by a number of things:

1) The cartridge may be running low on ink. The cartridge can print about 300
pages at 5% coverage (100 pages of double-spaced text in 12 point type). If you
are nearing the end of the cartridge's life, try replacing it.

2) Make sure you are using an Apple or Canon ink cartridge and make sure the
cartridge has not been refilled.

3) The ink jets may be clogged or have air bubbles in them. This can occur even
with new ink cartridges. Try cleaning the ink cartridge as follows:

Remove the ink cartridge and cover the area at the bottom of the cartridge (you
will see a silver strip) with a wet paper towel. Then shake the cartridge
vigorously as if you were shaking down a thermometer. This should force some ink
out of the jets and may eliminate the lines

4) Open up the front of the printer and move the ink cartridge assembly to the
left. Underneath where the ink cartridge was, you will see a clear plastic wiper
blade and a small rectangular area with spongy material. If any lint has
accumulated in this area, use your finger to wipe it off.

If you leave paper in the printer for a long time without printing, lint can
build up on the paper and get inside the printer, causing the white lines.

5) You may have a defective ink cartridge. Try replacing it with a new one.

Question:
Is it OK to use ink cartridge refill kits with my StyleWriter family printer?

Answer:
Apple StyleWriter Ink Cartridges are made by Canon for Apple and meet Apple's rigid specifications.

Physical damage to the printer caused by the use of a third-party printhead cartridge or ink refill kits that DO NOT meet Apple's rigid standards WILL void the warranty.

Apple recommends the use of only Apple or compatible Canon ink cartridges with its StyleWriter printers.

Question:
I have a Color StyleWriter Pro and when I print, I get -39 errors. What is causing this?

Answer:
This will occur with the Color StyleWriter Pro driver v1.5 if you have more than 32 MB of available RAM. It is documented in the Color StyleWriter Pro v1.5 ReadMe document. To correct this, use the Color StyleWriter Pro driver v1.5.2.

This update can be obtained online from various locations where Apple posts its software. For a list of these locations, search Apple's Tech Info Library using the shortcut "software updates and online" to find the article "Where To Find Apple Software Updates"

Question:
I have a Color StyleWriter Pro connected to my Power Macintosh. When I try to print anything, it starts to print the configuration page and freezes halfway through the process. What is causing this?

Answer:
This can occur with the Color StyleWriter Pro driver v1.5 and Power Macintosh computers. To correct this , use the Color StyleWriter Pro driver v1.5.2.

This update can be obtained online from various locations where Apple posts its software. For a list of these locations, search Apple's Tech Info Library using the shortcut "software updates and online" to find the article "Where To Find Apple Software Updates"

Question:
I have a PowerBook 500 series computer and a StyleWriter Printer. When I try to print, I get messages telling me to check my connections. My connections appear to be sound. What is causing this?

Answer:
The PowerBook 520c and 540c computers employ a single serial port which is a
combination Printer/Modem port. In order to use this port for serial printing,
use the following information to properly configure your PowerBook 500 series
computer:

Step 1
If the Express Modem is installed:
- Open the Express Modem control panel and select Use External Modem.
- Open the PowerBook Setup control panel and select Normal.

Step 2
Open the Chooser and do the following:
- If using the PowerBook 200 series, turn OFF AppleTalk. If using the
  PowerBook 500 series, you do not have to disable AppleTalk. If you are
  using Ethernet; you MUST verify that the Network Control Panel is set
  for Ethernet.
- Select the serial printer driver.
- Select the "printer/modem" icon (or the modem icon if the printer/modem icon
is not available).

Note: Domestic PowerBook 500 series computers will have a Global Village
Powerport Mercury modem installed, not an Express modem, and therefore will only
need to have the PowerBook Setup control panel set to normal for step #1.

A similar situation can also occur when using the Color StyleWriter 2400 or
other serial printer. If you see no port selection choices, make sure the
PowerBook Setup control panel is set for Normal.

Step 3
Disable the Assistant Toolbox extension with the Extensions Manager control
panel, if it is enabled.

Question:
When I print to my StyleWriter, I get a message saying there is no paper in the
printer. If I then click OK, I get a message saying the paper in the printer is
the wrong size. What is causing this?

Answer:
This symptom had two major causes:

1) You are using the wrong type of cable, have a loose cable connection, or have
a defective cable. You must use a Macintosh Peripheral-8 cable to connect the
StyleWriter series of printer to your Macintosh Computer. You cannot use
LocalTalk cables (the only exception is when you have a Color StyleWriter 2400
with the LocalTalk module installed).
You should also disconnect the cable and reconnect it to be sure it is plugged
in securely.

2) You have the printer set up incorrectly in the Chooser. Go to the Chooser and
select the printer icon for your printer from the list on the left. Note that

the StyleWriter II uses the "StyleWriter II" driver, not the one named simply "Stylewriter."

After selecting the correct icon, you should see a box on the right labelled "Connect To:" with the icons of the printer port and the modem port. Click on the icon that corresponds to the icon above the port to which the printer is physically attached.

Question:
When I try to install the software for my StyleWriter, I get a message saying that System 7 or greater is needed and I already have system 7 installed.

Answer:
This message usually occurs when you are trying to install the printer software on a computer on which the driver is already installed.

Check the Chooser to make sure the driver is not already there. If it is not, you can install the printer software as follows:

Step 1
Insert the printer installation disk and double click the Installer

Step 2
When the Welcome to the Installer screen appears, click OK

Step 3
When the Install screen appears, select Customize or Custom Install

Step 4
Choose the individual portions of software you want to install. If you have System 7.5, elect to install software for system 7.1.

Step 5
Click Install

This will allow you to install the software.

Question:
When I print to my StyleWriter, I get a message telling me to check my connections and print again. The connections appear to be secure. What is causing this?

Answer:
First, make sure you are using the correct type of cable. You must use a Macintosh Peripheral-8 cable to connect the StyleWriter series of printer to your Macintosh Computer. You cannot use LocalTalk cables (the only exception is when you have a Color StyleWriter 2400 with the LocalTalk module installed).

If you are using the correct cable and have checked to make sure it is plugged in securely, you should next check to see that the printer is set up correctly in the Chooser.

Go to the Apple Menu and select Chooser, then select the printer icon for your printer from the list on the left. Note that the StyleWriter II uses the "StyleWriter II" driver, not the one named simply "Stylewriter."

After selecting the correct icon, you should see a box on the right labelled "Connect To:" with the icons of the printer port and the modem port. Click on the icon that corresponds to the icon above the port to which the printer is physically attached. You may have to turn the computer around so that you can see to which port the printer is connected.

If you have the printer connected to the printer port, make sure that AppleTalk is set to "Inactive"

The printer should now be set up correctly for printing.

This article is one of many available through the Apple Fax center. For a complete list of available fax documents, search the Tech Info Library for Apple Fax Document Index or call the Apple Fax line at 1-800-505-0171 and select document number 20000 (Apple Fax - Document Index - Product Support Literature). The Apple Fax center is available free of charge 24 hours a day, 7 days a week.

Article Change History:
02 Jul 1996 - Added Fax Doc word
04 Jan 1996 - Removed keyword.
21 Nov 1995 - Reviewed for technical accuracy.

Support Information Services

Keywords: supt,hts,kfaq,ktoptil,kfax

===

This information is from the Apple Technical Information Library.

19960703 06:40:03.00

Tech Info Library Article Number: 18232