



# Tech Info Library

## DMP General Troubleshooting

This article last reviewed: 1 November 1988

### DESCRIPTION:

Follow this procedure to determine that the DMP is functional.

### YOU WILL NEED:

1. Apple IIe computer
2. Apple IIe Parallel Interface Card
3. Printer cable
4. The Level I Tech Procedures
5. DMP User's Manual
6. Pencil and paper

### BEFORE YOU START:

1. For replacement or adjustment procedures, refer to the Technical Procedures.
2. If a replaced module/part doesn't fix the problem, reinstall the original module/part.
3. For locations of DMP controls, refer to User's manual.

### CHECK 1: PRE-PRINT

- 1.1 Disconnect the printer cable at the back of the DMP
- 1.2 Check that the top panel is installed correctly
- 1.3 Check that paper is installed
- 1.4 Turn the platen knob

PROB: The platen binds or doesn't turn consistently.

FIX: Remove the carrier cover and paper cover, use pen-light to examine the platen gears for obstructions.

- 1.5 Move the carriage to its rightmost position.

PROB: The carriage binds or doesn't move consistently

FIX: Check if carrier wire is strung properly or out of tension specification as described in Tech Procedures.

PROB: The carriage does not return to the leftmost position.

FIX: Clean the end of travel sensor.

### CHECK 2: POWER ON INITIALIZATION

As you turn on the printer, check for the conditions in 2.1, 2.2, 2.3, and 2.4.

If any do not occur as described, search on "HTS and DMP and Initialization".The document you will obtain contains fixes for DMP power-on problems.

- 2.1 The power lamp should come on.
- 2.2 The platen should rotate one line backward and then one line forward.
- 2.3 The carriage should move smoothly to its leftmost position and stop.
- 2.4 The SEL lamp should come on.

#### CHECK 3: SELF TEST

If conditions described in 3.1 and 3.2 do not occur as described, go back to the AppleLink Word Search Screen and enter "HTS and DMP and Self Test". The document obtained will contain FIXEs for DMP Self Test problems.

- 3.1 Turn on the printer while pressing the TOF switch. The printer should begin printing CHARACTER SETS.
- 3.2 If print quality is good, go to CHECK 4.

#### CHECK 4: HOST PRINT

4.1 Turn off the printer, write down the customer's configuration of the DIP switches in the printer, then set the DIP switches as shown below:

(Note: Op = open, Cl = closed, Nu = not used)

_____SW1_____								_____SW2_____							
1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8
Op	Op	Op	Op	Op	Op	Op	Op	Op	Op	Nu	Nu	Op	Cl	Cl	Op

4.2 Install the Parallel Interface Card in slot 1. Connect the DMP to the card via printer cable. Turn on the DMP (make sure cover is installed). Turn on the IIE and press the RESET key while you press the CONTROL key (DO NOT BOOT A DISK). The cursor should blink.

Type the program exactly as shown below.

```
10 PR#1
20 FOR A = 1 TO 100
30 FOR I = 32 TO 126
30 PRINT CHR$(I);:NEXT I:PRINT
40 NEXT A
50 PR#0
60 END
```

4.3 Type RUN and press the <RETURN> key. The printer should print out about 100 character sets like the one shown below. If it does, the DMP communicates with the computer OK.

!#\$%&'()\*+,-./0123456789:;<>?@ABCDEFGHIJKLMNPOQRSTUVWXYZ[\]^\_`abcdefghijklmnopqrstuvwxy{|}

If it doesn't, look below for problems.

\* If you get a SYNTAX ERROR on the computer, you may have mis-typed the line.

To correct the syntax error perform the following:

- (1) Type LIST and press <RETURN>. The program should appear on the screen.
- (2) Examine the program for accuracy. Spaces, colons, etc. are important.
- (3) To correct a line, simply retype the line and press <RETURN>. LIST again to make sure the correction is OK.

\* If nothing happens on the printer or the computer, press the RESET key while you press the CONTROL key. Then LIST your program as described above in the SYNTAX ERROR explanation to look for typing errors.

\* If no syntax errors occurred and the cursor is blinking again; then the program has probably run OK. If the printout is not satisfactory, search on "HTS and DMP and COMMUNICATIONS". The document you will obtain contains fixes for DMP hardware communications problems.

4.4 If the printer has performed correctly, perform the following:

- (1) Return the DMP DIP switches to the customer's configuration, then refer to the DMP User's manual to check that the customer's DIP switch configuration is right for his requirements.
- (2) Perform the Periodic Maintenance procedure in Technical Procedures/DMP tab/section 1.

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Keywords: hts

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19960215 11:05:19.00

Tech Info Library Article Number: 1396