DMP Hardware Communication Problems

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DESCRIPTION:
This table is composed of typical DMP communication
problem symptoms and their fixes. If your problem matches up
with one of the symptoms perform the appropriate fix.

YOU WILL NEED:
1. Apple IIe computer
2. Apple IIe Parallel Interface Card
3. Printer cable
4. Level I Tech Procedures
5. DMP Operators Guide

INSTRUCTION:
* Refer to the Technical Procedures if removal/replacement
   or adjustment procedures are needed.

* If a replacement module/part doesn't fix the problem, reinstall the
   original module/part.

* In order to isolate a hardware communications problem, you first need
   to eliminate the possibility of a software or DIP switch configuration
   problem. To do this perform the following.

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_____        _____SW1_____
    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
```

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
```

3. After you 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:;<>?@ABCDEFGHIJKLMNOPQRSTUVWXYZ[\]^_'abcdefghijklmno
pqrstuvwxyz{|}

   If it doesn't, look below for problems.

 * If you get a SYNTAX ERROR on the computer, you may have mis-typed a 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 occured; the cursor is blinking again; then the program
   has probably run OK. If the printout is not satisfactory, look below for
   your problem.

SYMPTOM: The printer does not print a set of characters.
   FIX: Recheck for the problem after each of the following steps. If no
        problem is found, go to step 3.
    (1) Check that the computer is properly powered on and initialized.
    (2) Check if SEL light is on. If it's off, press SEL and try printing
        under computer control with the program in step 2. If it prints
        while light is off, replace the switch panel.
    (3) Make sure that the interface cable between the printer and the
        computer is connected and secured at both ends.
    (4) Check DMP user's manual for correct setting of configuration
        switches.
    (5) Replace main logic PCB.

SYMPTOM: The printer prints a set of characters but print quality is poor.
    FIX: Do a word search for "DMP and HTS and Self Test Problems" to
         obtain the print quality fix.

4. Reset the DIP switches to the customer's original configuration. Then
   check to see if the customer's DIP switch configuration or software
```

configuration for the application he was using caused the problem.
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