



Tech Info Library

ImageWriter II Color Select Problems

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YOU WILL NEED:

1. Level I Tech Procedures for ImageWriter II
2. ImageWriter II User's Manual
3. Digital Multi-meter
4. Color ribbon for the ImageWriter II

BEFORE YOU START:

1. If a replacement module/part doesn't fix the problem, reinstall the original module/part before continuing with the procedure.
2. For location of IW II module/parts, refer to the Level I Tech Procedures.
3. The other functions on the printer must be working before this procedure can be performed. To check out the other functions, try printing a file from the ITe.

INSTRUCTIONS

1. Press the FORM FEED switch on the IW II as you turn on the printer. The printer should print:

SELF TEST

ROMREV

DIP switch settings

RAM XX AT On or OFF

and then begin printing lines of CHARACTER SETS in alternating colors.

If the printout shows color select problems, continue with this procedure below.

2. Examine the color ribbon assembly (printer should be off). Verify that the black tabs on the ribbon plate are riding on the spiral ridge of the ribbon cam. Check the ribbon cam for looseness. Also check the copper tab mounted behind and below the ribbon cam. When the cam is all the way up, the vertical ridge on the cam should hit the tab. If the color ribbon assembly is loose, the ribbon cam position is misaligned. For color printing adjustment procedures turn to Section 4, Adjustments, in the Tech

Procedures. For more location info, see the illustrated parts diagrams in the Tech Procedures.

3. Replace the Drive PCB.
4. Turn off the printer and check the flexible cable and the ribbon motor as follows. If the check shows a problem, replace the flexible cable first and retry the check. If the problem remains, replace the ribbon motor.

NOTE: If part location information is needed, refer to the illustrated parts list in the Tech Procedures.

- 4.1 Detach the flexible cable from the drive PCB.
- 4.2 Set the digital multimeter to measure 200 ohms resistance.
- 4.3 On the flexible cable, check the resistance values between pins 3 and 7, 5 and 7, 4 and 8, and 6 and 8. The value for each reading should be approximately 120 ohms.
- 4.4 Check the resistance values between pins 3 and 5, and 4 and 6. The value for each reading should be approximately 240 ohms.

5. Replace the Main CPU PCB
6. Reset the DIP switches to the customer's original configuration. Then refer to the User's Manual and the Appendix in the Imagewriter II section of the Tech Procedures to see if the customer's DIP switch configuration caused the problem.

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