



Tech Info Library

ImageWriter II: Correcting Communications Problems (1/97)

Article Created: 2 November 1988

Article Reviewed/Updated: 23 January 1997

TOPIC -----

This article describes how to ensure an ImageWriter II printer is functional. This article is designed for service providers who have access to the Level I Tech Procedures for the ImageWriter II printer. However, you can perform the functionality check without the Tech Procedures.

DISCUSSION -----

YOU WILL NEED:

1. Apple IIe computer
2. Super Serial Card
3. Printer cable
4. Level I Tech Procedures for ImageWriter II
5. ImageWriter II User's Manual
6. Pencil and paper

BEFORE YOU START:

- If replacement or adjustment procedures are needed, refer to the Tech Procedures.
- For location of IW II controls, refer to the User's Manual.

INSTRUCTIONS:

1. Connect the printer cable at the back of the IW II.
2. Remove the AppleTalk Option card
3. Check that the top panel is installed correctly.
4. Check that paper is installed.
5. Turn off the printer, write down the customer's Super Serial Card and printer DIP switch configurations. Set the DIP switches as shown below:

(Note: Op = open, Cl = closed, up = On, dn = Off)

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

S/S Card	_____SW1_____								_____SW2_____						MODEM/TERM
----------	---------------	--	--	--	--	--	--	--	---------------	--	--	--	--	--	------------

Off	Off	Off	On	Off	On	On	On	Off	Off	On	On	Off	Off	jumper
1	2	3	4	5	6	7	1	2	3	4	5	6	7	to term

Note:

On the ImageWriter II, DIP switch 4, on SW2 is OPEN if Localtalk Option card is not installed, and CLOSED if the LocalTalk Option card is installed.

6. Remove all peripheral cards from the IIe. Install the Super Serial card in slot 1. Connect the IW II to the S/S card using a printer cable. Turn on the IW II (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.

Enter the BASIC program exactly as shown below.

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

Enter RUN and press the <RETURN> key. The printer should print out about 100 character sets something like the one shown below:

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

* 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>.
- 4) LIST again to make sure the correction is OK.

* If the IW II prints characters when the program runs, the printer is functional.

* If it doesn't and there is no syntax error on the computer, check for the problems below:

PROB: 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 4.

- (1) Check that the computer is properly powered on and initialized.
- (2) Check that the SEL light is on. If it's not, press SEL and try to print from the computer again using the program above. If

- it prints while the SEL 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) Replace Main CPU PCB.
 - (5) Replace printer internal connector cable.

PROB: The printer prints a set of characters but print quality is poor.

FIX: Do a word search for HTS and IMAGEWRITER II and PRINT QUALITY to obtain the print quality FIX.

7. 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.

Article Change History:

24 Jan 1997 - Corrected DIP settings.

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Keywords: hts

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This information is from the Apple Technical Information Library.

ArticleID: TECHINFO-0001410

19970124 15:16:39.00

Tech Info Library Article Number: 1410