

ImageWriter II







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General Information



Troubleshooting



Take Apart



Paperless Printer Microviewer

This manual contains only the Specifications, Symptom Charts and the Illustrated Parts List chapter for the ImageWriter LQ. The rest of the procedures are in the form of a Paperless Printer file located in the Printables folder.











Interfaces

Type RS-42	22/RS-232 (serial)
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Buffer 24K

Baud Rate 300, 1200, 2400, or 9600 (user selectable)

Connector Mini DIN-8





Specifications

Performance

Print Modes/Speed	Draft: 250 characters per second (cps)
	at 10 characters per in. (cpi) (2.5 pages per minute)
	Standard: 180 cps (2 pages per minute)
	Near-Letter Quality: 45 cps (.5 pages per minute)

Line-Feed Rate Actual throughput will vary depending on computer and software.

Maximum CopiesFour inches per second (ips)Original plus three





Character Format

Variable width, up to 16 by 8 dots

Fixed Alphanumeric Symbols

Specifications

Draft mode: up to 12 by 8 dot matrix Standard mode: up to 7 by 8 dots Near-letter-quality mode: up to 16 by 16 dots

Custom (Downloaded) Characters



Character Pitches

Draft, Standard, and Near-Letter Quality

Specifications

9–17 cpi (72–136 characters per line), through use of normal and double-width modes

Proportional Text 144 or 160 dpi





Ribbons

TypeFabric; continuous loop

Available Colors

Black (Typical life: two million characters) Four-color (magenta, cyan, yellow, black) (Typical life: one million characters per color)





Paper Options

Format Cut sheet or fanfold continuous

Width3-10 in. (on pin-feed paper, hole centers must be spaced
between 4 and 9.5 in.)

Thickness .05-.2

.05-.28 mm





Miscellaneous

Print Method	Impact dot matrix
Built-In Character Sets	American, Italian, Danish, British, German, Swedish, French, and Spanish Selectable by using DIP switches or appropriate software
Line Spacing	6 or 8 lines per in.; user programmable in increments of 1/144 in. (up to 99/144 in.)
Graphic Densities	72, 80, 96, 107, 120, 136, 144, and 160 dpi (maximum dots per line: 1,280)





Electrical

Voltage

90-132 VAC; 50 or 60 Hz





Physical

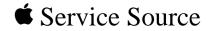
Dimensions

Height: 5 in. (12.7 cm) Width: 17 in. (43.2 cm) Depth: 12 in. (30.5 cm)

Weight

15 lb. (6.7 kg)











General

The Symptom Charts included in this chapter will help you diagnose specific symptoms related to your product. Because cures are listed on the charts in the order of most likely solution, try the first cure first. Verify whether or not the product continues to exhibit the symptom. If the symptom persists, try the next cure. (Note: If you have replaced a module, reinstall the original module before you proceed to the next cure.)

If you are not sure what the problem is, or if the Symptom Charts do not resolve the problem, refer to the Flowchart for the product family.

For additional assistance, contact Apple Technical Support.





Symptom Charts

Quick Problems

Error light blinks

- 1 Verify that carrier cover is secure.
- 2 Verify that carrier cover magnet is in place.
- 3 Try known-good software.
- 4 Verify that option card dip switch is open/off with no card installed.
- Select light off, error 1 Add paper or reset paper feed tray.
 - 2 Check for paper feed problem.

No printing or garbled printing

light on

- 1 Check interface cable connection between printer and computer.
- 2 Verify that DIP switches (2-1 through 2-4) are set correctly.





Software-specific problem	Try known-good software.
Prints ok for a while, then prints garbage	Set DIP switch 2-3 to correct serial protocol.
Overprinting	1 Verify that program being used is set for correct line spacing and line length.
Light printing	 Change ribbon cartridge. Adjust impression lever (see Adjustments).
Erratic carrier motion, loud hum	Remove black tube-shaped shipping protection from carrier shaft.





Printing has
squashed lines,
misregistration
problems when using
pin feed paper

- 1 Clear entry and exit path of obstructions.
- 2 Check whether manual paper sensor, paper guide, or paper bail exerts too much pressure on paper.
- 3 Verify that tractor assembly does not let paper slip.
- 4 Check printhead gap (see Additional Procedures).
- 5 Avoid printing in top and bottom one inch of paper.
- 6 Try using 20-pound paper.





Print Quality

Compressed first	or
second line	

Replace main board.

Print is darker or lighter on one side

Top row of dots missing

Characters sometimes appear smudged, or top of form gradually creeps down page in one-line increments Remove or install shims. See General Information topic in Basics chapter. Open Additional Procedures document and refer to Shims topic.

Perform ribbon adjustment (refer to Adjustments).

Verify that ImageWriter II driver software is most current version.



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Power light on, no printing	1 2 3	Verify that ribbon frame assembly is riding on spiral ridge of color ribbon cam (see Adjustments). Remove dot head, and verify that pins in connector on dot head board are not bent. Go to Troubleshooting Table 2.
Missing dots	1 2	Check flexible cable connection. Remove dot head, and verify that pins in connector on dot

head board are not bent.3 Go to Troubleshooting Table 5.





Carriage Movement

Carriage doesn't move; LEDs are not lit

Carriage doesn't move; LEDs are lit

Carriage assembly moves to left and does not return to center Replace drive board.

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- 2 Replace transformer.
- 3 Replace filter assembly.
- 1 Replace main board.
- 2 Replace drive board.
- 1 Check switch on print head board. If switch is frozen, replace print head board.
- 2 Replace main board.
- 3 Replace print head board.
- 4 Replace flexible ribbon cable.
- 5 Replace drive board.





Carriage moves to
left and hums very
loudly

Self-test after takeapart produces no carrier movement (panel lights on)

Carriage assembly grinds or is hard to move

- 1 Check flexible ribbon cable connection between drive board and carriage assembly.
- 2 Replace flexible ribbon cable.
- 3 Replace print head board.
- 1 Remove bottom cover and verify that wires to carrier motor are not pinched. Replace worn wires.
- 2 Replace fuse on drive board.
- 3 Replace drive board.
- 1 Remove bottom cover and verify that wires to carrier motor are not pinched. Replace worn wires.
- 2 Replace fuse on drive board.
- 3 Replace drive board.





Paper Feed

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Grinding during paper feed

- 1 Remove platen knob and verify that there are no obstructions in gearing beneath knob.
- 2 Adjust paper guide (refer to Adjustments).
- 3 Replace paper feed motor.
- 4 Replace drive board.

Paper-out sensor interferes with paper path; left side of paper fits "tighter" under platen than does right side Verify that mechanical paper sensor is properly positioned.

