Tech Info Library

DMP Self Test Problems

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Security:       Everyone

DMP Self Test Problems


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DESCRIPTION:
This table is composed of fixes for typical DMP Self Test problems.

YOU WILL NEED:
The Apple Service Level I Technical Procedures

BEFORE YOU START:
1. Refer to the Technical Procedures if removal/replacement or adjustment
   procedures are needed.
2. If a replacement module/part doesn't fix the problem, reinstall the
   original module/part.

INSTRUCTION:
1. Press the Form Feed switch while you turn on the DMP, the printer should
   print a line of characters (one character set).
2. Find your PROBLEM below and perform the corresponding FIX.
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    PROB: There is a burning odor, erratic carrier motion, or erratic platen
          rotation.
     FIX: Recheck for the problem after replacing each of the following parts:
      (1) CPU PC board
      (2) Carrier motor
      (3) Mechanical assembly
      (4) Transformer

    PROB: The printer doesn't print a character set when Self Test is
          initiated.
     FIX: Perform the following steps.  Retry the Self Test if a problem
          is found.
      (1) Check that the top cover is seated properly. If it isn't, close it.
          Then press SEL and  retry self-test.
      (2) Check if PE lamp is lit on switch panel.  If it is, reload paper
      (3) Check the connectors between the carrier and carrier motor and the
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        CPU PC board.  If any of the connectors are loose, connect them.
    (4) Replace the CPU PC board.
    (5) Replace the Carrier motor.


  PROB: The printer prints a character set when Self Test is initiated
        but the print quality is poor.
   FIX: Find your print quality problem in the tables below.


    * DOTS MISSING
      (1) Make sure dot head is in place.
      (2) Make sure dot head is not clogged with dirt.
      (3) Make sure dot head connector is plugged properly in CPU board.
      (4) Check impression control lever properly set. Push it away from
          you to its forwardmost position if using single sheet of paper.
      (5) Replace the Dot head.
      (6) Replace the CPU PC board.


    * PRINT TOO LIGHT OR VARYING INTENSITY
      (1) Check impression control lever properly set.  Push it away from
          you to its forwardmost position if using single sheet of paper
      (2) Substitute new ribbon cartridge.
      (3) Check if ribbon wire tension is loose and adjust as necessary.
      (4) Adjust intensity pot located under the clear plastic sheet that
          covers the configuration switches. Locate VR2 IMPRES and adjust
          for optimum print density.
      (5) Replace the Ribbon cassette.
      (6) Replace the Dot head.
      (7) Replace the CPU PC board.


    * HORIZONTAL   SPACING    PROBLEM
      (1) Check if carrier wire is strung properly  or out of tension
          specification.
      (2) Replace the Carrier wire.
      (3) Replace the Carrier motor.
      (4) Replace the CPU PC board.


    * CHARACTERS DO NOT ALIGN VERTICALLY BETWEEN LINES
      Locate VR1 ALIGN under the clear plastic sheet that covers the
      configuration switches.  Adjust for optimum vertical alignment.
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