



# Tech Info Library

## DMP Hardware Communication Problems

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Security: Everyone

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).

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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:;<>?@ABCDEFGHIJKLMN OPQRSTUVWXYZ[\]^_`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 occurred; 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.

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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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