



# Tech Info Library

## ImageWriter II Problem/Cure: Missing Dots

Revised: 1/17/92  
Security: Everyone

ImageWriter II Problem/Cure: Missing Dots

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PROBLEM DESCRIPTION: Top Row(s) of Dots are missing when  
Character(s) are Printed.

CAUSE: Ribbon Lift may be misadjusted.

CURE: Before assuming that there is a Print Head failure, check to see  
that the Ribbon Lift is adjusted properly. To perform the lift  
adjustment, follow the steps documented in the ImageWriter II  
Technical Procedures for Color Printing adjustment, even though you  
MIGHT NOT be using the color ribbon. Adjustment of the lock nut on  
the Color Ribbon Assembly may be all that is needed to solve the  
problem.

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