



# Tech Info Library

## ImageWriter II: Troubleshooting Poor Print Quality

Revised: 4/20/92  
Security: Everyone

ImageWriter II: Troubleshooting Poor Print Quality

=====

Article Created: 15 April 1992  
Article Last Reviewed:  
Article Last Updated:

TOPIC -----

I have an ImageWriter II in for repair. When the customer prints in Faster or Best mode, about once every four pages the characters in a line of print either look squashed together or there's a fine white line running horizontally through the center of them.

DISCUSSION -----

Here are some things you can try:

- 1) For the best print quality, place the stack of paper behind the printer. The paper should have a clear, unobstructed entry and exit path.
- 2) Ensure that the power cord and printer cable are not obstructing the paper path.
- 3) Ensure that the manual paper sensor isn't exerting too much pressure on the paper.
- 4) Ensure that the paper guide isn't exerting too much pressure on the paper.
- 5) Ensure that the tractor assembly is working properly and that the paper isn't slipping.
- 6) Ensure that the print-head gap is correct (see "Shims" in Section 5, Additional Procedures, in the Technical Procedures).
- 7) Ensure that the paper bail isn't exerting too much pressure on the paper.

8) Set a top and bottom margin of 1 inch (the areas where the squashed line or misregistration problems will be most apparent).

9) Try using 20-pound paper.

Copyright 1992 Apple Computer, Inc.

Tech Info Library Article Number:10097