



Tech Info Library

StyleWriter: Common StyleWriter Problems (2/95)

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TOPIC -----

This article contains some of the more common problems and solutions regarding the StyleWriter and StyleWriter II printers.

DISCUSSION -----

Problem: Document Changes Font Halfway Down the Page. This is caused by low system memory available. This is a common situation when using products like Microsoft Word 5.0, which uses 2MB on a 4MB Macintosh.

Solution: Try printing with background printing off. A better solution is upgrading the amount of RAM in your Macintosh.

Problem: Cannot find the StyleWriter or StyleWriter II printer in the Chooser. Check in Extensions (System 7) or the System Folder (System 6) and make sure that the Stylewriter II and the Stylewriter driver are present.

Solution: If the drivers are not in the proper location, move them into the proper location. Otherwise, reinstall the printer software.

Problem: Any error message mentioning the ready button. This indicates that the wrong printer driver is selected or the wrong type of cable is being used.

Solution: Select the proper printer in the Chooser. Use a Macintosh serial cable, not a PhoneNet cable.

Problem: Error message states: Stylewriter is out of paper or paper in printer is different size than paper selected. This indicates that the wrong printer driver is selected, the wrong type of cable is being used, or there is a problem

with the printer cable.

Solution: Select the proper printer in the Chooser. If you have Global Village fax software installed, make sure that you do not have GlobalFax selected instead of the proper StyleWriter driver. Use a Macintosh serial cable, not a PhoneNet cable.

Problem: Text prints one line on top of the other, all in one column. This problem only occurs with certain versions of Microsoft Word 4.0 software. Microsoft has written a special TrueType INIT that has to be used with these versions of Microsoft Word.

Solution: Contact Microsoft for the INIT or upgrade to a later version of Microsoft Word.

Problem: Grayscale printing option is dimmed. Grayscale printing requires a Macintosh that has 32-bit color QuickDraw in ROM. The following Macintosh computers do not and thus cannot access grayscale printing:

- Macintosh Plus
- Macintosh SE
- Macintosh Classic
- Macintosh Portable

Solution: None

Problem: Background printing is dimmed. This only happens with System 6 when using Finder instead of MultiFinder.

Solution: Switch to MultiFinder and restart.

Problem: The StyleWriter II feeds all paper through the printer either all at once or one sheet after another. There is a Paper Feed Roller Assembly inside the printer. The roller consists of two 'D' shaped rollers that when activated, rotate one revolution to pick the top sheet of paper from the input tray and feed it into the platen roller further inside the printer. Attached to the end of this roller assembly is a cam that raises and lowers the lift plate that supports the stack of paper in the input tray. If the printer is bumped, or the Paper Feed Roller Assembly is moved out of position by inserting too much paper, the cam is moved sufficiently and allows the lift plate to rise, causing the feeder to be out of the home position, which results in paper feeding problems.

Solution: Remove all paper from the printer. Turn the printer off, then turn it back on. During the normal start up sequence, the Paper Feed Roller Assembly automatically rotate itself to the correct position (a flag located on the roller assembly shaft is sensed by an optical sensor on the main logic board). This prevents the paper feeder trying to feed paper from an empty bin. When you are printing, reduce the paper stack to under 1/2 inch.

Problem: The mouse does not move smoothly on a Macintosh Plus or 68000 Macintosh with background printing. This is a problem with the 68000 Macintosh computers and background printing.

Solution: Turn off background printing.

Problem: Sometimes, when installing StyleWriter software on a System 6.0.7 machine, the installer hangs and simply doesn't work.

Solution: Drag-copy the StyleWriter driver, the System 6.x Chooser, and the TrueType init into the System Folder, then use Font/DA Mover to install the fonts.

Problem: Structured drawing programs and desktop publishing programs do not print out properly on the StyleWriter and StyleWriter II. Programs like Quark Xpress, PageMaker, Illustrator, and FreeHand do not properly handle several things like letter kerning, line spacing, rotated text looks like bitmaps, and out of place graphics. This is because these programs rely on PostScript code to handle many of these features. The StyleWriter and StyleWriter II are QuickDraw printers, not PostScript printers.

Solution: Use a PostScript printer.

Article Change History:

16 Feb 1995 - Revised format. Replaced solution for paper feed problems.

15 Dec 1994 - Add keyword and make minor technical updates.

15 Sep 1994 - New method of resetting the StyleWriter II.

Support Information Services

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