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ImageWriter II won't print from Macintosh

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Security: Everyone

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PROBLEM DESCRIPTION: The ImageWriter II printer won't print when interfaced with the Macintosh and the printer has the 32K Option card installed. The ImageWriter does, however, perform a self-test with no errors.

BEFORE YOU START: Make sure that the print driver has been installed properly on the customers software then attempt to print to a known-good Imagewriter.

CAUSE: The Option card is bad (even though the self-test generates no errors).

CURE: Remove the 32K Option Card and test the printer with the Macintosh connected to the ImageWriter II. Boot a program such as MacWrite and print to the ImageWriter II. Swap the Option Card with a known good one and try to print with MacWrite again.

Refer to General Troubleshooting for the ImageWriter II if the printer still does not print.

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