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Apple IIGS: Does Not Output Serial Data to Printer Problem/Cure

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Security: Everyone

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Problem: Printer does not print when properly configured with an Apple IIGS and connected to the built-in serial port.

Before you start:

- Familiarize yourself with Apple IIGS technical procedures
- Perform diagnostics per technical procedures

Perform the following in the event that diagnostics did not yield a serial port failure:

Cure 1: A problem might exist with printer switch settings or Apple IIGS Control Panel settings.

Action: Check DIP switch settings on printer and built-in control settings on the computer (see note 1). Reconfigure switches and/or control settings in the computer. Test the system by printing a file to the printer.

Cure 2: A problem might exist with the serial port circuitry that is not being detected by performing diagnostics.

Action: Remove and replace the logic board with a known-good exchange module. Test by printing a file to the printer.

Note 1: The Apple IIGS Control Panel settings can be reset to their defaults by holding down the Ctrl - Command (Open Apple) keys and then pressing the reset key. When the menu appears, select option #2, which says, "Set system standards and 60Hz". The system then automatically re-boots.

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