



# Tech Info Library

## DMP Power On Initialization Problems

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### DESCRIPTION:

When the printer is turned on it should automatically perform a series of electro-mechanical operations to initialize itself before printing.

The following table is composed of FIXES for typical PROBLEMS which may occur during power-on initialization.

### YOU WILL NEED:

1. Level I Technical Procedures
2. Pen-light

### BEFORE YOU START:

1. Refer to the Technical Procedures if removal/replacement or adjustment procedures are needed.
2. If a replacement module/part doesn't fix the problem, reinstall the original module/part.

### INSTRUCTIONS:

1. When you turn on the DMP, it should initialize itself as follows:
  - (1.1) light the Power lamp.
  - (1.2) rotate the platen one line backwards and then one line forwards.
  - (1.3) move the carriage to its leftmost position and stop.
  - (1.4) light the Select lamp.

2. Find your PROBLEM below and perform the corresponding FIX.

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PROB: The power lamp does not light when the DMP is turned on.

FIX: Recheck for the problem after each of the following steps:

- (1) Check that power is turned on.
- (2) Check that the power cord is plugged in.
- (3) Check the power fuse at the back of the printer.  
If it is burned out, replace it and turn power on again. If the fuse blows a second time, replace components in this order:
  - \* Regulator Transistor
  - \* CPU PC board
  - \* Carrier Motor
  - \* Transformer

- (4) Check the two fuses on the CPU board and replace if blown.

- (5) Replace the following components. Recheck for the problem after each replacement.
- \* Power cord
  - \* Power switch
  - \* CPU PC board
  - \* Carrier Motor
  - \* Transformer

PROB: The platen does not rotate one line backward and then one line forward when the printer is turned on.

FIX: Recheck for the problem after each of the following steps:

- (1) Remove the carrier cover and the paper cover. Use the pen-light to examine the gears for obstructions.
- (2) Check for loose connectors as you follow the procedure to replace the main logic PCB found in the Tech Procedures.
  - \* If you find a loose connector, don't replace the main logic PCB but instead install the connector securely.
  - \* If you don't find a loose connector, replace the main logic PCB.
- (3) Replace the mechanical assembly

PROB: The DMP does not move the carriage smoothly from its rightmost to its leftmost position and stop as the printer is turned on.

FIX: Recheck for the problem after each of the following steps:

- (1) Check if carrier wire is strung properly.
- (2) Check for loose connectors as you follow the procedure to replace the main logic PCB found the Technical Procedures
  - \* If you find a loose connector, don't replace the main logic PCB but instead install the connector securely.
  - \* If you don't find a loose connector, replace the main logic PCB.
- (3) Replace the Carrier motor.

PROB: There is a burning odor, erratic carrier motion, or erratic platen rotation when the printer is turned on.

FIX: Check for the problem after replacing each of the following parts. If the problem remains, leave the part installed and replace the next part:

- (1) CPU PC board
- (2) Carrier motor
- (3) Mechanical assembly
- (4) Transformer
- (5) When the problem no longer occurs, reinstall the parts that you've replaced and recheck for the problem. If another problem occurs, reperform this procedure.

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