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ImageWriter II Problem/Cure: Character Smudging

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PROBLEM DESCRIPTION: When using an ImageWriter II in conjunction with the Macintosh, characters sometimes appear "smudged" or "blurry".

CAUSE: This can often be a result of using other than the current version of ImageWriter II driver software.

CURE: First, to determine if the driver is the cause of the smudging, check the version of driver being used. The easiest way is to print a document and see what version number is displayed in the Print Dialog box. The version should be 2.1 or later. If it is not, the driver should be replaced.

To install the new driver, use the LaserWriter Install program contained on the LaserWriter Install diskette. (This diskette was sent to all dealers in the October 1 AppleGram mailing. The diskette is also included in all AppleTalk Option Kits for the ImageWriter, LaserWriter Plus Upgrade Kits, and LaserWriters.) Run the Install program and select "ImageWriter" as the print driver.

DON'T use the old method of dragging the current ImageWriter icon into the trash can and the new ImageWriter II icon into the system folder. This may result in a malfunction of the ImageWriter II.

If this cure does not resolve the problem, go to the Technical Procedures to obtain a general troubleshooting procedure.
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