



Portable StyleWriter





Basics

Portable StyleWriter

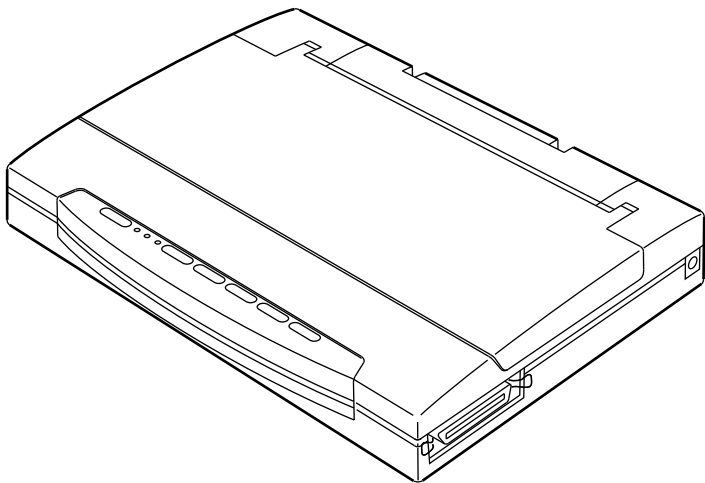




Introduction

The Portable StyleWriter is a bubble jet ink-on-demand portable printer that works with any PowerBook, PowerBook Duo, or Macintosh computer with system software 7.0.1 or later.

The Portable StyleWriter prints up to 1.5 pages per minute at a resolution of 360 dpi in best mode.





Features

The Portable StyleWriter offers

- 39 scalable fonts
- Operation in horizontal or vertical positions, allowing it to be used in confined spaces
- Versatile printing on envelopes, labels, transparencies, letterhead, or plain paper
- Optional automatic sheet feeder that holds up to 50 sheets





Specifications

Portable StyleWriter





Characteristics

Print Methods

Bubble jet ink-on-demand

Throughput

360 dots per inch (dpi) for text and graphics (best mode)

Print Head

1 by 64 nozzles

Print Head Life

Approximately 500 pages (normal mode)

Input Buffer

10K





Graphics

Resolution

360 dpi (best mode)





Paper Handling

Paper

Size: LTR, LGL, A4, B5

Weight: 17–24 lb.

Capacity: 50 sheets (A4, LTR) (with optional sheet feeder)

Commercial number 10 size only (4.1 in. by 9.5 in.)

Envelopes

Coated transparencies or most inkjet transparencies





Ink Cartridges

Type	Ink cartridge
Ink Color	Black
Ink Amount	Approximately 28 g (per cartridge)
Life	Approximately 500 pages





Environmental

Acoustic Noise Level

Approximately 45 dB (reference level)

Temperature

41–95° F (5–35° C)

Humidity

10–90% (no condensation)





Electrical

Power Source

U.S./Canada: 120 VAC, 60 Hz, 30 W

U.K./Australia: 240 VAC, 50 Hz, 25 W

Europe: 230 VAC, 50 Hz, 25 W

Power Supply

AC adapter or optional NiCad battery pack





Physical

Dimensions

Height: 1.9 in. (48.5 mm)

Width: 12.2 in. (310 mm)

Depth: 8.7 in. (221.3 mm)

Weight

Approximately 3.7 lb. (1.7 kg)





Troubleshooting

Portable StyleWriter





General

The Symptom Charts included in this chapter will help you diagnose specific symptoms related to your product. Because cures are listed on the charts in the order of most likely solution, try the first cure first. Verify whether or not the product continues to exhibit the symptom. If the symptom persists, try the next cure. (Note: If you have replaced a module, reinstall the original module before you proceed to the next cure.)

If you are not sure what the problem is, or if the Symptom Charts do not resolve the problem, refer to the Flowchart for the product family.

For additional assistance, contact Apple Technical Support.





Error LEDs

The Portable StyleWriter has three LEDs that can aid in troubleshooting the printer.

The LEDs indicate the state of the printer or whether an error has occurred (e.g., carriage control error, paper jam).

The chart below provides a summary of error codes and printer states.

If an error is indicated, check the chart to identify the error and then go to Symptom Charts, “Error LEDs.”

Software Error Message (from printer driver)	LEDs			Symptom (see Symptom Charts)
	Power	Error	Online	
None				No status lights
Printer beeps 2 or 3 times				Out of paper
Printer beeps continuously				Paper jam
Printer beeps continuously				Carriage position error
Printer beeps 5 times				Printer startup error
Printer beeps 3 times				Printer error
Power light blinks once every second				Battery being charged
Power light blinks once every half second				Battery low
Printer beeps 5 times and Power light blinks every half second				Battery empty
Printer beeps 5 times and two lights blink alternately				Battery error

LED Legend: OFF ON BLINKING





Symptom Charts

Preliminary Checks

Computer cannot find printer

- 1 Verify that correct printer driver is installed.
- 2 Verify that Chooser and Control Panel settings are correct.
- 3 Verify that serial cable is connected.
- 4 Replace serial cable.

No lights or movement

- 1 Verify that printer is turned on and plugged into wall socket. If running off battery, verify that battery is known-good and charged.
- 2 Replace printer.

Print quality problems

- 1 Use 16–24 lb. cotton bond paper.
- 2 Purge ink cartridge.
- 3 Replace ink cartridge.
- 4 Replace printer.





Mechanical problems

- 1 Use 16–24 lb. cotton bond paper.
- 2 Clear paper jam.
- 3 Verify that cut sheet feeder aligns with printer.
- 4 Replace printer.





Error LEDs

No status lights	<ol style="list-style-type: none">1 Verify that printer is turned on and plugged into wall socket. If running off battery, verify that battery is known-good and charged.2 Replace printer.
Out of paper	<ol style="list-style-type: none">1 Add paper.2 Replace printer.
Paper jam	<ol style="list-style-type: none">1 Check cables.2 Check for paper jam; remove jam and then press power switch. If status light comes on steadily, problem is solved.3 Replace printer.
Carriage position error	<ol style="list-style-type: none">1 Carriage has not returned to home position. Turn printer off. Wait a few seconds, then turn printer on.2 Replace printer.





Printer startup error	1	Turn off printer. Wait a few seconds, then turn printer on.
	2	Replace printer.
Printer error	1	Turn off printer. Wait a few seconds, then turn printer on.
	2	Replace printer.
Battery being charged	1	Wait for battery to finish charging.
	2	Replace printer.
Battery low	1	Recharge battery.
	2	Replace printer.
Battery empty	1	After 5 minutes printer beeps again, then shuts off automatically. Recharge battery.
	2	Replace printer.





Battery error

- 1 Recharge battery two or three times.
- 2 Replace battery.
- 3 Replace printer.





Printing

No printing

- 1 Verify that serial cable between printer and computer is tightly connected.
- 2 Make sure printer is selected in Chooser.
- 3 Purge ink cartridge.
- 4 Replace ink cartridge.
- 5 Replace printer.

Garbled printing

- 1 Verify that serial cable between printer and computer is tightly connected.
- 2 Purge ink cartridge.
- 3 Replace ink cartridge.
- 4 Replace printer.





Overprinting

- 1 Verify that program being used is set for correct line spacing and line length.
- 2 Verify that correct printer driver is installed.
- 3 Replace printer.

Image too light or too dark

- 1 Purge ink cartridge.
- 2 Use 16–24 lb. cotton bond paper.
- 3 Verify that forms thickness lever is set correctly (up for standard paper and down for envelopes, transparencies, labels, and heavy paper).
- 4 Replace ink cartridge.

White lines in printing

- 1 Purge ink cartridge.
- 2 Replace ink cartridge.
- 3 Replace printer.





- | | | |
|---|---|---|
| Page prints off center; images are out of place | 1 | Use 16–24 lb. cotton bond paper. |
| | 2 | Verify that sheet feeder holds no more than 50 sheets. |
| | 3 | Verify that paper is inserted properly. |
| | 4 | Verify that margins in document and paper size in Page Setup are set correctly. |
| | 5 | Replace printer. |
| Ink appears on back of paper | 1 | Clean platen with soft, dry cloth. |
| | 2 | Replace printer. |
| Image wavy, splotchy, or distorted | 1 | Purge ink cartridge. |
| | 2 | Replace ink cartridge. |
| | 3 | Replace printer. |





Carrier Movement

Erratic carrier motion

Replace printer.

Power light is on; carrier does not move

- 1 Make sure carrier area is clear of obstructions.
- 2 Replace printer.

Printer does not perform self-test; ready light is on

Replace printer.

Carrier grinds, hums loudly, or locks

Replace printer.





Paper Feed

No paper feed

- 1 Verify that cut sheet feeder aligns with printer.
- 2 Make sure paper path is clear of obstructions.
- 3 Replace printer.

Grinding during paper feed

- 1 Make sure paper path is clear of obstructions.
- 2 Verify that forms thickness lever is set correctly (up for standard paper and down for envelopes, transparencies, labels, and heavy paper).
- 3 Verify that cut sheet feeder aligns with printer.
- 4 Replace printer.





Binding or tearing
during paper feed

- 1 Verify that forms thickness lever is set correctly (up for standard paper and down for envelopes, transparencies, labels, and heavy paper).
- 2 Make sure paper path is clear of obstructions.
- 3 Verify that paper is inserted properly.
- 4 Use 16–24 lb. cotton bond paper.
- 5 Verify that cut sheet feeder aligns with printer.
- 6 Replace printer.

Envelope feed
problems

- 1 When printing envelopes,
 - Adjust paper thickness lever
 - Do not run cut sheets and envelopes in same print job
 - Reset paper thickness lever after printing envelopes
- 2 Replace printer.





Miscellaneous

Control panel buttons
don't work

- 1 Replace control panel assembly.
- 2 Replace printer.

Software-specific
problem

- 1 Verify that software is known-good.
- 2 Verify that software is compatible with TrueType fonts.
(Check your software application manual.)





Take Apart

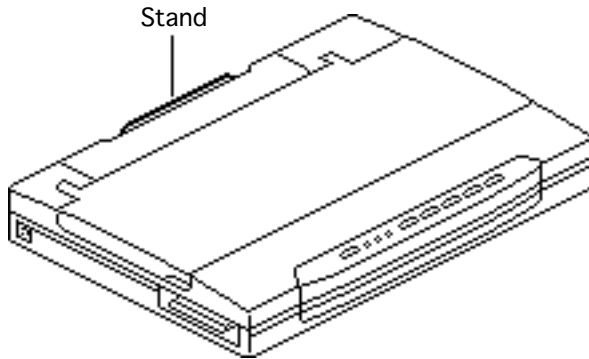
Portable StyleWriter





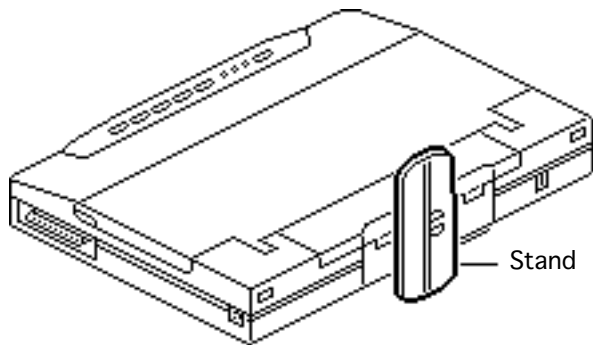
Stand

No preliminary steps are required before you begin this procedure.



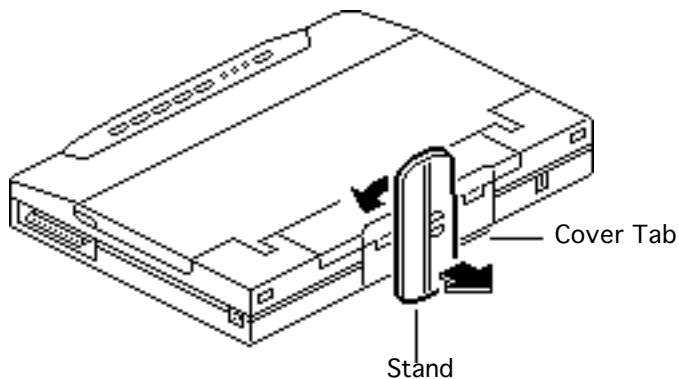


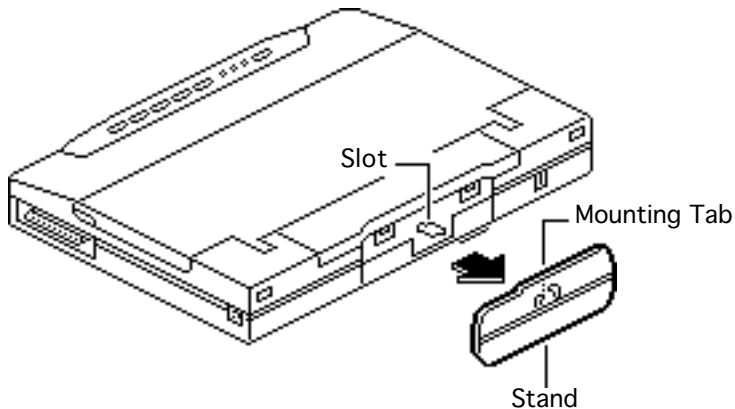
- 1 Turn the stand to the upright position.





- 2 Lift up the upper corner of the stand to clear the cover tab.





- 3 Turn the stand until the mounting tab clears the slot and remove the stand.

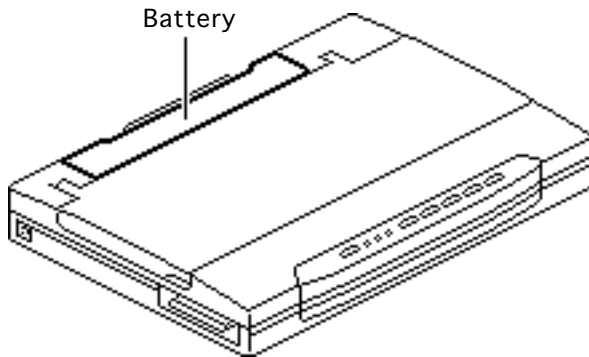
Replacement Note: Press down in the center of the stand to seat the mounting tab in the slot.





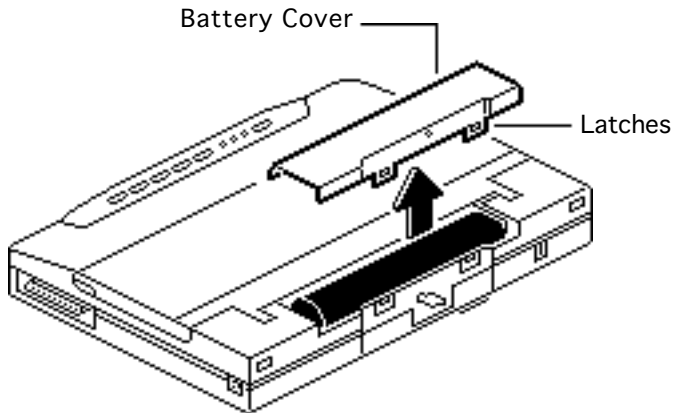
Battery

Before you begin, remove the stand.



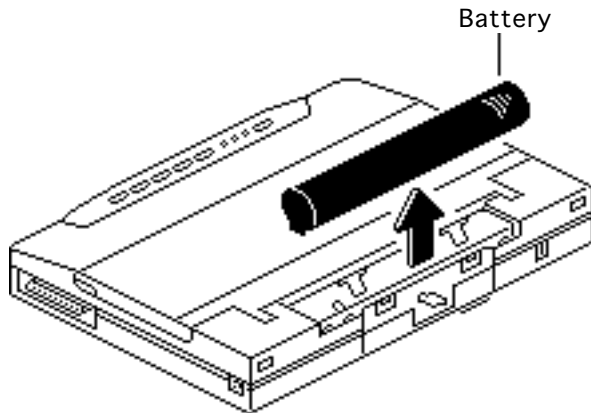


- 1 Pull up the two latches and remove the battery cover.





- 2 Grasp one end of the battery and remove the battery from the printer.



Replacement Note: Be sure to reinstall the battery with its arrow facing the same way as the arrow in the battery compartment.



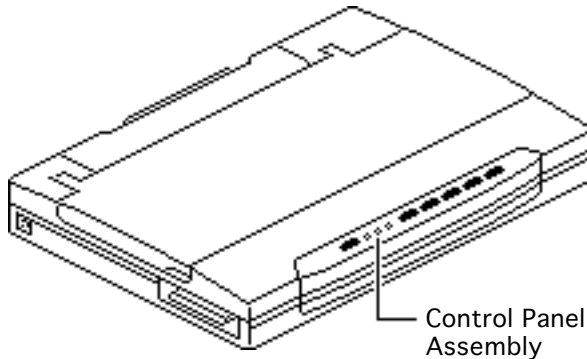


Control Panel Assembly

Before you begin, remove the following:

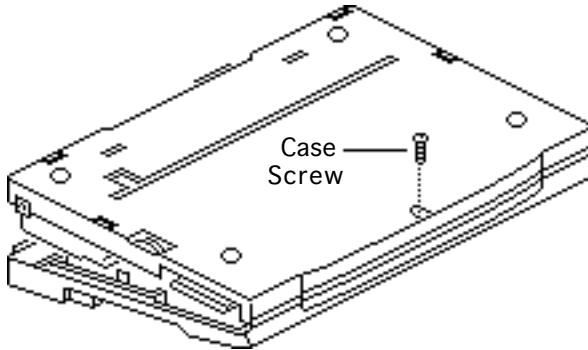
- Stand
- Battery

Review the ESD precautions in Bulletins/Safety.



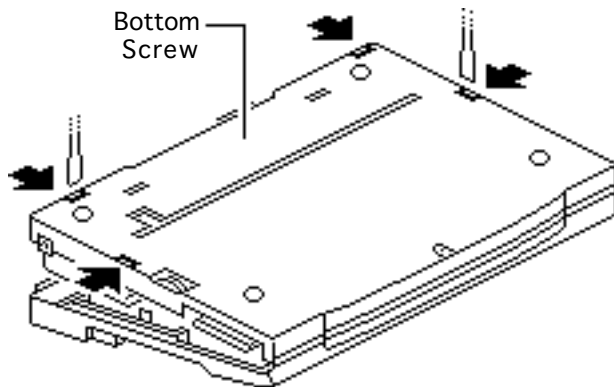


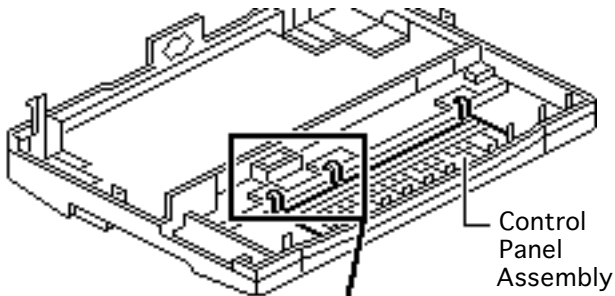
- 1 Turn over the printer.
- 2 Using a Phillips screwdriver, remove the case screw.



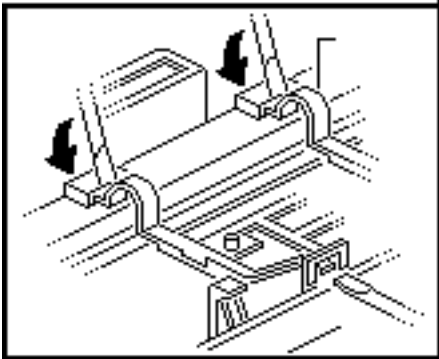


- 3 Release the four latches and remove the bottom case.



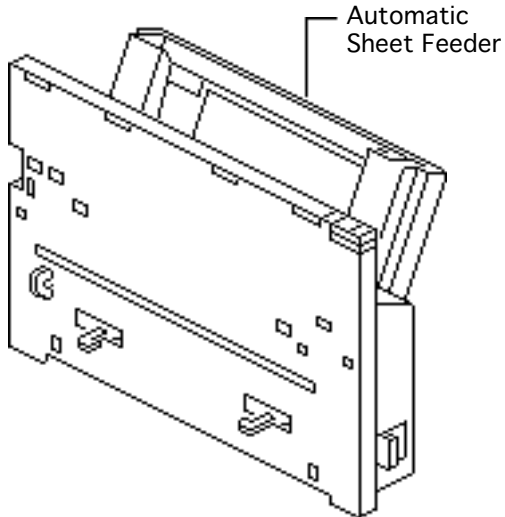


- 4 Using a small flat-blade screwdriver, release the latches and remove the control panel assembly.





Automatic Sheet Feeder



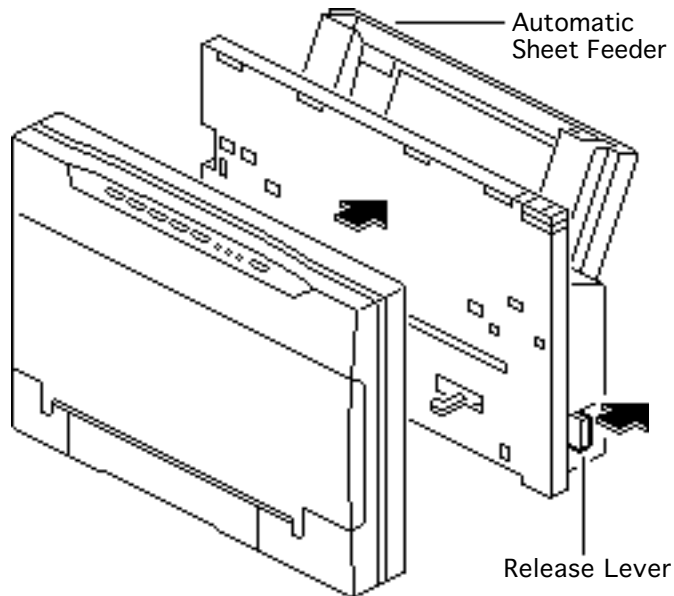
No preliminary steps are required before you begin this procedure.

Note: The automatic sheet feeder is an optional accessory.





- 1 Press the two release levers and remove the automatic sheet feeder.





Additional Procedures

Portable StyleWriter



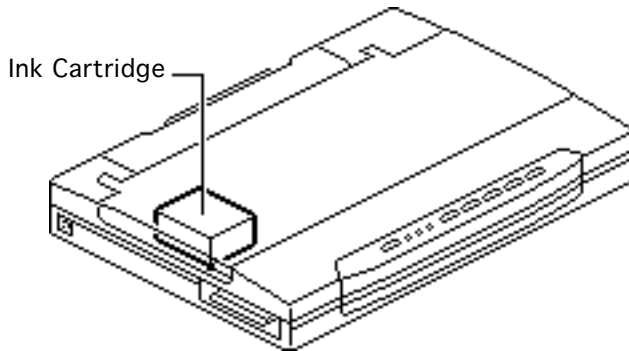


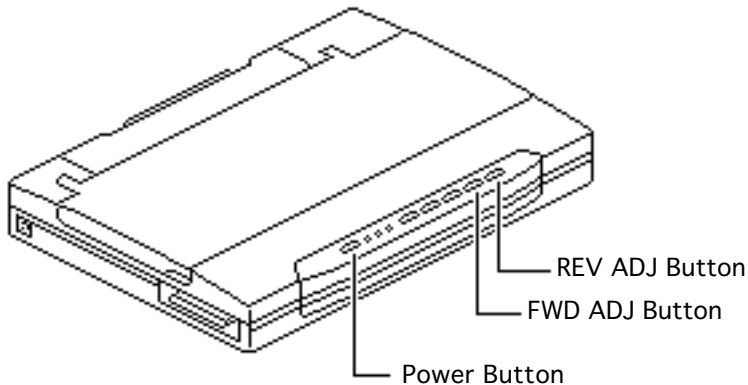
Purge Ink Cartridge

No preliminary steps are required before you begin this procedure.

Caution: Do not get the ink on your hands or clothes. Although the ink is water soluble, it contains dyes that will stain.

Note: Purge the ink cartridge to correct blurred characters, horizontal white streaks, and missing dots caused by clogged nozzles.





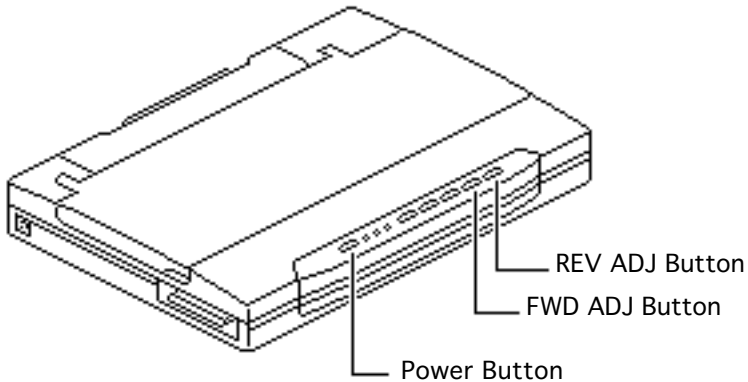
Note: Cleaning the ink cartridge uses a small amount of ink.

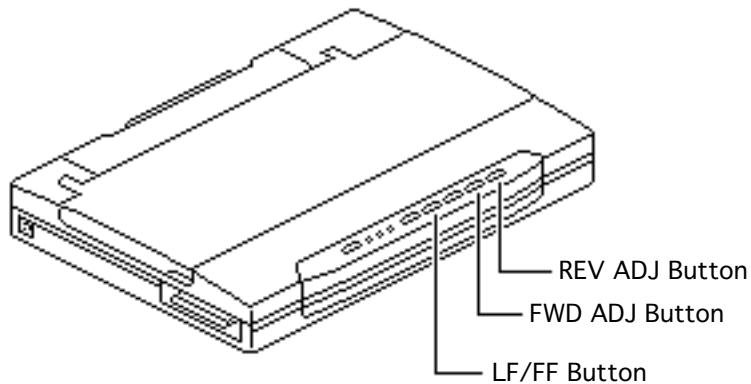
- 1 Make sure the printer is turned off and a sheet of paper is loaded.
- 2 Hold down the FWD ADJ and REV ADJ buttons and press the Power button.
- 3 The printer then beeps.





- 4 Keep pressing the FWD ADJ and REV ADJ buttons and release the Power button.
- 5 The printer beeps again.





- 6 **Note:** The Online light blinks as long as the cleaning process goes on. The cleaning process stops automatically and a test pattern is printed. To clean the ink cartridge without printing the test pattern, do not press the LF/FF button.
- 7 Release the FWD ADJ and REV ADJ buttons and immediately press the LF/FF button.





Cartridge Status OK



Repeat Purging



- 8 The test pattern should look like the pattern shown. The lines on the test pattern should all be connected with no breaks.
- 9 If any lines are missing, repeat the purging process.





Exploded View

Portable StyleWriter



