



**IBM Displaywriter System
5218 Printwheel Printer
Problem Determination Guide**



S544-2000-1

**IBM Displaywriter System
5218 Printwheel Printer
Problem Determination Guide**

IBM

Preface

Purpose

This manual contains problem determination procedures for the IBM 5218 Printwheel Printer and paper handling attachments.

Audience

The procedures are for operators who use the printer when it is attached to an IBM Displaywriter System.

Contents

The book contains general information, directions, and the numbered steps to be followed.

Related Publications

Five related publications may be required during problem determination:

- *IBM Displaywriter System Operator Reference Guide*, S544-0859 for *Textpack 1* or S544-0885 for *Textpack 2*
- *IBM Office Systems Support Center Guide*, S544-0874
- *IBM Displaywriter System Problem Determination Guide*, S544-0860
- *IBM Displaywriter System Printer Guide*, S544-0861
- *IBM Displaywriter System Information Card*, G544-2001

Second Edition (June 1981)

This publication is for use when performing Problem Determination procedures on the IBM 5218 Printwheel Printer when attached to an IBM Displaywriter System.

Requests for IBM publications should be made to your IBM representative or to the IBM branch serving your locality.

A form for reader's comments is at the back of this publication. If the form has been removed, address your comments to IBM Corporation, Information Development, Department 507, Building 998, 11400 Burnet Road, Austin, Texas, 78758. IBM may use and distribute any of the information you supply in any way it believes appropriate without incurring any obligation whatever. You may, of course, continue to use the information you supply.

General Information

When To Use This Guide

This Problem Determination Guide should be used when you suspect a problem with the IBM 5218 Printwheel Printer. To ensure that the problem is not just an error in procedure, attend to any messages or prompts on the Displaywriter screen before attempting to do problem determination.

CAUTION: Turn power off immediately if you detect smoke, excessive heat, unusual odors or noises.

- Unplug the power cord
- Call your local service representative
- Report Service Request Number 000 002

Normal Operator Controls and Procedures

Normal controls and procedures are described fully in the *IBM Displaywriter System Printer Guide*. They include:

- Ribbon removal and replacement
- Printwheel cartridge removal and replacement
- Paper loading procedures
- Clearing paper jams
- Paper specifications

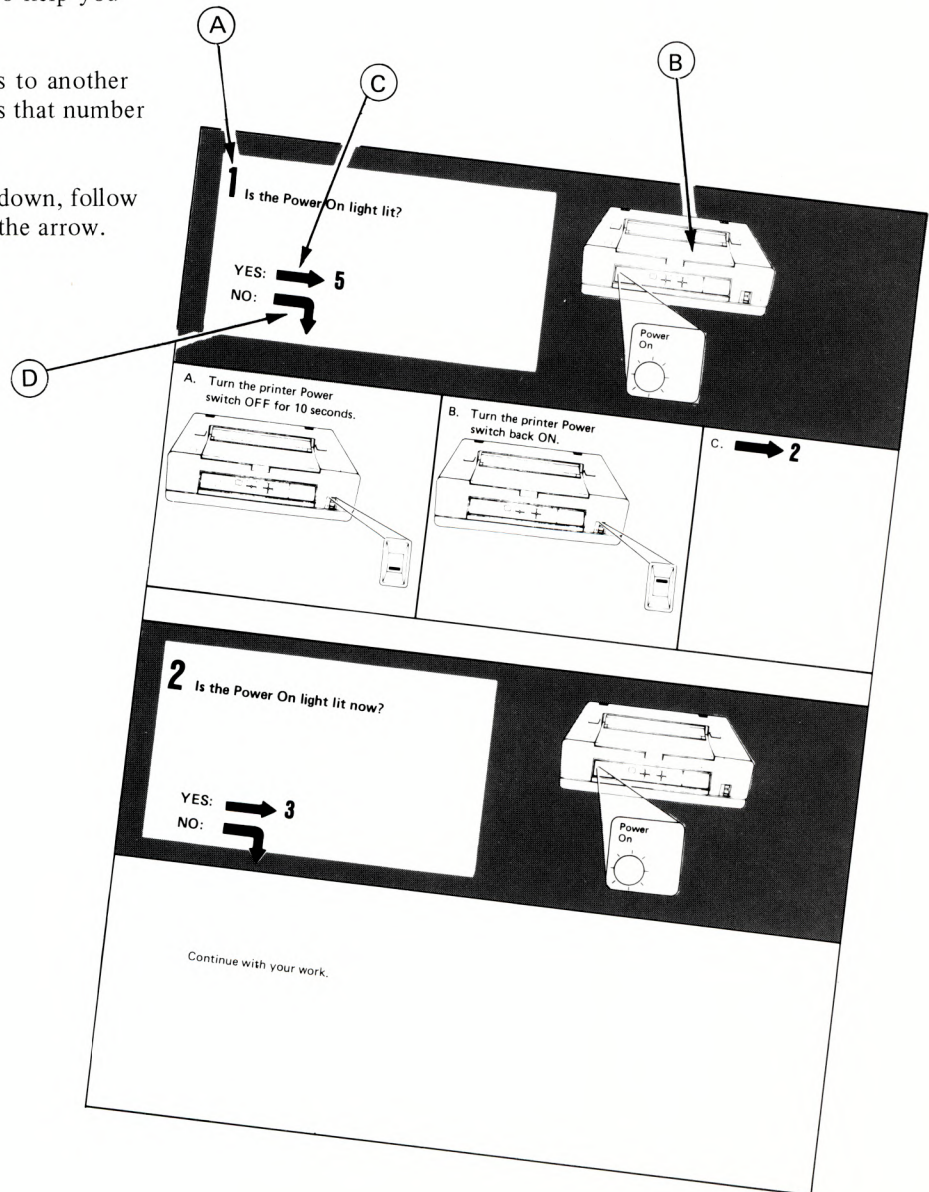
See the Table of Contents in the *Printer Guide* for the location of all controls and procedures.

Directions

Leave the printer and the Displaywriter system exactly as they were when the problem occurred. DO NOT turn the printer power or the system power off. DO NOT remove or change diskettes, unless instructed to do so. If you have already turned the power off, turn it back on before proceeding.

How To Use This Guide

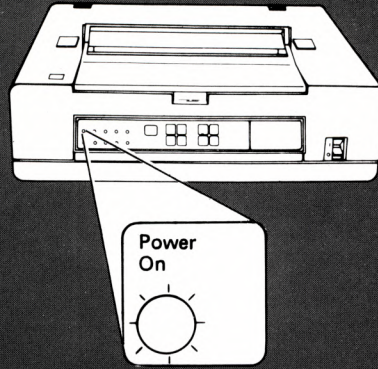
- A. Start at step 1 and answer the question.
- B. Use the illustration in the shaded area to help you make your decision.
- C. If the arrow next to your answer points to another step number, go to the step that contains that number and answer the next question.
- D. If the arrow next to your answer points down, follow the instructions in the white area below the arrow.
- E. Now begin at Step 1 on the next page.



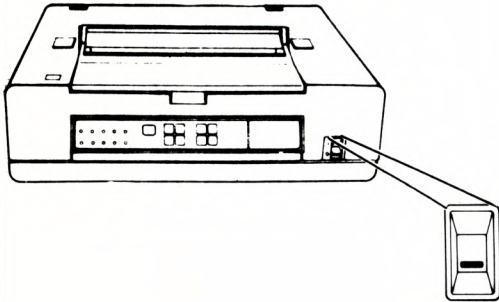
1 Is the Power On light lit?

YES: → **5**

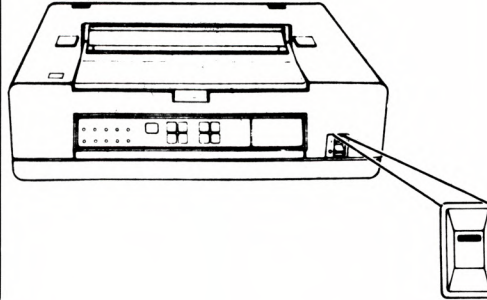
NO: ↘



A. Turn the printer Power switch OFF for 10 seconds.



B. Turn the printer Power switch back ON.

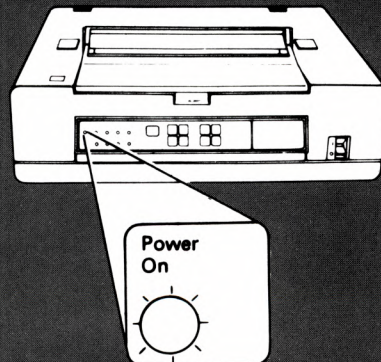


C. → **2**

2 Is the Power On light lit now?

NO: → **3**


YES: ↘

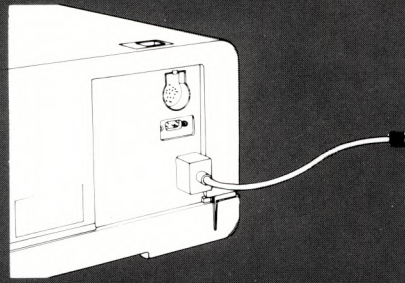


Continue with your work.

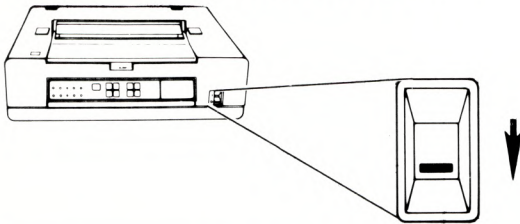
3 Is the printer power cord securely plugged in at both ends?

YES:  **4**

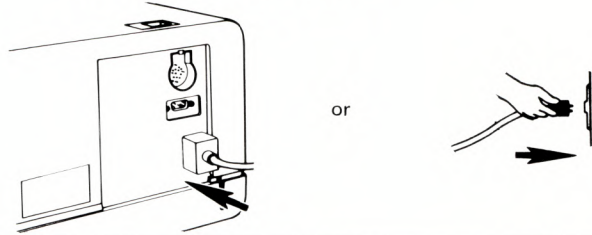
NO: 



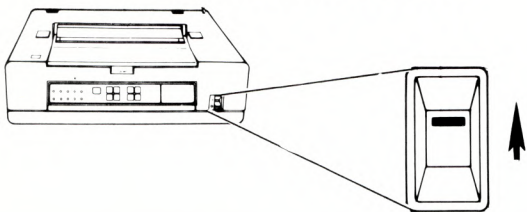
A. Turn the Printer Power switch Off.



B. Plug in the power cord.





C. Turn the Printer Power switch On.

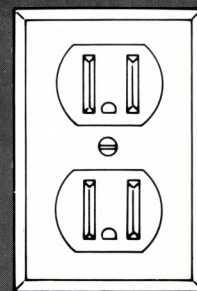


D. Continue with your work.

4 Is power available at the outlet?

YES: 

NO: 



A. Call your local service representative.

Report Service Request number 252 001.

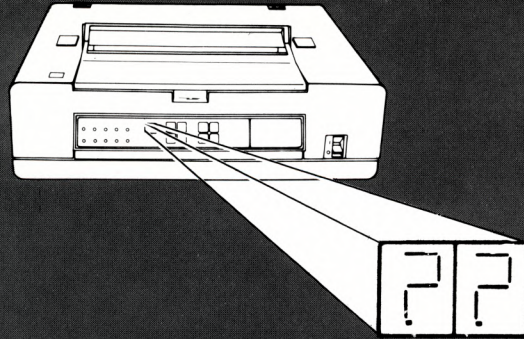


Report the problem to your supervisor.

5 Are any numbers lit on the two-digit light panel?

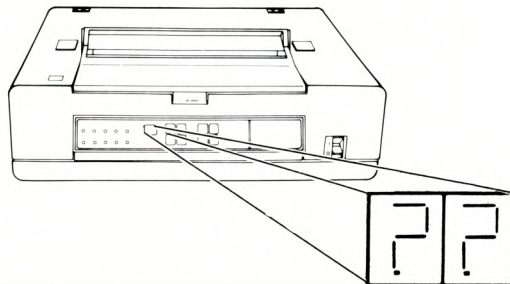
NO: → 11

YES: ↘

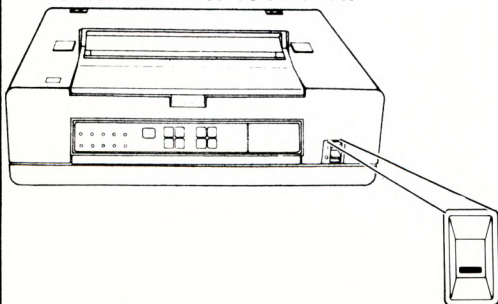


Choose the picture that matches the number on the light panel, and follow the arrow in that box.

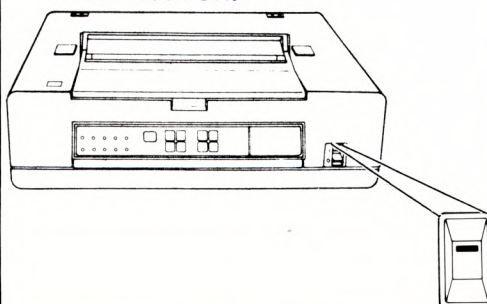
Any number not shown above: ↘



A. Turn the printer Power switch OFF for 10 seconds.



B. Turn the printer Power switch back ON.

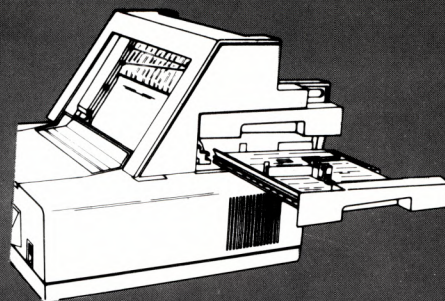


C. If the number comes back on, or if the symptom repeats later:

- Leave Printer Power on.
- Write down the number.
- Call your local service representative
- Report Service Request number 052 002 and the number you wrote down.

6

Is there any paper in the bottom tray of the Sheet Feed Paper Handler?



NO:



YES:



A. Load paper in the bottom tray.

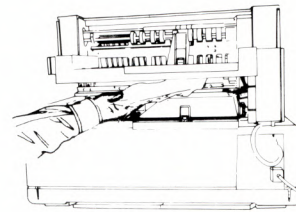
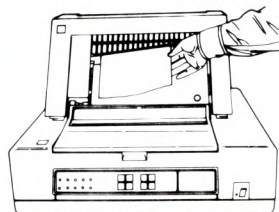
Press Start.

Continue with your work.

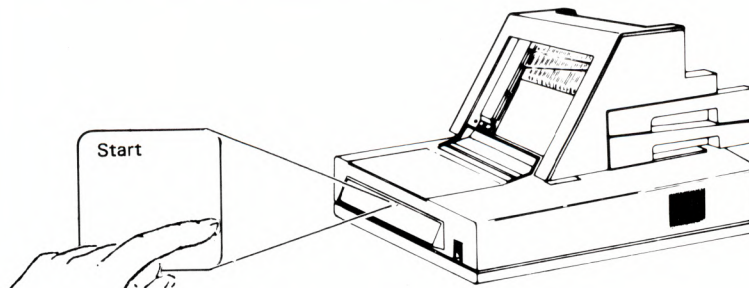
A. Be sure that the Sheet-Feed Paper Handler is attached correctly and paper is loaded properly.

(See the *IBM Displaywriter System Printer Guide*, "5218 Printwheel Printer" section.)

B. Clear any paper jams from the input area and bottom tray area.



C. Press Start. (Paper should resume feeding.)



D. If paper does not feed, or if jamming continues:

- Check your paper specifications with the specifications shown in Appendix G of the *IBM Displaywriter System Printer Guide*, "IBM 5218 Printwheel Printer" section.

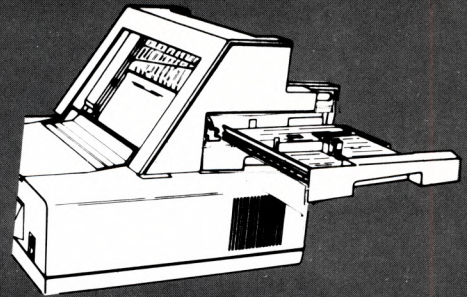
E. If paper still does not feed or continues to jam:

- Call your local service representative
- Report Service Request number 553 001.



7 Is there any paper in the top tray of the Sheet Feed Paper Handler?

02



NO:

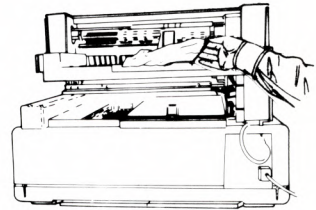
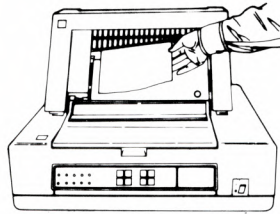
YES:

- A. Load paper in the top tray.
Press Start.
Continue with your work.

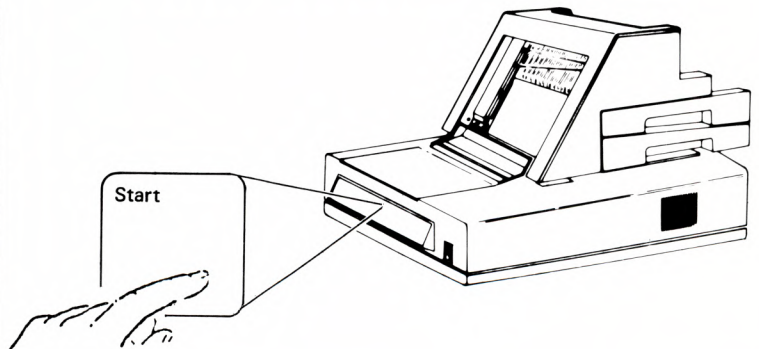
- A. Be sure that the Sheet-Feed Paper Handler is attached correctly and paper is loaded properly.

(See the *IBM Displaywriter System Printer Guide*, "5218 Printwheel Printer" section.) *

- B. Clear any paper jams from the input area and top tray area.



- C. Press Start. (Paper should resume feeding.)



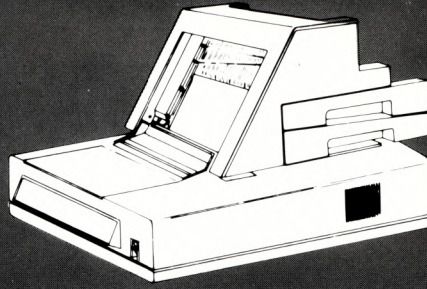
- D. If paper does not feed, or if jamming continues:
— Check your paper specifications with the specifications shown in Appendix G of the *IBM Displaywriter System Printer Guide*, "IBM 5218 Printwheel Printer" section.

- E. If paper still does not feed or continues to jam:
— Call your local service representative.
— Report Service Request number 553 002.



8 Take the following action:

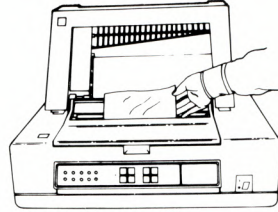
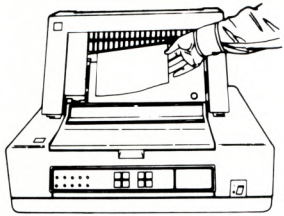
05



- A. Be sure that the Sheet-Feed Paper Handler is attached correctly and paper is loaded properly.

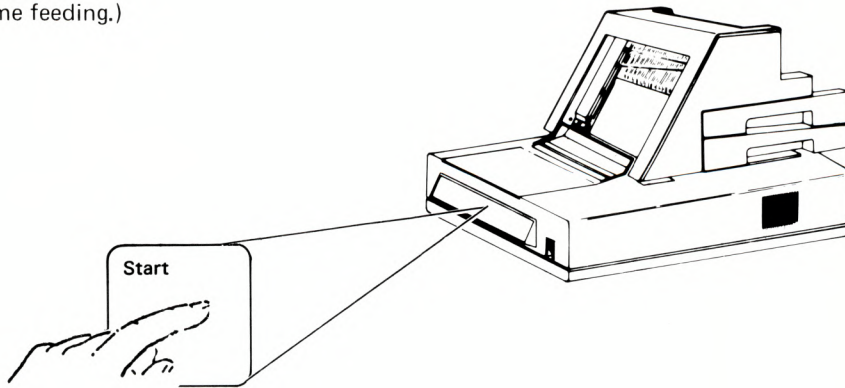
(See the *IBM Displaywriter System Printer Guide*, "5218 Printwheel Printer" section.)

- B. Clear any paper jams.



- C. Press Start.

(Paper should resume feeding.)



- D. If paper does not feed, or if jamming continues:
- Check your paper specifications with the specifications shown in Appendix G of the *IBM Displaywriter System Printer Guide*, "IBM 5218 Printwheel Printer" section.

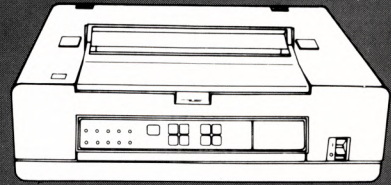
- E. If paper still does not feed or continues to jam:

- Call your local service representative.
- Report Service Request number 453 004



9 Is the top cover closed?

06

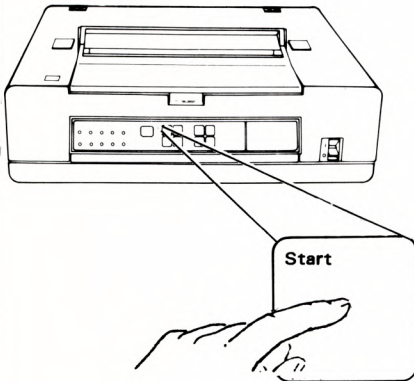


NO:

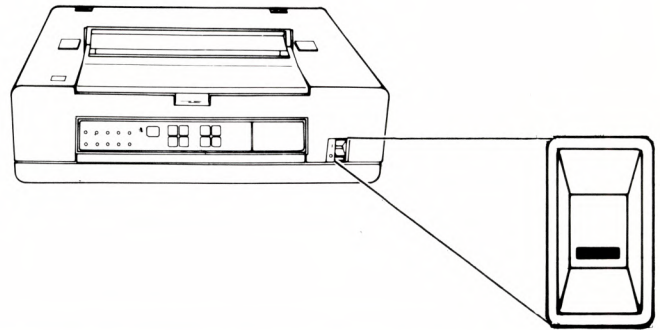
YES:

A. Close the top cover.

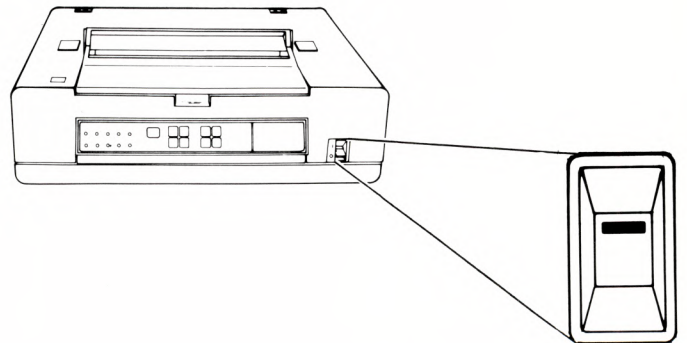
B. Press Start.



A. Turn the printer Power switch OFF for 10 seconds.



B. Turn the printer Power switch back ON.



C. If the number comes back on,
or if the symptom repeats later:

- Call your local service representative.
- Report Service Request number 352 003.

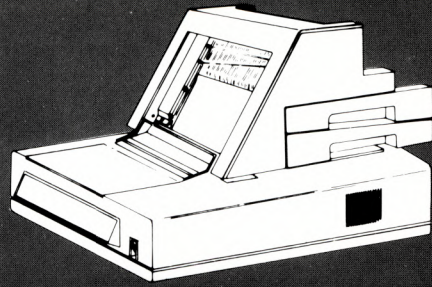


10

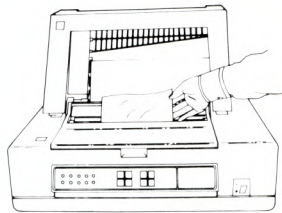
Take the following action:



79

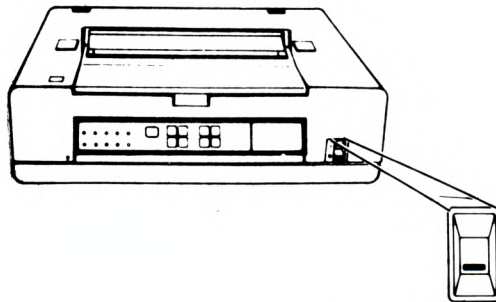


- A. Remove any paper from the paper path.

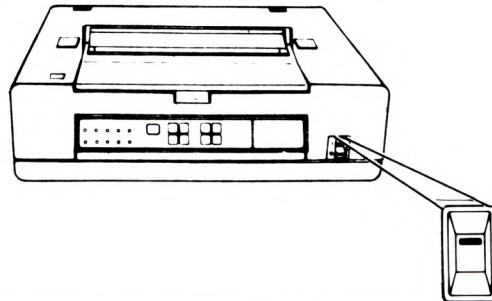


- B. Check paper alignment in both paper trays.

- C. Turn the printer Power Switch OFF for 10 seconds.



- D. Turn the printer power switch ON.



- E. If the 79 error code reappears

- Call your local service representative.
- Report Service Request number 453 003.



11

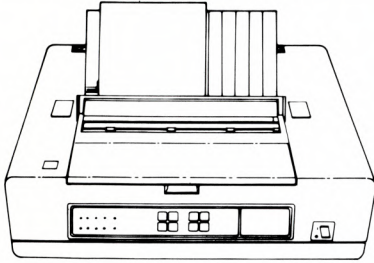
Is paper either jamming or mis-feeding?

NO: → 12

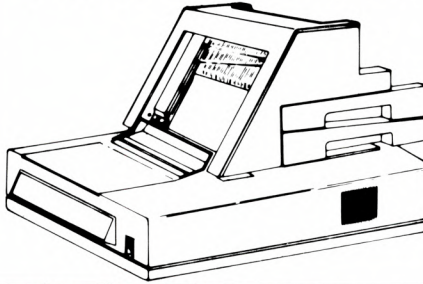
YES: ↘

Choose the column for the type of paper feed you are doing.

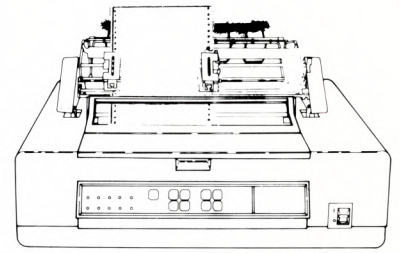
MANUAL FEED
With or without Tractor Feed attached



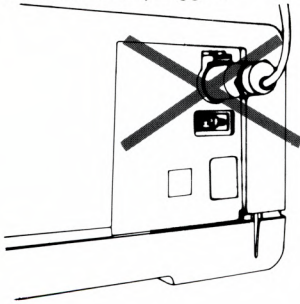
MANUAL FEED
Sheet Feed Paper Handler Attached



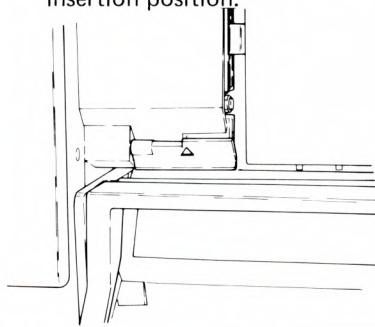
CONTINUOUS FORMS



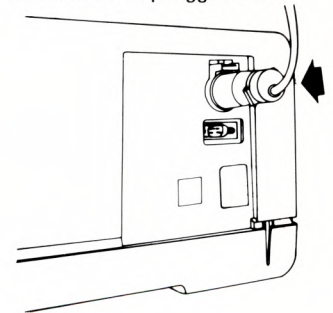
A. If the Tractor Feed is attached, be sure it is unplugged.



A. Be sure the manual insertion deflector is in the manual insertion position.



A. Be sure the Tractor Feed connector is plugged in.



B. Be sure paper is loaded properly.
(See the *IBM Displaywriter System Printer Guide*, "5218 Printwheel Printer" section.)

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C.
If paper does not feed, or if jamming continues:
— Check your paper specifications with the specifications shown in Appendix G of the *IBM Displaywriter System Printer Guide*, "IBM 5218 Printwheel Printer" section.

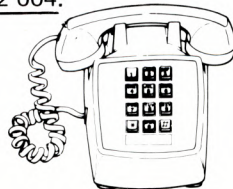
C.
If paper does not feed, or if jamming continues:
— Check your paper specifications with the specifications shown in Appendix G of the *IBM Displaywriter System Printer Guide*, "IBM 5218 Printwheel Printer" section.

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If paper does not feed, or if jamming continues:
— Check your paper specifications with the specifications shown in Appendix G of the *IBM Displaywriter System Printer Guide*, "IBM 5218 Printwheel Printer" section.

D. If paper continues to jam or mis-feed:
— Call your local service representative.
— Report Service Request number 352 004.



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— Call your local service representative.
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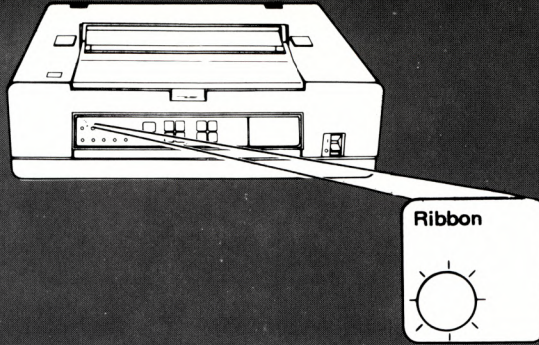
D. If paper continues to jam or mis-feed:
— Call your local service representative.
— Report Service Request number 354 001.



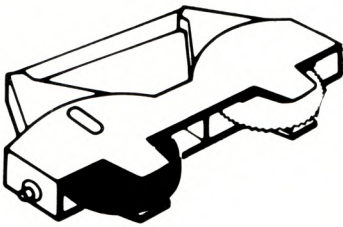
12 Is the ribbon light lit?

NO: → 13

YES: ↘

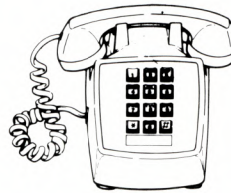


A. Replace the ribbon cartridge.

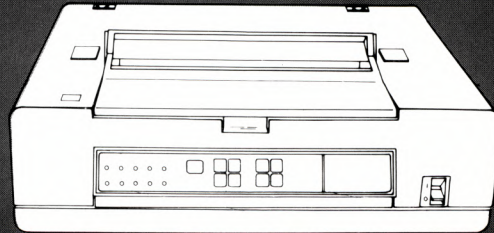


B. If the ribbon light stays lit:

- Call your local service representative.
- Report Service Request number 352 005.



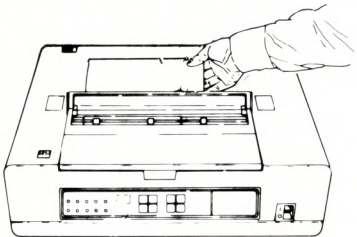
13 Do a print test



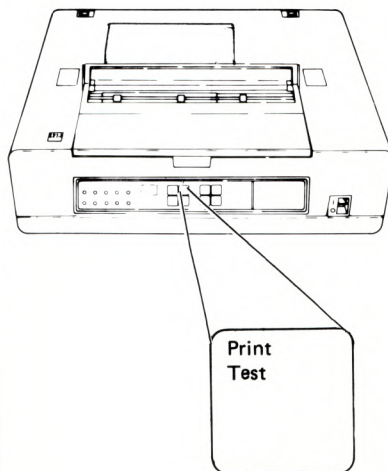
A. Load paper in the printer.

If the Sheet-Feed Paper Handler is attached, do not insert paper manually. Be sure there is paper in the bottom tray.

If paper does not load, go to Step 18.



B. Press Print Test.



C. → 14


(Go to Step 14 even if the Print Test does not work.)

14 Did the Print Test print correctly?

abcdefghijklmnopqrstuvwxyzaBCDEFGHIJKLMNOPQRSTUVWXYZ0123456789
, ± ° ½ \$ ¶ ¢] ³ ² " = ' : . ? _ % , # / - [;) * \$ & ! + (. ¼ @

The characters on your printwheel may be different from the ones shown in this example. The Print Test is considered to be correct if all the characters on your printwheel printed.

NO:  15

YES: 

- A. The printer seems to be working correctly. Go to the *IBM Displaywriter System Problem Determination Guide* and follow the procedures beginning at STEP 20.



15

There are five symptoms listed below.

Read the five symptoms in order, and choose the one that describes the problem you had with the Print Test. Then go to the step number indicated by the arrow.

SYMPTOM 1

The printer appeared to print, but no characters appeared on the paper.

➔ 16

SYMPTOM 2

The Print Test printed, but some of the characters are missing or incorrect.

➔ 17

SYMPTOM 3

A two-digit error code appeared on the printer display panel.

➔ 18

SYMPTOM 4

Paper would not load.

➔ 18

SYMPTOM 5

Any other type of problem.

➔

Be sure you are following correct operating procedures as given in the *IBM Displaywriter System Printer Guide*.

If you are satisfied that your procedures are correct, go to the *IBM Displaywriter System Problem Determination Guide* and follow the instructions beginning at STEP 20.

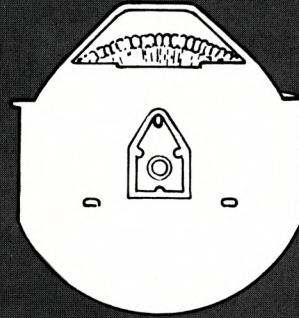


16

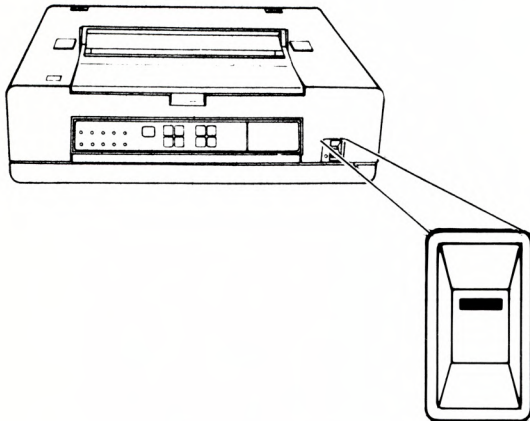
Is the printwheel cartridge in the printer?

YES: → 17

NO: ↘



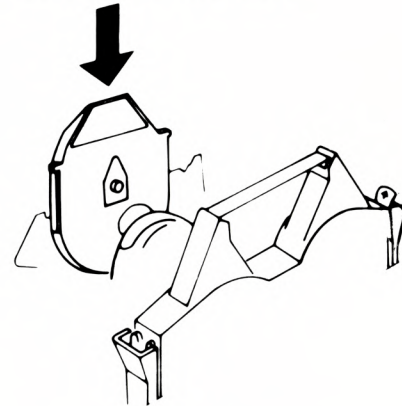
A. Be sure the printer Power Switch is ON.



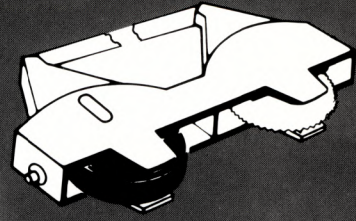
B. Install a printwheel cartridge.


(See the *IBM Displaywriter System Printer Guide*, "5218 Printwheel Printer" section.)


Continue with your work.



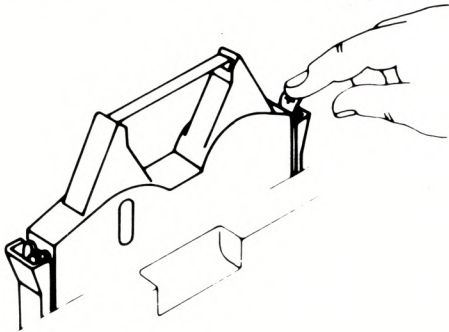
17 Is the ribbon either broken or tangled?



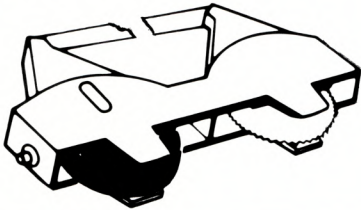
YES: 

NO: 

A. Remove the ribbon cartridge.

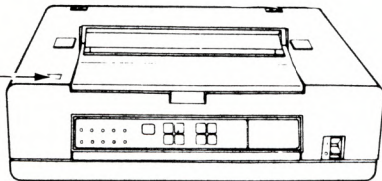


B. If the ribbon is broken or tangled, replace the cartridge with a new one.



C. If the ribbon continues to tangle or break:

Model number

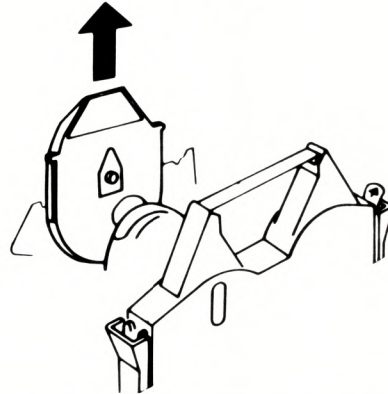


- Write down the printer Model number (5218-A01 or 5218-A02).
- Call your local service representative.
- Report Service Request number 752 006 and the printer Model number.



A. Remove the printwheel cartridge and replace it with another one.

(See the *IBM Displaywriter System Printer Guide*, "5218 Printwheel Printer" section.)



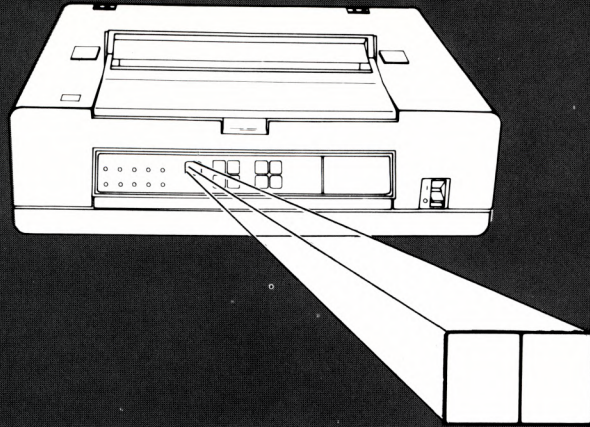
B. If the printer continues to print with missing or mis-printed characters:

- Call your local service representative.
- Report Service Request number 652 009.



18

Take the following action:



- A. Leave the printer power on.
- B. Copy any two digit error code that appears in the display panel.
- C. Call your local service representative.
 - Report Service Request number 052 008 and the number you copied from the two digit display panel.



IBM Displaywriter System
5218 Printwheel Printer
Problem Determination Guide
Order No. S544-2000-1

READER'S
COMMENT
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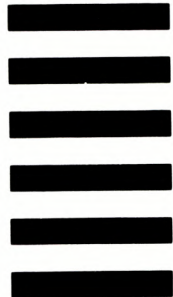


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