



Consumer Product Service
Manager of Tehnical Support
TECH TIP

number 8

MODEL: 820 PRINTER

DATE: 11/17/82

SUBJECT:

Reset Problem

DESCRIPTION:

When the printer is cycled (OFF-then-ON) quickly, the Printer's 6507 fails to RESET properly. Thus, if the next operation for it to perform is advance paper one space, the printer continuously advances paper until the printer is turned OFF. Or, if the computer issues a PRINT command, printing errors occur because the printer is not "set" to receive data.

The reset problem occurs when the customer cycles the printer in less than two seconds.

TROUBLESHOOTING AND MAINTENANCE:

When a customer's complaint centers around the 820 not resetting properly, ask if the customer waits a full five seconds between turning the printer OFF and then ON again. If the answer is NO, advise the customer that it takes a full five seconds to allow the voltage to the circuitry to be at or near the 0 (zero) volts required for a valid system RESET.

We are not aware of any service problem related to this RESET problem.

DIFFICULTY REPORTING:

If you need further clarification concerning this Tech Tip, call the ATARI Tech-Line Specialist:

Inside California
(800) 672-1466

Outside California
(800) 538-1535