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CLW 12/600 PS: Cyan Yellow Magenta Startup Page (10/96)

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Revised:        10/23/96
Security:       Everyone


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TOPIC -------------------------------------------------------------

My Color LaserWriter 12/600 PS printer produces a 1/2 magenta,1/4 yellow and 1/4
cyan page whenever I power on the printer. I have turned off both of the startup
pages with the Apple Printer Utility, but this three color page still comes out.
I am connecting using a peripheral 8 serial cable for my connection.


DISCUSSION --------------------------------------------------------

Examine the serial cable. If any of the pins are bent, this can cause the
printer to think that a special loopback test plug is installed. The loopback
plug places the printer into an extended diagnostic mode which produces the
three color page you have described. This also happens on the Color LaserWriter
12/660 PS printer.

Power down the printer, then remove the serial cable. Then power the printer
back on. You should not see the three color diagnostic page. If removing the
cable solves this issue, you need to replace the cable, or carefully bend the
pins back into position. However, if after removing the cable you are still
getting the three color diagnostic page, you should get your Color LaserWriter
12/600 PS printer serviced.


Article Change History:
23 Oct 1996 - Added Color LaserWriter 12/660 PS to article.

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