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HP DeskWriter: Problems Using with Macintosh (12/94)

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TOPIC -----

There are problems using the HP DeskWriter with certain Macintosh models. The printer seems to go from serial mode to AppleTalk mode by itself and displays the message "Error Trap 10864".

HP says the problem is with Apple's Logic Boards. What is Apple's position on using the HP DeskWriter?

DISCUSSION -----

Apple and Hewlett-Packard have discovered a component failure on the logic boards of some Macintosh models that causes the HP DeskWriter printer to go into AppleTalk mode and flash an error on its control panel.

Apple has taken steps to assure that all service parts are free of this failure. If you experience this problem, please contact your dealer for resolution.

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Support Information Services

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