Color StyleWriter 2400: Will Not Print In Color (9/95)

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TOPIC ---

I cannot get my Color StyleWriter 2400 to print in color, it only prints in
black and white.

DISCUSSION ---

You should be able to print in color, however if you are using a program that
does not support color printing you will not be able to use color. For example,
the Grolier's Encyclopedia which is included with certain Performa computers,
does not support color printing. So, you should make sure your application
supports color printing. You should also make sure you have the print driver
configured for color, the color ink cartridge has ink, and the color ink
cartridge is properly installed.

In order to determine the cause of the problem perform the following tasks:

1) Generate a test page by powering on the printing and holding the power button
until the power light starts to blink. See page 15-16 of the user's manual for
more information.

If the test page appears in full color then the printer is working fine.

If the page is normal but the only color is black then the color ink cartridge
is not installed in the printer. Install the color ink cartridge for color
printing.

If the black sections of the test page appear normal, but the color sections are
missing or more of the colors then the color ink tank is either missing or
empty.

2) Try printing a simple document that has color in it. Make sure that the user
selects 'Color' instead of 'Grayscale' or 'Black & White' in the print dialog
box. If the document doesn't print in color then try printing another color
document from a different application. If the inability to print in color is
specific to an application, customers should also contact the vendor of that
application for assistance.

Note:
This situation can occur with any color printers, including other Apple printers
such as the ImageWriter II, Apple Color Printer, Color
StyleWriter Pro, Color StyleWriter 2400, or the Color LaserWriter 12/600.

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28 Jul 1995 - Updated information

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