



# Tech Info Library

## LaserWriter Pro 630: Paper Cassette Causes Paper Jams (9/94)

Article Created: 26 September 1994

\* RESTRICTED: Apple Internal and Support Providers Only \*  
Not For General Public Release

### TOPIC -----

When the 250 sheet cassette runs out of paper on the LaserWriter Pro 630, the tray switch to the 500 sheet paper cassette doesn't work. Instead, I get a paper jam indication on the printer. The 500 sheet feeder is selected as installed and preferred through the setup option in chooser. The 250 sheet feeder is selected in the print dialog window. When the print job is sent the printer starts up as though it will print and then signals a paper jam.

How can I fix this problem?

### DISCUSSION -----

If the plastic actuator arm for the cassette paper out sensor has been dislodged or is missing then a false paper present condition will be indicated to the DC Controller. Replacing the paper out sensor actuator for the 250 sheet cassette which is part of the sensor holder assembly (922-0289) should correct the problem.

To verify that the printer is configured properly and the default tray is set to the 250 sheet cassette, first print out a configuration page using the LaserWriter Utility program. The default paper tray will be indicated in the lower left corner of the page. The factory default setting for the tray is the 250 sheet cassette which is represented as a '0'. If the default tray is anything other than '0' then someone has downloaded a piece of PostScript code which changed the default tray. The paper out LED only indicates the paper status for the current default paper tray. Instructions for changing the default paper tray can be found in the Technical Information Library.

The paper out sensor can be easily test by removing the 250 sheet cassette tray from the printer and depressing the three silver-colored cassette size sensors found just inside the front right edge of the cassette bay. With the printer on, the green 'Ready' LED and the amber 'paper-out' LED should light up. With your other hand reach in and move the small black paper-out sensor arm that is located on the top, middle of the cassette bay back and forth. The 'paper-out' LED should change states depending on the position of the sensor arm. If the sensor arm is missing or the LED doesn't change states then the sensor holder

assembly (922-0289) should be inspected and/or replaced.

Support Information Services  
Copyright 1994, Apple Computer, Inc

Keywords: hts

=====

This information is from the Apple Technical Information Library.

19960215 11:05:19.00

Tech Info Library Article Number: 16370