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Personal LaserWriter NTR: Using With Cassette Base Installed

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TOPIC -----

My customer purchased a Personal LaserWriter NTR with the Personal LaserWriter 250 Sheet Cassette Base and Envelope Cassette to use with his Macintosh LC running System 7.

I installed the Cassette Base and the Envelope Cassette. When I turned on the printer to do a self-test, the paper-out status light stayed lit. I tried putting paper in the manual feed tray, but the printer didn't see the paper.

When I installed a Letter Cassette, the Personal LaserWriter printed the startup test as well as any print jobs I sent. If I remove the Envelope Cassette and try to print using manual feed, I see the message that the LaserWriter is printing a document, but nothing is printed. If I send a document to the printer when the paper-out status light is lit and select manual feed, the job is printed.

How can I get this printer to print the self test at startup with the Envelope Cassette and the manual-feed tray installed?

DISCUSSION -----

When a Cassette Base is installed on the Personal LaserWriter NTR, the Personal LaserWriter DC Controller ROMs require that you have a paper cassette tray (with paper) installed to operate correctly. With the Cassette Base installed, the printer no longer takes paper from the manual feed tray to print the startup page -- it looks for the paper in the paper cassette tray. If you don't have a filled paper cassette tray installed, the paper-out status light lights, indicating an out-of-paper condition.

Also, to use the manual-feed, you must specifically check that option in the print dialog box, or print jobs are processed from the cassette.

A suggested solution is to have the customer purchase and install a Personal LaserWriter Letter Cassette and have them swap trays when they want to print envelopes or, alternatively, have them load the envelopes in

the manual feed tray.
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