LW Select 360: Paper Pulls from Multipurpose Tray (11/96)

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TOPIC --

I have a LaserWriter Select 360 and every time I try to print, the printer
indicates it is out of paper. However, there is plenty of paper in the paper
cassette. If I put paper in the multipurpose tray it prints from there instead,
even though I have selected autoselect in the print dialog. I am also having a
problem with my startup page printing off center.

DISCUSSION ---

The LaserWriter Select 360 paper cassette allows you to use a variety of paper
sizes by adjusting the cassette to meet the paper sizes used. In order to adjust
the cassette, you must extend or retract a blue guide in the center of the tray
to meet the top of the paper. When adjusted properly this guide clicks into
place against a marking on the tray that specifically indicates what the paper
size is. If this clip is damaged, the cassette indicates the wrong paper size to
the printer.

When selecting autoselect from the print dialog, the Mac OS checks the printer
to see what paper sizes are installed and compares them to what is selected in
page setup, for example US Letter. If the printer indicates something other than
US Letter paper in the cassette and there is no other source for 8.5 x 11 paper,
the printer assumes you have put 8.5 x 11 in the multipurpose tray and pull from
there. If there is no paper in the multipurpose tray an out of paper message
appears.

When the clip is moved to adjust for paper size, a white spindle on the outer
right back of the tray rotates to trigger a response from the printer. If the
clip is seated properly in the cassette tray, the spindle appears as follows:

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----->          three grooves pointing one direction
----->
----->
    <-----      followed by three groves pointing the other direction
    <-----
    <-----
                followed by a blank area the size of three grooves


    <-----      followed by three groves pointing the same direction
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    <-----
    <-----
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If it appears in any other configuration, adjust the cassette one more time to
be sure it is seated properly. If so, then the cassette will need to be repaired
or replaced by your local Apple service provider.

Why The Printer Indicates the Wrong Paper Size

Essentially the peg on the bottom of the blue clip has come unseated from the
white hook which connects it to the rotating spindle. Because of this, the
spindle gives an incorrect reading and the printer believes that there is some
other paper type besides U.S. Letter in the tray. This clip can be reseated by
disassembling the tray, but this should only be done by an Apple Authorized
Service Provider to avoid damaging the tray in a manner that is not covered by
warranty.

Keywords: hts

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