



Tech Info Library

LaserWriter Select 360: False Paper Out Alert Message (2/96)

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TOPIC -----

I have a LaserWriter Select 360 printer, that keeps presenting me with a paper out alert message even though the paper tray is full. This happens from applications and from the desktop.

DISCUSSION -----

This issue could be related to either software or hardware. Since software is the easiest part to troubleshoot, you should start there. If you determine that software is not the problem, you need to have the printer looked at by your authorized-Apple service provider.

Software Troubleshooting

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Step 1

Make sure you are using the latest version of the LaserWriter 8 printer software and the latest LaserWriter Select 360 PPD file. At a minimum you should be using the LaserWriter 8.2.2 printer software. The current version of the LaserWriter 8 software, at this writing is 8.3.2.

Step 2

Prior to installing or reinstalling the LaserWriter 8 software, you need to delete the LaserWriter 8 Prefs file. The LaserWriter 8 Prefs file is located in the Preferences folder inside the System folder.

Step 3

Print a configuration page using the LaserWriter Utility or Printer Utility, and check the default paper tray. If someone changed the default paper tray through PostScript to the Multipurpose tray, you could also get the alert message you are seeing.

You can find the value for the default paper tray in the lower left corner of the configuration page. A default paper tray value of "1" is for the Multipurpose tray, "0" is for the 250-sheet cassette.

Step 4

The last software troubleshooting step is to perform a clean installation of the System software. There are several Tech Info Library articles describing how to perform this procedure depending on the version of System software you are using.

Changing Default Trays With PostScript

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If the default paper tray value has been changed, you can download the PostScript code below to change it back to the 250-sheet cassette.

Caution:

If you choose to use the PostScript code provided in this article, you assume all risks involved in making these changes. PostScript code, if not entered correctly, can place the LaserWriter into a condition requiring service.

```
%=====
% Begin PostScript code
%
serverdict begin 0 exitserver
statusdict begin 0 setdefaultpapertray end
%
% End PostScript code
%=====
```

Hardware Issues

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If the default paper tray is already set to the 250-sheet cassette, then there is most likely a problem with one of the printer's hardware components such as the paper sensor. An Apple-authorized service provider will be able to correct any hardware problems.

In some cases where the paper tray is set to the 250-sheet cassette, the cassette may be the problem. There is a white gear which should move as the blue paper guide is adjusted. If the gear doesn't move, line up the paper guide with the gear and press down on the paper guide to snap it into place. If the doesn't function normally, your printer needs to be serviced by an Authorized Apple Repair center.

Article Change History:

08 May 1996 - Added information on gear.
06 Feb 1996 - Rewrote entire discussion area.

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