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LaserWriter 12/640 PS: Duplex Unit Constantly Jams (6/96)

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TOPIC -----

I have a LaserWriter 12/640 PS printer with the optional duplex unit attached. I am having a problem with paper constantly getting jammed in the duplex unit. How can I correct this?

DISCUSSION -----

Make sure that the duplexer paper guide and connector clips are installed correctly. The instructions for installing the duplex printing unit are on pages 133-141 of the LaserWriter 12/640 PS User's Guide. These instructions are also listed below for your convenience.

Installing the Duplex Printing Unit

With the optional duplex printing unit, you can print on both sides of the paper (often called duplex printing or two-sided printing). You can only duplex print from the paper cassettes. You cannot duplex print from the multipurpose tray.

Note:

The duplex printing unit requires a minimum of 12 MB memory in the printer. For instructions on adding printer RAM, see pages 152-158 in your LaserWriter 12/640 PS User's Guide.

Begin_Table

| If you want to | You need this much |
|--|--------------------|
| | printer memory |
| Turn on PhotoGrade or use the duplex printing option | 12 MB |

| |
|---|
| Turn on PhotoGrade and duplex print 20 MB |
| on all size paper (except legal) |
| +-----+-----+ |
| Turn on PhotoGrade and duplex print 24 MB |
| on all size paper (including legal) |
| +-----+-----+ |

End_Table

Follow these instructions for installing the LaserWriter 12/640 PS duplex printing unit.

Before you install the duplex printing unit:

- * The printer must be turned off and the power cord unplugged.
- * The printer must be disconnected from your computer or network.

The duplex printing unit adds approximately 2 inches to the height and 4 inches to the depth of the LaserWriter 12/640 PS. Begin by selecting a location for the LaserWriter 12/640 PS that provides enough room to accommodate the increased height and depth of the printer.

If you intend to keep the printer in its current location, make sure that adequate room will be available for opening the top cover and the duplex printing unit door, and maintaining the printer. You will also need to temporarily move the LaserWriter 12/640 PS from its current location to place the duplex printing unit in its place. When moving the printer, be sure to place it on a strong, flat, and, stable surface that can support its weight.

IMPORTANT:

You must remove the optional 500-sheet cassette and feeder from the LaserWriter 12/640 PS if it is already attached. The duplex printing unit must be installed between the LaserWriter 12/640 PS and the 500-sheet cassette and feeder. For instructions on removing the 500-sheet cassette and feeder, see "Removing the 500-sheet Cassette and Feeder" later in this chapter.

Step 1

Turn off and unplug the printer, and disconnect the network cables.

Step 2

Unpack the duplex printing unit and remove any packing materials. Set aside the small package of items.

Step 3

Lift up the back end of the duplex printing unit and slide the metal brace onto the post.

The brace is located on the left side of the duplex printing unit near the back.

Step 4

Unpack the duplex printing unit key.

Step 5

Remove the three covers located in the back of the printer. Remove the two top covers by inserting the key into the side of the covers and pushing gently on the key (the covers will snap off). Remove the bottom cover by inserting the key into the bottom side of the cover and pushing downward (you may need to use some force to remove this cover.)

IMPORTANT:

Be careful when removing the covers so that they do not fall inside the LaserWriter 12/640 PS.

Step 6

Place the bottom cover and the duplex printing unit key in a safe place in case you need them in the future.

If you decide to remove the duplex printing unit, use the cover to prevent dust and other material from getting inside the printer.

Step 7

Place the duplex printing unit where you want the LaserWriter 12/640 PS to be located.

Orient the duplex printing unit so that its tray and the printer's multipurpose tray and paper cassette will be on the same side when the printer is attached.

Step 8

Insert the paper guide for the duplex printing unit into the opening in back of the printer.

Hint:

There are two tabs on the bottom of the paper guide that fit into slots in the back of the printer. When inserting the paper guide, slide it back and forth to easily locate these slots.

The paper guide helps direct the paper to the duplex printing unit.

Step 9

Insert the locking connectors into the slots located on the bottom of the paper guide and push the connectors until they snap into place.

The locking connectors secure the paper guide to the printer.

Step 10

Lift the LaserWriter 12/640 PS, position it directly over the duplex printing unit and gently lower the printer until it sits evenly on the duplex printing unit.

As you lower the printer, align the corners of the printer directly over those of the duplex printing unit.

Step 11

Remove the cassette from the printer and the tray from the duplex printing unit.

Step 12

Insert the four locking connectors into the slots located on the front and back of the printer and duplex printing unit.

The locking connectors secure the printer to the duplex printing unit.

Step 13

Insert the cassette into the printer and the tray into the duplex printing unit.

Step 14

Gently close the duplex printing unit door until it latches into place against the printer. If the door does not close easily, check to make sure the brace is not locked in place.

Step 15

Reconnect the power cable to the printer and reconnect the printer to the network, then turn on the printer.

Step 16

Configure your printer to use the duplex printing unit.

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