

Option Device Detection
for Paper Tray Type, NVM 740-035

Problem:

Auto Option Device Detection for the paper tray type sometimes does not always detect the tray type correctly. The Auto Option Device Detection is performed using A/D value of the OPTION DETECT signal (see BSD 3.2).

Solution:

With the V1.2 System Software upgrade (IOT SW version 3.1.0), An NVM location for manual override has been added. The new NVM is Chain-Link 740-035, with default value of 0.

Note: *The current PWS Tool (v2.7) does not recognize this location. In order to change this value, you must use the UI Diagnostics mode.*

Normally, the value is set to 0. If the machine does not recognize the paper tray type correctly, enter 5, 6, or 7, as appropriate (see Table 1).

CAUTION

If any other value than 0, 5, 6, or 7 is entered, Chain 102-xxx or 103-xxx communication faults may occur. See the **Troubleshooting** section on page 2.

Table 1 - NVM 740-035

Value	Purpose
0	Default, auto detect enabled
5	Tandem Tray Module
6	Three Tray Module
7	Cabinet
any other value	Paper tray icons missing from UI display;and communication faults declared

Trouble Shooting.

When the V1.2 System Software Update is first performed, NVM location 740-035 will be in an indeterminate state. The IU display may be missing the 1→2 and 2→2 buttons (Figure 1), and/or the Tray 2, 3, and/or 4 icons may be missing from the Paper Supply screen (Figure 2).

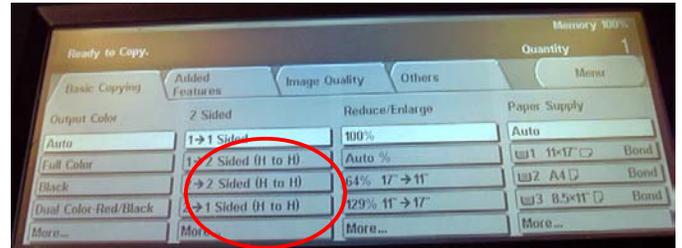
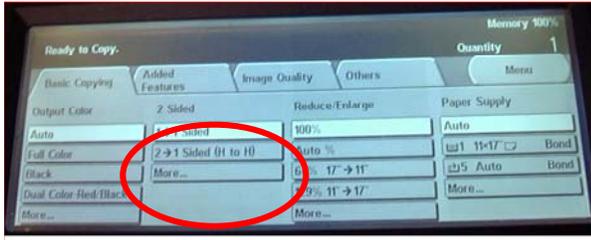


Figure 1

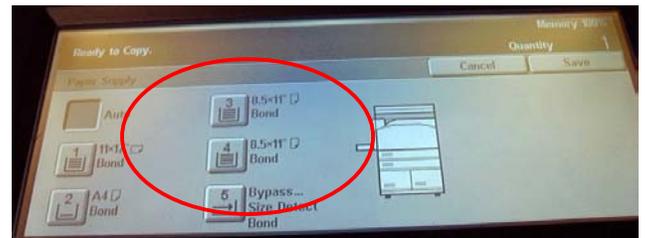
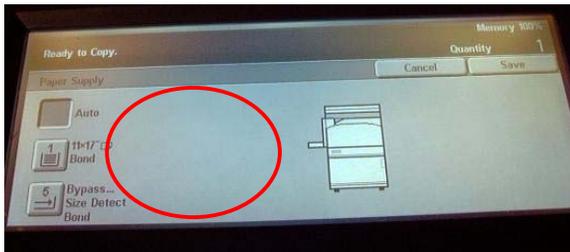


Figure 2

If the M24 is connected to the net and print jobs are received while location 740-035 is not set correctly, Chain 102-xxx or 103-xxx communication faults may be declared.

If this occurs, disconnect the M24 from the net and cancel all the print jobs, then set location 740-035 to a valid number per Table 1.

If this does not resolve the problem, or if the print jobs cannot be cancelled, you must reinstall the previous version of software, connect to the network to clear all queued jobs, disconnect, and reinstall V1.2. Make sure to set location 740-035 correctly before reconnecting to the net.