TOSHIBA

A4 DESKTOP
PAPER TRAY CONFIGURATION

A4 Desktop Series 1 and 2

Paper Tray Configuration

Introduction

This guide goes through some basic end user procedures to setup your Paper Tray configuration to the paper size contained within. The common error seen is "Load multipurpose tray with A4 Plain Paper" when the Paper Tray configuration is incorrect. There are two checks to perform for this issue:

1. Configure the paper size for the Tray from either the Control Panel or the Web Server

2. Adjust the Paper Tray guides

Tray 1 is used as the example for this procedure, however the same method can be used for the manual Tray and any extra Trays installed.

Models Supported

A4 Desktop Series 2
Colour e-STUDIO 338CS / 388CS / 388CP / 389CS / 479CS Monochrome e-STUDIO 408S / 408P / 409S / 409P / 448S / 478S / 478P / 528P
A4 Desktop Series 1
Colour e-STUDIO 305CS / 385S / 305CP Monochrome e-STUDIO 385P / 525P

Control Panel – Paper Tray Configuration

1. Select "Settings"

2. Select "Paper"

3. Select "Tray Configuration"
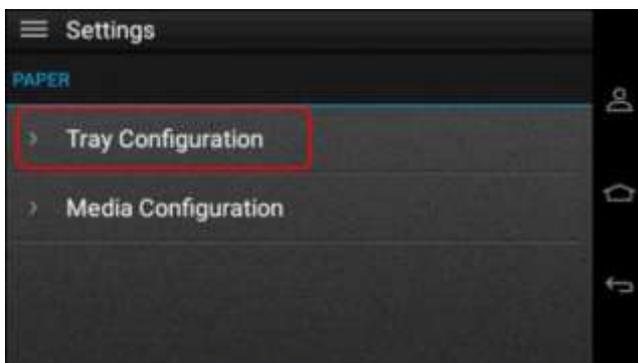
4. Select "Paper Size/Type"

5. Choose "Tray 1"
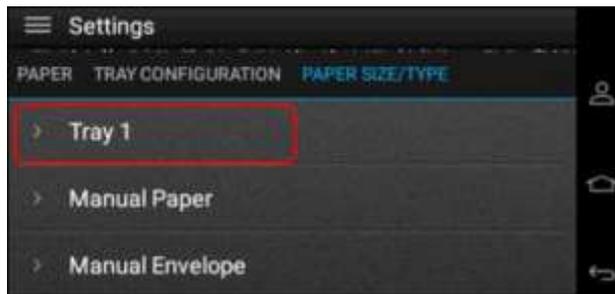
6. Under Tray 1, select "Size" and set to "A4"
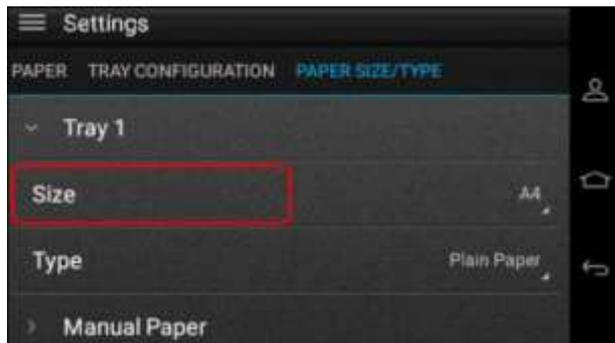
7. Under Tray 1, select "Type" and set to "Plain Paper"

**Web Server – Tray Configuration (A4 Desktop Series 1)**

1. Open a web browser → input your Device IP Address → press the "enter" key
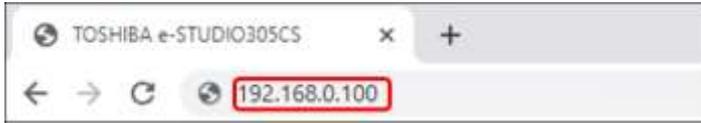

2. Click on "Settings" on the left hand side menu

3. Then from the "**Settings**" → "**Default Settings**" menu, choose "Paper Menu"
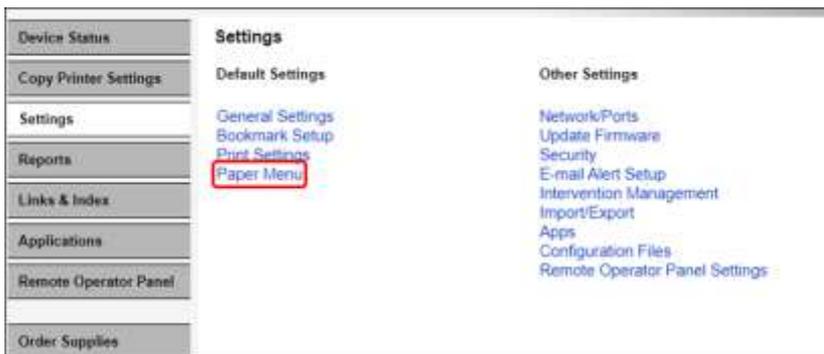
4. Ensure that all "**Paper Menu" and Tray Configuration**" settings are consistent with what is loaded in the device, then select "**Submit**"
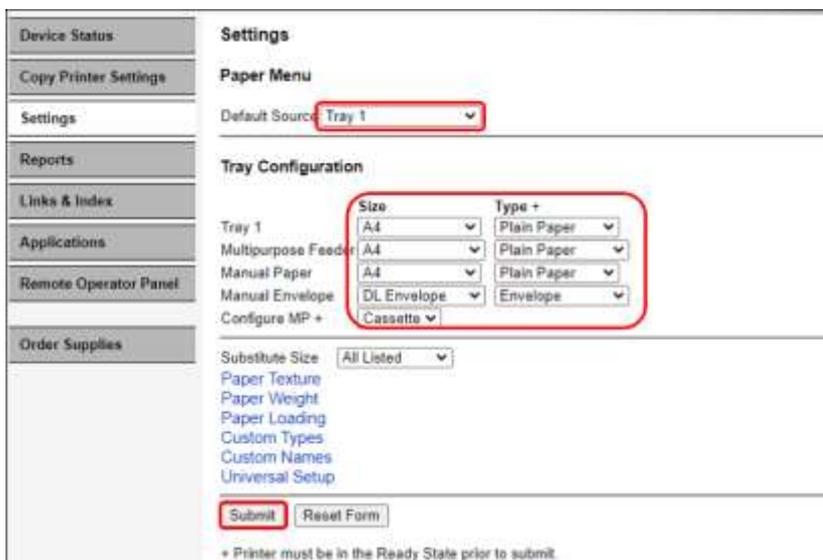
**Web Server – Tray Configuration (A4 Desktop Series 2)**

1. Open a web browser ➔ input your Device IP Address ➔ press the **"enter"** key
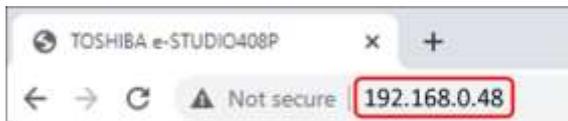
2. From the **"Select Option" menu under "Settings", c**lick on "Paper"

3. Ensure that all **"Paper" menu "Tray Configuration"** settings are consistent with what is loaded in the device, then select **"Save"**
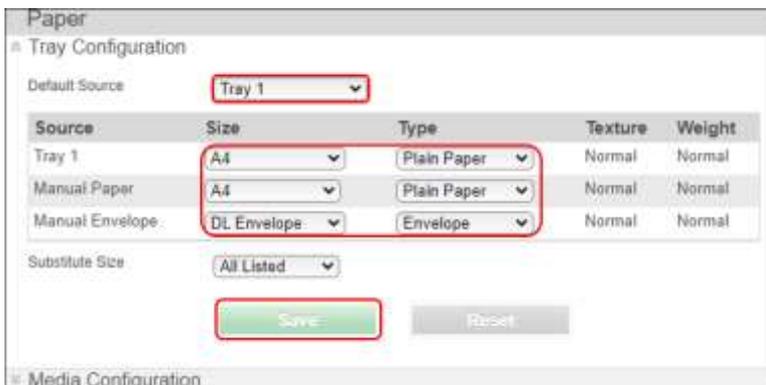
Paper Tray Guides Adjustment

Ensure the paper Tray backstop is set on A4 otherwise you will be prompted to load the manual feed. This is due to the printer not recognising the correct Tray paper size i.e. will believe it is set to a Legal or Universal paper size.

Note: The paper Tray backstop sometimes can be bumped from its A4 setting, so ensure it is fitted properly.