

I am working on a C3503 with a SR3140 Finisher. When I would copy larger paper such as 8'1/2 x 14 or larger it would give me a tray full error when the larger paper went to the shift tray, within a few pages it would give me the error and you would have to reboot the machine to clear it. This happens because for some reason with the larger paper the tray will not drop down and causes the finisher to think the tray is full.

In the last few pages of the manual for the finisher it has an installation guide for an auxiliary tray for the shift tray. This tray holds up the tray sensor so that it will drop down properly and solves the issue.



