Quick Copier Troubleshooting

Anytime a copier isn't working, you can **always email oakridgefrontline@roanestate.edu** *and let us know the copier's* **location and/or ID letter,** *and if there's any troubleshooting you already tried. You may also dial "0" and ask for the Oak Ridge Operator.*

There is a workroom with at least one copier on every floor of both buildings on campus, so you can complete your job elsewhere if this copier's issue isn't resolved.

Screen frozen & unresponsive

1. Locate the **main power button** on the right side of the machine, about halfway down, under a flip-cover. Note: Main power is *not* anywhere around the screen itself; the small button on the left of the screen is a "sleep" button and will not help in this case.
2. Turn the copier off, then turn the back copier on.
3. If the problem doesn't resolve immediately, email **oakridgefrontline@roanestate.edu** and let us know you tried powering off and on already. Please include the **copier's location and/or ID letter.**

Copier Reports Problem, But No Jammed Papers Visible or "Set Paper Size in Tray 3"

We have found that "mystery" codes are usually due to paper misalignment. If you want to troubleshoot, see the steps below.

1. Starting with Tray 3 (the large bottom tray that hold 4 reams of paper – it is probably this drawer, though you can repeat these steps on the other drawers), remove paper, and see if this resolves the code. If it does not, keep removing paper from each tray until the code clears.
2. **If you remove all the paper and** *still* **have a code, you may power the machine off and on (see instruction for "Copier Screen Frozen and Unresponsive" above).**
3. If the code resolves, you may continue with your job if there's paper in the other trays.
4. To reload paper: fan and carefully stack paper in increments, making sure all sheets are flush and inside the tray guides. Tap guides to make sure they are tight against the paper. Paper loaded on the *left* side of tray 3 should be flush with the *left* edge of the tray, and paper loaded on the *right* side should be flush with the *right* edge of the tray. The other trays should be flush to the right edge of their tray.