

Common Printer Messages

Paper-related messages

Message	Corrective Action
Add paper (Cass. 1)	The paper has run out in the tray listed. Insert more paper in the tray displayed.
Load cassette #	The print job was sent to a specific paper tray/cassette, but the tray is empty. Insert more paper in the tray listed.
Cassette # not loaded	The paper tray listed is not pushed in the whole way, or is removed completely.
Load MP tray	Most likely, a document of an odd size (non-letter size) was sent to the printer. Try placing plain paper in the manual tray on the right and press [GO] . The printer will try to resize the document. If this is unsuccessful, cancel the print job by pressing the red [Cancel] button, then confirm by pressing [OK] . Please ask the student to change the paper size in their document and try printing again.

Toner messages

Message	Corrective Action
Toner low	This message will flash occasionally when the toner level is under 10%. Please do NOT replace the toner cartridge until the message <code>Replace toner</code> appears.
Replace toner Clean printer	The toner cartridge is empty and must be replaced for printing to continue. Install a new toner cartridge.
Replace waste toner box	The white toner waste box inside the front cover is full and must be replaced with a new one. Note that this is NOT the toner cartridge itself.
Missing toner container	The toner cartridge is not inserted correctly.
Missing waste toner box	The printer is missing its white toner waste box inside the front cover. Please install a new waste box and close the front cover.

Error Messages

Message	Corrective Action
Close front cover	The printer's front cover is open or not latched completely. Close the printer front cover.
Close left cover 1	One of the printer's left compartments is open or not latched correctly. Close the printer left cover.
Clean printer Press GO	This message may appear after installing a new toner cartridge. Press [GO] to continue printing.
Paper jam #####	The printer is jammed at the location listed. Most jams occur inside one of the left covers, but occasionally may be found by pulling out both paper trays.
Install MK	This message will flash occasionally when the printer is in need of a Maintenance Kit (MK). This is preventive maintenance that should be completed in the near future by a technician. It will NOT prevent the printer from operating properly. Please inform the Microlabs Office when you see this message so maintenance can be scheduled.
Call service ####:0123456	This message can indicate two issues: <ol style="list-style-type: none">1. A print job was sent that the printer is unable to process correctly. Turn the printer off, then back on. As soon as the display says <code>Processing</code>, quickly press the red [Cancel] button, then confirm by pressing [OK]. This should delete the job from the queue.2. The printer has a mechanical or engine error. Please call to report the issue immediately.