

Faults & Issues

There are a few common issues you may encounter while printing.

Out of Paper

There are **multiple** print trays within a copier. If one tray is empty, another may still be **full**. You can select a different tray to print from via the copiers screen.

If all trays are empty, new paper can be acquired from the D Wing administrative corridor / resource room.

Out of Toner

Printers regularly need to have their toner replenished.

Important: Do not remove, shake & replace the toner cartridge. This will disrupt the **automated** toner ordering system.

Toner cartridges are stored in the **WRC** IT office, so please [notify](#) IT for a replacement. This may not happen immediately, so please use another available copier until it has been replaced.

Paper Jam

Occasionally copiers will become jammed. You may perform basic troubleshooting using the **on-screen instructions**.

If you are unable to clear the jam, please [log a job](#) with the **WRC** IT office.

Waste Toner Full

Please [notify](#) the **WRC** IT office if your printer has full waste toner and it the cartridge will be replaced asap.

This may not happen immediately, so after you have logged the job, **please use another available copier** until the waste toner cartridge has been replaced.

Frozen / Unresponsive

Occasionally copiers (usually the touchscreen/interface) have been known to freeze or become otherwise unresponsive.

Please **reset** the copier by turning the device off and back on at the **wall**. This issue is particularly common after a school-wide power-outage.

If the device remains unresponsive after a restart, please [log a job](#) with the **WRC** IT office.