

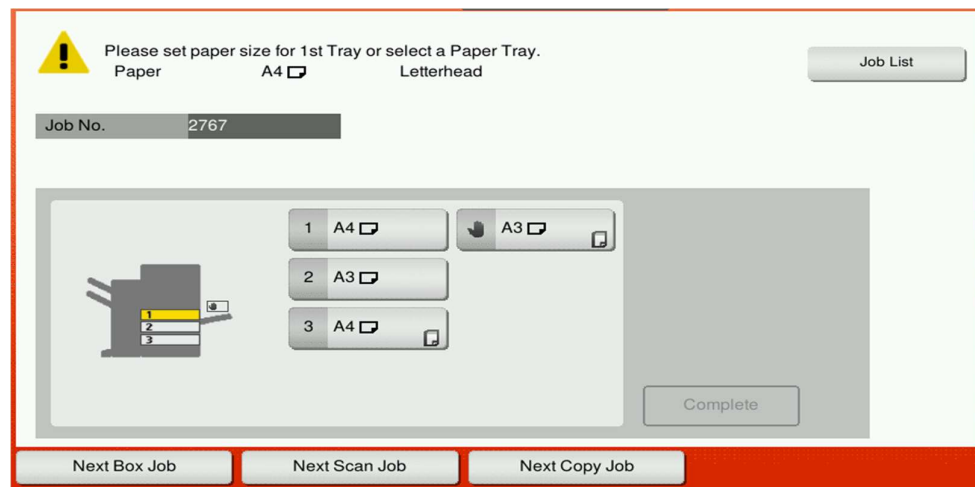


How to resolve a Paper Mismatch errors

Paper Mismatch explained.

On a copier, a paper mismatch error is normally caused by two issues: the paper tray has been configured to a different media type from plain paper, or the print driver you are using is a generic Windows driver.

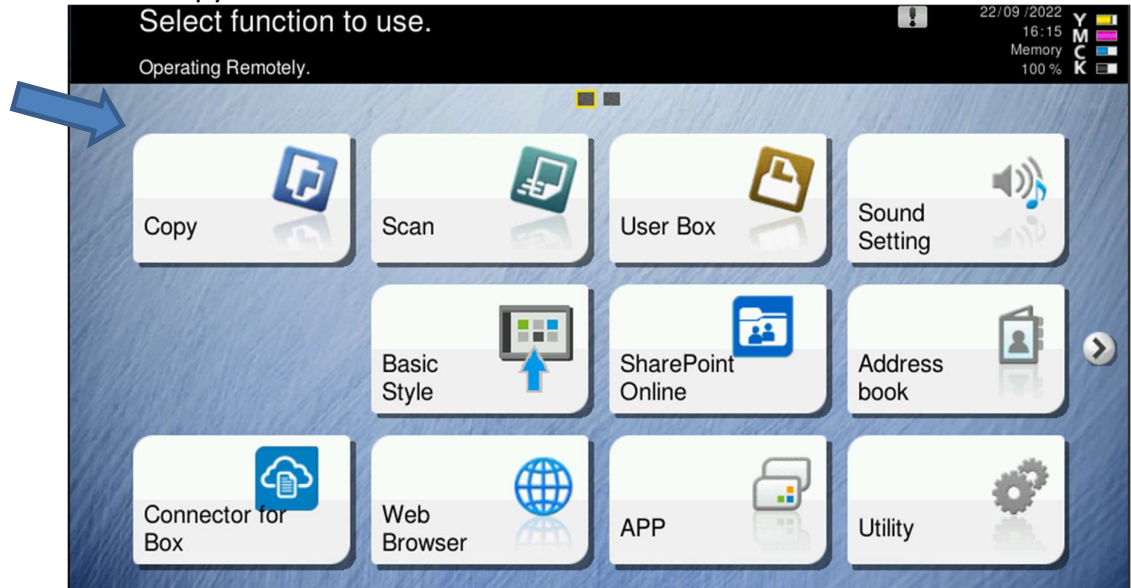
Example screenshot of a mismatch error



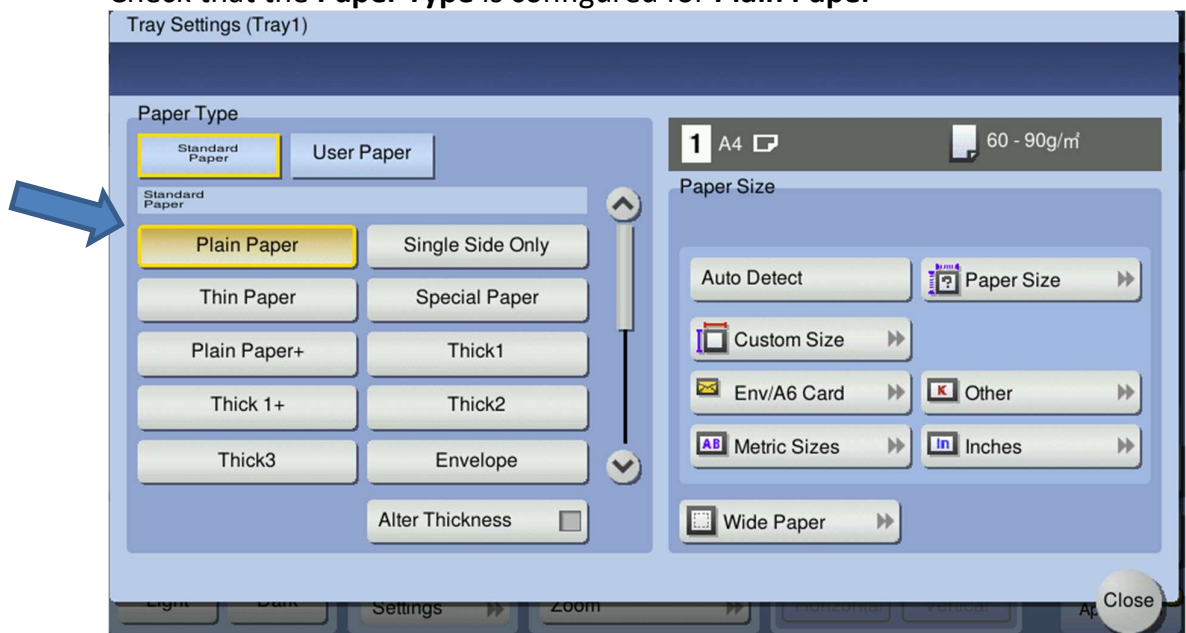


How to check your copier settings

Select Copy




Check that the **Paper Type** is configured for **Plain Paper**

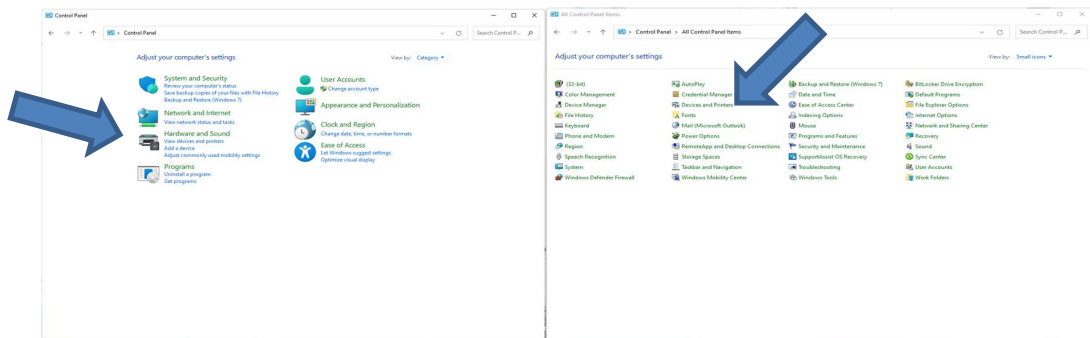




How to check your Print Driver Settings

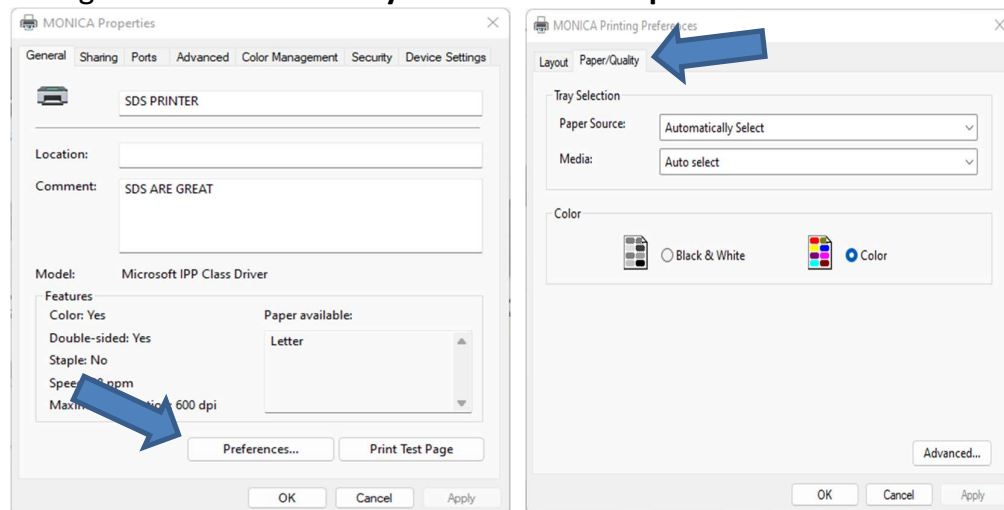
In the search box next to Start  on the taskbar, type control panel. Select **Control Panel** from the list of results.

Select **View devices and printers** or **Devices and Printers**



Right-click on the appropriate print queue and select **Printer Properties**

Select **Preferences** and then **Paper/Quality**. Check that the Media is configured to **Automatically Select** or **Plain Paper**



Please contact SDS if all of these settings appear to be correct, and we'll arrange a remote session to troubleshoot.