Xerox

Resources Required
Printer requests Resources during printing

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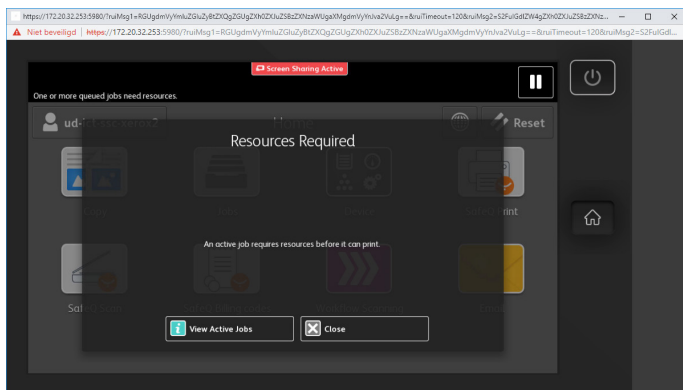University of
Technology

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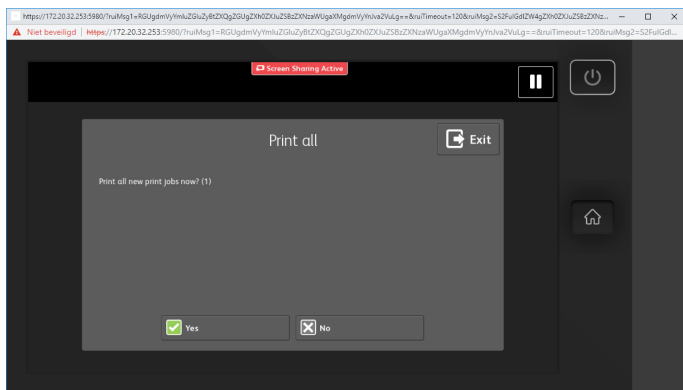
Symptom

You have started a print job and the display shows a message window reading: "Resources Required" .

Do not leave the printer unattended — anyone will be able to print your document while you are away.

Cause

Your print job requires a paper type or paper of a certain size or colour that has not been loaded into the printer. It is also possible that your print job needs a certain paper type or paper of particular dimensions or a specific colour from a specific tray, but that different paper has been defined for that tray.

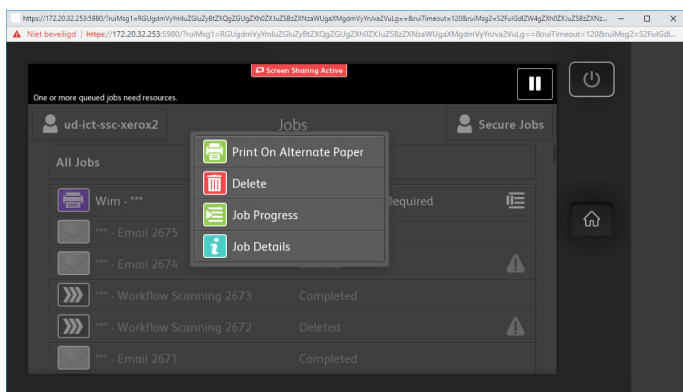## Resolving the Resources Required message on the display

Step 1. The window "Resources Required" shows two buttons [View Active Jobs] and [Close]. Select the button [View Active Jobs].
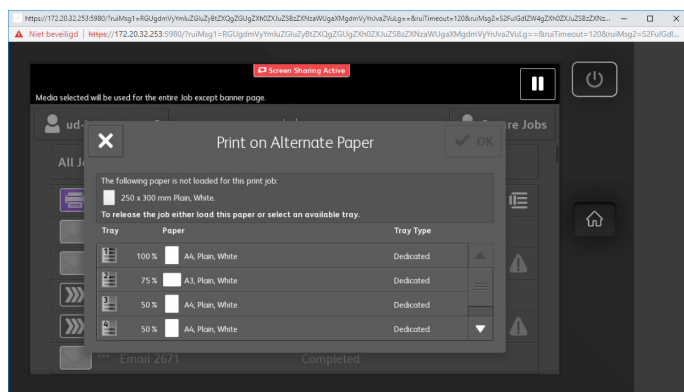
Step 2. The Jobs menu will open and at least one job will be listed with the status "Held: Resources Required". Click on the uppermost job with that status.
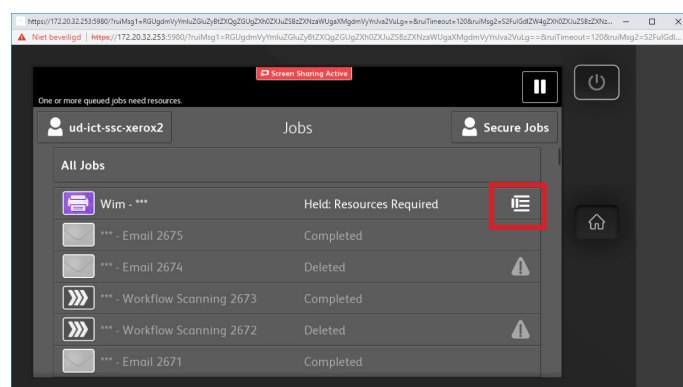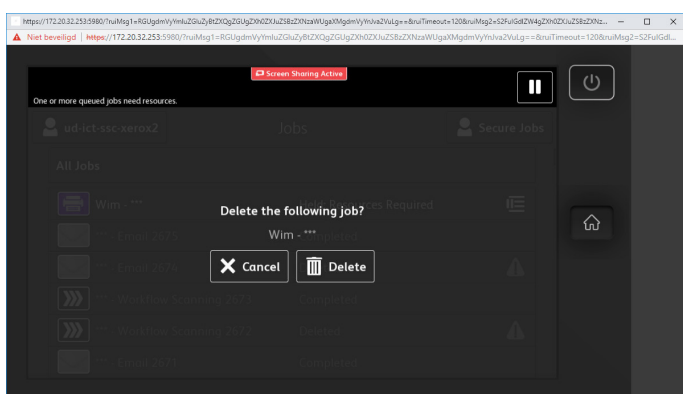
Step 3. A menu with four options will open.

Option 1. [Print on Alternate Paper] gives the option of carrying on printing and opens a menu to select the tray/paper type – follow the instructions.


Option 2. [Delete] will delete the job, you will first be asked to confirm this command.

Option 3. [Job Progress] provides information on the status of the job with the button [Details] and also has a [Delete] button.
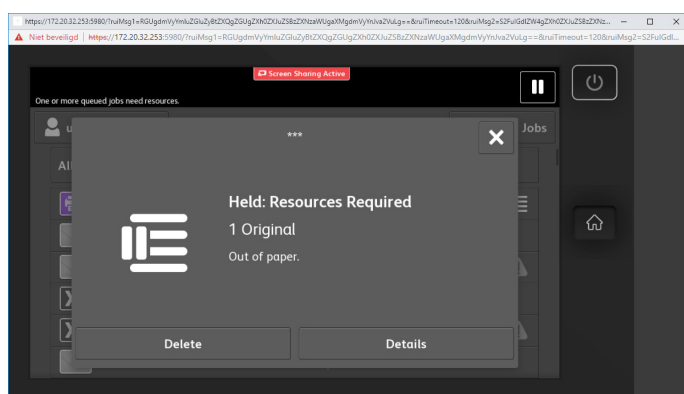
Option 4. Under [Required Resources], [Job Details] provides direct instructions about what paper should be placed where. Insert the paper requested and the job will be printed.
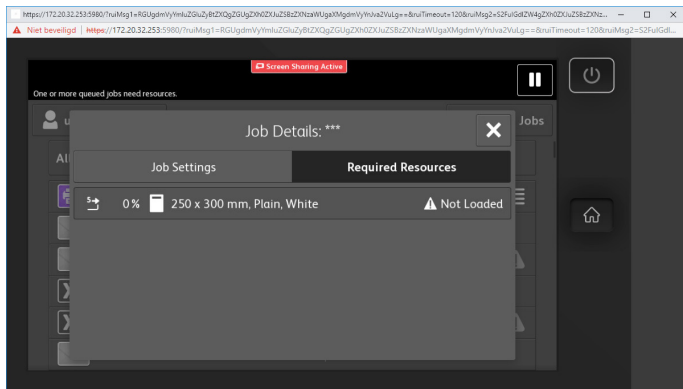
Step 4. After taking action (different paper, delete or insert paper) repeat this for any other jobs that have the status "Held: Resources Required"

American formats

The American formats Letter and Tabloid will be automatically converted to A4 and A3 respectively if not available in the printer.

Reused MS Word documents

When saving an MS Word document, printer settings, including tray settings, are also saved. It is possible that tray or other settings from the old Ricoh printer are still saved in your reused Word document. Because the tray control is not standardised, the Xerox printer cannot properly interpret the tray codes and converts them into something not available to the printer.
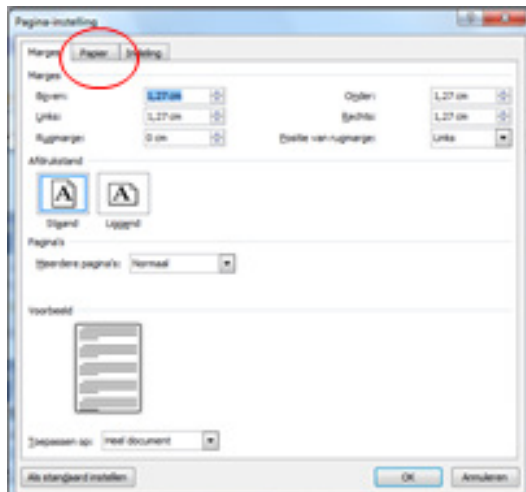
Solution

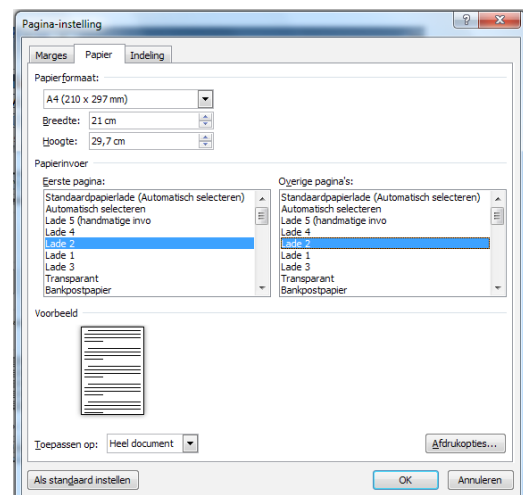Step 1. In the menu bar, select "Page layout".
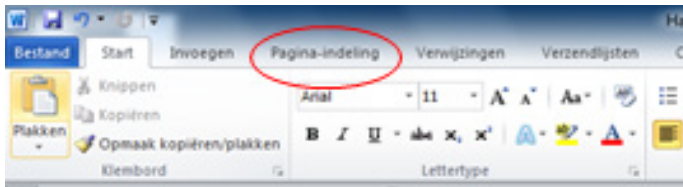
Step 2. Click on the small arrow on the bottom right.
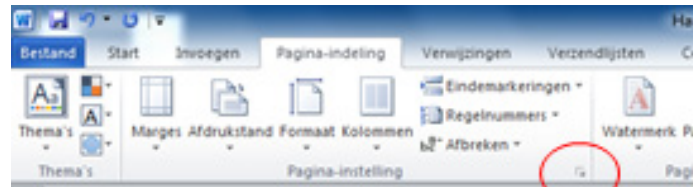
Step 3. In the opened menu, select the "Paper" tab.

Step 4. The setting is probably not set on "Default Tray (Automatically select)" but, for example, on "Tray 2" (both for the First page and for the Other pages).

Step 5. Select "Default Tray (Automatically select)" (both for the First page and for the Other pages) and click "OK".