This guide uses Microsoft Word as an example to correct the following:

- The printer will not print from the tray selected

- A load paper message appears at the Sharp MFP

If the load paper message appears at the copier or if the copier pulls from the incorrect tray do the following:

Note: This example uses Microsoft Word 2003 and 2007. Your Word version or program may be different. Regardless of the program being used, the same principle applies. In most cases, the program **will** overpower the printer driver regardless of what printer brand or model is used.
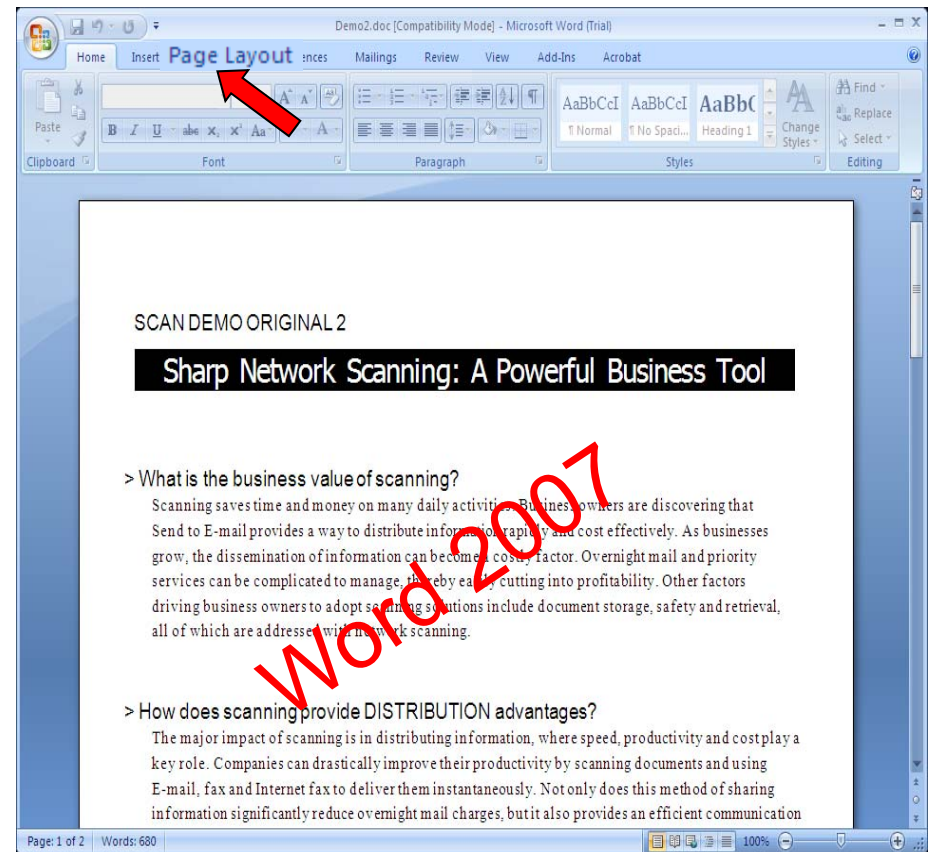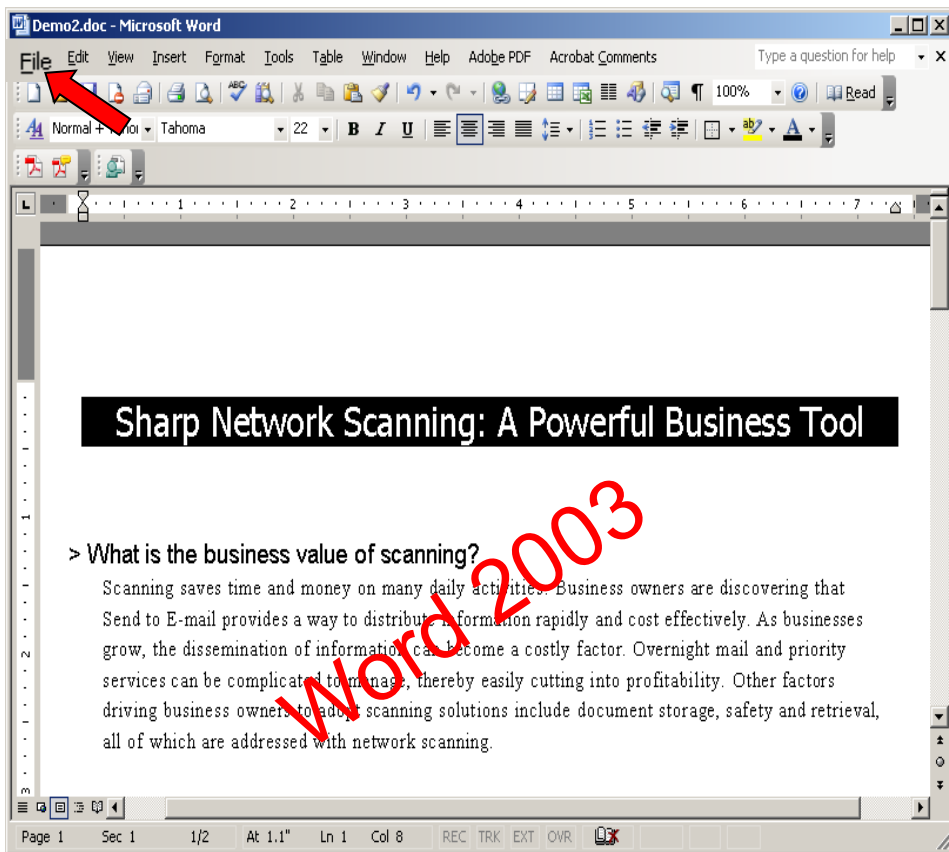
Click Page Setup
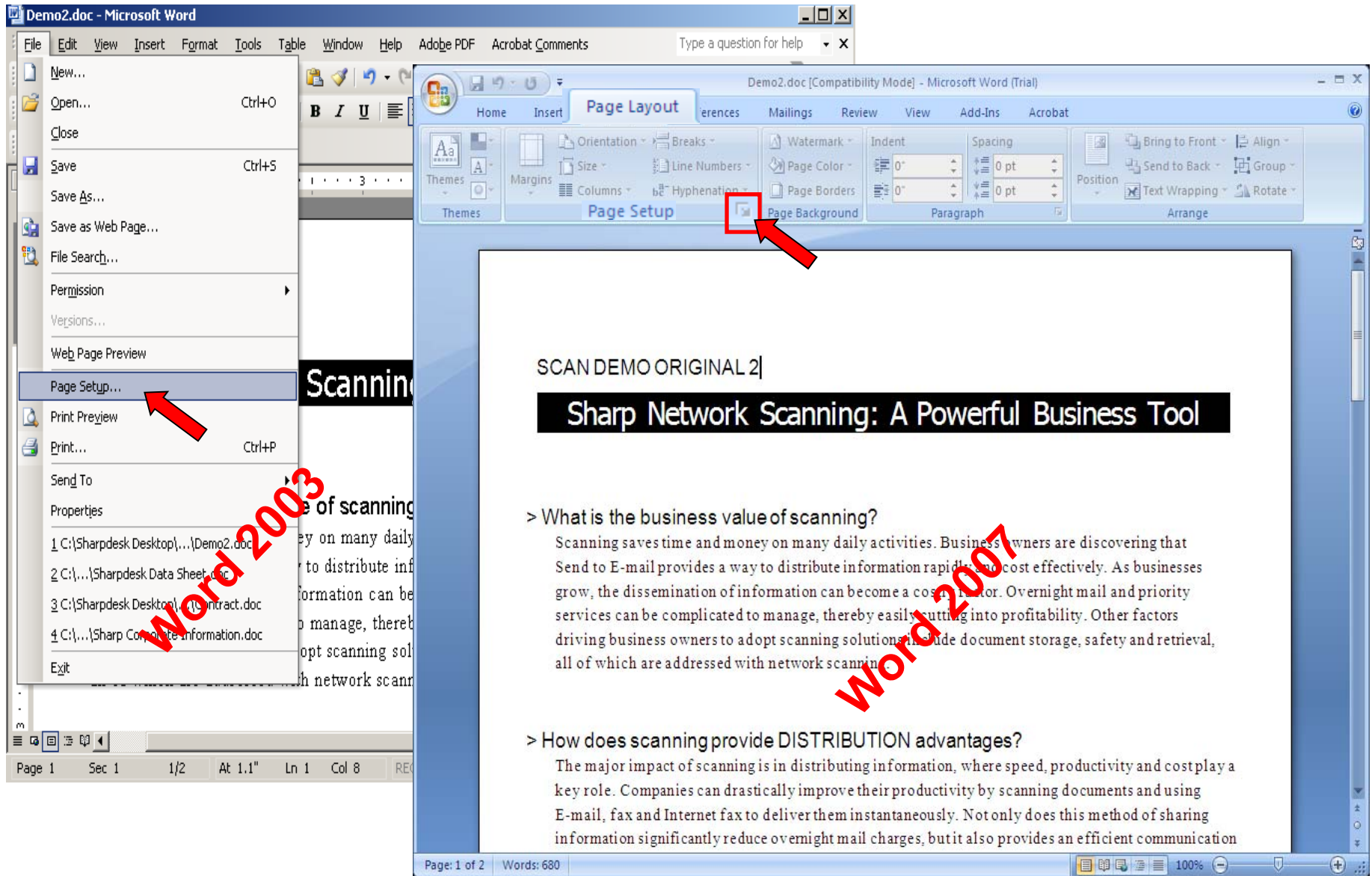
Verify that the Orientation is correct
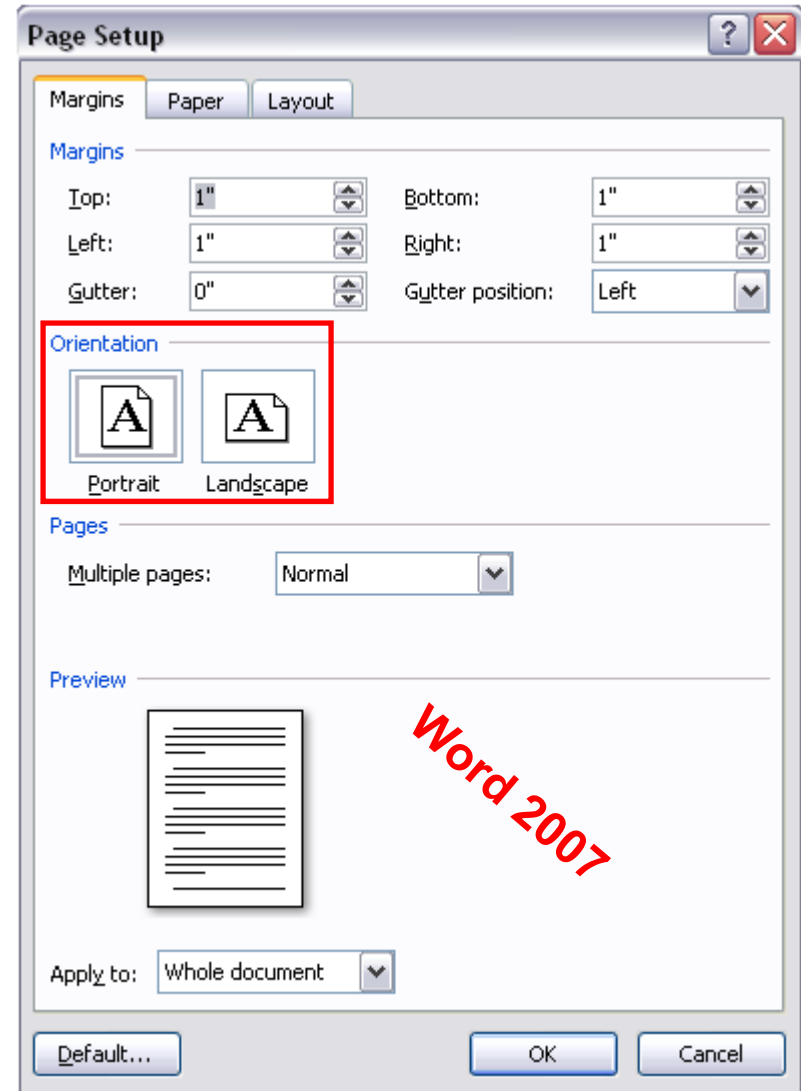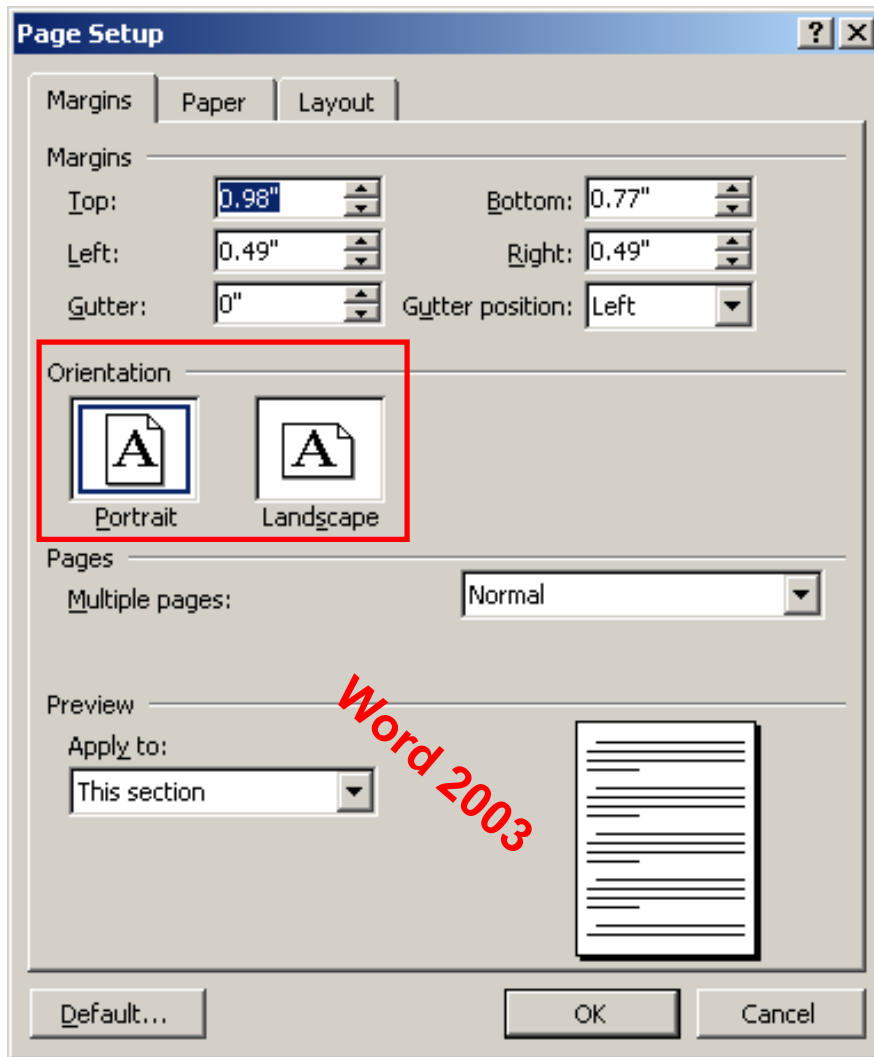
Verify the Paper size and Paper source

Note: You may want to verify the tray settings by clicking the Print Options button found at the bottom of the Paper tab section (see images below).

Verify the Default tray

Print

Print tab

Printing options
- ☐ Draft output
- ☐ Update fields
- ☐ Update links
- ☑ Allow A4/Letter paper resizing
- ☑ Background printing
- ☐ Print PostScript over text
- ☐ Reverse print order

Include with document
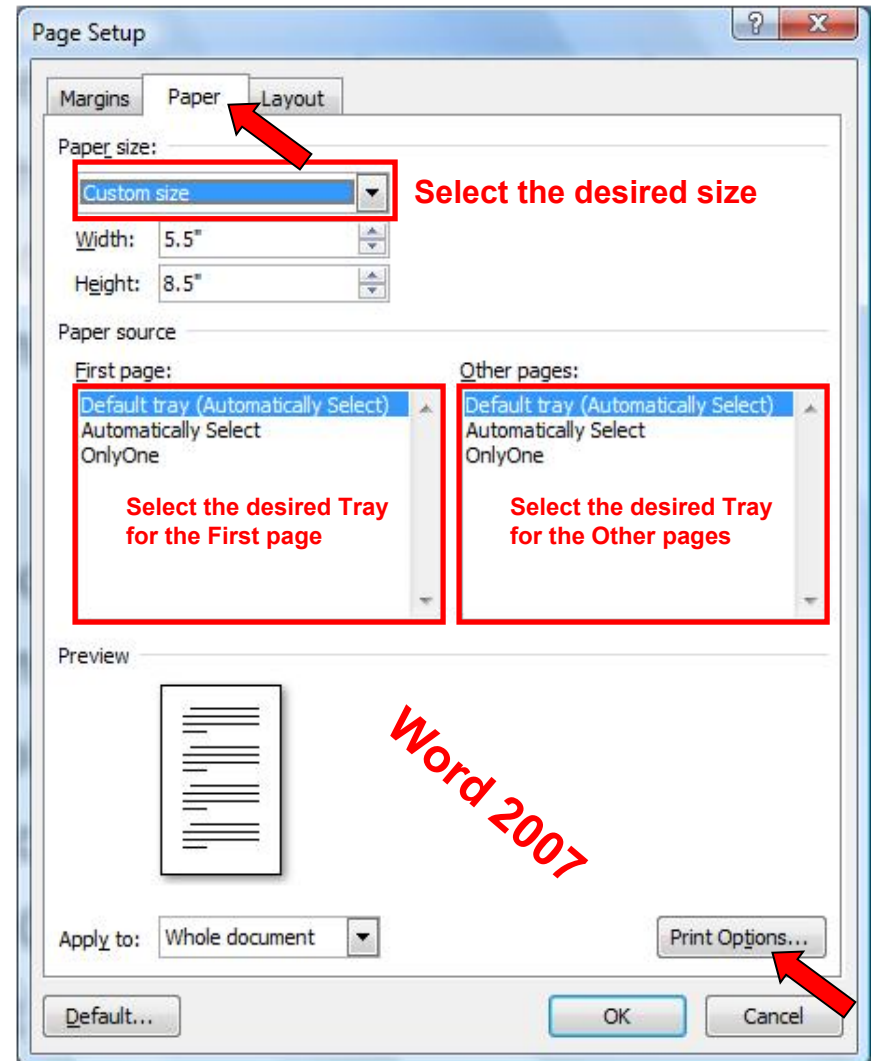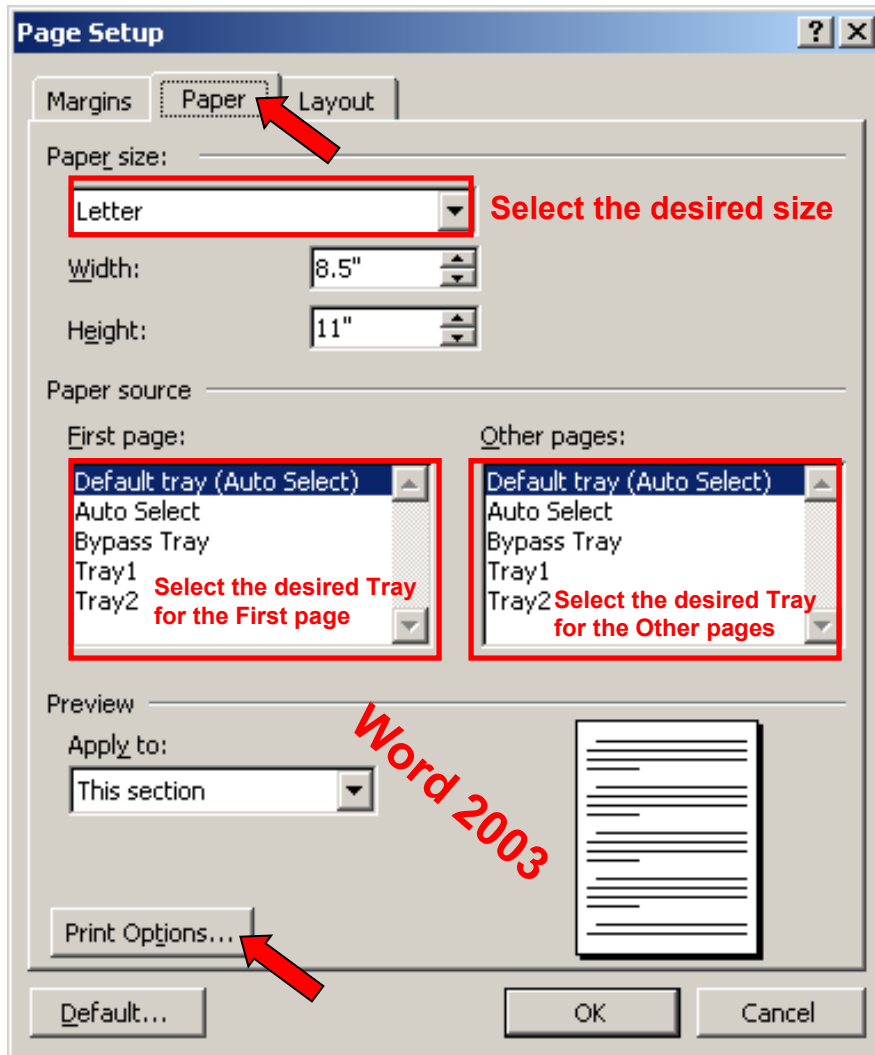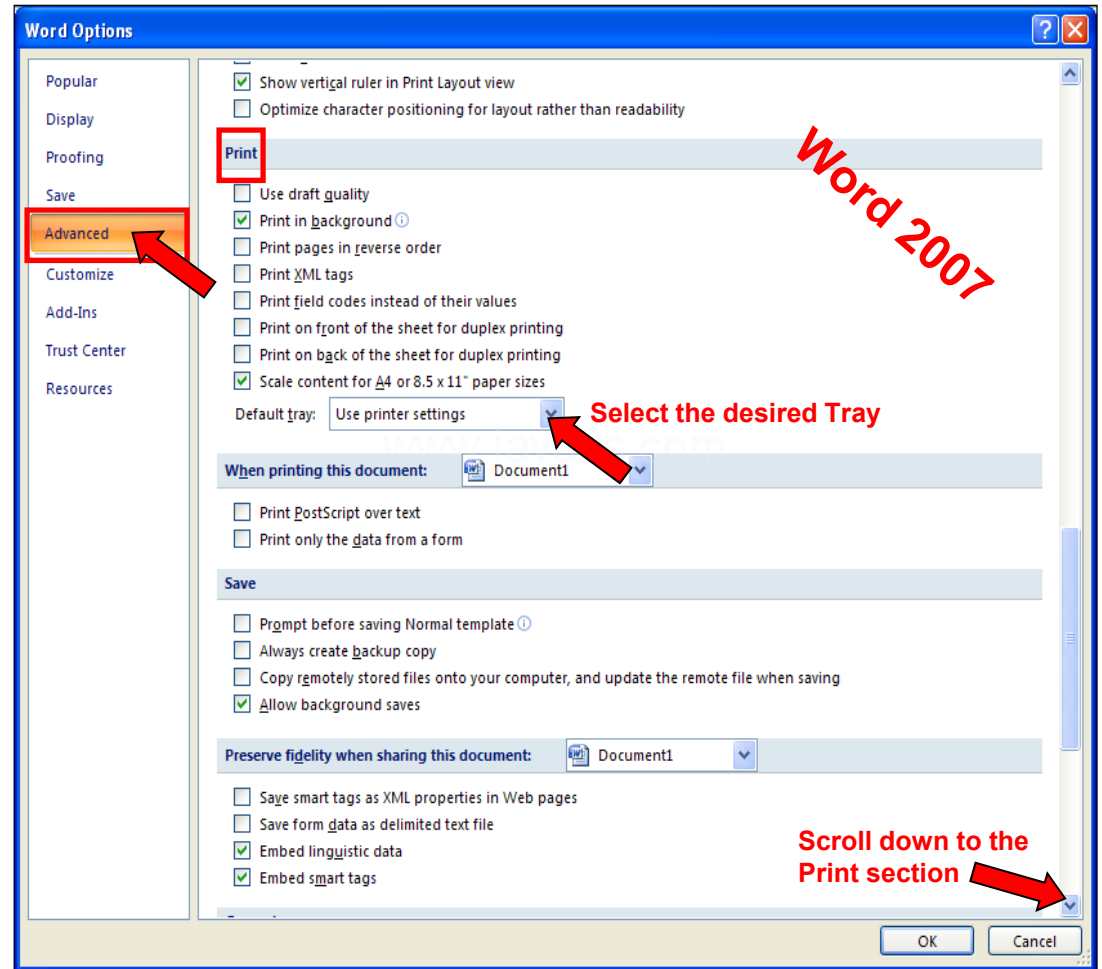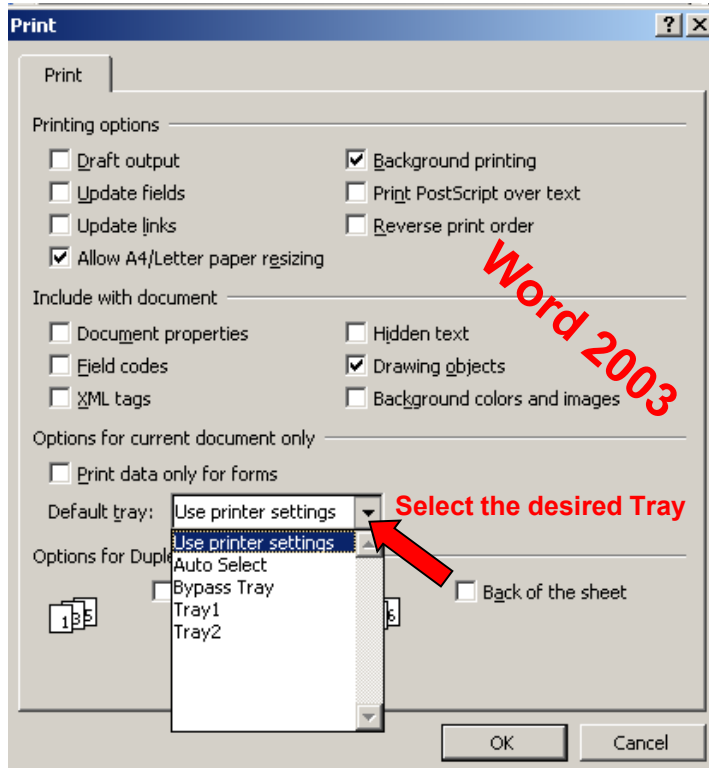- ☐ Document properties
- ☐ Field codes
- ☐ XML tags
- ☐ Hidden text
- ☑ Drawing objects
- ☐ Background colors and images

Options for current document only
- ☐ Print data only for forms

Default tray: Use printer settings
- Use printer settings
- Auto Select
- Bypass Tray
- Tray1
- Tray2

Options for Dupl...

☐ Back of the sheet

Word 2003

Select the desired Tray

OK   Cancel

Word Options

- Popular
- Display
- Proofing
- Save
- **Advanced**
- Customize
- Add-Ins
- Trust Center
- Resources

- ☑ Show vertical ruler in Print Layout view
- ☐ Optimize character positioning for layout rather than readability

Print

- ☐ Use draft quality
- ☑ Print in background ⓘ
- ☐ Print pages in reverse order
- ☐ Print XML tags
- ☐ Print field codes instead of their values
- ☐ Print on front of the sheet for duplex printing
- ☐ Print on back of the sheet for duplex printing
- ☑ Scale content for A4 or 8.5 x 11" paper sizes

Default tray: Use printer settings   **Select the desired Tray**

When printing this document: Document1

- ☐ Print PostScript over text
- ☐ Print only the data from a form

Save

- ☐ Prompt before saving Normal template ⓘ
- ☐ Always create backup copy
- ☐ Copy remotely stored files onto your computer, and update the remote file when saving
- ☑ Allow background saves

Preserve fidelity when sharing this document: Document1

- ☐ Save smart tags as XML properties in Web pages
- ☐ Save form data as delimited text file
- ☑ Embed linguistic data
- ☑ Embed smart tags

Word 2007

Scroll down to the Print section

OK   Cancel

NOTE: After verifying the above steps, continue to print as usual.

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