

Additional Explanation about Paper Size Settings

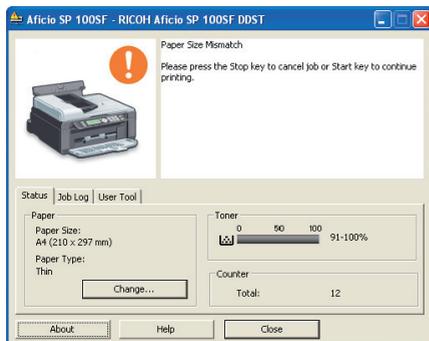
The “Paper Size Mismatch” message appears when the paper size settings for the printer driver and those for the machine do not match. Check the paper size setting again in the printer driver or using Smart Organizing Monitor (hereafter referred to as SOM).

Error Notifications

You can minimize the SOM window in the task tray while the program is running in the background. When an error occurs, a dialog box that notifies the details of the error appears automatically.

	In normal operation	If an error occurs
Task tray icons		

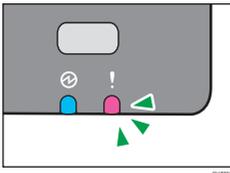
The following screen appears automatically when an error occurs:

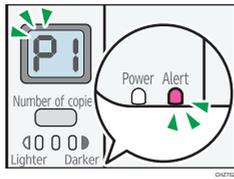
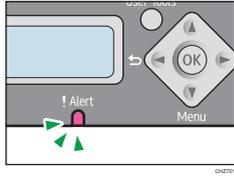


Paper Size Mismatch Status and Its Solution

The “Paper Size Mismatch” message appears on the machine and/or in SOM when the paper size setting results in error:

❖ Error status

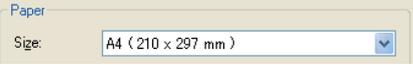
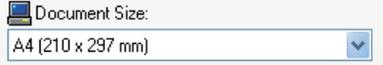
Model	Control panel	SOM
Aficio SP 100		
Cancel: [Job Reset] key Form feed: [Form Feed] key		

Model	Control panel	SOM
Aficio SP 100SU		
Cancel: [Stop] key Form feed: [Start] key		
Aficio SP 100SF		
Cancel: [1] key Form feed: [Start] key		

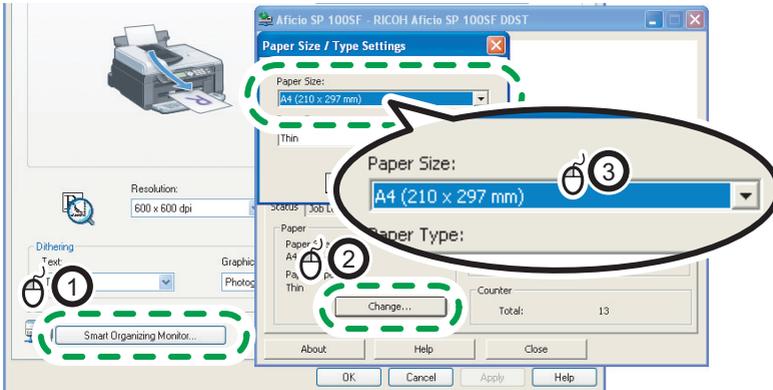
❖ **Solution**

To prevent errors, use the following procedure to check that the print settings are properly configured:

1. Specify the same paper size in both the application and the printer driver.

Application (e.g., WordPad)	Printer driver (Printing Preferences window)
Click [Page Setup] under the [File] menu. 	Click the [Paper/Print Quality] tab. 

2. If the error persists even after you have performed the procedure in Step 1, check that the paper size setting specified on the printer matches the size of the paper you are using.



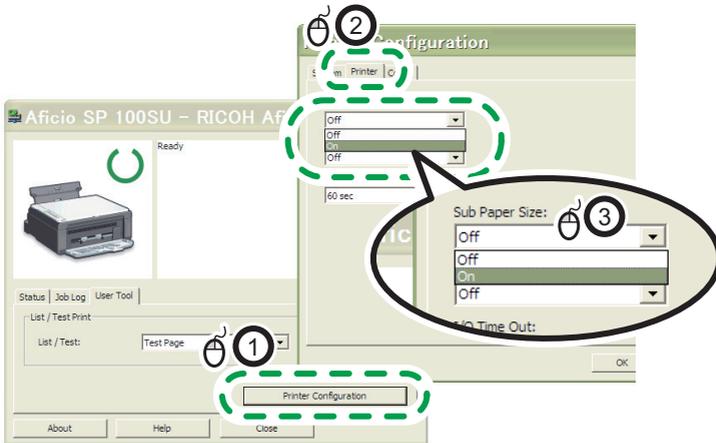
Configuring Sub Paper Size

The machine ignores the difference in size between A4 and Letter size paper when [Sub Paper Size] is enabled, so the paper size mismatch error will not occur.

Sub Paper Size	Printer driver setting	Machine setting	Result
Off	A4	Letter	Error
Off	Letter	A4	Error
On	A4	Letter	Print
On	Letter	A4	Print

❖ Aficio SP 100/SP 100SU

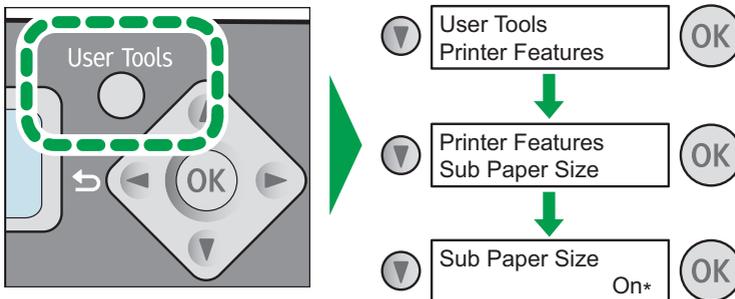
Use SOM to configure the setting.



CHZ706

❖ Aficio SP 100SF

Use the control panel to configure the setting.



CHZ705

⬇ Note

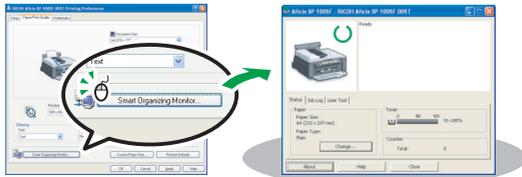
- When this setting is enabled, the document is printed even when the specified size and the actual size of the paper do not match, and it may not be printed as intended.

Smart Organizing Monitor is Required

SOM is a utility software that is required to change the settings of this machine and confirm its errors. The software must be installed from the CD-ROM that is provided with this machine.

❖ Checking that SOM is properly installed

Open the printer's print setting dialog box. If the SOM screen appears, it is already installed.



CH2700

If the screen on the right does not appear, re-install SOM from the provided CD-ROM. You can also download SOM from the RICOH Web site.

- <https://ricoh.co.in/downloads/>

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