

How to fix SC501-O1 to SC504-O2

This error message is usually caused by a succession of paper jams or phantom jams when you can't find the piece of paper after 3 attempts.

SC501 refers to paper tray 1

SC502 refers to paper tray 2 and so on as you move down the machine to the bottom paper tray usually tray 4.

SC501-O1 is usually caused by paper being stuck behind the paper tray 1 in this case.

SC501-O2 is usually due to the paper tray being overloaded.

1. Open the door on the right side of the photocopier. Then pull the corresponding tray out until it stops, just like when you're loading paper.



2. If you are trying to deal with an SC501-O2 code, you will have to remove paper until it's at the correct level as this error code refers to a tray being overloaded. The paper tray has an indicator sticker. See below picture.



3. If the paper isn't overloaded, then you will probably have to remove the paper tray as the SC error code could be caused by paper stuck behind the tray. In that case you could remove some or all the paper to make removing the tray easier.
4. To remove the tray from the machine, have one hand underneath and one gripping the front of the tray. Slightly lift with the hand gripping the front of the tray then you should be able to remove it.



5. With the tray removed you should be able to reach the paper stuck behind it. You can get more room by removing the paper tray above or underneath.
6. Once you have cleared all paper from behind tray, put all trays back and power off the machine using the power button on the machine.



7. The power button marked by the arrow in the picture above can be in different places depending on the Ricoh model you have.
8. Press the button and wait for machine to shut down, you can then power on.

If you still have the same error after following these instructions, then please log a call with us thank you. O3 211 0968

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