

Clearing Paper Jams

If a paper jam occurs, a message will be displayed about the jam and copying or printing will stop.

Leave the power switch on and to remove the jammed paper refer to the following information below.

Jam Location Indicators

If a paper jam occurs, the error message displays the location of the jam.

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Precautions with Paper Jams

If a paper jam occurs, a message will be displayed about the jam and copying or printing will stop.

- Do not reuse jammed papers.
- If the paper tears during removal, be sure to remove any loose scraps of paper from inside the machine. Scraps of paper left in the machine could cause subsequent jamming.
- A page affected by a paper jam will be printed again.

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CAUTION: The fixing unit is extremely hot. Take sufficient care when working in this area, as there is a danger of getting burned.

Online Help Messages

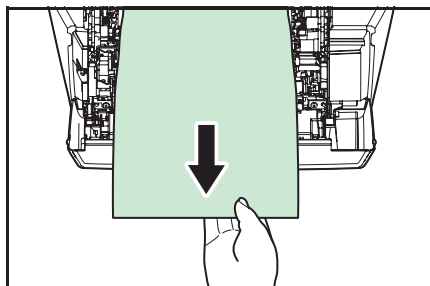
When Paper Jam is displayed, press [Help](the **Left Select** key) to display the procedure to clear the jam.

Press ▾ to display the next step or press △ to display the previous step.

Press the **OK** key to exit the online help message display.

MP Tray

Follow the steps below to clear paper jams in the MP tray.

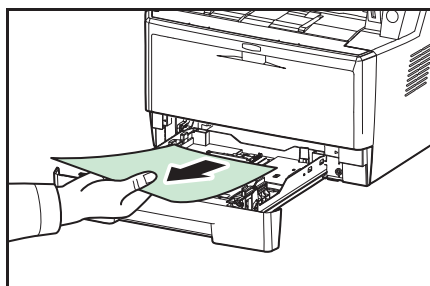


- 1 Remove the paper jammed at the MP tray.

- 2 Open and close the top cover and front cover to clear the error.

Cassette/Paper Feeder

Follow the steps below to clear paper jams in cassette or paper feeder.



- 1 Pull out the cassette or optional paper feeder.

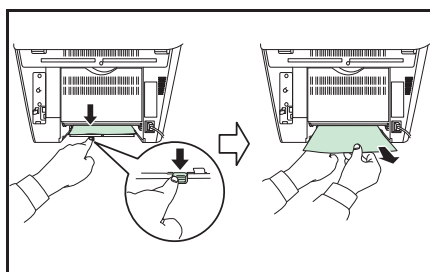
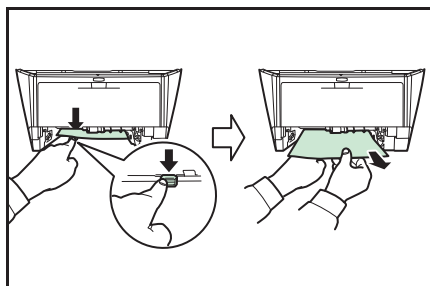
- 2 Remove any partially fed paper.

NOTE: Check to see if paper is loaded correctly. If not, reload the paper.

- 3 Push the cassette back in securely. The printer warms up and resumes printing.

Duplexer

Paper is jammed in the duplexer. Remove the jammed paper using the procedure given below.



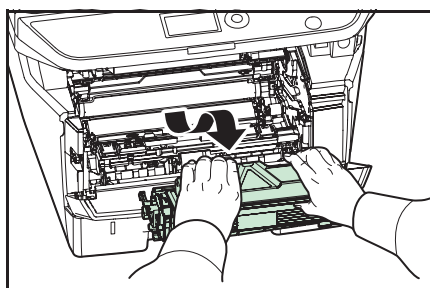
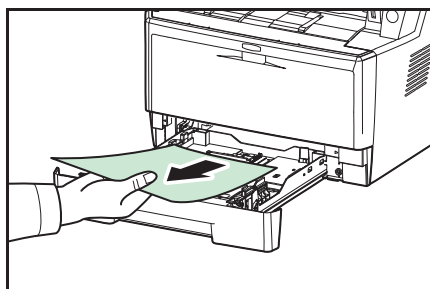
- 1 Pull the paper cassette all the way out of the machine.
- 2 Open the duplexer's cover in front of the machine and remove any jammed paper.

Open the duplexer's cover at the rear of the machine and remove any jammed paper.

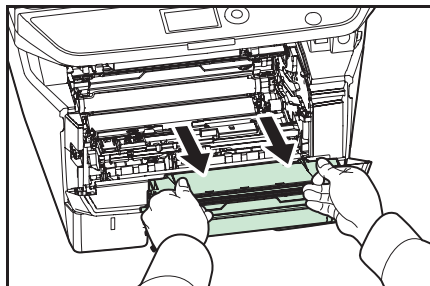
- 3 Push the cassette back in securely, and open and close the front cover to clear the error. The machine warms up and resumes printing.

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Inside the Machine



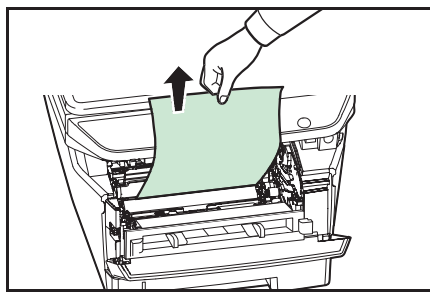
- 1 Pull the paper cassette all the way out of the machine. Remove any partially fed paper.
- 2 Open the front cover, and lift the developer unit together with the toner container out of the machine.



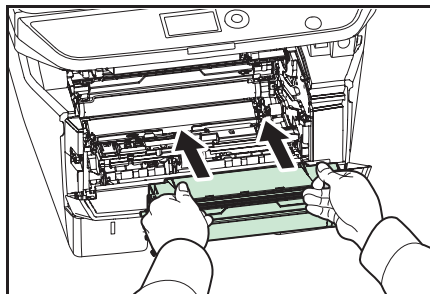
- 3 Remove the drum unit from the machine by holding the green levers with both hands.

CAUTION: The fuser unit inside the machine is hot. Do not touch it, as it may result in burn injury.

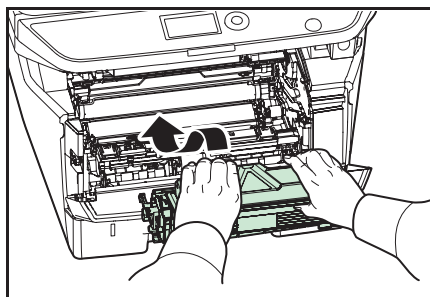
NOTE: The drum is sensitive to light. Never expose the drum unit to light for more than five minutes.



- 4 If the jammed paper appears to be pinched by rollers, pull it along the normal running direction of the paper.



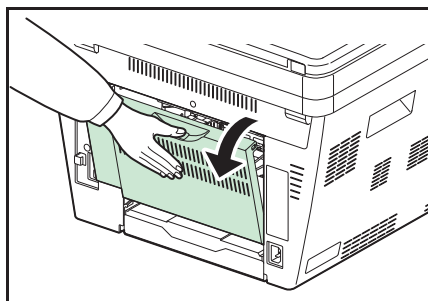
- 5 Return the drum unit to its position, aligning the guides at both ends with the slots in the machine.



- 6 Insert the developer unit together with the toner container, back into the machine. Close the front cover. The machine warms up and resumes printing.

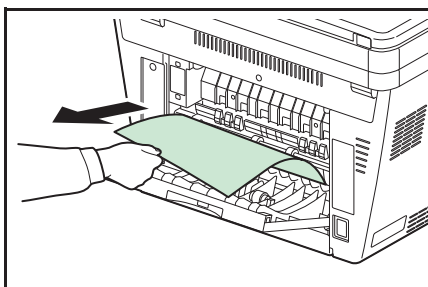
Rear Cover

Follow the steps below to clear paper jams of the rear cover.



- 1 Open the rear cover and remove the jammed paper by pulling it out.

CAUTION: The fuser unit inside the machine is hot. Do not touch it, as it may result in burn injury.



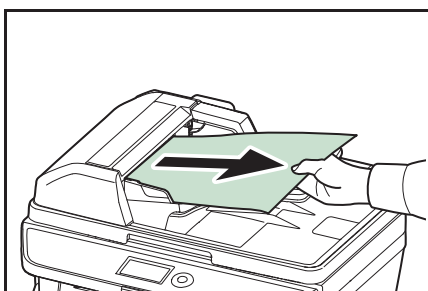
If the paper is jammed inside the fuser unit, open the fuser cover and remove the paper by pulling it out.

- 2 Close the rear cover, and open and close the top cover to clear the error. The machine warms up and resumes printing.

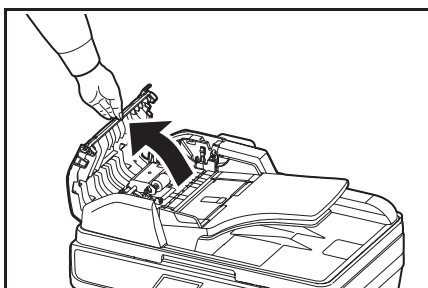
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Document Processor

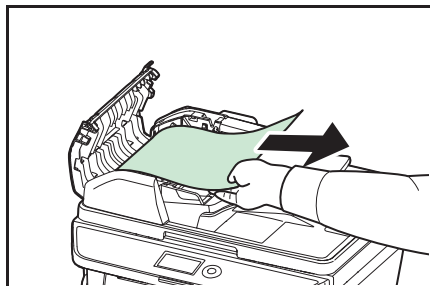
Follow the steps below to clear paper jams in the document processor.



- 1 Remove all of the originals from the document feed tray.

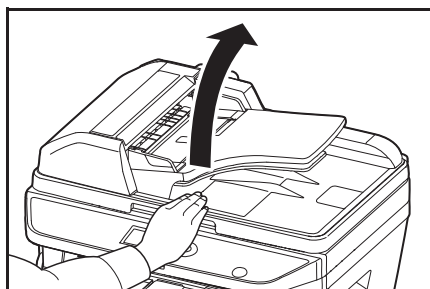


- 2 Open the left cover of the document processor.

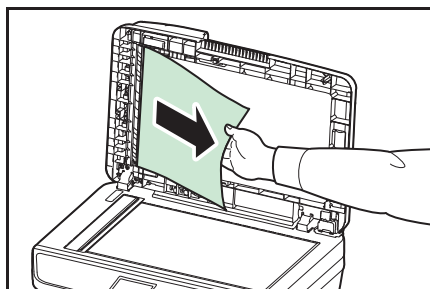


3 Remove the jammed original.

If the original is caught in the rollers or difficult to remove, proceed to the next step.



4 Open the document processor.



5 Remove the jammed original.

If the original tears, remove every loose scrap from inside the machine.

6 Close the document processor.

7 Place the originals.