Media Guide

Paper types and weights supported by the printer

The printer engine supports 60–176-g/m^2 (16–47-lb) paper weights.

| Paper type	250- or 550-sheet tray	2100-sheet tray	Multipurpose feeder	Duplex
Paper	✓	✓	✓	✓
Card stock	✓	X	✓	✓
Paper labels	✓	X	✓	X
Vinyl Labels	✓	X	✓	X
Pharmacy labels	✓	X	✓	✓
Transparencies	✓	X	✓	X

Storing paper

Use these paper storage guidelines to help avoid jams and uneven print quality:

- For best results, store paper where the temperature is 21°C (70°F) and the relative humidity is 40 percent. Most label manufacturers recommend printing in a temperature range of 18–24°C (65–75°F) with relative humidity between 40 and 60 percent.
- Store paper in cartons, on a pallet or shelf, rather than on the floor.
- Store individual packages on a flat surface.
- Do not store anything on top of individual paper packages.
- Take paper out of the carton or wrapper only when you are ready to load it in the printer. The carton and wrapper help keep the paper clean, dry, and flat.

Avoiding jams

Load paper properly

- Make sure paper lies flat in the tray.
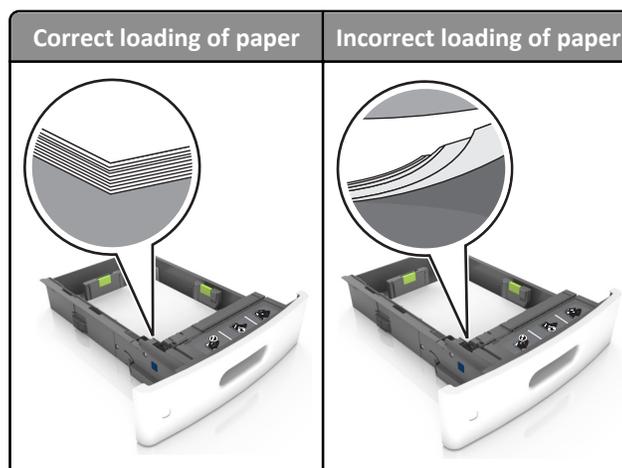
- Do not remove a tray while the printer is printing.
- Do not load a tray while the printer is printing. Load it before printing, or wait for a prompt to load it.
- Do not load too much paper. Make sure the stack height is below the maximum paper fill indicator.
- Do not slide the paper into the tray. Load paper as shown in the illustration.
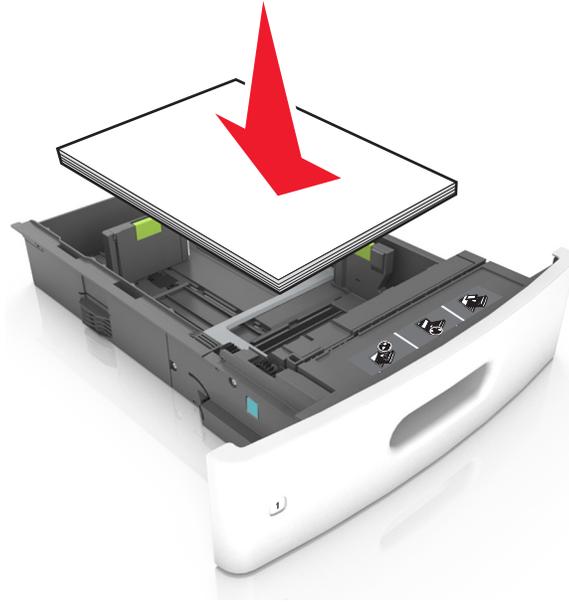
- Make sure the guides in the tray or the multipurpose feeder are properly positioned and are not pressing tightly against the paper.
- Push the tray firmly into the printer after loading paper.
- If you are loading prepunched paper for use with the staple finisher, then make sure the holes on the long edge of the paper are on the right side of the tray. For more information, see the "Loading paper and specialty media" section of the *User's Guide*.

### Allow the paper to enter the optional mailbox bins properly

- When using A4-, folio-, or legal-size paper, make sure to adjust the bin extender fully so that the paper enters the bin properly.

Notes:

- If the bin extender is shorter than the size of the paper you are printing on, then the paper causes a jam in the mailbox bin. For example, if you are printing on a legal-size paper and the bin extender is set to letter-size, then a jam occurs.
- If the bin extender is longer than the size of the paper you are printing on, then the edges become uneven and the paper is not stacked properly. For example, if you are printing on a letter-size paper and the bin extender is set to legal-size, then the paper does not stack properly.

- If paper needs to be returned to the mailbox bin, then insert the paper under the bin arm, and then push the paper all the way back.
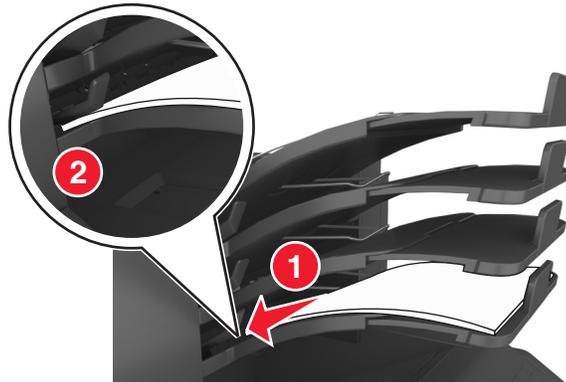
> **Note:** If the paper is not under the bin arm, then a jam occurs due to an overfilled bin.

Use recommended paper

- Use only recommended paper or specialty media.
- Do not load wrinkled, creased, damp, bent, or curled paper.
- Flex the sheets back and forth to loosen them, and then fan them. Do not fold or crease the paper. Straighten the edges on a level surface.
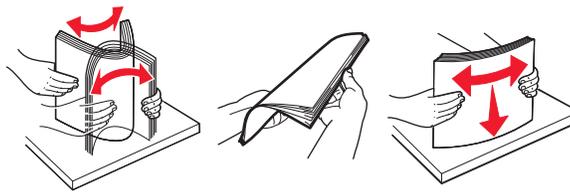
- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.