

Printing

Using color

Paper handling

Maintenance

Troubleshooting

Administration

Index

Paper jam messages

The following table lists the paper jam messages. The message number indicates where the paper jam occurred.

Paper jam messages

Message	To locate the jam...	For details see...
201 Paper Jam	Open the rear door	201 paper jam (rear door)
202 Paper Jam	Open the top door	202 paper jam (fuser and output rollers)
230 Paper Jam	Open the duplex unit top door	230 paper jam (duplex unit top door)
231 Paper Jam	Open the duplex unit lower door	231 paper jam (duplex unit lower door)
24x Paper Jam	Open the paper tray	24x paper jam (trays 1 or 2)

CAUTION! The inside of the printer may be hot. Allow the printer to cool before touching any internal components.

By carefully selecting print media and loading it properly, you should avoid most paper jams. For more information on proper paper handling and avoiding paper jams, see [Paper handling](#).



Printing

Using color

Paper handling

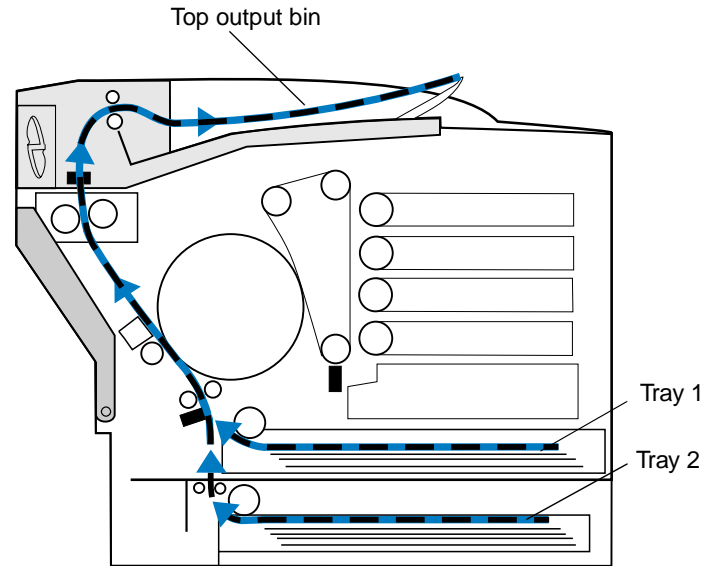
Maintenance

Troubleshooting

Administration

Index

When a jam does occur, the **Paper Jam** message appears and indicates the location of the jammed paper. You must clear the paper from this area, but you must also *clear all paper from the entire paper path*. The illustration of the paper path may help you. For paper jams occurring in the duplex unit, see [Clearing paper jams in the duplex unit](#).



Printing

Using color

Paper handling

Maintenance

Troubleshooting

Administration

Index

After you have cleared all the paper, close the printer rear door and top door, and then press **Go** to clear the message.

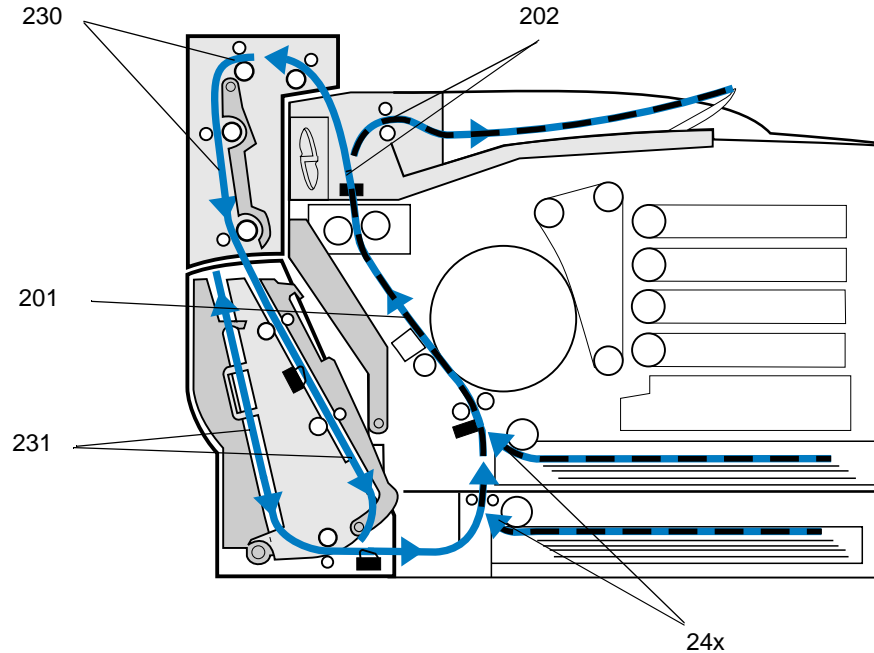
The Jam Recovery setting in the Setup Menu determines whether the printer reprints the jammed page. See **Auto Continue** for more information.

Note: If you feel you have cleared all the paper from the paper path, but the paper jam message is still displayed, remove the paper trays and check for jammed paper inside the paper tray cavity, replace the paper trays, open and close the rear and top door, and then press **Go**.



- Printing
- Using color
- Paper handling
- Maintenance
- **Troubleshooting**
- Administration
- Index

The following illustration identifies the printer jam number locations.



Printing

Using color

Paper handling

Maintenance

Troubleshooting

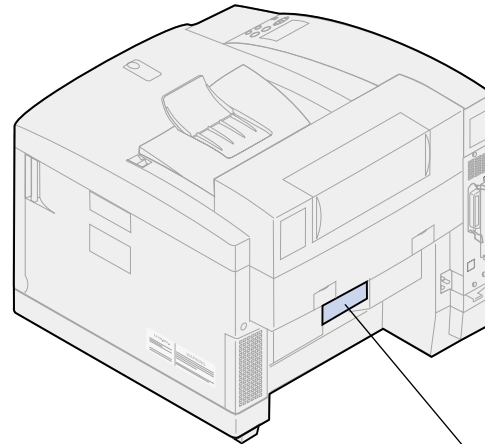
Administration

Index

201 Paper jam (rear door)

- 1 Pull the rear door release latch toward the rear of the printer.

CAUTION! The inside of the printer may be hot. Allow the printer to cool before touching any internal components.



Rear door release latch



Printing

Using color

Paper handling

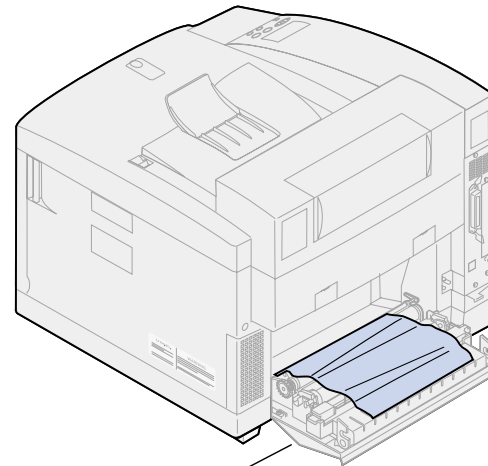
Maintenance

Troubleshooting

Administration

Index

2 Lower the rear door and carefully remove any paper from the back of the printer.



Rear door



Printing

Using color

Paper handling

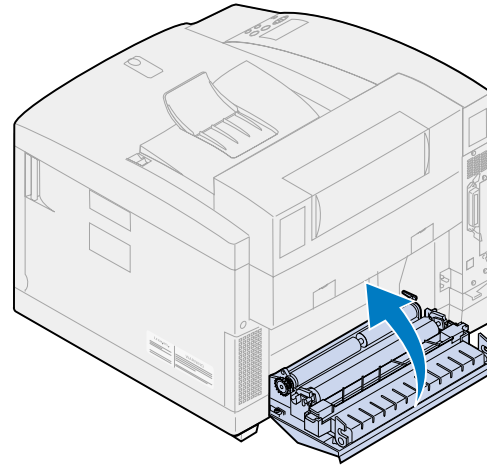
Maintenance

Troubleshooting

Administration

Index

- 3 Close the rear door.
- 4 Press **Go** on the operator panel.



Printing

Using color

Paper handling

Maintenance

Troubleshooting

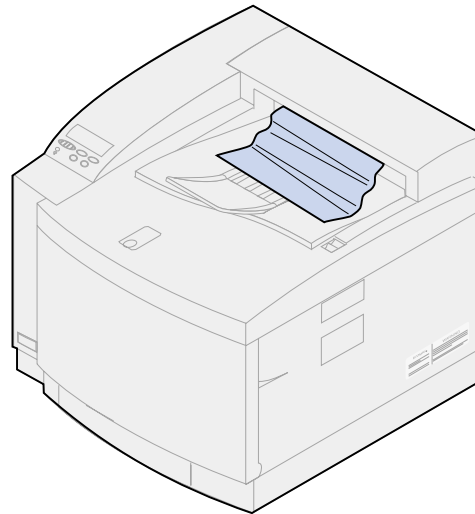
Administration

Index

202 Paper jam (fuser and output rollers)

Note: Paper jammed in the fuser rollers must be removed from the back of the printer to avoid contaminating the fuser rollers with unfused toner.

- 1 Carefully remove any jammed paper from the output rollers.



Printing

Using color

Paper handling

Maintenance

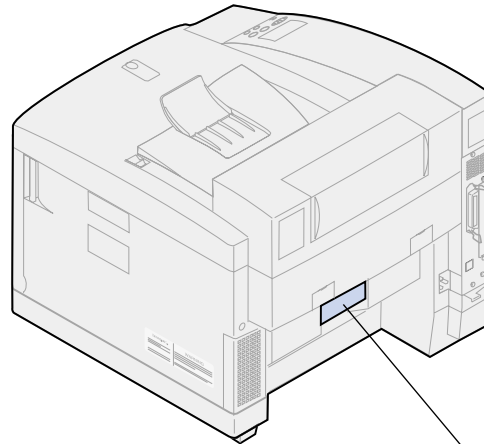
Troubleshooting

Administration

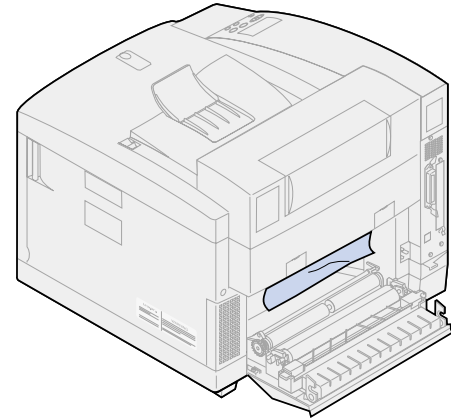
Index

2 Pull the rear door release latch toward the rear of the printer and lower the rear door.

CAUTION! The inside of the printer may be hot. Allow the printer to cool before touching any internal components.



Rear door release latch



Printing

Using color

Paper handling

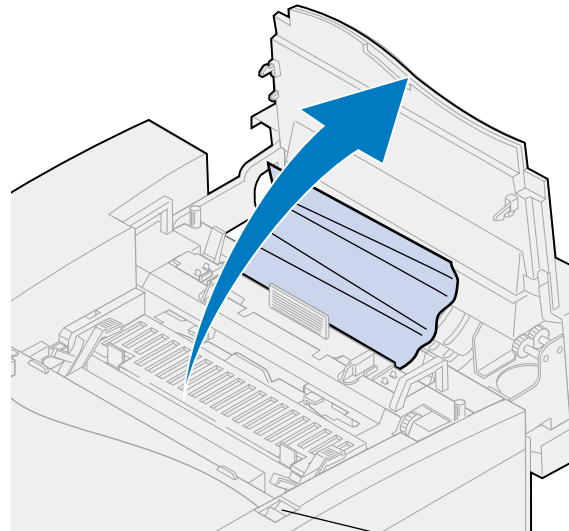
Maintenance

Troubleshooting

Administration

Index

- 3 Slide the top door release latch toward the front of the printer.
- 4 Lift the top door.



Top door release latch



Printing

Using color

Paper handling

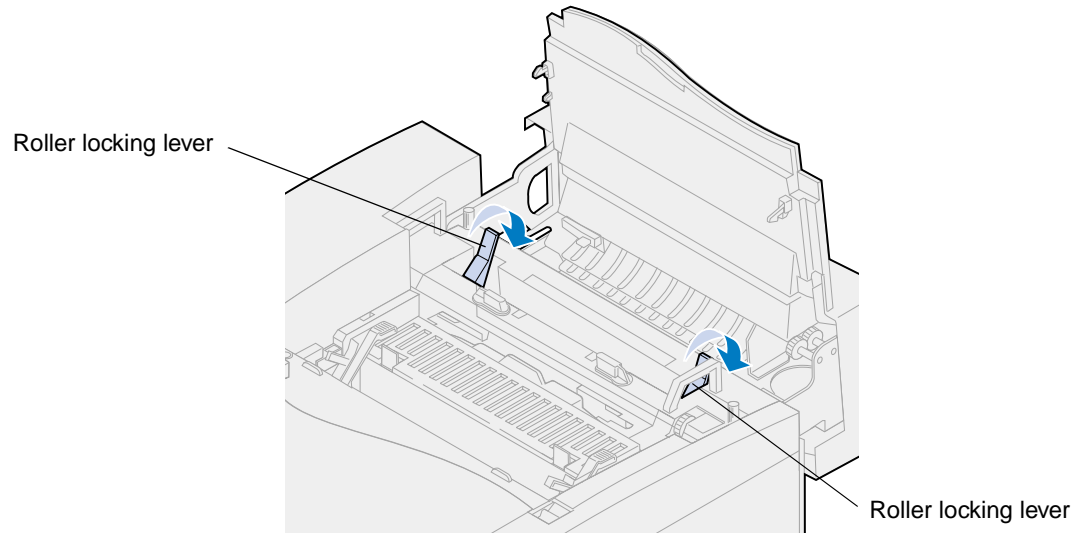
Maintenance

Troubleshooting

Administration

Index

5 Move the green roller locking levers toward the rear of the printer.



Printing

Using color

Paper handling

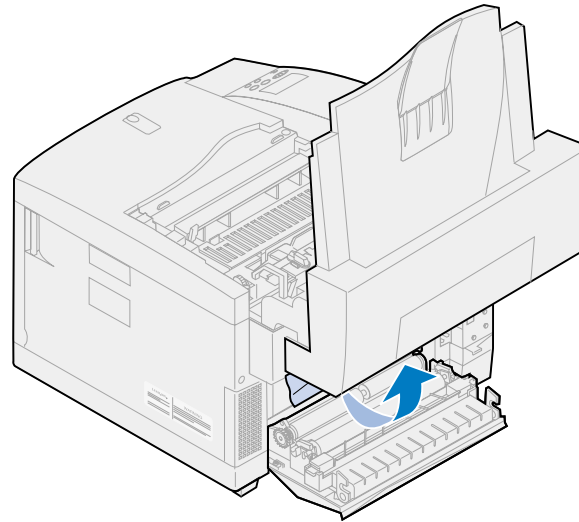
Maintenance

Troubleshooting

Administration

Index

6 Remove the jammed paper from the rear of the printer.



Printing

Using color

Paper handling

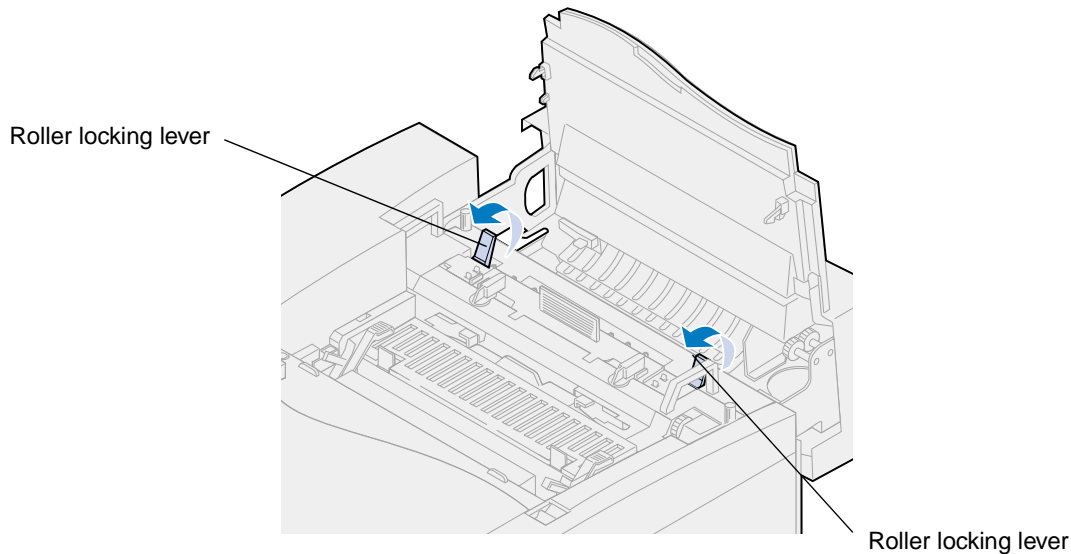
Maintenance

Troubleshooting

Administration

Index

7 Move the green roller locking levers to center position.



Printing

Using color

Paper handling

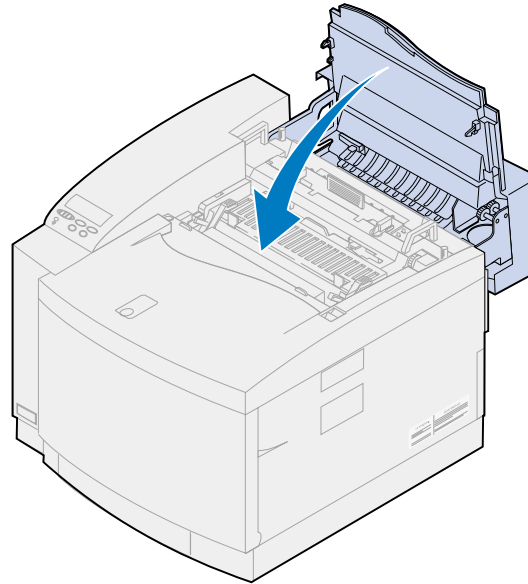
Maintenance

Troubleshooting

Administration

Index

8 Close the top door.



Printing

Using color

Paper handling

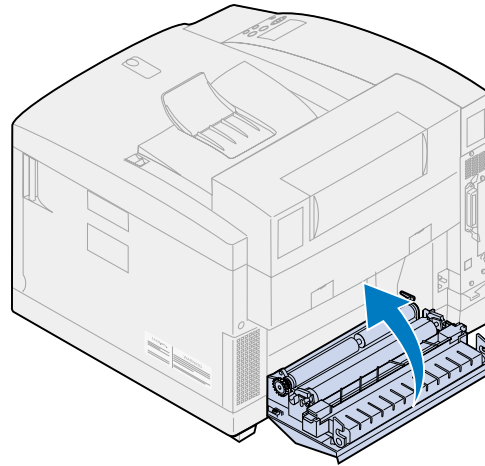
Maintenance

Troubleshooting

Administration

Index

- 9 Close the rear door.
- 10 Press **Go** on the operator panel.



Printing

Using color

Paper handling

Maintenance

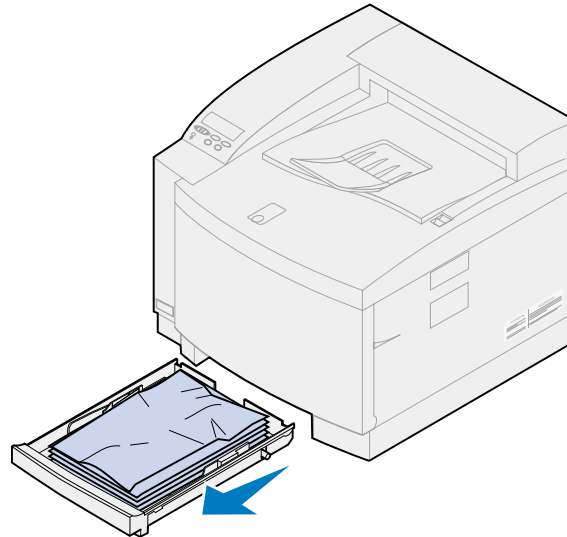
Troubleshooting

Administration

Index

24x Paper jam (trays 1 or 2)

- 1 Pull the paper tray completely out of the printer and set it on a flat surface.
- 2 Remove any wrinkled or damaged paper.



Printing

Using color

Paper handling

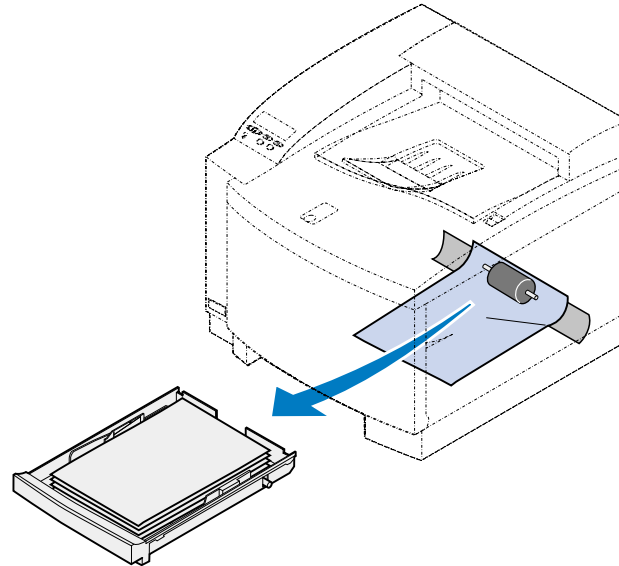
Maintenance

Troubleshooting

Administration

Index

3 Examine inside the paper tray cavity and remove any paper inside the printer.



Printing

Using color

Paper handling

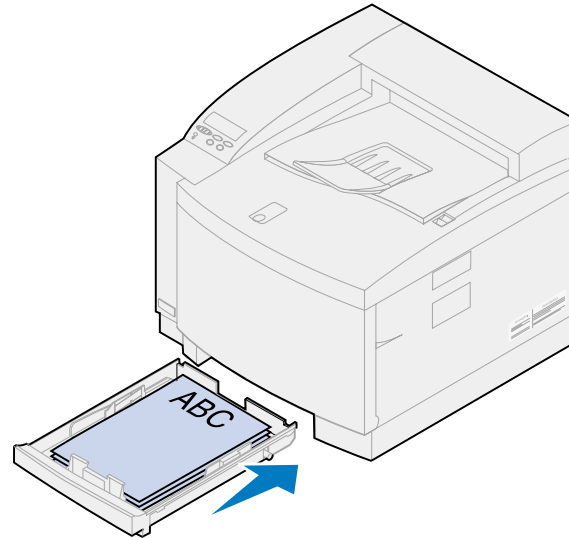
Maintenance

Troubleshooting

Administration

Index

- 4 Place the paper in the paper tray.
- 5 Hold the paper tray with both hands and firmly slide it all the way into the printer.



Printing

Using color

Paper handling

Maintenance

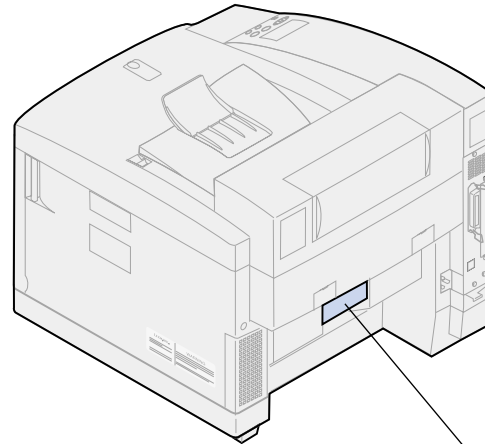
Troubleshooting

Administration

Index

6 Pull the rear door release latch toward the rear of the printer.

CAUTION! The inside of the printer may be hot. Allow the printer to cool before touching any internal components.



Rear door release latch



Printing

Using color

Paper handling

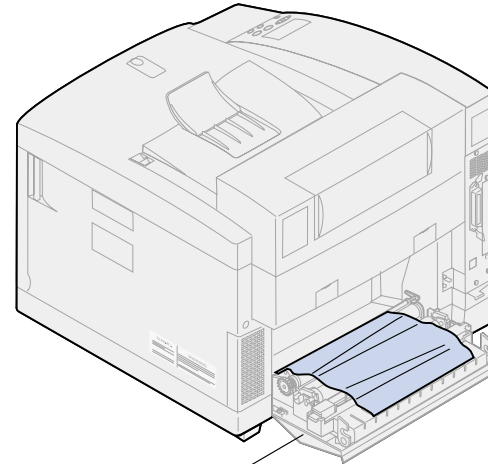
Maintenance

Troubleshooting

Administration

Index

7 Carefully remove any paper from the back of the printer.



Rear door



Printing

Using color

Paper handling

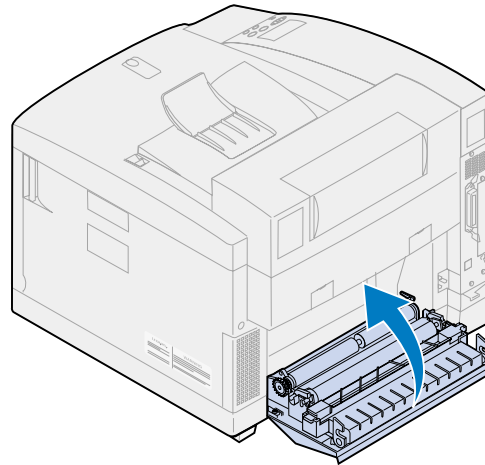
Maintenance

Troubleshooting

Administration

Index

- 8 Close the rear door.
- 9 Press **Go** on the operator panel.



Printing

Using color

Paper handling

Maintenance

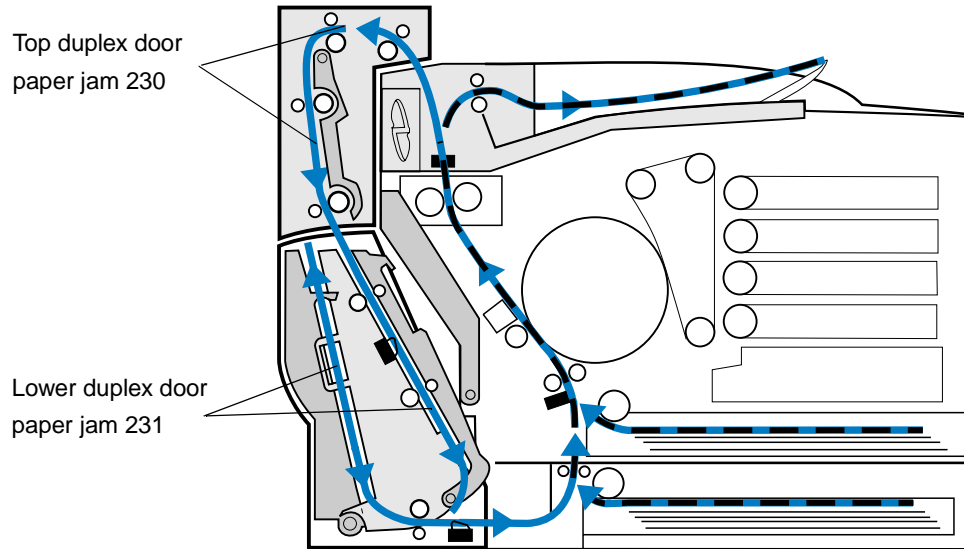
Troubleshooting

Administration

Index

Clearing paper jams in the duplex unit

When a jam occurs in the duplex unit, the 230 or 231 **Paper Jam** message appears and indicates where to find the jammed paper. You must clear the paper from this area. The illustration of the duplex unit paper path may help you.



Printing

Using color

Paper handling

Maintenance

Troubleshooting

Administration

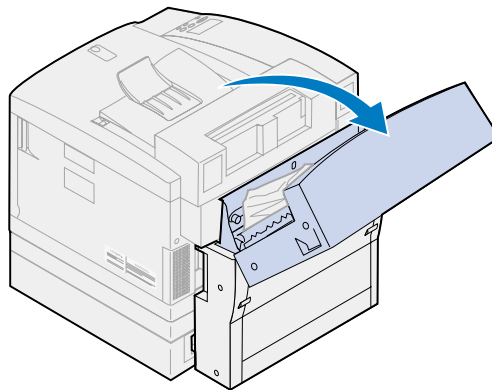
Index

After you have cleared the paper jam, close the duplex unit, doors and then press **Go** to clear the message.

The Jam Recovery setting in the Setup Menu determines whether the printer reprints the jammed page. See **Auto Continue** for more information.

230 Paper jam (duplex unit top door)

- 1 Open the top duplex door.



Printing

Using color

Paper handling

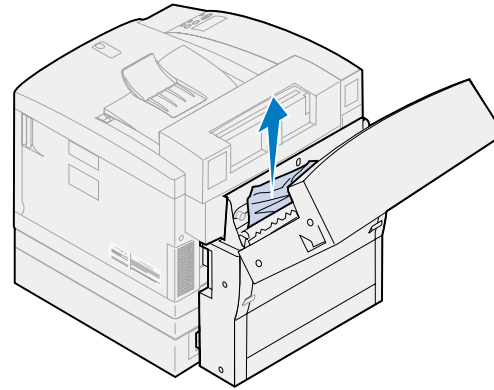
Maintenance

Troubleshooting

Administration

Index

2 Carefully remove any jammed paper from the top of the duplex unit.



Printing

Using color

Paper handling

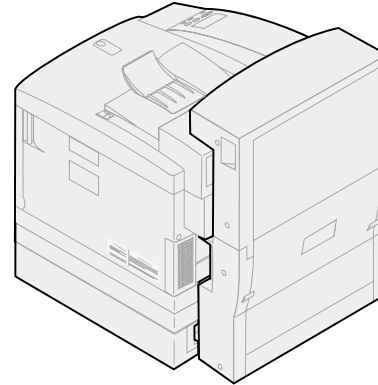
Maintenance

Troubleshooting

Administration

Index

- 3 Close the top duplex door.
- 4 Press **Go** on the operator panel.



Printing

Using color

Paper handling

Maintenance

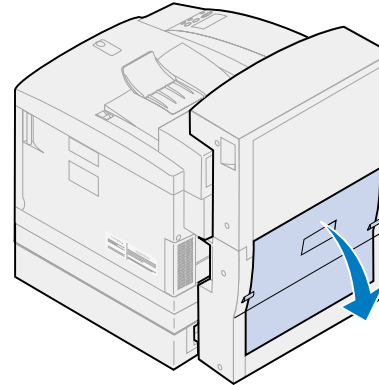
Troubleshooting

Administration

Index

231 Paper jam (duplex unit lower door)

- 1 Open the *outer* lower duplex access door.



Printing

Using color

Paper handling

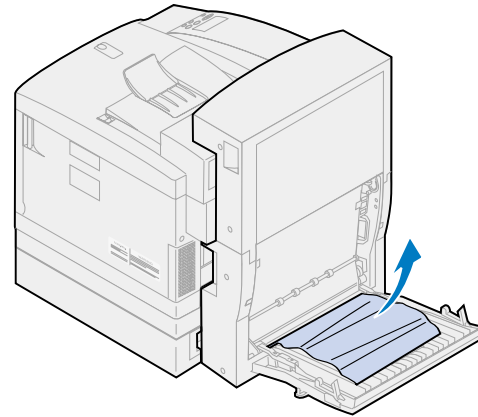
Maintenance

Troubleshooting

Administration

Index

2 Carefully remove any jammed paper from the rear of the duplex unit.



Printing

Using color

Paper handling

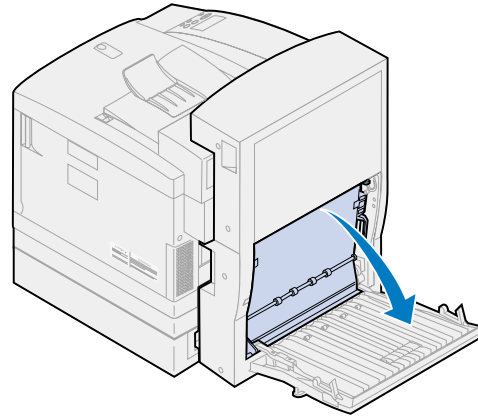
Maintenance

Troubleshooting

Administration

Index

3 Lower the *inner* rear duplex door.



Printing

Using color

Paper handling

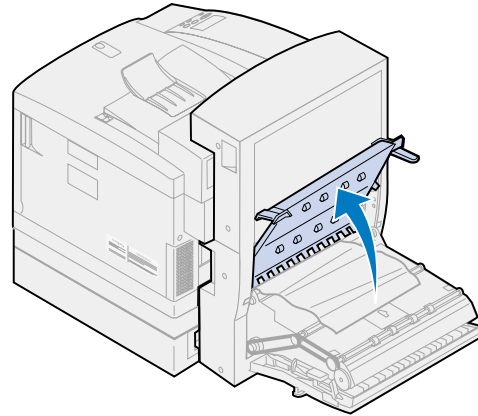
Maintenance

Troubleshooting

Administration

Index

4 Lift the *inner* rear duplex access panel.



Printing

Using color

Paper handling

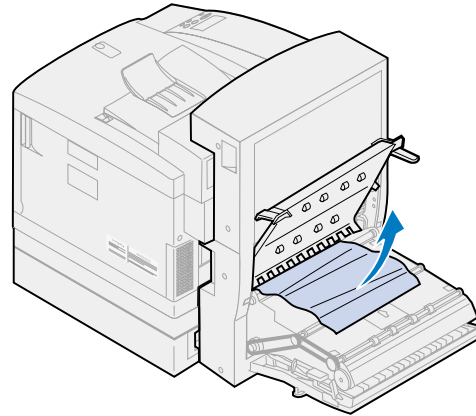
Maintenance

Troubleshooting

Administration

Index

5 Carefully remove any jammed paper from inside the duplex unit.



Printing

Using color

Paper handling

Maintenance

Troubleshooting

Administration

Index

- 6 Close the inner and outer rear duplex access doors.
- 7 Press **Go** on the operator panel.

