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Use the following table to find solutions to problems with the optional finisher.

| Symptom | Cause | Solution |
|---|---|--|
| Paper frequently jams in the finisher. | The finisher and the printer are misaligned. | Properly align the finisher with the printer. Refer to the <i>Setup Guide</i> for instructions. |
| | The printer and finisher have been moved. | Align the top of the guide rail with the line on the holding plate by rotating the two alignment knobs closest to the holding plate. This action raises or lowers the guide rail, depending on which way the knobs are turned. The edge of the guide rail should line up with the sticker where the white and gray portions divide. |
| | The transport unit is not properly installed. | Verify that you have properly installed the transport unit on top of the printer. If the 28x Paper Jam / Open Cover H message recurs, then it is not properly installed. The gears must be completely engaged for paper to travel successfully from the printer to the finisher. Refer to the <i>Setup Guide</i> for detailed installation instructions. |
| | You are trying to staple, hole punch, or offset print jobs on print media other than paper. | Restrict use of the special finishing features to paper meeting the printer specifications. |



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| Symptom | Cause | Solution |
|---|--|--|
| The printer only prints to bin 1. | The finisher cables are not connected properly. | Check the cable connections. Refer to the <i>Setup Guide</i> for instructions on connecting the finisher to the printer. |
| You cannot clear the 280 Paper Jam / Open Cover H message. | The transport unit is not properly installed. | Correctly install the transport unit on top of the printer. Refer to the <i>Setup Guide</i> for instructions. |
| The finisher does not offset the print job as requested. | You've selected both offsetting <i>and</i> stapling for the job. | The finisher cannot staple <i>and</i> offset a print job. If both functions are selected, the printer staples the job, but does not offset it. |



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| Symptom | Cause | Solution |
|-------------------------------|---|---|
| Pages are not stapled. | You are trying to staple too many sheets. | Reduce the number of pages in the staple job. The finisher can staple up to 50 sheets of 20 lb paper. If you attempt to staple a larger stack of paper, the finisher ejects the stack without stapling it. |
| | The staple cartridge holder is not installed or is not installed correctly. | Reinstall the stapler cartridge holder into the stapler. See Replacing a staple cartridge for instructions. |
| | The staple cartridge is empty. | Install a new staple cartridge. See Replacing a staple cartridge for instructions. |
| | The stapler is jammed. | Check the stapler for a staple jam. See Clearing staple jams . |
| | Staples are not properly positioned in the stapler. | Prime the stapler. See Priming the stapler . |



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| Symptom | Cause | Solution |
|--|---|---|
| Staple priming fails. The Priming Failed, Retry message displays. See Priming Failed, Retry for more information. | The staple cartridge is empty. | Insert a new staple cartridge. See Replacing a staple cartridge for instructions. |
| | The staple priming source tray is empty. | Load paper in the staple priming source tray specified in the Finishing Menu. See Staple Prime Src for more information. |
| | Bin 2 is full. | Remove the stack of paper from bin 2. |
| | The staple cartridge holder is not installed or is not installed correctly. | Reinstall the staple cartridge holder. See Replacing a staple cartridge for instructions. |
| | The stapler is jammed. | Clear the staple jam. See Clearing staple jams for instructions. |



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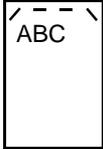
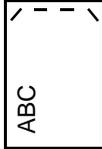
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| Symptom | Cause | Solution |
|---|--|--|
| <p>The staple is in the wrong corner of the stack.</p> | <p>The correct staple position was not selected in the Staple Job menu item in the Finishing Menu.</p> | <p>Select a different staple position. The Auto menu item staples the stack based on the feed method of the paper in relation to the leading edge of the paper. For more information on positions, see Staple Job and Staple positions.</p> <p>If necessary, reformat your print job from the software application or rotate your print job using the printer driver to avoid stapled sets that are difficult to read.</p> <p>A4, A5, JIS B5, Executive, and Letter</p> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p>Portrait</p>  </div> <div style="text-align: center;"> <p>Landscape</p>  </div> </div> <div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p>A3, JIS B4, and 11x17</p> <div style="display: flex; justify-content: space-around;"> <div style="text-align: center;"> <p>Portrait</p>  </div> <div style="text-align: center;"> <p>Landscape</p>  </div> </div> </div> <div style="text-align: center;"> <p>Legal</p>  </div> </div> |



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| Symptom | Cause | Solution |
|--|--|---|
| A printer message indicates that all linked bins are full, but some bins are empty. | There is no bin available to perform the finishing functions requested by the print job because the bin is full. | To clear the message, remove the stack of paper from the bin. |
| The 287 Paper Jam Open Deflector G message displays after you install the finisher. | The divertor cover is installed incorrectly. | Remove and realign the divertor cover. Refer to the <i>Setup Guide</i> for instructions. |
| Feed direction streaks are on stacks of paper exiting to the bins. | The wiper blade is dirty or installed incorrectly. | Remove, clean, and reinstall the wiper blade. See Cleaning the wiper blade or refer to the instruction sheet in the maintenance kit box. |

