Media guide

The printer supports the following paper and other specialty media sizes. Select custom sizes up to the maximum specified for the Universal setting.

Supported paper sizes

Paper size and Dimension	150-sheet tray	250- sheet tray	550-sheet tray	MP Feeder	Manual Paper	Manual Envelope	Duplex
A4 210 x 297 mm (8.27 x 11.7 in.)	✓	✓[1]	✓[1]	✓	✓	X	✓
A5 148 x 210 mm (5.83 x 8.27 in.)	X	✓[1]	✓[1]	✓	✓	X	✓
A6 105 x 148 mm (4.13 x 5.83 in.)	X	X	X	✓	✓	X	X
JIS B5 182 x 257 mm (7.17 x 10.1 in.)	X	✓	✓	✓	✓	X	✓
Letter 216 x 279 mm (8.5 x 11 in.)	✓	✓[2]	✓[2]	✓	✓	X	✓
Legal 216 x 356 mm (8.5 x 14 in.)	✓	✓	✓	✓	✓	X	✓
Executive 184 x 267 mm (7.25 x 10.5 in.)	X	X	X	✓	✓	X	✓
JIS B4 257 x 364 mm (10.12 x 14.33 in.)	✓	✓	✓	✓	✓	X	✓
A3 297 x 420 mm (11.69 x 16.54 in.)	✓	✓	✓	✓	✓	X	✓
11x17 279 x 432 mm (11 x 17 in.)	✓	✓[2]	✓[2]	✓	✓	X	✓
Oficio (México) 216 x 340 mm (8.5 x 13.4 in.)	X	X	X	✓	✓	X	✓

[1] Paper size is supported if printer is set to metric.

[2] Paper size is supported if printer is set to US.

[3] Maximum length is 1219 mm (48 in.)

Paper size and Dimension	150-sheet tray	250- sheet tray	550-sheet tray	MP Feeder	Manual Paper	Manual Envelope	Duplex
Folio 216 x 330 mm (8.5 x 13 in.)	X	X	X	✓	✓	X	✓
Statement 140 x 216 mm (5.5 x 8.5 in.)	X	X	X	✓	✓	X	X
Universal 64-297 mm x 148-432 mm (2.52-11.69 x 5.83-17.01 in.)	✓	X	X	✓ [3]	✓	X	✓
7 3/4 Envelope (Monarch) 98 x 191 mm (3.875 x 7.5 in.)	X	X	X	✓	X	✓	X
9 Envelope 98 x 226 mm (3.875 x 8.9 in.)	X	X	X	✓	X	✓	X
Com 10 Envelope 105 x 241 mm (4.12 x 9.5 in.)	X	X	X	✓	X	✓	X
DL Envelope 110 x 220 mm (4.33 x 8.66 in.)	X	X	X	✓	X	✓	X
C5 Envelope 162 x 229 mm (6.38 x 9.01 in.)	X	X	X	✓	X	✓	X
B5 Envelope 176 x 250 mm (6.93 x 9.84 in.)	X	X	X	✓	X	✓	X
Other Envelope 86 x 165 mm to 216 x 356 mm (3.375 x 6.50 in. to 8.5 x 14 in.)	X	X	X	✓	X	✓	X

[1] Paper size is supported if printer is set to metric.

[2] Paper size is supported if printer is set to US.

[3] Maximum length is 1219 mm (48 in.)

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%. Most label manufacturers recommend printing in a temperature range of 18 to 24°C (65 to 75°F) with relative humidity between 40 and 60%.
- Store paper in cartons when possible, on a pallet or shelf, rather than on the floor.
- Store individual packages on a flat surface.
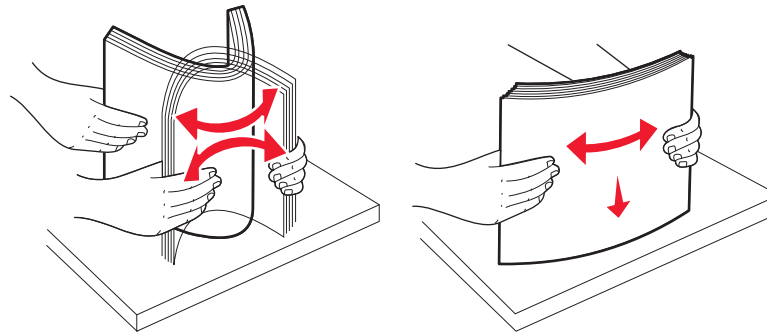- Do not store anything on top of individual paper packages.

Avoiding jams

Paper tray recommendations

- Make sure the 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 prior to printing, or wait for a prompt to load it.
- Do not load too much paper. Make sure the stack height does not exceed the indicated maximum height.
- Make sure the guides in the tray or the multipurpose feeder are properly positioned and are not pressing too tightly against the paper or envelopes.
- Push the tray in firmly after loading paper.

Paper recommendations

- Use only recommended paper or specialty media.
- Do not load wrinkled, creased, damp, bent, or curled paper.
- Flex and straighten paper before loading it.

- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same stack.
- Make sure all sizes and types are set correctly in the printer control panel menus.
- Store paper per manufacturer recommendations.