Quick Reference

Learning about the printer

Using the printer control panel
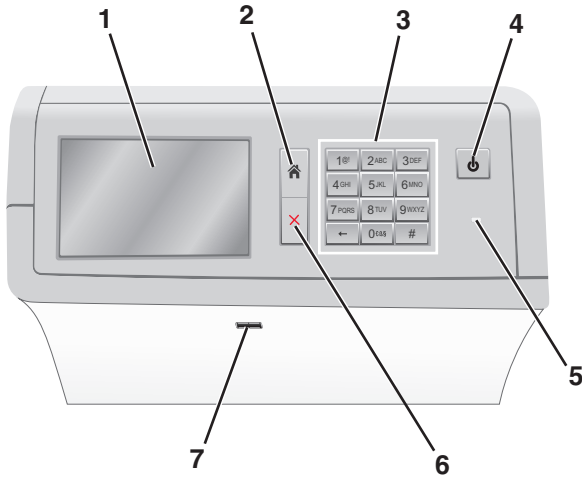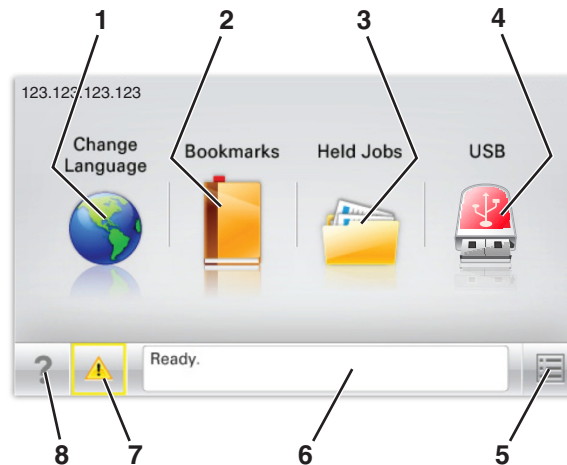

Use		To
1	Display	View printing options as well as status and error messages.
2	Home	Navigate back to the home screen.
3	Keypad	Enter numbers, letters, or symbols.
4	Sleep button	Enable Sleep Mode or Hibernate Mode. • A short press will enable Sleep Mode. • A long press will enable Hibernate Mode. **Note:** Touching the screen or pressing any hard button will cause the printer to wake from Sleep Mode or Hibernate Mode.

Use		To
5	Indicator light	View the status of the printer. • Off—The printer is off. • Blinking green—The printer is warming up, processing data, or printing. • Solid green—The printer is on, but idle. • Solid red—Operator intervention is needed. • Amber—The printer enters Sleep Mode or Hibernate Mode.
6	Stop/Cancel	Stop all printer activity. **Note:** A list of options is displayed once `Stopped` appears on the display.
7	USB port	Connect a flash drive into the printer USB port. **Note:** Only the front USB port supports flash drives.

Understanding the home screen

When the printer is turned on, the display shows a basic screen, referred to as the home screen. Use the home screen buttons and icons to initiate an action.

Note: Your home screen, icons, and the buttons may vary depending on your home screen customization settings, administrative setup, and active embedded solutions.

Touch		To
1	Change Language	Change the primary language of the printer.
2	Bookmarks	Create, organize, and save a set of bookmarks (URLs) into a tree view of folders and file links. **Note:** The tree view does not include bookmarks created within Forms and Favorites, and the ones in the tree are not usable in Forms and Favorites.
3	Held Jobs	Display all current held jobs.
4	USB or USB Thumbdrive	View, select, or print photos and documents from a flash drive. **Note:** This icon appears only when you return to the home screen while a memory card or flash drive is connected to the printer.
5	Menus	Access printer menus. **Note:** These menus are available only when the printer is in the Ready state.
6	Status message bar	• Show the current printer status such as `Ready` or `Busy`. • Show printer conditions such as `Fuser missing` or `Cartridge Low`. • Show intervention messages and the instructions on how to clear them.
7	Status/Supplies	• Display a warning or error message whenever the printer requires intervention to continue processing. • Access the messages screen for more information on the message, and how to clear it.
8	Tips	Open a context-sensitive Help information on the touch screen.

This may also appear on the home screen:
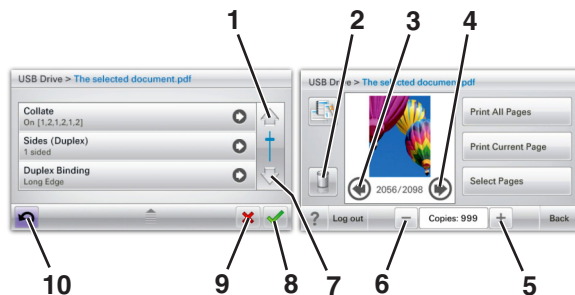
Touch	To
Search Held Jobs	Search current held jobs.

Features

Feature	Description
Attendance message alert	If an attendance message affects a function, then this icon appears and the red indicator light blinks.
Warning	If an error condition occurs, then this icon appears.
Printer IP address Sample: `123.123.123.123.123`	The IP address of your network printer is located at the top left corner of the home screen and appears as four sets of numbers separated by periods. You can use the IP address when accessing the Embedded Web Server so you can view and remotely configure printer settings even when you are not physically near the printer.

Using the touch-screen buttons

Note: Your home screen, icons, and buttons may vary depending on your home screen customization settings, administrative setup, and active embedded solutions.

Sample touch screen

	Touch	To
1	Up arrow	Scroll up.
2	Delete folder	Delete the file you selected.
3	Left arrow	Scroll to the left.
4	Right arrow	Scroll to the right.
5	Right scroll increase	Scroll to another value in increasing order.
6	Left scroll decrease	Scroll to another value in decreasing order.
7	Down arrow	Scroll down.

	Touch	To
8	Accept	Save a setting.
9	Cancel	• Cancel an action or a selection. • Cancel out a screen and return to the previous screen.
10	Back	Navigate back to the previous screen.

Setting up and using the home screen applications

Accessing the Embedded Web Server

The Embedded Web Server is the printer Web page that lets you view and remotely configure printer settings even when you are not physically near the printer.

1 Obtain the printer IP address:
- From the printer control panel home screen
- From the TCP/IP section in the Network/Ports menu
- By printing a network setup page or menu settings page, and then finding the TCP/IP section

Note: An IP address appears as four sets of numbers separated by periods, such as `123.123.123.123`.

2 Open a Web browser, and then type the printer IP address in the address field.

3 Press **Enter**.

Note: If you are using a proxy server, then temporarily disable it to load the Web page correctly.

Showing or hiding icons on the home screen

1 Open a Web browser, and then type the printer IP address in the address field.

   Note: View the printer IP address on the printer control panel home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

2 Click **Settings** > **General Settings** > **Home screen customization**.

   A list of basic printer functions appears.

3 Select the check boxes to specify which icons appear on the printer home screen.

   Note: Cleared check box items are hidden.

4 Click **Submit**.

Activating the home screen applications

Using Background and Idle Screen

Icon	Description
	The application lets you customize the background and idle screen of your printer home screen.

1 From the home screen, navigate to:

   Change Background > select background to use

2 Touch ✔.

Setting up Forms and Favorites

Icon	Description
	The application helps you simplify and streamline work processes by letting you quickly find and print frequently used online forms directly from the home screen.

Note: The printer must have permission to access the network folder, FTP site, or Web site where the bookmark is stored. From the computer where the bookmark is stored, use sharing, security, and firewall settings to allow the printer at least a *read* access. For help, see the documentation that came with your operating system. |

1 Open a Web browser, and then type the printer IP address in the address field.

   Note: View the printer IP address on the printer control panel home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

2 Click **Settings** > **Device Solutions** > **Solutions (eSF)** > **Forms and Favorites**.

3 Define the bookmarks, and then customize the settings.

4 Click **Apply**.

To use the application, touch **Forms and Favorites** on the printer home screen, and then navigate through form categories, or search for forms based on a form number, name, or description.

Understanding Eco-Settings

Icon	Description
	The application lets you easily manage energy consumption, noise, toner, and paper usage settings to help reduce the environmental impact of your printer.

Understanding Showroom

Icon	Description
	The application lets you create and display a customized slide show on the touch screen of your printer. You can load images either from a flash drive or through the printer Embedded Web Server.

Setting up Remote Operator Panel

This application shows the printer control panel on your computer screen and lets you interact with the printer control panel, even when you are not physically near the network printer. From your computer screen, you can view the printer status, release held print jobs, create bookmarks, and do other print-related tasks you might normally do while standing at the network printer.

1 Open a Web browser, and then type the printer IP address in the address field.

   Note: View the printer IP address on the printer control panel home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

2 Click **Settings** > **Device Solutions** > **Solutions (eSF)** > **Remote Operator Panel**.

3 Select the **Enabled** check box, and then customize the settings.

4 Click **Apply**.

To use the application, from the Embedded Web Server, click **Applications** > **Remote Operator Panel** > **Launch VNC Applet**.

Exporting and importing a configuration

You can export configuration settings into a text file, and then import the file to apply the settings to other printers.

1 Open a Web browser, and then type the printer IP address in the address field.

   Note: View the IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.

2 Export or import a configuration file for one or multiple applications.

For one application

a Navigate to:

Settings > **Apps** > **Apps Management** > select an application > **Configure**

b Export or import the configuration file.

Notes:

- If a `JVM Out of Memory` error occurs, then repeat the export process until the configuration file is saved.
- If a timeout occurs and a blank screen appears, then refresh the Web browser, and then click **Apply**.

For multiple applications

a Click **Settings** > **Import/Export**.

b Export or import a configuration file.

Note: When importing a configuration file, click **Submit** to complete the process.

Loading paper and specialty media

Setting the paper size and type

The Paper Size setting is automatically sensed according to the position of the paper guides in each tray except the multipurpose feeder. The Paper Size setting for the multipurpose feeder must be set manually from the Paper Size menu. The Paper Type setting must be set manually for all trays that do not contain plain paper.

From the home screen navigate to:

▤ > **Paper Menu** > **Paper Size/Type** > select a tray > select the paper

size or type > ✔

The factory default Paper Type setting is Plain Paper.

## Loading the standard or optional 520-sheet tray

The printer has one standard 520-sheet tray (Tray 1), and may have one or more optional 520-sheet trays. All 520-sheet trays support the same paper sizes and types.

⚠ **CAUTION—POTENTIAL INJURY:** To reduce the risk of equipment instability, load each paper drawer or tray separately. Keep all other drawers or trays closed until needed.
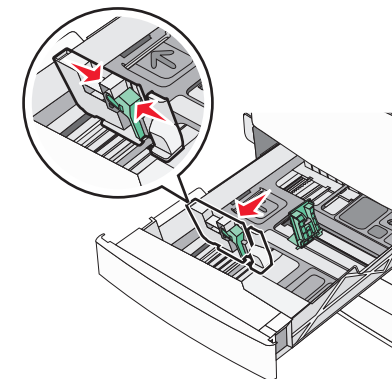
1 Pull the tray out.
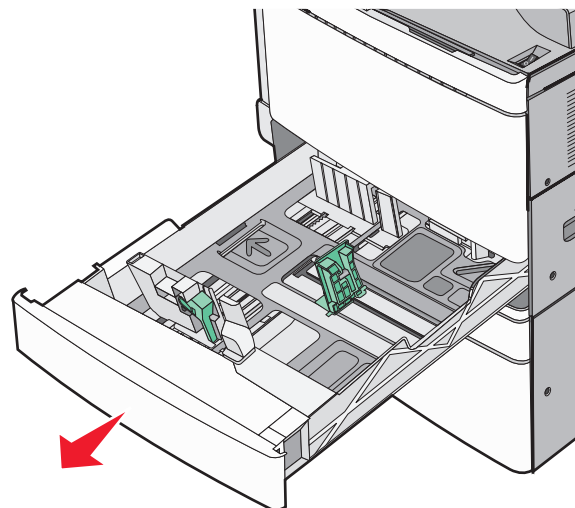
Notice the size indicators at the bottom of the tray. Use these indicators to help position the length and width guides.
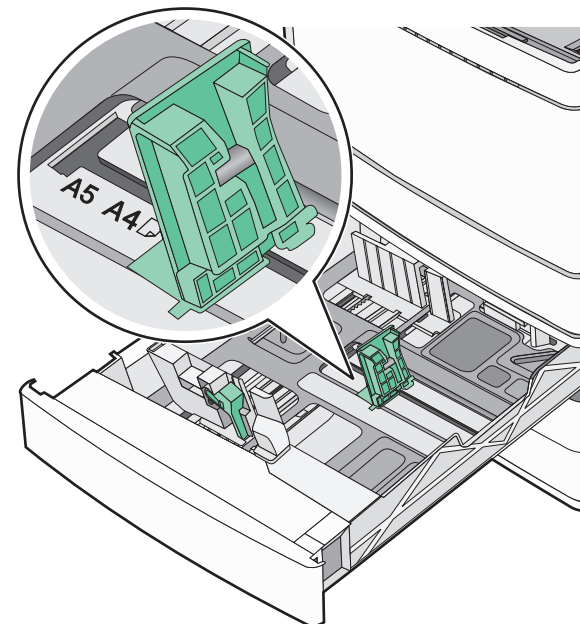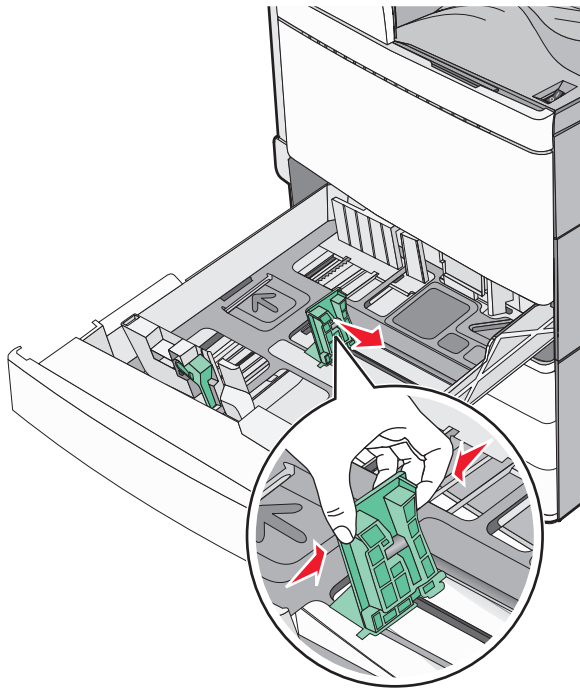
2 Squeeze and then slide the width guide to the correct position for the paper size loaded.

3 Squeeze and then slide the length guide to the correct position for the paper size loaded.

Note: The length guide has a locking device. To unlock, slide the button on top of the length guide down. To lock, slide the button up when a length has been selected.

4 Flex the sheets back and forth to loosen them. Do not fold or crease the paper. Straighten the edges on a level surface.
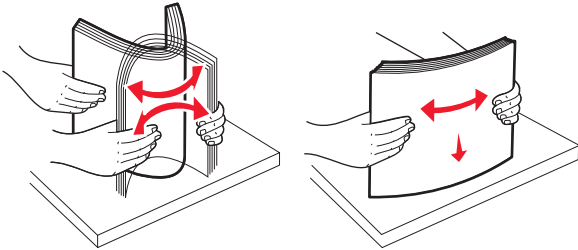

**5** Load the paper stack with the recommended print side faceup.

Notes:

- Place print side facedown for duplex printing.
- Place pre-punched paper with the holes toward the front of the tray.
- Place letterheads with the header on the left side of the tray.
- Make sure the paper is below the maximum fill line located on the edge of the paper tray.

Warning—Potential Damage: Overloading the tray can cause paper jams and possible printer damage.
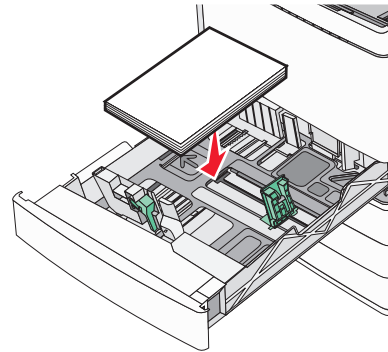


6 Insert the tray.
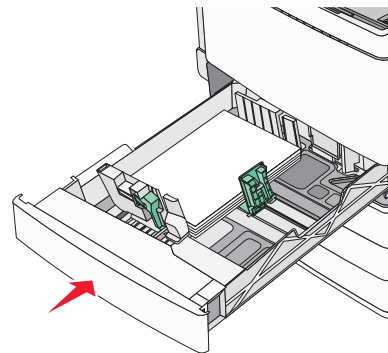
7 From the printer control panel, verify the Paper Size and Paper Type setting for the tray based on the paper you loaded.

Loading the optional 850- and 1,150-sheet trays

The 850- and 1,150-sheet trays support the same paper sizes and types, and require the same process for loading paper.

CAUTION—POTENTIAL INJURY: To reduce the risk of equipment instability, load each paper drawer or tray separately. Keep all other drawers or trays closed until needed.
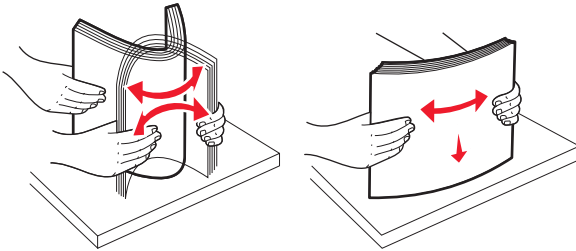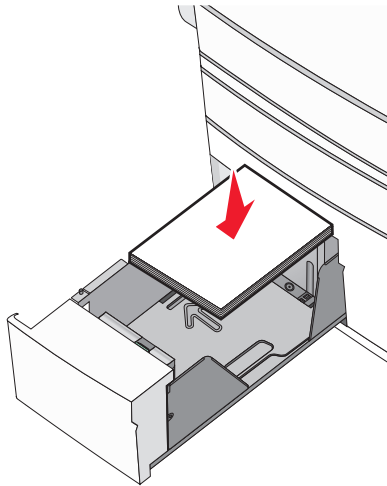
1 Pull the tray out.
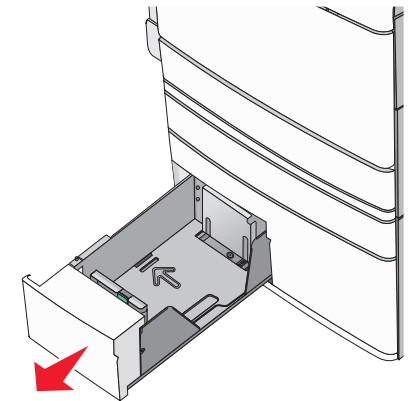
2 Squeeze and then slide the length guide to the correct position for the paper size you are loading.
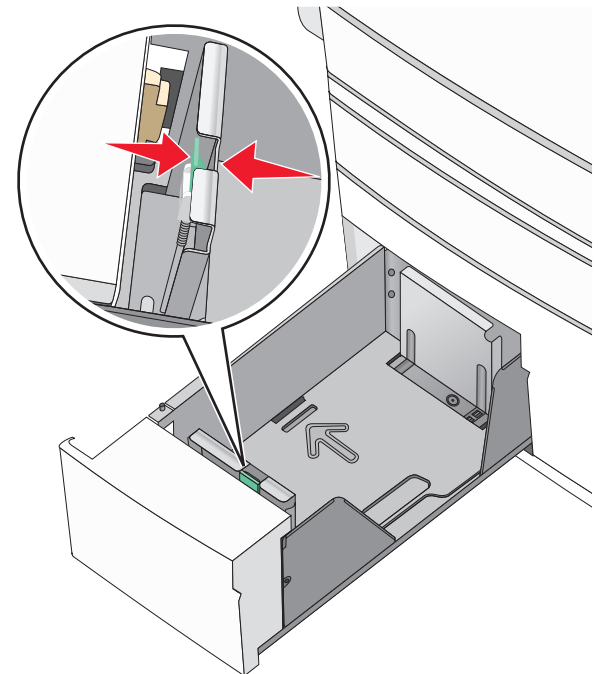
3 Flex the sheets back and forth to loosen them. Do not fold or crease the paper. Straighten the edges on a level surface.

4 Load the paper stack with the recommended print side faceup.

Notes:

- Place print side facedown for duplex printing.
- Place pre-punched paper with the holes toward the front of the tray.
- Place letterheads faceup with the header on the left side of the tray.
- Place letterheads facedown with the header on the right side of the tray for duplex printing.
- Make sure the paper is below the maximum fill line located on the edge of the paper tray.

Warning—Potential Damage: Overloading the tray can cause paper jams and possible printer damage.
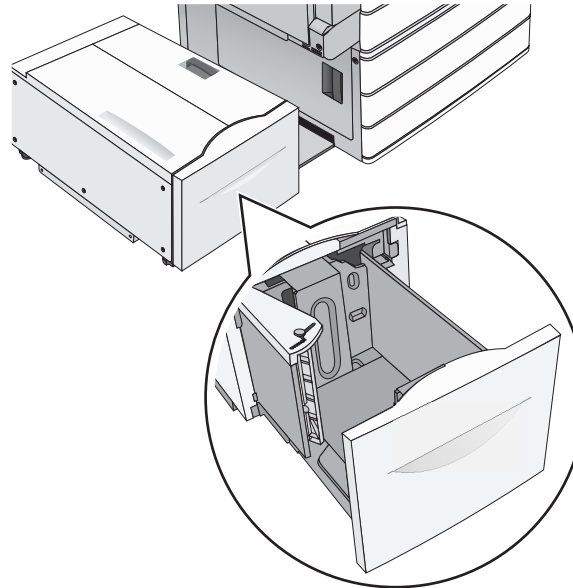
5 Insert the tray.

6 From the printer control panel, verify the Paper Size and Paper Type setting for the tray based on the paper you loaded.
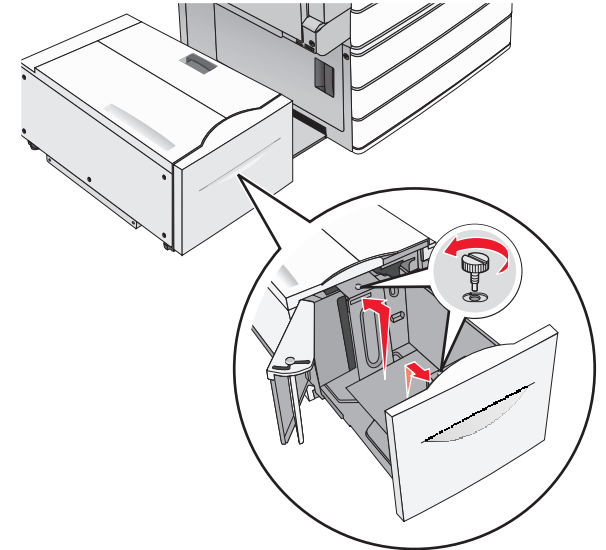
Loading the 2000-sheet high-capacity feeder

The high-capacity feeder can hold up to 2,000 sheets of letter-, A4-, and legal-size paper (80 g/m^2 or 20 lb).
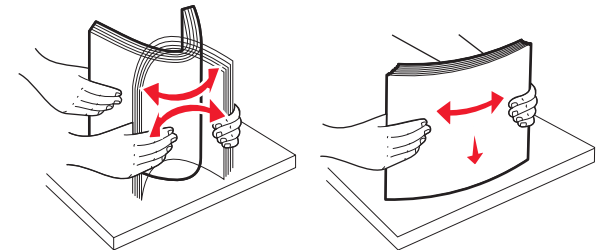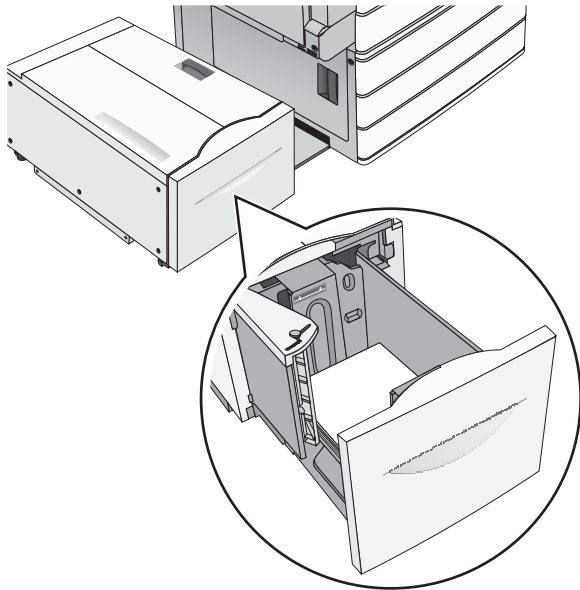
1 Pull the tray out.

**2** Adjust the width guide as necessary.

3 Flex the sheets back and forth to loosen them. Do not fold or crease the paper. Straighten the edges on a level surface.

4 Load paper into the tray with the print side faceup.

Note: Make sure the paper is below the maximum fill line located on the edge of the paper tray. Overloading the tray can cause paper jams and possible printer damage.
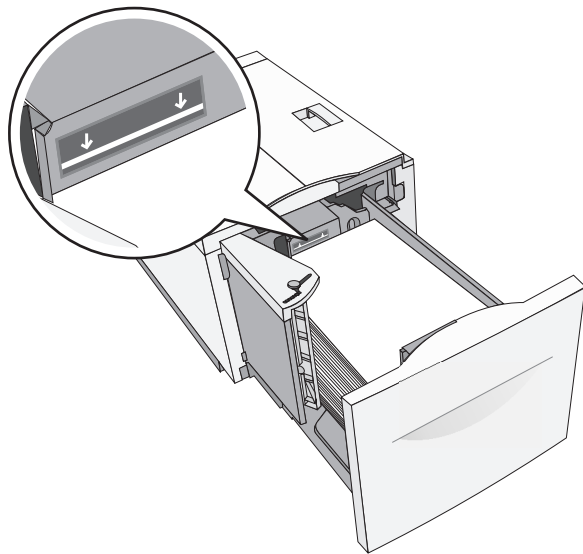
Notes:

- Place pre-punched paper with the holes toward the front of the tray.
- Place letterheads faceup with the header on the left side of the tray.
- Place letterheads facedown with the header on the right side of the tray for duplex printing.

5 Insert the tray.

Loading the multipurpose feeder

The multipurpose feeder can hold several sizes and types of print media, such as transparencies, labels, card stock, and envelopes. It can be used for single-page or manual printing, or as an additional tray.

The multipurpose feeder can hold approximately:

- 100 sheets of 75-g/m^2 (20-lb) paper
- 10 envelopes
- 75 transparencies

The multipurpose feeder accepts paper or specialty media within the following dimensions:

- Width—89 mm (3.5 in.) to 229 mm (9.02 in.)
- Length—127 mm (5 in.) to 1270 mm (50 in.)

Note: Maximum width and length can be applied only to short-edge feeding.

Note: Do not add or remove paper or specialty media when the printer is printing from the multipurpose feeder or when the printer control panel indicator light is blinking. Doing so may cause a jam.
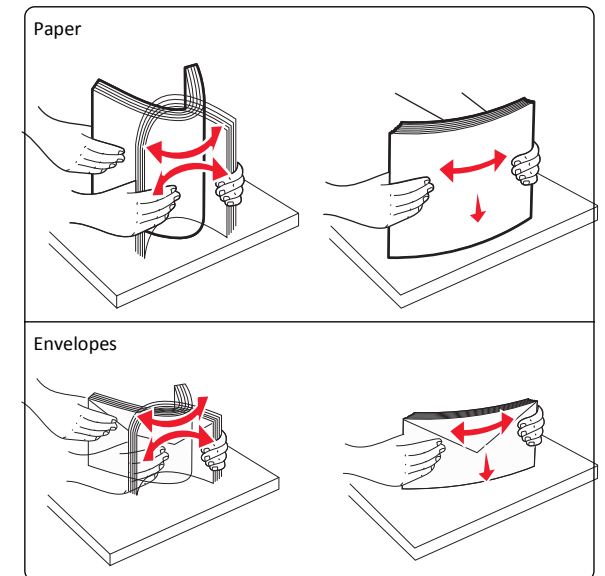
1 Pull down the multipurpose feeder door.
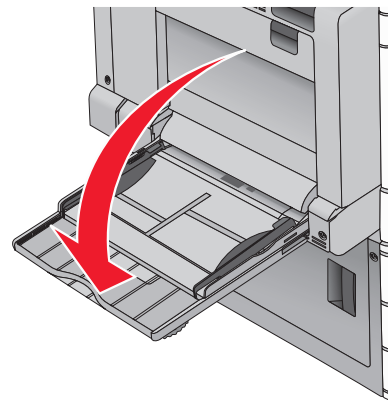
2 For paper or specialty media that is longer than letter-size paper, gently pull the extension until it is fully extended.
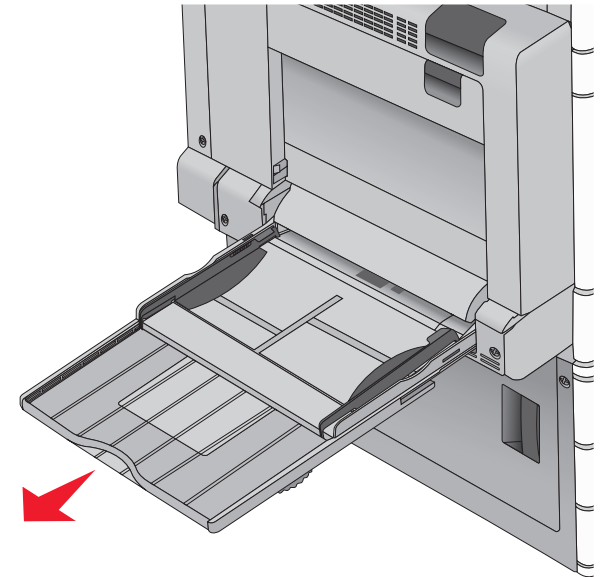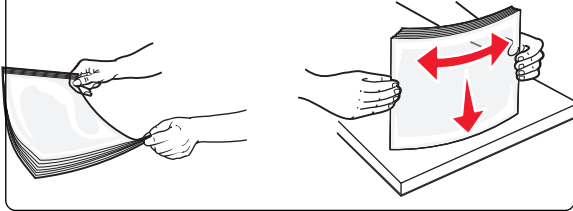

3 Flex the sheets of paper or specialty media back and forth to loosen them. Do not fold or crease them. Straighten the edges on a level surface.
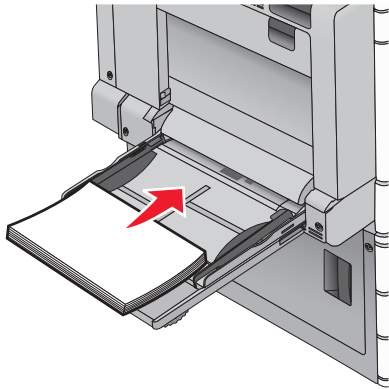

Paper

Envelopes

Transparencies

**Note:** Avoid scratching or touching the print side.

4 Push the paper pick tab, and then load the paper or specialty media. Slide the stack gently into the multipurpose feeder until it comes to a stop, and then release the paper pick tab.

Warning—Potential Damage: Pulling the paper out, without pushing the paper pick tab first, may cause jams or the paper pick tab to break.

- Load paper and transparencies with the recommended print side facedown and the long edge entering the printer first.
- For duplex letterhead printing, place the letterhead faceup and the header entering the printer last.

- Load envelopes with the flap side up and to the right.
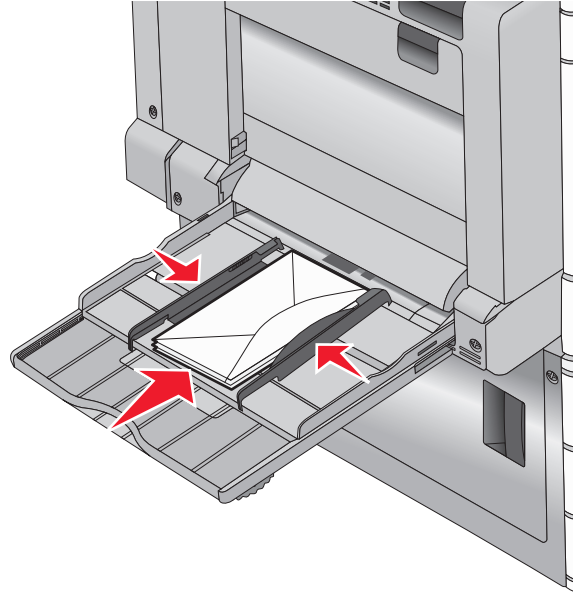
Warning—Potential Damage: Never use envelopes with stamps, clasps, snaps, windows, coated linings, or self-stick adhesives. These envelopes may severely damage the printer.

Notes:

- Do not exceed the maximum stack height by forcing paper or transparencies under the stack height limiter.
- Load only one size and type of paper at a time.

5 Adjust the width guide to lightly touch the edge of the stack. Make sure the paper or specialty media fits loosely in the multipurpose feeder, lies flat, and is not bent or wrinkled.
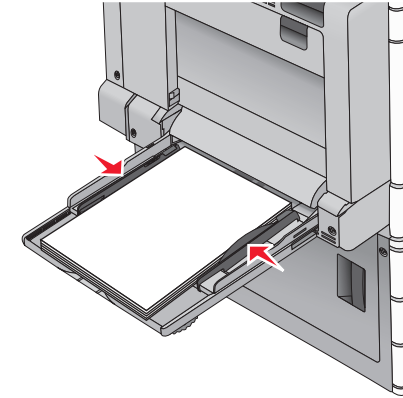
6 From the printer control panel, set the Paper Size and Paper Type for the multipurpose feeder (MP Feeder Size and MP Feeder Type) based on the paper or specialty media loaded.

Linking and unlinking trays

Linking trays

Tray linking is useful for large print jobs or for printing multiple copies. When one linked tray is empty, paper feeds from the next linked tray. When the Paper Size and Paper Type settings are the same for any trays, the trays are automatically linked. The Paper Size setting is automatically sensed according to the position of the paper guides in each tray except Tray 1 and the multipurpose feeder. The Paper Size setting for the multipurpose feeder must be set manually from the Paper Size menu. The Paper Type setting must be set for all trays from the Paper Type menu. The Paper Type menu and the Paper Size menu are both available from the Paper Size/Type menu.

Unlinking trays

Note: Trays that do not have the same settings as any other tray are not linked.

Change one of the following tray settings:

- Paper Type

  Paper Type names describe the paper characteristics. If the name that best describes your paper is used by linked trays, assign a

different Paper Type name to the tray, such as Custom Type [x], or define your own custom name.

- Paper Size

  Load a different paper size to automatically change the Paper Size setting for a tray. Paper Size settings for the multipurpose feeder are not automatic; they must be set manually from the Paper Size menu.

Warning—Potential Damage: Do not assign a Paper Type name that does not accurately describe the type of paper loaded in a tray. The temperature of the fuser varies according to the specified Paper Type. Prints may not be properly processed if an inaccurate Paper Type is selected.

Creating a custom name for a paper type

If the printer is on a network, you can use the Embedded Web Server to define a name other than Custom Type [x] for each of the custom paper types loaded into the printer.

1 Type the printer IP address into the address field of your Web browser.

   Note: If you do not know the IP address of the printer, then you can:
   - View the IP address on the printer control panel in the TCP/IP section under the Networks/Ports menu.
   - Print a network setup page or the menu settings pages and locate the IP address in the TCP/IP section.

2 Click **Settings** > **Paper Menu** > **Custom Name** > type a name > **Submit**.

   Note: This custom name will replace the Custom Type [x] name under the Custom Types and Paper Size and Type menus.

3 Click **Custom Types** > select a paper type > **Submit**.

Assigning a custom paper type name

1 From the home screen, navigate to:

   ![icon] > **Paper Menu** > **Paper Size/Type**

2 Select the tray number or MP Feeder Type.

3 Touch the left or right arrow until `Custom Type [x]` or another custom name appears.

4 Touch ![checkmark].

Printing

Printing a document

Printing a document

1 From the printer control panel Paper menu, set the Paper Type and Paper Size to match the loaded paper.

2 Send the print job:

   For Windows users
   a With a document open, click **File** > **Print**.
   b Click **Properties**, **Preferences**, **Options**, or **Setup**.
   c Adjust settings as necessary.
   d Click **OK** > **Print**.

   For Macintosh users
   a Customize the settings as needed in the Page Setup dialog:
      1 With a document open, choose **File** > **Page Setup**.
      2 Choose a paper size or create a custom size to match the loaded paper.
      3 Click **OK**.
   b Customize the settings as needed in the Print dialog:
      1 With a document open, choose **File** > **Print**.
        If necessary, click the disclosure triangle to see more options.
      2 From the Print dialog and pop-up menus, adjust the settings as needed.

        Note: To print on a specific paper type, adjust the paper type setting to match the loaded paper, or select the appropriate tray or feeder.
      3 Click **Print**.

Printing in black and white

From the home screen, navigate to:

![icon] > **Settings** > **Print Settings** > **Quality Menu** > **Print Mode** > **Black Only** > ![checkmark]

Adjusting toner darkness

1 Type the printer IP address into the address field of your Web browser.

   If you do not know the IP address of the printer, you can:
   - View the IP address on the printer control panel in the TCP/IP section under the Networks/Ports menu.
   - Print a network setup page or the menu settings pages and locate the IP address in the TCP/IP section.

2 Click **Settings** > **Print Settings** > **Quality Menu** > **Toner Darkness**.

3 Adjust the toner darkness setting.

4 Click **Submit**.

Using Max Speed and Max Yield

The Max Speed and Max Yield settings let you choose between a faster print speed or a higher toner yield. Max Yield is the factory default setting.

- **Max Speed**—Prints in color unless Black Only is selected in the driver. Prints in black only if the black only driver setting is selected.
- **Max Yield**—Switches from black to color based on the color content found on each page. Frequent color mode switching can result in slower printing if the content of pages is mixed.

Using the Embedded Web Server

1 Type the printer IP address or host name in the address field of your Web browser.

   If you do not know the IP address or host name of the printer, then you can:
   - View the information on the printer control panel home screen, or in the TCP/IP section under the Networks/Ports menu.
   - Print a network setup page or menu settings page, and then locate the information in the TCP/IP section.

2 Click **Configuration** > **Print Settings** > **Setup Menu**.

3 From the Printer Usage list, select **Max Speed** or **Max Yield**.

4 Click **Submit**.

Using the printer control panel

1 From the home screen, navigate to:

   ![icon] > **Settings** > **Print Settings** > **Setup Menu**

2 From the Printer Usage list, select **Max Speed** or **Max Yield**.
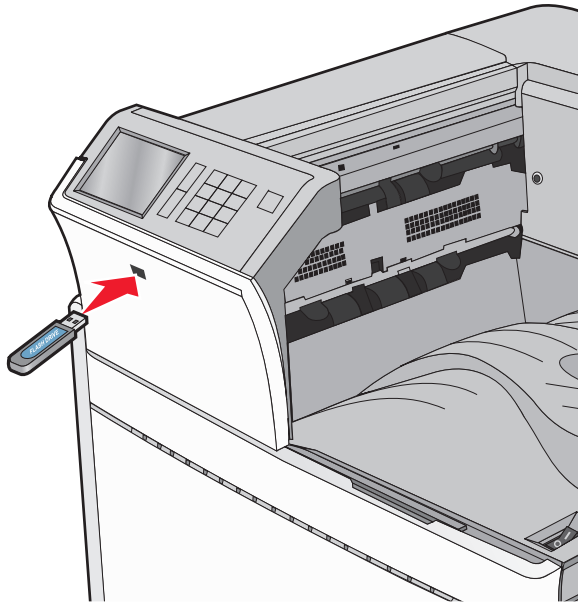
3 Touch ✓.

Printing from a flash drive

Printing from a flash drive

Notes:

- Before printing an encrypted PDF file, enter the file password from the printer control panel.
- You cannot print files for which you do not have printing permissions.

1 Insert a flash drive into the USB port.

Notes:

- If you insert the flash drive when the printer requires attention, such as when a jam has occurred, then the printer ignores the flash drive.
- If you insert the flash drive while the printer is processing other print jobs, then `Busy` appears. After these print jobs are processed, you may need to view the held jobs list to print documents from the flash drive.

Warning—Potential Damage: Do not touch the USB cable, any network adapter, any connector, the memory device, or the printer in the areas shown while actively printing, reading, or writing from the memory device. A loss of data can occur.

2 From the printer control panel, touch the document you want to print.

3 Touch the arrows to increase the number of copies to print, and then touch **Print**.

Notes:

- Do not remove the flash drive from the USB port until the document has finished printing.
- If you leave the flash drive in the printer after leaving the initial USB menu screen, then you can still print files from the flash drive as held jobs.

Supported flash drives and file types

Flash drive	File type
Many flash drives are tested and approved for use with the printer. For more information, contact the place where you purchased the printer. **Notes:** • Hi-Speed USB flash drives must support the full-speed standard. Devices supporting only USB low-speed capabilities are not supported. • USB flash drives must support the File Allocation Table (FAT) system. Devices formatted with New Technology File System (NTFS) or any other file system are not supported.	Documents: • .pdf • .xps • .html Images: • .dcx • .gif • .JPEG or .jpg • .bmp • .pcx • .TIFF or .tif • .png

Canceling a print job

Canceling a print job from the printer control panel

1 From the printer control panel, touch **Cancel Job** or press ✕ on the keypad.

2 Touch the print job you want to cancel, and then touch **Delete Selected Jobs**.

Note: If you press ✕ on the keypad, then touch **Resume** to return to the home screen.

Canceling a print job from the computer

For Windows users

1 Open the printers folder, and then select your printer.

2 From the print queue, select the print job you want to cancel, and then delete it.

For Macintosh users

1 From System Preferences in the Apple menu, navigate to your printer.
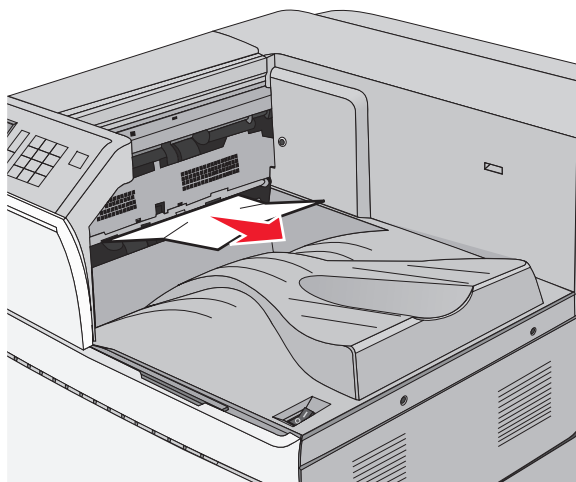
2 From the print queue, select the print job you want to cancel, and then delete it.

Clearing jams

201–202 paper jams

If the jammed paper is visible in the standard exit bin, then firmly grasp the paper on each side, and then gently pull it out.

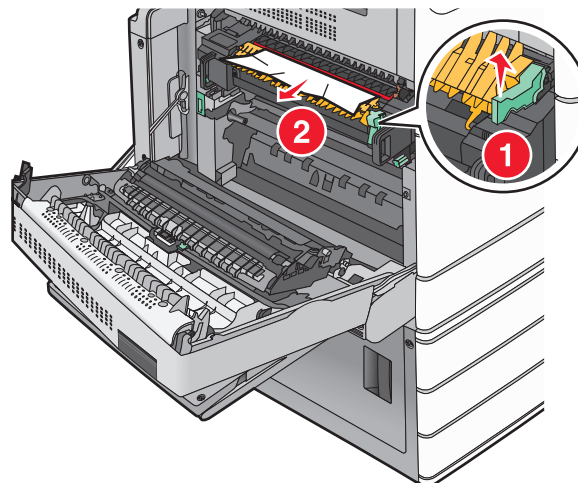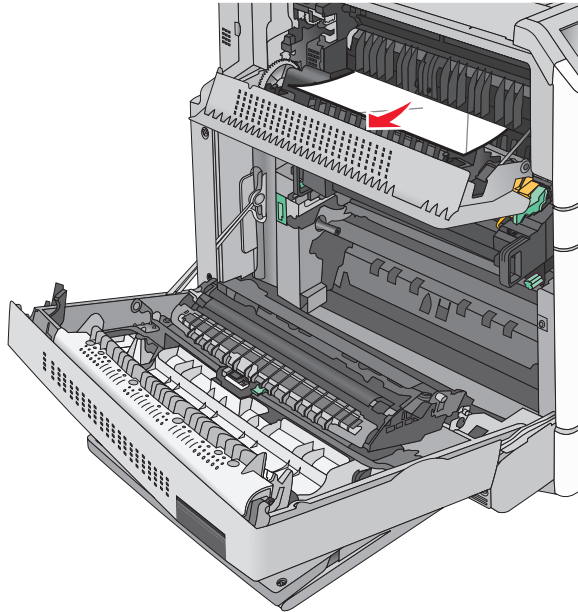**Note:** Make sure all paper fragments are removed.

Paper jam in the fuser

1 Open door A by lifting the release latch and lowering the door.

⚠ **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching.

2 Lift the green lever.

3 Firmly grasp the jammed paper on each side, and then gently pull it out.

Warning—Potential Damage: Do not touch the center of the fuser unit. Doing so will damage the fuser.

Note: Make sure all paper fragments are removed.

4 Push the green lever back into place.

5 Close door A.

6 If necessary, touch **Continue** from the printer control panel.

Paper jam under the fuser

1 Open door A.

⚠ **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching.

2 If the jammed paper is visible under the fuser, then firmly grasp the paper on each side, and then gently pull it out.

Note: Make sure all paper fragments are removed.

3 Close door A.

4 If necessary, touch **Continue** from the printer control panel.

203 paper jam

If the jammed paper is visible in the standard exit bin, then firmly grasp the paper on each side, and then gently pull it out.

Note: Make sure all paper fragments are removed.
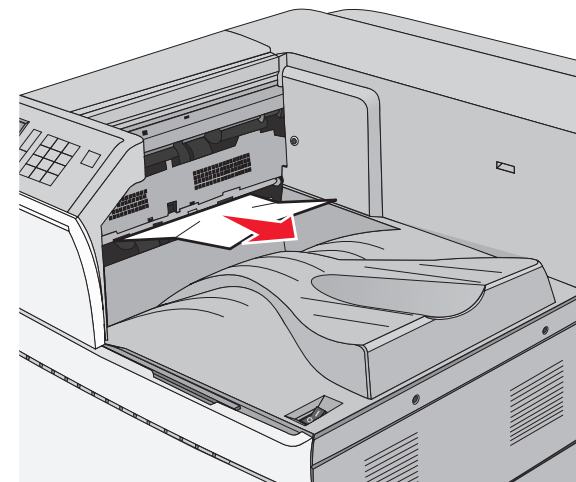
1 Open door A, and then door D by lifting the release latch of each door and lowering the doors.

⚠ **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching.

2 Firmly grasp the jammed paper on each side, and then gently pull it out.

Note: Make sure all paper fragments are removed.

3 Close door D, and then close door A.

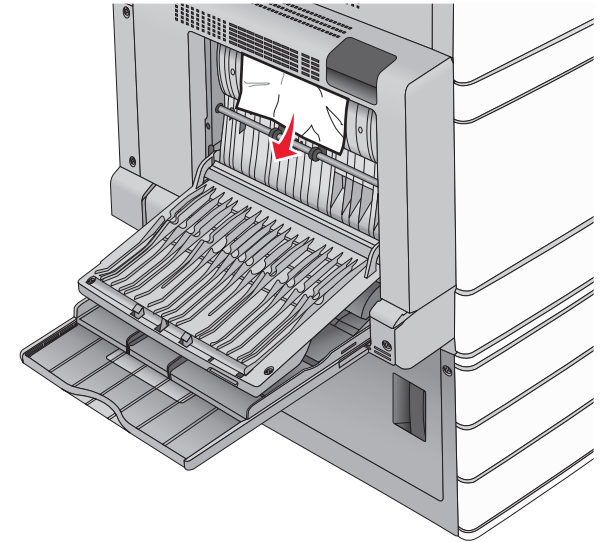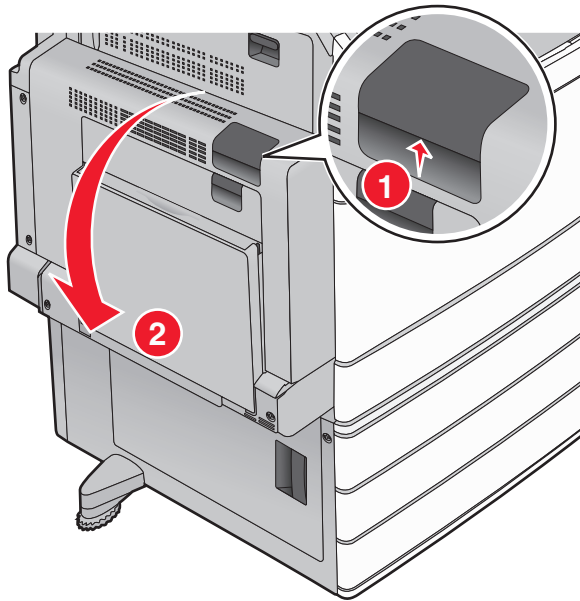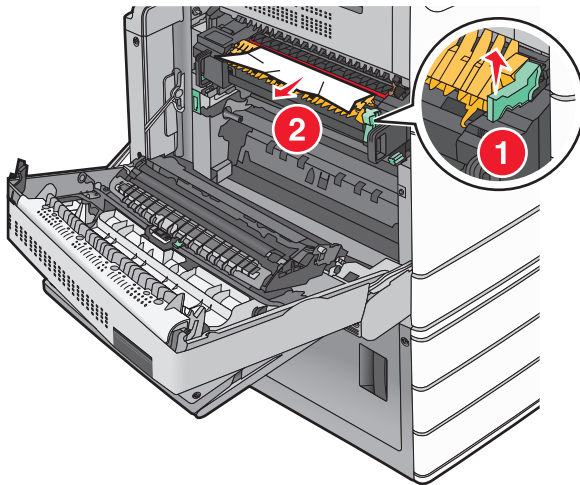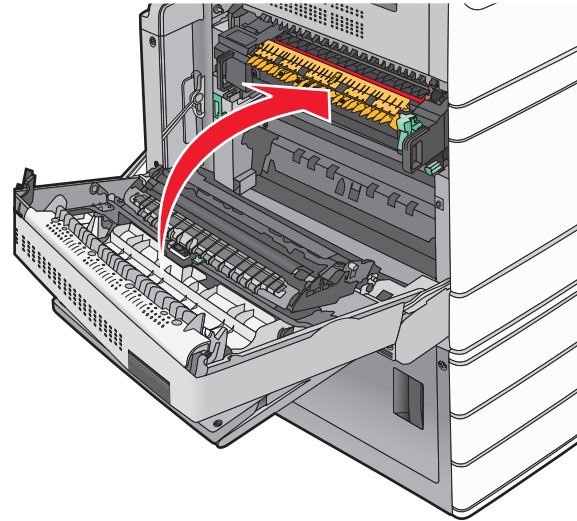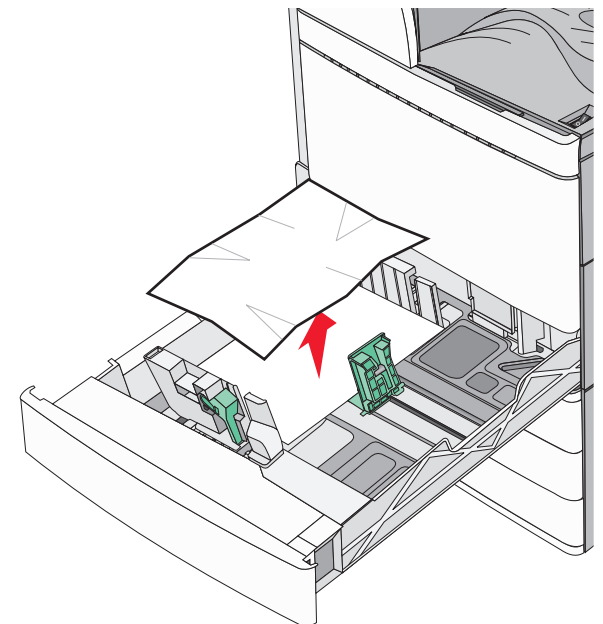**4** If necessary, touch **Continue** from the printer control panel.

230 paper jam

1 Lower the multipurpose feeder, and then open door B.
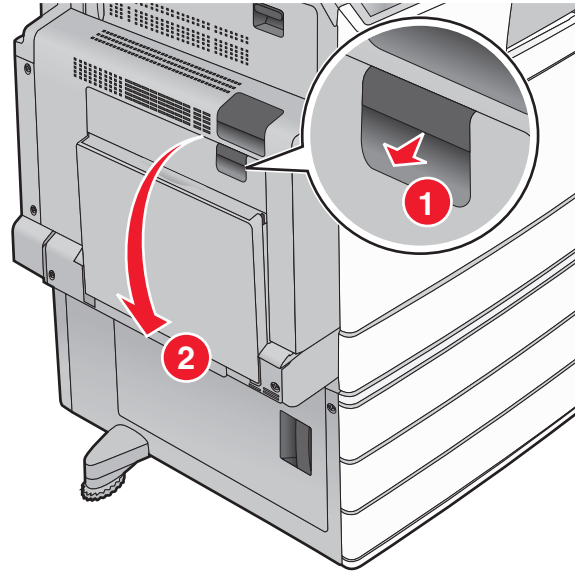
2 Firmly grasp the jammed paper on each side, and then gently pull it out.

Note: Make sure all paper fragments are removed.

3 Close door B.

4 If necessary, touch **Continue** from the printer control panel.

231 paper jam

1 Open door A by lifting the release latch, and then lowering the door.

CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

2 Lift the green lever.

3 Firmly grasp the jammed paper on each side, and then gently pull it out.

  Note: Make sure all paper fragments are removed.

4 Push the green lever back into place.

5 Close door A.

6 If necessary, touch **Continue** from the printer control panel.

24x paper jam

Note: Make sure all paper fragments are removed when pulling out any jammed paper.

Paper jam in Tray 1

1 Open Tray 1.
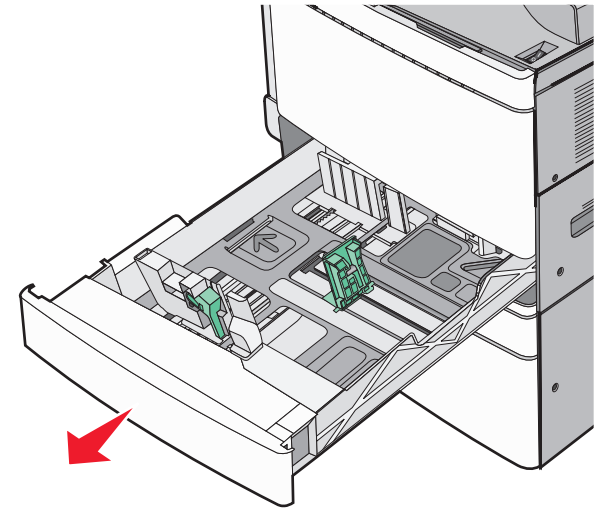
2 Firmly grasp the jammed paper on each side, and then gently pull it out.

3 Close Tray 1.

4 If necessary, touch **Continue, jam cleared** from the printer control panel.

Paper jam in one of the optional trays (Trays 2–4)

1 Check door C, and then firmly grasp the jammed paper and then pull it out.
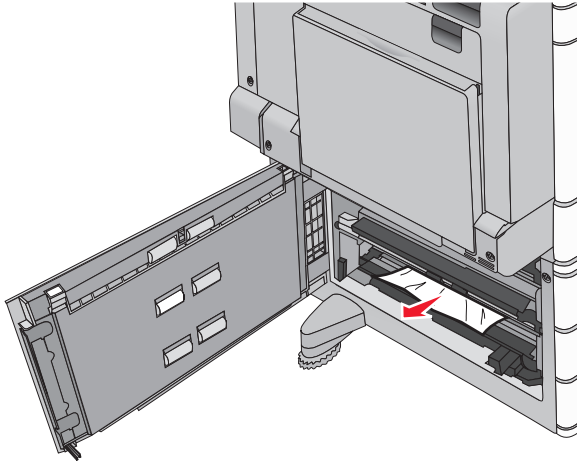
2 Open the specified tray.

3 Firmly grasp the jammed paper on each side, and then gently pull it out.
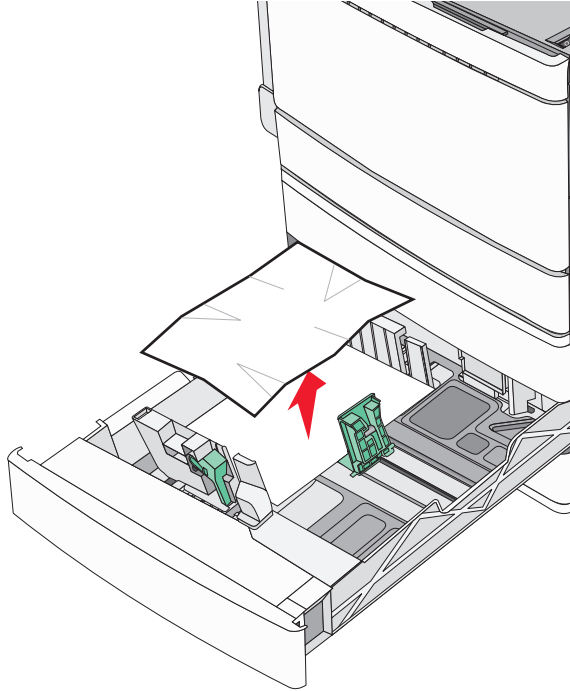
4 Close the tray.

5 If necessary, touch **Continue, jam cleared** from the printer control panel.

Paper jam in Tray 5 (high-capacity feeder)

Paper jam inside the tray

1 Pull out the tray until it stops.
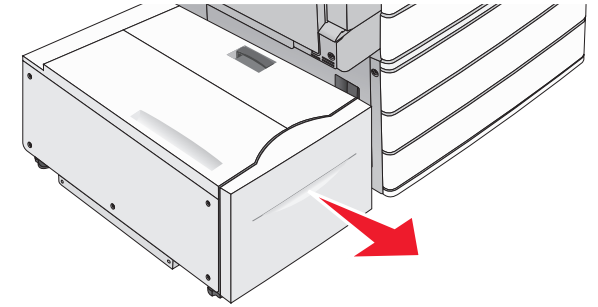
Warning—Potential Damage: Do not pull out the tray with too much force. Doing so may hit and injure your knees.

2 Firmly grasp the jammed paper on each side, and then gently pull it out.
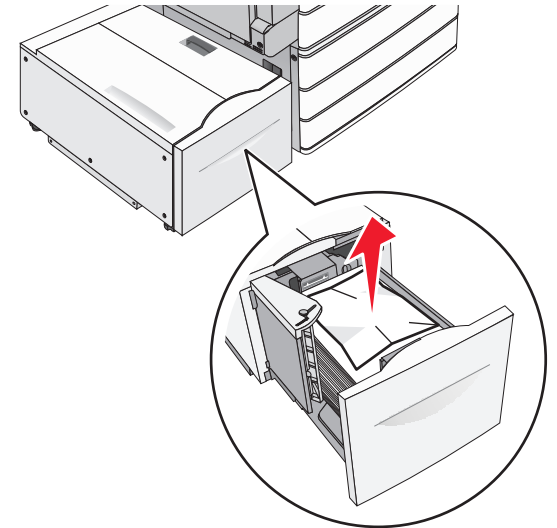
3 Push the tray gently until it stops.

4 If necessary, touch **Continue, jam cleared** from the printer control panel.

Paper jam in the tray exit

1 Gently move the tray to the left until it stops.
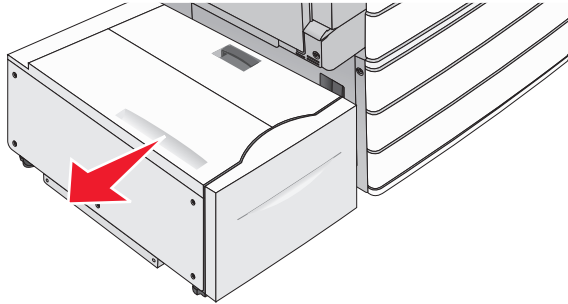
2 Firmly grasp the jammed paper on each side, and then gently pull it out.
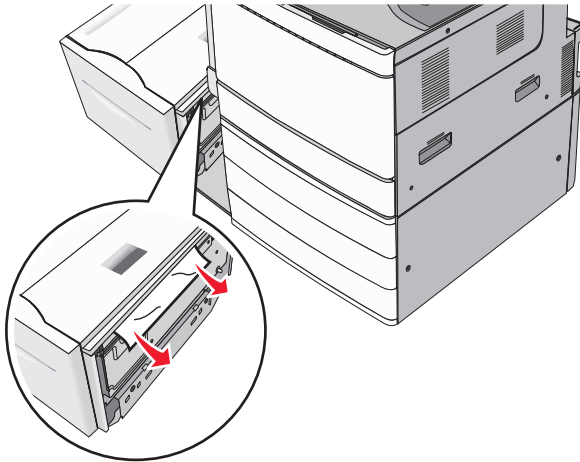
3 Gently put the tray back into position.

4 If necessary, touch **Continue, jam cleared** from the printer control panel.
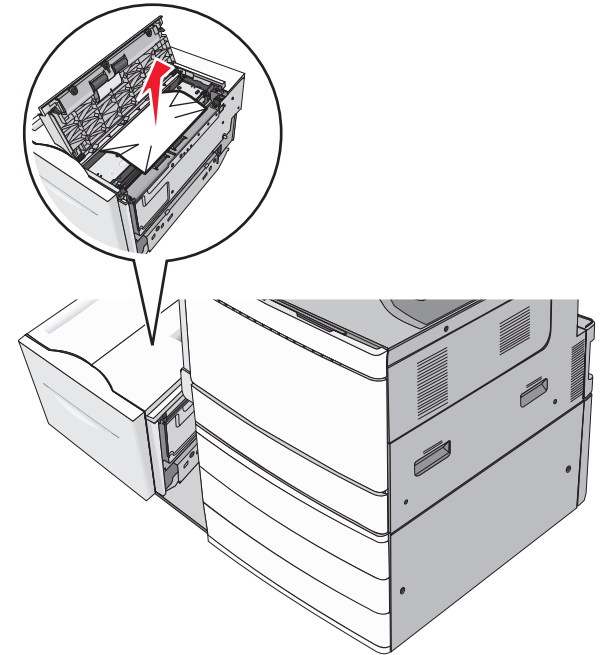
Paper jam in the top cover

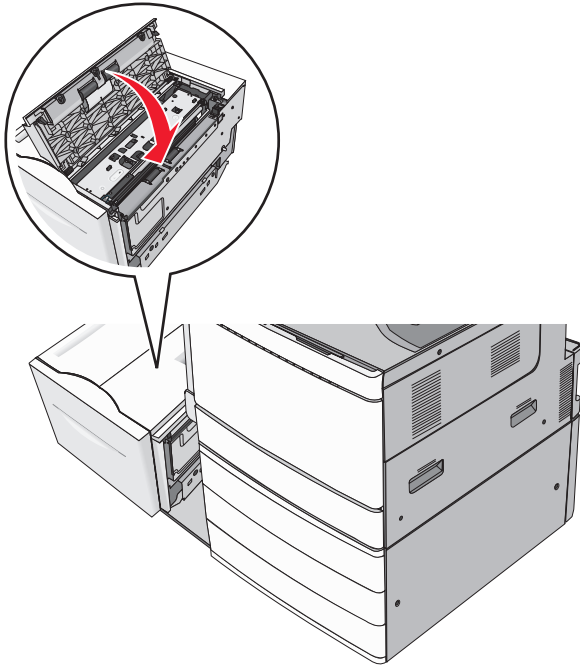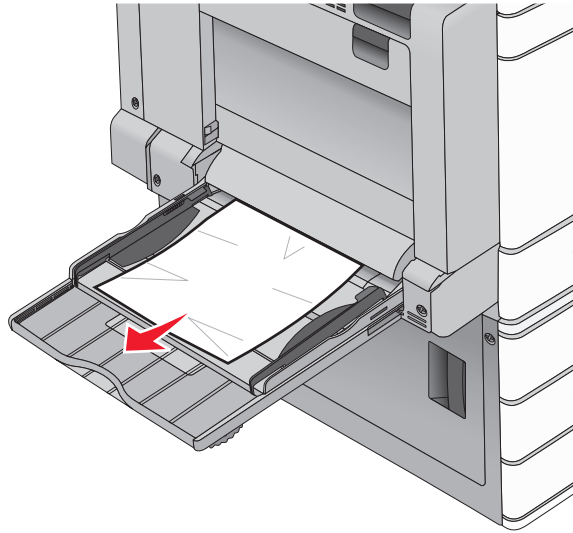**1** Gently move the tray to the left until it stops.
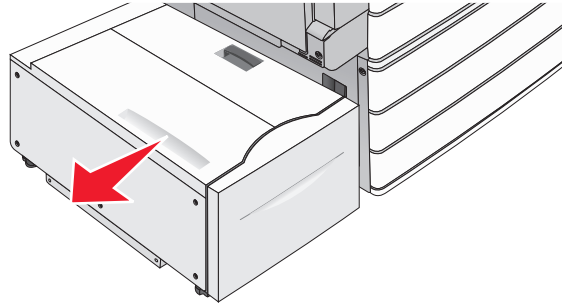
2 Open the top cover.
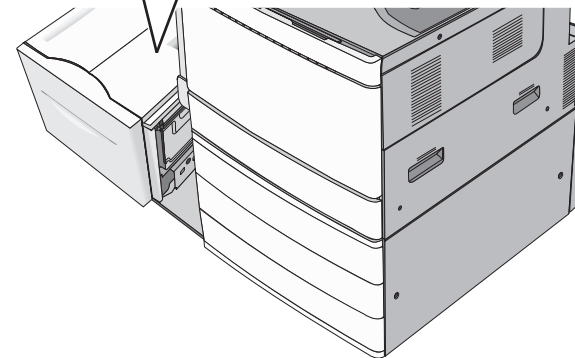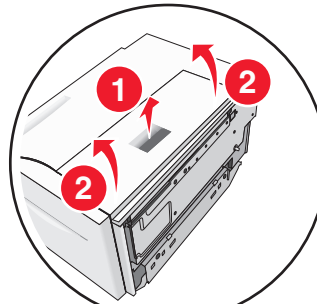
3 Firmly grasp the jammed paper on each side, and then gently pull it out.

4 Close the top cover.

5 Gently put the tray back into position.

6 If necessary, touch **Continue, jam cleared** from the printer control panel.

250 paper jam

1 Remove any jammed pages from the multipurpose feeder.

2 Load paper into the multipurpose feeder.

3 If necessary, touch **Continue, jam cleared** from the printer control panel.

281 paper jam

Paper jam in door A

1 Open door A.

> ⚠ **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching.

2 Determine where the jam is located, and then remove it:

   a If the paper is visible under the fuser, firmly grasp it on each side, and then gently pull it out.

     Note: Make sure all paper fragments are removed.
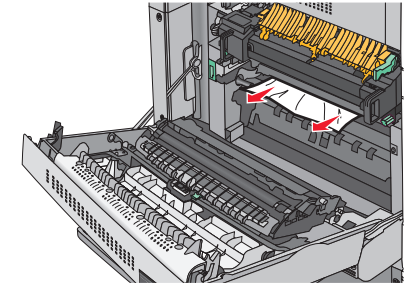
   b If the paper is not visible, then you will need to remove the fuser unit.

> **Warning—Potential Damage:** Do not touch the center of the fuser unit. Doing so will damage the fuser.

     1 Remove the thumbscrew from each side of the fuser unit by rotating them counterclockwise.

     2 Lift the handles on each side of the fuser, and then pull to remove the fuser unit.
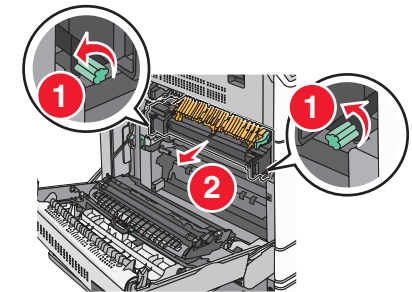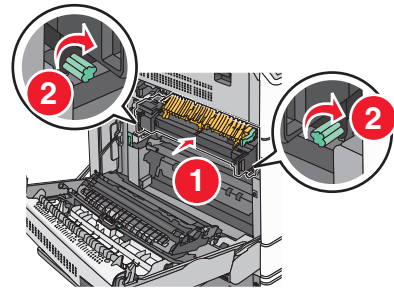

3 Lift the green lever, firmly grasp the paper on each side, and then gently pull it out.

Notes:

- Make sure all paper fragments are removed.
- If the paper is in the fuser, then lower the fuser nip release lever and switch it to envelope mode.
- After removing the jammed paper, return the lever to the proper position.
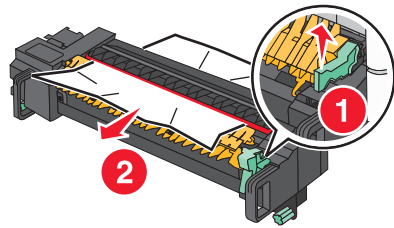
4 Align the fuser unit using the handles on each side, and then place it back into the printer.
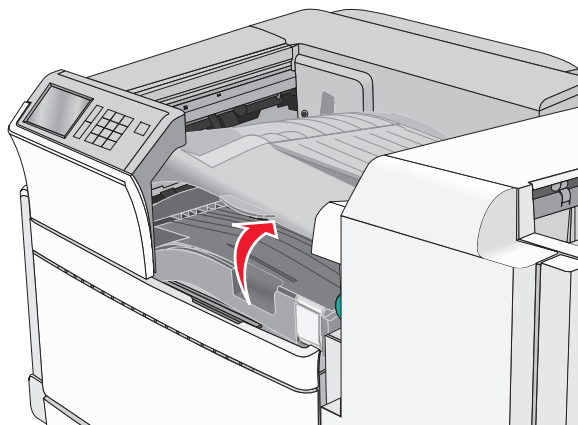
3 Close door A.

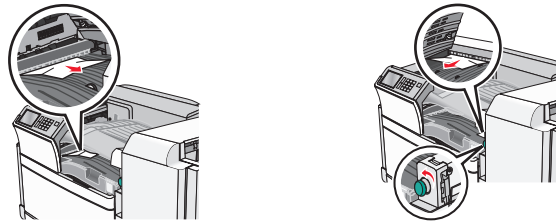**4** If necessary, touch **Continue** from the printer control panel.

Paper jam in cover F (paper transport)

1 Open cover F.

2 Firmly grasp the jammed paper on each side, and then gently pull it out.
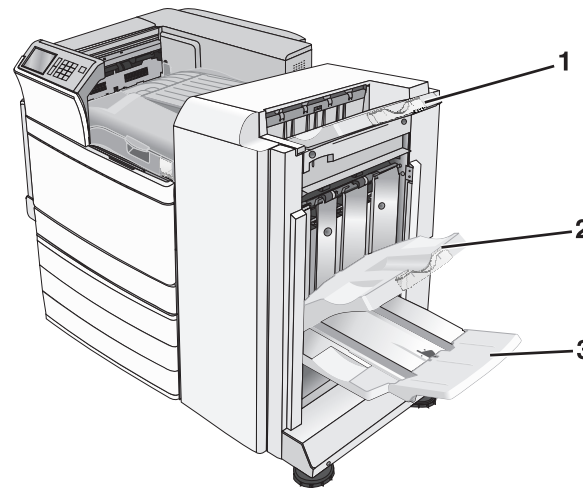
Note: Make sure all paper fragments are removed.

Note: If the paper jam on the right is difficult to remove, then rotate the knob counterclockwise.

3 Close cover F.

4 If necessary, touch **Continue** from the printer control panel.

4yy.xx paper jams

If the jammed paper is visible in any of the finisher exit bins, then firmly grasp the paper on each side, and then gently pull it out.
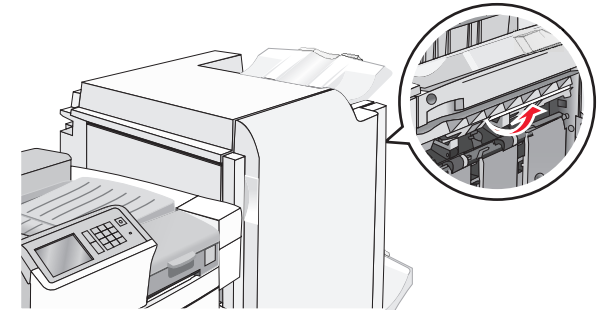
1	Standard finisher bin
2	Finisher bin 1
3	Finisher bin 2 **Note:** Finisher bin 2 is available only when a booklet finisher is installed.

Note: Make sure all paper fragments are removed.
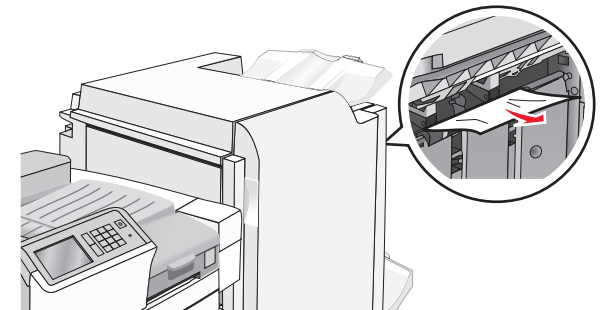
Paper jam in door H

1 Open door H.

Note: Door H is located between the finisher exit bins.

2 Firmly grasp the jammed paper on each side, and then gently pull it out.

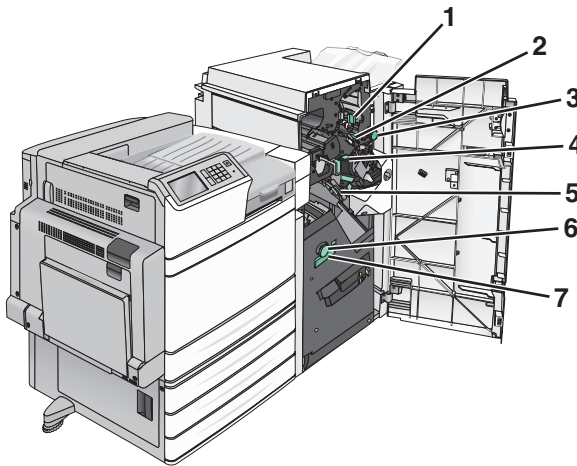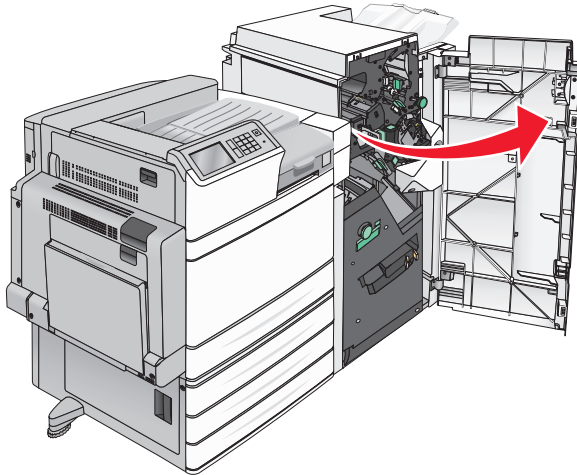**Note:** Make sure all paper fragments are removed.

3 Close door H.

4 If necessary, touch **Continue** from the printer control panel.
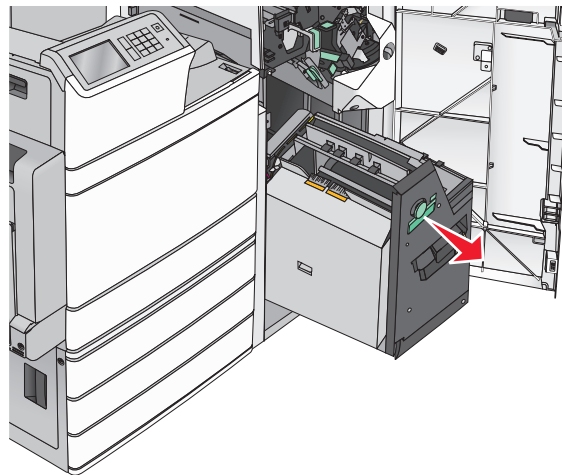
Paper jam in door G

1 Open door G.

Area	Cover, knob, or handle name
1	Cover G1
2	Cover G2
3	Knob G3
4	Cover G4
5	Cover G7

| Area	Cover, knob, or handle name
6	Knob G8
7	Handle G9

2 Lift cover G1 lever.

3 Firmly grasp any jammed paper, and then gently pull it out.

Note: Make sure to remove all paper fragments after gently pulling out any jammed paper inside door G.

4 Move cover G2 to the right, and then remove any jammed paper.

Note: If the paper is jammed in the rollers, then rotate knob G3 counterclockwise.

5 Move cover G4 down, and then remove any jammed paper.

6 Move cover G7 to the left, and then remove any jammed paper.

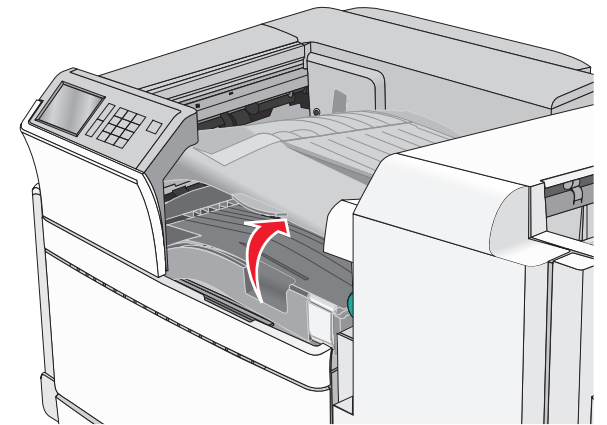**7** Pull handle G9 until the tray is completely open.

8 Lift the inside cover. If the paper is jammed in the rollers, then rotate knob G8 counterclockwise, and then remove the jammed paper.
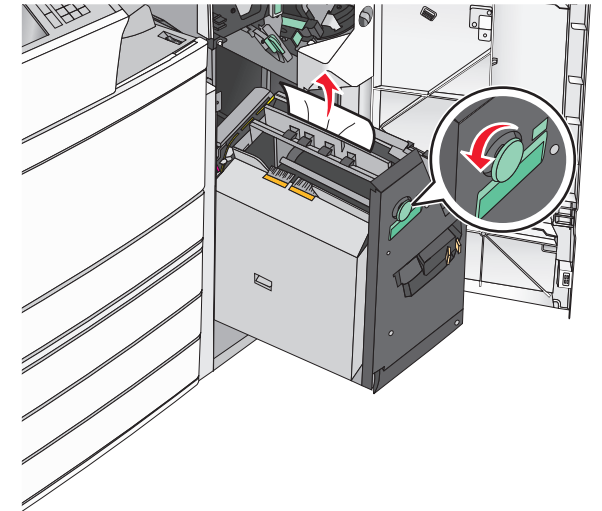
9 Close door G.

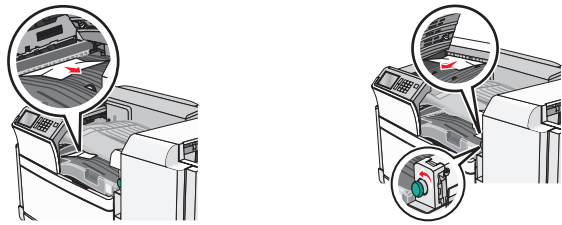**10** If necessary, touch **Continue** from the printer control panel.

Paper jam in cover F (paper transport)

1 Open cover F.

2 Firmly grasp the jammed paper on each side, and then gently pull it out.

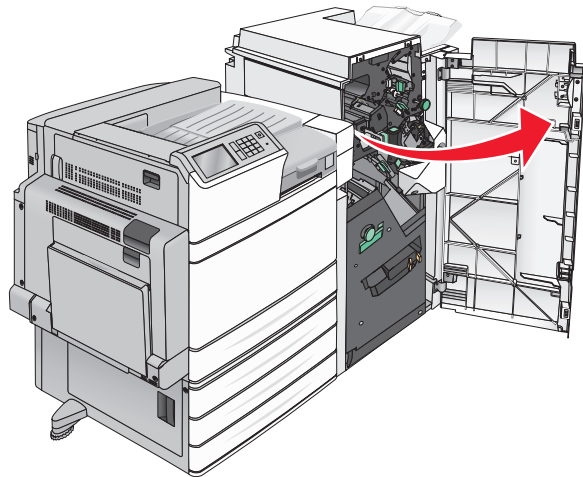**Note:** Make sure all paper fragments are removed.

Note: If the paper jam on the right is difficult to remove, then rotate the knob counterclockwise.

3 Close cover F.

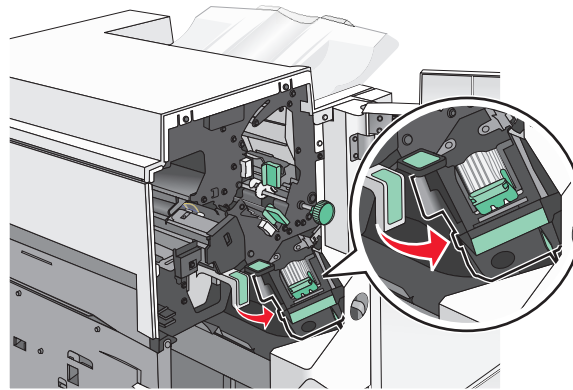**4** If necessary, touch **Continue** from the printer control panel.

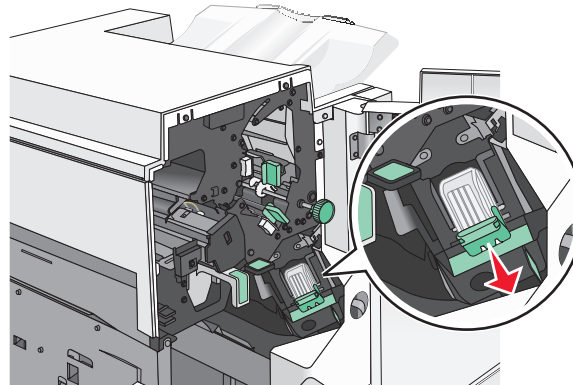## 455 staple jam

1 Open door G.
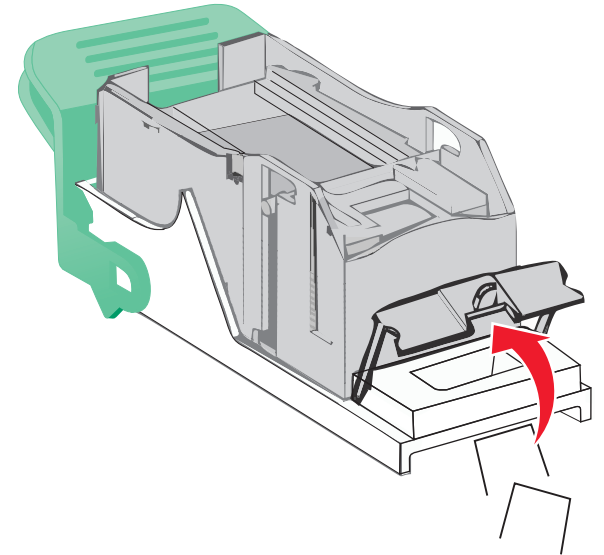

2 Press the latch to open the stapler door.

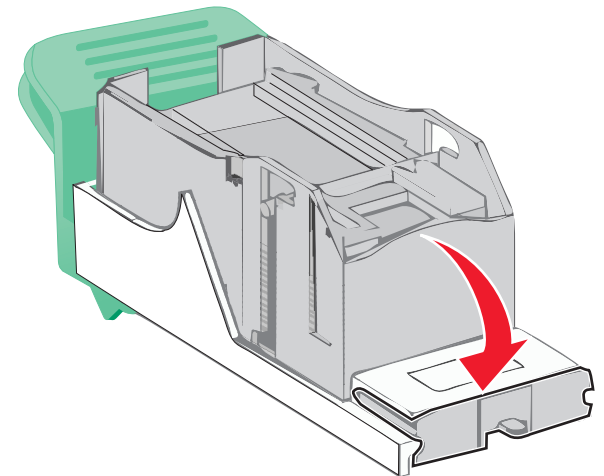**Note:** The stapler door is located behind the finisher.

3 Lower the latch of the staple cartridge holder, and then pull the staple cartridge holder out of the printer.

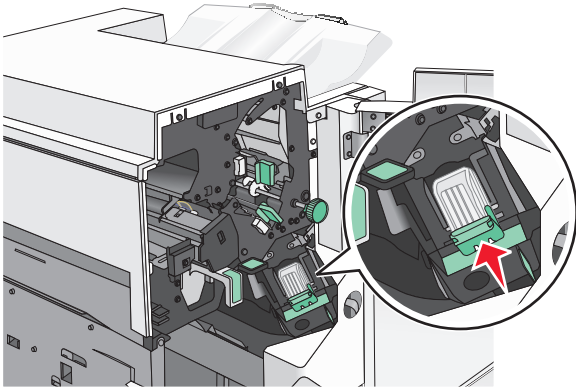**4** Use the metal tab to lift the staple guard, and then remove any jammed or loose staples.

5 Close the staple guard.

6 Press down on the staple guard until it *clicks* into place.

7 Push the staple cartridge holder firmly back into the stapler unit until the staple cartridge holder *clicks* into place.

8 Close the stapler door.

9 Close door G.

10 If necessary, touch **Continue, jam cleared** from the printer control panel.