

# Media guide

## Supported paper sizes

**Note:** Your printer model may have a 650-sheet duo tray, which consists of a 550-sheet tray and an integrated 100-sheet multipurpose feeder. The 550-sheet tray of the 650-sheet duo tray supports the same paper sizes as the optional 550-sheet tray. The integrated multipurpose feeder supports different paper sizes, types, and weights.

| Paper size and dimension                                   | Standard 250-sheet tray | Manual feeder | 650-sheet duo tray |                     | 550-sheet tray | Duplex mode |
|--|-------------------------|---------------|--------------------|---------------------|----------------|-------------|
|  |                         |               | 550-sheet tray     | Multipurpose feeder |                |             |
| <b>A4</b><br>210 x 297 mm<br>(8.3 x 11.7 in.)              | √ <sup>1</sup>          | √             | √ <sup>1</sup>     | √ <sup>1</sup>      | √ <sup>1</sup> | √           |
| <b>A5</b><br>148 x 210 mm<br>(5.83 x 8.3 in.)              | √ <sup>1</sup>          | √             | √ <sup>2</sup>     | √ <sup>1</sup>      | √ <sup>2</sup> | X           |
| <b>A6</b><br>105 x 148 mm (4.1 x 5.8 in.)                  | X                       | √             | X                  | √ <sup>1</sup>      | X              | X           |
| <b>JIS B5</b><br>182 x 257 mm<br>(7.2 x 10.1 in.)          | √ <sup>1</sup>          | √             | √ <sup>1</sup>     | √ <sup>1</sup>      | √ <sup>1</sup> | X           |
| <b>Letter</b><br>216 x 279 mm (8.5 x 11 in.)               | √ <sup>1</sup>          | √             | √ <sup>1</sup>     | √ <sup>1</sup>      | √ <sup>1</sup> | √           |
| <b>Legal</b><br>216 x 356 mm (8.5 x 14 in.)                | √ <sup>1</sup>          | √             | √ <sup>1</sup>     | √ <sup>1</sup>      | √ <sup>1</sup> | √           |
| <b>Executive</b><br>184 x 267 mm<br>(7.3 x 10.5 in.)       | √ <sup>1</sup>          | √             | √ <sup>1</sup>     | √ <sup>1</sup>      | √ <sup>1</sup> | X           |
| <b>Oficio (Mexico)</b><br>216 x 340 mm<br>(8.5 x 13.4 in.) | √ <sup>1</sup>          | √             | √ <sup>1</sup>     | √ <sup>1</sup>      | √ <sup>1</sup> | √           |
| <b>Folio</b><br>216 x 330 mm (8.5 x 13 in.)                | √ <sup>1</sup>          | √             | √ <sup>1</sup>     | √ <sup>1</sup>      | √ <sup>1</sup> | √           |
| <b>Statement</b><br>140 x 216 mm (5.5 x 8.5 in.)           | X                       | √             | X                  | √ <sup>1</sup>      | X              | X           |

<sup>1</sup> The paper source supports paper size without *size sensing*.

<sup>2</sup> Universal is only supported in the standard 250 and optional 550 sheet tray if the paper size is from 148 x 215.9 mm (5.83 x 8.5 inches) to 215.9 x 355.6 mm (8.5 x 14 inches).

<sup>3</sup> Universal is only supported in the multipurpose feeder and manual feeder if the paper size is from 76.2 x 127 mm (3 x 5 inches) to 215.9 x 359.9 mm (8.5 x 14.17 inches).

<sup>4</sup> Universal is only supported in duplex mode if the width is between 210 mm (8.27 inches) and 215.9 mm (8.5 inches) and length is between 279.4 mm (11 inches) and 355.6 mm (14 inches).

| Paper size and dimension  | Standard 250-sheet tray | Manual feeder    | 650-sheet duo tray |                     | 550-sheet tray   | Duplex mode    |
|---|-------------------------|------------------|--------------------|---------------------|------------------|----------------|
|   |                         |                  | 550-sheet tray     | Multipurpose feeder |                  |                |
| <b>Universal</b><br>76 x 127 mm (3 x 5 in.) to<br>216 x 356 mm (8.5 x 14 in.)                 | X                       | √ <sup>1,3</sup> | X                  | √ <sup>1,3</sup>    | X                | X              |
| <b>Universal</b><br>148 x 210 mm (5.8 x 8.3 in.)<br>to 216 x 356 mm (8.5 x 14<br>in.)         | √ <sup>1,2</sup>        | √                | √ <sup>1,2</sup>   | √                   | √ <sup>1,2</sup> | √ <sup>4</sup> |
| <b>7 3/4 Envelope (Monarch)</b><br>98 x 191 mm (3.9 x 7.5 in.)                                | X                       | √                | X                  | √ <sup>1</sup>      | X                | X              |
| <b>9 Envelope</b><br>98 x 225 mm (3.9 x 8.9 in.)  | X                       | √                | X                  | √ <sup>1</sup>      | X                | X              |
| <b>10 Envelope</b><br>105 x 241 mm (4.1 x 9.5 in.)  | X                       | √                | X                  | √ <sup>1</sup>      | X                | X              |
| <b>DL Envelope</b><br>110 x 220 mm (4.3 x 8.7 in.)  | X                       | √                | X                  | √ <sup>1</sup>      | X                | X              |
| <b>C5 Envelope</b><br>162 x 229 mm (6.4 x 9 in.)  | X                       | √                | X                  | √ <sup>1</sup>      | X                | X              |
| <b>B5 Envelope</b><br>176 x 250 mm (6.9 x 9.8 in.)  | X                       | √                | X                  | √ <sup>1</sup>      | X                | X              |
| <b>Other Envelope</b><br>98 x 162 mm (3.9 x 6.3 in.)<br>up to 176 x 250 mm<br>(6.9 x 9.8 in.) | X                       | √                | X                  | √ <sup>1</sup>      | X                | X              |

<sup>1</sup> The paper source supports paper size without *size sensing*.

<sup>2</sup> Universal is only supported in the standard 250 and optional 550 sheet tray if the paper size is from 148 x 215.9 mm (5.83 x 8.5 inches) to 215.9 x 355.6 mm (8.5 x 14 inches).

<sup>3</sup> Universal is only supported in the multipurpose feeder and manual feeder if the paper size is from 76.2 x 127 mm (3 x 5 inches) to 215.9 x 359.9 mm (8.5 x 14.17 inches).

<sup>4</sup> Universal is only supported in duplex mode if the width is between 210 mm (8.27 inches) and 215.9 mm (8.5 inches) and length is between 279.4 mm (11 inches) and 355.6 mm (14 inches).

## Storing paper

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

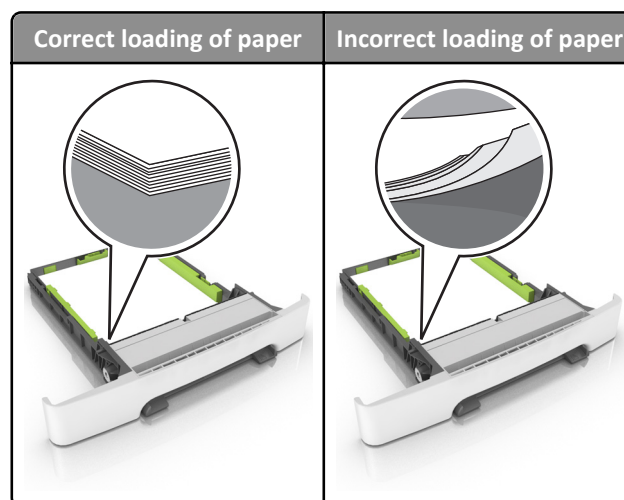
- For best results, store paper where the temperature is 21°C (70°F) and the relative humidity is 40 percent. Most label manufacturers recommend printing in a temperature range of 18–24°C (65–75°F) with relative humidity between 40 and 60 percent.
- Store paper in cartons, on a pallet or shelf, rather 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.

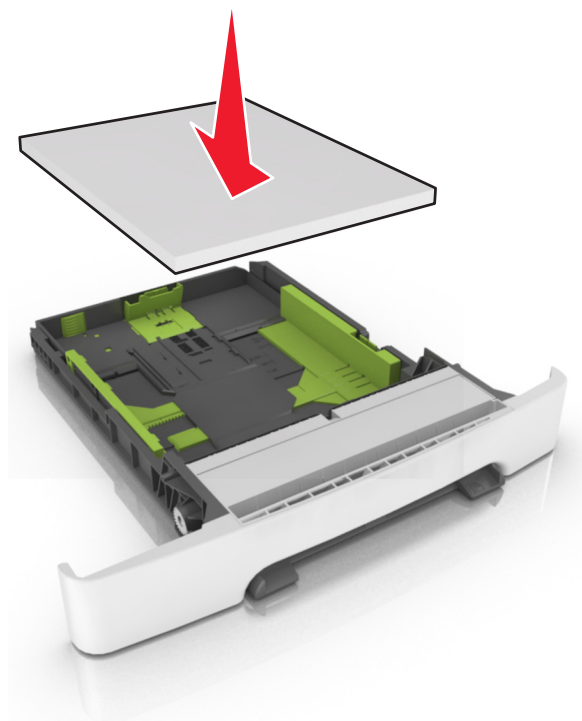
## Avoiding jams

### Load paper properly

- Make sure paper lies flat in the tray.



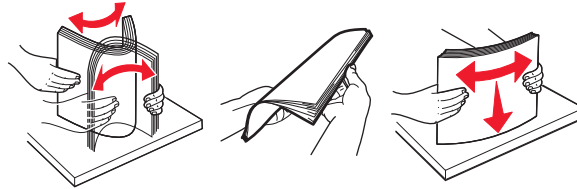
- Do not remove a tray while the printer is printing.
- Do not load a tray while the printer is printing. Load it before printing, or wait for a prompt to load it.
- Do not load too much paper. Make sure the stack height is below the maximum paper fill indicator.
- Do not slide the paper into the tray. 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 or envelopes.
- Push the tray firmly into the printer after loading paper.

**Use recommended paper**

- Use only recommended paper or specialty media.
- Do not load wrinkled, creased, damp, bent, or curled paper.
- Flex, fan, 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 tray.
- Make sure the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.