

# Media Guide

## Supported paper sizes

**Note:** For an unlisted paper size, select the closest *larger* listed size. For information on card stock and labels, see the *Card Stock & Label Guide*.

Paper size	Standard tray	Optional 250- or 550-sheet tray	Multipurpose feeder	Duplex mode
<b>A4</b> 210 x 297 mm (8.3 x 11.7 in.)	✓	✓	✓	✓
<b>A5</b> 148 x 210 mm (5.8 x 8.3 in.)	✓	✓	✓	X
<b>A6</b> 105 x 148 mm (4.1 x 5.8 in.)	✓	X	✓	X
<b>JIS B5</b> 182 x 257 mm (7.2 x 10.1 in.)	✓	✓	✓	X
<b>Letter</b> 216 x 279 mm (8.5 x 11 in.)	✓	✓	✓	✓
<b>Legal</b> 216 x 356 mm (8.5 x 14 in.)	✓	✓	✓	✓
<b>Executive</b> 184 x 267 mm (7.3 x 10.5 in.)	✓	✓	✓	X
<b>Oficio (Mexico)<sup>1</sup></b> 216 x 340 mm (8.5 x 13.4 in.)	✓	✓	✓	✓
<b>Folio</b> 216 x 330 mm (8.5 x 13 in.)	✓	✓	✓	✓
<b>Statement</b> 140 x 216 mm (5.5 x 8.5 in.)	✓	✓	✓	X
<b>Universal<sup>2</sup></b> 76.2 x 127 mm (3 x 5 in.) up to 216 x 356 mm (8.5 x 14 in.)	✓	✓	✓	✓
<b>7 3/4 Envelope (Monarch)</b> 98 x 191 mm (3.9 x 7.5 in.)	X	X	✓	X
<b>9 Envelope</b> 98 x 225 mm (3.9 x 8.9 in.)	X	X	✓	X

<sup>1</sup> This size setting formats the page for 216 x 356 mm (8.5 x 14 in.) unless the size is specified by the software application.

<sup>2</sup> Universal is supported only in the standard tray if the paper size is at least 105 x 148 mm (4.1 x 5.8 in.). Universal is supported only in the optional 250- or 550-sheet tray if the paper size is at least 148 x 210 mm (5.8 x 8.3 in.). Universal is only supported in duplex mode if the width is at least 210 mm (8.3 in.) and length is at least 279 mm (11 in.). The smallest supported Universal size is only supported in the multipurpose feeder.

Paper size	Standard tray	Optional 250- or 550-sheet tray	Multipurpose feeder	Duplex mode
<b>10 Envelope</b> 105 x 241 mm (4.1 x 9.5 in.)	X	X	✓	X
<b>DL Envelope</b> 110 x 220 mm (4.3 x 8.7 in.)	X	X	✓	X
<b>C5 Envelope</b> 162 x 229 mm (6.4 x 9 in.)	X	X	✓	X
<b>B5 Envelope</b> 176 x 250 mm (6.9 x 9.8 in.)	X	X	✓	X
<b>Other Envelope</b> 229 x 356 mm (9 x 14 in.)	X	X	✓	X

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## Storing paper

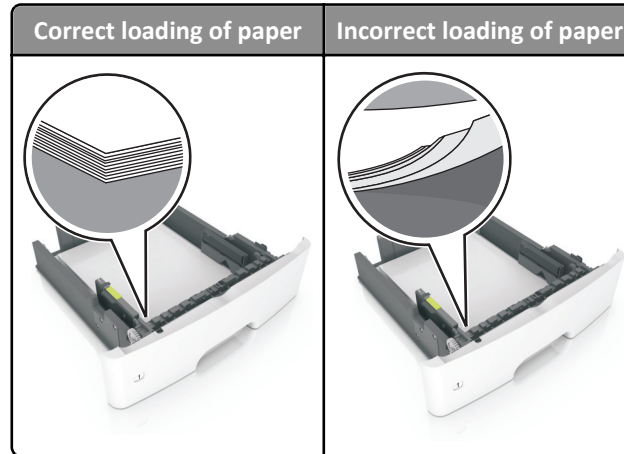
Use these paper storage guidelines to help avoid jams and uneven print quality:

- 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.

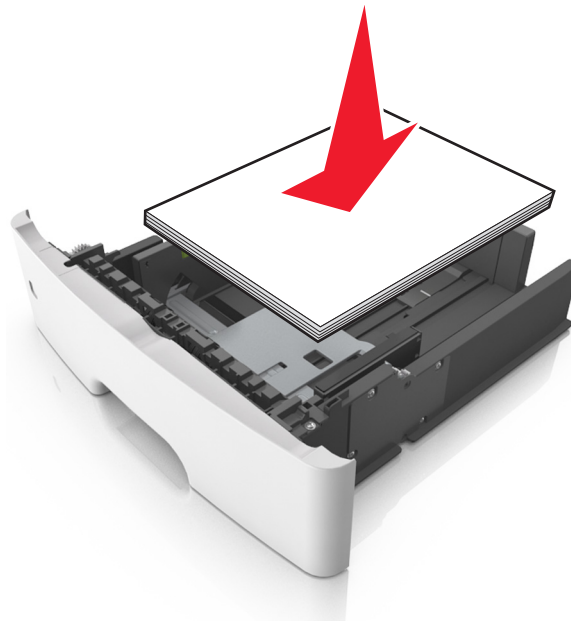
## Avoiding jams

### 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.

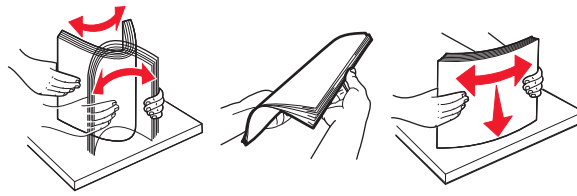


- Make sure the guides in the tray or the multipurpose feeder are properly positioned and are not pressing tightly against the paper or envelopes.
- Push the tray firmly into the printer after loading paper.

### Use recommended paper

- Use only recommended paper or specialty media.
- Do not load wrinkled, creased, damp, bent, or curled paper.

- Flex 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 per manufacturer recommendations.