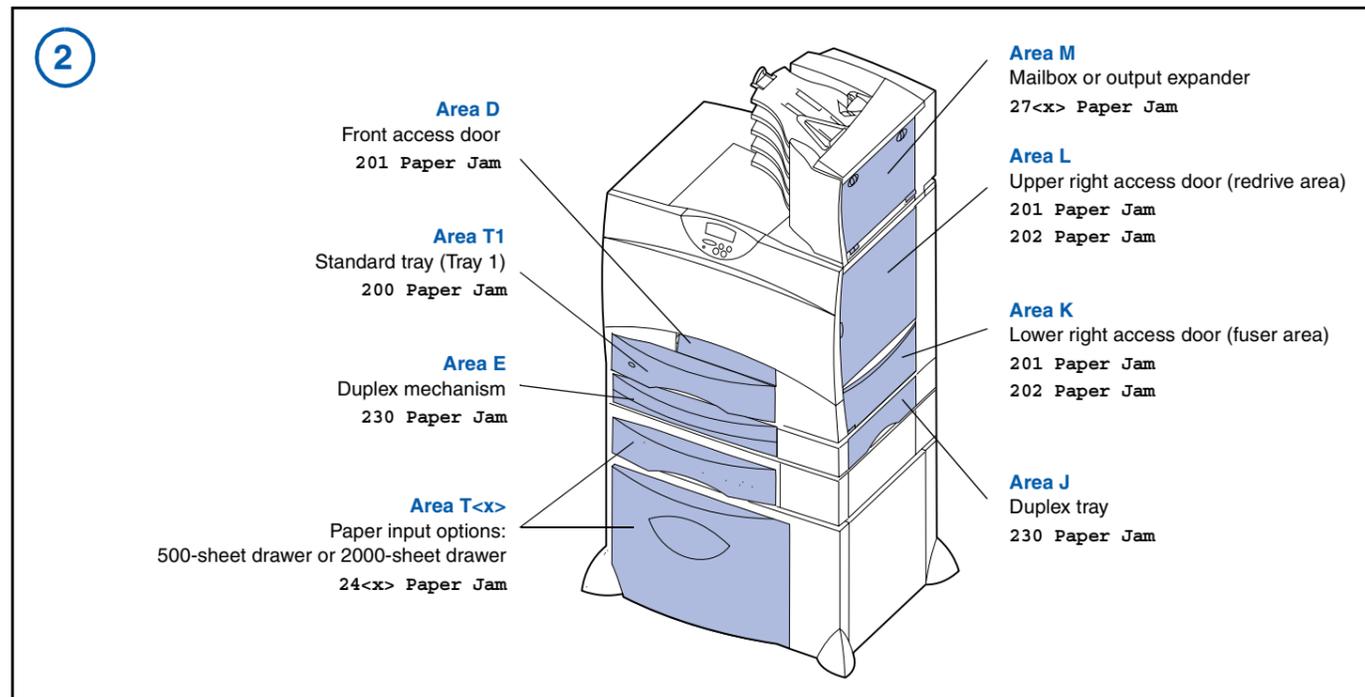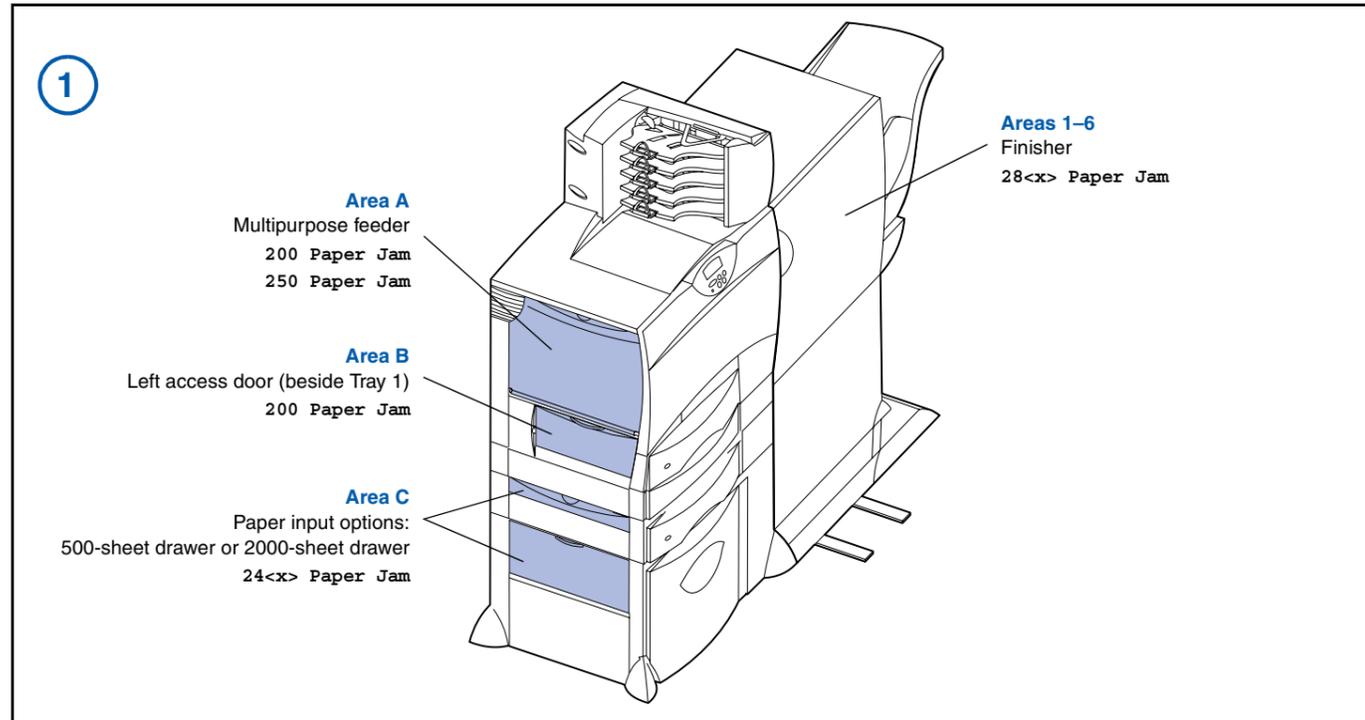# Clearing Jams

Access doors and trays

The following illustrations show areas in the printer where jams can occur.
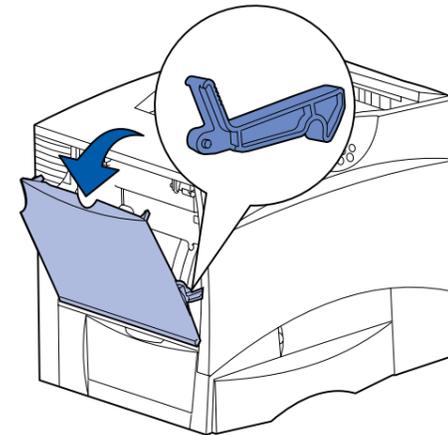

①

Areas 1–6
Finisher
`28<x> Paper Jam`

Area A
Multipurpose feeder
`200 Paper Jam`
`250 Paper Jam`

Area B
Left access door (beside Tray 1)
`200 Paper Jam`

Area C
Paper input options:
500-sheet drawer or 2000-sheet drawer
`24<x> Paper Jam`

②

Area D
Front access door
`201 Paper Jam`

Area T1
Standard tray (Tray 1)
`200 Paper Jam`

Area E
Duplex mechanism
`230 Paper Jam`

Area T<x>
Paper input options:
500-sheet drawer or 2000-sheet drawer
`24<x> Paper Jam`

Area M
Mailbox or output expander
`27<x> Paper Jam`

Area L
Upper right access door (redrive area)
`201 Paper Jam`
`202 Paper Jam`

Area K
Lower right access door (fuser area)
`201 Paper Jam`
`202 Paper Jam`

Area J
Duplex tray
`230 Paper Jam`

Clearing the entire paper path

When a paper jam occurs, the printer stops operating and displays `2<xx> Paper Jam` and a message to clear certain printer areas.

After you have cleared the following areas, make sure all printer covers, doors, and trays are closed, and then press **Go** to resume printing.
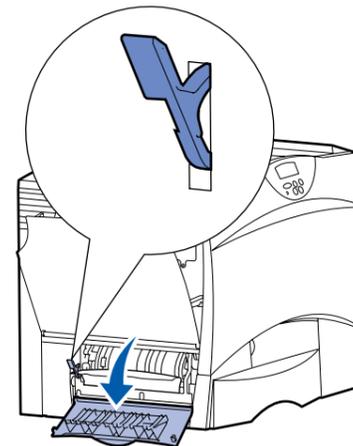
Area A

1 If you are using the multipurpose feeder, release the levers on each side of the feeder to open it flat.

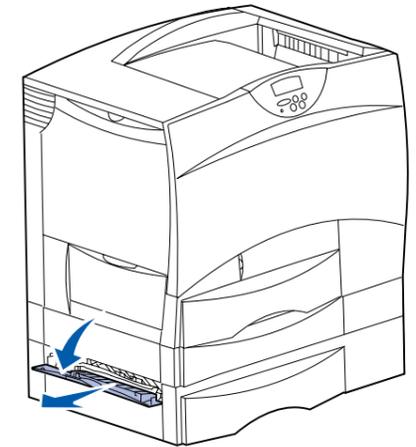2 Remove any jams and return the feeder to its working position.

Area B

1 Open the left access door.
2 Pull down the lever until it stops.

3 Remove the jam.
4 Return the lever to its upright position.
5 Close the door.

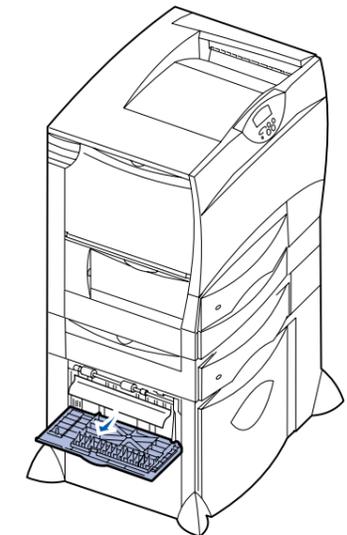### Area C

1 If you have one or more optional 500-sheet drawers:

   a Open the 500-sheet drawer access door. Hold the door down while removing jams.

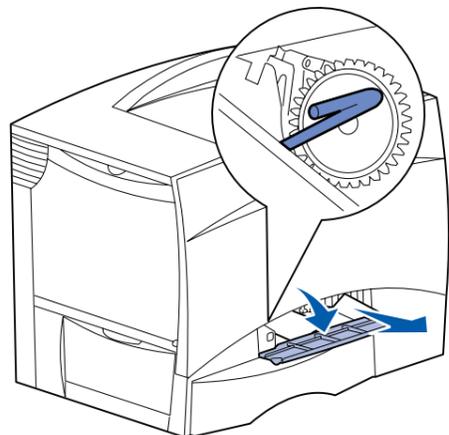   **Note:** Make sure the entire paper stack is loaded correctly and pushed all the way down into the tray.

   b Close the door.

2 If you have an optional 2000-sheet drawer:

   a Open the 2000-sheet drawer access door. Pull the jam down and out of the rollers.

   b Close the door.

Area D

1 Open the front access door.
2 Hold down the lever in the upper left corner. Remove jams in the rollers under the image transfer unit.

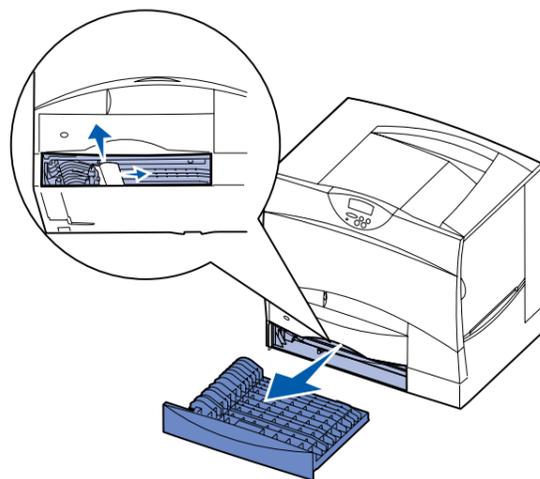**Note:** Unfused toner may be present.

Area T1

1 If clearing **Area B** did not clear the jam, then carefully open tray 1. Remove any jams.

Note: Make sure the paper is pushed all the way down into the tray.

2 Close tray 1.

Area E

1 Pull the duplex mechanism completely out. Look inside and remove any paper caught in the rollers. Also, look up inside, as some jams may be above the rollers.

2 Reinstall the duplex mechanism in the printer.

Area T<x>

1 If you cannot clear all the 500-sheet drawer jams from **Area C**:

a Carefully open trays 2 through 4 (all 500-sheet trays) and remove jams.

Note: Make sure the paper is pushed all the way down into the tray.
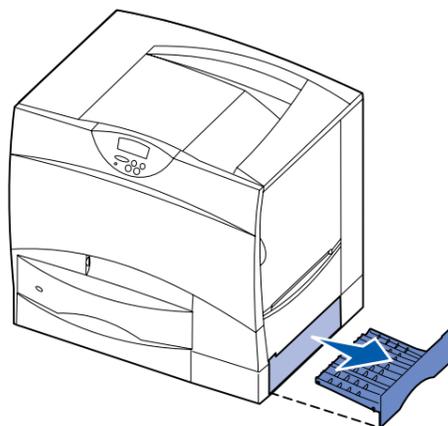
b Close trays 2 through 4.

2 If you cannot clear the 2000-sheet drawer jam from **Area C**:

a Open the 2000-sheet drawer.

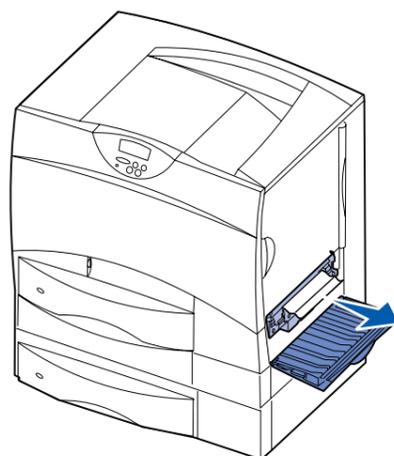b Remove any jams, and then close the 2000-sheet drawer.

Area J

1 Remove the duplex tray.
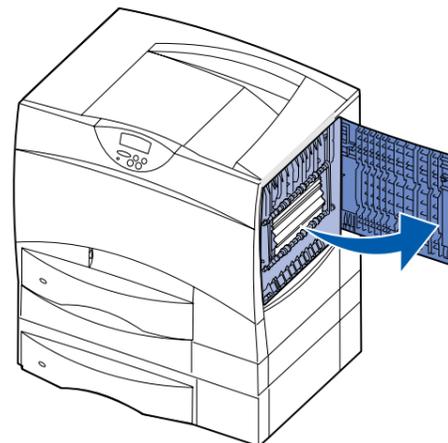
2 Remove any jams and then reinstall the tray.

Area K

1 Open the lower right access door.
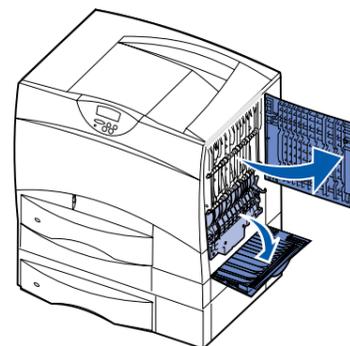
2 Remove any jams, and then close the door.

Area L

1 Open the upper right access door.

2 Remove jams from the rollers and then close the door.
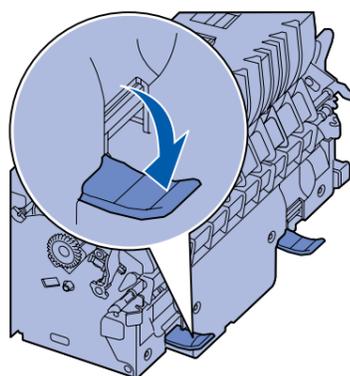
Clearing fuser jams

1 Clear the paper path. If the jam error message persists, go on to step 2.
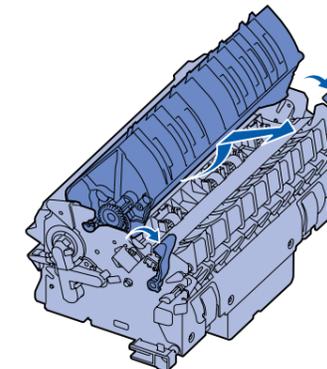2 Open both the upper right and the lower right access doors (areas L and K).

CAUTION: The fuser assembly may be hot. Let it cool before continuing.

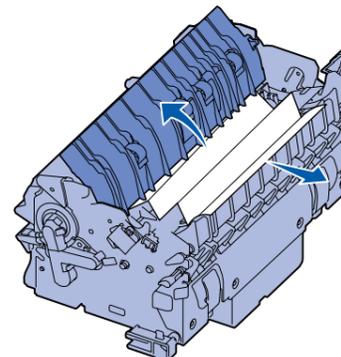3 Pull down the latches. They slide toward the center to release the fuser.

4 Pull the fuser out of the printer, and set it on a clean, flat surface.

5 Unsnap the housing and set it aside.

6 Lift up the fuser roller cover and remove the jam.

7 Close the fuser roller cover.
8 *Snap* the housing back onto the fuser.
9 Insert the fuser back into the printer.
10 Slide the latches out, and then pull up to refasten them.
11 Close the doors.

Clearing image transfer unit, mailbox (Area M), or output expander (Area M) jams

Refer to the publications CD for instructions on clearing image transfer unit, mailbox, or output expander jams.

Clearing finisher jams (Areas 1–6)

Refer to the *Finisher Setup & User's Guide* for instructions on clearing finisher jams.

If you still need help

1 Turn the printer off and then back on.
2 Contact your administrator or Help desk if you need more assistance.