

CLEARING PAPER JAMS

Provided that you follow the recommendations in this guide on the use of print media, and you keep the media in good condition prior to use, your MFP should give years of reliable service. However, paper jams occasionally do occur, and this section explains how to clear them quickly and simply.

Jams can occur due to paper misfeeding from a paper tray or at any point on the paper path through the MFP. When a jam occurs, the machine immediately stops, and the STATUS LED on the control panel informs you of the event.

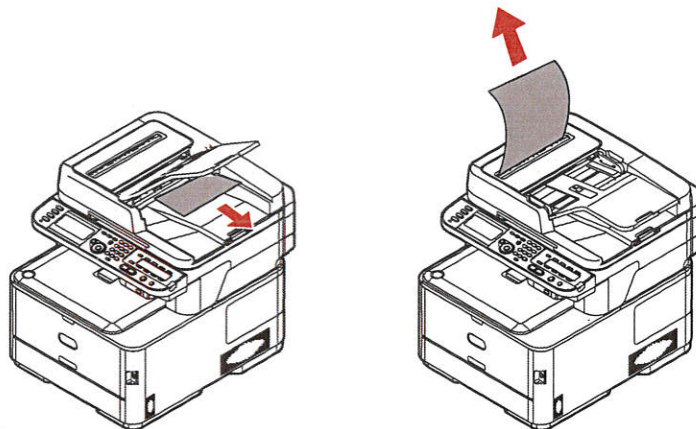
NOTE

You can also refer to the instructions on how to clear paper jams by pressing the **?HELP** key on the control panel while the error message is displayed.

If printing multiple pages (or copies), do not assume that, having cleared an obvious sheet, others will not also be stopped somewhere along the path. These must also be removed in order to clear the jam fully and restore normal operation.

IN THE SCANNER ADF SECTION...

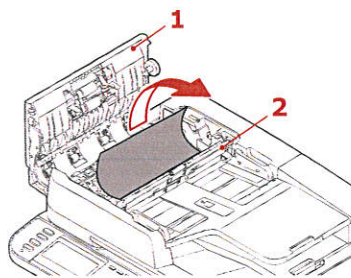
If a sheet is well advanced out of the ADF, simply grip it and pull gently to draw it fully out.



NOTE

If it does not remove easily, do not use excessive force.

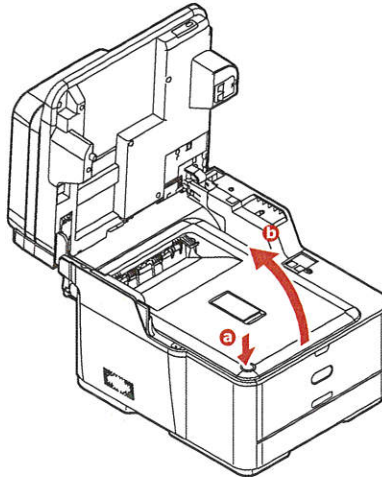
1. Lift the ADF cover (1).



2. Remove any loose paper from the entry to the sheet feeder.
3. If there is any paper trapped in the feed mechanism:
 - (a) Lift the feeder mechanism (2).
 - (b) Remove any paper from ADF mechanism.
4. Lower the ADF cover (1).
5. Press the **STOP** button to restore the scanning head to the correct position.

IN THE PRINTER SECTION...

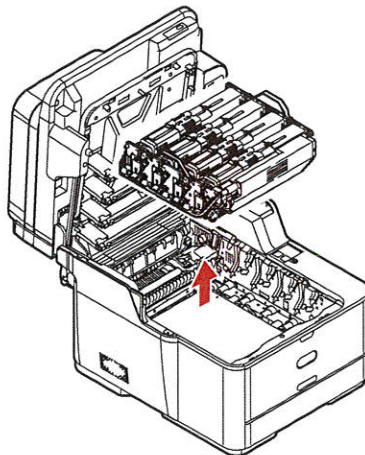
1. If a sheet is well advanced out of the top of the printer, simply grip it and pull gently to draw it fully out. If it does not remove easily, do not use excessive force. It can be removed from the rear later.
2. Gently raise the scanner.
3. Press the cover release (a) and open the top cover (b) fully.



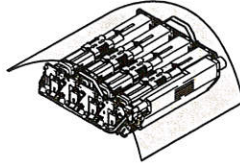
WARNING!

If the MFP has been powered on, the fuser will be hot. This area is clearly labelled. Do not touch.

4. Holding it by its handles, lift the image drum assembly, complete with the toner cartridges, up and out of the printer.



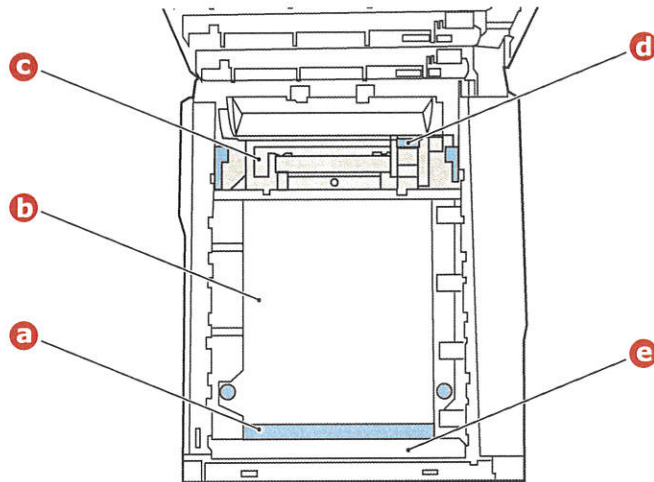
5. Put the assembly down gently onto a piece of paper to prevent toner from marking your furniture and to avoid damaging the green drum surface, and cover.



CAUTION!

The green image drum surface at the base of the Image Drum is very delicate and light sensitive. Do not touch it and do not expose it to normal room light for more than 5 minutes. If the drum unit needs to be out of the printer for longer than this, please wrap the cartridge inside a black plastic bag to keep it away from light. Never expose the drum to direct sunlight or very bright room lighting.

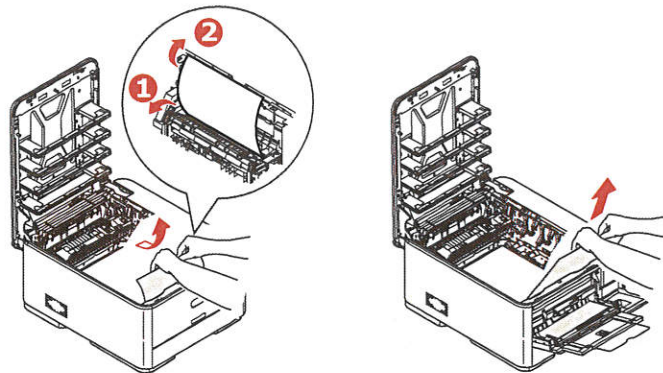
6. Look into the printer to check whether any sheets of paper are visible on any part of the belt unit.



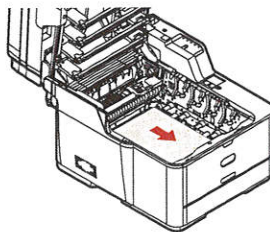
CAUTION!

Do not use any sharp or abrasive objects to separate sheets from the belt. This may damage the belt surface.

- (a) To remove a sheet with its leading edge at the front of the belt (a), lift the plastic guard (e) at the front of the printer, then carefully lift the sheet from the belt and pull it forwards into the internal drum cavity and withdraw the sheet.

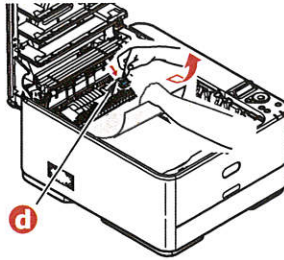


- (b) To remove a sheet from the central area of the belt (b), carefully separate the sheet from the belt surface and withdraw the sheet.



- (c) To remove a sheet just entering the fuser (c), separate the trailing edge of the sheet from the belt, push the fuser pressure release lever (d) towards the front and down to release the fuser's grip on the sheet, and withdraw the sheet

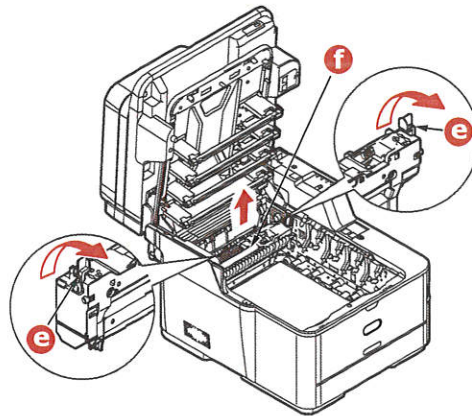
through the drum cavity area. Then allow the pressure release lever to rise again.



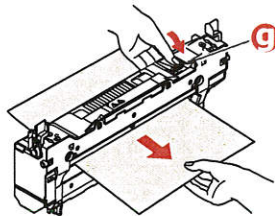
NOTE

If the sheet is well advanced into the fuser (only a short length is still visible), do not attempt to pull it back.

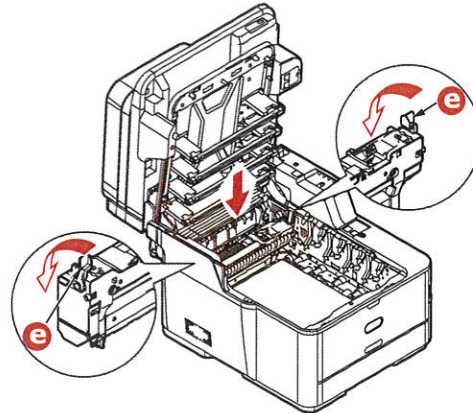
- (d) To remove a sheet in the fuser, move the two retaining levers (e) towards the front of the machine to release the fuser. Withdraw the fuser unit using the handle (f).



- (e) Press release lever (g) and pull the trapped paper from the fuser.



- (f) Replace fuser unit into the machine and move locking levers (e) toward the rear of the machine.

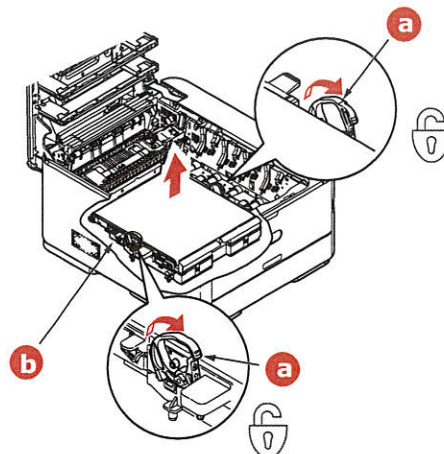


NOTE

Check that there is no paper remaining inside the machine.

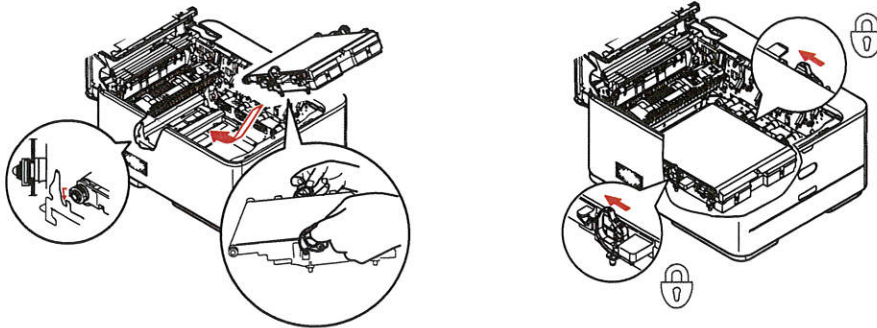
Remove the paper carefully so that it does not tear. If the paper tears, be sure to remove all of the pieces.

7. If you were duplex printing when the jam occurred, check the duplex paper path:
- (a) Pull the locking levers at each side of the transfer belt up and towards the front of the machine.



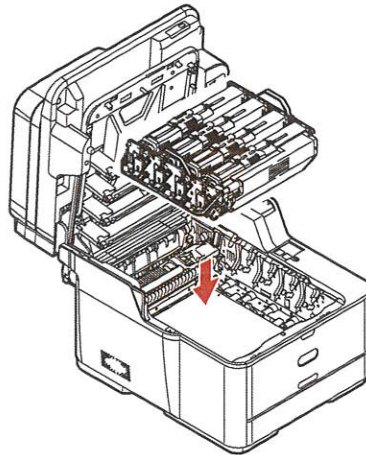
- (b) Using the locking levers (a), lift the belt (b) upwards and withdraw from the machine.
- (c) Look into the printer to check whether any sheets of paper are visible on any part of the paper path. Pull out any sheets found in this area.

- (d) Lower the belt unit into place, with the drive gear towards the rear of the printer. Locate the drive gear into the gear inside the printer by the rear right corner of the unit, and lower the belt unit flat inside the printer.

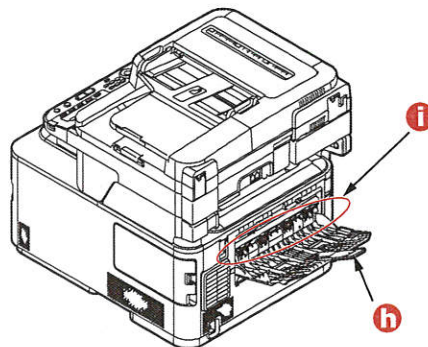


- (e) Push the locking levers towards the rear of the machine. This will secure the belt unit in place.

- 8.** Holding the image drum assembly by its handles, lower it into place in the machine, locating the pegs at the sides into their slots in the sides of the printer cavity.

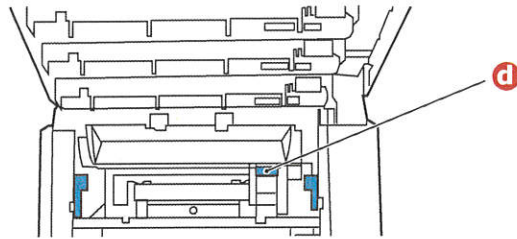


- 9.** Lower the top cover but do not press down to latch it closed yet. This will protect the drum from excessive exposure to room lighting while you check the remaining areas for jammed sheets.
- 10.** Open the rear exit tray (h) and check for a sheet of paper in the rear path area (i).

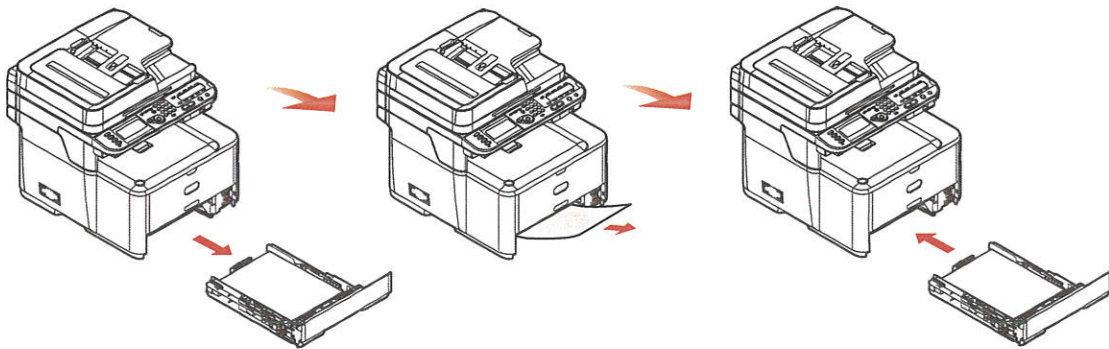


- > Pull out any sheets found in this area.

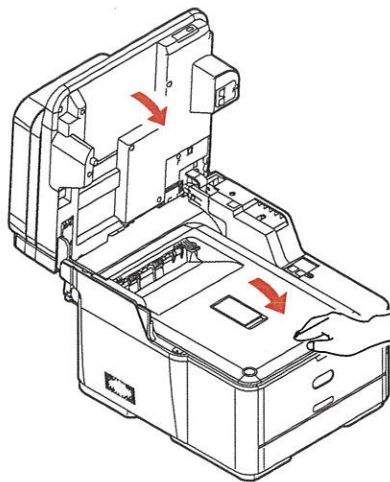
- > If the sheet is low down in this area and difficult to remove, it is probably still gripped by the fuser. In this case raise the top cover, reach around and press down on the fuser pressure release lever (d).



11. If you are not using the rear exit tray, close it once any paper has been removed from this area.
12. Pull out the paper tray and ensure that all paper is stacked properly, is undamaged, and that the paper guides are properly positioned against the edges of the paper stack. When satisfied, replace the tray.



13. Close the top cover and press down firmly so that the cover latches closed.



14. Gently lower the scanner.

When the jam has been cleared, if **Jam Recovery** is enabled in the **Printer Adjust** menu, the MFP will attempt to reprint any pages lost due to paper jams (see "**Jam Recovery:**" on page 178).