Paper Jams

In addition to information on preventing jams and what causes a paper jam, this section includes instructions for clearing the following jams:

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- Jam at the rear — see page 16.
- Jam at the stacker — see page 19.
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When there is a paper jam, the printer’s front panel display (1) shows the jam error message. Press the i button (2) for more information about how to clear the jam.

Caution

Avoid touching the toner located on the jammed paper, because the toner might not be fused to the paper and might rub off.

Videos are available for clearing jams. Videos are located on the Interactive Documentation CD-ROM and the Xerox web site at: www.xerox.com/officeprinting/4400support/
Preventing jams

- Fan paper prior to loading in the trays or the Multi-Purpose Tray.
- Use clean, undamaged paper. Do not use paper that is curled.
- Load paper from a newly opened package.
- Do not add paper above the tray’s fill line.
- Make sure that the tray guides are properly set for the paper size.
- Use paper sizes that the printer supports. For supported paper sizes, see the Supported Papers section in the Trays and Paper Guide on the Interactive Documentation CD-ROM.
- Load paper correctly. For proper paper-loading instructions, see the Loading Trays section in the Trays and Paper Guide on the Interactive Documentation CD-ROM.

What causes a paper jam?

Paper jams occur most often under these conditions:

- The paper does not meet specifications.
- The loaded paper size or weight is not supported by the paper tray.
- The paper is damaged, moist, curled, creased, or folded.
- The paper is not loaded properly.
- The tray’s side and rear guides are not adjusted properly for the paper.
- The tray is overfilled; paper is loaded above the tray’s fill line.
**Paper size jam**

1. Load any tray with the paper size needed for printing the job. Check that the paper size and length guides in the tray are adjusted against the paper stack. Make sure that the size menus for the Multi-Purpose Tray and the envelope feeder (if present) are set correctly.

2. Go behind the printer, squeeze the latch on the upper left corner of the rear cover and pull the cover open.

3. Inspect for jammed paper. If visible, carefully pull out paper.

**Warning**

The fuser is hot. Be careful not to touch it to prevent burns.

4. Close the printer’s rear cover.
5. Check the front panel display. If the jam has been cleared and all covers are closed, the front panel should display Processing or Ready. If a paper jam message remains, there is still paper jammed in the printer.

For additional information, access PhaserSMART.

**Jam at the tray**

**Note**

While the illustrations below show Tray 1, you can also use this procedure for clearing Tray 2 and Tray 3 jams.

1. Pull Tray 1 completely out of the printer. To remove the tray from the printer, pull it out, then gently remove it from the printer while lifting up.

2. Check for any jammed or wrinkled paper in the tray and remove it.
3. Open the front cover all the way until it stops.

4. Slowly pull out the print cartridge.

**Note**

To prevent toner stains, place the cartridge on a flat, covered surface.

5. Check the area where the print cartridge was located and remove any jammed paper.
6. Holding the print cartridge as shown, lower it into the printer’s guide channels. Be sure to push the cartridge all the way into the printer.

7. Slowly close the front cover. Press the center part of the front cover until it latches into place.

8. Re-install the paper tray.

9. Check the front panel display. If the jam has been cleared and all covers are closed, the front panel should display Processing or Ready. If a paper jam message remains, there is still paper jammed in the printer.

For additional information, access PhaserSMART.
Jam at the Multi-Purpose Tray

1. Remove all paper from the Multi-Purpose Tray.

2. Check the Multi-Purpose Tray and remove any jammed paper.

3. Close the Multi-Purpose Tray.
4. Remove the envelope feeder, if installed, then open the front cover all the way until it stops.

5. Slowly pull out the print cartridge.

**Note**

To prevent toner stains, place the cartridge on a flat, covered surface.

6. Check the area where the print cartridge was located and remove any jammed paper.
7. Holding the print cartridge as shown, lower it into the printer’s guide channels. Be sure to push the cartridge all the way into the printer.

8. Slowly close the front cover. Press the center part of the front cover until it latches into place.

9. Open the Multi-Purpose Tray by pulling the latch at the top center.
10. If the envelope feeder was removed, re-install it now. Reload paper in the Multi-Purpose Tray.

11. Check the front panel display. If the jam has been cleared and all covers are closed, the front panel should display **Processing** or **Ready**. If a paper jam message remains, there is still paper jammed in the printer.

For additional information, access PhaserSMART.

**Jam at the exit**

1. Go behind the printer, squeeze the latch on the upper left corner of the rear cover and pull the cover open.
2. Carefully remove any jammed paper.

**Warning**

The fuser is hot. Be careful not to touch it to prevent burns.

3. Close the printer's rear cover.

4. Check the front panel display. If the jam has been cleared and all covers are closed, the front panel should display *Processing* or *Ready*. If a paper jam message remains, there is still paper jammed in the printer.

For additional information, access PhaserSMART.
Jam at the front

1. Open the front cover.

2. Remove the print cartridge.

3. Remove any jammed paper.
4. Re-insert the print cartridge.

5. Close the front cover. Press the center part of the front cover until it latches into place.

6. Check the front panel display. If the jam has been cleared and all covers are closed, the front panel should display **Processing** or **Ready**. If a paper jam message remains, there is still paper jammed in the printer.

For additional information, access PhaserSMART.

**Jam at the rear**

1. Go behind the printer, squeeze the latch on the upper left corner of the rear cover and pull the cover open.
2. Check and carefully pull out any jammed paper behind the duplex unit.

**Warning**

The fuser is hot. Be careful not to touch it to prevent burns.

3. Slide the green tabs located to the left and right of the duplex unit inward. Pull the duplex unit out of the printer. Note how the duplex unit fits into the left and right channels.

4. Open the duplex unit:
   a. Move the tabs on the outside of the duplex unit outwards.
   b. Lift up the cover.
5. Remove any jammed paper, then close the duplex unit cover.

6. Insert the duplex unit into the left and right channels inside the printer.

7. Slide the unit in until the green tabs snap into place.
8. Close the printer’s rear cover.

9. Check the front panel display. If the jam has been cleared and all covers are closed, the front panel should display Processing or Ready. If a paper jam message remains, there is still paper jammed in the printer.

For additional information, access PhaserSMART.

**Jam at the stacker**

1. Go behind the printer, squeeze the latch on the upper left corner of the rear cover and pull the cover open.

2. Open the stacker’s rear cover.
3. Remove any jammed paper inside the open printer or stacker covers.

**Warning**

The fuser is hot. Be careful not to touch it to prevent burns.

4. Make sure that the stacker's spring-loaded rear cover is securely closed.

5. Close the printer's rear cover.

6. Check the front panel display. If the jam has been cleared and all covers are closed, the front panel should display **Processing** or **Ready**. If a paper jam message remains, there is still paper jammed in the printer.

For additional information, access PhaserSMART.
Jam at the envelope feeder

1. Remove all envelopes from the envelope feeder.

2. Lift slightly on the envelope feeder and pull it out from the printer.

3. Close the Multi-Purpose Tray.
4. Open the front cover all the way until it stops.

5. Slowly pull out the print cartridge.

**Note**
To prevent toner stains, place the cartridge on a flat, covered surface.

6. Check the area where the print cartridge was located and remove any jammed paper (envelopes).
7. Holding the print cartridge as shown, lower it into the printer’s guide channels. Be sure to push the cartridge all the way into the printer.

8. Slowly close the front cover. Press the center part of the front cover until it latches into place.

9. Open the Multi-Purpose Tray by pulling the latch at the top center.
10. Push the envelope feeder all the way into the printer until it stops. Make sure it is seated securely.

11. Check the front panel display. If the jam has been cleared and all covers are closed, the front panel should display **Processing** or **Ready**. If a paper jam message remains, there is still paper jammed in the printer.

12. Reload envelopes in the envelope feeder.

For additional information, access PhaserSMART.