

# Paper Jams

## Warning

To avoid possible personal injury, avoid contact with the printer's fuser area, which may be very hot.

## Caution

Do not use tools or sharp objects to clear paper jams since this may damage the printer. Do not touch the surface of the print drum; touching the drum may damage it.

## Preventing paper jams

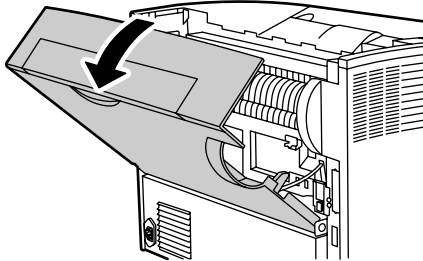
- To reduce the frequency of paper and transparency jams, the use of Xerox media is recommended; refer to *page 7* for information.
- Use only the recommended sizes and weights of paper in the trays; refer to *page 10* for information on acceptable weights and *page 12* for acceptable sizes.
- After removing a paper jam, be sure to remove any paper scraps.
- Avoid damp paper stock.

## Clearing a duplex jam

1. Open the rear cover.

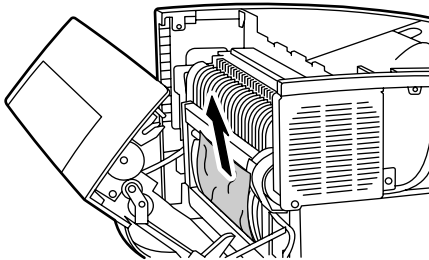
### Warning

To avoid possible injury, never touch the Fuser area (where a label indicating high temperature is located). The fuser may be hot.



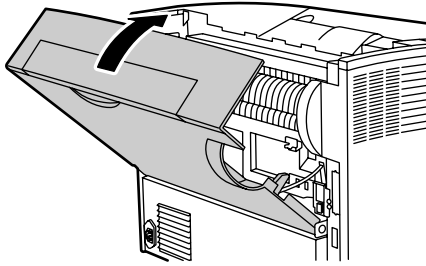
3925-74

2. Check and carefully pull out any jammed paper.



3925-75

3. Close the rear cover.



3925-76

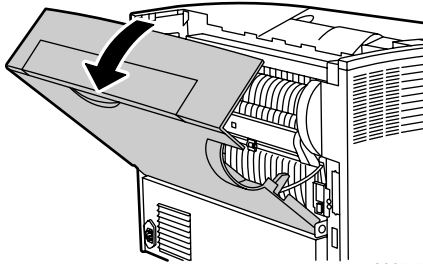
4. Check the control panel display. If the jam has been cleared and all covers are closed, the control panel should display **Processing** or **Ready**. If a paper jam message remains, there is still paper jammed in the printer.

## Clearing an exit jam

1. Open the rear cover.

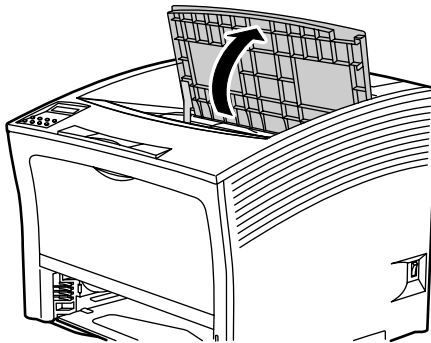
### Warning

To avoid possible injury, never touch the Fuser area (where a label indicating high temperature is located). The fuser may be hot.



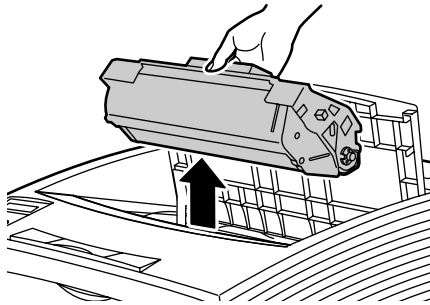
3925-77

2. Open the top cover all the way to the back until it stops. Remove any paper that may be in the output bin.



3925-78

3. Pull out the Laser Print Cartridge and set it down on a flat surface.

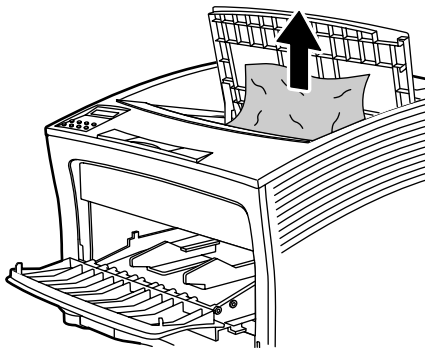


3925-79

4. Check the area where the Laser Print Cartridge was located and remove any jammed paper.

### **Warning**

To avoid possible injury, be careful not to touch the rollers, which may be hot.

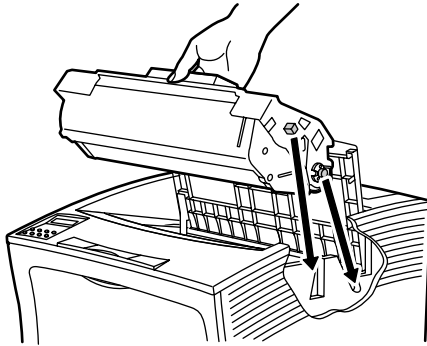


3925-80

5. Reinstall the cartridge, inserting the two projecting parts into the printer's guide channels.

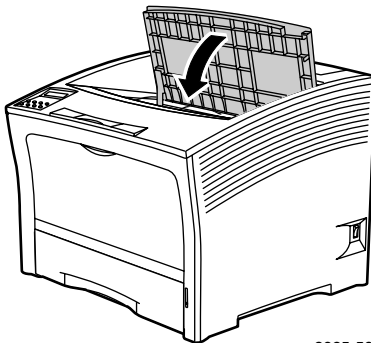
**Note**

Be sure to push the cartridge all the way into the printer.



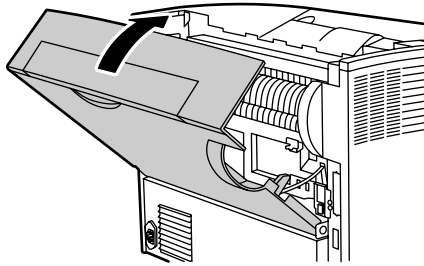
3925-57

6. Close the top cover.



3925-58

7. Close the rear cover.

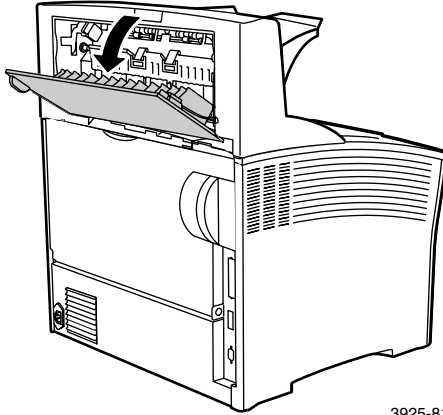


3925-76

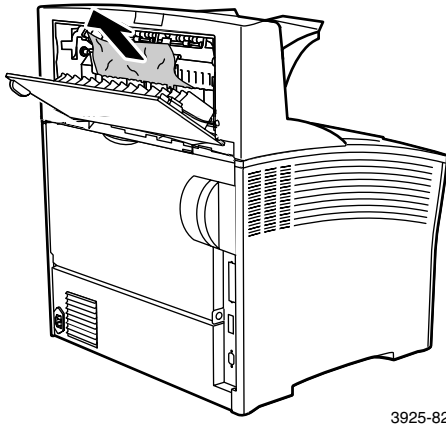
8. Check the control panel display. If the jam has been cleared and all covers are closed, the control panel should display **Processing** or **Ready**. If a paper jam message remains, there is still paper jammed in the printer.

## Clearing a stacker jam

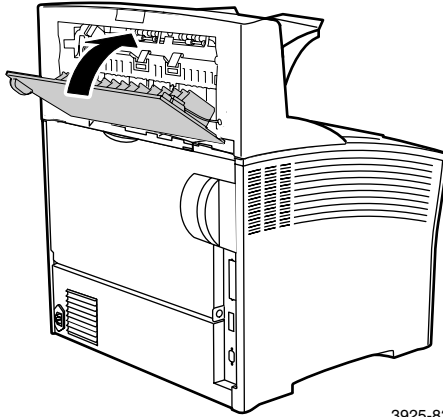
1. Open the Stacker Bin's rear cover.



2. Remove any jammed paper inside the open cover.



3. Close the Stacker Bin's rear cover.



3925-83

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