

Paper Jams

Jam prevention tips

- Use **only** the recommended papers, transparencies, labels, and business cards. For more information, refer to page 14.
- Use clean, undamaged paper.
- Load paper from a newly opened package.
- Don't add paper above the tray's fill line.
- If paper is still jamming, flip the paper over in the paper tray.
- Clean the printer's rollers if they are visibly dirty.

Note

Use 20-28 lb. (75-105 g/m²) premium bond laser paper for optimum performance and reliability. Media types at the extremes of the range of supported media may not perform as reliably.

For more information, print the **Help Guide** from the printer's front panel (as described on page 9) or visit the Xerox Customer Support web site at

www.xerox.com/officeprinting/support

Clearing jams

When there is a paper jam, the printer's front panel displays a message about the jam location and information on how to clear the jam.

Paper jam – Open exit cover to clear

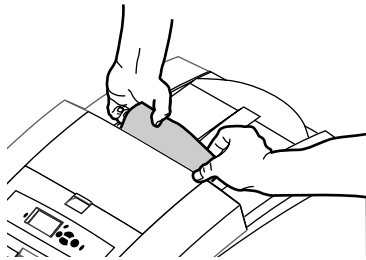
Caution

Do not use tools to remove jammed paper from the exit area. Using tools in this area could damage the printer's imaging surface.

Solution 1

If the paper has partially exited the printer at the exit slot:

1. Using both hands, remove the jammed paper. If it cannot be removed easily, refer to Solution 2.



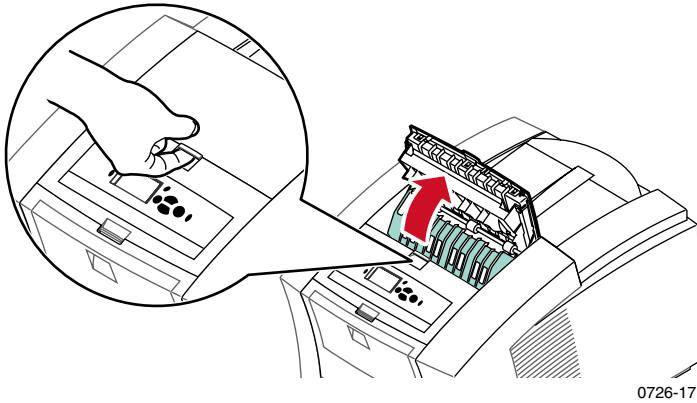
0726-16

2. Remove the entire sheet of paper; any pieces left in the printer may cause more jams.

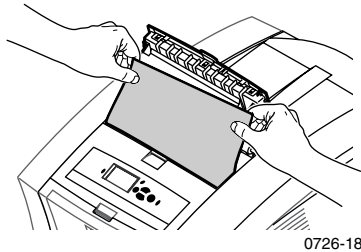
Solution 2

If the paper has partially exited the printer but cannot be removed easily:

1. Open the exit cover.



2. Using both hands, remove the jammed paper. If the paper is still caught inside the printer, skip to Solution 3 (Step 2).

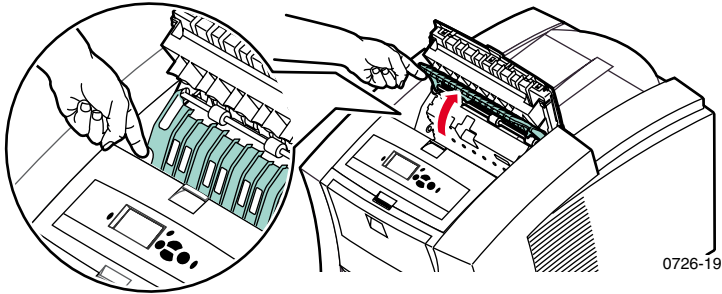


3. Remove the entire sheet of paper; any pieces left in the printer may cause more jams.
4. Close the exit cover.

Solution 3

If the paper is caught under the Rapid Release Guide:

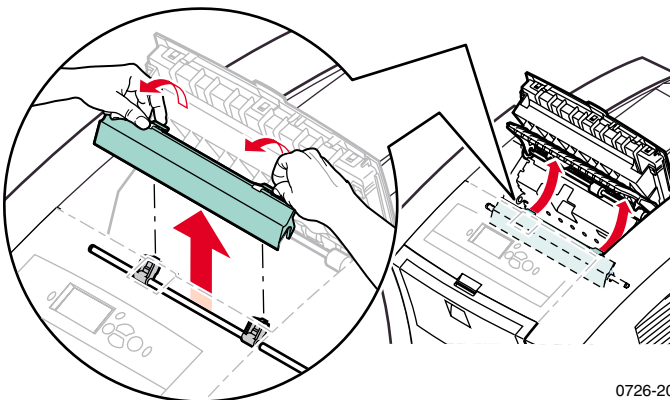
1. Open the exit cover.
2. Lift the green paper guide.



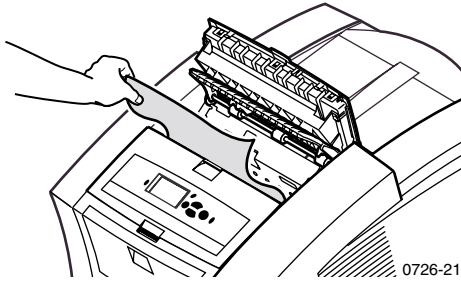
Caution

Handle the Rapid Release Guide carefully to avoid bending or damaging the clear plastic edge.

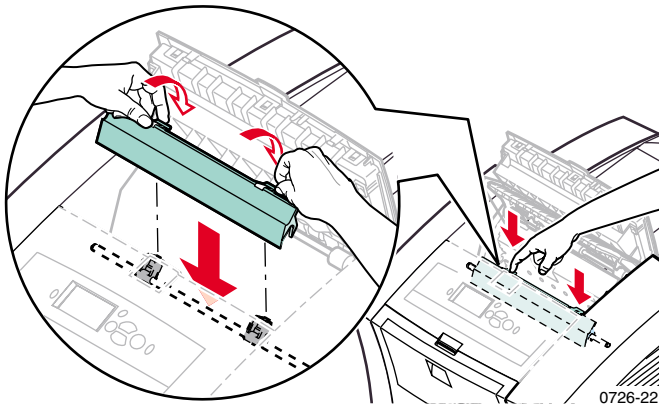
3. Lift up on the green tabs and remove the Rapid Release Guide.
Do not use any sharp objects in this area of the printer.



- Remove the jammed paper.



- Make sure the thin, white dust shield is lying on top of the metal shaft. Then, reinstall the Rapid Release Guide, pressing down on the green tabs to snap the guide into place.



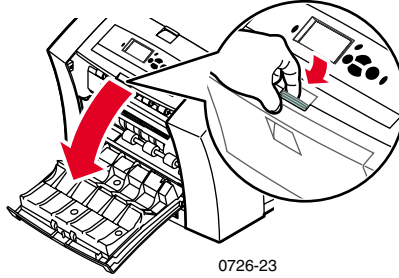
Note

Verify that the Rapid Release Guide is fully installed by gently tugging on it. If it isn't snapped into place, it may cause jams and print-quality problems.

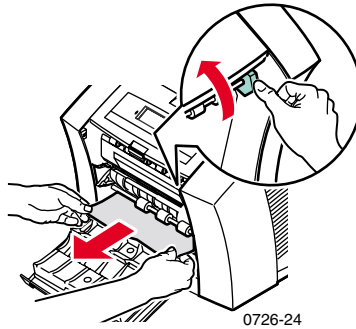
- Close the exit cover.

Paper jam - Open front cover to clear

1. Open the front cover.



2. Using both hands, remove the jammed paper.
3. If there is any resistance to removing the jammed paper, turn the green thumbwheel to help feed the paper.



4. Remove the entire sheet of paper; any pieces of paper left in the printer may cause more jams.
5. Close the front cover.