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.

2. Check and carefully pull out any jammed paper.
3. Close the rear cover.

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.

2. Open the top cover all the way to the back until it stops. Remove any paper that may be the output bin.
3. Pull out the Laser Print Cartridge and set it down on a flat surface.

![Image of Laser Print Cartridge](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.

![Image of Laser Print Cartridge](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.

6. Close the top cover.
7. Close the rear cover.

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.

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.