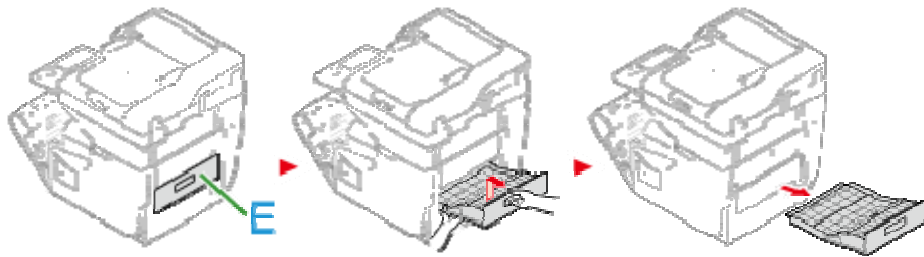


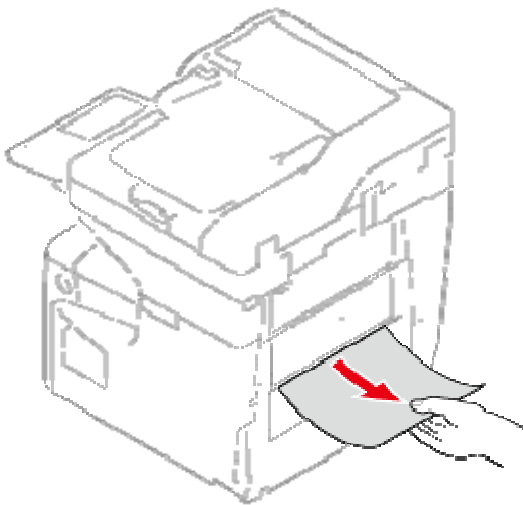
If the Error Code is "370", "371", "373"

A paper jam has occurred around the duplex unit.

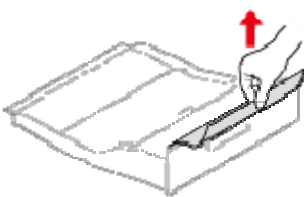
1. Take out the duplex unit (E) by pulling it obliquely upward while holding the center recess on the back of the machine.



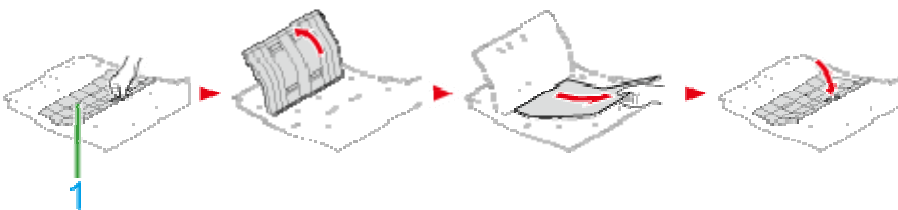
2. Check for jammed paper inside the machine. If jammed paper remains, remove it.



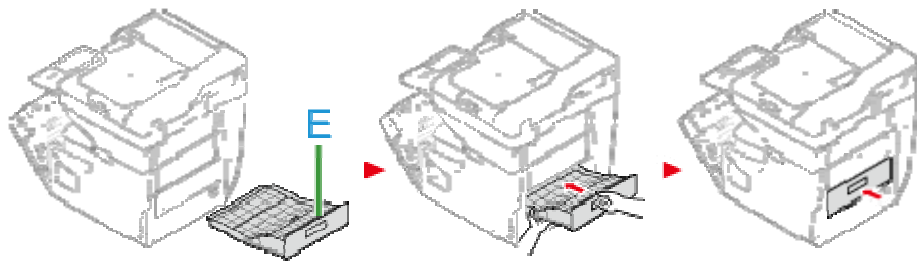
3. Check for jammed paper in the duplex unit. If jammed paper remains, pull it out gently. Check the back side of the duplex unit and remove jammed paper gently if it remains.



4. Open the upper duplex unit cover (1) and check for jammed paper. If jammed paper remains, pull it out gently and close the cover.



5. Replace the duplex unit (E) into the machine.

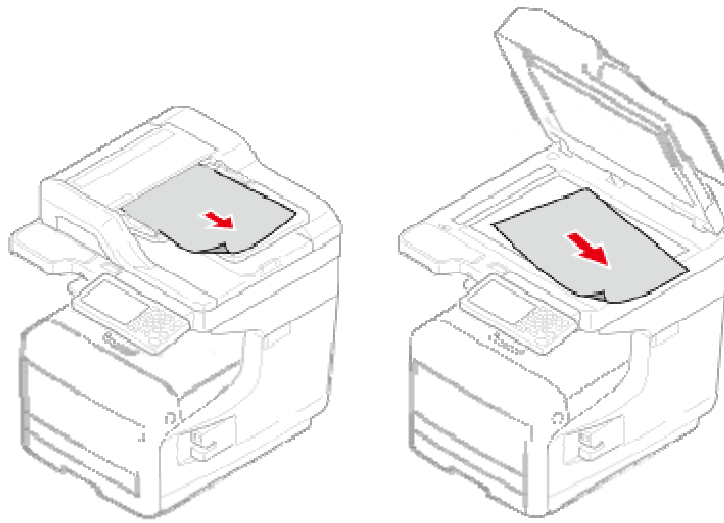


Task is complete.

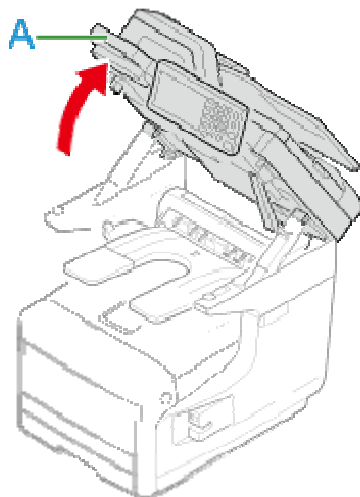
If the Error Code is "372"

A paper jam has occurred around the front cover.

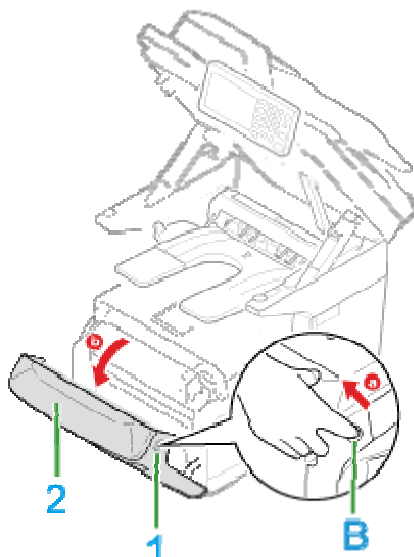
1. Remove a document from the ADF or document glass.



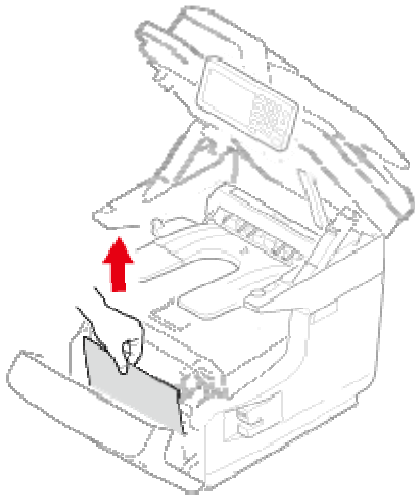
2. Hold the handle (A) to open the scanner unit.



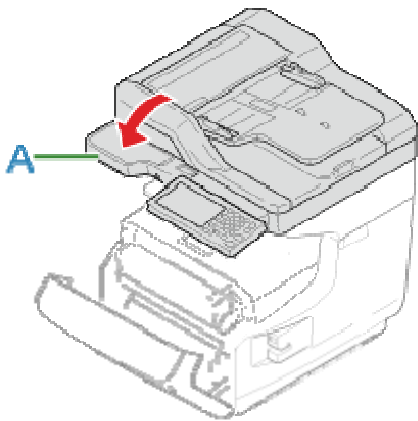
3. Insert your finger into the lever (B) on the right side of the machine and pull the front cover open lever (1) to open the front cover (2) forward.



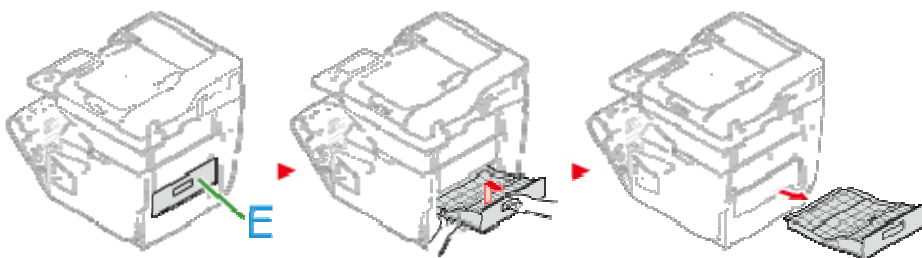
4. Remove the jammed paper gently in the direction of the arrow if an edge of jammed paper can be seen, and then go to step 11. If you cannot find jammed paper, go to step 5.



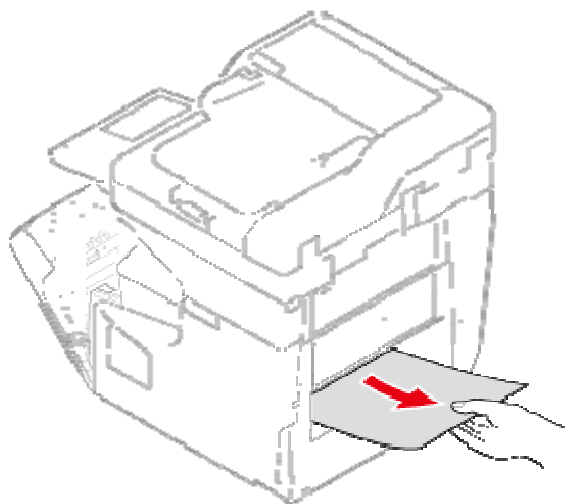
5. Hold the handle (A) to close the scanner unit.



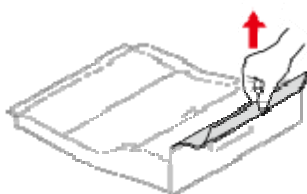
6. Take out the duplex unit (E) by pulling it obliquely upward while holding the center recess on the back of the machine.



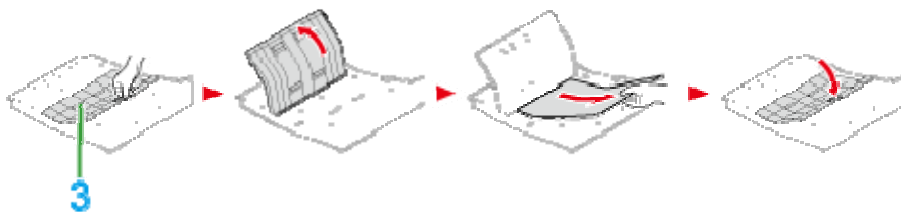
7. Check for jammed paper inside the machine. If jammed paper remains, remove it.



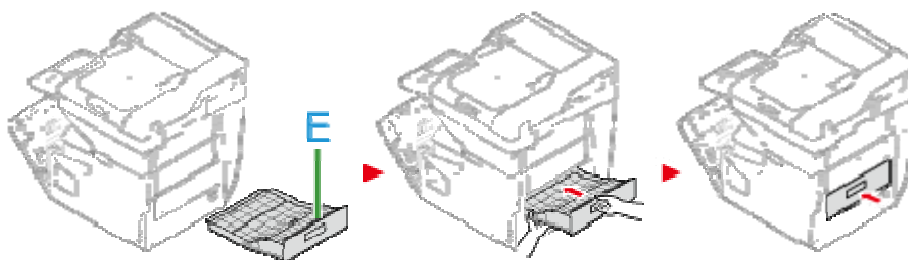
8. Check if paper remains in the duplex unit. If jammed paper remains, pull it out gently. Check the back side of the duplex unit and remove jammed paper gently if it remains.



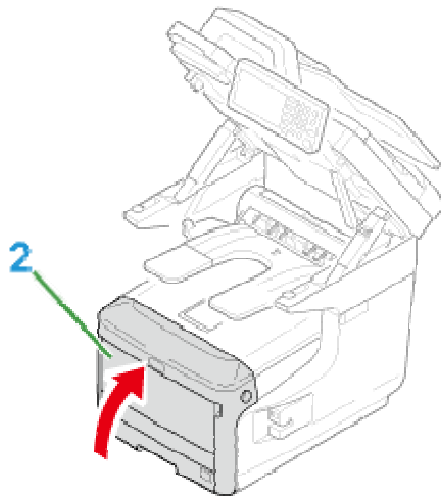
9. Open the upper duplex unit cover (3) and check for jammed paper. If jammed paper remains, remove it, and close the cover.



10. Replace the duplex unit (E) to the machine.



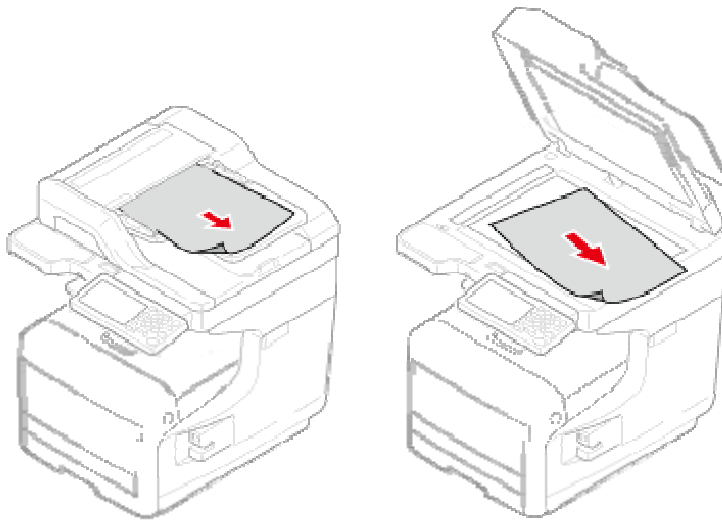
11. Close the front cover (2).



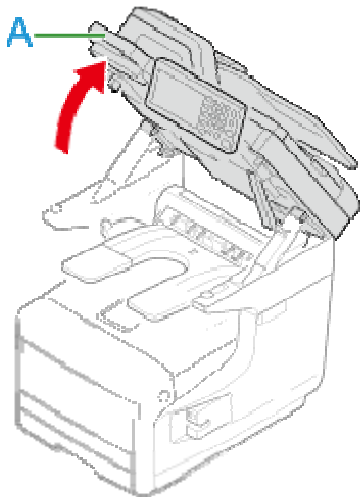
If the Error Code is "380"

A paper jam has occurred around the front cover.

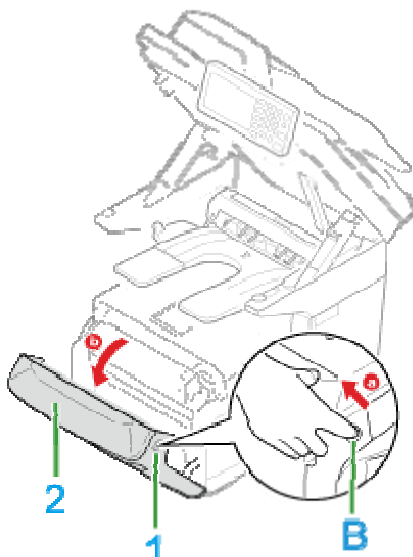
1. Remove a document from the ADF or document glass.



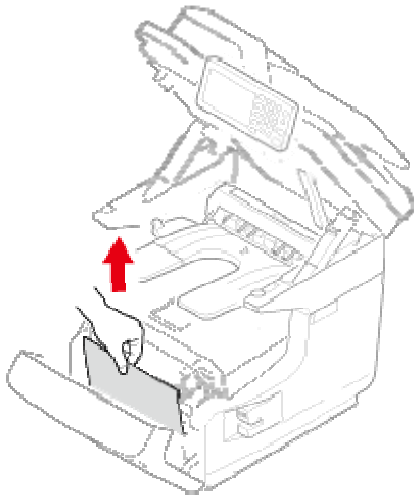
2. Hold the handle (A) to open the scanner unit.



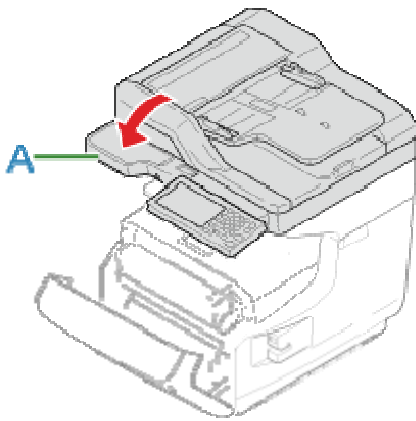
3. Insert your finger into the lever (B) on the right side of the machine and pull the front cover open lever (1) to open the front cover (2) forward.



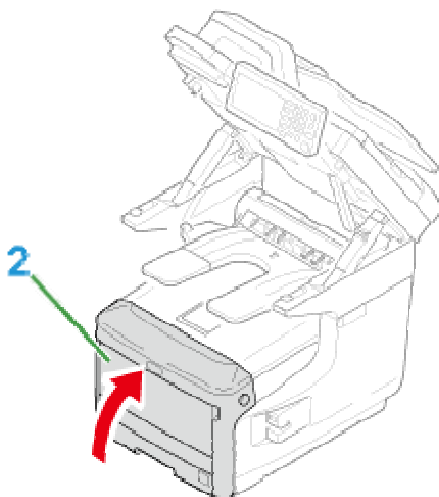
4. Remove the jammed paper gently in the direction of the arrow if an edge of jammed paper can be seen.



5. Hold the handle (A) to close the scanner unit.



6. Close the front cover (2).



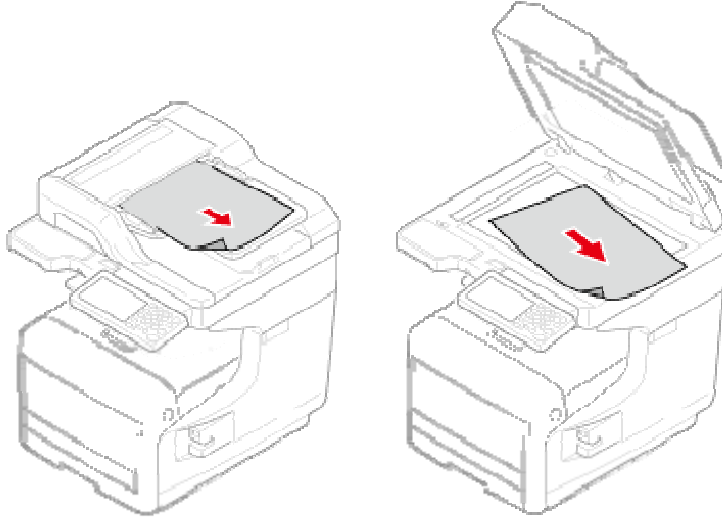
Task is complete.

If the Error Code is "381"

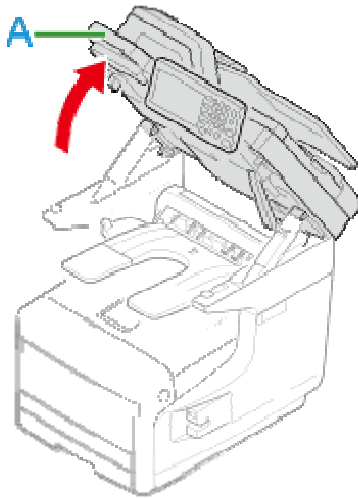
If the "Paper jam has occurred. Please open the scanner unit and the output tray to check." message is displayed, a paper jam has occurred near the fuser unit or the image drum.

Remove the jammed paper by following the procedure below.

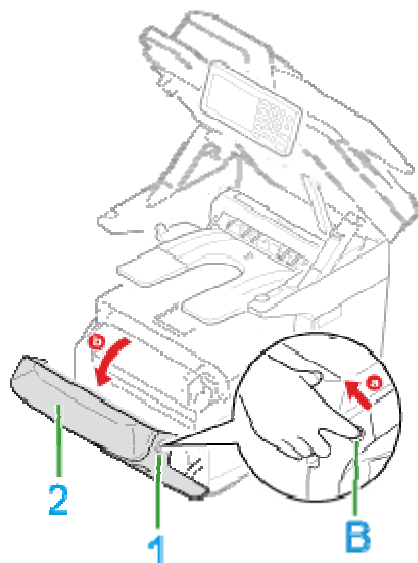
1. Remove a document from the ADF or document glass.



2. Hold the handle (A) to open the scanner unit.



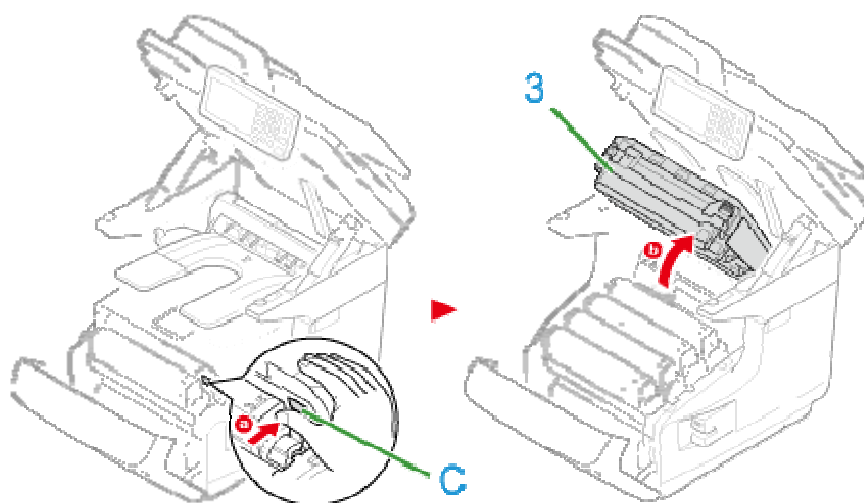
3. Insert your finger into the lever (B) on the right side of the machine and pull the front cover open lever (1) to open the front cover (2) forward.



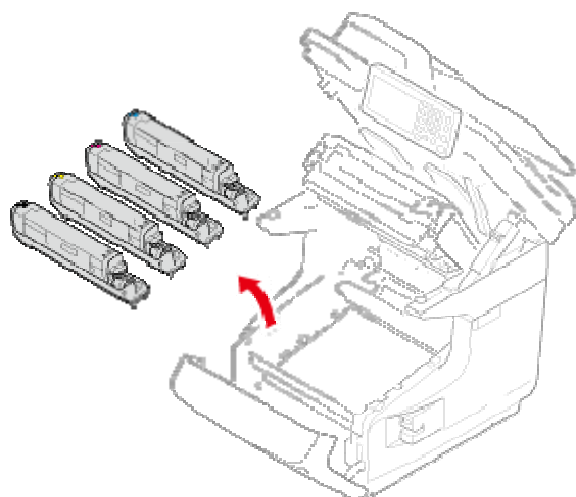
4. Press the output tray open button (C) and open the output tray (3).

Possible to get burned.

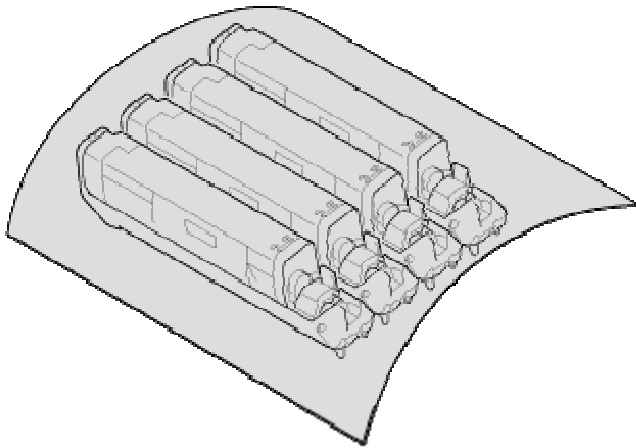
The fuser unit is extremely hot. Do not touch it.



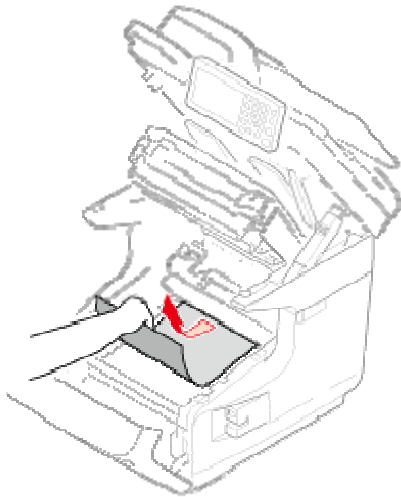
5. Remove all four image drums and place them on a flat surface.



6. Cover the removed image drums with paper so that the image drums are not exposed to light.

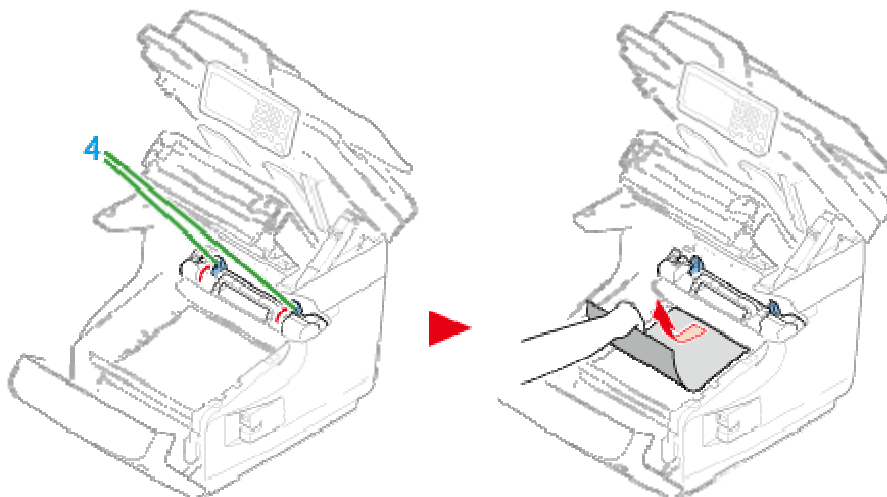


7. Pull out the jammed paper gently to the rear of the machine (the direction of the arrow) if an edge of jammed paper can be seen.

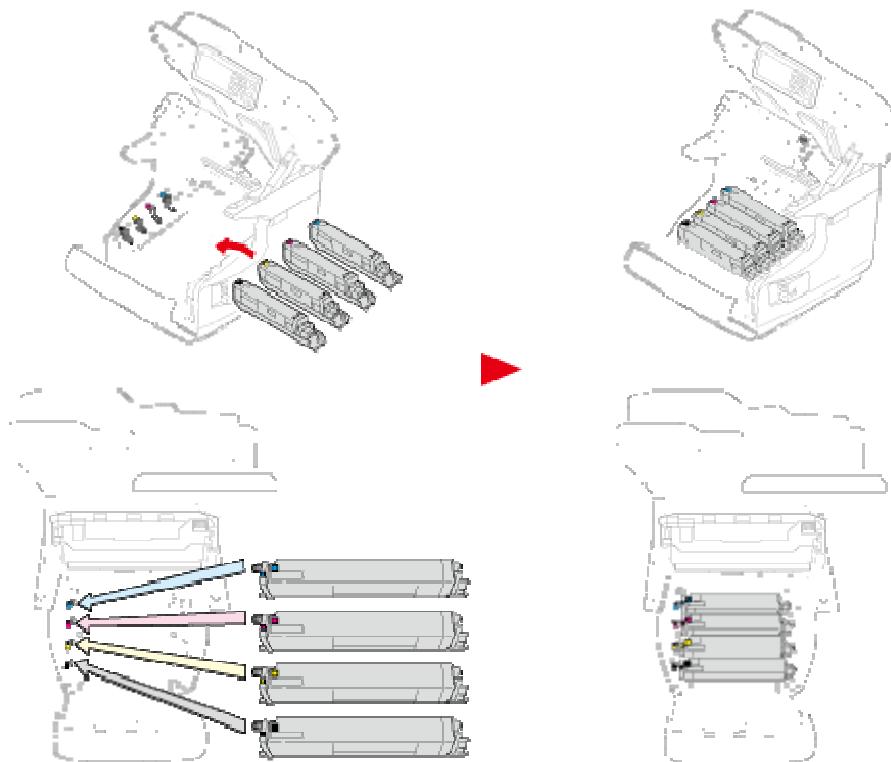


Pull out the jammed paper gently while lifting the release levers (4) on the fuser unit if an edge of jammed paper cannot be seen.

If an edge of jammed paper still remains inside the unit, pull out the jammed paper gently to the rear of the machine.



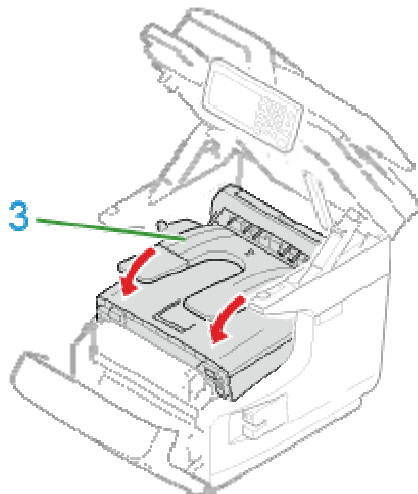
8. Return all four image drums into the machine carefully.



9. Close the output tray (3) by pushing the both sides of the cover firmly.

Memo

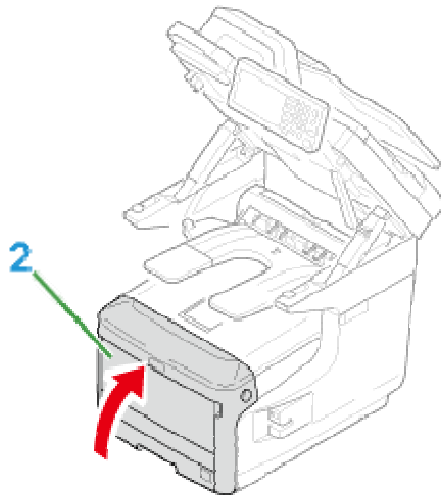
When closing the output tray, beware of the front cover. The front cover may open and the output tray may pop up.



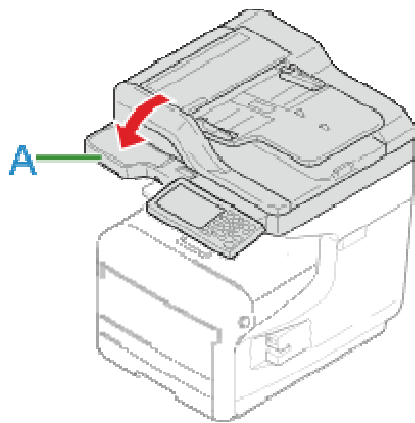
10. Close the front cover (2).

Note

The front cover cannot be closed if the output tray is not closed securely.



11. Hold the handle (A) to close the scanner unit.

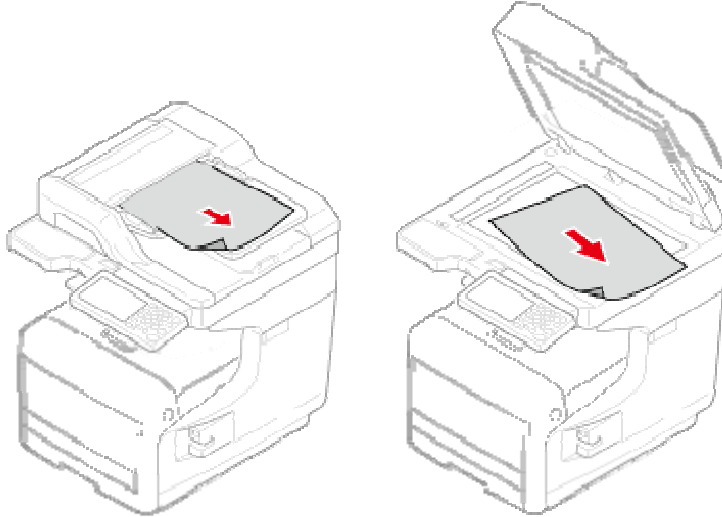


If the Error Code is "382", "383", "385", "389"

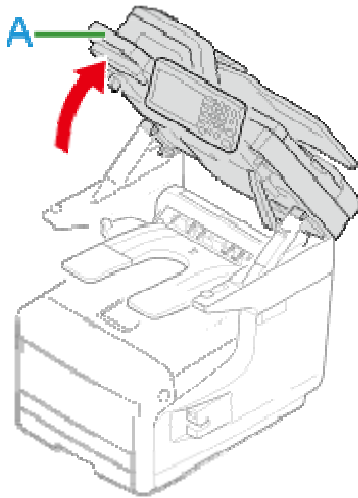
If the "Paper jam has occurred. Please open the scanner unit and the output tray to check." message is displayed, a paper jam has occurred near the image drum.

Remove the jammed paper by following the procedure below.

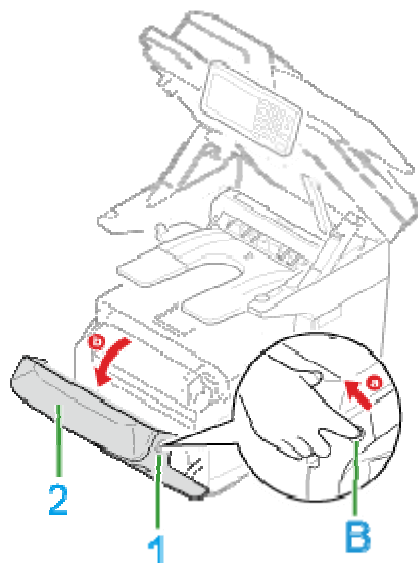
1. Remove a document from the ADF or document glass.



2. Hold the handle (A) to open the scanner unit.



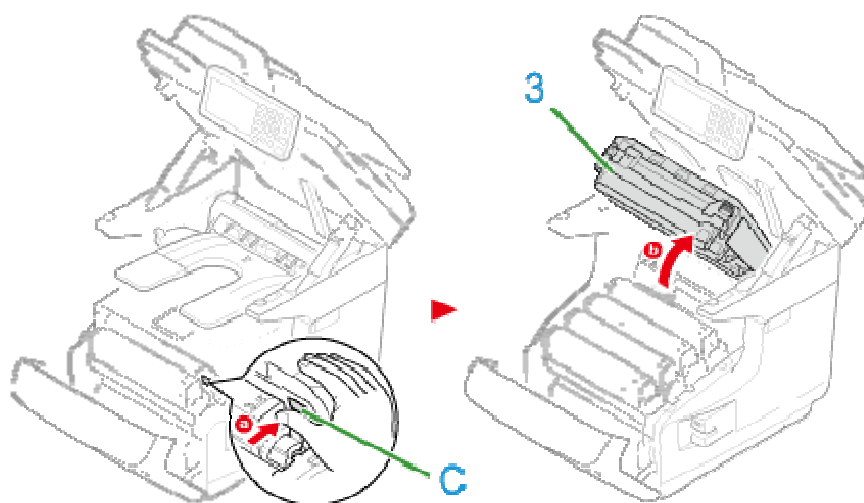
3. Insert your finger into the lever (B) on the right side of the machine and pull the front cover open lever (1) to open the front cover (2) forward.



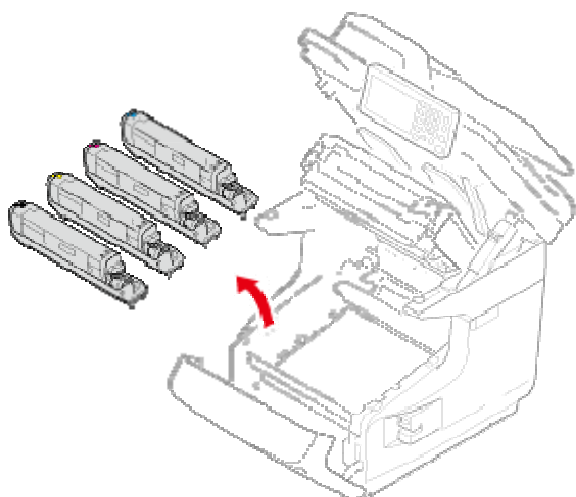
4. Press the output tray open button (C) and open the output tray (3).

Possible to get burned.

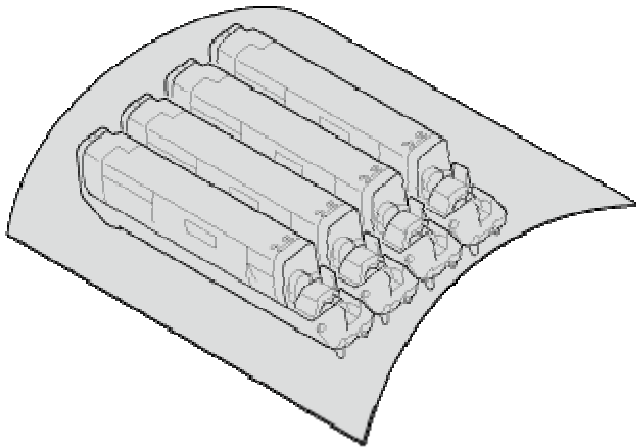
The fuser unit is extremely hot. Do not touch it.



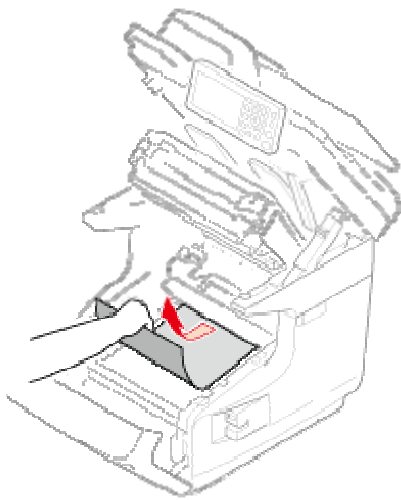
5. Remove all four image drums and place them on a flat surface.



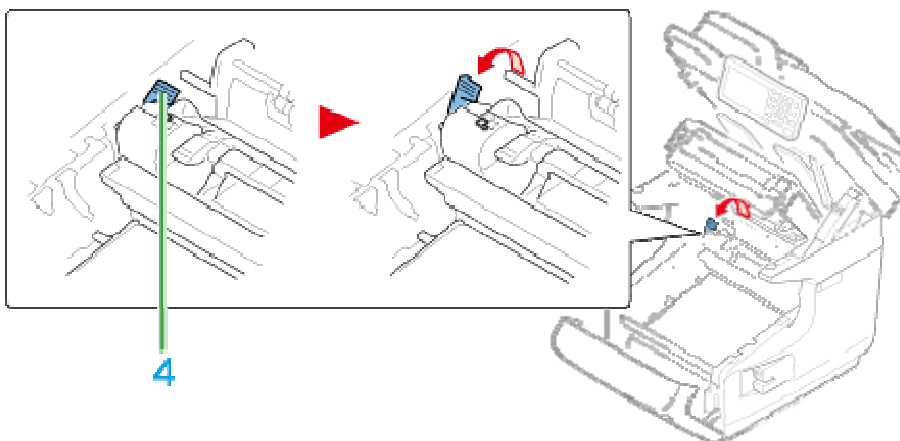
6. Cover the removed image drums with paper so that the image drums are not exposed to light.



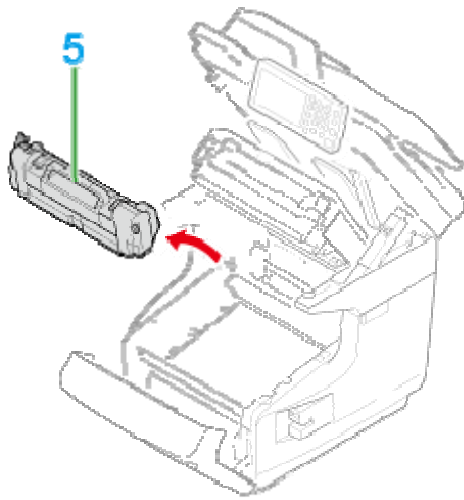
7. Remove the jammed paper remaining inside of the unit.



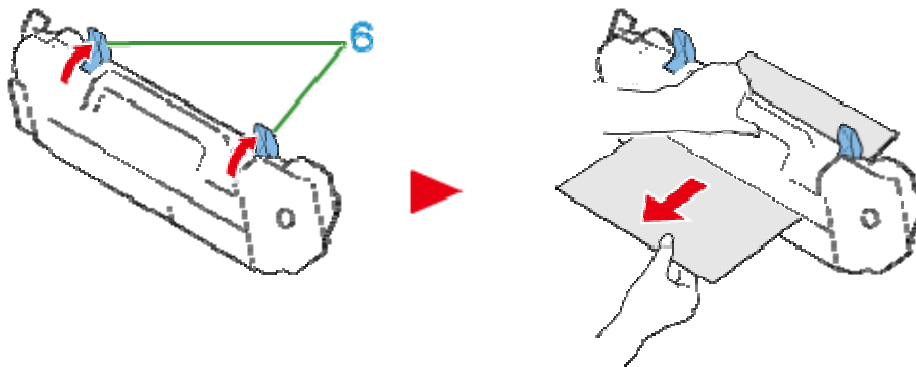
8. Lift the left lock lever (4) of the fuser unit forward.



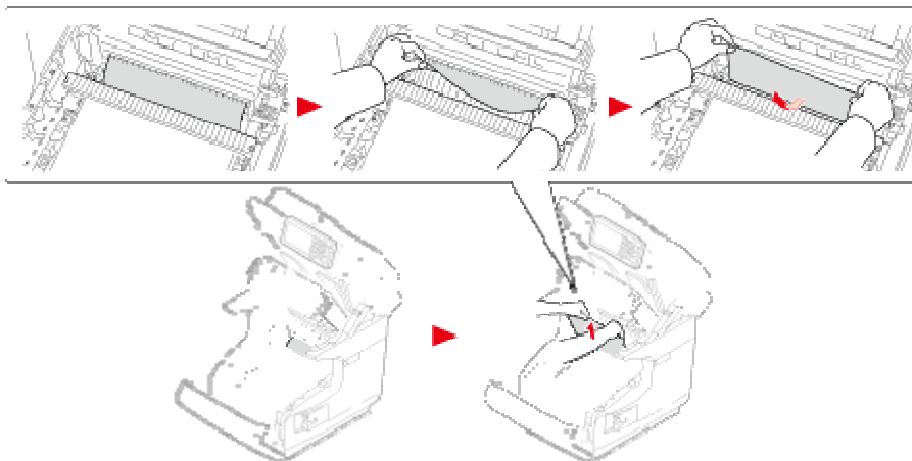
9. Hold the fuser unit handle (5) and lift the fuser unit out of the machine.



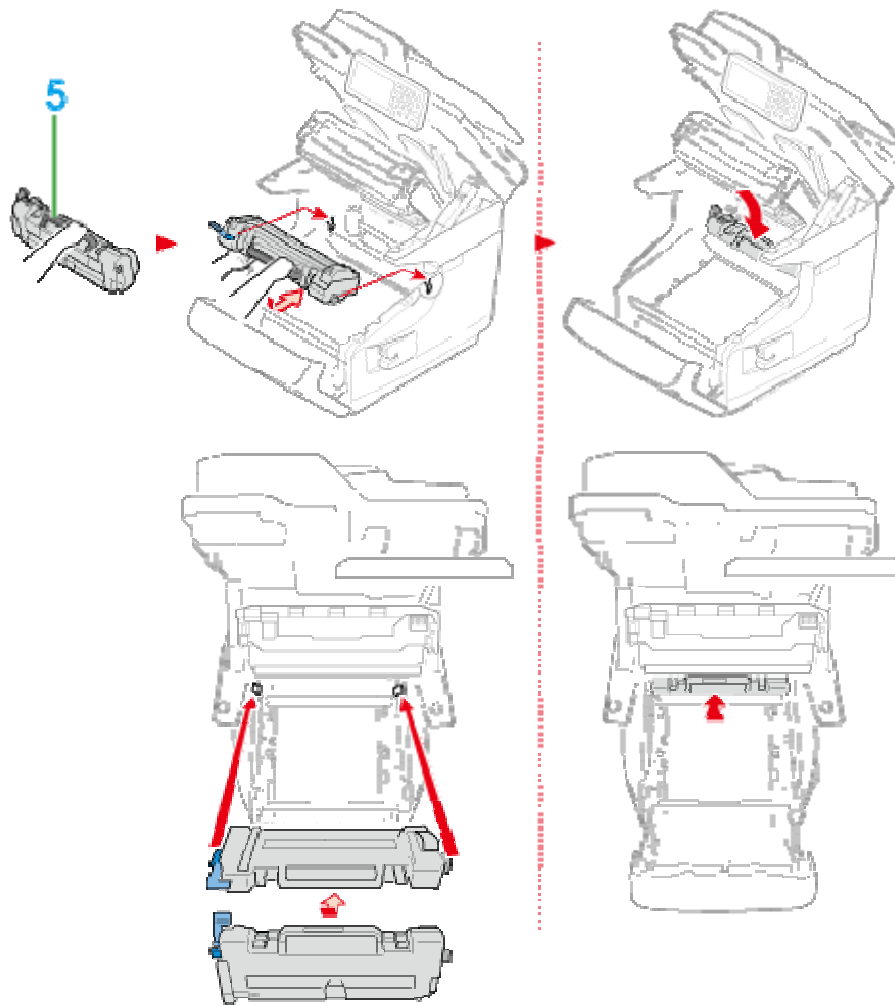
10. Lift the release levers (6) on the fuser unit, and pull out the jammed paper forward gently.



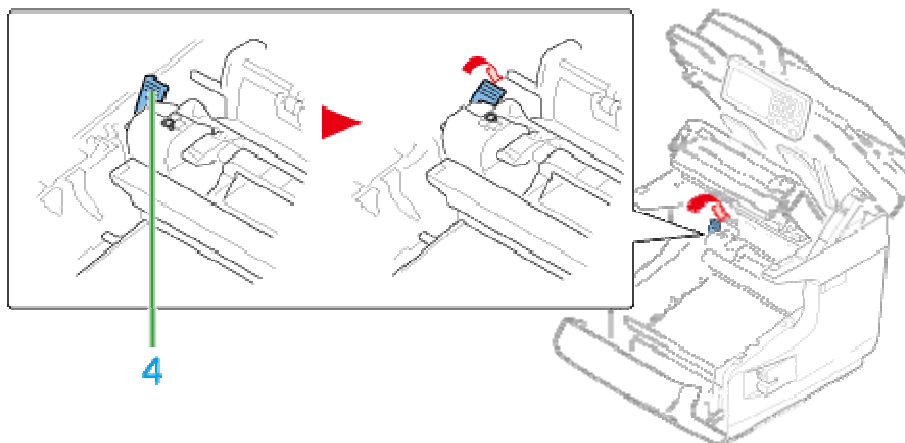
11. If jammed paper remains in the machine, hold the both sides of the paper to remove it gently.



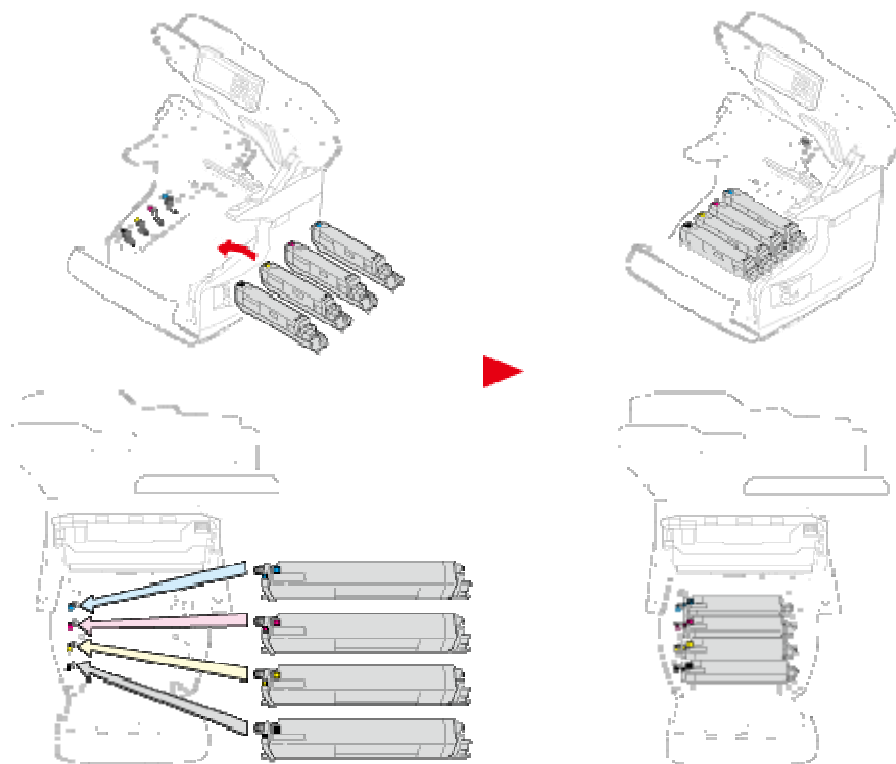
12. Hold the fuser unit handle (5) and place the fuser unit into the machine.



13. Push the left lock lever (4) of the fuser unit backward.



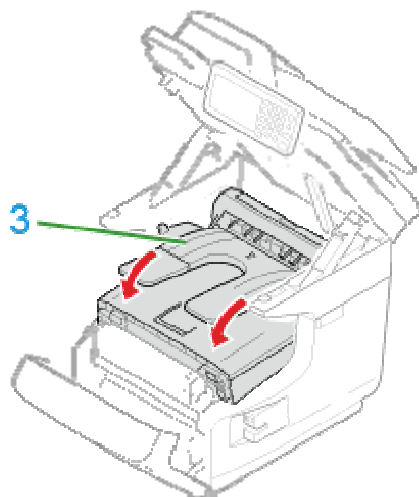
14. Return all four image drums into the machine carefully.



15. Close the output tray (3) by pushing the both sides of the cover firmly.

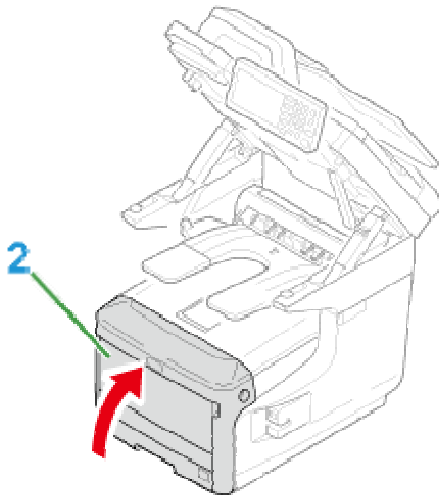
Memo

When closing the output tray, beware of the front cover. The front cover may open and the output tray may pop up.

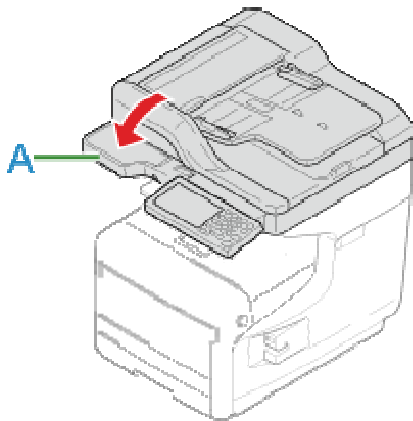


16. Close the front cover (2).

Cannot close the front cover securely if the output tray is not closed.



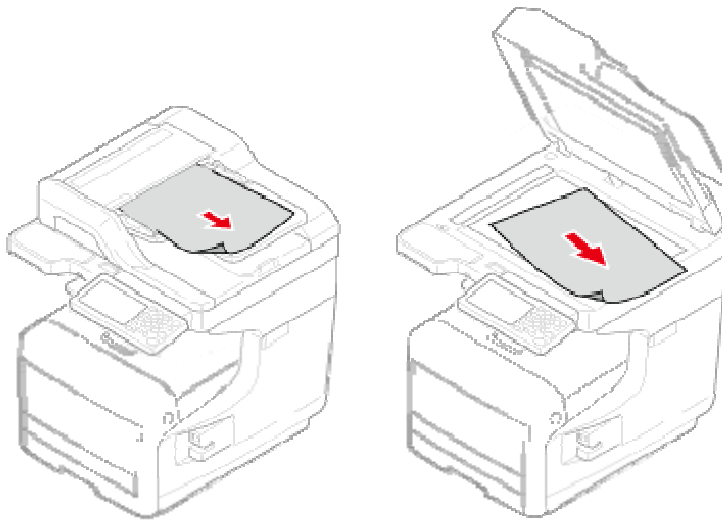
17. Hold the handle (A) to close the scanner unit.



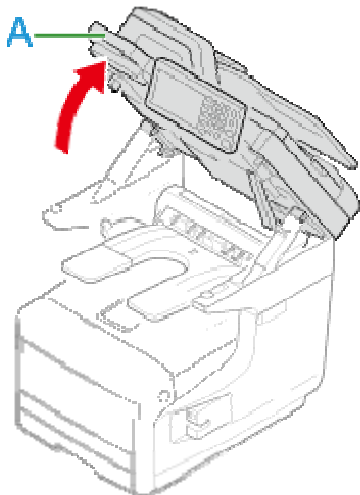
If the Error Code is "384"

Paper jams near the upper output tray. Follow the instructions to remove the jammed paper.

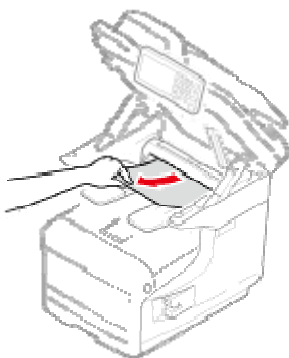
1. Remove a document from the ADF and document glass.



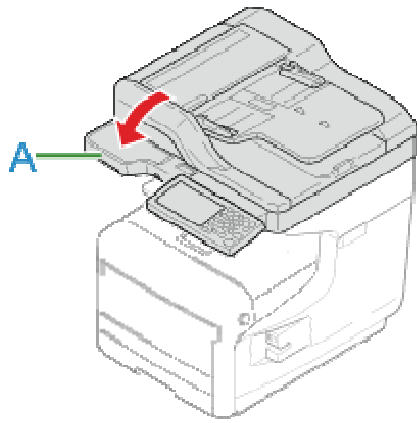
2. Hold the handle (A) to open the scanner unit.



3. Remove the jammed paper.



4. Hold the handle (A) to close the scanner unit.

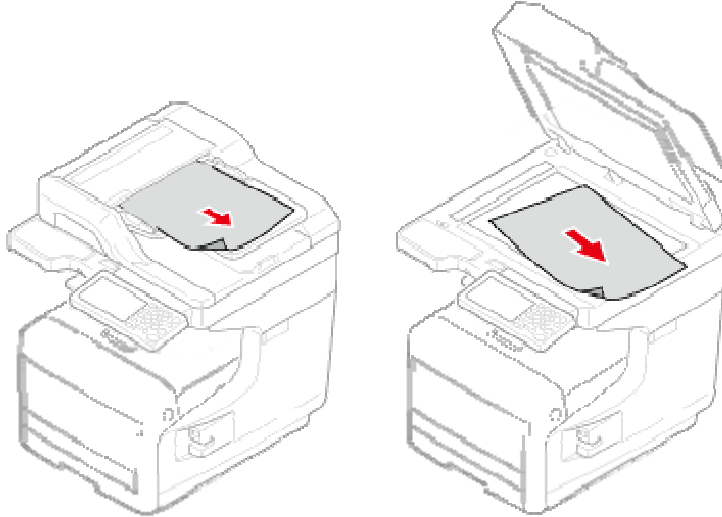


If the Error Code is "390"

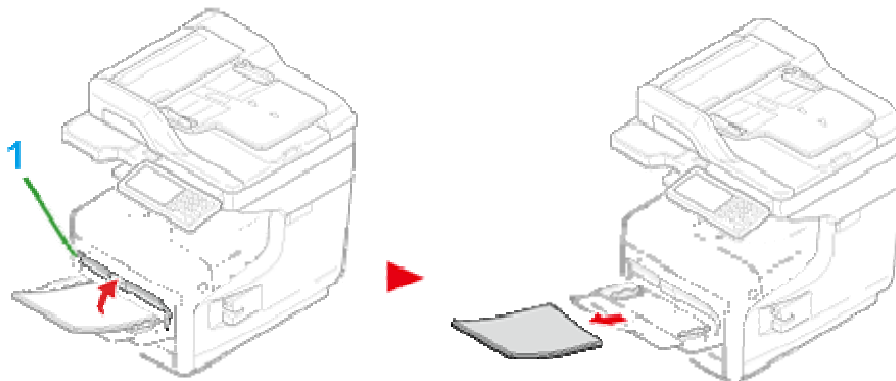
If the "Paper jam has occurred. Please open the scanner unit and the output tray to check." message is displayed, a paper jam has occurred near the paper feed entrance.

Remove the jammed paper by following the procedure below.

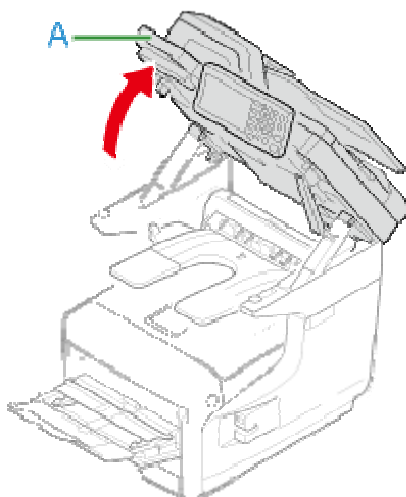
1. Remove a document from the ADF and document glass.



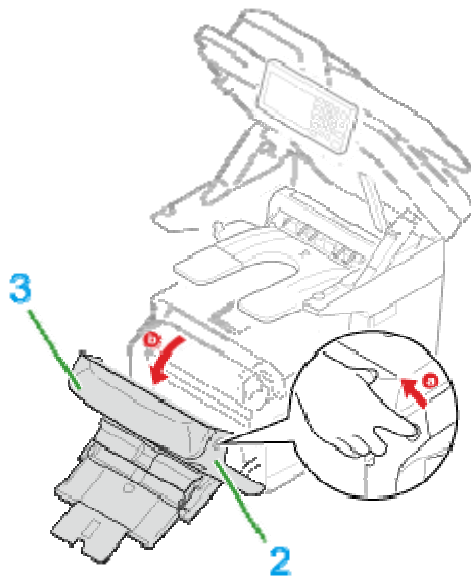
2. If there is any paper on the MP tray, lift the paper set cover (1) and take it out.



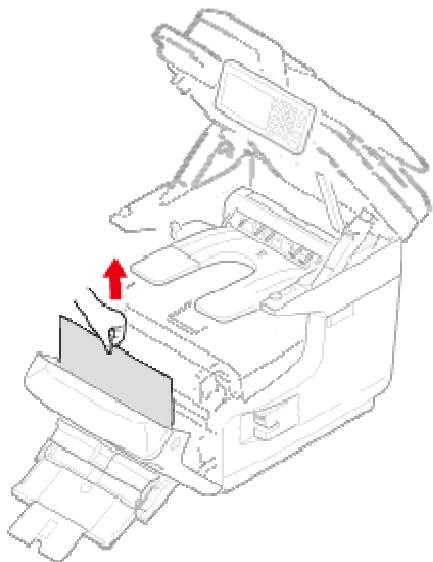
3. Hold the handle (A) to open the scanner unit.



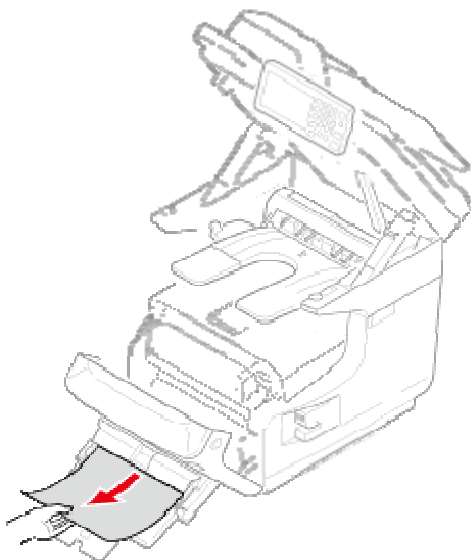
4. Insert your finger into the lever (B) on the right side of the machine and pull the front cover open lever (2) to open the front cover (3) forward.



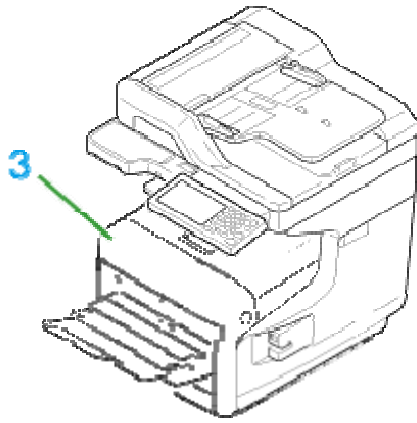
5. Remove the jammed paper gently by pulling the edge of paper.



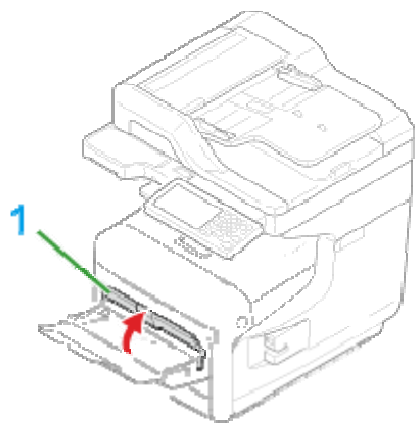
Remove the paper from the back gently if the edge of paper cannot be seen.



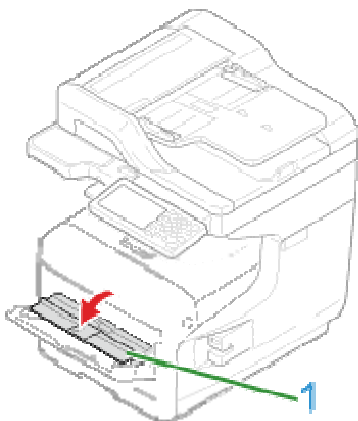
6. Close the front cover (3).



7. If loading paper on MP tray, lift the paper set cover (1) and set the paper with the print side face up.



8. Lower the paper set cover (1).



Task is complete.

If the Error Code is "391", "392", "393" or "394"

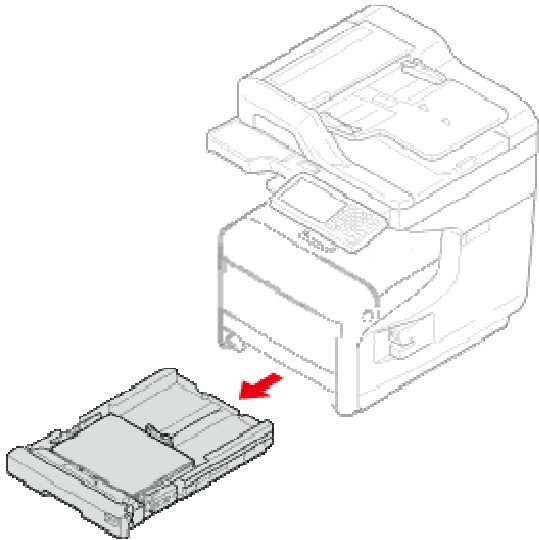
A paper jam has occurred while feeding paper from a paper tray.

Note

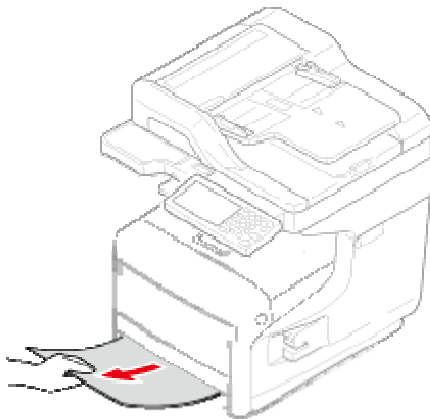
If paper jams occur frequently, clean the paper feed rollers. For details, refer to "[Cleaning the Paper Feed Rollers \(Tray 1/Tray 2/Tray 3/Tray 4\)](#)".

This procedure uses Tray 1 as an example.

1. Gently pull out from the machine the tray for which an error is indicated.



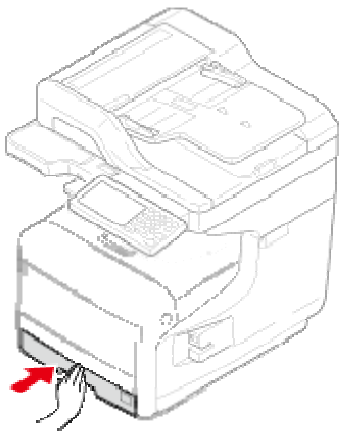
2. Remove the jammed paper.



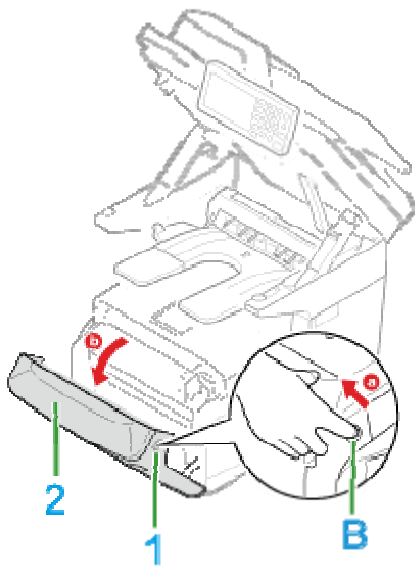
Note

If jammed paper cannot be found, check the positions of paper guides and paper stopper in the tray and ensure that paper is correctly loaded.

3. Push the tray back into the machine.



4. Insert your finger into the lever (B) on the right side of the machine and pull the front cover open lever (1) to open the front cover (2) forward.



5. Close the front cover.

