

How to remove Jammed Paper



**MC760/MC770/MC780
ES7470/ES7480**

PAPER JAMS

Paper jams occasionally occur due to paper misfeeding from a paper tray or at any point on the paper path through the printer. When a jam occurs, the printer immediately stops and the Alert LED on the Status Panel informs you of the event.

If the Paper Jam Alert feature is enabled, an alarm will sound and the operation panel will display a message giving the location of the jam in the area highlighted below:



This document explains how to clear them quickly and simply.

If printing multiple pages (or copies), do not assume that having cleared an obvious sheet, others will not also be stopped somewhere along the path. These must also be removed in order to clear the jam fully and restore normal operations. Please remove jammed paper carefully so that it doesn't tear. However, if it does please ensure that no parts of paper are left inside the printer.

Check the error code displayed on the panel and remove the jammed paper by following the procedures described in this document.

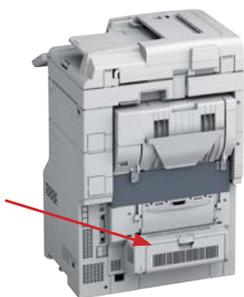
In addition, a method to remove the paper is displayed on the operation panel.

NOTE: The model shown may look different from your printer however, the basic principles are the same.

ERROR CODES AND LOCATION

Refer to the table below to find the location of the paper jam

| Error Code | Location on Printer | Refer to Page |
|--|---------------------------------------|---------------|
| E061, E130, E13A | Paper Tray 1 | 4 |
| E062, E140, E14A | Paper Tray 2 | 4 |
| E063, E150, E15A | Paper Tray 3 | 4 |
| E064, E160, E16A | Paper Tray 4 | 4 |
| E120, E065 | Multi Purpose Tray | 5 |
| C4FA, E01B | Inside Printer | 6 |
| E010, E01A E020, E02A E202, E20A | Inside Printer | 8 |
| E110, E520, E52A E570, E57A E580, E58A | Duplex Unit | 10 |
| EA2A, EA2B EA20, EA26 EA31, EA40 | Inner Finisher | 11 |
| E711, E712, E713 E714, E715, E721 E722, E723, E724 E725, E726, E727 E728, E741, E742 E743, E744, E778 E779, E870 | RADF (Rear Automatic Document Feeder) | 12 |
| EA50 | Stapler inside Inner Finisher | 14 |
| C9A0 | Stapler in Offline Stapler | 15 |
| | Turning the Printer OFF | 16 |



DUPLEX



MULTI PURPOSE TRAY



INSIDE PRINTER



PAPER TRAYS

WARNING!

If the printer has been powered on recently, the fuser will be hot. This area is clearly labelled. Do not touch.

ERROR CODE E130, E140, E150, E160, E13A, E14A, E15A, E16A, E061, E062, E063, E064

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

Check the paper in the tray, or the printer for a multi-feed. In such cases, the error message can be cleared by opening and closing the front cover.

NOTE: The image used below is used as an example, the same procedure is used for Tray 2, 3 and 4

1. If the error message has not been cleared. Pull out the paper tray



2. Remove jammed paper



NOTE: Ensure all paper is undamaged, stacked properly and the paper guides are properly positioned against the edges of the paper stack

3. When satisfied, replace the paper tray back into the printer



NOTE: Sometimes replacing the paper tray is not enough to fix the error

4. You must also complete the steps on page 5

ERROR CODE E120, E065

A paper jam has occurred near the Multi Purpose Tray

1. Open the Multi Purpose Tray



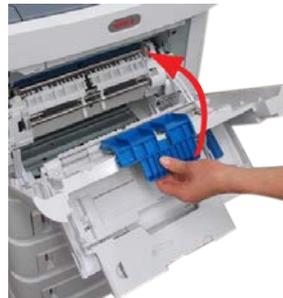
When fed from Tray 1/2/3/4:



2. Lift the central lever (1) upward and pull open the front cover (2)



4. Close the front cover



3. If you can see jammed paper; pull it in the direction of the arrow and slowly remove it

When paper is fed from Multi Purpose Tray:



5. If not in use; close the Multi Purpose Tray



ERROR CODE E01B, C4FA

A paper jam has occurred inside the fuser

1. Hold the handle (1) and gently raise the scanner



NOTE: If the paper is advanced far enough, grip it and pull it out gently

2. Press the cover release (1) and open the printer's top cover fully (2)



WARNING!

If the printer has been powered on recently, the fuser will be hot. This area is clearly labelled. Do not touch.

3. Pull the blue lock lever (on both sides) in the direction of the arrow to unlock the fuser



4. Grip the handle of the fuser unit, lift it out of the machine carefully and place on a flat surface



NOTE: Make sure the fuser unit does not hit the LED head

5. Push the jam release lever (1) downward and gently remove the jammed paper from the fuser in the direction of the arrow (2)



6. Holding the handle; insert the fuser unit back into position



7. Push the blue lock lever (both sides) in the direction of the arrow toward the back of the machine to lock the fuser unit



8. Close the top cover



9. Return the scanner to its original position. Press the top of the holder into place



NOTE: After removing jammed paper from the fuser unit, it is recommended to print several blank pages; as stray toner is sometimes left inside the fuser unit

ERROR CODE E010, E01A, E020, E02A, E202, E20A

A paper jam has occurred inside the printer

Remove any remaining jammed paper using the following procedure.

1. Hold the handle (1) and gently raise the scanner



NOTE: If the paper is advanced far enough, grip it and pull it out gently

2. Press the cover release (1) and open the printer's top cover fully (2)

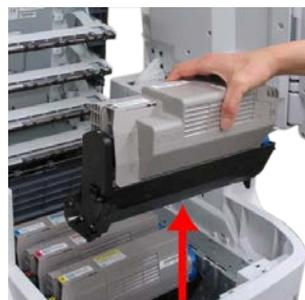


WARNING!

If the printer has been powered on recently, the fuser will be hot. This area is clearly labelled. Do not touch.

3. Note the positions of the four toner cartridges and image drums, it is essential they go back in the same order

4. Holding it by its top centre, lift the toner cartridge, complete with its image drum up and out of the printer



CAUTION!

The green image drum surface is very delicate and light sensitive. Do not touch it and do not expose it to normal room light for more than 5 minutes.

5. Cover the image drum and the toner cartridges



6. Carefully lift the sheet from the belt and gently pull it up and out of the printer

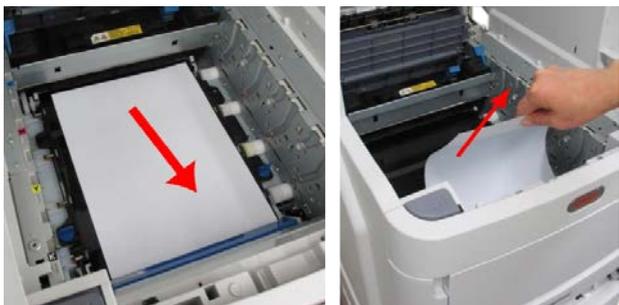
CAUTION!

Do not use any sharp or abrasive objects to separate sheets from the belt. This may damage the belt surface.

To remove a sheet when the end of the paper is visible:



To remove a sheet when the leading edge is not visible:



To remove a sheet when the back end of the paper isn't visible:



7. Starting with the cyan image drum unit nearest the fuser, replace the four image drums into the drum cavity, making sure to locate them in the correct order



8. Close the top cover



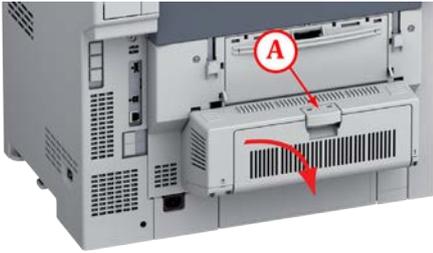
9. Return the scanner to its original position. Press the top of the holder into place



ERROR CODE E110, E520, E52A, E570, E57A, E580, E58A

A paper jam has occurred near the duplex unit

1. The duplex unit is located at the rear of the printer. Press the jam release lever and open the duplex unit cover

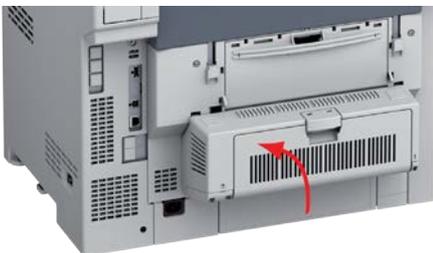


2. Pull out the jammed paper



NOTE: If you cannot see the jammed paper, close the duplex unit cover and proceed to step 4

3. If you could not see the jammed paper in step 2, the unit should automatically eject the jammed paper when the duplex unit cover has been closed



4. If the jammed paper cannot be ejected even when the duplex unit cover is closed, the duplex unit must be removed

NOTE: The printer must be switched off, before removing the duplex unit. (Refer to “Turning off the Printer” on page 16)

5. Remove the duplex unit from the printer



6. Lift the cover up (1) and remove the jammed paper (2)



7. Close the cover and return the duplex unit to its original position



ERROR CODE EA2A, EA2B, EA20, EA26, EA31, EA40

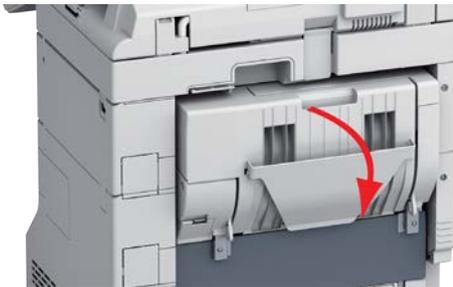
A paper jam has occurred near the inner finisher

1. Hold the handle (1) and gently raise the scanner



NOTE: If the paper is advanced far enough, grip it and pull it out gently

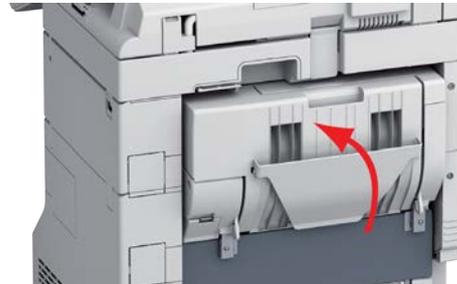
2. Open the finisher cover (at the rear of the printer)



3. Remove jammed paper



4. Close the finisher cover



5. Return the scanner to its original position



ERROR CODE E711, E712, E713, E714, E715, E721, E722, E723, E724, E725, E726, E727, E728, E741, E742, E743, E744, E778, E779, E870

A paper jam has occurred in the RADF (Reversing Automatic Document Feeder)

1. Pull the lever to open the RADF cover



2. Remove the jammed paper



NOTE: If the paper does not remove easily, do not use excessive force

If you were unable to remove the jammed paper proceed to step 3. If you were able to remove the jammed paper proceed to step 5

3. Open the inner cover



4. If you can see the edge of the jammed paper, gently pull it out



5. Close the RADF cover

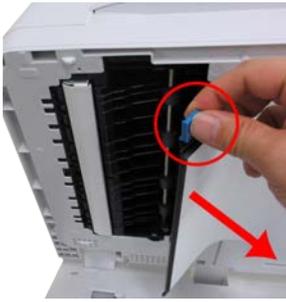


NOTE: If you cannot see any jammed paper and the error still exists proceed to step 6

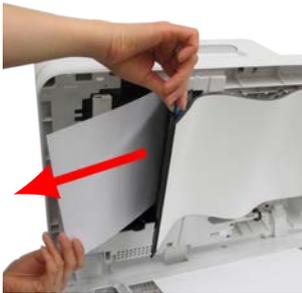
6. Open the scanner lid



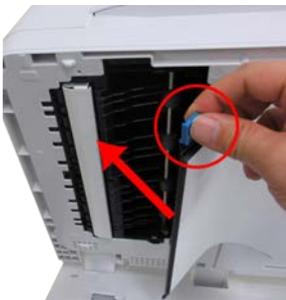
7. Pull down the lever to open the document holding pad



8. Pull the jammed paper slowly to remove it



9. Return the document holding pad to its original position



10. Close the scanner lid



NOTE: If an error occurs whilst copying, the copying gets cancelled

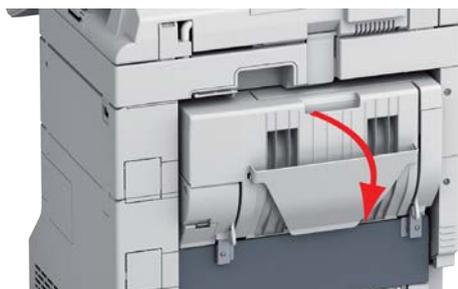
ERROR CODE EA50

A staple jam has occurred in the Inner Finisher

1. Hold the handle (1) and gently raise the scanner



2. Open the finisher cover (at the rear of the printer)



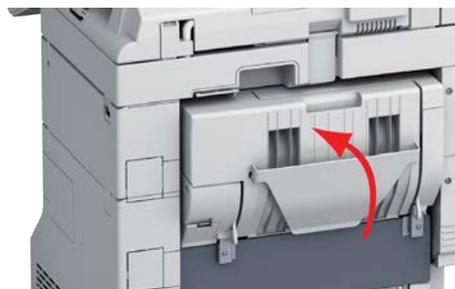
3. Pull out the cartridge and remove the jammed staple



4. Replace the cartridge



5. Close the finisher cover



6. Return the scanner to its original position



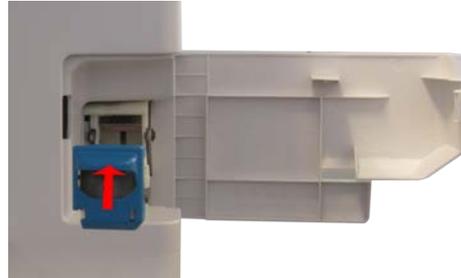
ERROR CODE C9A0

A staple jam has occurred in the offline stapler

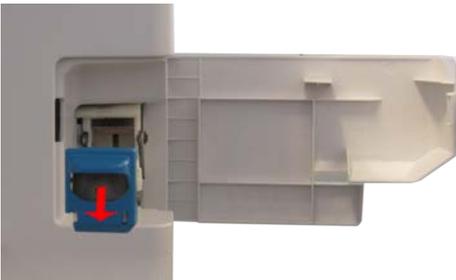
1. Open the offline stapler cover



3. Replace the cartridge



2. Pull out the cartridge and remove the jammed staple



4. Close the offline stapler cover



TURNING THE PRINTER OFF

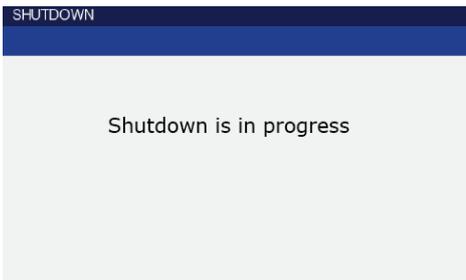
Before turning the printer off, be sure to shutdown using the following procedure.

NOTE: Pressing the OFF (O) side of the power switch suddenly, may cause the printer to malfunction and could damage the printer.

1. Press the POWER button until a 'pip' sound is heard



2. The message "Shutdown is in Progress" will be displayed



3. When the screen is powered off; press the POWER switch on the side of the printer to OFF (O)



NOTE: You must wait several seconds before you can press the ON (|) power switch