

## TROUBLESHOOTING

### CLEARING PAPER JAMS

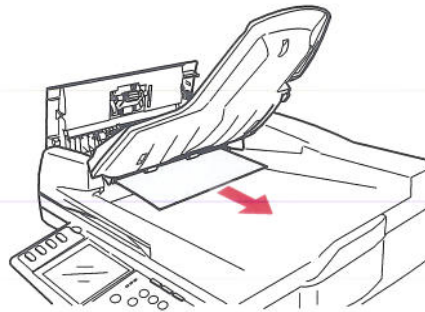
Provided that you follow the recommendations in this guide on use of print media, and you keep the media in good condition prior to use, your MFP should give years of reliable service. However, paper jams occasionally do occur, and this section explains how to clear them quickly and simply.

Jams can occur due to paper misfeeding from a paper tray or at any point on the paper path through the MFP. 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, then an alarm also sounds. The touch screen displays a message giving the location of the jam. 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 operation.

#### IN THE ADF...

In the event of a paper jam, follow the procedures below to remove the paper:

1. If a sheet is well advanced out of the ADF, simply grip it and pull gently to draw it fully out.



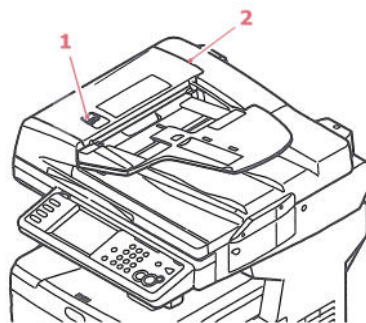
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**NOTE**

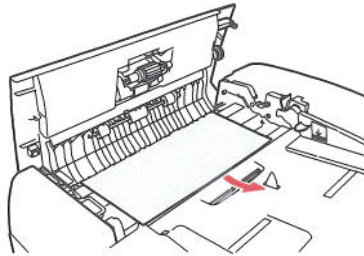
*If it does not remove easily, do not use excessive force.*

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2. Gently pull lever (1) and open the ADF front cover (2).



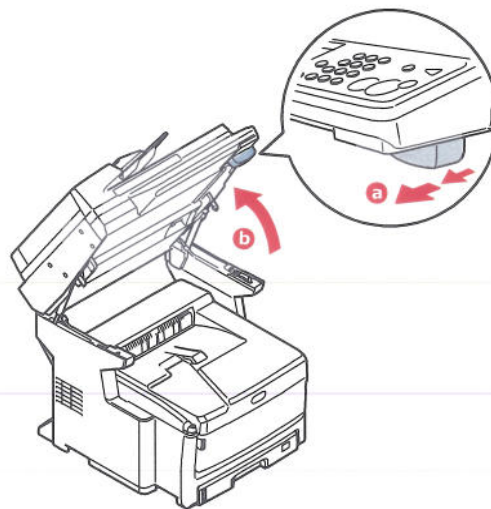
3. Carefully pull the paper out of the ADF unit.



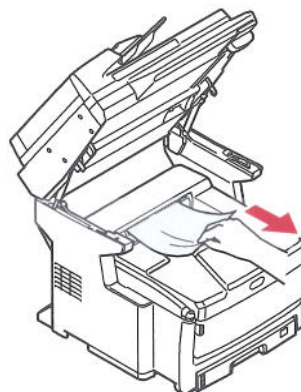
4. Close the ADF front cover.

#### **IN THE PRINTER...**

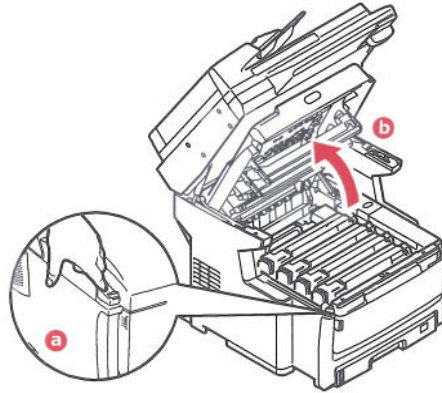
1. Pull the lever (a) firmly to release the lock and then gently raise the scanner (b).



2. If a sheet is well advanced out of the top of the printer, simply grip it and pull gently to draw it fully out. If it does not remove easily, do not use excessive force. It can be removed from the rear later.



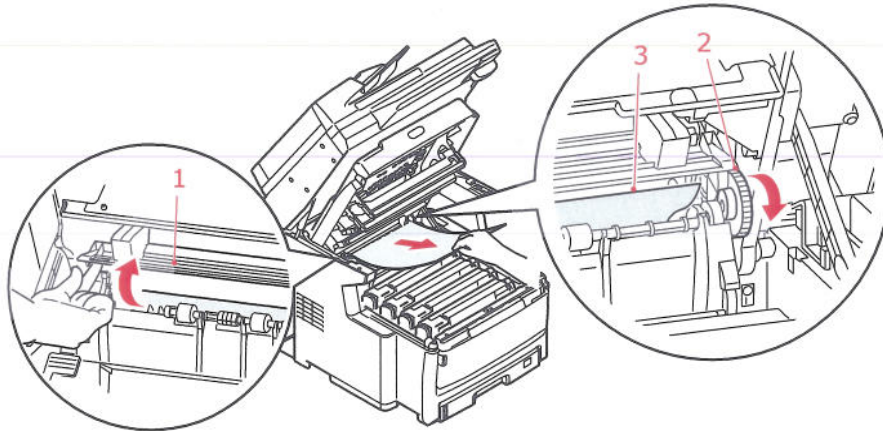
3. Press the cover release (a) and open the MFP's top cover (b) fully.



**WARNING!**

If the MFP has been powered on, the fuser may be hot. This area is clearly labelled. Do not touch.

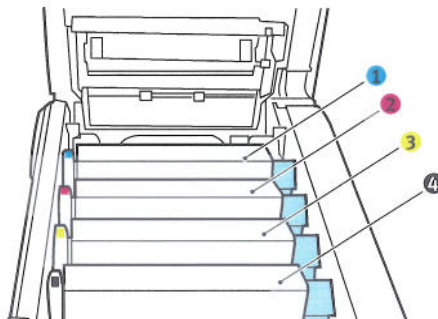
4. Open the internal cover (1), if the paper is advanced far enough, grip it and pull it gently out. If necessary, rotate roller (2) to regress the paper and aid removal.



**NOTE**

If no paper is visible follow the next steps to remove it from the MFP.

5. Note the positions of the four cartridges. It is essential that they go back in the same order.



1. Cyan cartridge

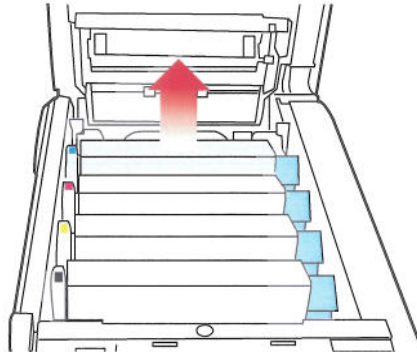
3. Yellow cartridge

2. Magenta cartridge

4. Black cartridge

It will be necessary to remove the four image drums to gain access to the paper path.

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



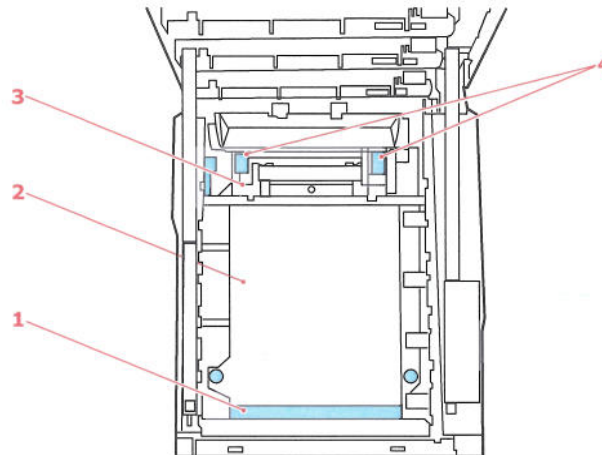
7. Put the cartridge down gently onto a piece of paper to prevent toner from marking your furniture and to avoid damaging the green drum surface.

#### CAUTION!

**The green image drum surface at the base of the cartridge is very delicate and light sensitive. Do not touch it and do not expose it to normal room light for more than 5 minutes. If the drum unit needs to be out of the MFP for longer than this, please wrap the cartridge inside a black plastic bag to keep it away from light. Never expose the drum to direct sunlight or very bright room lighting.**

8. Repeat this removal procedure for each of the remaining image drum units.

9. Look into the MFP to check whether any sheets of paper are visible on any part of the belt unit.

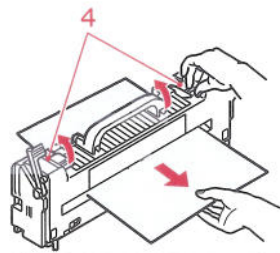


- (a) To remove a sheet with its leading edge at the front of the belt (1), carefully lift the sheet from the belt and pull it forwards into the internal drum cavity and withdraw the sheet.

### CAUTION!

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

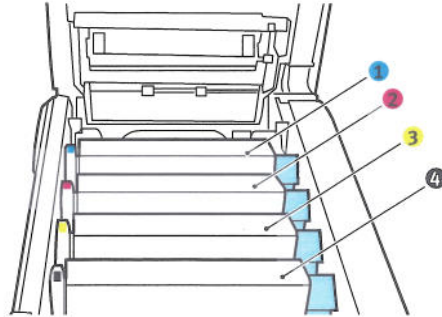
- (b) To remove a sheet from the central area of the belt (2), carefully separate the sheet from the belt surface and withdraw the sheet.
- (c) To remove a sheet just entering the fuser (3), separate the trailing edge of the sheet from the belt, lift the fuser pressure release levers (4) up and press towards the rear to release the fuser's grip on the sheet, and withdraw the sheet through the drum cavity area.



#### NOTE

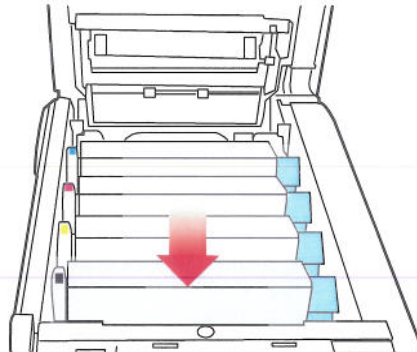
*If the sheet is well advanced into the fuser (only a short length is still visible), do not attempt to pull it back. Follow the next step to remove it from the rear of the MFP.*

- 10.** 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.

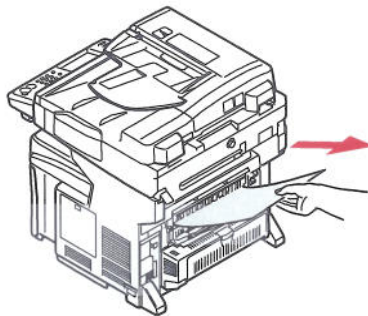


- |                      |                     |
|----------------------|---------------------|
| 1. Cyan cartridge    | 3. Yellow cartridge |
| 2. Magenta cartridge | 4. Black cartridge  |

Holding the complete assembly by its top centre, lower it into place in the MFP, locating the pegs at each end into their slots in the sides of the MFP cavity.



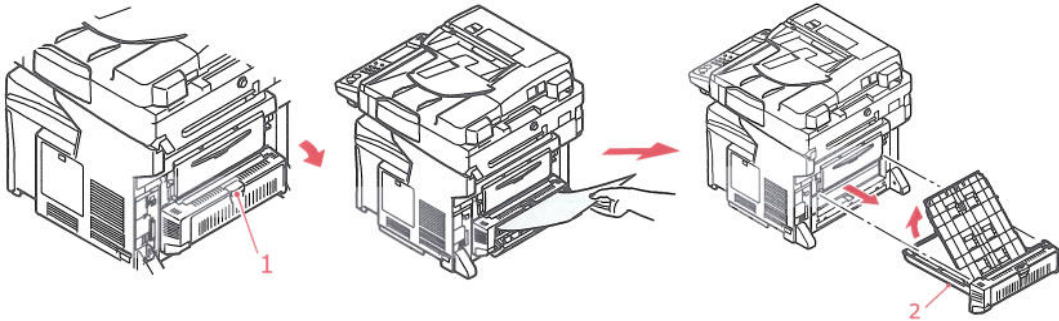
- 11.** Lower the top cover but do not press down to latch it closed yet. This will protect the drums from excessive exposure to room lighting while you check the remaining areas for jammed sheets.
- 12.** Open the rear exit tray and check for a sheet of paper in the rear path area. Pull out any sheets found in this area.



If the sheet is low down in this area and difficult to remove, it is probably still gripped by the fuser. In this case raise the top cover, reach around and press down on the fuser pressure release lever.

- 13.** If you are not using the rear exit tray, close it once paper has been removed from this area.

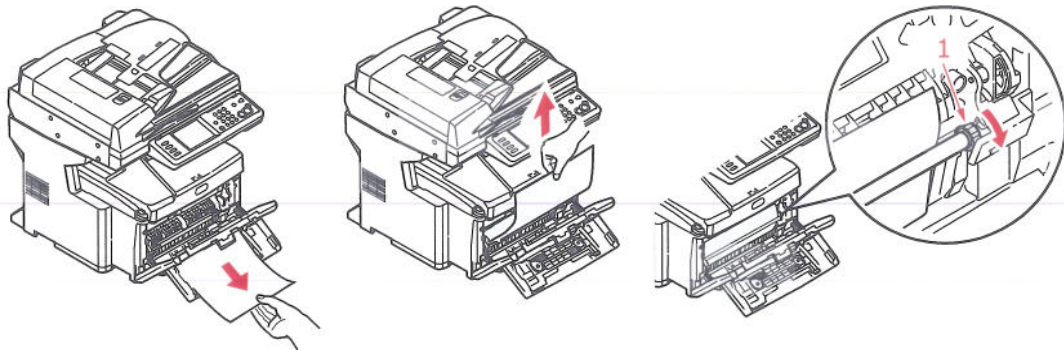
- 14.** If your MFP has a duplex unit installed, press the cover release (1) at the centre of the unit, open the cover and remove any sheets in this area, then close the cover.



**NOTE**

*If the paper is not advanced enough to grip, pull the duplex unit (2) out of the machine and remove the paper. Refit duplex unit.*

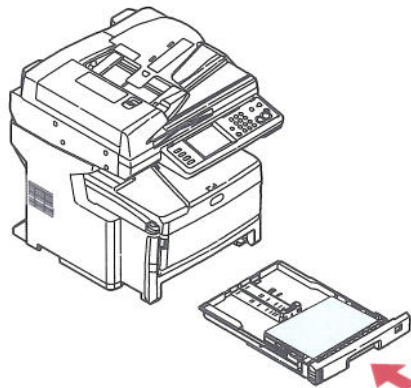
- 15.** Lift the front cover release and pull open the front cover.
- 16.** Check inside the cover for sheets in this area and remove any that you find, then close the cover.



**NOTE**

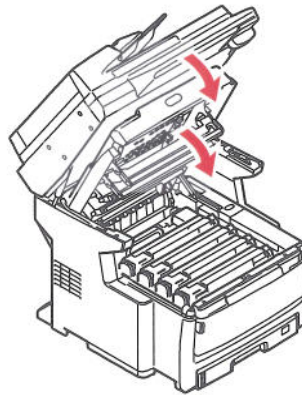
*If the paper is not advanced enough to grip, rotate roller (1) as shown to advance the paper.*

- 17.** Pull out the paper tray and ensure that all paper is stacked properly, is undamaged, and that the paper guides are properly positioned against the edges of the paper stack. When satisfied, replace the tray.



- 18.** Close the top cover and press down firmly at both sides so that the cover latches closed.

**19.** Gently lower the scanner.



When the jam has been cleared, if Jam Recovery is set enabled in the Printer Adjust menu, the MFP will attempt to reprint any pages lost due to paper jams (see [page 46](#)).