

Media feeding or jamming problems

Symptom	Solution
Media feed or mispick problems at the standard tray.	Use standard office paper 60 – 120 g/m ² (16–32 lb.) or Tektronix transparency media. Do not load the tray beyond the fill line. Paper tray capacity is 200 sheets paper or 50 sheets transparency. Transparency tray capacity is 175 sheets transparency. Refer to the cleaning procedure “Cleaning for media tray jams: media pick rollers.”
Paper feed problems at the lower paper tray.	Use standard office paper 60 – 120 g/m ² (16–32 lb.). Do not load the tray beyond the fill line. Paper tray capacity is 500 sheets.
Paper jamming inside the printer.	Remove and re-latch the maintenance tray. For detailed instructions, refer to the information on replacing the maintenance tray. Also refer to “Media jams.” Refer to the cleaning procedure “Cleaning for ink smears: paper feed rollers.”
Paper jamming at manual feed slot.	Wait for the front panel prompt before feeding paper. Align paper against the left edge of the manual feed slot. Make sure the proper page size is selected for the slot.