Paper Jams

This topic includes:

5500-070

5500-208

Videos are available with instructions for clearing paper jams. Videos are located on the *User Documentation CD-ROM* and at www.xerox.com/office/5500support.
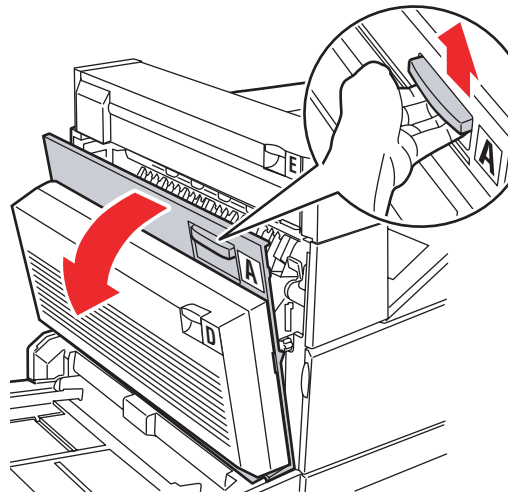
Jam at A

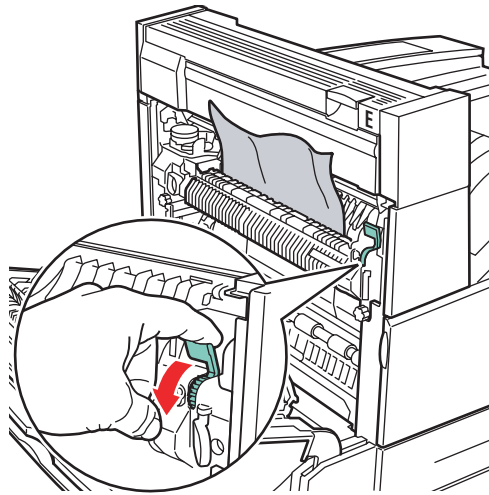Follow these steps to clear the jam.

Warning

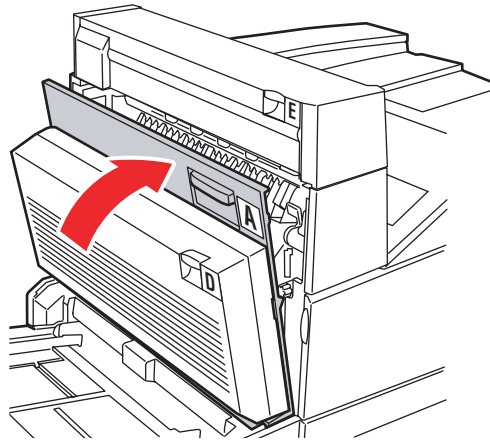Use caution; some components inside Door A may be hot.

1. Open Door A.

5500-001

2. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confirm that all paper fragments are removed.
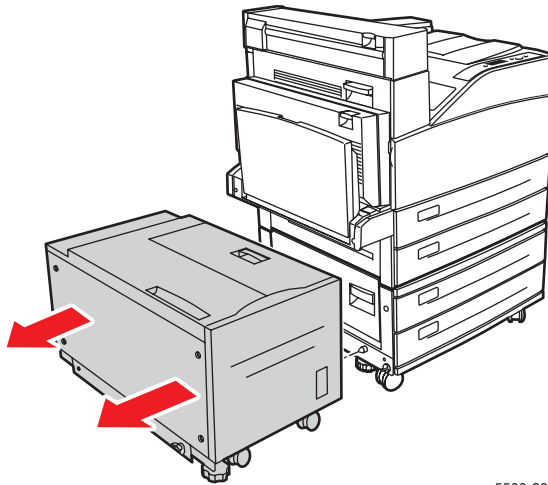

5500-002

3. Close Door A.

5500-003

Jam at B

Follow these steps to clear the jam.

1. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder away from the printer.

5500-230

2. Open Door B.

5500-004

3. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.

5500-005

4. Close Door B.

5500-006

5. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder firmly against the printer.
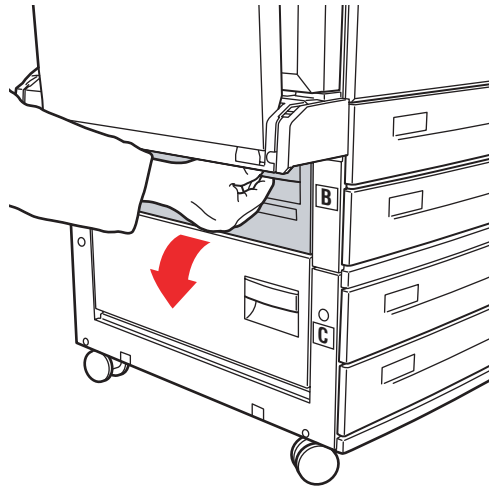

5500-231

Jam at B and C

Follow these steps to clear the jam.

1. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder away from the printer.
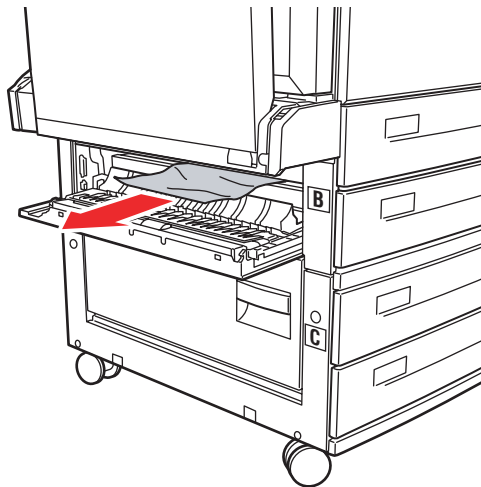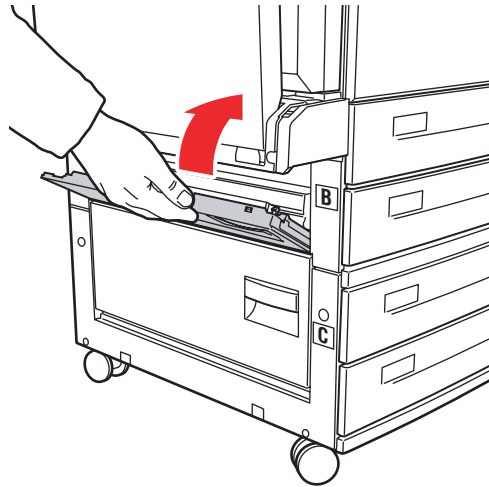

5500-230

2. Open Door B.

5500-004

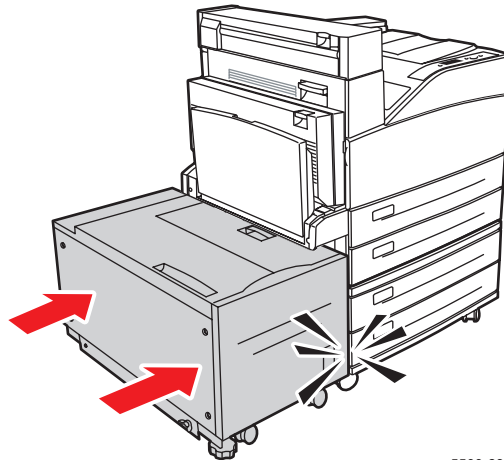**3.** Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.

5500-005

4. Close Door B.

5500-006

5. Open Door C.

5500-007

6. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.

5500-008

7. Close Door C.

5500-009

8. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder firmly against the printer.
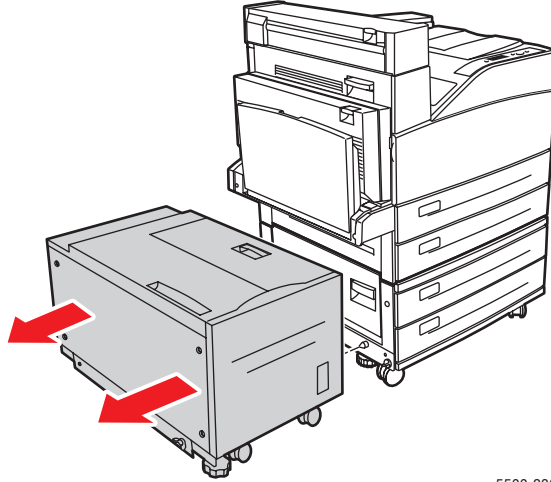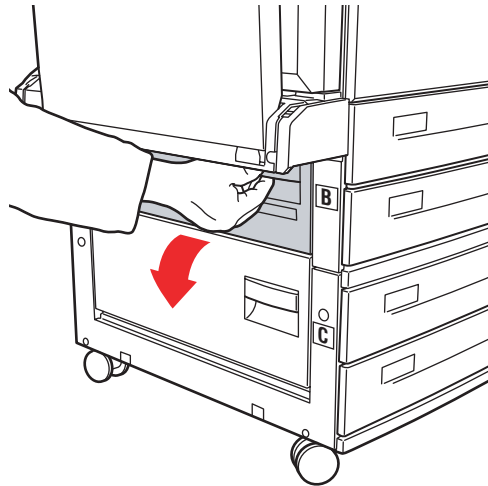

5500-231

Jam at C

Follow these steps to clear the jam.

1. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder away from the printer.
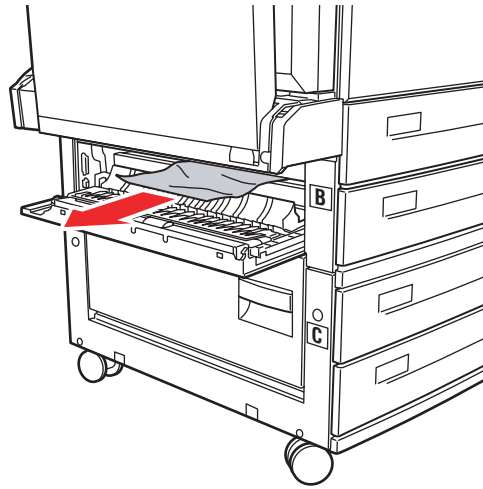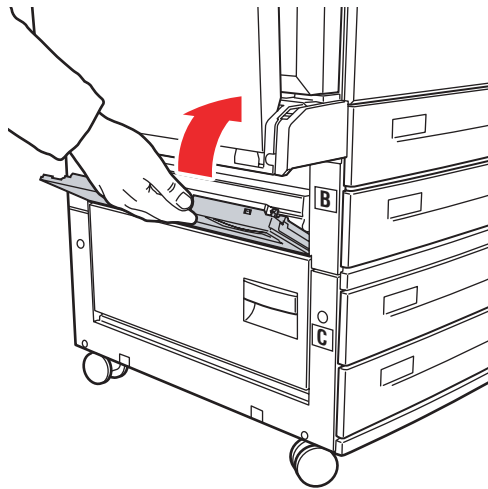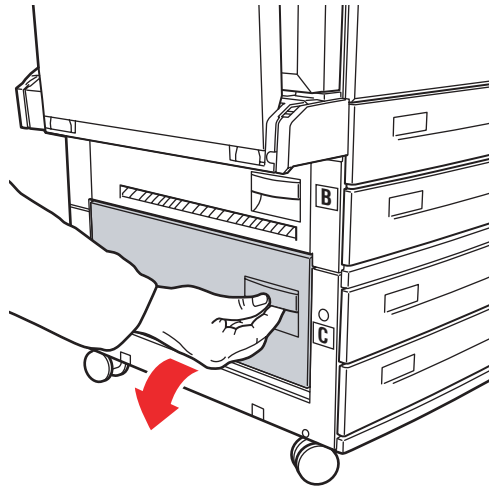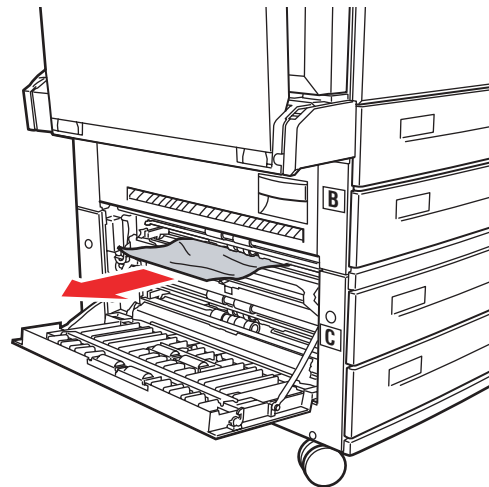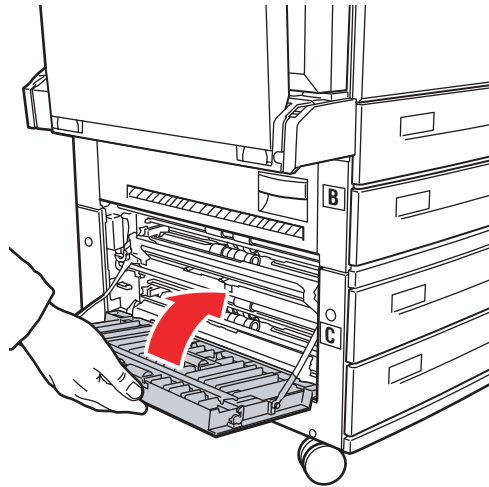

5500-230

2. Open Door C.

5500-007

3. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.
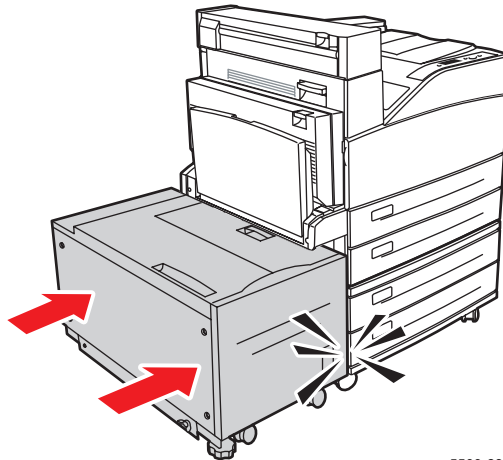

5500-008

4. Close Door C.

5500-009

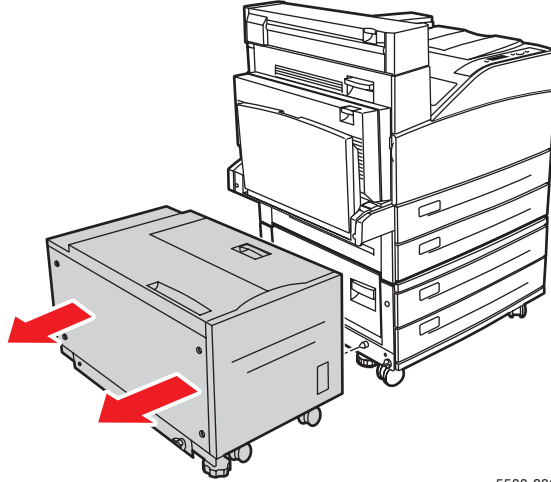**5.** If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder firmly against the printer.
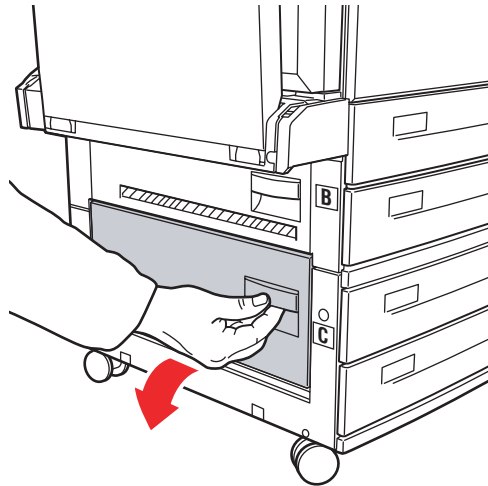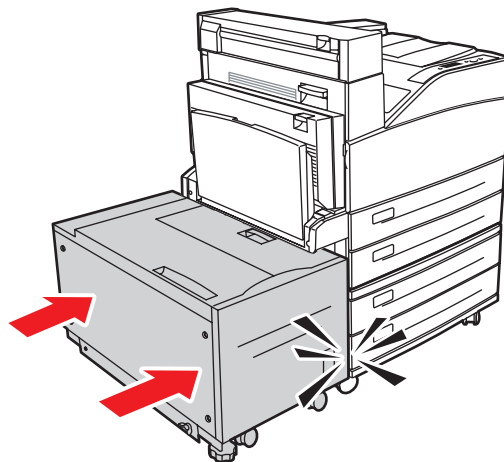

5500-231

Jam at D

Follow these steps to clear the jam.

1. Open Door D.

5500-027

2. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.

5500-028

3. Close Door D.

5500-029

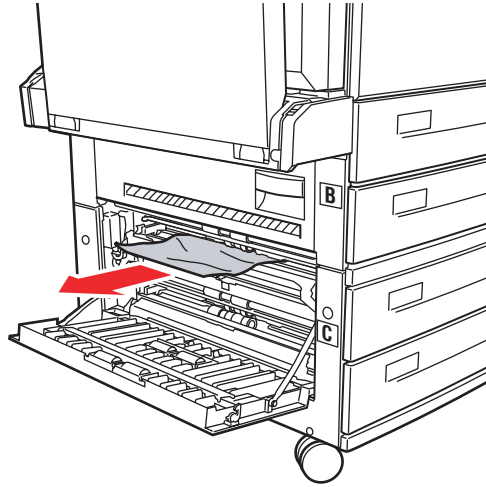# Jam at D and A

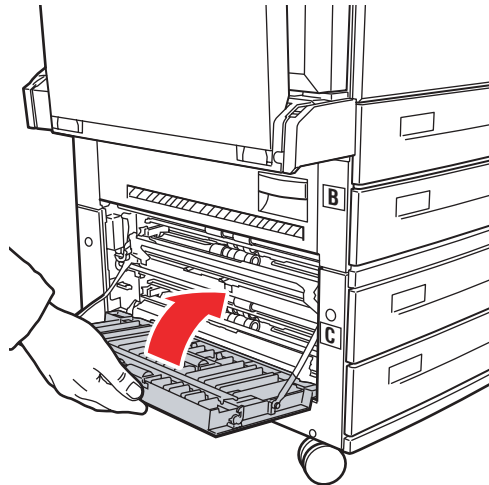Follow these steps to clear the jam.

1. Open Door D.

5500-027

2. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.

5500-028
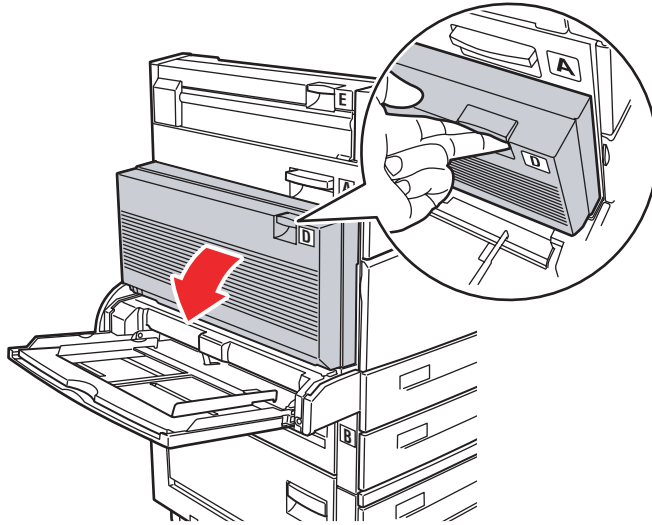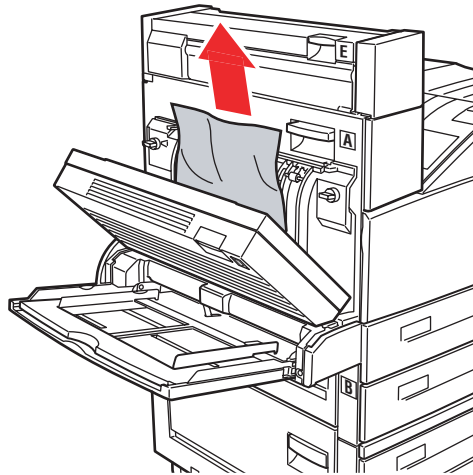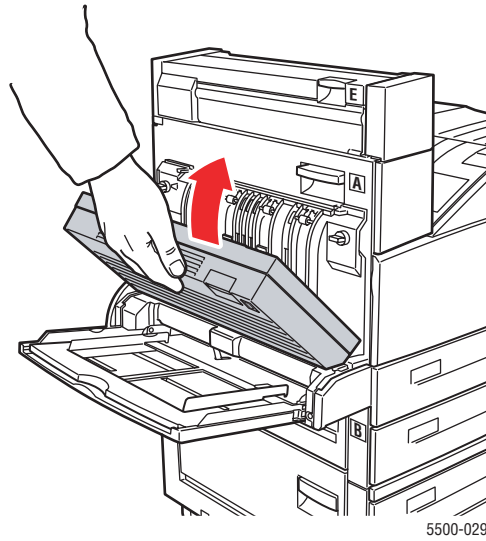
3. Close Door D.

5500-029
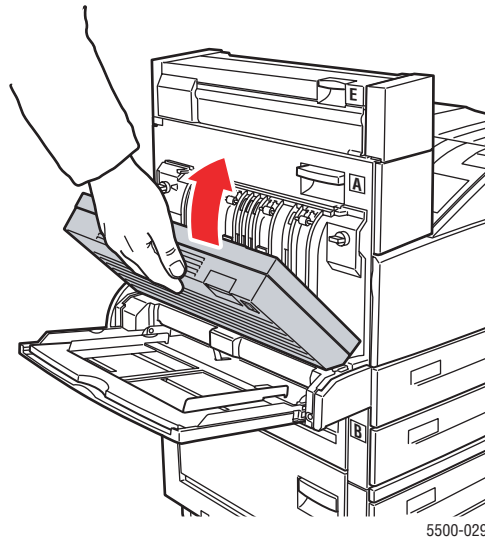
4. Open Door A.

Warning

Use caution; some components inside Door A may be hot.

5500-001

5. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confirm that all paper fragments are removed.
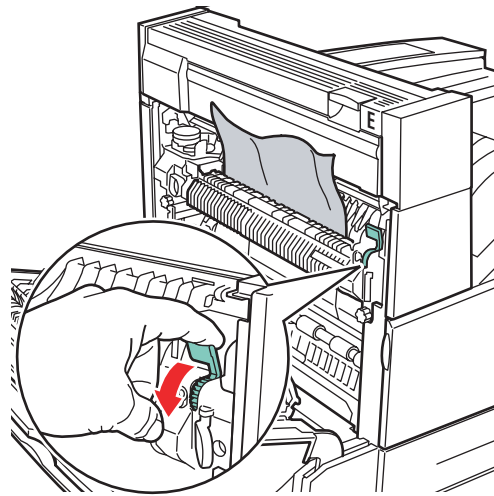
5500-002
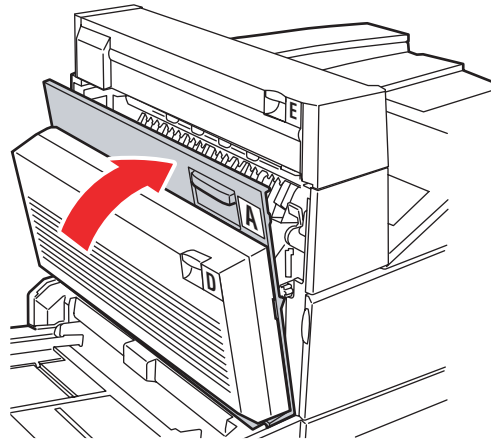
6. Close Door A.

5500-003

Jam at E

Follow these steps to clear the jam.

Warning

Use caution; some components inside Door A may be hot.
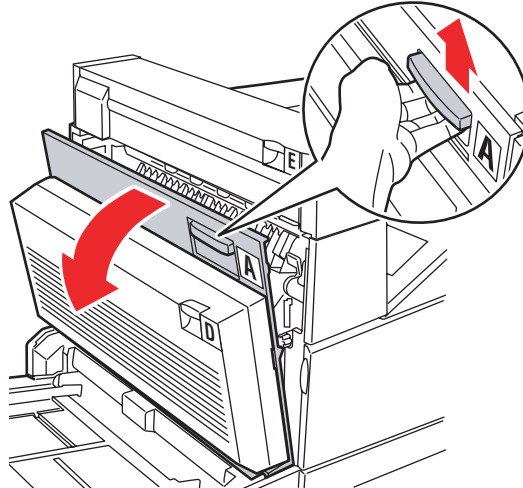
1. Open Door A.

5500-001

2. Open Door E.

5500-010

3. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.
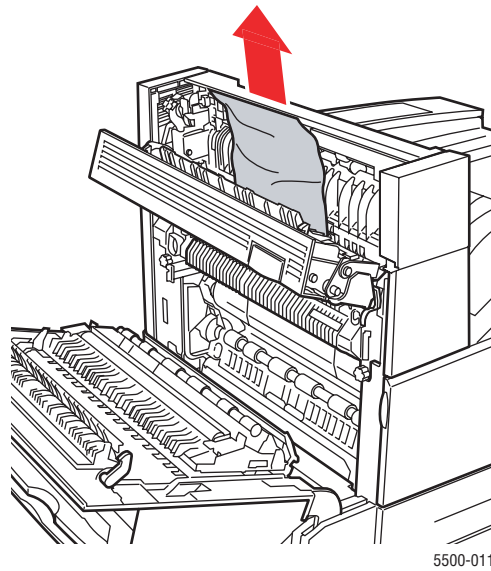
5500-011
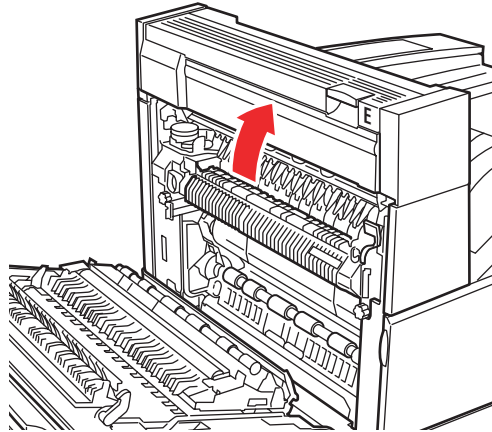
4. Close Door E.

5500-012

5. Close Door A.
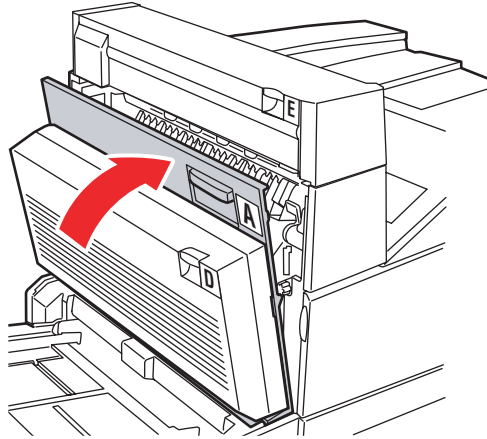
5500-003

Jam at F

Follow these steps to clear the jam.

1. Open Door F.

5500-013

2. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.
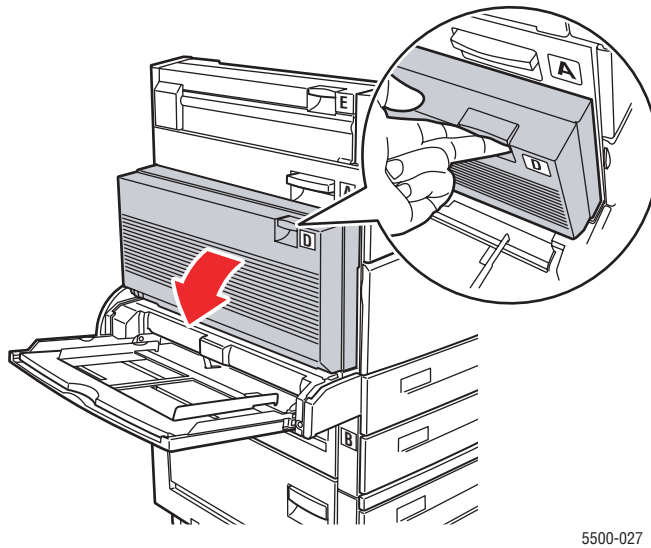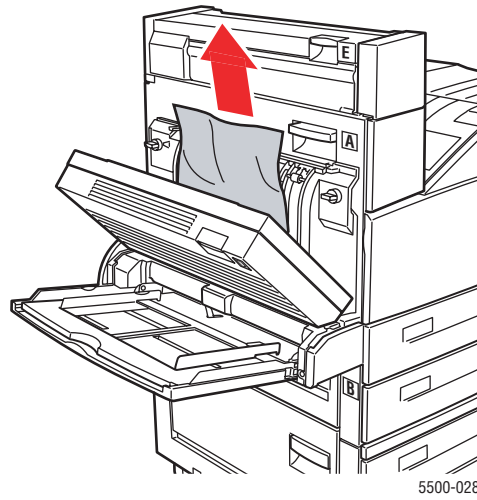

5500-014

5500-273

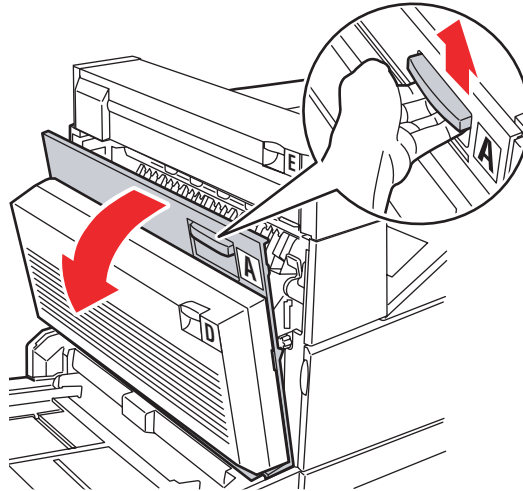**3.** Close Door F.

5500-015

Jam at G
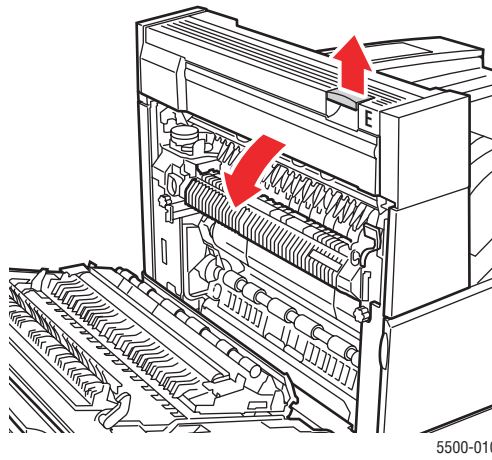
Follow these steps to clear the jam. On the front panel of the printer, press the **i** button to view information about the front panel message.

1. If visible, pull the jammed paper out of the stacker upper tray.

5500-205
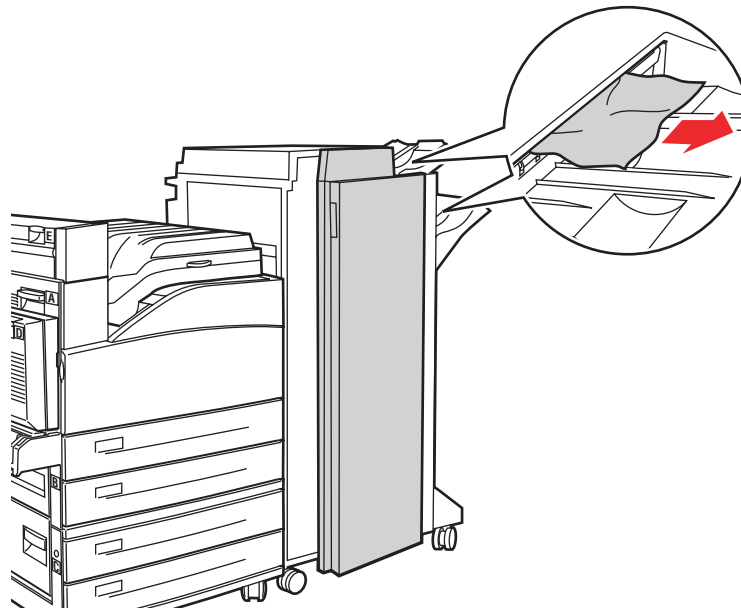
2. Open Door G.

5500-186

3. Depending on the instructions shown on the front panel, open handle 2a, handle 2b, or handle 3 as shown on the instruction labels.

Note

If the stapler is in the way, slide the stapler toward you then to the right.

4. If you opened handle 2a or handle 2b, rotate knob 2c counterclockwise as needed.

5. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.

6. Close the handles opened in Step 3.

7. Close Door G.
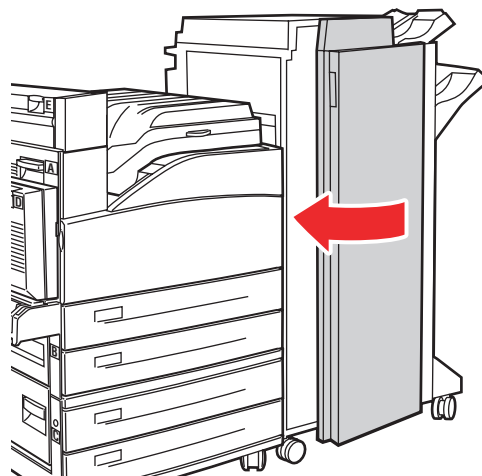
5500-018

Jam at H

Follow these steps to clear the jam.

1. Lift Door H.

5500-270

2. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.

5500-202

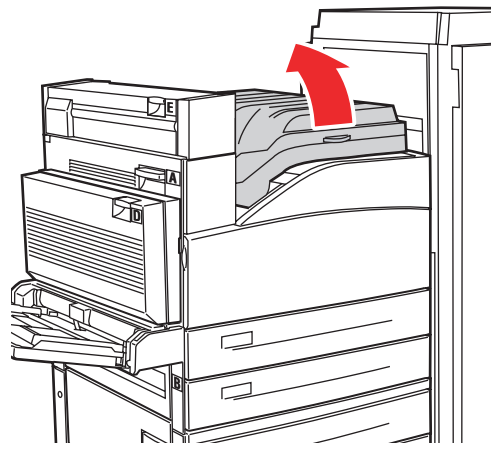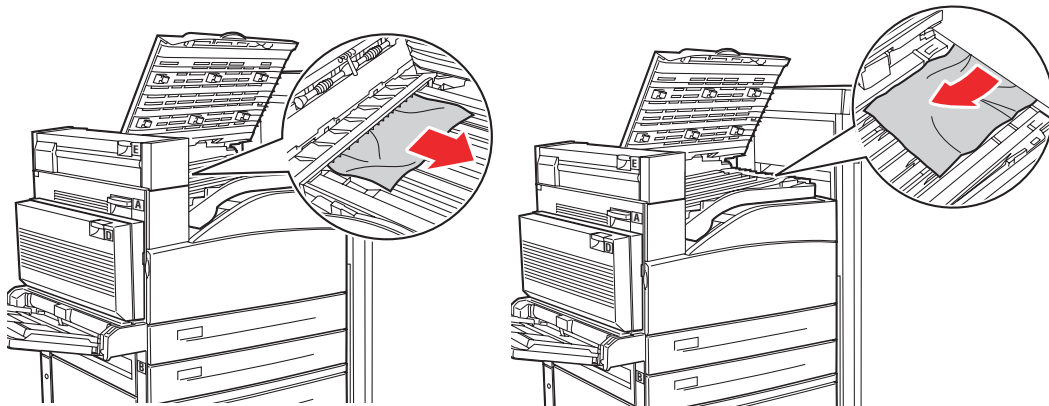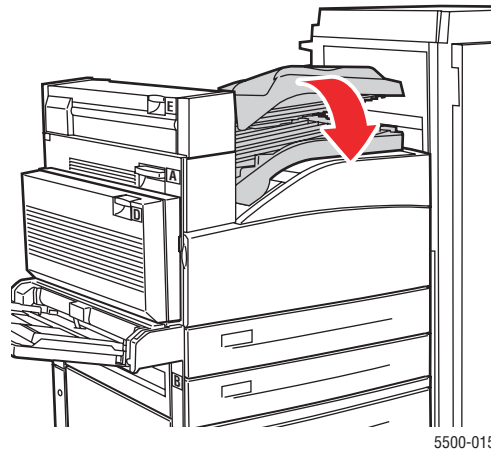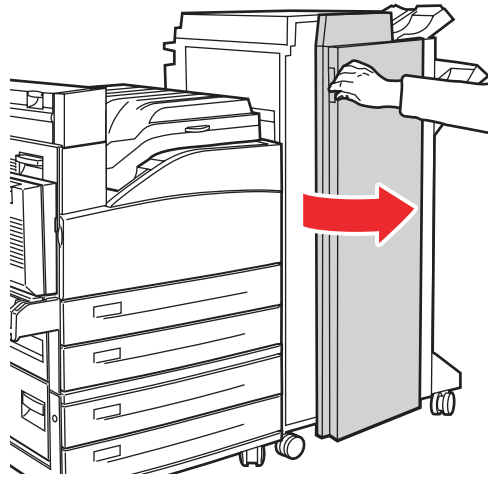**3.** Close Door H.

5500-271

Jam at the Stacker Upper Tray

Follow these steps to clear the jam.

1. Pull the jammed paper out of the stacker upper tray.

2. Open Door G.

5500-025

3. Close Door G.

5500-018

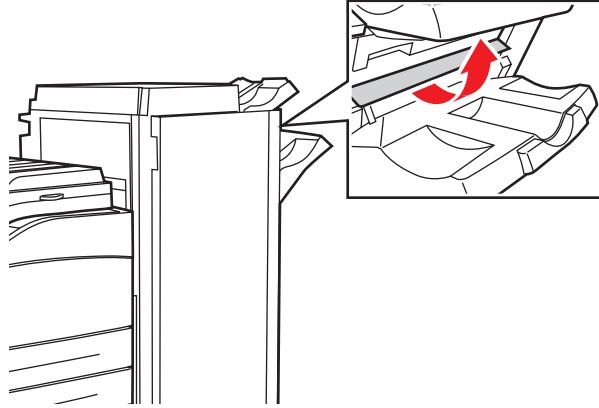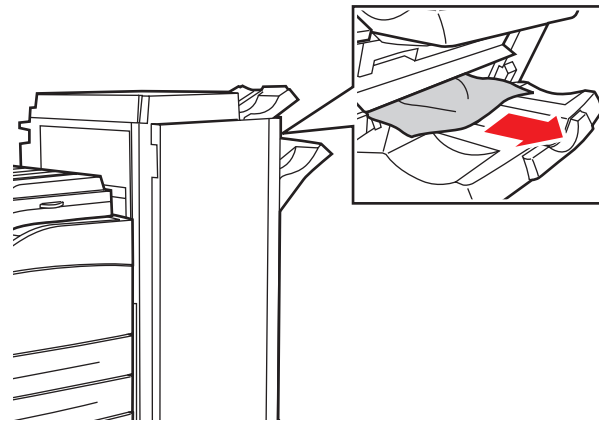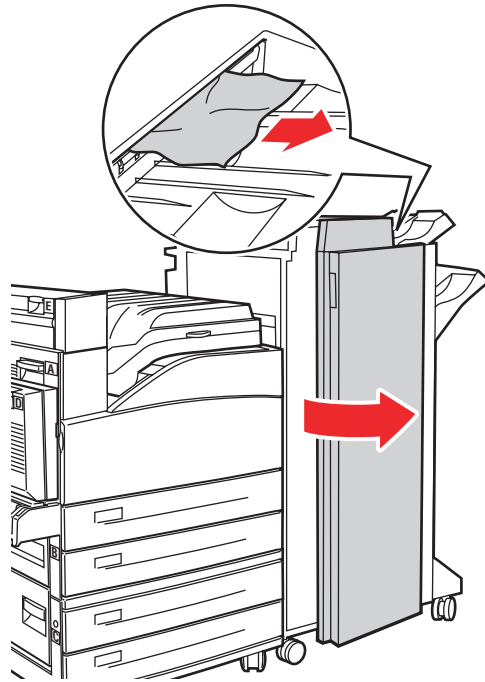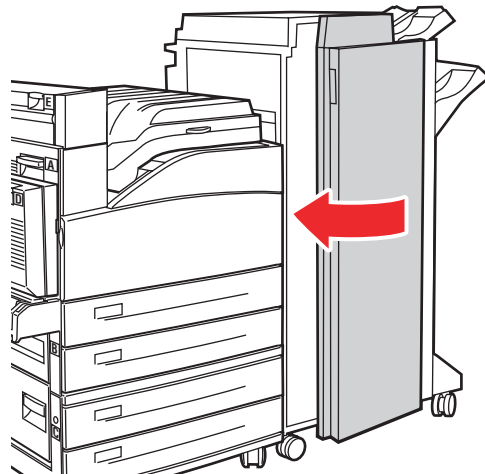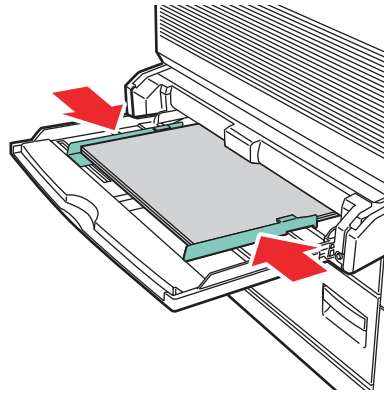# Paper Size Jam in Tray 1 (MPT)

Follow these steps to clear the paper size jam in Tray 1.

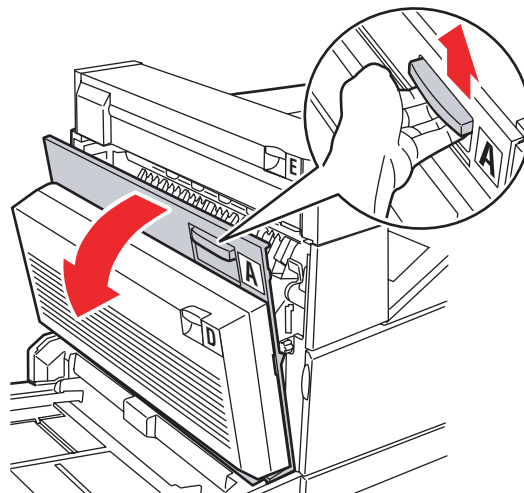1. Verify that the width guides are pressed against the paper.

5500-220

2. If the paper size and type shown on the front panel match the size and type of the paper in the tray, press the **OK** button.

3. If the paper size shown on the front panel does not match the size of the paper in the tray, do the following:

   a. Select **Change Paper Size**, then press the **OK** button.

   b. Select **Auto Sensed**, **Custom**, or a listed paper size, then press the **OK** button.

   c. If you selected **Custom**, specify the width and height of the paper. Select **Custom Width**, press the **OK** button, scroll to the width of the paper, then press the **OK** button. Select **Custom Height**, press the **OK** button, scroll to the height of the paper, then press the **OK** button.
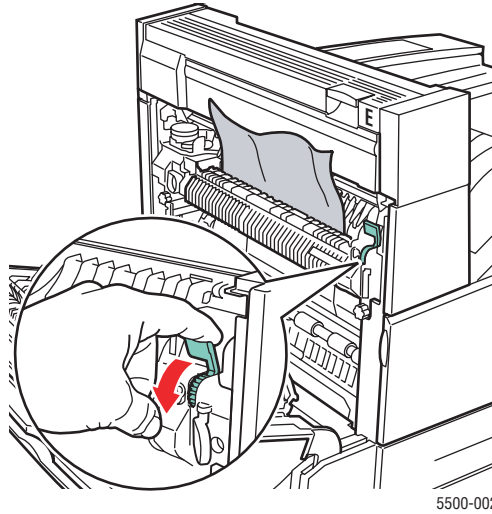
4. Open Door A.

   Warning

   Use caution; some components inside Door A may by hot.
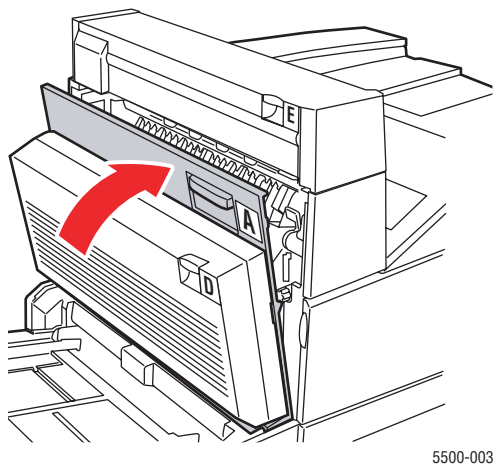

5500-001

5. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confrim that all paper fragments are removed.
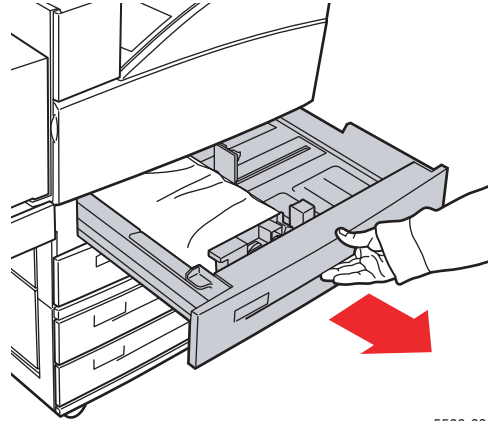

5500-002

6. Close Door A.

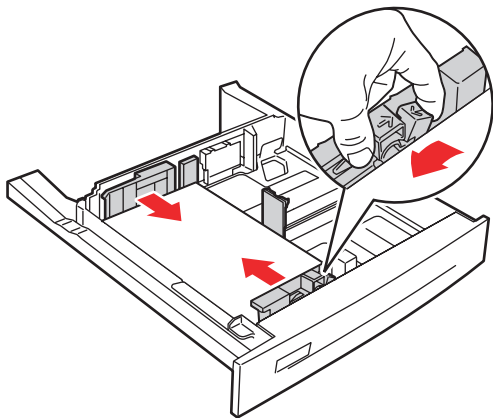5500-003

Paper Size Jam in Trays 2-5

Follow these steps to clear the paper size jam in Trays 2-5.
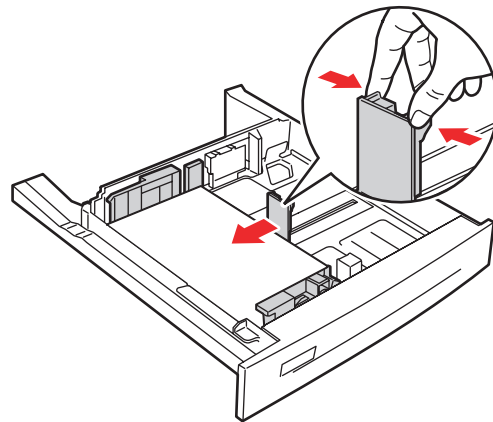
1. Pull out the tray specified on the front panel.

5500-030

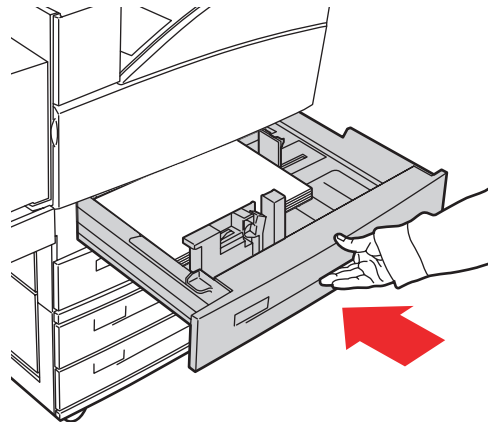**2.** Verify that the length and width guides are pressed against the paper.

5500-064

5500-063

3. Push the tray completely into the printer.

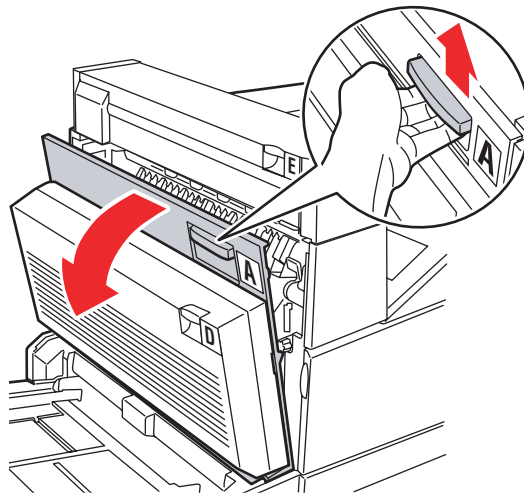5500-032

4. Specify the size of the paper by doing the following:

   a. In the front panel menus, select **Printer Setup**, then press the **OK** button.

   b. Select **Paper Handling Setup**, then press the **OK** button.

   c. Select **Tray [2 - 5] Setup**, then press the **OK** button.

   d. Select **Auto Sensed**, **Custom**, or a listed paper size, then press the **OK** button.

   e. If you selected **Custom**, specify the width and height of the paper. Select **Custom Width**, press the **OK** button, scroll to the width of the paper, then press the **OK** button. Select **Custom Height**, press the **OK** button, scroll to the height of the paper, then press the **OK** button.
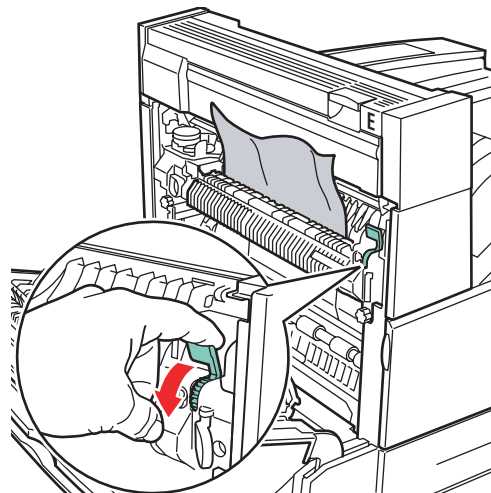
5. Open Door A.

   Warning

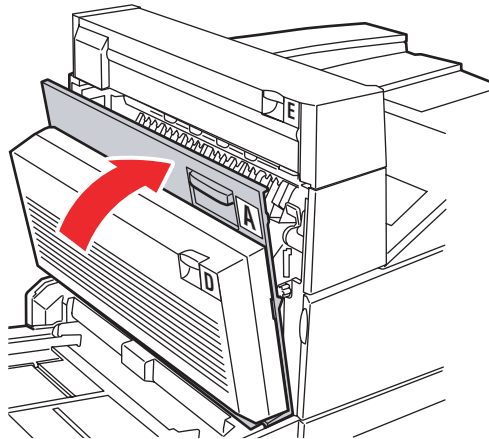   Use caution; some components inside Door A may be hot.

5500-001

6. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confirm that all paper fragments are removed.
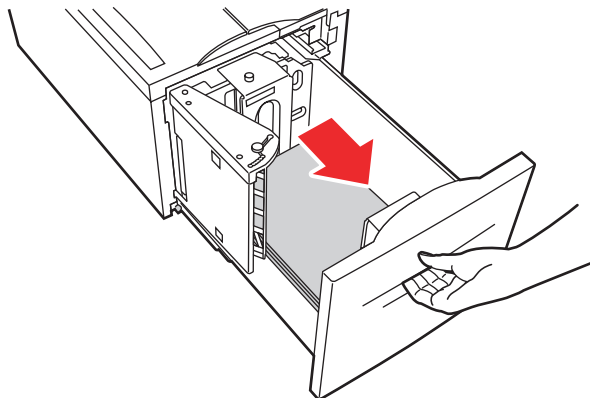

5500-002

7. Close Door A.

5500-003

Paper Size Jam in Tray 6

Follow these steps to clear the paper size jam in Tray 6.
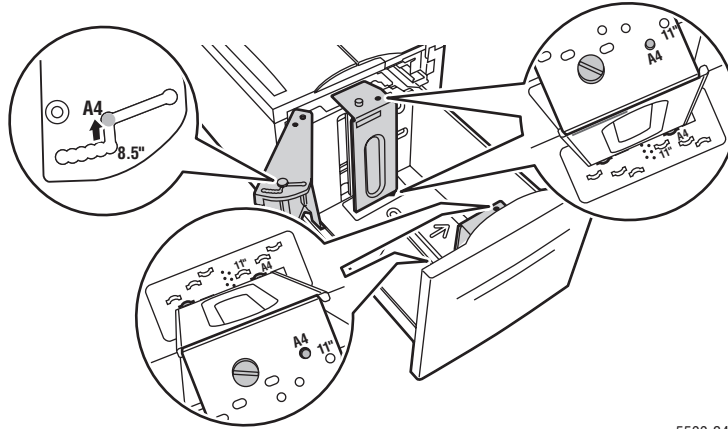
1. Pull out Tray 6.

5500-239

2. Verify that the length and width guides are set correctly
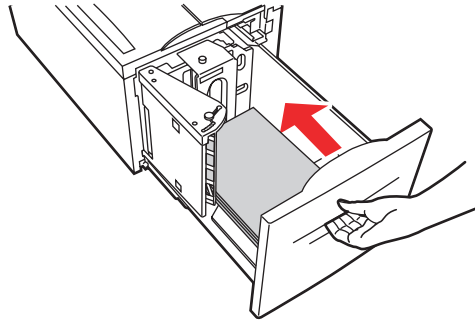
Note

The default setting is for 8.5 x 11 in. paper. You must change the guides for A4 paper.

5500-240

3. Push the tray completely into the printer.

5500-115

4. Specify the size of the paper by doing the following:

    a. In the front panel menus, select **Printer Setup**, then press the **OK** button.

    b. Select **Paper Handling Setup**, then press the **OK** button.

    c. Select **Tray 6 Setup**, then press the **OK** button.

    d. Select **Auto Sensed** or a listed paper size, then press the **OK** button.
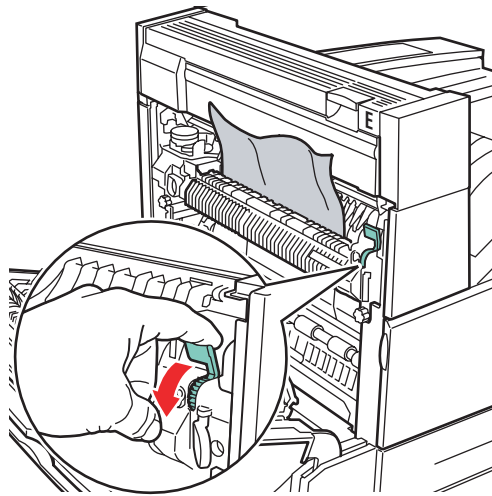
5. Open Door A.

Warning

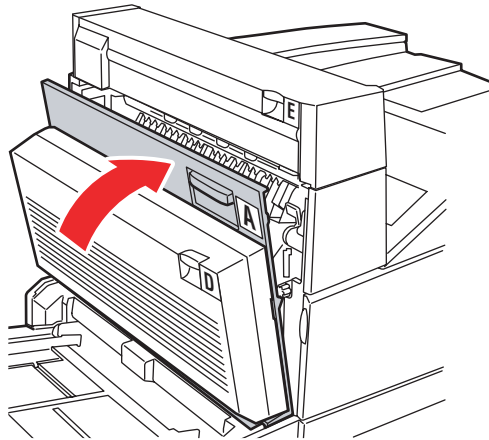Use caution; some components inside Door A may be hot.
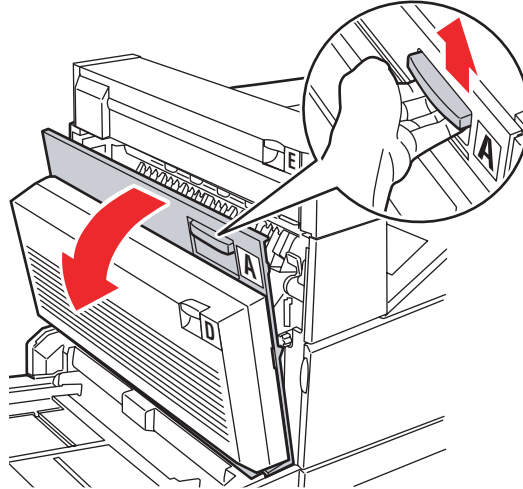
5500-001

6. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confirm that all paper fragments are removed.
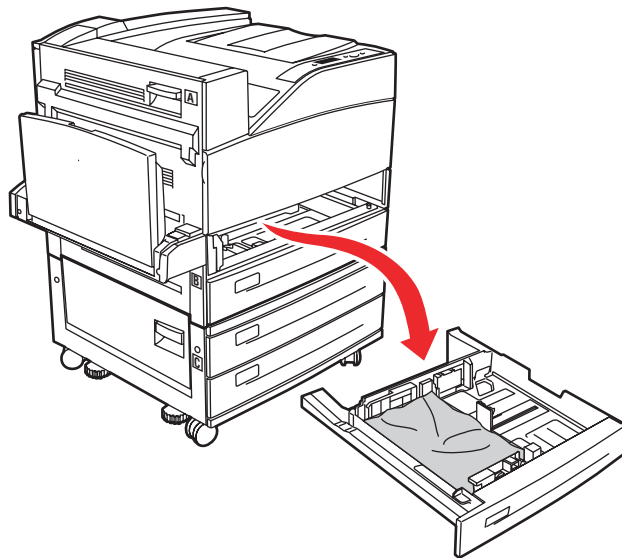

5500-002

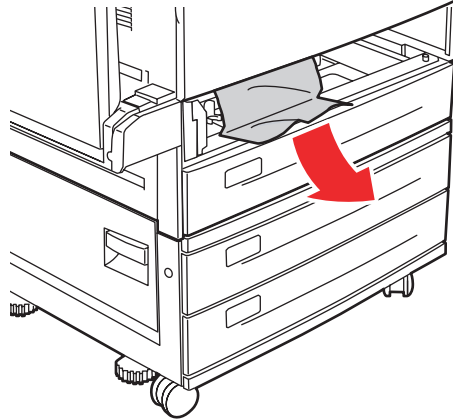**7.** Close Door A.

5500-003

Jam at Tray 2, 3, 4, or 5

Follow these steps to clear the jam.

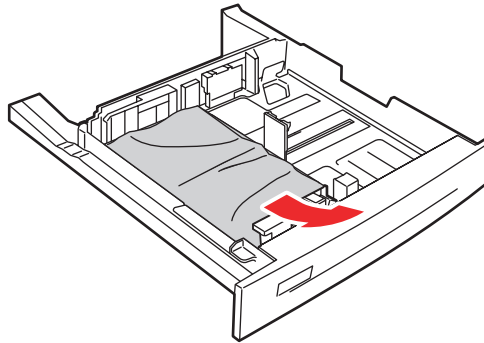**1.** Pull the tray specified on the front panel completely out of the printer.

5500-210

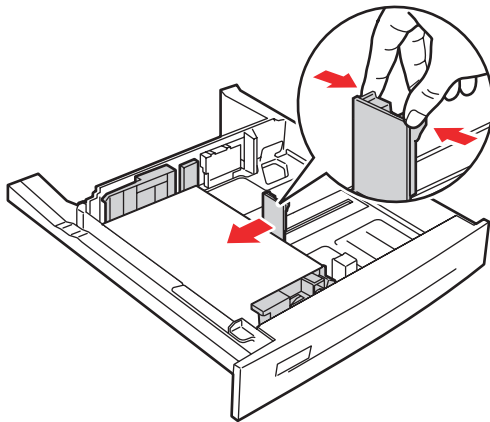**2.** Pull jammed paper from the printer tray slot. Confirm that all paper fragments are removed.
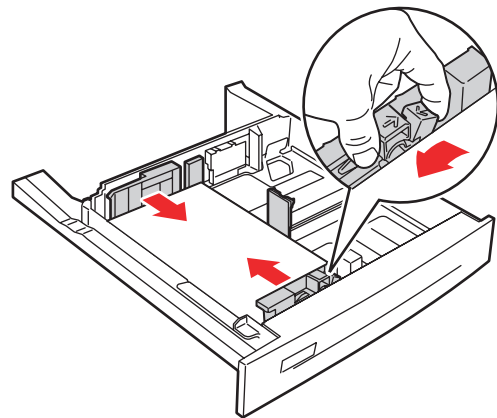

5500-214

3. Remove crumpled paper from the tray.

5500-031

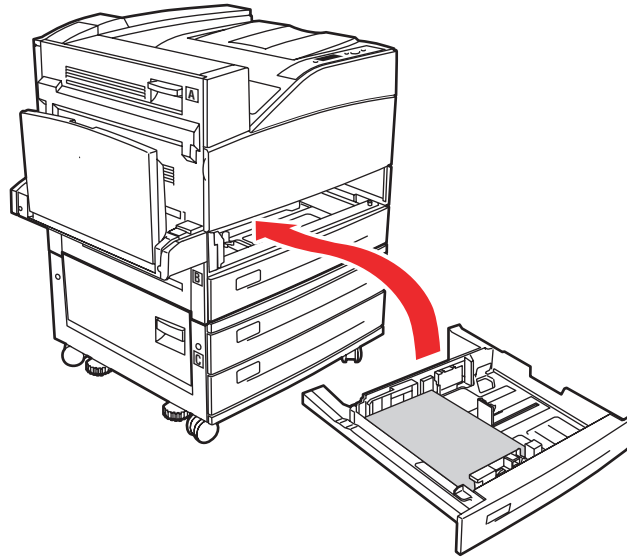**4.** Verify that the paper is loaded correctly in the tray and that the guides are pressed against the paper.

5500-063

5500-064

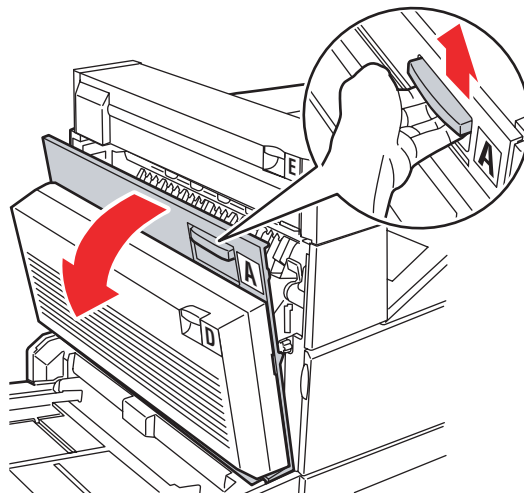**5.** Insert the tray and push it completely into the printer.
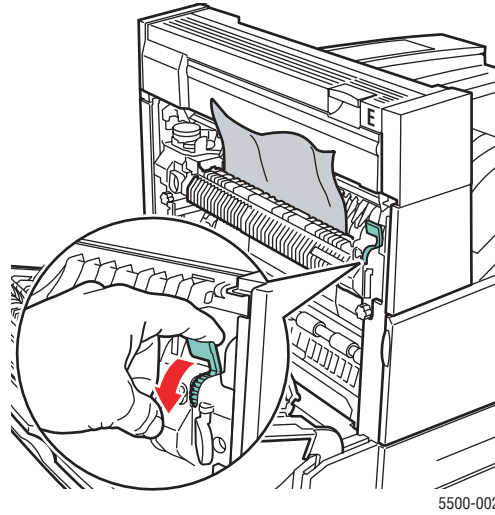

5500-216

Jam at Tray 1 (MPT)

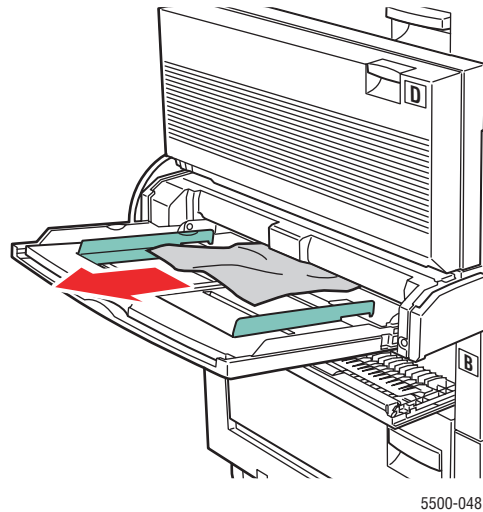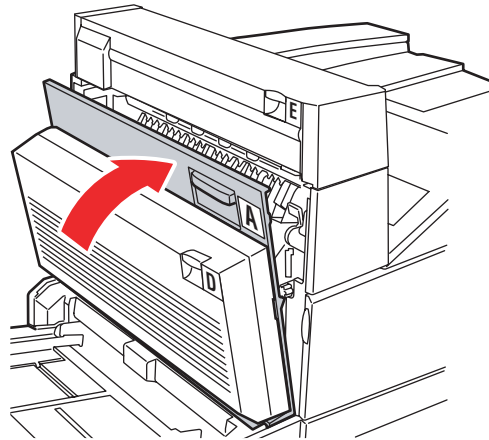Follow these steps to clear the jam.

1. Open Door A.

5500-001

2. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confirm that all paper fragments are removed.

5500-002

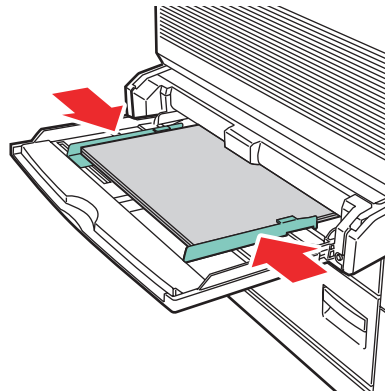**3.** Remove jammed or crumpled paper from Tray 1 (MPT), then close the tray.

5500-048

4. Close Door A.

5500-003

5. Verify that the paper is loaded correctly in the tray and that the guides are pressed against the paper.
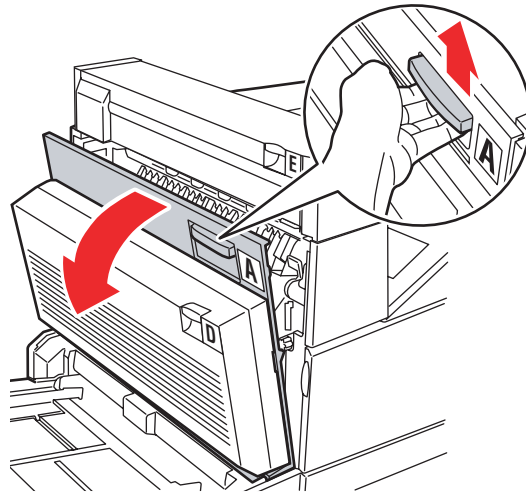
5500-220

Jam at Tray 2 and Door A

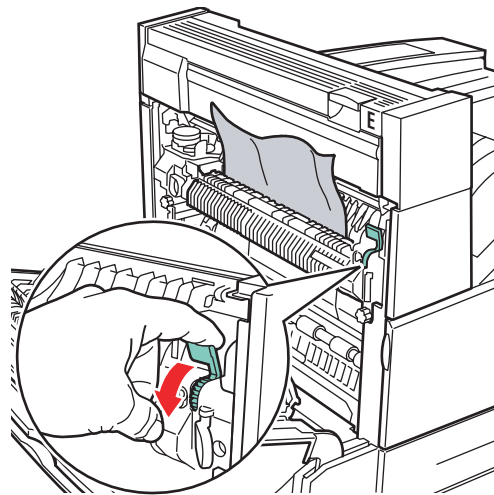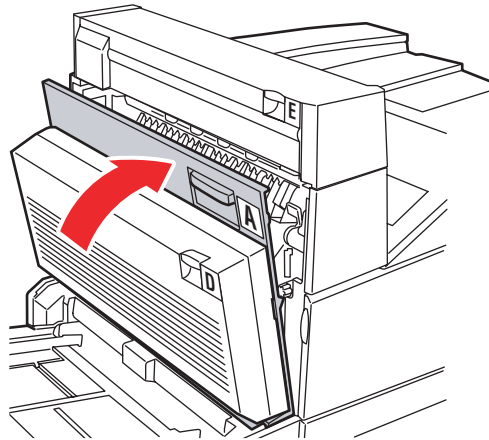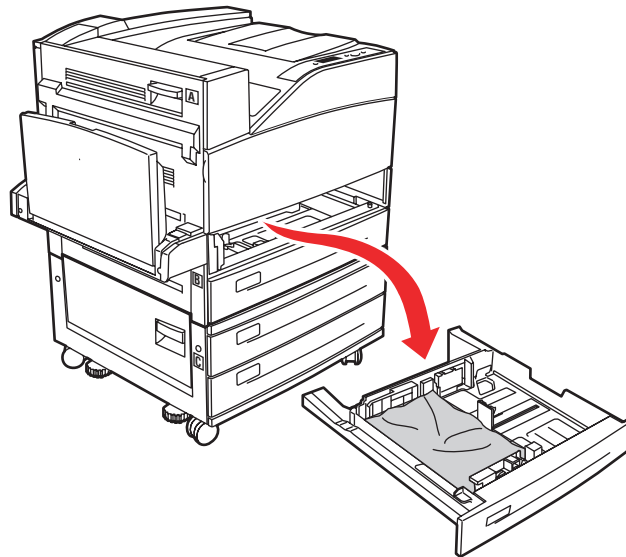Follow these steps to clear the jam.

Warning

Use caution; some components inside Door A may be hot.

1. Open Door A.

5500-001

2. Pull the jammed paper out of the printer. If necessary, press the green handle to move the paper to make it easier to remove. Confirm that all paper fragments are removed.
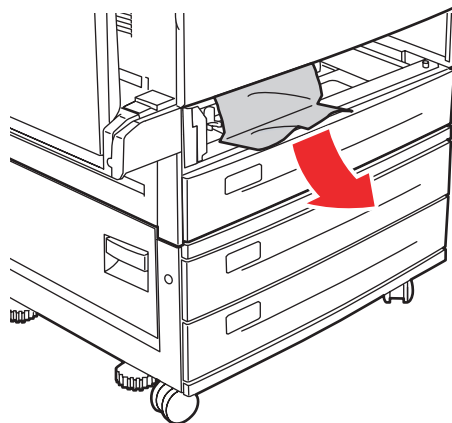

5500-002

3. Close Door A.

5500-003

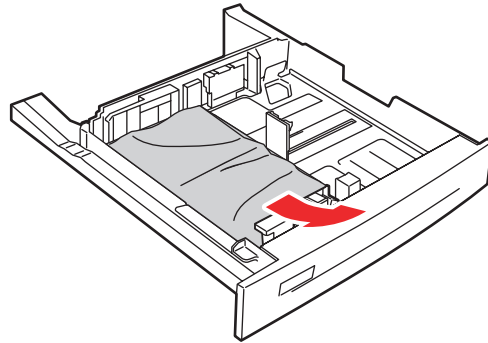**4.** Pull Tray 2 completely out of the printer.

5500-210

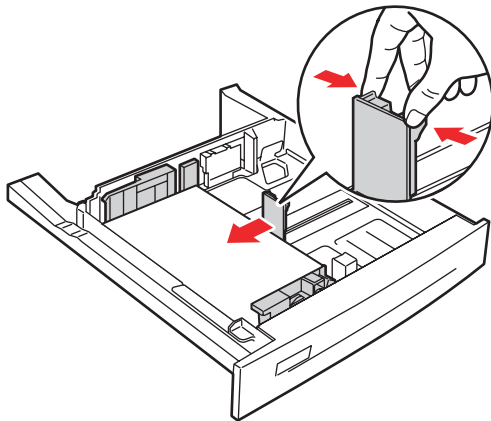**5.** Pull jammed paper from the printer tray slot. Confirm that all paper fragments are removed.

5500-214

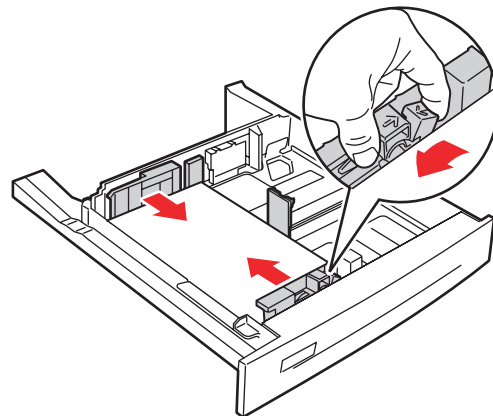**6.** Remove crumpled paper from the tray.

5500-031

7. Verify that the paper is loaded correctly in the tray and that the length and width guides are pressed against the paper.
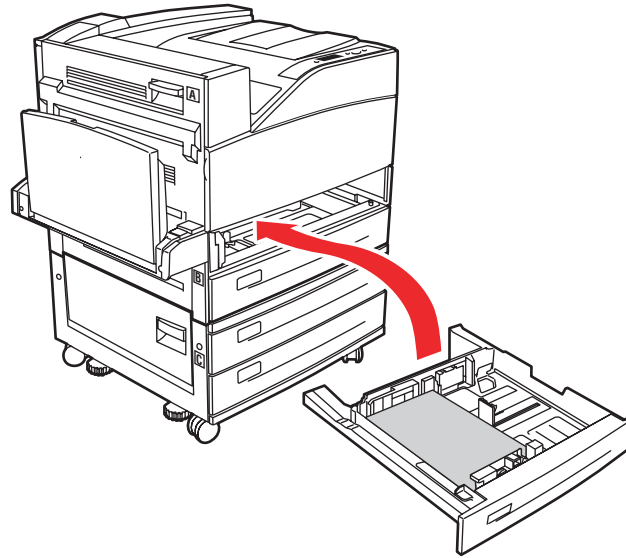

5500-063

5500-064

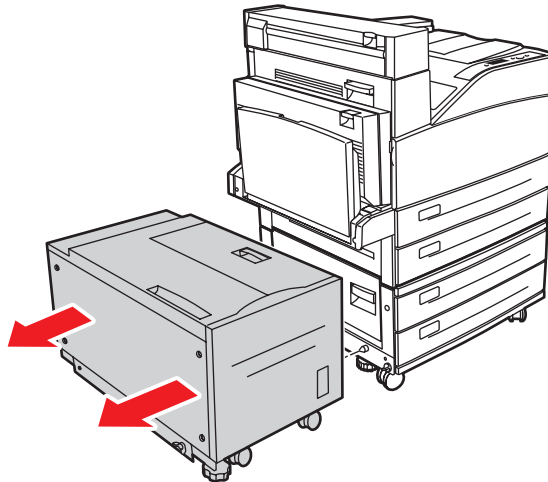**8.** Insert the tray and push it completely into the printer.
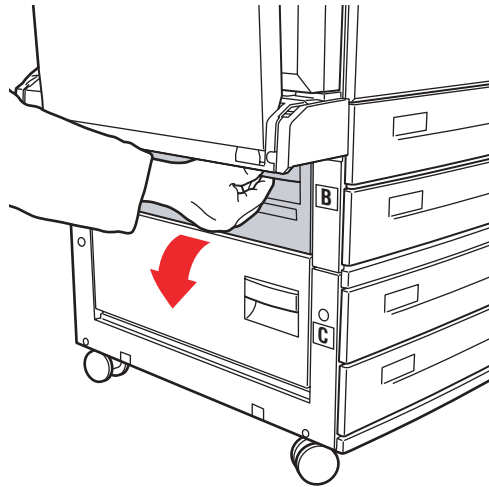

5500-216

Jam at Tray 3 and Door B

Follow these steps to clear the jam.

1. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder away from the printer.
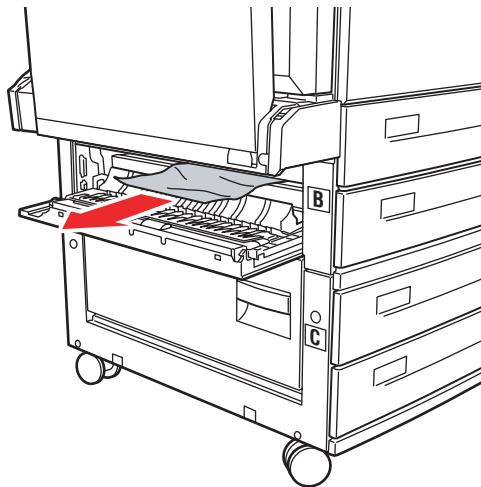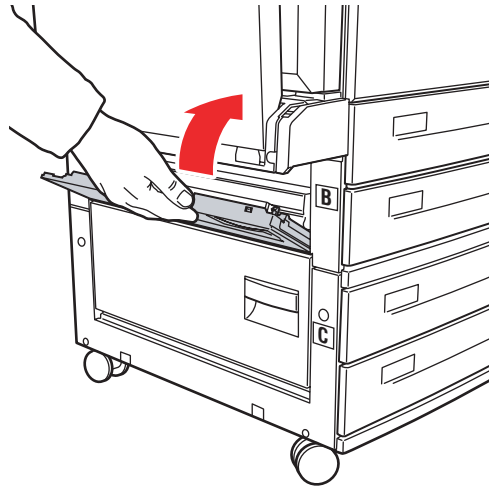

5500-230

2. Open Door B.

5500-004

3. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.
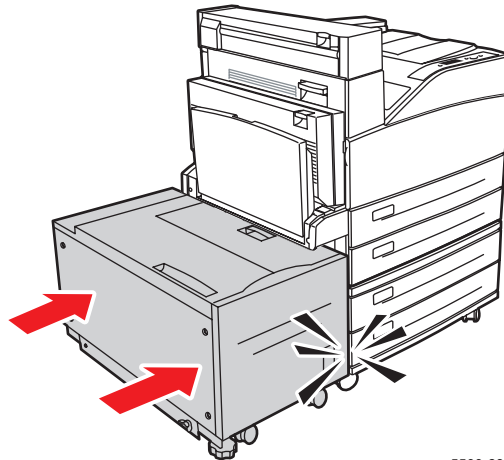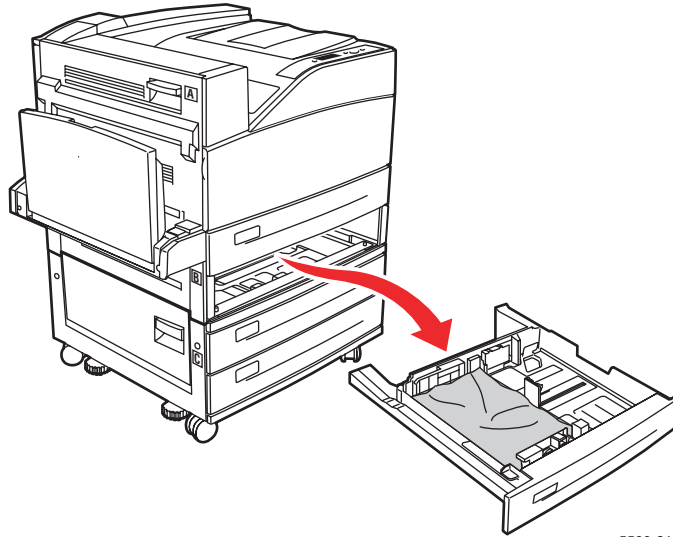

5500-005

4. Close Door B.

5500-006

5. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder firmly against the printer.
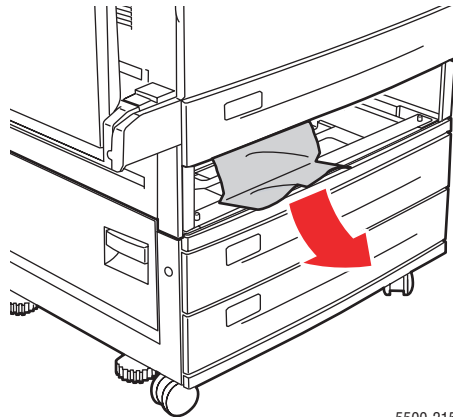

5500-231

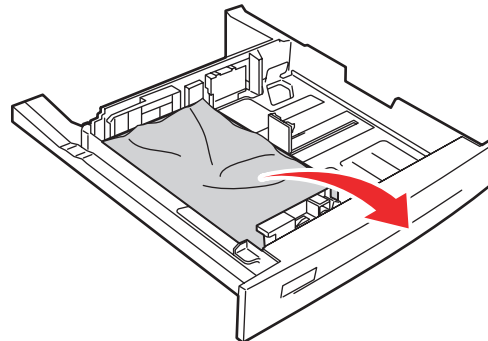**6.** Pull Tray 3 completely out of the printer.

5500-211

7. Pull jammed paper from the printer tray slot. Confirm that all paper fragments are removed.
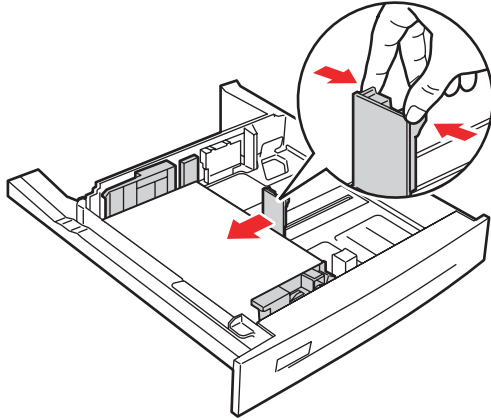
5500-215

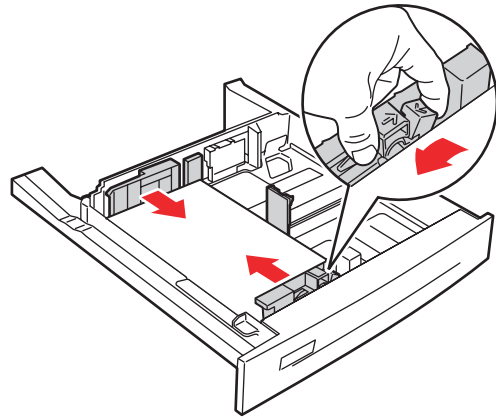**8.** Remove crumpled paper from the tray.

5500-250

9. Verify that the paper is loaded correctly in the tray and that the length and width guides are pressed against the paper.
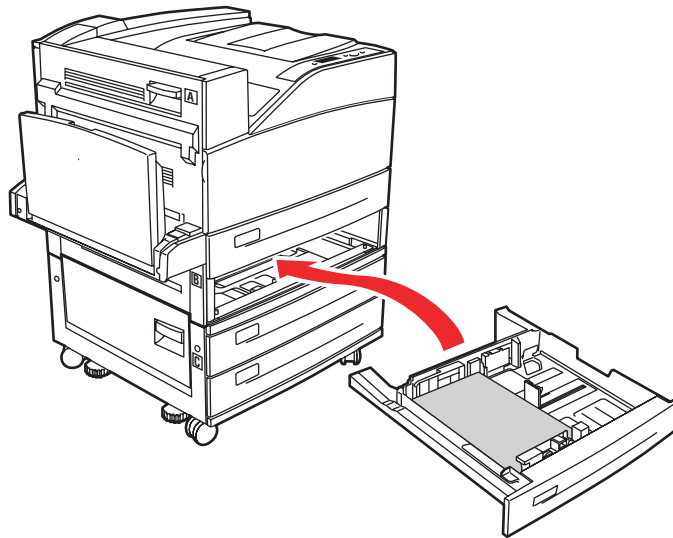

5500-063

5500-064

10. Insert the tray and push it completely into the printer.
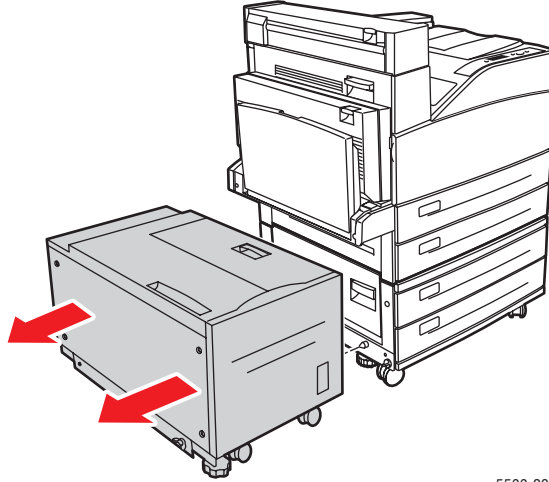

5500-217

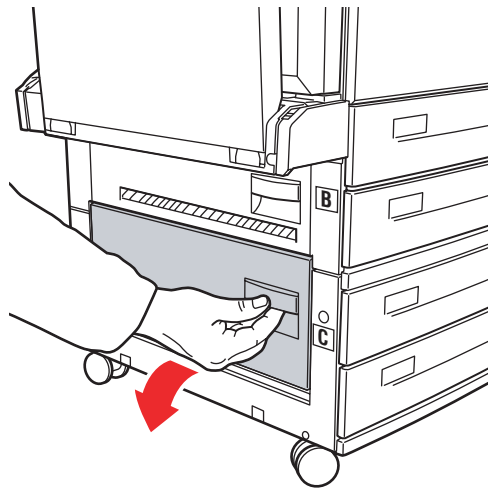## Jam at Tray 4 or 5 and Door C

Follow these steps to clear the jam.

1. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder away from the printer.
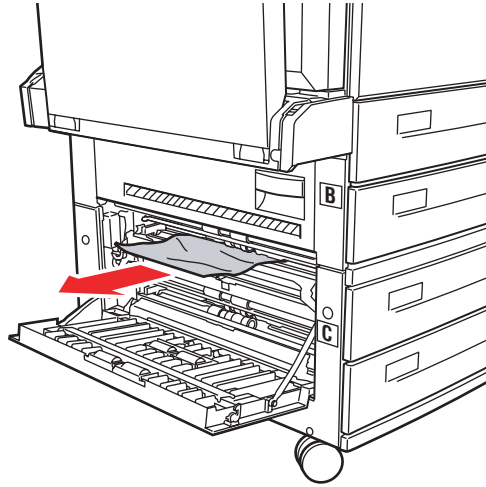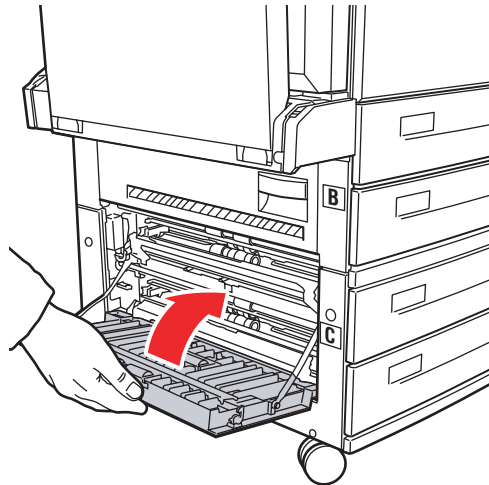

5500-230

2. Open Door C.

5500-007

3. Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.
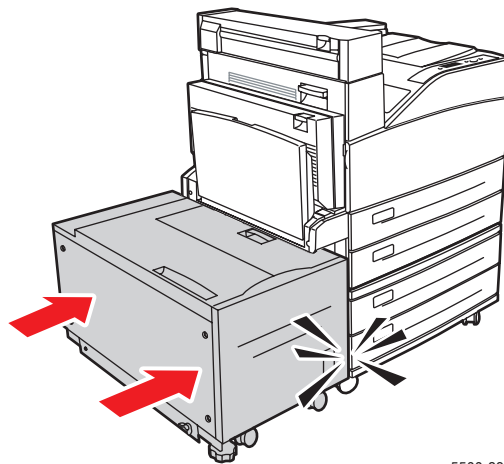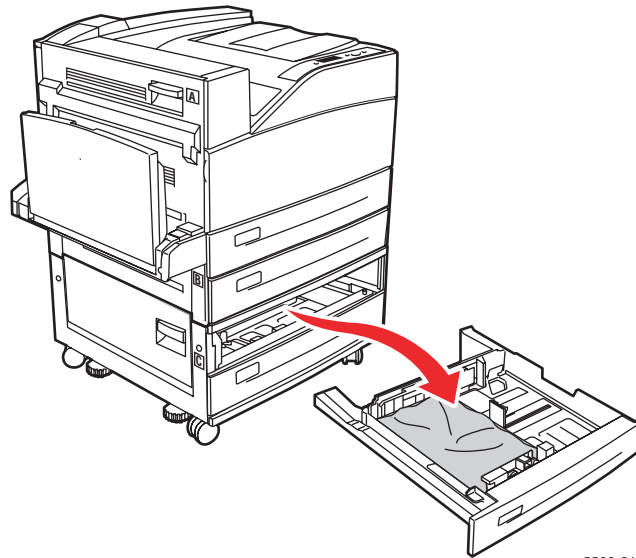

5500-008

4. Close Door C.

5500-009

5. If the printer has the 2000-Sheet Feeder (Tray 6), slide the feeder firmly against the printer.

5500-231

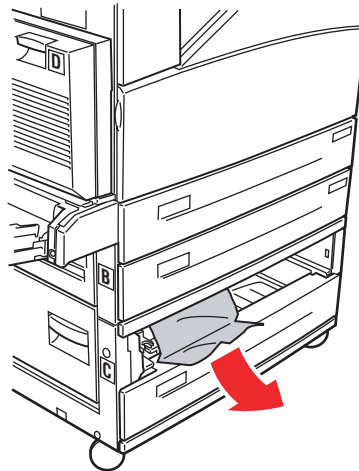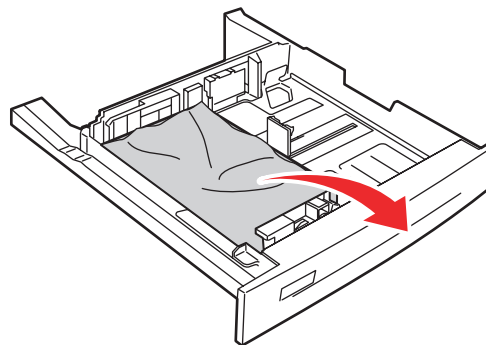**6.** Pull the tray specified on the front panel completely out of the printer.

5500-212

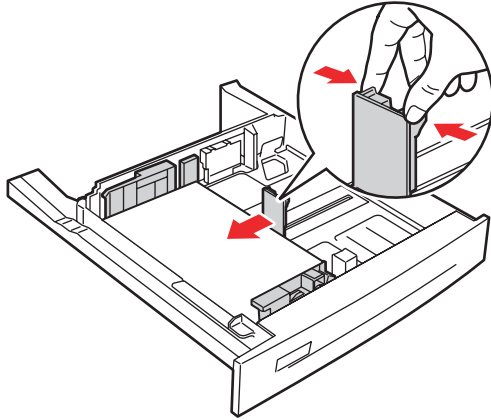**7.** Pull jammed paper from the printer tray slot. Confirm that all paper fragments are removed.

5500-051

8. Remove crumpled paper from the tray.

5500-250

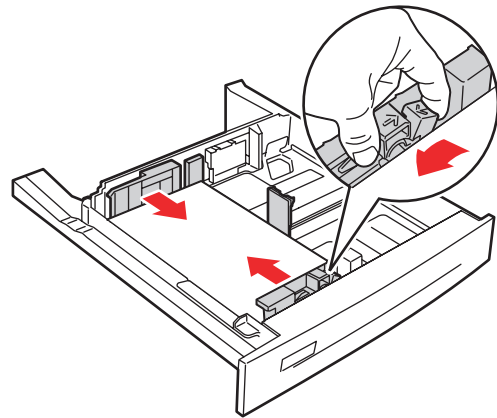**9.** Verify that the paper is loaded correctly in the tray and that the length and width guides are pressed against the paper.

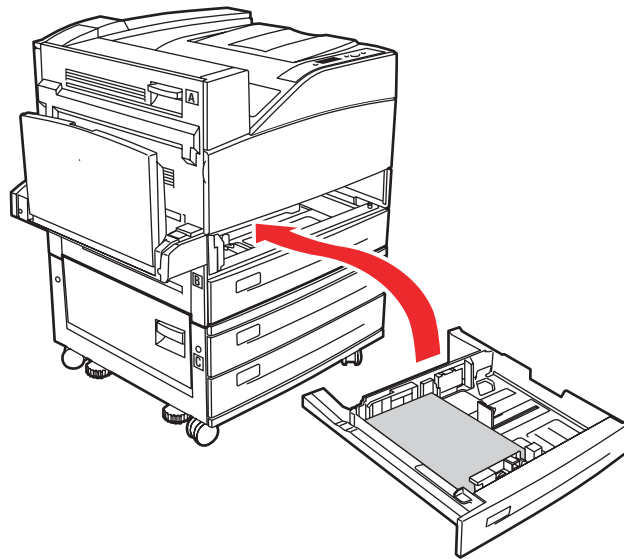5500-063   5500-064

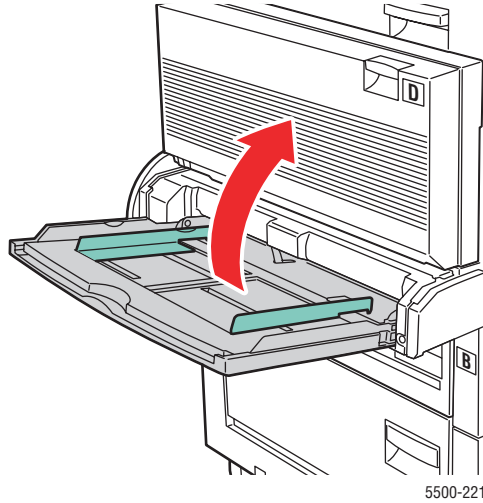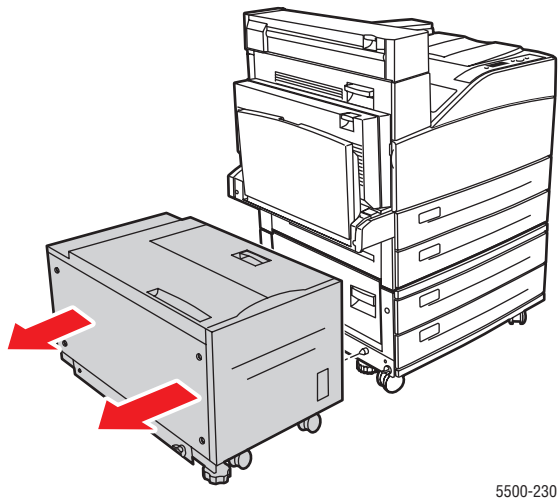**10.** Insert the tray and push it completely into the printer.

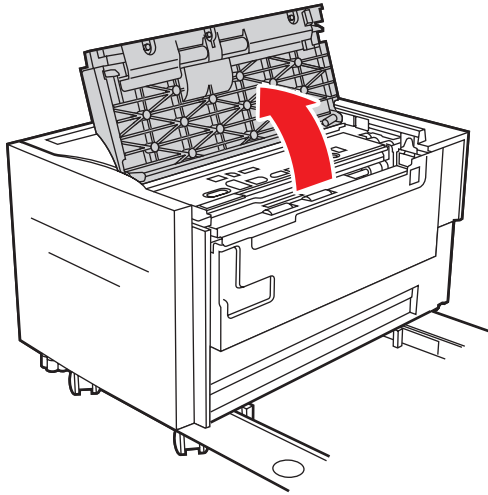5500-216

Jam at Tray 6

Follow these steps to clear the jam.

1. If Tray 1 is open, remove the paper from the tray and close it.

5500-221
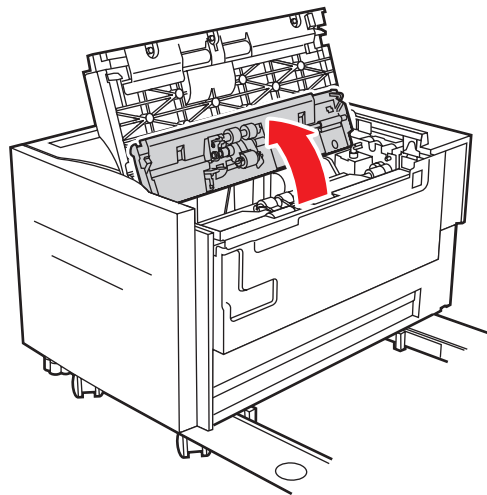
2. Slide the Tray 6 Feeder away from the printer.

5500-230

3. Open Door J and lift the access handle.
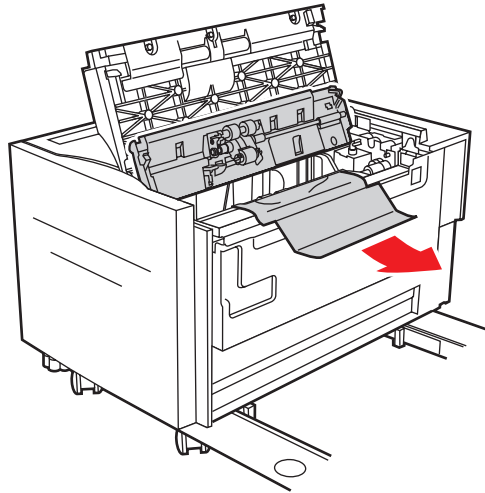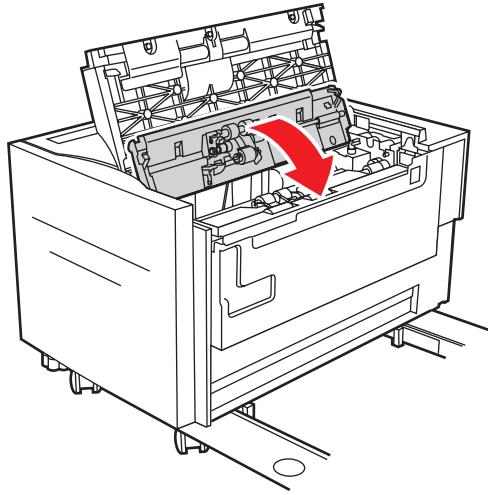

5500-232   5500-234

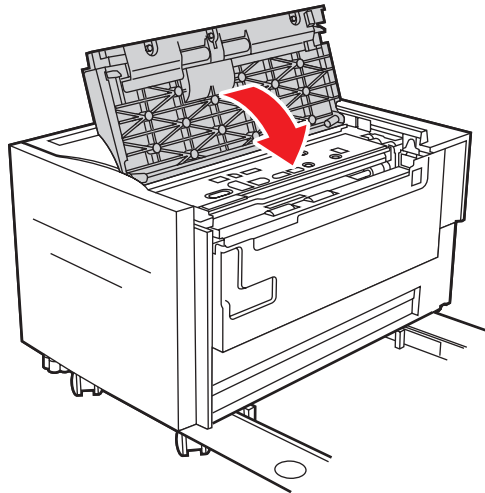**4.** Pull the jammed paper out of the printer. Confirm that all paper fragments are removed.

5500-235

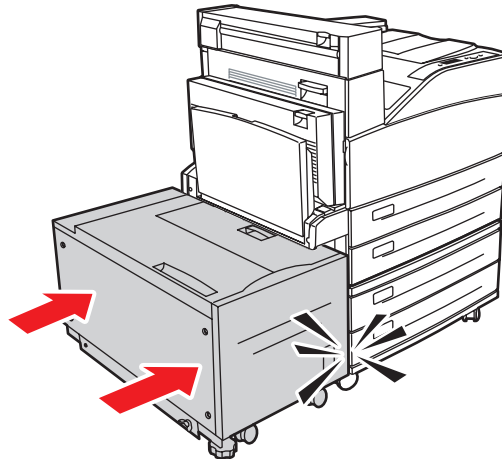**5.** Close the jam access handle and close Door J.

5500-236

5500-237

6. Slide the Tray 6 Feeder firmly against the printer.

5500-231