

Paper Jams

This topic includes:

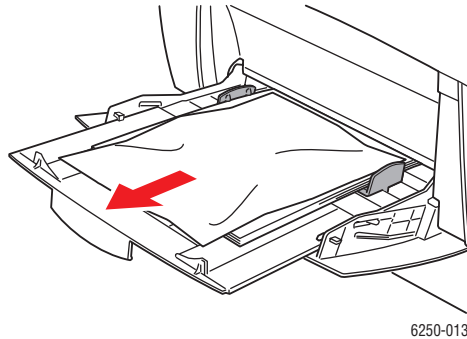
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- "Jam at the Duplex Unit" on page 4-10

For safety information, go to [Reference/Troubleshooting/User Safety](#) on the *User Documentation CD-ROM*.

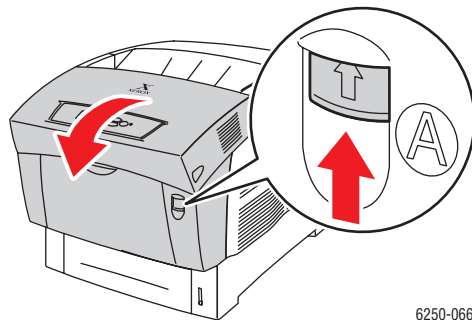
Misfeed at Tray 1 (MPT)

Follow these steps to clear the misfeed.

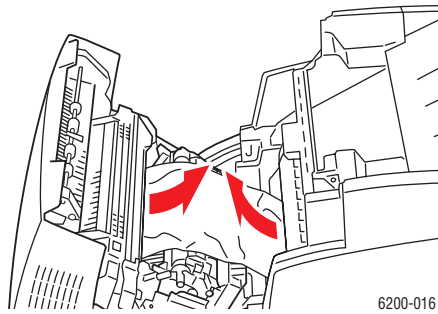
1. Remove the jammed paper from Tray 1 (MPT).



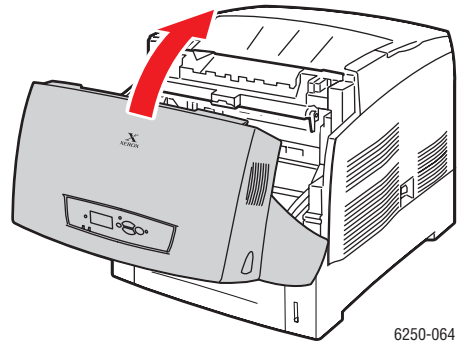
2. Push up the latch on the front of the printer to open Front Door A.



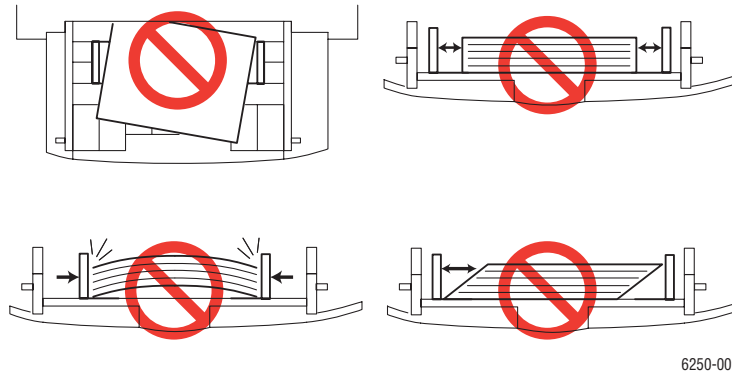
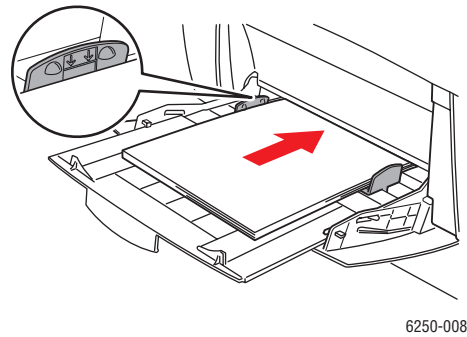
3. Remove jammed paper.



4. Close Front Door A.



5. Load the paper in Tray 1 (MPT). Do not load the paper above the fill line. Confirm that the guides are set flush against the paper. Verify that the paper is clean and not stuck together.

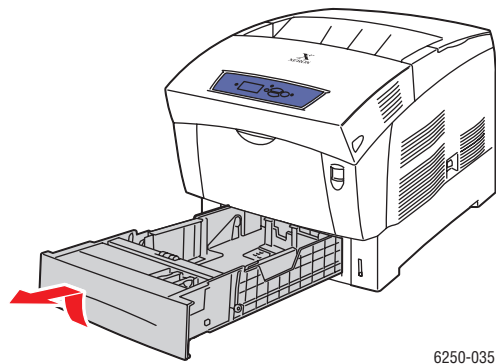


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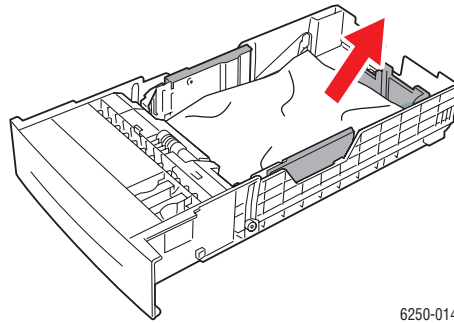
Misfeed at Tray 2, 3, or 4

Follow these steps to clear the misfeed for the tray specified on the front panel.

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

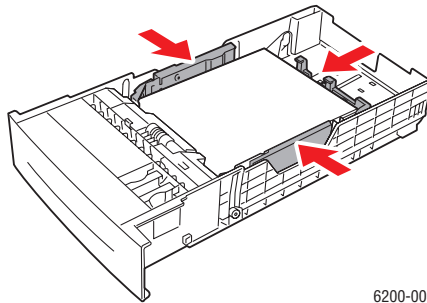


2. Remove any crumpled paper from the tray.



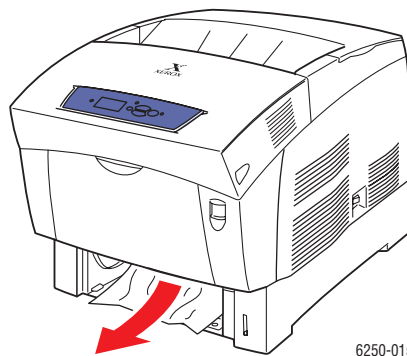
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3. Verify that the paper is loaded correctly in the tray and the guides are set flush against the paper.



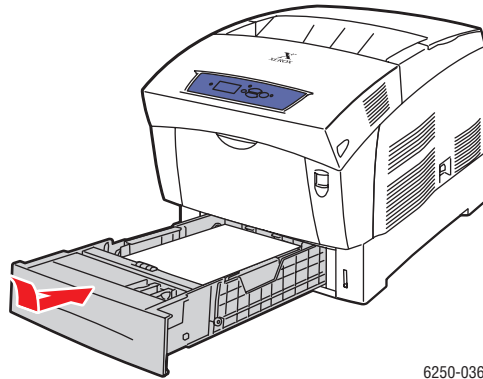
6200-004

4. Remove jammed paper from inside the printer tray slot. Verify that all scraps of paper are removed.

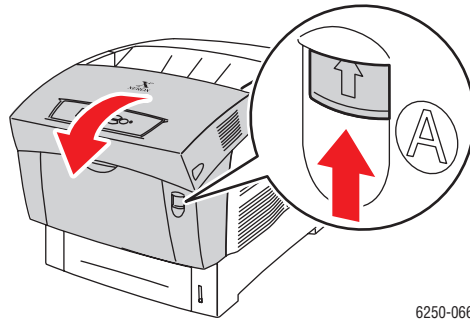


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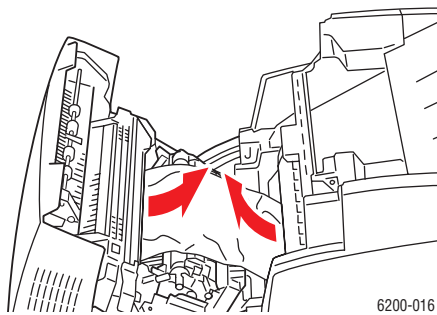
5. Insert the tray into the tray slot and push it completely to the back of the printer.



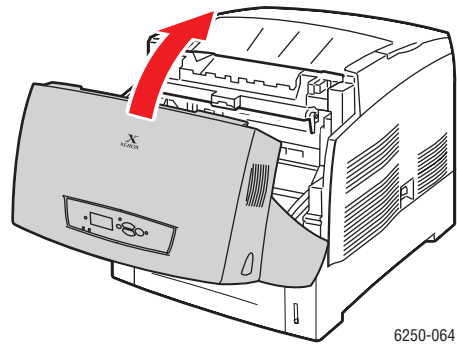
6. Push up the latch on the front of the printer to open Front Door A.



7. Remove jammed paper.



8. Close Front Door A.

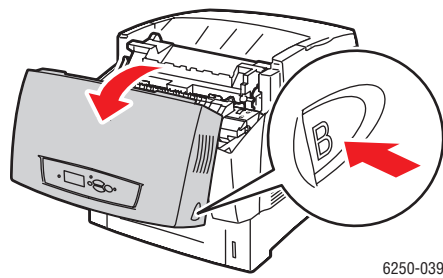


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Jam at the Fuser

Follow these steps to clear the jam.

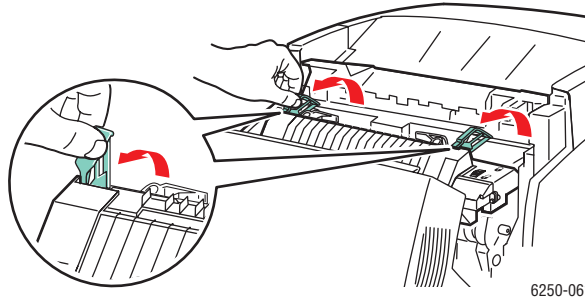
1. Press the latch on the right side of the printer to open Front Door B.



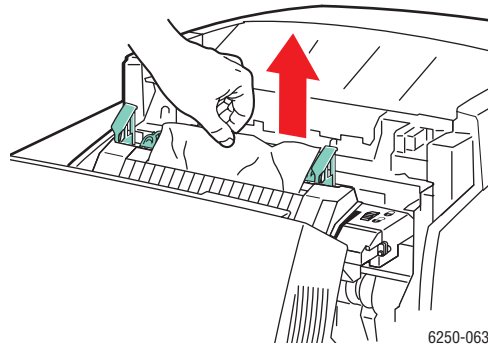
2. Pull up the two green levers at both ends of the fuser unit.

Warning

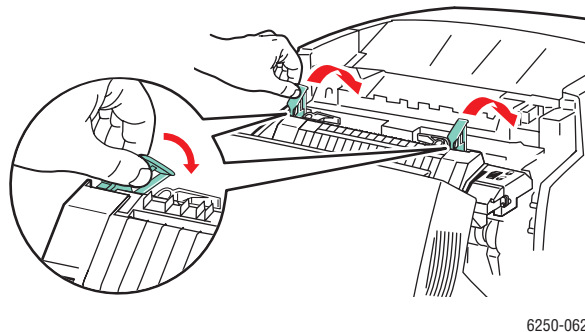
The fuser is hot. To prevent burns, do not touch the black part of the fuser.



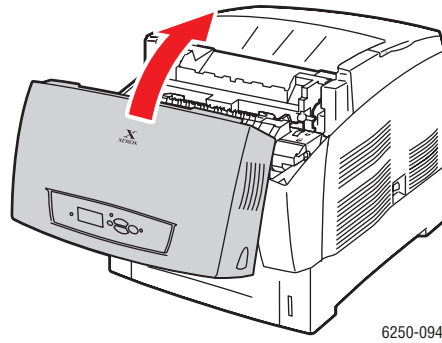
3. Remove the jammed paper.



4. Completely push down the two green levers at both ends of the fuser.



5. Close Front Door B.

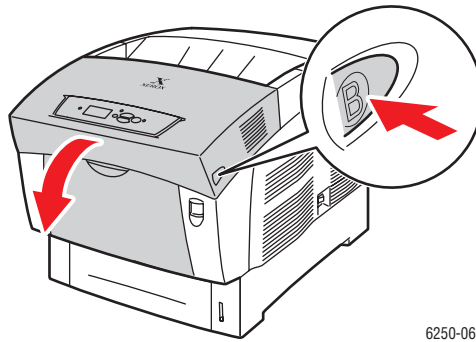


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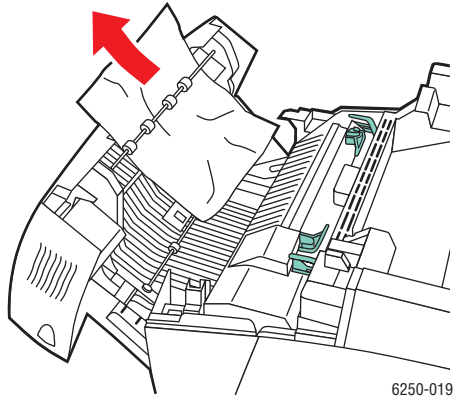
Jam at the Duplex Unit

Follow these steps to clear the jam.

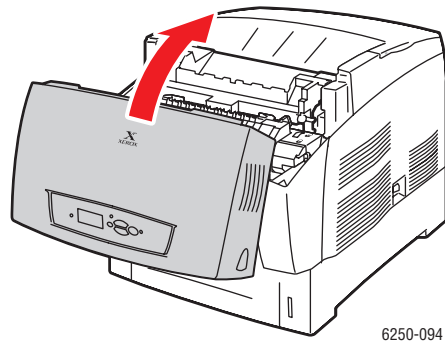
1. Press the latch on the right side of the printer to open Front Door B.



2. Remove the jammed paper.



3. Close Front Door B.



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