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By carefully selecting print media and loading them properly, you should be able to avoid most paper jams. If jams do occur, follow the steps outlined in this section.

To resolve the paper jam messages, you must clear the jammed area and then press **Go** to clear the message and resume printing. The printer prints a new copy of the page that jammed if Jam Recovery is set to On or Auto; however, the Auto setting does not guarantee the page will print.

Identifying paper jam areas

See the diagram [on page 2](#) for the path the paper travels through the printer and options, and areas where jams may occur. The path varies depending on the paper source and output bin.



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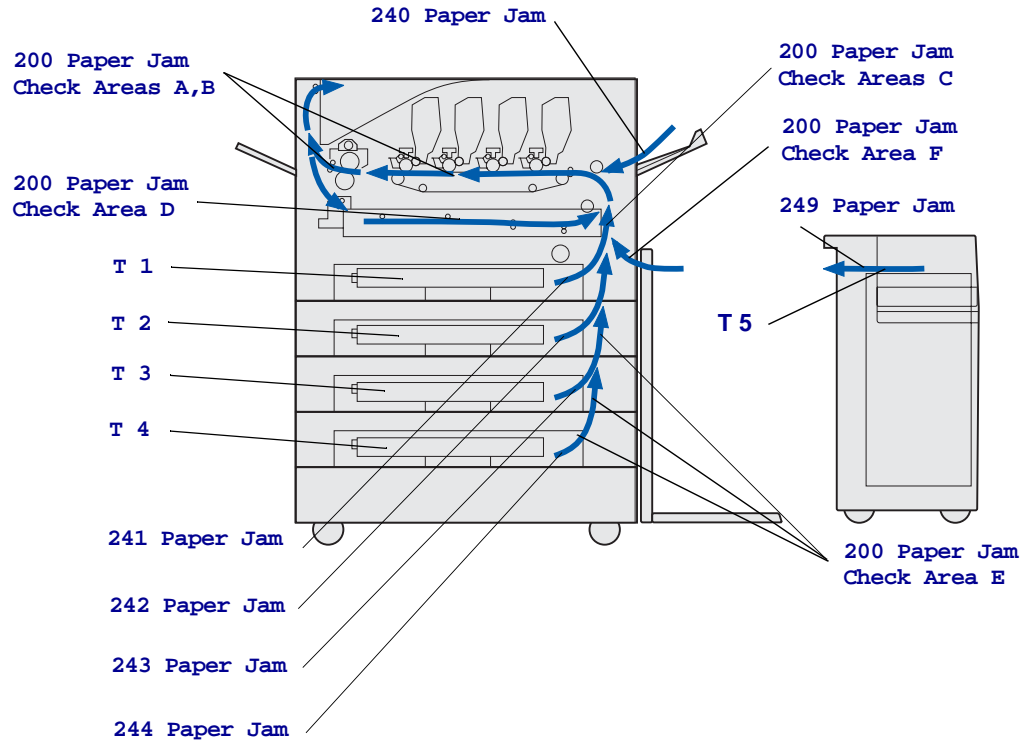
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Click a message below for more information.



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200 Paper Jam

<x> Pages Jammed (Check Areas A-F, T1-5, MPF)

This message identifies the areas (A-F, MPF, or T1-T5) you need to check to remove the paper or to clear the message. The display will alternate between **200 Paper Jam** <x> **Pages Jammed** and **Check Areas A-F, T1-5, MPF**:

Jam message	Jam message
Check Areas A,B	Check Area F
Check Area C	Check MPF
Check Area D	Check T1-T4
Check Area E	Check T5

Note: If there is a paper jam when you turn the printer on, the second line of the **200 Paper Jam** message will be blank. To resolve the message, you must clear all paper from the paper path.



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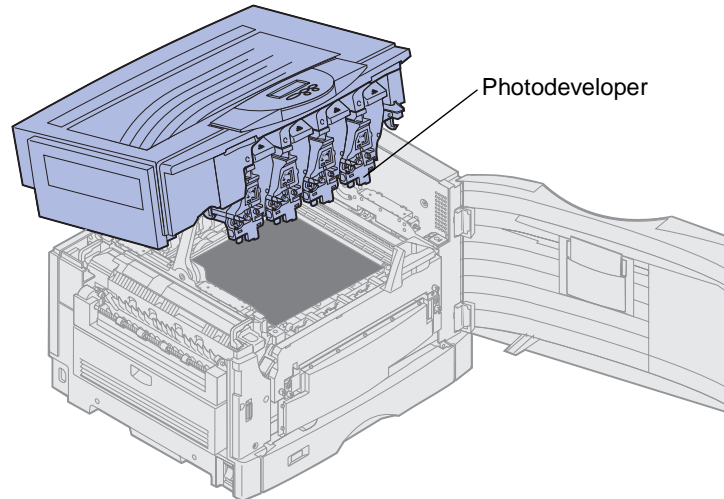
Check Areas

A, B

This message indicates a paper jam in the transfer belt, fuser, or output roller area. To clear areas A–B:

- 1 Complete the steps to open the top cover.

Note: If you need instructions on how to open the top cover, see [Opening the top cover](#).



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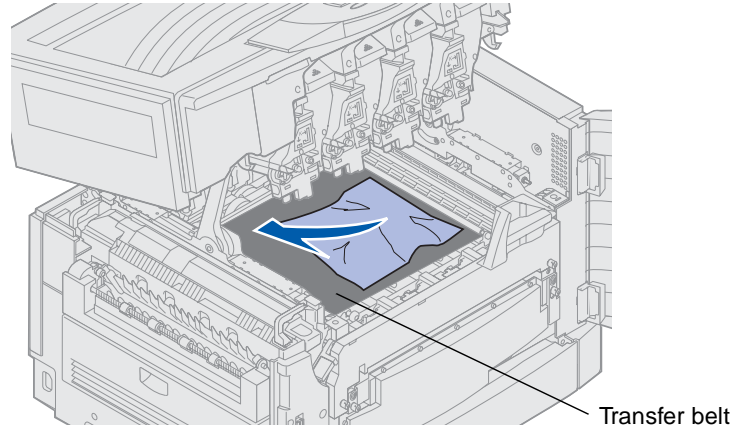
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Warning: Never touch the photodeveloper drum on the underside of the toner cartridge.

Note: The paper may be covered with unfused toner, which can stain garments.

2 Remove any paper on the transfer belt.

If the paper source was the multipurpose feeder, check the area between the multipurpose feeder and the transfer belt.



Warning: Do not use any pointed objects to remove the paper. This could cause permanent damage to the transfer belt.



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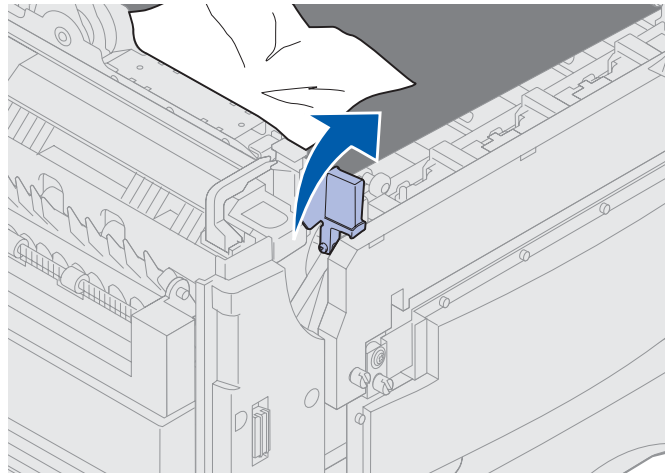
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- 3 Check the fuser area and top cover for additional jams.

If there is no jam in the fuser area or top cover, close the top cover and front door, and then press **Go**. If a jam is present, continue with **step 4**.

Note: If you need instructions on how to close the top cover, see **Closing the top cover**.

- 4 Lift the fuser pressure release lever.



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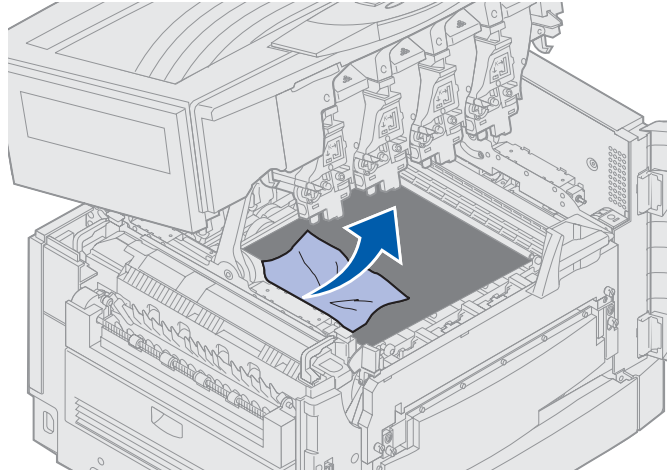
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5 Slowly pull the paper out of the fuser toward the inside of the printer.



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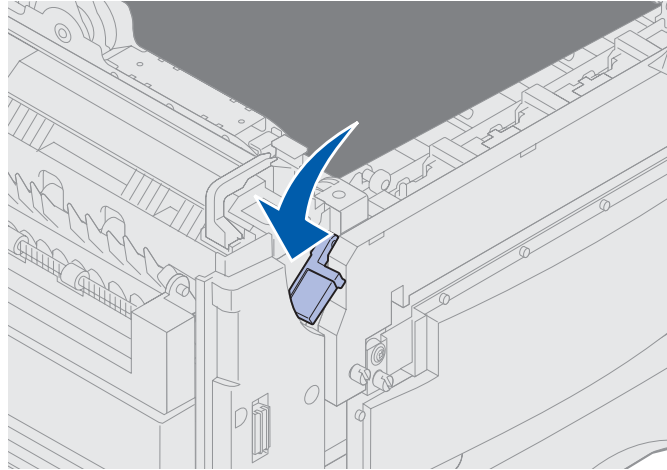
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- 6 Rotate the fuser pressure release lever down.



Note: The top cover will not close until the lever is in the down position.

- 7 Check the top cover for additional jams.

If there is no jam in the top cover, close the top cover and front door. If a jam is present, continue with **step 8**.



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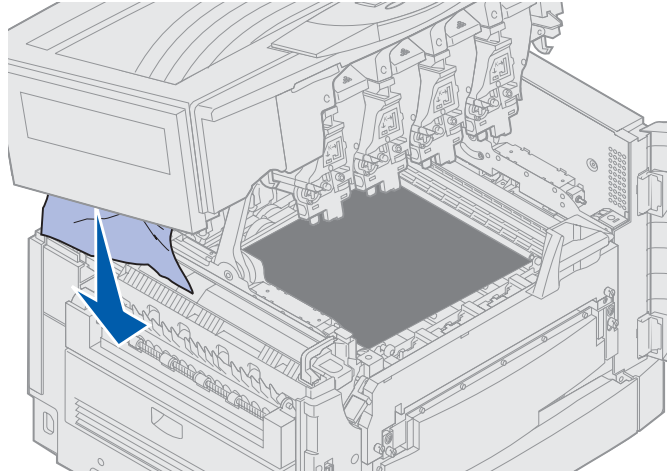
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Note: If you need instructions on how to close the top cover, see **Closing the top cover**.

8 Remove the jam from the top cover.



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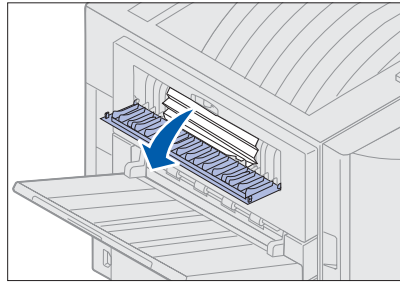
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9 Close the top cover and the front door.

Note: If you need instructions on how to close the top cover, see **Closing the top cover**.

10 Open the jam access door on the left side of the printer.



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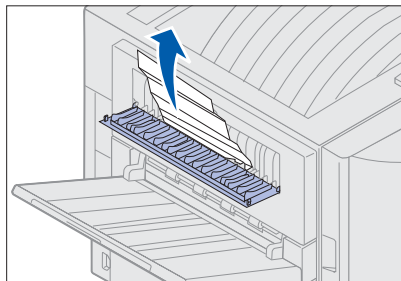
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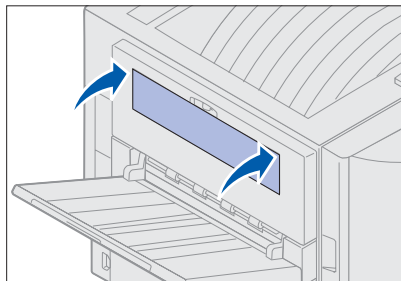
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11 Remove any paper inside the printer.



12 Close the jam access door.

To prevent additional paper jams, make sure both sides of the door are closed.



13 Press **Go**.



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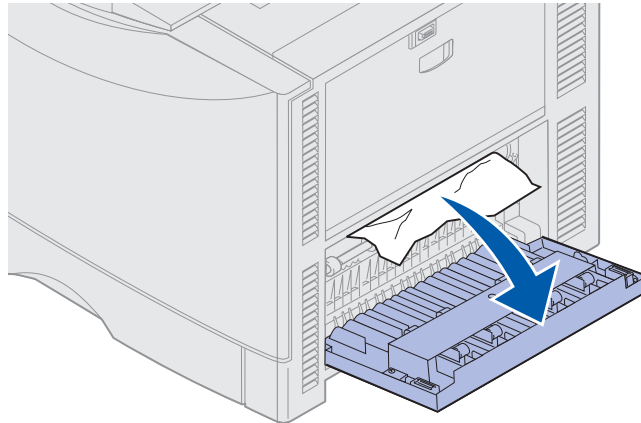
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Check Area C

Jams that cause a **Check Area C** message require opening the duplex jam access door. If you are printing on small paper, the following steps may not clear the jam. See **Removing small size paper from the duplex unit**.

- 1 Open the duplex jam access door on the right side of the printer.



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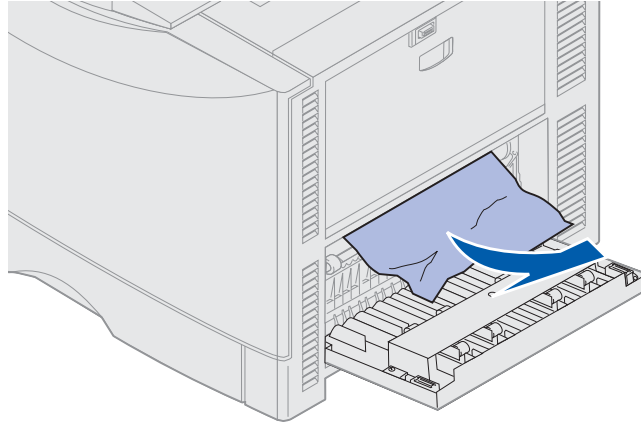
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2 Remove the jam.



3 Press **Go**.

If the paper jam message continues, check and clear all paper from the paper path.



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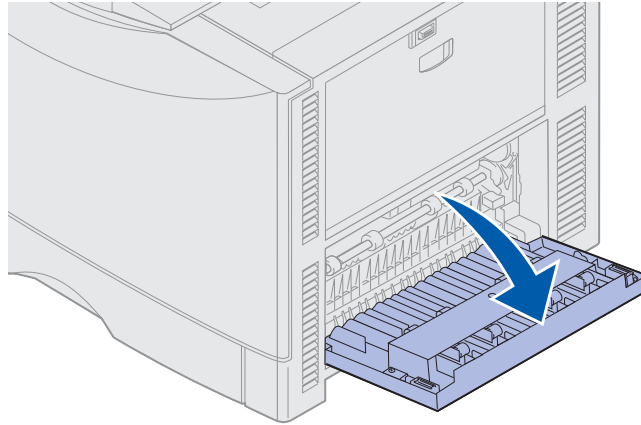
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Check Area D

This message indicates a paper jam in the duplex unit area. To clear area D:

- 1 Open the duplex jam access door on the right side of the printer.



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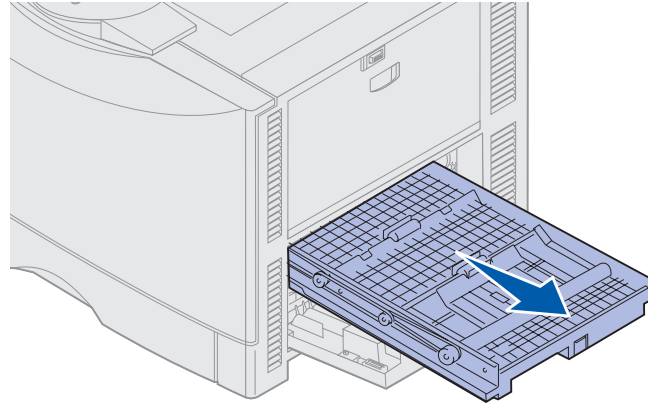
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2 Gently pull out the duplex unit.



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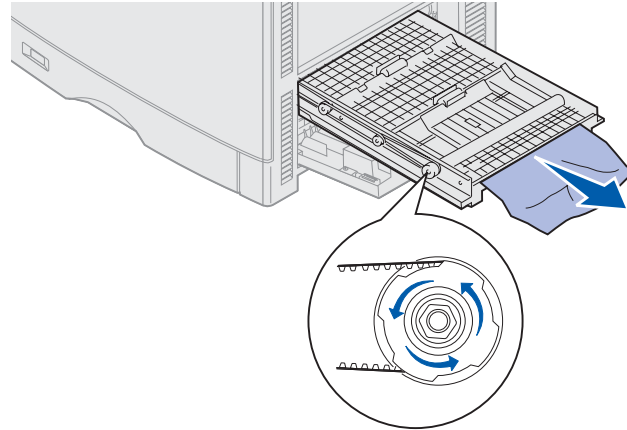
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3 Turn the paper forwarding dial counterclockwise.

If the paper advances out of the duplex unit, remove the jam and go to **step 7**. If the paper does not advance, go to **step 4**.



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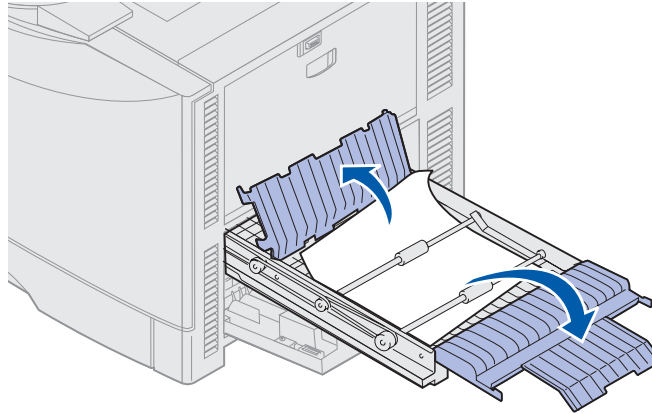
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4 Open the duplex unit covers.



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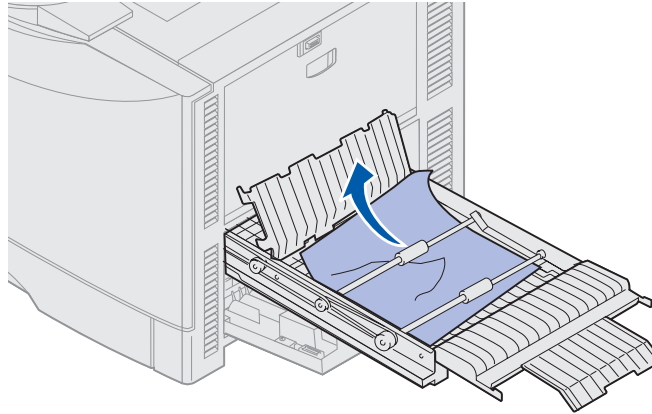
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5 Remove the jam.



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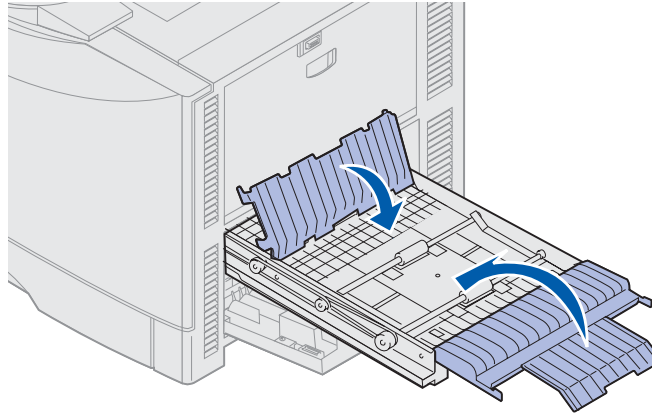
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6 Close the duplex unit covers.



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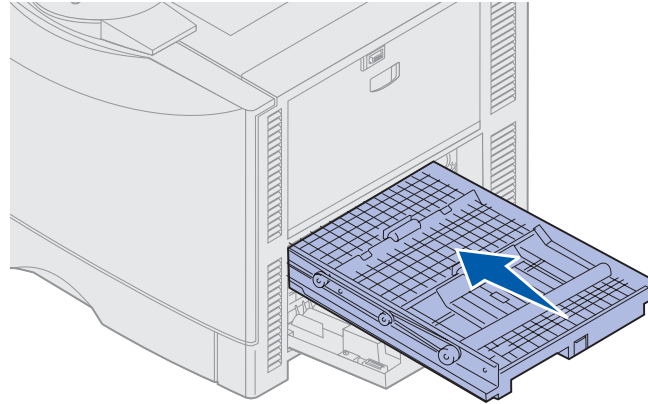
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7 Push the duplex unit until it stops.



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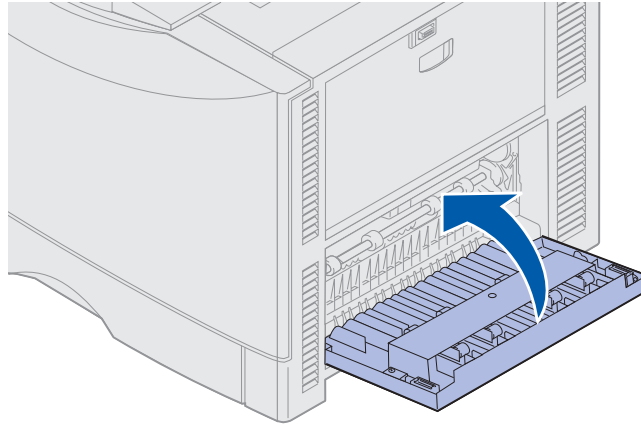
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8 Close the access door.



9 Press **Go**.

If the paper jam message continues, check and clear all paper from the paper path.



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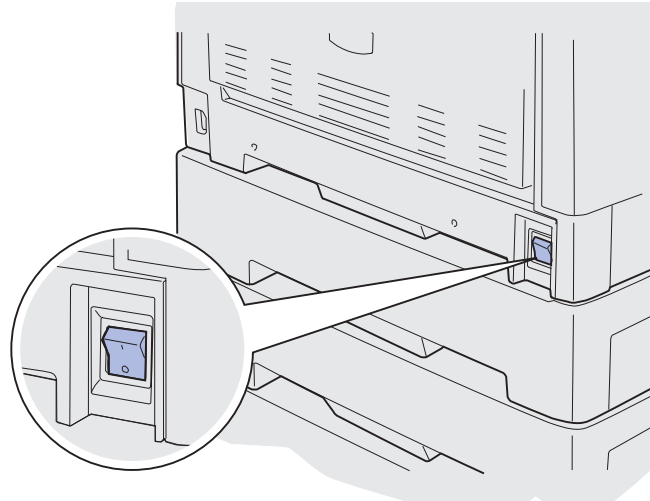
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Removing small size paper from the duplex unit

When printing on both sides of A5 or other small size paper, you may need to partially remove the duplex unit to clear the jam.

- 1 Turn off the printer.



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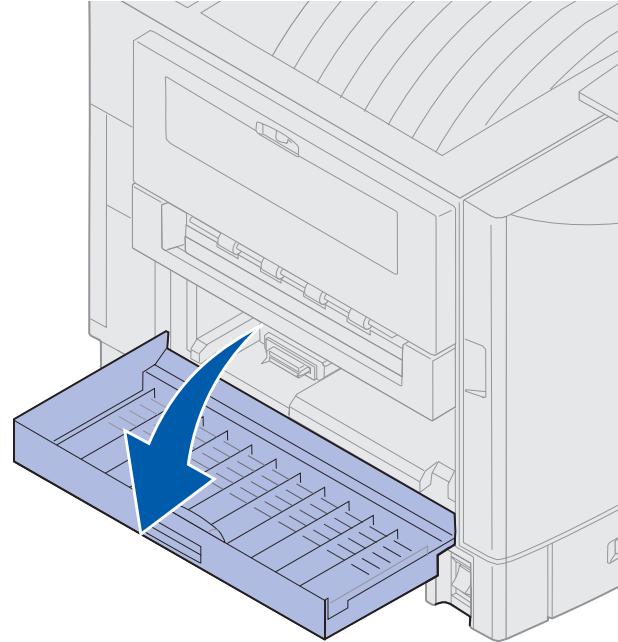
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2 Open the duplex unit door.



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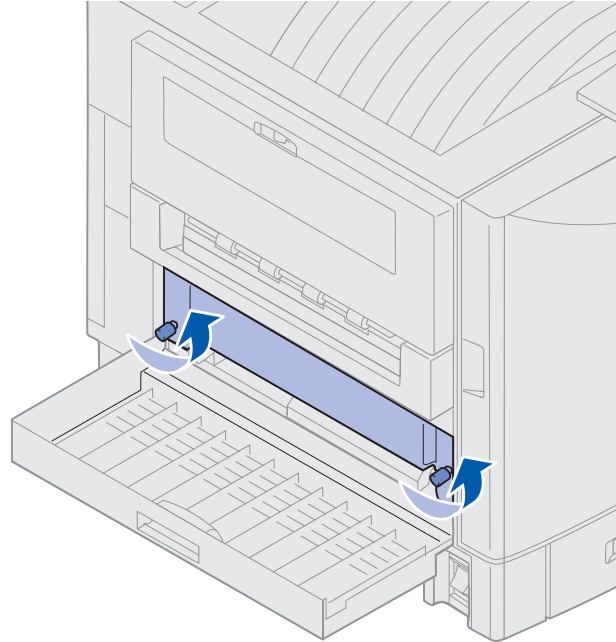
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3 Loosen the two screws shown.



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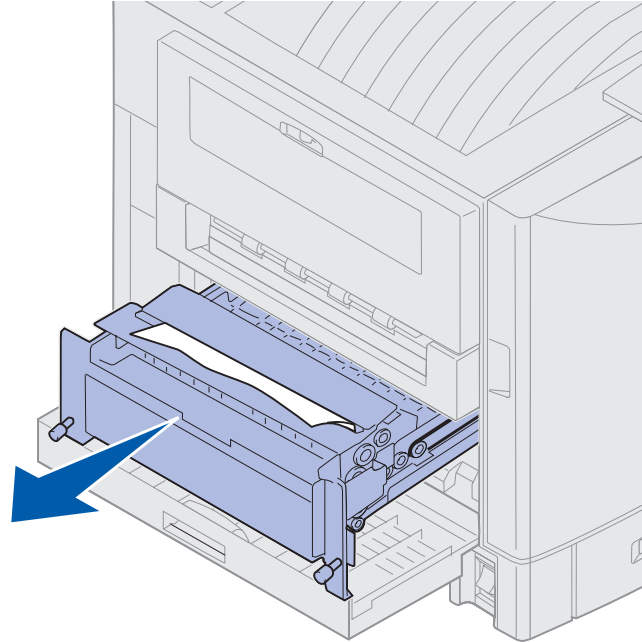
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4 Pull out the duplex unit far enough to see the duplex unit inlet.



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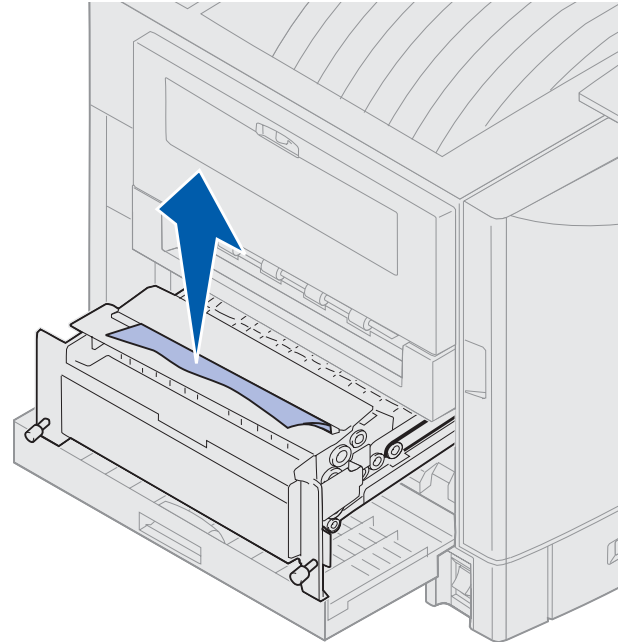
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5 Remove jam from the duplex unit inlet.



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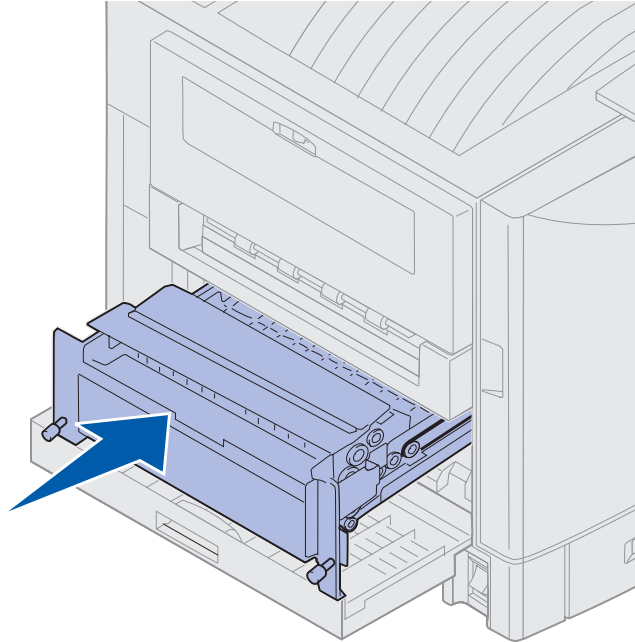
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6 Slide the duplex unit in.



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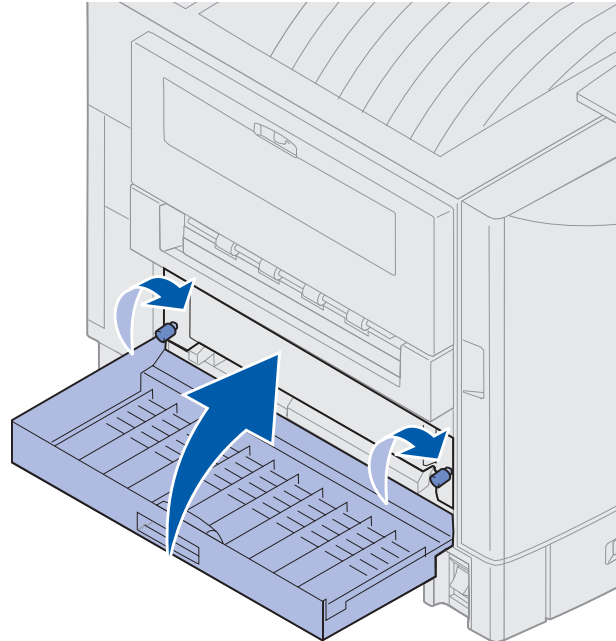
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- 7 Align the thumbscrews on the duplex unit with the holes in the printer.
- 8 Tighten the thumbscrews to secure the duplex unit.
- 9 Close the duplex unit door.



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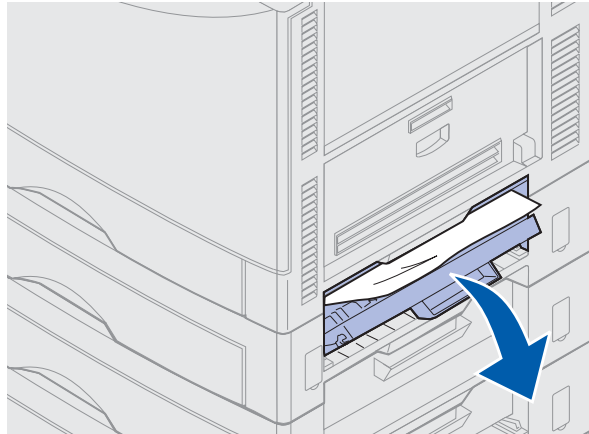
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Check Area E

This message indicates a jam in the top, middle, or bottom optional drawer paper path area.

Note: If you have a high capacity feeder, pull the feeder away from the printer.

- 1 Open the jam access door on the top optional drawer.



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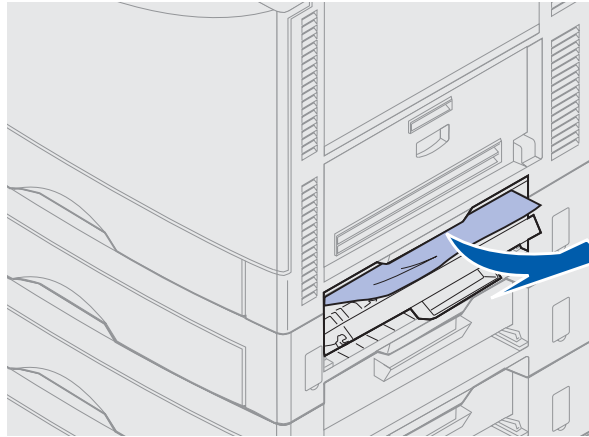
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2 Remove the jam.



3 Close the jam access door.



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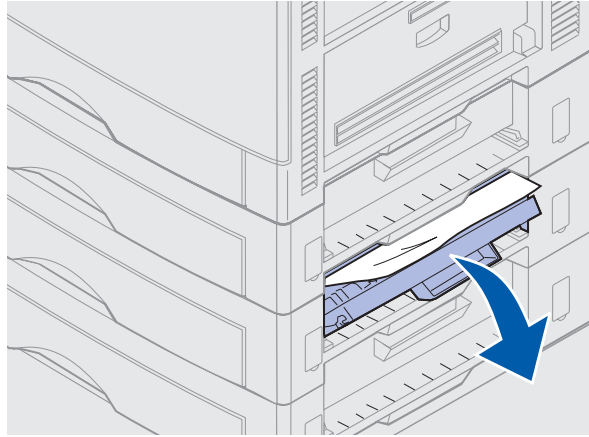
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4 Open the jam access door on the middle optional drawer.



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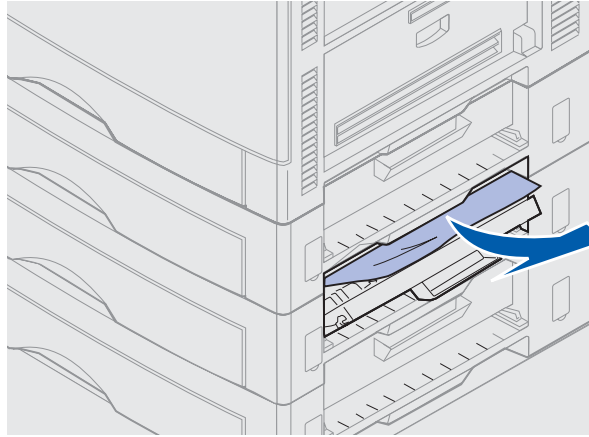
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5 Remove the jam.



6 Close the jam access door.



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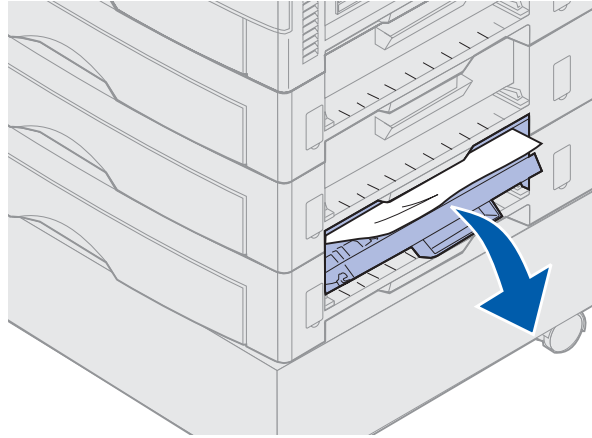
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7 Open the jam access door on the bottom optional drawer.



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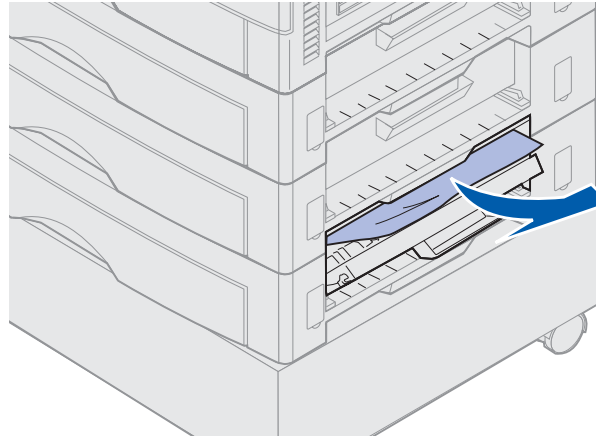
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8 Remove the jam.



9 Close the jam access door.

10 Press **Go**.

If the paper jam message continues, check and clear all paper from the paper path.



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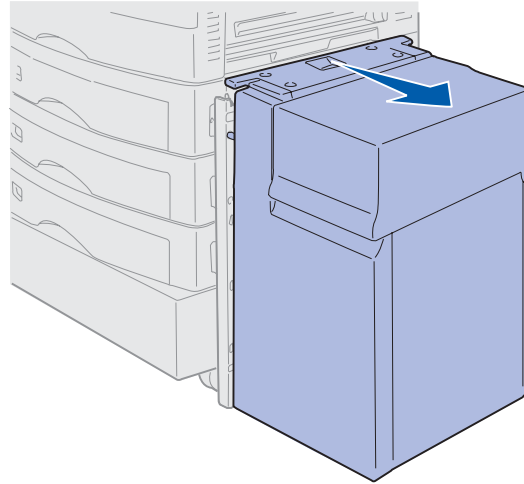
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Check Area F

- 1 Pull the high capacity feeder away from the printer.



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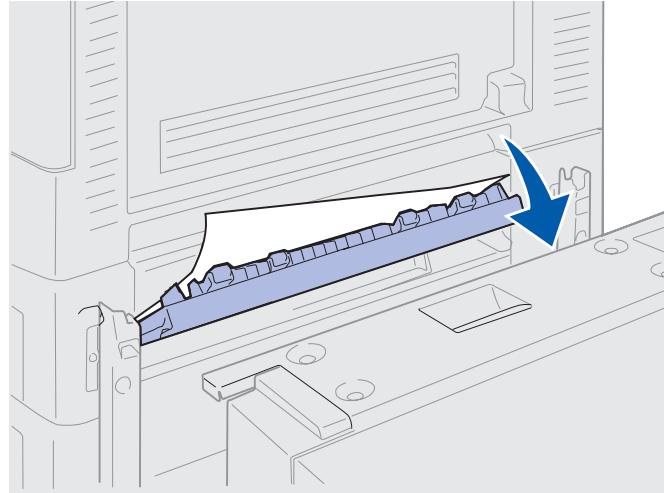
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2 Open the jam access door on the top optional drawer.



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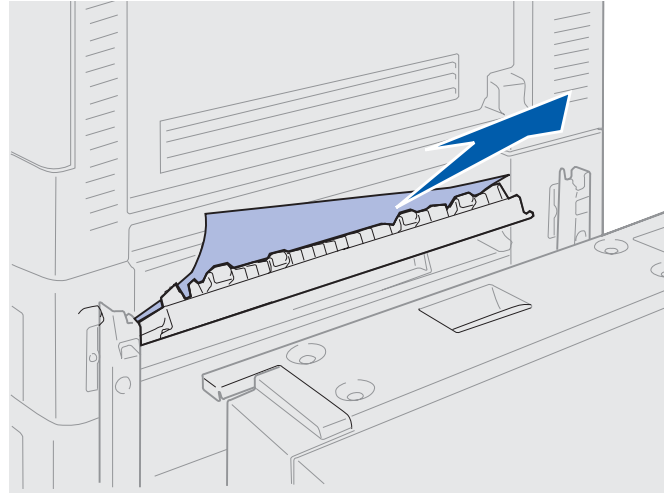
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3 Remove any jams.



4 Close the jam access door.



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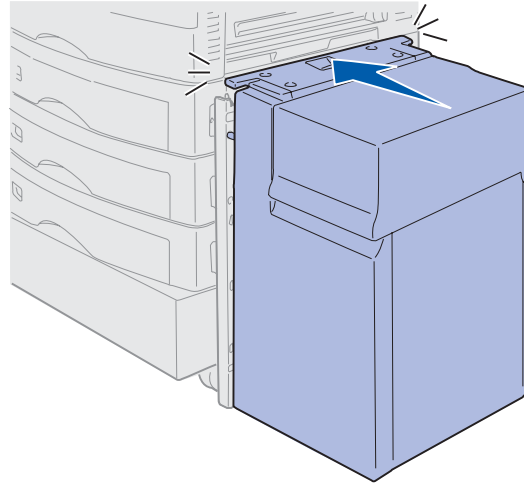
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- 5 Slide the high capacity feeder until the feeder locks to the docking frame.

When the feeder is in the correct position, you hear a *click*.



- 6 Press **Go**.

If the paper jam message continues, check and clear all paper from the paper path.



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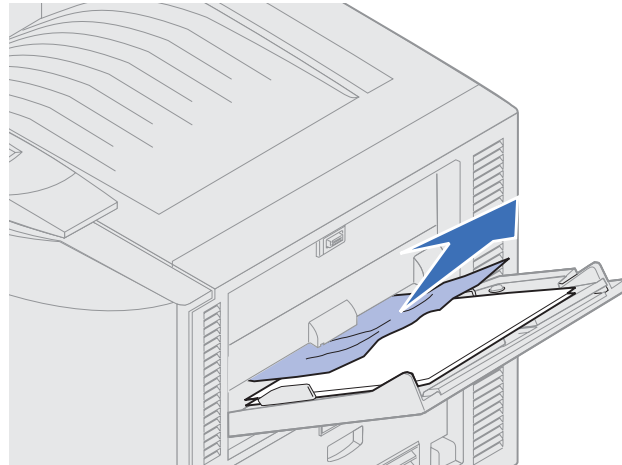
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240 Paper Jam

Check MP Feeder

- 1 Slowly pull the jam straight out of the multipurpose feeder.
If the paper will not come out, proceed with step 2.



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2 Open the top cover.

Note: If you need instructions on how to open the top cover, see **Opening the top cover**.

3 Remove the paper on the transfer belt.



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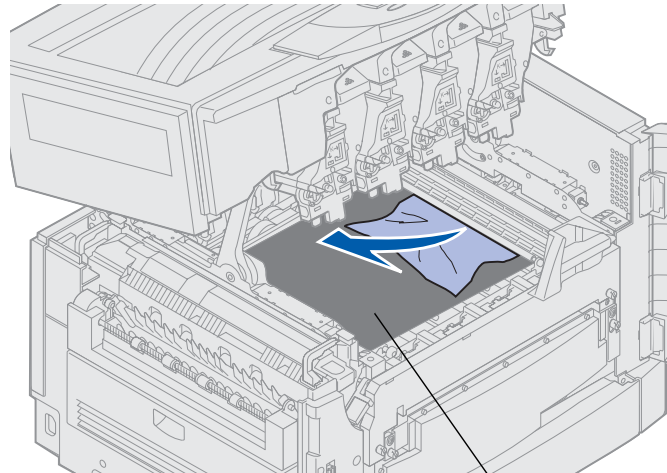
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Warning: Do not touch, drop, or place anything on the transfer belt. Touching the surface of the transfer belt or placing items on it may cause damage.



Transfer belt



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4 Close the top cover.

Note: If you need instructions on how to close the top cover, see [Closing the top cover](#).

5 Press **Go**.

24<x> Paper Jam Check Tray <x>

Jams in five areas result in a 24<x> **Paper Jam** message, where **x** represents the tray number where the jam has occurred. Paper jam messages 241–244 indicate a jam has occurred in one of the paper trays. A 249 **Paper Jam Check Tray <x>** message indicates a jam has occurred in the high capacity feeder. See [Identifying paper jam areas](#) for tray numbering.



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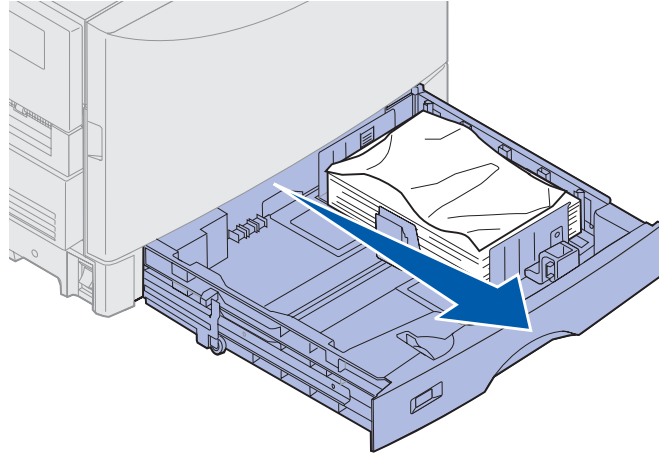
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241-244 Paper Jam

- 1 Pull out the tray indicated on the display.



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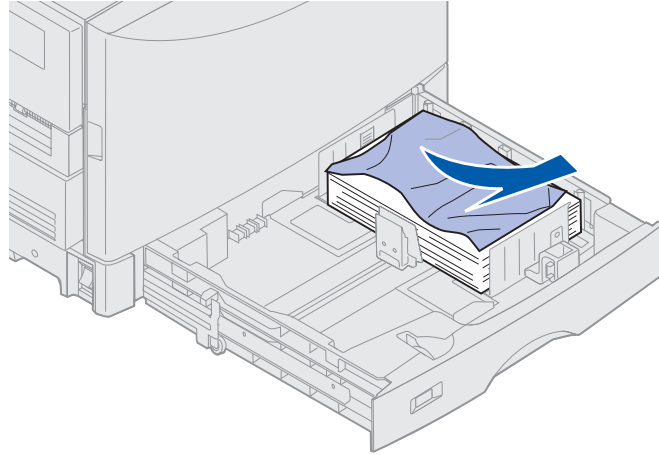
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2 Remove any wrinkled or creased paper.



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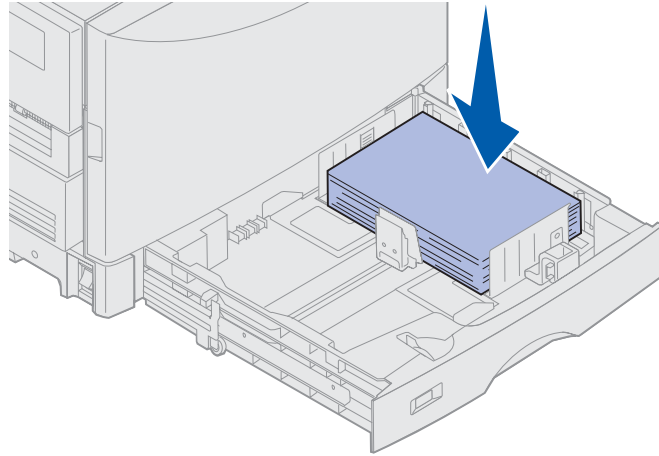
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3 Push down on the remaining paper in the tray until the bottom plate *clicks* into place.



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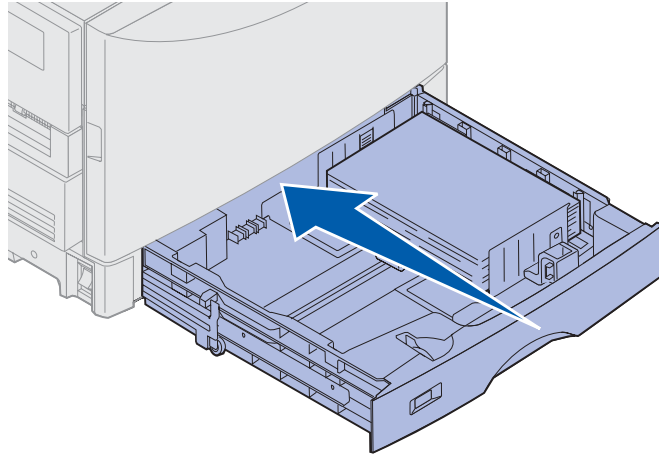
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4 Close the tray.



5 Press **Go**.

If the paper jam message continues, check and clear all paper from the paper path.



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249 Paper Jam Check Tray <x>

A 249 Paper Jam Check Tray <x> message indicates a jam has occurred in the high capacity feeder.

Note: If you have an optional printer cabinet, the high capacity feeder will be identified as tray 3.



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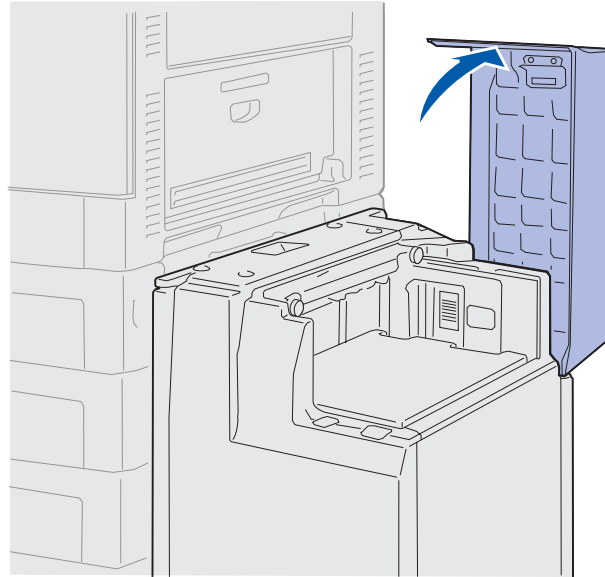
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1 Open the top cover.



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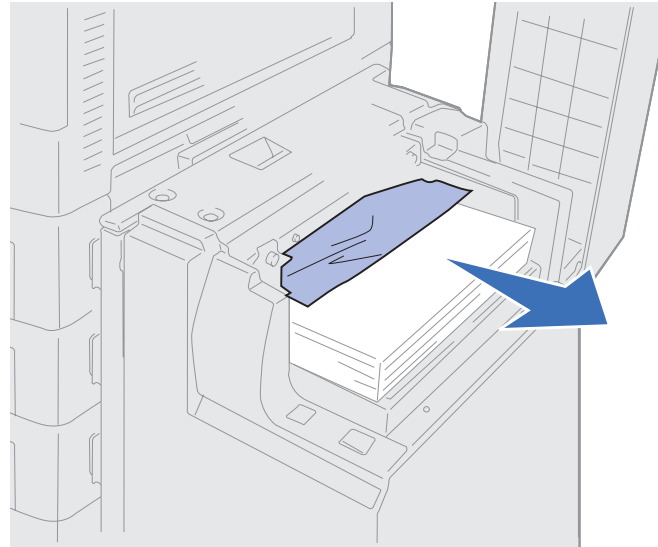
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2 Remove the jam.



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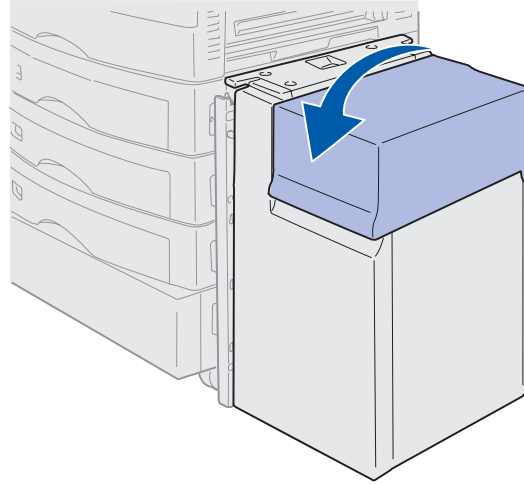
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3 Close the top cover.



4 Press **Go**. ▲

