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By carefully selecting print materials and loading them properly, you can avoid most paper jams. (See the suggestions in **Tips for avoiding paper jams**.) If paper jams do occur, follow the steps in this section.

To resolve the paper jam messages, *you must clear all paper from the paper path*. Press **Go** to 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.



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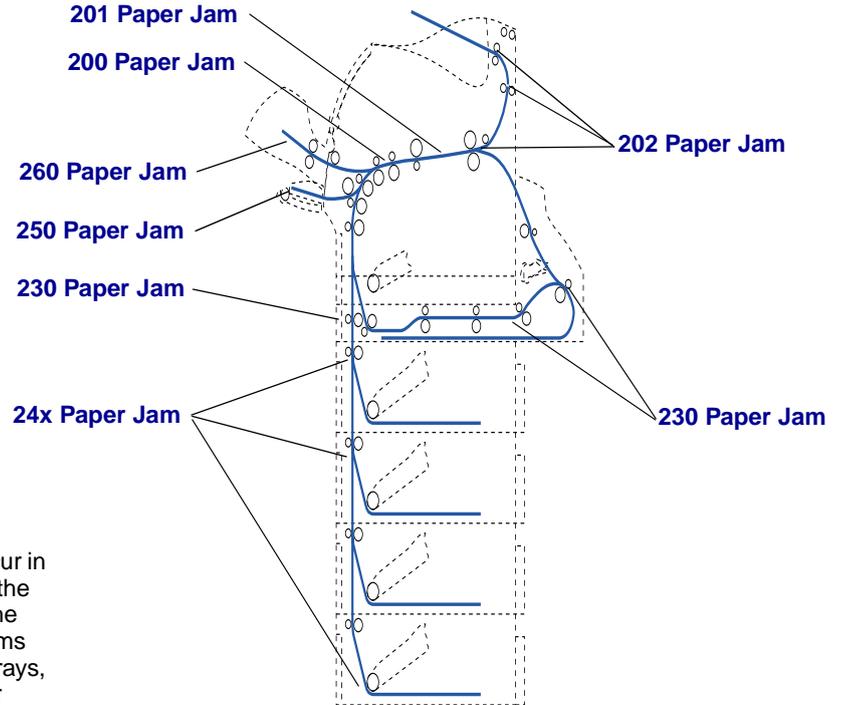
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Note: If a jam occurs in the multipurpose feeder, you receive a **250 Paper Jam** message. The **260 Paper Jam** is shown here for a jam in the optional envelope feeder. Both types of jams occur in the same way.



Note: **24x Paper Jam** may occur in any of the paper trays, including the 2000-sheet drawer. **x** indicates the tray where the jam is located. Jams can occur between two or three trays, on the incline surface of a tray, or between a tray, the duplex unit, and the printer integrated tray.



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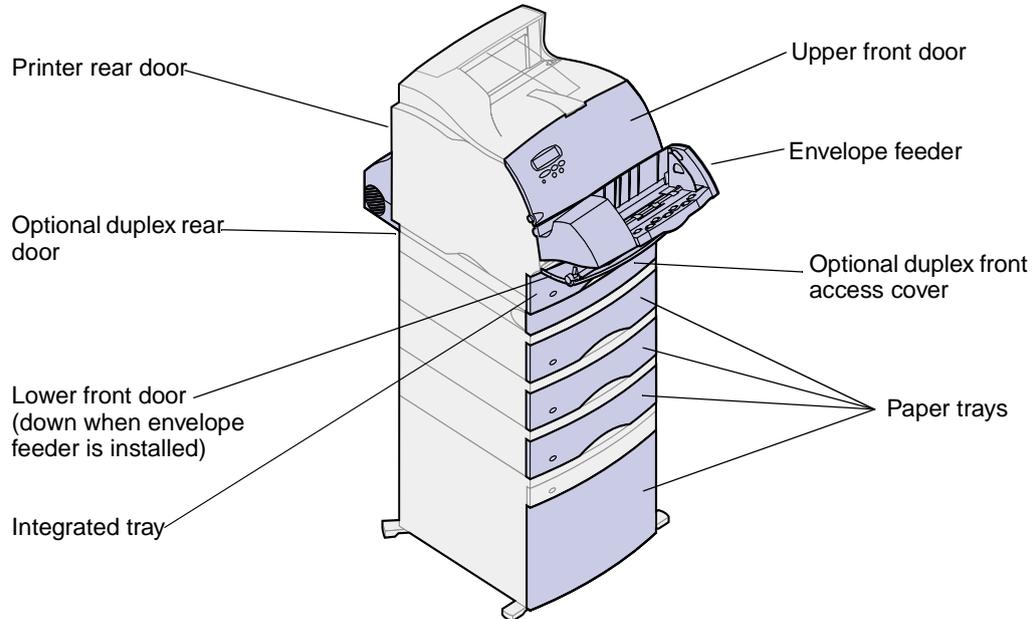
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Accessing paper jam areas

You open doors and covers and remove paper trays to access paper jam areas. If your printer has a multipurpose feeder, it is visible when the lower front door is opened. The illustration shows the location of paper sources and possible paper jam areas.



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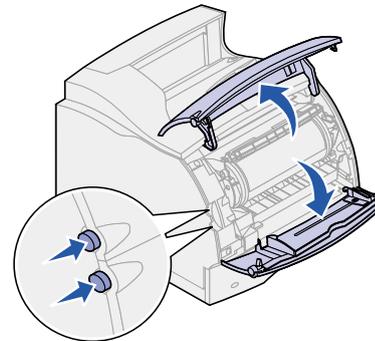
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Note: All illustrations in this section show the printer in its standard configuration unless it is necessary to show input or output options.

200 and 201 Paper Jam Remove Cartridge

A 200 **Paper Jam** message indicates the paper is jammed in the area under the print cartridge. This requires removing the print cartridge from the printer. A 201 **Paper Jam** message indicates the jam is farther inside the printer.

- 1 Push the release latch and open the printer upper and lower front doors.



CAUTION! The rear portion of the inside of the printer is hot.



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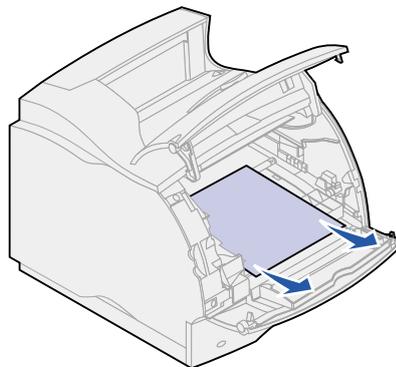
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- 2 While grasping the print cartridge by the hand grip, pull the print cartridge up toward the upper front door, and then pull it straight out toward you. Lay it aside on a sheet of paper.
- 3 Pull the paper up and toward you and to the right.

Note: If the paper does not move when you pull, stop pulling. You may need to access the paper from the rear door. See **Between the envelope feeder and the printer** for more information.



- 4 Reinstall the print cartridge.



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5 Close the upper and lower front doors.

202 Paper Jam

Open Rear Door

Jams that cause a 202 **Paper Jam** message require opening the printer rear door.

Note: To resolve the message, you must clear all paper from the paper path.

For instructions on clearing the jam, click the area where the jam occurred:

- **Before reaching the output bin**
- **While exiting to the output bin**



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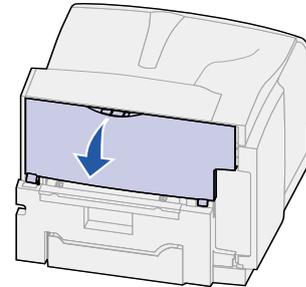
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Before reaching the output bin

- 1 Open the rear door.



- 2 Remove the paper based on what part is visible.



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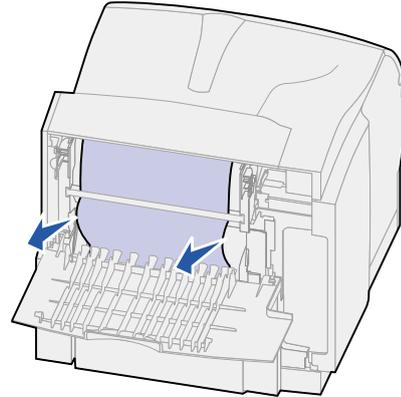
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- If the middle section of paper is visible, grasp it on both sides and gently pull it straight out.



- If paper is still in the fuser area, open the upper front door and remove the paper.



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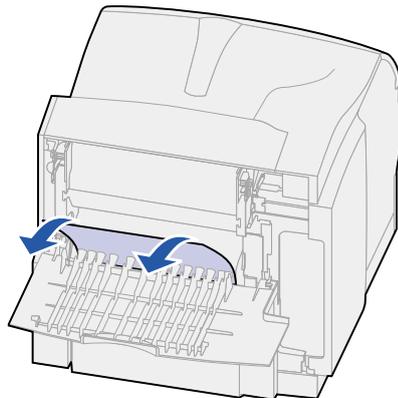
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- If the end of the paper is visible, pull the paper straight out.



If the paper does not move immediately when you pull, stop pulling. Remove the print cartridge, and then pull the paper out. See **Replacing the print cartridge** for more information.

- 3 Close the rear door.



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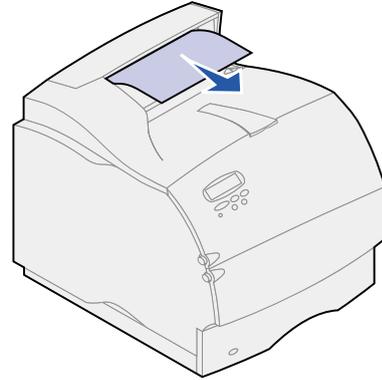
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While exiting to the output bin

Pull the paper straight out.



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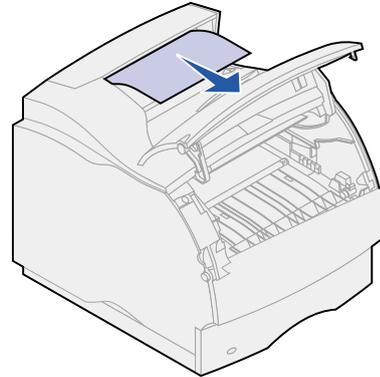
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If the paper does not move immediately when you pull, stop pulling. Open the upper front door and pull the paper out.



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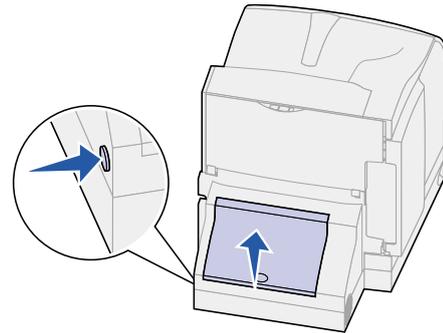
230 Paper Jam

Check Duplex

Jams that cause a 230 **Paper Jam** message require opening the duplex front access cover.

Note: To resolve the message, you must clear all paper from the paper path.

- 1 Open the duplex rear door.



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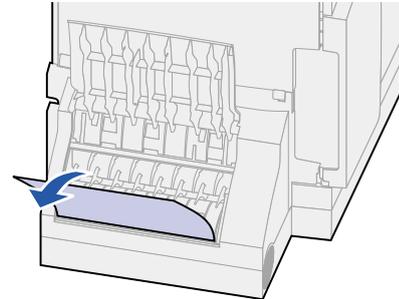
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- 2 Look under the duplex rear door for the edge of the paper to determine how the paper is jammed:
 - If a short piece is visible inside the duplex unit next to the inner wall, grasp it and pull it out. If you cannot grasp it, see **step 6**.
 - If only a short piece of paper is visible toward the rear of the printer, do not pull it out; it may be easier to access from inside the printer. See **200 and 201 Paper Jam Remove Cartridge** for instructions.
 - If most of the paper is visible, continue with the following.
- 3 Pull the paper up and out toward you:



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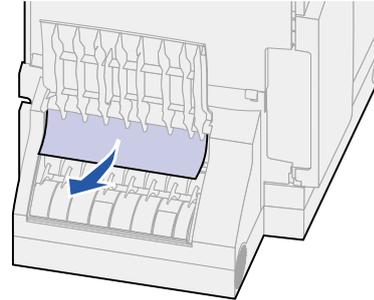
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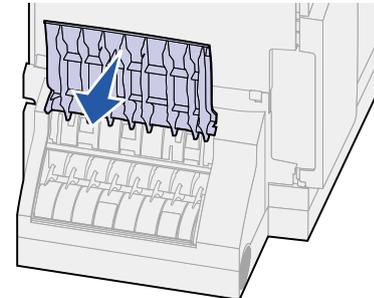
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4 Pull down and out if the paper is in this position.



5 Close the duplex rear door. Make sure it *snaps* into place.



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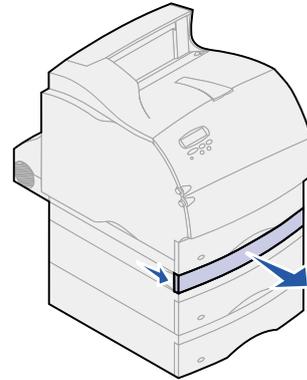
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- 6 Locate the recessed areas on each side of the duplex front access cover.
- 7 Slowly pull the duplex front access cover straight out.



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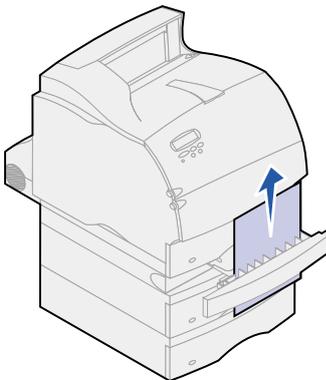
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8 If the edge of the paper is visible, pull the paper straight up and out.



If the paper is not visible, continue with **step 9**. Otherwise, close the duplex front access cover.



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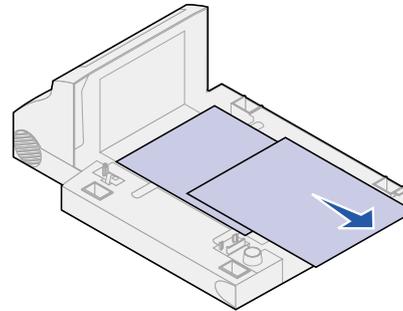
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9 Slide out the integrated tray.

10 Remove any sheets of paper lying in the duplex front access cover.

Interior view of duplex unit



11 Slide the duplex front access cover back into the duplex unit. Make sure it *snaps* into place.

12 Slide the integrated tray back into the printer.



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24x Paper Jam

Check Tray x

Jams in four areas result in a **24x Paper Jam** message, where **x** represents the tray number where the jam has occurred.

Note: To resolve the message, you must clear all paper from the paper path.

For instructions on clearing the jam, click the area where the jam occurred:

- **On the incline surface of a tray or between two trays**
- **Between three trays**
(This may happen if you are using legal-size paper in the trays or if you have an optional 250-sheet drawer installed with other optional drawers.)
- **Between a tray, the duplex unit, and the integrated tray**
- **Between the envelope feeder and the printer**
- **In the 2000-sheet drawer**



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On the incline surface of a tray or between two trays

- 1 Pull the paper tray halfway out of the support unit.
- 2 Remove the paper based on how it is jammed:
 - If the paper is lying on the incline or wall surface at the front of the tray, pull the paper straight out.



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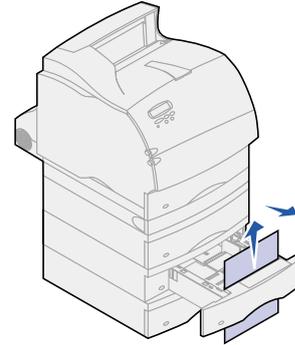
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- If the paper is in the pass-through area between two trays, pull the paper straight up and out.



- If you do not see either end of the print material, see **Between three trays** to remove the jam.
- 3 Slide the paper tray back into the support unit.



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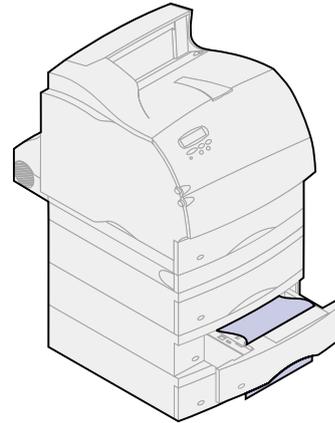
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Between three trays

This type of jam may occur if you are using legal-size paper in the trays or if you have a 250-sheet drawer installed with other optional drawers.

- 1 Pull the paper tray out of the support unit. If only a short piece of the paper is visible, do not pull down to remove the paper.



- 2 Gently slide the paper tray back into the support unit.
- 3 Pull the paper tray out of the support unit that is above the tray you just closed.



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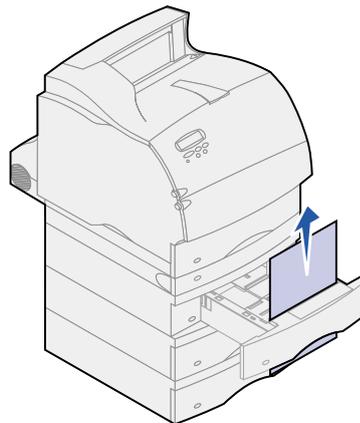
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- 4 Pull the paper either up or down. If it does not pull easily one way, try the other way.



- 5 Slide the paper tray back into the support unit.

Note: With this type of jam, there may be another jam under the print cartridge. Remove the print cartridge and any jammed paper, and then reinstall the print cartridge. See [Replacing the print cartridge](#) for more information.



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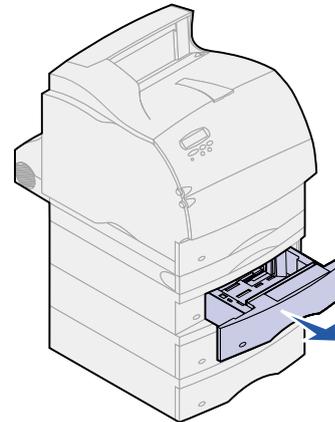
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Between a tray, the duplex unit, and the integrated tray



- 1 Pull the paper tray out of the support unit. If only a short piece of the paper is visible, do not pull down to remove the paper.



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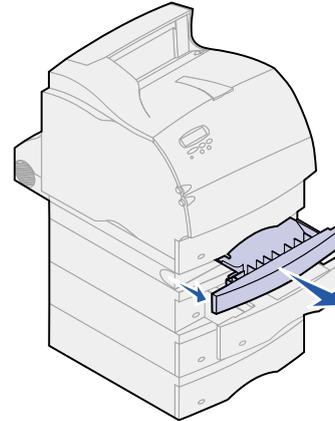
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2 Slowly pull the duplex front access cover straight out from the duplex unit.



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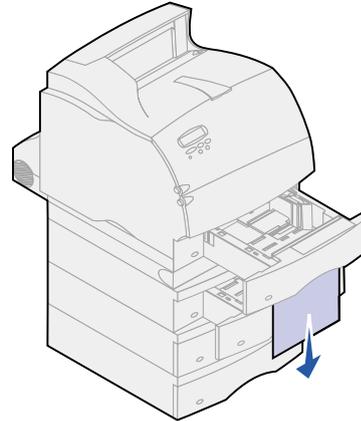
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3 Pull the integrated tray out of the printer.

If you see the edge of the paper in the integrated tray:

a Pull the paper down and out.



b Slide the tray all the way into the printer.

c Slide the duplex front access cover back into the duplex unit. Make sure it *snaps* into place.

If you do *not* see the edge of the paper in the integrated tray:

a Push the tray back into the printer.



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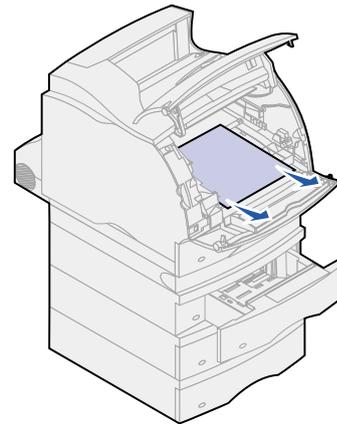
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- b Open the printer upper and lower front doors.
- c Remove the print cartridge. See **Replacing the print cartridge** for more information. You should see the leading edge of the paper now.
- d Pull the paper out.



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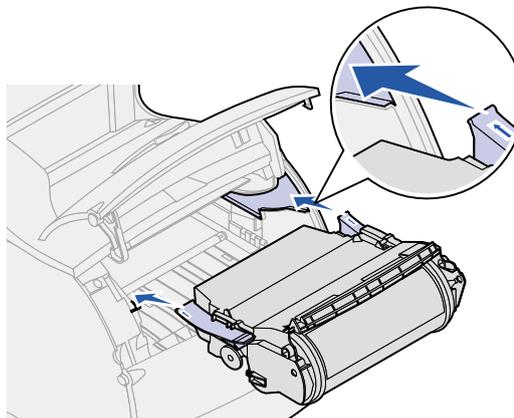
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- e Reinstall the print cartridge.
Align the slides on the print cartridge with the slots on the print cartridge cradle. Use the colored arrows inside the printer for placement. Guide the print cartridge down as it *snaps* into place.



- f Close the printer upper and lower front doors.
- g Slide the paper tray all the way into the printer.



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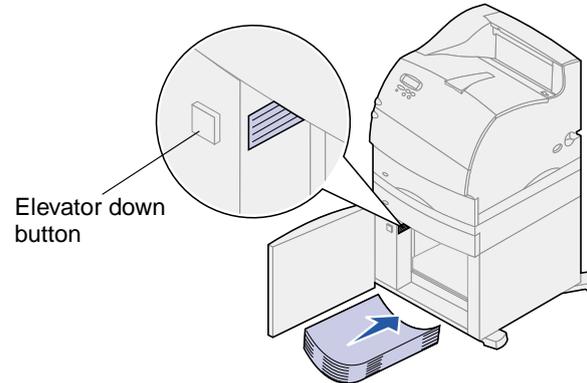
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In the 2000-sheet drawer

- 1 Open the loading door.
- 2 Press the elevator down button.
- 3 Remove the paper jam. Clear all paper from the paper path of the drawer and printer.



- 4 Make sure the stack of paper is neat and aligned; otherwise, another paper jam may occur.
- 5 Close the door.
- 6 Allow a few seconds for the elevator to reach the top.
- 7 Press **Go** to resume printing.



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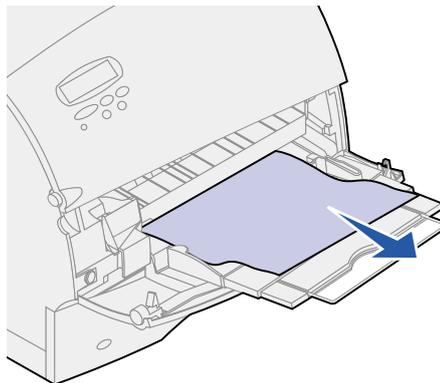
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250 Paper Jam

Check MP Feeder

Slowly pull the jammed print material straight out of the multipurpose feeder.

Note: To resolve the message, you must clear all paper from the paper path.



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260 Paper Jam

Check Env Feeder

Envelope jams may occur in two areas.

Note: To resolve the message, you must clear all paper from the paper path.

For instructions on clearing the jam, click the area where the jam occurred:

- **At entry into the envelope feeder**
- **Between the envelope feeder and the printer**



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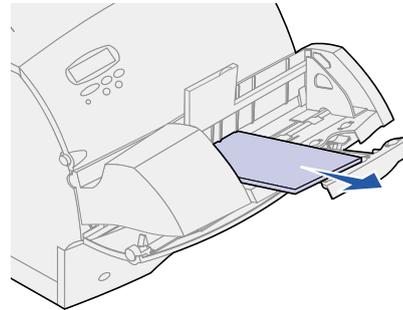
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At entry into the envelope feeder

Since the envelope feeder feeds envelopes from the bottom of the stack, the envelope on the bottom is jammed.

- 1 Lift the envelope weight.
- 2 Flip the envelope weight back toward the printer.
- 3 Remove the stack of envelopes from the envelope feeder.
- 4 Slowly pull the jammed envelope straight out toward you.



- 5 Replace the stack of envelopes in the envelope feeder.
- 6 Adjust the envelope edge guide.



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7 Lower the envelope weight to the stack.

Note: If envelope jams continue to occur, repeat these steps and feed a single envelope between steps 4 and 5. This may correct the problem.



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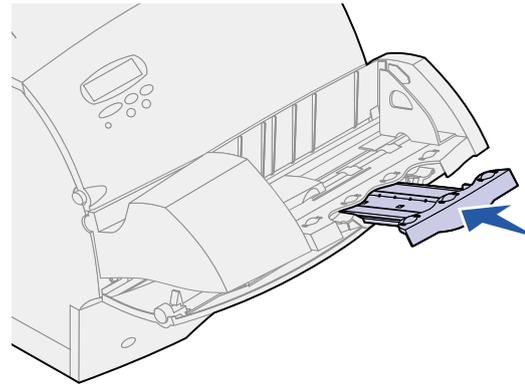
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Between the envelope feeder and the printer

- 1 Lift the envelope weight.
- 2 Flip the envelope weight back toward the printer.
- 3 Remove the stack of envelopes from the envelope feeder.
- 4 Push the envelope support to the closed position.



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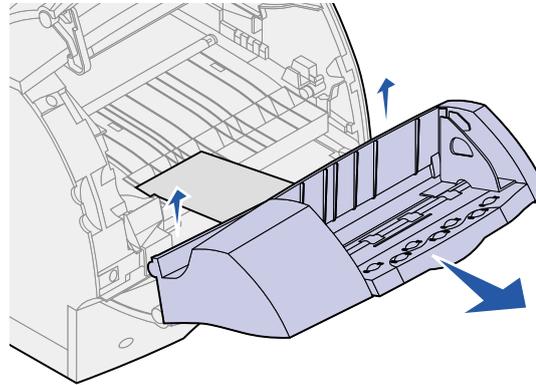
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- 5 Open the printer upper front door.
- 6 Pull the envelope feeder up slightly and straight out of the printer. Set it aside.



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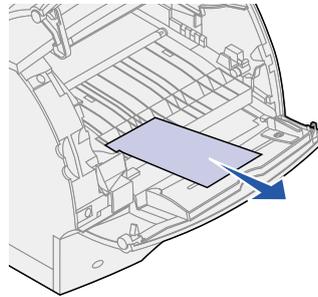
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7 Pull the envelope straight out of the printer.

Note: You may have to remove the print cartridge to get the envelope out. See **Replacing the print cartridge** for instructions.



8 Reinstall the envelope feeder. Make sure it *snaps* into place.

9 Close the printer upper front door.

10 Replace the stack of envelopes in the envelope feeder.

11 Adjust the envelope edge guide.

12 Lower the envelope weight to the stack. ▲

