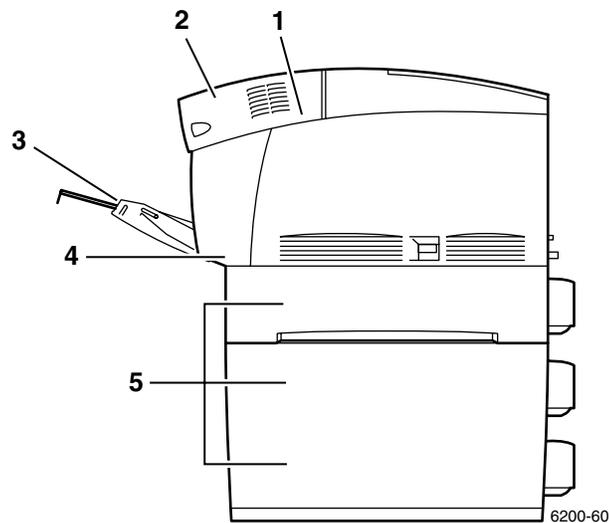


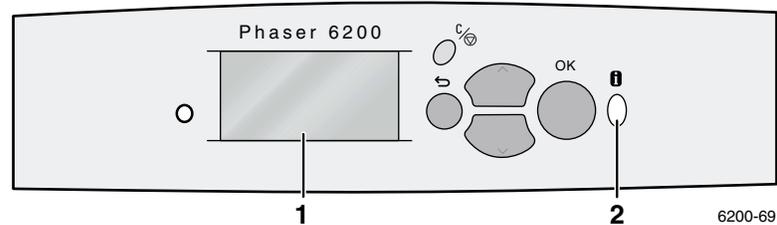
Paper Jams

In addition to information on preventing jams and what causes a paper jam, this section includes instructions for clearing the following jams:

- 1 — Jam at the fuser — see page 5.
- 2 — Jam at the duplex unit — see page 7.
- 3 — Jam at the Multi-Purpose Tray — see page 8.
- 4 — Jam at the registration roller — see page 9.
- 5 — Jam at the tray — see page 11.

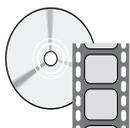


When there is a paper jam, the printer's front panel display (1) shows the jam error message. Press the **i** button (2) for more information about how to clear the jam.



Caution

Be careful not to touch the toner located on the jammed paper, because the toner might not be fused to the paper and might rub off.



Videos are available for clearing jams. Videos are located on the **Interactive Documentation CD-ROM** and the Xerox web site at: www.xerox.com/officeprinting/6200support/

Preventing jams

- To reduce the frequency of paper and transparency jams, use only Xerox Phaser branded paper and media designed for the Phaser® 6200 printer. See the *Supplies* section in the *Support Guide* on the **Interactive Documentation CD-ROM** or go to the Xerox web site at: <http://www.xerox.com/officeprinting/6200supplies> to order supplies.
- Fan paper prior to loading in the trays or the Multi-Purpose Tray.
- For supported paper sizes, see the *Supported Papers* section in the *Trays and Paper Guide* on the **Interactive Documentation CD-ROM**.
- For proper paper-loading instructions, see the *Loading Trays* section in the *Trays and Paper Guide* on the **Interactive Documentation CD-ROM**.
- Use clean, undamaged paper. Do not use paper that is curled.
- Load paper from a newly opened package.
- Do not add paper above the tray's fill line.
- Make sure that the tray guides are properly set for the paper size.

What causes a paper jam?

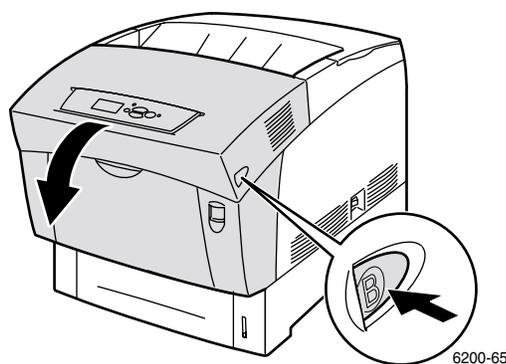
Paper jams occur most often under these conditions:

- An incorrect paper type was selected in the printer driver.
- The paper does not meet specifications.
- The loaded paper size or weight is not supported by the paper tray.
- The paper is damaged, moist, curled, creased, or folded.
- The paper is not loaded properly.
- The tray's side and rear guides are not adjusted properly for the paper.
- The tray is overfilled; paper is loaded above the tray's fill line.

Jam at the fuser

Follow these steps to clear the jam. Refer to the labels inside the printer for jam-clearing instructions.

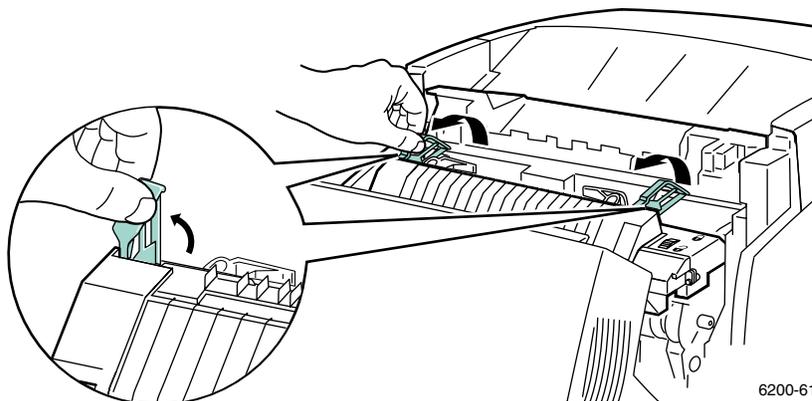
1. Use the latch on the right side of the printer to open Front Door B.



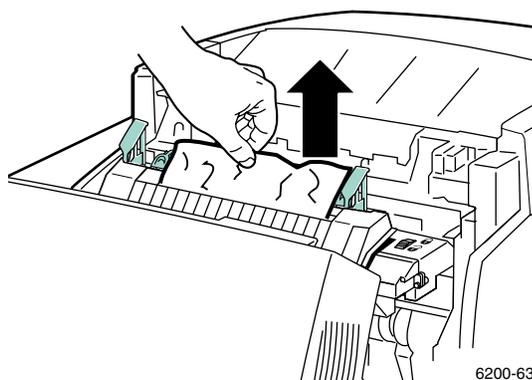
2. Rotate the two green levers at both ends of the fuser unit upward.

Warning

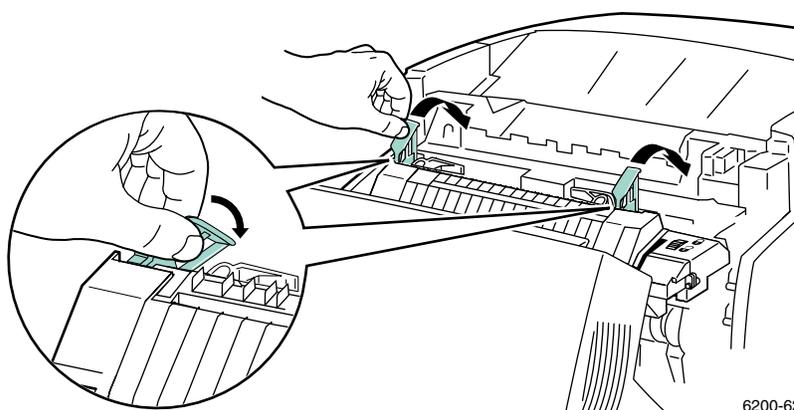
The fuser is hot. To prevent burns, do not touch the black part of the fuser.



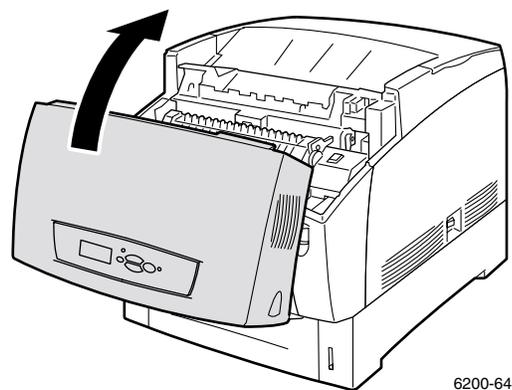
3. Remove the jammed paper. Make sure that all scraps of paper are removed.



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



5. Close the front door.

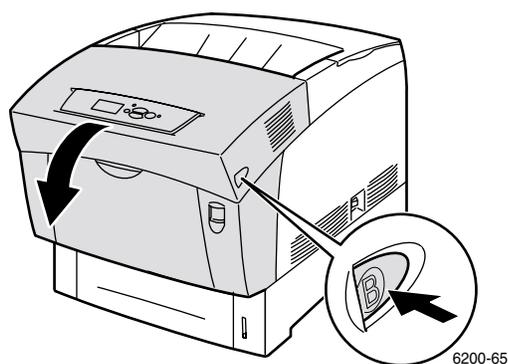


For additional information, access PhaserSMART.

Jam at the duplex unit

Follow these steps to clear the jam. Refer to the labels inside the printer for jam-clearing instructions.

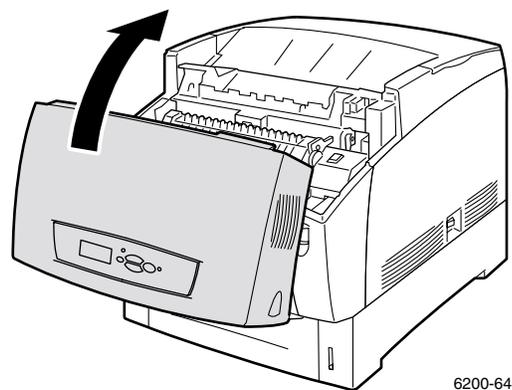
1. Open Front Door B.



2. Remove the jammed paper. Make sure that all scraps of paper are removed.



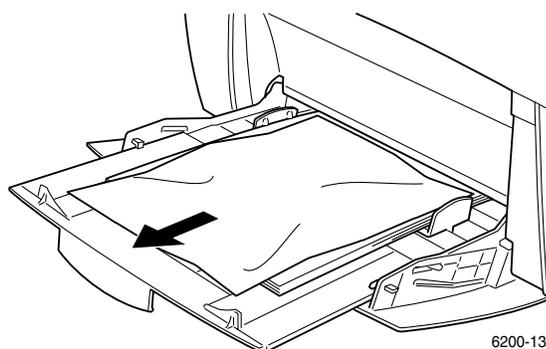
3. Close the front door.



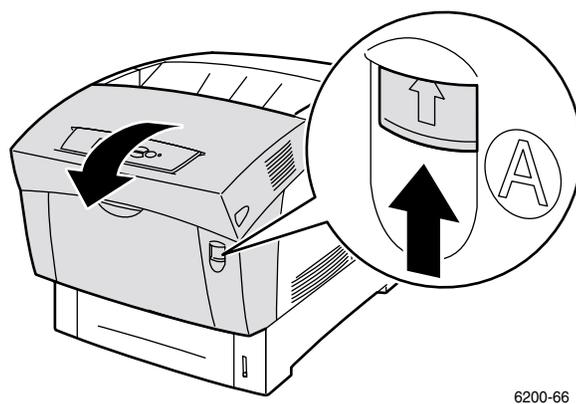
For additional information, access PhaserSMART.

Jam at the Multi-Purpose Tray

1. Remove the jammed paper from the Multi-Purpose Tray.

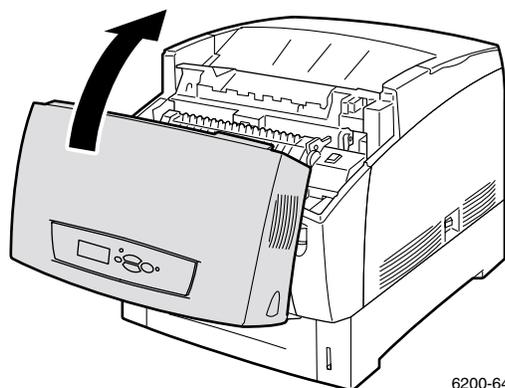


2. Use the latch on the front of the printer to open Front Door A.

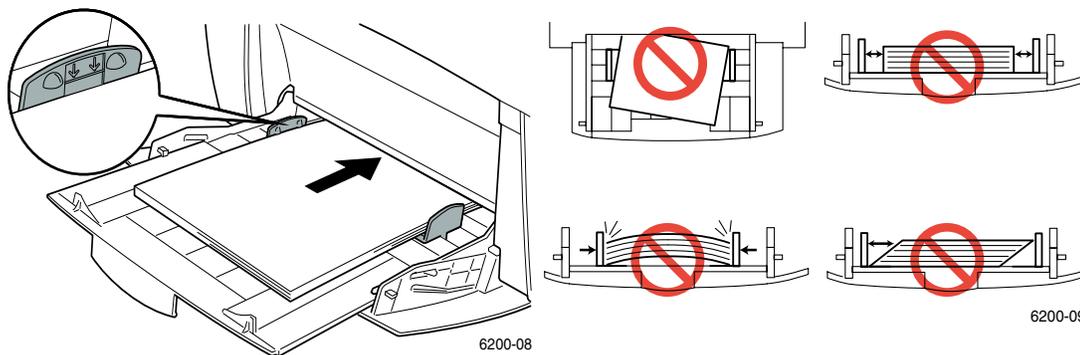


3. Remove any jammed paper. Make sure that all scraps of paper are removed.

4. Close the front door.



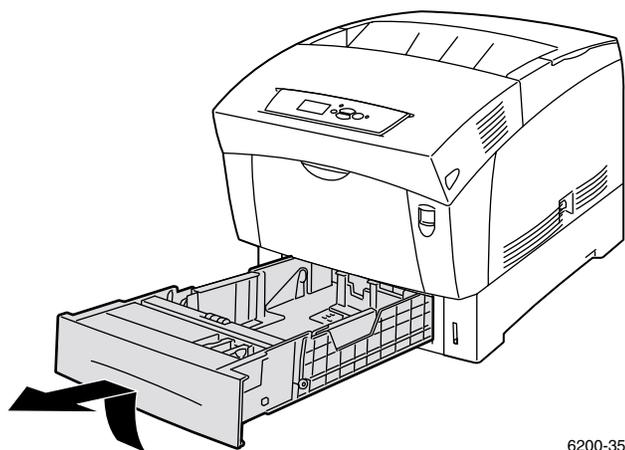
5. Open the Multi-Purpose Tray and load the paper. Do not load paper above the fill line. Make sure that the guides are set flush against the paper. Make sure that the paper is clean and not stuck together.



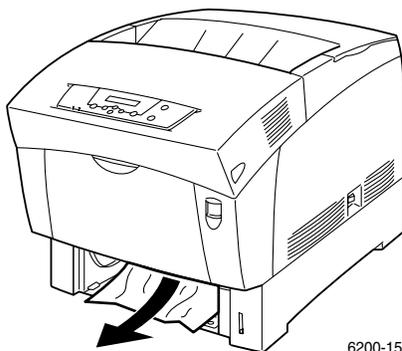
Jam at the registration roller

Follow these steps to clear the jam. Refer to the labels inside the printer for jam-clearing instructions.

1. Remove Tray 1 completely.

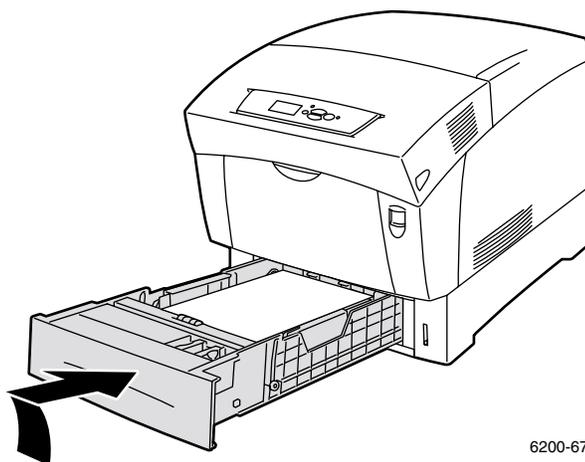


2. Remove the jammed paper from up inside the printer tray slot. Make sure that all scraps of paper are removed.



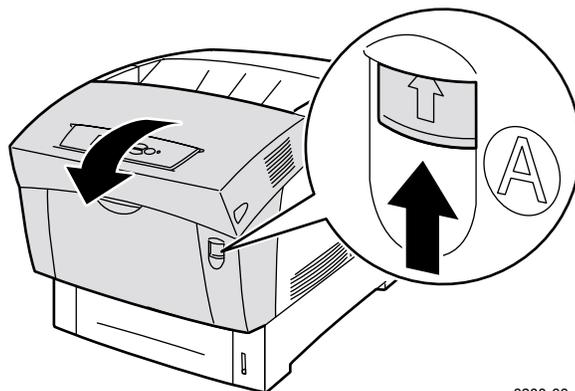
6200-15

3. Insert Tray 1 and push it completely into the printer.



6200-67

4. Use the latch on the front of the printer to open Front Door A.



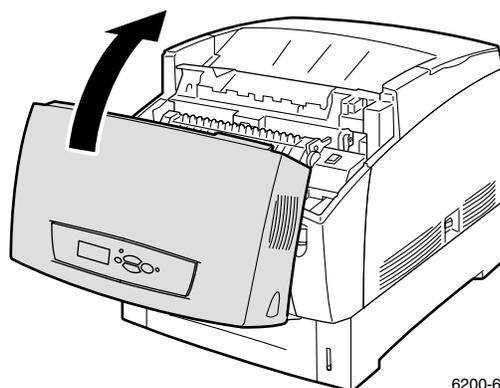
6200-66

5. Remove any jammed paper.



6200-16

6. Close the front door.



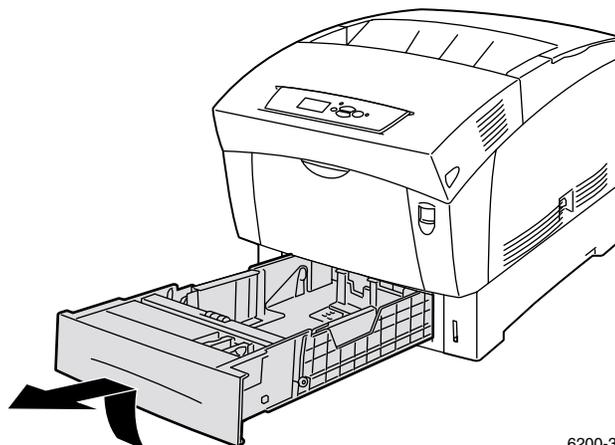
6200-64

For additional information, access PhaserSMART.

Jam at the tray

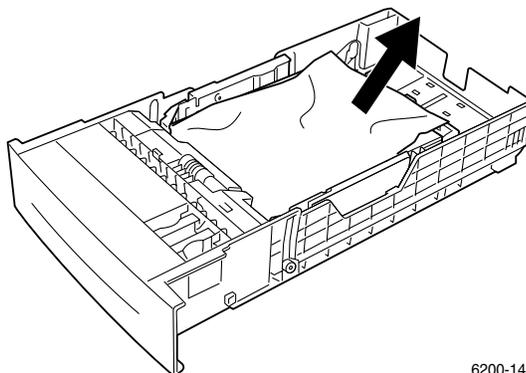
Follow these steps to clear the jam. Refer to the labels inside the printer for jam-clearing instructions.

1. Pull out the tray specified on the front panel.



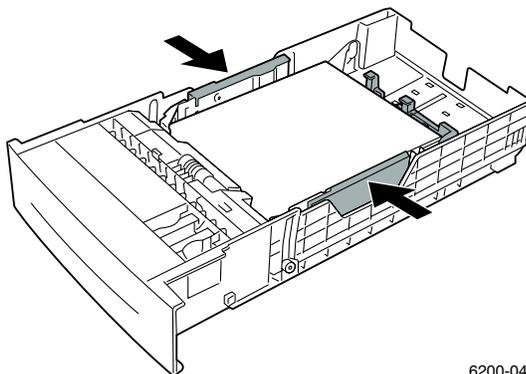
6200-35

2. Remove any jammed paper.



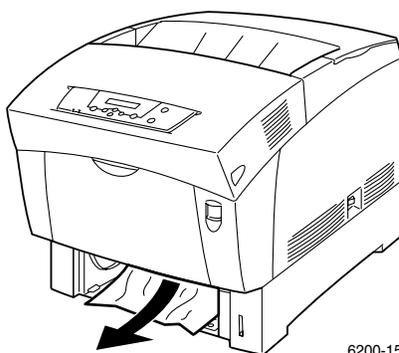
6200-14

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



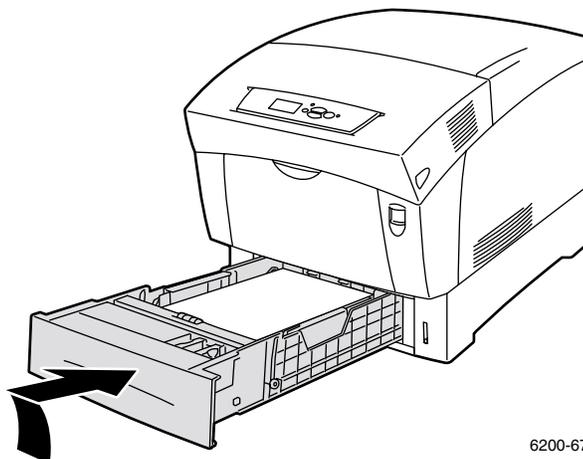
6200-04

4. Remove any jammed paper from up inside the printer tray slot. Make sure that all scraps of paper are removed.

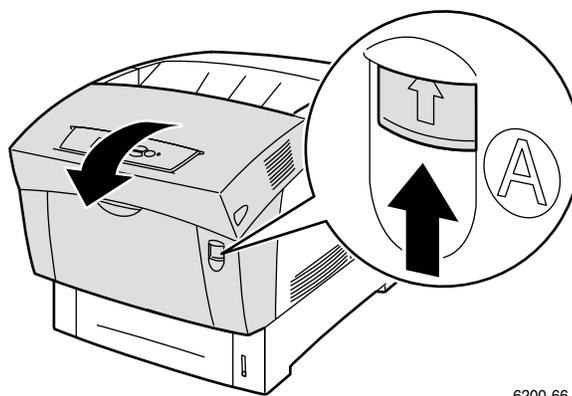


6200-15

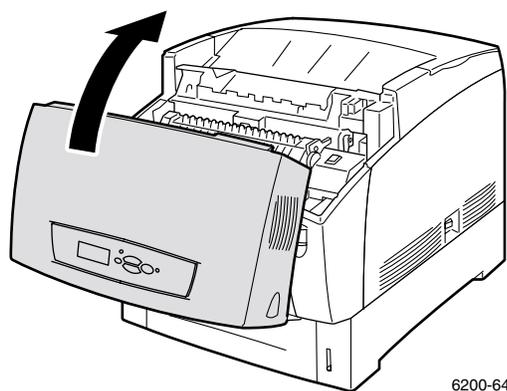
5. Insert the tray and push it completely into the printer.



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



7. Remove any jammed paper.
8. Close the front door.



Regular Printer Maintenance

Your printer needs little maintenance other than periodic cleaning of the density sensor and replacing the following Customer-Replaceable Consumables (CRCs) and Customer-Replaceable Units (CRUs):

- Toner cartridges (black, cyan, magenta and yellow) — see page 17
- Imaging unit — see page 18
- Transfer roller — see page 20
- Fuser — see page 20
- Feed rollers — see page 25

Order extra printer supplies when the printer's front panel displays a warning that the consumable is low or near the end of its life. You must replace the consumable when the front panel displays an error message that the consumable is empty or at the end of its life. For part number information, refer to the *Supplies* section of the *Support Guide* on the **Interactive Documentation CD-ROM**. To order consumables and other supplies, visit the [Phaser® 6200 Supplies and Accessories web site](#). Each item includes installation instructions in the package.

Caution

Keep the imaging unit out of direct sunlight. Otherwise, faded images, light areas or dark bands may result. Do not place the printer near vents or dust-producing equipment.

Warning

Do not burn the old toner cartridges, the imaging unit, the transfer roller, or the fuser.

Cleaning the outside of the printer

You can clean the outside of the printer with a soft, damp well-wrung cloth. You can use a cloth moistened with a mild neutral detergent to remove stains; do not spray detergent directly onto the printer.

Warning

To prevent electric shock, turn the printer off and unplug the power cord before cleaning the printer.

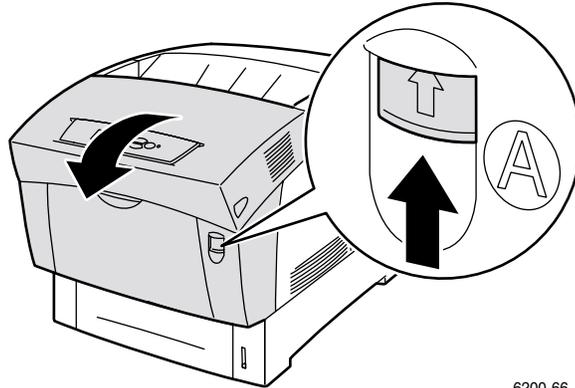
Caution

Do not use a vacuum cleaner to clean the printer. Do not lubricate the printer with oil.

Cleaning the density sensor

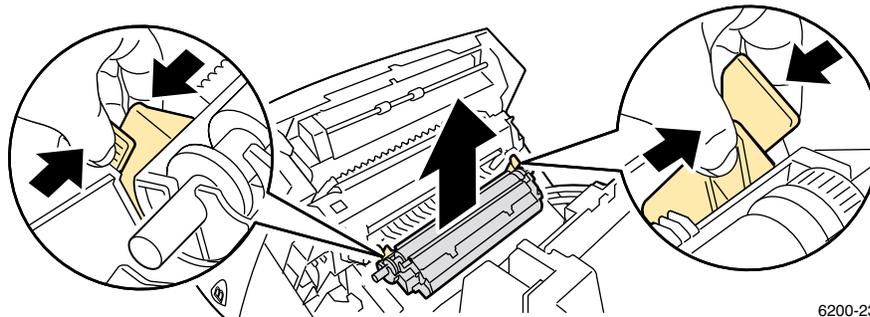
The printer stops printing when the density sensor is dirty. To clean the density sensor:

1. Use the latch on the front of the printer to open Front Door A.



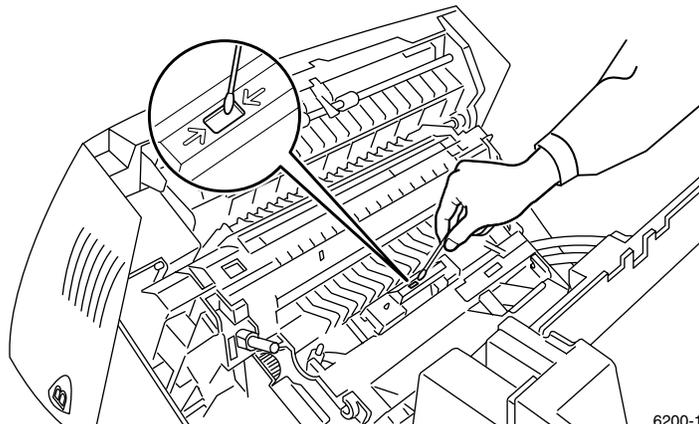
6200-66

2. Remove the transfer roller. Squeeze the orange tabs at both sides of the transfer roller and gently lift it out of the printer.



6200-23

3. Use a dry towel or cotton swab to wipe the density sensor.

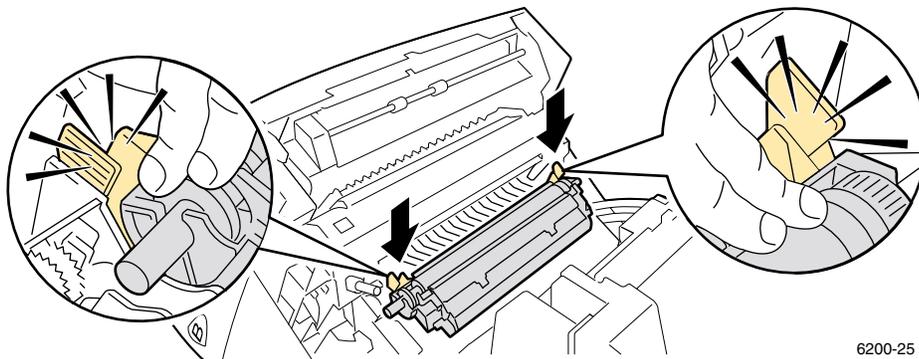
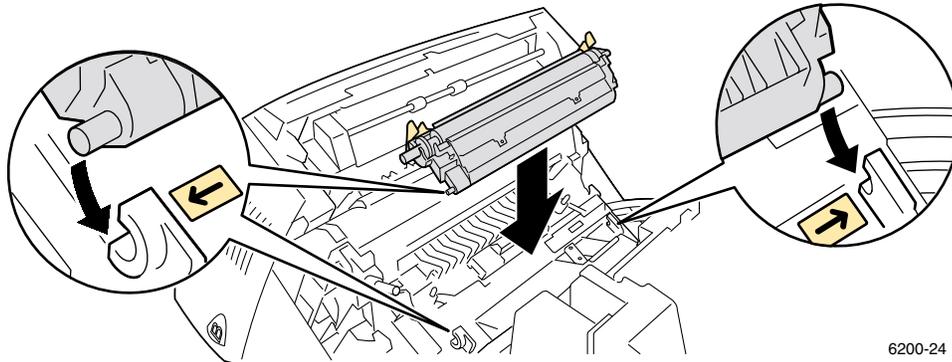


6200-12

Caution

Do not use canned air or isopropyl alcohol on the sensor.

4. Reinstall the transfer roller. Insert the rounded ends of the transfer roller into the curved black guides inside the printer. Lock the transfer roller into the printer by pushing down on the orange tabs until you hear a click.



5. Close the front door.

