

Paper Jams

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

- Jam at Door A — see page 5.
- Jam at the duplex unit — see page 6.
- Jam at the Multi-Purpose Tray — see page 7.
- Jam at the top cover — see page 8.
- Jam at the tray — see page 11.

When there is a paper jam, the printer's front panel displays a message about the jam location and information on how to clear the jam.

Caution

Be careful not to touch the toner located on the jammed paper, because the toner has not been 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/7300support/

Preventing jams

- To reduce the frequency of paper and transparency jams, use only Xerox Phaser paper, Xerox Phaser labels, and Xerox Phaser 35 transparencies. 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/7300supplies> 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.
- Load paper from a newly opened package.
- Do not add paper above the tray's fill line.

What causes a paper jam?

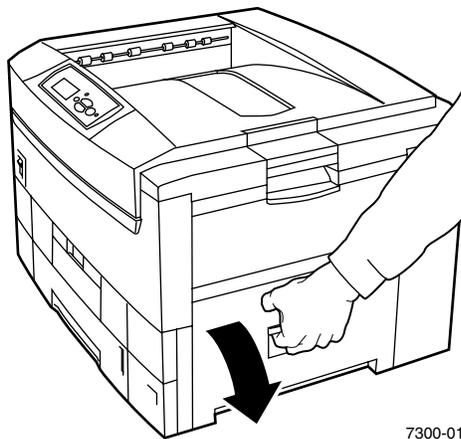
Paper jams occur most often under these conditions:

- 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 moist, bent, 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 Door A

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

1. Open the door labeled **A** on the right side of the printer.

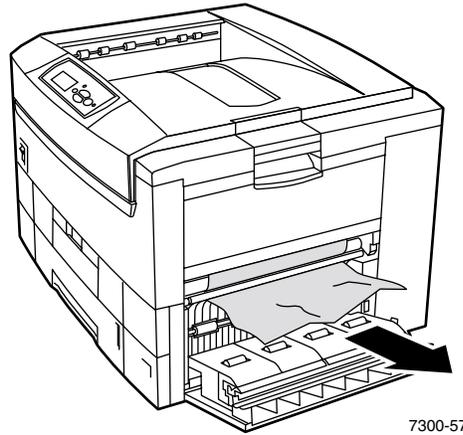


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Warning

Be careful when clearing jams. Some components behind the right door may be hot.

2. Remove any jammed paper or transparencies.

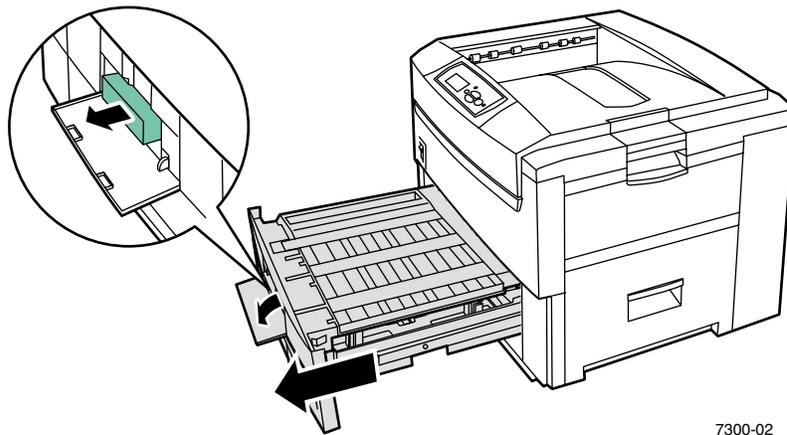


3. Close the right door.

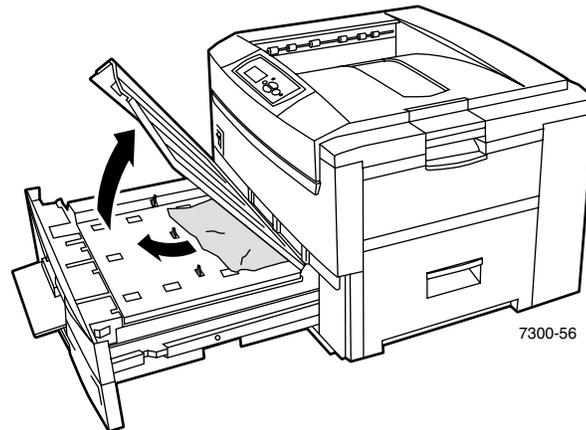
Jam at the duplex unit

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

1. Open the duplex unit:
 - a. Flip down the center front plate on the printer to access the green handle to the duplex unit.
 - b. Use the green handle to firmly pull the duplex unit out of the printer. This also opens Tray 1 underneath to support the duplex unit.



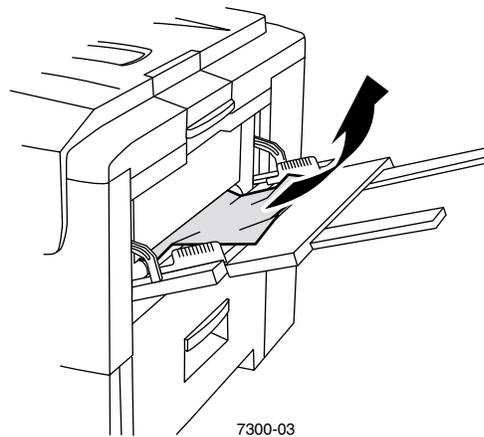
2. Lift the lid of the duplex unit.



3. Remove the jammed paper.
4. Replace the lid of the duplex unit.
5. Use both hands to push the duplex unit (and Tray 1) back into the printer.

Jam at the Multi-Purpose Tray

1. Remove the jammed paper from the Multi-Purpose Tray on the right side of the printer.



2. If needed, load paper in the Multi-Purpose Tray. For more information, see the *Loading Trays* section in the *Trays and Paper Guide* on the **Interactive Documentation CD-ROM**.

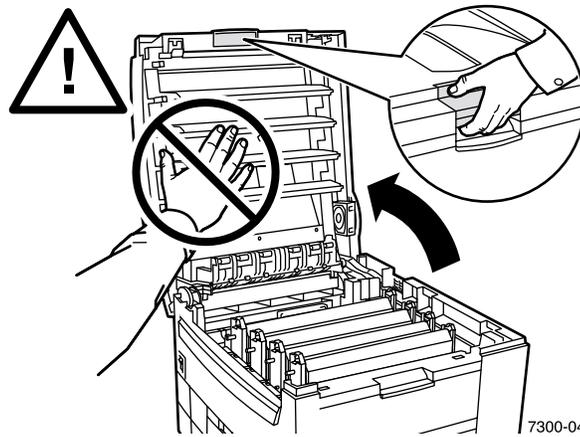
Jam at the top cover

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

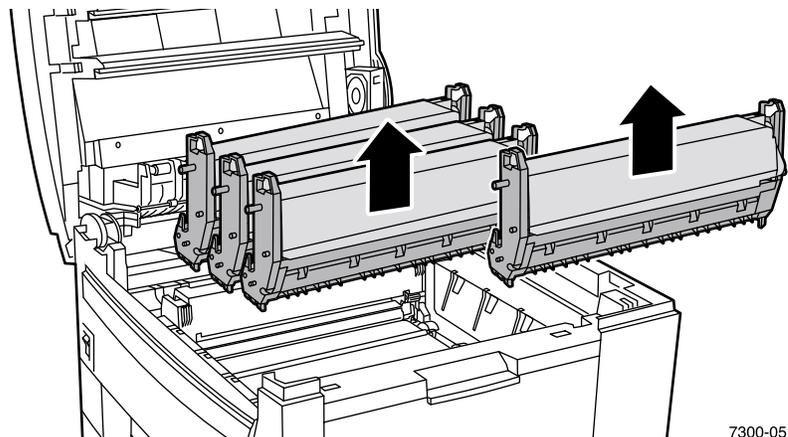
1. Use the latch on the right side of the printer to open the top cover.

Caution

Avoid touching or handling the LED bars.



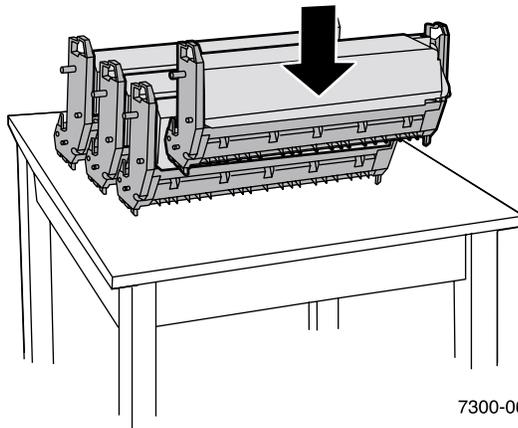
2. Lift out each toner cartridge/imaging unit assembly.



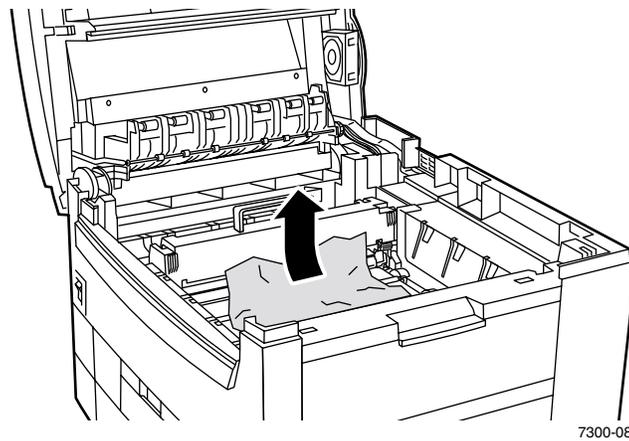
3. Place each toner cartridge/imaging unit assembly on a flat surface. Cover the imaging units with dark paper or the bags they came in.

Caution

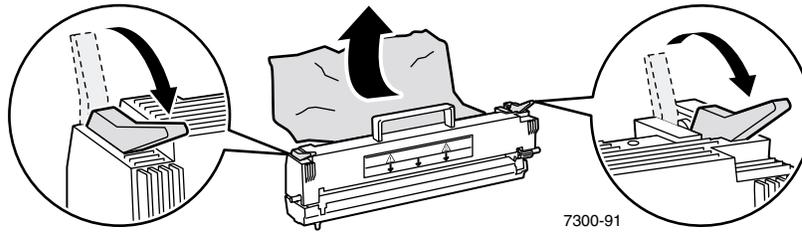
Be careful not to place the assembly on the edge of the table or an uneven surface. Do not touch the green film on the imaging units since this might damage the film. Avoid exposing the toner cartridge/imaging unit assemblies to light for more than 10 minutes as this might damage them.



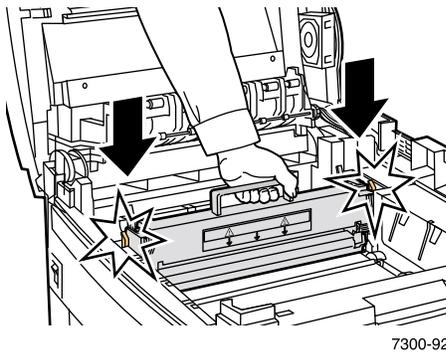
4. If there is paper jammed in the transfer unit area, remove it.



5. If there is paper jammed in the fuser area, remove the fuser for better access to the jammed paper. Rotate the release levers on the fuser and pull out the paper.



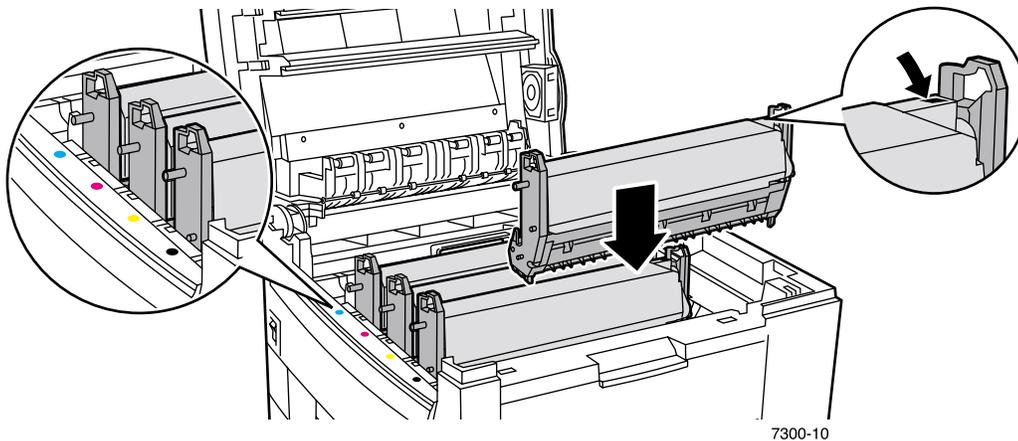
6. Reseat the fuser.



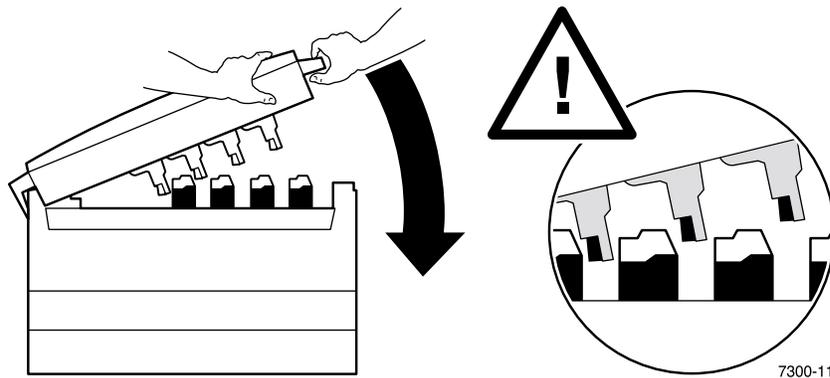
Warning

To avoid possible injury, do not touch the printer's fuser rollers; they may be hot.

7. Replace each toner cartridge/imaging unit assembly in the correct location for its color.



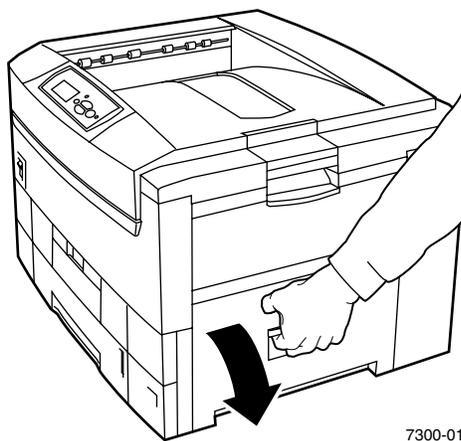
8. Slowly lower the top cover into place.



Jam at the tray

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

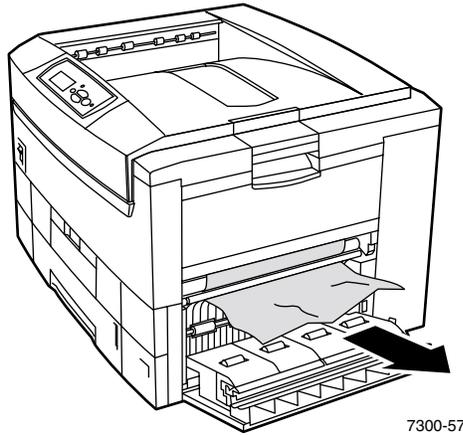
1. On the right side of the printer, open the door specified on the front panel.



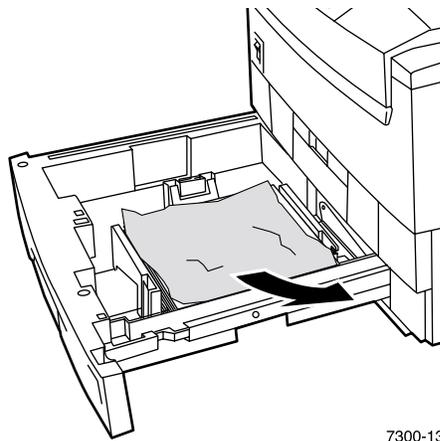
Warning

Be careful when clearing jams. Some components behind the right door may be hot.

2. Remove any jammed paper.



3. Close the door that you opened in Step 1.
4. Pull out the tray specified on the front panel.



5. Remove any jammed paper.
6. Make sure that the paper is located correctly in the tray and that the paper guides are set flush against the paper.
7. Push the tray back into the printer.

Note

Even if you don't find any jammed paper, following these steps clears the error and the printer should resume printing.