

## Paper Jams

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

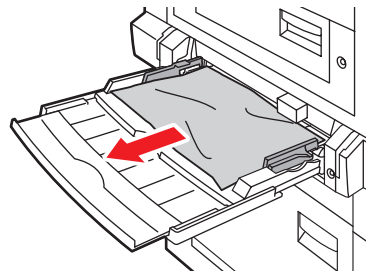


Videos are available with instructions for clearing paper jams. Videos are located on the *User Documentation CD-ROM* and at [www.xerox.com/office/7750support](http://www.xerox.com/office/7750support).

### Jam at Tray 1 (MPT)

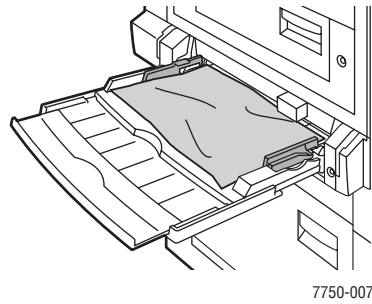
There is a jam at Tray 1 (MPT). Follow these steps to clear the jam.

1. Remove paper from Tray 1 (MPT).



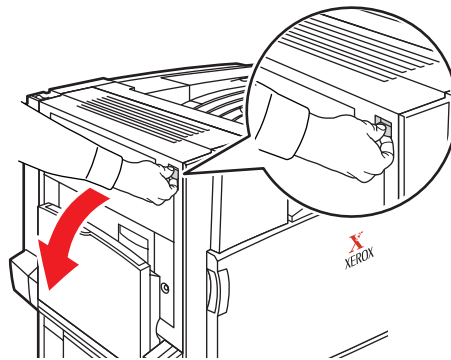
7750-006

2. Remove the jammed paper. Confirm that all paper fragments are removed.



7750-007

3. If you did not find paper in step 2, push up the latch on the left side of the printer to open Left Door A.

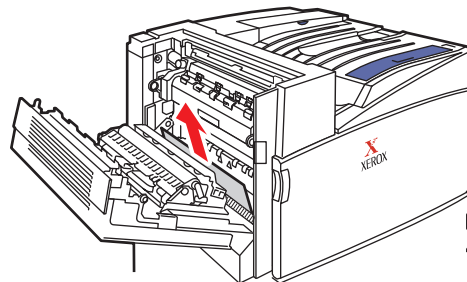


7750-001

**Warning**

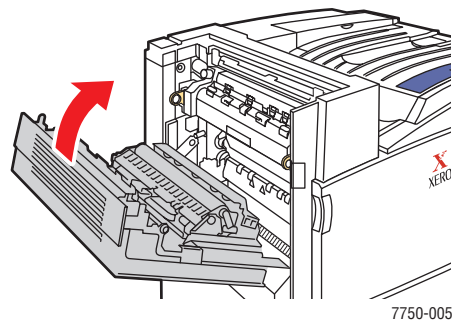
Use caution. Some components behind Left Door A may be hot.

4. Remove the jammed paper. Confirm that all paper fragments are removed.

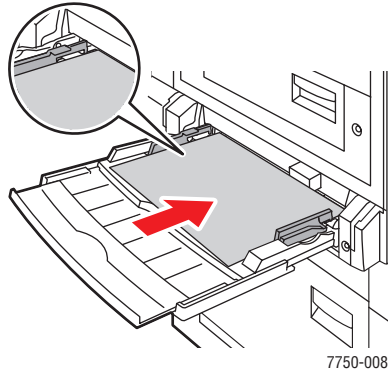


7750-078

5. Close Left Door A.



6. Replace the paper in the tray.



**Note**

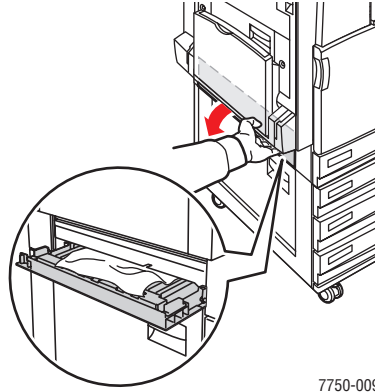
Do not load paper above the fill line.

For additional information, go to [www.phaserSMART.com](http://www.phaserSMART.com).

## Jam at Tray 2

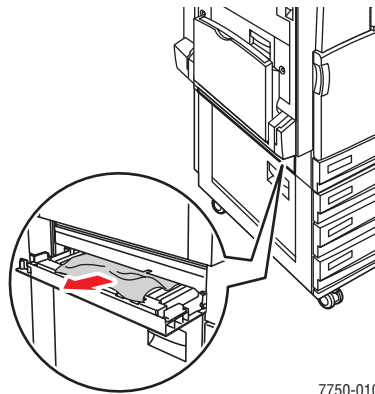
There is a jam at Tray 2. Follow these steps to clear the jam.

1. Open Left Door B.



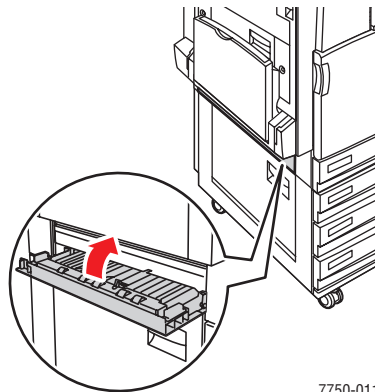
7750-009

2. Remove the jammed paper. Confirm that all paper fragments are removed.



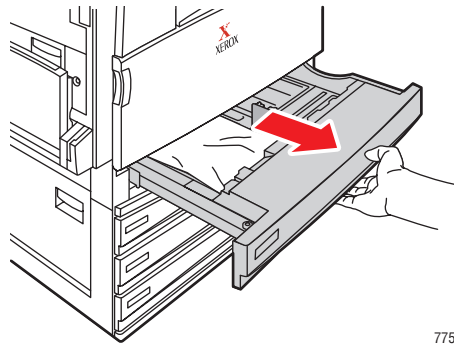
7750-010

3. Close Left Door B.



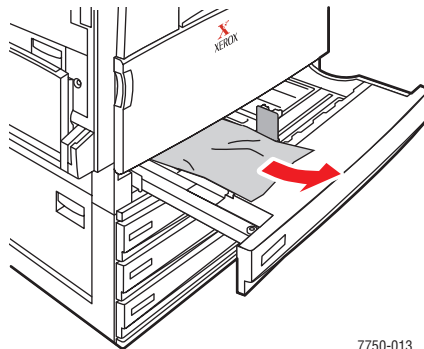
7750-011

4. Pull out Tray 2.



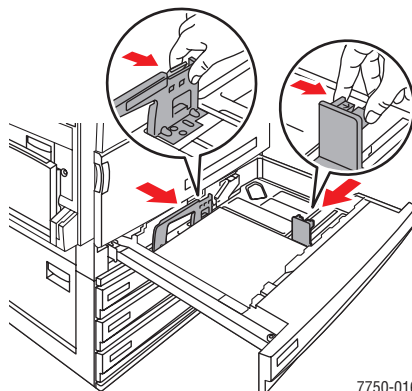
7750-012

5. Remove jammed paper from the tray.



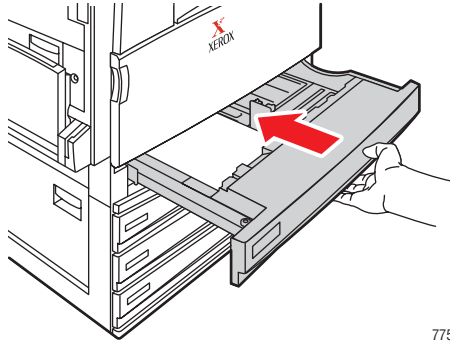
7750-013

6. Verify that the paper is loaded correctly in the tray and that the guides are pressed firmly against the paper.



7750-016

7. Push Tray 2 completely to the back of the printer.



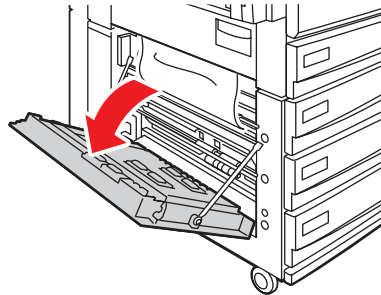
7750-014

For additional information, go to [www.phaserSMART.com](http://www.phaserSMART.com).

## Jam at Tray 3, 4, or 5

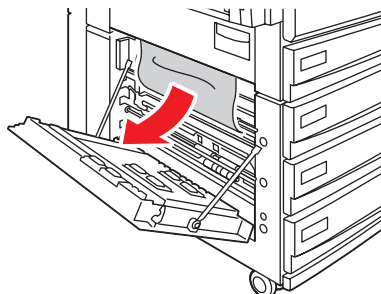
There is a jam at the tray specified on the front panel. Follow these steps to clear the jam.

1. Open Left Door C.



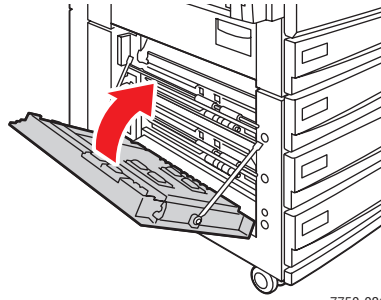
7750-018

2. Remove the jammed paper. Confirm that all paper fragments are removed.



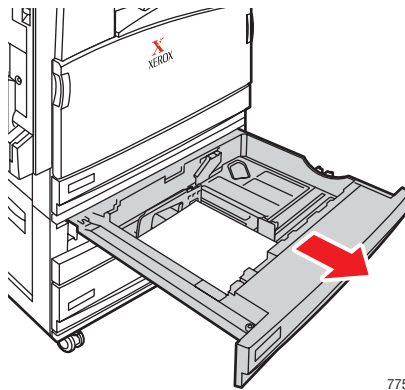
7750-019

3. Close Left Door C.



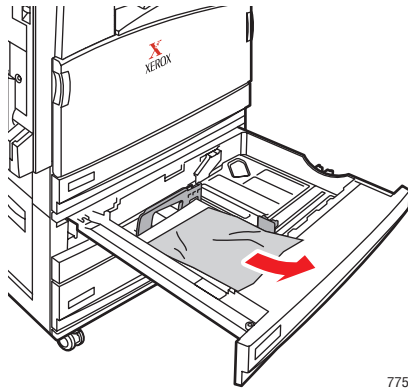
7750-021

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



7750-022

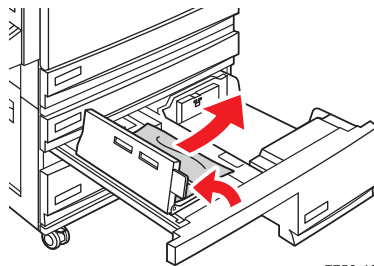
5. Remove the crumpled paper from the tray.



7750-109

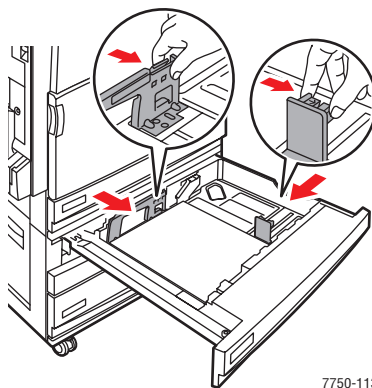
**Note**

If you have a 2500-Sheet High-Capacity Feeder, lift the cover on the left side of the tray and remove jammed paper.



7750-136

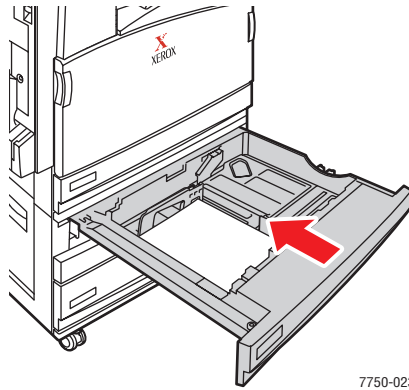
6. Verify that the paper is loaded correctly in the tray and that the guides are pressed firmly against the paper.



7750-113



7. Push the tray completely to the back of the printer.

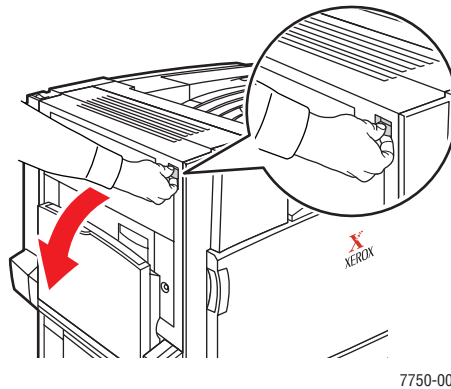


For additional information, go to [www.phaserSMART.com](http://www.phaserSMART.com).

## Jam at the Fuser

There is a jam at the fuser. Follow these steps to clear the jam.

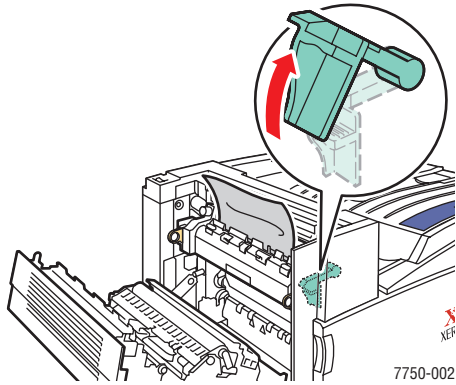
1. Push up the latch on the left side of the printer to open Left Door A.



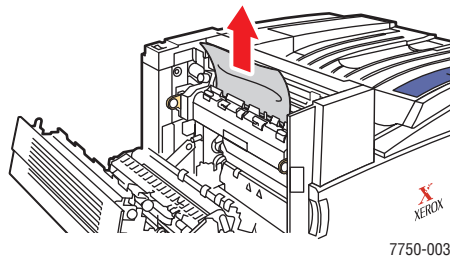
### Warning

Use caution. Some components behind Left Door A may be hot.

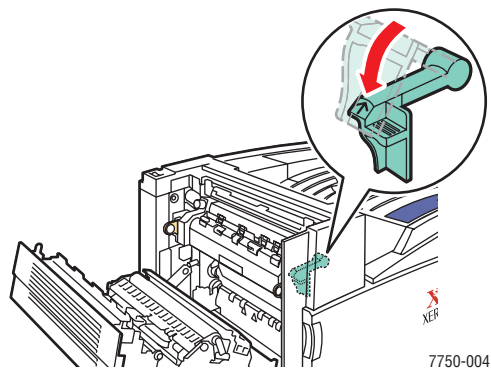
2. Lift the green release latch located on the right side of the fuser.



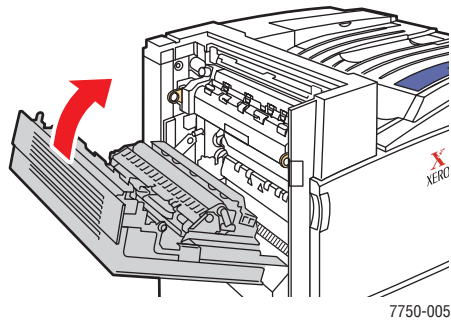
3. Remove the jammed paper. Confirm that all paper fragments are removed.



4. Push down the green release latch.



5. Close Left Door A.

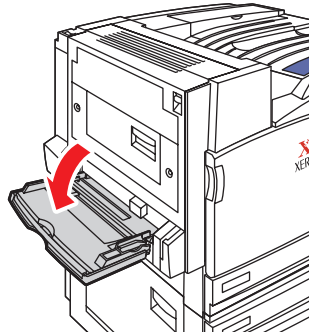


For additional information, go to [www.phaserSMART.com](http://www.phaserSMART.com).

## Jam at the Duplex Unit

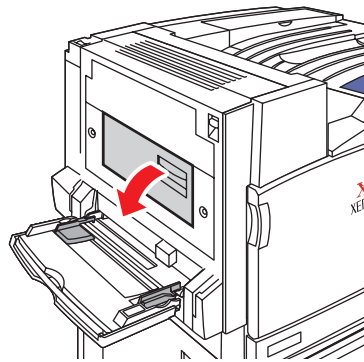
There is a jam at the duplex unit. Follow these steps to clear the jam.

1. Open Tray 1 (MPT).



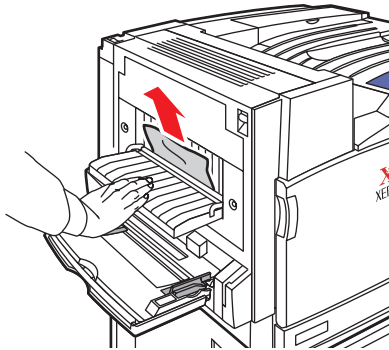
7750-041

2. Open Left Door D.



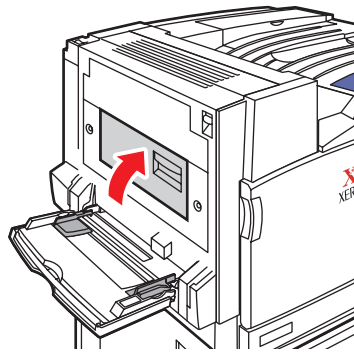
7750-024

3. Removed the jammed paper. Confirm that all paper fragments are removed.



7750-025

4. Close Left Door D.



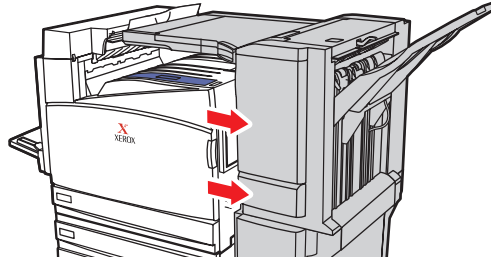
7750-026

For additional information, go to [www.phaserSMART.com](http://www.phaserSMART.com).

## Jam at Finisher Entrance

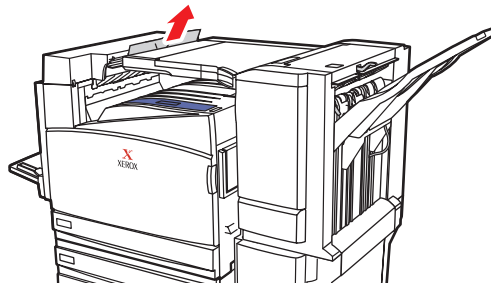
There is a jam at the finisher entrance. Follow these steps to clear the jam.

1. Gently pull the finisher away from the printer.



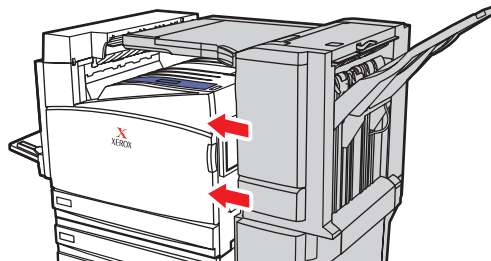
7750-027

2. Remove the jammed paper. Confirm that all paper fragments are removed.



7750-028

3. Gently push the finisher back against the printer.



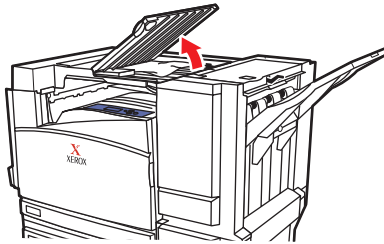
7750-029

For additional information, go to [www.phaserSMART.com](http://www.phaserSMART.com).

## Jam at Finisher-Bypass Door G

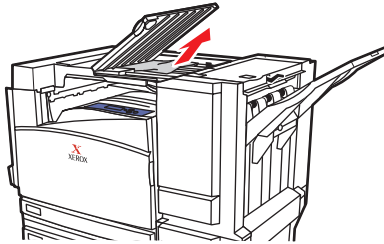
There is a jam at the Finisher-Bypass Door G. Follow these steps to clear the jam.

1. Lift the finisher-bypass door on top of the printer.



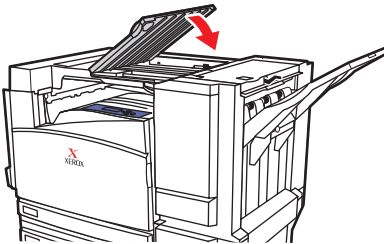
7750-030

2. Remove jammed paper. Confirm that all paper fragments are removed.



7750-031

3. Close the finisher-bypass door.



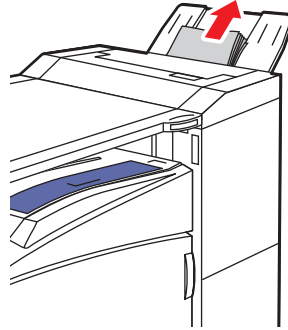
7750-032

For additional information, go to [www.phaserSMART.com](http://www.phaserSMART.com).

## Jam at Finisher Door H

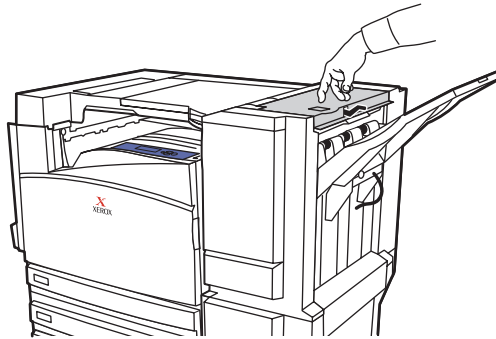
There is a jam at Finisher Door H. Follow these steps to clear the jam.

1. Remove paper from the finisher output tray.



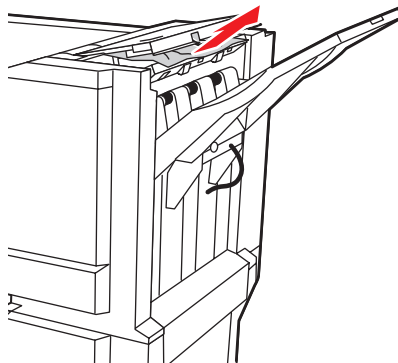
7750-036

2. Push the button on top of the finisher to open Top Door H.



7750-033

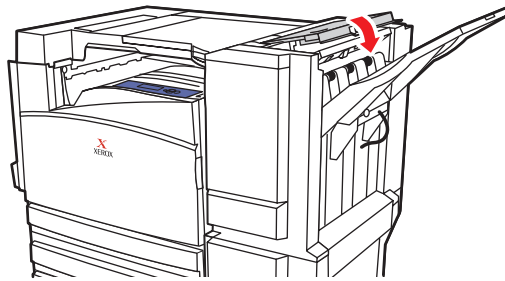
3. Remove the jammed paper. Confirm that all paper fragments are removed.



7750-034



**4.** Close Top Door H.



7750-035

For additional information, go to [www.phaserSMART.com](http://www.phaserSMART.com).