

Cleaning the machine

Cleaning the scan unit

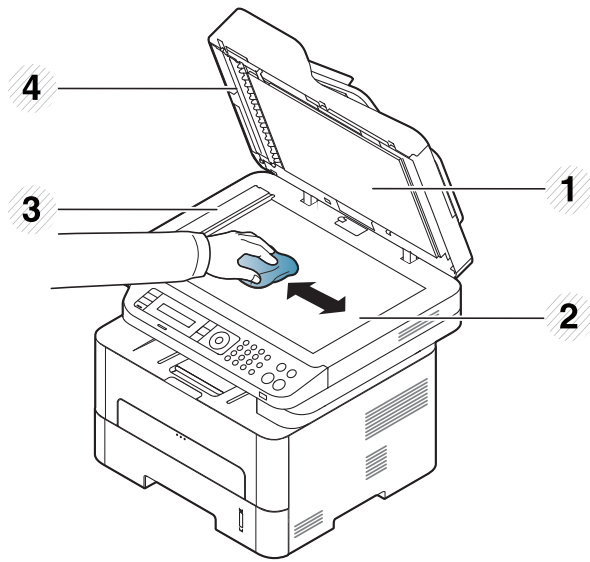
Keeping the scan unit clean helps ensure the best possible copies. We suggest that you clean the scan unit at the start of each day and during the day as needed.



- Turn the machine off and unplug the power cord. Wait for the machine to cool down. If your machine has a power switch, turn the power switch off before cleaning the machine.
- Illustrations on this user's guide may differ from your machine depending on its options or models. Check your machine type (see "Machine overview" on page 18).

- 1 Slightly dampen a soft, lint-free cloth or paper towel with water.
- 2 Lift and open the scanner lid.
- 3 Wipe the surface of the scanner glass until it is clean and dry.

Cleaning the machine



- 1 Scanner lid
- 2 Scanner glass
- 3 Document feeder glass
- 4 White bar

- 4 Wipe the underside of the scanner lid and white sheet until it is clean and dry.
- 5 Close the scanner lid.

Tips for moving & storing your machine

- When moving the machine, do not tilt or turn it upside down. Otherwise, the inside of the machine may be contaminated by toner, which can cause damage to the machine or reduce print quality.
- When moving the machine, make sure at least two people are holding the machine securely.



4. Troubleshooting

This chapter gives helpful information for what to do if you encounter an error.

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This chapter gives helpful information for what to do if you encounter an error. If your machine has a display screen, check the message on the display screen first to solve the error.

If you cannot find a solution to your problem in this chapter, refer to the **Troubleshooting** chapter in the Advanced User's Guide (see "Troubleshooting" on page 276).

If you cannot find a solution in the User's Guide or the problem persists, call for service.

Tips for avoiding paper jams

By selecting the correct medias, most paper jams can be avoided. To avoid paper jams, refer to the following guidelines:

- Ensure that the adjustable guides are positioned correctly (see "Tray overview" on page 36).
- Do not overload the tray. Ensure that the paper level is below the paper capacity mark on the inside of the tray.
- Do not remove paper from the tray while your machine is printing.
- Flex, fan, and straighten paper before loading.
- Do not use creased, damp, or highly curled paper.
- Do not mix paper type and size in a tray.
- Use only recommended print media (see "Print media specifications" on page 112).

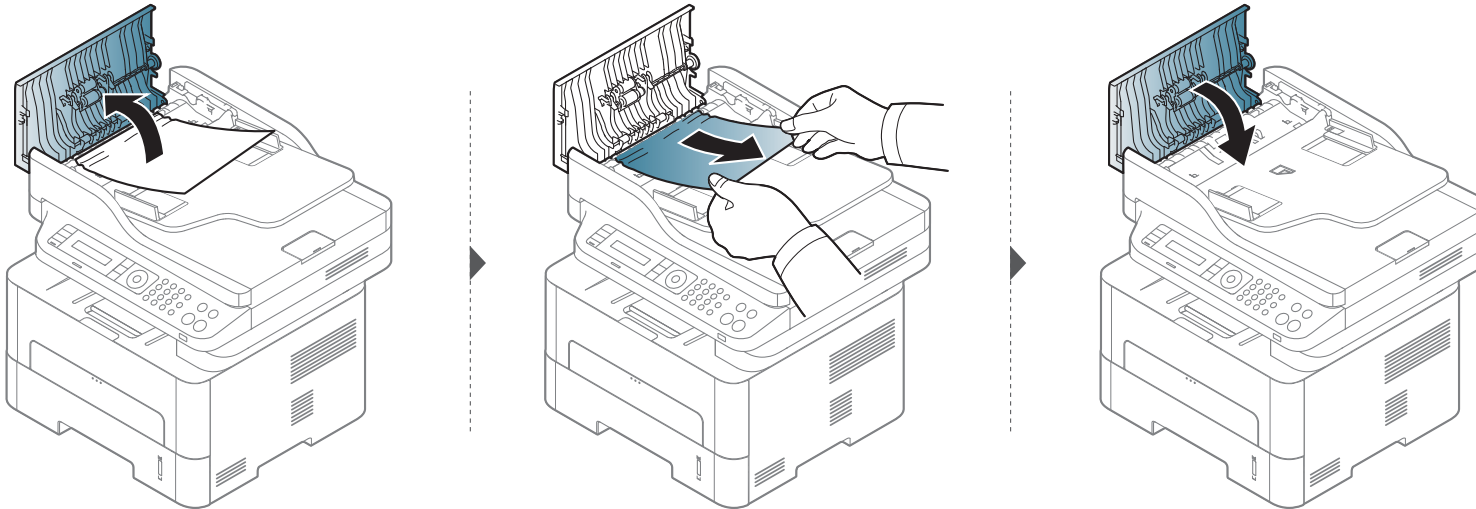
Clearing original document jams

When an original document jams in the document feeder, a warning message appears on the display.

 To avoid tearing the document, remove the jammed document slowly and carefully.

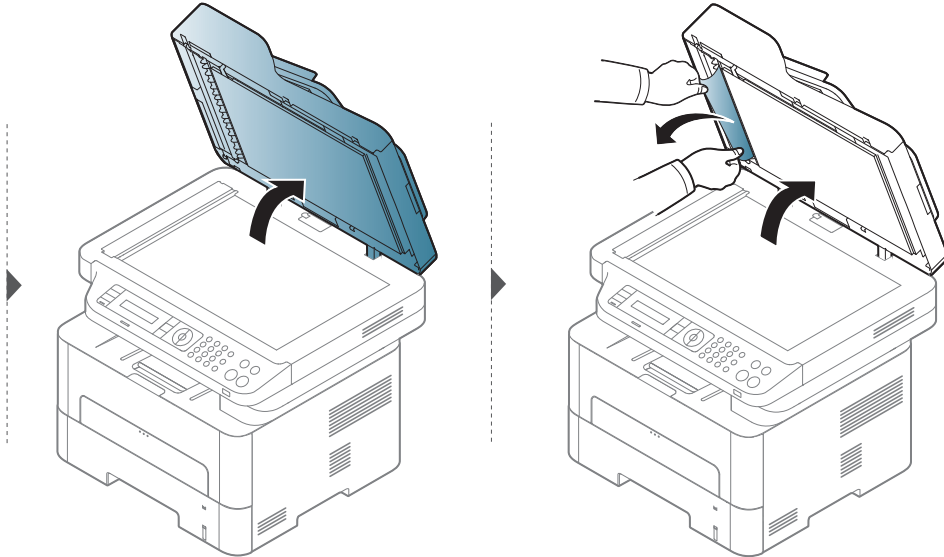
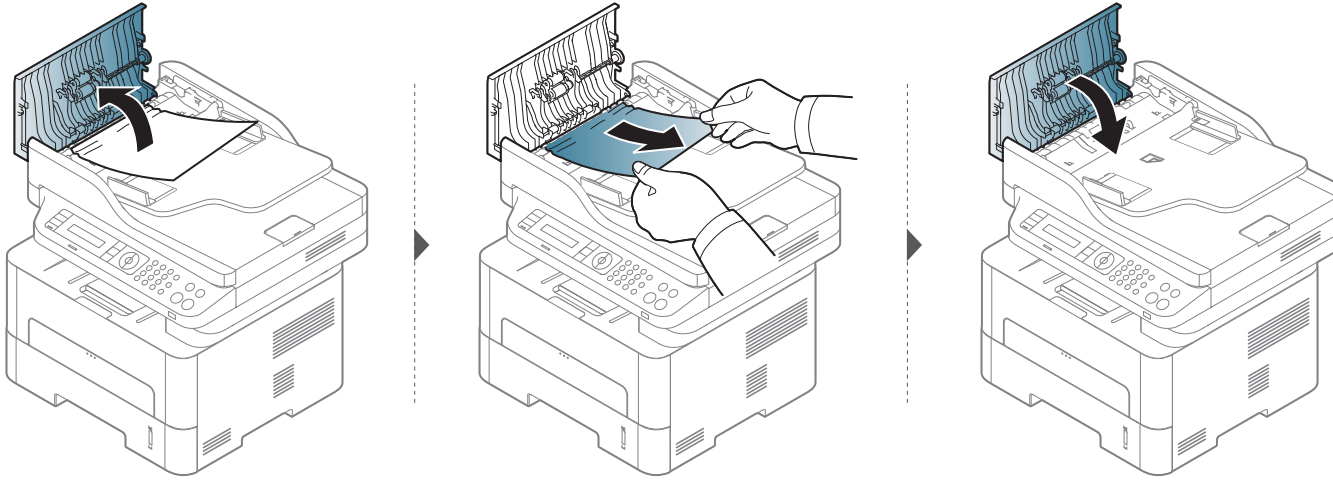
 To prevent document jams, use the scanner glass for thick, thin or mixed paper- originals.

Original paper jam in front of scanner



Clearing original document jams

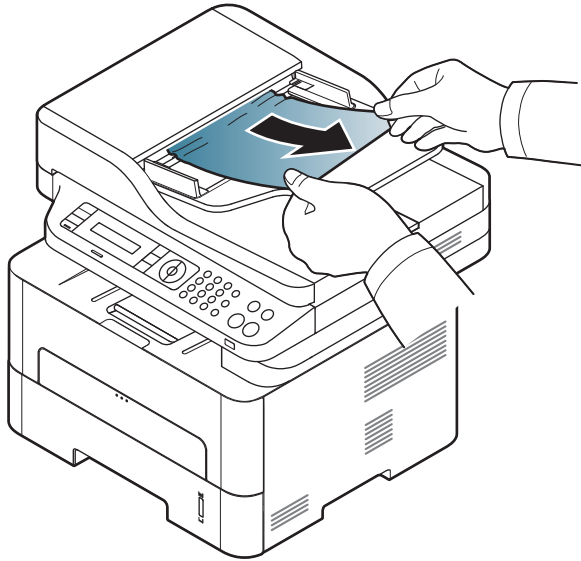
Original paper jam inside of scanner



Clearing original document jams

Original paper jam in exit area of scanner

- 1 Remove any remaining pages from the document feeder.
- 2 Gently remove the jammed paper from the document feeder.

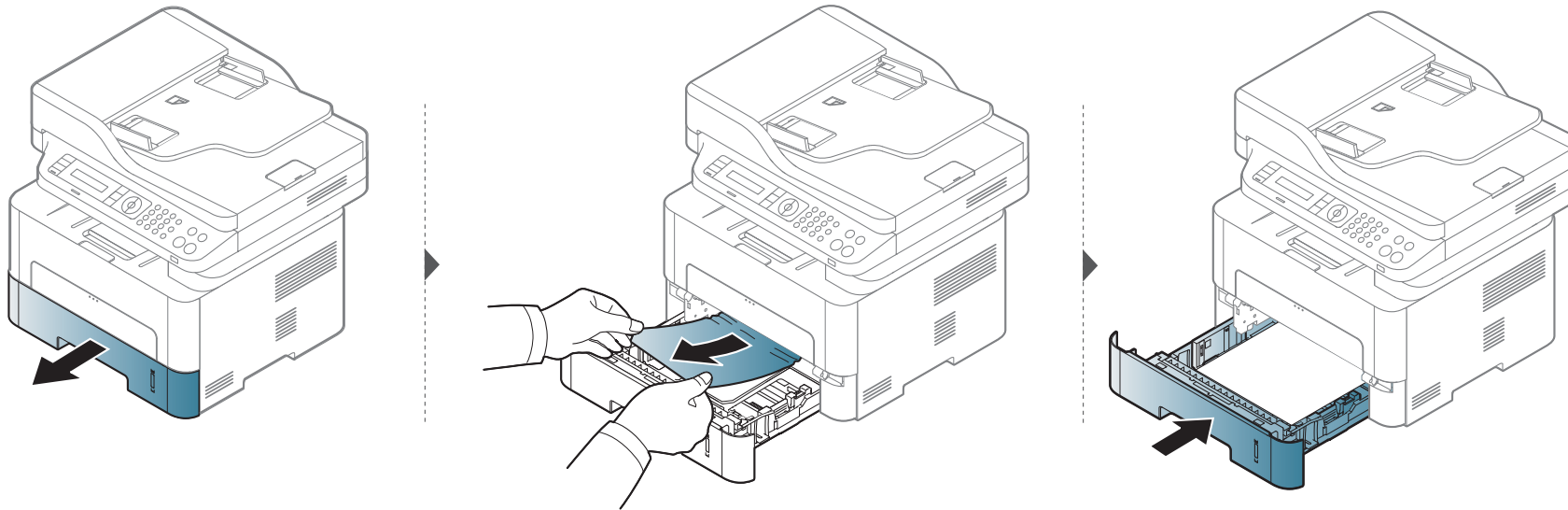


Clearing paper jams



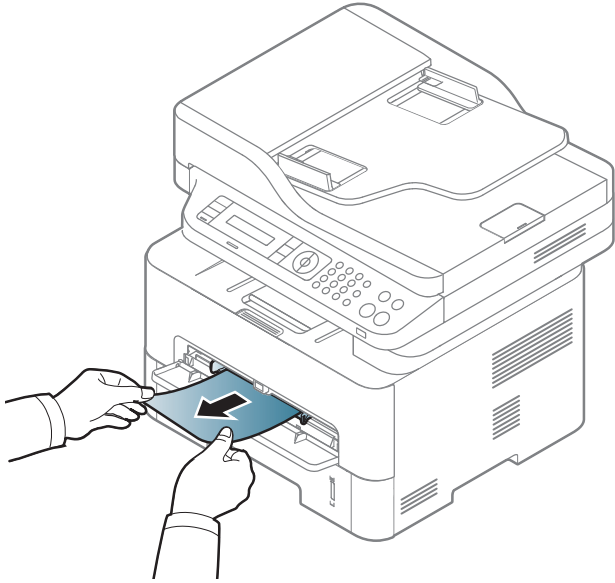
To avoid tearing the paper, pull the jammed paper out slowly and gently.

In tray



Clearing paper jams

In the manual tray



Clearing paper jams

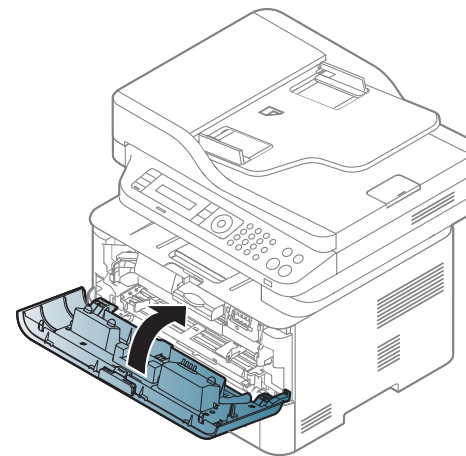
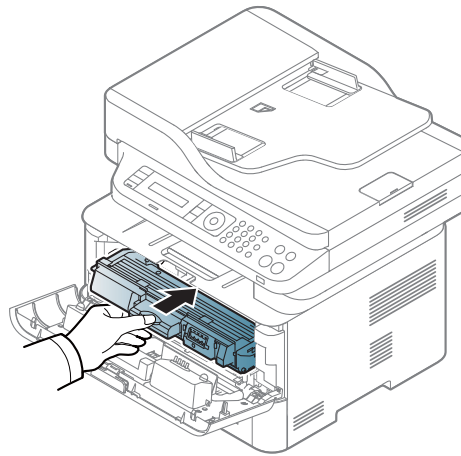
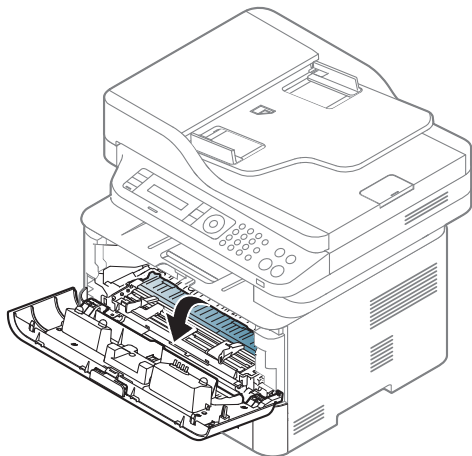
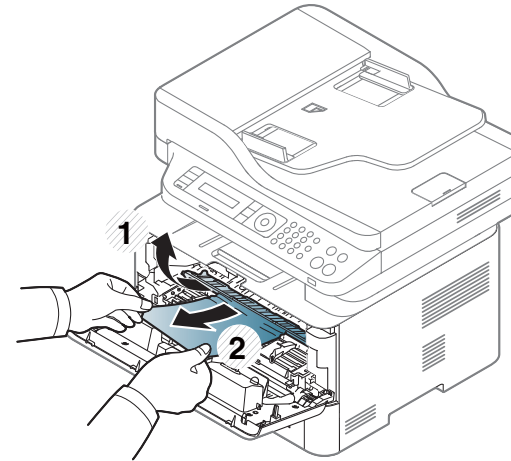
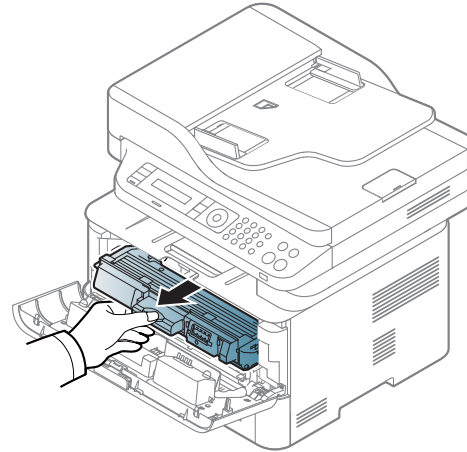
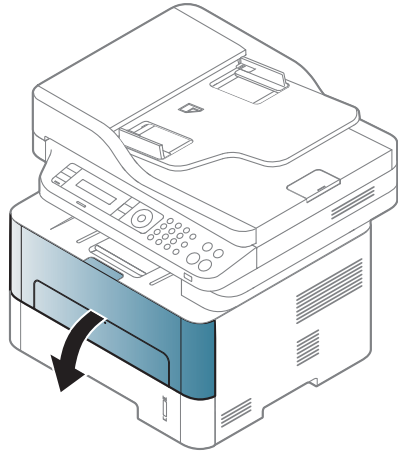
Inside the machine



The fuser area is hot. Take care when removing paper from the machine.

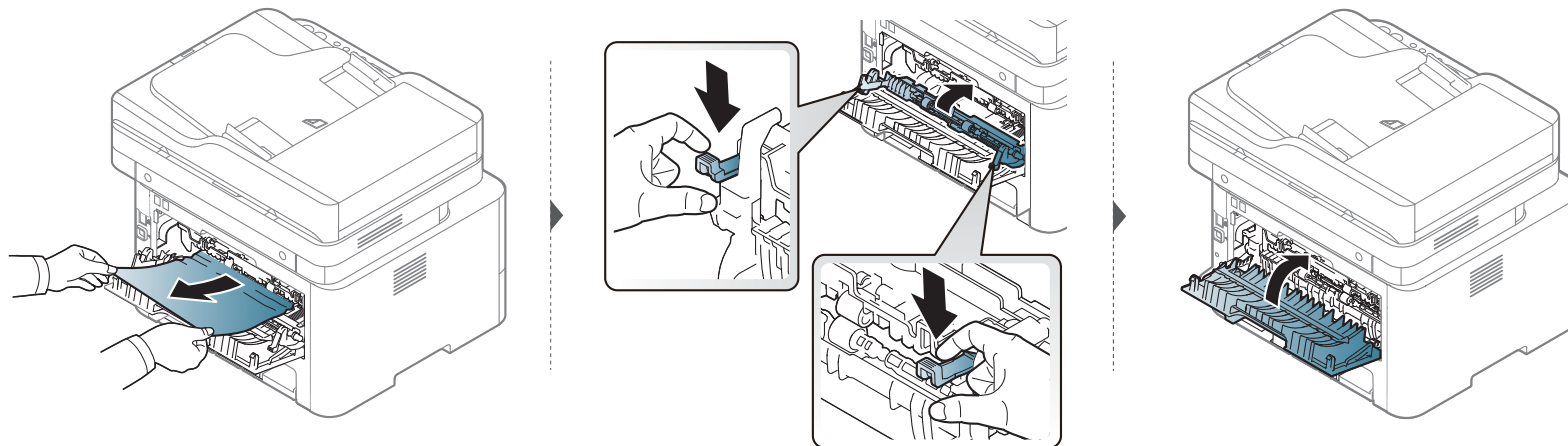
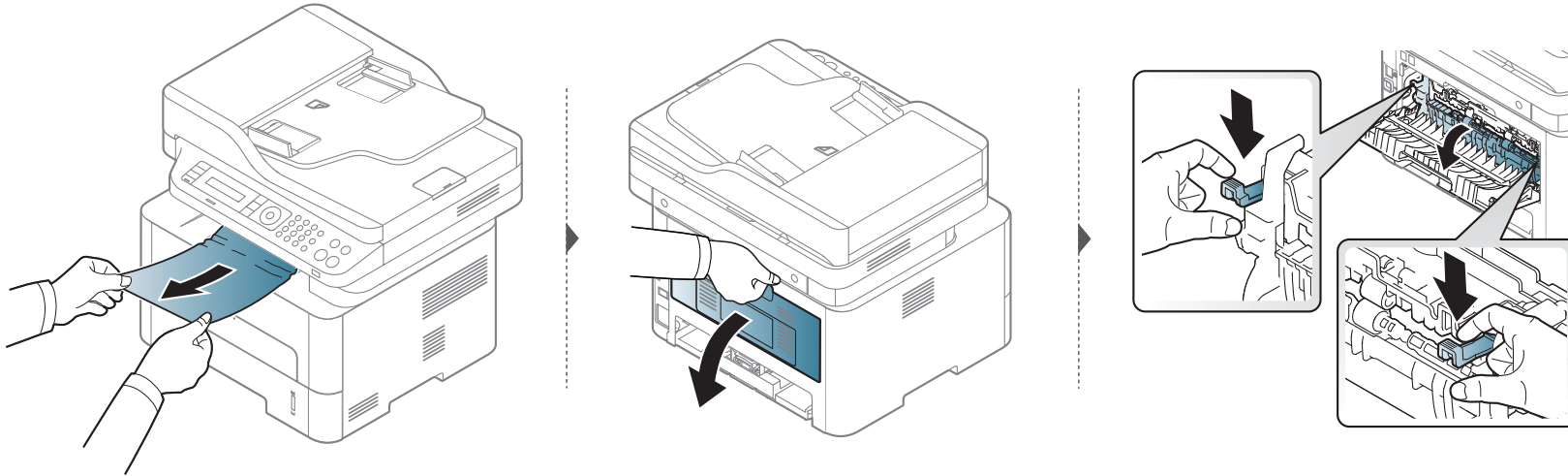
Clearing paper jams

M3065 series



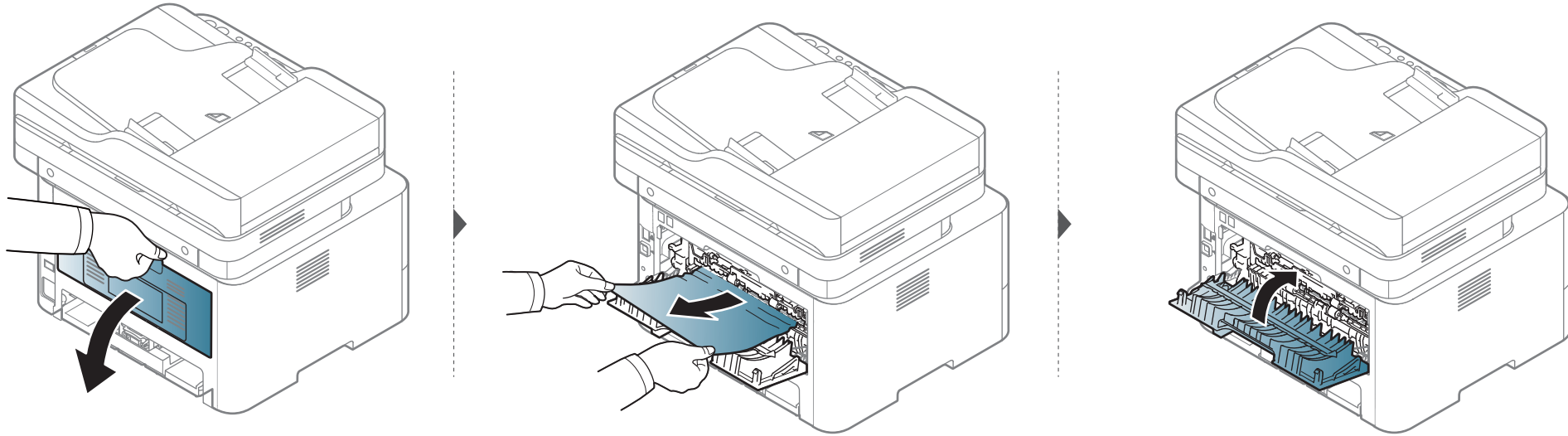
Clearing paper jams

In the exit area



Clearing paper jams

In the duplex unit area



Clearing paper jams

If you do not see the paper in this area, stop and go to next step:

