

Cleaning the machine

Cleaning the inside

During the printing process, paper, toner, and dust particles can accumulate inside the machine. This buildup can cause print quality problems, such as toner specks or smearing. Cleaning the inside of the machine clears and reduces these problems.

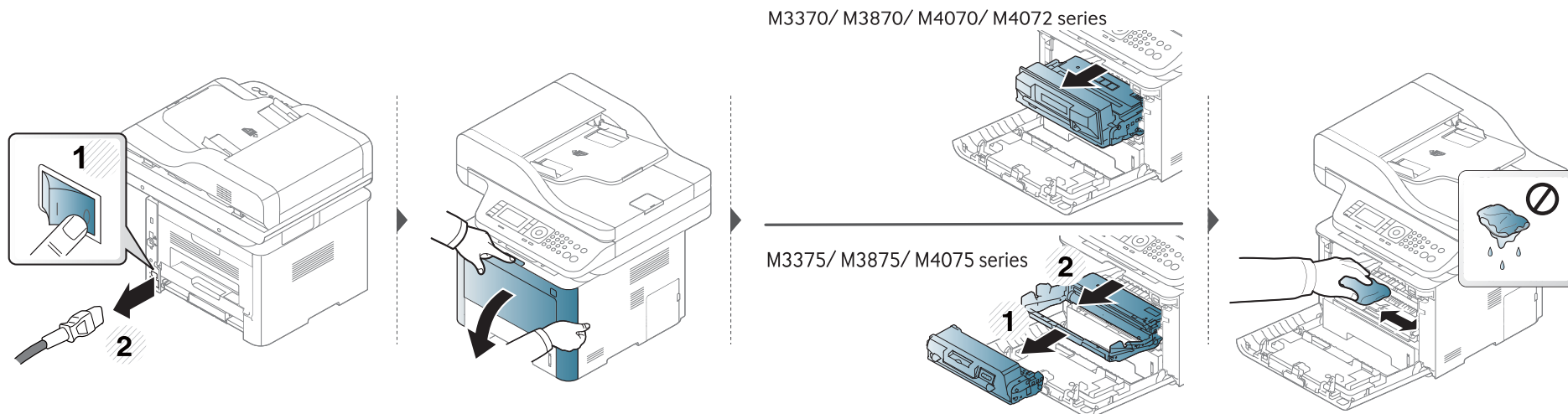


- To prevent damage to the toner cartridge, do not expose it to light for more than a few minutes. Cover it with a piece of paper, if necessary.
- Do not touch the green area of the toner cartridge. Use the handle on the cartridge to avoid touching this area.
- Use a dry lint free cloth when cleaning the inside of the machine, be careful not to damage the transfer roller or any other inside parts. Do not use solvents such as benzene or thinner. Printing quality problems can occur and cause damage to the machine.



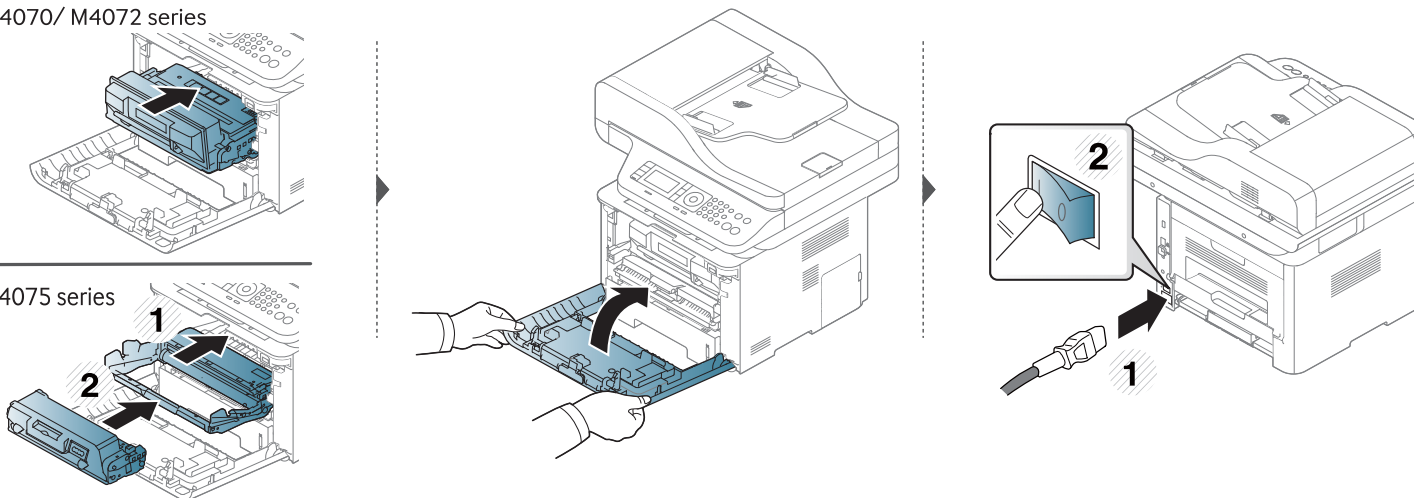
- Use a dry lint-free cloth to clean the machine.
- Turn the machine off and unplug the power cord. Wait for the machine to cool down. If your machine has a power switch, turn the power switch off before cleaning the machine.
- Illustrations on this user's guide may differ from your machine depending on its options or models. Check your machine type (see "Front view" on page 22).

Cleaning the machine



M3370/ M3870/ M4070/ M4072 series

M3375/ M3875/ M4075 series

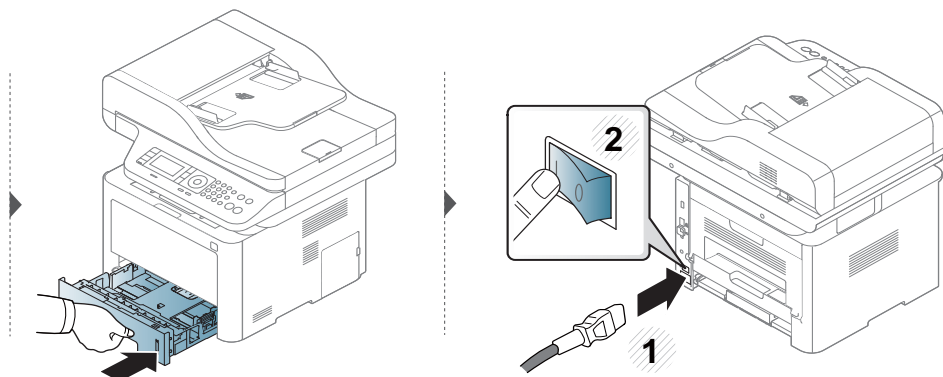
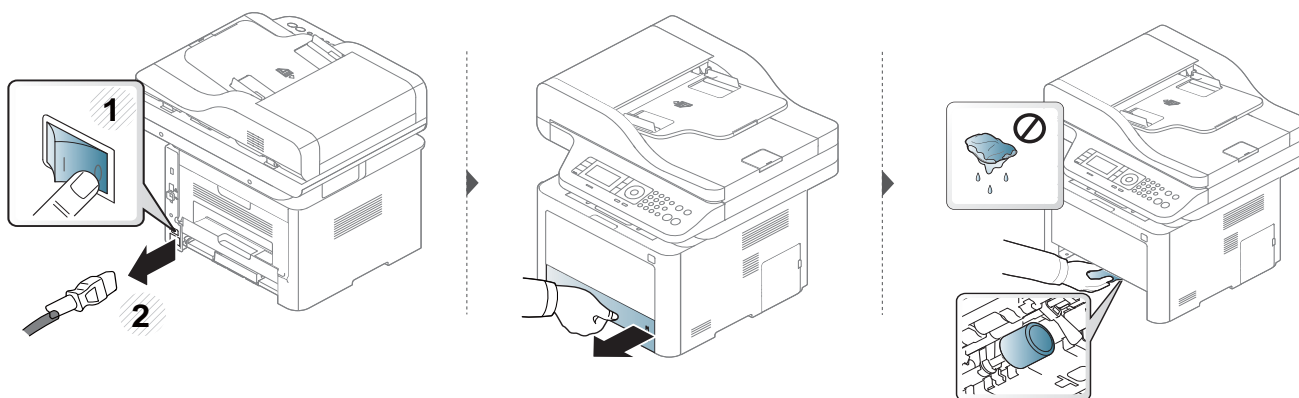


Cleaning the machine

Cleaning the pickup roller



- 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 "Front view" on page 22).



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.

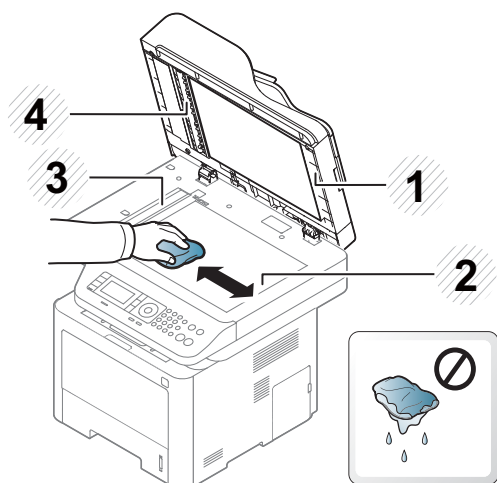


- Turn the machine off and unplug the power cord. Wait for the machine to cool down. If your machine has a power switch, turn the power switch off before cleaning the machine.
- Illustrations on this user's guide may differ from your machine depending on its options or models. Check your machine type (see "Front view" on page 22).

- 1 Slightly dampen a soft, lint-free cloth or paper towel with water.
- 2 Lift and open the scanner lid.

Cleaning the machine

- 3** Wipe the surface of the scanner until it is clean and dry.



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

- 4** 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.

- **Tips for avoiding paper jams** 115
- **Clearing jams** 116
- **Understanding the status LED** 134
- **Understanding display messages** 137



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 Guide (see "Troubleshooting" on page 167). 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 47).
- 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 papers in a tray.
- Use only recommended print media (see "Print media specifications" on page 146).

Clearing jams



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

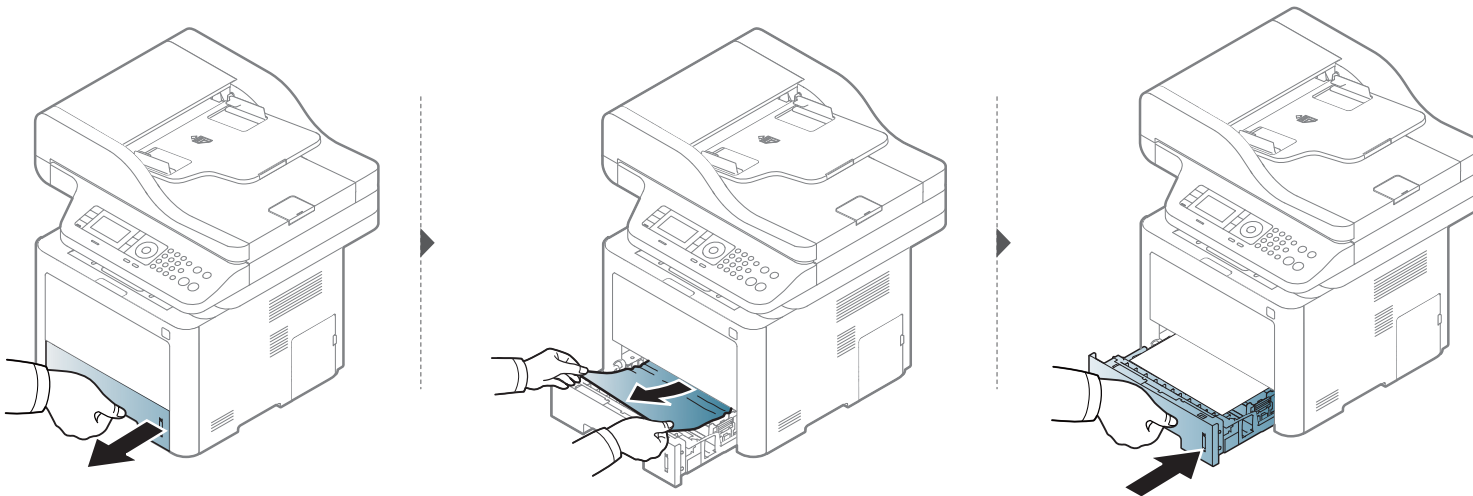
In tray1



Click this link to open an animation about clearing a jam.



Illustrations on this user's guide may differ from your machine depending on its model or optional goods. Check your machine type (see "Front view" on page 22).



Clearing jams

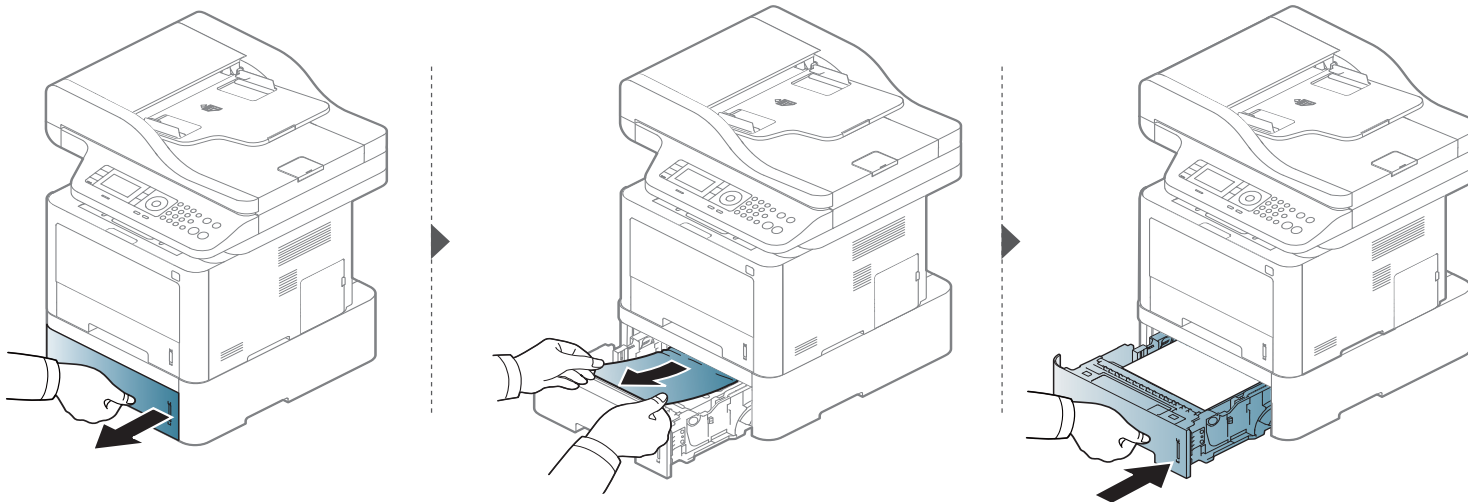
In optional tray



Click this link to open an animation about clearing a jam.

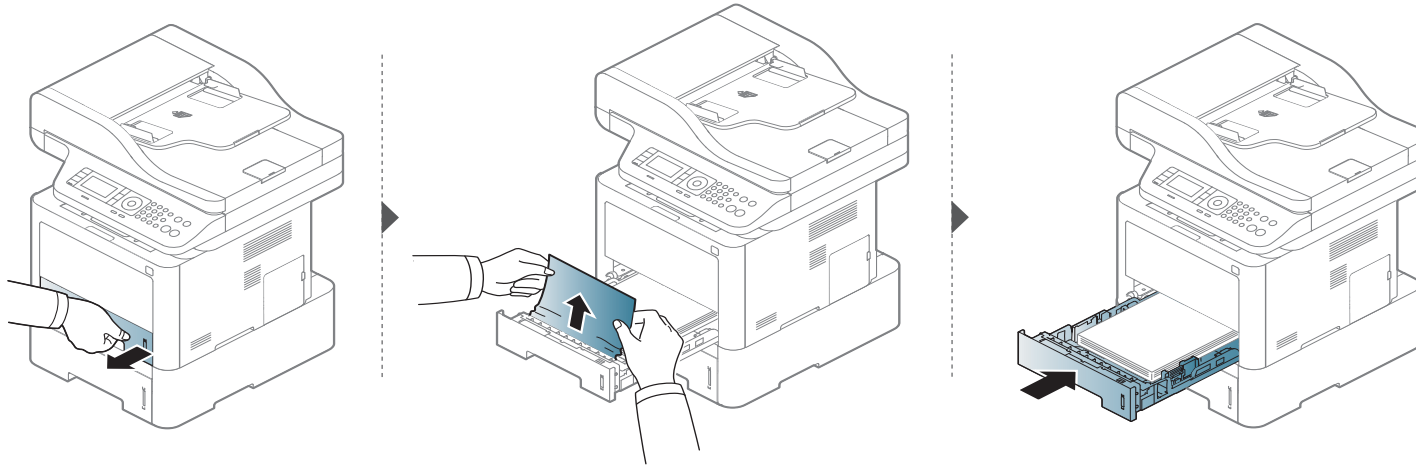


- Illustrations on this user's guide may differ from your machine depending on its model or optional goods. Check your machine type (see "Front view" on page 22).
- This troubleshooting may not be available depending on model or optional goods (see "Various features" on page 11).

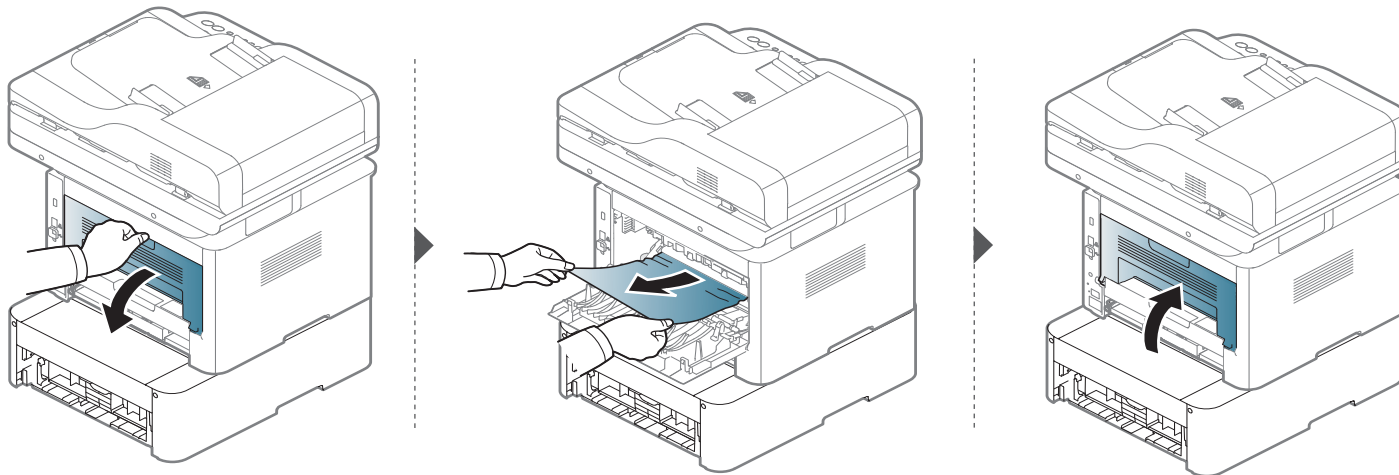


Clearing jams

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



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



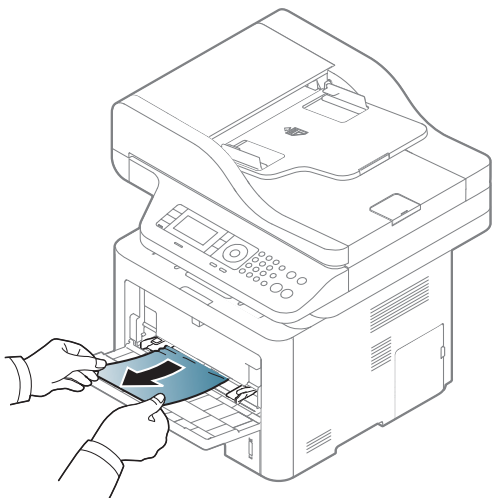
Clearing jams

In the multi-purpose (or manual feeder) tray

M337x series



Click this link to open an animation about clearing a jam.

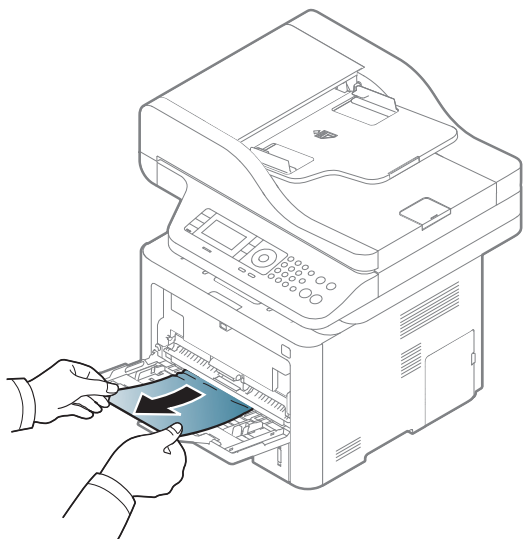


Clearing jams

M387x/ M407x series



Click this link to open an animation about clearing a jam.



Clearing jams

Inside the machine



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



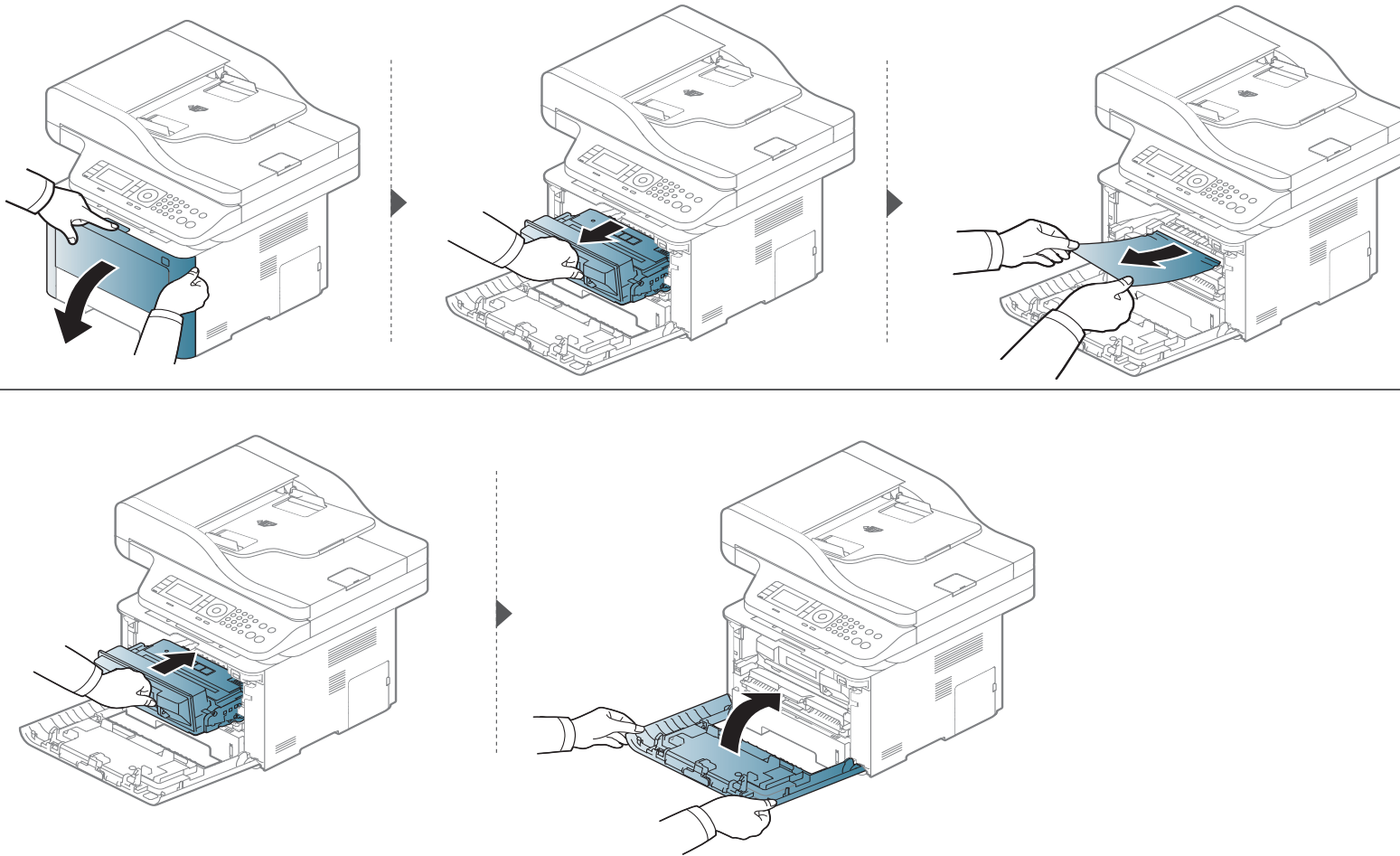
Illustrations on this user's guide may differ from your machine depending on its model or optional goods. Check your machine type (see "Front view" on page 22).

Clearing jams

M3370/ M3870/ M4070/ **M4072** series



Click this link to open an animation about clearing a jam.

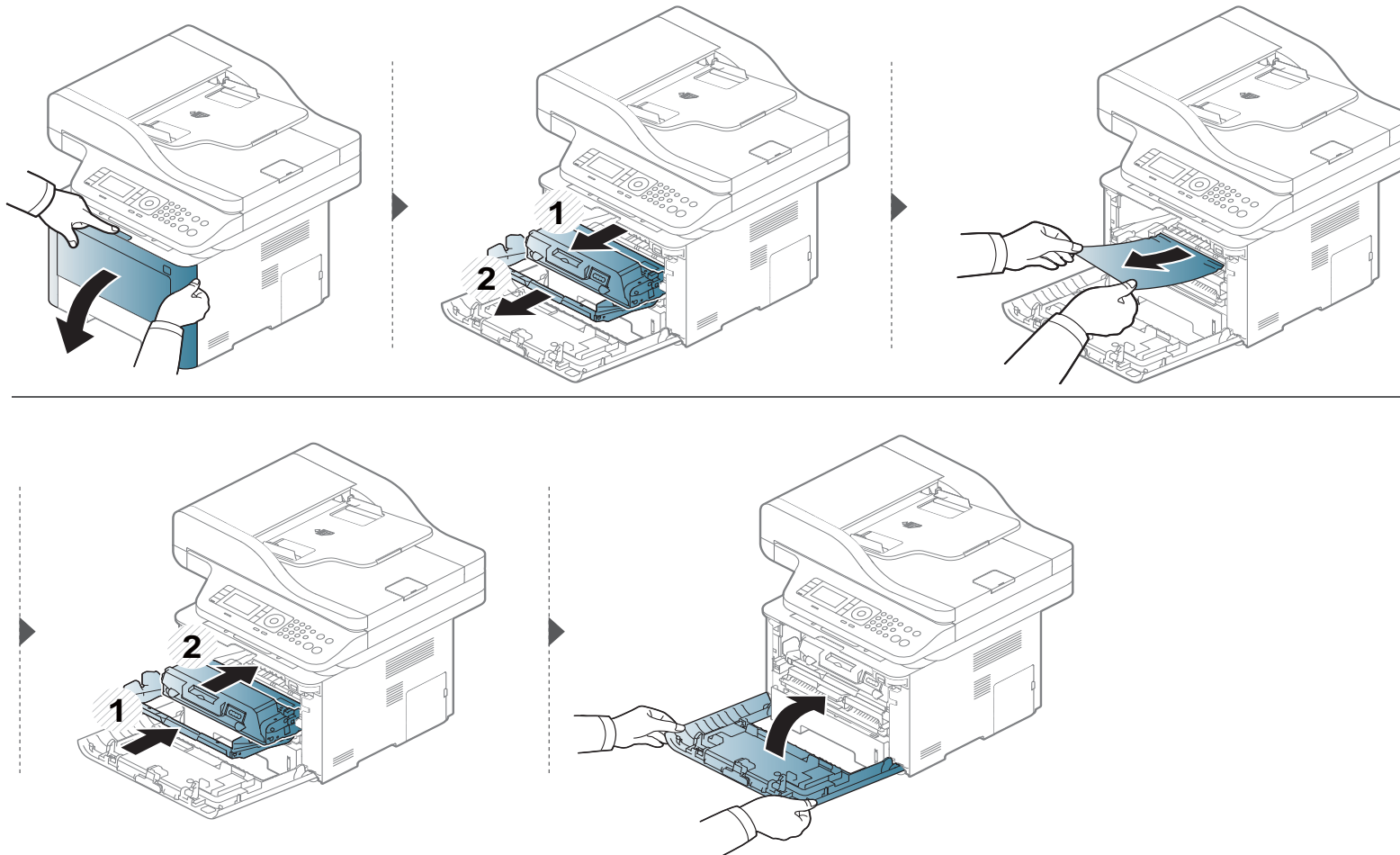


Clearing jams

M3375/ M3875/ M4075 series



Click this link to open an animation about clearing a jam.



Clearing jams

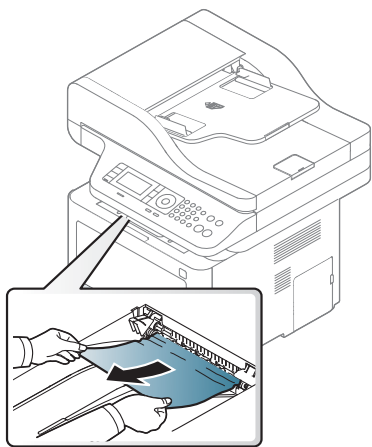
In the exit area



Click this link to open an animation about clearing a jam.

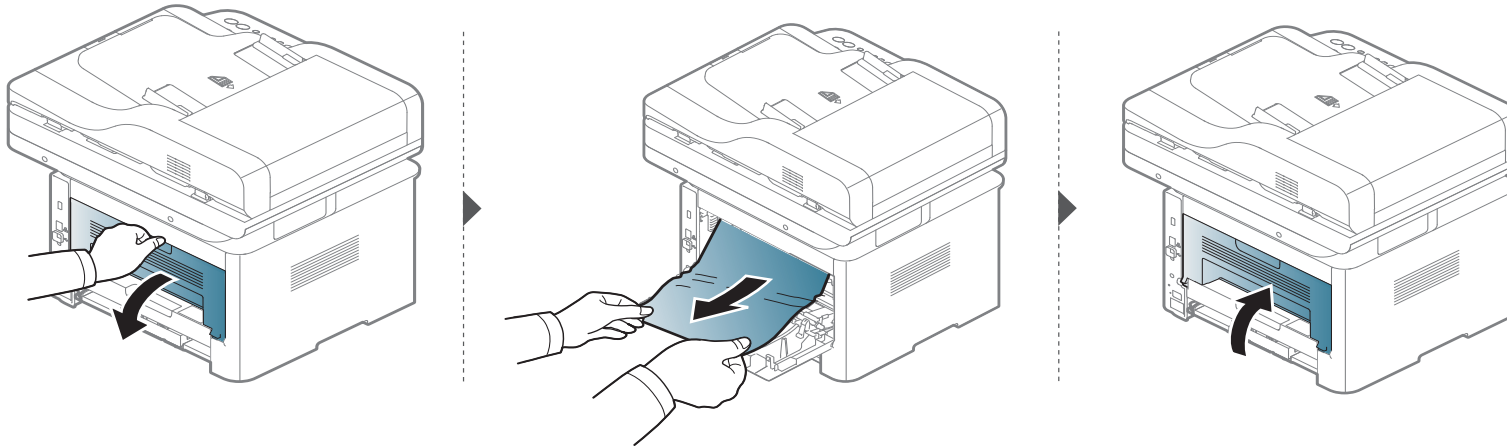


The fuser area is hot. Take care when removing paper from the machine.



Clearing jams

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

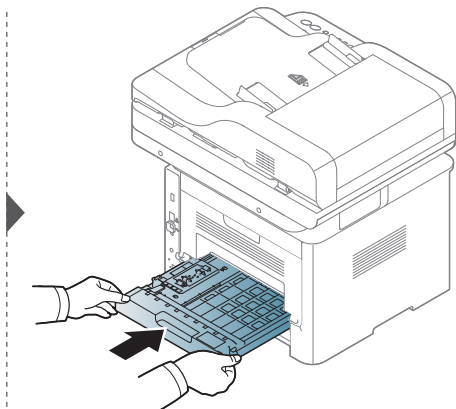
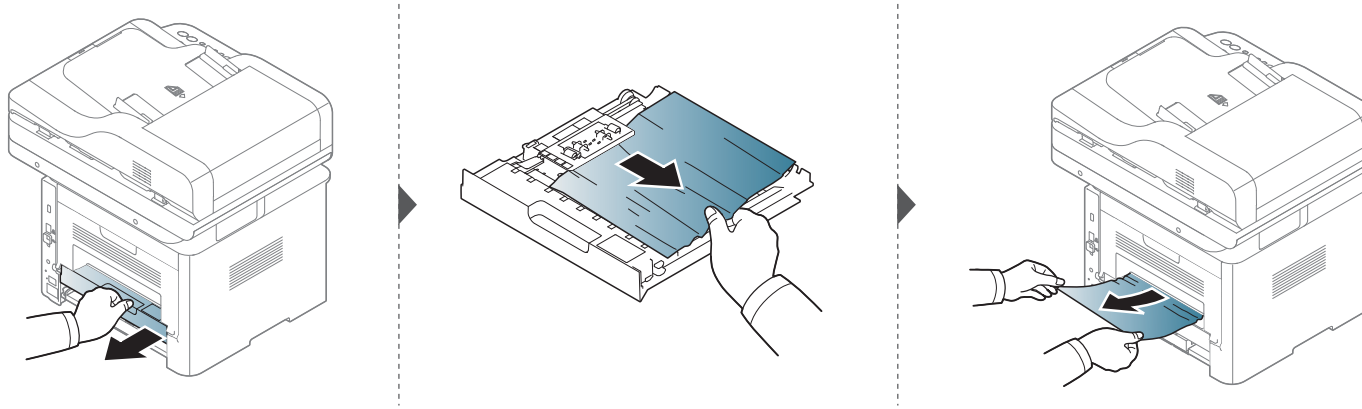


Clearing jams

In the duplex unit area



Click this link to open an animation about clearing a jam.



Clearing jams

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

