# 4 Basic Troubleshooting

## Paper Jam

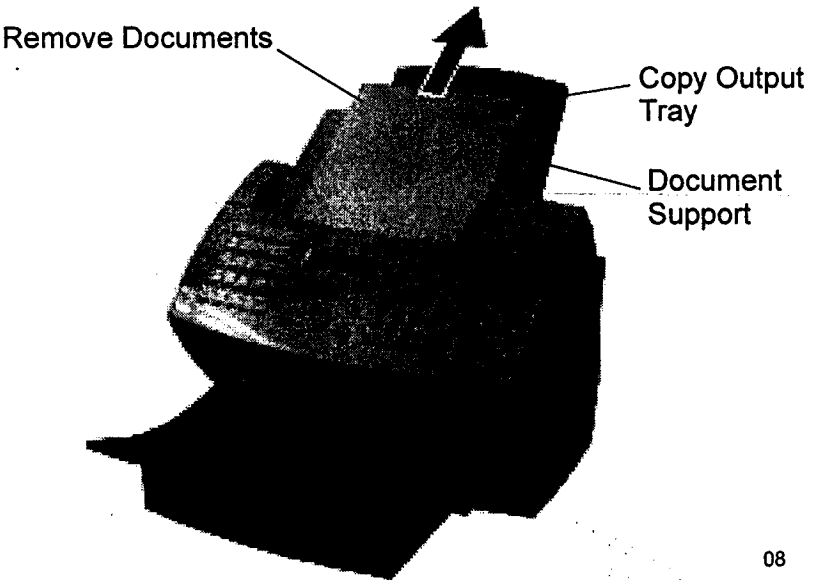
If a paper jam occurs during a reception or copying operation, the message "PAPER JAM" is displayed. If this occurs, follow the procedure below.

If a paper jam occurs during a reception, the received documents are automatically stored in memory. Once the paper jam is corrected, the machine automatically prints the contents that were in memory.

See Chapter 3, "Loading Documents" for document specifications and recommendations which can help avoid paper jams.

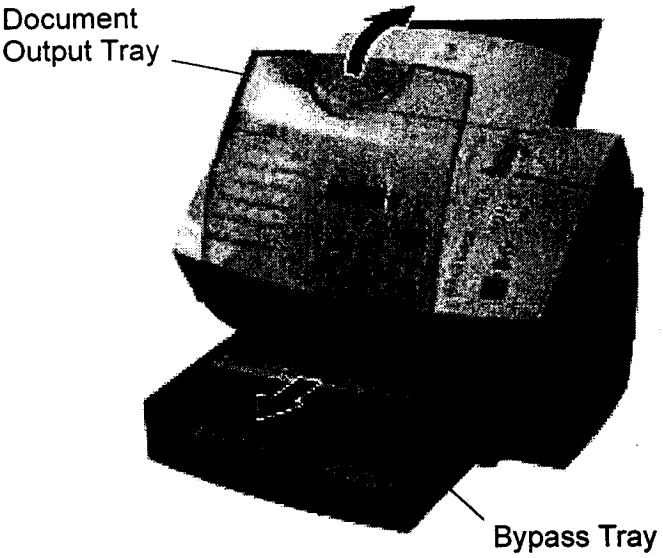
***Note:*** *The power can be left ON when clearing a paper jam.*

1. Remove any documents from the Document Support and Copy Output Tray.



2a. Bypass Tray

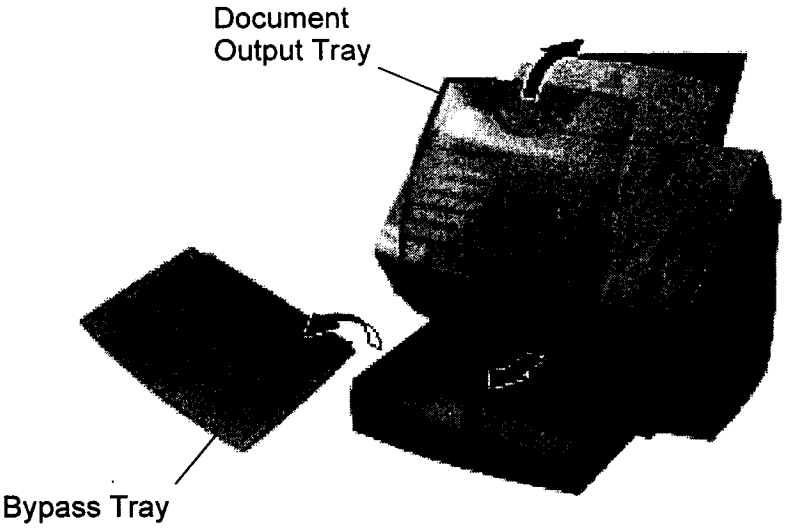
Pull up the Document Output Tray and pull the jammed paper straight out of the machine.




> ***Note:*** *When the jammed paper does not come out of the machine easily, try to remove the jammed paper from the inside of the machine. (See Step 8.)*

2b. Main Paper Tray

Remove the Bypass Tray and pull the jammed paper straight out of the machine.

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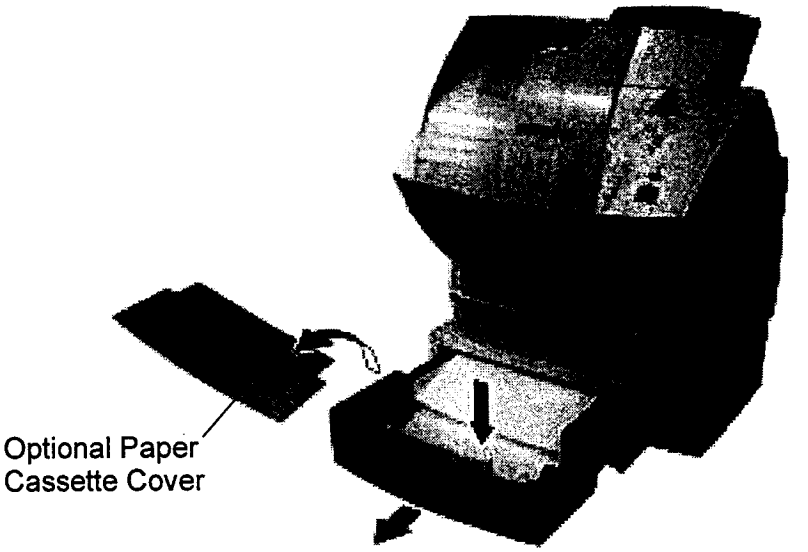
> ***Note:*** *When the jammed paper does not come out of the machine easily, try to remove the jammed paper from the inside of the machine. (See Step 8.)*

2c. Optional Paper Cassette

Remove the Optional Paper Cassette Cover and pull out Paper Cassette. Press down on the stack of paper until the paper lifting plate locks.

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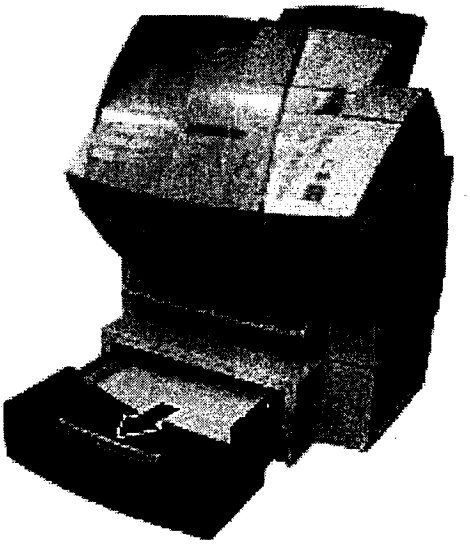
Remove the stack of paper from the Optional Paper Cassette and pull the jammed paper straight out of the machine.



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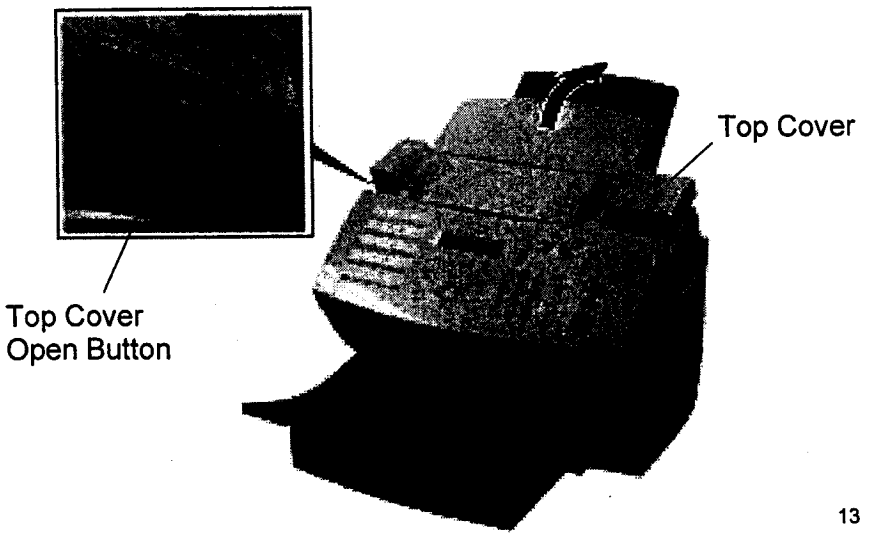
3. Push the Top Cover Open Button to the Top Cover and open the Top Cover.

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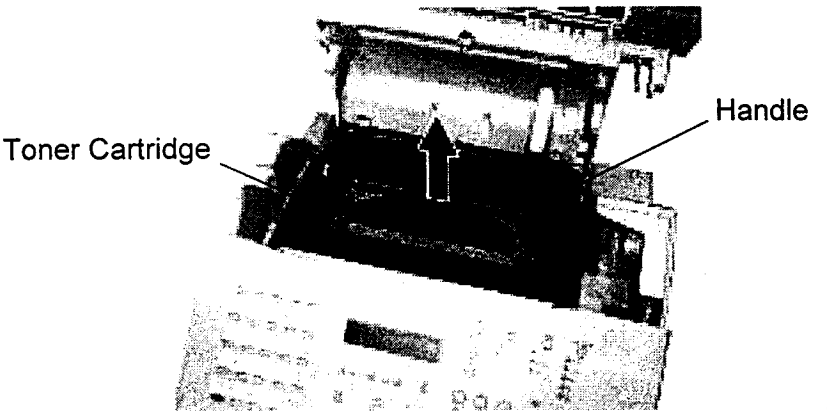
4. Remove the Toner Cartridge and the Drum Cartridge.

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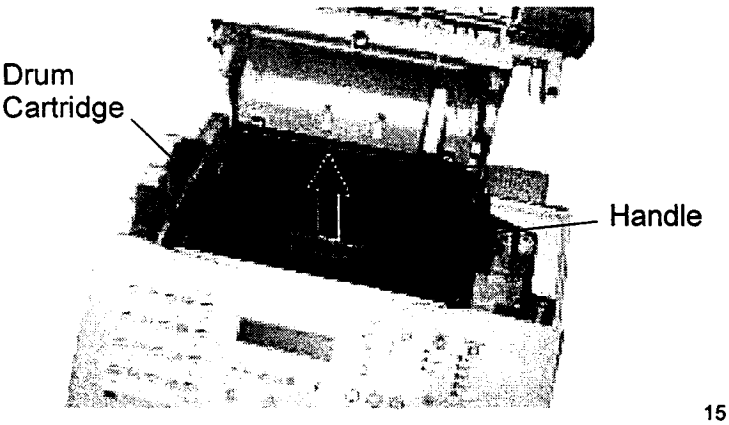


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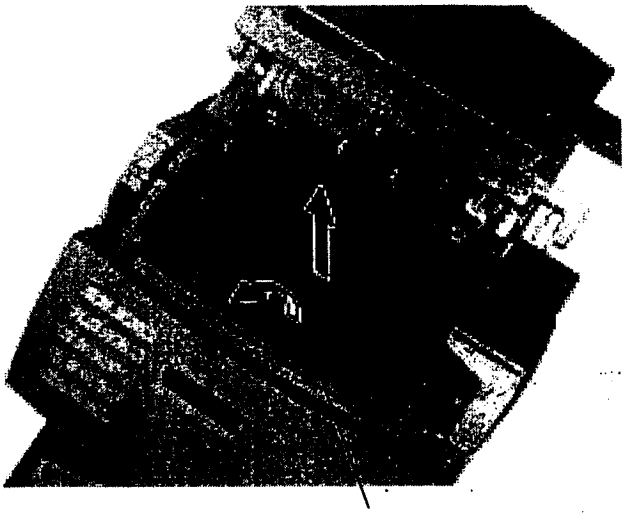
***Note:*** *Immediately wrap the drum cartridge with a cloth to protect it against overexposure to light.*

**CAUTION**

Always hold the Drum Cartridge and Toner Cartridge by the green handles. Do not expose the green drum to light for more than 3 minutes. Never expose it to direct sunlight or touch the green drum. Damage or poor print quality may result.

5. Pull up the Paper Guide and remove the jammed paper. Avoid tearing the paper.

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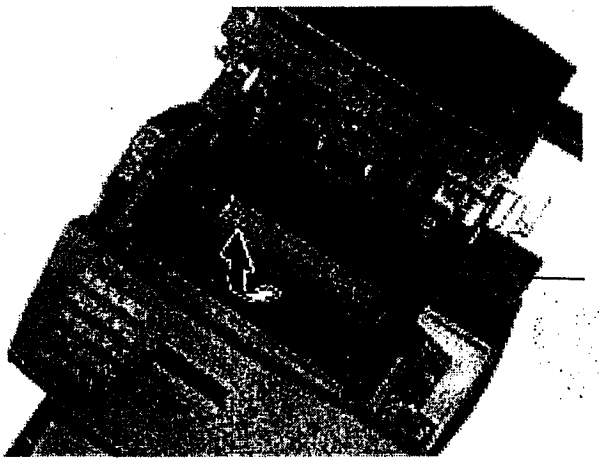
**CAUTION**

Do not touch the Image Transfer Roller.

**WARNING**

**The black colored fuser housing may be hot if the machine was in use prior to this paper jam.**

6. If the paper is jammed partway through the Fuser Unit (black colored housing), remove the jammed paper in the direction of the arrow. Avoid tearing paper.

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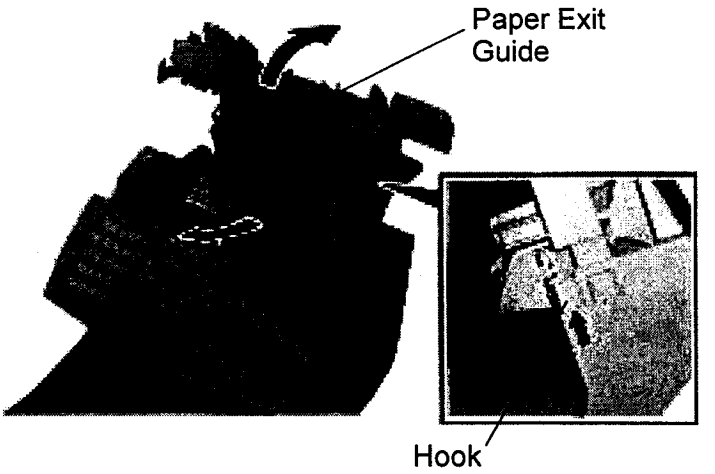
7. If the paper is jammed partway through the Paper Exit Guide, open the Paper Exit Guide and remove the jammed paper.

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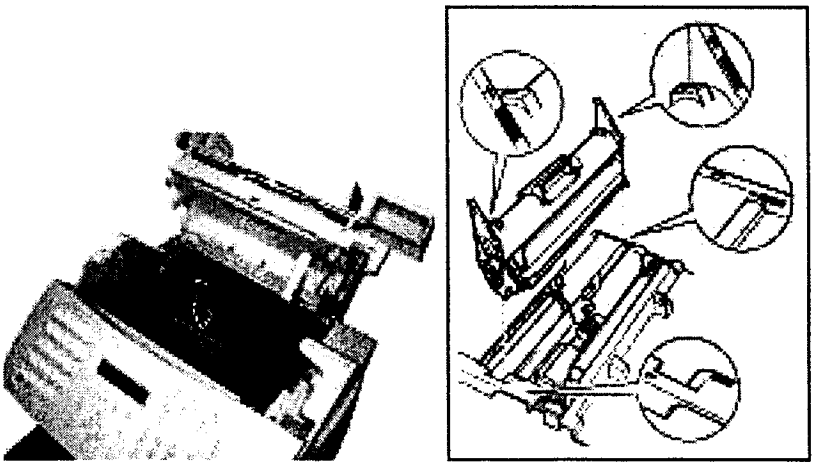
8. Install the drum cartridge into the machine, aligning the guides of the cartridge with the grooves inside the machine.
Color coordinated "1" labels have been affixed to the drum cartridge and to the inside of the machine. Install the drum cartridge by aligning these labels.



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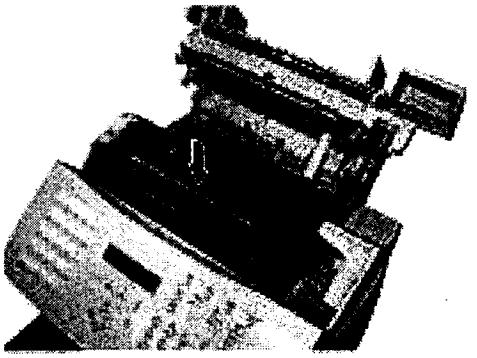
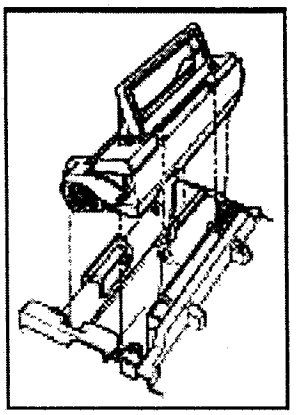
Make sure the drum cartridge is inserted inside the machine as far as it will go.

9. Holding onto the toner cartridge's handle, lower it into the machine. Make sure that the four pins (two on each side) fit into the grooves inside the machine.
   Color coordinated "2" labels have been affixed to the toner cartridge and to the inside of the machine. Install the toner cartridge by aligning these labels.





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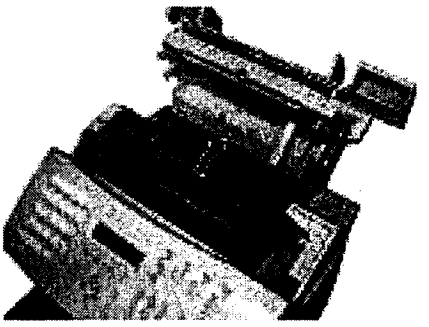
The cartridge will click into place when it is completely installed.



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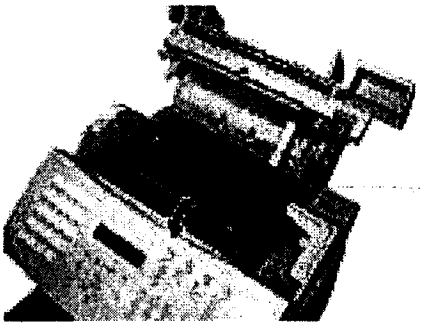

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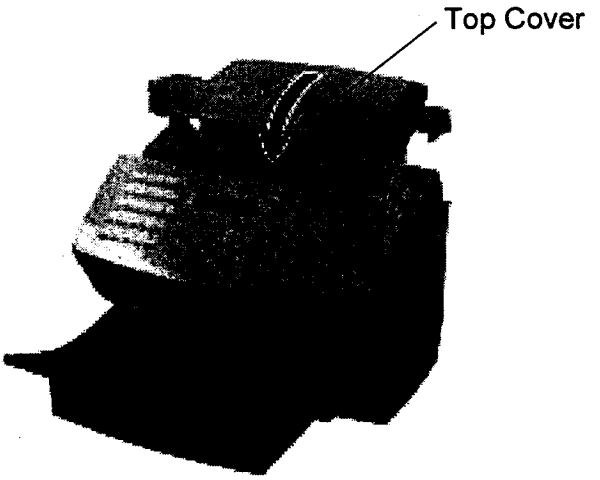
10. Replace the Paper Exit Guide, Paper and Bypass Tray.
11. Press down on the Top Cover until a "Click" is heard to ensure the latches engage.

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12. Verify the display has returned to the Standby Mode.

## Document Jam

If a document jam occurs during a transmission, the message "DOCUMENT JAM" is displayed. If this occurs, follow the procedure below.

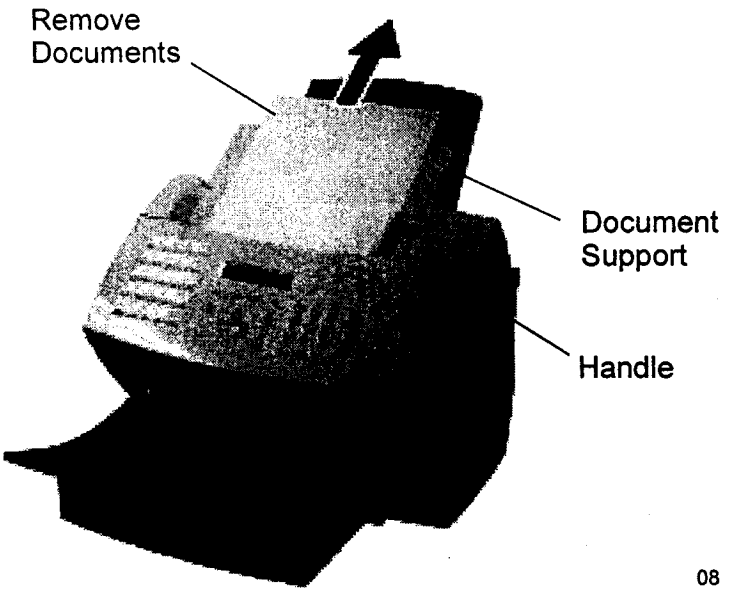
It is recommended that a duplicate from a copier, of the jammed document be used to reduce the chance of a jam when resending the document.

See Chapter 3, "Loading Documents" for document specifications and recommendations which may help avoid paper jams.

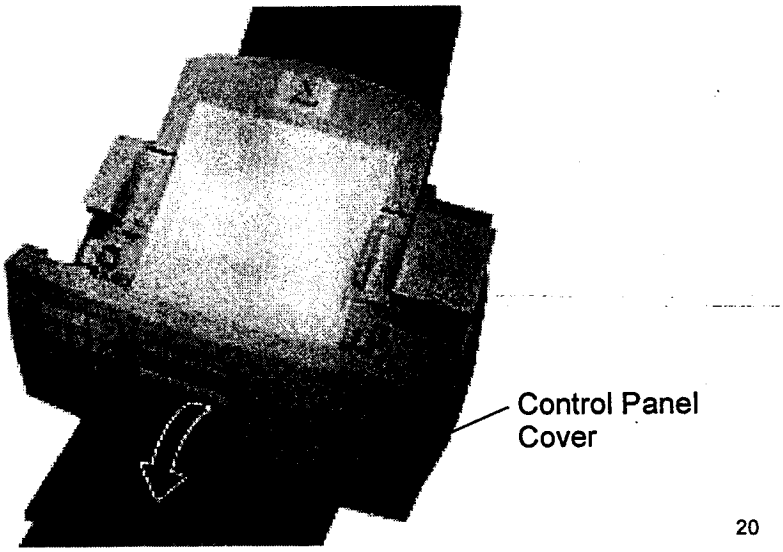
***Note:*** *The power can be left ON when clearing a paper jam.*

| **Typical Causes of Document Jams** | **Recommended Procedure** |
|---|---|
| The document is fed at an angle. | Adjust the Document Guides to the edges of the document. |
| The document paper is too thin or too thick. | Make a duplicate using a copier and use the copy as the sending document. |
| Document has tape or pieces of paper taped to it. | Remove the tape or make a duplicate using a copier and use the copy as the sending document. |
| The Control Panel Cover is not fully closed. | Close the Control Panel Cover fully. |
| The document is stapled. | Remove the staple(s), or make a duplicate using a copier and use the copy as the sending document. |

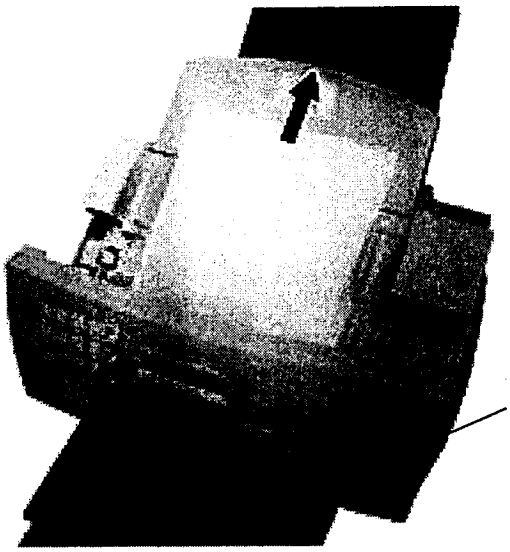
1. Remove all documents from the Document Support.




2. Open the Control Panel Cover.



3. Remove the document jam. Remove any pieces of paper, paper clips, or staples that may have caused the jam.

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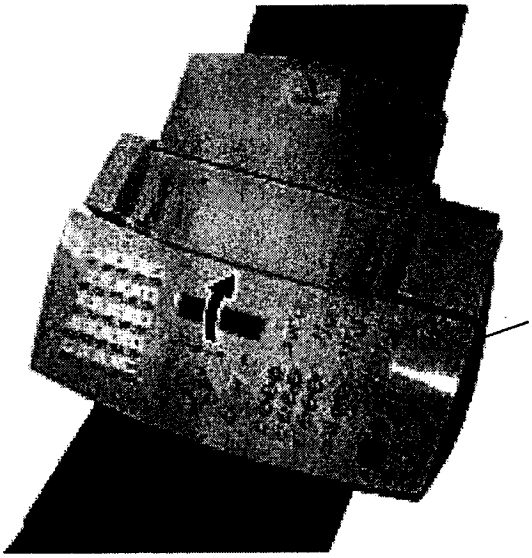
4. Close the Control Panel Cover.

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5. Verify the display has returned to the Standby Mode.