Error Messages and Clearing Paper Jams

When a paper jam occurs, the [Paper jam] or [Document jam] message appears on the display screen and the <STATUS> key in the operator panel blinks.

The error code and description differ according to where the paper jam occurs.

NOTES & CAUTIONS:

- Whenever you have a paper jam in the printer unit, ALWAYS Turn the Unit Off and let it sit for several minutes as the fuser stays hot for several minutes after the machine is powered off. Be very careful when working around the fuser.
- Remove the paper carefully so that it does not tear.
- Check that there is no paper remaining inside the machine.
- The image drum is very delicate. Handle it carefully.
- Do not expose the image drum to direct sunlight or very bright interior light. Do not leave it exposed for more than 5 minutes.
Error Code 370, 371, 372 (Duplex paper jam)

1. Remove any documents from the scanner’s document tray.
2. Lift the scanner unit.
3. Press the top cover open button (1) and completely open the top cover.

4. Carefully lift out the image drum and toner cartridge as an assembly. Be careful not to touch or scratch the green drum surface.

5. Remove the Duplex unit by raising the colored handles on each side, and holding the handles and gently lifting it out.

NOTES & CAUTIONS:
- Do not touch the sponge roller on top of the Duplex unit.
6 Carefully remove any paper and replace the duplex unit.

**NOTES & CAUTIONS:**
- Remove the paper carefully so that it does not tear. If the paper tears, be sure to remove all of the pieces.
- Check that there is no paper remaining inside the machine.

7 Replace the duplex unit.

When replacing the Duplex unit into the printer, insert the 2 legs on the front sides of Duplex unit into holders of the printer.

8 Secure the Duplex unit to the printer by rotating both handles towards the rear of the unit.

**NOTES & CAUTIONS:**
- Do not touch the sponge roller on the Duplex unit.
9 Reinstall the image drum and toner cartridge as an assembly.

**NOTE:**

Make sure that the drum grounding pegs on each side of the drum slide into the slots on each side of the printer frame.

10 Close the top cover. Close the scanner unit

11 Power the unit on.
Error Code 380, 381, 382, 389 (Paper feed jam)

Error Code 390 (Paper feed jam (Multipurpose tray))

1. Follow Steps 1 through 5 in the section above to remove any paper from the document tray, lift the scanner, open the printer cover and remove the drum and toner assembly.

2. If the top end of paper is visible at the rear side of transparent resist guide, rotate the resist guide toward the fuser unit and hold the paper top end and carefully pull out the paper.

3. If neither the top or bottom end of paper is visible, move the jammed paper in the arrow direction as shown. Hold the top end of paper with both hands and carefully gently pull out the paper.

4. If the bottom end of paper is visible, hold the paper and carefully pull out the paper, using both hands to prevent tearing the paper.

**NOTE:**
- Remove the paper carefully so that it does not tear. If the paper tears, be sure to remove all of the pieces.
- Check that there is no paper remaining inside the machine.
Paper discharge unit (Paper jammed)

5 If the bottom end of paper is visible in the printer, hold and pull out the paper carefully.

6 If the bottom end of paper is not visible but the leading edge is visible at the paper discharge unit, hold the top end of paper and pull out the paper carefully.

If you cannot remove the paper by following Steps (A)1 and (A)2, pull out the paper by following Steps (B) 1 and (B)2.

If you have failed to remove jammed paper, follow the steps below.

7 Reinstall the image drum cartridge and toner cartridge assembly into the printer, (Step 9 in the previous section) and close the top cover.

Turn the printer Power switch ON.

When the motor starts to rotate, hold the top end of paper and gently pull out the paper.

**NOTE:**
- If paper jams when you load it, check to see that no paper has been left in the paper feed path. Remember that you can clear the alarm display only after you have opened the top cover first and then closed it again.
Error Code 391, 392 (Paper feed jam)

1. Pull out and remove the paper cassette of the indicated tray.

2. Remove the jammed paper from the unit. Insure that there are no pieces of paper left in the unit.

3. Reinstall the paper tray into the machine.

4. Remove any documents from the scanner’s document tray and lift the scanner unit.

5. Press the top cover open button (1) and open the top cover.
   Close the top cover.
   Close the scanner unit
   Turn the power on.
Scanner Document Jams

When you can see the document In the ADF Paper Path

1. Open the ADF cover, and gently pull the document up and out.

When you can see the document Inside the ADF

1. Remove any documents from the document tray.
   - Open the ADF cover.
   - Hold the jammed document by the top edge, and gently pull it out.
2 If the edge of the document can be seen under the paper guide, lift the paper guide and then pull out the document. Close the paper guide.

3 If the edge of the document cannot be seen in the ADF, lift the document tray and then pull out the document. Close the document tray.

4 Close the ADF cover.