Quick Reference

Loading paper and specialty media

Setting the paper size and type

The Paper Size setting is automatically sensed according to the position of the paper guides in each tray except in the standard 150-sheet tray (Tray 1) and in the multipurpose feeder. The Paper Size setting for Tray 1 is set manually via the wheel on the tray, while the Paper Size setting for the multipurpose feeder is set in the Paper Size menu.

From the home screen, navigate to:

 > **Paper Menu** > **Paper Size/Type** > select a tray > select the

paper size or type >

Only Tray 1 has Plain Paper as the factory default Paper Type setting. Custom 2, 3, 4, 5, and 6 are the default settings for the other trays.

Loading the standard or optional 550-sheet tray

The printer has standard 150- (Tray 1) and 250-sheet trays (Tray 2), and it may have one or more optional 550-sheet trays. All 550-sheet trays support the same paper sizes and types. The only sizes that are supported for both long-edge and short-edge feeding are Letter and A4. Anything longer than A4 should be fed with the short edge of the page entering the printer first, anything shorter should be fed with the long edge of the page entering the printer first.

Any unusual sized sheets or heavy weight media should be loaded into the multipurpose feeder, which can support up to 50 sheets.

CAUTION—TIPPING HAZARD: To reduce the risk of equipment instability, load each paper drawer or tray separately. Keep all other drawers or trays closed until needed.
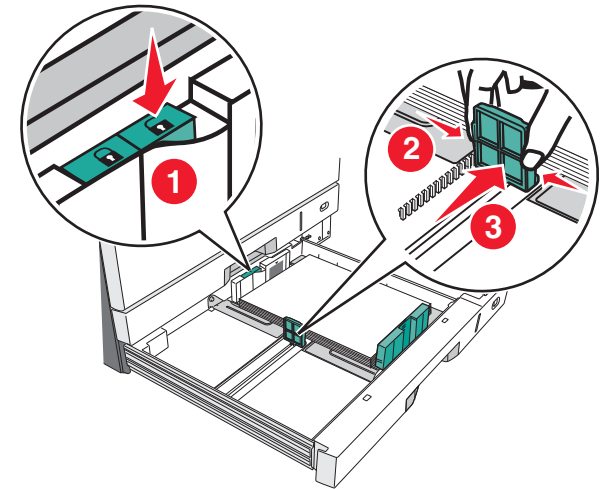
1 Pull the tray out.
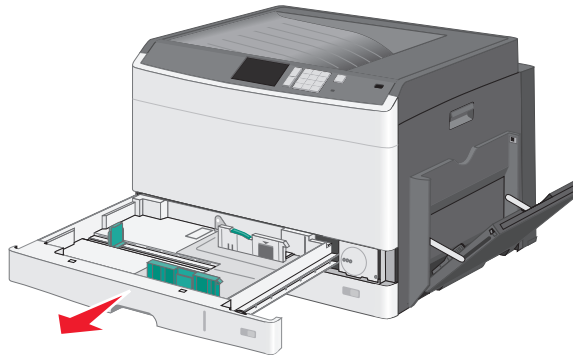
Notice the size indicators at the bottom of the tray. Use these indicators to help position the guides.
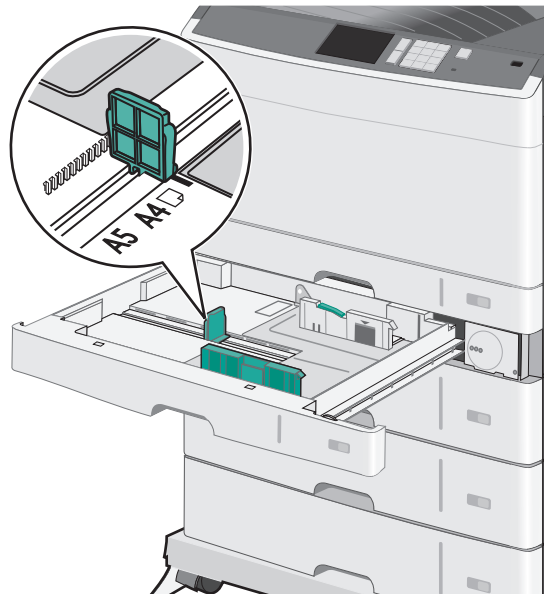

2 Make sure to unlock the width guide lock at the rear of the tray. Squeeze the width guide tabs as shown, and then slide the guide to the correct position for the paper size being loaded.


Note: Always use the paper width guide lock at the rear of the tray to prevent the margins from being knocked out of adjustment.

3 Squeeze the length guide tabs together, and then slide the length guide to the correct position for the paper size being loaded.
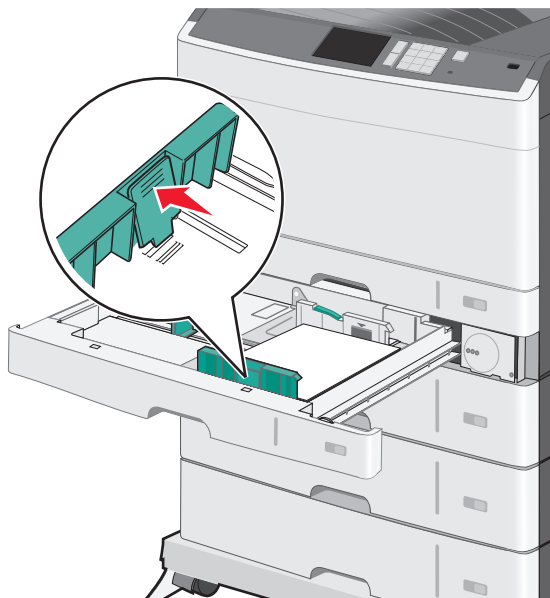
4 Flex the sheets back and forth to loosen them. Do not fold or crease the paper. Straighten the edges on a level surface.
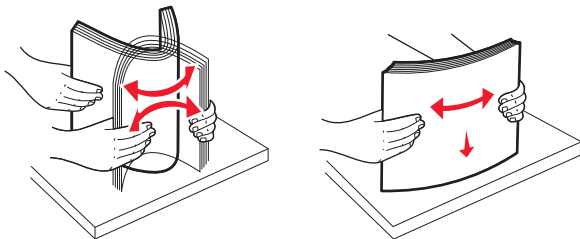

5 Load the paper stack with the recommended print side faceup. Load the paper in either the long-edge or short-edge orientation as described at the beginning of this section.

Notes:

- Load sizes larger than A4 in the short-edge orientation.
- Make sure the paper is below the maximum fill line located on the edge of the paper tray. Overloading the tray can cause paper jams and possible printer damage.
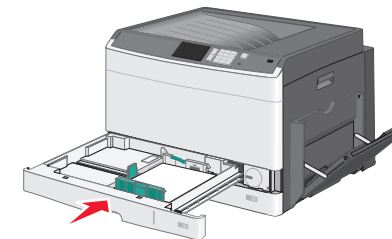
Long-edge orientation   **Short-edge orientation**
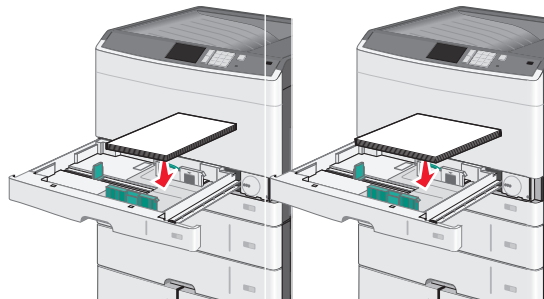
6 Adjust both the width and length guides to lightly touch the edge of the paper stack. Make sure the paper fits loosely in the tray, lies flat, and is not bent or wrinkled.

7 Lock the width guide.
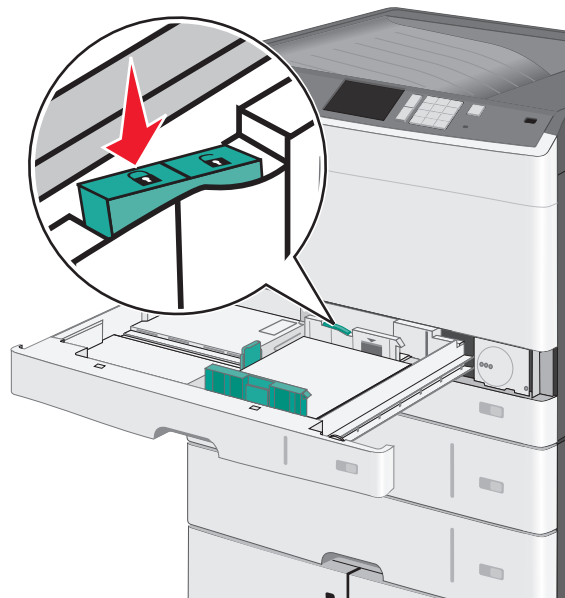
8 Insert the tray.

9 From the printer control panel, set the Paper Size and Paper Type for the tray based on the paper you loaded.

# Loading the multipurpose feeder

The multipurpose feeder can hold several sizes and types of print media, such as transparencies, labels, card stock, and envelopes. It can be used for single-page or manual printing, or as an additional tray.

The multipurpose feeder can hold approximately:

- 50 sheets of 75-g/m^2 (20-lb) paper
- 10 envelopes
- 20 transparencies

Note: Do not add or remove paper or specialty media when the printer is printing from the multipurpose feeder or when the printer control panel indicator light is blinking. Doing so may cause a jam.
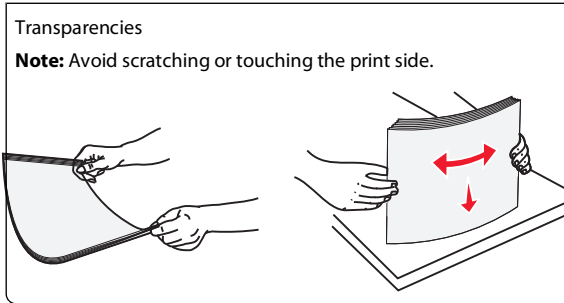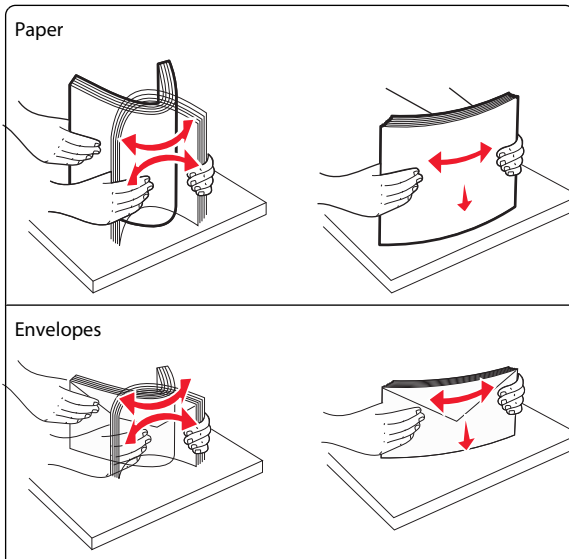
1 Pull down the multipurpose feeder door.
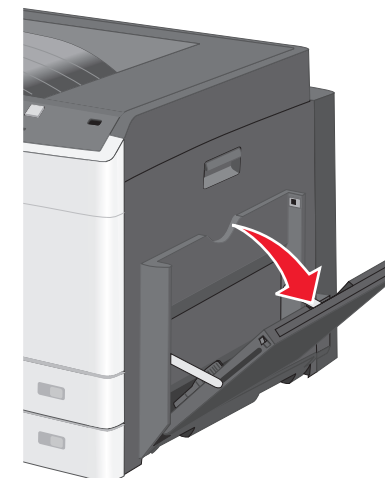
2 Gently pull the extension until it is fully extended.
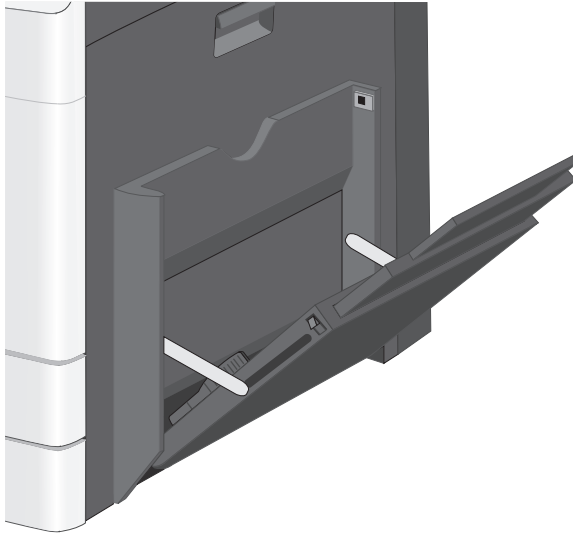
3 Flex the sheets of paper or specialty media back and forth to loosen them. Do not fold or crease them. Straighten the edges on a level surface.


Paper

Envelopes

Transparencies

Note: Avoid scratching or touching the print side.

4 Load the paper or specialty media. Slide the stack gently into the multipurpose feeder until it comes to a stop.

Notes:

- Load A3-, A6-, 11x17, JIS B4-, Statement- and legal-size media in short-edge orientation.
- Load A4-, A5-, Exec-, JIS B5- and letter-size media in long-edge orientation.
- Load envelopes flap side up in short-edge orientation.
- Do not exceed the maximum amount of media that the multipurpose feeder can hold.
- Load only one size and type of paper at a time.

Long-edge orientation   **Short-edge orientation**
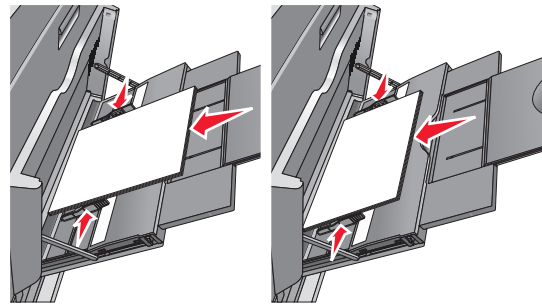
Warning—Potential Damage: Never use envelopes with stamps, clasps, snaps, windows, coated linings, or self-stick adhesives. These envelopes may severely damage the printer.

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5 Adjust the width guide to lightly touch the edge of the stack. Make sure the paper or specialty media fits loosely in the multipurpose feeder, lies flat, and is not bent or wrinkled.
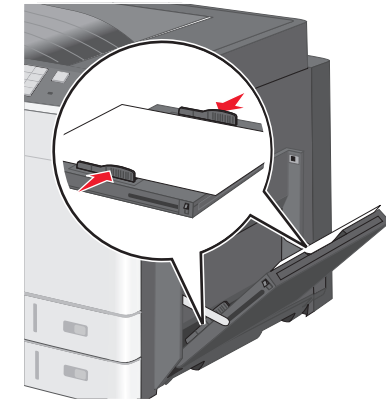
6 From the printer control panel, set the Paper Size and Paper Type for the multipurpose feeder (MP Feeder Size and MP Feeder Type) based on the paper or specialty media loaded.

Linking and unlinking trays

Linking trays

Tray linking is useful for large print jobs or for printing multiple copies. When one linked tray is empty, paper feeds from the next linked tray. When the Paper Size and Paper Type settings are the same for any trays, the trays are automatically linked. The Paper Size setting is automatically sensed according to the position of the paper guides in each tray except Tray 1 and the multipurpose feeder. The Paper Size setting for the multipurpose feeder must be set manually from the Paper Size menu. The Paper Type setting must be set for all trays from the Paper Type menu. The Paper Type menu and the Paper Size menu are both available from the Paper Size/Type menu.

Unlinking trays

Note: Trays that do not have the same settings as any other tray are not linked.

Change one of the following tray settings:

- Paper Type

  Paper Type names describe the paper characteristics. If the name that best describes your paper is used by linked trays, assign a

different Paper Type name to the tray, such as Custom Type [x], or define your own custom name.

- Paper Size

  Load a different paper size to automatically change the Paper Size setting for a tray. Paper Size settings for the multipurpose feeder are not automatic; they must be set manually from the Paper Size menu.

Warning—Potential Damage: Do not assign a Paper Type name that does not accurately describe the type of paper loaded in a tray. The temperature of the fuser varies according to the specified Paper Type. Prints may not be properly processed if an inaccurate Paper Type is selected.

Creating a custom name for a paper type

If the printer is on a network, you can use the Embedded Web Server to define a name other than Custom Type [x] for each of the custom paper types loaded into the printer.

1 Type the printer IP address into the address field of your Web browser.

   Note: If you do not know the IP address of the printer, then you can:

   - View the IP address on the printer control panel in the TCP/IP section under the Networks/Ports menu.
   - Print a network setup page or the menu settings pages and locate the IP address in the TCP/IP section.

2 Click **Settings** > **Paper Menu** > **Custom Name** > type a name > **Submit**.

   Note: This custom name will replace the Custom Type [x] name under the Custom Types and Paper Size and Type menus.

3 Click **Custom Types** > select a paper type > **Submit**.

Assigning a custom paper type name

1 From the home screen, navigate to:

   ≡ > **Paper Menu** > **Paper Size/Type**

2 Select the tray number or MP Feeder Type.

3 Touch the left or right arrow until `Custom Type [x]` or another custom name appears.

4 Touch ✅.

Clearing jams

By carefully selecting paper and specialty media and loading it properly, you should be able to avoid most jams. For more information, see "Avoiding jams" on page 4. If jams do occur, follow the steps outlined in this chapter.

To resolve the jam messages, you must clear the entire paper path, and touch **Continue** to clear the message and resume printing. The printer prints a new copy of the jammed pages if Jam Recovery is set to On or Auto; however, the Auto setting does not guarantee the page will print.

Note: Jam recovery is set to Auto by default. The printer reprints jammed pages unless the memory required to hold the pages is needed for other printer tasks.

Avoiding jams

Paper tray recommendations

- Make sure the paper lies flat in the tray.
- Do not remove a tray while the printer is printing.
- Do not load a tray while the printer is printing. Load it prior to printing, or wait for a prompt to load it.
- Do not load too much paper. Make sure the stack height does not exceed the indicated maximum height.
- Make sure the guides in the tray or the multipurpose feeder are properly positioned and are not pressing too tightly against the paper or envelopes.
- Push the tray in firmly after loading paper.

Paper recommendations

- Use only recommended paper or specialty media.
- Do not load wrinkled, creased, damp, bent, or curled paper.
- Flex and straighten paper before loading it.
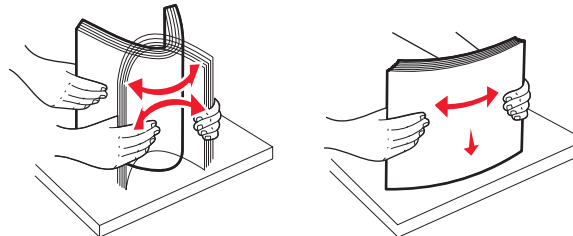
- Do not use paper that has been cut or trimmed by hand.

- Do not mix paper sizes, weights, or types in the same stack.
- Make sure all sizes and types are set correctly in the printer control panel menus.
- Store paper per manufacturer recommendations.

Understanding jam numbers and locations

When a jam occurs, a message indicating the jam location appears on the display. Open doors and covers and remove trays to access jam locations. To resolve any paper jam message, you must clear all jammed paper from the paper path.
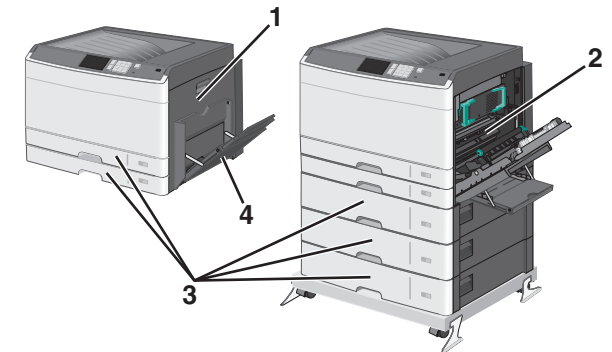
| Area	Jam numbers	What to do
1	200	Open the side cover, and then remove any jams.
	201	Open the side cover, and then remove any jams.
	203	Open the side cover, and then remove any jams.
2	230	1 Open the side cover. 2 Lower the duplex unit, and then remove any jams.
	231-239	1 Open the side cover. 2 Lower the duplex unit, and then remove any jams.
3	24x	1 Open the side cover, and then remove any jams. 2 Open each tray, and then remove any jams.

| Area	Jam numbers	What to do
4	250	1 Remove all media from the multipurpose feeder. 2 Flex and stack the media. 3 Reload paper or media in the multipurpose feeder. 4 Adjust the paper guides. 5 Touch **Continue, jam cleared**.

200 paper jam

1 Open the side door.

⚠️ **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching.

2 Pull the jammed paper up and out to remove it from the paper path.
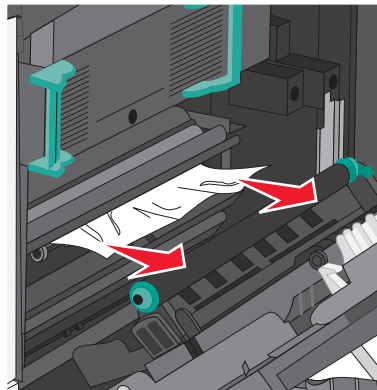
Notes:

- Make sure all paper fragments are removed.
- If the page is in the fuser, the fuser nip release lever should be lowered and should be switched to envelope mode.
- After removing the jammed page, return the lever to the proper position.

3 Close the side door.

4 Touch **Continue, jam cleared**.

201 paper jam

1 Open the side door.

⚠️ **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching.

2 Determine where the jam is located, and then remove it:

a If the paper is visible under the fuser, then grasp it on each side and pull it out.
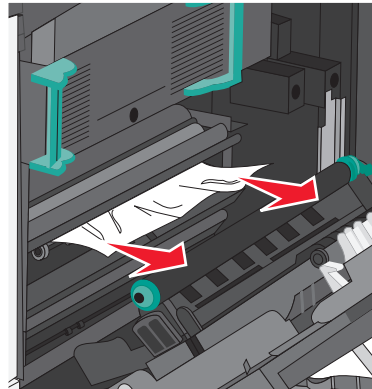
b If the paper is not visible, then you will need to remove the fuser unit.

Warning—Potential Damage: Do not touch the center of the fuser unit. Doing so will damage the fuser.

1 Lift the handles on each side of the fuser, and then pull to remove the fuser unit.
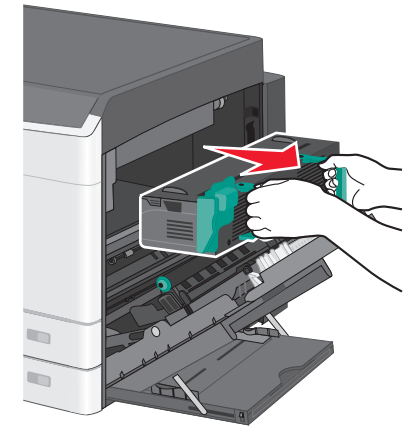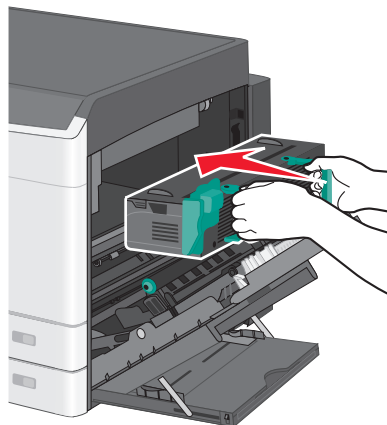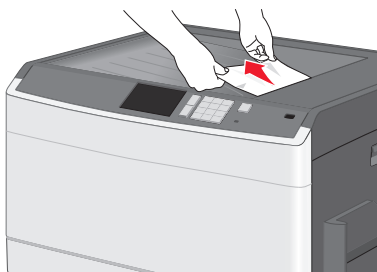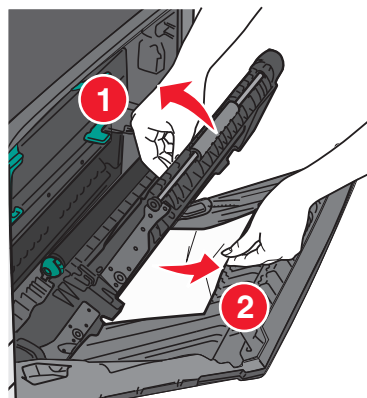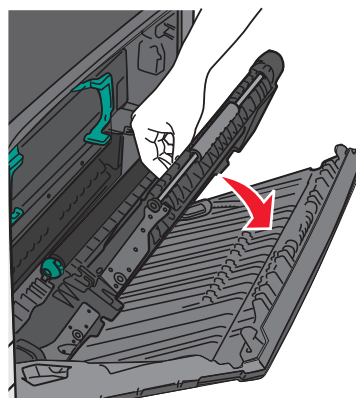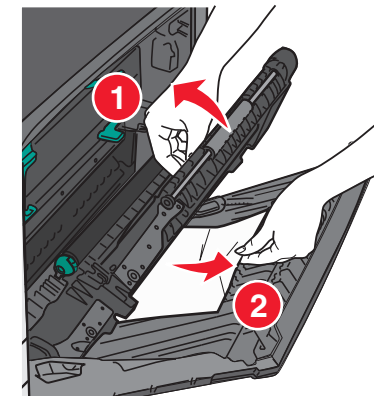
2 Remove the jammed paper.
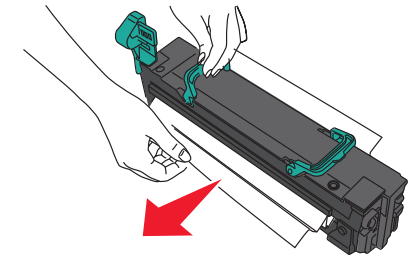
Notes:

- Make sure all paper fragments are removed.
- Pull the jammed paper downwards.
- If the paper is in the fuser, then the fuser nip release lever should be lowered and should be switched to envelope mode.
- After removing the jammed paper, return the lever to the proper position.

3 Align the fuser unit using the handles on each side, and then place it back into the printer.

3 Close the side door.

4 Touch **Continue, jam cleared**.

203 paper jam

1 Grasp any jammed paper visible in the standard exit bin, and then gently pull it out.

Notes:

- Make sure all paper fragments are removed.
- If the page is in the fuser, then the fuser nip release lever should be lowered and should be switched to envelope mode.
- After removing the jammed page, return the lever to the proper position.

2 Touch **Continue, jam cleared**.

230 paper jam

1 Open the side door.

2 Hold onto the handles of the duplexing unit, open the cover, and then remove any jammed paper.

> ⚠ **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching.

**3** Close the cover on the duplexing unit.

4 Close the side door.

5 Touch **Continue, jam cleared**.

231–239 paper jams

1 Open the side door.

2 Hold onto the handles of the duplexing unit, open the cover, and then remove any jammed paper.

> ⚠ **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching.

3 Close the cover of the duplexing unit.
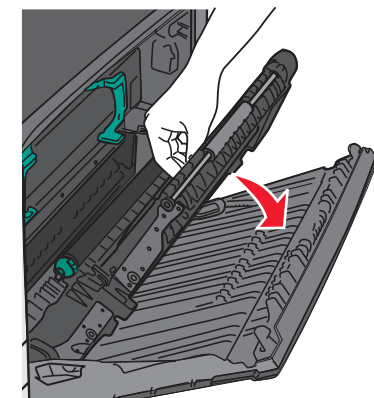
4 Close the side door.

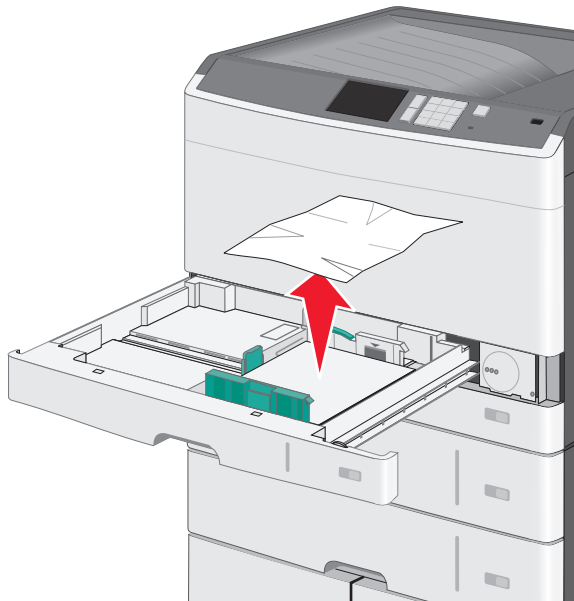**5** Touch **Continue, jam cleared**.

24x paper jam

Paper jam in Tray 1

1 Check the side access door to trays and then pull the jammed pages out.
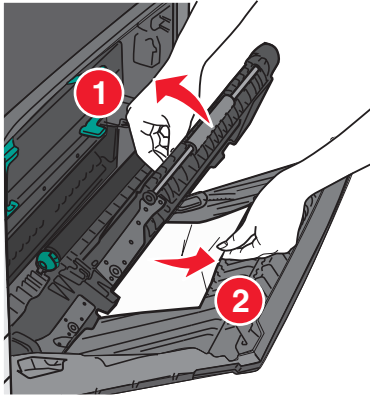
Note: Make sure all paper fragments are removed.

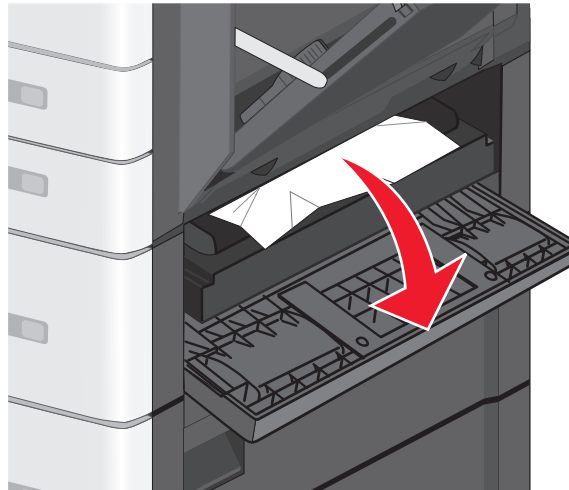**2** Open Tray 1, and then pull the jammed pages straight up and out.

Note: Make sure all paper fragments are removed.
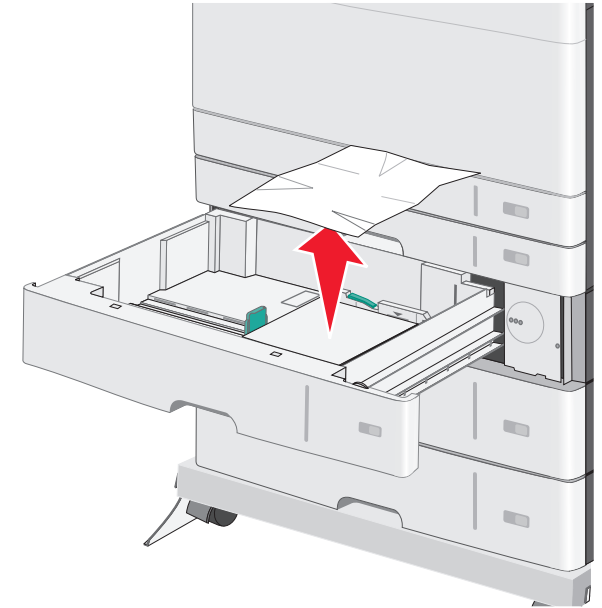
3 Close Tray 1.

4 Touch **Continue, jam cleared**.

Paper jam in one of the optional trays

1 Check the side access door to trays and then pull the jammed pages out.

Note: Make sure all paper fragments are removed.

2 Open the specified tray, and then pull the jammed pages out.

Note: Make sure all paper fragments are removed.

3 Close the tray.

4 Touch **Continue, jam cleared**.

250 paper jam

1 Remove any jammed pages from the multipurpose feeder.
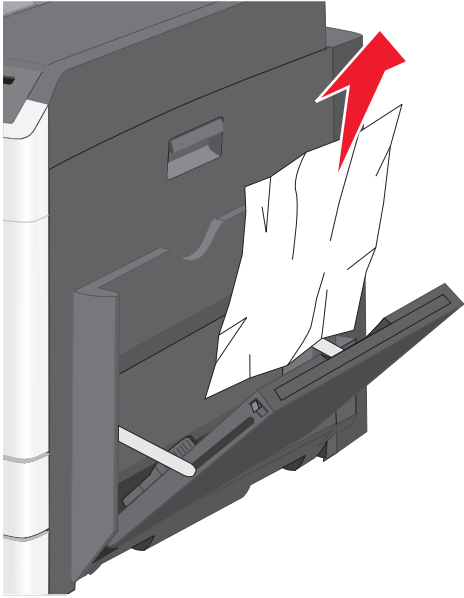
2 Load paper into the multipurpose feeder.

3 Touch **Continue, jam cleared**.

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