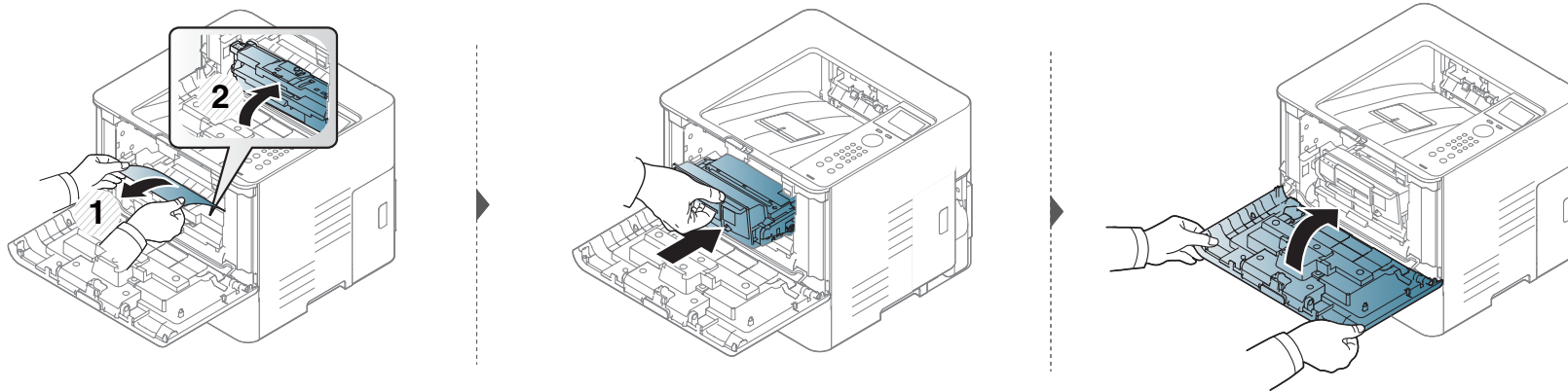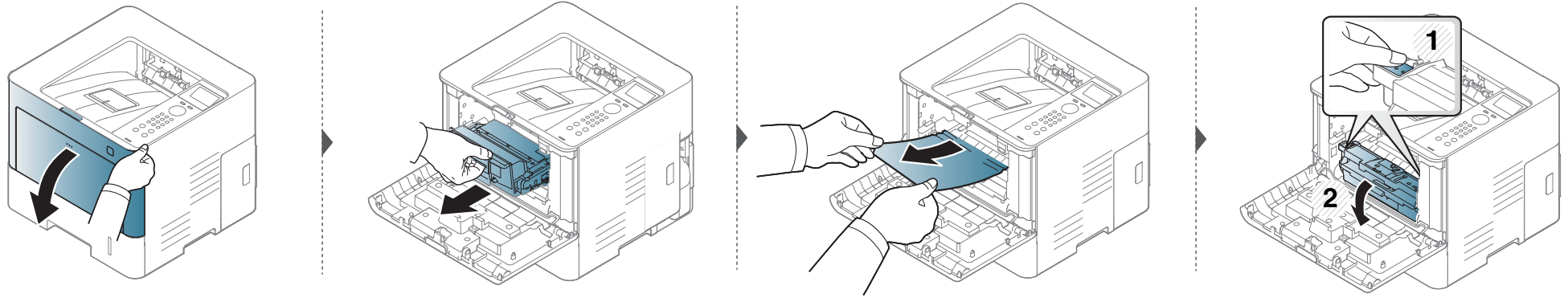# Clearing paper jams

Inside the machine

⚠️ The Fuser area is HOT please wait until device cools down before accessing this area. Turn power off to cool the machine down. Take care when removing paper from the machine.

✎ Illustrations in this user's guide may differ from your machine depending on the model and options installed. Check your machine type (see **"Front view" on page 18**).
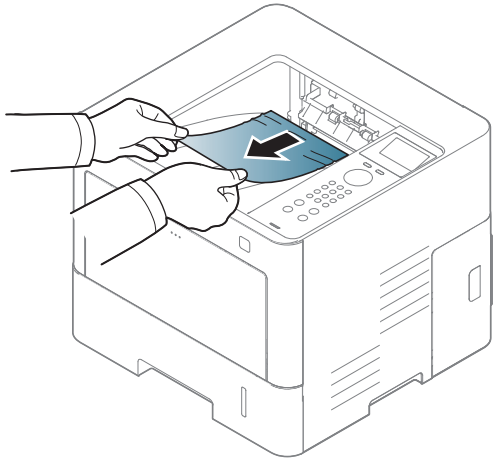
Clearing paper jams

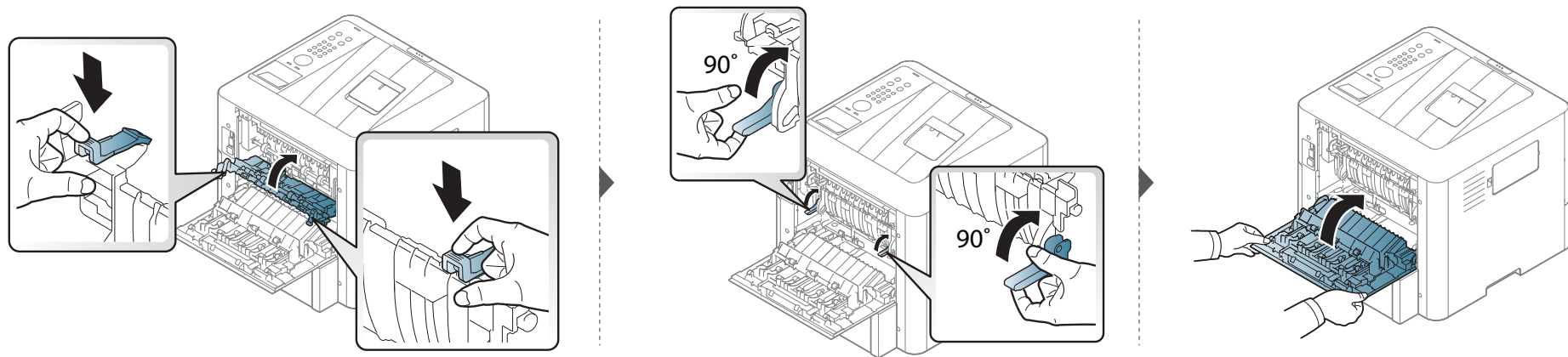# Clearing paper jams

In the exit area

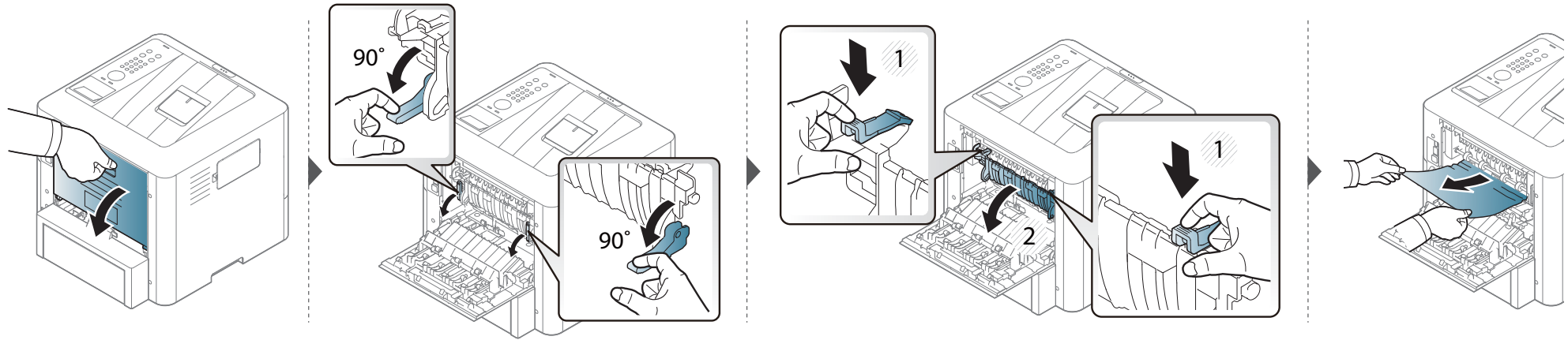⚠️ The Fuser area is HOT please wait until device cools down before accessing this area. Turn power off to cool the machine down. Take care when removing paper from the machine.
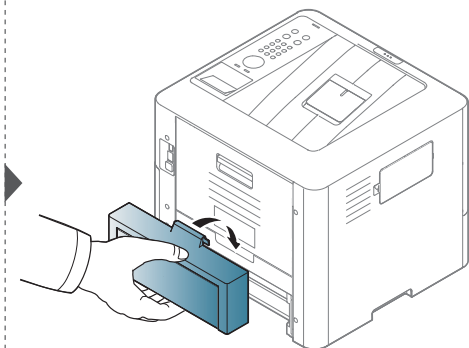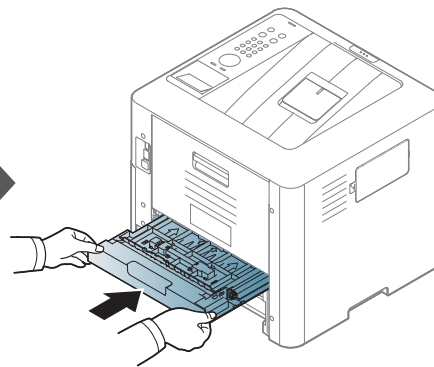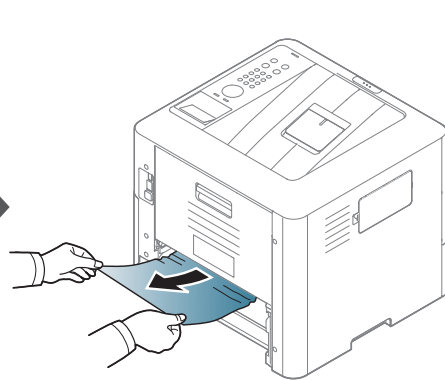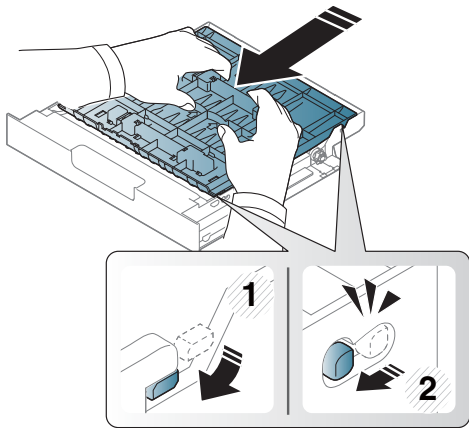
Clearing paper jams

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

Clearing paper jams

In the duplex unit area
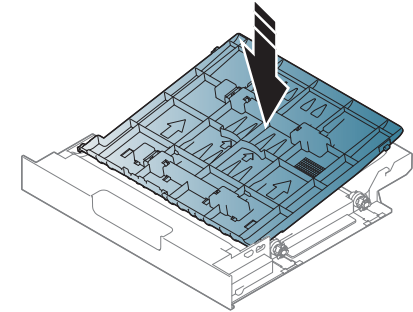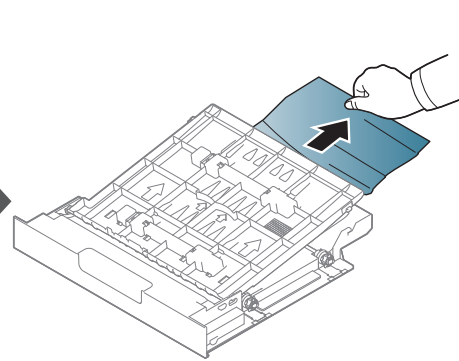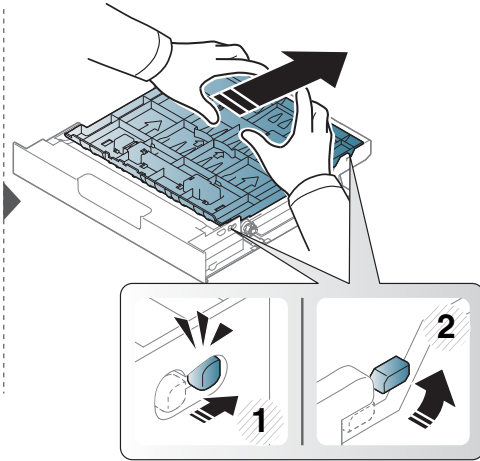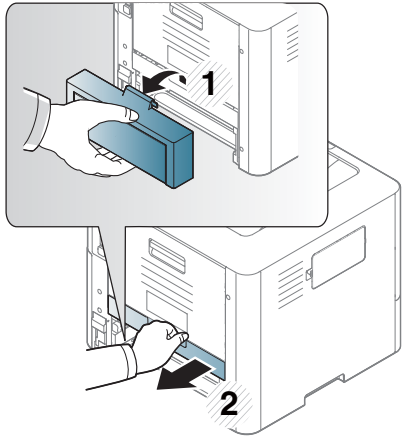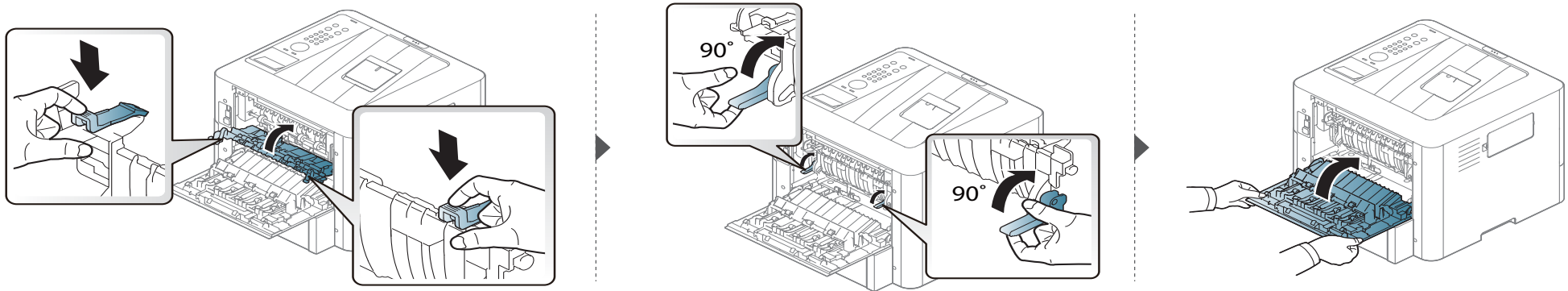
Clearing paper jams

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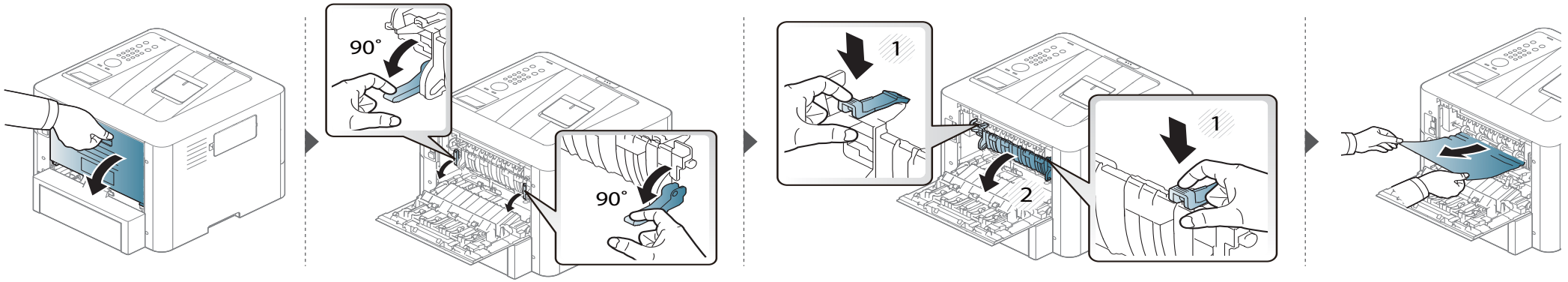
Understanding the status LED

The color of the LED indicates the machine's current status.

> • Some LEDs may not be available depending on model or country (see "Control panel overview" on page 20).
>
> • To resolve the error, look at the error message and its instructions from the troubleshooting part (see "Understanding display messages" on page 92).
>
> • You also can resolve the error with the guideline from the computers's Samsung Printing Status program window (see "Using Samsung Printer Status" on page 216).
>
> • If the problem persists, call a service representative.

LED	Status		Description
(↔/⚠) Status		Off	The machine is off-line.
	Green	Blinking	When the backlight blinks, the machine is receiving or printing data.
		On	• The machine is on-line and can be used.
	Orange	Blinking	• A minor error has occurred and the machine is waiting for the error to be cleared. For models that supports display screen on the control panel, check the display message. When the problem is cleared, the machine resumes. • Small amount of toner is left in the cartridge. The estimated cartridge life[a] of toner is close. Prepare a new cartridge for replacement. You may temporarily increase the printing quality by redistributing the toner (see "Redistributing toner" on page 62).[b]
		On	• A toner cartridge has almost reached its estimated cartridge life[a]. It is recommended to replace the toner cartridge (see "Replacing the toner cartridge" on page 63). • The cover is opened. Close the cover. • There is no paper in the tray when receiving or printing data. Load paper in the tray. • The machine has stopped due to a major error. Check the display message (see "Understanding display messages" on page 92). • A paper jam has occurred (see "Clearing paper jams" on page 79).

Understanding the status LED

LED	Status		Description
(⏻) Power/ Wake Up	Blue	On	The machine is in power save mode.
		Off	The machine is in ready mode or machine's power is off.
Eco	Green	On	Eco mode is on (see "Eco printing" on page 48).
		Off	Eco mode is off.

a. Estimated cartridge life means the expected or estimated toner cartridge life, which indicates the average capacity of print-outs and is designed pursuant to ISO/IEC 19798. The number of pages may be affected by operating environment, percentage of image area, printing interval, graphics, media and media size. Some amount of toner may remain in the cartridge even when red LED is on and the printer stops printing.

b. Some LEDs may not be available depending on model or country (see "Control panel overview" on page 20).

Understanding display messages

Messages appear on the control panel display to indicate the machine's status or errors. Refer to the tables below to understand the messages' and their meaning, and correct the problem, if necessary.

> • You can resolve the error with the guideline from the computers's Printing Status program window (see "Using Samsung Printer Status" on page 216).
> • If a message is not in the table, reboot the power and try the printing job again. If the problem persists, call a service representative.
> • When you call for service, provide the service representative with the contents of display message.
> • Some messages may not appear on the display depending on the options or models.
> • [error number] indicates the error number.
> • [tray type] indicates the tray number.
> • [media type] indicates the media type.
> • [media size] indicates the media size.

1 Paper Jam-related messages

Message	Meaning	Suggested solutions
Jam inside of duplex	Paper has jammed during duplex printing. This is applicable only to machines with this feature.	Clear the jam (see "In the duplex unit area" on page 88).
Jam bottom of duplex		
Jam top of duplex		
Jam in exit area	Paper has jammed in the exit area.	Clear the jam (see "In the exit area" on page 86).
Jam inside of machine	Paper has jammed in the inside machine.	Clear the jam (see "Inside the machine" on page 84).
Paper jam in tray 1	Paper has jammed in the tray.	Clear the jam (see "In tray 1" on page 79).
• **Paper jam in tray 2** • **Paper jam in tray 3** • **Paper jam in tray 4** • **Paper jam in tray 5**	Paper has jammed in the optional tray.	Clear the jam (see "In optional trays" on page 81).
Paper jam in MP tray	Paper has jammed in the multi-purpose tray.	Clear the jam (see "In the multi-purpose tray" on page 83).

Understanding display messages

Toner-related messages

Message	Meaning	Suggested solutions
Replace new toner	The indicated toner cartridge has reached its estimated cartridge life.	Replace the toner cartridge with a Samsung- genuine toner cartridge[a] (see "Replacing the toner cartridge" on page 63).
Prepare new toner	The estimated cartridge life of toner is close.	Prepare a new cartridge for a replacement. You may temporarily increase the printing quality by redistributing the toner (see "Redistributing toner" on page 62).
Error: [error number]	The toner cartridge is not installed.	Install the toner cartridge. If it is already installed, try to reinstall the toner cartridge. If the problem persists, call for service.
Toner Not Installed	The toner cartridge is not installed.	Reinstall the toner cartridge.
Error: [error number]	There is a problem in the toner cartridge.	Turn the machine off and back on again. If the problem persists, call for service.

Message	Meaning	Suggested solutions
Toner Not Compatible	The toner cartridge you have installed is not for your machine.	Install a Samsung-genuine toner cartridge, designed for your machine (see "Available consumables" on page 57).
Replace new toner	The indicated toner cartridge has almost reached its estimated cartridge life.	Replace the toner cartridge for the best print quality when this message appears. Using a cartridge beyond this stage can result in printing quality issues (see "Replacing the toner cartridge" on page 63). If the machine stops printing, replace the toner cartridge (see "Replacing the toner cartridge" on page 63).
Remove seal tape	The seal tape of the toner cartridge is not removed	Remove the seal tape of the toner cartridge (see "Replacing the toner cartridge" on page 63).

a. When the toner cartridge has reached its end of life, the machine will stop printing. In this case, you can choose to stop or continue printing from the SyncThru™Web Service. (**Settings** > **Machine Settings** > **System** > **Setup** > **Supplies Management** > **Toner Cartridge Stop**) or Samsung Easy Printer Manager (**Device Settings** > **System** > **Supplies Management** > **Toner Cartridge Stop**). Turning off this option and continuing to print may damage the device's system.

Understanding display messages

Tray-related messages

Message	Meaning	Suggested solutions
Output bin is full	The output tray is full.	Remove papers from the output tray, the machine resumes printing. If the problem persists, call for service.
Paper Empty in all trays	There is no paper in all tray.	Load paper in the tray (see "Loading paper in the tray" on page 34).
Paper Empty in MP tray	There is no paper in the multi-purpose tray.	Load paper in the multi-purpose tray (see "Multi-purpose tray" on page 36).

Message	Meaning	Suggested solutions
Paper mismatch [tray type]	The paper size specified in the printer properties does not match the paper you are loading.	You can select the option between **Continue** or **Cancel**. If you select **Cancel**, the printing job will stop. Load the correct paper in the tray. If you select **Continue**, printing job will continue.
[tray type] cassette Out	The tray is not securely latched	Close the tray until it locks into place. If the problem persists, call for service.
Error: [error number]	There is a problem in the tray.	Check the tray connection. If the problem persists, call for service.
Error: [error number]	There is a problem in the tray.	Open and close the tray. If the problem persists, call for service
Paper Low in [tray type]	Running out of paper in the tray.	Load paper in the tray.
Paper Empty in [tray type]	There is no paper in the tray.	Load paper in the tray.

Understanding display messages

Network-related messages

Message	Meaning	Suggested solutions
Error [error number]	There is a problem in the network.	Turn the machine off and back on again. If the problem persists, call for service.
IP Conflict	The IP address is used elsewhere.	Check the IP address or obtain a new IP address.
802.1x Network Error	Fail to authenticate.	Check the network authentication protocol. If the problem persists, contact your network administrator.

Misc. messages

| Message	Meaning	Suggested solutions
Door is open. Close it	The cover is not securely latched.	Close the cover until it locks into place.
Front door is open. Close it		

Message	Meaning	Suggested solutions
Error [error number] Install toner again	The toner cartridge is installed improperly, or the connector is polluted.	Reinstall the Samsung-genuine toner cartridge two or three times to confirm it is seated properly. If the problem persists, please call for service.
Error [error number] Turn off then on	The machine unit cannot be controlled.	Reboot the power and try the printing job again. If the problem persists, please call for service.
Error [error number] Call for service		
Not proper room temp. Move set	The machine is in a room with improper room temperature.	Move the machine to a room with proper room temperature.
Prepare fuser unit	The life of the fuser unit will be expried soon.	Replace the fuser unit with a new one. If the problem persists, please call for service.
Replace fuser unit	The life of the fuser unit will be expired.	Replace the fuser unit with a new one. If the problem persists, please call for service.

5. Appendix

This chapter provides product specifications and information concerning applicable regulations.
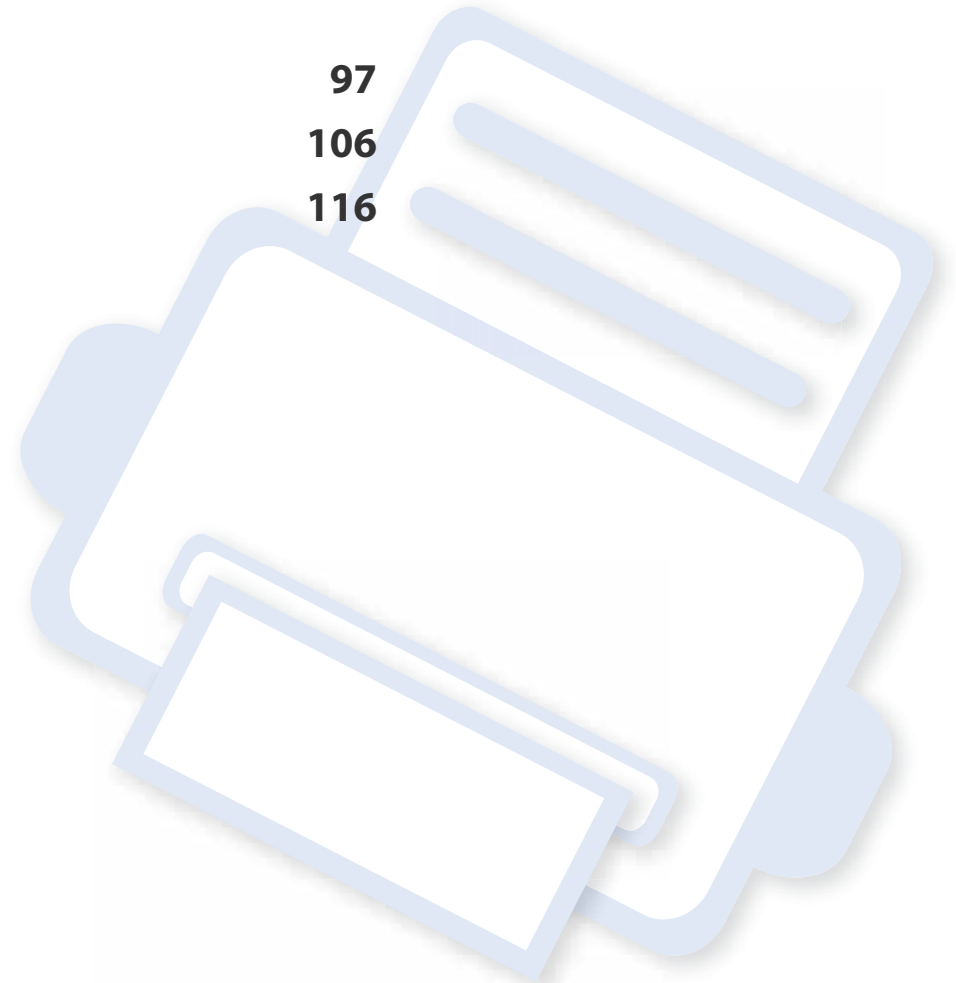
Specifications

General specifications

These specifications are subject to change without notice. To see additional specifications and information about changes to the specifications, please visit **www.samsung.com**.

Items		Description
Dimension[a]	**Width x Length x Height**	351 x 421.4x 406mm (13.82 x 16.59 x 15.98 inches)
Weight[a]	**Machine with consumables**	10.21 kg (22.5 lbs)
Noise Level[bc]	**Ready mode**	Less than 26 dB (A)
	Print mode	Less than 53 dB (A)
	Copy mode	Less than 56 dB (A)
Temperature	**Operation**	10 to 30 °C (50 to 86 °F)
	Storage (packed)	-20 to 40 °C (-4 to 104 °F)
Humidity	**Operation**	20 to 80% RH
	Storage (packed)	10 to 90% RH
Power rating[d]	**110 volt models**	AC 110 - 127 V
	220 volt models	AC 220 - 240 V

Specifications

Items		Description
Power consumption [e]	**Average operating mode**	Less than 750 W
	Ready mode	Less than 60 W
	Power save mode	Less than 1.4 W
	Power off mode[f]	Less than 0.1 W
	Network Standby Mode (All Port Activation)	Less than 1.4 W

a. Dimensions and weight are measured without other accessories.
b. Sound Pressure Level, ISO 7779. Configuration tested: basic machine installation, A4 paper, simplex printing.
c. China only: If the equipment's noise is louder than 63 db (A), the equipment should be placed in region of relatively independent advice.
d. See the rating label on the machine for the correct voltage (V), frequency (hertz) and of current (A) for your machine.
e. The power consumption may be affected by the machine's status, setting conditions, operating environment, and measuring equipment and method the country uses.
f. Power consumption can be completely avoided only when the power cable is not connected.

Specifications

Print media specifications

Type	Size	Dimensions	Weight/Capacity[a] Tray1 / Optional trays(Tray2, Tray3, Tray4, Tray5)	Weight/Capacity[a] Multi-purpose tray
Plain paper[b][c]	Letter	216 x 279 mm (8.5 x 11 inches)	70 to 90 g/m^2 (19 to 24 lbs bond) • Tray1: 550 sheets of 75g/m^2 (20 lbs bond) • Optional trays: 550 Sheets of 75g/m^2 (20 lbs bond)	70 to 90 g/m^2 (19 to 24 lbs bond) • 100 sheets
	Legal	216 x 356 mm (8.5 x 14 inches)		
	US Folio	216 x 330 mm (8.5 x 13 inches)		
	A4	210 x 297 mm (8.27 x 11.69 inches)		
	Oficio	216 x 343 mm (8.5 x 13.5 inches)		
	JIS B5	182 x 257 mm (7.17 x 10.12 inches)		
	ISO B5	176 x 250 mm (6.93 x 9.84 inches)		
	Statement	140 x 216 mm (5.5 x 8.5 inches)		
	Executive	184 x 267 mm (7.25 x 10.5 inches)		
	A5	148 x 210 mm (5.83 x 8.27 inches)		
	A6	105 x 148 mm (4.13 x 5.83 inches)	70 to 90 g/m^2 (19 to 24 lbs bond) • 150 sheets of 80g/m^2 (21 lbs bond) ✎ Not available in optional trays.	

Specifications

Type	Size	Dimensions	Weight/Capacity[a] Tray1 / Optional trays(Tray2, Tray3, Tray4, Tray5)	Weight/Capacity[a] Multi-purpose tray
Envelope	**Envelope Monarch**	98 x 191 mm (3.87 x 7.5 inches)	75 to 90 g/m^2 (20 to 24 lbs bond) • 20 sheets • **Envelope Monarch, Envelope C6:** Not available in optional trays. • **Envelope No. 10, Envelope No. 9, Envelope DL, Envelope C5:** Not available in optional Tray3, Tray 4,Tray5.	75 to 90 g/m^2 (20 to 24 lbs bond) • 10 sheets
	Envelope No. 10	105 x 241 mm (4.12 x 9.5 inches)		
	Envelope No. 9	98 x 225 mm (3.87 x 8.87 inches)		
	Envelope DL	110 x 220 mm (4.33 x 8.66 inches)		
	Envelope C5	162 x 229 mm (6.38 x 9.02 inches)		
	Envelope C6	114 x 162 mm (4.49 x 6.38 inches)		
Thick paper[b] [c]	**Refer to the Plain paper section**	Refer to the Plain paper section	91 to 105 g/m^2 (24 to 28 lbs bond) • 50 sheets of 105 g/m^2 (28 lbs bond)	91 to 105 g/m^2 (24 to 28 lbs bond) • 10 sheets
Thicker paper[c] [d]	**Refer to the Plain paper section**	Refer to the Plain paper section	Not available in tray1 and optional trays.	164 to 220 g/m^2 (43 to 59 lbs bond) • 10 sheets
Thin paper	**Refer to the Plain paper section**	Refer to the Plain paper section	60 to 69 g/m^2 (16 to 19 lbs bond) • 550 sheets of 75 g/m^2 (20s lbs bond)	60 to 69g/m^2 (16 to 19 lbs bond) • 100 sheets
Cotton, Color, Pre-printed, Punched paper, Letterhead	**Refer to the Plain paper section**	Refer to the Plain paper section	75 to 90 g/m^2 (20 to 24 lbs bond) • 550 sheets of 75g/m^2 (21 lbs bond)	75 to 90 g/m^2 (20 to 24 lbs bond) • 100 sheets