

How to remove Jammed Paper



**MB460/MB470/MB480/
MB461/MB471/MB471w/
MB491/ES4161/ES4191**

PAPER JAMS

Paper jams occasionally occur due to paper misfeeding from a paper tray or at any point on the paper path through the printer. When a jam occurs, the printer immediately stops and the STATUS LED on the Operator Panel blinks informing you of the event.

For example:



This document explains how to clear them quickly and simply.

If printing multiple pages (or copies), do not assume that having cleared an obvious sheet, others will not also be stopped somewhere along the path. These must also be removed in order to clear the jam fully and restore normal operations. Please remove jammed paper carefully so that it doesn't tear. However, if it does please ensure that no parts of paper are left inside the printer.

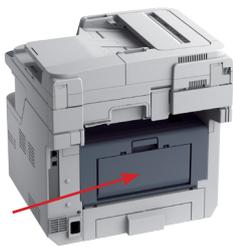
Check the error code displayed on the panel and remove the jammed paper by following the procedures described in this document.

NOTE: The model shown may look different from your printer however the basic principles are the same.

ERROR CODES AND LOCATION

Refer to the table below to find the location of the paper jam

Error Code	Location on Printer	Refer to Page
370	Duplex Unit	4
371	Duplex Unit	4
372	Duplex Unit	4
380	Inside Printer	7
381	Inside Printer	7
382	Inside Printer	7
389	Inside Printer	7
390	Multi Purpose Tray	10
391	Paper Tray 1	11
392	Paper Tray 2	11
	Scanner (ADF)	12



REAR



MULTI PURPOSE TRAY



INSIDE/DUPLEX



PAPER TRAYS

WARNING!

If the printer has been powered on recently, the fuser will be hot. This area is clearly labelled. Do not touch.

ERROR 370, 371 & 372

A paper jam has occurred in the Duplex Unit.

1. Gently raise the scanner (1) and press the cover release button (2) to open the printer's top cover fully (3).



2. Carefully lift out the image drum, complete with the toner cartridge. Be careful not to touch or scratch the green drum surface.



3. Cover the removed image drum.



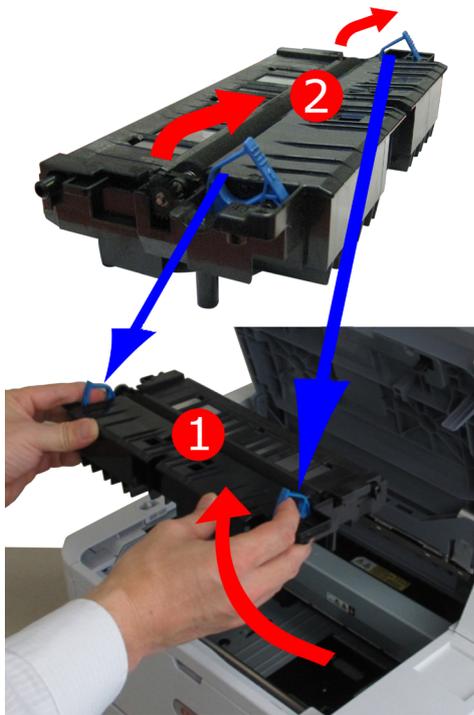
WARNING!

If the printer has been powered on recently, the fuser will be hot. This area is clearly labelled. Do not touch.

CAUTION!

The green image drum surface is very delicate and light sensitive. Do not touch it and do not expose it to normal room light for more than 5 minutes.

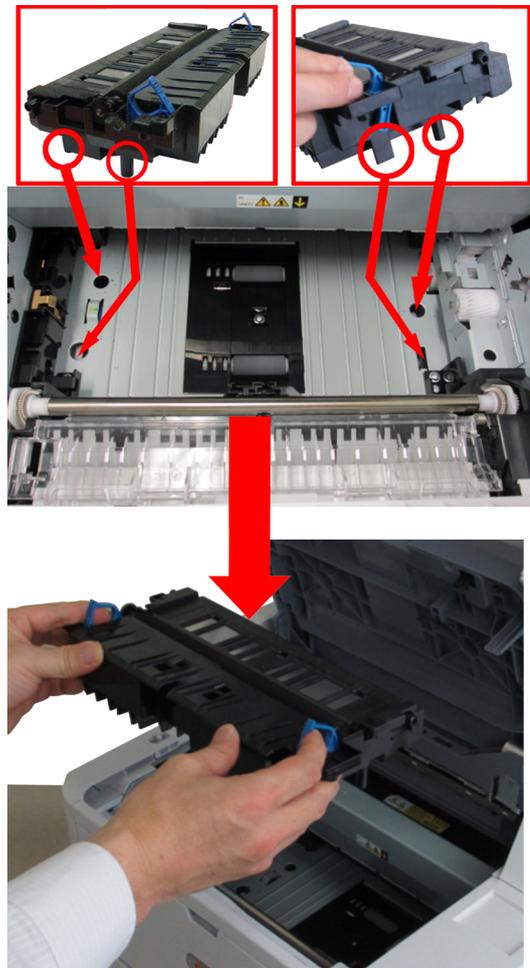
4. Remove the Duplex Unit (1) by raising the blue handles (2) on each side and by holding the handles gently lifting it out.



5. Remove the jammed paper.

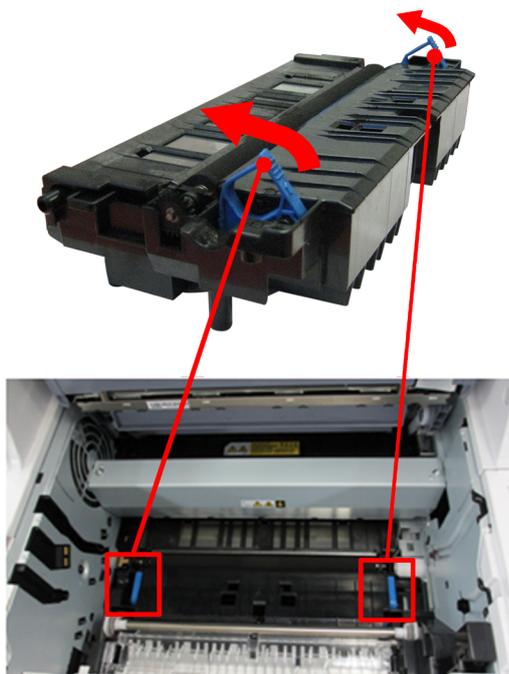


6. When replacing the Duplex Unit, insert all four projections of the Duplex Unit into the holders of the printer.

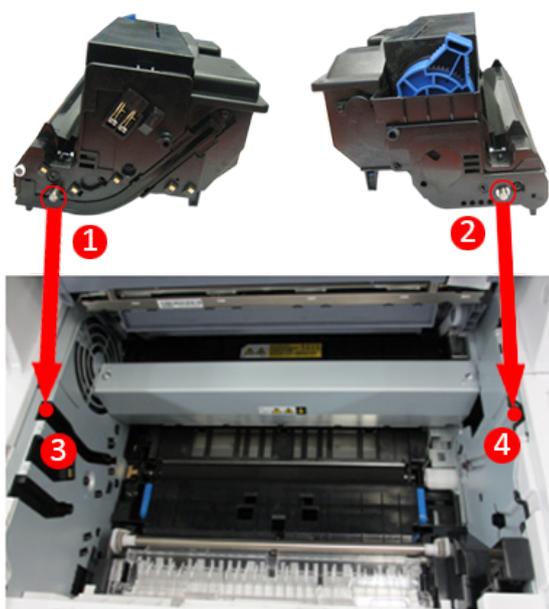


NOTE: Do not touch the sponge roller of the Duplex Unit.

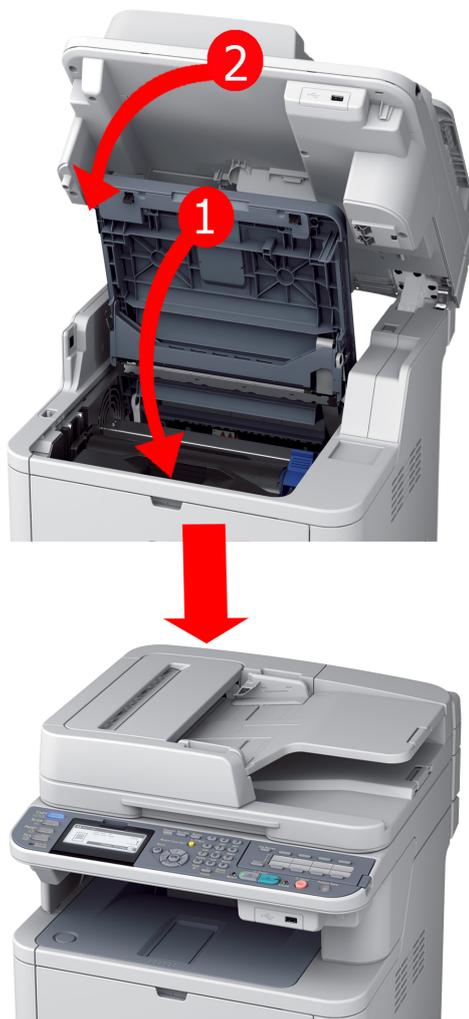
7. Lower the blue handles.



8. Re-install the image drum complete with toner cartridge, ensuring that the pegs (1 & 2) correctly locate into the slots on each side of the printer (3 & 4).



9. Close the top cover (1) and press down to latch it closed. Then gently lower the scanner (2).



ERROR 380, 381, 382 & 389

A paper jam has occurred inside the printer or failed to exit completely from the printer.

1. Gently raise the scanner (1) and press the cover release button (2) to open the printer's top cover fully (3).



WARNING!

If the printer has been powered on recently, the fuser will be hot. This area is clearly labelled. Do not touch.

2. Carefully lift out the image drum, complete with the toner cartridge. Be careful not to touch or scratch the green drum surface.



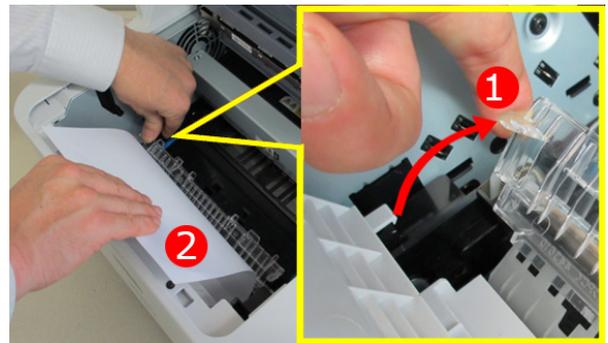
3. Cover the removed image drum.



CAUTION!

The green image drum surface is very delicate and light sensitive. Do not touch it and do not expose it to normal room light for more than 5 minutes.

4. Check for a paper jam under the Paper Guard. Raise the Paper Guard (1) and remove the paper (2). Lower the Paper Guard back into position.



5. Remove any jammed sheets from the paper path.

To remove paper when the top end of the paper is visible.

TOP EDGE



6. Lower the top cover but do not press down to latch it closed yet. This will protect the drum from excessive exposure to room lighting, while you check the remaining area for jammed sheets.



To remove paper when the leading edge is visible.

LEADING EDGE



7. Remove any jammed paper from the top cover.



To remove paper when the bottom edge of the paper is visible.

BOTTOM EDGE



8. Remove any paper from the rear of the printer.



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

9. Open the rear cover and check for paper in the rear path. Pull out any paper found in this area.



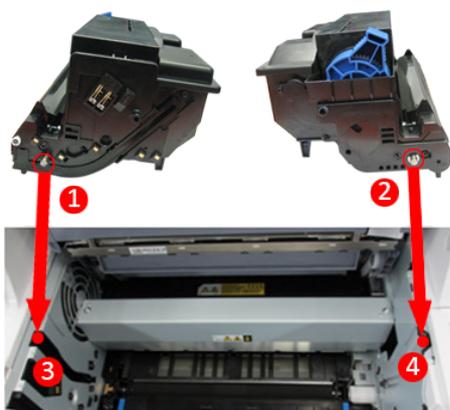
If you are not using the rear cover, close it once the paper has been removed from this area.

NOTE:

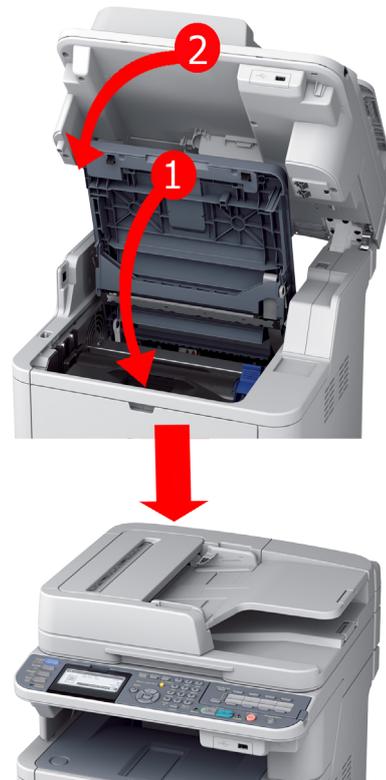
If you have failed to remove jammed paper do not use force to pull out the paper but follow the steps below.

Re-install the image drum, close the top cover. Switch the printer OFF (O) and then turn it ON (I) again. When the rollers begin to rotate hold the top end of paper and pull out the paper. However, if the jammed paper cannot be removed, contact a service representative.

10. Re-install the image drum complete with toner cartridge, ensuring that the pegs (1 & 2) correctly locate into the slots on each side of the printer (3 & 4).



11. Close the top cover (1) and press down to latch it closed. Then gently lower the scanner (2).



ERROR 390

A paper jam has occurred near the Multi Purpose Tray.

1. Open the Multi Purpose Tray.



2. Remove any paper that you find and then close the tray.



NOTE: If you have failed to remove jammed paper do not use force to pull out the paper but follow the steps below.

3. Remove the image drum and check for a jam under the Paper Guard as described on page 7.

4. Close the top cover (1) and press down to latch it closed. Then gently lower the scanner (2).



5. The printer will warm up and commence printing when ready. The page lost through the jam will normally be reprinted.

ERROR 391 & 392

A paper jam has occurred while feeding paper from a paper tray.

1. Pull out the paper tray.



4. When satisfied, replace the paper tray back into the printer.



2. Remove any crumpled or folded paper.

3. Remove any paper from the underside of the printer.



After successful removal of any damaged or misfed paper, the printer should continue printing.

NOTE: Ensure all paper is undamaged, stacked properly and the paper guides are properly positioned against the edges of the paper stack.



REVERSING AUTOMATIC DOCUMENT FEEDER (RADF)

A paper jam has occurred in the scanner

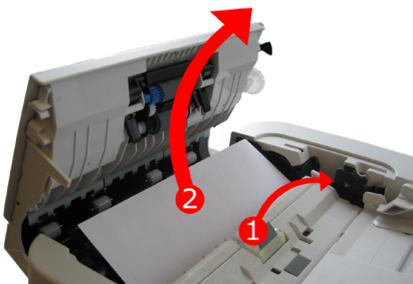
1. Remove the jammed paper from the ADF unit by holding the paper by the top edge and gently removing it upwards.



2. If you can't see the jammed paper in the ADF unit, open the top cover and gently pull out the document.



3. If the edge of the document can be seen under the paper guide. Lift up the guide (1) and gently remove the jammed paper (2).

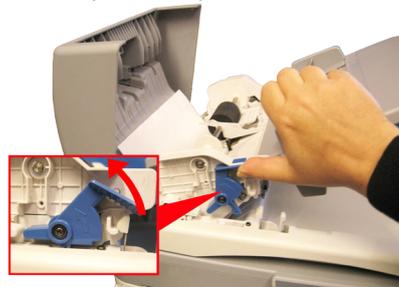


4. If the edge of the document cannot be seen in the ADF, lift the document tray.

Note: For MB460/MB470/MB480 follow step 5 all other models go to step 6.

5. Pinch the ADF lock lever and lift the document tray up until it is locked. Remove any jammed paper.

MB460/MB470/MB480 ONLY



6. For all other models lift the document tray (1) and then pull out the document (2).



7. Lower the document tray into position and close the ADF top cover.