


Quick Reference

Copying

Making copies

- 1 Load an original document into the ADF tray or on the scanner glass.
Note: To avoid a cropped image, make sure that the original document and output have the same paper size.
- 2 From the home screen, touch **Copy**, and then specify the number of copies.
If necessary, adjust the copy settings.
- 3 Copy the document.

Note: To make a quick copy, from the control panel, press .

Copying on both sides of the paper

- 1 Load an original document into the ADF tray or on the scanner glass.
- 2 From the home screen, touch **Copy > Paper Setup**.
- 3 Adjust the settings.
- 4 Copy the document.

Copying multiple pages onto a single sheet

- 1 Load an original document into the ADF tray or on the scanner glass.
- 2 From the home screen, touch **Copy > Pages per Side**.
- 3 Adjust the settings.
- 4 Copy the document.

Faxing

Sending a fax

Using the control panel

- 1 Load the original document into the ADF tray or on the scanner glass.
- 2 From the home screen, touch **Fax**, and then enter the needed information.
- 3 If necessary, configure other fax settings.
- 4 Send the fax job.

Using the computer

For Windows users

- 1 With a document open, click **File > Print**.
- 2 Select the printer, and then click **Properties, Preferences, Options, or Setup**.
- 3 Click **Fax > Enable fax**, and then enter the recipient number.
- 4 If necessary, configure other fax settings.
- 5 Send the fax job.

For Macintosh users

- 1 With a document open, choose **File > Print**.
- 2 Select the printer and enter the recipient number.
- 3 If necessary, configure other fax settings.
- 4 Send the fax job.

E-mailing

Sending an e-mail

Using the control panel

- 1 Load an original document into the ADF tray or on the scanner glass.

- 2 From the home screen, touch **E-mail**, and then enter the needed information.
Note: You can also enter the recipient using the address book or shortcut number.
- 3 If necessary, configure the output file type settings.
- 4 Send the e-mail.

Using the shortcut number

- 1 From the control panel, press **#**, and then enter the shortcut number using the keypad.
- 2 Send the e-mail.

Printing

Printing from a computer

Note: For labels, card stock, and envelopes, set the paper size and type in the printer before printing the document.

- 1 From the document that you are trying to print, open the Print dialog.
- 2 If necessary, adjust the settings.
- 3 Print the document.

Printing confidential and other held jobs

For Windows users

- 1 With a document open, click **File > Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 Click **Print and Hold**.
- 4 Select **Use Print and Hold**, and then assign a user name.
- 5 Select the print job type (Confidential, Repeat, Reserve, or Verify).
If the print job is confidential, then enter a four-digit PIN.
- 6 Click **OK** or **Print**.

- 7 From the printer home screen, release the print job.
 - For confidential print jobs, navigate to:
 - Held jobs** > select your user name > **Confidential** > enter the PIN > select the print job > configure the settings > **Print**
 - For other print jobs, navigate to:
 - Held jobs** > select your user name > select the print job > configure the settings > **Print**

For Macintosh users

- 1 With a document open, choose **File > Print**.
If necessary, click the disclosure triangle to see more options.
- 2 From the print options or Copies & Pages menu, choose **Job Routing**.
- 3 Select the print job type (Confidential, Repeat, Reserve, or Verify).
If the print job is confidential, then assign a user name and a four-digit PIN.
- 4 Click **OK** or **Print**.
- 5 From the printer home screen, release the print job.
 - For confidential print jobs, navigate to:
 - Held jobs** > select your user name > **Confidential** > enter the PIN > select the print job > configure the settings > **Print**
 - For other print jobs, navigate to:
 - Held jobs** > select your user name > select the print job > configure the settings > **Print**

Loading paper

Loading the 550-sheet tray

⚠ CAUTION—POTENTIAL INJURY: To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.

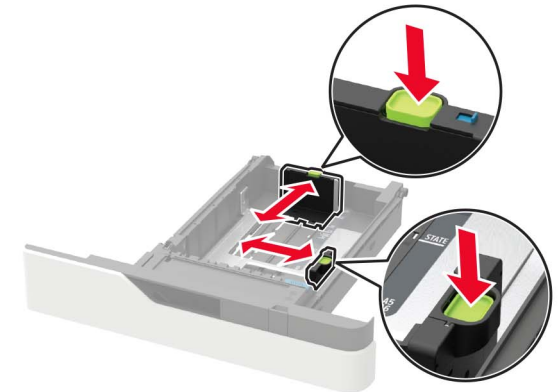
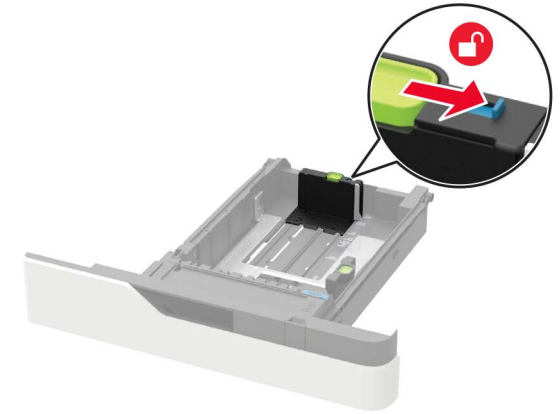
- 1 Remove the tray.

Note: To avoid paper jams, do not remove trays while the printer is busy.

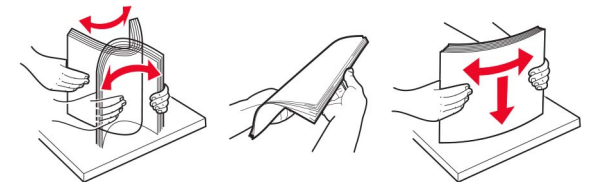


- 2 Adjust the guides to match the size of the paper that you are loading.

Note: Use the indicators on the bottom of the tray to position the guides.



- 3 Flex, fan, and align the paper edges before loading.



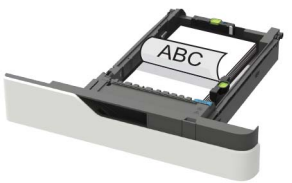

- 4 Load the paper stack with the printable side facedown, and then make sure that the side guides fit snugly against the paper.

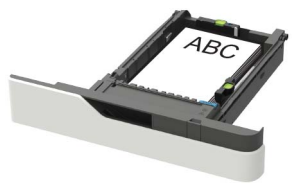



- Do not slide paper into the tray.
- To avoid paper jams, make sure that the stack height is below the maximum paper fill indicator.





- Load letterhead depending on whether an optional staple finisher is installed or not.

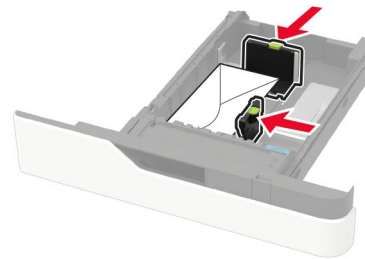
Without an optional staple finisher	With an optional staple finisher
	
One-sided printing	One-sided printing

Without an optional staple finisher	With an optional staple finisher
	
Two-sided printing	Two-sided printing

- When loading prepunched paper, make sure that the holes on the long edge of the paper are against the right side of the tray.

One-sided printing	Two-sided printing
	

- Load envelopes with the flap side up and against the left side of the tray.



Warning—Potential Damage: Do not use envelopes with stamps, clasps, snaps, windows, coated linings, or self-stick adhesives.

- 5 Insert the tray.
- 6 From the control panel, set the paper size and paper type to match the paper loaded.

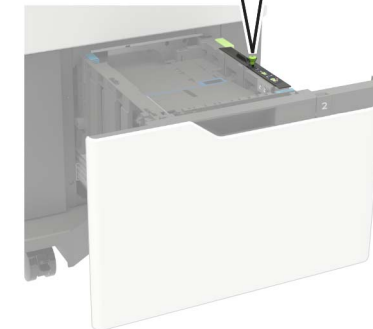
Loading the 2100-sheet tray

CAUTION—TIPPING HAZARD: To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.

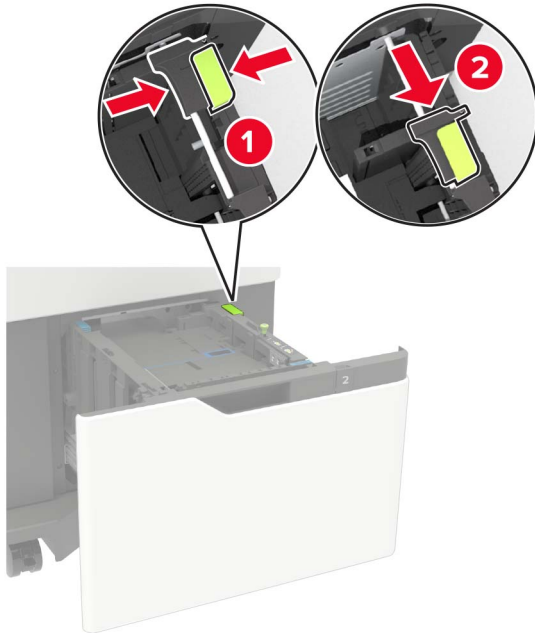
- 1 Pull out the tray.
- 2 Adjust the guides.

Loading A5-size paper

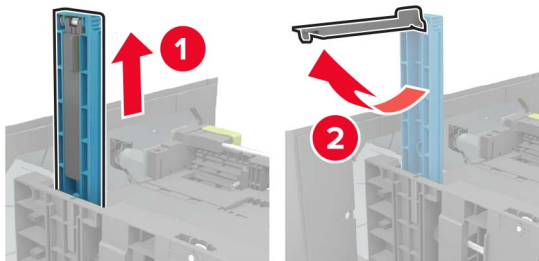
- a Pull up and slide the width guide to the position for A5.



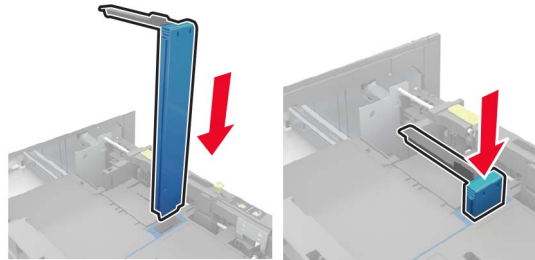
- b Squeeze and slide the length guide to the position for A5 until it *clicks* into place.



- c Remove the A5 length guide from its holder.

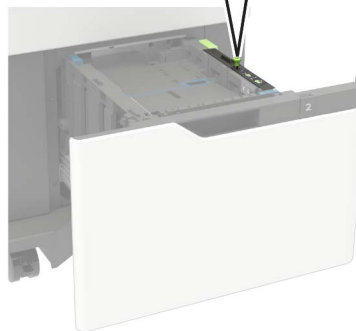


- d Insert the guide into its designated slot, and then press until it clicks into place.

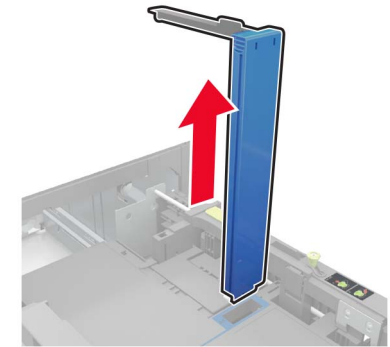


Loading A4-, letter-, legal-, oficio-, and folio-size paper

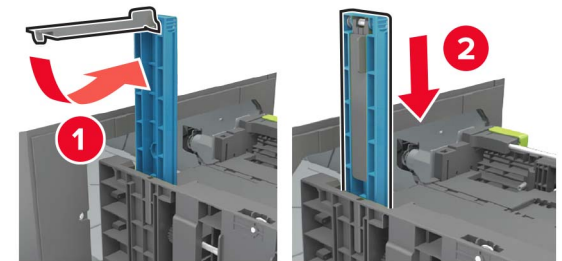
- a Pull up and slide the width guide to the correct position for the size of the paper being loaded.



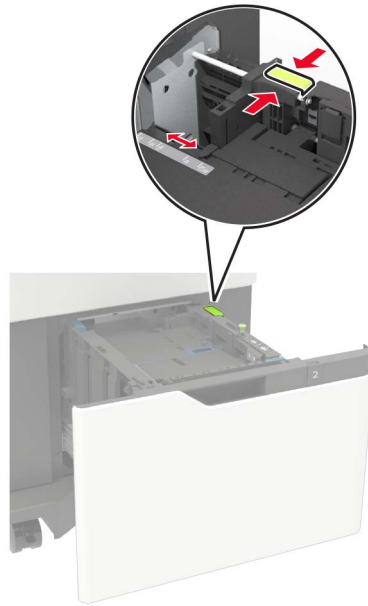
- b If the A5 length guide is still attached, then remove it. If the guide is not attached, then proceed to [step d on page 5](#).



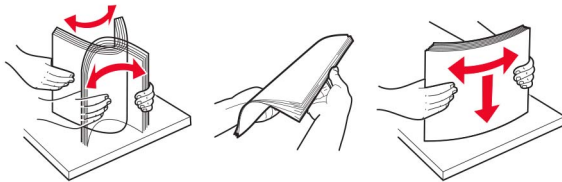
- c Place the A5 length guide in its holder.



- d Squeeze, and then slide the length guide to the correct position for the size of the paper being loaded.





- 3 Flex, fan, and align the paper edges before loading.



- 4 Load the paper stack with the printable side facedown.
- Load letterhead depending on whether an optional staple finisher is installed or not.

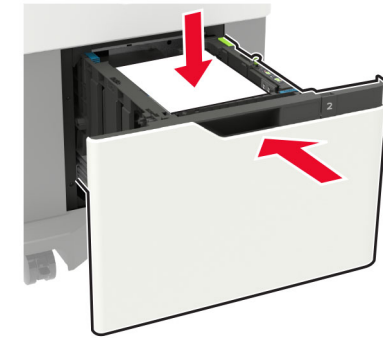
Without an optional staple finisher	With an optional staple finisher
 <p>One-sided printing</p>	 <p>One-sided printing</p>
 <p>Two-sided printing</p>	 <p>Two-sided printing</p>

- When loading prepunched paper, make sure that the holes on the long edge of the paper are against the right side of the tray.

One-sided printing	Two-sided printing
	

- 5 Insert the tray.

Note: Press down the paper stack while inserting the tray.



- 6 From the printer control panel, set the paper size and paper type from the control panel to match the paper loaded.

Loading the multipurpose feeder

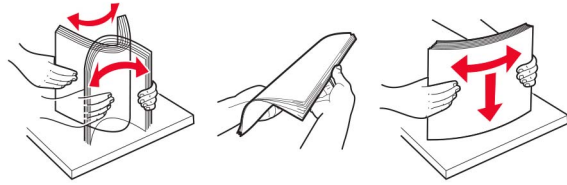
- 1 Open the multipurpose feeder.



- 2 Adjust the guide to match the size of the paper that you are loading.







3 Flex, fan, and align the paper edges before loading.

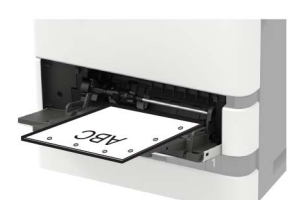



4 Load paper with the printable side faceup.

- Load letterhead depending on whether an optional staple finisher is installed or not.

Without an optional staple finisher	With an optional staple finisher
 <p>One-sided printing</p>	 <p>One-sided printing</p>
 <p>Two-sided printing</p>	 <p>Two-sided printing</p>

- When loading prepunched paper, make sure that the holes on the long edge of the paper are against the right side of the paper guide.

One-sided printing	Two-sided printing
	

- Load envelopes with the flap side down and against the left side of the paper guide.

Warning—Potential Damage: Do not use envelopes with stamps, clasps, snaps, windows, coated linings, or self-stick adhesives.

5 From the control panel, set the paper size and paper type to match the paper loaded.

Setting the size and type of the specialty media

The trays automatically detect the size of plain paper. For specialty media like labels, card stock, or envelopes, do the following:

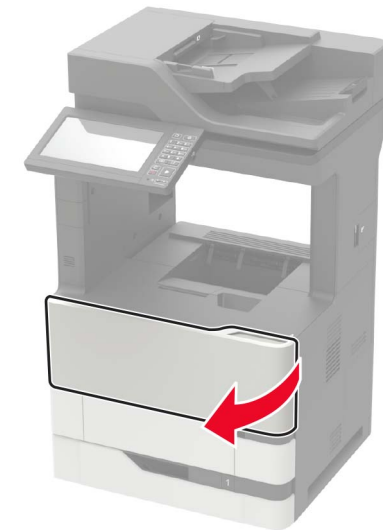
- 1 From the home screen, navigate to:
Settings > Paper > Tray Configuration > Paper Size/Type > select a paper source
- 2 Set the size and type of the specialty media.

Maintaining the printer

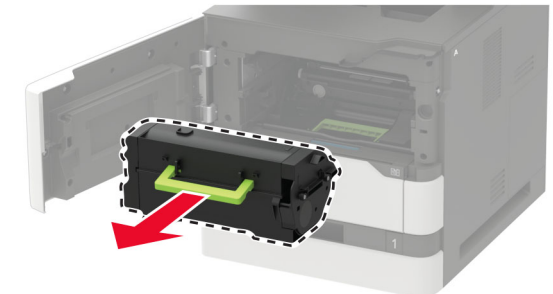
Replacing the toner cartridge

1 Open door A.

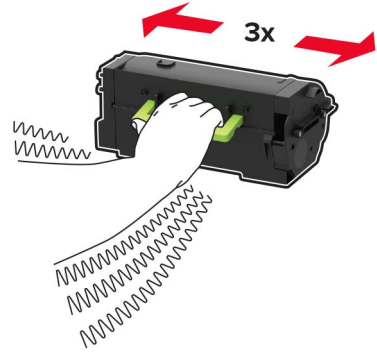
Warning—Potential Damage: To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



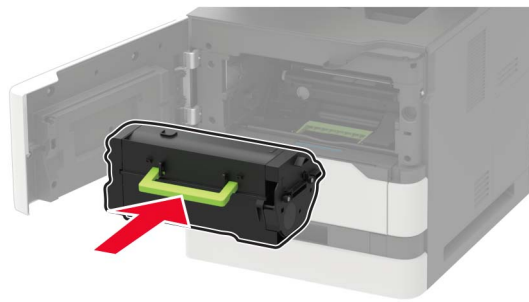
2 Remove the used toner cartridge.



3 Unpack the new toner cartridge, and then shake it to redistribute the toner.



4 Insert the new toner cartridge.



5 Close the door.

Cleaning the scanner

1 Open the scanner cover.

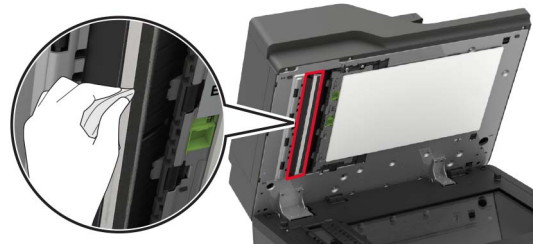


2 Using a damp, soft, lint-free cloth, wipe the following areas:

- ADF glass



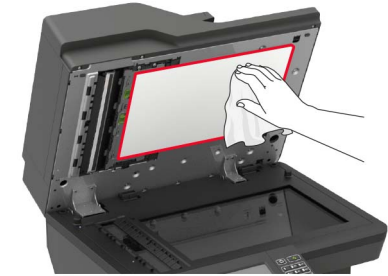
- ADF glass pad



- Scanner glass



- Scanner glass pad

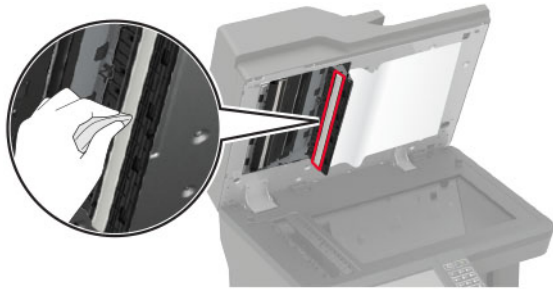


3 Open door E.

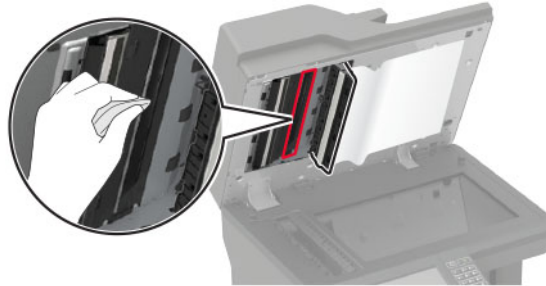


4 Using a damp, soft, lint-free cloth, wipe the following areas:

- ADF glass pad in door E



- ADF glass in door E



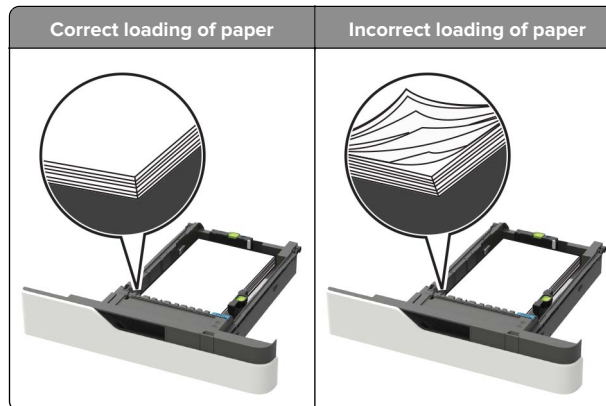
5 Close door E, and then close the scanner cover.

Clearing jams

Avoiding jams

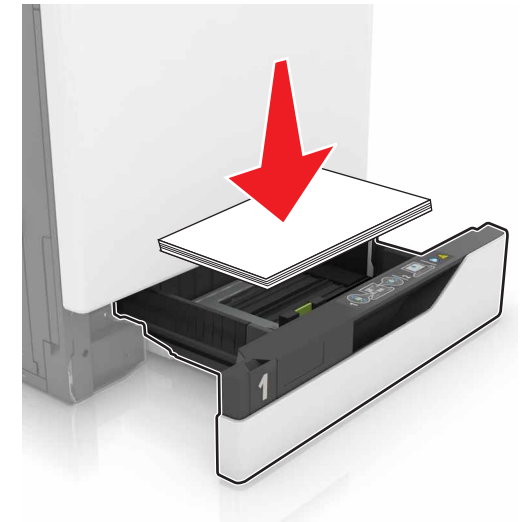
Load paper properly

- Make sure that the paper lies flat in the tray.



- Do not load or remove a tray while the printer is printing.
- Do not load too much paper. Make sure that the stack height is below the maximum paper fill indicator.

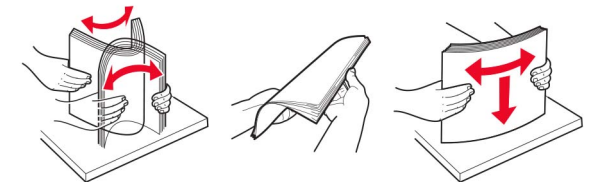
- Do not slide paper into the tray. Load paper as shown in the illustration.



- Make sure that the paper guides are positioned correctly and are not pressing tightly against the paper or envelopes.
- Push the tray firmly into the printer after loading paper.

Use recommended paper

- Use only recommended paper or specialty media.
- Do not load paper that is wrinkled, creased, damp, bent, or curled.
- Flex, fan, and align the paper edges before loading.

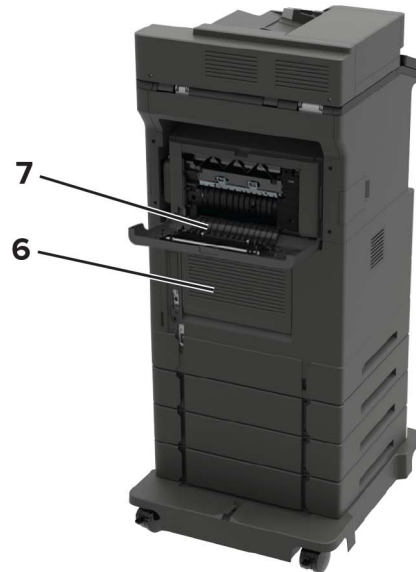


- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure that the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.

Identifying jam locations

Notes:

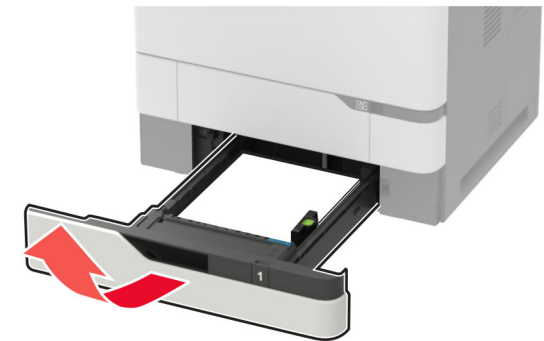
- When Jam Assist is set to On, the printer flushes blank pages or pages with partial prints after a jammed page has been cleared. Check your printed output for blank pages.
- When Jam Recovery is set to On or Auto, the printer reprints jammed pages.



Jam locations	
1	Automatic document feeder
2	Standard, finisher, or output option bin
3	Door A
4	Multipurpose feeder
5	Trays
6	Door C
7	Finisher or output option rear door <ul style="list-style-type: none"> • Door H • Door N • Door P

Paper jam in trays

- 1 Remove the tray.



Warning—Potential Damage: A sensor inside the optional tray is easily damaged by static electricity. Touch a metal surface before removing the jammed paper in the tray.

- 2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

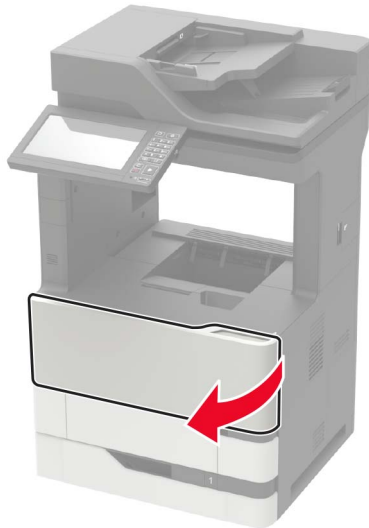


3 Insert the tray.

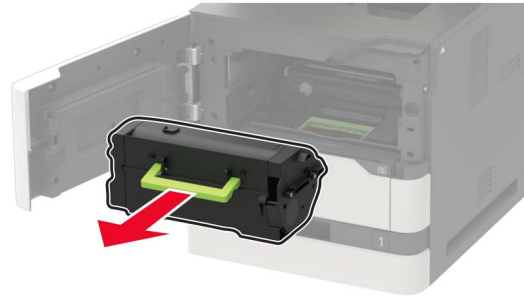
Paper jam in door A

1 Open door A.

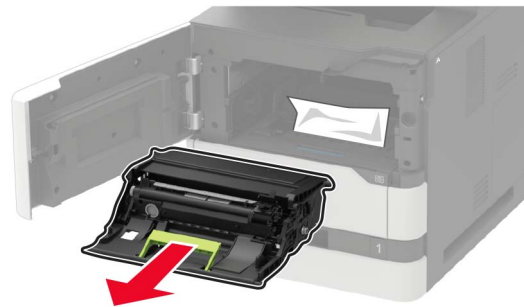
Warning—Potential Damage: To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



2 Remove the toner cartridge.



3 Remove the imaging unit.

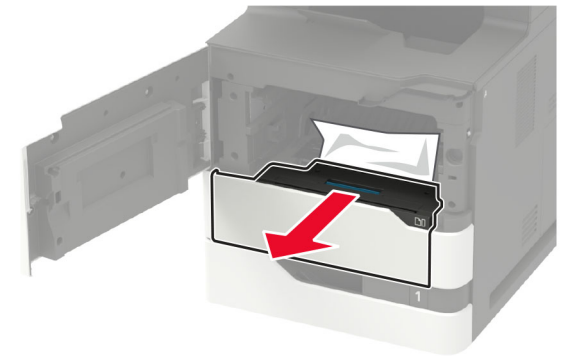


Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

Warning—Potential Damage: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.

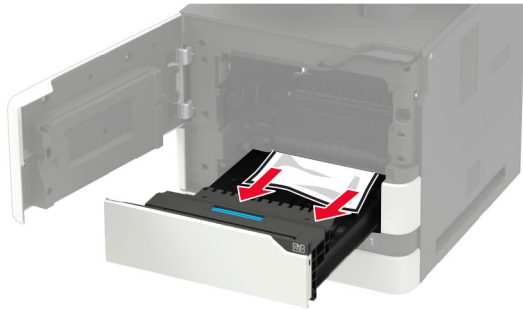


4 Pull out the duplex unit.



5 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

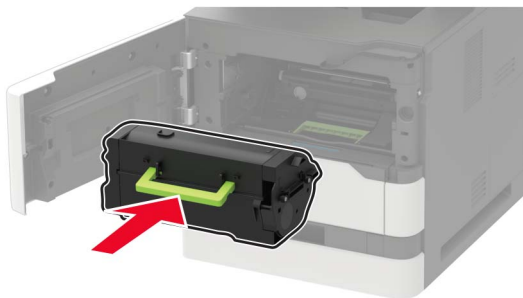


6 Insert the duplex unit.

7 Insert the imaging unit.




8 Insert the toner cartridge.

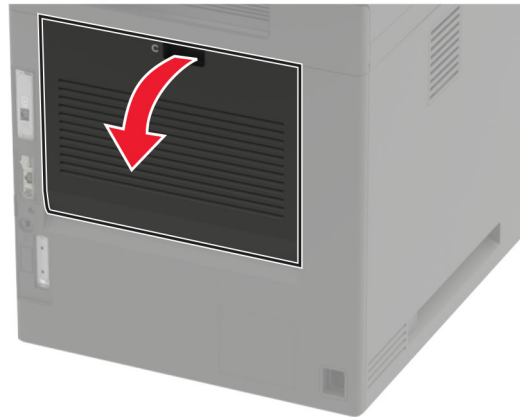


9 Close the door.

Paper jam in door C

1 Open door C.

 **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 it.



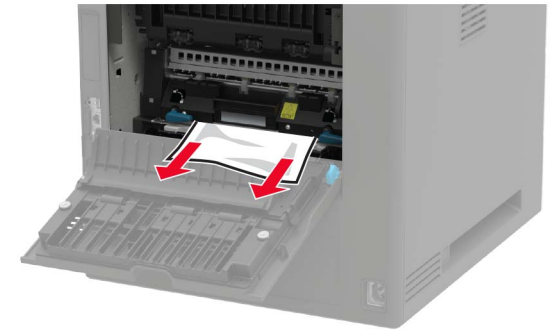
2 Remove the jammed paper from any of the following areas:

Note: Make sure that all paper fragments are removed.

- Fuser area



- Below the fuser area



- Duplex area



3 Close the door.

Paper jam in the standard bin

Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



Paper jam in the multipurpose feeder

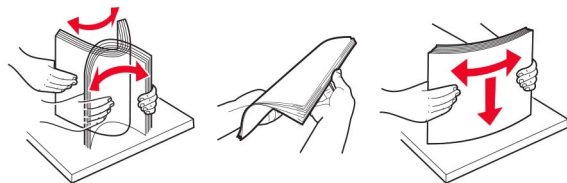
- 1 Remove paper from the multipurpose feeder.



- 2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

- 3 Flex, fan, and align the paper edges before loading.



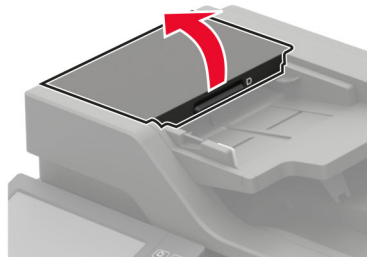
- 4 Reload paper.



Paper jam in the automatic document feeder

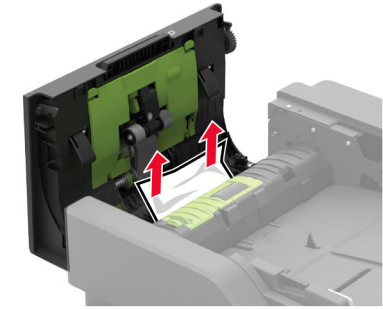
- 1 Remove all original documents from the ADF tray.
- 2 Open door D.

Warning—Potential Damage: To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



- 3 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

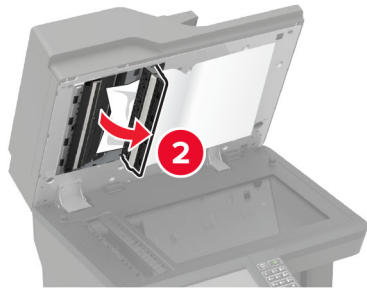
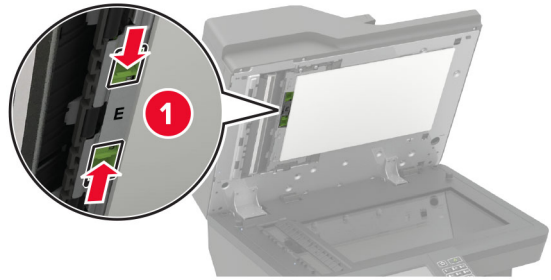


- 4 Close door D.

- 5 Open the scanner cover.

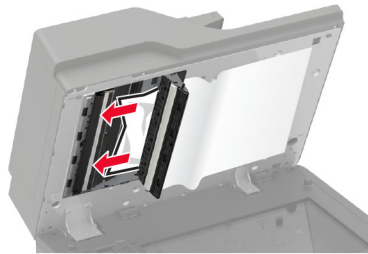


6 Open door E.



7 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

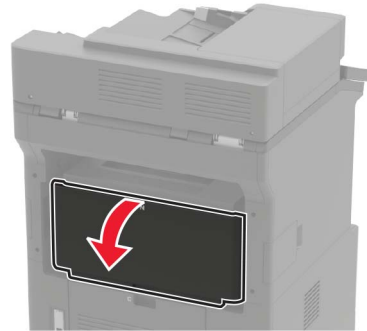


8 Close door E, and then close the scanner cover.

Paper jam in the 4-bin mailbox

Paper jam in door N

1 Open door N.



2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

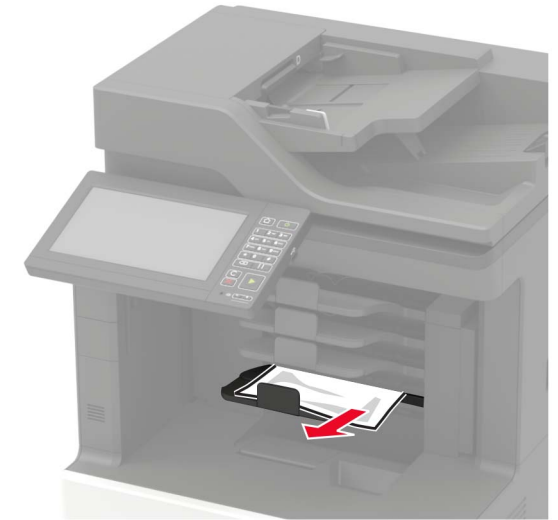


3 Close the door.

Paper jam in the mailbox bin

Remove the jammed paper.

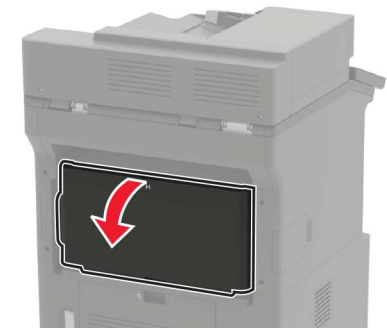
Note: Make sure that all paper fragments are removed.



Paper jam in the offset stacker or staple finisher

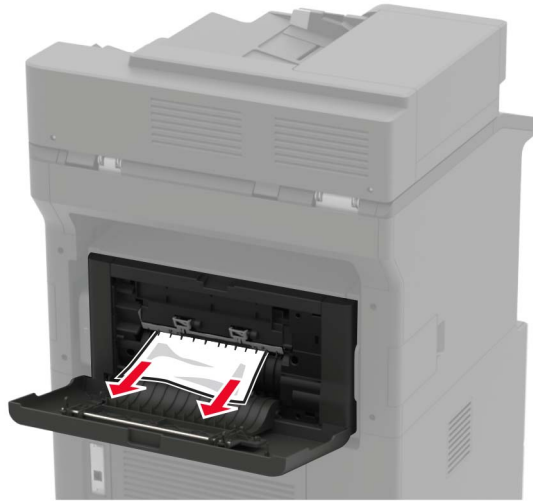
Paper jam in door H

1 Open door H.



2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



3 Close the door.

Paper jam in the offset stacker or staple finisher bin

Remove the jammed paper.

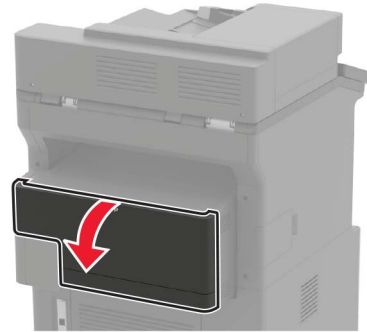
Note: Make sure that all paper fragments are removed.



Paper jam in the staple, hole punch finisher

Paper jam in door P

1 Open door P.



2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



3 Close the door.

Paper jam in the staple, hole punch finisher bin

Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

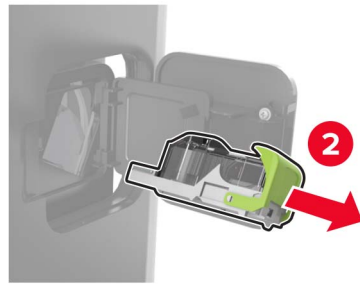
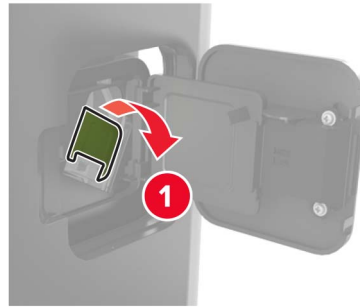


Staple jam in the staple finisher

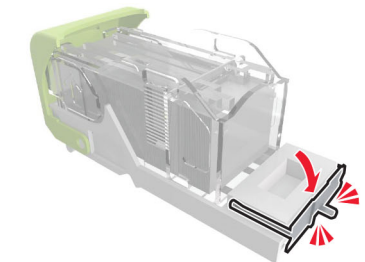
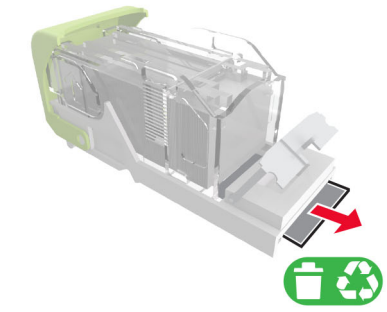
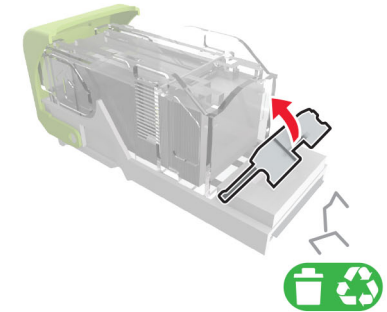
1 Open door F.



2 Remove the staple cartridge holder.



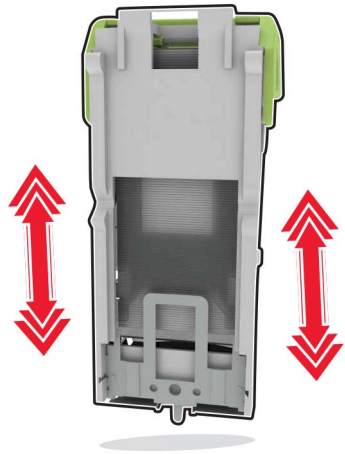
3 Remove the loose staples.



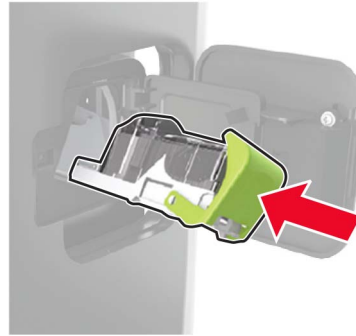
4 Press the staples against the metal bracket.



Note: If the staples are at the rear of the cartridge, then shake the cartridge downward to bring the staples near the metal bracket.



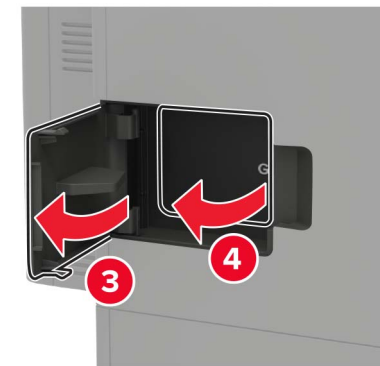
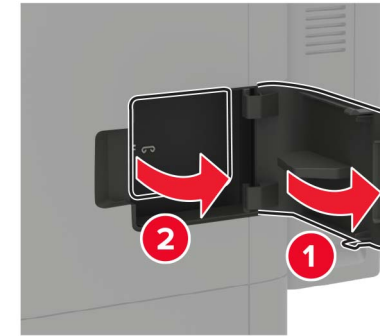
5 Insert the staple cartridge holder until it *clicks* into place.



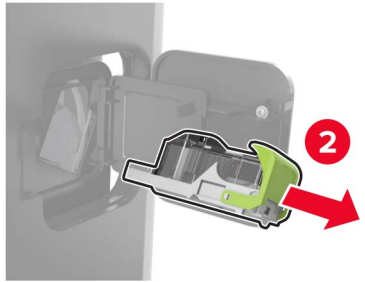
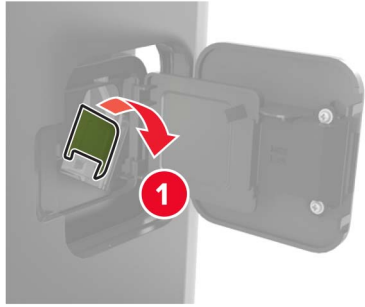
6 Close the door.

Staple jam in the staple, hole punch finisher

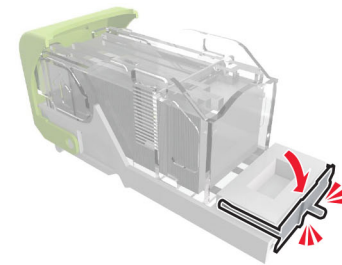
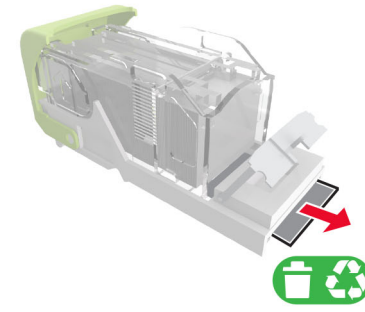
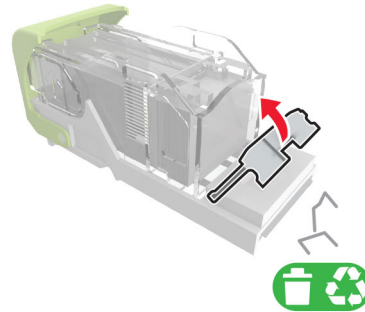
1 Depending on the staple jam location, open either door F or door G.



2 Remove the staple cartridge holder.



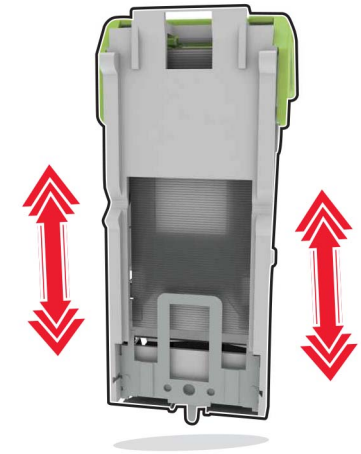
3 Remove the loose staples.



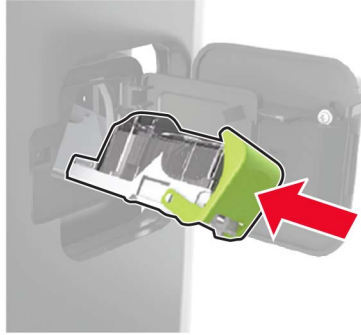
4 Press the staples against the metal bracket.



Note: If the staples are at the rear of the cartridge, then shake the cartridge downward to bring the staples near the metal bracket.



5 Insert the staple cartridge holder until it *clicks* into place.



6 Close the door.