


# Quick Reference

## Loading paper


### Setting the paper size and type

- 1 From the control panel, navigate to:  
**Settings > Paper > Tray Configuration > Paper Size/Type >**  
select a paper source

For non-touch-screen printer models, press  to navigate through the settings.

- 2 Set the paper size and type.

### Loading trays

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

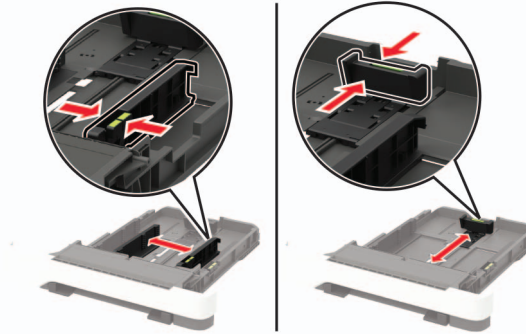
- 1 Remove the tray.

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

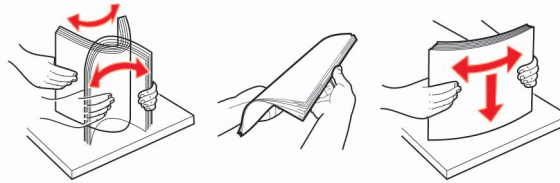


- 2 Adjust the guides to match the size of the paper that you are loading.

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



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



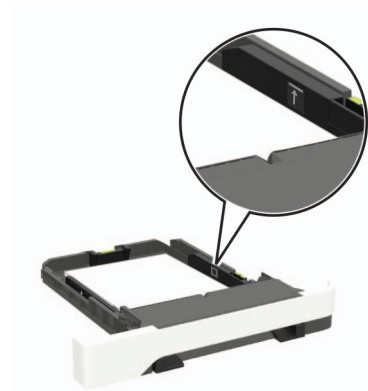
- 4 Load the paper stack with the printable side faceup, and then make sure that the side guides fit snugly against the paper.



#### Notes:

- Load letterhead faceup with the header toward the front of the tray for one-sided printing.
- Load letterhead facedown with the header toward the back of the tray for two-sided printing.

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



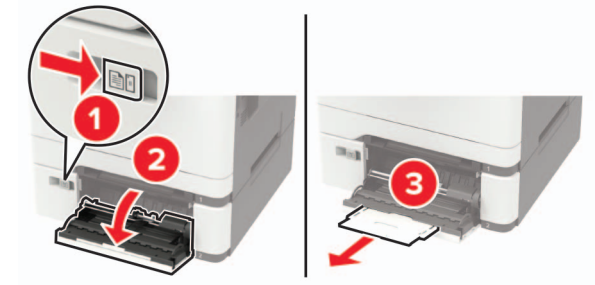
- 5 Insert the tray.

If necessary, 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.

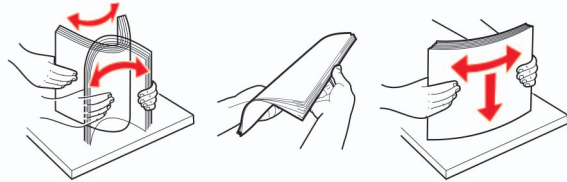
**Note:** The multipurpose feeder is available only in some printer models.



- 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 facedown.

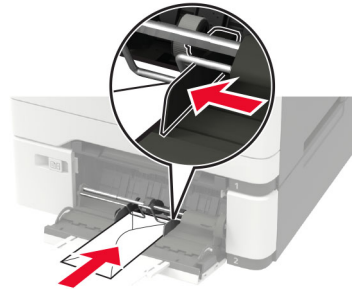
- Load letterhead with the printable side facedown and the top edge entering the printer first for one-sided printing.



- Load letterhead with the printable side faceup and the top edge entering the printer last for two-sided printing.



- Load envelopes with the flap side up and against the right side of the paper guide.

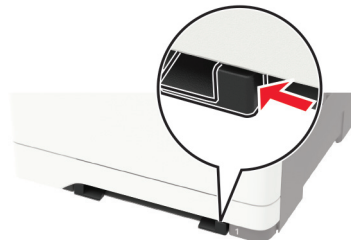


**Warning—Potential Damage:** Do not use envelopes with stamps, clasps, snaps, windows, coated linings, or self-stick adhesives.

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

## Loading the manual feeder

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



- 2 Load a sheet of paper with the printable side facedown.

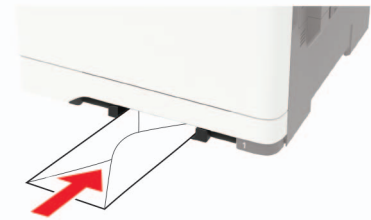
- Load letterhead with the printable side facedown and the top edge entering the printer first for one-sided printing.



- Load letterhead with the printable side faceup and the top edge entering the printer last for two-sided printing.



- Load envelope with the flap side up and against the right side of the paper guide.



- 3 Feed the paper until its leading edge gets pulled in.

**Warning—Potential Damage:** To avoid paper jams, do not force paper into the manual feeder.

## Linking trays

- 1 Open a web browser, and then type the printer IP address in the address field.

#### Notes:

- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the web page correctly.

- 2 Click **Settings > Paper > Tray Configuration**.
- 3 Set the same paper size and paper type for the trays that you are linking.
- 4 Save the settings.
- 5 Click **Settings > Device > Maintenance > Configuration Menu > Tray Configuration**.
- 6 Set Tray Linking to **Automatic**.
- 7 Save the settings.

To unlink trays, make sure that no trays have the same paper size and paper type settings.

**Warning—Potential Damage:** The temperature of the fuser varies according to the specified paper type. To avoid printing issues, match the paper type setting in the printer with the paper loaded in the tray.

## 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**

## Maintaining the printer

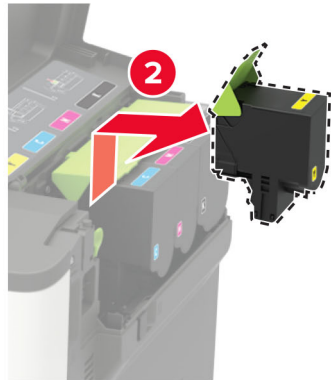
### Replacing a toner cartridge

- 1 Open door B.

**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.

4 Insert the new toner cartridge.



5 Close door B.

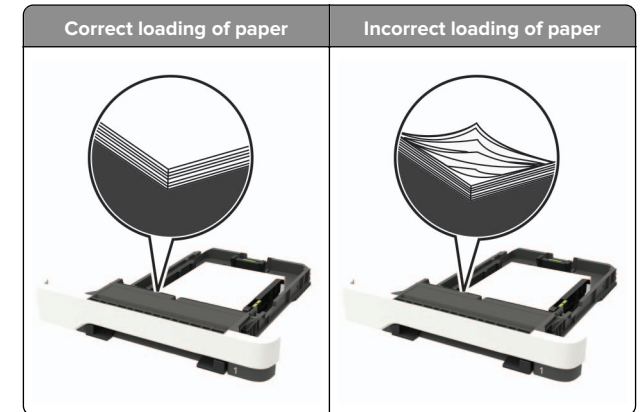


## Clearing jams

### Avoiding jams

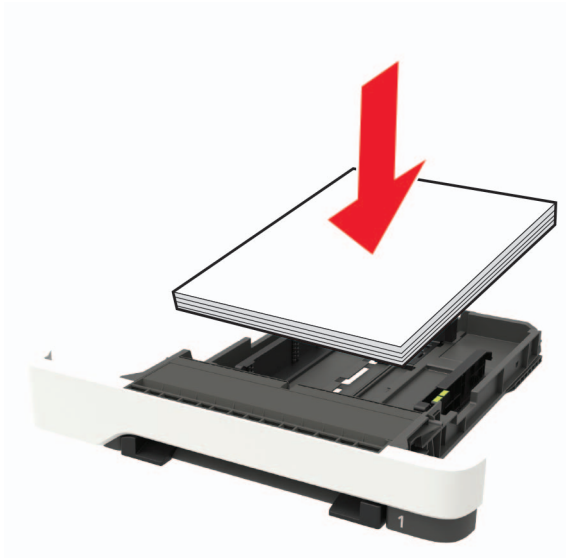
#### Load paper properly

- 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.

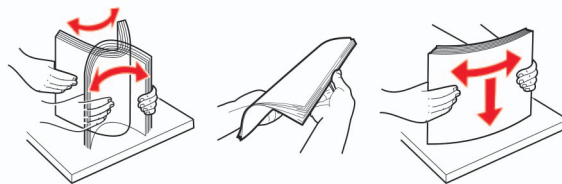
- Do not slide paper into the tray. Load paper as shown in the illustration.



- 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.

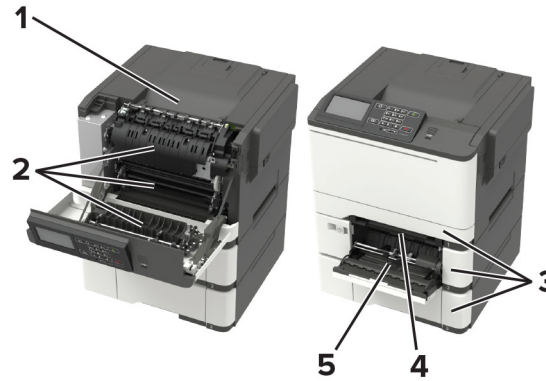


- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure that the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.

## 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 location
1	Standard bin
2	Door A
3	Trays
4	Manual feeder
5	Multipurpose feeder <b>Note:</b> Available only in some printer models.

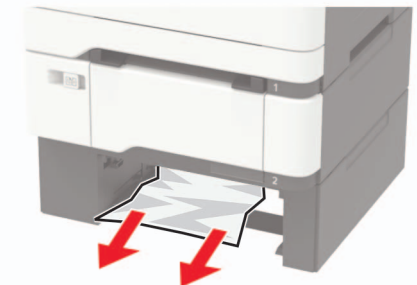
## Paper jam in trays

- Remove the tray.



- Remove the jammed paper.

**Note:** Make sure that all paper fragments are removed.



- Insert the tray.

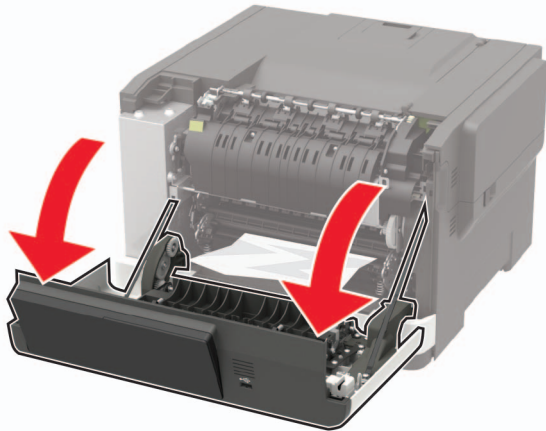
## Paper jam in door A

### Paper jam below the fuser

- Open door A.

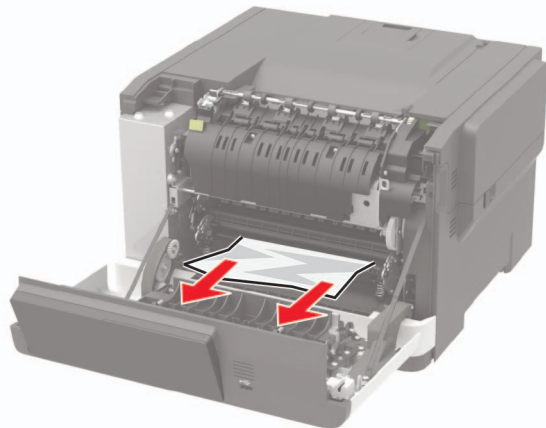
**CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

**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 jammed paper.

**Note:** Make sure that all paper fragments are removed.



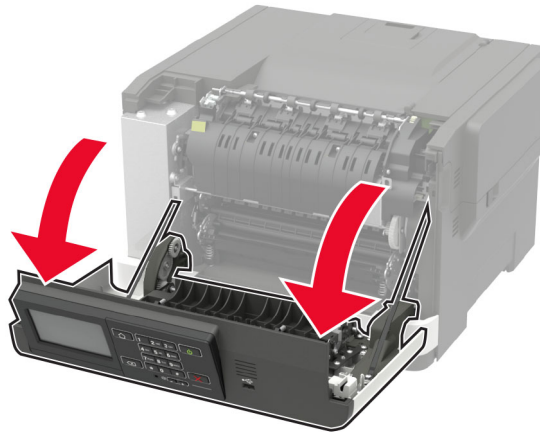
**3** Close door A.

### Paper jam in the fuser

**1** Open door A.

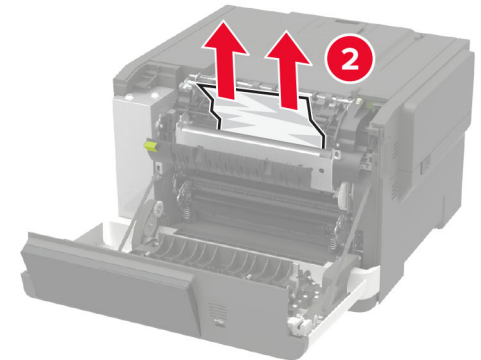
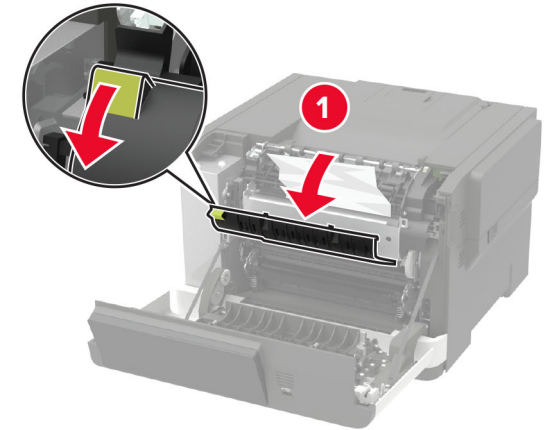
**CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

**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** Open the fuser access door, and then remove the jammed paper.

**Note:** Make sure that all paper fragments are removed.



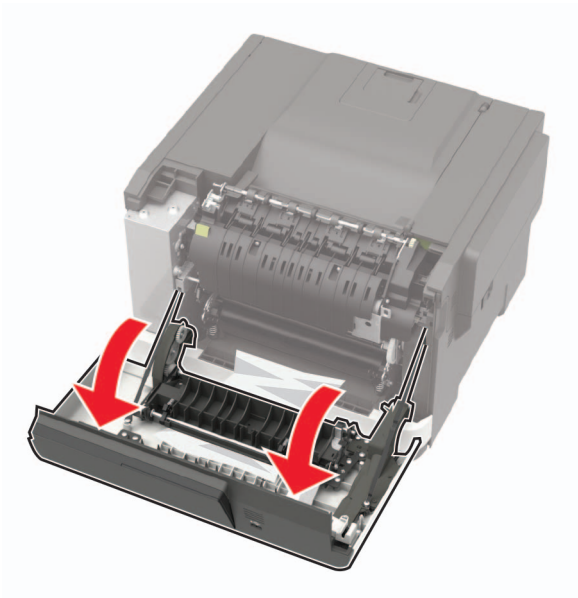
**3** Close door A.

### Paper jam in the duplex unit

**1** Open door A.

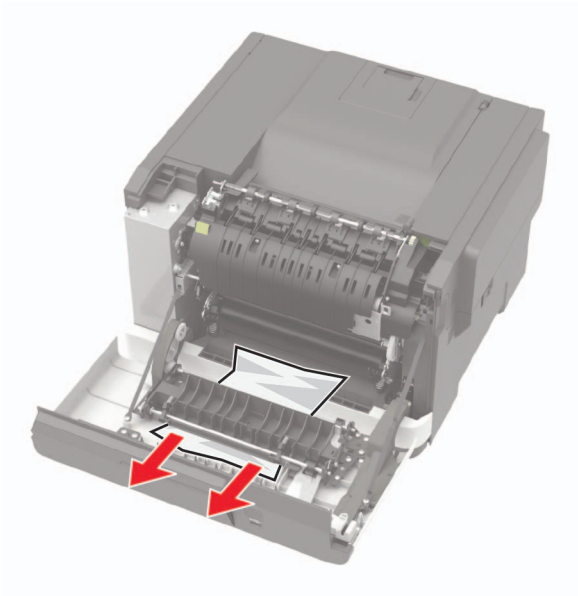
**CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

**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 jammed paper.

**Note:** Make sure that all paper fragments are removed.



3 Close door A.

### Paper jam in the standard bin

Remove the jammed paper.

**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.

**Note:** Make sure that all paper fragments are removed.



### Paper jam in the multipurpose feeder

**Note:** The multipurpose feeder is available only in some printer models.

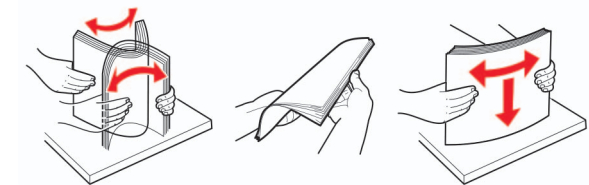
1 Remove paper from the multipurpose feeder.



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.



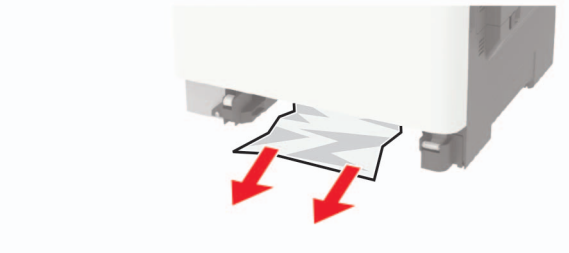
## Paper jam in the manual feeder

1 Remove the tray.



2 Remove the jammed paper.

**Note:** Make sure that all paper fragments are removed.



3 Insert the tray.