

# Quick Reference


## Copying

### Making a copy

- 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 the output have the same paper size.

- 2 From the control panel, select **Copy**, and then specify the number of copies.  
If necessary, adjust the other 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 control panel, navigate to:  
**Copy > Settings > Paper Setup**

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

- 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 control panel, navigate to:  
**Copy > Settings > Pages Per Side**

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

- 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 control panel, select **Fax**, and then enter the needed information.
- 3 If necessary, configure other fax settings.
- 4 Fax the document.

#### Using the computer

##### For Windows users

- 1 From the document that you are trying to fax, open the Print dialog.
- 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 Fax the document.

##### For Macintosh users

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

## E-mailing

### Sending an e-mail

- 1 Load an original document into the ADF tray or on the scanner glass.
- 2 From the control panel, select **E-mail**, and then enter the needed information.

For non-touch-screen printer models, press #, and then enter the shortcut number using the keypad.

**Note:** You can also enter the recipient using the address book.

- 3 If necessary, configure the output file type settings.
- 4 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 trays

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

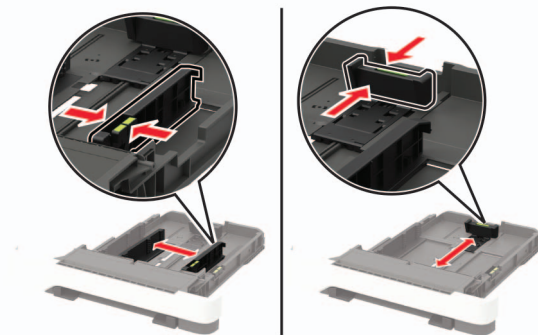
- 1 Remove the tray.

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

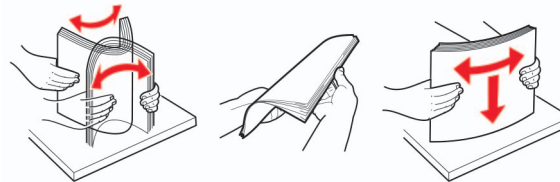


- 2 Adjust the guides to match the size of the paper that you are loading.

**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.



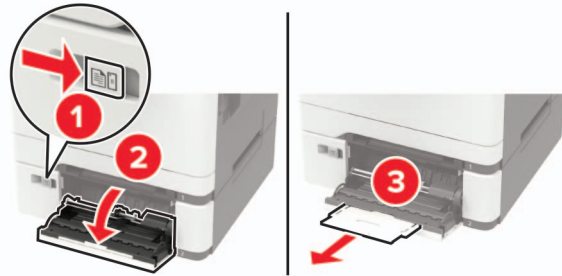
- 5 Insert the tray.

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.

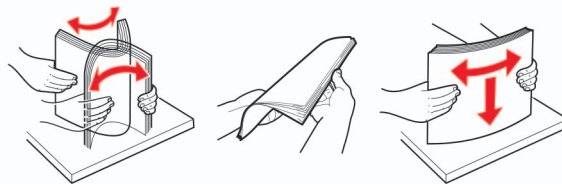
**Note:** The multipurpose feeder is available only in some printer models.



- 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.

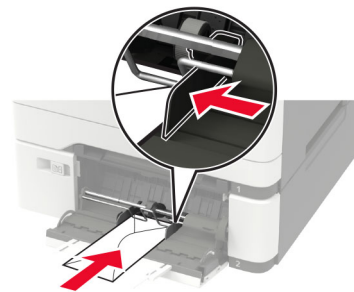
- Load letterhead with the printable side facedown and the top edge entering the printer first for one-sided printing.



- 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.

## 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 **OK** to navigate through the settings.

- 2 Set the paper size and type.

## Maintaining the printer

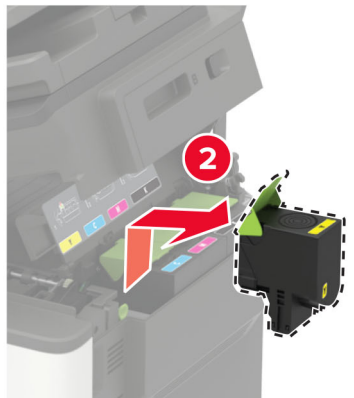
### Replacing a toner cartridge

- 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.

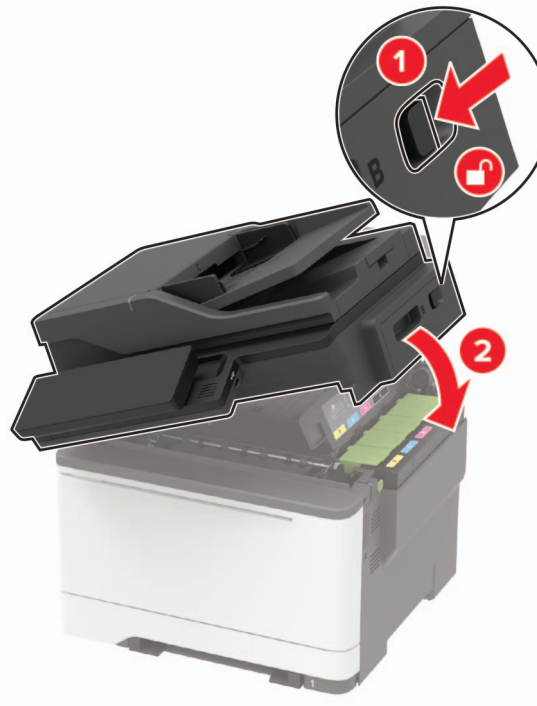


3 Unpack the new toner cartridge.

4 Insert the new toner cartridge.

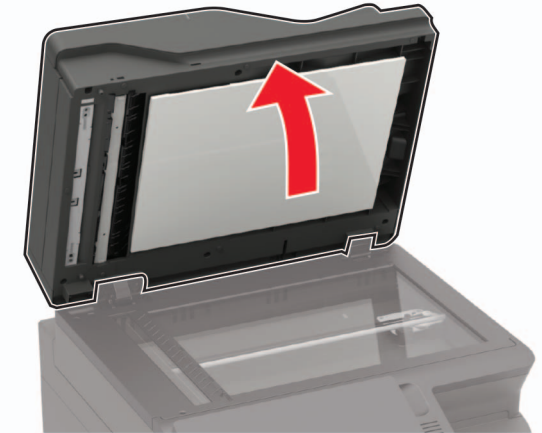


5 Close door B.



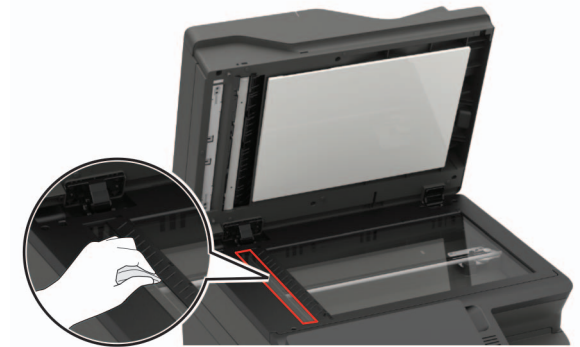
## Cleaning the scanner

1 Open the scanner cover.



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

- ADF glass



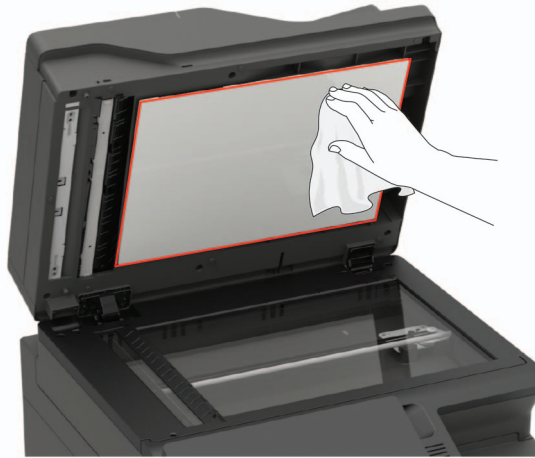
- ADF glass pad



- Scanner glass



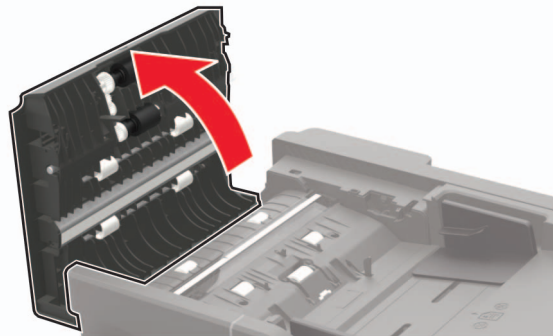
- Scanner glass pad



**3** Close the scanner cover.

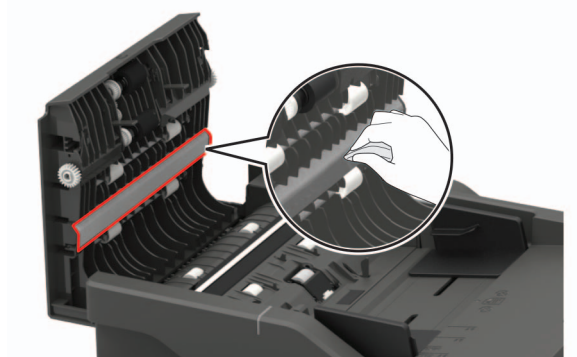
If your printer has another ADF glass inside door C, then continue with the following steps.

**4** Open door C.

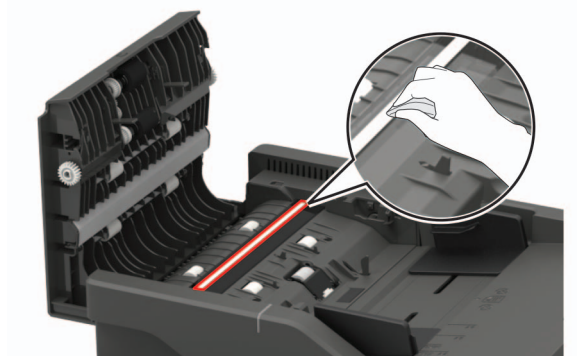


**5** Using a damp, soft, lint-free cloth, wipe the following areas:

- ADF glass pad in door C



- ADF glass in door C



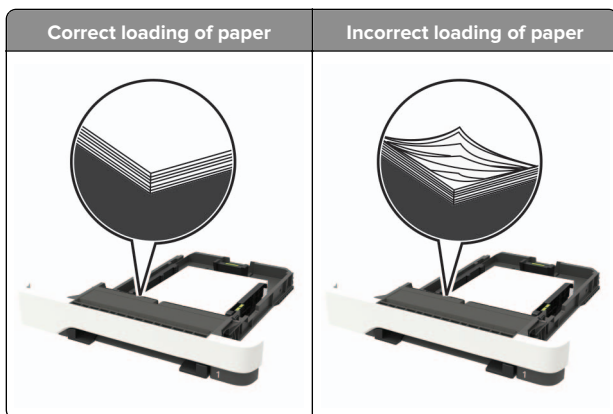
**6** Close the door.

## 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.

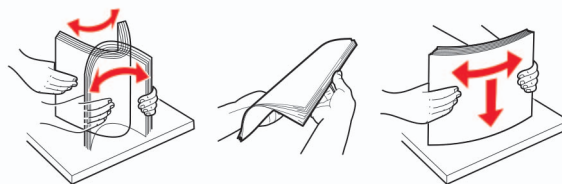


- Make sure that the paper guides are positioned correctly and are not pressing tightly against the paper or envelopes.
- Push the tray firmly into the printer after loading paper.

### 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	Automatic document feeder (ADF)
2	Standard bin

	Jam location
3	In the fuser
4	Below the fuser
5	Duplex unit
6	Trays
7	Multipurpose feeder
8	Manual feeder

## Paper jam in trays

- 1 Remove the tray.



- 2 Remove the jammed paper.

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




3 Insert the tray.

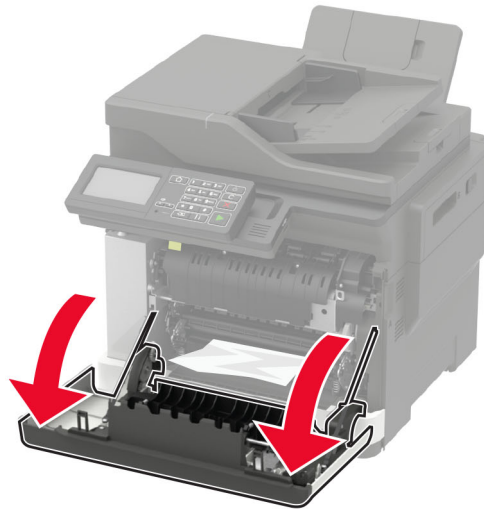
## Paper jam in door A

### Paper jam in the fuser

1 Open doors A and B.

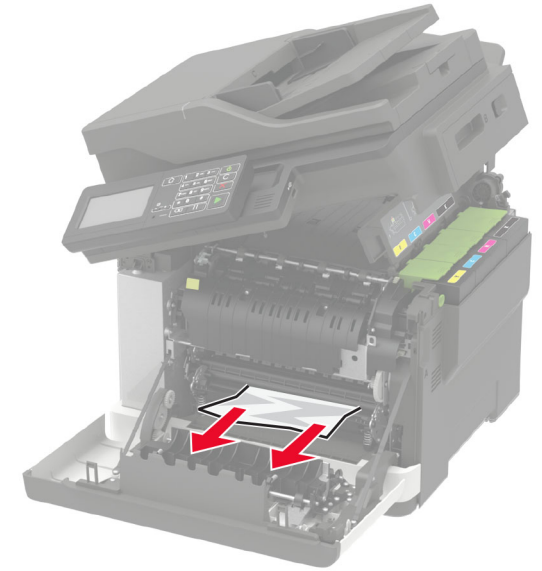
 **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

**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.



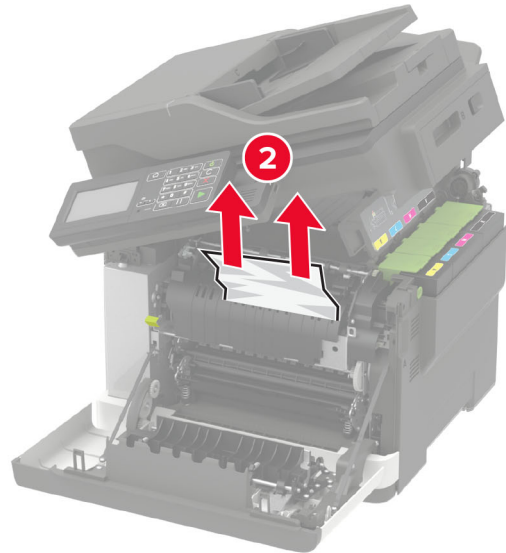
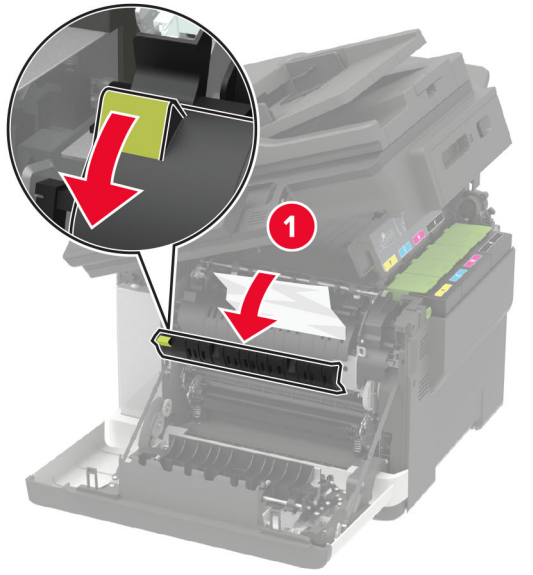
2 Remove the jammed paper.

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



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

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



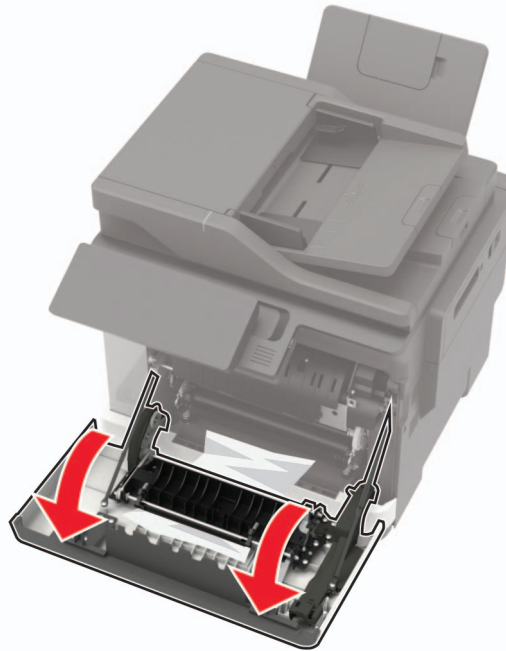
4 Close doors B and A.

### Paper jam in the duplex unit

1 Open door A.

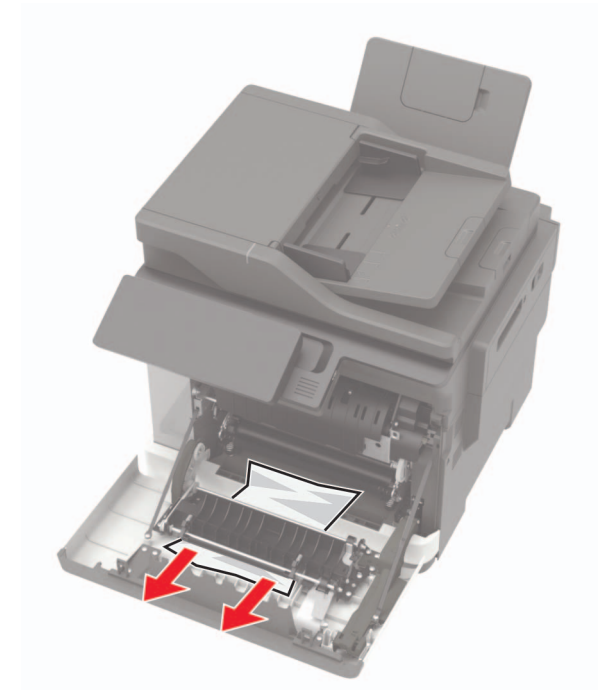
**CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

**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

1 Open door B, and then 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.

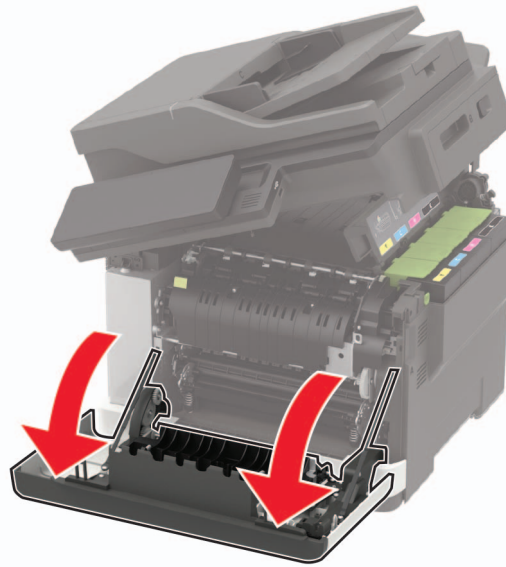
**Note:** Make sure that all paper fragments are removed.





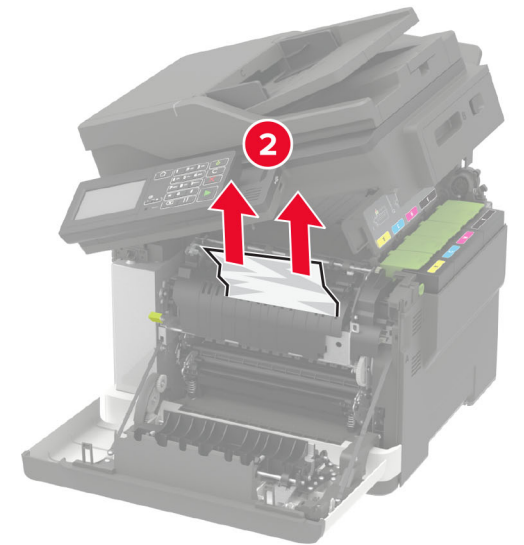
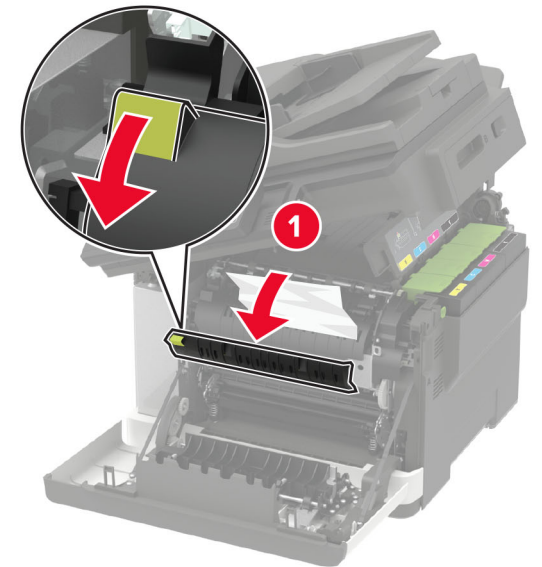
2 Open door A.

 **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.



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

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

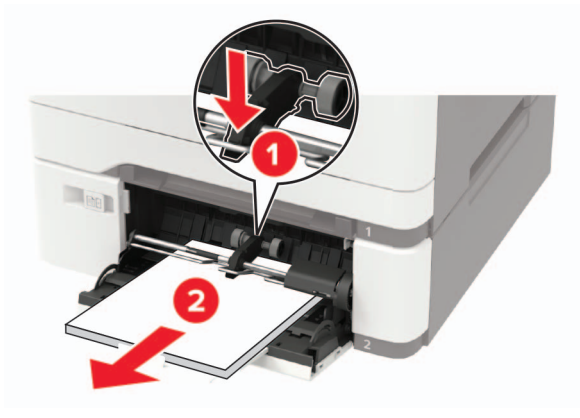


4 Close doors A and B.

## Paper jam in the multipurpose feeder

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

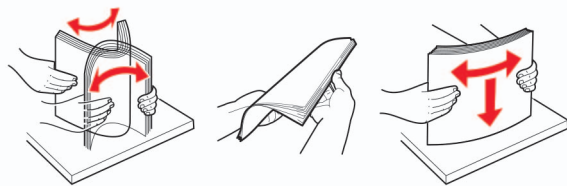
- 1 Remove paper from the multipurpose feeder.



- 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.



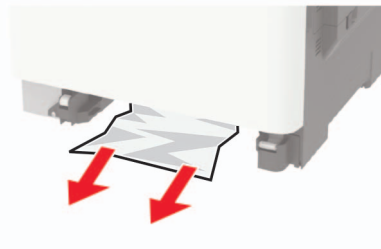
## Paper jam in the manual feeder

- 1 Remove the tray.



- 2 Remove the jammed paper.

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



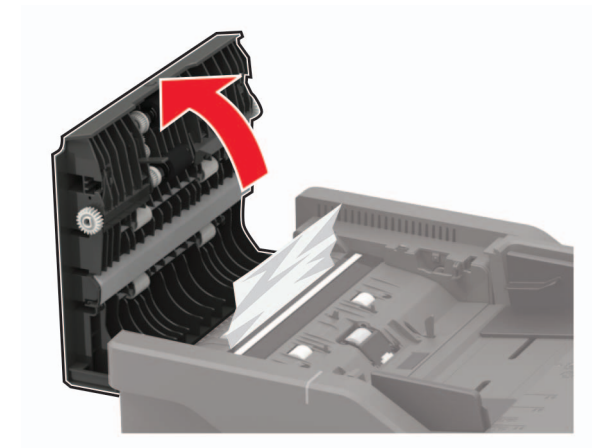
- 3 Insert the tray.

## Paper jam in door C

- 1 Remove all original documents from the ADF tray.

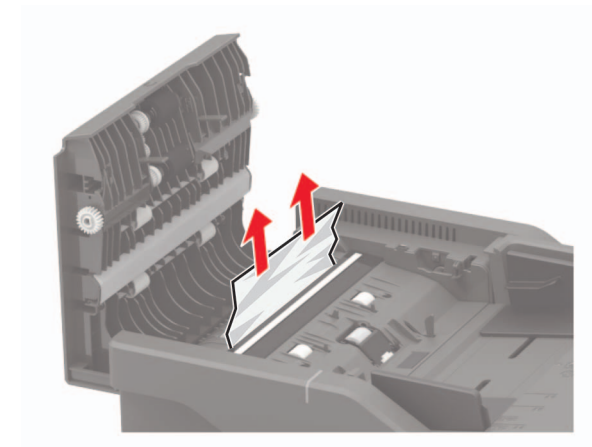
- 2 Open door C.

**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 C.