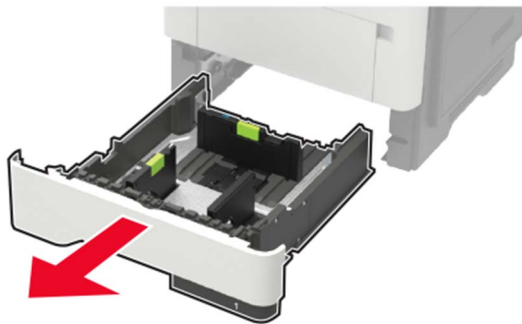# Quick Reference

Loading paper

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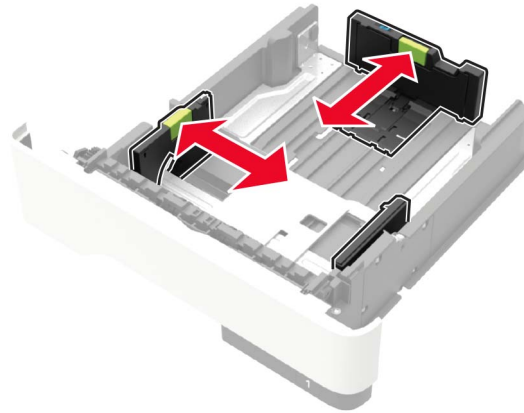
⚠️ **CAUTION—TIPPING HAZARD:** To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.
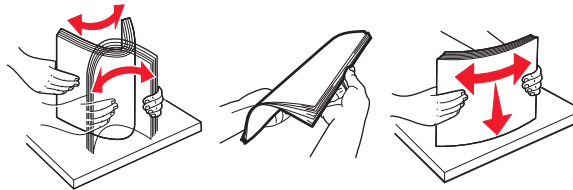
1 Remove the tray.

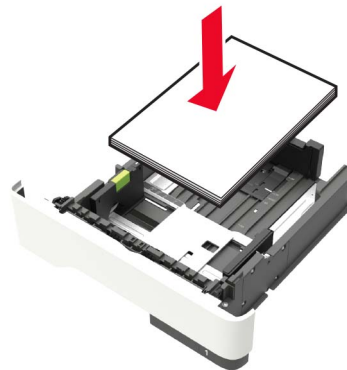**Note:** To avoid paper jams, do not remove trays while the printer is busy.

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

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.
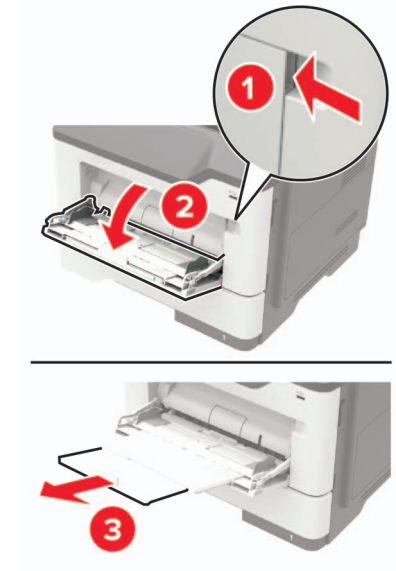
Notes:

- Load letterhead facedown with the top edge of the sheet toward the front of the tray for one-sided printing.
- Load letterhead faceup with the bottom edge of the sheet toward the front 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.
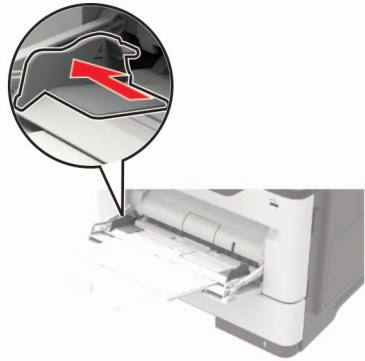
5 Insert the tray.

If necessary, set the paper size and paper type from the control panel to match the paper loaded.

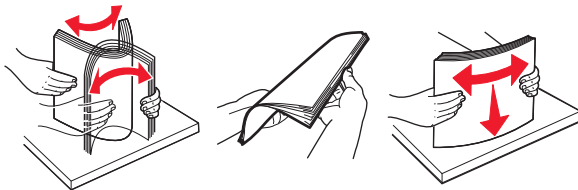### Loading the multipurpose feeder

1 Open the multipurpose feeder.

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.

Notes:

- Load letterhead faceup with the top edge of the sheet toward the front of the tray for one-sided printing.
- Load letterhead facedown with the bottom edge of the sheet toward the front of the tray for two-sided printing.
- Load envelopes with the flap facedown on the left side.
- Load European envelopes with the flap facedown and entering the printer first.

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.

Printing

Printing from a computer

Note: For specialty media such as labels, card stock, and envelopes, set the paper size and type in the printer before sending the print job.

1 With a document open, click **File** > **Print**.

2 If necessary, adjust the settings.

3 Send the print job.

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**

Canceling a print job

From the printer control panel

1 From the home screen, touch **Job Queue**.

Note: You can also access this setting by touching the top section of the home screen.
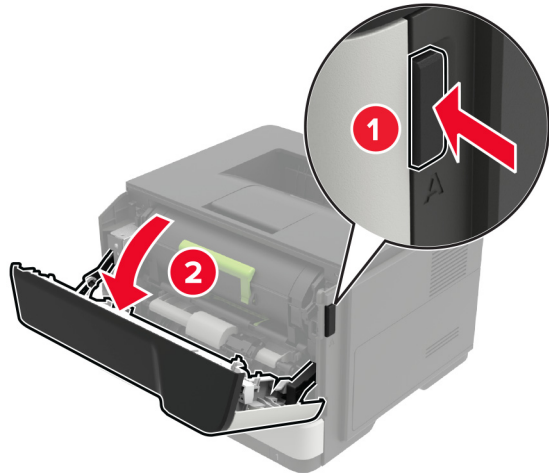
2 Select the job to cancel.

From the computer

1 Depending on the operating system, do either of the following:

- Open the printers folder, and then select your printer.
- From the System Preferences in the Apple menu, navigate to your printer.
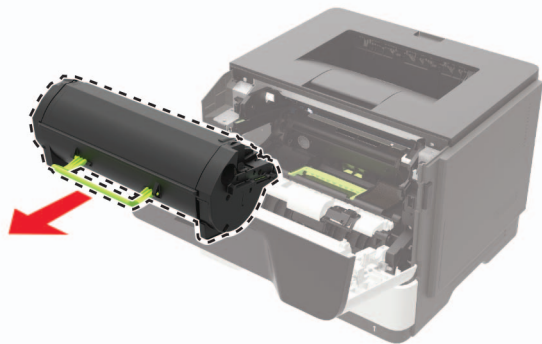
2 Select the job to cancel.
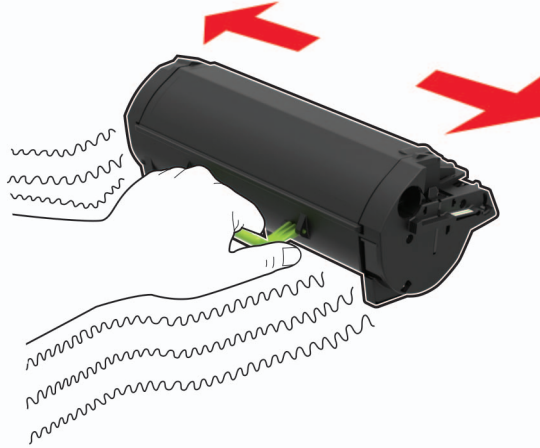
Maintaining the printer

Replacing the toner cartridge

1 Open door A.

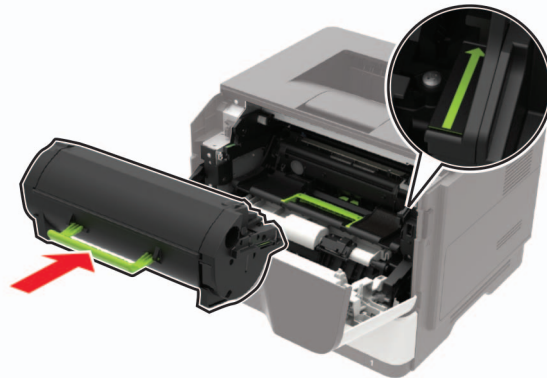**2** Remove the used toner cartridge.

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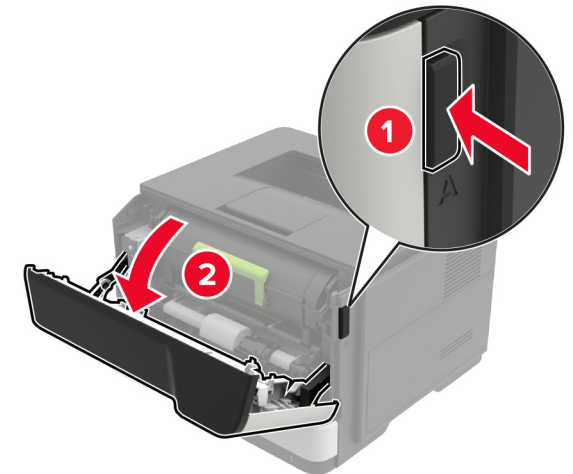

4 Insert the new toner cartridge.

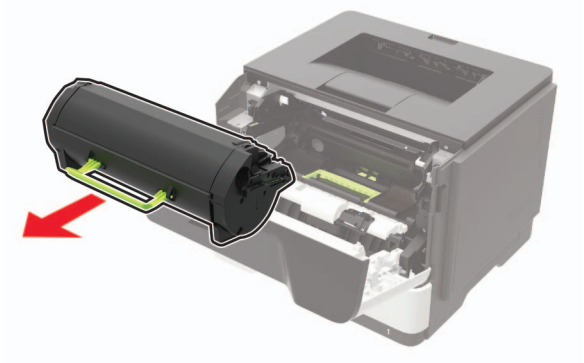**Note:** Use the arrows inside the printer as guides.

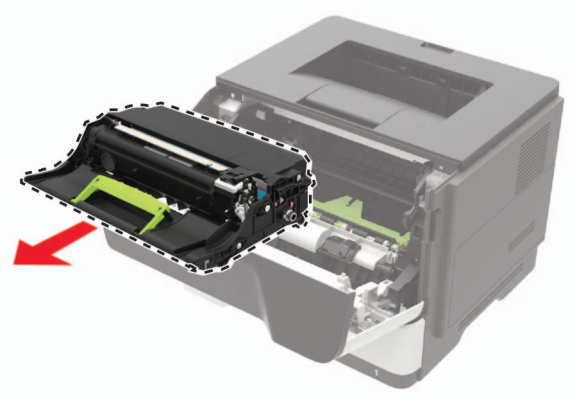**5** Close door A.
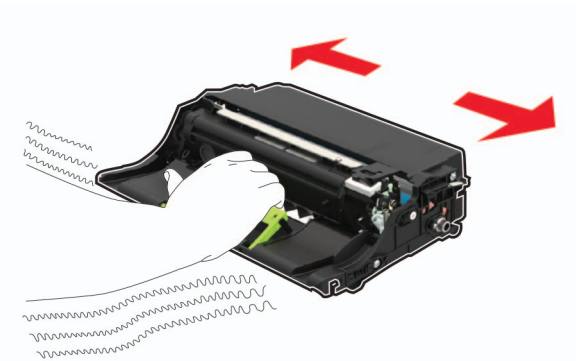
Replacing the imaging unit

1 Open door A.

2 Remove the toner cartridge.

3 Remove the used imaging unit.

4 Unpack the new imaging unit, and then shake it three times to redistribute the toner.

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.
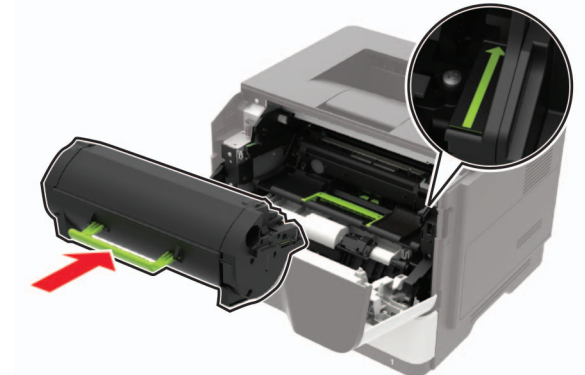

5 Insert the new imaging unit.

Note: Use the arrows inside the printer as guides.
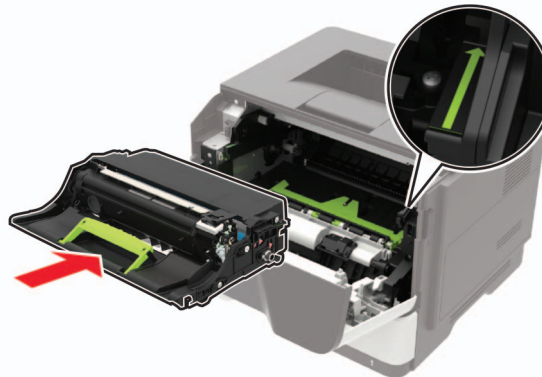
6 Insert the toner cartridge.

Note: Use the arrows inside the printer as guides.

7 Close door A.

Clearing jams

Avoiding jams

Load paper properly

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

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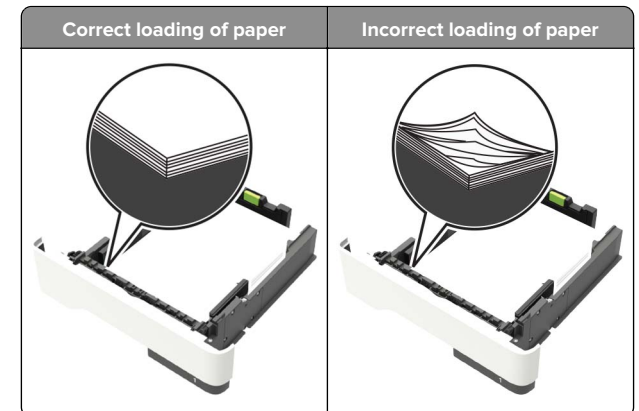
- Do not load or remove a tray while the printer is printing.
- Do not load too much paper. Make sure that the stack height is below the maximum paper fill indicator.

- Do not slide paper into the tray. Load paper as shown in the illustration.
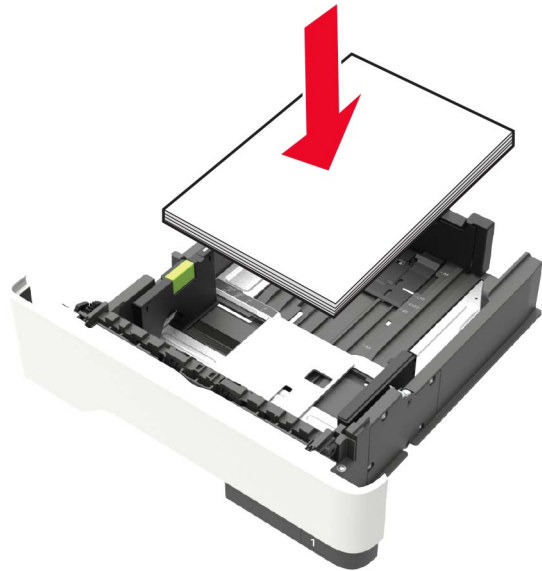
- Make sure that the paper guides are positioned correctly and are not pressing tightly against the paper or envelopes.
- Push the tray firmly into the printer after loading paper.

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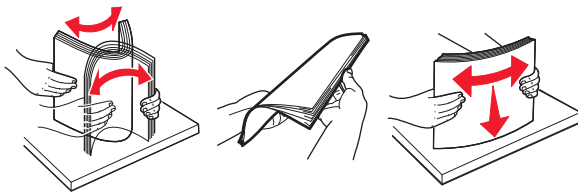
- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure that the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.

Identifying jam locations

Notes:

- When Jam Assist is set to On, the printer automatically flushes blank pages or partially printed pages 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.
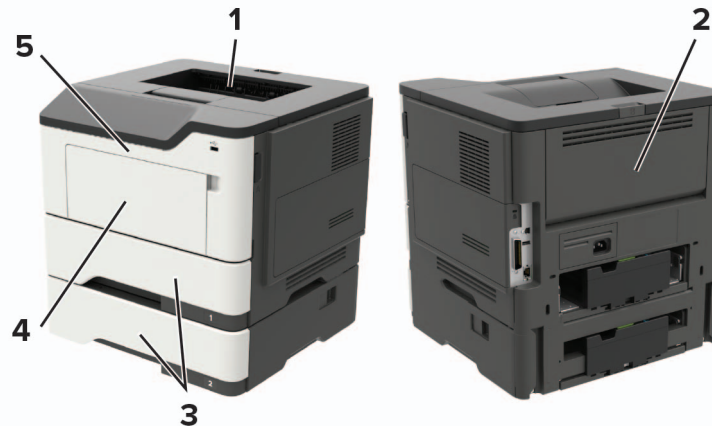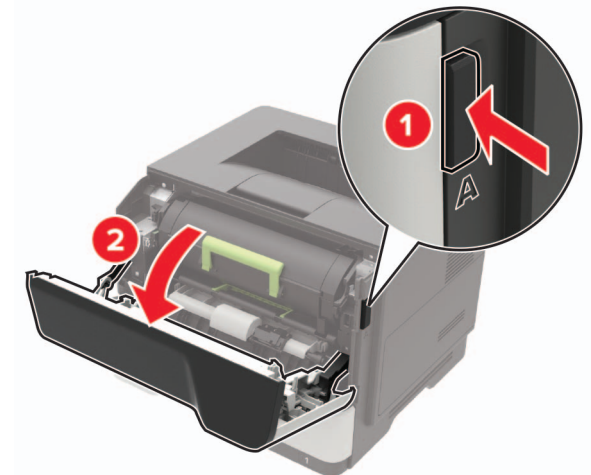

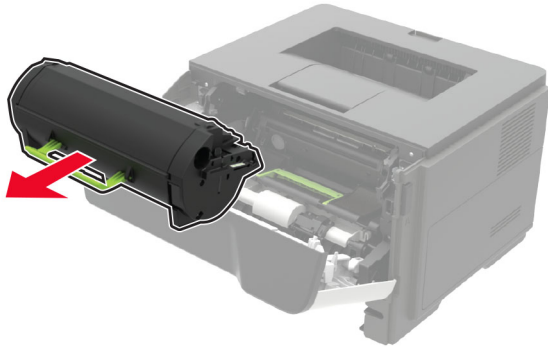|	Jam location
1	Standard bin
2	Rear door
3	Tray [x]
4	Multipurpose feeder
5	Door A

Paper jam in door A
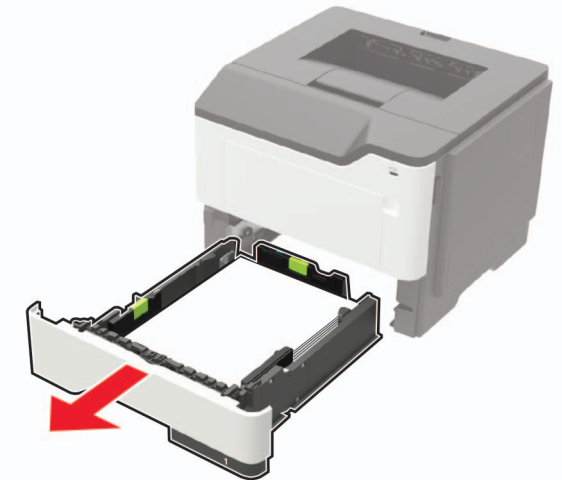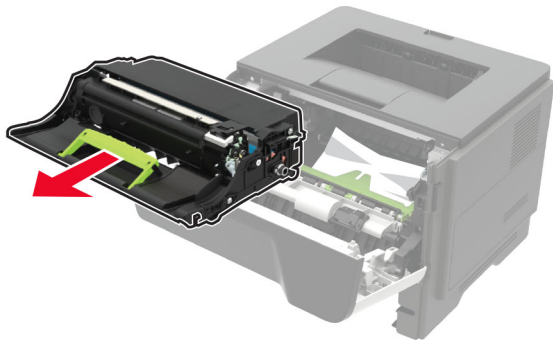
1 Remove the tray.

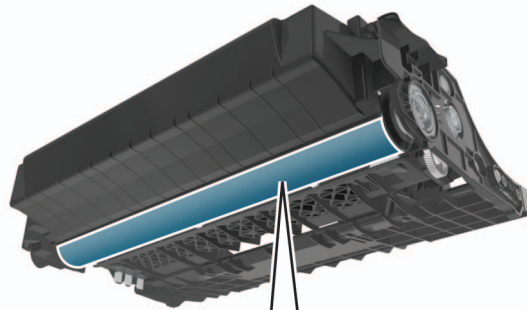**2** Open door A.

3 Remove the toner cartridge.

4 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.
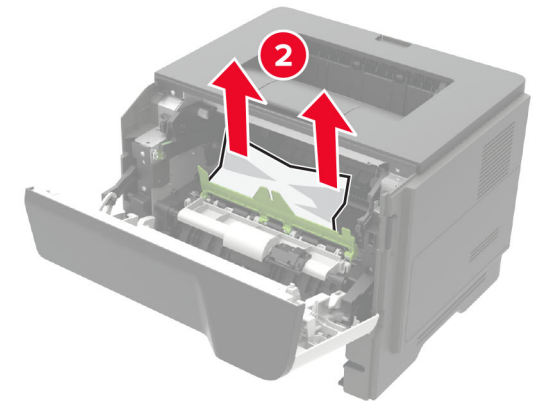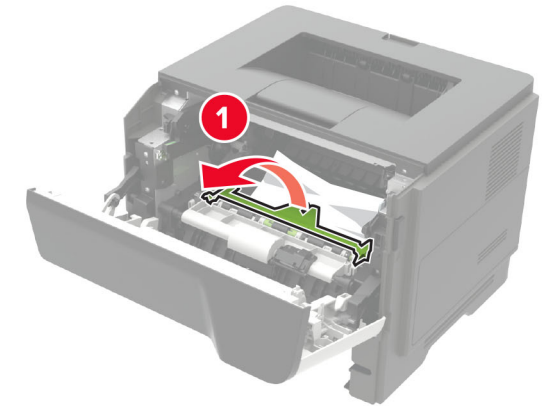
Warning—Potential Damage: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.
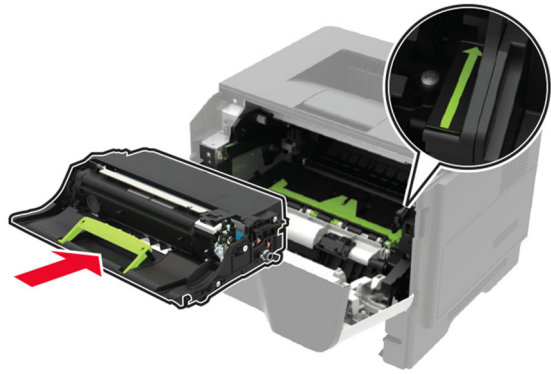
5 Remove the jammed paper.

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.

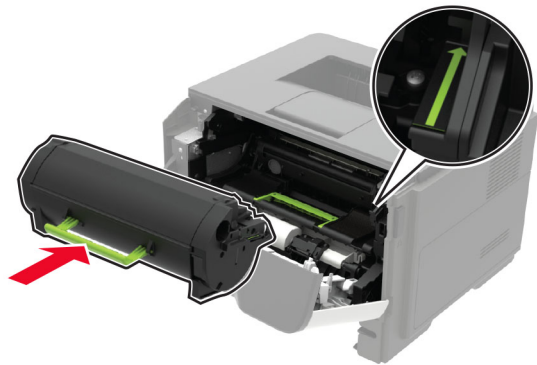**Note:** Make sure that all paper fragments are removed.

6 Insert the imaging unit.

Note: Use the arrows inside the printer as guides.

7 Insert the toner cartridge.

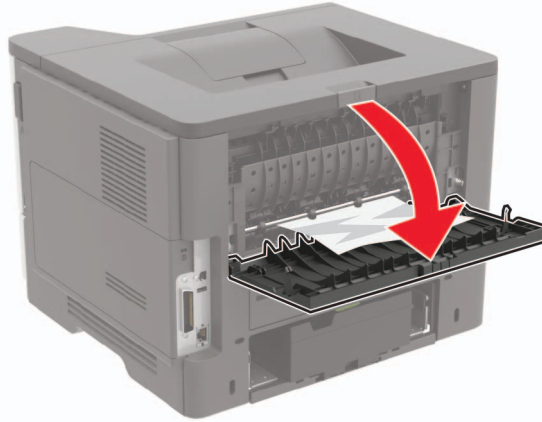> **Note:** Use the arrows inside the printer as guides.

8 Close door A.

9 Insert the tray.
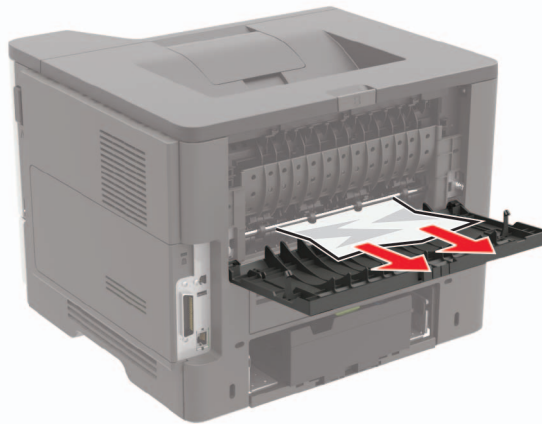
Paper jam in the rear door

1 Open the rear door.

> ⚠ **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.

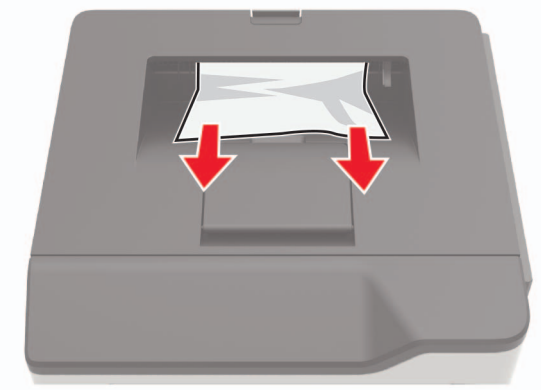> **Note:** Make sure that all paper fragments are removed.

3 Close the rear door.

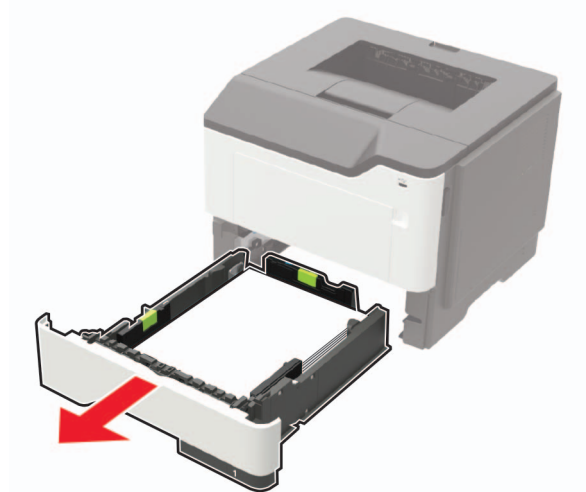## Paper jam in the standard bin

Remove the jammed paper.

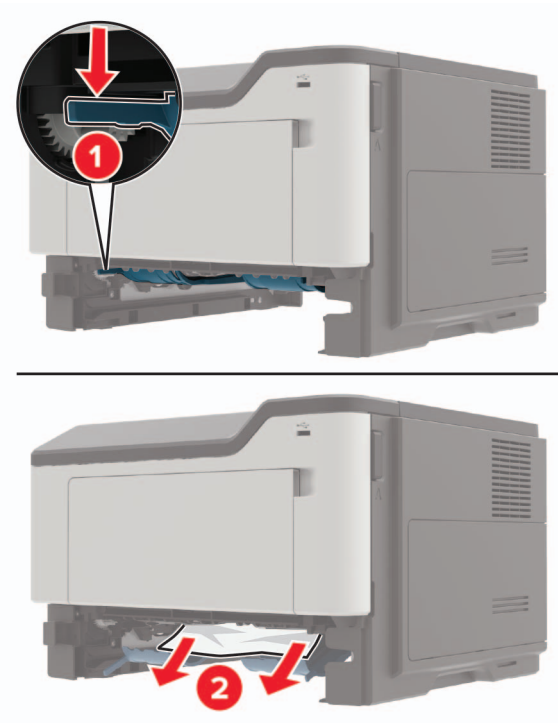**Note:** Make sure that all paper fragments are removed.

Paper jam in the duplex unit

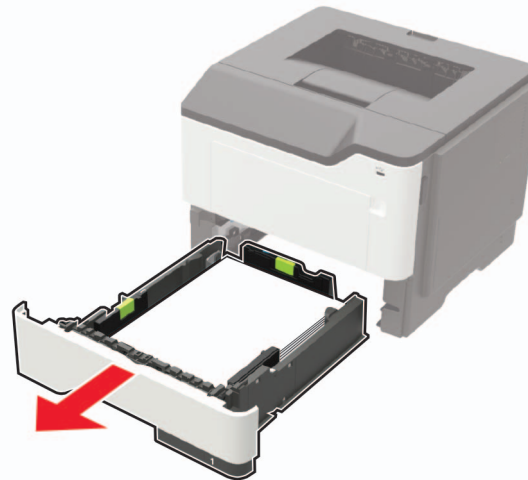**1** Remove the tray.

2 Remove the jammed paper.

> **Note:** Make sure that all paper fragments are removed.
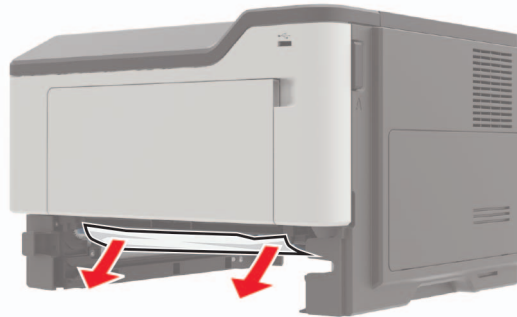
3 Insert the tray.

Paper jam in trays

1 Remove the tray.

2 Remove the jammed paper.

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

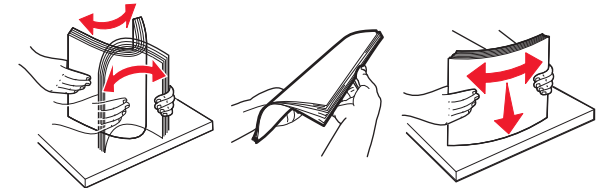**3** Insert the tray.

Paper jam in 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, and then adjust the paper guide.