



Troubleshooting Guide



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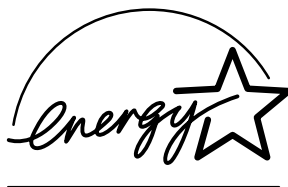
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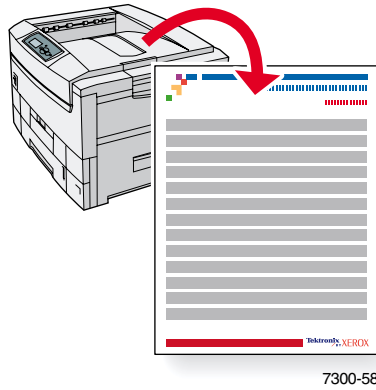
PANTONE Color simulations are only obtainable on this product when driven by qualified Pantone-licensed software packages. Contact Pantone, Inc. for a current list of qualified licensees.

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Resources

A large amount of information is stored in your printer as printable pages. The following pages are samples of the printable page for this topic.



All the printable pages have this format, with color bars at the top and at the bottom of the page. Print these pages at the printer's front panel.

Accessing printable pages

Access these pages from the **Printable Pages Menu**:

1. At the front panel, scroll to the **Printable Pages Menu** using the **Down Arrow** or **Up Arrow** key and press the **OK** key.
2. Scroll to the desired printable page (such as **Help Guide**) using the **Down Arrow** or **Up Arrow** key and press the **OK** key.

Menu Map

For a complete list of printable pages, print the Menu Map:

1. Select **Menus** on the front panel and press the **OK** key.
2. Select **Print Menu Map** and press the **OK** key.



Resources

CentreWare® Internet Services (IS)

Printer management tool that helps System Administrators:

- Configure and manage multi-vendor printers.
- Provide remote diagnostics and troubleshooting for printer problems.
- Monitor printer and consumable status.
- Hotlink to software updates and Technical Support.

CentreWare IS uses TCP/IP to communicate directly with the printer's embedded web server and runs on any computer with a web browser.

To launch CentreWare IS, enter your printer's IP address in a web browser (xxx.xxx.xxx.xxx). The IP address is listed on your front panel. To view the IP Address on the front panel, highlight **Printer Identification** and press **OK**.

For detailed information on CentreWare IS software, refer to its online help.

PhaserSMART™ (English Only)

Automated printer diagnostics and troubleshooting through the web and your web browser.

Launch CentreWare IS: From a web browser, enter your printer's IP address. Select **Support**. Select the **Technical Support** link to access PhaserSMART.

For Windows: From your Phaser printer driver properties, select the **Troubleshooting** tab. Select the **PhaserSMART Technical Support** web link.

infoSMART™ (English Only)

This is the same troubleshooting knowledge base used by Xerox Customer Support. Provides solutions for printer issues, such as error codes, print quality, media jams, software installation, networking, and more.

www.xerox.com/officeprinting/infoSMART

Interactive Documentation CD-ROM

Detailed printer information in the form of topics, instructions, and videos. Information includes printer setup, networking, loading trays/paper, driver and printer features, troubleshooting, and support.

Front panel

The front panel offers a suite of tools along with information pages to help solve print-quality, paper feed, supplies, and printer administration problems.

Button

You can press the **Information** button at any time to get additional information about the message displayed on the front panel.

Printable pages

To print a Menu Map, navigate the front panel and its menu items:

1. Select **Menus** and press **OK**.
2. Select **Print Menu Map** and press **OK**.

Driver help

If you are using Windows 95/98, Windows 2000/XP, or Windows NT, install the driver from your printer's software CD-ROM and access the printer driver to:

- Link to relevant web sites from the **Troubleshooting** tab.
- View information about the printer features on the driver tabs by clicking the **Help** button on the tab.
- View troubleshooting information by clicking a **Help** button, then selecting the **Troubleshooting Guide**.

Troubleshooting

Paper jams

PhaserSMART

After you launch PhaserSMART, select the **Troubleshooting Guide** to help identify your printer's problem. If your printer detects a jam error, PhaserSMART will point you to a specific solution. Otherwise, select **Media Jams** for PhaserSMART to lead you to the best solution.

Interactive Documentation CD-ROM

For paper jams and error messages, see the **Troubleshooting** section.

Driver help

In the **Troubleshooting Guide**, refer to **Error Messages** for **Paper Jams**.

Print-quality problems

Ensure the paper type selected in the front panel matches the paper loaded in the trays and the Multi-Purpose Tray (MPT). Tray settings can be found by selecting **Printer Setup Menu** and then **Tray Setup Menu**.

The following table provides a list of printable pages that are accessible from the **Support Menu** and **Improve Print Quality?**:

Condition	Printable page
For additional paper tips:	Print Paper Tips Page
To troubleshoot print-quality symptoms:	Print Diagnostic Pages
To correct colors:	Print-Quality Tips Page

PhaserSMART

After you launch PhaserSMART, select the **Troubleshooting Guide** to help identify your printer's problem. Starting with **Print/Image Quality Issues**, PhaserSMART will walk you through a decision tree to resolve print-quality problems.

Interactive Documentation CD-ROM

For print-quality problems, see the **Troubleshooting** section.

Networking problems

Printable pages

To obtain information on printer options, configurations and settings:

1. On the front panel, highlight **Printable Pages** and press **OK**.
2. Scroll to **Print Configuration Pages** and press **OK**.

To obtain information on network, parallel and USB connections and setting:

1. On the front panel, highlight **Menus** and press **OK**.
2. Scroll to **Connection Setup Menu** and press **OK**.
3. Scroll to **Print Connection Setup Page** and press **OK**.

Interactive Documentation CD-ROM

For network setup and troubleshooting, see the **Networking** section.

Replacing consumables

Interactive Documentation CD-ROM

Refer to the **Support** section for instructions and videos that walk you through the replacement of consumables.

Instruction Sheets

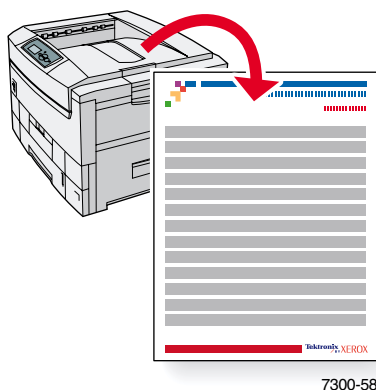
Each consumable comes with instructions included in the original packaging.

Web links

To link to product and supplies information, download printer drivers, view documents, and access support information:	www.xerox.com/officeprinting
To access the troubleshooting knowledge base used by Xerox Customer Support staff:	www.xerox.com/officeprinting/infoSMART
To link to a color resource for tools and information, such as interactive tutorials, color printing templates, helpful tips, and customized features to meet your individual needs:	www.colorconnection.xerox.com
To view technical support information:	www.xerox.com/officeprinting/7300support
To order Xerox supplies:	www.xerox.com/officeprinting/7300supplies
To find your local sales and support center:	www.xerox.com/officeprinting/contacts

Calibration

A large amount of information is stored in your printer as printable pages. The following pages are samples of the printable page for this topic.



All the printable pages have this format, with color bars at the top and at the bottom of the page. Print these pages at the printer's front panel.

Accessing printable pages

Access these pages from the **Support Menu**:

1. At the front panel, scroll to **Support Menu** using the **Down Arrow** or **Up Arrow** key and press the **OK** key.
2. Scroll to **Improve Print Quality?** using the **Down Arrow** or **Up Arrow** key and press the **OK** key.
3. Scroll to either the **Calibrate Colors Menu** or the **Calibrate Margins Menu** using the **Down Arrow** or **Up Arrow** key and press the **OK** key.
4. Scroll to the desired printable page (such as **Color Calibration Tutorial** or **Calibrate Margins**) using the **Down Arrow** or **Up Arrow** key and press the **OK** key.

Menu Map

For a complete list of printable pages, print the Menu Map:

1. Select **Menus** on the front panel and press the **OK** key.
2. Select **Print Menu Map** and press the **OK** key.



PHASER® 7300 COLOR PRINTER

Color Calibration Tutorial

Overview

Color calibration procedures adjust the printer for optimal color output. Color settings may need adjustment upon initial printer set-up or when toners and imaging units are replaced. There are two procedures: **Lighten/Darken Colors** and **Balance Colors**. If the overall image appears either too light or dark, use the **Lighten/Darken Colors** procedure. If a finer adjustment of the primary colors (cyan, magenta and yellow) is needed, continue with the **Balance Colors** procedure.

Lighten/Darken Colors

The Lighten/Darken Colors procedure uniformly increases or decreases each primary color (cyan, magenta and yellow and black) to produce a lighter or darker image.

Procedure:

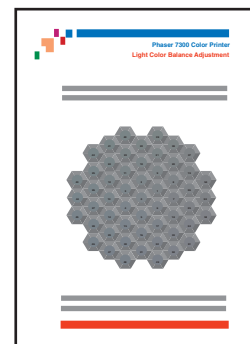
1. Select **Lighten/Darken Colors** from the **Calibrate Colors Menu** and press **OK**. Use the printed **Color Reference Page** to evaluate the lightness/darkness of the image. The printer's current **Lighten/Darken Value** is listed on the page.
2. Use the **Up Arrow** and **Down Arrow** keys to change the value from -5 (lightest) to 5 (darkest) and press **OK**.
3. The **Color Reference Page** automatically prints using the new lighten/darken value. Repeat this procedure until you achieve the desired result.
4. To finish the procedure select one of the following:
 - Accept Changes and Continue:** Saves the new value and returns to the **Calibrate Colors Menu**.
 - Accept Changes and Exit:** Saves the new value and returns to the **Main Menu**.
 - Discard Changes and Exit:** Returns to the **Main Menu** without saving.

Balance Colors

The Balance Colors procedure sets the balance between the primary colors (cyan, magenta and yellow) to simulate black.

Each of the color balance pages (like the page illustrated on the right) contains a large cluster of circles, numbered from 0 to 54, that vary in hue.

The center circle (0) should match or appear to blend with some portion of its surrounding hexagonal gray ring. The circle can show a color shift if one or more of the colors are printing with a different density. For example, if cyan is printing lighter than normal, the circle will appear redder.



Procedure:

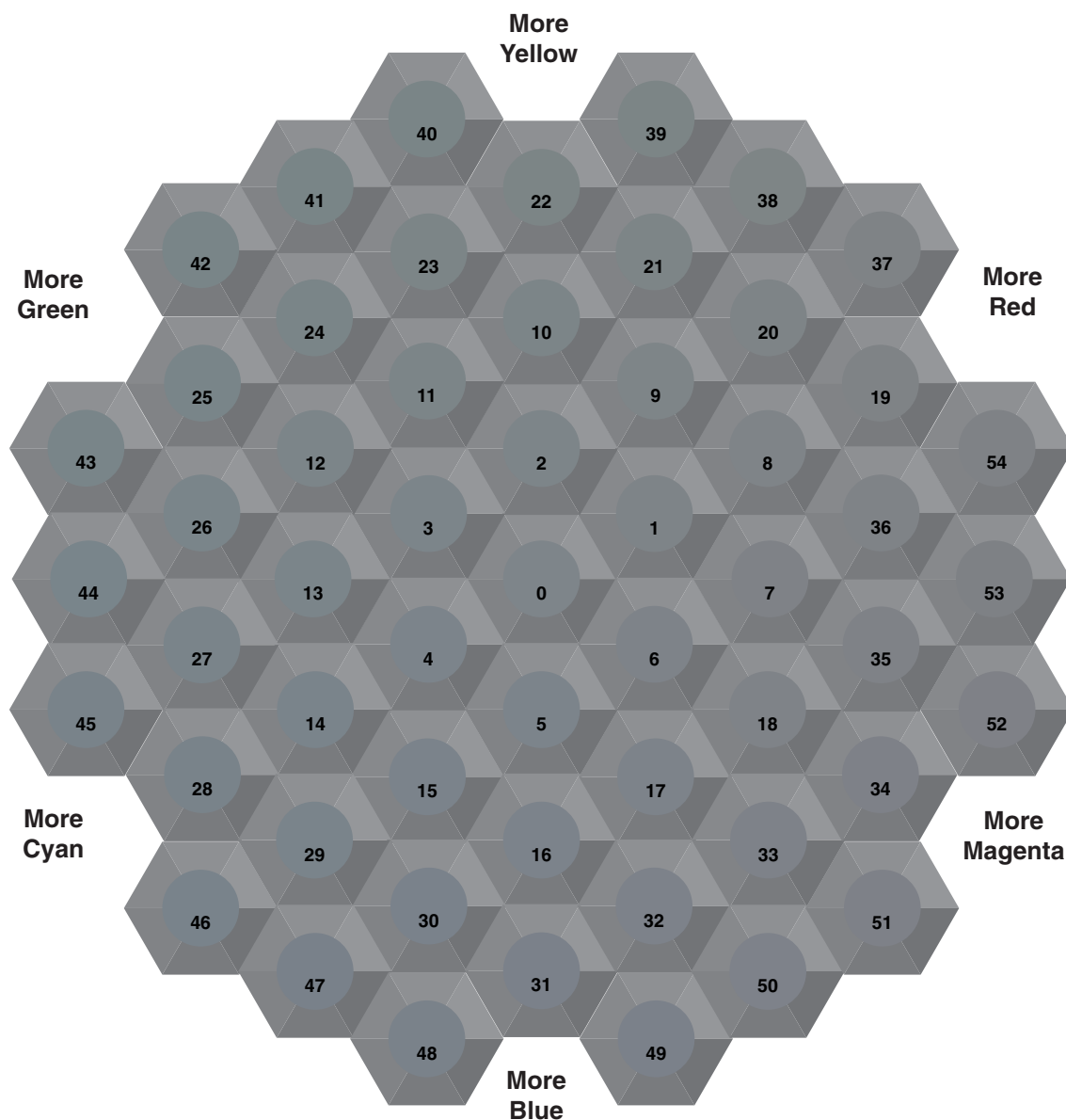
1. Select **Balance Colors** from the **Calibrate Colors Menu**. The **Light Color Balance** page prints automatically.
2. Follow the steps on the **Light Color Balance** page until the desired adjustment is achieved.
3. Follow the steps on the **Dark Color Balance** page until the desired adjustment is achieved.



PHASER® 7300 COLOR PRINTER

Light Color Balance

Step 1. Hold this print at arm's length and find the numbered circle (0 to 54) that appears to blend with some portion of the surrounding gray. Select **Set Circle Number** from the printer's front panel. Use the **Up Arrow** and **Down Arrow** keys to select that circle's number and press **OK**.



Step 2. The **Light Color Balance** page automatically prints showing the result of the adjustment. The color balance is set properly when **Circle 0** most closely matches some portion of its surrounding gray. If it does not, repeat Step 1.

Step 3. Select one of the following:

Accept Changes and Continue: Saves the new value, prints the **Color Reference Page** and proceeds to the **Dark Color Balance** adjustment.

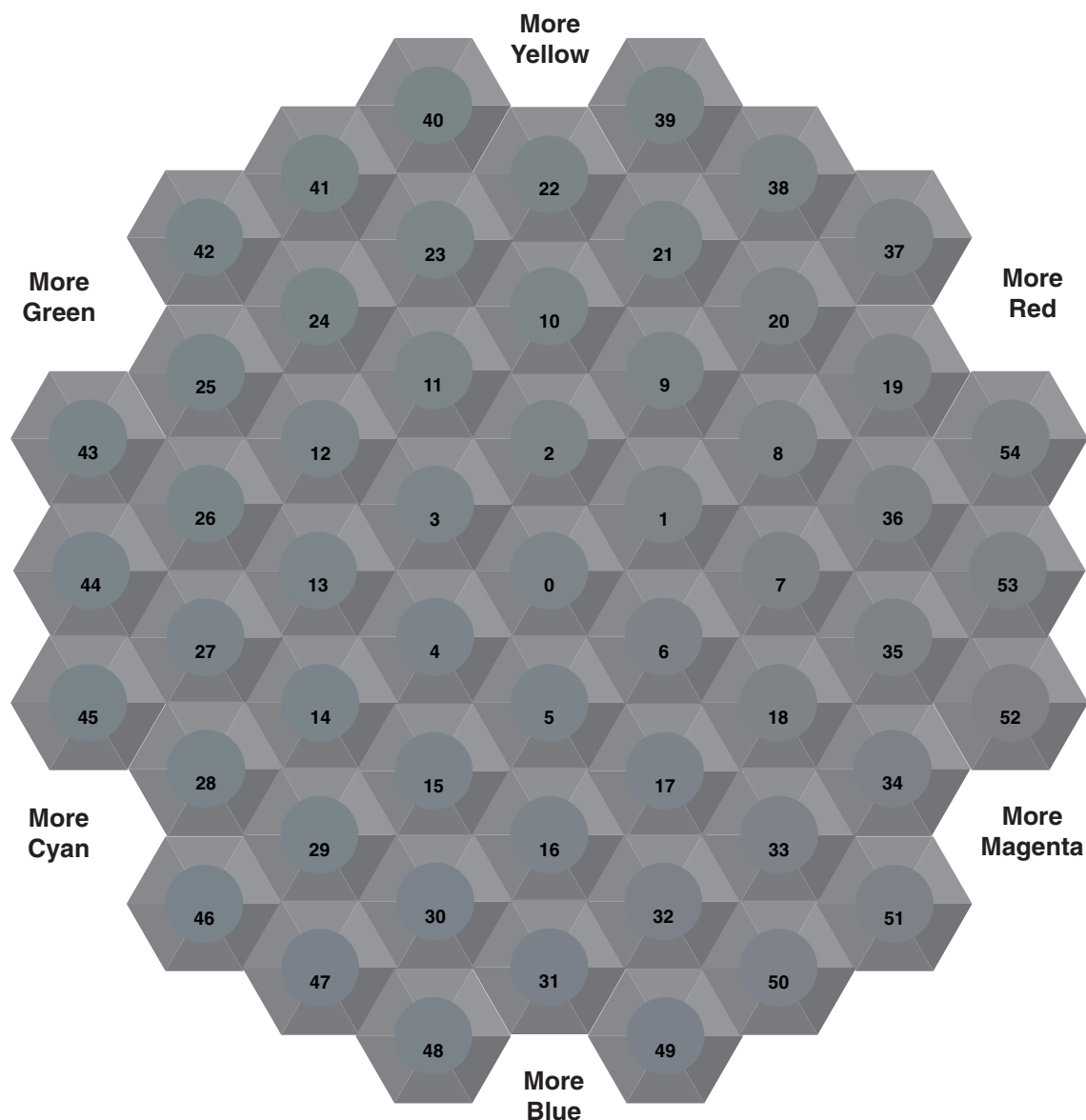
Discard Changes and Exit: Returns to the **Main Menu** without saving the adjustment.



PHASER® 7300 COLOR PRINTER

Dark Color Balance

Step 1. Hold this print at arm's length and find the numbered circle (0 to 54) that appears to blend with some portion of the surrounding gray. Select **Set Circle Number** from the printer's front panel. Use the **Up Arrow** and **Down Arrow** keys to select that circle's number and press **OK**.



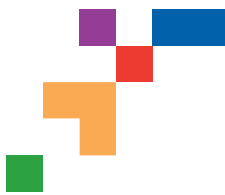
Step 2. The **Dark Color Balance** page automatically prints showing the result of the adjustment. The color balance is set properly when **Circle 0** most closely matches some portion of its surrounding gray ring. If it does not, repeat Step 1.

Step 3. Select one of the following:

Accept Changes and Continue: Saves the new value, prints the **Color Reference Page** and proceeds to the **Calibrate Colors Menu**.

Accept Changes and Exit: Saves the new value, prints the **Color Reference Page** and returns to the **Main Menu**.

Discard Changes and Exit: Returns to the **Main Menu** without saving the adjustment.



PHASER® 7300 COLOR PRINTER

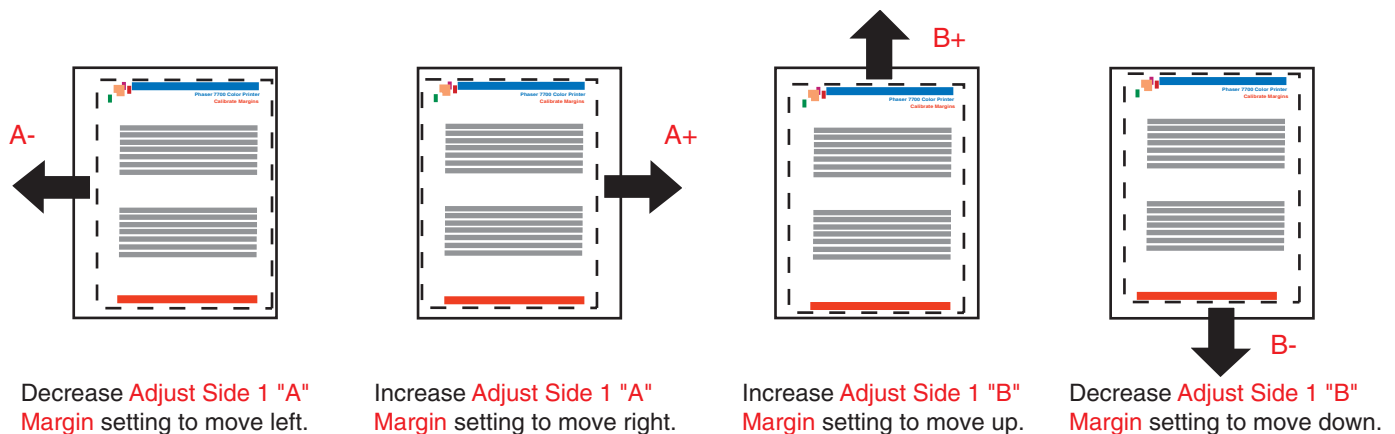
Calibrate for Margins (Long-Edge Feed)

The **Calibrate Margins Menu** allows you to adjust the printer's imaging area relative to the edges of the paper. The imaging area is shown as a dashed rectangle; the printer will not print outside this rectangle.

Step 1. Adjust Side 1 Margins. To move the dashed rectangle to the position you want it on the page:

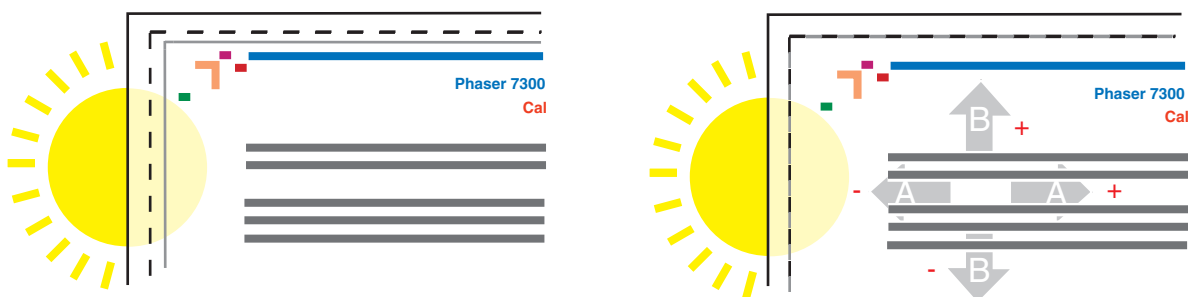
1. From the printer's front panel **Support Menu**, scroll to **Improve Print Quality?** and press **OK**.
2. Scroll to **Calibrate Margins Menu** and press **OK**. Select **Print Calibrate Margins Page** and press **OK** to print this page.
3. To move the dashed rectangle you see on the page printed to the position you want, use the front panel menu items **Adjust Side 1 "A" Margin** and **Adjust Side 1 "B" Margin** as illustrated below.
4. Reprint this page to verify the adjustment.

You can adjust the settings from -40 to +40 units. The thickness of the rectangle's dashed lines is 1 unit. 12 units move the rectangle 1 mm. The maximum distance the rectangle can be moved (-40 to +40) is 6.7 mm.



Step 2. If the printer has the duplex option, adjust Side 2 Margins.

1. With Side 1 facing you, hold the print up to a strong light. Note the shadow of the solid lines printed on Side 2.
2. Use the front panel menu items **Adjust Side 2 "A" Margin** and **Adjust Side 2 "B" Margin** to move the Side 2 solid lines until they align with the Side 1 rectangle. Reprint to verify your adjustment.





PHASER® 7300 COLOR PRINTER

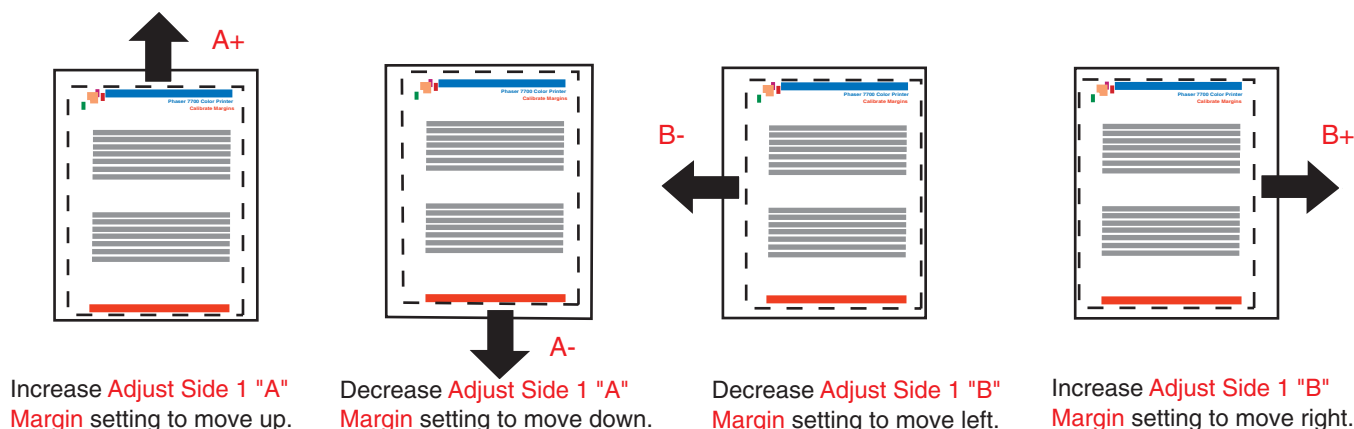
Calibrate for Margins (Short-Edge Feed)

The **Calibrate Margins Menu** allows you to adjust the printer's imaging area relative to the edges of the paper. The imaging area is shown as a dashed rectangle; the printer will not print outside this rectangle.

Step 1. Adjust Side 1 Margins. To move the dashed rectangle to the position you want it on the page:

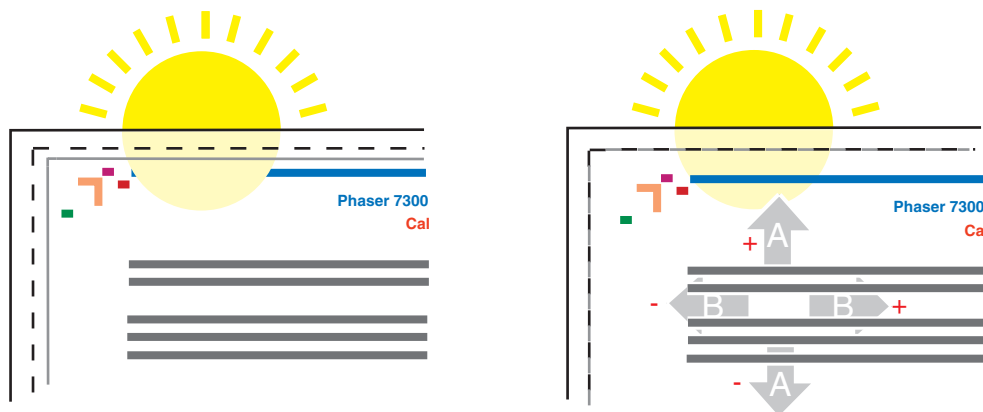
1. From the printer's front panel **Support Menu**, scroll to **Improve Print Quality?** and press **OK**.
2. Scroll to the **Calibrate Margins Menu** and press **OK**. Select **Print Calibrate Margins Page** and press **OK** to print this page.
3. To move the dashed rectangle you see on the page printed to the position you want, use the front panel menu items **Adjust Side 1 "A" Margin** and **Adjust Side 1 "B" Margin** as illustrated below.
4. Reprint this page to verify the adjustment.

You can adjust the settings from -40 to +40 units. The thickness of the rectangle's dashed lines is 1 unit. 12 units move the rectangle 1 mm. The maximum distance the rectangle can be moved (-40 to +40) is 6.7 mm.



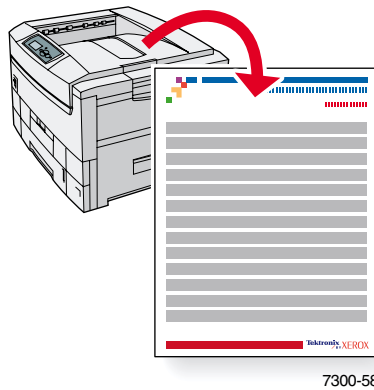
Step 2. If the printer has the duplex option, adjust Side 2 Margins.

1. With Side 1 facing you, hold the print up to a strong light. Note the shadow of the solid lines printed on Side 2.
2. Use the front panel menu items **Adjust Side 2 "A" Margin** and **Adjust Side 2 "B" Margin** to move the Side 2 solid lines until they align with the Side 1 rectangle. Reprint to verify your adjustment.



Diagnosing Print Quality

A large amount of information is stored in your printer as printable pages. The following pages are samples of the printable page for this topic.



All the printable pages have this format, with color bars at the top and at the bottom of the page. Print these pages at the printer's front panel.

Accessing printable pages

Access these pages from the **Printable Pages Menu**:

1. At the front panel, scroll to the **Printable Pages Menu** using the **Down Arrow** or **Up Arrow** key and press the **OK** key.
2. Scroll to the desired printable page (such as **Diagnosing Print Quality**) using the **Down Arrow** or **Up Arrow** key and press the **OK** key.

Menu Map

For a complete list of printable pages, print the Menu Map:

1. Select **Menus** on the front panel and press the **OK** key.
2. Select **Print Menu Map** and press the **OK** key.



PHASER® 7300 COLOR PRINTER

Diagnosing Print Quality

Review the five test pages printed with this page: The pages consist of cyan, yellow, magenta, and black; and another page with all four colors. Use the information below to help solve your print-quality problems.

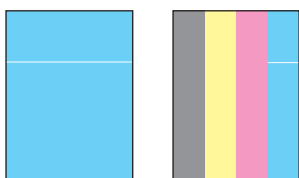
Note: The examples shown are **Long-Edge Feed (LEF)**. If you print Short-Edge Feed (SEF), the examples below are rotated 90 degrees. The images shown are for reference only. Not all pages represented are printed.

Problem

Solution

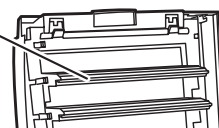
Light Lines in One Color

Thin, light or white lines appear in only one color.



1. Open the top cover.

- a. Clean the four LED bars (a) using the cleaning pad supplied with each new toner cartridge.
- b. Check the **Imaging Unit** and remove any foreign material if found.



Caution: Do not leave the top cover open for more than 10 minutes without covering the Imaging Unit as damage could result. Use the dark bag that came with the Imaging Unit or dark paper as a cover.

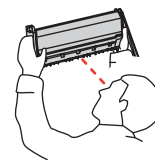
Dark Lines in One Color

Thin, dark lines appear in only one color when a light color is faded or blended with black.



2. If the problem persists after cleaning the LED bars, do the following:

- a. Check the toner for the problem color. Replace the toner if low.
- b. Lift out the **Imaging Unit**, for the problem color, keeping the toner cartridge installed.
- c. With the **Imaging Unit** in an upright position (to avoid toner spills), lift it high enough to visually inspect the shiny green surface underneath.
- d. If the shiny green surface has scratches or damage that align with the defect of the print, replace the **Imaging Unit**.



Note: Some slight scratching is normal.

Caution: Do not touch the shiny green surface of the Imaging Unit. Set the Imaging Unit on a hard flat surface only as scratching or damage can occur causing more print-quality problems.

Printing Is Too Light or Too Dark in All Colors

1. Try a different Color Matching mode. From the printer's front panel **Support Menu** select **Improve Print Quality?**, then select **Print-Quality Tips Page** and press **OK**.

Note: The **TekColor Correction** set to **Automatic** provides the best results for most documents.

2. Adjust the light or darkness levels. From the printer's front panel **Support Menu**, select **Improve Print Quality?** then select **Calibrate Colors Menu**, then select **Print Tutorial Page**. Follow the procedure **Lighten/Darken Colors**.

Problem

Dark Lines/Smudges or Streaks All Colors

Black and/or colored areas appear on the page in all colors and/or in non-print areas.



Solution

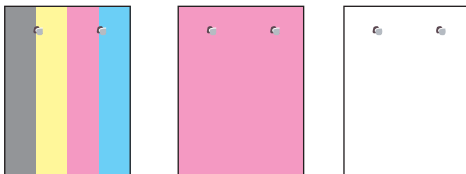
1. From the printer's front panel **Support Menu** select **Improve Print Quality?**, then select **Print Paper Tips Page** and press **OK**.
2. Ensure the paper you are using is the correct type for the printer and is properly loaded.
3. Ensure the paper loaded in the tray matches the paper type selected on the printer's front panel and in the computer's printer driver.
4. Open the top cover and make sure the orange fuser restraint pin is removed and the green lever on the back side of the fuser is in the locked position.
5. From the printer's front panel **Support Menu** select **Improve Print Quality?**, then select **Remove Print Smears** and press **OK**. Five cleaning pages will run through the printer.
6. If the problem continues, replace the **Imaging Unit** in the color of the smudges.

Repeating Defects

Marks or voids recur uniformly in only one color.



Marks of any color or voids recur uniformly in all colors and/or in non-printed areas.



1. Replace the corresponding **Imaging Unit** if defects occur every:
 - 44 mm (1.73 in.)
 - 50 mm (1.97 in.)
 - 94 mm (3.70 in.)
2. Replace the **Transfer Belt** if defects occur every:
 - 58 mm (2.29 in.)
3. If the defect occurs every:
 - 143 mm (5.62 in.)
 - a. From the printer's front panel **Support Menu** select **Improve Print Quality?**, then select **Remove Print Smears** and press **OK**.
 - b. If the problem continues, replace the **Fuser**.

Image Offset

Toner appears to have been pulled off the page and placed about 143 mm across the page from where it should be.



1. From the printer's front panel **Support Menu** select **Improve Print Quality?**, then select **Print Paper Tips Page** and press **OK**.
2. Ensure the paper you are using is the correct type for the printer and is correctly loaded in tray.
3. If the problem persists:
 - a. From the printer's front panel **Printer Setup Menu** select **Tray Setup Menu** and press **OK**. Select the tray you are printing from (i.e., MPT, Tray 1, etc).
 - b. Select **Set Paper Type** and then select **Special**.
 - c. Use the **Back** button to return to the **Tray Setup Menu** and select **Special Paper Setup Menu**.
 - d. Scroll to a lighter paper type and press **OK**.

Problem

Incomplete Fusing

Toner appears to be pulled off print, or is easy to rub off.



Solution

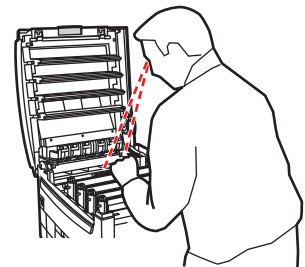
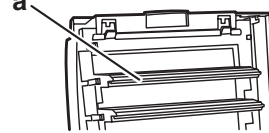
1. Open the top cover and make sure the orange fuser restraint pin is removed and the green lever on the back side of the **Fuser** is in the locked position.
2. Turn the printer off and then on.
3. From the printer's front panel **Support Menu** select **Improve Print Quality?**, then select **Print Paper Tips Page** and press **OK**.
4. Ensure the paper you are using is the correct type for the printer and is properly loaded.
5. Ensure the paper loaded in the tray matches the paper type selected on the printer's front panel and in the computer's printer driver.
6. If the problem persists: .
 - a. From the printer's front panel **Printer Setup Menu** select **Tray Setup Menu** and press **OK**. Select the tray you are printing from (i.e., MPT, Tray 1, etc).
 - b. Select **Set Paper Type** and then select **Special**.
 - c. Use the **Back** button to return to the **Tray Setup Menu** and select **Special Paper Setup Menu**.
 - d. Scroll to a heavier paper type and press **OK**.

Color Misregistration

Color has shifted outside of the designated area or has been superimposed over another color area.



1. Turn the printer off and open the top cover.
 - a. Visually inspect the four LED bars for any foreign material.
 - b. Visually inspect the Imaging Units and remove any foreign material if found.



2. Close the top cover.
3. Turn the printer on. The printer will perform an automatic registration alignment.

Caution: Do not leave the top cover open for more than 10 minutes without covering the Imaging Unit as damage could result. Use the dark bag that came with the Imaging Unit or dark paper as a cover.

See www.xerox.com/officeprinting/infoSMART on the world wide web for more on-line support information.

Paper Jams

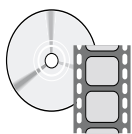
In addition to information on preventing jams and what causes a paper jam, this section includes instructions for clearing the following jams:

- Jam at Door A — see page 5.
- Jam at the duplex unit — see page 6.
- Jam at the Multi-Purpose Tray — see page 7.
- Jam at the top cover — see page 8.
- Jam at the tray — see page 11.

When there is a paper jam, the printer's front panel displays a message about the jam location and information on how to clear the jam.

Caution

Be careful not to touch the toner located on the jammed paper, because the toner has not been fused to the paper and might rub off.



Videos are available for clearing jams. Videos are located on the **Interactive Documentation CD-ROM** and the Xerox web site at: www.xerox.com/officeprinting/7300support/

Preventing jams

- To reduce the frequency of paper and transparency jams, use only Xerox Phaser paper, Xerox Phaser labels, and Xerox Phaser 35 transparencies. See the *Supplies* section in the *Support Guide* on the **Interactive Documentation CD-ROM** or go to the Xerox web site at: <http://www.xerox.com/officeprinting/7300supplies> to order supplies.
- Fan paper prior to loading in the trays or the Multi-Purpose Tray.
- For supported paper sizes, see the *Supported Papers* section in the *Trays and Paper Guide* on the **Interactive Documentation CD-ROM**.
- For proper paper-loading instructions, see the *Loading Trays* section in the *Trays and Paper Guide* on the **Interactive Documentation CD-ROM**.
- Use clean, undamaged paper.
- Load paper from a newly opened package.
- Do not add paper above the tray's fill line.

What causes a paper jam?

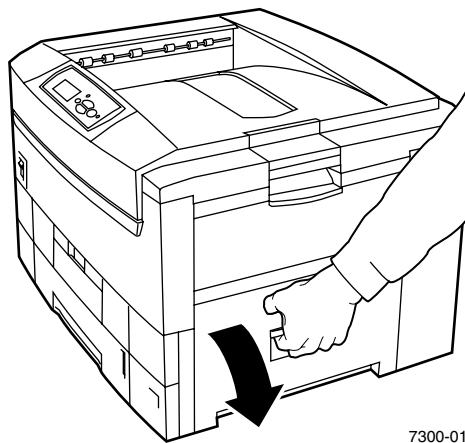
Paper jams occur most often under these conditions:

- An incorrect paper type was selected in the printer driver.
- The paper does not meet specifications.
- The loaded paper size or weight is not supported by the paper tray.
- The paper is moist, bent, or folded.
- The paper is not loaded properly.
- The tray's side and rear guides are not adjusted properly for the paper.
- The tray is overfilled; paper is loaded above the tray's fill line.

Jam at Door A

Follow these steps to clear the jam. Refer to the labels inside the printer for jam-clearing instructions.

1. Open the door labeled **A** on the right side of the printer.

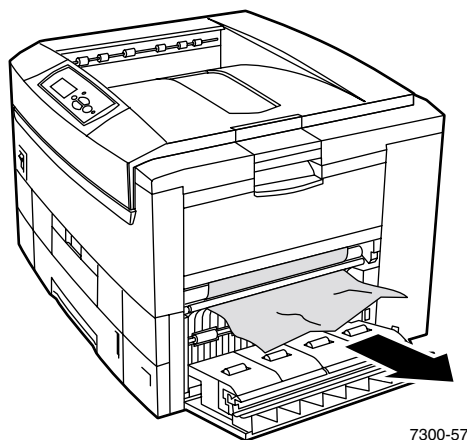


7300-01

Warning

Be careful when clearing jams. Some components behind the right door may be hot.

2. Remove any jammed paper or transparencies.

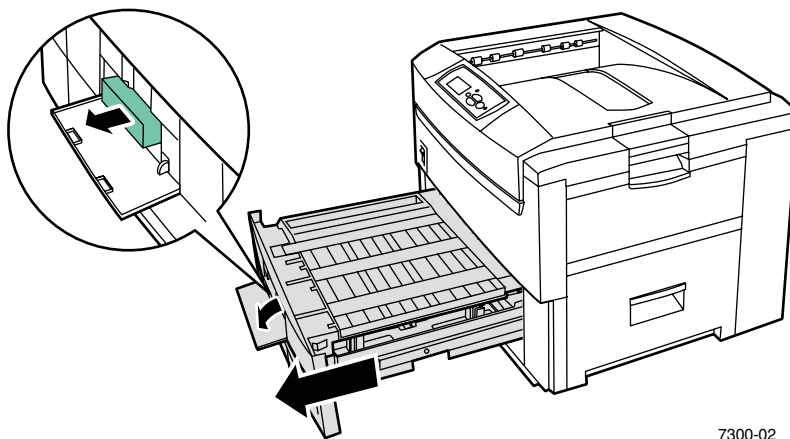


3. Close the right door.

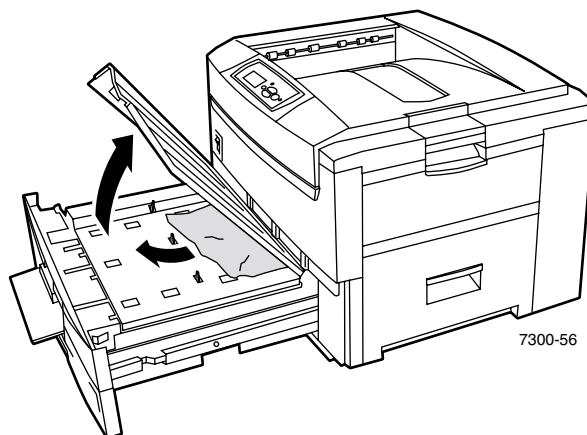
Jam at the duplex unit

Follow these steps to clear the jam. Refer to the labels inside the printer for jam-clearing instructions.

1. Open the duplex unit:
 - a. Flip down the center front plate on the printer to access the green handle to the duplex unit.
 - b. Use the green handle to firmly pull the duplex unit out of the printer. This also opens Tray 1 underneath to support the duplex unit.



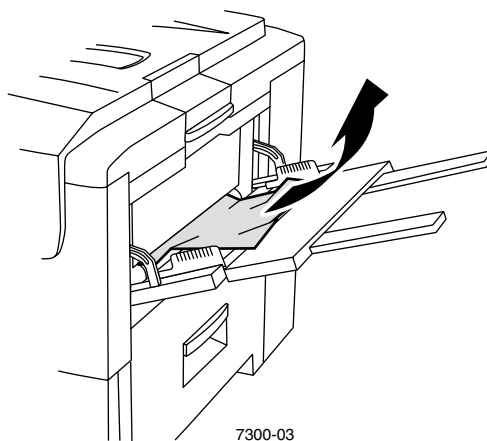
2. Lift the lid of the duplex unit.



3. Remove the jammed paper.
4. Replace the lid of the duplex unit.
5. Use both hands to push the duplex unit (and Tray 1) back into the printer.

Jam at the Multi-Purpose Tray

1. Remove the jammed paper from the Multi-Purpose Tray on the right side of the printer.



2. If needed, load paper in the Multi-Purpose Tray. For more information, see the *Loading Trays* section in the *Trays and Paper Guide* on the **Interactive Documentation CD-ROM**.

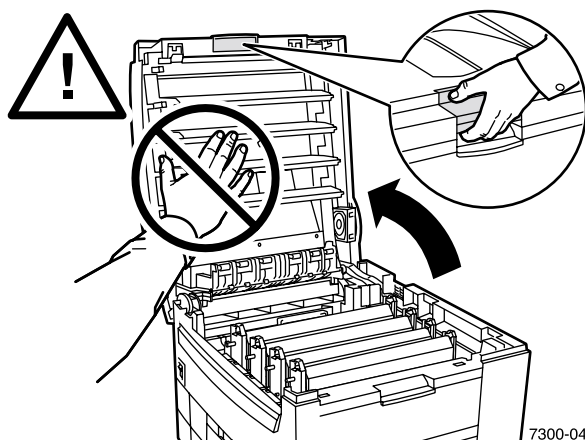
Jam at the top cover

Follow these steps to clear the jam. Refer to the labels inside the printer for jam-clearing instructions.

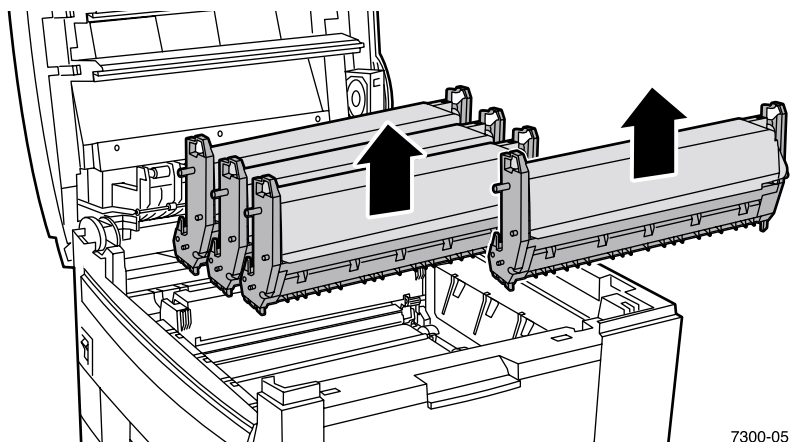
1. Use the latch on the right side of the printer to open the top cover.

Caution

Avoid touching or handling the LED bars.



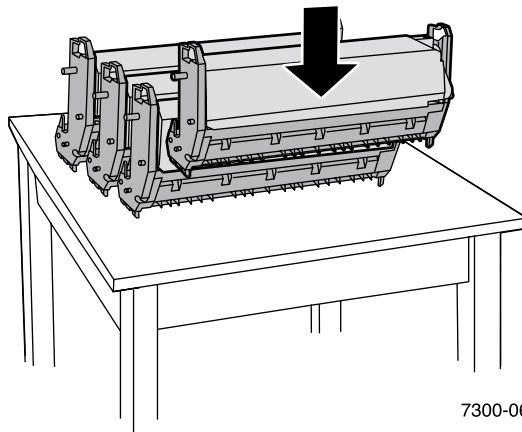
2. Lift out each toner cartridge/imaging unit assembly.



3. Place each toner cartridge/imaging unit assembly on a flat surface. Cover the imaging units with dark paper or the bags they came in.

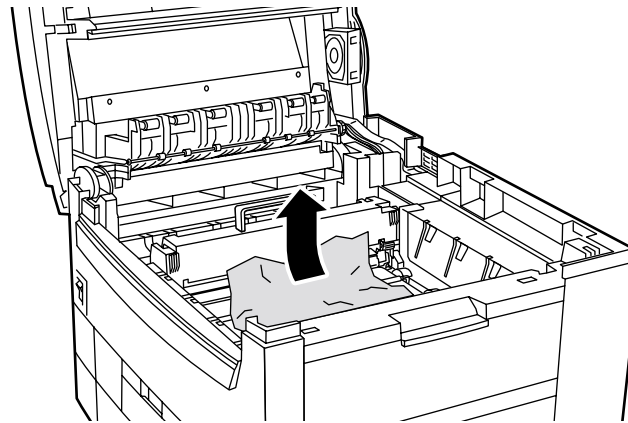
Caution

Be careful not to place the assembly on the edge of the table or an uneven surface. Do not touch the green film on the imaging units since this might damage the film. Avoid exposing the toner cartridge/imaging unit assemblies to light for more than 10 minutes as this might damage them.



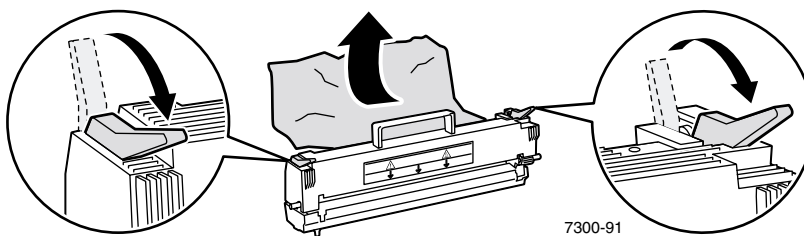
7300-06

4. If there is paper jammed in the transfer unit area, remove it.

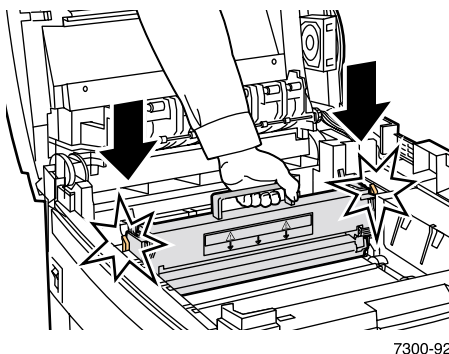


7300-08

5. If there is paper jammed in the fuser area, remove the fuser for better access to the jammed paper. Rotate the release levers on the fuser and pull out the paper.



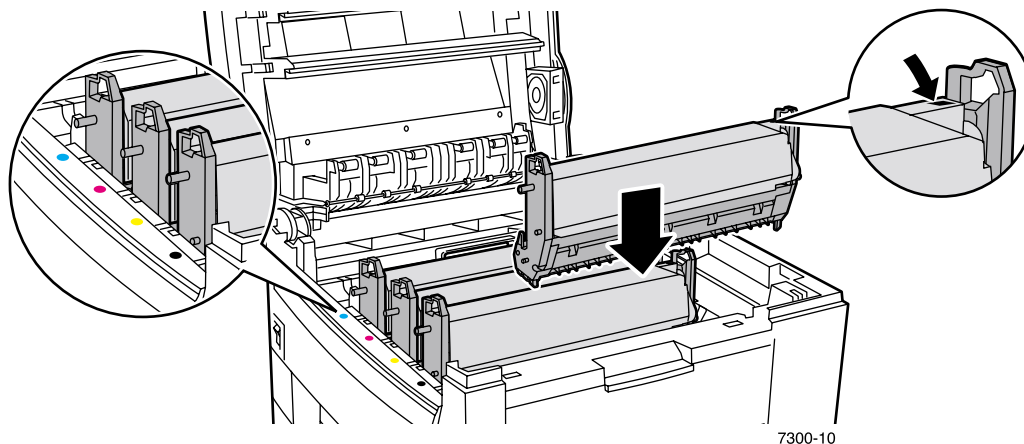
6. Reseat the fuser.



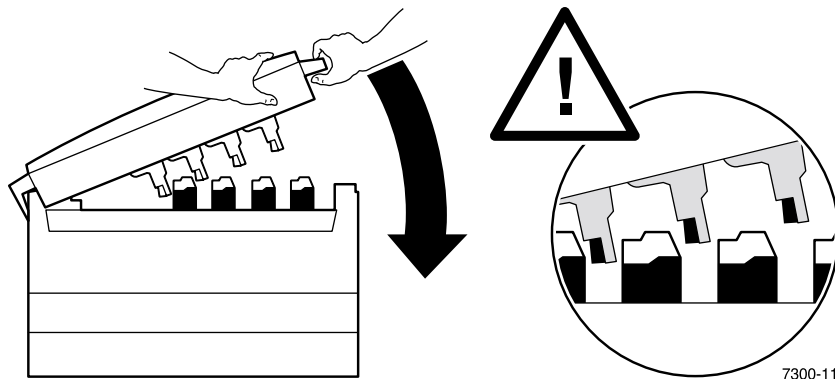
Warning

To avoid possible injury, do not touch the printer's fuser rollers; they may be hot.

7. Replace each toner cartridge/imaging unit assembly in the correct location for its color.



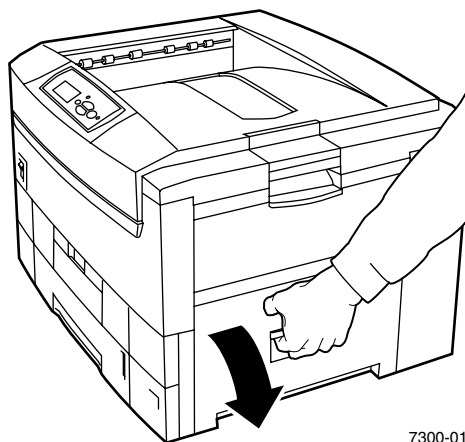
8. Slowly lower the top cover into place.



Jam at the tray

Follow these steps to clear the jam. Refer to the labels inside the printer for jam-clearing instructions.

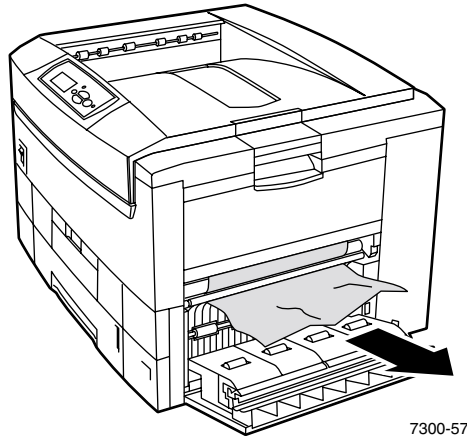
1. On the right side of the printer, open the door specified on the front panel.



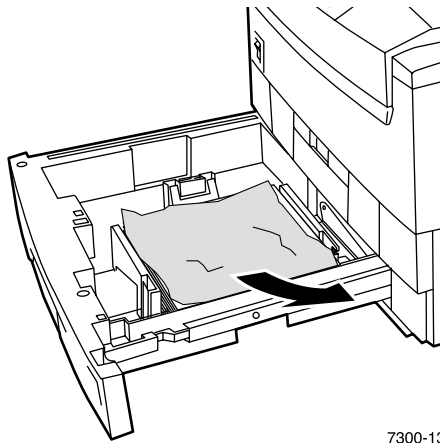
Warning

Be careful when clearing jams. Some components behind the right door may be hot.

2. Remove any jammed paper.



3. Close the door that you opened in Step 1.
4. Pull out the tray specified on the front panel.



5. Remove any jammed paper.
6. Make sure that the paper is located correctly in the tray and that the paper guides are set flush against the paper.
7. Push the tray back into the printer.

Note

Even if you don't find any jammed paper, following these steps clears the error and the printer should resume printing.

Regular Printer Maintenance

Your printer needs little maintenance other than periodic cleaning of the LED bars and replacing the following Customer-Replaceable Consumables (CRCs):

- Toner cartridges (black, cyan, magenta and yellow)
- Imaging units (black, cyan, magenta and yellow)
- Transfer unit
- Fuser

Clean the LED bars every time you replace a toner cartridge. The replacement toner cartridge package includes cleaning instructions.

Note

Order extra printer supplies when the **near end of life** warnings display on the front panel. You must replace a consumable when the **end of life** or **replace** error message displays. Each item includes installation instructions in the package.

Caution

Keep the printer and supplies out of direct sunlight. Otherwise, faded images, light areas or dark bands may result. Do not place the printer near vents or dust-producing equipment.

Cleaning the printer

You can clean the outside of the printer with a damp cloth.

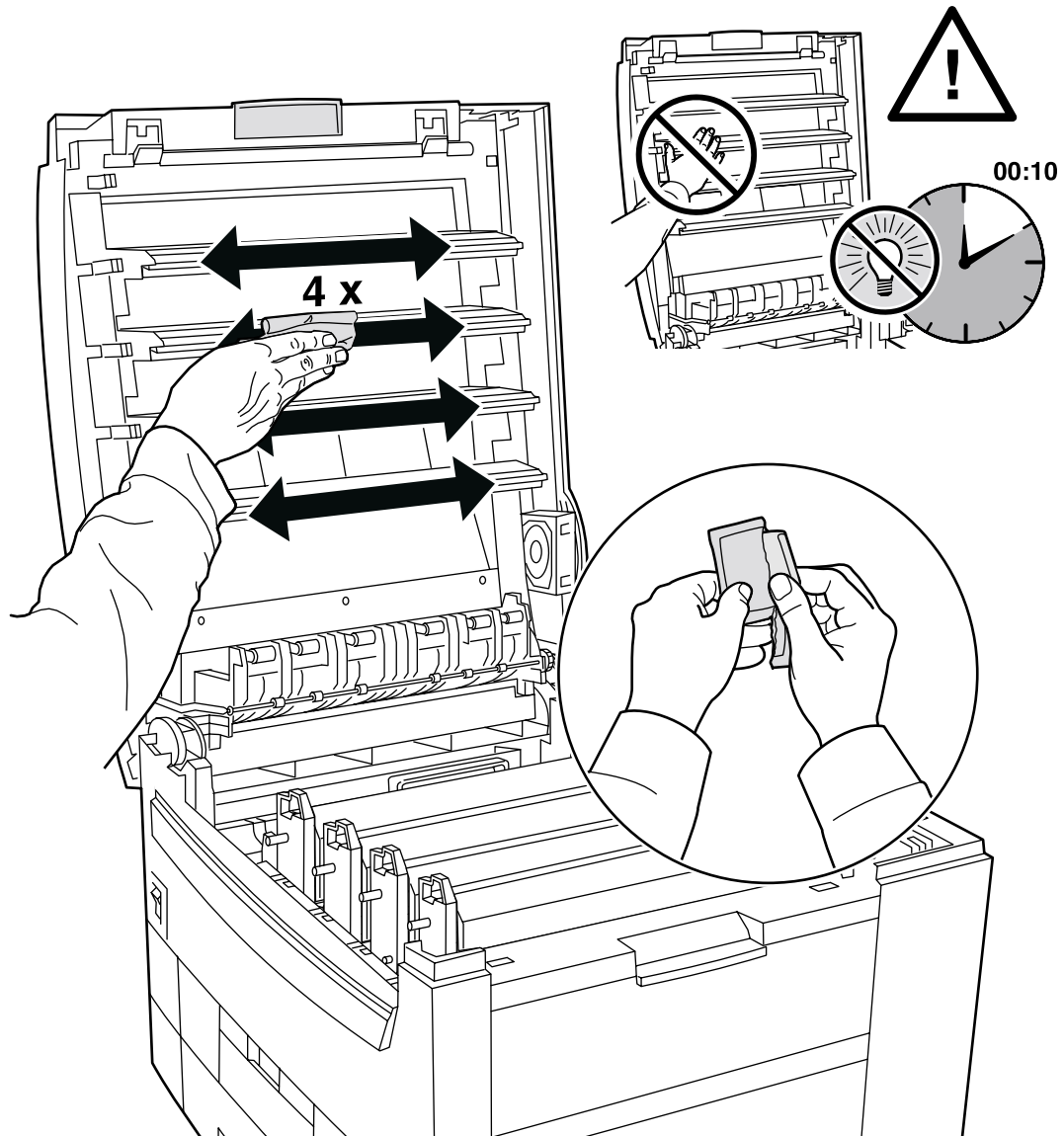
Note

Turn the printer off before cleaning the external surfaces at the rear of the printer.

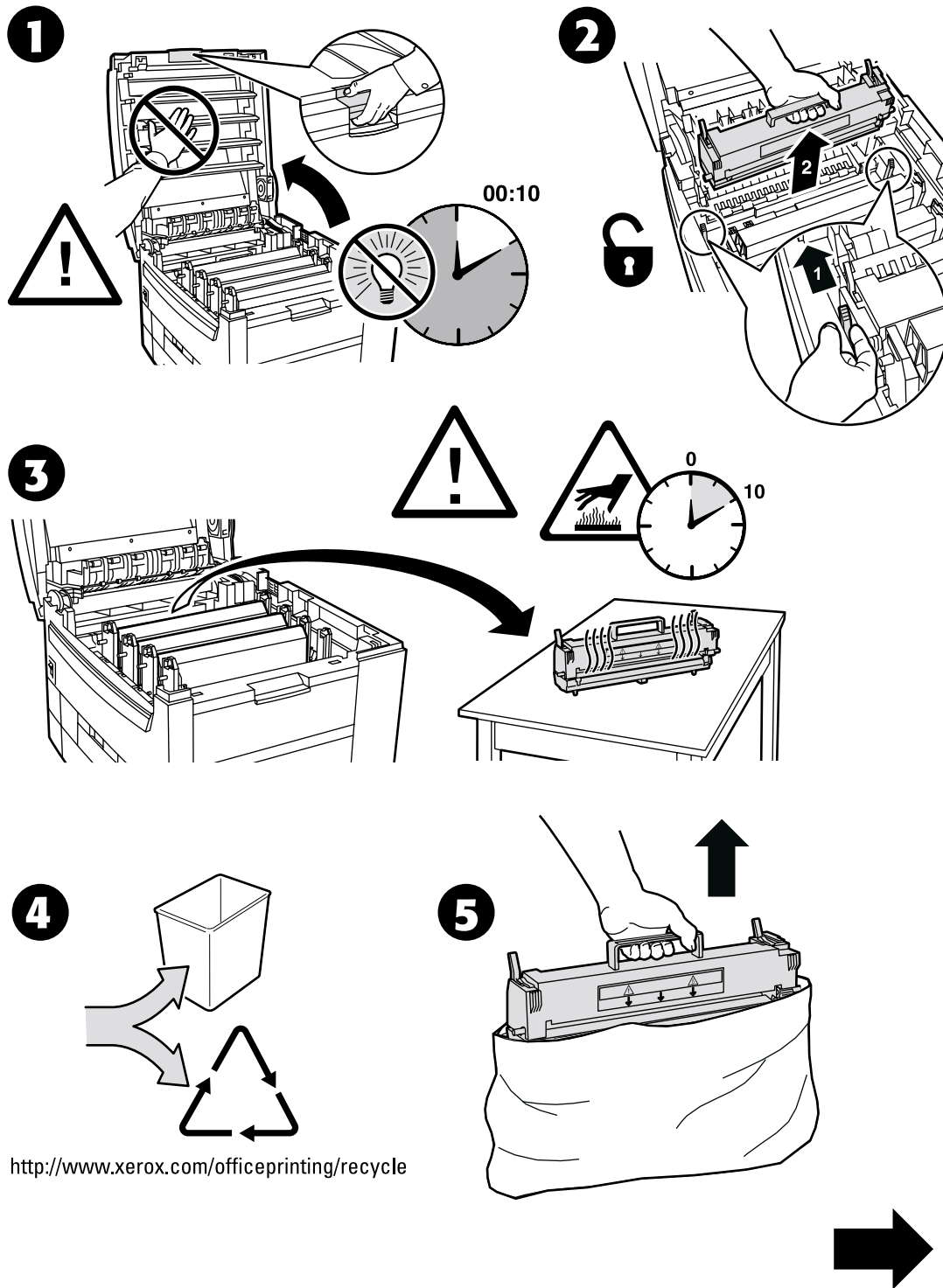
Caution

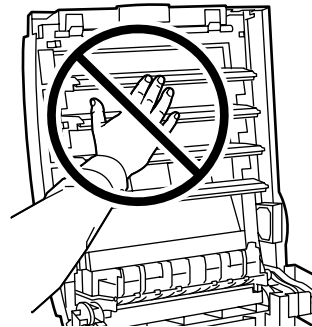
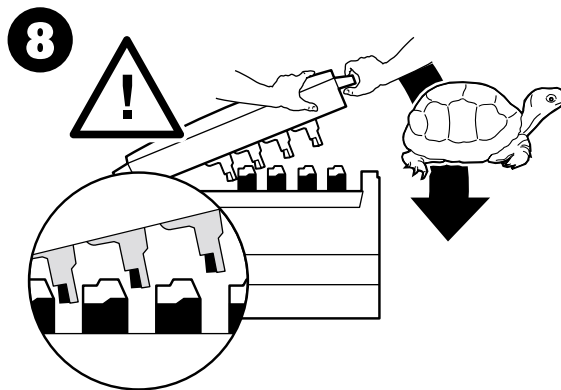
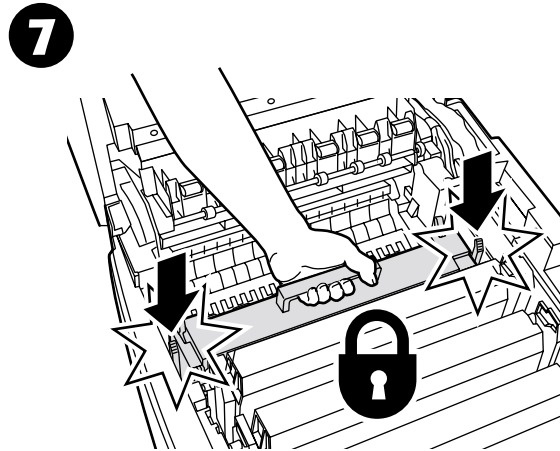
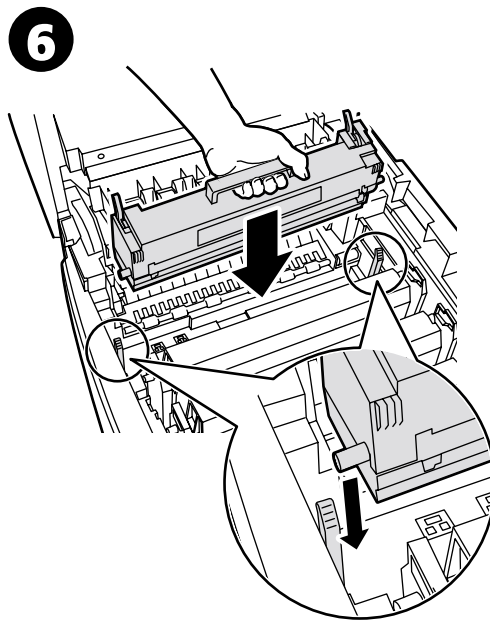
Do not use detergents or solvents when cleaning the printer.

Cleaning Kit

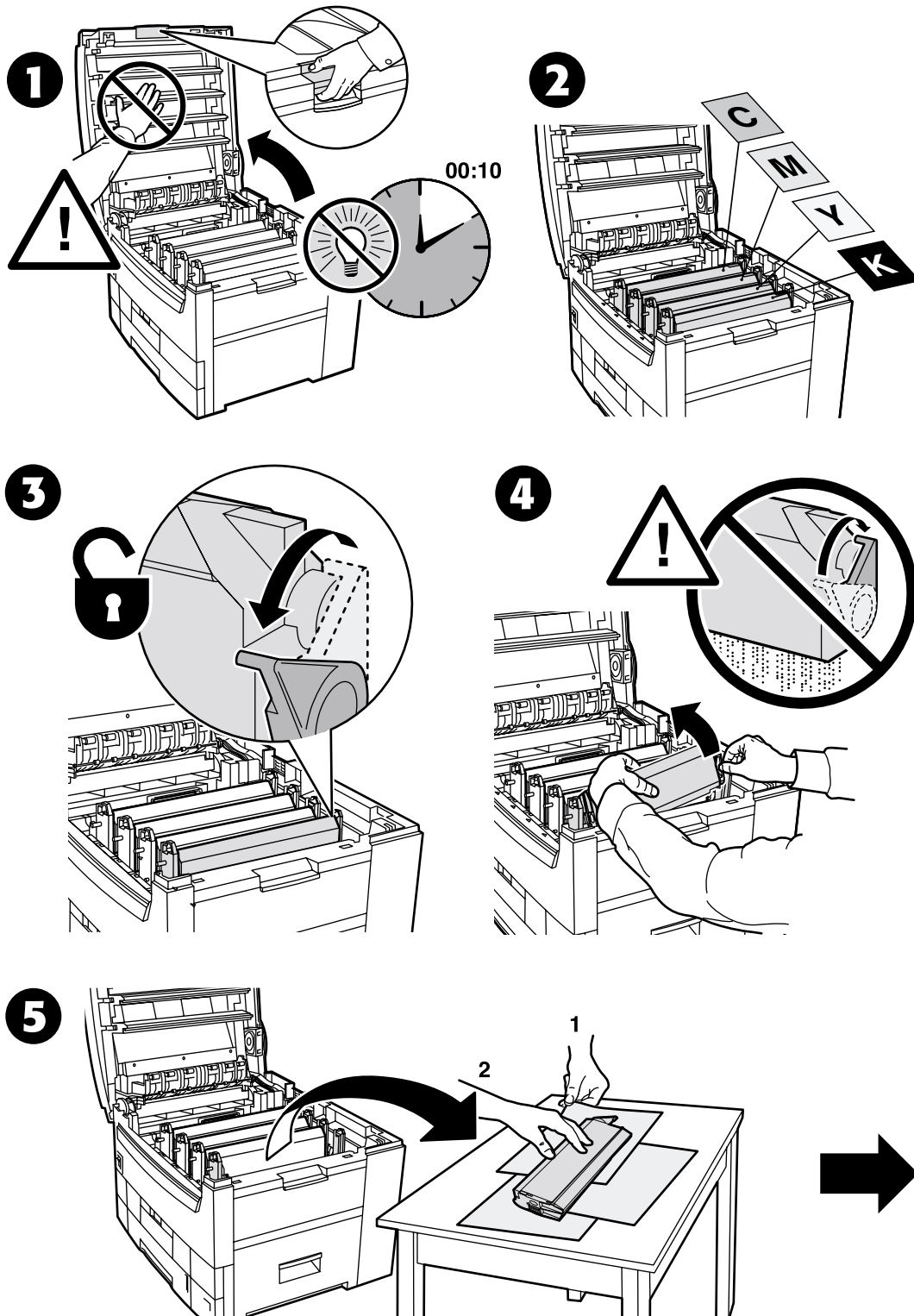


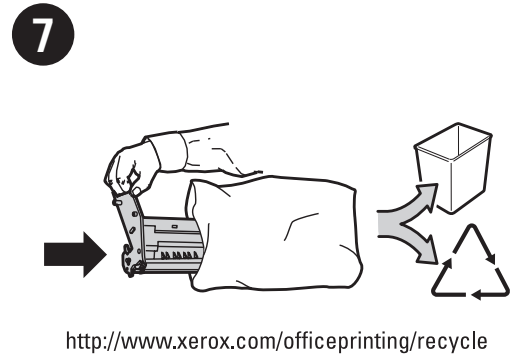
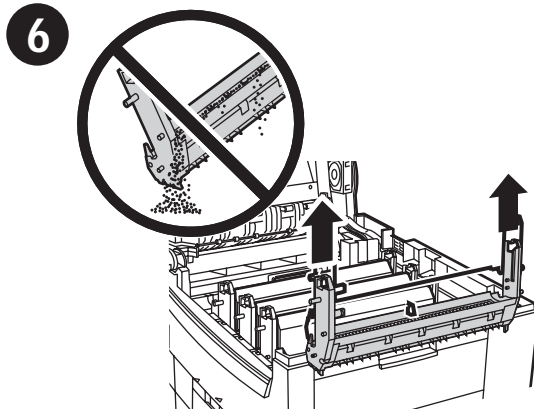
Replacing the Fuser





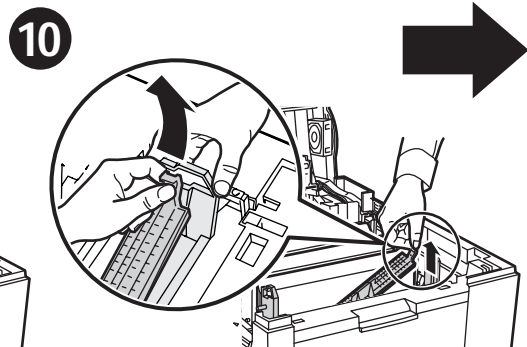
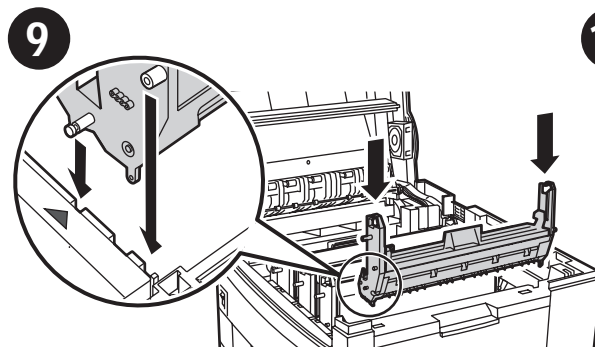
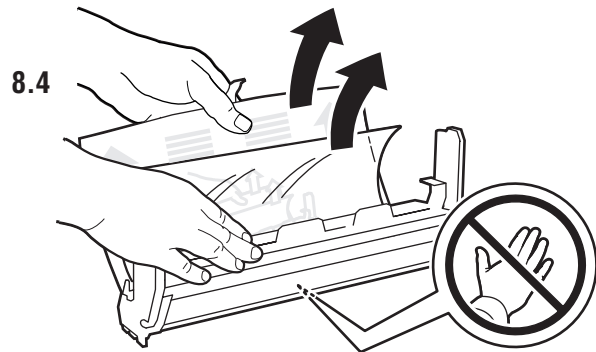
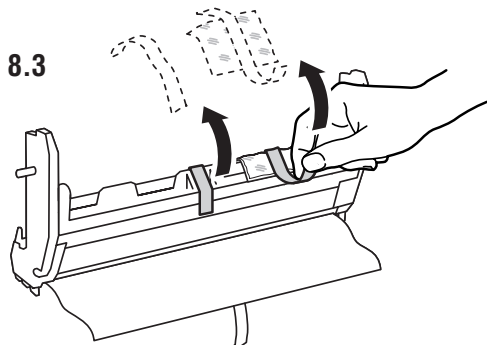
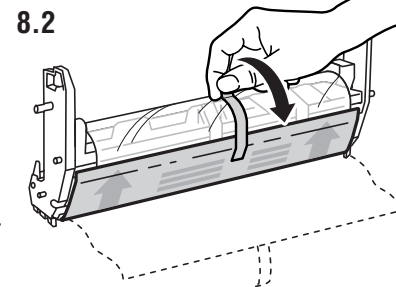
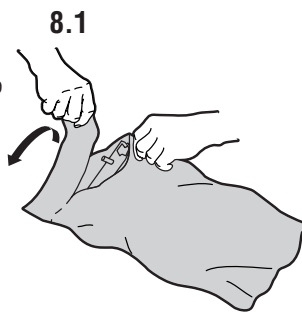
Replacing an Imaging Unit

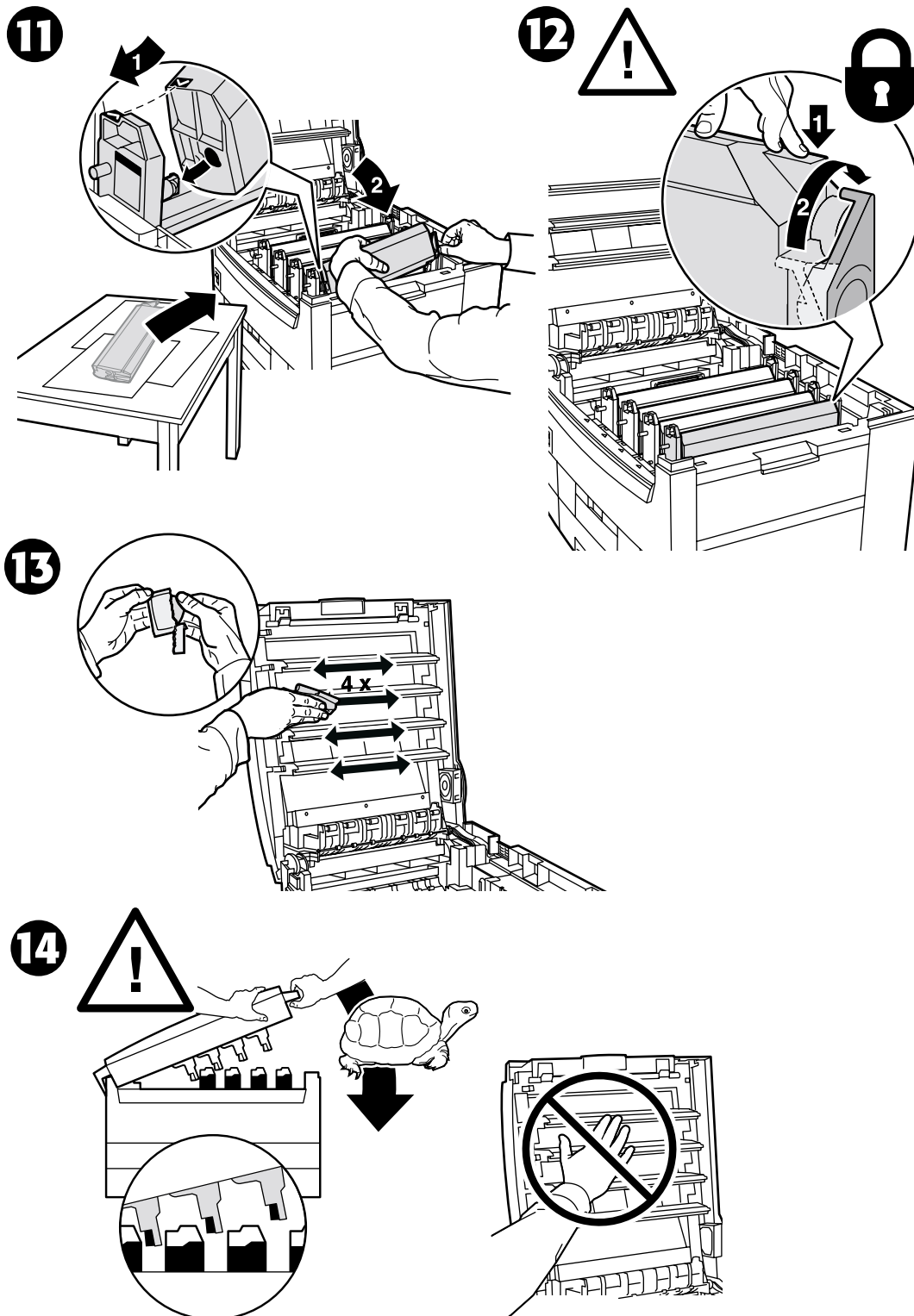




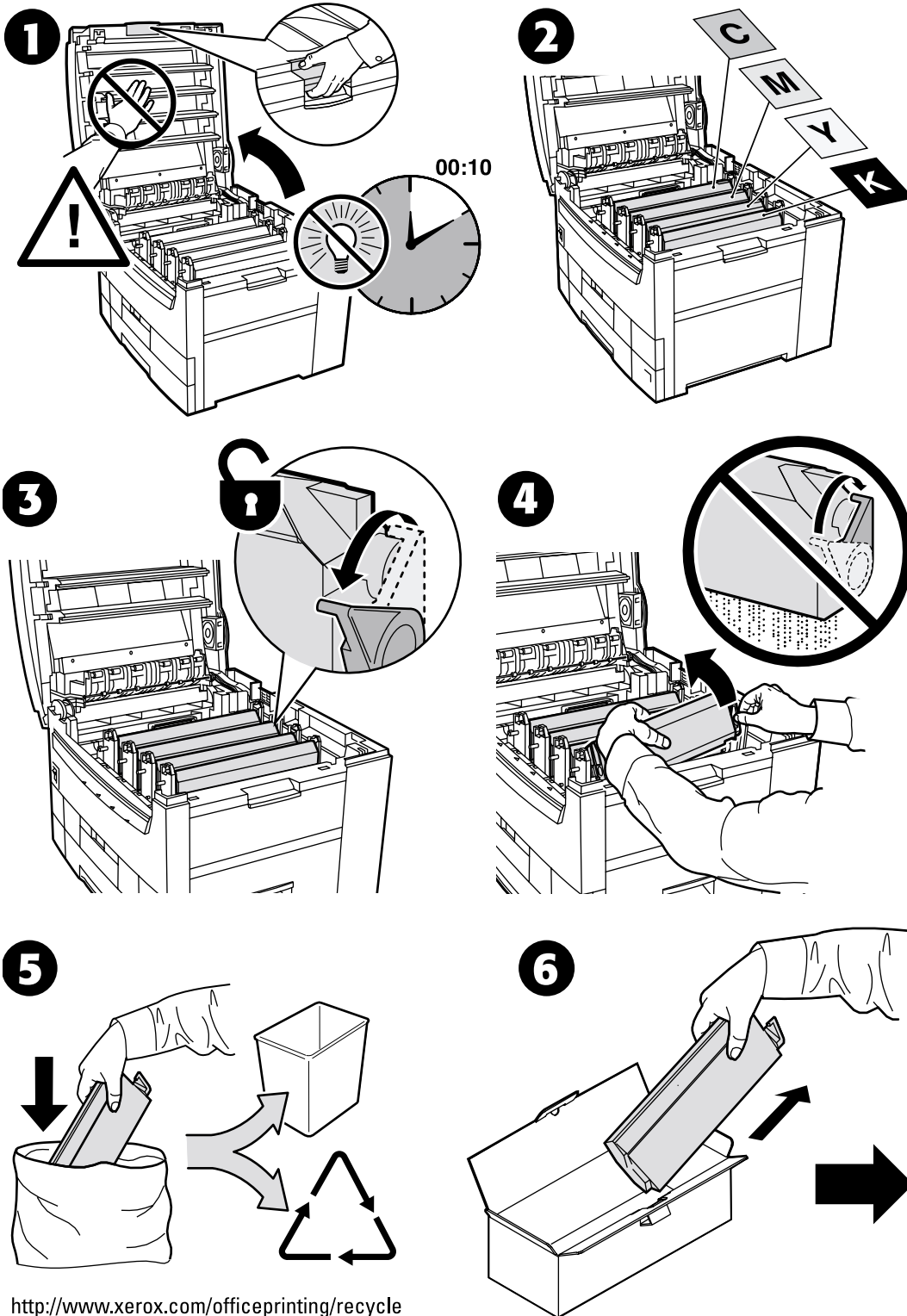
8 Remove Packing Material

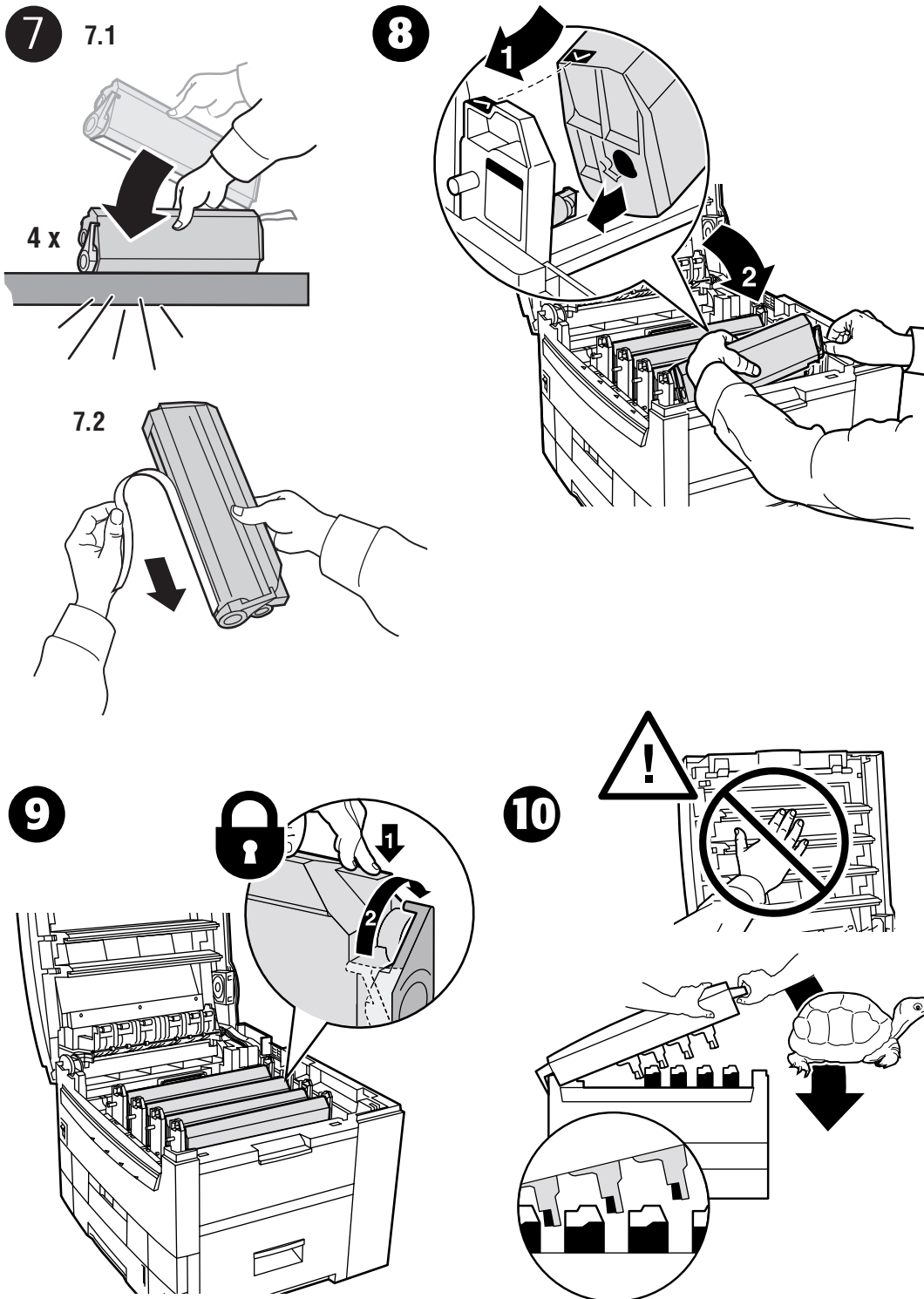
Retirez le matériel d'emballage
 Rimuovere il materiale d'imballaggio
 Verpackungsmaterial entfernen
 Retire el material de embalaje
 Remova o material de embalagem
 Verwijder verpakkingsmateriaal
 Ta bort förpackningsmaterial
 Удаление упаковочного материала
 移除包装材料
 移除包装材料
 포장재를 제거합니다



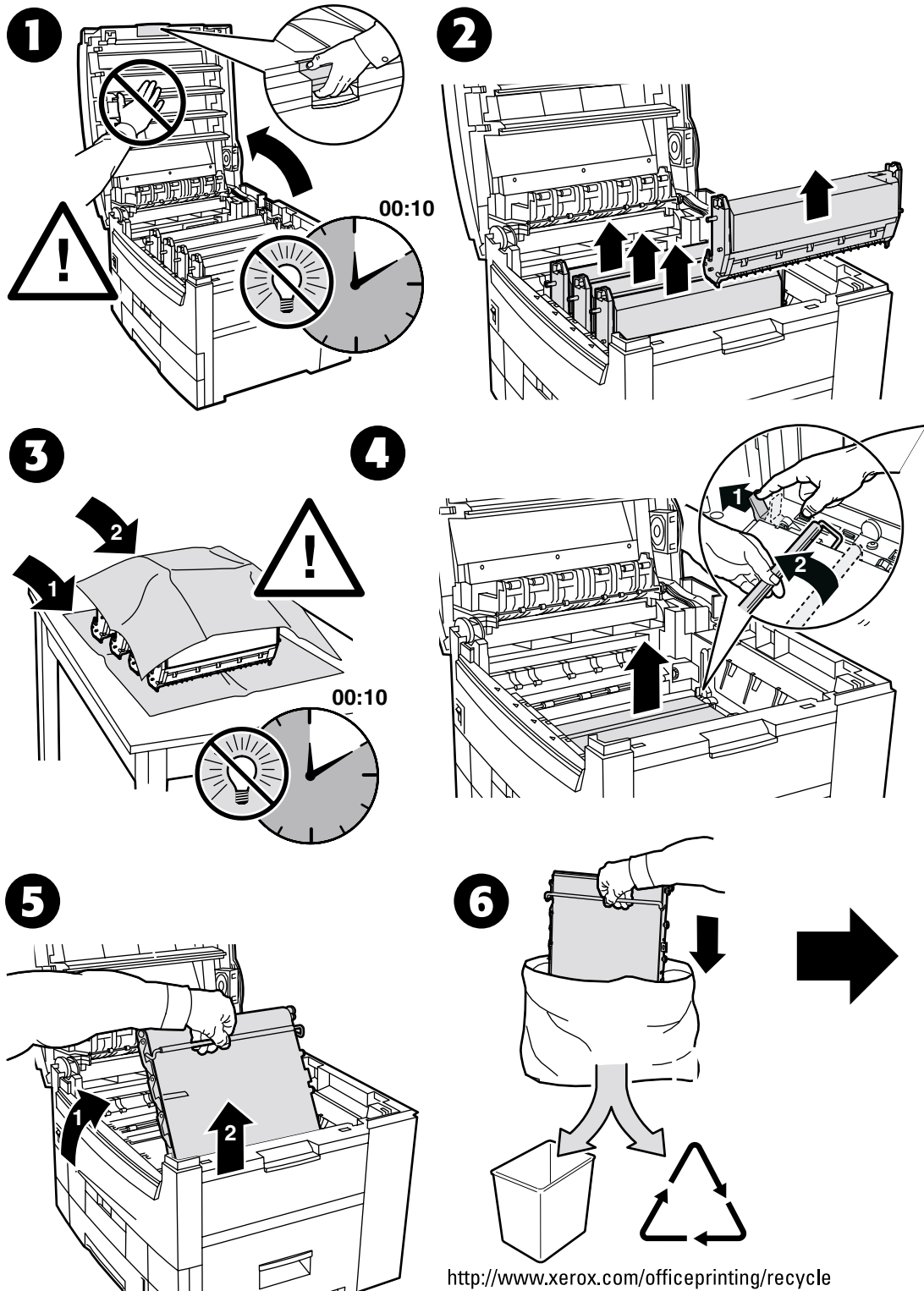


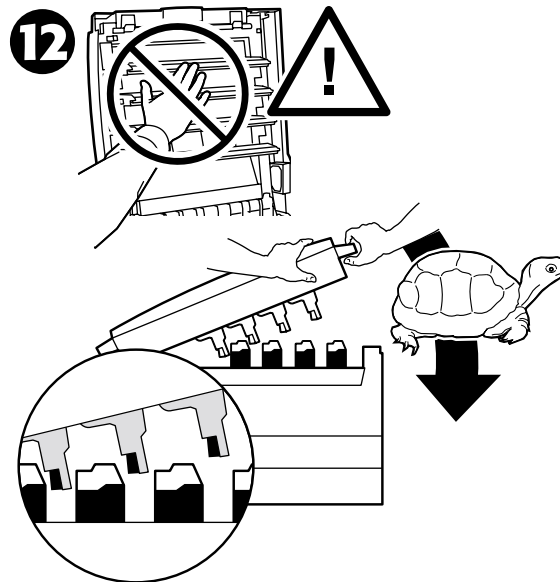
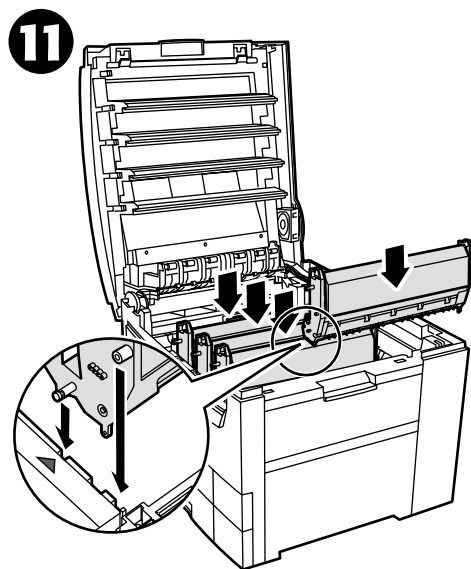
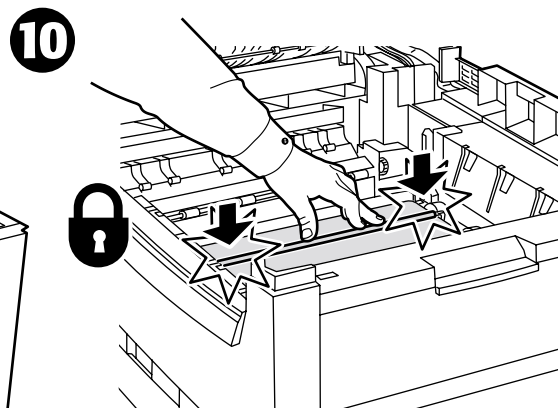
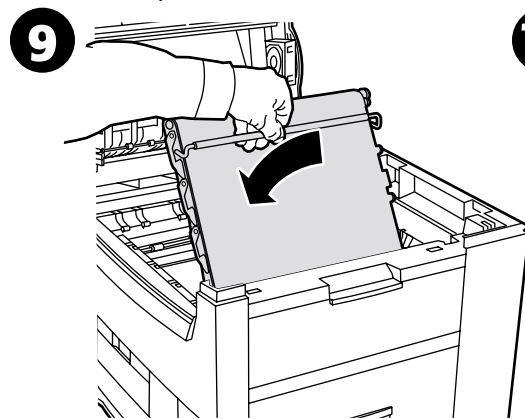
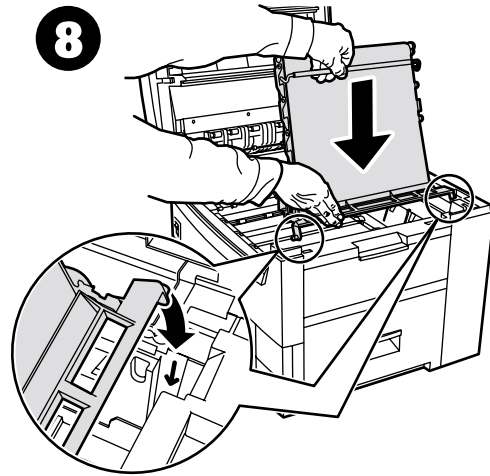
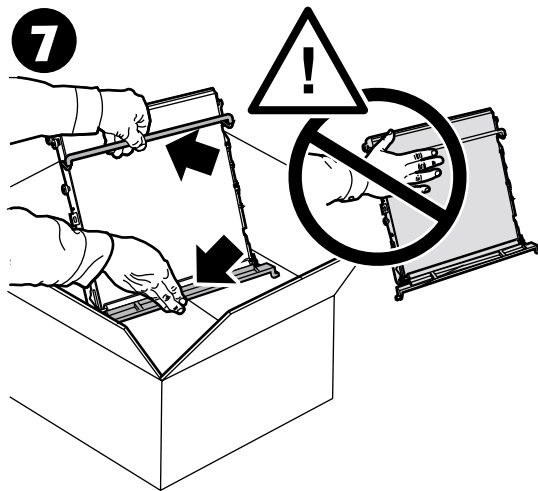
Replacing a Toner Cartridge



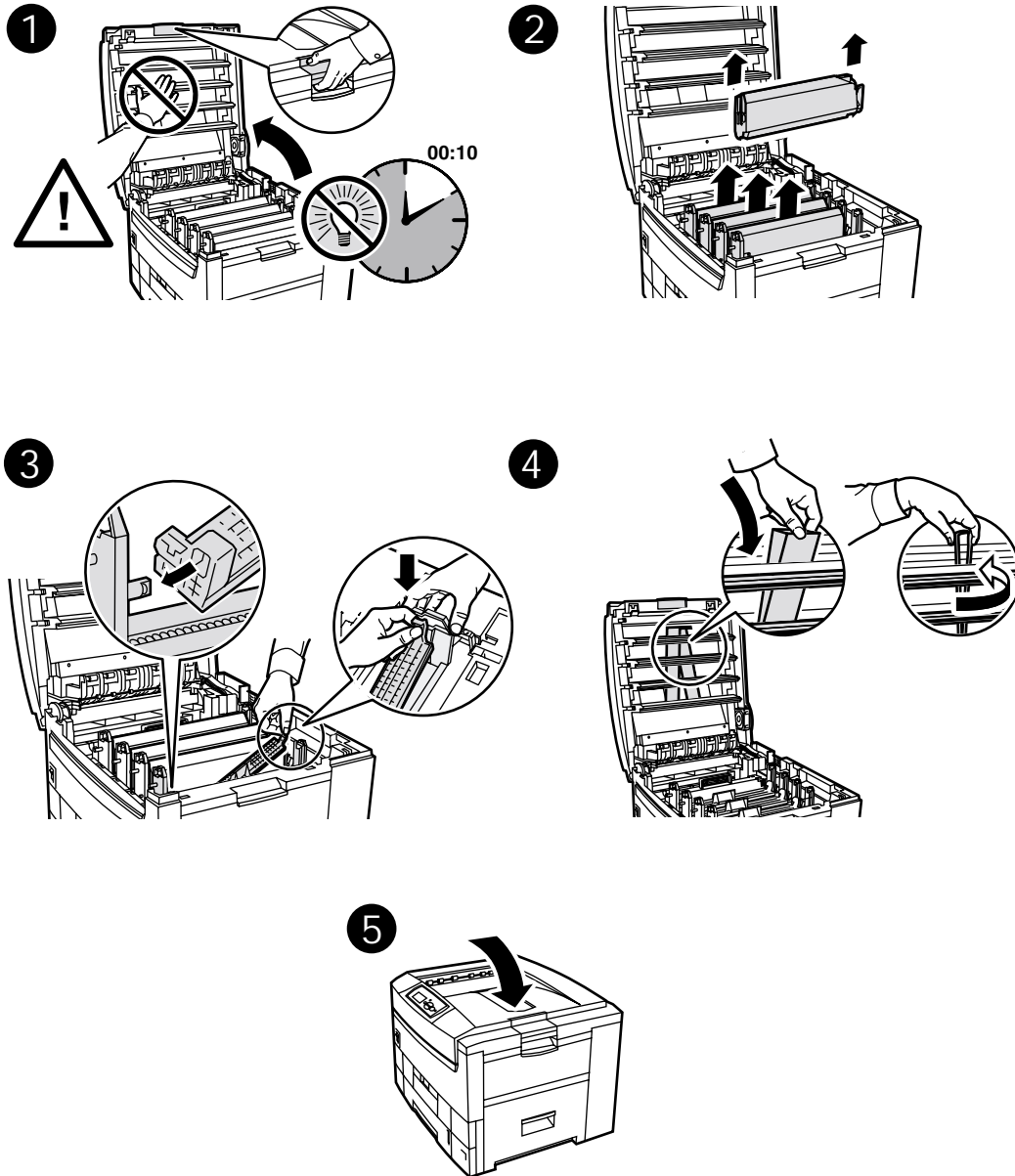


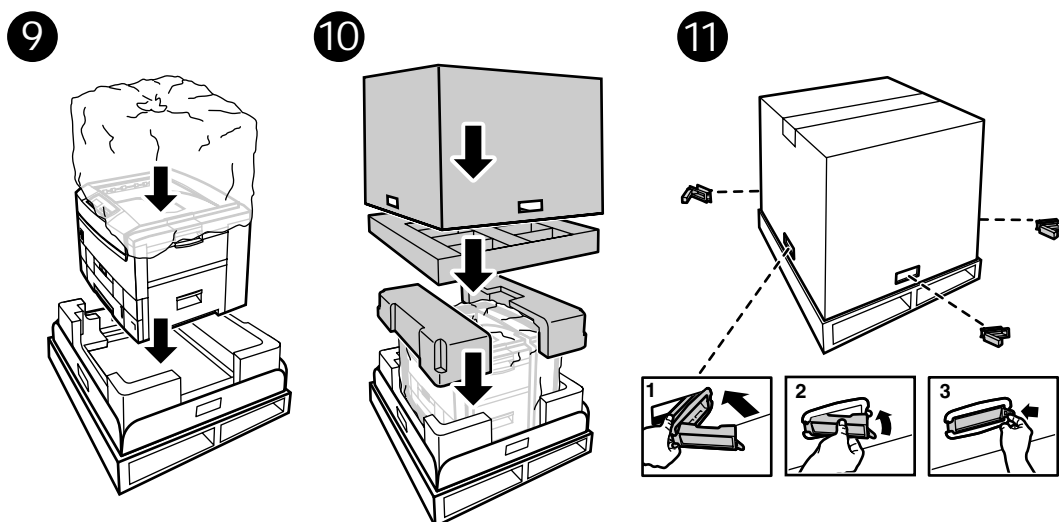
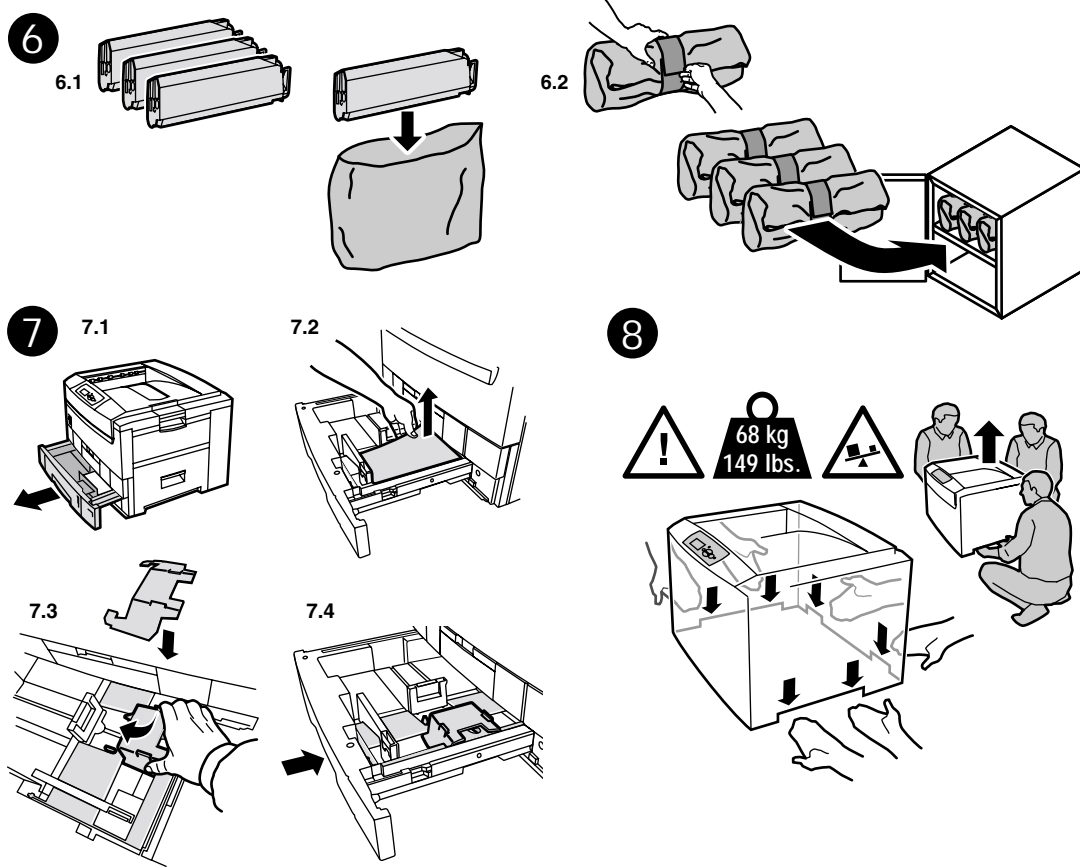
Replacing the Transfer Unit





Repacking Instructions





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