Document Jam

If a document jam occurs during a transmission, the message "DOCUMENT JAM" is displayed. If this occurs, follow the procedure below.

It is recommended that a duplicate from a copier, of the jammed document be used to reduce the chance of a jam when resending the document.
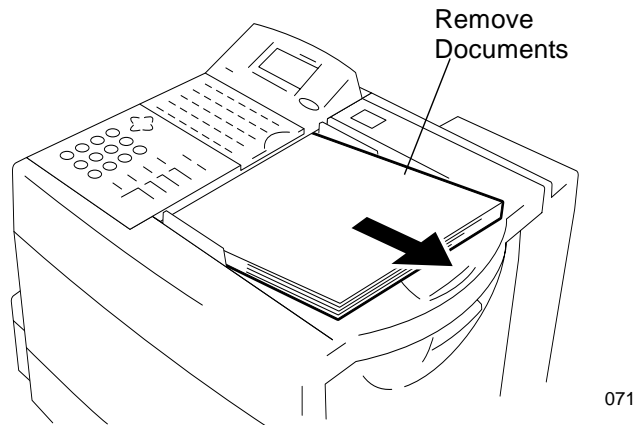
See Chapter 3, "Loading Documents" for document specifications and recommendations which may help avoid paper jams.

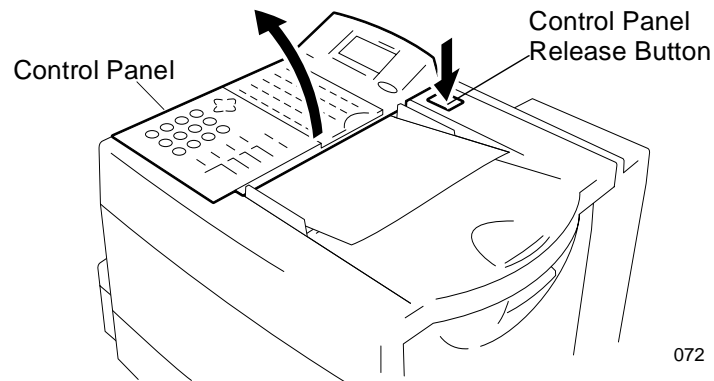> **Note:** *The power can be left ON when clearing a paper jam.*

Typical Causes of Document Jams	Recommended Procedure
The document is fed at an angle.	Adjust the Document Guides to the edges of the document.
The document paper is too thin or too thick.	Make a duplicate using a copier and use the copy as the sending document.
Document has tape or pieces of paper taped to it.	Remove the tape or make a duplicate using a copier and use the copy as the sending document.
The Control Panel is not fully closed.	Close the Control Panel fully.
The document is stapled.	Remove the staple(s), or make a duplicate using a copier and use the copy as the sending document.

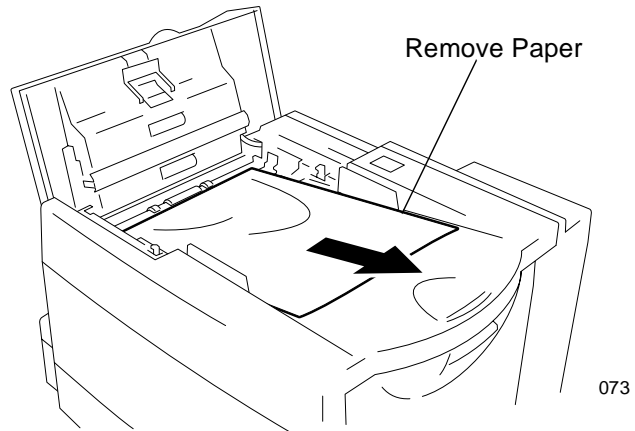*Troubleshooting*

1. Remove all documents from the Document Tray.

Remove
Documents

071

2. Press the Control Panel Release Button to open the Control Panel.
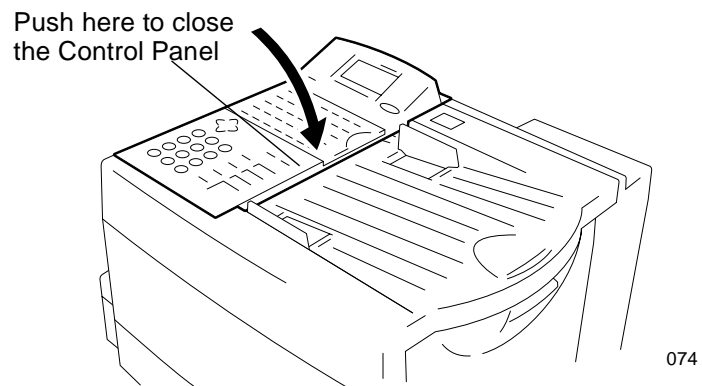

Control Panel

Control Panel
Release Button

072

3. Remove the document jam. Remove any pieces of paper, paper clips, or staples that may have caused the jam.

Remove Paper

073

4. Close the Control Panel. Ensure the latch engages.

Push here to close the Control Panel

074

5. Verify the display has returned to the Standby Mode.