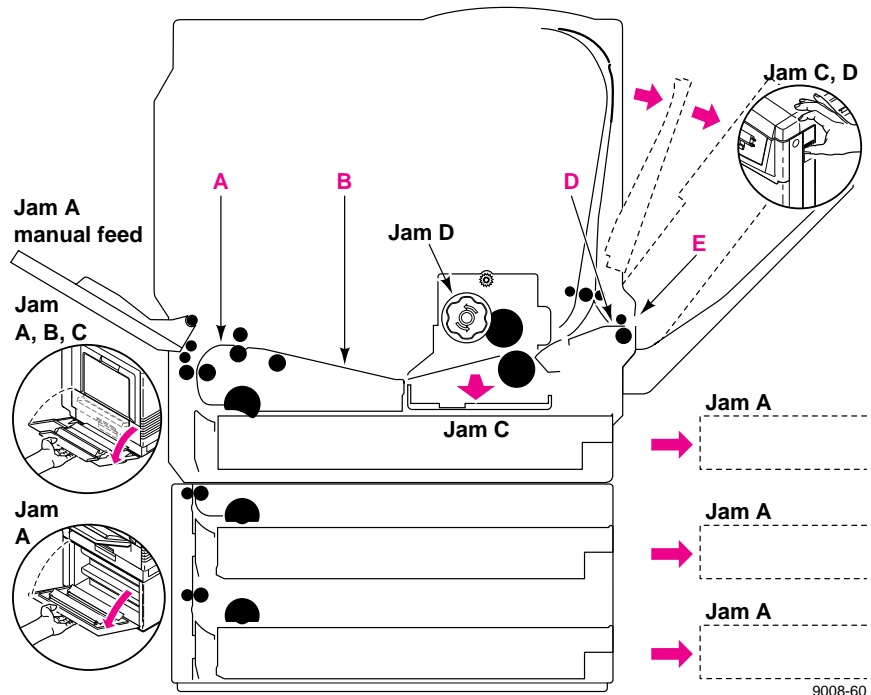# Clearing a media jam

Note   *If you get frequent media jams, make sure that you are using high-quality laser paper and Tektronix transparencies. Order from the supplies information sheet that is shipped with your printer.*
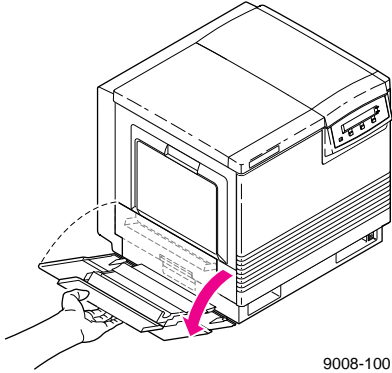
If a media jam occurs, the front panel reports `Jam at <Location>`. The `<Locations>` are the various sensors throughout the paper path, listed as **A** through **E**. If you have an optional Lower Tray Assembly installed, Jam A can occur at any of the three media trays, whichever tray you selected for the current print job.

The following illustration shows the locations of the sensors that report a media jam (**A** through **E**).
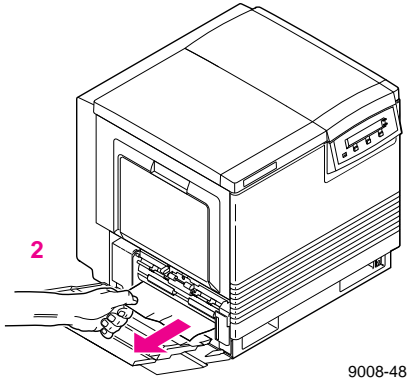

9008-60

Jam at A

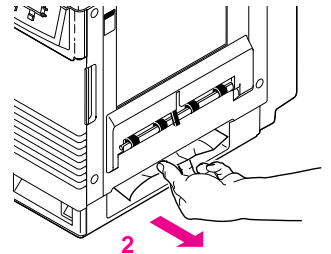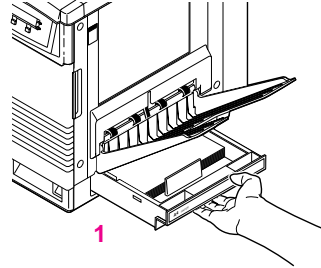1. Open the left side door corresponding to the selected media tray.

9008-100

2. Remove the jammed media.

9008-48

1. Remove the selected media tray.
2. Remove the jammed media from inside the printer.
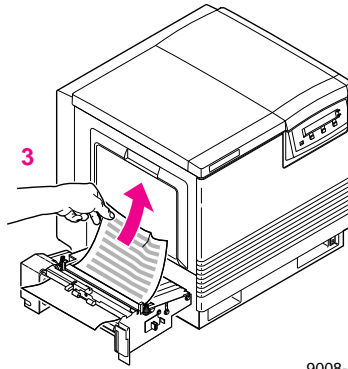
OR

9008-49

Note *If you have an optional Lower Tray Assembly, Jam A can occur at any of the three media trays, whichever tray you selected for the current print job.*
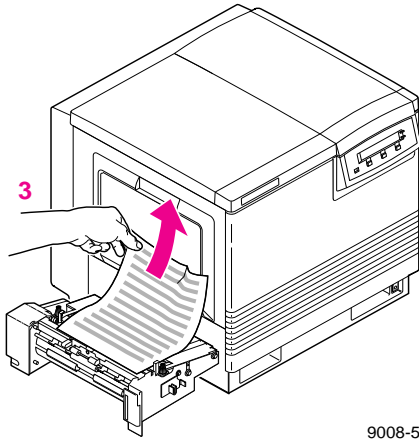
Jam at B

1. Open the left side door corresponding to the selected media tray.

2. Pull out the paper feeder; the jammed media is visible.

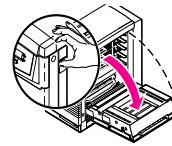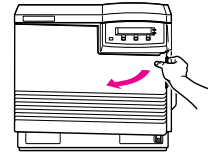3. Pull the media toward the *inside of the printer.*

9008-50

Jam at C

1. Open the left side door.

2. Pull out the paper feeder. The media is on top of the paper feeder.

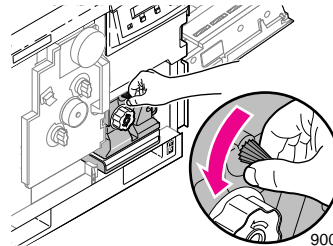3. Pull the media out toward the *inside of the printer*.

OR

3

9008-52

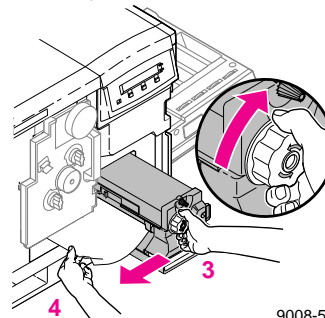1. Open the front door *and* the right side door to access the fuser.

9008-53

2. Turn the **small** blue knob *counterclockwise* to unlock the fuser; pull the fuser out until it stops.
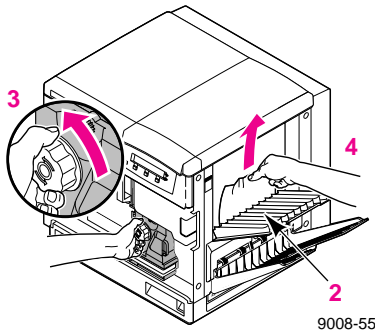

9008-99

3. Turn the fuser's large blue knob *clockwise* to release the jammed media.

4. Remove the jammed media from the fuser.
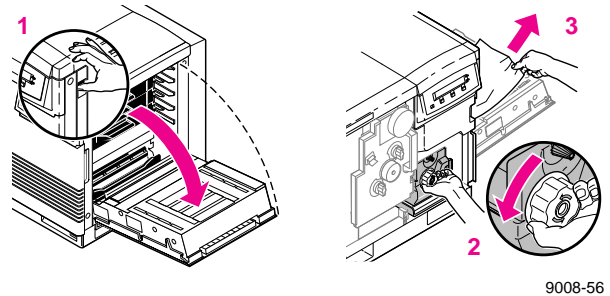

3

4

9008-54

Jam at D

1. Open the front door to access the fuser.

2. Pull open the access door (above the plastic output tray). The media is visible.

3. On the fuser, turn the large blue knob *counterclockwise*.

4. Remove the media from inside the access door.

9008-55

Caution *If the fuser knob will not turn, **do not force it** or you may damage the fuser. Instead, follow these steps:*

- *Unlock the fuser by turning the small blue knob **counterclockwise**.*
- *Pull the fuser out. The media will probably tear.*
- *Turn the fuser's large blue knob **clockwise** to release the jammed media.*
- *Remove the jammed media from the fuser and the printer.*

1. Open the front door *and* the right side door to access the fuser.

2. Turn the fuser's large blue knob *counterclockwise* to release the jammed media.

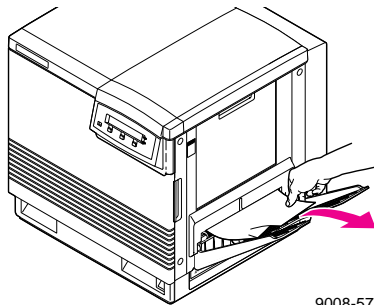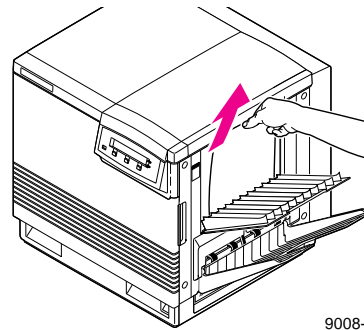3. Remove the jammed media from the right side of the printer.

OR

9008-56

Jam at E

Remove the jammed media from the output tray. | Pull open the access door (above the plastic output tray) and remove the media.
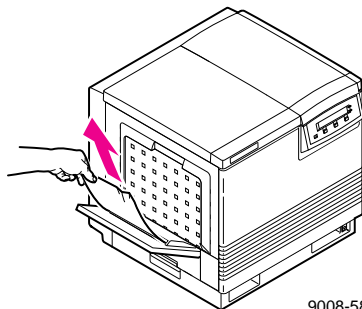
OR

9008-57

9008-98

Jam at Manual Feed

Remove the jammed media from the manual feed tray.

9008-58