

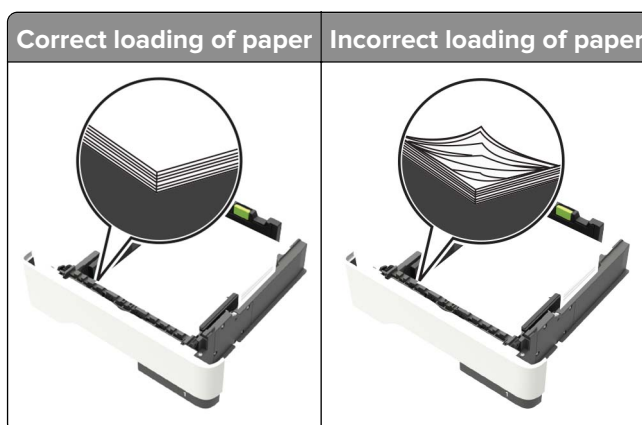
Actions	Yes	No
Step 8 Using an approved toner vacuum cleaner, completely clean the printer, toner cartridge, and imaging unit of toner contamination. Does the problem remain?	Contact the next level of support.	The problem is solved.

Paper jams

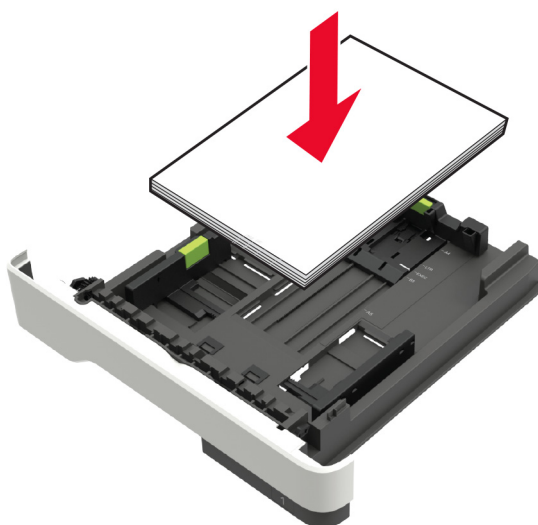
Avoiding jams

Load paper properly

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



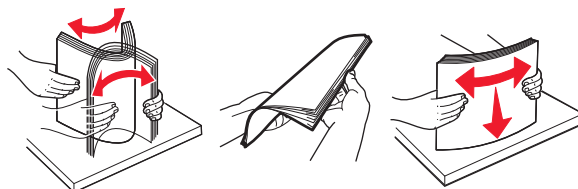
- Do not load or remove a tray while the printer is printing.
- Do not load too much paper. Make sure that the stack height is below the maximum paper fill indicator.
- Do not slide paper into the tray. Load paper as shown in the illustration.



- 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.

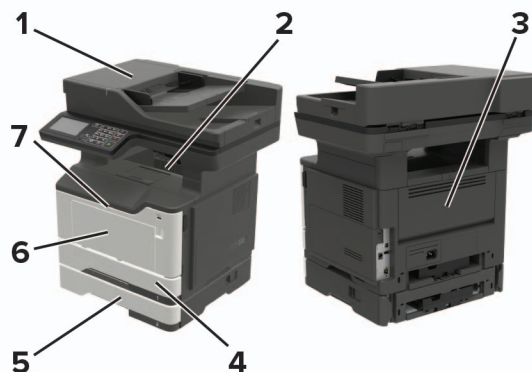


- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure that the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.

Identifying jam locations

Notes:

- When Jam Assist is set to On, the printer automatically flushes blank pages or partially printed pages with after a jammed page is 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
2	Standard bin
3	Rear door
4	Standard 250-sheet tray
5	Optional 250- or 550-sheet tray

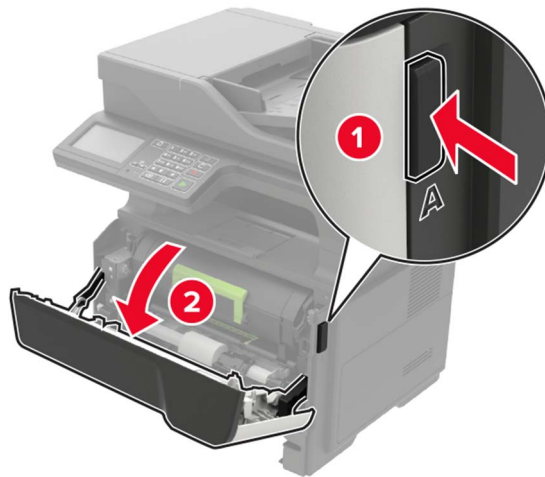
	Jam location
6	Multipurpose feeder
7	Door A

Paper jam in door A

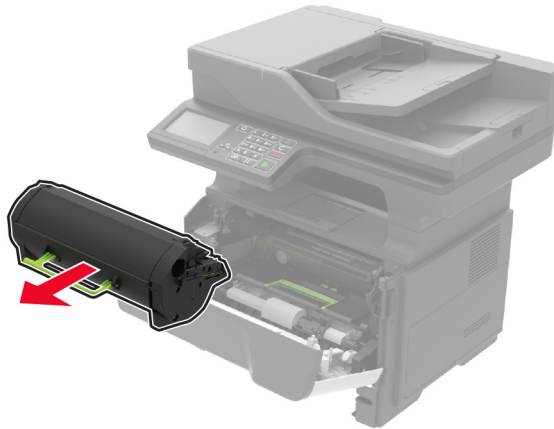
1 Remove the tray.



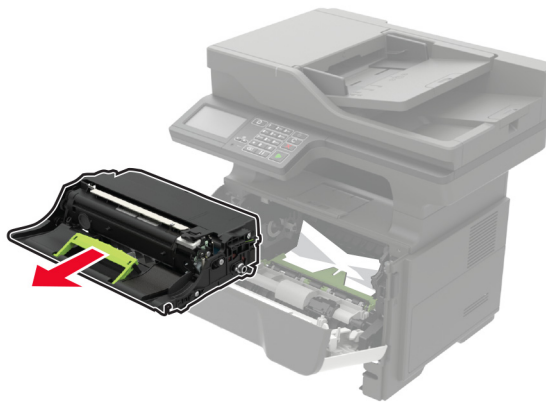
2 Open door A.



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.

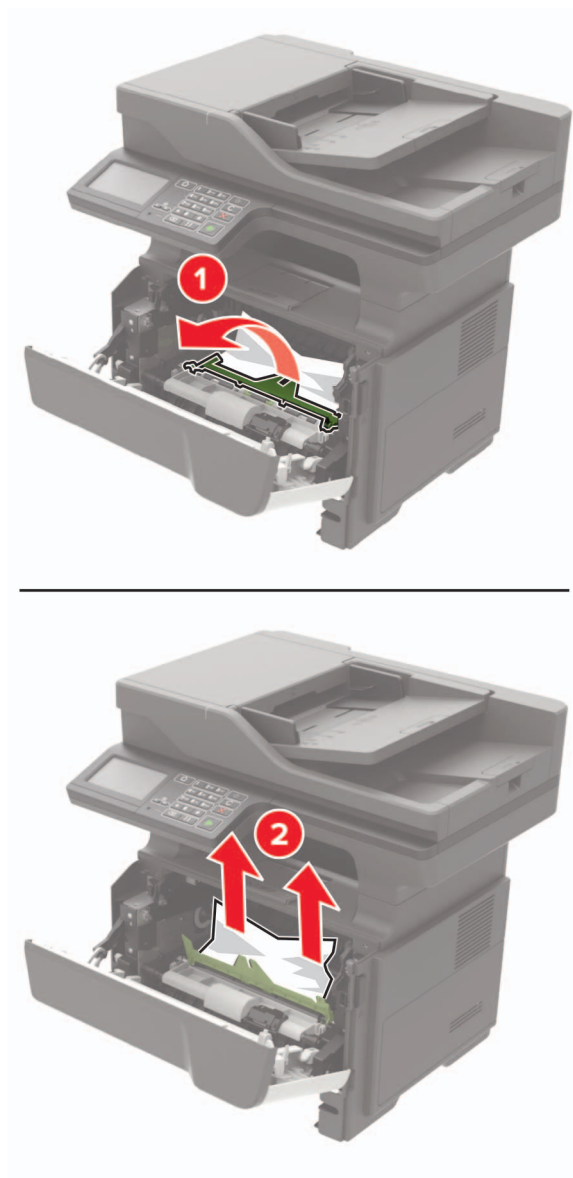


5 Remove the jammed paper.



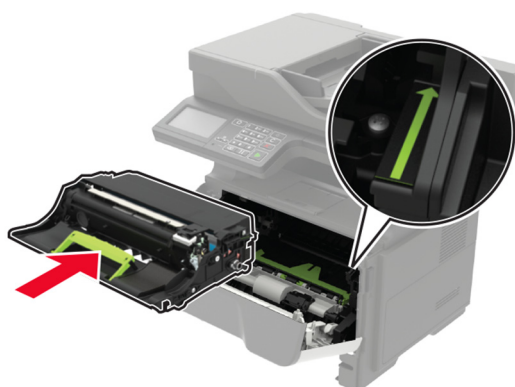
CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

Note: Make sure that all paper fragments are removed.



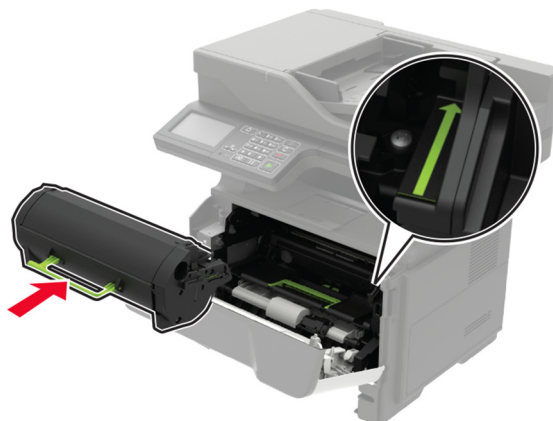
6 Insert the imaging unit.

Note: Use the arrows inside the printer as guides.



- 7 Insert the toner cartridge.

Note: Use the arrows inside the printer as guides.

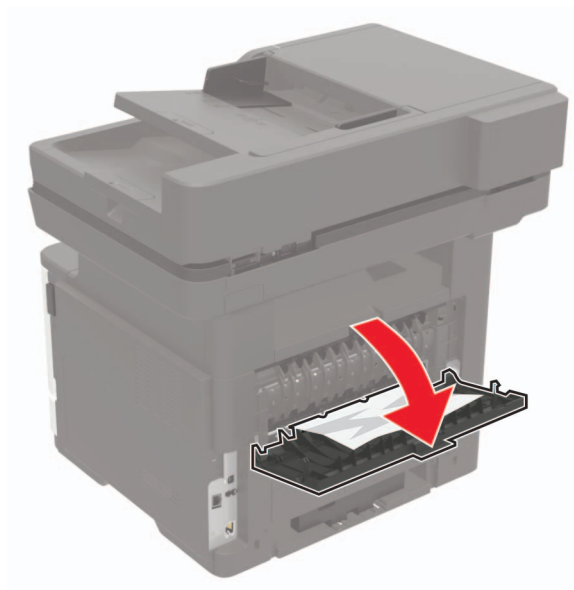


- 8 Close door A.
- 9 Insert the tray.

Paper jam in the rear door

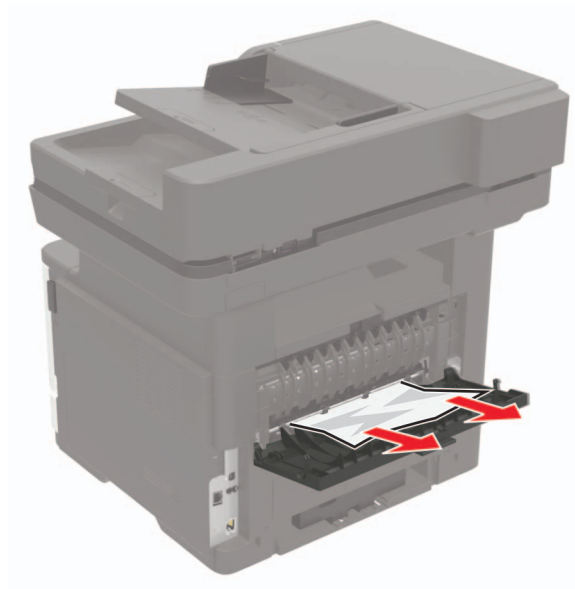
- 1 Open the rear door.

 **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.



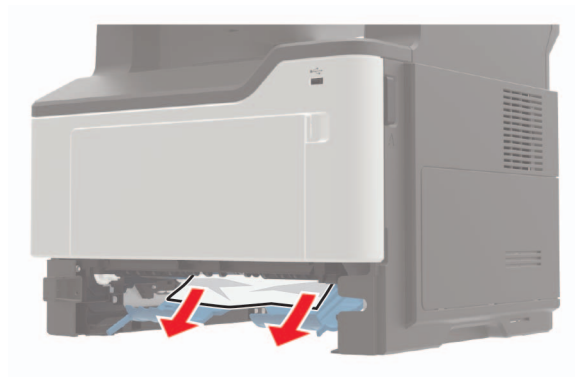
Paper jam in the duplex unit

- 1 Remove the tray.



- 2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



- 3 Insert the tray.

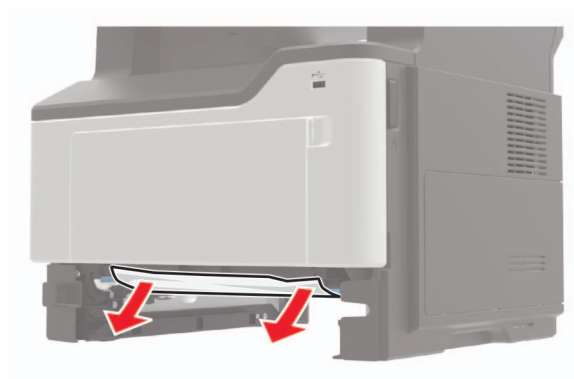
Paper jam in trays

- 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

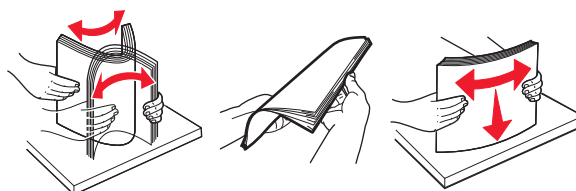
- 1 Remove paper from the multipurpose feeder.

- 2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



3 Flex, fan, and align the paper edges before loading.



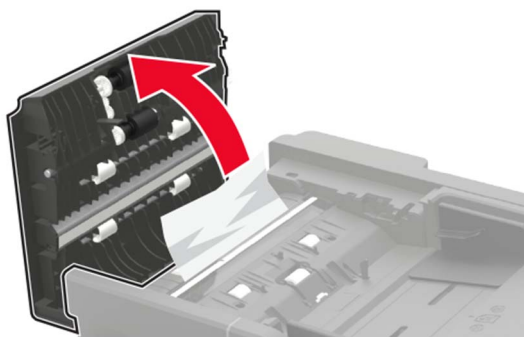
4 Reload paper, and then adjust the paper guide.



Paper jam in the automatic document feeder

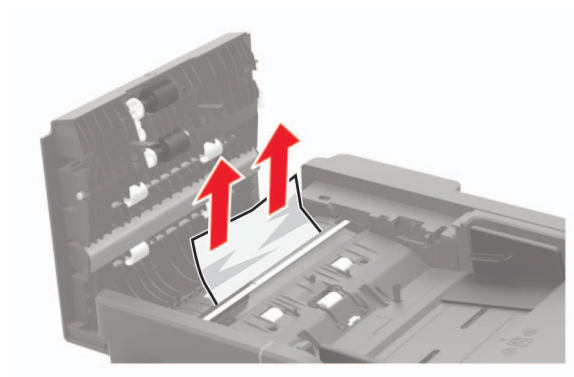
1 Remove all original documents from the ADF tray.

2 Open the ADF cover.



3 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



4 Close the ADF cover.

200 paper jams

200 paper jam messages

Error code	Description	Action
200.02	Paper fed from the MPF was detected earlier than expected at the sensor (input).	See “MPF to sensor (input) jam at leading edge service check” on page 83.
200.03	Paper fed from the MPF was detected later than expected or was never detected at the sensor (input).	
200.04	Paper fed from the MPF cleared the sensor (input) earlier than expected.	See “MPF to sensor (input) jam at trailing edge service check” on page 85.
200.05	Paper fed from the MPF never cleared the sensor (input).	
200.13	Paper fed from tray 1 was detected later than expected or was never detected at the sensor (input).	See “Tray 1 to sensor (input) jam at leading edge service check” on page 87.
200.14	Paper fed from tray 1 cleared the sensor (input) earlier than expected.	
200.15	Paper fed from tray 1 never cleared the sensor (input).	See “Tray 1 to sensor (input) jam at trailing edge service check” on page 88.
200.22	Paper fed from tray 2 was detected earlier than expected at the sensor (input).	
200.23	Paper fed from tray 2 was detected later than expected or was never detected at the sensor (input).	See “Optional tray to sensor (input) jam at leading edge service check” on page 89.
200.24	Paper fed from tray 2 cleared the sensor (input) earlier than expected.	
200.25	Paper fed from tray 2 never cleared the sensor (input).	

Error code	Description	Action
200.32	Paper fed from tray 3 was detected earlier than expected at the sensor (input).	See “Optional tray to sensor (input) jam at leading edge service check” on page 89.
200.33	Paper fed from tray 3 was detected later than expected or was never detected at the sensor (input).	
200.34	Paper fed from tray 3 cleared the sensor (input) earlier than expected.	See “Optional tray to sensor (input) jam at trailing edge service check” on page 91.
200.35	Paper fed from tray 3 never cleared the sensor (input).	
200.42	Paper fed from tray 4 was detected earlier than expected at the sensor (input).	See “Optional tray to sensor (input) jam at leading edge service check” on page 89.
200.43	Paper fed from tray 4 was detected later than expected or was never detected at the sensor (input).	
200.44	Paper fed from tray 4 cleared the sensor (input) earlier than expected.	See “Optional tray to sensor (input) jam at trailing edge service check” on page 91.
200.45	Paper fed from tray 4 never cleared the sensor (input).	
200.91	Paper remains detected at the sensor (input) after the printer is turned on.	See “Sensor (input) static jam service check” on page 92.

MPF to sensor (input) jam at leading edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 71. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Input tray quick print > Tray 1 > Single b Check if the same error occurs. Does the same problem remain?	Go to step 10.	Go to step 3.
Step 3 Check the MPF pick roller and separator pad for wear and damage. Are the MPF roller and separator pad free of wear and damage?	Go to step 5.	Go to step 4.

Action	Yes	No
Step 4 Replace the MPF pick roller and separator pad. See “MPF pick roller and separator pad removal” on page 253. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the MPF gearbox for wear and damage. Is the MPF gearbox free of wear and damage?	Go to step 7.	Go to step 6.
Step 6 Replace the MPF gearbox. See “MPF gearbox removal” on page 212. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Motor tests b Select the solenoid (MPF pick), and then touch Start . Does the solenoid run?	Go to step 10.	Go to step 8.
Step 8 Check the solenoid for wear and damage. Is the solenoid free of wear and damage?	Go to step 10.	Go to step 9.
Step 9 Replace the MPF solenoid. See “MPF solenoid removal” on page 219. Does the problem remain?	Go to step 10.	The problem is solved.
Step 10 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (Input). Does the sensor status change while toggling the sensor?	Go to step 13.	Go to step 11.
Step 11 a Reseat the sensor cable from the controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Go to step 13.	Go to step 12.

Action	Yes	No
Step 12 Replace the sensor. See “Sensors (duplex and input) removal” on page 264. Does the problem remain?	Go to step 13.	The problem is solved.
Step 13 a Check the jam access cover for obstructions along the paper path. b Check if the jam access cover components are functional and free of damage. Are the jam access cover and its components functional and free of damage?	Contact the next level of support.	The problem is solved.
Step 14 Replace the jam access cover. See “Jam access cover removal” on page 250. Does the problem remain?	Contact the next level of support.	The problem is solved.

MPF to sensor (input) jam at trailing edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 71. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Input tray quick print > Tray 1 > Single b Check if the same error occurs. Does the same problem remain?	Go to step 8.	Go to step 3.
Step 3 Check the MPF gearbox for wear and damage. Is the MPF gearbox free of wear and damage?	Go to step 5.	Go to step 4.
Step 4 Replace the MPF gearbox. See “MPF gearbox removal” on page 212. Does the problem remain?	Go to step 5.	The problem is solved.

Action	Yes	No
Step 5 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Motor tests b Select the solenoid (MPF pick), and then touch Start . Does the solenoid run?	Go to step 8.	Go to step 6.
Step 6 Check the solenoid for wear and damage. Is the solenoid free of wear and damage?	Go to step 8.	Go to step 7.
Step 7 Replace the MPF solenoid. See “MPF solenoid removal” on page 219 . Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Check the transfer roller and its spring for improper installation and damage. Is the transfer roller properly installed and free of damage?	Go to step 10.	Go to step 9.
Step 9 Reinstall or replace the transfer roller. See “Transfer roller removal” on page 250 . Does the problem remain?	Go to step 10.	Go to step 11.
Step 10 Check if the fuser cam is functional and free of damage. Is the fuser cam functional and free of damage?	Contact the next level of support.	Go to step 11.
Step 11 Replace the fuser cam. See “Fuser actuator removal” on page 215 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Tray 1 to sensor (input) jam at leading edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 71 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Input tray quick print > MPF Tray > Single b Check if the same error occurs. Does the same problem remain?	Go to step 7.	Go to step 3.
Step 3 Check the tray 1 pick roller for wear and damage. Is the pick roller free of wear and damage?	Go to step 5.	Go to step 4.
Step 4 Replace the pick roller. See “Pick roller assembly removal” on page 268 . Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the tray 1 separator pad for wear and damage. Is the separator pad free of wear and damage?	Go to step 7.	Go to step 6.
Step 6 Replace tray 1. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Reseat the pick roller clutch cable, and then check if the pick roller clutch is functional and free of damage. Is the pick roller clutch functional and free of damage?	Go to step 9.	Go to step 8.
Step 8 a Reseat the pick roller clutch cable. b Check if the pick roller clutch is functional and free of damage. Is the pick roller clutch functional and free of damage?	Contact the next level of support.	Go to step 9.

Action	Yes	No
Step 9 Replace the pick roller clutch. See “Pick roller clutch removal” on page 221. Does the problem remain?	Contact the next level of support.	The problem is solved.

Tray 1 to sensor (input) jam at trailing edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 71. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Input tray quick print > MPF tray > Single b Check if the same error occurs. Does the same problem remain?	Go to step 5.	Go to step 3.
Step 3 Check the tray 1 separator pad for wear and damage. Is the separator pad free of wear and damage?	Go to step 5.	Go to step 4.
Step 4 Replace tray 1. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the transfer roller and its spring for improper installation and damage. Is the transfer roller properly installed and free of damage?	Go to step 7.	Go to step 6.
Step 6 Reinstall or replace the transfer roller. See “Transfer roller removal” on page 250. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Check if the fuser cam is functional and free of damage. Is the fuser cam functional and free of damage?	Go to step 9.	Go to step 8.

Action	Yes	No
Step 8 Replace the fuser cam. See “Fuser actuator removal” on page 215. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (Input). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 10.
Step 10 a Reseat the sensor cable from the controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 11.
Step 11 Replace the sensor. See “Sensors (duplex and input) removal” on page 264. Does the problem remain?	Contact the next level of support.	The problem is solved.

Optional tray to sensor (input) jam at leading edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 71. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Input tray quick print > MPF Tray > Single b Check if the same error occurs. Does the same problem remain?	Go to step 7.	Go to step 3.
Step 3 Check the optional tray pick roller for wear and damage. Is the pick roller free of wear and damage?	Go to step 5.	Go to step 4.

Action	Yes	No
Step 4 Replace the pick roller. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the optional tray separator roller assembly for wear and damage. Is the separator roller assembly free of wear and damage?	Go to step 7.	Go to step 6.
Step 6 Replace the separator roller assembly. See “Separator roller assembly removal” on page 300. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 a Remove the tray insert from the affected optional tray. b Check if the lift plate moves properly. c Check the lift plate gears for damage. Is the tray insert functional and free of damage?	Go to step 9.	Go to step 8.
Step 8 Replace the tray insert. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 a Reseat the optional tray motor (pick/lift) cable. b Check if the motor is functional and free of damage. Is the motor (pick/lift) functional and free of damage?	Contact the next level of support.	Go to step 10.
Step 10 Replace the optional tray. Does the problem remain?	Contact the next level of support.	The problem is solved.

Optional tray to sensor (input) jam at trailing edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 71 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Input tray quick print > MPF tray > Single b Check if the same error occurs. Does the same problem remain?	Go to step 5.	Go to step 3.
Step 3 Check the optional tray separator roller assembly for wear and damage. Is the separator roller assembly free of wear and damage?	Go to step 5.	Go to step 4.
Step 4 Replace the separator roller assembly. See “Separator roller assembly removal” on page 300 . Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the transfer roller and its spring for improper installation and damage. Is the transfer roller properly installed and free of damage?	Go to step 7.	Go to step 6.
Step 6 Reinstall or replace the transfer roller. See “Transfer roller removal” on page 250 . Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Check if the fuser cam is functional and free of damage. Is the fuser cam functional and free of damage?	Go to step 9.	Go to step 8.
Step 8 Replace the fuser cam. See “Fuser actuator removal” on page 215 . Does the problem remain?	Go to step 9.	The problem is solved.

Action	Yes	No
Step 9 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (Input). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 10.
Step 10 a Reseat the sensor cable from the controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 11.
Step 11 Replace the sensor. See “Sensors (duplex and input) removal” on page 264. Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (input) static jam service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 71. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (Input). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 3.
Step 3 a Reseat the sensor cable from the controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 4.
Step 4 Replace the sensor. See “Sensors (duplex and input) removal” on page 264. Does the problem remain?	Contact the next level of support.	The problem is solved.

202-221 paper jams

202 paper jam messages

Error code	Description	Action
202.03	Paper fed from the MPF never reached the sensor (fuser exit).	See “Sensor (fuser exit) jam at leading edge service check” on page 94.
202.05	Paper fed from the MPF never cleared the sensor (fuser exit).	See “Sensor (fuser exit) jam at trailing edge service check” on page 95.
202.13	Paper fed from tray 1 never reached the sensor (fuser exit).	See “Sensor (fuser exit) jam at leading edge service check” on page 94.
202.15	Paper fed from tray 1 never cleared the sensor (fuser exit).	See “Sensor (fuser exit) jam at trailing edge service check” on page 95.
202.23	Paper fed from tray 2 never reached the sensor (fuser exit).	See “Sensor (fuser exit) jam at leading edge service check” on page 94.
202.25	Paper fed from tray 2 never cleared the sensor (fuser exit).	See “Sensor (fuser exit) jam at trailing edge service check” on page 95.
202.33	Paper fed from tray 3 never reached the sensor (fuser exit).	See “Sensor (fuser exit) jam at leading edge service check” on page 94.
202.35	Paper fed from tray 3 never cleared the sensor (fuser exit).	See “Sensor (fuser exit) jam at trailing edge service check” on page 95.
202.43	Paper fed from tray 4 never reached the sensor (fuser exit).	See “Sensor (fuser exit) jam at leading edge service check” on page 94.
202.45	Paper fed from tray 4 never cleared the sensor (fuser exit).	See “Sensor (fuser exit) jam at trailing edge service check” on page 95.
202.91	Paper remains detected at the sensor (fuser exit) after the printer is turned on.	See “Sensor (fuser exit) static jam service check” on page 95.
202.93	The sensor (fuser exit) detected a jam during or after a flush action.	

221 paper jam messages

Error code	Description	Action
221.91	Paper remains detected at the sensor (narrow media) after the printer is turned on.	See “Sensor (narrow media) static jam service check” on page 96.

Sensor (fuser exit) jam at leading edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 71 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Input tray quick print b Do feed tests from different trays. Check if the same error occurs. Does the same problem remain?	Go to step 3.	Go to step 7.
Step 3 Check if the fuser cam is functional and free of damage. Is the fuser cam functional and free of damage?	Go to step 5.	Go to step 4.
Step 4 Replace the fuser cam. See “Fuser actuator removal” on page 215 . Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Reseat the fuser cables from the controller board. b Reseat the fuser cable from the LVPS. c Reseat the fuser cable from the extension cable. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 Check the fuser for problems. See “Fuser error service check” on page 129 . Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Do the service checks related to the affected source tray. Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (fuser exit) jam at trailing edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 71 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Remove all obstructions along the rear door paper path. b Check the rear door and its components for damage. Are the rear door and its components free of damage?	Go to step 4.	Go to step 3.
Step 3 Replace the rear door and cover or rear access door. See “Rear door and cover removal” on page 273 . Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Check the redrive assembly and its components for wear and damage. Are the redrive assembly and its components free of wear and damage?	Contact the next level of support.	Go to step 5.
Step 5 Replace the redrive assembly. See “Redrive assembly removal” on page 274 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (fuser exit) static jam service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 71 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Reseat the fuser cables from the controller board. b Reseat the fuser cable from the LVPS. c Reseat the fuser cable from the extension cable. Does the problem remain?	Go to step 3.	The problem is solved.

Action	Yes	No
Step 3 Check if the fuser cam is functional and free of damage. Is the fuser cam functional and free of damage?	Go to step 5.	Go to step 4.
Step 4 Replace the fuser cam. See “Fuser actuator removal” on page 215. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (Fuser exit). Does the sensor status change while toggling the sensor?	Go to step 7.	Go to step 6.
Step 6 Replace the fuser. See “Fuser removal” on page 275. Does the problem remain?	Contact the next level of support.	The problem is solved.
Step 7 Check the fuser for problems. See “Fuser error service check” on page 129. Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (narrow media) static jam service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 71. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (Narrow media). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 3.

Action	Yes	No
Step 3 a Reseat the sensor cable on the controller board. b Check the sensor and its actuator for damage. Are the sensor and its actuator free of damage?	Contact the next level of support.	Go to step 4.
Step 4 Replace the sensor. Does the problem remain?	Contact the next level of support.	The problem is solved.

230 paper jams

230 paper jam messages

Error code	Description	Action
230.03	Paper fed from the MPF never reached the sensor (duplex).	See “Sensor (duplex) jam at leading edge service check” on page 98.
230.05	Paper fed from the MPF never cleared the sensor (duplex).	See “Sensor (duplex) jam at trailing edge service check” on page 99.
230.13	Paper fed from tray 1 never reached the sensor (duplex).	See “Sensor (duplex) jam at leading edge service check” on page 98.
230.15	Paper fed from tray 1 never cleared the sensor (duplex).	See “Sensor (duplex) jam at trailing edge service check” on page 99.
230.23	Paper fed from tray 2 never reached the sensor (duplex).	See “Sensor (duplex) jam at leading edge service check” on page 98.
230.25	Paper fed from tray 2 never cleared the sensor (duplex).	See “Sensor (duplex) jam at trailing edge service check” on page 99.
230.33	Paper fed from tray 3 never reached the sensor (duplex).	See “Sensor (duplex) jam at leading edge service check” on page 98.
230.35	Paper fed from tray 3 never cleared the sensor (duplex).	See “Sensor (duplex) jam at trailing edge service check” on page 99.
230.43	Paper fed from tray 4 never reached the sensor (duplex).	See “Sensor (duplex) jam at leading edge service check” on page 98.
230.45	Paper fed from tray 4 never cleared the sensor (duplex).	See “Sensor (duplex) jam at trailing edge service check” on page 99.
230.91	Paper remains detected at the sensor (duplex) after the printer is turned on.	See “Sensor (duplex) static jam service check” on page 100.

Sensor (duplex) jam at leading edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 71 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Input tray quick print b Do feed tests from different trays. Check if the same error occurs. Does the same problem remain?	Go to step 3.	Perform the appropriate service check for the specific error.
Step 3 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Motor tests b Select the solenoid (Redrive Solenoid), and then touch Start . Does the solenoid run?	Go to step 6.	Go to step 4.
Step 4 Check the solenoid for wear and damage. Is the solenoid free of wear and damage?	Go to step 6.	Go to step 5.
Step 5 Replace the reverse solenoid. See “Reverse solenoid removal” on page 216 . Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (Duplex path 1). Does the sensor status change while toggling the sensor?	Go to step 9.	Go to step 7.
Step 7 a Reseat the sensor cable from the controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Go to step 9.	Go to step 8.

Action	Yes	No
Step 8 Replace the sensor. See “Sensors (duplex and input) removal” on page 264. Does the problem remain?	Go to step 9.	The problem is solved.
Step 9 a Remove tray 1 to access the parts under the printer. b Check the duplex assembly and its gears, belt, and gear links for wear and damage. Are the duplex assembly and its components free of wear and damage?	Contact the next level of support.	Go to step 10.
Step 10 Replace the duplex assembly. See “Duplex assembly removal” on page 262. Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (duplex) jam at trailing edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 71. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (Duplex path 1). Does the sensor status change while toggling the sensor?	Go to step 5.	Go to step 3.
Step 3 a Reseat the sensor cable from the controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Go to step 5.	Go to step 4.
Step 4 Replace the sensor. See “Sensors (duplex and input) removal” on page 264. Does the problem remain?	Go to step 5.	The problem is solved.

Action	Yes	No
Step 5 a Remove tray 1 to access the parts under the printer. b Check the duplex assembly and its gears, belt, and gear links for wear and damage. Are the duplex assembly and its components free of wear and damage?	Contact the next level of support.	Go to step 6.
Step 6 Replace the duplex assembly. See “Duplex assembly removal” on page 262 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (duplex) static jam service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 71 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (Duplex path 1). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 3.
Step 3 a Reseat the sensor cable from the controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 4.
Step 4 Replace the sensor. See “Sensors (duplex and input) removal” on page 264 . Does the problem remain?	Contact the next level of support.	The problem is solved.

240-241 paper jams

240-241 paper jam messages

Error code	Description	Action
240.06	Paper fed from the MPF was picked but it never reached the sensor (input).	See “MPF pick failure service check” on page 101.
240.91	Paper remains detected at the sensor (MPF paper present) after the printer is turned on.	See “Sensor (MPF paper present) static jam service check” on page 103.
241.16	Paper fed from tray 1 was picked but it never reached the sensor (input).	See “Tray 1 to sensor (input) jam at trailing edge service check” on page 88.

MPF pick failure service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 71. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Input tray quick print > Tray 1 > Single b Check if the same error occurs. Does the same problem remain?	Go to step 3.	Perform the appropriate service check for the specific error.
Step 3 a Check the jam access cover for obstructions along the paper path. Check if the cover interferes with the MPF pick roller movement. b Check if the jam access cover components are functional and free of damage. Are the jam access cover and its components functional and free of obstructions and damage?	Go to step 5.	Go to step 4.
Step 4 Reinstall or replace the jam access cover. See “Jam access cover removal” on page 250. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 Check the MPF pick roller and separator pad for wear and damage. Are the MPF roller and separator pad free of wear and damage?	Go to step 7.	Go to step 6.

Action	Yes	No
Step 6 Replace the MPF pick roller and separator pad. See “MPF pick roller and separator pad removal” on page 253. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (MPF media present). Does the sensor status change while toggling the sensor?	Go to step 10.	Go to step 8.
Step 8 a Reseat the sensor cable from the controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Go to step 10.	Go to step 9.
Step 9 Replace the sensor (MPF paper present). See “Sensor (MPF paper present) removal” on page 257. Does the problem remain?	Go to step 10.	The problem is solved.
Step 10 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Motor tests b Select the solenoid (MPF pick), and then touch Start . Does the solenoid run?	Go to step 13.	Go to step 12.
Step 11 Check the solenoid for wear and damage. Is the solenoid free of wear and damage?	Go to step 13.	Go to step 12.
Step 12 Replace the MPF solenoid. See “MPF solenoid removal” on page 219. Does the problem remain?	Go to step 13.	The problem is solved.
Step 13 Check the MPF gearbox for wear and damage. Is the MPF gearbox free of wear and damage?	Contact the next level of support.	Go to step 14.

Action	Yes	No
Step 14 Replace the MPF gearbox. See “MPF gearbox removal” on page 212 . Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (MPF paper present) static jam service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 71 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Printer diagnostics and adjustments > Sensor tests b Find the sensor (MPF media present). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 3.
Step 3 a Reseat the sensor cable from the controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 4.
Step 4 Replace the sensor (MPF paper present). See “Sensor (MPF paper present) removal” on page 257 . Does the problem remain?	Contact the next level of support.	The problem is solved.

242-244 paper jams

242 paper jam messages

Error code	Description	Action
242.26	Paper fed from tray 2 was picked but it never reached the sensor (input).	See “Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 107 .
242.31	Paper remains detected at the sensor (tray 2 pass-through) although the printer is idle. Tray 3 is the paper source.	See “Optional tray sensor (tray x pass-through) static jam service check” on page 106 .

Error code	Description	Action
242.33	Paper fed from tray 3 never reached the sensor (tray 2 pass-through).	See “Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 107.
242.35	Paper fed from tray 3 cleared the sensor (tray 2 pass-through) later than expected.	See “Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 108.
242.37	Paper fed from tray 3 never cleared the sensor (tray 2 pass-through).	
242.41	Paper remains detected at the sensor (tray 2 pass-through) although the printer is idle. Tray 4 is the paper source.	See “Optional tray sensor (tray x pass-through) static jam service check” on page 106.
242.43	Paper fed from tray 4 never reached the sensor (tray 2 pass-through).	See “Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 107.
242.45	Paper fed from tray 4 cleared the sensor (tray 2 pass-through) later than expected.	See “Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 108.
242.47	Paper fed from tray 4 never cleared the sensor (tray 2 pass-through).	
242.82	The motor (tray 2 pick) has stalled.	See “Optional tray pick failure service check” on page 108.
242.83	The motor (tray 2 pick) has stalled.	
242.84	The motor (tray 2 pick) has stalled.	
242.91	Paper remains detected at the sensor (tray 2 pass-through) after the printer is turned on.	See “Optional tray sensor (tray x pass-through) static jam service check” on page 106.
242.93	Paper never reached the sensor (tray 2 pass-through). Paper source is undetermined.	See “Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 107.
242.95	Paper cleared the sensor (tray 2 pass-through) later than expected. Paper source is undetermined.	See “Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 108.
242.96	Paper was picked but it never reached the sensor (input). Paper source is undetermined.	See “Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 107.
242.97	Paper never cleared the sensor (tray 2 pass-through). Paper source is undetermined.	See “Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 108.

243 paper jam messages

Error code	Description	Action
243.36	Paper fed from tray 3 was picked but it never reached the sensor (tray 2 pass-through).	See “Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 107.
243.41	Paper remains detected at the sensor (tray 3 pass-through) although the printer is idle. Tray 4 is the paper source.	See “Optional tray sensor (tray x pass-through) static jam service check” on page 106.
243.43	Paper fed from tray 4 never reached the sensor (tray 3 pass-through).	See “Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 107.
243.45	Paper fed from tray 4 cleared the sensor (tray 3 pass-through) later than expected.	See “Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 108.
243.47	Paper fed from tray 4 never cleared the sensor (tray 3 pass-through).	
243.82	The motor (tray 3 pick) has stalled.	See “Optional tray pick failure service check” on page 108.
243.83	The motor (tray 3 pick) has stalled.	
243.84	The motor (tray 3 pick) has stalled.	
243.91	Paper remains detected at the sensor (tray 3 pass-through) after the printer is turned on.	See “Optional tray sensor (tray x pass-through) static jam service check” on page 106.
243.92	Paper was detected earlier than expected at the sensor (tray 3 pass-through). Paper source is undetermined.	See “Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 107.
243.93	Paper never reached the sensor (tray 2 pass-through). Paper source is undetermined.	
243.95	Paper cleared the sensor (tray 3 pass-through) later than expected. Paper source is undetermined.	See “Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 108.
243.96	Paper was picked but it never reached the sensor (tray 3 pass-through). Paper source is undetermined.	See “Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 107.
243.97	Paper never cleared the sensor (tray 3 pass-through). Paper source is undetermined.	See “Optional tray sensor (tray x pass-through) jam at trailing edge service check” on page 108.

244 paper jam messages

Error code	Description	Action
244.46	Paper fed from tray 4 was picked but it never reached the sensor (tray 3 pass-through).	See “Optional tray sensor (tray x pass-through) jam at leading edge service check” on page 107.
244.82	The motor (tray 4 pick) has stalled.	See “Optional tray pick failure service check” on page 108.
244.83	The motor (tray 4 pick) has stalled.	
244.84	The motor (tray 4 pick) has stalled.	
244.91	Paper remains detected at the sensor (tray 4 pass-through) after the printer is turned on.	See “Optional tray sensor (tray x pass-through) static jam service check” on page 106.

Optional tray sensor (tray x pass-through) static jam service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 71. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Additional input tray diagnostics > Option Sensor tests b Find the sensor (Pass-through (tray x)) of the affected optional tray. Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 3.
Step 3 a Reseat the sensor cable from the optional tray controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 4.
Step 4 Replace the affected optional tray. Does the problem remain?	Contact the next level of support.	The problem is solved.

Optional tray sensor (tray x pass-through) jam at leading edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 71 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 a Enter the Diagnostics menu, and then navigate to: Input tray quick print b Do feed tests from tray 3 and tray 4. Check if the same error occurs. Does the same problem remain?	Go to step 3.	Perform the appropriate service check for the specific error.
Step 3 a Identify the separator rollers and pass-through rollers involved in the paper path. b Check these separator rollers and pass-through rollers for improper installation, wear, and damage. Are the rollers properly installed and free of wear and damage?	Go to step 5.	Go to step 4.
Step 4 Reinstall or replace the affected separator roller assembly or tray insert. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Enter the Diagnostics menu, and then navigate to: Additional input tray diagnostics > Option Sensor tests b Find the sensor (Pass-through (tray x)) of the affected optional tray. Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 6.
Step 6 a Reseat the sensor cable from the optional tray controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 7.
Step 7 Replace the affected optional tray. Does the problem remain?	Contact the next level of support.	The problem is solved.

Optional tray sensor (tray x pass-through) jam at trailing edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 71 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check if the paper size matches the size set on the source tray guides. Does the paper size match the size set on the tray?	Go to step 4.	Go to step 3.
Step 3 Change the paper size or adjust the size setting in the tray. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 a Identify the separator rollers and pass-through rollers involved in the paper path. b Check these separator rollers and pass-through rollers for improper installation, wear, and damage. Are the rollers properly installed and free of wear and damage?	Contact the next level of support.	Go to step 5.
Step 5 Reinstall or replace the affected separator roller assembly or tray insert. Does the problem remain?	Contact the next level of support.	The problem is solved.

Optional tray pick failure service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. See “Avoiding jams” on page 71 . Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Restart the printer. Does the problem remain?	Go to step 3.	The problem is solved.

Action	Yes	No
Step 3 a Reseat the source tray pick motor cable from the optional tray controller board. b Check if the motor (pick) of the source tray is functional and free of damage. Is the motor functional and free of damage?	Go to step 4.	Go to step 7.
Step 4 Check the source tray pick motor gears for damage. Are the gears free of damage?	Go to step 6.	Go to step 5.
Step 5 Check the tray insert and its lift plate gears for wear and damage. Are the tray insert and its gears free of wear and damage?	Contact the next level of support.	Go to step 6.
Step 6 Replace the affected tray insert. Does the problem remain?	Go to step 7.	The problem is solved.
Step 7 Replace the optional tray. Does the problem remain?	Contact the next level of support.	The problem is solved.

280 paper jams

280 paper jam messages

Error code	Description	Action
280.11	Paper remains detected at the sensor (ADF 1st scan) after the printer is turned on.	See “Sensor (ADF 1st scan) static jam service check” on page 110.
280.13	Paper was detected later than expected or was never detected at the sensor (ADF 1st scan).	See “Sensor (ADF 1st scan) jam at leading edge service check” on page 111.
280.15	Paper never cleared the sensor (ADF 1st scan).	See “Sensor (ADF 1st scan) jam at trailing edge service check” on page 112.

Sensor (ADF 1st scan) static jam service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Restart the printer. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the sensor (ADF 1st scan) paper path area for debris and obstructions. Is the sensor free of debris and obstructions?	Go to step 5.	Go to step 4.
Step 4 Remove obstructions along the sensor paper path. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Sensor tests b Find the sensor (ADF 1st scan). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 6.
Step 6 a Reseat the sensor cable from the ADF controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 7.
Step 7 Reinstall the sensor. Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (ADF 1st scan) jam at leading edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Remove obstructions along the sensor paper path. Does the problem remain?	Go to step 5.	The problem is solved.
Step 3 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Feed Test b Check the position of the leading edge. Does the leading edge of the paper reach the sensor (ADF 1st scan)?	Go to step 6.	Go to step 4.
Step 4 Check the ADF separator roller for improper installation, wear, and damage. Is the ADF roller properly installed and free of wear and damage?	Go to step 6.	Go to step 5.
Step 5 Reinstall or replace the separator roller. Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Sensor tests b Find the sensor (ADF 1st scan). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 7.
Step 7 a Reseat the sensor cable from the ADF controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 8.
Step 8 Reinstall the sensor. Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (ADF 1st scan) jam at trailing edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check if the paper size matches the size set on the ADF tray guides. Does the paper size match the size set on the tray?	Go to step 4.	Go to step 3.
Step 3 Change the paper size or adjust the size setting in the tray. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Feed Test b Check the position of the leading edge. Does the leading edge of the paper reach the sensor (ADF 1st scan)?	Go to step 6.	Go to step 5.
Step 5 Does the leading edge of the paper reach the ADF exit roller?	Go to step 8.	Go to step 6.
Step 6 Check the sensor (ADF 1st scan) paper path area for debris and obstructions. Is the sensor free of debris and obstructions?	Go to step 8.	Go to step 7.
Step 7 Remove the obstructions along the sensor paper path. Note: Make sure that no fragments are stuck on the gaps on the ADF glass pad. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Check the ADF exit roller for wear and damage. Is the exit roller free of wear and damage?	Contact the next level of support.	Go to step 9.
Step 9 Remove debris and obstructions from the exit roller. Does the problem remain?	Contact the next level of support.	The problem is solved.

281 paper jams

281 paper jam messages

Error code	Description	Action
281.11	Paper remains detected at the sensor (ADF pick) after the printer is turned on.	See “Sensor (ADF pick) static jam service check” on page 113.
281.15	Paper never cleared the sensor (ADF pick).	See “Sensor (ADF pick) jam at trailing edge service check” on page 115.
281.16	Paper fed was picked but it never reached the sensor (ADF pick).	See “Sensor (ADF pick) jam at leading edge service check” on page 114.

Sensor (ADF pick) static jam service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Restart the printer. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the sensor (ADF scan) paper path area for debris and obstructions. Is the sensor free of debris and obstructions?	Go to step 5.	Go to step 4.
Step 4 Remove obstructions along the sensor paper path. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Sensor tests b Find the sensor (ADF pick). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 6.

Action	Yes	No
Step 6 a Reseat the sensor cable from the ADF controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 7.
Step 7 Reinstall the sensor. Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (ADF pick) jam at leading edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Remove obstructions along the sensor paper path. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Feed Test b Check the position of the leading edge. Does the leading edge of the paper reach the sensor (ADF pick)?	Go to step 8.	Go to step 4.
Step 4 Check the ADF rollers for improper installation, wear, and damage. Are the ADF rollers properly installed and free of wear and damage?	Go to step 6.	Go to step 5.
Step 5 Reinstall or replace the ADF roller. See “ADF roller removal” on page 289 . Does the problem remain?	Go to step 6.	The problem is solved.

Action	Yes	No
Step 6 Check the ADF separator roller for improper installation, wear, and damage. Is the ADF roller properly installed and free of wear and damage?	Go to step 8.	Go to step 7.
Step 7 Reinstall or replace the separator roller. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Sensor tests b Find the sensor (ADF pick). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 9.
Step 9 a Reseat the sensor cable from the ADF controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 10.
Step 10 Reinstall the sensor. Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (ADF pick) jam at trailing edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check if the paper size matches the size set on the ADF tray guides. Does the paper size match the size set on the tray?	Go to step 4.	Go to step 3.
Step 3 Change the paper size or adjust the size setting in the tray. Does the problem remain?	Go to step 4.	The problem is solved.

Action	Yes	No
Step 4 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Feed Test b Check the position of the leading edge. Does the leading edge of the paper reach the sensor (ADF scan)?	Go to step 6.	Go to step 5.
Step 5 Does the leading edge of the paper reach the ADF exit roller?	Go to step 8.	Go to step 6.
Step 6 Check the sensor (ADF scan) paper path area for debris and obstructions. Is the sensor free of debris and obstructions?	Go to step 8.	Go to step 7.
Step 7 Remove the obstructions along the sensor paper path. Note: Make sure that no fragments are stuck on the gaps on the ADF glass pad. Does the problem remain?	Go to step 8.	The problem is solved.
Step 8 Check the ADF exit roller for wear and damage. Is the exit roller free of wear and damage?	Contact the next level of support.	Go to step 9.
Step 9 Remove debris and obstructions from the exit roller. Does the problem remain?	Contact the next level of support.	The problem is solved.

284 paper jams

284 paper jam messages

Error code	Description	Action
284.11	Paper remains detected at the sensor (ADF 2nd scan) after the printer is turned on.	See “Sensor (ADF 2nd scan) static jam service check” on page 117.
284.13	Paper was detected later than expected or was never detected at the sensor (ADF 2nd scan).	See “Sensor (ADF 2nd scan) jam at leading edge service check” on page 118.
284.15	Paper never cleared the sensor (ADF 2nd scan).	See “Sensor (ADF 2nd scan) jam at trailing edge service check” on page 119.

Sensor (ADF 2nd scan) static jam service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Restart the printer. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Check the sensor (ADF 2nd scan) paper path area for debris and obstructions. Is the sensor free of debris and obstructions?	Go to step 5.	Go to step 4.
Step 4 Remove obstructions along the sensor paper path. Does the problem remain?	Go to step 5.	The problem is solved.
Step 5 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Sensor tests b Find the sensor (ADF 2nd scan). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 6.
Step 6 a Reseat the sensor cable from the ADF controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 7.
Step 7 Reinstall the sensor. Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (ADF 2nd scan) jam at leading edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Remove the obstructions along the sensor paper path. Does the problem remain?	Go to step 3.	The problem is solved.
Step 3 Do a duplex scan job, and then check the position of the leading edge. Does the leading edge of the paper reach the sensor (ADF 2nd scan)?	Go to step 6.	Go to step 4.
Step 4 Check the ADF rollers for improper installation, wear, and damage. Are the ADF rollers properly installed and free of wear and damage?	Go to step 6.	Go to step 5.
Step 5 Reinstall or replace the ADF roller. See “ADF roller removal” on page 289 . Does the problem remain?	Go to step 6.	The problem is solved.
Step 6 a Enter the Diagnostics menu, and then navigate to: Scanner diagnostics > Sensor tests b Find the sensor (ADF 2nd scan). Does the sensor status change while toggling the sensor?	Contact the next level of support.	Go to step 7.
Step 7 a Reseat the sensor cable from the ADF controller board. b Check the sensor and its actuator for improper installation and damage. Is the sensor properly installed and free of damage?	Contact the next level of support.	Go to step 8.
Step 8 Reinstall the sensor. Does the problem remain?	Contact the next level of support.	The problem is solved.

Sensor (ADF 2nd scan) jam at trailing edge service check

Action	Yes	No
Step 1 Make sure that the paper is loaded properly. Use the recommended paper. Does the problem remain?	Go to step 2.	The problem is solved.
Step 2 Check if the paper size matches the size set on the ADF tray guides. Does the paper size match the size set on the tray?	Go to step 4.	Go to step 3.
Step 3 Change the paper size or adjust the size setting in the tray. Does the problem remain?	Go to step 4.	The problem is solved.
Step 4 Do a duplex scan job, and then check the position of the leading edge. Does the leading edge of the paper reach the sensor (ADF 2nd scan)?	Contact the next level of support.	Go to step 5.
Step 5 Check the ADF exit roller for wear and damage. Is the exit roller free of wear and damage?	Contact the next level of support.	Go to step 6.
Step 6 Remove debris and obstructions from the exit roller. Does the problem remain?	Contact the next level of support.	The problem is solved.

29y paper jams**291-295 paper jam messages**

Error code	Description	Action
291.06	The scanner cover was open before an ADF job.	See “ADF scanner cover jam service check” on page 120.
295.01	An imagepipe error occurred. Gap between scanned pages is too small.	See “ADF page gap jam service check” on page 120.