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| **User's Guide** |  |
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[Top](http://ug.oipsrv.net/americas/manual/USRMA-0142-00/frame_htmls/home.html)http://ug.oipsrv.net/assets/manual/frames/v1/en/images/f_breadcrumbx4.png[Troubleshooting](http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/12000000.html)http://ug.oipsrv.net/assets/manual/frames/v1/en/images/f_breadcrumbx4.png[Clearing Jams](javascript:%20document.location.reload(false);)

**Clearing Jams**

0KA8-0AR

If a paper jams, <Paper jammed.> is displayed on the screen. Tap <Next> to display simple solutions. If it is difficult to understand the procedures on the display, see the following sections to clear jams.



<Open the feeder cover.>   
[**Document Jams in the Feeder**](http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/12001000.html#12001000-01)

<Remove paper from MP tray.>  
[**Paper Jams in the Machine**](http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/12001000.html#12001000-02)  
[**Paper Jams in the Fixing Assembly**](http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/12001000.html#12001000-03)

<Open Drawer 1.>  
[**Paper Jams in the Paper Drawer 1**](http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/12001000.html#12001000-04)

<Open the drawer right cover.>  
[**Paper Jams in the Paper Drawer 2, 3, and 4**](http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/12001000.html#12001000-05)

| **http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/images/book_images/b_style_important1.gif** |
| --- |
| **When removing the jammed paper, do not turn OFF the machine**  Turning OFF the machine deletes the data that is being printed. Be especially careful when receiving fax documents.  **If paper tears**  Remove all the paper fragments to prevent them from becoming jammed.  **If paper jams repeatedly**  Tap the paper stack on a flat surface to even the edges of the paper before loading it into the machine.  Check that the paper is appropriate for the machine.  [**Paper**](http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/14020050.html#03060000)  Check that no jammed paper fragments remain in the machine.  **Do not forcibly remove the jammed document or paper from the machine**  Forcibly removing the paper may damage parts. If you are not able to remove the paper, contact your local authorized Canon dealer.  [**When a Problem Cannot Be Solved**](http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/12006000.html#12006000) |
| **http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/images/book_images/b_style_note1.gif** |
| Depending on the machine, the number of paper drawers differs. |

Document Jams in the Feeder

If there are documents placed in the feeder, remove them first. Then, follow the procedure below.

1

**Remove the jammed document inside the feeder cover.**

|  |  |  |  |
| --- | --- | --- | --- |
| http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/images/book_images/pubnumbers/USRMA-0142/b_trb_009_01_b.jpg |  | **1** | **Open the feeder cover.** |
|  | **2** | **Lift the lever.** |
| http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/images/book_images/pubnumbers/USRMA-0142/b_trb_009_01_c.jpg |  | **3** | **Gently pull out the document.** |

2

**Remove the jammed document inside the inner cover of the feeder.**

|  |  |  |  |
| --- | --- | --- | --- |
| http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/images/book_images/pubnumbers/USRMA-0142/b_trb_009_01_d.jpg |  | **1** | **Open the inner cover of the feeder.** |
|  | **2** | **Gently pull out the document.** |
|  | **3** | **Close the inner cover of the feeder.** |

3

**Return the lever back in place, and close the feeder cover.**

|  |  |  |  |
| --- | --- | --- | --- |
| http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/images/book_images/pubnumbers/USRMA-0142/b_trb_009_01_e.jpg |  | **1** | **Return the lever to its original position.** |
|  | **2** | **Close the feeder cover.** |

4

**Remove the jammed document in the underside of the feeder.**

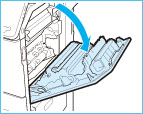
|  |  |  |  |
| --- | --- | --- | --- |
| http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/images/book_images/pubnumbers/USRMA-0142/b_trb_009_01_f.jpg |  | **1** | **Open the feeder.** |
|  | **2** | **Gently pull out the document.** |
|  | **3** | **Close the feeder.** |

Paper Jams in the Machine

If any paper is loaded in the multi-purpose tray, first remove the paper. Next follow the procedure below to check for jammed paper.

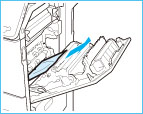
1

**Grip the handle, and open the right cover of the main unit.**



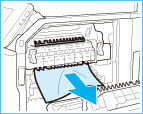
2

**Gently pull out the paper from the paper drawer.**



3

**Gently pull out the paper from below the fixing assembly.**



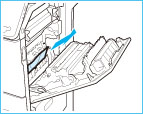
4

**Gently pull out the paper from the output tray of the main unit.**



5

**Gently pull out the paper from the area near the feed roller.**



6

**Remove any jammed paper from the duplexing unit.**

|  |  |  |  |
| --- | --- | --- | --- |
| http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/images/book_images/pubnumbers/USRMA-0142/b_trb_004_01_f.jpg |  | **1** | **Lift the duplexing unit.** |
|  | **2** | **Gently pull out the paper.** |
|  | **3** | **Return the duplexing unit to its original position.** |

7

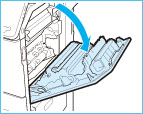
**Close the right cover of the main unit.**

Paper Jams in the Fixing Assembly

If any paper is loaded in the multi-purpose tray, first remove the paper. Next follow the procedure below to check for jammed paper.

1

**Grip the handle, and open the right cover of the main unit.**



2

**Remove the fixing assembly.**

|  |  |  |  |
| --- | --- | --- | --- |
| http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/images/book_images/pubnumbers/USRMA-0142/b_trb_020_03_b.jpg |  | **1** | **Hold the fixing assembly by the parts indicated in blue.** |
|  | **2** | **Remove the fixing assembly by pulling it out horizontally.** |

3

**If jammed paper protrudes from the fixing assembly, remove it.**

|  |  |  |  |
| --- | --- | --- | --- |
| http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/images/book_images/pubnumbers/USRMA-0142/b_trb_020_03_c.jpg |  | **1** | **Place the fixing assembly on a flat surface.** |
|  | **2** | **Gently pull out the paper from the fixing assembly.** |

4

**Install the fixing assembly.**

|  |  |  |  |
| --- | --- | --- | --- |
| http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/images/book_images/pubnumbers/USRMA-0142/b_trb_020_03_d.jpg |  | **1** | **Hold the fixing assembly by the parts indicated in blue.** |
|  | **2** | **Align the fixing assembly with the frame and gently slide the fixing assembly back into place horizontally.** |

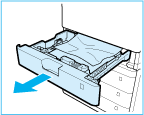
5

**Close the right cover of the main unit.**

Paper Jams in the Paper Drawer 1

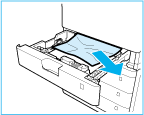
1

**Grip the handle, and pull out the paper drawer until it stops.**



2

**Gently pull out the paper.**



3

**Gently push the paper drawer back into the machine.**

Paper Jams in the Paper Drawer 2, 3, and 4

If any paper is loaded in the multi-purpose tray, first remove the paper. Next follow the procedure below to check for jammed paper.

1

**Remove any jammed paper from inside the right cover of the paper drawer.**

|  |  |  |  |
| --- | --- | --- | --- |
| http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/images/book_images/pubnumbers/USRMA-0142/b_trb_006_03_a.gif |  | **1** | **Open the right cover of the paper drawer.** |
|  | **2** | **Gently pull out the paper inside the right cover of the paper drawer.** |
|  |  | **3** | **Close the right cover of the paper drawer.** |

2

**Remove any jammed paper from the paper drawer.**

|  |  |  |  |
| --- | --- | --- | --- |
| http://ug.oipsrv.net/americas/manual/USRMA-0142-00/contents/images/book_images/pubnumbers/USRMA-0142/b_trb_006_03_b.gif |  | **1** | **Pull out the paper drawer (2, 3, or 4).** |
|  | **2** | **Gently pull out the paper from the paper drawer.**  Paper may be jammed in a location other than the paper drawer displayed on the display. Pull out each drawer and check whether there is any jammed paper. |

3

**Gently push the paper drawer back into the machine.**

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User's Guide

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