

C110/C130/MC160

How to remove Jammed Paper



Rev 1.00 2010-04-20

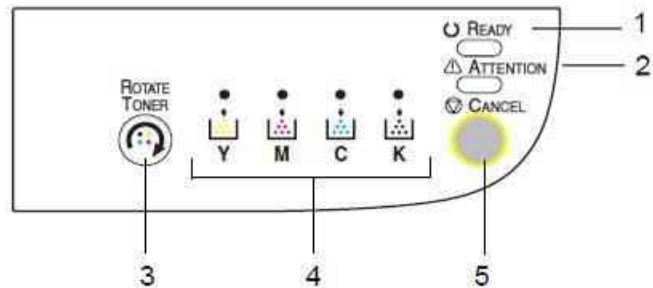
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<C110>

Error Message of Paper Jam

- 1—Ready indicator
- 2—Attention indicator
- 3—Rotate Toner key
- 4—Toner indicators
- 5—Cancel key



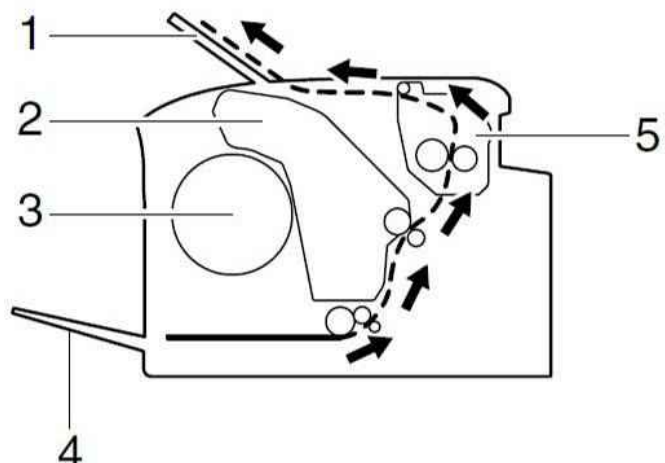
Ready indicator (green)	Attention indicator (orange)	Toner indicator (orange)	Condition	Action
Off	Rapid blinking	*	Media jam	Clear the jam, close the covers, and then continue with the print job.

0.5sec ON/0.5sec OFF interval

Media path

- Understanding the printer's media pass will help you locate media misfeeds.

- 1 Output tray
- 2 Imaging cartridge
- 3 Toner cartridge carousel
- 4 Tray 1
- 5 Fuser unit



Clearing Media Misfeeds

To avoid damage, always remove misfed media gently, without tearing it. Any pieces of media left in the printer, whether large or small, can obstruct the media path and cause further misfeeds. Do not reload media that has misfed.

Note

The image is not fixed on the media before the fusing process. If you touch the printed surface, the toner may stick to your hands, so be careful not to touch the print face when removing the misfed media. Make sure not to spill any toner inside the printer.



CAUTION

Unfused toner can mess your hands, clothes, or anything else it gets on.

If you accidentally get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool, not hot water, to rinse the toner off. If toner gets on your skin, wash it off with cool water and a mild soap.



CAUTION

If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.

If, after clearing the media misfeed, the misfeed message in the control panel persists, open and close the printer's covers. This should clear the misfeed message.

Clearing Procedures

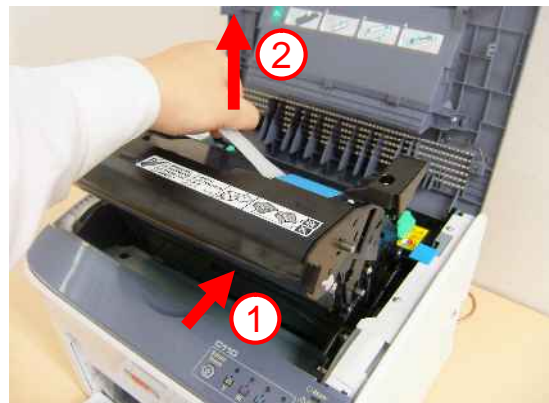
- 1 Open the top cover.



If there is paper in the output tray, remove it, and then fold up the output tray before opening the top cover.

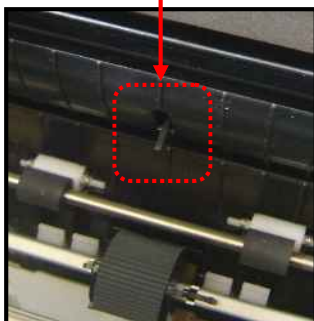


- 2 Grab the handle and lift it up slightly to the back, and then slowly pull the imaging cartridge out vertically.

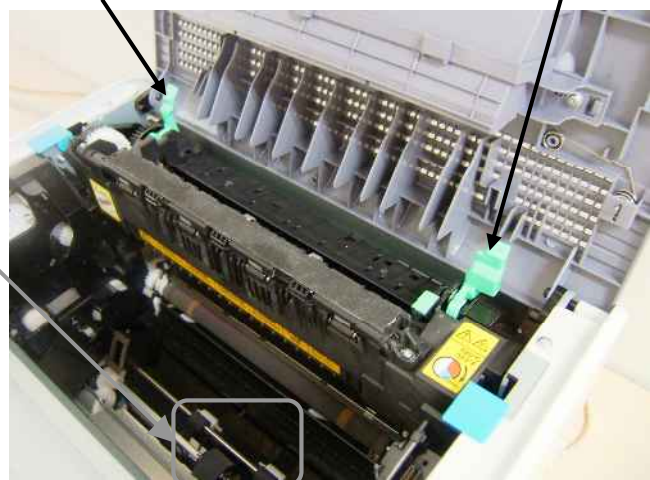
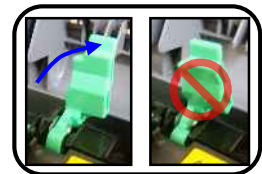
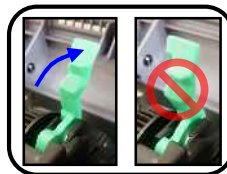


- 3 Push the fuser separator levers back as far as possible.

The lever of the
Transmission sensor

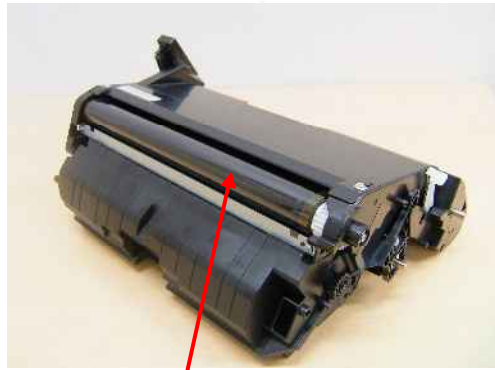
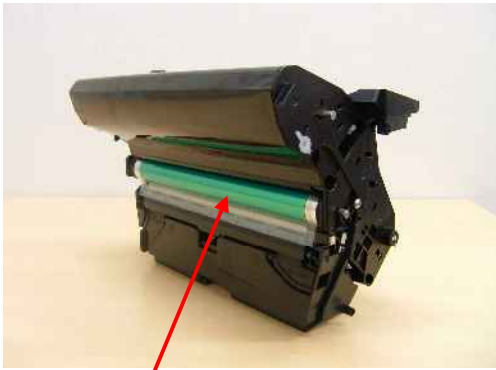


*If a piece of paper is caught in this lever, remove the piece completely and make sure to move this lever correctly.



Note

Do not touch the PC drum on the imaging cartridge.



Position the removed imaging cartridge as shown in the illustration at the right. Be sure to keep the imaging cartridge horizontally horizontal and place it where it will not become dirty.

Do not leave the imaging cartridge removed for more than 15 minutes, and do not place the removed imaging cartridge in a location where it would be exposed to direct light (such as sunlight).

**CAUTION**

The area around the fuser unit is extremely hot. Touching anything other than the indicated levers may result in burns. If you get burned, immediately cool the skin under cold water, and then seek professional medical attention.



4 Remove any misfed media.

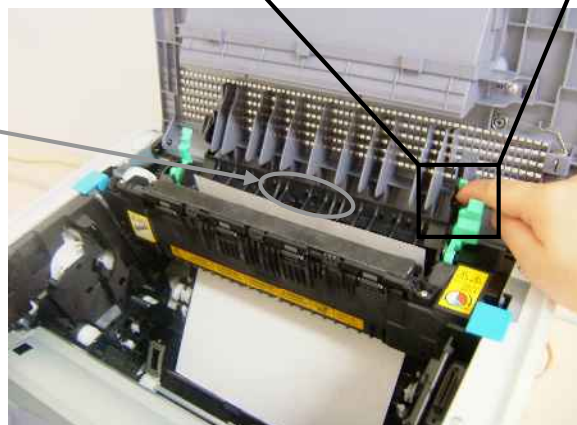
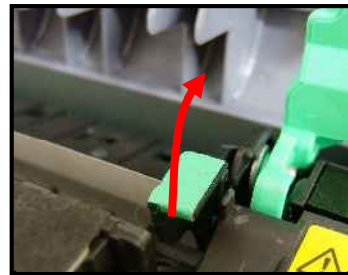


Raise the fuser unit cover and remove the media.

The lever of the Exit sensor

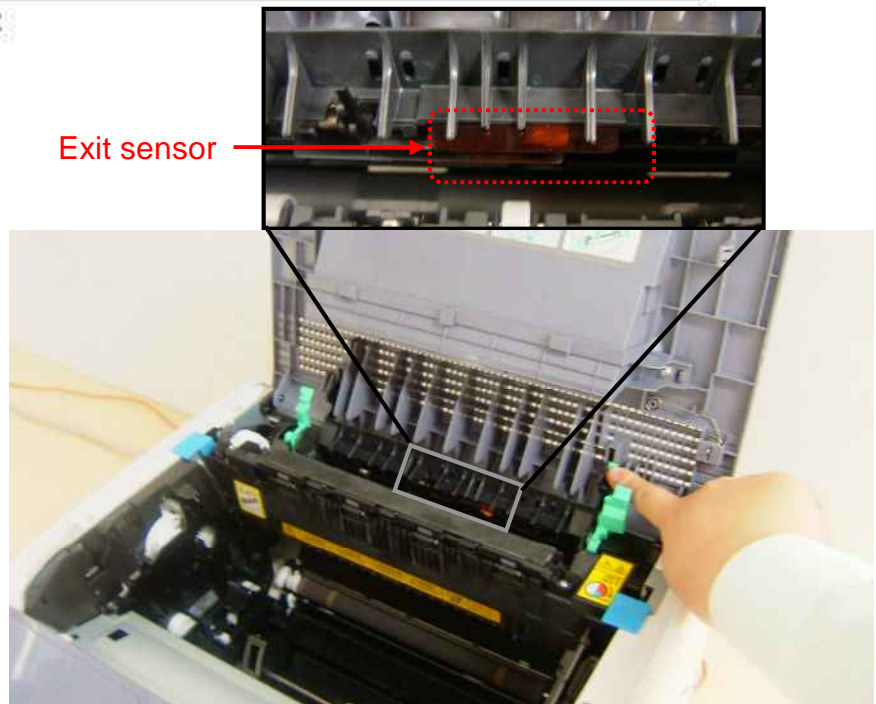


*If a piece of paper is caught in this lever, remove the piece completely and make sure to move this lever correctly.



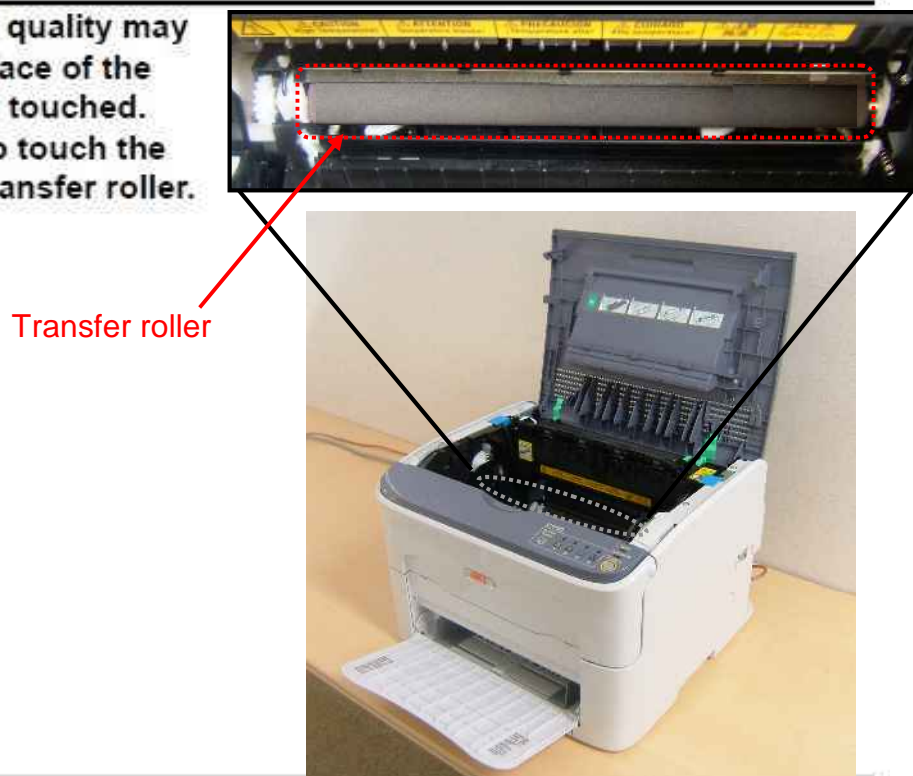
Note

Do not touch the paper exit sensor on the fuser unit.



Note

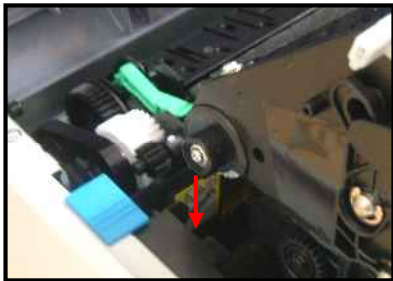
Decreased print quality may result if the surface of the transfer roller is touched. Be careful not to touch the surface of the transfer roller.



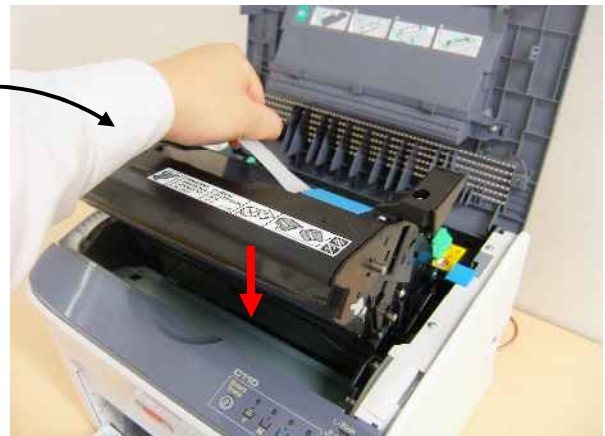
- 5 Return the fuser separator levers to their original positions.



- 6 Slowly insert the imaging cartridge vertically, and then push it slightly down toward you to finish reinstalling the imaging cartridge.



Left side: the post of the Imaging cartridge



- 7 Carefully close the top cover.



Solving Problems with Media Misfeeds



Frequent misfeeds in any area indicate that area should be checked, repaired, or cleaned. Repeated misfeeds may also happen if you're using unsupported print media.

Symptom	Cause	Solution
Several sheets go through the printer together.	The front edges of the media are not even.	Remove the media and even up the front edges, then reload it.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
Media mis-feed message stays on.	Some media remains misfed in the printer.	Recheck the media path and make sure that you have removed all of the misfed media.
Media is misfeeding.	The media is not correctly positioned in the tray.	Remove the misfed media and reposition the media properly in the tray.
	The number of sheets in the tray exceeds the maximum allowed.	Remove the excess media and reload the correct number of sheets in the tray.
	The media guides are not correctly adjusted to the media size.	Adjust the media guides in the Tray 1 to match the size of the media.
	Warped or wrinkled media is loaded in the tray.	Remove the media, smooth it out, and reload it. If it still misfeeds, do not use that media.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
	The recommended label sheet is facing the wrong way in Tray 1.	Load the label sheets according to the manufacturer's instructions.

<C130>

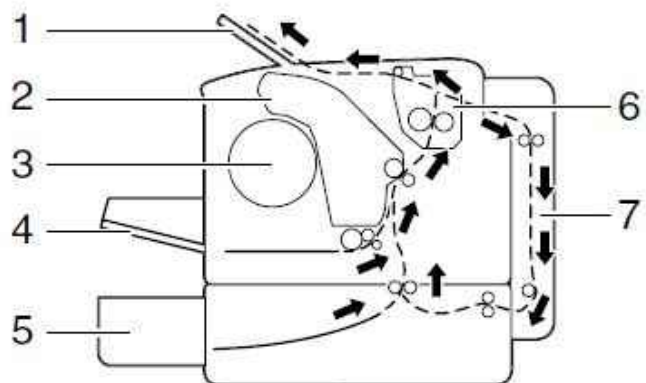
Media Misfeed Messages and Cleaning Procedures

Media Misfeed Message	Page Reference
CHECK TRAY1 PAPER ↑ (Displaying alternately) ↓ PRESS ENTER	This message appears in the following cases: When no media is loaded in Tray1 When a misfeed has occurred in Tray1 With the first case, load media into the tray, and then press the Enter key. With the second case, refer to page 18
PAPER JAM FUSER	page 15
PAPER JAM EXIT	page 15
PAPER JAM TRANSFER	page 13, 15
PAPER JAM TRAY2 OPEN TOP COVER	page 19-21
PAPER JAM DUPLEX	page 22-23

Understanding the Media Path

Understanding the printer's media path will help you locate media misfeeds.

- 1 Output tray
- 2 Imaging cartridge
- 3 Toner cartridge carousel
- 4 Tray 1
- 5 Tray 2 (optional)
- 6 Fuser unit
- 7 Duplex option



Clearing Media Misfeeds

To avoid damage, always remove misfed media gently, without tearing it. Any piece of media left in the printer, whether large or small, can obstruct the media path and cause further misfeeds. Do not reload media that has misfed.

Note

The image is not fixed on the media before the fusing process. If you touch the printed surface, the toner may stick to your hands, so be careful not to touch the printed face when removing the misfed media. Make sure not to spill any toner inside the printer.



CAUTION

Unfused toner can dirty your hands, clothes, or anything else it gets on. If you accidentally get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool, not hot water, to rinse the toner off. If toner gets on your skin, wash it off with cool water and a mild soap.



CAUTION

If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.

If, after clearing the media misfeed, the misfeed message in the control panel window persists, open and close the printer's top cover. This should clear the misfeed message.

Clearing a Media Misfeed in the Printer

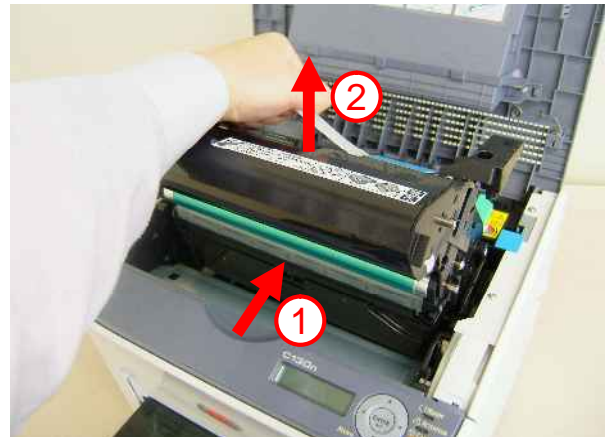
- 1 Open the top cover.



If there is paper in the output tray, remove it, and then fold up the output tray before opening the top cover.

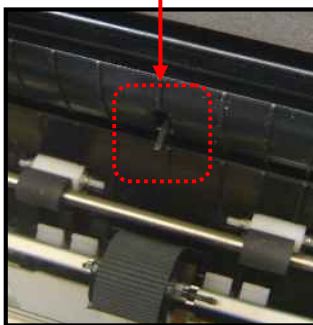


- 2 Grab the handle and lift it up slightly to the back, and then slowly pull the imaging cartridge out vertically.

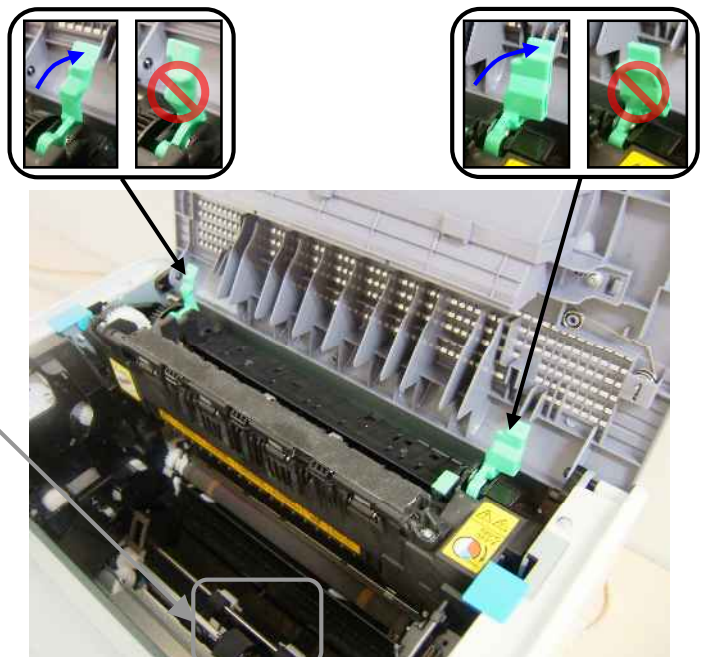


- 3 Push the fuser separator levers back as far as possible.

The lever of the Transmission sensor

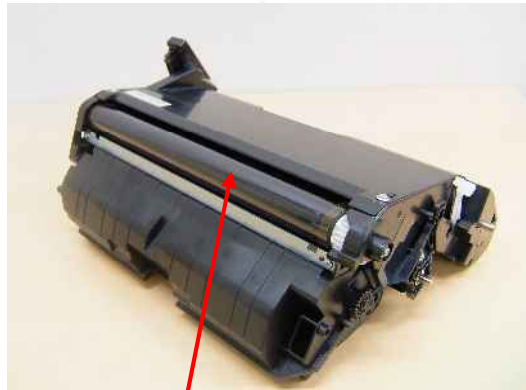
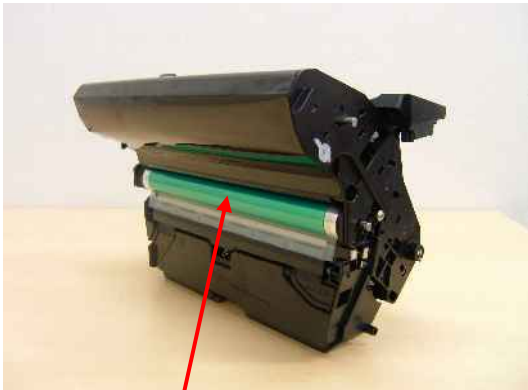


*If a piece of paper is caught in this lever, remove the piece completely and make sure to move this lever correctly.



Note

Do not touch the PC drum on the imaging cartridge.



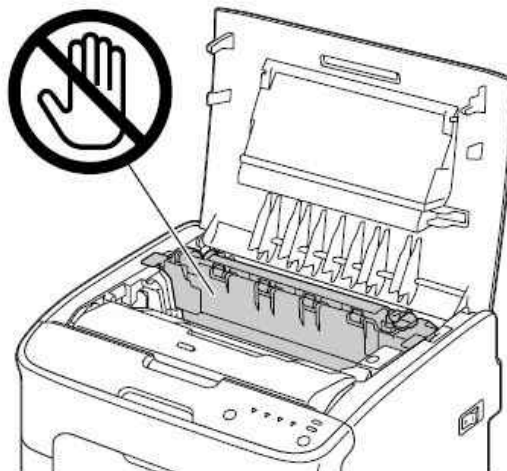
Position the removed imaging cartridge as shown in the illustration at the right. Be sure to keep the imaging cartridge horizontally horizontal and place it where it will not become dirty.

Do not leave the imaging cartridge removed for more than 15 minutes, and do not place the removed imaging cartridge in a location where it would be exposed to direct light (such as sunlight).



CAUTION

The area around the fuser unit is extremely hot. Touching anything other than the indicated levers may result in burns. If you get burned, immediately cool the skin under cold water, and then seek professional medical attention.



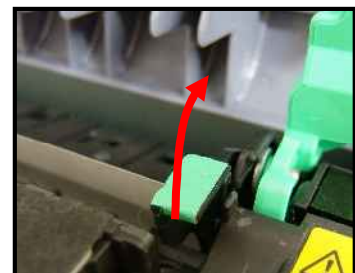
4 Remove any misfed media.



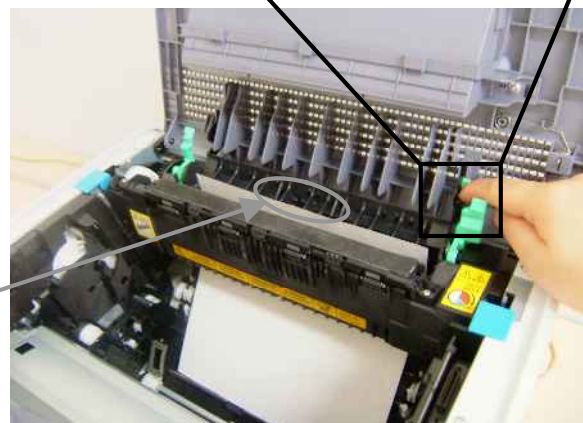
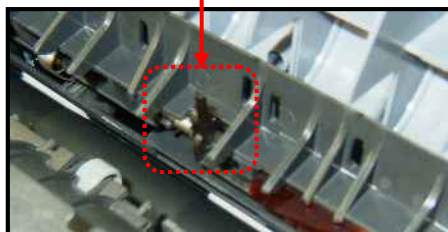
If a media misfeed occurs near the fuser unit, pull out the media from below the fuser unit, as shown in the illustration at the right.



If the media cannot be removed from below the fuser unit, raise the fuser unit cover, and then remove the media from above the fuser unit.



The lever of the Exit sensor



**If a piece of paper is caught in this lever, remove the piece completely and make sure to move this lever correctly.*

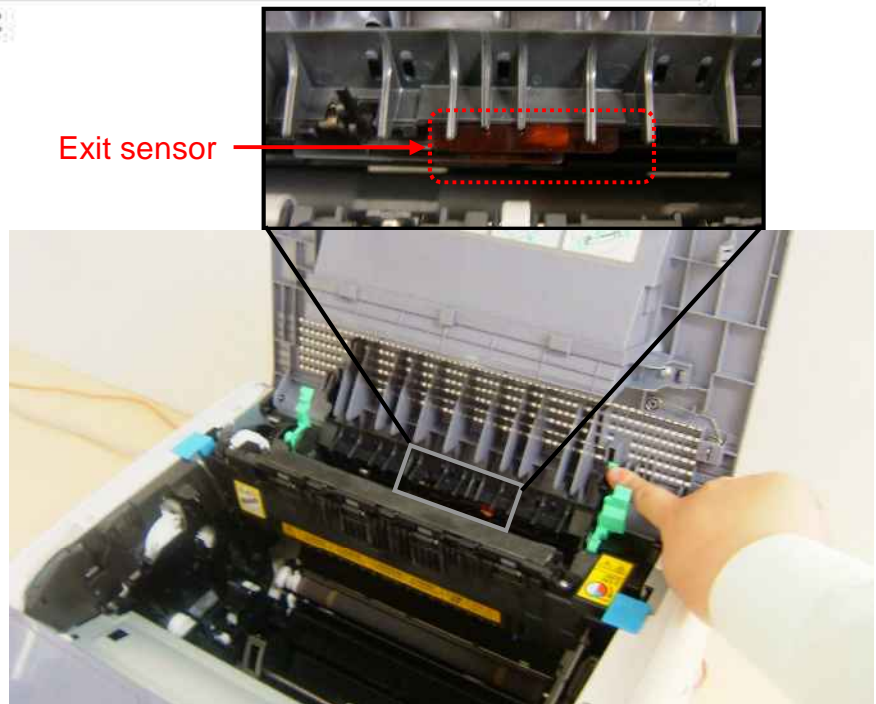


Remove the dust cover from Tray 1 and remove the media.



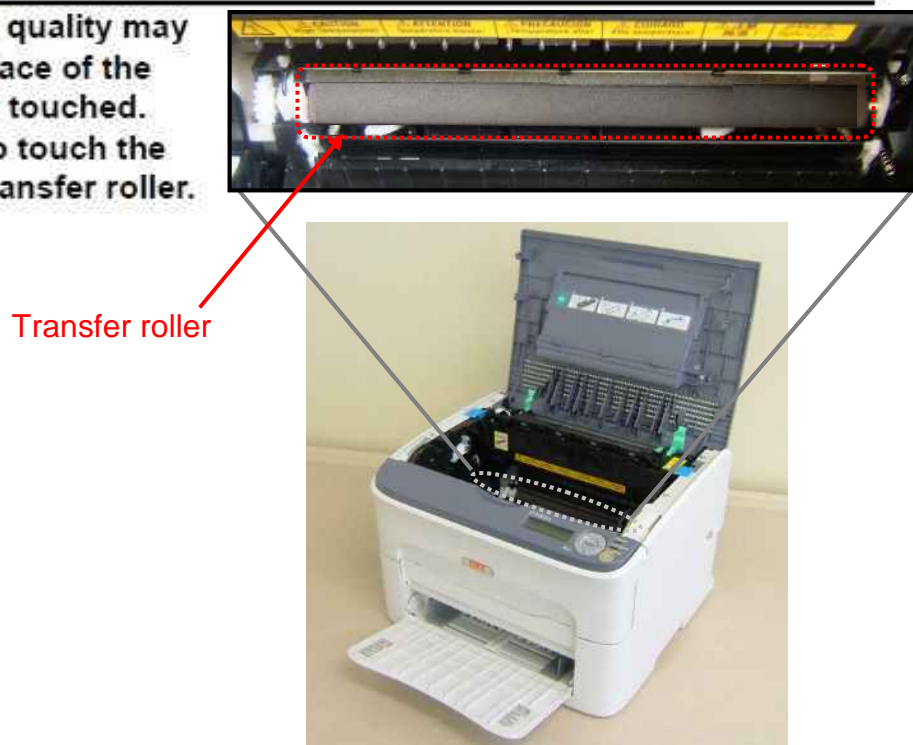
Note

Do not touch the paper exit sensor on the fuser unit.



Note

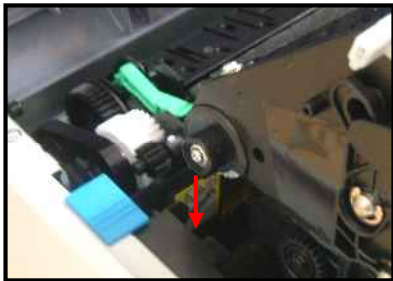
Decreased print quality may result if the surface of the transfer roller is touched. Be careful not to touch the surface of the transfer roller.



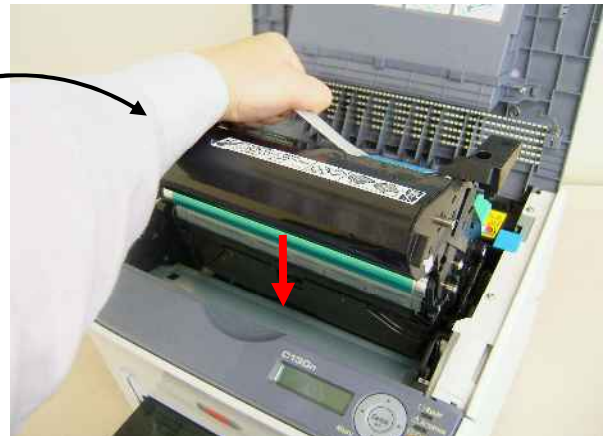
- 5 Return the fuser separator levers to their original positions.



- 6 Slowly insert the imaging cartridge vertically, and then push it slightly down toward you to finish reinstalling the imaging cartridge.



Left side: the post of the Imaging cartridge



- 7 Carefully close the top cover.



Clearing a Media Misfeed from Tray1

- 1 Remove the dust cover from Tray 1.



- 2 Carefully pull out the misfed media.



If the media cannot be removed, instead of pulling it with extreme force, clear the media misfeed according to the procedure described in "Clearing a Media Misfeed in the Printer" on page 15.



- 3 Reattach the dust cover.



- 4 Press the **ENTER** key.

Clearing a Media Misfeed from Tray2

- 1 Pull out Tray 2 as far as possible.



- 2 Lift up Tray 2 to remove it.



- 3 Remove any misfed paper.



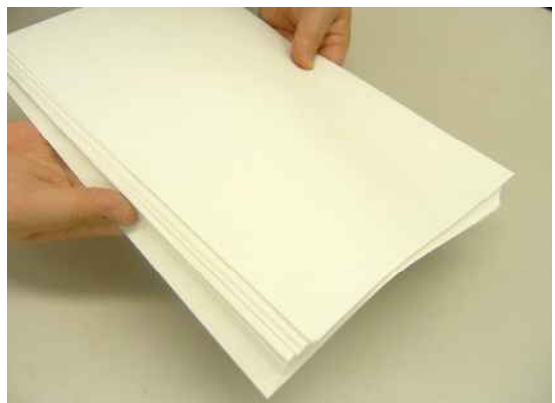
If necessary, remove the dust cover from Tray 1 and close the tray.



- 4 Remove the lid from Tray 2, and then remove all paper from the tray.



- 5 Fan the paper, and align its edges.



- 6 Press down the media pressure plate to lock it into place.



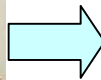
- 7 Load the media in Tray 2, and attach the lid.



8 Reinsert Tray 2.

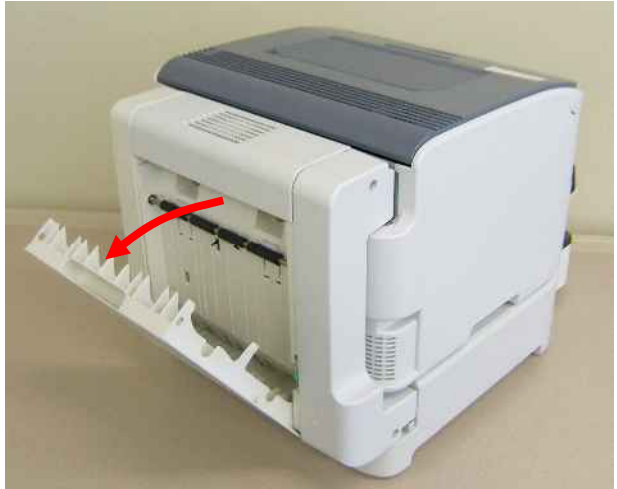


9 Open and close the top cover to clear the misfeed message.



Clearing a Media Misfeed from the Duplex Option

1 Open the duplex cover.



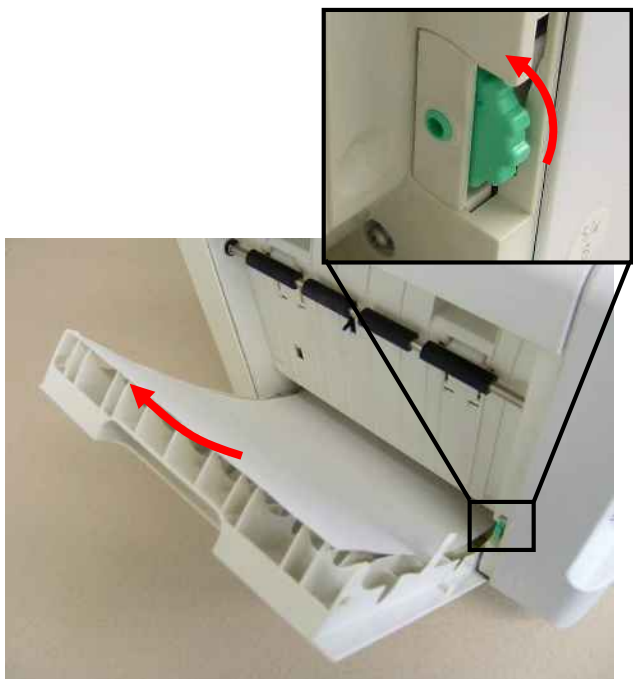
2 Carefully pull out the misfed media.



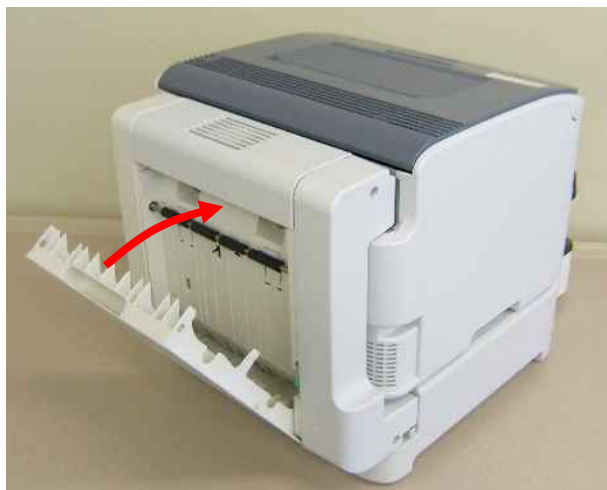
Always remove the misfed media in the feed direction as shown only.



If the media misfeed occurs at the bottom feed slot and the media does not stick out enough to be removed, turn the dial at the right in the direction of the arrow until the media can be pulled out.



3 Close the duplex cover.



Solving Problems with Media Misfeeds



Frequent misfeeds in any area indicate that area should be checked, repaired, or cleaned. Repeated misfeeds may also happen if you're using unsupported print media.

Symptom	Cause	Solution
Several sheets go through the printer together.	The front edges of the media are not even.	Remove the media and even up the front edges, then reload it.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
Media mis-feed message stays on.	Top cover needs to be opened and closed again to reset the printer.	Open and close the top cover again.
	Some media remains misfed in the printer.	Recheck the media path and make sure that you have removed all of the misfed media.
Duplex option mis-feeds.	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use good quality recommended media.
		Only Letter/A4 plain paper and recycled paper can be autoduplexed if the duplex option is installed and the media type is set properly in the driver.
		Make sure that you have not mixed media types in Tray 1.
		Do not duplex envelopes, labels, thick stock, postcard, or letterheads.
	Media is still being misfed.	Recheck the media path inside the duplex option and make sure that you have removed all of the misfed media.

Symptom	Cause	Solution
Media is misfeeding.	The media is not correctly positioned in the tray.	Remove the misfed media and reposition the media properly in the tray.
	The number of sheets in the tray exceeds the maximum allowed.	Remove the excess media and reload the correct number of sheets in the tray.
	The media guides are not correctly adjusted to the media size.	Adjust the media guides in the Tray 1 to match the size of the media.
	Warped or wrinkled media is loaded in the tray.	Remove the media, smooth it out, and reload it. If it still misfeeds, do not use that media.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
	Custom-sized media, envelopes, labels, postcards, thick stock, or letterheads are loaded in Tray 2.	Special media must be loaded in Tray 1 only.
	The recommended label sheet is facing the wrong way in Tray 1.	Load the label sheets according to the manufacturer's instructions.
	Envelopes are facing the wrong way in Tray 1.	Load the envelopes in Tray 1 with the flaps facing down.
		If the flaps are on the long edge (Envelope C6 and Envelope DL), load the envelopes with the flap edge toward the printer and the flap side facing down.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use good quality recommended media.
	The media feed roller is dirty.	Clean the media feed roller.

<MC160>

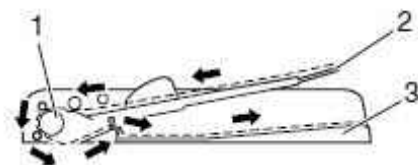
Media Misfeed Messages and Clearing Procedures

Media Misfeed Message	Page Reference
CHECK TRAY1 PAPER LOAD PAPER (1xx) (PRESS START KEY)	This message appears in the following cases: When no media is loaded in Tray1 When a misfeed has occurred in Tray1 With the first case, load media into the tray, and then press the START key. With the second case, refer to page 35
FUSER JAM OPEN TOP COVER	page 28-34
ORIGINAL DOC. JAM OPEN DOC.FEED COVER	page 39,40
OUTPUT JAM OPEN TOP COVER	page 28-34
TRANSFER JAM OPEN TOP COVER	page 28-34
TRAY2 JAM OPEN TOP COVER	page 36-38
DUPLEX JAM OPEN DUPLEX COVER	page 41,42
DUPLEX JAM OPEN TOP/DUPLEX	page 28,41,42

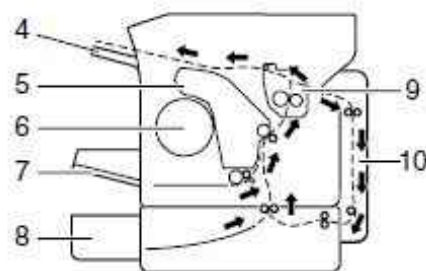
Understanding the Media Path

Understanding the media path will help you locate media misfeeds.

1. ADF media feed rollers
2. Document feed tray
3. Document output tray
4. Output tray
5. Imaging cartridge
6. Toner cartridge carousel
7. Tray 1 (multipurpose tray)
8. Tray 2 (optional lower feed unit)
9. Fuser unit
10. Duplex (optional)



Document path



Media path

Clearing Media Misfeeds

To avoid damage, always remove misfed media gently, without tearing it. Any piece of media left in the machine, whether large or small, can obstruct the media path and cause further misfeeds. Do not reload media that has misfed.

Note

The image is not fixed on the media before the fusing process. If you touch the printed surface, the toner may stick to your hands, so be careful not to touch the printed face when removing the misfed media. Make sure not to spill any toner inside the machine.



CAUTION

Unfused toner can mess your hands, clothes, or anything else it gets on.

If you accidentally get toner on your clothes, lightly dust them off as best as you can. If some toner remains on your clothes, use cool, not hot water, to rinse the toner off. If toner gets on your skin, wash it off with cool water and a mild soap.



CAUTION

If you get toner in your eyes, wash it out immediately with cool water and consult a doctor.

If, after clearing the media misfeed, the misfeed message in the message window persists, open and close the scanner unit. This should clear the misfeed message.

Clearing a Media Misfeed in the Machine

1 Open the scanner unit.

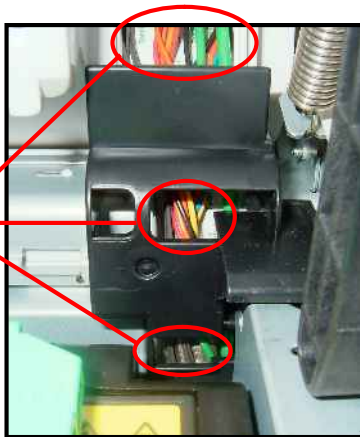


If there is paper in the output tray, remove it, and then fold up the output tray before opening the scanner unit.

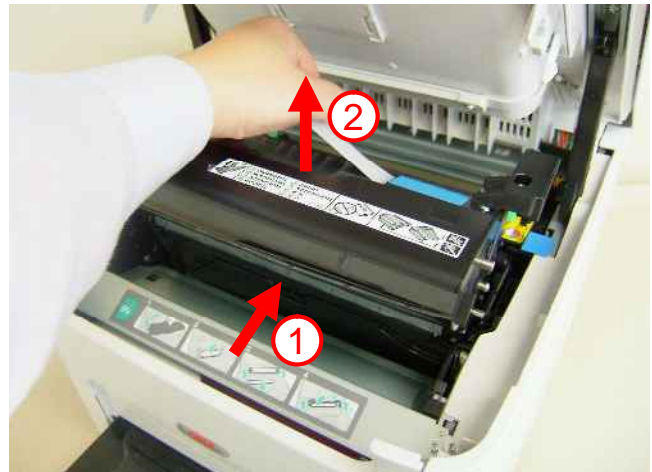


Note

Do not touch the wires and flat cable shown in the illustration.

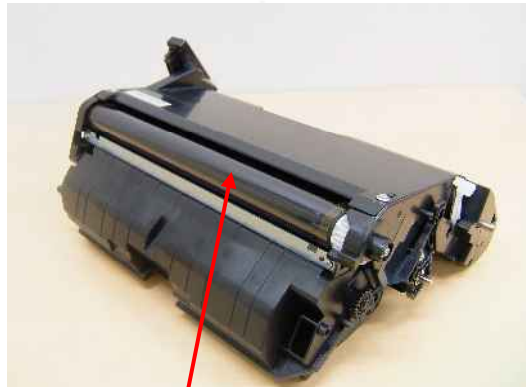
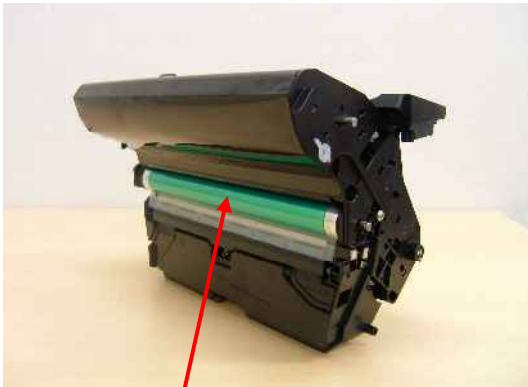


- 2** Grab the handle and lift it up slightly to the back, and then slowly pull the imaging cartridge out vertically.



Note

Do not touch the PC drum on the imaging cartridge.



Position the removed imaging cartridge as shown in the illustration at the right. Be sure to keep the imaging cartridge horizontally horizontal and place it where it will not become dirty. Do not leave the imaging cartridge removed for more than 15 minutes, and do not place the removed imaging cartridge in a location where it would be exposed to direct light (such as sunlight).





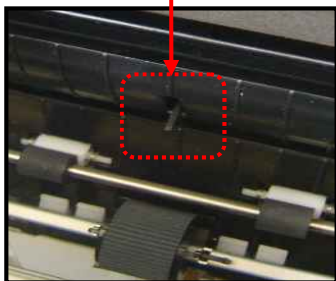
CAUTION

The area around the fuser unit is extremely hot. Touching anything other than the indicated levers may result in burns. If you get burned, immediately cool the skin under cold water, and then seek professional medical attention.

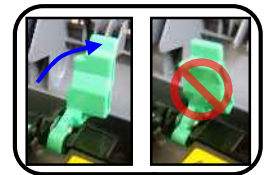
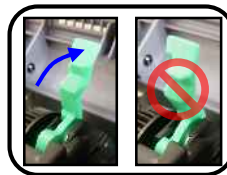


3 Push the fuser separator levers back as far as possible.

The lever of the Transmission sensor



*If a piece of paper is caught in this lever, remove the piece completely and make sure to move this lever correctly.



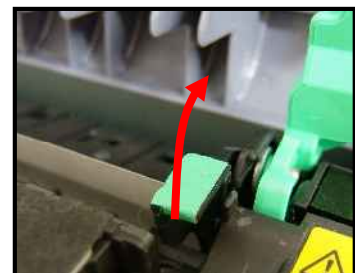
4 Remove any misfed media.



If a media misfeed occurs near the fuser unit, pull out the media from below the fuser unit, as shown in the illustration at the right.



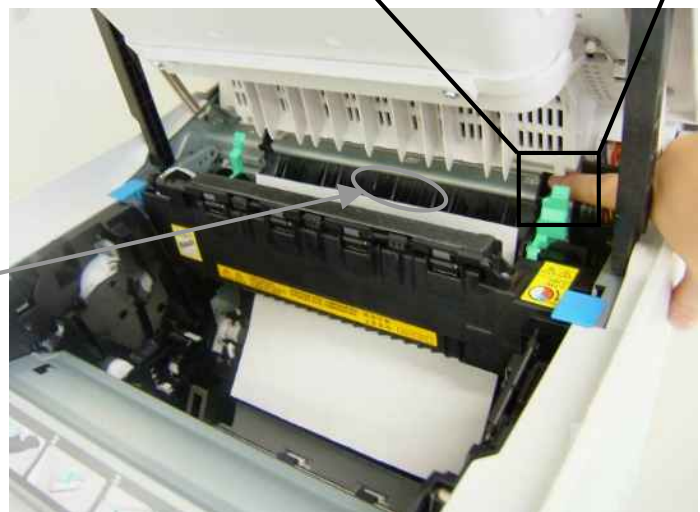
If the media cannot be removed from below the fuser unit, raise the fuser unit cover, and then remove the media from above the fuser unit.



The lever of the Exit sensor



**If a piece of paper is caught in this lever, remove the piece completely and make sure to move this lever correctly.*



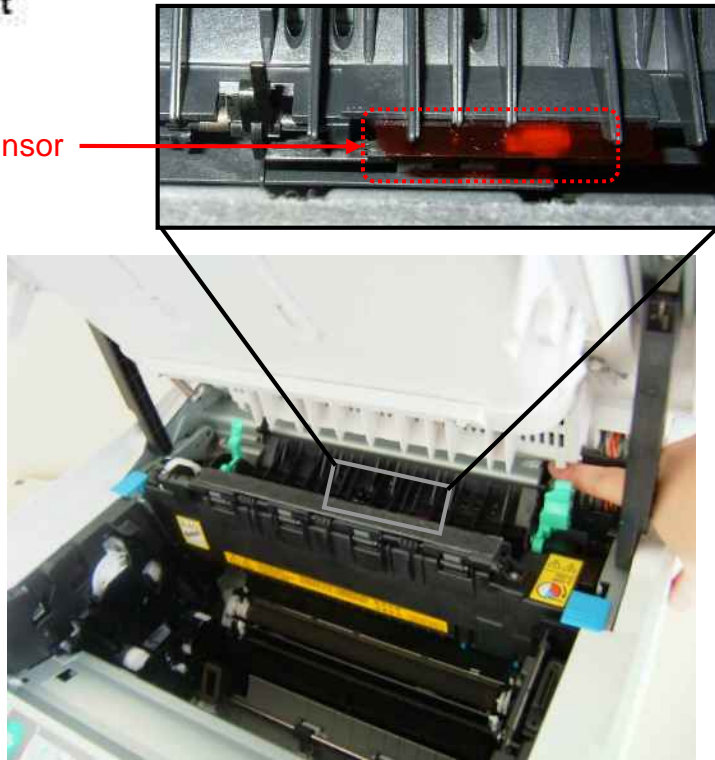
Remove the dust cover from Tray 1 and remove the media.



Note

Do not touch the paper exit sensor on the fuser unit.

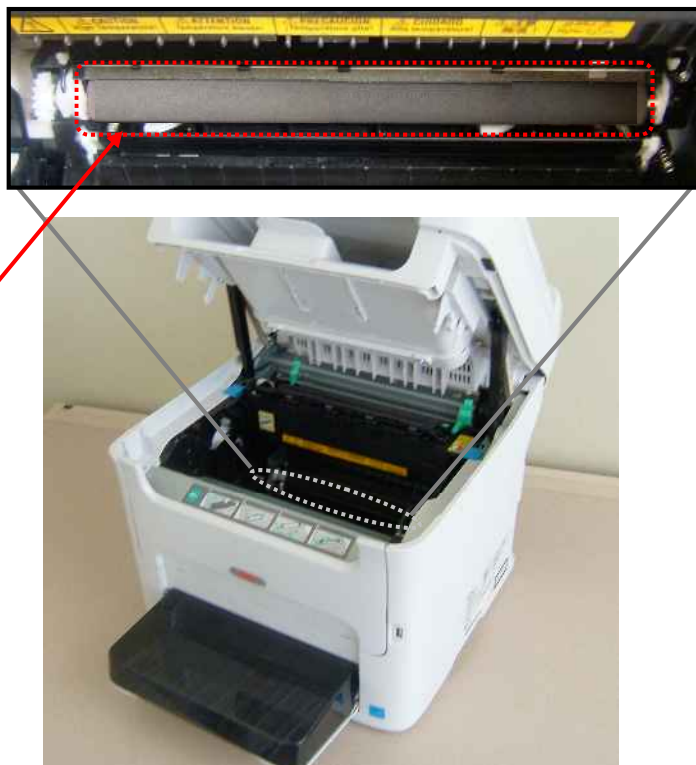
Exit sensor



Note

Decreased print quality may result if the surface of the transfer roller is touched. Be careful not to touch the surface of the transfer roller.

Transfer roller



- 5 Return the fuser separator levers to their original positions.



- 6 Slowly insert the imaging cartridge vertically, and then push it slightly down toward you to finish reinstalling the imaging cartridge.



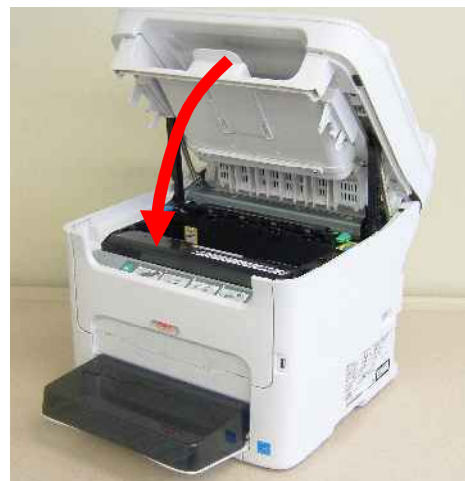
Left side: the post of the Imaging cartridge



- 7 Carefully close the scanner unit.

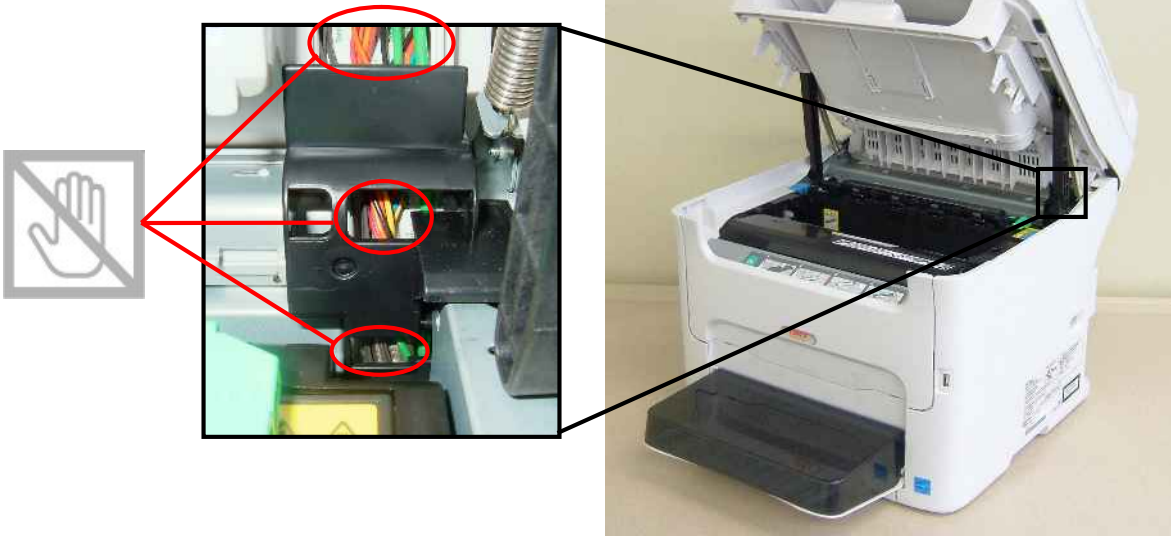


Take care not to trap your fingers when closing the scanner unit.



Note

Do not touch the wires and flat cable shown in the illustration.



Clearing a Media Misfeed from Tray1

- 1 Remove the dust cover from Tray 1.



- 2 Carefully pull out the misfed media.



If the media cannot be removed, instead of pulling it with extreme force, clear the media misfeed according to the procedure described in "Clearing a Media Misfeed in the Printer" on page 30.



- 3 Reattach the dust cover.



- 4 Press the **Start** key.

Clearing a Media Misfeed from Tray2

- 1 Pull out Tray 2 as far as possible.



- 2 Lift up Tray 2 to remove it.



- 3 Remove any misfed paper.



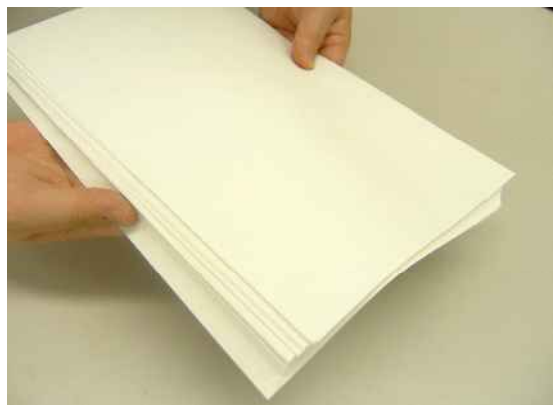
If necessary, remove the dust cover from Tray 1 and close the tray.



- 4 Remove the lid from Tray 2, and then remove all paper from the tray.



- 5 Fan the paper, and align its edges.



- 6 Press down the media pressure plate to lock it into place.



- 7 Load the media in Tray 2, and attach the lid.



8 Reinsert Tray 2.



9 Open and close the scanner unit to clear the misfeed message.



Clearing a Media Misfeed from the ADF

1 Open the ADF feed cover.



2 Remove the document from the ADF document feed tray.



3 Lift to open the ADF cover.



4 Remove any misfed media.



5 Close the ADF cover.



Take care not to trap your fingers when closing the ADF cover.



6 Close the ADF feed cover.



Clearing a Media Misfeed From the Duplex Option

- 1 Open the duplex cover.



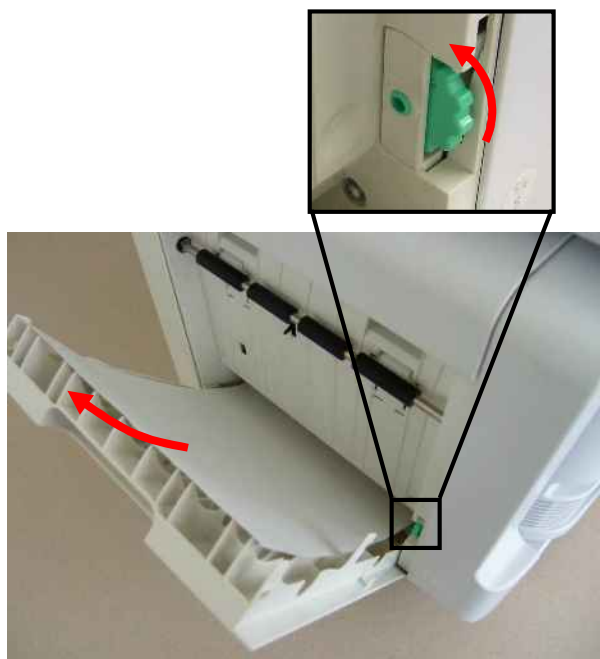
- 2 Carefully pull out the misfed media.



Always remove the misfed media in the feed direction as shown only.



If the media misfeed occurs at the bottom feed slot and the media does not stick out enough to be removed, turn the dial at the right in the direction of the arrow until the media can be pulled out.



3 Close the duplex cover.



Solving Problems with Media Misfeeds



Frequent misfeeds in any area indicate that area should be checked, repaired, or cleaned. Repeated misfeeds may also happen if you're using unsupported print media or original media.

Symptom	Cause	Solution
Several sheets go through the machine together.	The front edges of the media are not even.	Remove the media and even up the front edges, then reload it.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
Media mis-feed message stays on.	Scanner unit needs to be opened and closed again to reset the machine.	Open and close the scanner unit again.
	Some media remains misfed in the machine.	Check the media path again to make sure that you have removed all of the misfed media.
Duplex mis-feeds.	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use Oki approved media.
		Only Letter/A4 plain paper and recycled paper can be aut duplexed if the media type is set properly in the driver.
		Make sure that you have not mixed media types in the tray.
		Do not duplex envelopes, labels, letter head, postcards or thick stock.
	Media is still being misfed.	Check the media path inside the duplex again to make sure that you have removed all of the misfed media.

Symptom	Cause	Solution
Media is misfed in the ADF.	The loaded document does not meet the specifications.	Load the correct document.
	The loaded document exceeds the maximum capacity.	Load the document so that it does not exceed the maximum capacity.
	The document guides were not slid against the edges of the document.	Slide the document guides against the edges of the document.
Media is misfeeding.	The media is not correctly positioned in the tray.	Remove the misfed media and reposition the media properly in the tray.
	The number of sheets in the tray exceeds the maximum allowed.	Remove the excess media and reload the correct number of sheets in the tray.
	The media guides are not correctly adjusted to the media size.	Adjust the media guides in the Tray 1 to match the size of the media.
	Warped or wrinkled media is loaded in the tray.	Remove the media, smooth it out, and reload it. If it still misfeeds, do not use that media.
	The media is moist from humidity.	Remove the moist media and replace it with new, dry media.
	Envelopes, labels, postcards, thick stock, or letterhead are loaded in Tray 2.	Special media must be loaded in Tray 1 only.
	The recommended label sheet is facing the wrong way in Tray 1.	Load the label sheets according to the manufacturer's instructions.

Symptom	Cause	Solution
Media is mis-feeding.	Envelopes are facing the wrong way in Tray 1.	Load the envelopes in Tray 1 with the flaps facing down. If the flaps are on the long edge (Envelope C6 and Envelope DL), load the envelopes with the flap edge toward the machine and the flap side facing down.
	Unsupported media (wrong size, thickness, type, etc.) is being used.	Use Oki approved media.
	The media feed roller is dirty.	Clean the media feed roller.