	580	600	700	800	900

TS Type-A EN CINC

Paper Jams

Issue

> **REFERENCE**
>
> If you need to turn off the printer to remove jammed paper during printing, cancel print jobs before turning off the printer.
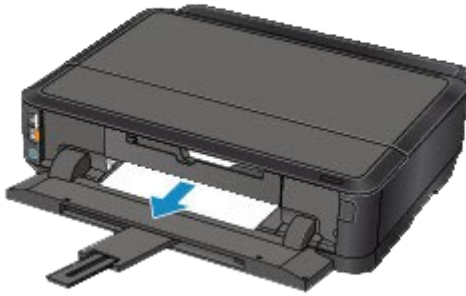
Cause and Solution

- [Paper Is Jammed in the Paper Output Slot](#)

- [Paper Is Jammed inside the Printer](#)

- [The Paper Loaded in the Cassette (Lower) Is Jammed](#)

- [The Paper Loaded in the Cassette (Upper) Is Jammed/The Paper Is Jammed during Duplex Printing/The Paper Is Jammed As the Printer Pulled In the Printed Paper](#)

- [In Other Cases](#)

Paper Is Jammed in the Paper Output Slot

If you can see the jammed paper at the paper output slot, remove the paper following the procedure below.

1. Pull the paper out slowly.

Hold the paper with your hands, then pull the paper out slowly not to tear it.

2. Reload the paper, and press the RESUME/CANCEL button on the printer.

If you turned off the printer in step 1, all print jobs in the queue are canceled. Reprint if

necessary.

REFERENCE

- When reloading the paper, confirm that you are using the paper suited for printing and are loading it correctly.
- We recommend you use paper other than A5 sized one to print documents with photos or graphics; otherwise, the printout may curl and cause paper exit jams.

If you cannot remove the paper or the paper tears inside the printer, or if the paper jam

error continues after removing the paper, contact the service center.
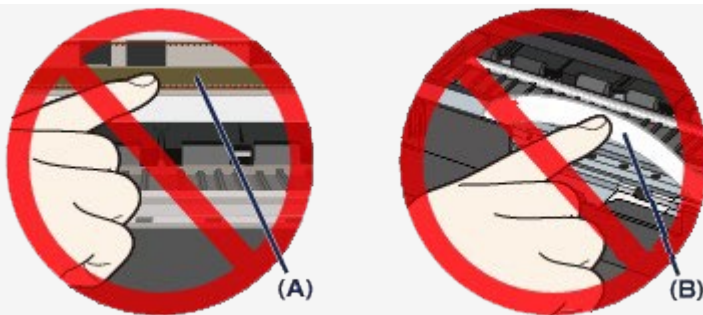
Paper Is Jammed inside the Printer

Remove the paper following the procedure below.

1. Turn off the printer, and unplug the power cord of the printer from the power supply.

2. Open the top cover.
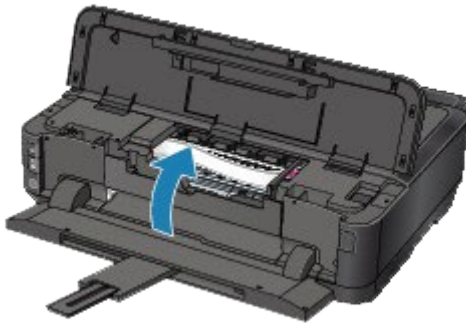
IMPORTANT

- Do not touch the clear film (A) or the white belt (B).

If the paper or your hands touch these parts and blot or scratch them, the printer can be damaged.

3. Make sure that the jammed paper is not under the print head holder.

If the jammed paper is under the print head holder, move the print head holder to the right

edge or the left edge whichever is easier to remove the paper.
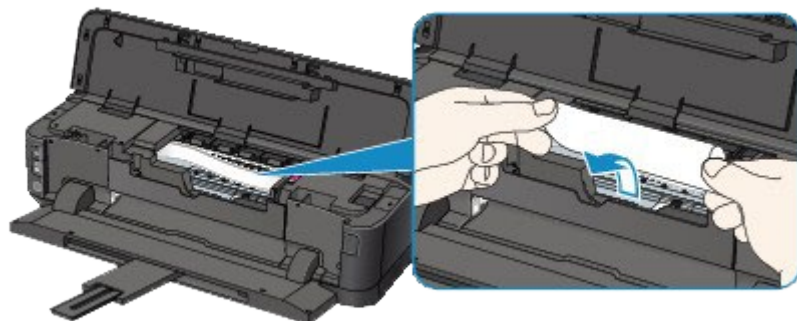
When you move the print head holder, hold the top of the print head holder and slide it

slowly to the right edge or the left edge.
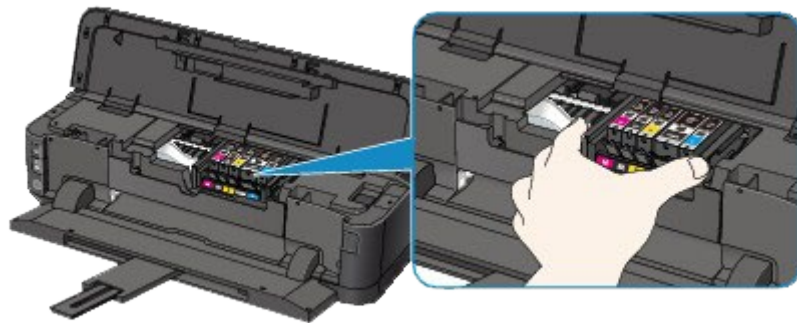
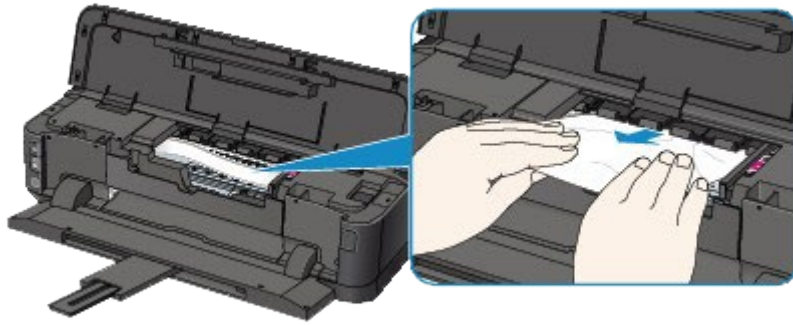4. Hold the jammed paper with your hands.
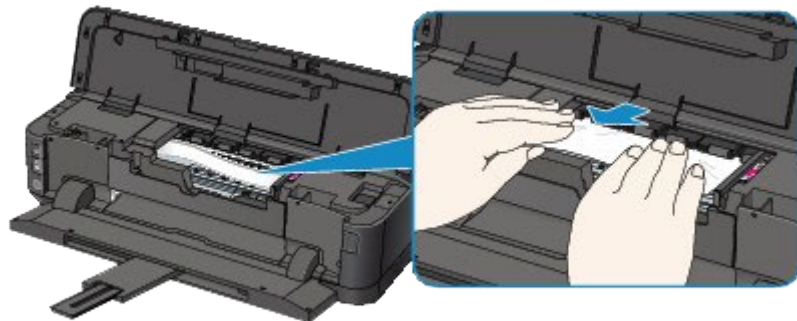
If the paper is rolled up, pull it out.

5. Pull the paper slowly not to tear it, then pull the paper out diagonally forward in front at

aslant.

Keep an angle of the paper about 45 degrees and pull it slowly.

6. Make sure that all the jammed paper is removed.

If the paper is torn, a piece of paper may remain inside the printer. Check the following and

remove the piece of paper if it remains.

- Does the piece of paper remain under the print head holder?

- Does the little piece of paper remain inside the printer?

- Does the piece of paper remain in the right side or the left side space (C) inside the printer?
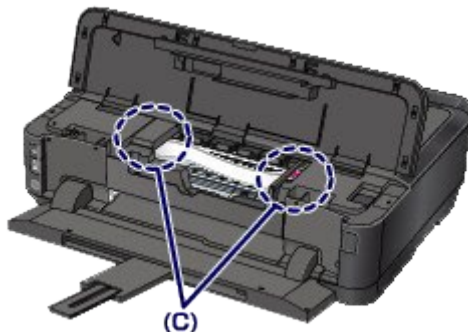
7. Close the top cover, then reload the paper.

All print jobs in the queue are canceled. Reprint if necessary.

REFERENCE

- When reloading the paper, confirm that you are using the paper suited for printing and are loading it correctly. If the message about paper jam is displayed on the computer screen when you resume printing after removing all the jammed paper, a piece of paper may remain inside the printer. In this case, confirm that no piece of paper remains inside the printer.
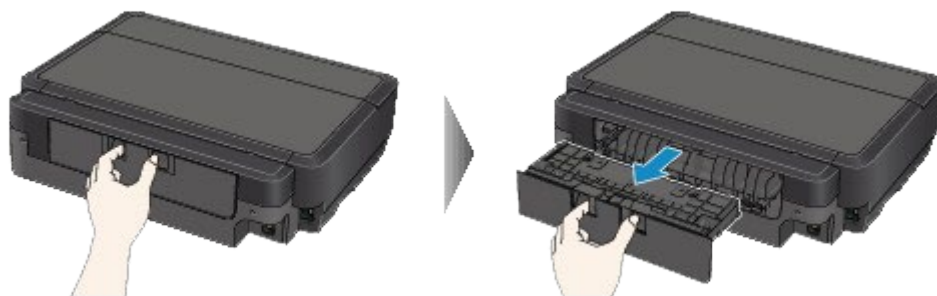
If you cannot remove the paper or the paper tears inside the printer, or if the paper jam error continues after removing the paper, contact the service center.

The Paper Loaded in the Cassette (Lower) Is Jammed

Remove the paper following the procedure below.

1. Detach the rear cover.

Pull out the rear cover.

2. Pull out the paper slowly.

REFERENCE

- Do not touch the inner parts of the printer.
- Open the paper output tray if you cannot pull out the paper.

3. Attach the rear cover.

Insert the rear cover to the back of the printer.

If you were not able to remove the paper out in step 2:

4. Detach the lower and upper cassettes.

5. Pull out the paper slowly.

6. If the paper is not loaded properly in the cassette, remove the paper, then reload it after aligning the edges of the sheets.

- When reloading the paper, confirm that you are using the paper suited for printing and are loading it correctly.

7. Attach the cassettes to the printer, then press the RESUME/CANCEL button.

If you cannot remove the paper or the paper tears inside the printer, or if the paper jam error continues after removing the paper, contact the service center.

The Paper Loaded in the Cassette (Upper) Is Jammed/The Paper Is Jammed during Duplex Printing/The Paper Is Jammed As the Printer Pulled In the Printed Paper
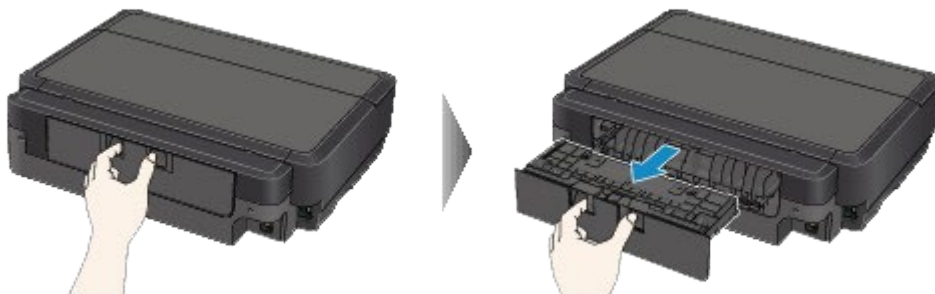
IMPORTANT

- If the printed paper piles up on the paper output slot, the printer may pull it in and the paper is jammed inside the printer. Remove the printed paper from the paper output tray before it amounts to 50 sheets.

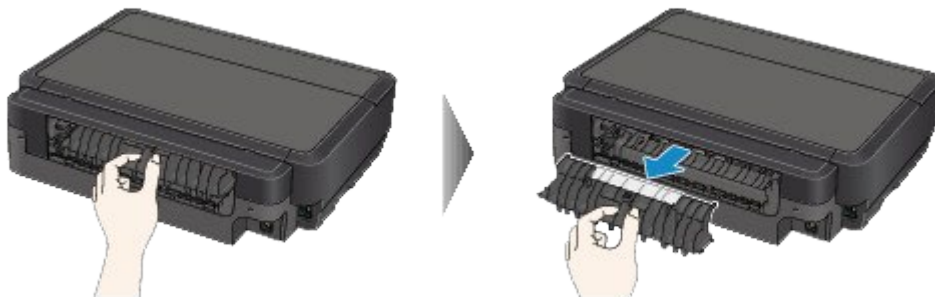Remove the paper following the procedure below.

1. Detach the rear cover.

Pull out the rear cover.

2. Detach the transport unit cover.

Lift up the transport unit cover, then pull it out.

3. Pull out the paper slowly.

- Do not touch the inner parts of the printer.
- If you cannot pull out the paper, open the paper output tray.

4. Attach the transport unit cover.

Insert the transport unit cover to the back of the printer.

5. Attach the rear cover.

Insert the rear cover to the back of the printer.

If you were not able to remove the paper out in step 2:

6. Detach the lower and upper cassettes.

7. Pull out the paper slowly.

8. If the paper is not loaded properly in the cassette, remove the paper, then reload it after

aligning the edges of the sheets.

REFERENCE

- When reloading the paper, confirm that you are using the paper suited for printing and are
  loading it correctly.

9. Attach the cassettes to the printer, then press the RESUME/CANCEL button.

If you cannot remove the paper or the paper tears inside the printer, or if the paper jam

error continues after removing the paper, contact the service center.

In Other Cases

Make sure of the following:

- Check 1: Are there any foreign objects around the paper output slot?

- Check 2: Are the transport unit cover and the rear cover attached properly?

- Check 3: Is the paper curled?

Related information

Target products

RQSERIES

・iP7230

| | 580 | 600 | 700 | 800 | 900 |