

C8600/8800  
C810/830  
MC860

## Jam Handling Procedure



Rev 1.00 2009-03-06

Oki Data Corporation  
Overseas Quality Assurance Dept.  
CS Centre

## CONTENTS

Objective: .....	4
Error Code Table .....	5
Area where paper jam has occurred .....	6
Name of various sensors and their locations (C8600/8800).....	7
Name of various sensors and their locations (C810/830).....	8
Name of various sensors and their locations (MC860).....	9
370: Paper Jam .....	10
1. Condition .....	10
2. Cause .....	10
3. How to remove the jammed paper.....	10
4. Check Points .....	12
371: Paper Jam .....	13
1. Condition .....	13
2. Cause .....	13
3. How to remove the jammed paper.....	13
4. Check Points .....	15
372: Paper Jam .....	17
1. Condition .....	17
2. Cause .....	17
3. How to remove the jammed paper.....	17
4. Check Points .....	19
373: Paper Jam .....	21
1. Condition .....	21
2. Cause .....	21
3. How to remove the jammed paper.....	21
4. Check Points .....	22
380: Paper Jam .....	24
1. Condition .....	24
2. Cause .....	24
3. How to remove the jammed paper.....	24
4. Check Points .....	25
381: Paper Jam .....	26
1. Condition .....	26
2. Cause .....	26
3. How to remove the jammed paper.....	26
4. Check Points .....	28

- 382: Paper Jam ..... 29
  - 1. Condition ..... 29
  - 2. Cause ..... 29
  - 3. How to remove the jammed paper ..... 29
  - 4. Check Points ..... 31
  
- 383: Paper Jam ..... 32
  - 1. Condition ..... 32
  - 2. Cause ..... 32
  - 3. How to remove the jammed paper ..... 32
  - 4. Check Points ..... 34
  
- 385: Paper Jam ..... 35
  - 1. Condition ..... 35
  - 2. Cause ..... 35
  - 3. How to remove the jammed paper ..... 35
  - 4. Check Points ..... 37
  
- 390: Paper Jam ..... 38
  - 1. Condition ..... 38
  - 2. Cause ..... 38
  - 3. How to remove the jammed paper ..... 38
  - 4. Check Points ..... 39
  
- 391, 392, 393: Paper Jam ..... 40
  - 1. Condition ..... 40
  - 2. Cause ..... 40
  - 3. How to remove the jammed paper ..... 40
  - 4. Check Points ..... 41
  
- 400, 401: Paper Size Error ..... 42
  - 1. Condition ..... 42
  - 2. Cause ..... 42
  - 3. How to remove the jammed paper ..... 42
  - 4. Check Points ..... 43
  
- 980: Service Call 980 Error ..... 44
  - 1. Condition ..... 44
  - 2. Cause ..... 44
  - 3. How to fix this phenomenon ..... 44
  
- Scanner Document Jam ..... 45
  - 1. Condition ..... 45
  - 2. How to remove the jammed document ..... 45

## **Objective:**

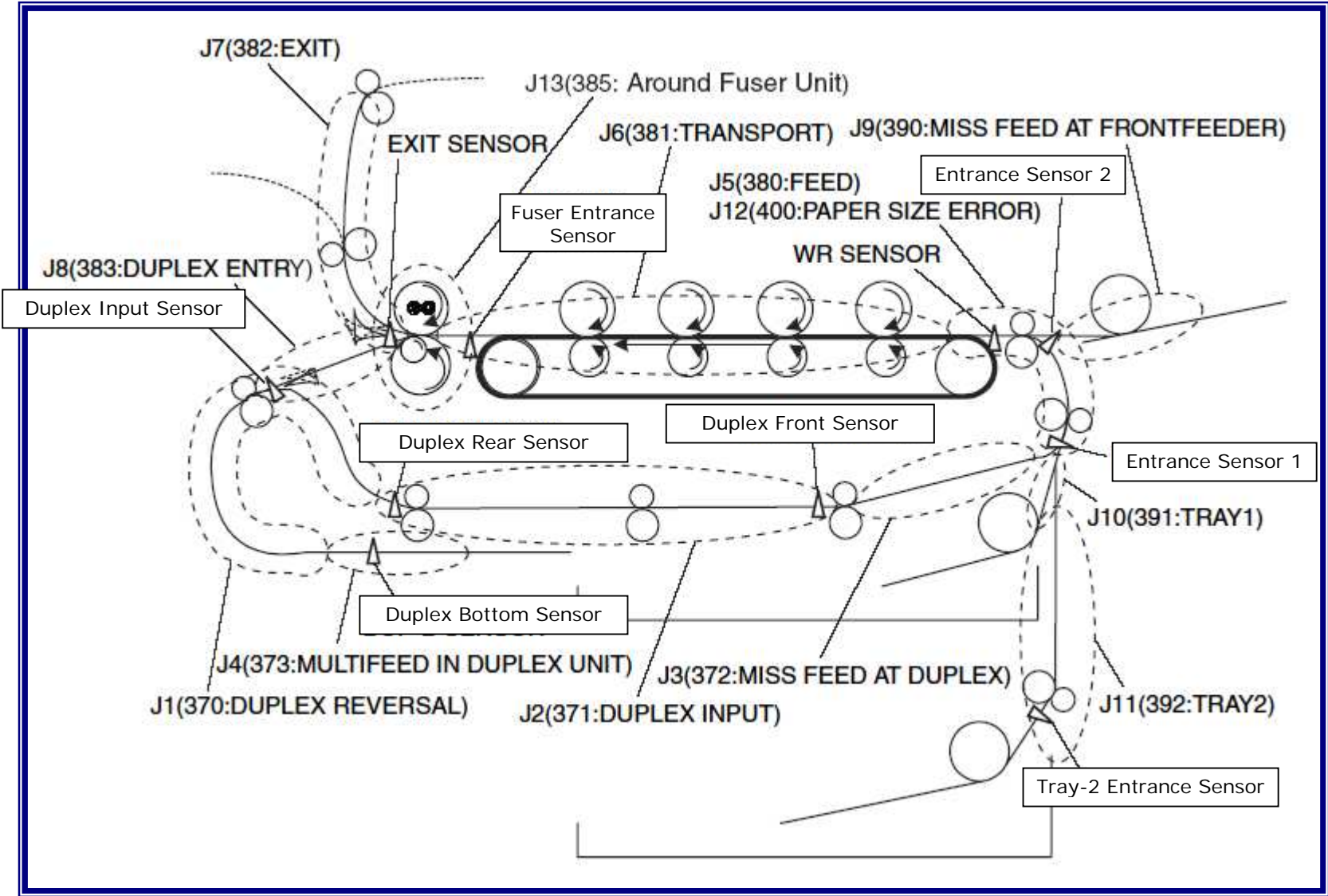
This package has been created to help OSCO hotlines to more accurately identify the cause and action required to resolve the paper jam problem over the telephone rather than a site visit by an engineer having to take place.

It is hoped that this reduced engineer intervention will be reflected in reduced warranty cost.

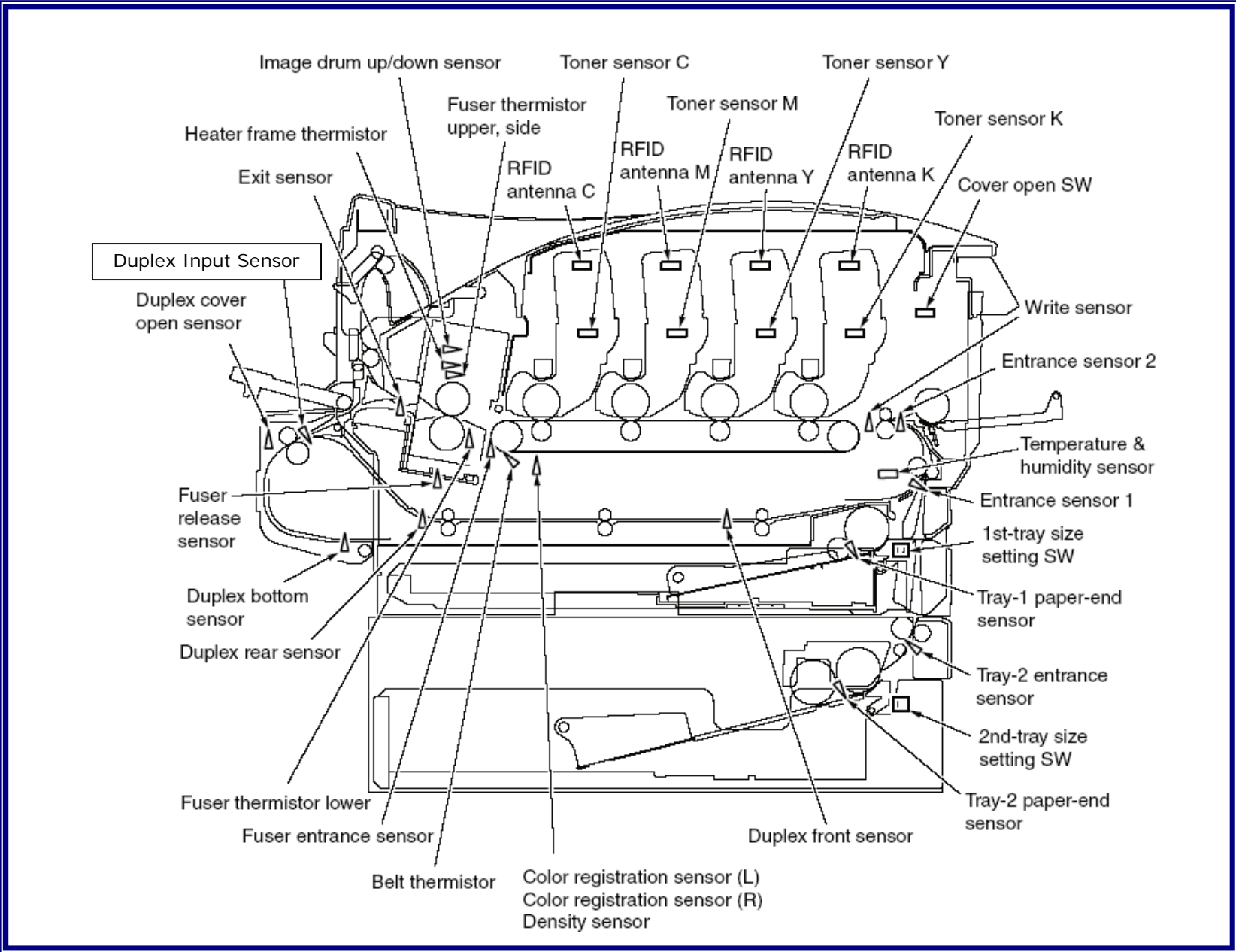
## Error Code Table

Error Code	Contents of the operator panel display	Area where the jam has occurred
370	"Open Duplex Cover 370:Paper Jam"	Duplex print unit (Rear area)
371	"Open Duplex Cover 371:Paper Jam"	Duplex print unit (Middle area)
372	"Open Front Cover 372:Paper Jam"	Front Cover or Duplex print unit (Front area)
373	"Open Duplex Cover 373:Paper Jam"	Duplex print unit (Rear area)
380	"Open Front Cover 380:Paper Jam"	Front Cover
381	"Open Top Cover 381:Paper Jam"	Top Cover (Under the ID's)
382	"Open Top Cover 382:Paper Jam"	Top Cover (Fuser unit)
383	"Open Top Cover 383:Paper Jam"	Top Cover (Fuser unit or Duplex Entry)
385	"Open Top Cover 385:Paper Jam"	Top Cover (Fuser unit)
390	"Check MP Tray 390:Paper Jam"	Multi Purpose Tray
391	"Open Front Cover 391:Paper Jam"	Front Cover or Tray1
392	"Open Front Cover 392:Paper Jam"	Front Cover or Tray2
393	"Open Front Cover 393:Paper Jam"	Front Cover or Tray3 (C810/830 & MC860)
400	"Open Front Cover 400:Paper Size Error"	Front Cover
401	"Open Front Cover 401:Paper Multi Feed"	Front Cover
980	"Service Call 980:Error"	Fuser unit

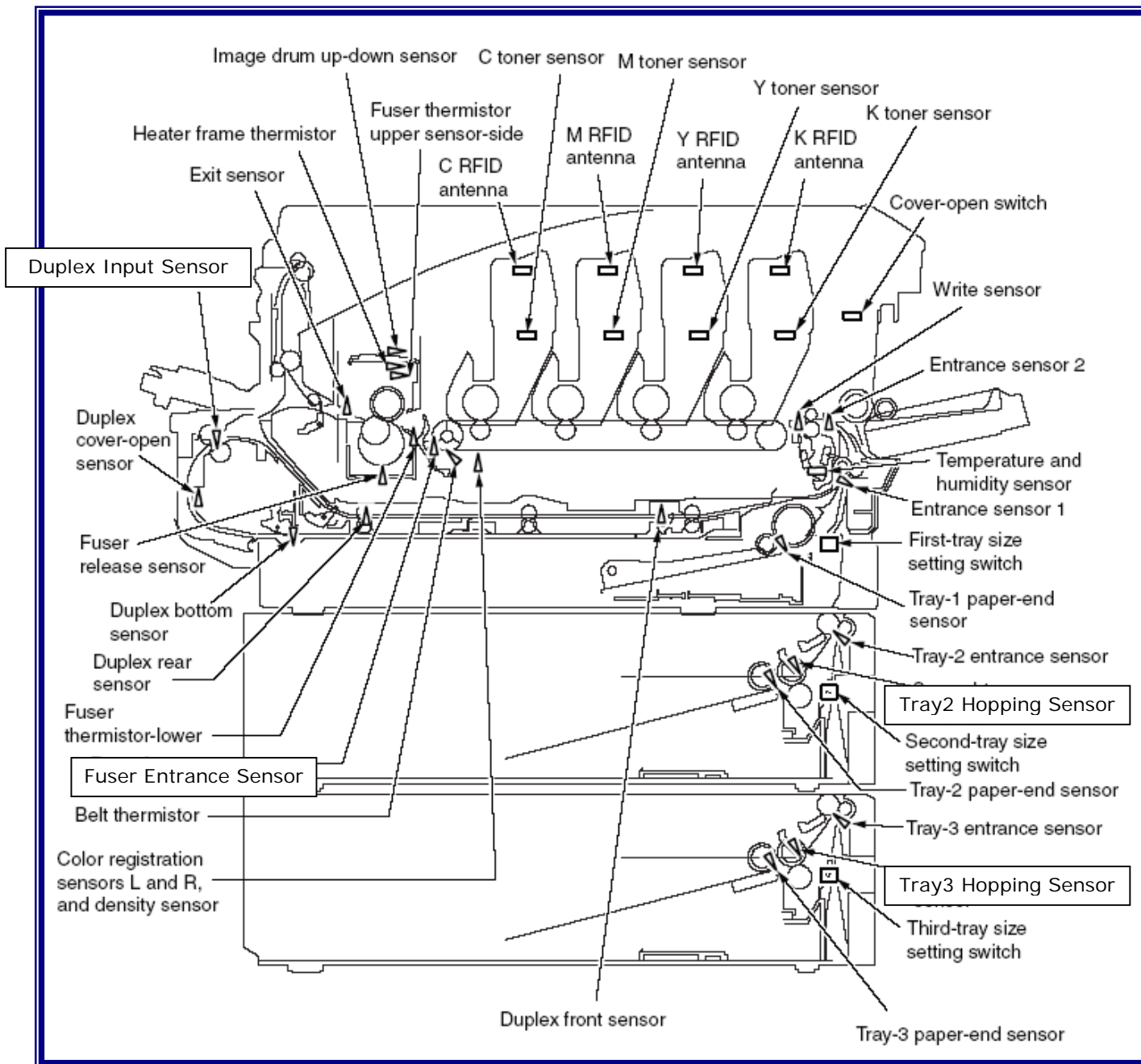
### Area where paper jam has occurred



### Name of various sensors and their locations (C8600/8800)

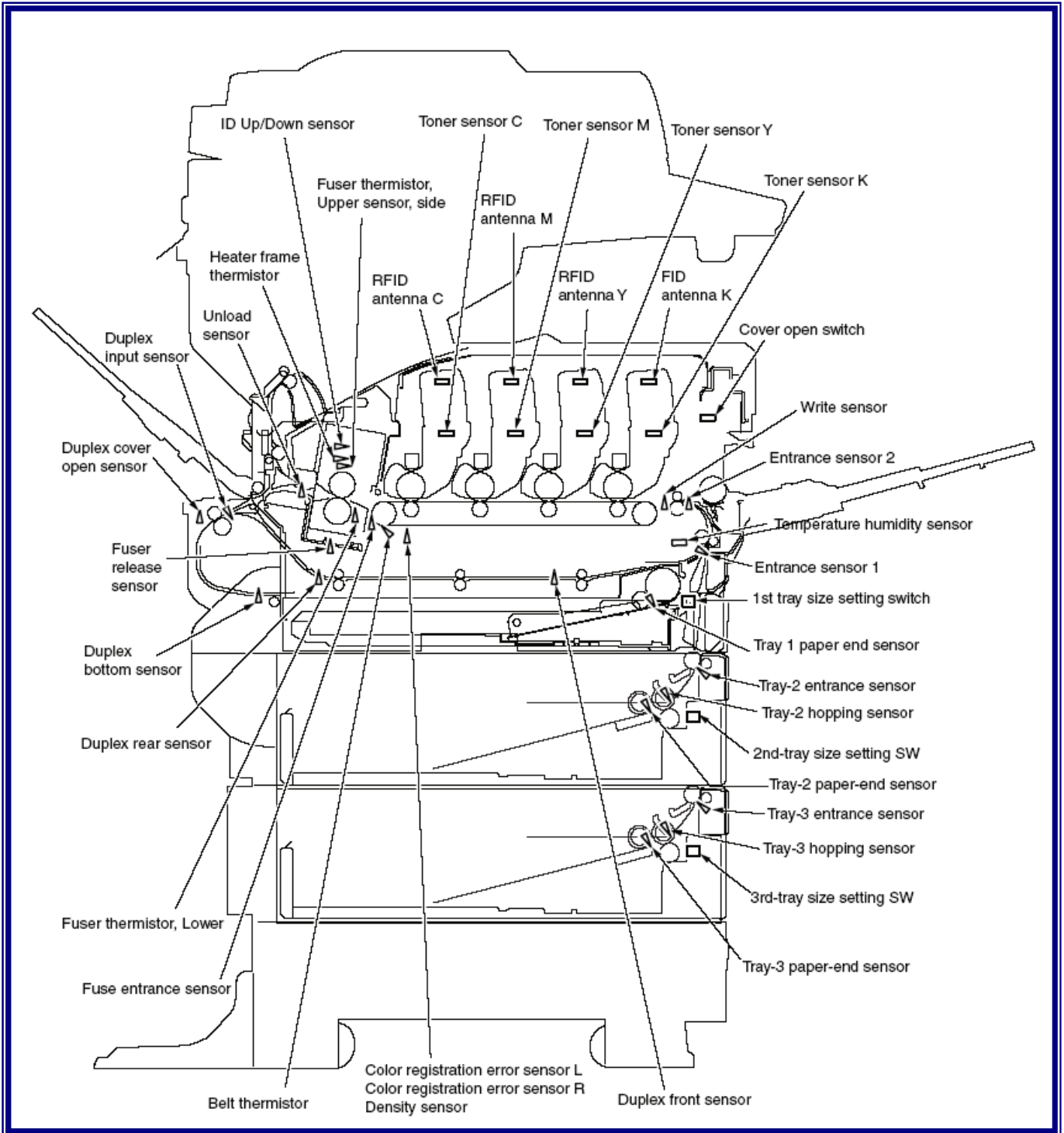


## Name of various sensors and their locations (C810/830)





## Name of various sensors and their locations (MC860)



## 370: Paper Jam

### 1. Condition

370: Paper Jam occurs when the paper is inverted for double-sided printing.

- 1.1 The Duplex Input Sensor does not return to OFF-state within the predefined time after it changed to ON-state.
- 1.2 The Duplex Rear Sensor does not change to ON-state within the predefined time after inverting the paper for double-sided printing.

The printer stops printing immediately when the jam occurs.

### 2. Cause

There are several possible causes for this problem.

- 2.1 Transport rollers cannot transport paper because they have become dirty with paper powder, etc., and this causes the paper to slip.
- 2.2 A piece of paper, foreign substance, etc., got stuck in the Duplex Input Sensor lever.
- 2.3 Duplex Input Sensor or Duplex Rear Sensor motion failure.

### 3. How to remove the jammed paper

- 3.1 Open the duplex print unit cover.



- 3.2 Remove all the sheets that have jammed.

In case of the edge of the paper is in lower side.



In case of the edge of the paper is in upper side.



Pull the paper slowly. If you pull it fast, you may leave pieces of paper in the duplex print unit, which results in frequent jams. You may also risk damaging various parts such as sensors.

### 3.3 Close the duplex print unit cover.



If you could not see the paper, please close the duplex units cover because the jammed paper inside of duplex units will be exhausted from the duplex units automatically, after closing the cover. If not, please turn off the AC switch and pull out the duplex print units below .

### 3.4 Pull out the duplex print unit.

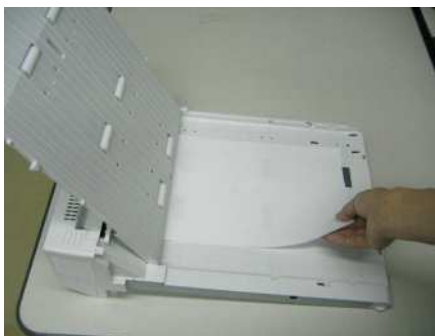


If the duplex is removed when the printer is on then the LCD may show "Service Call 181" If this occurs, please turn off and on after fixing the paper jam.

### 3.5 Open the top cover of the duplex print unit and remove all the sheets that have jammed.

Lift the top cover in the direction indicated by the arrow.

Remove all the sheets that have jammed.



3.6 Close the top cover and return the duplex print unit to the original position.

After removing the jammed paper, close the top cover and lock it.

Return the duplex print unit to the original position.

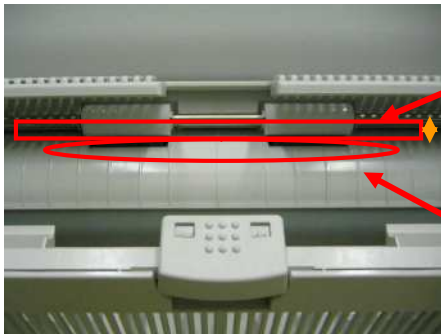


If you have been performing continuous printing, some paper may still remain in other areas.

After opening and closing the cover, if other error code is displayed, follow the jam clearance method of that code.

#### 4. Check Points

Open the duplex print unit cover and check the following areas and clean them.



**Jam indication though there seems to be no jammed paper :**

1. Check if there is a piece of paper or foreign substance in the Duplex Input Sensor.
2. Check if Duplex Input Sensor moves up and down smoothly.

**Frequent Jams :**

1. Check if the inside of the duplex print unit and rollers are dirty.
2. Check if a piece of paper or foreign substance is in the paper path.

To clean the feed rollers, use damp tissue or OA cleaner. Exercise caution not to damage the sensor lever when removing the piece of paper or foreign substance from the sensor area.

**Jam indication though there seems to be no jammed paper :**

Check if there is a piece of paper or foreign substance in Duplex Rear Sensor.



## 371: Paper Jam

### 1. Condition

371: Paper Jam occurs when paper jams in the middle area of the duplex print unit.

- 1.1 The Duplex Front Sensor does not change to ON-state within the predefined time after inverting the paper for double-sided printing.
- 1.2 The Duplex Rear Sensor does not return to OFF-state within the predefined time after it changed to ON-state.
- 1.3 The Duplex Front Sensor does not return to OFF-state within the predefined time after it changed to ON-state.

The printer stops printing immediately when the jam occurs.

### 2. Cause

There are several possible causes for this problem.

- 2.1 Transport rollers cannot transport paper because they have become dirty with paper powder, etc., and this causes the paper to slip.
- 2.2 A piece of paper, foreign substance, etc., got stuck in the Duplex Front Sensor or Duplex Rear Sensor lever.
- 2.3 Duplex Front Sensor or Duplex Rear Sensor motion failure.

### 3. How to remove the jammed paper

- 3.1 Open the duplex print unit cover.



- 3.2 Remove all the sheets that have jammed and close the duplex print unit cover. In case of the edge of the paper is in lower side.



Pull the paper slowly. If you pull it fast, you may leave pieces of paper in the duplex print unit, which results in frequent jams. You may also risk damaging various parts such as sensors.

### 3.3 Close the duplex units cover.



If you could not see the paper, please close the duplex units cover because the jammed paper inside of duplex units will be exhausted from the duplex units automatically, after closing the cover. If not, please turn off the AC switch and pull out the duplex print units below.

### 3.4 Pull out the duplex print unit

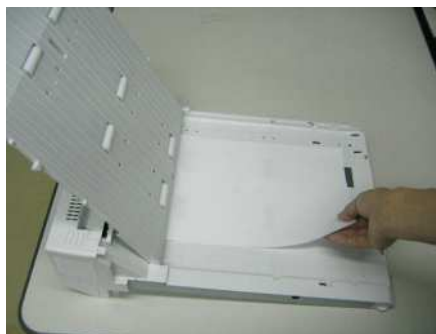


If the duplex is removed when the printer is on then the LCD may show "Service Call 181" If this occurs, please turn off and on after fixing the paper jam

### 3.5 Open the top cover of the duplex print unit and remove all the sheets that have jammed.

Lift the top cover in the direction indicated by the arrow.

Remove all the sheets that have jammed. If



3.6 Close the top cover and return the duplex print unit to the original position.

After removing the jammed paper, close the top cover and lock it.

Return the duplex print unit to the original position.



If you have been performing continuous printing, some paper may still remain in other areas.

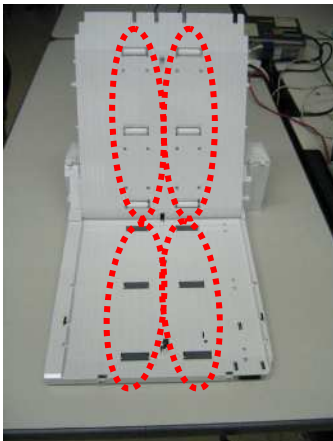
After opening and closing the cover, if other error code is displayed, follow the jam clearance method of that code.

#### 4. Check Points

Pull out the duplex print unit and check the following areas and clean them.

##### **Frequent Jams :**

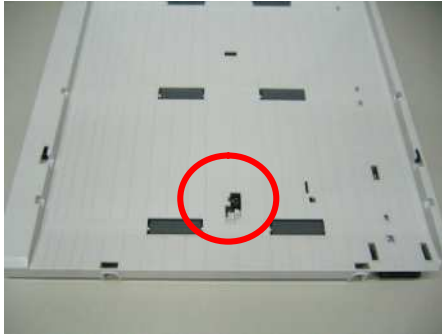
- 1. Check if the inside of the duplex print unit and rollers are dirty.**
- 2. Check if a piece of paper or foreign substance is in the paper path.**



**Jam indication though there seems to be no jammed paper :**

**Check if there is a piece of paper or foreign substance in the Duplex Front Sensor and Duplex Rear sensor.**

Duplex Front Sensor



Duplex Rear Sensor



To clean the feed rollers, use damp tissue or OA cleaner. Exercise caution not to damage the sensor lever when removing the piece of paper or foreign substance from the sensor area.



## 372: Paper Jam

### 1. Condition

372: Paper Jam occurs when paper jams in the front area of the duplex print unit.

- 1.1 The Entrance Sensor 1 does not change to ON-state within the predefined time after paper was exited from the duplex print unit.

The printer stops printing immediately when the jam occurs.

### 2. Cause

- 2.1 Transport rollers cannot transport paper because they have become dirty with paper powder, etc., and this causes the paper to slip.
- 2.2 A piece of paper, foreign substance, etc., got stuck in the Entrance Sensor 1 lever.
- 2.3 Entrance Sensor 1 motion failure.

### 3. How to remove the jammed paper

- 3.1 Open the MP Tray



- 3.2 Open the front Cover



- 3.3 Pull the jammed paper in the direction shown by the arrow.



- 3.4 Close the front cover



- 3.5 Close the MP Tray



If you have been performing continuous printing, some paper may still remain in other areas.

After opening and closing the cover, if other error code is displayed, follow the jam clearance method of that code.

### 3.6 Close the duplex print units cover.



If you could not see the paper, please close the duplex units cover because the jammed paper inside of duplex units will be exhausted from the duplex units automatically. If not please turn off the AC switch and pull out the duplex print units below.

Pull out the duplex print unit and check the following areas and clean them.

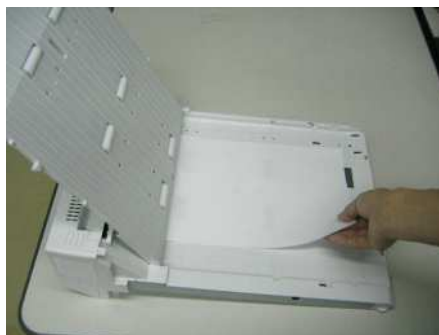
### 3.7 Pull out the duplex print unit



If the duplex is removed when the printer is on then the LCD may show "Service call 181". If this occurs then please turn off and on the printer after fixing the paper jam.

### 3.8 Open the top cover of the duplex print unit and remove all the sheets that have jammed.

Lift the top cover in the direction indicated by the arrow. Remove all the sheets that have jammed.



3.9 Close the top cover and return the duplex print unit to the original position.

After removing the jammed paper, close the top cover and lock it.

Return the duplex print unit to the original position.



If you have been performing continuous printing, some paper may still remain in other areas.

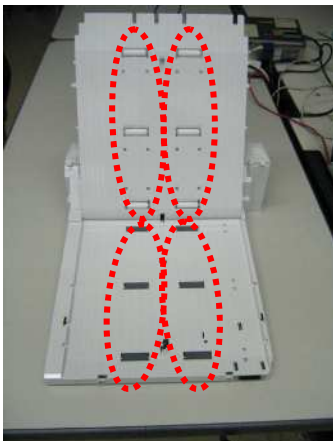
After opening and closing the cover, if other error code is displayed, follow the jam clearance method of that code.

#### 4. Check Points

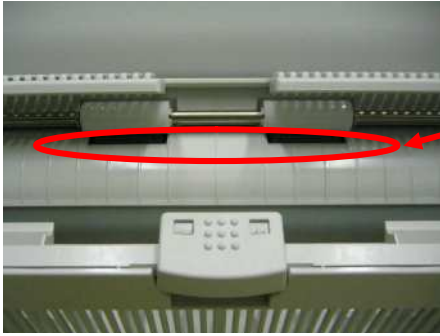
Pull out the duplex print unit and check the following areas and clean them.

**Frequent Jams :**

1. Check if the inside of the duplex print unit and rollers are dirty.
2. Check if a piece of paper or foreign substance is in the paper path.



Open the duplex print unit cover and check the following areas and clean them.



**Frequent Jams :**

1. Check if the inside of the duplex print unit and rollers are dirty.
2. Check if a piece of paper or foreign substance is in the paper path.

To clean the feed rollers, use damp tissue or OA cleaner. Exercise caution not to damage the sensor lever when removing the piece of paper or foreign substance from the sensor area.

## 373: Paper Jam

### 1. Condition

373: Paper Jam occurs when the paper is inverted for double-sided printing.

- 1.1 The Duplex Bottom Sensor does not change to OFF-state within the predefined time after the paper was inverted in the duplex print unit.

The printer stops printing immediately when the jam occurs.

### 2. Cause

There are several possible causes for this problem.

- 2.1 Transport rollers cannot transport paper because they have become dirty with paper powder, etc., and this causes the paper to slip.
- 2.2 A piece of paper, foreign substance, etc., got stuck in the Duplex Bottom Sensor lever.
- 2.3 Duplex Bottom Sensor motion failure.

### 3. How to remove the jammed paper

- 3.1 Open the duplex print unit cover.



- 3.2 Remove all the sheets that have jammed.

In case of the edge of the paper is in lower side.



In case of the edge of the paper is in upper side.



Pull the paper slowly. If you pull it fast, you may leave pieces of paper in the duplex print unit, which results in frequent jams. You may also risk damaging various parts such as sensors.

### 3.3 Close the Duplex Print Unit Cover.

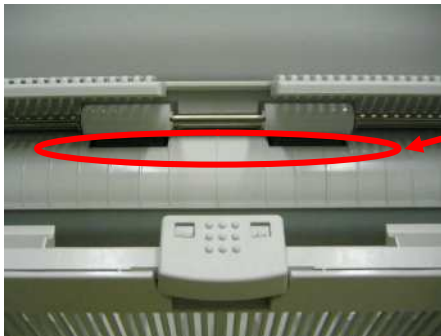


If you have been performing continuous printing, some paper may still remain in other areas.

After opening and closing the cover, if other error code is displayed, follow the jam clearance method of that code.

## 4. Check Points

### 4.1 Open the duplex print unit cover and check the following areas and clean them.



#### **Frequent Jams :**

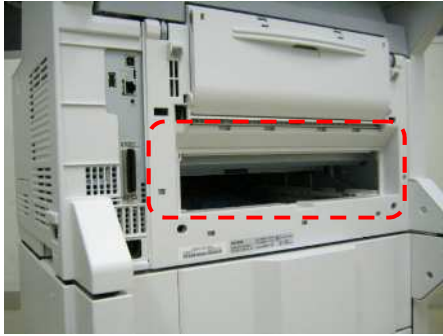
1. Check if the inside of the duplex print unit and rollers are dirty.
2. Check if a piece of paper or foreign substance is in the paper path.

If you have been performing continuous printing see 373: Paper Jam, please turn off the AC switch and pull out the duplex print units below

### 4.2 Pull out the duplex print unit.



- 4.3 If you find the jammed paper on the place connecting for Duplex Printing Unit, please remove it.



- 4.4 Return the duplex print unit to the original position.



**Jam indication though there seems to be no jammed paper :**  
Check if there is a piece of paper or foreign substance in the Duplex Bottom Sensor.



To clean the feed rollers, use damp tissue or OA cleaner. Exercise caution not to damage sensor lever when removing the piece of paper or foreign substance from the sensor area.

## 380: Paper Jam

### 1. Condition

380: Paper jam occurs while the paper was being transported by the registration roller after it was hopped normally.

- 1.1 The Entrance Sensor 2 does not change to ON-state within the predefined time after the registration roller started to rotate.
- 1.2 The WR Sensor does not change to ON-state within the predefined time after the Entrance Sensor 2 changed to ON-state.

The printer stops printing immediately when the jam occurs.

### 2. Cause

There are several possible causes for this problem.

- 2.1 Registration rollers cannot transport paper because they have become dirty with paper powder, etc., and this causes the paper to slip.
- 2.2 A piece of paper, foreign substance, etc., got stuck in the Entrance Sensor 2 or WR Sensor lever.
- 2.3 Entrance Sensor 2 or WR Sensor motion failure.

### 3. How to remove the jammed paper

3.1 Open the MP Tray



3.2 Open the front Cover



3.3 Pull the jammed paper in the direction shown by the arrow.



3.4 Close the front cover



3.5 Close the MP Tray



Pull the paper slowly. If you pull it fast, you may leave pieces of paper in the duplex print unit, which results in frequent jams. You may also risk damaging various parts such as sensors.



If you have been performing continuous printing, some paper may still remain in other areas.

After opening and closing the cover, if other error code is displayed, follow the jam clearance method of that code.

#### **4. Check Points**

You can not clean the areas near the registration roller and Entrance Sensor 2, WR Sensor since they are inside the Feeder-Unit. If jams occur frequently, we recommend replacing the Feeder-Unit.

## 381: Paper Jam

### 1. Condition

381: Paper Jam occurs while the paper was being transported by the registration roller, the belt unit or the fuser.

- 1.1 The EXIT Sensor does not change to ON-state within the predefined time after the Fuser Entrance Sensor changed to ON-state.
- 1.2 The Entrance Sensor 2 does not return to OFF-state within the predefined time after the Entrance Sensor 1 returned to OFF-state.
- 1.3 The WR Sensor does not return to OFF-state within the predefined time after the Entrance Sensor 2 returned to OFF-state.
- 1.4 The Fuser Entrance Sensor does not change to ON-state within the predefined time after the WR Sensor changed to ON-state.

The printer stops printing immediately when the jam occurs.

### 2. Cause

There are several possible causes for this problem.

- 2.1 Registration rollers cannot transport paper because they have become dirty with paper powder, etc., and this causes the paper to slip.
- 2.2 A piece of paper, foreign substance, etc., got stuck in the Entrance Sensor 1, Entrance Sensor 2, WR, EXIT or Fuser Entrance Sensor lever.
- 2.3 Entrance Sensor 1, Entrance Sensor 2, WR, EXIT or Fuser Entrance Sensor motion failure.
- 2.4 Belt unit or the fuser unit is not transporting the paper.

### 3. How to remove the jammed paper

- 3.1 Press OPEN button to open the top cover and take out four ID units (YMCK).



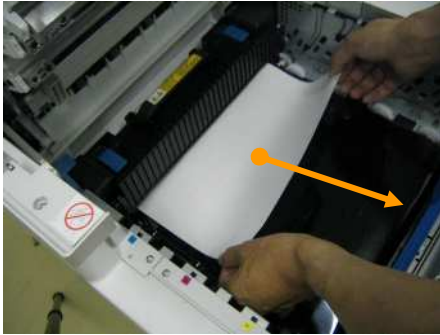
OPEN Button



### 3.2 Remove all the sheets that have jammed.

#### **When the entire paper is on the belt:**

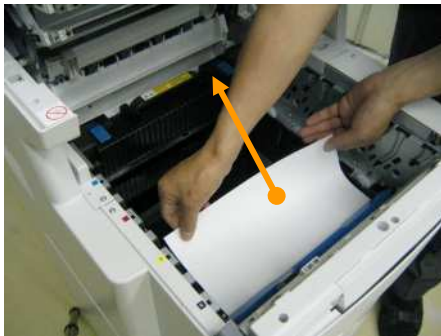
Remove it carefully not to damage the belt's surface.



Pull the paper slowly. Otherwise, you may damage the belt surface.

#### **When the bottom edge of the paper is firmly lodged in the registration roller:**

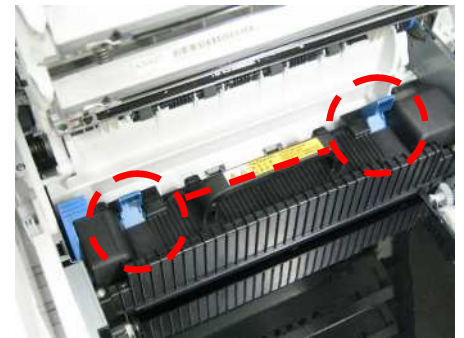
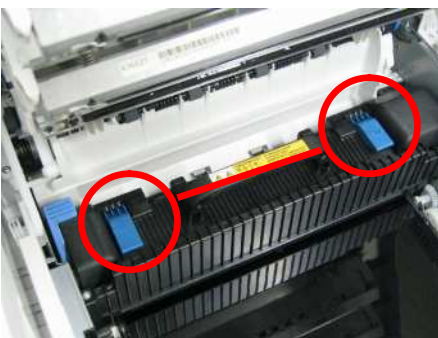
Pull it in the direction indicated by the arrow.



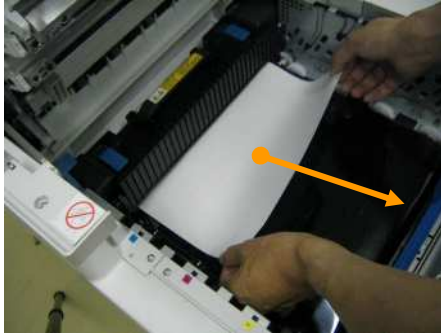
Pull the paper slowly. Otherwise, you may damage the belt surface.

#### **When paper is firmly lodged in the fuser unit:**

As first, pull up the both side of blue lever on the Fuser unit.



Pull it in the direction indicated by the arrow.



Pull the paper slowly. Otherwise, you may damage the belt surface. Exercise caution not to touch the fuser, which is very hot. Wait until the fuser cools off a bit, then, remove the paper.

3.3 Return the ID units (YMCK) and close the top cover.

If you have been performing continuous printing, some paper may still remain in other areas.

After opening and closing the cover, if other error code is displayed, follow the jam clearance method of that code.

#### 4. Check Points

You can not clean the areas near the registration roller and Entrance Sensors 1 and 2 since they are inside the Feeder-Unit. If jams occur frequently, we recommend replacing the Feeder-Unit.

We recommend replacing the fuser and the belt unit when these units themselves have problems, too.

## 382: Paper Jam

### 1. Condition

382: Paper Jam occurs near the fuser unit

- 1.1 The EXIT Sensor does not return to OFF-state within the predefined time after it changed to ON-state.
- 1.2 The Fuser Entrance Sensor does not return to OFF-state within the predefined time after it changed to ON-state.

The printer stops printing immediately when the jam occurs.

### 2. Cause

There are several possible causes for this problem.

- 2.1 Fuser unit is not transporting paper.
- 2.2 A piece of paper, foreign substance, etc., got stuck in the EXIT or Fuser Entrance Sensor lever.
- 2.3 EXIT or Fuser Entrance Sensor motion failure.

### 3. How to remove the jammed paper

- 3.1 Press OPEN button to open the top cover and take out four ID units (YMCK).



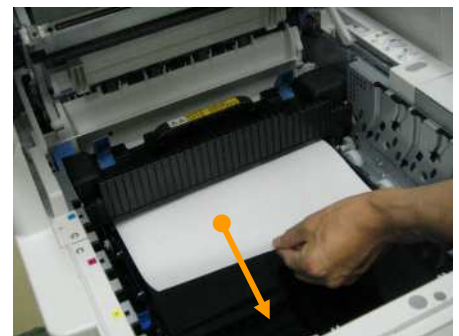
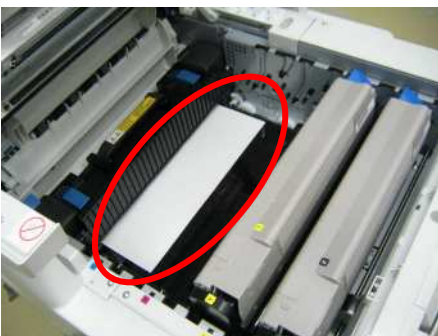
OPEN Button



- 3.2 Remove all the sheets that have jammed.

#### When the bottom of the paper is on the belt:

Take out all the ID units and pull up the blue levers on the Fuser unit. In addition, pull the jammed sheet in the direction indicated by the arrow.



Pull the paper slowly. Otherwise, you may damage the belt surface. Exercise caution not to touch the fuser, which is very hot. Wait until the fuser cools off a bit, then, remove the paper.

**When the bottom edge of the paper is not on the belt:**

Please shift the lock lever in the direction of



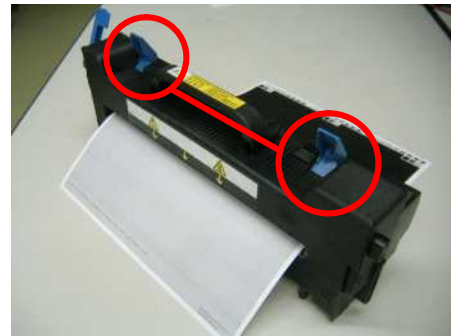
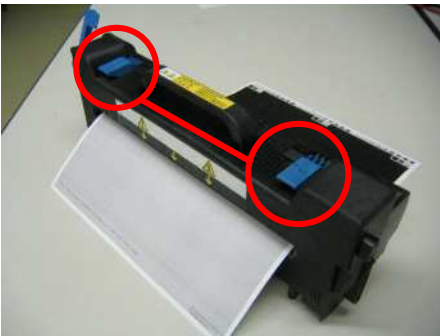
Take out the fuser.



After the fuser is removed, how to remove the jammed paper varies depending whether the paper is firmly lodged in the fuser or not.

**When the paper is firmly lodged in the fuser unit:**

After pulling up the both side of blue levers on the Fuser unit, pull the paper in the direction indicated by the arrow.

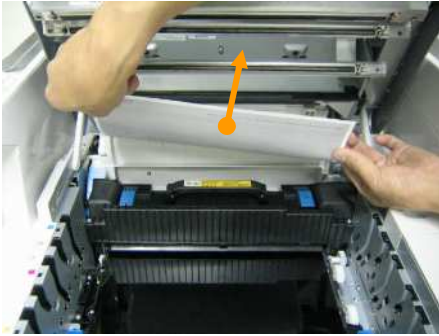


Precautions on paper removal direction: Do not pull it upward. Toner that has not been fused may get on the roller and cause undesirable print result or a jam.

The fuser is hot. Wait until the fuser cools off a bit, then, remove the paper.

**When the paper is not lodged in the fuser unit:**

Remove the jammed paper from the paper exit area.



- 3.3 Return the ID units (YMCK) and the fuser, and close the top cover. If you have been performing continuous printing, some paper may still remain in other areas. After opening and closing the cover, if other error code is displayed, follow the jam clearance method of that code.

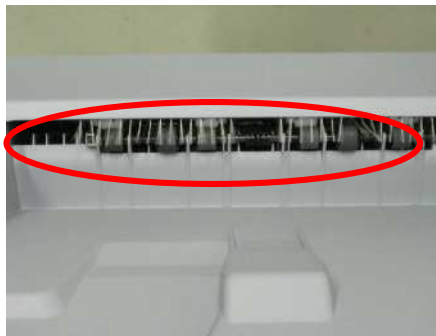
**4. Check Points****Frequent Jams (1):**

1. Check if the inside of the duplex print unit and rollers are dirty.
2. Check if a piece of paper or foreign substance is in the paper path.

- 4.1 Exit rollers in the rear of the printer  
Open Face-Up Sacker.



- 4.2 Exit rollers located near the top of the printer.



To clean the feed rollers, use damp tissue or OA cleaner.

**Frequent Jams (2):**

We recommend replacing the fuser when there is a problem with it.

## 383: Paper Jam

### 1. Condition

383: Paper jam occurs in the fuser or near the entrance to the duplex print unit

- 1.1 The Duplex Input Sensor does not change to ON-state within the predefined time after the EXIT Sensor changed to ON-state.

The printer stops printing immediately when the jam occurs.

### 2. Cause

There are several possible causes for this problem.

- 2.1 Paper path switch separator does not work.
- 2.2 A piece of paper, foreign substance, etc., got stuck in the Duplex Input Sensor lever.
- 2.3 Duplex Input Sensor motion failure.

### 3. How to remove the jammed paper

- 3.1 Open the duplex print unit cover.



- 3.2 Remove all the sheets that have jammed and close the duplex print unit cover.



Even after opening the duplex print unit cover, if you cannot see the bottom edge of the paper, you need to open the top cover and remove the paper.



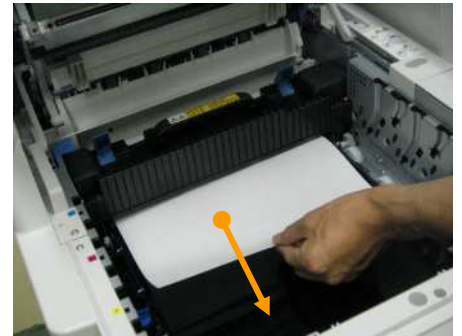
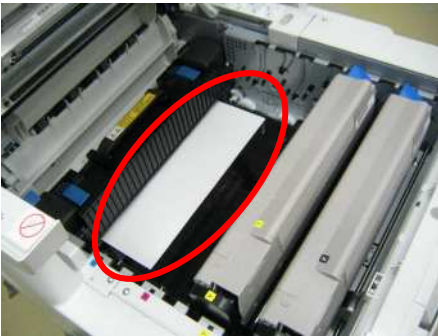
3.3 Press OPEN button to open the top cover and take out four ID units (YMCK).



OPEN Button



3.4 Pull the jammed sheet in the direction indicated by the arrow.



Pull the paper slowly. Otherwise, you may damage the belt surface. Exercise caution not to touch the fuser, which is very hot. Wait until the fuser cools off a bit, then, remove the paper.

3.5 Return the ID units (YMCK) and close the top cover.

If you have been performing continuous printing, some paper may still remain in other areas. After opening and closing the cover, if other error code is displayed, follow the jam clearance method of that code.

#### 4. Check Points

**Frequent Jams(1):**

1. Check if there is a piece of paper or foreign substance in the Duplex Input Sensor.
2. Check if Duplex Input Sensor moves up and down smoothly.

To clean the feed rollers, use damp tissue or OA cleaner.

**Frequent Jams(2) :**

Check the white lever operation. If this lever does not work correctly, the duplex print unit needs to be replaced.



## 385: Paper Jam

### 1. Condition

385: Paper jam occurs near the fuser unit.

- 1.1 When the thermistor in the Fuser Unit detects inappropriate temperature of the fuser roller, the printer stops printing immediately.

### 2. Cause

There are several possible causes for this problem.

- 2.1 A piece of paper, foreign substance, etc., got stuck with Heat Roller at the Fuser unit.
- 2.2 The thermistor can work correctly to detect a temperature decreasing suddenly.
- 2.3 Thermistor motion failure. It means that the thermistor cannot work correctly not to detect a temperature.

### 3. How to remove the jammed paper

- 3.1 Press OPEN button to open the top cover and take out four ID units (YMCK).



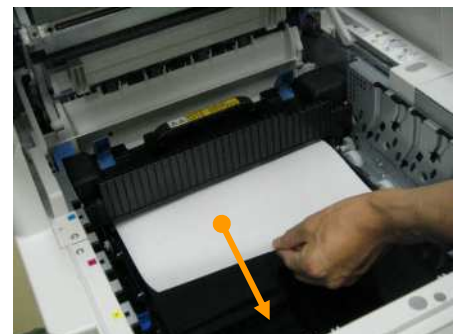
OPEN Button



- 3.2 Remove all the sheets that have jammed.

#### When the bottom of the paper is on the belt:

Take out all the ID units and pull up the blue levers on the Fuser unit. In addition, pull the jammed sheet in the direction indicated by the arrow.



Pull the paper slowly. Otherwise, you may damage the belt surface. Exercise caution not to touch the fuser, which is very hot. Wait until the fuser cools off a bit, then, remove the paper.

**When the bottom edge of the paper is not on the belt:**

Please shift the lock lever in the direction of



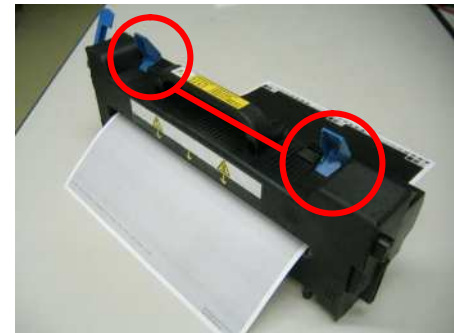
Take out the fuser.



After the fuser is removed, how to remove the jammed paper varies depending whether the paper is firmly lodged in the fuser or not.

**When the paper is firmly lodged in the fuser unit:**

After pulling up the both side of blue levers on the Fuser unit, pull the paper in the direction indicated by the arrow.



- 3.3 Return the ID units (YMCK) and the fuser, and close the top cover. If you have been performing continuous printing, some paper may still remain in other areas.

After opening and closing the cover, if other error code is displayed, follow the jam clearance method of that code.

**Precautions on paper removal direction: Do not pull it upward. Toner that has not been fused may get on the roller and cause undesirable print result or a jam.**

**The fuser is hot. Wait until the fuser cools off a bit, then, remove the paper.**

## 4. Check Points

### Frequent Jams (1):

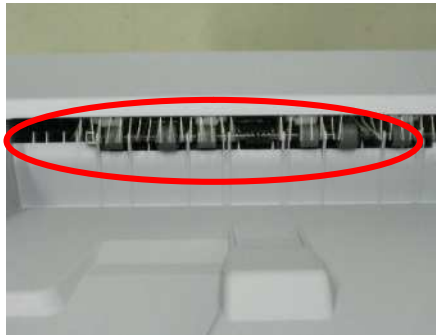
1. Check if the inside of the duplex print unit and rollers are dirty.
2. Check if a piece of paper or foreign substance is in the paper path.

#### 4.1 Exit rollers in the rear of the printer

Open Face-Up Sacker.



#### 4.2 Exit rollers located near the top of the printer



To clean the feed rollers, use damp tissue or OA cleaner.

### Frequent Jams (2):

We recommend replacing the fuser when there is a problem with it.

## 390: Paper Jam

### 1. Condition

This is a Multi Purpose Tray mis-feed.

- 1.1 When the registration Roller starts rotating, WR Sensor has already changed to ON-state.
- 1.2 The WR Sensor does not change to ON-state within the predefined time after the registration roller started to rotate.

The printer stops printing immediately when the jam occurs.

\* If all the hopping retries fail, "No Paper" is displayed.

### 2. Cause

There are several possible causes for this problem.

- 2.1 Hopping roller or Registration roller cannot transport paper because they have become dirty with paper powder, etc., and this causes the paper to slip.
- 2.2 A piece of paper, foreign substance, etc., got stuck in the WR Sensor lever.
- 2.3 WR Sensor motion failure.

### 3. How to remove the jammed paper

- 3.1 Remove the paper that was not loaded, in the direction shown by the arrow.



- 3.2 Remove all the paper from the Multi Purpose Tray, then, align edges and reset them in the Multi Purpose Tray.



If you add some paper before the Multi Purpose Tray becomes empty, it tends to cause jams and multi-feed. Use all the paper in the tray, then, put more paper in the empty tray.

If you have been performing continuous printing, some paper may still remain in other areas.

After opening and closing the cover, if other error code is displayed, follow the jam clearance method of that code.

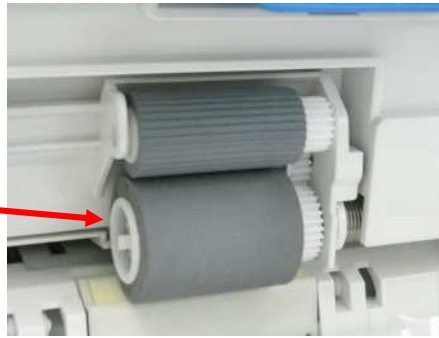
## 4. Check Points

**Frequent Jams :**  
Check if the Hopping rollers are dirty.

4.1 Open the MP Tray.



4.2 Open the Hopping Roller Cover.



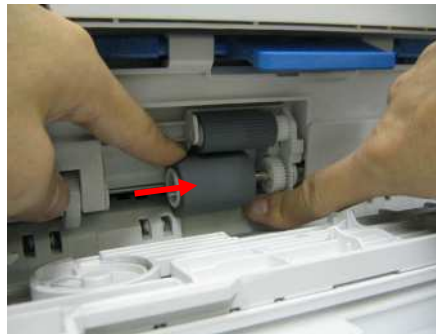
4.3 Push the lever into the outside and pick up the Hopping Roller carefully.



4.3 Clean up the Hopping Roller carefully.



4.4 When replace the roller to printer, pushing down the separator and put into the shaft from left side to right.



To clean the feed rollers, use damp tissue or OA cleaner.

## 391, 392, 393: Paper Jam

### 1. Condition

This is where paper is mis-feed from Tray 1, 2 or 3.

- 1.1 The Entrance Sensor 1 or Entrance Sensor 2 does not change to ON-state within the predefined time after hopping began.
- 1.2 Error number-tray relationship:

Error	Tray
391	Tray 1
392	Tray 2
393	Tray 3 (C810/830 & MC860)

The printer stops printing immediately when the jam occurs.

### 2. Cause

There are several possible causes for this problem.

- 2.1 Hopping roller cannot transport paper because they have become dirty with paper powder, etc., and this causes the paper to slip.
- 2.2 A piece of paper, foreign substance, etc., got stuck in the Entrance Sensor 1 lever.
- 2.3 Entrance Sensor 1, Tray2 Entrance Sensor or Tray3 Entrance Sensor motion failure for C86/8800, C810/830 & MC860. In addition, Tray2 Hopping Sensor or Tray3 Hopping Sensor motion failure for only C810/830 & MC860.
- 2.4 The Tray1 Entrance Sensor does not change to ON-state within the predefined time after starting the hop motion to pull the recording paper.
- 2.5 The Tray2 Entrance Sensor does not change to ON-state within the predefined time after starting the hop motion to pull the recording paper.
- 2.6 The Tray3 Entrance Sensor does not change to ON-state within the predefined time after starting the hop motion to pull the recording paper.
- 2.7 The Tray2 Hopping Sensor does not change to ON-state within the predefined time after starting the hop motion to pull the recording paper. (C810/830 & MC860)
- 2.8 The Tray3 Hopping Sensor does not change to ON-state within the predefined time after starting the hop motion to pull the recording paper. (C810/830 & MC860)

### 3. How to remove the jammed paper

3.1 Pull out the tray.

3.2 Pull the jammed paper in the direction shown by the arrow.

3.3 Return the tray to the original position.





If you have been performing continuous printing, some paper may still remain in other areas.

After opening and closing the cover, if other error code is displayed, follow the jam clearance method of that code.

#### 4. Check Points

##### Frequent Jams(1) :

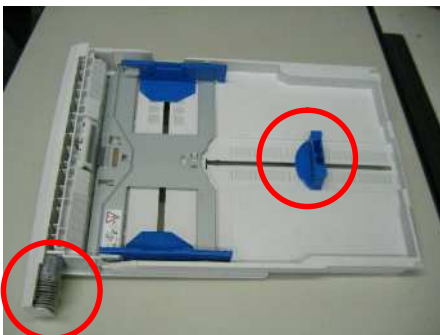
1. Remove the tray and clean the hopping rollers.  
\* You can turn the rollers in one direction by hand.



To clean the feed rollers, use damp tissue or OA cleaner.

##### Frequent Jams(2) :

In case of C8600/8800, check the setting on the CU menu in order to meet Paper Size Dial and actual paper putting on each trays. In addition, in case of C810/830 & MC860, check if the Paper Guide and the Paper Size Dial of the tray are correctly set.



##### Frequent Jams(3) :

Fan paper well and align the edges, then, set them in the tray.

## 400, 401: Paper Size Error

### 1. Condition

400: Paper Size Error indicating that the detected size is shorter than the specified size. In addition, 401: Paper Size Error indicating that the detected size is longer than the specified size.

On the other hand, when Entrance Sensor 1, Tray2 Entrance Sensor and Tray3 Entrance Sensor detect the predefining length of paper, it can work for both 400 and 401. In this case, the printer ejects the paper, then, displays the error. Additionally, the sensor of MP tray detects only 400: Paper Size Error physically.

### 2. Cause

There are several possible causes for this problem.

- 2.1 Hopping roller or Registration roller cannot transport paper because they have become dirty with paper powder, etc., and this causes the paper to slip. And then the paper is mis-detected.
- 2.2 A piece of paper, foreign substance, etc., has got stuck in the Entrance Sensor 1 or Entrance Sensor 2 lever.
- 2.3 Entrance Sensor 1 or Entrance Sensor 2 motion failure for C86/8800, C810/830 & MC860. In addition, Tray2 Entrance Sensor or Tray3 Entrance Sensor motion failure for only C810/830 & MC860.
- 2.4 Sheets are sent stuck together due to large friction (due to static charge, etc) between sheets within the tray (Multi feeding).
- 2.5 Paper Size Dial did not meet the size of paper being set on each paper trays.
- 2.6 Printer could not detect the setting of Paper Size Dial because the paper tray could not set into the printer correctly.

### 3. How to remove the jammed paper

- 3.1 If Error 400 and 401 occurs by itself, paper is ejected. So there's no need to remove the paper. Open/close the top cover.

Error 400 & 401 may occur along with Error 382. If Error 382 is displayed after you open/close the top cover, follow the jam clearance method of the Error 382.

#### 4. Check Points

You can not clean the areas near the Registration roller and Entrance Sensor 1 and Entrance Sensor 2 since they are inside the Feeder-Unit. If jams occur frequently, we recommend replacing the Feeder-Unit.

##### **Frequent Jams(1) :**

**Remove the tray and clean the hopping rollers.**

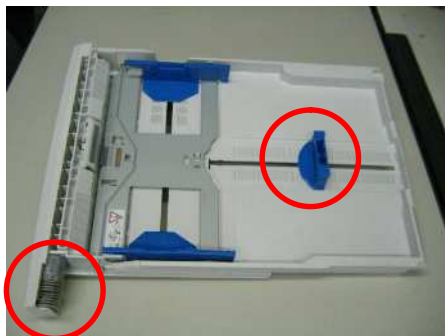
**\* You can turn the rollers in one direction by hand.**



To clean the feed rollers, use damp tissue or OA cleaner.

##### **Frequent Jams(2) :**

In case of C860/8800, check the setting on the CU menu in order to meet Paper Size Dial and actual paper putting on each trays. In addition, in case of C810/830 & MC860, check if the Paper Guide and the Paper Size Dial of the tray are correctly set.



##### **Frequent Jams(3) :**

**Fan paper well and align the edges, then, set them in the tray.**

## 980: Service Call 980 Error

### 1. Condition

980: Service Call Error indicating that the detected that print media cling to the fuser roller surface in the fuser units.

### 2. Cause

When the thin paper prints on the printer, after though out the nip point between the upper roller and lower one, occasionally it cling to the fuser roller surface in stead of going to the paper exit .

### 3. How to fix this phenomenon

Replace the fuser unit.

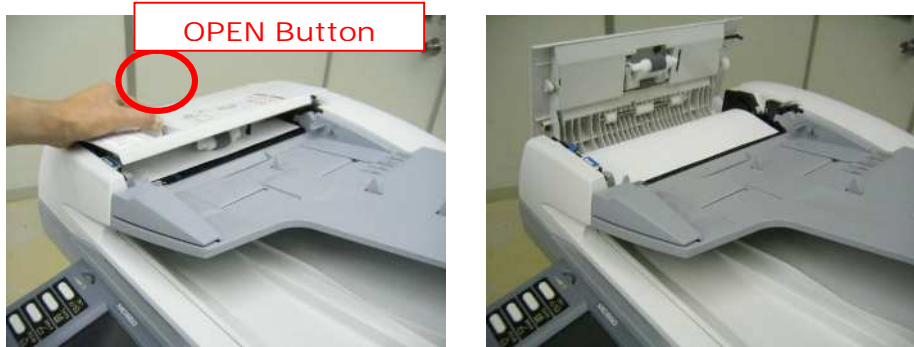
## Scanner Document Jam

### 1. Condition

During the document reading on the ADF unit for e-mail scan, copy and so on, if MC860 detected that document is jammed at the ADF units, please remove the document as you can see below.

### 2. How to remove the jammed document

3.1 Press OPEN button to open the cover.



3.2 Remove all the sheets that have jammed and closed the ADF cover gently.



Pull the paper slowly. If you pull it fast, you may leave pieces of paper in the ADF unit, which results in frequent jams. You may also risk damaging various parts such as some sensors.

3.3 When the Jammed document could not be seen after opening the cover:

Pull out the cover.

Pull the inside cover.

If the edge of document is invisible, please turn the blue dial.



Pull the jammed document in the direction indicated by the arrow.



Close the ADF cover gently.



Pull the paper slowly. If you pull it fast, you may leave pieces of paper in the ADF unit, which results in frequent jams. You may also risk damaging various parts such as some sensors.

### 3.4 When the jammed document is under the document guide

Pull the document guide

Pull the jammed document in the direction indicated by the arrow.



Pull the paper slowly. If you pull it fast, you may leave pieces of paper in the ADF unit, which results in frequent jams. You may also risk damaging various parts such as some sensors.