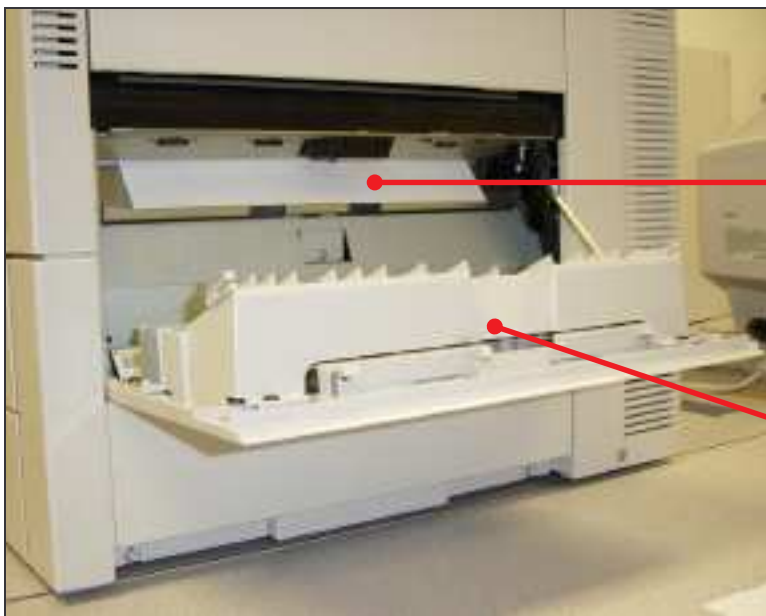


The Toner Paper Jam

This is a tricky one for a couple of reasons. First, it shows up as a 13.3 paper jam that says to check the right access door. There may even be a piece of paper there. Second, there might also be a jam under the toner that you can 't see. If jams keep occurring, it will be necessary to pull out the toner and check under the access door.

Here is a classic toner paper jam. It shows up as a 13.3 paper jams that says to check the right door. Paper was removed from that area but the jam kept occurring.

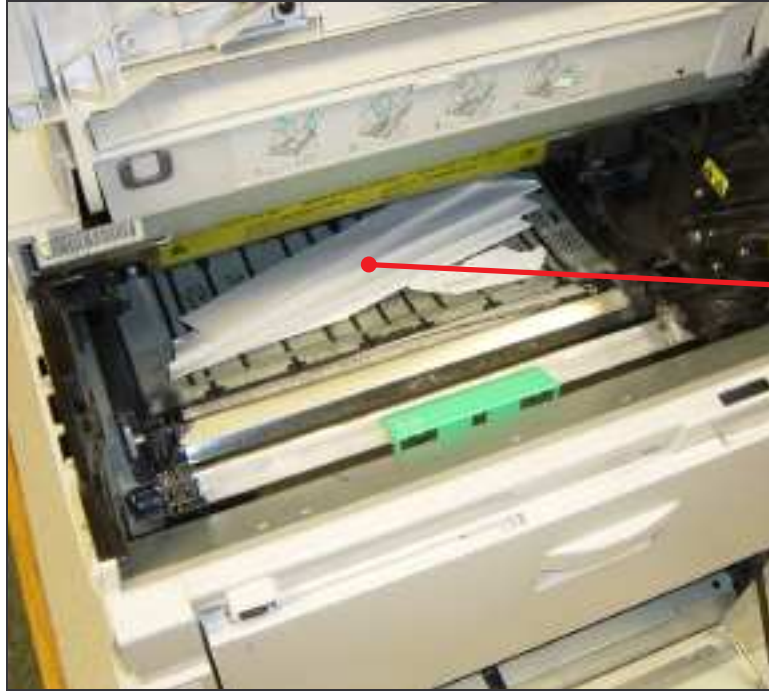
Open the right door. Notice that there is a piece of paper stuck there.



Piece of
Paper stuck
in right
access area

Right
Access
Door

Next open the top cover and remove the toner cartridge. Notice that there is some paper under the toner.



Toner area showing paper stuck under the toner.

While the toner is out, check under the toner. Paper is sometime accordioned under the access door making it difficult to see until the door is opened. Notice in this example that several pieces are jammed under the access door



Paper stuck in the area under the toner. Accessed by opening the access door under the toner.

Jam Access door under the toner.

Notice how the pieces of paper have been folded up like an accordion.



Notice how these pieces of paper are folded up like an accordion. This is typical of jams that occur under the toner.

Notice the small piece of paper. This is likely what caused the jam under the toner in the first place.



This jam likely occurred because a small piece of paper got stuck inside the printer. It looks like someone tried to remove a paper jam and part of the paper tore off in the printer.

Once all the paper has been removed, reinstall the toner cartridge and print a couple of test pages to be sure the printer is working ok.