

COPIER OPERATIONS TIP OF THE MONTH  
October 2022

↻ **Clearing Paper Jams** ↻

Hello Partners:

**This is the most important of all the tips you get! Please follow!**

**The proper way to clear a paper jam is to use the roller knobs in the machine. There are several of them!**

- **Check the monitor to see where the jam started (farthest point on the left).**
- **Before pulling any machine guts out in the middle section, be sure R1 is cleared! To find it, open the left door and lift the tab in the upper right corner marked R1.**
- **Open the middle doors and use the roller knobs to clear out all the paper. Occasionally paper won't roll out, so GENTLY pull it out, making sure it is still in one piece. If the paper tears and a little piece is left in the machine, it will cause jams.**
- **Check the monitor to be sure all areas have been cleared. Yanking paper to remove it can damage sensors and make it even harder to clear the jam.**

**When placing a service call please give really good details about your issue/problem and concern. Please allow 48 hours for the technician to respond to your service call.**

As always, please contact me with any questions. I am only a phone call away and you can also contact me on Outlook ([Stevanlon G Green@mcpsmd.org](mailto:Stevanlon.G.Green@mcpsmd.org)).

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