

Clearing Media Jams

Summary: Details the proper procedure for clearing a media jam.

Applicable Products: iJetPress system

Tools/Parts Required: N/A

When the printer detects a media jam, it will stop automatically. The control panel PAPER/RESUME and PAUSE/CANCEL lights will blink simultaneously. The message “PAPERPATH_PRINTZONE_BLOCKED” will be displayed in the Toolbox. Once the jam has been removed from the system and the print engine is closed; press the PAPER/RESUME button to continue printing.

Some possible causes for jamming are:

1. Feeding more than one piece of media at a time (double-feeding), due to improper sheet separation adjustment, improper media loading, or nested media (envelopes that are caught under the flap of another envelope or stick to one another).
2. Damaged media, such as dog-eared (turned down corners), curled or bowed media.
3. Media that is not stiff enough may not be usable. Media that meets Postal stiffness requirements for automated feeding is acceptable in the Digital Color Printer.
4. Media that is too thick for the printer.
5. Media that is too wide for the printer or media that skews as it travels through the printer.

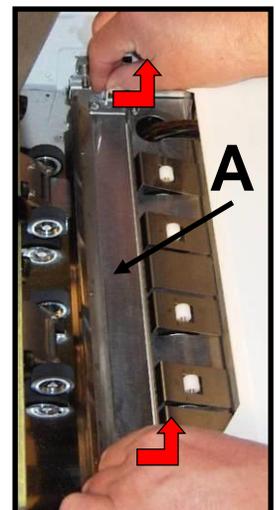
Tip: If you are getting a paper jam message, but you are not seeing a physical jam. Clean the paperpath and feed sensors. If the issue continues try selecting the “Ignore Exit Sensor” feature in the Toolbox.

Removing Jammed Media

Clearing a jam depends on where the jam occurred.

From the Feed Section: Remove media stack. Loosen and lift the sheet separators to clear the jam. Then re-adjust the sheet separators as described in this manual.

Under the Antistatic Brush Assembly: If necessary, remove the Antistatic Brush Assembly [A] to access jammed material. Unlatch the two latches (one on either side of the Assembly) and lift the assembly off the four mounting pins as shown. **Do not bend the fingers!** Clear the jam, and then carefully reinstall the Antistatic Brush Assembly. Make sure brush assembly is correctly reinstalled and aligned before starting to print. Assembly should sit flat on transport area surface.



CAUTION

BE CAREFULL NOT TO PINCH OR CUT THE INK HOSES WHEN RE-INSTALLING THE ANTISTATIC BRUSH ASSY.

From the Print Engine Area: Open the Top Cover. Lift up on the two latches (*one on each side of the print engine assembly*) and raise (swing open) the Print Engine Assembly [C]. Clear the jam, then lower and re-latch the Print Engine Assembly. Then close the Top Cover.

