

## **COPIER OPERATIONS TIP OF THE MONTH FEBRUARY 2017**

### **CLEARING PAPER JAMS**

Partners, 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 R1, 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 more jams.
- Yanking paper to remove it can damage sensors and take longer to clear the jam.
- Check the monitor to be sure all areas have been cleared.

Please call me at 301-279-3110 if you have any questions.

Pete Patellis  
Customer Service Specialist, TeamWorks Central  
Montgomery County Public Schools