

**COPIER OPERATIONS TIP OF THE MONTH**  
**March 2023**

**Clearing Paper Jams**

Dear Partners,

PLEASE review the training video again, you could have missed something the last time.

**Some quick fixes to try before placing a service call:**

When loading the paper fan it real well and check all sides of the paper for glue.

When you see that the B2 guide is not set correctly, that means the guide dropped back down. Open the double doors and secure the B2 guide correctly.

When you see error code SC990 that means turn the copier off and back on. That should clear the code.

When you see the Reset Tray 1 message, remove all paper from the tray and reload. Make sure the paper is inside the guide.

When you see Set the Fusing Unit Correctly, open the double doors and pull the D2 handle all the way out. Then push it all the way back in. That should clear the code.

When you place a service call, please give the technician a full description of the issue in the description box. We need this information to ensure we have the right parts needed to fix the problem.

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

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