

# OHIO AUDITOR OF STATE KEITH FABER



**TO:** UAN Users  
**FROM:** UAN Support  
**DATE:** January 20, 2026  
**SUBJECT:** How to Clear a Printer Jam

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The printer will signal for a paper jam but will not indicate where it is. The following videos will guide you through the common areas of the printer where the jam can be found. The videos are listed in order of most probable areas. Step through the following links in order, to locate and fix the paper jam.

**IMPORTANT: Have the printer powered down before performing any of the paper removal tasks.**

1. **Tray 1**  
<https://www.youtube.com/watch?v=-RCBoUof-R8>
2. **Output Bin**  
<https://www.youtube.com/watch?v=rCQXAJWM57M>
3. **Behind Toner / Fuser area**  
<https://www.youtube.com/watch?v=QT671NosQ4w>
4. **Tray 2 / Duplexer area**  
<https://www.youtube.com/watch?v=zOxfV-Z8VYE>
5. **Tray 3**  
<https://www.youtube.com/watch?v=jAyIQF00Fzk>
6. **Scanner Document Feeder**  
<https://www.youtube.com/watch?v=Uh6nRnn6NKY>