

### **Tip – Resetting a Printer Paper Jam Indicator**

If you are ever in the office after hours and the printer jams when you need it most, these instructions will be useful to you.

A laser printer may indicate a paper jam even after you have removed all the problem paper from the paper path. The following instructions will clear the paper jam indicator in most cases and allow you to print again.

#### **To reset a printer paper jam indicator:**

1. Open the top of the printer as wide as it will comfortably go.
2. Close the printer top.
3. The printer will go back to a “Ready” status indicated by a green light on the printer control panel.
4. Printing will resume.

If the above steps do not clear the printer’s paper jam indicator, try these steps:

1. Open the top of the printer as wide as it will comfortably go.
2. Remove the toner cartridge from the printer.
3. Reinstall the toner cartridge into the printer.
4. Close the printer top.
5. The printer will go back to a “Ready” status indicated by a green light on the printer control panel.
6. Printing will resume.

Whenever you need help with any computer issue, please check our Support Services website as information is constantly added and updated:

[http://www.uis.harvard.edu/support\\_services/](http://www.uis.harvard.edu/support_services/)