

# Technology: Help Desk

## Best Practices

### Printing for HP Laserjets (i.e. 4000+)



#### Help Desk -- Hours of Operation

Monday–Friday 8:30am- \*6pm

Please call x2222 or email [helpdesk@simmons.edu](mailto:helpdesk@simmons.edu) for assistance.

\*limited coverage

#### Paper Suggestions

Please use only compatible paper (i.e. copy paper)

*Use the \*manual tray for the following:*

- Card stock
- Envelopes – ensure flatness of flap
- Labels – only use 8 ½ x 11 sheets. Run hand down sheet to confirm flatness. Do not recycle label sheets; please use sheet only once.
- Transparencies – ensure that the printer can support this material and confirm proper placement. Check with Help Desk for compatibility questions.

\*Please only put **25 sheets** or fewer in manual trays.

*Do not use:*

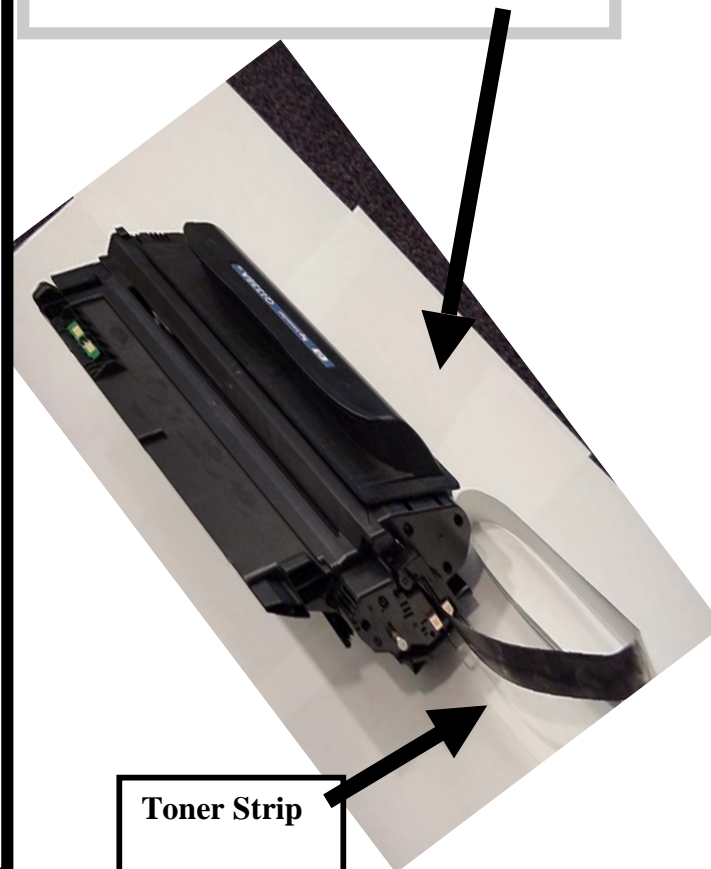
- Notebook paper
- Recycled or reused paper
- Glossy paper

Use entire ream of paper when opening the package to avoid paper absorption of humidity which can cause jams or poor print quality.

When loading paper into printer, note the arrow on the ream of package. The arrow indicates how you should load the paper and in what direction. Load paper with the arrow up and facing you. Please note that the paper wrapper is not recyclable.

#### Toner Maintenance

- Make sure to completely remove the toner strip from cartridge. (see below)
- If toner says low, remove and shake or tap side of toner cartridge. This will level toner and enable you to print more before needing to replace it.
- Try to store in cool location.



# How To... Remove Paper Jams

Paper can jam in multiple places. This document will illustrate common areas of the printer where paper gets stuck. It will also provide you with step by step instructions on how to successfully remove paper jams without damaging the printer.



## Read the following tips before trying to remove jams!

- When removing the jammed paper from the printer – stop pulling on the paper if you hear it tear.
- Do not force paper out, if light tugging does not remove it. The roller can be damaged if you pull paper out roughly.
- Do not use tweezers, pencils, scissors, etc. to remove paper. Damaged printer parts result in high costs for the College and will delay printer repair.



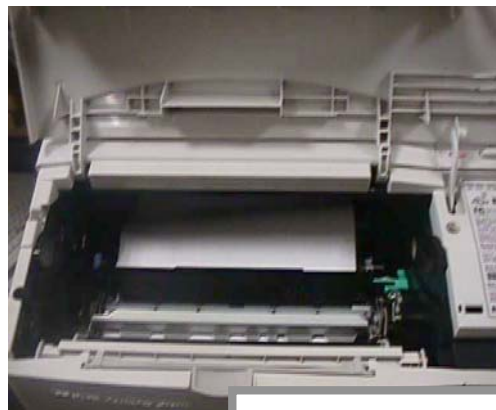
Left access door  
(fuser assembly)

## Use the pictures as a guide to navigate the access doors.

1. Open all access doors.
2. Remove paper using above tips.
3. Close doors.
4. Open and close toner access door to reset. Make sure to remove and check under toner for jams.
5. Check printer display for status of jam.
6. If printer display still reads “jammed”, call the Help Desk for further assistance.



Toner access door  
(open & close to reset printer)



Paper often gets jammed under the toner – make sure to check there.