

PAPER MISFEED TOP TIPS

KONICA MINOLTA BIZHUB



A paper misfeed can occur for a few reasons. Follow these best practices to avoid a misfeed:



When filling the paper tray:

- Gather paper in a neat stack
- Align guides to the edges of the paper stack

Top Tip: Be aware of “dog ears” (when the corner of the paper is folded over) as this can cause the paper to get stuck whilst printing

If a paper misfeed does occur - don't panic! Follow these tips to troubleshoot:



Start by taking a breath:

- Slow and steady wins the race
- Be gentle with delicate parts of the machine
- If any ripped pieces of paper are left in the machine, a DocSol technician will be required to remove them

Top Tip: Remove any jewelry (rings) and don't have anything in your hands (pens) to avoid damaging delicate parts of the machine (shiny transfer belt)



Slowly remove stuck paper:

- Open the side panel and locate the misfeed (your bizhub will display locations on the screen)
- Carefully and slowly pull out stuck paper
- Use the green guides on the different sections of the bizhub to open and better access stuck paper

For further assistance, get in touch with our Service Team at service@docsol.com.au

www.DocSol.com.au/Service-Hub