Jam at Registration Roller (code Jam RR)

Solution: Resolving Jam at Registration Roller (code Jam RR)

The Jam at Registration (Jam Code: RR) message is declared when paper that is being fed from a paper tray fails to exit the fuser near the top cover of the printer.

To resolve this message do the following:

1. Check for and remove any jams or paper scraps, *use this solution if no jammed media is found*.

2. Verify the tray being printed from is loaded correctly.
   If the media source is tray 2-4, check the media tray backstop for proper connection.

3. Clean the registration and feed roller.

4. Resolving a jam at registration roller message that occurred after a new fuser installation.

5. If the media is found stalled in or at the fuser, download the appropriate fuser update file listed below, and then refer to InfoSMART Knowledge Base entry Downloading PostScript and Other Files (Firmware, etc.) to a Printer to download the file to the printer.

   ### Fuser Update Files

   For Windows (PC): Download *6250FS.exe*

   For Macintosh OS 9: Download *6250FS.sit.hqx*

   For Macintosh OS X: Download *6250FS.dmg*

   Note: Once the fuser update file has been successfully downloaded to the printer, the printer will print a confirmation page. Once the confirmation page has printed, power the printer off for 10 seconds, and then power the printer on to complete the file upgrade. This update does not change the printer's firmware version numbers.

   Note: False jams can occur if the printer AC power cord is plugged into an extension cord or power strip.

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6. If the Jam at Registration (Jam Code: RR) message is not resolved after performing steps 1-5, the printer will require service.