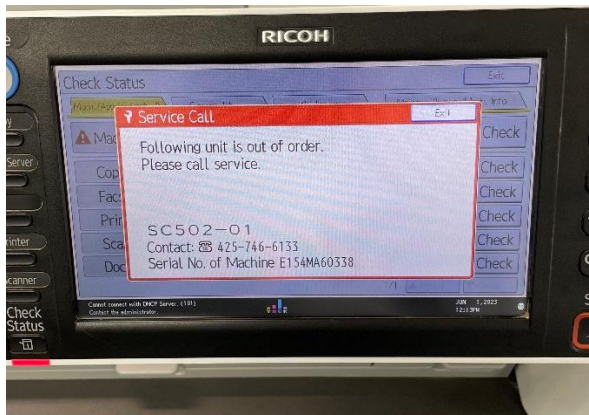


Fixing SC501, SC502, SC503 or SC504 Error: paper tray overfilled or jammed.

Last Updated: 06/01/23

This error (SC501, SC502, SC503, SC504) shown in the picture below is caused by a paper tray that is overfilled or jammed. The difference between the error numbers is which paper tray is affected (SC501 = first tray, SC502 = second tray, SC503 = third tray, SC504 = fourth tray).

To resolve the issue, we need to remove the correct paper tray, remove overfilled paper and/or clear any jammed paper, power down the copier and power the copier back up.



Here are the step by step instructions:

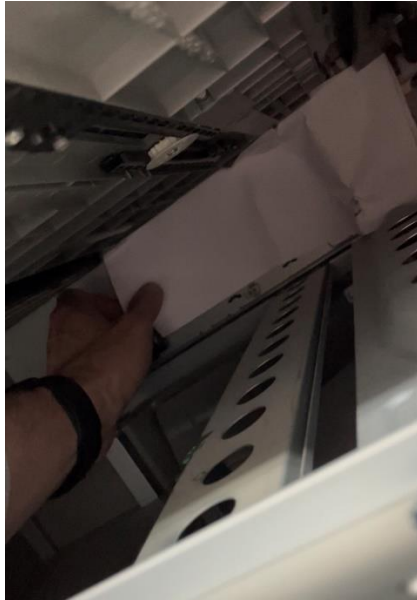
1. Pull the paper tray causing the error (SC501 = first tray, SC502 = second tray, SC503 = third tray, SC504 = fourth tray). In this example, it's tray 2



2. Remove any paper above the max fill line indicator. Make sure the top of the remaining paper is *below the max fill line* as shown in the picture below.



3. Remove the tray. Clear any jammed paper you see.



4. Turn the power off on the copier (locate power button on front of copier, flip cover and press button to power off).



5. Turn the power back on to the copier (see step 4).