

10. Remove one screw (1) from the fuser cover, and then slide the fuser cover to the right and remove it.

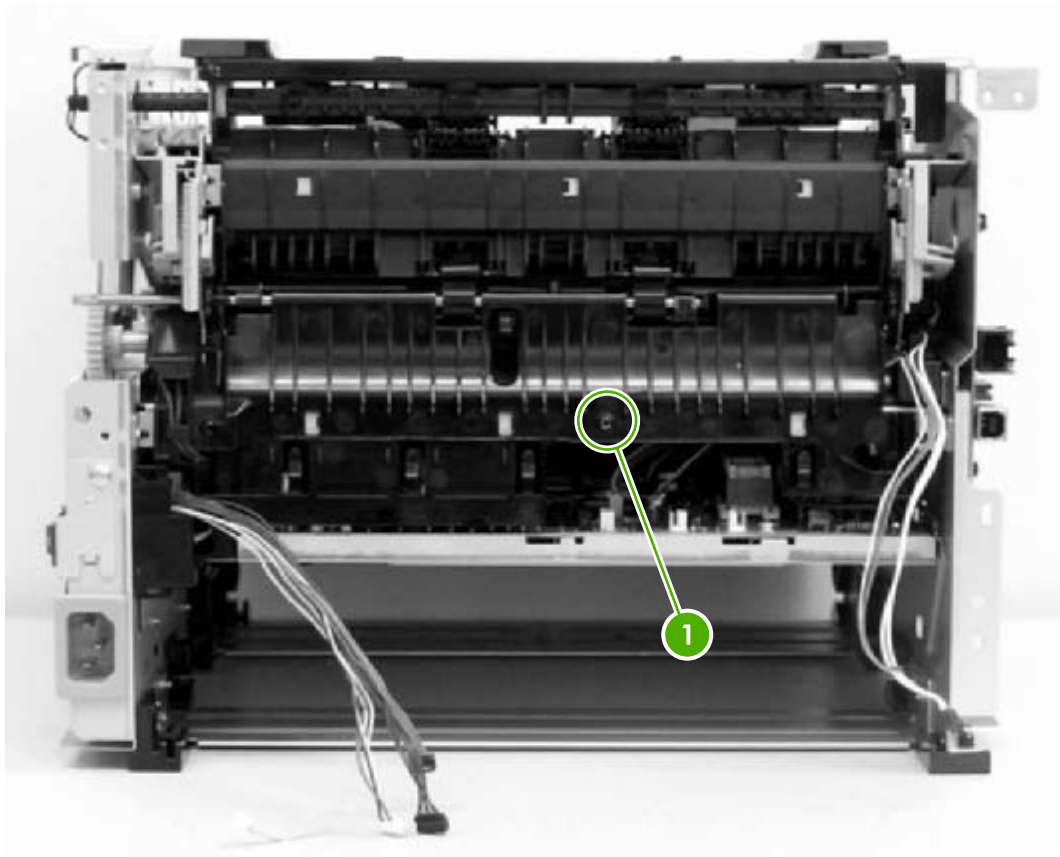


Figure 6-26 Removing the fuser (4 of 10)

11. Disconnect three cables (1).

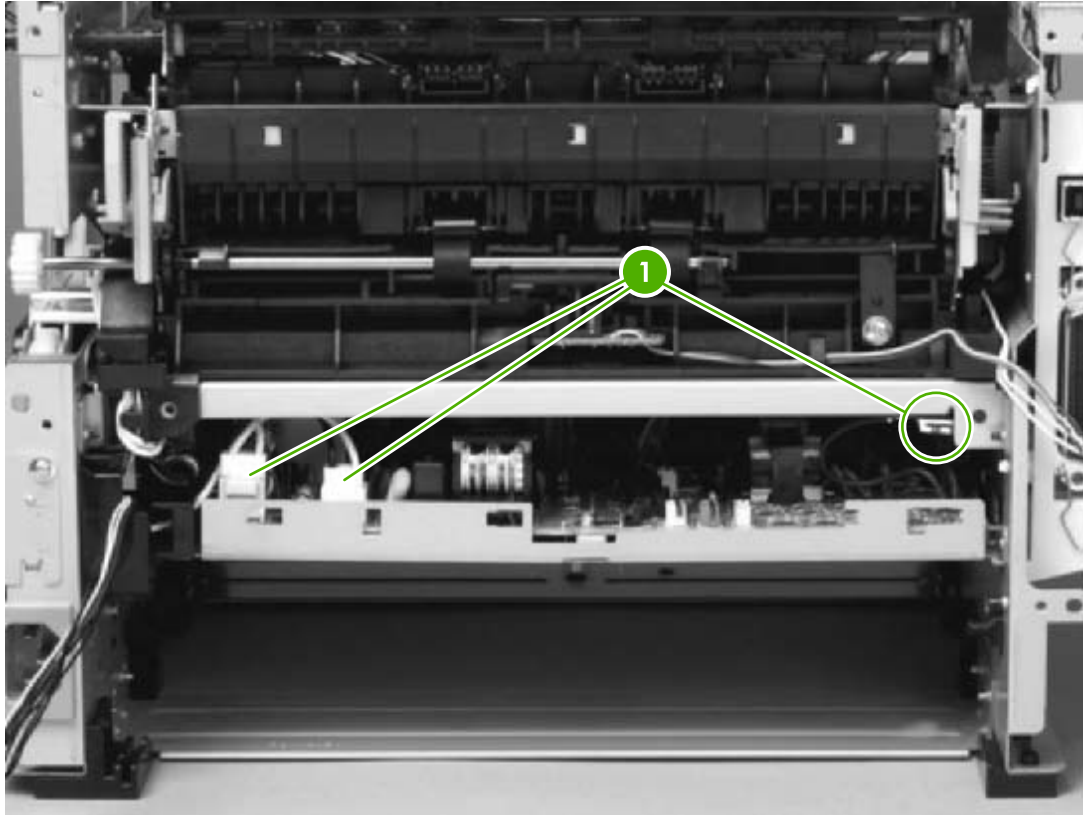


Figure 6-27 Removing the fuser (5 of 10)

12. Disconnect one cable (1), and then unroute the cable from the cable guide.

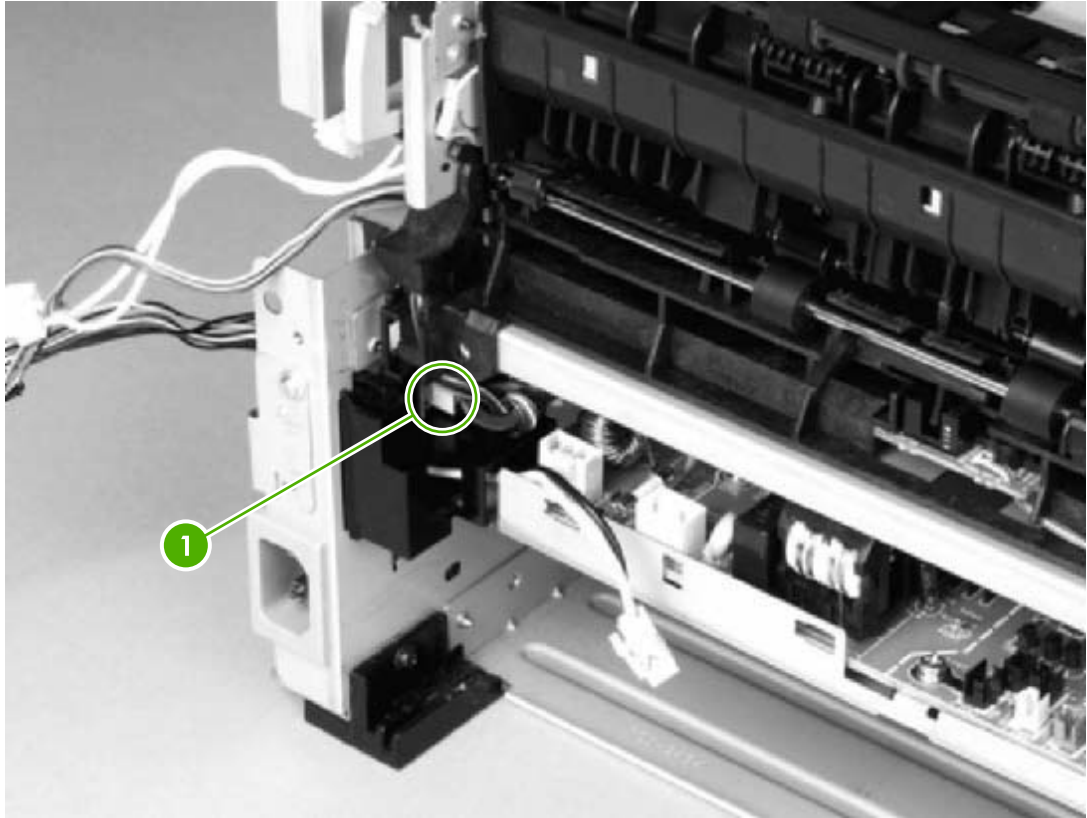


Figure 6-28 Removing the fuser (6 of 10)



NOTE Before you proceed to step 13, make sure that all cables disconnected in previous steps are free from any cable guides and cable holders.

13. Remove three screws (1) on the right side of the printer.

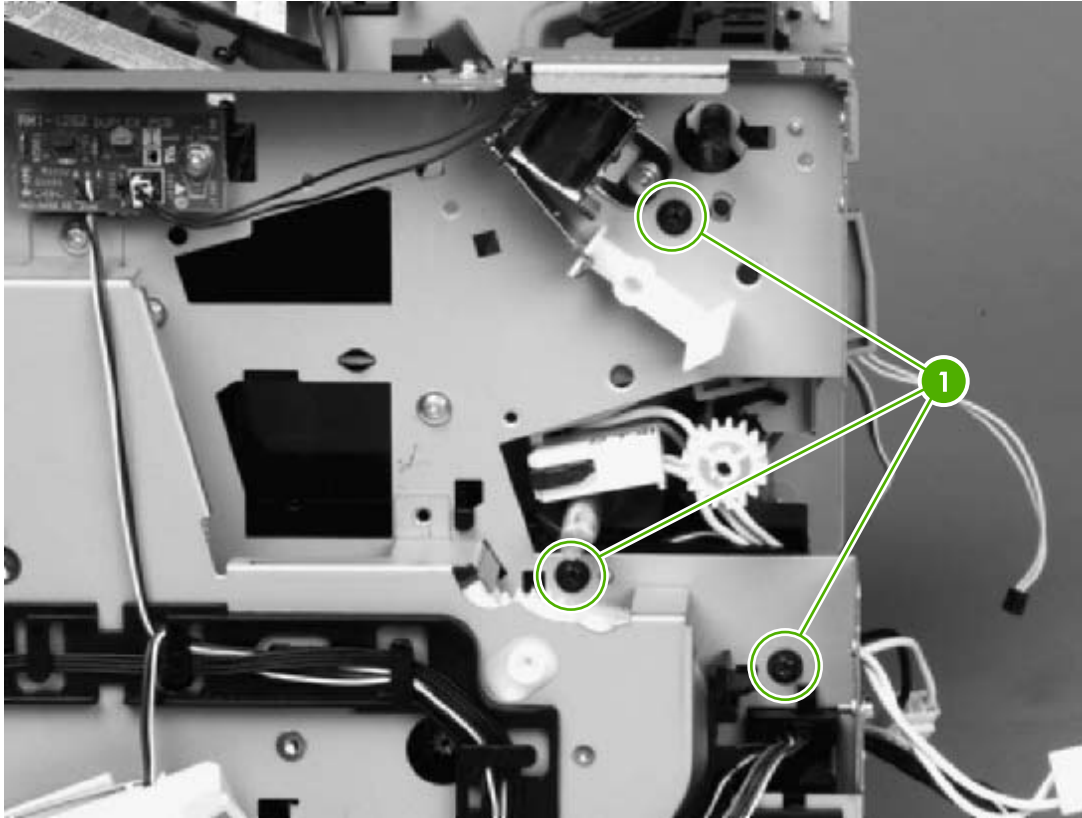


Figure 6-29 Removing the fuser (7 of 10)

14. Remove three screws (1) from the left side of the printer.

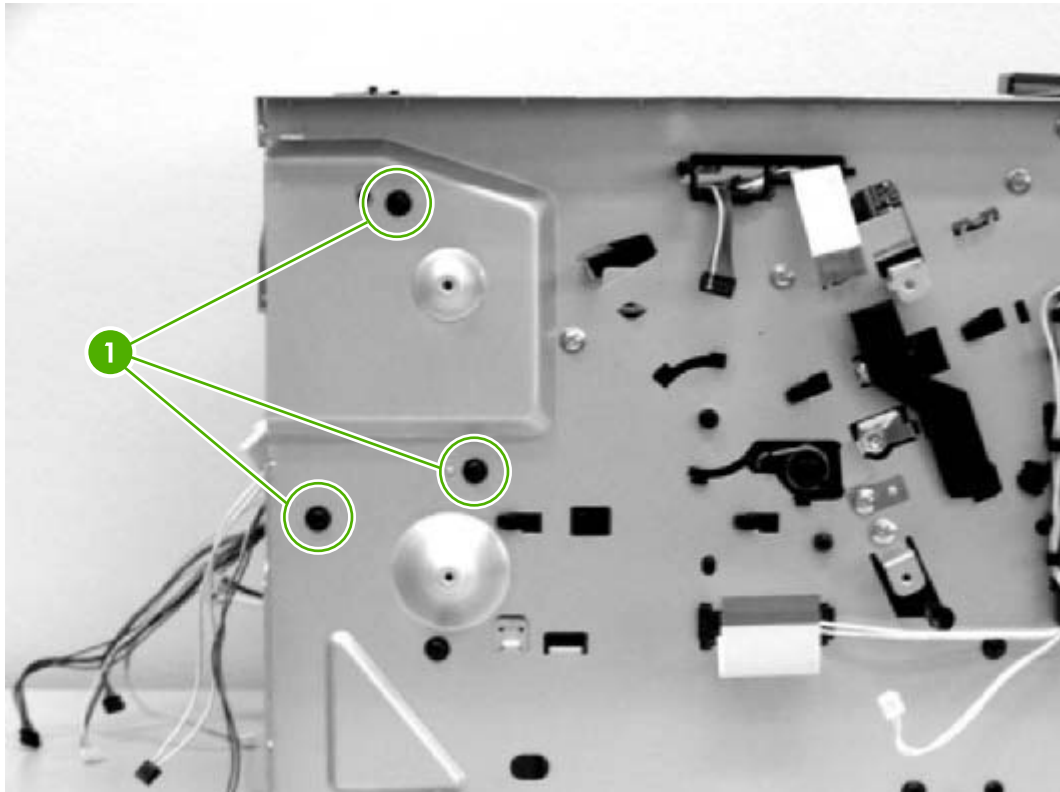


Figure 6-30 Removing the fuser (8 of 10)

15. At the left side of the printer, pull the printer chassis from the top to spread the printer frame and release the fuser from the frame.

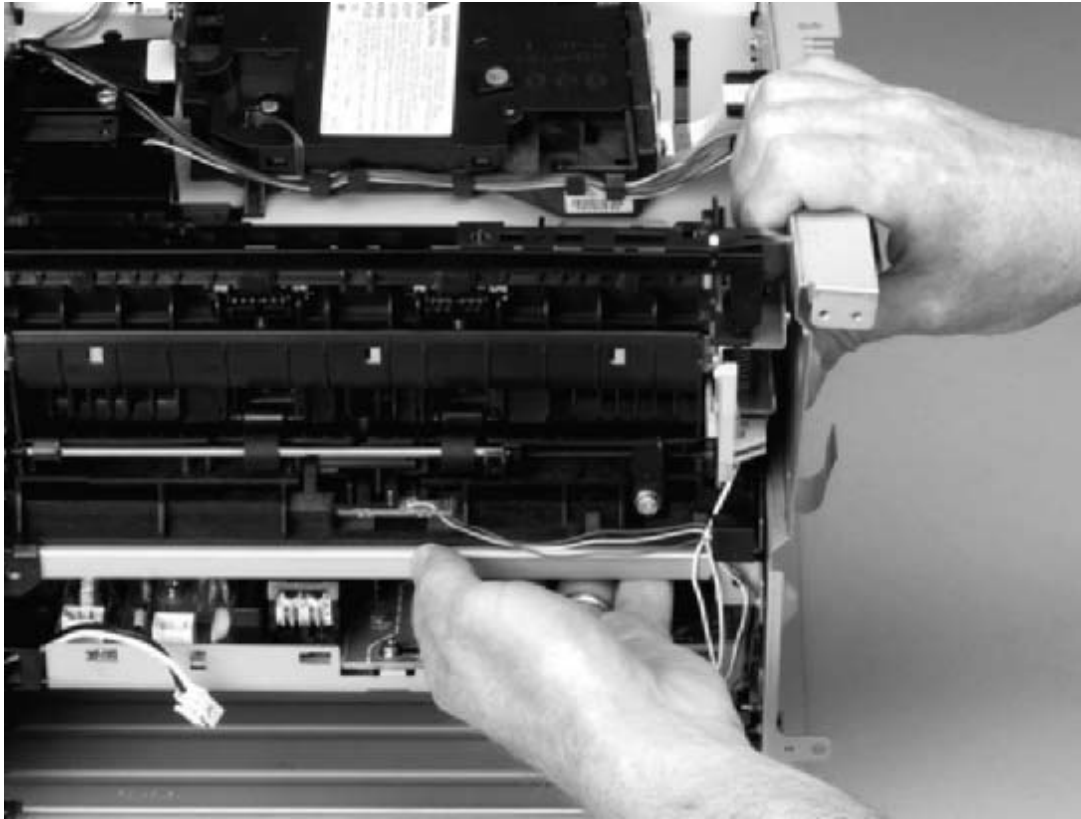


Figure 6-31 Removing the fuser (9 of 10)

16. Pull the fuser out of the printer at an angle so that the delivery roller shaft clears the hole (1) in the chassis.

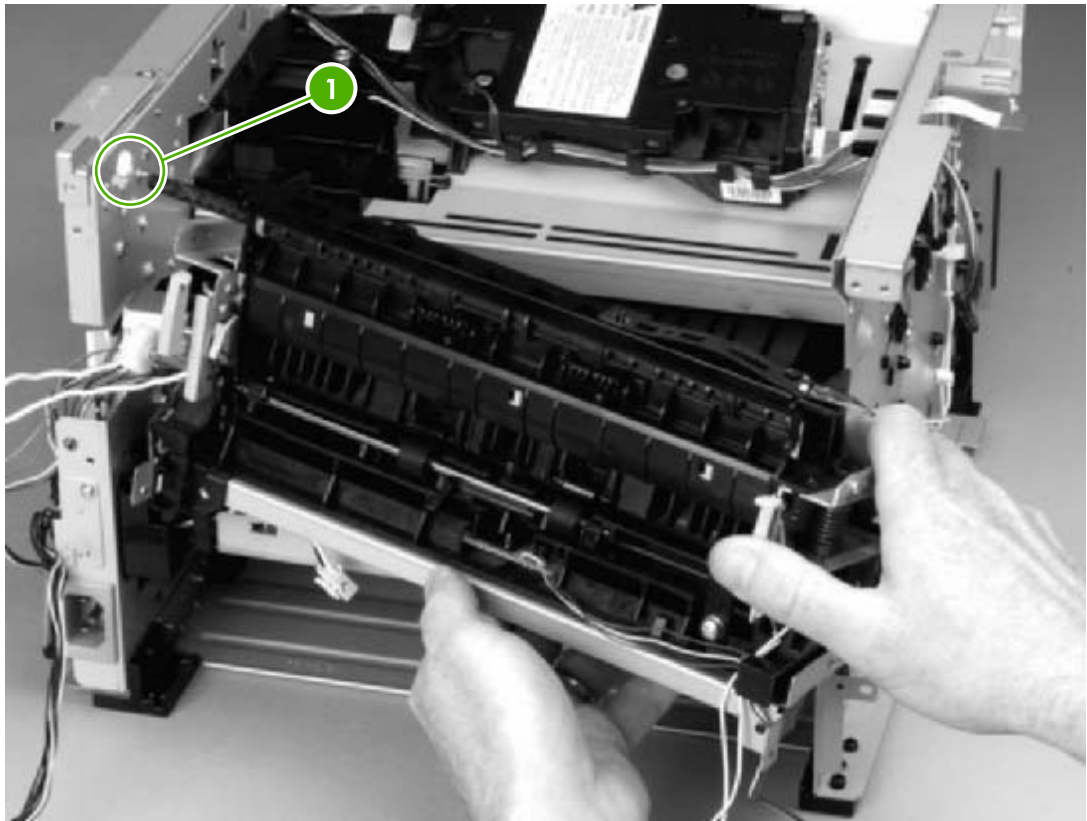


Figure 6-32 Removing the fuser (10 of 10)

Interlock assembly

1. Remove all covers.
2. Open the print-cartridge door.
3. Remove two screws (1) that secure the interlock assembly to the left side of the printer chassis.
4. Remove two cables (2).

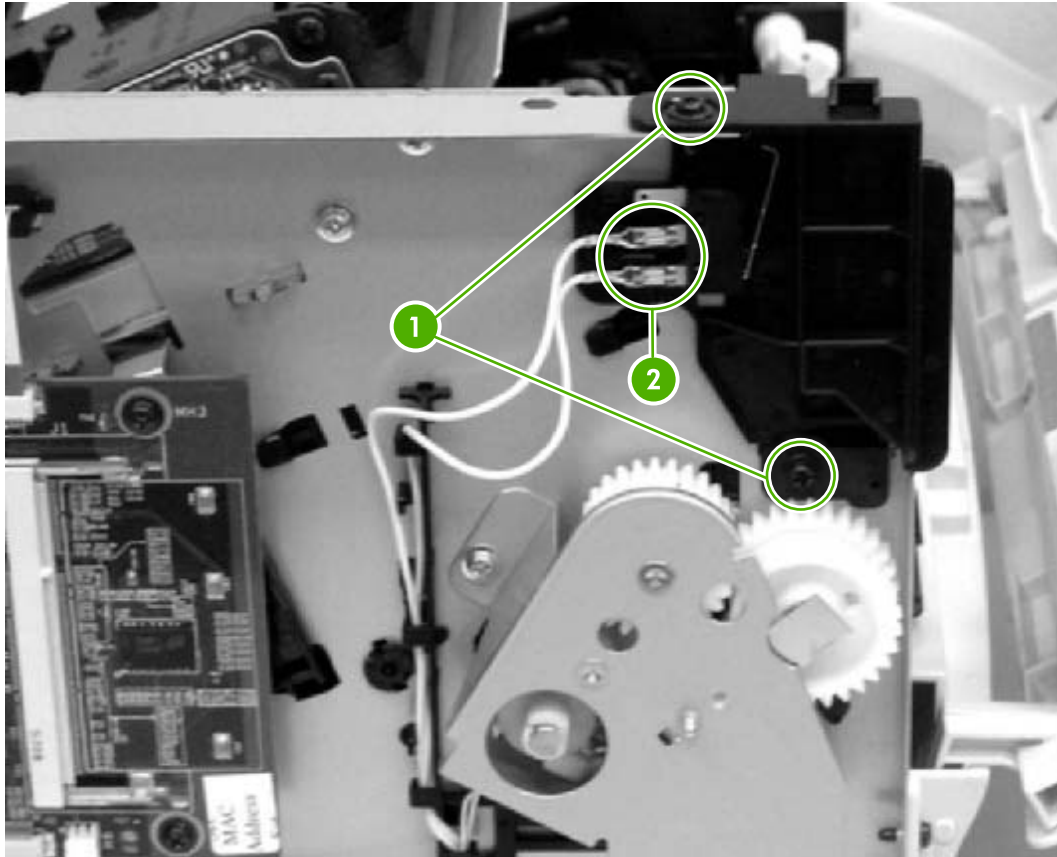


Figure 6-33 Removing the interlock assembly (1 of 2)

5. Lift the interlock assembly away from the printer.

ECU



1. Remove all covers.
2. Remove the fan.
3. Remove the duplex-drive gears.
4. Remove the formatter.
5. Remove the fuser.
6. Remove the interlock assembly.
7. Remove cables from the cable clip under the feed plate (1), and then remove the feed plate by lifting it and pulling it straight back.

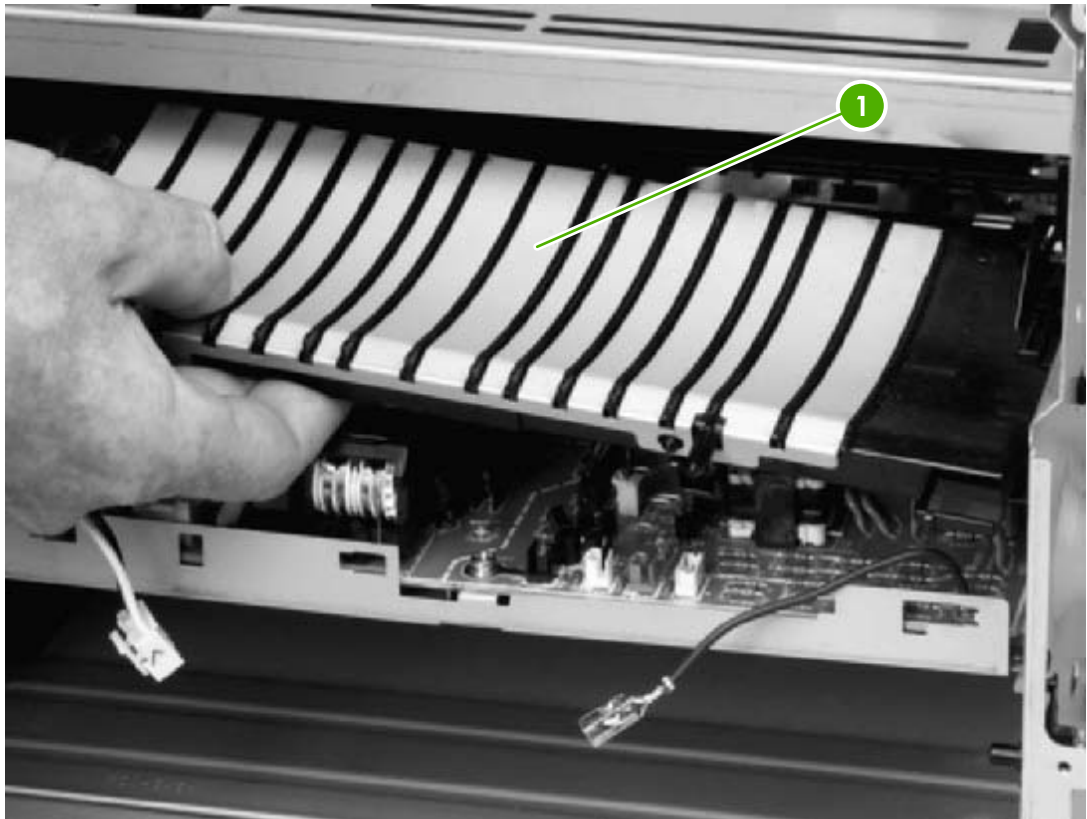


Figure 6-34 Removing the ECU (1 of 7)

8. Disconnect three cables (1).

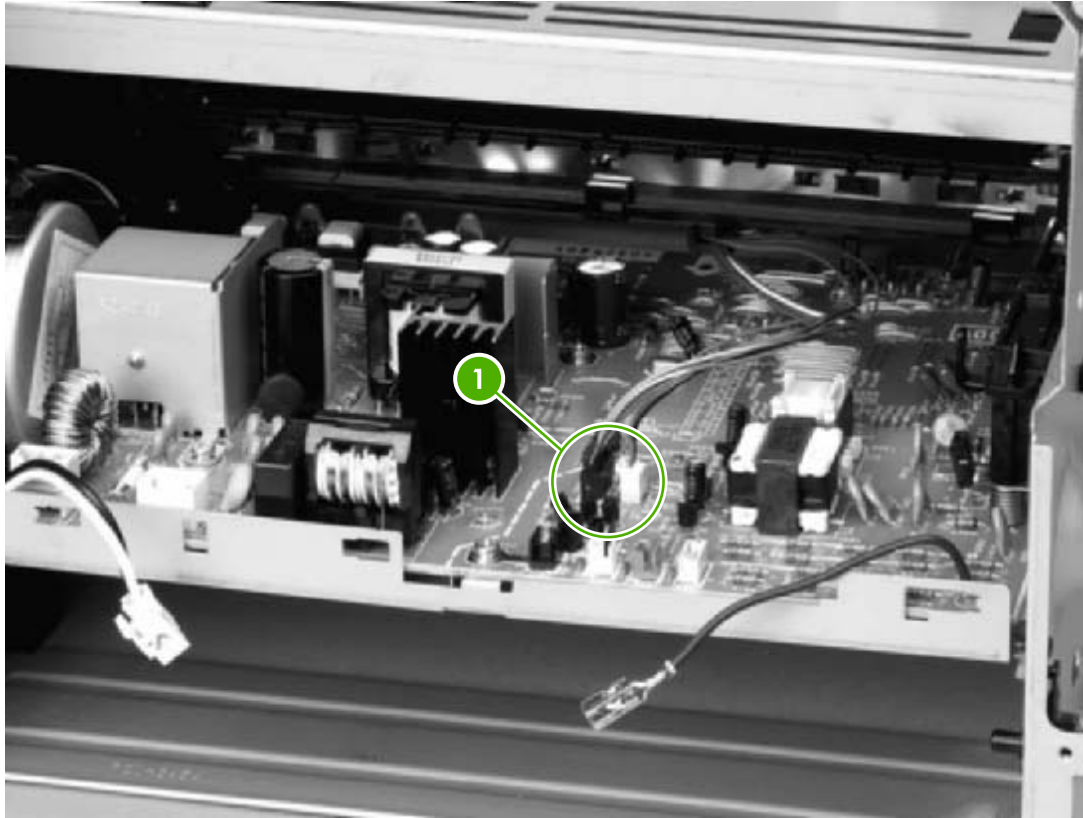


Figure 6-35 Removing the ECU (2 of 7)

9. Remove one screw (4) from the right side of the printer.

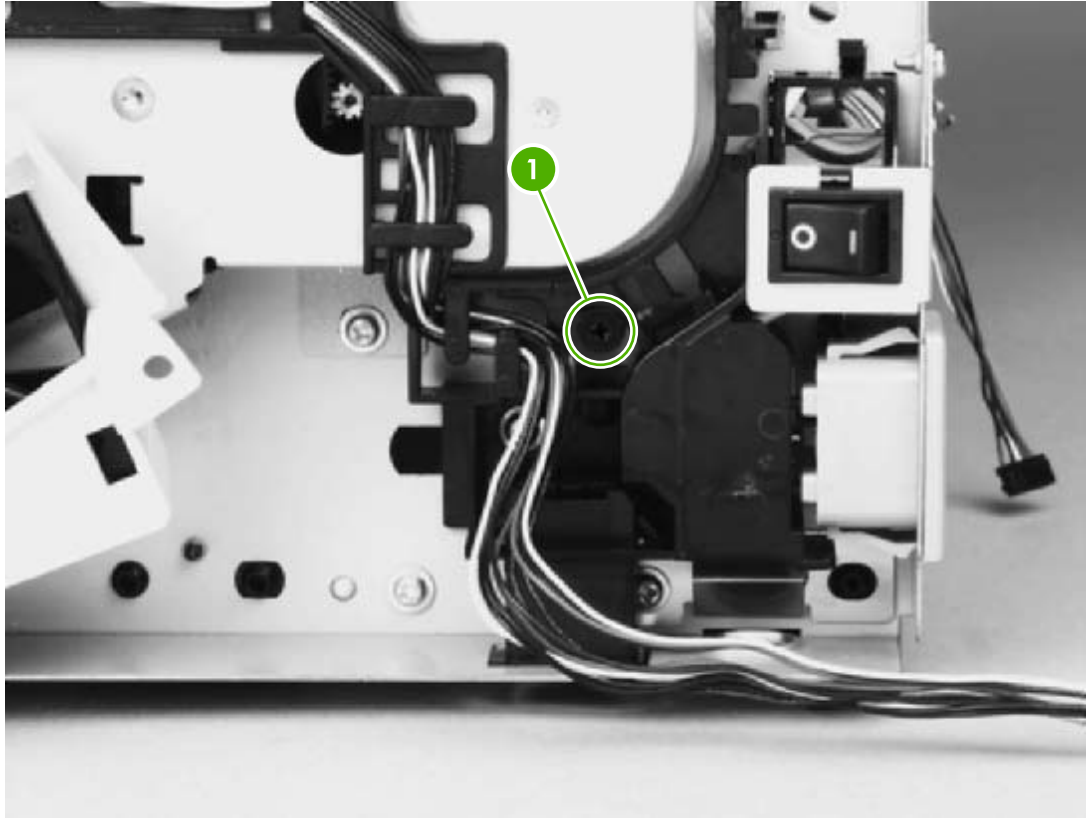


Figure 6-36 Removing the ECU (3 of 7)

10. Remove two screws (1) from the left side of the printer, and then push the interlock cables and the formatter cable (2) through the hole in the chassis.

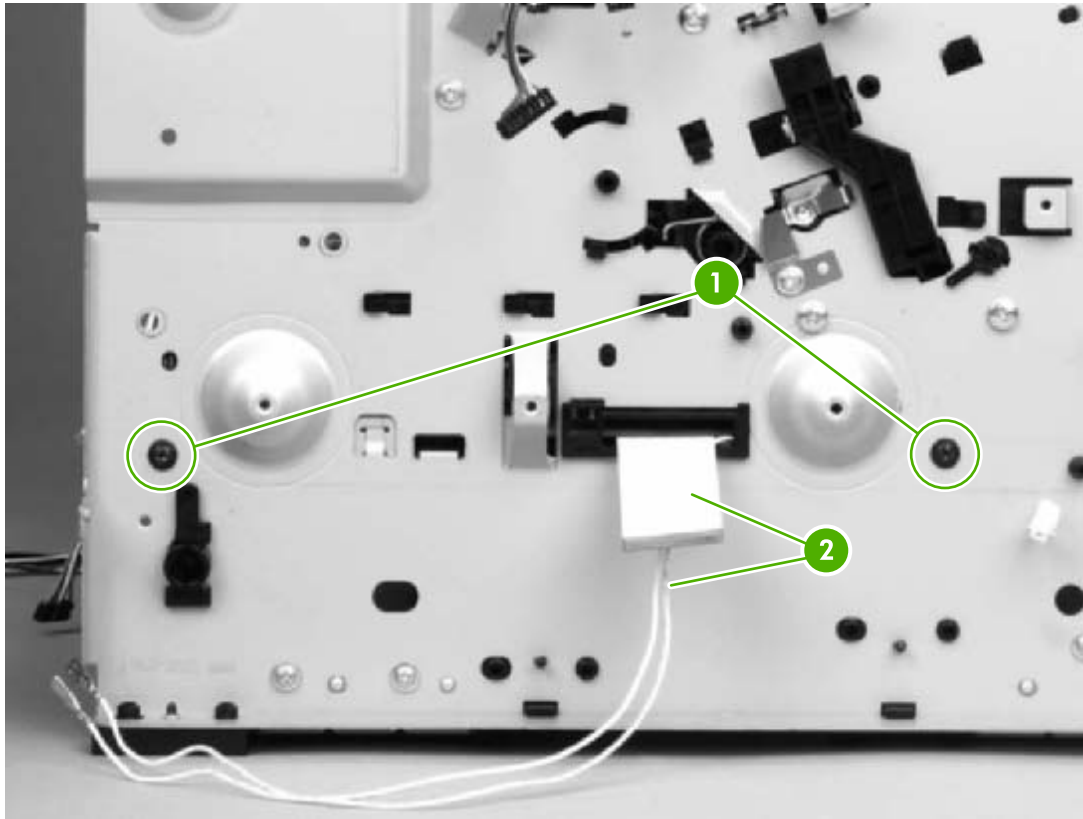


Figure 6-37 Removing the ECU (4 of 7)

11. Spread the printer frame at the right side of the printer to release the internal tabs that secure the ECU to the chassis.

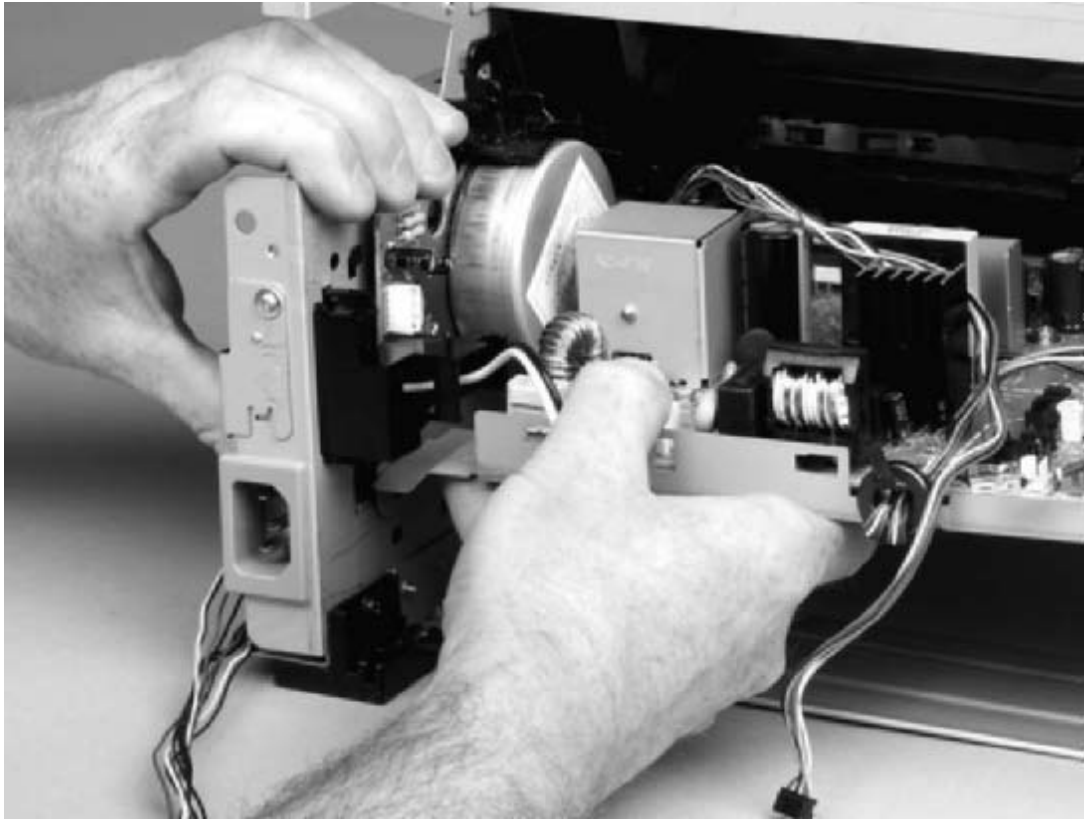


Figure 6-38 Removing the ECU (5 of 7)

12. Spread the printer frame at the left side of the printer to release the internal tabs, and then lower the ECU slightly and pull it straight back to remove it.



NOTE Make sure that cables do not become caught on the contact springs as you remove the ECU.



Figure 6-39 Removing the ECU (6 of 7)



Reinstallation tip When replacing the ECU, you might find it easier to find the correct placement of the ECU pan in the printer if you tip the printer so that it rests on its front.

13. Remove four screws (1) and then lift the ECU off the ECU plate.

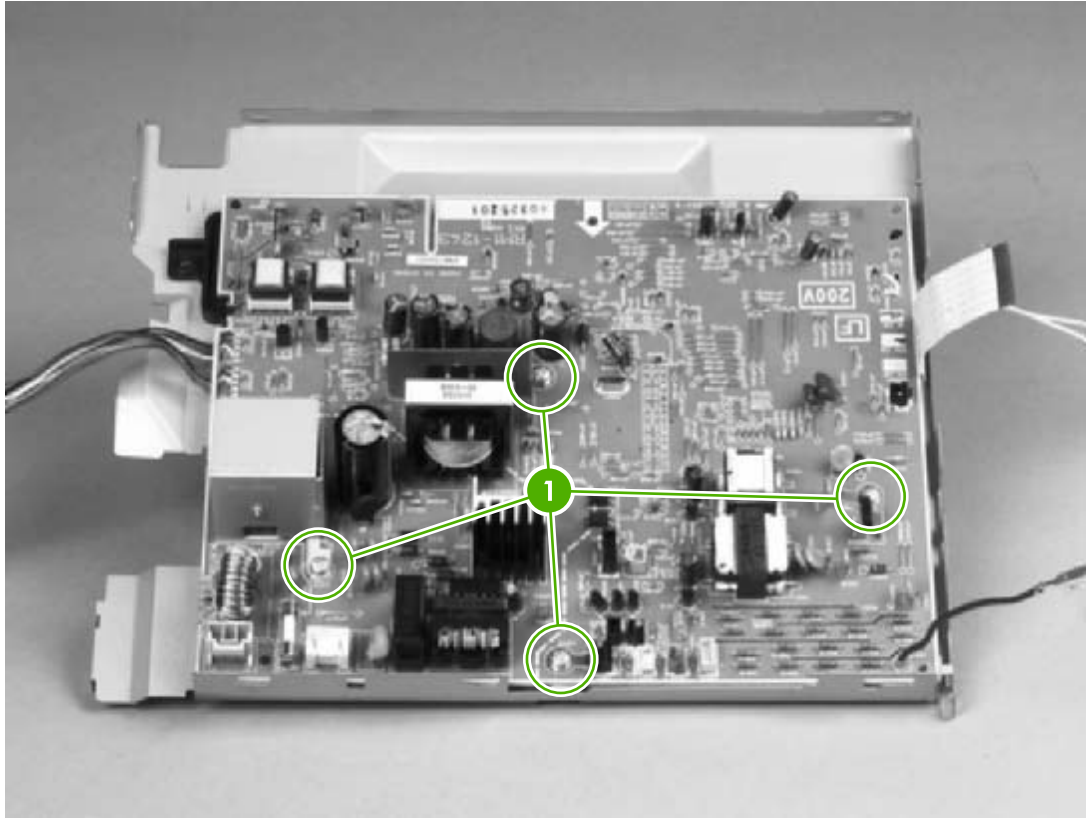


Figure 6-40 Removing the ECU (7 of 7)

Main motor

1. Remove all covers.
2. Remove the fan.
3. Remove the duplex-drive gears.
4. Remove the formatter.
5. Remove the fuser.
6. Remove the interlock assembly.
7. Remove the ECU.
8. Remove three screws (1).

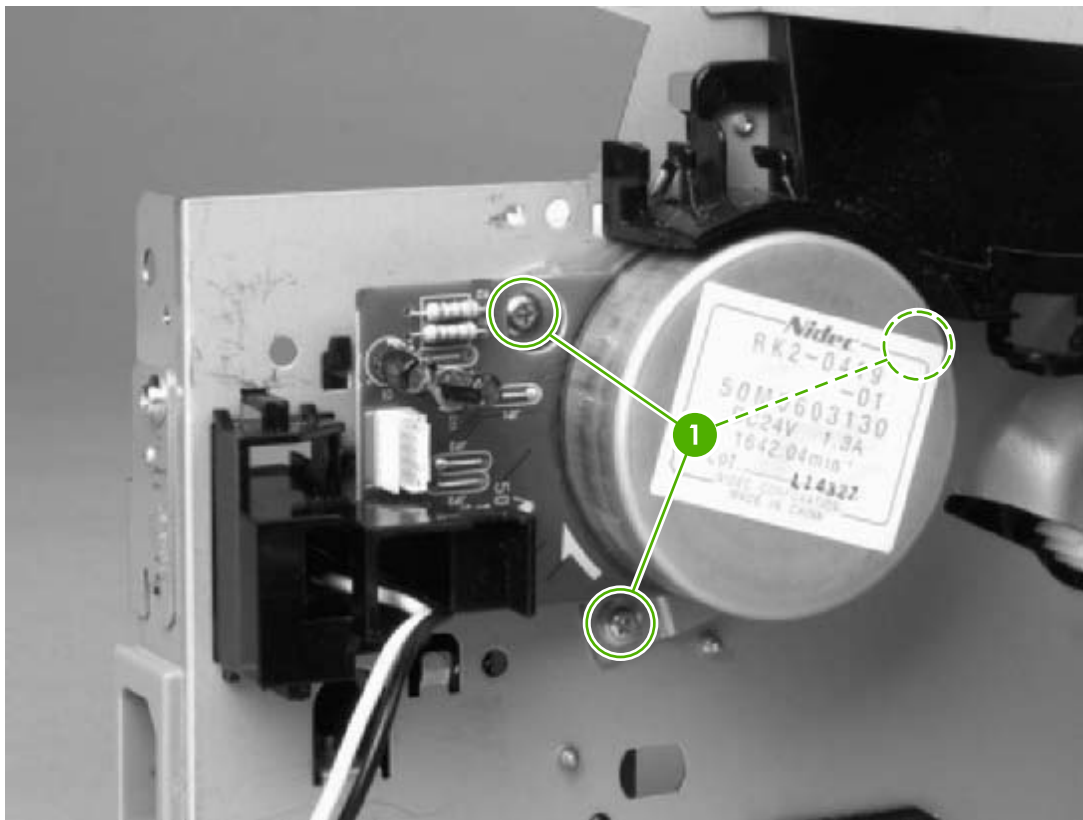


Figure 6-41 Removing the main motor (1 of 2)

9. Hold the motor while releasing the tabs (1) on the cable guide, and then lift the motor and the cable guide out of the printer together.

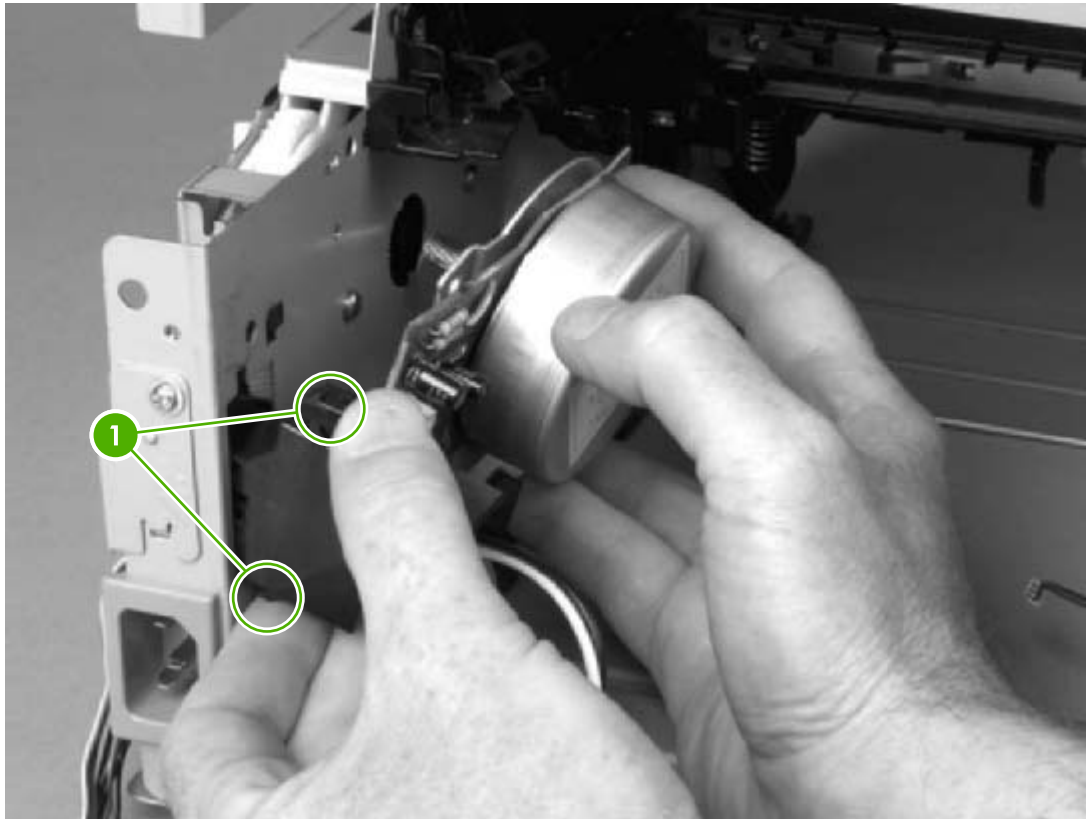


Figure 6-42 Removing the main motor (2 of 2)

Pickup and feed assemblies

This section covers the major assemblies of the pickup and feed system: the transfer roller and the registration assembly.

Transfer roller



NOTE It is important to make sure that the transfer roller needs to be replaced before removing it. Excess handling can cause additional damage.

1. Open the print-cartridge door and remove the print cartridge.
2. Use needle-nose pliers to release the transfer roller tabs at the end of the roller, near the right side of the printer.



CAUTION Do not break the tabs, and do not touch the rollers.

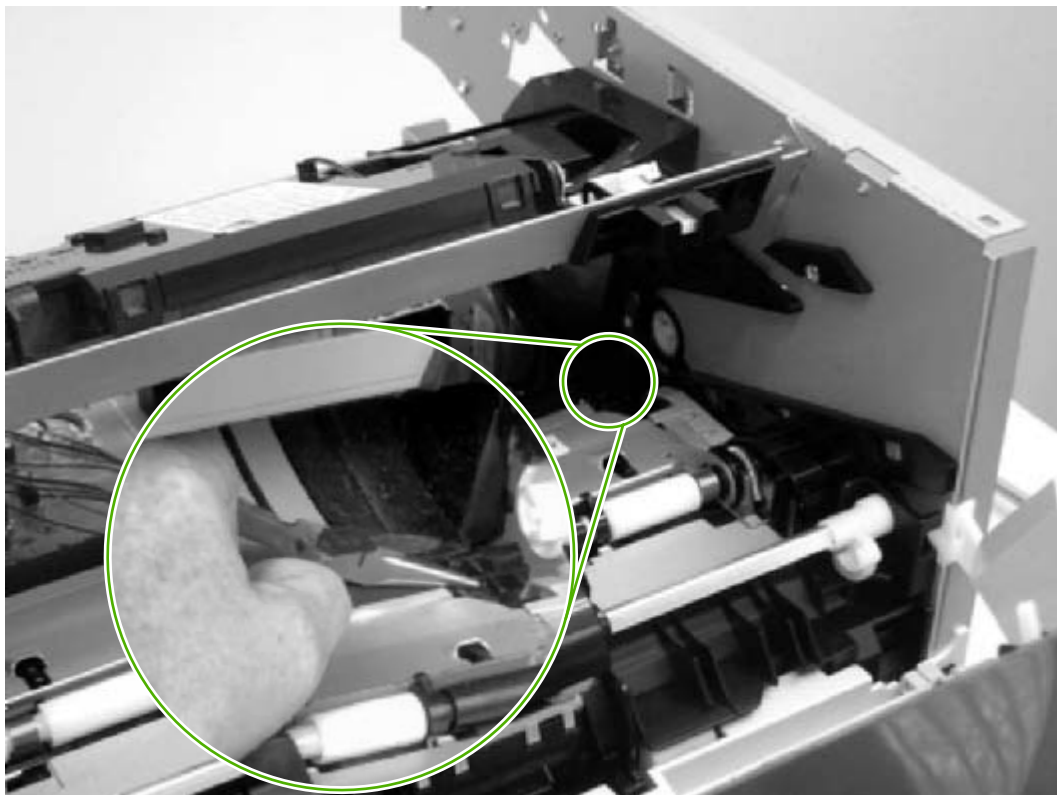


Figure 6-43 Removing the transfer roller

3. Lift up the end of the roller near the right side of the printer, and then slide it toward the right side of the printer while pulling it out of the printer.

Registration assembly

1. Remove five screws (1).

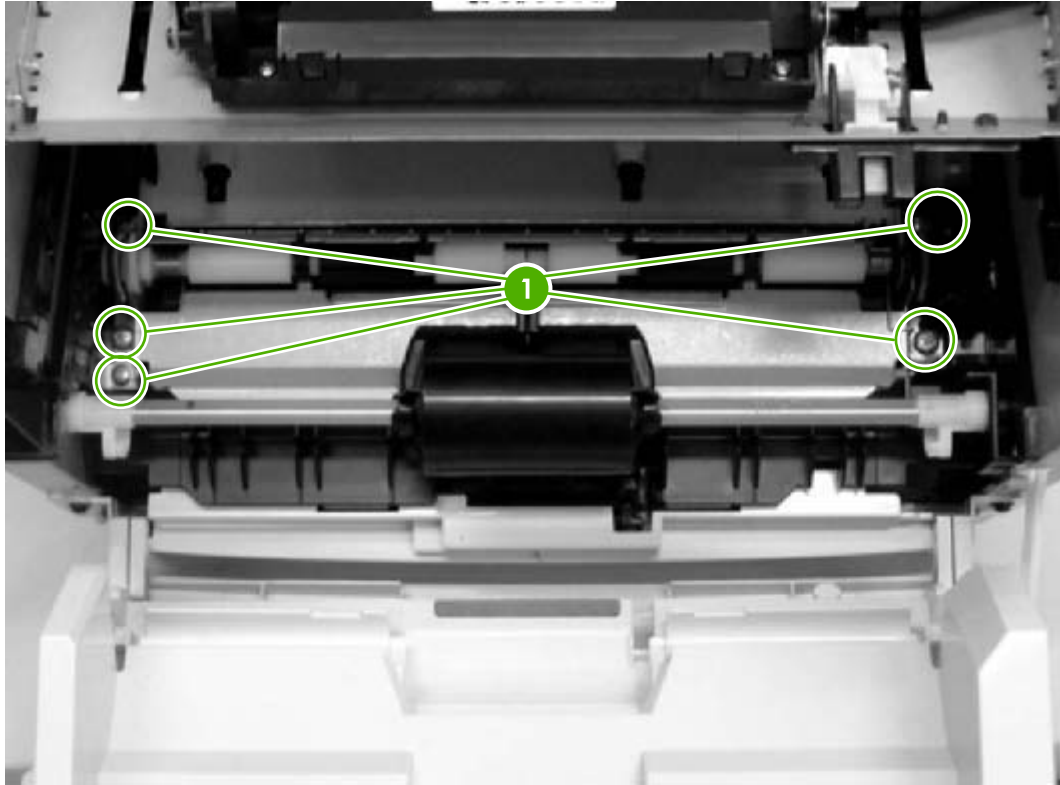


Figure 6-44 Removing the registration assembly

2. Lift the entire assembly out of the printer.

Main gear assembly/tray 2 pickup solenoid

1. Remove all covers.
2. Remove the fan from the printer chassis.
3. Disconnect one cable (1) at the ECU.

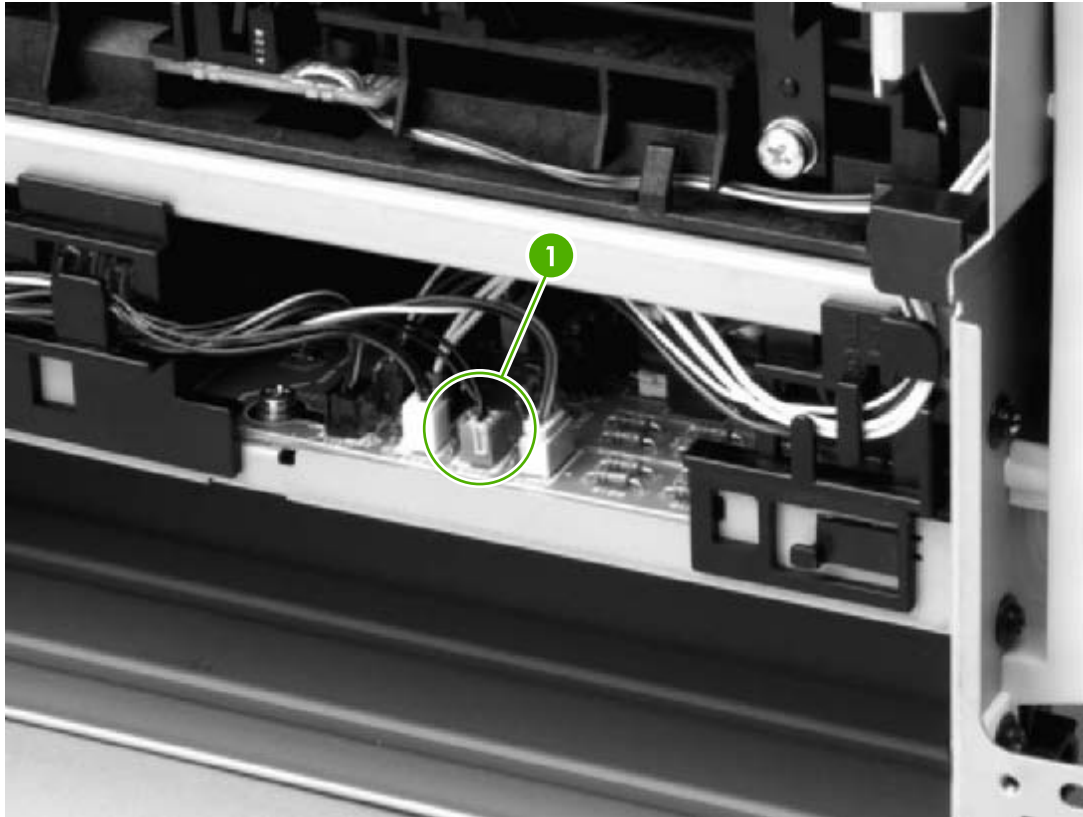


Figure 6-45 Removing the main gear assembly (1 of 2)

4. Remove the duplex-drive PCA from the printer chassis.
5. Release the tab on the gear (1) and slide the gear off the shaft.
6. Remove the cables from the cable guide (2).

7. Remove four screws (3).

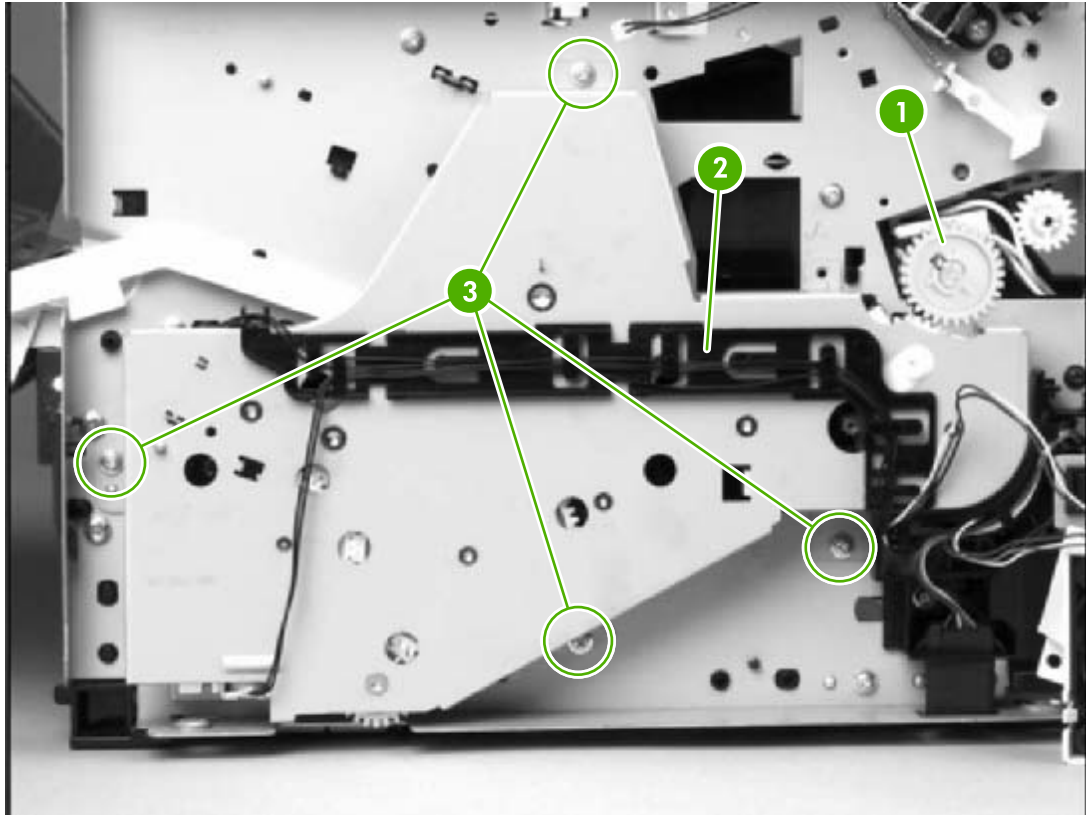


Figure 6-46 Removing the main gear assembly (2 of 2)

8. Pull the main gear assembly straight away from the printer.

9. To remove the tray 2 pickup solenoid, disconnect one cable (1).

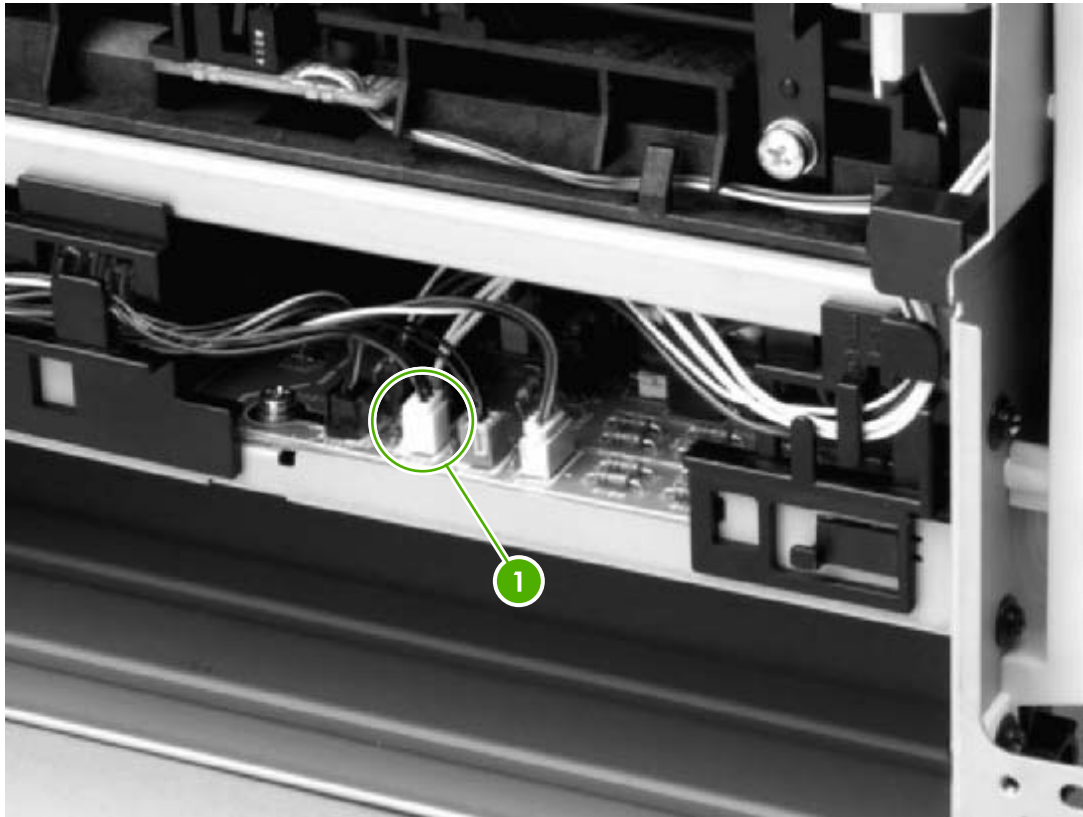


Figure 6-47 Removing the tray 2 pickup solenoid (1 of 2)

10. Remove one screw (1), and then lift the solenoid off the printer.

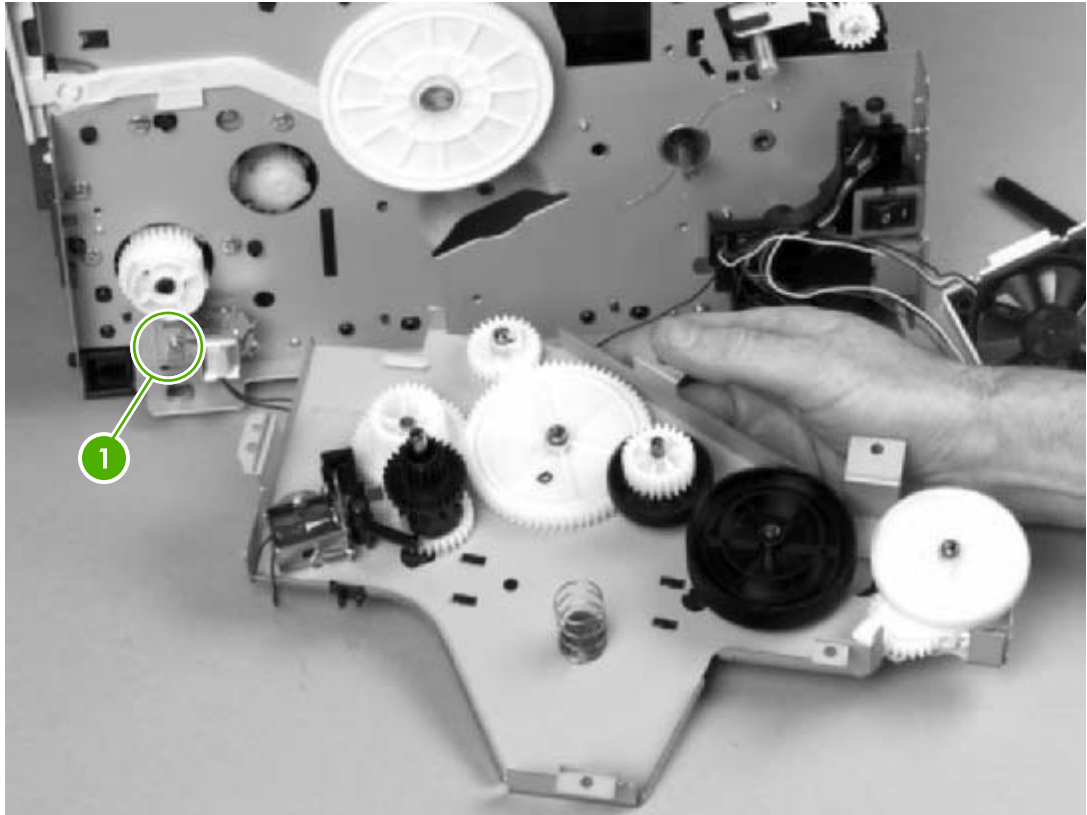


Figure 6-48 Removing the tray 2 pickup solenoid (2 of 2)

Print-cartridge door

1. Use a flat-blade screwdriver to gently pry the cartridge-door arm (1) off the print-cartridge door.



CAUTION Be careful not to break the tabs.

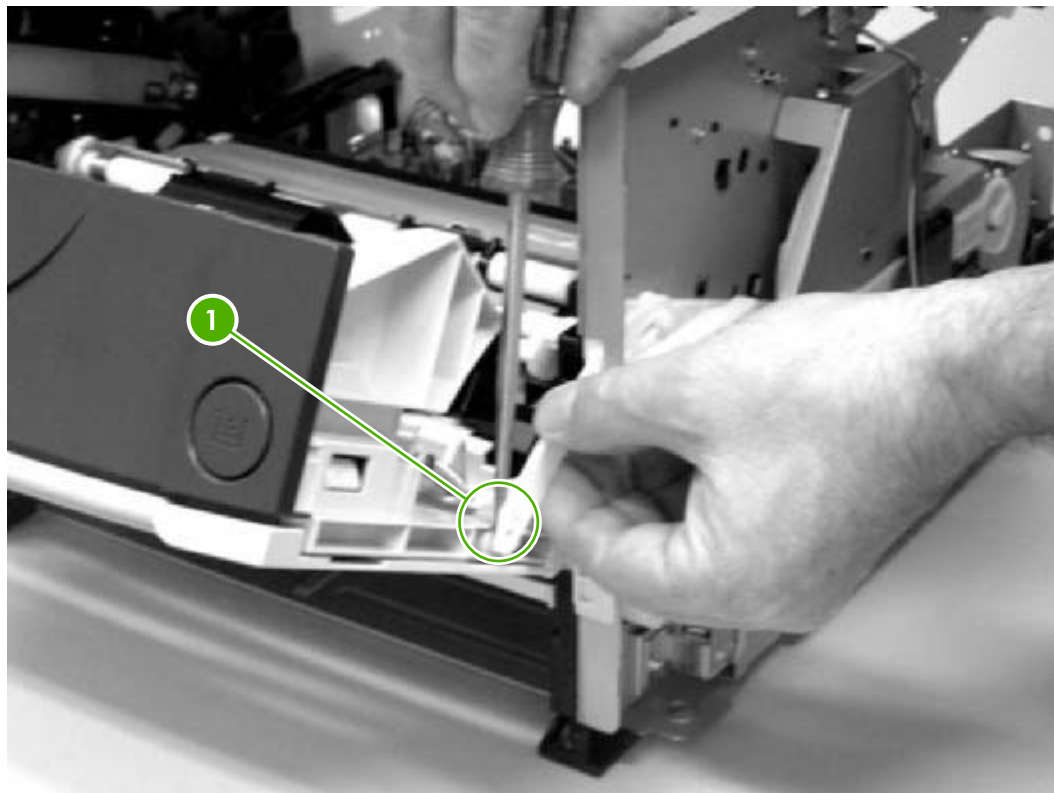


Figure 6-49 Removing the print-cartridge door (1 of 2)

2. Remove two screws (2).



Figure 6-50 Removing the print-cartridge door (2 of 2)

3. Lift the cartridge-door assembly straight away from the printer.

7 Problem solving

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- [Status-light patterns](#)
- [Fatal error secondary messages](#)
- [Accessory error secondary messages](#)
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- [Printed page is different from what appeared on screen](#)
- [Image problem solving](#)
- [Clear jams](#)
- [Diagnostic resources](#)
- [Network-setup problemsolving](#)
- [Reset the printer](#)
- [Troubleshooting tools and reference diagrams](#)

Basic problem solving

Table 7-1 Basic problem solving

When the product is connected to a correctly grounded power source, the LEDs on the control panel do not illuminate and the main motor does not rotate.

The printer does not turn on.

Cause	Solution
No power to the printer.	<ol style="list-style-type: none">1. Verify that the power switch is turned on.2. Verify that the power cable is correctly plugged into the outlet and the printer.3. Verify that the power outlet has the correct voltage.
The power inlet/switch cable assembly is defective.	Replace the power inlet/switch cable assembly.
The ECU is defective.	Replace the ECU.

When turned on, the LEDs on the control panel light up, but the main motor does not rotate.

The printer turns on, but the motor does not rotate.

Cause	Solution
The print cartridge door is open.	Close the print cartridge door.
Media is jammed in the paper path.	Clear all media from the paper path and make sure that all sensors are working correctly.
The motor cable is not connected correctly.	Reconnect the motor cable.
The motor is not mounted correctly in the printer chassis.	Verify that the motor is connected correctly and that it rotates freely.
A gear is damaged or jammed.	Replace the gear assembly.
The ECU is defective.	Replace the ECU.
The main motor is defective.	Replace the motor.

The printer turns on and the motor rotates, but none of the control panel lights turn on, and pressing the control panel buttons has no effect.

The printer is unresponsive.

Cause	Solution
The control panel cable is not connected correctly.	Reconnect the control panel cable.
The control panel is defective.	Replace the control panel.
The formatter is defective.	Replace the formatter.

Table 7-1 Basic problem solving (continued)

The printer is on, but the control panel lights indicate that the printer is not in the "ready" state.

The printer is not "ready."

Cause	Solution
The printer has an internal error that was detected during the power-on self-test sequence.	Consult the list of control panel light patterns to identify and correct the error.

The printer turns on, the motor rotates, and the control panel indicates the "ready" state, but the printer does not print.

The printer does not print.

Cause	Solution
A printer component is defective.	Perform an engine test to verify print-engine components. <ol style="list-style-type: none">1. Press the engine test switch to print an engine test.2. If the engine test page does not print, check all of the connectors on the ECU and reconnect any cables that are connected incorrectly.3. If, after checking the connectors, the error persists, replace the ECU.
The formatter is defective.	Press the Go button to print a Demo page. If the Demo page does not print, replace the formatter.

The printer prints the engine test and the Demo page, but does not print jobs sent from a computer.

The printer does not print from a computer.

Cause	Solution
The cable is not connected correctly.	Reconnect the cable.
An incorrect printer driver is selected.	Select the correct printer driver.
The printer driver is not installed correctly.	Uninstall and then reinstall the printer software. Make sure that you use the correct procedure and port setting.
Other devices are connected to the printer (for example, through a switch or hub) that are interfering with the computer-printer communications.	Disconnect the other devices, switches, or hubs.
There is a computer-port communications problem.	Reset the computer port settings (see the computer user guide for more information).
The formatter is defective.	Replace the formatter.

Status-light patterns

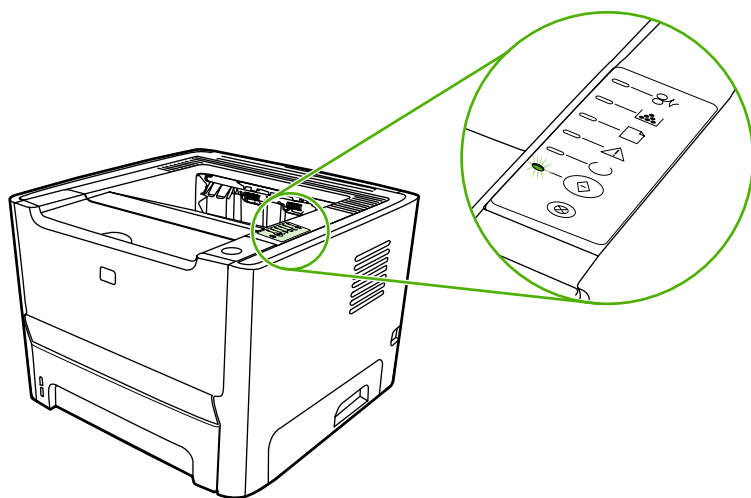


Table 7-2 Status-light legend

	Symbol for "light off"
	Symbol for "light on"
	Symbol for "light blinking"

Table 7-3 Control-panel status light patterns

Error code	Pattern	Description	Action
10007		<p>Initialization/Startup</p> <p>While in the Startup state, the Go, Ready, and Attention lights cycle (at the rate of 500 ms) one after another.</p> <p>Reconfiguration Initialization</p> <p>During the printer start up, you can request special initialization sequences that reconfigure the printer. When one of the sequences is requested, such as cold reset, the lights cycle as in the Initialization/Startup state.</p> <p>Job Cancel</p> <p>After the cancellation process has been completed, the printer returns to the Ready state.</p>	During the Initialization, Reconfiguration, and Job Cancel processes, pressing buttons has no effect.

Table 7-3 Control-panel status light patterns (continued)

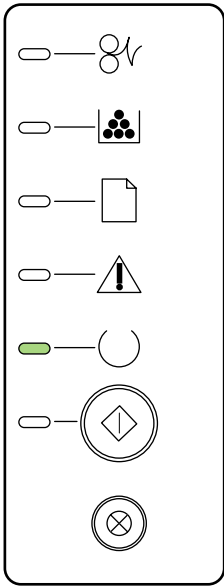
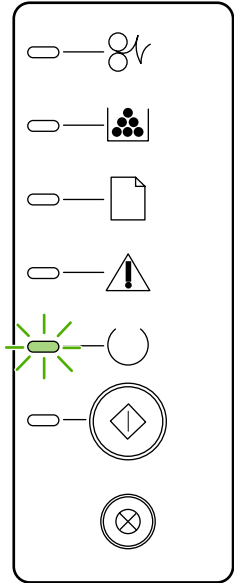
Error code	Pattern	Description	Action
10001		Ready The printer is ready with no job activity.	To print a Configuration page, press and hold the Go button for 5 seconds. To print a Demo page, press and release the Go button.
10023		Processing Data The printer is processing or receiving data.	To cancel the current job, press the Cancel button.

Table 7-3 Control-panel status light patterns (continued)

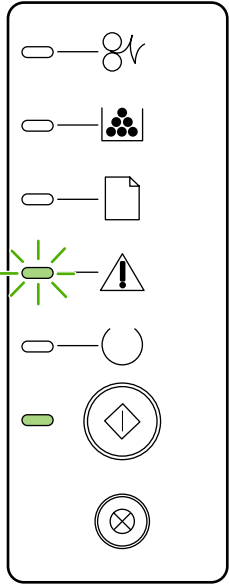
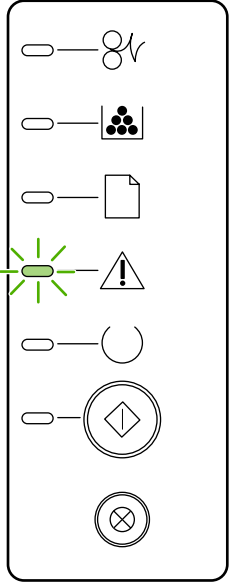
Error code	Pattern	Description	Action
41000		<p>Manual Feed or Continuable Error</p> <p>This state can be reached in the following circumstances:</p> <ul style="list-style-type: none">• Manual feed• General continuable error• Memory configuration error• Personality/Job-related error	<p>To recover from the error and print whatever data is possible, press the Go button.</p> <p>If the recovery is successful, the printer goes to the Processing Data state and completes the job.</p> <p>If the recovery is unsuccessful, the printer returns to the Continuable Error state.</p>
40021		<p>Attention</p> <p>The print-cartridge door is open.</p>	<p>Close the print-cartridge door.</p>

Table 7-3 Control-panel status light patterns (continued)

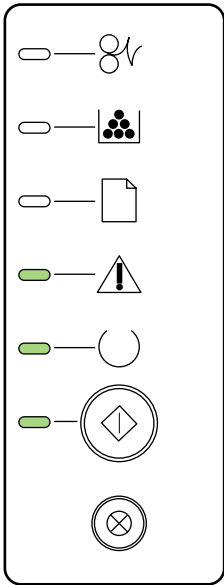
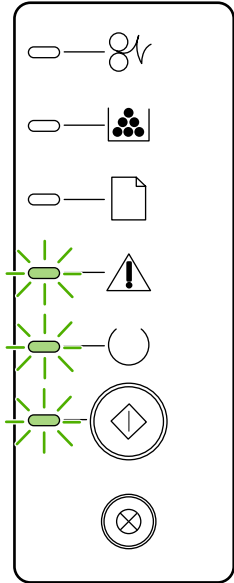
Error code	Pattern	Description	Action
50003 50005 50006 50007 5000X		Fatal Error	<ul style="list-style-type: none"> Turn off the printer, wait 10 seconds, and turn on the printer. Unplug the printer for five minutes. Then plug it back in and turn the power on. If you are unable to resolve the problem, contact HP.
		Accessory Error	<p>To display additional error information, press the Go button. The light pattern changes. When you release the Go button, the printer returns to the initial Accessory Error state.</p>

Table 7-3 Control-panel status light patterns (continued)

Error code	Pattern	Description	Action
		Toner Low The Go, Ready, and Attention lights act independently of the Toner Low state.	Order a new print cartridge and have it ready.
		Toner Missing The print cartridge has been removed from the printer.	Reinsert the print cartridge in the printer.

Table 7-3 Control-panel status light patterns (continued)

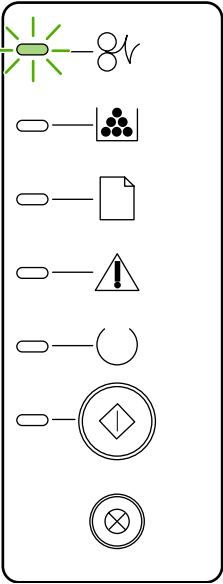
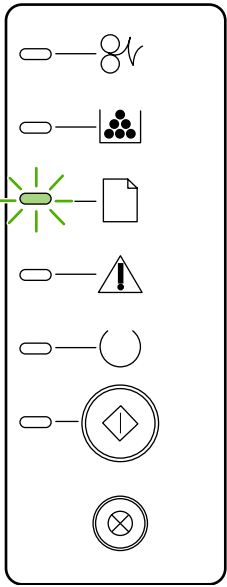
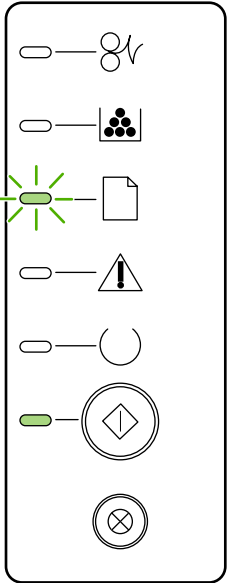
Error code	Pattern	Description	Action
40022		Jam	Clear the jam.

Table 7-3 Control-panel status light patterns (continued)

Error code	Pattern	Description	Action
41900		Paper Out	Load paper or other media.
		Paper Mount The loaded paper or other media is not supported.	Load acceptable paper or other media. Press the Go button to override the condition.

Fatal error secondary messages

If the printer has a fatal error, press and hold the **Go** button to see a secondary error message.

Table 7-4 Fatal error secondary messages

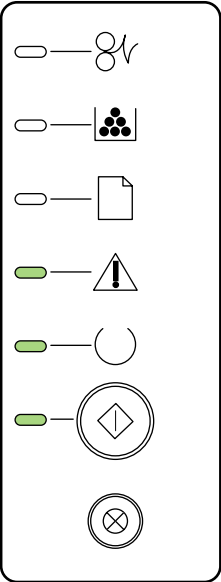
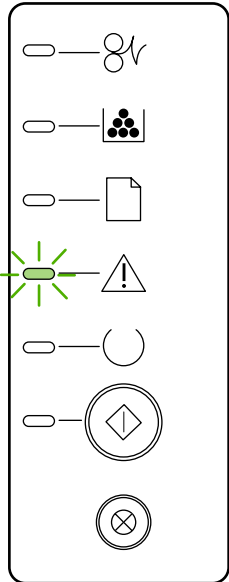
Error code	Pattern	Description	Action
79XXX		General fatal error	<ol style="list-style-type: none">1. Turn the printer off, and then turn the printer on again.2. If the error persists, disconnect the I/O cable and print an engine test. If the self-test is successful, reconnect the I/O cable.3. If the error persists, replace the formatter.
55 50007		Engine error. The formatter and engine are not communicating.	<ol style="list-style-type: none">1. Unplug the printer, and then plug it in again.2. Reseat the formatter cable in the ECU.3. If the error persists, replace the formatter.4. If, after replacing the formatter, the error persists, replace the ECU.

Table 7-4 Fatal error secondary messages (continued)

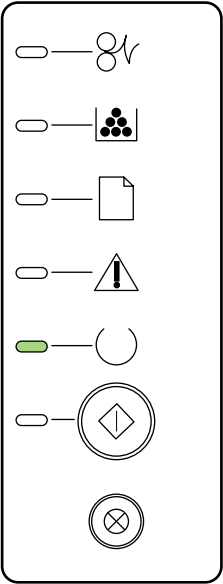
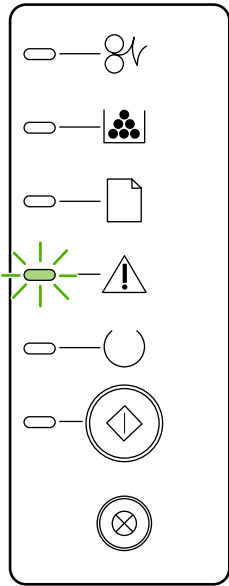
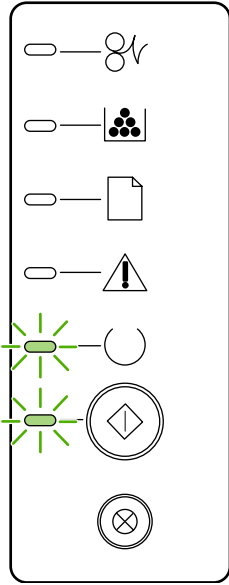
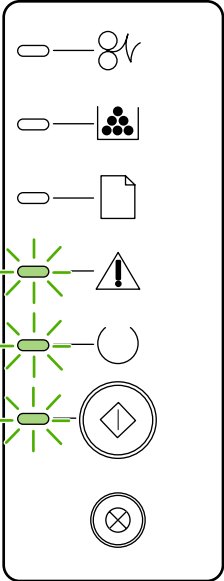
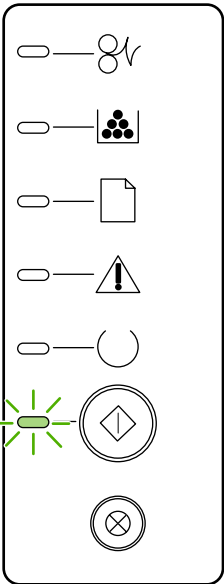
Error code	Pattern	Description	Action
52 50005		Laser/scanner error. The laser/scanner has a malfunction.	<ol style="list-style-type: none">1. Check the laser/scanner cable connections.2. If the error persists, replace the laser/scanner.

Table 7-4 Fatal error secondary messages (continued)

Error code	Pattern	Description	Action
57		Fan motor error	<ol style="list-style-type: none"> 1. Check the fan cable connections. 2. If the error persists, replace the fan.
50XXX		Fuser error. The fuser has a malfunction.	<ol style="list-style-type: none"> 1. Unplug the printer for at least ten minutes, and then plug it in again. 2. Verify that the fuser connector and thermistor connector are both firmly seated in the ECU 3. Perform a heating element resistance check. 4. If the resistance readings are correct, but the error persists, replace the fuser.

Accessory error secondary messages

Table 7-5 Accessory error secondary messages

Error code	Pattern	Description	Action
		Accessory error	If the printer has an accessory error, press and hold the Go button to see the secondary error message. Release the Go button to return to the initial accessory error state.
53XXXX 79XXX		DIMM slot error	<ol style="list-style-type: none"> 1. Verify that the DIMM is correctly seated. 2. If the error persists, replace the DIMM.

Media problemsolving

The following problems with media cause print-quality deviations, jamming, or damage to the printer.

Problem	Cause	Solution
Poor print quality or toner adhesion	The paper is too moist, too rough, too heavy or too smooth, or it is embossed or from a faulty paper lot.	Try another kind of paper, between 100 and 250 Sheffield, with 4 to 6% moisture content.
Dropouts, jamming, or curl	The paper has been stored incorrectly.	Store paper flat in its moisture-proof wrapping.
	The paper has variability from one side to the other.	Turn the paper over.
Excessive curl	The paper is too moist, has the wrong grain direction, or is of short-grain construction	Open the rear output bin, or use long-grain paper.
	The paper varies from side-to-side.	Turn the paper over.
Jamming, damage to printer	The paper has cutouts or perforations.	Use paper that is free of cutouts or perforations.
Problems with feeding	The paper has ragged edges.	Use high-quality paper that is made for laser printers.
	The paper varies from side-to-side.	Turn the paper over.
	The paper is too moist, too rough, too heavy or too smooth, has the wrong grain direction, or is of short-grain construction or it is embossed or from a faulty paper lot.	Try another kind of paper, between 100 and 250 Sheffield, 4 to 6% moisture content. Open the rear output bin, or use long-grain paper.
Print is skewed (crooked).	The media guides might be incorrectly adjusted.	Remove all media from the input tray, straighten the stack, and then load the media in the input tray again. Adjust the media guides to the width and length of the media that you are using and try printing again.
More than one sheet feeds at one time.	The media tray might be overloaded.	Remove some of the media from the tray.
	The media might be wrinkled, folded, or damaged.	Verify that the media is not wrinkled, folded, or damaged. Try printing on media from a new or different package.
The printer does not pull media from the media input tray.	The printer might be in manual-feed mode.	Verify that the printer is not in manual feed mode and print your job again.
	The pickup roller might be dirty or damaged.	Contact HP Customer Care.
	The paper-length adjustment control in tray 2 or optional tray 3 is set at a length that is greater than the media size.	Adjust the paper-length adjustment control to the correct length.
The printer does not pull media from media input tray when using the automatic two-sided printing feature.	The automatic two-sided printing media-size selector is not set to the correct page size.	Push in the media selector for letter/legal-size media. Pull out the media-size selector for A4-size media.

Printed page is different from what appeared on screen

Choose the item that best describes the problem:

- [Garbled, incorrect, or incomplete text on page 153](#)
- [Missing graphics or text, or blank pages on page 153](#)
- [Page format is different from another HP LaserJet printer on page 154](#)
- [Graphics quality on page 154](#)

Garbled, incorrect, or incomplete text

- The wrong printer driver might have been selected when the software was installed. Make sure that the HP LaserJet P2015 printer driver is selected in the printer Properties.
- If a specific file prints garbled text, there might be a problem with that specific file. If a specific application prints garbled text, there might be a problem with that application. Make sure that the appropriate printer driver is selected.
- There might be a problem with your software application. Try printing from another software application.
- The USB cable might be loose or defective. Try the following remedies:
 - Disconnect the cable and reconnect it at both ends.
 - Try printing a job that you know works.
 - If possible, attach the cable and printer to another computer, and try printing a job that you know works.
 - Try using a new USB 2.0 cable that is 3 m (10 ft) or less in length.
 - Turn off the printer and the computer. Remove the USB cable, and inspect both ends of the cable for damage. Reconnect the cable, making sure that the connections are tight. Make sure that the printer is directly connected to the computer. Remove any switchboxes, tape backup drives, security keys, or any other devices that are attached between the USB port on the computer and the printer. These devices can sometimes interfere with communication between the computer and the printer. Restart the printer and the computer.

Missing graphics or text, or blank pages

- Make sure that your file does not contain blank pages.
- The sealing tape might still be in the print cartridge. Remove the print cartridge, and pull the tab on the end of the cartridge until the entire length of the tape is removed. Reinstall the print cartridge. To check the printer, print a Demo page by pressing the **Go** button.
- The graphic settings in the printer Properties might not be correct for the type of job that you are printing. Try a different graphic setting in the printer Properties.
- Clean the printer, particularly the contacts between the print cartridge and the power supply.

Page format is different from another HP LaserJet printer

If you used an older or different HP LaserJet printer driver (printer software) to create the document, or if the printer Properties settings in the software are different, the page format might change when you try to print using your new printer driver or settings. To help eliminate this problem, try the following remedies:

- Create documents and print them using the same printer driver (printer software) and printer Properties settings regardless of which HP LaserJet printer you use to print them.
- Change the resolution, paper size, font settings, and other settings.

Graphics quality

The graphics settings might be unsuitable for your print job. Check the graphic settings, such as resolution, in the printer Properties and adjust them as necessary.

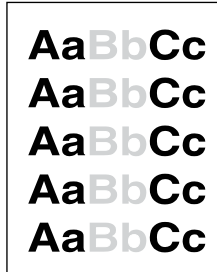


NOTE You might lose some resolution when converting from one graphics format to another.

Image problem solving

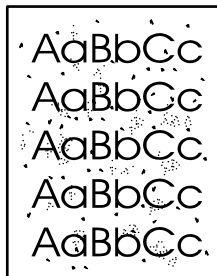
This section provides information about identifying and correcting print defects.

Light print or faded



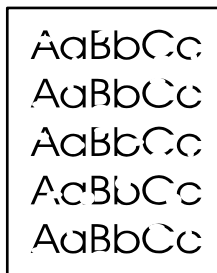
- The print cartridge is nearing end of life.
- The media might not meet Hewlett-Packard's media specifications (for example, the media is too moist or too rough).
- If the whole page is light, the print density adjustment is too light or EconoMode might be turned on. Adjust the print density, and disable EconoMode in the printer Properties.

Toner specks



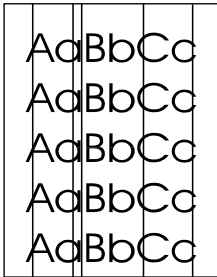
- The media might not meet Hewlett-Packard's media specifications (for example, the media is too moist or too rough).
- The printer might need to be cleaned.

Dropouts



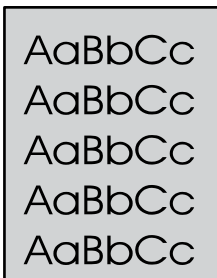
- A single sheet of media might be defective. Try reprinting the job.
- The media's moisture content is uneven or the media has moist spots on its surface. Try printing with new media.
- The media lot is bad. The manufacturing processes can cause some areas to reject toner. Try a different type or brand of media.
- The print cartridge might be defective.

Vertical lines



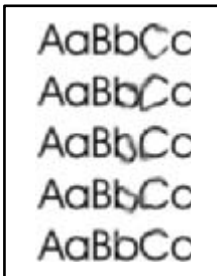
The photosensitive drum inside the print cartridge has probably been scratched. Install a new HP print cartridge.

Gray background



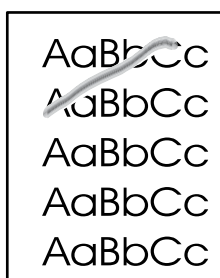
- Make sure that tray 1 is in place.
 - Decrease the print density setting through HP ToolboxFX or the embedded Web server. This decreases the amount of background shading.
 - Change the media to a lighter basis weight.
 - Check the printer's environment. Very dry (low humidity) conditions can increase the amount of background shading.
 - Install a new HP print cartridge.
-

Toner smear



- If toner smears appear on the leading edge of the media, the media guides might be dirty. Wipe the media guides with a dry, lint-free cloth.
 - Check the media type and quality.
 - Try installing a new HP print cartridge.
 - The fuser temperature might be too low. In your printer driver, make sure the appropriate media type is selected.
-

Loose toner



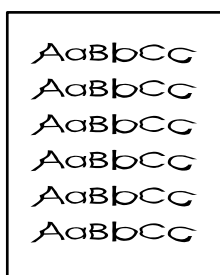
- Clean the inside of the printer.
- Check the media type and quality.
- Try installing a new HP print cartridge.
- In your printer driver, make sure the appropriate media type is selected.
- Plug the printer directly into an AC outlet instead of into a power strip.

Vertical repetitive defects



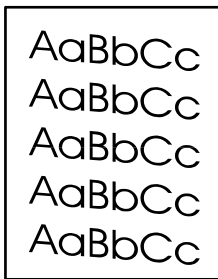
- The print cartridge might be damaged. If a repetitive mark occurs at the same spot on the page, install a new HP print cartridge.
- The internal parts might have toner on them. If the defects occur on the back of the page, the problem will probably correct itself after a few more printed pages.
- In your printer driver, make sure the appropriate media type is selected.

Misformed characters



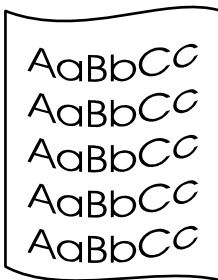
- If characters are improperly formed, producing hollow images, the media stock might be too slick. Try a different media.
- If characters are improperly formed, producing a wavy effect, the printer might need service. Print a configuration page. If the characters are improperly formed, contact an HP-authorized dealer or service representative.

Page skew



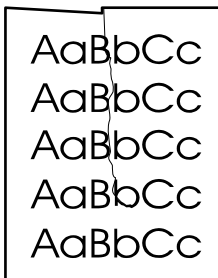
- Make sure that the media is loaded correctly and the media guides are not too tight or too loose against the media stack.
 - The input bin might be too full.
 - Check the media type and quality.
-

Curl or wave



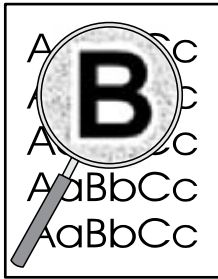
- Check the media type and quality. Both high temperature and humidity cause media to curl.
 - The media might have been in the input tray too long. Turn over the stack of media in the tray. Also, try rotating the media 180° in the input tray.
 - Open the straight-through output door and try printing straight through.
 - The fuser temperature might be too high. In your printer driver, make sure the appropriate media type is selected. If the problem persists, select a media type that uses a lower fuser temperature, such as transparencies or light media.
-

Wrinkles or creases



- Make sure that media is loaded properly.
 - Check the media type and quality.
 - Open the straight-through output door and try printing straight through.
 - Turn over the stack of media in the tray. Also, try rotating the media 180° in the input tray.
 - For envelopes, this can be caused by air pockets inside the envelope. Remove the envelope, flatten the envelope, and try printing again.
-

Toner scatter outline



- If large amounts of toner have scattered around the characters, the media might be resisting the toner. (A small amount of toner scatter is normal for laser printing.) Try a different media type.
- Turn over the stack of media in the tray.
- Use media designed for laser printers.

Clear jams

Occasionally, media becomes jammed during a print job. You are notified of a media jam by an error in the software and the printer control-panel lights.

The following are some of the causes of media jams:

- The input trays are loaded improperly or too full.



NOTE When you add new media, always remove all of the media from the input tray and straighten the stack of new media. This helps prevent multiple sheets of media from feeding through the printer at one time, reducing media jams.

- The media does not meet HP specifications.
- The printer might need to be cleaned to remove paper dust and other particles from the paper path.

There might be loose toner in the printer after a media jam. This toner clears up after a few sheets print.



CAUTION Media jams might result in loose toner on the page. If you get any toner on your clothes, wash them in cold water. *Hot water will permanently set the toner into the fabric.*

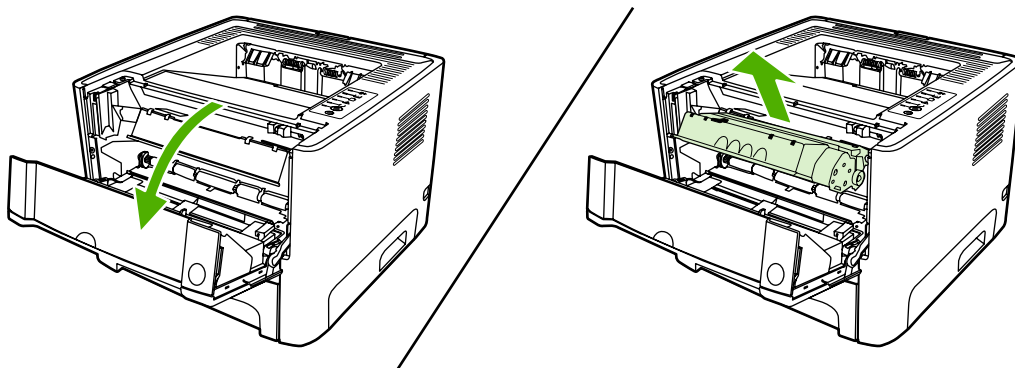
Print-cartridge area

To clear a jam in the print-cartridge area, perform the following steps:



CAUTION Do not use sharp objects, such as tweezers or needle-nose pliers, to remove jams. Damage caused by sharp objects will not be covered by the warranty.

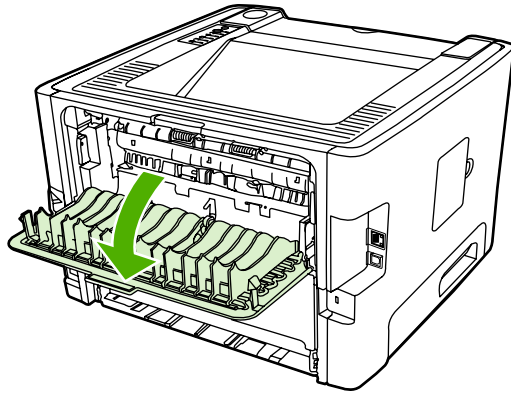
1. Press the print-cartridge-door button, and then remove the print cartridge from the printer.



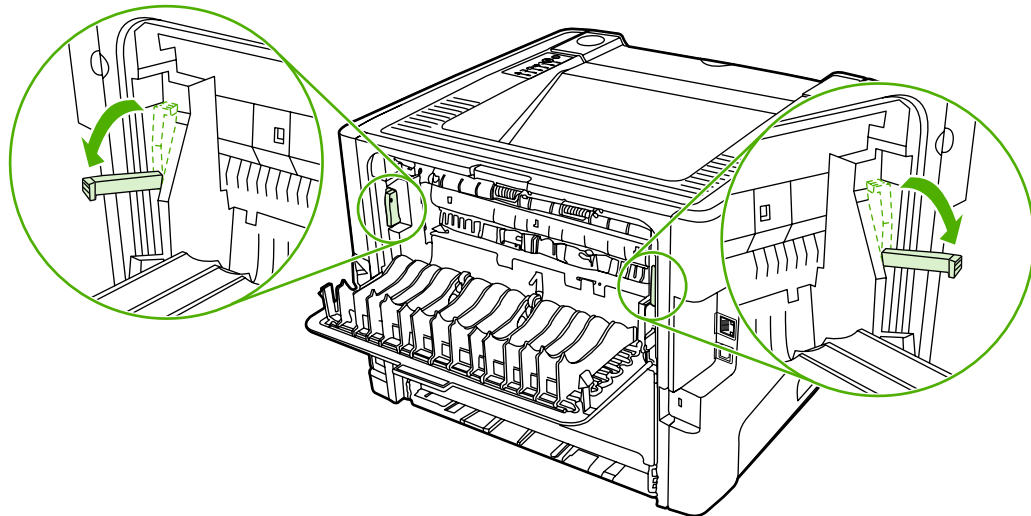
CAUTION To prevent damage to the print cartridge, minimize its exposure to direct light.

CAUTION After removing the print cartridge, handle it only on the ends.

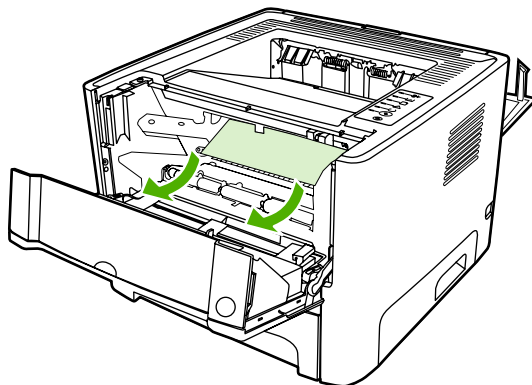
2. Open the straight-through output door.



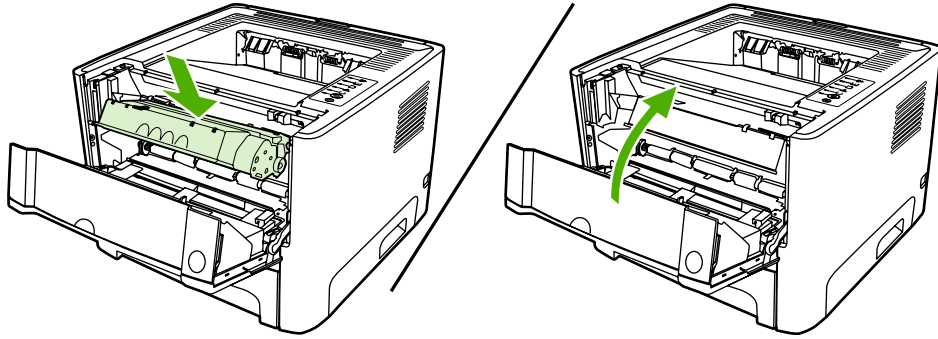
3. Pull down the green pressure-release levers.



4. With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the printer.



5. Replace the print cartridge, and close the print-cartridge door.

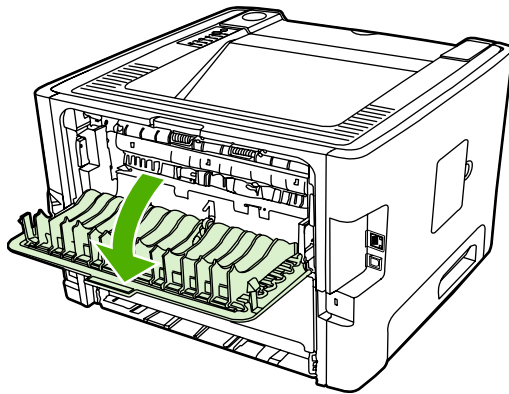


Input trays

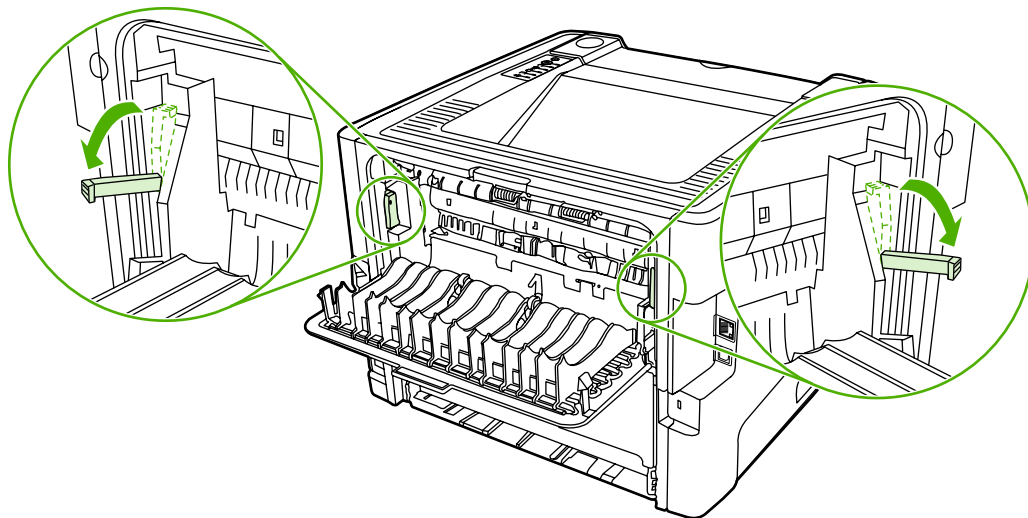
To clear a jam in the input trays, perform the following steps:

CAUTION Do not use sharp objects, such as tweezers or needle-nose pliers, to remove jams. Damage caused by sharp objects will not be covered by the warranty.

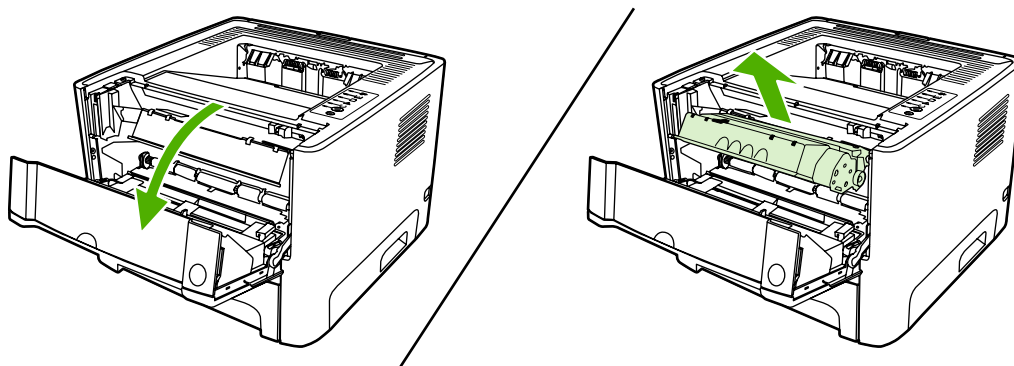
1. Open the straight-through output door.



2. Pull down the green pressure-release levers.

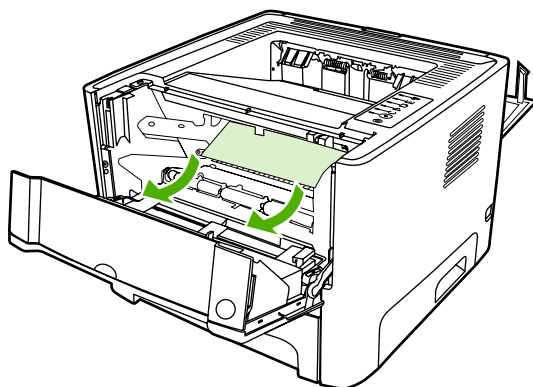


3. Press the print-cartridge-door button, and then remove the print cartridge from the printer.

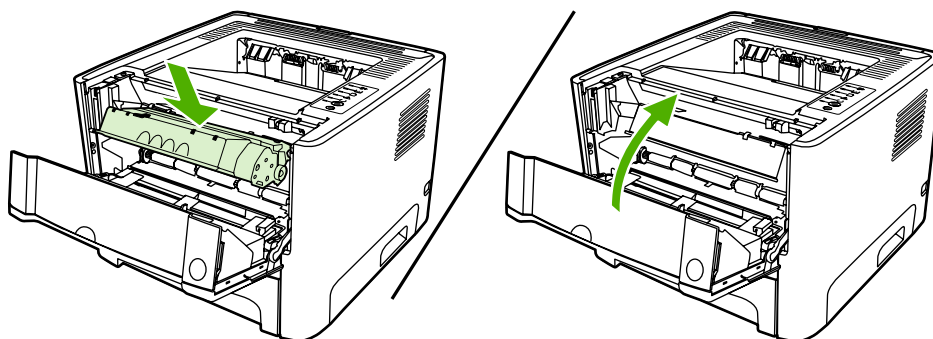


CAUTION After removing the print cartridge, handle it only on the ends.

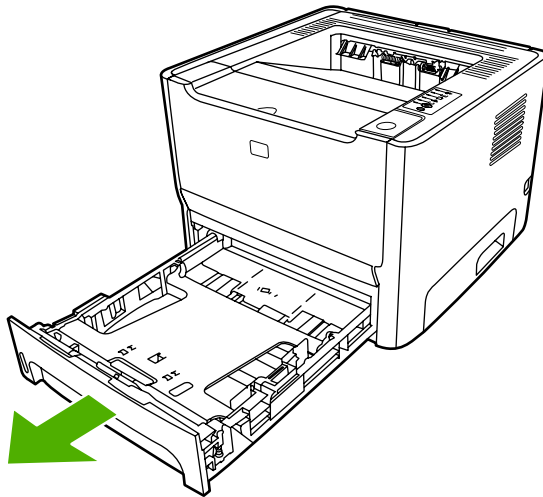
4. With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the printer.



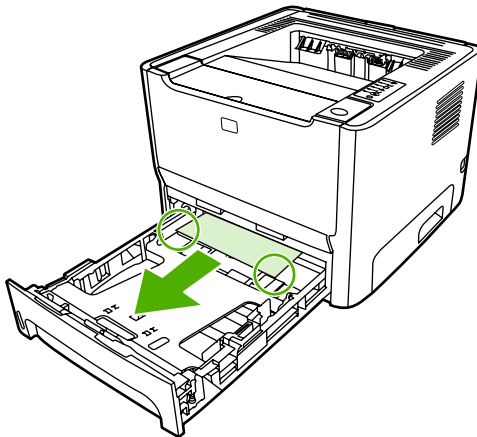
5. Insert the print cartridge in the printer and close the print-cartridge door.



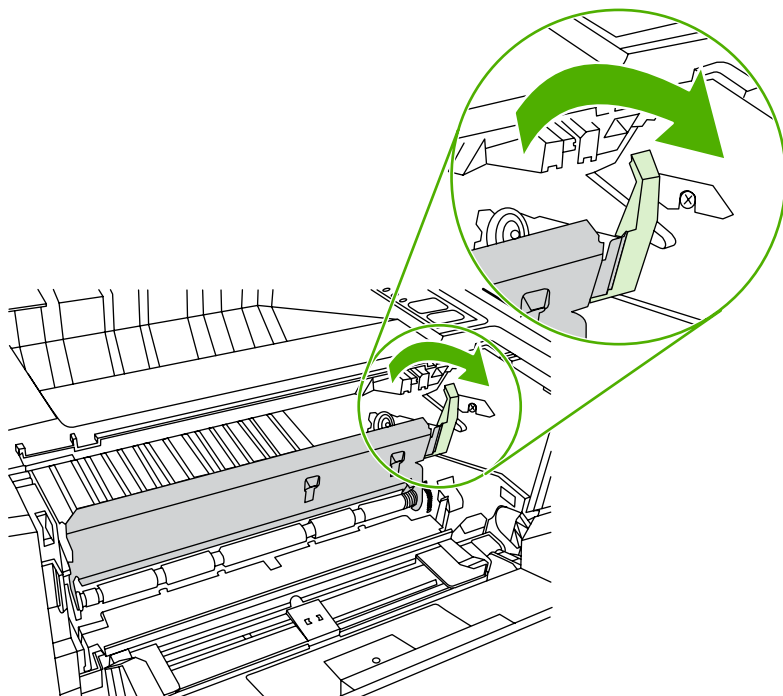
6. Open tray 2.



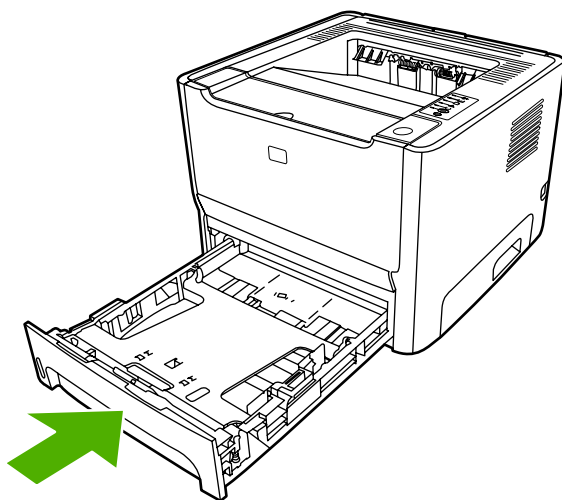
7. With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the printer.



8. If no media is visible, open the print-cartridge door, remove the print cartridge, and pull down the upper media guide. Carefully pull the media up and out of the printer.



9. Close tray 2.

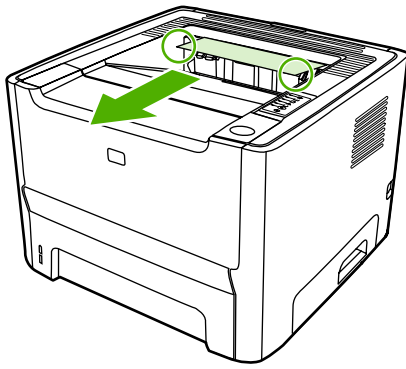


Output bin




CAUTION Do not use sharp objects, such as tweezers or needle-nose pliers, to remove jams. Damage caused by sharp objects will not be covered by the warranty.

With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the printer.

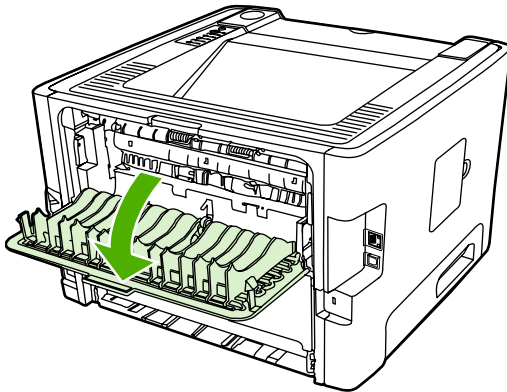


Straight-through output path

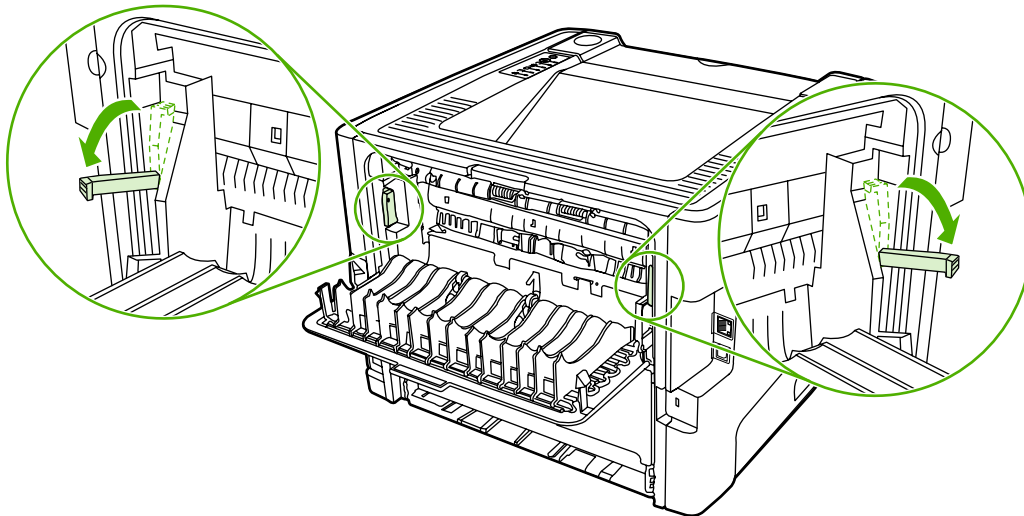
To clear a jam in the straight-through output path, perform the following steps:

 **CAUTION** Do not use sharp objects, such as tweezers or needle-nose pliers, to remove jams. Damage caused by sharp objects will not be covered by the warranty.

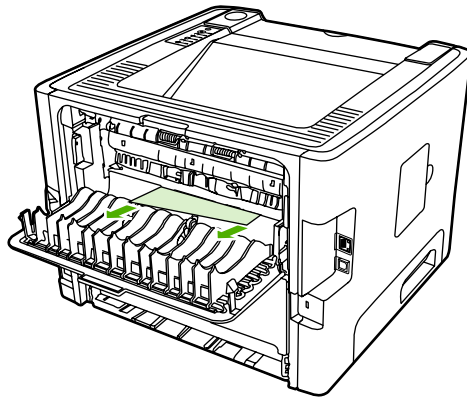
1. Open the straight-through output door.



2. Pull down the green pressure-release levers.

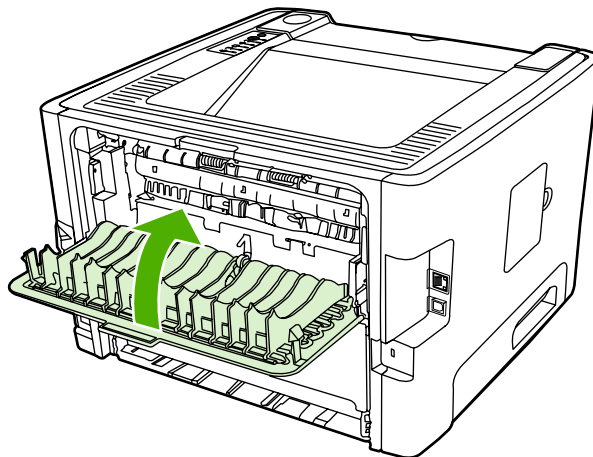


3. With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the printer.



NOTE If you cannot grasp the media with your hands, perform the procedure in [Print-cartridge area on page 160](#).

4. Close the straight-through output door.



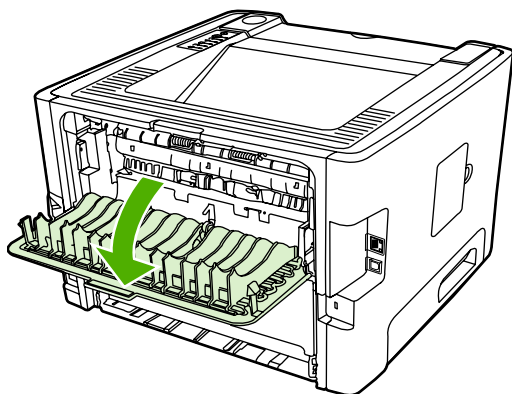
Automatic two-sided printing path

To clear a jam in the automatic two-sided printing path, perform the following steps:

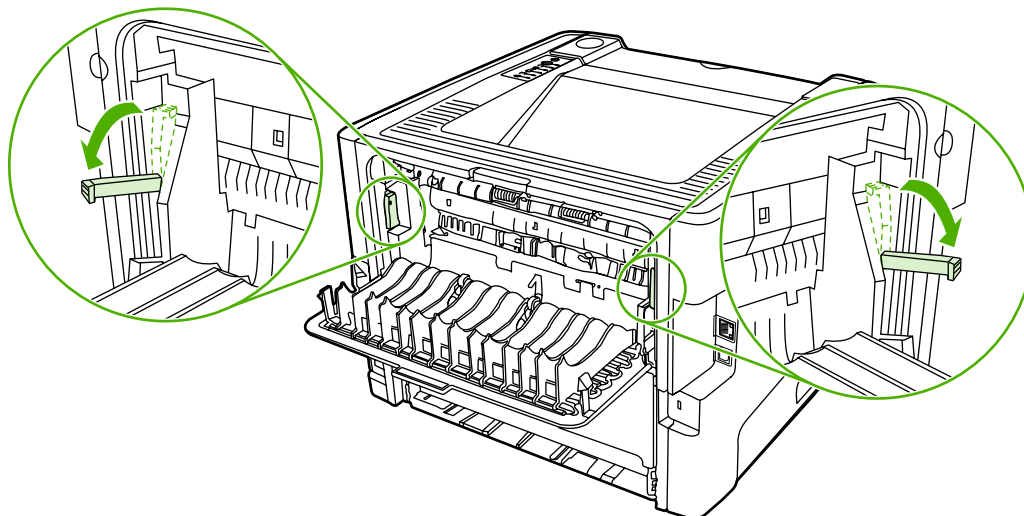


CAUTION Do not use sharp objects, such as tweezers or needlenose pliers, to remove jams. Damage caused by sharp objects will not be covered by the warranty.

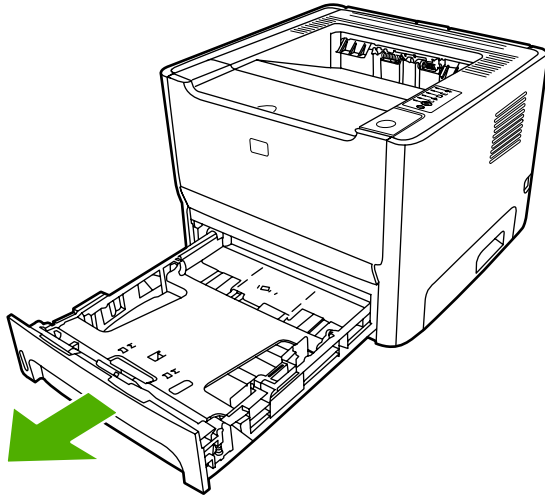
1. Open the straight-through output door.



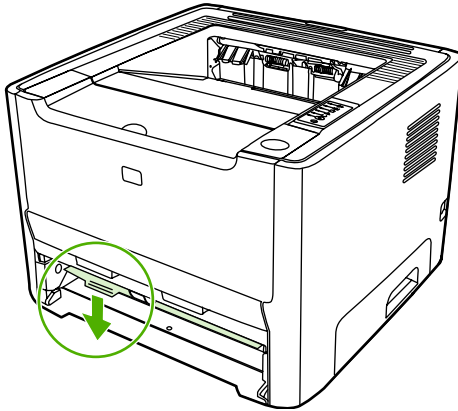
2. Pull down the green pressure-release levers.



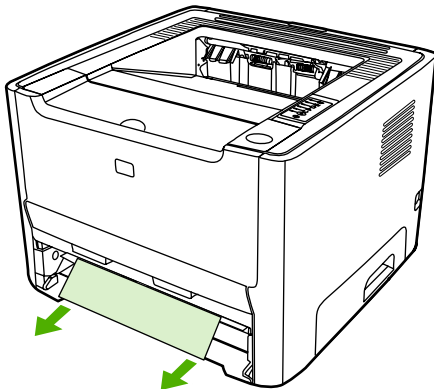
3. Remove tray 2.



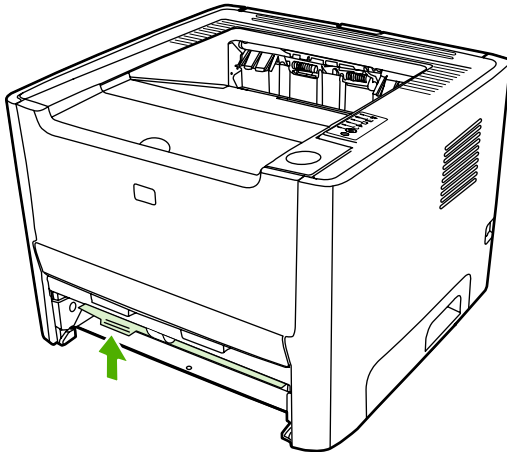
4. Push down on the green lever on the automatic two-sided printing path door on the front of the printer.



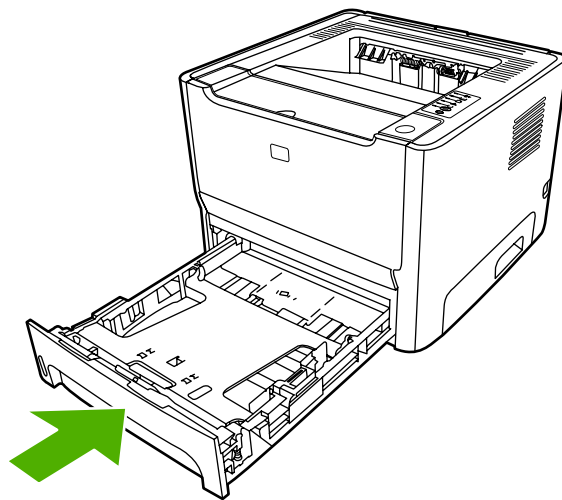
5. With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the printer.



6. Close the automatic two-sided printing path door by firmly pushing it up.



7. Reinsert tray 2.



8. Open the automatic two-sided printing path door on the back of the printer.

