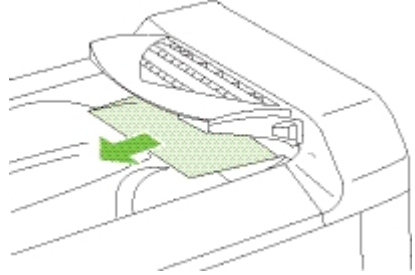
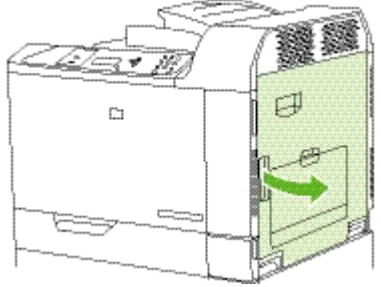
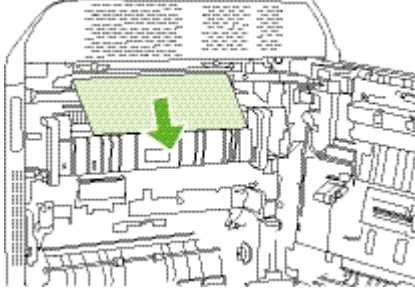
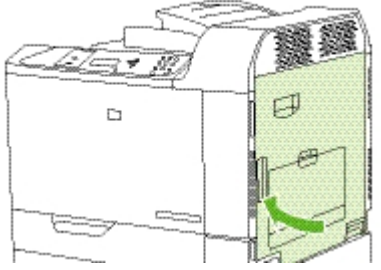
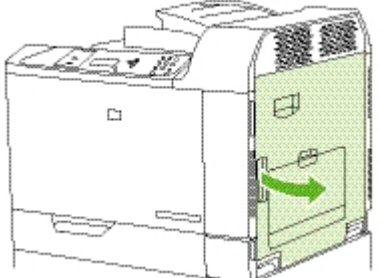
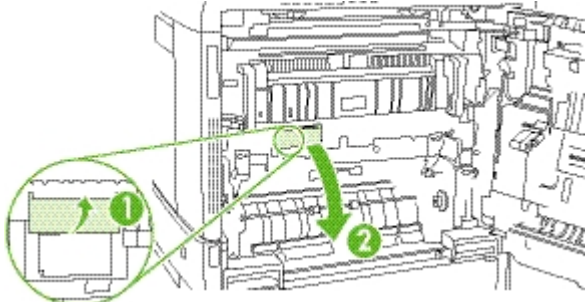


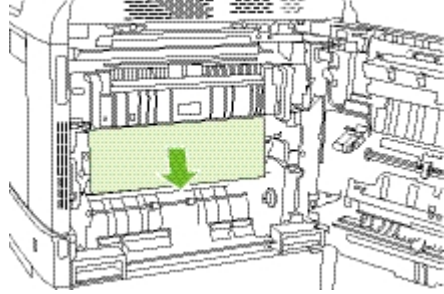
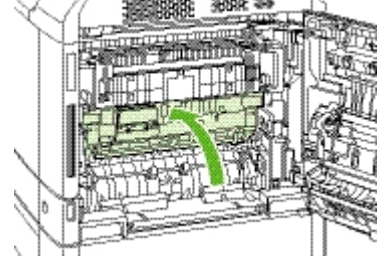
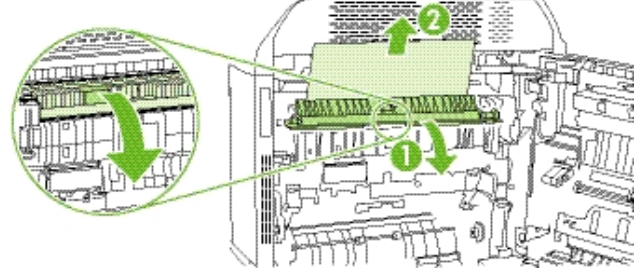
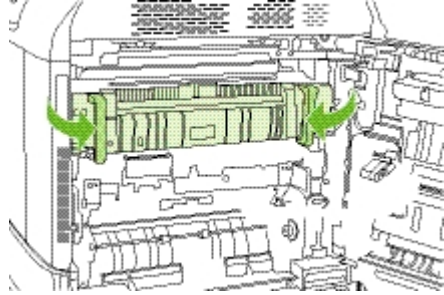


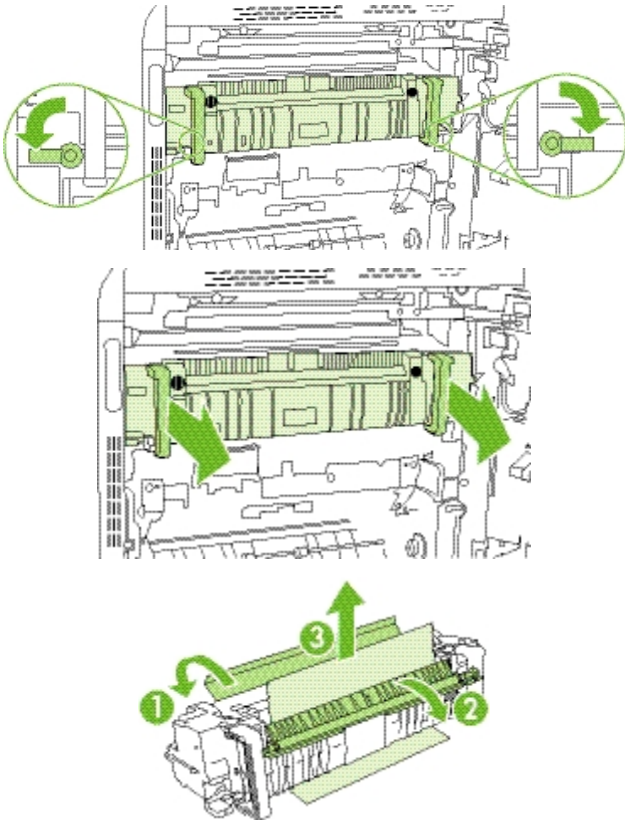
How do I?	Steps to perform
Clear jams in the output bin	<ol style="list-style-type: none"><li data-bbox="747 285 1360 344">1 If jammed paper is visible in the output bin, gently pull the paper to remove it.<li data-bbox="747 571 995 604">2 Open the right door.<li data-bbox="747 876 1360 935">3 If paper has jammed as it enters the output bin, gently pull the paper to remove it.   

HP Color LaserJet CP6015 Series – Clear Jams



How do I?	Steps to perform
Clear jams in the output bin (continued)	<p>4 Close the right door.</p> 
Clear jams from the fuser	<p>1 Open the right door.</p>  <p>2 Lift the green handle on the transfer-access panel and open the panel.</p> 

How do I?	Steps to perform
Clear jams from the fuser (continued)	<p>3 If paper is visible entering the bottom of the fuser, gently pull downward to remove it.</p>  <p>4 Close the transfer-access panel.</p>  <p>5 Open the fuser jam access door above the fuser and remove any paper that is visible. Then close the fuser jam access door.</p>  <p>6 Paper could also be jammed inside the fuser where it would not be visible. Remove the fuser to check for jammed paper inside. CAUTION: The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it.</p> <p>a. Pull the two blue fuser handles forward.</p> 

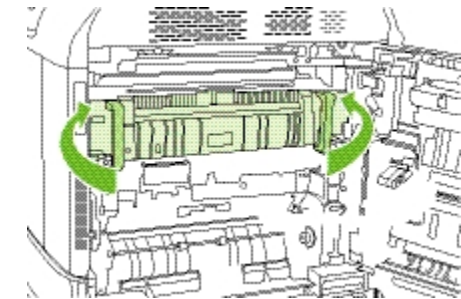
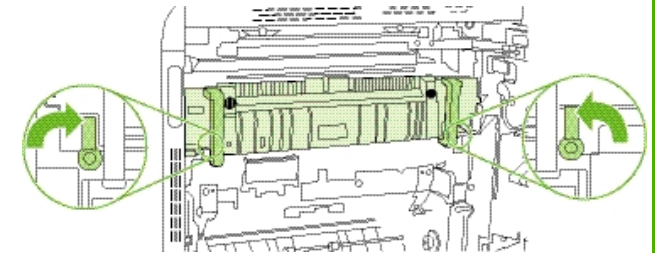
How do I?	Steps to perform
Clear jams from the fuser (continued)	<p>b. Open the rear output door.</p> <p>c. Grasp the fuser handles and pull straight out to remove the fuser. CAUTION: The fuser weighs 5 kg (11 lbs). Be careful not to drop it.</p> <p>d. Open the two fuser jam access doors by pushing and rotating the rear door backward, and pulling and rotating the front door forward. If paper is jammed inside the fuser, gently pull it straight up to remove it. If the paper tears, remove all paper fragments. CAUTION: Even if the body of the fuser has cooled, the rollers that are inside could still be hot. Do not touch the fuser rollers until they have cooled.</p> 

How do I?

Steps to perform

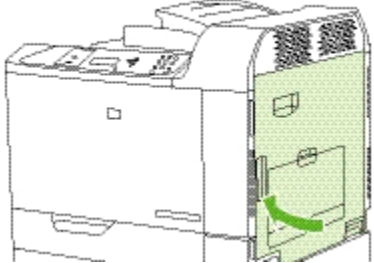
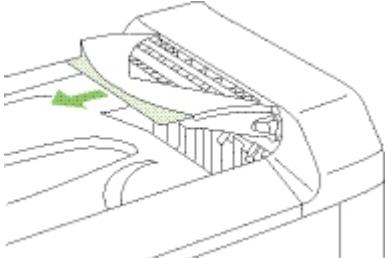
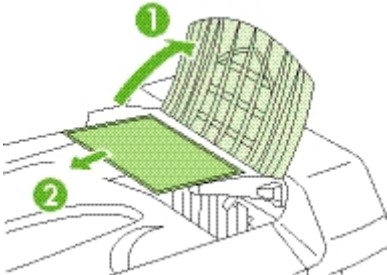
Clear jams from the fuser (continued)

- e. Close both fuser jam-access doors and align the fuser with the arrows on the product. Push the fuser completely into the printer.
- f. Rotate the fuser-release levers up to lock the fuser into place.
- g. Push the fuser handles back to close them.



HP Color LaserJet CP6015 Series – Clear Jams



How do I?	Steps to perform
Clear jams from the fuser (continued)	<p>7 Close the right door.</p> 
Clear jams in the duplex area	<p>1 If jammed paper is visible in the duplex output area, gently pull it to remove it.</p>  <p>2 If no jammed paper is visible in the duplex output area, open the duplex switchback tray. Gently pull the jammed paper to remove it.</p> 

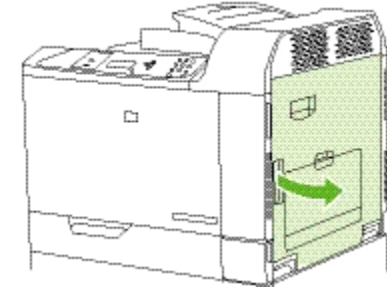


How do I?

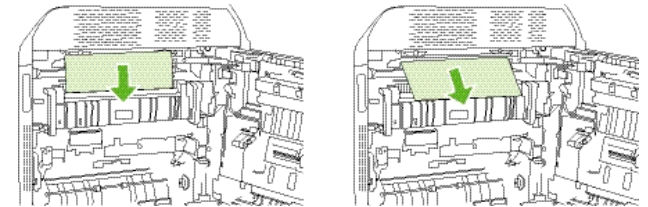
Clear jams in the duplex area (continued)

Steps to perform

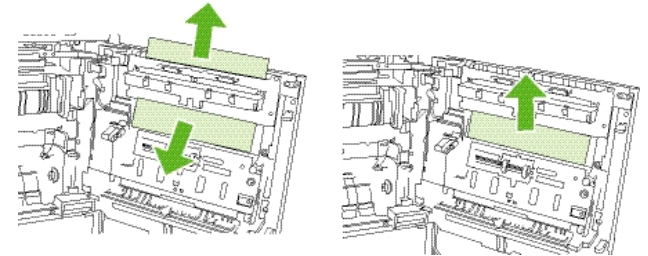
3 Check for jammed paper inside the product. Open the right door.



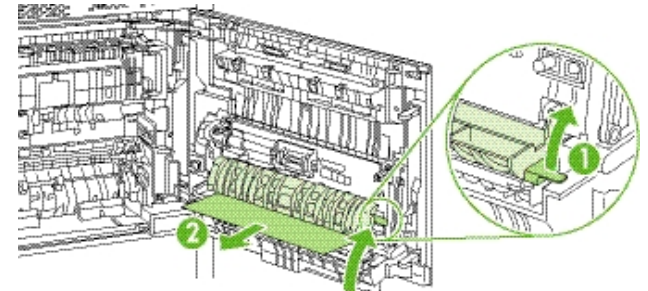
4 If paper is jammed below the duplexing unit, gently pull the paper downward to remove it.



5 If paper is jammed inside the right door, gently pull the paper to remove it.



6 Lift the paper-feed cover on the inside of the right door. If jammed paper is present, gently pull the paper straight out to remove it.

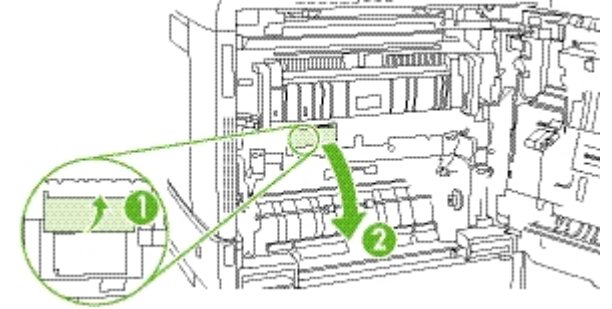


How do I?

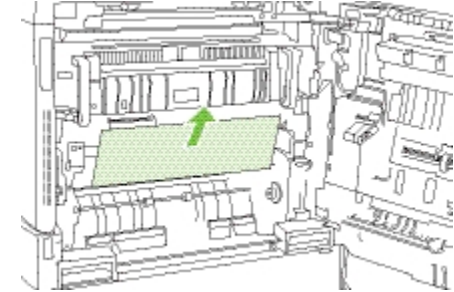
Clear jams in the duplex area (continued)

Steps to perform

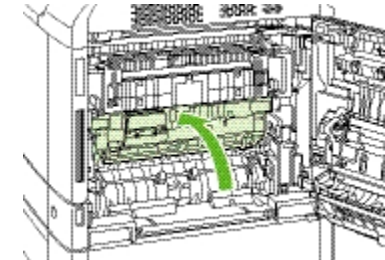
7 Lift the green handle on the transfer-assembly and open the panel.



8 Gently pull the paper out of the paper path.

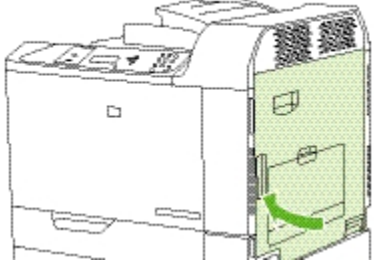
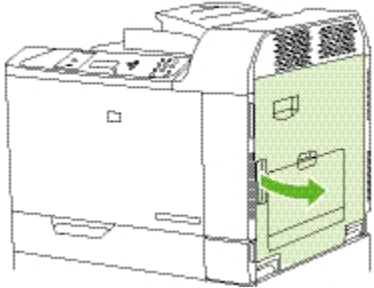
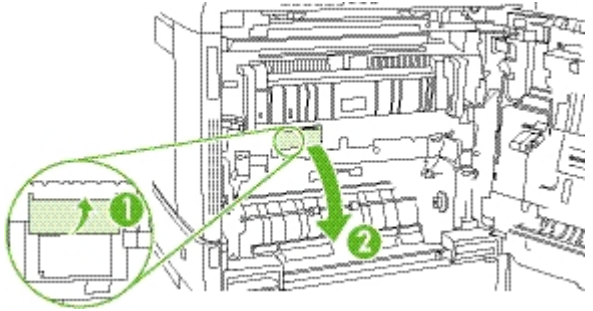


9 Close the transfer-access panel.



HP Color LaserJet CP6015 Series – Clear Jams



How do I?	Steps to perform
Clear jams in the duplex area (continued)	<p data-bbox="737 289 995 315">10 Close the right door.</p> 
Clear jams in Tray 2 and the internal paper path	<p data-bbox="737 597 995 623">1 Open the right door.</p>  <p data-bbox="737 899 1352 958">2 Lift the green handle on the transfer-access panel and open the panel.</p> 

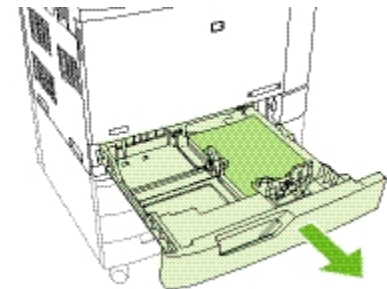
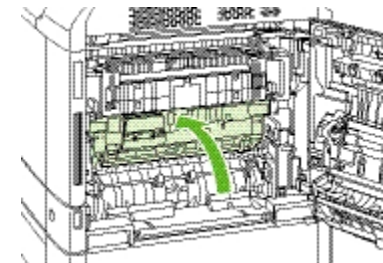


How do I?

Clear jams in Tray 2 and the internal paper path (continued)

Steps to perform

- 3 Gently pull the paper out of the paper path.
- 4 Close the transfer-access panel.
- 5 Open Tray 2 and make sure that the paper is stacked correctly.

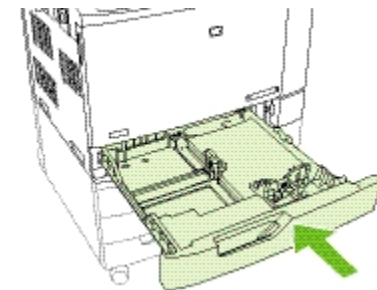
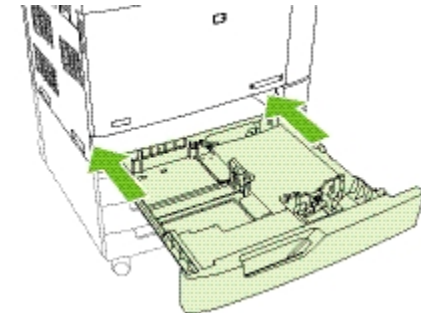
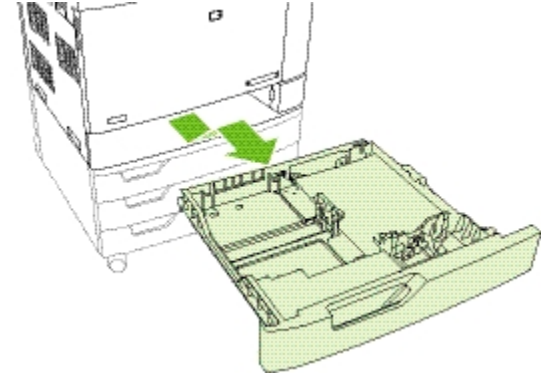


How do I?

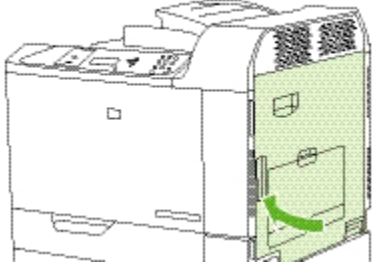
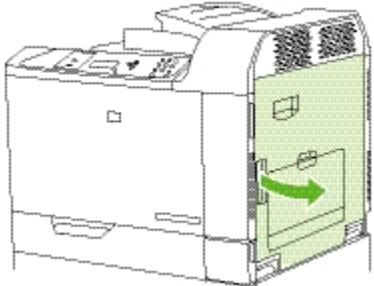
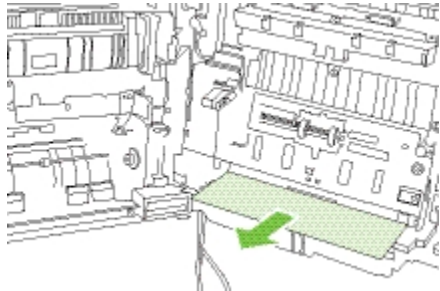
Clear jams in Tray 2 and the internal paper path (continued)

Steps to perform

- 6 Pull the tray completely out of the product by pulling and lifting it up slightly.
- 7 Remove any paper from the feeder rollers inside the product.
- 8 Reinsert Tray 2 by aligning the side rollers and pushing it back into the product.
- 9 Close the tray.





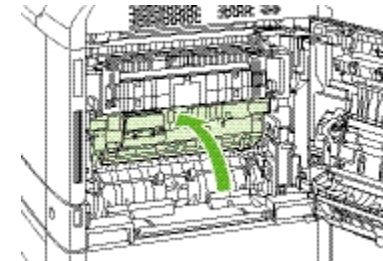
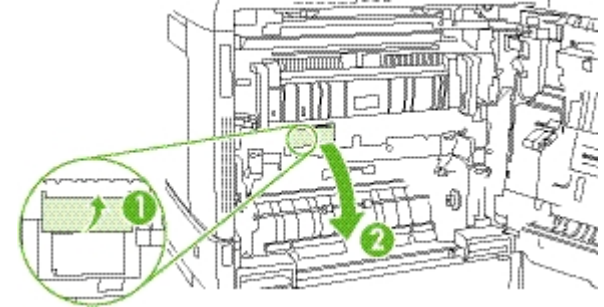
How do I?	Steps to perform
<p>Clear jams in Tray 2 and the internal paper path (continued)</p>	<p>10 Close the right door.</p> 
<p>Clear jams in Tray 1</p> <p>NOTE: Even if jammed paper is visible in Tray 1, clear the jam from the inside of the product by opening the right door.</p>	<p>1 Open the right door.</p> <p>NOTE: When clearing jams of long paper (11 x 17, 12 x 18, A3, and banners), it may be necessary to cut or tear the jammed paper before opening the right door.</p> <p>2 If paper is visible inside the right door, gently pull the paper downward to remove it.</p>  

How do I?

Clear jams in Tray 1 (continued)

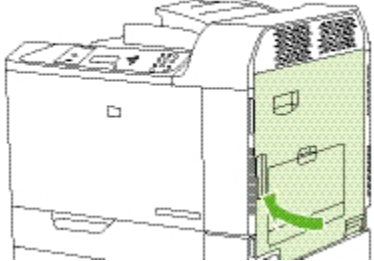
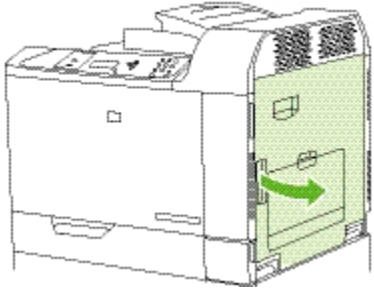

Steps to perform

- 3 If paper has entered the internal paper path, lift the green handle on the transfer-access panel and open the panel.
- 4 Gently pull the paper out of the paper path.
- 5 Close the transfer-access panel.



HP Color LaserJet CP6015 Series – Clear Jams



How do I?	Steps to perform
Clear jams in Tray 1 (continued)	<p data-bbox="743 289 995 315">6 Close the right door.</p> 
Clear jams in optional Trays 3, 4, and 5	<p data-bbox="743 597 995 623">1 Open the right door.</p>  <p data-bbox="743 899 1325 954">2 If paper is visible in the paper-input area, gently pull the jammed paper up to remove it.</p> 

How do I?

Clear jams in optional Trays 3, 4, and 5
(continued)

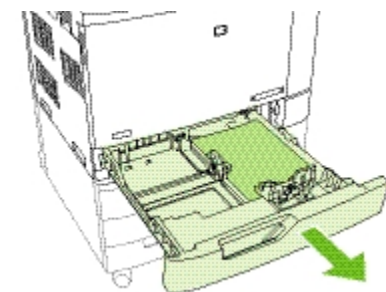
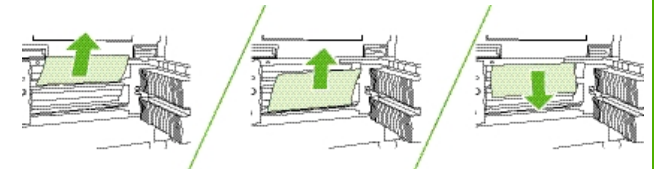
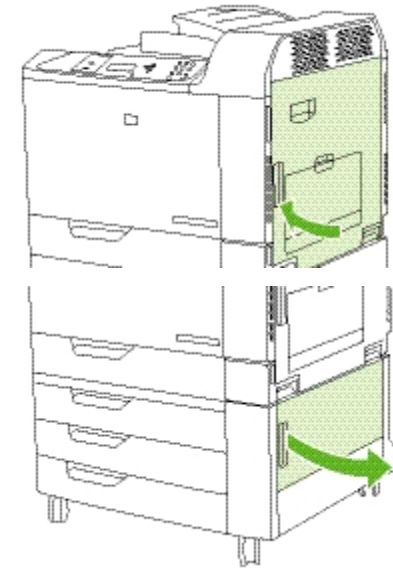
Steps to perform

3 Close the right door.

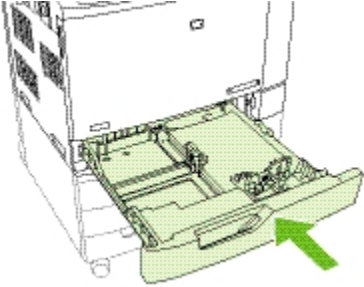
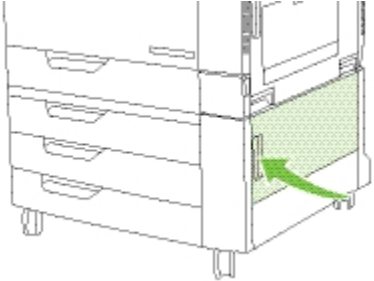

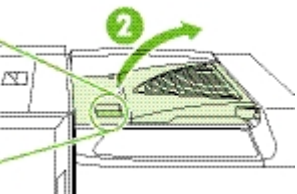
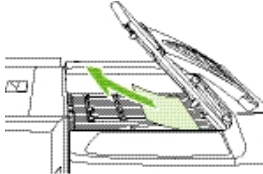
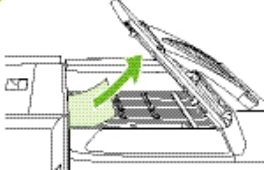
4 Open the lower right door.

5 Gently pull the jammed paper to remove it.

6 Open the tray that is indicated in the control-panel message, and make sure that the paper is stacked correctly.





How do I?	Steps to perform
Clear jams in optional Trays 3, 4, and 5 (continued)	<p data-bbox="743 289 934 315">7 Close the tray.</p> <p data-bbox="743 594 1056 620">8 Close the lower right door.</p>  
Clear jams in the optional finishing devices	<p data-bbox="743 902 1220 928">Clear jams in the output-accessory bridge</p> <p data-bbox="743 935 1339 987">1 Lift the latch on the top cover of the output-accessory bridge and open the top cover.</p> <p data-bbox="743 1149 1226 1175">2 Gently pull the jammed paper to remove it.</p>    

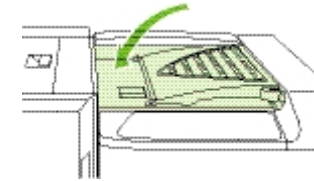


How do I?

Clear jams in the optional finishing devices
(continued)

Steps to perform

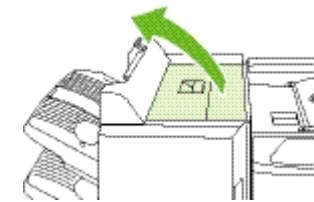
- 3 Close the top cover of the output-accessory bridge.



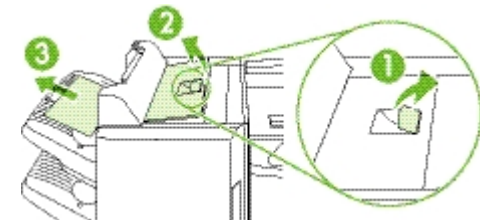
Clear jams in the sorter area

- 1 Lift the latch on the top cover of the finishing device, and open the top cover.

NOTE: Opening the top cover releases pressure on the output-bin rollers.



- 2 Remove jammed paper from the output bin or from the inside of the finishing device.



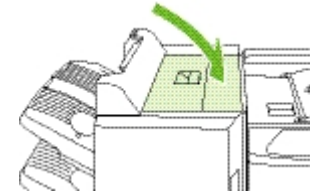


How do I?

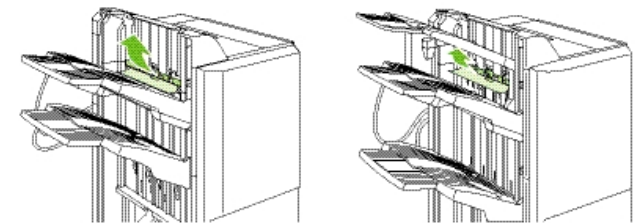
Clear jams in the optional finishing devices
(continued)

Steps to perform

3 Close the top cover of the finishing device.

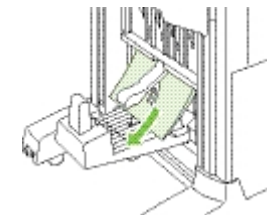


4 Lift the swing guide panel in the output bin. If you can see any jammed paper, gently pull it out.

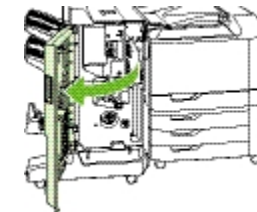


Clear jams in the booklet maker

1 If the paper is visible in the booklet output bin, gently pull the paper to remove it.



2 Open the front door of the booklet maker.





How do I?

Clear jams in the optional finishing devices
(continued)

Steps to perform

- 3 Push the upper delivery guide to the right, and remove any jammed paper.
- 4 Push the lower delivery guide to the right, and remove any jammed paper.
- 5 The positioning knob is the smaller, green dial on the right. Turn the positioning knob counterclockwise.
- 6 The jam-release knob is the larger, green dial on the left. Push in the jam-release knob, and then turn it clockwise to move any jammed paper into the output bin.





How do I?	Steps to perform			
Clear jams in the optional finishing devices (continued)	7 Close the front door of the booklet maker.			
Clear staple jams	<p>Clear staple jams in the main stapler The HP 3-bin Stapler/Stacker and the HP Booklet maker/Finisher Accessory each have a main stapler, which is located near the top of the finishing device.</p> <p>1 Open the front door of the finishing device.</p> <p>2 To remove the staple cartridge, pull up on the green handle and pull out the staple cartridge.</p> <p>3 Lift up on the small lever at the back of the staple cartridge.</p>			

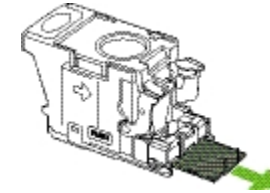


How do I?

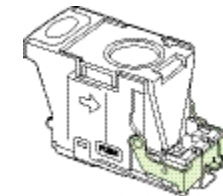
Steps to perform

Clear staple jams (continued)

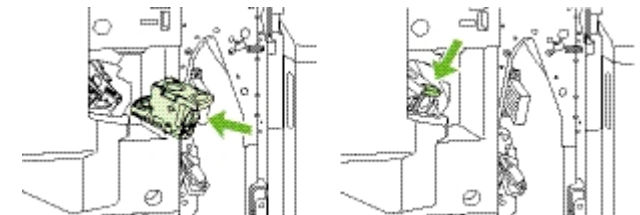
4 Remove the damaged staples that protrude from the staple cartridge. Remove the entire sheet of staples that the damaged staples were attached to.



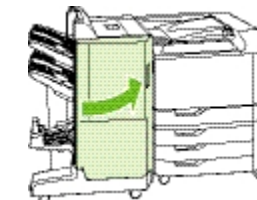
5 Close the lever at the back of the staple cartridge. Be sure that it snaps into place.



6 Reinsert the staple cartridge into the finishing device, and push down on the green handle until it snaps into place.



7 Close the front cover of the finishing device.





How do I?

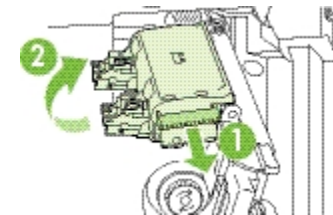
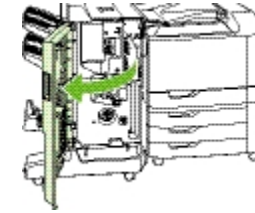
Clear staple jams (continued)

Steps to perform

Clear staple jams in the booklet maker

The booklet maker has an additional saddle stitch stapler that is below the main stapler. The saddle stitch stapler has two staple cartridges.

- 1 Open the front door of the booklet maker.
- 2 Push the upper delivery guide to the right, and remove any jammed paper.
- 3 Grasp the blue handle for the stapler carriage and pull it straight out.
- 4 Grasp the handle of the blue staple cartridge unit and pull it toward you, then swing the staple cartridge unit into an upright position.

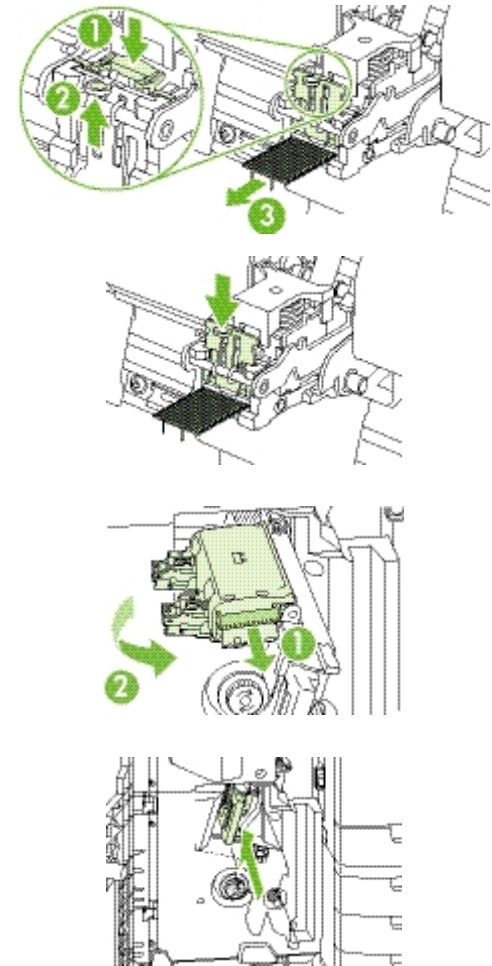


How do I?

Clear staple jams (continued)

Steps to perform

- 5 Check each staple cartridge for jammed staples.
 - a. On each staple cartridge, press down on the green plastic tabs while lifting the jam clearance plate.
CAUTION: Do not place your fingers or hands underneath the staple cartridge during this procedure.
 - b. Remove any jammed staples. Remove any damaged staples and the entire sheet of staples that the damaged staples were attached to.
 - c. Press down on the jam clearance plate to close it.
CAUTION: Do not place your fingers or hands underneath the staple cartridge during this procedure.
- 6 Pull the staple cartridge unit forward, and swing it downward to the original position. Push in on the handle to lock it into position.
- 7 Push the staple carriage back into the booklet maker.



HP Color LaserJet CP6015 Series – Clear Jams



How do I?	Steps to perform
Clear staple jams (continued)	<p>8 Close the front door of the booklet maker.</p> 