Load trays, replace print cartridges, replace image drums, and clear jams

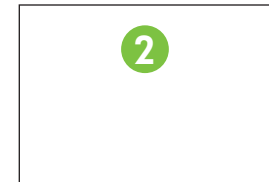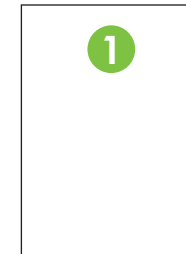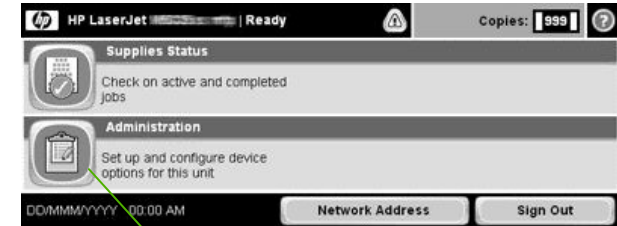| How do I	Steps to perform
Load Tray 1.	**NOTE**: To avoid jams, never add or remove paper from Tray 1 during printing. Pull out Tray 1 (**1**) Pull out the tray extension to support paper until it snaps into place (**2**). Adjust the paper guides to the correct size (**3**). Load paper in the tray with the side to be printed face down and the leading edge of the paper into the product (**4**). The stack must not exceed the load level indicators. **NOTE**: For Letter Rotated and A4 Rotated sizes, place the side to be printed on face down, with the top of the page facing into the printer.
Collapse Tray 1 extensions	To close Tray 1, lift the paper support extension to retract it, and then gently press down on the end of the smaller extension to retract it. Close the tray door.

| How do I	Steps to perform
Load Trays 2, 3, 4, or 5	The product automatically detects these standard paper sizes: Letter, Letter Rotated, Legal, Executive, 11x17, A3, A4, A4 Rotated, A5, B4 (JIS), and B5 (JIS).
	CAUTION: Do not print envelopes or unsupported sizes of paper from Trays 2, 3, 4, and 5.
	Pull out tray (**1**).
	Adjust the paper guides by squeezing the adjustment latch and sliding the guides to the appropriate size (**2**).
	Load paper into the tray face up. (**3**)
	Check the paper to verify the guides lightly touch the stack but do not bend it (**4**). The stack must not exceed the load level indicators.
	Close the tray (**5**).
	Follow the prompts on the control panel.

| How do I	Steps to perform
Load letterhead, pre-printed, or pre-punched paper	To correctly print or copy on letterhead, pre-printed, or pre-punched paper, you need to make sure you load the paper correctly into the tray. You might also need to adjust the **Image Rotation** setting on the product control panel. The **Image Rotation** setting is used to adjust for languages that read from left to right (the default) or from right to left.
	At the control panel home screen, scroll down and touch **Administration** (**1**).
	Scroll down and touch **Device Behavior**.
	Scroll down and touch **Tray Behavior**.
	Scroll down and touch **Image Rotation**.
	Touch the correct Image **Rotation** option. The default setting is **Left to right**.
	Touch **Save**.
Choose the correct orientation for loading letterhead, pre-printed, or pre-punched paper	The tables below should be used as a guide for loading letterhead, pre-printed, or pre-punched paper.
	The first table shows the tray-loading orientation when **Image Rotation** is set to **Left to right**, which indicates that the language reads left to right. The second table shows the tray-loading orientation when **Image Rotation** is set to **Right to left**, which indicates that the language reads right to left. The tables also contain the following information:
	• The paper type: letterhead, pre-printed or pre-punched.
	• The paper tray: Tray 1 or Trays 2 through 5.
	• Image orientation: Portrait (**1**) or Landscape (**2**).

How do I	Steps to perform
Staple with the optional stapler/stacker or booklet maker	The optional stapler/stacker or booklet maker output accessory must be attached in order to staple print or copy jobs. The staple location can be one left – one angled staple located in upper left corner – or two left, two staples located on left long edge.
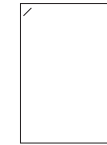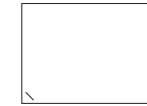
One left, Portrait   **One left, Landscape**   **Two left, Portrait**   **Two left, Landscape**

Image Rotation = Left to right

Paper type and tray	Image rotation	Duplex mode	Staple location options	How to load for long-edge feed	How to load for short-edge feed
Letterhead or Preprinted – Tray 1	Portrait	1-sided	One left, two left		
Letterhead or Preprinted – Tray 1	Portrait	2-sided	One left, two left		
Letterhead or Preprinted – Tray 1	Landscape	1-sided	One left, two left		

Image Rotation = Left to right

Letterhead or Preprinted – Tray 1	Landscape	2-sided	One left, two left	HP Laserjet ←	HP Laserjet ←
Letterhead or Preprinted – Trays 2-5	Portrait	1-sided	One left, two left	HP Laserjet →	HP Laserjet →
Letterhead or Preprinted – Trays 2-5	Portrait	2-sided	One left, two left	HP Las →	→ HP Las
Letterhead or Preprinted – Trays 2-5	Landscape	1-sided	One left, two left	HP Laserjet →	HP Laserjet →

Image Rotation = Left to right

Letterhead or Preprinted – Trays 2-5	Landscape	2-sided	One left, two left		
Pre-punched – Tray 1	Portrait	1-sided or 2-sided	One left, two left		
Pre-punched – Tray 1	Landscape	1-sided or 2-sided	One left, two left		
Pre-punched – Trays 2-5	Portrait	1-sided or 2-sided	One left, two left		
Pre-punched – Trays 2-5	Landscape	1-sided or 2-sided	One left, two left		

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Image Rotation = Right to left

Paper type and tray	Image rotation	Duplex mode	Staple location options	How to load for long-edge feed	How to load for short-edge feed
Letterhead or Preprinted – Tray 1	Portrait	1-sided	One right, two right		
Letterhead or Preprinted – Tray 1	Portrait	2-sided	One right, two right		
Letterhead or Preprinted – Tray 1	Landscape	1-sided	One right, two right		
Letterhead or Preprinted – Tray 1	Landscape	2-sided	One right, two right		
Letterhead or Preprinted – Trays 2-5	Portrait	1-sided	One right, two right		
Letterhead or Preprinted – Trays 2-5	Portrait	2-sided	One right, two right		

Image Rotation = Right to left

Letterhead or Preprinted – Trays 2-5	Landscape	1-sided	One right, two right		
Letterhead or Preprinted – Trays 2-5	Landscape	2-sided	One right, two right		
Pre-punched – Tray 1	Portrait	1-sided or 2-sided	One right, two right		
Pre-punched – Tray 1	Landscape	1-sided or 2-sided	One right, two right		
Pre-punched – Trays 2-5	Portrait	1-sided or 2-sided	One right, two right		
Pre-punched – Trays 2-5	Landscape	1-sided or 2-sided	One right, two right		

How do I	Steps to perform
Replace print cartridges.	Replace a print cartridge when the control panel displays the **Replace <Color> Cartridge** message.
	The control panel display will also indicate the color that should be replaced (if a genuine HP cartridge is currently installed).
	Grasp the grips on the sides of the front door and pull down to open (**1**)
	Grasp the handle of the used print cartridge and pull out to remove (**2**).
	Remove the new print cartridge from its packaging (**3**).
	Hold both ends of the cartridge and shake up and down 5-6 times (**4**).
	Align the print cartridge with its slot and insert the print cartridge until it clicks into place. (**5**).
	Close the front door (**6**).
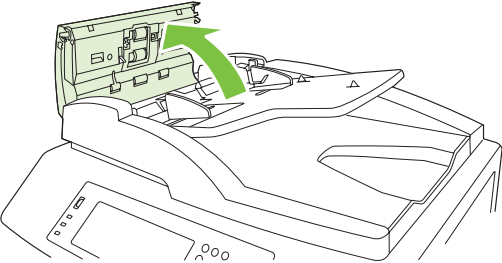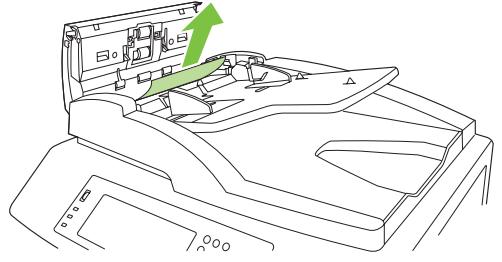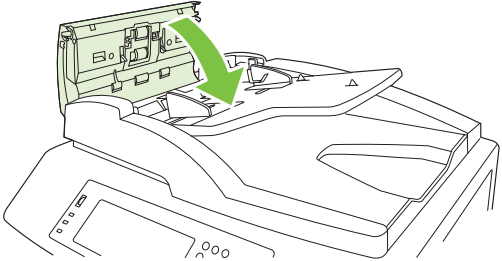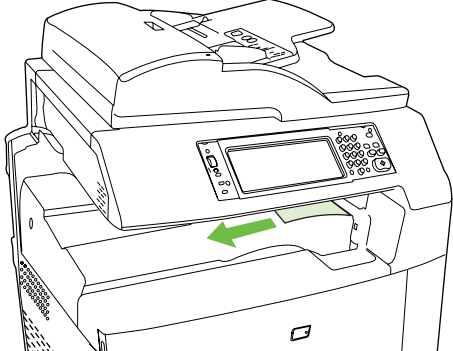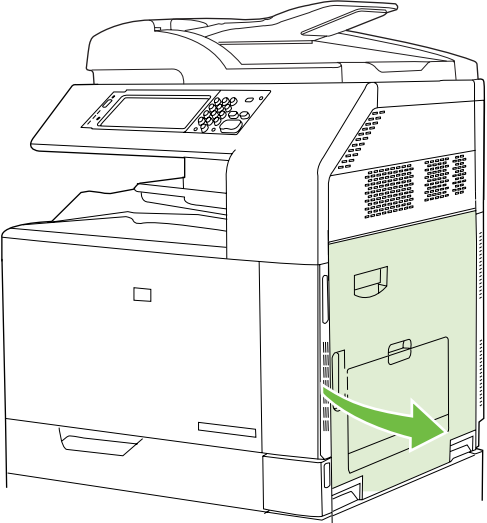
How do I	Steps to perform
Replace image drums.	Replace an image drum when the control panel displays the Replace <color> Drum message.
	The control panel display will also indicate the color that should be replaced (if a genuine HP cartridge is currently installed).
	Grasp the grips on the sides of the front door and pull down to open (**1**).
	With one hand, slowly pull the used image drum out of the product, while supporting the image drum with your other hand. (**2**).
	Store the used image drum in a protective bag. Information about recycling used image drums is on the image drum box.
	Remove the new image drum from its packaging (**3**). Align the image drum with its slot and insert the image drum until it clicks into place. The gray roller cover on the bottom of the image drum automatically slides off as it is inserted. You can discard or recycle this cover. (**4**) For more information about recycling, visit **www.hp.com/recycle**.
	Close the front door (**5**).
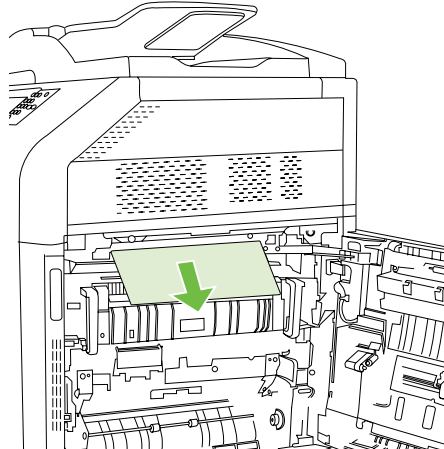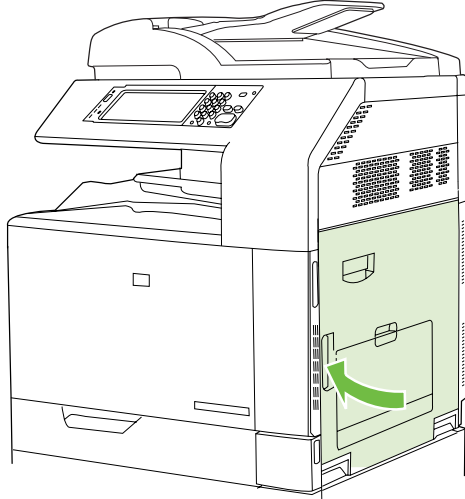
How do I?	Steps to perform
Clear jams in the ADF	**1** Open the ADF cover. **NOTE:** A plastic sheet is placed on the electrostatic transfer belt to protect it during shipping. When the product is powered up for the first time, the plastic sheet is sent to the output tray.
	2 Remove any jammed media.
	3 Close the ADF cover.

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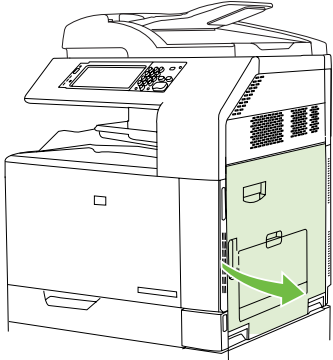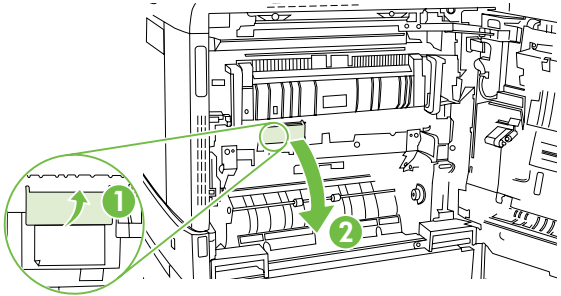
How do I?	Steps to perform	
Clear jams in the output bin	1 If jammed paper is visible in the output bin, gently pull the paper to remove it.	
	2 Open the right door.	
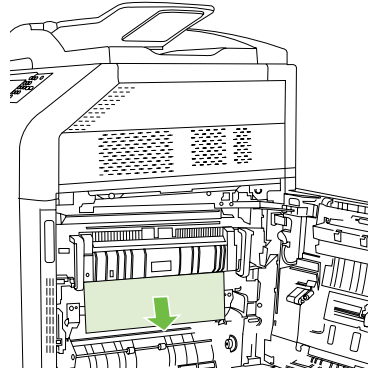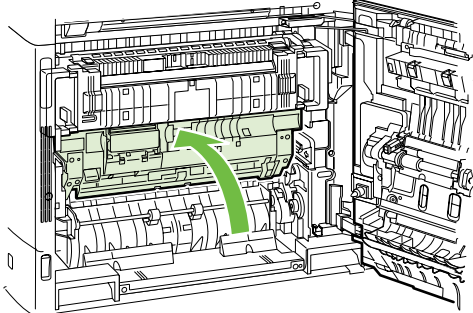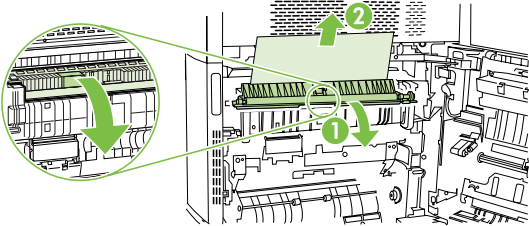
How do I?	Steps to perform	
Clear jams in the output bin (continued)	**3** If paper has jammed as it enters the output bin, gently pull the paper to remove it.	
	4 Close the right door.	
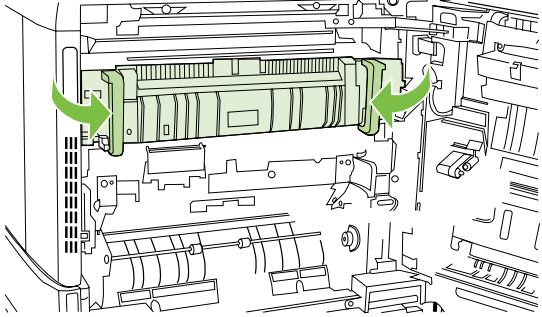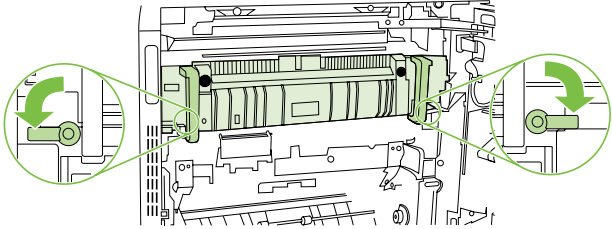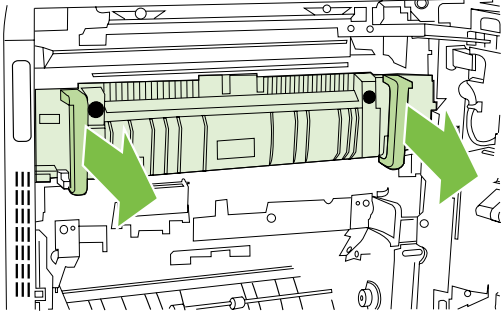
How do I?	Steps to perform	
Clear jams from the fuser	1 Open the right door.	
	2 Lift the green handle on the transfer-access panel (**1**) and open the panel (**2**).	
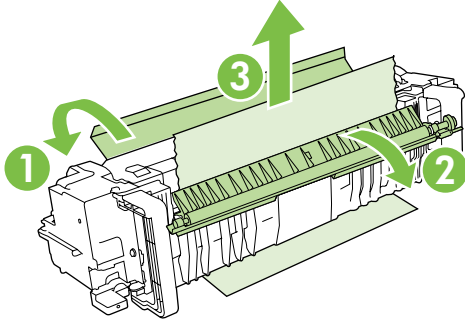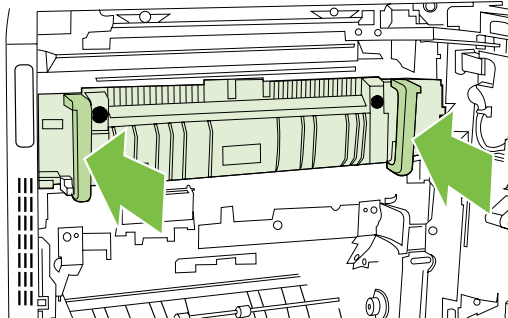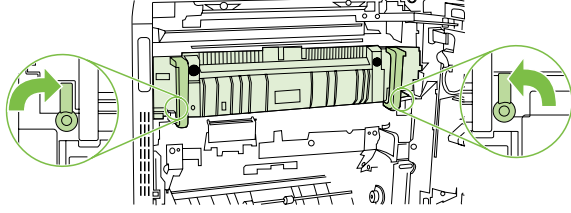
How do I?	Steps to perform	
Clear jams from the fuser (continued)	**3** If paper is visible entering the bottom of the fuser, gently pull downward to remove it.	
	4 Close the transfer-access panel.	
	5 Open the fuser jam access door above the fuser (**1**) and remove any paper that is visible (**2**). Then close the fuser jam access door.	
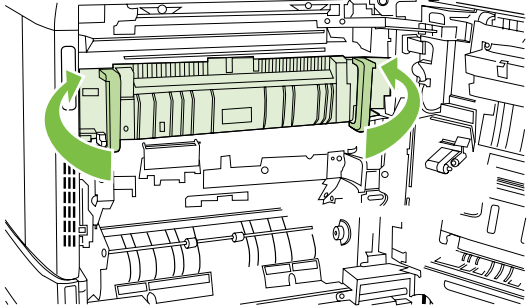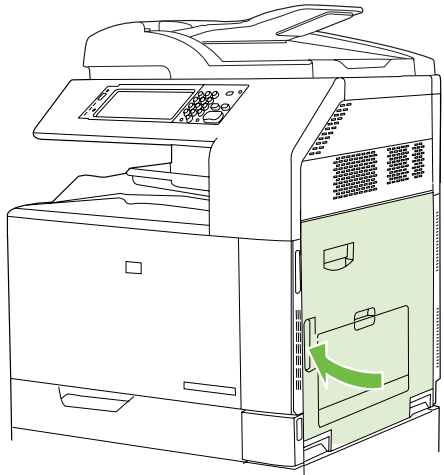
How do I?	Steps to perform	
Clear jams from the fuser (continued)	6 Paper could also be jammed inside the fuser where it would not be visible. Remove the fuser to check for jammed paper inside. CAUTION: The fuser can be hot while the product is in use. Wait for the fuser to cool before handling it. a. Pull the two blue fuser handles forward.	
	b. Rotate the blue fuser-release levers down to open them.	
	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.	

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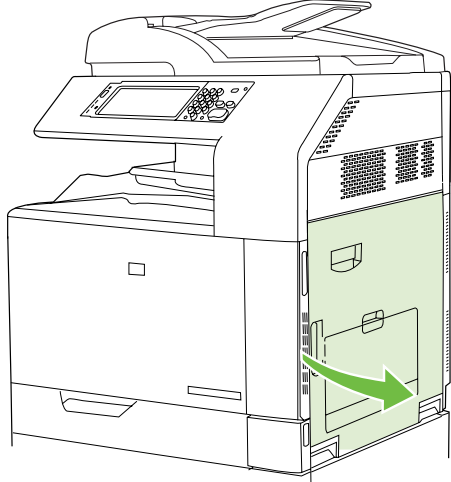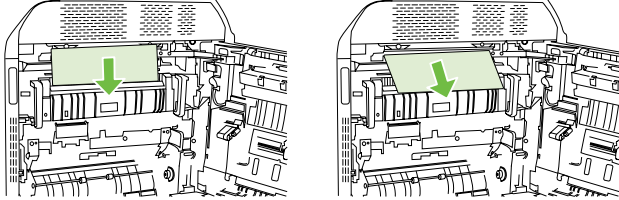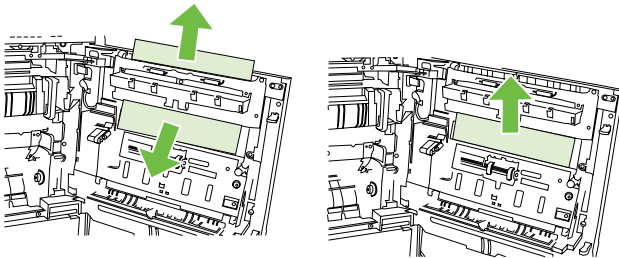
How do I?	Steps to perform	
Clear jams from the fuser (continued)	**d.** Open the two fuser jam access doors by pushing and rotating the rear door backward (**1**), and pulling and rotating the front door forward (**2**). If paper is jammed inside the fuser, gently pull it straight up to remove it (**3**). 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.	
	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 blue fuser-release levers up to lock the fuser into place.	

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How do I?	Steps to perform	
Clear jams from the fuser (continued)	g. Push the fuser handles back to close them.	
	7 Close the right door.	
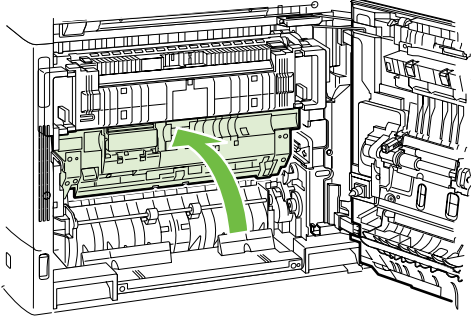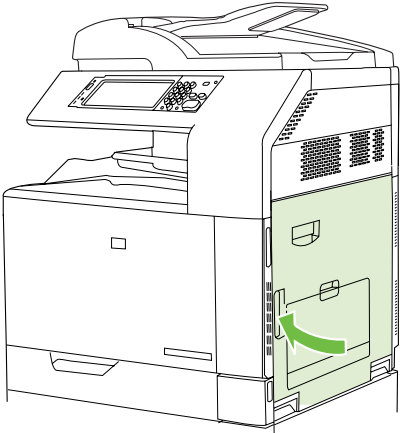
How do I?	Steps to perform	
Clear jams in the duplex area	**1** Check for jammed paper inside the product. Open the right door.	
	2 If paper is jammed below the duplexing unit, gently pull the paper downward to remove it.	
	3 If paper is jammed inside the right door, gently pull the paper to remove it.	
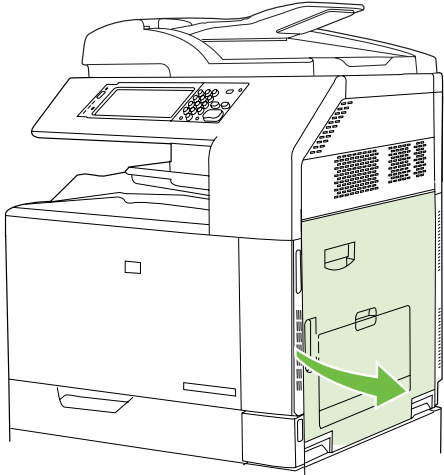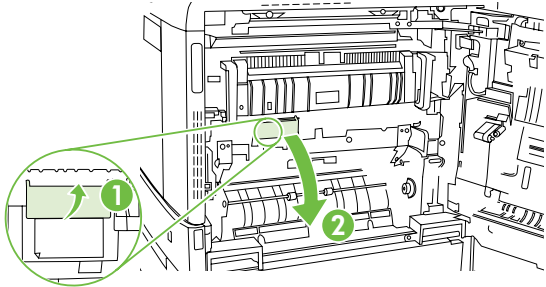
How do I?	Steps to perform	
Clear jams in the duplex area (continued)	**4** Lift the paper-feed cover on the inside of the right door (**1**). If jammed paper is present, gently pull the paper straight out to remove it (**2**).	
	5 Lift the green handle on the transfer-assembly (**1**) and open the panel (**2**).	
	6 Gently pull the paper out of the paper path.	

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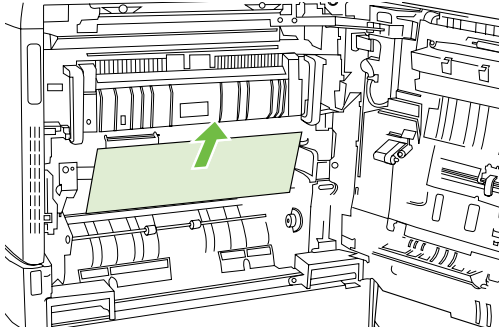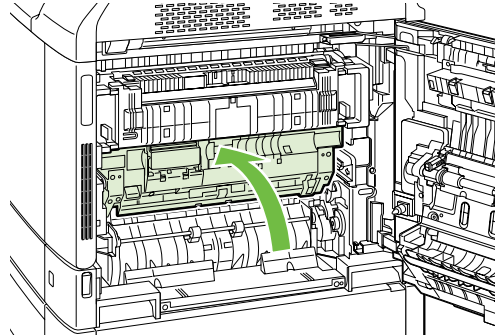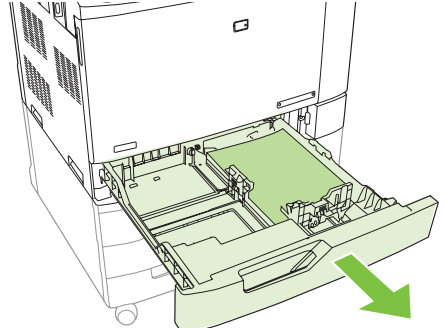
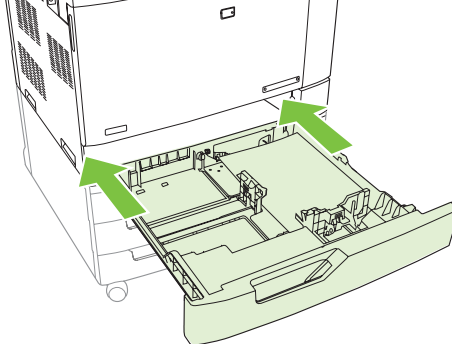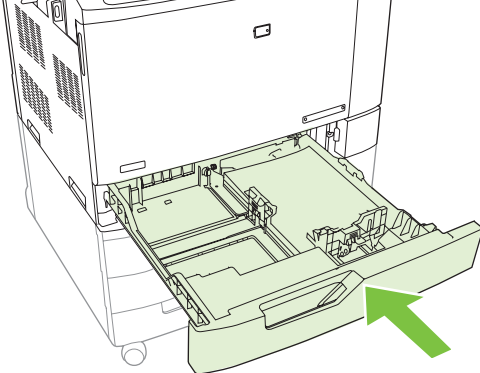| How do I?	Steps to perform	
Clear jams in the duplex area (continued)	**7** Close the transfer-access panel.	
	8 Close the right door.	

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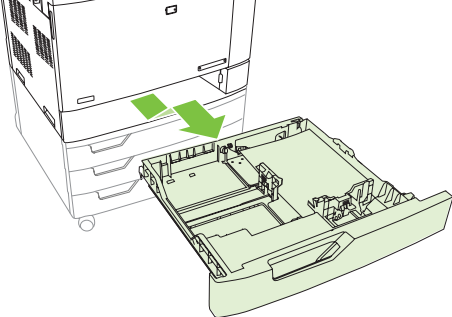
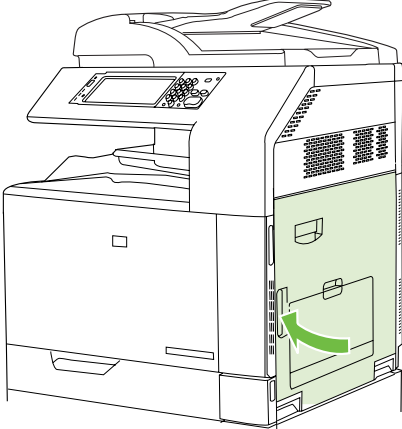| How do I?	Steps to perform	
Clear jams in Tray 2 and the internal paper path	**1** Open the right door.	
	2 Lift the green handle on the transfer-access panel (**1**) and open the panel (**2**).	

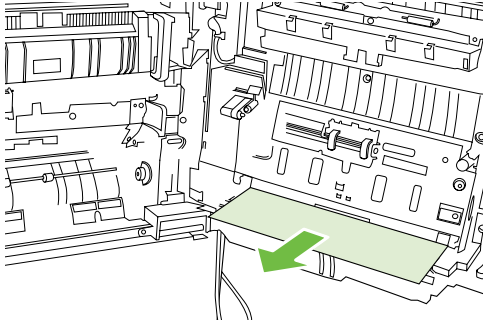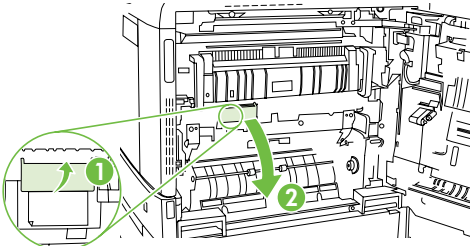| How do I?	Steps to perform	
Clear jams in Tray 2 and the internal paper path (continued)	3 Gently pull the paper out of the paper path.	
	4 Close the transfer-access panel.	
	5 Open Tray 2 and make sure that the paper is stacked correctly.	

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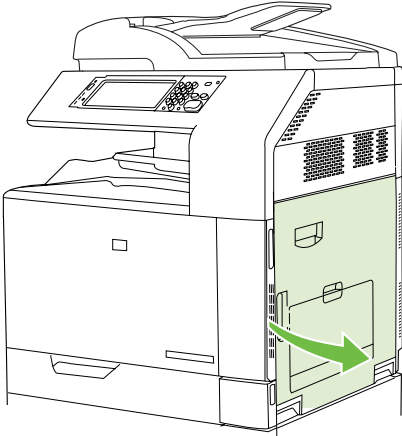
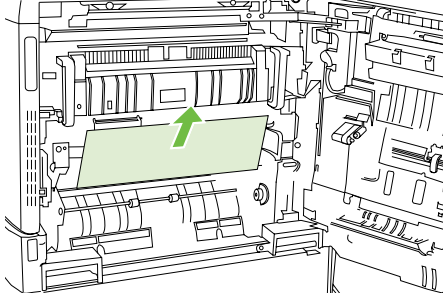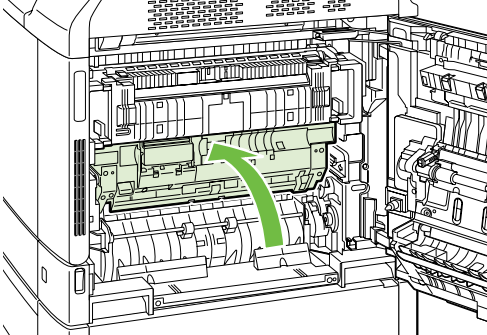| How do I?	Steps to perform	
Clear jams in Tray 2 and the internal paper path (continued)	6 Pull the tray completely out of the product by pulling and lifting it up slightly.	
	7 Remove any paper from the feeder rollers inside the product. 8 Reinsert Tray 2 by aligning the side rollers and pushing it back into the product.	
	9 Close the tray.	

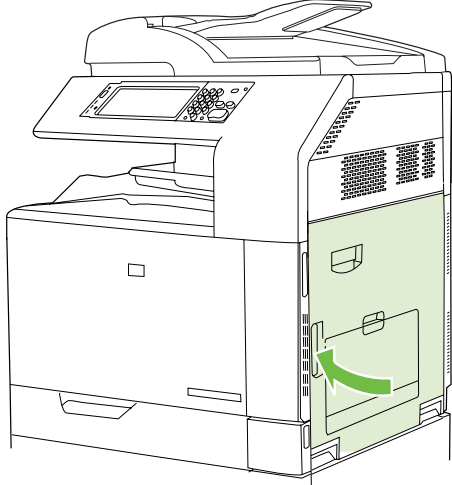| How do I?	Steps to perform	
Clear jams in Tray 2 and the internal paper path (continued)	10 Close the right door.	

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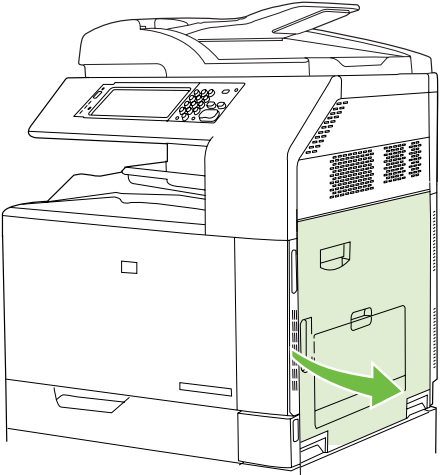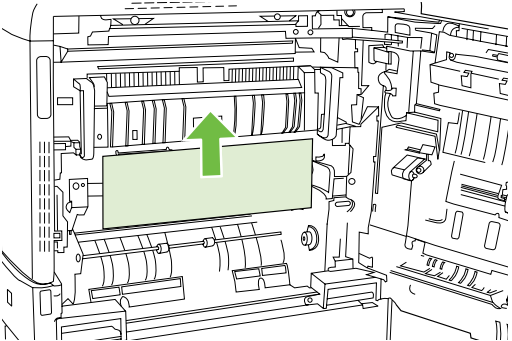| How do I?	Steps to perform	
Clear jams in Tray 1 **NOTE:** Even if jammed paper is visible in Tray 1, clear the jam from the inside of the product by opening the right door.	**1** Open the right door. **NOTE:** When clearing jams of long paper (11 x 17, 12 x 18, and A3), it may be necessary to cut or tear the jammed paper before opening the right door.	
	2 If paper is visible inside the right door, gently pull the paper downward to remove it.	
	3 If paper has entered the internal paper path, lift the green handle on the transfer-access pane (**1**) and open the panel (**2**).	

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How do I?	Steps to perform	
Clear jams in Tray 1 (continued)	4 Gently pull the paper out of the paper path.	
	5 Close the transfer-access panel.	
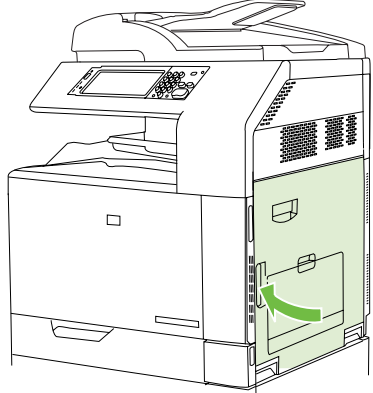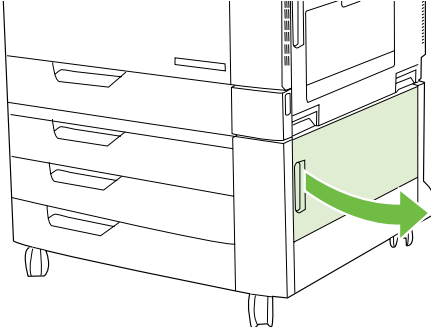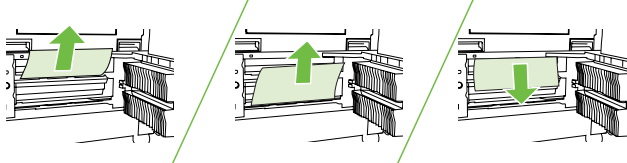
How do I?	Steps to perform	
Clear jams in Tray 1 (continued)	6 Close the right door.	
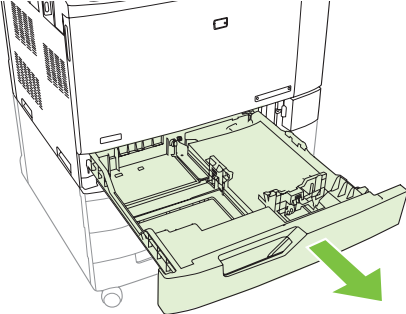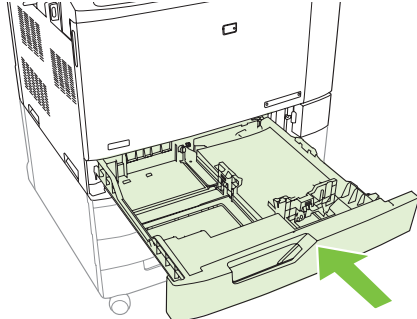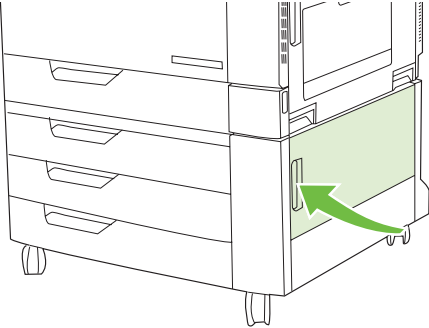
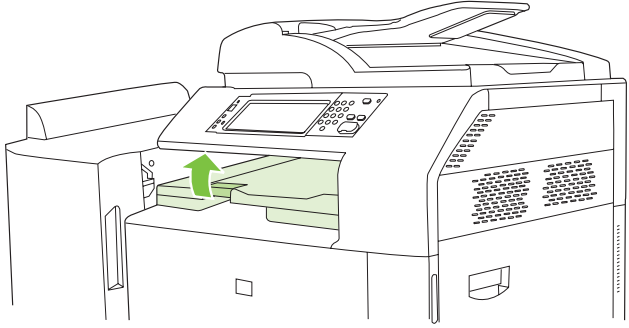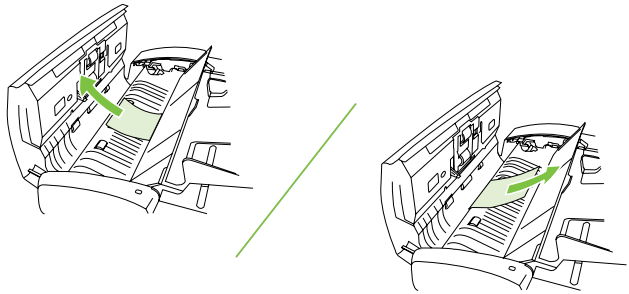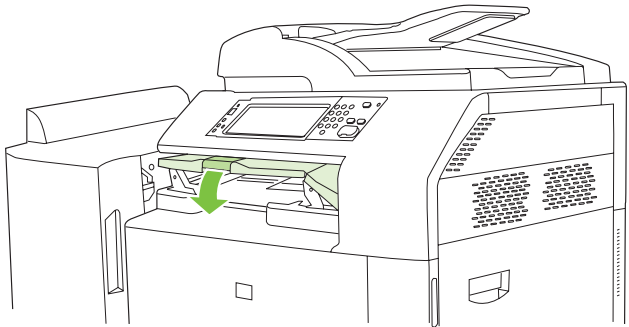| How do I?	Steps to perform	
Clear jams in optional Trays 3, 4, and 5	**1** Open the right door.	
	2 If paper is visible in the paper-input area, gently pull the jammed paper up to remove it.	

How do I?	Steps to perform	
Clear jams in optional Trays 3, 4, and 5 (continued)	3 Close the right door.	
	4 Open the lower right door.	
	5 Gently pull the jammed paper to remove it.	

How do I?	Steps to perform	
Clear jams in optional Trays 3, 4, and 5 (continued)	**6** Open the tray that is indicated in the control-panel message, and make sure that the paper is stacked correctly.	
	7 Close the tray.	
	8 Close the lower right door.	

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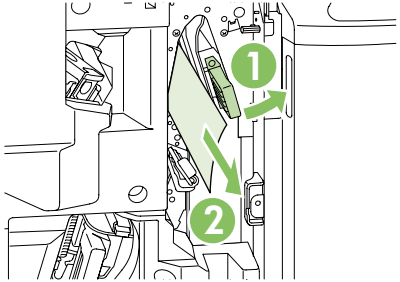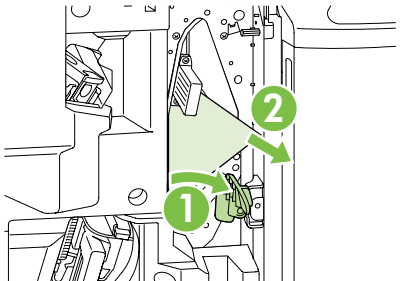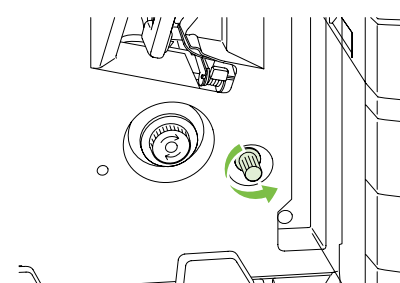| How do I?	Steps to perform	
Clear jams in the optional finishing devices **NOTE:** The 3 bin stapler/stacker and booklet-maker finisher are optional accessories that can be purchased and used with this product.	**Clear jams in the output-accessory bridge** **1** Lift the latch on the top cover of the output-accessory bridge and open the top cover.	
	2 Gently pull the jammed paper to remove it.	
	3 Close the top cover of the output-accessory bridge.	

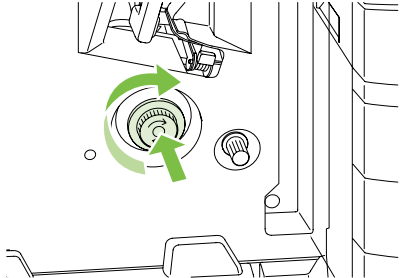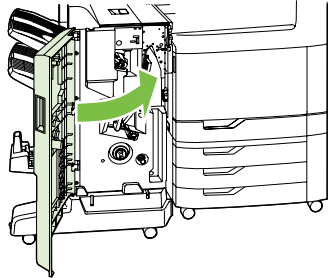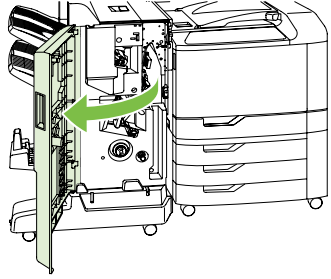| How do I?	Steps to perform	
Clear jams in the optional finishing devices (continued)	**4** Lift the swing guide panel in the output bin. If you can see any jammed paper, gently pull it out.	
	Clear jams in the booklet maker **1** If the paper is visible in the booklet output bin, gently pull the paper to remove it.	
	2 Open the front door of the booklet maker.	

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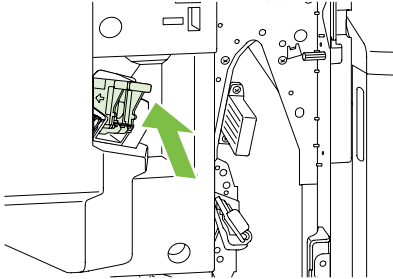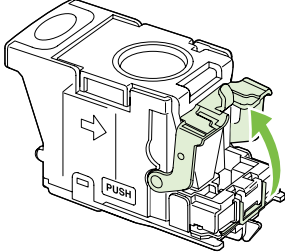| How do I?	Steps to perform	
Clear jams in the optional finishing devices (continued)	**3** Push the upper delivery guide to the right (**1**), and remove any jammed paper (**2**).	
	4 Push the lower delivery guide to the right (**1**), and remove any jammed paper (**2**).	
	5 The positioning knob is the smaller, green dial on the right. Turn the positioning knob counterclockwise.	
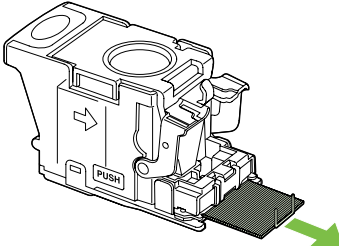
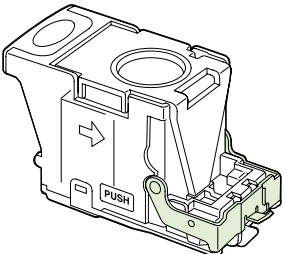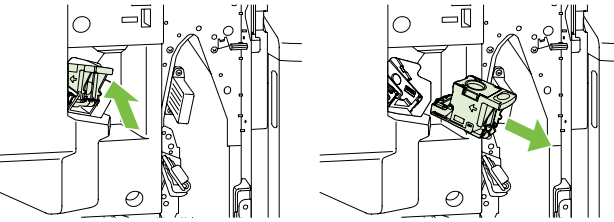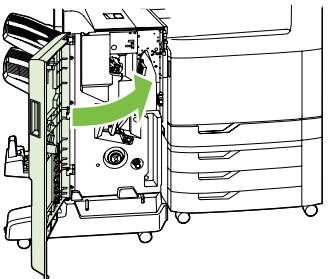| How do I?	Steps to perform	
	6 The jam-release knob is the larger, green dial on the left. Push in the jam-release knob, and then turn it clockwise to move any jammed paper into the output bin.	
	7 Close the front door of the booklet maker.	
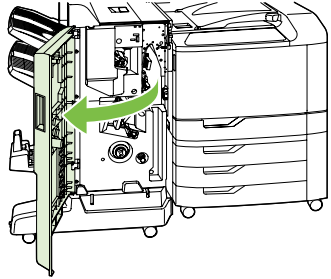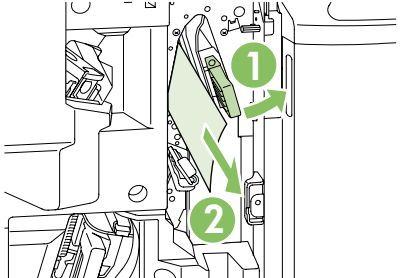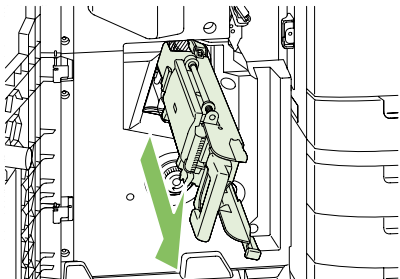
How do I?	Steps to perform	
Clear staple jams	**Clear staple jams in the main stapler** The HP 3-bin Stapler/Stacker and the HP Booklet maker/Finisher Accessory each have a main stapler, which is located near the top of the finishing device. 1 Open the front door of the finishing device.	
	2 To remove the staple cartridge, pull up on the green handle and pull out the staple cartridge.	
	3 Lift up on the small lever at the back of the staple cartridge.	

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.	

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How do I?	Steps to perform	
Clear staple jams (continued)	**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 (**1**), and remove any jammed paper (**2**).	
	3 Grasp the blue handle for the stapler carriage and pull it straight out.	

How do I?	Steps to perform	
Clear staple jams (continued)	**4** Grasp the handle of the blue staple cartridge unit and pull it toward you (**1**), then swing the staple cartridge unit into an upright position (**2**).	
	5 Check each staple cartridge for jammed staples. **a.** On each staple cartridge, press down on the green plastic tabs (**1**) while lifting the jam clearance plate (**2**). **b.** Remove any jammed staples (**3**). Remove any damaged staples and the entire sheet of staples that the damaged staples were attached to. **CAUTION:** Do not place your fingers or hands underneath the staple cartridge during this procedure.	
	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.	

How do I?	Steps to perform	
Clear staple jams (continued)	**6** Pull the staple cartridge unit forward (**1**), and swing it downward to the original position (**2**). Push in on the handle to lock it into position.	
	7 Push the staple carriage back into the booklet maker.	
	8 Close the front door of the booklet maker.	

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