HP LaserJet M2727 MFP Series – Maintenance



Fill Paper Trays

How do I?	Steps to perform
Load paper and print media Tray 1	1 Tray 1 is accessed from the front of the product. Tray 1 holds up to 50 sheets of 75 g/m² (20 lb) media or five envelopes, ten transparencies, or ten cards. You can use tray 1 to print the first page on media different from the remainder of the document.
	2 Media guides ensure that the media is correctly fed into the product and that the print is not skewed (crooked on the media). When loading media, adjust the media guides to match the width of the media that you are using.
Load paper and print media Tray 2 or 3	Load media with the top forward and the side to be printed on facing down. Media guides ensure that the media feeds correctly into the product and that the print is not skewed. Tray 2 has side and rear media guides.

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Replace print cartridges

How do I?	Steps to perform	
Replace print cartridges	Open the print-cartridge door.	
	2 Grasp the handle on the print cartridge and then pull the cartridge straight out to remove it. See the recycling information inside the print cartridge box.	
	3 Remove the new print cartridge from its packaging; remove the orange cover from the print cartridge, and then pull the orange tab straight out to remove the sealing tape.	
	4 Insert the cartridge into the product until it is firmly in place.	
	5 Close the print-cartridge door.	



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Replenish staples

How do I?	Steps to perform	
Load staples	1 Open the stapler door.	
	If you are replacing a staple cassette remove the staple cassette from the product.	
	Insert a new staple cassette into the opening inside the staple door.	
	4 Close the stapler door.	





How do I?	Steps to perform	
Clear jams from the document feeder	1 Open the document feeder cover.	
	2 Remove the jam cleanout part. Using both hands, lift up on the two handles until the part unsnaps. Rotate and lift out the cleanout part and set it aside.	
	Lifting the green lever, rotate the pick mechanism until it stays open.	
	Gently try to remove the page without tearing it. If you feel resistance, go to the next step.	
	Open the document feeder lid and gently loosen the media by using both hands.	



How do I?	Steps to perform	
Clear jams from the document feeder (continued)	When the media is free, gently pull it out in the direction shown.	
	7 Close the lid to the flatbed scanner.	
	8 Lower the green lever.	
	9 Reinstall the cleanout part by inserting it as shown. Push down on the two tabs until the part snaps into place. Install the cleanout part correctly, because future jamming might occur if the cleanout part is not replaced correctly.	
	10 Close the document feeder lid.	



How do I?	Steps to perform	
Clear jams from the input-tray areas	1 Open the rear output door.	
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. When removing jammed media, pull the jammed media straight away from the product. Pulling jammed media out of the product at an angle can damage the product.	2 Rotate the green pressure release levers downward.	
	3 Open the print-cartridge door.	
	With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the product.	
	5 Close the print-cartridge door.	





How do I?	Steps to perform
Clear jams from the input-tray areas (continued)	6 Open tray 2 and tray 3.
	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 product.
	8 If no media is visible, open the print-cartridge door, remove the print cartridge, and rotate the upper media guide. Carefully pull the media up and out of the product.
	9 Close tray 2 and optional tray 3.
	10 Close the rear output door.



Clear jams from the top (face-down) output bin	With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the product.	
Clear jams from the rear (face-up) output- bin	1 Open the straight-through output door.	
	2 Pull down the green pressure-release levers.	
	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.	
	4 Close the straight-through output door.	





How do I?	Steps to perform	
Clear jams from the print-cartridge area	Open the print-cartridge door, and remove the print cartridge.	
CAUTION: To prevent damage to the print cartridge, minimize its exposure to direct light.	On the product, open the rear output door, and then rotate the green pressure-release levers downward.	
	With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the product.	
	Replace the print cartridge and close the print- cartridge door.	
	5 Close the rear output door.	



How do I?	Steps to perform	
Clear jams from the duplexer	1 Open the rear output door.	
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. When removing jammed media, pull the jammed media straight away from the product. Pulling jammed media out of the product at an angle can damage the product.	2 Rotate the green pressure release levers downward.	
	3 Remove tray 2.	
	Push down on the green lever on the automatic two- sided path door on the front of the product.	
	With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the product.	





How do I?	Steps to perform	
Clear jams from the duplexer (continued)	6 Close the automatic two-sided path door.	
	7 Reinsert tray 2.	
	Close the rear output bin, and then open the automatic two-sided path door on the back of the product.	
	9 With both hands, grasp the side of the media that is most visible (this includes the middle), and carefully pull it free from the product.	
	10 Close the automatic two-sided path door.	





How do I?	Steps to perform	
Clear jams from the convenience stapler (HP LaserJet M2727nfs mfp only)	Turn off the HP LaserJet M2727nfs mfp, and then open the stapler door.	
	2 Remove the staple cassette from the product.	
	Clear any loose staples from the stapler and from the staple cassette.	
	4 Replace the staple cassette.	
	 5 Close the stapler door, and then turn on the product. 6 Insert media to test the convenience stapler. Repeat steps 1 through 5 if necessary. 	

