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HP Color LaserJet Pro MFP M282-M283 Printers - Paper Jam Error

This document is for HP Color LaserJet Pro M282nw, M283cdw, M283fdn, and M283fdw printers.

When trying to print, one of the following error messages displays on the printer control panel.

- Jam in output bin. Open rear door and clear jam.
- Check single sheet slot for jam or close tray 2.
- Jam in print paper path. Open tray 2 and rear door.
- Remove paper from document feeder. Press [OK] to clear message.

Clear the printer of any jammed paper, or reset the printer if the printer has no jammed paper.

NOTE: Paper jams can be real or false. The printer might report a paper jam even when there is no jammed paper. The following steps apply to both real and false paper jams.

Step 1: Look for jammed paper

Look at the error displayed on the control panel screen and use one of the following sections to find and clear any paper or media that might be stuck inside the printer.

Clear paper from the output bin

Remove any jammed paper that is accessible from the output bin area. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. Open the rear door.



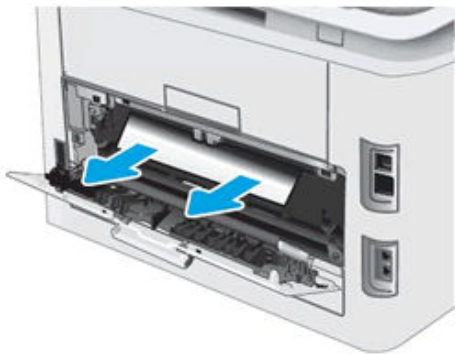


2. Use both hands to remove any jammed paper or objects from the output bin.

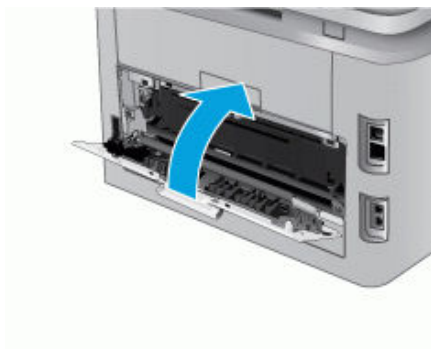


3. Use a flashlight to check for any paper or objects in the rear door area. To avoid tearing any whole sheets of paper, pull the paper with both hands.

⚠ CAUTION: The fuser is located above the rear door, and it is hot. Do not attempt to reach into the area above the rear door until the fuser is cool.



4. Close the rear door.



5. Try to print again.



If the error persists, check for jammed paper in another area of the printer.

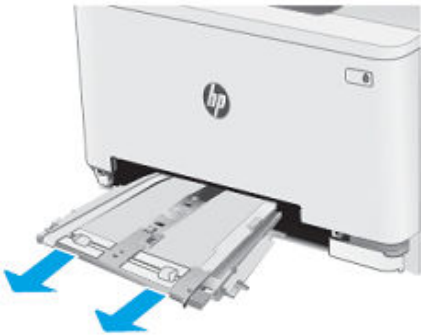
✕ Clear paper from the single-sheet slot (Tray 1)

Remove any jammed paper from the single-sheet slot (Tray 1) area. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. Turn off the printer, and then disconnect the power cord from the wall socket or power strip.
2. Pull Tray 2 completely out of the printer.



3. Push down on the single-sheet priority feed slot, and then pull out the feed slot tray.



4. Use a flashlight to check for any paper or objects in the input tray area, and then remove any paper or objects you find. To avoid tearing any whole sheets of paper, pull the paper with both hands.



5. Push the feed slot tray into the printer.





6. Reinsert and close Tray 2.



7. Reconnect the power cord to the wall outlet or power strip, and then turn on the printer.

8. Try to print again.

If the error persists, check for jammed paper in another area of the printer.

✕ Clear paper from Tray 2

Remove any jammed paper that is accessible from the main input tray area. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. Turn off the printer, and then disconnect the power cord from the wall socket or power strip.
2. Pull Tray 2 completely out of the printer.

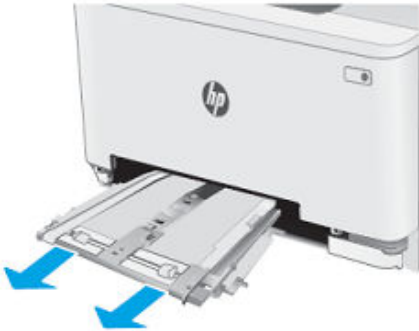


3. Use a flashlight to check for any paper or objects in the Tray 2 area, and then remove any paper or objects you find. To avoid tearing any whole sheets of paper, pull the paper with both hands.

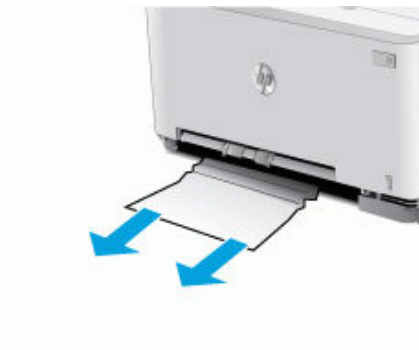




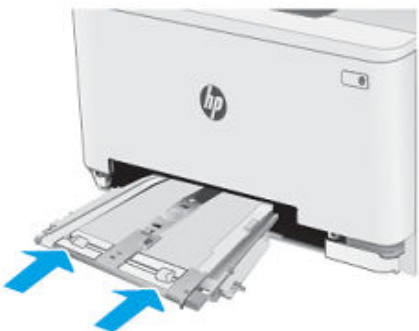
4. If no jammed paper is visible, or if jammed paper is deep enough in the Tray 2 area that it is difficult to remove, press down and remove the feed slot tray.



5. Use a flashlight to check for any paper or objects in the Tray 2 area, and then remove any paper or objects you find. To avoid tearing any whole sheets of paper, pull the paper with both hands.



6. Push the feed slot tray into the printer.



7. Reinsert Tray 2.





8. Reconnect the power cord to the wall outlet or power strip, and then turn on the printer.

9. Try to print again.

If the error persists, check for jammed paper in another area of the printer.

✕ Clear paper from the fuser area

Remove any jammed paper that is accessible from the fuser area (printers without a duplexer). When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. Turn off the printer, and then disconnect the power cord from the wall socket or power strip.

2. Open the rear door.



3. Use a flashlight to check for any paper or objects in the fuser area, and then remove any paper or objects you find. To avoid tearing any whole sheets of paper, pull the paper with both hands.

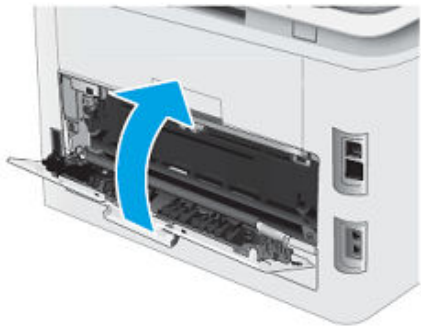
⚠ CAUTION: The fuser is located above the rear door, and it is hot. Do not attempt to reach into

the area above the rear door until the fuser is cool.



4. Close the rear door.





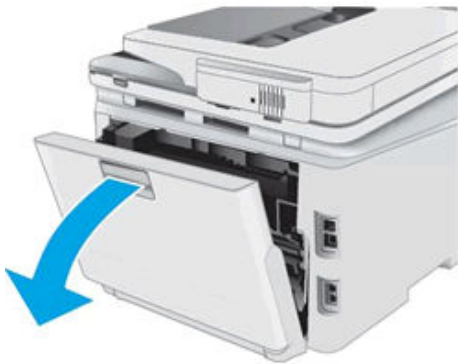
5. Reconnect the power cord to the wall outlet or power strip, and then turn on the printer.
6. Try to print again.

If the error persists, check for jammed paper in another area of the printer.

✕ Clear paper from the duplexer area (duplex printers only)

Remove any jammed paper that is accessible from the duplexer area. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. Turn off the printer, and then disconnect the power cord from the wall socket or power strip.
2. At the rear of the printer, open the duplexer.



3. Use a flashlight to check for any paper or objects in the duplexer area, and then remove any paper or objects you find. To avoid tearing any whole sheets of paper, pull the paper with both hands.

⚠ CAUTION: The fuser is located above the rear door, and it is hot. Do not attempt to reach into the area above the rear door until the fuser is cool.



4. Close the duplexer.



5. Reconnect the power cord to the wall outlet or power strip, and then turn on the printer.

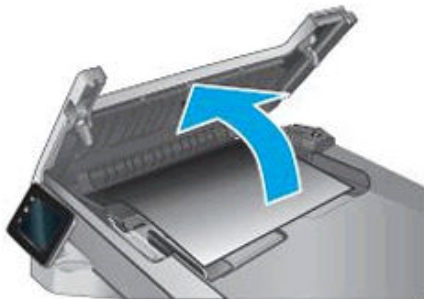
6. Try to print again.

If the error persists, check for jammed paper in another area of the printer.

× Clear paper from the document feeder

Remove any jammed paper that is accessible from the Automatic Document Feeder (ADF) area. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. Open the ADF cover.

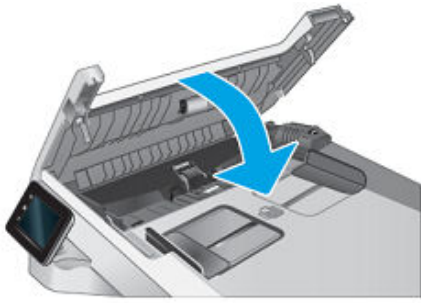


2. Remove any jammed paper visible in the input tray area. To avoid tearing any whole sheets of paper, pull the paper with both hands.



3. Close the ADF cover.





4. Lift the document feeder input tray to access to the document feeder output tray, and then remove any jammed paper from the output area. To avoid tearing any whole sheets of paper, pull the paper with both hands.



5. Open the scanner lid. If there is paper jammed behind the white plastic backing, gently pull it out.



6. Close the scanner lid.



7. Reconnect the power cord to the wall outlet or power strip, and then turn on the printer.
8. Try to print again.

If the error persists, check for jammed paper in another area of the printer.



If you have checked all areas of the printer, and the error persists, continue to the next step to reset the printer.

Step 2: Reset the printer

Sometimes a paper jam error persists even though there is no jammed paper (false paper jam).

1. **With the printer turned on**, disconnect the power cord from the printer.
2. Unplug the power cord from the power source.
3. Wait 60 seconds.
4. Reconnect the power cord to a wall outlet and to the printer.

NOTE: HP recommends plugging the printer directly into a wall outlet.

Step 3: Try to print again

Try to print again to make sure the hardware functions correctly. If the problem persists, continue to the next step.

Step 4: Service the printer

Service or replace your HP product if the issue persists after completing all the preceding steps.

Go to [Contact HP Customer Support](#) to schedule a product repair or replacement. If you are in Asia Pacific, you will be directed to a local service center in your area.

To confirm your warranty status, go to [HP Product Warranty Check](#). Repair fees might apply for out-of-warranty products.

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