

HP LaserJet Pro MFP M428fdw

Paper Jam Clearing Instructions

IMPORTANT: Do not pull jammed paper forcefully. This may damage the printer.

Step 1: Check the Output Tray

Remove any visible paper from the output tray area. If paper is partially fed, gently pull it in the direction of the paper path.

Step 2: Open the Rear Door

Locate the rear access door on the back of the printer. Press the release button and swing the door open. Remove any jammed paper found in this area.

Step 3: Check the Toner Area

Open the front cover and remove the toner cartridge. Look for any paper scraps or jammed sheets in the toner cavity. Replace the toner cartridge after clearing.

Step 4: Check Input Tray

Remove the paper tray completely. Check for any crumpled or misfed paper. Fan the paper stack before reinserting to prevent future jams.

Step 5: Check the Document Feeder

If using the automatic document feeder (ADF), open the ADF cover. Remove any jammed documents carefully. Clean the rollers with a lint-free cloth.

Still Having Issues?

Contact IT Support: ext. 4357 or helpdesk@company.com
Printer Location: 3rd Floor, near Conference Room B

Document posted by: Kevin O'Brien, IT Support
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