

## **Paper Jam in Rear Door**

**HP CP2025, CM1312MFP, CM2320MFP, M375MFP, M475MFP,  
M476MFP, M351, M451**

This problem is caused by the guide on top of the registration assembly in the back of the printer being out of position. Physical damage to that specific part because of a paper jam causes the printer to show a **false** paper jam in the back door. This problem can be seen from the back of the machine. Check the registration roller and make sure it is in the right position as shown in the picture below.



If there is a problem with the registration, you will see the guide is not all the way up and it does not go back to the original position right away, see picture below.



If the issue is confirmed, carefully move the guide to left or right to see if it will go to its home position. If not, a close look will be needed to determine the cause of the problem and may need to contact LPI tech support for further diagnosis.

