
















Welcome to HP Customer Support

HP LaserJet Enterprise M4555 MFP Series - How to remove paper jams

-  Jam locations
-  Clear jams in the document feeder
-  Clear paper jams in the stapler (for models with a stapler/stacker)
-  Clear staple jams (for models with a stapler/stacker)
-  Clear jams in the output bin area
-  Clear jams from under the top cover
-  Clear jams in the right door
-  Clear jams in Tray 1
-  Clear jams in Trays 2, 3, 4, or 5
-  Clear jams in the lower right door (Trays 3, 4, or 5)
-  Clear jams in the fuser
-  Clear jams in the registration area
-  Change jam recovery

Jam locations

Use this illustration to identify locations of jams. In addition, instructions appear on the control panel to direct you to the location of jammed paper and how to clear it.

 **NOTE:**

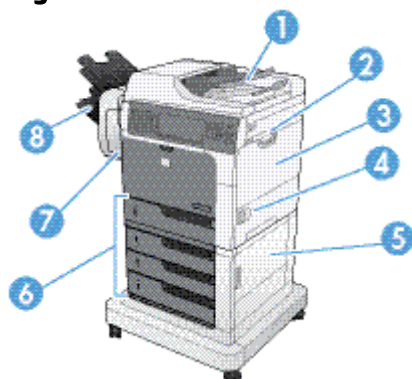
Internal areas of the product that might need to be opened to clear jams have green handles or green labels.

WARNING:

To avoid electrical shock, remove any necklaces, bracelets, or other metal items before reaching into the inside of the product.

Jam locations

Figure 1:



1. Document feeder

2. Top cover area

3. Tray 1 area

4. Right door

5. Lower-right door

NOTE: For the 1 x 500-sheet feeder, use this door to access Tray 3. For the 3 x 500-sheet feeder, use this door to access Tray 3, 4, and 5.

6. Tray 2, and optional Trays 3, 4, and 5

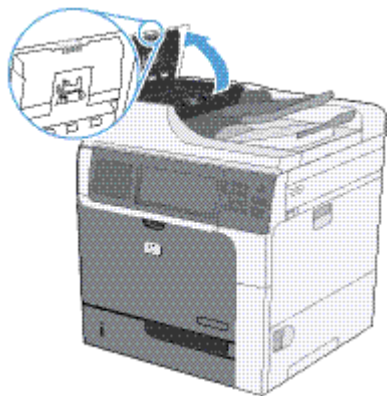
7. Stapler (for models with a stapler/stacker)

8. Output bins (for models with a stapler/stacker)

Clear jams in the document feeder

1. Open the document feeder cover.

Figure 2: Open the document feeder cover



2. Lift the jam-access door, and remove any jammed paper.

Figure 3: Remove jammed paper



3. Close the document feeder cover.

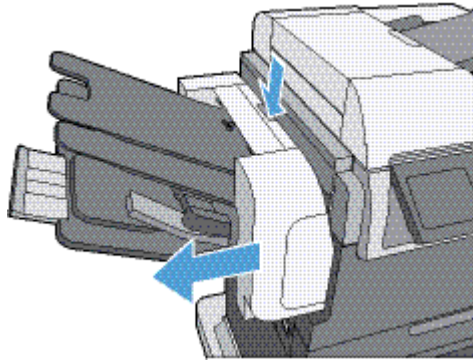
Figure 4: Close the document feeder cover



Clear paper jams in the stapler (for models with a stapler/stacker)

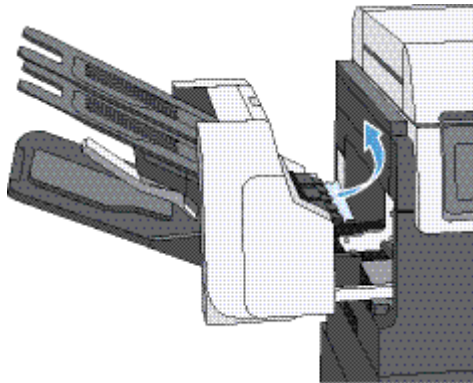
1. Turn the product off. Press the release latch, and then slide the stapler/stacker away from the product.

Figure 5: Release the stapler latch and then slide it away from the product



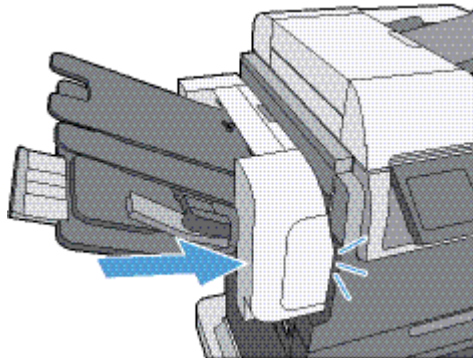
2. If jammed paper is visible, pull it straight out.

Figure 6: Remove jammed paper



3. Slide the stapler/stacker toward the product until it latches in place. Turn the product on.

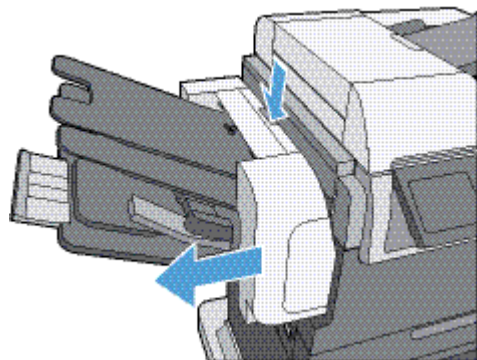
Figure 7: Slide the stapler back to the product



Clear staple jams (for models with a stapler/stacker)

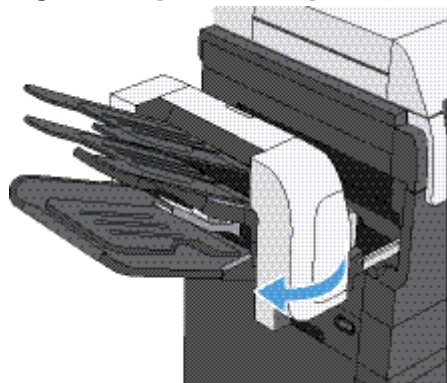
1. Turn the product off. Press the release latch, and then slide the stapler/stacker away from the product.

Figure 8: Release the stapler-mailbox latch and then slide it away from the product



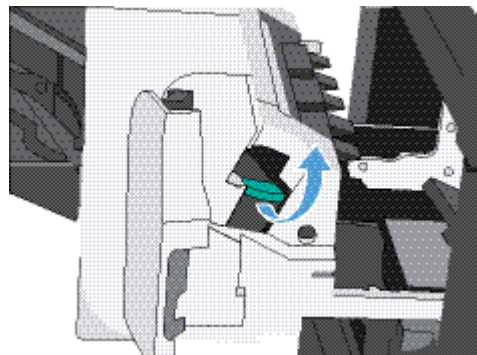
2. Open the staple-cartridge door.

Figure 9: Open the staple-cartridge door



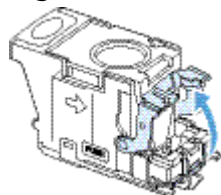
3. Lift up on the staple-cartridge green handle, and then pull the cartridge out of the stapler to remove it.

Figure 10: Remove the staple cartridge

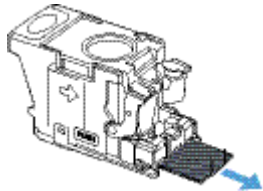


4. Lift up on the small lever at the back of the staple cartridge.

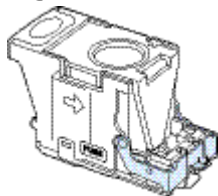
Figure 11: Lift the staple cartridge lever



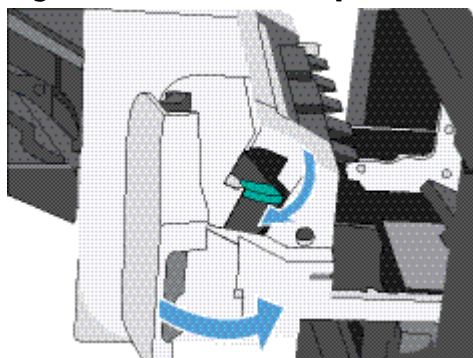
5. Remove the jammed staples.

Figure 12: Remove the jammed staples

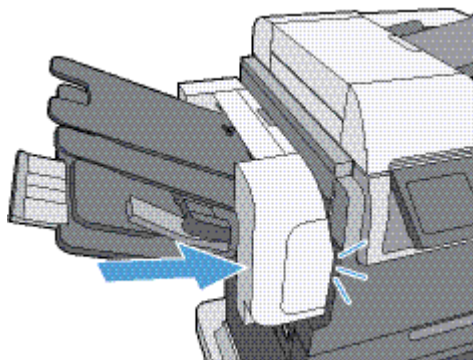
6. Close the lever at the back of the staple cartridge. Be sure that it snaps into place.

Figure 13: Close the staple cartridge lever

7. Insert the staple cartridge into the stapler, push down on the green handle until it snaps into place, and then close the staple-cartridge door.

Figure 14: Insert the staple cartridge

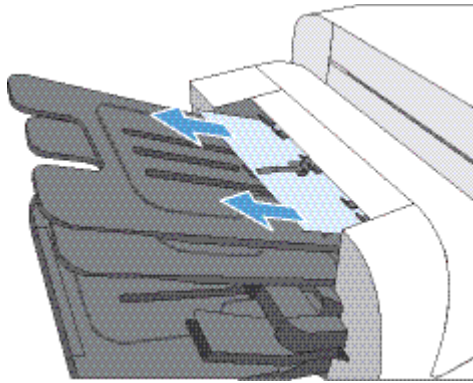
8. Slide the stapler/stacker toward the product until it latches in place. Turn the product on.

Figure 15: Slide the mailbox back to the product

Clear jams in the output bin area

1. If paper is visible from the output bin, grasp the leading edge and remove it.

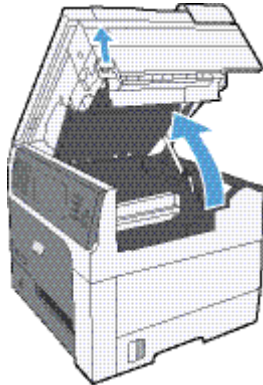
Figure 16: Location of output bin



Clear jams from under the top cover

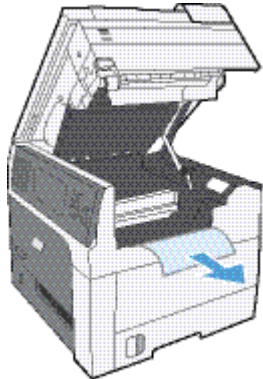
1. Pull the top cover release lever to open the top cover.

Figure 17: Open the top cover

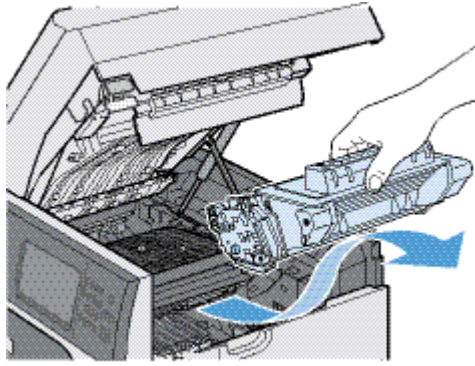


2. Remove any jammed sheets that are visible in the print cartridge area.

Figure 18: Remove jammed paper

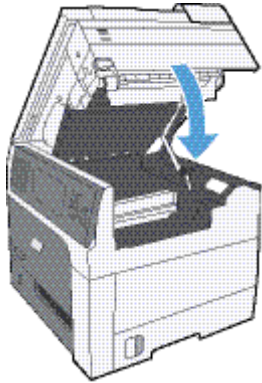


3. If no jammed paper is visible, remove the print cartridge, and then remove the any jammed paper in the paper path.



4. Reinstall the print cartridge, and then close the top cover.

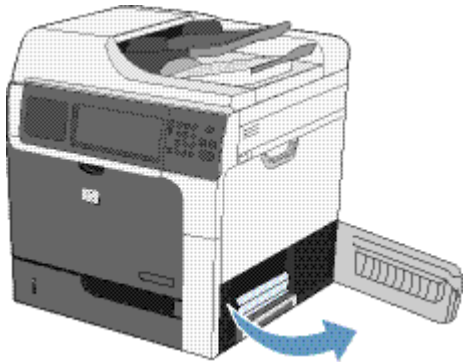
Figure 19: Close the scanner assembly



Clear jams in the right door

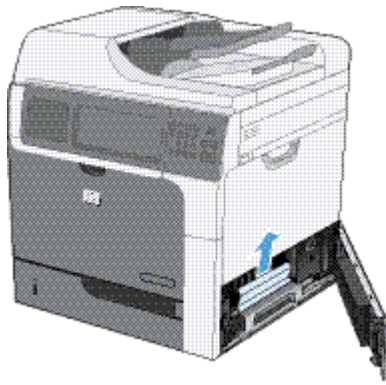
1. Turn off the product, and then open the right door.

Figure 20: Location of the right door



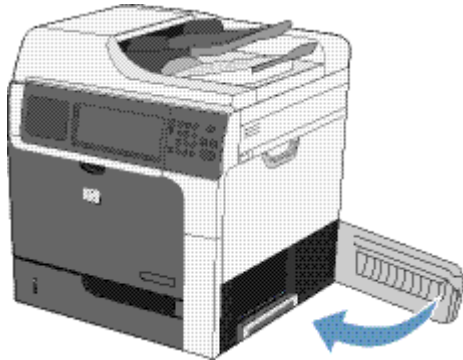
2. Gently pull the paper out of the pickup area.

Figure 21: Location of jammed paper in pickup area



3. Close the right door.

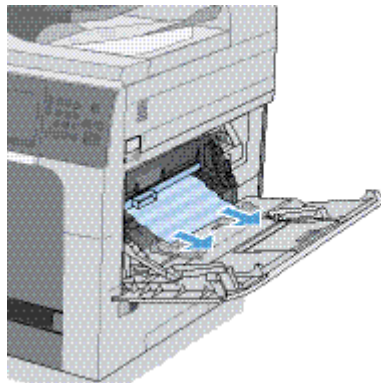
Figure 22: Location of the right door



Clear jams in Tray 1

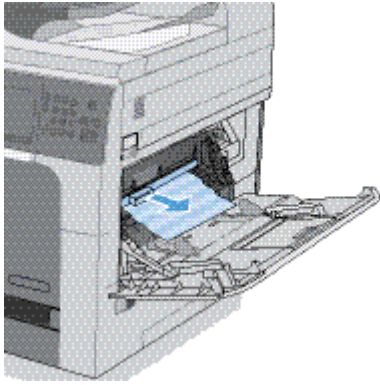
1. Clear the jam by gently pulling the paper straight out. Touch the OK button to clear the message.

Figure 23: Gently pulling the paper straight out

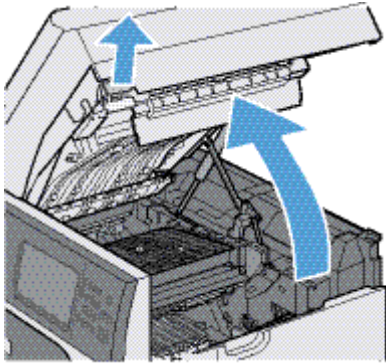


2. If you cannot remove the paper, remove the black-plastic shield.

Figure 24: Remove the black-plastic shield

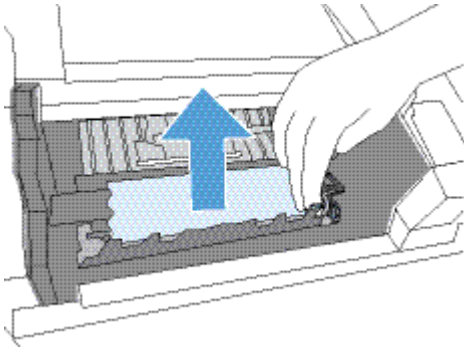


3. Open the top cover and remove the print cartridge.



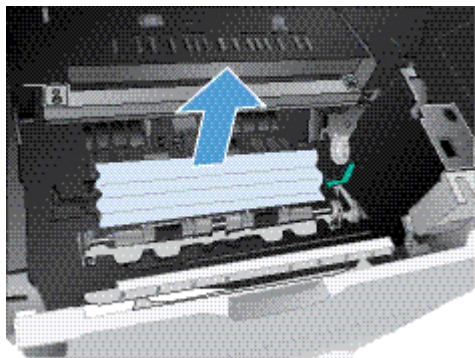
4. At the front of the registration roller, lift the small green tab to raise the plastic roller shield, and then pull any jammed paper straight out.

Figure 25: Raise the metal shield and pull the paper straight out

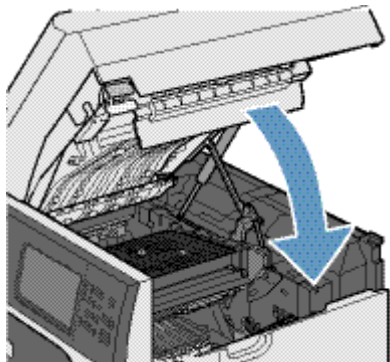


5. At the back of the roller, use the longer green tab to raise the metal shield, and then pull any jammed paper straight out. Touch the OK button to clear the message.

Figure 26: Raise the metal shield and pull the paper straight out

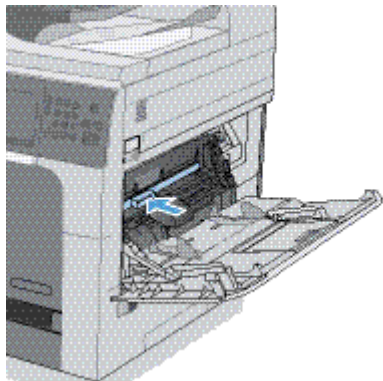


6. Lower the shield, reinstall the print cartridge, and then close the top cover.



7. Reinstall the black-plastic shield.

Figure 27: Reinstall the black-plastic shield

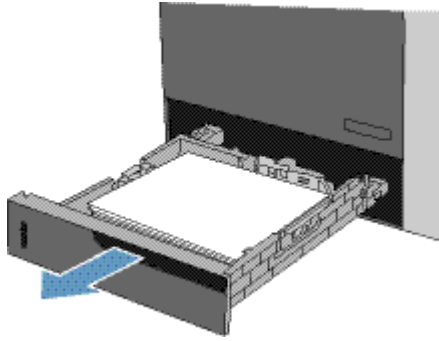


Clear jams in Trays 2, 3, 4, or 5

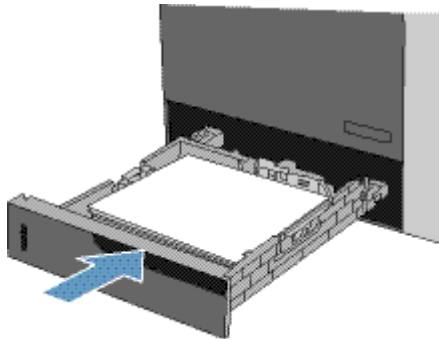
⚠ CAUTION:

Opening a tray when paper is jammed can cause the paper to tear and leave pieces of paper in the tray, which might cause another jam. Be sure to clear jams before opening the tray.

1. Open the tray and make sure that the paper is stacked correctly. Remove any jammed or damaged sheets of paper. To access jammed paper from the tray cavity, remove the tray from the product.

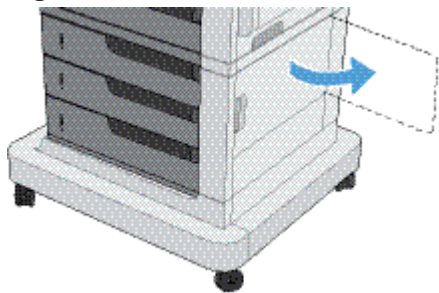
Figure 28: Location of paper stack

2. Close the tray.

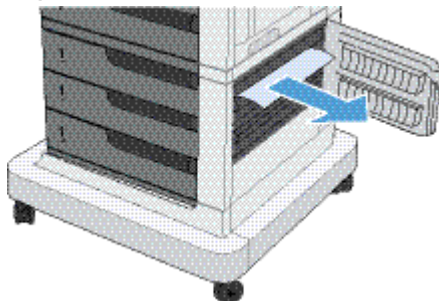
Figure 29: Location of Tray 2

Clear jams in the lower right door (Trays 3, 4, or 5)

1. Open the lower right door.

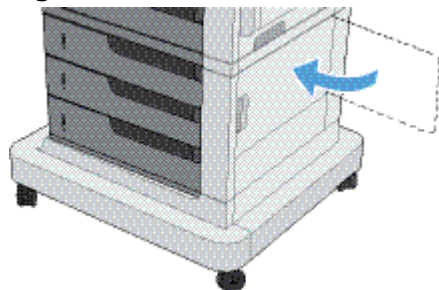
Figure 30: Location of the lower right door

2. If paper is visible, gently pull the jammed paper up or down to remove it.

Figure 31: Location of jammed paper

3. Close the lower right door.

Figure 32: Location of the lower right door



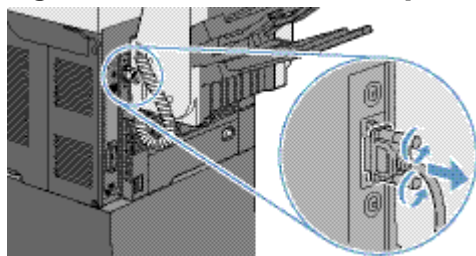
Clear jams in the fuser

⚠ CAUTION:

The fuser can be hot. Turn off the product, and then wait for the fuser to cool.

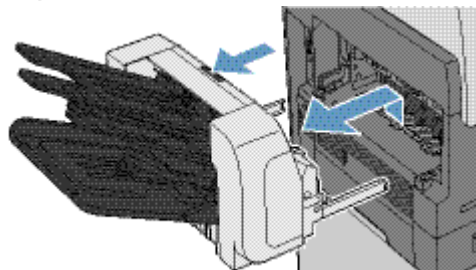
1. Turn off the product.
2. **Models with a stapler/stacker:** Disconnect the stapler/stacker connector.

Figure 33: Disconnect the stapler mailbox



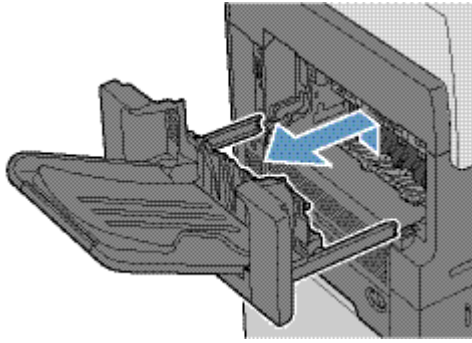
3. **Models with a stapler/stacker:** Release the stapler/stacker latch and then slide the mailbox away from the product to remove it.

Figure 34: Remove the stapler mailbox



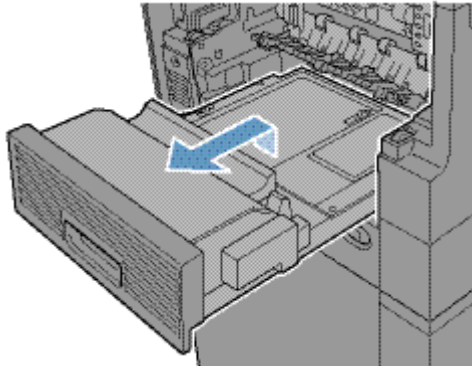
4. **All other models:** Slide the output bin away from the product to remove it.

Figure 35: Remove the standard output bin



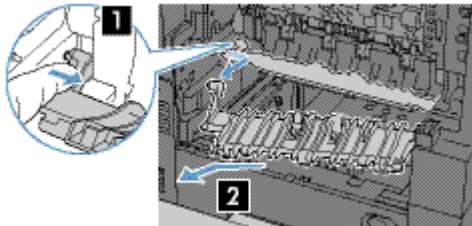
5. Slide the duplexer away from the product to remove it.

Figure 36: Remove the duplexer



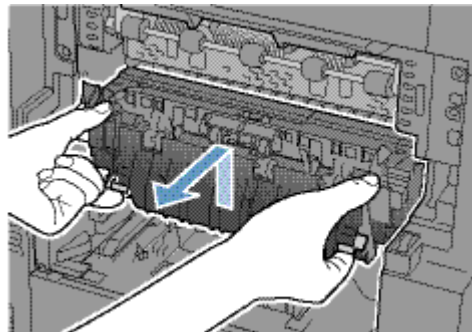
6. Carefully flex the left-hand side of fuser-entrance guide to release it, and then rotate the guide out and away from the product to remove it.

Figure 37: Remove the duplexe-paper feed guide

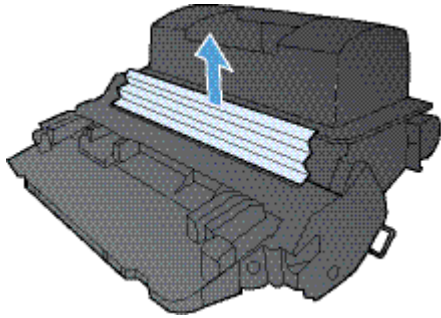


7. Squeeze the two blue tabs on the fuser to release it, slightly lift it up and then pull the fuser straight out of the product to remove it.

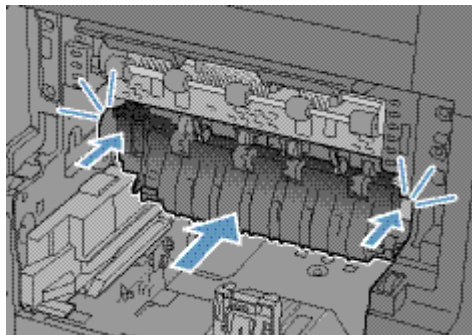
Figure 38: Remove the fuser



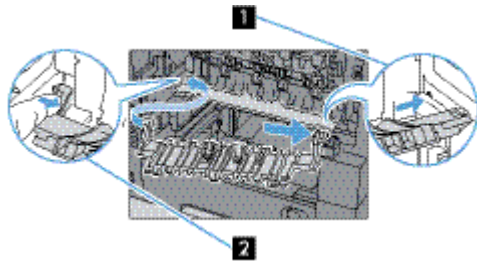
8. Clear the jam by carefully pulling the paper straight out.

Figure 39: Remove jammed paper

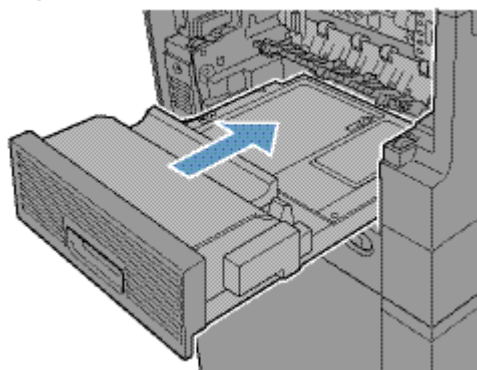
9. Push the fuser straight into the product until it snaps into place.

Figure 40: Reinstall the fuser

10. Insert the right-hand side of fuser-entrance guide into the product, carefully flex the left-hand side of the guide, and then push it back into the product until the pins on the guide snap into the holes on the product chassis.

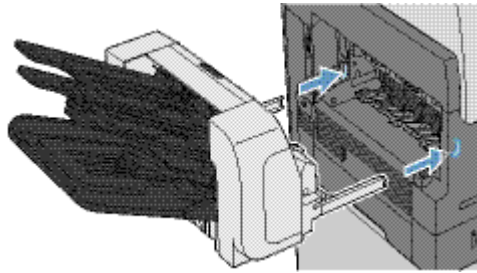
Figure 41: Reinstall the duplex-paper feed guide

11. Slide the duplexer into the product to install it.

Figure 42: Reinstall the duplexer

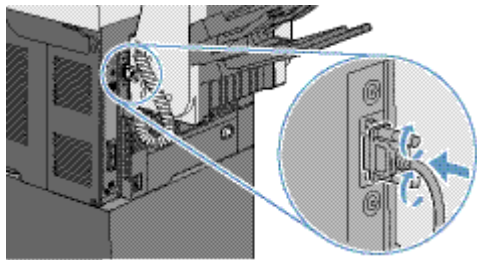
12. **Models with a stapler/stacker:** Slide the stapler/stacker toward the product until it latches into place to install it.

Figure 43: Reinstall the stapler mailbox



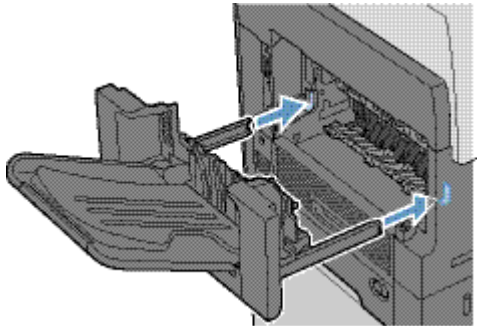
13. **Models with a stapler/stacker:** Reconnect the stapler/stacker connector.

Figure 44: Reconnect the stapler mailbox



14. **All other models:** Slide the output bin toward the product to install it.

Figure 45: Reinstall the standard output bin

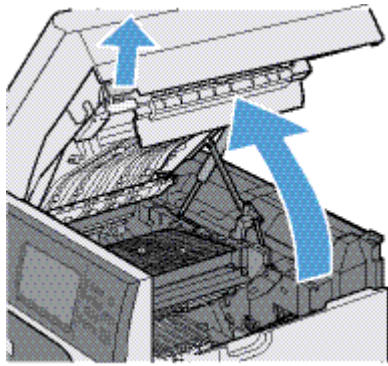


15. Turn the product on.

Clear jams in the registration area

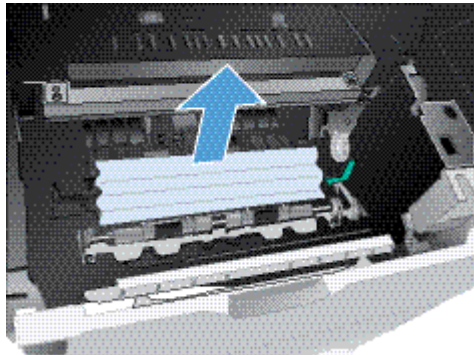
1. Turn off the product, open the top cover, and then remove the print cartridge.

Figure 46: Remove the print cartridge



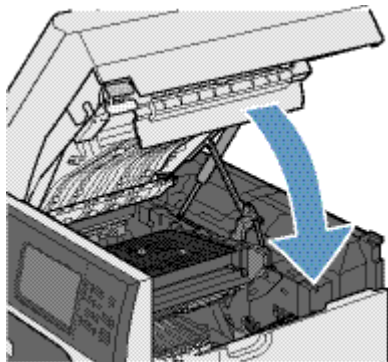
2. If jammed paper is visible under the registration shield use the green lever to raise the shield, and then clear the jam by gently pulling the paper straight out.

Figure 47: Raise the shield and pull the paper straight out



3. Lower the shield, reinstall the print cartridge, and then close the top cover.

Figure 48: Install the print cartridge



Change jam recovery

This product provides a jam recovery feature that reprints jammed pages.

1. From the Home screen, touch the Administration button.
2. Open the General Settings menu, and then open the Jam Recovery menu.
3. Select one of the following options:

- **Automatic** — The product attempts to reprint jammed pages when sufficient memory is available. This is the default setting.
- **Off** — The product does not attempt to reprint jammed pages. Because no memory is used to store the most recent pages, performance is optimal.

 **NOTE:**

When using this option, if the product runs out of paper and the job is being printed on both sides, some pages can be lost.

- **On** — The product always reprints jammed pages. Additional memory is allocated to store the last few pages printed. This might cause overall performance to suffer.

