Color LaserJet Enterprise Flow MFP M880

Clear jams in the 3,500-sheet high-capacity input tray and the lower-right door

Use the following procedure to check for paper in all possible jam locations related to the 3,500-sheet high-capacity tray. When a jam occurs, the control panel displays an animation that assists in clearing the jam.

1. Open the right and left trays.

   NOTE: You do not need to open both trays at the same time.
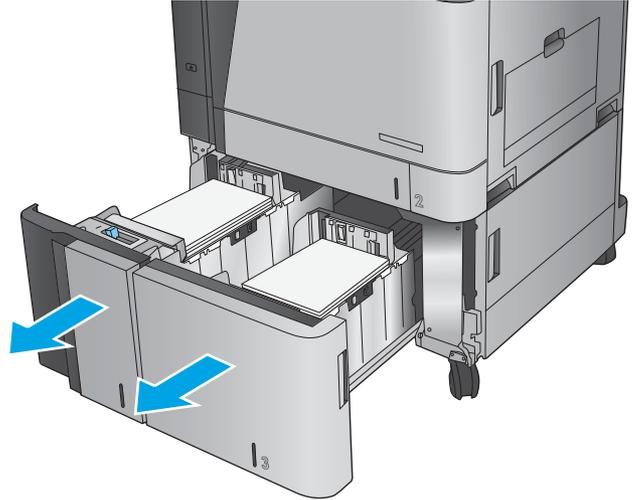
2. Remove the paper from the trays and discard any damaged sheets.
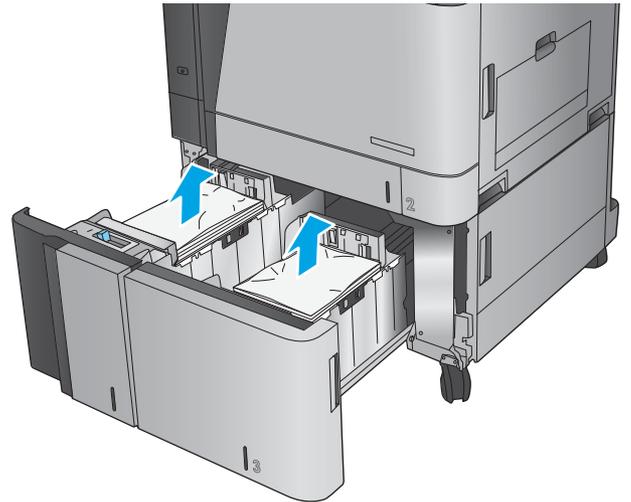
3. Above the right-side tray, press the green button to release the jam-access plate.
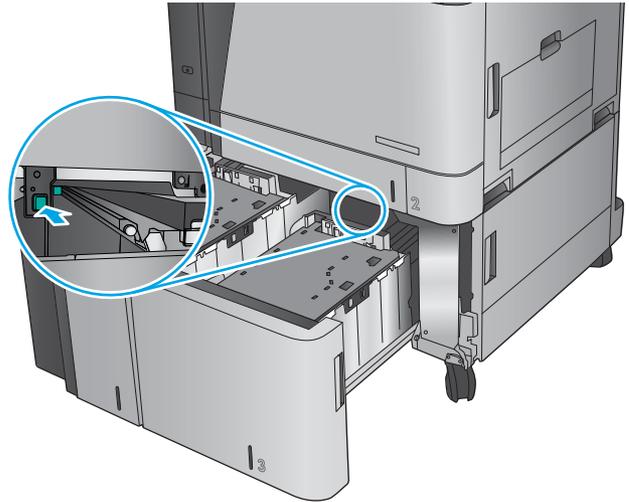
4. If jammed paper is in the feed area, pull it down to remove it.
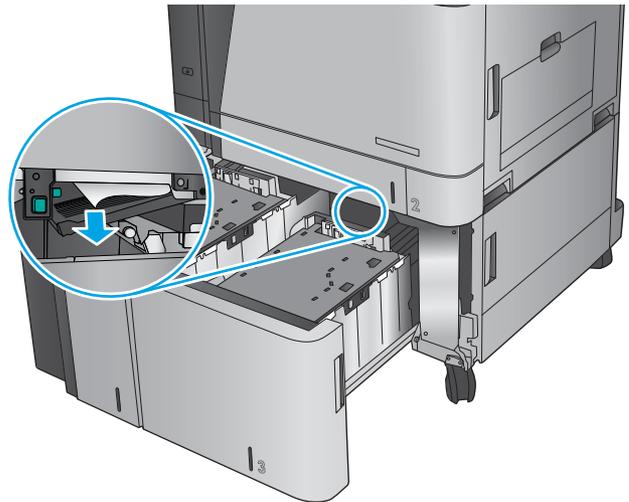
5. Push up on the jam-access plate to close it.
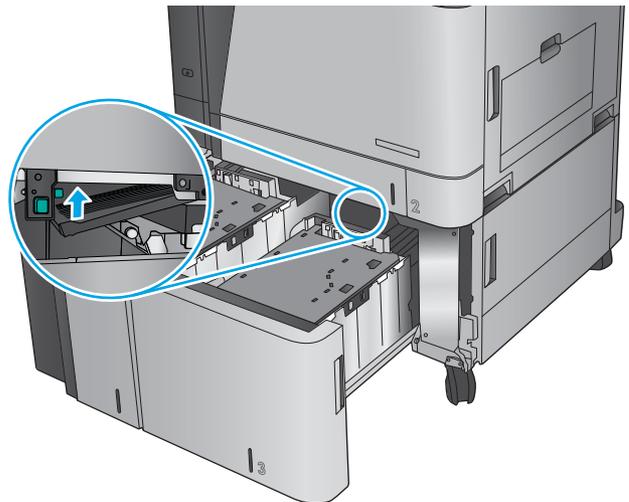
6. Load full reams of paper into each side of the tray. The right side holds 1,500 sheets of paper. The left side holds 2,000 sheets of paper.

   NOTE: For best results, load full reams of paper. Avoid dividing reams into smaller sections.
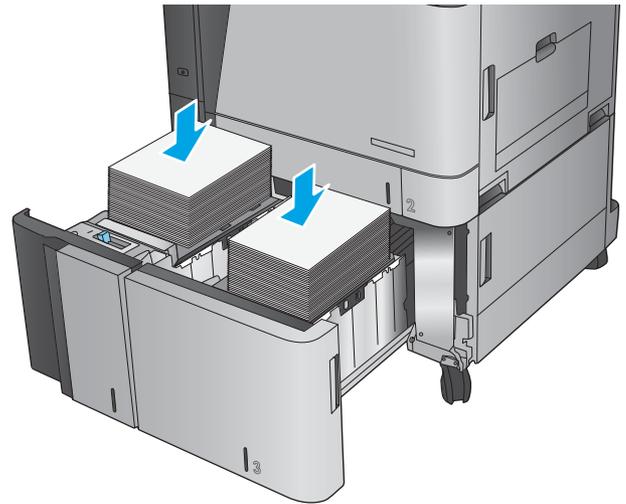
7. Close the right and left trays.
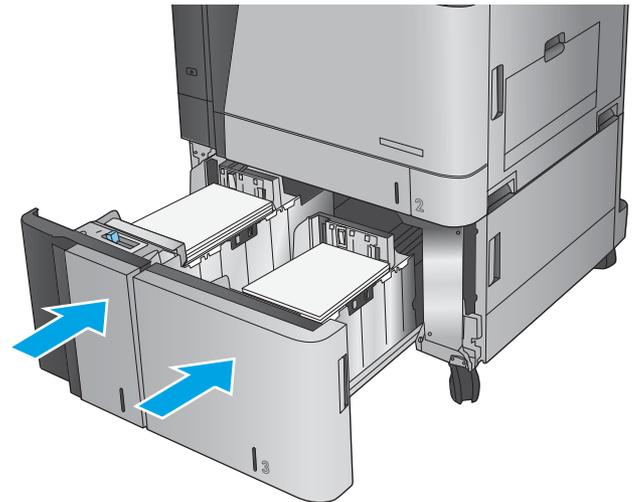
8. Open the jam-access door on the right side of the high-capacity tray cabinet.
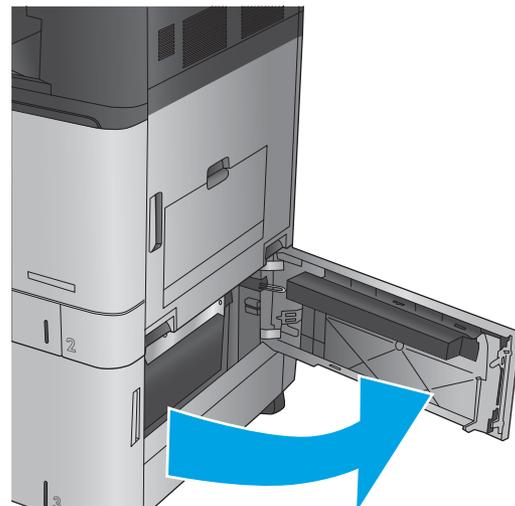
9. Remove any jammed paper.
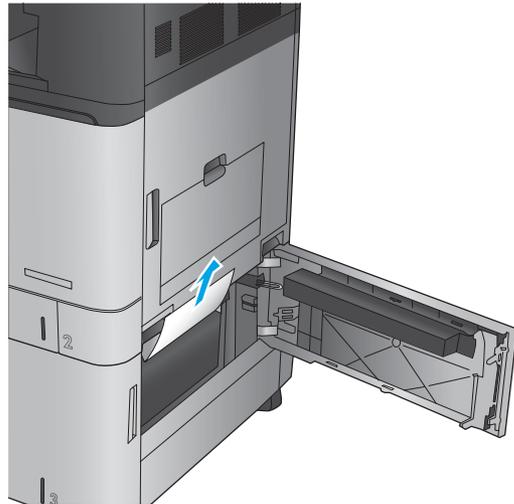
10. Close the jam-access door on the right side of the high-capacity tray cabinet.

    NOTE: If after clearing the jam the product control panel displays a message that there is no paper in the tray or the tray is over filled, remove the tray and look behind it for any remaining paper.