

OHIO AUDITOR OF STATE KEITH FABER



TO: UAN Users
FROM: UAN Support
DATE: January 20, 2026
SUBJECT: How to remove printer jams in the UAN HP Printers

The printer will signal for a paper jam but will not indicate where it is. The following **videos** will guide you through the common areas of the printer where the jam can be found. The videos are listed in order of most probable areas. Step through the following links in order, to locate and fix the paper jam.

IMPORTANT: Have the printer powered down before performing any of the paper removal tasks

1. **Tray 1**
<https://youtu.be/-RCBoUof-R8?si=yHo1TxHmi87RE2Kh>
2. **Output Bin**
<https://youtu.be/rCQXAJWM57M?si=OzWfieq3zZqPuhuP>
3. **Behind Toner / Fuser area**
<https://youtu.be/QT671NosQ4w?si=2aZxaSxApQyqG7K3>
4. **Tray 2 / Duplexer area**
https://youtu.be/zOxfV-Z8VYE?si=CRF_1928BatxaMc4
5. **Tray 3**
https://youtu.be/jAyIQF00Fzk?si=9cuC246jQQMmv_ST
6. **Scanner Document Feeder**
<https://youtu.be/Uh6nRnn6NKY?si=CANAyHoZszxM8CHp>