



Repairing HP OfficeJet 3833 Paper Jam

Clear out a paper jam in an HP OfficeJet 3833 series printer caused by loose scrap paper and foreign objects such as thumbtacks.

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INTRODUCTION

This guide will show you how to clear out a paper jam in an HP OfficeJet 3833 series (HP OfficeJet 3830 series) printer. Occasionally, the paper will not feed into a printer or will feed incorrectly due to a paper jam. Foreign objects, such as thumbtacks and push pins, can get stuck inside the paper feeder and cause a paper jam. This guide will also show you how to locate unwanted blockages from the printer.

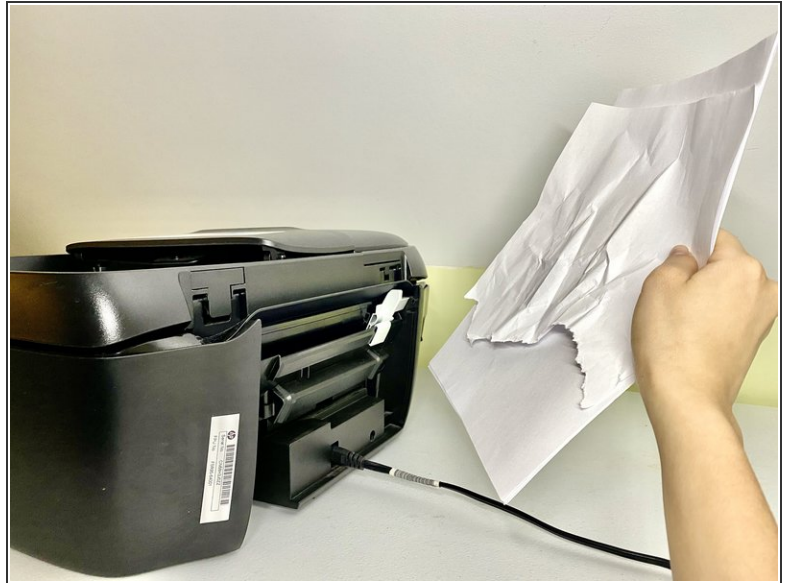
It is imperative to follow steps 5-6 to make sure to power is turned off correctly and disconnected from any external power source.



TOOLS:

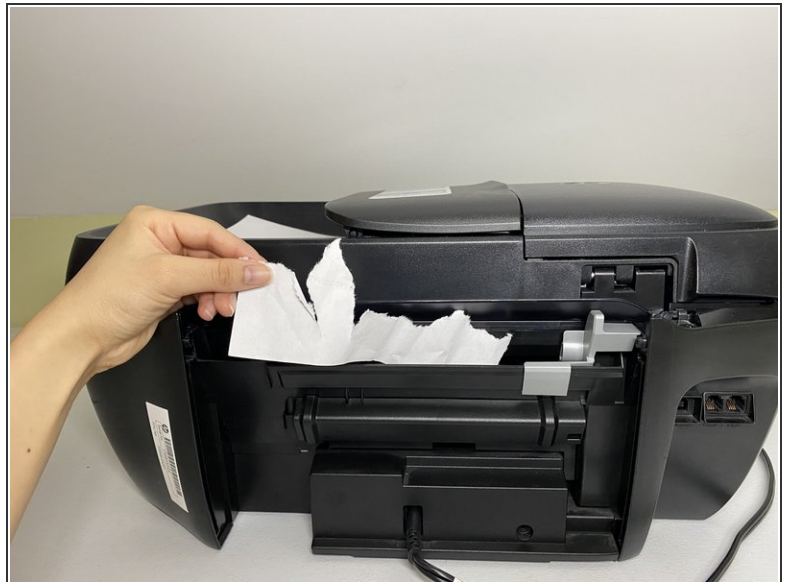
- [Flashlight](#) (1)
 - [Tweezers](#) (1)
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Step 1 — Repairing HP OfficeJet 3833 Paper Jam



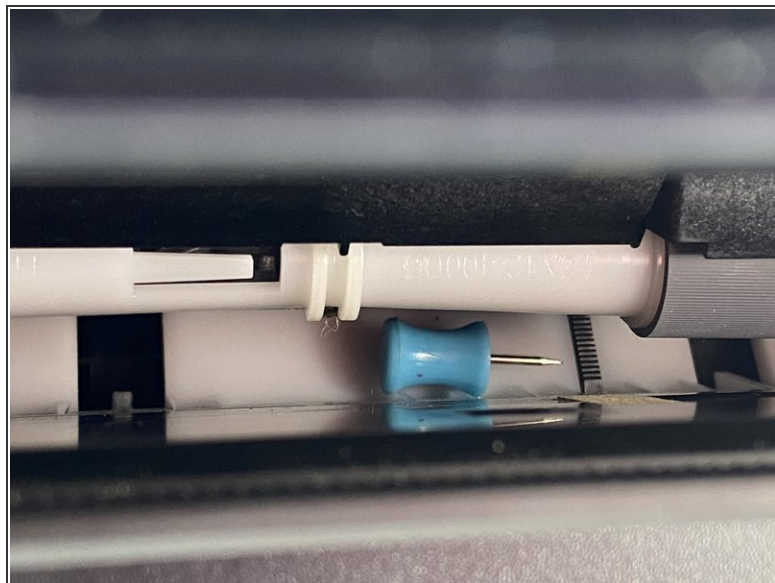
- Remove all paper from the printer.

Step 2



- Check the input tray, located in the back of the printer, for any paper remains and remove them.

Step 3



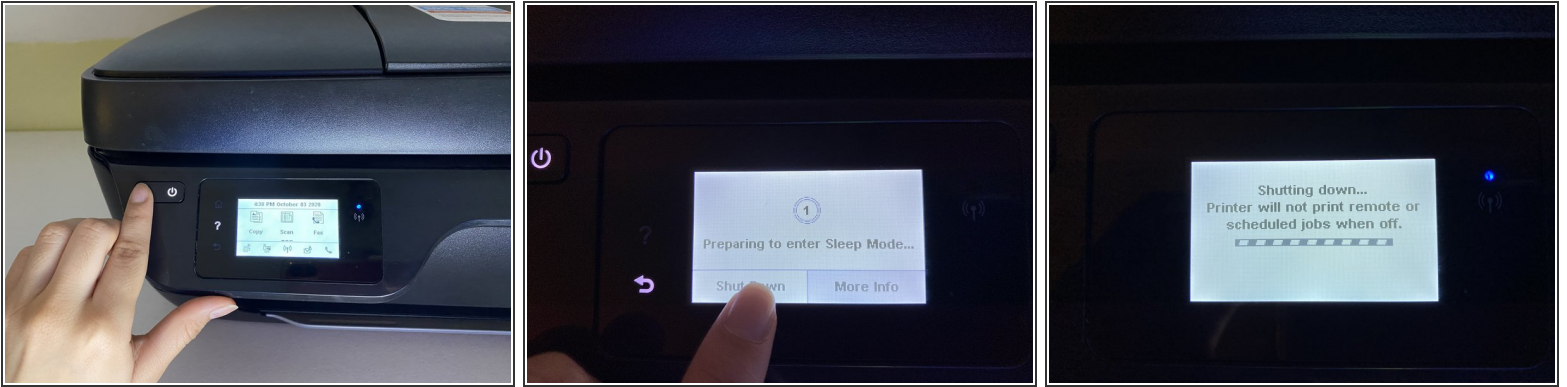
- Check the input tray for any foreign objects.
- ⓘ You may need to hold down the input tray and shine a flashlight inside to have a better look.
- ⓘ Long tweezers are recommended to remove objects such as thumbnails and tacks.


Step 4



- Check the output tray, located in the front of the printer, for paper remains and remove them.

Step 5



- Shut down the printer.
 - Hold down the power button until a message appears.
 - Select the **Shut Down** option.
-  A message will appear and the printer will turn off.

Step 6



- Unplug the printer power cable from the wall outlet.
- Remove the power cable from the back of the printer.

Step 7



- Pull back on the front sides of the printer to remove the front panel.
- Then pull the handle inside to remove the ink cartridge panel.

Step 8



- Slide the ink cartridge to the side.

⚠ This step must be done carefully to prevent damage to the printer.

Step 9



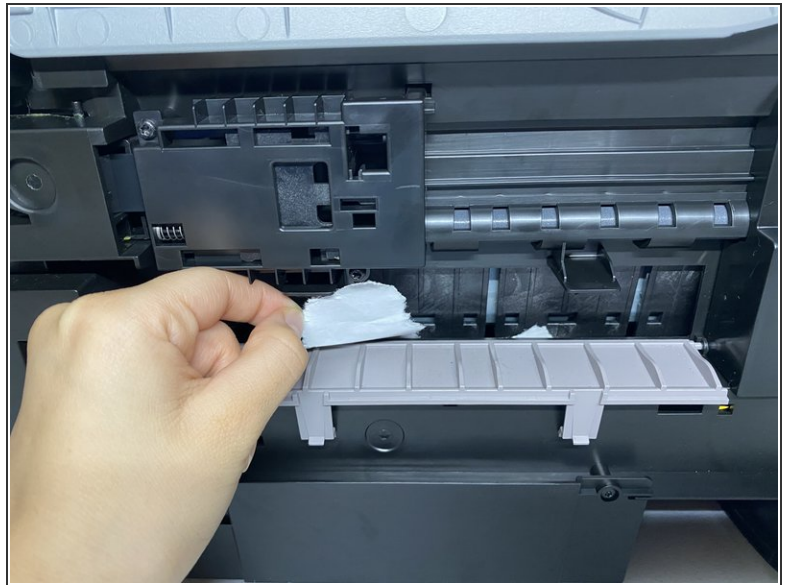
- Search for and remove any debris.

Step 10



- Put the printer on its side.
- ⓘ You may need to open the top half and lay it down to prevent the printer from falling.

Step 11



- Locate the cleanout door on the bottom half of the printer.
- Open the cleanout door to remove unwanted debris.