

Step 1: Clear jammed paper from the printer

There are four different areas where jammed paper might become blocked. Clear any jammed paper from one area, and then try to print again. If the error persists, check the next area for any jammed paper.

Clear jammed paper from the input tray

Remove any jammed paper that is accessible from the input tray.

1. Press the Cancel button (✘) to try to automatically clear the paper jam.

If the paper jam error persists, continue these steps to manually clear the jam.

2. Disconnect the power cord.
3. Remove any jammed paper and bits of torn paper from the input tray. To avoid tearing any whole sheets of paper, pull the paper with both hands.

Figure : Remove any jammed paper from the input tray



4. Tilt the printer on its back.


Figure : Tilt the printer on its back



5. Hold open the input tray shield, and then use a flashlight to look inside the input tray. Remove any torn pieces of paper or foreign objects that might have fallen inside the printer.

note:


The input tray shield prevents foreign debris from falling into the paper path and causing paper jams. Do not remove the input tray shield.

6. Return the printer to its normal position.
7. Reconnect the power cord.
8. Press the Resume button () on the printer control panel to continue the current print job.

If the error persists, check for jammed paper in another area of the printer.

Clear jammed paper from the output tray

Remove any loose or jammed paper that is accessible from the output tray.

1. Press the Cancel button () to try to automatically clear the paper jam.

If the paper jam error persists, continue these steps to manually clear the jam.

2. Locate the output tray in the front of the printer.
3. Gently remove any jammed paper and bits of torn paper from the output tray. To avoid tearing any whole sheets of paper, pull the paper with both hands.

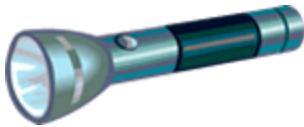
Figure : Remove any jammed paper from the output tray




4. Use a flashlight to thoroughly check the rollers for torn pieces of paper that might remain inside the output tray.

If any torn pieces of paper remain inside the printer, more jams are likely to occur.

Figure : Use a flashlight




5. Press the Resume button () on the printer control panel to continue the current print job.

If the error persists, check for jammed paper in another area of the printer.

Clear jammed paper from the ink cartridge access area

Remove any jammed paper from the paper path and ink cartridge access area from inside the printer.

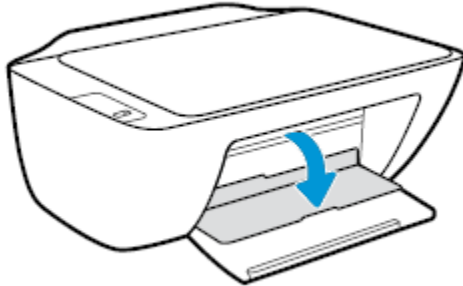
1. Press the Cancel button () to try to automatically clear the paper jam.

If the paper jam error persists, continue these steps to manually clear the jam.

2. Lower the output tray.
3. Reach inside the printer, grasp the handle, and then lower the ink cartridge access door.

The carriage moves to the center of the printer.

Figure : Open the ink cartridge access door



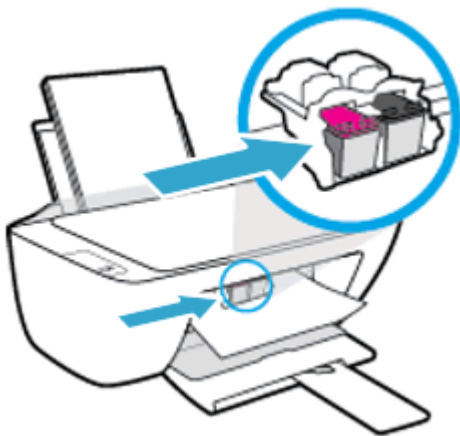
4. Wait until the carriage is idle and silent before you continue.
5. **With the printer turned on**, disconnect the power cord from the rear of the printer.

warning:

You must disconnect the power cord before reaching inside the HP printer to avoid risk of injuries or electric shock.

6. If the carriage is in the center of the printer, gently slide it to the right.

Figure : Gently slide the carriage to the right



7. Gently remove any jammed paper from inside the printer.

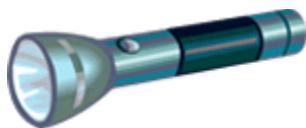
Figure : Remove jammed paper from inside the printer



8. Use a flashlight to thoroughly check the rollers for torn pieces of paper that might remain inside the ink cartridge access area.

If any torn pieces of paper remain inside the printer, more jams are likely to occur.

Figure : Use a flashlight



9. Close the ink cartridge access door.
10. Reconnect the power cord to the rear of the printer.
11. Press the Power button to turn on the printer.

If the error persists, check for jammed paper in another area of the printer.

Clear jammed paper from underneath the printer

Remove any jammed paper from underneath the printer.

1. Press the Cancel button (X) to try to automatically clear the paper jam.

If the paper jam error persists, continue these steps to manually clear the jam.

2. Press the Power button to turn off the printer.
3. Disconnect the power cord from the rear of the printer.
4. Lower the input tray back into the printer, close the output tray extender, and then push the output tray into the printer.

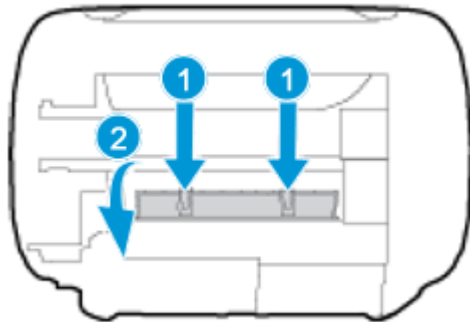
5. Turn the printer so that you can access its underside (base).

caution:

Before turning the printer, use your hands to secure the scanner lid and the input tray.

6. Pull the tabs on either side of the cleanout door to open it.

Figure : Open the cleanout door on the base of the printer

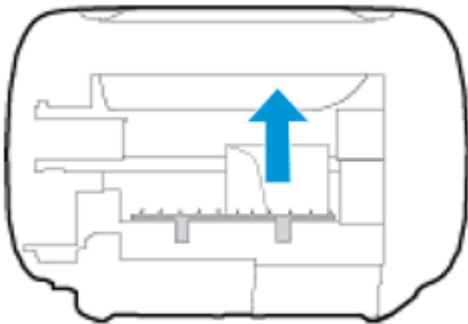


1. Cleanout door tabs

2. Cleanout door

7. Gently remove any jammed paper from inside the printer.

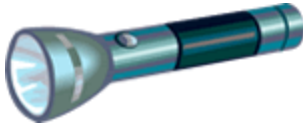
Figure : Remove jammed paper from inside the printer



8. Use a flashlight to thoroughly check the rollers for torn pieces of paper that might remain inside the cleanout area.

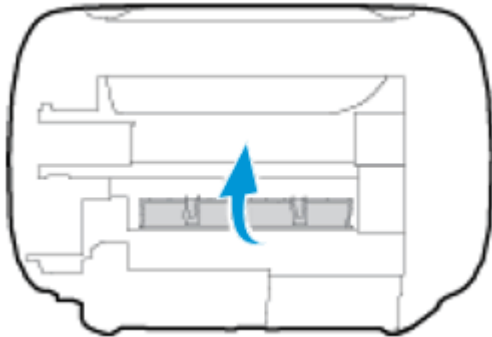
If any torn pieces of paper remain inside the printer, more jams are likely to occur.

Figure : Use a flashlight



9. Gently push the cleanout door forward until it locks into place.

Figure : Close the cleanout door



10. Return the printer to its normal position.
11. Open the ink cartridge access door, and then look inside the printer for any loose objects that might have shifted when the printer was turned over. Remove any loose objects found.
12. Close the ink cartridge access door.
13. Reconnect the power cord to the rear of the printer.
14. Reconnect the USB cable, if necessary.
15. Press the Power button to turn on the printer.

If the error persists, check for jammed paper in another area of the printer.

If you have checked and removed any jammed paper from each printer area and the error persists, continue to the next step.

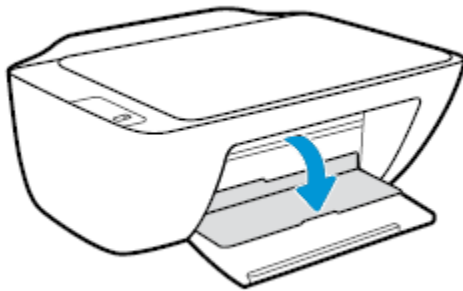
Step 2: Make sure that the carriage can move freely

Make sure that the carriage moves freely across the width of the printer.

1. Press the Power button to turn on the printer, if it is not already on.
2. Lower the output tray.
3. Reach inside the printer, grasp the handle, and then lower the ink cartridge access door.

The carriage moves to the center of the printer.

Figure : Open the ink cartridge access door



4. Wait until the carriage is idle and silent before you continue.
5. **With the printer turned on**, disconnect the power cord from the rear of the printer.
6. Unplug the power cord from the power source or electrical outlet.

warning:

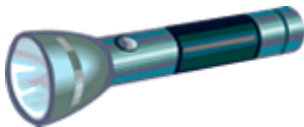
You must unplug the power cord to move the carriage by hand and reset the paper feed mechanism without the risk of electrical shock.

7. Use a flashlight to check for any paper or objects that might be restricting the carriage, and then remove any paper or objects that you find.

caution:

If the paper tears when you remove it from the rollers, check the rollers and wheels for torn pieces of paper that might remain inside the printer. If pieces of paper remain in the printer, more paper jams can occur.

Figure : Use a flashlight



8. Reach inside the printer through the ink cartridge access door, and then manually move the carriage.
 - **If the carriage is stuck on the right side of the printer**, move the carriage to the left side of the printer.
 - **If the carriage is stuck on the left side of the printer**, move the carriage to the right side of the printer.

- **If the carriage is stuck in the middle of the printer**, move the carriage to the right side of the printer.
9. Remove any loose paper or obstructions found.
 10. Make sure that the carriage can move freely across the width of the printer. Firmly push the carriage to the left side of the printer, and then push it to the right side.
 11. Close the ink cartridge access door.
 12. Reconnect the power cord to the rear of the printer.
 13. Plug the power cord back into the power source or electrical outlet.
 14. Press the Power button to turn on the printer.
 15. Try to print again.

Try to print. If the error persists, continue to the next step.

Step 3: Use automated tools to clean the paper rollers

Cleaning the printer paper feed rollers with an automated utility can help clear paper jams.

1. Press the Power button to turn on the printer, if it is not already on.
2. Remove paper from the input tray.
3. Press and hold the Power button, press the Cancel button (✖) **three** times, press the Start Copy Color button (🌈) **seven** times, and then release the Power button.

The printer makes some noise for approximately one minute. Wait until the printer stops making noises before you continue.

Try to print. If the error persists, continue to the next step.

Step 4: Use an automated tool to clean ink smears

Cleaning ink smears can help clear paper jams and optimize print quality.

1. Press the Power button to turn on the printer, if it is not already on.
2. Load paper into the input tray.
3. Press and hold the Power button, press the Cancel button (✖) **three** times, press the Start Copy Color button (🌈) **eight** times, and then release the Power button.

The printer feeds one page slowly. The printer might make some noise for approximately one minute. Wait until the page is out of the printer before you remove it.

Try to print. If the error persists, continue to the next step.

Step 5: Manually clean the paper feed rollers

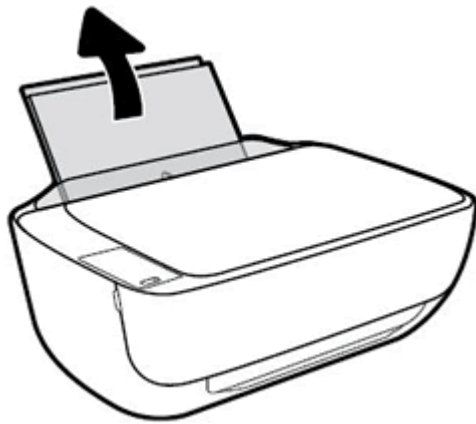
Dust, paper fiber, and other debris might accumulate on the paper feed rollers and cause paper jams and paper feed issues. Clean the rollers inside the printer, and then try to print again.

note:

The printer in the following images might look different from your printer, but the steps are the same.

1. Gather the following materials:
 - A long, lint-free cotton swab
 - Distilled, filtered, or bottled water (tap water might damage the printer)
2. Turn off the printer, and then disconnect the power cord and any other cables.
3. Raise the input tray.

Figure : Raising the input tray



4. Lift and hold the input tray shield.

note:

Do not remove the input tray shield. The input tray shield prevents foreign debris from falling into the paper path and causing paper jams.

5. Look down through the open input tray and find the gray paper pick rollers. You might need a flashlight to illuminate the area.

Figure : Paper pick rollers



6. Lightly dampen the cotton swab with water, and then squeeze any excess liquid from the swab.
7. Press the swab against the rollers, and then rotate them upward with your fingers. Apply a moderate amount of pressure to remove dust or dirt buildup.
8. Lower the input tray shield.
9. Allow the rollers to dry completely (approximately 10 minutes).
10. Reconnect the power cord and any other cables, and then turn on the printer.

Try to print. If the error persists, continue to the next step.

Step 6: Reset the printer

Sometimes a paper jam error persists even though there is no jammed paper (false paper jam). Reset the printer, which might clear a false paper jam error, and then try to print again.

1. Turn the printer on, if it is not already on.
2. Wait until the printer is idle and silent before you continue.
3. **With the printer turned on**, disconnect the power cord from the rear of the printer.
4. Unplug the power cord from the wall outlet.
5. Wait at least 60 seconds.
6. Plug the power cord back into the wall outlet.

note:

HP recommends connecting the printer power cord directly to the wall outlet.

7. Reconnect the power cord to the rear of the printer.
8. Turn on the printer, if it does not automatically turn on.

The printer might go through a warm-up period. The printer lights might flash, and the carriage might move.

9. Wait until the warm-up period finishes and your printer is idle and silent before you proceed.

Try to print. If the error persists, continue to the next step.

Step 7: Service the printer

Service or replace your HP product if you completed all preceding steps.

To see if your product is still under warranty, go to the warranty check website <http://www.support.hp.com/checkwarranty>. [Contact HP Support](#) to schedule a repair or replacement. If you are in Asia Pacific, [Contact HP Support](#) to find a local service center in your area.

Repair fees might apply for out-of-warranty products.