

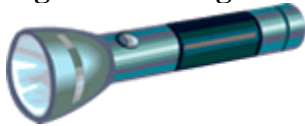
## **Step 1: Clear jammed paper from the printer**

Paper jams can occur in multiple areas of the printer. If you cannot find the paper jam in one area, continue to the next area until the jam is located.

**note:**

You might need a flashlight to complete some of these steps.

### **Figure : Flashlight**

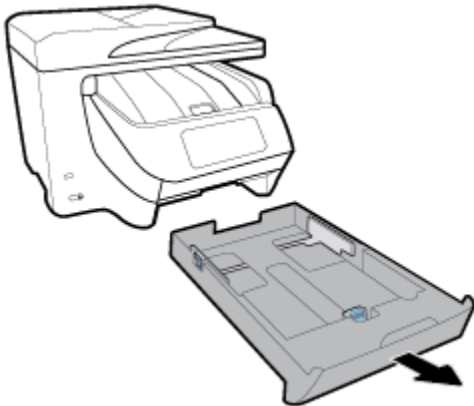


### [Clear jammed paper from the input tray](#)

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

1. Pull out the input tray.

### **Figure : Pulling out the input tray**



2. Gently remove any jammed paper from the area. To avoid tearing any whole sheets of paper, pull the paper with both hands.

### **Figure : Removing jammed paper from input tray area**



3. Remove any torn bits of paper or debris in the input tray area. You might need to use a flashlight.
4. Insert the input tray back into the printer.

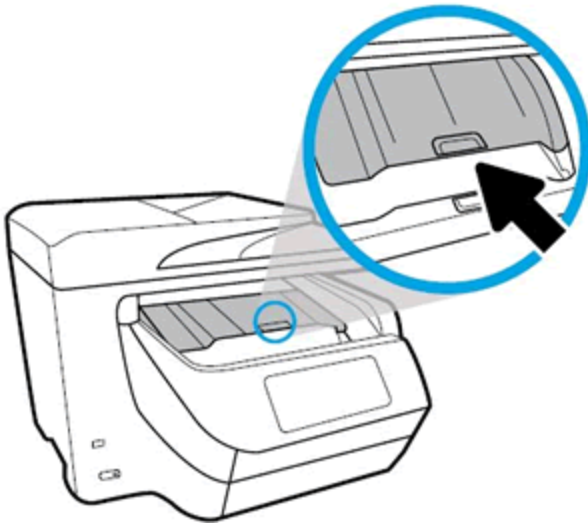
Try to print. If the error persists, check for jammed paper in another area of the printer.

[Clear jammed paper from the ink cartridge access area](#)

Remove any loose or jammed paper that is accessible from the ink cartridge access area.

1. Turn off the printer, and then disconnect the power cord and any other cables.
2. Lift up and push back the ink cartridge access door.

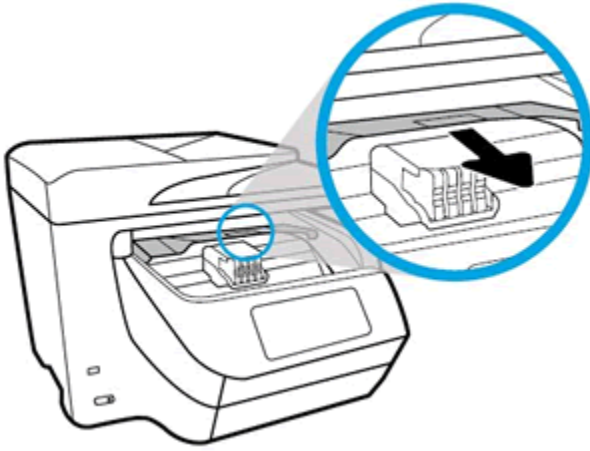
**Figure : Opening the ink cartridge access door**



3. If the carriage is not obstructed, move the print carriage to the right or left of the printer and remove any jammed paper. To avoid the paper tearing, use both hands to pull out the paper.
4. Remove any torn bits of paper or debris in the ink cartridge access area. You might need to use a flashlight.

5. Close the cartridge access door.

**Figure : Closing the cartridge access door**



6. Reconnect the power cord and any other cables to the rear of the printer, and then turn on the printer.

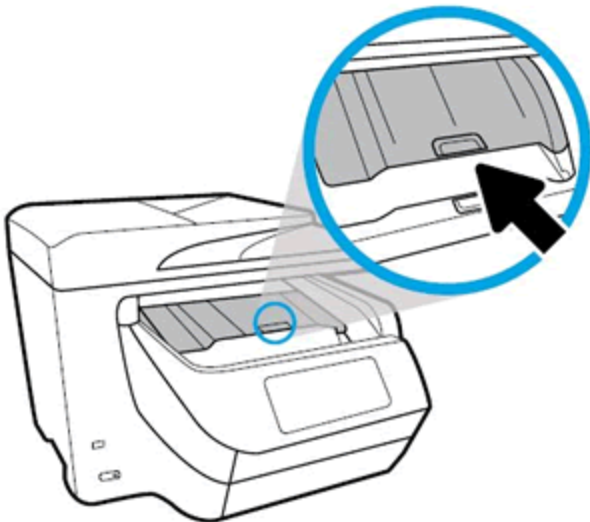
Try to print. If the error persists, check for jammed paper in another area of the printer.

[Clear jammed paper from the output area](#)

Remove any jammed paper from the output area of the printer.

1. Turn off the printer, and then disconnect the power cord and any other cables.
2. Lift up and push back the cartridge access door.

**Figure : Opening the ink cartridge access door**



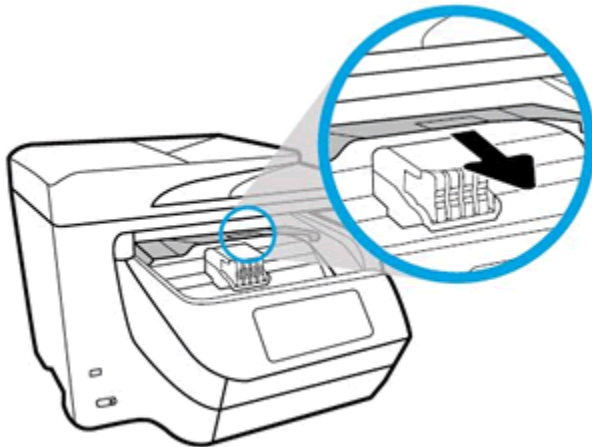
3. Lift up the inside cover, and then remove any jammed paper, torn bits of paper, or debris. You might need to use a flashlight.

**Figure : Lifting up the inside cover**



4. Lower the inside cover, and then press down until it snaps into place.
5. Close the ink cartridge access door.

**Figure : Closing the cartridge access door**



6. Reconnect the power cord and any other cables to the rear of the printer, and then turn on the printer.

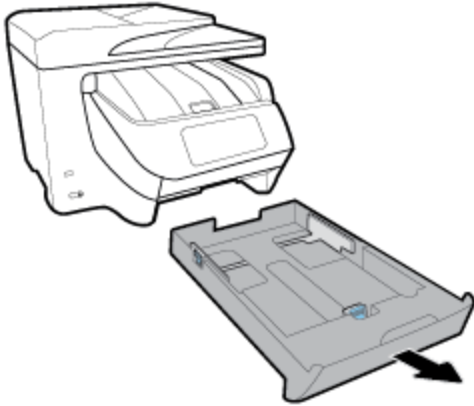
Try to print. If the error persists, check for jammed paper in another area of the printer.

[Clear jammed paper from the duplex area](#)

Remove any jammed paper from the duplex area.

1. Pull out the input tray.

**Figure : Pulling out the input tray**



2. Locate the duplex door, above the input tray area.

**Figure : The duplex door handle**



3. Pull the duplex door towards you to open it.

**Figure : Opening the duplex door**



4. Press down to open the inner door.

**Figure : Opening the inner door**



5. Gently remove any jammed paper from inside the printer. To avoid the paper tearing, use both hands to pull out the paper.
6. Remove any torn bits of paper or debris in the duplex area. You might need to use a flashlight.
7. Lift up, and then close the inner door.
8. Lift up, and then push back the duplex door until it snaps into place.
9. Insert the input tray back into the printer.

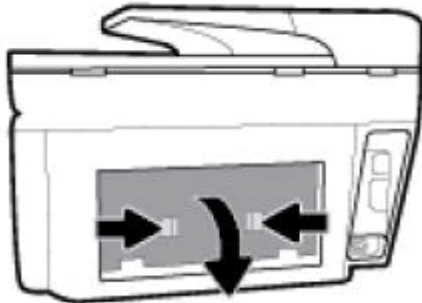
Try to print. If the error persists, check for jammed paper in another area of the printer.

[Clear jammed paper from the rear of the printer](#)

Clear a paper jam from the rear of the printer.

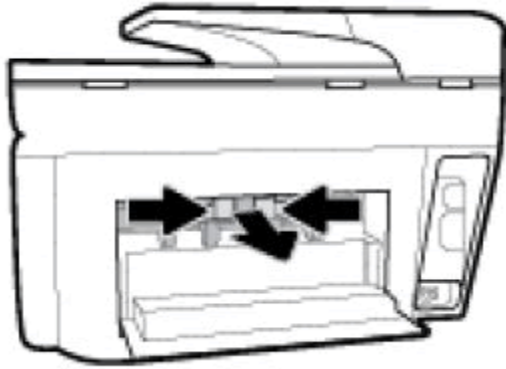
1. Turn off the printer, and then disconnect the power cord and any other cables.
2. Turn the printer so that the rear access door faces you.
3. Press the two tabs inward on the rear access door, lower the rear access door to open it, and then remove any jammed paper.

**Figure : Opening the rear access door**



4. Press the two buttons inward on the paper path cover, and then pull the cover out of the printer.

**Figure : Removing the paper path cover**



5. Remove any jammed paper. To avoid the paper tearing, use both hands to pull out the paper.
6. Remove any torn bits of paper or debris from the rear of the printer. You might need to use a flashlight.
7. Insert the paper path cover back into the printer.
8. Close the rear access door.
9. Reconnect the power cord and any other cables to the rear of the printer, and then turn on the printer.

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

[Clear jammed paper from the automatic document feeder](#)

Clear jammed paper from the automatic document feeder (ADF).

1. Lift the cover of the ADF.

**Figure : Lifting the ADF cover**



2. Pull out any jammed paper from the rollers.

**Figure : Removing jammed paper from the rollers**



3. Lift up the ADF tray, and then remove any jammed paper from under the tray.

**Figure : Removing jammed paper from under the ADF tray**



4. Remove any torn bits of paper or debris in the ADF. You might need to use a flashlight.
5. Close the ADF tray.

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

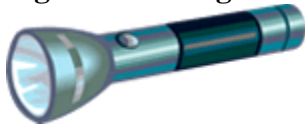
## Step 2: Make sure the carriage can move freely

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

### note:

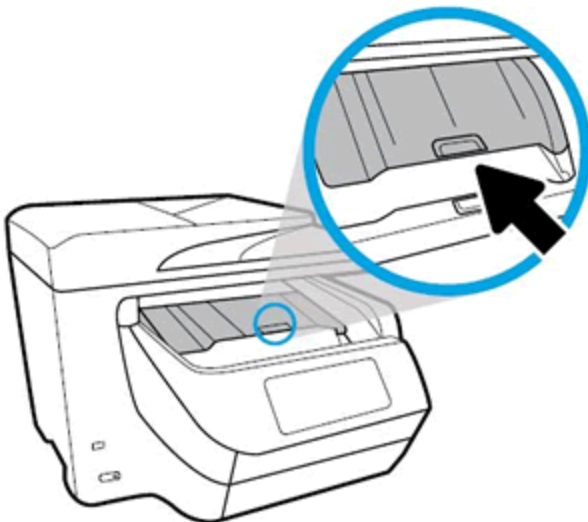
You might need a flashlight to complete some of these steps.

### Figure : Flashlight



1. Turn on the printer, if it is not already on.
2. Lift up and push back the cartridge access door.

### Figure : Opening the ink cartridge access door



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

6. 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.

7. 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 and then the left side of the printer.
8. Remove any loose paper or obstructions found.
9. 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.
10. Close the ink cartridge access door.
11. Reconnect the power cord to the rear of the printer.
12. Plug the power cord back into the power source or electrical outlet.
13. Turn on the printer.

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

### **Step 3: 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.

Gather the following materials:

- A long, lint-free cotton swab
- Distilled, filtered, or bottled water (tap water might damage the printer)

#### [Clean the rollers from inside the ink cartridge access area](#)

Clean the rollers inside the ink cartridge access area.

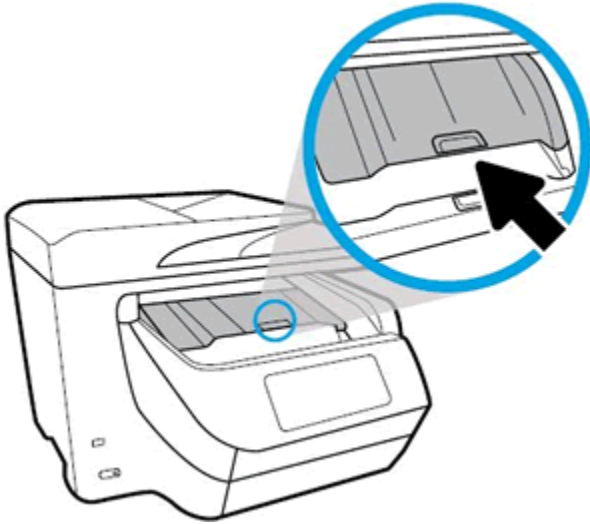
1. Turn off the printer, and then disconnect the power cord and any other cables.

**warning:**

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

2. Lift up and push back the cartridge access door.

#### **Figure : Opening the ink cartridge access door**



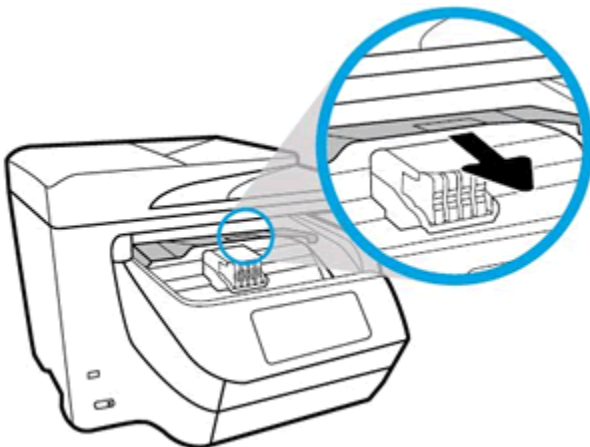
3. Lightly dampen the swab with the water, and then squeeze any excess liquid from the swab.
4. Press the swab against the rollers inside the printer, and then rotate the rollers upwards with your fingers. Apply a moderate amount of pressure to remove any dust or dirt buildup.

**Figure : Clean the rollers in the cartridge access area**



5. Allow the rollers to dry completely (approximately 10 minutes).
6. Close the ink cartridge access door.

**Figure : Closing the cartridge access door**



7. Reconnect the power cord and any other cables to the rear of the printer, and then turn on the printer.

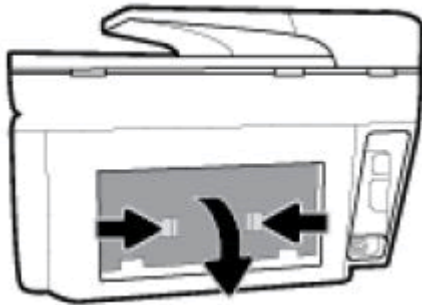
Try to print. If the error persists, clean the rollers in another area of the printer.

[Clean the rollers from inside the rear of the printer](#)

Clean the rollers inside the rear of the printer.

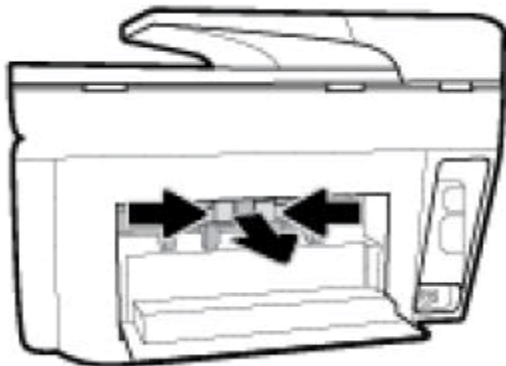
1. Turn off the printer, and then disconnect the power cord and any other cables.
2. Turn the printer so that the rear access door faces you.
3. Press the two tabs inward to open the rear access door, and then remove any jammed paper.

**Figure : Opening the rear access door**



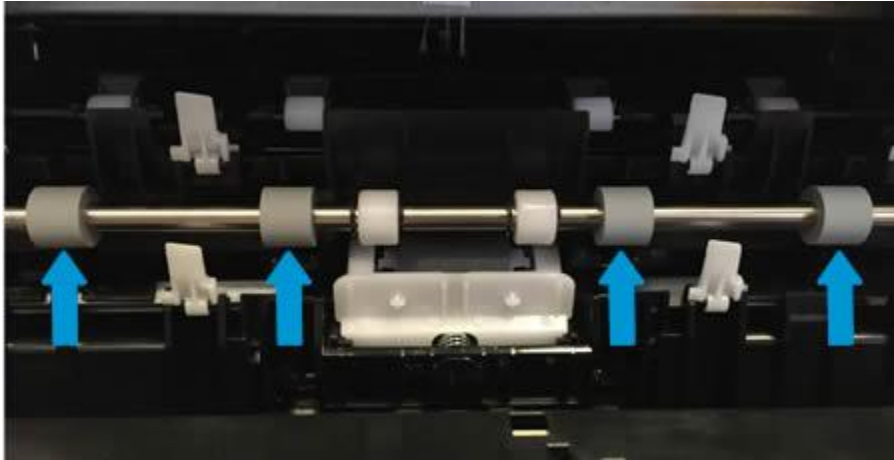
4. Press the two buttons on the paper path cover, and then pull the cover out of the printer.

**Figure : Removing the paper path cover**



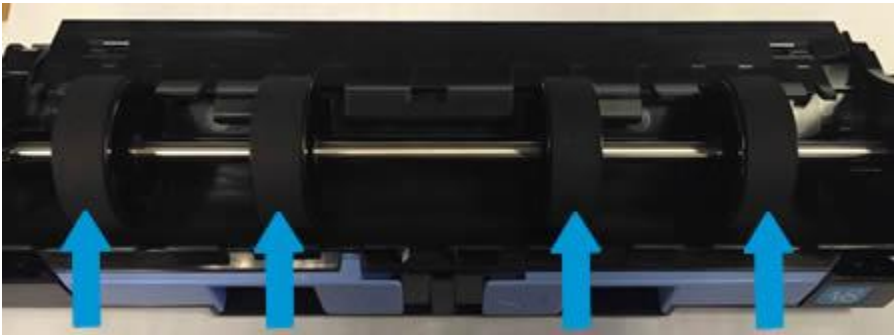
5. Lightly dampen a clean, lint-free cloth with bottled or distilled water, and then squeeze any excess liquid from the cloth.
6. Press the cloth against the rollers, and then rotate them upward with your fingers. Apply a moderate amount of pressure to remove any dust or dirt buildup.

**Figure : Cleaning the rollers in the rear of the printer**



7. Repeat the cleaning steps on the paper path cover rollers.

**Figure : Cleaning the paper path cover rollers**



8. Allow the rollers to dry completely (approximately 10 minutes).
9. Insert the paper path cover back into the printer.
10. Close the rear access door.
11. Reconnect the power cord and any other cables to the rear of the printer, and then turn on the printer.

Try to print. If the error persists, clean the rollers in another area of the printer.

[Clean the rollers in the ADF](#)

Clean the paper feed rollers in the ADF.

1. Lift the cover of the ADF.

**Figure : Lifting the ADF cover**



2. Lightly dampen a clean, lint-free cloth with bottled or distilled water, and then squeeze any excess liquid from the cloth.
3. Press the cloth against the rollers, and then rotate them upward with your fingers. Apply a moderate amount of pressure to remove any dust or dirt buildup.

**Figure : Cleaning the rollers and separator pad**



1. Rollers
2. Separator pad
4. Allow the rollers to dry completely (approximately 10 minutes).
5. Close the ADF cover tightly at both ends.

Try to print. If the error persists, check for jammed paper in another area of the printer.  
Try to print. If the error persists, continue to the next step.

#### **Step 4: 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 5: 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.

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