

HP, Canon, Epson & Brother printers | Easy | 2 min read

Canon PIXMA paper jam or paper will not feed

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Canon PIXMA printers can jam or refuse to pick up paper, often because of how the paper is loaded rather than a fault. Here is how to deal with both safely.

Before you begin

- Switch the printer off. Many manuals advise unplugging it too.
- If the paper is visible, pull gently. Never use force or sharp tools, and do not open the printer beyond the doors and covers meant for users.

Clearing a jam

1. Remove the paper from the tray or rear feed.
2. Look for jammed paper at the rear, in the output area and, on some models, under the cover.
3. Hold the paper with both hands and pull slowly in the direction it travels, so it does not tear.
4. Check for torn pieces.
5. Close the covers and reload fresh paper.
6. Switch on and press the button the printer asks for to carry on. Your model may differ; check the display or the maker's manual.

Paper will not feed

- Do not load too much paper. A thinner stack is easier for the printer to pick up.
- Fan the paper and tap it flat before loading.
- Slide the guides until they gently touch the edges.
- Check the paper is not damp, curled or stuck together.
- On models with a rear tray and a front cassette, check the printer is set to use the one you loaded.
- Clean the feed rollers only if your manual describes how.

Check the print settings

Make sure the paper size and type in your computer's print settings match what is loaded. A mismatch can cause an error.

Photo paper and envelopes

Thick paper, envelopes and labels may need the rear tray, or may not be supported at all. Check the manual.

When to get more help

Get help if jams keep happening, if the printer makes grinding noises, or if you can see damage. Do not take the casing off, as there are electrical parts.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.