

Printers, monitors & devices | Easy | 2 min read

How to clear a paper jam safely

Paper jams happen to every printer. Pulling the wrong way can damage it, so a calm, gentle approach is best.

Before you start

- Turn the printer off and unplug it if you can reach the plug easily.
- If you have just been printing, wait several minutes. Some parts inside get very hot, particularly in laser printers.
- Never use tools, knives or tweezers inside the printer.

Find the jam

Most printers show where the jam is on the screen, or with a flashing light. Common places are:

- The paper tray at the front or bottom
- The rear cover or flap
- The area behind the front door or lid
- The sheet feeder at the top, on printers with a document feeder

Remove the paper gently

1. Open the tray or cover that the printer shows. Use only the doors and flaps meant to be opened.
2. Take hold of the paper with both hands, if you can.
3. Pull it out slowly and steadily, in the direction the paper normally travels. Pulling slowly helps stop it tearing.
4. If it tears, find and remove every bit. A small scrap left inside will cause the next jam.
5. Close all covers firmly.

Do not reach into dark areas inside a laser printer. The fuser, which heats up to melt toner onto the paper, can burn you. If the paper is stuck there, stop and get help.

Stop it happening again

- Fan the paper before loading, and do not overfill the tray.
- Do not mix old and new paper, and avoid damp, curled or folded sheets.
- Slide the paper guides gently against the edges of the stack.
- Use the paper size and type the printer recommends.

When to get more help

If jams keep happening with fresh paper, or you can hear grinding, or you cannot reach the paper, please stop. Pushing on may damage the rollers. Tell us the make and model and where the paper is stuck.

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.