

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

HP printer paper jam: how to clear it safely

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.

A paper jam is one of the most common printer problems. Handled gently, it is usually simple to clear, but pulling hard can tear the paper and leave bits behind.

Before you begin

- Switch the printer off using its power button. Many makers also advise unplugging it, so check your manual.
- On an HP laser printer, the area near the fuser can be very hot. Let it cool for at least 30 minutes before reaching inside.
- Never use tools or force. Only open the doors and trays that are meant for you.

Clear the jam

1. Take the paper out of the input tray.
2. Look for any paper you can see at the back, front or in the output tray.
3. Open the cartridge access door or rear door if your model has one. Your model may differ; check the display or the maker's manual.
4. Hold the paper with both hands and pull it out slowly in the direction of the paper path, so it does not tear.
5. Check carefully for small torn pieces and remove them.
6. Close all doors and trays firmly.
7. Switch the printer on and print a test page.

Stop it happening again

- Do not overfill the tray, and fan the paper before loading.
- Use paper of the right size and weight that is not damp, creased or curled.
- Slide the paper guides snugly against the stack.
- Do not top up a tray with a different type of paper.
- Store paper flat in a dry place.

If the printer still thinks there is a jam

Look again for hidden scraps, then switch the printer off for a minute and on again. Check the paper path for small torn pieces, labels or staples.

When to get more help

Get help if jams happen with every page, if the printer makes grinding noises, or if the error stays after clearing. Do not take the printer apart, because there are electrical and hot parts inside.

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.