

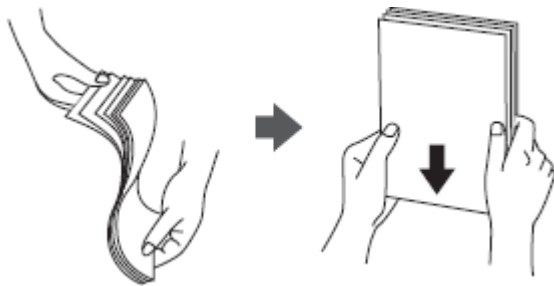
Paper Jams: Troubleshooting & Removal

Technical Tip

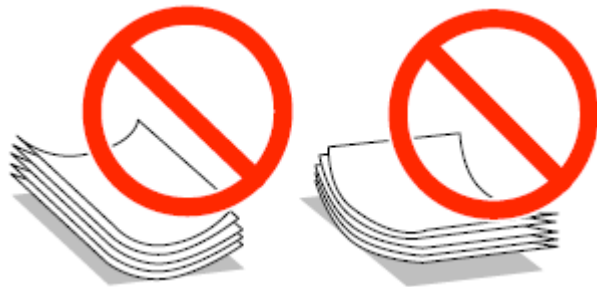
Ensure that paper guides are against the edges of the paper.



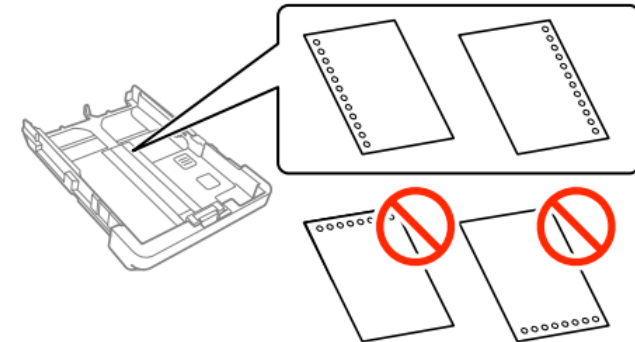
Fan and align the edges of the paper before loading. Do not fan or curl photo paper as doing so may damage the printable side.



If the paper is curled, flatten it or curl it slightly in the opposite direction before loading. Printing on curled paper may cause paper jams and smears on the printout.



Pre-punched paper must be loaded with the the holes aligned on the left or right side. Inserting paper with holes at the top or bottom will cause a paper jam error.



If you are experiencing a paper jam error before paper is feeding then it is suggested that you inspect the printer for debris. Often in these cases debris can be found at the bottom at the rear paper feed or between the gears. With non Ecotank printers it is suggested that you tilt the printer around 45 degrees towards you as this can help rogue objects to fall out.