

# Introduction

The following solutions can help solve problems if the printer is not picking up paper from the tray or is picking up multiple sheets of paper at one time. Either of these situations can result in paper jams.

To resolve LaserJet paper jam issues online, go to [Help With LaserJet Paper Jams](#).

The printer does not pick up paper

If the printer does not pick up paper from the tray, try following solutions.

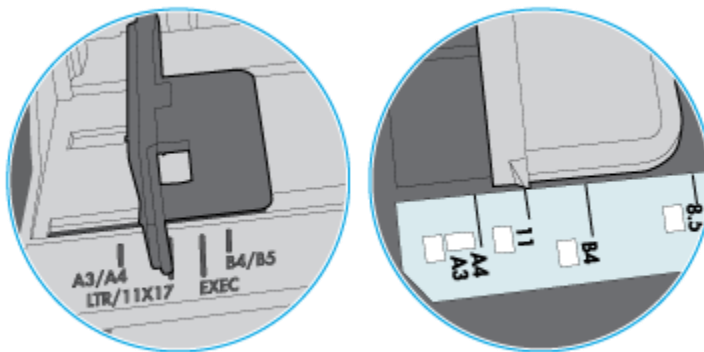
1. Open the printer and remove any jammed sheets of paper. Verify that no torn remnants of paper remain inside the printer.
2. Load the tray with the correct size of paper for the job.
3. Make sure the paper size and type are set correctly on the printer control panel.
4. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray. The arrow on the tray guide should line up exactly with the marking on the tray.

**note:**

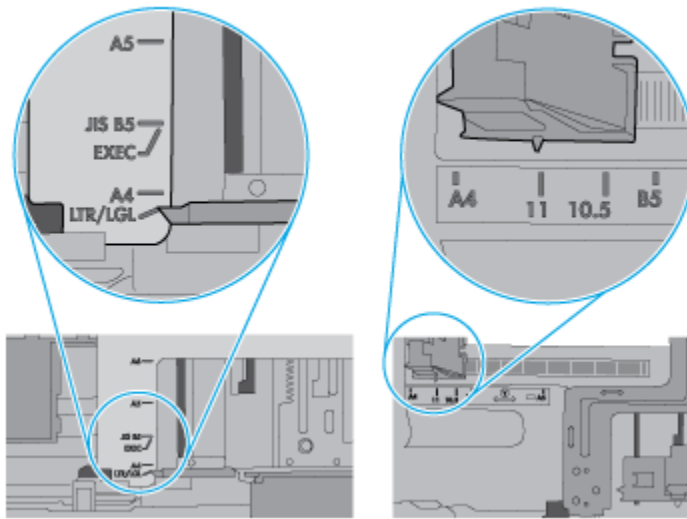
Do not adjust the paper guides tightly against the paper stack. Adjust them to the indentations or markings in the tray.

The following images show examples of the paper-size indentations in the trays for various printers. Most HP printers have markings similar to these.

**Figure : Size markings for Tray 1 or the multipurpose tray**



**Figure : Size markings for cassette trays**

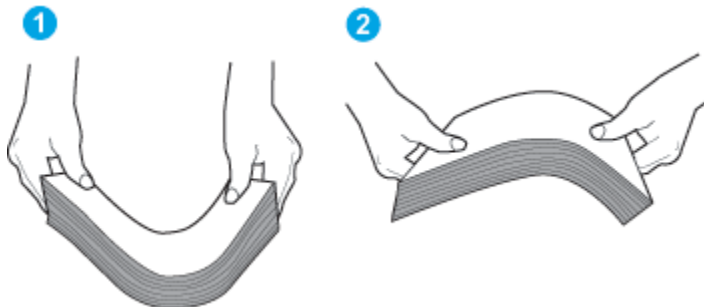


5. Verify that the humidity in the room is within specifications for this printer and that paper is being stored in unopened packages. Most reams of paper are sold in moisture-proof wrapping to keep paper dry.

In high-humidity environments, paper at the top of the stack in the tray can absorb moisture, and it might have a wavy or uneven appearance. If this happens, remove the top 5 to 10 sheets of paper from the stack.

In low-humidity environments, excess static electricity can cause sheets of paper to stick together. If this happens, remove the paper from the tray, and flex the stack by holding it at each end and bringing the ends up to form a U shape. Then, rotate the ends down to reverse the U shape. Next, hold each side of the stack of paper, and repeat this process. This process releases individual sheets without introducing static electricity. Straighten the paper stack against a table before returning it to the tray.

**Figure : Technique for flexing the paper stack**



6. Check the printer control panel to see if it is displaying a prompt to feed the paper manually. Load paper, and continue.
7. The rollers above the tray might be contaminated. Clean the rollers with a lint-free cloth dampened with warm water. Use distilled water, if it is available.

**caution:**

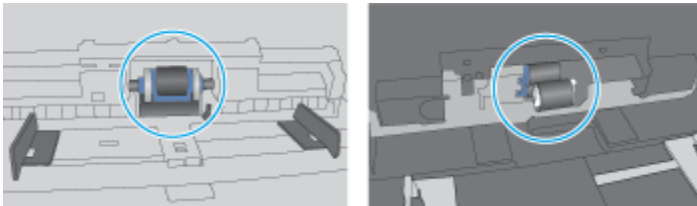
Do not spray water directly on to the printer. Instead, spray water on the cloth or dab the cloth in water and wring it out before cleaning the rollers.

8. The tray rollers may be worn. Inspect the rollers for any smooth surface either completely around the circumference or just on one side.

If there are any smooth areas, check the Supplies Status Page to see if the Fuser (Maintenance kit) is low and needs to be replaced; these rollers come with the kit.

The following image shows examples of the roller location for various printers.

**Figure : Roller locations for Tray 1 or the multipurpose tray**



9. Replace the tray rollers.

The printer picks up multiple sheets of paper

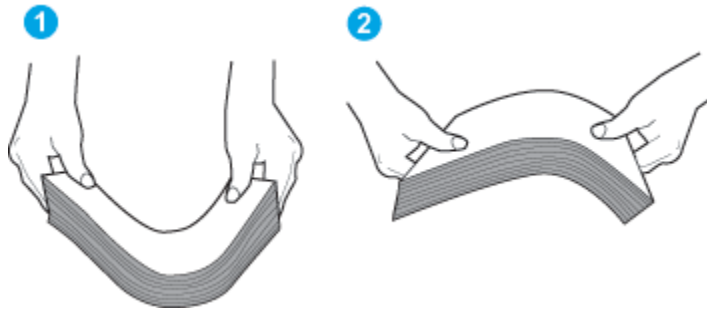
If the printer picks up multiple sheets of paper from the tray, try these solutions.

1. Remove the stack of paper from the tray and flex it, rotate it 180 degrees, and flip it over. **Do not fan the paper.** Return the stack of paper to the tray.

**note:**

Fanning the paper introduces static electricity. Instead of fanning the paper, flex the stack by holding it at each end and bringing the ends up to form a U shape. Then, rotate the ends down to reverse the U shape. Next, hold each side of the stack of paper, and repeat this process. This process releases individual sheets without introducing static electricity. Straighten the paper stack against a table before returning it to the tray.

**Figure : Technique for flexing the paper stack**



2. Use only paper that meets HP specifications for this printer.
3. Verify that the humidity in the room is within specifications for this printer, and that paper is being stored in unopened packages. Most reams of paper are sold in moisture-proof wrapping to keep paper dry.

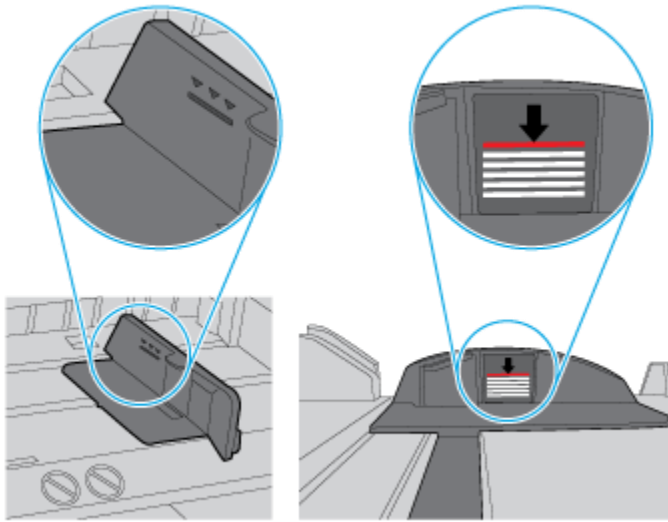
In high-humidity environments, paper at the top of the stack in the tray can absorb moisture, and it might have a wavy or uneven appearance. If this happens, remove the top 5 to 10 sheets of paper from the stack.

In low-humidity environments, excess static electricity can cause sheets of paper to stick together. If this happens, remove the paper from the tray, and flex the stack as described above.

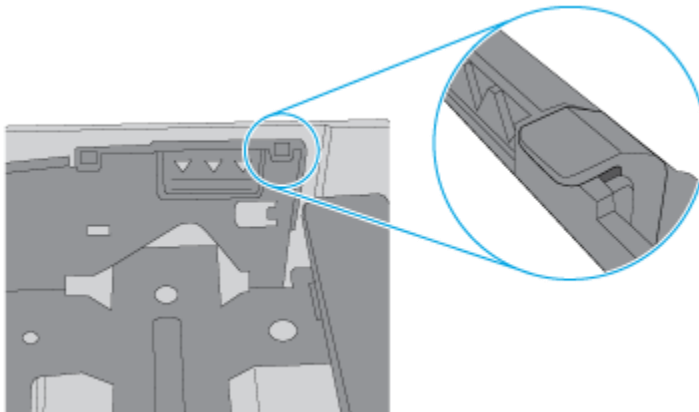
4. Use paper that is not wrinkled, folded, or damaged. If necessary, use paper from a different package.
5. Make sure the tray is not overfilled by checking the stack-height markings inside the tray. If it is overfilled, remove the entire stack of paper from the tray, straighten the stack, and then return some of the paper to the tray.

The following images show examples of the stack-height markings in the trays for various printers. Most HP printers have markings similar to these. Also make sure that all sheets of paper are below the tabs near the stack-height marks. These tabs help hold the paper in the correct position as it enters the printer.

**Figure : Stack-height markings**



**Figure : Tab for the paper stack**



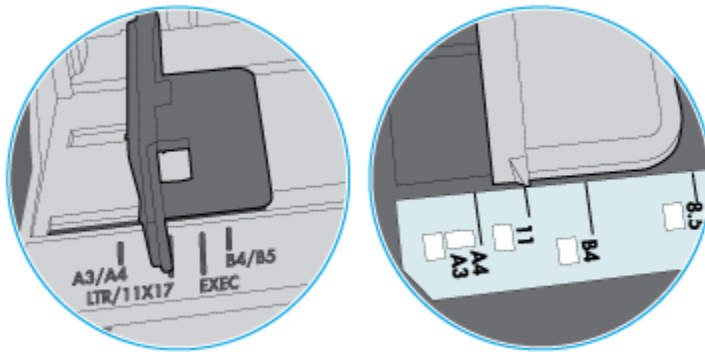
6. Make sure the paper guides in the tray are adjusted correctly for the size of paper. Adjust the guides to the appropriate indentation in the tray. The arrow on the tray guide should line up exactly with the marking on the tray.

**note:**

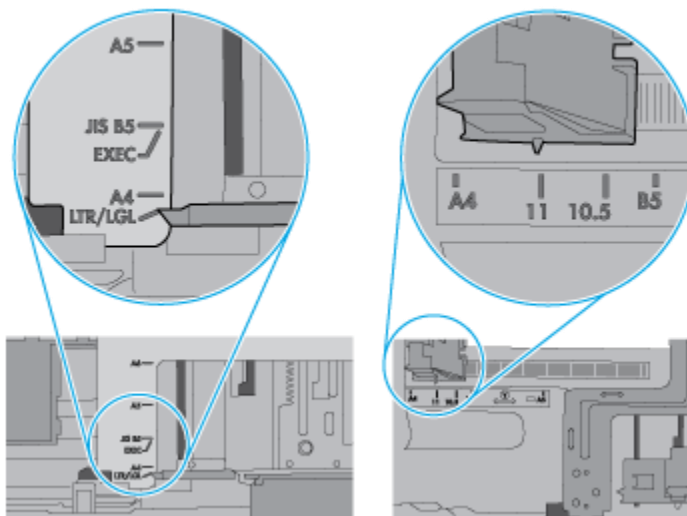
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**Figure : Size markings for cassette trays**



7. Make sure the printing environment is within recommended specifications.