

Printer does not pick up paper or misfeeds

Use the procedures in this document to resolve issues when the printer does not pick-up paper from the tray, or picks-up multiple sheets of paper at one time.

This issue can occur due to the following conditions:

- Paper jam
- Paper is not loaded correctly
- Paper guides are not set correctly for the tray
- High- or low-humidity environment
- Excess static builds up in paper
- Dirty, worn, or damaged rollers

In addition to the instructions provided in this document, you can view the following video of how to clean the pick rollers.

Step one: Check for paper jams in the trays or in any printer access doors

Follow these steps to check for jammed paper inside the printer.

1. Check all the paper trays and remove any loose sheets of paper in the trays.
2. Open the printer access doors and remove any sheets of paper inside the printer.
3. If any jammed paper is visible, grasp the jammed paper with both hands and gently pull it straight out to remove it from the printer.
4. Verify that no torn remnants of paper remain inside the printer.

WARNING:

Do not tear the paper when removing any paper jams as it becomes more difficult to identify paper remnants inside the printer.

For more help in clearing paper jams, see the following resources:

- **Jam error message**: Check the printer control panel for a jam error message or animation showing how to clear the jam.
- **User Guide**: Look in the "Solve problems" section of the user guide for jam codes and instructions on clearing various types of jams. To search for the user guide for your specific printer model, go to support.hp.com, select your country/region, and then follow the instructions to identify your printer.
- **HP Online Help**: Go to [HP LaserJet Enterprise, HP OfficeJet Enterprise, HP PageWide Enterprise, HP Managed - Use cloud-based HP Online Help to troubleshoot printing.](#)

Step two: Check the paper type and condition

Follow these steps to make sure that you are using paper that meets HP's specifications.

1. Use the following guidelines to examine the condition of the paper being used:
 - Replace any ripped, dusty, curled, wrinkled or folded paper. If necessary, use paper from a different package.
 - Remove any staples, paper clips, or self-adhesive notes
 - Use a paper type and weight that the printer supports
 - Use paper that has not previously been printed or copied

NOTE:

Do not load mixed types of paper in the tray as the printer can only process one type of paper at a time.

2. Remove the stack of paper from the tray. Use both hands to flex the paper stack to form a U-shape, and then flex it in the opposite direction. Refer to the figure, titled "Technique for flexing the paper stack," in the steps below.

WARNING:

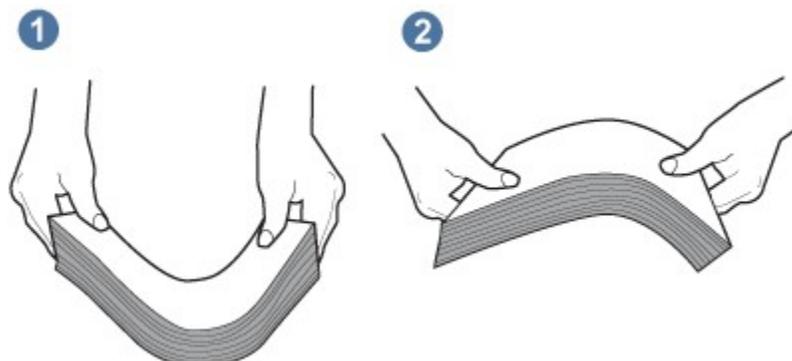
Do not fan the paper. Fanning the paper introduces static electricity.

- a. Use both hands to hold the ends of the paper stack, and then bring each end up to form a U-shape.
- b. Rotate the ends down to reverse the U-shape.
- c. Hold each side of the stack of paper and repeat this process.

NOTE:

This process releases individual sheets or loosens any paper sheets stuck in the stack without introducing static electricity.

TECHNIQUE FOR FLEXING THE PAPER STACK



- d. Rotate the paper 180° and flip it over.
- e. Tap the edges of the paper stack on a table to make sure that the edges are even.

Step three: Check the environment

Follow these steps to make sure that the printer is in a proper printing environment.

1. Verify that the humidity in the room is within the recommended specifications for the printer.
2. Make sure that the paper is being stored in unopened packages.

NOTE:

Most reams of paper are sold in moisture-proof wrapping to keep the paper dry.

3. Depending on the high- or low-humidity environment, perform the appropriate task:
 - o **In high-humidity environments :**
If the paper at the top of the stack in the tray has a wavy or uneven appearance, remove the top five to ten sheets of paper from the stack.

NOTE:

A wavy or uneven appearance in the paper occurs when the paper in the tray absorbs moisture.

- o **In low-humidity environments :**
If the sheets of paper stick together, remove the paper from the tray, and then flex the paper stack. Refer to "**Step two: Check the paper type and condition** " for instructions.

NOTE:

Due to excess static electricity, sheets of paper in the tray stick together. Do not fan the paper, as this introduces more static electricity.

4. Reload the stack of paper in the tray.

Step four: Adjust the paper guides on the tray

Follow these steps to make sure that the paper guides are adjusted properly.

1. Adjust the paper guides to the appropriate indentation or markings in the tray.

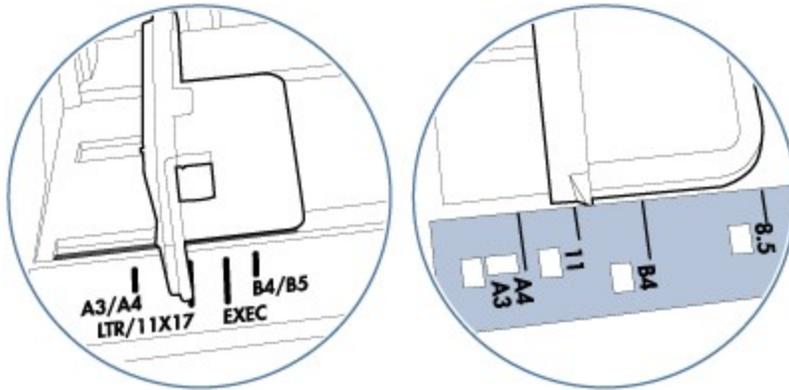
NOTE:

Do not adjust the paper guides tightly against the paper stack.

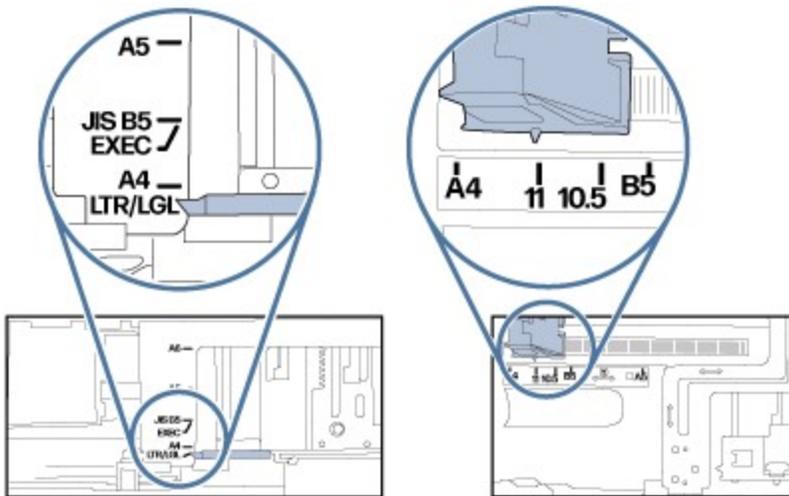
2. Make sure that the paper guides in the tray are adjusted correctly for the size of paper being used. The arrow on the tray guide should line up exactly with the marking on the tray.

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

SIZE MARKINGS FOR TRAY 1 OR THE MULTIPURPOSE TRAY



SIZE MARKINGS FOR CASSETTE TRAYS



3. Use the following guidelines to make sure that the tray is not overfilled:
 - a. Check the stack-height markings inside the tray.
 - b. If the tray is overfilled, remove the entire stack of paper from the tray, straighten the stack, and then load some of the paper into the tray.
 - c. Make sure that all sheets of paper are below the stack-height markings on the tray.

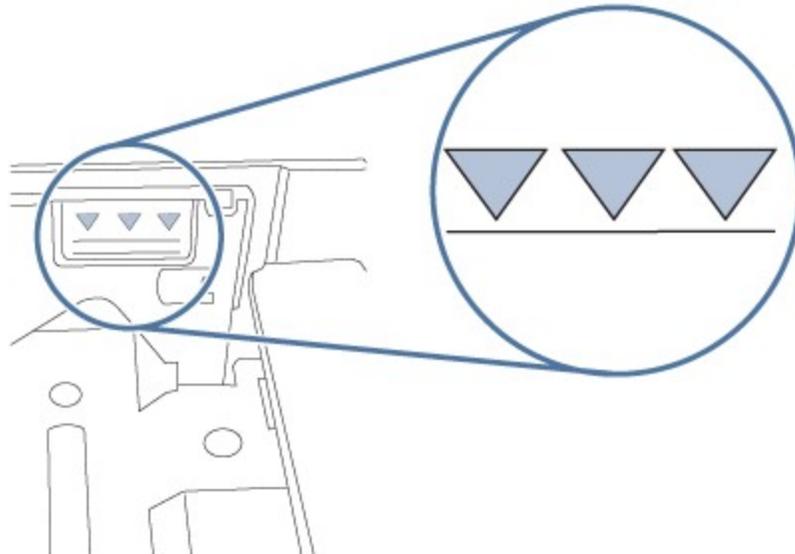
NOTE:

The tabs by the markings help hold the paper in the correct position as it enters the printer.

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

STACK-HEIGHT MARKINGS

TAB FOR THE PAPER STACK



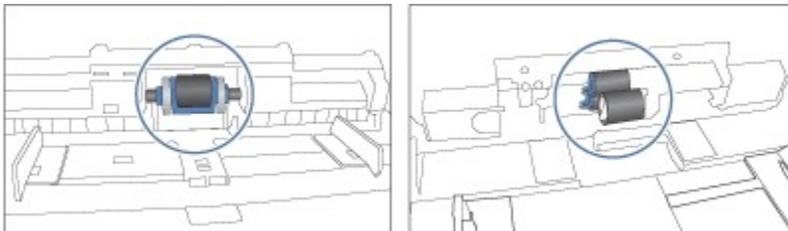
4. Try to print and see if the issue persists.
5. If the issue persists, continue to the next step to resolve the issue.

Step five: Check the tray rollers

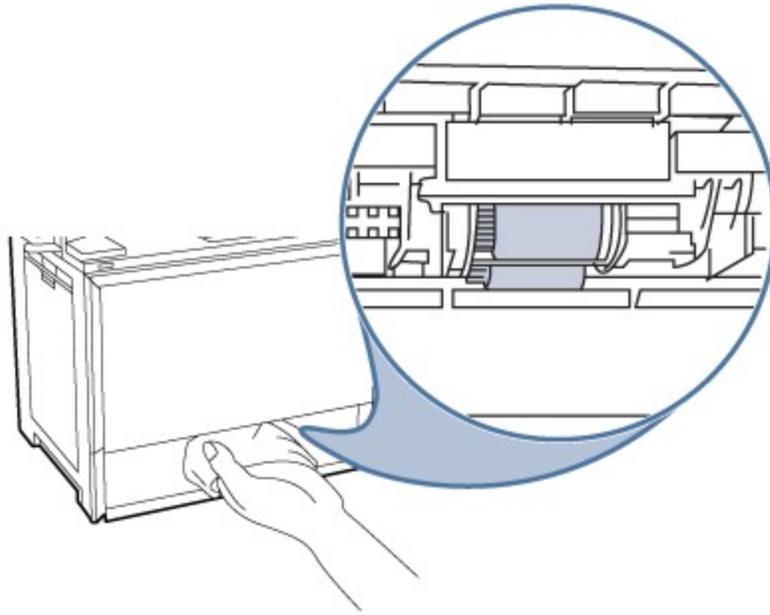
Check the tray rollers to determine if they need to be cleaned or replaced.

1. Open the tray and remove it from the printer to access the rollers.
The following images are examples of where the tray rollers might be located. The locations might differ slightly, depending on your printer model.

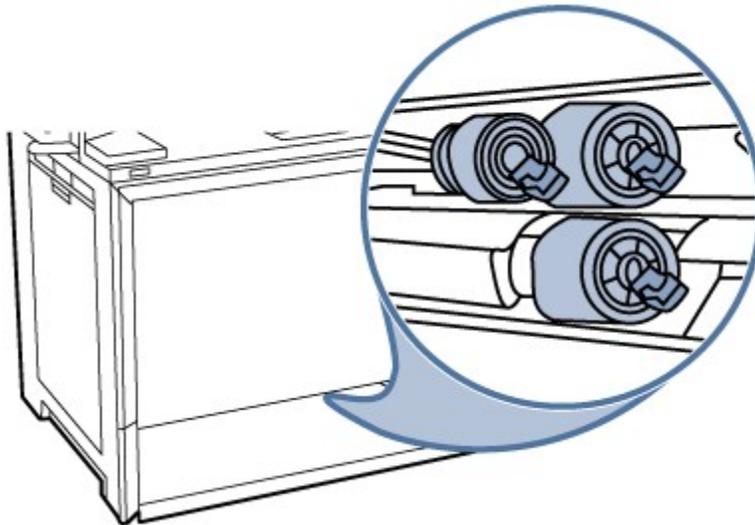
ROLLER LOCATION FOR TRAY 1 OR MULTIPURPOSE TRAY



ROLLER LOCATION FOR CASSETTE TRAY (EXAMPLE 1)



ROLLER LOCATION FOR CASSETTE TRAY (EXAMPLE 2)



2. Check whether the rollers are contaminated or dirty.
To clean dirty rollers, use distilled water (if available), and follow these steps:
 - a. Spray water on a lint-free cloth or dab the cloth in water and wring it out before cleaning the rollers.
WARNING:
Do NOT spray water directly on the printer.
 - b. Wipe the rollers with the dampened cloth to remove the dust, debris, or contamination.
3. Check whether the tray rollers are damaged or worn.
Inspect the rollers for damage or any extremely smooth surface, either completely around the circumference, or just on one side.

4. Replace the tray rollers if worn or damaged. Make sure that you know your printer model number which can be found on the label on the back of the printer.
 - **HP Enterprise printers or HP LaserJet Pro printers** : Go to the [HP Parts Store](#) to order replacements. Instructions to install the part are included in box.
 - **Managed HP LaserJet or HP PageWide printers** : Contact an HP parts reseller or your managed service representative for assistance.
5. Load paper and try to print.

For further assistance, please contact [HP Customer Support](#). You can use online diagnostics, online chat, or talk to a customer support representative to isolate and solve the problem.