

# How to Reduce Paper Jams in Printers

## Print Services

This guide provides information on how to reduce printer paper jams. In the event of a query, please contact: The ICT Service Desk on 020 7133 4444 (x4444) [ictservicedesk@londonmet.ac.uk](mailto:ictservicedesk@londonmet.ac.uk).

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## **How to Reduce Paper Jams**

Paper jams are most commonly caused by the paper itself. There are a few things you can do to reduce the likelihood of paper jams.

### **1. Store in a cool, dry place**

Always store paper in a cool, dry place like a cupboard. Keep paper away from areas where it could be exposed to temperature changes like near a window or where it could get hot and cold as the paper will absorb moisture. Exposing to hot areas such as near a radiator can cause the paper to wrinkle and cause jams.

### **2. Loosen the sheets**

Most often, sheets get stuck to each other. While loading the stack in the tray take care to loosen the sheets. The best way to do this is to roll the stack diagonally twice in opposite directions.

### **3. Sheets should not be overloaded**

Don't overload the tray with more papers than the specified capacity. This causes the paper jam issues most frequently. If you are facing this issue then reduce the number of papers from the tray and try again.

### **4. Alignment of Slider and Tray**

Many printers have sliders that allow different types and sizes of paper to be fed into the printer. If the slider is not properly positioned it can cause paper jams. Make sure the tray feeding the paper into the printer is aligned properly.

### **5. Type of Paper**

Only use standard paper in the machine. Using bond, gummed or specialist papers can cause jams.

### **6. Paper in the machine**

When clearing a jam make sure all the paper is removed. Sometimes a small piece can remain in the machine and cause intermittent jams.

### **7. Keep the printer clean**

Dust can build up over time inside the machine and cause jams. If the machine is persistently jamming, place a call with the ISS helpdesk who will arrange for an engineer to visit who can service and clean the machine.