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Resolving Printer Paper Jams



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Article Summary: This article provides information on how to resolve a printer paper jam.

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- 1. Resolving Printer Paper Jams 2. Downloading and Viewing Printer Manuals

1. Resolving Printer Paper Jams

- 1. Turn the printer off and unplug the printer from the A/C outlet. 2. Open the printer and check the paper path for a paper jam or misfeed. Refer to the paper path diagrams usually located on the inside cover for key areas or your printer manual, for additional information on accessing the printer's manual refer to the Downloading and Viewing Printer Manuals section. 3. When the paper appears as crumpled or waded up, carefully remove all the jammed paper. 4. When the paper appears to be angled incorrectly, it may be misfeeding through the printer, remove the sheet of paper. Remove the paper stock and reinsert the paper, make sure the paper guides are adjusted correctly.

Caution: Internal printer components can be extremely hot! Handle with CAUTION.

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5. Close the printer cover(s).
-

6. Plug the printer into the A/C outlet.
-

7. Turn the printer back on.

**Note:**

If the printer still indicates a paper jam, repeat steps 1 through 6.

8. Resend the print job.

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2. **Downloading and Viewing Printer Manuals**

This link takes you to the Dell Product Support Page to choose your printer to view or download the manual for your printer.

[Product Support Page](#)

1. When your Dell Printer is not the product showing, click **Change Your Product**, otherwise go to Step 7.
(the model number of your printer is shown on the front of the printer)
-
2. Click **Select Model**.
-
3. Click **Printers** under **Select Your Product Family**.
-
4. Click **Printer** under **Select Your Product Line**.
-
5. Select your printer model (the model number of your printer is shown on the front of the printer).
-
6. Click **Confirm**.
-
7. Click **Manuals & Documentation**.

Depending on the printer model you can **View** or **Download** the manual or both.


Viewing the Printer Manual

1. Click **View**.
-

Downloading the Printer Manual


1. Click **Download**.
2. Click **Save**.
3. **Note the location the manual will be downloaded to** as listed in the upper portion of the **Save As** window.

(The location may be changed using the dropdown menu on the right-hand side of the download location, for more locations in Windows Vista and Windows 7 click **Browse Folders**.)

4. Click **Save**.
 5. After the file has finished downloading, click **Open Folder** and uncompress the .zip file.
 - For instructions on how to uncompress .zip files, [Click Here](#) 
 6. After uncompressing the .zip file, look at the extracted files(s):
 - When there are multiple files, double-click the one labeled **index.htm**.
 - When there is a single file:
 - a. Right-click the file.
 - b. Select **Properties**.
 - c. Click the **General** tab.
 - d. Click **Unblock** in the lower-right corner
 - e. Click **Apply**.
 - f. Click **OK**.
 - g. Double-click the file to view the manual.
-

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