Brother Clearing No paper error – HLL2370DW or HLL2350DW

Summarized from Brother Video: https://www.youtube.com/watch?v=W_xgKV5_NdA

This error is usually caused by missing or incorrectly loaded paper in the paper tray or incorrect settings in the printer driver or printing application.

Clearing No paper error

- Turn off printer
- Completely remove printer tray
- Remove paper from tray
- Verify tray guides set to proper paper size
- Check paper for damage or irregularities, weight and thickness
- Locate gears on left side of tray and rotate them. Check for gear damage and metal plate raises or lowers. If missing or damaged the tray will have to be replaced.
- Clean the separator pad at the front of the tray. Use a lint-free cloth. Soak it in water and ring out. Clean the dust from the separator pad.
- Clean the pickup rollers on underside of the machine
- Turn on machine
- Reload paper and ensure that the guides aren't pushed in too tightly or paper is over filled
- Return paper tray to machine.