

# Lexmark™ T64x Clearing Jams Guide


## Avoiding jams

The following hints can help you avoid jams:

- Use only recommended print media.
- Do not overload the print media sources. Make sure the stack height does not exceed the maximum height indicated by the stack line on the labels in the sources.
- Do not load wrinkled, creased, damp, or curled print media.
- Flex, fan, and straighten print media before you load it. If jams do occur with print media, try feeding one sheet at a time through the multipurpose feeder.
- Do not use print media that you have cut or trimmed yourself.
- Do not mix print media sizes, weights, or types in the same print media source.
- Make sure the recommended print side is loaded in the source according to your simplex or duplex needs.
- Keep print media stored in an acceptable environment.
- Do not remove trays during a print job.
- Push all trays in firmly after loading them.
- Make sure the guides in the trays are properly positioned for the size of print media you have loaded. Make sure the guides are not placed too tightly against the stack of print media.

## Clearing jams

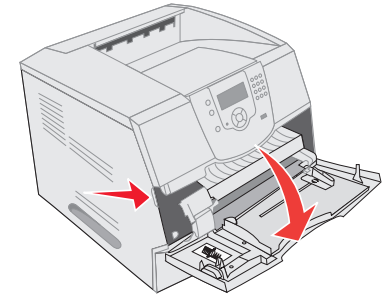
### Understanding jam messages

Message	What to do*
<b>200 and 201 Paper jams</b>	Open the top front cover, remove the print cartridge, and remove the jam.
<b>202 Paper Jam Open Rear Door</b>	Open the rear door on the printer, and remove the jam.
<b>23x Paper Jam Check Duplex</b>	Remove the duplex tray from the duplex unit, raise duplex deflector, and remove the jam. Open rear duplex door, and remove the jam.
<b>24x Paper Jam Check Tray &lt;x&gt;</b>	Open each tray, and remove any jammed media.
<b>250 Paper Jam Check MP Feeder</b>	Remove all media from the multipurpose feeder, flex and stack the media, reload the multipurpose feeder, and adjust the guide.
<b>260 Paper Jam Check Env Feeder</b>	Lift the envelope weight, remove all envelopes, flex and stack the envelopes, reload the envelope feeder, and adjust the guide.
<b>27x Paper Jam Check Bin x</b>	Open the output bin rear doors and then remove the jam.
<b>28x Paper Jam Check Finisher</b>	Open the finisher top cover and then remove the jam. Open the finisher rear door, then remove the jam.
<b>28x Staple Jam</b>	Open the stapler door, remove the staple holder, remove the staple sheet, clear the jam, reinsert the staples and staple holder, and then close the stapler door.
* After clearing the jam, press  to resume printing.	

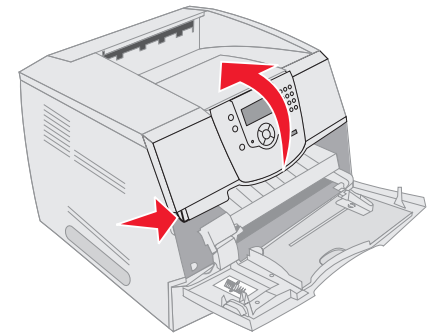
### 200 and 201 Paper Jam Remove Cartridge

- 1 Push the release latch, and lower the

multipurpose feeder.

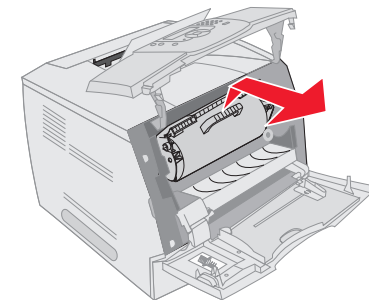


- 2 Push the release latch, and open the top front cover.



**CAUTION:** The inside of the printer may be hot.

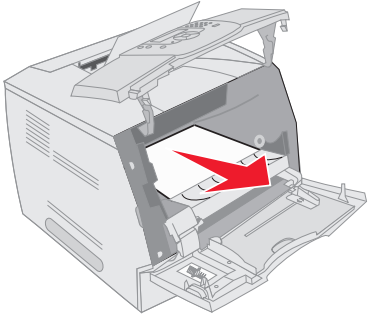
- 3 Lift and pull the print cartridge out of the printer.



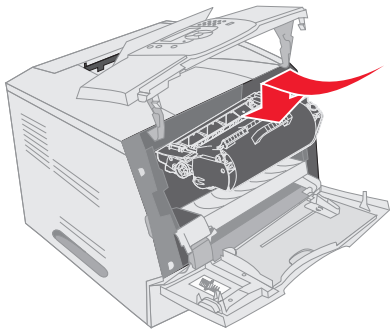
**Warning:** Do not touch the photoconductor drum on the underside of the cartridge. Use the cartridge handle whenever you are holding the cartridge.

- 4 Place the print cartridge aside.

5 Pull the print media up and toward you.




6 Align and reinstall the print cartridge.




7 Close the top front cover.

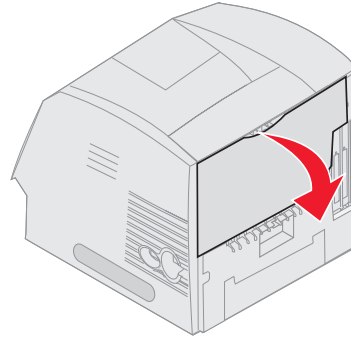
8 Close the multipurpose feeder.

9 Press .

## 202 Paper Jam Open Rear Door


1 If the paper is exiting the printer, pull the media straight out, and press . Otherwise, continue with step 2.

2 Open the printer rear door.



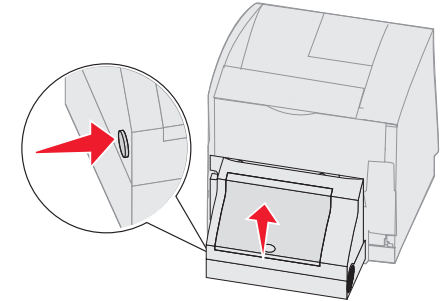
**CAUTION:** The inside of the printer may be hot.  
Remove the jammed media.

3 Close the rear door.

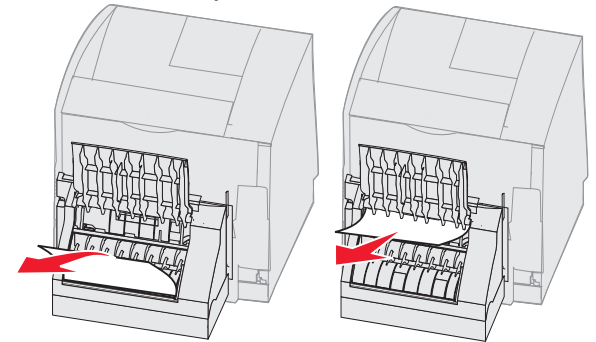
4 Press .

## 23x Paper Jam Open Duplex Rear Door

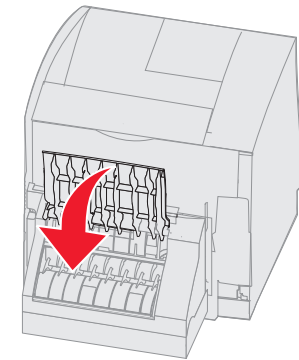
1 Open the duplex rear door.



2 Remove the jammed media.



3 Close the duplex rear door. Make sure it *snaps* into place.

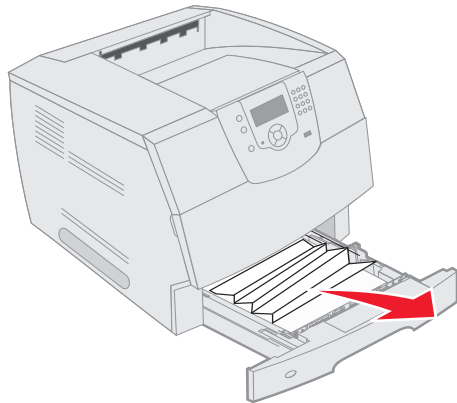


4 Press .

## 23x and 24x jams

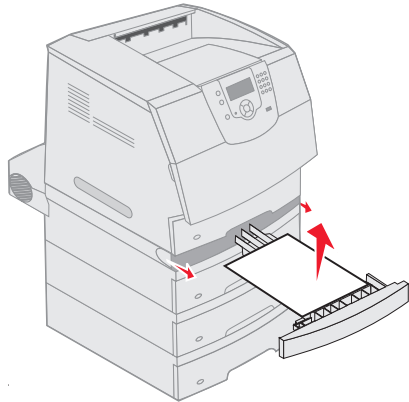
Paper jams in these areas can occur on the incline surface of a tray or across more than one tray. To clear these areas:

- 1 Open the printer paper tray, and remove any jammed media.



- 2 Open the duplex tray.

To remove the media, pull up.




- 3 Open any optional trays beginning at the top, and remove any jammed media.

Pull the print media either up or down. If it does not pull easily one way, try the other way.

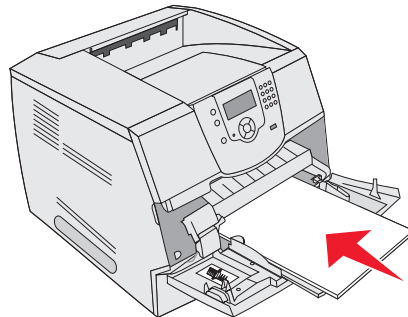
- 4 If you have an optional 2000-sheet feeder, open the front door, press the elevator button to lower

the tray, remove the jam, and make sure the stack of print media is neat and aligned.

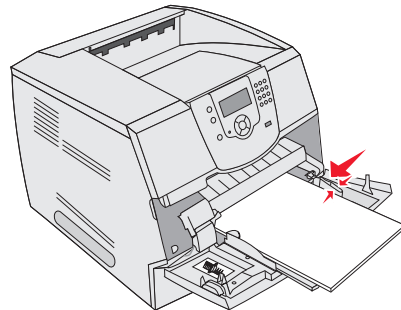
- 5 Press .

## 250 Paper Jam Check MP Feeder

- 1 Remove the paper from the multipurpose feeder.
- 2 Flex, fan, and restack the media, and place it into the multipurpose feeder.
- 3 Load the print media.



- 4 Slide the side guide toward the inside of the tray until it lightly rests against the edge of the media.

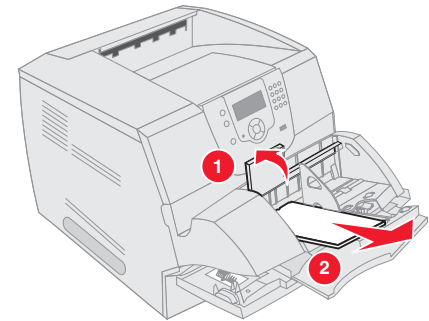


- 5 Press .

## 260 Paper Jam Check Env Feeder

The envelope feeder feeds envelopes from the bottom of the stack; the bottom envelope will be the one that is jammed.

- 1 Lift the envelope weight.
- 2 Remove all envelopes.

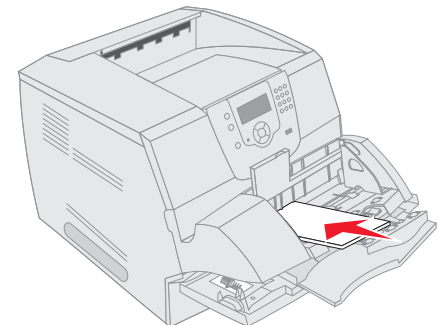


If the jammed envelope has entered the printer and cannot be pulled out, remove the envelope feeder.

- a Lift the envelope feeder up out of the printer, and then set it aside.
- b Remove the envelope from the printer.

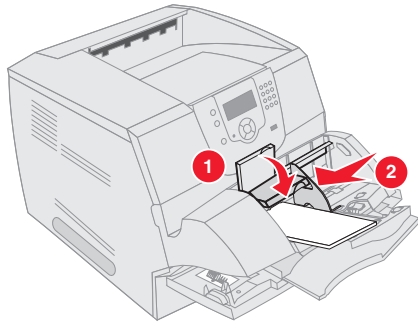
**Note:** If you cannot remove the envelope, the print cartridge will have to be removed. See **270 and 280 Paper jams** for more information.

- c Reinstall the envelope feeder. Make sure it *snaps* into place.
- 3 Flex and stack the envelopes.
  - 4 Load the envelope feeder.



- 5 Adjust the guide.

- 6 Lower the envelope weight.




- 7 Press .

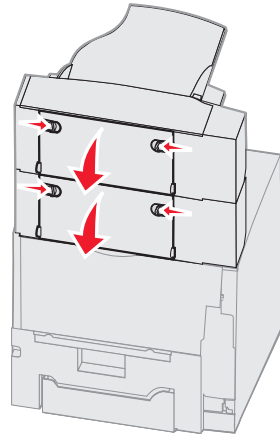
## 270 and 280 Paper jams

Paper jams in this group have been divided into 27x and 28x groups. If you have an output expander, high-capacity output stacker, or the 5-bin mailbox, see **27x Paper Jam Check Bin x**. If you have a finisher, see **28x Paper Jam Check Finisher**.


### 27x Paper Jam Check Bin x

To clear a jam in the output expander, high-capacity output stacker, or the 5-bin mailbox:

- 1 If the paper is exiting into the bin or finisher, pull the media straight out, and press . Otherwise, continue with step 2.
- 2 Push the output bin rear door latches in toward the center. The rear doors will open and drop down.



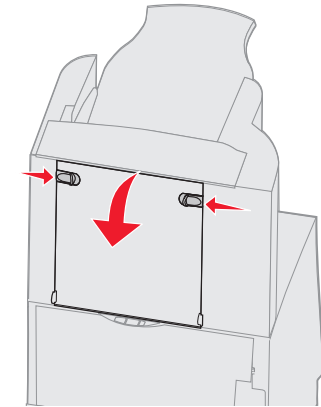
**Note:** If you only have one output option, you may only have one rear door.

- 3 Remove the jammed media.
- 4 Close the output bin rear doors, and make sure all doors are secure.
- 5 Press .

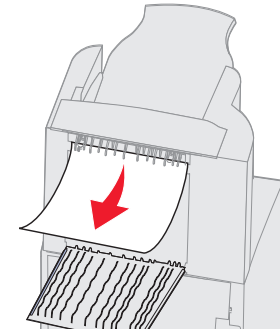
### 28x Paper Jam Check Finisher

To clear a jam in the finisher:

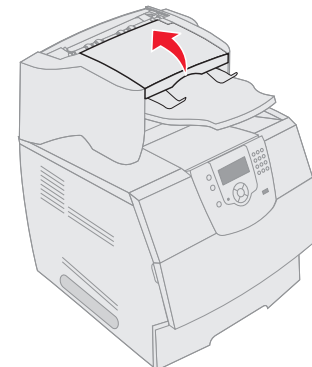
- 1 Push the finisher rear door latches in toward the center. The rear door will open and drop down.



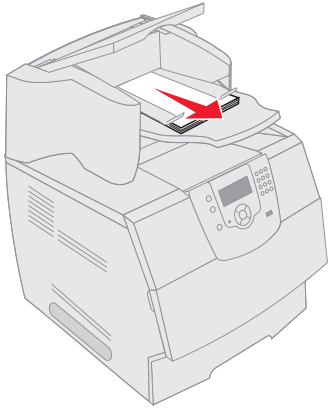
- 2 Remove the jammed media.




- 3 Close the rear door, and make sure the door is secure.
- 4 Lift the front edge of the finisher output bin cover until it locks into position.



5 Remove the stack of print media.

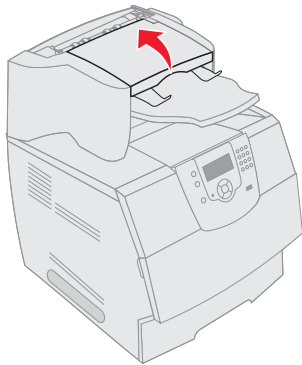


6 Close the finisher output bin cover.

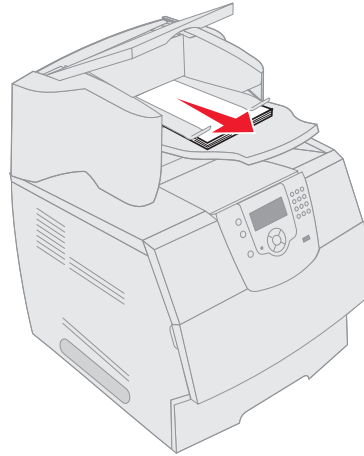
7 Press .

## Clearing staple jams

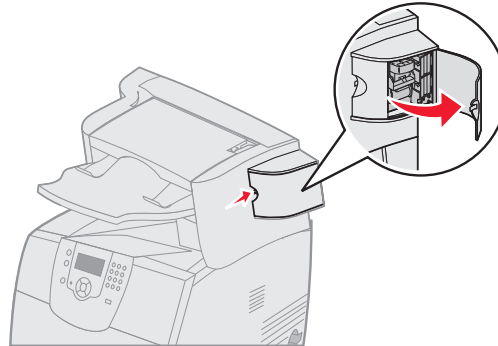
1 Lift the front edge of the finisher output bin cover until it locks into position.



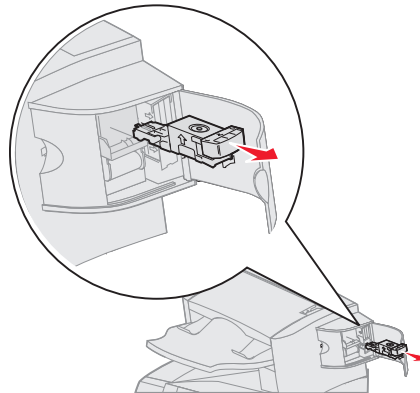
2 Remove the print media.



3 Press the latch to open the stapler access door.



4 Firmly pull the colored tab to remove the staple cartridge holder from the stapler.



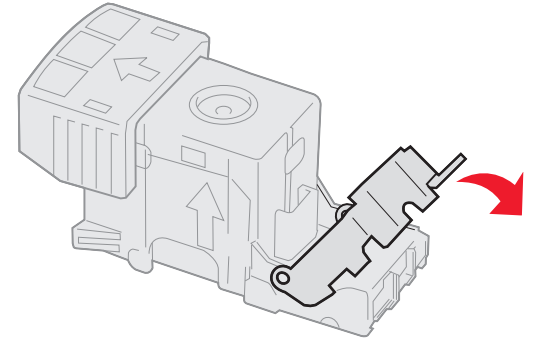
5 Use the metal tab to lift the staple guard, and then pull out the sheet of staples.

Discard the entire sheet.

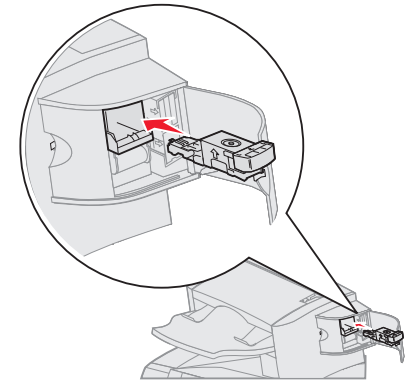
6 Remove any loose staples from the staple guard.

7 Look through the clear covering on the bottom of the cartridge holder to make sure no staples are jammed in the entry throat.

8 Press down on the staple guard until it *snaps* securely into place.



9 Push the cartridge holder firmly into the stapler until the cartridge holder *clicks* into place.



10 Close the stapler access door.

11 Close the finisher output bin cover.