

Lexmark™ X65x Clearing Jams Guide

Clearing jams

Avoiding jams

The following hints can help you avoid jams.

Paper tray recommendations

- Make sure the paper lies flat in the tray.
- Do not remove trays while the printer is printing.
- Do not load trays, the multipurpose feeder, or the envelope feeder while the printer is printing. Load them prior to printing, or wait for a prompt to load them.
- Do not load too much paper. Make sure the stack height does not exceed the indicated maximum height.
- Make sure the guides in the paper trays, multipurpose feeder, or envelope feeder are properly positioned and are not pressing too tightly against the paper or envelopes.
- Push all trays in firmly after loading paper.

Paper recommendations

- Use only recommended paper or specialty media.
- Do not load wrinkled, creased, damp, bent, or curled paper.
- Flex, fan, and straighten paper before loading it.
- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same stack.
- Make sure all sizes and types are set correctly in the printer control panel menus.
- Store paper per the manufacturer's recommendations.

Envelope recommendations

- To reduce wrinkling, use the Envelope Enhance menu in the Paper menu.
- Do not feed envelopes that:
 - Have excessive curl or twist
 - Have windows, holes, perforations, cutouts, or embossing
 - Have metal clasps, string ties, or folding bars
 - Have an interlocking design
 - Have postage stamps attached
 - Have any exposed adhesive when the flap is in the sealed or closed position
 - Have bent corners
 - Have rough, cockle, or laid finishes
 - Are stuck together or damaged in any way

Understanding jam numbers and locations

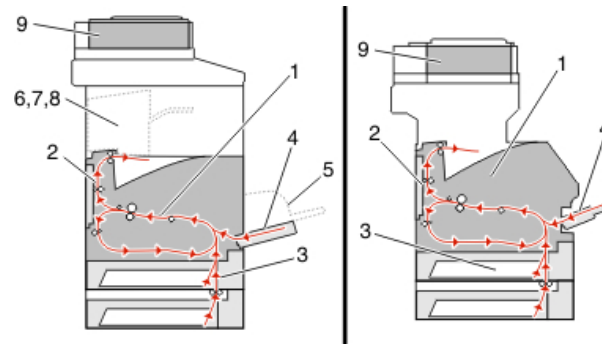
When a jam occurs, a message indicating the jam location appears. Open doors and covers and remove trays to access jam locations. To resolve any paper jam message, you must clear all jammed paper from the paper path.

The following table lists the jams that can occur and the location of each jam:

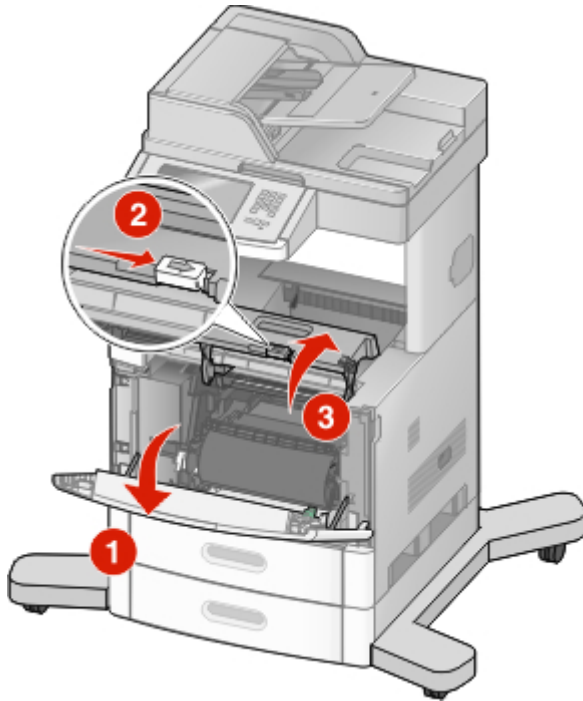
	Jam numbers	Area
1	200–202	Printer
2	230–239	Duplex unit
3	240–249	Paper tray
4	250	Multipurpose feeder
5	260	Envelope feeder
6	270–279	Optional output bin
7	280–282	Finisher
8	283	Stapler
9	290–294	ADF cover

200 and 201 paper jams

- 1 Touch **Status/Supplies** to identify the location of the jam.
- 2 Lower the multipurpose feeder door.

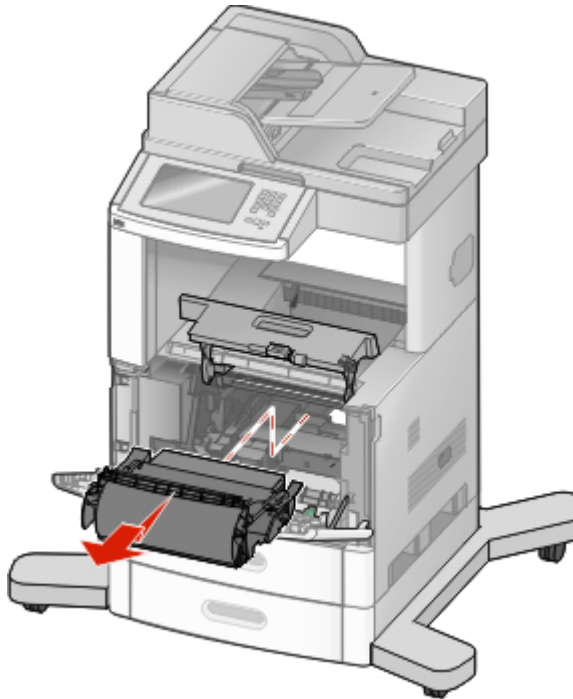


- 3 Push the release latch, and then open the front cover.



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

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




- 5 Place the print cartridge aside.

Warning—Potential Damage: Do not leave the cartridge exposed to light for extended periods.

Warning—Potential Damage: The jammed paper may be covered with unfused toner which can stain garments and skin.

- 6 Remove the jammed paper.

 **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching.

Note: If the paper is not easy to remove, then open the rear door and remove the paper from there.

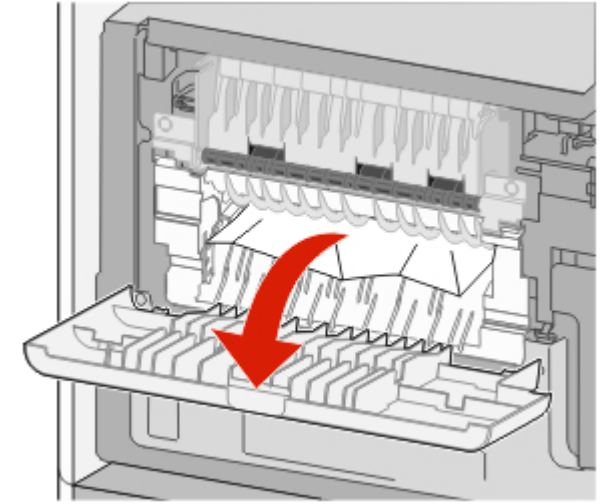
- 7 Align and reinstall the print cartridge.
- 8 Close the front cover.
- 9 Close the multipurpose feeder door.
- 10 Touch **Continue**.

202 paper jam

Touch **Status/Supplies** to identify the location of the jam. If the paper is exiting the printer, then pull the paper out, and then touch **Continue**.

If the paper is not exiting the printer:

- 1 Pull down the top rear door.

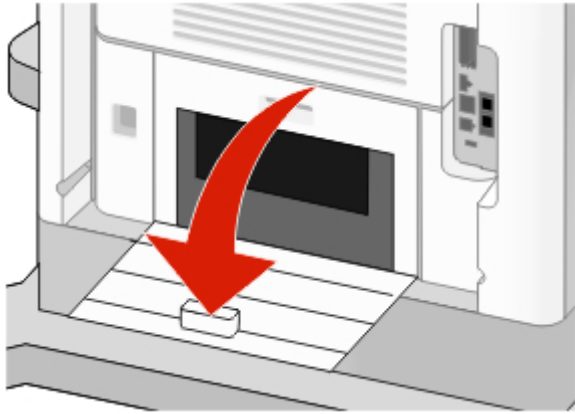


- 2 Remove the jammed paper.
- 3 Close the top rear door.
- 4 Touch **Continue**.

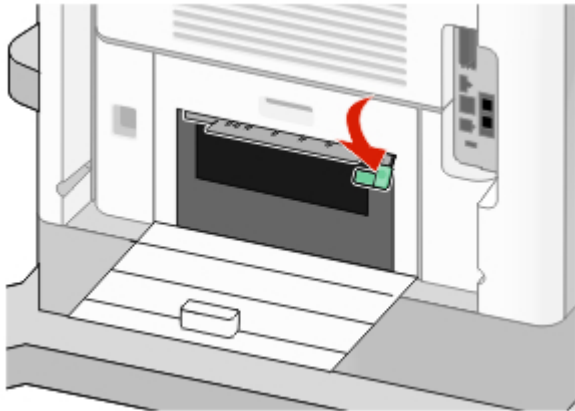
230–239 paper jams

- 1 Touch **Status/Supplies** to identify the location of the jam.
- 2 Pull the standard tray out.

- 3 Pull down the bottom rear door.



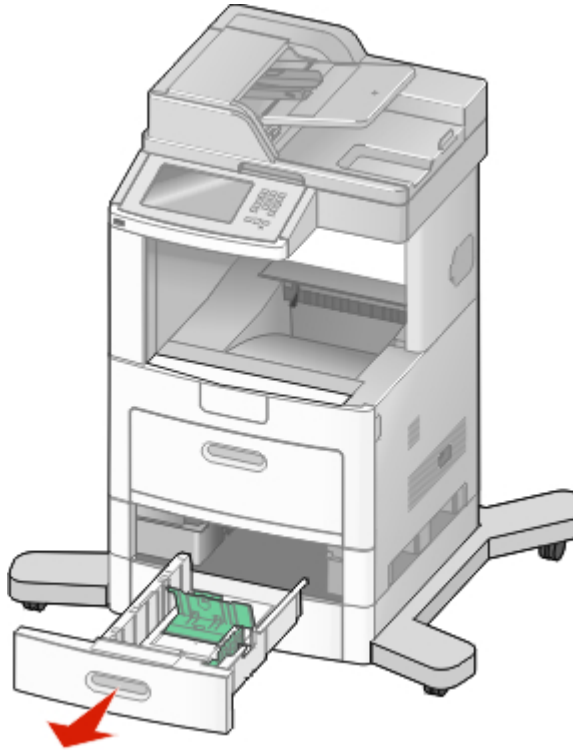
- 4 Push the tab down.



- 5 Remove the jammed paper.
- 6 Close the bottom rear door.
- 7 Insert the standard tray.
- 8 Touch **Continue**.

240–249 paper jams

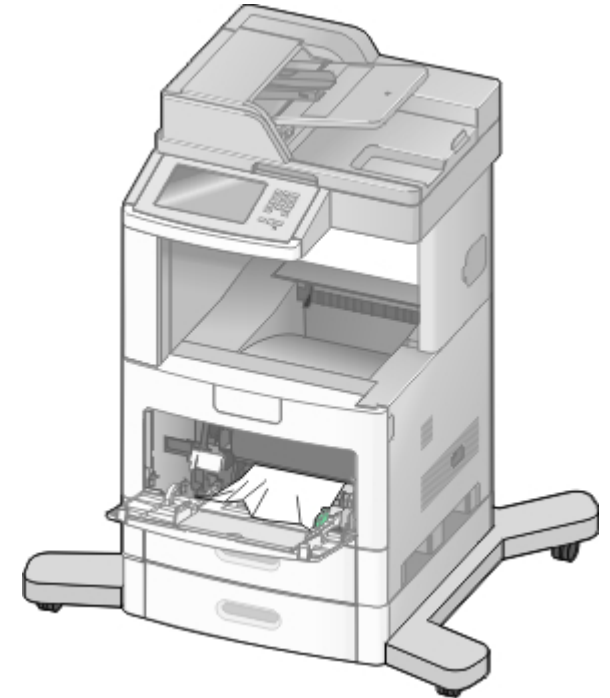
- 1 Touch **Status/Supplies** to identify the location of the jam.
- 2 Pull the standard tray out.



- 3 Remove any jammed paper, and then close the tray.
- 4 Touch **Continue**.
- 5 If the jam message persists, then pull out any optional trays.
- 6 Remove the jammed paper, and then insert the trays.
- 7 Touch **Continue**.

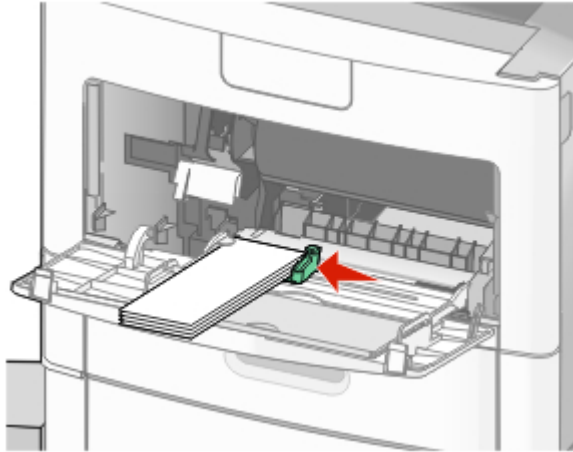
250 paper jam

- 1 Touch **Status/Supplies** to identify the location of the jam.
- 2 Remove the paper from the multipurpose feeder.



- 3 Flex the sheets of paper back and forth to loosen them, and then fan them. Do not fold or crease the paper. Straighten the edges on a level surface.
- 4 Load the paper into the multipurpose feeder.

- 5 Slide the paper guide toward the inside of the tray until it lightly rests against the edge of the paper.



- 6 Touch **Continue**.

260 paper jam

Touch **Status/Supplies** to identify the location of the jam. 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.
- 3 If the jammed envelope has entered the printer and cannot be pulled out, then lift the envelope feeder up and then out of the printer, and then set it aside.
- 4 Remove the envelope from the printer.
Note: If you cannot remove the envelope, then the print cartridge will have to be removed. For more information, see "200 and 201 paper jams" on page 1.
- 5 Reinstall the envelope feeder. Make sure it *snaps* into place.
- 6 Flex and stack the envelopes.
- 7 Load the envelopes in the envelope feeder.
- 8 Adjust the paper guide.

- 9 Lower the envelope weight.
- 10 Touch **Continue**.

270–279 paper jams

To clear a jam in the high-capacity output stacker or the 4-bin mailbox:

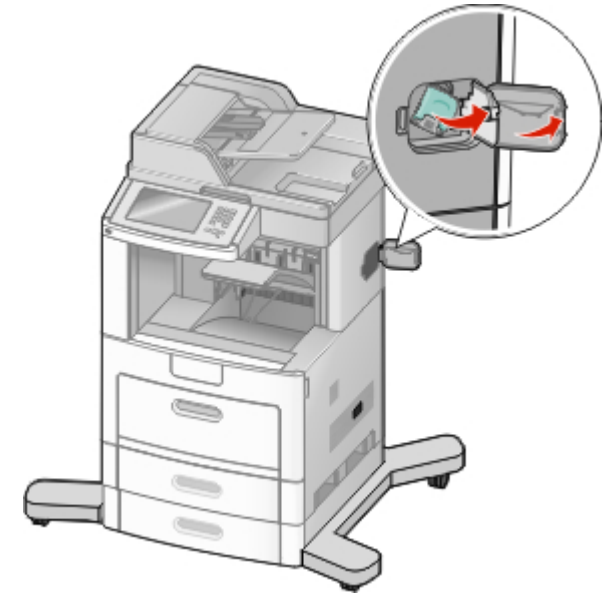
- 1 Touch **Status/Supplies** to identify the location of the jam.
- 2 If the paper is exiting into a bin, then pull the paper straight out, and then touch **Continue**.
If not, then continue with step 3.
- 3 Pull down the output bin door or doors.
- 4 Remove the jammed paper.
- 5 Close the output bin door or doors.
- 6 Touch **Continue**.

280–282 paper jams

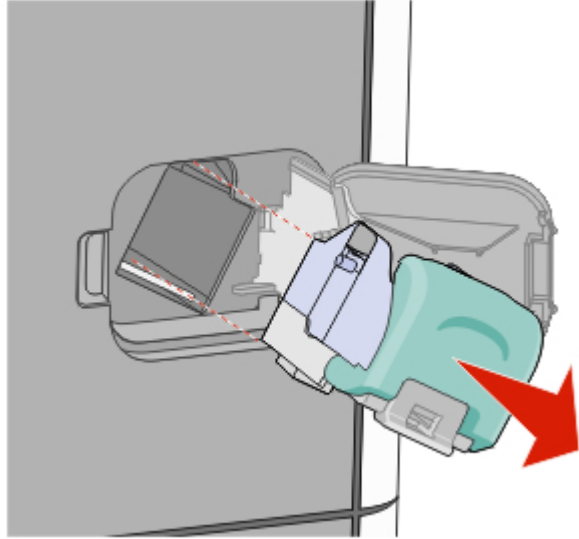
- 1 Touch **Status/Supplies** to identify the location of the jam.
- 2 Pull down the StapleSmart™ finisher door.
- 3 Remove the jammed paper.
- 4 Close the StapleSmart finisher door.
- 5 Touch **Continue**.

283 staple jams

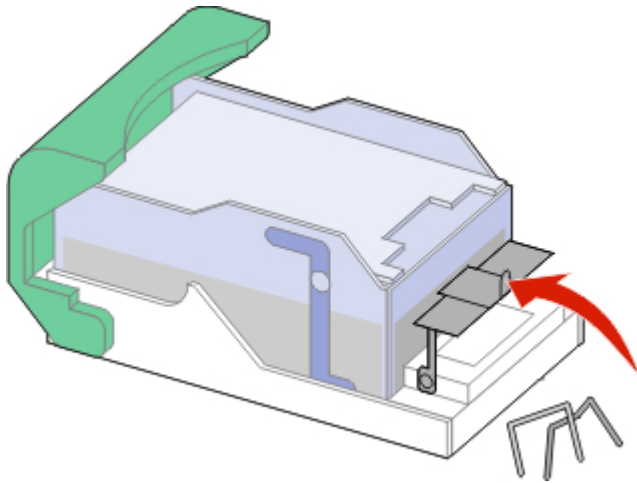
- 1 Touch **Status/Supplies** to identify the location of the jam.
- 2 Press the latch to open the stapler door.



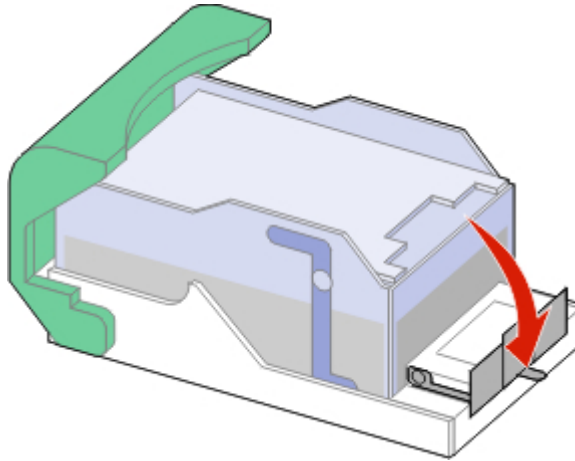
- 3** Pull the latch of the staple cartridge holder down, and then pull the holder out of the printer.



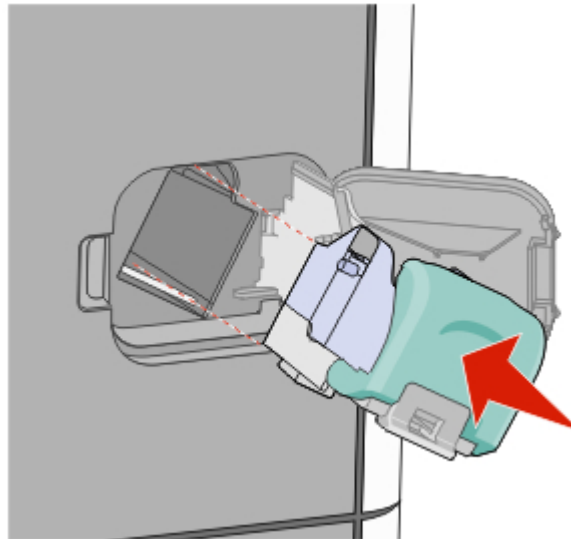
- 4** Use the metal tab to lift the staple guard, and then remove any loose staples.



- 5** Close the staple guard.



- 6** Press down on the staple guard until it *snaps* into place.



- 7** Push the cartridge holder firmly back into the stapler unit until the cartridge holder *clicks* into place.

- 8** Close the stapler door.

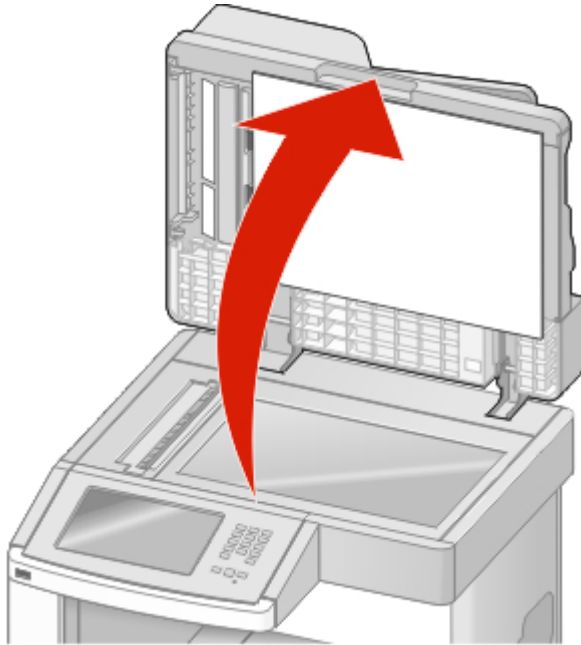
290–294 paper jams

- 1** Remove all original documents from the ADF.
- 2** Open the ADF cover, and then remove any jammed paper.

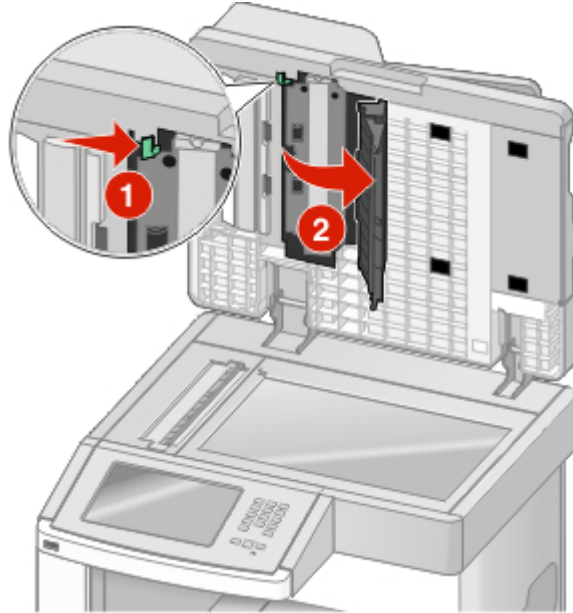


- 3** Close the ADF cover.

4 Open the scanner cover, and then remove any jammed pages.



5 Open the bottom ADF door, and then remove any jammed pages.



6 Close the bottom ADF door and scanner cover.

7 Touch **Restart Job**.