

# Lexmark™ X85x 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.

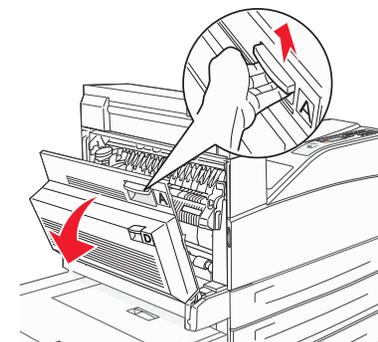
## Clearing Jams

### Understanding jam numbers

Jam	What to do
<b>200–202 Jams</b>	Open Door A, and remove the jam.
<b>203 Jam</b>	Open the Door A and Door E, and remove the jam.
<b>230 Jam</b>	Open Door D, and remove the jam. Open the Door A and Door E, and remove the jam.
<b>231 Jam</b>	Open Door D, and remove the jam. Open the Door A and Door E, and remove the jam.
<b>24x Jams</b>	Open each tray, and remove any jammed media.
<b>250 Jam</b>	Remove all media from the multipurpose feeder, flex and stack the media, reload the multipurpose feeder, and adjust the guide.
<b>280-288 Jams</b>	As directed by the message, check area F, G, or H, then remove the jam.
<b>289 Jam</b>	Remove the staple cartridge, then remove any jammed staples.
<b>290, 291, 292, and 294 Jams</b>	Open the ADF cover and the scanner cover, and remove any jammed media.
<b>293 Jam</b>	Select the location of your original document, finish your job without further scanning, restart scanning, or cancel the job and clear the message.

### 200–202 Jams

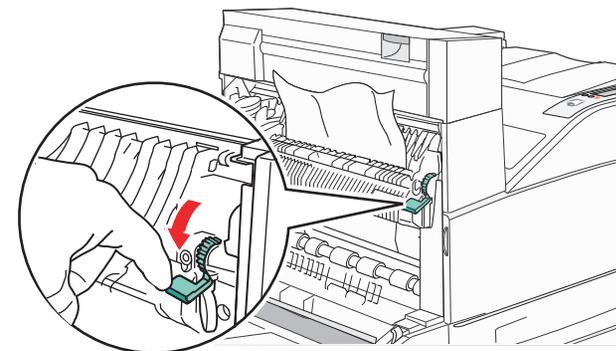
- 1 Open Door A by pushing the release latch and lowering the door.



**CAUTION:** The inside of the MFP might be hot.

- 2 Pull the print media up and toward you.

**Warning:** If the print media does not move immediately when you pull, stop pulling. Push down and pull the green lever to make it easier to remove the media. Make sure all paper fragments are removed.

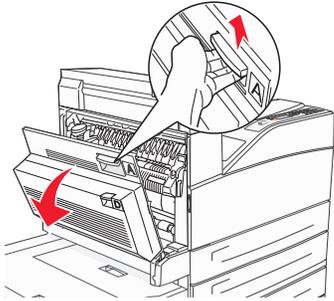


- 3 Close Door A.

- 4 Touch **Continue**.

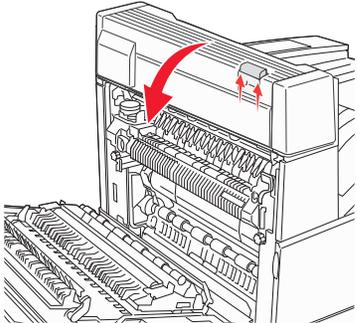
## 203 Jam

- 1 Open Door A by pushing the release latch and lowering the door.

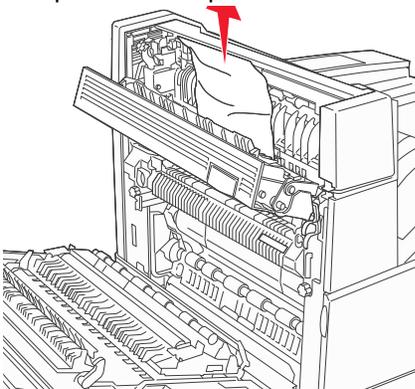


**CAUTION:** The inside of the MFP might be hot.

- 2 Open Door E by pushing the release latch and lowering the door.



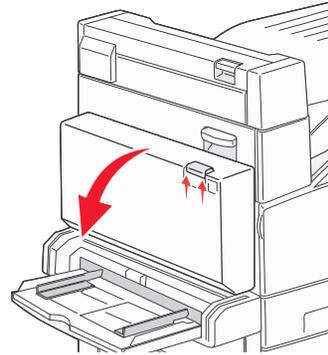
- 3 Pull the print media up.



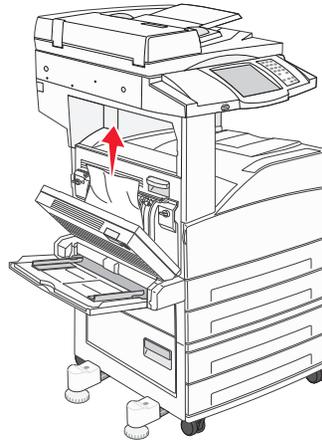
- 4 Close Door E.
- 5 Close Door A.
- 6 Touch **Continue**.

## 230 Jam

- 1 Open Door D by the duplex rear door.

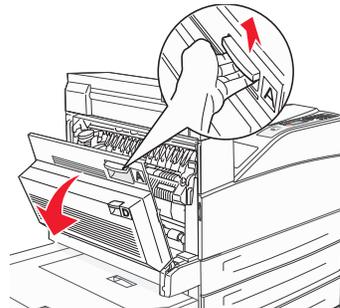


- 2 Remove the jammed media.



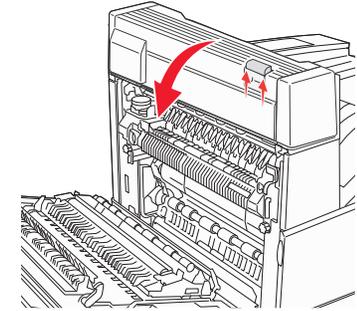
- 3 Close Door D.

- 4 Open Door A by pushing the release latch and lowering the door.

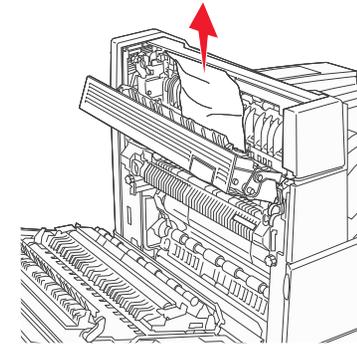


**CAUTION:** The inside of the MFP might be hot.

- 5 Open Door E by pushing the release latch and lowering the door.



- 6 Pull the print media up.



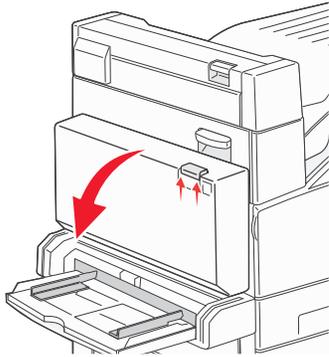
- 7 Close Door E.

- 8 Close Door A.

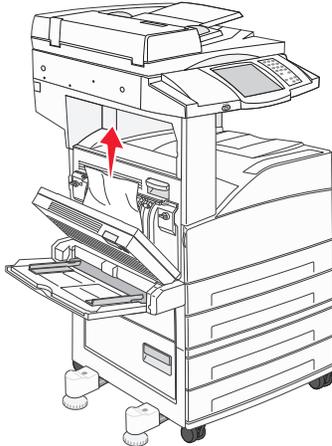
- 9 Touch **Continue**.

## 231 Jam

- 1 Open Door D by the duplex rear door.

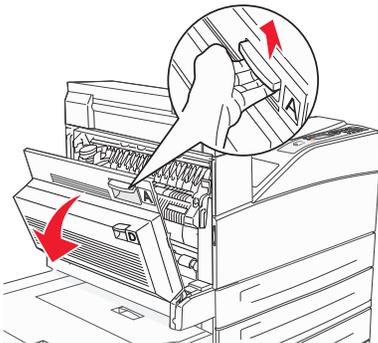


- 2 Remove the jammed media.



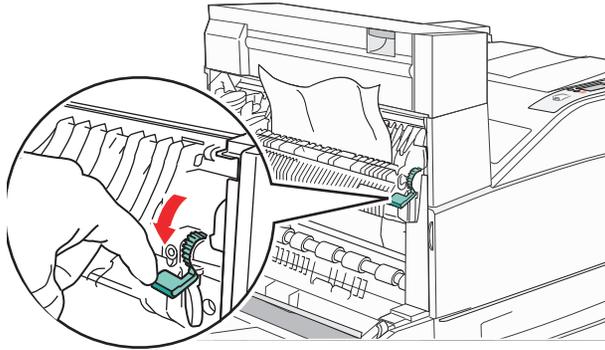
- 3 Close Door D.

- 4 Open Door A by pushing the release latch and lowering the door.



- 5 Pull the print media up.

**Warning:** If the print media does not move immediately when you pull, stop pulling. Pull the green lever to make it easier to remove the media. Make sure all paper fragments are removed.



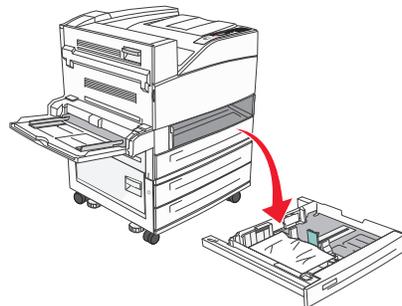
- 6 Close Door A.

- 7 Touch **Continue**.

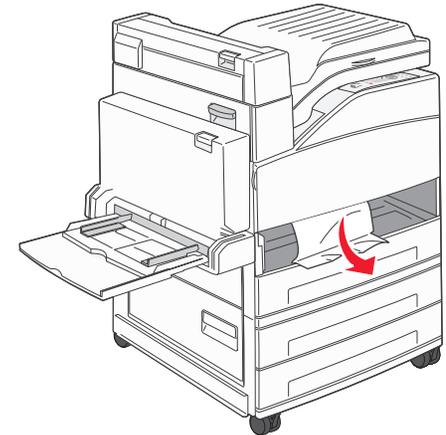
## 24x Jams

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 tray. If necessary, remove the tray from the MFP.



- 2 Remove the media from the MFP tray slot.



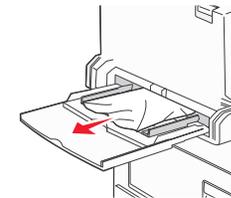
- 3 Remove any crumpled paper from the tray.

- 4 Insert the tray into the MFP.

- 5 Touch **Continue**.

## 250 Jam

- 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.

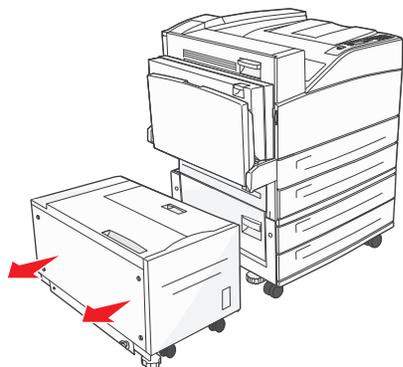
- 4 Slide the side guide toward the inside of the tray until it lightly rests against the edge of the media.

- 5 Touch **Continue**.

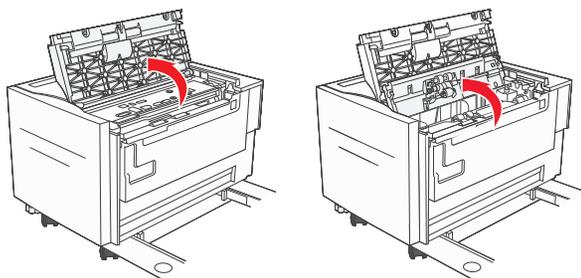
**CAUTION:** The inside of the MFP might be hot.

## Clearing the 2000-sheet high capacity feeder (Tray 5)

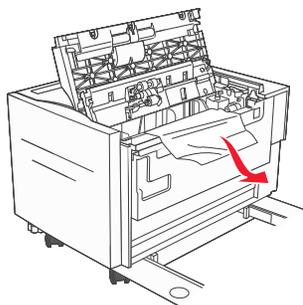
- 1 If necessary, close the multipurpose feeder.
- 2 Slide the high capacity feeder away from the MFP.



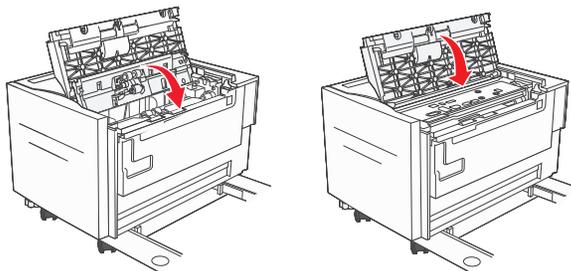
- 3 Raise the top door, and lift the jam access cover.



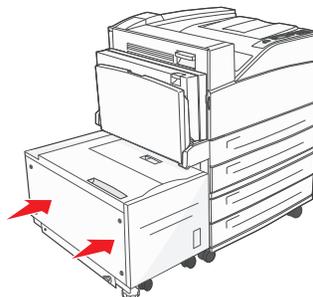
- 4 Remove the jammed paper.



- 5 Close the jam access cover and top door.



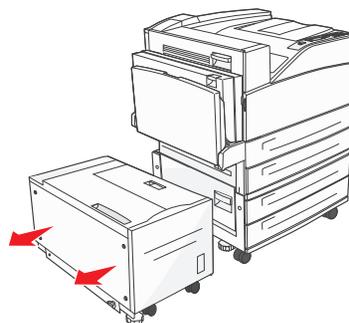
- 6 Slide the feeder firmly against the MFP.



- 7 Touch **Continue**.

## Clearing Area B

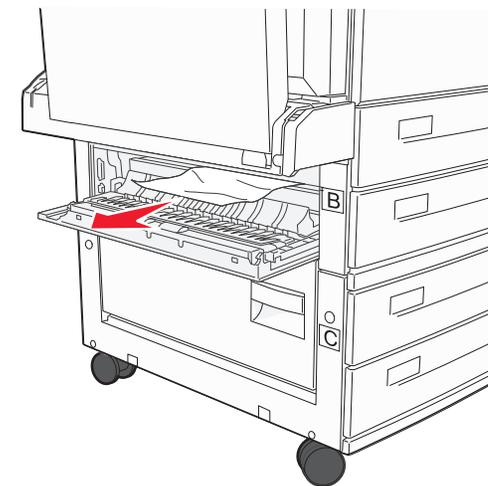
- 1 If the MFP is configured with a 2000-sheet high capacity feeder, slide the feeder away from the MFP.



- 2 Open Door B.

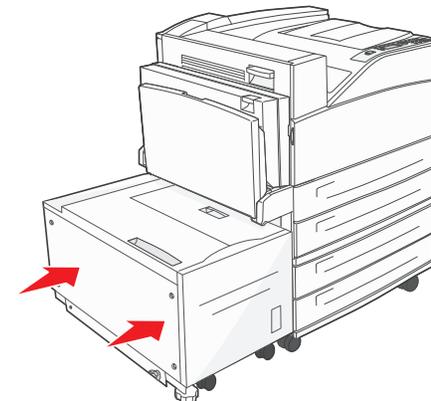


- 3 Remove the jammed media.



- 4 Close Door B.

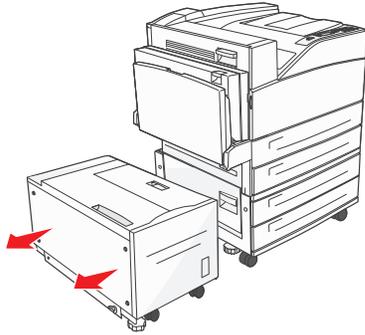
- 5 Slide the feeder firmly against the MFP.



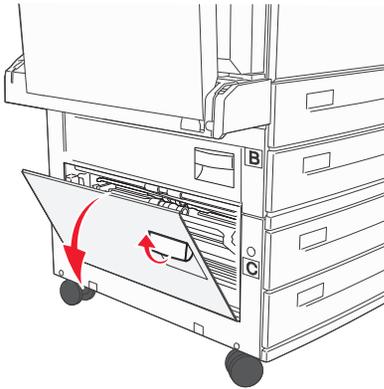
- 6 Touch **Continue**.

## Clearing Area C

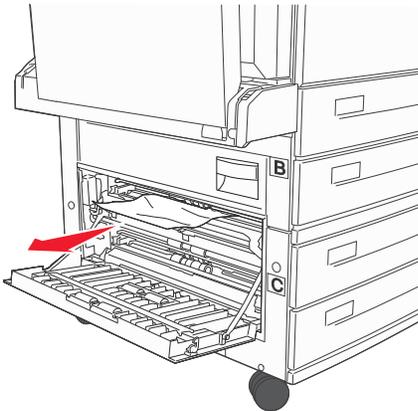
- 1 If the MFP is configured with a 2000-sheet high capacity feeder, slide the feeder away from the MFP.



- 2 Open Door C.

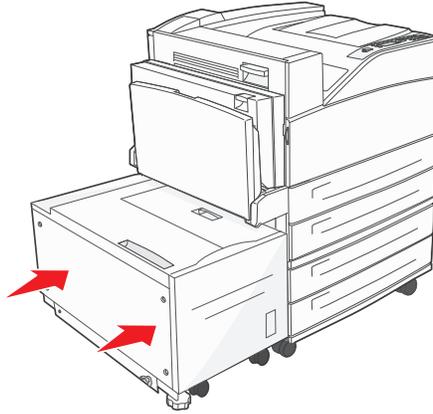


- 3 Remove the jammed media.



- 4 Close Door C.

- 5 Slide the feeder firmly against the MFP.



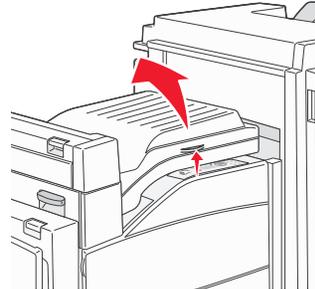
- 6 Touch **Continue**.

## 280-288 Jams

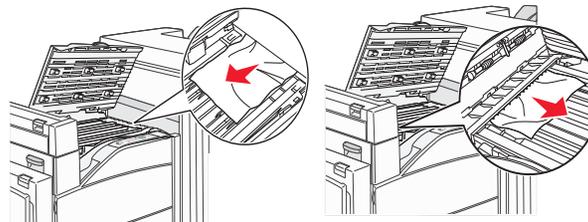
These are finisher jams. Follow the appropriate instructions to clear a jam in the finisher.

### Clearing Area F

- 1 Lift the bridge unit assembly door.



- 2 Remove the jammed media.

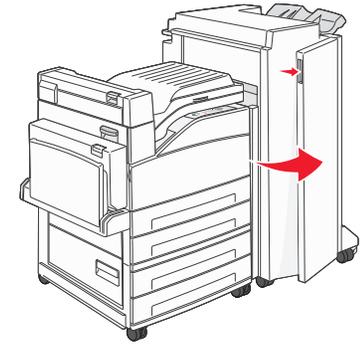


- 3 Close the door.

- 4 Touch **Continue**.

## Clearing Area G

- 1 Open the finisher door.



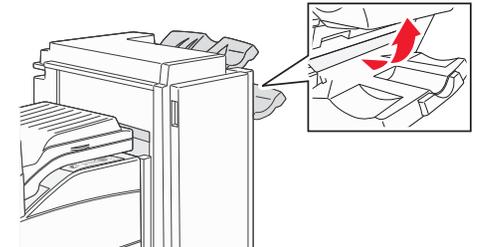
- 2 Remove the jammed media, as indicated on the operator panel.

- 3 Close the door.

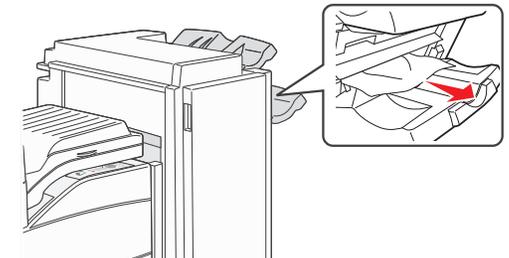
- 4 Touch **Continue**.

## Clearing Area H

- 1 Lift Door H.



- 2 Remove the jammed media.



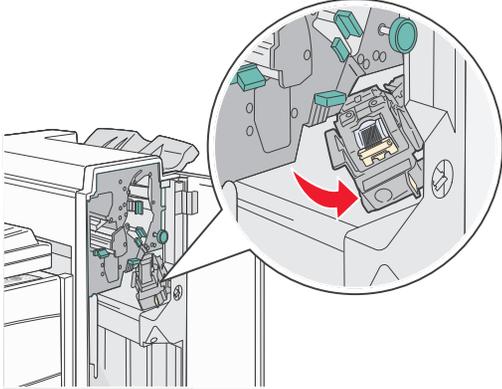
- 3 Close the door.

- 4 Touch **Continue**.

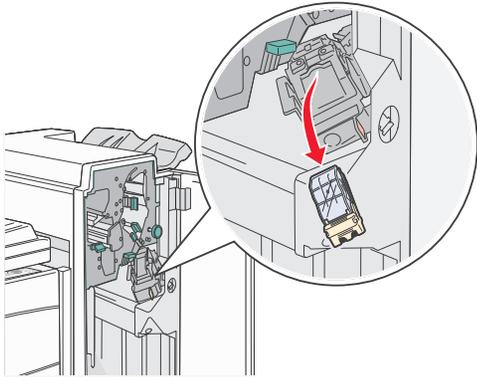
## Clearing staple jams

### 289 Jam

- 1 Check that the machine stops operations, and open Door G (front door) of the finisher.
- 2 Hold the lever on the staple cartridge holder, and move the holder to the right (towards you).

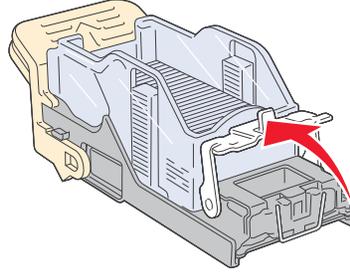


- 3 Firmly pull the colored tab to remove the staple cartridge.

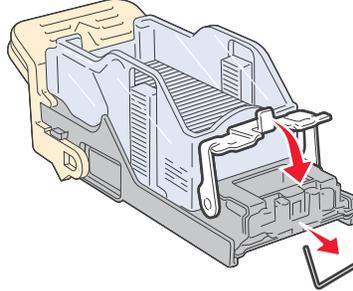


- 4 Use the metal tab to lift the staple guard, and then pull out the sheet of staples.

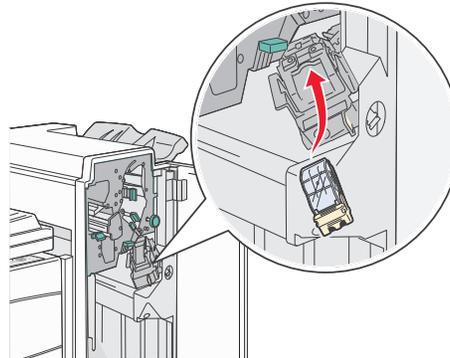
Discard the entire sheet.



- 5 Remove any loose staples from the staple guard.
- 6 Look through the clear covering on the bottom of the cartridge holder to make sure no staples are jammed in the entry throat.
- 7 Press down on the staple guard until it *snaps* securely into place.



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



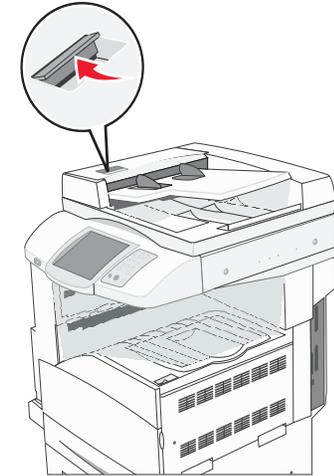
- 9 Close Door G.

**Priming Stapler** appears on the operator panel display. Priming ensures the stapler is functioning properly.

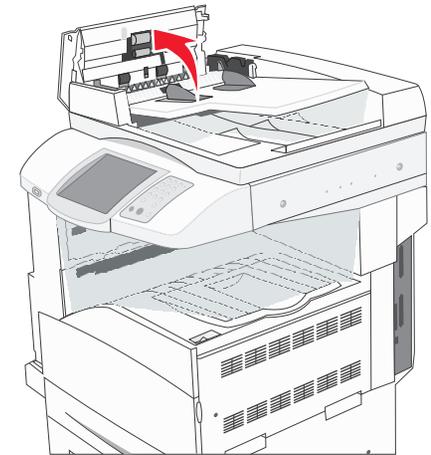
## Clearing ADF Jams

### 290, 291, 292, and 294 Jams

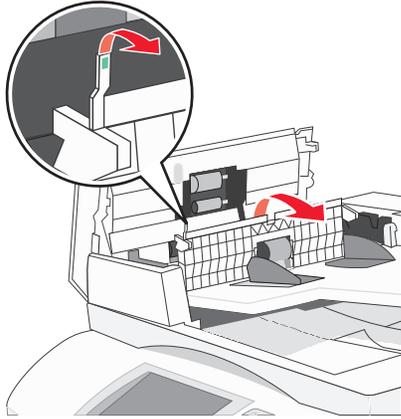
- 1 Remove all original documents from the ADF.
- 2 Lift the ADF cover latch.



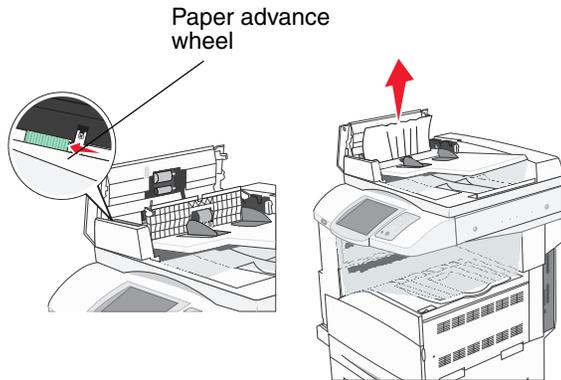
- 3 Open the ADF cover.



4 Raise the sheet guard.

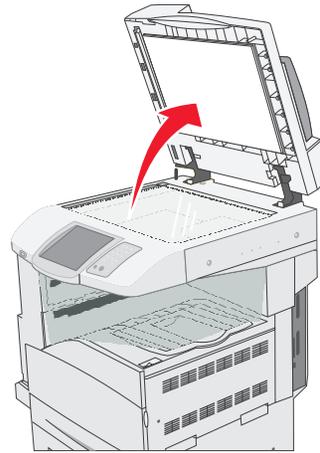


5 Turn the paper advance wheel to the left to remove any jammed pages.



6 Close the ADF cover.

7 Open the document cover, and remove any jammed pages.



8 Close the document cover.

9 Touch **Continue**.

- Touch **Restart job** if job recovery is active and the job is restartable. The message clears. A new scan job containing the same parameters as the previous job starts.

## 293 Jam

A 293 jam indicates the MFP was sent a scan job, but found no original document in the ADF. To resolve a 293 Jam:

- Touch **Continue** if no scan job is active when the attendance message appears. This clears the message.
- Touch **Cancel Job** if a scan job is processing when the attendance message appears. This cancels the job and clears the message.
- Touch **Scan from Automatic Document Feeder** if the page jam recovery is active. Scanning resumes from the ADF immediately after the last successfully scanned page.
- Touch **Scan from flatbed** if page jam recovery is active. Scanning resumes from the flatbed immediately after the last successfully scanned page.
- Touch **Finish job without further scanning** if page jam recovery is active. The job ends at the last successfully scanned page, but the job is not canceled. Successfully scanned pages go to their destination: copy, fax, e-mail, or FTP.