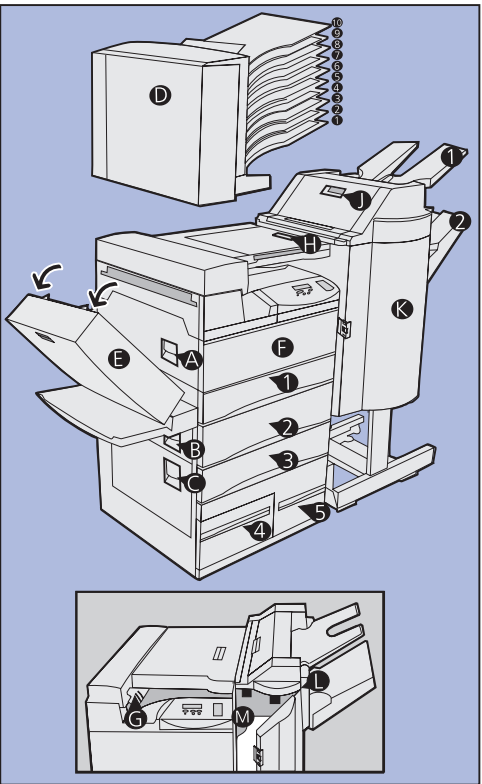


Lexmark™ W820 Clearing Jams

When a print media jam occurs, the printer displays a two-line **2xx Paper Jam** message, and then stops operating. Clear jams by opening each door, cover, and tray on the printer and carefully removing any jammed print media.

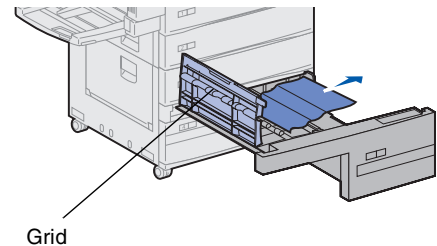
Note: Use the following illustration to identify doors, covers, and trays on the printer.



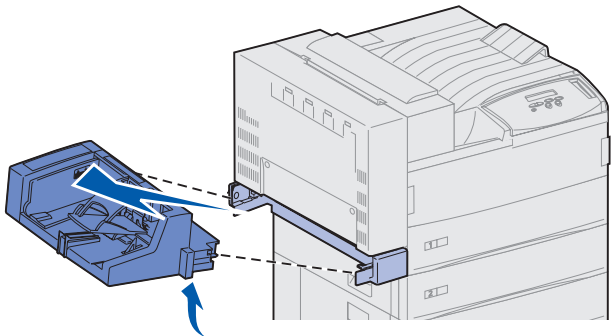
After all jams are cleared and all doors, covers, and trays are closed, printing automatically resumes.

Clearing the printer paper path

- 1 Open Doors B and C.
- 2 Clear any jams.
- 3 Open trays 1, 2, 3, and 4.
- 4 Clear any jams.
- 5 Make sure the print media is properly loaded in the trays. The paper guides should be lightly touching the print media so the stack cannot move in any direction.
- 6 Close trays 1, 2, 3, and 4.
- 7 Open tray 5 and check the see-through grid. Clear any jams.



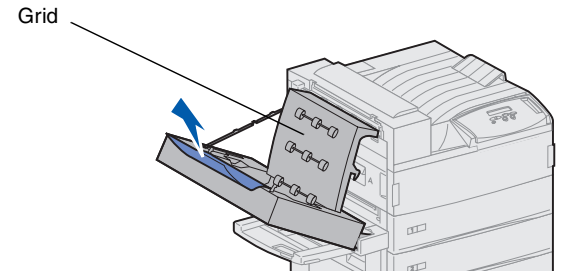
- 8 Close tray 5.
- 9 Close Doors B and C.
- 10 Remove the envelope feeder if you have one.
 - a Grasp the envelope feeder on each side.
 - b Tilt it up slightly, and then pull it straight out.



- c Set the envelope feeder aside.

Note: If you have a multipurpose feeder, you do not need to remove it.

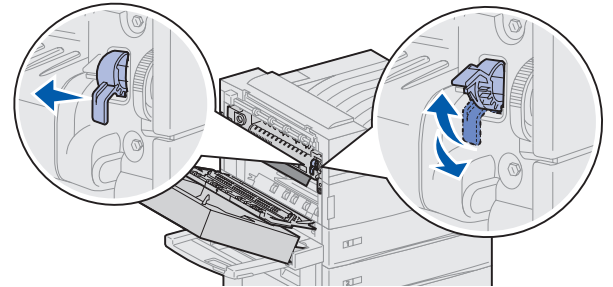
- 11 Open Door E if you have one.
- 12 Clear any jams from the rollers, gears, and grid. Lift the grid if necessary.



- 13 Open Door A.

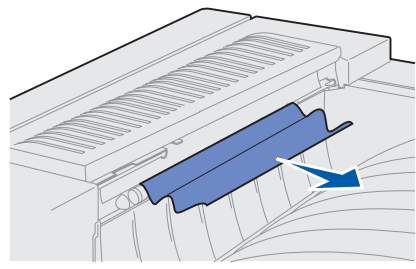
CAUTION! The fuser may be hot. If so, allow time for the fuser to cool down before continuing.

- 14 Clear any jams from behind Door A.
- 15 Check for jams that may not be visible:
 - a Push the lever toward the back of the printer to lock it into gear.
 - b Move the lever up and down several times to force print media out of the fuser area.



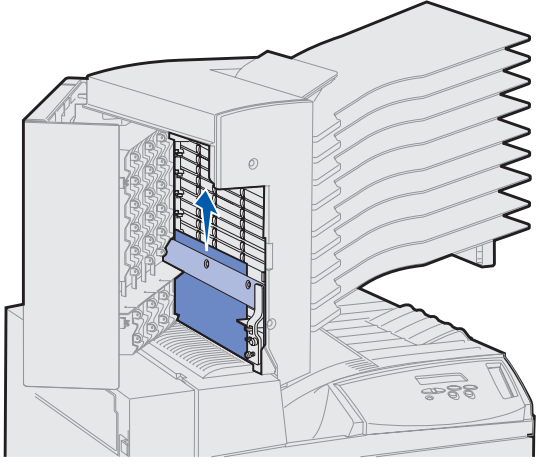
- c Release the lever.
- 16 Close Door A, and then Door E if you have one.
- 17 Replace the envelope feeder if you have one.

- 18 Clear the standard bin area.

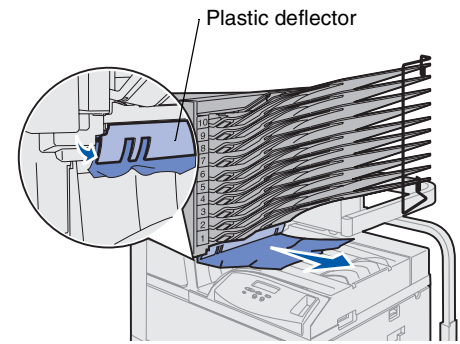


Clearing mailbox jams

- 1 Pull any jammed print media in the bins straight out.
- 2 Open Door D.
- 3 Clear any jams from behind the door.



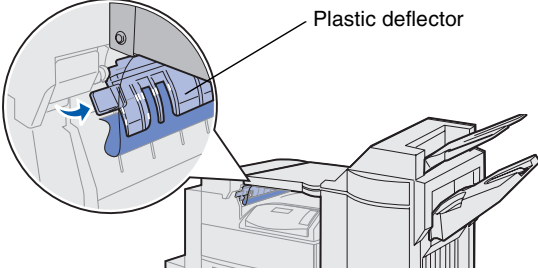
- 4 Lift the plastic deflector and pull out any print media.



- 5 Close Door D.

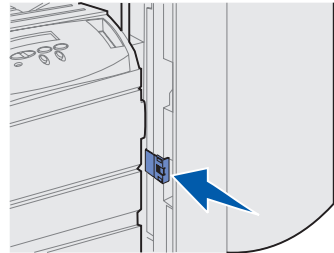
Clearing finisher jams

1 Lift the plastic deflector (Deflector G) and pull out any print media.

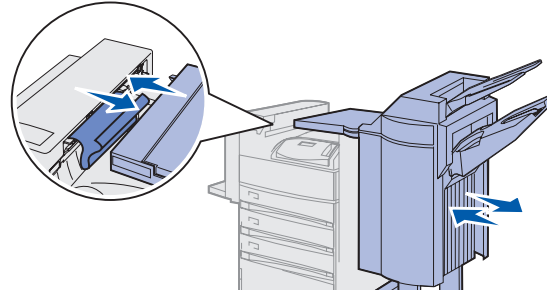


If you can see print media jammed under the plastic deflector but can't reach it:

a Push the finisher latch.

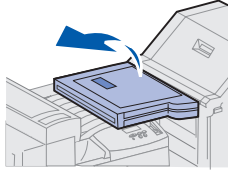


b Slide the finisher to the right.



c Clear the jam.

2 Open Cover H.



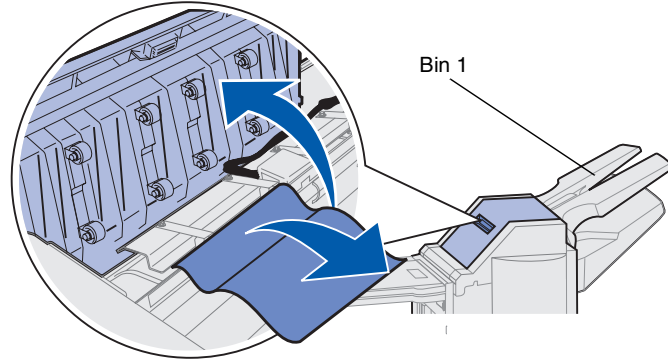
3 Clear any jams.

4 Close Cover H.

5 Push the finisher back into place.

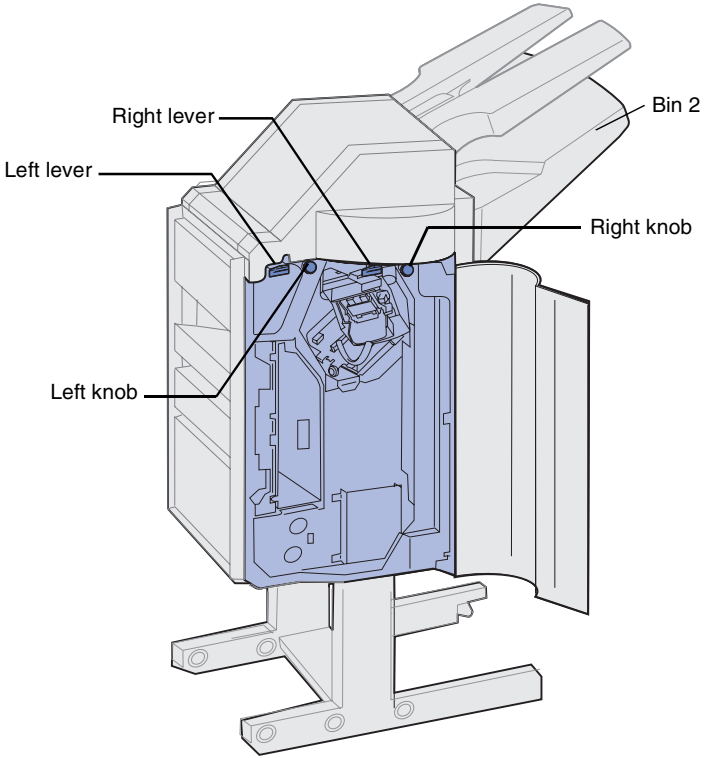
6 Open Cover J.

7 Clear any jams from the area of bin 1.



8 Close Cover J.

9 Open Door K.



10 Push the left green lever down and to the right and hold it out of the way. Clear any jams from this area.

11 Release the lever.

12 Push the right green lever down and to the right and hold it out of the way. Clear any jams from this area.

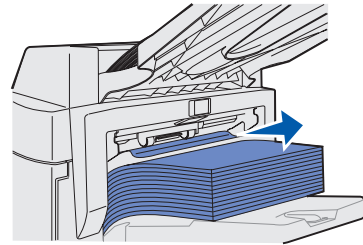
If you can see print media jammed in this area but can't reach it, turn the left green knob clockwise to free the print media.

13 Release the lever.

14 Turn the right green knob clockwise to free any print media that jammed while entering bin 2.

15 Close Door K.

16 Clear any jams from bin 2.



If you still need help

The entire paper path should now be clear. If the printer continues to display a paper jam message:

- 1 Turn the printer off and then back on.
- 2 If the situation persists, check for print media jammed behind the trays:
 - a Remove tray 1 to reach media behind it.
 - b Reinstall tray 1.
 - c Remove trays 2 and 3 to reach media behind them.
 - d Open trays 4 and 5.
 - e Remove any print media visible behind trays 4 and 5.
 - f Close trays 4 and 5.
 - g Reinstall trays 2 and 3.
- 3 Contact your administrator or Help desk if you need more assistance.