

Lexmark™ W840

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.

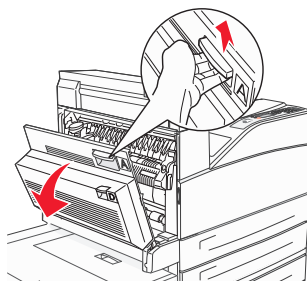
Clearing Jams

Understanding jam messages

Message	What to do
200, 201, and 202 Paper Jam Check Door A	Open the side door, and remove the jam.
203 Paper Jam Check <Areas A/E>	Open the side door and the Exit 2 door, and remove the jam.
230 Paper Jam Check Door <A, E, D>	Lower the duplex unit, and remove the jam. Open the side door and the Exit 2 door, and remove the jam.
231 Paper Jam Check <A, D>	Lower the duplex unit, and remove the jam. Open the side door, and remove the jam.
Clearing the 2000-sheet high capacity feeder (Tray 5)	Open each tray, and remove any jammed media.
250 Paper Jam Check MP Feeder	Remove all media from the multipurpose feeder, flex and stack the media, reload the multipurpose feeder, and adjust the guide.
28x Paper Jam Check Finisher	Open the finisher door, bridge unit assembly, or output bin, then remove the jam.

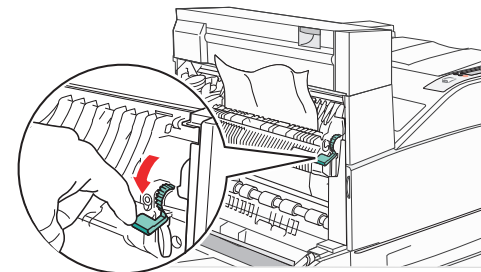
200, 201, and 202 Paper Jam Check Door A

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



CAUTION: The inside of the printer might be hot.

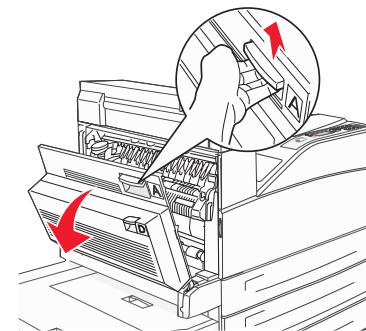
- 2 Pull the print media up and toward you.



- 3 Close Door A.
- 4 Press .

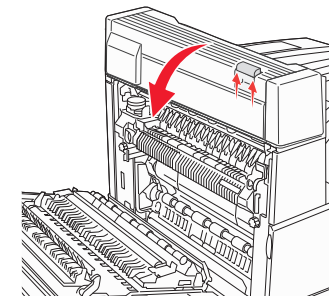
203 Paper Jam Check <Areas A/E>

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

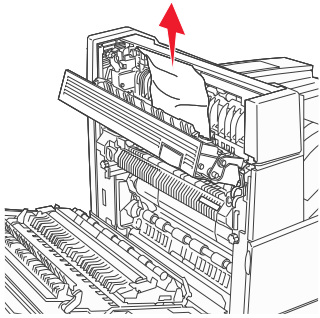


CAUTION: The inside of the printer might be hot.

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




3 Pull the print media up.



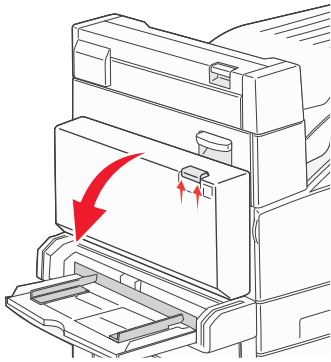
4 Close Door E.

5 Close Door A.

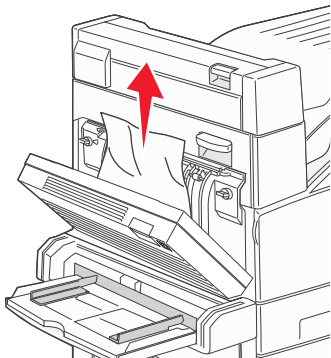
6 Press .

230 Paper Jam Check Door <A, E, D>

1 Open Door D by the duplex rear door.

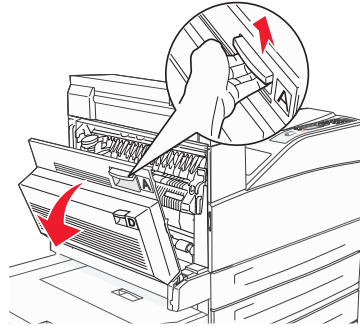


2 Remove the jammed media.



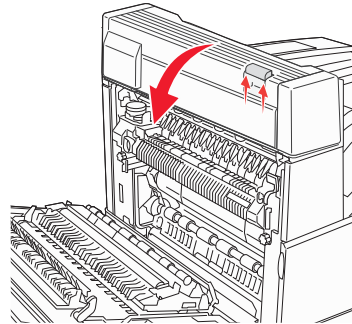
3 Close Door D.

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

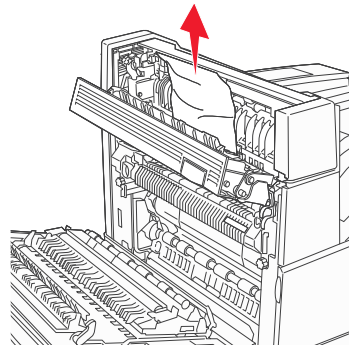


CAUTION: The inside of the printer might be hot.

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



6 Pull the print media up.



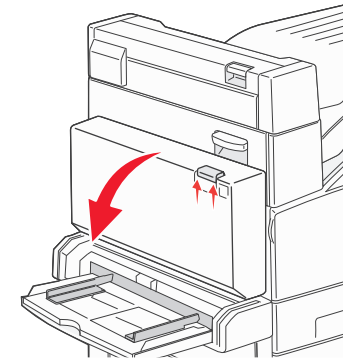
7 Close Door E.

8 Close Door A.

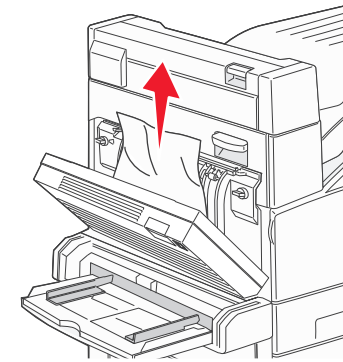
9 Press .

231 Paper Jam Check <A, D>

1 Open Door D by the duplex rear door.

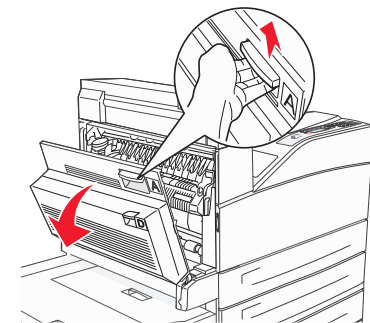


2 Remove the jammed media.



3 Close Door D.

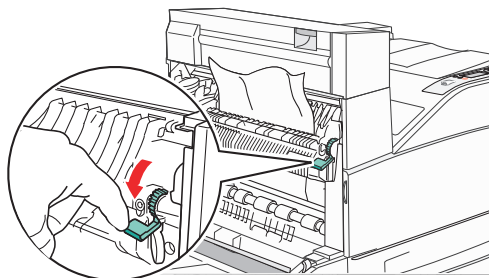
4 Open Door A by pushing the release latch and lowering the door.



CAUTION: The inside of the printer might be hot.

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.



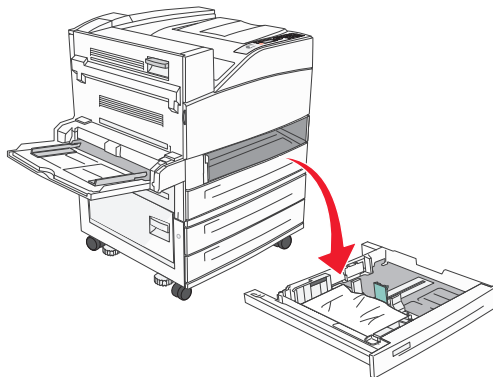
6 Close Door A.

7 Press .

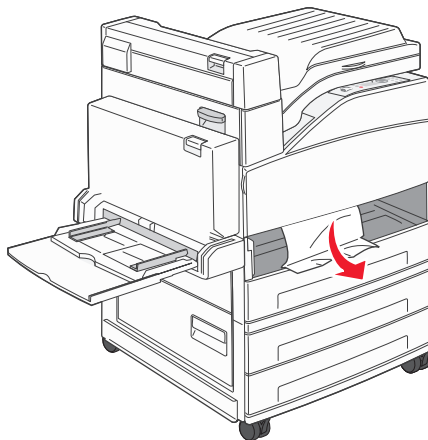
24x Paper Jam Check Tray <x>

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 printer.



2 Remove the media from the printer tray slot.



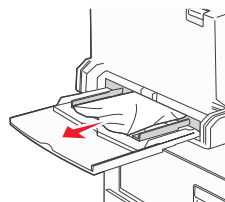
3 Remove any crumpled paper from the tray.

4 Insert the tray into the printer.

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.

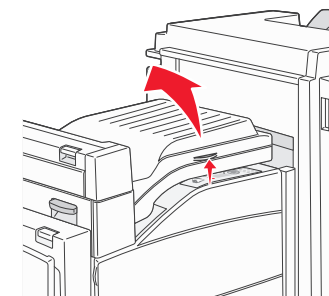
5 Press .

28x Paper Jam Check Finisher

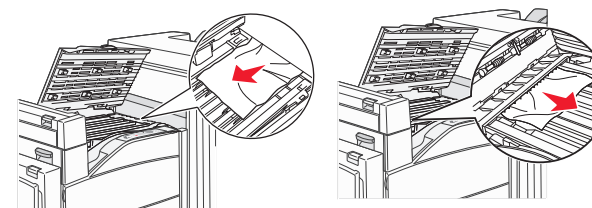
There are three areas associated with the finisher. Follow the appropriate instructions to clear a jam in the finisher.

Clearing Area F

1 Lift the bridge unit assembly door.



2 Remove the jammed media.

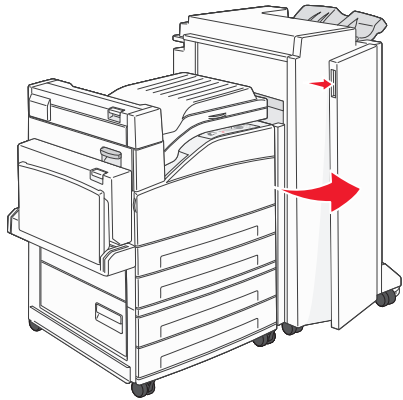



3 Close the door.

4 Press .

Clearing Area G

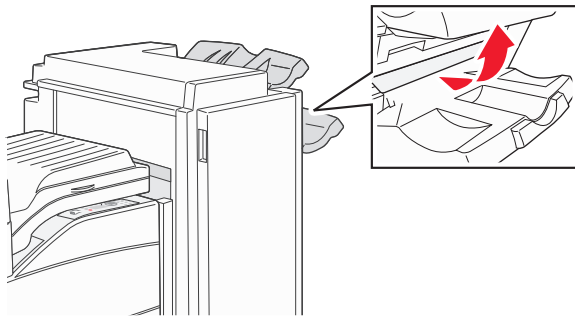
- 1 Open the finisher door.



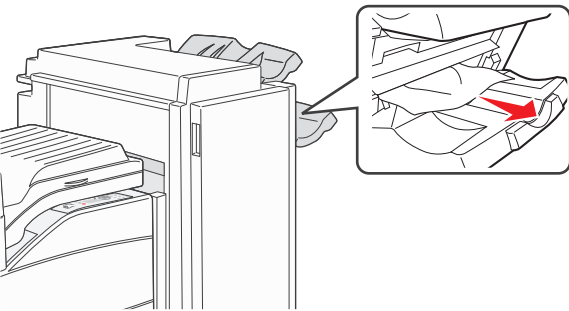
- 2 Remove the jammed media, as indicated on the operator panel.
- 3 Close the door.
- 4 Press .


Clearing Area H

- 1 Lift Door H.



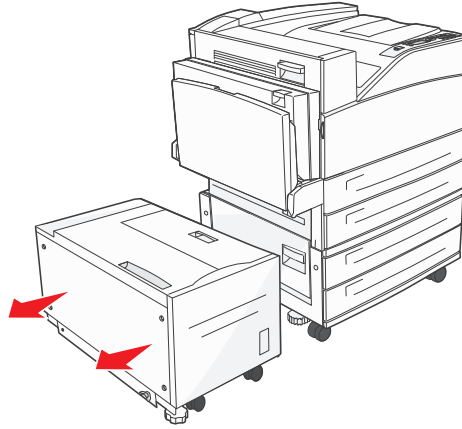
- 2 Remove the jammed media.



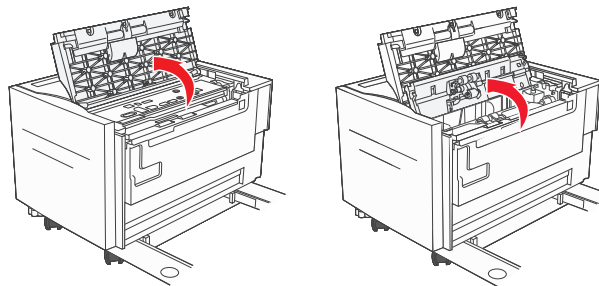
- 3 Close the door.
- 4 Press .

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

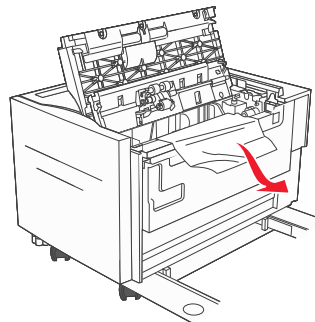
- 1 If necessary, close the multipurpose feeder.
- 2 Slide the high capacity feeder away from the printer.



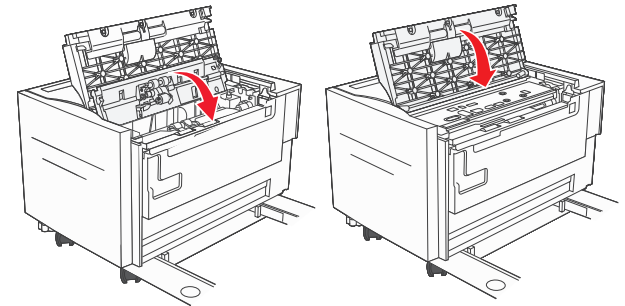
- 3 Raise the top door, and lift the jam access cover.



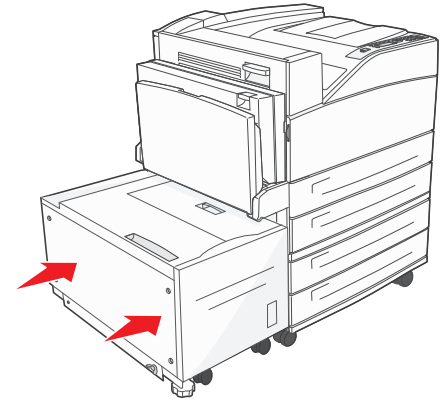
- 4 Remove the jammed paper.



- 5 Close the jam access cover and top door.



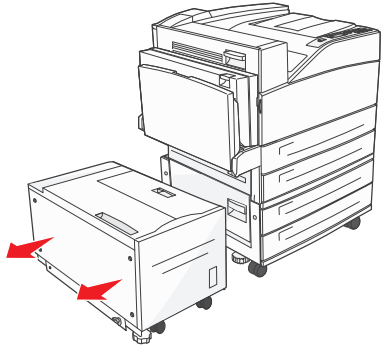
- 6 Slide the feeder firmly against the printer.



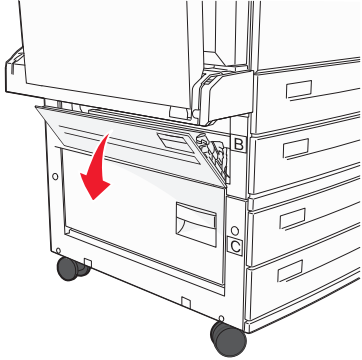
- 7 Press .

Clearing Area B

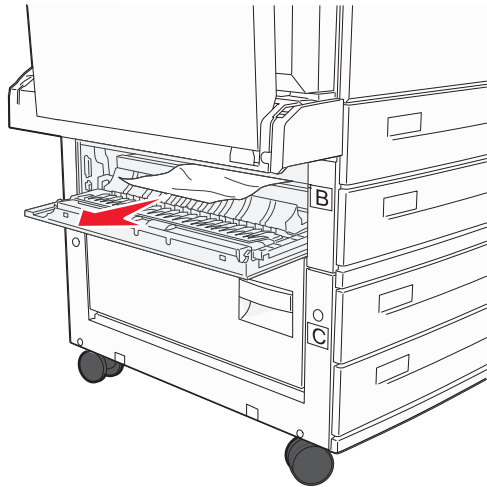
- 1 If the printer is configured with a 2000-sheet high capacity feeder, slide the feeder away from the printer.



- 2 Open Door B.

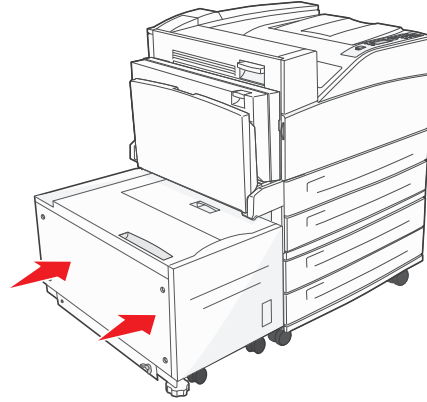



- 3 Remove the jammed media.



- 4 Close Door B.

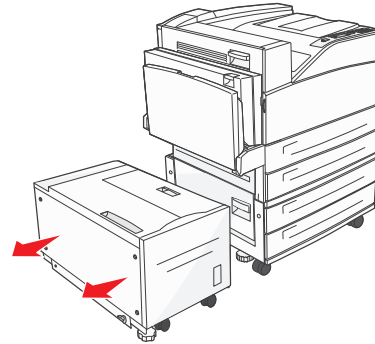
- 5 Slide the feeder firmly against the printer.



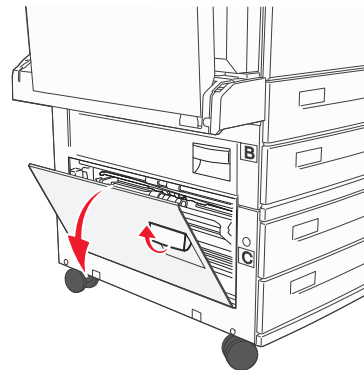
- 6 Press .

Clearing Area C

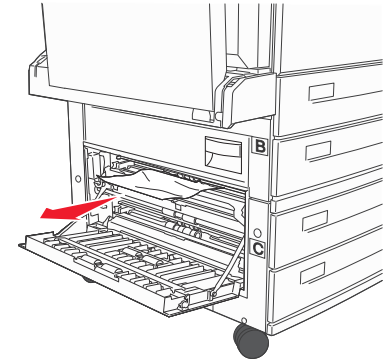
- 1 If the printer is configured with a 2000-sheet high capacity feeder, slide the feeder away from the printer.



- 2 Open Door C.

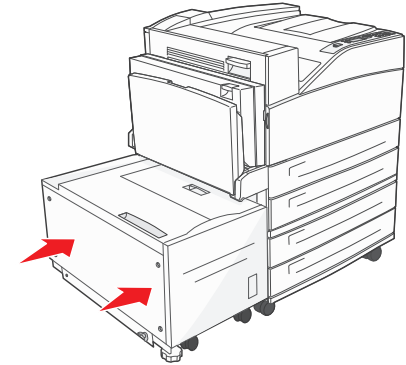


- 3 Remove the jammed media.



- 4 Close Door C.

- 5 Slide the feeder firmly against the printer.

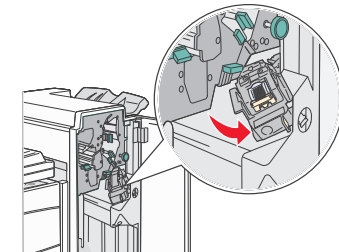


- 6 Press .

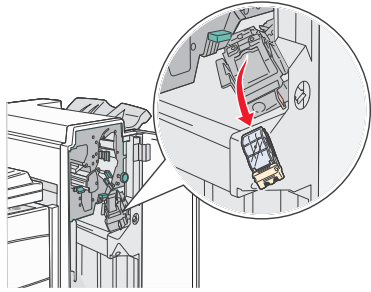
Clearing staple jams

A **Staples Empty** or **Misfed** message indicates staples are jammed in the stapler.

- 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).

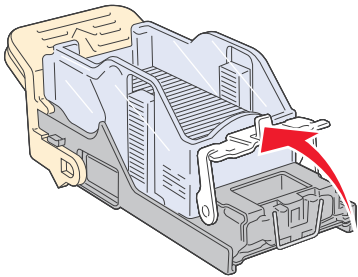


- 3** Firmly pull the colored tab to remove the staple cartridge.

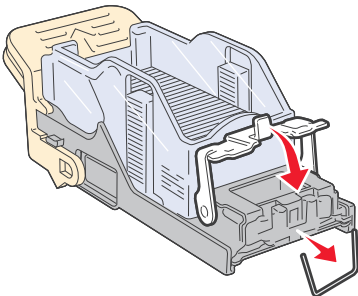


- 4** Use the metal tab to lift the staple guard, and then pull out the sheet of staples.

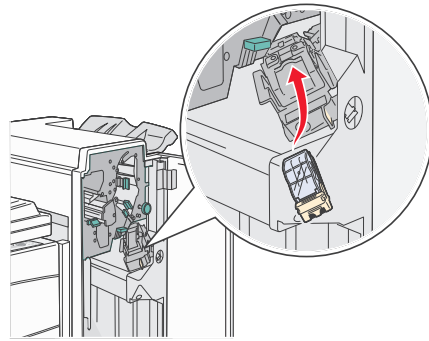
Discard the entire sheet.



- 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.