

# Lexmark™ X642 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

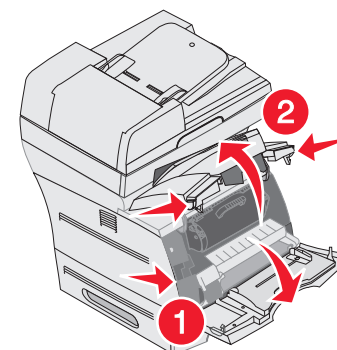
Message	What to do*
<b>200 and 201 Paper Jam Remove Cartridge</b>	Open the bottom then top front covers, remove the print cartridge, and then remove the jam.
<b>202 Paper Jam Open Rear Door</b>	Open the rear door on the MFP, and remove the jam.
<b>23x Paper Jam Check Duplex</b>	Remove the duplex tray from the duplex unit, raise the duplex deflector, and remove the jam. Open the 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>290, 291, 292, and 294 Scanner Jams</b>	Remove all original documents from the ADF. Open the ADF cover, and remove any jammed pages. Open the document cover, and remove any jammed pages. Open the scan unit access door, and remove any jammed pages.

\* After clearing the jam, press  to resume printing.

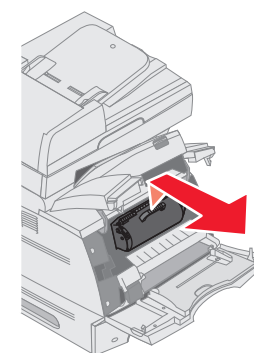
### 200 and 201 Paper Jam Remove Cartridge

- 1 Push the release latch, and lower the multipurpose feeder.
- 2 Push the release latch, and open the top front

cover.



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



**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.

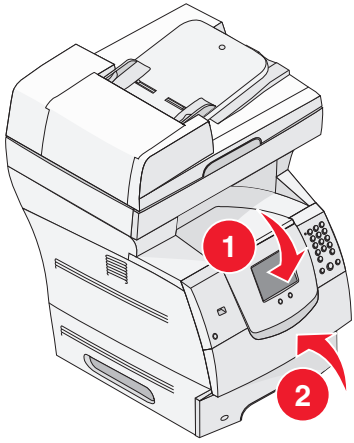
**Note:** Do not leave the cartridge exposed to light for extended periods.

**Note:** The print media may be covered with unfused toner, which may stain garments and skin.

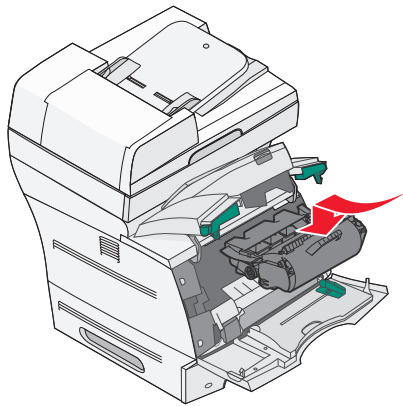
- 5 Pull the print media up and toward you.

**Warning:** If the print media does not move immediately when you

pull, stop pulling. You need to access the print media from the MFP rear door.

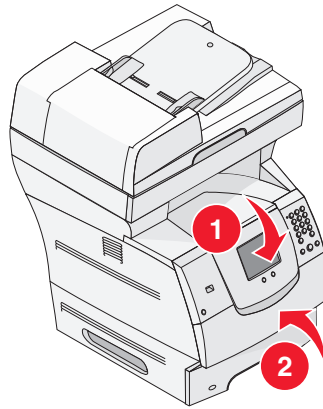


6 Align and reinstall the toner cartridge.



7 Close the top front cover.

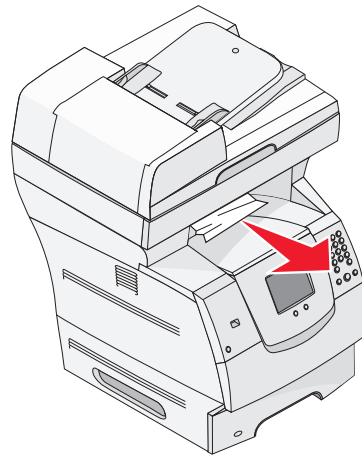
8 Close the multipurpose feeder.



9 Touch **Continue**.

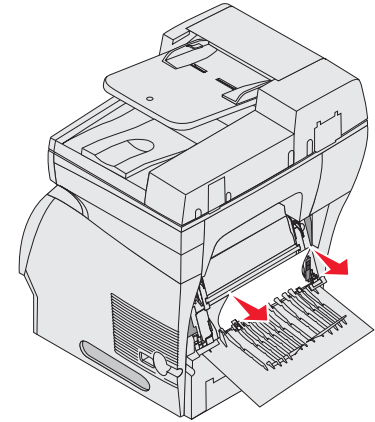
## 202 Paper Jam Open Rear Door

1 If the paper is exiting the MFP, pull the media straight out, and then touch **Continue**. Otherwise, continue with step 2.



2 Open the MFP rear door.

3 Remove the jammed media.

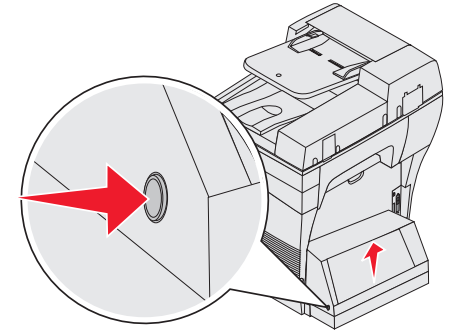


4 Close the rear door.

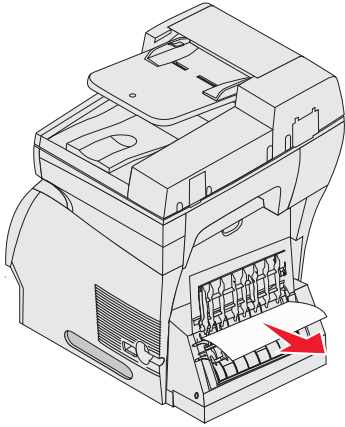
5 Touch **Continue**.

## 23x Paper Jam Open Duplex Rear Door

1 Open the duplex rear door.

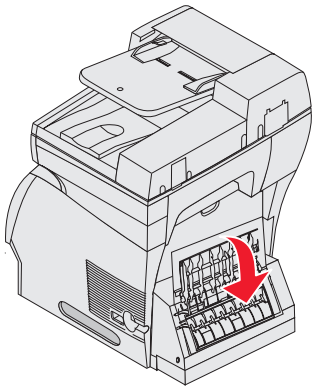


**2** Remove the jammed media.



Depending on the media location, pull the media either up or down.

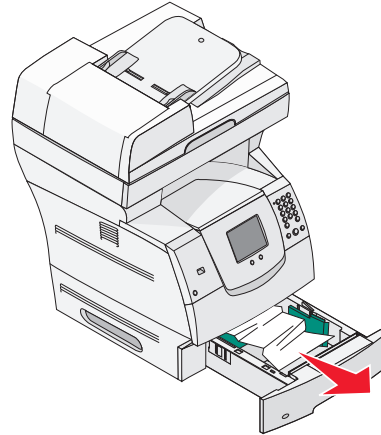
**3** Close the duplex rear door. Make sure it *snaps* into place.



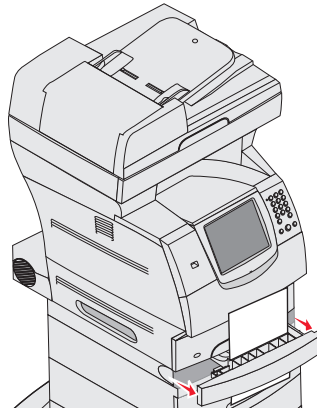
**4** Touch **Continue**.

## 23x and 24x jams

**1** Open the MFP paper tray, and remove any jammed media.

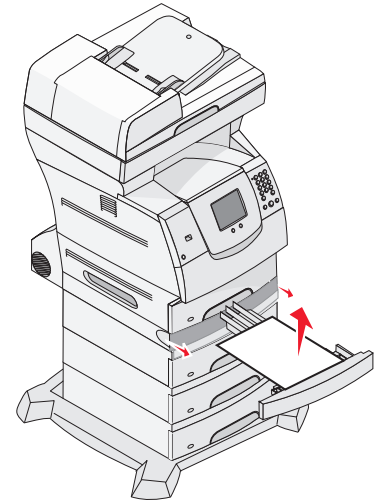


**2** Open the duplex tray.



To remove the media, pull up.

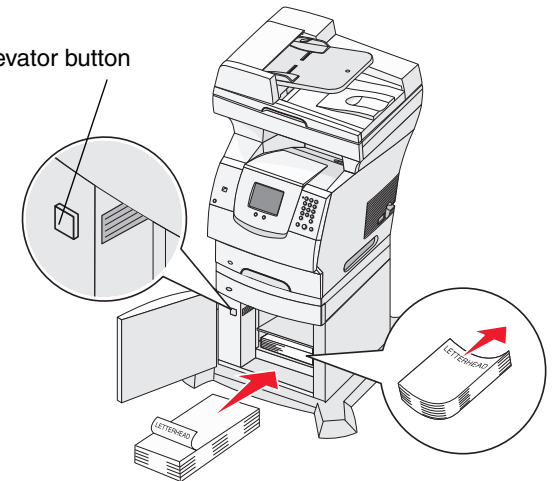
**3** Open any optional trays beginning at the top, and remove any jammed media.



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.

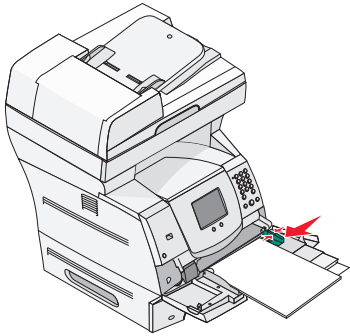
Elevator button



**5** Touch **Continue**.

## 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.

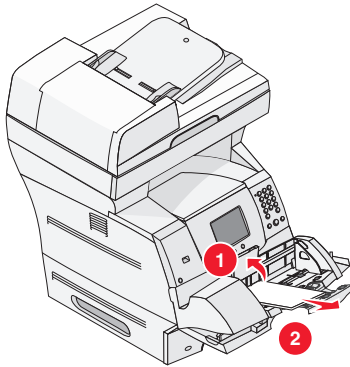


- 5 Touch **Continue**.

## 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.

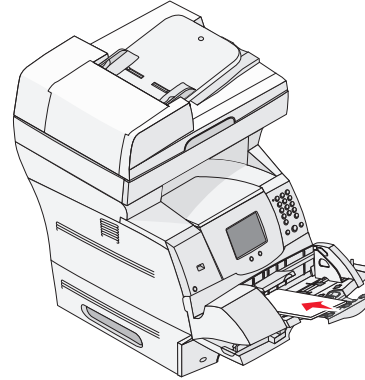


If the jammed envelope has entered the MFP and cannot be pulled out, remove the envelope feeder.

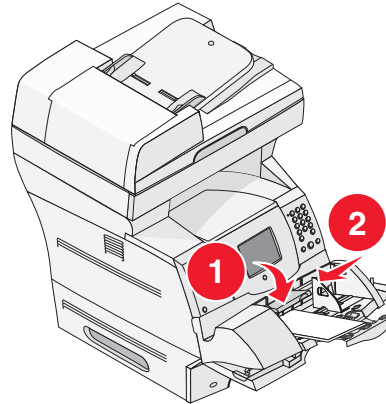
- a Lift the envelope feeder out of the MFP, and then set it aside.
- b Remove the envelope from the MFP.

**Note:** If you cannot remove the envelope, the print cartridge will have to be removed.

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



- 6 Adjust the guide.
- 7 Lower the envelope weight.



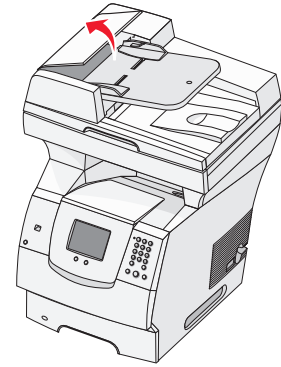
- 8 Touch **Continue**.

## Clearing ADF Jams

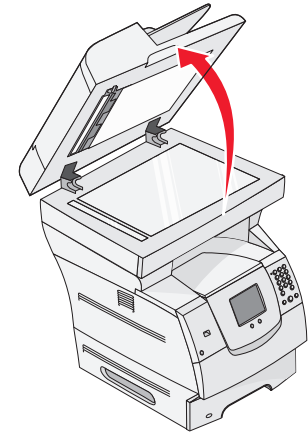
### 290, 291, 292, and 294 Scanner Jams

- 1 Remove all original documents from the ADF.

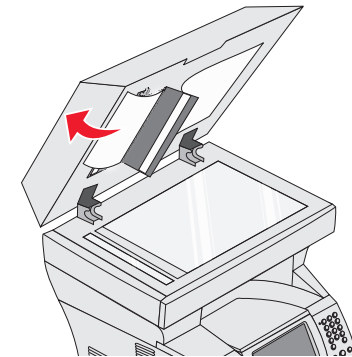
- 2 Open the ADF cover, and remove any jammed pages.



- 3 Open the document cover, and remove any jammed pages.



- 4 Open the scan unit access door, and remove any jammed pages.



- 5 Close the scan unit access door.
- 6 Close the ADF cover.