Lexmark™ C77x Clearing Jams Guide

Avoiding jams

The following hints can help you avoid paper jams:

- Use only recommended paper. Refer to the *Card Stock & Label Guide* available on the Lexmark Web site at **www.lexmark.com/publications** for more information about which paper provides optimum results for your printing environment.
- Do not remove paper trays while a job is printing. Wait for a `Load Tray <x>` or `Ready` message before you remove the tray.
- If you need detailed information before purchasing large quantities of customized paper, refer to the *Card Stock & Label Guide*.
- Do not load wrinkled, creased, or damp paper.
- Never mix media types within a tray.
- Flex, fan, and straighten paper before you load it.
- Do not overload the trays or the multipurpose feeder. Make sure the stack height does not exceed the maximum height indicated.
- Push all trays firmly into the printer after loading them.
- Make sure the guides in the trays are properly positioned for the size paper you have loaded.
- Do not send jobs to staple, hole punch, or offset for transparencies, labels, or card stock.
- We recommend that transparencies, labels, card stock, and envelopes not be sent to the optional mailbox or optional finisher. These specialty media types should be sent to the standard bin.
- If a jam should occur, clear the entire paper path. For more information, see Clearing the entire paper path.

Clearing jams

Understanding jam messages

Message	What to do
`200 Paper Jam`	Clear **Area B** and **Area T1**.
`201 Paper Jam`	Clear **Area D**, **Area K**, and **Area L**.
`202 Paper Jam`	Clear **Area K** and **Area L**.
`230 Paper Jam`	Clear **Area E** and **Area J**.
`24<x> Paper Jam`	Clear **Area B, Area C**, and **Area T<x>**.
`250 Paper Jam`	Clear **Area A** and **Area D**.
`27<x> Paper Jam`	Clear **Area M**.

Area A

1 Release the levers on each side of the multipurpose feeder to lay it flat.
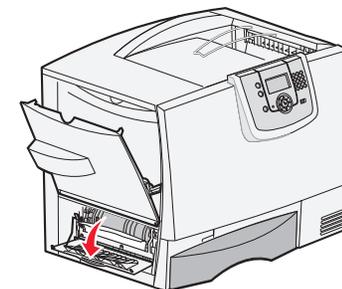

2 Press the pick assembly release lever, and remove all media and jams.
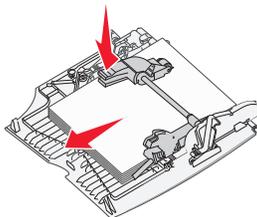
3 Return the feeder to its working position, and reload your paper.

Area B

1 Open the left access door until it clicks into place.

2 Remove all visible paper. Remove any torn paper from the printer.

3 Close the door.

4 Open Tray 1, and make sure the entire paper stack is pushed all the way down into the tray.

Area C

1 Open the 500-sheet drawer access door. Hold the door down while removing jams.
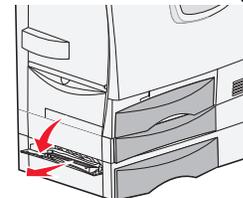
2 Make sure the entire paper stack is loaded correctly, and then close the door.

Area D

1 Open the front access door.

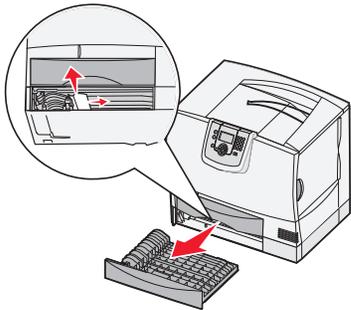2 Hold down the front access door. Remove jams in the rollers under the image transfer unit.
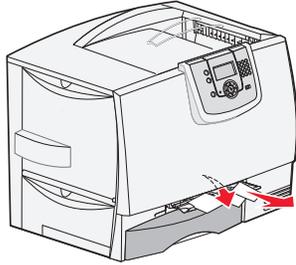
Area T1

1 Open tray 1.

2 Remove any jams.

3 Make sure the paper is pushed all the way down into the tray, and then close tray 1.

Area E

1 Pull the duplex tray E completely out. Remove any paper caught in the rollers or inside the printer.

2 Reinstall the duplex mechanism in the printer.

Area T<x>

1 Carefully open trays 2 through 4 (all 500-sheet trays), and then remove jams.

2 Make sure the paper is pushed all the way down into the tray, and then close trays 2 through 4.

Area J

1 Remove the duplex tray J.

2 Remove any jams, and then reinstall the tray.

Area K

1 Open the lower right access door.
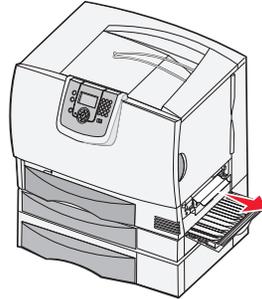
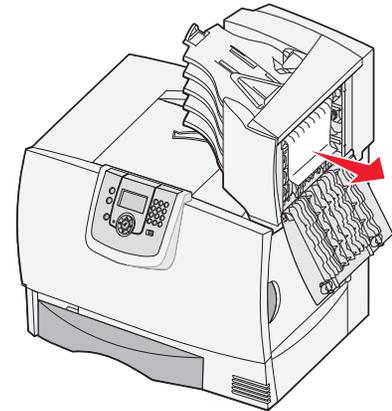2 Remove any jams, and then close the door.

Area L

1 Open the upper right access door.
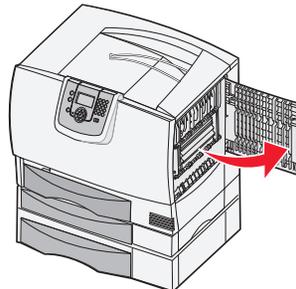
2 Remove jams from the rollers, and then close the door.

Clearing mailbox, finisher, or output expander jams (Area M)
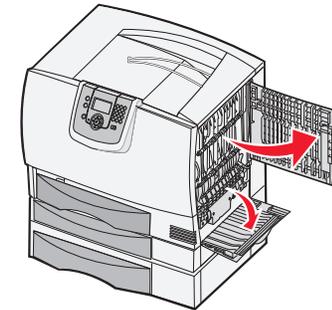
1 Open the rear door of the 5-bin mailbox or output expander.

2 Pull the jam straight out, and then close the door.

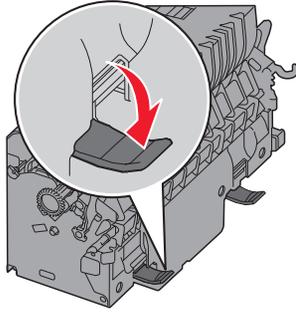## Clearing fuser jams

1 Clear the paper path. If the jam error message persists, go to step 2.

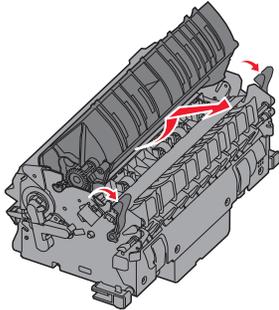2 Open both the upper right and the lower right access doors (Areas K and L).

CAUTION: The fuser assembly may be hot. Let it cool before continuing.

3 Pull down the latches. They slide toward the center to release the fuser.
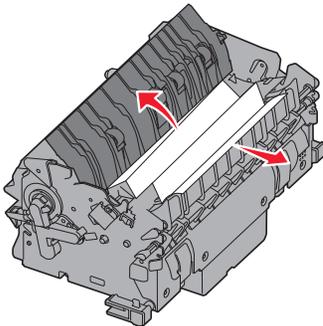
4 Pull the fuser out, and set it on a clean, flat surface.

5 Unsnap the housing and set it aside.

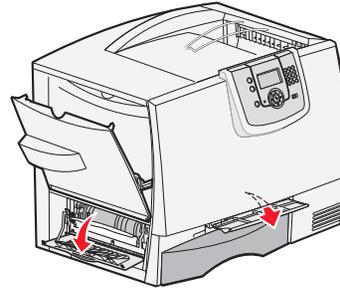**6** Lift up the fuser roller cover and remove the jam.

7 Close the fuser roller cover.

8 *Snap* the housing back onto the fuser.

9 Insert the fuser back into the printer.

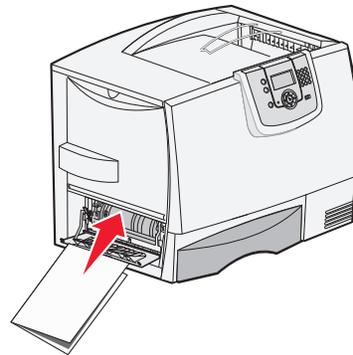**10** Slide the latches out, and then pull up to refasten them.

11 Close the doors.

Clearing image transfer unit jams

**1** Open the front access door and the left access door.

2 While holding down the front access door, insert a folded piece of paper as shown to clear the paper sensors under the image transfer unit. Make sure to clear the entire width of the paper path.

3 Close the left access door and the front access door. If the jam persists, continue with step Turn the printer off. Open the front cover..

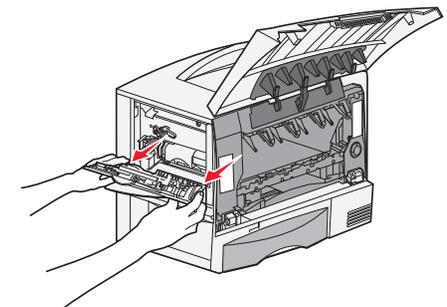**4** Turn the printer off. Open the front cover.
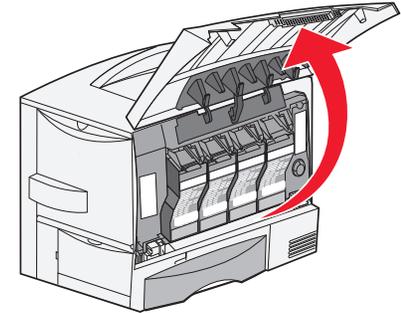
5 Remove all the print cartridges.

   a Pull up slightly on the cartridge handhold.

   b Pull the cartridge straight out and use the handle to lift it off the guides.

   c Place the cartridges on a clean, flat surface out of direct light.
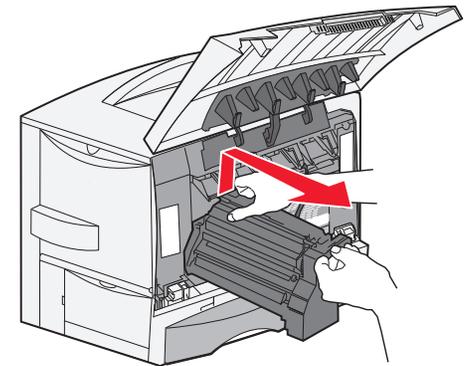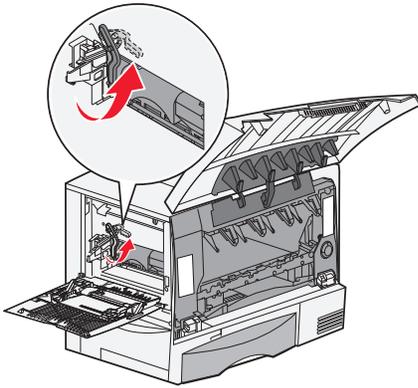
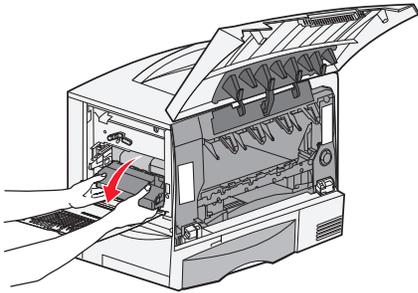**6** Release the latches to open the multipurpose feeder (area A) all the way.

7 Remove the image transfer unit.

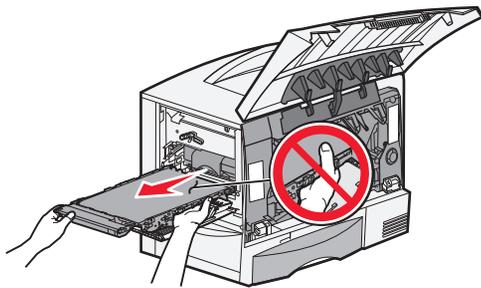**a** Raise the lever to unlock the image transfer unit.
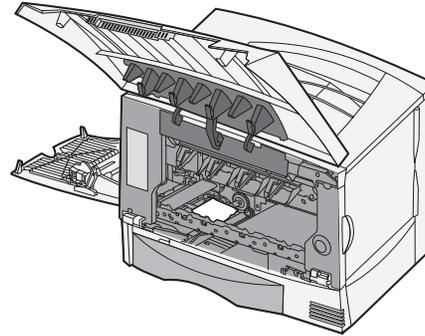
b Pull down on the handle.

c Slide the image transfer unit out and place it on a clean, flat surface.

Warning: Do not touch the transfer belt. Touching the belt will damage the image transfer unit.
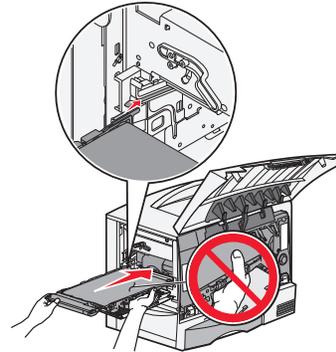
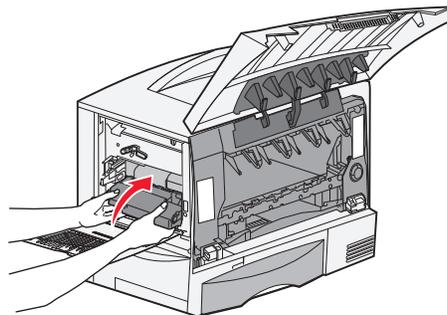**8** Look inside the printer. Remove all torn paper or other jams.

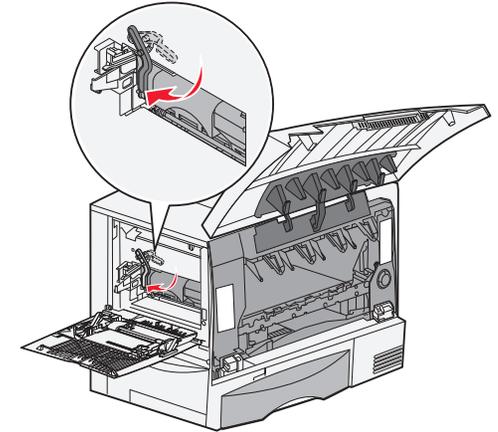**9** Insert the image transfer unit back into the printer.

   a Align the guides with the insertion grooves and gently slide the unit in.

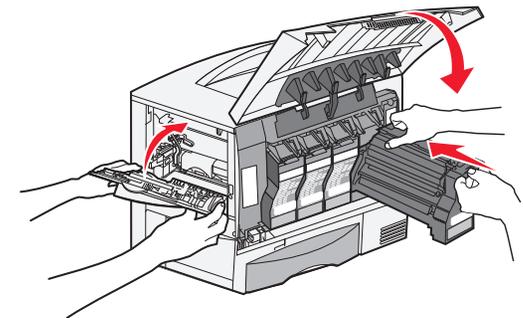   **b** Rotate the handle up, and push gently to lock the unit in place.

c Lower the lever to lock the image transfer unit into place.

10 Return the multipurpose feeder to its working position.

   Reinstall all the print cartridges.

11 Close the printer door.

12 Turn the printer on. The printer returns to a Ready state.

If you still need help

1 Turn the printer off and then back on.

2 Contact your administrator or Help desk if you need more assistance.