

Lexmark™ X560 Clearing Jams Guide

Avoiding and clearing jams

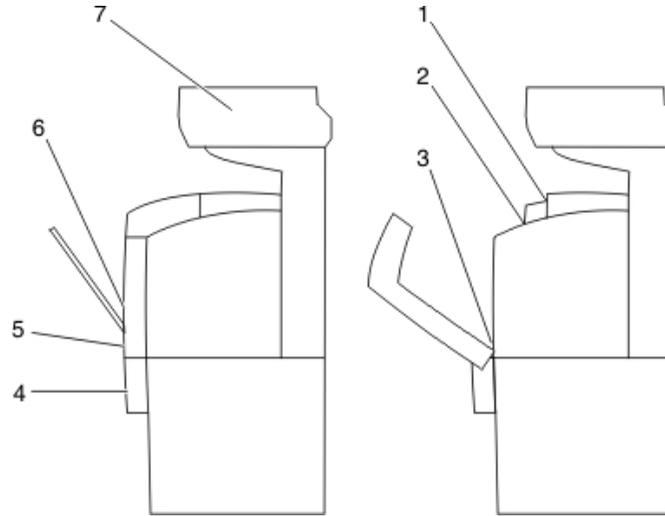
Avoiding jams

The following hints can help you avoid jams:

- Use only recommended paper or specialty media.
For more information, see the *Card Stock & Label Guide* available on the Lexmark Web site at www.lexmark.com/publications.
- Do not load too much paper. Make sure the stack height does not exceed the indicated maximum height.
- Do not load wrinkled, creased, damp, or curled paper.
- Flex, fan, and straighten paper before loading it.
- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same stack.
- Store the paper in an appropriate environment.
- Do not remove trays while the printer is printing.
- Push all trays in firmly after loading paper.
- Make sure the guides in the trays are properly positioned, and are not pressing too tightly against the paper.
- Make sure all printer cables are attached correctly. For more information, see the setup documentation.

Understanding jam messages and locations

Open doors and covers, and remove trays to access jam locations. The illustration shows possible jam locations. To resolve any jam message, you must clear all paper from the paper path.



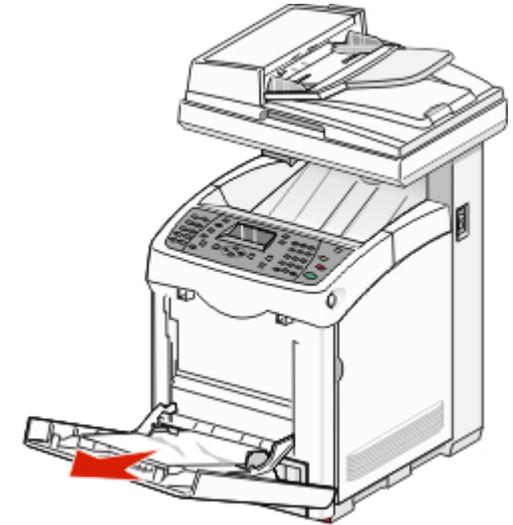
	Jam message	Area name
1	Jam at Exit Open Door A	Fuser top
2	Jam at Reg. Roll Open Door A	Fuser bottom
3	Jam at Duplexer Open Door A Lift Belt Unit	Optional duplex unit
4	Jam at Tray 3 Open Tray 3 Open Door A	Optional 550-sheet tray (Tray 3)
5	Jam at Tray 2 Open Tray 2 Open Door A	Standard tray (Tray 2)
6	Jam at Tray 1 Check Tray 1 Open Door A	Multipurpose Feeder (Tray 1)

	Jam message	Area name
7	Jam at Scanner Open ADF Cover R and Remove Paper Turn the Green Dial to Remove Paper	ADF tray

Clearing Tray 1 (MPT) jams

If the paper did not feed from the multipurpose feeder correctly, **Jam at Tray 1** appears.

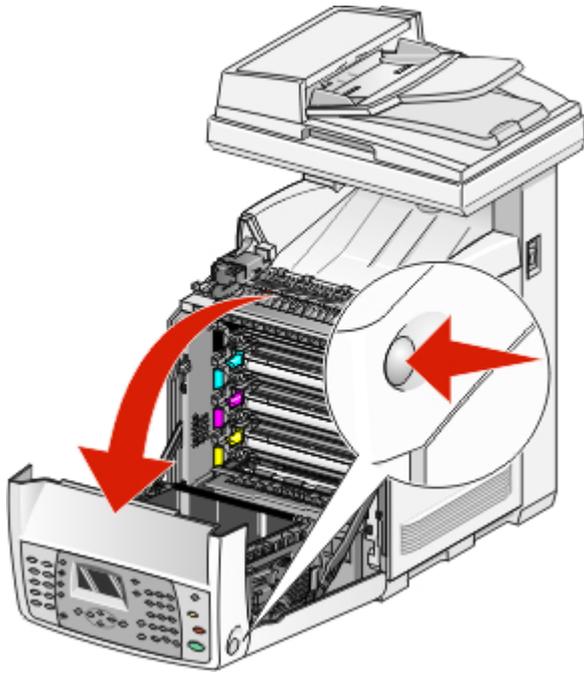
- 1 Pull the jammed paper out of the multipurpose feeder tray, and then remove any remaining paper from the tray.



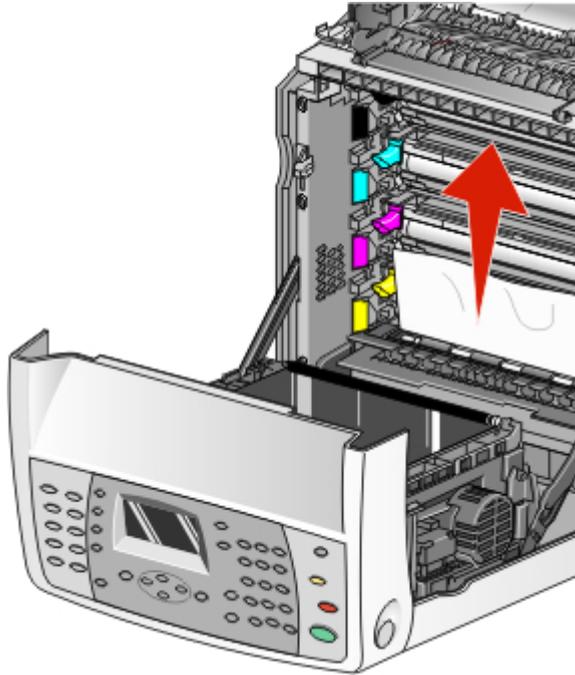
- 2 Push the release button, and gently lower the front door.



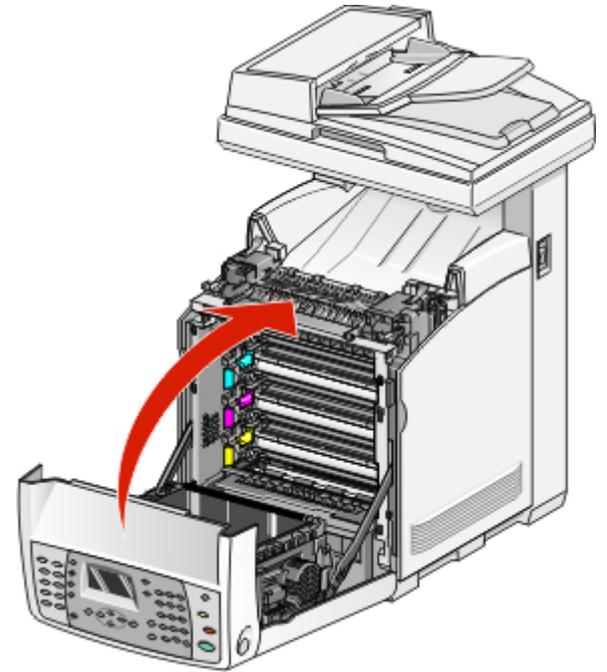
CAUTION—HOT SURFACE: To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



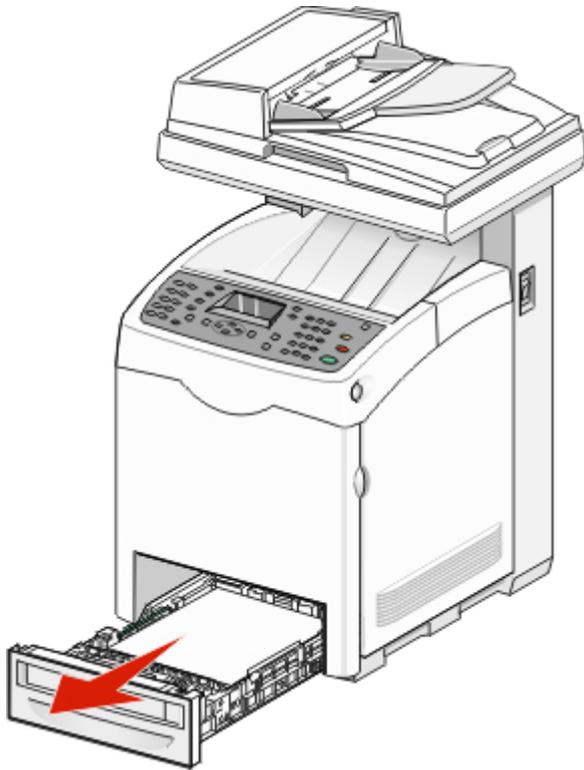
3 Remove any jammed paper from inside the printer.



4 Close the front door.



- 5 Grasp the handle, and pull Tray 1 out. Remove the tray completely.



- 6 Remove any jammed paper from inside the tray housing.

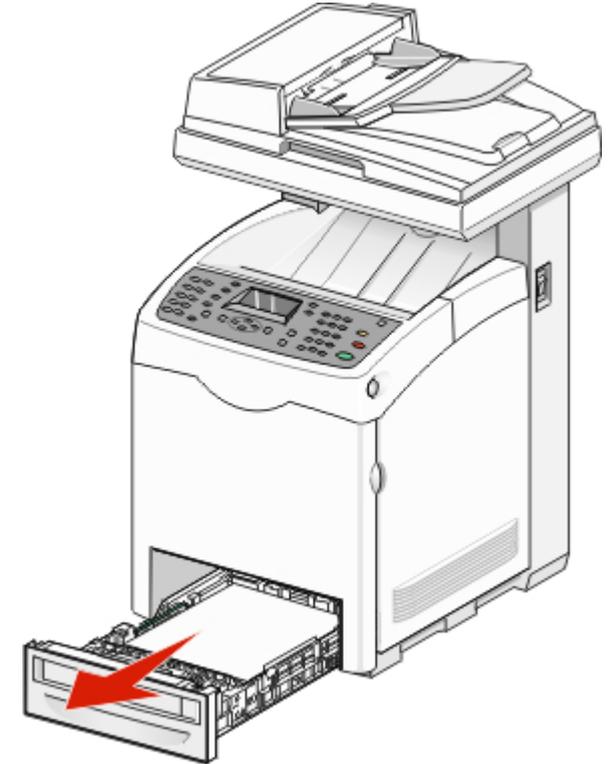


- 7 Align the tray, and insert it.

Clearing Tray 2 jams

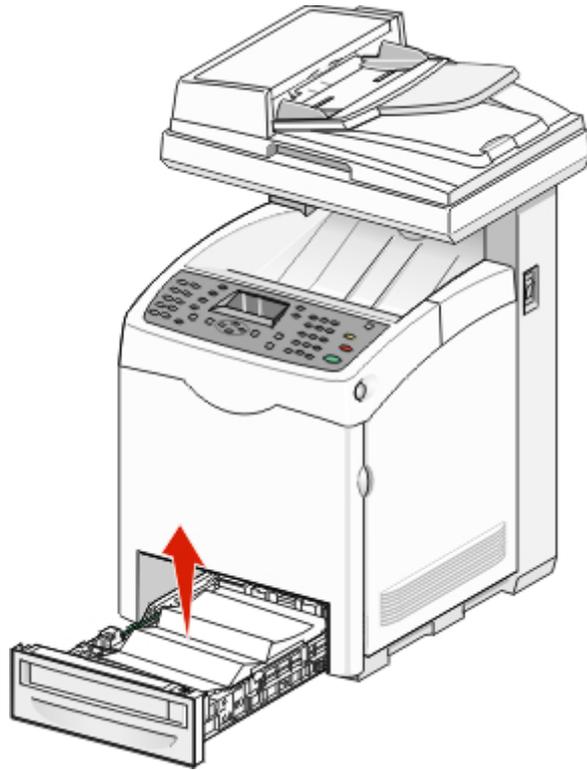
If the paper did not feed from Tray 2 correctly, the jam is in the tray. **Jam at Tray 2** appears.

- 1 Grasp the handle, and pull Tray 1 out. Remove the tray completely.



2 Remove the jam. The jam could be in the tray or behind the tray area.

- **Jams in the tray**—Locate the single piece of paper lying on top of the stack. Pull it straight out.



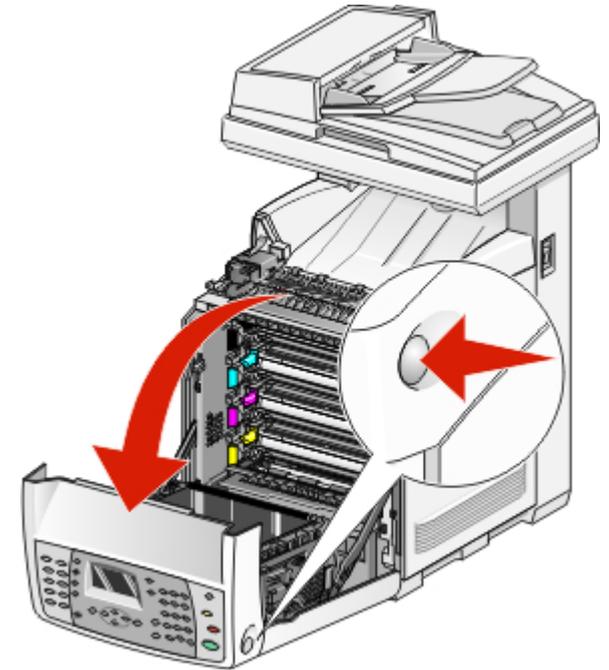
- **Jams behind the tray area**—Locate the jam on the bottom surface of the tray housing. You may have to reach far under the printer to locate the jam, as shown in the following illustration. Pull the jam straight out.



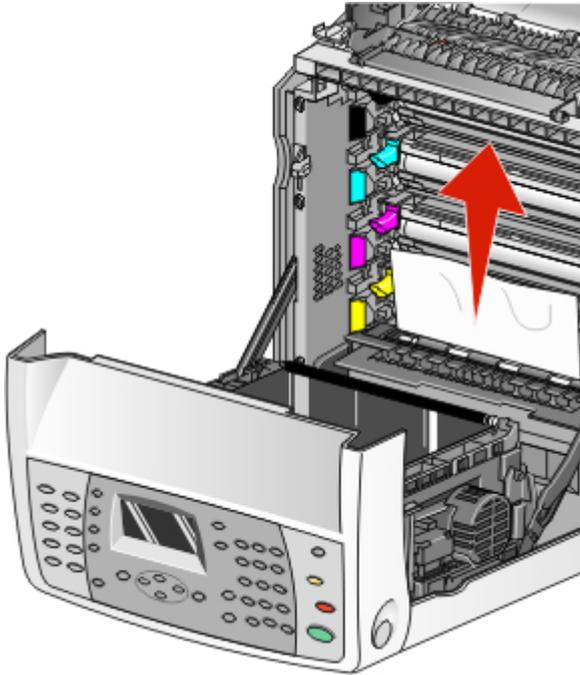
3 Align the tray, and insert it.

4 Push the release button, and gently lower the front door.

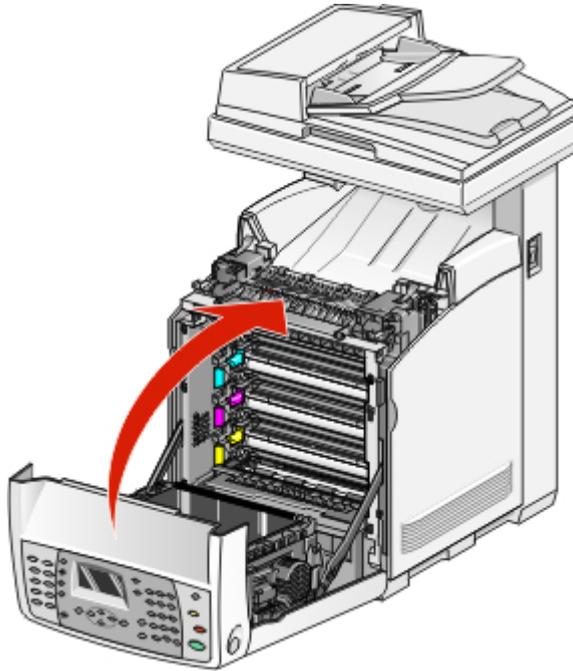
 **CAUTION—HOT SURFACE:** To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



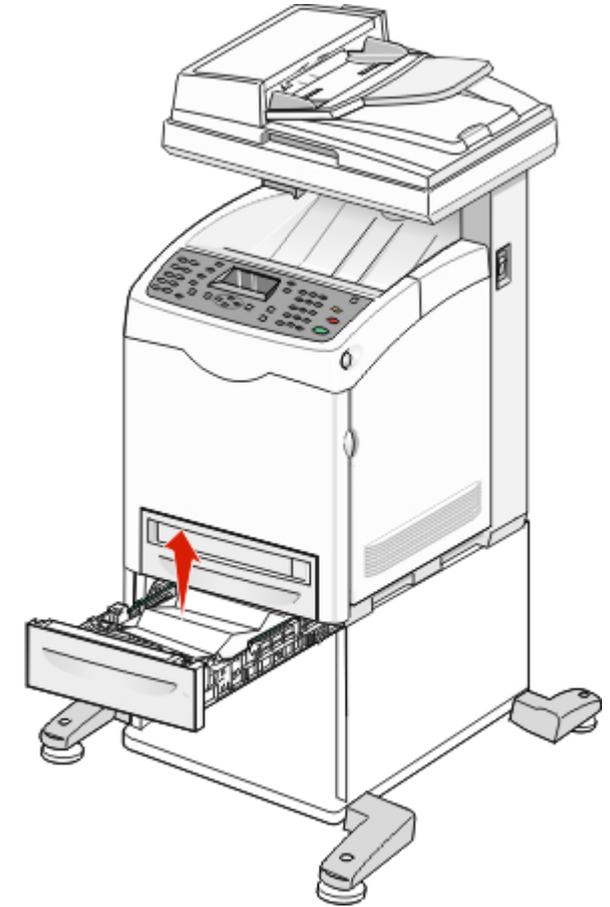
5 Remove any jammed paper from inside the printer.



6 Close the front door.



• **Jams in the tray**—Locate the single piece of paper lying on top of the stack. Pull it straight out.

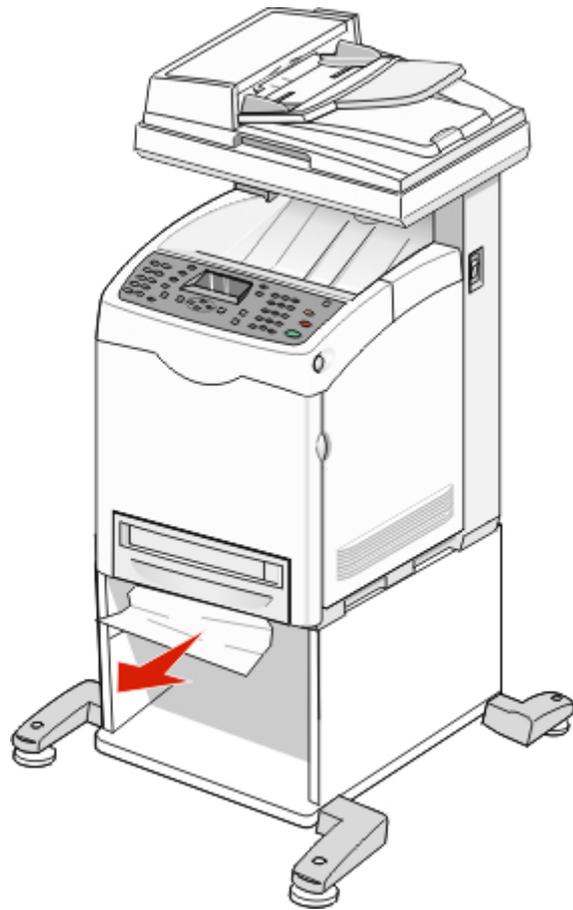


Clearing Tray 3 jams

If the paper did not feed from Tray 3 correctly, the jam is in the tray. **Jam at Tray 3** appears.

- 1 Grasp the handle, and pull Tray 3 out. Remove the tray completely.
- 2 Remove the jam. The jam could be in the tray or behind the tray area.

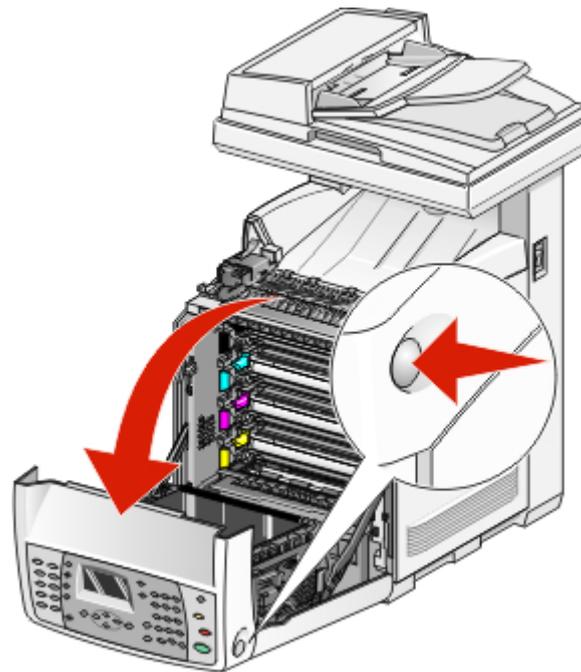
- **Jams behind the tray area**—Locate the jam on the bottom surface of the tray housing. You may have to reach far under the printer to locate the jam, as shown in the following illustration. Pull the jam straight out.



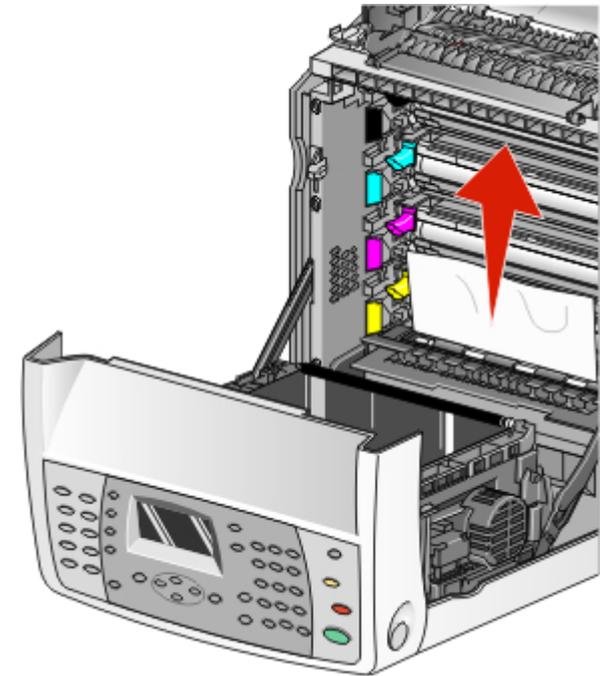
3 Align the tray, and insert it.

4 Push the release button, and gently lower the front door.

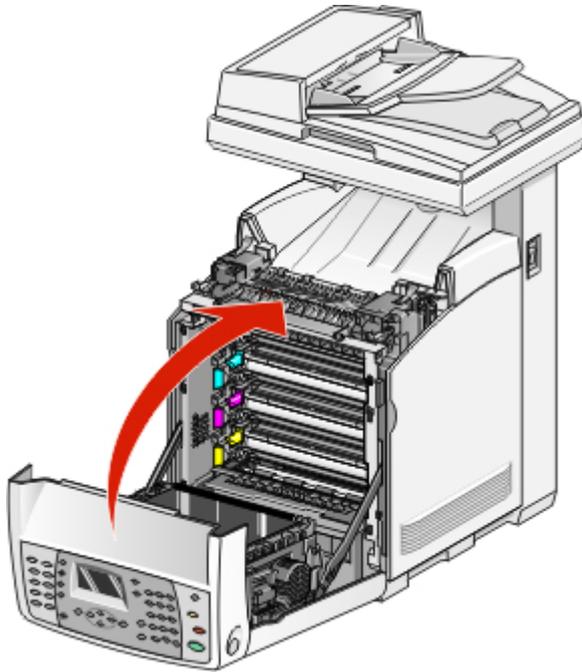
 **CAUTION—HOT SURFACE:** To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



5 Remove any jammed paper from inside the printer.



6 Close the front door.

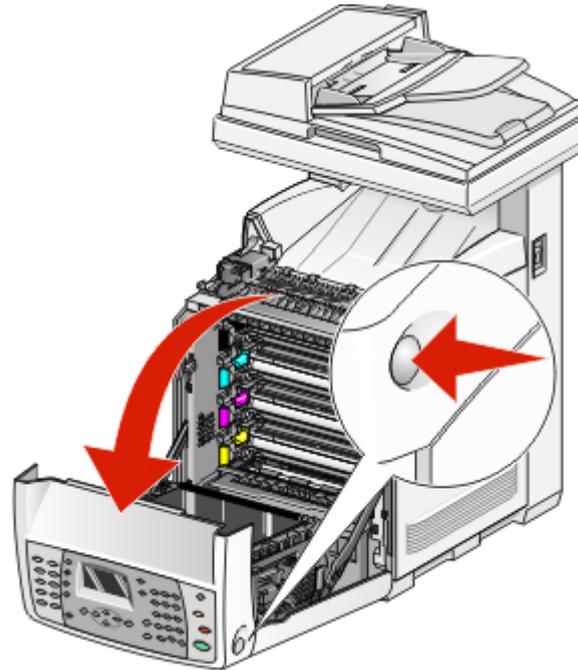


Clearing jams in the fuser

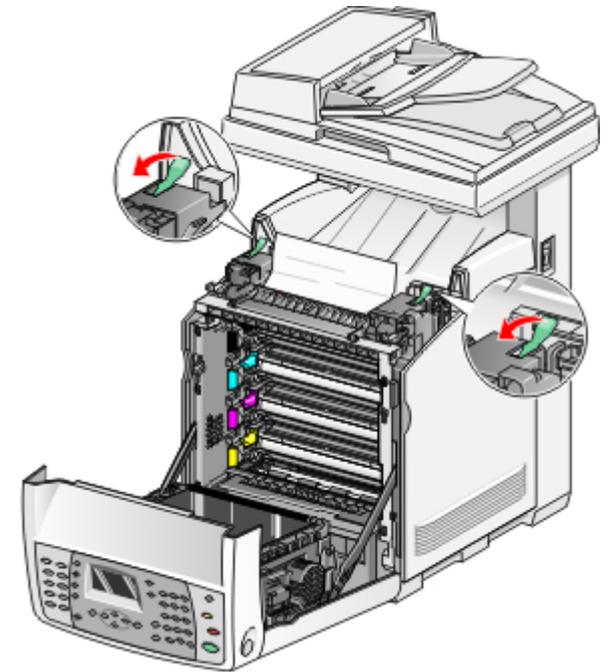
If the paper is jammed in the fuser area, **Jam at Exit** or **Jam at Reg. Roll** appears. A **Jam at Reg. Roll** message indicates the paper is jammed below the fuser. A **Jam at Exit** message indicates the paper is jammed above the fuser.

 **CAUTION—HOT SURFACE:** To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

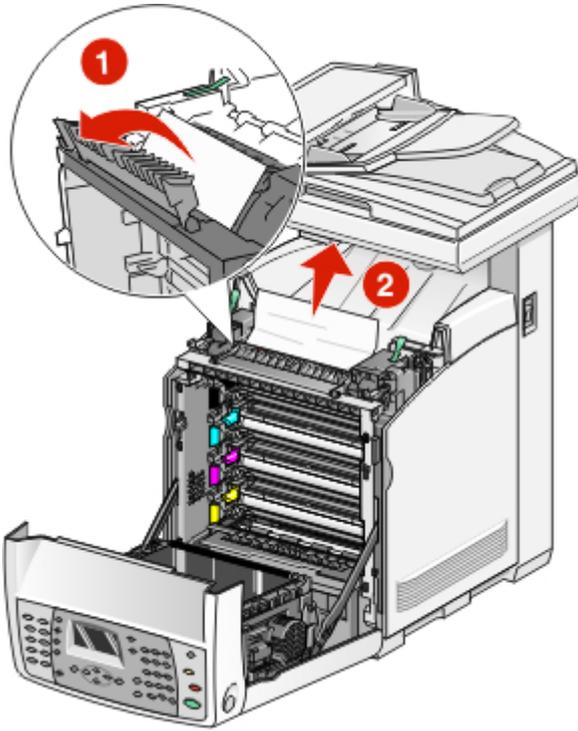
1 Push the release button, and gently lower the front door.



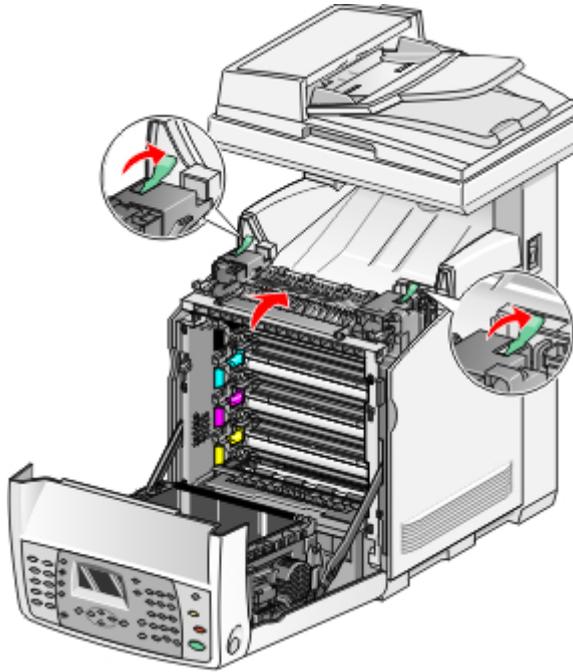
2 Lift the fuser pressure release levers to release tension on the paper.



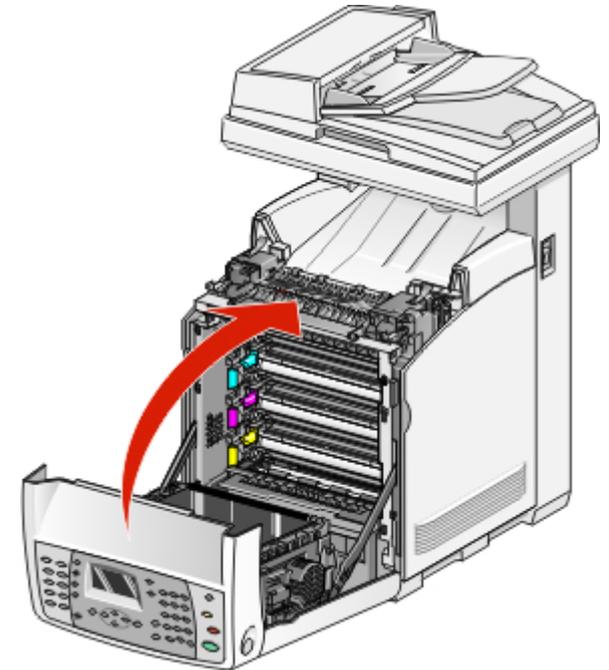
3 Lift the fuser cover, and then remove the jammed paper.



4 Close the fuser cover, and then lower the pressure release levers.



5 Close the front door.

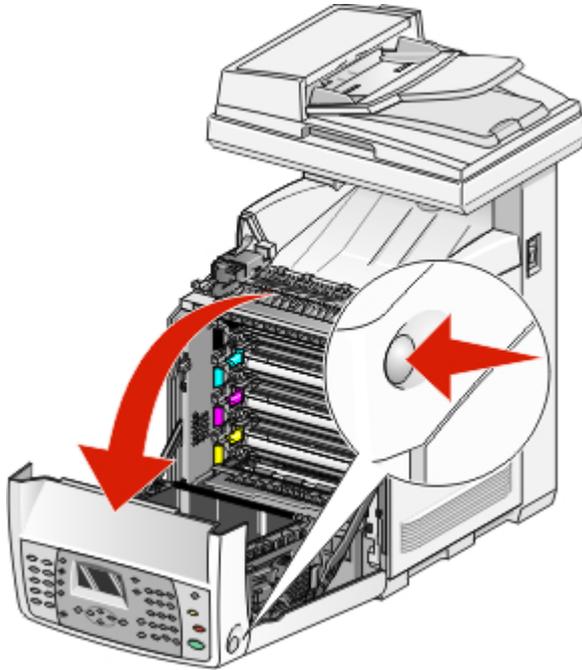


Clearing jams in the duplex unit

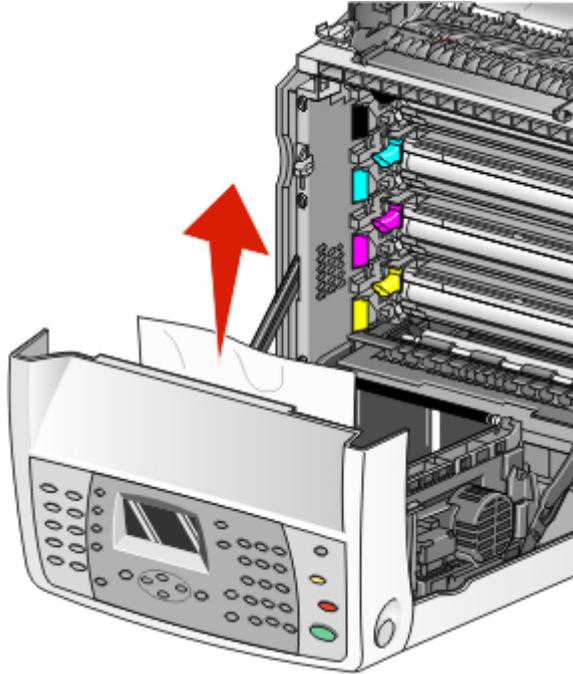
If the paper did not feed through the duplex unit correctly, the jam is in the duplex paper path. **Jam at Duplexer** appears.

CAUTION—HOT SURFACE: To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

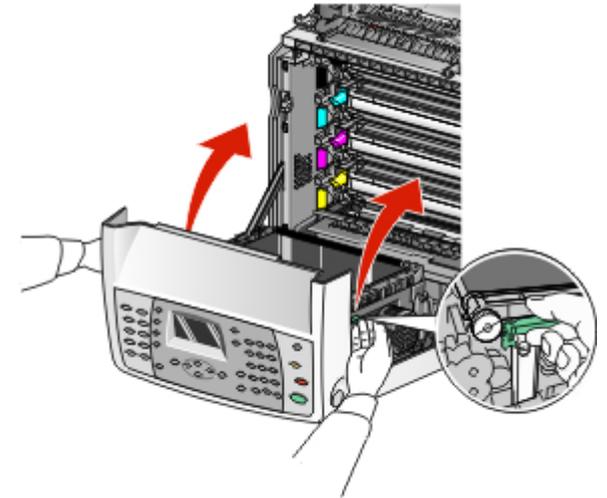
- 1 Push the release button, and gently lower the front door.



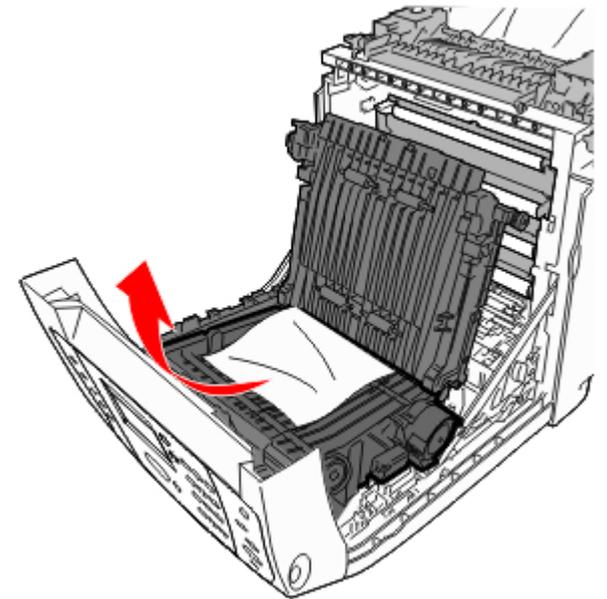
- 2 Pull out the jammed paper from the duplex unit. If jammed paper cannot be found, go to the next step.



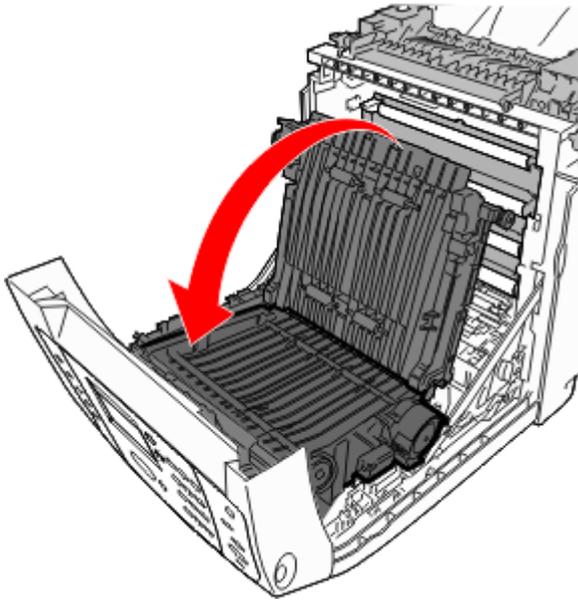
- 3 Lift the transfer belt unit.



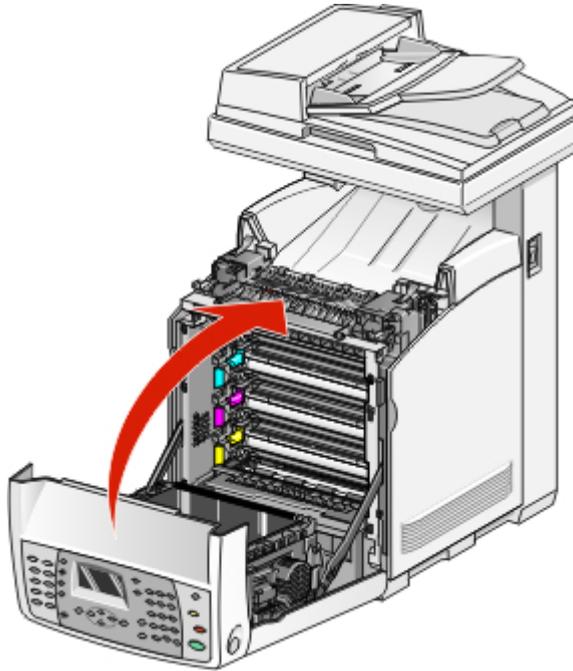
- 4 Remove any jammed paper from the duplex paper feeder.



5 Close the transfer belt unit.



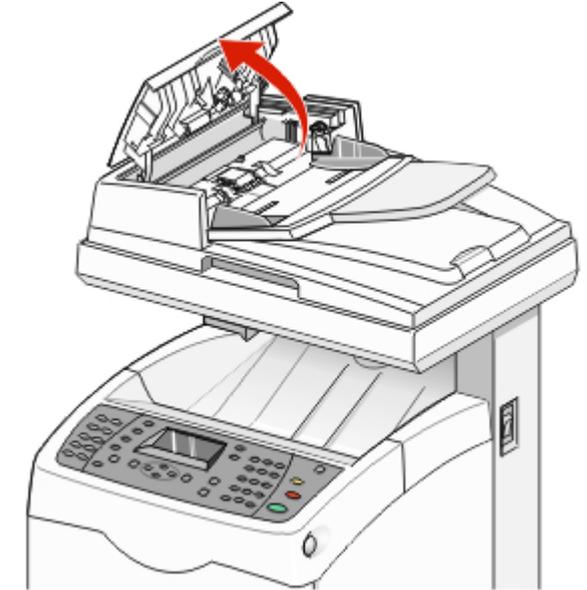
6 Close the front door.



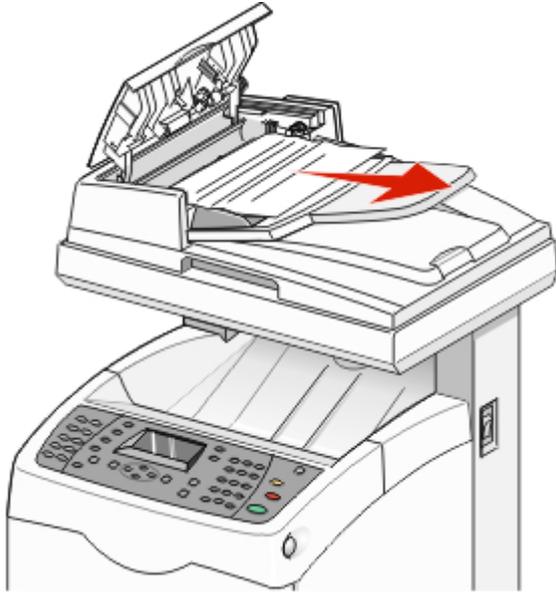
Clearing jams in the ADF

If the paper is jammed in the ADF, **Jam at Scanner** appears. Remove all jammed paper, and make sure the paper feed tray is not overfull.

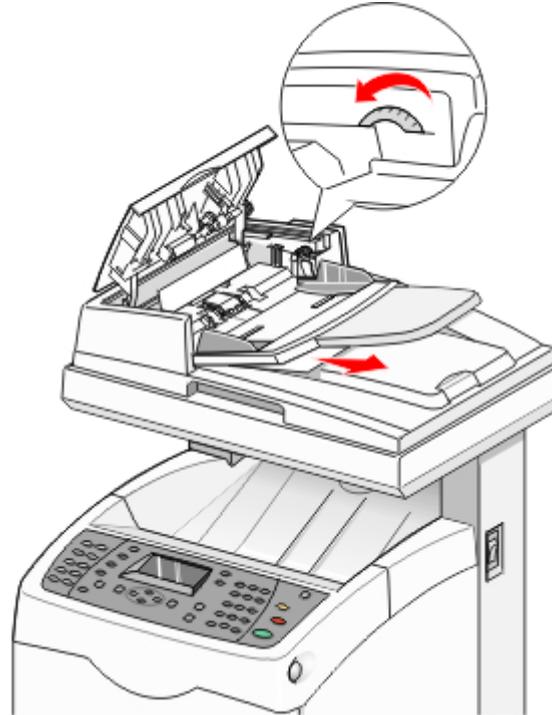
- 1 Remove all paper from the paper feed tray, and then open the ADF cover.



- 2** If the jam is in the paper feed area, remove the jam by carefully pulling it up.



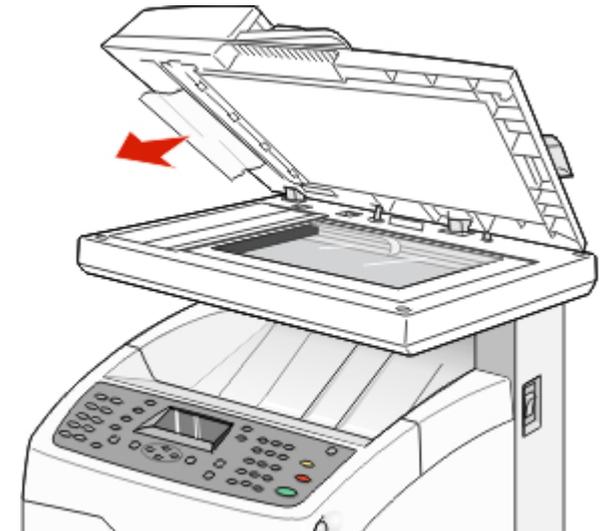
- 3** If the jam is at the paper exit area, turn the dial to remove the jam.



- 4** Close the ADF cover.



- 5** Open the scanner cover and remove any jammed paper from the paper feed area.



6 Close the scanner cover.



7 When all the jammed paper is removed, **Return the Removed Original and Press Start** appears. Place the original document in the ADF, and then press **Start**  to continue with the scan job.