

How to Troubleshoot Paper Jams and Misfeeds on the Lexmark Z640 Series Printers

Properties

Problem

Jam; Paper jam; Paper stuck; Banner paper jam; Special media; Can't print

Environment

How to troubleshoot paper jams and misfeeds; Microsoft Windows 2000; Microsoft Windows XP; Microsoft Windows Vista

Solution

Troubleshooting steps

If the paper is lodged too far into the printer and cannot be removed, follow the directions in the table below.

Step	Action
1	Turn the printer off.
2	Turn the printer back on.
	<p>If the printer does not automatically eject the page:</p> <ul style="list-style-type: none"> ● ● Turn the printer off again. ● ● Pull firmly on the paper to remove it. ● If you cannot reach the paper, raise the front cover, pull the paper out, and then close the front cover. ● ● Turn the printer on. ● CAUTION: Do not force the paper into the printer.

NOTE: Check inside the printer to ensure that all the paper is removed. Any small pieces of paper left in the printer will continue to cause paper jams.

To avoid paper feed or jamming issues:

Make sure:

- -
 - Your paper is recommended for inkjet printers.
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- The edges of your paper are not curled.
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- A piece of paper from a previous print job is not jammed in the printer.
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- You do not load too much paper. Depending on the weight of the paper, you can load up to 100 sheets of plain paper, 10 transparencies or labels, and 10 envelopes or cards.
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- You do not force the paper into the printer. For example, letter and A4 paper should extend slightly beyond the top of the paper support.
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- The printer's paper guide is aligned against the left edge of the paper.
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- The paper guide does not cause the paper to bow.
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- The printer is on a flat, level surface.
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- The printer settings you have chosen are correct for the type of document you are printing. For help, please check the User Guide.
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- The paper is aligned against the right side of the paper support.

If the printer does not feed envelopes or specialty media:

Make sure:

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- Your printer feeds paper without difficulty. Load the envelopes or specialty media vertically against the right-hand side of the paper support.
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- Squeeze and slide the paper guide to the left edge of the envelopes or specialty media.
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- You select the appropriate envelope or specialty media size and the appropriate paper type.
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- You are using a specialty media or envelope size that your printer supports.
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- Your software program is designed to print envelopes. For help, check your software program documentation.
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- The envelope or specialty media is not jammed. If it is jammed, please follow the above troubleshooting procedures for paper jams.

Still Need Help?

If you require additional assistance, please contact [Lexmark Technical Support](#). **NOTE:** When calling for support, you will need the **machine** or **model type** and **serial number** (SN) of your printer. Please call from near the computer and printer in case the technician asks you to perform a task on one or both of these devices.