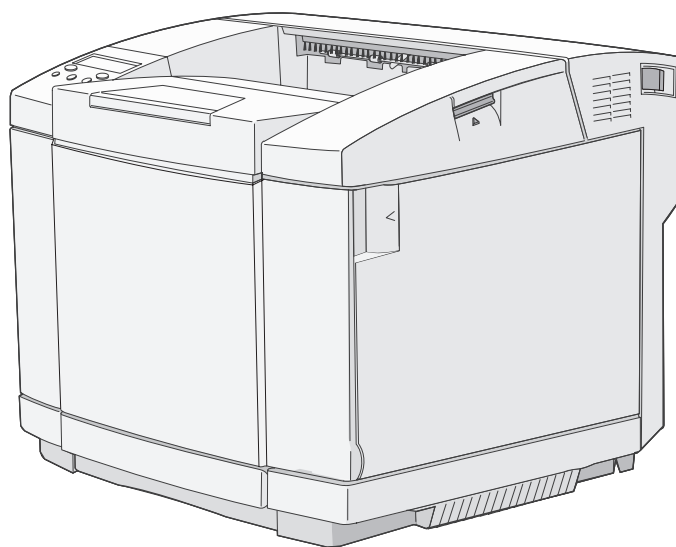




C500n (5023-xxx)

User's Guide



March 2006

www.lexmark.com

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Details relating to compatibility are included in the *Technical Reference*.

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Safety information

- Connect the power cord to a properly grounded electrical outlet that is near the product and easily accessible.
CAUTION: Do not set up this product or make any electrical or cabling connections, such as the power cord or telephone, during a lightning storm.
- Refer service or repairs, other than those described in the operating instructions, to a professional service person.
- This product is designed, tested, and approved to meet strict global safety standards with the use of specific Lexmark components. The safety features of some parts may not always be obvious. Lexmark is not responsible for the use of other replacement parts.
- Your product uses a printing process that heats the print media, and the heat may cause the media to release emissions. You must understand the section in your operating instructions that discusses the guidelines for selecting print media to avoid the possibility of harmful emissions.

Installation Environment

Since the installation environment affects the printer, install the printer on a mounting stand or a desk at a place suitable for the printer operation.

The following gives the ranges of temperature and humidity acceptable for printer operation.

- Acceptable environment
 - Temperature: 10°C to 32.5°C
 - Humidity: 15% to 80%
- Recommended environment
 - Temperature: 17.5°C to 27°C
 - Humidity: 15% to 80%

Do not install the printer in the following places:

- In a location subject to direct sunlight
- Near an air conditioner, or where it is subject to direct cool or warm drafts, or radiated heat
- Where it is subject to exhaust discharged directly from a printer
- Where the temperature or humidity changes significantly (Take care so that the printer is not subject to condensation)
- Where it is subject to excessive dust or corrosive gases
- In a location such as a laboratory, where chemical reactions could occur
- Where an ultrasonic humidifier is being used
- In a poorly ventilated location
- Near equipment which generates electrical noise or strong magnetic fields
- Where it is subject to vibrations or shocks
- Anywhere that cannot stand the mass of the printer (about 29 kg for the printer with consumables, and about 35 kg for the maximum printer configuration, including the options)
- In an uneven place or mounting location is not level
- Where it may be caused to slide or where it is sloped
- On more than one stand



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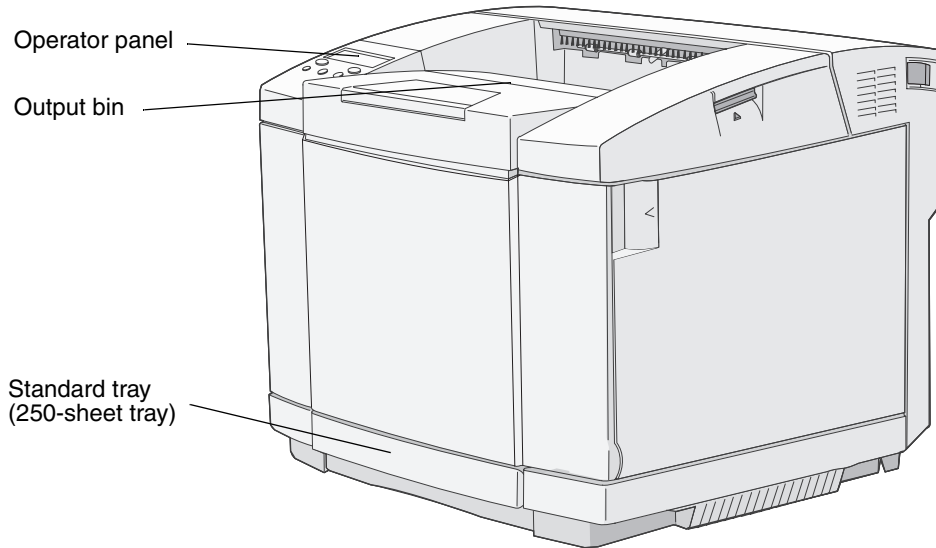
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1

Overview

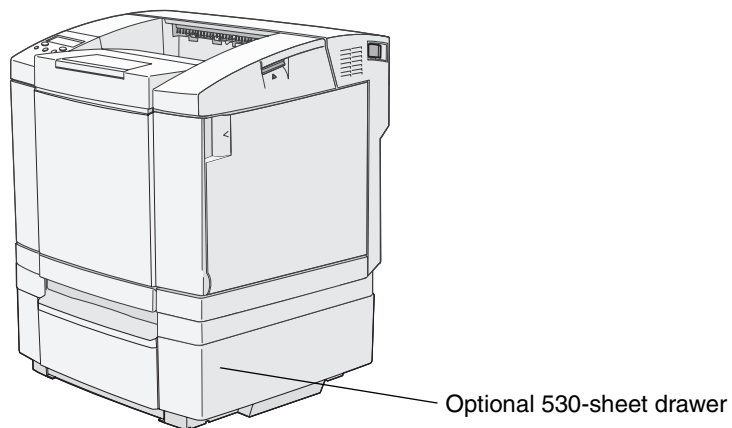
Basic model

The following illustration shows the basic model and features of the Lexmark™ C500n printer.



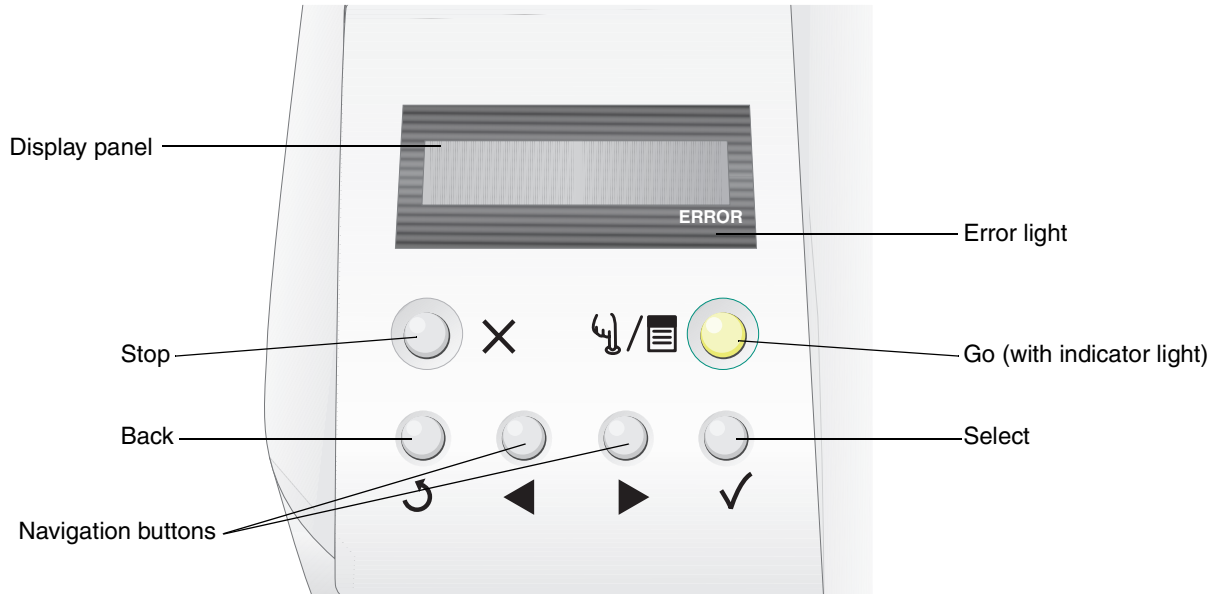
Configured model

The following illustration shows the 530-sheet drawer option available for the Lexmark C500n. For more information, see **Installing and removing options**.







Understanding the printer operator panel

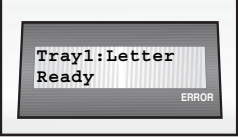
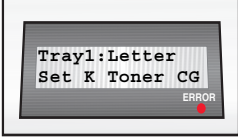
The display panel is a two line, gray scale display that shows text. The Go and Stop buttons are located below the display panel, and the Back, Navigation, and Select buttons are located below the Go and Stop buttons.



The use of the buttons and the layout of the operator panel is described in the following table.

Button	Function								
Go (with indicator light) 	<p>A green LED is used on the operator panel. The light indicates whether the printer power is on, the printer is busy, idle, offline, or processing a job.</p> <p>Pressing Go switches the status of the printer between online and offline, and it allows access to menus.</p> <table border="1"> <thead> <tr> <th>Status</th> <th>Indicates</th> </tr> </thead> <tbody> <tr> <td>Off</td> <td>Printer is offline, and the menus are available.</td> </tr> <tr> <td>Solid green</td> <td>Printer is on, but idle.</td> </tr> <tr> <td>Flashing green</td> <td>Printer is warming up, processing data, or printing a job.</td> </tr> </tbody> </table>	Status	Indicates	Off	Printer is offline, and the menus are available.	Solid green	Printer is on, but idle.	Flashing green	Printer is warming up, processing data, or printing a job.
Status	Indicates								
Off	Printer is offline, and the menus are available.								
Solid green	Printer is on, but idle.								
Flashing green	Printer is warming up, processing data, or printing a job.								
Stop 	<p>Press the Stop button to stop the mechanical operation of the printer. After pressing Stop, the message Stopping appears. When the printer has stopped, the status line in the operator panel will show Stopped, and a list of options will appear.</p>								
Back 	<p>Press the Back button to return to the last screen viewed.</p> <p>Note: Changes made on a screen will not be applied if you press the Back button.</p>								
Navigation buttons 	<p>The Left and Right buttons are used to move within a screen, such as moving from one menu index item to another.</p> <p>The Select button is used to initiate an action on a selection. Press Select to select a menu item, or to submit a configuration item.</p>								

Overview

Button	Function
<p data-bbox="175 245 331 275">Display panel</p>  <p>The screenshot shows a rectangular display panel with a dark background. The text 'Tray1:Letter' is on the top line and 'Ready' is on the second line. In the bottom right corner, the word 'ERROR' is displayed next to a small red indicator light.</p>	<p data-bbox="482 245 1349 300">The display panel shows messages describing the current state of the printer and indicating possible printer problems you must resolve.</p> <p data-bbox="482 306 954 336">The top line of the display is the header line.</p>
<p data-bbox="175 462 293 491">Error light</p>  <p>The screenshot shows the same display panel as above. The text 'Tray1:Letter' is on the top line, 'Set K Toner CG' is on the second line, and 'ERROR' is on the third line next to a red indicator light.</p>	<p data-bbox="482 462 1438 516">The error light appears whenever a service message occurs. For more information, see the <i>Menus and Messages Guide</i>.</p>

2

Installing and removing options

You can customize your printer by adding optional input devices. You can also use these instructions to help you locate an option for removal. Install the printer and any options you have purchased in the following order:

CAUTION: If you are installing options after setting up the printer, turn the printer off and unplug the power cord before continuing.

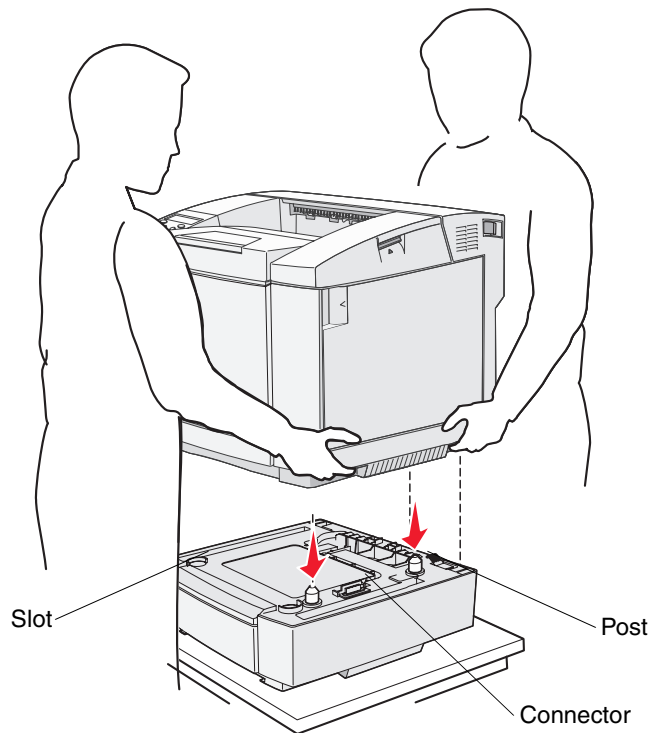
- Optional 530-sheet drawer
- Printer

Installing a 530-sheet drawer

Once you have selected a location and positioned an optional drawer, you are ready to position the printer. Lift the printer by the recessed handholds on both sides, and place it on the optional drawer.

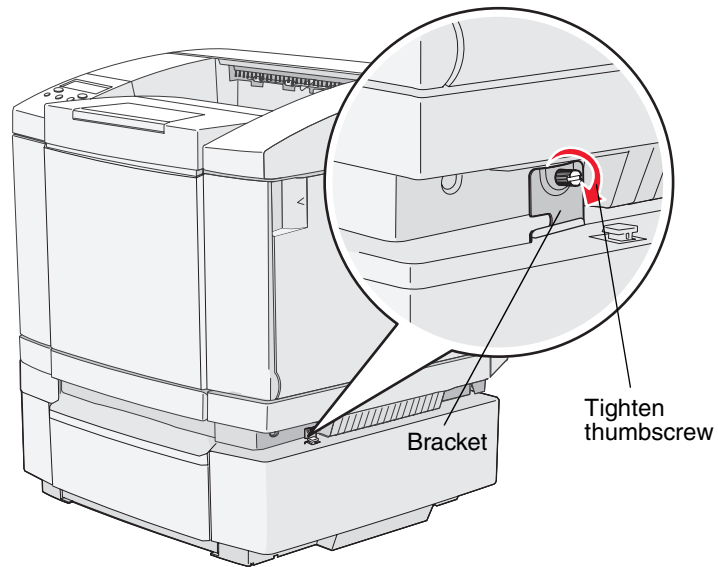
CAUTION: The printer weighs 29 kg (66 lb), and requires at least two people to lift it safely.

To position the printer on the optional drawer:

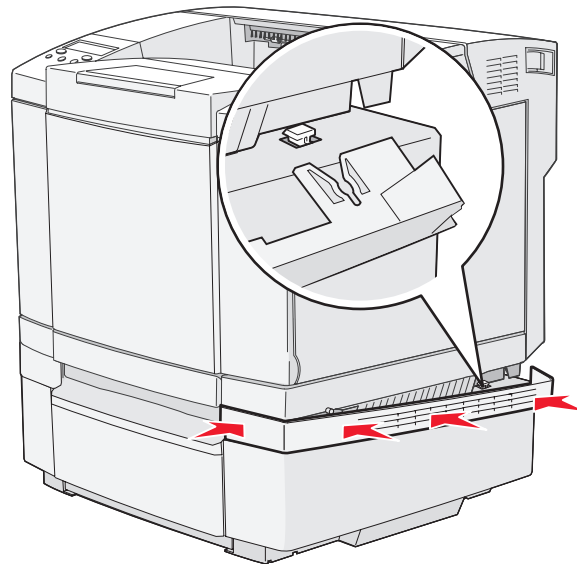


- 1 Align the posts, slots, and connector on the drawer with the underside of the printer.
- 2 Lower the printer into place. Make sure it is seated securely on the drawer.

Securing the drawer to the printer

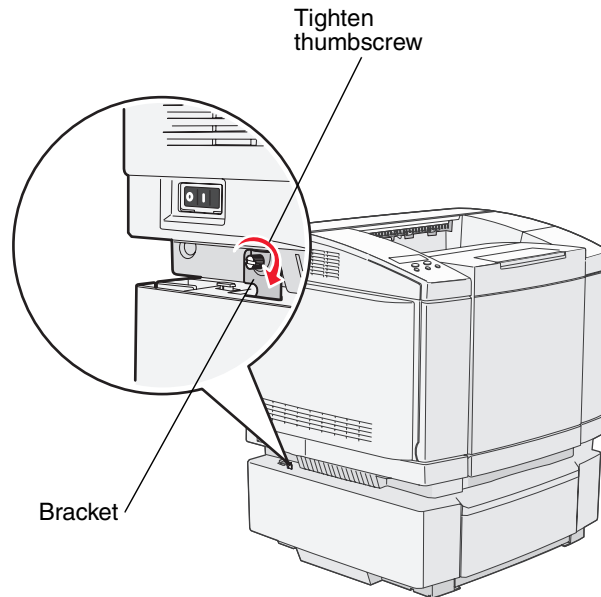


- 1** Align one bracket with the hole on the right side of the printer as shown. Press the bracket flat against the printer, and then tighten the thumbscrew.

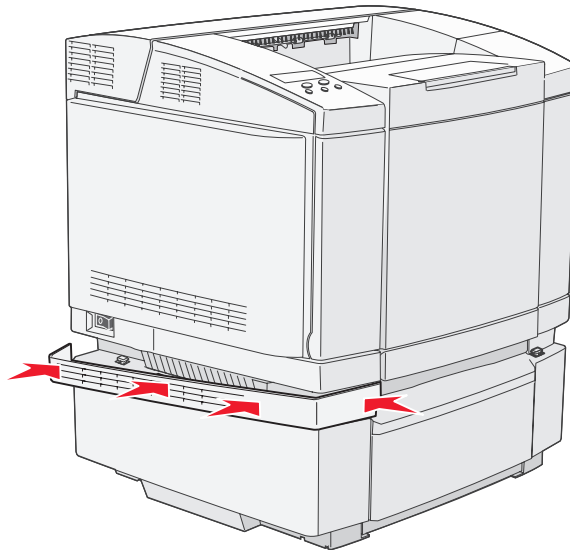


- 2** Starting at the front of the printer, push the right side cover onto the printer, fitting each slot on the cover over its corresponding tab on the optional drawer in order to cover the gap between the printer and the optional drawer. Note the side cover orientation. The side cover is flat on the bottom.

Installing and removing options



- 3 Align the other bracket with the hole on the left side of the printer as shown. Press the bracket flat against the printer, and then tighten the thumbscrew.



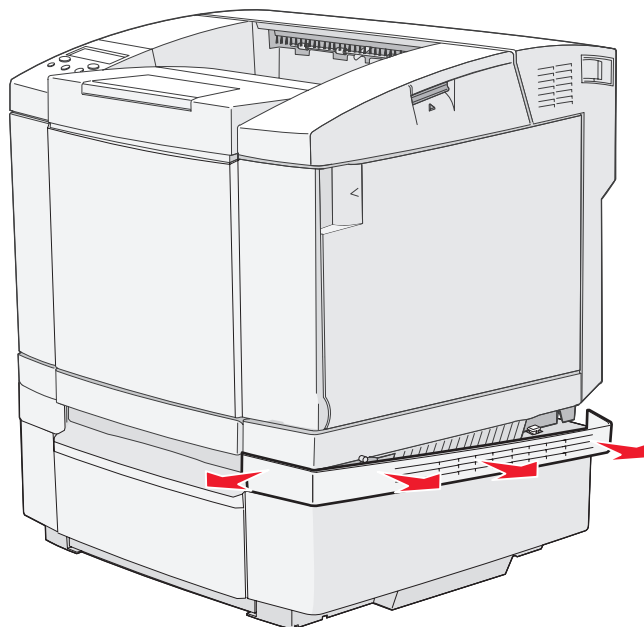
- 4 Starting at the front of the printer, push the left side cover onto the printer, fitting each slot on the cover over its corresponding tab on the optional drawer in order to cover the gap between the printer and the optional drawer. Note the side cover orientation. The side cover is flat on the bottom.

Removing options

If the printer location needs to change or the printer and media handling options need to be shipped to a new location, all media handling options must be removed from the printer. For shipping, pack the printer and media handling options securely to avoid damage.

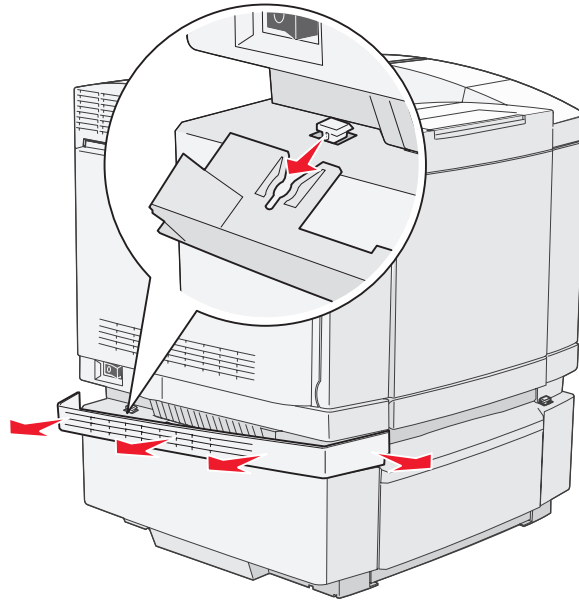
Removing the printer from the optional 530-sheet drawer

- 1 Turn the printer off and unplug the printer power cord.
- 2 Disconnect all cables from the back of the printer.
- 3 Starting at the back of the printer with the right side cover, gently pull each of the four slots off their matching tabs as you work your way to the front of the printer.



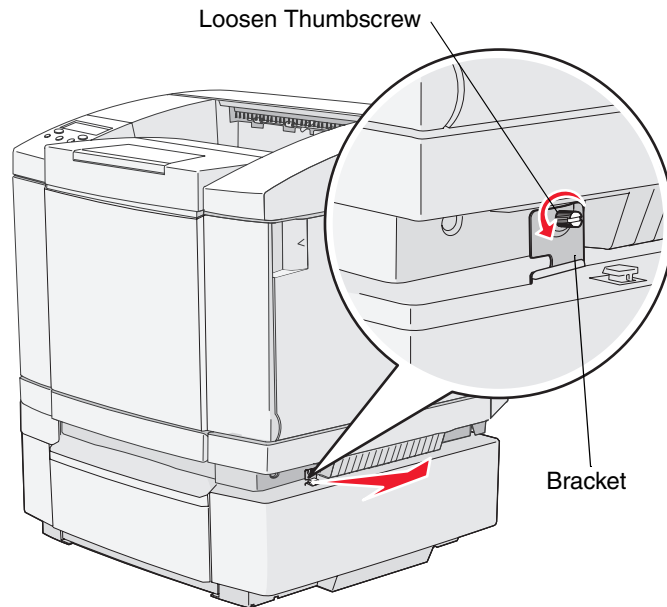
Installing and removing options

- 4 Starting at the back of the printer with the left side cover, gently pull each of the four slots off of their matching tabs as you work your way to the front of the printer.

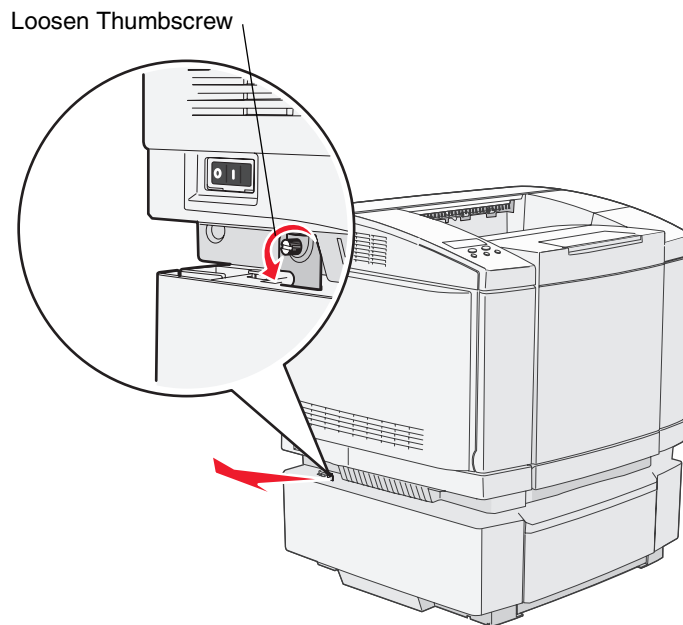


Installing and removing options

- 5 Loosen the right thumbscrew and remove the right bracket.



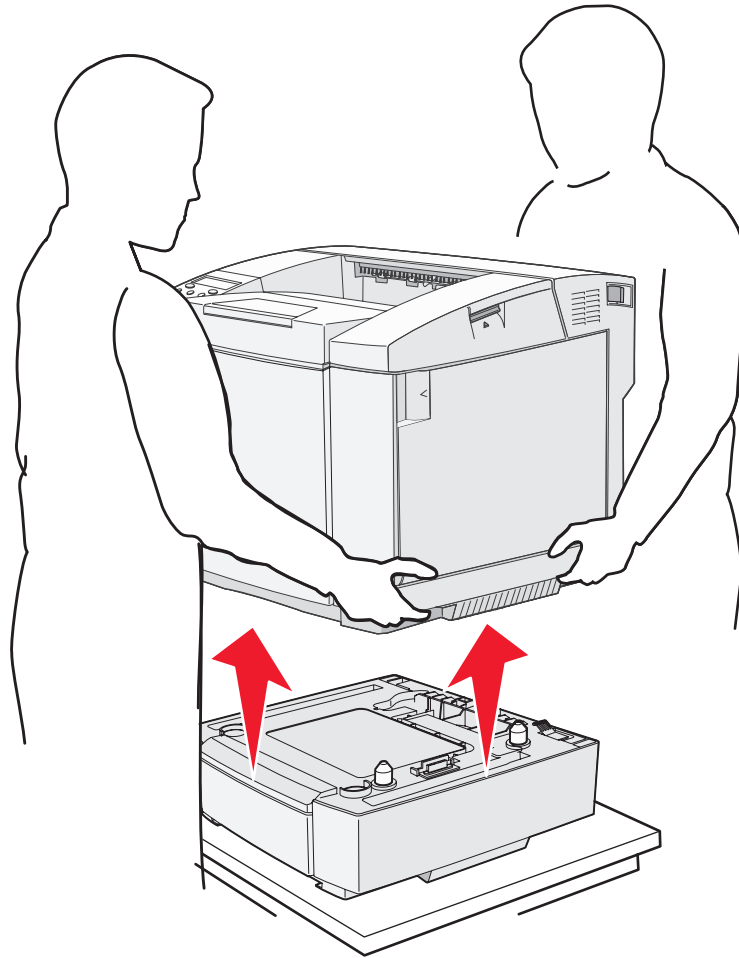
- 6 Loosen the left thumbscrew and remove the left bracket.



Installing and removing options

- 7 Lift the printer off of the optional drawer and set the printer aside.

CAUTION: The printer weighs 29 kg (66 lb) and it requires at least two people to lift it safely. Make sure your fingers are not under the printer when you set it down.



3

Printing

This chapter covers tips for printing, how to print certain lists of information from your printer, and how to cancel a job.

Tips for successful printing

Tips on storing media

Store your media properly. For more information, see **Storing media**.

Avoiding jams

If you select appropriate paper or specialty media (transparencies, labels, and card stock), you are assisting in trouble-free printing. For more information, see **Hints for avoiding jams**.

Note: We recommend that you try limited samples of any paper or specialty media you are considering using with the printer before purchasing large quantities.

By selecting appropriate paper or specialty media and loading it properly, you are able to avoid most jams. See **Loading the trays** for instructions on loading paper and specialty media into the standard tray, the optional 250-sheet legal size tray, and the optional 530-sheet tray.

If you experience a jam, see **Clearing jams** for instructions. For hints to help you avoid jams, see **Hints for avoiding jams**.

Sending a job to print

To print a job from a typical Windows application:

- 1 Open the file you want to print.
- 2 From the File menu, select **Print**.
- 3 Verify that the correct printer is selected in the dialog box.
- 4 Modify the printer settings as appropriate (such as the pages you want to print or the number of copies).

Note: Click **Properties** or **Setup** to adjust printer settings not available from the first screen, and click **OK**.




- 5 Click **OK** or **Print** to send the job to the selected printer.

Canceling a print job

There are several methods for canceling a print job.

Canceling a job from the printer operator panel

If the job you want to cancel is printing:

- 1 Press /  to take the printer offline.
- 2 Press  to cancel the print job.

Canceling a job from a computer running Windows

Canceling a job from the taskbar

When you send a job to print, a small printer icon appears in the right corner of the taskbar.

- 1 Double-click the printer icon.
A list of print jobs appears in the printer window.
- 2 Select the job you want to cancel.
- 3 Press the **Delete** key on the keyboard.

Canceling a job from the desktop

- 1 Minimize all programs to reveal the desktop.
- 2 Double-click the **My Computer** icon.
- 3 Double-click the **Printers** icon.
A list of available printers appears.
- 4 Double-click the printer you selected when you sent the job.
A list of print jobs appears in the printer window.
- 5 Select the job you want to cancel.
- 6 Press the **Delete** key on the keyboard.

Canceling a job from a Macintosh computer

Canceling a job from a Macintosh computer running Mac OS 9.x

When you send a job to print, the printer icon for your selected printer appears on the desktop.

- 1 Double-click the printer icon on your desktop.
A list of print jobs appears in the printer window.
- 2 Choose the print job you want to cancel.
- 3 Click the trash can icon.

Canceling a job from a Macintosh computer running Mac OS X

- 1 Open **Applications** → **Utilities**, and then double-click **Print Center** or **Printer Setup**.







Note: Canceling a print job can also be done by clicking the printer setup utility in the dock.



- 2 Double-click the printer you are printing to.
- 3 In the printer window, choose the print job you want to cancel.

- 4 Press **Delete**.

Printing the status page

The status page shows parts life and printing information. You can use this page to determine the status of your supplies.

- 1 Make sure the printer is on and the **Ready** message appears.
- 2 Press / .
- 3 Press  until you see **Test Menu**, and then press .
- 4 Press  until you see **StatusPage** and then press .

The message **Please Wait** appears for a second, and then the message **StatusPage** blinks while the page prints. Once the page prints, press /  to return to **Ready**.

4

Media specifications

Media is paper, card stock, transparencies, labels, and envelopes. The last four are sometimes referred to as *specialty media*. The printer provides high quality printing on a variety of media. A number of things must be considered concerning media before printing. This chapter provides information on how to make media selections and how to care for media.

Media guidelines

Selecting the appropriate media for the printer helps avoid printing problems.

The following sections contain guidelines for choosing the correct media for the printer.

For detailed information about media characteristics, see the *Card Stock & Label Guide* available on the Lexmark Web site at www.lexmark.com/publications.

Paper

To ensure the best print quality and feed reliability, use 90 g/m² (24 lb) xerographic, grain long paper. Business papers designed for general business use may also provide acceptable print quality.

Lexmark recommends Lexmark part number 12A5950 for letter-size glossy paper and Lexmark part number 12A5951 for A4-size glossy paper.

Always print several samples before buying large quantities of any type of media. When choosing any media, consider the weight, fiber content, and color.

The laser printing process heats paper to high temperatures of 170°C (338°F) for non-MICR applications. Use only paper able to withstand these temperatures without discoloring, bleeding, or releasing hazardous emissions. Check with the manufacturer or vendor to determine whether the paper you have chosen is acceptable for laser printers.

When loading paper, note the recommended print side on the paper package, and load paper accordingly. For more information, see **Loading the trays**.

Paper characteristics

The following paper characteristics affect print quality and reliability. It is recommended that these guidelines are followed when evaluating new paper stock.

For detailed information, see the *Card Stock & Label Guide* available on the Lexmark Web site at www.lexmark.com/publications.

Media specifications

Weight

The printer can automatically feed paper weights from 60 to 176 g/m² (16 to 47 lb bond) grain long. Paper lighter than 60 g/m² (16 lb) might not be stiff enough to feed properly, causing jams. For best performance, use 90 g/m² (24 lb bond) grain long paper. To use paper narrower than 182 x 257 mm (7.2 x 10.1 in.), it is recommended that the weight be greater than or equal to 90 g/m² (24 lb bond).

Curl

Curl is the tendency of media to curve at its edges. Excessive curl can cause paper feeding problems. Curl can occur after the paper passes through the printer, where it is exposed to high temperatures. Storing paper unwrapped in hot, humid, cold and dry conditions, even in the trays, can contribute to paper curling prior to printing and can cause feeding problems.

Smoothness

The degree of smoothness of paper directly affects print quality. If the paper is too rough, the toner does not fuse to the paper properly, resulting in poor print quality. If the paper is too smooth, it can cause paper feeding or print quality issues. Smoothness needs to be between 100 and 300 Sheffield points; however, smoothness between 150 and 250 Sheffield points produces the best print quality.

Moisture content

The amount of moisture in the paper affects both print quality and the ability of the printer to feed the paper properly. Leave the paper in its original wrapper until it is time to use it. This limits the exposure of the paper to moisture changes that can degrade its performance.

Condition paper while it is still in the original wrapper. To condition it, store it in the same environment as the printer for 24 to 48 hours before printing to let the paper stabilize in the new conditions. Extend the time several days if the storage or transportation environment is very different from the printer environment. Thick paper may also require a longer conditioning period because of the mass of material.

Grain direction

Grain refers to the alignment of the paper fibers in a sheet of paper. Grain is either *grain long*, running the length of the paper, or *grain short*, running the width of the paper.

For 60 to 90 g/m² (16 to 24 lb bond) paper, grain long fibers are recommended.

Fiber content

Most high-quality xerographic paper is made from 100% chemically pulped wood. This content provides the paper with a high degree of stability resulting in fewer paper feeding problems and better print quality. Paper containing fibers such as cotton possesses characteristics that can result in degraded paper handling.

Unacceptable paper

The following papers are not recommended for use with the printer:

- Chemically treated papers used to make copies without carbon paper, also known as carbonless papers, carbonless copy paper (CCP), or no carbon required (NCR) paper
- Preprinted papers with chemicals that may contaminate the printer
- Preprinted papers that can be affected by the temperature in the printer fuser
- Preprinted papers that require a *registration* (the precise print location on the page) greater than ± 0.09 in., such as optical character recognition (OCR) forms

In some cases, you can adjust registration with your software application to successfully print on these forms.

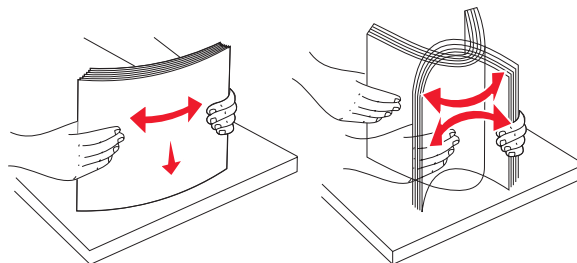
- Coated papers (erasable bond), synthetic papers, thermal papers
- Rough-edged, rough or heavily textured surface papers, or curled papers
- Recycled papers containing more than 25% post-consumer waste that do not meet DIN 19 309
- Recycled paper having a weight less than 60 g/m² (16 lb)
- Multiple-part forms or documents

Selecting paper

Proper paper loading helps prevent jams and ensures trouble-free printing.

To help avoid jams or poor print quality:

- *Always* use new, undamaged paper.
- Before loading paper, know the recommended print side of the paper you are using. This information is usually indicated on the paper package.
- *Do not* use paper that you have cut or trimmed yourself.
- *Do not* mix media sizes, weights, or types in the same source; mixing results in jams.
- *Do not* use coated papers.
- *Do not* forget to change the Paper Size setting when you use a source that does not support auto size sensing.
- *Do not* remove trays while a job is printing or **Busy** appears on the operator panel.
- Make sure the Media Type settings in the driver are correct.
- Make sure the paper is properly loaded in the source.
- Flex paper back and forth. Do not fold or crease the paper. Straighten the edges on a level surface.



Storing paper

Use the following guidelines to avoid paper feeding problems and uneven print quality.

Media specifications

- Store paper in an environment where the temperature is approximately 21°C (70°F) and the relative humidity is 40%.
- Store cartons of paper on a pallet or shelf rather than directly on the floor.
- If you store individual packages of paper out of the original carton, make sure they rest on a flat surface so the edges do not buckle or curl.
- Do not place anything on top of paper packages.

Store paper in its original wrapper until you load it into the printer.

Selecting preprinted forms and letterhead

Use the following guidelines when selecting preprinted forms and letterhead paper for the printer:

- Use grain long papers for best results.
- Use only forms and letterhead printed using an offset lithographic or engraved printing process.
- Avoid papers with rough or heavily textured surfaces.

Use papers printed with heat-resistant inks designed for use in xerographic copiers. The ink must withstand temperatures of 170°C (338°F) without melting or releasing hazardous emissions. Use inks that are not affected by the resin in toner. Inks that are oxidation-set or oil-based should meet these requirements; latex inks might not. If you are in doubt, contact your paper supplier.

Preprinted papers such as letterhead must be able to withstand temperatures up to 170°C (338°F) without melting or releasing hazardous emissions.

Media specifications

Printing on letterhead

Check with the manufacturer or vendor to determine whether the preprinted letterhead you have chosen is acceptable for laser printers.

Page orientation is important when printing on letterhead. Use the following table for help when loading letterhead in the media sources.

Media source or process	Print side	Top of page
Tray 1 (Standard tray)	Printed letterhead faceup	Letterhead goes toward the rear of the tray
Tray 1 (Optional 250-sheet legal size tray)	Printed letterhead faceup	Letterhead goes toward the rear of the tray
Tray 2 Optional 530-sheet drawer		

Transparencies

You can feed transparencies from the standard tray. Try a sample of any transparencies you are considering using with the printer before buying large quantities.

When printing on transparencies:

- Be sure to set the Media Type to Transparency from the printer driver to avoid damaging your printer.
- Use transparencies designed specifically for laser printers. Transparencies must be able to withstand temperatures of 170°C (338°F) without melting, discoloring, offsetting or releasing hazardous emissions.
- To prevent print quality problems, avoid getting fingerprints on the transparencies when you handle them.
- Before loading transparencies, fan the stack to prevent sheets from sticking together.

Selecting transparencies

The printer can print directly on transparencies designed for use in laser printers. Print quality and durability depend on the transparency used. Always print samples on the transparencies you are considering before buying large quantities.

Lexmark recommends Lexmark part number 12A5940 for letter-size transparencies and Lexmark part number 12A5941 for A4-size transparencies.

The Media Type setting should be set to Transparency to help prevent jams. Check with the manufacturer or vendor to determine whether your transparencies are compatible with laser printers that heat transparencies to 170°C (338°F). Use only transparencies that are able to withstand these temperatures without melting, discoloring, offsetting, or releasing hazardous emissions. For detailed information, see the *Card Stock & Label Guide*, which is available on the Lexmark Web site at www.lexmark.com/publications.

Envelopes

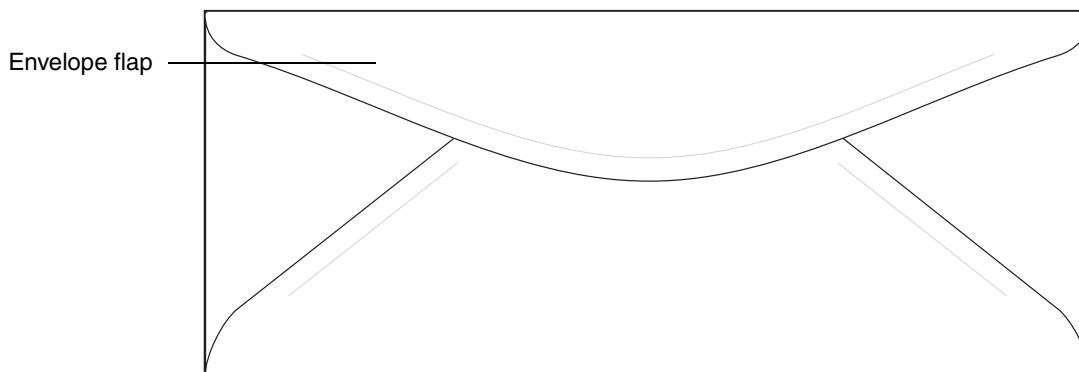
You can load up to 10 envelopes in the standard tray. Try a sample of any envelopes you are considering using with the printer before buying large quantities. See **Loading envelopes in the standard tray** for instructions on loading envelopes.

When printing on envelopes:

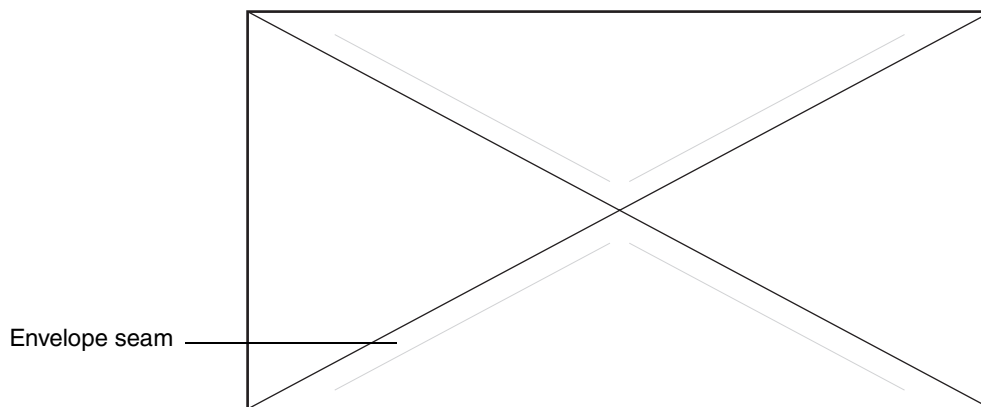
- To achieve the best possible print quality, use only high-quality envelopes that are designed for use in laser printers.
- Set the Paper Source, Media Type, and the correct envelope size from the printer driver.
- For best performance, use envelopes made from 90 g/m² (24 lb bond) paper. You can use up to 105 g/m² (28 lb bond) weight for the 250-sheet standard tray or 105 g/m² (28 lb bond) weight for envelopes as long as the cotton content is 25% or less. Envelopes with 100% cotton content must not exceed 90 g/m² (24 lb bond) weight.

Media specifications

- Use only new, undamaged envelopes.
- For best performance and to minimize jams, do not use envelopes that:
 - Have excessive curl or twist
 - Are stuck together or damaged in any way
 - Contain windows, holes, perforations, cutouts, or embossing
 - Use metal clasps, string ties, or metal folding bars
 - Have an interlocking design
 - Have postage stamps attached
 - Have any exposed adhesive when the flap is in the sealed or closed position
 - Have nicked edges or bent corners
 - Have rough, cockle, or laid finishes
- Use envelopes that can withstand temperatures of 170°C (338°F) without sealing, excessive curling, wrinkling, or releasing hazardous emissions. If you have any doubts about the envelopes you are considering using, check with the envelope supplier.
- Adjust the width guide to fit the width of the envelopes.
- Load only one size of envelope at a time in the tray. Envelopes may only be loaded in the standard tray. Load them with the flap down and the flap to the left of the tray.
- A combination of high humidity (over 60%) and the high printing temperatures may seal the envelopes.
- Use only envelopes with a flap that covers where the seams come together. For examples, see below.



Supported



Unsupported

Labels

Your printer can print on many labels designed for use with laser printers, except for vinyl labels. These labels are supplied in letter size, A4 size, and legal size sheets. Label adhesives, face sheet (printable stock), and topcoats must be able to withstand temperatures of 170°C (338°F) and pressure of 25 pounds per square inch (psi).

Try a sample of any labels you are considering using with the printer before purchasing a large quantity.

For detailed information on label printing, characteristics and design, see the *Card Stock & Label Guide* available on the Lexmark Web site at www.lexmark.com/publications.

When printing on labels:

- Set the Media Type to Labels. Set the Media Type from the printer driver.
- Do not load labels together with paper or transparencies in the same source; mixing media can cause feeding problems.
- Do not use label sheets with a slick backing material.
- Do not print within 1 mm (0.04 in.) of the die cut.
- Use full label sheets. Partial sheets may cause labels to peel off during printing, resulting in a jam. Partial sheets also contaminate your printer and your cartridge with adhesive, and could void your printer and cartridge warranties.
- Use labels that can withstand temperatures of 170°C (338°F) without sealing, excessive curling, wrinkling, or releasing hazardous emissions.
- Do not print within 1 mm (0.04 in.) of the edge of the label, of the perforations, or between die-cuts of the label.
- Do not use label sheets that have adhesive to the edge of the sheet. We recommend zone coating of the adhesive at least 1 mm (0.04 in.) away from edges. Adhesive material contaminates your printer and could void your warranty.
- If zone coating of the adhesive is not possible, a 3 mm (0.125 in.) strip should be removed on the leading and driver edge, and a non-oozing adhesive should be used.
- Remove a 3 mm (0.125 in.) strip from the leading edge to prevent labels from peeling inside the printer.
- Portrait orientation is preferred, especially when printing bar codes.
- Do not use labels that have exposed adhesive.

For detailed information on label printing, characteristics, and design, see the *Card Stock & Label Guide*, available on the Lexmark Web site at www.lexmark.com/publications.

Card stock

Card stock is single ply, and has a large array of properties, such as the moisture content, thickness, and texture, that can significantly affect print quality. See **Identifying media sources and specifications** for information on the preferred weight for the grain direction of media.

Try a sample of any card stock you are considering using with the printer before purchasing a large quantity.

See **Media types and weights** for information on the preferred weight of media.

When printing on card stock:

- Set the Media Type Thick2 from the printer driver. Use Thick2 for card stock weighing more than 163 g/m² (90 lb).
- Be aware that preprinting, perforation, and creasing can significantly affect the print quality and cause media handling or jamming problems.
- Avoid using card stock that may release hazardous emissions when heated.
- Do not use preprinted card stock manufactured with chemicals that may contaminate the printer. Preprinting introduces semi-liquid and volatile components into the printer.
- We recommend the use of grain long card stock.

Storing media

Use the following guidelines for proper media storage. These help avoid media feeding problems and uneven print quality:

- For best results, store media in an environment where the temperature is approximately 21°C (70°F) and the relative humidity is 40%.
- Store cartons of media on a pallet or shelf, rather than directly on the floor.
- If you store individual packages of media out of the original carton, make sure they rest on a flat surface so the edges do not buckle or curl.
- Do not place anything on top of the media packages.

Identifying media sources and specifications

The following tables provide information on standard and optional sources, and supported weights.

Note: If you use a media size not listed, select the next larger size.

For detailed information on label printing, characteristics, and design, see the *Card Stock & Label Guide*, available on the Lexmark Web site at www.lexmark.com/publications.

Media specifications

Media sizes and support

Media size	Dimensions	Standard tray 250-sheet letter-size tray (Tray 1)	Optional tray 250-sheet legal-size tray (Tray 1)	Optional 530-sheet tray (Tray 2)
Legend ✓ — supported ✗ — unsupported				
A4	210 x 297 mm (8.27 x 11.7 in.)	✓	✓	✓
A5	148 x 210 mm (5.83 x 8.27 in.)	✓	✓	✗
JIS B5	182 x 257 mm (7.17 x 10.1 in.)	✓	✓	✗
Letter	215.9 x 279.4 mm (8.5 x 11 in.)	✓	✓	✓
Legal	215.9 x 355.6 mm (8.5 x 14 in.)	✗	✓	✗
Executive	184.2 x 266.7 mm (7.25 x 10.5 in.)	✓	✓	✓
Folio	216 x 330 mm (8.5 x 13 in.)	✗	✓	✗
Statement	139.7 x 215.9 mm (5.5 x 8.5 in.)	✓	✓	✗
<p>* This size setting formats the page or envelope for 215.9 x 297 mm (8.5 x 11.7 in.) for the 250-sheet letter size tray or 215.9 x 355.6 mm (8.5 x 14 in.) for the optional 250-sheet legal size tray based on which tray is installed, unless the size is specified by the software application.</p> <p>** Measurements apply to simplex (single-sided) printing only. For the 250-sheet letter size tray (standard tray) and 148 x 210 mm (5.83 x 8.27 in.) for the optional 250-sheet legal size tray.</p>				

Media specifications

Media sizes and support (continued)

Legend ✓ — supported ✗ — unsupported				
Media size	Dimensions	Standard tray 250-sheet letter-size tray (Tray 1)	Optional tray 250-sheet legal-size tray (Tray 1)	Optional 530-sheet tray (Tray 2)
Universal*	250-sheet letter tray**: 104.8 x 210 mm to 215.9 x 297 mm (4.125 x 8.27 in. to 8.5 x 11.7 in.) 250-sheet legal tray**: 104.8 x 210 mm to 215.9 x 355.6 mm (4.125 x 8.27 in. to 8.5 x 14 in.)	✓	✓	✗
9 Envelope	98.4 x 225.4 mm (3.875 x 8.9 in.)	✓	✓	✗
Com 10 Envelope	104.8 x 241.3 mm (4.12 x 9.5 in.)	✓	✓	✗
DL Envelope	110 x 220 mm (4.33 x 8.66 in.)	✓	✓	✗
C5 Envelope	162 x 229 mm (6.38 x 9.01 in.)	✓	✓	✗
B5 Envelope	176 x 250 mm (6.93 x 9.84 in.)	✓	✓	✗
Other Envelope*	104.8 x 210 mm to 215.9 x 355.6 mm 4.125 x 8.27 in. to 8.5 x 14 in.)	✓	✓	✗
<p>* This size setting formats the page or envelope for 215.9 x 297 mm (8.5 x 11.7 in.) for the 250-sheet letter size tray or 215.9 x 355.6 mm (8.5 x 14 in.) for the optional 250-sheet legal size tray based on which tray is installed, unless the size is specified by the software application.</p> <p>** Measurements apply to simplex (single-sided) printing only. For the 250-sheet letter size tray (standard tray) and 148 x 210 mm (5.83 x 8.27 in.) for the optional 250-sheet legal size tray.</p>				

Media specifications

Media support for models and sources

Legend ✓ — supported ✗ — unsupported	Standard tray 250-sheet letter size tray (Tray 1)	Optional tray 250-sheet legal size tray (Tray 1)	Optional 530- sheet drawer (Tray 2)
Paper	✓	✓	✓
Card stock	✓	✓	✗
Transparencies	✓	✓	✗
Paper labels	✓	✓	✗
Envelopes	✓	✓	✗
Glossy paper	✓	✓	✗

Media types and weights

Legend ✓ — supported ✗ — unsupported	Media	Type	Media weight		
			Standard tray 250-sheet letter size tray (Tray 1)	Optional tray 250-sheet legal size tray (Tray 1)	Optional 530-sheet drawer (Tray 2)
	Paper	Xerographic or business paper	60 to 90 g/m ² grain long (16 to 24 lb bond)	60 to 90 g/m ² grain long (16 to 24 lb bond)	60 to 90 g/m ² grain long (16 to 24 lb bond)
	Card stock—maximum (grain long)	Index Bristol	90 to 210 g/m ² (24 to 55 lb)	90 to 210 g/m ² (24 to 55 lb)	✗
	Transparencies	Laser printer	138 to 146 g/m ² (37 to 39 lb bond)	138 to 146 g/m ² (37 to 39 lb bond)	✗
	Labels	Paper	180 g/m ² (48 lb bond)	180 g/m ² (48 lb bond)	✗
	Envelopes 100% cotton content maximum weight— 20 lb	Sulfite, wood-free or up to 100% cotton bonds	75 to 90 g/m ² (20 to 24 lb bond)**	75 to 90 g/m ² (20 to 24 lb bond)**	✗
* Grain short is preferred for papers over 135 g/m ² .					
** 28 lb bond envelopes are limited to 25% cotton content.					

Media specifications

Media type setting based on media and weight

Legend N/A = Non-applicable	Media	Type	Media weight		Print mode
			Standard tray 250-sheet letter size or optional 250-sheet legal size tray (Tray 1)	Optional 530- sheet drawer (Tray 2)	
	Paper (grain long)¹	Xerographic or bond paper	60–74 g/m ² (16–19 lb)	60–74 g/m ² (16–19 lb)	PLAIN
		Xerographic or bond paper	75–120 g/m ² (20–32 lb)	75–105 g/m ² (20–28 lb)	
		100% cotton	75–120 g/m ² (24–32 lb)	75–120 g/m ² (24–32 lb)	
	Glossy paper⁴	Glossy	120 g/m ² (32 lb)	N/A	MTHICK
	Card stock— maximum (grain long)¹	Index	163 g/m ² (90 lb)	N/A	THICK1
		Index	164–210 g/m ² (91–110 lb)	N/A	THICK2
	Transparency	Laser printer	See ³ .	N/A	TRANS
	Labels²	Paper	90–163 g/m ² (24–90 lb)	N/A	LABELS
	Envelopes 100% cotton content maximum weight— 24 lb	Sulfite, wood- free or up to 100% cotton bonds	75–90 g/m ² (20–24 lb)	N/A	ENV1 or ENV2

¹ Punched, embossed, water-marked, perforated, inkjet, or plastic coated media should not be used.

² Only an occasional use of paper labels in an office environment is supported.

³ Lexmark recommends Lexmark part number 12A5940 for letter-size transparencies and Lexmark part number 12A5941 for A4-size transparencies.

⁴ Use glossy paper Lexmark Part Number 12A5950 for letter size and Lexmark Part Number 12A5951 for A4 size.

Media specifications

Media capacities

Legend ✓ — supported ✗ — unsupported	Standard tray 250-sheet letter size tray (Tray 1)	Optional tray 250-sheet legal size tray (Tray 1)	Optional 530-sheet drawer (Tray 2)
Media type			
Paper	250 sheets*	250 sheets*	530 sheets*
Card stock	30 sheets**	30 sheets**	✗
Labels	80	80	✗
Transparencies	50	50	✗
Envelopes	10 of Com 10	10 of Com 10	✗

* Based on 20 lb paper.
** 30 sheets of 90 lb card stock or 25 sheets of 110 lb card stock.

Using the output bin

The output bin holds up to 250 sheets of 20 lb paper and is located on top of the printer. The output bin collates print jobs facedown.

The output bin supports all media listed in **Media sizes and support**.

Loading the trays

Your printer has three trays to select from: the standard tray (tray 1), also known as the 250-sheet tray or 250-sheet letter-size tray, the optional 250-sheet legal-size tray (tray 1), or an optional 530-sheet tray (tray 2), which is part of the 530-sheet drawer and fits into the support unit. Load the paper or specialty media you use for the majority of your print jobs in tray 1. Proper media loading helps prevent jams and helps make your printing trouble-free.

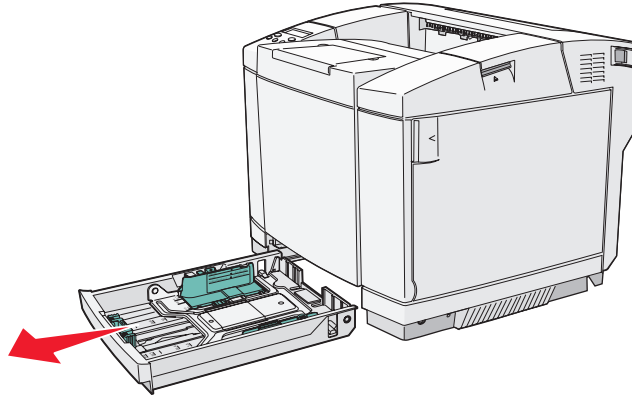
Note: You use either the standard tray or the optional 250-sheet legal size tray in the printer. Only one tray may be used at a time. Either tray is considered tray 1.

Do not remove trays while a job prints or while **Please wait** blinks on the operator panel. Doing so may cause a jam.

Media specifications

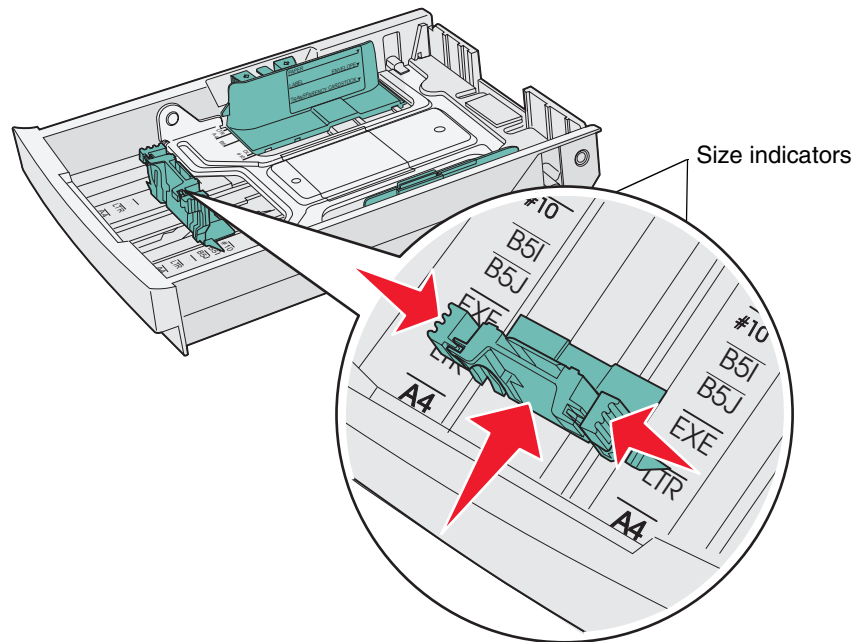
Load the standard tray or optional trays in the same way. The width and length guide tabs look different; however, all of them squeeze and move in the same manner.

- 1 Pull the tray out. Remove the tray completely.

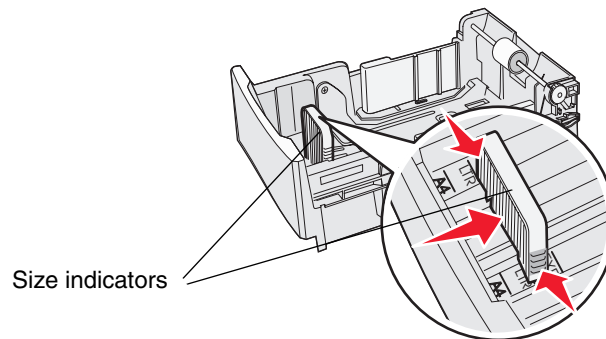


Media specifications

- 2** Squeeze the length guide tabs together as shown. Slide the guide to the correct position for the size of paper you are loading. For setup, load letter- or A4-size paper based on the standard size for your country or region. Notice the size indicators on the bottom of the tray on both sizes of the guide. Use these indicators to help you position the guide at the correct size.



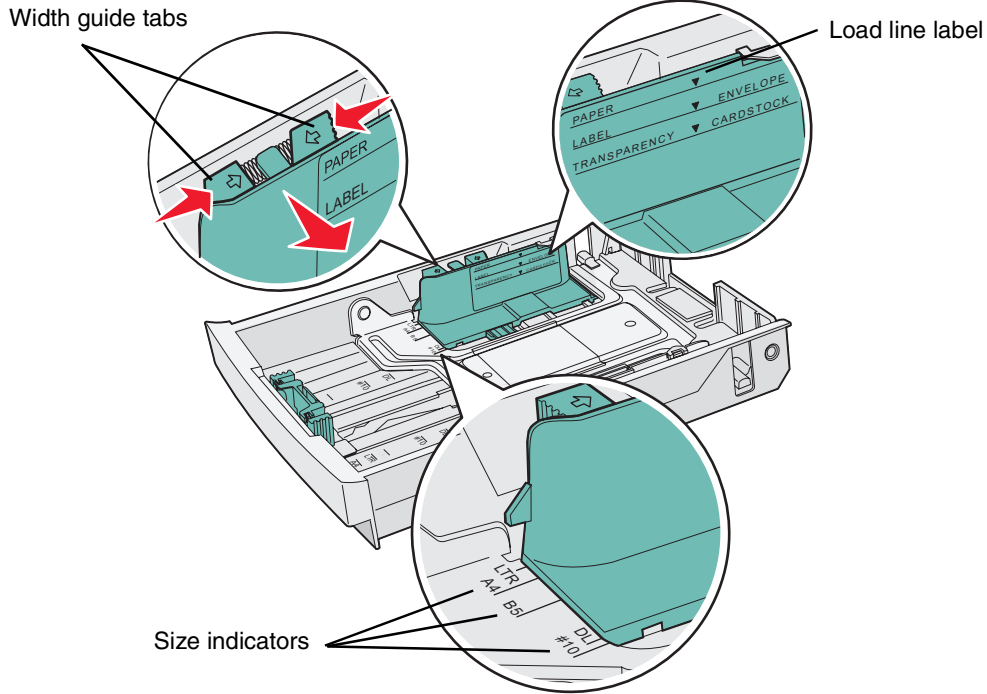
This second illustration shows the tabs and size indicators for the optional 530-sheet tray.



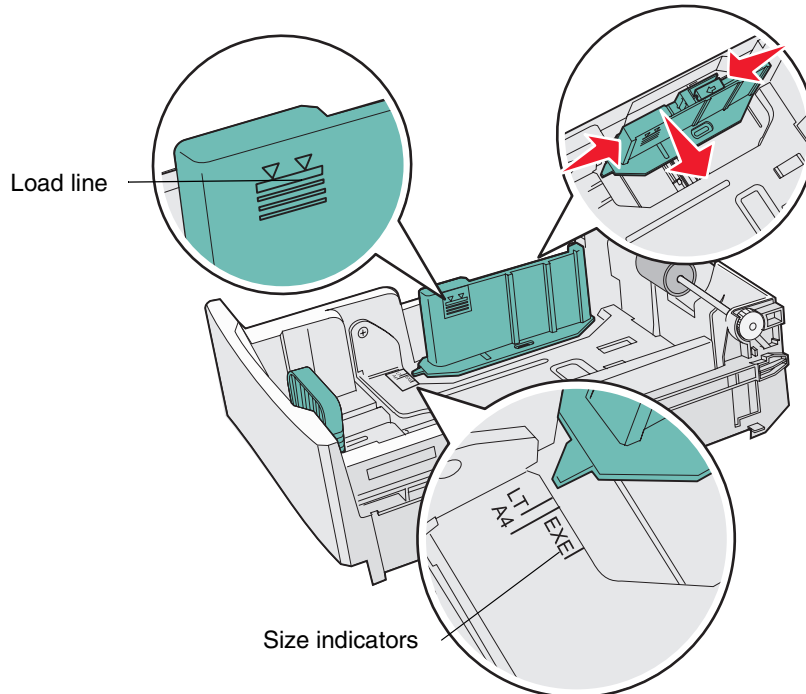
- 3** Squeeze the width guide tabs as shown. Slide the width guide to the correct position for the size of paper you are loading. For setup, load letter- or A4-size paper based on the standard size for your country or region. Notice the

Media specifications

size indicators on the bottom left of the tray. Notice the load line label on the side of the tray which indicates the maximum stack height for your media.

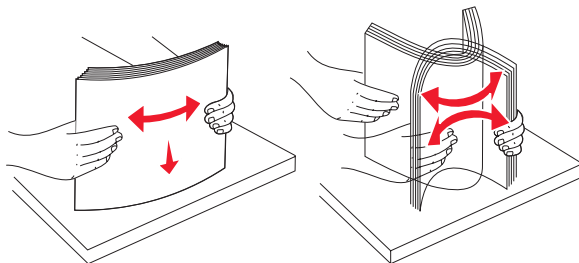


This second illustration shows the tabs, the size indicators, and the load line for the optional 530-sheet tray which is part of the optional 530-sheet drawer.



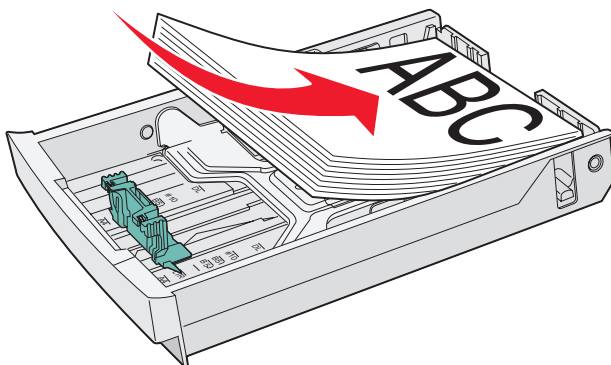
Media specifications

- 4 Flex the sheets back and forth to loosen them, and then fan them. Do not fold or crease the media. Straighten the edges on a level surface.



- 5 Load the paper stack with the recommended print side faceup. Load the stack toward the rear of the tray as shown.

If you load letterhead paper, place the header at the rear of the tray.



- 6 Insert the tray.

Loading envelopes in the standard tray

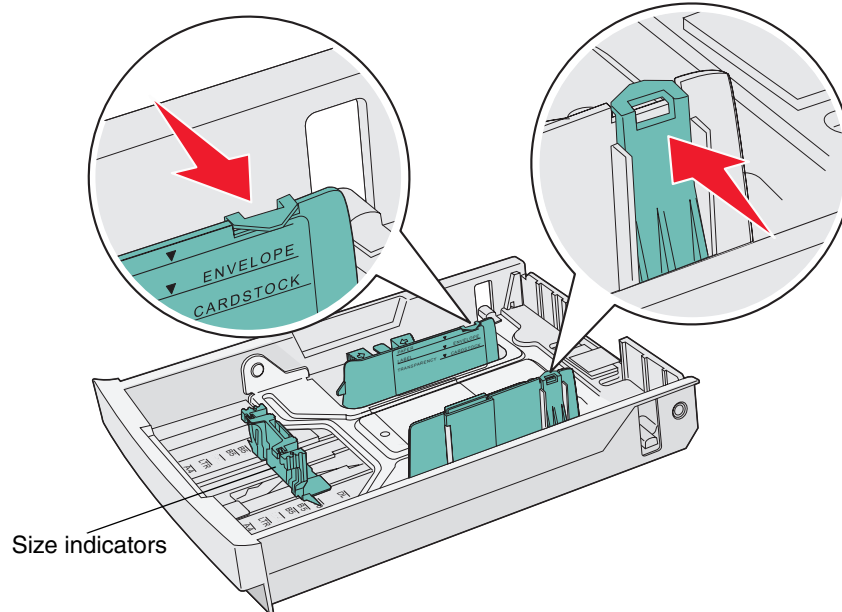
The recommended stack height is 10 envelopes; however, in normal environments as many as 15 envelopes may be loaded. In high temperature or humidity environments, only seven envelopes should be loaded.

- 1 Pull the standard tray completely out.
- 2 Squeeze the length guide tabs together as shown in **step 2 on page 32**. Slide the guide to the correct position for the size of envelope you are loading.

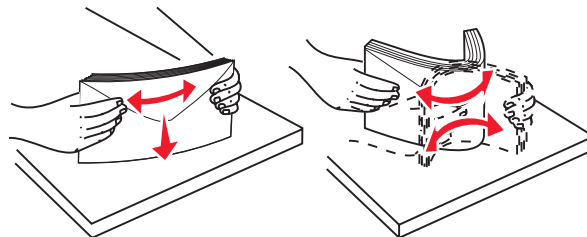
Media specifications

- 3 Squeeze the width guide tabs as shown in **step 3 on page 32**. Slide the width guide to the correct position for the size of envelope you are loading. Notice the size indicators on the bottom left of the tray.
- 4 Push the envelope stack aid tabs toward each other. They *snap* into place.

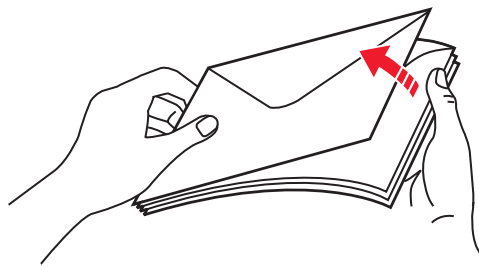
Note: These tabs keep a stack of envelopes in the proper position for feeding.



- 5 Flex a stack of envelopes back and forth and then straighten the edges on a level surface. Press down the corners to flatten them.



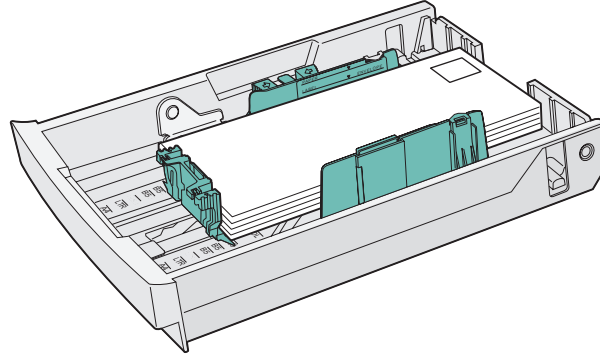
Fan the envelopes. This prevents the edges of the envelopes from sticking together and helps them feed properly.



Media specifications

- 6 Load envelopes flap side down with the stamp area and flap on the left. The end of the envelope with the stamp area enters the printer first.

Warning: Never use envelopes with stamps, clasps, snaps, windows, coated linings, or self-stick adhesives. These envelopes may severely damage the printer. The stamp is shown in the illustration only for placement.

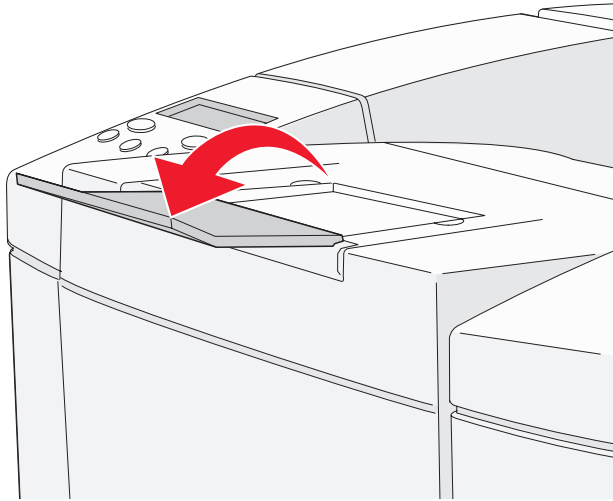


- 7 Insert the standard tray.

Using the media support in the output bin

Use the media support so a stack of media does not skew in the output bin. To use the media support:

- 1 Grasp the edges of the media support at the indentations in the output bin.
- 2 Lift the media support.
- 3 Lower the media support into place so that it is now at an angle.



The media support is inclined so your stacked media now remains in a neater stack in the output bin.

Note: Do not leave the media support inclined if you are printing transparencies.

5

Maintenance

The following sections deal with topics for a network administrator in charge of the printer.

Maintaining your printer

Periodically, you need to complete certain tasks to maintain optimum print quality. These tasks are covered in this chapter.

If several people are using the printer, you may want to designate a key operator to do the setup and maintenance of your printer. Refer printing problems and maintenance tasks to this key operator.

In the U.S., contact Lexmark at 1-800-539-6275 for information about Lexmark Authorized Supplies Dealers in your area. In other countries or regions, visit the Lexmark Web site at www.lexmark.com or contact the place where you bought your printer.

Determining the status of supplies

To determine the status of all of the consumables installed in your printer, print the status page.

For more information, see **Printing the status page** for detailed instructions.

Look for “Parts Life Information” on the page; the amount of life remaining for each of the items is indicated.

Ordering supplies and maintenance items

To order supplies in the U.S., contact Lexmark at 1-800-539-6275 for information about Lexmark Authorized Supplies Dealers in your area. In other countries or regions, visit the Lexmark Web site at www.lexmark.com or contact the place where you bought your printer.

Replacing maintenance items as needed helps you maintain top performance, optimize print quality, and avoid printing problems.

Ordering toner cartridges

When a **Check Toner xxxx** message appears on the operator panel, you should order the appropriate new print cartridge. The toner of color “x”—K (black), Y (yellow), M (magenta), or C (cyan), may be up to four toners KYMC—will soon be exhausted. The remaining toner can print only 20 to 500 images, depending on the coverage of the toner color. You can print a few hundred pages after one of the messages comes on.

The recommended print cartridges specifically designed for your printer are:

Part number	Description of cartridge	Average yield
C500S2CG	Cyan toner	1,500 pages
C500S2MG	Magenta toner	1,500 pages

Yields are based on an approximate coverage of 5%.

Maintenance












Part number	Description of cartridge	Average yield
C500S2YG	Yellow toner	1,500 pages
C500S2KG	Black toner	2,500 pages
C500H2CG	Cyan high yield toner	3,000 pages
C500H2MG	Magenta high yield toner	3,000 pages
C500H2YG	Yellow high yield toner	3,000 pages
C500H2KG	Black high yield toner	5,000 pages

Yields are based on an approximate coverage of 5%.

Ordering a fuser

When the **Replace Fuser** message appears, the fuser has been exhausted and will need to be replaced. Order Lexmark part number 20K0506 for a low-voltage (120V/50–60Hz) printer or 20K0507 for a high-voltage (220–240V/50–60Hz) printer.

After a new fuser is installed, reset the fuser count.

- 1 Make sure the printer is on and the **Ready** message appears.
- 2 Press / .
- 3 Press  until you see **Not Ready**.
- 4 Press and hold  for 3 seconds until you see **Utility Menu**, and then press .
- 5 Press  until you see **Clear Fuser**, and then press .
- 6 Press  until you see **Execute**, and then press . The fuser count is now reset.
- 7 Press /  to return to **Ready**.












If you need more information about changing menu settings, see the *Menus and Messages Guide* on the *Software and Documentation CD*.

Ordering a waste toner bottle

When the **Replace WT. Pack** message appears, the waste toner bottle is nearly full and will need to be replaced. The printer will be able to print approximately 50 more pages and then will no longer print until the waste toner bottle is replaced. Order Lexmark part number C500X27G.

Ordering a photodeveloper cartridge

When the **Replace Belt CG** message appears, the photodeveloper cartridge has been exhausted and will need to be replaced. Order Lexmark part number C500X26G. After a new photodeveloper cartridge is installed, reset the photodeveloper count.

- 1 Make sure the printer is on and the **Ready** message appears.
- 2 Press / .
- 3 Press  until you see **Not Ready**.
- 4 Press and hold  for 3 seconds until you see **Utility Menu**, and then press .
- 5 Press  until you see **Clear Belt CG**, and then press .
- 6 Press  until you see **Execute**, and then press . The photodeveloper belt count is now reset.
- 7 Press /  to return to **Ready**.

If you need more information about changing menu settings, see the *Menus and Messages Guide* on the *Software and Documentation CD*.

Maintaining your printer for long term storage

If you turn the printer off for an extended period, remove the fuser. Pull the fuser pressure release levers open and then store the fuser. To pull the fuser pressure release levers open, see **page 45** for an illustration.

Storing supplies

Use the following guidelines for proper storage.

Storing media

These help avoid media feeding problems and uneven print quality:

- For best results, store media in an environment where the temperature is approximately 21°C (70°F) and the relative humidity is 40%.
- Store cartons of media on a pallet or shelf, rather than directly on the floor.
- If you store individual packages of media out of the original carton, make sure they rest on a flat surface so the edges do not buckle or curl.
- Do not place anything on top of the media packages.

Storing the toner cartridges

Store toner cartridges in their original packaging until you are ready to install them.

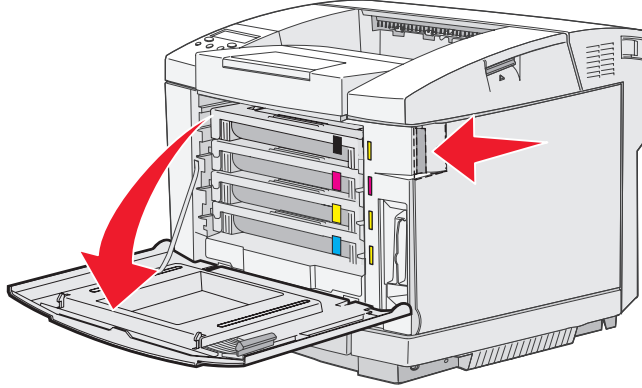
Do not store toner cartridges in:

- Temperatures greater than 40°C (104°F)
- An environment with extreme changes in humidity or temperature
- Direct sunlight
- Dusty places
- A car for a long period of time
- An environment where corrosive gases are present
- An environment with salty air

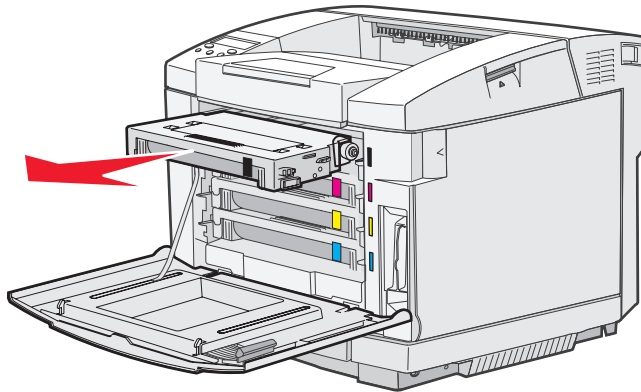
Replacing the toner cartridges

When a **Check Toner xxxx** message appears on the operator panel, you should order the appropriate print cartridge. Replace the cartridge when the **Replace Toner x** message appears. For more information, see the *Menus and Messages Guide* on the *Software and Documentation CD*.

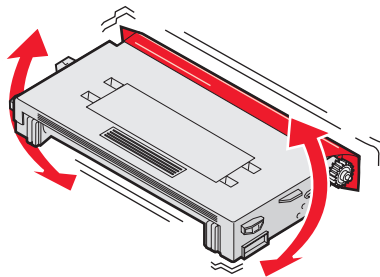
- 1 Pull the front door release latch forward and gently lower the front door.



- 2 Grasp the handle on the empty toner cartridge and pull it straight out.

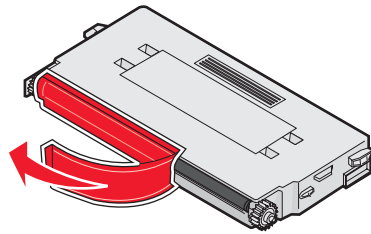


- 3 Remove the new toner cartridge from any packaging material.
- 4 Gently shake the new toner cartridge to distribute the toner. Keep the toner cartridge flat as you gently shake it and do not turn it upside down.

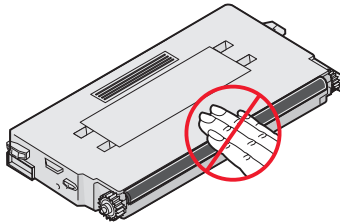


Maintenance

- 5 Remove the cover and any other packing material or tape from the cartridge.

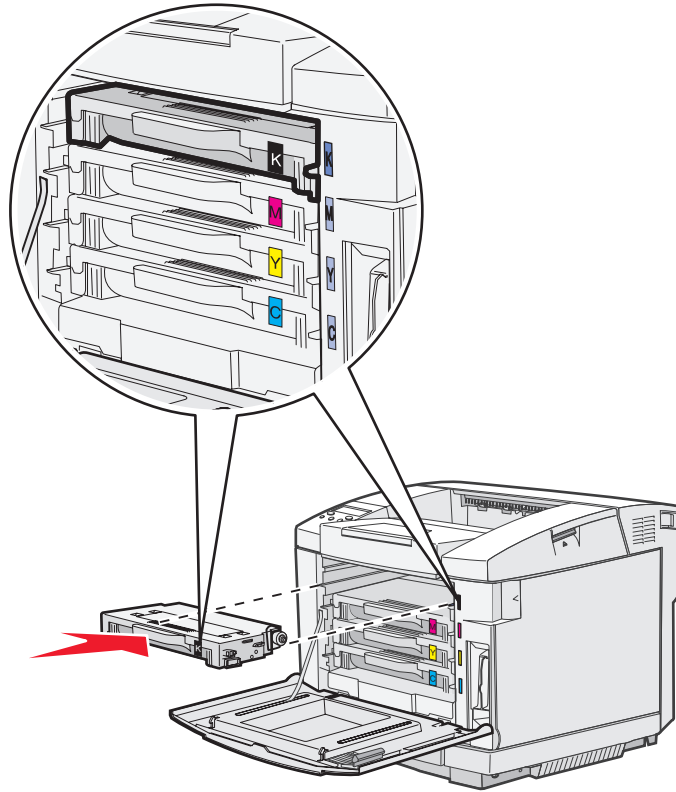


Warning: Do not touch the roller surface under the toner cartridge cover. Touching the surface may damage the roller.



Maintenance

- 6 Grasp the handle on the new toner cartridge.
- 7 Align the toner cartridge with the appropriate slot and slide the toner cartridge in.



Toner cartridges must remain in this order; they are not interchangeable in the slots. Notice the labels on the right side of the toner cartridges. From top to bottom, the labels mean:

K	Black
M	Magenta
Y	Yellow
C	Cyan

- 8 Repeat **step 2 on page 41** through **step 7 on page 43** to replace any other toner cartridges.
- 9 Close the front door.
- 10 Follow the instructions located in the new toner cartridge box to recycle the used toner cartridge.

When you return a used toner cartridge, you contribute to a worldwide recycling effort at no cost to you.

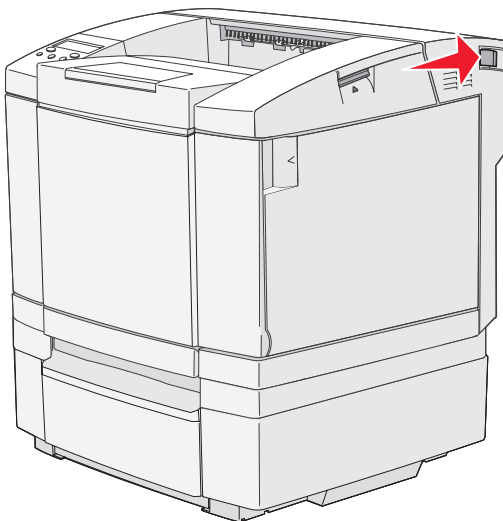
For best results, use Lexmark supplies with the printer. Damage caused to the printer by use of third-party supplies is not covered under your Lexmark printer warranty.

Replacing the fuser

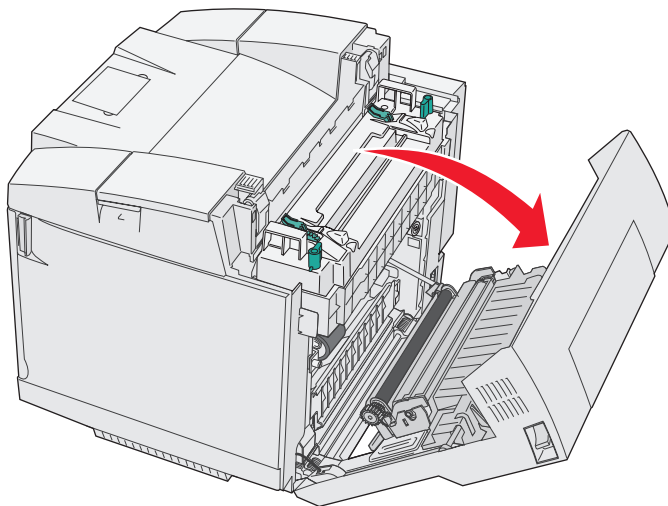
When **Replace Fuser** appears on the operator panel, you must replace the fuser immediately. For more information, see **Ordering a fuser**.

CAUTION: The fuser and the inside of the printer near the fuser may be hot. Wait for it to cool before replacing the fuser.

- 1 Turn the printer off.
- 2 Push the rear door release latch.

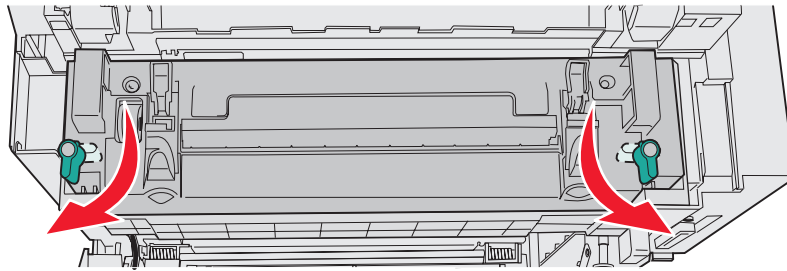


- 3 Gently lower the rear door.

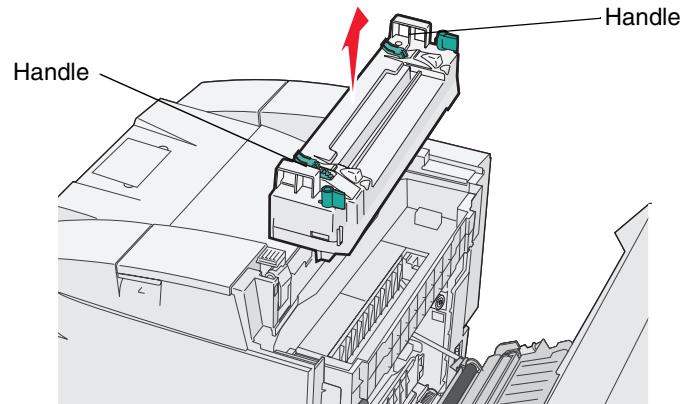


Maintenance

- 4 Turn the two green fuser release levers as shown.



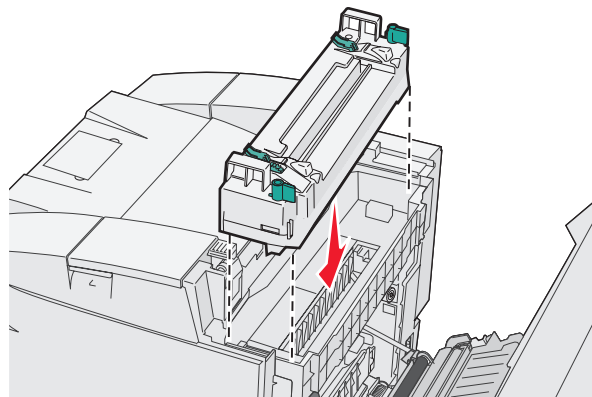
- 5 Grasp the used fuser by the handles and lift it straight up. Dispose of the used fuser.



- 6 Unpack the new fuser. Remove any packaging material or tape.

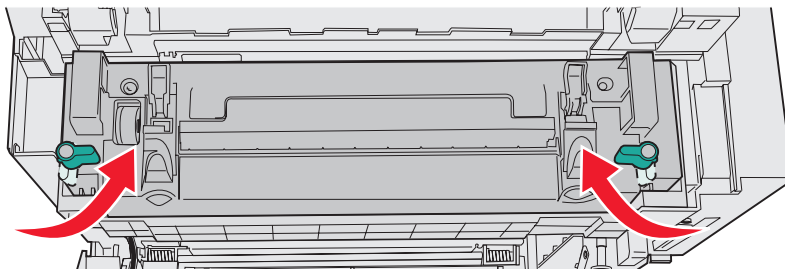
- 7 Grasp the new fuser by the handles and align it with its opening.

- 8 Gently lower it into place.

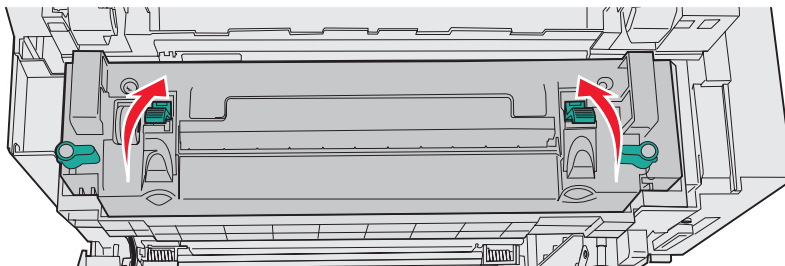


Maintenance

- 9 Turn the two green levers as shown to lock the new fuser into place.



- 10 Push the other two green release levers down.



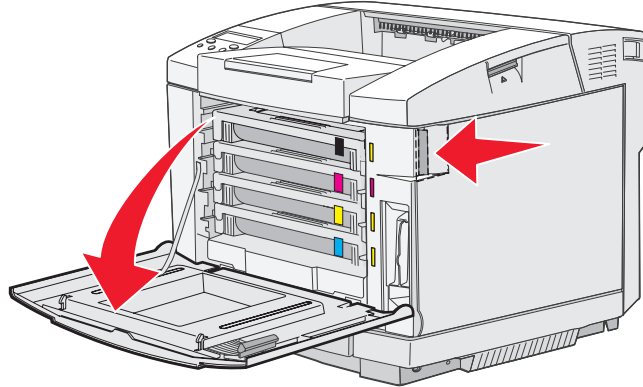
- 11 Close the rear door.
- 12 Turn the printer on. When the printer returns to **Ready**, reset the fuser count. See **Ordering a fuser** for information on resetting the fuser count.

Replacing the waste toner bottle

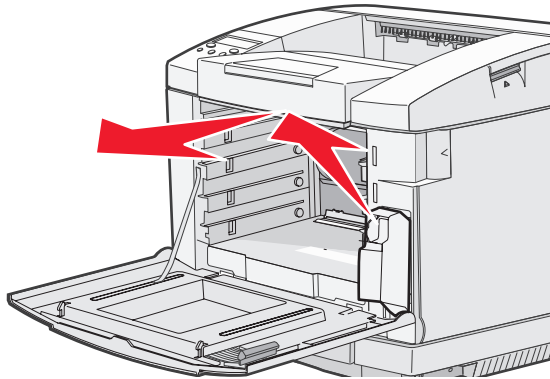
When **Replace WT. Pack** appears on the operator panel, you need to replace the waste toner bottle soon. Make sure you have ordered one. For more information, see **Ordering a waste toner bottle**.

Unpack the box. It contains a new waste toner bottle, a bottle cap, and a plastic bag. Remove any packaging material or tape from the items.

- 1 Pull the front door release latch forward and gently lower the front door.

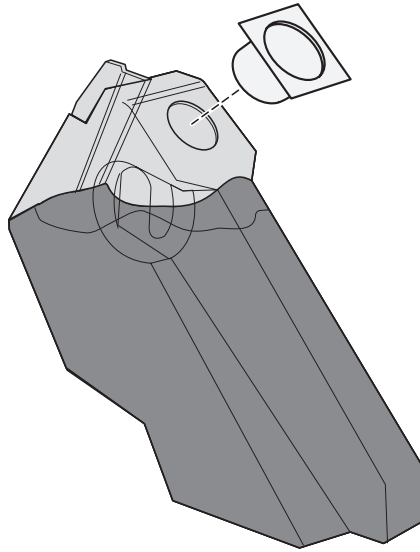


- 2 Grasp the handle on the waste toner bottle. Lift it slightly and pull it straight out.

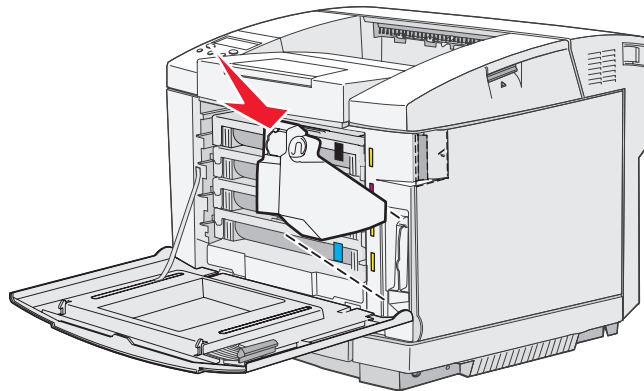


Maintenance

- 3 Plug the hole of the used waste toner bottle with the bottle cap.



- 4 Wrap the used waste toner bottle in the plastic bag and dispose of the bag properly.
- 5 Grasp the handle on the new waste toner bottle and align it with its opening.
- 6 Push it straight in.

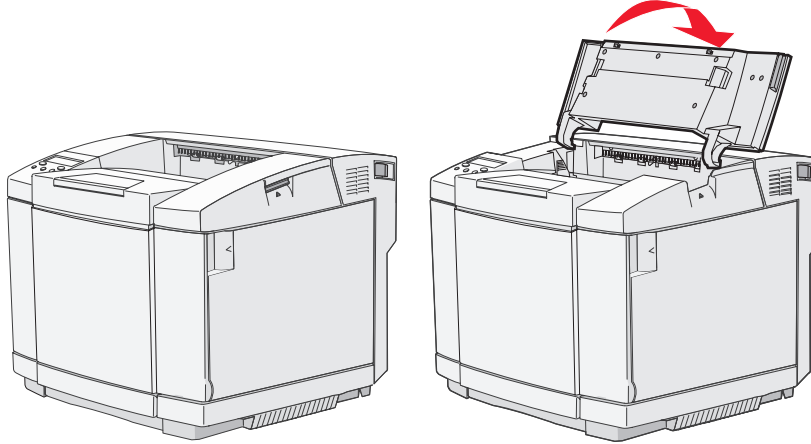


- 7 Close the front door.

Replacing the photodeveloper cartridge

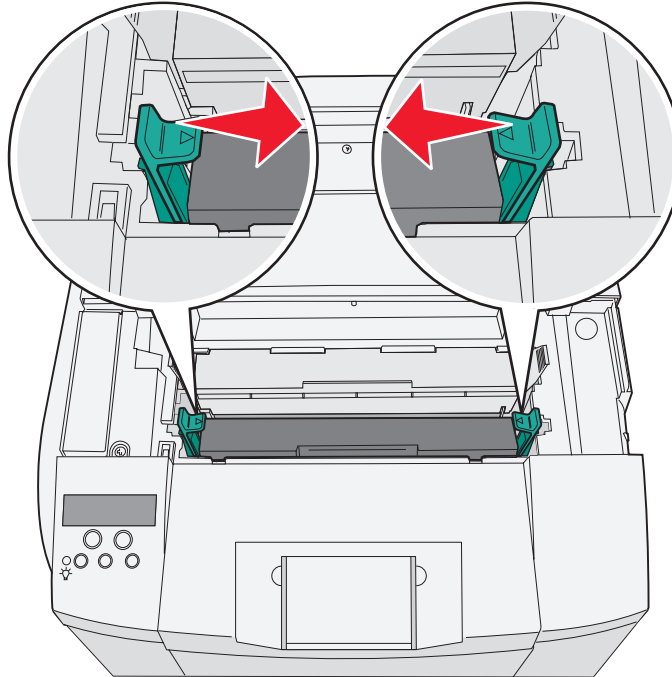
When **Replace Belt CG** appears on the operator panel, you need to replace the photodeveloper cartridge immediately. For more information, see **Ordering a photodeveloper cartridge**.

- 1 Pull up on the top door release latch. Pull the top door up, then rotate it backwards to its open position.



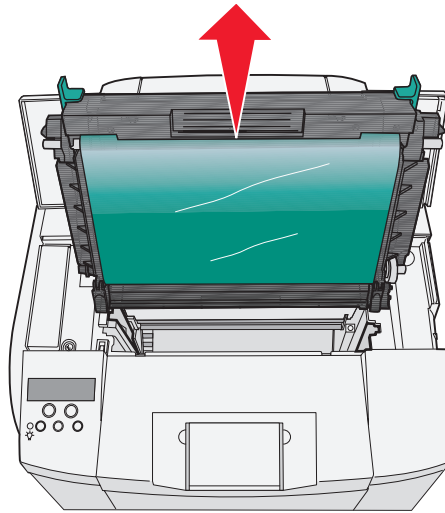
- 2 Push the latches toward each other to release the photodeveloper cartridge.

Note: Notice the arrow on each latch which points inward.

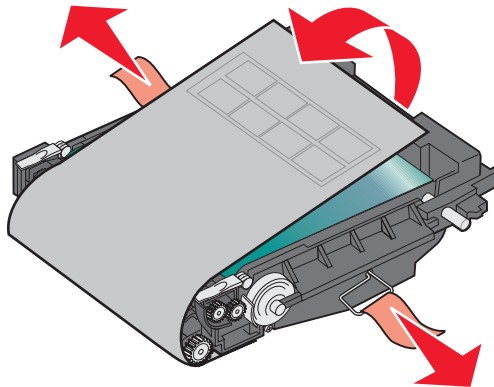


Maintenance

- 3 Grasp the handle and pull the used photodeveloper cartridge straight up. Dispose of it properly.



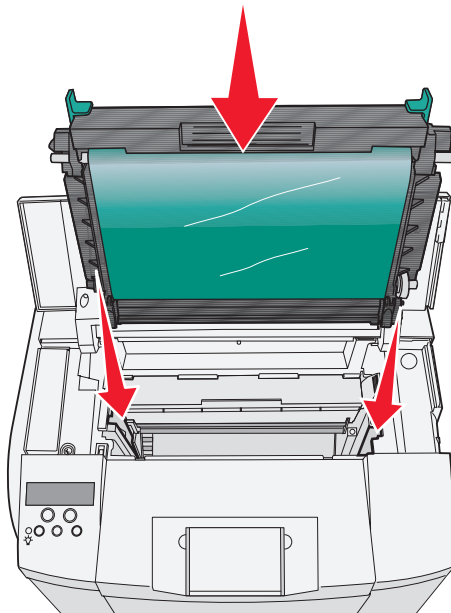
- 4 Carefully unpack the new photodeveloper cartridge. Remove any packaging material or tape.
- 5 Remove the two clips on the sides of the photodeveloper cartridge.



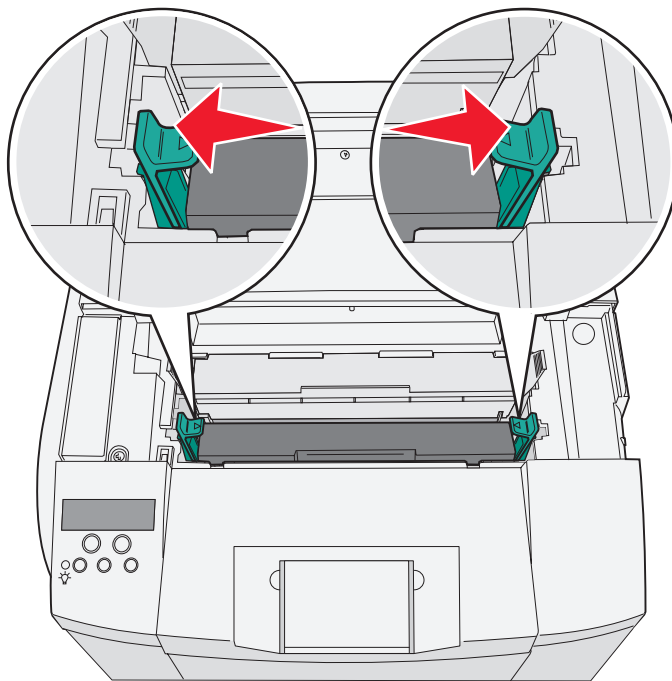
Warning: Do not touch the photoconductor film, which is the shiny green part of the photodeveloper cartridge.

Maintenance

- 6 Grasp the handle of the new photodeveloper cartridge and align it with its opening. Gently lower it into place.



- 7 Push the latches away from each other to lock the photodeveloper cartridge into place.



- 8 Close the top door.
- 9 Turn the printer on. When the printer returns to **Ready**, reset the photodeveloper belt count. See **Ordering a photodeveloper cartridge** for information on resetting the belt count.

Recycling Lexmark products

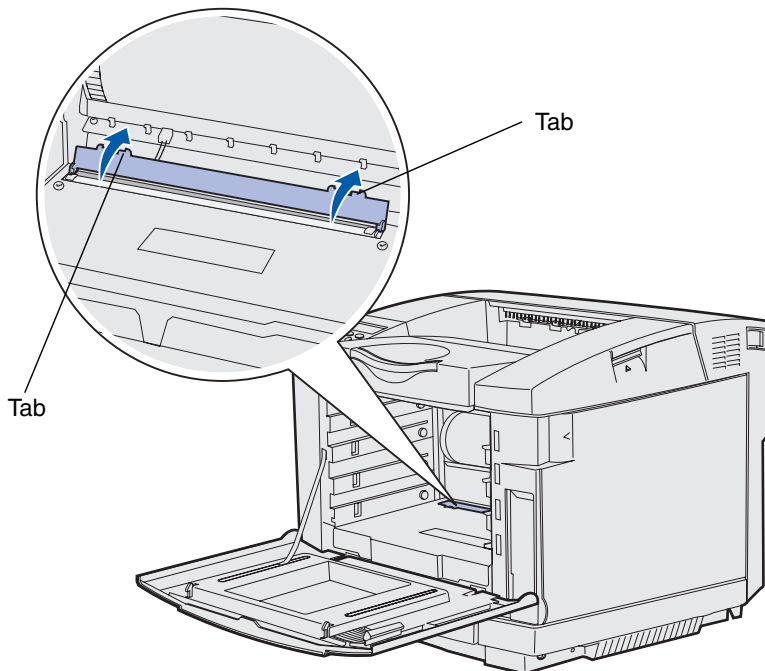
To return your Lexmark products to Lexmark for recycling:

- 1 Visit our Web site:
www.lexmark.com/recycle
- 2 Follow the instructions on your screen.

Cleaning the printhead lens

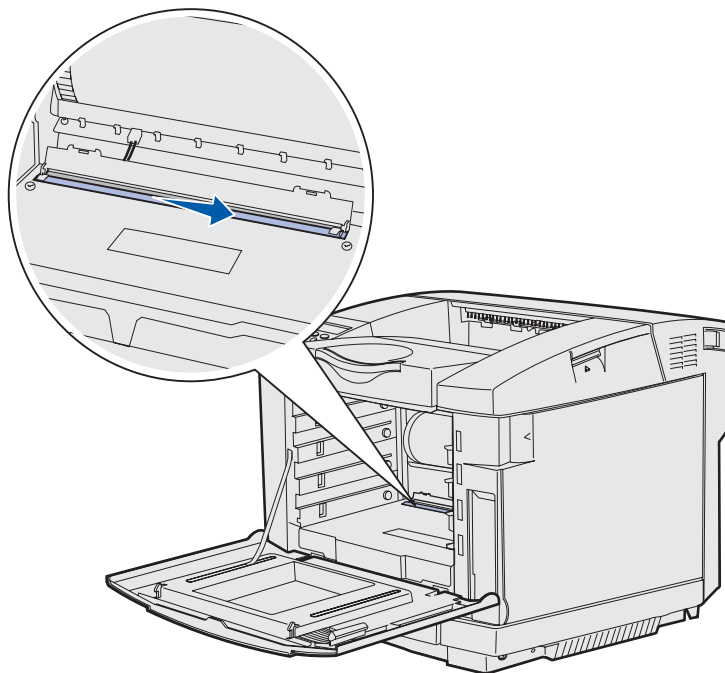
Clean the printhead lens when you see print quality problems as mentioned in in the Troubleshooting chapter.

- 1 Turn the printer off.
- 2 Pull the front door release latch forward and gently lower the front door. See the illustrations in **Replacing the toner cartridges on page 41** if you need help.
- 3 Remove all of the toner cartridges one at a time.
- 4 Open the top door. See the illustrations in **Replacing the photodeveloper cartridge on page 49** if you need help.
- 5 Remove the photodeveloper cartridge. See the illustrations in **Replacing the photodeveloper cartridge on page 49** if you need help.
- 6 Pull on the tabs to lift the lens cover.

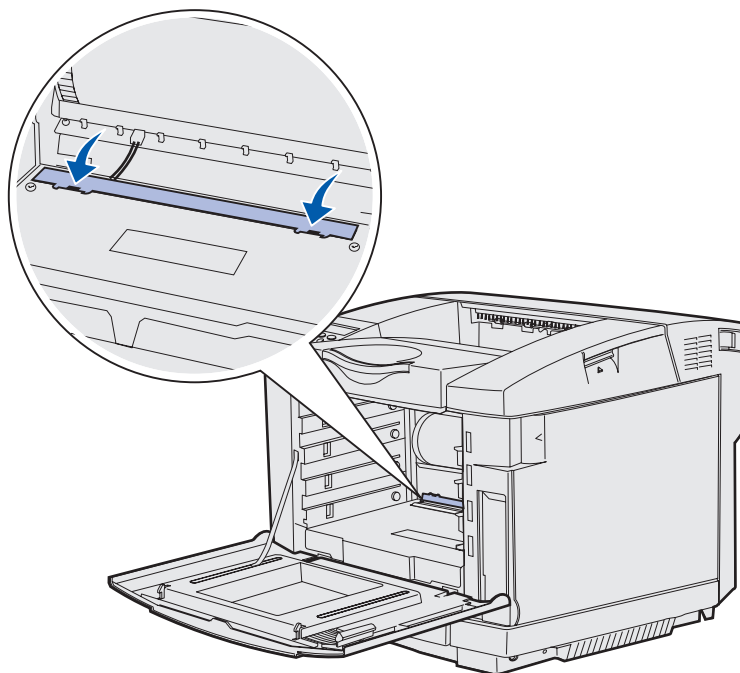


Maintenance

- 7 Gently wipe the printhead lens in one direction using a clean, dry lint-free cloth.



- 8 Push the lens cover down.



- 9 Replace the Photodeveloper cartridge, for more information see **Replacing the photodeveloper cartridge on page 49.**
- 10 Push the latches away from each other to lock the photodeveloper cartridge into place.
- 11 Close the top door.
- 12 Install all of the toner cartridges. See **Replacing the toner cartridges on page 41.**

Maintenance

- 13 Close the front door.
- 14 Turn the printer on.

6

Clearing jams

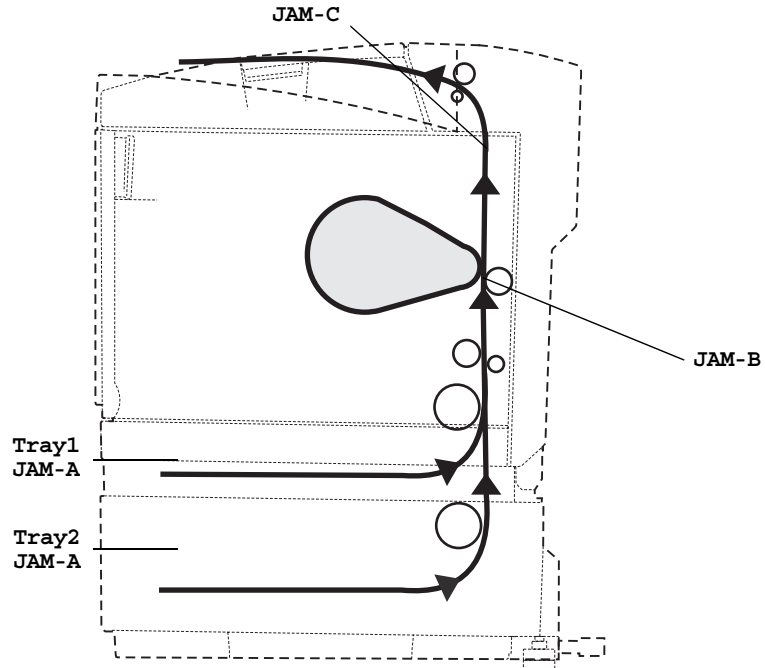
Hints for avoiding jams

The following hints can help you avoid jams:

- Use only recommended paper or specialty media (referred to as media). See **Media guidelines** for more information. See the *Card Stock & Label Guide* available on the Lexmark Web site at www.lexmark.com/ publications for more information about which media will provide optimum results for your printing environment.
- If you need detailed information before purchasing large quantities of customized media, see the *Card Stock & Label Guide*.
- See **Loading the trays** to load media properly.
- Do not overload the media sources. Make sure the stack height does not exceed the maximum height indicated by the load line labels in the sources.
- Do not load wrinkled, creased, damp, or curled media.
- Flex, fan, and straighten media before you load it.
- Do not use media that you have cut or trimmed yourself.
- Do not mix media sizes, weights, or types in the same media source.
- Use only recommended paper. For more information, see **Unacceptable paper**.
- Make sure the recommended print side is faceup when loading all trays for simplex (single-sided) printing.
- Keep media stored in an acceptable environment. For more information, see **Storing media**.
- 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 media you have loaded. Make sure the guides are not placed too tightly against the stack of media.
- Make sure all cables that connect to the printer are correctly attached.

Identifying the media path

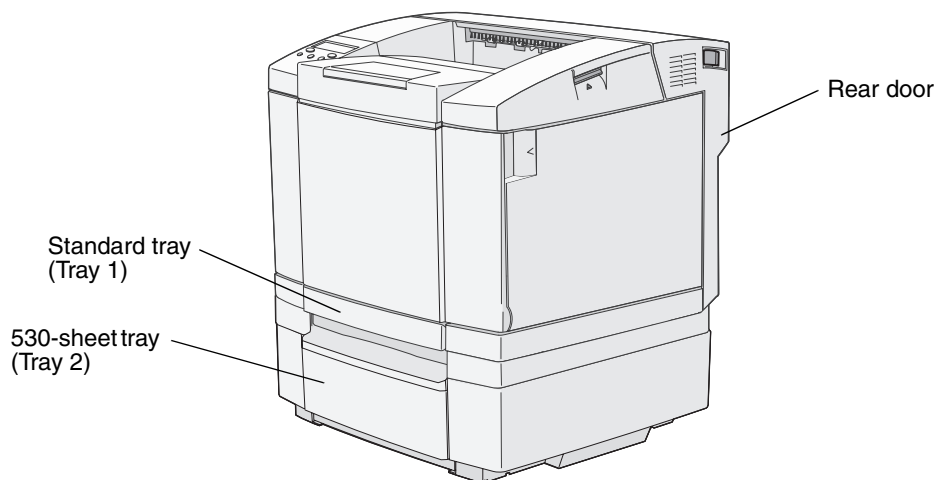
The following illustration shows the path that media travels through the printer. The path varies depending on the input source (tray 1 or tray 2).



Clearing jams

Accessing jam areas

Open doors and covers, and remove trays to access jam areas. The illustration shows the location of sources and possible jam areas.



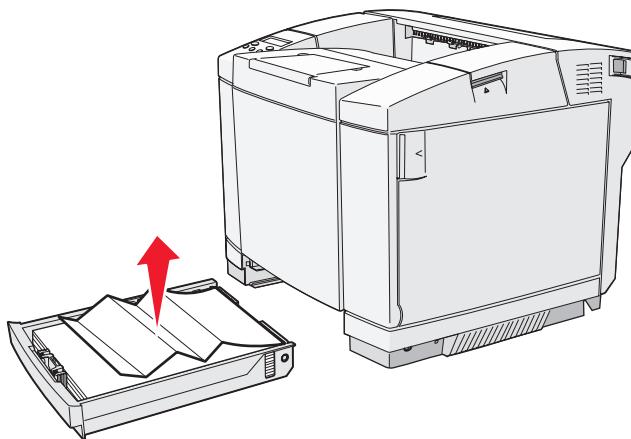
Use the following table to locate instructions for a particular jam; however, to resolve any message, you must clear all media from the media path.

Jam message	Go to page
JAM-A Tray, Rear (tray 1)	58
JAM-A Tray, Rear(tray 2)	59
JAM-B Rear	60
JAM-C Rear	62

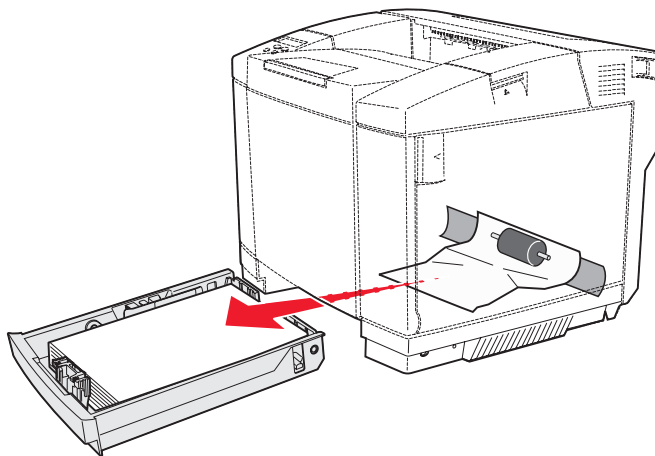
JAM-A Tray, Rear (tray 1)

A **JAM-A Tray, Rear** message indicates the media is jammed in either tray 1 or tray 2. The affected tray is indicated by the **Tray x** message. **Tray x** could be the 250-sheet letter size tray or the optional 250-sheet legal size tray (**Tray 1**), or the optional 530-sheet tray (**Tray 2**).

- 1 Pull the tray out. Remove the tray completely.
 - For a misfeed of the media, the single piece of media is laying on top of the stack. Pull it straight out.



- For media jammed 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.

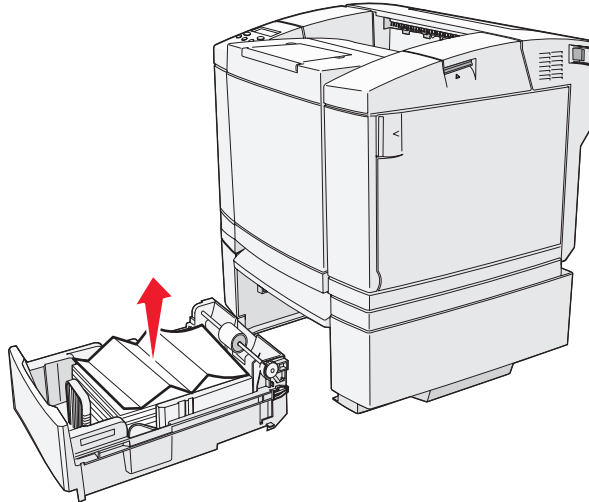


- 2 Insert the tray.

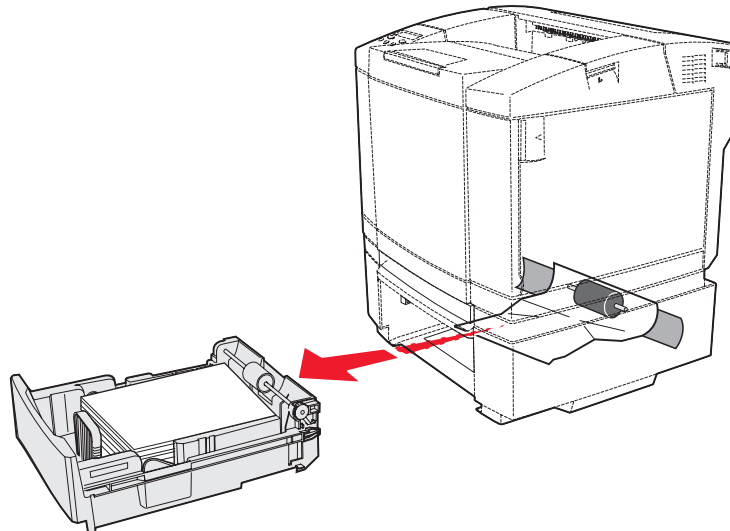
JAM-A Tray, Rear (tray 2)

A **JAM-A Tray, Rear** message indicates the media is jammed in either tray 1 or tray 2. The affected tray is indicated by the **Tray x** message. To clear a jam from the optional 530-sheet tray (**Tray 2**):

- 1 Pull the tray out. Remove the tray completely.
 - For a misfeed of the media, the single piece of media is laying on top of the stack. Pull it straight out.



- For media jammed behind the tray area, locate the jam on the bottom surface of the support unit. You may have to reach far under the printer to locate the jam. Pull the jam straight out.

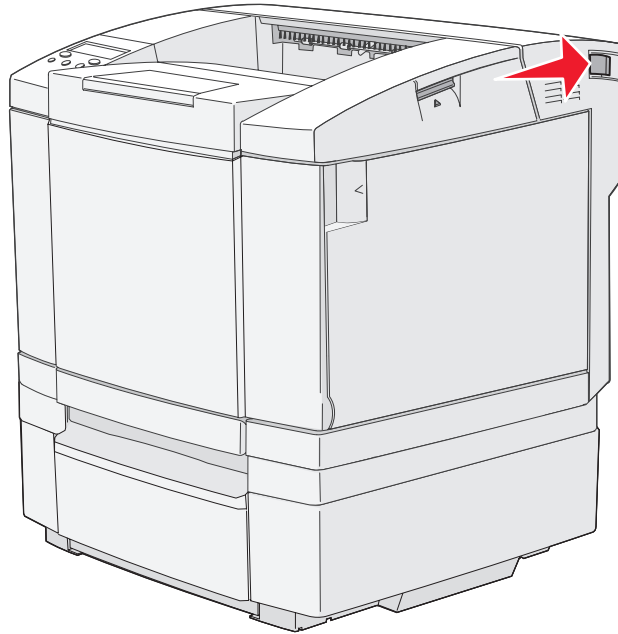


- 2 Push the tray into the support unit.

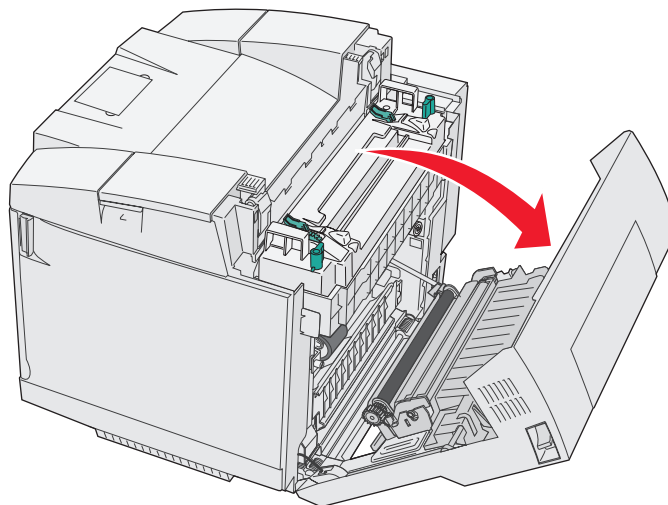
JAM-B Rear

A **JAM-B Rear** message indicates the media is jammed behind the rear door.

- 1 Push the rear door release latch.

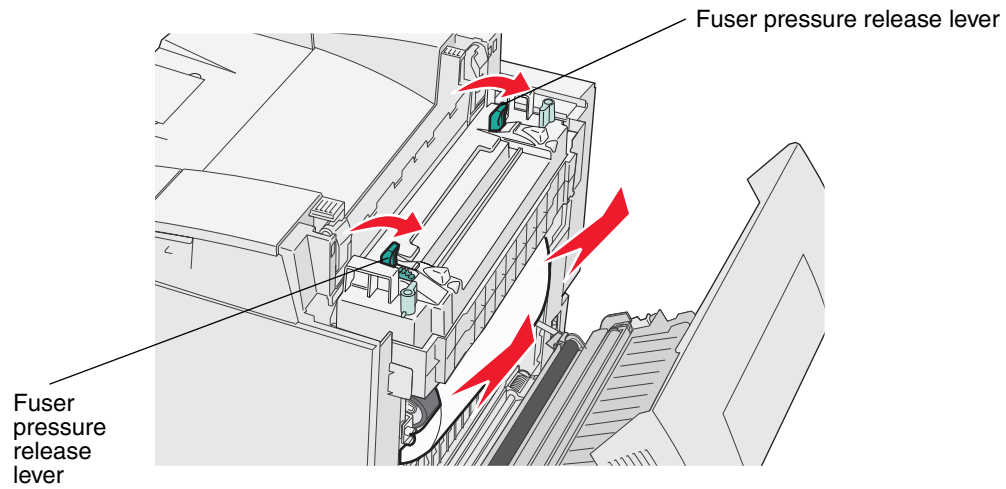


- 2 Gently lower the rear door.



Clearing jams

- 3 Pull the fuser pressure release levers to release tension on the media.
- 4 Grasp each side of the jammed media. Pull it to the rear of the printer and then out.



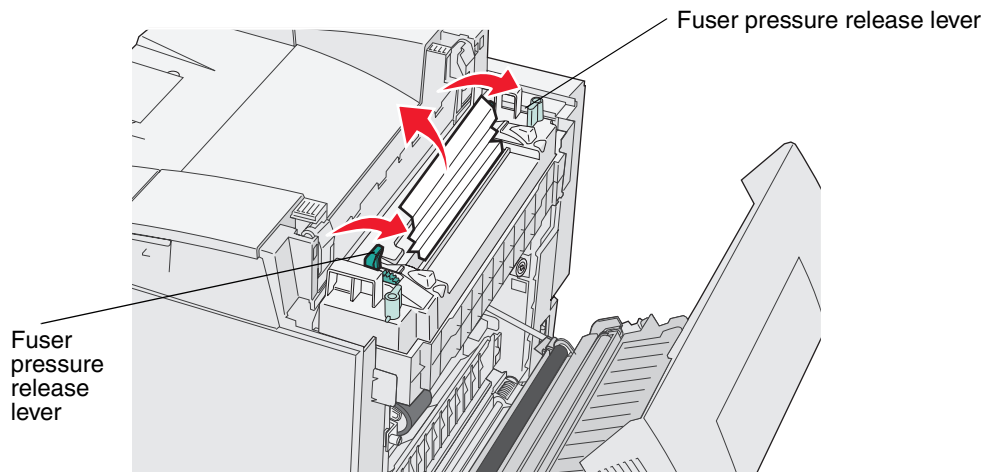
Note: Gently pull the media out so you do not tear it.

- 5 Close the rear door.

JAM-C Rear

A **JAM-C Rear** message indicates the media is jammed behind the rear door above the fuser.

- 1 Push the rear door release latch and gently lower the rear door. For more information, see the illustrations on **page 60**.
- 2 Pull the fuser pressure release levers to release tension on the media.
- 3 Grasp each corner of the jammed media, and pull it up and out.



Note: Gently pull the media out so you do not tear it. Whenever possible, pull the media towards the bottom of the printer to avoid contamination of the fuser.

- 4 Close the rear door.

7

Administration

The following sections are for a network administrator in charge of the printer.

Memory requirements











Your printer ships with 64MB of memory for fast, efficient processing of color jobs.

Restoring factory default settings

When you first enter the printer menus from the operator panel, you may notice an asterisk (*) next to a value in the menus. This asterisk indicates the *factory default setting*. These settings are the original printer settings. (Factory defaults may vary for different countries.)

When you select a new setting from the operator panel, an asterisk appears next to the setting to identify it as the current *user default setting*. These settings are active until new ones are stored or the factory defaults are restored.











To restore the original printer factory default settings:

- 1 Make sure the printer is on and the **Ready** message appears.
- 2 Press / .
- 3 Press and hold  for 3 seconds until you see **Utility Menu**, and then press .
- 4 Press  until you see **Setting Default**, and then press .
- 5 Press  until you see **Execute**, and then press . The factory default settings are restored.
- 6 Press /  to return to **Ready**.

If you need more information about changing menu settings or selecting new user default settings, see the *Menus and Messages Guide* on the *Software and Documentaion CD*.











Adjusting power saver

To adjust the **SleepTime** (power saver) setting in the **Config Menu**:

- 1 Make sure the printer is on and the **Ready** message appears.
- 2 Press / .
- 3 Press  until you see **Config Menu**, and then press .
- 4 Press  until you see **SleepTime**, and then press .
- 5 Press  until you see the desired number of minutes, and then press . Minute settings available range from 5–240. If needed, the power saver can also be **Disabled**. For more information on disabling the power saver, see **Disabling and enabling power saver**.
- 6 Press /  to return to **Ready**.

Disabling and enabling power saver

To adjust the `SleepMode` (power saver) setting in the **Config Menu**:

- 1 Make sure the printer is on and the **Ready** message appears.
- 2 Press  / .
- 3 Press  until you see **Config Menu**, and then press .
- 4 Press  until you see **SleepMode**, and then press .
- 5 Press  until you see **off** (choose **on** to enable), and then press .
- 6 Press  /  to return to **Ready**.

8

Troubleshooting

Solving basic printer problems

Sometimes printer problems are very easy to solve. When you have a problem, first make sure that:

- If a message is displayed on the operator panel, you consult the *Menus and Messages Guide* on the *Software and Documentation CD*.
- The printer power cord is plugged into the printer and a properly grounded electrical outlet.
- The printer power switch is on.
- The electrical outlet is not turned off by any switch or breaker.
- Other electrical equipment plugged into the outlet is working.
- All options are properly installed.

If you have checked all of the above and still have a problem, turn the printer power off, wait for about 10 seconds, and then turn the printer power on. This often fixes the problem.

Checking an unresponsive printer

When you have a problem, first make sure that:



- The printer power cord is plugged into the printer and a properly grounded electrical outlet.
- The printer power switch is on.
- The electrical outlet is not turned off by any switch or breaker.
- Other electrical equipment plugged into the outlet is working.
- You try turning the printer off, then wait for about 10 seconds, and turn the printer on. This often fixes the problem.
- Your printer driver settings are correct.

Note: If an error message appears, see the *Menus and Messages Guide* on the *Software and Documentation CD*.

Solving display problems

Symptom	Cause	Action
Operator panel is blank.	The printer self test failed.	Turn the printer off, wait about 10 seconds, and turn the printer on. Warming Up appears on the operator panel. When the test is completed, Ready is displayed. If the messages do not appear, turn the printer off and contact the Lexmark Customer Support Center at 1-859-232-3000 or http://support.lexmark.com .
Menu settings changed from the operator panel have no effect.	Settings in the software application, the printer driver, or the printer utilities are overriding the settings made from the operator panel.	Change the menu settings from the printer driver, the printer utilities, or the software application instead of the operator panel. Disable the settings in the printer driver, the printer utilities, or the software application so you can change settings from the operator panel.

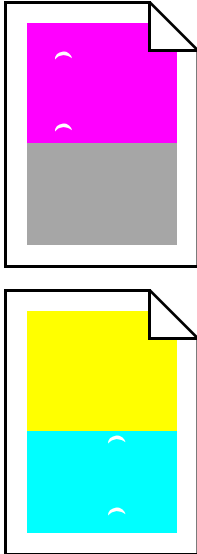
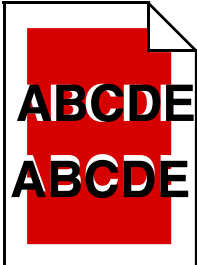
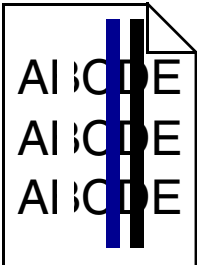
Solving printing problems

Symptom	Cause	Solution
Jobs do not print.	The printer is not ready to receive data.	Make sure Ready or SleepMode appears on the display before sending a job to print. Press  to return the printer to the Ready state.
	The output bin is full.	Remove the stack of paper from the output bin, and then press  .
	The specified tray is empty.	Load paper in the tray. See Loading the trays for detailed instructions.
	You are using the wrong printer driver or are printing to a file.	Verify that you selected the printer driver associated with the C500n. If you are using a USB port, make sure you are running Windows 98/Me, Windows 2000, Windows XP, or Windows Server 2003 and using a Windows 98/Me, Windows 2000, Windows XP, or Windows Server 2003 compatible printer driver.
	Your print server is not set up properly or is not connected properly.	Verify that you have properly configured the printer for network printing. See the <i>Software and Documentation</i> CD or the Lexmark Web site for information.
	You are using the wrong interface cable, or the cable is not securely connected.	Make sure you are using a recommended interface cable. See the <i>Setup Sheet</i> for cable specifications.
Job takes longer than expected to print.	The job is too complex.	Reduce the complexity of your print job by eliminating the number and size of fonts, the number and complexity of images, and the number of pages in the job.
Unexpected page breaks occur.	The job has timed out.	Set Print Timeout to a higher value from the Config Menu . For more information, see the <i>Menus and Messages Guide</i> on the <i>Software and Documentation</i> CD.

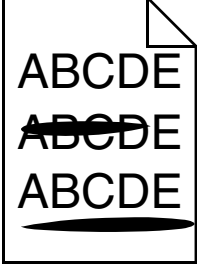
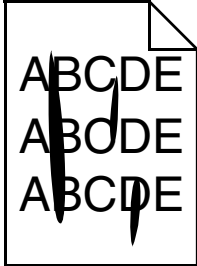
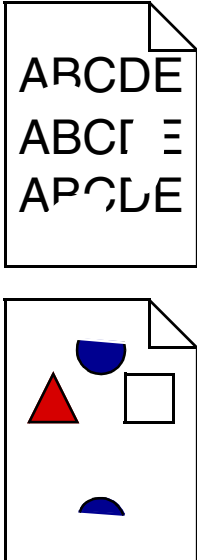
Solving print quality problems

You can solve many print quality problems by replacing a supply or maintenance item that has reached the end of its intended life. Check the operator panel for a message about a printer consumable. See **Determining the status of supplies** for information about other ways to identify consumables that need to be replaced.

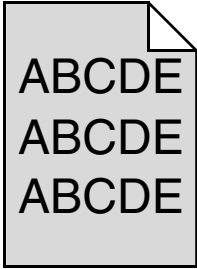
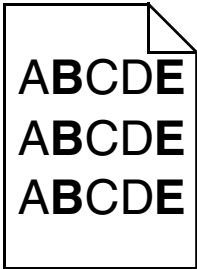
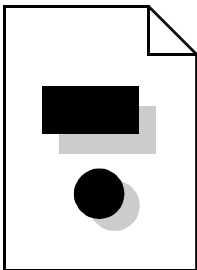
Use the following table to find solutions to print quality problems.

Symptom	Cause	Solution
<p>Repeating defects</p> 	<p>Either the toner cartridges, the photodeveloper cartridge, or the fuser are defective.</p>	<p>Marks occur repeatedly only in one color and multiple times on a page: Replace the item if the defects occur every 35 mm (1.38 in.) for the toner cartridges.</p> <p>Marks occur down the page repeatedly in all colors: Replace the item if the defects occur every:</p> <ul style="list-style-type: none"> • 35 mm (1.38 in.) or 95 mm (3.74 in.) for the photodeveloper cartridge • 95 mm (3.74 in.) or 128 mm (5.04 in.) for the fuser
<p>Color misregistration</p> 	<p>Color has shifted outside of the appropriate area (top to bottom or left to right) or has been superimposed over another color area.</p>	<p>Turn the printer off. Remove and reinstall the photodeveloper cartridge. Turn the printer on.</p>
<p>White or colored line</p> 	<p>Either the toner cartridges, the fuser, or the photodeveloper cartridge are defective, or toner has accumulated in front of the printhead.</p>	<p>Replace the color toner cartridge causing the line. If you still have the problem, replace the fuser and the photodeveloper cartridge.</p> <p>Clean any spilled toner you see in the printer housing near the printhead using a soft, clean lint-free cloth.</p> <p>See Cleaning the printhead lens on page 52.</p>

Troubleshooting

Symptom	Cause	Solution
Streaked horizontal lines 	The toner cartridges may be defective, empty, or worn. The fuser may be defective or worn.	Replace the toner cartridges or fuser as needed.
Streaked vertical lines 	Toner is smeared before fusing to the paper. The toner cartridges are defective.	If paper is stiff, try feeding from another tray. Replace the color toner cartridge causing the streaks.
Print irregularities 	Paper has absorbed moisture due to high humidity. You are using paper that does not meet the printer specifications. The fuser is worn or defective. The toner cartridges may be empty.	Load paper from a fresh package in the tray. Avoid textured paper with rough finishes. Make sure the printer Media Type setting matches the type of paper you are using. Replace the fuser. Replace the needed toner cartridge.
Print too light	You are using paper that does not meet the printer specifications. The toner cartridges are low on toner. The toner cartridges are defective or have been installed in more than one printer.	Load paper from a new package. Avoid textured paper with rough finishes. Make sure the paper you load in the trays is not damp. Replace the toner cartridges.
Print too dark	The toner cartridges are defective.	Replace the toner cartridges.

Troubleshooting

Symptom	Cause	Solution
<p>Transparency print quality is poor (Print has inappropriate light or dark spots, toner is smeared, horizontal or vertical light bands appear, or color does not project.)</p>	<p>You are using transparencies that do not meet the printer specifications.</p>	<p>Use only transparencies recommended by the printer manufacturer.</p>
<p>Toner specks</p>	<p>The toner cartridges are defective. The fuser is worn or defective. Toner is in the paper path.</p>	<p>Replace the toner cartridges. Replace the fuser. Call for service.</p>
<p>Toner rubs off the paper easily when you handle the sheets.</p>	<p>The fuser is worn or defective.</p>	<p>Replace the fuser.</p>
<p>Gray background</p> 	<p>The toner cartridges are defective.</p>	<p>Replace the toner cartridges.</p>
<p>Uneven print density</p> 	<p>The toner cartridges and the photodeveloper cartridge are defective.</p>	<p>Replace the toner cartridges and the photodeveloper cartridge.</p>
<p>Ghost images</p> 	<p>The photodeveloper cartridge is not functioning properly.</p>	<p>Make sure the Media Type setting in the driver is correct for the paper or specialty media you are using. Replace the photodeveloper cartridge. Call for service.</p>
<p>Clipped images (Some of the print is cut off on the sides, top, or bottom of the paper.)</p>	<p>Guides in the selected tray are set for a different size paper than what is loaded in the tray.</p>	<p>Move the guides in the tray to the proper positions for the size loaded.</p>

Troubleshooting

Symptom	Cause	Solution
Incorrect margins	Guides in the selected tray are set for a different size paper than what is loaded in the tray.	Move the guides in the tray to the proper positions for the size loaded.
Skewed print (Print is inappropriately slanted.)	Guides in the selected tray are not in the correct position for the paper size loaded in the tray.	Move the guides in the tray to the proper positions for the size loaded.
Blank pages	The toner cartridges are defective or empty.	Replace the toner cartridges.
Solid color pages	The toner cartridges are defective. Your printer requires servicing.	Replace the toner cartridges. Call for service.

Solving color quality problems

This section helps answer some basic color-related questions.

Frequently asked questions (FAQ) about color printing

What is RGB color?

Red, green, and blue light can be added together in various amounts to produce a large range of colors observed in nature. For example, red and green light can be combined to create yellow light. Televisions and computer monitors create colors in this manner. RGB color is a method of describing colors by indicating the amount of red, green, and blue light needed to reproduce a particular color.

What is CMYK color?

Cyan, magenta, yellow, and black inks or toners can be printed in various amounts to produce a large range of colors observed in nature. For example, cyan and yellow can be combined to create green. Printing presses, inkjet printers, and color laser printers create colors in this manner. CMYK color is a method of describing colors by indicating the amount of cyan, magenta, yellow, and black needed to reproduce a particular color.

How is color specified in a document to be printed?

Software applications typically specify document color using RGB or CMYK color combinations. Additionally, they commonly let users modify the color of each object in a document. Since the procedures to modify colors vary depending on the application, see the software application Help section for instruction.

How does the printer know what color to print?

When a user prints a document, information describing the type and color of each object in the document is sent to the printer. The color information is passed through color conversion tables that translate the color into appropriate amounts of cyan, magenta, yellow, and black toner needed to produce the desired color. The object type information lets different color conversion tables be used for different types of objects. For example, it is possible to apply one type of color conversion table to text while applying a different color conversion table to photographic images.

Solving option problems

Symptom	Cause	Solution
The option does not operate correctly after it is installed, or it stops working.	The option is not installed correctly.	Remove the option, and then reinstall it.
	Cables connecting the option to the printer are not attached correctly.	Check the cable connections. See the <i>Setup Sheet</i> for instructions.
	The printer driver does not recognize that the option is installed.	Look at the driver settings and verify that all the printer configuration settings are correct. If an option does not appear in the driver settings, it is not installed properly. See Installing and removing options for installation procedures and reinstall the option.
	Optional 530-sheet drawer: Make sure the connection between the drawer and the printer is made securely. For more information, see Installing a 530-sheet drawer for installation instructions.	

Solving media feed problems

Symptom	Cause	Solution
Paper frequently jams.	You are using paper that does not meet the printer specifications.	Use recommended media. See the <i>Card Stock & Label Guide</i> available on our Lexmark Web site at www.lexmark.com for detailed specifications. See Clearing jams for more information. See Hints for avoiding jams for information that can help prevent jams from occurring.
	You have loaded too much paper or too many envelopes.	Make sure the stack of paper you load does not exceed the maximum stack height indicated by the load line on the tray.
	Guides in the selected tray are not set to the appropriate position for the size paper loaded.	Move the guides in the tray to the correct position. See Loading the trays for detailed instructions.
	The paper has absorbed moisture due to high humidity.	Load paper from a fresh package. Store paper in its original wrapper until you load it. See Storing media for more information.
	The fuser may be damaged.	Replace the fuser. See Replacing the fuser .
The JAM-x message remains after you remove the jammed media.	You have not cleared the entire media path, or you did not open the door specified by the message to check for jams in this area.	Clear media from the entire path, open the door indicated by the operator panel message, clear the jam, and close the door. The printer resumes printing. See Identifying the media path for more information.

Solving network printing problems

Problem	Action
Job did not print or incorrect characters printed.	Verify that the Lexmark internal print server or external print server is set up properly and the network cable is connected. For more details, See the <i>Software and Documentation</i> CD that shipped with your printer.

Solving other problems

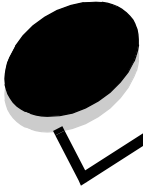
Problem	Action
I need to get updated printer drivers or utilities.	See the drivers CD that came with your printer. It contains printer drivers and utilities. Visit the Lexmark Web site, www.lexmark.com , for the most current printer drivers or utilities.
I cannot find the printer escape codes.	See the <i>Technical Reference</i> available on the Lexmark Web site at www.lexmark.com .

Calling for service

When you call for printer service, be prepared to describe the problem you are experiencing or the error message on the display.

You need to know your printer model type and serial number. Refer to the label on the right side or the inside of the front door of the printer for this information.

For service, contact the Lexmark support site for customer service at <http://support.lexmark.com>, and report a description of the problem.



Notices

Cautions and warnings

Note: A *note* identifies something that could help you.

CAUTION: A *caution* identifies something that could cause you harm.

Warning: A *warning* identifies something that could damage your product hardware or software.

Static sensitivity notice



This symbol identifies static-sensitive parts. Do not touch in the areas near these symbols without first touching the metal frame of the printer.

Electronic emission notices

Note: To assure compliance with FCC and other regulations on electromagnetic interference for a Class B computing device, the LAN Connection Cable provided with the printer must be used if a LAN connection is installed. Failure to use this LAN Connection Cable may result in a violation of FCC or other electromagnetic emission regulations.

Federal Communications Commission (FCC) compliance information statement

The Lexmark C500n printer base and network printer, Type 5023-110, has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The FCC Class B limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult your point of purchase or service representative for additional suggestions.

The manufacturer is not responsible for any radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

Note: To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable such as Lexmark part number 1329605 for parallel attach or 12A2405 for USB attach. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:

Director of Lexmark Technology & Services
Lexmark International, Inc.
740 West New Circle Road
Lexington, KY 40550
(859) 232-3000

Industry Canada compliance statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Avis de conformité aux normes de l'industrie du Canada

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

European Community (EC) directives conformity

This product is in conformity with the protection requirements of EC Council directives 89/336/EEC and 73/23/EEC on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipment designed for use within certain voltage limits.

A declaration of conformity with the requirements of the directives has been signed by the Director of Manufacturing and Technical Support, Lexmark International, S.A., Boigny, France.

This product satisfies the Class B limits of EN 55022 and safety requirements of EN 60950.

Korean MIC statement

제품에 이 기호가 있는 경우 다음 문구가 적용됩니다.



B급 기기 (가정용 정보통신기기)

이 기기는 가정용으로 전자파적합등록을 한 기기로서
주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.

Japanese VCCI notice

製品にこのマークが表示されている場合、
次の要件を満たしています。



この装置は、情報処理装置等電波障害自主規制協議会(VCCI)の基準に
基づくクラスB情報技術装置です。この装置は、家庭環境で使用するこ
とを目的としていますが、この装置がラジオやテレビジョン受信機に
近接して使用されると、受信障害を引き起こすことがあります。
取扱説明書に従って正しい取り扱いをしてください。

Noise emission levels

The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296

1-meter average sound pressure, dBA	C500n
Printing	53
Idling	42

Waste from Electrical and Electronic Equipment (WEEE) directive

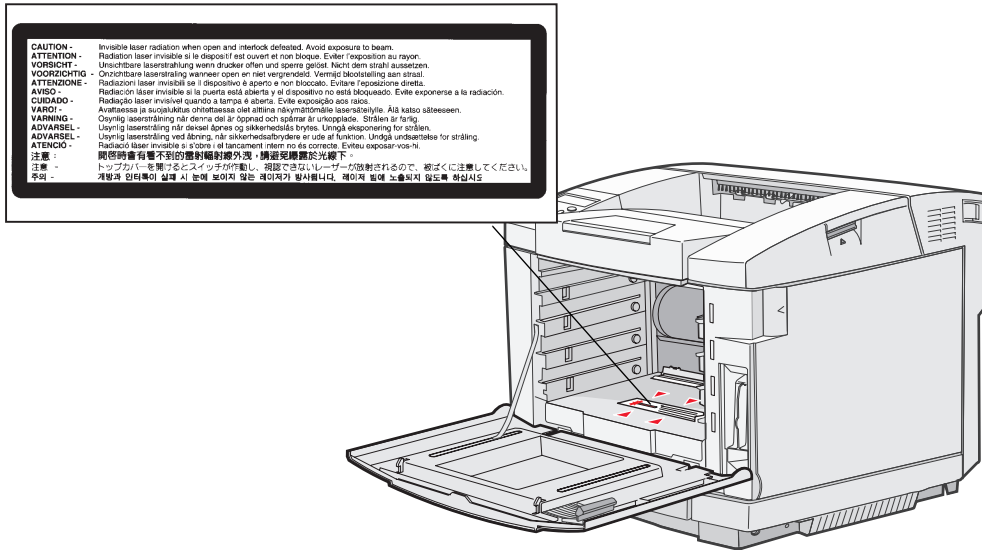


The WEEE logo signifies specific recycling programs and procedures for electronic products in countries of the European Union. We encourage the recycling of our products. If you have further questions about recycling options, visit the Lexmark Web site at www.lexmark.com for your local sales office phone number.

Laser notices

Laser advisory label

A laser notice label may be affixed to this printer as shown:



Class 1 laser statement

The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR Subchapter J for Class I (1) laser products, and elsewhere is certified as a Class I laser product conforming to the requirements of IEC 60825-1.

Class I laser products are not considered to be hazardous. The printer contains internally a Class IIIb (3b) laser that is nominally a 5 milliwatt gallium arsenide laser operating in the wavelength region of 770-795 nanometers. The laser system and printer are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance, or prescribed service condition.

Statement of Limited Warranty

C500n printer

Lexmark International, Inc. Lexington, KY

This limited warranty applies to the United States and Canada. For customers outside the U.S., refer to the country-specific warranty information that came with your product.

This limited warranty applies to this product only if it was originally purchased for your use, and not for resale, from Lexmark or a Lexmark Remarketer, referred to in this statement as "Remarketer."

Limited warranty

Lexmark warrants that this product:

- Is manufactured from new parts, or new and serviceable used parts, which perform like new parts
- Is, during normal use, free from defects in material and workmanship

Notices

If this product does not function as warranted during the warranty period, contact a Remarketer or Lexmark for repair or replacement (at Lexmark's option).

If this product is a feature or option, this statement applies only when that feature or option is used with the product for which it was intended. To obtain warranty service, you may be required to present the feature or option with the product.

If you transfer this product to another user, warranty service under the terms of this statement is available to that user for the remainder of the warranty period. You should transfer proof of original purchase and this statement to that user.

Limited warranty service

The warranty period starts on the date of original purchase as shown on the purchase receipt and ends 12 months later provided that the warranty period for any supplies and for any maintenance items included with the printer shall end earlier if it, or its original contents, are substantially used up, depleted, or consumed. The Fuser Unit and Photodeveloper, and any other items for which a Maintenance Kit is available are substantially consumed when the printer displays a "Life Warning" or "Scheduled Maintenance" message for such item.

To obtain warranty service you may be required to present proof of original purchase. You may be required to deliver your product to the Remarketer or Lexmark, or ship it prepaid and suitably packaged to a Lexmark designated location. You are responsible for loss of, or damage to, a product in transit to the Remarketer or the Lexmark designated location.

When warranty service involves the exchange of a product or part, the item replaced becomes the property of the Remarketer or Lexmark. The replacement may be a new or repaired item.

The replacement item assumes the remaining warranty period of the original product.

Replacement is not available to you if the product you present for exchange is defaced, altered, in need of a repair not included in warranty service, damaged beyond repair, or if the product is not free of all legal obligations, restrictions, liens, and encumbrances.

Before you present this product for warranty service, remove all print cartridges, programs, data, and removable storage media (unless directed otherwise by Lexmark).

For further explanation of your warranty alternatives and the nearest Lexmark authorized servicer in your area contact Lexmark on the World Wide Web at <http://support.lexmark.com>.

Remote technical support is provided for this product throughout its warranty period. For products no longer covered by a Lexmark warranty, technical support may not be available or only be available for a fee.

Extent of limited warranty

Lexmark does not warrant uninterrupted or error-free operation of any product or the durability or longevity of prints produced by any product.

Warranty service does not include repair of failures caused by:

- Modification or unauthorized attachments
- Accidents, misuse, abuse or use inconsistent with Lexmark user's guides, manuals, instructions or guidance
- Unsuitable physical or operating environment
- Maintenance by anyone other than Lexmark or a Lexmark authorized servicer
- Operation of a product beyond the limit of its duty cycle
- Use of printing media outside of Lexmark specifications
- Refurbishment, repair, refilling or remanufacture by a third party of products, supplies or parts
- Products, supplies, parts, materials (such as toners and inks), software, or interfaces not furnished by Lexmark

TO THE EXTENT PERMITTED BY APPLICABLE LAW, NEITHER LEXMARK NOR ITS THIRD PARTY SUPPLIERS OR REMARKETERS MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO THIS PRODUCT, AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND SATISFACTORY QUALITY. ANY WARRANTIES THAT MAY NOT BE DISCLAIMED UNDER APPLICABLE LAW ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES, EXPRESS OR IMPLIED, WILL APPLY AFTER THIS PERIOD. ALL INFORMATION, SPECIFICATIONS, PRICES, AND SERVICES ARE SUBJECT TO CHANGE AT ANY TIME WITHOUT NOTICE.

Limitation of liability

Your sole remedy under this limited warranty is set forth in this document. For any claim concerning performance or nonperformance of Lexmark or a Remarketer for this product under this limited warranty, you may recover actual damages up to the limit set forth in the following paragraph.

Lexmark's liability for actual damages from any cause whatsoever will be limited to the amount you paid for the product that caused the damages. This limitation of liability will not apply to claims by you for bodily injury or damage to real property or tangible personal property for which Lexmark is legally liable. **IN NO EVENT WILL LEXMARK BE LIABLE FOR ANY LOST PROFITS, LOST SAVINGS, INCIDENTAL DAMAGE, OR OTHER ECONOMIC OR CONSEQUENTIAL DAMAGES.** This is true even if you advise Lexmark or a Remarketer of the possibility of such damages. Lexmark is not liable for any claim by you based on a third party claim.

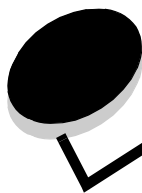
This limitation of remedies also applies to claims against any Suppliers and Remarketers of Lexmark. Lexmark's and its Suppliers' and Remarketers' limitations of remedies are not cumulative. Such Suppliers and Remarketers are intended beneficiaries of this limitation.

Notices

Additional rights

Some states do not allow limitations on how long an implied warranty lasts, or do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions contained above may not apply to you.

This limited warranty gives you specific legal rights. You may also have other rights that vary from state to state.



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