Lexmark™ C910

Quick Reference

www.lexmark.com

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Printer menu overview

Finishing Menu
Duplex
Duplex Bind
Copies
Blank Pages
Collation
Separator Sheets
Separator Source
Multipage Print
Multipage Order
Multipage View
Multipage Border

Network Menu
PCL SmartSwitch
PS SmartSwitch
MAC Binary PS
NPA Mode
Network Buffer
Job Buffering
Network <x> Setup
Std Net Setup

PCL Emul Menu
Font Source
Font Name
Point Size
Pitch
Symbol Set
Orientation
Lines per Page
A4 Width
Auto CR after LF
Auto LF after CR
Tray Renumber

Serial Menu
PCL SmartSwitch
PS SmartSwitch
NPA Mode
Serial Buffer
Job Buffering
RS-232/RS-422
RS-422 Polarity
Serial Protocol
Robust XON
Baud
Data Bits
Parity
Honor DSR

PostScript Menu
Print PS Error
Font Priority
Image Smoothing

Job Menu
Reset Printer
Cancel Fax
Confidential Job
Held Jobs

LocalTalk Menu
LocalTalk Port
PCL SmartSwitch
PS SmartSwitch
NPA Mode
LocalTalk Buffer
Job Buffering
NPA Hosts
LocalTalk Name
LocalTalk Addr
LocalTalk Zone

Parallel Menu
PCL SmartSwitch
PS SmartSwitch
MAC Binary PS
NPA Mode
Parallel Buffer
Job Buffering
Advanced Status
Protocol
Honor Init
Parallel Mode 1
Parallel Mode 2

Setup Menu
Printer Language
Printer Usage
Power Saver
Resource Save
Download Target
Print Timeout
Auto Continue
Wait Timeout
Jam Recovery
Page Protect
Display Language
Alarm Control
Job Accounting
Job Acct Limit

Color Menu
Color Correction
Manual Color
Print Mode
Toner Darkness

Paper Menu
Paper Source
Paper Size
Paper Type
Custom Types
Output Bin
Configure Bins
Overflow Bin
Assign Type/Bin
Substitute Size
Configure MP
Paper Weight
Paper Loading
Universal Setup

Infrared Menu
Infrared Port
PCL SmartSwitch
PS SmartSwitch
NPA Mode
Infrared Buffer
Job Buffering
Window Size
Transmit Delay
Max Baud Rate

USB Menu
PCL SmartSwitch
PS SmartSwitch
MAC Binary PS
NPA Mode
USB Buffer
Job Buffering

Utilities Menu
Color Samples
Print Demo
Print Menus
Print Net <x> Setup
Print Fonts
Print Directory
Factory Defaults
Format Flash
Defragment Flash
Format Disk
Job Acct Stat
Hex Trace

Supplies Menu
Black Photo Dev
Color Photo Dev
<color> Toner
Supplies Life

1

Using the operator panel
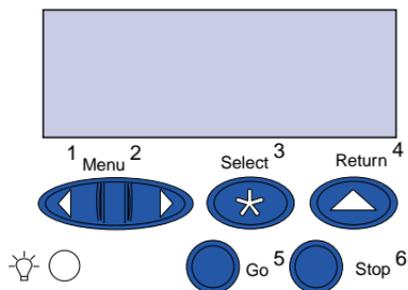
Press Menu to:

- Enter the menus from the Ready state.
- Scroll through menus or values.
- Increase or decrease a numerical value.
- Display the Job Menu or the Supplies Menu while the printer is busy.

Press Select to:

- Select the item on the second line of the display.
- Save the selection as a new default setting.

Press Return to back up to the previous menu level.

Press Stop to temporarily stop all print activity without losing data.

Press Go to:

- Exit the menus and return to the Ready state.
- Clear messages.

Canceling a print job

To cancel a print job after it has started printing:

1 Press **Menu** until you see Job Menu, and then press **Select**.

2 Press **Menu** until you see Cancel Job, and then press **Select**.

Printing a menu settings page

To verify Paper Size and Paper Type settings, and check installed options and memory, print a menu settings page:

1 Press **Menu** until you see Utilities Menu, and then press **Select**.

2 Press **Menu** until you see Print Menus, and then press **Select.** The menu settings page prints.

Printing confidential jobs

If you want to print a job that is personal or confidential, and you do not want anyone else to see it, the printer can hold your job in memory until you arrive at the printer.

Note: Confidential printing only works with Lexmark C910 custom printer drivers. These drivers are located on the drivers CD that shipped with your printer and on the Web at www.lexmark.com.

Note: If you send a large file to a shared network printer, it remains in the printer memory until you print it. This could prevent others from printing. Retrieve your print jobs as soon as possible. To check the amount of memory in your printer, see "Printing a menu settings page" on page 3.

To a print confidential job:

1 In your word processor, spreadsheet, browser, or other application, select **File ▸ Print**.

2 Click **Properties** (or **Options**, **Printer**, or **Setup**, depending on the application) to view the printer driver settings.

3 Click **Help** and refer to the topic *confidential print* or *print and hold*. Follow the instructions.

4 Go to the printer and use the operator panel to retrieve your confidential print job:

a Press **Menu** until you see Confidential Job, and then press **Select**.

b Press **Menu** until you see your user name, and then press **Select**.

c Enter your four-digit personal identification number (PIN) using the numbered buttons on the operator panel. As you enter your PIN, asterisks appear on the display.

d Press **Menu** until you see Print A Job, and then press **Select**.

4

(Print All Jobs sends all jobs with the same user name and PIN immediately to the printer.)

e Press **Menu** until you see the job you want to print, and then press **Select**.

f Press **Go** to send the job to the printer.

After the job prints, it is deleted from printer memory and the printer returns to the Ready state.

Understanding printer messages

The following table lists some typical operator panel messages you may encounter and the action you can take to clear them. For more information on these or other printer messages, refer to the *Lexmark C910 Publications* CD.

Message	Action
37 Insufficient Memory The printer memory isn't sufficient and cannot continue processing print jobs.	• Press **Go** to clear the message. The printer deletes held jobs until there is enough printer memory to process the current job. • Press **Stop** to clear the message without deleting any held jobs. The current job may not print correctly. • Press **Menu** to open the Job Menu, and then press **Select** to cancel the current job. **Note:** The messages **37 Insufficient Memory** and **Held Jobs may be lost** alternate on the display.
38 Memory Full The printer is processing data, but the memory used to store pages is full.	• Press **Go** to clear the message and continue printing the job. The job may not print correctly. • Press **Menu** to open the Job Menu, and then press **Select** to cancel the current job.
39 Complex Page The page may not print correctly because the print information on the page is too complex.	• Press **Go** to clear the message and continue printing the job. The job may not print correctly. • Press **Menu** to open the Job Menu, and then press **Select** to cancel the current job.
80 Fuser Exhausted It is time for you to replace the fuser.	• Press **Go** to clear the message. • Install a new fuser. **Note:** If the front door is opened and closed, the message **Did you replace fuser?** appears. If a new fuser has not been installed, press **Stop**. If a new fuser has been installed, press **Go**.

Message	Action
81 Transfer Belt Exhausted It is time to replace the transfer belt.	• Press **Go** to clear the message. • Install a new transfer belt. **Note:** If the front door is opened and closed, the message **Did you replace transfer belt?** appears. If a new transfer belt has not been installed, press **Stop**. If a new transfer belt has been installed, press **Go**.
84 <color> PC Life Warning It is time to replace one or more specified photodevelopers.	• Press **Go** to clear the message. • Install a new <color> photodeveloper.
85 Coating Roll Life Warning It is time to replace the oil coating roll.	• Press **Go** to clear the message. • Install a new oil coating roll **Note:** When the life of the coating roll has expired, **85 Coating Roll Exhausted** appears. You must replace the coating roll to continue printing.
88 <color> Toner Low It is time to replace one or more toner cartridges.	• Press **Go** to clear the message. • Install a new <color> toner cartridge. **Note:** When the life of the toner cartridge has expired, the display alternates between the **88 <color> Toner Empty** and **Open Cover Replace <color>** messages. You must replace the toner cartridge to continue printing.
900-999 Service Message Messages 900–999 relate to printer problems that may require service.	Turn the printer off and check all cable connections. Turn the printer back on. If the service message recurs, call for service and report the message number and description of the problem.

Loading paper

Paper source	Page
Loading a 550-sheet tray	9
Loading the multipurpose feeder	11
Loading the high capacity feeder	13

Your printer supports a wide variety of paper types, sizes, and weights. The standard tray (tray 1) and optional trays 2, 3, and 4 are marked with stack height letters A, B, C. The optional heavy media tray is marked with stack height letters D, E, and F.

The following table lists recommended media, weights, and the stack height guide to use when loading the paper trays..

Stack height letter	Recommended media
A	Lexmark Glossy Paper[*]: Letter (P/N 12A5950), A4 (P/N 12A5951)
B	11x17, Legal, B4, A3 (90–105 g/m^2, 24–28 lb bond)
C	• Letter, A4 (60–105 g/m^2, 16–28 lb bond) • 11x17, Legal, B4, A3 (60 - 90 g/m^2, 16 - 24 lb bond)
D	Lexmark Transparency[**]: Letter (P/N 12A5940), A4 (P/N 12A5941)
[*] Lexmark Glossy Paper is 120 g/m^2, 80 lb. book, 32 lb bond. [**] Lexmark Transparency weight is 120 g/m^2.	

8

Stack height letter	Recommended media
E	• Lexmark Glossy Paper[A] Letter (P/N 12A5950), A4 (P/N 12A5951) • Cardstock: Letter, A4 (128–163 g/m^2, 90 lb. index) • Paper Labels: Letter, A4 (up to 180 g/m^2, 48 lb. bond)
F	Letter, A4 (105 - 128 g/m^2, 28–34 lb. bond)
* Lexmark Glossy Paper is 120 g/m^2, 80 lb. book, 32 lb bond. ** Lexmark Transparency weight is 120 g/m^2.	

Loading a 550-sheet tray

Note: If you are loading an optional heavy media paper tray, make sure the paper size and type are set for print media you are loading. Refer to your *Setup Guide* or the *Lexmark C910 Publications* CD for instructions on setting the paper size or paper type.
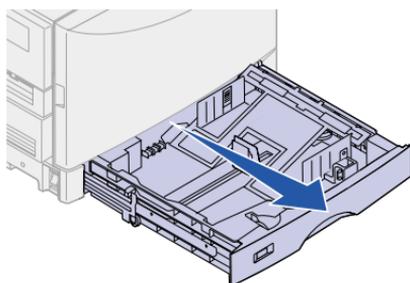
1 Pull the paper tray out until it stops.

9
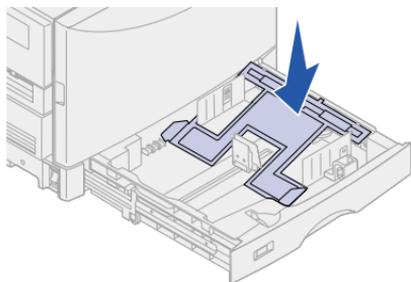
2 Press the metal plate down until it locks.
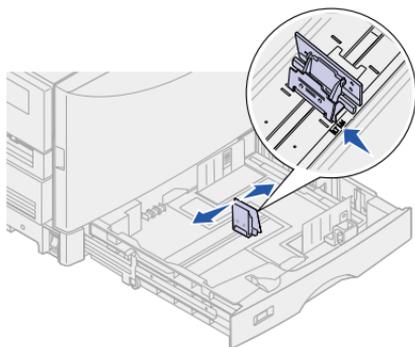
3 Squeeze the left guide and slide it to the position for the size paper you are loading.

The position of the left paper guide tells the printer the size of the paper in the tray.

4 Release the paper guide.
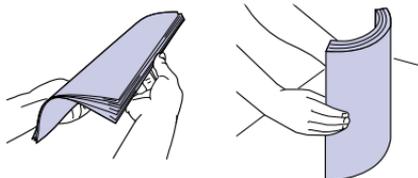
5 Flex the sheets back and forth to loosen them, and then fan them.
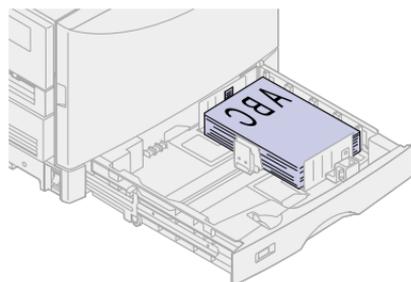
6 Place the paper in the tray, print side down.
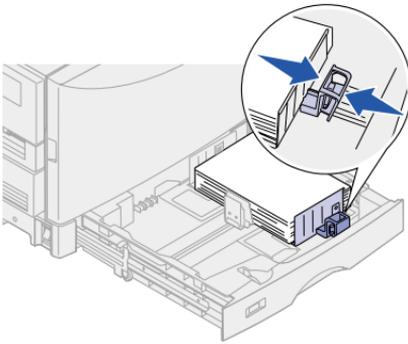
7 Squeeze the front paper guide lever and slide the guide until it lightly touches the stack of paper.
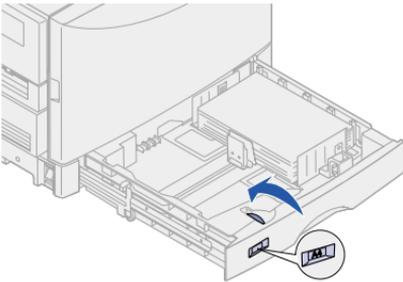
8 Rotate the paper size dial until you see the correct size of paper indicated in the window.
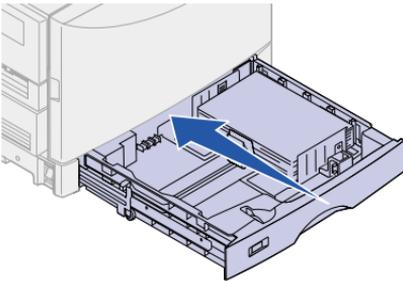
9 Push in the tray completely.

Loading the multipurpose feeder

Warning! Feeding more than a single sheet of glossy paper may damage the fuser.

You can load up to 100 sheets of plain paper in the multipurpose feeder.

1 Open and extend the multipurpose feeder.
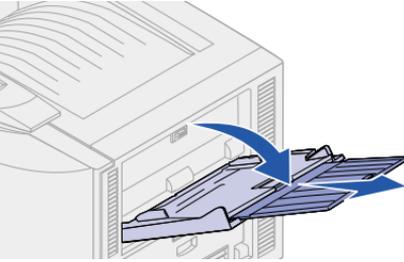
2 Slide the paper guides to the correct position for the size paper you are loading.
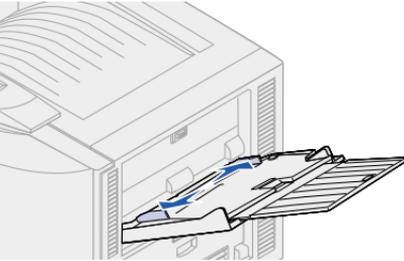
3 Press the paper feed plate down until it locks into place.
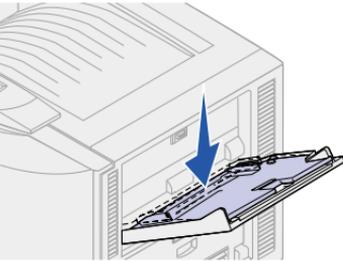
4 Flex the sheets back and forth to loosen them, and then fan them.
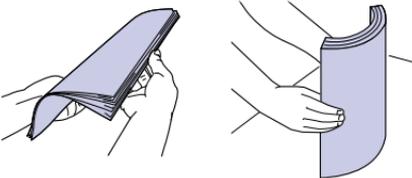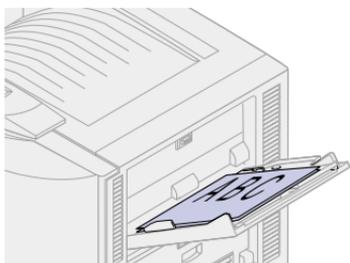
5 Place the paper print side up between the paper guides.
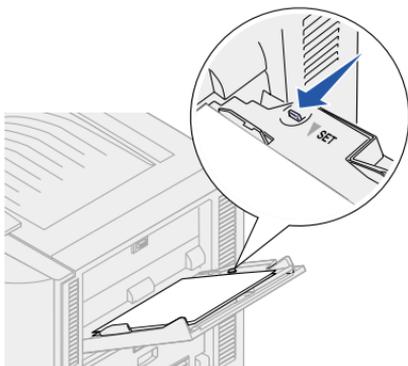
6 Move the SET button to the left to unlock the tray.

Loading the high capacity feeder

Note: Load only plain paper in the high capacity feeder.

You can load up to 3,000 sheets of plain paper in the optional high capacity feeder.
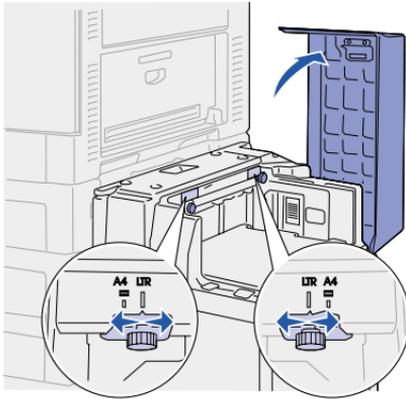
1 Open the high capacity feeder top cover.

2 Check the position of the paper guides.

If the paper guide arrows are correctly aligned to the size paper you are loading, go to step 6 on page 15. If not, continue with step 3 on page 14.
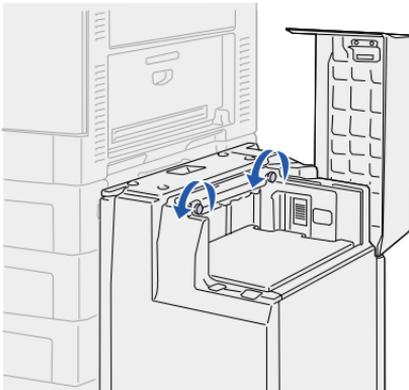
3 Loosen the left and right paper guide thumbscrews.
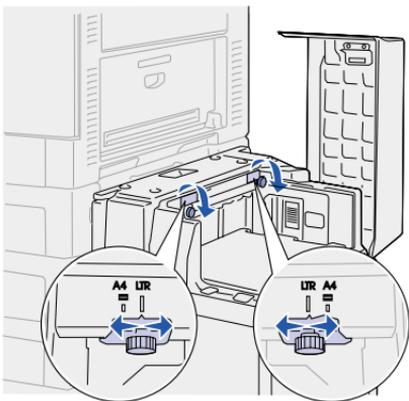
4 Slide the guides left or right to the correct position for the size paper you are loading (A4 or Letter).

5 Tighten the left and right paper guide thumbscrews.

14
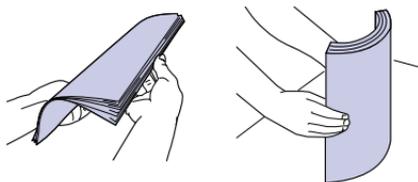
6 Flex the sheets back and forth to loosen them, and then fan them.
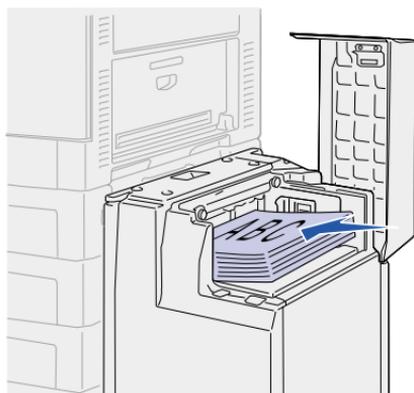
7 Place the paper against the paper guides, with the print side up.

Note: If there is only a partial stack of paper in the tray, the paper low sensor will not allow the tray to go down. Add more paper to lower the tray.
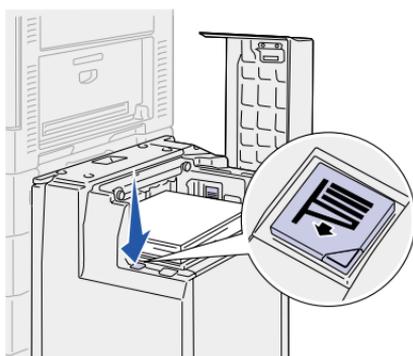
8 Press the Paper Tray button.

The paper tray lowers so you can load another 500 sheets of paper.

9 Repeat steps 7 and 8 until you have loaded the desired quantity.

15

10 Close the top cover.
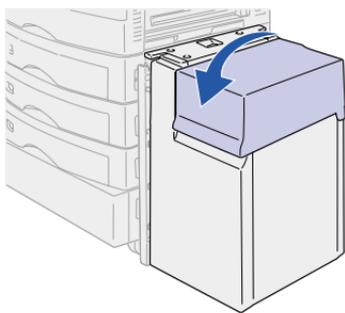
Locating and clearing paper jams

200 Paper Jam Check Areas A,B

240 Paper Jam

200 Paper Jam Check Area C

200 Paper Jam Check Area F

249 Paper Jam

T 1

T 2

T 3

T 4

T 5

200 Paper Jam Check Area E

200 Paper Jam Check Area D

241 Paper Jam

242 Paper Jam

243 Paper Jam
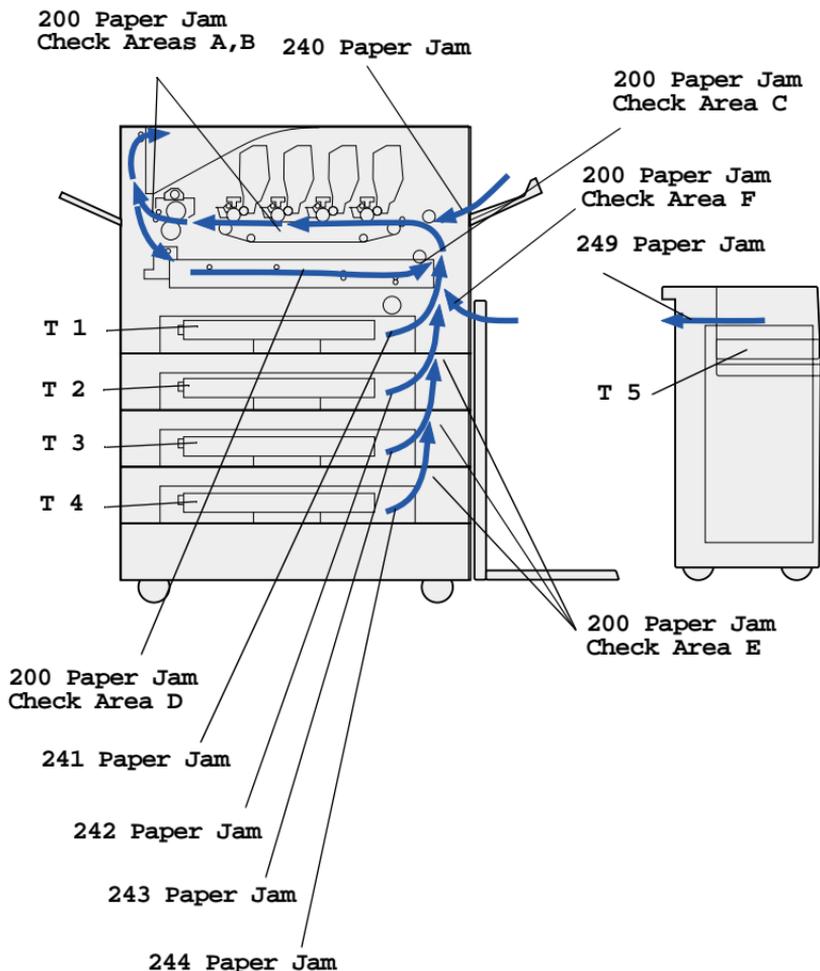
244 Paper Jam

Paper source	Page
200 Paper Jam <x> Pages Jammed (Check Areas A–F, T1–5, MPF)	18
240 Paper Jam Check MP Feeder	30
241–244 Paper Jam Check Tray 1–4	33
249 Paper Jam Check Tray 5	35

200 Paper Jam <x> Pages Jammed (Check Areas A–F, T1–5, MPF)

This message identifies the areas (**A–F, MPF, or T1–T5**) you need to check to remove the paper or to clear the message. To clear these areas:

Jam message	Page
`Check Areas A, B`	18
`Check Area C`	24
`Check Area D`	24
`Check Area E`	27
`Check Area F`	29
`Check MPF`	30
`Check T1—T4`	33
`Check T5`	35

Check Areas A, B

This message indicates a paper jam in the transfer belt, fuser, or output roller area. To clear areas A–B:

1 Open the front door.
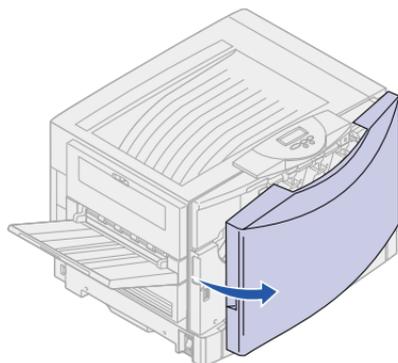
2 Rotate the top cover locking lever to the left.
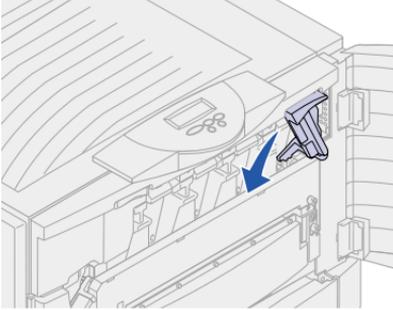
3 Place both hands on the lifting points and squeeze the right top cover latch.
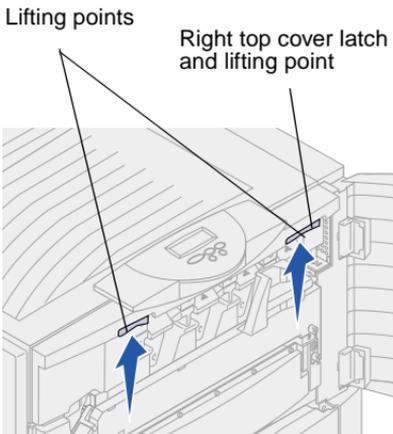
4 Lift the cover.

Lifting points

Right top cover latch and lifting point

Warning! Do not use pointed objects to remove the paper. They may damage the transfer belt.

Note: The paper may be covered with unfused toner, which can stain garments.
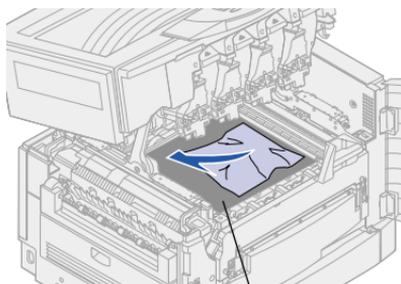
Transfer belt

5 Remove any paper on the transfer belt.

If the paper source was the multipurpose feeder, check the area between the multipurpose feeder and the transfer belt.

6 Check the fuser area and top cover for additional jams.

If there is no jammed paper in the fuser area or top cover, go to step 12 on page 22. If jammed paper is present, continue with step 7 on page 20.

7 Lift the fuser pressure release lever.
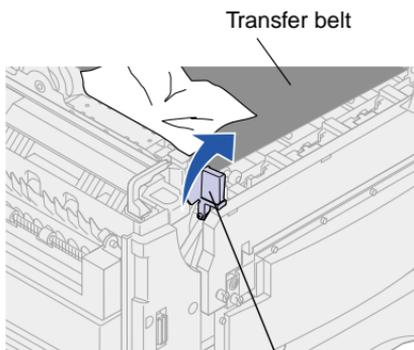
Transfer belt

Release lever

20

Note: The top cover will not close until the lever is in the down position.
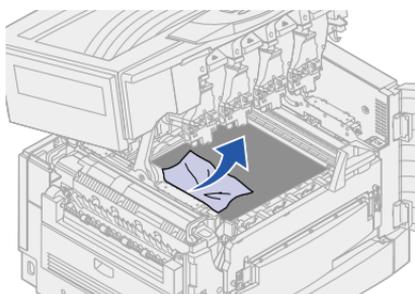
8 Slowly pull the paper out of the fuser toward the inside of the printer.
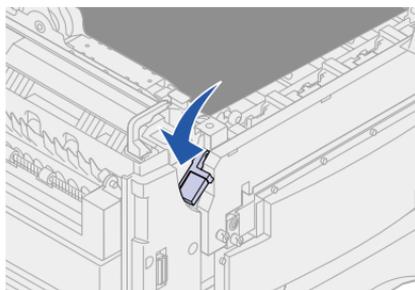
9 Rotate the fuser pressure release lever down.
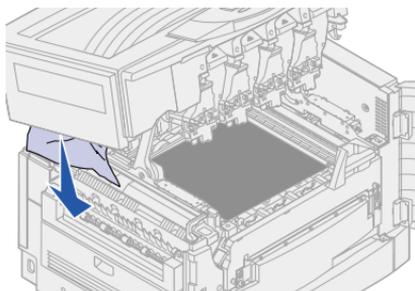
10 Check the top cover for additional jams.

If there is no jammed paper in the top cover, go to step 12 on page 22.

11 Remove the jam from the top cover.

21
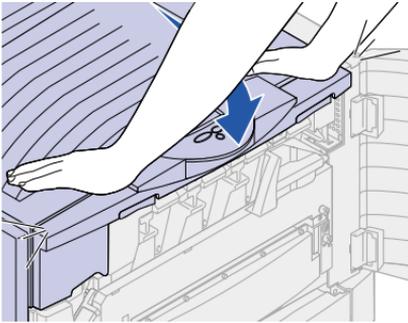
12 Place both your hands on the top cover as shown.

13 Press down firmly until the top cover *clicks* into place.
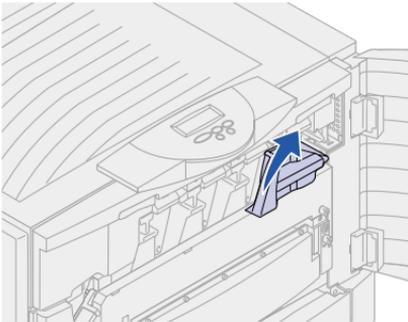
14 Rotate the top cover locking lever to the right.

If you cannot rotate the locking lever, the cover is not fully closed.
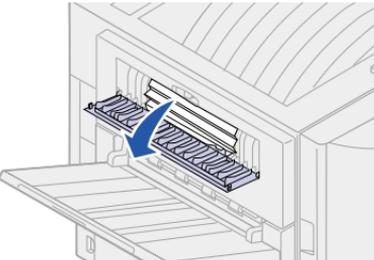
15 Open the jam access door on the left side of the printer.
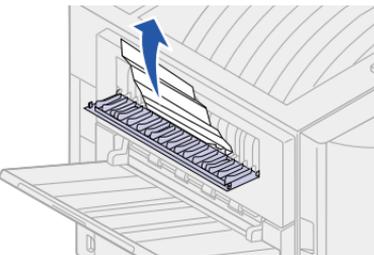
16 Remove any paper inside the printer.
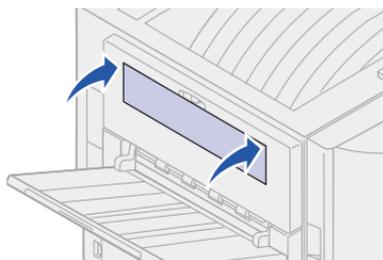
17 Close the jam access door.

To prevent additional paper jams, make sure both sides of the door are closed.
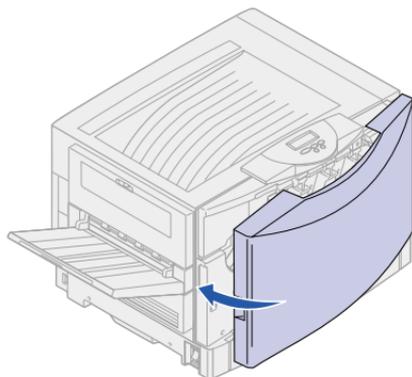
18 Close the front door.

19 Press **Go**.

If the paper jam message continues, check and clear all paper from the paper path.

23

Check Area C

This message indicates a paper jam in the duplex unit area by the access door. To clear area C:
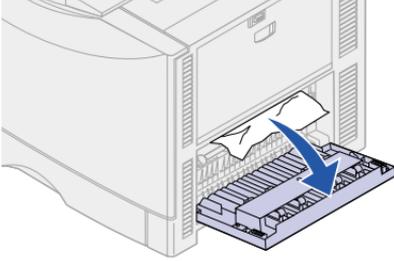
1 Open the duplex jam access door on the right side of the printer.
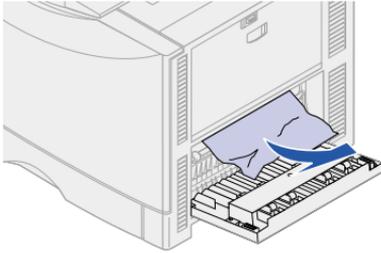
2 Remove the jam.

3 Press **Go**.

If the paper jam message continues, check and clear all paper from the paper path.

Check Area D

This message indicates a paper jam in the duplex unit area. To clear area D:
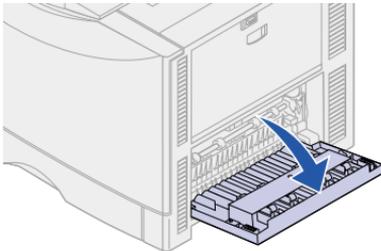
1 Open the duplex jam access door on the right side of the printer.
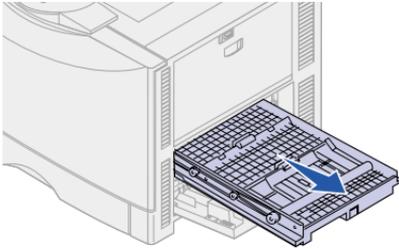
2 Gently pull out the duplex unit.
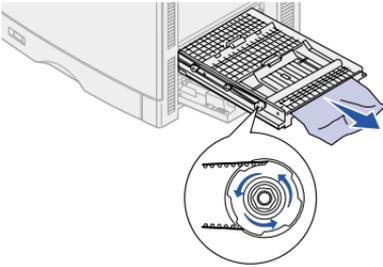
3 Turn the paper forwarding dial counterclockwise.
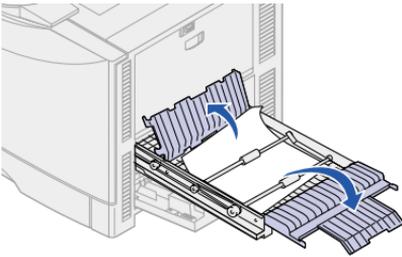
4 Open the duplex unit covers.

5 Remove the jam.

25
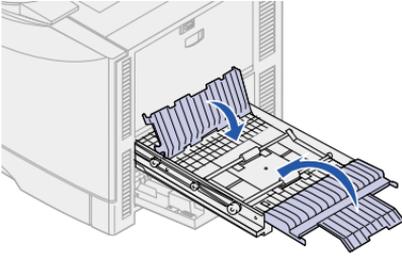
6 Close the duplex unit covers.
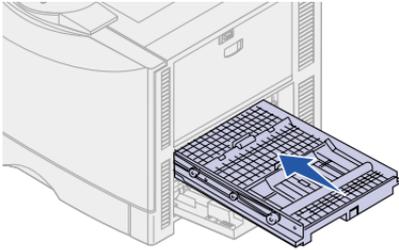
7 Push the duplex unit in until it stops.
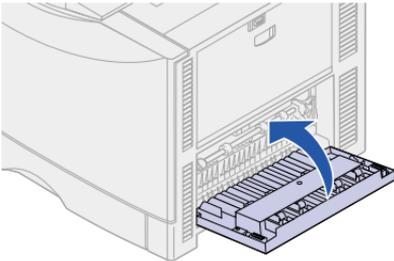
8 Close the duplex jam access door.

9 Press **Go**.

If the paper jam message continues, check and clear all paper from the paper path.

Check Area E

This message indicates a paper jam in the top, middle, or bottom optional drawer paper path area. To clear area E:

Note: If you have a high capacity feeder, pull the feeder away from the printer.
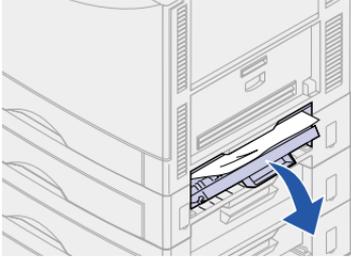
1 Open the jam access door on the top optional drawer.
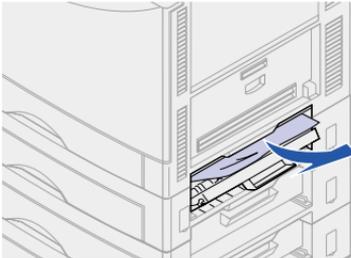
2 Remove the jam.

3 Close the jam access door.
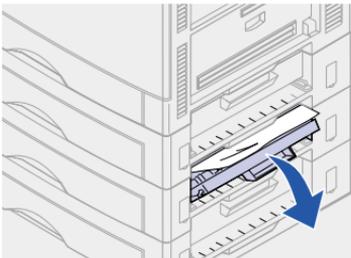
4 Open the jam access door on the middle optional drawer.
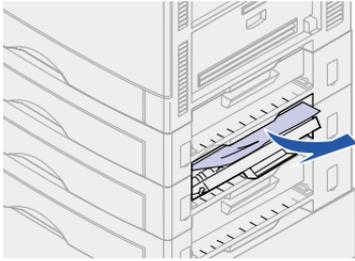
5 Remove the jam.

6 Close the jam access door.
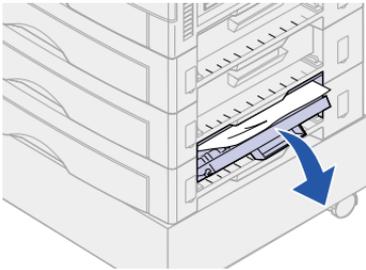
7 Open the jam access door on the bottom optional drawer.
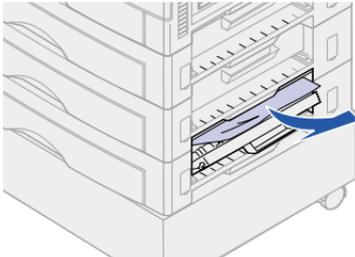
8 Remove the jam.

9 Close the jam access door.

10 Press **Go**.

If the paper jam message continues, check and clear all paper from the paper path.

Check Area F
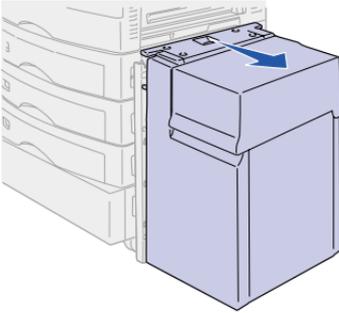
1 Pull the high capacity
feeder away from the
printer.
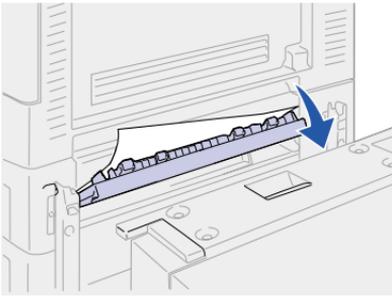
2 Open the jam access
door on the top optional
drawer.
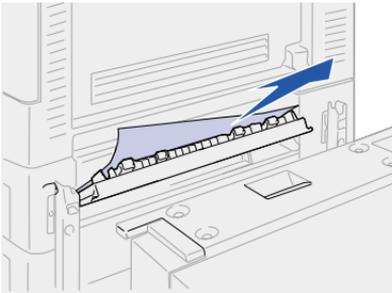
3 Remove any jam.

4 Close the jam access
door.

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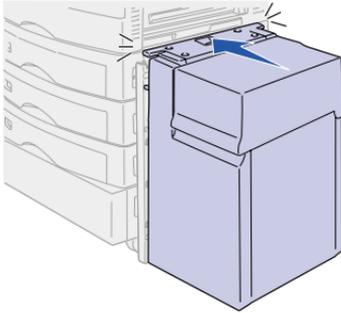
5 Slide the high capacity feeder until the feeder locks to the docking frame.

When the feeder is in the correct position, you hear a *click*.

6 Press **Go**.

If the paper jam message continues, check and clear all paper from the paper path.

240 Paper Jam Check MP Feeder
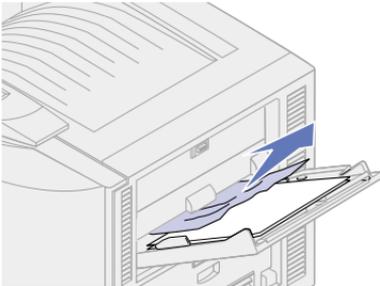
1 Slowly pull the jam straight out of the multipurpose feeder.

If the paper will not come out, proceed with step 2.

2 Open the front door.
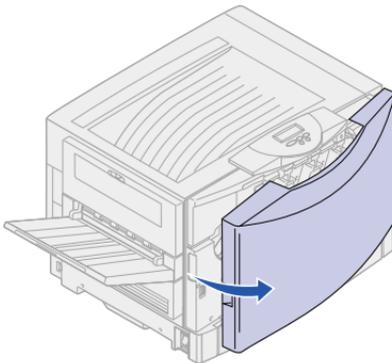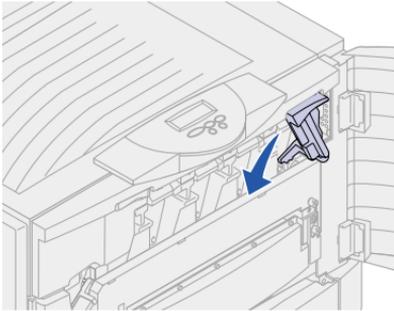
3 Rotate the top cover locking lever to the left.
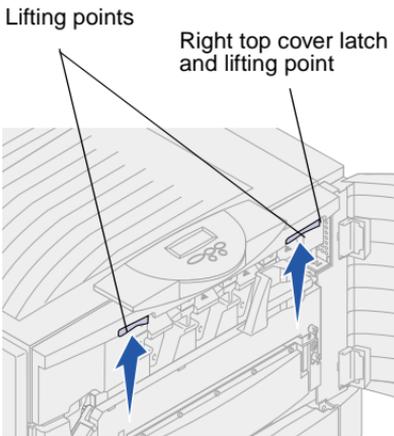
4 Place both hands on the lifting points and squeeze the right top cover latch.

5 Lift the cover.

Lifting points

Right top cover latch and lifting point

31
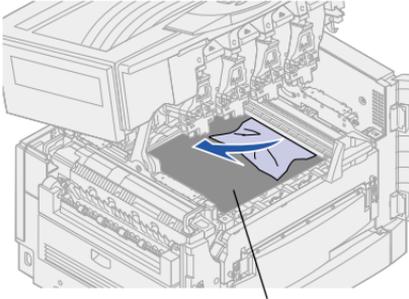
Warning! Do not use pointed objects to remove the paper. They may damage the transfer belt.

6 Remove the paper on the transfer belt.

Transfer belt

7 Place both your hands on the top cover as shown.

8 Press down firmly until the top cover *clicks* into place.
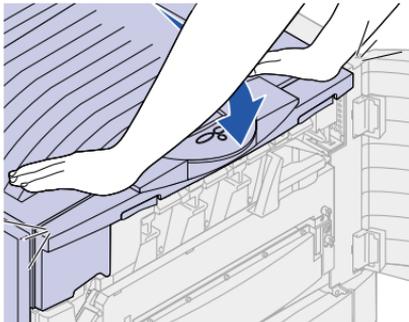
9 Rotate the top cover locking lever to the right.

If you cannot rotate the locking lever, the cover is not fully closed.

32
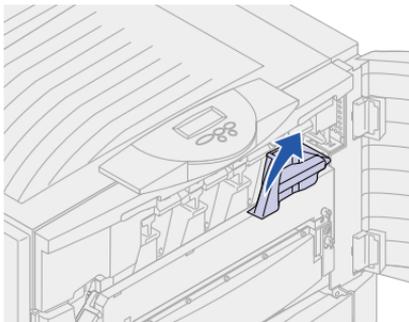
10 Close the front door.

11 Press **Go**.
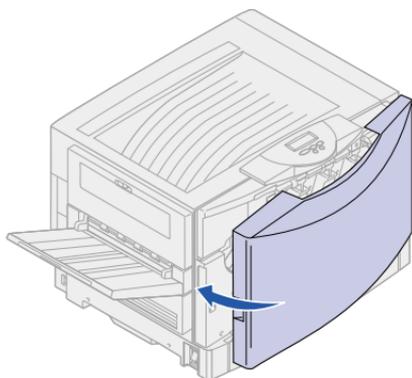
## 241–244 Paper Jam Check Tray 1–4

Note: Although tray 1 is shown, you can use the same procedure to clear any of the **241-244** or **Check Tray 1-4** messages.

Paper jam messages **241-244** and **Check Tray 1-4** indicate a jam in one of the paper trays. (See the illustration on page 17 for tray numbering.) To remove the jam:

1 If you have a high capacity feeder, pull the feeder away from the printer.

2 Open the jam access door for the paper tray indicated on the display.

**3** Remove the jam.

4 Close the jam access door.
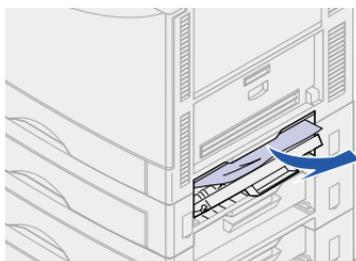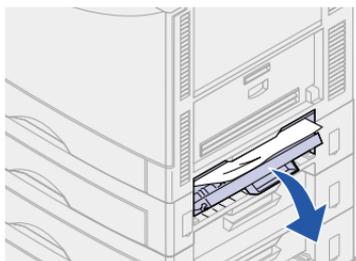
5 Pull out the paper tray indicated on the display.
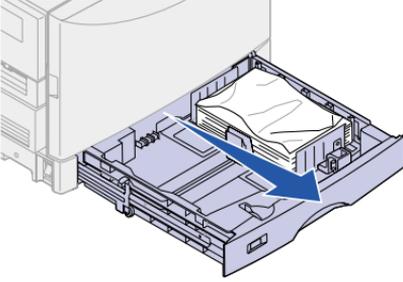
6 Remove any wrinkled or creased paper.
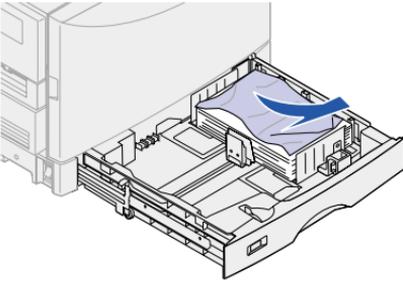
**7** Push down on the remaining paper in the tray until the bottom plate clicks into place.
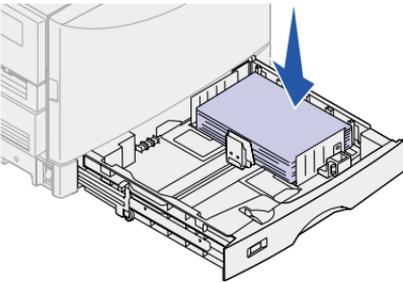
8 Close the paper tray.

9 Press **Go**.

  If the paper jam message continues, check and clear all paper from the paper path.
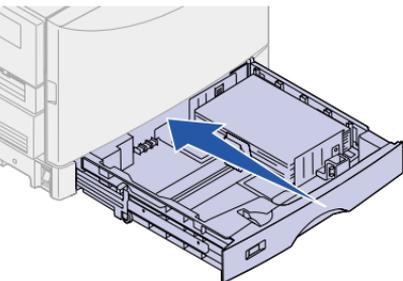
249 Paper Jam Check Tray 5

**Note:** If you have an optional printer cabinet, the high capacity feeder will be identified as tray 3.

A **249 Paper Jam Check Tray 5** message indicates a jam in the high capacity feeder. To remove the jam:

1 Open the high capacity feeder top cover.

2 Remove the jam.

3 Close the cover.

4 Press **Go**.

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