



Lexmark E360d and E360dn Series

User's Guide

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www.lexmark.com

Machine type(s):

4513

Model(s):

420, 430


Contents

Safety information.....	5
Learning about the printer.....	7
Thank you for choosing this printer!.....	7
Finding information about the printer.....	7
Selecting a location for the printer.....	8
Printer configurations.....	9
Using the standard exit bin and paper stop.....	12
Additional printer setup.....	14
Installing internal options.....	14
Installing hardware options.....	19
Attaching cables.....	22
Verifying printer setup.....	23
Setting up the printer software.....	23
Minimizing your printer's environmental impact.....	26
Saving paper and toner.....	26
Saving energy.....	27
Recycling.....	29
Loading paper and specialty media.....	31
Setting the paper size and type.....	31
Configuring Universal paper settings.....	31
Loading trays.....	32
Using the multipurpose feeder.....	36
Paper tray capacities.....	41
Linking and unlinking trays.....	41
Paper and specialty media guidelines.....	44
Paper guidelines.....	44
Storing paper.....	46
Supported paper sizes, types, and weights.....	46

Printing.....	49
Printing a document.....	49
Printing specialty documents.....	50
Printing information pages.....	53
Canceling a print job.....	54
Understanding printer menus.....	56
Menus list.....	56
Paper menu.....	57
Reports menu.....	65
Network/Ports menu.....	66
Settings menu.....	71
Maintaining the printer.....	82
Cleaning the exterior of the printer.....	82
Storing supplies.....	82
Checking the status of supplies from a network computer.....	82
Ordering supplies.....	83
Replacing supplies.....	84
Moving the printer.....	88
Administrative support.....	89
Finding advanced networking and administrator information.....	89
Using the Embedded Web Server.....	89
Checking the virtual display.....	89
Checking the device status.....	89
Viewing reports.....	90
Setting up e-mail alerts.....	90
Configuring supply notifications.....	90
Copying printer settings to other printers.....	91
Restoring the factory default settings.....	91
Clearing jams.....	92
Avoiding jams.....	92
Identifying jams in the paper path.....	93
Understanding jam messages and locations.....	93
200 paper jam.....	95


201 paper jam.....	97
202 paper jam.....	98
231 paper jam.....	99
233 paper jam.....	101
234 paper jam.....	101
235 paper jam.....	102
24x paper jam.....	102
251 paper jam.....	103
Troubleshooting.....	105
Understanding printer messages.....	105
Solving basic printer problems.....	110
Printer control panel display is blank or displays only diamonds.....	110
Solving printing problems.....	111
Solving option problems.....	113
Solving paper feed problems.....	114
Solving print quality problems.....	116
Embedded Web Server does not open.....	125
Contacting Customer Support.....	126
Notices.....	127
Product information.....	127
Edition notice.....	127
Power consumption.....	131
Index.....	141

Safety information


 **CAUTION—POTENTIAL INJURY:** See the enclosed *Safety Sheet* before making any cable or electrical connection.


Connect the power cord to a properly grounded electrical outlet that is near the product and easily accessible.


Do not place or use this product near water or wet locations.

 **CAUTION—POTENTIAL INJURY:** This product uses a laser. Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.

This 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.

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


 **CAUTION—POTENTIAL INJURY:** The printer weight is greater than 18 kg (40 lb) and requires two or more trained personnel to move it safely.


 **CAUTION—POTENTIAL INJURY:** Before moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Turn the printer off using the power switch, and then unplug the power cord from the wall outlet.
- Disconnect all cords and cables from the printer before moving it.
- Lift the printer off the optional drawer, and set it aside instead of trying to lift the drawer and printer at the same time.


Note: Use the handholds located on both sides of the printer to lift it off the optional drawer.

Use only the power cord provided with this product or the manufacturer's authorized replacement.


 **CAUTION—SHOCK HAZARD:** If you are accessing the system board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the wall outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

 **CAUTION—SHOCK HAZARD:** Make sure that all external connections (such as Ethernet and telephone system connections) are properly installed in their marked plug-in ports.

This product is designed, tested, and approved to meet strict global safety standards with the use of specific manufacturer's components. The safety features of some parts may not always be obvious. The manufacturer is not responsible for the use of other replacement parts.

 **CAUTION—POTENTIAL INJURY:** Do not cut, twist, bind, crush, or place heavy objects on the power cord. Do not subject the power cord to abrasion or stress. Do not pinch the power cord between objects such as furniture and walls. If any of these things happen, a risk of fire or electrical shock results. Inspect the power cord regularly for signs of such problems. Remove the power cord from the electrical outlet before inspecting it.

Refer service or repairs, other than those described in the user documentation, to a professional service person.

 **CAUTION—SHOCK HAZARD:** To avoid the risk of electric shock when cleaning the exterior of the printer, unplug the power cord from the wall outlet and disconnect all cables from the printer before proceeding.



CAUTION—SHOCK HAZARD: Do not use the fax feature during a lightning storm. Do not set up this product or make any electrical or cabling connections, such as the fax feature, power cord, or telephone, during a lightning storm.

See the product *User's Guide* for additional safety information.

SAVE THESE INSTRUCTIONS.

Learning about the printer


Thank you for choosing this printer!

We've worked hard to make sure it will meet your needs.

To start using your new printer right away, use the setup materials that came with the printer, and then skim the *User's Guide* to learn how to perform basic tasks. To get the most out of your printer, read the *User's Guide* carefully, and make sure you check the latest updates on our Web site.

We're committed to delivering performance and value with our printers, and we want to make sure you're satisfied. If you do encounter any problems along the way, one of our knowledgeable support representatives will be delighted to help you get back on track fast. And if you find something we could do better, please let us know. After all, you are the reason we do what we do, and your suggestions help us do it better.

Finding information about the printer

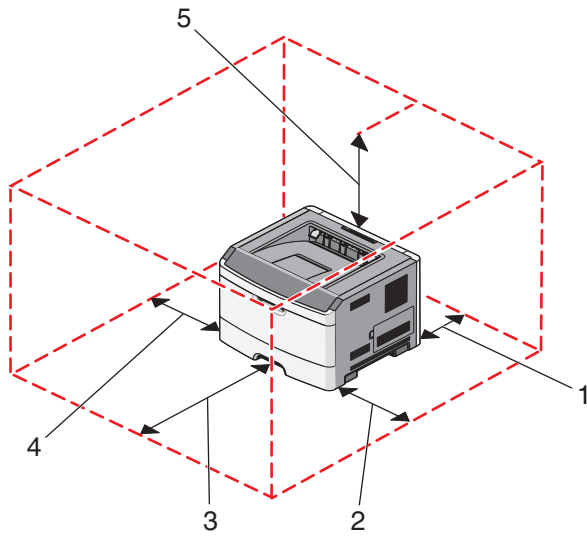
What are you looking for?	Find it here
Initial setup instructions: <ul style="list-style-type: none">• Connecting the printer• Installing the printer software	Setup documentation—The setup documentation came with the printer and is also available on the Lexmark Web site at http://support.lexmark.com .
Additional setup and instructions for using the printer: <ul style="list-style-type: none">• Selecting and storing paper and specialty media• Loading paper• Performing printing depending on your printer model• Configuring printer settings• Viewing and printing documents and photos• Setting up and using printer software• Setting up and configuring the printer on a network, depending on your printer model• Caring for and maintaining the printer• Troubleshooting and solving problems	<i>User's Guide</i> —The <i>User's Guide</i> is available on the <i>Software and Documentation CD</i> . For updates, check our Web site at http://support.lexmark.com .
Help using the printer software	Windows or Mac Help—Open a printer software program or application, and then click Help . Click  to view context-sensitive information. Notes: <ul style="list-style-type: none">• The Help installs automatically with the printer software.• The printer software is located in the printer Program folder or on the desktop, depending on your operating system.

What are you looking for?	Find it here
<p>The latest supplemental information, updates, and technical support:</p> <ul style="list-style-type: none"> • Documentation • Driver downloads • Live chat support • E-mail support • Telephone support 	<p>Lexmark Support Web site— http://support.lexmark.com</p> <p>Note: Select your region, and then select your product to view the appropriate support site.</p> <p>Support telephone numbers and hours of operation for your region or country can be found on the Support Web site or on the printed warranty that came with your printer.</p> <p>Record the following information (located on the store receipt and the back of the printer), and have it ready when you contact support so that they may serve you faster:</p> <ul style="list-style-type: none"> • Machine Type number • Serial number • Date purchased • Store where purchased
<p>Warranty information</p>	<p>Warranty information varies by country or region:</p> <ul style="list-style-type: none"> • In the US—See the Statement of Limited Warranty included with this printer, or at http://support.lexmark.com. • Rest of the world—See the printed warranty that came with your printer.

Selecting a location for the printer

When selecting a location for the printer, leave enough room to open trays, covers, and doors. If you plan to install any options, leave enough room for them also. It is important to:

- Make sure airflow in the room meets the latest revision of the ASHRAE 62 standard.
- Provide a flat, sturdy, and stable surface.
- Keep the printer:
 - Away from the direct airflow of air conditioners, heaters, or ventilators
 - Free from direct sunlight, humidity extremes, or temperature fluctuations
 - Clean, dry, and free of dust
- Allow the following recommended amount of space around the printer for proper ventilation:

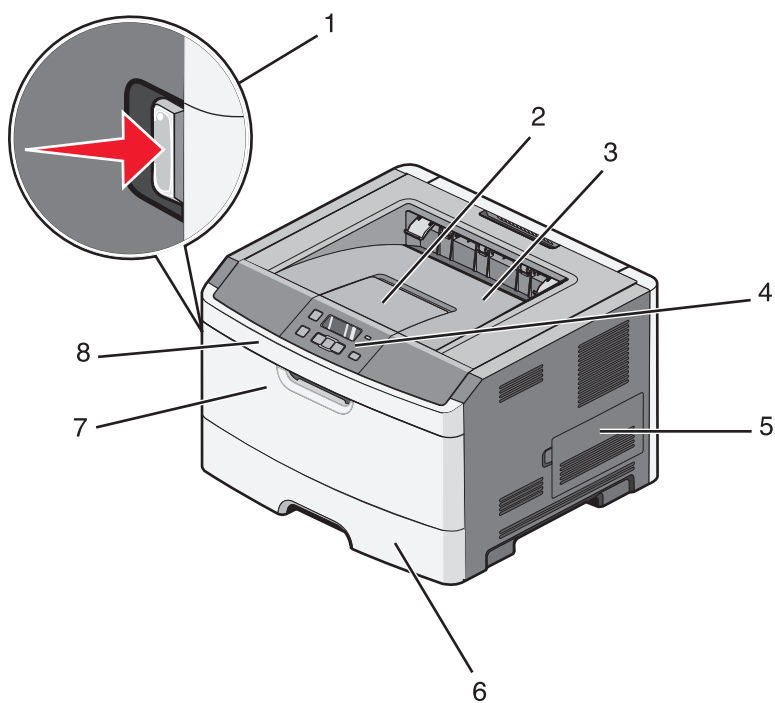


1	Rear	300 mm (12 in.)
2	Right side	200 mm (8 in.)
3	Front	300 mm (12 in.)
4	Left side	12.7 mm (0.5 in.)
5	Top	300 mm (12 in.)

Printer configurations

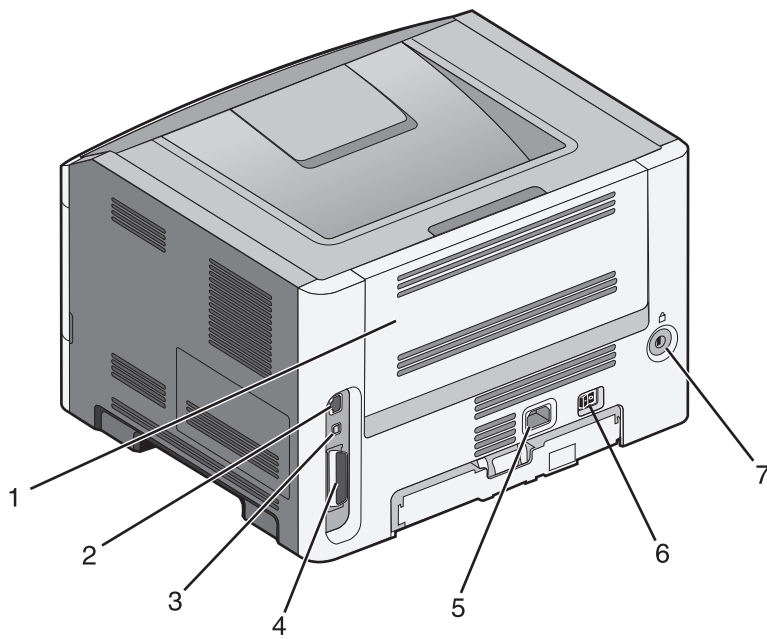
Basic model

The following illustration shows the printer front with its basic features or parts:



1	Front door release button
2	Paper stop
3	Standard exit bin
4	Printer control panel
5	System board door
6	Standard 250-sheet tray (Tray 1)
7	Multipurpose feeder door
8	Front door

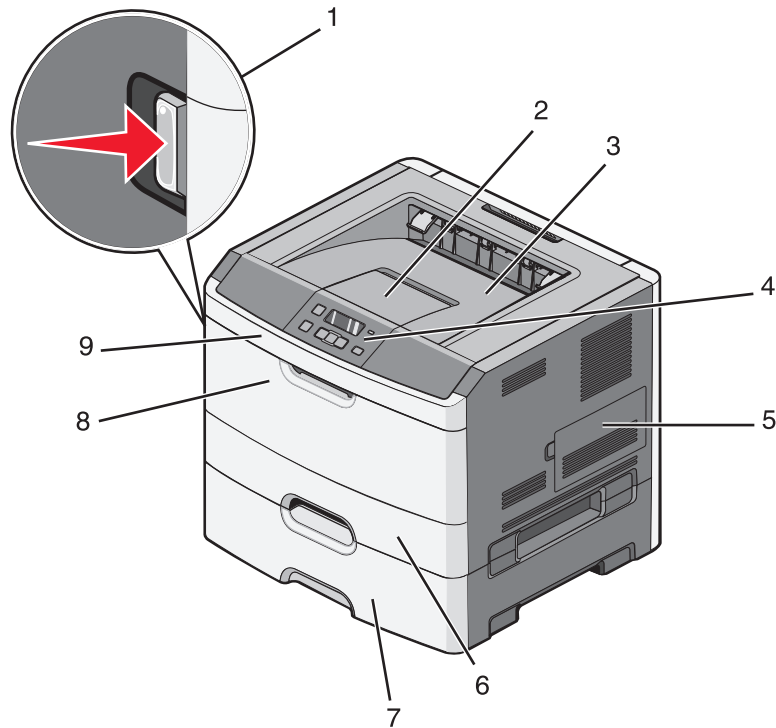
The following illustration shows the printer back with its basic features or parts:



1	Rear door
2	Ethernet port Note: The Ethernet port is a feature on network models only.
3	USB port
4	Parallel port
5	Printer power cord socket
6	Power switch
7	Locking device port

Configured models

The following illustration shows the printer configured with an optional drawer:

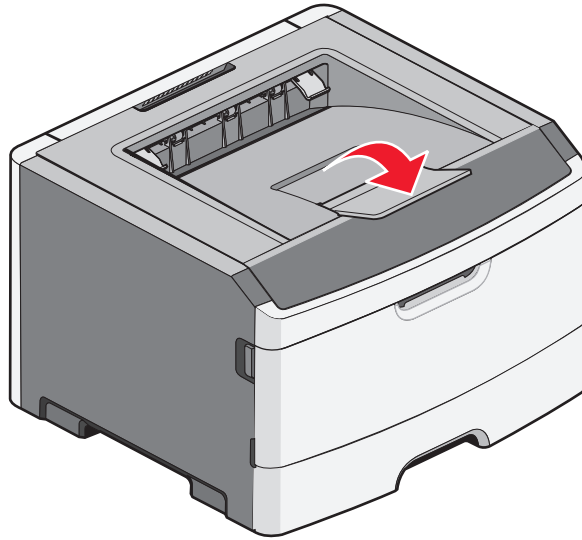


1	Front door release button
2	Paper stop
3	Standard exit bin
4	Printer control panel
5	System board door
6	Standard 250-sheet tray (Tray 1)
7	Optional 250- or 550-sheet drawer (Tray 2)
8	Multipurpose feeder door
9	Front door

Using the standard exit bin and paper stop

The standard exit bin holds up to 150 sheets of 20 lb paper. It collects print jobs facedown. The standard exit bin includes a paper stop that keeps paper from sliding out the front of the bin as it stacks. The paper stop also aids in neater stacking of the paper.

To open the paper stop, pull it so it flips forward.



Notes:

- Do not leave the paper stop in the open position if you are printing on transparencies. Doing so may cause creases in the transparencies.
- When moving the printer to another location, make sure the paper stop is closed.

Additional printer setup

Installing internal options

CAUTION—SHOCK HAZARD: If you are accessing the system board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the wall outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

You can customize your printer connectivity and memory capacity by adding optional cards. The instructions in this section explain how to install the available cards; you can also use them to locate a card for removal.

Available internal options

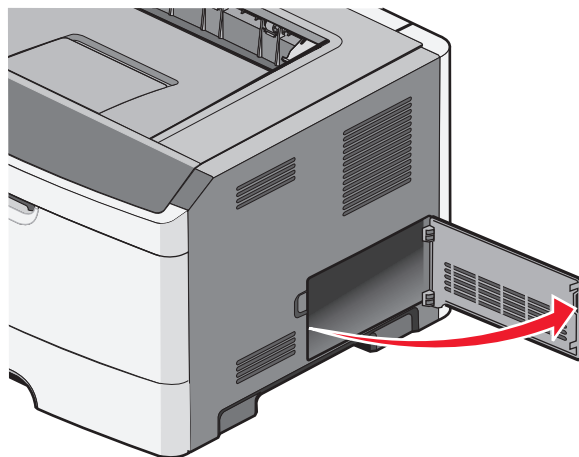
Memory cards

- Printer memory
- Flash memory
- Fonts

Accessing the system board to install internal options

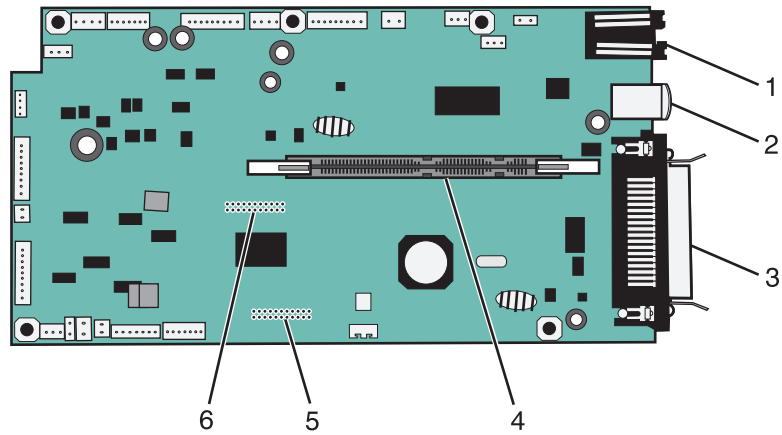
CAUTION—SHOCK HAZARD: If you are accessing the system board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the wall outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

- 1 As you face the printer, the system board door is on the right side. Open the system board door.



- 2 Use the following illustration to locate the appropriate connector.

Warning—Potential Damage: System board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any system board electronic components or connectors.



1	Ethernet connector Note: The Ethernet port is a feature on network models only.
2	USB port
3	Parallel connector
4	Memory card connector
5	Optional card connector
6	Optional card connector

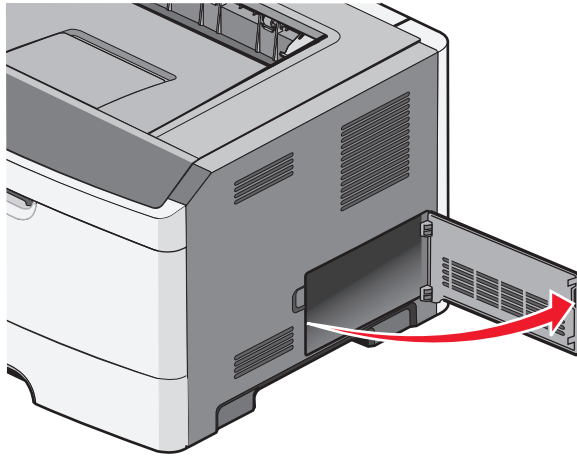
Installing a memory card

CAUTION—SHOCK HAZARD: If you are accessing the system board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the wall outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

Warning—Potential Damage: System board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any system board electronic components or connectors.

An optional memory card can be purchased separately and attached to the system board. To install the memory card:

- 1 Turn the printer off.
- 2 Access the system board.



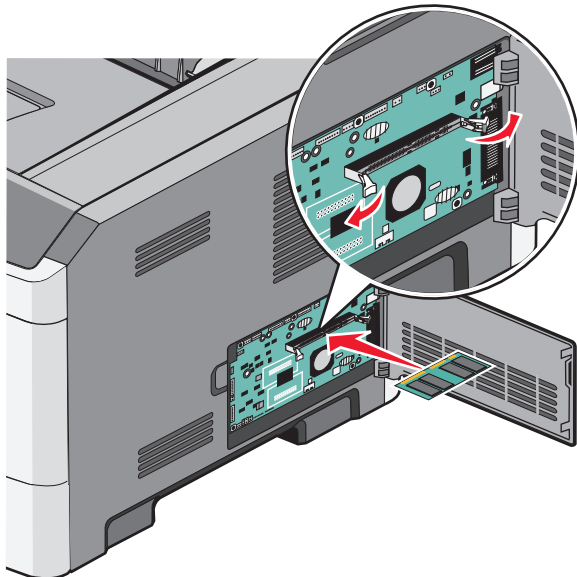
- 3 Unpack the memory card.

Note: Avoid touching the connection points along the edge of the card.

- 4 Align the memory card with its connector on the system board.
- 5 Push open the latches on both ends of the memory connector.

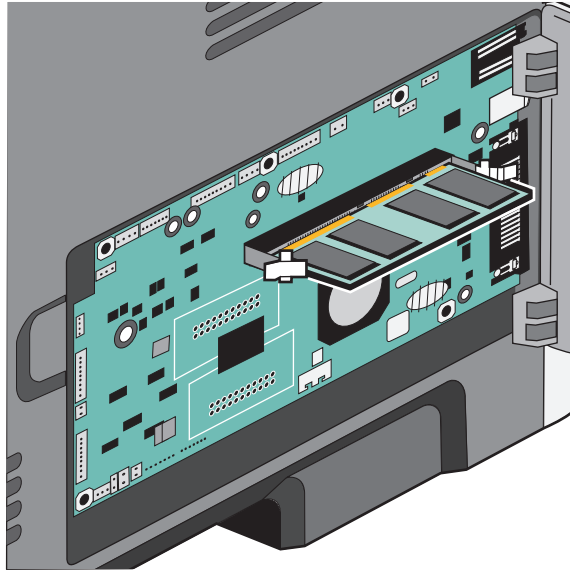
Warning—Potential Damage: Memory cards are easily damaged by static electricity. Touch a grounded metal surface before you touch a memory card.


Note: Memory cards designed for other printers may not work with your printer.



- 6 Push the memory card into the connector until the latches *click* into place.

It may require some force to fully seat the card.



- 7 Ensure that each latch fits over the notch on each end of the card.
- 8 Close the system board door.
- 9 Turn the printer back on.
- 10 Open the printers folder:
 - a Click , or click **Start** and then click **Run**.
 - b In the Start Search or Run box, type **control printers**.
 - c Press **Enter**, or click **OK**.
The printers folder opens.
- 11 Right-click your printer icon.
- 12 Click **Properties**.
- 13 Click **Install Options**.
Note: Memory cards designed for other printers may not work with your printer.
- 14 Click **Ask Printer**.
- 15 Click **OK**.
- 16 Click **OK**, and then close the printers folder.

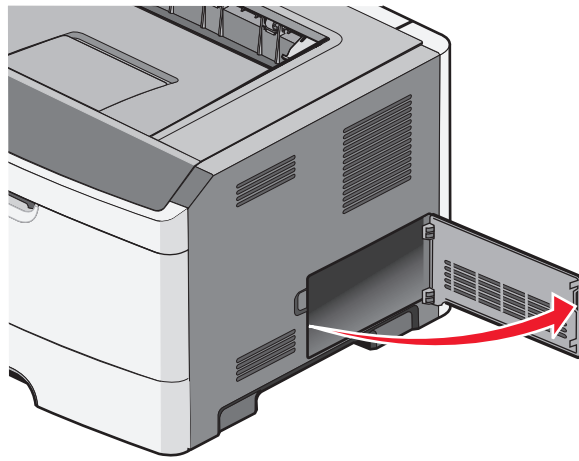
Installing a flash memory or firmware card

The system board has two connections for an optional flash memory or firmware card. Only one of each may be installed, but the connectors are interchangeable.

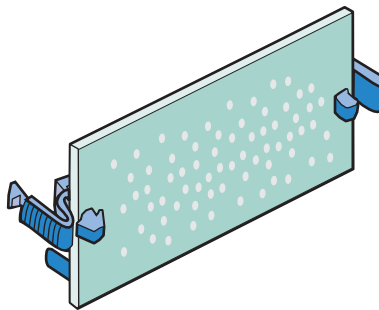
⚠ CAUTION—SHOCK HAZARD: If you are accessing the system board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the wall outlet before continuing. If you have other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

Warning—Potential Damage: System board electronic components are easily damaged by static electricity. Touch something metal on the printer before touching any system board electronic components or connectors.

- 1 Open the system board door.



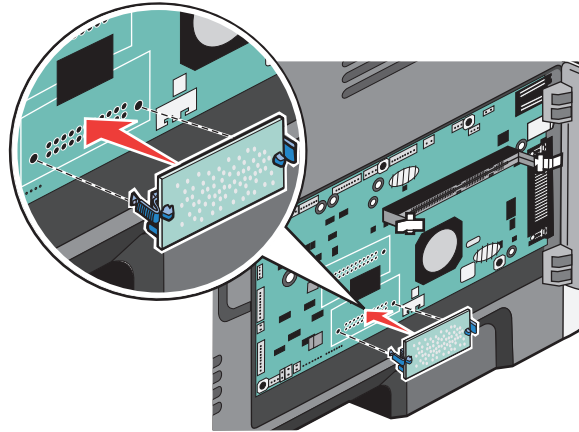
- 2 Unpack the card.



Note: Avoid touching the connection points along the edge of the card.

- 3 Holding the card by its sides, align the card with the connector on the system board.

4 Push the card firmly into place.




Notes:

- The entire length of the connector on the card must touch and be flush against the system board.
- Be careful not to damage the connectors.

5 Close the system board door.

Installing hardware options

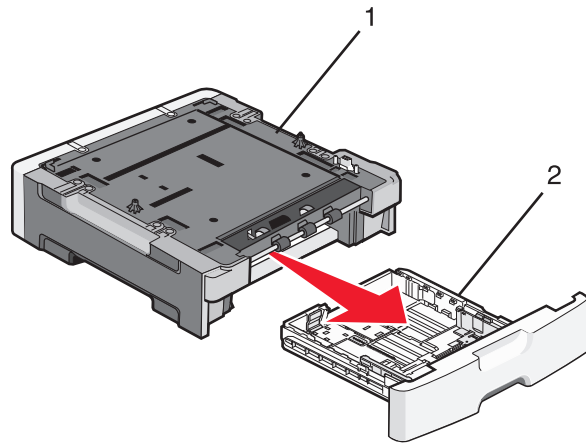
Installing a 250- or 550-sheet drawer

 **CAUTION—POTENTIAL INJURY:** The printer weight is greater than 18 kg (40 lb) and requires two or more trained personnel to move it safely.

An optional drawer attaches under the printer. A drawer consists of two parts: a tray and a support unit. The printer supports one optional drawer; you can install a 250- or 550-sheet drawer.

⚠ CAUTION—SHOCK HAZARD: If you are accessing the system board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the wall outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

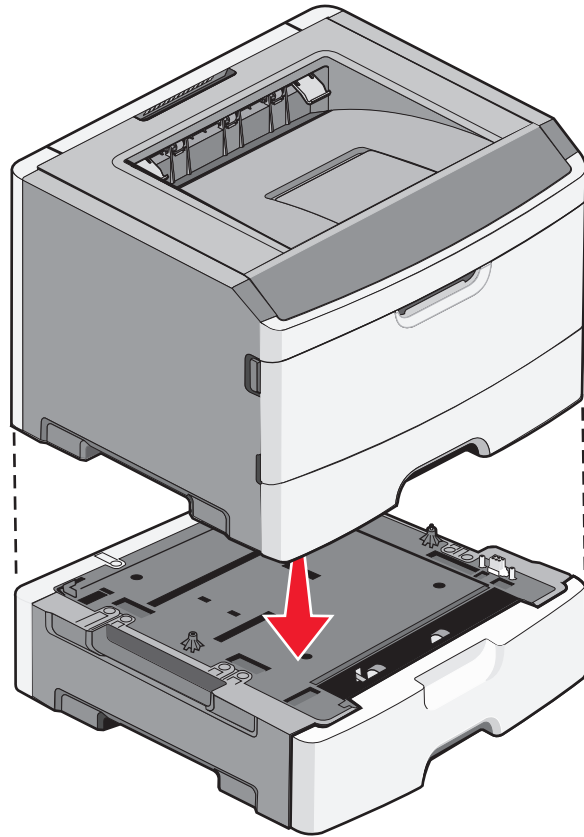
- 1 Unpack the drawer, and remove any packing material.
- 2 Remove the tray from the support unit.



1	Support unit
2	Tray


- 3 Remove any packing material and tape from inside the tray.
- 4 Insert the tray into the support unit.
- 5 Place the drawer in the location chosen for the printer.

6 Align the outer edges of the printer with the outer edges of the drawer, and then slowly lower the printer into place.



7 Turn the printer back on.

8 Open the printers folder:

- a Click , or click **Start** and then click **Run**.
- b In the Start Search or Run box, type **control printers**.
- c Press **Enter**, or click **OK**.
The printers folder opens.

9 Right-click the icon of your printer.

10 Click **Properties**.

11 Click **Install Options**.

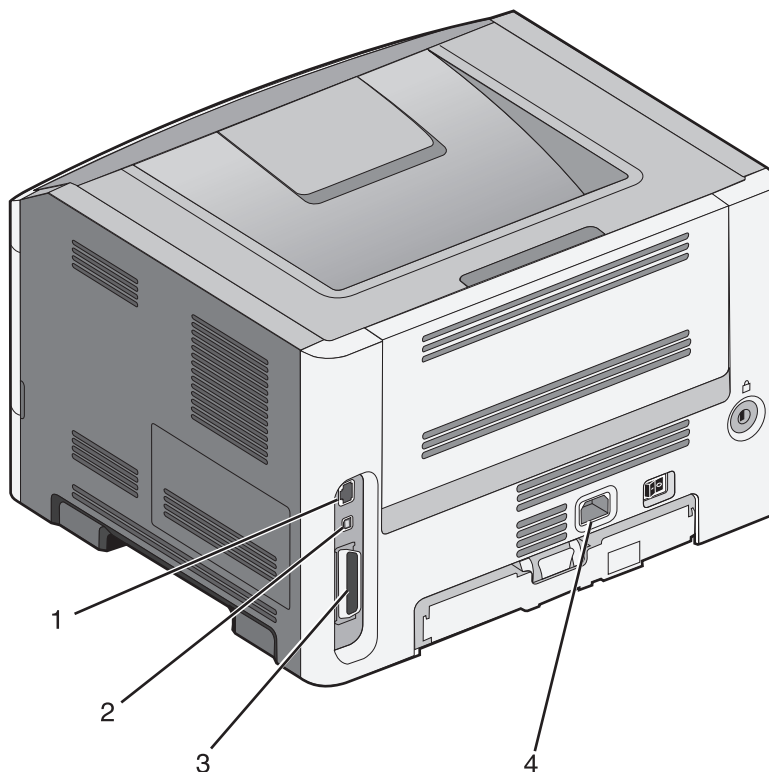
12 Click **Ask Printer**.

13 Click **OK**.

14 Click **OK**, and then close the printers folder.

Attaching cables

- 1 Connect the printer to a computer or a network.
 - For a local connection, use a USB or parallel cable.
 - For a network connection, use an Ethernet cable.
- 2 Connect the power cord to the printer first and then to a wall outlet.






1	Ethernet port
2	USB port Warning—Potential Damage: Do not touch the USB cable, any network adapter, or the printer in the area shown while actively printing. A loss of data or a malfunction can occur.
3	Parallel port
4	Power cord socket

Verifying printer setup

Printing a menu settings page




Print a menu settings page to review the current menu settings and to verify if the printer options are installed correctly.

Note: If you have not made any menu item settings changes yet, then the menu settings page lists all the factory default settings. Once you select and save other settings from the menus, they replace the factory default settings as *user default settings*. A user default setting remains in effect until you access the menu again, choose another value, and save it.

- 1 Make sure the printer is on and **Ready** appears.
 - 2 From the printer control panel, press .
 - 3 Press the arrow buttons until **Reports** appears, and then press .
 - 4 Press the arrow buttons until **Menu Settings Page** appears, and then press .
- After the menu settings page prints, **Ready** appears.

Printing a network setup page

If the printer is attached to a network, print a network setup page to verify the network connection. This page also provides important information that aids network printing configuration.

- 1 Make sure the printer is on and **Ready** appears.
 - 2 From the printer control panel, press .
 - 3 Press the arrow buttons until **Reports** appears, and then press .
 - 4 Press the arrow buttons until **Network Setup Page** appears, and then press .
- After the network setup page prints, **Ready** appears.
- 5 Check the first section on the network setup page, and confirm that Status is “Connected.”
If Status is “Not Connected,” the LAN drop may not be active, or the network cable may be malfunctioning. Consult a system support person for a solution, and then print another network setup page.

Setting up the printer software

Installing printer software

A printer driver is software that lets the computer communicate with the printer. The printer software is typically installed during the initial printer setup.

For Windows users

- 1 Close all open software programs.
- 2 Insert the *Software and Documentation* CD.

- 3 From the main installation dialog, click **Install Printer and Software**.
- 4 Follow the instructions on the computer screen.

For Macintosh users

- 1 Close all open software applications.
- 2 Insert the *Software and Documentation* CD.
- 3 From the Finder desktop, double-click the printer CD icon that automatically appears.
- 4 Double-click the **Install Printer and Software** icon.
- 5 Follow the instructions on the computer screen.


Using the World Wide Web

- 1 Go to the Lexmark Web site at **www.lexmark.com**.
- 2 From the Drivers & Downloads menu, click **Driver Finder**.
- 3 Select your printer, and then select your operating system.
- 4 Download the driver and install the printer software.

Updating available options in the printer driver

Once the printer software and any options are installed, it may be necessary to manually add the options in the printer driver to make them available for print jobs.

For Windows users

- 1 Open the Printers folder:
 - a Click , or click **Start** and then click **Run**.
 - b In the Start Search or Run box, type **control printers**.
 - c Press **Enter**, or click **OK**.
The printer folder opens.
- 2 Select the printer.
- 3 Right-click the printer, and then select **Properties**.
- 4 Click the Install Options tab.
- 5 Under Available Options, add any installed hardware options.
- 6 Click **Apply**.

For Macintosh users

In Mac OS X version 10.5 or later

- 1 From the Apple menu, choose **System Preferences**.
- 2 Click **Print & Fax**.
- 3 Select the printer, and then click **Options & Supplies**.

4 Click **Driver**, and then add any installed hardware options.

5 Click **OK**.

In Mac OS X version 10.4 and earlier

1 From the Finder desktop, choose **Go > Applications**.

2 Double-click **Utilities**, and then double-click **Print Center** or **Printer Setup Utility**.

3 Select the printer, and then from the Printers menu, choose **Show Info**.

4 From the pop-up menu, choose **Installable Options**.

5 Add any installed hardware options, and then click **Apply Changes**.

Minimizing your printer's environmental impact

Lexmark is committed to environmental sustainability and is continually improving its printers to reduce their impact on the environment. We design with the environment in mind, engineer our packaging to reduce materials, and provide collection and recycling programs. For more information, see:

- The Notices chapter
- The Environmental Sustainability section of the Lexmark Web site at www.lexmark.com/environment
- The Lexmark recycling program at www.lexmark.com/recycle

By selecting certain printer settings or tasks, you may be able to reduce your printer's impact even further. This chapter outlines the settings and tasks that may yield a greater environmental benefit.

Saving paper and toner

Using recycled paper and other office papers

As an environmentally conscious company, Lexmark supports the use of recycled office paper produced specifically for use in laser (electrophotographic) printers. In 1998, Lexmark presented to the US government a study demonstrating that recycled paper produced by major mills in the US fed as well as non-recycled paper. However, no blanket statement can be made that *all* recycled paper will feed well.

Lexmark consistently tests its printers with recycled paper (20–100% post-consumer waste) and a variety of test paper from around the world, using chamber tests for different temperature and humidity conditions. Lexmark has found no reason to discourage the use of today's recycled office papers, but generally the following property guidelines apply to recycled paper.

- Low moisture content (4–5%)
- Suitable smoothness (100–200 Sheffield units, or 140–350 Bendtsen units, European)

Note: Some much smoother papers (such as premium 24 lb laser papers, 50–90 Sheffield units) and much rougher papers (such as premium cotton papers, 200–300 Sheffield units) have been engineered to work very well in laser printers, despite surface texture. Before using these types of paper, consult your paper supplier.

- Suitable sheet-to-sheet coefficient of friction (0.4–0.6)
- Sufficient bending resistance in the direction of feed

Recycled paper, paper of lower weight (<60 g/m² [16 lb bond]) and/or lower caliper (<3.8 mils [0.1 mm]), and paper that is cut grain-short for portrait (or short-edge) fed printers may have lower bending resistance than is required for reliable paper feeding. Before using these types of paper for laser (electrophotographic) printing, consult your paper supplier. Remember that these are general guidelines only and that paper meeting these guidelines may still cause paper feeding problems in any laser printer (for example, if the paper curls excessively under normal printing conditions).

Conserving supplies

There are a number of ways you can reduce the amount of paper and toner you use when printing. You can:

Use both sides of the paper

You can control whether print appears on one or two sides of the paper by selecting **2-sided printing** from the Print dialog or the Lexmark Toolbar.

Place multiple pages on one sheet of paper

You can print up to 16 consecutive pages of a multiple-page document onto one side of a single sheet of paper by selecting a setting from the Multipage printing (N-Up) section of the Print dialog.

Check your first draft for accuracy

Before printing or making multiple copies of a document:

- Use the preview feature, which you can select from the Print dialog or the Lexmark Toolbar, to see how the document will look before you print it.
- Print one copy of the document to check its content and format for accuracy.

Avoid paper jams

Carefully select and load paper to avoid paper jams. For more information, see “Avoiding jams” on page 92.

Saving energy




Using Eco-Mode



Use Eco-Mode to quickly select one or more ways to reduce your printer's environmental impact.

Note: See the table for the multiple settings that change when you select an Eco-Mode setting.

Choose	To
Energy	Reduce energy use, especially when the printer is idle. <ul style="list-style-type: none">• Printer engine motors do not start until a job is ready to print. You may notice a short delay before the first page is printed.• The printer enters Power Saver mode after one minute of inactivity.
Paper	Enable duplex (2-sided) printing
Energy/Paper	Use all the settings associated with Energy mode and Paper mode.
Off	Use factory default settings for all settings associated with Eco-Mode. This setting supports the performance specifications for your printer.

To select an Eco-Mode setting:

- 1 From the printer control panel, press .
- 2 Press the arrow buttons until **Settings** appears, and then press .
- 3 Press the arrow buttons until **General Settings** appears, and then press .

- 4 Press the arrow buttons until **Eco-Mode** appears, and then press .
- 5 Select the setting you want, and then press .
Submitting changes appears.






Reducing printer noise

Use Quiet Mode to reduce the printer noise.

Note: See the table for the multiple settings that change when you select a Quiet Mode setting.

Choose	To
On	Reduce printer noise. <ul style="list-style-type: none"> • You may notice a reduction in processing speed. • Printer engine motors do not start until a job is ready to print. You may notice a short delay before the first page is printed. • Fans run at a reduced speed or are turned off. • If your printer has faxing capability, fax sounds are reduced or disabled, including those made by the fax speaker and ringer.
Off	Use factory default settings. This setting supports the performance specifications for your printer.

To select a Quiet Mode setting:

- 1 From the printer control panel, press .
- 2 Press the arrow buttons until **Settings** appears, and then press .
- 3 Press the arrow buttons until **General Settings** appears, and then press .
- 4 Press the arrow buttons until **Quiet Mode** appears, and then press .
- 5 Select the setting you want, and then press .
Submitting changes appears.

Adjusting Power Saver

To save energy, you can decrease the number of minutes the printer waits before it enters Power Saver mode.







Available settings range from 1–240 minutes. The factory default setting is 30 minutes.

Using the Embedded Web Server

- 1 Type the printer IP address into the address field of your Web browser.
Note: If you do not know the IP address of the printer, then print a network setup page and locate the IP address in the TCP/IP section.
- 2 Click **Settings**, and then click **General Settings**.
- 3 Click **Timeouts**.

- 4 In the Power Saver box, increase or decrease the number of minutes the printer waits before it enters Power Saver mode.
- 5 Click **Submit**.

Using the printer control panel

- 1 Make sure the printer is on and **Ready** appears.
- 2 Press .
- 3 Press the arrow buttons until **Settings** appears, and then press .
- 4 Press the arrow buttons until **General Settings** appears, and then press .
- 5 Press the arrow buttons until **Timeouts** appears, and then press .
- 6 Press the arrow buttons until **Power Saver** appears, and then press .
- 7 Press the arrow buttons to increase or decrease the number of minutes before the printer enters Power Saver mode, and then press .

Recycling

Lexmark provides collection programs and environmentally progressive approaches to recycling. For more information, see:

- The Notices chapter
- The Environmental Sustainability section of the Lexmark Web site at www.lexmark.com/environment
- The Lexmark recycling program at www.lexmark.com/recycle

Recycling Lexmark products

To return Lexmark products to Lexmark for recycling:

- 1 Visit our Web site at www.lexmark.com/recycle.
- 2 Find the product type you want to recycle, and then select your country from the list.
- 3 Follow the instructions on the computer screen.

Recycling Lexmark packaging

Lexmark continually strives to minimize packaging. Less packaging helps to ensure that Lexmark printers are transported in the most efficient and environmentally sensitive manner and that there is less packaging to dispose of. These efficiencies result in fewer greenhouse emissions, energy savings, and natural resource savings.

Lexmark cartons are 100% recyclable where corrugated recycling facilities exist. Facilities may not exist in your area.

The foam used in Lexmark packaging is recyclable where foam recycling facilities exist. Facilities may not exist in your area.

When you return a cartridge to Lexmark, you can reuse the box that the cartridge came in. Lexmark will recycle the box.

Returning Lexmark cartridges for reuse or recycling

The Lexmark Cartridge Collection Program diverts millions of Lexmark cartridges from landfills annually by making it both easy and free for Lexmark customers to return used cartridges to Lexmark for reuse or recycling. One hundred percent of the empty cartridges returned to Lexmark are either reused or demanufactured for recycling. Boxes used to return the cartridges are also recycled.









To return Lexmark cartridges for reuse or recycling, follow the instructions that came with your printer or cartridge and use the pre-paid shipping label. You can also:

- 1** Visit our Web site at www.lexmark.com/recycle.
- 2** From the Toner Cartridges section, select your country from the list.
- 3** Follow the instructions on the computer screen.

Loading paper and specialty media

This section explains how to load the 250- and 550-sheet trays and the multipurpose feeder. It also includes information about paper orientation, setting the Paper Size and Paper Type, and linking and unlinking trays.

Setting the paper size and type

- 1 Make sure that the printer is on and **Ready** appears.
- 2 From the printer control panel, press .
- 3 Press the arrow buttons until **Paper Menu** appears, and then press .
- 4 Press the arrow buttons until **Size/Type** appears, and then press .
- 5 Press the arrow buttons until the correct tray appears, and then press .
- 6 Press  when **Size** appears.
- 7 Press the arrow buttons until the correct size appears, and then press .
Submitting changes appears, followed by **Size**.
- 8 Press the arrow buttons until **Type** appears, and then press .
- 9 Press the arrow buttons until the correct type appears, and then press .
Submitting changes appears, followed by **Type**.





Configuring Universal paper settings



The Universal Paper Size is a user-defined setting that lets you print on paper sizes that are not preset in the printer menus. Set the Paper Size for the specified tray to Universal when the size you want is not available from the Paper Size menu. Then, specify all of the following Universal size settings for your paper:

- Units of Measure (inches or millimeters)
- Portrait Height and Portrait Width
- Feed Direction

Note: The smallest supported Universal size is 76.2 x 127 mm (3 x 5 in.); the largest is 216 x 356 mm (8.5 x 14 in.).

Specify a unit of measure






- 1 Make sure that the printer is on and **Ready** appears.
- 2 From the printer control panel, press .
- 3 Press the arrow buttons until **Paper Menu** appears, and then press .
- 4 Press the arrow buttons until **Universal Setup** appears, and then press .
- 5 Press the arrow buttons until **Units of Measure** appears, and then press .

- 6 Press the arrow buttons until the correct unit of measure appears, and then press .
Submitting Changes appears, followed by the **Universal Setup** menu.
- 7 Press  to return to the **Ready** state.

Specify the paper height and width




Defining a specific height and width measurement for the Universal paper size (in the portrait orientation) allows the printer to support the size, including support for standard features such as duplex printing and printing multiple pages on one sheet.

Note: Select **Portrait Height** to adjust the paper height setting or **Paper Width** to adjust the paper width setting, or adjust both. Instructions to adjust both follow.

- 1 From the Universal Setup menu, press the arrow buttons until **Portrait Width** appears, and then press .
- 2 Press the left arrow button to decrease the setting or the right arrow button to increase the setting, and then press .
Submitting Changes appears, followed by the **Universal Setup** menu.
- 3 From the Universal Setup menu, press the arrow buttons until **Portrait Height** appears, and then press .
- 4 Press the left arrow button to decrease the setting or the right arrow button to increase the setting, and then press .
Submitting Changes appears, followed by the **Universal Setup** menu.
- 5 Press  to return to the **Ready** state.

Specify a feed direction

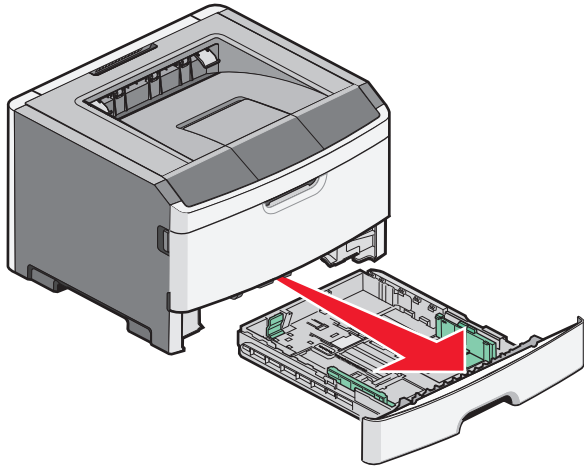
Short Edge is the factory default setting for feed direction for Universal paper settings. The Feed Direction menu does not appear from the Universal Setup menu unless the long edge setting for Universal paper is less than what the printer can feed. If necessary, specify whether the short or long edge of the paper enters the printer first.

- 1 From the Universal Setup menu, press the arrow buttons until **Feed Direction** appears, and then press .
- 2 Press the arrow buttons until **Short Edge** or **Long Edge** appears, and then press .
- 3 Press  to return to the **Ready** state.

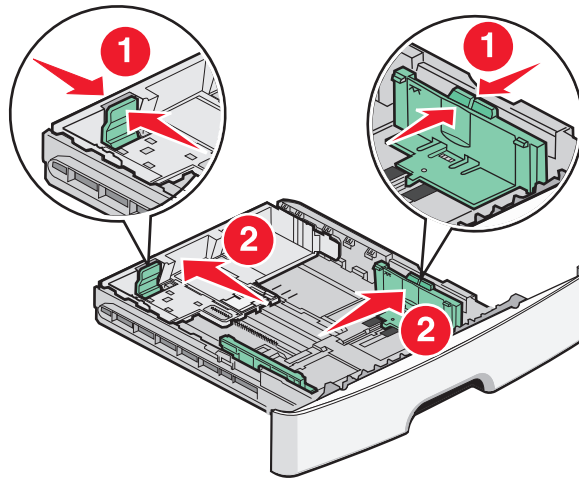
Loading trays

- 1 Pull the tray completely out.

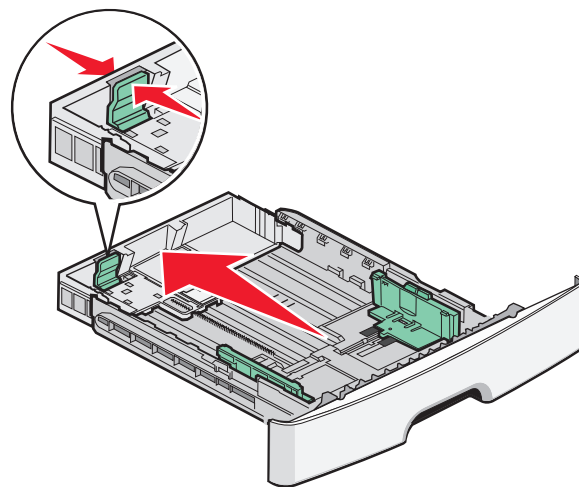
Note: Do not remove trays while a job prints or while **Busy** appears on the display. Doing so may cause a jam.



2 Squeeze and slide the guides to the correct position for the paper size you are loading.



For long paper like A4 or legal, squeeze and slide the length guide backwards to accommodate the length of paper you are loading.

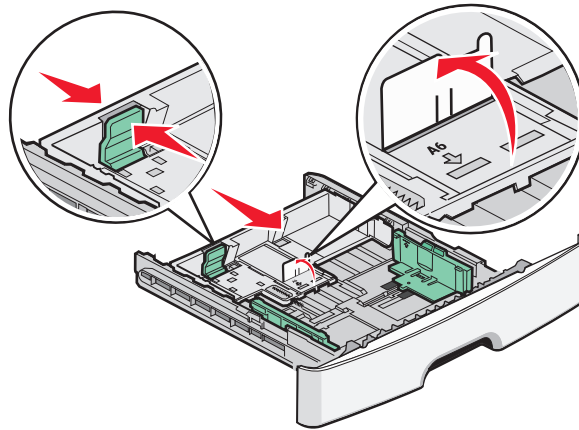


If you are loading A6-size paper:

- a Squeeze and slide the length guide toward the center of the tray to the A5 size position.
- b Raise the A6 backstop.

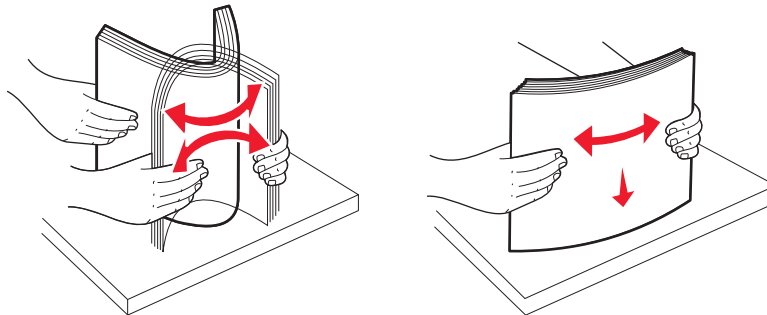
Notes:

- Tray 1 accommodates only 150 sheets of A6-size paper. Notice the maximum fill line on the A6 backstop which indicates the maximum height for loading A6-size paper. Do not try to overload the tray.
- A6-size paper cannot be loaded in Tray 2.



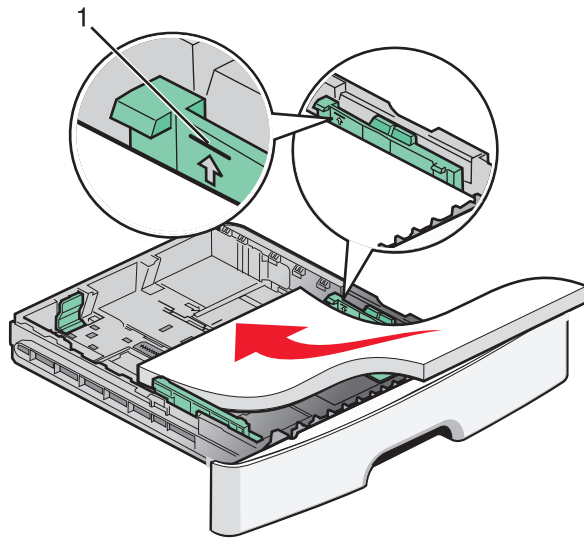
Note: Use the size indicators on the bottom of the tray to help position the guide.

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



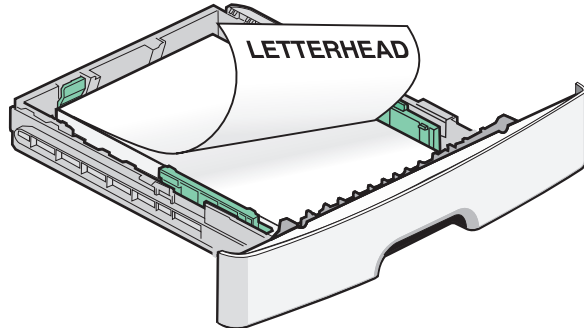
- 4 Load the paper stack toward the back of the tray as shown with the recommended print side facedown.

Note: The maximum fill line on the width guide indicates the maximum height for loading paper. Do not load A6-size paper to the maximum fill line; the tray holds only 150 sheets of A6-size paper.

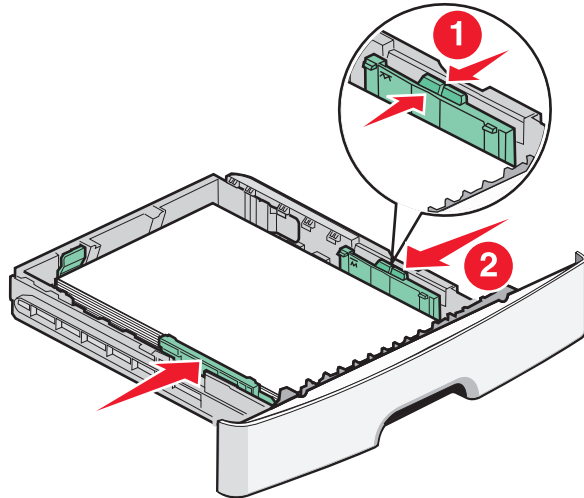


1 Maximum fill line

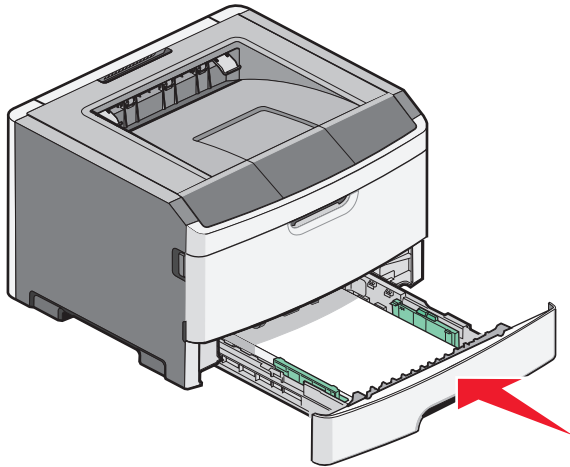
Load letterhead with the top edge of the sheet toward the front of the tray and the design facedown.



5 Squeeze and slide the guides to lightly touch the side of the stack.



6 Insert the tray.



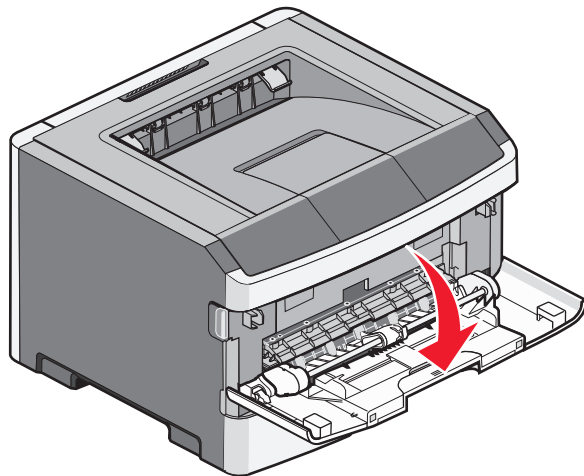
7 If the paper type you loaded differs from the type that was previously loaded in the tray, then change the Paper Size/Type setting from the printer control panel Paper menu.

Using the multipurpose feeder

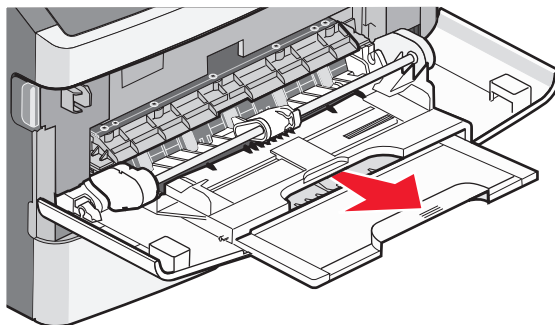
You may want to use the multipurpose feeder when you print on different sizes and types of papers or specialty media, such as card stock, transparencies, paper labels, and envelopes. You may also want to use the multipurpose feeder for single-page print jobs on letterhead or on other specialty media you do not keep in a tray.

Opening the multipurpose feeder

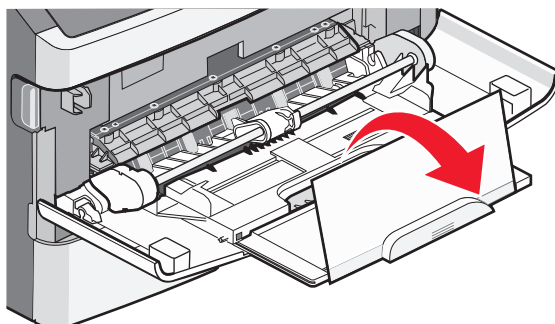
1 Grasp the handle, and pull the multipurpose feeder door down.



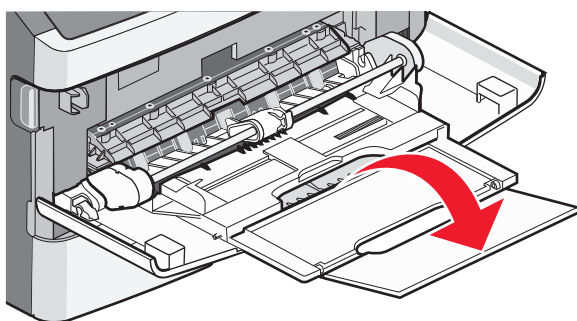
2 Grasp the raised handle, and pull the extension forward.



3 Grasp the handle, and pull the extension so it flips forward.

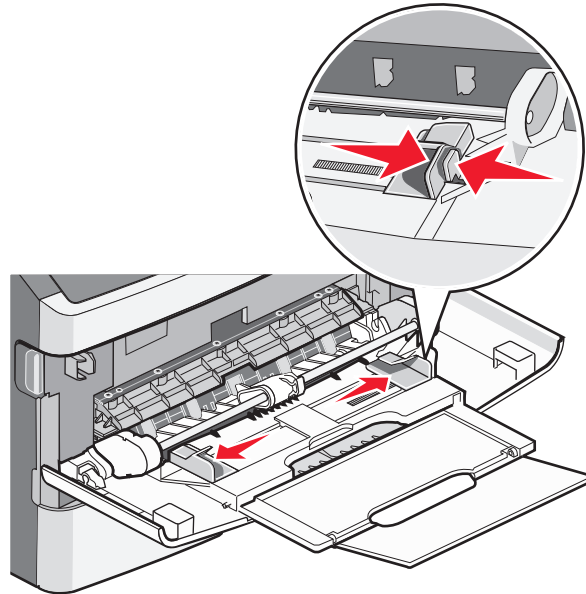


4 Guide the extension down gently so the multipurpose feeder is extended fully and open.



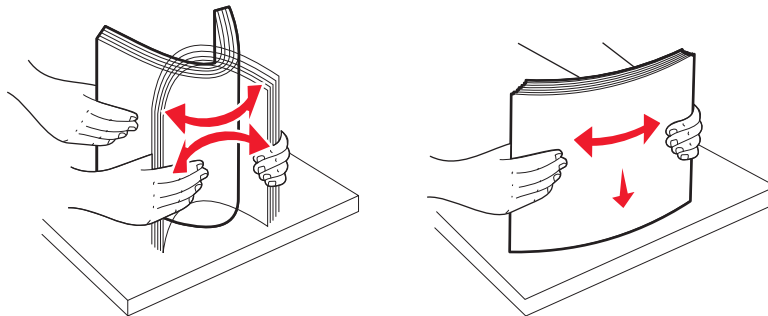
Loading the multipurpose feeder

- 1 Squeeze the tab located on the right width guide, and move the guides out fully.



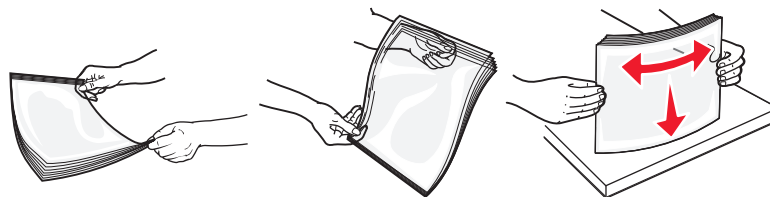
- 2 Prepare the paper or specialty media for loading.

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

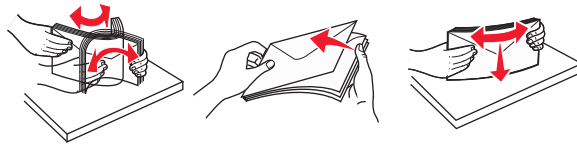


- Hold transparencies by the edges, and then fan them. Straighten the edges on a level surface.

Note: Avoid touching the print side of the transparencies. Be careful not to scratch them.



- Flex a stack of envelopes back and forth to loosen them, and then fan them. Straighten the edges on a level surface.

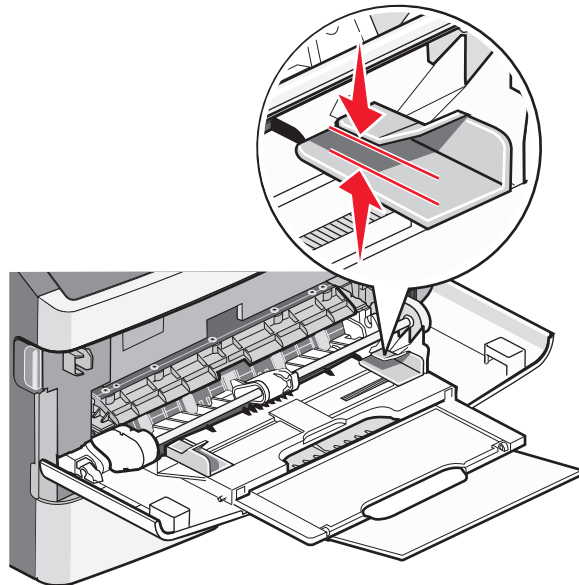


Note: Fanning prevents the edges of envelopes from sticking together. It also helps them feed properly to avoid jams. Do not fold or crease envelopes.

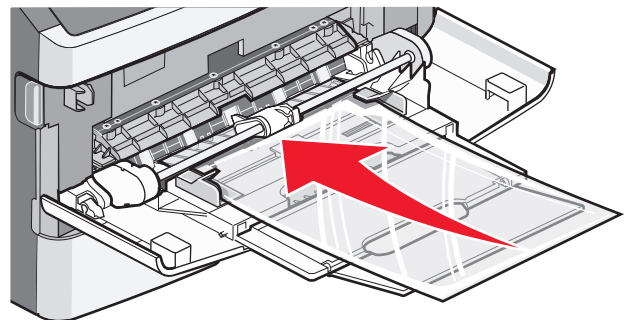
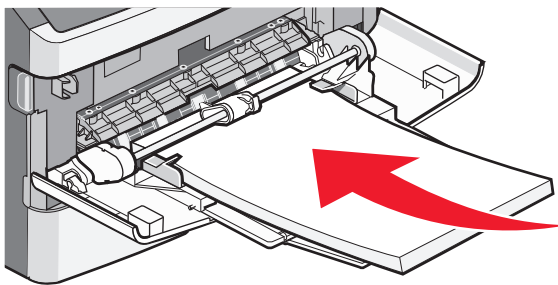
3 Load the paper or specialty media.

Notes:

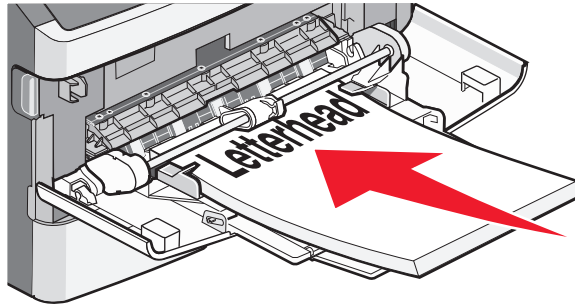
- Do not force any paper into the multipurpose feeder. Overfilling may cause jams.
- Do not exceed the maximum stack height by forcing paper or specialty media under the stack height limiters which are located on the guides.



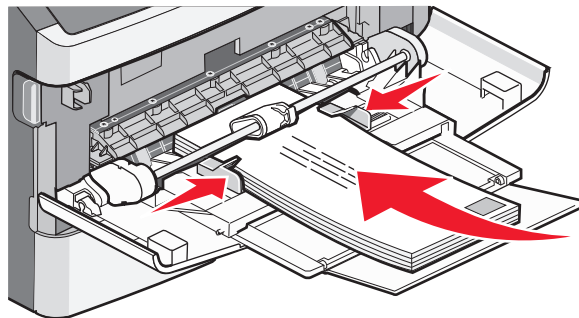
- Load paper, transparencies, and card stock with the recommended print side faceup and the top edge entering the printer first. For more information on loading transparencies, see the packaging the transparencies came in.



- Load letterhead with the logo faceup and the top edge entering the printer first.

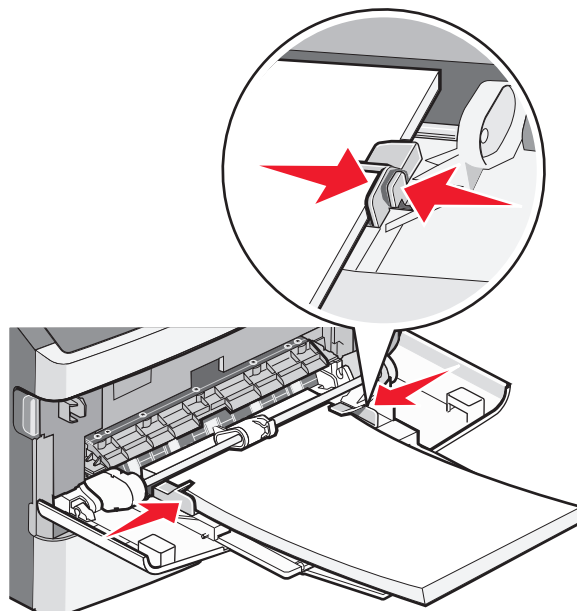


- Load envelopes with the flap side down and the stamp location in the position shown. The stamp and address are shown to illustrate the proper orientation for loading envelopes.

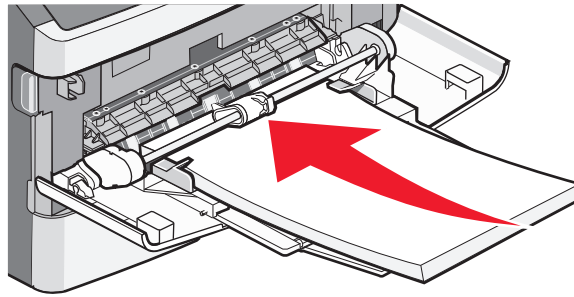


Warning—Potential Damage: Never use envelopes with stamps, clasps, snaps, windows, coated linings, or self-stick adhesives. These envelopes may severely damage the printer.

- 4 Squeeze the tab located on the right width guide to adjust the guides to lightly touch the sides of the stack.



- Slide the paper gently into the multipurpose feeder until it comes to a stop. Paper should lie flat in the multipurpose feeder. Make sure the paper fits loosely in the multipurpose feeder and is not bent or wrinkled.



- From the printer control panel, set the Paper Size and Paper Type.

Paper tray capacities

The capacities of the trays and the multipurpose feeder are based on 75-g/m² (20-lb) paper.

Load up to	Notes
Tray 1 250 sheets of paper 150 sheets of A6-size paper 50 paper labels 50 transparencies	Vinyl, pharmacy, or dual-sided labels are not supported. Use paper labels only. Single-sided paper labels designed for laser printers are supported for occasional use.
Tray 2 250 or 550 sheets of paper 50 paper labels	Only one optional drawer may be installed on the printer at a time. The maximum amount of paper that can be loaded depends on whether you have an optional 250- or 550-sheet tray. Vinyl, pharmacy, or dual-sided labels are not supported. Use paper labels only. Single-sided paper labels designed for laser printers are supported for occasional use.
Multipurpose feeder 50 sheets of paper 15 paper labels 10 transparencies 10 sheets of card stock 7 envelopes	Feed paper into the multipurpose feeder only to the point where its leading edge can contact the paper guides. Do not force the paper into the feeder.

Linking and unlinking trays

Linking trays

Tray linking is useful for large print jobs or multiple copies. When one linked tray is empty, paper feeds from the next linked tray. When the Size and Type settings are the same for any trays, the trays are automatically linked. The Size and Type settings for all trays must be set from the Paper menu.

Unlinking trays

Unlinked trays have settings that are *not* the same as the settings of any other tray. To unlink a tray using the Paper menu, change the Paper Type and Paper Size settings so that they do not match the settings of any other tray.

- 1 From the Paper menu, make sure the Type setting (for example, Plain Paper, letterhead, Custom Type <x>) for the tray you want to unlink does not match the Type setting of any other tray.

If the name that best describes your paper is used by linked trays, assign a different Paper Type name to the tray, such as Custom Type <x>, or assign your own custom name.

- 2 Make sure the Size setting (for example, letter, A4, statement) for the tray you want to unlink does not match the Size setting of any other tray.

Note: Paper Size settings are not automatic; they must be set manually from the Paper menu.

Warning—Potential Damage: Do not assign a Paper Type name that does not accurately describe the type of paper loaded in the tray. The temperature of the fuser varies according to the specified Paper Type. Paper may not be properly processed if an inaccurate Paper Type is selected.

Creating a custom name for a paper type

If the printer is on a network, you can use the Embedded Web Server to define a name other than Custom Type <x> for each of the custom paper types that are loaded.

- 1 Type the printer IP address into the address field of your Web browser.

Note: If you do not know the IP address of the printer, print a network setup page and locate the address in the TCP/IP section.

- 2 Click **Settings**.

- 3 Click **Paper Menu**.

- 4 Click **Custom Name**.

- 5 Type a name for the paper type in a Custom Name <x> box.

Note: This custom name will replace a custom type <x> name under the Custom Types and Paper Size and Type menus.

- 6 Click **Submit**.

- 7 Click **Custom Types**.

Custom Types appears, followed by your custom name.


- 8 Select a Paper Type setting from the pick list next to your custom name.


- 9 Click **Submit**.

Assigning a custom paper type name to a tray

Assign a Custom Type <x> name to a tray to link or unlink it. Associate the same Custom Type <x> name to each tray that you want to link.

- 1 Make sure the printer is on and **Ready** appears.

- 2 From the printer control panel, press .

- 3 Press the arrow buttons until **Paper Menu** appears, and then press ✓.
- 4 Press the arrow buttons until **Size/Type** appears, and then press ✓.
- 5 Press the arrow buttons, and then press ✓ to select the tray.
The Paper Size menu appears.
- 6 Press the arrow buttons until the Paper Type menu appears.
- 7 Press ✓.
- 8 Press the arrow buttons until **Custom Type <x>** or another custom name appears, and then press ✓.
Submitting changes appears, followed by **Paper Menu**.
- 9 Press , and then press ↻ to return to the **Ready** state.

Paper and specialty media guidelines

Paper guidelines

Selecting the correct paper or specialty media reduces printing problems. For the best print quality, try a sample of the paper or specialty media before buying large quantities.

Paper characteristics

The following paper characteristics affect print quality and reliability. Consider these characteristics when evaluating new paper stock.

Weight

The printer trays can automatically feed paper weights up to 90 g/m² (24 lb bond) grain long paper. The multipurpose feeder can automatically feed paper weights up to 163 g/m² (43 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 75 g/m² (20 lb bond) grain long paper. For paper smaller than 182 x 257 mm (7.2 x 10.1 in.), we recommend 90 g/m² (24 lb) or heavier paper.

Note: Duplex printing is supported only for 60–90 g/m² (16–24 lb bond) paper.

Curl

Curl is the tendency for paper to curl 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, or dry conditions, even in the trays, can contribute to paper curling prior to printing and can cause feeding problems.

Smoothness

Paper smoothness directly affects print quality. If paper is too rough, toner cannot fuse to it properly. If paper is too smooth, it can cause paper feeding or print quality issues. Always use paper between 100–300 Sheffield points; smoothness between 150–250 Sheffield points produces the best print quality.

Moisture content

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

Condition paper before printing by storing it in its original wrapper in the same environment as the printer for 24 to 48 hours before printing. 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.

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 60–90 g/m² (16–24 lb bond) paper, grain long paper is recommended.

Fiber content

Most high-quality xerographic paper is made from 100% chemically treated 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 can negatively affect paper handling.

Unacceptable paper

The following paper types 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 ± 2.3 mm (± 0.9 in.), such as optical character recognition (OCR) forms

In some cases, registration can be adjusted with a 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 that fail EN12281:2002 (European)
- Paper weighing less than 60 g/m^2 (16 lb)
- Multiple-part forms or documents

Selecting paper

Using appropriate paper prevents jams and helps ensure trouble-free printing.

To help avoid jams and poor print quality:

- *Always* use new, undamaged paper.
- Before loading paper, know the recommended print side. This information is usually indicated on the package.
- *Do not* use paper, paper labels, or card stock that has been cut or trimmed by hand.
- *Do not* mix sizes, types, or weights in the same source; mixing results in jams.
- *Do not* use coated papers unless they are specifically designed for electrophotographic printing.

Selecting preprinted forms and letterhead

Use these guidelines when selecting preprinted forms and letterhead:

- Use grain long for 60 to 90 g/m^2 weight paper.
- 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 be able to withstand temperatures up to 230°C (446°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 generally meet these requirements; latex inks might not. When in doubt, contact the paper supplier.

Preprinted papers such as letterhead must be able to withstand temperatures up to 230°C (446°F) without melting or releasing hazardous emissions.

Storing paper

Use these paper storage guidelines to help avoid jams and uneven print quality:

- For best results, store paper where the temperature is 21°C (70°F) and the relative humidity is 40%. Most label manufacturers recommend printing in a temperature range of 18 to 24°C (65 to 75°F) with relative humidity between 40 and 60%.
- Store paper in cartons when possible, on a pallet or shelf, rather than on the floor.
- Store individual packages on a flat surface.
- Do not store anything on top of individual paper packages.

Supported paper sizes, types, and weights

The following tables provide information on standard and optional paper sources and the types of paper they support.

Note: For an unlisted paper size, select the closest *larger* listed size.

For information on card stock and labels, see the *Card Stock & Label Guide*.

Paper types and weights supported by the printer

The printer engine and the duplex path support 60–90-g/m² (16–24-lb) paper weights. The multipurpose feeder supports 60–163-g/m² (16–43-lb) paper weights.

Paper type	Standard 250-sheet tray	Optional 250- or 550-sheet tray	Multipurpose feeder	Duplex path
Paper	✓	✓	✓	✓
<ul style="list-style-type: none"> • Plain • Light • Heavy • Rough/Cotton • Recycled • Custom Type [x] 				
Bond	✓	✓	✓	✓
Letterhead	✓	✓	✓	✓
Preprinted	✓	✓	✓	✓
Colored Paper	✓	✓	✓	✓
Card stock	X	X	✓	X
Glossy paper	X	X	X	X
Paper labels¹	✓	✓	✓	X

¹ Single-sided paper labels designed for laser printers are supported for occasional use. It is recommended to print no more than 20 pages of paper labels a month. Vinyl, pharmacy, and dual-sided labels are not supported.

² Use envelopes that lie flat when individually placed on a table facedown.

Paper type	Standard 250-sheet tray	Optional 250- or 550-sheet tray	Multipurpose feeder	Duplex path
Transparencies	✓	X	✓	X
Envelopes (smooth) ²	X	X	✓	X

¹ Single-sided paper labels designed for laser printers are supported for occasional use. It is recommended to print no more than 20 pages of paper labels a month. Vinyl, pharmacy, and dual-sided labels are not supported.

² Use envelopes that lie flat when individually placed on a table facedown.

Paper sizes supported by the printer

Paper size	Dimensions	Standard 250-sheet tray	Optional 250- or 550-sheet tray	Multipurpose feeder	Duplex path
A4	210 x 297 mm (8.3 x 11.7 in.)	✓	✓	✓	✓
A5	148 x 210 mm (5.8 x 8.3 in.)	✓	✓	✓	X
A6 ¹	105 x 148 mm (4.1 x 5.8 in.)	✓	X	✓	X
Executive	184 x 267 mm (7.3 x 10.5 in.)	✓	✓	✓	X
Folio	216 x 330 mm (8.5 x 13 in.)	✓	✓	✓	✓
JIS B5	182 x 257 mm (7.2 x 10.1 in.)	✓	✓	✓	X
Legal	216 x 356 mm (8.5 x 14 in.)	✓	✓	✓	✓
Letter	216 x 279 mm (8.5 x 11 in.)	✓	✓	✓	✓
Oficio (Mexico)	216 x 340 mm (8.5 x 13.4 in.)	✓	✓	✓	✓
Statement	140 x 216 mm (5.5 x 8.5 in.)	✓	✓	✓	X
Universal ²	76.2 x 127 mm (3 x 5 in.) up to 216 x 356 mm (8.5 x 14 in.)	✓	✓	✓	X ³
B5 Envelope	176 x 250 mm (6.9 x 9.8 in.)	X	X	✓	X

¹ A6 is supported only for grain long papers.

² If a paper size you want to use is not listed, configure a Universal paper size. For more information, see “Configuring Universal paper settings” on page 31.

³ Universal paper size has limited support in the duplex path for paper sizes 210 x 279 mm (8.3 x 11 in.) or larger.

Paper size	Dimensions	Standard 250-sheet tray	Optional 250- or 550-sheet tray	Multipurpose feeder	Duplex path
C5 Envelope	162 x 229 mm (6.4 x 9 in.)	X	X	✓	X
DL Envelope	110 x 220 mm (4.3 x 8.7 in.)	X	X	✓	X
7 3/4 Envelope (Monarch)	98 x 191 mm (3.9 x 7.5 in.)	X	X	✓	X
9 Envelope	98 x 225 mm (3.9 x 8.9 in.)	X	X	✓	X
10 Envelope	105 x 241 mm (4.1 x 9.5 in.)	X	X	✓	X
Other Envelope	229 x 356 mm (9 x 14 in.)	X	X	✓	X

¹ A6 is supported only for grain long papers.

² If a paper size you want to use is not listed, configure a Universal paper size. For more information, see “Configuring Universal paper settings” on page 31.

³ Universal paper size has limited support in the duplex path for paper sizes 210 x 279 mm (8.3 x 11 in.) or larger.

Printing

This chapter covers printing, printer reports, and job cancelation. Selection and handling of paper and specialty media can affect how reliably documents print. For more information, see “Avoiding jams” on page 92 and “Storing paper” on page 46.

Printing a document

Printing a document

- 1 Load paper into a tray or feeder.
- 2 From the printer control panel Paper menu, set the Paper Size/Type to match the loaded paper.
- 3 Send the print job:

For Windows users

- a With a document open, click **File > Print**.
- b Click **Properties, Preferences, Options, or Setup**, and then adjust the settings as needed.

Note: To print on a specific size or type of paper, adjust the paper size or type settings to match the loaded paper, or select the appropriate tray or feeder.

- c Click **OK**, and then click **OK**.

For Macintosh users

- a Customize the settings as needed in the Page Setup dialog:
 - 1 With a document open, choose **File > Page Setup**.
 - 2 Choose a paper size or create a custom size to match the loaded paper.
 - 3 Click **OK**.

- b Customize the settings as needed in the Print dialog:
 - 1 With a document open, choose **File > Print**.
If necessary, click the disclosure triangle to see more options.
 - 2 From the Print dialog and pop-up menus, adjust the settings as needed.

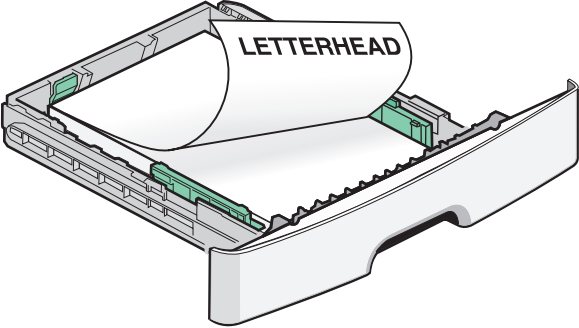
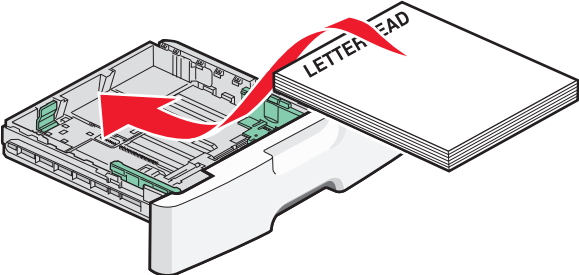
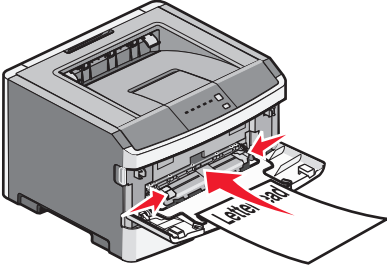
Note: To print on a specific paper type, adjust the paper type setting to match the loaded paper, or select the appropriate tray or feeder.

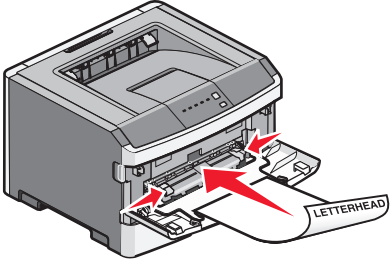
- 3 Click **Print**.

Printing specialty documents

Tips on using letterhead

Page orientation is important when printing on letterhead. Use the following table to determine which direction to load the letterhead:

Source or process	Print side and paper orientation
<ul style="list-style-type: none"> • Standard 250-sheet tray • Optional 250-sheet tray • Optional 550-sheet tray 	<p>Printed letterhead design is placed facedown. The top edge of the sheet with the logo is placed at the front of the tray.</p> 
<p>Duplex (two-sided) printing from trays</p>	<p>Printed letterhead design is placed faceup. The top edge of the sheet with the logo is placed at the rear of the tray.</p> 
<p>Manual feeder (simplex printing)</p>	<p>Preprinted letterhead design is placed faceup. The top edge of the sheet with the logo should enter the manual feeder first.</p> 
<p>Note: Check with the manufacturer or vendor to determine whether the chosen preprinted letterhead is acceptable for laser printers.</p>	

Source or process	Print side and paper orientation
Manual feeder (duplex printing)	<p>Preprinted letterhead design is placed facedown. The top edge of the sheet with the logo should enter the manual feeder last.</p> 
<p>Note: Check with the manufacturer or vendor to determine whether the chosen preprinted letterhead is acceptable for laser printers.</p>	

Tips on using transparencies

Print samples on the transparencies being considered for use before buying large quantities.

When printing on transparencies:

- Feed transparencies from the standard 250-sheet tray or the multipurpose feeder.
- Use transparencies designed specifically for laser printers. Check with the manufacturer or vendor to ensure transparencies are able to withstand temperatures up to 175°C (350°F) without melting, discoloring, offsetting, or releasing hazardous emissions.

Note: Transparencies can be printed at a temperature up to 180°C (356°F) if Transparency Weight is set to Heavy and Transparency Texture is set to Rough. Select these settings using the Embedded Web Server, or from the printer control panel Paper menu.

- To prevent print quality problems, avoid getting fingerprints on the transparencies.
- Before loading transparencies, fan the stack to prevent sheets from sticking together.
- We recommend Lexmark part number 70X7240 for letter-size transparencies and Lexmark part number 12A5010 for A4-size transparencies.

Tips on using envelopes

Print samples on the envelopes being considered for use before buying large quantities.

When printing on envelopes:

- Use envelopes designed specifically for laser printers. Check with the manufacturer or vendor to ensure the envelopes can withstand temperatures up to 210°C (410°F) without sealing, wrinkling, curling excessively, or releasing hazardous emissions.
- For the best performance, use envelopes made from 90 g/m² (24 lb bond) paper. Use up to 105 g/m² (28 lb bond) weight for envelopes as long as the cotton content is 25% or less. All-cotton envelopes must not exceed 90 g/m² (24 lb bond) weight.
- Use only new envelopes.
- To optimize performance and minimize jams, do not use envelopes that:
 - Have excessive curl or twist
 - Are stuck together or damaged in any way

- Have windows, holes, perforations, cutouts, or embossing
- Have metal clasps, string ties, or 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 bent corners
- Have rough, cockle, or laid finishes
- Adjust the width guides to fit the width of the envelopes.

Note: A combination of high humidity (over 60%) and the high printing temperature may wrinkle or seal envelopes.

Tips on using labels

Print samples on the labels being considered for use before buying large quantities.

Note: Use only paper label sheets. Vinyl, pharmacy, and dual-sided labels are not supported.

For detailed information on label printing, characteristics, and design, see the *Card Stock & Label Guide* available on the Lexmark Web site at <http://support.lexmark.com>.

When printing on labels:

- Use labels designed specifically for laser printers. Check with the manufacturer or vendor to verify that:
 - The labels can withstand temperatures up to 210°C (410°F) without sealing, excessive curling, wrinkling, or releasing hazardous emissions.

Note: Labels can be printed at a higher fusing temperature up to 220°C (428°F) if Label Weight is set to Heavy. Select this setting using the Embedded Web Server, or from the printer control panel Paper menu.
 - Label adhesives, face sheet (printable stock), and topcoats can withstand up to 25-psi (172-kPa) pressure without delaminating, oozing around the edges, or releasing hazardous fumes.
- Do not use labels with slick backing material.
- Use full label sheets. Partial sheets may cause labels to peel off during printing, resulting in a jam. Partial sheets also contaminate the printer and the cartridge with adhesive, and could void the printer and cartridge warranties.
- Do not use labels with exposed adhesive.
- 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.
- Be sure adhesive backing does not reach to the sheet edge. Zone coating of the adhesive at least 1 mm (0.04 in.) away from edges is recommended. Adhesive material contaminates the printer and could void the warranty.
- If zone coating of the adhesive is not possible, remove a 2-mm (0.06-in.) strip on the leading and driver edge, and use a non-oozing adhesive.
- Portrait orientation works best, especially when printing bar codes.

Tips on using card stock

Card stock is heavy, single-ply specialty media. Many of its variable characteristics, such as moisture content, thickness, and texture, can significantly impact print quality. Print samples on the card stock being considered for use before buying large quantities.

When printing on card stock:





- Make sure the Paper Type is Card Stock.
- Select the appropriate Paper Texture setting.
- Be aware that preprinting, perforation, and creasing may significantly affect the print quality and cause jams or other paper handling problems.
- Check with the manufacturer or vendor to ensure the card stock can withstand temperatures up to 210°C (410°F) without releasing hazardous emissions.
- Do not use preprinted card stock manufactured with chemicals that may contaminate the printer. Preprinting introduces semi-liquid and volatile components into the printer.
- Use grain short card stock when possible.

Printing information pages

For more information on printing information pages, see “Printing a menu settings page” on page 23 and “Printing a network setup page” on page 23.




Printing a font sample list

To print samples of the fonts currently available for your printer:

- 1 Make sure the printer is on and **Ready** appears.
 - 2 From the printer control panel, press .
 - 3 Press the arrow buttons until **Reports** appears, and then press .
 - 4 Press the arrow buttons until **Print Fonts** appears, and then press .
 - 5 Press the arrow buttons until **PCL Fonts** or **PostScript Fonts** appears, and then press .
- After the font sample list prints, **Ready** appears.

Printing a directory list



A directory list shows the resources stored in flash memory or on the hard disk.

- 1 Make sure the printer is on and **Ready** appears.
 - 2 From the printer control panel, press .
 - 3 Press the arrow buttons until **Reports** appears, and then press .
 - 4 Press the arrow buttons until **Print Directory** appears, and then press .
- After the directory list prints, **Ready** appears.

Printing the print quality test pages

Print the print quality test pages to isolate print quality problems.



- 1 Turn the printer off.
- 2 Hold down  and  while turning the printer on.

- 3 Release the buttons when the dots appear, and then wait for **Config Menu** to appear.
- 4 Press the arrow buttons until **Prt Quality Pgs** appears, and then press .
The print quality test pages print.
- 5 Press the arrow buttons until **Exit Config Menu** appears, and then press .
Ready appears.

Canceling a print job


Canceling a print job from the printer control panel

If the job is formatting or already printing:

- 1 Press .
The **Stopping** screen appears, followed by **Cancel Print Job**.
- 2 Press  to confirm the deletion.
The **Canceling** screen appears.

Canceling a print job from the computer

For Windows users

- 1 Open the printers folder:
 - a Click , or click **Start** and then click **Run**.
 - b In the Start Search or Run box, type **control printers**.
 - c Press **Enter**, or click **OK**.
The printers folder opens.
- 2 Double-click the printer icon.
- 3 Select the job to cancel.
- 4 From the keyboard, press **Delete**.

From the Windows 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 a job to cancel.
- 3 From the keyboard, press **Delete**.

For Macintosh users

In Mac OS X version 10.5 or later:

- 1 From the Apple menu, choose **System Preferences**.
- 2 Click **Print & Fax**, and then double-click the printer icon.
- 3 From the printer window, select the job to cancel.
- 4 From the icon bar at the top of the window, click the **Delete** icon.

In Mac OS X version 10.4 and earlier:

- 1 From the Go menu, choose **Applications**.
- 2 Double-click **Utilities**, and then double-click **Printer Setup Utility** or **Print Center**.
- 3 Double-click the printer icon.
- 4 From the printer window, select the job to cancel.
- 5 From the icon bar at the top of the window, click the **Delete** icon.

Understanding printer menus

Menus list

Paper Menu

Default Source
Size/Type
Configure MP
Paper Texture
Paper Weight
Paper Loading
Custom Types
Universal Setup

Settings

General Settings
Setup Menu
Finishing Menu
Quality Menu
Utilities Menu
PostScript Menu
PCL Emul Menu

Reports

Menu Settings Page
Device Statistics
Network Setup Page¹
Print Fonts
Print Directory
Asset Report

Network/Ports

Active NIC
Network Menu²
USB Menu
Parallel Menu

¹ Depending on the printer setup, this menu item appears as Network Setup Page or Network <x> Setup Page.

² Depending on the printer setup, this menu item appears as Standard Network, Wireless Network, or Network <x>.

Paper menu

Default Source menu

Menu item	Description
Default Source Tray <x> MP Feeder Manual Paper Manual Env	Sets a default paper source for all print jobs Notes: <ul style="list-style-type: none"> • From the Paper menu, Configure MP must be set to Cassette in order for MP Feeder to appear as a menu setting. • Tray 1 (standard tray) is the factory default setting. • Only an installed paper source will appear as a menu setting. • A paper source selected by a print job will override the Default Source setting for the duration of the print job. • If the same size and type of paper are in two trays and the Paper Size and Paper Type settings match, the trays are automatically linked. When one tray is empty, the job prints using the linked tray.

Size/Type menu

Menu item	Description
Select Source menu Tray 1 Tray 2 MP Feeder Manual Paper Manual Env	Lets you specify the installed paper size and type in the selected tray or multipurpose feeder Note: Only installed trays and feeders are listed in this menu.
Set Size menu for Tray 1 or Tray 2 A4 A5 A6 JIS B5 Executive Folio Legal Letter Oficio (Mexico) Statement Universal	Lets you specify the paper size loaded in each tray Notes: <ul style="list-style-type: none"> • Letter is the US factory default setting. A4 is the international factory default setting. • If the same size and type of paper are in two trays and the Paper Size and Paper Type settings match, then the trays are automatically linked. When one tray is empty, the job prints using paper from the linked tray. • The A6 paper size is supported only in Tray 1.

Menu item	Description
<p>Set Size menu for Manual Paper</p> <ul style="list-style-type: none"> A4 A5 Executive Folio JIS B5 Legal Letter Oficio (Mexico) Statement Universal 	<p>Lets you specify the paper size loaded in the multipurpose feeder</p> <p>Note: Letter is the US factory default setting. A4 is the international factory default setting.</p>
<p>Set Size menu for Manual Env</p> <ul style="list-style-type: none"> 7 3/4 Envelope 9 Envelope 10 Envelope C5 Envelope B5 Envelope DL Envelope Other Envelope 	<p>Lets you specify the envelope size loaded in the multipurpose feeder</p> <p>Note: 10 Envelope is the US factory default setting. DL Envelope is the international factory default setting.</p>
<p>Set Type menu for Tray 1</p> <ul style="list-style-type: none"> Plain Paper Transparency Recycled Labels Bond Letterhead Preprinted Colored Paper Light Paper Heavy Paper Rough/Cotton Custom Type <x> 	<p>Lets you specify the paper type loaded in Tray 1</p> <p>Notes:</p> <ul style="list-style-type: none"> • Plain Paper is the factory default setting for Tray 1. • If available, a user-defined name will appear instead of Custom Type <x>. • Use this menu item to configure automatic tray linking.

Menu item	Description
Set Type menu for Tray 2 Custom Type <x> Plain Paper Card Stock Recycled Labels Bond Letterhead Preprinted Colored Paper Light Paper Heavy Paper Rough/Cotton	Lets you specify the paper type loaded in Tray 2 Notes: <ul style="list-style-type: none"> • Custom Type <x> is the factory default setting. • If available, a user-defined name will appear instead of Custom Type <x>. • Use this menu item to configure automatic tray linking.
Set Type menu for Manual Paper Plain Paper Card Stock Transparency Labels Bond Letterhead Preprinted Colored Paper Light Paper Heavy Paper Rough/Cotton Custom Type <x>	Lets you specify the paper type loaded in the multipurpose feeder Note: Plain Paper is the factory default setting.
Set Type menu for Manual Env Envelope Rough Envelope Custom Type <x>	Lets you specify the envelope type loaded in the multipurpose feeder Note: Envelope is the factory default setting.

Configure MP menu

Menu item	Description
Configure MP Cassette Manual	Determines when the printer selects paper from the multipurpose feeder Notes: <ul style="list-style-type: none"> • Cassette is the factory default setting. • The Cassette setting configures the multipurpose feeder as an automatic paper source. • When Manual is selected, the multipurpose feeder can be used only for manual feed print jobs.

Paper Texture menu

Menu item	Description
Plain Texture Smooth Normal Rough	Specifies the relative texture of the paper loaded Note: Normal is the factory default setting.
Card Stock Texture Smooth Normal Rough	Specifies the relative texture of the card stock loaded Notes: <ul style="list-style-type: none"> • Normal is the factory default setting. • Settings appear only if card stock is supported.
Transparency Texture Smooth Normal Rough	Specifies the relative texture of the transparencies loaded Note: Normal is the factory default setting.
Recycled Texture Smooth Normal Rough	Specifies the relative texture of the recycled paper loaded Note: Normal is the factory default setting.
Labels Texture Smooth Normal Rough	Specifies the relative texture of the labels loaded Note: Normal is the factory default setting.
Bond Texture Smooth Normal Rough	Specifies the relative texture of the bond paper loaded Note: Rough is the factory default setting.
Envelope Texture Smooth Normal Rough	Specifies the relative texture of the envelopes loaded Note: Normal is the factory default setting.
Rough Envelope Texture Rough	Specifies the relative texture of the envelopes loaded Note: Rough is the factory default setting.
Letterhead Texture Smooth Normal Rough	Specifies the relative texture of the letterhead paper loaded Note: Normal is the factory default setting.
Preprinted Texture Smooth Normal Rough	Specifies the relative texture of the preprinted paper loaded Note: Normal is the factory default setting.

Menu item	Description
Colored Texture Smooth Normal Rough	Specifies the relative texture of the colored paper loaded Note: Normal is the factory default setting.
Light Texture Smooth Normal Rough	Specifies the relative texture of the paper loaded Note: Normal is the factory default setting.
Heavy Texture Smooth Normal Rough	Specifies the relative texture of the paper loaded Note: Normal is the factory default setting.
Rough/Cotton Texture Rough	Specifies the relative texture of the paper loaded Note: Rough is the factory default setting.
Custom <x> Texture Smooth Normal Rough	Specifies the relative texture of the custom paper loaded Notes: <ul style="list-style-type: none"> • Normal is the factory default setting. • Settings appear only if the custom type is supported.

Paper Weight menu

Menu item	Description
Plain Weight Light Normal Heavy	Specifies the relative weight of the paper loaded in a specific tray Note: Normal is the factory default setting.
Card Stock Weight Light Normal Heavy	Specifies the relative weight of the card stock loaded in a specific tray Notes: <ul style="list-style-type: none"> • Normal is the factory default setting. • Settings appear only if card stock is supported.
Transparency Weight Light Normal Heavy	Specifies the relative weight of the transparencies loaded in a specific tray Note: Normal is the factory default setting.
Recycled Weight Light Normal Heavy	Specifies the relative weight of the recycled paper loaded in a specific tray Note: Normal is the factory default setting.

Menu item	Description
Labels Weight Light Normal Heavy	Specifies the relative weight of the labels loaded in a specific tray Note: Normal is the factory default setting.
Bond Weight Light Normal Heavy	Specifies the relative weight of the paper loaded in a specific tray Note: Normal is the factory default setting.
Envelope Weight Light Normal Heavy	Specifies the relative weight of the envelopes loaded in a specific tray Note: Normal is the factory default setting.
Rough Envelope Weight Light Normal Heavy	Specifies the relative weight of the rough envelopes loaded in a specific tray Note: Normal is the factory default setting.
Letterhead Weight Light Normal Heavy	Specifies the relative weight of the paper loaded in a specific tray Note: Normal is the factory default setting.
Preprinted Weight Light Normal Heavy	Specifies the relative weight of the paper loaded in a specific tray Note: Normal is the factory default setting.
Colored Weight Light Normal Heavy	Specifies the relative weight of the paper loaded in a specific tray Note: Normal is the factory default setting.
Light Weight Light	Specifies the relative weight of the paper loaded in a specific tray
Heavy Weight Heavy	Specifies the relative weight of the paper loaded in a specific tray
Rough/Cotton Weight Light Normal Heavy	Specifies the relative weight of the paper loaded in a specific tray Note: Normal is the factory default setting.
Custom <x> Weight Light Normal Heavy	Specifies the relative weight of the custom paper type loaded in a specific tray Notes: <ul style="list-style-type: none"> • Normal is the factory default setting. • Settings appear only if the custom type is supported.

Paper Loading menu

Menu item	Description
Recycled Loading Off Duplex	Determines the paper loading direction for all jobs that specify Recycled as the paper type Note: Off is the factory default setting.
Bond Loading Off Duplex	Determines the paper loading direction for all jobs that specify Bond as the paper type Note: Off is the factory default setting.
Letterhead Loading Off Duplex	Determines the paper loading direction for all jobs that specify Letterhead as the paper type Note: Off is the factory default setting.
Preprinted Loading Off Duplex	Determines the paper loading direction for all jobs that specify Preprinted as the paper type Note: Off is the factory default setting.
Colored Loading Off Duplex	Determines the paper loading direction for all jobs that specify Colored as the paper type Note: Off is the factory default setting.
Light Loading Off Duplex	Determines the paper loading direction for all jobs that specify Light as the paper type Note: Off is the factory default setting.
Heavy Loading Off Duplex	Determines the paper loading direction for all jobs that specify Heavy as the paper type Note: Off is the factory default setting.
Custom <x> Loading Off Duplex	Determines the paper loading direction for all jobs that specify Custom <x> as the paper type Notes: <ul style="list-style-type: none"> • Off is the factory default setting. • Custom <x> Loading is available only if the custom type is supported.
Notes: <ul style="list-style-type: none"> • Duplex determines how the paper is loaded. • If Duplex is selected, all print jobs are sent through the duplex unit, including 1-sided jobs. 	

Custom Types menu

Menu item	Description
Custom Type <x> Paper Card Stock Transparency Rough/Cotton Labels Envelope	Associates a paper or specialty media type with a factory default Custom Type <x> name or a user-defined Custom Name created from the Embedded Web Server or MarkVision™ Professional Notes: <ul style="list-style-type: none"> • Paper is the factory default setting. • The custom media type must be supported by the selected tray or multipurpose feeder in order to print from that source.
Recycled Paper Card Stock Transparency Rough/Cotton Labels Envelope	Specifies a paper type when the Recycled setting is selected in other menus Notes: <ul style="list-style-type: none"> • Paper is the factory default setting. • The custom media type must be supported by the selected tray or multipurpose feeder in order to print from that source.

Universal Setup menu

These menu items are used to specify the height, width, and feed direction of the Universal Paper Size. The Universal Paper Size is a user-defined paper size. It is listed with the other paper size settings and includes similar options, such as support for duplex printing and printing multiple pages on one sheet.

Menu item	Description
Units of Measure Inches Millimeters	Identifies the units of measure Notes: <ul style="list-style-type: none"> • Inches is the US factory default setting. • Millimeters is the international factory default setting.
Portrait Width 3–14.17 inches 76–360 mm	Sets the portrait width Notes: <ul style="list-style-type: none"> • If the width exceeds the maximum, then the printer uses the maximum width allowed. • 8.5 inches is the US factory default setting. Inches can be increased in 0.01-inch increments. • 216 mm is the international factory default setting. Millimeters can be increased in 1-mm increments.

Menu item	Description
Portrait Height 3–14.17 inches 76–360 mm	Sets the portrait height Notes: <ul style="list-style-type: none"> • If the height exceeds the maximum, then the printer uses the maximum height allowed. • 14 inches is the US factory default setting. Inches can be increased in 0.01-inch increments. • 356 mm is the international factory default setting. Millimeters can be increased in 1-mm increments.
Feed Direction Short Edge Long Edge	Specifies the feed direction Notes: <ul style="list-style-type: none"> • Short Edge is the factory default setting. • Long Edge appears only if the longest edge is shorter than the maximum length supported in the tray.

Reports menu

Reports menu

Menu item	Description
Menu Settings Page	Prints a report containing information about paper loaded into trays, installed memory, the total page count, alarms, timeouts, the printer control panel language, the TCP/IP address, the status of supplies, and the status of the network connection
Device Statistics	Prints a report containing printer statistics such as supply information and details about printed pages
Network Setup Page	Prints a report containing information about the network printer settings, such as the TCP/IP address information Notes: <ul style="list-style-type: none"> • This menu item appears as Network <x> Setup Page when there is more than one network option installed. • This menu item is available only on network printers or printers connected to print servers.
Print Fonts PCL Fonts PostScript Fonts	Prints a report in English of all the fonts available for the printer language currently set in the printer Note: A separate list is available for PCL and PostScript emulations. Each emulation report contains print samples and information about the available fonts for each language.

Menu item	Description
Print Directory	Prints a list of all the resources stored on an optional flash memory card Notes: <ul style="list-style-type: none"> • Job Buffer Size must be set to 100%. • The optional flash memory must be installed correctly and working properly.
Asset Report	Prints a report containing asset information including the printer serial number and model name. The report contains text and UPC barcodes that can be scanned into an asset database.

Network/Ports menu

Network menu

Menu item	Description
PCL SmartSwitch On Off	Sets the printer to automatically switch to PCL emulation when a print job requires it, regardless of the default printer language Notes: <ul style="list-style-type: none"> • On is the factory default setting. • When the Off setting is used, the printer does not examine incoming data. • When the Off setting is used, the printer uses PostScript emulation if PS SmartSwitch is set to On. It uses the default printer language specified in the Setup menu if PS SmartSwitch is set to Off.
PS SmartSwitch On Off	Sets the printer to automatically switch to PS emulation when a print job requires it, regardless of the default printer language Notes: <ul style="list-style-type: none"> • On is the factory default setting. • When the Off setting is used, the printer does not examine incoming data. • When the Off setting is used, the printer uses PCL emulation if PCL SmartSwitch is set to On. It uses the default printer language specified in the Setup menu if PCL SmartSwitch is set to Off.
NPA Mode Auto Off	Sets the printer to perform the special processing required for bidirectional communication following the conventions defined by the NPA protocol Notes: <ul style="list-style-type: none"> • Auto is the factory default setting • Changing this setting from the printer control panel and then exiting the menus causes the printer to restart. The menu selection is updated.

Menu item	Description
Network Buffer Auto Disabled	Sets the size of the network input buffer Notes: <ul style="list-style-type: none"> • Auto is the factory default setting. • To increase the maximum size range for the Network Buffer, disable the USB buffer. • Changing this setting from the printer control panel and then exiting the menus causes the printer to restart. The menu selection is updated.
Mac Binary PS Auto On Off	Sets the printer to process Macintosh binary PostScript print jobs Notes: <ul style="list-style-type: none"> • Auto is the factory default setting. • The Off setting filters print jobs using the standard protocol. • The On setting processes raw binary PostScript print jobs.
Network Setup Reports Menu Network Card Menu TCIP Menu IPv6 Menu Wireless Menu AppleTalk Menu	Lists all the network setup menus, regardless of the active network of the printer Note: Certain options are not available on selected printer models.

USB menu

Menu item	Description
PCL SmartSwitch On Off	Sets the printer to automatically switch to PCL emulation when a print job received through a USB port requires it, regardless of the default printer language Notes: <ul style="list-style-type: none"> • On is the factory default setting. • When the Off setting is used, the printer does not examine incoming data. • When the Off setting is used, the printer uses PostScript emulation if the PS Smartswitch setting is On. It uses the default printer language specified in the Setup menu if the PS SmartSwitch setting is Off.
PS SmartSwitch On Off	Sets the printer to automatically switch to PS emulation when a print job received through a USB port requires it, regardless of the default printer language Notes: <ul style="list-style-type: none"> • On is the factory default setting. • When the Off setting is used, the printer does not examine incoming data. • When the Off setting is used, the printer uses PCL emulation if the PCL Smartswitch setting is On. It uses the default printer language specified in the Setup menu if the PCL SmartSwitch setting is Off.

Menu item	Description
NPA Mode Off Auto	Sets the printer to perform the special processing required for bidirectional communication following the conventions defined by the NPA protocol Notes: <ul style="list-style-type: none"> • Auto is the factory default setting. • Changing this setting causes the printer to restart.
USB Buffer Disabled Auto	Sets the size of the USB input buffer Notes: <ul style="list-style-type: none"> • Auto is the factory default setting. • The Disabled setting turns off job buffering. Any jobs already buffered are printed before normal processing is resumed. • The maximum size allowed depends on the amount of memory in the printer, the size of the other link buffers, and whether the Resource Save setting is On or Off • Changing this setting causes the printer to restart.
Mac Binary PS On Off Auto	Sets the printer to process Macintosh binary PostScript print jobs Notes: <ul style="list-style-type: none"> • Auto is the factory default setting. • The Off setting filters print jobs using the standard protocol. • The On setting processes raw binary PostScript print jobs.
ENA Address <xxx>.<xxx>.<xxx>.<xxx>	Sets the network address information for an external print server that is attached to the printer using a USB cable Note: This menu item is available only if the printer is attached to an external print server through the USB port.
ENA Netmask <xxx>.<xxx>.<xxx>.<xxx>	Sets the netmask information for an external print server that is attached to the printer using a USB cable Note: This menu item is available only if the printer is attached to an external print server through the USB port.
ENA Gateway <xxx>.<xxx>.<xxx>.<xxx>	Sets the gateway information for an external print server that is attached to the printer using a USB cable Note: This menu item is available only if the printer is attached to an external print server through the USB port.

Parallel menu

Menu item	Description
PCL SmartSwitch On Off	Sets the printer to automatically switch to PCL emulation when a print job received through a parallel port requires it, regardless of the default printer language Notes: <ul style="list-style-type: none"> • On is the factory default setting. • When the Off setting is used, the printer does not examine incoming data. • When the Off setting is used, the printer uses PostScript emulation if PS SmartSwitch is set to On. It uses the default printer language specified in the Setup menu if PS SmartSwitch is set to Off.
PS SmartSwitch On Off	Sets the printer to automatically switch to PS emulation when a print job received through a parallel port requires it, regardless of the default printer language Notes: <ul style="list-style-type: none"> • On is the factory default setting. • When the Off setting is used, the printer does not examine incoming data. • When the Off setting is used, the printer uses PCL emulation if PCL SmartSwitch is set to On. It uses the default printer language specified in the Setup menu if PCL SmartSwitch is set to Off.
NPA Mode Auto Off	Sets the printer to perform the special processing required for bidirectional communication following the conventions defined by the NPA protocol Notes: <ul style="list-style-type: none"> • Auto is the factory default setting. • Changing this setting automatically resets the printer.
Parallel Buffer Disabled Auto	Sets the size of the parallel input buffer Notes: <ul style="list-style-type: none"> • Auto is the factory default setting. • The Disabled setting turns off job buffering. Any jobs already buffered on the disk are printed before normal processing is resumed. • The maximum size allowed depends on the amount of memory in the printer, the size of the other link buffers, and whether Resource Save is set to On or Off. • To increase the maximum size range for the Parallel Buffer, disable the USB and network buffers. • Changing this setting automatically resets the printer.
Advanced Status On Off	Enables bidirectional communication through the parallel port Notes: <ul style="list-style-type: none"> • On is the factory default setting. • The Off setting disables parallel port negotiation.

Menu item	Description
Protocol Fastbytes Standard	Specifies the parallel port protocol Notes: <ul style="list-style-type: none"> • Fastbytes is the factory default setting. It provides compatibility with most existing parallel ports and is the recommended setting. • The Standard setting tries to resolve parallel port communication problems.
Honor Init Off On	Determines whether the printer honors printer hardware initialization requests from the computer Notes: <ul style="list-style-type: none"> • Off is the factory default setting. • The computer requests initialization by activating the Init signal from the parallel port. Many personal computers activate the Init signal each time the computer is turned on.
Parallel Mode 2 On Off	Determines whether the parallel port data is sampled on the leading or trailing edge of strobe Note: On is the factory default setting.
Mac Binary PS Auto On Off	Sets the printer to process Macintosh binary PostScript print jobs Notes: <ul style="list-style-type: none"> • Auto is the factory default setting. • The Off setting filters print jobs using the standard protocol. • The On setting processes raw binary PostScript print jobs.
ENA Address <xxx>.<xxx>.<xxx>.<xxx>	Sets the network address, netmask, and gateway information for an external print server that is attached to the printer using a parallel cable Note: This menu is available only if the printer is attached to an external print server through the parallel port.
ENA Netmask <xxx>.<xxx>.<xxx>.<xxx>	Sets the network address, netmask, and gateway information for an external print server that is attached to the printer using a parallel cable Note: This menu is available only if the printer is attached to an external print server through the parallel port.
ENA Gateway <xxx>.<xxx>.<xxx>.<xxx>	Sets the network address, netmask, and gateway information for an external print server that is attached to the printer using a parallel cable. Note: This menu is available only if the printer is attached to an external print server through the parallel port.

Settings menu

General Settings menu

Menu item	Description
Display Language English Francais Deutsch Italiano Espanol Dansk Norsk Nederlands Svenska Portuguese Suomi Russian Polski Magyar Turkce Cesky Simplified Chinese Traditional Chinese Korean Japanese	Sets the language of the text appearing on the display Note: All languages may not be available for all printers.
Eco-Mode Off Energy Energy/Paper Paper	Minimizes the use of energy, paper, or specialty media Notes: <ul style="list-style-type: none">• Off is the factory default setting. Off resets the printer to its factory default settings.• The Energy setting minimizes the power used by the printer. Performance may be affected, but print quality is not.• Energy/Paper minimizes the use of power and of paper and specialty media.• Paper minimizes the amount of paper and specialty media needed for a print job. Performance may be affected, but print quality is not.
Quiet Mode Off On	Reduces the amount of noise produced by the printer Notes: <ul style="list-style-type: none">• Off is the factory default setting.• On sets the printer to run at half speed, thus reducing noise.

Menu item	Description
Run Initial Setup Yes No	Instructs the printer to run the setup wizard Notes: <ul style="list-style-type: none"> • Yes is the factory default setting. • After completing the setup wizard by selecting Done at the Country select screen, the default setting becomes No.
Alarms Cartridge Alarm Off Single	The display shows a message when the toner is low Notes: <ul style="list-style-type: none"> • Off is the factory default setting. The Toner is low message will appear as a warning. • Single means the Toner is low message will appear and the indicator light will blink red.
Timeouts Power Saver Disabled 1–240	Sets the amount of time in minutes the printer waits after a job is printed before it goes into a reduced power state Note: Disabled does not appear unless Energy Conserve is Off.
Timeouts Screen Timeout 15 sec–300 sec	Sets the amount of time in seconds the printer waits before returning the printer display to a Ready state Note: 30 seconds is the factory default setting.
Timeouts Print Timeout Disabled 1–255	Sets the amount of time in seconds the printer waits to receive an end-of-job message before canceling the remainder of the print job Notes: <ul style="list-style-type: none"> • 90 seconds is the factory default setting. • When the timer expires, any partially printed page still in the printer is printed, and then the printer checks to see if any new print jobs are waiting. • Print Timeout is available only when using PCL. This setting has no effect on PostScript emulation print jobs.
Timeouts Wait Timeout Disabled 15–65535	Sets the amount of time in seconds the printer waits for additional data before canceling a print job Notes: <ul style="list-style-type: none"> • 40 seconds is the factory default setting. • Wait Timeout is available only when the printer is using PostScript emulation. This setting has no effect on PCL emulation print jobs.
Print Recovery Auto Continue Disabled 5–255	Lets the printer automatically continue printing from certain offline situations when not resolved within the specified time period Notes: <ul style="list-style-type: none"> • Disabled is the factory default setting. • 5–255 is a range of time in seconds.

Menu item	Description
Print Recovery Jam Recovery Auto On Off	Specifies whether the printer reprints jammed pages Notes: <ul style="list-style-type: none"> • Auto is the factory default setting. The printer reprints jammed pages unless the memory required to hold the pages is needed for other printer tasks. • On sets the printer to always reprint jammed pages. • Off sets the printer to never reprint jammed pages.
Print Recovery Page Protect Off On	Lets the printer successfully print a page that may not have printed otherwise Notes: <ul style="list-style-type: none"> • Off is the factory default setting. Off prints a partial page when there is not enough memory to print the whole page. • On sets the printer to process the whole page so that the entire page prints.
Factory Defaults Do Not Restore Restore Now	Returns the printer settings to the factory default settings Notes: <ul style="list-style-type: none"> • Do Not Restore is the factory default setting. Do Not Restore keeps the user-defined settings. • Restore Now returns all printer settings to the factory default settings except those in the Network/Ports menu. All downloads stored in RAM are deleted. Downloads stored in flash memory are not affected.

Setup menu

Menu item	Description
Printer Language PCL Emulation PS Emulation	Sets the default printer language Notes: <ul style="list-style-type: none"> • PostScript emulation uses a PS interpreter for processing print jobs. PCL emulation uses a PCL interpreter for processing print jobs. • The factory default printer language is PCL Emulation. • Setting a printer language as the default does not prevent a software program from sending print jobs that use another printer language.

Menu item	Description
Print Area Normal Whole Page	Sets the logical and physical printable area Notes: <ul style="list-style-type: none"> • Normal is the factory default setting. When attempting to print data in the non-printable area defined by the Normal setting, the printer clips the image at the boundary. • The Whole Page setting allows the image to be moved into the non-printable area defined by the Normal setting, but the printer clips the image at the Normal setting boundary. • The Whole Page setting affects only pages printed using a PCL 5e interpreter. This setting has no effect on pages printed using the PCL XL or PostScript interpreter.
Download Target RAM Flash	Sets the storage location for downloads Notes: <ul style="list-style-type: none"> • RAM is the factory default setting. • Flash appears only if a flash option is installed. • Storing downloads in RAM is temporary.
Resource Save Off On	Specifies how the printer handles temporary downloads, such as fonts and macros stored in RAM, when the printer receives a job that requires more memory than is available Notes: <ul style="list-style-type: none"> • Off is the factory default setting. Off sets the printer to retain the downloads only until memory is needed. Downloads are deleted in order to process print jobs. • The On setting retains the downloads during language changes and printer resets. If the printer runs out of memory, downloads are not deleted.
Print All Order Alphabetical Oldest First Newest First	Sets the order in which the print jobs are printed. Note: Alphabetical is the factory default setting.

Finishing menu

Menu item	Description
Sides (Duplex) 1 sided 2 sided	Specifies whether duplex (2-sided) printing is set as the default for all print jobs Notes: <ul style="list-style-type: none"> • 1 sided is the factory default setting. • To set 2-sided printing from the software program: for Windows users, click File > Print, and then click Properties, Preferences, Options, or Setup; for Macintosh users, choose File > Print, and then adjust the settings from the Print dialog and pop-up menus.

Menu item	Description
Duplex Binding Long Edge Short Edge	Defines the way duplexed pages are bound and how the printing on the back of the page is oriented in relation to the printing on the front of the page Notes: <ul style="list-style-type: none"> • Long Edge is the factory default setting. • Long Edge specifies that binding be placed on the left edge of portrait pages and the top edge of landscape pages. • Short Edge specifies that binding be placed on the top edge of portrait pages and the left edge of landscape pages.
Copies 1–999	Specifies a default number of copies for each print job Note: 1 is the factory default setting.
Blank Pages Do Not Print Print	Specifies whether blank pages are inserted in a print job Note: Do Not Print is the factory default setting.
Collate Off (1,1,1,2,2,2) On (1,2,1,2,1,2)	Stacks the pages of a print job in sequence when printing multiple copies Notes: <ul style="list-style-type: none"> • Off is the factory default setting. • The On setting stacks the print job sequentially. • Both settings print the entire job the number of times specified by the Copies menu setting.
Separator Sheets None Between Copies Between Jobs Between Pages	Specifies whether blank separator sheets are inserted Notes: <ul style="list-style-type: none"> • None is the factory default setting. • Between Copies inserts a blank sheet between each copy of a print job if Collation is set to On. If Collation is set to Off, a blank page is inserted between each set of printed pages, such as after all page 1's and after all page 2's. • Between Jobs inserts a blank sheet between print jobs. • Between Pages inserts a blank sheet between each page of the print job. This setting is useful when printing transparencies or inserting blank pages in a document for notes.
Separator Source Tray <x> Multi-Purpose Feeder	Specifies the paper source for separator sheets Notes: <ul style="list-style-type: none"> • Tray 1 (standard tray) is the factory default setting. • From the Paper menu, Configure MP must be set to Cassette in order for Multi-Purpose Feeder to appear as a menu setting.

Menu item	Description
N-up (pages-side) Off 2-Up 3-Up 4-Up 6-Up 9-Up 12-Up 16-Up	Specifies that multiple-page images be printed on one side of a sheet of paper Notes: <ul style="list-style-type: none"> • Off is the factory default setting. • The number selected is the number of page images that will print per side.
N-up Ordering Horizontal Reverse Horizontal Reverse Vertical Vertical	Specifies the positioning of multiple-page images when using N-up (pages-sides) Notes: <ul style="list-style-type: none"> • Horizontal is the factory default setting. • Positioning depends on the number of images and whether the images are in portrait or landscape orientation.
Orientation Auto Landscape Portrait	Specifies the orientation of a multiple-page sheet Note: Auto is the factory default setting. The printer chooses between portrait and landscape.
N-up Border None Solid	Prints a border around each page image when using N-up (pages-sides) Note: None is the factory default setting.

Quality menu

Menu item	Description
Print Resolution 300 dpi 600 dpi 1200 dpi 1200 Image Q 2400 Image Q	Specifies the printed output resolution Note: 600 dpi is the factory default setting. The printer driver default is 2400 Image Q.
Pixel Boost Off Fonts Horizontally Vertically Both Directions Isolated	Enhances the printed quality of small fonts and graphics Notes: <ul style="list-style-type: none"> • Off is the factory default setting. • Fonts applies this setting only to text. • Horizontally darkens horizontal lines of text and images. • Vertically darkens vertical lines of text and images. • Both Directions darkens horizontal and vertical lines on text and images. • Isolated darkens isolated text and images.

Menu item	Description
Toner Darkness 1–10	Lightens or darkens the printed output Notes: <ul style="list-style-type: none"> • 8 is the factory default setting. • Selecting a smaller number can help conserve toner.
Enhance Fine Lines Off On	Enables a print mode preferable for files such as architectural drawings, maps, electrical circuit diagrams, and flow charts Notes: <ul style="list-style-type: none"> • Off is the factory default setting. • To set Enhance Fine Lines using the Embedded Web Server, type the network printer IP address in a browser window.
Gray Correction Auto Off	Adjusts the gray value of printed output Note: Auto is the factory default setting.
Brightness -6 to +6	Adjusts or darkens printed output and conserves toner Notes: <ul style="list-style-type: none"> • 0 is the factory default setting. • A negative value will darken text, images, and graphics. A positive value will lighten them and conserve toner.
Contrast 0–5	Adjusts the degree of difference between levels of gray in printed output Notes: <ul style="list-style-type: none"> • 0 is the factory default setting. • Higher settings show more difference between levels of gray.

Utilities menu

Menu item	Description
Format Flash No Yes	Formats the flash memory. Flash memory refers to the memory added by installing an optional flash memory card in the printer. Warning—Potential Damage: Do not turn off the printer while the flash memory is formatting. Notes: <ul style="list-style-type: none"> • An optional flash memory card must be installed in the printer and operating properly for this menu item to be available. • No cancels the format request. • Selecting Yes deletes all data stored in flash memory.

Menu item	Description
Defragment Flash No Yes	Prepares the flash memory to receive new data by retrieving lost storage space Warning—Potential Damage: Do not turn off the printer while the flash memory is defragmenting. Notes: <ul style="list-style-type: none"> • An optional flash memory card must be installed in the printer and operating properly for this menu item to be available. The flash memory card must not be Read/Write or Write protected. • No cancels the defragment request. • Selecting Yes reformats the flash memory after transferring all downloads to regular printer memory. When formatting is complete, the downloads are loaded back into flash memory.
Hex Trace Activate	Assists in isolating the source of a print job problem Notes: <ul style="list-style-type: none"> • When Activate is selected, all data sent to the printer is printed in hexadecimal and character representation and control codes are not executed. • To exit Hex Trace, turn the printer off or reset the printer.
Coverage Estimator Off On	Provides an estimate of the percentage coverage of black on a page. The estimate is printed on a separator page. Note: Off is the factory default setting.

PostScript menu

Menu item	Description
Print PS Error Off On	Prints a page containing the PostScript error Note: Off is the factory default setting.
Font Priority Resident Flash	Establishes the font search order Notes: <ul style="list-style-type: none"> • Resident is the factory default setting. • A formatted optional flash memory card must be installed in the printer and operating properly for this menu item to be available. • The optional flash memory card cannot be Read/Write, Write, or password protected. • Job Buffer Size must not be set to 100%.

PCL Emul menu

Menu item	Description
Font Source Resident Download Flash All	Specifies the set of fonts available Notes: <ul style="list-style-type: none"> • Resident is the factory default setting. It shows the factory default set of fonts downloaded into RAM. • Download appears only if downloaded fonts exist. It shows all the fonts downloaded into RAM. • Flash appears only if a flash option containing fonts is installed. • A flash option must be properly formatted and cannot be Read/Write, Write, or password protected. • All shows all fonts available to any option.
Font Name <x>	Displays a specific font and the option where it is stored Notes: <ul style="list-style-type: none"> • Courier is the factory default setting. • The font source abbreviation is R for Resident, M1 for Flash, and S for Download.
Symbol Set <x>	Specifies the font ID and font name that compose each symbol set Notes: <ul style="list-style-type: none"> • 10U PC-8 is the US factory default setting. • 12U PC-850 is the international factory default setting.
PCL Emulation Settings Point Size 1.00–1008.00	Changes the point size for scalable typographic fonts Notes: <ul style="list-style-type: none"> • 12 is the factory default setting. • Point Size refers to the height of the characters in the font. One point equals approximately 1/72 of an inch. • Point sizes can be increased or decreased in 0.25-point increments.
PCL Emulation Settings Pitch 0.08–100	Specifies the font pitch for scalable monospaced fonts Notes: <ul style="list-style-type: none"> • 10 is the factory default setting. • Pitch refers to the number of fixed-space characters per inch (cpi). • Pitch can be increased or decreased in 0.01-cpi increments. • For nonscalable monospaced fonts, the pitch appears on the display but cannot be changed.
PCL Emulation Settings Orientation Portrait Landscape	Specifies the orientation of text and graphics on the page Notes: <ul style="list-style-type: none"> • Portrait is the factory default setting. • Portrait prints text and graphics parallel to the short edge of the page. • Landscape prints text and graphics parallel to the long edge of the page.

Menu item	Description
PCL Emulation Settings Lines per Page 1–255 60 64	Specifies the number of lines that print on each page Notes: <ul style="list-style-type: none"> • 60 is the US factory default setting. 64 is the international factory default setting. • The printer sets the amount of space between each line based on the Lines per Page, Paper Size, and Orientation settings. Select the desired Paper Size and Orientation before setting Lines per Page.
PCL Emulation Settings A4 Width 198 mm 203 mm	Sets the printer to print on A4-size paper Notes: <ul style="list-style-type: none"> • 198 mm is the factory default setting. • The 203-mm setting sets the width of the page to allow the printing of eighty 10-pitch characters.
PCL Emulation Settings Auto CR after LF Off On	Specifies whether the printer automatically performs a carriage return (CR) after a line feed (LF) control command Note: Off is the factory default setting.
PCL Emulation Settings Auto LF after CR Off On	Specifies whether the printer automatically performs a line feed (LF) after a carriage return (CR) control command Note: Off is the factory default setting.
Tray Renumber Assign MP Feeder Off None 0–199 Assign Tray <x> Off None 0–199 Assign Manual Paper Off None 0–199 Assign Man Env Off None 0–199	Configures the printer to work with printer software or programs that use different source assignments for trays, drawers, and feeders Notes: <ul style="list-style-type: none"> • Off is the factory default setting. • None is not an available selection. It is displayed only when it is selected by the PCL 5 interpreter. • None ignores the Select Paper Feed command. • 0–199 allows a custom setting to be assigned.
Tray Renumber View Factory Def None	Displays the factory default setting assigned to each tray, drawer, or feeder

Menu item	Description
Tray Renumber Restore Defaults Yes No	Returns all tray, drawer, and feeder assignments to the factory default settings

Maintaining the printer

Periodically, certain tasks are required to maintain optimum print quality.

Cleaning the exterior of the printer

- 1 Make sure that the printer is turned off and unplugged from the wall outlet.



CAUTION—SHOCK HAZARD: To avoid the risk of electric shock when cleaning the exterior of the printer, unplug the power cord from the wall outlet and disconnect all cables to the printer before proceeding.

- 2 Remove all paper from the printer.
- 3 Dampen a clean, lint-free cloth with water.

Warning—Potential Damage: Do not use household cleaners or detergents, as they may damage the finish of the printer.

- 4 Wipe only the outside of the printer.

Warning—Potential Damage: Using a damp cloth to clean the interior may cause damage to your printer.

- 5 Make sure all areas of the printer are dry before beginning a new print job.

Storing supplies

Choose a cool, clean storage area for the printer supplies. Store supplies right side up in their original packing until you are ready to use them.

Do not expose supplies to:

- Direct sunlight
- Temperatures above 35°C (95°F)
- High humidity above 80%
- Salty air
- Corrosive gases
- Heavy dust

Checking the status of supplies from a network computer

Note: The computer must be connected to the same network as the printer.

- 1 Type the printer IP address into the address field of your Web browser.

Note: If you do not know the IP address of the printer, print a network setup page and locate the IP address in the TCP/IP section.

- 2 Click **Device Status**. The Device Status page appears, displaying a summary of supply levels.

Ordering supplies

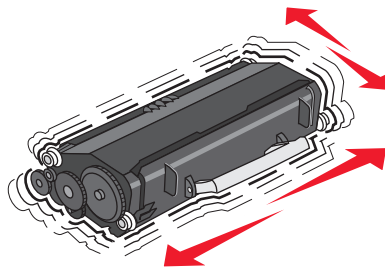
To order supplies in the U.S., contact Lexmark at 1-800-539-6275 for information about Lexmark authorized supplies dealers in your area. In other countries or regions, visit the Lexmark Web Site at www.lexmark.com or contact the place where you purchased the printer.

Note: All life estimates for printer supplies assume printing on letter- or A4-size plain paper.

Ordering toner cartridges

When **88 Cartridge is Low** appears or when the print becomes faded, you may be able to extend the life of the toner cartridge:

- 1 Remove the toner cartridge.
- 2 Firmly shake the cartridge side-to-side and front-to-back several times to redistribute toner.



- 3 Reinsert the cartridge and continue printing.

Note: Repeat this procedure multiple times until the print remains faded, and then replace the cartridge.

Recommended toner cartridges and part numbers

Part name	Lexmark Return Program Cartridge	Regular cartridge
For the US and Canada		
Toner cartridge	E260A11A	E260A21A
High Yield Toner cartridge	E360H11A	E360H21A
For Europe, the Middle East, and Africa		
Toner cartridge	E260A11E	E260A21E
High Yield Toner cartridge	E360H11E	E360H21E
For the Asia Pacific Region, including Australia and New Zealand		
Toner cartridge	E260A11P	E260A21P
High Yield Toner cartridge	E360H11P	E360H21P
For Latin America		
Toner cartridge	E260A11L	E260A21L
High Yield Toner cartridge	E360H11L	E360H21L

Ordering a photoconductor kit

Depending on your printer model, the printer issues a message or a light sequence to let you know the photoconductor kit is near its end of life. At this time, order a photoconductor kit. You can also see the status of the photoconductor kit by printing a network setup page.

Part name	Part number
Photoconductor kit	E260X22G

Replacing supplies

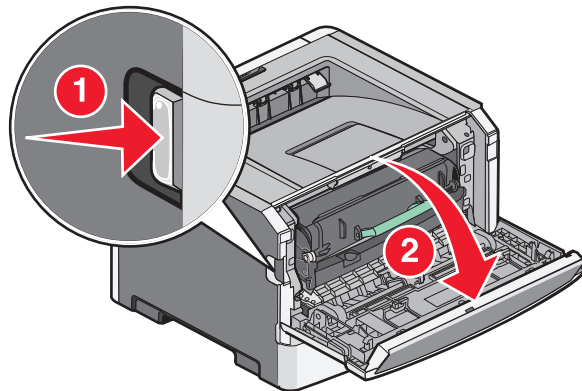
Replacing the toner cartridge

When **88 Cartridge is low** appears, or when you experience faded print, remove the toner cartridge. Firmly shake it side-to-side and front-to-back several times to redistribute the toner, and then reinsert it and continue printing. When shaking the cartridge no longer improves the print quality, replace the toner cartridge.

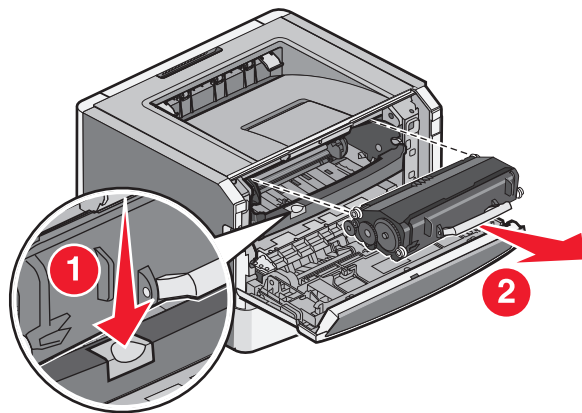
Note: You can check to see approximately how much toner is left in your cartridge by printing a menu settings page.

To replace the toner cartridge:

- 1 Open the front door by pressing the button on the left side of the printer and lowering the door.



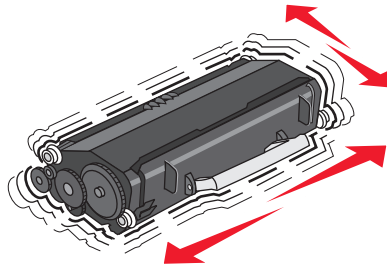
- 2 Press the button on the base of the photoconductor kit, and then pull the toner cartridge out using the handle.



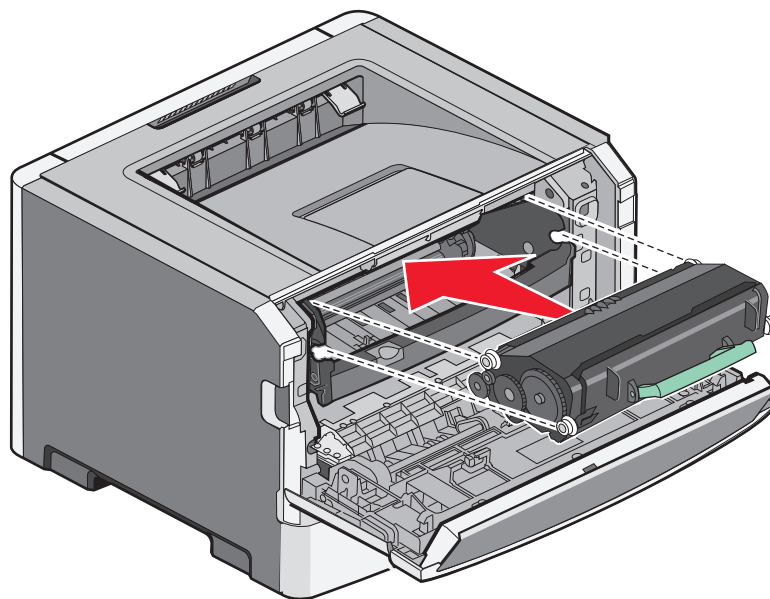
3 Unpack the new toner cartridge.

Warning—Potential Damage: When replacing a toner cartridge, do not leave the new cartridge exposed to direct light for an extended period of time. Extended light exposure can cause print quality problems.

4 Rotate the cartridge in all directions to distribute the toner.



5 Install the new toner cartridge by aligning the rollers on the toner cartridge with the arrows on the tracks of the photoconductor kit. Push the toner cartridge in as far as it will go. The cartridge *clicks* into place when correctly installed.



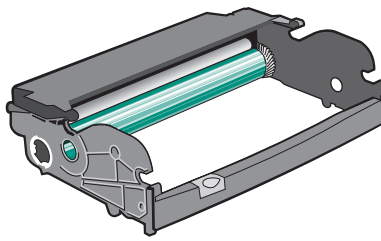
6 Close the front door.

Replacing the photoconductor kit

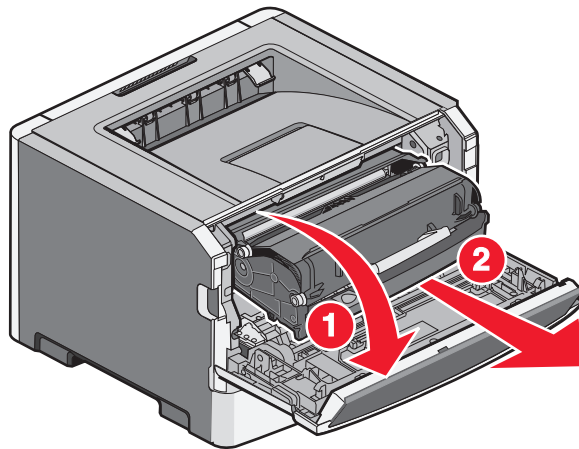
The printer automatically notifies you before the photoconductor kit reaches a page maximum by showing **84 PC Kit life warning** or **84 Replace PC Kit** on the display. You can also see the status of the photoconductor kit by printing a menu settings page.

When **84 PC Kit life warning** or **84 Replace PC Kit** first appears, you should immediately order a new photoconductor kit. While the printer may continue to function properly after the photoconductor kit has reached its official end-of-life, print quality significantly decreases.

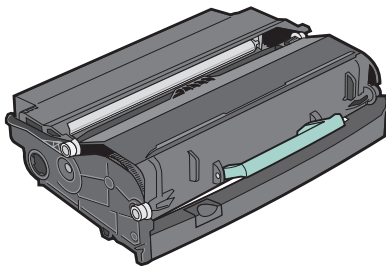
Note: The photoconductor kit is one item only.



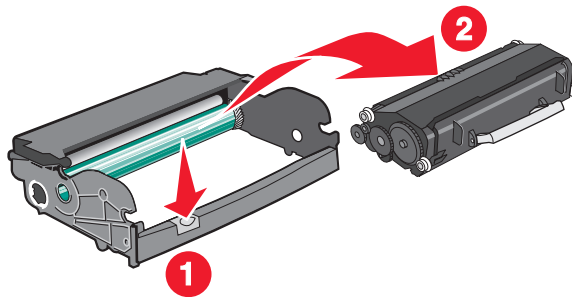
- 1 Turn the printer off.
 - 2 Open the front door by pressing the button on the left side of the printer and lowering the front door.
 - 3 Pull the photoconductor kit and toner cartridge out of the printer as a unit by pulling on the toner cartridge handle.
- Note:** The photoconductor kit and toner cartridge form a unit.



Place the unit on a flat, clean surface.

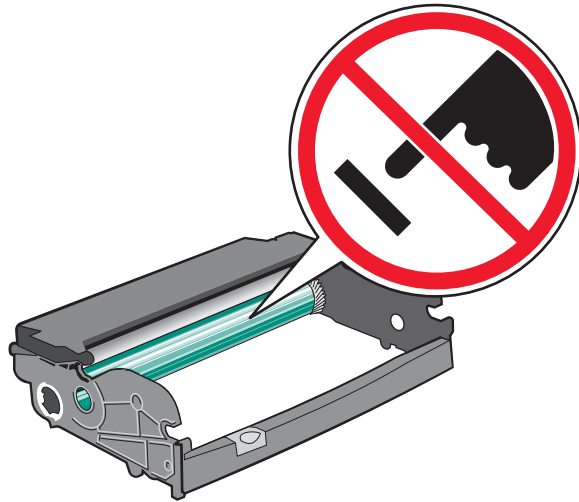


- 4 Press the button on the base of the photoconductor kit. Pull the toner cartridge up and out using the handle.

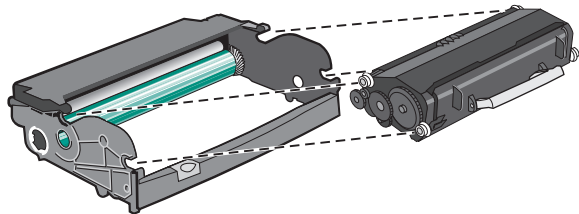


5 Unpack the new photoconductor kit.

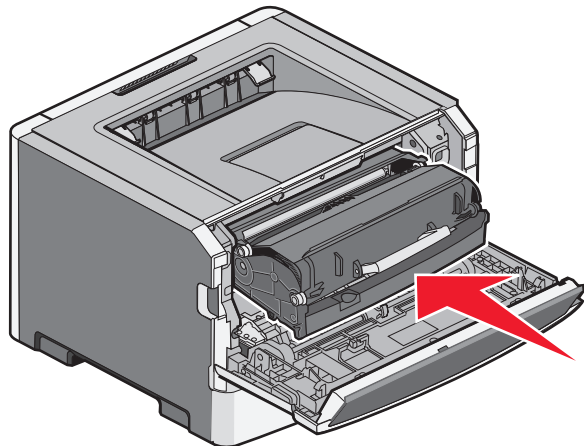
Warning—Potential Damage: Be careful not to touch the photoconductor drum. Doing so may affect the print quality of future print jobs.



6 Insert the toner cartridge into the photoconductor kit by aligning the rollers on the toner cartridge with the tracks. Push the toner cartridge until it *clicks* into place.



7 Install the unit into the printer by aligning the arrows on the guides of the unit with the arrows in the printer. Push the unit as far as it will go.



8 After you replace the photoconductor kit, reset the photoconductor counter.


To reset the photoconductor counter, open the front door, press and hold **X** until **Resetting PC Counter** appears. The power light blinks, and the printer beeps.

Warning—Potential Damage: Resetting the photoconductor counter without replacing the photoconductor may damage your printer and void your warranty.

9 Close the front door.

Moving the printer

Before moving the printer

 **CAUTION—POTENTIAL INJURY:** Before moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Turn the printer off using the power switch, and then unplug the power cord from the wall outlet.
- Disconnect all cords and cables from the printer before moving it.
- Lift the printer off the optional drawer, and set it aside instead of trying to lift the drawer and printer at the same time.

Note: Use the handholds located on both sides of the printer to lift it off the optional drawer.

Use only the power cord provided with this product or the manufacturer's authorized replacement.

Warning—Potential Damage: Damage to the printer caused by improper moving is not covered by the printer warranty.

Moving the printer to another location

The printer and options can be safely moved to another location by following these precautions:

- Any cart used to move the printer must have a surface able to support the full footprint of the printer. Any cart used to move the options must have a surface able to support the dimensions of the options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.

Shipping the printer

When shipping the printer, use the original packaging or call the place of purchase for a relocation kit.

Administrative support

Finding advanced networking and administrator information

For more advanced system support tasks, see the *Networking Guide* on the *Software and Documentation* CD and the *Embedded Web Server Administrator's Guide* on the Lexmark Web site at <http://support.lexmark.com>.

Using the Embedded Web Server

If the printer is installed on a network, the Embedded Web Server is available for a range of functions including:

- Viewing a virtual display of the printer control panel
- Checking the status of the printer supplies
- Configuring printer settings
- Configuring network settings
- Viewing reports

To access the Embedded Web Server, type the printer IP address into the address field of your Web browser.

Notes:

- If you do not know the IP address of the printer, then print a network setup page and locate the IP address in the TCP/IP section.
- For more information, see the *Networking Guide* on the *Software and Documentation* CD and the *Embedded Web Server Administrator's Guide* on the Lexmark™ Web site at www.lexmark.com.

Checking the virtual display

The virtual display works as an actual display would work on a printer control panel, showing printer messages.

To access the Embedded Web Server, type the printer IP address into the address field of your Web browser.

Note: If you do not know the IP address of the printer, then you can:

- View the IP address on the printer control panel in the TCP/IP section under the Networks/Ports menu.
- Print a network setup page or the menu settings pages and locate the IP address in the TCP/IP section.

The virtual display appears in the top left corner of the screen.

Checking the device status

From the Device Status page of the Embedded Web Server, it is possible to see paper tray settings, the level of toner in the toner cartridge, the percentage of life remaining in the photoconductor kit, and capacity measurements of certain printer parts.

- 1 Type the printer IP address in the address field of your Web browser.

Note: If you do not know the IP address of the printer, then you can:

- View the IP address on the printer control panel in the TCP/IP section under the Networks/Ports menu.
- Print a network setup page or the menu settings pages and locate the IP address in the TCP/IP section.

2 Click **Device Status**.

Viewing reports

You can view some reports from the Embedded Web Server. These reports are useful for assessing the status of the printer, the network, and supplies.

1 Type the printer IP address into the address field of your Web browser.

Note: If you do not know the IP address of the printer, then you can:

- View the IP address on the printer control panel in the TCP/IP section under the Networks/Ports menu.
- Print a network setup page or the menu settings pages and locate the IP address in the TCP/IP section.

2 Click **Reports**, and then click the type of report you want to view.

Setting up e-mail alerts

You can have the printer send you an e-mail when the supplies are getting low or when the paper needs to be changed, added, or unjammed.

1 Type the printer IP address into the address field of your Web browser.

Note: If you do not know the IP address of the printer, then you can:

- View the IP address on the printer control panel in the TCP/IP section under the Networks/Ports menu.
- Print a network setup page or the menu settings pages and locate the IP address in the TCP/IP section.

2 Click **Settings**.

3 Under Other Settings, click **E-mail Alert Setup**.

4 Select the items for notification and type the e-mail addresses that you want to receive e-mail alerts.

5 Click **Submit**.

Note: See your system support person to set up the e-mail server.

Configuring supply notifications

You can determine how you would like to be notified when supplies run low or reach their end-of-life.

1 Type the printer IP address into the address field of your Web browser.

Note: If you do not know the IP address of the printer, then print a network setup page and locate the IP address in the TCP/IP section.

2 Click **Settings**.

3 Click **Print Settings**.

4 Click **Supply Notifications**.






- 5 From the drop-down box for each supply, select among the options for notification. Explanations for each option are provided.
- 6 Click **Submit** to save your selections.

Copying printer settings to other printers

Using the Embedded Web Server, you can copy printer settings to up to 15 other network printers.

- 1 Type the printer IP address into the address field of your Web browser.
Note: If you do not know the IP address of the printer, then you can:
 - View the IP address on the printer control panel in the TCP/IP section under the Networks/Ports menu.
 - Print a network setup page or the menu settings pages and locate the IP address in the TCP/IP section.
- 2 Click **Copy Printer Settings**.
- 3 To change the language, select a language from the drop-down list, and then click **Click here to submit language**.
- 4 Click **Printer Settings**.
- 5 Enter the IP addresses of the source and target printers.
Note: To add additional target printers, click the **Add Target IP** button.
- 6 Click **Copy Printer Settings**.

Restoring the factory default settings

- 1 From the printer control panel, press .
- 2 Press the arrow buttons until **Settings** appears, and then press .
- 3 Press the arrow buttons until **General Settings** appears, and then press .
- 4 Press the arrow buttons until **Factory Defaults** appears, and then press .
- 5 Press the arrow buttons until **Restore Now** appears, and then press .

Wait for **Submitting Changes** to appear momentarily, followed by **Restoring Factory Defaults**, before the printer returns to **Ready**.

Warning—Potential Damage: Restore Now returns all printer settings to the factory default settings except Network/Port menu settings. All downloads stored in RAM are deleted. Downloads stored in flash memory are not affected.

Clearing jams

Jam error messages appear on the printer control panel display and include the area of the printer where the jam occurred. When there is more than one jam, the number of jammed pages is displayed.

Note: Jam recovery is set to Auto by default. When jam recovery is set to Auto, the memory that holds the image of the page may be re-used after the page is printed if the memory is needed for another use. This can occur before the paper exits the printer. Therefore, a jammed page may or may not be reprinted, depending on the overall memory usage in the printer.

Avoiding jams

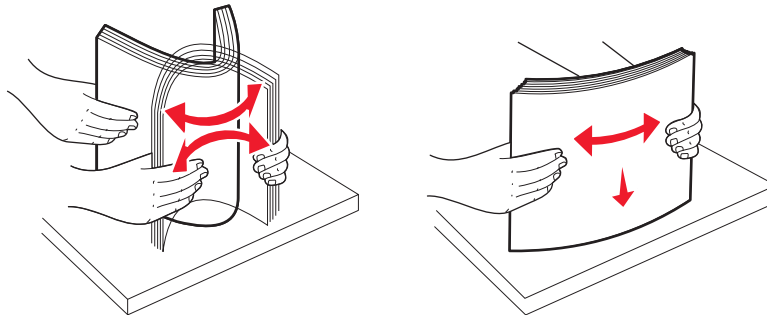
The following hints can help you avoid jams:

Paper tray recommendations

- Make sure the paper lies flat in the tray.
- Do not remove a tray while the printer is printing.
- Do not load a tray while the printer is printing. Load it prior to printing, or wait for a prompt to load it.
- Do not load too much paper. Make sure the stack height does not exceed the indicated maximum height.
- Make sure the guides in the tray or the multipurpose feeder are properly positioned and are not pressing too tightly against the paper or envelopes.
- Push the tray in firmly after loading paper.

Paper recommendations

- Use only recommended paper or specialty media.
- Do not load wrinkled, creased, damp, bent, or curled paper.
- Flex, fan, and straighten paper before loading it.

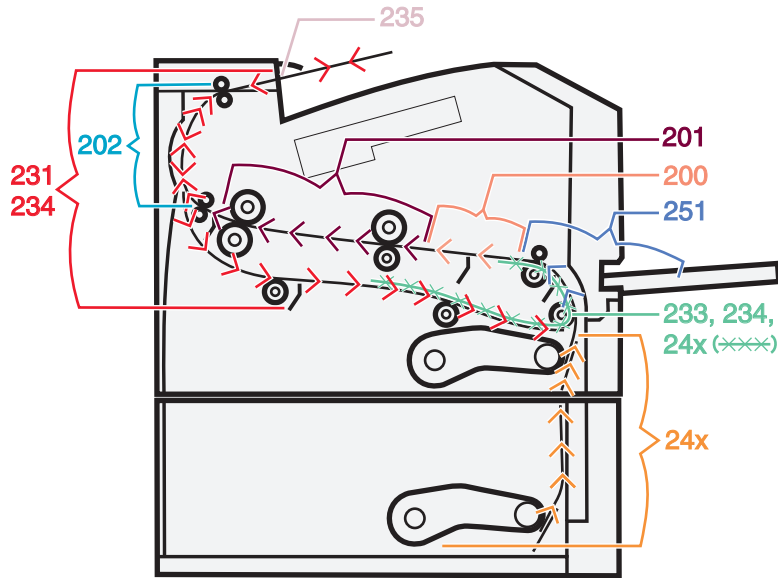


- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same stack.
- Make sure all sizes and types are set correctly in the printer control panel menus.
- Store paper per the manufacturer's recommendations.

Identifying jams in the paper path

The following illustration shows the path that paper travels through the printer. The path varies depending on the input source (tray or feeder) and depending on whether a duplex (two-sided) print job is being sent.

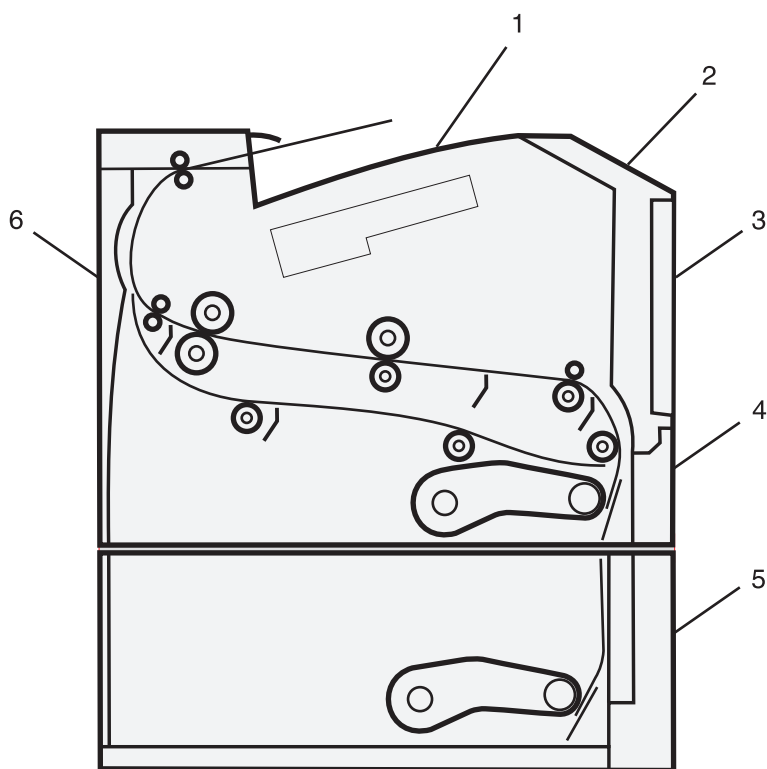
When a jam occurs, a jam message appears, indicating the region of the jam or the number of jammed sheets. The three-digit jam prefix numbers are given in the following illustration to show where each jam occurs.



Understanding jam messages and locations

Note: To resolve any message, all paper or specialty media must be cleared from the entire paper path.

Open doors and covers, and remove trays to access jam locations. The following illustration and table indicate these locations. See “Jam message numbers and how to access each jam” on page 94 for a list of jam numbers and instructions for how to access each jam.



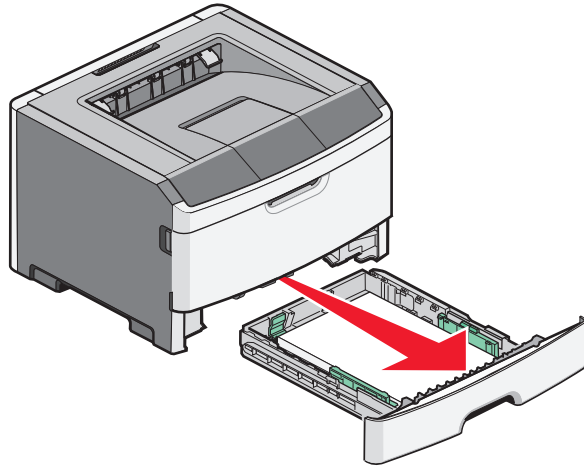
1	Standard exit bin
2	Front door
3	Multipurpose feeder door
4	Tray 1
5	Optional 250- or 550-sheet tray (Tray 2)
6	Rear door

Jam message numbers and how to access each jam

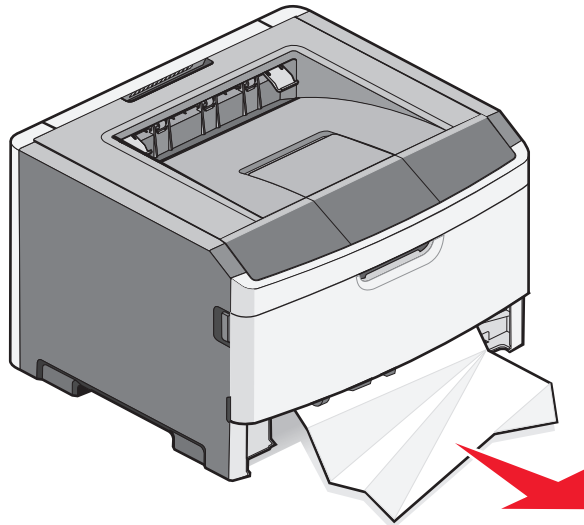
Jam number	To access the jam
200, 201	Try one or more of the following: <ul style="list-style-type: none"> Remove Tray 1. Open the front door, and then remove the photoconductor kit.
202, 231	Open the front door, and then open the rear door.
233, 234	Try one or more of the following: <ul style="list-style-type: none"> Open the front door, and then open the rear door. Remove Tray 1, and then depress the lever.
235	Remove the jam from the standard exit bin.
24x	Remove Tray 2.
251	Open the multipurpose feeder door.

200 paper jam

- 1 Remove the tray from the printer.

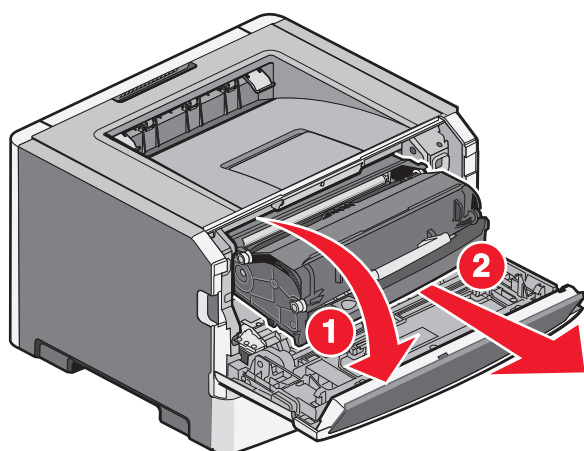


- 2 Remove the jam if you see it here.

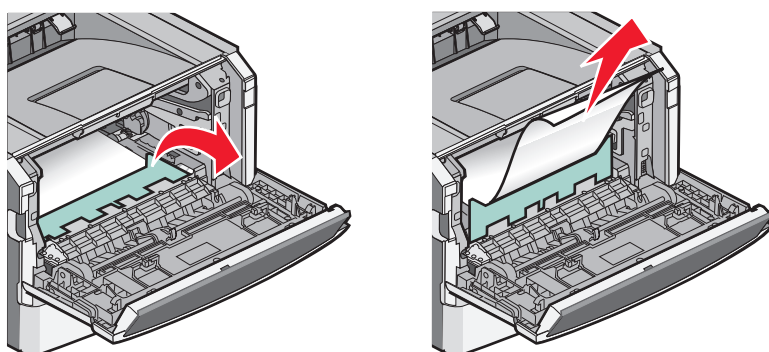


- 3 If you do not see it, open the front door, and then remove the photoconductor kit and toner cartridge (unit).

Note: When the photoconductor kit and toner cartridge are together, they are called a unit.



4 Lift the flap in front of the printer, and remove any jammed sheets.



5 Align and insert the unit.

6 Close the front door.

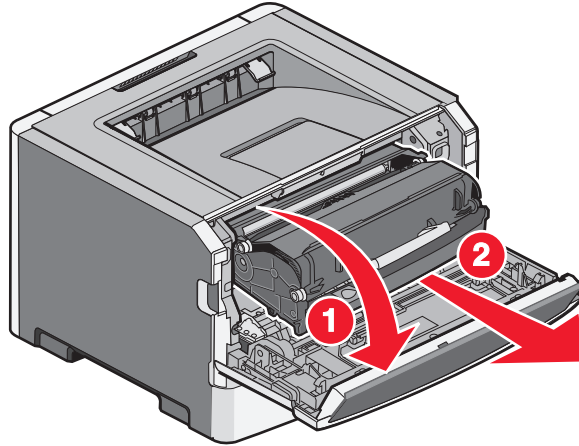
7 Insert the tray.

8 Press .

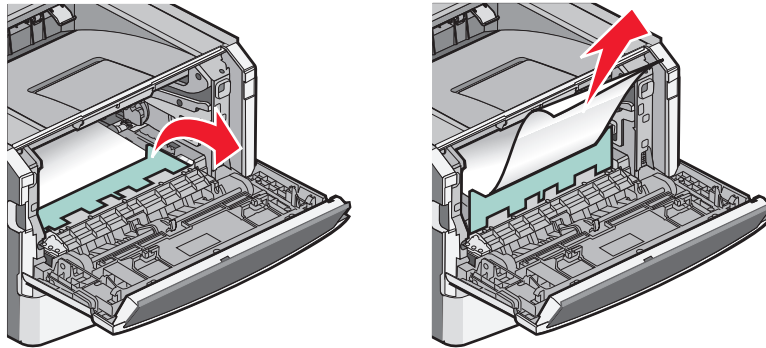
201 paper jam


CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching.

- 1 Open the front door, and then remove the unit.



- 2 Lift the flap in front of the printer, and then remove any jammed sheets.

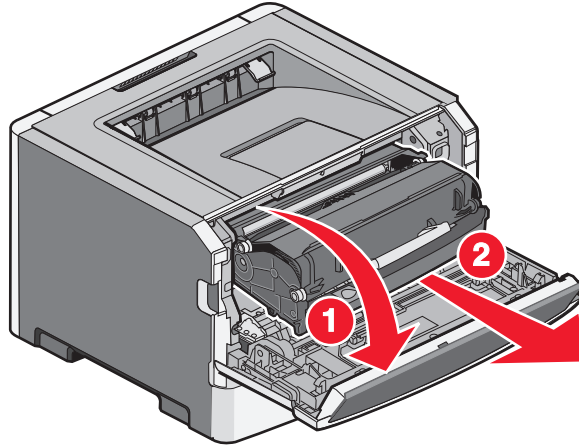


- 3 Align and insert the unit.
- 4 Close the front door.
- 5 Press .

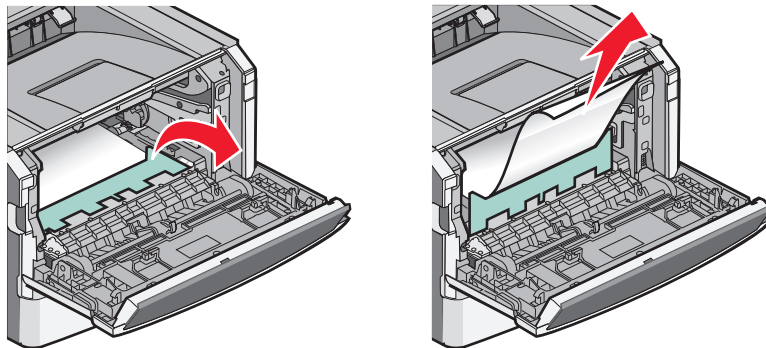
202 paper jam

CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching.

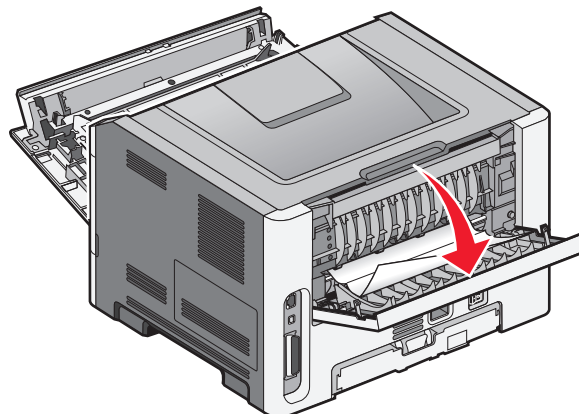
- 1 Open the front door, and then remove the unit.



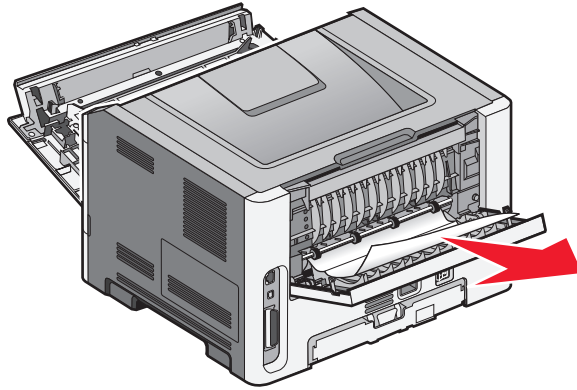
- 2 Lift the flap in front of the printer, and then remove any jammed sheets.



- 3 Open the rear door.



4 Remove the jam.




5 Align and reinsert the unit.

6 Close the rear door.

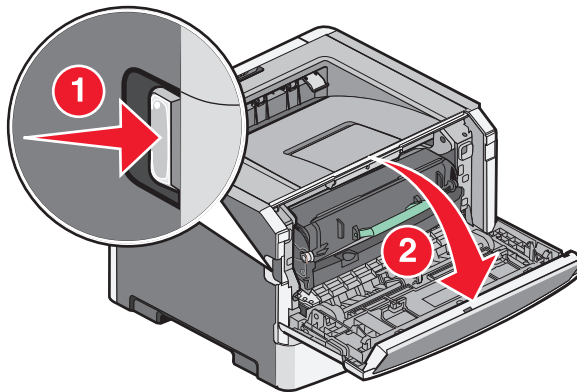
7 Close the front door.

8 Press .

231 paper jam

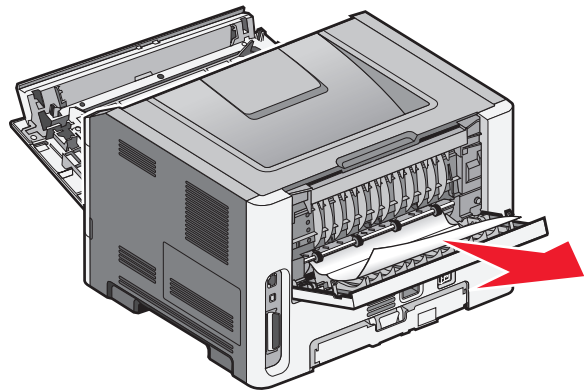
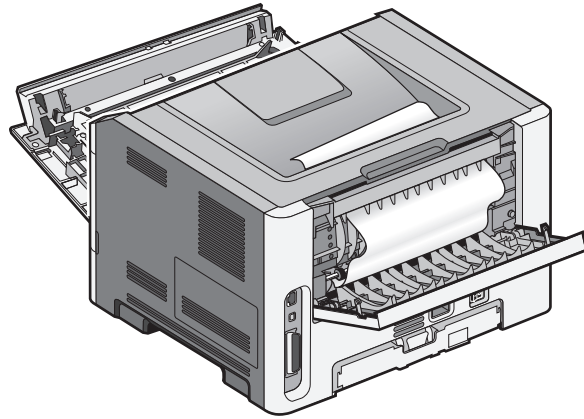
 **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching.

1 Open the front door.



2 Open the rear door.

3 Remove the jam.



4 Close the rear door.

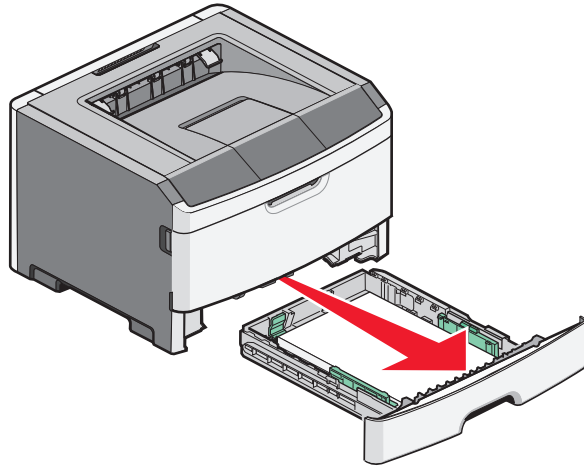
5 Close the front door.

6 Press .

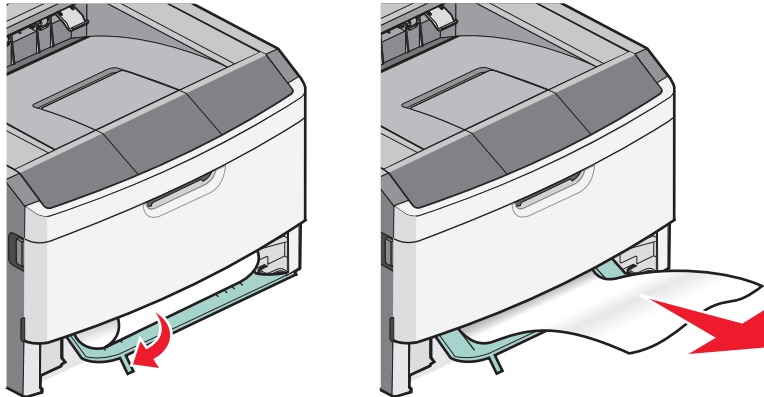
If this does not clear the jam, complete the steps in “233 paper jam” on page 101.


233 paper jam

- 1 Remove the tray from the printer.



- 2 Locate the lever shown. Pull the lever down to release the jam.
- 3 Pull the jammed sheets from the duplex area.



- 4 Insert the tray.
- 5 Press .

If this does not clear the jam, complete the steps in “231 paper jam” on page 99.

234 paper jam

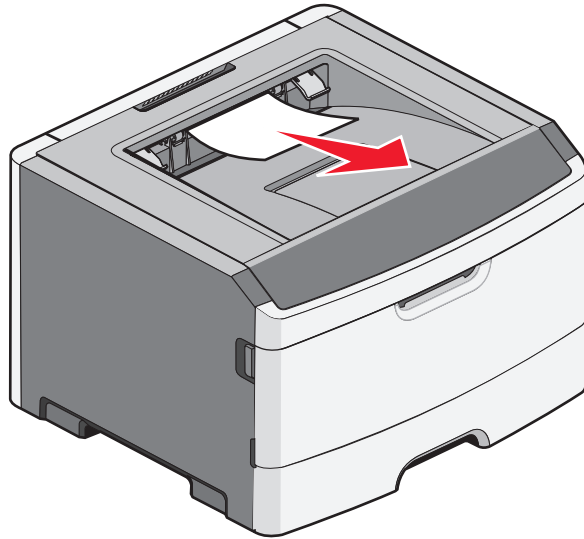
A single jam or multiple jams are in the duplex area of the printer when the printer is turned on. To locate and remove the jammed paper, complete all the steps in:

- “231 paper jam” on page 99
- “233 paper jam” on page 101

235 paper jam

A duplex print job was sent to the printer using a size of paper not supported for duplex printing. A sheet is jammed in the standard exit bin.

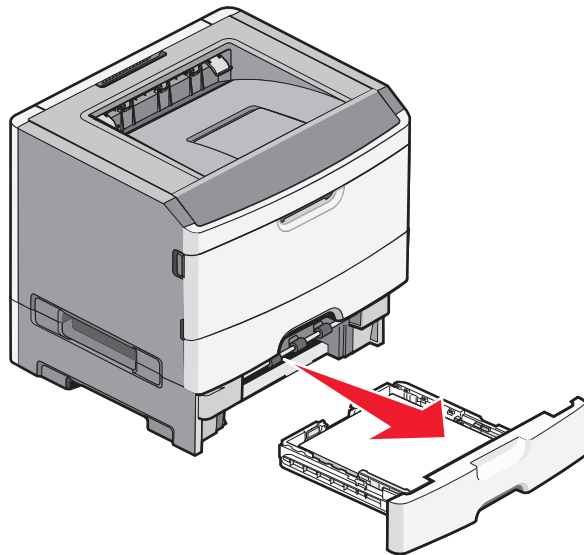
- 1 To remove the jam, gently pull the jammed sheet out of the standard exit bin.



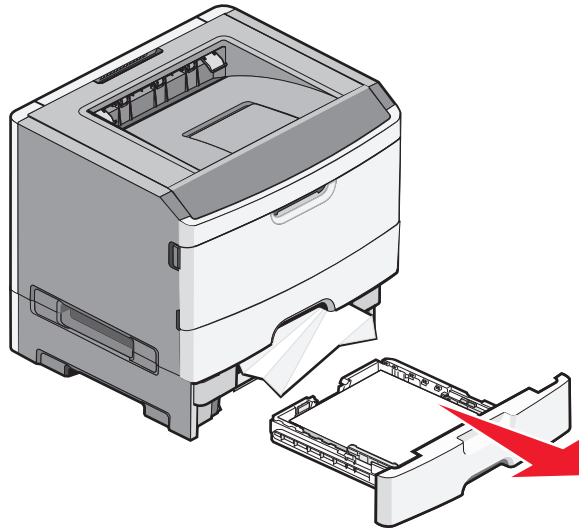
- 2 Press .

24x paper jam


- 1 Remove the optional tray from the printer.



2 Remove the jam.

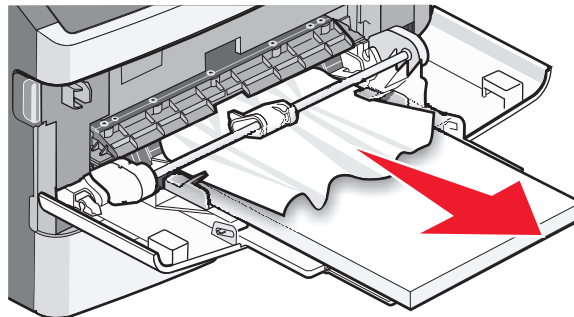


3 Insert the optional tray.

4 Press .

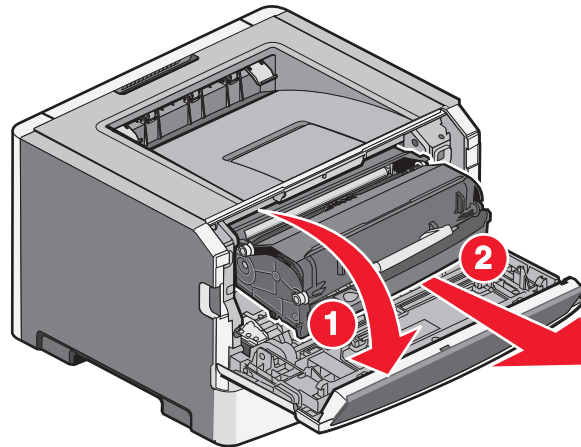
251 paper jam

A sheet of paper or specialty media failed to feed completely from the multipurpose feeder. Part of it may still be visible. If it is visible, gently pull the jammed sheet from the front of the multipurpose feeder.

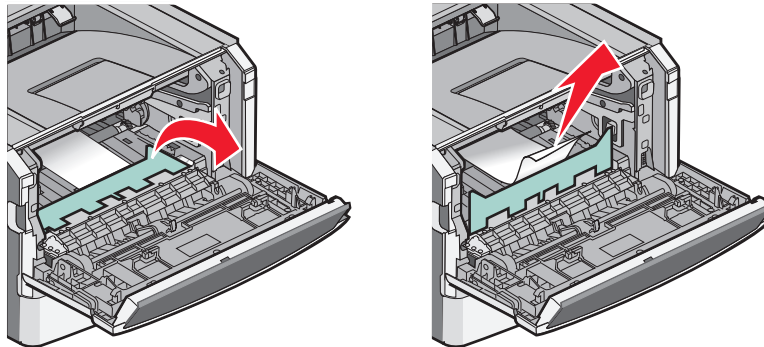



If the sheet is not visible, complete the following steps:

- 1 Open the front door, and then remove the unit.



- 2 Lift the flap at the front of the printer, and then remove any jammed sheets of paper that are short lengths of paper.



- 3 Align and insert the unit.
- 4 Close the front door.
- 5 Press .

Troubleshooting

Understanding printer messages

When **Manual Feeder** appears on the display, it refers to the multipurpose feeder.

Close door

Close the front door of the printer.

Load <input src> with <custom type name>

Try one or more of the following:

- Load the specified paper to clear the message and continue printing.
- Cancel the current job.

Load <input src> with <custom string>

Try one or more of the following:

- Load the specified paper to clear the message and continue printing.
- Cancel the current job.

Load <input src> with <size>

Try one or more of the following:

- Load the paper tray or other source with the correct paper type and size.
- Cancel the current job.

Load <input src> with <type> <size>

Try one or more of the following:

- Load the paper tray or other source with the correct paper type and size.
- Cancel the current job.

Load manual feeder with <type> <size>

Try one or more of the following:

- Load the multipurpose feeder with the correct paper type and size.
- Wait for the message to clear, and then continue printing.

The printer manually overrides the request, and then prints from an automatically selected tray.

- Cancel the current job.

Load manual feeder with <custom type name>

Try one or more of the following:

- Load the multipurpose feeder with the correct paper type and size.
- Wait for the message to clear, and then continue printing.
The printer manually overrides the request, and then prints from an automatically selected tray.
- Cancel the current job.

Load manual feeder with <custom string>

Try one or more of the following:

- Load the multipurpose feeder with the correct paper type and size.
- Wait for the message to clear, and then continue printing.
The printer manually overrides the request, and then prints from an automatically selected tray.
- Cancel the current job.

Load manual feeder with <size>

Try one or more of the following:

- Load the multipurpose feeder with the correct paper type and size.
- Wait for the message to clear, and then continue printing.
The printer manually overrides the request, and then prints from an automatically selected tray.
- Cancel the current job.

Remove paper from standard output bin

Remove the stack of paper from the standard exit bin.

30.yy Invalid refill, change cartridge

An unsupported, refilled toner cartridge is installed. Remove the toner cartridge, and then install a new one.

31.yy Replace defective or missing cartridge

The toner cartridge is either missing or not functioning properly.

Try one or more of the following:

- Remove the toner cartridge, and then reinstall it.
- Remove the toner cartridge, and then install a new one.

32.yy Cartridge part number unsupported by device

Remove the toner cartridge, and then install a supported one.


32.yy Replace unsupported cartridge

Remove the toner cartridge, and then install a supported one.

34 Short paper

The paper in the selected tray is too short for the current print job.


Try one or more of the following:

- Load the appropriate paper in the tray.
- Press the arrow buttons until **Continue** appears, and then press  to clear the message and continue printing.
- Check tray length and width guides and make sure the paper is properly loaded in the tray.
- For Windows users, check the Print Properties settings to make sure the print job is requesting the correct paper size and type.

For Macintosh users, check the Print dialog settings to make sure the print job is requesting the correct paper size and type.


- Check that the paper size is correctly set. For example, if the MP Feeder Size is set to Universal, make sure the paper is large enough for the data being printed.
- Cancel the current print job.

35 Insufficient memory to support Resource Save feature

The printer lacks sufficient memory to save settings. Install additional memory, or press  to disable Resource Save, clear the message, and continue printing.


37 Insufficient memory for Flash Memory Defragment operation

Try one or more of the following:

- Press the arrow buttons until **Continue** appears, and then press  to stop the defragment operation and continue printing.
- Delete fonts, macros, and other data in printer memory.
- Install additional printer memory.


37 Insufficient memory to collate job

Try one or more of the following:

- Press the arrow buttons until **Continue** appears, and then press  to print the portion of the job already stored and begin collating the rest of the print job.
- Cancel the current print job.

38 Memory full


Try one or more of the following:

- Press the arrow buttons until **Continue** appears, and then press  to clear the message.
- Cancel the current print job.

- Install additional printer memory.


39 Complex page, some data may not have printed

Try one or more of the following:

- Press the arrow buttons until **Continue** appears, and then press  to clear the message and continue printing.
- Cancel the current print job.
- Install additional printer memory.




51 Defective flash detected

Try one or more of the following:

- Replace the defective flash memory card.
- Press the arrow buttons until **Continue** appears, and then press  to clear the message and continue printing.


52 Not enough free space in flash memory for resources

Try one or more of the following:

- Press  to clear the message and continue printing.
- Delete fonts, macros, and other data stored in flash memory.
- Upgrade to a larger capacity flash memory.
- Press , and then press  to cancel printing.


53 Unformatted flash detected

Try one or more of the following:

- Press the arrow buttons until **Continue** appears, and then press  to continue printing.
- Format the flash memory. If the error message remains, the flash memory may be defective and require replacing.


54 Standard network software error

Try one or more of the following:

- Press the arrow buttons until **Continue** appears, and then press  to continue printing.
- Turn the printer off and then back on to reset the printer.
- Upgrade (flash) the network firmware in the printer or print server.


56 Standard USB port disabled

Try one or more of the following:

- The printer discards any data received through the USB port. Press  to clear the message and continue printing.
- Make sure the USB Buffer menu item is not set to Disabled.


56 Standard parallel port disabled

Try one or more of the following:

- The printer discards any data received through the parallel port. Press  to clear the message and continue printing.
- Make sure the Parallel Buffer menu item is not set to Disabled.

58 Too many flash options installed

Try one or more of the following:

- Turn the printer off, and then remove extra flash options:
 - 1 Turn the printer off.
 - 2 Unplug the power cord from the wall outlet.
 - 3 Remove the excess flash memory.
 - 4 Connect the power cord to a properly grounded outlet.
 - 5 Turn the printer back on.
- Press  to clear the message and continue printing.

58 Too many trays attached


- 1 Turn the printer off.
- 2 Unplug the power cord from the wall outlet.

Note: Optional trays lock together when stacked. Remove stacked trays one at a time from the top down.
- 3 Remove the additional tray(s).
- 4 Connect the power cord to a properly grounded outlet.
- 5 Turn the printer back on.

59 Incompatible tray <x>

Only options designed specifically for this printer are supported.


Try one or more of the following:

- Remove the specified tray.
- Press the arrow buttons until **Continue** appears, and then press  to clear the message and continue printing without using the specified tray.

84 PC Kit life warning

The photoconductor kit is near exhaustion.


Try one or more of the following:

- Press  to clear the message and continue printing.
- Order a replacement photoconductor kit immediately. When print quality is reduced, install the new photoconductor kit.

84 Replace PC Kit


The photoconductor kit is exhausted. Install a new photoconductor kit.

88 Cartridge is low

Press  to clear the message.

88 Replace toner

Try one or more of the following:

- Replace the toner cartridge.
- Press the arrow buttons until **Continue** appears, and then press  to clear the message and continue printing.

Solving basic printer problems

If there are basic printer problems, or the printer is unresponsive, make sure:

- The power cord is plugged into the printer and a properly grounded electrical outlet.
- The electrical outlet is not turned off by any switch or breaker.
- The printer is not plugged into any surge protectors, uninterrupted power supplies, or extension cords.
- Other electronic equipment plugged into the outlet is working.
- The printer is turned on. Check the printer power switch.
- The printer cable is securely attached to the printer and the host computer, print server, option, or other network device.
- All options are properly installed.
- The printer driver settings are correct.

Once you have checked each of these possibilities, turn the printer off, wait for about 10 seconds, and then turn the printer back on. This often fixes the problem.

Printer control panel display is blank or displays only diamonds

The printer self test failed. Turn the printer off, wait about 10 seconds, and then turn the printer back on.

If **Performing Self Test** and **Ready** do not appear, turn the printer off and contact Customer Support.

Solving printing problems

Jobs do not print

These are possible solutions. Try one or more of the following:

MAKE SURE THE PRINTER IS READY TO PRINT

Make sure **Ready** or **Power Saver** appears on the display before sending a job to print.

CHECK TO SEE IF THE STANDARD EXIT BIN IS FULL

Remove the stack of paper from the standard exit bin.

CHECK TO SEE IF THE TRAY IS EMPTY

Load paper in the tray.

MAKE SURE THE CORRECT PRINTER SOFTWARE IS INSTALLED

Verify that you installed the correct printer software for your printer model. Open the *Software and Documentation* CD to check which software is installed. For more information, see “Installing printer software” on page 23. Make sure the model number of the software matches the model number of your printer.

To verify that the printer software is the most current, check the Lexmark Web site at www.lexmark.com.

MAKE SURE THE PRINTER IS CONNECTED TO THE NETWORK

Print a network setup page and check that the status shows **Connected**. If the status is **Not Connected**, check the network cables, and then try printing the network setup page again. Contact your system support person to make sure the network is functioning correctly.

Copies of the printer software are also available on the Lexmark Web site at www.lexmark.com.

MAKE SURE YOU ARE USING A RECOMMENDED USB, PARALLEL, OR ETHERNET CABLE

For more information, visit the Lexmark Web site at www.lexmark.com.

MAKE SURE PRINTER CABLES ARE SECURELY CONNECTED

Check the cable connections to the printer to make sure they are secure. For more information, see the setup documentation that came with the printer.







Job takes longer than expected to print

These are possible solutions. Try one or more of the following:

REDUCE THE COMPLEXITY OF THE PRINT JOB

Reduce the number and size of fonts, the number and complexity of images, and the number of pages in the job.

CHANGE THE PAGE PROTECT SETTING TO OFF

- 1 From the printer control panel, press .
- 2 Press the arrow buttons until **Settings** appears, and then press .
- 3 Press the arrow buttons until **General Settings** appears, and then press .
- 4 Press the arrow buttons until **Print Recovery** appears, and then press .
- 5 Press the arrow buttons until **Page Protect** appears, and then press .
- 6 Press the arrow buttons until **Off** appears, and then press .

Job prints from the wrong tray or on the wrong paper

CHECK THE PAPER TYPE SETTING

Make sure the Paper Type setting matches the paper loaded in the tray.

Incorrect characters print

Make sure the printer is not in Hex Trace mode. If **Ready Hex** appears on the display, you must exit Hex Trace mode before you can print your job. Turn the printer off and back on to exit Hex Trace mode.

Tray linking does not work

LOAD THE SAME SIZE AND TYPE OF PAPER IN EACH TRAY

- 1 Load the same size and type of paper in each tray.
- 2 Move the paper guides to the correct positions for the paper size loaded in each tray.

MAKE SURE THE PAPER SIZE AND PAPER TYPE SETTINGS ARE THE SAME FOR EACH TRAY

- 1 Print a menu settings page and compare the settings for each tray.
- 2 If necessary, adjust the settings from the Paper Size/Type menu.

Note: None of the paper sources, trays, or feeders automatically sense the paper size. You must set the size from the Paper Size/Type menu on the printer control panel or from the Embedded Web Server.

Large jobs do not collate

These are possible solutions. Try one or more of the following:

MAKE SURE COLLATE IS SET TO ON

From Print Properties or the printer control panel Finishing menu, set Collate to On.

Note: Setting Collate to Off in the software overrides the setting in the Finishing menu.

REDUCE THE COMPLEXITY OF THE PRINT JOB







Reduce the complexity of the print job by reducing the number and size of fonts, the number and complexity of images, and the number of pages in the job.

MAKE SURE THE PRINTER HAS ENOUGH MEMORY

Add printer memory.

Unexpected page breaks occur

Increase the Print Timeout value:

- 1 From the printer control panel, press .
- 2 Press the arrow buttons until **Settings** appears, and then press .
- 3 Press the arrow buttons until **General Settings** appears, and then press .
- 4 Press the arrow buttons until **Timeouts** appears, and then press .
- 5 Press the arrow buttons until **Print Timeout** appears, and then press .
- 6 Press the arrow buttons until the value you want appears, and then press .

Solving option problems

Option does not operate correctly or quits after it is installed

These are possible solutions. Try one or more of the following:

RESET THE PRINTER

Turn the printer off, wait for about 10 seconds, and then turn the printer on.

CHECK TO SEE IF THE OPTION IS CONNECTED TO THE PRINTER

- 1 Turn the printer off.
- 2 Unplug the printer from the wall outlet.
- 3 Check the connection between the option and the printer.

MAKE SURE THE OPTION IS INSTALLED

Print a menu settings page and check to see if the option is listed in the Installed Options list. If the option is not listed, reinstall it.

MAKE SURE THE OPTION IS SELECTED

From the program you are using, select the option. Mac OS 9 users should make sure the printer is set up in the Chooser.

Drawers

These are possible solutions. Try one or more of the following:

MAKE SURE THE PAPER IS LOADED CORRECTLY

- 1 Pull the tray completely out.
- 2 Check for paper jams or misfeeds.
- 3 Make sure the guides are aligned against the edges of the paper.
- 4 Insert the tray.

RESET THE PRINTER

Turn the printer off, wait about 10 seconds, and then turn the printer on.

Flash memory card

Make sure the flash memory card is securely connected to the printer system board.

Memory card

Make sure the memory card is securely connected to the printer system board.

Solving paper feed problems

Paper frequently jams

These are possible solutions. Try one or more of the following:

CHECK THE PAPER

Use recommended paper and other specialty media. For more information, see “Paper and specialty media guidelines” on page 44.

MAKE SURE THERE IS NOT TOO MUCH PAPER IN THE TRAY OR FEEDER

Make sure the stack of paper you load does not exceed the maximum stack height indicated in the tray or on the multipurpose feeder.


CHECK THE GUIDES

Move the guides in the tray to the correct positions for the paper size loaded.

THE PAPER ABSORBED MOISTURE DUE TO HIGH HUMIDITY







- Load paper from a fresh package.
- Store paper in its original wrapper until you use it.

Paper jam message remains after jam is cleared

The paper path is not clear. Clear jammed paper from the entire paper path, and then press .

Page that jammed does not reprint after you clear the jam

In the Settings menu, Jam Recovery is set to Off. Set Jam Recovery to Auto or On:

- 1 Press .
- 2 Press the arrow buttons until **Settings** appears, and then press .
- 3 Press the arrow buttons until **General Settings** appears, and then press .
- 4 Press the arrow buttons until **Print Recovery** appears, and then press .
- 5 Press the arrow buttons until **Jam Recovery** appears, and then press .
- 6 Press the arrow buttons until **On** or **Auto** appears, and then press .

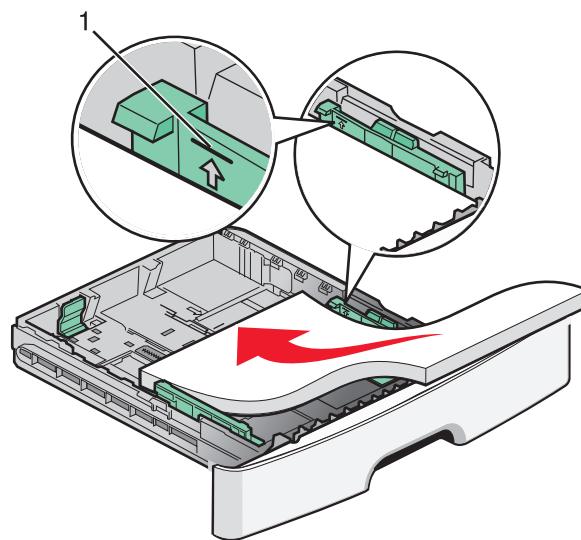
Solving print quality problems

The information in the following topics may help you solve print quality problems. If these suggestions still do not correct the problem, then contact Customer Support. You may have a printer part that requires adjustment or replacement.




Isolating print quality problems

To help isolate print quality problems, print the print quality test pages, but first make sure the standard tray is loaded:

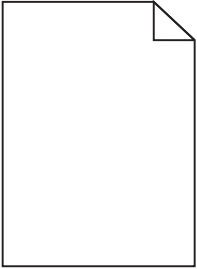
- 1 Turn the printer off.
- 2 Load letter- or A4-size paper in the standard tray. Load the paper stack toward the back of the tray as shown with the recommended print side facedown. Notice the maximum fill line on the side of the tray to guide you. Do not overfill the tray.



Print the print quality test pages:

- 1 Turn the printer off.
- 2 From the printer control panel, hold down  and the right arrow button while turning the printer on.
- 3 Release the buttons when **CONFIG MENU** appears.
- 4 Press the arrow buttons until **Prt Quality Pgs** appears, and then press .
The print quality test pages print.
- 5 Press the arrow buttons until **Exit Config Menu** appears, and then press .
Resetting the Printer appears briefly, and then **Ready** appears.

Blank pages

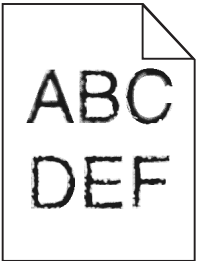


Try one or more of the following:

- Remove and reinstall the toner cartridge.
- Remove and reinstall the photoconductor kit.

If the printer still prints blank pages, it may need to be serviced. For more information, contact Customer Support.

Characters have jagged or uneven edges



If you are using downloaded fonts, verify that the fonts are supported by the printer, the host computer, and the software program.

Clipped images

These are possible solutions. Try one or more of the following:

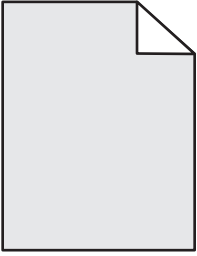
CHECK THE GUIDES

Move the width and length guides in the tray to the correct positions for the paper size loaded.

CHECK THE PAPER SIZE SETTING

Make sure the Paper Size setting matches the paper loaded in the tray.

Gray background



- For Windows users: From Print Properties, select a different Toner Darkness setting before sending the job to print.
- For Macintosh users: From the print options, Copies & Pages, or General pop-up menu, choose Printer Features, and then choose the setting needed from the Toner Darkness pop-up menu.
- From the printer control panel Quality menu, select a different Toner Darkness setting before sending the job to print.

Ghost images



These are possible solutions. Try one or more of the following:

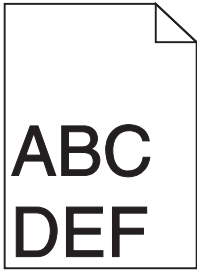
THE PHOTOCONDUCTOR KIT IS DEFECTIVE

Replace the photoconductor kit.

CHECK THE PAPER TYPE SETTING

- For Windows users: From Print Properties, make sure the Paper Type setting matches the paper loaded in the tray.
- For Macintosh users: From the Print dialog, make sure the Paper Type setting matches the paper loaded in the tray.
- From the printer control panel Paper menu, make sure the Paper Type setting matches the paper loaded in the tray.

Incorrect margins



These are possible solutions. Try one or more of the following:

CHECK THE GUIDES

Move the width and length guides in the tray to the correct positions for the paper size loaded.

CHECK THE PAPER SIZE SETTING

Make sure the Paper Size setting matches the paper loaded in the tray.

CHECK THE PAGE SIZE SETTING

Before sending the job to print, specify the correct page size in Print Properties, the Print dialog, or the software program.

Paper curl

These are possible solutions. Try one or more of the following:

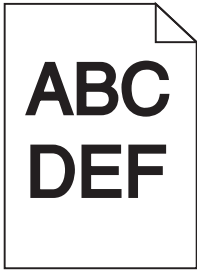
CHECK THE PAPER TYPE SETTING

- For Windows users: From Print Properties, make sure the Paper Type setting matches the paper loaded in the tray.
- For Macintosh users: From the Print dialog, make sure the Paper Type setting matches the paper loaded in the tray.
- From the printer control panel Paper menu, make sure the Paper Type setting matches the paper loaded in the tray.

THE PAPER HAS ABSORBED MOISTURE DUE TO HIGH HUMIDITY

- Load paper from a fresh package.
- Store paper in its original wrapper until you use it.

Print is too dark



These are possible solutions. Try one or more of the following:

CHECK THE DARKNESS, BRIGHTNESS, AND CONTRAST SETTINGS

The Toner Darkness setting is too dark, the Brightness setting is too dark, or the Contrast setting is too high.

- For Windows users: From Print Properties, change these settings.
- For Macintosh users:
 - 1 Choose **File > Print**.
 - 2 Locate the drop-down box under the Orientation pictures, and then click the down button.
 - 3 Click **Printer Features**.
 - 4 Change the settings for Toner Darkness, Brightness, and Contrast.
- From the printer control panel Quality menu, change these settings.

THE PAPER HAS ABSORBED MOISTURE DUE TO HIGH HUMIDITY

- Load paper from a fresh package.
- Store paper in its original wrapper until you use it.

CHECK THE PAPER

Avoid textured paper with rough finishes.

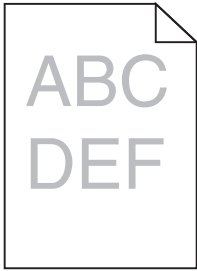
CHECK THE PAPER TYPE SETTING

- For Windows users: From Print Properties, make sure the Paper Type setting matches the paper loaded in the tray.
- For Macintosh users: From the Print dialog, make sure the Paper Type setting matches the paper loaded in the tray.
- From the printer control panel Paper menu, make sure the Paper Type setting matches the paper loaded in the tray.

THE TONER CARTRIDGE MAY BE DEFECTIVE

Replace the toner cartridge.

Print is too light



These are possible solutions. Try one or more of the following:

CHECK THE DARKNESS, BRIGHTNESS, AND CONTRAST SETTINGS

The Toner Darkness setting is too light, the Brightness setting is too light, or the Contrast setting is too low.

- For Windows users: From Print Properties, change these settings.
- For Macintosh users:
 - 1 Choose **File > Print**.
 - 2 Locate the drop-down box under the Orientation pictures, and then click the down button.
 - 3 Click **Printer Features**.
 - 4 Change the settings for Toner Darkness, Brightness, and Contrast.
- From the printer control panel Quality menu, change these settings.

THE PAPER HAS ABSORBED MOISTURE DUE TO HIGH HUMIDITY

- Load paper from a fresh package.
- Store paper in its original wrapper until you use it.

CHECK THE PAPER

Avoid textured paper with rough finishes.

CHECK THE PAPER TYPE SETTING

- For Windows users: From Print Properties, make sure the Paper Type setting matches the paper loaded in the tray.
- For Macintosh users: From the Print dialog, make sure the Paper Type setting matches the paper loaded in the tray.
- From the printer control panel Paper menu, make sure the Paper Type setting matches the paper loaded in the tray.

THE TONER IS LOW

When **88 Cartridge low** appears, order a new toner cartridge.

THE TONER CARTRIDGE MAY BE DEFECTIVE

Replace the toner cartridge.

Skewed print

CHECK THE PAPER GUIDES

Move the guides in the tray to the correct positions for the paper size loaded.

CHECK THE PAPER

Make sure you are using paper that meets the printer specifications.

Toner fog or background shading appears on the page

These are possible solutions. Try one or more of the following:

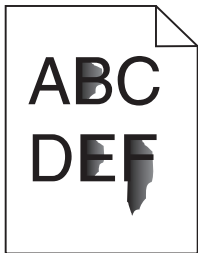
THE TONER CARTRIDGE MAY BE DEFECTIVE

Replace the toner cartridge.

THERE IS TONER IN THE PAPER PATH

Contact Customer Support.

Toner rubs off



These are possible solutions. Try one or more of the following:

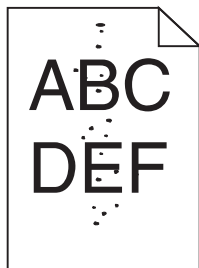
CHECK THE PAPER TYPE SETTING

Make sure the Paper Type setting matches the paper loaded in the tray.

CHECK THE PAPER TEXTURE SETTING

Make sure the Paper Texture setting matches the paper loaded in the tray.

Toner specks



These are possible solutions. Try one or more of the following:

THE TONER CARTRIDGE MAY BE DEFECTIVE

Replace the toner cartridge.

THERE IS TONER IN THE PAPER PATH

Contact Customer Support.

Transparency print quality is poor

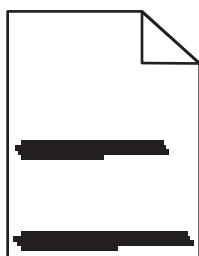
CHECK THE TRANSPARENCIES

Use only transparencies recommended by the printer manufacturer.

CHECK THE PAPER TYPE SETTING

Load transparencies, and make sure the Paper Type setting is set to Transparency.

Streaked horizontal lines



These are possible solutions. Try one or more of the following:

THE TONER MAY SMEAR WHEN PAPER IS FED FROM A SPECIFIC SOURCE

From Print Properties, the print dialog, or the printer control panel, select another tray or feeder to feed the paper for the job.

THE TONER CARTRIDGE MAY BE DEFECTIVE

Replace the toner cartridge.

MAKE SURE THE PAPER PATH IS CLEAR

Paper could be caught between the photoconductor kit and the fuser. Check the paper path around the fuser area.



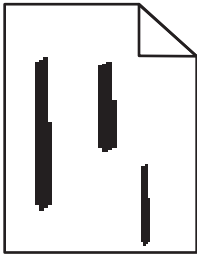
CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching.

Clear any paper you see.

THERE MAY BE EXCESS TONER IN THE PAPER PATH

Contact Customer Support.

Streaked vertical lines



These are possible solutions. Try one or more of the following:

THE TONER MAY SMEAR WHEN PAPER IS FED FROM A SPECIFIC SOURCE

From Print Properties, the Print dialog, or the printer control panel, select another tray or feeder to feed paper for the job.

THE TONER CARTRIDGE IS DEFECTIVE

Replace the toner cartridge.

MAKE SURE THE PAPER PATH IS CLEAR

Paper could be caught between the photoconductor kit and the fuser. Check the paper path around the fuser area.

Warning—Potential Damage: Do not touch the photoconductor on the underside of the photoconductor kit. Use the cartridge handle whenever you are holding the cartridge.



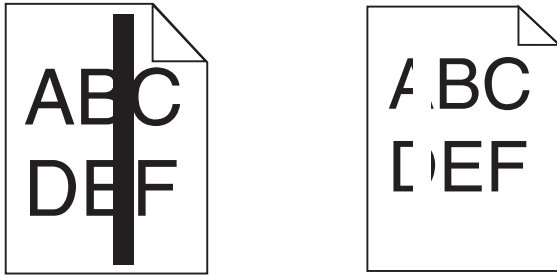
CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching.

Clear any paper you see.

THERE MAY BE EXCESS TONER IN THE PAPER PATH

Contact Customer Support.

Solid black or white streaks appear on transparencies or paper



These are possible solutions. Try one or more of the following:

MAKE SURE THE FILL PATTERN IS CORRECT

If the fill pattern is incorrect, choose a different fill pattern from your software program.

CHECK THE PAPER TYPE

- Try a different type of paper.
- For transparencies, use only ones recommended by the printer manufacturer.
- Make sure the Paper Type setting matches what is loaded in the tray or feeder.
- Make sure the Paper Texture setting is correct for the type of paper or specialty media loaded in the tray or feeder.

MAKE SURE THE TONER IS DISTRIBUTED EVENLY IN THE TONER CARTRIDGE

Remove the toner cartridge and shake it from side to side to redistribute the toner to extend the life of the cartridge, and then reinstall it.

THE TONER CARTRIDGE MAY BE DEFECTIVE OR LOW ON TONER

Replace the used toner cartridge with a new one.

Embedded Web Server does not open

These are possible solutions. Try one or more of the following:

CHECK THE NETWORK CONNECTIONS

Make sure the printer and computer are turned on and connected to the same network.

CHECK THE NETWORK SETTINGS

Depending on the network settings, you may need to type **https://** instead of **http://** before the printer IP address to access the Embedded Web Server. For more information, see your system administrator.

Contacting Customer Support

When you call Customer Support, describe the problem you are experiencing, the message on the display, and the troubleshooting steps you have already taken to find a solution.

You need to know your printer model type and serial number. For more information, see the label on the inside top front cover of the printer. The serial number is also listed on the menu settings page.

In the U.S. or Canada, call 1-800-539-6275. For other countries or regions, visit the Lexmark Web site at <http://support.lexmark.com>.

Notices

Product information

Product name:

Lexmark E360d and E360dn

Machine type:

4513

Model(s):

420, 430

Edition notice

August 2011

The following paragraph does not apply to any country where such provisions are inconsistent with local law:

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For Lexmark technical support, visit <http://support.lexmark.com>.

For information on supplies and downloads, visit www.lexmark.com.

If you don't have access to the Internet, you can contact Lexmark by mail:

Lexmark International, Inc.
Bldg 004-2/CSC
740 New Circle Road NW
Lexington, KY 40550
USA

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All other trademarks are the property of their respective owners.

Federal Communications Commission (FCC) compliance information statement

This product 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 when the equipment is operated 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 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 1021231 for parallel attach or 1021294 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

Modular component notice

Wireless-equipped models contain the following modular component(s):

Lexmark regulatory type/model LEX-M04-001; FCC ID:IYLLEXM04001; IC:2376A-M04001

Noise emission levels

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

Note: Some modes may not apply to your product.

1-meter average sound pressure, dBA	
Printing	53 dBA
Ready	N/A

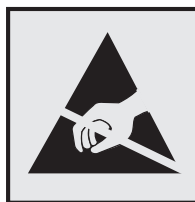
Values are subject to change. See www.lexmark.com for current values.

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.

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.

ENERGY STAR

Any Lexmark product bearing the ENERGY STAR emblem on the product or on a start-up screen is certified to comply with Environmental Protection Agency (EPA) ENERGY STAR requirements as configured when shipped by Lexmark.



Mercury statement

This product contains mercury in the lamp (<5mg Hg). Disposal of mercury may be regulated due to environmental considerations. For disposal or recycling information, contact your local authorities or the Electronic Industries Alliance: www.eiae.org.

Temperature information

Ambient temperature	16 C° – 32 C° (60 F° – 90 F°)
Shipping and storage temperature	-20 C° – 40 C° (-4 F° – 104 F°)

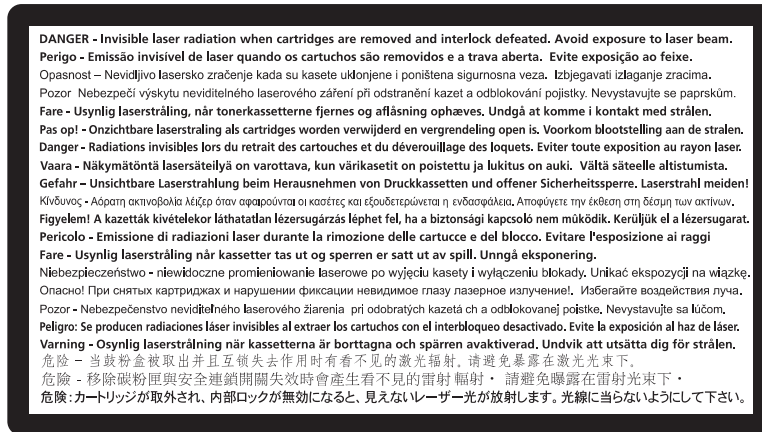
Laser notice

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 7 milliwatt gallium arsenide laser operating in the wavelength of 655-675 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.

Laser advisory label

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



Power consumption

Product power consumption

The following table documents the power consumption characteristics of the product.

Note: Some modes may not apply to your product.

Mode	Description	Power consumption (Watts)
Printing	The product is generating hard-copy output from electronic inputs.	500
Copying	The product is generating hard-copy output from hard-copy original documents.	NA
Scanning	The product is scanning hard-copy documents.	NA
Ready	The product is waiting for a print job.	12
Power Saver	The product is in energy-saving mode.	11
Off	The product is plugged into a wall outlet, but the power switch is turned off.	NA

The power consumption levels listed in the previous table represent time-averaged measurements. Instantaneous power draws may be substantially higher than the average.

Values are subject to change. See www.lexmark.com for current values.

Power Saver

This product is designed with an energy-saving mode called Power Saver. The Power Saver Mode is equivalent to the Sleep Mode. The Power Saver Mode saves energy by lowering power consumption during extended periods of inactivity.

The Power Saver Mode is automatically engaged after this product is not used for a specified period of time, called the Power Saver Timeout.

Factory default Power Saver Timeout for this product (in minutes):
--

30

By using the configuration menus, the Power Saver Timeout can be modified between 1 minute and 240 minutes. Setting the Power Saver Timeout to a low value reduces energy consumption, but may increase the response time of the product. Setting the Power Saver Timeout to a high value maintains a fast response, but uses more energy.

Off mode

If this product has an off mode which still consumes a small amount of power, then to completely stop product power consumption, disconnect the power supply cord from the wall outlet.

Total energy usage

It is sometimes helpful to calculate the total product energy usage. Since power consumption claims are provided in power units of Watts, the power consumption should be multiplied by the time the product spends in each mode in order to calculate energy usage. The total product energy usage is the sum of each mode's energy usage.

Industry Canada compliance statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Standard ICES-003.

Avis de conformité aux normes de l'industrie du Canada

Cet appareil numérique de classe B est conforme aux exigences de la norme canadienne relative aux équipements pouvant causer des interférences NMB-003.

Regulatory notices for wireless products

This section contains the following regulatory information pertaining to wireless products that contain transmitters, for example, but not limited to, wireless network cards or proximity card readers.

Exposure to radio frequency radiation

The radiated output power of this device is far below the radio frequency exposure limits of the FCC and other regulatory agencies. A minimum separation of 20 cm (8 inches) must be maintained between the antenna and any persons for this device to satisfy the RF exposure requirements of the FCC and other regulatory agencies.

Industry Canada (Canada)

This device complies with Industry Canada specification RSS-210. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This device has been designed to operate only with the antenna provided. Use of any other antenna is strictly prohibited per regulations of Industry Canada.

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

The installer of this radio equipment must ensure that the antenna is located or pointed such that it does not emit RF fields in excess of Health Canada limits for the general population; consult Safety Code 6, obtainable from Health Canada's Web site www.hc-sc.gc.ca/rpb.

The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.

Industry Canada (Canada)

Cet appareil est conforme à la norme RSS-210 d'Industry Canada. Son fonctionnement est soumis aux deux conditions suivantes :

(1) cet appareil ne doit pas provoquer d'interférences et (2) il doit accepter toute interférence reçue, y compris celles risquant d'altérer son fonctionnement.

Cet appareil a été conçu pour fonctionner uniquement avec l'antenne fournie. L'utilisation de toute autre antenne est strictement interdite par la réglementation d'Industry Canada.

En application des réglementations d'Industry Canada, l'utilisation d'une antenne de gain supérieur est strictement interdite.

Pour empêcher toute interférence radio au service faisant l'objet d'une licence, cet appareil doit être utilisé à l'intérieur et loin des fenêtres afin de garantir une protection optimale.

Si le matériel (ou son antenne d'émission) est installé à l'extérieur, il doit faire l'objet d'une licence.

L'installateur de cet équipement radio doit veiller à ce que l'antenne soit implantée et dirigée de manière à n'émettre aucun champ HF dépassant les limites fixées pour l'ensemble de la population par Santé Canada. Reportez-vous au Code de sécurité 6 que vous pouvez consulter sur le site Web de Santé Canada www.hc-sc.gc.ca/rpb.

Le terme « IC » précédant le numéro de d'accréditation/inscription signifie simplement que le produit est conforme aux spécifications techniques d'Industry Canada.

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Tower III, 1095 Budapest HUNGARY, A declaration of conformity to the requirements of the Directives is available upon request from the Authorized Representative.

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

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Compliance is indicated by the CE marking.



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Lexmark E360d and E360dn

Lexmark International, Inc., Lexington, KY

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- Is, during normal use, free from defects in material and workmanship

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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.

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

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Index

Numerics

- 250-sheet drawer
 - installing 19
- 30.yy Invalid refill, change cartridge 106
- 31.yy Replace defective or missing cartridge 106
- 32.yy Cartridge part number unsupported by device 106
- 32.yy Replace unsupported cartridge 107
- 34 Short paper 107
- 35 Insufficient memory to support Resource Save feature 107
- 37 Insufficient memory for Flash Memory Defragment operation 107
- 37 Insufficient memory to collate job 107
- 38 Memory full 107
- 39 Complex page, some data may not have printed 108
- 51 Defective flash detected 108
- 52 Not enough free space in flash memory for resources 108
- 53 Unformatted flash detected 108
- 54 Standard network software error 108
- 550-sheet drawer
 - installing 19
- 56 Standard parallel port disabled 109
- 56 Standard USB port disabled 108
- 58 Too many flash options installed 109
- 58 Too many trays attached 109
- 59 Incompatible tray <x> 109
- 84 PC Kit life warning 109
- 84 Replace PC Kit 110
- 88 Cartridge is low 110
- 88.yy Replace cartridge 110

A

- attaching cables 22

C

- cables
 - Ethernet 22
 - parallel 22
 - USB 22
- calling Customer Support 126
- canceling a job
 - from Macintosh 54
 - from Windows 54
- canceling print jobs
 - from printer control panel 54
- card stock
 - loading 36
 - tips 52
- checking an unresponsive printer 110
- checking device status
 - on Embedded Web Server 89
- checking virtual display
 - on Embedded Web Server 89
- cleaning
 - exterior of the printer 82
- Close front door 105
- configurations
 - printer 9
- Configure MP menu 59
- configuring
 - multiple printers 91
- configuring supply notifications 90
- conservation settings
 - Eco-Mode 27
 - Power Saver 28
 - Quiet Mode 28
- conserving supplies 26
- contacting Customer Support 126
- control panel, printer
 - factory defaults, restoring 91
- custom paper type name
 - creating 42
- Custom Type <x>
 - changing name 42
- Custom Types menu 64

D

- Default Source menu 57
- directory list, printing 53
- display troubleshooting
 - display is blank 110

- display shows only diamonds 110
- documents, printing
 - from Macintosh computer 49
 - from Windows 49

E

- Eco-Mode setting 27
- Embedded Web Server 89
 - administrator settings 89
 - checking device status 89
 - copying settings to other printers 91
 - does not open 125
 - networking settings 89
 - setting up e-mail alerts 90
- Embedded Web Server Administrator's Guide 89
- emission notices 128, 129, 132, 133
- envelopes
 - loading 36
 - tips 51
- environmental settings 26
 - Eco-Mode 27
 - Power Saver 28
 - Quiet Mode 28
- Ethernet port 22
- exterior of the printer
 - cleaning 82
- e-mail
 - notice of low supply level 90
 - notice of paper jam 90
 - notice of paper needed 90
 - notice that different paper is needed 90

F

- factory defaults, restoring
 - printer control panel menus 91
- FCC notices 128, 132
- finding
 - information 7
 - publications 7
 - Web site 7
- Finishing menu 74
- firmware card
 - installing 18
- flash memory card
 - installing 18

- troubleshooting 114
- font sample list
- printing 53

G

- General Settings menu 71
- green settings
 - Eco-Mode 27
 - Quiet Mode 28
- guidelines
- letterhead 50

I

- information, finding 7
- installing
 - options in driver 24
 - printer software 23
- installing printer software
 - adding options 24

J

- jams
 - accessing 93
 - avoiding 92
 - identifying 93
 - paper path 93
 - understanding messages 93
- jams, avoiding
 - cutting paper and specialty media 45
 - selecting paper and specialty media 45
- jams, clearing
 - 200 95
 - 201 97
 - 202 98
 - 231 99
 - 233 101
 - 234 101
 - 235 102
 - 24x 102
 - 251 103

L

- labels, paper
 - tips 52
- letterhead
 - guidelines 50
 - loading 36
 - loading, manual feeder 50
 - loading, trays 50

- linking trays 41
- Load <input src> with <custom string> 105
- Load <input src> with <custom type name> 105
- Load <input src> with <size> 105
- Load <input src> with <type> <size> 105
- Load manual feeder with <custom string> 106
- Load manual feeder with <custom type name> 106
- Load manual feeder with <size> 106
- Load manual feeder with <type> <size> 105
- loading
 - letterhead in manual feeder 50
 - letterhead in trays 50
 - multipurpose feeder 36
 - trays 32

M

- memory card
 - installing 15
 - troubleshooting 114
- menu settings
 - loading on multiple printers 91
- menu settings page
- printing 23
- menus
 - Configure MP 59
 - Custom Types 64
 - Default Source 57
 - diagram of 56
 - Finishing 74
 - General Settings 71
 - Network 66
 - Paper Loading 63
 - Paper Texture 60
 - Paper Weight 61
 - parallel 69
 - PCL Emul 79
 - PostScript 78
 - Quality 76
 - Reports 65
 - Setup 73
 - Size/Type 57
 - Universal Setup 64
 - USB 67
 - Utilities 77
- moving the printer 88

- multipurpose feeder
 - loading 36

N

- Network menu 66
- network setup page 23
- Networking Guide 89
- noise emission levels 129
- notices 128, 129, 130, 131, 132, 133

O

- options
 - 250-sheet drawer 19
 - 550-sheet drawer 19
 - firmware card 18
 - flash memory card 18
 - memory card 15
 - memory cards 14
- ordering
 - toner cartridges 83

P

- paper
 - characteristics 44
 - letterhead 45
 - loading, multipurpose feeder 36
 - preprinted forms 45
 - recommended print side 45
 - recycled 26
 - selecting 45
 - setting size 31
 - setting type 31
 - storing 46
 - unacceptable 45
 - Universal Paper Size 64
 - Universal size setting 31
- paper capacities
 - multipurpose feeder 41
 - trays 41
- paper feed troubleshooting
 - message remains after jam is cleared 115
 - page that jammed does not reprint 115
- paper jams
 - avoiding 92
 - identifying 93
 - paper path 93
- paper jams, clearing
 - 200 95

- 201 97
- 202 98
- 231 99
- 233 101
- 234 101
- 235 102
- 24x 102
- 251 103
- paper labels
 - loading 36
- Paper Loading menu 63
- paper sizes
 - supported by the printer 47
- paper stop, using 12
- Paper Texture menu 60
- paper types
 - duplex support 46
 - supported by printer 46
 - where to load 46
- Paper Weight menu 61
- Parallel menu 69
- parallel port 22
- PCL Emul menu 79
- photoconductor kit
 - ordering 84
 - replacing 85
- PostScript menu 78
- Power Saver
 - adjusting 28
- print job
 - canceling from Macintosh 54
 - canceling from printer control panel 54
 - canceling from Windows 54
- print quality test pages, printing 53
- print quality troubleshooting
 - blank pages 117
 - characters have jagged edges 117
 - clipped images 117
 - ghost images 118
 - gray background 118
 - poor transparency quality 123
 - print is too dark 120
 - print is too light 121
 - print quality test pages 116
 - skewed print 122
 - solid black streaks 125
 - solid white streaks 125
 - streaked horizontal lines 123
 - streaked vertical lines 124
 - toner fog or background shading 122
 - toner rubs off 122
 - toner specks 123
- print quality, poor
 - avoiding by selecting paper and specialty media 45
- print troubleshooting
 - incorrect characters print 112
 - incorrect margins 119
 - job prints from wrong tray 112
 - job prints on wrong paper 112
 - job takes longer than expected 111
 - jobs do not print 111
 - Large jobs do not collate 112
 - paper curl 119
 - paper frequently jams 114
 - tray linking does not work 112
 - unexpected page breaks occur 113
- printer
 - basic model 9
 - configurations 9
 - minimum clearances 8
 - moving 88
 - selecting a location 8
 - shipping 88
- printer control panel
 - factory defaults, restoring 91
- printer messages
 - 30.yy Invalid refill, change cartridge 106
 - 31.yy Replace defective or missing cartridge 106
 - 32.yy Cartridge part number unsupported by device 106
 - 32.yy Replace unsupported cartridge 107
 - 34 Short paper 107
 - 35 Insufficient memory to support Resource Save feature 107
 - 37 Insufficient memory for Flash Memory Defragment operation 107
 - 37 Insufficient memory to collate job 107
 - 38 Memory full 107
 - 39 Complex page, some data may not have printed 108
 - 51 Defective flash detected 108
 - 52 Not enough free space in flash memory for resources 108
- 53 Unformatted flash detected 108
- 54 Standard network software error 108
- 56 Standard parallel port disabled 109
- 56 Standard USB port disabled 108
- 58 Too many flash options installed 109
- 58 Too many trays attached 109
- 59 Incompatible tray <x> 109
- 84 PC Kit life warning 109
- 84 Replace PC Kit 110
- 88 Cartridge is low 110
- 88.yy Replace cartridge 110
- Close front door 105
- Load <input src> with <custom string> 105
- Load <input src> with <custom type name> 105
- Load <input src> with <size> 105
- Load <input src> with <type> <size> 105
- Load manual feeder with <custom string> 106
- Load manual feeder with <custom type name> 106
- Load manual feeder with <size> 106
- Load manual feeder with <type> <size> 105
- Remove paper from standard output bin 106
- printer options troubleshooting
 - drawers 114
 - flash memory card 114
 - memory card 114
 - option not working 113
- printer problems, solving basic 110
- printing
 - directory list 53
 - font sample list 53
 - from Macintosh computer 49
 - from Windows 49
 - installing printer software 23
 - menu settings page 23
 - network setup page 23
 - print quality test pages 53
- publications, finding 7

Q

Quality menu 76
Quiet Mode 28

R

recommended print side 45
recycled paper
 using 26
recycling 130
 Lexmark packaging 29
 Lexmark products 29
 toner cartridges 30
 WEEE statement 129
reducing noise 28
Remove paper from standard
output bin 106
replacing
 photoconductor kit 85
 toner cartridge 84
reports
 viewing 90
Reports menu 65

S

safety information 5, 6
setting
 paper size 31
 paper type 31
 Universal Paper Size 31
Setup menu 73
shipping the printer 88
Size/Type menu 57
specialty media
 recommended print side 45
 selecting 45
standard exit bin, using 12
status of supplies, checking 82
storing
 paper 46
 supplies 82
supplies
 conserving 26
 status of 82
 storing 82
supplies, ordering
 photoconductor kit 84
 toner cartridges 83
supply notifications
 configuring 90
system board
 accessing 14

T

tips
 card stock 52
 envelopes 51
 labels, paper 52
 transparencies 51
toner cartridge
 replacing 84
toner cartridges
 ordering 83
 recycling 30
transparencies
 loading 36
 tips 51
tray linking 42
tray unlinking 42
trays
 linking 41, 42
 loading 32
 unlinking 42
troubleshooting
 checking an unresponsive
 printer 110
 contacting Customer Support 126
 solving basic printer
 problems 110
troubleshooting, display
 display is blank 110
 display shows only diamonds 110
troubleshooting, paper feed
 message remains after jam is
 cleared 115
 page that jammed does not
 reprint 115
troubleshooting, print
 incorrect characters print 112
 incorrect margins 119
 job prints from wrong tray 112
 job prints on wrong paper 112
 job takes longer than
 expected 111
 jobs do not print 111
 Large jobs do not collate 112
 paper curl 119
 paper frequently jams 114
 tray linking does not work 112
 unexpected page breaks
 occur 113
troubleshooting, print quality
 blank pages 117
 characters have jagged edges 117

clipped images 117
ghost images 118
gray background 118
poor transparency quality 123
print is too dark 120
print is too light 121
print quality test pages 116
skewed print 122
solid black streaks 125
solid white streaks 125
streaked horizontal lines 123
streaked vertical lines 124
toner fog or background
 shading 122
toner rubs off 122
toner specks 123
troubleshooting, printer options
 drawers 114
 flash memory card 114
 memory card 114
 option not working 113

U

Universal Paper Size 64
 setting 31
Universal Setup menu 64
unlinking trays 42
USB menu 67
USB port 22
Utilities menu 77

V

viewing
 reports 90
virtual display
 how to access 89

W

Web site
 finding 7