LEXMARK™

Network Getting Started Guide

Contents

Wireless networking

Finding more information about the printer

The *Network Getting Started Guide* helps you add the printer to your wireless network and troubleshoot basic networking problems.

For additional networking information or other information about the printer, see the comprehensive *User's Guide* available in your printer program folder, on the installation software CD, or on our Web site at **www.lexmark.com/publications/**.

To access the printer program folder:

For Windows users

1 Click ![Windows icon] or **Start**.

2 Click **All Programs** or **Programs**, and then select the printer program folder from the list.

3 Select **View User's Guide**.

For Macintosh users

1 From the Finder desktop, double-click the printer folder.

2 Double-click **User's Guide**.

Information you will need to set up the printer on a wireless network

To successfully configure the printer wirelessly, you must begin with a computer that is connected to the wireless network where you want to install the printer. You will need the network SSID (also called the *Network Name* or *Service Set ID*)

Different wireless networks require different security information. While not recommended, some wireless networks are not secure and have no security information. Select **No security** if your network is not secure.

If your wireless network is secure, you may need the following information:
- **WEP key(s)**—Required for WEP security
- **WPA/WPA2 passphrase**—Required for WPA and WPA2 security. If your network uses WPA or WPA2 security, choose WPA Personal during installation.

Note: The network WEP key and WPA passphrase are not the same as the password for the wireless access point (wireless router). The password allows you to access the wireless access point settings, while the WEP key or WPA passphrase allows printers and computers to join your wireless network.

Note: Make sure you copy down the security key and SSID exactly, including any capital letters, and store it in a safe place for future reference. Use the space provided below to write down this information.

Item	Description
SSID (name of your wireless network)	
Security key (WEP key or WPA passphrase)	

You must know your security information. You cannot configure the printer for a secure wireless network without security information.

This information is unique to your network, and you or your system support person must provide this information to complete the wireless printer configuration. Contact your system support person if you are unsure of the type of security used on your network or if you do not know the settings.

Installing the printer on a wireless network

Before you install the printer on a wireless network, make sure that:
- Your wireless network is set up and working properly.
- The computer you are using is connected to the same wireless network where you want to set up the printer.

For Windows users

1 Close all open software programs.

2 Insert the installation software CD.

If the Welcome screen does not appear after a minute, then launch the CD manually:

   a Click , or click **Start** and then click **Run**.

   b In the Start Search or Run box, type `D:\setup.exe`, where `D` is the letter of your CD or DVD drive.

3 Follow the instructions on the Welcome screen to set up the printer.

For Macintosh users

1 Close all open software applications.

2 Insert the installation software CD.

If the installation dialog does not appear after a minute, then click the CD icon on the desktop.

3 Double-click **Install**.

4 Follow the instructions on the installation dialog to set up the printer.

What is Wi-Fi Protected Setup?

Wi-Fi Protected Setup (WPS) is a product certification that provides simple and secure configuration. WPS assists users in establishing wireless home networks and enabling network security without requiring prior knowledge of Wi-Fi technology. WPS configures the network name (SSID) and WPA passphrase for network devices. WPS only supports networks that communicate through access points or routers and is not applicable in ad hoc networks.

We support the following methods in adding new wireless network devices:
- *Personal Identification Number* (PIN)—A PIN from the new device is entered into the access point.
- *Push Button Configuration* (PBC)—The user pushes a button on both the access point and the new device.

Look for any of these identifier marks to check if your device is WPS certified:

You can find these WPS logos on the side, back, or top of your access point or router.

Configuring the printer wirelessly using WPS (Wi-Fi Protected Setup)

Wi-Fi Protected Setup (WPS) is a method of configuring computers and printers on a secure wireless network. WPS is faster than manual configuration, and it reduces typing errors when new devices are added to a wireless network. The SSID and WPA passphrase are automatically detected and configured for you. The printer supports WPS and can be configured for wireless access using WPS. In order to use WPS to configure the printer, the wireless router must also support WPS.

If you want to use WPS to set up your printer, then insert the CD and follow the instructions on the computer screen.

Notes:

- To use WPS to configure the printer wirelessly, all of the devices on your wireless network must support WPS. If any device on your network does not support WPS, then you must type the SSID and security information when prompted.
- If you are using the PIN method to add your printer using WPS, make sure you type all eight digits when you are asked to enter your PIN.

Installing the printer on other computers

Once the printer is set up on the wireless network, it can be accessed wirelessly by any other computer on the network. However, you will need to install the printer driver on every computer that will access it. You do not need to configure the printer again, although you will need to run the setup software on each computer to install the driver.

For Windows users

1 Close all open software programs.

2 Insert the installation software CD.

If the Welcome screen does not appear after a minute, then launch the CD manually:

   a Click , or click **Start** and then click **Run**.

   b In the Start Search or Run box, type `D:\setup.exe`, where `D` is the letter of your CD or DVD drive.

3 Follow the instructions on the computer screen for installing a configured printer on a new computer.

For Macintosh users

1 Close all open software applications.

2 Insert the installation software CD.

If the installation dialog does not appear after a minute, then click the CD icon on the desktop.

3 Double-click **Install**.

4 Select **My printer is already set up. I am installing it on a new computer**.

5 Click **Continue**, and then follow the instructions on the computer screen for installing a configured printer on a new computer.

Interpreting the colors of the Wi-Fi indicator light

The colors of the Wi-Fi indicator light show the network status of the printer.

- **Off** means one of the following:
    - The printer is turned off or is powering up.
    - The printer is not connected to a wireless network and is in Power Saver mode. In Power Saver mode, the power light pulses on and off.
- **Solid orange** means one of the following:
    - The printer has not yet been configured for a wireless network.
    - The printer is configured for an ad hoc connection, but it is not currently communicating with another ad hoc device.
- **Blinking orange** means one of the following:
    - The printer is out of the range of the wireless access point (wireless router).
    - The printer is trying to communicate with the wireless access point, but the wireless access point is turned off or not working properly.
    - Either the configured printer or the wireless access point has been turned off and back on, and the printer is trying to establish communications with the network.
    - The wireless settings of the printer may no longer be valid.
- **Green** means that the printer is connected to a wireless network and is ready for use.

Special wireless installation instructions

The following instructions apply to customers outside of North America who are using a wireless broadband box. Some examples of these boxes include LiveBox, AliceBox, N9UF Box, FreeBox, and Club Internet.

Before you begin

- Make sure your box is wireless-enabled and activated to work on a wireless network. For more information about configuring the box to work wirelessly, see the documentation that came with your box.
- Make sure your box is turned on and that your computer is on and connected to your wireless network.

Adding the printer to your wireless network

1 Set up your printer for wireless networking using the setup instructions provided.

Stop when you are prompted to select a network.

2 If there is an association/registration button on the back of your box, press it before selecting a network.

Note: After pressing the association/registration button, you have five minutes to complete the printer installation.

3 Return to the computer screen.

From the list that appears in the "Choose your wireless network" dialog, select your network, and then click **Continue**.

If your wireless network does not appear in the list:

a Select **Unlisted Network**, and then click **Continue**.

b Enter the details about your wireless network.

Note: Your WEP, WPA, or WPA2 key may be obtained from the bottom of the box, the user's guide that came with the box, or from the box Web page. If you have already changed the key for your wireless network, use the key you created.

4 Follow the instructions on your screen to complete installation.

Ethernet networking

Information you will need to set up the printer on an Ethernet network

To configure your printer for an Ethernet network, organize the following information before you begin:

Note: If your network automatically assigns IP addresses to computers and printers, continue on to installing the printer.

- A valid, unique IP address for the printer to use on the network
- The network gateway
- The network mask
- A nickname for the printer (optional)

  Note: A printer nickname can make it easier for you to identify your printer on the network. You can choose to use the default printer nickname, or assign a name that is easier for you to remember.

You will need an Ethernet cable to connect the printer to the network and an available port where the printer can physically connect to the network. Use a new network cable when possible to avoid potential problems caused by a damaged cable.

Installing the printer on an Ethernet network

Before you install the printer on an Ethernet network, make sure that:
- You have completed the initial setup of the printer.
- Your network is set up and working properly.
- Your computer is connected to your network.

For Windows users

1 Close all open software programs.

2 Insert the installation software CD.

   If the Welcome screen does not appear after a minute, do one of the following:

   a Click ⊞, or click **Start** and then click **Run**.

   b In the Start Search or Run box, type `D:\setup.exe`, where `D` is the letter of your CD or DVD drive.

3 Follow the instructions on the computer screen to set up the printer, selecting **Ethernet connection** when you are prompted to select a connection type.

For Macintosh users

1 Close all open software applications.

2 Insert the installation software CD.

   If the installation dialog does not appear after a minute, then click the CD icon on the desktop.

3 Double-click **Install**.

4 Follow the instructions on the computer screen to set up the printer, selecting **Ethernet connection** when you are prompted to select a connection type.

Troubleshooting

Network troubleshooting checklist

Before beginning to troubleshoot the wireless printer, verify the following:

General Networking

Make sure:

- The printer, the computer, and the wireless access point are all plugged in and turned on.
- The wireless network is working properly.

  Try accessing other computers on your wireless network. If your network has Internet access, try connecting to the Internet over a wireless connection.

- The printer driver is installed on the computer from which you are performing a task.
- The correct printer port is selected.
- The IP address, gateway, and network mask are correct for your network.

  Print a network setup page from the printer to check the network settings. See the *User's Guide* on the software installation CD for more information on printing a network setup page.

- All switches, hubs, and other connecting devices are turned on.

Ethernet Networking

Make sure:

- The Ethernet cable and connectors are not damaged.

  Check the connectors at both ends for any obvious damage. If possible, use a new cable. Damage to the cable may not be obvious.

- The Ethernet cable is firmly plugged in to the printer and to the network hub or wall connection.

Wireless Networking

Make sure:

- The SSID is correct.

  Print a network setup page from the printer to check the network settings. See the *User's Guide* on the software installation CD for more information on printing a network setup page.

- Your WEP key or WPA passphrase is correct (if your network is secure).

  Log in to the wireless access point (wireless router) and check the security settings.

  If you are not sure if your security information is correct, run the wireless setup again.

- The printer and the computer are within the range of the wireless network.

  For most networks, the printer and the computer should be within 100 feet (30 meters) of the wireless access point (wireless router).

- The Wi-Fi indicator light is lit and is solid green.
- The computer and printer are both connected to the same wireless network.

- The printer is located away from obstacles or electronic devices that could interfere with the wireless signal.

  Make sure the printer and wireless access point are not separated by poles, walls, or support columns containing metal or concrete.

  Many devices can interfere with the wireless signal, including baby monitors, motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.

- The computer is not connected to a VPN.
- Any non-Microsoft firewalls on the computer are updated to the most recent version and allow the printer software to communicate over the network.

Locating IP addresses

For Windows users

1 Click ![icon], or click **Start** and then click **Run**.

2 In the Start Search or Run box, type `cmd`.

3 Press **Enter**, or click **OK**.

   The Command Prompt window opens.

4 Type `ipconfig`, and then press **Enter**.

   The IP address appears as four sets of numbers separated by periods, such as 192.168.0.100.

For Macintosh users

1 From the Apple menu, choose **About This Mac**.

2 Click **More Info**.

3 From the Contents pane, choose **Network**.

4 If you are connected over a wireless network, choose **AirPort** from the Active Services list.

Locating the printer IP address

- You can locate the printer IP address by viewing the printer network setup page. See the *User's Guide* on the software installation CD for more information on printing a network setup page.

Wireless troubleshooting

Cannot print over wireless network

If you encountered problems while installing, or if your printer does not appear in the printers folder or as a printer option when sending a print job, then you can try uninstalling and reinstalling the software.

Before you reinstall the software, check the troubleshooting checklist, and then do the following:

TURN THE WIRELESS ACCESS POINT OFF AND THEN BACK ON

Turning the access point off and then back on again can sometimes refresh network connections and resolve connectivity issues.

DISCONNECT FROM VPN SESSION

When you are connected to another network through a VPN connection, you will not be able to access the printer over your wireless network. End your VPN session and try printing again.

MAKE SURE DEMO MODE IS TURNED OFF

Check to see if your printer has a Demo Mode. Selected printer features are not available when Demo Mode is turned on.

From the printer control panel, navigate to `Demo Mode`:

🔧 > **Setup** > **Demo Mode**.

Select **Off**, and then save the setting.

CHECK YOUR WEP KEY OR WPA PASSPHRASE

If your wireless access point is using Wireless Equivalent Privacy (WEP) security, then the WEP key should be:

- Exactly 10 or 26 hexadecimal characters. Hexadecimal characters are A–F, a–f, and 0–9.

  or

- Exactly 5 or 13 ASCII characters. ASCII characters are letters, numbers, and symbols found on a keyboard. ASCII characters in a WEP key are case-sensitive.

If your wireless access point is using Wi-Fi Protected Access (WPA) security, then the WPA passphrase should be:

- From 8 to 63 ASCII characters. ASCII characters in a WPA passphrase are case-sensitive.

  or

- Exactly 64 hexadecimal characters. Hexadecimal characters are A–F, a–f, and 0–9.

Note: If you do not know this information, then see the documentation that came with the wireless network, or contact the person who set up your wireless network.

CHECK IF YOUR WIRELESS ACCESS POINT HAS AN ASSOCIATION/REGISTRATION BUTTON

Wireless broadband boxes in Europe, the Middle East and Africa such as LiveBox, AliceBox, N9UF Box, FreeBox, or Club Internet may require you to press an association/registration button when adding the printer to your wireless network.

If you are using one of these boxes and need more information, see the documentation that came with your box, or contact your *Internet Service Provider* (ISP).

MOVE YOUR ACCESS POINT AWAY FROM OTHER ELECTRONIC DEVICES

There may be temporary interference from electronic devices such as microwave ovens or other appliances, cordless phones, baby monitors, and security system cameras. Make sure your access point is not positioned too closely to these devices.

MOVE THE COMPUTER AND/OR PRINTER CLOSER TO THE WIRELESS ROUTER

The range of your wireless network depends on many factors, including the abilities of your router and network adapters. If you are having trouble printing, try placing the computer and printer no more than 100 feet apart.

CHECK THE WIRELESS SIGNAL QUALITY

Print the network setup page and check the signal quality. If the signal quality is listed as good or excellent, then another factor is causing the problem.

CHECK YOUR ADVANCED SECURITY SETTINGS

- If you are using MAC address filtering to limit access to your wireless network, then you must add the printer MAC address to the list of addresses allowed to connect to the wireless access point.
- If you set the wireless access point to issue a limited number of IP addresses, then you must change this so that the printer can be added.

Note: If you do not know how to make these changes, then see the documentation that came with the wireless router, or contact the person who set up your wireless network.

MAKE SURE YOUR COMPUTER IS CONNECTED TO YOUR WIRELESS ACCESS POINT (WIRELESS ROUTER)

- See if you have access to the Internet by opening your Web browser and accessing any site.
- If there are other computers or resources on your wireless network, then check to see if you can access them from your computer.

MAKE SURE THAT YOUR COMPUTER AND PRINTER ARE CONNECTED TO THE SAME WIRELESS NETWORK

If the printer is not on the same wireless network as the computer, then you will not be able to print wirelessly. The SSID of the printer must match the SSID of the computer, if the computer is already connected to the wireless network.

For Windows users

1 Obtain the SSID of the network that the computer is connected to.

   a Type the IP address of your wireless access point (wireless router) into the address field of your Web browser.

     If you do not know the IP address of the wireless access point:

     1 Click , or click **Start** and then click **Run**.

     2 In the Start Search or Run box, type `cmd`.

3 Press **Enter** or click **OK**.

The Command Prompt window opens.

4 Type `ipconfig`, and then press **Enter**. Check the Wireless Network Connection section:

- The "Default Gateway" entry is typically the wireless access point .
- The IP address appears as four sets of numbers separated by periods, such as 192.168.2.134.

b Type the user name and password of the router when prompted.

c Click **OK**.

d On the main page, click **Wireless** or any other selection where settings are stored. The SSID will be displayed.

e Write down the SSID.

Note: Make sure you copy it exactly, including any capital letters.

2 Print the printer network setup page.

In the Wireless section, look for `SSID`.

3 Compare the SSID of the computer and SSID of the printer.

If the SSIDs are the same, then the computer and the printer are connected to the same wireless network.

If the SSIDs are not the same, then run the utility again to set up the printer on the wireless network used by the computer.

For Macintosh users with an AirPort base station

In Mac OS X version 10.5

1 From the Apple menu, choose **System Preferences**.

2 Click **Network**.

3 Click **AirPort**.

The SSID of the network the computer is connected to is displayed in the Network Name pop-up menu.

4 Write down the SSID.

In Mac OS X version 10.4 and earlier

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

2 From the Applications folder, double-click **Internet Connect**.

3 From the toolbar, click **AirPort**.

The SSID of the network the computer is connected to is displayed in the Network pop-up menu.

4 Write down the SSID.

For Macintosh users with a wireless access point

1 Type the IP address of the wireless access point in the address field of your Web browser, and then continue to step 2.

If you do not know the IP address of the wireless access point, then do the following:

a From the Apple menu, choose **System Preferences**.

b Click **Network**.

    c   Click **AirPort**.

    d   Click **Advanced** > **TCP/IP** or **TCP/IP**.

         The "Router" entry is typically the wireless access point.

2 Type your user name and password when prompted.

3 Click **OK**.

4 On the main page, click **Wireless** or another selection where settings are stored. The SSID will be displayed.

5 Write down the SSID, security type and the WEP key/WPA passphrase (if shown).

    Notes:

- Make sure you copy the network information down exactly, including any capital letters.
- Store the SSID and the WEP key or WPA passphrase in a safe place for future reference.

MAKE SURE YOUR OS IS COMPATIBLE WITH WIRELESS PRINTING THROUGH AIRPORT

The printer only supports wireless printing through AirPort base stations for Mac OS X 10.5 or later.

"Communication not available" message displays when printing wirelessly

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

MAKE SURE YOUR COMPUTER AND PRINTER HAVE VALID IP ADDRESSES FOR THE NETWORK

If you are using a laptop and have power saving settings enabled, you may see the `Communication not available` message on your computer screen when you attempt to print wirelessly. This can occur if the laptop hard drive has powered down.

If you see this message, wait a few seconds and then try to print again. The laptop and printer require a few seconds to power up again and reattach to the wireless network.

If you see this message again after you have waited long enough for the printer and the laptop to attach to the network, there may be a problem with your wireless network.

Make sure that the laptop and printer have both received IP addresses. For more information on checking IP addresses, see "Locating IP addresses" on page 11.

If the printer and/or the laptop does not have an IP address, or if either has an address of 169.254.x.y (where x and y are any two numbers between 0 and 255):

1 Turn off the device that does not have a valid IP address (the laptop, the printer, or both).

2 Turn on the device(s).

3 Check the IP addresses again.

If the laptop and/or printer still does not receive a valid IP address, there is a problem with your wireless network. Try the following:

- Make sure your wireless access point (wireless router) is turned on and is working.
- Remove any objects that could be blocking the signal.

- Temporarily turn off any unnecessary wireless devices on your network and pause any network-intensive activities, like large file transfers or network games. If the network is too busy, it is possible that the printer is not receiving the IP address within the allowed time.

- Make sure your DHCP server, which may also be your wireless router, is working and is configured to assign IP addresses. If you are not sure how to do this, refer to the manual that came with your wireless router for more information.

If the printer and computer have valid IP addresses and the network is operation correctly, continue troubleshooting.

MAKE SURE THE WIRELESS PORT IS SELECTED

Note: This solution applies to Windows users only

1 Click ⊙, or click **Start** and then click **Run**.

2 In the Start Search or Run box, type `control printers`.

3 Press **Enter**, or click **OK**.

   The printer folder opens.

4 Right-click the printer, and then select **Properties** from the menu.

5 Click the **Ports** tab.

6 Locate the selected port. The selected port has a check beside it in the Port column.

7 If the Description column of the selected port indicates that it is a USB port, scroll through the list and select the port with Printer Port in the Description column. Check the printer model in the Printer column to make sure you select the right printer port.

8 Click **OK**, and then try to print again.

MAKE SURE BIDIRECTIONAL COMMUNICATION IS ENABLED

Note: This solution applies to Windows users only

1 Click ⊙, or click **Start** and then click **Run**.

2 In the Start Search or Run box, type `control printers`.

3 Press **Enter**, or click **OK**.

   The printer folder opens.

4 Right-click the printer, and then select **Properties** from the menu.

5 Click the **Ports** tab.

6 Click the box next to **Enable bidirectional support** if it is not already checked.

7 Click **Apply**.

8 Click **OK**, and then try to print again.

Notices

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Networking glossary

ad hoc mode	A setting for a wireless device that lets it communicate directly with other wireless devices without an access point or router
ad hoc network	A wireless network that does not use an access point
channel	A specific radio frequency used by two or more wireless devices to communicate with each other. All devices on the network must use the same channel.
DHCP (Dynamic Host Configuration Protocol)	A language used by DHCP servers
DHCP server	A server, which can be a computer or a router component, that assigns IP address to devices on a network. DHCP IP addresses are assigned to a device for a specified length of time. Once this time elapses, a different address may be assigned to the device. DHCP servers efficiently use a small number of IP addresses and prevent duplicate IP addresses on a network.
infrastructure mode	A setting for a wireless device that lets it communicate with other wireless devices through an access point or router
internal wireless print server	A device that lets computers and printers talk to each other over a network without cables
IP (Internet Protocol) address	The network address of a computer or printer. Each device on the network has its own network address. The address may be assigned manually (static IP address), automatically by the DHCP server (DHCP IP address), or automatically by the device itself (AutoIP address).
ipconfig	A command that displays the IP address and other network information of a Windows computer
MAC (Media Access Control) address	A hardware address that uniquely identifies each device on a network. You can usually find the MAC address printed on the device.
MAC filtering	A method of limiting access to your wireless network by specifying which MAC addresses may communicate on the network. The list of allowed MAC addresses is configured on the wireless router or access point.
network hub	A device that connects multiple devices on a wired network
network name	See "SSID (Service Set Identifier)" on page 18
ping	A test to see if your computer can communicate with another device
printer nickname	The name you assign to your printer so that you and others can identify it on the network
router	A network device that controls network communications and acts as a gateway between networks.
security key	A password, such as a WEP key or a WPA passphrase, used to make a network secure
SSID (Service Set Identifier)	The name of a wireless network. When you connect a printer to a wireless network, the printer needs to use the same SSID as the network. Also referred to as network name or BSS (Basic Service Set).
static IP address	An IP address assigned manually by you

switch	A device similar to a network hub that can connect different networks together
UAA (Universally Administered Address)	An address assigned to a network printer or print server by the manufacturer. To find the UAA, print a network setup page and look for the UAA listing.
	This is also known as a MAC address.
USB cable	A lightweight, flexible cable that lets the printer communicate with the computer at much higher speeds than parallel cables
USB port	A small, rectangular port on the back of the computer that connects peripheral devices using a USB cable, and lets them communicate at high speeds
WEP (Wired Equivalent Privacy)	A security setting that helps prevent unauthorized access to a wireless network. Other possible security settings are WPA and WPA2.
wireless access point	A device that connects wireless devices together to form a wireless network
wireless router	A router that also serves as a wireless access point
Wi-Fi	An industry term that describes the technology used to create an interoperable wireless local area network (WLAN).
WPA (Wi-Fi Protected Access)	A security setting that helps prevent unauthorized access to a wireless network. WPA is not supported on ad hoc wireless networks. Other possible security settings are WEP and WPA2.
WPA2	A newer version of WPA. Older routers are less likely to support this. Other possible security settings are WPA and WEP.