



350 Series

Setup Solutions



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Setup Solutions

This guide contains information about:

- “Safety information” on page 3
- “Finding information about the printer” on page 3
- “Using the control panel menus” on page 6
- “Setup troubleshooting” on page 9
- “Removing and reinstalling the software” on page 12

Safety information

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

Connect the power supply cord to an electrical outlet that is near the product and easily accessible.

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

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



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

Finding information about the printer

Setup sheet

Description	Where to find
The <i>Setup</i> sheet gives you instructions for setting up hardware and software.	You can find this document in the printer box or on the Lexmark Web site at www.lexmark.com .

Getting Started or Setup Solutions booklet

Description	Where to find
<p>The <i>Getting Started</i> booklet gives you instructions for setting up hardware and software (on Windows operating systems) and some basic instructions for using the printer.</p> <p>Note: If your printer supports Macintosh operating systems, see the Mac Help:</p> <ol style="list-style-type: none"> 1 From the Finder desktop, double-click the Lexmark 350 Series folder. 2 Double-click the printer Help icon. <p>The <i>Setup Solutions</i> booklet tells you how to solve printer setup problems.</p> <p>Note: These documents do not ship with all printers. If you did not receive a <i>Getting Started</i> booklet or a <i>Setup Solutions</i> booklet, see the <i>User's Guide</i> instead.</p>	<p>You can find this document in the printer box or on the Lexmark Web site at www.lexmark.com.</p>

User's Guide

Description	Where to find
<p>The <i>User's Guide</i> gives you instructions for using the printer and other information such as:</p> <ul style="list-style-type: none"> • Using the software (on Windows operating systems) • Loading paper • Printing • Working with photos • Scanning (if supported by your printer) • Making copies (if supported by your printer) • Faxing (if supported by your printer) • Maintaining the printer • Connecting the printer to a network (if supported by your printer) • Troubleshooting problems with printing, copying, scanning, faxing, paper jams, and misfeeds <p>Note: If your printer supports Macintosh operating systems, see the Mac Help:</p> <ol style="list-style-type: none"> 1 From the Finder desktop, double-click the Lexmark 350 Series folder. 2 Double-click the printer Help icon. 	<p>When you install the printer software, the <i>User's Guide</i> will be installed.</p> <ol style="list-style-type: none"> 1 Click Start → Programs or All Programs → Lexmark 350 Series. 2 Click User's Guide. <p>If the link to the <i>User's Guide</i> is not on your desktop, follow these instructions:</p> <ol style="list-style-type: none"> 1 Insert the CD. The installation screen appears. Note: If necessary, click Start → Run, and then type D:\setup, where D is the letter of your CD-ROM drive. 2 Click View User's Guide (including Setup Troubleshooting). 3 Click Yes. An icon of the <i>User's Guide</i> appears on your desktop, and the <i>User's Guide</i> appears on the screen. <p>You can also find this document on the Lexmark Web site at www.lexmark.com.</p>

Help

Description	Where to find
The Help gives you instructions for using the software, if your printer connects to a computer.	While in any Lexmark software program, click Help, Tips → Help , or Help → Help Topics .

Lexmark Solution Center

Description	Where to find
The Lexmark Solution Center software is included on your CD. It installs with the other software, if your printer connects to a computer.	To access the Lexmark Solution Center: <ol style="list-style-type: none"> 1 Click Start → Programs or All Programs → Lexmark 350 Series. 2 Select Lexmark Solution Center.

Customer support

Description	Where to find (North America)	Where to find (rest of world)
Telephone support	<p>Call us at</p> <ul style="list-style-type: none"> • US: 1-800-332-4120 Monday–Friday (8:00 AM–11:00 PM EST) Saturday (Noon–6:00 PM EST) • Canada: 1-800-539-6275 Monday–Friday (9:00 AM–9:00 PM EST) Saturday (Noon–6:00 PM EST) • Mexico: 001-888-377-0063 Monday–Friday (8:00 AM–8:00 PM EST) <p>Note: Support numbers and times may change without notice. For the most recent phone numbers available, see the printed warranty statement that shipped with your printer.</p>	<p>Telephone numbers and support hours vary by country or region.</p> <p>Visit our Web site at www.lexmark.com. Select a country or region, and then select the Customer Support link.</p> <p>Note: For additional information about contacting Lexmark, see the printed warranty that shipped with your printer.</p>
E-mail support	<p>For e-mail support, visit our Web site: www.lexmark.com.</p> <ol style="list-style-type: none"> 1 Click CUSTOMER SUPPORT. 2 Click Technical Support. 3 Select your printer family. 4 Select your printer model. 5 From the Support Tools section, click e-Mail Support. 6 Complete the form, and then click Submit Request. 	<p>E-mail support varies by country or region, and may not be available in some instances.</p> <p>Visit our Web site at www.lexmark.com. Select a country or region, and then select the Customer Support link.</p> <p>Note: For additional information about contacting Lexmark, see the printed warranty that shipped with your printer.</p>

Limited Warranty

Description	Where to find (US)	Where to find (rest of world)
Limited Warranty Information Lexmark International, Inc. furnishes a limited warranty that this printer will be free of defects in materials and workmanship for a period of 12 months after the original date of purchase.	To view the limitations and conditions of this limited warranty, see the Statement of Limited Warranty included with this printer, or set forth at www.lexmark.com . 1 Click CUSTOMER SUPPORT . 2 Click Warranty Information . 3 From the Statement of Limited Warranty section, click Inkjet & All-In-One Printers . 4 Scroll through the Web page to view the warranty.	Warranty information varies by country or region. See the printed warranty that shipped with your printer.

Record the following information (located on the store receipt and the back of the printer), and have it ready when you contact us so that we may serve you faster:

- Machine Type number
- Serial number
- Date purchased
- Store where purchased

Using the control panel menus

Using the View and Select menu

- 1 Insert a memory card or flash drive. For more information, see “Inserting a memory card” or “Inserting a flash drive” in the “Connecting photo storage devices” chapter of the *User's Guide* on the CD.
- 2 Press ◀ or ▶ repeatedly until **View and Select** appears on the display.
- 3 Press .
- 4 Follow the instructions on the display.

From here	You can
View and Select	<ul style="list-style-type: none"> • Select one or more photos for viewing and/or printing. • Select the number of copies to print. Press  to go to the Print Preview screen.
Print Preview	See a preview of the photo/s to be printed. You can also press  to adjust the print settings, including paper size, photo size, layout, print quality, paper type, and passport photo print settings.

Using the Print Photos menu

This menu lets you select a group of photos for printing.

- 1 Insert a memory card or flash drive. For more information, see “Inserting a memory card” or “Inserting a flash drive” in the “Connecting photo storage devices” chapter of the *User's Guide* on the CD.
- 2 Press ◀ or ▶ repeatedly until **Print Photos** appears on the display.
- 3 Press .

From here	You can
Print Camera Selections	Print Digital Print Order Format (DPOF) selections. This option appears only when there is a valid DPOF file on your memory card.
Print All N Photos	Print all the photos on a memory device. N is the total number of images that will be printed. You can select: <ul style="list-style-type: none">• Photo/s on Paper to view available paper sizes.• Index Print to print an index page of photos.• Copies Per Photo to select the number of copies to print per photo.• Other Print Settings to choose a paper size, photo size, layout, print quality, and paper type.
Print Photos by Date	Print photos taken within certain dates.
Print Photo Range	Select the first and last photos in a range to be printed.

Using the Transfer menu

You can transfer photos from a memory card to a flash drive or a computer (if the printer is attached to a computer). The photos on the memory card are retained.

- 1 Insert a memory card. For more information, see “Inserting a memory card” in the “Connecting photo storage devices” chapter of the *User's Guide* on the CD.
- 2 Press ◀ or ▶ repeatedly until **Transfer** appears on the display.
- 3 Press .
- 4 If you want to transfer photos to a USB flash drive, insert the drive.
- 5 Press ▲ or ▼ to select either **USB Flash Drive** or **Computer** (if the printer is attached to a computer).
- 6 Press .
- 7 Follow the instructions on the printer display.

Using the Slideshow menu

The Slideshow menu lets you view the images stored on a memory card or flash drive.

- 1 Insert a memory card or flash drive. For more information, see “Inserting a memory card” or “Inserting a flash drive” in the “Connecting photo storage devices” chapter of the *User's Guide* on the CD.
- 2 Press ◀ or ▶ repeatedly until **Slideshow** appears on the display.
- 3 Press .

- 4 Press  to continue. Each photo is displayed for a few seconds.
- 5 If you want to move to the previous or next photo manually, press  or .
- 6 Use any of the following buttons:
 - Press  to select a photo or photos to print after the slideshow.
 - Press  to pause the slideshow. Press  again to stop the slideshow.
 - Press  to rotate the photo on the display.

When the slideshow is stopped, the photo or photos you selected for printing during the slideshow are displayed by pressing .

Using the Tools menu

- 1 Press  or  repeatedly until **Tools** appears on the display.
- 2 Press .

From here	You can
Device Defaults	Select: <ul style="list-style-type: none"> • Language to change the language setting. • Country to set the default blank paper size and date format being used in your location. • Power Save to set the length of time before the printer, if left unused, enters a low power state. During Power Save, the display and backlight will be turned off. Press any button to restore power to the printer.
Print Settings	Select a paper size, photo size, layout, print quality, and paper type.
Maintenance	Select: <ul style="list-style-type: none"> • View Ink Level to view a graphic representing the ink level in the print cartridge. • Clean Cartridge to clean the print cartridge nozzles. • Align Cartridge to align the cartridge. • Print Test Page to print a test page. • Reset Defaults to reset default settings to factory settings.
Bluetooth	Select: <ul style="list-style-type: none"> • Bluetooth Enable to enable or disable Bluetooth communication. • Discovery Mode to turn the Discovery mode on or off. • Device Name to view the Device Name and the Universally Administered Address (UAA) number automatically assigned to your Bluetooth-enabled device. • Device Address to view the 48-bit address of your Bluetooth-enabled device.
Customize	Select: <ul style="list-style-type: none"> • Screen Saver to turn the screen saver function on after 30 seconds, on after one minute, or off. • Replace Screen Saver Photos to select up to four photos to use as screen savers. • Hinting to turn hints on or off. Hints are messages on the control panel display that give more information on the current selection.

Using the Photo Edit Mode menu

When you are viewing a photo, press  to access the Photo Edit Mode menu.

From here	You can
Brightness	Adjust the brightness of a photo.
Crop	Crop a photo.
Auto Enhance	Enhance a photo automatically.
Red Eye Reduction	Reduce the red-eye effect caused by light reflection.
Colorized Effect	Select whether to print a photo in Black & White, Sepia, Antique Brown, or Antique Gray.
Rotate	Rotate a photo in 90-degree increments clockwise or counterclockwise.
Frames	Select a style and color to frame a photo.

Using the PictBridge menu

The PictBridge default settings menu allows the selection of printer settings if no selections were specified on your digital camera beforehand. To make camera selections, see the camera documentation.

- 1 Connect a PictBridge-enabled digital camera.
- 2 Press  to access the PictBridge menu.
- 3 Press  or  to navigate through the following options:

From here	You can
Paper Size	Select a paper size.
Photo Size	Select a photo size.
Layout	Select a photo layout.
Print Quality	Select a print quality.
Paper Type	Select a paper type.

- 4 Press  or  to make a selection.
- 5 Press  to print.

Setup troubleshooting

Incorrect language appears on the display

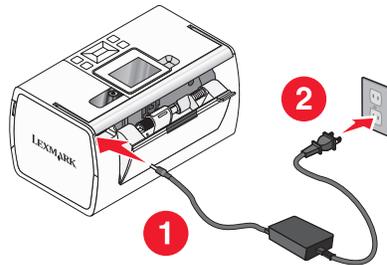
- 1 Press  to turn the printer off.
- 2 Press  to turn the printer back on.
- 3 Press .
- 4 Press .
- 5 Press  to continue.

- 6 Press ◀ or ▶ repeatedly until the language you want appears on the display.
- 7 Press  to save your selection.

Power button is not lit

Make sure you have disconnected the power supply cord from the printer and then from the wall outlet.

- 1 Plug the cord all the way into the power supply port on the printer.
- 2 Plug the cord into an electrical outlet that other electrical devices have been using.



- 3 If the  light is not on, press .

Software does not install

The following operating systems are supported:

- Windows 2000
- Windows XP
- Windows Vista
- Mac OS X version 10.3 or later

SOLUTION 1

- 1 Close all open software applications.
- 2 Disable any anti-virus programs.
- 3 Remove the printer software CD from the CD-ROM drive.
- 4 Restart the computer.
- 5 When the desktop appears, reinsert the printer software CD. The CD icon is created on the desktop.
- 6 Follow the instructions on the computer screen to install the software.

SOLUTION 2

- 1 Remove the printer software CD.
- 2 Restart the computer.
- 3 When the desktop appears, cancel all Found New Hardware windows.
- 4 Reinsert the printer software CD.
- 5 Follow the instructions on the computer screen.

SOLUTION 3

- 1 Check the USB cable for any obvious damage.
- 2 Firmly plug the square end of the USB cable into the back of the printer.
- 3 Firmly plug the rectangular end of the USB cable into the USB port of the computer.
The USB port is marked with the  USB symbol.

SOLUTION 4

- 1 Disconnect the USB cable from any other device, such as a USB hub or switch box.
- 2 Directly connect the cable to the printer and the computer.

Photo does not print

SOLUTION 1

If an error message is displayed, see “Error messages” in the “Troubleshooting” chapter of the *User's Guide* on the CD.

SOLUTION 2

If the  light is not on, see “Power button is not lit” on page 10.

SOLUTION 3

Remove and then load paper. For more information, see “Loading paper” in the “Loading paper” chapter of the *User's Guide* on the CD.

SOLUTION 4

Check the ink level, and install a new print cartridge if necessary. For more information, see “Installing the print cartridge” in the “Maintaining the printer” chapter of the *User's Guide* on the CD.

SOLUTION 5

If the printer is connected to the computer through another device:

- 1 Disconnect the USB cable from any other device, such as a USB hub or switch box.
- 2 Directly connect the cable to the printer and the computer.

SOLUTION 6

- 1 Press  to turn the printer off.
- 2 Disconnect the power supply cord from the wall outlet.
- 3 Disconnect the other end of the power supply cord from the printer.
- 4 Reconnect the power supply cord to the printer.

- 5 Plug the power supply cord into the wall outlet.
- 6 Press  to turn the printer back on.

Cannot print from digital camera using PictBridge

SOLUTION 1

Enable PictBridge printing on the camera by selecting the correct USB mode. For more information, see the digital camera documentation.

SOLUTION 2

- 1 Disconnect the camera.
- 2 Connect a PictBridge-enabled digital camera to the PictBridge port. See the digital camera documentation to determine whether it is PictBridge-enabled.

SOLUTION 3

Use only the USB cable that came with the camera.

SOLUTION 4

Remove the memory card or the flash drive from the printer.

Removing and reinstalling the software

If the printer is not functioning properly, or if a communications error message appears when you try to use the printer, you may need to remove and reinstall the printer software.

- 1 Click **Start** → **Programs** or **All Programs** → **Lexmark 350 Series**.
- 2 Select **Uninstall**.
- 3 Follow the instructions on the computer screen to remove the printer software.
- 4 Restart the computer before reinstalling the printer software.
- 5 Click **Cancel** on all New Hardware Found screens.
- 6 Insert the CD, and then follow the instructions on the computer screen to reinstall the software.