



## 5000 Series User's Guide



May 2007

[www.lexmark.com](http://www.lexmark.com)

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## 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 a properly grounded electrical outlet that is near the product and easily accessible.

 **CAUTION:** Do not 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 the power cord is misused, a risk of fire or electrical shock results. Inspect the power cord regularly for signs of misuse. 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.

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:** 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 power supply cord or telephone, during a lightning storm.

 **CAUTION:** The receiver earpiece may attract pins, staples, or other metallic objects. Do not place the receiver near such objects, and check the receiver before using it.

**SAVE THESE INSTRUCTIONS.**

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# Finding more information

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## Finding information about the printer

### *Quick Setup sheet*

Description	Where to find
The <i>Quick 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 <a href="http://www.lexmark.com">www.lexmark.com</a> .

### *User's Guide*

Description	Where to find
<p>The <i>User's Guide</i> gives you instructions for setting up hardware and software (on Windows operating systems) and some basic instructions for using the printer.</p> <p><b>Note:</b> If your printer supports Macintosh operating systems, see the Mac Help:</p> <ol style="list-style-type: none"><li>1 From the Finder desktop, double-click the <b>Lexmark 5000 Series</b> folder.</li><li>2 Double-click the printer <b>Help</b> icon.</li></ol>	You can find this document in the printer box or on the Lexmark Web site at <a href="http://www.lexmark.com">www.lexmark.com</a> .

## User's Guide: Comprehensive Version

Description	Where to find
<p>The <i>User's Guide: Comprehensive Version</i> gives you instructions for using the printer and other information such as:</p> <ul style="list-style-type: none"> <li>• Using the software (on Windows operating systems)</li> <li>• Loading paper</li> <li>• Printing</li> <li>• Working with photos</li> <li>• Scanning (if supported by your printer)</li> <li>• Making copies (if supported by your printer)</li> <li>• Faxing (if supported by your printer)</li> <li>• Maintaining the printer</li> <li>• Connecting the printer to a network (if supported by your printer)</li> <li>• Troubleshooting problems with printing, copying, scanning, faxing, paper jams, and misfeeds</li> </ul> <p><b>Note:</b> If your printer supports Macintosh operating systems, see the Mac Help:</p> <ol style="list-style-type: none"> <li>1 From the Finder desktop, double-click the <b>Lexmark 5000 Series</b> folder.</li> <li>2 Double-click the printer <b>Help</b> icon.</li> </ol>	<p>When you install the printer software, the <i>User's Guide: Comprehensive Version</i> will be installed.</p> <ol style="list-style-type: none"> <li>1 Do one of the following: <ul style="list-style-type: none"> <li>• In Windows Vista, click .</li> <li>• In Windows XP and earlier, click <b>Start</b>.</li> </ul> </li> <li>2 Click <b>Programs</b> or <b>All Programs</b> → <b>Lexmark 5000 Series</b>.</li> <li>3 Click <b>User's Guide</b>.</li> </ol> <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"> <li>1 Insert the CD. The installation screen appears. <b>Note:</b> If necessary, click  → <b>All Programs</b> → <b>Run</b>. In Windows XP and earlier versions, click <b>Start</b> → <b>Run</b>, and then type <b>D:\setup</b>, where <b>D</b> is the letter of your CD-ROM drive.</li> <li>2 Click <b>Documentation</b>.</li> <li>3 Click <b>View User's Guide (including Setup Troubleshooting)</b>.</li> <li>4 Click <b>Yes</b>. An icon of the <i>User's Guide</i> appears on your desktop, and the <i>User's Guide: Comprehensive Version</i> appears on the screen.</li> </ol> <p>You can also find this document on the Lexmark Web site at <b>www.lexmark.com</b>.</p>

## Lexmark Solution Center

Description	Where to find
<p>The Lexmark Solution Center software is included on your CD. It installs with the other software, if your printer connects to a computer.</p>	<p>To access the Lexmark Solution Center:</p> <ol style="list-style-type: none"> <li>1 Do one of the following: <ul style="list-style-type: none"> <li>• In Windows Vista, click .</li> <li>• In Windows XP and earlier, click <b>Start</b>.</li> </ul> </li> <li>2 Click <b>Programs</b> or <b>All Programs</b> → <b>Lexmark 5000 Series</b>.</li> <li>3 Select <b>Lexmark Solution Center</b>.</li> </ol>

## Customer support

Description	Where to find (North America)	Where to find (rest of world)
<b>Telephone support</b>	<p>Call us at</p> <ul style="list-style-type: none"> <li>• US: 1-800-332-4120 Monday–Friday (8:00 AM–11:00 PM ET) Saturday (Noon–6:00 PM ET)</li> <li>• Canada: 1-800-539-6275 <i>English</i> Monday–Friday (8:00 AM–11:00 PM ET) Saturday (Noon–6:00 PM ET) <i>French</i> Monday–Friday (9:00 AM–7:00 PM ET)</li> <li>• Mexico: 01-800-253-9627 Monday–Friday (8:00 AM–8:00 PM ET)</li> </ul> <p><b>Note:</b> 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 <a href="http://www.lexmark.com">www.lexmark.com</a>. Select a country or region, and then select the Customer Support link.</p> <p><b>Note:</b> For additional information about contacting Lexmark, see the printed warranty that shipped with your printer.</p>
<b>E-mail support</b>	<p>For e-mail support, visit our Web site: <a href="http://www.lexmark.com">www.lexmark.com</a>.</p> <ol style="list-style-type: none"> <li>1 Click <b>CUSTOMER SUPPORT</b>.</li> <li>2 Click <b>Technical Support</b>.</li> <li>3 Select your printer family.</li> <li>4 Select your printer model.</li> <li>5 From the Support Tools section, click <b>e-Mail Support</b>.</li> <li>6 Complete the form, and then click <b>Submit Request</b>.</li> </ol>	<p>E-mail support varies by country or region, and may not be available in some instances.</p> <p>Visit our Web site at <a href="http://www.lexmark.com">www.lexmark.com</a>. Select a country or region, and then select the Customer Support link.</p> <p><b>Note:</b> 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)
<p>Limited Warranty Information</p> <p>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.</p>	<p>To view the limitations and conditions of this limited warranty, see the Statement of Limited Warranty included with this printer, or set forth at <a href="http://www.lexmark.com">www.lexmark.com</a>.</p> <ol style="list-style-type: none"> <li>1 Click <b>CUSTOMER SUPPORT</b>.</li> <li>2 Click <b>Warranty Information</b>.</li> <li>3 From the Statement of Limited Warranty section, click <b>Inkjet &amp; All-In-One Printers</b>.</li> <li>4 Scroll through the Web page to view the warranty.</li> </ol>	<p>Warranty information varies by country or region. See the printed warranty that shipped with your printer.</p>

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

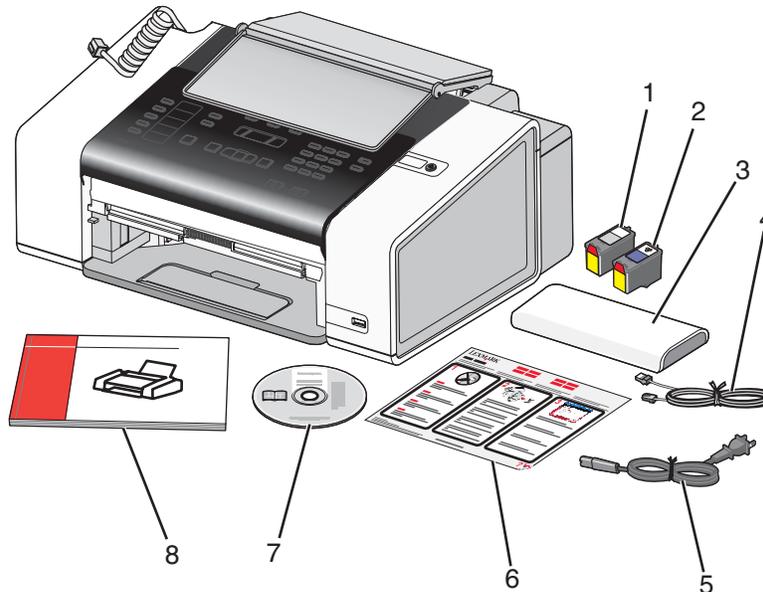
## Operating system notice

All features and functions are operating system-dependent. For complete descriptions:

- **Windows users**—See the *User's Guide*.
- **Macintosh users**—If your product supports Macintosh, see the Mac Help installed with the printer software.

# Setting up the printer

## Checking the box contents

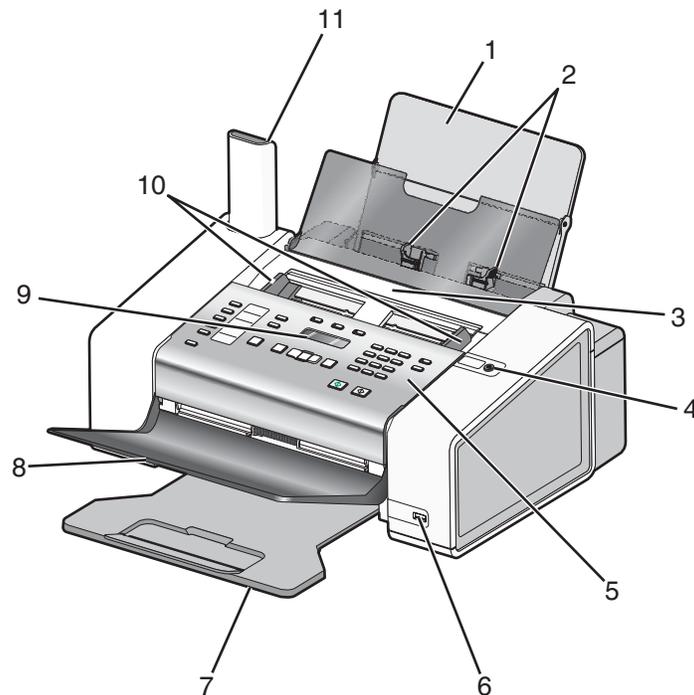


	Name	Description
1	Black print cartridge	Cartridges to be installed into the printer.
2	Color print cartridge	<b>Note:</b> Cartridge combinations vary depending on the product purchased.
3	Telephone handset	<ul style="list-style-type: none"> <li>• Answer incoming telephone calls and talk to someone on the phone</li> <li>• Listen for fax tones when sending a fax</li> </ul> <b>Note:</b> Plug the coiled cord in the back of the printer into the base of the telephone handset.
4	Telephone cord	Use for faxing. For more information about connecting this cord, see “Choosing fax connection.” <b>Note:</b> Your telephone cord may look different from the one shown.
5	Power cord	Attaches to the power supply port located at the back of the printer. <b>Note:</b> Your power cord may look different from the one shown.
6	Setup sheet	Instructions on setting up printer hardware and software, and information on setup troubleshooting.
7	Installation software CD	<ul style="list-style-type: none"> <li>• Installation software for the printer</li> <li>• <i>User's Guide</i> in electronic format</li> <li>• <i>Mac Help</i></li> </ul>

	Name	Description
8	<i>User's Guide, Getting Started, or Setup Solutions</i>	Printed booklet that serves as a guide. <b>Note:</b> The <i>User's Guide</i> can be found on the installation software CD that shipped with the printer.

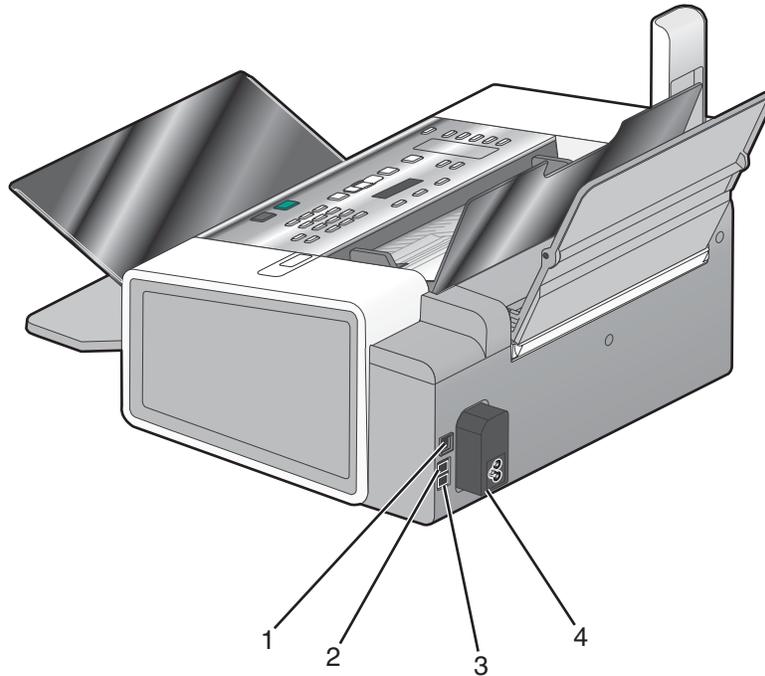
**Note:** A USB cable may or may not be included.

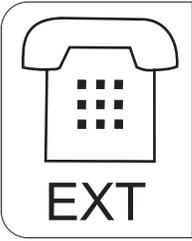
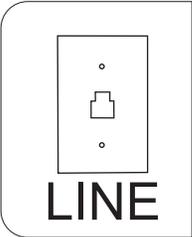
## Understanding the parts of the printer

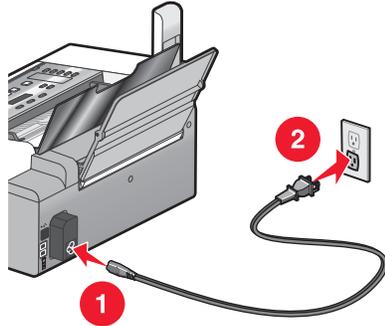


	Use the	To
1	Paper support	Load paper.
2	Paper guides	Keep paper straight when loading.
3	Automatic Document Feeder (ADF)	Fax, copy, or scan one or more pages. <b>Note:</b> Do not load postcards, photos, small items, or thin media (such as magazine clippings) into the ADF.
4	⏻	<ul style="list-style-type: none"> <li>• Turn the printer on and off.</li> <li>• Stop the print, copy, scan, or fax process.</li> </ul>
5	Control panel	Operate the printer.
6	PictBridge port	Connect a PictBridge-enabled digital camera.
7	Paper exit tray	Hold paper as it exits.
8	Automatic Document Feeder (ADF) exit tray	Pick up your original document after it has gone through the ADF.
9	Display	View menus, settings options, printer status, and messages.

	Use the	To
10	Automatic Document Feeder (ADF) paper guides	Keep paper straight when feeding into the ADF.
11	Telephone handset	<ul style="list-style-type: none"> <li>• Answer incoming telephone calls and talk to someone on the phone.</li> <li>• Listen for fax tones when sending a fax.</li> </ul>



	Use the	To
1	USB port	Connect the printer to a computer using a USB cable.
2	EXT port 	Connect additional devices, such as a data/fax modem, telephone, or answering machine to the printer. <b>Notes:</b> <ul style="list-style-type: none"> <li>• Remove the plug to access the port.</li> <li>• This connection method may not be applicable in all countries or regions.</li> </ul>
3	LINE port 	Connect the printer to an active telephone line to send and receive faxes. The printer must be connected to this telephone line to receive incoming fax calls. <b>Note:</b> Do not connect additional devices to the LINE port, and do not connect a DSL (digital subscriber line), ISDN (integrated services digital network), or cable modem to the printer.

	Use the	To
4	Power supply with port	Connect the printer to a power source. 

## Getting the printer ready to fax

**CAUTION:** 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 power supply cord or telephone, during a lightning storm.

### Choosing a fax connection

You can connect the printer with equipment such as a telephone, an answering machine, or a computer modem. If problems occur, see the topics listed under “Setup troubleshooting” in the “Troubleshooting” chapter.

#### Notes:

- The printer is an analog device that works best when directly connected to the wall jack.
- Other devices (such as a telephone or answering machine) can be successfully attached to pass through the printer, as described in the setup steps.
- If you want a digital connection such as ISDN, DSL, or ADSL, a third-party device (such as a DSL filter) is required. For more information, see “Using a digital phone service” on page 25.

You do *not* need to attach the printer to a computer, but you *do* need to connect it to a telephone line to send and receive faxes.

You can connect the printer to other equipment. See the following table to determine the best way to set up the printer.

Equipment	Benefits	See this section
<ul style="list-style-type: none"> <li>• The printer</li> <li>• A telephone cord</li> <li>• A telephone wall jack</li> </ul>	<ul style="list-style-type: none"> <li>• Use the fax line as a normal telephone line.</li> <li>• Send and receive faxes without using a computer.</li> </ul>	For more information, see “Connecting directly to a telephone wall jack” on page 20.
<ul style="list-style-type: none"> <li>• The printer</li> <li>• An answering machine</li> <li>• Two telephone cords</li> <li>• A telephone wall jack</li> </ul>	<ul style="list-style-type: none"> <li>• Use the fax line as a normal telephone line.</li> <li>• Send and receive faxes without using a computer.</li> <li>• Receive incoming voice messages.</li> </ul>	For more information, see “Connecting to an answering machine” on page 22.

Equipment	Benefits	See this section
<ul style="list-style-type: none"> <li>• The printer</li> <li>• A computer modem</li> <li>• Two telephone cords</li> <li>• A telephone wall jack</li> </ul>	<ul style="list-style-type: none"> <li>• Use the fax line as a normal telephone line.</li> <li>• Send and receive faxes without using a computer.</li> <li>• Send faxes using the computer.</li> </ul>	<p>For more information, see “Connecting to a computer with a modem” on page 23.</p>

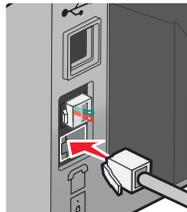
## Using an RJ11 adapter

### Country/region

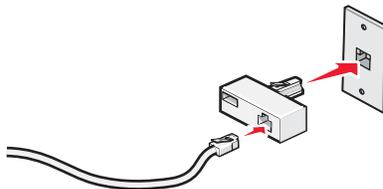
- |   |  |
|---|--|
| <ul style="list-style-type: none"> <li>• United Kingdom</li> <li>• Ireland</li> <li>• Finland</li> <li>• Norway</li> <li>• Denmark</li> </ul> | <ul style="list-style-type: none"> <li>• Italy</li> <li>• Sweden</li> <li>• Netherlands</li> <li>• France</li> <li>• Portugal</li> </ul> |
|---|--|

To connect your printer to an answering machine or other telecommunications equipment, use the telephone line adapter included in the box with the printer.

- 1 Connect one end of the telephone cord into the Line port  of the printer.

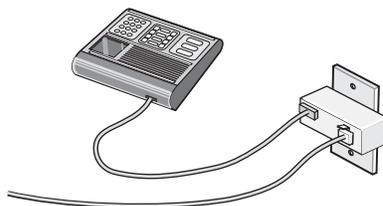


- 2 Connect the adapter to the telephone line that came with the printer.



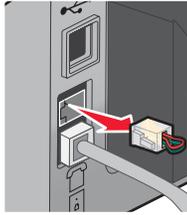
**Note:** The UK adapter is shown. Your adapter may look different, but it will fit the telephone outlet used in your location.

- 3 Connect the telephone line of your chosen telecommunications equipment to the left outlet of the adapter.

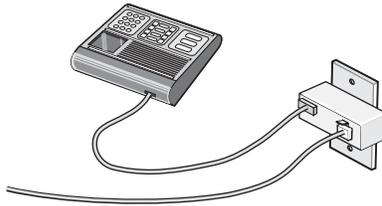


If your telecommunications equipment uses a US-style (RJ11) telephone line, follow these steps to connect the equipment:

- 1 Remove the plug from the EXT port on the back of the printer.



**Note:** Once this plug is removed, any country- or region-specific equipment you connect to the printer by the adapter, as shown, will not function properly.



- 2 Connect your telecommunications equipment directly to the EXT port on the back of the printer.



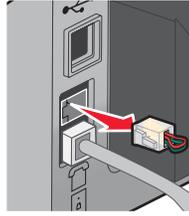
**Warning:** Do not touch cables or the printer in the area shown while actively sending or receiving a fax.

### Country/region

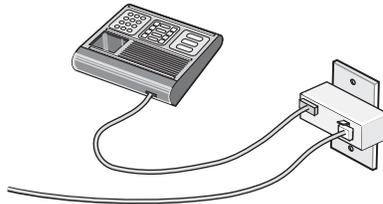
- Saudi Arabia
- United Arab Emirates
- Egypt
- Bulgaria
- Czech Republic
- Belgium
- Australia
- South Africa
- Greece
- Israel
- Hungary
- Poland
- Romania
- Russia
- Slovenia
- Spain
- Turkey

To connect an answering machine or other telecommunications equipment to the printer:

- 1 Remove the plug from the back of the printer.



**Note:** Once this plug is removed, any country- or region-specific equipment that you connect to the printer by the adapter, as shown, will not function properly.



- 2 Connect your telecommunications equipment directly to the EXT port on the back of the printer.



**Warning:** Do not touch cables or the printer in the area shown while actively sending or receiving a fax.

### Country/region

- Germany
- Austria
- Switzerland

There is a plug installed in the EXT port of the printer. This plug is necessary for the proper functioning of the printer.

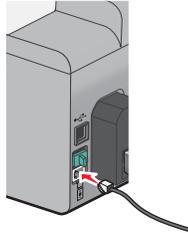


**Note:** Do not remove the plug. If you remove it, other telecommunications devices in your home (such as telephones or answering machines) may not work.

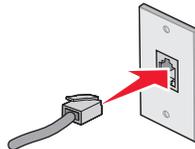
### ***Connecting directly to a telephone wall jack***

Connect the printer directly to a telephone wall jack to make copies or to send and receive faxes without using a computer.

- 1 Make sure you have a telephone cord and a telephone wall jack.
- 2 Connect one end of the telephone cord into the LINE port  of the printer.



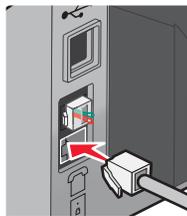
- 3 Connect the other end of the telephone cord into an active telephone wall jack.



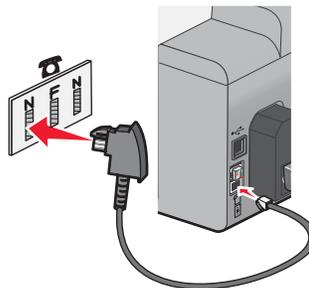
### ***Connecting directly to a telephone wall jack in Germany***

Connect the printer directly to a telephone wall jack to send and receive faxes without using a computer.

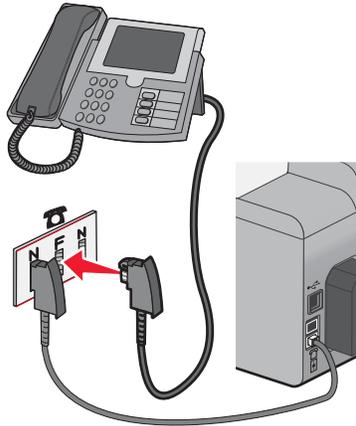
- 1 Make sure you have a telephone cord (provided with the product) and a telephone wall jack.
- 2 Connect one end of the telephone cord into the LINE port  of the printer.



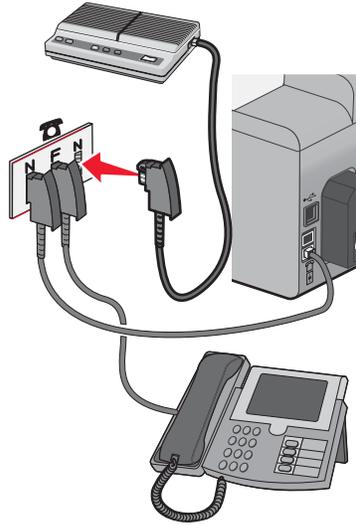
- 3 Connect the other end of the telephone cord into the N slot of an active telephone wall jack.



- 4 If you would like to use the same line for both fax and telephone communication, connect a second telephone line (not provided) between the telephone and the F slot of an active telephone wall jack.



- 5 If you would like to use the same line for recording messages on your answering machine, connect a second telephone line (not provided) between the answering machine and the other N slot of the telephone wall jack.



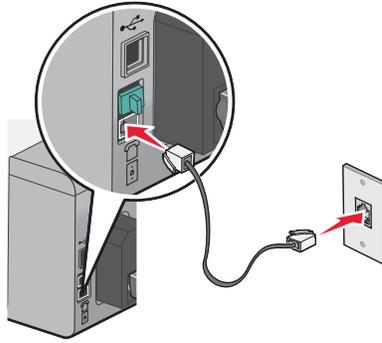
## ***Connecting to a telephone***

Connect a telephone to the printer to use the fax line as a normal telephone line. Then set up the printer wherever your telephone is located to make copies or to send and receive faxes without using a computer.

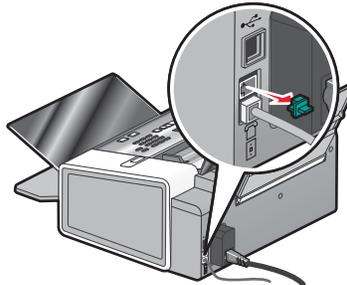
**Note:** Setup steps may vary depending on your country or region. For more information on connecting the printer to telecommunications equipment, see the related topic, "Using an RJ11 adapter."

- 1 Make sure you have the following:
- A telephone
  - Two telephone cords
  - A telephone wall jack

2 Connect one telephone cord to the LINE port  of the printer, and then plug it into an active telephone wall jack.



3 Remove the protective plug from the EXT port  of the printer.



4 Connect the other telephone cord to a telephone, and then plug it into the EXT port  of the printer.



## ***Connecting to an answering machine***

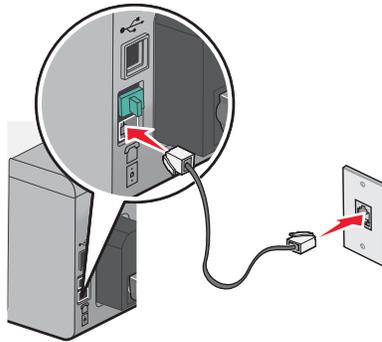
Connect an answering machine to the printer to receive both incoming voice messages and faxes.

**Note:** Setup steps may vary depending on your country or region. For more information on connecting the printer to telecommunications equipment, see the related topic, “Using an RJ11 adapter.”

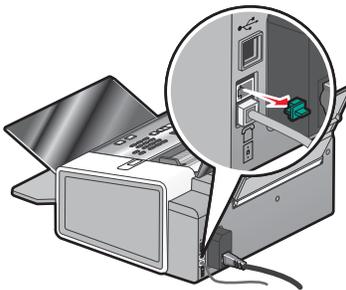
1 Make sure you have the following:

- A telephone
- An answering machine
- Three telephone cords
- A telephone wall jack

2 Connect one telephone cord into the LINE port  of the printer, and then plug it into an active telephone wall jack.



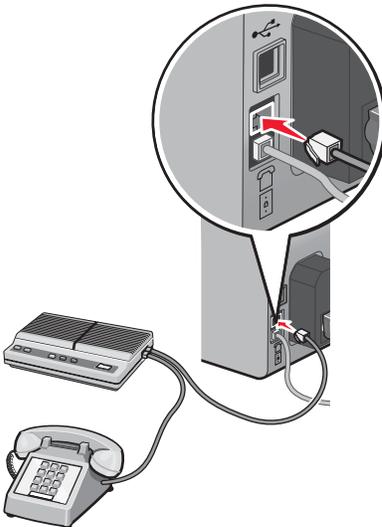
3 Remove the protective plug from the EXT port  of the printer.



4 Connect a second telephone cord from the telephone to the answering machine.



5 Connect a third telephone cord from the answering machine to the EXT port  of the printer.



### ***Connecting to a computer with a modem***

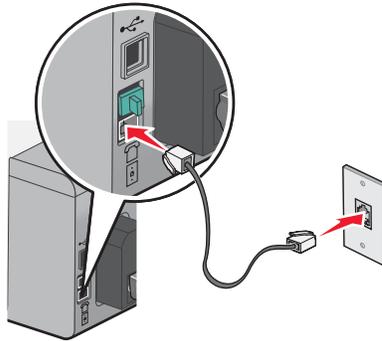
Connect the printer to a computer with a modem to send faxes from the software application.

**Note:** Setup steps may vary depending on your country or region. For more information on connecting the printer to telecommunications equipment, see the related topic, “Using an RJ11 adapter.”

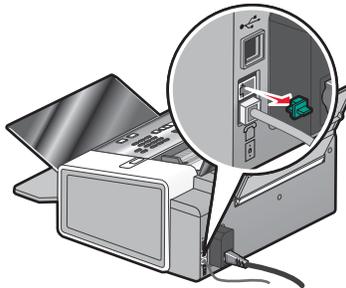
1 Make sure you have the following:

- A telephone
- A computer with a modem
- Two telephone cords
- A telephone wall jack

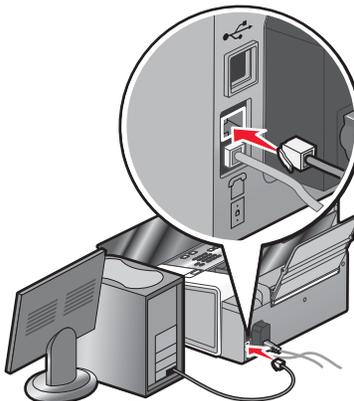
2 Connect a telephone cord into the LINE port  of the printer, and then plug it into an active telephone wall jack.



3 Remove the protective plug from the EXT port  of the printer.



4 Connect a second telephone cord from the computer modem to the EXT port  of the printer.



## Using a digital phone service

The fax modem is an analog device. Certain devices can be connected to the printer so that digital telephone services can be used.

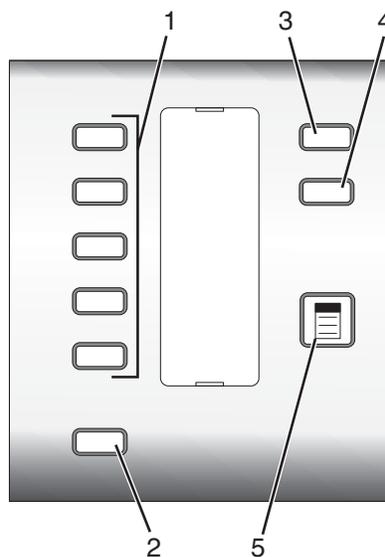
- If you are using an ISDN telephone service, connect the printer to an analog telephone port (an R-interface port) on an ISDN terminal adapter. For more information and to request an R-interface port, contact your ISDN provider.
- If you are using DSL, connect to a DSL filter or router that will support analog use. For more information, contact your DSL provider.
- If you are using a PBX telephone service, make sure you are connecting to an analog connection on the PBX. If none exists, consider installing an analog telephone line for the fax machine. For more information on faxing when using a PBX telephone service, see the related topic, “Setting up to fax while behind a PBX.”

## Understanding the control panel

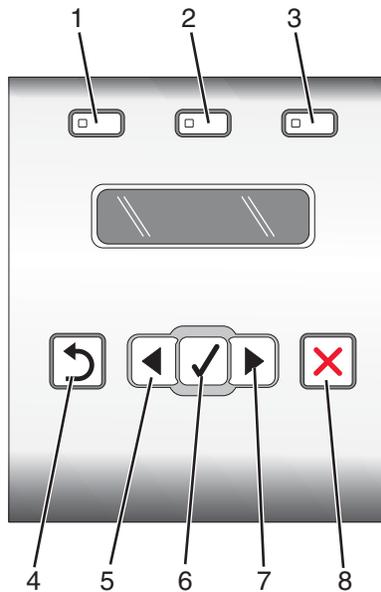
### Using the control panel

The display shows:

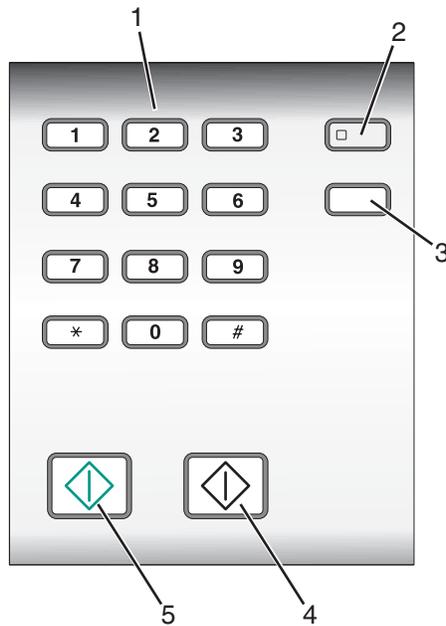
- Printer status
- Messages
- Menus
- Setting options



	Press	To
1	Quick Dial buttons	Access any of the first five programmed Speed Dial numbers.
2	Phonebook	Access any of the programmed Speed Dial numbers (1–89) or Group Dial numbers (90–99).
3	Settings	Access menus for maintenance functions, paper size and type, printer setup, and printer defaults.
4	Quality	Adjust the quality of a fax, copy, or scan.
5		Display the Fax, Copy, or Scan menu, depending on which mode is selected.



	Press	To
1	Fax Mode	Access the fax default screen and send faxes. <b>Note:</b> The mode is selected when the button light is on.
2	Copy Mode	Access the copy default screen and make copies. <b>Note:</b> The mode is selected when the button light is on.
3	Scan Mode	Access the scan default screen and scan documents. <b>Note:</b> The mode is selected when the button light is on.
4	↶	<ul style="list-style-type: none"> <li>Return to the previous screen.</li> <li>Delete a letter or number.</li> </ul>
5	◀	<ul style="list-style-type: none"> <li>Decrease a number.</li> <li>Delete a letter or number.</li> <li>Scroll through menus, submenus, or settings on the display.</li> </ul>
6	✓	<ul style="list-style-type: none"> <li>Select a menu or submenu item that appears on the display.</li> <li>Feed or eject paper if held for three seconds.</li> </ul>
7	▶	<ul style="list-style-type: none"> <li>Increase a number.</li> <li>Scroll through menus, submenus, or settings on the display.</li> </ul>
8	✗	<ul style="list-style-type: none"> <li>Cancel a fax, print, copy, or scan job in progress.</li> <li>Clear a fax number or end a fax transmission and return to the fax default screen.</li> <li>Exit a menu or submenu, and return to the default fax, copy, or scan screen.</li> <li>Clear current settings or error messages, and return to default settings.</li> </ul>



	Press	To
1	A keypad number or symbol	In Fax mode: <ul style="list-style-type: none"> <li>• Enter fax numbers.</li> <li>• Navigate an automated answering system.</li> <li>• Select letters when creating a Speed Dial list.</li> <li>• Type numbers to enter or edit the date and time shown on the display.</li> </ul> In Copy mode: Enter the number of copies or prints you want to make.
2	Auto Answer	Set the printer to answer all incoming calls when the button light is on. <b>Note:</b> For information on setting the number of rings before the printer will answer incoming calls, see “Receiving a fax automatically using the control panel” on page 42.
3	Redial / Pause	In Fax mode: <ul style="list-style-type: none"> <li>• Display the last number dialed. Press ◀ or ▶ to view the last five numbers dialed.</li> <li>• Insert a three-second pause in the number to be dialed to wait for an outside line or get through an automated answering system. Enter a pause only when you have already begun entering the number.</li> </ul>
4	Start Black	Start a black-and-white fax, copy, scan, or print job, depending on which mode is selected.
5	Start Color	Start a color fax, copy, or scan, or print job, depending on which mode is selected.

## Saving settings

In a setting menu, an \* appears next to the default setting. To change the setting:

- 1 From the control panel, press **Settings**, and then press ◀ or ▶ repeatedly until the setting you want appears, and then press ✓:
  - To save most settings. An \* appears next to the saved setting.
  - To select a temporary setting. An \* appears next to the selected setting. See the table below for a list of temporary settings.

**Note:** The printer reverts to the default setting after two minutes of inactivity or if the printer is turned off.

### Temporary settings

Copy Mode	<ul style="list-style-type: none"><li>• Copies</li><li>• Resize</li><li>• Lighter/Darker</li><li>• Quality</li><li>• Repeat Image</li><li>• N-Up</li><li>• Original Size</li><li>• Original Type</li></ul>
Scan Mode	<ul style="list-style-type: none"><li>• Quality</li><li>• Original Size</li></ul>
Fax Mode	<ul style="list-style-type: none"><li>• Quality</li><li>• Lighter/Darker</li></ul>

- 2 To change the timeout feature:
  - a Press **Settings**.
  - b Press ◀ or ▶ repeatedly until **Device Setup** appears, and then press ✓.
  - c Press ◀ or ▶ repeatedly until **Clear Settings Timeout** appears, and then press ✓.
  - d Press ◀ or ▶ repeatedly until **Never** appears, and then press ✓.
- 3 To change one or more temporary settings into new default settings:
  - a Press **Settings**.
  - b Press ◀ or ▶ repeatedly until **Defaults** appears, and then press ✓.
  - c Press ◀ or ▶ repeatedly until **Set Defaults** appears, and then press ✓.
  - d Press ◀ or ▶ repeatedly until **Use Current** appears, and then press ✓.

## Understanding the Settings menu

- 1 From the control panel, press **Settings**.
- 2 Press ◀ or ▶ repeatedly until the menu item you want appears.
- 3 Press ✓.
- 4 Press ◀ or ▶ repeatedly until the submenu item you want or the setting you want appears.

5 Press ✓.

**Note:** When you choose a value selection, an asterisk (\*) appears next to the selected setting.

6 To go into additional submenus and settings, repeat step 4 and step 5 as needed.

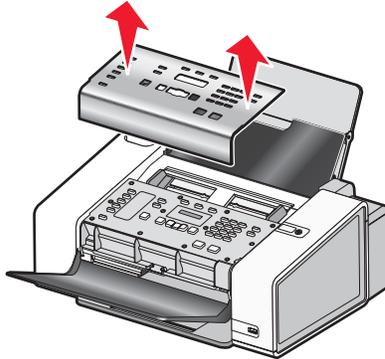
7 If necessary, press ↶ repeatedly to return to the previous menus and make other selections.

From here	You can
Maintenance	Select: <ul style="list-style-type: none"> <li>• <b>Ink Level</b> to view the ink level of the color cartridge. Press ◀ or ▶ to view the ink level of the black (or photo) cartridge.</li> <li>• <b>Clean Cartridges</b> to clean the print cartridge nozzles.</li> <li>• <b>Align Cartridges</b> to align the cartridge.</li> <li>• <b>Print Test Page</b> to print a test page.</li> </ul>
Paper Setup	Select the size and type of paper loaded.
Device Setup	Select: <ul style="list-style-type: none"> <li>• <b>Language</b> to change the language setting.</li> <li>• <b>Country</b> to set the default blank paper size, date format, number of Caller ID patterns, and region selection being used in your location.</li> <li>• <b>Date/Time</b> to set the date and time.</li> <li>• <b>Host Fax Settings</b> to choose whether to allow the fax software from the computer to make changes in your fax settings.</li> <li>• <b>Button Beep</b> to set the volume of the tone when a control panel button is pressed to either On or Off. On is the default.</li> <li>• <b>Caller ID Pattern</b> to choose from one of the following patterns available based on the country or region you selected during initial setup. If phones in your country use two detection patterns, call your telecommunications company to determine their subscribed pattern.               <ul style="list-style-type: none"> <li>– Pattern 1 (FSK)</li> <li>– Pattern 2 (DTMF)</li> </ul>               For more information, see “Using Caller ID from the control panel” on page 43.             </li> <li>• <b>Clear Settings Timeout</b> to change the timeout feature before the printer, if left unused, resets to the factory default settings. For more information, see “Saving settings” on page 28.</li> </ul>
Defaults	Select: <ul style="list-style-type: none"> <li>• <b>Photo Print Size</b> to choose the size of photo(s) to print.</li> <li>• <b>Set Defaults</b> to change default settings. For more information, see “Saving settings” on page 28.</li> </ul>

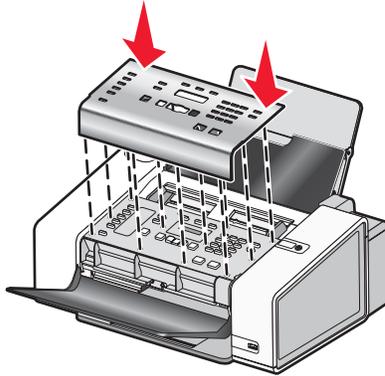
## ***Installing another language control panel***

These instructions apply only if you received one or more additional language control panels with the printer.

- 1 Lift and remove the control panel (if one is installed).



- 2 Choose the correct control panel for your language.
- 3 Align the clips on the control panel with the holes on the printer, and then press down.



## **Installing the printer software**

### ***Using the installation software CD (Windows users only)***

Using the CD that came with the printer:

- 1 Start Windows.
- 2 When the desktop appears, insert the software CD.  
The software installation screen appears.
- 3 Click **Install**.

### ***Using the installation software CD (Macintosh users only)***

- 1 Close all open software applications.
- 2 Insert the software CD.
- 3 From the Finder desktop, double-click the printer CD icon that automatically appears.

- 4 Double-click the **Install** 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 home page, navigate through the menu selection, and then click **Drivers & Downloads**.
- 3 Choose the printer and the printer driver for your operating system.
- 4 Follow the instructions on the computer screen to download the driver and install the printer software.

## Understanding the printer software

Using the software that installed with your printer, you can edit photos, send faxes, maintain your printer, and do many other tasks. The following is an overview of features of the Productivity Studio and the Solution Center.

To open the Productivity Studio Welcome Screen, use one of these methods:

Method 1	Method 2
From the desktop, double-click the <b>Productivity Studio</b> icon.	<ol style="list-style-type: none"> <li>1 Do one of the following: <ul style="list-style-type: none"> <li>• In Windows Vista, click .</li> <li>• In Windows XP and earlier, click <b>Start</b>.</li> </ul> </li> <li>2 Click <b>Programs</b> or <b>All Programs</b> → <b>Lexmark 5000 Series</b>.</li> <li>3 Select <b>Productivity Studio</b>.</li> </ol>

Click the **Productivity Studio** icon for the task you want to complete. Depending on the printer you have, some of the features of this software may not be applicable.

Click	To	Details
	Scan	<ul style="list-style-type: none"> <li>• Scan a photo or document.</li> <li>• Save, edit, or share a photo or document.</li> </ul>
	Copy	<ul style="list-style-type: none"> <li>• Copy a photo or document.</li> <li>• Reprint or enlarge a photo.</li> </ul>
	Fax	Send a photo or document as a fax.
	E-mail	Send a photo or document as an attachment to an e-mail message.

Click	To	Details
	Transfer Photos	Download photos from a memory card, flash drive, CD, or digital camera to the Library.
	Photo Greeting Cards	Make quality greeting cards from your photos.
	Photo Packages	Print multiple photos in various sizes.
	Poster	Print a photo as a multiple-page poster.

At the bottom left corner of the Welcome Screen, there are two Settings choices:

Click	To
Printer Status and Maintenance	<ul style="list-style-type: none"> <li>• Open the Solution Center.</li> <li>• Check ink levels.</li> <li>• Order print cartridges.</li> <li>• Find maintenance information.</li> <li>• Select other Solution Center tabs for more information, including how to change printer settings and troubleshooting.</li> </ul>
Fax History and Settings	Select printer fax settings for: <ul style="list-style-type: none"> <li>• Dialing and Sending</li> <li>• Ringing and Answering</li> <li>• Fax Printing/Reports</li> <li>• Speed Dial and Group Dial numbers</li> </ul>

The Solution Center is a complete guide to such printing features as printing photos, troubleshooting printing problems, installing print cartridges, and performing maintenance tasks. To open the Solution Center, use one of the following methods.

Method 1	Method 2
<ol style="list-style-type: none"> <li>1 From the desktop, double-click on the <b>Solution Center</b> icon.</li> <li>2 Click <b>Setup and diagnose printer</b>. The Solution Center appears with the Maintenance tab open.</li> </ol>	<ol style="list-style-type: none"> <li>1 Do one of the following: <ul style="list-style-type: none"> <li>• In Windows Vista, click .</li> <li>• In Windows XP and earlier, click <b>Start</b>.</li> </ul> </li> <li>2 Click <b>Programs</b> or <b>All Programs</b> → <b>Lexmark 5000 Series</b>.</li> <li>3 Select <b>Solution Center</b>.</li> </ol>

From here	You can:
How To 	<ul style="list-style-type: none"> <li>• Learn how to: <ul style="list-style-type: none"> <li>– Use basic features.</li> <li>– Print, scan, copy, and fax.</li> <li>– Print projects such as photos, envelopes, cards, banners, iron-on transfers, and transparencies.</li> </ul> </li> <li>• Find the electronic <i>User's Guide</i> for more information.</li> <li>• View ink levels and order new print cartridges.</li> </ul>
Troubleshooting 	<ul style="list-style-type: none"> <li>• Learn tips about the current status.</li> <li>• Solve printer problems.</li> <li>• View ink levels and order new print cartridges.</li> </ul>
Advanced 	<ul style="list-style-type: none"> <li>• Change the appearance of the Printing Status window.</li> <li>• Turn printing voice notification on or off.</li> <li>• Change network printing settings.</li> <li>• Share information with us regarding how you use the printer.</li> <li>• Obtain software version information.</li> <li>• View ink levels and order new print cartridges.</li> </ul>
Maintenance 	<ul style="list-style-type: none"> <li>• Install a new print cartridge. <b>Note:</b> Wait until scanning is complete before installing a new print cartridge.</li> <li>• Order new print cartridges.</li> <li>• Print a test page.</li> <li>• Clean print cartridges to fix horizontal streaks.</li> <li>• Align print cartridges to fix blurry edges.</li> <li>• View ink levels.</li> <li>• Troubleshoot other ink problems.</li> </ul>

## Turning printing voice notification on or off

The printer has a voice notification feature that tells you when printing starts and when it is completed.

To turn the voice notification on or off:

- 1 Do one of the following:
  - In Windows Vista, click .
  - In Windows XP and earlier, click **Start**.
- 2 Click **Programs** or **All Programs** → **Lexmark 5000 Series**.
- 3 Click **Solution Center**.
- 4 Click **Advanced**.
- 5 Click **Printing Status**.
- 6 Select or clear **Play voice notification for printing events**.
- 7 Click **OK**.

## Security Information

Third-party applications, including anti-virus, security, and firewall programs may alert you about the printer software being installed. For your printer to work properly, allow the printer software to run on your computer.

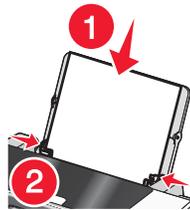
# Loading paper and original documents

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## Loading paper

- 1 Make sure:
  - You use paper designed for inkjet printers.
  - If you are using photo, glossy, or heavyweight matte paper, you load it with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
  - The paper is not used or damaged.
  - If you are using specialty paper, you follow the instructions that came with it.
  - You do not force paper into the printer.
- 2 Before loading paper the first time, slide the paper guides out toward the edges of the paper support. You can load up to:
  - 100 sheets of plain paper
  - 25 sheets of heavyweight matte paper
  - 25 sheets of photo paper
  - 25 sheets of glossy paper

**Note:** Photos require more drying time. Remove each photo as it exits, and allow it to dry to avoid ink smudging.
- 3 Load the paper vertically in the center of the paper support, and adjust the paper guides to rest against the edges of the paper.



**Note:** To avoid paper jams, make sure the paper does not buckle when you adjust the paper guides.

## Using the automatic paper type sensor

The printer is equipped with an automatic paper type sensing device. The Paper Type Sensor automatically detects the type of paper that has been loaded into the printer and adjusts the settings for you. For example, if you want to print a photo, load photo paper into the printer. The printer detects the type of paper and automatically adjusts the settings to give you optimum photo-printing results.

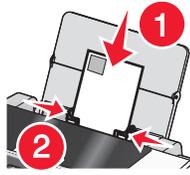
## Loading envelopes

You can load up to 10 envelopes at a time.

**Warning:** Do not use envelopes that have metal clasps, string ties, or metal folding bars.

- 1 Load envelopes in the center of the paper support with the stamp location in the upper left corner.
- 2 Make sure:
  - The print side of the envelopes faces you.
  - The envelopes are designed for use with inkjet printers.

- The paper guides rest against the edges of the envelopes.



#### Notes:

- Do not load envelopes with holes, perforations, cutouts, or deep embossing.
- Do not use envelopes that have exposed flap adhesive.
- Envelopes require more drying time. Remove each envelope as it exits, and allow it to dry to avoid ink smudging.

## Loading labels

You can load up to 25 sheets of labels at a time.

**1** Load labels with the print side facing you and the top of the sheet fed into the printer first.

**2** Make sure:

- The print side of the labels faces you.
- The top of the labels feeds into the printer first.
- The adhesive on the labels does not extend to within 1 mm of the edge of the labels.
- You use full label sheets. Partial sheets (with areas exposed by missing labels) may cause labels to peel off during printing, resulting in a paper jam.
- The labels are loaded in the center of the paper support.
- The paper guides rest against the edges of the labels.

**Note:** Labels require more drying time. Remove each sheet of labels as it exits, and allow it to dry to avoid ink smudging.

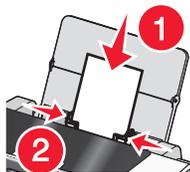
## Loading greeting cards, index cards, photo cards, and postcards

You can load up to 25 greeting cards, index cards, photo cards, or postcards at a time.

**1** Load cards with the print side facing you.

**2** Make sure:

- The cards are loaded in the center of the paper support.
- The paper guides rest against the edges of the cards.



**Note:** Photo cards require more drying time. Remove each photo card as it exits, and allow it to dry to avoid ink smudging.

## Loading transparencies

You can load up to 50 transparencies at a time.

- 1 Load transparencies with the rough side facing you. If the transparencies have a removable strip, each strip should face away from you and down toward the printer.
- 2 Make sure:
  - The transparencies are loaded in the center of the paper support.
  - The paper guides rest against the edges of the transparencies.

### Notes:

- Transparencies with paper backing sheets are not recommended.
- Transparencies require more drying time. Remove each transparency as it exits, and allow it to dry to avoid ink smudging.

## Loading iron-on transfers

You can load up to 10 iron-on transfers at once, but you will achieve best results loading them one at a time.

- 1 Load iron-on transfers with the print side of the transfer facing you.
- 2 Make sure:
  - You follow the loading instructions that came with the iron-on transfers.
  - The transfers are loaded in the center of the paper support.
  - The paper guides rest against the edges of the transfers.

## Loading custom-size paper

You can load up to 100 sheets of custom-size paper at a time.

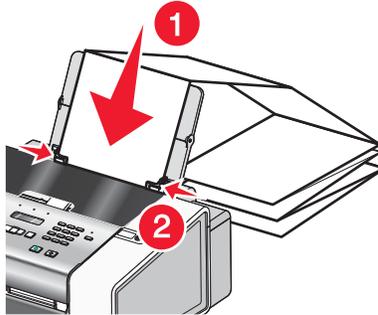
- 1 Load paper with the print side facing you.
- 2 Make sure:
  - The paper size fits within these dimensions:
    - Width:
      - 76.0–216.0 mm
      - 3.0–8.5 inches
    - Length:
      - 127.0–432.0 mm
      - 5.0–17.0 inches
  - The stack height does not exceed 10 mm.
  - The paper is loaded in the center of the paper support.
  - The paper guides rest against the edges of the paper.

## Loading banner paper

You can load up to 20 sheets of banner paper at a time.

- 1 Remove all paper from the paper support before loading the banner paper.
- 2 Tear off only the number of pages needed to print the banner.

- 3 Place the required stack of banner paper behind the printer.
- 4 Feed the leading edge of the banner paper into the printer first.
- 5 Make sure:
  - The paper is loaded in the center of the paper support.
  - The paper guides rest against the edges of the paper.



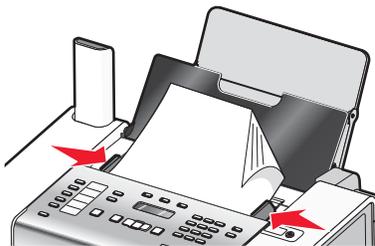
## Loading original documents into the Automatic Document Feeder (ADF)

You can load up to 30 sheets of an original document into the Automatic Document Feeder (ADF) for scanning, copying, and faxing.

- 1 Load an original document facedown into the ADF.



- 2 Adjust the paper guides on the ADF to rest against the edges of the paper.



### Automatic Document Feeder (ADF) paper capacity

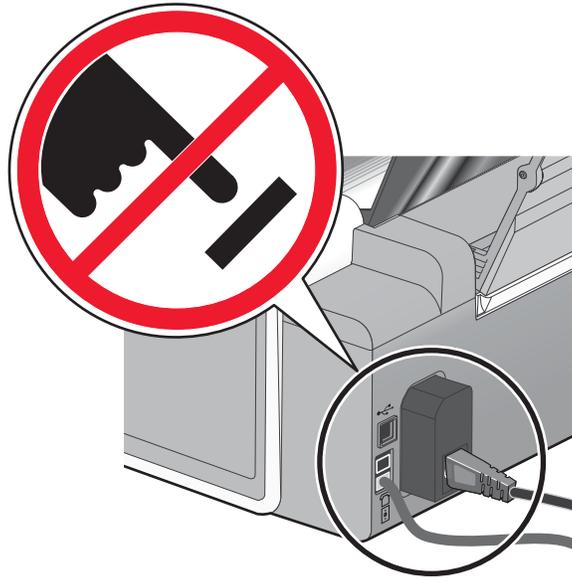
Load up to	Make sure
30 sheets of: <ul style="list-style-type: none"> <li>• Letter-size paper</li> <li>• A4 paper</li> <li>• Legal-size paper</li> </ul>	<ul style="list-style-type: none"> <li>• The document is loaded facedown.</li> <li>• The paper guides rest against the edges of the paper.</li> </ul>

Load up to	Make sure
<p>30 sheets of:</p> <ul style="list-style-type: none"> <li>• Custom-size paper</li> <li>• Prepunched paper</li> <li>• Reinforced-edge copier paper</li> <li>• Preprinted forms</li> <li>• Letterhead paper</li> </ul>	<ul style="list-style-type: none"> <li>• The document is loaded facedown.</li> <li>• The paper guides rest against the edges of the paper.</li> <li>• The paper size fits within these dimensions: <ul style="list-style-type: none"> <li>Width: <ul style="list-style-type: none"> <li>– 76.2 mm–215.9 mm</li> <li>– 3.5 in.–8.5 in.</li> </ul> </li> <li>Length: <ul style="list-style-type: none"> <li>– 127.0 mm–355.6 mm</li> <li>– 5.0 in.–14.0 in.</li> </ul> </li> </ul> </li> <li>• You allow preprinted media to dry thoroughly before loading into the ADF.</li> <li>• You do <i>not</i> use media printed with metallic ink particles.</li> <li>• You avoid embossed designs.</li> </ul>

# Faxing using the control panel

**CAUTION:** 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 power supply cord or telephone, during a lightning storm.

**Warning:** Do not touch cables or the printer in the area shown while actively sending or receiving a fax.



## Sending a fax using the control panel

### *Entering a fax number using the control panel*

- 1 From the control panel, press **Fax Mode**.
- 2 Enter a fax number using:

The keypad	Enter a fax number using the keypad. <b>Notes:</b> <ul style="list-style-type: none"><li>• You can include a calling card number as part of the fax number.</li><li>• A fax number can include up to 64 numbers and/or the symbols * or #.</li><li>• Press <b>Redial / Pause</b> to insert a three-second pause in a number you are entering to wait for an outside line or get through an automated answering system. A comma appears on the display.</li></ul>
Quick Dial	Press <b>Quick Dial 1, 2, 3, 4, or 5</b> . <b>Note:</b> For instructions on how to set Quick Dial buttons, see “Setting up Quick Dial buttons using the control panel” and/or “Setting up Quick Dial buttons using the computer.”

Speed Dial or Group Dial	<p><b>a</b> Press <b>Phone Book</b>.</p> <p><b>b</b> Enter Speed Dial and/or Group Dial numbers.</p> <ul style="list-style-type: none"> <li>• Press ◀ or ▶ repeatedly until the Speed Dial or Group Dial number you want appears.</li> <li>• Use the keypad to enter the number of the Speed Dial entry (1–89) or Group Dial entry (90–99).</li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• For instructions on how to add Speed Dial or Group Dial numbers using the computer, see the related topic, “Setting up Speed Dial.”</li> <li>• For instructions on how to add Speed Dial or Group Dial numbers using the control panel, see the related topic, “Using the control panel Phonebook.”</li> </ul>
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**3** If you want to send a fax to a group of numbers (broadcast fax):

**a** Press ✓.

**b** Repeat entering fax numbers, using any combination of the previous methods, until a maximum of 30 fax numbers have been entered.

**Note:** Each fax number contained in Group Dial entries counts toward the 30-number maximum.

### ***Sending a fax using the control panel***

Make sure the printer is on.

**1** Load an original document facedown in the Automatic Document Feeder (ADF).

**2** From the control panel, press **Fax Mode**.

**3** Enter a fax or Speed Dial (1–89) number; press **Quick Dial 1, 2, 3, 4, or 5**; or press **Phone Book** to select a number from the Speed Dial or Group Dial list. For more information, see “Entering a fax number.”

**Note:** Press the keypad numbers to use an automated answering system.

**4** If you want to send a fax to a group of numbers (broadcast fax):

**a** Press ✓.

**b** Add fax numbers for the group, and press ✓ until all have been entered, for a maximum of 30.

**Note:** Each fax number contained in Group Dial entries counts toward the 30-number maximum.

**5** Press **Start Color** or **Start Black**.

### ***Sending a fax while listening to a call (On Hook Dial) using the control panel***

The manual dialing feature lets you dial a telephone number while listening to the call through a speaker on the printer. It is useful when you must navigate an automated answering system or enter a calling card number before sending your fax.

**1** From the control panel, press **Fax Mode**.

**2** Press .

**3** Press ◀ or ▶ repeatedly until **On Hook Dial** appears, and then press ✓. You can now hear the dial tone of the telephone line.

- 4 Enter a fax or Speed Dial (1–89) number; press **Quick Dial 1, 2, 3, 4, or 5**; or press **Phone Book** to select a number from the Speed Dial or Group Dial list. For more information, see “Entering a fax number.”

**Note:** Press the keypad numbers to use an automated answering system.

- 5 Press **Start Color** or **Start Black**.

## ***Sending a broadcast fax at a scheduled time***

You can send a fax to a group of fax numbers at a time you choose.

- 1 Load an original document facedown in the Automatic Document Feeder (ADF).
- 2 From the control panel, press **Fax Mode**.
- 3 Press .
- 4 Press ◀ or ▶ repeatedly until **Delay Fax** appears, and then press ✓.
- 5 Press ◀ or ▶ repeatedly until **Delay Until** appears, and then press ✓.
- 6 Enter the time you want to send the fax, and then press ✓.
- 7 If the printer is not set to the 24-hour mode, press ◀ or ▶ repeatedly to select AM or PM, and then press ✓ to save your settings.

- 8 Enter a fax or Speed Dial (1–89) number; press **Quick Dial 1, 2, 3, 4, or 5**; or press **Phonebook** to select a number from the Speed Dial or Group Dial list. For more information, see “Entering a fax number.”

**Note:** Press the keypad numbers to use an automated answering system.

- 9 If needed, add more fax numbers, and press ✓ until all, for a maximum of 30, have been entered.

**Note:** Each fax number contained in Group Dial entries counts toward the 30-number maximum.

- 10 Press **Start Color** or **Start Black**.

**Note:** At the designated time, the fax program dials and sends the fax to all of the designated fax numbers. If the fax transmission is unsuccessful to any of the numbers on the broadcast list, the unsuccessful numbers will be dialed again based on your redial settings. For information on changing redial settings, see “Phone Line Busy.”

## **Receiving a fax using the control panel**

### ***Receiving a fax automatically using the control panel***

- 1 Make sure the Auto Answer light is on.
- 2 To set the number of telephone rings before the printer automatically receives faxes:
  - a Press **Fax Mode**.
  - b Press .
  - c Press ◀ or ▶ repeatedly until **Fax Setup** appears.
  - d Press ✓.
  - e Press ◀ or ▶ repeatedly until **Ring and Answering** appears.
  - f Press ✓.
  - g Press ◀ or ▶ repeatedly until **Pick Up On** appears.
  - h Press ✓.

i Press ◀ or ▶ repeatedly until the setting you want appears.

j Press ✓ to save the setting.

Auto Answer light turns on. When the numbers of rings you set is detected, the printer automatically receives the incoming fax.

## ***Setting a fax manual answer code using the control panel***

- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press ◀ or ▶ repeatedly until **Fax Setup** appears.
- 4 Press ✓.
- 5 Press ◀ or ▶ repeatedly until **Ring and Answering** appears.
- 6 Press ✓.
- 7 Press ◀ or ▶ repeatedly until **Manual Pickup Keycode** appears.
- 8 Press ✓.
- 9 Enter the code you want up to seven characters. Characters can include numbers or the symbols \* and #.
- 10 Press ✓ to save the setting.

## ***Receiving a fax manually***

- 1 Make sure the Auto Answer light is off.
- 2 To receive the fax if you have not set up a manual answer code:
  - Press **Start Color** or **Start Black**.
  - or*
  - Press \* 9 \* on the telephone after you answer it and hear fax tones.
- 3 To receive a fax if you have set up a manual answer code, enter the code on the telephone after you answer it and hear fax tones.

**Note:** For information on how to set up a manual answer code, see the related topic, “Setting a fax manual answer code.”
- 4 Hang up the telephone. The printer receives the fax.

## ***Using Caller ID from the control panel***

Caller ID is a service provided by some telephone companies that identifies the telephone number or the name of the person who is calling. If you subscribe to this service, it works with the printer. When you receive a fax, the telephone number or name of the person who is sending you the fax appears on the display.

### **Notes:**

- Caller ID is available only in some countries and regions.
- The number of patterns is defined by the country or region setting and only the number of patterns defined for the selected country or region is shown.

The printer supports two distinct Caller ID patterns: Pattern 1 (FSK) and Pattern 2 (DTMF). Depending on the country or region you live in and the telecommunications company you subscribe to, you may need to switch the pattern to display Caller ID information.

- 1 From the control panel, press **Settings**.
- 2 Press ◀ or ▶ repeatedly until **Device Setup** appears.
- 3 Press ✓.
- 4 Press ◀ or ▶ repeatedly until **Caller ID Pattern** appears.
- 5 Press ✓.
- 6 Press ◀ or ▶ repeatedly until the setting you want appears.
- 7 Press ✓ to save the setting.

## ***Receiving a fax with an answering machine using the control panel***

**Note:** You must set up the equipment as shown in the related topic, “Connecting to an answering machine.”

To receive a fax with an answering machine connected to the printer:

- 1 Make sure that Auto Answer is on. For more information, see the related topic, “Setting Auto Answer to on.”
- 2 Make sure you have set the number of times the telephone rings before receiving a fax automatically. See the related topic, “Setting the number of rings before receiving a fax automatically using the control panel.”

When a telephone ring is detected, the answering machine picks up the call.

- If the printer detects a fax, it receives the fax and disconnects the answering machine.
- If the printer does not detect a fax, the answering machine receives the call.

- 3 Set the answering machine to answer incoming calls before the printer does.

For example, if you set the answering machine to answer calls after three rings, set the printer to answer calls after five rings.

## **Forwarding faxes using the control panel**

Use the fax forwarding feature if you are going to be away, but still want to receive your faxes. There are three fax forwarding settings:

- **Off**—(Default)
- **Forward**—The printer sends the fax to the designated fax number.
- **Print & Forward**—The printer prints the fax and then sends it to the designated fax number.

To set up fax forwarding:

- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press ◀ or ▶ repeatedly until **Fax Setup** appears.
- 4 Press ✓.
- 5 Press ◀ or ▶ repeatedly until **Ring and Answering** appears.
- 6 Press ✓.

- 7 Press ◀ or ▶ repeatedly until **Fax Forward** appears.
- 8 Press ✓.
- 9 Press ◀ or ▶ repeatedly until the setting you want appears.
- 10 Press ✓.
- 11 Enter the number to which you want to forward the fax.
- 12 Press ✓ to save the setting.

**Note:** If you select Forward or Print & Forward, **Forward** will appear in the second line of the Fax Mode default menu on the display.

## Using the control panel Phonebook

The control panel Phonebook is a directory of Speed Dial entries (1–89) and Group Dial entries (90–99).

To access a Phonebook entry:

- 1 From the control panel, press **Phonebook**.
- 2 Press ◀ or ▶ repeatedly until the entry you want appears.  
*or*

Use the keypad to enter the number of the Speed Dial or Group Dial entry.

To access the Phone Book menu:

- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press ◀ or ▶ repeatedly until **Phone Book** appears, and press ✓.
- 4 Press ◀ or ▶ repeatedly until the setting you want appears.
- 5 Press ✓, and follow the instructions on the display.

Use this	To
View	View Phonebook entries.
Add	Create a new Speed Dial or Group Dial entry.
Remove	Delete a Speed Dial or Group Dial entry.
Modify	Edit a Speed Dial or Group Dial entry.
Print	Print all Speed Dial and Group Dial entries in the Phone Book.

**Note:** For instructions on how to add Speed Dial or Group Dial entries to the Phonebook using the computer, see the related topic, “Setting up speed dial.”

# Customizing fax settings using the control panel

## Understanding the Fax menu

To access and navigate the Fax menu:

- 1 From the control panel, press **Fax Mode**.  
The fax default screen appears.
- 2 If you do not want to change a setting, enter the fax number and press **Start Color** or **Start Black**.
- 3 If you want to change a setting, press .
- 4 Press ◀ or ▶ repeatedly until the menu item you want appears, and then press ✓.
- 5 Press ◀ or ▶ repeatedly until the submenu item you want or the setting you want appears, and then press ✓.  
**Note:** Pressing ✓ selects a setting. An \* appears next to the selected setting.
- 6 To go into additional submenus and settings, repeat the previous step.
- 7 If needed, press ↶ repeatedly to return to the previous menus and make other setting selections.
- 8 Press **Start Color** or **Start Black**.

Use this	To
Quality*	Adjust the quality of a fax you are sending.
Lighter / Darker*	Adjust the brightness of a fax you are sending.
Phone Book	Add, edit, and print names and fax numbers of individuals or groups.
On Hook Dial	Dial a telephone number while listening to the call through a speaker on the printer. This is useful when you must navigate an automated answering system before sending your fax.
Delay Fax	Enter a specific time to send a fax. <b>Note:</b> Make sure the date and time are entered correctly before setting a specific time to send a fax.
Handset Volume	Adjust the volume of the speaker in the handset in Canada, Guam, Puerto Rico, US Virgin Islands, or the United States. <b>Note:</b> This option does not appear in other locations.
Fax Setup	<ul style="list-style-type: none"> <li>• Print fax history or transmission status reports.</li> <li>• Customize settings for receiving a fax.</li> <li>• Select fax printing options.</li> <li>• Customize settings for sending a fax.</li> <li>• Block faxes from the numbers you specify.</li> </ul>
* Temporary setting. For information on saving temporary and other settings, see the related topic, "Saving settings."	

## ***Setting up Quick Dial buttons using the control panel***

1 From the control panel, press **Fax Mode**.

2 Enter a fax number.

### **Notes:**

- You can include a calling card number as part of the fax number.
- A fax number can include up to 64 characters. Characters can include numbers, the symbols \* and #, or a three-second pause created by pressing Redial / Pause. The pause appears as a comma on the display.

3 Hold down an empty Quick Dial button for two seconds.

4 To program additional Quick Dial buttons, repeat step 2 through step 3.

**Note:** You can also program any empty Quick Dial button whenever you are prompted to enter a fax number.

## ***Setting up a fax header using the control panel***

During the initial setup of your printer, you were prompted to enter your name, fax number, date, and time. This information is used to create a fax header for faxes you send.

If you have not entered this information:

1 From the control panel, press **Fax Mode**.

2 Press .

3 Press ◀ or ▶ repeatedly until **Fax Setup** appears.

4 Press ✓.

5 Press ◀ or ▶ repeatedly until **Dialing and Sending** appears.

6 Press ✓.

**Note:** In Australia, skip to step step 11. The last 20 digits of your fax number is your Fax Name or Station ID.

7 Press ◀ or ▶ repeatedly until **Your Fax Name** appears.

8 Press ✓.

9 Enter your name using the keypad.

**Note:** You can enter a maximum of 24 characters.

10 Press ✓ to save the setting.

11 Press ◀ or ▶ repeatedly until **Your Fax Number** appears.

12 Press ✓.

13 Enter your fax number using the keypad.

**Note:** You can enter a maximum of 64 numbers and/or the symbols \* or #.

14 Press ✓ to save the setting.

15 Press **Settings**.

16 Press ✓.

- 17 Press ◀ or ▶ repeatedly until **Device Setup** appears.
- 18 Press ✓.
- 19 Press ◀ or ▶ repeatedly until **Date/Time** appears.
- 20 Press ✓.
- 21 Enter the date using the keypad.
- 22 Press ✓.
- 23 Enter the time using the keypad.
- 24 Press ✓.
- 25 If the hour you entered is 12 or less, press ◀ or ▶ repeatedly until **AM**, **PM**, or **24hr** appears.
- 26 Press ✓ to save the setting.

### ***Setting up a fax footer using the control panel***

- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press ◀ or ▶ repeatedly until **Fax Setup** appears.
- 4 Press ✓.
- 5 Press ◀ or ▶ repeatedly until **Fax Printing** appears.
- 6 Press ✓.
- 7 Press ◀ or ▶ repeatedly until **Fax Footer** appears.
- 8 Press ✓.
- 9 Press ◀ or ▶ repeatedly until **On** appears.
- 10 Press ✓.
- 11 During the initial setup of your printer, you were prompted to enter the date and time. If you have not entered this information:
  - a Press **Settings**.
  - b Press ✓.
  - c Press ◀ or ▶ repeatedly until **Device Setup** appears.
  - d Press ✓.
  - e Press ◀ or ▶ repeatedly until **Date/Time** appears.
  - f Press ✓.
  - g Enter the date using the keypad.
  - h Press ✓.
  - i Enter the time using the keypad.
  - j Press ✓.

- k If the hour you entered is 12 or less, press ◀ or ▶ repeatedly until **AM**, **PM**, or **24hr** appears.
- l Press ✓ to save the setting.

## ***Blocking junk faxes using the control panel***

If you have Caller ID, you can block faxes sent from specific numbers and/or all faxes which do not include a Caller ID number.

- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press ◀ or ▶ repeatedly until **Fax Setup** appears.
- 4 Press ✓.
- 5 Press ◀ or ▶ repeatedly until **Fax Blocking** appears.
- 6 Press ✓.
- 7 Press ◀ or ▶ repeatedly until **Turn On/Off** appears.
- 8 Press ✓.
- 9 Press ◀ or ▶ repeatedly until **On** appears.
- 10 Press ✓.
- 11 If you want to block faxes from specific phone numbers:
  - a Press ◀ or ▶ repeatedly until **Add** appears.
  - b Press ✓.
  - c Enter a fax number of up to 64 characters. Characters can include numbers and the symbols \* and #.
  - d Press ✓.
  - e If you want to enter a corresponding name, enter it using the keypad buttons.

**Note:** A name can include up to 24 characters.
  - f Press ✓.
  - g If you want to enter additional numbers:
    - 1 Press ✓.
    - 2 Repeat step c through step f.

**Note:** You can enter up to 50 phone numbers.
  - h If you do not want to enter additional numbers:
    - 1 Press ◀ or ▶ repeatedly until **No** appears.
    - 2 Press ✓.
- 12 If you want to block all faxes that do not provide a Caller ID number:
  - a Press ◀ or ▶ repeatedly until **Block No-ID** appears.
  - b Press ✓.
  - c Press ◀ or ▶ repeatedly until **On** appears.
  - d Press ✓ to save the setting.

- 13** If you want to print a list of blocked faxes:
- a** Press ◀ or ▶ repeatedly until **Print** appears.
  - b** Press ✓ to print the list.

### ***Blocking unwanted changes to fax settings using the control panel***

This feature blocks network users from changing fax settings.

- 1** From the control panel, press **Settings**.
- 2** Press ◀ or ▶ repeatedly until **Device Setup** appears.
- 3** Press ✓.
- 4** Press ◀ or ▶ until **Host Fax Settings** appears.
- 5** Press ✓.
- 6** Press ◀ or ▶ until **Block** appears.
- 7** Press ✓ to save this setting.

### ***Setting up a dialing prefix using the control panel***

You can add a prefix of up to eight characters to the beginning of each number dialed. Characters can include numbers, the symbols \* and #, or a three-second pause created by pressing Redial / Pause. The pause appears as a comma on the display.

- 1** From the control panel, press **Fax Mode**.
- 2** Press .
- 3** Press ◀ or ▶ repeatedly until **Fax Setup** appears.
- 4** Press ✓.
- 5** Press ◀ or ▶ repeatedly until **Dialing and Sending** appears.
- 6** Press ✓.
- 7** Press ◀ or ▶ repeatedly until **Dial Prefix** appears.
- 8** Press ✓.
- 9** To change the setting, press ◀ or ▶ repeatedly until **Create** appears.
- 10** Press ✓.
- 11** Enter the prefix to be dialed before each telephone number.
- 12** Press ✓ to save the setting.

## ***Setting the distinctive ring using the control panel***

Distinctive ring is a service provided by some telephone companies that assigns multiple phone numbers to a single telephone line. If you subscribe to this service, you can program your printer to have a distinctive ring pattern and phone number for incoming faxes.

- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press ◀ or ▶ repeatedly until **Fax Setup** appears.
- 4 Press ✓.
- 5 Press ◀ or ▶ repeatedly until **Ringing and Answering** appears.
- 6 Press ✓.
- 7 Press ◀ or ▶ repeatedly until **Ring Pattern** appears.
- 8 Press ✓.
- 9 Press ◀ or ▶ repeatedly until the ring pattern you want appears.
- 10 Press ✓ to save the setting.

## ***Setting the number of rings before receiving a fax automatically using the control panel***

- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press ◀ or ▶ repeatedly until **Fax Setup** appears.
- 4 Press ✓.
- 5 Press ◀ or ▶ repeatedly until **Ringing and Answering** appears.
- 6 Press ✓.
- 7 Press ◀ or ▶ repeatedly until **Pick Up On** appears.
- 8 Press ✓.
- 9 Press ◀ or ▶ repeatedly until the setting you want appears.
- 10 Press ✓ to save the setting.
- 11 Make sure the Auto Answer light is on.

When the number of rings you set is detected, the printer automatically receives the incoming fax.

## Changing Caller ID pattern using the control panel

The printer supports two distinct Caller ID patterns: Pattern 1 (FSK) and Pattern 2 (DTMF). Depending on the country or region you live in and the telecommunications company you subscribe to, you may need to switch the pattern for the printer to display Caller ID information.

- 1 From the control panel, press **Settings**.
- 2 Press ◀ or ▶ repeatedly until **Device Setup** appears.
- 3 Press ✓.
- 4 Press ◀ or ▶ repeatedly until **Caller ID Pattern** appears.
- 5 Press ✓.
- 6 Press ◀ or ▶ repeatedly until the Caller ID pattern setting indicated by an \* appears.

**Note:** The number of patterns is defined by the country or region setting and only the number of patterns defined for the selected country or region is shown.

- 7 If you want to change the Caller ID pattern:
  - a Press ◀ or ▶ repeatedly until the Caller ID pattern you want appears.
  - b Press ✓ to save the setting.

## Printing fax activity reports using the control panel

- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press ◀ or ▶ repeatedly until **Fax Setup** appears.
- 4 Press ✓.
- 5 Press ◀ or ▶ repeatedly until **Reports** appears.
- 6 Press ✓.
- 7 Press ◀ or ▶ repeatedly until the type of report you want to print appears.
- 8 Press ✓.
- 9 Press ◀ or ▶ repeatedly until the setting you want appears.
- 10 Press ✓ to print the report.

## Canceling a fax after a document is loaded using the control panel

If you have loaded a document into the Automatic Document Feeder (ADF) and the printer roller has started pulling it into the printer, but you have not yet initiated your fax job:

- 1 Pull the control panel up.
- 2 Gently lift your original document out of the ADF.
- 3 Push the control panel down until it *snaps* into place.

# Faxing using the computer

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## Sending a fax using the software

You can scan a document to the computer and then fax it to someone using the software.

- 1 Load an original document facedown in the Automatic Document Feeder (ADF).
- 2 From the desktop, double-click the **Productivity Studio** icon.
- 3 From the right pane of the Welcome Screen, click **Fax**.
- 4 Select the **Document** option.
- 5 Click **Start**.
- 6 Enter the recipient information, and then click **Next**.  
**Note:** A fax number can include up to 64 numbers, commas, periods, spaces, and/or these symbols: \* # + - ( ).
- 7 Enter the cover page information, and then click **Next**.
- 8 If there are any additional documents that you want to send with your fax, add these now, and then click **Next**.
- 9 To send your fax:
  - Immediately—Select the **Send now** option.
  - At a scheduled time:
    - a Select the **Delay sending until** option.
    - b Set a time and date.
- 10 If you want a paper copy of your fax, select **Print a copy of your fax**.
- 11 Click **Send**.

## Receiving a fax using the computer

### *Receiving a fax automatically using the computer*

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Settings area in the left pane of the Welcome screen, click **Setup and manage faxes**.
- 3 From the “I Want To” menu, click **Adjust speed dial list and other fax settings**.
- 4 Click the **Ringling and Answering** tab.
- 5 From the “Automatically answer incoming calls as a fax” area, select **On** from the Auto Answer drop-down list.
- 6 To turn the Auto Answer feature on and off at scheduled times, select the settings you want from the drop-down lists.
- 7 To set the number of telephone rings before the printer automatically receives faxes, select a setting from the “Pick-up on the” drop-down list in the “Answering on your phone line type” area.
- 8 Click **OK** to save the settings.

## ***Setting a fax manual answer code using the computer***

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Settings area in the left pane of the Welcome screen, click **Setup and manage faxes**.
- 3 From the “I Want To” menu, click **Adjust speed dial list and other fax settings**.
- 4 Click the **Ringing and Answering** tab.
- 5 From the “Answering on your phone line type” area, enter the code you want to use.  
**Note:** The code can include up to seven numbers, commas, periods, and/or these symbols: \* # + - ( ).
- 6 Click **OK** to save the setting.

## ***Using Caller ID from the software***

Caller ID is a service provided by some telephone companies that identifies the telephone number or the name of the person who is calling. If you subscribe to this service, it works with the printer. When you receive a fax, the telephone number or name of the person who is sending you the fax appears on the display.

### **Notes:**

- Caller ID is available only in some countries and regions.
- The number of patterns is defined by the country or region setting and only the number of patterns defined for the selected country or region is shown.

The printer supports two distinct Caller ID patterns: Pattern 1 (FSK) and Pattern 2 (DTMF). Depending on the country or region you live in and the telecommunications company you subscribe to, you may need to switch the pattern to display Caller ID information.

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Settings area of the Welcome Screen, click **Fax History and Settings**.
- 3 From the “I Want To” menu, click **Adjust speed dial list and other fax settings**.
- 4 Click the **Ringing and Answering** tab.
- 5 From the “Answering on your phone line type” section, select the pattern number you want from the “Caller ID pattern” drop-down list.
- 6 Click **OK** to save the setting.

## ***Receiving a fax with an answering machine using the computer***

**Note:** You must set up the equipment as shown in “Connecting to an answering machine.”

To receive a fax with an answering machine connected to the printer:

- 1 Make sure that Auto Answer is on. For more information, see “Setting Auto Answer to on.”
- 2 Make sure you have set the number of times the telephone rings before receiving a fax automatically. See “Setting the number of rings before receiving a fax automatically.”

When a telephone ring is detected, the answering machine picks up the call.

- If the printer detects a fax, it receives the fax and disconnects the answering machine.
- If the printer does not detect a fax, the answering machine receives the call.

3 Set the answering machine to answer incoming calls before the printer does.

For example, if you set the answering machine to answer calls after three rings, set the printer to answer calls after five rings.

## Forwarding faxes

Use the fax-forwarding feature if you are going to be away but still want to receive your faxes. There are three fax-forwarding settings:

- **Off**—(Default)
- **Forward**—The printer sends the fax to the designated fax number.
- **Print & forward**—The printer prints the fax and then sends it to the designated fax number.

To set up fax forwarding:

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Settings area of the Welcome screen, click **Fax History and Settings**.
- 3 From the “I Want To” menu, click **Adjust speed dial list and other fax settings**.
- 4 Click the **Ringing and Answering** tab.
- 5 From the “Forward received faxes to another number” area, select the setting you want from the “Fax forwarding” drop-down list.
- 6 Enter the number to which you want to forward the fax.

### Notes:

- You can include a calling card number as part of the fax number.
- A fax number can include up to 64 numbers, commas, periods, spaces, and/or these symbols: \* # + - ( ).

- 7 Click **OK** to save the setting.

## Using the computer Phone Book

Address books from your operating system appear as Phone Books.

To access a Phone Book entry:

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Welcome Screen, click **Fax History and Settings**.
- 3 From the “I Want To” menu, click **View phonebook**.
- 4 To modify the Phone Book, select an option, enter the new information, and click **OK**.

Use this	To
New Contact	Create a new Phone Book entry.
New Group	Create a new Group Phone Book entry.
Edit	Edit a Phone Book entry.
Delete	Delete a Phone Book entry.
Add Contact to Speed Dial list	Add a Phone Book entry to your Speed Dial or Group Dial list.

**Note:** For more information on how to set up multiple Speed Dial and/or Group Dial entries, see “Setting up Speed Dial” on page 61.

## Customizing fax settings using the computer

### *Customizing settings using the Fax Setup Utility*

You can adjust the fax settings in the Fax Setup Utility. These settings apply to the faxes you send or receive.

**1** From the desktop, double-click the **Productivity Studio** icon.

**2** Click **Fax History and Settings**.

The Fax Solutions Software screen appears.

**3** Click **Adjust speed dial list and other fax settings**.

The following screen appears.



The screenshot shows the 'Printer Setup Utility' dialog box with the 'Fax Printing/Reports' tab selected. The dialog is divided into several sections:

- Dialing on your phone line type:** Includes 'Dial method' (PBX), 'Dial prefix' (empty), and 'Dial volume' (High).
- Personal Information sent on each fax:** Includes 'Your fax number' (5555555555) and 'Your fax name' (CPD Fax).
- When fax can not be sent (busy signal):** Includes 'Redial attempts' (3 times) and 'Time between redials' (4 minutes).
- Sending options:** Includes 'When to scan document' (Alter Dial), 'Maximum send speed' (33600), 'Default send quality' (Standard), and 'Automatic fax conversion' (On).

At the bottom, there is a 'Fax Set-up Wizard' link and buttons for 'Defaults', 'OK', 'Cancel', and 'Help'.

4 Click each tab, and change the settings as needed.

Tab	Options
Dialing and Sending	<ul style="list-style-type: none"> <li>• Select the telephone line format you want to use.</li> <li>• Enter a dialing prefix.</li> <li>• Select a dialing volume.</li> <li>• Enter your name and fax number.</li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>– You can include a calling card number as part of the fax number.</li> <li>– Enter a maximum of 64 digits in a fax number.</li> </ul> <ul style="list-style-type: none"> <li>• Select the number of times you want the machine to redial and the time between those attempts if the fax cannot be sent on the first try.</li> <li>• Choose whether to scan the entire document before dialing the number.</li> </ul> <p><b>Note:</b> Select <b>After Dial</b> if you are sending a large fax or a multiple-page color fax.</p> <ul style="list-style-type: none"> <li>• Select a maximum send speed and print quality for outgoing faxes.</li> <li>• From the “Automatic fax conversion” line, select <b>ON</b> to match the resolution setting of the receiving fax machine.</li> </ul>
Ringing and Answering	<ul style="list-style-type: none"> <li>• Select incoming call options.</li> <li>• Select auto answer options.</li> <li>• Select whether you want to forward a fax, or print it and then forward it.</li> <li>• Enter a fax forwarding number.</li> <li>• Manage blocked faxes.</li> </ul>
Fax Printing / Reports	<ul style="list-style-type: none"> <li>• Automatically reduce an incoming fax to fit to the paper size loaded, or print it on two sheets of paper.</li> <li>• Choose whether to print a footer (the date, time, and page number) to appear on each page you receive.</li> <li>• Select a paper source.</li> <li>• Choose whether to print on both sides of the paper.</li> <li>• Select when to print fax activity and confirmation reports.</li> </ul>
Speed Dial	Create, add to, edit, or delete entries from the Speed Dial list, including Group Dial entries.
Cover Page	Choose and customize your fax cover page and message.

5 Click **OK** after you finish customizing the settings.

6 Close the Fax Setup Utility.

### **Setting Auto Answer to on**

1 From the desktop, double-click the **Productivity Studio** icon.

2 From the Welcome Screen, click **Fax History and Settings**.

3 From the “I Want To” menu, click **Adjust speed dial list and other fax settings**.

- 4 Click the **Ringling and Answering** tab.
- 5 From the Auto Answer drop-down list, select **On**.
- 6 Click **OK** to save the setting.

The Auto Answer light on the control panel comes on. When the number of rings you set is detected, the printer automatically receives the incoming fax.

### ***Setting up Quick Dial buttons using the computer***

- 1 Create the first five Speed Dial numbers, which become Quick Dial 1, 2, 3, 4, and 5.
- 2 If you need more information, see “Setting up Speed Dial” on page 61.

### ***Creating a fax cover page using the Productivity Studio***

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Settings area of the Welcome Screen, click **Fax History and Settings**.
- 3 From the toolbar, click **Tools → Cover Pages**.

This screen provides a selection of cover pages and tells you how to change the personal information on the cover page.

- 4 Click **OK** to save your selection.

### ***Blocking junk faxes***

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Settings area of the Welcome Screen, click **Fax History and Settings**.  
The Fax Solution Software appears.
- 3 From the “I Want To” menu, click **Adjust speed dial list and other fax settings**.
- 4 Click the **Ringling and Answering** tab.
- 5 From the “Block Faxes from particular senders/numbers” area, select **Manage Blocked Faxes**.
- 6 If you want to block faxes from senders missing a valid Caller ID, select the check box, and enable fax blocking.
- 7 If you want to block faxes from specific fax numbers, list them in the box provided. You can also edit this list.
- 8 Click **OK** to save the setting.

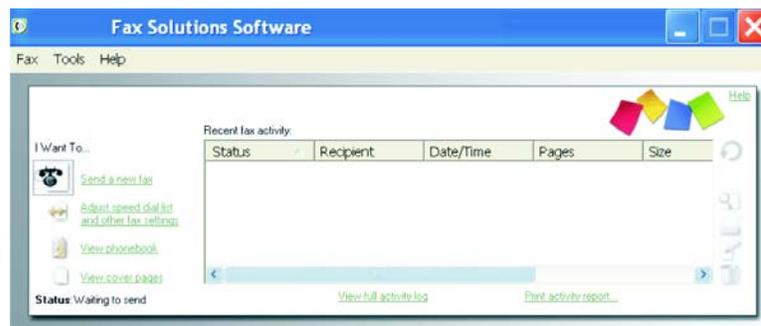
## Using the Fax Solutions Software

Use this software to adjust how faxes are sent and received. When you save the settings, they apply to every fax you send or receive. You can also use this software to create and edit the Speed Dial list.

1 Open the program through one of these methods:

Method 1	Method 2
<p><b>a</b> Do one of the following:</p> <ul style="list-style-type: none"> <li>In Windows Vista, click .</li> <li>In Windows XP and earlier, click <b>Start</b>.</li> </ul> <p><b>b</b> Click <b>Programs</b> or <b>All Programs</b> → <b>Lexmark 5000 Series</b>.</p> <p><b>c</b> Click <b>Fax Solutions</b>.</p>	<p><b>a</b> Do one of the following:</p> <ul style="list-style-type: none"> <li>In Windows Vista, click .</li> <li>In Windows XP and earlier, click <b>Start</b>.</li> </ul> <p><b>b</b> Click <b>Programs</b> or <b>All Programs</b> → <b>Lexmark 5000 Series</b>.</p> <p><b>c</b> Click <b>Productivity Studio</b>. The Productivity Studio screen appears.</p> <p><b>d</b> Click the <b>Fax</b> icon.</p>

2 When the Fax Solutions Software appears, as shown, use the “I Want To” menu to:



- Send a fax.
- Adjust the Speed Dial list and other fax settings.
- View and use the Phonebook, so you can add new contacts or groups, edit or delete contacts or groups, and add contacts or groups to Speed Dial lists.
- View several sample cover pages that you can choose from. You can also add your company logo to a sample cover page.

3 To access any of the items in the “I Want To” menu, click the item.

4 If needed, click the toolbar items to:

Click	To
Fax	<ul style="list-style-type: none"> <li>Send a fax.</li> <li>Forward a fax.</li> <li>View, print, or modify a fax.</li> <li>Delete a fax.</li> <li>Retry to send a fax.</li> </ul>

Click	To
Tools	<ul style="list-style-type: none"> <li>• Access and use the Phonebook.</li> <li>• View several sample cover pages you can choose from.</li> <li>• View a fax history.</li> <li>• Change software preferences for fax lists.</li> <li>• Adjust fax settings.</li> </ul>
Help	Locate information on faxing, fax settings, and so on.

For information on changing fax settings, see “Customizing settings using the Fax Setup Utility” on page 56

- 5 After changing settings, click **OK**.
- 6 Close the Fax Solutions Software.

### ***Setting up a dialing prefix***

You can add a prefix to the beginning of each fax number dialed. The prefix can include up to eight numbers, commas, periods, spaces, and/or these symbols: \* # + - ( ).

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Settings area in the Welcome Screen, click **Fax History and Settings**.
- 3 From the “I Want To” menu, click **Adjust speed dial list and other fax settings**.
- 4 Click the **Dialing and Sending** tab.
- 5 Enter the prefix to be dialed before each telephone number.
- 6 Click **OK** to save the setting.

### ***Setting the distinctive ring***

Distinctive ring is a service provided by some telephone companies that assigns multiple phone numbers to a single telephone line. If you subscribe to this service, you can program your printer to have a distinctive ring pattern and phone number for incoming faxes.

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Settings area of the Welcome Screen, click **Fax History and Settings**.
- 3 From the “I Want To” menu, click **Adjust speed dial list and other fax settings**.
- 4 Click the **Ringling and Answering** tab.
- 5 From the “Answering on your phone line type” area, select the setting you want from the “Distinctive ring pattern” drop-down list.
- 6 Click **OK** to save the setting.

### ***Setting the number of rings before receiving a fax automatically***

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Welcome Screen, click **Fax History and Settings**.
- 3 From the “I Want To” menu, click **Adjust speed dial list and other fax settings**.
- 4 Click the **Ringling and Answering** tab.

- 5 From the “Pick-up on the” drop-down list, select the setting you want.
- 6 From the Auto Answer drop-down list, select **On**.
- 7 Click **OK** to save the setting.

The Auto Answer light on the control panel comes on. When the number of rings you set is detected, the printer automatically receives the incoming fax.

## ***Setting up Speed Dial***

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Settings area of the Welcome Screen, click **Fax History and Settings**.
- 3 From the “I Want To” menu, click **Adjust speed dial list and other fax settings**.
- 4 Click the **Speed Dial** tab.
- 5 To add a fax number to your Speed Dial list:
  - a Click the next empty line in the list.
  - b Type in a fax number.
  - c Place the cursor in the Contact Name field.
  - d Type in a contact name.
  - e Add fax numbers as needed, following the steps above, on lines 2–89.
- 6 To add a fax group:
  - a Scroll down and click line 90.  
A new entry box appears.
  - b Click the next empty line in the list.
  - c Enter up to 30 fax numbers for the group.
  - d Place the cursor in the Contact Name field.
  - e Type in a contact name.
  - f Repeat these steps to add additional groups using lines 91–99 as necessary.
- 7 Click **OK** to save the entries.

### **Notes:**

- You can include a calling card number as part of the fax number.
- A fax number can include up to 64 numbers, commas, periods, spaces, and/or these symbols: \* # + - ( ).

## ***Setting up to fax while behind a PBX***

If the printer is being used in a business or office, it may be connected to a Private Branch Exchange (PBX) telephone system. Ordinarily, when dialing a fax number, the printer waits to recognize the dial tone and then dials the fax number. However, this method of dialing may not work if the PBX telephone system uses a dial tone that is not recognizable to most fax machines. The “Dialing while behind a PBX” feature enables the printer to dial the fax number without waiting to recognize the dial tone.

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Settings area of the Welcome Screen, click **Fax History and Settings**.
- 3 From the “I Want To” menu, click **Adjust speed dial list and other fax settings**.

- 4 Click the **Dialing and Sending** tab.
- 5 From the “Dialing on your phone line” area, select **Behind PBX** from the Dialing Method drop-down list.
- 6 Click **OK** to save the setting.

## Printing fax activity reports

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Settings area of the Welcome Screen, click **Fax History and Settings**.  
The Fax Solution Software appears.
- 3 On the toolbar, click **Tools → Fax History**.
- 4 Click the **Print Report** button to print.

# Printing

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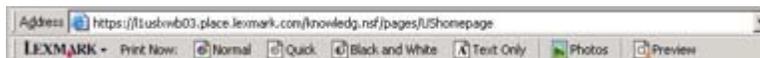
## Printing basic documents

### *Printing a document*

- 1 Load paper.
- 2 With a document open, click **File → Print**.
- 3 Click **Properties, Preferences, Options, or Setup**.
- 4 Adjust the settings.
- 5 Click **OK**.
- 6 Click **OK** or **Print**.

### *Printing a Web page*

You can use the Toolbar to create a printer-friendly version of any Web page.



- 1 Load paper.
- 2 Open a Web page using Microsoft Internet Explorer 5.5 or later.
- 3 If you want to check or change your print settings:
  - a From the toolbar area, click **Lexmark → Page Setup**.
  - b Adjust the print settings.
  - c Click **OK**.
- 4 If you want to view the Web page before printing:
  - a Click **Preview**.
  - b Use the toolbar options to scroll between pages, zoom in or out, or select whether to print text and images or text only.
  - c Click:
    - **Print** in the Print Preview window, then click **Print** in the Print dialog that opens  
*or*
    - **Close**, and continue to the next step.
- 5 If needed, select a print option from the Toolbar:
  - **Normal**
  - **Quick**
  - **Black and White**
  - **Text Only**

## ***Printing photos or images from a Web page***

- 1 Load paper. For best results, use photo or heavyweight matte paper, with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
- 2 Open a Web page with Microsoft Internet Explorer 5.5 or later.  
On the Toolbar, the number of photos valid for printing appears next to Photos.



- 3 If no number appears next to Photos:
  - a From the Lexmark logo drop-down menu, select **Options**.
  - b Select the **Advanced** tab.
  - c Select a lower minimum photo size.
  - d Click **OK**.  
The number of photos valid for printing appears next to Photos.
- 4 Click **Photos**.  
The Fast Pics dialog appears.
- 5 If you want to print all the photos or images using the same settings, select the size you want, the blank paper size in the printer, and the number of copies.
- 6 If you want to print one photo or image at a time:
  - a Click the photos or images you do *not* want to print to deselect them.
  - b To make common editing changes:
    - 1 Right click the photo or image.
    - 2 Click **Edit**.
    - 3 Make your selections.
    - 4 Follow the instructions on the screen.
    - 5 When you are finished making changes, click **Done**.
    - 6 Select the size you want, the blank paper size in the printer, and the number of copies.
- 7 Click **Print Now**.

## ***Printing multiple copies of a document***

- 1 With a document open, click **File → Print** or **Printer Setup**.
- 2 From the Print Setup dialog box, click **Properties, Preferences, Options, or Setup**.
- 3 In the Copies section of the **Quality/Copies** tab, enter the number of copies you want to print.  
**Note:** If you print multiple copies of a multiple-page document and want them collated, click **Collate Copies**.
- 4 Click **OK** to close any printer software dialog boxes that are open.
- 5 Print the document.

## ***Printing on both sides of the paper***

When you select Two-sided printing, the printer prints the odd-numbered pages of the document on the front sides of the paper. Reload the document to print the even-numbered pages on the back sides of the paper.

- 1 With a document open, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 From the “I Want To” menu, click **Print on both sides of the paper**.
- 4 Make sure **Two-Sided** is selected.
- 5 Choose a binding edge (Side Flip or Top Flip).

### **Notes:**

- When you select **Side Flip**, the finished document pages turn like the pages of a magazine.
- When you select **Top Flip**, the finished document pages turn like the pages of a legal pad.

- 6 Make sure **Print Instruction Page to Assist in Reloading** is selected.
- 7 Click **OK** to close any printer software dialogs that are open.
- 8 Print the document.

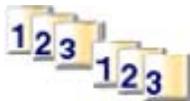
### **Notes:**

- The instruction sheet for two-sided printing will not completely print on paper smaller than A4 or letter size.
- To return to single-sided printing, make sure the Two-Sided setting is not selected.

## ***Collating copies***

If you print multiple copies of a document, you can choose to print each copy as a set (collated) or to print the copies as groups of pages (not collated).

### **Collated**



### **Not collated**



- 1 With a document open, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 Click the **Quality/Copies** tab.
- 4 From the Multiple Copies section, click **Collate Copies**.
- 5 Click **OK** to close any printer software dialog boxes that are open.
- 6 Print the document.

### **Notes:**

- This option is available only when you are printing multiple copies.
- If printing photos, to prevent smudging, remove each photo as it exits the printer, and let it dry before stacking.

## ***Printing multiple pages on one sheet (N-Up)***

- 1 With a document open, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 From the **Print Layout** tab, select **N-up**.
- 4 Select the number of pages to print on each page.
- 5 If you want each page image to be surrounded by a border, select **Print Page Borders**.
- 6 Click **OK**.
- 7 Click **OK** or **Print**.

## ***Pausing print jobs***

- 1 For Windows Vista, click  → **Control Panel → Printer**.  
For Windows XP, click **Start → Settings → Printers and Faxes**.
- 2 Right-click the **Lexmark 5000 Series** icon.
- 3 Select **Pause**.

## ***Canceling print jobs***

- 1 In Windows Vista, click  → **Control Panel → Printer**.  
In Windows XP, click **Start → Settings → Printers and Faxes**.
- 2 Right-click the **Lexmark 5000 Series** icon.
- 3 Select **Open**.
- 4 Right-click the document name.
- 5 Select **Cancel**.

## **Printing specialty documents**

### ***Choosing compatible specialty paper types***

- **Heavyweight matte paper**—A photo paper with a matte finish used for printing high-quality graphics.
- **Lexmark PerfectFinish™ Photo paper**—A high-quality photo paper specifically designed for Lexmark inkjet printers, but compatible with all inkjet printers. It is used specifically for printing professional quality photos with a glossy finish. It is best when used with genuine Lexmark evercolor™ 2 ink, providing photos that are fade- and water-resistant.
- **Lexmark Photo Paper**—An outstanding "everyday" heavyweight inkjet photo paper designed for use with Lexmark printers, but compatible with all brands of inkjet printers. Although inexpensive, it offers excellent image quality and outstanding value.
- **Lexmark Premium Photo Paper**—A heavier photo paper specifically designed to bond chemically with Lexmark inks for eye-catching results. Fast drying, it prevents bleeding and feathering even when the image is saturated.
- **Transparency**—A clear, plastic media primarily used for overhead projectors.
- **Card stock**—A very thick paper used for printing sturdier items, such as greeting cards.
- **Iron-On transfer**—A type of media that has a reverse image printed on it that can be ironed onto fabric.

## ***Printing envelopes***

- 1 Load envelopes.
- 2 With a document open, click **File → Print**.
- 3 Click **Properties, Preferences, Options, or Setup**.
- 4 From the “I Want To” menu, select **Print on an envelope**.
- 5 From the Envelope Size list, select the envelope size loaded.
- 6 Select **Portrait** or **Landscape** orientation.

### **Notes:**

- Most envelopes use landscape orientation.
- Make sure the same orientation is also selected in the software application.

- 7 Click **OK** to close any printer software dialogs that are open.
- 8 Click **OK** or **Print**.

## ***Printing greeting cards, index cards, photo cards, and postcards***

- 1 Load greeting cards, index cards, photo cards, or postcards.
- 2 With a document open, click **File → Print**.
- 3 Click **Properties, Preferences, Options, or Setup**.
- 4 Select a Quality/Speed setting.  
Select **Photo** for photos and greeting cards, and select **Normal** for other types of cards.
- 5 Select the **Paper Setup** tab.
- 6 Select **Paper**.
- 7 From the Paper Size list, select a card size.
- 8 Click **OK**.
- 9 Click **OK** or **Print**.

### **Notes:**

- To avoid paper jams, do not force the cards into the printer.
- To prevent smudging, remove each card as it exits, and let it dry before stacking.

## ***Printing a document as a poster***

- 1 With a document open, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 Click the **Print Layout** tab.
- 4 From the Layout list, select **Poster**.
- 5 Select the poster size you want to print. The number you select represents the number of pages that make up the height and width of the poster.

- 6 Select **Print Crop Marks** if you want each page of the poster to show crop marks.
- 7 Click **Select Pages To Print** to reprint any damaged poster pages without having to print all of the poster pages. Click pages to select or cancel them.
- 8 Click **OK** to close any printer software dialogs that are open.
- 9 Print the document.

**Note:** Certain programs may cause text to be clipped or to disappear when using extra-large or extra-small fonts. If this occurs, try decreasing or increasing the font size.

### ***Printing an image as a poster***

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Photo Printing area of the Welcome screen, click **Poster**.
- 3 Open the folder that contains your photo.
- 4 Drag the photo to the Print a Multi-Page Poster preview area of the screen.
- 5 Click **Next Step**.
- 6 From the “Paper size to print poster on” drop-down list, select a paper size.
- 7 From the “Paper type to print poster on” drop-down list, select a paper type.
- 8 From the “Print quality for poster” drop-down list, select a print quality.
- 9 From the “Poster size” drop-down list, select the poster size.
- 10 If you want to rotate the poster so that it fits better on the printed pages, click **Rotate 90 degrees**.
- 11 Click **Print Now**.

### ***Printing a booklet***

- 1 Before you change any Print Properties settings, you must select the correct paper size from the program. You can print booklets using these paper sizes:
  - Letter
  - A4
- 2 Load the paper.
- 3 With a document open, click **File → Print**.
- 4 Click **Properties, Preferences, Options, or Setup**.
- 5 Click the **Print Layout** tab, and then click **Booklet**.
- 6 If you are printing a large booklet, select a number of **Printed sheets per bundle**.
  - a Click **Options → Layout Options**.
  - b From the **Printed sheets per bundle** drop-down menu, select a number of printed sheets per bundle.

**Note:** A bundle is a set number of sheets of paper folded together. The printed bundles are stacked, one on top of the other, keeping the correct page order. The stacked bundles can be bound to make a booklet. When printing with a heavier paper stock, select a smaller number of **Printed sheets per bundle**.

- 7 Click **OK** to close any printer software dialog boxes that are open.
- 8 Print the document.

### ***Assembling a booklet***

- 1 Flip the printed stack of papers over in the paper exit tray.
- 2 Take the first bundle from the stack, fold it in half, and then set it aside with the front page down.
- 3 Take the next bundle from the stack, fold it in half, and then stack it with the front page down on top of the first bundle.



- 4 Stack the rest of the bundles with the front page down, one on top of the other, until the booklet is complete.
- 5 Bind the bundles together to complete the booklet.



### ***Printing iron-on transfers***

- 1 Load up to 10 iron-on transfers.
- 2 With an image open, click **File → Print**.
- 3 Click **Properties, Preferences, Options, or Setup**.
- 4 From the Print Layout tab, select **Mirror** if you want the printer software to flip the image.  
Select **Normal** if you have a program that automatically flips the image.
- 5 Click **OK** to close any printer software dialogs that are open.
- 6 Print the iron-on transfers.  
**Note:** Do not force iron-on transfers into the printer.

### ***Printing on custom-size paper***

- 1 Load up to 100 sheets of custom-size paper.
- 2 With a document open, click **File → Print**.
- 3 From the Quality/Copies tab, select a Quality/Speed setting.
- 4 Click the **Paper Setup** tab.
- 5 From the Paper Size section, select **Paper** and then select **Custom Size**.
- 6 Select the measurement units to use.
- 7 Use the sliders, or type the size of the paper loaded into the printer.

- 8 Click **OK** to close any printer software dialogs that are open.
- 9 Print the document.

**Note:** Do not force paper into the printer.

## ***Printing transparencies***

- 1 Load up to 50 transparencies.
- 2 With a document open, click **File → Print**.
- 3 Click **OK** or **Print**.

**Note:** To prevent smudging, remove each transparency as it exits, and let it dry before stacking. Transparencies may require up to 15 minutes to dry.

## ***Printing a banner***

- 1 With a document open, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 From the Print Layout tab, select **Banner**.  
**Note:** After you print a banner, return the setting to **Normal**.
- 4 To keep banner paper from jamming, select **Letter Banner** or **A4 Banner** from the Banner Paper Size dialog.
- 5 From the Paper Setup tab, select **Landscape** orientation.
- 6 Click **OK**.
- 7 Click **OK** or **Print**.

## ***Watermark***

From here you can:

- Change watermark selections on the pages that you specify.
- Modify watermark placement.
- Edit a watermark and create other watermark settings.

## **Changing printer settings**

### ***Saving and deleting print settings***

- 1 With a document open, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 Click the **Quality/Copies** tab.
- 4 Make necessary adjustments to any of the settings in the Quality/Speed, Paper Type, and Multiple Copies sections.
- 5 From the Save Settings drop-down menu, select **Save your current settings**.

**6** Click a radio button next to the number of the location where you want to save your settings, then type a name for your settings in the selected box.

**Note:** The first location contains Factory Default Settings, which cannot be changed or deleted.

**7** Click **Save**.

**Notes:**

- To retrieve your print settings, click the **Save Settings** drop-down menu, and select them from the list.
- To delete settings, choose **Delete a setting from the list** from the Save Settings drop-down menu. Select the radio button next to the setting you want to delete, and then click **Delete**.

## ***Resetting printer software to factory default settings***

### **Windows 2000, Windows XP, or Windows Vista users**

**1** In Windows Vista, click  → **Control Panel** → **Printer**.

In Windows 2000 and Windows XP, click **Start** → **Settings** → **Printers** or **Printers and Faxes**.

**2** Right-click the **Lexmark 5000 Series** icon.

**3** Click **Printing Preferences**.

**4** Click the **Save Settings** menu.

**5** From the Restore section, select **Factory Settings (Defaults)**.

**Note:** Factory default settings cannot be deleted.

## ***Resetting the printer to factory default settings***

You can reset your printer to the original settings without using the printer software.

**Note:** Resetting to factory default settings will delete all printer settings you selected.

**1** Press **Settings**.

**2** Press ◀ or ▶ until **Defaults** appears.

**3** Press ✓.

**4** Press ◀ or ▶ until **Set Defaults** appears.

**5** Press ✓.

**6** Press ◀ or ▶ until **Use Factory** appears.

**7** Press ✓.

**Note:** **Language** appears on the display, indicating that the printer has been reset.

**8** Press ◀ or ▶ until the language you want appears.

**9** Press ✓.

**10** Press ◀ or ▶ until the country or region you want appears.

**11** Press ✓.

**12** Using the numeric keypad, enter the current date.

- 13 Press ✓.
- 14 Using the numeric keypad, enter the time.
- 15 Press ✓.
- 16 Press ◀ or ▶ to select the time format.
- 17 Press ✓.
- 18 Using the numeric keypad, enter your fax number.
- 19 Press ✓.
- 20 Using the keypad, enter a fax name.
- 21 Press ✓.

**Note:** **Initial Setup Complete** appears on the display. You will be prompted to load paper into the paper support and press ✓ to print an alignment page.

# Copying

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## Making a copy

- 1 Load paper.
- 2 Load an original document facedown in the Automatic Document Feeder (ADF).
- 3 From the control panel, press **Copy Mode**.
- 4 Press **Start Color** or **Start Black**.

## *If you want to change a setting*

- 1 From the control panel, press .
- 2 Press ◀ or ▶ repeatedly until the menu item you want appears, and then press ✓.
- 3 Press ◀ or ▶ repeatedly until the submenu item or the setting you want appears, and then press ✓.
- 4 To go into additional submenus and settings, repeat as needed.
- 5 If needed, press ↶ repeatedly to return to the previous menus and make other setting selections.
- 6 Press **Start Color** or **Start Black**.

## Adjusting copy quality

Quality specifies the resolution used for the copy job. Resolution involves a dots-per-inch (dpi) count; the higher the dpi count, the higher the resolution and copy quality.

- 1 Load paper.
- 2 Load an original document facedown in the Automatic Document Feeder (ADF).
- 3 If necessary, press **Copy Mode**.
- 4 Press .
- 5 Press ◀ or ▶ repeatedly until **Quality** appears.
- 6 Press ✓.
- 7 Press ◀ or ▶ repeatedly until the quality you want appears.
- 8 Press ✓.
- 9 Press **Start Color** or **Start Black**.

## Making a copy lighter or darker

If you want to adjust the look of a copy or photo, you can adjust it to make it lighter or darker.

- 1 Load paper.  
**Note:** If you are copying photos, use photo or heavyweight matte paper, with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
- 2 Load an original document facedown in the ADF.
- 3 From the control panel, press **Copy Mode**.
- 4 Press **Lighter/Darker**.
- 5 Press ◀ or ▶ repeatedly to adjust the slider.
- 6 Press ✓.
- 7 Press **Start Color** or **Start Black**.

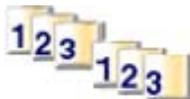
## Copying multiple images on one page using the control panel

- 1 Load paper into the paper support.
- 2 Load original documents facedown into the ADF tray.
- 3 From the control panel, press **Copy Mode**.
- 4 Press .
- 5 Press ◀ or ▶ repeatedly until **N-UP** appears.
- 6 Press ✓.
- 7 Press ◀ or ▶ repeatedly until the setting you want appears.
- 8 Press ✓.
- 9 Press **Start Color** or **Start Black**.

## Collating copies using the control panel

If you print multiple copies of a multiple-page document, you can choose to print each copy as a set (collated) or to print the copies as groups of pages (not collated).

**Collated**



**Not collated**



- 1 Load paper.
- 2 Load an original document facedown in the Automatic Document Feeder (ADF).
- 3 From the control panel, press **Copy Mode**.
- 4 Use the keypad to select the number of copies you want.

- 5 Press .
- 6 Press ◀ or ▶ repeatedly until **Collate** appears.
- 7 Press ✓.
- 8 Press ◀ or ▶ repeatedly until **On** appears.

**Note:** You can collate copies only if you did not make any changes in the Resize menu.

- 9 Press **Start Color** or **Start Black**.

## Enlarging or reducing an image

- 1 Load paper.

**Note:** If you are copying an image onto photo or heavyweight matte paper, load the paper with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)

- 2 Load an original document facedown in the Automatic Document Feeder (ADF).
- 3 From the control panel, press **Copy Mode**.

- 4 Press .
- 5 Press ◀ or ▶ repeatedly until **Resize** appears.

- 6 Press ✓.

- 7 Press ◀ or ▶ repeatedly until the setting you want appears.

**Note:** If you select **Custom Resize**, press and hold ◀ or ▶ until the size you want appears, and then press ✓.

- 8 Press **Start Color** or **Start Black**.

## Understanding the Copy menu

### Understanding the Copy Menu

Use this	To
Copies*	Specify how many copies to print.
Resize*	<ul style="list-style-type: none"> <li>• Specify the percentage for enlarging or reducing the original copy.</li> <li>• Specify a specific copy size.</li> <li>• Create a multiple-page poster.</li> </ul>
Lighter / Darker*	Adjust the brightness of a copy.
Quality*	Adjust the quality of a copy.
Paper Setup	<ul style="list-style-type: none"> <li>• Specify the size of the paper loaded.</li> <li>• Specify the type of paper loaded.</li> </ul>
* Temporary setting. For information on saving temporary and other settings, see the related topic on Customizing settings.	

Use this	To
Collate	Print one or more copies in the correct order.
N-Up*	Choose how many pages to print on a single sheet.
Original Size*	Specify the size of the original document.
Original Type*	Specify the type of the original document.
* Temporary setting. For information on saving temporary and other settings, see the related topic on Customizing settings.	

## Canceling a copy after document is loaded

If you have loaded a document into the Automatic Document Feeder (ADF) and the printer roller has started pulling it into the printer, but you have not yet initiated your copy job:

- 1 Pull the control panel up.
- 2 Gently lift your original document out of the ADF.
- 3 Push the control panel down until it *snaps* into place.

# Scanning

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## Scanning using the control panel

### *Scanning a document*

Make sure the printer is connected to a computer, and both the printer and the computer are on.

- 1 Load an original document facedown in the Automatic Document Feeder (ADF).
- 2 From the control panel, press **Scan Mode**.
- 3 Press ◀ or ▶ repeatedly until the destination to which you want to scan appears.
- 4 Press **Start Color** or **Start Black**.
- 5 If you want to save the scanned image, from the software application, click **File → Save As**.
- 6 Enter the file name, format, and location where you want the scanned image saved.
- 7 Click **Save**.

### *Understanding the Scan menu*

To understand and use the Scan menu:

- 1 From the control panel, press **Scan Mode**.  
The scan default screen appears.
- 2 Press ◀ or ▶ repeatedly until the scan destination you want appears.
- 3 If you do not want to change a setting, press **Start Color** or **Start Black**.
- 4 If you want to change a setting, press .
- 5 Press ◀ or ▶ repeatedly until the menu item you want appears, and then press ✓.
- 6 Press ◀ or ▶ repeatedly until the submenu item or the setting you want appears, and then press ✓.  
**Note:** Pressing ✓ selects a setting. An \* appears next to the selected setting.
- 7 To go into additional submenus and settings, repeat pressing ◀ or ▶ repeatedly until the submenu item or the setting you want appears, and then press ✓.
- 8 If needed, press ↶ repeatedly to return to the previous menus and make other setting selections.
- 9 Press **Start Color** or **Start Black**.

Use this	To
Quality*	Adjust the quality of a scan.
Original Size*	Specify the size of the original document.
* Temporary setting. For information on saving temporary and other settings, see the related topic, "Customizing Settings."	

## ***Scanning to a computer over a network***

Make sure:

- The printer is connected to the network through a print server, and the printer and computer receiving the scan are on.
- The printer is configured to scan over a network (Direct IP Printing).

- 1 Load an original document facedown in the Automatic Document Feeder (ADF).
- 2 From the control panel, press **Scan Mode**.
- 3 Press ◀ or ▶ repeatedly until the computer to which you want to scan appears.
- 4 Press ✓.
- 5 Press ◀ or ▶ repeatedly until the scan destination you want appears.
- 6 Press **Start Color** or **Start Black**.

## **Scanning using only the computer**

### ***Scanning a document using the computer***

- 1 Load an original document facedown in the Automatic Document Feeder (ADF).
- 2 From the desktop, double-click the **Productivity Studio** icon.
- 3 Click **Scan**.
- 4 Select the **Document** option.
- 5 Click **Start**.

The scanned document is loaded into your default word-processing application. You can now edit the document.

### ***Scanning text for editing using the computer***

Use the Optical Character Recognition (OCR) feature to turn a scanned document into text you can edit with a word-processing application.

- 1 Make sure the printer is connected to a computer, and both the printer and the computer are powered on.
- 2 Load an original document facedown in the Automatic Document Feeder (ADF).
- 3 From the desktop, double-click the **Productivity Studio** icon.
- 4 From the Welcome Screen, click **Scan and Edit Text (OCR)**.
- 5 Select the **Document** option.
- 6 Click **Start**.

The scanned document is loaded into your default word-processing application. You can now edit the document.

### ***Scanning images for editing***

- 1 Make sure the printer is connected to a computer, and both the printer and the computer are on.
- 2 Load an original document facedown in Automatic Document Feeder (ADF).
- 3 From the desktop, double-click the **Productivity Studio** icon.

- 4 Click **Scan**.
- 5 Select the **Photo** or **Several Photos** option.
- 6 Click **Start**.

You can edit the scanned image.

### ***Creating a PDF from a scanned item***

- 1 Load an original document facedown on the scanner glass.
- 2 From the desktop, double-click the **Productivity Studio** icon.
- 3 From the Welcome Screen, click **Convert to PDF**.
- 4 Select **Photo**, **Several Photos**, or **Document**.
- 5 Click  to begin scanning.
- 6 Click **Add Another** to scan additional images, or to add an image from the Library.
- 7 To add or scan another image, do one of the following:
  - Select **Add New Scan** and repeat step 3 to scan another image
  - or*
  - Select **Add Photo from Photo Library** to add a previously scanned image. Select or deselect images by clicking on them in the preview pane.
- 8 Click **Add Files** when you have made your selections.
- 8 Select **Save all images as one PDF file** or **Save each image as individual PDF file**.
- 9 Click **Create PDF**.
- 10 If you want to save the scanned image separately, make your selections and click **Save**. Otherwise, click **Cancel** when the Photo Save options appear.

The software prepares your PDF and opens a Save dialog.

- 11 Enter a file name for your PDF and select a storage location.
- 12 Click **Save**.

### ***Customizing scan settings using the computer***

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 Click **Scan**.
- 3 Click **Custom Settings**.
- 4 Change the settings as needed.

<b>Setting</b>	<b>Options</b>
Color Depth	Select Color, Grey, or Black and White.
Scan Resolution (Dots Per Inch)	Select a scan resolution value from the drop-down list.
Size	<ul style="list-style-type: none"> <li>• You can auto-crop the scanned item.</li> <li>• You can select the area to be scanned. From the drop-down list, select a paper source.</li> </ul>

Setting	Options
Select area to be scanned	Select the area to be scanned by choosing a paper size from the drop-down list.
Convert the image to text with OCR	Convert an image to text.
Always use these settings when scanning	Make your selections permanent by selecting the check box.

## ***Saving a scanned image on the computer***

- 1 Load an original document facedown in the Automatic Document Feeder (ADF).
- 2 From the desktop, double-click the **Productivity Studio** icon.
- 3 Click **Scan**.
- 4 Select **Photo** or **Several Photos**.
- 5 Click **Start**.
- 6 From the Save or Edit screen menu bar, click **Save**.
- 7 To save to another folder, click **Browse**, and select a folder. Click **OK**.
- 8 To rename the file, enter the name in the File Name area. To assign the name as a prefix to all of your photos, select the **Start all photos with File Name** check box.
- 9 To save the photo as another file type, select the file type from the File Type drop-down list.
- 10 To select a date for the photo, click the drop-down list, and select a date from the calendar.
- 11 Click **Save**.

## ***Changing the Productivity Studio scan settings***

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Tools menu, click **Preferences**.
- 3 Click **Scan Settings**.
  - Select **Always use simple scan settings** to use the default scan settings.
  - Select **Always start scanning with the settings below** to customize the remaining scan settings.
  - From the Color Depth: area, select the color depth from the drop-down list.
  - From the Scan Resolution (Dots per inch): area, select the resolution value from the drop-down list.
  - Click **Auto-crop the scanned item** to use the slider to select your cropped value.
  - Click **Select area to be scanned** to select the value from the drop-down list.
  - Click **Convert images to text with OCR** to convert images to text.
- 4 Click **OK**.

## ***Adding a file to an e-mail message***

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 Under **Document Management**, click **Work with Documents and Photos**.
- 3 Click **Add**, and select **Add File On My Computer**.

- 4 Open the folder where the file is stored. The thumbnail is displayed in the list of files to be sent.
- 5 Click **Open** to select a file.
- 6 From **Work with Documents and Photos**, select the file that you want to add.
- 7 Click **E-mail** to create an e-mail message with your scanned image(s) attached.

### ***Adding a new scanned image to an e-mail message***

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 Place the image facedown in the Automatic Document Feeder (ADF).
- 3 Click **E-mail**.
- 4 Click **Start**. The image is scanned.
- 5 From the Send Quality and Speed area of the screen, select the image size.
- 6 Click **Create E-mail** to create an e-mail message with your scanned image(s) attached.

### ***Scanning documents or images for e-mailing***

You can e-mail attached scanned images using your default e-mail application.

- 1 Load an original document facedown in Automatic Document Feeder (ADF).
- 2 From the desktop, double-click the **Productivity Studio** icon.
- 3 Click **E-mail**.
- 4 Select from the **Photo**, **Several Photos**, or **Document** options.
- 5 Click **Start**.
- 6 If you are scanning a photo, select the Photo Size from the Send Quality and Speed area.
- 7 Click **Create E-mail** to have your images attached to an e-mail message.

### ***Changing the Productivity Studio e-mail screen preferences***

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Tools menu, click **Preferences**.
- 3 Click **E-mail Screen**.
  - Click **Remember my last selection** to use the photo size you selected in your most recent e-mail message.
  - Click **Original Size (Good for Printing)** to send photo attachments at their original size.
  - Click **Reduced to: 1024 x 768 (Good for Full-screen Viewing)** to send photo attachments at 1024 x 768 pixels.
  - Click **Reduced to: 640 x 480 (Good for Quick Viewing)** to send photo attachments at 640 x 480 pixels.
- 4 Click **OK**.

## Canceling a scan job

- To cancel a scan job before your document is pulled down into the Automatic Document Feeder (ADF), press .
- If you have loaded a document into the Automatic Document Feeder (ADF) and the printer roller has started pulling it into the printer, but you have not yet initiated your scan job:
  - 1 Pull the control panel up.
  - 2 Gently lift your original document out of the ADF.
  - 3 Push the control panel down until it *snaps* into place.
- To cancel a scan job started in **Productivity Studio**, click **Scan**, and then click **Stop**.

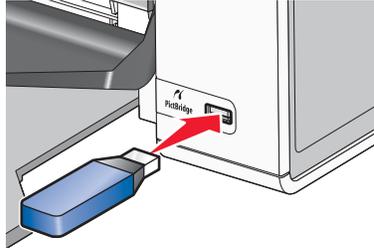
# Working with photos

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## Retrieving and managing photos

### *Inserting a flash drive*

- 1 Insert the flash drive into the PictBridge port on the front of the printer.



**Note:** An adapter may be necessary if your flash drive does not fit directly into the port.

- 2 Wait for the computer to recognize that a flash drive is installed. When the flash drive is recognized, the message **New photos have been found. What do you want to do?** appears.

If the printer does not read the flash drive, remove and reinsert it.

**Warning:** Do not touch cables, any network adapter, the flash drive, or the printer in the area shown while actively printing, reading, or writing from the flash drive. A loss of data can occur. Also, do not remove the flash drive while actively printing, reading, or writing from the flash drive.



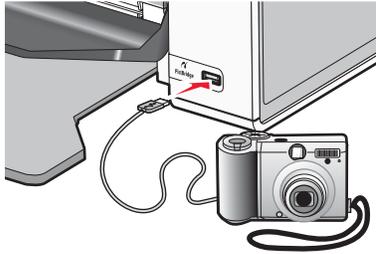
## Connecting a PictBridge-enabled digital camera

PictBridge is a technology available in most digital cameras that lets you print directly from your digital camera without using a computer. You can connect a PictBridge-enabled digital camera to the printer, and use either the printer or the camera to control printing photos.

- 1 Insert one end of the USB cable into the camera.

**Note:** Use only the USB cable that came with the camera.

- 2 Insert the other end of the cable into the PictBridge port on the front of the printer.



**Note:** Make sure the PictBridge-enabled digital camera is set to the correct USB mode. For more information, see the camera documentation.

- 3 If the PictBridge connection is successful, the following appears on the display: **PictBridge Camera detected. Press ✓ to change settings.**
- 4 If no selections were specified on your digital camera beforehand, you can use the printer to control printing photos. Press **Select** to choose default print settings.

## Understanding the PictBridge menu

The PictBridge default settings menu lets you select printer settings if you did not specify the settings beforehand on your digital camera. For more information on making camera selections, see the documentation that came with your camera.

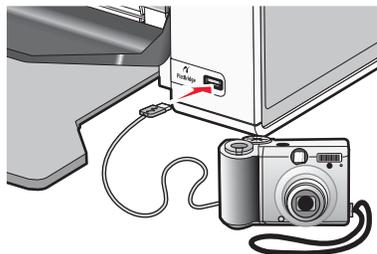
- 1 Connect a PictBridge-enabled digital camera to the printer.

- a Insert one end of the USB cable into the camera.

**Note:** Use only the USB cable that came with the digital camera.

- b Insert the other end of the cable into the PictBridge port on the front of the printer.

**Note:** The PictBridge port is marked with the  PictBridge symbol.



The message, **PictBridge camera detected. Press ✓ to change settings.** appears on the display.



**Warning:** Do not touch the USB cable, any network adapter, or the printer in the area shown while actively printing from a PictBridge-enabled digital camera. A loss of data can occur. Also, do not remove the USB cable or network adapter while actively printing from a PictBridge-enabled digital camera.

- 2 Press ◀ or ▶ repeatedly until the menu item you want appears.
  - 3 Press ✓.
  - 4 Press ◀ or ▶ repeatedly until the submenu item you want or the setting you want appears.
  - 5 Press ✓.
- Note:** Pressing ✓ selects a setting. An \* appears next to the selected setting.
- 6 To go into additional submenus and settings, repeat the above steps.
  - 7 If necessary, press ↶ repeatedly to return to the previous menus and make other setting selections.

Menu Item	Action
Paper Setup <sup>1, 2</sup>	Specify the size and type of paper loaded.
Photo Size <sup>1, 2</sup>	Specify the size of printed photos. <b>Note:</b> If you did not specify the photo size beforehand in your digital camera, the default photo sizes are: <ul style="list-style-type: none"> <li>• 4 x 6 (if Letter is your default Paper Size)</li> <li>• 10 x 15 cm (if A4 is your default Paper Size, and your country is <i>not</i> Japan)</li> <li>• L (if A4 is your default Paper Size, and your country is Japan)</li> </ul>
Layout <sup>1</sup>	Center one photo on a page, or specify the number of photos to print on a page.
Quality <sup>1</sup>	Adjust the quality of printed photos.
<sup>1</sup> Setting will return to factory default setting when the PictBridge-enabled digital camera is removed.	
<sup>2</sup> Setting must be saved individually.	

## ***Transferring all photos from a CD or flash drive using the computer***

- 1** Insert a CD into the computer, or insert a flash drive into the computer or printer.
- 2** If you are using:
  - Windows Vista, an “AutoPlay” screen appears. Click **Transfer Photos to your computer**.
  - Windows XP, a “What do you want Windows to do?” screen appears. Click **Copy pictures to a folder on my computer using Microsoft Scanner and Camera Wizard**.
  - Windows 2000:
    - a** From the desktop, double-click the **Productivity Studio** icon.
    - b** Click **Transfer Photos**.
- 3** Click **Automatically save all photos to “My Pictures”**.
- 4** If you want to delete your photos from the flash drive:
  - a** Select **Yes**.
  - b** Click **Done**.
- 5** Remove the flash drive or CD to view your transferred photos in the Photo Library.

## ***Transferring selected photos from a CD or flash drive using the computer***

- 1** Insert a CD into the computer, or a flash drive into the computer or printer.
- 2** If you are using
  - Windows Vista, an “AutoPlay” screen appears.  
Click **Transfer Photos to your computer using the Productivity Studio**.
  - Windows XP, a “What do you want Windows to do?” screen appears.  
Click **Transfer Photos to your computer using the Productivity Studio**.
  - Windows 2000:
    - a** From the desktop, double-click the **Productivity Studio** icon.
    - b** Click **Transfer Photos**.
- 3** Click **Select photos to save**.
- 4** Click **Deselect All**.
- 5** Click to select the photo(s) you want to transfer, and then click **Next**.
- 6** If you want to save the photos to the default folder, click **Next**.
- 7** If you want to save the photos in a folder other than the default folder:
  - a** Click **Browse**.
  - b** Select the folder you want.
  - c** Click **OK**.
- 8** If you want to assign a prefix to all of the photos you just transferred, select the check box and enter a name.
- 9** Click **Next**.

**10** If you want to delete your selected photos:

- a** Select **Yes**.
- b** Click **Done**.

**11** Remove the CD or flash drive to view your transferred photos in the Photo Library.

### ***Changing the Productivity Studio temporary files preferences***

- 1** From the desktop, double-click the **Productivity Studio** icon.
- 2** From the Tools menu, click **Preferences**.
- 3** Click **Temporary Files**.
  - a** Use the slider to set the maximum disk space you want to allocate for temporary files created by the Productivity Studio.
  - b** Click **Browse** to choose a different folder for saving the temporary files.
- 4** Click **OK**.

### ***Changing the Productivity Studio searched folders preferences***

- 1** From the desktop, double-click the **Productivity Studio** icon.
- 2** From the Tools menu, click **Preferences**.
- 3** Click **Searched Folders**.
- 4** If you want to exclude system folders when looking for photos, select **Ignore system folders**.
- 5** Click **OK**.

### ***Changing the Productivity Studio library preferences***

- 1** From the desktop, double-click the **Productivity Studio** icon.
- 2** From the Tools menu, click **Preferences**.
- 3** Click **Library**.

From here, you can choose how you want to sort photos. You can also set the minimum file size for the photo to appear in the library.
- 4** Click **OK**.

### ***Changing the Productivity Studio transfer settings***

- 1** From the desktop, double-click the **Productivity Studio** icon.
- 2** From the Tools menu, click **Preferences**.
- 3** Click **Transfer Settings**.
  - a** Select “**Skip Save option and go automatically to**”, and choose to Automatically Save, Manually Save, or Print your photos from the photo storage device connected to your computer.
  - b** Click **Browse** to choose a different folder to transfer your photos to.
  - c** Select “**Always erase photos from my media after transferring**” to automatically delete photos from your photo storage device after transferring them to your computer.
- 4** Click **OK**.

# Editing photos

## *Cropping a photo*

- 1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.
- 2 With an image open, click **Crop Photo** on the Quick Fixes tab.
- 3 Click and drag with your mouse to select the section of the image that you want to crop. You can adjust the cropped area by using your mouse and dragging the lines to increase or decrease the cropped area.
- 4 Click **Crop Now**.
- 5 The cropped portion of the original image displays in the Preview pane. You can save the cropped image.

## *Rotating a photo*

- 1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.
- 2 With an image open, click the **Quick Fixes** tab.
- 3 Click **Rotate Left** or **Rotate Right** to rotate the image 90 degrees in either direction.  
The thumbnail of the photo is updated.

## *Changing the Resolution / Size of a photo*

*Resolution* refers to dpi (dots per inch).

- 1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.
- 2 With an image open, click **Advanced**.
- 3 Click **Image Resolution / Size**.
- 4 Select **Photo Size** to select from a list of defined photo sizes, or click **Custom Size** to enter a different photo size.  
**Note:** If you selected **Photo Size**, you can click **Rotate** to rotate your photo 90 degrees clockwise.
- 5 If you selected **Custom Size**, enter the width and height for your custom-size photo.  
**Note:** **Maintain Aspect Ratio** is selected by default. This ensures that your image will remain proportional.

## *Applying One-Click Auto Fixes to a photo*

From the Productivity Studio Welcome Screen, click the **Quick Fixes** tab to access all three One-Click Auto Fixes.

- 1 Click **File → Open** to select the image you want to edit.
- 2 With an image open, click **One-Click Auto Fix** to let the software automatically adjust the brightness and contrast of your image.
- 3 Click **Automatic Brightness** to adjust only the brightness of your image.
- 4 Click **Automatic Red-Eye Reduction** to let the software automatically reduce the appearance of red-eye in your image.

**Note:** Click **Undo** at the top of the window if you are not satisfied with the results after applying any of the One-Click Auto Fixes.

## ***Reducing the red-eye effect in a photo***

- 1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.
- 2 With an image open, click the **Quick Fixes** tab.
- 3 Click **Automatic Red-Eye Reduction** to let the software reduce the red-eye effect automatically. If you are not satisfied with the results, continue with the steps below.
- 4 Click **Manual Red-Eye Reduction**.
- 5 Move the cursor across the photo, and place it over an affected eye.
- 6 Click to reduce the red-eye effect.

## ***Blurring/Sharpening a photo***

Increasing the amount of blur will soften your image. Increasing the sharpness will make your image seem more focused.

- 1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.
- 2 With an image open, click the **Enhancements** tab.
- 3 Click **Blur / Sharpen**.
- 4 Use the slider to blur or sharpen the image. You can preview the changes to the image by comparing the **Before** and **After** preview panes at the top of the window.
- 5 Click **OK** to accept your changes, or click **Cancel** to reject them.

## ***Enhancing a photo***

The Enhance feature lets you make subtle adjustments to the brightness, contrast, and sharpness of an image.

- 1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.
- 2 With an image open, click the **Enhancements** tab.
- 3 Click **Enhance**.
- 4 Use the slider to adjust the Enhance setting. You can preview the changes to your image by comparing the **Before** and **After** preview panes at the top of the window.  
**Note:** Click **Automatic** to let the software automatically enhance your photo.
- 5 Click **OK** to accept your changes, or click **Cancel** to reject them.

## ***Changing the Hue / Saturation of a photo***

Adjusting hue lets you control the color of an image. Adjusting its saturation lets you control the intensity of the color.

- 1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.
- 2 With an image open, click the **Enhancements** tab.
- 3 Click **Hue / Saturation**.
- 4 Use the slider to adjust the hue or saturation of your photo. You can preview the changes to the image by comparing the **Before** and **After** preview panes at the top of the window.
- 5 Click **OK** to accept your changes, or click **Cancel** to reject them.

## ***Changing the Gamma Value of a photo or image***

Adjusting the gamma value helps you to control the overall brightness of an image—particularly those intended to be viewed on a computer monitor. When images are not properly gamma-corrected, they will look either too light or too dark.

1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.

2 With an image open, click **Advanced**.

3 Type a value in the text box, or use the up or down arrows to select a higher or lower gamma value.

**Note:** You can enter gamma values from -10–10. If you are not satisfied with your changes, return the gamma value back to 0.

4 Click **Save** to keep your changes.

## ***Despeckling a photo***

Despeckling lets you remove specks that appear in your photo.

1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.

2 With an image open, click **Enhancements**.

3 Click **Despeckle**.

4 Using the slider, adjust the Despeckle setting. You can preview the changes to your image by comparing the **Before** and **After** preview panes at the top of the window.

5 Click **OK**. The thumbnail is updated.

## ***Changing the Brightness / Contrast settings of a photo***

1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.

2 With an image open, click **Enhancements**.

3 Click **Brightness/Contrast**.

4 Adjust the brightness and contrast settings. You can preview the changes to the image by comparing the **Before** and **After** preview panes at the top of the window.

5 Click **OK** to accept your changes, or click **Cancel** to reject them.

**Note:** You can let the software automatically adjust only the brightness of the image by clicking **Automatic Brightness** on the Quick Fixes tab.

## ***Applying a color effect to a photo***

1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.

2 With an image open, click the **Enhancements** tab.

3 Click **Color Effects**.

4 Apply a color effect.

You can select sepia, antique brown, black and white, or antique grey.

5 Click **OK**.

## ***Changing the Exposure setting of a photo***

Changing the Exposure setting lets you correct lighting irregularities in your photo.

- 1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.
- 2 With an image open, click **Enhancements**.
- 3 Click **Exposure**.
- 4 Using the slider, adjust the amount of exposure to correct uneven lighting in your image. You can preview the changes to your image by comparing the **Before** and **After** preview panes at the top of the window.
- 5 Click **OK** to accept your changes, or click **Cancel** to reject them.

## ***Removing wavy patterns from scanned photos, magazines, or newspapers***

Descreening helps to remove wavy (moire) patterns from images scanned from magazines or newspapers.

- 1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.
- 2 Click the **Advanced** tab.
- 3 Click **Image Patterns**.
- 4 To remove the image patterns caused by scanning from magazines or newspapers, click **Remove Patterns**.
- 5 From the drop-down list, select the patterns to be removed.
- 6 To reduce stray marks on color photos, click the check box, and then move the slider to the desired value.
- 7 Click **OK**. The thumbnail is updated.

## **Printing photos**

### ***Printing photos from a CD or flash drive using the computer***

- 1 Load photo paper with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
- 2 Insert a CD into the computer or a flash drive into the computer or printer.
- 3 If you are using:
  - Windows Vista, an “AutoPlay” screen appears. Click **Transfer Photos to your computer using the Productivity Studio**.
  - Windows XP, a “What do you want Windows to do?” screen appears. Click **Transfer Photos to your computer using the Productivity Studio**.
  - Windows 2000:
    - a From the desktop, double-click the **Productivity Studio** icon.
    - b Click **Transfer Photos**.
- 4 Click **Select photos to print**.
- 5 To print all photos, click **Print**.
- 6 To print selected photos, click **Deselect All** and select only the photo(s) you want to print.
- 7 Click **Print**.
- 8 From the Quality drop-down list, select a print quality.

- 9 From the Paper Size in Printer drop-down list, select the paper size.
- 10 To select multiple prints of a photo, or to select photo sizes other than 10 x 15 cm (4 x 6 in.), select the options you want in the table. Use the drop-down list in the last column to view and select other sizes.  
**Note:** If you want to edit your photo(s) before printing, click **Edit Photo** above the Print Preview pane. Select **One-Click Auto Fix**, **Automatic Red-Eye Reduction**, or **Automatic Brightness Fix** to let the software edit your photo(s) automatically. Click **More Retouch Tools** to go to the photo-editing window. When you've completed your edit(s), click **Return with edits** in the bottom right corner to return to the print window.
- 11 Click **Print Now** in the bottom right corner of the window.
- 12 Remove the CD or storage device.

## ***Viewing / Printing photos from the Productivity Studio***

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 Click **Work with Documents and Photos**.
- 3 Click to select the photo(s) you want to print.
- 4 From the Productivity Studio taskbar located at the bottom of the screen, click **Photo Prints**.
- 5 From the Quality drop-down list, select a copy quality.
- 6 From the Paper Size in Printer drop-down list, select the paper size.
- 7 From the Paper Type in Printer drop-down list, select the paper type
- 8 To select multiple prints of a photo, or to select photo sizes other than 10 x 15 cm (4 x 6 in.), select the options you want in the table. Use the drop-down list in the last column to view and select other sizes.
- 9 Click **Print Now** in the bottom right corner of the screen.

## ***Printing Photo Packages***

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 Click **Photo Packages**.
- 3 Click to select the photos you want to include in your photo package.
- 4 Click **Next**.
- 5 From the Quality drop-down list, select a copy quality.
- 6 From the Paper Size in Printer drop-down list, select the paper size.
- 7 To select multiple prints of a photo, or to select photo sizes other than 4 x 6 in. (10 x 15 cm), select the options you want in the table. Use the drop-down list in the last column to view and select other sizes.
- 8 Click **Print Now** in the bottom right corner of the screen.

## ***Creating Photo Greeting Cards***

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 Click **Photo Greeting Cards**.
- 3 From the Style tab, click to select a style for your greeting card.
- 4 From the Photo tab, select and drag a photo into the preview pane on the right side of the screen.

- 5 Click the text area to be able to add text to your photo greeting card.
- 6 When you have finished editing your text, click **OK**.
- 7 If you want to create another photo greeting card using a different style and/or photo, click **Add New Card**, and repeat step 3 on page 92 through step 6 on page 93.
- 8 If you want to print your photo greeting card, select **Print your Photo Greeting Card** from the Share tab.
- 9 Select the number of copies from the Copies drop-down list.
- 10 Select the copy quality from the Quality drop-down list.
- 11 Select the paper size from the Paper Size in Printer drop-down list.

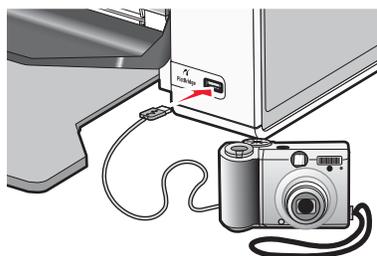
Paper sizes supported	Dimensions
A4	210 x 297 mm
Letter	8.5 x 11 in
Greeting cards	102 x 203 mm (4 x 8 in)

- 12 Click **Print Now**.
- 13 If you want to e-mail your photo greeting card, click **E-mail your Photo Greeting Card** from the Share tab.
- 14 From the Send Quality and Speed area of the screen, select the image size.
- 15 Click **Create E-mail** to create an e-mail message with your photo greeting card(s) attached.

### ***Using a PictBridge-enabled digital camera to control printing photos***

You can connect a PictBridge-enabled digital camera to the printer, and use the buttons on the camera to select and print photos.

- 1 Insert one end of the USB cable into the camera.
  - Note:** Use only the USB cable that came with the digital camera.
- 2 Insert the other end of the cable into the PictBridge port on the front of the printer.



**Warning:** Do not touch the USB cable, any network adapter, or the printer in the area shown while actively printing from a PictBridge-enabled digital camera. A loss of data can occur. Also, do not remove the USB cable or network adapter while actively printing from a PictBridge-enabled digital camera.



#### Notes:

- Make sure the PictBridge-enabled digital camera is set to the correct USB mode. For more information, see the documentation that came with your camera.
- If the PictBridge connection is successful, the following appears on the computer screen: **PictBridge camera detected. Press ✓ to change settings.**
- Values selected within the menu items are the settings used for PictBridge printing if no explicit selection is made from the camera.

**3** Follow the instructions in the camera documentation to select and print photos.

**Note:** If the computer or printer is turned off while the camera is connected, you must disconnect and then reconnect the camera.

## Creating and viewing a slideshow

**1** From the Productivity Studio Welcome Screen, click **Work with Documents and Photos**.

**2** Select the folder that contains the photos you want to include in the slideshow. Thumbnails of the photos in the folder will appear in a preview pane.

**3** Click to select the photos you want to include in the slideshow, and then select **Slideshow**.

If you want additional photos to appear in specific order, click the photos in the order you want them to appear, and then drag them into the “Photos in Your Slideshow” area.

**4** Click the **Slideshow Settings** tab to adjust the amount of time between each photo in the slideshow. You can also modify the setting that lets the slideshow replay automatically (loop).

**5** Click the **Share** tab to save or print your slideshow.

**6** Click **View Show** in the lower-right corner of the window to start the slideshow.

**Note:** You can exit the slideshow any time by moving your cursor to the bottom center of the screen and clicking **Exit Slideshow**.

# Connecting the printer to a network

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## Networking overview

A *network* is a collection of devices such as computers, printers, Ethernet hubs, wireless access points, and routers connected together for communication through cables or through a wireless connection. A network can be either wired, wireless, or designed to have both wired and wireless devices.

Devices on a wired network use cables to communicate with each other.

Devices on a wireless network use radio waves instead of cables to communicate with each other. For a device to be able to communicate wirelessly, it must have a wireless print server attached or installed that enables it to receive and transmit radio waves.

## Finding your MAC address

You may need the media access control (MAC) address of the print server to complete network printer configuration. The MAC address is a series of letters and numbers listed on the bottom of the external print server.

## Sharing a printer in a Windows environment

- 1 Prepare the computers to share the printer.
  - a Make all computers printing to the printer accessible through Network Neighborhood by enabling File and Print Sharing. See the Windows documentation for detailed instructions.
  - b Install the printer software on all computers that will print to the printer.

- 2 Identify the printer.

On the computer that is attached to the printer:

- a Click **Start** → **Settings** → **Printers** or **Printers and Faxes**.
- b Right-click the **Lexmark 5000 Series** icon.
- c Click **Sharing**.
- d Click **Shared As**, and give the printer a distinctive name.
- e Click **OK**.

- 3 Locate the printer from the remote computer.

**Note:** The remote computer is the one that is not attached to the printer.

### ***Windows 2000 or Windows XP users only:***

- a Click **Start** → **Settings** → **Printers and Faxes**.
- b Right-click the **Lexmark 5000 Series** icon.
- c Click **Properties**.
- d Click the **Ports** tab, and then click **Add Port...**
- e Select **Local Port**, and then click **New Port...**
- f Enter the **Universal Naming Convention (UNC) Port name** which consists of the server name and the distinctive printer name that was specified in step 2 on page 95. The name should be in the form **\\server\printer**.
- g Click **OK**.
- h Click **Close** on the Printer Ports dialog box.

- i Make sure the new port is selected on the Ports tab, and then click **Apply**.  
The new port is listed with the printer name.
- j Click **OK**.

## Finding a printer/print server located on remote subnets

The printer software CD can automatically find the printers that are located on the same network as the computer. If the printer and print server are located on another network (called a subnet), you must manually enter an IP address during printer software installation.

## Direct IP printing

- 1 Connect the printer to an external print server using a USB cable.
- 2 Connect the print server to the network using an Ethernet cable.  
**Note:** You may be connecting your printer directly into a wall connection or through a router. For more information, see the print server documentation.
- 3 Insert the printer software CD.
- 4 Click **Install**.
- 5 From the “Connect Your Printer” dialog, select the network option.
- 6 From the “Networking Setup” dialog, select **Direct Network Attached**.
- 7 Select the printer/print server combination from the Network Printers list.

**Note:** If more than one is listed, match the MAC address of the print server to the one in the list. For more information, see “Finding your MAC address” on page 95.

## Ping the printer

- 1 Do one of the following:
  - In Windows Vista, click  → **All Programs** → **Accessories** → **Command Prompt**.
  - In Windows XP, click **Start** → **Programs** or **All Programs** → **Accessories** → **Command Prompt**.
- 2 Type **ping** followed by the IP address of the printer. For example,  

```
ping 192.168.0.25
```
- 3 Press **Enter**.
- 4 If the printer responds, you will see several lines appear that start with “Reply from”.  
Turn off and restart the printer, and then try resending your print job.
- 5 If the printer does not respond, you will see “Request timed out.”
  - a Check that the computer has a wireless IP address.
    - 1 Do one of the following:
      - In Windows Vista, click  → **All Programs** → **Accessories** → **Command Prompt**.
      - In Windows XP, click **Start** → **Programs** or **All Programs** → **Accessories** → **Command Prompt**.
    - 2 Type **ipconfig**.
    - 3 Press **Enter**.

**4** Check the Windows IP Configuration screen that appears for the wireless IP address of the computer.

**Note:** Your computer may have an IP address for a wired network, a wireless network, or both.

**5** If your computer does not have an IP address, see the documentation that came with your wireless access point (wireless router) to learn how to connect your computer to the wireless network.

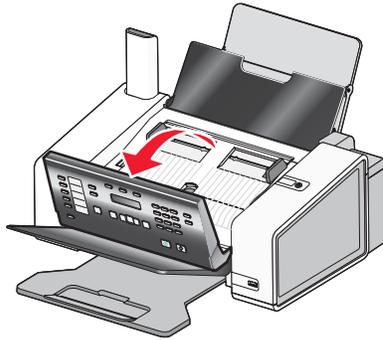
**b** The printer may need to be reconfigured for new wireless network settings. For more information, see “Run the Wireless Setup Utility”.

# Maintaining the printer

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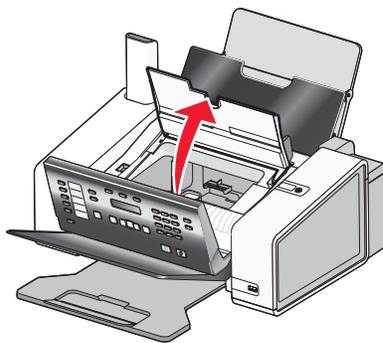
## Removing a used print cartridge

- 1 Make sure the printer is on.
- 2 Pull the control panel up.

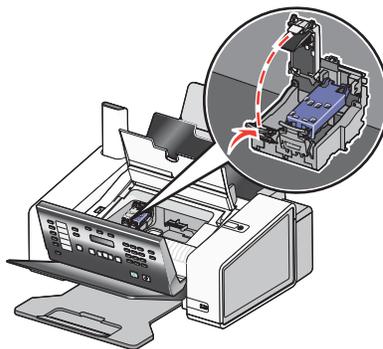


- 3 Raise the cartridge access door.

The print cartridge carrier moves and stops at the loading position, unless the printer is busy.



- 4 Press down on the cartridge carrier latch to raise the cartridge carrier lid.

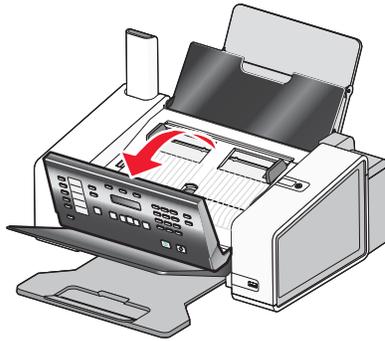


- 5 Remove the used print cartridge.

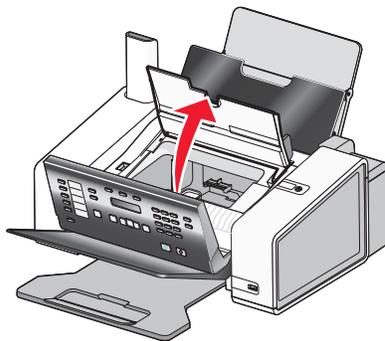
**Note:** If you are removing both cartridges, repeat steps 4 and 5 for the second cartridge.

# Installing print cartridges

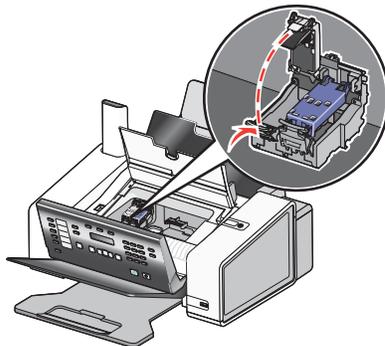
1 Pull the control panel up.



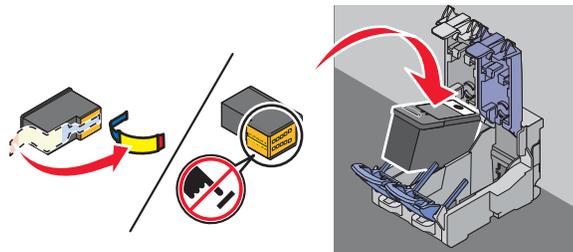
2 Raise the cartridge access door.



3 Press down on the cartridge carrier levers.

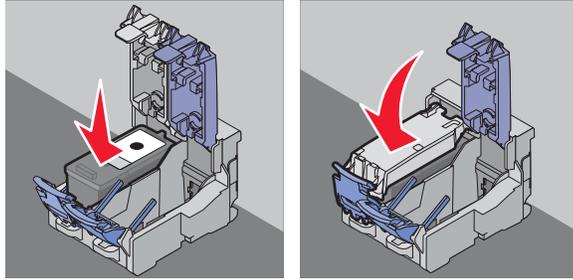


4 Remove the tape from the black print cartridge, and insert the cartridge in the left carrier.

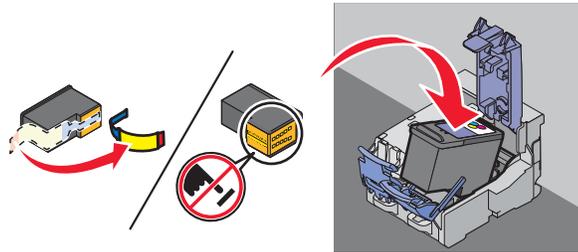


**Warning:** Do *not* touch the gold contact area on the back or the metal nozzles on the bottom of the cartridge.

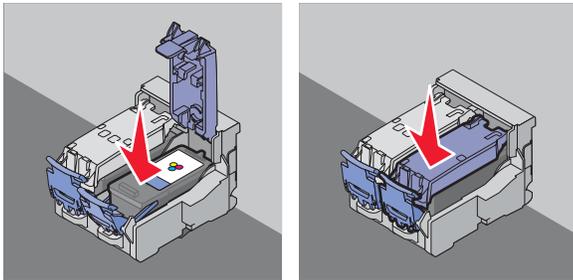
5 Close the black cartridge lid.



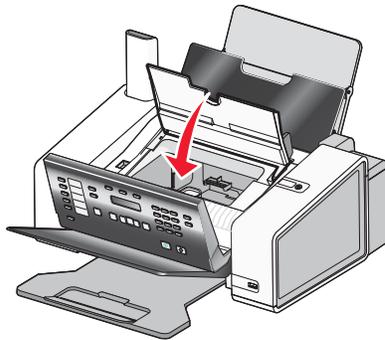
6 Remove the tape from the color print cartridge, and insert the cartridge in the right carrier.



7 Close the color cartridge carrier lid.



8 Close the cartridge access door.



9 Close the control panel until it *snaps* into place.

The control panel display will prompt you to load paper and press ✓ to print an alignment page.

**Note:** The control panel must be closed to start a new scan, print, copy, or fax job.

## Refilling print cartridges

The warranty does not cover repair of failures or damage caused by a refilled cartridge. Lexmark does not recommend use of a refilled cartridge. Refilling a cartridge can affect print quality and may cause damage to the printer. For best results, use Lexmark supplies.

## Using genuine Lexmark print cartridges

Lexmark printers, print cartridges, and photo paper are designed to perform together for superior print quality.

If you receive an **Out of Original Lexmark Ink** message, the original Lexmark ink in the indicated cartridge (s) has been depleted.

If you believe you purchased a new, genuine Lexmark print cartridge, but the **Out of Original Lexmark Ink** message appears:

- 1 Click **Learn More** on the message.
- 2 Click **Report a non-Lexmark print cartridge**.

To prevent the message from appearing again for the indicated cartridge(s):

- Replace your cartridge(s) with new Lexmark print cartridge(s).
- If you are printing from a computer, click **Learn more** on the message, select the check box, and click **Close**.
- If you are using the printer without a computer, press **Cancel**.

Lexmark's warranty does not cover damage caused by non-Lexmark ink or print cartridges.

## Aligning print cartridges

- 1 Load plain paper.
- 2 From the control panel, press **Settings**.
- 3 Press  or  repeatedly until **Maintenance** appears.
- 4 Press .
- 5 Press  or  repeatedly until **Align Cartridges** appears.
- 6 Press .
- 7 Press  again to confirm that plain paper is loaded.

An alignment page prints.

If you aligned the cartridges to improve print quality, print your document again. If print quality has not improved, clean the print cartridge nozzles.

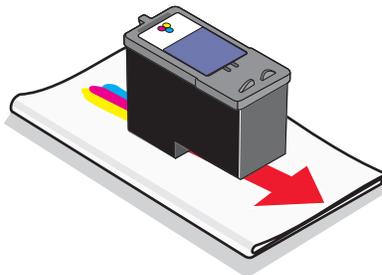
## Cleaning the print cartridge nozzles

- 1 Load plain paper.
- 2 Press **Settings**.
- 3 Press  or  repeatedly until **Maintenance** appears.
- 4 Press .
- 5 Press  or  repeatedly until **Clean Cartridges** appears.

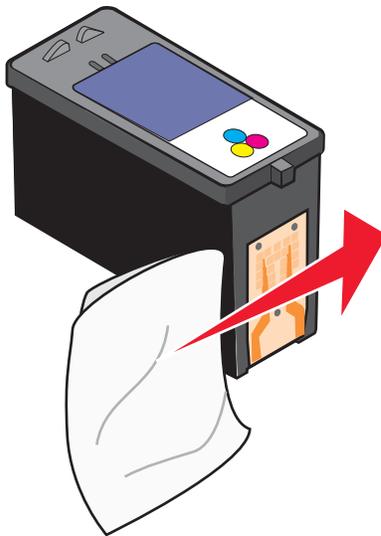
- 6 Press ✓.
- 7 Press ✓ again to confirm that plain paper is loaded.  
A page prints, forcing ink through the print cartridge nozzles to clean them.
- 8 Print the document again to verify that the print quality has improved.
- 9 If print quality has not improved, try cleaning the nozzles up to two more times.

## Wiping the print cartridge nozzles and contacts

- 1 Remove the print cartridges.
- 2 Dampen a clean, lint-free cloth with water, and place the cloth on a flat surface.
- 3 Gently hold the nozzles against the cloth for about three seconds, and then wipe in the direction shown.



- 4 Using another clean section of the cloth, gently hold the cloth against the contacts for about three seconds, and then wipe in the direction shown.



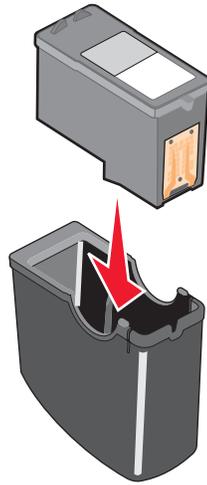
- 5 With another clean section of the cloth, repeat step 3 and step 4.
- 6 Let the nozzles and contacts dry completely.
- 7 Reinsert the print cartridges.
- 8 Print the document again.
- 9 If the print quality does not improve, clean the print nozzles. For more information, see “Cleaning the print cartridge nozzles” on page 101.

**10** Repeat step 9 up to two more times.

**11** If print quality is still not satisfactory, replace the print cartridges.

## Preserving the print cartridges

- Keep a new cartridge in its packaging until you are ready to install it.
- Do not remove a cartridge from the printer except to replace, clean, or store it in an airtight container. The cartridges do not print correctly if left exposed for an extended period of time.
- Keep the photo cartridge in its own storage unit when not in use.



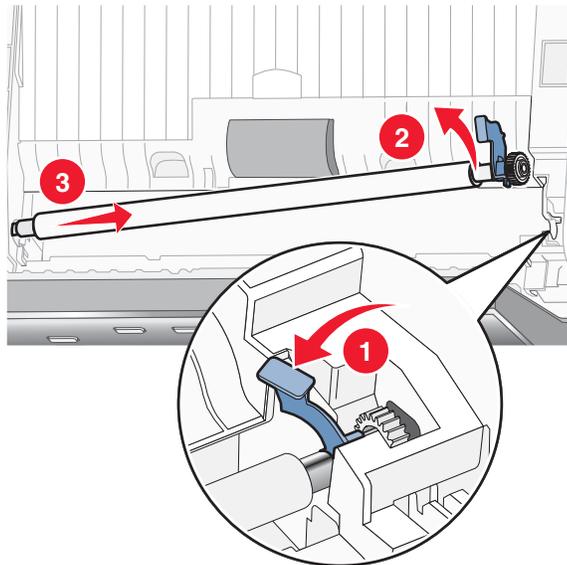
- When a photo cartridge is in use, you may store the black cartridge in the empty photo cartridge storage unit.

## Cleaning the scan lens and white roller

If you notice poor image quality in scans, faxes, or copies, you may need to clean the scan lens and the white roller.

- 1** Unplug the power cord and the phone line from the wall.
- 2** Open the control panel.

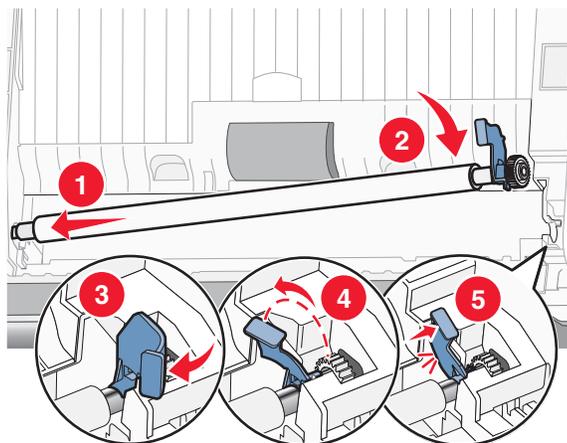
- 3 Push the roller lever gently to the left, pull it forward, and then lift the white roller out of the printer.



- 4 Use a clean, lint-free cloth dampened with water to wipe the white roller and the scan lens.

**Note:** The scan lens is located under the white roller.

- 5 Reinstall the dry white roller, push the roller lever gently to the left, and then *snap* it into place.



- 6 Reconnect the power cord and the phone line.

## Cleaning the exterior of the printer

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

 **CAUTION:** To avoid the risk of electric shock, unplug the power cord from the wall outlet and disconnect all cables to the printer before proceeding.

- 2 Remove paper from the paper support and paper exit tray.
- 3 Dampen a clean, lint-free cloth with water.

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

4 Wipe only the outside of the printer, making sure to remove any ink residue that has accumulated on the paper exit tray.

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

5 Make sure the paper support and paper exit tray are dry before beginning a new print job.

## Ordering supplies

### Ordering print cartridges

#### Lexmark 5000 Series models

Item	Part number	Average cartridge standard page yield is up to <sup>1</sup>
Black cartridge	28A	175
Black cartridge <sup>2</sup>	28	175
High yield black cartridge	34	550
Color cartridge	29A	150
Color cartridge <sup>2</sup>	29	150
High yield color cartridge	35	500
Photo cartridge	31	Not applicable

<sup>1</sup> Values obtained by continuous printing. Declared yield value in accordance with ISO/IEC 24711.  
<sup>2</sup> Licensed Return Program Cartridge

### Ordering paper and other supplies

To order supplies or to locate a dealer near you, visit our Web site at [www.lexmark.com](http://www.lexmark.com).

#### Notes:

- For best results, use only Lexmark print cartridges.
- For best results when printing photos or other high-quality images, use Lexmark photo papers.

Item	Part number
USB cable	1021294

Paper	Paper size
Lexmark PerfectFinish Photo Paper	<ul style="list-style-type: none"><li>• Letter</li><li>• A4</li><li>• 4 x 6 in.</li><li>• 10 x 15 cm</li><li>• L</li></ul>

**Note:** Availability may vary by country or region.

Paper	Paper size
Lexmark Premium Photo Paper	<ul style="list-style-type: none"> <li>• Letter</li> <li>• A4</li> <li>• 4 x 6 in.</li> <li>• 10 x 15 cm</li> <li>• L</li> </ul>
Lexmark Photo Paper	<ul style="list-style-type: none"> <li>• Letter</li> <li>• A4</li> <li>• 4 x 6 in.</li> <li>• 10 x 15 cm</li> </ul>
<p><b>Note:</b> Availability may vary by country or region.</p>	

For information on how to purchase Lexmark PerfectFinish Photo Paper, Lexmark Premium Photo Paper, or Lexmark Photo Paper in your country or region, go to [www.lexmark.com](http://www.lexmark.com).

# Troubleshooting

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## Setup Troubleshooting

### *Incorrect language appears on the display*

These are possible solutions. Try one of the following:

#### **Change the language selection during initial setup**

After you select a language, **Language** appears again on the display. To change the selection:

- 1 Press ◀ or ▶ repeatedly until the language you want appears on the display.
- 2 Press ✓ to save.

#### **Select a different language after initial setup**

- 1 From the control panel, press **Settings**.
- 2 Press ◀ or ▶ repeatedly until **Device Setup** appears.
- 3 Press ✓.
- 4 Press ◀ or ▶ repeatedly until **Language** appears.
- 5 Press ✓.
- 6 Press ◀ or ▶ repeatedly until the language you want appears on the display.
- 7 Press ✓ to save.

### *Power button is not lit*

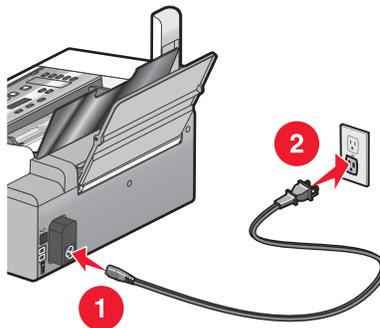
These are possible solutions. Try one or more of the following:

#### **Press power button**

Make sure the printer is on by pressing .

#### **Disconnect and reconnect the power cord**

- 1 Disconnect the power cord from the wall outlet, and then from the printer.
- 2 Plug the cord all the way into the power supply on the printer.



- 3 Plug the cord into an electrical outlet that other electrical devices have been using.
- 4 If the  light is not on, press .

## **Software does not install**

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

### **Check your operating system**

The following operating systems are supported: Windows Vista, Windows XP, Windows 2000, and Mac OS X.

**Note:** Windows 2000 users should use Service Pack 3 or later.

### **Check your system requirements**

Check that your computer meets the minimum system requirements listed on the printer box.

### **Check the USB connection**

- 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.

### **Reconnect power supply**

- 1 Press  to turn the printer off.
- 2 Disconnect the power cord from the wall outlet.
- 3 Gently remove the power supply from the printer.
- 4 Reconnect the power supply to the printer.
- 5 Plug the power cord into the wall outlet.
- 6 Press  to turn the printer on.

### **Disable anti-virus programs**

- 1 Close all open software applications.
- 2 Disable any anti-virus programs.
- 3 Double-click the **My Computer** icon.  
In Windows XP, click **Start** to access the My Computer icon.
- 4 Double-click the **CD-ROM drive** icon.
- 5 If necessary, double-click **setup.exe**.
- 6 Follow the instructions on the computer screen to install the software.

### **Remove and reinstall software**

Uninstall the printer software, and then reinstall it. For more information, see “Removing and reinstalling the software” on page 110.

## ***Page does not print***

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

### **Check messages**

If an error message is displayed, see “Error messages on the printer display” on page 146.

### **Check power**

If the  light is not on, see “Power button is not lit” on page 107.

### **Reload paper**

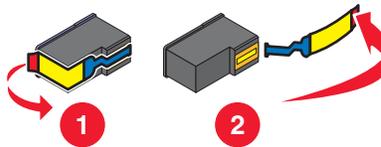
Remove and then load paper.

### **Check ink**

Check the ink levels, and install new print cartridges if necessary.

### **Check cartridges**

- 1 Remove the print cartridges.
- 2 Make sure the sticker and tape have been removed.



- 3 Reinsert the cartridges.

### **Check printer default and pause settings**

- 1 Click:
  - In Windows Vista:  → **Control Panel** → **Printers** (under Hardware and Sound).
  - In Windows XP: **Start** → **Printers and Faxes**.
  - In Windows 2000: **Start** → **Settings** → **Printers**.
- 2 Double-click the printer queue device.
- 3 Click **Printer**.
  - Make sure no check mark appears next to Pause Printing.
  - If a check mark does not appear next to Set As Default Printer, you must select the print queue device for each file you want to print.

### **Reconnect power supply**

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

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

## **Removing and reinstalling the software**

Uninstall the printer software, and then reinstall it. For more information, see “Removing and reinstalling the software” on page 110.

### ***Cannot print from digital camera using PictBridge***

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

#### **Enable PictBridge printing from camera**

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

#### **Make sure the camera is a PictBridge-enabled digital camera**

- 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.

#### **Check USB cable**

Use only the USB cable that came with the camera.

#### **Check messages**

If an error message appears on the display, see “Error messages on the printer display” on page 146.

### ***Solving printer communication problems***

The printer and the computer cannot exchange data. You must establish bidirectional communication between the printer and the computer. For more information, see “Bidirectional communication is not established” on page 140.

### ***Understanding Warning levels***

- A green check indicates system requirements were met.
- A yellow question mark indicates system requirements were not met. Most major functions will work, but you may experience some performance impact.
- A red question mark indicates system requirements were not met. Most major functions may not work.
- A red X indicates system requirements were not met. Installation will not continue.

For proper installation, make sure the computer supports all system requirements. System requirements are located on the printer box.

## **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 In Windows Vista, click . In Windows XP or earlier, click **Start**.
- 2 Click **Programs** or **All Programs** → **Lexmark 5000 Series**.
- 3 Select **Uninstall**.

- 4 Follow the instructions on the computer screen to remove the printer software.
- 5 Restart the computer before reinstalling the printer software.
- 6 Click **Cancel** on all New Hardware Found screens.
- 7 Insert the CD, and then follow the instructions on the computer screen to reinstall the software.

**Note:** If the install screen does not appear automatically after you restart your computer, click **Start → Run**, and then type **D:\setup**, where **D** is the letter of your CD-ROM drive.

If the software still does not install correctly, visit our Web site at [www.lexmark.com](http://www.lexmark.com) to check for the latest software.

- 1 In all countries or regions except the United States, select your country or region.
- 2 Click the links for drivers or downloads.
- 3 Select your printer family.
- 4 Select your printer model.
- 5 Select your operating system.
- 6 Select the file you want to download, and then follow the directions on the computer screen.

## ***Enabling the USB port***

To confirm that the USB port is enabled on the computer:

- 1 Click **Start → Settings → Control Panel**.
- 2 If you are using Windows 2000 or Windows XP:
  - a Click **Performance and Maintenance**, and then click the **System** icon.
  - b Click the **Hardware** tab.
  - c Click **Device Manager**.

If you are using Windows Vista, click the **System and Maintenance** icon, and then click **Device Manager**.

- 3 Click the plus sign (+) beside **Universal Serial Bus Controller**.

If USB Host Controller and USB Root Hub are listed, the USB port is enabled.

Did you find the problem?

### **Yes**

If USB Host Controller and USB Root Hub are *not* listed, the USB port is *not* enabled. For more information, see the computer documentation.

### **No**

Contact the Customer Support Center.

- 1 Click **Programs** or **All Programs → Lexmark 5000 Series**.
- 2 Click **Solution Center**.
- 3 Click the **Contact Information** tab.

## **Fax troubleshooting**

### ***Cannot send or receive a fax***

These are possible solutions. Try one of the following:

#### **Check messages**

If an error message is displayed, follow the instructions on the display.

## Check power

If the  light is not on, see “Power button is not lit” on page 107.

## Check cable connections

Make sure cable connections for the following hardware are secure, if applicable:

- Power supply
- Telephone
- Handset
- Answering machine

## Check the telephone wall jack

- 1 Plug a telephone into the wall jack.
- 2 Listen for a dial tone.
- 3 If you do not hear a dial tone, plug a different telephone into the wall jack.
- 4 If you still do not hear a dial tone, plug a telephone into a different wall jack.
- 5 If you hear a dial tone, connect the printer to that wall jack.

## Review digital phone service checklist

The fax modem is an analog device. Certain devices can be connected to the printer so that digital telephone services can be used.

- If you are using an ISDN telephone service, connect the printer to an analog telephone port (an R-interface port) on an ISDN terminal adapter. For more information and to request an R-interface port, contact your ISDN provider.
- If you are using DSL, connect to a DSL filter or router that supports analog use. For more information, contact your DSL provider.
- If you are using a PBX telephone service, make sure you are connecting to an analog connection on the PBX. If none exists, consider installing an analog telephone line for the fax machine. For more information on faxing when using a PBX telephone service, see “Setting up to fax while behind a PBX” on page 61.

## Verify dial tone

- Place a test call to the telephone number to which you want to send a fax to make sure that it is working correctly.
- If the telephone line is being used by another device, wait until the other device is finished before sending a fax.
- If you are using the On Hook Dial feature, turn up the volume to verify a dial tone.

## Disconnect other equipment temporarily

To ensure the printer is working correctly, connect it directly to the telephone line. Disconnect any answering machines, computers with modems, or telephone line splitters.

## Check for paper jams

Check for and clear any paper jams.

## Disable Call Waiting temporarily

Call Waiting can disrupt fax transmissions. Disable this feature before sending or receiving a fax. Contact your telephone company to obtain the keypad sequence for temporarily disabling Call Waiting.

## Do you have Voice Mail service?

Voice Mail offered through your local telephone company may disrupt fax transmissions. To enable both Voice Mail and the printer to answer calls:

- See “Setting the distinctive ring” on page 60. Setting selections include single ring, double ring, triple ring, and any ring.
- Consider adding a second telephone line for the printer.

## Check country code

Make sure the country code has been set for the country or region where you are operating the printer:

- 1 From the control panel, press **Settings**.
- 2 Press ◀ or ▶ repeatedly until **Device Setup** appears.
- 3 Press ✓.
- 4 Press ◀ or ▶ repeatedly until **Country** appears.
- 5 Press ✓.
- 6 Press ◀ or ▶ repeatedly until the country or region setting indicated by an \* appears.
- 7 If you want to change the country code:
  - a Press ◀ or ▶ repeatedly until the country or region where you are operating the printer appears.
  - b Press ✓ to save the setting.

## Is your printer memory full?

Change setting to Scan after Dial.

- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press ◀ or ▶ repeatedly until **Fax Setup** appears.
- 4 Press ✓.
- 5 Press ◀ or ▶ repeatedly until **Dialing and Sending** appears.
- 6 Press ✓.
- 7 Press ◀ or ▶ repeatedly until **scan** appears.
- 8 Press ✓.
- 9 Press ◀ or ▶ repeatedly until **After Dial** appears.
- 10 Press ✓.

## Can send but not receive faxes

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

### Load paper

Load paper to print any faxes that have been stored in the printer.

## Check the Auto Answer button

If the Auto Answer light is on:

- The printer will answer after the preset number of telephone rings.
- If you are using a distinctive ring, see “Setting the distinctive ring” on page 60.

## Check ink

Check the ink levels, and install a new cartridge if necessary.

## Check whether Fax Forwarding is selected

- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press ◀ or ▶ repeatedly until **Fax Setup** appears.
- 4 Press ✓.
- 5 Press ◀ or ▶ repeatedly until **Ringing and Answering** appears.
- 6 Press ✓.
- 7 Press ◀ or ▶ repeatedly until **Fax Forward** appears.
- 8 Press ✓.
- 9 Press ◀ or ▶ repeatedly to view the current Fax Forwarding setting.
- 10 To turn off Fax Forwarding, press ◀ or ▶ repeatedly until **off** appears.
- 11 Press ✓ to save the setting.

## *Can receive but not send faxes*

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

### Check mode selection

To make sure the printer is set for faxing, press **Fax Mode**.

### Check document placement

Load the original document facedown in the ADF.

### Check the Dial Prefix setting

- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press ◀ or ▶ repeatedly until **Fax Setup** appears.
- 4 Press ✓.
- 5 Press ◀ or ▶ repeatedly until **Dialing and Sending** appears.
- 6 Press ✓.

- 7 Press ◀ or ▶ repeatedly until **Dial Prefix** appears.
- 8 Press ✓.
- 9 To change the setting, press ◀ or ▶ repeatedly until **Create** appears.
- 10 Press ✓.
- 11 Enter the prefix to be dialed before each telephone number.
- 12 Press ✓.

### **Check Speed Dial number**

- Check to make sure Speed Dial has been programmed for the number that you want to dial. See “Setting up Speed Dial” on page 61.
- As an alternative, dial the telephone number manually.

### **Be sure the printer is detecting a dial tone**

- See “Sending a fax while listening to a call (On Hook Dial) using the control panel” on page 41.
- Check the Dial Method setting.
  - 1 Listen for a dial tone. If you hear a dial tone but the printer hangs up without dialing, this means it did not recognize the dial tone.
  - 2 From the control panel, press **Fax Mode**.
  - 3 Press .
  - 4 Press ◀ or ▶ repeatedly until **Fax Setup** appears.
  - 5 Press ✓.
  - 6 Press ◀ or ▶ repeatedly until **Dialing and Sending** appears.
  - 7 Press ✓.
  - 8 Press ◀ or ▶ repeatedly until **Dial Method** appears.
  - 9 Press ✓.
  - 10 Press ◀ or ▶ repeatedly until **Behind PBX** appears.
  - 11 Press ✓ to save this setting.

### ***Printer receives a blank fax***

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

#### **Check original document**

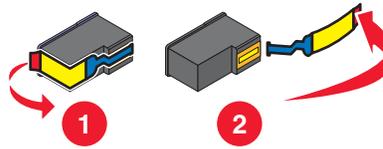
Ask the sender to verify the original document was loaded correctly.

#### **Check ink**

Check the ink levels, and install a new print cartridge if necessary.

## Check cartridges

- 1 Remove the print cartridges.
- 2 Make sure the sticker and tape have been removed.



- 3 Reinsert the print cartridges.

## ***Received fax has poor print quality***

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

### **Review checklist for sender**

- Check that the quality of the original document is satisfactory.
- Resend the fax. There may have been a problem with the quality of the telephone line connection.
- Increase the fax scan resolution.

## **Check ink**

Check the ink levels, and install a new print cartridge if necessary.

## **Clean scan lens and white roller**

- 1 Unplug the power cord and the phone line from the wall.
- 2 Open the control panel.
- 3 Push the roller lever gently to the left, pull it forward, and then lift the white roller out of the printer.
- 4 Use a clean, lint-free cloth dampened with water to wipe the white roller and the scan lens.  
**Note:** The scan lens is located under the white roller.
- 5 Reinstall the dry white roller, push the roller lever gently to the left, and then *snap* it in to place.
- 6 Reconnect the power cord and the phone line.

## ***Caller ID information is not displayed***

### **Caller ID pattern may not be set correctly**

The printer supports two distinct Caller ID patterns: Pattern 1 (FSK) and Pattern 2 (DTMF). Depending on the country or region you live in and the telecommunications company you subscribe to, you may need to switch the pattern for the printer to display Caller ID information. For more information, see “Changing Caller ID pattern using the control panel” on page 52.

## **Fax Error**

The fax machines have stopped communicating.

Resend the fax. There may have been a problem with the quality of the telephone line connection.

## Failed to Connect

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

### Use phone line checklist

- Resend the fax. There may have been a problem with the quality of the telephone line connection.
- Place a test call to the telephone number to which you want to send a fax to make sure that it is working correctly.
- If the telephone line is being used by another device, wait until the other device is finished before sending the fax.

### Make sure the printer detects dial tone

- See “Sending a fax while listening to a call (On Hook Dial) using the control panel” on page 41.
- Check the Dial Method setting.
  - 1 Listen for a dial tone. If you hear a dial tone, but the printer hangs up without dialing, this means it did not recognize the dial tone.
  - 2 From the control panel, press **Fax Mode**.
  - 3 Press .
  - 4 Press ◀ or ▶ repeatedly until **Fax Setup** appears.
  - 5 Press ✓.
  - 6 Press ◀ or ▶ repeatedly until **Dialing and Sending** appears.
  - 7 Press ✓.
  - 8 Press ◀ or ▶ repeatedly until **Dial Method** appears.
  - 9 Press ✓.
  - 10 Press ◀ or ▶ repeatedly until the method you want appears.
  - 11 Press ✓ to save this setting.

## Fax Mode Unsupported

### Check receiving fax machine capabilities

The receiving fax machine does not support the type of fax you attempted to send. If it does not support:

- Your fax resolution—lower the fax resolution.
  - 1 From the control panel, press **Fax Mode**.
  - 2 Press **Quality**.
  - 3 Press ◀ or ▶ repeatedly until a lower quality appears.
  - 4 Press ✓.
- Legal-size paper—reformat the document on letter-size paper.
- Color faxes—send a black and white fax

### Make sure Auto Fax Convert is on

- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press ◀ or ▶ repeatedly until **Fax Setup** appears.
- 4 Press ✓.

- 5 Press ◀ or ▶ repeatedly until **Dialing and Sending** appears.
- 6 Press ✓.
- 7 Press ◀ or ▶ repeatedly until **Auto Fax** appears.
- 8 Press ✓.
- 9 If an asterisk (\*) does not appear next to **On**, press ✓.

## Remote Fax Error

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

### Check phone line

Resend the fax. There may have been a problem with the quality of the telephone line connection.

### Lower the transmission speed

- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press ◀ or ▶ repeatedly until **Fax Setup** appears.
- 4 Press ✓.
- 5 Press ◀ or ▶ repeatedly until **Dialing and Sending** appears.
- 6 Press ✓.
- 7 Press ◀ or ▶ repeatedly until **Max Send Speed** appears.
- 8 Press ✓.
- 9 Press ◀ or ▶ repeatedly until a lower speed appears.
- 10 Press ✓.

#### Notes:

- The lower the transmission speed, the longer it will take your fax to send.
- This solution will reduce the speed for future faxes until you reset the transmission speed.

- 11 Resend the fax.
- 12 If the problem persists, repeat the previous steps to send the fax at successively lower transmission speeds.  
**Note:** 2400 bps is the lowest transmission speed.

## Phone Line Busy

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

### Change redial settings

The printer automatically redials three times at 2-minute intervals. You can change the default settings to redial up to five times at intervals up to 8 minutes.

To change the redial settings:

- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press ◀ or ▶ repeatedly until **Fax Setup** appears.
- 4 Press ✓.
- 5 Press ◀ or ▶ repeatedly until **Dialing and Sending** appears.
- 6 Press ✓.
- 7 To change the number of times the printer will redial:
  - a Press ◀ or ▶ repeatedly until **Redial Attempts** appears.
  - b Press ✓.
  - c Press ◀ or ▶ repeatedly until the setting you want appears.
  - d Press ✓.
- 8 To change the length of time between redials:
  - a Press ◀ or ▶ repeatedly until **Redial Time** appears.
  - b Press ✓.
  - c Press ◀ or ▶ repeatedly until the setting you want appears.
  - d Press ✓.

## Schedule to resend fax at a later time

See “Sending a broadcast fax at a scheduled time” on page 42.

## Phone Line Error

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

### Review digital phone service checklist

The fax modem is an analog device. Certain devices can be connected to the printer so that digital telephone services can be used.

- If you are using an ISDN telephone service, connect the printer to an analog telephone port (an R-interface port) on an ISDN terminal adapter. For more information and to request an R-interface port, contact your ISDN provider.
- If you are using DSL, connect to a DSL filter or router that will support analog use. For more information, contact your DSL provider.
- If you are using a PBX telephone service, make sure you are connecting to an analog connection on the PBX. If none exists, consider installing an analog telephone line for the fax machine. For more information on faxing when using a PBX telephone service, see “Setting up to fax while behind a PBX” on page 61.

### Check phone line

If the telephone line is being used by another device, wait until the other device is finished before sending the fax.

## Check cable connections

Make sure cable connections for the following hardware are secure, if applicable:

- Power supply
- Telephone
- Handset
- Answering machine

## Jams and misfeeds troubleshooting

### *Paper jam in the printer*

#### Eject the paper automatically

To remove the paper jam, eject the paper:

- 1 Press and hold .
- 2 Remove the paper from the paper exit tray.

#### Remove the paper manually

- 1 Press  to turn off the printer.
- 2 Firmly grasp the paper, and gently pull it out.

**Warning:** When possible, paper should be pulled out the front of the printer to protect the printer gears and rollers.

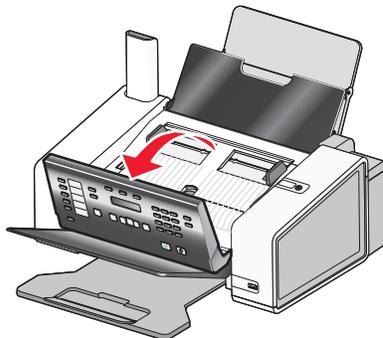
- 3 Press  to turn the printer back on.

### *Paper jam in the paper support*

- 1 Press  to turn off the printer.
- 2 Firmly grasp the paper, and gently pull it out.
- 3 Press  to turn the printer back on.

### *Paper jam in the Automatic Document Feeder (ADF)*

- 1 Pull the control panel up.



- 2 Push the roller lever gently to the left, pull it forward, and then lift the white roller out of the printer.
- 3 Firmly grasp the paper, and gently pull it out.

- 4 Reinstall the white roller, push the roller lever gently to the left, and then *snap* it into place.
- 5 Close the control panel until it *snaps* into place.
- 6 Press ✓.

**Note:** To avoid paper jams, do not force paper into the ADF.

## ***Paper or specialty media misfeeds***

These are possible solutions if paper or specialty media misfeeds or skews, or if multiple sheets feed or stick together. Try one or more of the following:

### **Check paper condition**

Use only new, unwrinkled paper.

### **Check paper loading**

- Load a smaller amount of paper into the printer.
- Load paper with the print side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)

See “Loading paper” on page 35 and its related topics for information about:

- Maximum loading amounts per paper type
- Specific loading instructions for supported paper and specialty media

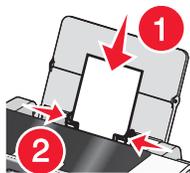
### **Remove each page as it is printed**

Remove each page as it exits, and let it dry completely before stacking.

### **Adjust the paper guides**

Adjust the paper guides:

- When using media less than 8.5 inches wide
- To rest against the edges of the paper or media, making sure it does not buckle



## ***Printer does not feed paper, envelopes, or specialty media***

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

### **Check for paper jams**

Check for and clear any paper jams. For more information, see “Jams and misfeeds troubleshooting” on page 120.

### **Check media loading**

- Verify that the specialty media is loaded correctly. For more information, see “Loading paper” on page 35.
- Try loading one page, envelope, or sheet of specialty media at a time.

## Check printer default and pause settings

- 1 In Windows Vista, click  → **Control Panel** → **Printers** (under Hardware and Sound).  
In Windows XP, click **Start** → **Settings** → **Printers and Faxes**.
- 2 Double-click the print queue device.
- 3 Click **Printer**.
  - Make sure no check mark appears next to Pause Printing.
  - If a check mark does not appear next to Set As Default Printer, you must select the print queue device for each file you want to print.

## *Banner paper jams*

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

### Clear banner paper jams

- 1 Press  to turn off the printer.
- 2 Remove the jammed banner paper from the printer.

### Review banner printing checklist

- Use only the number of sheets needed for the banner.
- Select the following settings to enable the printer to feed paper continuously without jamming:
  - 1 With a document open, click **File** → **Print**.
  - 2 Click **Properties, Preferences, Options, or Setup**.
  - 3 Select the **Paper Setup** tab.
  - 4 From the Paper Size area, select **Banner**.
  - 5 Select **Letter Banner** or **A4 Banner** as the paper size.
  - 6 Select **Portrait** or **Landscape**.
  - 7 Click **OK**.
  - 8 Click **OK** or **Print**.

## *Paper continues to jam*

### Are you using paper designed for an inkjet printer?

Check the type of paper you are using. Some low-quality papers may be too thin or too slick to be fed correctly into the printer. For more information, see “Choosing compatible specialty paper types” on page 66.

### Are you loading the paper correctly?

For more information, see “Loading paper” on page 35.

**Note:** Do not force paper into the printer.

## Print troubleshooting

### ***Partial 4 x 6 in. (10 x 15 cm) photo prints when using a PictBridge-enabled digital camera***

#### **Make sure photo size and paper size are set correctly**

The printer displays the **Paper/Photo Size Error** when your chosen photo size does not match the paper size that is set. This typically happens when you are trying to print from your PictBridge-enabled digital camera. You may have left the printer control panel Photo Size menu item setting at **8.5 x 11 in.** or **5 x 7 in.** size, but your camera has a print size of **4 x 6 in.** or **L**. You need to make sure your chosen photo size on the printer is **4 x 6 in.** or **10 x 15 cm**, depending on the typically used photo size for your country or region.

- Make sure the 4 x 6 in. (10 x 15 cm) photo paper is loaded correctly in the paper support.
- If your camera lets you change the print size setting, change the print size selection to 4 x 6 in. (10 x 15 cm) on the PictBridge-enabled digital camera.
- If your camera does not allow you to change the paper size setting, use the control panel to change the paper size to 4 x 6 in. (10 x 15 cm).

- 1 Insert the USB cable that came with your camera to the camera, and insert the other end into the PictBridge port on the front of the printer.
- 2 Turn the camera on and choose your first photo using the camera control panel.
- 3 Wait for **PictBridge Printing** to appear on the display of the printer control panel.

**Note:** If **Paper/Photo Size Error** appears, press **X** to clear the error message.

- 4 Press .
- 5 Press  or  repeatedly until **Photo Size** appears.
- 6 Press .
- 7 Press  or  repeatedly until **4 x 6 in.** or **10 x 15 cm** appears.
- 8 Press .
- 9 Press  or  repeatedly until **Paper Setup** appears.
- 10 Press .
- 11 Press  or  repeatedly until **Paper Size** appears.
- 12 Press .
- 13 Press  or  repeatedly until **10 x 15 cm** appears.
- 14 Press .
- 15 Press **Start Color** or **Start Black**.

### ***Improving print quality***

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

#### **Check paper**

- Use the appropriate paper for the document. If you are printing photos or other high-quality images, for best results use Lexmark photo papers.
- Use a paper that is a heavier weight or bright white.

## Select a higher print quality

- 1 Depending on your print job, press **Copy Mode** or **Scan Mode**.
- 2 Press **Quality**.
- 3 Press ◀ or ▶ repeatedly until the quality you want appears.
- 4 Press ✓.

## Check print cartridges

If the document still does not have the print quality you want, follow these steps:

- 1 Align the print cartridges. For more information, see “Aligning print cartridges” on page 101. If print quality has not improved, continue to the next step.
- 2 Clean the print cartridge nozzles. For more information, see “Cleaning the print cartridge nozzles” on page 101. If print quality has not improved, continue to the next step.
- 3 Remove and reinsert the print cartridges. For more information, see “Removing a used print cartridge” on page 98 and “Installing print cartridges” on page 99. If print quality has not improved, continue to the next step.
- 4 Wipe the print nozzles and contacts. For more information, see “Wiping the print cartridge nozzles and contacts” on page 102.

If print quality is still not satisfactory, replace the print cartridges. For more information, see “Ordering supplies” on page 105.

## Poor text and graphic quality

- Blank pages
- Dark print
- Faded print
- Incorrect colors
- Light and dark bands in print
- Skewed lines
- Smudges
- Streaks
- White lines in print

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

### Check ink

Check the ink levels, and install new print cartridges if necessary.

### Remove sheets as they are printed

To avoid ink smudging when you are working with the following media, remove each sheet as it exits, and allow it to dry:

- Documents with graphics or images
- Photo paper
- Heavyweight matte or glossy paper
- Transparencies
- Labels
- Envelopes
- Iron-on transfers

**Note:** Transparencies may take up to 15 minutes to dry.

## **Use a different brand of paper**

Each paper brand accepts ink differently and prints with color variations. If you are printing photos or other high-quality images, for best results use Lexmark photo papers.

## **Check paper condition**

Use only new, unwrinkled paper.

## **Removing and reinstalling the software**

Software may not be installed correctly.

## ***Poor quality at the edges of the page***

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

### **Check minimum print settings**

Unless you are using the borderless feature, use these minimum print margin settings:

- Left and right margins:
  - 6.35 mm (0.25 in.) for letter-size paper
  - 3.37 mm (0.133 in.) for all paper sizes except letter
- Top margin: 1.7 mm (0.067 in.)
- Bottom margin: 12.7 mm (0.5 in.)

### **Select the Borderless print feature**

- 1 From the software application, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 Click **Print Layout**.
- 4 Click **Borderless**.

### **Make sure you use photo paper**

Borderless printing requires photo paper. Small margins are printed when you select the Borderless feature when you are printing on plain paper.

### **Make sure the paper size matches the printer setting**

- 1 From the software application, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 Click **Paper Setup**.
- 4 Check the paper size.

### ***Print speed is slow***

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

#### **Maximize computer processing speed**

- Close all applications not in use.
- Minimize the number and size of graphics and images in the document.
- Remove as many unused fonts as possible from your system.

## **Add memory**

Consider purchasing more RAM.

## **Select a lower print quality**

- 1 From the software application, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 Click **Quality/Copies**.
- 4 From the Quality/Speed area, select a lower print quality.

## **Remove and reinstall the software**

It is sometimes helpful to remove the existing printer software and reinstall it.

## **Check paper loading**

- Load a smaller amount of paper into the printer. You may be using a thicker type of paper.
- Make sure you are loading the correct type of media.

See “Loading paper” on page 35 and its related topics for information about:

- Maximum loading amounts per paper type
- Specific loading instructions for supported paper and specialty media

## ***Partial document or photo prints***

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

### **Check document placement**

Make sure the document or photo is loaded facedown in the Automatic Document Feeder (ADF) and centered between the ADF paper guides.

### **Check paper size**

Make sure the paper size being used matches the document or photo size you selected.

## ***Photo smudges or scratches***

To prevent photo smudging or scratching, avoid touching the printed surface with your fingers or sharp objects. For best results, remove each printed sheet individually from the paper exit tray, and allow the prints to dry at least 24 hours before stacking, displaying, or storing.

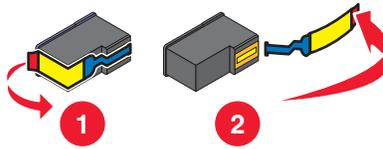
## ***Checking the print cartridges***

### **Are the print cartridges properly installed?**

For more information, see “Installing print cartridges” on page 99.

## Are the sticker and tape removed from the cartridges?

- 1 Remove the print cartridges.
- 2 Make sure the sticker and tape have been removed.



- 3 Reinsert the cartridges.

## Are the cartridges low on ink?

- 1 Do one of the following:
  - In Windows Vista, click .
  - In Windows XP and earlier, click **Start**.
- 2 Click **Programs** or **All Programs** → **Lexmark 5000 Series**.
- 3 Click **Solution Center**.
- 4 If an exclamation point (!) appears on a cartridge, the ink level is low. Install a new cartridge. For more information, see “Installing print cartridges” on page 99.

For cartridge-ordering information, see “Ordering paper and other supplies” on page 105.

## *Ink levels seem incorrect*

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

### **Are you printing graphics or photos?**

When you print documents with a large number of graphics, or with the Photo Quality/Speed setting, the printer uses more ink. The type of documents you print and the print quality you select affect the amount of ink the printer uses.

### **Are you printing a large file?**

The ink levels displayed in the printer software are not updated during a print job; they represent the ink level at the beginning of a print job. The ink levels may seem inconsistent in the Printing Status window when you are printing a large file.

## *Ink levels seem to go down too quickly*

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

### **Are you printing photos or documents with a large number of graphics?**

Because photos and graphics require more ink than text documents, ink usage increases when you print photos or graphics.

### **Are you printing with Photo Quality/Speed setting?**

To reduce ink usage, select **Photo** only when you are printing on photo or heavyweight matte paper. All other paper types print best at a lower Quality/Speed setting. Use the Quick Print or Normal setting to print most text documents.

## ***A blank or incorrect page prints***

### **Remove the sticker and tape from the print cartridges**

Lift the scanner unit, and remove the print cartridges from the print cartridge carrier. Make sure the sticker and tape are removed from the print nozzles located on the bottom of the cartridges.

### **Make sure the cartridges are properly installed**

With the front of the printer facing you, check for proper print cartridge installation. If you are using a color cartridge, make sure it is properly installed in the right carrier. If you are using a black or photo cartridge, make sure it is properly installed in the left carrier.

### **Check the USB connection**

- 1 Check that the USB cable is connected to the computer. The USB port on the back of the computer is marked by the  USB symbol. Plug the long, flat end of the USB cable into this port.
- 2 Make sure that the smaller, more square end of the USB cable is plugged into the back of the printer.
- 3 Check that the USB cable is not damaged and that the  light is on.

### **Close other open files before printing**

Before sending a file to print, close all other open files in the program you are using. The printer prints a blank page when too many files are open in the same program.

## ***Characters on printout are missing or unexpected***

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

### **Make sure the fonts are applied correctly in the program**

Most programs do not print a stretched or resized font.

### **Make sure the TrueType font is available on the computer**

The font you are trying to print may not be available in the program font selection box. Not all fonts are designed to be printed; make sure the font is a TrueType font. See the program documentation for more information.

### **Make sure the document was formatted or created for the printer**

Windows may substitute different fonts. Line and page breaks may change with the font. Use the program that created the document to fix these problems, and then save the changes for the next time you print.

## ***Colors on printout are faded or differ from colors on the screen***

Check the following. When you think you have solved the problem, test the solution by sending a document to print.

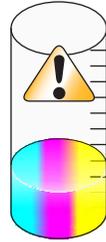
### **Are the color and print speed settings correct?**

You may need to adjust the color and print speed.

### **Are the print cartridges low on ink?**

- 1 Do one of the following:
  - In Windows Vista, click  → **Control Panel**.
  - In Windows XP or 2000, click **Start**.
- 2 Click **Programs** or **All Programs** → **Lexmark 5000 Series**.

### 3 Click **Solution Center**.



4 If an exclamation point (!) appears on either of the print cartridges, the ink level is low. Install a new cartridge.

### ***Glossy photo paper or transparencies stick together***

#### **Do photos or transparencies dry and stick together on the paper exit tray?**

Remove the photos or transparencies from the paper exit tray as they exit the printer. Allow them to dry before stacking. It takes longer for the ink to dry on the surface of photo paper or transparencies than it does on most printouts.

#### **Are you using a transparency or photo paper designed for an inkjet printer?**

For information on ordering supplies, see “Choosing compatible specialty paper types” on page 66.

### ***Page prints with different fonts***

#### **Make sure the correct printer is selected**

When printing from an application, make sure the selected printer is the correct printer you want to use to print your job.

It is useful to have the default printer set to be the printer you use most often for printing.

#### **Make sure the TrueType font is available on the computer**

The font you are trying to print may not be available in the program font selection box. Not all fonts are designed to be printed; make sure the font is a TrueType font. See the program documentation for more information.

#### **Make sure the fonts are applied correctly in the program**

Most programs do not print a stretched or resized font.

### ***Print is too dark or smudged***

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

#### **Make sure the ink dry before handling the paper**

Remove the paper as it exits, and let the ink dry before handling.

#### **Make sure the Quality/Speed setting is appropriate for the paper type loaded in the printer**

The Photo Quality/Speed setting may cause smearing if used with plain paper. If you are using plain paper, try using the Normal setting.

#### **Make sure the print cartridge nozzles are clean**

You may need to clean the print cartridge nozzles.

## ***Printed characters are improperly formed or are not aligned correctly***

### **Have you added spaces at the left margin?**

If the print is not aligned correctly, make sure you have not added spaces by pressing Enter or the spacebar (hard-coded spaces).

### **Do you need to align the print cartridges?**

The cartridges may be out of alignment.

- 1 Do one of the following:
  - In Windows Vista, click  → **Control Panel**.
  - In Windows XP or 2000, click **Start**.
- 2 Click **Programs** or **All Programs** → **Lexmark 5000 Series**.
- 3 Click **Solution Center**.
- 4 Click the **Maintenance** tab.
- 5 Click **Align to fix blurry edges**.

### **Are the print cartridges clean?**

You may need to clean the print cartridge nozzles.

## ***Printouts have alternating bands of light and dark print***

If the printer pauses frequently during a print job and prints pages with alternating bands of light and dark print, it is printing data faster than the computer can send it. Banded printing occurs when the printer pauses frequently. You may need to change the printer software settings, or the problem may be that the printer and the computer are not able to communicate properly.

### **Are the printer and the computer able to communicate data?**

Check the printer status:

- 1 Do one of the following:
  - In Windows Vista, click  → **Control Panel**.
  - In Windows XP or 2000, click **Start**.
- 2 Click **Programs** or **All Programs** → **Lexmark 5000 Series**.
- 3 Click **Solution Center**.
- 4 If the Printer Status is:
  - **Cannot Communicate**, the problem could be hardware or printer software settings.
  - **Ready** or **Busy Printing**, the problem may be with the printer software settings.

## ***Transparencies or photos contain white lines***

### **Adjust the Quality/Speed settings**

- 1 With a document or photo open, click **File** → **Print**.
- 2 Click **Properties**, **Preferences**, **Options**, or **Setup**.

- 3 From the Quality/Copies tab, select:
  - **Photo** when printing photos
  - **Normal** when printing transparencies

### **Check the program settings**

Use a different fill pattern in the program. For more information, see the program documentation.

### **Perform maintenance on the print cartridges**

You may need to clean the print cartridge nozzles.

### ***Vertical straight lines are not smooth***

#### **Adjust the Quality/Speed settings**

- 1 With a document or photo open, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 From the Quality/Copies tab, select:
  - **Photo** when printing photos
  - **Normal** when printing transparencies

### **Align the print cartridges**

- 1 Do one of the following:
  - In Windows Vista, click  → **Control Panel**.
  - In Windows XP or 2000, click **Start**.
- 2 Click **Programs** or **All Programs → Lexmark 5000 Series**.
- 3 Click **Solution Center**.
- 4 Click the **Maintenance** tab.
- 5 Click **Align to fix blurry edges**.

### ***White lines appear in graphics or solid black areas***

#### **Adjust the Quality/Speed settings**

- For excellent print quality and reduced print speed, select **Photo**.
- For good print quality and average print speed, select **Normal**.
- For reduced print quality and faster print speed, select **Quick Print**.

### **Adjust the program settings for the document**

Use a different fill pattern in the program. For more information, see the program documentation.

### **Perform maintenance on the print cartridges**

You may need to clean the print cartridge nozzles.

## ***Checking the printer status***

### **Windows Vista users only**

1 Click  → **Control Panel** → **Printer**.

2 Make sure:

- The printer icon does not say **Paused**. If the printer is paused, right-click the icon, and then click **Resume Printing**.
- The printer icon says **Ready**. If it says **Offline**, right-click the icon, and then click **Use Printer Online**.
- The printer icon has a check mark indicating that the printer is set as the default printer. If it is not, right-click the icon, and then click **Set as Default**.

### **Windows XP users only**

1 Click **Start** → **Settings** → **Printers and Faxes**.

2 Make sure:

- The printer icon does not say **Paused**. If the printer is paused, right-click the icon, and then click **Resume Printing**.
- The printer icon says **Ready**. If it says **Offline**, right-click the icon, and then click **Use Printer Online**.
- The printer icon has a check mark indicating that the printer is set as the default printer. If it is not, right-click the icon, and then click **Set as Default**.

### **Windows 2000 users only**

1 Click **Start** → **Settings** → **Printers**.

2 Right-click the **Lexmark 5000 Series** icon.

3 Make sure:

- **Set as Default Printer** is selected.
- **Pause Printing** is *not* selected.
- **Use Printer Offline** is *not* selected.

## ***Settings are not saved***

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

### **Change time-out settings**

If you press ✓ to select a setting, an \* appears next to the selected setting. The printer reverts to the default setting after two minutes of inactivity or if the printer is turned off.

### **Save settings**

If you press ✓ to select a setting, an \* appears next to the selected setting.

## ***Checking printer readiness***

The printer may not be ready to print. Check the following. When you think you have solved the problem, test the solution by sending a document to print.

### **Make sure the printer has paper and is properly loaded**

Make sure you have followed the correct loading instructions for your printer.

## Remove the sticker and tape from the print cartridges

- 1 Lift the scanner unit.
- 2 Remove the print cartridges from the print cartridge carrier.
- 3 Make sure the sticker and tape are removed from the bottom and back of the cartridges.

## Do the print cartridges have ink?

- 1 Do one of the following:
  - In Windows Vista, click .
  - In Windows XP and earlier, click **Start**.
- 2 Click **Programs** or **All Programs** → **Lexmark 5000 Series**.
- 3 Click **Solution Center**.

If an exclamation point (!) appears on either of the print cartridges, the ink level is low. Install a new cartridge.

## Check the USB connection

- 1 Check that the USB cable is connected to the computer. The USB port on the back of the computer is marked by the  USB symbol. Plug the long, flat end of the USB cable into this port.
- 2 Make sure that the smaller, more square end of the USB cable is plugged into the back of the printer.
- 3 Check that the USB cable is not damaged and that the  light is on.

## Checking the Spool Settings for banner printing

Banner printing is not possible if certain Spool Settings are selected. Verify that you have the right settings selected.

- 1 For Windows Vista, click  → **Control Panel** → **Printer**.  
For Windows XP, click **Start** → **Settings** → **Printers** or **Printers and Faxes**.
- 2 Right-click the **Lexmark 5000 Series** icon.
- 3 Select **Properties**.
- 4 Click the **Advanced** tab.
- 5 At the bottom of the Advanced tab, click **Print Processor**.
- 6 Verify that the Default data type is LEMF. If it is not, select **LEMF** from the available choices, and then click **OK**.

## Resolving font problems

### Have you applied the fonts correctly in the program?

Most programs do not print a stretched or resized font.

### Is the font a TrueType font? Is it available on the computer?

The font you are trying to print may not be available in the program font selection box. Not all fonts are designed to be printed; make sure the font is a TrueType font. See the program documentation for more information.

## Was the document formatted or created for the printer?

Windows may substitute different fonts. Line and page breaks may change with the font. Use the program that created the document to fix these problems, and then save the changes for the next time you print.

## *Printer is busy printing another job*

Wait until the printer has finished printing all other print jobs before sending this job to print.

## *Ready or Busy Printing is listed as the status*

If Ready or Busy Printing is listed as the Printer Status on the Status tab of the Solution Center while you are attempting to print, try the suggestions below. Next, test the solution by sending a document to print.

## Is there a problem with the connections?

- 1 Check that the USB cable is connected to the computer. The USB port on the back of the computer is marked by the  USB symbol. Plug the long, flat end of the USB cable into this port.
- 2 Make sure that the smaller, more square end of the USB cable is plugged into the back of the printer.
- 3 Check that the USB cable is not damaged and that the  light is on.

## Do you need to adjust the Quality/Speed settings?

Select **Photo** from the Quality/Copies tab in Printing Preferences.

- 1 Click **File** → **Print**.
- 2 Click **Properties**, **Preferences**, **Options**, or **Setup**.
- 3 From the Quality/Copies tab, make changes as needed.
- 4 Click **OK** to close any dialog boxes that are open.

## Is the problem with the program?

Try printing a different image. If it prints correctly, the problem may be with the program you are using. For more information, see the program documentation.

## *Printing a test page*

- 1 Do one of the following:
  - In Windows Vista, click .
  - In Windows XP and earlier, click **Start**.
- 2 Click **Programs** or **All Programs** → **Lexmark 5000 Series**.
- 3 Click **Solution Center**.
- 4 From the Maintenance tab, click **Print a test page**.
- 5 Compare the printed page to the image displayed on the computer screen. If the printed image matches the image displayed on the screen, then you are finished.
- 6 If the test page did not print at all or has quality problems, attend to any error messages that appear on the screen.

## ***Printing a test page using the control panel***

- 1 Press the **Settings** button.
- 2 Press ◀ or ▶ repeatedly until **Maintenance** appears.
- 3 Press ✓.
- 4 Press ◀ or ▶ repeatedly until **Print Test Page** appears.
- 5 Press ✓.
- 6 Follow the instructions on the printer display.

## ***Test page does not print***

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

### **Make sure the printer is receiving power**

If ⏻ is not on, the printer may not be receiving power.

- Press ⏻.
- Plug the printer into a different electrical outlet.
- If the printer is plugged into a surge protector, unplug the printer, and plug it directly into an electrical outlet.

### **Check the USB connection**

- 1 Check that the USB cable is connected to the computer. The USB port on the back of the computer is marked by the  USB symbol. Plug the long, flat end of the USB cable into this port.
- 2 Make sure that the smaller, more square end of the USB cable is plugged into the back of the printer.
- 3 Check that the USB cable is not damaged and that the ⏻ light is on.

### **Make sure the cartridges are properly installed**

With the front of the printer facing you, check for proper print cartridge installation. If you are using a color cartridge, make sure it is properly installed in the right carrier. If you are using a black cartridge or photo cartridge, make sure it is properly installed in the left carrier.

Make sure the sticker and tape are removed from the print cartridges:

- 1 Lift the scanner unit.
- 2 Remove the print cartridges from the print cartridge carrier.
- 3 Make sure the sticker and tape are removed from the bottom and back of the print cartridges.

### **Try printing a test page again**

- 1 Do one of the following:
  - In Windows Vista, click  → **Control Panel**.
  - In Windows XP or 2000, click **Start**.
- 2 Click **Programs** or **All Programs** → **Lexmark 5000 Series**.
- 3 Click **Solution Center**.

4 Click the **Maintenance** tab.

5 Click **Print a test page**.

### ***External print server is not working***

If there is an external device connected between the computer and the printer, make sure it supports bidirectional communication.

Disconnect the printer from the external device, and connect it directly to the computer. If the printer works, there may be a problem with the print server. See the documentation that shipped with the print server.

There may be a problem with the USB cable. Try a different cable.

### ***Removing an external print server***

- 1 Press  to turn the printer off.
- 2 Make sure the power to the print server is off.
- 3 Remove the USB cable from the external print server.
- 4 Disconnect the external print server from the computer.
- 5 Connect the printer USB cable to the printer.
- 6 Press  to turn the printer back on.

### ***Checking the port setting***

#### **Windows Vista users only**

- 1 Click  → **Control Panel** → **Printers**.
- 2 Right-click the **Lexmark 5000 Series** icon.
- 3 From the sidebar menu, select **Properties**.
- 4 Click the **Ports** tab.
- 5 Make sure:
  - The port is set to a **USB** port.
  - File is *not* set as the port.

#### **Windows XP or 2000 users only**

- 1 Click **Start** → **Settings** → **Printers** or **Printers and Faxes**.
- 2 Right-click the **Lexmark 5000 Series** icon.
- 3 From the sidebar menu, select **Properties**.
- 4 Click the **Ports** tab.
- 5 Make sure:
  - The port is set to a **USB** port.
  - File is *not* set as the port.

## ***Cable is not connected, is loose, or is damaged***

The printer cable must be fully connected and undamaged for proper communication.

### **Make sure the USB cable is connected to the USB port on the back of the computer**

The USB port on the back of the computer is marked by . Plug the long, flat end of the USB cable into this port.

### **Make sure the other end of the USB cable is connected to the back of the printer**

Plug the smaller, more square end of the USB cable into the back of the printer.

### **Make sure the cable is not damaged or loose**

Make sure:

- The USB cable is not damaged.
- The  light is on.

For more information, see the related topic below.

## ***Printer is plugged in but does not print***

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

### **Make sure the printer is set as the default printer**

Try printing a test page.

### **Make sure the print queue is ready to print**

Make sure the printer is set as the default printer and is not being held or paused.

## ***Printer is trying to print to File***

If the computer is sending the print jobs to File rather than to the printer connected to the computer, first make sure the printer is attached with a USB cable to a USB port on the computer.

To verify the USB port:

- 1 In Windows Vista, click  → **Control Panel** → **Printers** (under Hardware and Sound).  
In Windows XP, click **Start** → **Settings** → **Printers and Faxes**.
- 2 Right-click the **Lexmark 5000 Series** icon.
- 3 From the sidebar menu, select **Properties**.
- 4 Click the **Ports** tab.
- 5 Make sure:
  - The port is set to a USB port.
  - File is not set as the port.

If the document still does not print, then the USB port may not be enabled in the computer. For more information, see the related topic, “Enabling the USB port.”

## ***Printer cannot communicate with computers over peer-to-peer network***

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

### **Check the status of the host computer and printer**

Make sure:

- The host computer is on and is directly connected to the printer.
- The host computer can print to the printer.
- The printer is shown as **Shared** in the Printers folder (Windows Vista) or Printers and Faxes folder (Windows XP and Windows 2000) on the host computer.

### **Check the printer status**

Windows Vista users:

- 1 Click  → **Printers**.
- 2 Right-click the **Lexmark 5000 Series** icon.
- 3 Click **Sharing**.
- 4 Click **Change Sharing Options**, and confirm the Windows prompt.
- 5 Select **Share this printer**, and then give the printer a distinctive name.
- 6 Click **OK**.

Windows XP users:

- 1 Click **Start** → **Printers and Faxes**.
- 2 Right-click the **Lexmark 5000 Series** icon.
- 3 Click **Sharing**.
- 4 Select **Share this printer**, and then give the printer a distinctive name.
- 5 Click **OK**.

Windows 2000 users:

- 1 Click **Start** → **Settings** → **Printers**.
- 2 Right-click the **Lexmark 5000 Series** icon.
- 3 Click **Sharing**.
- 4 Select **Shared as**, and then give the printer a distinctive name.
- 5 Click **OK**.

### **Try to locate the printer from the remote computer**

If the printer is shown as Shared on the host computer, but you still cannot print, try to locate the printer from the remote computer.

Windows Vista, Windows XP, or Windows 2000 users:

- 1 Open the **Printers** or **Printers and Faxes** folder.
- 2 Right-click the **Lexmark 5000 Series** icon.

- 3 Click **Properties**.
- 4 Click the **Ports** tab, and then click the **Add Port** button.
- 5 Select **Local Port**, and then click the **New Port** button.
- 6 Type the Universal Naming Convention (UNC) Port name, which consists of the server name and the distinctive printer name.  
The name should be in the form `\\server\printer`.
- 7 Click **OK**.
- 8 Click **Close**.
- 9 Make sure the new port has been selected on the Ports tab, and then click **Apply**.  
The new port is listed with the printer name.
- 10 Click **OK**.

### **Restart the host computer and the remote computer**

Try printing again.

### ***Printer is not able to communicate with the computer***

The printer and computer are not able to exchange data. Verify that the printer is plugged in, and the  light is on.

### ***Problems when copying, scanning, or faxing***

#### **Is the original document loaded correctly?**

Make sure the original document is placed facedown in the Automatic Document Feeder (ADF).

#### **Close other software**

Close all programs not being used.

#### **Change the scanning resolution to a lower value**

- 1 Load an original document facedown in the Automatic Document Feeder (ADF).
- 2 From the desktop, double-click the **Productivity Studio** icon.
- 3 From the left pane of the Welcome screen, click **Scan**.
- 4 Click **Custom Settings**.
- 5 Select a lower scan resolution.
- 6 Click **Start**.

### ***Wrong printer is attached***

The printer attached to the computer is not the correct printer. See the setup documentation for help attaching the printer.

## ***Updating the printer software***

The printer software needs to be updated to run properly.

- 1 Start Windows.
- 2 When the desktop appears, insert the software CD for Windows.  
The installation screen appears.
- 3 Click **Install**.
- 4 When the Existing Printer Driver Found dialog box appears, select **Update the existing driver software**.

## ***Bidirectional communication is not established***

The printer and computer may not be able to exchange data.

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

### **Check the USB connection**

- 1 Check that the USB cable is connected to the computer. The USB port on the back of the computer is marked by the  USB symbol. Plug the long, flat end of the USB cable into this port.
- 2 Make sure that the smaller, more square end of the USB cable is plugged into the back of the printer.
- 3 Check that the USB cable is not damaged and that the  light is on.

### **Make sure the printer is receiving power**

If the  button is not lit, the printer may not be receiving power.

- Plug the printer into a different outlet.
- If the printer is plugged into a surge protector, unplug the printer, and plug it directly into an electrical outlet.

### **Make sure the external print server is working**

If the printer is connected to an external print server, the problem may be with this print server. Check to make sure the device is working properly and that the printer is connected to the network.

## ***Experiencing poor quality or incorrect output***

See the topic that best describes the problem.

- Print is too dark or smudged
- Vertical straight lines are not smooth
- White lines appear in graphics or solid black areas
- Characters are missing or unexpected
- Colors on printout are faded or differ from colors on the screen
- Printouts have alternating bands of light and dark print
- Page prints with different fonts
- Printed characters are improperly formed or are not aligned correctly at the left margin
- Transparencies or photos contain white lines
- Glossy photo paper or transparencies stick together

## ***Ping the access point***

- 1 If you do not already know it, find the IP address of the wireless access point (wireless router).
  - a Do one of the following:
    - In Windows Vista, click  → **All Programs → Accessories → Command Prompt.**
    - In Windows XP, click **Start → Programs** or **All Programs → Accessories → Command Prompt.**
  - b Type **ipconfig**.
  - c Press **Enter**.
    - The “Default Gateway” entry is typically the wireless access point (wireless router).
    - The IP address appears as four sets of numbers separated by periods, such as 192.168.0.100.
- 2 Ping the wireless access point (wireless router).
  - a Do one of the following:
    - In Windows Vista, click  → **All Programs → Accessories → Command Prompt.**
    - In Windows XP, click **Start → Programs** or **All Programs → Accessories → Command Prompt.**
  - b Type **ping** followed by a space and the IP address of the wireless access point (wireless router). For example:  

```
ping 192.168.0.100
```
  - c Press **Enter**.
- 3 If the wireless access point (wireless router) responds, you will see several lines appear that start with “Reply from”. Turn off and restart the printer.
- 4 If the wireless access point (wireless router) does not respond, after several seconds you will see “Request timed out.”
  - a Do one of the following:
    - In Windows Vista, click the  → **Control Panel → Network and Internet → Network and Sharing Center.**
    - In Windows XP, click **Start → Settings** or **Control Panel → Network Connection.**
  - b Select the appropriate connection from the ones shown.  
**Note:** If the computer is connected to the access point (router) by an Ethernet cable, the connection may not include the word “wireless” in its name.
  - c Right-click the connection, and then click **Repair**.

## **Copy troubleshooting**

### ***Copier does not respond***

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

#### **Check messages**

If an error message is displayed, see “Error messages on the printer display” on page 146.

#### **Check power**

If the  light is not on, see “Power button is not lit” on page 107.

#### **Removing and reinstalling software**

For more information, see “Removing and reinstalling the software” on page 110.

## ***Poor copy quality***

- Blank pages
- Checkerboard pattern
- Distorted graphics or pictures
- Missing characters
- Faded print
- Dark print
- Skewed lines
- Smudges
- Streaks
- Unexpected characters
- White lines in print

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

### **Check messages**

If an error message is displayed, see “Error messages on the printer display” on page 146.

### **Check ink**

Check the ink levels, and install a new print cartridge if necessary.

### **Review steps to improve print quality**

See “Improving print quality” on page 123.

### **Adjust the brightness of the copy**

- 1 Load the document facedown in the Automatic Document Feeder (ADF).
- 2 From the control panel, press **Copy Mode**.
- 3 Press **Menu**.
- 4 Press ◀ or ▶ repeatedly until **Lighter/Darker** appears.
- 5 Press ✓.
- 6 Press ◀ or ▶ repeatedly to lighten or darken the copy.
- 7 Press **Start Color** or **Start Black**.

### **Check quality of original document**

If the quality of the original document is not satisfactory, try using a clearer version of the document or image.

### **Are you scanning from a magazine or a newspaper?**

If you are copying or scanning from a magazine or a newspaper, see “Removing wavy patterns from scanned photos, magazines, or newspapers” on page 91.

### **Check document placement**

Make sure the document is loaded facedown in the Automatic Document Feeder (ADF) and centered between the ADF paper guides.

### **Clean scan lens and white roller**

- 1 Unplug the power cord and the phone line from the wall.
- 2 Open the control panel.

- 3 Push the roller lever gently to the left, pull it forward, and then lift the white roller out of the printer.
- 4 Use a clean, lint-free cloth dampened with water to wipe the white roller and the scan lens.  
**Note:** The scan lens is located under the white roller.
- 5 Reinstall the dry white roller, push the roller lever gently to the left, and then *snap* it into place.
- 6 Reconnect the power cord and the phone line.

### ***Partial document or photo copies***

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

#### **Check document placement**

Make sure the document or photo is loaded facedown in the Automatic Document Feeder (ADF) and centered between the ADF paper guides.

#### **Check paper size**

Make sure the paper size being used matches the size you selected.

#### **Check Original Size setting**

Make sure that the Original Size setting is **Automatic** or the size of the original document that you are copying.

## **Scan troubleshooting**

### ***Scanner does not respond***

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

#### **Check messages**

Resolve all error messages.

#### **Check power**

If the  light is not on, make sure the printer is plugged into a properly grounded outlet. Make sure the power cord is properly connected to the printer.

#### **Check printer default and pause settings**

- 1 Do one of the following:
  - In Windows Vista, click  → **Control Panel**.
  - In Windows XP, click **Start**.
- 2 Click **Printer** or **Printers and Faxes**.
- 3 Double-click the printer you want to check.
- 4 Click **Printer**.
- 5 Make sure no check mark appears next to Pause Printing. If a check mark appears next to Set As Default Printer, you must select the correct printer from a list each time you print.

### **Removing and reinstalling the software**

For more information, see “Removing and reinstalling the software” on page 110.

## ***Scan was not successful***

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

### **Check USB cable connection**

- 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.

### **Restart computer**

Turn off and then restart your computer.

## ***Scanning takes too long or freezes the computer***

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

### **Close other software**

Close all programs not being used.

### **Change the scanning resolution to a lower value**

- 1 Load an original document facedown in the Automatic Document Feeder (ADF).
- 2 From the desktop, double-click the **Productivity Studio** icon.
- 3 From the left pane of the Welcome screen, click **Scan**.
- 4 Click **Custom Settings**.
- 5 Select a lower scan resolution.
- 6 Click **Start**.

## ***Poor scanned image quality***

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

### **Check messages**

If an error message is displayed, see “Error messages on the printer display” on page 146.

### **Adjust the quality of the scan**

- 1 Load an original document facedown in the Automatic Document Feeder.
- 2 From the desktop, double-click the **Productivity Studio** icon.
- 3 From the left pane of the Welcome screen, click **Scan**.
- 4 Click **Custom Settings**.
- 5 Select a higher scan resolution.
- 6 Click **Start**.

## **Review steps to improve print quality**

See “Improving print quality” on page 123.

## **Are you scanning from photo or glossy paper, a magazine, or a newspaper?**

If you are copying or scanning from photo or glossy paper, a magazine, or a newspaper, see “Removing wavy patterns from scanned photos, magazines, or newspapers” on page 91.

## **Check quality of original document**

If the quality of the original document is not satisfactory, try using a clearer version of the document or image.

## **Check document placement**

Make sure the document or photo is loaded facedown in the Automatic Document Feeder (ADF) and is centered between the ADF paper guides.

## **Clean scan lens and white roller**

- 1 Unplug the power cord and the phone line from the wall.
- 2 Open the control panel.
- 3 Push the roller lever gently to the left, pull it forward, and then lift the white roller out of the printer.
- 4 Use a clean, lint-free cloth dampened with water to wipe the white roller and the scan lens.  
**Note:** The scan lens is located under the white roller.
- 5 Reinstall the dry white roller, push the roller lever gently to the left, and then *snap* it into place.
- 6 Reconnect the power cord and the phone line.

## ***Partial document or photo scans***

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

### **Check document placement**

Make sure the document or photo is loaded facedown in the Automatic Document Feeder (ADF) and centered between the ADF paper guides.

### **Check paper size**

Make sure the paper size being used matches the size you selected.

### **Check Original Size setting**

Make sure the Original Size setting is **Automatic** or the size of the original document you are scanning.

## ***Cannot scan to a computer over a network***

See “Scanning to a computer over a network” on page 78.

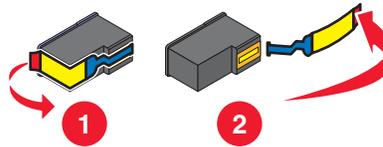
## Error messages on the printer display

### Alignment Error

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

#### Remove tape from print cartridge

- 1 Remove the print cartridge.
- 2 Make sure the sticker and tape have been removed.



- 3 Reinsert the cartridge.
- 4 Press ✓ to align the cartridge.

For more information, see “Aligning print cartridges” on page 101.

#### Use new paper

Load only plain, unmarked paper for aligning the cartridge.

The printer will read any markings on used paper, which could cause the alignment error message to appear.

### Cannot Retrieve Application List

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

#### Check computer connection

Make sure your computer is connected to the printer and is turned on.

#### Check cable connection

- 1 Check the USB cable for any obvious damage.
- 2 Firmly plug the square end of the USB cable into the USB port on 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.

#### Remove and reinstall the software

Uninstall the printer software, and then reinstall it.

### Cartridge Error (1102, 1203, 1204, or 120F)

- 1 Remove the print cartridges, and close the cartridge carrier lids.
- 2 Disconnect the power cord from the electrical outlet.
- 3 Reconnect the power cord to the electrical outlet.
- 4 If the  button is not lit, press .
- 5 Reinsert the print cartridges.

If the error does not reappear, the problem has been corrected.

If the problem reappears, one of the cartridges is not working properly. Continue with the following procedure to determine which cartridge is not working properly.

- 1 Remove the print cartridges, and close the cartridge carrier lids.
- 2 Disconnect the power cord from the electrical outlet.
- 3 Reconnect the power cord to the electrical outlet.
- 4 If the  button is not lit, press .
- 5 Reinsert the black (or photo) print cartridge.
- 6 If the error:
  - Reappears, replace the black (or photo) print cartridge with a new one.
  - Does not reappear, reinsert the color print cartridge.
- 7 If the error reappears, replace the color print cartridge with a new one.

## **Black Ink Low / Color Ink Low / Photo Ink Low**

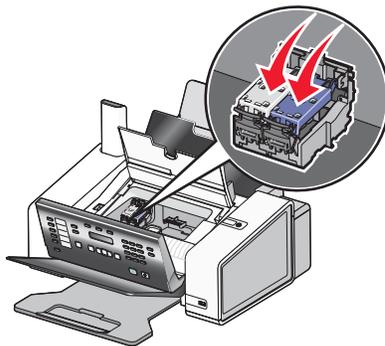
- 1 Check the indicated ink level or levels, and install a new print cartridge or cartridges if necessary.  
To order supplies, see “Ordering print cartridges” on page 105.
- 2 Press  to continue.

## **Clear Carrier Jam**

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

### **Remove any obstructions**

- 1 Pull the control panel up.
- 2 Raise the cartridge access door.
- 3 Remove any objects blocking the path of the print cartridge carrier.
- 4 Make sure the cartridge carrier lids are closed.



- 5 Close the cartridge access door.

6 Close the control panel until it *snaps* into place.

7 Press ✓.

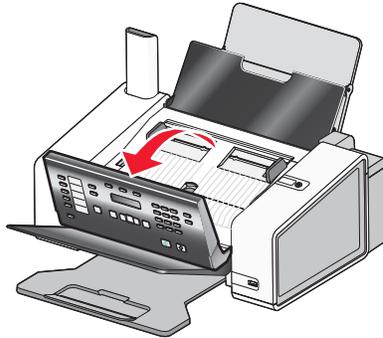
**Note:** Pressing ✓ after clearing the carrier jam of an obstruction will cancel printing and copying jobs but will resume a fax job.

## Clear Paper Jam

### In the Automatic Document Feeder (ADF):

To clear the paper path:

1 Pull the control panel up.



2 Firmly grasp the paper, and gently pull it out.

3 If necessary, push the roller lever gently to the left, pull it forward, and then lift the white roller out of the printer.

4 Reinstall the white roller, push the roller lever gently to the left, and then *snap* it into place.

5 Close the control panel until it *snaps* into place.

6 Press ✓.

**Note:** To avoid paper jams, do not force paper into the ADF.

### In the paper support:

#### Eject the paper automatically

To remove the paper jam, eject the paper:

1 Press and hold ✓.

2 Remove the paper from the paper exit tray.

#### Remove the paper manually

1 Press ⏻ to turn off the printer.

2 Firmly grasp the paper, and gently pull it out.

3 Press ⏻ to turn the printer back on.

## Computer not connected

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

## Check computer connection

Make sure your computer is connected to the printer and is turned on.

## Check USB cable

- 1 Check the USB cable for any obvious damage.
- 2 Firmly plug the square end of the USB cable into the USB port on 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.

## Check external print server

If you are using an external print server, make sure it is connected. For more information, see the print server documentation.

## Cover Open

- 1 Close the cartridge access door.
- 2 Close the control panel until it *snaps* into place.

## Document Load Error

- 1 Make sure the document is loaded facedown into the Automatic Document Feeder (ADF). Once properly loaded, **Document Loaded** appears on the display.

For help on loading a document into the ADF, see “Loading original documents into the Automatic Document Feeder (ADF)” on page 38.

- 2 Press .

**Note:** Do not remove the document from the ADF while a print, scan, copy, or fax job is in progress.

## Cartridges are in the wrong positions

- 1 Pull the control panel up.
- 2 Raise the cartridge access door.
- 3 Press down on the cartridge carrier latch to raise the cartridge carrier lid.
- 4 Remove the cartridges.
- 5 Reinstall the black cartridge or the photo cartridge in the left carrier.
- 6 Reinstall the color cartridge in the right carrier.

## Left Cartridge Error / Right Cartridge Error

This message may also appear as Error 1205 (Left Cartridge) or Error 1206 (Right Cartridge).

- 1 Remove the indicated print cartridge.
- 2 Disconnect the power cord from the electrical outlet.
- 3 Reconnect the power cord to the electrical outlet.
- 4 If the  button is not lit, press .

- 5 Reinsert the print cartridge.
- 6 If the error:
  - Does not reappear, the problem has been corrected.
  - Reappears, replace the print cartridge with a new one.

## Left Cartridge Incorrect / Right Cartridge Incorrect

- 1 Remove the indicated print cartridge.
- 2 Disconnect the power cord from the electrical outlet.
- 3 Reconnect the power cord to the electrical outlet.
- 4 If the  button is not lit, press .
- 5 Reinsert the print cartridge.
- 6 If the error:
  - Does not reappear, the problem has been corrected.
  - Reappears, replace the print cartridge with a new one.

## Left Cartridge Missing / Right Cartridge Missing

One or both print cartridges are missing or not installed properly. For more information, see “Installing print cartridges” on page 99.

### Notes:

- You can make a color copy with only the color cartridge installed.
- You can print a black-and-white document with only the black cartridge installed.
- You cannot copy or print when only the photo cartridge is installed.
- To remove the error message, press .

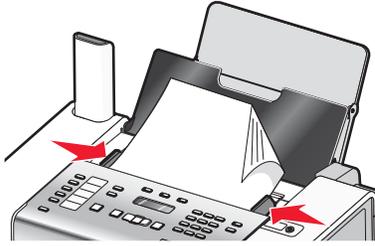
## Load Document

No document is loaded into the Automatic Document Feeder (ADF). To begin printing, copying, or faxing, load a document into the ADF.

- 1 Load an original document facedown into the ADF.



- 2 Adjust the paper guides on the ADF to rest against the edges of the paper.



**Note:** You can load up to 30 sheets of an original document into the ADF.

## Memory Failure

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

### Reduce memory use

If applicable:

- Print pending received faxes.
- Send fewer pages.

### Select the After Dial setting

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Welcome Screen, click **Fax History and Settings**.
- 3 Click **Adjust speed dial list and other fax settings**.
- 4 Click the **Dialing and Sending** tab.
- 5 From the “Sending options” area, select **After Dial** from the “When to scan document” section.
- 6 Click **OK**.
- 7 Resend the fax.

## PictBridge communications error

Remove and then reinsert the USB cable that came with the camera into the PictBridge port on the front of the printer.

## Scan Request Failed

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

### Check your operating system

The following operating systems are supported: Windows Vista, Windows XP, Windows 2000, and Mac OS X.

**Note:** Windows 2000 users should use Service Pack 3 or later.

### Check computer connection

Make sure your computer is connected to the printer and is turned on.

## Reconnect power supply

- 1 Press  to turn the printer off.
- 2 Disconnect the power cord from the wall outlet.
- 3 Gently remove the power supply from the printer.
- 4 Reconnect the power supply to the printer.
- 5 Plug the power cord into the wall outlet.
- 6 Press  to turn the printer on.

## Reboot computer

Turn off and then restart your computer.

## Error messages on the computer screen

### *Clearing error messages*

- 1 Correct the error condition explained in the error message. Click **Help** on the error message dialog box for specific instructions.
- 2 After correcting the error condition, click **Continue** to resume printing.

If the error remains, but you want to clear the error message:

- 1 Click **Cancel Printing**. The error message closes, and the Canceling Printing dialog box appears.
- 2 Follow the instructions on the Canceling Printing dialog box.

## Left/Right Cartridge Missing



This message indicates that one of the necessary cartridges is missing. You need to install a print cartridge.

## Communication not available

The printer and computer may not be able to exchange data.

### Is the printer receiving power?

If  is not lit, the printer may not be receiving power.

- Plug the printer into a different outlet.
- If the printer is plugged into a surge protector, unplug the printer, and plug it directly into an electrical outlet.

### Is there a problem with the connections?

If the printer is connected to an external device, the problem may be with the device. Check the setup information that came with the device to make sure it is properly installed.

If printing using a USB cable, make sure the cable is securely attached to both the printer and the computer.  
Before you print, you may need to restart the computer.

## General Printing Problem

You cannot receive a more specific error message because the printer and the computer do not have bidirectional communication.

To receive a more specific error message, see “Bidirectional communication is not established” on page 140.

To find the problem without establishing bidirectional communication, see “Checking printer readiness” on page 132.

## Ink Low

A print cartridge is almost out of ink.



Install a new cartridge. For more information, see “Removing a used print cartridge” on page 98 and “Installing print cartridges” on page 99.

To order a new cartridge, see “Ordering paper and other supplies” on page 105.

## Out of Memory

The printer software cannot obtain enough memory to print.

Try the following:

- Before sending a document to print, close any other open programs. The printer may print a blank page when too many programs are open on the computer.
- Follow the instructions on the error screen. These instructions reduce the amount of memory needed to print.

## Out of Paper

- 1 Load paper.
- 2 Press ✓ to continue printing.

**Note:** Do not force paper into the printer.

## Fixing a printing failure

Follow the instructions on the computer screen.

If the printer still does not print, contact the Customer Support Center:

- 1 Do one of the following:
  - In Windows Vista, click .
  - In Windows XP and earlier, click **Start**.
- 2 Click **Programs** or **All Programs** → **Lexmark 5000 Series**.
- 3 Click **Solution Center**, and then click the **Contact Information** tab.

## **Paper Jam**

The printer has a paper jam, and you must clear the paper path.

**Note:** To avoid paper jams, do not force paper into the printer.

## ***Multiple All-In-Ones found***

Multiple Lexmark printers, attached either locally or over a network, have been detected on your computer. You can choose which printer you want to use:

- 1** Select the printer from the list.
- 2** Click **OK**.

# Notices

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## Product information

Product name:

Lexmark 5000 Series

Machine type:

4432

Model(s):

001

## Edition notice

May 2007

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For Lexmark technical support, visit [support.lexmark.com](http://support.lexmark.com).

For information on supplies and downloads, visit [www.lexmark.com](http://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

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## Conventions

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

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



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



**CAUTION:** This type of *CAUTION* indicates that you should *not touch* the marked area.



**CAUTION:** This type of *CAUTION* indicates a *hot surface*.



**CAUTION:** This type of *CAUTION* indicates a *shock hazard*.



**CAUTION:** This type of *CAUTION* indicates a *tipping hazard*.

## 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 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

## 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.

## European Community (EC) directives conformity

This product is in conformity with the protection requirements of EC Council directives 89/336/EEC, 2006/95/EC, and 1999/5/EC on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipment designed for use within certain voltage limits and on radio equipment and telecommunications terminal equipment.

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

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

## 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	47
Scanning	41
Copying	40
Ready	inaudible

Values are subject to change. See [www.lexmark.com](http://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](http://www.lexmark.com) for your local sales office phone number.

## Product disposal

Do not dispose of the printer or supplies in the same manner as normal household waste. Consult your local authorities for disposal and recycling options.

## Temperature information

Ambient temperature	60 to 90 degrees F, 15 to 32 degrees C
Shipping and storage temperature	-40 to 60 degrees C (-40 to 140 degrees F), 1 to 60 degrees C (34 to 140 degrees F)

## Federal Communications Commission (FCC) compliance information statement

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the Administrative Council for Terminal Attachments (ACTA). On the back of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to your telephone company.

This equipment uses the RJ-11C Universal Service Order Code (USOC) jack.

A plug and jack used to connect this equipment to the premises' wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See your setup documentation for more information.

The Ringer Equivalence Number (REN) is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact your local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (for example, 03 is a REN of 0.3). For earlier products, the REN is shown separately on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. You will also be advised of your right to file a complaint with the FCC.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of this equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If you experience trouble with this equipment, for repair or warranty information, contact Lexmark International, Inc. at [www.lexmark.com](http://www.lexmark.com) or your Lexmark representative. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This equipment contains no user serviceable parts. For repair and warranty information, contact Lexmark International, Inc. See the previous paragraph for contact information.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission, or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Telephone companies report that electrical surges, typically lightning transients, are very destructive to customer terminal equipment connected to AC power sources. This has been identified as a major nationwide problem. It is recommended that the customer install an appropriate AC surge arrester in the AC outlet to which this device is connected. An appropriate AC surge arrester is defined as one that is suitably rated, and certified by UL (Underwriter's Laboratories), another NRTL (Nationally Recognized Testing Laboratory), or a recognized safety certification body in the country/region of use. This is to avoid damage to the equipment caused by local lightning strikes and other electrical surges.

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless said message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message, and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.)

See your user documentation in order to program this information into your fax machine.

## **Notice to users of the Canadian telephone network**

This product meets the applicable Industry Canada technical specifications. The Ringer Equivalence Number (REN) is an indication of the maximum number of terminals allowed to be connected to a telephone interface. The terminus of an interface may consist of any combination of devices, subject only to the requirement that the sum of the RENs of all the devices does not exceed five. The modem REN is located on the rear of the equipment on the product labeling.

Telephone companies report that electrical surges, typically lightning transients, are very destructive to customer terminal equipment connected to AC power sources. This has been identified as a major nationwide problem. It is recommended that the customer install an appropriate AC surge arrester in the AC outlet to which this device is connected. An appropriate AC surge arrester is defined as one that is suitably rated, and certified by UL (Underwriter's Laboratories), another NRTL (Nationally Recognized Testing Laboratory), or a recognized safety certification body in the country/region of use. This is to avoid damage to the equipment caused by local lightning strikes and other electrical surges.

This equipment uses CA11A telephone jacks.

### ***Avis réservé aux utilisateurs du réseau téléphonique du Canada***

Ce produit est conforme aux spécifications techniques d'Industrie Canada. Le numéro REN (ringer equivalence number : numéro d'équivalence de sonnerie) fournit une indication du nombre maximum de terminaux pouvant être connectés à l'interface téléphonique. En bout de ligne, le nombre d'appareils qui peuvent être connectés n'est pas directement limité, mais la somme des REN de ces appareils ne doit pas dépasser cinq. Le numéro REN du modem est indiqué sur l'étiquette produit située à l'arrière de l'équipement.

Les compagnies de téléphone constatent que les surtensions électriques, en particulier celles dues à la foudre, entraînent d'importants dégâts sur les terminaux privés connectés à des sources d'alimentation CA. Il s'agit-là d'un problème majeur d'échelle nationale. En conséquence, il vous est recommandé de brancher un parasurtenseur dans la prise de courant à laquelle l'équipement est connecté. Utilisez un parasurtenseur répondant à des caractéristiques nominales satisfaisantes et certifié par le laboratoire d'assureurs UL (Underwriter's Laboratories), un autre laboratoire agréé de type NRTL (Nationally Recognized Testing Laboratory) ou un organisme de certification agréé dans votre région ou pays. Ceci prévient tout endommagement de l'équipement causé par les orages et autres surtensions électriques.

Cet équipement utilise des prises de téléphone CA11A.

## Notice to users of the New Zealand telephone network

The following are special conditions for the Facsimile User Instructions. The grant of a telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment shall not be set up to make automatic calls to the Telecom's 111 Emergency Service.

This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

This equipment should not be used under any circumstances that may constitute a nuisance to other Telecom customers.

Some parameters required for compliance with Telecom's telepermit requirements are dependent on the equipment associated with this device. The associated equipment shall be set to operate within the following limits for compliance to Telecom's specifications:

- There shall be no more than 10 call attempts to the same number within any 30 minute period for any single manual call initiation, and
- The equipment shall go on-hook for a period of not less than 30 seconds between the end of one attempt and the beginning of the next call attempt.
- The equipment shall be set to ensure that automatic calls to different numbers are spaced such that there is not less than 5 seconds between the end of one call attempt and the beginning of another.

## South Africa telecommunications notice

This modem must be used in conjunction with an approved surge protection device when connected to the PSTN.

## Using this product in Switzerland

This product requires a Swiss billing tone filter (Lexmark part number 14B5109) to be installed on any line which receives metering pulses in Switzerland. The Lexmark filter must be used, as metering pulses are present on all analog telephone lines in Switzerland.

## Utilisation de ce produit en Suisse

Cet appareil nécessite l'utilisation d'un filtre de tonalité de facturation suisse (n° de référence Lexmark : 14B5123) devant être installé sur toute ligne recevant des impulsions de comptage en Suisse. Ce filtre doit être utilisé pour toute installation car ces impulsions existent sur toutes les lignes téléphoniques suisses.

## Verwendung dieses Produkts in der Schweiz

Für dieses Produkt muss ein schweizerischer Billing Tone Filter zur Zählzeichenübertragung (Lexmark Teilenummer 14B5109) für jede Leitung installiert werden, über die in der Schweiz Zeitsteuertakte übertragen werden. Die Verwendung des Lexmark Filters ist obligatorisch, da in allen analogen Telefonleitungen in der Schweiz Zeitsteuertakte vorhanden sind.

## Uso del prodotto in Svizzera

Questo prodotto richiede un filtro toni Billing svizzero, (codice Lexmark 14B5109), da installare su tutte le linee che ricevono impulsi remoti in Svizzera. È necessario utilizzare il filtro Lexmark poiché gli impulsi remoti sono presenti su tutte le linee analogiche in Svizzera.

## 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.	13.9
Copying	The product is generating hard-copy output from hard-copy original documents.	13.6
Scanning	The product is scanning hard-copy documents.	11.9
Ready	The product is waiting for a print job.	7.4
Power Saver	The product is in energy-saving mode.	n/a
High Off	The product is plugged into a wall outlet, but the power switch is turned off.	n/a
Low Off (<1 W Off)	The product is plugged into a wall outlet, the power switch is turned off, and the product is in the lowest possible power consumption mode.	n/a
Off	The product is plugged into a wall outlet, but the power switch is turned off.	7.2

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](http://www.lexmark.com) for current values.

### **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.

## **Statement of Limited Warranty**

### **Lexmark International, Inc., Lexington, KY**

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

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

### **Limited warranty**

Lexmark warrants that this product:

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

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

If this product is a feature or option, this statement applies only when that feature or option is used with the product for which it was designed. 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. The warranty period ends 12 months later.

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

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

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

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

For further explanation of your warranty alternatives and the nearest Lexmark authorized servicer in your area, contact Lexmark at (800) 332-4120, or on the World Wide Web at <http://support.lexmark.com>.

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

### ***Extent of limited warranty***

We do not warrant uninterrupted or error-free operation of any product.

Warranty service does not include repair of failures caused by:

- Modification or attachments
- Accidents or misuse
- Unsuitable physical or operating environment
- Maintenance by anyone other than Lexmark or a Lexmark authorized servicer
- Operation of a product beyond the limit of its duty cycle
- Use of printing media outside of Lexmark specifications
- Supplies (such as ink) not furnished by Lexmark
- Products, components, parts, materials, software, or interfaces not furnished by Lexmark

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I agree that the patented print cartridge(s) shipped with this printing device are sold subject to the following license/agreement: The patented print cartridge(s) contained inside is/are licensed for a single use only and is/are designed to stop working after delivering a fixed amount of ink. A variable amount of ink will remain in the cartridge when replacement is required. After this single use, the license to use the print cartridge terminates, and the used cartridge must be returned only to Lexmark for remanufacturing, refilling or recycling. If I buy another cartridge in the future that is sold subject to the above terms, I accept such terms as to that cartridge. If you do not accept the terms of this single use license/agreement; return this product in its original packaging to your point of purchase. A replacement cartridge sold without these terms is available at [www.lexmark.com](http://www.lexmark.com).

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