



## **X5400 Series Fax Guide**

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# Introduction

 **CAUTION—POTENTIAL INJURY:** To reduce the risk of fire, use only a 26 AWG or larger telecommunications (RJ-11) cord when connecting this product to the public switched telephone network.

## Finding information about the printer

### Publications

See the	For
<i>Quick Setup</i> sheet	Initial setup instructions that came with the printer.
Printed <i>Getting Started</i> guide	Additional setup instructions that came with the printer. <b>Note:</b> Not all products come with printed publications.
Electronic <i>User's Guide</i>	Complete instructions for using the printer. The electronic version installs automatically with the printer software.

### 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<ul style="list-style-type: none"><li>– Monday–Friday (8:00 AM–11:00 PM EST), Saturday (Noon–6:00 PM EST)</li></ul></li><li>• Canada: 1-800-539-6275<ul style="list-style-type: none"><li>– Support in English: Monday–Friday (8:00 AM–11:00 PM EST), Saturday (Noon–6:00 PM EST)</li><li>– Support in French: Monday–Friday (9:00 AM–7:00 PM EST)</li></ul></li><li>• Mexico: 01-800-253-9627<ul style="list-style-type: none"><li>– Monday–Friday (8:00 AM–8:00 PM EST)</li></ul></li></ul> <p><b>Note:</b> Support numbers and times may change without notice. For the most recent telephone numbers available, see the printed warranty statement that came with your printer.</p>	<p>Telephone numbers and support hours vary by country or region.</p> <p>Visit our Web site at <b>www.lexmark.com</b>. 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 came with your printer.</p>

Description	Where to find (North America)	Where to find (rest of world)
<b>E-mail support</b>	<p>For e-mail support, visit our Web site: <b>www.lexmark.com</b>.</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 <b>www.lexmark.com</b>. 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 came with your printer.</p>

## Limited Warranty

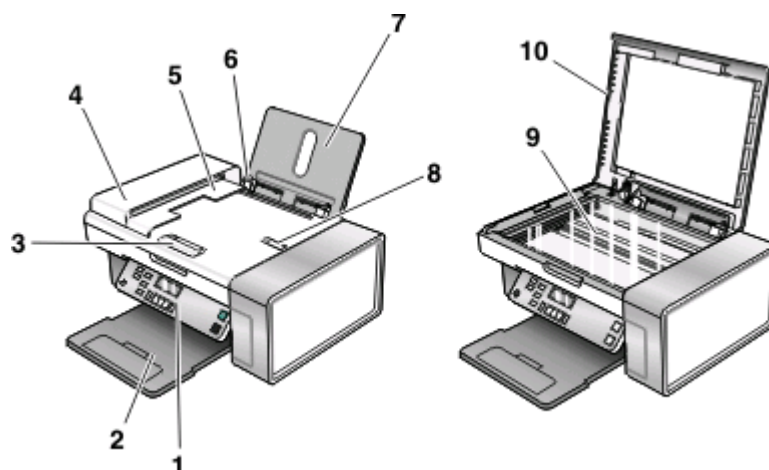
Description	Where to find (USA)	Where to find (rest of world)
<p>Limited Warranty Information</p> <p>Lexmark International, Inc. furnishes a limited warranty that this printer will be free of defects in materials and workmanship for a period of 12 months after the original date of purchase.</p>	<p>To view the limitations and conditions of this limited warranty, see the Statement of Limited Warranty included with this printer, or set forth at <b>www.lexmark.com</b>.</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 came 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 customer support so that they may serve you faster:

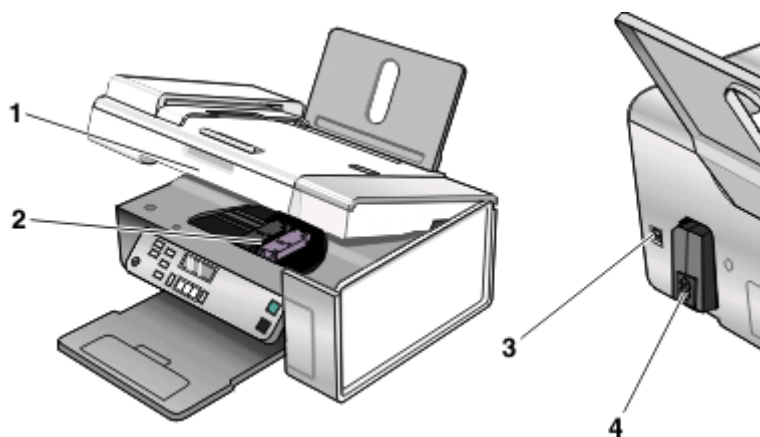
- Machine Type number
- Serial number
- Date purchased
- Store where purchased


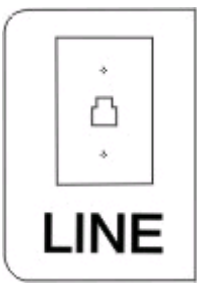
# Understanding the parts of the printer

## Understanding the parts of the printer



	Use the	To
1	PictBridge port	Connect a PictBridge-enabled digital camera or a flash drive to the printer.
2	Memory card slots	Insert a memory card.
3	Control panel	Operate the printer.
4	Paper exit tray	Hold paper as it exits.
5	Automatic Document Feeder (ADF) paper guide	Keep paper straight when feeding into the ADF.
6	Automatic Document Feeder (ADF)	Scan, copy, or fax multiple-page letter-, legal-, and A4-size documents.
7	Automatic Document Feeder (ADF) exit tray	Hold paper as it exits the ADF.
8	Paper guide	Keep paper straight when feeding.
9	Paper support	Load paper.
10	Automatic Document Feeder (ADF) paper stop	<ul style="list-style-type: none"> <li>Stop paper as it exits the ADF.</li> <li>Support A4- and legal-size paper as it exits the ADF.</li> </ul>
11	Scanner glass	Copy, scan, fax, or remove an item.
12	Top cover	Access the scanner glass.



	Use the	To
1	Scanner unit	Access the print cartridges.
2	Print cartridge carrier	Install, replace, or remove a print cartridge.
3	USB port	Connect the printer to a computer using a USB cable.
4	EXT port 	Connect additional devices, such as a data/fax modem, telephone, or answering machine to the printer. <b>Note:</b> Remove the plug to access the port.
5	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.
6	Power supply with port	Connect the printer to a power source.



# Fax Setup

## Getting the printer ready to fax


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

## Using an RJ11 adapter

### Country/region

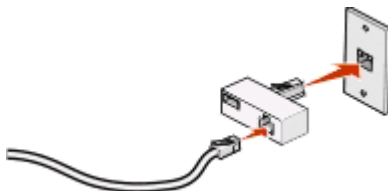
- United Kingdom
- Ireland
- Finland
- Norway
- Denmark
- Italy
- Sweden
- Netherlands
- France
- Portugal

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.



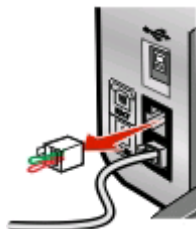
**Note:** The UK adapter is shown. Your adapter may look different, but it will fit the telephone outlet used in your location.

- 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:

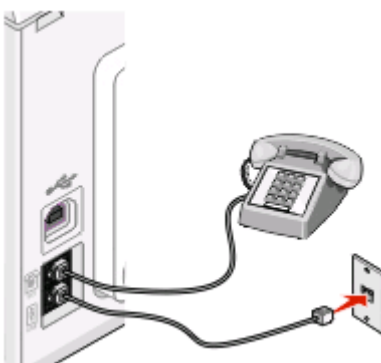
- 1 Remove the plug from the EXT port on the back of the printer.



**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.



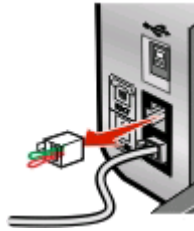
**Warning—Potential Damage:** Do not touch cables or the printer in the area shown while actively sending or receiving a fax.

#### 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:

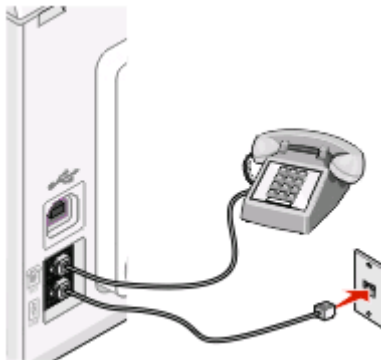
- 1 Remove the plug from the back of the printer.



**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—Potential Damage:** 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.

## 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 "Setup Troubleshooting" on page 40.

**Note:** 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.

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></ul>	Send and receive faxes without using a computer.	"Connecting directly to a telephone wall jack" on page 14
<ul style="list-style-type: none"><li>• The printer</li><li>• A telephone</li><li>• Two telephone cords</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>	"Connecting to a telephone" on page 17
<ul style="list-style-type: none"><li>• The printer</li><li>• A telephone</li><li>• An answering machine</li><li>• Three telephone cords</li></ul>	Receive both incoming voice messages and faxes.	"Connecting to an answering machine" on page 13
<ul style="list-style-type: none"><li>• The printer</li><li>• A telephone</li><li>• A computer modem</li><li>• Three telephone cords</li></ul>	Send faxes using the computer or the printer.	"Connecting to a computer with a modem" on page 16


## Connecting to an answering machine

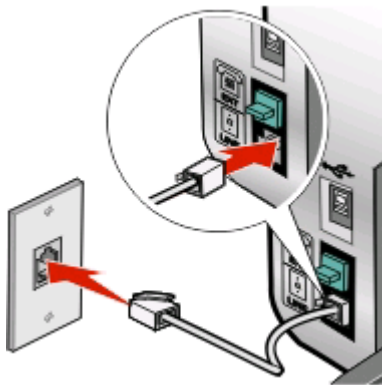
Connect an answering machine to the printer to receive both incoming voice messages and faxes.

**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."

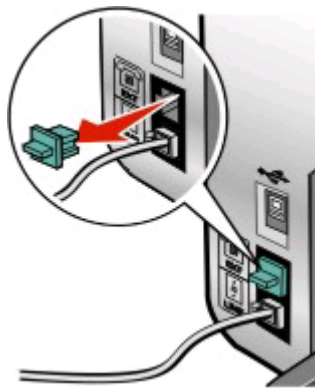
**1** Make sure you have the following:

- 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.




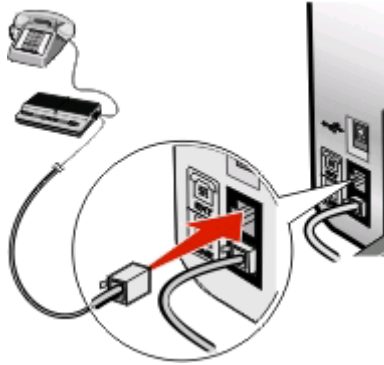
**3** Remove the protective plug from the EXT port  of the printer.



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




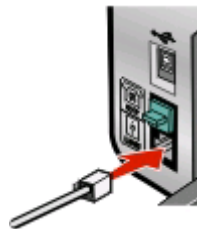
- 5 Connect a third telephone cord from the answering machine to the EXT port  of the printer.



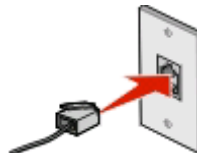
## Connecting directly to a telephone wall jack

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 and a telephone wall jack.
- 2 Connect one end of the telephone cord into the LINE port  of the printer.




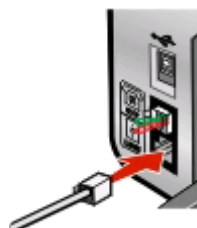
- 3 Connect the other end of the telephone cord into an active telephone wall jack.



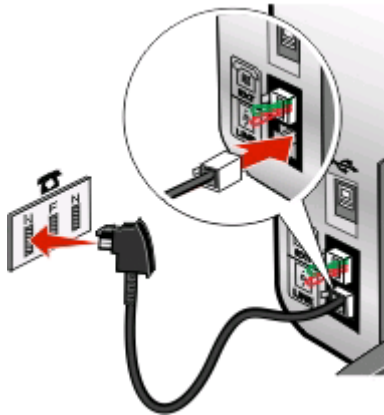
## Connecting directly to a telephone wall jack in Germany

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

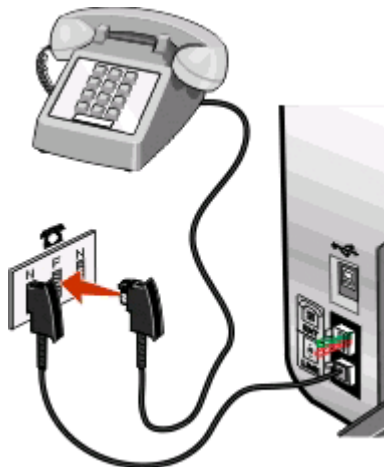
- 1 Make sure you have a telephone cord (provided with the product) and a telephone wall jack.
- 2 Connect one end of the telephone cord into the LINE port  of the printer.



- 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 computer with a modem

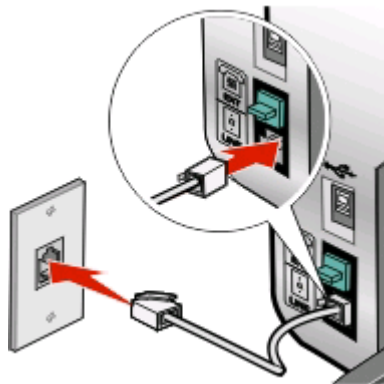
Connect the printer to a computer with a modem to send faxes from the software application.

**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."

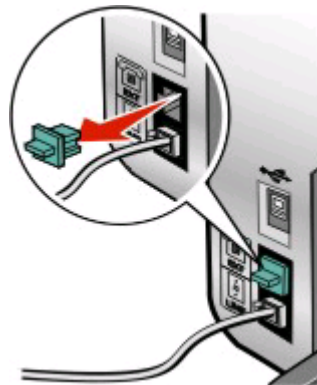
**1** Make sure you have the following:

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

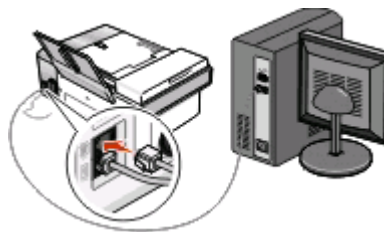
**2** Connect a telephone cord into the LINE port  of the printer, and then plug it into an active telephone wall jack.



**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.






## Connecting to a telephone

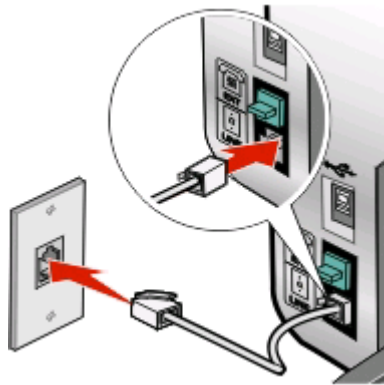
Connect a telephone to the printer to use the fax line as a normal telephone line. Then set up the printer wherever your telephone is located to make copies or to send and receive faxes without using a computer.


**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."

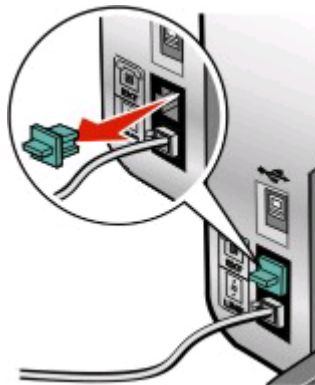
**1** Make sure you have the following:

- A telephone
- Two telephone cords
- A telephone wall jack

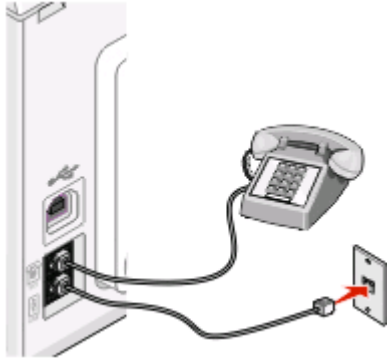
**2** Connect one telephone cord to the LINE port  of the printer, and then plug it into an active telephone wall jack.



**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.



## 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.

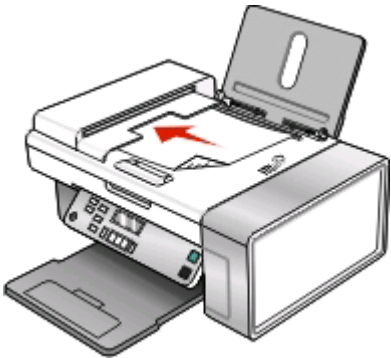

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Settings area of the Welcome Screen, click **Fax History and Settings**.
- 3 From the "I Want To" menu, click **Adjust speed dial list and other fax settings**.
- 4 Click the **Dialing and Sending** tab.
- 5 From the "Dialing on your phone line" area, select **Behind PBX** from the Dialing Method drop-down list.
- 6 Click **OK** to save the setting.

## 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."

# Using Fax

ADF	Scanner glass
 <p>Use the ADF for:</p> <ul style="list-style-type: none"><li>• Multiple-page A4 or letter-size documents.</li><li>• Legal-size documents.</li></ul>	 <p>Use the scanner glass for single pages, small items (such as postcards or photos), transparencies, photo paper, or thin media (such as magazine clippings).</p>

**Note:** If you want to customize fax settings:

- Using the control panel, see “Understanding the Fax menu” on page 31.
- Using the computer, see “Customizing settings using the Fax Setup Utility” on page 29.

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

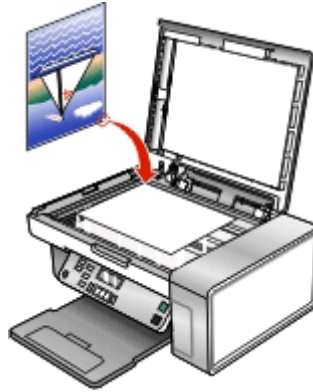
## Loading original documents on the scanner glass

You can scan and then print photos, text documents, magazine articles, newspapers, and other publications. You can scan a document for faxing.

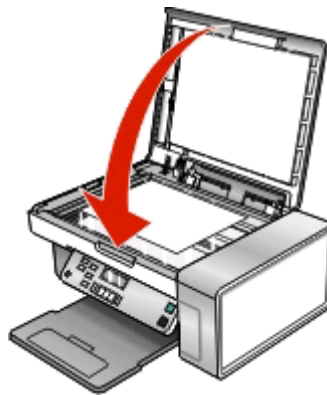
- 1 Make sure the computer and the printer are on.
- 2 Open the top cover.



**3** Place the original document or item facedown on the scanner glass in the upper left corner.



**4** Close the top cover to avoid dark edges on the scanned image.



## Loading original documents into the Automatic Document Feeder

You can load up to 15 sheets of an original document into the Automatic Document Feeder (ADF) for scanning, copying, and faxing. You can load A4-, letter-, or legal-size paper into the Automatic Document Feeder (ADF).

### Notes:

- Use only new, unwrinkled paper that is not curled.
- Do not load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings) into the Automatic Document Feeder (ADF). Place these items on the scanner glass.

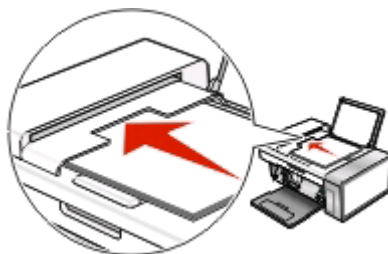
**1** If you are using A4- or letter-size paper, then pull up the Automatic Document Feeder (ADF) paper stop.

**2** Adjust the paper guide on the Automatic Document Feeder (ADF) tray to the width of the original document.

**3** Fan the original document.



**4** Load the original document facedown and top edge first into the Automatic Document Feeder (ADF) until you hear a *beep*.



**Document Loaded** appears on the display, and the document feeds into the Automatic Document Feeder (ADF).



**Note:** Preview is not supported when using the Automatic Document Feeder (ADF). You can preview one page at a time when using the scanner.

## Automatic Document Feeder (ADF) paper capacity

Load up to	Make sure
15 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>• You adjust the paper guide on the Automatic Document Feeder (ADF) tray to the width of the original document.</li> <li>• The original document is loaded facedown, top edge first, until you hear a <i>beep</i>.</li> <li>• The paper size fits within these dimensions:               <div>Width:                   <ul style="list-style-type: none"> <li>– 210.0 mm–215.9 mm</li> <li>– 8.25 in.–8.5 in.</li> </ul> </div> <div>Length:                   <ul style="list-style-type: none"> <li>– 279.4 mm–355.6 mm</li> <li>– 11.0 in.–14.0 in.</li> </ul> </div> </li> <li>• You allow preprinted media to dry thoroughly before loading into the Automatic Document Feeder (ADF).</li> <li>• You do <i>not</i> use media printed with metallic ink particles.</li> <li>• You avoid embossed designs.</li> </ul>


## Sending a fax

### Entering a fax number

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

The text box	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>• Enter a maximum of 64 digits in a fax number.</li> <li>• Press <b>Pause / Redial</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.</li> </ul>
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 “Setting up Speed Dial” on page 37.</li> <li>• For instructions on how to add Speed Dial or Group Dial numbers using the control panel, see “Using the Phone Book” on page 28.</li> </ul>

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



- a** Press .
- b** Repeat step 2, using any combination of the previous methods, until a maximum of 30 fax numbers have been entered.

## 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**.

## Sending a fax using the control panel

- 1** Make sure the printer is on.
- 2** Load an original document facedown into the ADF or on the scanner glass.  
**Note:** Do not load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings) into the ADF. Place these items on the scanner glass.
- 3** From the control panel, press **Fax Mode**.
- 4** Enter a fax number or press **Phone Book** to select a number from the Speed Dial or Group Dial list. For more information, see “Entering a fax number” on page 22.  
**Note:** To set up Speed Dial, see “Setting up Speed Dial” on page 37.
- 5** If you want to send a fax to a group of numbers (broadcast fax):
  - a** Press .
  - b** Repeat step 4 and press  until a maximum of 30 fax numbers have been entered.
- 6** Press **Start Color** or **Start Black**.













## Sending a fax while listening to a call (On Hook Dial)

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 number. For more information, see the related topic, "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 combination of up to 30 people or groups at a time you choose.

- 1 Load an original document facedown into the ADF or on the scanner glass.
- Note:** Do not load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings) into the ADF. Place these items on the scanner glass.
- 2 From the control panel, press **Fax Mode**.
  - 3 Press .
  - 4 Press  or  repeatedly until **Delay Fax** appears.
  - 5 Press .
  - 6 Press  or  repeatedly until **Delay Until** appears.
  - 7 Press .
  - 8 Enter the time you want to send the fax.
  - 9 Press .
  - 10 If the printer is not set to the 24 hour mode, press  or  repeatedly to select AM or PM.
  - 11 Press  to save your settings.
  - 12 Enter a fax number, or press **Phone Book** to select a number from the Speed Dial or Group Dial list. For more information, see "Entering a fax number" on page 22.
  - 13 If needed, repeat step 12 and press  until a maximum of 30 fax numbers have been entered.
  - 14 Press **Start Color** or **Start Black**.

**Note:** At the designated time, the fax numbers are dialed and the fax is sent 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.



# Receiving a fax

## 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.

## Setting a fax manual answer code

- 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 control panel

*Caller ID* is a service provided by some telephone companies that identifies the telephone number (and possibly 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 of the person who is sending you the fax appears on the display.

**Note:** Caller ID is available only in some countries and regions.

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 **Fax Mode**.
- 2 Press ◀ or ▶ repeatedly until **Tools** appears.
- 3 Press .
- 4 Press ◀ or ▶ repeatedly until **Device Setup** appears.
- 5 Press .
- 6 Press ◀ or ▶ repeatedly until **Caller ID Pattern** appears.

- 7 Press .
- 8 Press  or  repeatedly until the setting you want appears.
- 9 Press  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 automatically

- 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 "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.

## Receiving a fax with an answering machine

**Note:** You must set up the equipment as shown in the related topic, "Connecting to an answering machine" on page 13.

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

- 1 Make sure that Auto Answer is on.

**Note:** An indicator, resembling a telephone handset with the word **FAX** under it, is shown in the top left corner of the display when Auto Answer is on.

- 2 Make sure you have set the number of times the telephone rings before receiving a fax automatically. For more information, see “Setting the number of rings before receiving a fax automatically” on page 37

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 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 “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, and/or these symbols: \* # + - ( ).

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

# Using the Phone Book




## Using the control panel Phone Book

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

To access a Phone Book entry:

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

Use this	To
View	View Phone Book 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 Phone Book using the computer, see “Setting up Speed Dial” on page 37.

## 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 37.

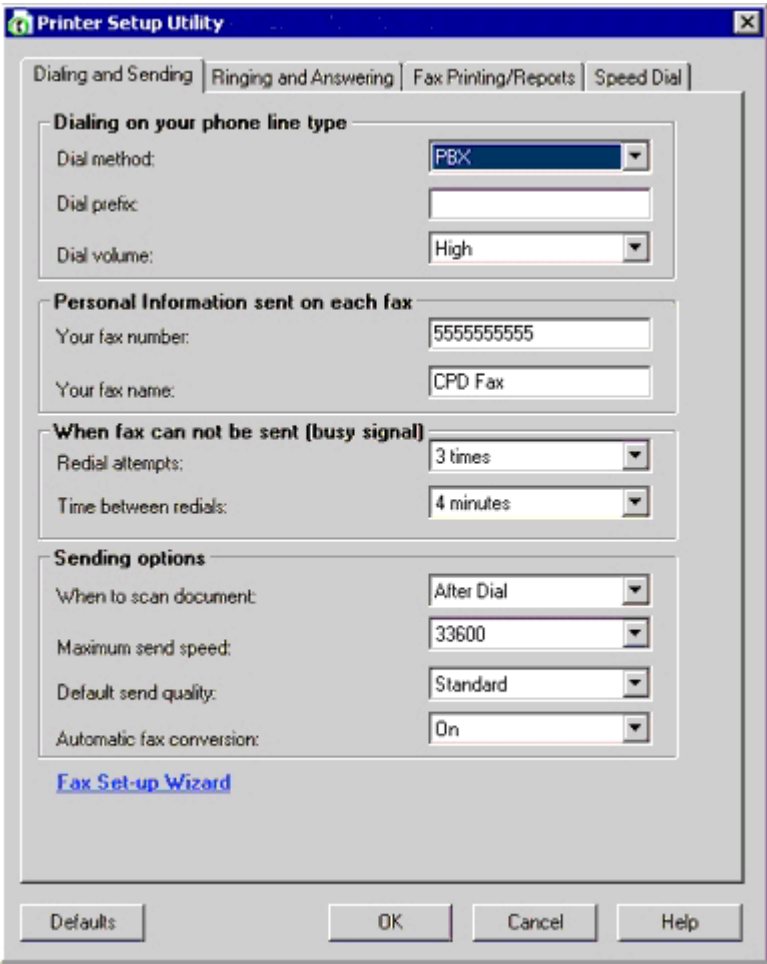
## Customizing fax settings

### 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.



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>

Tab	Options
Ringling 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.


## 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.


**5** Press .

**6** Press  or  repeatedly until the submenu item you want or the setting you want appears.

**7** Press .

**Note:** Pressing  selects a setting. An \* appears next to the selected setting.

**8** To go into additional submenus and settings, repeat step 6 and step 7 as needed.

**9** If needed, press  repeatedly to return to the previous menus and make other setting selections.

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

Use this	To
Quality*	Adjust the quality of a fax you are sending.
Phone Book	Add, edit, and print names and fax numbers of individuals or groups.

Use this	To
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.
Auto Answer	Answer all incoming phone calls.
Lighter / Darker*	Adjust the brightness of a fax you are sending.
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>
Tools	<ul style="list-style-type: none"> <li>• Maintenance <ul style="list-style-type: none"> <li>– View ink levels.</li> <li>– Clean cartridges.</li> <li>– Align cartridges.</li> <li>– Print a test page.</li> </ul> </li> <li>• Device Setup—Customize printer setup settings.</li> <li>• Defaults—Customize printer settings.</li> </ul>

## 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 a fax header

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

## Setting up a fax footer

- 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  twice.
  - b Press  or  repeatedly until **Tools** appears.
  - c Press .
  - d Press  or  repeatedly until **Device Setup** appears.
  - e Press .
  - f Press  or  repeatedly until **Date/Time** appears.
  - g Press .
  - h Enter the date using the keypad.
  - i Press .
  - j Enter the time using the keypad.
  - k Press .
  - l If the hour you entered is 12 or less, press  or  repeatedly until **AM**, **PM**, or **24hr** appears.
  - m Press  to save the setting.

## Blocking junk faxes

- 1 From the desktop, double-click the **Productivity Studio** icon.
  - 2 From the left pane of the Welcome screen, click **Fax**.  
The Fax Solution Software appears.
  - 3 Click **Tools → Preferences and Settings**.
  - 4 Click the **Receiving Faxes** tab.
  - 5 From the “Block Junk Faxes” area, select the check box beside Enable Fax Blocking.
  - 6 If you want to block faxes from specific phone numbers:
    - a Click **Manage Block List**.
    - b Click **New**.
    - c Enter a phone number in the Fax Identifier field and corresponding contact name in the Notes field.
- 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, and/or these symbols: \* # + - ( ).
  - You can block faxes from up to 50 phone numbers.
- 7 Click **OK** to save the setting.

# Blocking unwanted changes to fax settings



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 ▶ repeatedly until **Host Fax Settings** appears.
- 5 Press .
- 6 Press ◀ or ▶ until **Block** appears.
- 7 Press .

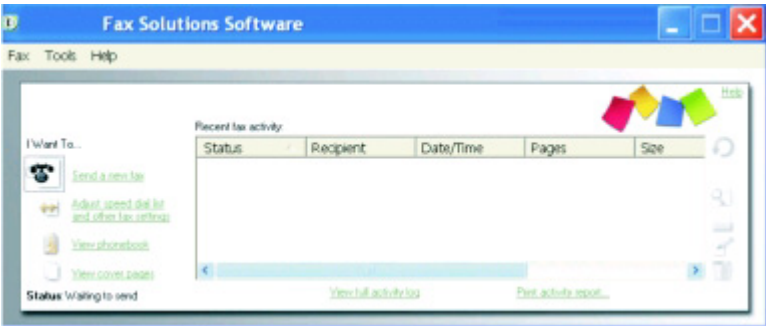
## Using the Fax Solutions Software

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
<ul style="list-style-type: none"><li><b>a</b> 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><b>b</b> Click <b>Programs</b> or <b>All Programs</b> → <b>Lexmark X5400 Series</b>.</li><li><b>c</b> Click <b>Fax Solutions</b>.</li></ul>	<ul style="list-style-type: none"><li><b>a</b> 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><b>b</b> Click <b>Programs</b> or <b>All Programs</b> → <b>Lexmark X5400 Series</b>.</li><li><b>c</b> Click <b>Productivity Studio</b>. The Productivity Studio screen appears.</li><li><b>d</b> Click the <b>Fax</b> icon.</li></ul>

- 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>
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 29

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 number dialed. The prefix can include up to eight numbers, commas, periods, and/or these symbols: \* # + - ( ).

- 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 **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 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 **Ring 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 **Ringing 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: \* # + - ( ).

## Printing fax activity reports

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the left pane of the Welcome screen, click **Fax**.  
The Fax Solution Software appears.
- 3 Click **Tools → Create Report**.
- 4 From the Display drop-down list, select **Sent and Outgoing Faxes, Received, or Incoming Faxes**.
- 5 Choose a date range.
- 6 Click **Print**.

# Ordering Cartridges

## Ordering print cartridges

### Lexmark X5400 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	500
Color cartridge	29A	150
Color cartridge <sup>2</sup>	29	150
High yield color cartridge	35	475
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		

# Troubleshooting

## 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 **Copy Mode**.
- 2 Press .
- 3 Press ◀ or ▶ repeatedly until **Tools** appears.
- 4 Press ✓.
- 5 Press ◀ or ▶ repeatedly until **Device Setup** appears.
- 6 Press ✓.
- 7 Press ◀ or ▶ repeatedly until **Language** appears.
- 8 Press ✓.
- 9 Press ◀ or ▶ repeatedly until the language you want appears on the display.
- 10 Press ✓ to save.

### Power button is not lit

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

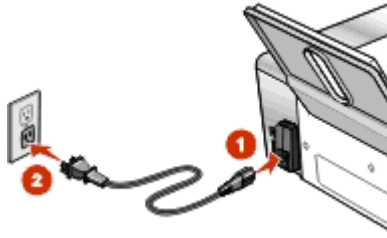
#### PRESS POWER BUTTON



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 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.

### REINSTALL THE SOFTWARE

- 1 Turn off and then restart your computer.
- 2 Click **Cancel** on all New Hardware Found screens.
- 3 Insert the CD, and then follow the instructions on the computer screen to reinstall the software.

### 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.

## UNINSTALL AND REINSTALL SOFTWARE

Uninstall the printer software, and then reinstall it. For more information, see “Removing and reinstalling the software” on page 42.

## Removing and reinstalling the software

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

- 1 Click **Programs** or **All Programs → Lexmark X5400 Series**.
- 2 Select **Uninstall**.
- 3 Follow the instructions on the computer screen to remove the printer software.
- 4 Restart the computer before reinstalling the printer software.
- 5 Click **Cancel** on all New Hardware Found screens.
- 6 Insert the CD, and then follow the instructions on the computer screen to reinstall the software.

**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** 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.

# Fax troubleshooting

## Cannot send or receive a fax

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

### CHECK MESSAGES

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

### MAKE SURE THE PRINTER IS ON

If the  light is not on, see “Power button is not lit” on page 40.

### 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 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 18.

## 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. Call 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 36. 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 **Fax Mode**.
- 2 Press .
- 3 Press  or  repeatedly until **Tools** appears.
- 4 Press .
- 5 Press  or  repeatedly until **Device Setup** appears.
- 6 Press .
- 7 Press  or  repeatedly until **Country Code** appears.
- 8 Press .
- 9 Press  or  repeatedly until the country or region where you are operating the printer appears.
- 10 Press  to save the setting.

## IS YOUR PRINTER MEMORY FULL?

Change the 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 36.

### 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

Check mode selection	To make sure the printer is set for faxing, press <b>Fax Mode</b> .
Check document placement	Load the original document facedown in the ADF or in the upper left corner of the scanner glass.
Check the Dial Prefix setting	<ol style="list-style-type: none"> <li>1 From the control panel, press <b>Fax Mode</b>.</li> <li>2 Press .</li> <li>3 Press  or  repeatedly until <b>Fax Setup</b> appears.</li> <li>4 Press .</li> <li>5 Press  or  repeatedly until <b>Dialing and Sending</b> appears.</li> <li>6 Press .</li> <li>7 Press  or  repeatedly until <b>Dial Prefix</b> appears.</li> <li>8 Press .</li> <li>9 To change the setting, press  or  repeatedly until <b>Create</b> appears.</li> <li>10 Press .</li> <li>11 Enter the prefix to be dialed before each telephone number.</li> <li>12 Press .</li> </ol>
Check Speed Dial number	<ul style="list-style-type: none"> <li>• Check to make sure Speed Dial has been programmed for the number that you wish to dial. See "Setting up Speed Dial" on page 37.</li> <li>• As an alternative, dial the telephone number manually.</li> </ul>
Be sure that printer is detecting a dial tone	<ul style="list-style-type: none"> <li>• See "Sending a fax while listening to a call (On Hook Dial)" on page 24.</li> <li>• Check the Dial Method setting. <ol style="list-style-type: none"> <li>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.</li> <li>2 From the control panel, press <b>Fax Mode</b>.</li> <li>3 Press .</li> <li>4 Press  or  repeatedly until <b>Fax Setup</b> appears.</li> <li>5 Press .</li> <li>6 Press  or  repeatedly until <b>Dialing and Sending</b> appears.</li> <li>7 Press .</li> <li>8 Press  or  repeatedly until <b>Dial Method</b> appears.</li> <li>9 Press .</li> <li>10 Press  or  repeatedly until <b>Dial Behind PBX</b> appears.</li> <li>11 Press  to save this setting.</li> </ol> </li> </ul>

## Printer receives a blank fax

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

### CHECK ORIGINAL DOCUMENT

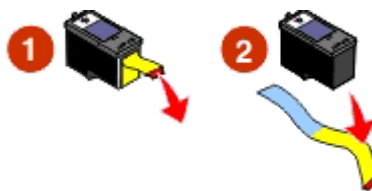
Ask the sender to verify the original document was loaded correctly.

### 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.

## 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 "Using Caller ID from the software" on page 26.




## 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.

## Fax Mode Unsupported

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

- Your scan resolution—lower the scan resolution.
  - 1 From the control panel, press **Fax Mode**.
  - 2 Press .
  - 3 Press ◀ or ▶ repeatedly until **Quality** appears.
  - 4 Press .
  - 5 Press ◀ or ▶ repeatedly until a lower quality appears.
  - 6 Press .
- Legal-size paper—reformat the document on letter-size paper.






## 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 24.

# 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 18.

## 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

# Notices

## Product information

Product name:

Lexmark X5400 Series

Machine type:

4425

Model(s):

001

A01

002

A02

003

## Edition notice

January 2008

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