



X5400 Series User's Guide

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Introduction

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 www.lexmark.com .


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>Note: If your printer supports Macintosh operating systems, see the Mac Help:</p> <ol style="list-style-type: none">1 From the Finder desktop, double-click the Lexmark X5400 Series folder.2 Double-click the printer Help icon.	You can find this document in the printer box or on the Lexmark Web site at www.lexmark.com .

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"> • Using the software (on Windows operating systems) • Loading paper • Printing • Working with photos • Scanning (if supported by your printer) • Making copies (if supported by your printer) • Faxing (if supported by your printer) • Maintaining the printer • Connecting the printer to a network (if supported by your printer) • Troubleshooting problems with printing, copying, scanning, faxing, paper jams, and misfeeds <p>Note: If your printer supports Macintosh operating systems, see the Mac Help:</p> <ol style="list-style-type: none"> 1 From the Finder desktop, double-click the Lexmark X5400 Series folder. 2 Double-click the printer Help icon. 	<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"> 1 Do one of the following: <ul style="list-style-type: none"> • In Windows Vista, click . • In Windows XP and earlier, click Start. 2 Click Programs or All Programs → Lexmark X5400 Series. 3 Click User's Guide. <p>If the link to the <i>User's Guide</i> is not on your desktop, follow these instructions:</p> <ol style="list-style-type: none"> 1 Insert the CD. The installation screen appears. Note: If necessary, click  → All Programs → Run. In Windows XP and earlier versions, click Start → Run, and then type D: \setup, where D is the letter of your CD-ROM drive. 2 Click Documentation. 3 Click View User's Guide (including Setup Troubleshooting). 4 Click Yes. 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. <p>You can also find this document on the Lexmark Web site at www.lexmark.com.</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"> 1 Do one of the following: <ul style="list-style-type: none"> • In Windows Vista, click . • In Windows XP and earlier, click Start. 2 Click Programs or All Programs → Lexmark X5400 Series. 3 Select Lexmark Solution Center.

Customer support

Description	Where to find (North America)	Where to find (rest of world)
Telephone support	<p>Call us at</p> <ul style="list-style-type: none"> • US: 1-800-332-4120 Monday–Friday (8:00 AM–11:00 PM ET) Saturday (Noon–6:00 PM ET) • 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) • Mexico: 01-800-253-9627 Monday–Friday (8:00 AM–8:00 PM ET) <p>Note: Support numbers and times may change without notice. For the most recent phone numbers available, see the printed warranty statement that shipped with your printer.</p>	<p>Telephone numbers and support hours vary by country or region.</p> <p>Visit our Web site at www.lexmark.com. Select a country or region, and then select the Customer Support link.</p> <p>Note: For additional information about contacting Lexmark, see the printed warranty that shipped with your printer.</p>
E-mail support	<p>For e-mail support, visit our Web site: www.lexmark.com.</p> <ol style="list-style-type: none"> 1 Click SUPPORT. 2 Click Technical Support. 3 Select your printer family. 4 Select your printer model. 5 From the Support Tools section, click e-Mail Support. 6 Complete the form, and then click Submit Request. 	<p>E-mail support varies by country or region, and may not be available in some instances.</p> <p>Visit our Web site at www.lexmark.com. Select a country or region, and then select the Customer Support link.</p> <p>Note: For additional information about contacting Lexmark, see the printed warranty that shipped with your printer.</p>

Limited Warranty

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

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

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

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.


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—POTENTIAL INJURY:** 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.

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

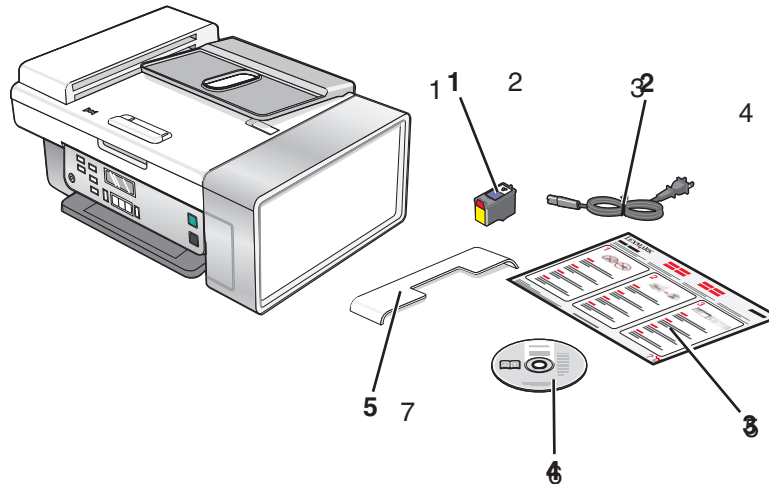
 **CAUTION—SHOCK HAZARD:** Do not use the fax feature during a lightning storm. Do not set up this product or make any electrical or cabling connections, such as the power supply cord or telephone, during a lightning storm.

SAVE THESE INSTRUCTIONS.

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

Setting up the printer

Checking the box contents

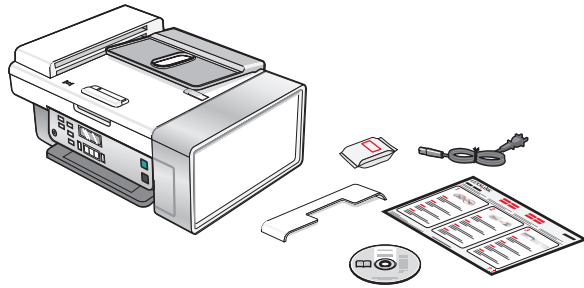


	Name	Description
1	Color print cartridge	Cartridge to be installed into the printer Note: This printer comes with a color cartridge, which can print in black and white as well, but to achieve optimum printing results, you can purchase a black cartridge and use it with the color cartridge.
2	Power cord	Attaches to the power supply port located at the back of the printer
3	Quick Setup sheet	Initial setup directions
4	Installation software CD	<ul style="list-style-type: none">• Installation software for the printer• <i>User's Guide: Comprehensive Version</i> in electronic format
5	Automatic Document Feeder (ADF) exit tray	Holds documents as they exit from the ADF

Note: You may need to purchase a USB cable separately.

Setting up the printer for standalone use

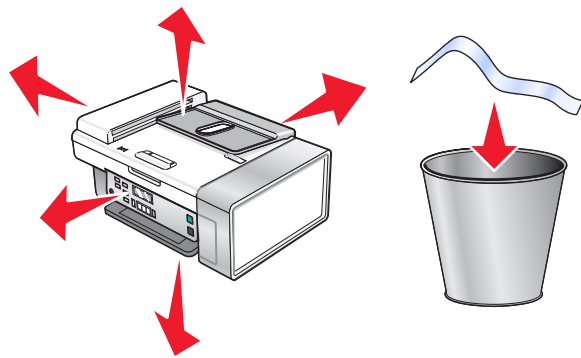
1 Unpack the printer.



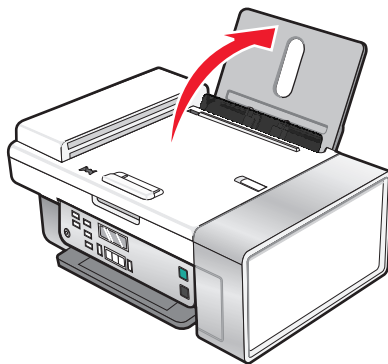
Notes:

- Place the printer near the computer during setup.
- You may need to purchase a USB cable separately.
- This printer comes with a color cartridge, which can print in black and white as well, but to achieve optimum printing results, you can purchase a black cartridge and use it with the color cartridge.

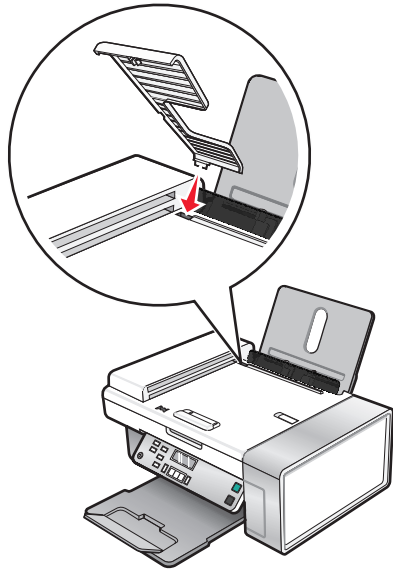
2 Remove all tape and packing material from all areas of the printer.



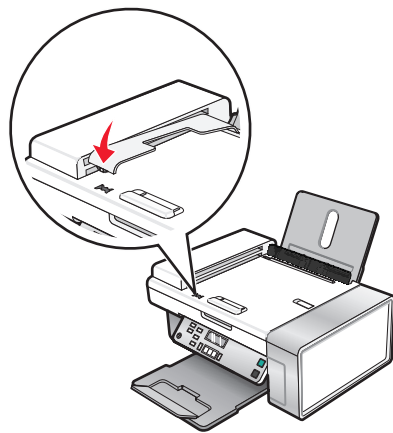
3 Raise the paper support.



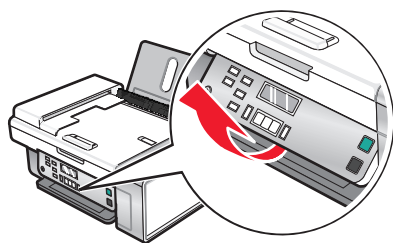
4 Insert the back end of the Automatic Document Feeder exit tray.



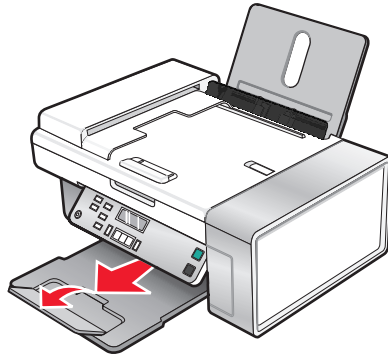
5 Snap in the front end of the Automatic Document Feeder exit tray.



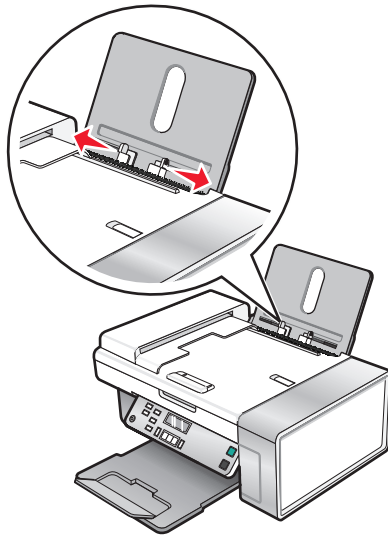
6 Raise the control panel.



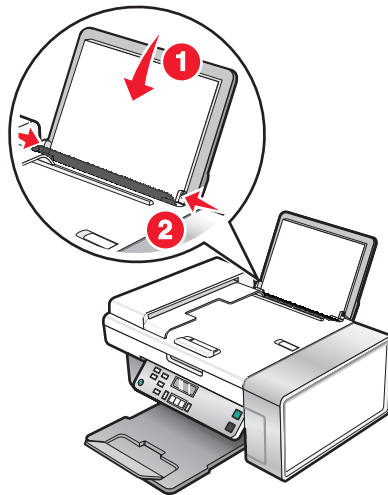
7 Extend the paper exit tray.



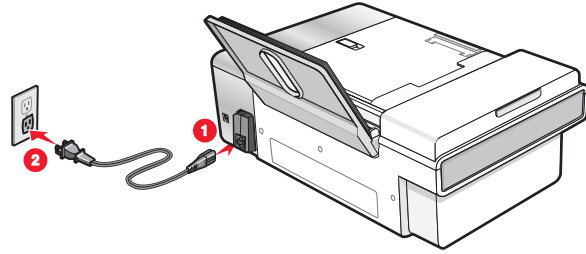
8 Extend the paper guides.



9 Load paper.




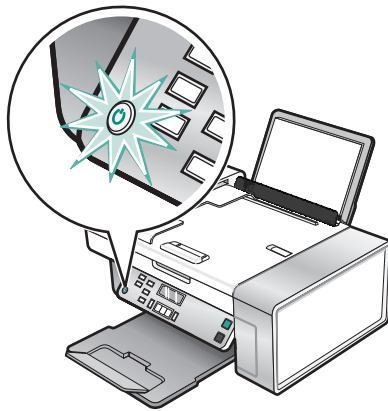
10 Connect the power cord.



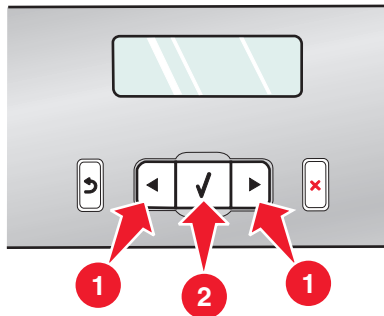
Note: Do not attach the USB cable yet.

⚠ CAUTION—POTENTIAL INJURY: Read the safety information included with this product before connecting power or any cabling connections.

11 If the printer does not automatically turn on, press .

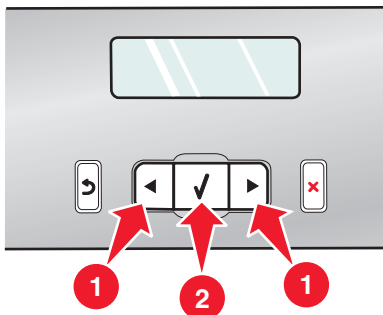


12 If prompted, set the language.



- a** Using the control panel of the printer, press ◀ or ▶ repeatedly until the language that you want appears on the display.
- b** Press ✓ to save.

13 If prompted, set the country or region.

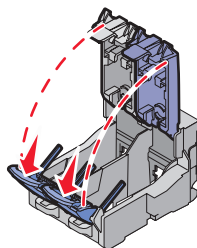


- a** Using the control panel of the printer, press ◀ or ▶ repeatedly until the country or region that you want appears on the display.
- b** Press ✓ to save.

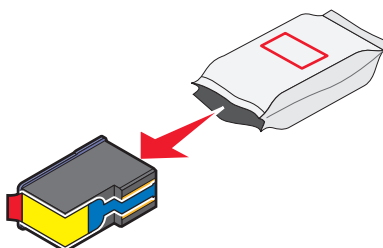
14 Open the printer.



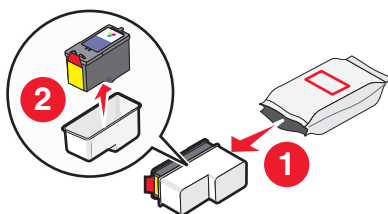
15 Press down on the print cartridge carrier levers.



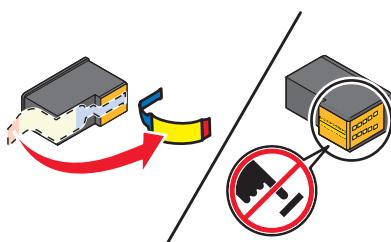
16 Open the color print cartridge foil, and then remove the cartridge from the pack.



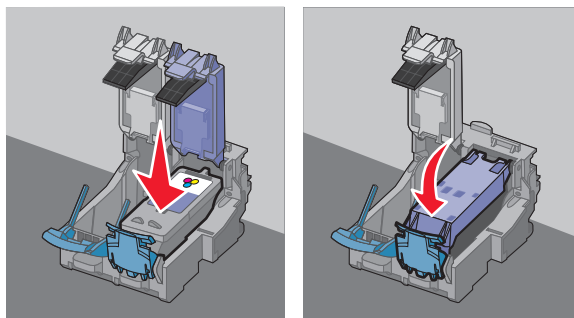
17 If a storage unit is included, remove the color cartridge from the storage unit.



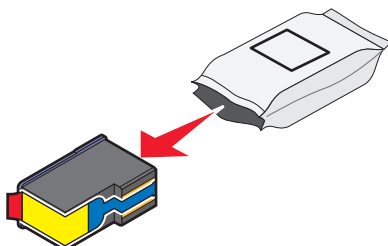
18 Remove the tape from the color cartridge.



19 Insert the cartridge in the right carrier, and close the color cartridge carrier lid.

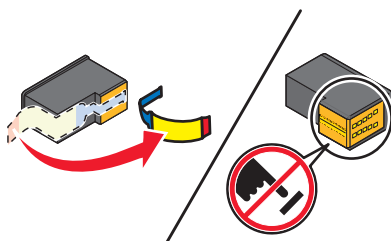


20 If you are installing a black print cartridge, open the black cartridge foil, and remove the cartridge from the pack.

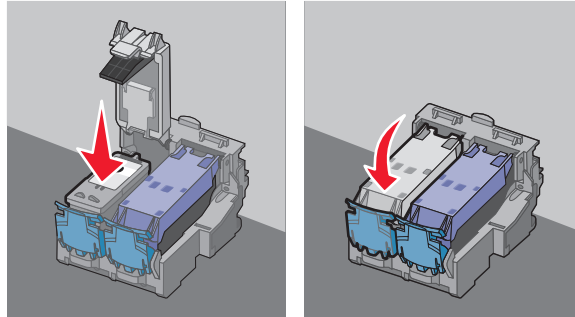


Note: This printer comes with a color cartridge only. You can purchase an optional black cartridge separately.

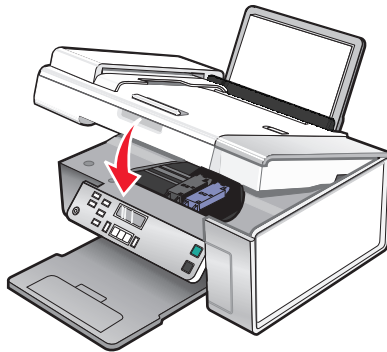
21 Remove the tape from the black cartridge.



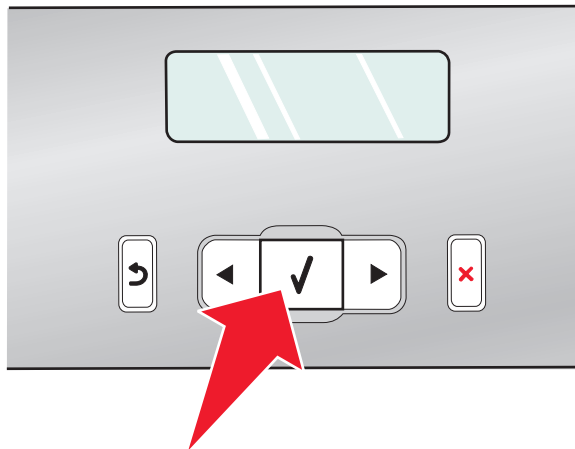
22 Insert the cartridge in the left cartridge carrier, and close the black cartridge carrier lid.



23 Close the printer.

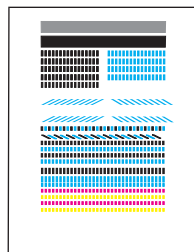


24 Press .



An alignment page prints.

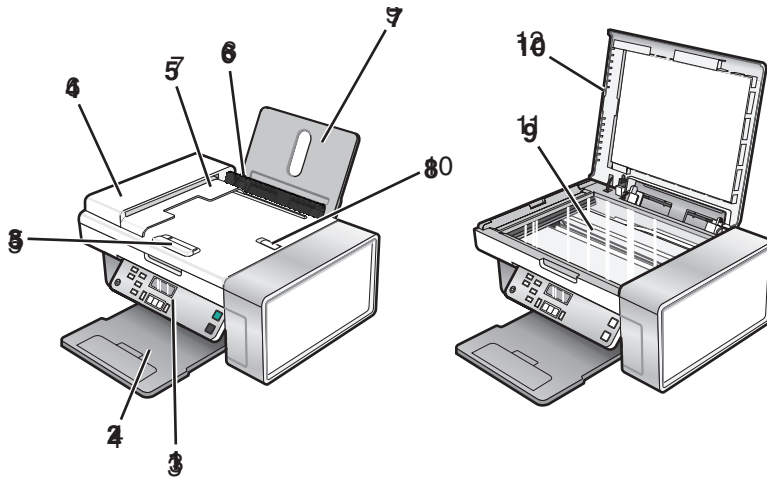
25 Discard or recycle the alignment page.



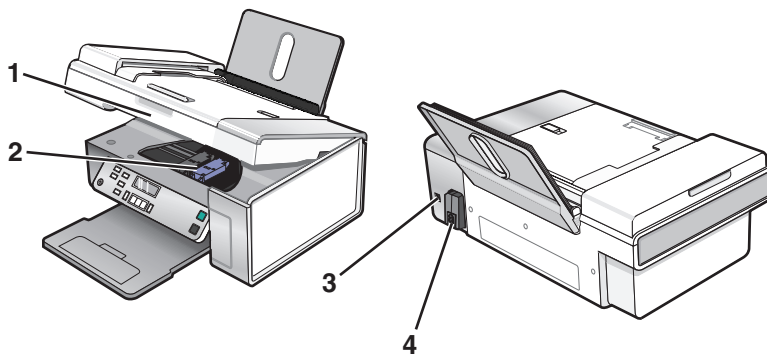
Notes:

- Streaks on the alignment page are normal, and do not indicate a problem.
- The alignment page may differ from the one shown.

Understanding the parts of the printer



	Use the	To
1	Control panel	Operate the printer. For more information, see “Using the control panel” on page 25.
2	Paper exit tray	Hold paper as it exits.
3	Automatic Document Feeder (ADF) paper guide	Keep paper straight when feeding into the ADF.
4	Automatic Document Feeder (ADF)	Copy or scan multiple-page letter-, legal-, and A4-size documents.
5	Automatic Document Feeder (ADF) exit tray	Hold paper as it exits from the ADF.
6	Paper guide	Keep paper straight when feeding.
7	Paper support	Load paper.
8	Automatic Document Feeder (ADF) paper stop	<ul style="list-style-type: none">• Stop paper as it exits the ADF.• Support A4- and legal-size paper as it exits.
9	Scanner glass	Copy, scan, or remove an item.
10	Top cover	Access the scanner glass.



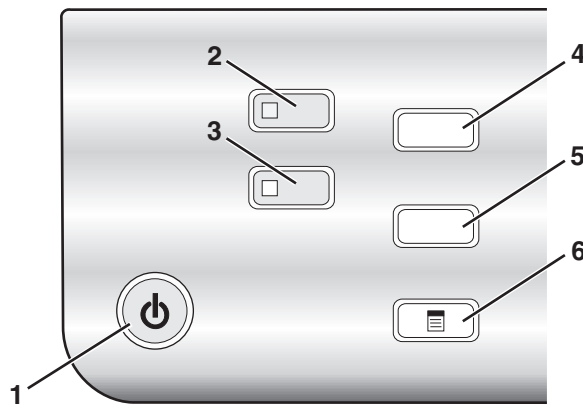
	Use the	To
1	Scanner unit	Access the print cartridges.
2	Print cartridge carrier	Install, replace, or remove a print cartridge.
3	USB port	Connect the printer to a computer using a USB cable.
4	Power supply with port	Connect the printer to a power source.


Understanding the control panel


Using the control panel

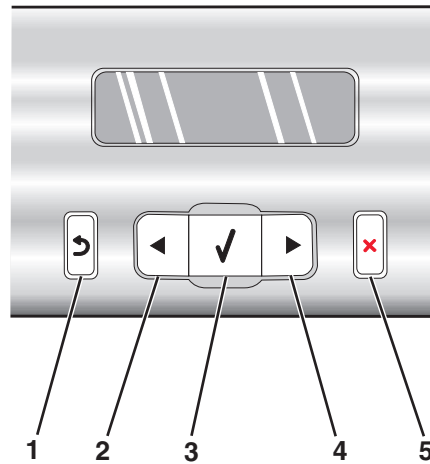
The display shows:






- Printer status
- Messages
- Menus

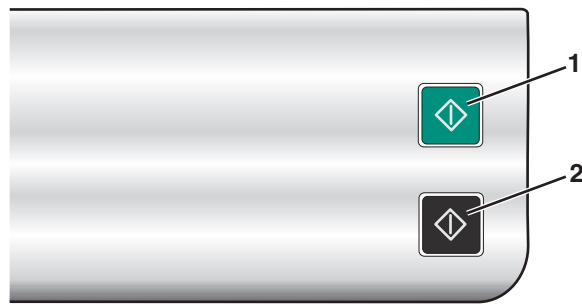


	Press	To
1		<ul style="list-style-type: none"> • Turn the printer on and off. • Stop the print, copy, or scan process.
2	Copy Mode	Access the copy default screen and make copies. Note: The mode is selected when the button light is on.

	Press	To
3	Scan Mode	Access the scan default screen and scan documents. Note: The mode is selected when the button light is on.
4	Resize	Change the size of a copy.
5	Lighter / Darker	Adjust the brightness of a copy.
6		Display the Copy or Scan menu, depending on which mode is selected.



	Press	To
1		Return to the previous screen.
2		<ul style="list-style-type: none"> Decrease a number. Scroll through menus, submenus, or settings on the display.
3		<ul style="list-style-type: none"> Select a menu or submenu item that appears on the display. Feed or eject paper.
4		<ul style="list-style-type: none"> Increase a number. Scroll through menus, submenus, or settings on the display.
5		<ul style="list-style-type: none"> Cancel a print, copy, or scan job in progress. Exit a menu or submenu, and return to the default copy or scan screen. Clear current settings or error messages, and return to default settings.



	Press	To
1	Start Color	Start a color copy or scan, depending on which mode is selected.
2	Start Black	Start a black-and-white copy or scan, depending on which mode is selected.

Saving settings

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

- 1 Press ◀ or ▶ repeatedly until the setting you want appears.
- 2 Press ⏵:
 - To save most settings. An * appears next to the saved setting.
 - To select a temporary setting. An * appears next to the selected setting.





















Note: The printer reverts from a temporary setting 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"> – Copies – Resize – Lighter/Darker – Quality – Repeat Image – N-Up – Original Size – Original Type
Scan Mode	<ul style="list-style-type: none"> – Quality – Original Size – Resize

To change the time-out feature:

- a Press ☰.
- b Press ◀ or ▶ repeatedly until **Tools** appears.
- c Press ⏵.
- d Press ◀ or ▶ repeatedly until **Device Setup** appears.

- e Press .
 - f Press  or  repeatedly until **Clear Settings Timeout** appears.
 - g Press .
 - h Press  or  repeatedly until **Never** appears.
 - i Press .
- 3** To change one or more temporary settings into new default settings:
- a Press .
 - b Press  or  repeatedly until **Tools** appears.
 - c Press .
 - d Press  or  repeatedly until **Defaults** appears.
 - e Press .
 - f Press  or  repeatedly until **Set Defaults** appears.
 - g Press .
 - h Press  or  repeatedly until **Use Current** appears.
 - i Press .

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 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.


Installing the optional XPS driver (Windows Vista users only)

The XML Paper Specification (XPS) driver is an optional printer driver designed to make use of the advanced XPS color and graphics features that are available only for Windows Vista users. To use XPS features, you must install the XPS driver as an additional driver after you install the regular printer software.

Notes:


- Before installing the XPS driver, you must install the printer on your computer.
- Before installing the XPS driver, you must install the Microsoft QFE Patch and then extract the driver files from the installation software CD. To install the patch, you must have administrator privileges on the computer.

To install the Microsoft QFE Patch and extract the driver:

- 1 Insert the installation software CD, and then click **Cancel** when the Setup Wizard appears.
- 2 Click  → **Computer**.
- 3 Double-click the CD or DVD drive icon, and then double-click **Drivers**.
- 4 Double-click **xps**, and then double-click the **setupxps** file.

XPS driver files are copied to your computer, and any required Microsoft XPS files are launched. Follow the instructions on the screen to finish installing the patch.

To install the XPS driver:

- 1 Click  → **Control Panel**.
- 2 Under Hardware and Sound, click **Printer**, and then click **Add a Printer**.
- 3 From the Add Printer dialog, click **Add a local printer**.
- 4 From the “Use an existing port” drop-down menu, select **Virtual printer port for USB**, and then click **Next**.
- 5 Click **Have disk**.
The Install From Disk dialog appears.
- 6 Click **Browse**, and then navigate to the XPS driver files on your computer:
 - a Click **Computer**, and then double-click **(C:)**.
 - b Double-click **Drivers**, and then double-click **Printer**.
 - c Double-click the folder that has your printer model number, and then double-click **Drivers**.
 - d Double-click **xps**, and then click **Open**.
 - e From the **Install From Disk** dialog, click **OK**.
- 7 Click **Next** on the two additional dialogs that appear.

For more information on the XPS driver, see the XPS **readme** file on the installation software CD. The file is located in the xps folder with the setupxps batch file (D:\Drivers\xps\readme).








Understanding the printer software

Using the software that installed with your printer, you can edit photographs, maintain your printer, and so much more. The following is an overview of features of **Productivity Studio** and **Solution Center**.

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

Method 1	Method 2
From the desktop, double-click the Productivity Studio icon.	<ol style="list-style-type: none">1 Click Programs or All Programs → Lexmark X5400 Series.2 Select Productivity Studio.

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.




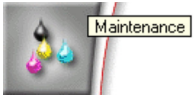
Click	To	Details
	Scan	<ul style="list-style-type: none"> • Scan a photo or document. • Save, edit, or share your photo or document.
	Copy	<ul style="list-style-type: none"> • Copy a photo or document. • Reprint or enlarge your photo.
	E-mail	Send a document or photo as an attachment to an e-mail message.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

From 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"> • Check ink levels. • Order print cartridges. • Find maintenance information. • Select other Solution Center tabs for more information, including how to change printer settings and troubleshooting.

The **Solution Center** is a complete guide to such printing features as printing photographs, troubleshooting printing problems, and installing and maintaining supplies. To open the Solution Center, use one of the following methods.


Method 1	Method 2
<ol style="list-style-type: none"> 1 From the desktop, double-click on the Solution Center icon. 2 Click Setup and diagnose printer. The Solution Center appears with the Maintenance tab open. 	<ol style="list-style-type: none"> 1 Click Programs or All Programs → Lexmark X5400 Series. 2 Select Solution Center.

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

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 X5400 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.

General networking

What is a network?

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 wired, wireless, or designed to have both wired and wireless devices.

Devices on a wired network use cables to communicate with each other. For a device to be able to communicate on a wired network, it must have a wired adapter attached or installed that lets it communicate over cables.

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 adapter attached or installed that lets it receive and transmit radio waves.

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

Before you can connect your printer to an Ethernet network, you will need the following:

- An external print server (purchased separately)
- A valid, unique IP address for the print server to use on the network
- The gateway for the network
- The network mask of the network where the printer will be used

Note: If your network automatically assigns IP addresses, you will not need to organize your network information before you begin.

You will need an Ethernet cable to connect the print server to the network. Use a new network cable when possible to avoid potential problems caused by a damaged cable.

Installing the printer on an Ethernet network

Before you install the printer on a wired network, make sure that:

- You have correctly set up your external print server (purchased separately).
- You have completed the initial setup of the printer.
- Your network is set up and working properly.
- Your computer is connected to your network.

1 Insert the installation software CD.

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

In Windows Vista

- a Click .
- b Locate the Start Search box.

- c Type `D:\setup.exe`, where D is the letter of your CD or DVD drive.

In Windows XP

- a Click **Start** → **Run**.
- b Type `D:\setup.exe`, where D is the letter of your CD or DVD drive.

- 2 Follow the instructions on the Welcome screen to set up the printer.

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.

Tips for using network adapters

- Make sure the adapter connections are secure.
- Make sure the computer is turned on.
- Make sure you entered the correct IP address.

Checking the port setting

Windows Vista users only

- 1 Click  → **Control Panel** → **Printers**.
- 2 Right-click the **Lexmark X5400 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 X5400 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.

Configure network printers

Configure

To configure a network printer, select a printer from the list in the window. Click **Configure** to assign the printer an Internet Protocol (IP) address. Contact your system support person for more information.

Add printers

Specify remote subnets that may have direct network attached printers. If the software detects a direct network attached printer, you must first highlight the printer in the window, and then click **Configure** to manually assign an IP address to the printer. Contact your system support person for more information.

Note: The software does not automatically configure printers found on remote subnets.

Refresh

Click **Refresh** to have the Configuration Utility automatically search to find and configure newly added printers.

Printer does not appear in the list of printers found on the network

You must have an external print server (purchased separately) to connect the printer to your network.

CHECK THE ETHERNET CABLE

- Check the Ethernet cable and the Ethernet connectors at both ends for any obvious damage.
- Firmly plug one end of the Ethernet cable into the print server. Firmly plug the other end of the Ethernet cable into the network hub or wall connection.
- Try using a different cable. Damage to the cable may not be obvious.

MAKE SURE THE POWER IS ON

- Make sure the printer is connected to a power source and is turned on.
- Make sure the print server is connected to a power source and is turned on.

MAKE SURE THAT THE NETWORK IS OPERATING PROPERLY

- Try to access other computers on the network.
- Make sure all switches, hubs, and other connecting devices are turned on.

MAKE SURE THE PRINT SERVER HAS VALID NETWORK SETTINGS

Print a network setup page and check the following. Refer to the print server *User's Guide* for instructions on how to print a network setup page.

- Verify that the IP address is correct for your network.
- Verify that the gateway is correct.
- Verify that the network mask is the same as the network mask used for other computers and printers on your network.

Cannot print to the network printer

You must have an external print server (purchased separately) to connect the printer to your network.

CHECK THE ETHERNET CABLE

- Check the Ethernet cable and the Ethernet connectors at both ends for any obvious damage.
- Firmly plug one end of the Ethernet cable into the print server. Firmly plug the other end of the Ethernet cable into the network hub or wall connection.
- Try using a different cable. Damage to the cable may not be obvious.

MAKE SURE THE POWER IS ON

- Make sure the printer is connected to a power source and is turned on.
- Make sure the print server is connected to a power source and is turned on.

MAKE SURE THAT THE NETWORK IS OPERATING PROPERLY

- Try to access other computers on the network.
- Make sure all switches, hubs, and other connecting devices are turned on.

UNINSTALL AND REINSTALL THE SOFTWARE

Loading paper and original documents

Loading paper

1 Make sure:

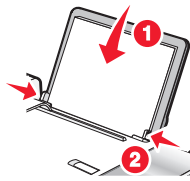
- You use paper designed for inkjet printers.
- If you are using photo, glossy, or heavyweight matte paper, you load it with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
- The paper is not used or damaged.
- 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

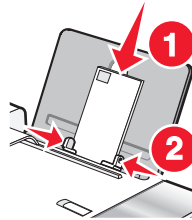
The printer is equipped with an automatic paper type sensing device. The Paper Type Sensor automatically detects the type of paper that has been loaded into the printer and adjusts the settings for you. For example, if you want to print a photo, load photo paper into the printer. The printer detects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

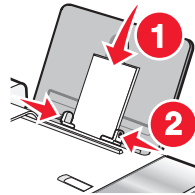
- 1 Load labels with the print side facing you and the top of the sheet fed into the printer first.
- 2 Make sure:
 - The print side of the labels faces you.
 - The top of the labels feeds into the printer first.
 - The adhesive on the labels does not extend to within 1 mm of the edge of the labels.
 - 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 25 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

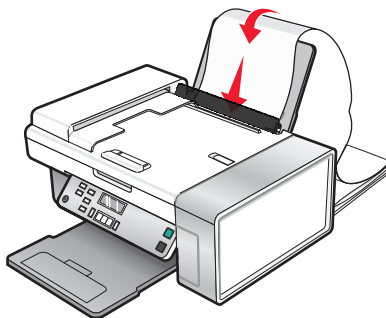
You can load up to 100 sheets of custom-size paper at a time.

- 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 inchesLength:
 - 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

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

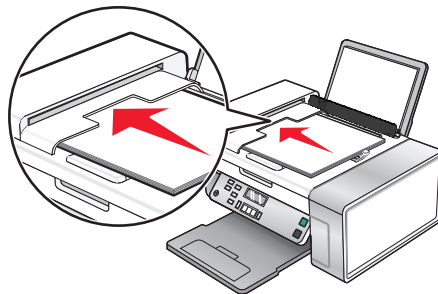
Notes:

- 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, 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.

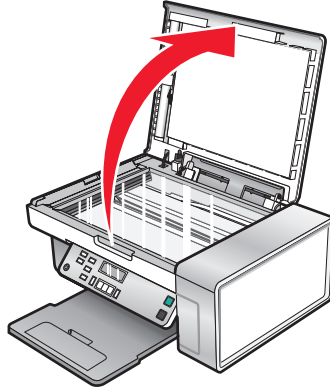
Automatic Document Feeder (ADF) paper capacity

Load up to	Make sure
15 sheets of: <ul style="list-style-type: none"> • Letter-size paper • A4 paper • Legal-size paper 	<ul style="list-style-type: none"> • You adjust the paper guide on the Automatic Document Feeder (ADF) tray to the width of the original document. • The original document is loaded facedown, top edge first, until you hear a <i>beep</i>.
15 sheets of: <ul style="list-style-type: none"> • Custom paper • Pre-punched paper • Reinforced-edge copier paper • Preprinted forms • Letterhead paper 	<ul style="list-style-type: none"> • You adjust the paper guide on the Automatic Document Feeder (ADF) tray to the width of the original document. • The original document is loaded facedown, top edge first, until you hear a <i>beep</i>. • The paper size fits within these dimensions: <ul style="list-style-type: none"> Width: <ul style="list-style-type: none"> – 210.0 mm–215.9 mm – 8.25 in.–8.5 in. Length: <ul style="list-style-type: none"> – 279.4 mm–355.6 mm – 11.0 in.–14.0 in. • You allow preprinted media to dry thoroughly before loading into the Automatic Document Feeder (ADF). • You do <i>not</i> use media printed with metallic ink particles. • You avoid embossed designs.

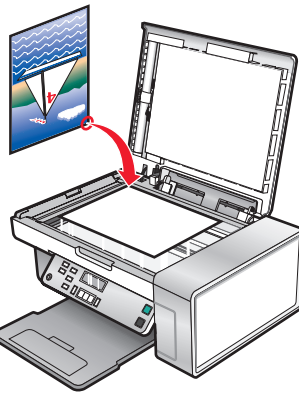
Loading original documents on the scanner glass

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

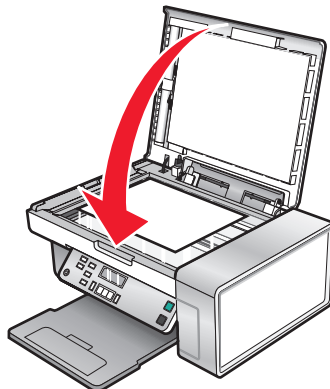
- 1 Make sure the computer and the printer are on.
- 2 Open the top cover.



- 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.



Printing

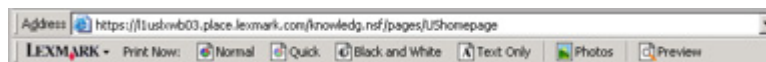
Printing basic documents

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 the last page first (reverse page order)

- 1 With a document open, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 From the **Quality/Copies** tab, select **Print Last Page First**.
- 4 Click **OK**.
- 5 Click **OK** or **Print**.


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 X5400 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 X5400 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.
- **Standard Glossy/Photo paper**—Photo paper with a special coating. It is used specifically for printing photos with crisp, sharp images.
- **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 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.
- **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.
- **Labels**—A self-adhesive, inkjet-compatible paper that comes in different types, formats, and sizes.

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 If you are scanning a photo:
 - a Place the photo facedown on the scanner glass.
 - b Click **File → Add Photo from Scanner**.
- 4 If you are not scanning a new item, open the folder that contains your photo.
- 5 Drag the photo to the Print a Multi-Page Poster preview area of the screen.
- 6 Click **Next Step** at the bottom of the left pane.
- 7 From the “Paper size to print poster on” drop-down list, select a paper size.
- 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** in the bottom right corner of the screen.

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 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 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 transparencies

- 1 Load up to 25 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 then 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**.

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 X5400 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 menus.

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

1 Press , , and **Start Color** at the same time.

Warning—Potential Damage: Do *not* release the buttons until **Language** appears on the display, indicating that the printer has been reset.

2 Follow the prompts on the display to choose your language, country or region code, date, and time.

Working with photos

Retrieving and managing photos

Transferring photos

Transferring all photos or documents from a CD or removable storage device

- 1 Insert a CD or connect a removable storage device (such as a flash drive, memory card, or digital camera) to the computer.

The Lexmark Productivity Studio software launches automatically on your computer.

- 2 If you are using Windows Vista or Windows XP, a “What do you want Windows to do?” screen appears.

Click **Transfer Photos to your computer using the Lexmark Productivity Studio**.

If you are using 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 Remove the CD or storage device to view your transferred photos in the Library.

Transferring selected photos or documents from a CD or removable storage device

- 1 Insert a CD or connect a removable storage device (such as a flash drive, memory card, or digital camera) to the computer.

The Lexmark Productivity Studio software launches automatically on your computer.

- 2 If you are using Windows Vista or Windows XP, a “What do you want Windows to do?” screen appears.

Click **Transfer Photos to your computer using the Lexmark Productivity Studio**.

If you are using 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 or photos you want to transfer.

- 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, click the check box and enter a name.
- 9 Click **Next**.
- 10 Remove the CD or storage device to view your transferred photos in the Library.

Changing the Lexmark Productivity Studio preferences

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 Make sure the printer is connected to a computer, and both the printer and the computer are on.
- 2 Load an original document facedown on the scanner glass.
- 3 From the desktop, double-click the **Productivity Studio** icon.
- 4 Click **Scan**.
- 5 Select the **Photo** or **Several Photos** option.
- 6 Click **Start**.
- 7 Click the **Advanced** tab.
- 8 Click **Image Patterns**.
- 9 To remove the image patterns caused by scanning from magazines or newspapers, click **Remove Patterns**.
- 10 From the drop-down list, select the patterns to be removed.

- 11 To reduce stray marks on color photos, click the check box, and then move the slider to the desired value.
- 12 Click **OK**. The thumbnail is updated.

Printing photos

Printing photos from a CD or removable storage device 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 or any removable storage device (such as a flash drive, memory card, or digital camera) into the computer.
 - If you are using Windows Vista, an "AutoPlay" screen appears. Click **Transfer Photos to your computer using the Productivity Studio**.
 - If you are using Windows XP, a "What do you want Windows to do?" screen appears. Click **Transfer Photos to your computer using the Productivity Studio**.
 - If you are using Windows 2000:
 - a From the desktop, double-click the **Productivity Studio** icon.
 - b Click **Transfer Photos**.
- 3 Click **Select photos to print**.
- 4 To print all photos, click **Print**.
- 5 To print selected photos, click **Deselect All** and select only the photo(s) you want to print.
- 6 Click **Print**.
- 7 From the Quality drop-down list, select a print quality.
- 8 From the Paper Size in Printer drop-down list, select the paper size.
- 9 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.
- 10 Click **Print Now** in the bottom right corner of the window.
- 11 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 61 through step 6 on page 61.
- 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 millimeters
Letter	8.5 x 11 inches
Greeting cards	4 x 8 inches (10.16 x 20.32 centimeters)

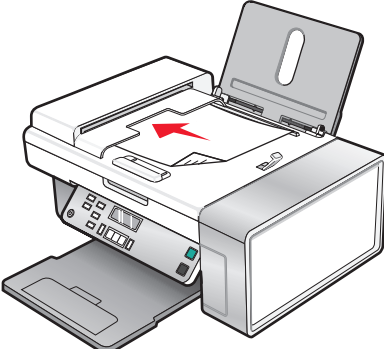
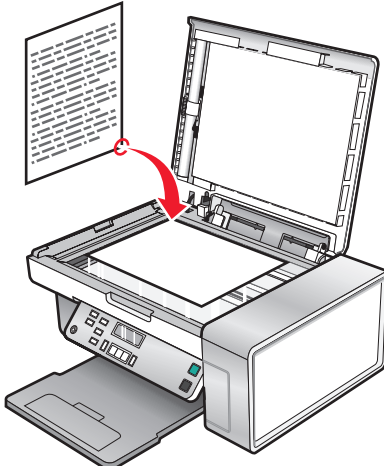
- 12** Click **Print Now**.
- 13** If you want to e-mail your photo greeting card, click **E-mail your Photo Greeting Card** from the Share tab.
- 14** From the Send Quality and Speed area of the screen, select the image size.
- 15** Click **Create E-mail** to create an e-mail message with your photo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

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**.



Copying













ADF	Scanner glass
 <p>Use the ADF for multiple-page A4, letter or legal size documents.</p>	 <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>

Making a copy

- 1 Load paper.
- 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 **Copy Mode**.
- 4 Press **Start Color** or **Start Black**.

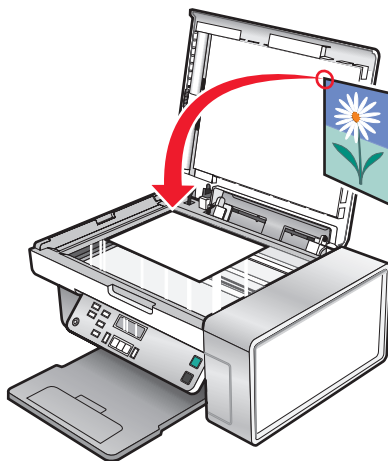
Copying photos

- 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 Place a photo facedown on the scanner glass in the upper left corner. For more information, see “Loading original documents on the scanner glass” on page 43.
- 3 If necessary, press **Copy Mode**.
- 4 Press .
- 5 Press ◀ or ▶ repeatedly until **Quality** appears.
- 6 Press .
- 7 Press ◀ or ▶ repeatedly until **Photo** appears.

- 8 Press .
- 9 Press  or  repeatedly until **Paper Size** appears.
- 10 Press .
- 11 Press  or  repeatedly until the size you want appears.
- 12 Press .
- 13 Press  or  repeatedly until **Original Size** appears.
- 14 Press .
- 15 Press  or  repeatedly until the size you want appears.
- 16 Press **Start Color** or **Start Black**.

Copying a photo using the computer




- 1 Place the photo facedown on the scanner glass.



- 2 From the desktop, double-click the **Productivity Studio** icon.
- 3 From the left pane of the Welcome screen, click **Copy**.
- 4 Select **Photo**.
- 5 Click **Start**.
The photo appears in the right pane.
- 6 From the Quality drop-down list, select the copy quality.
- 7 From the Paper Size in Printer drop-down list, select the paper size.
- 8 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.
- 9 Click **Copy Now** in the bottom right corner of the screen.


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 on the scanner glass.
- 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 on the scanner glass.
- 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**.

Collating copies using the control panel

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 Load paper.
- 2 Load an original document facedown on the scanner glass.



- 3 From the control panel, press **Copy Mode**.
- 4 Press .
- 5 Press ◀ or ▶ repeatedly until **Collate** appears.
- 6 Press .
- 7 Press ◀ or ▶ repeatedly until the number of copies you want to print appears.
- 8 Press **Start Color** or **Start Black**.

Note: If you are using the scanner glass, a message appears prompting you for additional pages.

Repeating an image on one page



You can print the same image multiple times on one sheet of paper. This option is helpful in creating labels, decals, flyers, and handouts.

- 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 on the scanner glass.
- 3 From the control panel, press **Copy Mode**.
- 4 Press .
- 5 Press ◀ or ▶ repeatedly until **Repeat Image** appears.
- 6 Press .
- 7 Press ◀ or ▶ repeatedly until the number of images you want to print on one page appears.
- 8 Press **Start Color** or **Start Black**.

Enlarging or reducing an image

- 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 or photo facedown on the scanner glass.
- 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.

Notes:

- If you select **Custom Resize**, press and hold ◀ or ▶ until the size you want appears and press ⏎.
- If you select **Borderless**, the printer will reduce or enlarge the document or photo as necessary to print a borderless copy on the paper size you have selected. For best results with this resize setting, use photo paper and set the paper type selection to Automatic or Photo.

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

Understanding the Copy menu

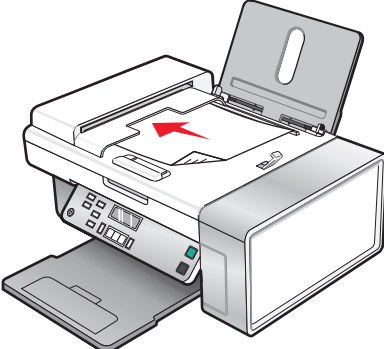
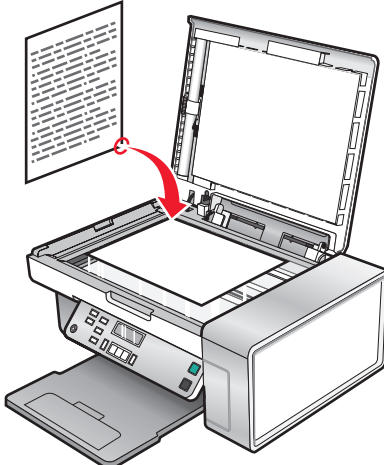
Understanding the Copy Menu

Use this	To
Copies*	Specify how many copies to print.
Resize*	<ul style="list-style-type: none"> • Specify the percentage for enlarging or reducing the original copy. • Specify a specific copy size. • Create a multiple-page poster.
Lighter / Darker*	Adjust the brightness of a copy.
Quality*	Adjust the quality of a copy.
Paper Size	Specify the size of the paper loaded.
Paper Type	Specify the type of paper loaded.
Repeat Image*	Choose how many copies of an image to print on a page.
Collate	Print one or more copies in the correct order.
N-Up*	Choose how many pages to print on a page.
Original Size*	Specify the size of the original document.
Original Type*	Specify the type of the original document.
Tools	<ul style="list-style-type: none"> • Maintenance <ul style="list-style-type: none"> – View ink levels. – Clean cartridges. – Align cartridges. – Print a test page. • Device Setup—Customize printer setup settings. • Defaults—Customize printer settings.
* Temporary setting. For information on saving temporary and other settings, see the related topic on Saving settings.	

Modifying the Copy settings

- 1 With your scanned image open on the Copy screen, click the **Settings** tab.
- 2 From the Copies box, select the number of copies you want.
- 3 From the Quality drop-down list, select a copy quality.
- 4 From the Paper Size in Printer drop-down list, select the paper size.
- 5 Select the print size by clicking the appropriate thumbnail in the Print Size area of the screen, or use the drop-down list.
- 6 When you have finished making changes to the copy settings, click **Copy Now** from the right pane of the screen. The photo will be copied.

Scanning

ADF	Scanner glass
 <p data-bbox="149 703 771 766">Use the ADF for multiple-page A4, letter, or legal size documents.</p>	 <p data-bbox="820 819 1469 913">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 scan settings, see “Understanding the Scan menu” on page 74.

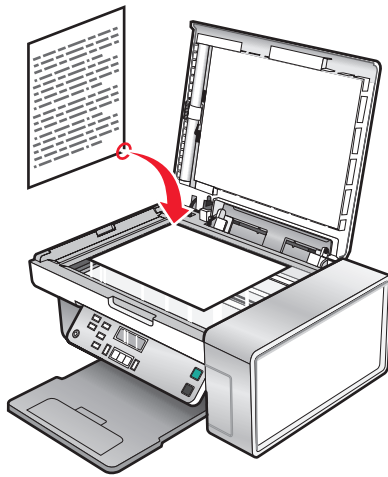
Scanning a document

- 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 into the ADF or on the scanner glass.
- 3 Press **Scan Mode**.
- 4 Press ◀ or ▶ repeatedly until the destination to which you want to scan appears.
- 5 Press **Start Color** or **Start Black**.
- 6 If you want to save the scan, from the software application, click **File → Save As**.
- 7 Enter the file name, format, and location where you want the scanned image saved.
- 8 Click **Save**.

Scanning a document using the computer

- 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 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 edit your scanned document.

Scanning text for editing

Use the Optical Character Recognition (OCR) software feature to turn scanned images 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 on.
 - ABBYY Fine Reader is installed.
- 2 Load an original document facedown on the scanner glass.
- 3 From the desktop, double-click the **Productivity Studio** icon.
- 4 Click **Scan**.
- 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.

Scanning a photo to the Library

1 Load a photo facedown on the scanner glass.

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

3 Click **View / Print Library**.

4 From the Library Add tab, click **Add New Scan**.

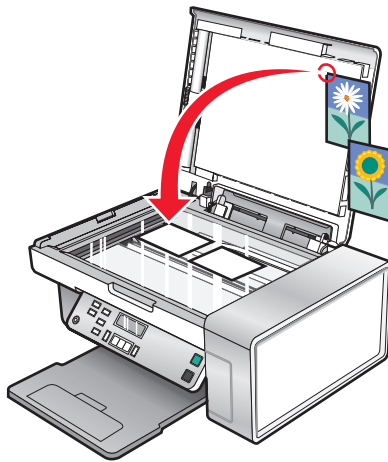
5 Select the **Photo** option.

6 Click **Start**.

The photo is placed in the current folder of the Library.

Scanning multiple photos at one time using the computer

1 Place the photos facedown on the scanner glass.



Note: For best results, place photos with the most space possible between the photos and the edges of the scan area.

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

3 Click **Scan**.

4 Select the **Several Photos** option.

5 Click **Start**.

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 **Start** 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.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**.

Canceling a scan job

Once a scan job is sent, if you want to cancel it, you must cancel the job based on the destination:

Destination	To cancel
Adobe Acrobat	From the desktop, click Cancel Scan .
Clipboard	From the control panel, press X .
Email	From the desktop, when the Internet Connect Wizard screen appears, click Cancel .
File	From the desktop, when the Save as screen appears, click Cancel .
PageManager	From the desktop, when the "Save as" screen appears, click Cancel .
Photo Edit	From the desktop, when a screen appears, click Cancel Scan .
Acrobat Reader	<ul style="list-style-type: none">• From the control panel, press X.• From the desktop, when a screen appears, click Cancel Scan.
Internet Expl.	<ul style="list-style-type: none">• From the control panel, press X.• From the desktop, when a screen appears, click Cancel Scan.

Destination	To cancel
MS Paint	<ul style="list-style-type: none"> • From the control panel, press X. • From the desktop, when a screen appears, click Cancel Scan.
MS PowerPoint	<ul style="list-style-type: none"> • From the control panel, press X. • From the desktop, when a screen appears, click Cancel Scan.
MS Word	<ul style="list-style-type: none"> • From the control panel, press X. • From the desktop, when a screen appears, click Cancel Scan.
Notepad	<ul style="list-style-type: none"> • From the control panel, press X. • From the desktop, when a screen appears, click Cancel Scan.
PaintShop Pro	<ul style="list-style-type: none"> • From the control panel, press X. • From the desktop, when a screen appears, click Cancel Scan.
WordPad	<ul style="list-style-type: none"> • From the control panel, press X. • From the desktop, when a screen appears, click Cancel Scan.







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.

Setting	Options
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"> • You can auto-crop the scanned item. Move the slider to the desired setting. • You can select the area to be scanned. From the drop-down list, select a paper source.
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.

Understanding the Scan menu

To 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.
Tools	<ul style="list-style-type: none">• Maintenance<ul style="list-style-type: none">– View ink levels.– Clean cartridges.– Align cartridges.– Print a test page.• Device Setup—Customize printer setup settings.• Defaults—Customize printer settings.

* Temporary setting. For information on saving temporary and other settings, see the related topic, "Saving Settings."

Scanning to a computer over a network

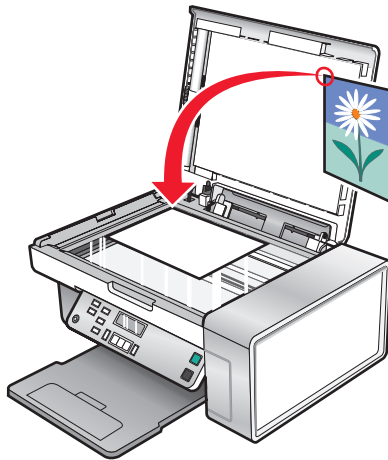
- 1 Make sure:
 - The printer is connected to the network through a print server, and the printer, the print server, and the computer receiving the scan are on.
 - The printer is configured to scan over a network (Direct IP Printing).
- 2 Load an original document facedown into the ADF or on the scanner 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 **Scan Mode**.
- 4 Press ◀ or ▶ repeatedly until the computer to which you want to scan is highlighted.
- 5 If you set a PIN during network setup, enter it using the numeric keypad, and press ⏴.
- 6 Press ◀ or ▶ repeatedly until the scan destination you want appears.
- 7 Press **Start Color** or **Start Black**.

Saving a scanned image on the computer

- 1 Load an original document facedown on the scanner glass.



- 2 Close the top cover.
- 3 From the desktop, double-click the **Productivity Studio** icon.
- 4 Click **Scan**.
- 5 Select the Photo, Several Photos, or Document option.
- 6 Click **Start**.
- 7 From the Save or Edit screen menu bar, click **Save**.
- 8 To save to another folder, click **Browse**, and select a folder. Click **OK**.
- 9 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.
- 10 To save the photo as another file type, select the file type from the File Type drop-down list.
- 11 To select a date for the photo, click the drop-down list, and select a date from the calendar.
- 12 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

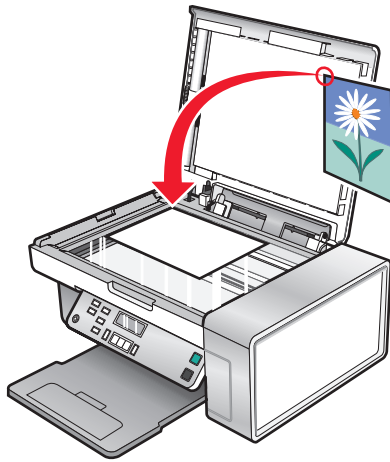
- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 Place the image facedown on the scanner glass, and close the top cover.
- 3 Click **E-mail**.
- 4 Click **Start**. The image is scanned.
- 5 From the Send Quality and Speed area of the screen, select the image size.
- 6 Click **Create 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 images using your default e-mail application.

- 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 desktop, double-click the **Productivity Studio** icon.
- 3 Click **E-mail**.
- 4 Select the Photo, Several Photos, or Document option.
- 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

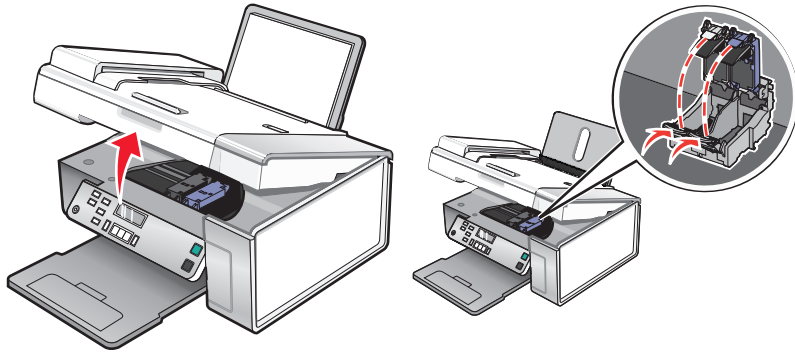
- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Tools menu, click **Preferences**.
- 3 Click **E-mail Screen**.
 - Click **Remember my last selection** to use the photo size you selected in your most recent e-mail message.
 - Click **Original Size (Good for Printing)** 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**.

Maintaining the printer

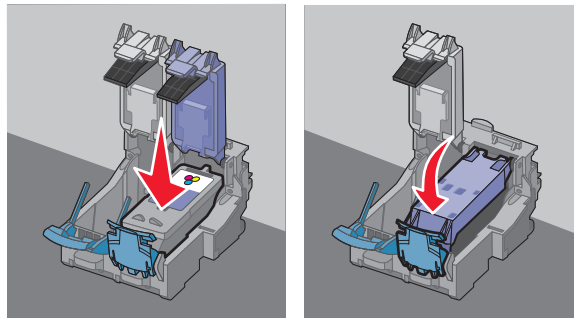
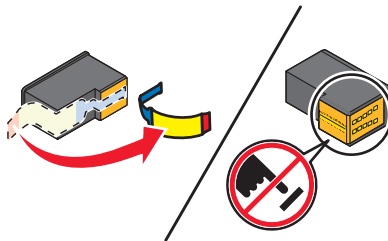
Replacing print cartridges

Installing print cartridges

- 1 Open the printer, and then press down on the print cartridge carrier levers.

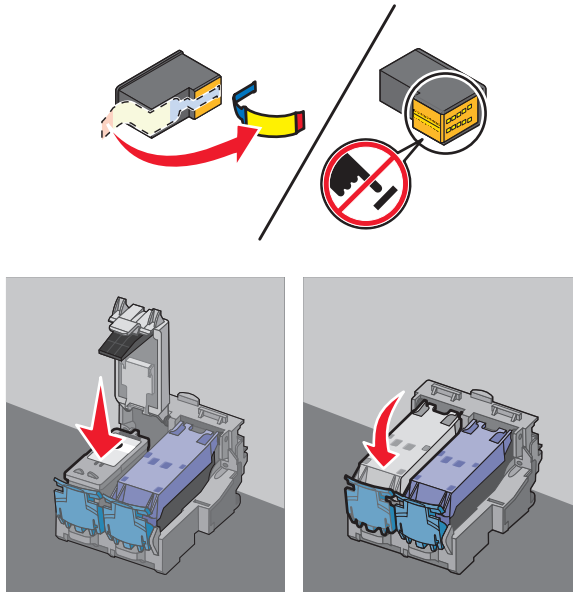


- 2 Remove the used print cartridge or cartridges.
- 3 If you are installing a new color print cartridge, remove the tape from the back and bottom of the color cartridge, insert the cartridge in the right carrier, and then close the color cartridge carrier lid.



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

- 4 If you are installing a black print cartridge, remove the tape from the back and bottom of the black cartridge, insert the cartridge in the left carrier, and then close the black cartridge carrier lid.



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

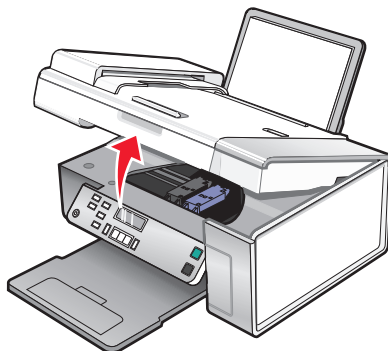
- 5 Close the printer, making sure to keep your hands out from underneath the scanner unit.



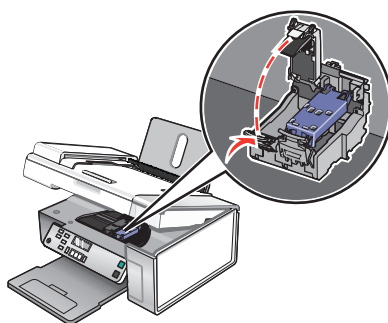
Removing a used print cartridge

- 1 Make sure the printer is on.
- 2 Lift the scanner unit.

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



3 Press down on the cartridge carrier lever to raise the cartridge carrier lid.



4 Remove the used print cartridge.

Note: If you are removing both cartridges, repeat step 3 and step 4 for the second cartridge.

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 or heavyweight matte paper.
- 2 From the control panel, press **Copy Mode**.
- 3 Press .
- 4 Press ◀ or ▶ repeatedly until **Tools** appears.
- 5 Press .
- 6 Press ◀ or ▶ repeatedly until **Maintenance** appears.
- 7 Press .
- 8 Press ◀ or ▶ repeatedly until **Align Cartridges** appears
- 9 Press .

An alignment page prints.

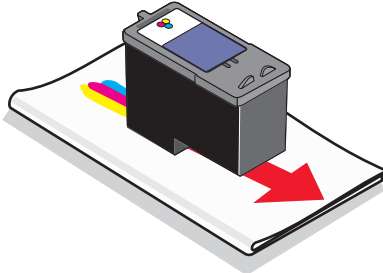
If you aligned the cartridges to improve print quality, print your document again. If print quality has not improved, clean the print cartridge nozzles.

Cleaning the print cartridge nozzles

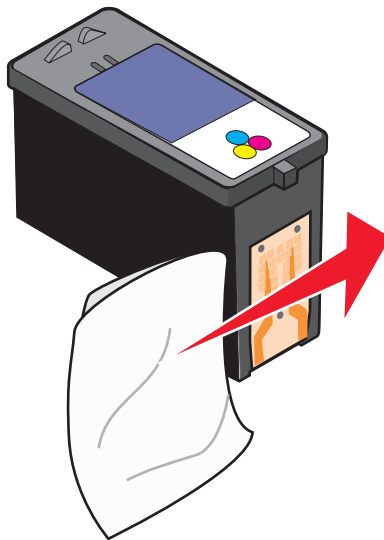
- 1 Load plain paper.
 - 2 Press **Copy Mode**.
 - 3 Press .
 - 4 Press ◀ or ▶ repeatedly until **Tools** appears.
 - 5 Press .
 - 6 Press ◀ or ▶ repeatedly until **Maintenance** appears.
 - 7 Press .
 - 8 Press ◀ or ▶ repeatedly until **Clean Cartridges** appears.
 - 9 Press .
- A page prints, forcing ink through the print cartridge nozzles to clean them.
- 10 Print the document again to verify that the print quality has improved.
 - 11 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.



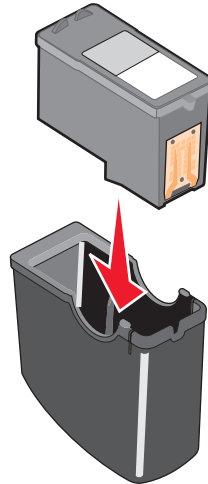
- 4 Using another clean section of the cloth, gently hold the cloth against the contacts for about three seconds, and then wipe in the direction shown.



- 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 81.
- 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 scanner glass

- 1 Dampen a clean, lint-free cloth with water.
- 2 Gently wipe the scanner glass clean.

Note: Make sure all ink or corrective fluid on a document is dry before placing the document on the scanner glass.

Cleaning the exterior of the printer

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

 **CAUTION—SHOCK HAZARD:** To avoid the risk of electric shock, 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—Potential Damage: Do not use household cleaners or detergents, as they may damage the finish of the printer.

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

Warning—Potential Damage: 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 X5400 Series models

Item	Part number	Average cartridge standard page yield is up to ¹
Black cartridge	28A	Page yield values available at www.lexmark.com/pageyields .
Black cartridge ²	28	
High yield black cartridge ²	34	
Color cartridge	29A	
Color cartridge ²	29	
High yield color cartridge ²	35	
Photo cartridge	31	Not applicable

¹ Values obtained by continuous printing. Declared yield value in accordance with ISO/IEC 24711.

² 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.

Notes:

- For best results, use only Lexmark print cartridges.
- For best results when printing photos or other high-quality images, use Lexmark Photo Paper or Lexmark Perfectfinish™ Photo Paper.
- To prevent 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 sheets to dry at least 24 hours before stacking, displaying, or storing.

Item	Part Number
USB cable	1021294

For more information, go to www.lexmark.com.

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

Note: Availability may vary by country or region.

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

For information on how to purchase Lexmark Photo Paper or Lexmark PerfectFinish Photo Paper in your country or region, go to www.lexmark.com.

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, **L**anguage 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 **L**anguage appears.
- 8 Press ✓.
- 9 Press ◀ or ▶ repeatedly until the language you want appears on the display.
- 10 Press ✓ to save.

Note: If you cannot understand the language on the display, see “Resetting the printer to factory default settings” on page 53.

Power button is not lit

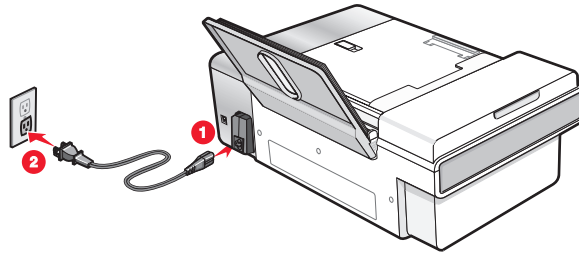
These are possible solutions. Try one or more of the following:

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 and Windows 2000 with 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

If the printer is connected to the computer through a USB cable:

- 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.

Note: You may enable the anti-virus programs again after the software is successfully installed.

UNINSTALL AND REINSTALL SOFTWARE

Uninstall the printer software, and then reinstall it.

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 computer screen” on page 122.

CHECK POWER

If the  light is not on, see “Power button is not lit” on page 86.

RELOAD PAPER

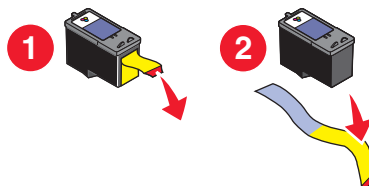
Remove and then load paper.

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 90.

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 109.


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 X5400 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 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 In Windows Vista, click  → **Control Panel**.
In Windows XP, click **Start** → **Control Panel**.
In Windows 2000, click **Start** → **Settings** → **Control Panel**.
- 2 If you are using Windows Vista, click the **System and Maintenance** icon, and then click **Device Manager**.
If you are using Windows XP or Windows 2000:
 - a Click **Performance and Maintenance**, and then click the **System** icon.
 - b Click the **Hardware** tab.
 - c 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 X5400 Series**.
- 2 Click **Solution Center**.
- 3 Click the **Contact Information** tab.

Print troubleshooting








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 Paper or Lexmark PerfectFinish Photo Paper. Do *not* use Lexmark Premium Photo Paper. Your print cartridges are not compatible with this type of paper.
- 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**, **Scan Mode**, or **Photo Card**.
- 2 Press .
- 3 Press  or  repeatedly until **Quality** appears.
- 4 Press .
- 5 Press  or  repeatedly until the quality you want appears.
- 6 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 81. 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 81. If print quality has not improved, continue to the next step.
- 3 Install the print cartridges. For more information, see “Installing print cartridges” on page 78.
- 4 Wipe the print nozzles and contacts. For more information, see “Wiping the print cartridge nozzles and contacts” on page 82.
If print quality is still not satisfactory, replace the print cartridges. For more information, see “Ordering supplies” on page 84.

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.

CLEAN PRINT CARTRIDGE NOZZLES

For more information, see “Cleaning the print cartridge nozzles” on page 81.

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 37 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 on the scanner glass in the upper left corner.

CHECK PAPER SIZE

Make sure the paper size being used matches the document or photo size you selected.

Photo smudges

To prevent smudging, avoid touching the surface of a printed photo. 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 “Replacing print cartridges” on page 78.

ARE THE STICKER AND TAPE REMOVED FROM THE CARTRIDGES?

Lift the scanner unit. Press down on the cartridge carrier latches to raise the cartridge carrier lids.

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 X5400 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 “Replacing print cartridges” on page 78.
For cartridge-ordering information, see “Ordering supplies” on page 84.

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 THE BEST QUALITY/SPEED SETTING?

To reduce ink usage, select **Best** 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?

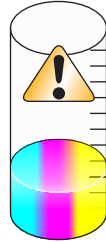
You may need to adjust the color and print speed.

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 X5400 Series**.

3 Click **Solution Center**.

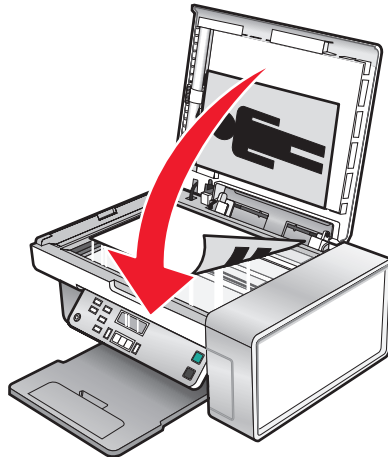


4 If an exclamation point (!) appears on either of the print cartridges, the ink level is low. Install a new cartridge.

Copied item does not match the original item

IS THE ORIGINAL DOCUMENT LOADED CORRECTLY ON THE SCANNER GLASS?

- Make sure the original document is placed in the upper left corner of the scanner glass.
- Place the item you want to copy facedown on the scanner glass.
- Make sure the upper left corner of the front of the item lines up with the arrows in the corner of the scanner glass.



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. Because transparencies and photo papers do not absorb ink, the ink on the surface of the paper or transparency takes longer to dry than 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 48.

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 IS 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 X5400 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 X5400 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 X5400 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 X5400 Series** icon.
- 3 Make sure:
 - **Set as Default Printer** is selected.
 - **Pause Printing** is *not* selected.
 - **Use Printer Offline** is *not* selected.

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.

DOES THE PRINTER HAVE PAPER, AND IS IT PROPERLY LOADED?

For more information, see the related topic below.

ARE THE STICKER AND TAPE 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 cartridges.

DO THE PRINT CARTRIDGES HAVE INK?

1 Click **Programs** or **All Programs** → **Lexmark X5400 Series**.

2 Click **Solution Center**.

If an exclamation point (!) appears on either of the print cartridges, the ink level is low. Install a new cartridge. For more information, see the related topic below.


IS THERE A PROBLEM WITH THE CONNECTIONS?

For more information, see the related topic below.


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 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 Click **Start** → **Settings** → **Printers** or **Printers and Faxes**.

2 Right-click the **Lexmark X5400 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 X5400 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.

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.

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.

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.

For more information, see "Installing print cartridges".

MAKE SURE THE LEXMARK PRINTER DRIVER IS SET AS THE DEFAULT PRINTER

For more information on checking the printer default setting, see "Checking the printer status."

To test the solution, print a test page.

- 1 Click **Programs** or **All Programs** → **Lexmark X5400 Series**.
- 2 Click **Lexmark Solution Center**.
- 3 Click the **Maintenance** tab.
- 4 Click **Print a test page**.

The problem may be with the cable connections. For more information, see "Cable is not connected, is loose, or is damaged."

Checking external devices

External devices may interfere with the performance of the printer. If there is an external device connected between the computer and the printer, confirm that it supports bidirectional communication.

DOES THE EXTERNAL DEVICE SUPPORT BIDIRECTIONAL COMMUNICATION?



No

Disconnect the printer from the external device, and connect it directly to the computer. For more information, see "Removing an external print server" on page 105.

Yes

There may be a problem with the USB cable. For more information, see "Cable is not connected, is loose, or is damaged" on page 105.

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.

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 "Printer is plugged in but does not print."

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 X5400 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 X5400 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 X5400 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 X5400 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 X5400 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 or scanning

Close other software

Close all programs not being used.

Change the scanning resolution to a lower value

- 1** Load an original document facedown on the scanner glass.
- 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**.

Is the original document loaded correctly on the scanner glass?

- Make sure the original document is placed in the upper left corner of the scanner glass.
- Place the item you want to copy facedown on the scanner glass.
- Make sure the upper left corner of the front of the item lines up with the arrows in the corner of the scanner glass.

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

Jams and misfeeds troubleshooting

How to clear and avoid paper jams

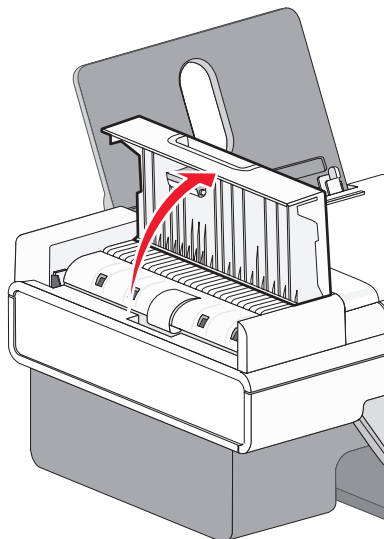
To clear the paper path:

- 1 Pull firmly on the paper to remove it. If you cannot reach the paper because it is too far into the printer, lift the scanner unit to open the printer.
- 2 Pull the paper out.
- 3 Close the scanner unit.
- 4 Press .
- 5 Reprint any missing pages.

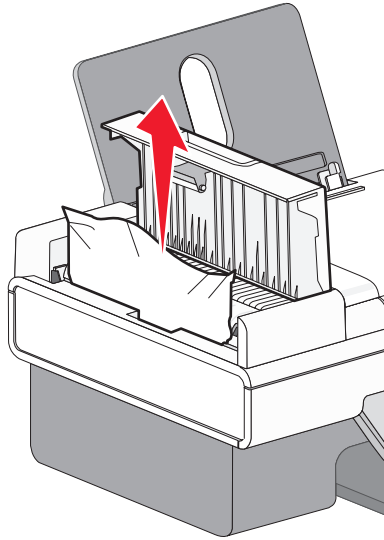
To avoid paper jams, do not force paper into the printer.

Paper jam in the Automatic Document Feeder (ADF)

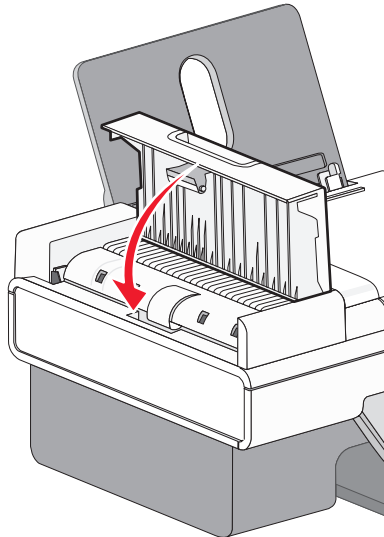
- 1 Flip open the ADF by grasping the notch in the left side of the ADF and pulling up.



2 Firmly grasp the paper, and gently pull it out.



3 Close the ADF.




4 Press .


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—Potential Damage: 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 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 37 and its related topics for information about:

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

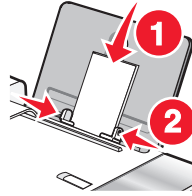
REMOVE EACH PAGE AS IT IS PRINTED

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 “Paper jam in the printer” on page 111 and “Paper jam in the paper support” on page 112.

CHECK MEDIA LOADING

- Verify that the specialty media is loaded correctly. For more information, see “Loading paper” on page 37.
- Try loading one page, envelope, or sheet of specialty media at a time.


CHECK PRINTER DEFAULT AND PAUSE SETTINGS

- 1 Windows Vista users, click  → **Control Panel** → **Printers** (under Hardware and Sound).
Windows XP users, click **Start** → **Printers and Faxes**.
Windows 2000 users, click **Start** → **Settings** → **Printers**.
- 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 48.

ARE YOU LOADING THE PAPER CORRECTLY?

For more information, see “Loading paper” on page 37.

Note: Do not force paper into the printer.

Copy troubleshooting


Copier 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.

Scanner unit does not close

- 1 Lift the scanner unit.
- 2 Remove any obstruction keeping the scanner unit open.
- 3 Lower the scanner unit.

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 computer screen” on page 122.

CHECK INK

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

CLEAN THE SCANNER GLASS

If the scanner glass is dirty, gently wipe it with a clean, lint-free cloth dampened with water.

REVIEW STEPS TO IMPROVE PRINT QUALITY

See “Improving print quality” on page 91.

ADJUST THE BRIGHTNESS OF THE COPY

- 1 Load the document facedown on the scanner glass.
- 2 From the control panel, press **Copy Mode**.
- 3 Press **Lighter/Darker**.
- 4 Press ◀ or ▶ repeatedly to lighten or darken the copy.
- 5 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 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 59.

CHECK DOCUMENT PLACEMENT

Make sure the document or photo is loaded facedown on the scanner glass in the upper left corner.

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 on the scanner glass in the upper left corner.

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

If an error message is displayed, see “Error messages on the computer screen” on page 122.

CHECK POWER

If the  light is not on, see “Power button is not lit” on page 86.

CHECK PRINTER DEFAULT AND PAUSE SETTINGS

- 1 Windows Vista users, click  → **Control Panel** → **Printers**.
Windows XP users, click **Start** → **Printers and Faxes**.
Windows 2000 users, click **Start** → **Settings** → **Printers**.
- 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 appear next to Set As Default Printer, you must select the print queue device for each file you want to print.


REMOVING AND REINSTALLING THE SOFTWARE

For more information, see “Removing and reinstalling the software” on page 90.

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 on the scanner glass.
- 2 From the desktop, double-click the **Productivity Studio** icon.
- 3 From the Welcome Screen, click **Scan**.
- 4 Click **Custom Settings**.
- 5 From the Scan Resolution drop-down list, 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 119.

CLEAN THE SCANNER GLASS

If the scanner glass is dirty, gently wipe it with a clean, lint-free cloth dampened with water.

ADJUST THE QUALITY OF THE SCAN

- 1 Load an original document facedown on the scanner glass.
- 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 91.

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 59.

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 on the scanner glass in the upper left corner.

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 on the scanner glass in the upper left corner.

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 **Auto Detect** 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 74.

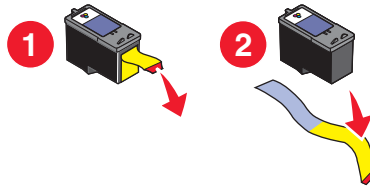
Error messages on the printer display


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 81.

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.

Cartridge Error (1102, 1203, 1204, or 120F)

- 1 Remove the print cartridges, and close the cartridge carrier lids.
- 2 Close the scanner unit.
- 3 Disconnect the power cord from the electrical outlet.
- 4 Reconnect the power cord to the electrical outlet.
- 5 If the  button is not lit, press .
- 6 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.

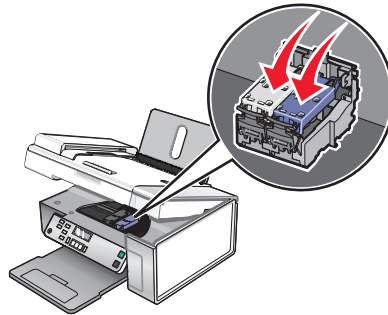
To order supplies, see "Ordering paper and other supplies" on page 84.

2 Press  to continue.

Clear Carrier Jam

REMOVE ANY OBSTRUCTIONS

- 1** Raise the scanner unit.
- 2** Remove any objects blocking the path of the print cartridge carrier.
- 3** Make sure the cartridge carrier lids are closed.



4 Close the scanner unit.

5 Press .

Cover Open



Make sure that the scanner unit is closed.

Error 1104



- 1** Remove the print cartridges.
- 2** Reinstall the black cartridge or the photo cartridge in the left carrier.
- 3** 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.

Right Cartridge Missing

The color print cartridge is missing or not installed properly. For more information, see “Installing print cartridges” on page 78.








Note: To remove the error message, press .

Photo size error. Photo must fit on page.

There are one or more photos larger than the paper size you selected on the printer menu.

- 1 Press  to clear the error message.
- 2 Press  or  repeatedly until **Paper Size** appears on the display.
- 3 Press .
- 4 Press  or  repeatedly to select the paper size option that will fit your largest photo size.
- 5 Press **Start Color** or **Start Black** to begin printing.

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.

Print 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

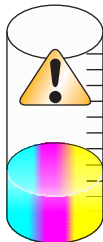
You cannot receive a more specific error message because the printer and the computer do not have bidirectional communication.

To receive a more specific error message, see “Bidirectional communication is not established” on page 109.

To find the problem without establishing bidirectional communication, see “Checking printer readiness” on page 101.

Ink Low

A print cartridge is almost out of ink.



Install a new cartridge. For more information, see “Installing print cartridges” on page 78.

To order a new cartridge, see “Ordering supplies” on page 84.


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 X5400 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**.

Color Cartridge replacement required

A new color print cartridge needs to be installed.

Note: A variable amount of ink remains in the color cartridge.

Follow these steps to replace the color cartridge in your printer:

- 1 Cancel the print job if it has not been canceled yet.
- 2 Replace the color cartridge with a new cartridge.
- 3 Print your document again.

Notices

Product information

Product name:

Lexmark X5400 Series

Machine type:

4425-006

Model(s):

X5410

Edition notice

August 2008

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For Lexmark technical support, visit support.lexmark.com.

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

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

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Bldg 004-2/CSC
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The following document can be viewed from the \Drivers\XPS directory on the installation software CD: Zopen.PDF.

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

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	48
Scanning	34
Copying	39
Ready	inaudible

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

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)

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.	14.6
Copying	The product is generating hard-copy output from hard-copy original documents.	15.1
Scanning	The product is scanning hard-copy documents.	9.1
Ready	The product is waiting for a print job.	6.6
Power Saver	The product is in energy-saving mode.	6.1
High Off	The product is plugged into a wall outlet, but the power switch is turned off.	4.0
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.	n/a

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

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

Power Saver

This product is designed with an energy-saving mode called Power Saver. The Power Saver Mode is equivalent to the EPA Sleep Mode. The Power Saver Mode saves energy by lowering power consumption during extended periods of inactivity. The Power Saver Mode is automatically engaged after this product is not used for a specified period of time, called the Power Saver Timeout.

Factory default Power Saver Timeout for this product (in minutes):	30
--	----

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.

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