Lexmark™ E360 Troubleshooting Guide

Troubleshooting

Solving basic printer problems

If there are basic printer problems, or the printer is unresponsive, make sure:

- The power cord is plugged into the printer and a properly grounded electrical outlet.
- The electrical outlet is not turned off by any switch or breaker.
- The *Ground Fault Circuit Interrupter* (GFCI) has not tripped.
- The printer is not plugged into any surge protectors, uninterrupted power supplies, or extension cords.
- Other electronic equipment plugged into the outlet is working.
- The printer is turned on. Check the printer power switch.
- The printer cable is securely attached to the printer and the host computer, print server, option, or other network device.
- All options are properly installed.
- The printer driver settings are correct.

Once you have checked each of these possibilities, turn the printer off, wait for about 10 seconds, and then turn the printer back on. This often fixes the problem.

Printer control panel display is blank or displays only diamonds

The printer self test failed. Turn the printer off, wait about 10 seconds, and then turn the printer back on.

If **Performing Self Test** and **Ready** do not appear, turn the printer off and contact Customer Support.

Solving printing problems

Jobs do not print

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

MAKE SURE THE PRINTER IS READY TO PRINT

Make sure **Ready** or **Power Saver** appears on the display before sending a job to print.

CHECK TO SEE IF THE STANDARD EXIT BIN IS FULL

Remove the stack of paper from the standard exit bin.

CHECK TO SEE IF THE TRAY IS EMPTY

Load paper in the tray.

MAKE SURE THE CORRECT PRINTER SOFTWARE IS INSTALLED

Verify that you installed the correct printer software for your printer model. Open the *Software and Documentation* CD to check which software is installed.

MAKE SURE THE PRINTER IS CONNECTED TO THE NETWORK

Print a network setup page and check that the status shows **Connected**. If the status is **Not Connected**, check the network cables, and then try printing the network setup page again. Contact your system support person to make sure the network is functioning correctly.

MAKE SURE YOU ARE USING A RECOMMENDED USB, PARALLEL, OR ETHERNET CABLE

For more information, contact the place where you purchased the printer.

MAKE SURE PRINTER CABLES ARE SECURELY CONNECTED

Check the cable connections to the printer to make sure they are secure. For more information, see the setup documentation that came with the printer.

Multiple-language PDFs do not print

The documents contain unavailable fonts.

1. Open the document you want to print in Adobe Acrobat.
2. Click the printer icon.
   The Print dialog appears.
3. Select **Print as image**.
4. Click **OK**.

Job takes longer than expected to print

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

REDUCE THE COMPLEXITY OF THE PRINT JOB

Reduce the number and size of fonts, the number and complexity of images, and the number of pages in the job.

CHANGE THE PAGE PROTECT SETTING TO OFF

1. From the printer control panel, press ⚿.
2. Press the arrow buttons until **Settings** appears, and then press ✅.
3. Press the arrow buttons until **General Settings** appears, and then press ✅.
4. Press the arrow buttons until **Print Recovery** appears, and then press ✅.
5. Press the arrow buttons until **Page Protect** appears, and then press ✅.
6. Press the arrow buttons until **Off** appears, and then press ✅.

Job prints from the wrong tray or on the wrong paper

CHECK THE PAPER TYPE SETTING

Make sure the Paper Type setting matches the paper loaded in the tray.

Incorrect characters print

Make sure the printer is not in Hex Trace mode. If **Ready Hex** appears on the display, you must exit Hex Trace mode before you can print your job. Turn the printer off and back on to exit Hex Trace mode.

Tray linking does not work

LOAD THE SAME SIZE AND TYPE OF PAPER IN EACH TRAY

1 Load the same size and type of paper in each tray.
2 Move the paper guides to the correct positions for the paper size loaded in each tray.

MAKE SURE THE PAPER SIZE AND PAPER TYPE SETTINGS ARE THE SAME FOR EACH TRAY

1 Print a menu settings page and compare the settings for each tray.
2 If necessary, adjust the settings from the Paper Size/Type menu.

Note: None of the paper sources, trays, or feeders automatically sense the paper size. You must set the size from the Paper Size/Type menu on the printer control panel or from the Embedded Web Server.

Large jobs do not collate

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

MAKE SURE COLLATE IS SET TO ON

From Print Properties or the printer control panel Finishing menu, set Collate to On.

Note: Setting Collate to Off in the software overrides the setting in the Finishing menu.

REDUCE THE COMPLEXITY OF THE PRINT JOB

Reduce the complexity of the print job by reducing the number and size of fonts, the number and complexity of images, and the number of pages in the job.

MAKE SURE THE PRINTER HAS ENOUGH MEMORY

Add printer memory.

Unexpected page breaks occur

Increase the Print Timeout value:

1 From the printer control panel, press 🔑 .
2 Press the arrow buttons until **Settings** appears, and then press ✅.
3 Press the arrow buttons until **General Settings** appears, and then press ✅.
4 Press the arrow buttons until **Timeouts** appears, and then press ✅.
5 Press the arrow buttons until **Print Timeout** appears, and then press ✅.
6 Press the arrow buttons until the value you want appears, and then press ✅.

Solving option problems

Option does not operate correctly or quits after it is installed

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

RESET THE PRINTER

Turn the printer off, wait for about 10 seconds, and then turn the printer on.

CHECK TO SEE IF THE OPTION IS CONNECTED TO THE PRINTER

1 Turn the printer off.
2 Unplug the printer.
3 Check the connection between the option and the printer.

MAKE SURE THE OPTION IS INSTALLED

Print a menu settings page and check to see if the option is listed in the Installed Options list. If the option is not listed, reinstall it.

MAKE SURE THE OPTION IS SELECTED

From the program you are using, select the option. Mac OS 9 users should make sure the printer is set up in the Chooser.

Drawers

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

MAKE SURE THE PAPER IS LOADED CORRECTLY

1 Pull the tray completely out.
2 Check for paper jams or misfeeds.
3 Make sure the guides are aligned against the edges of the paper.
4 Insert the tray.

RESET THE PRINTER

Turn the printer off, wait about 10 seconds, and then turn the printer on.

Flash memory card

Make sure the flash memory card is securely connected to the printer system board.

Memory card

Make sure the memory card is securely connected to the printer system board.

Solving paper feed problems

Paper frequently jams

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

CHECK THE PAPER

Use recommended paper. For more information, see the *User's Guide*.

MAKE SURE THERE IS NOT TOO MUCH PAPER IN THE TRAY OR FEEDER

Make sure the stack of paper you load does not exceed the maximum stack height indicated in the tray or on the multipurpose feeder.

CHECK THE GUIDES

Move the guides in the tray to the correct positions for the paper size loaded.

THE PAPER ABSORBED MOISTURE DUE TO HIGH HUMIDITY

- Load paper from a fresh package.
- Store paper in its original wrapper until you use it.

Paper jam message remains after jam is cleared

The paper path is not clear. Clear jammed paper from the entire paper path, and then press ✅.

Page that jammed does not reprint after you clear the jam

In the Settings menu, Jam Recovery is set to Off. Set Jam Recovery to Auto or On:

1 Press 🔑 .

2 Press the arrow buttons until `Settings` appears, and then press ✅.

3 Press the arrow buttons until `General Settings` appears, and then press ✅.

4 Press the arrow buttons until `Print Recovery` appears, and then press ✅.

5 Press the arrow buttons until `Jam Recovery` appears, and then press ✅.

6 Press the arrow buttons until `On` or `Auto` appears, and then press ✅.

Solving print quality problems

The information in the following topics may help you solve print quality problems. If these suggestions still do not correct the problem, then contact Customer Support. You may have a printer part that requires adjustment or replacement.

Isolating print quality problems

To help isolate print quality problems, print the print quality test pages, but first make sure the standard tray is loaded:

1 Turn the printer off.

2 Load letter- or A4-size paper in the standard tray. Load the paper stack toward the back of the tray as shown with the recommended print side facedown. Notice the maximum fill line on the side of the tray to guide you. Do not overfill the tray.
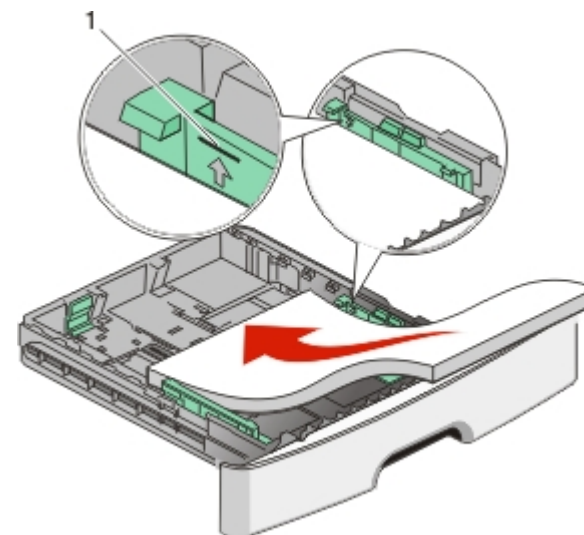
Print the print quality test pages:

1 Turn the printer off.

2 From the printer control panel, hold down ✅ and the right arrow button while turning the printer on.

3 Release the buttons when `CONFIG MENU` appears.

4 Press the arrow buttons until `Prt Quality Pgs` appears, and then press ✓.

The print quality test pages print.

5 Press the arrow buttons until `Exit Config Menu` appears, and then press ✓.

`Resetting the Printer` appears briefly, and then `Ready` appears.

Blank pages

Try one or more of the following:
- Remove and reinstall the toner cartridge.
- Remove and reinstall the photoconductor kit.

If the printer still prints blank pages, it may need to be serviced. For more information, contact Customer Support.

Characters have jagged or uneven edges

If you are using downloaded fonts, verify that the fonts are supported by the printer, the host computer, and the software program.

Clipped images

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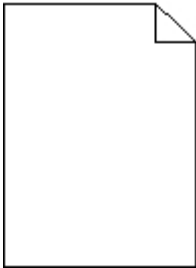
CHECK THE GUIDES

Move the width and length guides in the tray to the correct positions for the paper size loaded.

CHECK THE PAPER SIZE SETTING

Make sure the Paper Size setting matches the paper loaded in the tray.

Gray background

- For Windows users: From Print Properties, select a different Toner Darkness setting before sending the job to print.
- For Macintosh users: From the print options, Copies & Pages, or General pop-up menu, choose Printer Features, and then choose the setting needed from the Toner Darkness pop-up menu.
- From the printer control panel Quality menu, select a different Toner Darkness setting before sending the job to print.

Ghost images

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

THE PHOTOCONDUCTOR KIT IS DEFECTIVE

Replace the photoconductor kit.

CHECK THE MEDIA TYPE SETTING

- For Windows users: From Print Properties, make sure the Media Type setting matches the paper loaded in the tray.
- For Macintosh users: From the Print dialog, make sure the Paper Type setting matches the paper loaded in the tray.
- From the printer control panel Paper menu, make sure the Paper Type setting matches the paper loaded in the tray.

Incorrect margins

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

CHECK THE GUIDES

Move the width and length guides in the tray to the correct positions for the paper size loaded.

CHECK THE PAPER SIZE SETTING

Make sure the Paper Size setting matches the paper loaded in the tray.

CHECK THE PAGE SIZE SETTING

Before sending the job to print, specify the correct page size in Print Properties, the Print dialog, or the software program.

Paper curl

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

CHECK THE PAPER TYPE SETTING

- For Windows users: From Print Properties, make sure the Media Type setting matches the paper loaded in the tray.
- For Macintosh users: From the Print dialog, make sure the Paper Type setting matches the paper loaded in the tray.
- From the printer control panel Paper menu, make sure the Paper Type setting matches the paper loaded in the tray.

THE PAPER HAS ABSORBED MOISTURE DUE TO HIGH HUMIDITY

- Load paper from a fresh package.
- Store paper in its original wrapper until you use it.

Print is too dark

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

CHECK THE DARKNESS, BRIGHTNESS, AND CONTRAST SETTINGS

The Toner Darkness setting is too dark, the Brightness setting is too dark, or the Contrast setting is too high.

- For Windows users: From Print Properties, change these settings.
- For Macintosh users:
  1 Choose **File** > **Print**.
  2 Locate the drop-down box under the Orientation pictures, and then click the down button.

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3 Click **Printer Features**.
4 Change the settings for Toner Darkness, Brightness, and Contrast.
- From the printer control panel Quality menu, change these settings.

THE PAPER HAS ABSORBED MOISTURE DUE TO HIGH HUMIDITY

- Load paper from a fresh package.
- Store paper in its original wrapper until you use it.

CHECK THE PAPER

Avoid textured paper with rough finishes.

CHECK THE PAPER TYPE SETTING

- For Windows users: From Print Properties, make sure the Media Type setting matches the paper loaded in the tray.
- For Macintosh users: From the Print dialog, make sure the Paper Type setting matches the paper loaded in the tray.
- From the printer control panel Paper menu, make sure the Paper Type setting matches the paper loaded in the tray.

THE TONER CARTRIDGE MAY BE DEFECTIVE

Replace the toner cartridge.

Print is too light

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

CHECK THE DARKNESS, BRIGHTNESS, AND CONTRAST SETTINGS

The Toner Darkness setting is too light, the Brightness setting is too light, or the Contrast setting is too low.

- For Windows users: From Print Properties, change these settings.
- For Macintosh users:
  1 Choose **File** > **Print**.
  2 Locate the drop-down box under the Orientation pictures, and then click the down button.
  3 Click **Printer Features**.
  4 Change the settings for Toner Darkness, Brightness, and Contrast.
- From the printer control panel Quality menu, change these settings.

THE PAPER HAS ABSORBED MOISTURE DUE TO HIGH HUMIDITY

- Load paper from a fresh package.
- Store paper in its original wrapper until you use it.

CHECK THE PAPER

Avoid textured paper with rough finishes.

CHECK THE PAPER TYPE SETTING

- For Windows users: From Print Properties, make sure the Media Type setting matches the paper loaded in the tray.
- For Macintosh users: From the Print dialog, make sure the Paper Type setting matches the paper loaded in the tray.
- From the printer control panel Paper menu, make sure the Paper Type setting matches the paper loaded in the tray.

THE TONER IS LOW

When **88 Cartridge low** appears, order a new toner cartridge.

THE TONER CARTRIDGE MAY BE DEFECTIVE

Replace the toner cartridge.

Skewed print

CHECK THE PAPER GUIDES

Move the guides in the tray to the correct positions for the paper size loaded.

CHECK THE PAPER

Make sure you are using paper that meets the printer specifications.

Toner fog or background shading appears on the page

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

THE TONER CARTRIDGE MAY BE DEFECTIVE

Replace the toner cartridge.

THERE IS TONER IN THE PAPER PATH

Contact Customer Support.

Toner rubs off

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

CHECK THE PAPER TYPE setting

Make sure the Paper Type setting matches the paper loaded in the tray.

CHECK THE PAPER TEXTURE setting

Make sure the Paper Texture setting matches the paper loaded in the tray.

Toner specks

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

THE TONER CARTRIDGE MAY BE DEFECTIVE

Replace the toner cartridge.

THERE IS TONER IN THE PAPER PATH

Contact Customer Support.

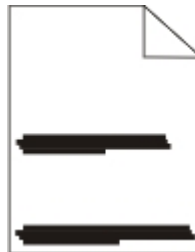## Transparency print quality is poor

CHECK THE TRANSPARENCIES

Use only transparencies recommended by the printer manufacturer.

CHECK THE PAPER TYPE setting

Load transparencies, and make sure the Paper Type setting is set to Transparency.

Streaked horizontal lines

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

THE TONER MAY SMEAR WHEN PAPER IS FED FROM A SPECIFIC SOURCE

From Print Properties, the print dialog, or the printer control panel, select another tray or feeder to feed the paper for the job.

THE TONER CARTRIDGE MAY BE DEFECTIVE

Replace the toner cartridge.

MAKE SURE THE PAPER PATH IS CLEAR

Paper could be caught between the photoconductor kit and the fuser. Check the paper path around the fuser area.

⚠️ **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching.

Clear any paper you see.

THERE MAY BE EXCESS TONER IN THE PAPER PATH

Contact Customer Support.

Streaked vertical lines

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

THE TONER MAY SMEAR WHEN PAPER IS FED FROM A SPECIFIC SOURCE

From Print Properties, the Print dialog, or the printer control panel, select another tray or feeder to feed paper for the job.

THE TONER CARTRIDGE IS DEFECTIVE

Replace the toner cartridge.

MAKE SURE THE PAPER PATH IS CLEAR

Paper could be caught between the photoconductor kit and the fuser. Check the paper path around the fuser area.

Warning—Potential Damage: Do not touch the photoconductor on the underside of the photoconductor kit. Use the cartridge handle whenever you are holding the cartridge.
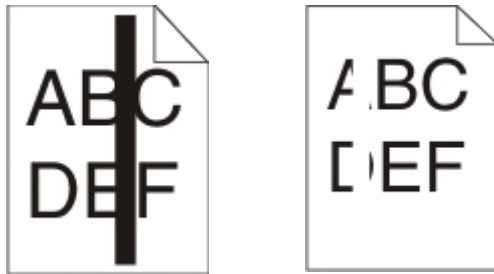
CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching.

Clear any paper you see.

THERE MAY BE EXCESS TONER IN THE PAPER PATH

Contact Customer Support.

Solid black or white streaks appear on transparencies or paper

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

MAKE SURE THE FILL PATTERN IS CORRECT

If the fill pattern is incorrect, choose a different fill pattern from your software program.

CHECK THE PAPER TYPE

- Try a different type of paper.
- For transparencies, use only ones recommended by the printer manufacturer.
- Make sure the Paper Type setting matches what is loaded in the tray or feeder.
- Make sure the Paper Texture setting is correct for the type of paper or specialty media loaded in the tray or feeder.

MAKE SURE THE TONER IS DISTRIBUTED EVENLY IN THE TONER CARTRIDGE

Remove the toner cartridge and shake it from side to side to redistribute the toner to extend the life of the cartridge, and then reinstall it.

THE TONER CARTRIDGE MAY BE DEFECTIVE OR LOW ON TONER

Replace the used toner cartridge with a new one.

Embedded Web Server does not open

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

CHECK THE NETWORK CONNECTIONS

Make sure the printer and computer are turned on and connected to the same network.

CHECK THE NETWORK SETTINGS

Depending on the network settings, you may need to type `https://` instead of `http://` before the printer IP address to access the Embedded Web Server. For more information, see your system administrator.

Contacting Customer Support

When you call Customer Support, describe the problem you are experiencing, the message on the display, and the troubleshooting steps you have already taken to find a solution.

You need to know your printer model type and serial number. For more information, see the label on the inside top front cover of the printer. The serial number is also listed on the menu settings page.

For customer support, contact the place where you purchased your printer.