



LexmarkTM

Lexmark E360d and E360dn Series

User's Guide

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www.lexmark.com

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740 West New Circle Road
Lexington, Kentucky 40550

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Safety information


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

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


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


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


 **CAUTION—SHOCK HAZARD:** Make sure that all external connections (such as Ethernet and telephone system connections) are properly installed in their marked plug-in ports.


 **CAUTION—POTENTIAL INJURY:** This product uses a laser. Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure.


This product uses a printing process that heats the print media, and the heat may cause the media to release emissions. You must understand the section in your operating instructions that discusses the guidelines for selecting print media to avoid the possibility of harmful emissions.


 **CAUTION—HOT SURFACE:** The fuser and the inside of the printer near the fuser may be hot. To reduce the risk of injury from a hot component, allow the surface to cool before removing paper from this 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.


 **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.

 **CAUTION—SHOCK HAZARD:** When accessing the system board, turn the printer off, and then unplug the power cord from the wall outlet before continuing. If you have other devices attached to the printer, then turn them off as well and unplug any cables going to the printer.

 **CAUTION—SHOCK HAZARD:** If you are installing an optional drawer after setting up the printer, then turn the printer off and unplug the power cord from the wall outlet before continuing.

 **CAUTION—SHOCK HAZARD:** If you are accessing the system board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the wall outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

 **CAUTION—SHOCK HAZARD:** To avoid the risk of electric shock when cleaning the exterior of the printer, unplug the power cord from the wall outlet and disconnect all cables from the printer before proceeding.

 **CAUTION—POTENTIAL INJURY:** Before moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Turn the printer off using the power switch, and then unplug the power cord from the wall outlet.
- Disconnect all cords and cables from the printer before moving it.

- Lift the printer off of the optional drawer and set it aside instead of trying to lift the drawer and printer at the same time.

Note: Use the handholds located on both sides of the printer to lift it off the optional drawer.

Learning about the printer

Finding information about the printer

Description	Where to find
The <i>Setup</i> information gives you instructions for setting up the printer. Follow the set of instructions for local, network, or wireless, depending on what you need.	You can find the <i>Setup</i> information on the side of the printer box or on the Lexmark Web site at www.lexmark.com .

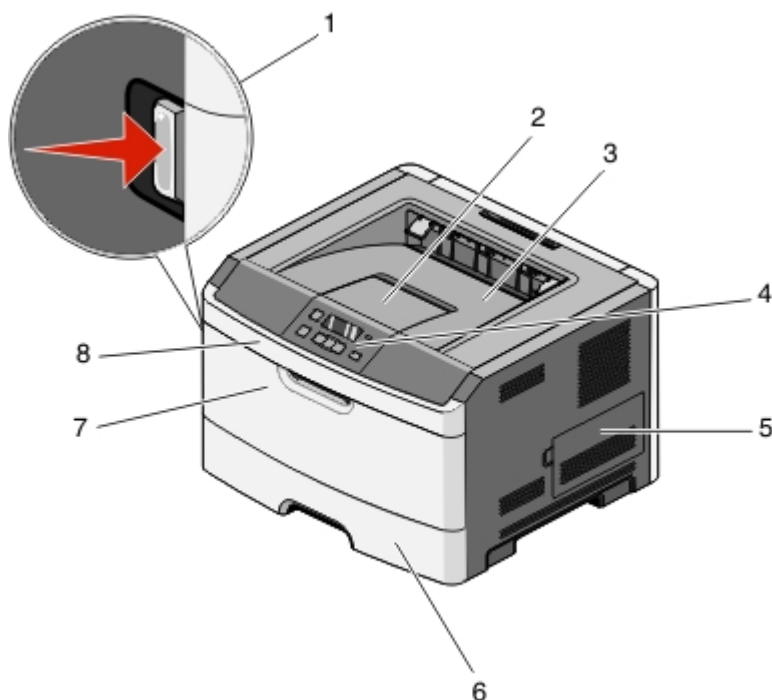
Description	Where to find
The Help gives you instructions for using the software.	While in any Lexmark software program, click Help, Tips > Help , or Help > Help Topics .

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 Monday–Friday (8:00 AM–11:00 PM ET) Saturday (Noon–6:00 PM ET) Mexico: 001-888-377-0063 Monday–Friday (8:00 AM–8:00 PM ET) <p>Note: Telephone numbers and support times may change without notice. For the most recent telephone numbers available, see the printed warranty statement that came with your printer.</p>	<p>Telephone numbers and support hours vary by country or region.</p> <p>Visit our Web site at 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 came 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 type. 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 came with your printer.</p>

Printer configurations

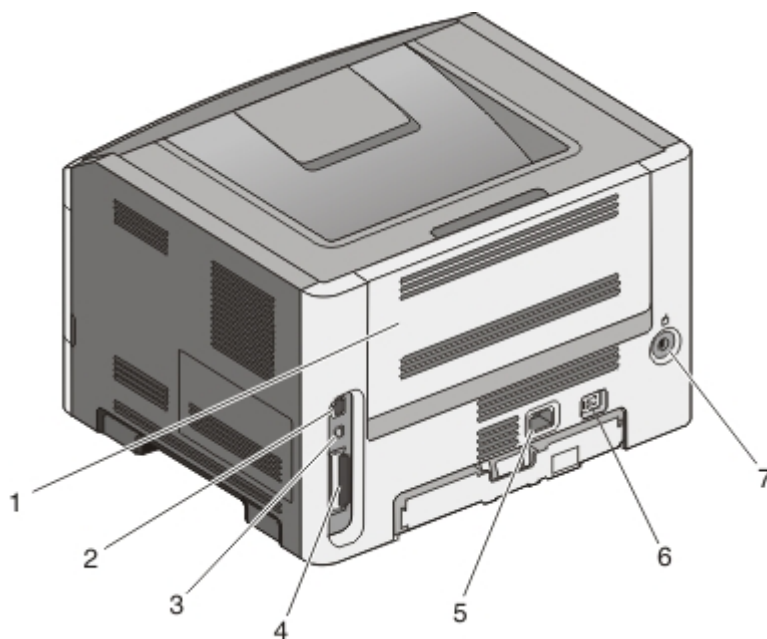
Basic model

The following illustration shows the printer front with its basic features or parts:



1	Front door release button
2	Paper stop
3	Standard exit bin
4	Printer control panel
5	System board door
6	Standard 250-sheet tray (Tray 1)
7	Multipurpose feeder door
8	Front door

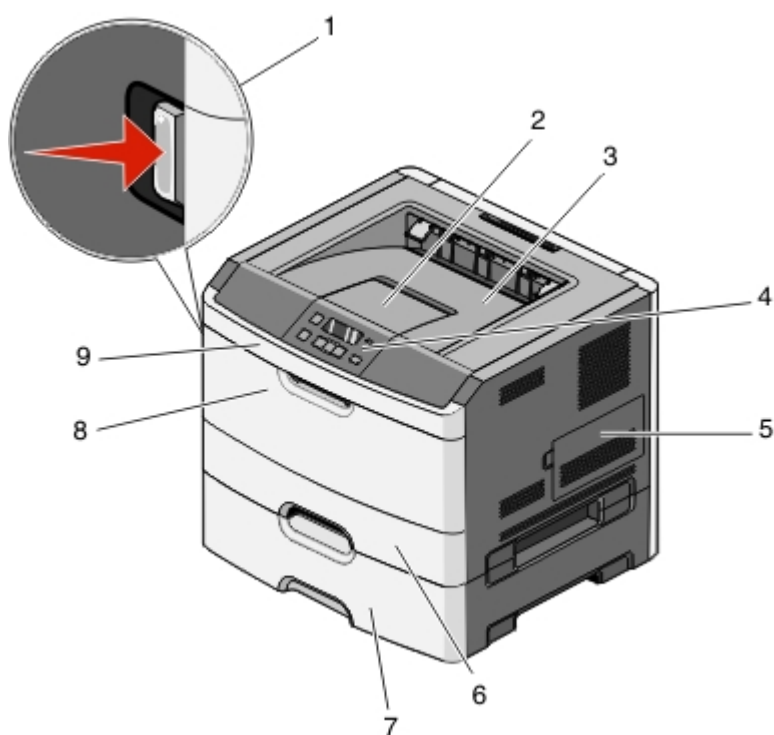
The following illustration shows the printer back with its basic features or parts:



1	Rear door
2	Ethernet port Note: The Ethernet port is a feature on network models only.
3	USB port
4	Parallel port
5	Printer power cord socket
6	Power switch
7	Locking device

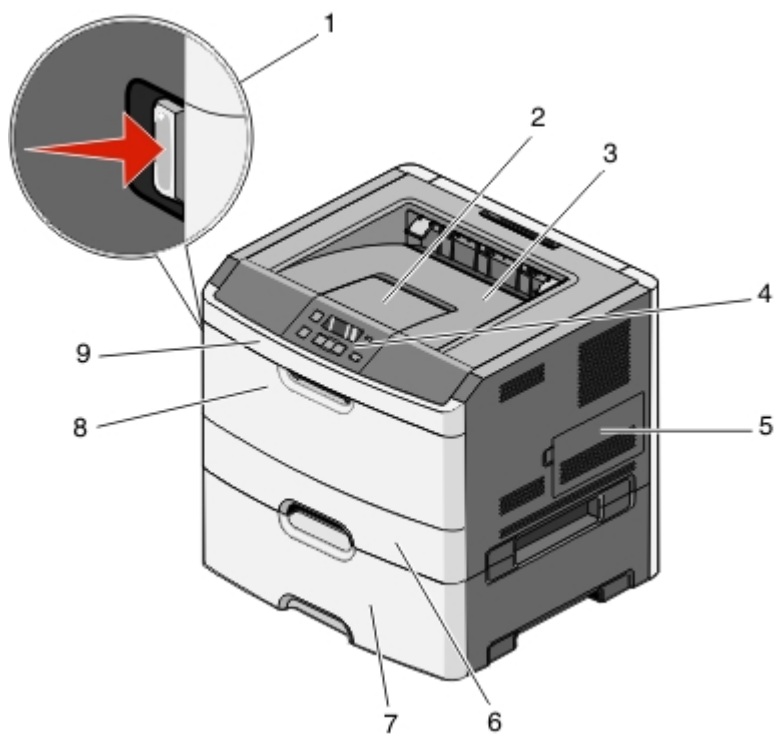
Configured models

The following illustration shows the printer configured with an optional 250-sheet drawer:



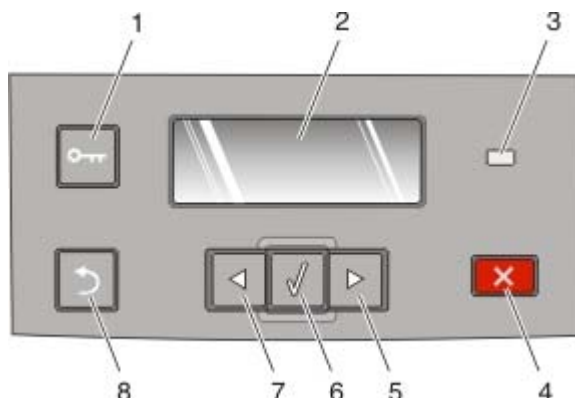
1	Front door release button
2	Paper stop
3	Standard exit bin
4	Printer control panel
5	System board door
6	Standard 250-sheet tray (Tray 1)
7	Optional 250-sheet drawer (Tray 2)
8	Multipurpose feeder door
9	Front door






The following illustration shows the printer configured with an optional 550-sheet drawer:





1	Front door release button
2	Paper stop
3	Standard exit bin
4	Printer control panel
5	System board door
6	Standard 250-sheet tray (Tray 1)
7	Optional 550-sheet drawer (Tray 2)
8	Multipurpose feeder door
9	Front door

Understanding the printer control panel



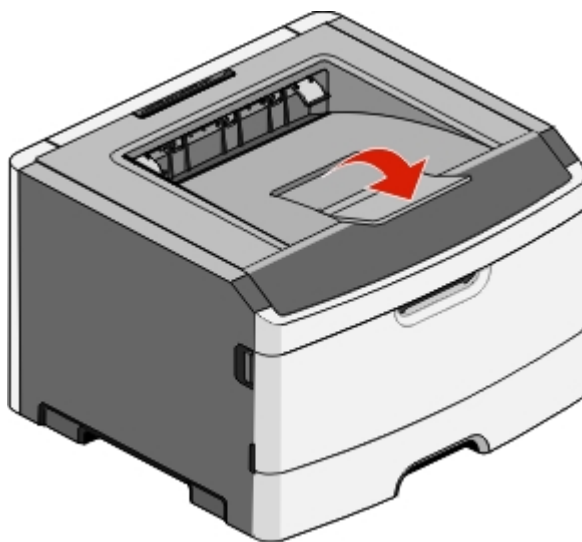
Item	Description
1 Menu button (🔑) 	<ul style="list-style-type: none"> Opens the menus. Note: The menus are available only when the printer is in the Ready state. Returns the printer control panel to the top level menu screen if pressed while in a menu.
2 Display	Shows messages that communicate the status of the printer or indicates possible printer problems that must be resolved
3 Indicator light 	Indicates the printer status: <ul style="list-style-type: none"> Off—The power is off. Blinking green—The printer is warming up, processing data, or printing. Solid green—The printer is on, but idle. Blinking red—Operator intervention is needed.
4 Stop button (⛔) 	<ul style="list-style-type: none"> Press once to exit the menus and return to Ready. Press to stop printer activity, such as printing or downloading fonts. When printing, pressing ⛔ causes Stopping to appear momentarily. Then the Stopped screen appears offering a list of settings that you may select.
5 Right arrow button 	<ul style="list-style-type: none"> Press to scroll through menus, menu items, or settings, or to move between screens and menu options. Press to scroll through settings or text. For menu items with numeric values, such as Copies, press and hold an arrow button to scroll through the settings. Release the button when the needed number appears.
6 Select button (✔) 	<ul style="list-style-type: none"> Opens a menu and displays the first item in the menu (called a menu item) Opens a menu item and displays the available values or settings. The current default setting is indicated by an asterisk (*). Saves the displayed value as the new user default setting <p>Note: When a new setting is saved as the user default setting, it remains in effect until new settings are saved or until factory defaults are restored. Settings chosen from a software program can also change or override the user default settings selected from the printer control panel.</p>

Item		Description
7	Left arrow button 	Performs the same functions as the right arrow button. See the description for the right arrow button.
8	Back button (↶) 	Returns the display to the previous screen

Using the standard exit bin and paper stop

The standard exit bin holds up to 150 sheets of 20 lb paper. It collects print jobs facedown. The standard exit bin includes a paper stop that keeps paper from sliding out the front of the bin as it stacks. The paper stop also aids in neater stacking of the paper.

To open the paper stop, pull it so it flips forward.



Notes:

- Do not leave the paper stop in the open position if you are printing on transparencies. Doing so may cause creases in the transparencies.
- When moving the printer to another location, make sure the paper stop is closed.

Additional printer setup


After completing any additional printer setup, print a menu settings page to verify that all printer options are installed correctly. See [“Printing a menu settings page” on page 24](#) for more information. The option names appear on this page if they are installed correctly. Since you have not made any setting changes yet, if you print the page now it lists all the *factory default settings*. Once you select and save other settings from the menus, when you print this page, the user default settings are listed on the page.

Saved settings are called *user default settings* because you, the user, selected the values and saved them as the new settings.

A user default setting remains in effect until you access the menu again, choose another value, and save it. An asterisk (*) appears next to each factory default setting, but once a user default setting is in effect, the asterisk appears next to the user default setting on the display.

Factory default settings can be restored. See [“Restoring the factory default settings” on page 110](#) for more information.

Installing internal options

 **CAUTION—SHOCK HAZARD:** If you are installing internal options, memory cards, flash memory or a firmware card after setting up the printer, turn the printer off and unplug it from the wall outlet before continuing. If you have other devices attached to the printer, then turn them off as well and unplug any cables going to the printer.

You can customize your printer connectivity and memory capacity by adding optional cards. The instructions in this section explain how to install the available cards; you can also use them to locate a card for removal.

Available internal options

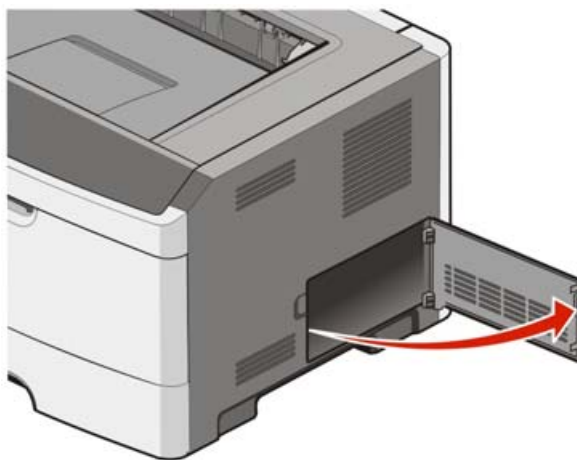
Memory cards

- Printer memory
- Flash memory
- Fonts

Accessing the system board to install internal options

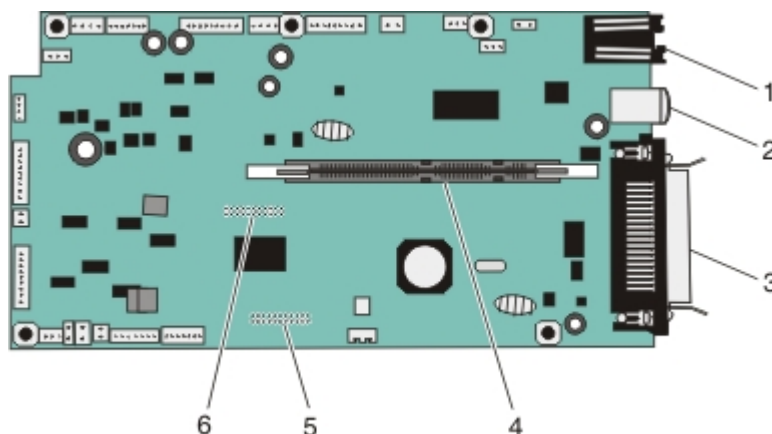
⚠ CAUTION—SHOCK HAZARD: When accessing the system board, turn the printer off, and then unplug the power cord from the wall outlet before continuing. If you have other devices attached to the printer, then turn them off as well and unplug any cables going to the printer.

- 1 As you face the printer, the system board door is on the right side. Open the system board door.



- 2 Use the following illustration to locate the appropriate connector.

Warning—Potential Damage: System board electronic components are easily damaged by static electricity. Touch something metal on the printer before touching any system board electronic components or connectors.



1	Ethernet connector Note: The Ethernet port is a feature on network models only.
2	USB port
3	Parallel connector
4	Memory card connector
5	Optional card connector
6	Optional card connector

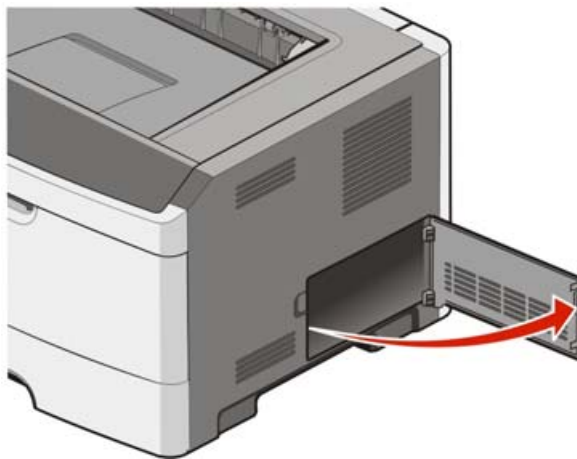
Installing a memory card

⚠ CAUTION—SHOCK HAZARD: If you are accessing the system board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the wall outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

Warning—Potential Damage: System board electronic components are easily damaged by static electricity. Touch something metal on the printer before touching any system board electronic components or connectors.

An optional memory card can be purchased separately and attached to the system board. To install the memory card:

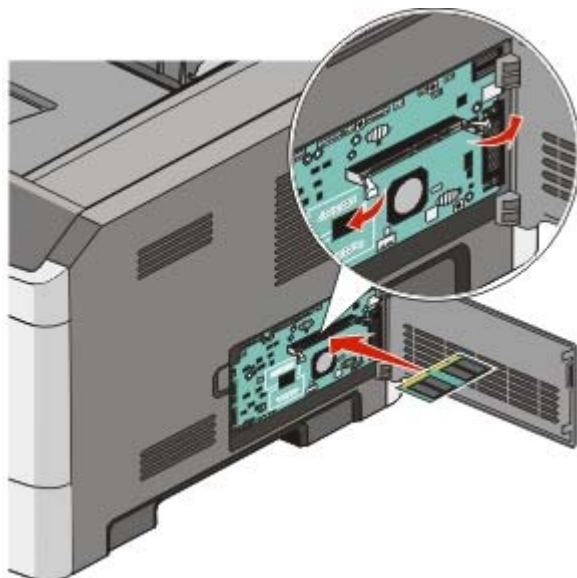
- 1 Access the system board.



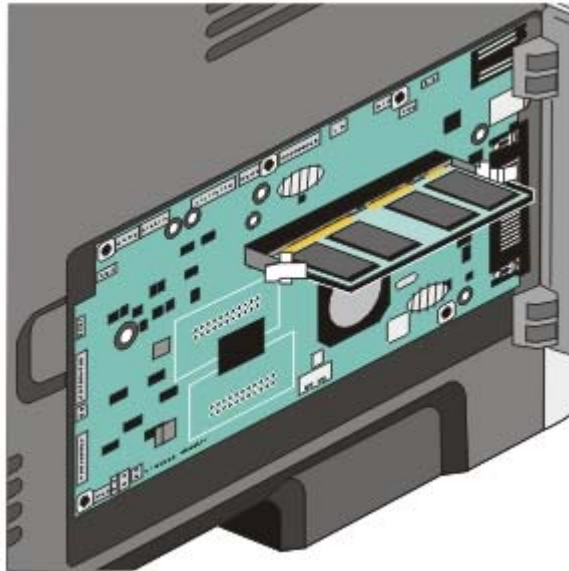
- 2 Unpack the memory card.

Note: Avoid touching the connection points along the edge of the card.

- 3 Align the memory card with its connector on the system board. Push the latches on the connector open if they are not open already.



- 4 Push the memory card into the connector until the latches *snap* into place.



- 5 Close the system board door.

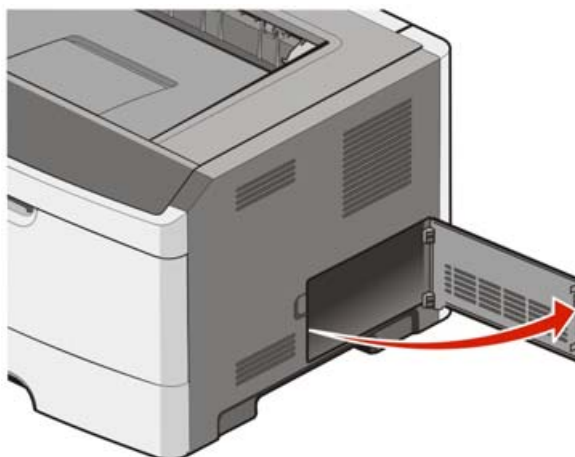
Installing a flash memory or firmware card

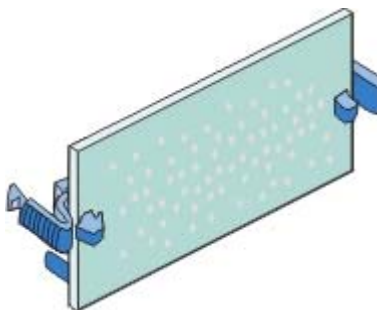
The system board has two connections for an optional flash memory or firmware card. Only one of each may be installed, but the connectors are interchangeable.

CAUTION—POTENTIAL INJURY: If you are installing internal options, memory cards, flash memory, or a firmware card after setting up the printer, turn the printer off and unplug it from the wall outlet before continuing. If you have other devices attached to the printer, then turn them off as well and unplug any cables going to the printer.

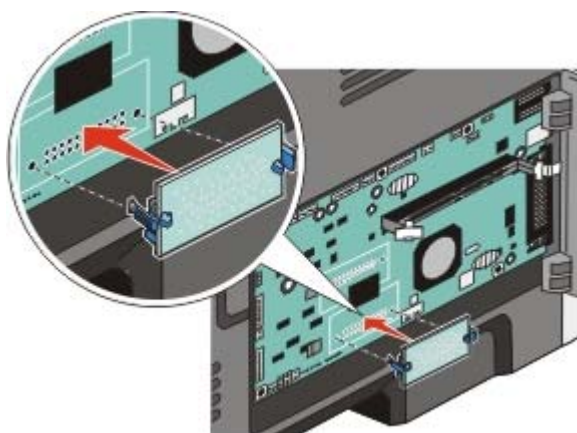
Warning—Potential Damage: System board electronic components are easily damaged by static electricity. Touch something metal on the printer before touching any system board electronic components or connectors.

- 1 Open the system board door.



2 Unpack the card.

Note: Avoid touching the connection points along the edge of the card.

3 Holding the card by its sides, align the card with the connector on the system board.**4** Push the card firmly into place.**Notes:**

- The entire length of the connector on the card must touch and be flush against the system board.
- Be careful not to damage the connectors.

5 Close the system board door.

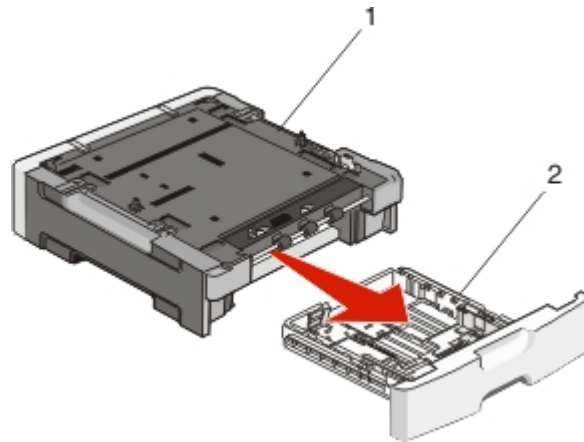
Installing hardware options

Installing a 250- or 550-sheet drawer

The printer supports one optional drawer; you can install a 250- or 550-sheet drawer.

⚠ CAUTION—SHOCK HAZARD: If you are installing an optional drawer after setting up the printer, then turn the printer off and unplug the power cord from the wall outlet before continuing

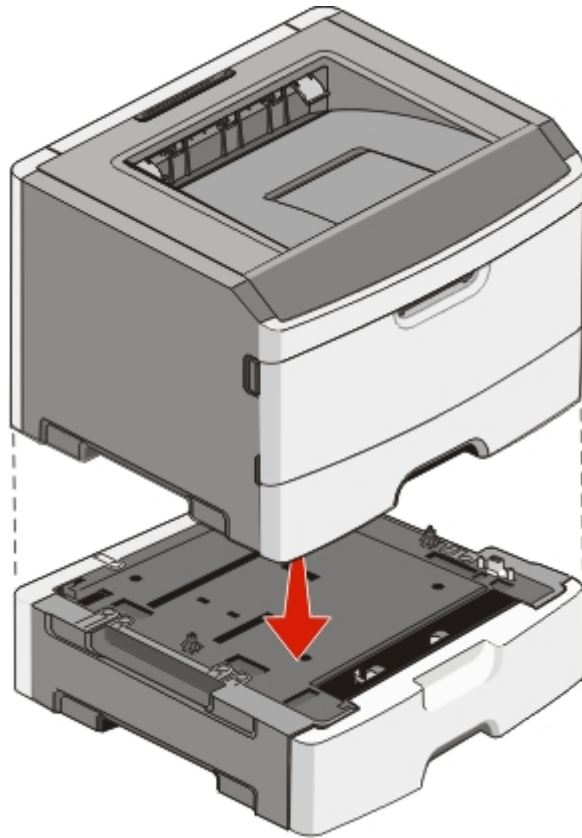
- 1 Unpack the drawer, and then remove any packing material from the outside of the drawer.
- 2 Remove the tray from the support unit.



1	Support unit
2	Tray

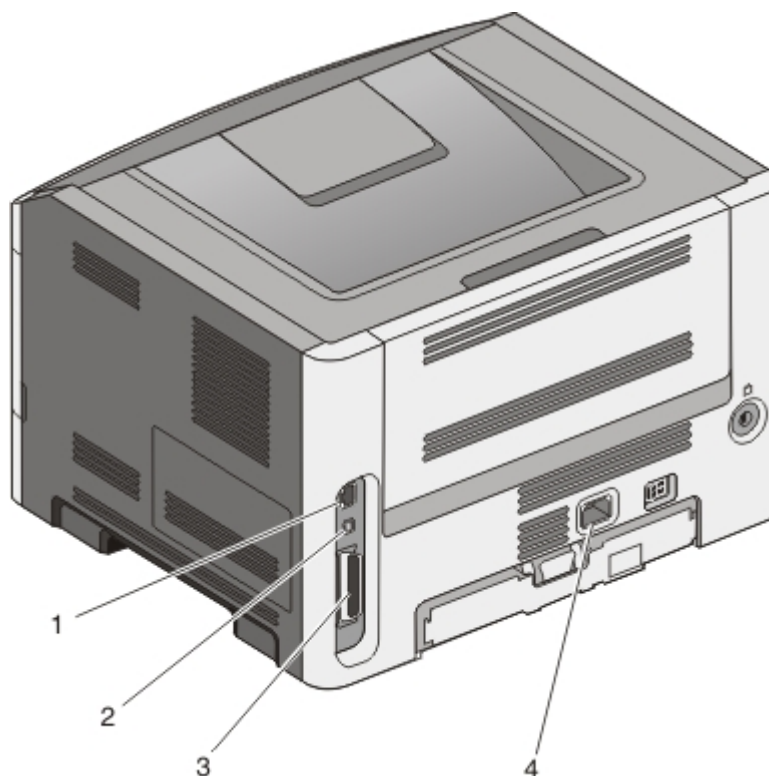
- 3 Remove any packing material and tape from inside the tray.
- 4 Insert the tray into the support unit.
- 5 Place the drawer in the location chosen for the printer.

- 6** Align the printer with the drawer, and then lower the printer into place.



Attaching cables

- 1** Connect the printer to a computer or a network.
 - For a local connection, use a USB or parallel cable.
 - For a network connection, use an Ethernet cable.
- 2** Connect the power cord to the printer first and then to a wall outlet.



1	Ethernet port Note: The Ethernet port is a feature on network models only.
2	USB port
3	Parallel port
4	Printer power cord socket

Installing printer software

A printer driver is software that lets the computer communicate with the printer. The printer software is typically installed during the initial printer setup. If you need to install the software after setup, follow these instructions:

For Windows users

- 1** Close all open software programs.
- 2** Insert the *Software and Documentation* CD.
- 3** From the main installation dialog, click **Install**.
- 4** Follow the instructions on the screen.

For Macintosh users

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

- 4 Double-click the **Install** icon.
- 5 Follow the instructions on the screen.

Using the World Wide Web




- 1 Go to the Lexmark Web site at www.lexmark.com.
- 2 From the Drivers & Downloads menu, click **Driver Finder**.
- 3 Select your printer, and then select your operating system.
- 4 Download the driver and install the printer software.

Verifying printer setup

Printing a menu settings page



Print a menu settings page to review the current menu settings and to verify printer options are installed correctly.


Note: If you have not made any menu item settings changes yet, then the menu settings page lists all the factory default settings. Once you select and save other settings from the menus, they replace the factory default settings as user default settings. A user default setting remains in effect until you access the menu again, choose another value, and save it. To restore the factory default settings, see [“Restoring the factory default settings” on page 110](#).

- 1 Make sure the printer is on and **Ready** appears.
 - 2 From the printer control panel, press .
 - 3 Press the arrow buttons until **Reports** appears, and then press .
 - 4 Press the arrow buttons until **Menu Settings Page** appears, and then press .
- After the menu settings page prints, **Ready** appears.

Printing a network setup page

If the printer is attached to a network, print a network setup page to verify the network connection. This page also provides important information that aids network printing configuration.

- 1 Make sure the printer is on and **Ready** appears.
- 2 From the printer control panel, press .
- 3 Press the arrow buttons until **Reports** appears, and then press .

- 4** Press the arrow buttons until **Network Setup Page** appears, and then press .
After the network setup page prints, **Ready** appears.
- 5** Check the first section on the network setup page, and confirm that Status is “Connected.”
If Status is “Not Connected,” the LAN drop may not be active, or the network cable may be malfunctioning.
Consult a system support person for a solution, and then print another network setup page.









Loading paper and specialty media

This section explains how to load the 250- and 550-sheet trays and the multipurpose feeder. It also includes information about paper orientation, setting the Paper Size and Paper Type, and linking and unlinking trays.

Setting the Paper Size and Paper Type

After you set the Paper Size and Paper Type to the correct settings for the size and type used in the trays, then any trays containing the same size and type are automatically linked by the printer.

Note: If the size of the paper being loaded now is the same size as the previously loaded paper, do not change the Paper Size setting.

- 1 Make sure the printer is on and **Ready** appears.
- 2 From the printer control panel, press .
Paper Menu appears.
- 3 Press .
- 4 Press the arrow buttons until **Size/Type** appears, and then press .
Select Source appears.
- 5 Press the arrow buttons until the correct source appears, and then press .
Size appears under the source name.
- 6 Press .
- 7 Press the arrow buttons until the correct size appears, and then press .
Submitting Changes appears, followed by **Size**.
- 8 Press the arrow buttons until **Type** appears, and then press .
- 9 Press the arrow buttons until the correct type appears, and then press .
Submitting Changes appears, followed by **Type**.






Configuring Universal paper settings

The Universal Paper Size is a user-defined setting that lets you print on paper sizes that are not preset in the printer menus. Set the Paper Size for the specified tray to Universal when the size you want is not available from the Paper Size menu. Then, specify all of the following Universal size settings for your paper:

- Units of measure (inches or millimeters)
- Portrait Height and Portrait Width
- Feed Direction

Note: The smallest supported Universal size is 76.2 x 127 mm (3 x 5 in.); the largest is 216 x 356 mm (8.5 x 14 in.).






Specify a unit of measurement

- 1 Make sure the printer is on and **Ready** appears.
 - 2 From the printer control panel, press .
Paper Menu appears.
 - 3 Press .
 - 4 Press the arrow buttons until **Universal Setup** appears, and then press .
 - 5 Press the arrow buttons until **Units of Measure** appears, and then press .
 - 6 Press the arrow buttons until the correct unit of measure appears, and then press .
- Submitting Changes** appears, followed by the **Universal Setup** menu.

Specify the paper height and width

Defining a specific height and width measurement for the Universal paper size (in the portrait orientation) allows the printer to support the size, including support for standard features such as duplex printing and printing multiple pages on one sheet.

Note: Select **Portrait Height** to adjust the paper height setting or **Paper Width** to adjust the paper width setting, or adjust both. Instructions to adjust both follow.

- 1 From the Universal Setup menu, press the arrow buttons until **Portrait Width** appears, and then press .
- 2 Press the left arrow button to decrease the setting or the right arrow button to increase the setting, and then press .
- Submitting Changes** appears, followed by the **Universal Setup** menu.
- 3 From the Universal Setup menu, press the arrow buttons until **Portrait Height** appears, and then press .
- 4 Press the left arrow button to decrease the setting or the right arrow button to increase the setting, and then press .
- Submitting Changes** appears, followed by the **Universal Setup** menu.
- 5 Press and release  until **Ready** appears.

Specify a feed direction

Short Edge is the factory default setting for feed direction for Universal paper settings. The Feed Direction menu will not appear from the Universal Setup menu unless Long Edge is an available setting. If necessary, specify whether the short or long edge of the paper will enter the printer first.

- 1 From the Universal Setup menu, press the arrow buttons until **Feed Direction** appears, and then press



- 2 Press the arrow buttons until **Short Edge** or **Long Edge** appears, and then press



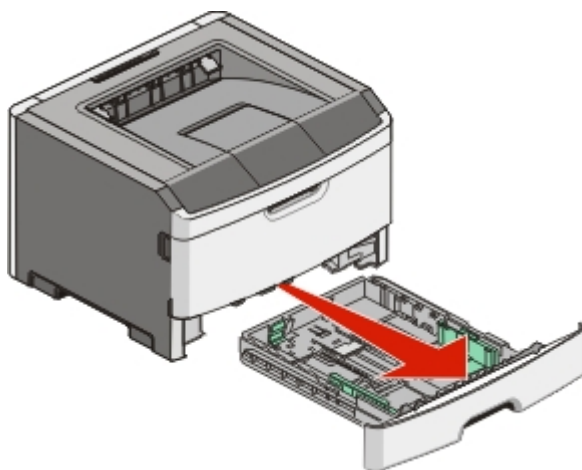
Loading the standard 250-sheet tray

The printer has two trays to select from: the standard tray (Tray 1), also known as the 250-sheet tray, and either the optional 250-sheet tray or the optional 550-sheet tray (Tray 2). Only one optional drawer (which includes an optional tray) may be attached to the printer at one time.

Notes:

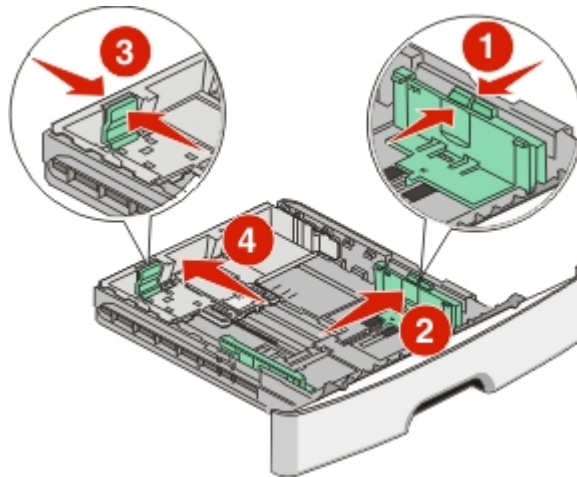
- Proper paper loading prevents jams and facilitates trouble-free printing.
- Do not remove trays while a job prints or while **Busy** appears on the display. Doing so may cause a jam.

- 1 Pull the tray completely out.

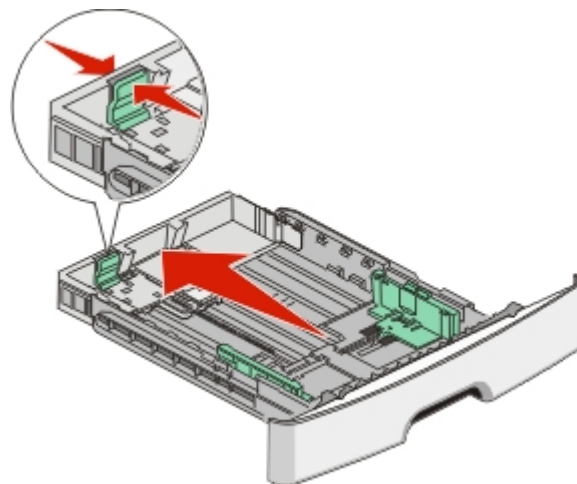


- 2 Squeeze the width guide tabs on the right guide as shown, and slide the width guides to the sides of the tray. Notice that the two width guides move in unison when you move just the right width guide.

- 3** Squeeze the length guide tabs together as shown, and slide the length guide to the correct position for the paper size being loaded.



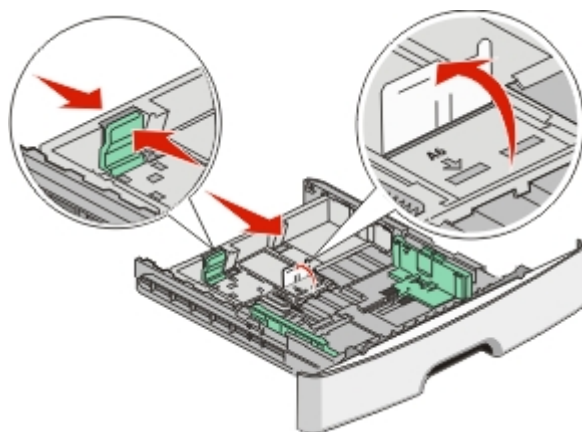
If you are loading a longer size of paper like A4 or legal, squeeze the length guide tab and slide the length guide backwards to the position for the length of paper you are loading. The tray extends backwards as shown.



If you are loading A6-size paper:

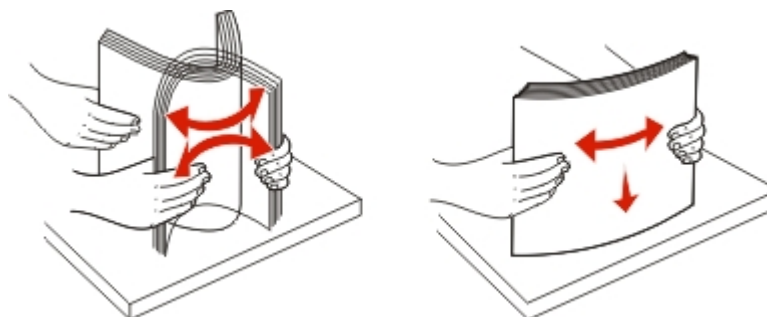
- a** Squeeze the length guide tab shown as follows, and slide the length guide toward the center of the tray to the A5 size position.
- b** Raise the A6 backstop.

Note: The standard tray only accommodates 150 sheets of A6 paper. Notice the maximum fill line on the A6 backstop which indicates the maximum height for loading A6 paper. Do not try to overload the tray.

**Notes:**

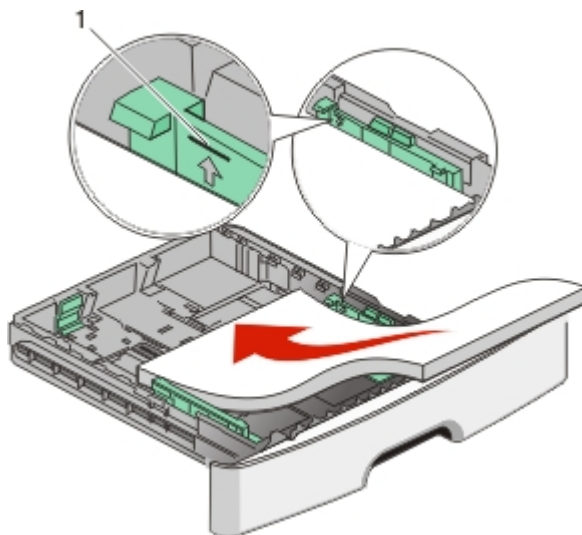
- Notice the size indicators on the bottom of the tray. Use these indicators to help position the guide.
- For setup, load letter- or A4-size paper based on the standard size for your country or region.

- 4** Flex the sheets back and forth to loosen them, and then fan them. Do not fold or crease the paper. Straighten the edges on a level surface.



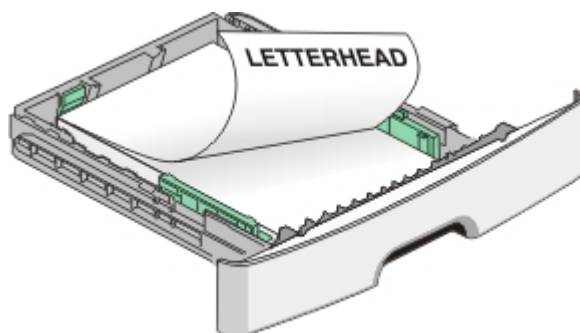
- 5** Load the paper stack toward the back of the tray as shown with the recommended print side facedown.

Note: Notice the maximum fill line on the side of the width guide which indicates the maximum height for loading paper. Do not try to overload the tray. Do not load A6 paper to the maximum fill line; the tray only holds 150 sheets of A6 paper.

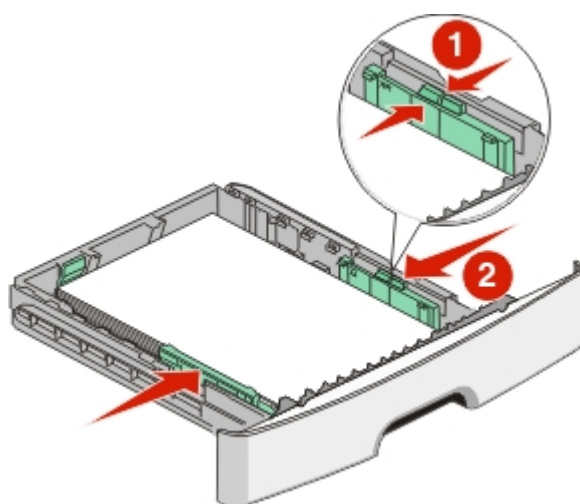


1 Maximum fill line

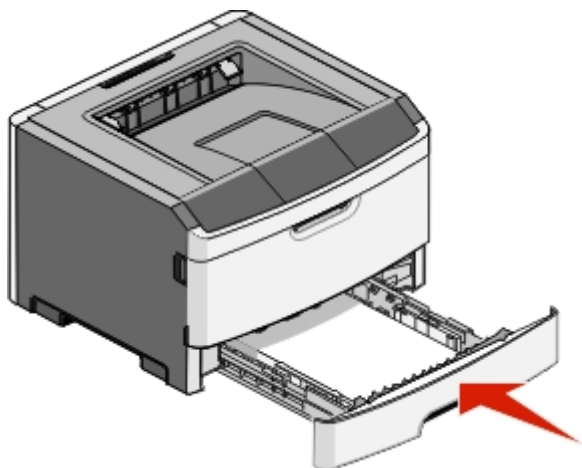
When loading letterhead, place the top edge of the sheet toward the front of the tray. Load the letterhead with the design placed facedown.



- 6** Squeeze the width guide tabs on the right guide, and slide the width guides to lightly touch the side of the stack.



- 7 Insert the tray.



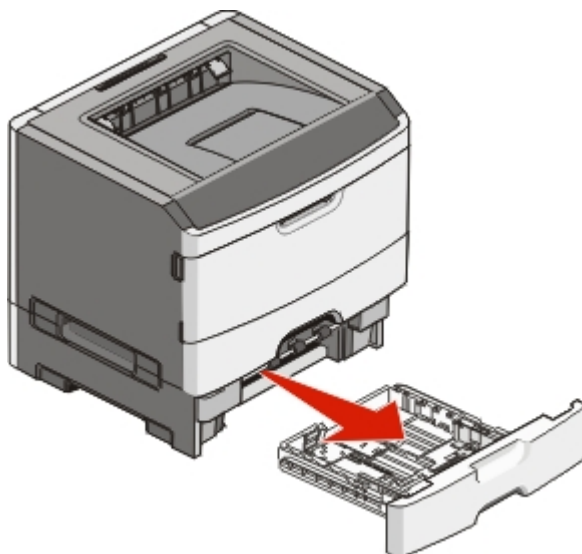
- 8 If a different type of paper was loaded than the type previously loaded in the tray, change the Paper Type setting for the tray from the printer control panel. For more information, see [“Setting the Paper Size and Paper Type” on page 26](#).

Note: The difference between the standard 250-sheet tray and the optional 250- and 550-sheet trays is that the standard tray accommodates A6-size paper, so the width guides slide farther to the center of the tray. You also need to adjust the length guide specifically created for A6.

Loading the optional 250- or 550-sheet tray

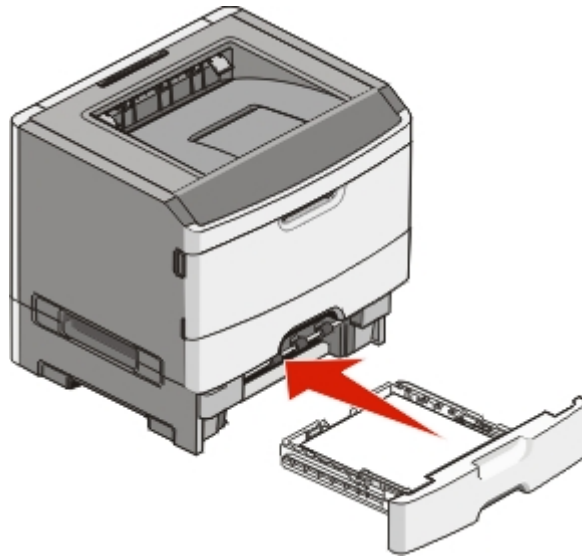
Only one optional drawer, which includes either a 250- or 550-sheet tray, may be attached to the printer at a time. Regardless of the number of sheets in the optional tray, it is referred to as Tray 2.

- 1 Pull the tray completely out.



- 2 See [“Loading the standard 250-sheet tray” on page 28](#) to complete the steps for loading a tray. An optional tray is loaded in the same way that the standard tray is loaded.

- 3 Insert the tray.

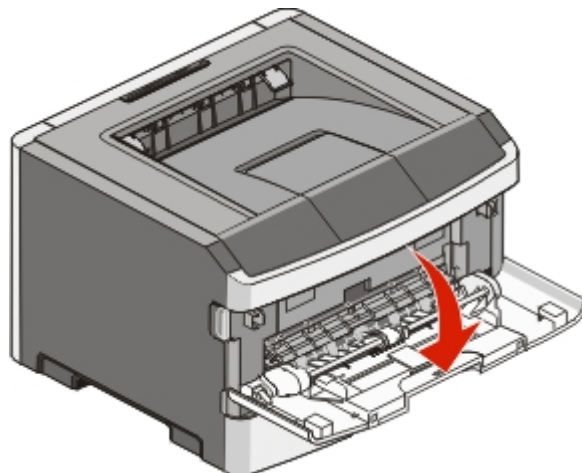


Using the multipurpose feeder

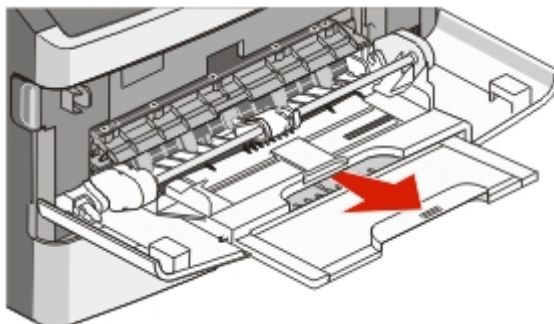
You may want to use the multipurpose feeder when you print on different sizes and types of papers or specialty media, such as card stock, transparencies, paper labels, and envelopes. You may also want to use the multipurpose feeder for single-page print jobs on letterhead or on other specialty media you do not keep in a tray.

Opening the multipurpose feeder

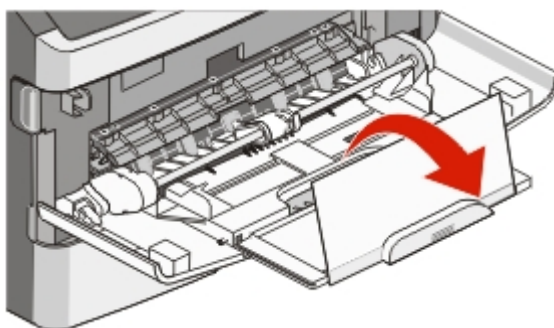
- 1 Grasp the handle, and pull the multipurpose feeder door down.



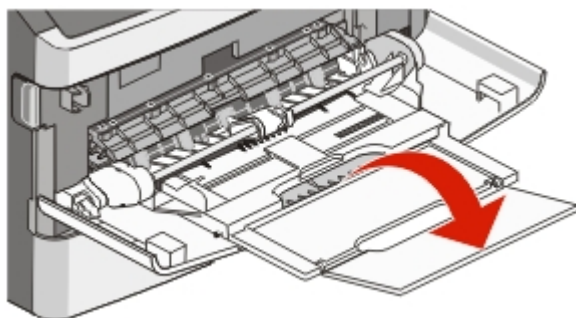
- 2** Grasp the raised handle, and pull the extension forward.



- 3** Grasp the handle, and pull the extension so it flips forward.

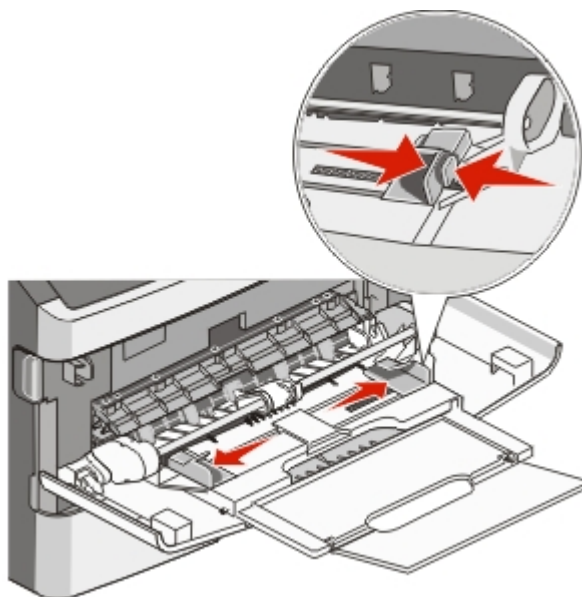


- 4** Guide the extension down gently so the multipurpose feeder is extended fully and open.



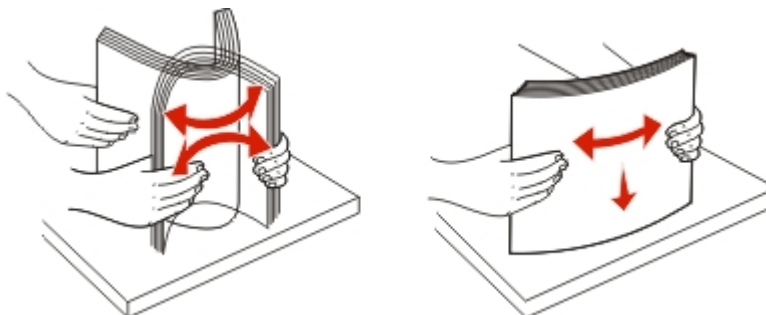
Loading the multipurpose feeder

- 1 Squeeze the tab located on the right width guide, and move the guides out fully.



- 2 Prepare the paper or specialty media for loading.

- Flex sheets of paper or paper labels back and forth to loosen them, and then fan them. Do not fold or crease the paper or labels. Straighten the edges on a level surface.



- Hold transparencies by the edges, and then fan them. Straighten the edges on a level surface.

Note: Avoid touching the print side of the transparencies. Be careful not to scratch them.



- Flex a stack of envelopes back and forth to loosen them, and then fan them. Straighten the edges on a level surface.

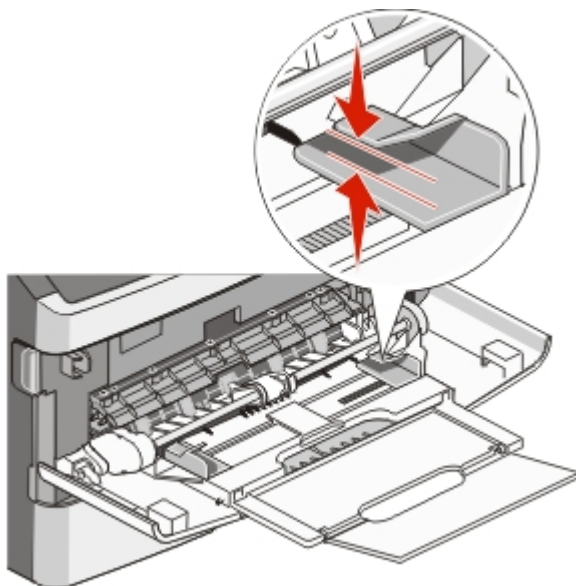


Note: Fanning prevents the edges of envelopes from sticking together. It also helps them feed properly to avoid jams. Do not fold or crease envelopes.

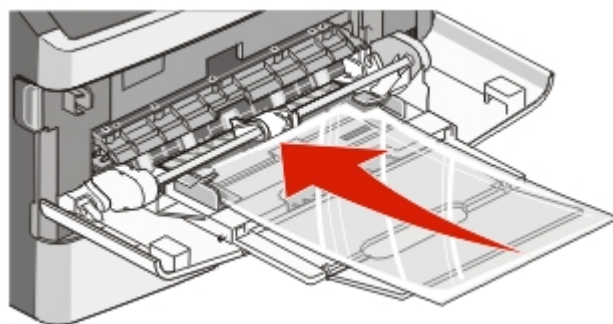
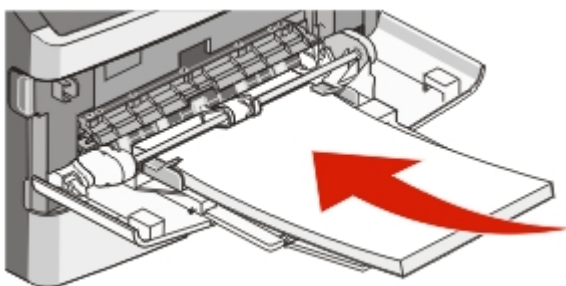
3 Load the paper or specialty media.

Notes:

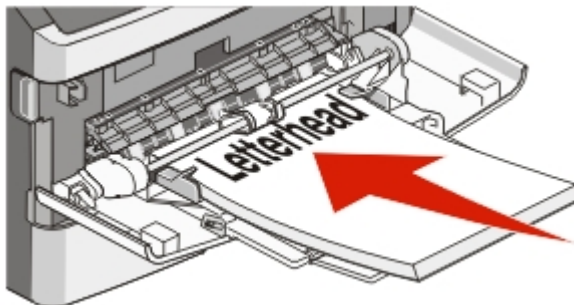
- Do not force any paper into the multipurpose feeder. Overfilling may cause jams.
- Do not exceed the maximum stack height by forcing paper or specialty media under the stack height limiters which are located on the guides.



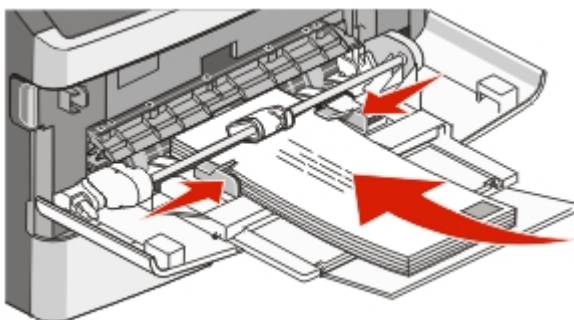
- Load paper, transparencies, and card stock with the recommended print side faceup and the top edge entering the printer first. For more information on loading transparencies, see the packaging the transparencies came in.



- Load letterhead with the logo faceup and the top edge entering the printer first.

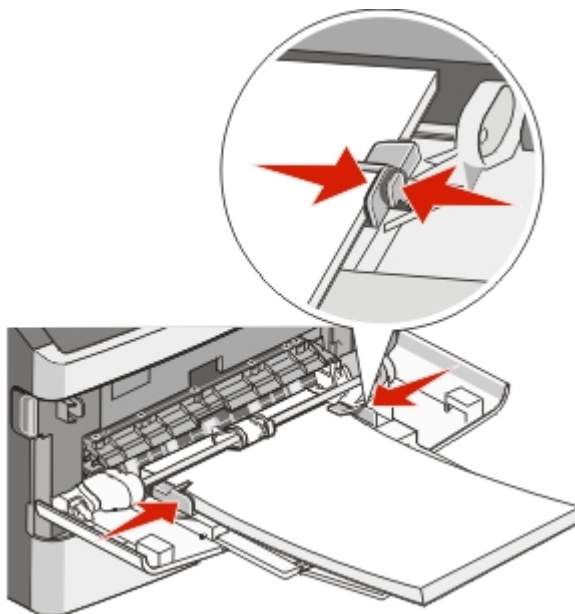


- Load envelopes with the flap side down and the stamp location in the position shown. The stamp and address are shown to illustrate the proper orientation for loading envelopes.

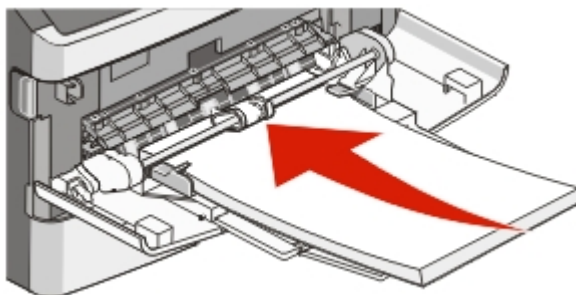


Warning—Potential Damage: Never use envelopes with stamps, clasps, snaps, windows, coated linings, or self-stick adhesives. These envelopes may severely damage the printer.

- 4 Squeeze the tab located on the right width guide to adjust the guides to lightly touch the sides of the stack.



- 5** Slide the paper gently into the multipurpose feeder until it comes to a stop. Paper should lie flat in the multipurpose feeder. Make sure the paper fits loosely in the multipurpose feeder and is not bent or wrinkled.



- 6** From the printer control panel, set the Paper Size and Paper Type.

Paper capacities

The capacities of the trays and the multipurpose feeder are based on 75 g/m² (20 lb) paper.

Load up to	Notes
Tray 1 250 sheets of paper 150 sheets of A6-size paper 50 paper labels 50 transparencies	Note: Vinyl, pharmacy, or dual-sided labels are not supported. Use paper labels only. Single-sided paper labels designed for laser printers are supported for occasional use. It is recommended to print no more than 20 pages of paper labels per month.
Tray 2 250 or 550 sheets of paper 50 paper labels	Note: Only one optional drawer may be installed on the printer at a time. The maximum amount of paper that can be loaded depends on whether you have an optional 250- or 550-sheet tray.
Multipurpose feeder 50 sheets of paper 15 paper labels 10 transparencies 10 sheets of card stock 7 envelopes	Note: Feed paper into the multipurpose feeder only to the point where its leading edge can contact the paper guides. Do not force the paper into the feeder.

Linking and unlinking trays

Linking trays

Tray linking is useful for large print jobs or multiple copies. When one linked tray is empty, paper feeds from the next linked tray. When the Size and Type settings are the same for any trays, the trays are automatically linked. The Size and Type settings for all trays must be set from the Paper menu.

Unlinking trays

Unlinked trays have settings that are *not* the same as the settings of any other tray. To unlink a tray using the Paper menu, change the Paper Type and Paper Size settings so that they do not match the settings of any other tray.










- 1 From the Paper menu, make sure the Type setting (for example, Plain Paper, letterhead, Custom Type <x>) for the tray you want to unlink does not match the Type setting of any other tray.
If the name that best describes your paper is used by linked trays, assign a different Paper Type name to the tray, such as Custom Type <x>, or assign your own custom name.
- 2 Make sure the Size setting (for example, letter, A4, statement) for the tray you want to unlink does not match the Size setting of any other tray.

Note: Paper Size settings are not automatic; they must be set manually from the Paper menu.

Warning—Potential Damage: Do not assign a Paper Type name that does not accurately describe the type of paper loaded in the tray. The temperature of the fuser varies according to the specified Paper Type. Paper may not be properly processed if an inaccurate Paper Type is selected.

Assigning a Custom Type <x> name

Assign a Custom Type <x> name to a tray to link or unlink it. Associate the same Custom Type <x> name to each tray that you want to link. Only trays with the same custom names assigned will link.

- 1 Make sure the printer is on and **Ready** appears.
- 2 From the printer control panel, press .
- 3 Press the arrow buttons until **Paper Menu** appears, and then press .
- 4 Press the arrow buttons until **Size/Type** appears, and then press .
- 5 Press the arrow buttons until **Select Source** appears, and then press .
- 6 Press the arrow buttons until the name of the tray you want appears, and then press .
The **Set Size** menu item appears.
- 7 Press the arrow buttons until the size you want appears, and then press .
The **Paper Menu** appears.
- 8 Press the arrow buttons until **Custom Types** appears, and then press .
- 9 Press the arrow buttons until **Custom Type <x>** or another custom name appears, and then press .
Submitting Changes appears, followed by **Paper Menu**.
- 10 Verify that the correct Paper Type is associated with the custom name.
Note: Plain Paper is the factory default Paper Type associated with all Custom Type <x> names and user-defined custom names.
- 11 Press and release  until **Ready** appears.

Changing a Custom Type <x> name

If the printer is on a network, you can use the Embedded Web Server to define a name other than Custom Type <x> for each of the custom paper types that are loaded. When a Custom Type <x> name is changed, the menus display the new name instead of Custom Type <x>.

To change a Custom Type <x> name:

- 1 Type the printer IP address into the address field of your Web browser.

Note: If you do not know the IP address of the printer, print a network setup page and locate the address in the TCP/IP section.

- 2 Click **Settings**.

- 3 Click **Paper Menu**.

- 4 Click **Custom Name**.

- 5 Type a name for the paper type in a Custom Name <x> box.

Note: This custom name will replace a custom type <x> name under the Custom Types and Paper Size and Type menus.

- 6 Click **Submit**.

- 7 Click **Custom Types**.

Custom Types appears, followed by your custom name.

- 8 Select a Paper Type setting from the pick list next to your custom name.

- 9 Click **Submit**.

Paper and specialty media guidelines

Paper guidelines

Selecting the correct paper or specialty media reduces printing problems. For the best print quality, try a sample of the paper or specialty media before buying large quantities.

Paper characteristics

The following paper characteristics affect print quality and reliability. Consider these characteristics when evaluating new paper stock.

Weight

The printer trays can automatically feed paper weights up to 90 g/m² (24 lb bond) grain long paper. The multipurpose feeder can automatically feed paper weights up to 163 g/m² (43 lb bond) grain long. Paper lighter than 60 g/m² (16 lb) might not be stiff enough to feed properly, causing jams. For best performance, use 75 g/m² (20 lb bond) grain long paper. For paper smaller than 182 x 257 mm (7.2 x 10.1 in.), we recommend 90 g/m² (24 lb) or heavier paper.

Note: Duplex printing is supported only for 60–90 g/m² (16–24 lb bond) paper.

Curl

Curl is the tendency for paper to curl at its edges. Excessive curl can cause paper feeding problems. Curl can occur after the paper passes through the printer, where it is exposed to high temperatures. Storing paper unwrapped in hot, humid, cold, or dry conditions, even in the trays, can contribute to paper curling prior to printing and can cause feeding problems.

Smoothness

Paper smoothness directly affects print quality. If paper is too rough, toner cannot fuse to it properly. If paper is too smooth, it can cause paper feeding or print quality issues. Always use paper between 100–300 Sheffield points; smoothness between 150–250 Sheffield points produces the best print quality.

Moisture content

The amount of moisture in paper affects both print quality and the ability of the printer to feed the paper correctly. Leave paper in its original wrapper until it is time to use it. This limits the exposure of paper to moisture changes that can degrade its performance.

Condition paper before printing by storing it in its original wrapper in the same environment as the printer for 24 to 48 hours before printing. Extend the time several days if the storage or transportation environment is very different from the printer environment. Thick paper may also require a longer conditioning period.

Grain direction

Grain refers to the alignment of the paper fibers in a sheet of paper. Grain is either *grain long*, running the length of the paper, or *grain short*, running the width of the paper.

For 60–90 g/m² (16–24 lb bond) paper, grain long paper is recommended.

Fiber content

Most high-quality xerographic paper is made from 100% chemically treated pulped wood. This content provides the paper with a high degree of stability resulting in fewer paper feeding problems and better print quality. Paper containing fibers such as cotton can negatively affect paper handling.

Unacceptable paper

The following paper types are not recommended for use with the printer:

- Chemically treated papers used to make copies without carbon paper, also known as carbonless papers, carbonless copy paper (CCP), or no carbon required (NCR) paper
- Preprinted papers with chemicals that may contaminate the printer
- Preprinted papers that can be affected by the temperature in the printer fuser
- Preprinted papers that require a registration (the precise print location on the page) greater than ± 2.3 mm (± 0.9 in.), such as optical character recognition (OCR) forms

In some cases, registration can be adjusted with a software application to successfully print on these forms.

- Coated papers (erasable bond), synthetic papers, thermal papers
- Rough-edged, rough or heavily textured surface papers, or curled papers
- Recycled papers that fail EN12281:2002 (European)
- Paper weighing less than 60 g/m² (16 lb)
- Multiple-part forms or documents

Selecting paper

Using appropriate paper prevents jams and helps ensure trouble-free printing.

To help avoid jams and poor print quality:

- *Always* use new, undamaged paper.
- Before loading paper, know the recommended print side. This information is usually indicated on the package.
- *Do not* use paper, paper labels, or card stock that has been cut or trimmed by hand.
- *Do not* mix sizes, types, or weights in the same source; mixing results in jams.
- *Do not* use coated papers unless they are specifically designed for electrophotographic printing.

Selecting preprinted forms and letterhead

Use these guidelines when selecting preprinted forms and letterhead:

- Use grain long for 60 to 90 g/m² weight paper.
- Use only forms and letterhead printed using an offset lithographic or engraved printing process.
- Avoid papers with rough or heavily textured surfaces.

Use papers printed with heat-resistant inks designed for use in xerographic copiers. The ink must be able to withstand temperatures up to 230°C (446°F) without melting or releasing hazardous emissions. Use inks that are not affected by the resin in toner. Inks that are oxidation-set or oil-based generally meet these requirements; latex inks might not. When in doubt, contact the paper supplier.

Preprinted papers such as letterhead must be able to withstand temperatures up to 230°C (446°F) without melting or releasing hazardous emissions.

Using recycled paper and other office papers

As an environmentally conscious company, Lexmark supports the use of recycled office paper produced specifically for use in laser (electrophotographic) printers. In 1998, Lexmark presented to the US government a study demonstrating that recycled paper produced by major mills in the US fed as well as non-recycled paper. However, no blanket statement can be made that *all* recycled paper will feed well.

Lexmark consistently tests its printers with recycled paper (20–100% post-consumer waste) and a variety of test paper from around the world, using chamber tests for different temperature and humidity conditions. Lexmark has found no reason to discourage the use of today's recycled office papers, but generally the following property guidelines apply to recycled paper.

- Low moisture content (4–5%)
- Suitable smoothness (100–200 Sheffield units, or 140–350 Bendtsen units, European)

Note: Some much smoother papers (such as premium 24 lb laser papers, 50–90 Sheffield units) and much rougher papers (such as premium cotton papers, 200–300 Sheffield units) have been engineered to work very well in laser printers, despite surface texture. Before using these types of paper, consult your paper supplier.

- Suitable sheet-to-sheet coefficient of friction (0.4–0.6)
- Sufficient bending resistance in the direction of feed

Recycled paper, paper of lower weight (<60 g/m² [16 lb bond]) and/or lower caliper (<3.8 mils [0.1 mm]), and paper that is cut grain-short for portrait (or short-edge) fed printers may have lower bending resistance than is required for reliable paper feeding. Before using these types of paper for laser (electrophotographic) printing, consult your paper supplier. Remember that these are general guidelines only and that paper meeting these guidelines may still cause paper feeding problems in any laser printer (for example, if the paper curls excessively under normal printing conditions).

Storing paper

Use these paper storage guidelines to help avoid jams and uneven print quality:

- For best results, store paper where the temperature is 21°C (70°F) and the relative humidity is 40%. Most label manufacturers recommend printing in a temperature range of 18 to 24°C (65 to 75°F) with relative humidity between 40 and 60%.
- Store paper in cartons when possible, on a pallet or shelf, rather than on the floor.
- Store individual packages on a flat surface.
- Do not store anything on top of individual paper packages.

Supported paper sizes, types, and weights

The following tables provide information on standard and optional paper sources and the types of paper they support.

Note: For an unlisted paper size, select the closest *larger* listed size.

For information on card stock and labels, see the *Card Stock & Label Guide*.

Paper types and weights supported by the printer

The printer engine and the duplex path support 60–90 g/m² (16–24 lb) paper weights. The multipurpose feeder supports 60–163 g/m² (16–43 lb) paper weights.

Paper type	Standard 250-sheet tray	Optional 250- or 550-sheet tray	Multipurpose feeder	Duplex path
Paper <ul style="list-style-type: none"> • Plain • Light • Heavy • Rough/Cotton • Recycled • Custom 	✓	✓	✓	✓
Bond	✓	✓	✓	✓
Letterhead	✓	✓	✓	✓
Preprinted	✓	✓	✓	✓
Colored Paper	✓	✓	✓	✓
Card stock	X	X	✓	X
Glossy paper	X	X	X	X
Paper labels¹	✓	✓	✓	X
Transparencies	✓	X	✓	X
Envelopes (smooth)²	X	X	✓	X

¹ Single-sided paper labels designed for laser printers are supported for occasional use. It is recommended to print no more than 20 pages of paper labels a month. Vinyl, pharmacy, and dual-sided labels are not supported.

² Use envelopes that lie flat when individually placed on a table facedown.

Paper sizes supported by the printer

Paper size	Dimensions	Standard 250-sheet tray	Optional 250- or 550-sheet tray	Multipurpose feeder	Duplex path
A4	210 x 297 mm (8.3 x 11.7 in.)	✓	✓	✓	✓
A5	148 x 210 mm (5.8 x 8.3 in.)	✓	✓	✓	X
A6¹	105 x 148 mm (4.1 x 5.8 in.)	✓	X	✓	X
Executive	184 x 267 mm (7.3 x 10.5 in.)	✓	✓	✓	X
Folio	216 x 330 mm (8.5 x 13 in.)	✓	✓	✓	✓
JIS B5	182 x 257 mm (7.2 x 10.1 in.)	✓	✓	✓	X
Legal	216 x 356 mm (8.5 x 14 in.)	✓	✓	✓	✓
Letter	216 x 279 mm (8.5 x 11 in.)	✓	✓	✓	✓
Oficio (Mexico)	216 x 340 mm (8.5 x 13.4 in.)	✓	✓	✓	✓
Statement	140 x 216 mm (5.5 x 8.5 in.)	✓	✓	✓	X
Universal²	76.2 x 127 mm (3 x 5 in.) up to 216 x 356 mm (8.5 x 14 in.)	✓	✓	✓	X³
B5 Envelope	176 x 250 mm (6.9 x 9.8 in.)	X	X	✓	X
C5 Envelope	162 x 229 mm (6.4 x 9 in.)	X	X	✓	X
DL Envelope	110 x 220 mm (4.3 x 8.7 in.)	X	X	✓	X
7 3/4 Envelope (Monarch)	98 x 191 mm (3.9 x 7.5 in.)	X	X	✓	X
9 Envelope	98 x 225 mm (3.9 x 8.9 in.)	X	X	✓	X

¹ A6 is supported only for grain long papers.

² If a paper size you want to use is not listed, configure a Universal paper size. For more information, see [“Configuring Universal paper settings” on page 26](#).

³ Universal paper size has limited support in the duplex path for paper sizes 210 x 279 mm (8.3 x 11 in.) or larger.

Paper size	Dimensions	Standard 250-sheet tray	Optional 250- or 550-sheet tray	Multipurpose feeder	Duplex path
10 Envelope	105 x 241 mm (4.1 x 9.5 in.)	X	X	✓	X
Other Envelope	229 x 356 mm (9 x 14 in.)	X	X	✓	X

¹ A6 is supported only for grain long papers.

² If a paper size you want to use is not listed, configure a Universal paper size. For more information, see [“Configuring Universal paper settings” on page 26](#).

³ Universal paper size has limited support in the duplex path for paper sizes 210 x 279 mm (8.3 x 11 in.) or larger.

Printing

This chapter covers printing, printer reports, and job cancelation. Selection and handling of paper and specialty media can affect how reliably documents print. For more information, see [“Avoiding jams” on page 54](#) and [“Storing paper” on page 43](#).

Printing a document

- 1** Load paper into a tray or feeder.
- 2** From the Paper menu, set the Paper Type and Paper Size based on the paper that is loaded.
- 3** Do one of the following:

For Windows users

- a** With a document open, click **File > Print**.
- b** Click **Properties, Preferences, Options**, or **Setup**.
- c** From the Form Source list box, select the source containing the paper you loaded.
- d** From the Form Type list box, select the paper type.
- e** From the Form Size list box, select the paper size.
- f** Click **OK**, and then click **Print**.

For Macintosh users

In Mac OS X:

- a** Customize the settings as needed in the Page Setup dialog.
 - 1** With a document open, choose **File > Page Setup**.
 - 2** From the Paper Size pop-up menu, choose a paper size or create a custom size to match the loaded paper.
 - 3** Click **OK**.
- b** Customize the settings as needed in the Print dialog:
 - 1** With a document open, click **File > Print**.
If necessary, click the disclosure triangle to see more options.
 - 2** From the print options or Copies & Pages pop-up menu, choose **Printer Features**.
 - 3** From the Feature Sets pop-up menu, choose **Paper**.
 - 4** From the Paper type pop-up menu, choose a paper type.
 - 5** Click **Print**.

In Mac OS 9:

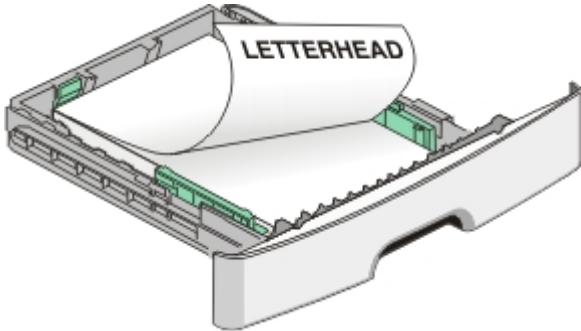
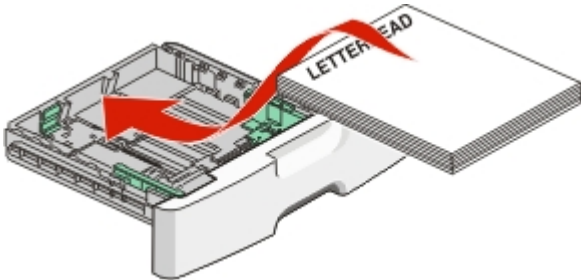
- a** Customize the settings as needed in the Page Setup dialog:
 - 1** With a document open, choose **File > Page Setup**.
 - 2** From the Paper pop-up menu, choose a paper size or create a custom size to match the loaded paper.
 - 3** Click **OK**.

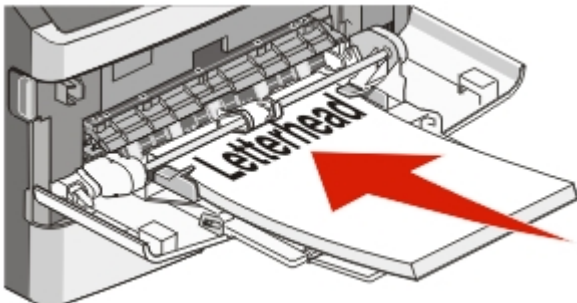
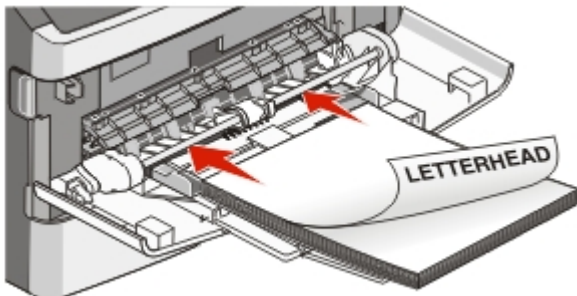
- b** Customize the settings as needed in the Print dialog:
 - 1** With a document open, choose **File > Print**.
 - 2** Select a Paper Source option, and then choose the tray loaded with the appropriate paper.
 - 3** Click **Print**.

Printing specialty documents

Tips on using letterhead

Page orientation is important when printing on letterhead. Use the following table to determine which direction to load the letterhead:

Source or process	Print side	Paper orientation
<ul style="list-style-type: none">• Standard 250-sheet tray• Optional 250-sheet tray• Optional 550-sheet tray	Printed letterhead design is placed facedown.	The top edge of the sheet with the logo is placed at the front of the tray. <div></div>
Duplex (two-sided) printing from trays	Printed letterhead design is placed faceup.	The top edge of the sheet with the logo is placed at the front of the tray. <div></div>
Note: Check with the manufacturer or vendor to determine whether the chosen preprinted letterhead is acceptable for laser printers.		

Source or process	Print side	Paper orientation
Multipurpose feeder (simplex printing)	Preprinted letterhead design is placed faceup.	The top edge of the sheet with the logo should enter the multipurpose feeder first. 
Multipurpose feeder (duplex printing)	Preprinted letterhead design is placed facedown.	The top edge of the sheet with the logo should enter the multipurpose feeder last. 
Note: Check with the manufacturer or vendor to determine whether the chosen preprinted letterhead is acceptable for laser printers.		

Tips on using transparencies

Print samples on the transparencies being considered for use before buying large quantities.

When printing on transparencies:

- Feed transparencies from the standard 250-sheet tray or the multipurpose feeder.
- Use transparencies designed specifically for laser printers. Check with the manufacturer or vendor to ensure transparencies are able to withstand temperatures up to 175°C (350°F) without melting, discoloring, offsetting, or releasing hazardous emissions.

Note: Transparencies can be printed at a temperature up to 180°C (356°F) if Transparency Weight is set to Heavy and Transparency Texture is set to Rough. Select these settings using the Embedded Web Server, or from the printer control panel Paper menu.

- To prevent print quality problems, avoid getting fingerprints on the transparencies.
- Before loading transparencies, fan the stack to prevent sheets from sticking together.
- We recommend Lexmark part number 70X7240 for letter-size transparencies and Lexmark part number 12A5010 for A4-size transparencies.

Tips on using envelopes

Print samples on the envelopes being considered for use before buying large quantities.

When printing on envelopes:

- Use envelopes designed specifically for laser printers. Check with the manufacturer or vendor to ensure the envelopes can withstand temperatures up to 210°C (410°F) without sealing, wrinkling, curling excessively, or releasing hazardous emissions.
- For the best performance, use envelopes made from 90 g/m² (24 lb bond) paper. Use up to 105 g/m² (28 lb bond) weight for envelopes as long as the cotton content is 25% or less. All-cotton envelopes must not exceed 90 g/m² (24 lb bond) weight.
- Use only new envelopes.
- To optimize performance and minimize jams, do not use envelopes that:
 - Have excessive curl or twist
 - Are stuck together or damaged in any way
 - Have windows, holes, perforations, cutouts, or embossing
 - Have metal clasps, string ties, or folding bars
 - Have an interlocking design
 - Have postage stamps attached
 - Have any exposed adhesive when the flap is in the sealed or closed position
 - Have bent corners
 - Have rough, cockle, or laid finishes
- Adjust the width guides to fit the width of the envelopes.

Note: A combination of high humidity (over 60%) and the high printing temperature may wrinkle or seal envelopes.

Tips on using labels

Print samples on the labels being considered for use before buying large quantities.

Note: Use only paper label sheets. Vinyl, pharmacy, and dual-sided labels are not supported.

For detailed information on label printing, characteristics, and design, see the *Card Stock & Label Guide* available on the Lexmark Web site at www.lexmark.com/publications.

When printing on labels:

- Use labels designed specifically for laser printers. Check with the manufacturer or vendor to verify that:
 - The labels can withstand temperatures up to 210°C (410°F) without sealing, excessive curling, wrinkling, or releasing hazardous emissions.
- Note:** Labels can be printed at a higher fusing temperature up to 220°C (428°F) if Label Weight is set to Heavy. Select this setting using the Embedded Web Server, or from the printer control panel Paper menu.
- Label adhesives, face sheet (printable stock), and topcoats can withstand up to 25 psi (172 kPa) pressure without delaminating, oozing around the edges, or releasing hazardous fumes.
 - Do not use labels with slick backing material.
 - Use full label sheets. Partial sheets may cause labels to peel off during printing, resulting in a jam. Partial sheets also contaminate the printer and the cartridge with adhesive, and could void the printer and cartridge warranties.
 - Do not use labels with exposed adhesive.

- Do not print within 1 mm (0.04 in.) of the edge of the label, of the perforations, or between die-cuts of the label.
- Be sure adhesive backing does not reach to the sheet edge. Zone coating of the adhesive at least 1 mm (0.04 in.) away from edges is recommended. Adhesive material contaminates the printer and could void the warranty.
- If zone coating of the adhesive is not possible, remove a 1.6 mm (0.06 in.) strip on the leading and driver edge, and use a non-oozing adhesive.
- Portrait orientation works best, especially when printing bar codes.

Tips on using card stock

Card stock is heavy, single-ply specialty media. Many of its variable characteristics, such as moisture content, thickness, and texture, can significantly impact print quality. Print samples on the card stock being considered for use before buying large quantities.

When printing on card stock:





- Make sure the Paper Type is Card Stock.
- Select the appropriate Paper Texture setting.
- Be aware that preprinting, perforation, and creasing may significantly affect the print quality and cause jams or other paper handling problems.
- Check with the manufacturer or vendor to ensure the card stock can withstand temperatures up to 210°C (410°F) without releasing hazardous emissions.
- Do not use preprinted card stock manufactured with chemicals that may contaminate the printer. Preprinting introduces semi-liquid and volatile components into the printer.
- Use grain short card stock when possible.

Printing information pages

See [“Printing a menu settings page” on page 24](#) and [“Printing a network setup page” on page 24](#) for more information on printing these pages.




Printing a font sample list

To print samples of the fonts currently available for your printer:

- 1 Make sure the printer is on and **Ready** appears.
 - 2 From the printer control panel, press .
 - 3 Press the arrow buttons until **Reports** appears, and then press .
 - 4 Press the arrow buttons until **Print Fonts** appears, and then press .
 - 5 Press the arrow buttons until **PCL Fonts** or **PostScript Fonts** appears, and then press .
- After the font sample list prints, **Ready** appears.





Printing a directory list

A directory list shows the resources stored in flash memory.

- 1 Make sure the printer is on and **Ready** appears.
 - 2 From the printer control panel, press .
 - 3 Press the arrow buttons until **Reports** appears, and then press .
 - 4 Press the arrow buttons until **Print Directory** appears, and then press .
- After the directory list prints, **Ready** appears.

Printing the print quality test pages


Print the print quality test pages to isolate print quality problems.

- 1 Turn the printer off.
 - 2 Hold down  and  while turning the printer on.
 - 3 Release the buttons when the clock appears, and wait for **CONFIG MENU** to appear.
 - 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, followed by a clock, and then **Ready** appears.

Canceling a print job

Canceling a print job from the printer control panel

If the job is formatting or already printing, and **Cancel a job** appears:

- 1 Press the arrow buttons until **Cancel** appears.
A list of jobs appears.
- 2 Press the arrow buttons until the job you want to cancel appears, and then press .


Note: Once a print job is sent, to cancel a job, press . The **Stopped** screen appears. Press the arrow buttons until **Cancel a job** appears, and then press .

Canceling a print job from the computer

To cancel a print job, do one of the following:

For Windows users

In Windows Vista:

- 1 Click .
- 2 Click **Control Panel**.
- 3 Click **Hardware and Sound**.
- 4 Click **Printers**.
- 5 Double-click the printer icon.
- 6 Select the job to cancel.
- 7 From the keyboard, press **Delete**.

In Windows XP:

- 1 Click **Start**.
- 2 From **Printers and Faxes**, double-click the printer icon.
- 3 Select the job to cancel.
- 4 From the keyboard, press **Delete**.

From the Windows taskbar:

When you send a job to print, a small printer icon appears in the right corner of the taskbar.

- 1 Double-click the printer icon.
A list of print jobs appears in the printer window.
- 2 Select a job to cancel.
- 3 From the keyboard, press **Delete**.

For Macintosh users

In Mac OS X version 10.5:


- 1 From the Apple menu, choose **System Preferences**.
- 2 Click **Print & Fax**, and then double-click the printer icon.
- 3 From the printer window, select the job to cancel.
- 4 From the icon bar at the top of the window, click the **Delete** icon.

In Mac OS X version 10.4 and earlier:

- 1 From the Go menu, choose **Applications**.
- 2 Double-click **Utilities**, and then double-click **Print Center** or **Printer Setup Utility**.
- 3 Double-click the printer icon.
- 4 From the printer window, select the job to cancel.
- 5 From the icon bar at the top of the window, click the **Delete** icon.

Clearing jams

By carefully selecting papers and specialty media and loading it properly, you should be able to avoid most jams. For more information, see [“Avoiding jams” on page 54](#). If jams do occur, follow the steps outlined in this chapter.

To resolve the jam messages, you must clear the entire paper path and press  to clear the message and resume printing. The printer prints a new copy of the page that jammed if Jam Recovery is set to On or Auto; however, the Auto setting does not guarantee the page will print.

Note: Jam recovery is set to Auto by default. When jam recovery is set to Auto, the memory that holds the image of the page may be re-used after the page is printed if the memory is needed for another use. This can occur before the paper exits the printer. Therefore, a jammed page may or may not be reprinted, depending on the overall memory usage in the printer.

Avoiding jams

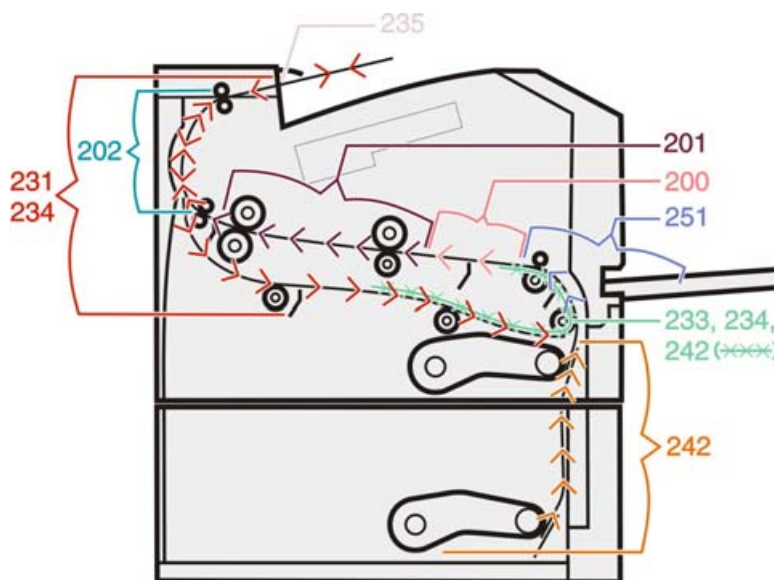
The following hints can help you avoid jams:

- Use only recommended paper or specialty media. For more information, see [“Supported paper sizes, types, and weights” on page 44](#).
- Do not load too much paper. Make sure the stack height does not exceed the indicated maximum height.
- Do not load wrinkled, creased, damp, bent, or curled paper.
- Flex, fan, and straighten paper before loading it.
- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same stack.
- Do not feed envelopes that:
 - Have excessive curl or twist
 - Have windows, holes, perforations, cutouts, or embossing
 - Have metal clasps, string ties, or folding bars
 - Have an interlocking design
 - Have postage stamps attached
 - Have any exposed adhesive when the flap is in the sealed or closed position
 - Have bent corners
 - Have rough, cockle, or laid finishes
 - Are stuck together or damaged in any way
- Store the paper in an appropriate environment.
- Do not remove trays while the printer is printing.
- Do not load the multipurpose feeder while the printer is printing. Load the multipurpose feeder prior to printing, or wait for a prompt to load it.
- Push all trays in firmly after loading paper.
- Make sure the guides in the trays are properly positioned and are not pressing too tightly against the paper.
- Make sure all sizes and types are set correctly in the printer control panel menu.
- Make sure all printer cables are attached correctly. For more information, see the setup documentation.

Identifying jams in the paper path

The following illustration shows the path that paper travels through the printer. The path varies depending on the input source (tray or feeder) and depending on whether a duplex (two-sided) print job is being sent.

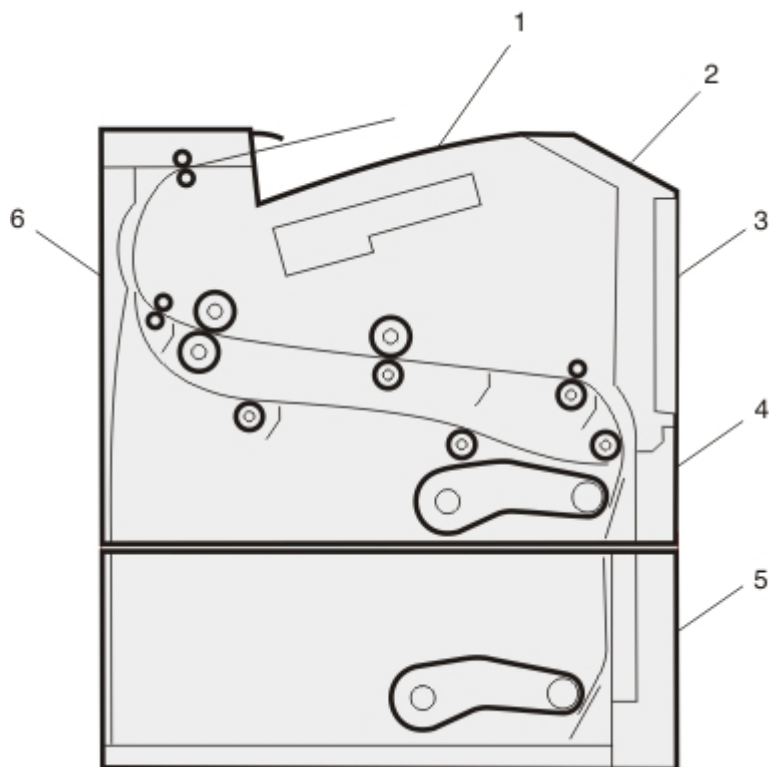
When a jam occurs, a jam message appears, indicating the region of the jam or the number of jammed sheets. The three-digit jam prefix numbers are given in the following illustration to show where each jam occurs.



Understanding jam messages and locations

Note: To resolve any message, all paper or specialty media must be cleared from the entire paper path.

Open doors and covers, and remove trays to access jam locations. The following illustration and table indicate these locations. See [“Jam message numbers and how to access each jam” on page 0](#) for a list of jam numbers and instructions for how to access each jam.



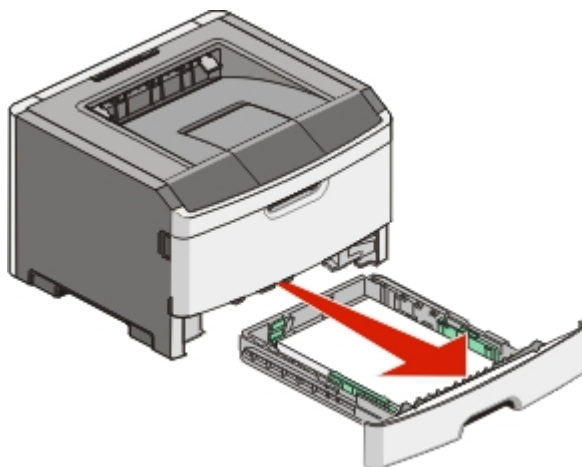
1	Standard exit bin
2	Front door
3	Multipurpose feeder door
4	Tray 1
5	Optional 250- or 550-sheet tray (Tray 2)
6	Rear door

Jam number	To access the jam
200	Try one or more of the following: <ul style="list-style-type: none"> • Remove Tray 1. • Open the front door, and then remove the photoconductor kit.
201	Open the front door, and then remove the photoconductor kit.
202	Open the front door, and then open the rear door.
231	Open the front door, and then open the rear door.
233	Remove Tray 1, and then depress the lever. Note: For alternative access to the jam, open the front door, and then open the rear door.
234	Try one or more of the following: <ul style="list-style-type: none"> • Open the front door, and then open the rear door. • Remove Tray 1, and then depress the lever.
235	Remove the jam from the standard exit bin.

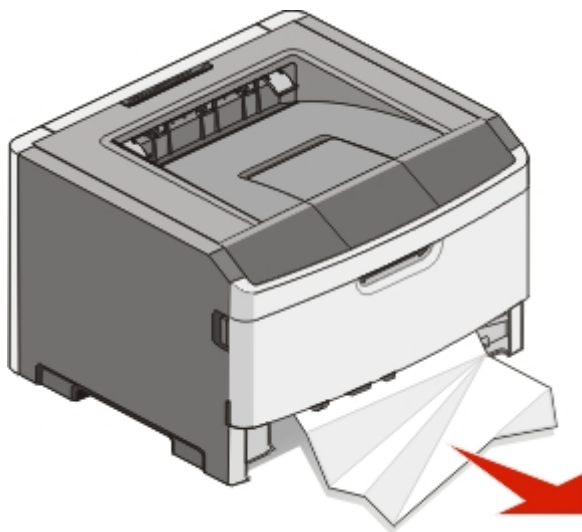
Jam number	To access the jam
242	Remove Tray 2.
251	Open the multipurpose feeder door.

200 paper jam

- 1 Remove the tray from the printer.

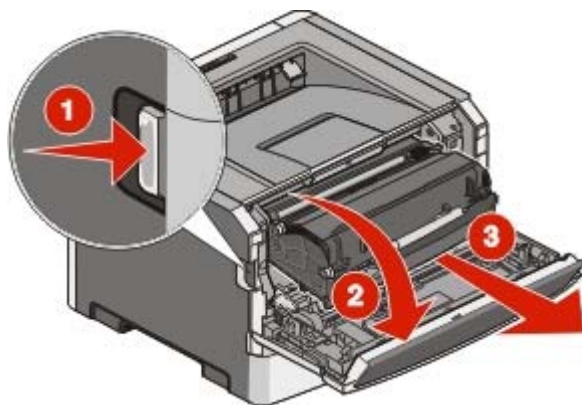


- 2 Remove the jam if you see it here.

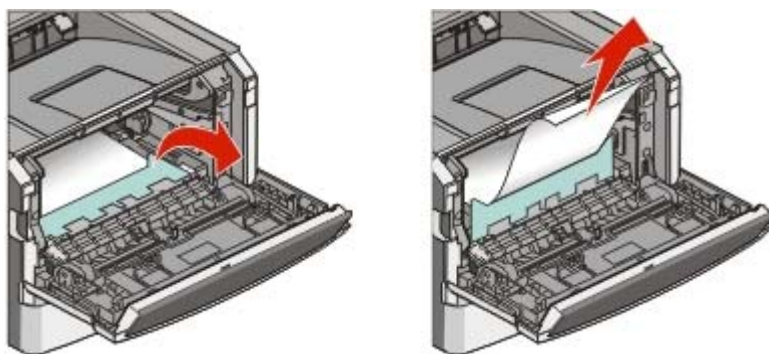


- 3 If you do not see it, open the front door, and then remove the photoconductor kit and toner cartridge (unit).

Note: When the photoconductor kit and toner cartridge are together, they are called a unit.



- 4 Lift the flap in front of the printer, and remove any jammed sheets.




- 5 Align and insert the unit.

- 6 Close the front door.

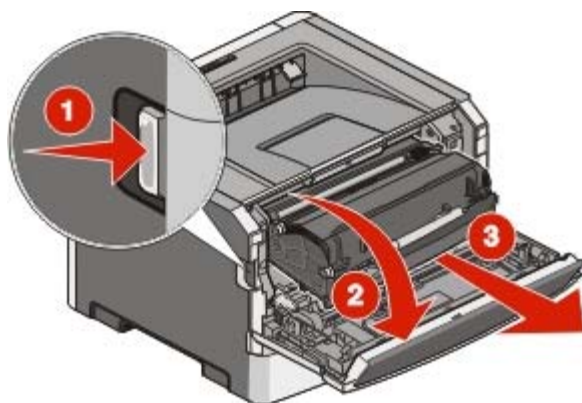
- 7 Insert the tray.

- 8 Press .

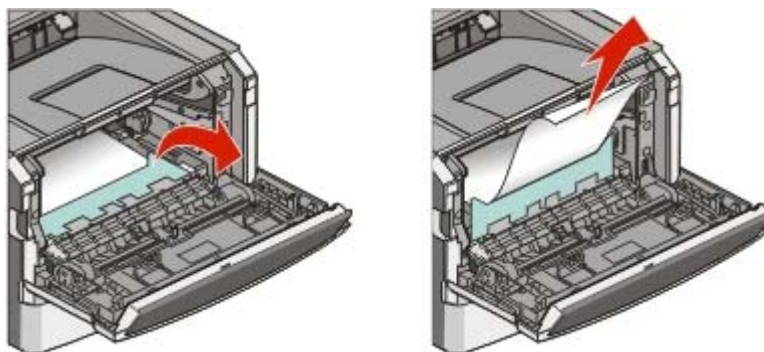
201 paper jam

 **CAUTION—HOT SURFACE:** The fuser and the inside of the printer near the fuser may be hot. To reduce the risk of injury from a hot component, allow the surface to cool before removing paper from this area.

- 1 Open the front door, and then remove the unit.



- 2 Lift the flap in front of the printer, and then remove any jammed sheets.




- 3 Align and insert the unit.

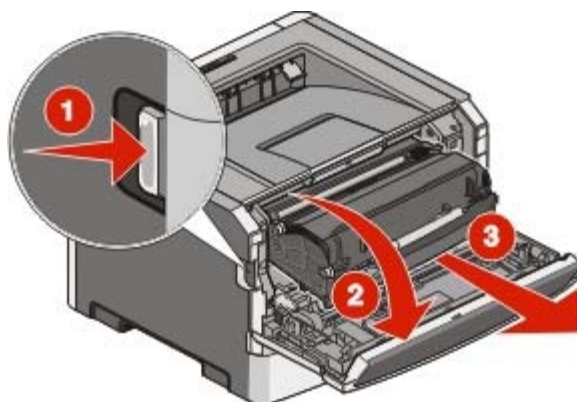
- 4 Close the front door.

- 5 Press .

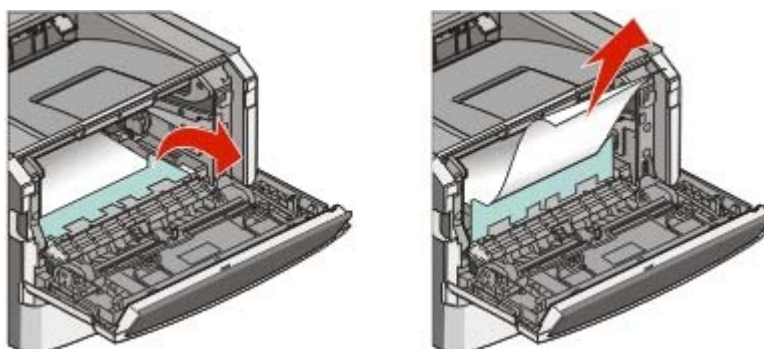
202 paper jam

 **CAUTION—HOT SURFACE:** The fuser and the inside of the printer near the fuser may be hot. To reduce the risk of injury from a hot component, allow the surface to cool before removing paper from this area.

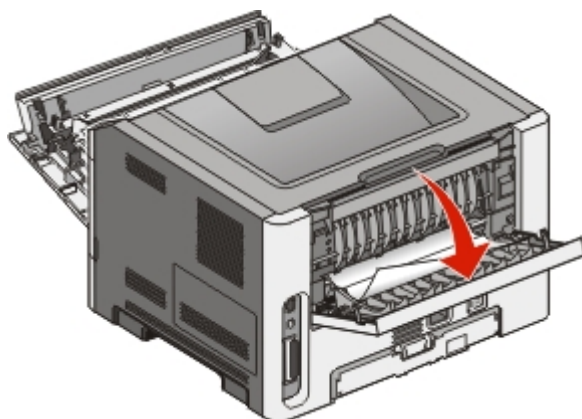
- 1 Open the front door, and then remove the unit.



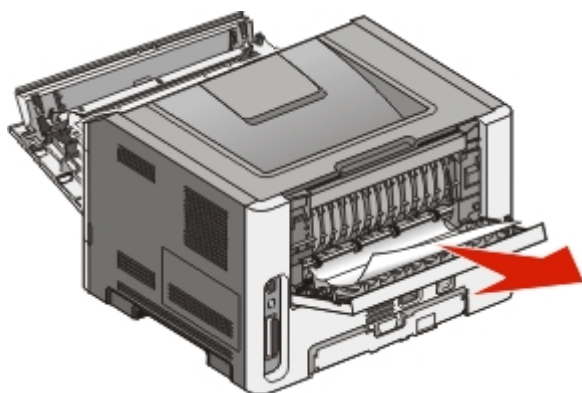
- 2 Lift the flap in front of the printer, and then remove any jammed sheets.



- 3** Open the rear door.



- 4** Remove the jam.



- 5** Close the rear door.

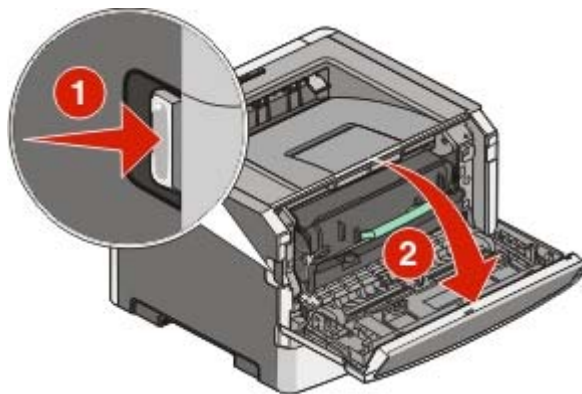
- 6** Close the front door.

- 7** Press .

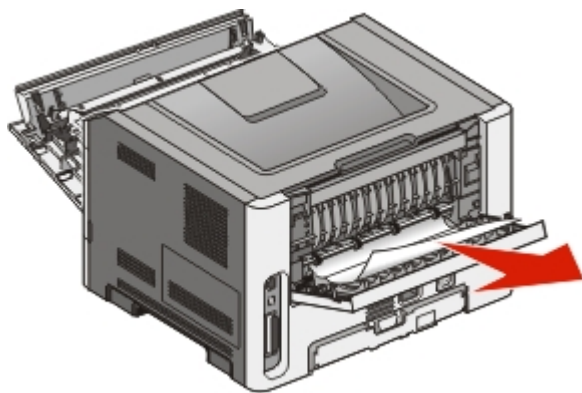
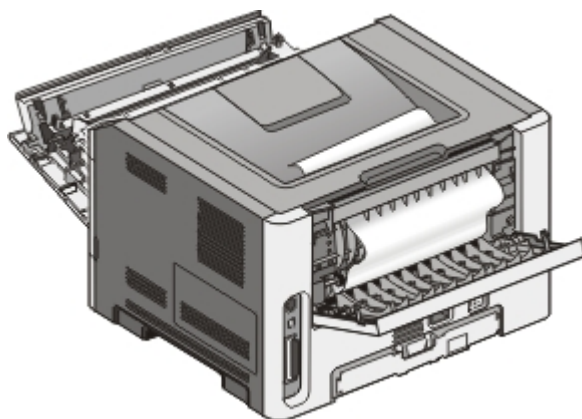
231 paper jam


CAUTION—HOT SURFACE: The fuser and the inside of the printer near the fuser may be hot. To reduce the risk of injury from a hot component, allow the surface to cool before removing paper from this area.

- 1 Open the front door.



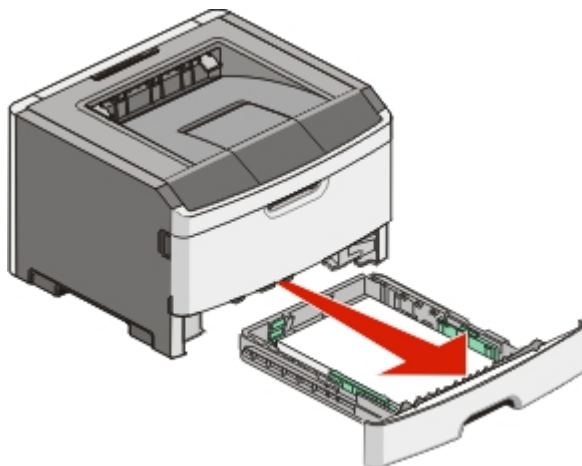
- 2 Open the rear door.
- 3 Remove the jam.



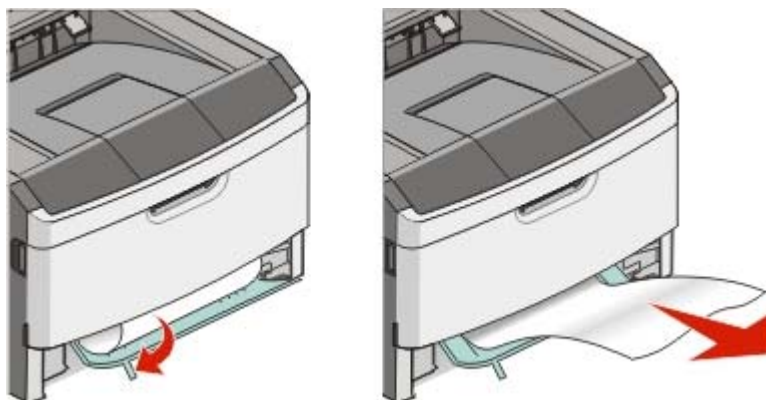
- 4 Close the rear door.
- 5 Close the front door.
- 6 Press .

233 paper jam

- 1 Remove the tray from the printer.



- 2 Locate the lever shown. Pull the level down to release the jam.
- 3 Pull the jammed sheets from the duplex area.



- 4 Insert the tray.

- 5 Press .

If this does not clear the jam, complete the steps in [“231 paper jam” on page 61](#).

234 paper jam

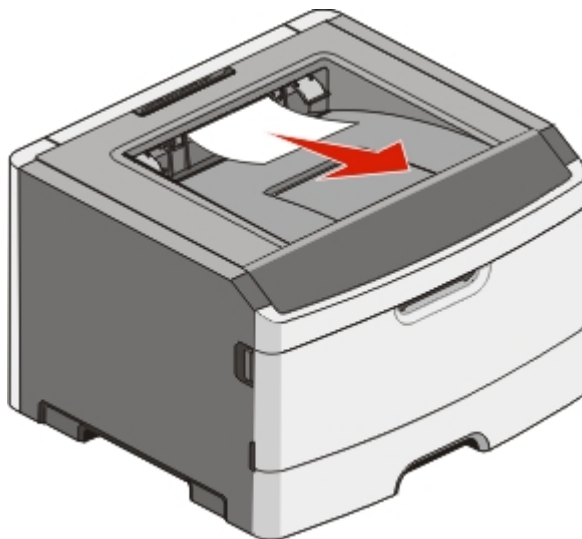
A single jam or multiple jams are in the duplex area of the printer when the printer is turned on. To locate and remove the jammed sheets, complete all the steps in:

- [“231 paper jam” on page 61](#)
- [“233 paper jam” on page 62](#)

235 paper jam

A duplex print job was sent to the printer using a size of paper not supported for duplex printing. A sheet is jammed in the standard exit bin.

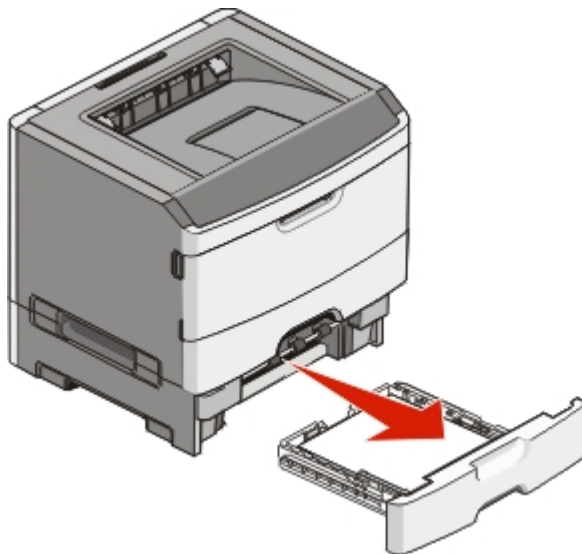
- 1 To remove the jam, gently pull the jammed sheet out of the standard exit bin.



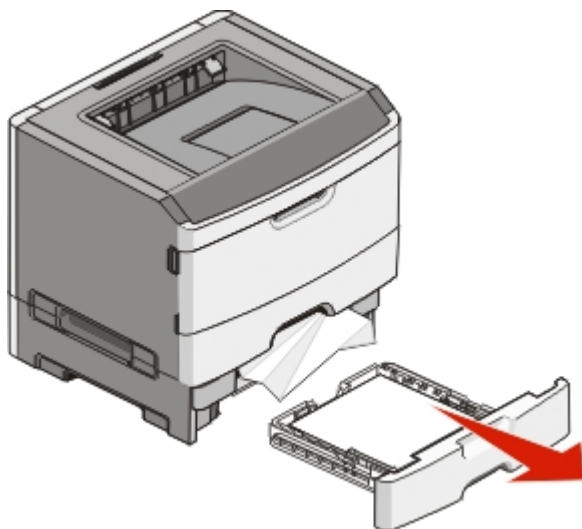
- 2 Press .

242 paper jam

- 1 Remove the optional tray from the printer.



- 2** Remove the jam.

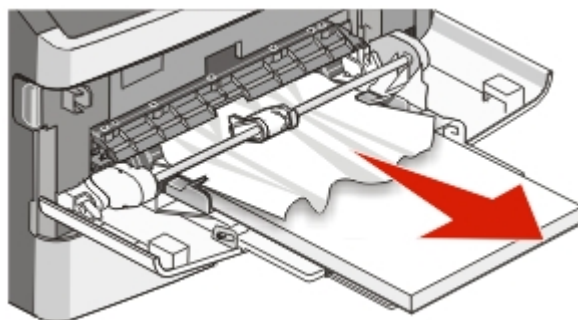


- 3** Insert the optional tray.

- 4** Press .

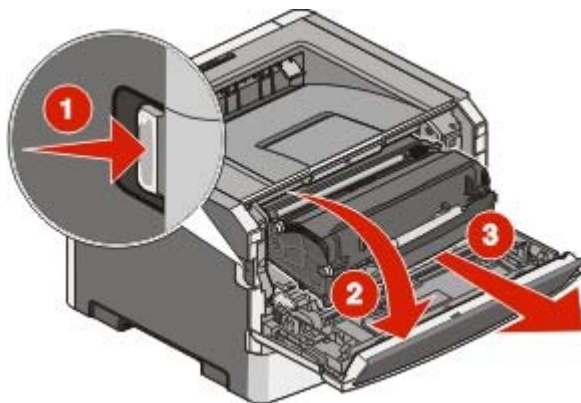
251 paper jam

A sheet of paper or specialty media failed to feed completely from the multipurpose feeder. Part of it may be still visible. If it is visible, gently pull the jammed sheet from the front of the multipurpose feeder.

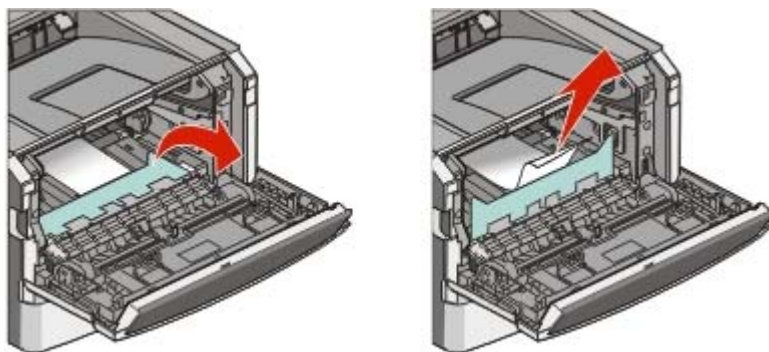



If the sheet is not visible, complete the following steps:

- 1 Open the front door, and then remove the unit.



- 2 Lift the flap at the front of the printer, and then remove any jammed sheets of paper that are short lengths of paper.



- 3 Align and insert the unit.
- 4 Close the front door.
- 5 Press .

Understanding printer menus

Menus list

A number of menus are available to make it easy for you to change printer settings:

Paper Menu

Default Source
Paper Size/Type
Configure MP
Paper Texture
Paper Weight
Paper Loading
Custom Types
Universal Setup

Reports

Menu Settings Page
Device Statistics
Network Setup Page
Network <x> Setup Page
Print Fonts
Print Directory
Asset Report

Settings

General Settings
Setup Menu
Finishing Menu
Quality Menu
Utilities Menu
PostScript Menu
PCL Emul Menu

Network/Ports

Network Card
TCP/IP
IPv6
Network Menu*
Apple Talk
USB Menu
Parallel Menu

* Depending on the printer setup, this menu item appears as Standard Network, Wireless Network, or Network <x>.

Paper menu

Default Source menu

Menu item	Description
Default Source Tray <x> MP Feeder Manual Paper Manual Env	Sets a default paper source for all print jobs Notes: <ul style="list-style-type: none"> • From the Paper menu, Configure MP must be set to Cassette in order for MP Feeder to appear as a menu setting. • Tray 1 (standard tray) is the factory default setting. • Only an installed paper source will appear as a menu setting. • A paper source selected by a print job will override the Default Source setting for the duration of the print job. • If the same size and type of paper are in two trays and the Paper Size and Paper Type settings match, the trays are automatically linked. When one tray is empty, the job prints using the linked tray.

Size/Type menu

Menu item	Description
Select Source menu Tray 1 Tray 2 MP Feeder Manual Paper Manual Env	Notes: <ul style="list-style-type: none"> • These menus let you specify the installed paper size and type in the selected tray or manual feeder. • Only installed trays and feeders are listed in this menu.
Set Size menu for Tray 1 or Tray 2 A4 A5 A6 JIS B5 Executive Folio Legal Letter Oficio (Mexico) Statement Universal	Lets you specify the paper size loaded in each tray Notes: <ul style="list-style-type: none"> • Letter is the US factory default setting. A4 is the international factory default setting. • If the same size and type of paper are in two trays and the Paper Size and Paper Type settings match, then the trays are automatically linked. When one tray is empty, the job prints using paper from the linked tray. • The A6 paper size is supported only in Tray 1.

Menu item	Description
Set Size menu for Manual Paper A4 A5 Executive Folio JIS B5 Legal Letter Oficio (Mexico) Statement Universal	Lets you specify the size of the paper being loaded in the manual feeder Note: Letter is the US factory default setting. A4 is the international factory default setting.
Set Size menu for Manual Env 7 3/4 Envelope 9 Envelope 10 Envelope C5 Envelope B5 Envelope DL Envelope Other Envelope	Lets you specify the size of the envelope being manually loaded Note: 10 Envelope is the US factory default setting. DL Envelope is the international factory default setting.
Set Type menu for Tray 1 Plain Paper Card Stock Transparency Recycled Labels Bond Letterhead Preprinted Colored Paper Light Paper Heavy Paper Rough/Cotton Custom Type <x>	Lets you specify the type of paper loaded in Tray 1 Notes: <ul style="list-style-type: none"> • Plain Paper is the factory default setting for Tray 1. • If available, a user-defined name will appear instead of Custom Type <x>. • Use this menu item to configure automatic tray linking.

Menu item	Description
Set Type menu for Tray 2 Plain Paper Card Stock Recycled Labels Bond Letterhead Preprinted Colored Paper Light Paper Heavy Paper Rough/Cotton Custom Type <x>	Lets you specify the type of paper loaded in Tray 2 Notes: <ul style="list-style-type: none"> • Custom Type <x> is the factory default setting. • If available, a user-defined name will appear instead of Custom Type <x>. • Use this menu item to configure automatic tray linking.
Set Type menu for Manual Paper Plain Paper Card Stock Transparency Labels Bond Letterhead Preprinted Colored Paper Light Paper Heavy Paper Rough/Cotton Custom Type <x>	Lets you specify the type of paper being manually loaded Note: Plain Paper is the factory default setting.
Set Type menu for Manual Env Envelope Custom Type <x>	Lets you specify the type of envelope being manually loaded Note: Envelope is the factory default setting.

Configure MP menu

Menu item	Description
Configure MP Cassette Manual	Determines when the printer selects paper from the multipurpose feeder Notes: <ul style="list-style-type: none"> • Cassette is the factory default setting. • The Cassette setting configures the multipurpose feeder as an automatic paper source. • When Manual is selected, the multipurpose feeder can be used only for manual feed print jobs.

Paper Texture menu

In the Paper Texture menu, the Select Type and Select Texture features work together to enable you to select the texture for a specific type of paper.

Menu item	Description
Select Type Plain Texture Card Stock Texture Transparency Texture Recycled Texture Labels Texture Bond Texture Envelope Texture Letterhead Texture Preprinted Texture Colored Texture Light Texture Heavy Texture Rough Texture Custom <x> Texture	Specifies the paper type
Select Texture Smooth Normal Rough	<p>After you select a setting for Select Type, the Select Texture feature lets you set the texture for that type of media.</p> <p>Notes:</p> <ul style="list-style-type: none">• Normal is the factory default setting for most items.• Rough is the factory default setting for Bond.• When Rough Texture is the setting selected for Select Type, Rough is the only Select Texture setting available.• Settings appear only if the paper is supported.

Paper Weight menu

In the Paper Weight menu, the Select Type and Select Weight features work together to enable you to select the weight for a specific type of paper.

Menu item	Description
Select Type Plain Weight Card Stock Weight Transparency Weight Recycled Weight Labels Weight Bond Weight Envelope Weight Letterhead Weight Preprinted Weight Colored Weight Light Weight Heavy Weight Rough Weight Custom <x> Texture	Specifies the paper type
Select Weight Light Normal Heavy	After you select a setting for Select Type, the Select Weight feature lets you set the weight for that type of media. Notes: <ul style="list-style-type: none"> • Normal is the factory default setting for most items. • When Light Weight is the setting selected for Select Type, Light is the only Select Weight setting available. • When Heavy Weight is the setting selected for Select Type, Heavy is the only Select Weight setting available. • Settings appear only if the paper is supported.

Paper Loading menu

Menu item	Description
Select Type Recycled Loading Bond Loading Letterhead loading Preprinted Loading Colored Loading Light Loading Heavy Loading Custom Loading	Specifies the paper type Note: After you select the type of paper, the Set Loading menu appears.
Set Loading <ul style="list-style-type: none"> • Duplex • Off 	Specifies whether duplex (2-sided) printing is turned on Note: Off is the factory default setting.

Custom Types menu

Menu item	Description
Custom Type <x> Paper Card Stock Transparency Labels Envelope Rough/Cotton	Name a Custom Type <x> , and this user-defined name displays instead of Custom Type <x> . Notes: <ul style="list-style-type: none"> • The Custom Name must be limited to 16 characters. • Paper is the factory default setting for the Custom Type. • The custom media type must be supported by the selected tray or feeder in order for you to print from that source.
Recycled Paper Card Stock Transparency Labels Envelope Rough/Cotton	Assign a paper type for the Recycled paper type loaded, and it will also be the Recycled paper type in other menus. Notes: <ul style="list-style-type: none"> • Paper is the factory default setting. • The Recycled type must be supported by the selected tray or feeder in order for you to print from that source.

Universal Setup menu


These menu items are used to specify the height, width, and feed direction of the Universal Paper Size. The Universal Paper Size is a user-defined paper size. It is listed with the other paper size settings and includes similar options, such as support for duplex printing and printing multiple pages on one sheet.

Menu item	Description
Units of Measure Inches Millimeters	Identifies the units of measure Notes: <ul style="list-style-type: none"> • Inches is the US factory default setting. • Millimeters is the international factory default setting.
Portrait Width 3–14.17 inches 76–360 mm	Sets the portrait width Notes: <ul style="list-style-type: none"> • If the width exceeds the maximum, then the printer uses the maximum width allowed. • 8.5 inches is the US factory default setting. Inches can be increased in 0.01-inch increments. • 216 mm is the international factory default setting. Millimeters can be increased in 1-mm increments.

Menu item	Description
Portrait Height 3–14.17 inches 76–360 mm	Sets the portrait height Notes: <ul style="list-style-type: none"> • If the height exceeds the maximum, then the printer uses the maximum height allowed. • 14 inches is the US factory default setting. Inches can be increased in 0.01-inch increments. • 356 mm is the international factory default setting. Millimeters can be increased in 1-mm increments.
Feed Direction Short Edge Long Edge	Specifies the feed direction Notes: <ul style="list-style-type: none"> • Short Edge is the factory default setting. • Long Edge appears only if the longest edge is shorter than the maximum length supported in the tray.

Reports menu

Reports menu

To print a report, use the arrow buttons to navigate to the type of report you want, and then press .

Menu item	Description
Menu Settings Page <none>	Prints a report containing information about paper loaded into trays, installed memory, the total page count, alarms, timeouts, the printer control panel language, the TCP/IP address, the status of supplies, the status of the network connection, and other information
Device Statistics <none>	Prints a report containing printer statistics such as supply information and details about printed pages
Network Setup Page <none>	Prints a report containing information about the network printer settings, such as the TCP/IP address information Note: This menu item appears only for network printers or printers connected to print servers.
Network <x> Setup Page <none>	Prints a report containing information about the network printer settings, such as the TCP/IP address information Notes: <ul style="list-style-type: none"> • This menu item is available when more than one network option is installed. • This menu item appears only for network printers or printers connected to print servers.

Menu item	Description
Print Fonts PCL Fonts PostScript Fonts	Prints a report in English of all the fonts available for the printer language currently set in the printer Note: A separate list is available for PCL and PostScript emulations. Each emulation report contains print samples and information about the available fonts for each language.
Print Directory <none>	Prints a list of all the resources stored on an optional flash memory card Notes: <ul style="list-style-type: none"> • Job Buffer Size must be set to 100%. • The optional flash memory must be installed correctly and working properly.
Asset Report <none>	Prints a report containing asset information including the printer serial number and model name. The report contains text and UPC barcodes that can be scanned into an asset database.

Settings menu

General Settings menu

Menu item	Description
Display Language English Francais Deutsch Italiano Espanol Dansk Norsk Nederlands Svenska Portuguese Suomi Russian Polski Magyar Turkce Cesky Simplified Chinese Traditional Chinese Korean Japanese	Sets the language of the text appearing on the display Note: All languages may not be available for all printers.

Menu item	Description
Eco-Mode Off Energy Paper Energy/Paper	Note: Off is the factory default setting.
Quiet Mode Off On	Note: Off is the factory default setting.
Run Initial Setup Yes No	Before running the Setup Wizard, the default setting is Yes, but after running the wizard, the default setting is No.
Alarm Cartridge Alarm Off Single	The display shows a message when the toner is low Notes: <ul style="list-style-type: none"> Off is the factory default setting. The Toner is low message will appear as a warning. Single means the Toner is low message will appear and the indicator light will blink red.
Timeouts Power Saver Disabled 1–240	Sets the amount of time in minutes the printer waits after a job is printed before it goes into a reduced power state Note: Disabled does not appear unless Energy Conserve is Off.
Timeouts Print Timeout Disabled 1–255	Sets the amount of time in seconds the printer waits to receive an end-of-job message before canceling the remainder of the print job Notes: <ul style="list-style-type: none"> 90 seconds is the factory default setting. When the timer expires, any partially printed page still in the printer is printed, and then the printer checks to see if any new print jobs are waiting. Print Timeout is available only when using PCL. This setting has no effect on PostScript emulation print jobs.
Timeouts Wait Timeout Disabled 15–65535	Sets the amount of time in seconds the printer waits for additional data before canceling a print job Notes: <ul style="list-style-type: none"> 40 seconds is the factory default setting. Wait Timeout is available only when the printer is using PostScript emulation. This setting has no effect on PCL emulation print jobs.

Menu item	Description
Print Recovery Auto Continue Disabled 5–255	Lets the printer automatically continue printing from certain offline situations when not resolved within the specified time period Notes: <ul style="list-style-type: none"> • Disabled is the factory default setting. • 5–255 is a range of time in seconds.
Print Recovery Jam Recovery On Off Auto	Specifies whether the printer reprints jammed pages Notes: <ul style="list-style-type: none"> • Auto is the factory default setting. The printer reprints jammed pages unless the memory required to hold the pages is needed for other printer tasks. • On sets the printer to always reprint jammed pages. • Off sets the printer to never reprint jammed pages.
Print Recovery Page Protect On Off	Lets the printer successfully print a page that may not have printed otherwise Notes: <ul style="list-style-type: none"> • Off is the factory default setting. Off prints a partial page when there is not enough memory to print the whole page. • On sets the printer to process the whole page so that the entire page prints.
Factory Defaults Do Not Restore Restore Now	Returns the printer settings to the factory default settings Notes: <ul style="list-style-type: none"> • Do Not Restore is the factory default setting. Do Not Restore keeps the user-defined settings. • Restore Now returns all printer settings to the factory default settings except those in the Network/Ports menu. All downloads stored in RAM are deleted. Downloads stored in flash memory are not affected.

Setup menu

Menu item	Description
Printer Language PS Emulation PCL Emulation	Sets the default printer language Notes: <ul style="list-style-type: none"> • PostScript emulation uses a PS interpreter for processing print jobs. PCL emulation uses a PCL interpreter for processing print jobs. • The factory default printer language is PCL Emulation. • Setting a printer language as the default does not prevent a software program from sending print jobs that use another printer language.
Print Area Normal Whole Page	Sets the logical and physical printable area Notes: <ul style="list-style-type: none"> • Normal is the factory default setting. When attempting to print data in the non-printable area defined by the Normal setting, the printer clips the image at the boundary. • The Whole Page setting allows the image to be moved into the non-printable area defined by the Normal setting, but the printer will clip the image at the Normal setting boundary. • The Whole Page setting affects only pages printed using a PCL 5e interpreter. This setting has no effect on pages printed using the PCL XL or PostScript interpreter.
Download Target RAM Flash	Sets the storage location for downloads Notes: <ul style="list-style-type: none"> • RAM is the factory default setting. • Flash appears only if a flash option is installed. • Storing downloads in RAM is temporary.
Resource Save On Off	Specifies how the printer handles temporary downloads, such as fonts and macros stored in RAM, when the printer receives a job that requires more memory than is available Notes: <ul style="list-style-type: none"> • Off is the factory default setting. Off sets the printer to retain the downloads only until memory is needed. Downloads are deleted in order to process print jobs. • The On setting retains the downloads during language changes and printer resets. If the printer runs out of memory, downloads are not deleted.
Print All Order Alphabetically Newest First Oldest First	Sets the order in which the print jobs are printed. Note: Alphabetically is the factory default setting.

Finishing menu

Menu item	Description
Sides (Duplex) 2-sided 1-sided	Specifies whether duplex (2-sided) printing is set as the default for all print jobs Notes: <ul style="list-style-type: none"> 1-sided is the factory default setting. To set 2-sided printing from the software program, for Windows users, click File > Print, and then click Properties, Preferences, Options, or Setup. For Macintosh users, choose File > Print, and then adjust the settings from the print dialog and pop-up menus.
Duplex Binding Long Edge Short Edge	Defines the way duplexed pages are bound and how the printing on the back of the page is oriented in relation to the printing on the front of the page Notes: <ul style="list-style-type: none"> Long Edge is the factory default setting. Long Edge specifies that binding be placed on the left edge of portrait pages and the top edge of landscape pages. Short Edge specifies that binding be placed on the top edge of portrait pages and the left edge of landscape pages.
Copies 1–999	Specifies a default number of copies for each print job Note: 1 is the factory default setting.
Blank Pages Do Not Print Print	Specifies whether blank pages are inserted in a print job Note: Do Not Print is the factory default setting.
Collate Off (1,1,1,2,2,2) On (1,2,1,2,1,2)	Stacks the pages of a print job in sequence when printing multiple copies Notes: <ul style="list-style-type: none"> On is the factory default setting, so the pages will be printed sequentially. Both settings print the entire job the same number of times.
Separator Sheets None Between Copies Between Jobs Between Pages	Specifies whether blank separator sheets are inserted Notes: <ul style="list-style-type: none"> None is the factory default setting. Between Copies inserts a blank sheet between each copy of a print job if Collate is On. If Collation is Off, a blank page is inserted between each set of printed pages, such as after all page 1s and after all page 2s. Between Jobs inserts a blank sheet between print jobs. Between Pages inserts a blank sheet between each page of the print job. This setting is useful when printing transparencies or inserting blank pages in a document for notes.
Separator Source Tray <x> Multi-Purpose Feeder	Specifies the paper source for separator sheets Notes: <ul style="list-style-type: none"> Tray 1 (standard tray) is the factory default setting. Multi-Purpose Feeder appears as a value only if it is a supported option on the printer and if Configure MP is set to Cassette.

Menu item	Description
N-up (pages-side) Off 2-Up 3-Up 4-Up 6-Up 9-Up 12-Up 16-Up	Specifies that multiple-page images be printed on one side of a sheet of paper. Notes: <ul style="list-style-type: none"> Off is the factory default setting. The number selected is the number of page images that will print per side.
N-up Ordering Horizontal Reverse Horizontal Reverse Vertical Vertical	Specifies the positioning of multiple-page images when using N-up (pages-sides) Notes: <ul style="list-style-type: none"> Horizontal is the factory default setting. Positioning depends on the number of images and whether the images are in portrait or landscape orientation.
Orientation Auto Landscape Portrait	Specifies the orientation of a multiple-page sheet Notes: <ul style="list-style-type: none"> Auto is the factory default setting. The printer chooses between portrait and landscape. Landscape uses long edge. Portrait uses short edge.
N-up Border None Solid	Prints a border around each page image when using N-up (pages-sides) Note: None is the factory default setting.

Quality menu

Menu item	Description
Print Resolution 300 dpi 600 dpi 1200 dpi 1200 IQ 2400 IQ	Specifies the printed output resolution Note: 600 dpi is the factory default setting.
Toner Darkness 1–10	Lightens or darkens the printed output Notes: <ul style="list-style-type: none"> 8 is the factory default setting. Selecting a smaller number can help conserve toner.

Menu item	Description
Enhance Fine Lines On Off	Enables a print mode preferable for files such as architectural drawings, maps, electrical circuit diagrams, and flow charts Notes: <ul style="list-style-type: none"> • Off is the factory default setting. • To set Enhance Fine Lines, with a document open, click File > Print, and then click Properties, Preferences, Options, or Setup for Windows users. For Macintosh users, choose File> Print, and then adjust the settings from the print dialog and pop-up menus. • To set Enhance Fine Lines using the Embedded Web Server, type the network printer IP address in a browser window.
Gray Correction Auto Off	Choose whether to apply Gray Correction on printed gray images. The Auto setting automatically applies Gray Correction and Off does not. Note: Off is the factory default setting.
Pixel Boost Off Fonts Horizontally Vertically Both directions	Choose whether to make characters more distinct and definite. Pixel Boost may be needed when using certain fonts. Note: Off is the factory default setting.
Brightness -6–6	Adjusts or darkens printed output and conserves toner Note: 0 is the factory default setting.
Contrast 0–5	Adjusts the contrast of printed objects Note: 0 is the factory default setting.

Utilities menu

Menu item	Description
Format Flash No Yes	Formats the flash memory. Flash memory refers to the memory added by installing an optional flash memory card in the printer. Warning—Potential Damage: Do not turn off the printer while the flash memory is formatting. Notes: <ul style="list-style-type: none"> • An optional flash memory card must be installed in the printer and operating properly for this menu item to be available. • No cancels the format request. • Selecting Yes deletes all data stored in flash memory.

Menu item	Description
Defragment Flash No Yes	<p>Prepares the flash memory to receive new data by retrieving lost storage space</p> <p>Warning—Potential Damage: Do not turn off the printer while the flash memory is defragmenting.</p> <p>Notes:</p> <ul style="list-style-type: none"> • An optional flash memory card must be installed in the printer and operating properly for this menu item to be available. The flash memory card must not be Read/Write or Write protected. • No cancels the defragment request. • Selecting Yes reformats the flash memory after transferring all downloads to regular printer memory. When formatting is complete, the downloads are loaded back into flash memory.
Hex Trace Activate	<p>Assists in isolating the source of a print job problem</p> <p>Notes:</p> <ul style="list-style-type: none"> • When Activate is selected, all data sent to the printer is printed in hexadecimal and character representation and control codes are not executed. • To exit Hex Trace, turn the printer off or reset the printer.
Coverage Estimator Off On	<p>Provides an estimate of the percentage coverage of black on a page. The estimate is printed on a separator page.</p> <p>Note: Off is the factory default setting.</p>

PostScript menu

Menu item	Description
Print PS Error On Off	<p>Prints a page containing the PostScript error</p> <p>Note: Off is the factory default setting.</p>
Font Priority Resident Flash/Disk	<p>Establishes the font search order</p> <p>Notes:</p> <ul style="list-style-type: none"> • Resident is the factory default setting. • A formatted flash memory option card must be installed in the printer and operating properly for this menu item to be available. • The flash memory option cannot be Read/Write, Write, or password-protected. • Job Buffer Size must not be set to 100%.

PCL Emul menu

Menu item	Description
Font Source Resident Download Flash All	Specifies the set of fonts available Notes: <ul style="list-style-type: none"> • Resident is the factory default setting. It shows the factory default set of fonts downloaded into RAM. • Download appears only if downloaded fonts exist. It shows all the fonts downloaded into RAM. • Flash appears only if a flash option containing fonts is installed. • A flash option must be properly formatted and cannot be Read/Write, Write, or password protected. • All shows all fonts available to any option.
Font Name <X>	Lets you view or change the setting from a selection list
Symbol Set <X>	Lets you view or change the setting from a selection list
PCL Emulation Settings Point Size 1.00–1008.00	Changes the point size for scalable typographic fonts Notes: <ul style="list-style-type: none"> • 12 is the factory default setting. • Point Size refers to the height of the characters in the font. One point equals approximately 1/72 of an inch. • Point sizes can be increased or decreased in 0.25-point increments.
PCL Emulation Settings Pitch 0.08–100	Specifies the font pitch for scalable monospaced fonts Notes: <ul style="list-style-type: none"> • 10 is the factory default setting. • Pitch refers to the number of fixed-space characters per inch (cpi). • Pitch can be increased or decreased in 0.01-cpi increments. • For nonscalable monospaced fonts, the pitch appears on the display but cannot be changed.
PCL Emulation Settings Orientation Portrait Landscape	Specifies the orientation of text and graphics on the page Notes: <ul style="list-style-type: none"> • Portrait is the factory default setting. • Portrait prints text and graphics parallel to the short edge of the page. • Landscape prints text and graphics parallel to the long edge of the page.

Menu item	Description
PCL Emulation Settings Lines per Page 1–255 60 64	Specifies the number of lines that print on each page Notes: <ul style="list-style-type: none"> • 60 is the US factory default setting. 64 is the international default setting. • The printer sets the amount of space between each line based on the Lines per Page, Paper Size, and Orientation settings. Select the desired Paper Size and Orientation before setting Lines per Page.
PCL Emulation Settings A4 Width 198 mm 203 mm	Sets the printer to print on A4-size paper Notes: <ul style="list-style-type: none"> • 198 mm is the factory default setting. • The 203-mm setting sets the width of the page to allow the printing of eighty 10-pitch characters.
PCL Emulation Settings Auto CR after LF On Off	Specifies whether the printer automatically performs a carriage return (CR) after a line feed (LF) control command Note: Off is the factory default setting.
PCL Emulation Settings Auto LF after CR On Off	Specifies whether the printer automatically performs a line feed (LF) after a carriage return (CR) control command Note: Off is the factory default setting.
Tray Renumber Assign MP Feeder Off None 0–199 Assign Tray <x> Off None 0–199 Assign Manual Paper Off None 0–199 Assign Man Env Off None 0–199	Configures the printer to work with printer software or programs that use different source assignments for trays, drawers, and feeders Notes: <ul style="list-style-type: none"> • Off is the factory default setting. • None is not an available selection. It is displayed only when it is selected by the PCL 5 interpreter. • None ignores the Select Paper Feed command. • 0–199 allows a custom setting to be assigned.
Tray Renumber View Factory Def None	Displays the factory default setting assigned to each tray, drawer, or feeder

Menu item	Description
Tray Renumber Restore Defaults Yes No	Returns all tray, drawer, and feeder assignments to the factory default settings

Network/Ports menu

Network Card menu

Menu item	Description
View Card Status Connected Disconnected	Allows you to ascertain whether the Network Card is connected.
View Card Speed	Reflects the speed of a currently active network card.
View Network Address UAA LAA	Both addresses are represented by 12-digit hexadecimal numbers.
Job Timeout 0-225 seconds	Sets the amount of time in seconds that a network print job can take before it is canceled. Notes: <ul style="list-style-type: none"> 90 seconds is the factory default setting. A setting value of 0 disables the timeout. If a value of 1–9 is selected, the setting is saved as 10.
Banner Page On Off	Allows the printer to print a banner page. Note: Off is the factory default setting.

TCP/IP menu

Use the following menu items to view or set the TCP/IP information.

Note: This menu is available only for network models or printers attached to print servers.

Menu item	Description
TCP/IP Activate On Off	Specifies whether to activate TCP/IP Note: On is the factory default setting.
TCP/IP View Hostname	Shows the current TCP/IP hostname

Menu item	Description
TCP/IP IP Address	Lets you view or change the current TCP/IP Address information Note: This is a four-field IP Address.
TCP/IP Netmask	Lets you view or change the current TCP/IP Netmask information Note: This is a four-field IP Netmask.
TCP/IP Gateway	Lets you view or change the current TCP/IP Gateway information Note: This is a four-field IP Gateway.
TCP/IP Enable DHCP Yes No	Lets you view or change the setting Note: Yes is the factory default setting.
TCP/IP AutoIP Yes No	Lets you view or change the setting Note: Yes is the factory default setting.
TCP/IP Enable FTP/TFTP Yes No	Lets you view or change the setting Note: Yes is the factory default setting.
TCP/IP Enable HTTP Server Yes No	Lets you view or change the setting Note: Yes is the factory default setting.
TCP/IP WINS Server Address DNS Server Address	Lets you view or change the setting Note: This is a four-field IP address.

IPv6 menu

Use the following menu items to view or set the Internet Protocol version 6 (IPv6) information.

Note: This menu is available only for network models or printers attached to print servers.

Menu item	Description
IPv6 Enable IPv6 On Off	Enables IPv6 in the printer Note: On is the factory default setting.
IPv6 Auto Configuration On Off	Enables the network adapter to accept the automatic IPv6 address configuration entries provided by a router Note: On is the factory default setting.

Menu item	Description
IPv6 View Hostname View Address View Router Address	Shows the setting Note: These settings can be changed only from the Embedded Web Server.
IPv6 Enable DHCPv6 Yes No	Enables DHCPv6 in the printer Note: Yes is the factory default setting.

Network menu

Menu item	Description
PCL SmartSwitch On Off	Sets the printer to automatically switch to PCL emulation when a print job requires it, regardless of the default printer language Notes: <ul style="list-style-type: none"> On is the factory default setting. When the Off setting is used, the printer does not examine incoming data. When the Off setting is used, the printer uses PostScript emulation if PS SmartSwitch is set to On. It uses the default printer language specified in the Setup menu if PS SmartSwitch is set to Off.
PS SmartSwitch On Off	Sets the printer to automatically switch to PS emulation when a print job requires it, regardless of the default printer language Notes: <ul style="list-style-type: none"> On is the factory default setting. When the Off setting is used, the printer does not examine incoming data. When the Off setting is used, the printer uses PCL emulation if PCL SmartSwitch is set to On. It uses the default printer language specified in the Setup menu if PCL SmartSwitch is set to Off.
NPA Mode Off Auto	Sets the printer to perform the special processing required for bidirectional communication following the conventions defined by the NPA protocol Notes: <ul style="list-style-type: none"> Auto is the factory default setting. Changing this setting from the printer control panel and then exiting the menus causes the printer to restart. The menu selection is updated.

Menu item	Description
Network Buffer Disabled Auto 3K to <maximum size allowed>	Sets the size of the network input buffer Notes: <ul style="list-style-type: none"> • Auto is the factory default setting. • The value can be changed in 1K increments. • The maximum size allowed depends on the amount of memory in the printer, the size of the other link buffers, and whether Resource Save is set to On or Off. • To increase the maximum size range for the Network Buffer, disable or reduce the size of the parallel and USB buffers. • Changing this setting from the printer control panel and then exiting the menus causes the printer to restart. The menu selection is updated.
Mac Binary PS On Off Auto	Sets the printer to process Macintosh binary PostScript print jobs Notes: <ul style="list-style-type: none"> • Auto is the factory default setting. • The Off setting filters print jobs using the standard protocol. • The On setting processes raw binary PostScript print jobs.
Network Setup	Reflects the network setup for your printer

AppleTalk menu

Menu item	Description
Activate Off On	Activates or deactivates AppleTalk support Note: On is the factory default setting.
View Name <none>	Shows the assigned AppleTalk name
View Address <none>	Shows the assigned AppleTalk address
Set Zone <list of zones available on the network>	Provides a list of AppleTalk zones available on the network Note: The factory default setting is the default zone for the network. If no default zone exists, the zone marked with an * is the factory default setting.

USB menu

Menu item	Description
PCL SmartSwitch On Off	<p>Sets the printer to automatically switch to PCL emulation when a print job received through a USB port requires it, regardless of the default printer language</p> <p>Notes:</p> <ul style="list-style-type: none"> • On is the factory default setting. • When the Off setting is used, the printer does not examine incoming data. • When the Off setting is used, the printer uses PostScript emulation if the PS Smartswitch setting is On. It uses the default printer language specified in the Setup menu if the PS SmartSwitch setting is Off.
PS SmartSwitch On Off	<p>Sets the printer to automatically switch to PS emulation when a print job received through a USB port requires it, regardless of the default printer language</p> <p>Notes:</p> <ul style="list-style-type: none"> • On is the factory default setting. • When the Off setting is used, the printer does not examine incoming data. • When the Off setting is used, the printer uses PCL emulation if the PCL Smartswitch setting is On. It uses the default printer language specified in the Setup menu if the PCL SmartSwitch setting is Off.
NPA Mode On Off Auto	<p>Sets the printer to perform the special processing required for bidirectional communication following the conventions defined by the NPA protocol</p> <p>Notes:</p> <ul style="list-style-type: none"> • Auto is the factory default setting. • Changing this setting causes the printer to restart.
USB Buffer Disabled Auto 3K to <maximum size allowed>	<p>Sets the size of the USB input buffer</p> <p>Notes:</p> <ul style="list-style-type: none"> • Auto is the factory default setting. • The Disabled setting turns off job buffering. Any jobs already buffered are printed before normal processing is resumed. • The USB buffer size value can be changed in 1K increments. • The maximum size allowed depends on the amount of memory in the printer, the size of the other link buffers, and whether the Resource Save setting is On or Off. • To increase the maximum size range for the USB Buffer, disable or reduce the size of the parallel and network buffers. • Changing this setting causes the printer to restart.
Mac Binary PS On Off Auto	<p>Sets the printer to process Macintosh binary PostScript print jobs</p> <p>Notes:</p> <ul style="list-style-type: none"> • Auto is the factory default setting. • The Off setting filters print jobs using the standard protocol. • The On setting processes raw binary PostScript print jobs.

Menu item	Description
USB with ENA	Sets the network address, netmask, and gateway information for an external print server that is attached to the printer using a USB cable
ENA Address	
ENA Netmask	
ENA Gateway	Note: This menu item and its submenus are available only if the printer is attached to an external print server through the USB port.

Parallel menu

Menu item	Description
PCL SmartSwitch	Sets the printer to automatically switch to PCL emulation when a print job received through a USB port requires it, regardless of the default printer language
On	
Off	Notes: <ul style="list-style-type: none"> • On is the factory default setting. • When the Off setting is used, the printer does not examine incoming data. • When the Off setting is used, the printer uses PostScript emulation if PS SmartSwitch is set to On. It uses the default printer language specified in the Setup menu if PS SmartSwitch is set to Off.
PS SmartSwitch	Sets the printer to automatically switch to PS emulation when a print job received through a USB port requires it, regardless of the default printer language
On	
Off	Notes: <ul style="list-style-type: none"> • On is the factory default setting. • When the Off setting is used, the printer does not examine incoming data. • When the Off setting is used, the printer uses PCL emulation if PCL SmartSwitch is set to On. It uses the default printer language specified in the Setup menu if PCL SmartSwitch is set to Off.
NPA Mode	Sets the printer to perform the special processing required for bidirectional communication following the conventions defined by the NPA protocol
Off	
Auto	Notes: <ul style="list-style-type: none"> • Auto is the factory default setting. • Changing this setting automatically resets the printer.

Menu item	Description
Parallel Buffer Disabled Auto 3K to <max size allowed>	Sets the size of the parallel input buffer Notes: <ul style="list-style-type: none"> • Auto is the factory default setting. • The Disabled setting turns off job buffering. Any jobs already buffered on the disk are printed before normal processing is resumed. • The parallel buffer size setting can be changed in 1-K increments. • The maximum size allowed depends on the amount of memory in the printer, the size of the other link buffers, and whether Resource Save is set to On or Off. • To increase the maximum size range for the Parallel Buffer, disable or reduce the size of the USB and network buffers. • Changing this setting automatically resets the printer.
Advanced Status Off On	Enables bidirectional communication through the parallel port Notes: <ul style="list-style-type: none"> • On is the factory default setting. • The Off setting disables parallel port negotiation.
Protocol Standard Fastbytes	Specifies the parallel port protocol Notes: <ul style="list-style-type: none"> • Fastbytes is the factory default setting. It provides compatibility with most existing parallel ports and is the recommended setting. • The Standard setting tries to resolve parallel port communication problems.
Honor Init On Off	Determines whether the printer honors printer hardware initialization requests from the computer Notes: <ul style="list-style-type: none"> • Off is the factory default setting. • The computer requests initialization by activating the Init signal from the parallel port. Many personal computers activate the Init signal each time the computer is turned on.
Parallel Mode 2 On Off	Determines whether the parallel port data is sampled on the leading or trailing edge of strobe Note: On is the factory default setting.
Mac Binary PS On Off Auto	Sets the printer to process Macintosh binary PostScript print jobs Notes: <ul style="list-style-type: none"> • Auto is the factory default setting. • The Off setting filters print jobs using the standard protocol. • The On setting processes raw binary PostScript print jobs.

Menu item	Description
Parallel with ENA ENA Address ENA Netmask ENA Gateway	Sets the network address, netmask, and gateway information for an external print server that is attached to the printer using a parallel cable. Note: This menu is available only if the printer is attached to an external print server through the parallel port.

Understanding printer messages

When **Manual Feeder** appears on the display, it refers to the multipurpose feeder.

List of status and error messages

Busy

Wait for the message to clear.

Canceling

Wait for the message to clear.

Close front door

Close the front door of the printer.

Defragmenting Flash DO NOT POWER OFF

Wait for the message to clear.

Warning—Potential Damage: Do not turn the printer off while this message appears on the display.

DO NOT TOUCH Reading flash data DO NOT POWER OFF

As a part of this message, a bar graphic appears on one line of the display, indicating the percentage of processing time completed.

Wait for the message to clear. The message displays until all code is received and the processing is complete.

Warning—Potential Damage: If your printer is connected to a computer by a USB cable, do not touch the printer control panel while this message appears on the display. Do not turn the printer off while this message appears.

Flushing buffer

Wait for the message to clear.

Formatting Flash DO NOT POWER OFF

Wait for the message to clear.

Warning—Potential Damage: Do not power off while the printer is formatting the flash memory.

Hex Trace

The printer is in Hex Trace mode.

Invalid Engine Code

You need to download valid engine code for the printer.

Note: Engine code may be downloaded while this message appears on the display.

Invalid Network Code

You need to download valid network printing code for the internal print server. The internal print server is a hardware option installed inside the printer.

Note: Network code may be downloaded while this message appears on the display.

Load manual feeder with <x>

Try one or more of the following:

- Load the specified paper in the multipurpose feeder.
- Cancel the current job.

Load <src> with <x>

Try one or more of the following:

- Load the tray or other source with the correct paper type and size.
- Cancel the current job.

Network/Network <x>

The printer is connected to the network.

Network indicates that the printer is using the standard network port built into the printer system board.

Network <x> indicates that an internal print server is installed inside the printer or that the printer is connected to an external print server.

Power Saver

The printer is saving power while it waits for the next print job. Send a job to print to take the printer out of Power Saver mode.

Programming Engine Code DO NOT POWER OFF

Wait for the message to clear.

Warning—Potential Damage: Do not turn the printer power off while **Programming Engine Code** appears on the display.

Programming flash DO NOT POWER OFF

Wait for the message to clear.

Warning—Potential Damage: Do not turn the printer power off while **Programming flash** appears on the display.

Programming System Code DO NOT POWER OFF

Wait for the message to clear.

Warning—Potential Damage: Do not turn the printer power off while **Programming System Code** appears on the display.

Ready


The printer is ready to receive print jobs.

Remove paper from standard output bin

Remove the stack of paper from the standard exit bin.

Toner is low

Try one or more of the following:


- Replace the toner cartridge.
- Press  to clear the message and continue printing.

USB/USB <x>

The printer is using a USB cable connection. The USB port is the active communication link.

Waiting

The printer has received data to print, but is waiting for an End-of-Job command, a Form Feed command, or additional data.

- Press  to print the contents of the buffer.
- Cancel the current print job.

31.yy Replace defective or missing cartridge

The toner cartridge is either missing or not functioning properly.

Try one or more of the following:


- Remove the toner cartridge, and then reinstall it.
- Remove the toner cartridge, and then install a new one.

32.yy Cartridge part number unsupported by device


Remove the toner cartridge, and then install a supported one.

34 Short paper

Try one or more of the following:


- Load the appropriate paper in the tray.
- Press the arrow buttons until **Continue** appears, and then press  to clear the message and print the job using a different paper tray.
- Check tray length and width guides and make sure the paper is properly loaded in the tray.
- Check the Print Properties settings to make sure the print job is requesting the correct paper size and type.
- Check that the paper size is correctly set. For example, if the MP Feeder Size is set to Universal, make sure the paper is large enough for the data being printed.
- Cancel the current print job.

35 Insufficient memory to support Resource Save feature

The printer lacks sufficient memory to save settings. Install additional memory, or press  to disable Resource Save and continue printing.


37 Insufficient memory for Flash Memory Defragment operation

Try one or more of the following:

- Press the arrow buttons until **Continue** appears, and then press  to stop the defragment operation and continue printing.
- Delete fonts, macros, and other data in printer memory.
- Install additional printer memory.


37 Insufficient memory to collate job

Try one or more of the following:

- Press the arrow buttons until **Continue** appears, and then press  to print the portion of the job already stored and begin collating the rest of the print job.
- Cancel the current print job.

38 Memory full


Try one or more of the following:

- Press the arrow buttons until **Continue** appears, and then press  to clear the message.
- Cancel the current print job.

- Install additional printer memory.


39 Complex page, some data may not have printed

Try one or more of the following:

- Press the arrow buttons until **Continue** appears, and then press  to clear the message and continue printing.
- Cancel the current print job.
- Install additional printer memory.


52 Not enough free space in flash memory for resources

Try one or more of the following:

- Press the arrow buttons until **Continue** appears, and then press  to stop the defragment operation and continue printing.
Downloaded fonts and macros not previously stored in flash memory are deleted.
- Delete fonts, macros, and other data stored in flash memory.
- Upgrade to a larger capacity flash memory card.


53 Unformatted flash detected

Try one or more of the following:

- Press the arrow buttons until **Continue** appears, and then press  to continue printing.
- Format the flash memory. If the error message remains, the flash memory may be defective and require replacing.


54 Standard network software error

Try one or more of the following:

- Press the arrow buttons until **Continue** appears, and then press  to continue printing.
- Turn the printer off and then back on to reset the printer.
- Upgrade (flash) the network firmware in the printer or print server.


56 Standard USB port disabled

Try one or more of the following:

- The printer discards any data received through the USB port. Press  to clear the message and continue printing.
- Make sure the USB Buffer menu item is not set to Disabled.


56 Standard parallel port disabled

Try one or more of the following:

- The printer discards any data received through the parallel port. Press  to clear the message and continue printing.
- Make sure the Parallel Buffer menu item is not set to Disabled.

58 Too many flash options installed


Try one or more of the following:

- Turn the printer off, and then remove extra flash options:
 - 1 Turn the printer off.
 - 2 Unplug the power cord from the wall outlet.
 - 3 Remove the excess flash memory.
 - 4 Connect the power cord to a properly grounded outlet.
 - 5 Turn the printer back on.
- Press  to clear the message and continue printing.

84 PC Kit life warning

The photoconductor kit is near exhaustion.

Try one or more of the following:

- Replace the photoconductor kit.
- Press  to clear the message and continue printing.

84 Replace PC Kit


The photoconductor kit is exhausted. Install a new photoconductor kit.

42.xy Cartridge region mismatch

Replace the toner cartridge with one that is correct for the region where you purchased your printer.

51 Defective flash detected

Try one or more of the following:


- Replace the defective flash memory card.
- Press the arrow buttons until **Continue** appears, and then press  to clear the message and continue printing.

88.yy Cartridge is low

Replace the toner cartridge, and then press  to clear the message and continue printing.


200.yy Paper jam

The message indicates either where the paper is jammed or the number of pages jammed.

- 1 To access the jam, try one or more of the following:
 - Remove Tray 1.
 - Open the front door, and then remove the photoconductor kit and toner cartridge unit.
- 2 Remove the jam.
- 3 Replace the photoconductor kit and toner cartridge unit if you removed it.
- 4 Close any open doors or trays.
- 5 Press  to continue printing.


201.yy Paper jam

The message indicates either where the paper is jammed or the number of pages jammed.

- 1 Open the front door, and then remove the photoconductor kit and toner cartridge unit.
- 2 Remove the jam.
- 3 Replace the photoconductor kit and toner cartridge unit.
- 4 Close the front door.
- 5 Press  to continue printing.


202.yy Paper jam

The message indicates either where the paper is jammed or the number of pages jammed.

- 1 Open the front door.
- 2 Open the rear door.
- 3 Remove the jam.
- 4 Close both doors.
- 5 Press  to continue printing.


231.yy Paper jam

The message indicates either where the paper is jammed or the number of pages jammed.

- 1 Open the front door.
- 2 Open the rear door.
- 3 Remove the jam.
- 4 Close both doors.
- 5 Press  to continue printing.


233.yy Paper jam

The message indicates either where the paper is jammed or the number of pages jammed.

- 1 To access the jam, try one or more of the following:
 - Remove Tray 1, and then depress the lever.
 - Open the front door, and then open the rear door.
- 2 Remove the jam.
- 3 Close any open doors or trays.
- 4 Press  to continue printing.


234.yy Paper jam

The message indicates either where the paper is jammed or the number of pages jammed.

- 1 To access the jam, try one or more of the following:
 - Open the front door, and then open the rear door.
 - Remove Tray 1, and then depress the lever.
- 2 Remove the jam.
- 3 Close any open doors or trays.
- 4 Press  to continue printing.


235.yy Paper jam

The message indicates either where the paper is jammed or the number of pages jammed.

- 1 Remove the jam from the standard exit bin.
- 2 Check the paper size to ensure that it is supported by the printer.
- 3 Press  to continue printing.


24x.yy Paper jam

The message indicates either where the paper is jammed or the number of pages jammed.

- 1** To access the jam, try one or more of the following:
 - Remove Tray 1.
 - Open the front door, and then remove the photoconductor kit and toner cartridge unit.
 - Remove Tray 2.
- 2** Remove the jam.
- 3** Replace the photoconductor kit and toner cartridge unit if you removed it.
- 4** Close any open doors or trays.
- 5** Press  to continue printing.

251.yy Paper jam

The message indicates either where the paper is jammed or the number of pages jammed.

- 1** Remove the jam from the multipurpose feeder.
- 2** Press  to continue printing.

Maintaining the printer

Periodically, certain tasks are required to maintain optimum print quality.

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 when cleaning the exterior of the printer, unplug the power cord from the wall outlet and disconnect all cables to the printer before proceeding.

- 2 Remove all paper from the printer.
- 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.

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

- 5 Make sure all areas of the printer are dry before beginning a new print job.

Storing supplies

Choose a cool, clean storage area for the printer supplies. Store supplies right side up in their original packing until you are ready to use them.

Do not expose supplies to:

- Direct sunlight
- Temperatures above 35°C (95°F)
- High humidity above 80%
- Salty air
- Corrosive gases
- Heavy dust

Conserving supplies

Conserving supplies using the printer control panel

There are some settings you can change from the printer control panel that will help you conserve toner and paper. For more information, see the following table:

Supply	Path to menu item	Purpose of menu item
Toner	Settings > Quality Menu > Toner Darkness	Lets you adjust the level of toner released on a sheet of paper or specialty media. The values range from 1 (lightest setting) to 10 (darkest setting), with 8 being the factory default setting.
Paper or specialty media	Settings > Finishing Menu > N-up	Lets you select to print two or more page images on one side of a sheet. Values for N-up are 2-Up, 3-Up, 4-Up, 6-Up, 9-Up, 12-Up, and 16-Up.
	Settings > Finishing Menu > Sides (Duplex)	Lets you print on both sides of a sheet of paper

Conserving supplies when printing multiple copies

If you need to print several copies, you can conserve supplies by printing the first copy and checking it for accuracy before printing the remaining copies.

Checking the status of supplies from a network computer

Note: The computer must be connected to the same network as the printer.

- 1 Type the printer IP address into the address field of your Web browser.

Note: If you do not know the IP address of the printer, print a network setup page and locate the IP address in the TCP/IP section.

- 2 Click **Device Status**. The Device Status page appears, displaying a summary of supply levels.

Ordering supplies

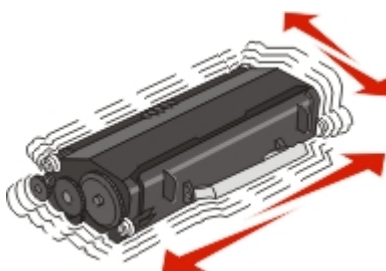
To order supplies in the U.S., contact Lexmark at 1-800-539-6275 for information about Lexmark authorized supplies dealers in your area. In other countries or regions, visit the Lexmark Web Site at www.lexmark.com or contact the place where you purchased the printer.

Note: All life estimates for printer supplies assume printing on letter- or A4-size plain paper.

Ordering toner cartridges

When **88 Cartridge Low** appears or when the print becomes faded, you may be able to extend the life of the toner cartridge:

- 1 Remove the toner cartridge.
- 2 Firmly shake the cartridge side-to-side and front-to-back several times to redistribute toner.



- 3 Reinsert the cartridge and continue printing.

Note: Repeat this procedure multiple times until the print remains faded, and then replace the cartridge.

Part name	Regular cartridge	Lexmark Return Program Cartridge
For the US and Canada		
Toner cartridge	E260A21A	E260A11A
High Yield Toner Cartridge	E360H21A	E360H11A
For Europe, the Middle East, and Africa		
Toner cartridge	E260A21E	E260A11E
High Yield Toner Cartridge	E360H21E	E360H11E
For the Asia Pacific Region, including Australia, New Zealand, and India		
Toner cartridge	E260A21P	E260A11P
High Yield Toner Cartridge	E360H21P	E360H11P
For Latin America		
Toner cartridge	E260A21L	E260A11L
High Yield Toner Cartridge	E360H21L	E360H11L

Ordering a photoconductor kit

Depending on your printer model, the printer issues a message or a light sequence to let you know the photoconductor kit is near its end of life. At this time, order a photoconductor kit. You can also see the status of the photoconductor kit by printing a network setup page.

Part name	Part number
Photoconductor kit	E260X22G

Replacing supplies

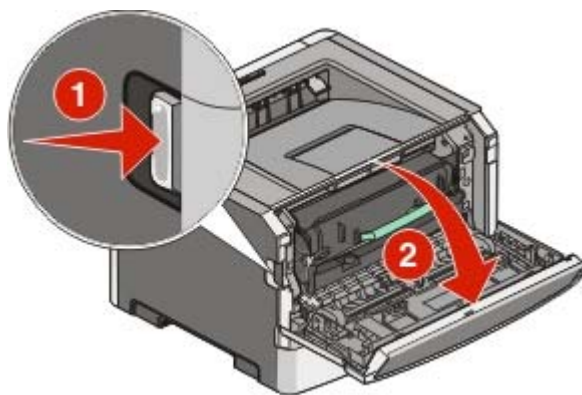
Replacing the toner cartridge

When **88 Cartridge is low** appears, or when you experience faded print, remove the toner cartridge. Firmly shake it side-to-side and front-to-back several times to redistribute the toner, and then reinsert it and continue printing. When shaking the cartridge no longer improves the print quality, replace the toner cartridge.

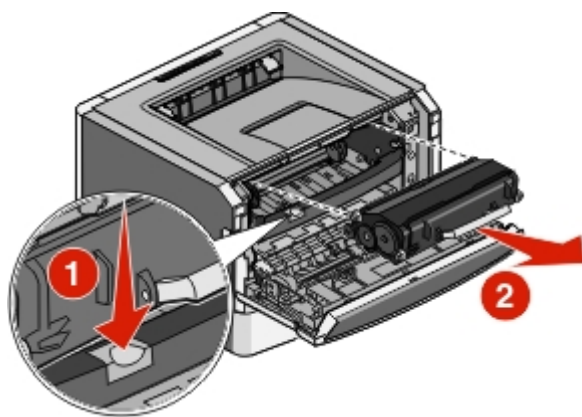
Note: You can check to see approximately how much toner is left in your cartridge by printing a menu settings page.

To replace the toner cartridge:

- 1 Open the front door by pressing the button on the left side of the printer and lowering the door.



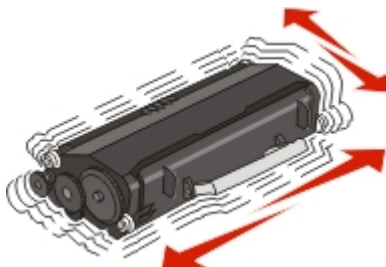
- 2 Press the button on the base of the photoconductor kit, and then pull the toner cartridge out using the handle.



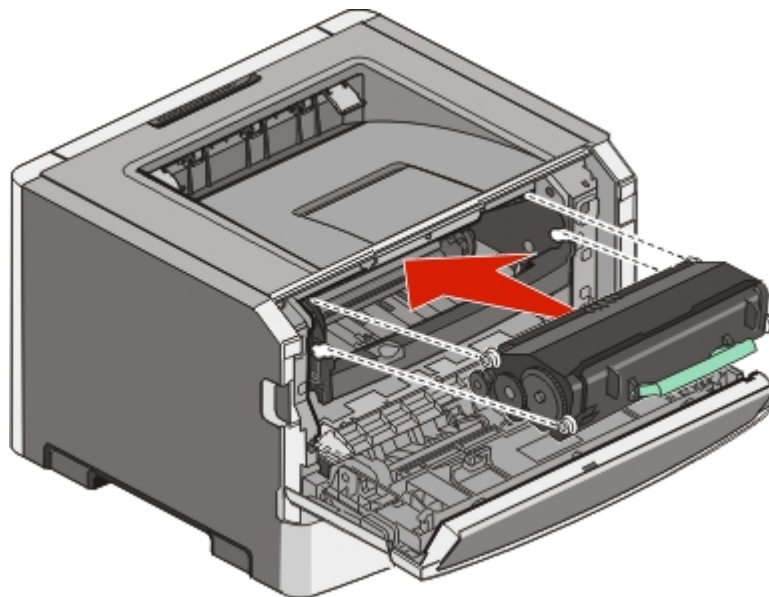
- 3 Unpack the new toner cartridge.

Warning—Potential Damage: When replacing a toner cartridge, do not leave the new cartridge exposed to direct light for an extended period of time. Extended light exposure can cause print quality problems.

- 4 Rotate the cartridge in all directions to distribute the toner.



- 5 Install the new toner cartridge by aligning the rollers on the toner cartridge with the arrows on the tracks of the photoconductor kit. Push the toner cartridge in as far as it will go. The cartridge *clicks* into place when correctly installed.



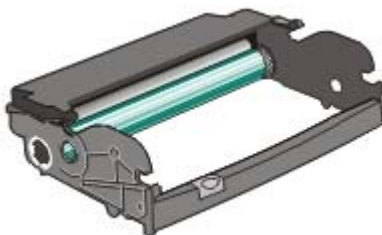
- 6 Close the front door.

Replacing the photoconductor kit

The printer automatically notifies you before the photoconductor kit reaches a page maximum by showing **84 PC Kit life warning** or **84 Replace PC Kit** on the display. You can also see the status of the photoconductor kit by printing a menu settings page.

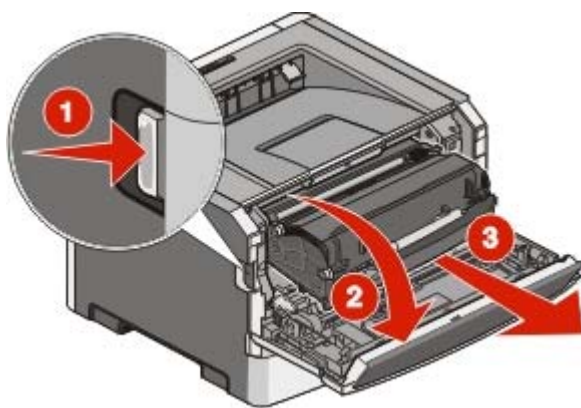
When **84 PC Kit life warning** or **84 Replace PC Kit** first appears, you should immediately order a new photoconductor kit. While the printer may continue to function properly after the photoconductor kit has reached its official end-of-life, print quality significantly decreases.

Note: The photoconductor kit is one item only.



- 1 Open the front door by pressing the button on the left side of the printer and lowering the front door.
- 2 Pull the photoconductor kit and toner cartridge out of the printer as a unit by pulling on the toner cartridge handle.

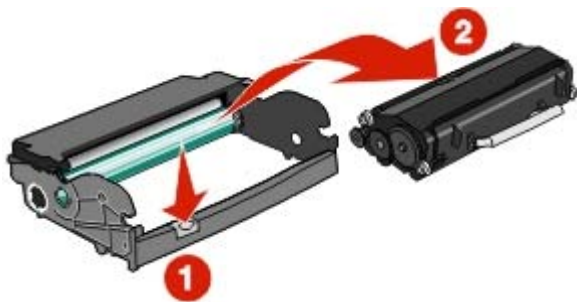
Note: The photoconductor kit and toner cartridge form a unit.



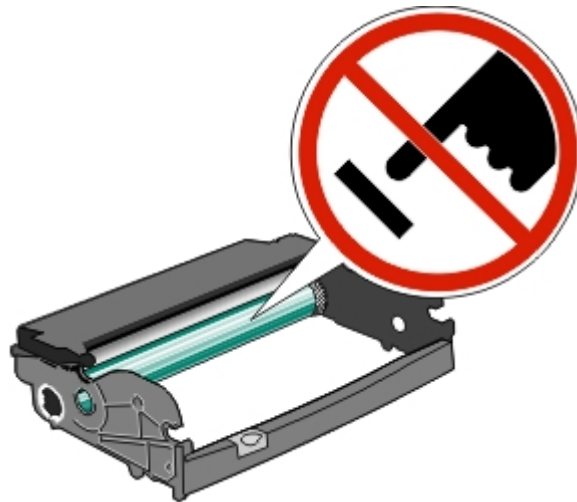
Place the unit on a flat, clean surface.



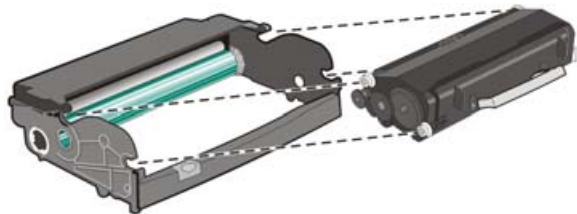
- 3 Press the button on the base of the photoconductor kit. Pull the toner cartridge up and out using the handle.



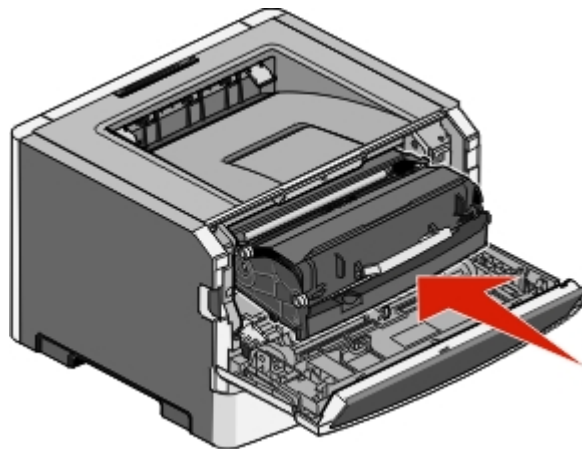
- 4 Unpack the new photoconductor kit. Be careful not to touch the photoconductor drum.



- 5 Insert the toner cartridge into the photoconductor kit by aligning the rollers on the toner cartridge with the tracks. Push the toner cartridge until it *clicks* into place.



- 6 Install the unit into the printer by aligning the arrows on the guides of the unit with the arrows in the printer. Push the unit as far as it will go.



- 7 After you replace the photoconductor kit, reset the photoconductor counter. To reset the counter, see the instruction sheet that came with the new photoconductor kit.

Warning—Potential Damage: Resetting the photoconductor counter without replacing the photoconductor may damage your printer and void your warranty.

- 8 Close the front door.


Recycling Lexmark products

To return Lexmark products to Lexmark for recycling:

- 1 Visit our Web site at www.lexmark.com/recycle.
- 2 Find the product type you want to recycle, and then select your country from the list.
- 3 Follow the instructions on the computer screen.

Moving the printer

Before moving the printer

 **CAUTION—POTENTIAL INJURY:** Follow these guidelines to avoid personal injury or printer damage:


- Turn the printer off using the power switch, and then unplug the power cord from the wall outlet.
- Disconnect all cords and cables from the printer before moving it.
- Lift the printer off of the optional drawer and set it aside instead of trying to lift the drawer and printer at the same time.

Note: Use the handholds located on both sides of the printer to lift it off the optional drawer.

- Make sure your fingers are not under the printer when you set it down.

Warning—Potential Damage: Damage to the printer caused by improper moving is not covered by the printer warranty.

Moving the printer to another location

 **CAUTION—POTENTIAL INJURY:** Before moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Turn the printer off using the power switch, and then unplug the power cord from the wall outlet.
- Disconnect all cords and cables from the printer before moving it.
- Lift the printer off of the optional drawer and set it aside instead of trying to lift the drawer and printer at the same time.

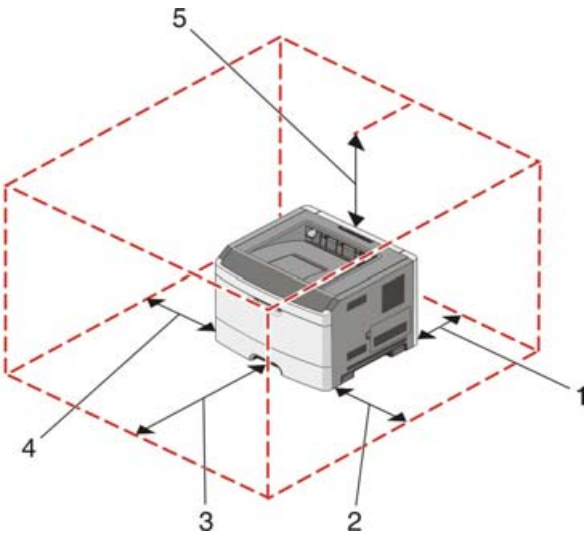
Note: Use the handholds located on both sides of the printer to lift it off the optional drawer.

The printer and options can be safely moved to another location by following these precautions:

- Any cart used to move the printer must have a surface able to support the full footprint of the printer. Any cart used to move the options must have a surface able to support the dimensions of the options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.

Setting the printer up in a new location

When the printer is set up, allow clearance around it as shown.

	1	300 mm (12.0 in.)
	2	300 mm (12.0 in.)
	3	200 mm (8.0 in.)
	4	12.7 mm (0.5 in.)
	5	300 mm (12.0 in.)

Shipping the printer







When shipping the printer, use the original packaging or call the place of purchase for a relocation kit.

Administrative support

Finding advanced networking and administrator information






This chapter covers basic administrative support tasks. For more advanced system support tasks, see the *Networking Guide* on the *Software and Documentation* CD and the *Embedded Web Server Administrator's Guide* on the Lexmark Web site at www.lexmark.com.

Adjusting Power Saver

- 1 Make sure the printer is on and **Ready** appears.
- 2 From the printer control panel, press .
- 3 Press the arrow buttons until **Settings** appears, and then press .
- 4 Press the arrow buttons until **General Settings** appears, and then press .
- 5 Press the arrow buttons until **Timeouts** appears, and then press .
- 6 Press the arrow buttons until **Power Saver** appears, and then press .
- 7 Press the arrow buttons to increase or decrease the number of minutes before the printer enters Power Saver mode, and then press . Available settings are Disabled and a range from 1–240 minutes.

Note: Power Saver settings can also be adjusted by issuing a Printer Job Language (PJM) command. For more information, see the *Technical Reference* available on the Lexmark Web site at www.lexmark.com/publications.

Restoring the factory default settings

- 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 **Factory Defaults** appears, and then press .
 - 5 Press the arrow buttons until **Restore Now** appears, and then press .
- Wait for **Submitting Changes** to appear momentarily, followed by **Restoring Factory Defaults**, before the printer returns to **Ready**.

Warning—Potential Damage: Restore Now returns all printer settings to the factory default settings except Network/Port menu settings. All downloads stored in RAM are deleted. Downloads stored in flash memory are not affected.

Using the Embedded Web Server

If the printer is installed on a network, the Embedded Web Server is available for a range of functions including:

- Viewing a virtual display of the printer control panel
- Checking the status of the printer supplies
- Configuring printer settings
- Configuring network settings
- Viewing reports

To access the Embedded Web Server, type the printer IP address into the address field of your Web browser.

Notes:

- If you do not know the IP address of the printer, then print a network setup page and locate the IP address in the TCP/IP section.
- For more information, see the *Networking Guide* on the *Software and Documentation* CD and the *Embedded Web Server Administrator's Guide* on the Lexmark™ Web site at www.lexmark.com.

Viewing reports

You can view some reports from the Embedded Web Server. These reports are useful for assessing the status of the printer, the network, and supplies. To view reports from a network printer:

- 1 Type the printer IP address into the address field of your Web browser.

Note: If you do not know the IP address of the printer, then print a network setup page and locate the IP address in the TCP/IP section.

- 2 Click **Reports**.

The following reports may be viewed from the Embedded Web Server:

Reports

Device Statistics

Device Settings

Device Information

Profiles List

Printer Server Setup Page

The reports have the following subcategories:

Device Statistics	Device Settings	Device Information	Printer Server Setup Page
Job Information	Paper Menu	Page Count	Ethernet10/100
Jobs by Document Length	Reports	Installed Memory	Standard Network Card
Other Job Data	Settings	Processor Speed	Integrated Network Option
Media Sheet Count	Network/Ports	Serial Number	Settings
	Reports	Engine ID	TCP/IP
	Network Card	Loader	IPv6
	TCP/IP	Kernel	
	IPv6	Base	
	USB Menu	Network	
	Warnings	Network Driver	
	Device Information	Engine	
	Cartridge Information	Font	

Checking the device status

From the Device Status page of the Embedded Web Server, it is possible to see tray settings, the level of toner in the toner cartridge, the percentage of life remaining in the photoconductor kit, and capacity measurements of certain printer parts. To access the device status:

- 1 Type the printer IP address in the address field of your Web browser.

Note: If you do not know the IP address of the printer, print a network setup page and locate the IP address in the TCP/IP section.

- 2 Click the **Device Status** tab. The following menu appears:

Device Status

Toner Status
 Paper Input Tray
 Paper Output Bin
 Device Type
 Speed
 Toner Cartridge Capacity
 PC Unit Life Remaining

Restricting access to printer menus

You can safeguard entry to menus by creating passwords and choosing specific menus to protect. Each time a protected menu is selected, the user will be prompted to enter the correct password.

To protect printer menus using the Embedded Web Server:

- 1 Type the printer IP address into the address field of your Web browser.

Note: If you do not know the IP address of the printer, then print a network setup page and locate the IP address in the TCP/IP section.

- 2 Click **Settings**.

- 3 Under Other Settings, click **Security**.

- 4 Click **Web Page Password Protect**. It is possible to protect entry to the Paper, Reports, Settings, and Network/Ports menus.

- 5 From this screen, you may set a User Password and an Advanced Password. Determine which password will access each menu. You may also choose not to protect a menu.

Note: The Security menu is always password-protected when either an Advanced Password or a User Password has been set. If both passwords have been set, then only the Advanced Password is valid for access to the Security menu mode.

- 6 Click **Submit** to save your settings.

Setting up e-mail alerts

You can have the printer send you an e-mail when the supplies are getting low or when the paper needs to be changed, added, or unjammed.

To set up e-mail alerts:

- 1 Type the printer IP address into the address field of your Web browser.

Note: If you do not know the IP address of the printer, then print a network setup page and locate the IP address in the TCP/IP section.

- 2 Click **Settings**.

- 3 Under Other Settings, click **E-mail Alert Setup**.

- 4 Select the items for notification and type in the e-mail addresses that you want to receive e-mail alerts.

- 5 Click **Submit**.

Note: See your system support person to set up the e-mail server.

Configuring supply notifications

You can determine how you would like to be notified when supplies run low or reach their end-of-life.

To configure supply notifications using the Embedded Web Server:

- 1 Type the printer IP address into the address field of your Web browser.

Note: If you do not know the IP address of the printer, then print a network setup page and locate the IP address in the TCP/IP section.

- 2 Click **Settings**.

- 3 Click **Print Settings**.

- 4 Click **Supply Notifications**.
- 5 From the drop-down box for each supply, select among the options for notification. Explanations for each option are provided.
- 6 Click **Submit** to save your selections.

Copying printer settings to other printers

Using the Embedded Web Server, you can copy printer settings to up to 15 other network printers. To copy printer settings:

- 1 Type the printer IP address into the address field of your Web browser.
Note: If you do not know the IP address of the printer, then print a network setup page and locate the IP address in the TCP/IP section.
- 2 Click **Copy Printer Settings**.
- 3 To change the language, select a language from the drop-down list, and then click **Click here to submit language**.
- 4 Click **Printer Settings**.
- 5 Enter the IP addresses of the source and target printers.
Note: To add additional target printers, click the **Add Target IP** button.
- 6 Click **Copy Printer Settings**.

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. For more information, see [“Installing printer software” on page 23](#). Make sure the model number of the software matches the model number of your printer.

To verify that the printer software is the most current, check the Lexmark Web site at www.lexmark.com.

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.

Copies of the printer software are also available on the Lexmark Web site at www.lexmark.com.

Make sure you are using a recommended USB, parallel, or Ethernet cable

For more information, visit the Lexmark Web site at www.lexmark.com.

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 and other specialty media. For more information, see [“Paper and specialty media guidelines” on page 41](#).

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 .

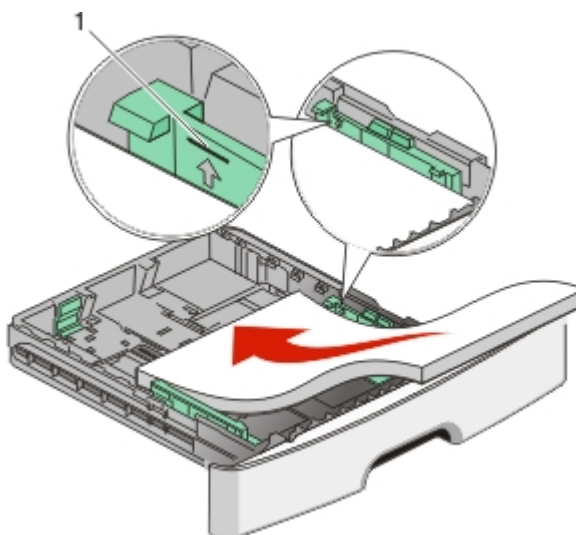
Solving print quality problems

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:

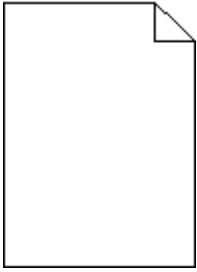
- 1 Turn the printer off.
- 2 Load letter- or A4-size paper in the standard tray. Load the paper stack toward the back of the tray as shown with the recommended print side facedown. Notice the maximum fill line on the side of the tray to guide you. Do not overfill the tray.



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:

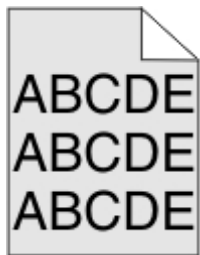
Check the guides

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:

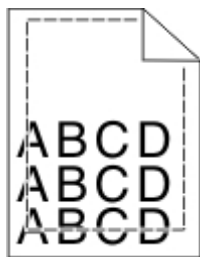
The photoconductor kit is defective

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.
 - 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:

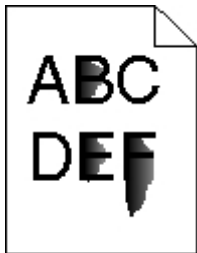
The toner cartridge may be defective

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:

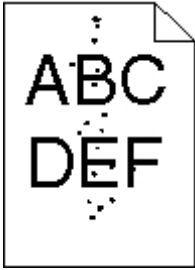
Check the Paper Type setting

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.



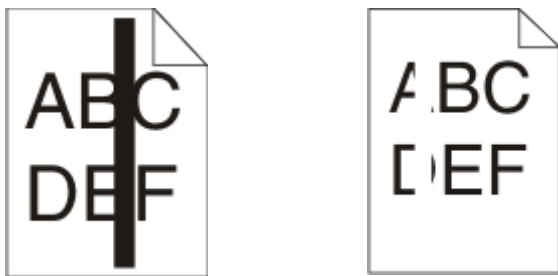
CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching.

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.

In the U.S. or Canada, call (1-800-539-6275). For other countries/regions, visit the Lexmark Web site at www.lexmark.com.

Notices

Product information

Product name:

Lexmark E360d and E360dn

Machine type:

4513

Model(s):

420, 430

Machine type:

4549

d01, d02, gd1, gd2

Machine type:

4564

dn1, dn2, gd1, gd2

Edition notice

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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:

Lexmark International, Inc.
Bldg 004-2/CSC
740 New Circle Road NW
Lexington, KY 40550
USA

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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 1021231 for parallel attach or 1021294 for USB attach. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:

Director of Lexmark Technology & Services
Lexmark International, Inc.
740 West New Circle Road
Lexington, KY 40550
(859) 232-3000

Industry Canada compliance statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Standard ICES-003.

Avis de conformité aux normes de l'industrie du Canada

Cet appareil numérique de classe B est conforme aux exigences de la norme canadienne relative aux équipements pouvant causer des interférences NMB-003.

European Community (EC) directives conformity

This product is in conformity with the protection requirements of EC Council directives 2004/108/EC and 2006/95/EC on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipment designed for use within certain voltage limits.

A declaration of conformity with the requirements of the directives has been signed by the Director of Manufacturing and Technical Support, Lexmark International, Inc., S.A., Boigny, France.

This product satisfies the Class B limits of EN 55022 and safety requirements of EN 60950.

The following notices are applicable if your printer has a wireless network card installed

Exposure to radio frequency radiation

The radiated output power of this device is far below the radio frequency exposure limits of the FCC and other regulatory agencies. A minimum separation of 20 cm (8 inches) must be maintained between the antenna and any persons for this device to satisfy the RF exposure requirements of the FCC and other regulatory agencies.

Industry Canada notice

The following notices are applicable if your printer has a wireless network card installed.

Industry Canada (Canada)

This device complies with Industry Canada specification RSS-210. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

This device has been designed to operate only with the antenna provided. Use of any other antenna is strictly prohibited per regulations of Industry Canada.

To prevent radio interference to the licensed service, this device is intended to be operated indoors and away from windows to provide maximum shielding. Equipment (or its transmit antenna) that is installed outdoors is subject to licensing.

The installer of this radio equipment must ensure that the antenna is located or pointed such that it does not emit RF fields in excess of Health Canada limits for the general population; consult Safety Code 6, obtainable from Health Canada's Web site www.hc-sc.gc.ca/rpb.

The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.

Industry Canada (Canada)

Cet appareil est conforme à la norme RSS-210 d'Industry Canada. Son fonctionnement est soumis aux deux conditions suivantes :

(1) cet appareil ne doit pas provoquer d'interférences et (2) il doit accepter toute interférence reçue, y compris celles risquant d'altérer son fonctionnement.

Cet appareil a été conçu pour fonctionner uniquement avec l'antenne fournie. L'utilisation de toute autre antenne est strictement interdite par la réglementation d'Industry Canada.

En application des réglementations d'Industry Canada, l'utilisation d'une antenne de gain supérieur est strictement interdite.

Pour empêcher toute interférence radio au service faisant l'objet d'une licence, cet appareil doit être utilisé à l'intérieur et loin des fenêtres afin de garantir une protection optimale.

Si le matériel (ou son antenne d'émission) est installé à l'extérieur, il doit faire l'objet d'une licence.

L'installateur de cet équipement radio doit veiller à ce que l'antenne soit implantée et dirigée de manière à n'émettre aucun champ HF dépassant les limites fixées pour l'ensemble de la population par Santé Canada. Reportez-vous au Code de sécurité 6 que vous pouvez consulter sur le site Web de Santé Canada www.hc-sc.gc.ca/rpb.

Le terme « IC » précédant le numéro de d'accréditation/inscription signifie simplement que le produit est conforme aux spécifications techniques d'Industry Canada.

European Community (EC) directives conformity statement for radio products

This product is in conformity with the protection requirements of EC Council directives 2004/108/EC, 2006/95/EC, and 1999/5/EC on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility, safety of electrical equipment designed for use within certain voltage limits and on radio equipment and telecommunications terminal equipment.

Compliance is indicated by the CE marking.



Operation is allowed in all EU and EFTA countries, but is restricted to indoor use only.

A declaration of conformity with the requirements of the directives is available from the Director of Manufacturing and Technical Support, Lexmark International, S. A., Boigny, France.

This product satisfies the limits of EN 55022; safety requirements of EN 60950; radio spectrum requirements of ETSI EN 300 328; and the EMC requirements of EN 55024, ETSI EN 301 489-1 and ETSI EN 301 489-17.

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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	53 dBA
Ready	N/A

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

Waste from Electrical and Electronic Equipment (WEEE) directive



The WEEE logo signifies specific recycling programs and procedures for electronic products in countries of the European Union. We encourage the recycling of our products. If you have further questions about recycling options, visit the Lexmark Web site at www.lexmark.com for your local sales office phone number.

Static sensitivity notice



This symbol identifies static-sensitive parts. Do not touch in the areas near these symbols without first touching the metal frame of the printer.

ENERGY STAR



Laser notice

The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR Subchapter J for Class I (I) laser products, and elsewhere is certified as a Class I laser product conforming to the requirements of IEC 60825-1.

Class I laser products are not considered to be hazardous. The printer contains internally a Class IIIb (3b) laser that is nominally a 7 milliwatt gallium arsenide laser operating in the wavelength of 655-675 nanometers. The laser system and printer are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance, or prescribed service condition.

Laser advisory label

A laser notice label may be affixed to this printer as shown:



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.	500
Copying	The product is generating hard-copy output from hard-copy original documents.	NA
Scanning	The product is scanning hard-copy documents.	NA
Ready	The product is waiting for a print job.	12
Power Saver	The product is in energy-saving mode.	11
Off	The product is plugged into a wall outlet, but the power switch is turned off.	NA

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
--	----

By using the configuration menus, the Power Saver Timeout can be modified between 1 minute and 240 minutes. Setting the Power Saver Timeout to a low value reduces energy consumption, but may increase the response time of the product. Setting the Power Saver Timeout to a high value maintains a fast response, but uses more energy.

Off mode

If this product has an off mode which still consumes a small amount of power, then to completely stop product power consumption, disconnect the power supply cord from the wall outlet.

Total energy usage

It is sometimes helpful to calculate the total product energy usage. Since power consumption claims are provided in power units of Watts, the power consumption should be multiplied by the time the product spends in each mode in order to calculate energy usage. The total product energy usage is the sum of each mode's energy usage.

Statement of Limited Warranty

Lexmark E360d and E360dn

Lexmark International, Inc., Lexington, KY

This limited warranty applies to the United States and Canada. For customers outside the U.S., refer to the country-specific warranty information that came with your product.

This limited warranty applies to this product only if it was originally purchased for your use, and not for resale, from Lexmark or a Lexmark Remarketer, referred to in this statement as "Remarketer."

Limited warranty

Lexmark warrants that this product:

- Is manufactured from new parts, or new and serviceable used parts, which perform like new parts
- Is, during normal use, free from defects in material and workmanship

If this product does not function as warranted during the warranty period, contact a Remarketer or Lexmark for repair or replacement (at Lexmark's option).

If this product is a feature or option, this statement applies only when that feature or option is used with the product for which it was intended. To obtain warranty service, you may be required to present the feature or option with the product.

If you transfer this product to another user, warranty service under the terms of this statement is available to that user for the remainder of the warranty period. You should transfer proof of original purchase and this statement to that user.

Limited warranty service

The warranty period starts on the date of original purchase as shown on the purchase receipt and ends 12 months later provided that the warranty period for any supplies and for any maintenance items included with the printer shall end earlier if it, or its original contents, are substantially used up, depleted, or consumed.

To obtain warranty service you may be required to present proof of original purchase. You may be required to deliver your product to the Remarketer or Lexmark, or ship it prepaid and suitably packaged to a Lexmark designated location. You are responsible for loss of, or damage to, a product in transit to the Remarketer or the Lexmark designated location.

When warranty service involves the exchange of a product or part, the item replaced becomes the property of the Remarketer or Lexmark. The replacement may be a new or repaired item.

The replacement item assumes the remaining warranty period of the original product.

Replacement is not available to you if the product you present for exchange is defaced, altered, in need of a repair not included in warranty service, damaged beyond repair, or if the product is not free of all legal obligations, restrictions, liens, and encumbrances.

Before you present this product for warranty service, remove all print cartridges, programs, data, and removable storage media (unless directed otherwise by Lexmark).

For further explanation of your warranty alternatives and the nearest Lexmark authorized servicer in your area contact Lexmark on the World Wide Web at www.lexmark.com/support.

Remote technical support is provided for this product throughout its warranty period. For products no longer covered by a Lexmark warranty, technical support may not be available or only be available for a fee.

Extent of limited warranty

Lexmark does not warrant uninterrupted or error-free operation of any product or the durability or longevity of prints produced by any product.

Warranty service does not include repair of failures caused by:

- Modification or unauthorized attachments
- Accidents, misuse, abuse or use inconsistent with Lexmark user's guides, manuals, instructions or guidance
- Unsuitable physical or operating environment
- Maintenance by anyone other than Lexmark or a Lexmark authorized servicer
- Operation of a product beyond the limit of its duty cycle
- Use of printing media outside of Lexmark specifications
- Refurbishment, repair, refilling or remanufacture by a third party of products, supplies or parts
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