

Lexmark™ X560 Troubleshooting Guide

Solving printing problems

Online customer support

Customer support is available on the Lexmark Web site at www.lexmark.com

Checking an unresponsive printer

If your printer is not responding, 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 printer is not plugged into any surge protectors, uninterrupted power supplies, or extension cords.
- Other electrical equipment plugged into the outlet is working.
- The printer is turned on.
- The printer cable is securely attached to the printer and the host computer, print server, option, or other network device.

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

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**.

Printer control panel display is blank

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

If **Select Function** does not appear, turn the printer off and contact Customer Support.

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 **Select Function** appears on the display or the Wake Up light is on before sending a job to print. Press **Wake Up** to return the printer to **Select Function**.

CHECK TO SEE IF THE PAPER TRAY IS EMPTY

Load paper in the tray.

MAKE SURE THE CORRECT PRINTER SOFTWARE IS INSTALLED

- Verify that you are using the correct printer software.
- If you are using a USB port, make sure you are running Windows 98/ME, Windows 2000, Windows XP, or Windows Server 2003 and using Windows 98/ME, Windows 2000, Windows XP, or Windows Server 2003 compatible printer software.

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

For more information, see the supplies section of the *User's Guide*, or contact the place where you bought the printer.

MAKE SURE PRINTER CABLES ARE SECURELY CONNECTED

Check the cable connections to the printer and print server to make sure they are secure.

For more information, see the setup documentation that came with the printer.

Job takes longer than expected to print

The job is too complex.

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

Tray linking does not work

Make sure to do all of the following:

- Load both Tray 2 and Tray 3 with the same paper size and type.
- From Print Properties, change the Paper source to Auto select.
- Set Tray Switching to Nearest Size:
 - 1 From the printer control panel, press **System**.
 - 2 Press **▲** or **▼** repeatedly until **Admin Menu** appears, and then press **OK**.
 - 3 Press **▲** or **▼** repeatedly until **System Settings** appears, and then press **OK**.
 - 4 Press **▲** or **▼** repeatedly until **Tray Switching** appears, and then press **OK**.
 - 5 Press **▲** or **▼** repeatedly until **Nearest Size** appears, and then press **OK**.
 - 6 Press  repeatedly until **Select Function** appears.

Unexpected page breaks occur

- 1 Make sure the printer is on and **Select Function** appears.
- 2 From the printer control panel, press **System**.
- 3 Press **▲** or **▼** repeatedly until **Admin Menu** appears, and then press **OK**.

- 4 Press ▲ or ▼ repeatedly until **System Settings** appears, and then press **OK**.
- 5 Press ▲ or ▼ repeatedly until **Time-Out** appears, and then press **OK**.
- 6 Press ▲ or ▼ repeatedly until **On** appears, and then press **OK**.
- 7 Press ▲ or ▼ repeatedly to adjust the time, or use the keypad to enter a value, and then press **OK**.
- 8 Press ▲ or ▼ repeatedly to adjust the time, or use the keypad to enter a value, and then press **OK**.
- 9 Press ↩ repeatedly until **Select Function** appears.

Solving copy problems

Copier does not respond

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

ARE THERE ANY ERROR MESSAGES ON THE DISPLAY?

Clear any error messages.

CHECK THE POWER

Make sure the printer is plugged in, the power is on, and **Select Function** appears.

Scanner unit does not close

Make sure there are no obstructions:

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

Poor copy quality

These are some examples of poor copy quality:

- Blank pages
- Checkerboard pattern
- Distorted graphics or pictures
- Missing characters
- Faded print
- Dark print
- Skewed lines
- Smudges
- Streaks
- Unexpected characters
- White lines in print

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

ARE THERE ANY ERROR MESSAGES ON THE DISPLAY?

Clear any error messages.

IS THE TONER LOW?

When **Replace <color> Print Cartridge Soon** appears or when the print becomes faded, you may be able to extend the life of the print cartridge:

- 1 Remove the specified print cartridge.
- 2 Firmly shake the cartridge side-to-side and front-to-back several times to redistribute toner.
- 3 Reinsert the print cartridge and continue printing.

IS THE SCANNER GLASS DIRTY?

Clean the scanner glass with a clean, lint-free cloth dampened with water.

IS THE COPY TOO LIGHT OR TOO DARK?

To darken or lighten the overall color levels of your copies:

- 1 From the printer control panel, press **System**.
- 2 Press ▲ or ▼ repeatedly until **Default Settings** appears, and then press **OK**.
- 3 Press ▲ or ▼ repeatedly until **Copy Defaults** appears, and then press **OK**.
- 4 Press ▲ or ▼ repeatedly until **Color Saturation** appears, and then press **OK**.
- 5 Press ▲ or ▼ repeatedly until **Higher, Normal, or Lower** appears, and then press **OK**.
- 6 Press ↩ repeatedly until **Select Function** appears.

ADJUST THE COPY QUALITY

- 1 From the printer control panel, press **System**.
- 2 Press ▲ or ▼ repeatedly until **Default Settings** appears, and then press **OK**.
- 3 Press ▲ or ▼ repeatedly until **Copy Defaults** appears, and then press **OK**.
- 4 Press ▲ or ▼ repeatedly until **Output Quality** appears, and then press **OK**.
- 5 Press ▲ or ▼ repeatedly until **Standard or Enhanced** appears, and then press **OK**.
- 6 Press ↩ repeatedly until **Select Function** appears.

CHECK THE QUALITY OF THE ORIGINAL DOCUMENT

Make sure the quality of the original document is satisfactory.

CHECK THE DOCUMENT PLACEMENT

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

Partial document or photo copies

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

CHECK THE DOCUMENT PLACEMENT

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

CHECK THE PAPER SIZE SETTING

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

Partial document or photo scans

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

CHECK THE DOCUMENT PLACEMENT

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

CHECK THE PAPER SIZE SETTING

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

Solving scan problems

Scanner does not respond

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

ARE THERE ANY ERROR MESSAGES ON THE DISPLAY?

Clear any error messages.

CHECK THE POWER

Make sure the printer is plugged in, the power is on, and **Select Function** appears.

CHECK THE CABLE CONNECTIONS

Make sure the network, parallel, or USB cable is securely connected to the computer and the printer.

Scan was not successful

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

CHECK THE CABLE CONNECTIONS

Make sure the network, parallel, or USB cable is securely connected to the computer and the printer.

AN ERROR MAY HAVE OCCURRED IN THE PROGRAM

Turn off and then restart the computer.

Scanning takes too long or freezes the computer

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

DO YOU HAVE ANY OTHER SOFTWARE PROGRAMS RUNNING?

Close all programs not being used.

THE SCAN RESOLUTION MAY BE SET TOO HIGH

Select a lower scan resolution.

Poor scanned image quality

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

ARE THERE ANY ERROR MESSAGES ON THE DISPLAY?

Clear any error messages.

IS THE SCANNER GLASS DIRTY?

Clean the scanner glass with a clean, lint-free cloth dampened with water.

ADJUST THE SCAN RESOLUTION

Increase the resolution of the scan for a higher quality output:

- 1 From the printer control panel, press **System**.
- 2 Press **▲** or **▼** repeatedly until **Default Settings** appears, and then press **OK**.
- 3 Press **▲** or **▼** repeatedly until **Scan Defaults** appears, and then press **OK**.
- 4 Press **▲** or **▼** repeatedly until **Resolution** appears, and then press **OK**.
- 5 Press **▲** or **▼** repeatedly to select a higher resolution, and then press **OK**.
- 6 Press  repeatedly until **Select Function** appears.

CHECK THE QUALITY OF THE ORIGINAL DOCUMENT

Make sure the quality of the original document is satisfactory.

CHECK THE DOCUMENT PLACEMENT

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

Cannot scan from a computer

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

ARE THERE ANY ERROR MESSAGES ON THE DISPLAY?

Clear any error messages.

CHECK THE POWER

Make sure the printer is plugged in, the power is on, and **Select Function** appears.

CHECK THE CABLE CONNECTIONS

Make sure the network, parallel, or USB cable is securely connected to the computer and the printer.

Can receive but not send faxes

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

IS THE PRINTER IN FAX MODE?

From the printer control panel, press **Fax** to put the printer in Fax mode.

IS THE DOCUMENT LOADED PROPERLY?

Load the original document faceup, short edge first into the ADF or facedown on the scanner glass in the upper left corner.

Note: Do not load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings) into the ADF. Place these items on the scanner glass.

MAKE SURE SPEED DIAL IS SET UP PROPERLY

- Check to make sure Speed Dial has been programmed for the number that you want to dial.
- As an alternative, dial the telephone number manually.

Solving fax problems

Cannot send or receive a fax

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

ARE THERE ANY ERROR MESSAGES ON THE DISPLAY?

Clear any error messages.

CHECK THE POWER

Make sure the printer is plugged in, the power is on, and **Select Function** appears.

CHECK THE PRINTER CONNECTIONS

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

- Telephone
- Handset
- Answering machine

CHECK THE TELEPHONE WALL JACK

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

REVIEW THIS DIGITAL PHONE SERVICE CHECKLIST

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

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

IS THERE A DIAL TONE?

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

TEMPORARILY DISCONNECT OTHER EQUIPMENT

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

CHECK FOR JAMS

Clear any jams, and then make sure that **Select Function** appears.

TEMPORARILY DISABLE CALL WAITING

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

Do you have Voice Mail Service?

Voice Mail offered through your local telephone company may disrupt fax transmissions. To enable both Voice Mail and the printer to answer calls, you may want to consider adding a second telephone line for the printer.

Check the Country Code

- 1 From the printer control panel, press **System**.
- 2 Press ▲ or ▼ repeatedly until **Admin Menu** appears, and then press **OK**.
- 3 Press ▲ or ▼ repeatedly until **Fax Settings** appears, and then press **OK**.
- 4 Press ▲ or ▼ repeatedly until **Country** appears, and then press **OK**.
- 5 Press ▲ or ▼ repeatedly until the desired country or region appears, and then press **OK**.
- 6 Press ▲ or ▼ repeatedly until **Yes** appears, and then press **OK**.

The printer performs its power-on sequence, and then **Select Function** appears.

Is the Printer Memory Full?

- 1 Dial the fax number.
- 2 Scan the original document one page at a time.

Can send but not receive faxes

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

Is there Paper in the Paper Tray(s)?

Make sure paper is loaded in the tray(s).

Is the Toner Low?

When **Replace <color> Print Cartridge Soon** appears or when the print becomes faded, you may be able to extend the life of the print cartridge:

- 1 Remove the specified print cartridge.
- 2 Firmly shake the cartridge side-to-side and front-to-back several times to redistribute toner.
- 3 Reinsert the print cartridge and continue printing.

Received fax has poor print quality

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

Can the Document be Re-sent?

Ask the person who sent you the fax to:

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

Is the Toner Low?

When **Replace <color> Print Cartridge Soon** appears or when the print becomes faded, you may be able to extend the life of the print cartridge:

- 1 Remove the specified print cartridge.
- 2 Firmly shake the cartridge side-to-side and front-to-back several times to redistribute toner.
- 3 Reinsert the print cartridge and continue printing.

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

In Print Properties, verify that all the printer configuration settings are correct. If an option does not appear in Print Properties, it is not installed correctly.

Make sure the option is selected

From the program you are using, select the option.

Drawers

Make sure the paper is loaded correctly

- 1 Open the paper tray.
- 2 Check for paper jams or misfeeds.
- 3 Make sure paper guides are aligned against the edges of the paper.

- 4 Make sure the paper tray closes properly.
- 5 Close the door.

RESET THE PRINTER

Turn the printer off. Wait 10 seconds. Turn the printer back on.

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 the chapter about paper and specialty media guidelines.

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

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 PAPER GUIDES

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

HAS 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 paper from the entire paper path, and then close any open doors.

Color misregistration



Color has shifted outside of the appropriate area or has been superimposed over another color area.

- Remove and reinstall the print cartridges.
- Adjust the color registration:
 - 1 From the printer control panel, press **System**.
 - 2 Press ▲ or ▼ repeatedly until **Admin** appears, and then press **OK**.
 - 3 Press ▲ or ▼ repeatedly until **Maintenance** appears, and then press **OK**.
 - 4 Press ▲ or ▼ repeatedly until **Adjust ColorRegi** appears, and then press **OK**.
 - 5 Press ▲ or ▼ repeatedly until **Auto Correct** appears, and then press **OK**.
 - 6 Press ▲ or ▼ repeatedly until **Yes** appears, and then press **OK**.

The printer returns to the **Select Function** state.

Transparency print quality is poor

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

MAKE SURE THE TRANSPARENCIES YOU ARE USING MEET THE PRINTER SPECIFICATIONS

Use only transparencies recommended by the printer manufacturer.

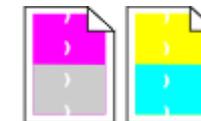
MAKE SURE THE MEDIA TYPE SETTING IS SET TO TRANSPARENCY

From Print Properties, change the Media Type setting to Transparency.

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, call Customer Support. You may have a printer part that requires adjustment or replacement.

Repeating defects



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

CHECK TO SEE IF MARKS OCCUR REPEATEDLY ONLY IN ONE COLOR AND MULTIPLE TIMES ON A PAGE

Replace the print cartridge if the defects occur every:

- 22 mm (.87 in.)
- 25 mm (.98 in.)
- 26 mm (1.02 in.)
- 29 mm (1.14 in.)
- 75 mm (2.95 in.)

CHECK TO SEE IF MARKS OCCUR ACROSS THE PAGE REPEATEDLY IN ALL COLORS

Replace the transfer belt if the defects occur every:

- 28 mm (1.10 in.)
- 38 mm (1.50 in.)
- 57 mm (2.25 in.)

Replace the fuser if the defects occur every:

- 19 mm (.75 in.)
- 31 mm (1.22 in.)
- 43 mm (1.69 in.)
- 83 mm (3.27 in.)
- 94 mm (3.70 in.)

Light colored line, white line, or incorrectly colored line



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

CLEAN THE LASER LENS

The laser lens may be dirty.

IS A PRINT CARTRIDGE DEFECTIVE?

Replace the print cartridge causing the line.

IS THE TRANSFER BELT DEFECTIVE?

Replace the transfer belt.

IS THE FUSER DEFECTIVE?

Replace the fuser.

Streaked vertical lines



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

IS THE TONER SMEARED?

Try feeding from another tray.

IS A PRINT CARTRIDGE DEFECTIVE?

Replace the print cartridge causing the streaks.

IS THE TRANSFER BELT DEFECTIVE?

Replace the transfer belt.

Print is too light

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

MAKE SURE THE IMAGE OPTIONS SETTINGS ARE NOT TOO LIGHT

From Print Properties, adjust the Brightness setting before sending the job to print.

Note: This solution applies to Windows users only.

CHECK THE PAPER TYPE SETTING

From Print Properties, make sure the Paper Type setting matches the paper loaded in the tray.

IS THE TONER LOW?

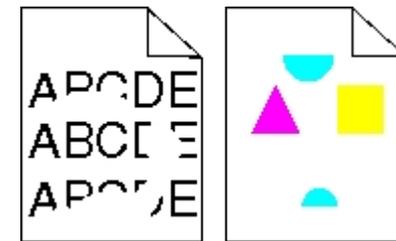
When **Replace <color> Print Cartridge Soon** appears or when the print becomes faded, you may be able to extend the life of the print cartridge:

- 1 Remove the specified print cartridge.
- 2 Firmly shake the cartridge side-to-side and front-to-back several times to redistribute toner.
- 3 Reinsert the print cartridge and continue printing.

IS A PRINT CARTRIDGE DEFECTIVE?

Replace the print cartridge.

Print irregularities



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

HAS THE PAPER ABSORBED MOISTURE DUE TO HIGH HUMIDITY?

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

MAKE SURE THE PAPER TYPE SETTING MATCHES THE PAPER LOADED IN THE TRAY

From Print Properties, change the Paper Type setting to match the paper loaded in the tray.

CHECK THE PAPER

Avoid textured paper with rough finishes.

IS THE TONER LOW?

When **Replace <color> Print Cartridge Soon** appears or when the print becomes faded, you may be able to extend the life of the print cartridge:

- 1 Remove the specified print cartridge.
- 2 Firmly shake the cartridge side-to-side and front-to-back several times to redistribute toner.
- 3 Reinsert the print cartridge and continue printing.

IS THE FUSER DEFECTIVE OR WORN?

Replace the fuser.

Print is too dark

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

MAKE SURE THE IMAGE OPTIONS SETTINGS ARE NOT TOO DARK

From Print Properties, adjust the Brightness setting before sending the job to print.

Note: This solution applies to Windows users only.

IS A PRINT CARTRIDGE DEFECTIVE?

Replace the print cartridge.

Uneven print density



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

IS A PRINT CARTRIDGE DEFECTIVE?

Replace the print cartridge.

IS THE TRANSFER BELT DEFECTIVE?

Replace the transfer belt.

Incorrect margins

Check to see if the paper guides in the selected tray are set for a different paper size than what is loaded in the tray. If so, move the guides in the tray to the proper positions for the size loaded.

Skewed print

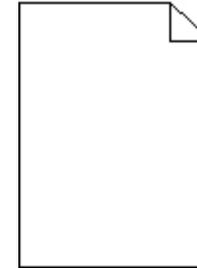
CHECK THE PAPER GUIDES

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.

Blank pages



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

IS THE TONER LOW?

When **Replace <color> Print Cartridge Soon** appears or when the print becomes faded, you may be able to extend the life of the print cartridge:

- 1 Remove the specified print cartridge.
- 2 Firmly shake the cartridge side-to-side and front-to-back several times to redistribute toner.
- 3 Reinsert the print cartridge and continue printing.

IS THE PRINT CARTRIDGE DEFECTIVE OR EMPTY?

Replace the print cartridge.

REMOVE ANY PACKAGING MATERIALS FROM THE PRINT CARTRIDGE AND REINSTALL IT

For more information, see the setup documentation that came with the printer.

IS THE TRANSFER BELT DEFECTIVE OR EMPTY?

Replace the transfer belt.

Clipped images

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

CHECK THE PAPER GUIDES

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

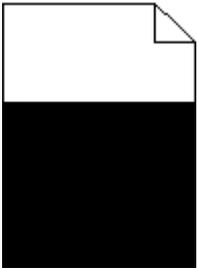
MAKE SURE THE PAPER TYPE SETTING MATCHES THE PAPER LOADED IN THE TRAY

From Print Properties, change the Paper Type setting to match the paper loaded in the tray.

CHECK THE PAPER SIZE SETTING

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

Solid color pages



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

IS A TONER CARTRIDGE DEFECTIVE?

Replace the toner cartridge.

DOES THE PRINTER NEED TO BE SERVICED?

Contact Customer Support.

Paper curl

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

MAKE SURE THE PAPER TYPE SETTING MATCHES THE PAPER LOADED IN THE TRAY

From Print Properties, change the Paper Type setting to match the paper loaded in the tray.

HAS THE PAPER ABSORBED MOISTURE DUE TO HIGH HUMIDITY?

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

Toner specks

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

IS THE TONER LOW?

When **Replace <color> Print Cartridge Soon** appears or when the print becomes faded, you may be able to extend the life of the print cartridge:

- 1 Remove the specified print cartridge.
- 2 Firmly shake the cartridge side-to-side and front-to-back several times to redistribute toner.
- 3 Reinsert the print cartridge and continue printing.

IS THE TRANSFER BELT DEFECTIVE OR WORN?

Replace the transfer belt.

IS THE FUSER DEFECTIVE OR WORN?

Replace the fuser.

IS THERE TONER IN THE PAPER PATH?

If there is excess 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

From Print Properties, change the Paper Type setting to match the paper loaded in the tray.

IS THE FUSER DEFECTIVE OR WORN?

Replace the fuser.