LEXMARK™

910 Series
Photo Jetprinter™

Setup Solutions

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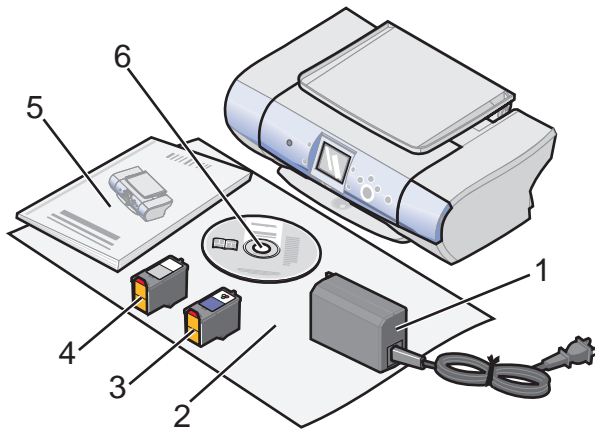
Contents

English

Contents checklist

Verify that these items are in the box with your printer:

> **Note:** Contents may vary based on geography.

1	Power supply and power cord	4	Photo print cartridge
2	*Setup* sheet	5	*User's Guide*
3	Color print cartridge	6	Software CD

Note: Remove the photo cartridge from the print cartridge storage unit before installing it. Keep new cartridges in the storage unit.
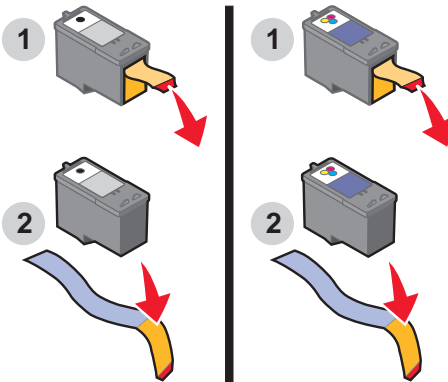
Safety information

- Use only the power supply provided with this product or the manufacturer's authorized replacement power supply.
- Connect the power supply cord to an electrical outlet that is near the product and easily accessible.
- Refer service or repairs, other than those described in the user documentation, to a professional service person.
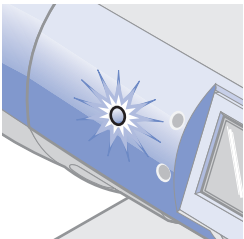
    CAUTION: Do not set up this product or make any electrical or cabling connections, such as the power supply cord, during a lightning storm.

Setup troubleshooting

Should your printer have a problem, this section helps you find the solution.

Symptom	Solution
The Power light does not come on when the Power button is pressed	• Make sure the power cord is pushed all the way into the printer. • Disconnect the power cord from the wall outlet, and then from the printer. Reconnect the power cord by pushing it all the way into the connector on the printer. • Make sure the printer is using a working electrical outlet. Connect it to one that other devices have been using.
Printer is not communicating with the computer	Make sure your operating system is compatible with the printer, which supports these operating systems: • Windows 98 • Windows Me • Windows 2000 • Windows XP • Mac OS X version 10.1.5 • Mac OS X versions 10.2.3–10.2.8, 10.3.0–10.3.4
	Is your printer connected to your computer through another device, such as a USB hub or switch box? If so, disconnect the USB cable from any other devices and directly connect it between the printer and your computer. Make sure the USB cable is securely attached to the printer and computer.

Symptom	Solution
The printer is not functioning properly or a communications error message appears when you try to use your printer	Check to see if the software was installed correctly: **For Windows** From your desktop, click **Start** → **Programs** or **All Programs**. If Lexmark P910 Series does not appear in your list of programs, see "Removing and reinstalling the software" on page 9. **For Mac OS X** Is there a Lexmark 910 Series folder on your desktop? If not, see "Removing and reinstalling the software" on page 9.
The printer is displaying the wrong language	**1** If a memory card is inserted, remove it. **2** Turn the printer off and back on. **3** Press **Menu**. **4** Press the **down arrow** repeatedly until you reach the last item. **5** Press the **up arrow** twice. **6** Press the **right arrow** until your language is displayed. **7** Press **Select**. **Note:** Press **Menu** to see the new language displayed.
Alignment page or test page will not print	 Verify that you removed the transparent tape from the bottom of each print cartridge. Make sure the cartridges are installed correctly. The photo cartridge should be secure in the left carrier and the color cartridge should be secure in the right carrier.

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Symptom	Solution
Alignment page or test page will not print (See more alignment page troubleshooting on page 7)	 Press the **Power** button. If the Power light does not come on, see "The Power light does not come on when the Power button is pressed" symptom.
	Check to see if the printer is set as the default printer. **For Windows** 1 Click **Start → Settings → Printers** (Windows 98, Me, 2000). Click **Start → Control Panel → Printers and Faxes** (Windows XP). 2 Unless there is a check mark next to the printer (indicating it is already set as the default printer), right-click **Lexmark P910 Series** and select **Set as Default Printer**. **For Mac OS X** 1 On your desktop, check to see if there is a Lexmark 910 Series folder. If it does not appear on your desktop, install the printer software. 2 Select **Go → Applications → Utilities** and double-click the **Print Center** icon. – OS 10.2.3 or later: double-click **Printer Setup Utility**. 3 Select your printer in the Printer List and click **Printers → Make Default**. – OS 10.2.3 or later: click the **Make Default** button on the toolbar. If the install screen did not appear: 1 From your desktop, double-click the **910 Series Installer** icon. 2 Double-click **Install** and follow the instructions on your screen.

Removing and reinstalling the software

For Windows:

1 From your desktop, click **Start** → **Programs** or **All Programs** → **Lexmark P910 Series** → **Uninstall Lexmark P910 Series**.

2 Follow instructions on your screen to remove the printer software.

3 Restart your computer before reinstalling the printer software.

4 Insert the CD, and then follow the instructions on your screen to install the software.

If the install screen does not appear:

1 Click **Cancel** on any New Hardware screens.

2 Eject and reinsert the printer software CD.

   If the printer software installation screen does not appear:

   a From your desktop, double-click **My Computer** (Windows 98, Me, 2000).

   Windows XP users, click **Start** → **My Computer**.

   b Double-click the CD-ROM drive icon. If necessary, double-click **Setup**.

   c When the printer software installation screen appears, click **Install** or **Install Now**.

   d Follow the instructions on your screen to complete the installation.

For Mac OS X:

1 From your desktop, double-click the **Lexmark 910 Series** folder.

2 Double-click the **910 Series Uninstaller** application.

3 Follow the instructions on your screen to remove the printer software.

4 Restart your computer before reinstalling the printer software.

5 Insert the CD, click **910 Series Installer** and follow the instructions on your screen to install the software.

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Finding more information

If these solutions do not solve your problem:

- Refer to the *Setup* sheet that comes with your printer.
- Refer to the *User's Guide* or *Help* for your operating system:

    For Windows: double-click the **Lexmark P910 Series User's Guide** icon on your desktop.

    > **Note:** If you did not copy the *User's Guide* to your computer during the software installation, reinsert the printer software CD and click the **View User's Guide** icon.

    For Mac OS X:

    1 From your desktop, click the **Lexmark 910 Series** folder.

    2 Double-click **Lexmark 910 Series Utility**.

    3 Click the **Help** button.

- Refer to the Lexmark Solution Center software:

    For Windows:

    1 Click **Start** → **Programs** or **All Programs** → **Lexmark P910 Series** → **Lexmark Solution Center**.

    2 Click the **Troubleshooting** tab on the left side of the screen.

    For Mac OS X:

    1 From your desktop, double-click the **Lexmark 910 Series** folder icon.

    2 Double-click the **Lexmark 910 Series Help** alias.

    3 Click the **Troubleshooting** topic link.

- Go to http://support.lexmark.com/ for help.