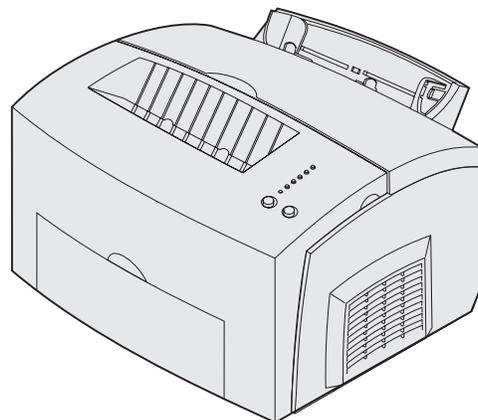




E220 Printer

User's Reference



September 2003

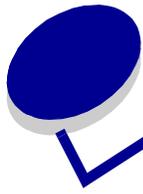
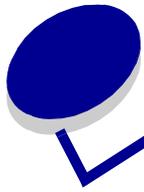


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- **Edition notice**
- **Trademarks**
- **Licensing notice**
- **Safety information**
- **Cautions and warnings**
- **Electronic emission notices**
- **Noise emission levels**
- **Energy Star**
- **Laser notice**

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Details relating to compatibility are included in the *Technical Reference*.

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To obtain source code files for the Lexmark modified GNU licensed software, launch the drivers CD that shipped with your printer and click **Contact Lexmark**.

Safety information

- If your product is *not* marked with this symbol , it *must* be connected to an electrical outlet that is properly grounded.

CAUTION: Do not set up this product, make electrical connections, or use a fax modem feature during a lightning storm.

- The power cord must be connected to an electrical outlet that is near the product and easily accessible.
- Refer service or repairs, other than those described in the operating instructions, 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.
- Your product uses a laser.

CAUTION: 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.

Cautions and warnings

CAUTION: A caution identifies something that could cause you harm.

Warning: A warning identifies something that could damage your product hardware or software.

Electronic emission notices

Federal Communications Commission (FCC) compliance information statement

The Lexmark E220, Type 4500-101, 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 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 any 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 1329605 for parallel attachment or 12A2405 for USB attachment. 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 and 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 Regulations.

Avis de conformité aux normes d'Industrie Canada

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

European Community (EC) directives conformity

This product is in conformity with the protection requirements of EC Council directives 89/336/EEC and 73/23/EEC 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, S.A., Boigny, France.

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

Japanese VCCI notice

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをして下さい。

The United Kingdom Telecommunications Act 1984

This apparatus is approved under the approval number NS/G/1234/J/100003 for the indirect connections to the public telecommunications systems in the United Kingdom.

Noise emission levels

The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

1-meter average sound pressure, dBA	
Printing	49 dBA
Idling	30 dBA

Energy Star



The EPA ENERGY STAR Office Equipment program is a partnership effort with office equipment manufacturers to promote the introduction of energy-efficient products and to reduce air pollution caused by power generation.

Companies participating in this program introduce products that power down when they are not being used. This feature will cut the energy used by up to 50 percent. Lexmark is proud to be a participant in this program.

As an ENERGY STAR Partner, Lexmark International, Inc. has determined that this product meets the ENERGY STAR guidelines for energy efficiency.

Laser notice

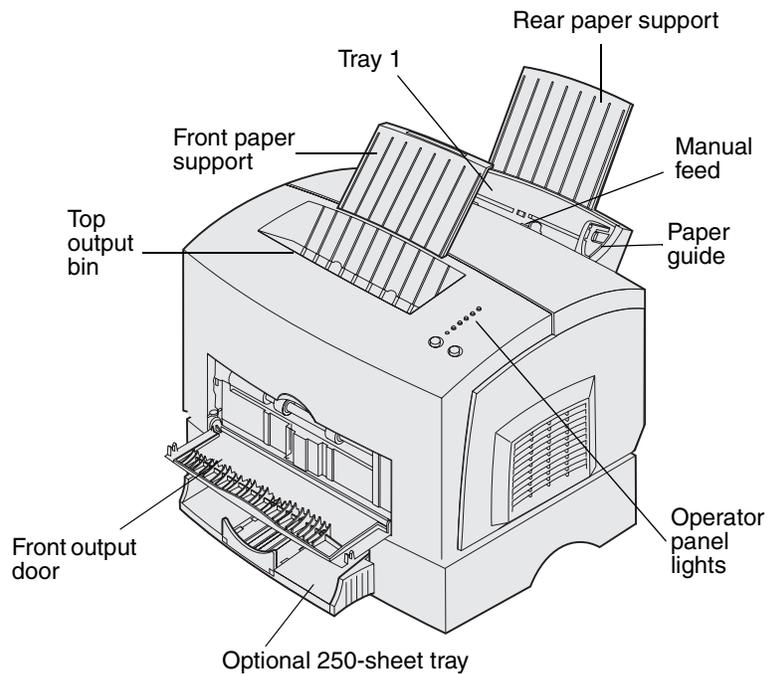
The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR Subchapter J for Class I (1) laser products, and elsewhere is certified as a Class I laser product conforming to the requirements of IEC 60825-1.

Class I laser products are not considered to be hazardous. The printer contains internally a Class IIIb (3b) laser that is nominally a 5 milliwatt gallium arsenide laser operating in the wavelength region of 770-795 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.

1

Printer overview

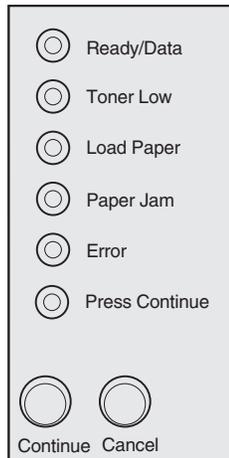
About your printer



Use this feature:	When you want to:
Tray 1	Load up to 150 sheets of paper or 10 sheets of other media.
Rear paper support	Support media in tray 1.
Front paper support	Support media in the top output bin.
Manual feed	Load a single sheet of paper/other media. Use for transparencies, labels, envelopes, and card stock.
Paper guides	Adjust the width of the media in tray 1 and the manual feed.
Operator panel lights	Check the status of your printer.
Top output bin	Stack printed documents facedown.
Front output door	Print on special media, for example, card stock or labels.
Optional 250-sheet tray	Increase your paper capacity.

Printer overview

The operator panel has 6 lights and 2 buttons.

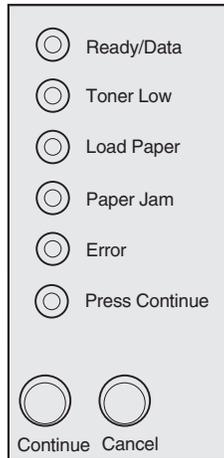


- Press and release **Continue** to resume printing.
- Press and release **Continue** twice quickly to display an error code.
- Press and release **Cancel** to cancel the job currently printing.
- Press and hold **Cancel** until all of the lights come on to reset the printer.

2 Printing

Using the operator panel

The operator panel has 6 lights and 2 operator panel buttons.



When the:	The printer:
Ready/Data light is on	is ready to receive and process data.
Ready/Data light is blinking	is busy receiving or processing data.
Toner Low light is on	alerts you that the toner is getting low.
Load Paper light is on	prompts you to load media in tray 1, manual feed, or the optional 250-sheet tray (if installed).
Paper Jam light is on	detects a jam.
Error light is on	cover is open or the print cartridge is not installed.
Press Continue light is on	prompts you to press the Continue button to resume printing.
Error light and Press Continue light are both on	alerts you that a secondary error occurred.

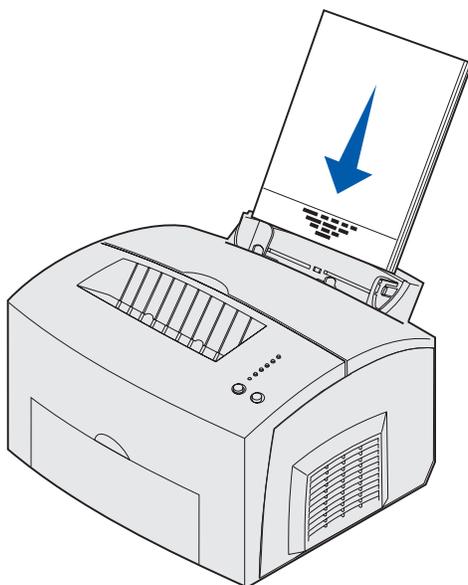
Setting up a print job

Once your printer is set up and your drivers are installed, you are ready to print. Do you want to print a letter, add a Do Not Copy watermark to a presentation, or adjust the print darkness setting? Just choose the printer setting in your printer driver and print your job.

Printing from a Windows environment

For example, let's say you have plain paper loaded in tray 1, but you want to print a letter on letterhead paper and an envelope.

- 1 Load letterhead with the top of the page pointing down facing you in tray 1.



- 2 From your software application, open the file you want to print.
- 3 From the File menu, select **Print** (or **Printer**) **Setup** to open your printer driver.
- 4 Verify the correct printer is selected in the dialog box.
- 5 In the Print Setup dialog box, click **Properties**, **Options**, or **Setup** (depending on the application) to change the paper setting to Letterhead, and then click **OK**.
- 6 Click **OK** or **Print** to send the job to print.

Now print the envelope:

- 1 Load an envelope vertically, flap side down, with the stamp area in the top left corner in the manual feed.



- 2 From the File menu, select **Print** (or **Printer**) **Setup** to open your printer driver.
- 3 In the Print Setup box, click **Properties**, **Options** or **Setup** (depending on the application) and select the size envelope you want from the Paper Type setting.
- 4 Change Orientation to **Landscape**.
- 5 In the Print dialog box, click **OK** to send the job to print.

Note: To change printer settings not available from your printer driver, install the Local Printer Setup Utility from the drivers CD (see [Using the Local Printer Setup Utility](#)).

If you need an explanation about a printer setting, help is just a click away:

- Click the Help box in the bottom right corner of any dialog box.
- Move your cursor to the setting in question and press **F1** or right-click your mouse.

Printing from a Macintosh computer

For example, you want to print a letter on letterhead paper and an envelope:

- 1 Load letterhead with the top of the page pointing down facing you in tray 1.
- 2 From your software application, open the file you want to print.
- 3 From the File menu, select **Page Setup** to open your printer driver.
- 4 Verify the correct printer is selected in the dialog box.
- 5 Select **Letterhead** from Paper, and then click **OK**.
- 6 Click **Print** from the File menu to send the job to print.

Now print the envelope:

- 1 Load an envelope vertically, flap side down, with the stamp area in the top left corner in the manual feed.
- 2 From the File menu, select **Page Setup**.
- 3 From the Paper Size setting, select the size envelope you want.
- 4 Change Orientation to **Landscape**.
- 5 Click **OK** to close the Page Setup dialog box.
- 6 Go back to the File menu and select **Print**.
- 7 From Paper Source, select **Envelope**.
- 8 Click **Print** to send the job to print.

Canceling a print job

From the printer operator panel

Press and release **Cancel** to cancel the job currently printing.

From a Windows computer

- 1 Minimize all programs to display the desktop.
- 2 Double-click the **My Computer** icon.
- 3 Double-click the **Printer** icon.
A list of available printers appears.
- 4 Double-click the printer you are using to print the job.
A list of print jobs appears.
- 5 Select the job you want to cancel.
- 6 Press the **Delete** key on the keyboard.

From a Macintosh computer

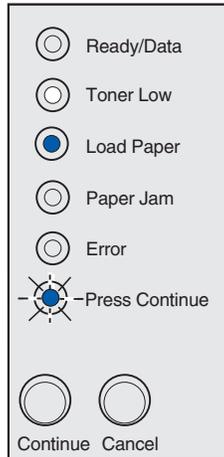
When you send a job to print, the printer icon appears on the desktop.

- 1 Double-click the **printer** icon on your desktop.
A list of print jobs appears.

- 2 Press the **Control** key and click the print job you want to cancel. Select **Stop Queue** from the pop-up menu.

Printing on both sides of the paper

Printing on both sides of the paper reduces printing costs. Select **Duplex** from your printer driver to format your job to print every other page of the document first. Once the first side of your job prints, the Load Paper light comes on and the Press Continue light blinks. Follow the instructions from your drivers pop-up menu to print the corresponding back side to each page.

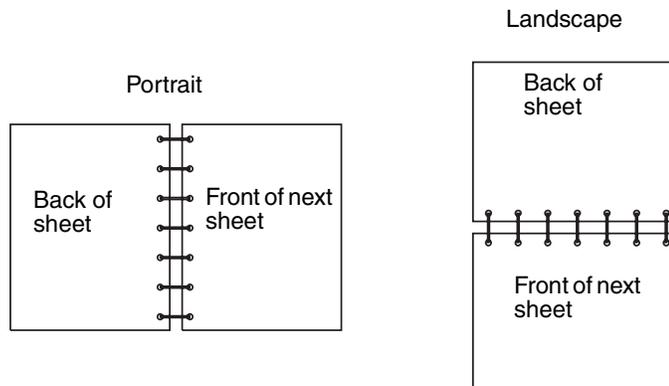


Note: Manual duplex is only available on Windows NT 4.0, Windows 2000, and Windows XP.

Although you can use tray 1 or the optional 250-sheet tray to print the first side of the duplex job, only use tray 1 to print the second side.

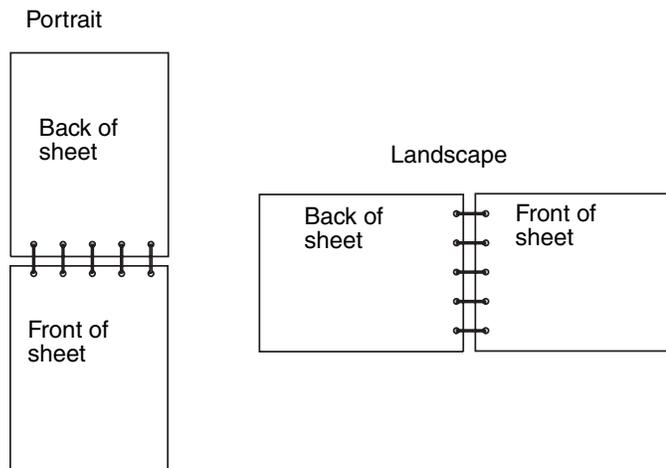
You can also choose how you want your job duplexed: Long Edge or Short Edge.

Long Edge means pages are bound along the long edge of the page (left edge for portrait, top edge for landscape).



Printing

Short Edge means pages are bound along the short edge of the page.



3

Paper handling

Choosing the right print media

Selecting the right paper or other media reduces printing problems. For best print quality, try a sample of the paper or other media you are considering before buying large quantities.

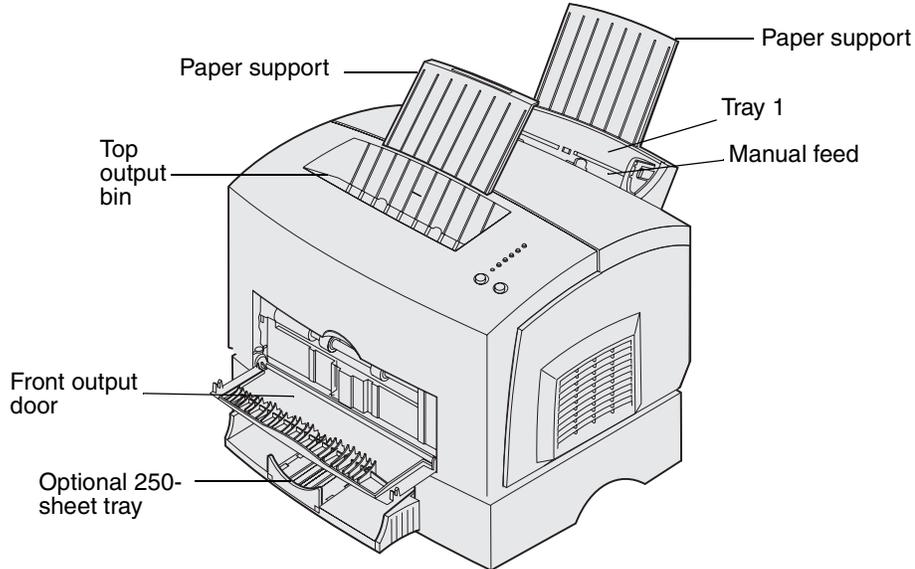
- Use 20 lb (75 g/m²) xerographic paper.
- Use transparencies designed for laser printers. We recommend Lexmark™ laser printer transparencies: for letter size transparencies, part number 70X7240; for A4 size transparencies, part number 12A5010.
- Use envelopes made from 24 lb (90 g/m²) bond paper. To reduce paper jams, do not use envelopes that:
 - Have excessive curl
 - Are stuck together
 - Are damaged in any way
 - Contain windows, holes, perforations, cutouts, or embossing
 - Use metal clasps, string ties, or metal folding bars
 - Have postage stamps attached
 - Have any exposed adhesive when the flap is in the sealed position
- Do not use labels that have exposed adhesive on the sheets.
- Do not print a large number of labels continuously.
- Use card stock with a maximum weight of 163 g/m² and a minimum size of 76.2 x 127 mm (3 x 5 in.).

Media types and sizes

Media	Size	Weight	Capacity
Paper	A4, A5, B5, letter, legal, executive, folio	17–43 lb (64–163 g/m ²) 16–43 lb (60–163 g/m ²) 16–24 lb (60–90 g/m ²)	Tray 1: 150 sheets (20 lb paper) Manual feed: 1 sheet Optional 250-sheet tray: 250 sheets (20 lb paper)
Transparencies	A4, letter	N/A	Tray 1: 10 sheets Manual feed: 1 sheet
Envelopes	Monarch (7 3/4), 9, Com-10, C5, C6, B5, DL	24 lb (90 g/m ²)	Tray 1: 10 envelopes Manual feed: 1 envelope
Labels (Paper)	Minimum: 8.3 x 11 in. (210 mm x 279 mm) Maximum: 8.5 x 11.7 in. (216 mm x 297 mm)	17–43 lb (64–163 g/m ²)	Tray 1: 10 sheets Manual feed: 1 sheet
Index Bristol Tag card stock	Minimum: 3 x 5 in. (76.2 x 127 mm) Maximum: 8.5 x 14 in. (216 mm x 356 mm)	67–90 lb Index Bristol (120–163 g/m ²) 50–100 lb tag (75–163 g/m ²)	Tray 1: 10 cards Manual feed: 1 card

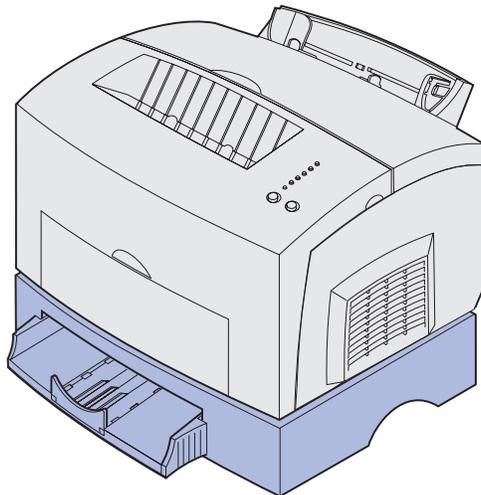
Printer media sources

Your printer has two standard paper sources: an automatic paper feeder (tray 1), which holds up to 150 sheets of plain paper, and a single-sheet manual feed. Use tray 1 for most print jobs. Use the manual feed for a single piece of paper, transparency, envelope, label, or index card.



An exit output bin on top of the printer holds up to 100 sheets. The single-sheet front output door provides a straight-through paper path for special media, such as transparencies, envelopes, labels, card stock or index cards, reducing curling and potential paper jams.

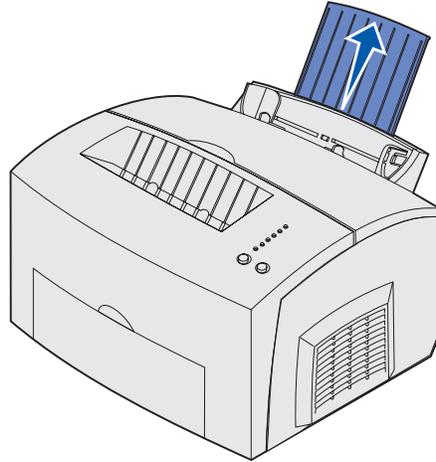
To increase paper capacity, you can purchase the optional 250-sheet tray.



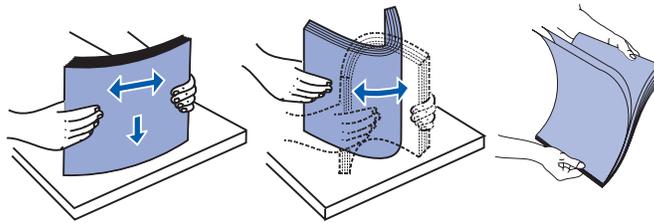
Loading paper

In tray 1

- 1 Extend the rear paper support until you hear a *click*.

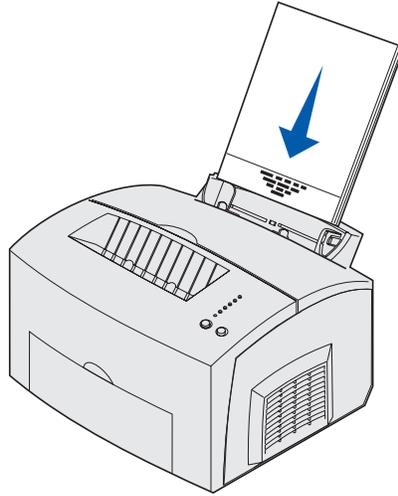


- 2 Flex the sheets back and forth to loosen them, fan the sheets on all four sides, and flex them again.



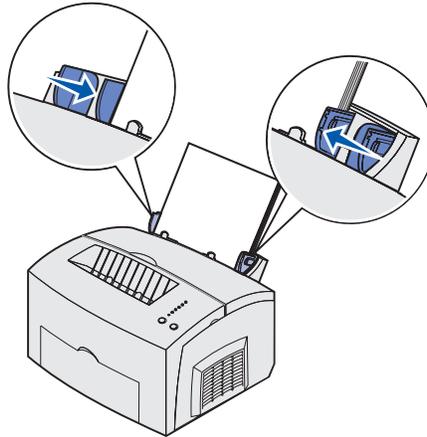
Paper handling

- 3 If loading letterhead paper, insert letterhead with the top of the page pointing down, facing you.



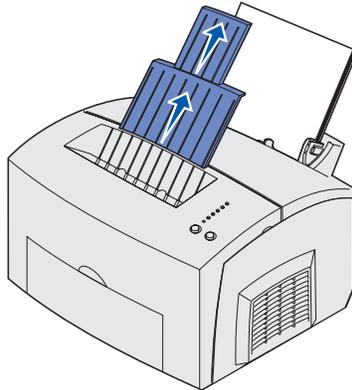
Note: Preprinted papers such as letterhead must be able to withstand temperatures up to 200°C (392°F) without melting or releasing hazardous emissions.

- 4 Slide the paper guides against the edges of the paper.



Paper handling

- 5 Extend the front paper support on the paper output bin until you hear a *click*. If you are printing on legal-size paper, completely extend the front paper support.

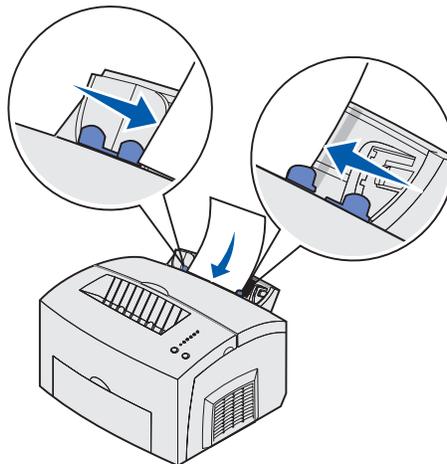


- 6 Select the paper size and type from your software program.
- 7 Start your print job.

In the manual feed

Use the manual feed to print one sheet of paper at a time.

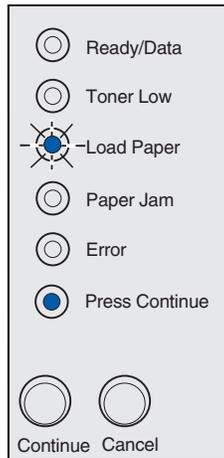
- 1 If loading letterhead paper, insert one sheet of letterhead with the top of the page pointing down, facing you.
- 2 Slide the paper guides flush against the edges of the paper.



- 3 Select the paper size and type from your software program.
- 4 Start your print job.
- 5 Press and release **Continue** to resume printing.

Paper handling

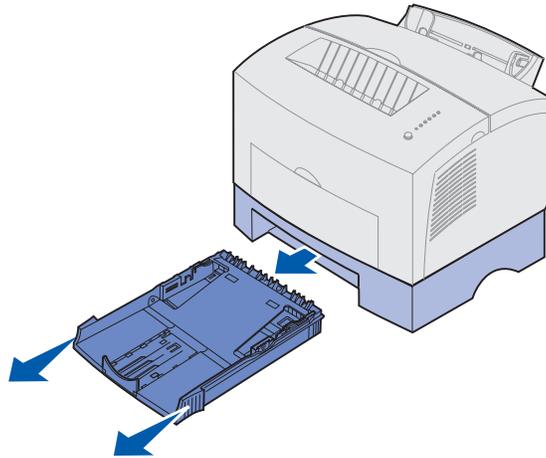
- 6** When the Load Paper light blinks and the Press Continue light comes on, place another sheet in the manual feed.



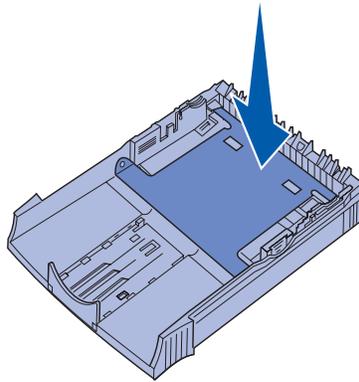
- 7** Press **Continue**.

In the optional 250-sheet tray

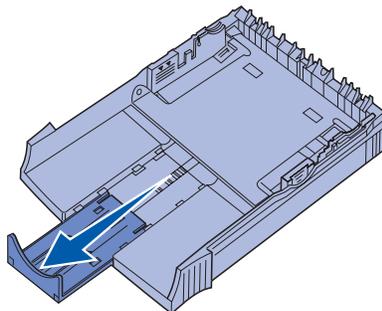
- 1 Grasp the tabs on either side of the tray and pull it completely out of the printer.



- 2 Before loading paper, push down on the metal plate until it locks into place.

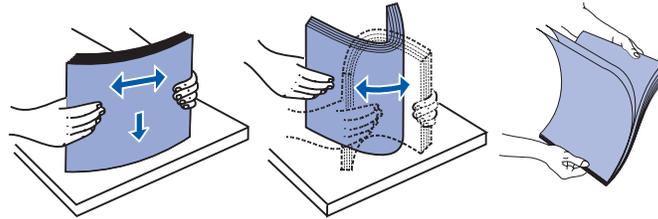


- 3 If loading A4 or legal-size paper, extend the paper support.

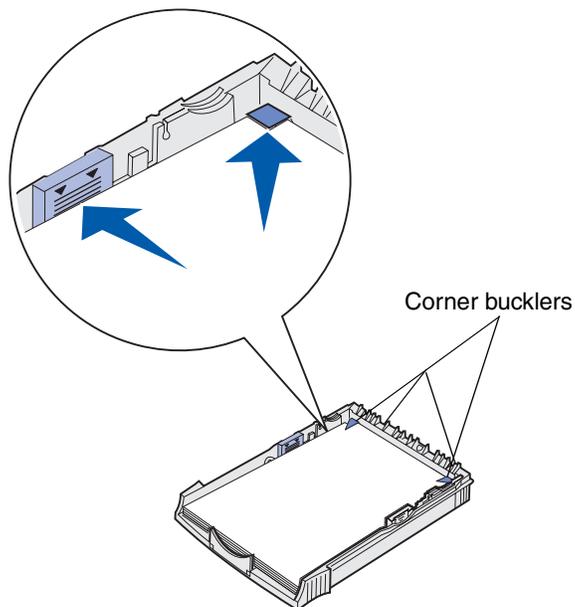


Paper handling

- 4** Flex the sheets back and forth to loosen them, fan the sheets on all four sides, and flex them again.



- 5** If loading letterhead paper, insert letterhead facedown with the top of the page entering the printer first.
- 6** Do not exceed the stack height indicator; overfilling the tray may cause paper jams.

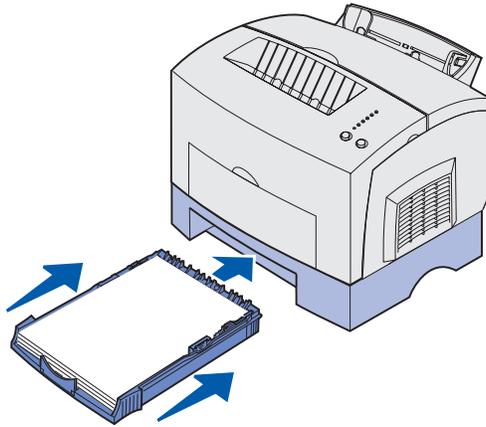


- 7** Make sure the paper is under both corner bucklers and lying flat in the tray.
- 8** Slide the paper guides flush against the edges of the media.

Paper handling

- 9 Reinstall the tray firmly into the printer.

If the tray is not pushed all the way in, the paper may not feed properly.



- 10 Select the paper size from your software program.

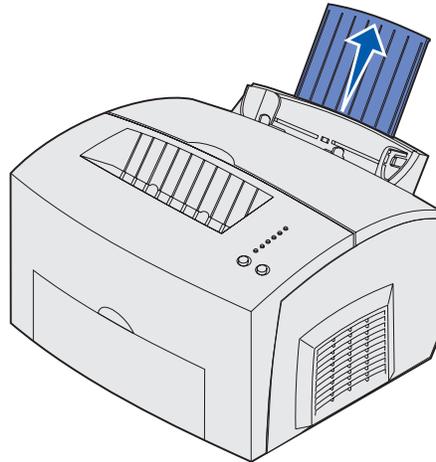
- 11 Start your print job.

Loading transparencies

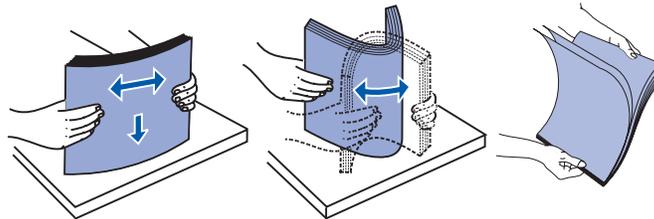
When printing on transparencies, use transparencies designed for laser printers. We recommend Lexmark laser printer transparencies: for letter size transparencies, part number 70X7240; for A4 size transparencies, part number 12A5010.

In tray 1

- 1 Extend the rear paper support until you hear a *click*.



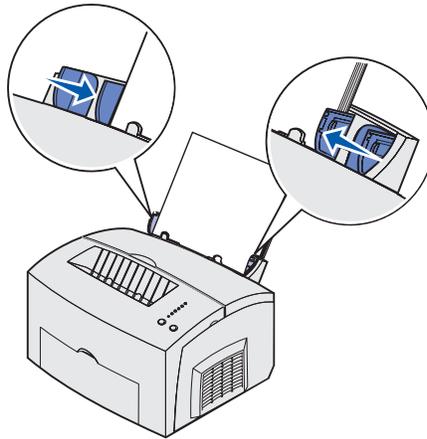
- 2 Flex the sheets back and forth to loosen them, fan the sheets on all four sides, and flex them again.



- 3 Load up to 10 transparencies with the side you want to print on facing you.

Note: Transparencies must be able to withstand temperatures of 200°C (392°F) without melting or releasing hazardous emissions.

- Slide the paper guides against the edges of the transparencies.

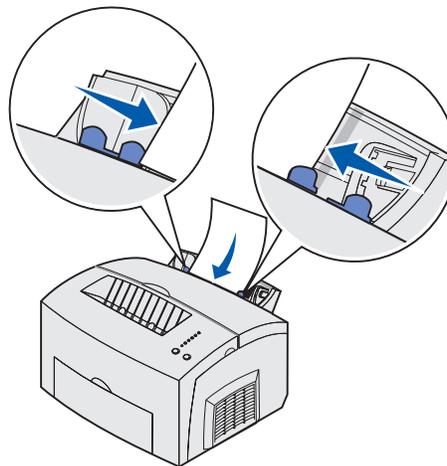


- Select the paper type from your software program.
- Start your print job.

In the manual feed

Use the manual feed to print one transparency at a time.

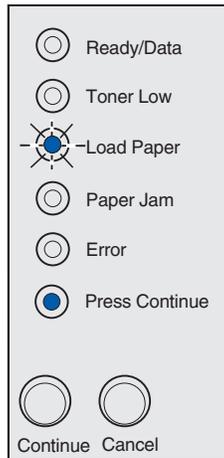
- Slide the paper guides flush against the edges of the transparency.



- Select the paper size and type from your software program.
- Start your print job.
- Press and release **Continue** to resume printing.

Paper handling

- 5 When the Load Paper light blinks and the Press Continue light comes on, place another transparency in the manual feed.



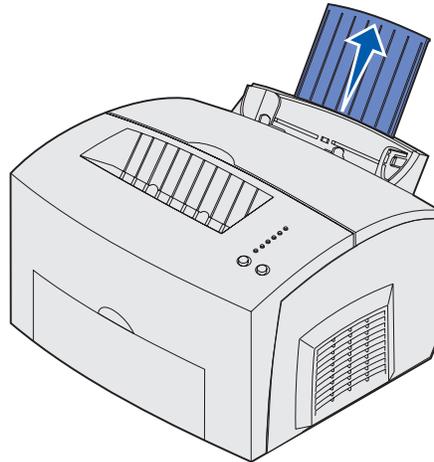
- 6 Press **Continue**.

Loading envelopes

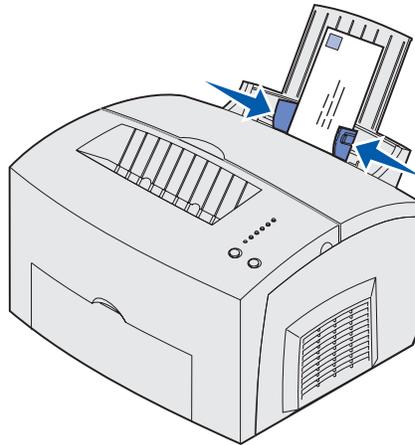
Load up to 10 envelopes in tray 1 or load envelopes one at a time in the manual feed.

In tray 1

- 1 Extend the rear paper support until you hear a *click*.



- 2 Load up to 10 envelopes in the *center* of tray 1 and adjust the paper guides to fit the width of the envelopes.



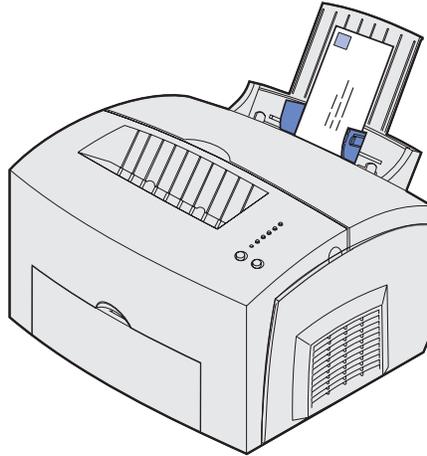
Note: Use envelopes that can withstand temperatures of 200°C (392°F) without sealing, excessive curling, wrinkling, or releasing hazardous emissions.

- 3 Select the paper type from your software program.
- 4 Start your print job.

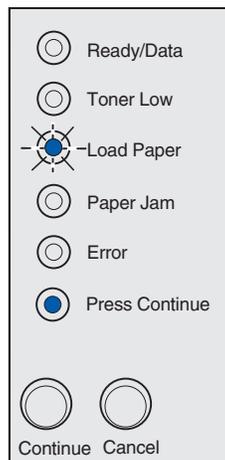
In the manual feed

Use the manual feed to print one envelope at a time. If you experience problems feeding envelopes in tray 1, try printing them one at a time from the manual feed.

- 1 Load an envelope in the *center* of the manual feed and adjust the paper guides to fit the width of the envelope.



- 2 Select the paper size and type from your software program.
- 3 Start your print job.
- 4 Press and release **Continue** to resume printing.
- 5 When the Load Paper light blinks and the Press Continue light comes on, place another envelope in the manual feed.



- 6 Press **Continue**.

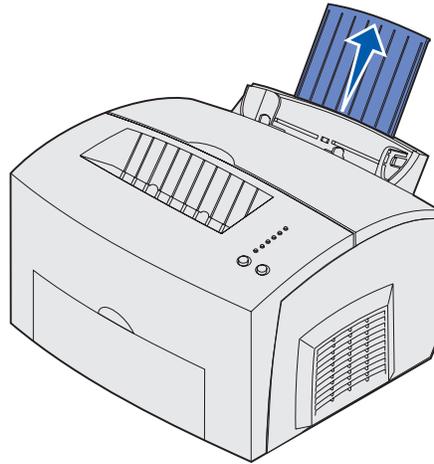
Loading labels

For occasional label printing, use paper labels designed for laser printers. You can load labels one at a time from the manual feed, or you can load up to 10 sheets of labels in tray 1.

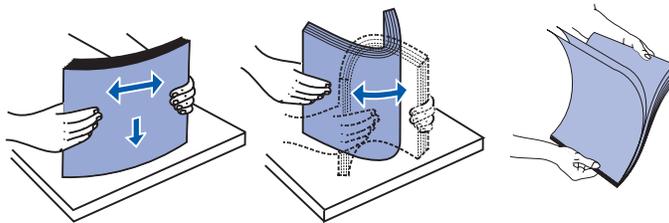
For more information on label printing, refer to the *Card Stock & Label Guide* on the Lexmark Web site at www.lexmark.com.

In tray 1

- 1 Extend the rear paper support until you hear a *click*.

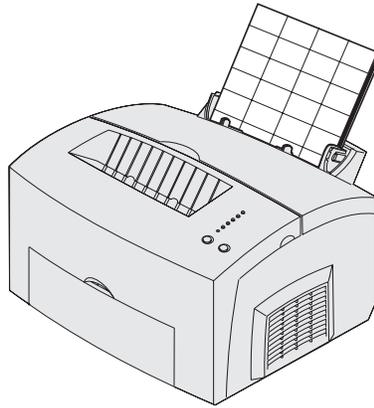


- 2 Flex the sheets back and forth to loosen them, fan the sheets on all four sides, and flex them again.



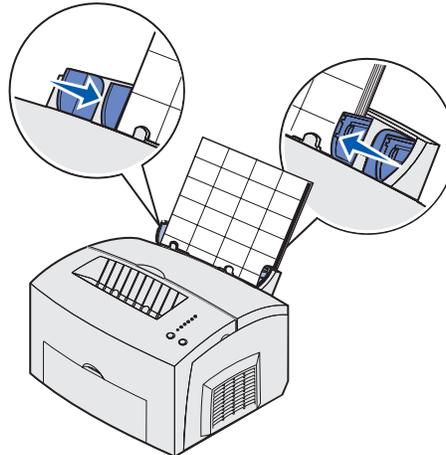
Paper handling

- 3 Load up to 10 label sheets with the side you want to print on facing you.



Note: Use labels with a pressure of 25 psi that can withstand temperatures of 200°C (392°F) without releasing hazardous emissions.

- 4 Slide the paper guides against the edges of the label sheets.

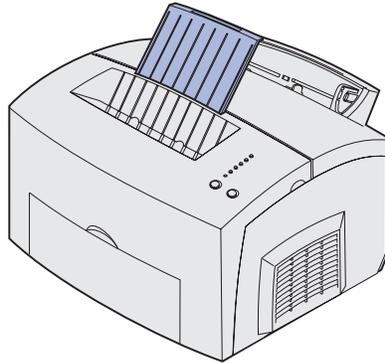


- 5 Select the paper size and type from your software program.
- 6 Start your print job.

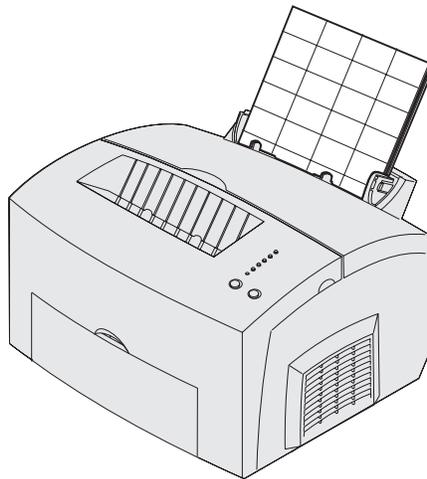
In the manual feed

Use the manual feed to print one label sheet at a time. If you experience problems feeding labels in tray 1, try printing one sheet at a time from the manual feed.

- 1 Extend the front paper support on the paper output bin until you hear a *click*.

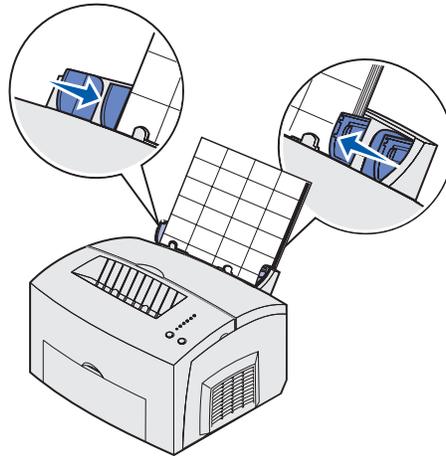


- 2 Load the label sheet with the side you want to print on facing you.

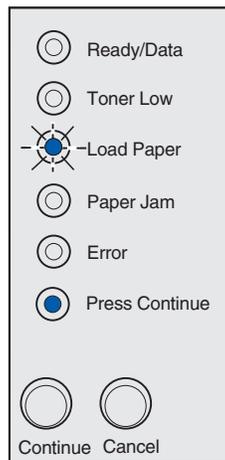


Paper handling

- Slide the paper guides against the edges of the label sheet.



- Select the paper size and type from your software program.
- Start your print job.
- Press and release **Continue** to resume printing.
- When the Load Paper light blinks and the Press Continue light comes on, place another label sheet in the manual feed.



- Press **Continue**.

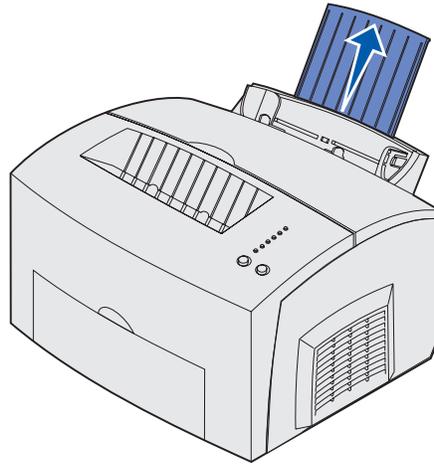
Loading card stock

For occasional printing on index Bristol or tag card stock, load up to 10 sheets of card stock or index cards in tray 1. Load one sheet of card stock or one index card at a time in the manual feed.

For more information on card stock printing, refer to the *Card Stock & Label Guide* on the Lexmark Web site at www.lexmark.com.

In tray 1

- 1 Extend the rear paper support until you hear a *click*.

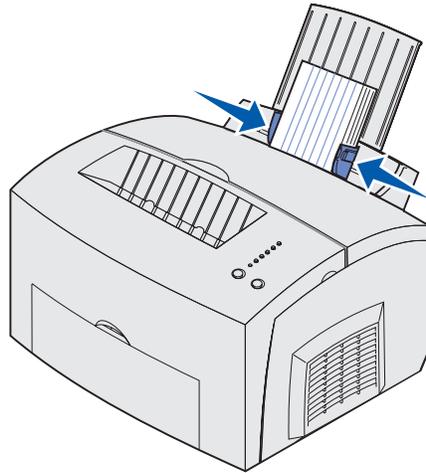


- 2 Load up to 10 sheets of card stock or 10 index cards with the print side facing you.

Note: Use card stock with a pressure of 25 psi that can withstand temperatures of 200°C (392°F) without releasing hazardous emissions.

Paper handling

- 3 Slide the paper guides against the edges of the card stock.

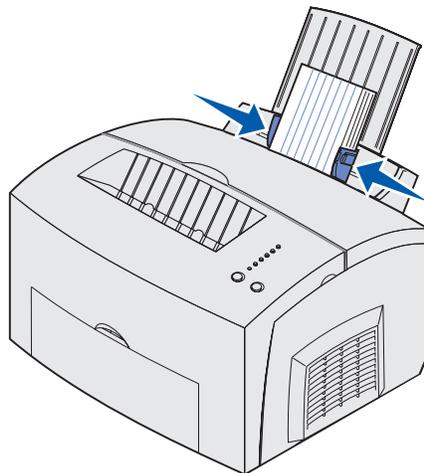


- 4 Select the paper size and type from your software program.
- 5 Start your print job.

In the manual feed

Use the manual feed to print one sheet of card stock or one index card at a time. If you experience problems feeding index cards in tray 1, try printing them one at a time from the manual feed.

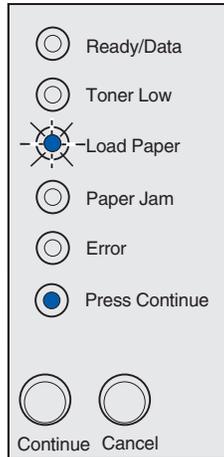
- 1 Load an index card with the print side facing you.
- 2 Slide the paper guides against the edges of the index card.



- 3 Select the paper size and type from your software program.
- 4 Start your print job.

Paper handling

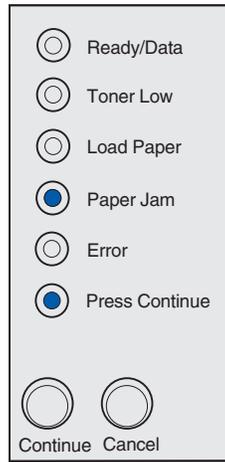
- 5 Press and release **Continue** to resume printing.
- 6 When the Load Paper light blinks and the Press Continue light comes on, place another index card in the manual feed.



- 7 Press **Continue**.

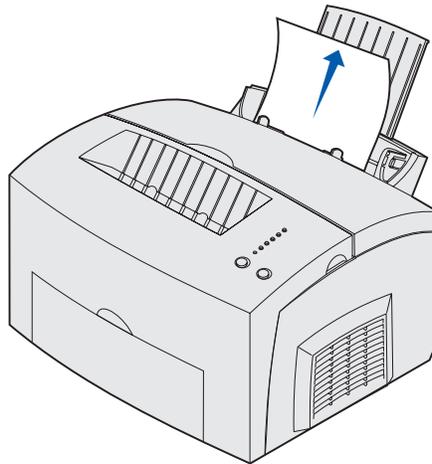
Clearing jams

If print media jams in the printer, the Paper Jam light prompts you to clear the paper path.



If media has just started to feed from tray 1 when the jam occurs:

- 1 Pull the media straight up out of tray 1.



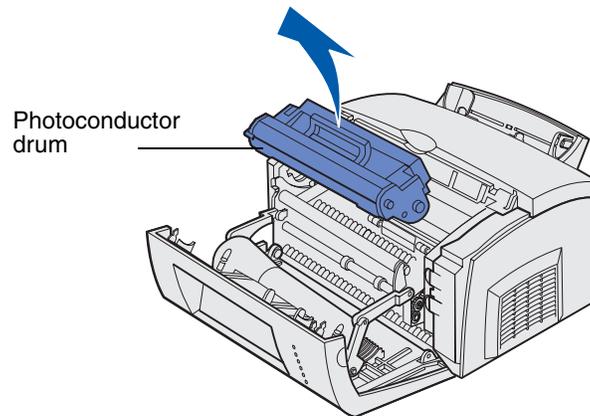
- 2 Press the **Continue** button or open and close the printer cover to resume printing.

Paper handling

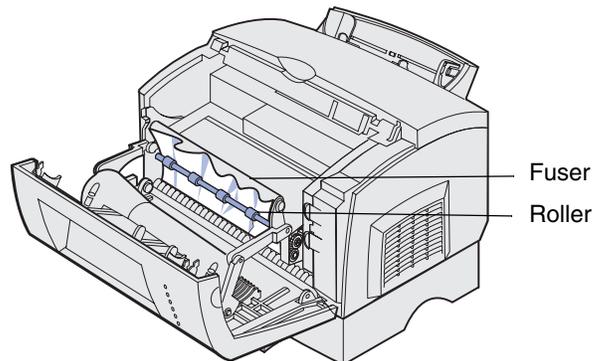
If the jam occurs in the fuser:

- 1 Open the printer cover.
- 2 **Remove the print cartridge** (it may be warm).

Note: The photoconductor drum on the bottom of the print cartridge may be damaged if it is exposed to light. Cover the cartridge or store it in a clean, dark place if you take it out of the printer for an extended period of time.



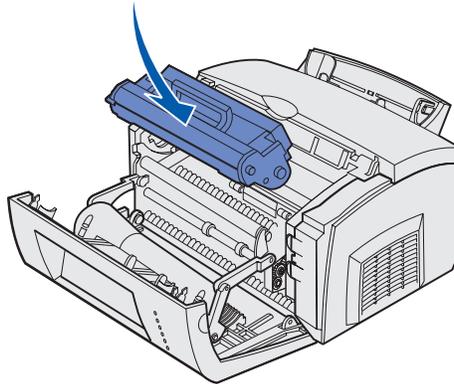
- 3 Gently pull out the media.



CAUTION: Avoid touching the fuser; it may be hot!

- 4 If the media is jammed tightly behind the roller, or if you cannot get a grip on it, close the cover, open the front output door, and pull out the paper.
- 5 Make sure there is no more media in the printer.

- 6 Reinstall the print cartridge.



- 7 Close the printer cover to resume printing.

A jam may occur if the top output bin is too full and the media is unable to exit the printer:

- 1 Remove the media from the top output bin.
- 2 Clear the jam.

If a jam occurs while printing labels from tray 1 or the manual feed:

- 1 Be sure the labels remain attached to the backing sheet after clearing the jam.
- 2 Before resuming label printing, load paper in tray 1.
- 3 Press the **Continue** button and print 10 or more menu settings pages.

The paper removes any remaining adhesive in or on the fuser.

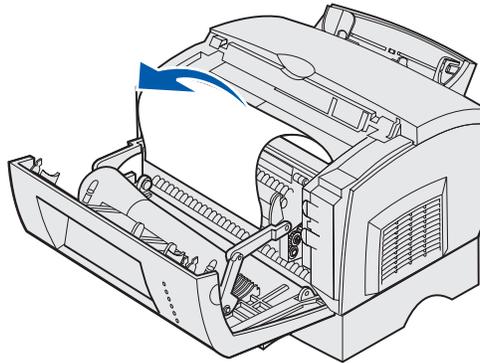
Warning: Serious damage to your printer may occur if adhesive labels remain in the fuser.
See **Calling for service**.

If the jam occurs as the paper exits the optional 250-sheet tray into the printer:

- 1 Open the printer cover.
- 2 Remove the print cartridge (the cartridge may be warm).

Paper handling

- 3 Gently pull the paper toward you.



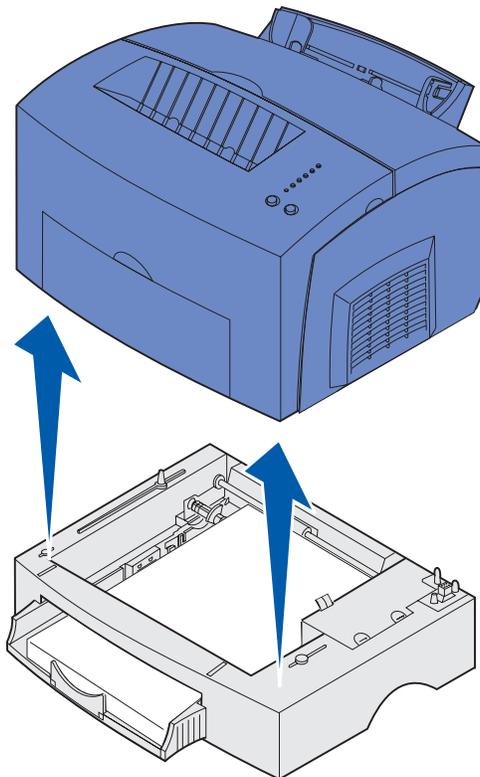
- 4 Reinstall the print cartridge.
- 5 Close the printer cover to resume printing.

If you cannot reach the paper easily:

- 1 Turn off the printer.

Note: You will lose the rest of the print job.

- 2 Lift the printer off the support unit.



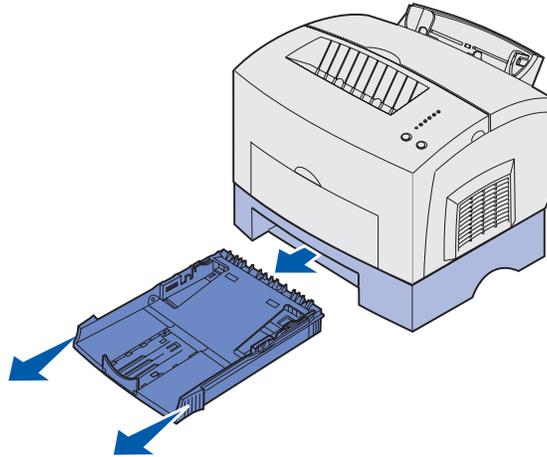
- 3 Clear the jam.

Paper handling

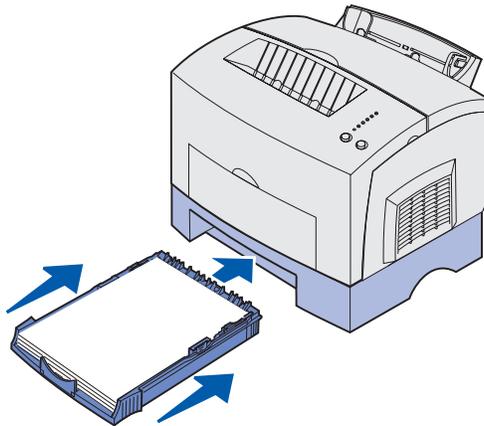
- 4 Align the printer with the front of the support unit and place it on top of the support unit.
- 5 Turn on the printer and resend your print job.

If the jam occurs just after the paper feeds from the optional 250-sheet tray:

- 1 Pull the tray all the way out.



- 2 Reach inside and gently pull the paper toward you.
- 3 Reinstall the tray and resume printing.



4

Understanding the operator panel lights

The operator panel lights mean different things, depending on their sequence. Lights that are off, on, and/or blinking indicate printer conditions such as printer status, intervention (for example, out of paper), or service.

The following table shows the most common light sequences. Click the indicated page for more information on what it means and what you can do.

Common light sequences:							
Ready/ Data	Toner Low	Load Paper	Paper Jam	Error	Press Continue	Printer condition:	Go to:
						<ul style="list-style-type: none"> Ready Power Saver 	Page 49
						<ul style="list-style-type: none"> Ready and toner low Power saver and toner low 	Page 50
						Not ready (printer is offline)	Page 50
						Not ready and toner low	Page 51
						<ul style="list-style-type: none"> Busy Defragmenting flash Formatting flash Programming flash Printing a directory Printing menu settings page(s) Printing Print Quality Test Pages 	Page 52
						Busy and toner low	Page 53

Understanding the operator panel lights

Common light sequences:							
Ready/ Data	Toner Low	Load Paper	Paper Jam	Error	Press Continue	Printer condition:	Go to:
						Waiting	Page 54
						Waiting and toner low	Page 54
						<ul style="list-style-type: none"> Flushing Resolution reduced 	Page 55
						<ul style="list-style-type: none"> Flushing and toner low Resolution reduced and toner low 	Page 55
						Load manual feed	Page 56
						Load tray 1 or the optional 250-sheet tray	Page 56
						Remove paper from output bin	Page 57
						Print side two of your duplex print job	Page 57
						<ul style="list-style-type: none"> Top cover open Print cartridge is not installed 	Page 58
						Print cartridge error	Page 58
						Change invalid print cartridge	Page 59

Understanding the operator panel lights

Common light sequences:							
Ready/ Data	Toner Low	Load Paper	Paper Jam	Error	Press Continue	Printer condition:	Go to:
						Hex Trace Ready	Page 59
						Hex Trace Ready and toner low	Page 60
						<ul style="list-style-type: none"> • Cancel job • Reset printer • Restore factory defaults 	Page 60
						Service error	Page 61

When the Error and Press Continue lights are both on, a secondary error occurred. Press and release **Continue** twice quickly to display secondary error code light sequences. The following table shows what these light sequences mean and what you can do.

Secondary error code light sequences							
Ready/ Data	Toner Low	Load Paper	Paper Jam	Error	Press Continue	Printer condition:	Go to:
						Secondary error code	Page 61
						Insufficient collation area	Page 62
						Memory full	Page 63
						Complex page	Page 64
						Short paper	Page 64

Understanding the operator panel lights

Secondary error code light sequences							
Ready/ Data	Toner Low	Load Paper	Paper Jam	Error	Press Continue	Printer condition:	Go to:
						Font error	Page 65
						Insufficient printer memory	Page 65
						Flash full	Page 66
						Defective flash	Page 66
						Unformatted flash	Page 67
						Insufficient defrag memory	Page 67
						Error communicating with the host computer	Page 68

Secondary error code light sequences for jams							
Ready/ Data	Toner Low	Load Paper	Paper Jam	Error	Press Continue	Printer condition:	Go to:
						Jam	Page 40, Clearing jams
						Jam occurs just as it starts to feed from the tray	Page 40, Page 44, Clearing jams

Understanding the operator panel lights

Secondary error code light sequences for jams							
Ready/ Data	Toner Low	Load Paper	Paper Jam	Error	Press Continue	Printer condition:	Go to:
	●		●		●	Jam occurs as it exits the tray into the printer	Page 41, Page 42, Clearing jams
		●	●		●	Jam occurs as a printed job exits the tray	Page 42, Clearing jams

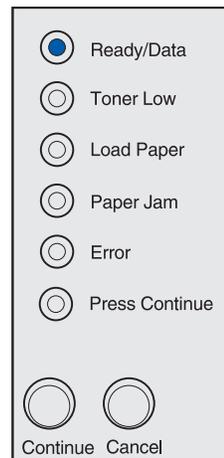
What this light sequence means:

- The printer is ready to receive and process data.
- The printer is in Power Saver mode.

What you can do:

- Send a print job.
- Press and release **Continue** to print the menu settings pages for a list of current printer settings.
- Press and hold **Cancel** to reset the printer.

Note: If you want to change the Power Saver setting, it can only be set from the Local Printer Setup Utility (see [Using the Local Printer Setup Utility](#)).



Understanding the operator panel lights

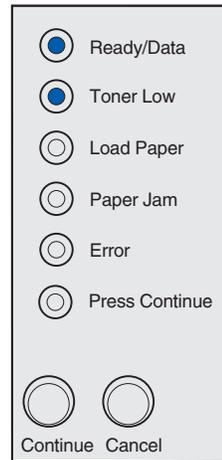
What this light sequence means:

The printer is ready to receive and process data. In addition, the toner in the print cartridge is getting low.

What you can do:

- Send a print job.
- Press and release **Continue** to print the menu settings page for a list of current printer settings.
- **Remove the print cartridge** and shake it to extend the life of the cartridge. If you do not have a replacement cartridge, order one now.
- **Replace the print cartridge.**
- Press and hold **Cancel** to reset the printer.

Note: The Toner Low light does not come on if the 1,500-page starter print cartridge is installed.

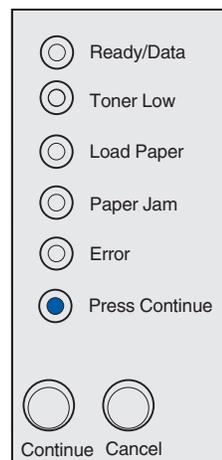


What this light sequence means:

The printer is not ready to receive or process data, or the printer ports are offline.

What you can do:

- Press and release **Continue** to return to the Ready or Busy state.
- Press and release **Cancel** to cancel the print job.
- Press and hold **Cancel** to reset the printer.



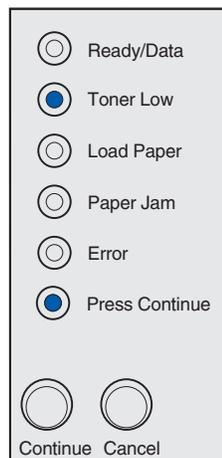
Understanding the operator panel lights

What this light sequence means:

The printer is not ready to receive or process data, or the printer ports are offline. In addition, the toner in the print cartridge is getting low.

What you can do:

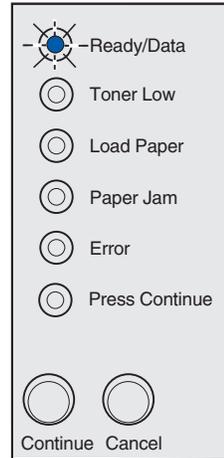
- Press and release **Continue** to return to the Ready or Busy state.
- Press and release **Cancel** to cancel the print job.
- **Remove the print cartridge** and shake it to extend the life of the cartridge. If you do not have a replacement cartridge, order one now.
- **Replace the print cartridge.**
- Press and hold **Cancel** to reset the printer.



Understanding the operator panel lights

What this light sequence means:

- The printer is busy receiving and processing data or printing.
- The printer is defragmenting the flash memory to reclaim storage space occupied by deleted resources.
- The printer is formatting the flash memory.
- The printer is storing resources, such as fonts or macros, in flash memory.
- The printer is printing a directory, font list, menu settings pages, or Print Quality Test Pages.



What you can do:

- Busy:
 - Wait for the message to clear.
 - Press and release **Cancel** to cancel the print job.
 - Press and hold **Cancel** to reset the printer.
- Defragmenting flash, formatting flash, or programming flash:
 - Wait for the message to clear.

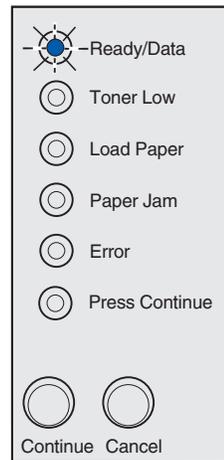
Warning: Do not turn the printer off while this message is displayed.

- Printing a directory, a font list, menu settings pages, or Print Quality Test Pages:
 - Wait for the pages to print. The Busy message is displayed as the pages print. The Ready/Data light is on when printing stops.

Understanding the operator panel lights

What you can do:

- Printing a directory, a font list, menu settings pages, or Print Quality Test Pages:
 - Press and release **Cancel** to cancel printing.
 - Press and hold **Cancel** to reset the printer.
- Receiving/processing data from a host interface:
 - Wait for the message to clear.
 - Press and release **Cancel** to stop processing.
 - Press and hold **Cancel** to reset the printer.



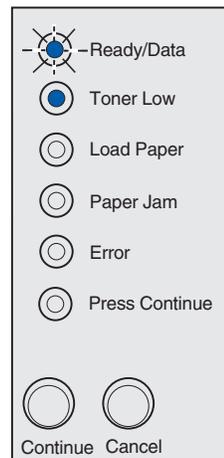
What this light sequence means:

The printer is busy receiving or processing data, or printing a test page. In addition, the toner in the print cartridge is getting low.

What you can do:

- **Remove the print cartridge** and shake it to extend the life of the cartridge. If you do not have a replacement cartridge, order one now.
- **Replace the print cartridge.**
- Press and release **Cancel** to cancel the print job.
- Press and hold **Cancel** to reset the printer.

Note: The Toner Low light does not come on if the 1,500-page starter print cartridge is installed.



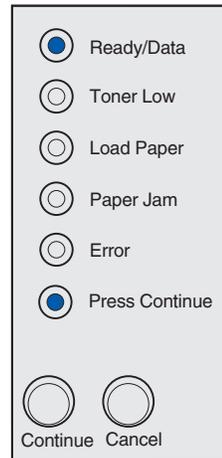
Understanding the operator panel lights

What this light sequence means:

The printer is waiting until a print timeout occurs, or until it receives additional data.

What you can do:

- Press and release **Cancel** to cancel the print job.
- Press and release **Continue** to print the contents of the print buffer.
- Press and hold **Cancel** to reset the printer.

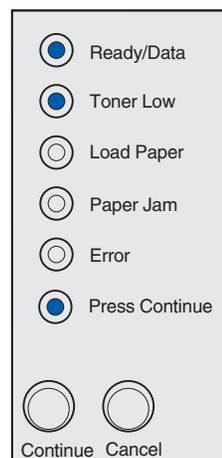


What this light sequence means:

The printer is waiting until a print timeout occurs, or until it receives additional data. In addition, the toner in the print cartridge is getting low.

What you can do:

- **Remove the print cartridge** and shake it to extend the life of the cartridge. If you do not have a replacement cartridge, order one now.
- **Replace the print cartridge.**
- Press and release **Continue** to print the contents of the print buffer.
- Press and release **Cancel** to cancel the print job.
- Press and hold **Cancel** to reset the printer.



Note: The Toner Low light does not come on if the 1,500-page starter print cartridge is installed.

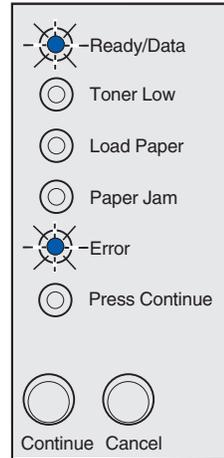
Understanding the operator panel lights

What this light sequence means:

- The printer is flushing corrupted print data.
- The printer is processing data or printing pages, but the resolution of a page in the current print job is reduced from 600 dots per inch (dpi) to 300 dpi in order to prevent a memory full error.

What you can do:

- Wait until the operator panel returns to Ready/Data to print other jobs.
- Press and release **Cancel** to cancel the print job.
- Press and hold **Cancel** to reset the printer.



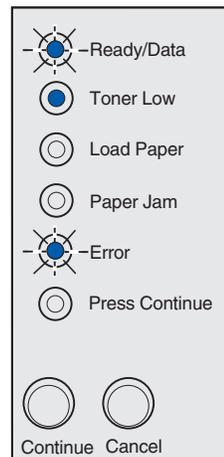
What this light sequence means:

The printer is flushing corrupted print data. In addition, the toner in the print cartridge is getting low.

What you can do:

- Wait until the operator panel returns to Ready/Data to print other jobs.
- **Remove the print cartridge** and shake it to extend the life of the cartridge. If you do not have a replacement cartridge, order one now.
- **Replace the print cartridge.**

Note: The Toner Low light does not come on if the 1,500-page starter print cartridge is installed.



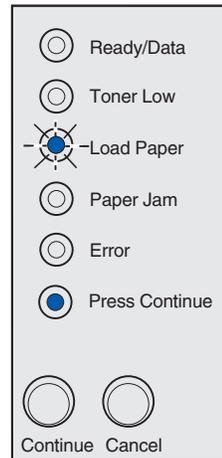
Understanding the operator panel lights

What this light sequence means:

The printer prompts you to load a single sheet of media in the manual feed.

What you can do:

- Load media, with the side to be printed facing the front of the printer, into the manual feed.
- Press and release **Continue** to resume printing.

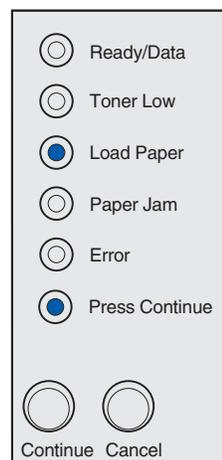


What this light sequence means:

The printer is out of media, or the media did not feed properly.

What you can do:

- Load media into tray 1 or the optional 250-sheet tray and press and release **Continue** to resume printing.
- Check that the media is loaded correctly in tray 1 or the optional 250-sheet tray.
- Press and release **Cancel** to cancel the print job.



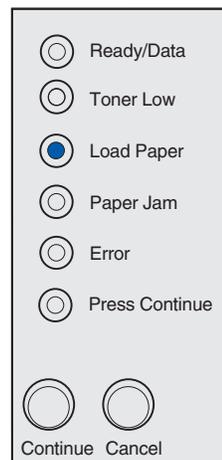
Understanding the operator panel lights

What this light sequence means:

The top output bin is full.

What you can do:

Remove the print media from the bin.

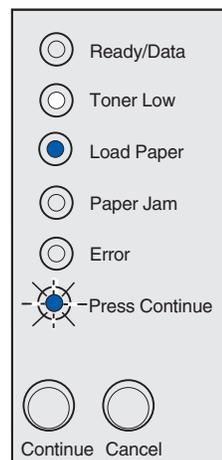


What this light sequence means:

Print the other side of your duplex print job.

What you can do:

Re-insert your print job in tray 1 using the instructions in the driver pop-up menu to orient the pages correctly.



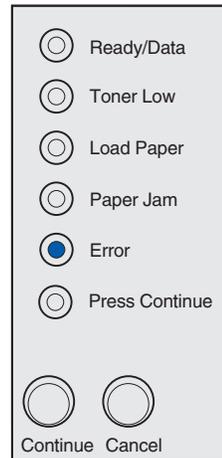
Understanding the operator panel lights

What this light sequence means:

The printer top cover is open, or the print cartridge is not installed.

What you can do:

- Close the cover to display the light sequence that appeared before the cover was opened.
- Install the print cartridge.

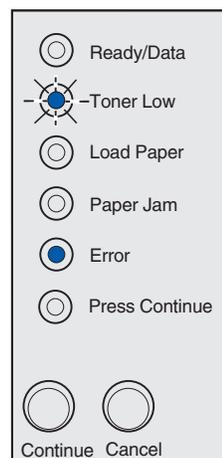


What this light sequence means:

The print cartridge is not installed, or the printer detects a print cartridge error.

What you can do:

- If the print cartridge is not installed, install it.
- If the print cartridge is installed, remove it and install a new print cartridge (see [Replacing a print cartridge](#)).



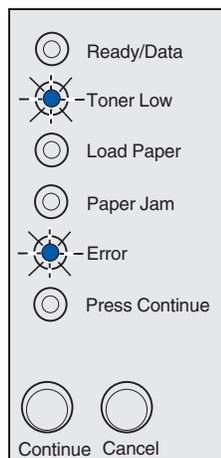
Understanding the operator panel lights

What this light sequence means:

The print cartridge you are using was not designed for your printer.

What you can do:

Install a print cartridge made for your printer (see [Ordering supplies](#)).

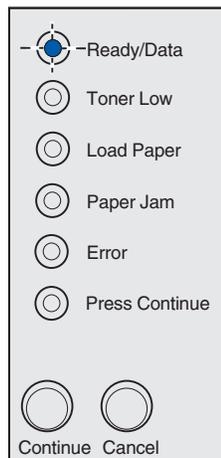


What this light sequence means:

The printer is in the Ready mode and Hex Trace is active.

What you can do:

Advanced users can use Hex Trace to help troubleshoot printing problems. After resolving the problem, turn off the printer to exit Hex Trace.



Understanding the operator panel lights

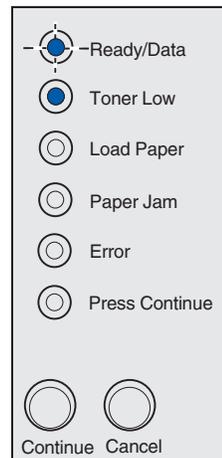
What this light sequence means:

The printer is in the Ready mode, Hex Trace is active, and the toner in the print cartridge is getting low.

What you can do:

- Advanced users can use Hex Trace to help troubleshoot printing problems. After resolving the problem, turn off the printer to exit Hex Trace.
- **Remove the print cartridge** and shake it to extend the life of the cartridge. If you do not have a replacement cartridge, order one now.
- **Replace the print cartridge.**

Note: The Toner Low light does not come on if the 1,500-page starter print cartridge is installed.

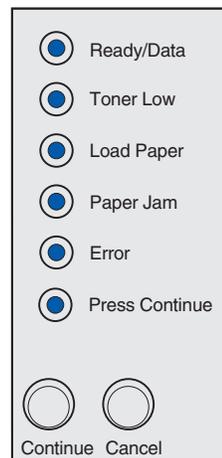


What this light sequence means:

- The current print job is canceled.
- The printer is resetting to the user default settings. Any active print jobs are canceled. A user default setting remains in effect until you change it or until you restore the factory default settings.

What you can do:

Wait for the message to clear.



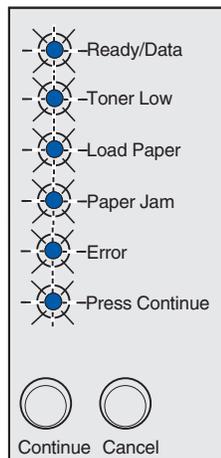
Understanding the operator panel lights

What this light sequence means:

The printer has a service error and printing has stopped.

What you can do:

Turn the printer off and back on. If the lights are still blinking, contact the place where you bought your printer.



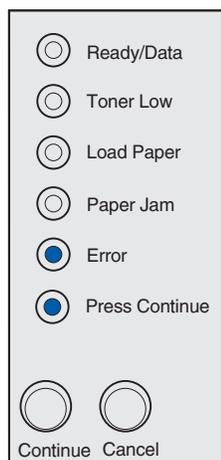
Secondary error code

What this light sequence means:

The printer has one of the following errors:

- Memory is full.
- A page is too complex to print.
- A page is shorter than the set page margins.
- Resolution of a formatted page is reduced to 300 dpi before printing.
- A font error occurred.
- Memory is insufficient to save what is in the buffer.
- Printer memory is insufficient to defragment flash memory.
- Communication with the host computer is lost.

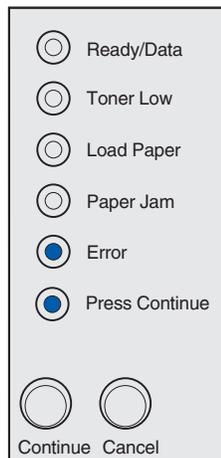
–Continued–



Secondary error code

What you can do:

- Press and release **Continue** twice quickly to see the secondary message.
- Press and release **Continue** to clear the secondary message.



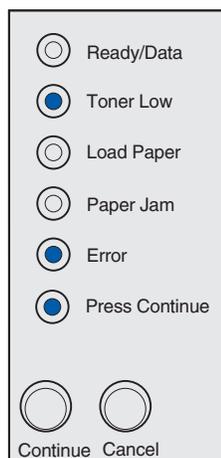
Secondary error code

What this light sequence means:

The printer memory does not have the free space necessary to collate the print job. This may happen due to one of these errors:

- Memory is full.
- A page is too complex to print.
- A page is shorter than the set page margins.
- Resolution of a formatted page is reduced to 300 dpi before printing.
- A font error has occurred.
- Memory is insufficient to save what is in the buffer.
- Printer memory is insufficient to defragment flash memory.
- Communication with the host computer is lost.

–Continued–

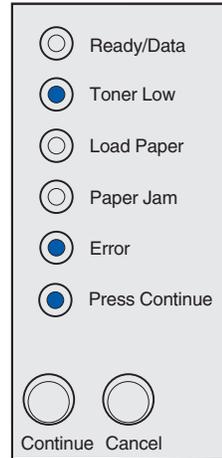


Understanding the operator panel lights

Secondary error code

What you can do:

- Press and release **Continue** to clear the message and continue printing the job (the job may not print correctly.)
- Press and release **Cancel** to cancel the print job.
- Press and hold **Cancel** to reset the printer.
- To avoid this error in the future:
 - Simplify the print job. Reduce the complexity of the page by reducing the amount of text or graphics on the page and deleting unnecessary downloaded fonts or macros.
 - Install additional printer memory (refer to the *Setup Guide* for instructions).



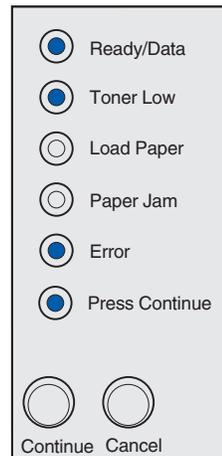
Secondary error code

What this light sequence means:

The printer is processing data, but the memory used to store pages is full.

What you can do:

- Press and release **Continue** to clear the message and continue printing the job (the job may not print correctly).
- Press and release **Cancel** to cancel the print job.
- Press and hold **Cancel** to reset the printer.
- To avoid this error in the future:
 - Simplify the print job. Reduce the complexity of the page by reducing the amount of text or graphics on the page and deleting unnecessary downloaded fonts or macros.
 - Install additional printer memory (refer to the *Setup Guide* for instructions).



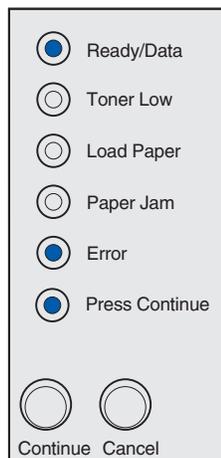
Secondary error code

What this light sequence means:

The page may not print correctly because the print information on the page is too complex.

What you can do:

- Press and release **Continue** to clear the message and continue processing the print job (some of the print data may be lost).
- To avoid this error in the future:
 - Reduce the complexity of the page by reducing the amount of text or graphics on the page and deleting unnecessary downloaded fonts or macros.
 - Set **Page Protect** to On in the Local Printer Setup Utility.
 - Install additional printer memory (refer to the *Setup Guide* for instructions).



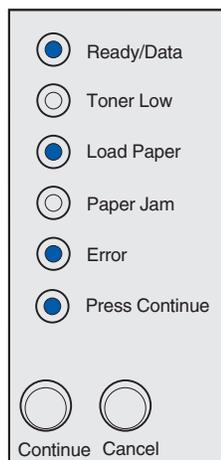
Secondary error code

What this light sequence means:

The paper length is too short to print the formatted data. This occurs when the printer does not know the media size loaded in the tray, or there is a problem feeding the media.

What you can do:

- Make sure the print media you loaded is large enough.
- Open the printer cover, clear the paper path and close the cover to resume printing (see **Clearing jams**).
- Press and release **Continue** to clear the message and continue printing the job.
- Press and release **Cancel** to cancel the print job.



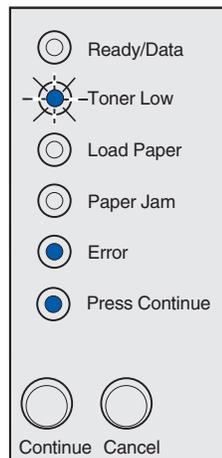
Secondary error code

What this light sequence means:

The printer has received a request for a PPDS font which is not installed.

What you can do:

- Press and release **Cancel** to cancel the print job.
- Press and hold **Cancel** to reset the printer.
- Press and release **Continue** to clear the message and continue printing.



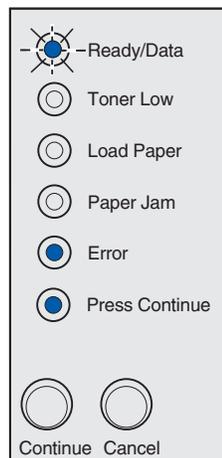
Secondary error code

What this light sequence means:

The printer does not have enough memory to save the data in the buffer.

What you can do:

- Install additional memory (refer to the *Setup Guide* for instructions).
- Press and release **Continue** to continue printing the job.
- Press and release **Cancel** to cancel the print job.



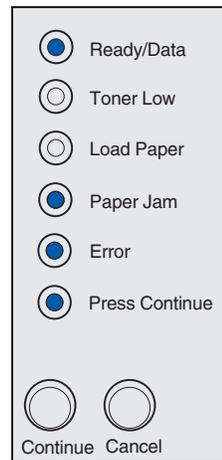
Secondary error code

What this light sequence means:

There is not enough free space in the flash memory to store the data you are trying to download.

What you can do:

- Delete fonts, macros, and other data stored on the flash memory to free up space.
- Press and release **Continue** to clear the message and continue printing. Downloaded fonts and macros not previously stored in flash memory are deleted.
- Install flash memory with more storage capacity. Refer to the *Setup Guide* for instructions to install flash memory.
- Press and release **Cancel** to cancel the print job.
- Press and hold **Cancel** to reset the printer.



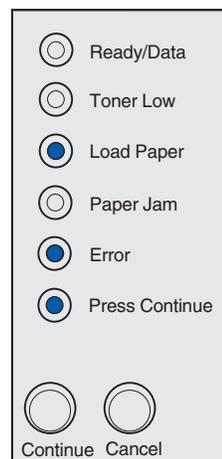
Secondary error code

What this light sequence means:

The printer detects defective flash memory.

What you can do:

- Press and release **Continue** to clear the message and continue printing. Downloaded fonts and macros not previously stored in flash memory are deleted.
- Refer to the *Setup Guide* for instructions to install flash memory.



Understanding the operator panel lights

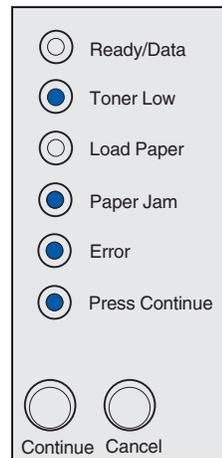
Secondary error code

What this light sequence means:

The printer detects unformatted flash memory.

What you can do:

- Press and release **Continue** to clear the message and continue printing. The job may not print correctly.
- Reformat the flash memory. Refer to the *Technical Reference* on Lexmark's Web site for more information about reformatting flash.
- If the error message remains, the flash memory may be defective and should be replaced.



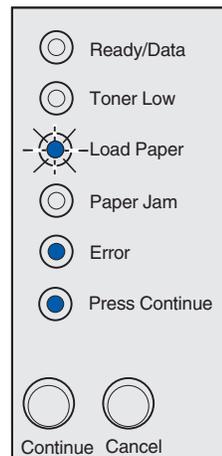
Secondary error code

What this light sequence means:

The printer has insufficient memory to free up unused space in flash memory.

What you can do:

- Delete fonts, macros, and other data in RAM.
- Install additional printer memory.



Secondary error code

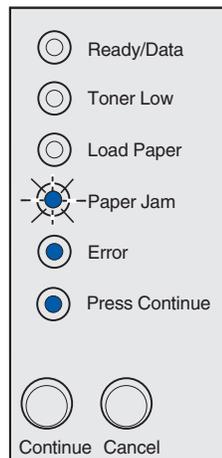
What this light sequence means:

The printer has an error communicating with the host computer.

This light sequence is displayed if the computer attempts to communicate with the printer through the parallel port, but the port setting has been disabled (see [Page 71, parallel port](#)).

What you can do:

- The computer attempts to communicate with the printer through the USB port, but the port has been disabled (see [Page 72, USB port](#)).
- Press and release **Continue** to clear the message. Some data loss may occur.



5

Understanding the printer configuration menus

Printing the Printer Settings Configuration sheet

To help resolve printing problems or to change printer configuration settings, advanced users can print the Printer Settings Configuration sheet for instructions on scrolling through the configuration menus to select and save new settings.

To print the Printer Settings Configuration sheet:

- 1 Turn off the printer.
- 2 Open the top cover.
- 3 Press and hold **Continue** as you turn the printer back on.

All the lights cycle.

- 4 Release **Continue**.
- 5 Close the top cover.

The Printer Settings Configuration sheet prints.

Configuration menus overview

Menus are represented by **Ready/Data**, **Toner Low**, **Load Paper**, and **Paper Jam** light sequences. Menu items and their settings are indicated by **Error** and **Press Continue** light sequences.

- Press and release **Cancel** to scroll through menus and menu items.
- Press and release **Continue** to advance to the setting you need.
- Press and hold **Continue** until all of the lights cycle to save a setting.
- Press and hold **Cancel** until all of the lights cycle to return to the Home menu.
- Turn off the printer to exit the menus.

Utilities menu

Use the Utilities menu to troubleshoot printer problems.

Reset Factory Defaults

Use this setting to: return your printer settings to the factory default values. Sometimes resetting the printer to the original settings solves formatting problems. All menu items are reset to the factory default values except:

- Display Language.
- All settings in the Parallel menu and USB menu.

All downloaded resources (fonts, macros, and symbol sets) in printer memory (RAM) are deleted. Resources in flash memory are unaffected.

Hex Trace

Use this setting to: help isolate printing problems when unexpected characters print or characters are missing. Hex Trace helps you determine if there is a problem with the language interpreter or the cable by telling you what information your printer is receiving. To exit Hex Trace, turn off the printer.

Print Quality Test Pages

Use this setting to: help isolate print quality problems, such as streaking. When you select this setting, three pages print to help you evaluate print quality:

- A text page with printer information, cartridge information, current margin settings, and a graphic.
- Two pages with graphics.

Setup menu

Use the Setup menu to configure how the printer formats the end of a line depending on the computer system being used.

Auto CR after LF

Use this setting to: specify whether the printer automatically performs a carriage return after a line feed control command.

Values:

Off (factory default)

On

Auto LF after CR

Use this setting to: specify whether the printer automatically performs a line feed after a carriage return control command.

Values:

Off (factory default)

On

Parallel menu

Use the Parallel menu to change printer settings on jobs sent through a parallel port.

NPA Mode

Use this setting to: send print jobs to the printer and query printer status information simultaneously.

Values:

Off

On

Auto (factory default)

Protocol

Use this setting to: receive information at a much higher transmission rate if your printer is set to Fastbytes (if your computer supports Fastbytes) or receive information at a normal transmission rate if your printer is set to Standard.

Values:

Standard

Fastbytes (factory default)

Mode 2

Use this setting to: determine whether the parallel port data is sampled on the leading (On) or trailing (Off) edge of strobe.

Values:

Off

On (factory default)

MAC Binary PS

Purpose: To configure the printer to process Macintosh binary PostScript print jobs.

Understanding the printer configuration menus

Values:

Off - The printer filters PostScript print jobs using standard protocol.

On - The printer processes raw binary PostScript print jobs from computers using the Macintosh operating system. This setting often causes Windows print jobs to fail.

Auto (factory default) - The printer processes print jobs from computers using either Windows or Macintosh operating systems.

USB menu

Use the USB menu to change printer settings on jobs sent through a Universal Serial Bus (USB) port.

NPA Mode

Use this setting to: send print jobs to the printer and query printer status information simultaneously.

Values:

Off

On

Auto (factory default)

MAC Binary PS

Use this setting to: configure the printer to process Macintosh binary PostScript print jobs.

Values:

Off - Printer filters PostScript print jobs using standard protocol.

On - Printer processes raw binary PostScript print jobs from computers using the Macintosh operating system. This setting often causes Windows print jobs to fail.

Auto (factory default) - Printer accepts print jobs from computers using either Windows or Macintosh operating systems.

Using the Local Printer Setup Utility

The Local Printer Setup Utility, located on the drivers CD, lets you change printer settings not available from your printer driver (for example, activating Alarm Control if you want the printer to sound an alarm when it needs attention). Follow the instructions on the drivers CD to install the Local Printer Setup Utility on your computer.

You can change the following settings using the Local Printer Setup Utility:

Paper Settings

Paper Source
Paper Size (per supported sources)
Paper Type (per supported sources)
Custom Types (per custom type number)
Substitute Size
Configure MP
Paper Texture (per supported media)
Paper Weight (per supported media)
Paper Loading (per supported media)

PostScript Settings

Print PS Error
Font Priority

Setup Settings

Printer Language
Power Saver
Resource Save
Download Target
Print Timeout
Wait Timeout
Auto Continue
Jam Recovery
Page Protect
Print Area
Display Language
Alarm Control
Toner Alarm

Quality Settings

Print Resolution
Toner Darkness
PQET
PictureGrade™

Finishing Settings

Duplex
Duplex Bind
Copies
Blank Pages
Collation
Separator Sheets
Separator Source
Multipage Print
Multipage Order
Multipage View
Multipage Border

PCL Emulation Settings

Orientation
Lines Per Page
A4 Width
Tray Renumber (per supported sources)
Auto CR after LF
Auto LF after CR

USB Settings

PCL SmartSwitch
PS SmartSwitch
USB Buffer

Parallel Settings

PCL SmartSwitch
PS SmartSwitch
Parallel Buffer
Advanced Status
Honor Init

6

Maintenance

Conserving supplies

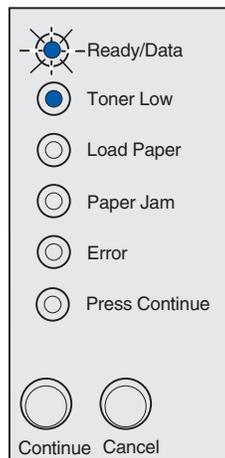
Conserving supplies lowers printing costs.

- When printing drafts, conserve toner by changing the Print Darkness setting in your printer driver. The settings range from Very Light to Very Dark. Selecting the Very Light setting conserves toner.
- Reduce paper consumption by printing on both sides of the paper.

Ordering supplies

Within the United States or Canada, you can order Lexmark supplies from any authorized Lexmark supplies dealer. To locate the dealer nearest you, just call 1-800-539-6275. In other countries or regions, visit the Lexmark online store at www.lexmark.com or contact the place where you bought your printer.

When the Toner Low light comes on (in this example, the light is on while the printer is busy receiving data or printing), check that you have a new print cartridge.



Note: The Toner Low light does not come on if the 1,500-page starter print cartridge is installed.

To use the remaining toner, remove the print cartridge, shake it gently back and forth, and reinsert it. When the print fades or no longer prints satisfactorily, replace the print cartridge.

Maintenance

When it is time to order a new print cartridge, there is a Lexmark Cartridge Collection Program print cartridge and a regular print cartridge specifically designed for your printer:

Print cartridge part numbers	Average yield	Print coverage (approximate)
12S0400 Lexmark Cartridge Collection Program Print Cartridge ¹	2,500 pages ²	5%
12S0300 Regular Print Cartridge		
12S0401 Lexmark Cartridge Collection Program Print Cartridge ¹		
12S0301 Regular Print Cartridge		
¹ Sold at a special price with the understanding that you return your empty cartridge only to Lexmark. ² Yield is based on approximately 5% coverage at print darkness setting 8. ² Yield is based on approximately 5% coverage at print darkness setting 10.		

Recycling the print cartridge

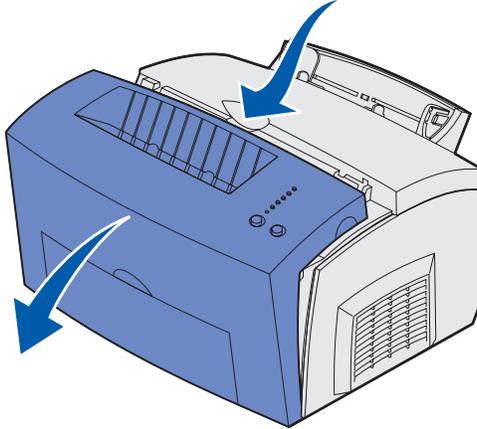
Please return your used cartridge to Lexmark. Use the Lexmark Cartridge Collection Program to contribute to a worldwide recycling effort at no cost to you.

To learn how, visit www.lexmark.com/recycle or www.lexmark.com/LCCP and select your country. Specific instructions and prepaid return shipping labels are available online for some countries. You may also contact your Lexmark representative or the place where you purchased your cartridge.

Replacing the print cartridge

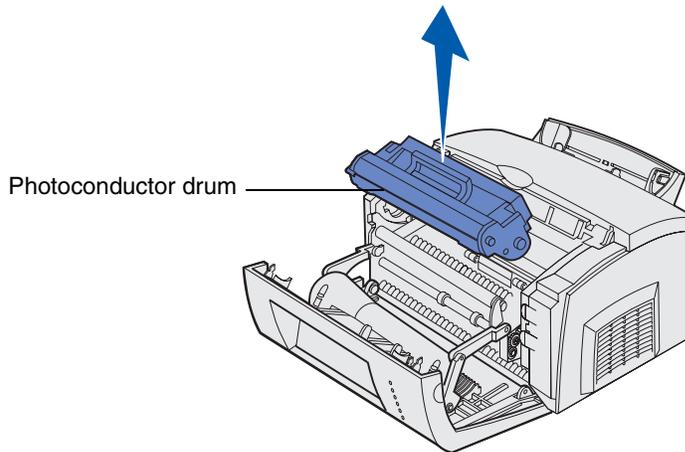
Removing the old print cartridge

- 1 Use the finger tab to pull down the printer cover.



- 2 Grasp the cartridge handle and pull the print cartridge straight up (it may be warm).

Warning: Do not touch the photoconductor drum on the bottom of the print cartridge.



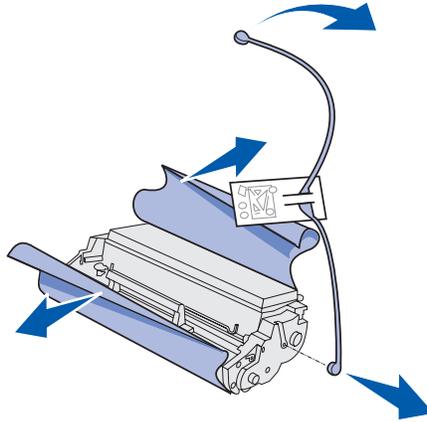
- 3 Set the print cartridge aside.

Warning: Lexmark does not recommend refilling used printer cartridges or purchasing refilled cartridges from a third party. Print quality and printer reliability cannot be guaranteed if third-party supplies are used. For best results, use genuine Lexmark supplies.

Installing the new print cartridge

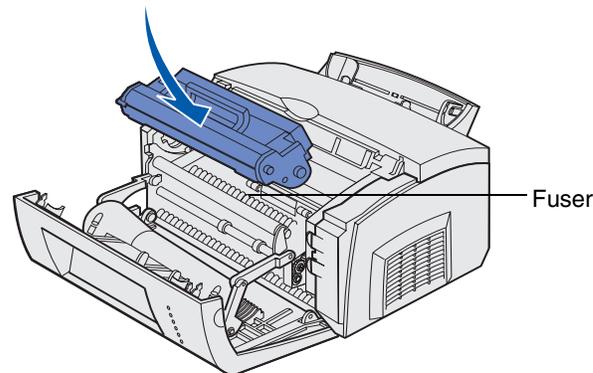
- 1 Take the new print cartridge out of the bag.
- 2 Pull off the plastic piece attached to the ends of the print cartridge and remove the foam protective liner.

Note: If you recycle the old print cartridge, wrap the used cartridge with the protective foam liner and place the used cartridge in the bag. Follow the instructions inside the new print cartridge box to send the used cartridge back to Lexmark.



Warning: Do not touch the photoconductor drum on the bottom of the print cartridge.

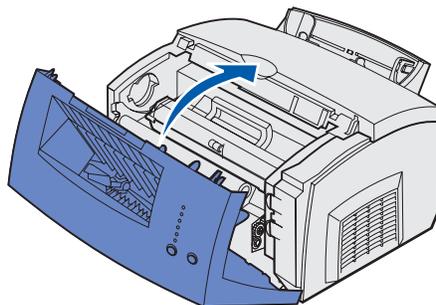
- 3 Shake the cartridge to distribute the toner evenly.
- 4 Insert the print cartridge.
 - 1 Align the colored arrows on either side of the print cartridge with the corresponding arrows in the printer.
 - 2 Holding the handle, tilt the cartridge down and guide it between the print cartridge grooves.



CAUTION: Avoid touching the fuser; it may be hot!

Maintenance

- 3 Push down on the cartridge until it is firmly in place.
- 5 Close the printer cover.



To get the maximum benefit from your print cartridge:

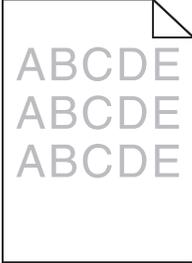
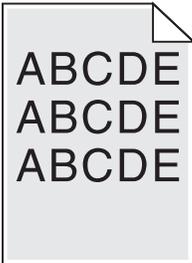
- Do not remove the print cartridge from its packaging until you are ready to install it.
- Store print cartridges in the same environment as the printer.
- Do not remove the print cartridge from the printer except to replace it or to clear a paper jam.

7

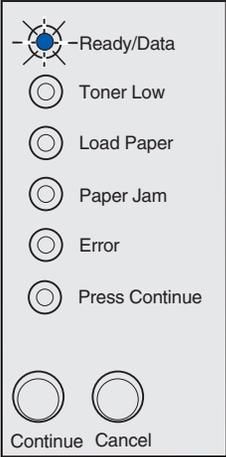
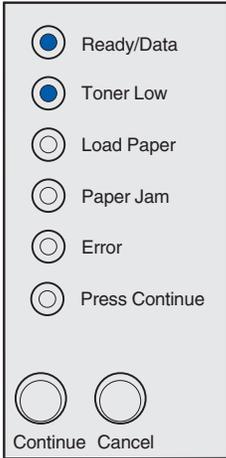
Troubleshooting

Solving printing problems

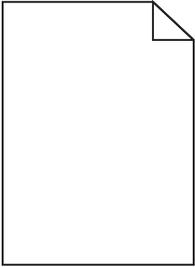
Use the following tables to find solutions for printing problems you have encountered. If you cannot fix the problem, contact the place where you bought your printer. You may have a printer part that requires cleaning or replacement by a service technician.

Problem	What to do
<p>Light or blurred characters.</p> 	<p>The print cartridge may be getting low on toner. If you do not have a replacement cartridge, order one now:</p> <ol style="list-style-type: none"> 1 Remove the print cartridge. 2 Shake it from side to side to use the remaining toner. 3 Reinstall it. <ul style="list-style-type: none"> • Make sure you are using recommended print media (see Media types and sizes). • If you are printing on special media, for example, card stock or labels, be sure you selected the correct paper type in the printer driver. • The printer detects a print cartridge error. Replace it.
<p>Toner smudges appear on the front or back of the page.</p> 	<ul style="list-style-type: none"> • Make sure the paper is straight and unwrinkled. • Replace the print cartridge.
<p>Vertical or horizontal streaks appear on the page.</p> 	<p>Replace the print cartridge.</p>

Troubleshooting

Problem	What to do
<p>Toner smears or rubs off the page.</p> 	<ul style="list-style-type: none"> • Try a different kind of paper. Paper designed for copiers gives the best quality. • If you are printing on special media, for example, card stock or labels, be sure you selected the correct paper type in the printer driver. • Try changing the media weight to a heavier setting and the texture to a rougher setting. To change these settings, install the Local Printer Setup Utility from the drivers CD (see Using the Local Printer Setup Utility).
<p>The print is getting light, but the Toner Low light is not on.</p> 	<ul style="list-style-type: none"> • The Toner Low light does not come on if the 1,500-page starter print cartridge is installed. • Remove the print cartridge and shake it from side to side to use the remaining toner. If you do not have a replacement cartridge, order one now. • Replace the print cartridge.
<p>The Toner Low light is on.</p> 	<ul style="list-style-type: none"> • Remove the print cartridge and shake it to use the remaining toner. If you do not have a replacement cartridge, order one now. • Replace the print cartridge.

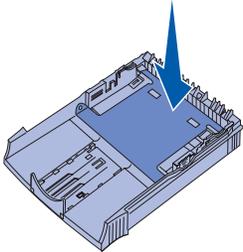
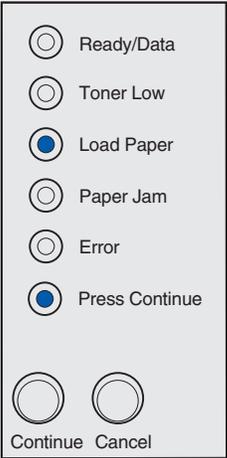
Troubleshooting

Problem	What to do
Solid black areas appear on transparencies or paper contains white streaks.	<ul style="list-style-type: none"> • Choose a different fill pattern in your software application. • Try a different type of paper. Paper designed for copiers gives the best quality. • Remove the print cartridge and shake it from side to side to use the remaining toner. If you do not have a replacement cartridge, order one now. • Replace the print cartridge.
Faint images or repetitive spots appear on the page.	<ul style="list-style-type: none"> • Try a different type of paper. Paper designed for copiers gives the best quality. • Replace the print cartridge.
Pages are blank. 	<ul style="list-style-type: none"> • The print cartridge may be out of toner. Replace the cartridge. • You may have a software error. Try turning the printer off and back on.
The printer has missing or damaged parts.	Contact the place where you bought your printer.
The operator panel lights do not come on when the printer is turned on.	<ul style="list-style-type: none"> • The lights may take a few seconds to come on. • Make sure the power cord is firmly plugged in at the back of the printer and at the wall outlet.
You cannot close the top cover.	Make sure the print cartridge is positioned correctly.
The printer is on, but nothing prints.	<ul style="list-style-type: none"> • Make sure the print cartridge is installed. • Make sure the parallel or USB cable is firmly plugged into the connector on the back of the printer. • Press and release Continue to print a menu settings page to determine if the problem is with the printer or the computer. <ul style="list-style-type: none"> – If you can print a menu settings page, the problem is in the computer or the software application. – If you cannot print a menu settings page, call for service.
The Toner Low light is on and printing stops.	<p>If the Toner Low alarm is enabled, the printer stops printing until you replace the print cartridge.</p> <p>Note: To change the Toner Low Alarm setting, install the Local Printer Setup Utility from the drivers CD (see Using the Local Printer Setup Utility).</p>

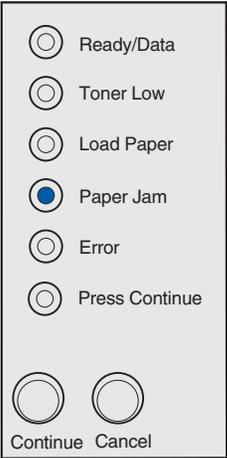
Troubleshooting

Problem	What to do
<p>The printer is on and the Error light is on.</p> <div style="border: 1px solid black; padding: 5px; width: fit-content;"> <p> <input type="radio"/> Ready/Data <input type="radio"/> Toner Low <input type="radio"/> Load Paper <input type="radio"/> Paper Jam <input checked="" type="radio"/> Error <input type="radio"/> Press Continue </p> <p> <input type="radio"/> Continue <input type="radio"/> Cancel </p> </div>	<p>Make sure the print cartridge is installed.</p>
<p>The media skews or buckles.</p>	<ul style="list-style-type: none"> Do not overfill tray 1 or the optional 250-sheet tray (see media capacities in the Media types and sizes table). Make sure the paper guides are flush against the edges of the media.
<p>The paper sticks together/printer feeds multiple sheets of paper.</p>	<ul style="list-style-type: none"> Remove the paper from tray 1 or the optional 250-sheet tray and fan the paper. Do not overfill tray 1 or the optional 250-sheet tray (see media capacities in the Media types and sizes table).
<p>The paper fails to feed from tray 1.</p>	<ul style="list-style-type: none"> Remove the paper from tray 1 and fan the paper. Make sure tray 1 is selected from the printer driver. Do not overfill the tray.

Troubleshooting

Problem	What to do
<p>The paper fails to feed from the optional 250-sheet tray.</p>	<ul style="list-style-type: none">• Make sure the optional 250-sheet tray is selected from the printer driver.• Make sure the tray is pushed all the way in.• Make sure the metal plate is pressed down before inserting the tray into the printer.  <p>Note: After the tray is inserted, the metal plate springs back up so the paper can feed into the printer.</p> <ul style="list-style-type: none">• Make sure the paper does not exceed the stack height indicator.• Make sure the paper is under both corner bucklers (see Loading paper).• Remove the paper from the optional 250-sheet tray and fan the paper.
<p>The Load Paper light is on, even though there is paper loaded in the optional 250-sheet tray.</p> 	<p>Make sure the tray is pushed all the way in.</p>

Troubleshooting

Problem	What to do
<p>The Jam light is still on, even though you cleared the jam.</p> 	<ul style="list-style-type: none"> • Make sure you cleared all jams. • Press and release Continue, or open and close the printer cover to restart the printer. • Make sure the print cartridge is installed.
<p>Unexpected characters print or characters are missing.</p>	<ul style="list-style-type: none"> • Make sure you are using the correct printer driver. • Press and hold Continue until all the lights come on to reset the printer to your user default settings. • Select Hex Trace to help you troubleshoot the problem. • Reset the printer to the factory default settings (see Reset Factory Defaults). • Make sure the parallel cable or USB cable is firmly plugged in at the back of the printer.
<p>Jobs are not printing and the Error light comes on solid.</p>	<ul style="list-style-type: none"> • Make sure the print cartridge is installed. • Make sure the printer top cover is closed.
<p>While in PostScript 3 emulation, the printer is flushing data (Ready/Data and Error indicator lights are blinking).</p>	<ul style="list-style-type: none"> • Make sure you are using the correct PostScript driver. • The Lexmark E220 does not support PostScript. • The printer does not have enough memory to print the job. Install more memory.
<p>You want to use manual duplex but cannot find it on your printer driver.</p>	<p>Your printer driver may not support manual duplex. Go to the Lexmark Web site at www.lexmark.com to download the latest printer driver for your printer if you are using Windows NT 4.0, Windows 2000, or Windows XP.</p>
<p>While using manual duplex, the printer gets a paper jam.</p>	<p>A paper jam interrupts the duplex process. As a result, the information on the page that jammed is lost.</p> <ul style="list-style-type: none"> • Press and release Cancel to cancel the print job. • Press and hold Cancel to reset the printer. • Resend your print job.
<p>You keep getting paper jams while using manual duplex.</p>	<p>Try using 20 lb xerographic paper or 80 g/m² A4 paper.</p>

Additional troubleshooting menus

For advanced troubleshooting, see [Understanding the printer configuration menus](#).

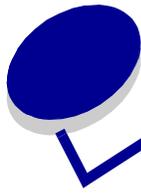
Calling for service

Before calling for service, check the following:

- Is the power cord plugged into the printer?
- Is the power cord plugged directly into a properly grounded wall outlet?
- Is your printer properly connected to your computer?
- Are all other devices attached to your printer plugged in and turned on?
- Is the wall outlet turned off by any switches?
- Did a fuse blow?
- Has a power outage occurred in your area?
- Is a print cartridge installed in your printer?
- Is the printer cover closed completely?

If all else fails, try turning your printer off and back on again. If your printer is still not operating properly, call for service. If you are able to print, press and release **Continue** to print a menu settings page, which lists the printer model type and other information the service representative may need to know.

For service in the U.S., call 1-859-232-3000. For other countries or regions, refer to the numbers listed on the drivers CD.



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