

Printing

Paper handling

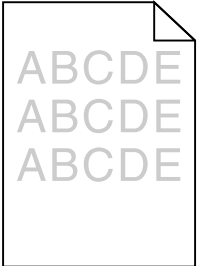
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Use the following tables to find solutions for printing problems you have encountered. If you cannot fix the problem, contact the place where you bought your printer. You may have a printer part that requires cleaning or replacement by a service technician.

Problem	What to do
<p>Light or blurred characters.</p> 	<p>The print cartridge may be getting low on toner:</p> <ol style="list-style-type: none"><li>1 Remove the print cartridge.</li><li>2 Shake it from side to side to redistribute the toner.</li><li>3 Reinstall it.</li></ol> <ul style="list-style-type: none"><li>• Make sure you are using recommended print media (see <a href="#">Media types and sizes.</a>)</li><li>• 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.</li><li>• The printer detects a print cartridge error. Replace it.</li></ul>



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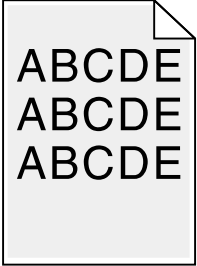
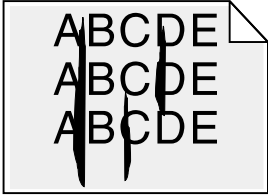
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Problem	What to do
<p>Toner smudges appear on the front or back of the page.</p>  <p>The diagram shows a rectangular page with a folded top-right corner. It contains three lines of the text 'ABCDE' stacked vertically. There are faint, irregular smudges on the page, particularly around the text.</p>	<ul style="list-style-type: none"><li>• Make sure the paper is straight and unwrinkled.</li><li>• Replace the print cartridge.</li></ul>
<p>Vertical or horizontal streaks appear on the page.</p>  <p>The diagram shows a rectangular page with a folded top-right corner. It contains three lines of the text 'ABCDE' stacked vertically. Two prominent vertical black streaks run through the text, obscuring parts of the letters.</p>	<ul style="list-style-type: none"><li>• Replace the print cartridge.</li></ul>



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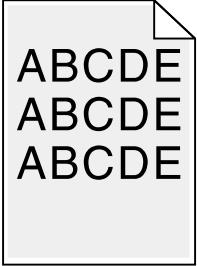
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Problem	What to do
<p>Toner smears or rubs off the page.</p> 	<ul style="list-style-type: none"><li>• Try a different kind of paper. Paper designed for copiers give the best quality.</li><li>• If you are printing on special media, for example, card stock or labels, be sure you selected the correct paper type in the printer driver.</li><li>• Try changing the media weight to a heavier setting and the texture to a rougher setting. To change these settings, download the Lexmark E320/E322 Setup Utility from the Lexmark Web site (<a href="http://www.lexmark.com">www.lexmark.com</a>).</li></ul>



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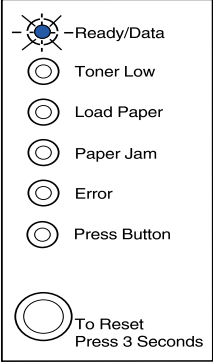
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Problem	What to do
<p>The print is getting light but the Toner Low light is not on.</p>  <p>Legend for printer status lights:</p> <ul style="list-style-type: none"><li>Ready/Data (Sun icon)</li><li>Toner Low (Circle with horizontal lines)</li><li>Load Paper (Circle with vertical lines)</li><li>Paper Jam (Circle with diagonal lines)</li><li>Error (Circle with dots)</li><li>Press Button (Circle with a dot)</li><li>To Reset Press 3 Seconds (Large circle)</li></ul>	<ul style="list-style-type: none"><li>• The Toner Low light does not come on if the standard 1,500-page print cartridge is installed in the E320 printer.</li><li>• Remove the print cartridge and shake it from side to side to redistribute the toner.</li><li>• Replace the print cartridge.</li></ul>



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Problem	What to do
<p>The Toner Low light is on.</p> <div data-bbox="529 264 737 625" style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> <li><input type="radio"/> Ready/Data</li> <li><input checked="" type="radio"/> Toner Low</li> <li><input type="radio"/> Load Paper</li> <li><input type="radio"/> Paper Jam</li> <li><input type="radio"/> Error</li> <li><input type="radio"/> Press Button</li>   <li><input type="radio"/> To Reset Press 3 Seconds</li> </ul> </div>	<ul style="list-style-type: none"> <li>• Remove the print cartridge and shake it to extend the life of the cartridge.</li> <li>• Replace the print cartridge.</li> </ul>
<p>Solid black areas on transparencies or paper contains white streaks.</p>	<ul style="list-style-type: none"> <li>• Choose a different fill pattern in your software application.</li> <li>• Try a different type of paper. Paper designed for copiers give the best quality.</li> <li>• Remove the print cartridge and shake it from side to side to redistribute the toner.</li> <li>• Replace the print cartridge.</li> </ul>



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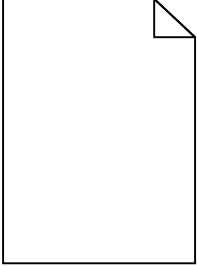
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Problem	What to do
Faint images or repetitive spots appear on the page.	<ul style="list-style-type: none"> <li>• Try a different type of paper. Paper designed for copiers give the best quality.</li> <li>• Replace the print cartridge.</li> </ul>
Pages are blank. 	<ul style="list-style-type: none"> <li>• The print cartridge may be out of toner. Replace the cartridge.</li> <li>• You may have a software error. Try turning the printer off and back on.</li> </ul>
The printer has missing or damaged parts.	<ul style="list-style-type: none"> <li>• Contact the place where you bought your printer.</li> </ul>
The operator panel lights do not come on when the printer is turned on.	<ul style="list-style-type: none"> <li>• The lights may take a few seconds to come on.</li> <li>• Make sure the power cord is firmly plugged in at the back of the printer and at the wall outlet.</li> </ul>
You cannot close the top cover.	<ul style="list-style-type: none"> <li>• Make sure the print cartridge is positioned correctly.</li> </ul>



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Problem	What to do
The printer is on, but nothing prints.	<ul style="list-style-type: none"><li>• Make sure the print cartridge is installed.</li><li>• Make sure the parallel or USB cable is firmly plugged into the connector on the back of the printer.</li><li>• Press the operator panel button with a brief button press to print a menu settings page to determine if the problem is with the printer or the computer.<ul style="list-style-type: none"><li>– If you can print a menu settings page, the problem is in the computer or the software application.</li><li>– If you cannot print a menu settings page, <b>call for service</b>.</li></ul></li></ul>
Toner Low light is on and printing stops.	<ul style="list-style-type: none"><li>• If the Toner Low alarm is enabled, the printer stops printing until you replace the print cartridge.</li></ul> <p><b>Note:</b> Download the Lexmark E320/E322 Setup Utility from the Lexmark Web site (<a href="http://www.lexmark.com">www.lexmark.com</a>) to change the Toner Low Alarm setting.</p>



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Problem	What to do
<p>The printer is on and the Error light is on.</p> <div data-bbox="524 284 751 743" style="border: 1px solid black; padding: 5px;"> <p><input type="radio"/> Ready/Data</p> <p><input type="radio"/> Toner Low</p> <p><input type="radio"/> Load Paper</p> <p><input type="radio"/> Paper Jam</p> <p><input checked="" type="radio"/> Error</p> <p><input type="radio"/> Press Button</p>   <p><input type="radio"/> To Reset Press 3 Seconds</p> </div>	<ul style="list-style-type: none"> <li>Make sure the print cartridge is installed.</li> </ul>
<p>The media skews or buckles.</p>	<ul style="list-style-type: none"> <li>Don't overfill tray 1 or the optional tray 2 (see media capacities in the <b>Media types and sizes</b> table).</li> <li>Make sure the paper guides are flush against the edges of the media.</li> </ul>





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Problem	What to do
The paper sticks together/printer feeds multiple sheets of paper.	<ul style="list-style-type: none"><li>Remove the paper from tray 1 or the optional tray 2 and fan the paper.</li><li>Don't overfill tray 1 or the optional tray 2 (see media capacities in the <b>Media types and sizes</b> chart).</li></ul>
The paper fails to feed from tray 1.	<ul style="list-style-type: none"><li>Remove the paper from tray 1 and fan the paper.</li><li>Make sure tray 1 is selected from the printer driver.</li><li>Do not overfill the tray.</li></ul>



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Problem	What to do
<p>The paper fails to feed from the optional tray 2.</p>	<ul style="list-style-type: none"> <li>• Make sure the optional tray 2 is selected from the printer driver.</li> <li>• Make sure the tray is pushed all the way in.</li> <li>• Make sure the metal plate is pressed down before inserting it into the printer.</li> </ul> <div data-bbox="1055 410 1298 663" data-label="Image"> </div> <p><b>Note:</b> 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"> <li>• Make sure the paper does not exceed the stack height indicator.</li> <li>• Make sure the paper is under both corner bucklers (see <b>Loading Paper</b>).</li> <li>• Remove the paper from the optional tray 2 and fan the paper.</li> </ul>



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Problem	What to do
<p>The Load Paper light is on even though there is paper loaded in the optional tray 2.</p> <div data-bbox="524 315 751 772" style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> <li><input type="radio"/> Ready/Data</li> <li><input type="radio"/> Toner Low</li> <li><input checked="" type="radio"/> Load Paper</li> <li><input type="radio"/> Paper Jam</li> <li><input type="radio"/> Error</li> <li><input checked="" type="radio"/> Press Button</li> </ul>   <p><input type="radio"/> To Reset Press 3 Seconds</p> </div>	<ul style="list-style-type: none"> <li>• Make sure the tray is pushed all the way in.</li> </ul>



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Problem	What to do
<p>The Jam light is still on even though you cleared the jam.</p> <div data-bbox="522 284 751 743" style="border: 1px solid black; padding: 5px;"> <ul style="list-style-type: none"> <li><input type="radio"/> Ready/Data</li> <li><input type="radio"/> Toner Low</li> <li><input type="radio"/> Load Paper</li> <li><input checked="" type="radio"/> Paper Jam</li> <li><input type="radio"/> Error</li> <li><input type="radio"/> Press Button</li> </ul>   <p><input type="radio"/> To Reset Press 3 Seconds</p> </div>	<ul style="list-style-type: none"> <li>Make sure you cleared all jams.</li> <li>Push the operator panel button or open and close the printer cover to restart the printer.</li> <li>Make sure the print cartridge is installed.</li> </ul>



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Problem	What to do
Unexpected characters print or characters are missing.	<ul style="list-style-type: none"> <li>• Make sure you are using the correct printer driver.</li> <li>• From the <b>special function menu</b>, select <b>Hex Trace mode</b> to determine what the problem is.</li> <li>• From the <b>special function menu</b>, select <b>restore factory defaults</b>.</li> <li>• Make sure the parallel cable or USB cable is firmly plugged in at the back of the printer.</li> </ul>
Jobs are not printing and the Error light is on solid.	<ul style="list-style-type: none"> <li>• Make sure the print cartridge is installed.</li> <li>• Make sure the printer top cover is closed.</li> </ul>
While in PostScript Level 2 emulation, the printer is flushing data (Ready/Data and Error indicator lights are blinking).	<ul style="list-style-type: none"> <li>• Make sure you are using the correct PostScript driver.</li> <li>• The E320 does not support PostScript.</li> <li>• The printer doesn't have enough memory to print the job. Install more memory.</li> </ul>
You want to use manual duplex but cannot find it on your printer driver.	<ul style="list-style-type: none"> <li>• Your printer driver may not support manual duplex. Go to the Lexmark Web site at <a href="http://www.lexmark.com">www.lexmark.com</a> to download the latest printer driver for your printer.</li> </ul>



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Problem	What to do
While using manual duplex, the printer gets a paper jam.	<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"> <li>• Cancel your print job and press the operator panel with a long button press (approximately 3 seconds) to reset the printer.</li> <li>• Resend your print job.</li> </ul>
You keep getting paper jams while using manual duplex.	Try using 20# xerographic paper or 80 g/m <sup>2</sup> A4 paper.



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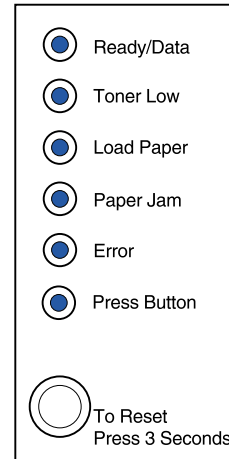
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## Resetting user defaults

When formatting problems occur or unexpected characters print, try resetting the printer default settings to your user defaults. Press and hold the operator panel button until all of the lights come on.



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## Using the special function menu

Printer settings for solving print quality problems are found in the special function menu: **restore factory defaults**, **Hex Trace**, **print quality test pages**, and **advanced troubleshooting mode**.

To enter the special function menu:

- 1 Turn off the printer.
- 2 Open the top cover.
- 3 Turn the printer back on.
- 4 When the Error light comes on, indicating the top cover is open, press and release the operator panel button twice quickly (double-button press).





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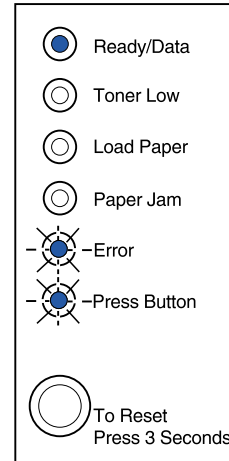
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5 When the Error light and Press Button light blink, close the cover.



The special function menu is activated.



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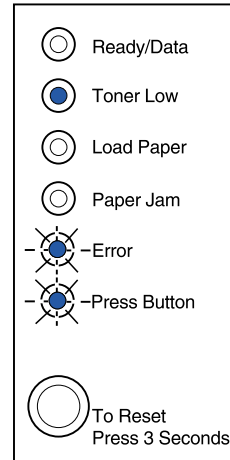
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## Restoring factory defaults

Sometimes resetting the printer to the original factory default settings solves formatting problems.

- 1 Enter the **special function menu**.
- 2 Press and release the operator panel button twice quickly (double-button press) until the Toner Low light comes on and the two bottom lights blink.



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- 3 Press the operator panel with a long button press (hold until all the lights come on) to reset the printer to the original factory defaults.

Once the settings are returned to the factory default values, the printer returns to the Ready state.

## Using Hex Trace mode

When unexpected characters print or characters are missing, use Hex Trace to help you determine if there is a problem with the language interpreter or the cable. Hex Trace isolates printing problems by telling you what information your printer is receiving.

- 1 Enter the **special function menu**.
- 2 Press and release the operator panel button twice quickly (double-button press) three times until the Paper Jam light comes on and the two bottom lights blink.



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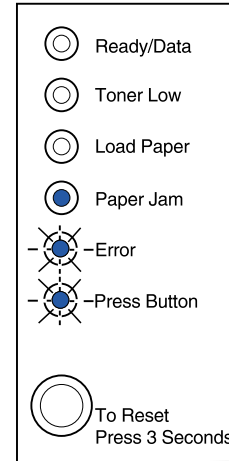
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- 3 Press the operator panel button with a long button press (hold until all the lights come on) to select the Hex Trace setting.
- 4 Press the operator panel button with another long button press to initiate Hex Trace.  
Data sent to the printer is printed out in hexadecimal and character representation to help isolate the source of the problem.



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To exit Hex Trace mode, turn off the printer or press the operator panel with a long button press.

## Using print quality test pages

To help isolate print quality problems, like streaking, print test pages using the print quality test pages setting:

- 1 Enter the **special function menu**.
- 2 Press and release the operator panel button twice quickly (double-button press) four times until the Ready/Data and Toner Low light come on and the bottom two lights blink.



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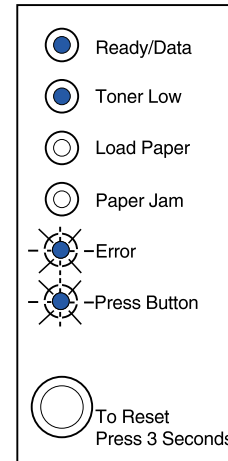
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- 3 Press the operator panel button with a long button press (hold until all the lights come on) to initiate Print Quality Test Pages.

Three pages print to help you evaluate print quality. The first page has registration marks, the second page is gray, and the third page is black. Once the paper exits into the output bin, the printer returns to the Ready state.



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- 4 Use the test pages to isolate problems such as print is too light, toner streaks, and so on. See the **Troubleshooting tables** for solutions to these problems.
- 5 To exit print quality test pages, press the operator panel button with a long button press (hold until all the lights come on).

### Advanced troubleshooting mode

Go to **“Advanced troubleshooting”** for information about advanced troubleshooting mode settings. ▲

