

Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

If the suggested corrective action does not fix the problem, call your service representative.

Problem	Action
Job did not print or incorrect characters printed.	Make sure Ready appears on the operator panel before you send a job to print. Press Go to return to Ready .
	Make sure there is print material loaded in the printer. Press Go to return to Ready .
	Verify that the printer is using the correct printer language.
	Verify that you are using the correct printer driver.
	Make sure the parallel, serial, ethernet, or USB cable is firmly plugged in at the back of the printer. Make sure you are using the correct cable. Use IEEE 1284-compliant parallel cable. We recommend Lexmark part number 1329605 (10 ft) or 1427498 (20 ft). If you use RS-232 Serial, verify that a null modem cable is used.
	If the printer is connected through a switch box, try a direct connection.
	Verify that the correct paper size is selected through the operator panel, in the printer driver, or in the software application.
	Make sure PCL SmartSwitch and PS SmartSwitch are set to On.



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

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Job did not print or incorrect characters printed (continued).	If you are using a print spooler, verify that the spooler is not stalled.
	If you print across a network or on a Macintosh computer, see Network printing problems .
	<p>Check the printer interface from the Setup Menu.</p> <p>Determine which host interface you are using. Print a menu settings page to verify that the current interface settings are correct. See Printing the menu settings page.</p> <p>If you are using a serial interface:</p> <ul style="list-style-type: none"> • Make sure Honor DSR is set to Off. • Check the protocol, baud, parity, and data bit settings. The settings on the printer and on the host computer should match.
Printer is connected to the USB port, but will not print.	Make sure you are using Windows 98, Windows 2000, Windows Me, or another USB-capable operating system supported by Lexmark.
Print material misfeeds or multiple feeds occur.	Make sure the print material you are using meets the specifications for your printer. See Print material specifications for more details.
	Flex print material before loading it in any of the paper sources.
	Make sure the print material is loaded correctly.



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

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Print material misfeeds or multiple feeds occur (continued).	Make sure the paper width and length guides on the paper sources are adjusted correctly.
	Do not overfill the paper sources.
	Do not force print material into the multipurpose feeder when you load it; otherwise, it may skew or buckle.
	Remove any curled print material from paper sources.
	Load the recommended print side correctly for the type of print material you are using. See Loading print material for more information.
	Load less print material in the paper sources.
	Turn the print material over or around and try printing again to see if feeding improves.
	Do not mix print material types.
	Do not mix reams of print material.
	Remove the top and bottom sheets of a ream before loading the print material.
Load a paper source only when it is empty.	



Printing

Paper handling

Maintenance

Troubleshooting

Administration

Index

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Envelope misfeeds or multiple feeds occur.	Remove the stack of envelopes from the envelope feeder. Load one envelope, feed it through the printer, and then reload the stack of envelopes in the envelope feeder.
Page breaks in unexpected places.	Check the Print Timeout setting in the Setup Menu. Increase the setting.
Job prints from the wrong paper source or on the wrong print material.	Check the Paper Type setting in the Paper Menu from the printer operator panel and in the printer driver.
Paper does not stack neatly in any output bin.	<ul style="list-style-type: none"> • Turn the paper stack over in the tray or multipurpose feeder. • Make sure you are using a paper size compatible with your output options. See Print material specifications.
Printer does not duplex pages.	<ul style="list-style-type: none"> • Make sure Duplex is selected in both the Finishing Menu and in the printer driver. • Make sure you have enough printer memory installed.

