

Lexmark™ X34x Troubleshooting Guide

Setup troubleshooting

Incorrect language appears on the display

- 1 Press **Menu**.
- 2 Press ▲ or ▼ repeatedly until **MACHINE SETUP** appears on the display.
- 3 Press ✓.
- 4 Press ▲ or ▼ repeatedly until **Language** appears on the display.
- 5 Press ✓.
- 6 Press ▲ or ▼ repeatedly until the language you want appears on the display.
- 7 Press ✓.
- 8 Press **Back** repeatedly to return to the **Ready** prompt.

Display is not lit

- 1 Turn off the MFP.
- 2 Disconnect the power supply cord from the wall outlet, and then from the MFP.
- 3 Plug the cord all the way into the MFP.
- 4 Plug the cord into an electrical outlet that other electrical devices have been using.
- 5 Turn on the MFP.

Software will not install

If the software does not launch automatically when you insert the CD:

- 1 Close all open software applications.
- 2 Temporarily disable any anti-virus programs.
- 3 Double-click the **My Computer** icon.

- 4 For Windows XP, click **Start** to access the **My Computer** icon.
- 5 Double-click the **CD-ROM drive** icon.
- 6 If necessary, double-click **setup.exe**.
- 7 Follow the instructions on the computer screen to install the software.

Note: After installing the software, be sure to re-enable your anti-virus software.

If the MFP is connected to the computer through another device:

- 1 Disconnect the USB cable from any other device such as a USB hub or switch box.
- 2 Directly connect the cable to the MFP and the computer.

Unable to connect over a network

Make sure you are using the correct cable, that it is securely connected, and the network options are properly configured.

For more information, see the *User's Guide*.

Note: Connecting over a network is only available on the X342n.

Removing and reinstalling the drivers software

If the software is not functioning properly or a communications error message appears, you may need to remove and then reinstall the drivers software. If the problems persist, follow these steps:

Note: Before reinstalling, shut down and restart the computer.

- 1 Disconnect the USB cable from the computer.
- 2 From the desktop, click **Start** → **Programs** → **Lexmark** → **Lexmark Software Uninstall**.
- 3 Follow the instructions on the computer screen to remove the software.
- 4 Restart the computer.

- 5 If any **Add New Hardware** screens appear, click **Cancel**.
- 6 Eject and reinsert the software CD.
- 7 Reconnect the USB cable to the computer.

If the software installation screen does not appear:

- 1 From the desktop, double-click **My Computer**.
For Windows XP, click **Start** to access the **My Computer** icon.
- 2 Double-click the **CD-ROM drive** icon. If necessary, double-click **setup.exe**.
- 3 When the MFP software installation screen appears, click **Install** or **Install Now**.
- 4 Follow the instructions on the computer screen to complete the installation.

Jams and misfeeds troubleshooting

Avoiding Jams

Follow these tips to help prevent document and paper jams.

- Use only recommended print materials.
- Do not mix paper types in the paper tray.
- Do not use creased, damp, or curled paper.
- Flex, fan, and straighten the paper before loading.
- Make sure the adjustable paper guides are positioned correctly.
- Make sure the recommended print side has the correct orientation when loading paper in the paper tray and the manual feeder.
- Do not overload the paper tray. The paper should be below the max fill line on the inside wall of the paper tray.
- Do not remove the paper from the tray while printing.

Paper or specialty media misfeeds, skews, or multiple sheets stick together

- Load a smaller amount of paper into the MFP. See the *User's Guide* for more information about maximum loading amounts for each paper type.
- Use only new, unwrinkled paper.
- Prepare the stack of paper for loading by flexing or fanning it back and forth. Straighten the edges on a level surface

Paper does not feed

- Make sure paper is loaded correctly.
- Load a smaller amount of paper into the MFP.

Paper stacks poorly in the front output slot

- Extend the paper stop.
- Do not let too much paper stack up in the front output slot.

Envelopes skew or fail to feed correctly

Insert a single envelope in the manual feeder, and make sure the guides are against both sides of the envelope.

Print and copy troubleshooting

MFP does not print or respond

- Remove and reinstall the software. For more information, see “Removing and reinstalling the drivers software” on page 1.
- If you are scanning a document, wait until scanning is complete before using the MFP.
- Restart the computer.
- Make sure the MFP is set as the default printer.

1 Click **Start** → **Settings** → **Printers and Faxes** or **Printers**.

or

Click **Start** → **Control Panel** → **Printers and Other Hardware** → **Printers and Faxes**.

2 Double-click the **Lexmark X340/X340n/X342n** icon.

3 Click **Printer**, and make sure no check mark appears next to **Pause Printing**.

4 Make sure a check mark appears next to **Set As Default**.

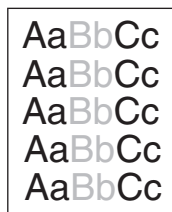
- Make sure the front cover is closed.
- Make sure the toner cartridge is installed correctly. For more information, see the *User's Guide*.
- Disconnect the USB cable, and then reconnect it.

Print speed is slow.

- Close all applications not in use.
- Minimize the number and size of graphics and images in the document.
- If you are using the manual feeder, this is normal.

Print quality troubleshooting

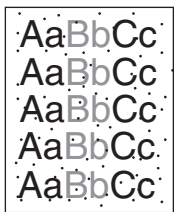
Light or faded print



- You may be able to temporarily extend the toner cartridge life by shaking the toner cartridge.
- Install a new toner cartridge. For more information, see the *User's Guide*.

- Only use new, dry paper.
- Make sure the front door is securely latched on both sides.
- For copies, adjust the darkness settings by pressing **Darkness** from the control panel.
- For prints, adjust the darkness settings from the control panel menu:
 - 1 From the control panel, press **Menu**.
 - 2 Press **▲** or **▼** repeatedly until **MACHINE SETUP** appears.
 - 3 Press **✓**.
 - 4 Press **▲** or **▼** repeatedly until **Toner Dark** appears.
 - 5 Press **✓**.
 - 6 Press **▲** or **▼** repeatedly to adjust the darkness settings.
 - 7 Press **✓** to save the settings.
 - 8 Press **Back** repeatedly to return to the Ready prompt.
- For prints, adjust the darkness settings from the control panel menu:
 - 1 From the control panel, press **Menu**.
 - 2 Press **▲** or **▼** repeatedly until **MACHINE SETUP** appears.
 - 3 Press **✓**.
 - 4 Press **▲** or **▼** repeatedly until **Toner Dark** appears.
 - 5 Press **✓**.
 - 6 Press **▲** or **▼** repeatedly to adjust the darkness settings.
 - 7 Press **✓** to save the settings.
 - 8 Press **Back** repeatedly to return to the Ready prompt.

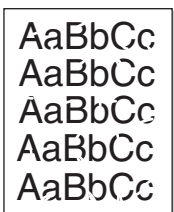
Toner specs



Replace the toner cartridge. For more information, see the *User's Guide*.

Clean the inside of the MFP. For more information, see the *User's Guide*.

Print irregularities



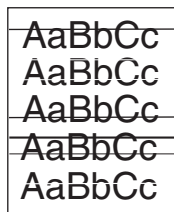
- Use only new, dry paper.
- You may be able to temporarily extend the toner cartridge life by shaking the toner cartridge. If this does not work, install a new print cartridge.

Vertical lines



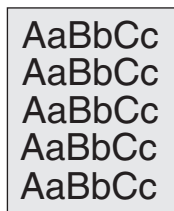
- Replace the photoconductor. For more information, see the *User's Guide*.
- You may be able to temporarily extend the toner cartridge life by shaking the toner cartridge. If this does not work, install a new print cartridge.

Horizontal stripes



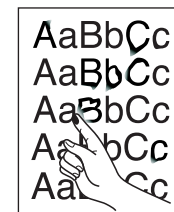
Replace the toner cartridge. For more information, see the *User's Guide*.

Gray background



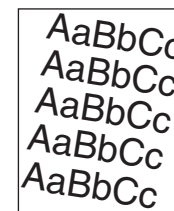
- For copies, adjust the darkness settings by pressing **Darkness** from the control panel.
- For prints, adjust the darkness settings from the control panel menu:
 - 1 From the control panel, press **Menu**.
 - 2 Press ▲ or ▼ repeatedly until **MACHINE SETUP** appears.
 - 3 Press ✓.
 - 4 Press ▲ or ▼ repeatedly until **Toner Dark** appears.
 - 5 Press ✓.
 - 6 Press ▲ or ▼ repeatedly to adjust the darkness settings.
 - 7 Press ✓ to save the settings.
 - 8 Press **Back** repeatedly to return to the Ready prompt.
- Replace the toner cartridge. For more information, see the *User's Guide*.

Toner smear



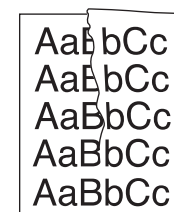
- Clean the inside of the MFP. For more information, see the *User's Guide*.
- Make sure that the paper type settings match the paper in the tray.
- Replace the toner cartridge. For more information, see the *User's Guide*.

Page skew



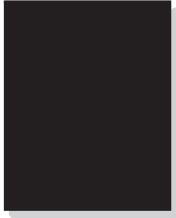
- Make sure the paper guides in the tray are aligned with the edges of the paper.
- Make sure the paper guides for the manual feeder are aligned with the edges of the paper.

Wrinkles or creases



- Make sure paper is loaded correctly.
- Make sure the paper is not too wet. Keep paper in its original wrapper and out of high humidity areas until needed. Try paper from a freshly opened pack.

Black pages



- Replace the toner cartridge. For more information, see the *User's Guide*.
- If replacing the toner cartridge does not correct the problem, replace the photoconductor. For more information, see the *User's Guide*.
- The MFP may need to be serviced. Call a service representative.

Scan troubleshooting

Scanner does not respond

- Check the display. If there is an error message, see the *User's Guide*.
- Make sure the MFP is set as the default printer and is not on hold or paused.
 - 1 Click **Start** → **Settings** → **Printers and Faxes** or **Printers**.
or
Click **Start** → **Control Panel** → **Printers and Other Hardware** → **Printers and Faxes**.
 - 2 Double-click the **Lexmark X340/X340n/X342n** icon.
 - 3 Click **Printer**, and make sure no check mark appears next to Pause Printing.
 - 4 Make sure a check mark appears next to Set As Default.

If you are printing a document, wait until printing is done before sending the scan job.

Scans very slowly

- Close all applications not in use.
- If you are printing a document, wait until printing is done before sending the scan job.

- To change the scanning resolution to a lower value:
 - 1 From the control panel, press **Scan**.
 - 2 From the QLINK dialog on the computer screen, select the location you want to use.
 - 3 Click **Edit**.
 - 4 Under Resolution, select a lower number.
 - 5 Click **OK**.
 - 6 Click **Scan Now**.

Scan was unsuccessful

- Restart the computer.
- Remove and reinstall the software. For more information, see “Removing and reinstalling the drivers software” on page 1.

Partial document scans

- Make sure the document is loaded correctly into the ADF or on the scanner glass.
- Make sure that the paper size settings match the paper in the tray.

Fax troubleshooting

Cannot send or receive a fax

- Check the display. If there is an error message, see the *User's Guide*.
- Make sure cable connections for the following hardware are secure, if applicable:
 - Power supply
 - Telephone
 - Handset
 - Answering machine
- Check the telephone wall jack.
 - 1 Plug a telephone into the wall jack.
 - 2 Listen for a dial tone.
 - 3 If you do not hear a dial tone, plug a different telephone into the jack.
 - 4 If you still do not hear a dial tone, connect the printer to a different telephone jack.

- Place a test call to the telephone number to which you want to send a fax to make sure that it is working correctly.
- If the telephone line is being used by another device, wait until the other device is finished before sending a fax.
- To ensure the printer is working correctly, connect it directly to the telephone line. Disconnect any answering machines, computers with modems, or telephone line splitters.
- Check for and clear any paper jams.
- Call Waiting can disrupt fax transmissions. Disable this feature before sending or receiving a fax. Call your telephone company to obtain the keypad sequence for temporarily disabling Call Waiting.

Can send but not receive faxes

- Load paper to print any faxes that have been stored in the printer.
- Check to see whether Fax Forwarding is selected.
 - 1 From the control panel, press **Fax**.
 - 2 Press **Menu**.
 - 3 Press ▲ or ▼ repeatedly until **FAX ADVANCED** appears.
 - 4 Press √.
 - 5 Press ▲ or ▼ repeatedly until **Fax Forwarding** appears.
 - 6 Press √.
 - 7 Press ▲ or ▼ repeatedly until **OFF** appears.
 - 8 Press √.

Can receive but not send faxes

- Make sure the document is loaded correctly into the ADF or on the scanner glass.
- Check the Prefix setting.
 - 1 From the control panel, press **Fax**.
 - 2 Press **Menu**.
 - 3 Press ▲ or ▼ repeatedly until **FAX DEFAULTS** appears.

- 4 Press ✓.
 - 5 Press ▲ or ▼ repeatedly until **Prefix** appears.
 - 6 Press ✓.
 - 7 Enter the numbers you would like to have dialed before each telephone number.
 - 8 Press ✓.
 - 9 Press **Stop** to return to the **Ready** prompt.
- If you used a Speed Dial button:
 - Check to make sure it has been programmed for the number that you wish to dial.
 - As an alternative, dial the telephone number manually.

MFP receives a blank fax

- Ask the sender to verify the original document was loaded correctly.
- Check the toner cartridge, and replace it if necessary.

Received fax has poor quality

Ask that the sender:

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