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Steps to basic printing

tells you how to load paper and adjust your printer software for printing.



Maintaining your printer

tells you how to install, replace, and align the print cartridge.



Troubleshooting

provides information for solving printing problems.



Appendix

provides software installation instructions and safety information.



Index

provides quick links to the information you need. Just click an index entry, and go to the information source.

Home page



Lexmark™ Z12 Color Jetprinter™ User's Guide for Mac OS 8.6 and Mac OS 9

Use this guide when you have questions about your printer or when you encounter a problem.

Tips for using this guide

- Use the buttons on the left side of the screen to navigate through the chapters of this guide.
- Click the **blue text** to link to another part of this guide.
- Click the left or right arrows to move forward or back through the pages. Click the house to return to the Home page.
- Click **Edition notice** to view edition and trademark information.
- To print this guide:
 - 1 From the Acrobat Reader File menu, choose Page Setup....
 - 2 Select the Landscape orientation button.
 - 3 Click OK.
 - 4 From the Acrobat Reader File menu, choose Print.
 - 5 Select the pages you want to print, and then click Print.





Steps to basic printing

This guide describes how to use your printer with Mac OS 8.6 and 9. For help using your printer with Windows 95 or Windows 98, refer to the *User's Guide* that came with your printer. For help using your printer with Windows 2000, refer to the *User's Guide* button on the printer software CD.

To perform basic printing tasks, follow four simple steps:

Step 1: Insert the appropriate print cartridge

Step 2: Load the paper

Step 3: Customize the printing options

Step 4: Print your document



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Step 1: Insert the appropriate print cartridge

Your printer uses one print cartridge at a time: either a color cartridge or a black cartridge. Documents that you want to print with colored text or graphics must be printed using a color print cartridge. To extend the life of your color print cartridge, you can print black and white documents using a black print cartridge.

Your printer came with a color print cartridge (Lexmark part number 17G0060). You may purchase a black print cartridge (Lexmark part number 17G0050) from your point of purchase retailer or from a Lexmark Authorized Supplies Dealer. You may also purchase a high yield color cartridge (Lexmark part number 16G0065) or a high yield black cartridge (Lexmark part number 16G0055). Where available, you may purchase supplies directly from Lexmark via the phone or the Lexmark Web site.





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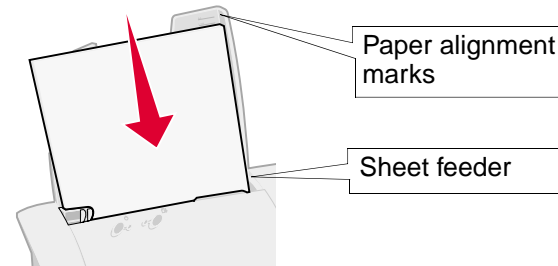
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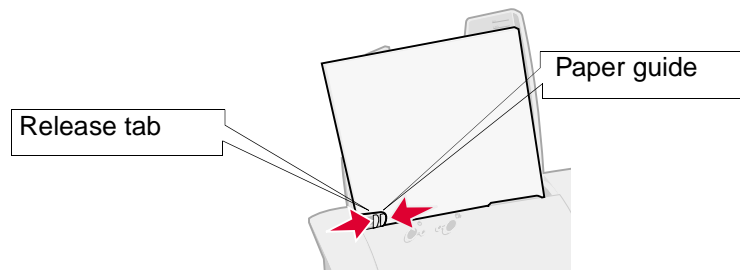


Step 2: Load the paper

- 1 Place the paper against the right side of the sheet feeder, with the print side facing you.



- 2 Squeeze the release tab and the paper guide together, and slide the paper guide to the edge of the paper.





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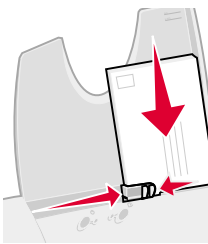
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Loading specialty paper

| Load up to: | Make sure: |
|---------------------------|---|
| 100 sheets of plain paper | <ul style="list-style-type: none">• The print side is facing you.• The paper guide is against the side of the paper. |
| 10 envelopes | <ul style="list-style-type: none">• The print side is facing you.• The stamp location is in the upper left corner.• The envelopes are loaded vertically against the right side of the sheet feeder.• The paper guide is against the side of the envelopes. |





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| Load up to: | Make sure: |
|---|--|
| 10 greeting cards, index cards, postcards, or photo cards | <ul style="list-style-type: none">• The print side is facing you.• The cards are loaded vertically against the right side of the sheet feeder.• The paper guide is against the side of the cards. |
| 25 sheets of coated paper, photo paper, or glossy paper | <ul style="list-style-type: none">• The print side is facing you.• The glossy or coated side is facing you.• The paper guide is against the side of the photo paper. <p>Note: Remove each photo as it exits the printer, and allow it to dry before stacking.</p> |





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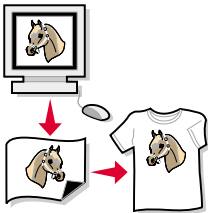


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| Load up to: | Make sure: |
|----------------------|--|
| 25 iron-on transfers | <ul style="list-style-type: none">• The print side (black side) is facing you.• You follow the instructions on the packaging to load the iron-on transfers.• The paper guide is against the side of the iron-on transfers. <p>Note: To ensure the iron-on transfer prints correctly, you may want to print on plain paper before printing on an iron-on transfer.</p> |





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| Load up to: | Make sure: |
|---------------------------------|---|
| 100 sheets of custom size paper | <ul style="list-style-type: none">• The print side is facing you.• The paper guide is against the side of the paper.• Your paper size fits within these dimensions:<ul style="list-style-type: none">- Width: 76 mm to 216 mm 3.0 in. to 8.5 in.- Length: 127 mm to 432 mm 5.0 in. to 14.0 in. |





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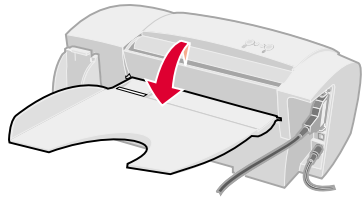
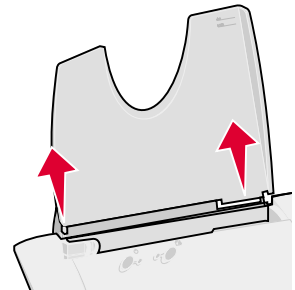


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| Load up to: | Make sure: |
|---------------------------|---|
| 20 sheets of banner paper | <ul style="list-style-type: none">• The print side is facing you.• You remove any paper from the sheet feeder, and load the banner paper. <p>To load the banner paper:</p> <p>a Pull the paper support up slightly to unlock the front tabs.</p> <p>b Tilt the paper support back until it locks in the horizontal position.</p> |





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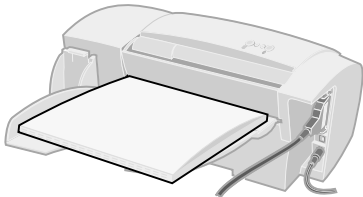
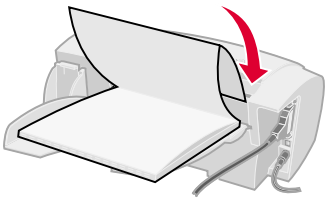
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| Load up to: | Make sure: |
|-----------------------------------|---|
| 20 sheets of banner paper (cont.) | <div><p>c Place your stack of banner paper on the paper support</p></div> <div><p>d Insert the leading edge of the first page into the sheet feeder.</p></div> <ul style="list-style-type: none">• The paper guide is against the side of the paper.• After your banner prints, remove the banner paper, and return the paper support to the upright position. |





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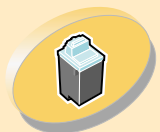


| Load up to: | Make sure: |
|-------------------|---|
| 25 transparencies | <ul style="list-style-type: none">• The rough side of the transparencies is facing you. If your transparency has a removable stripe, make sure it is away from you and facing down.• The paper guide is against the side of the transparencies. <p>Note: Remove each transparency as it exits the printer, and allow it to dry before stacking.</p> |





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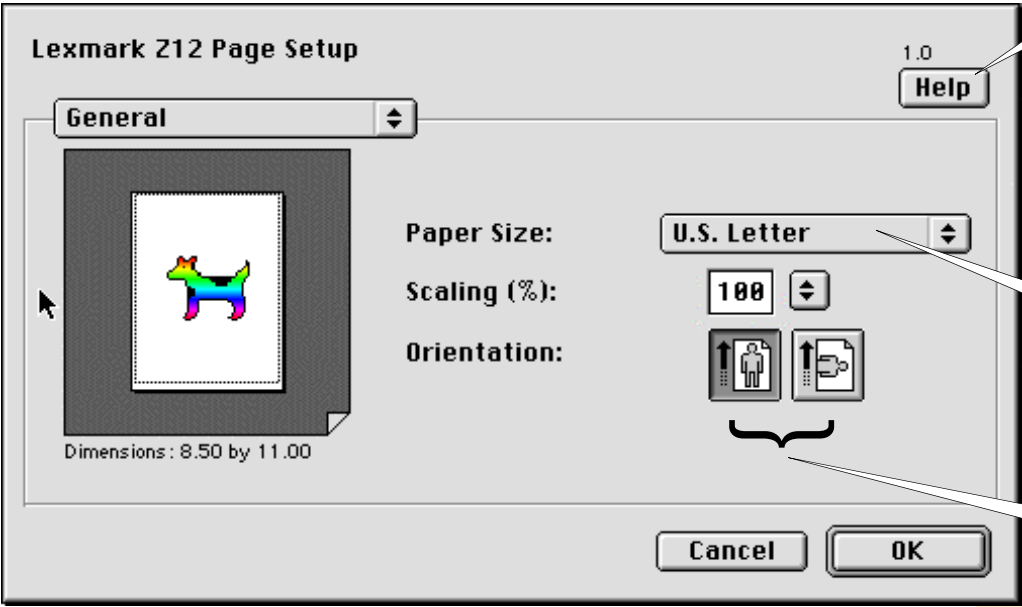
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Step 3: Customize the printing options

Your printer software works with your operating system to help you print documents with superior results. To customize your printing options, use the Page Setup dialog box and the Print dialog box.



Click Help to access the printer driver help.

Click this pop-up menu to select a paper size.

Click one of these to select the page orientation.





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Page Setup

| From the pop-up menu, choose: | Select: | When you want to: |
|-------------------------------|-------------|--|
| General | Paper Size | <ul style="list-style-type: none">• View the available paper sizes. |
| | Scaling | <ul style="list-style-type: none">• Change the scaling value of the document. Valid values are between 25% and 400%. |
| | Orientation | <ul style="list-style-type: none">• Choose between portrait and landscape. |
| Watermark | Watermarks | <ul style="list-style-type: none">• Choose the watermark you want. |





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Click Help to access the printer driver help.

Click this pop-up menu to select print settings.

This area displays a summary of the current settings.

Lexmark Z12 Print 1.0 **Help**

General

Copies:

Pages: ☒ All
☐ From: To:
☐ Print Last Page First
☐ Wait for pages to dry

Print Quality: Normal **Paper Type:** Plain **Print In:** Background
Image: Color **ColorSync:** Off **Watermark:** Off

Save Settings **Revert to Defaults** **Cancel** **Print**





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Print

| From the pop-up menu, choose: | Select: | When you want to: |
|-------------------------------|-----------------------|---|
| General | Copies | <ul style="list-style-type: none">Type in the number of copies (1-999). |
| | Pages | <ul style="list-style-type: none">Print all pages or a given page range. |
| | Print Last Page First | <ul style="list-style-type: none">Print the pages in reverse order. |
| | Wait for pages to dry | <ul style="list-style-type: none">Add more time between pages as they exit the printer. |





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| From the pop-up menu, choose: | Select: | When you want to: |
|-------------------------------|--------------------------|--|
| Paper Type/Quality | Paper Type | <ul style="list-style-type: none">• Select Plain Paper, Coated Paper, Glossy/Photo Paper, Transparency, or Iron-On Transfer. |
| | Print Quality | <ul style="list-style-type: none">• Select Quick Print (600 dpi), Normal (600 dpi), or High (1200 dpi). |
| Color | ColorSync Color Matching | <ul style="list-style-type: none">• Select a printer profile to match the color on the screen to the color in the document. |
| | Built-in Color Matching | <ul style="list-style-type: none">• Let the printer driver match the color on the screen to the color in the document. |





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| From the pop-up menu, choose: | Select: | When you want to: |
|-------------------------------|---------------------|---|
| Background Printing | Print in Foreground | <ul style="list-style-type: none">• Print quickly. <p>Note: Do not use your system while the document is printing.</p> |
| | Print in Background | <ul style="list-style-type: none">• Print most documents.• Select an exact date and time for the document to print.• Mark a print job as Urgent.• Put a print job on hold. <p>Note: You may use your system while the document is printing.</p> |





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Changing the page settings

To change the paper size, orientation, scaling, and watermark settings:

- 1 From the File menu, choose Page Setup.
The Page Setup dialog box opens.
- 2 Change the settings as needed.
- 3 Select OK.

Changing the print settings from an application

To change the print settings from an application (for example, word processing, spreadsheet, graphics, and so on):

- 1 Open the application's File menu.
- 2 Choose Print....
The Print dialog box opens.
- 3 Change the settings as needed.
- 4 Select Save Settings.





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Changing the print settings from the desktop

To change the print settings from the desktop:

- 1 From the desktop, open the File menu.
- 2 Choose Print....
The Print dialog box opens.
- 3 Change the settings as needed.
- 4 Select Save Settings.





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Changing the printing options for specialty paper

When you installed the printer software, the Page Setup dialog box and the Print dialog box were set to the default settings. Use these default settings for printing most documents on plain paper. To change the print settings for printing on specialty paper, use the following table:

| When you are printing on: | Open this dialog box: | To make these selections: |
|---|-----------------------|---|
| Envelopes | Page Setup | <ul style="list-style-type: none"> From the Paper Size pop-up menu, select the appropriate envelope size. <p>Note: Many applications are designed to override the envelope settings in Page Setup. Make sure landscape orientation is selected in your application.</p> |
| Greeting cards, index cards, or postcards | Page Setup | <ul style="list-style-type: none"> From the Paper Size pop-up menu, select the appropriate card size. |





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| When you are printing on: | Open this dialog box: | To make these selections: |
|---------------------------|-----------------------|--|
| Photo or glossy paper | Print | <div><div>1 On the Paper Type/Quality pane, select Glossy/Photo Paper for the Paper Type.</div><div>2 Select High (1200 dpi) for the Print Quality.</div><div>3 On the Color pane, select Built-In Color Matching.</div><div>4 From the Document Color pop-up menu, select Natural Color.</div><div>Note: Remove each photo as it exits the printer, and allow it to dry before stacking.</div><div>Note: You may want to print on plain paper before printing on photo or glossy paper.</div></div> |





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| When you are printing on: | Open this dialog box: | To make these selections: |
|-----------------------------|-----------------------|---|
| Coated paper | Print | <ul style="list-style-type: none">On the Paper Type/Quality pane, select Coated for the Paper Type. |
| Sheets of custom size paper | Page Setup | <ul style="list-style-type: none">From the Paper Size pop-up menu, select Edit Custom Paper Sizes, and enter the dimensions for your custom paper size. |
| Iron-On transfers | Print | <ul style="list-style-type: none">On the Paper Type/Quality pane, select Iron-On Transfer for the Paper Type. <p>Note: To ensure the iron-on transfer prints correctly, you may want to print on plain paper before printing on an iron-on transfer.</p> |





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| When you are printing on: | Open this dialog box: | To make these selections: |
|---------------------------|-----------------------|---|
| Banner paper | Page Setup | <ul style="list-style-type: none">From the Paper Size pop-up menu, select Banner (Letter) or Banner (A4). |
| Transparencies | Print | <ul style="list-style-type: none">On the Paper Type/Quality pane, select Transparency for the Paper Type and Normal (600 dpi) for the Print Quality. <p>Note: Remove each transparency as it exits the printer, and allow it to dry before stacking.</p> <p>Note: You may want to print on plain paper before printing on a transparency.</p> |





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Step 4: Print your document

- 1 Open the File menu.
- 2 Choose Print....
The Print dialog box opens.
- 3 Select Print.





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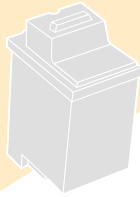
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This section describes how to install, replace, and care for your print cartridge. You can use your printer's Control Panel to help you with these tasks.

Using the Control Panel

Installing or replacing a print cartridge

Improving print quality

Aligning the print cartridge

Cleaning the print nozzles

Wiping print nozzles and contacts

Preserving print cartridges





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Using the Control Panel

The Control Panel lets you monitor your printer's status, perform cartridge installation and maintenance, set printer options, and access driver version and copyright information. To open the Control Panel, choose:

- 1 The Apple menu
- 2 Control Panels
- 3 Lexmark Z12 Control Panel





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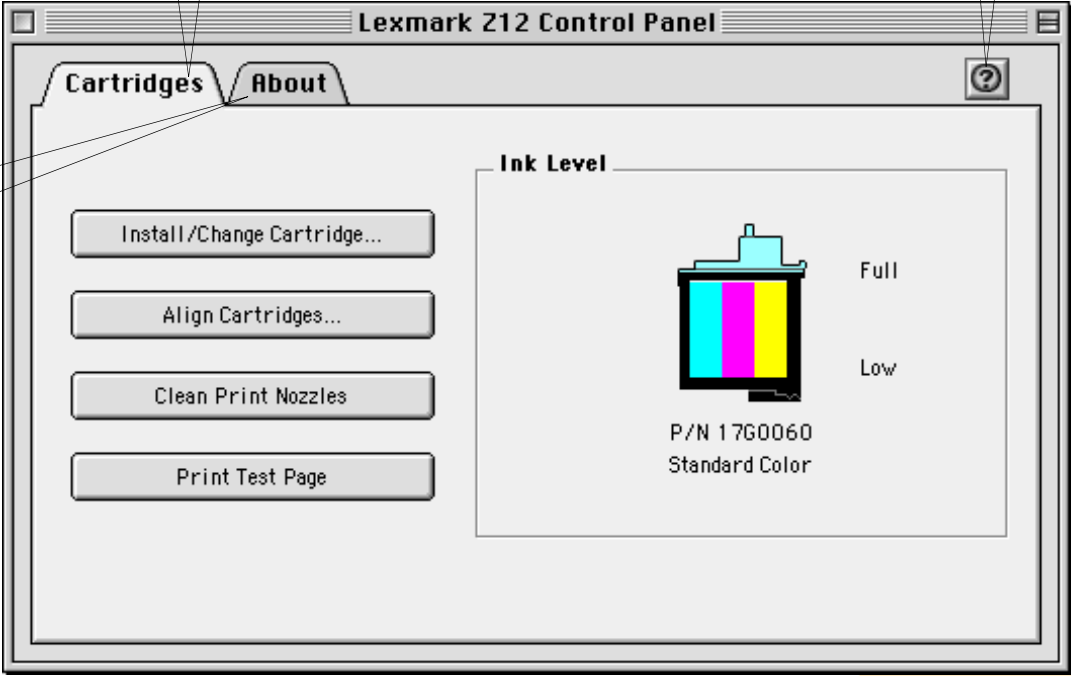
Click the...

Cartridges tab to:

- Install or change the print cartridge.
- Align the print cartridge for best print quality.
- Clean the print nozzles.
- Print a test page.

Help button to access printer driver help.

About tab to find printer software version and copyright information.

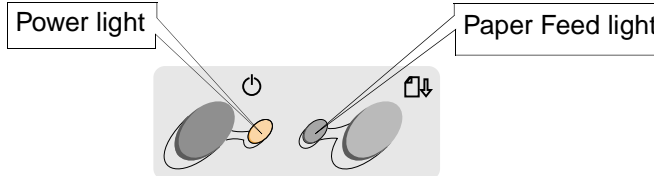


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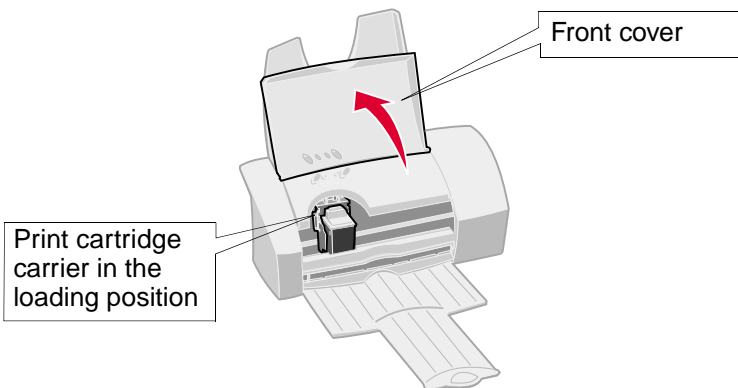


Installing or replacing a print cartridge

- 1 Make sure the Power light is on.



- 2 Raise the front cover. The print cartridge carrier moves to the loading position unless the printer is busy.



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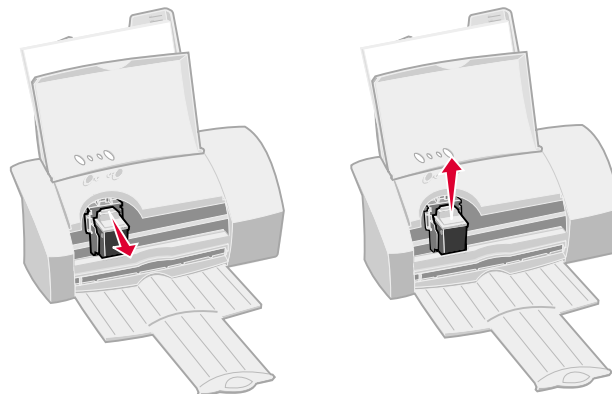
- 3 Remove the old print cartridge. Store it in the print cartridge storage unit (see [page 42](#)) or dispose of it.

Standard Black Cartridge 17G0050

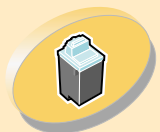
Standard Color Cartridge 17G0060

High Yield Black Cartridge 16G0055

High Yield Color Cartridge 16G0065



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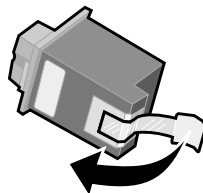


4 Install the replacement cartridge.

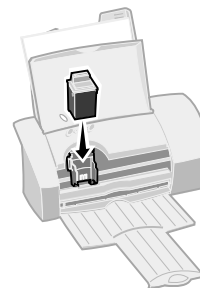
Warning:

Do NOT touch the gold contact area of the print cartridge.

a If you are installing a new cartridge, remove the sticker and transparent tape on the bottom of the print cartridge.



b Insert the print cartridge into the print cartridge carrier.



c Push back firmly on the cartridge until it **snaps** securely into place.



5 Close the front cover.

6 Open the Control Panel.

7 From the Cartridge tab, select Install/Change Cartridge.

8 Select the type of cartridge you installed and click OK.



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Cartridge Setup

Open the printer front cover and replace the print cartridge. Please verify the settings below, then click OK.

a Select the cartridge you installed.

Cartridge


- ☒ Color 17G0060
- ☐ Color 16G0065
- ☐ Black 17G0050
- ☐ Black 16G0055



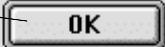
b Specify whether the cartridge is a New Cartridge or an Old Cartridge (one that has been used before).

☐ New Cartridge

☒ Old Cartridge

c Click OK.







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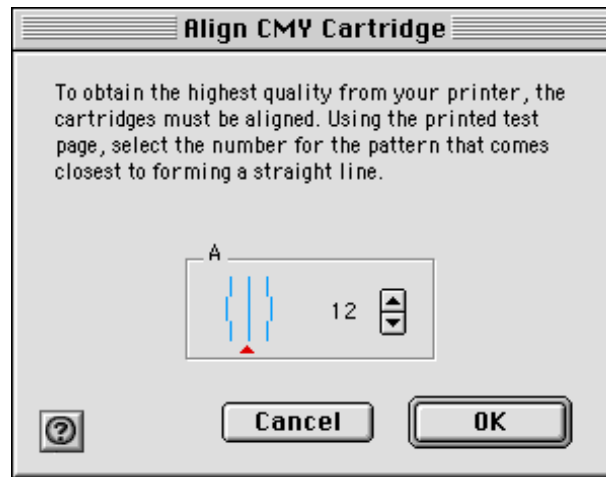


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- 9 If you installed a new cartridge, select Yes to align the cartridge.



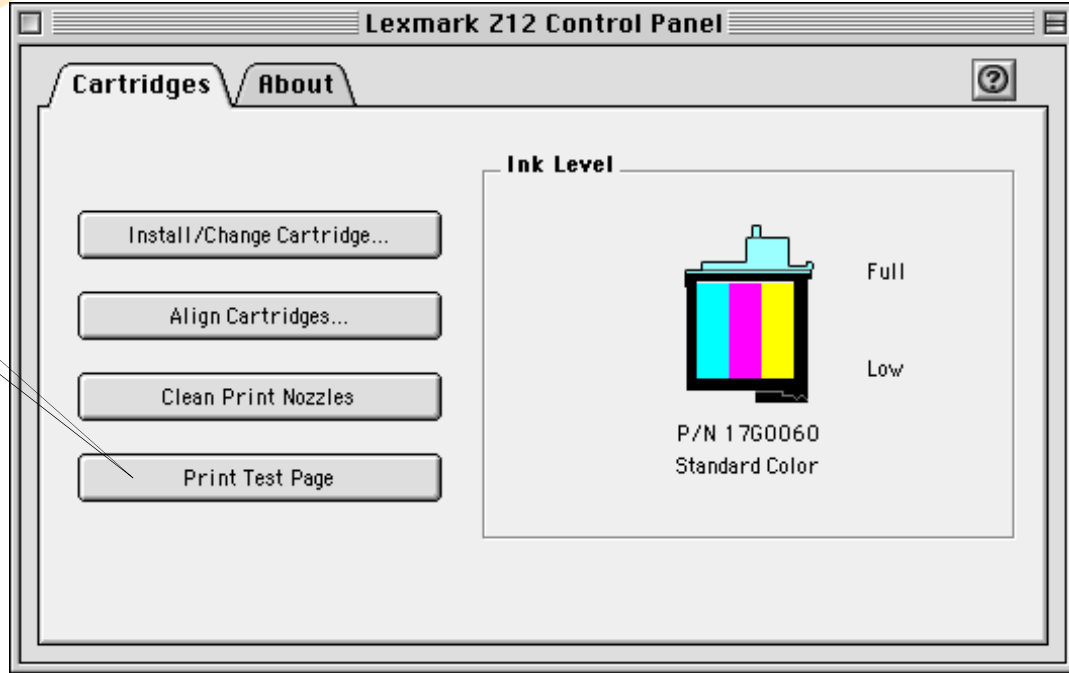
Follow the instructions on the alignment screen to complete the cartridge installation. For help, see [page 35](#).



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10 To see how the cartridge prints, select Print Test Page.



Select Print Test Page.



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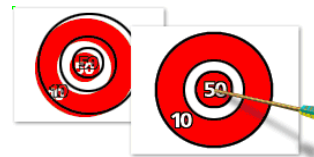


Improving print quality

If print quality is not as high as you expected, you may need to align the print cartridge or clean the print nozzles.

Aligning the print cartridge

Normally, you only align the print cartridge after installing a new print cartridge. However, you may also need to align the print cartridge when:



- Characters are not aligned correctly at the left margin.
- Vertical lines appear “wavy.”

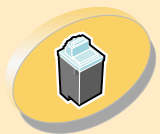
To align the print cartridge:

- 1 Load plain paper in the printer.
- 2 Open the Control Panel. For help, see [page 27](#).
- 3 Click the Cartridge tab.
- 4 Click Align Cartridge. Your printer prints an alignment test page, and the Align Cartridge dialog box appears.





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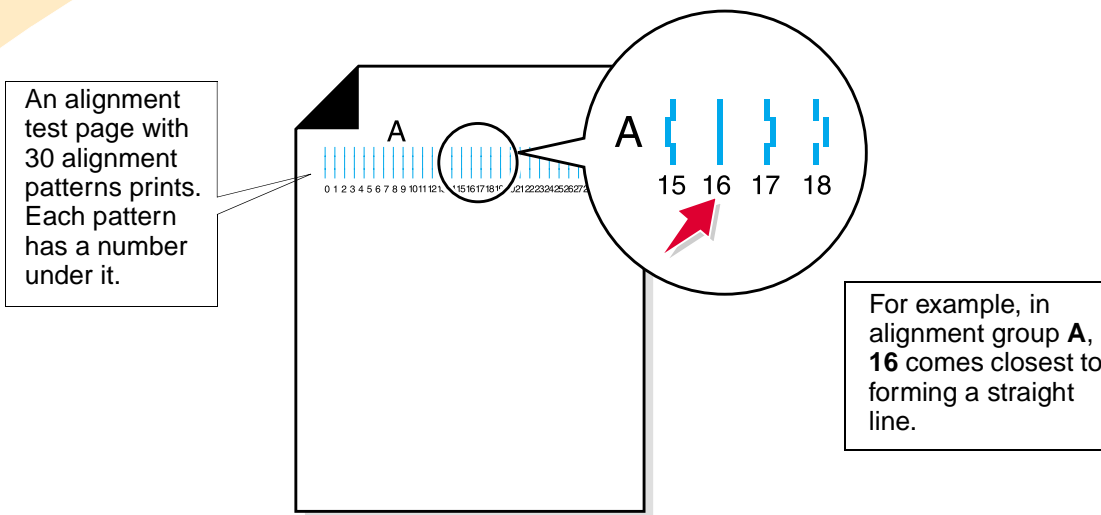


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The test page looks similar to the one shown:



- 5 Find the number under the alignment pattern that comes closest to forming a straight line.
- 6 In the Align Cartridge dialog box, enter the pattern number from the printed test page that comes closest to forming a straight line, and then click OK.





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Cleaning the print nozzles

The print cartridge nozzle cleans the print cartridge by forcing ink through the nozzles to clear any clogged nozzles. A test line prints so you can see if the cleaning process was successful. Run the nozzle test when:

- Characters are not printing completely.
- White dashes appear in graphics or printed text.
- Print is smudged or too dark.
- Colors do not print correctly.



To run the nozzle test:

- 1 Load plain paper in the printer.
- 2 Open the Control Panel. For help, see [page 27](#).
- 3 Click the Cartridge tab.





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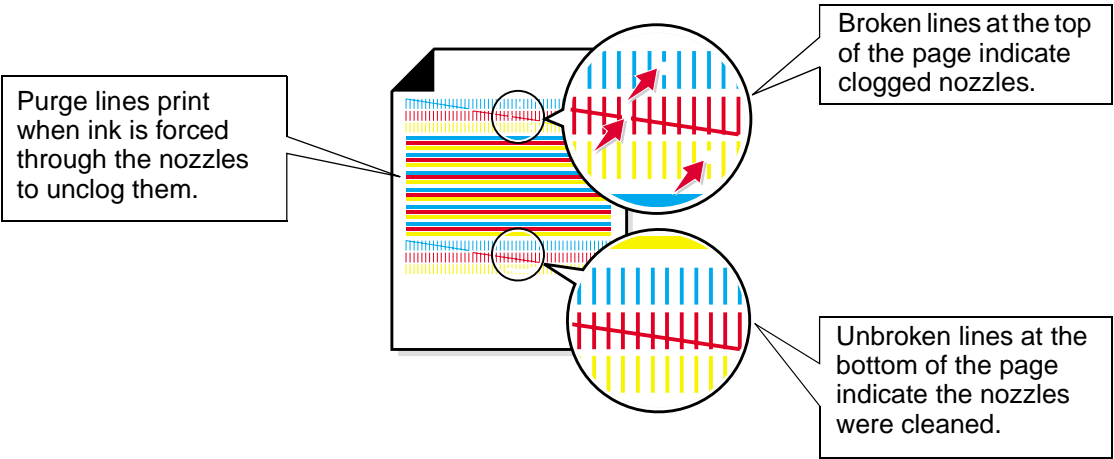
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4 Click Clean Print Nozzles.

The printer feeds a sheet of paper and prints a nozzle test pattern similar to the one shown:



| When you install a: | These purge lines print: |
|---------------------|--------------------------|
| Black cartridge | 1 purge line |
| Color cartridge | 3 purge lines |





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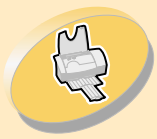


- 5 Compare the diagonal lines above the printed bars to the diagonal lines below the printed bars. Look for a break in the lines. A broken line indicates clogged nozzles.

If the bottom line still has breaks, run the test two more times.

- If the print quality is satisfactory after running the test three times, the print nozzles are clean. You do not need to complete the remaining steps.
 - If the print quality of both sets of lines is not satisfactory after running the test three times, continue with the next step.
- 6 Remove and reinstall the print cartridge.
 - 7 Repeat the nozzle test.
 - 8 If the lines are still broken, continue with the next section, [Wiping print nozzles and contacts](#).





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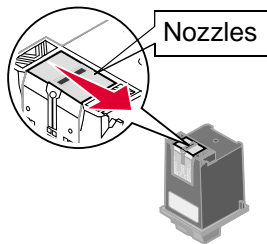
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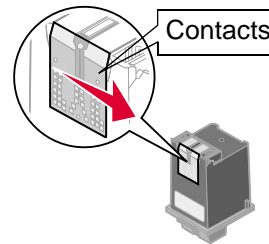
Wiping print nozzles and contacts

If print quality does not improve after cleaning the print nozzles (see [page 37](#)), there may be dried ink on the print nozzles or contacts.

- 1 Remove the print cartridge from the printer. For help, see [page 29](#).
- 2 Dampen a clean, lint-free cloth with water. Gently wipe the nozzles and contacts in one direction.



- a** Hold the damp cloth against the nozzles for about three seconds. Gently blot and wipe dry.



- b** Use another clean section of cloth to gently wipe the contacts. Hold the damp, lint-free cloth against the contacts for about three seconds. Gently blot and wipe dry.

- 3 Reinstall the print cartridge and repeat the nozzle test. For help, see [page 37](#).





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Preserving print cartridges

To ensure the longest life from your print cartridge and optimum performance from your printer:

- Keep a new print cartridge in its packaging until you are ready to install it.
- Do not remove a print cartridge from the printer except to replace, clean, or store it in the cartridge storage unit or other air-tight container. The print cartridge will not print correctly if removed from the printer and left exposed for an extended period of time.

Lexmark's printer warranty does not cover repair of failures or damage caused by a refilled cartridge. Lexmark does not recommend use of refilled cartridges. Refilling cartridges can affect print quality and cause damage to the printer. For best results, use Lexmark supplies.





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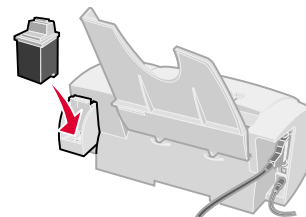
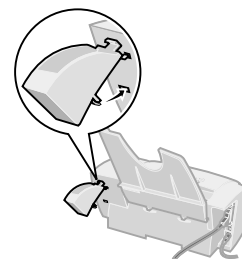
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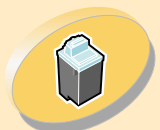
Storing an extra print cartridge

- 1 Insert the tabs of the cartridge storage unit into the slots on the back of your printer.
- 2 Snap the storage unit securely into place.
- 3 Insert the extra print cartridge into the storage unit.
- 4 Push back firmly on the cartridge until it snaps into place.





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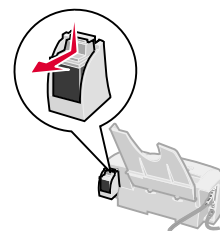
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Removing a print cartridge from the storage unit

- 1 Pull the print cartridge handle toward you until you hear a snap.
- 2 Pull the print cartridge straight out of the storage unit.





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Troubleshooting

This section lists printing problems that can occur and explains what you can do to solve them.

From the following list of printing problems, select a category that describes the type of problem you are experiencing. Then search for the solution to your problem.

General printing problems

Printer doesn't print or prints slowly

Paper misfeeds or jams

Document prints with mistakes or poor quality

Problems with transparencies, photos, or envelopes

Error messages and flashing lights





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General printing problems

When there is a problem, first make sure:

- The power supply is plugged into the printer and a properly grounded electrical outlet.
- The printer is turned on.
- The USB cable is securely attached to both the computer and the printer.
- The printer is set as the default printer. To check the printer status:
 - 1 Double-click the Lexmark Z12 printer icon on your desktop.
 - 2 From the menu bar, choose Printing.
 - 3 Make sure Set Default Printer is checked.





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Printer doesn't print or prints slowly



If your printer doesn't print, your printer and your computer may not be able to communicate properly. The following events indicate bidirectional communication problems:

- A message appears on your computer screen indicating that your printer cannot establish bidirectional communication with your computer.
- Print cartridge ink level indicators on the Cartridge tab of the printer's Control Panel are shaded.
- Error messages (such as Paper Out) and job progress information do not appear on the computer screen.

Before proceeding, verify that:

- The printer software has been installed correctly. See [page 57](#).
- The USB cable is securely attached to both the printer and the computer.
- The printer is plugged into an outlet and is turned on.
- Remove any extra devices, such as a scanner or hub, and connect the printer directly to the USB port.





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Printer is plugged in but doesn't print

Make sure:

- The printer is turned on.
- Paper is loaded correctly.
- The USB cable is completely plugged into the printer.
- The printer is set as the default printer. To check the printer status:
 - 1 Double-click the Lexmark Z12 printer icon on your desktop.
 - 2 From the menu bar, choose Printing.
 - 3 Make sure Set Default Printer is checked.
- The print job is not being held in the print queue. To check the printer status:
 - 1 From the desktop, double-click the Lexmark Z12 icon.
 - 2 From the menu bar, choose Printing.
 - 3 Choose Start Print Queue.

Print a test page. If the test page prints, the printer is functioning properly. If the printer still doesn't print, check your application.





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Test page does not print

Make sure:

- The print cartridge is properly installed. For help, see [page 29](#).
- The Lexmark Z12 printer is set as the default printer. For help, see [page 44](#).

Printer ejects a blank page after appearing to print

Make sure:

- The Lexmark Z12 printer is set as the default printer. For help, see [page 44](#).
- You have removed the sticker and transparent tape from the bottom of the print cartridge. For help, see [page 29](#).

Printer prints very slowly

- Close any open applications not in use.
- Check the document you are printing. Photos and graphics may take longer to print than regular text.
- Decrease the Print Quality setting to Normal (600 dpi) or Quick Print (600 dpi).

Warning: Do NOT touch the gold contact area of the print cartridge.





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- Check your computer's resources, and consider increasing the virtual memory for your computer.
- Consider purchasing more Random Access Memory (RAM).

Paper misfeeds or jams



Paper misfeeds or multiple sheets feed through the printer

Make sure:

- The paper is recommended for inkjet printers.
- You do not load too much paper in the sheet feeder. Depending on the thickness of your paper, the sheet feeder can hold up to 100 sheets of paper.
- You do not force the paper down into the printer when you load it. Align the top edge of the paper with the paper alignment marks on the paper support.
- The left paper guide is against the side of the paper.
- The paper guide does not cause the paper to bow in the sheet feeder.
- The printer is on a flat, level surface.





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Printer does not feed envelopes or specialty papers

- Make sure your printer will feed regular paper. For help loading paper, see [page 5](#).
- If regular paper feeds without problems, load the envelopes vertically against the right side of the sheet feeder. Make sure the paper guide is against the side of the envelopes. For help loading envelopes, see [page 6](#).
- Make sure the appropriate envelope size or specialty paper is selected in the printer software.
- Make sure you are using a specialty paper or envelope size that is supported by your printer.
- Your application may not be designed to print envelopes. For help, check your application's documentation.





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Printer has a paper jam

If the paper is lodged too far into the printer and can't be removed:

- 1 Press the Power button to turn the printer off.
- 2 Press the Power button to turn the printer back on.
- 3 If the printer does not eject the page, turn the printer off.
- 4 Pull firmly on the paper to remove it. If you cannot reach the paper because it is too far into the printer, raise the front cover and pull the paper out of the printer.
- 5 Close the front cover.
- 6 Press the Power button to turn the printer on.
- 7 Resend your document to print.

Document prints with mistakes or poor quality



Print is too dark or smudged

- Make sure the paper is straight and unwrinkled.
- Let the ink dry before handling the paper.
- Make sure the Paper Type setting in the printer software matches the type of paper loaded in the printer.





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- Change the Print Quality setting to Quick Print. For help, see [page 19](#).
- Clean the print nozzles. For help, see [page 37](#).

Vertical straight lines are not smooth

To improve the print quality of vertical straight lines in tables, borders, and graphs:

- Select a higher Print Quality setting.
- Align the print cartridge. For help, see [page 35](#).
- Clean the print nozzles. For help, see [page 37](#).

Print smears on the page

- The next page exiting the printer may be smearing the ink. Remove the pages as they exit the printer and allow them to dry before stacking.
- The print nozzles may need cleaning. For help, see [page 37](#).





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Printed pages have alternating bands of light and dark print (intermittent printing)

- Change the Print Quality setting to High Quality. For help, see [page 19](#).
- Make sure bidirectional communication exists between your printer and computer. For help, see [page 46](#).

Print quality is poor at the left, right, top, or bottom edge of page

Like other printers, your printer cannot print on the extreme left, right, top, or bottom edges of a page.

Use these minimum settings:

- Left and right margins:
6.35 mm (0.25 in.) each for all paper sizes except A4
For A4 size paper - 3.37 mm (0.133 in.) each
- Top and bottom margins:
Top - 1.7 mm (0.067 in.)
Bottom - 12.7 mm (0.5 in.) for most jobs
19 mm (0.75 in.) for best print quality for color jobs





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Printed characters are improperly formed or misaligned

- Cancel any print jobs and resend your job to print.
- Align the print cartridge. For help, see [page 35](#).
- Clean the print nozzles. For help, see [page 37](#).

Colors on the printout differ from the colors on the screen

- A print cartridge may be out of ink or low on ink. For help changing the print cartridge, see [page 29](#).
- Use a different brand of paper. Every paper brand accepts ink differently and prints with slight color variations.
- Remove any extra devices, such as a scanner or hub, and connect the printer directly to the USB port.

Colors on the printout are faded

Try the suggestions listed in the previous section, [Colors on the printout differ from the colors on the screen](#). If your colors still seem faded, clean the print nozzles. For help, see [page 37](#).





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Characters are missing or unexpected

- Make sure your Lexmark Z12 printer driver is selected as the default printer.
- Your printer may have bidirectional communication problems. For help, see [page 46](#).

Problems with transparencies, photos, or envelopes



Glossy photo papers or transparencies stick together

- Remove each page as it exits the printer and allow it to dry before stacking.
- Use a photo paper or transparency designed for use with an inkjet printer.

Transparencies or photos contain white lines

- From the Print Quality area, select High Quality. For help, see [page 19](#).
- Clean the print nozzles. For help, see [page 37](#).

Printer does not feed envelopes or specialty papers

For help, see [page 50](#).





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Error messages and flashing lights

Paper Jam message

For help, see [page 51](#).



Power
light

Paper
Feed
light

Ink Low message

A print cartridge is running out of ink. Purchase a new print cartridge.

The Power light is on and the Paper Feed light is blinking

- If the printer is out of paper:
 - 1 Load paper.
 - 2 Press the Paper Feed button.
- If the printer has a paper jam, see [page 51](#).

The Power light and Paper Feed light are blinking

The print cartridge carrier has stalled. Check your screen for any error messages.

- 1 Turn the printer off.
- 2 Wait a few seconds, and turn the printer back on.





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This section contains information about:

- Installing printer software
- Uninstalling printer software
- Power supply
- Safety

Installing printer software

You can obtain the printer software using the:

- Compact disc (CD) that came with your printer
- World Wide Web

If your printer software does not install properly, a communications error message appears when you try to print. You may need to uninstall and then reinstall the printer software. For help, see [page 58](#).

Using the CD

- 1 Start Mac OS.
- 2 When the desktop appears, insert the software CD. The Lexmark Z12 software installation screen appears.
- 3 Click Install and Agree.
- 4 Click Install.
- 5 Select the Lexmark Z12 printer in the Chooser by following the steps on the dialog box.

Note: If your Macintosh computer locks up while printing, you may need to turn off the printer and the computer, and then turn them back on. When you turn them back on, the printer driver's spooler may attempt to start printing the job that was in the queue before the computer locked up. This could cause your system to lock up again.

To recover from this problem:

- 1 Turn off the printer and the computer.
- 2 Hold down the Shift key and turn the computer on.
- 3 Continue to hold the Shift key until you see the Mac OS screen and the words *Extensions Off*.
- 4 Release the Shift key.
- 5 Locate the Lexmark Z12 printer icon on your desktop. The inactive printer spooler has an X over it.
- 6 Double-click the icon to open the Lexmark Z12 dialog box.
- 7 Drag your print jobs to the trash can.
- 8 Restart the computer to enable the extensions.





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Using the World Wide Web

If your computer does not have a CD-ROM drive, you can download the printer software from the World Wide Web at www.lexmark.com.

Note: Before you begin, make sure Stuffit Expander is loaded on your system.

- 1 From Lexmark's Web site, select the appropriate driver for your operating system.
- 2 Double-click the binhex (.hqx) file to open it.
- 3 Follow the instructions on your screen.

Uninstalling printer software

If your printer software does not install properly, you may need to uninstall and then reinstall it.

To uninstall the printer software:


- 1 Drag the printer icon to the trash can on the desktop.
- 2 Insert the software CD.
The Lexmark Z12 software installation screen appears.
- 3 Click Install and Agree.
- 4 From the Easy Install pop-up menu, choose Uninstall.
- 5 Select Complete Uninstall.
- 6 Click Uninstall.

To reinstall the printer software, follow the appropriate set of instructions from ["Installing printer software" on page 57](#).

Power supply

If your power supply fails, replace it with the Lexmark replacement part or other UL LISTED Direct Plug-In Power Unit marked "Class 2" and rated 30 V dc at 500mA.

Safety

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





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