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### Edition: June 2000

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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 notices 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 Windows 2000**

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.
- To view edition and trademark information, click the **Edition notice**.
- To print this guide:
  - 1 From the Acrobat Reader File menu, select **Print**.
  - 2 Click **Properties**, and make sure Landscape is selected.
  - 3 Select the pages you want to print, and click **OK**.





# Steps to basic printing

This guide describes how to use your printer with Windows 2000. For help using your printer with Windows 95 or Windows 98, refer to the *User's Guide* that came with your printer.

**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 printer software**

**Step 4: Print your document**



Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index



# Steps to basic printing



Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

## 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 a from a Lexmark Authorized Supplies Dealer. Where available, you may purchase supplies directly from Lexmark via the phone or your Lexmark Web site.



# Steps to basic printing



Steps to basic printing



Maintaining your printer



Troubleshooting



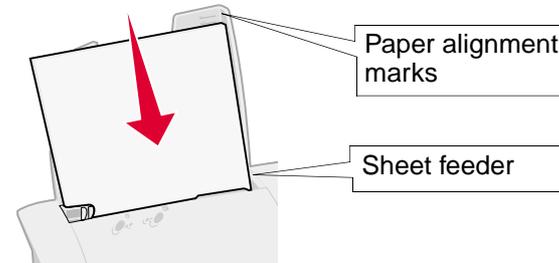
Appendix



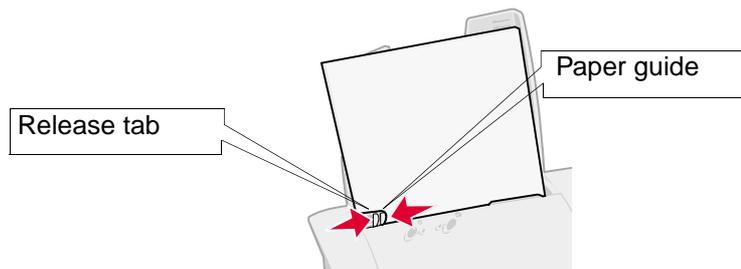
Index

## 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.

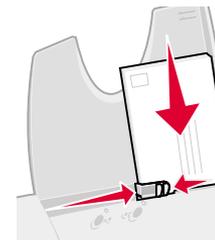


# Steps to basic printing



## Loading print media

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



Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index



# Steps to basic printing



Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

Load up to:	Make sure:
10 greeting cards, index cards, postcards, or photo cards	<ul style="list-style-type: none"><li>• The print side is facing you.</li><li>• The cards are loaded vertically against the right side of the sheet feeder.</li><li>• The paper guide is against the side of the cards.</li></ul>
25 sheets of coated paper, photo paper, or glossy paper	<ul style="list-style-type: none"><li>• The glossy or coated side is facing you.</li><li>• The paper guide is against the side of the photo paper.</li></ul>
25 iron-on transfers	<ul style="list-style-type: none"><li>• You follow the instructions on the packaging to load the iron-on transfers.</li><li>• The paper guide is against the side of the iron-on transfers.</li></ul>



# Steps to basic printing



Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

Load up to:	Make sure:
100 sheets of custom size paper	<ul style="list-style-type: none"><li>• Your paper size fits within these dimensions:<ul style="list-style-type: none"><li>- Width: 76 mm to 216 mm 3.0 in. to 8.5 in.</li><li>- Length: 127 mm to 432 mm 5.0 in. to 17.0 in.</li></ul></li><li>• The paper guide is against the side of the paper.</li></ul>



# Steps to basic printing



Steps to basic printing



Maintaining your printer



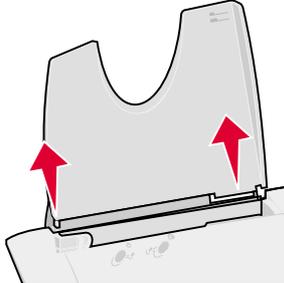
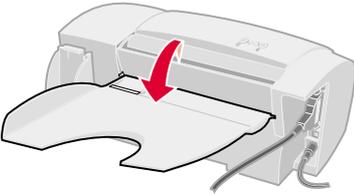
Troubleshooting



Appendix



Index

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



# Steps to basic printing



Steps to basic printing



Maintaining your printer



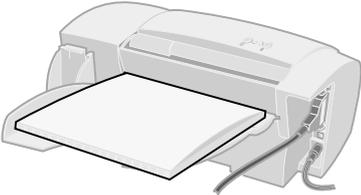
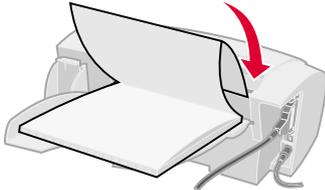
Troubleshooting



Appendix



Index

Load up to:	Make sure:
20 sheets of banner paper (cont.)	<p data-bbox="968 233 1130 433"><b>c</b> Place your stack of banner paper on the paper support.</p>  <p data-bbox="968 476 1164 675"><b>d</b> Insert the leading edge of the first page into the sheet feeder.</p>  <ul data-bbox="925 686 1512 887" style="list-style-type: none"><li>• The paper guide is against the side of the paper.</li><li>• After your banner prints, remove the banner paper, and return the paper support to the upright position.</li></ul> <p data-bbox="925 912 1512 976"><b>Note:</b> Make sure you select <b>Banner</b> or <b>Banner A4</b> paper size in the printer driver.</p>



# Steps to basic printing



Load up to:	Make sure:
25 transparencies	<ul style="list-style-type: none"><li>• The rough side of the transparencies is facing you (smooth side down).</li><li>• The paper guide is against the side of the transparencies.</li></ul>

## Step 3: Customize the printer software

Your printer software includes applications that let you perform printing tasks with superior printing results. One of these applications is the printer driver. In Windows 2000, your printer driver is called Printing Preferences. Printing Preferences includes two tabs: Page Setup and Features. Both tabs contain settings for operating your printer and its software.



Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index





Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

# Steps to basic printing



## Opening Printing Preferences from an application

When you open Printing Preferences from your application, you can change printer settings **ONLY** for the document you are currently creating.

- 1 Open the application's **File** menu.
- 2 Choose **Print** (or **Printer**) **Setup**.
- 3 In the Printer Setup dialog box, click the **Properties**, **Option**, or **Setup** button (depending on the application).
- 4 Change settings as needed.

## Opening the Printing Preferences from Windows

When you open Printing Preferences from Windows, the settings apply to **ALL** documents, unless you change them from the application.

- 1 From the **Start** menu, select **Settings**, and then select **Printers**.
- 2 From the Printers folder, right-click the icon for the **Lexmark Z12** printer.
- 3 Select **Printing Preferences** from the sidebar menu.
- 4 Change settings as needed.



# Steps to basic printing



Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

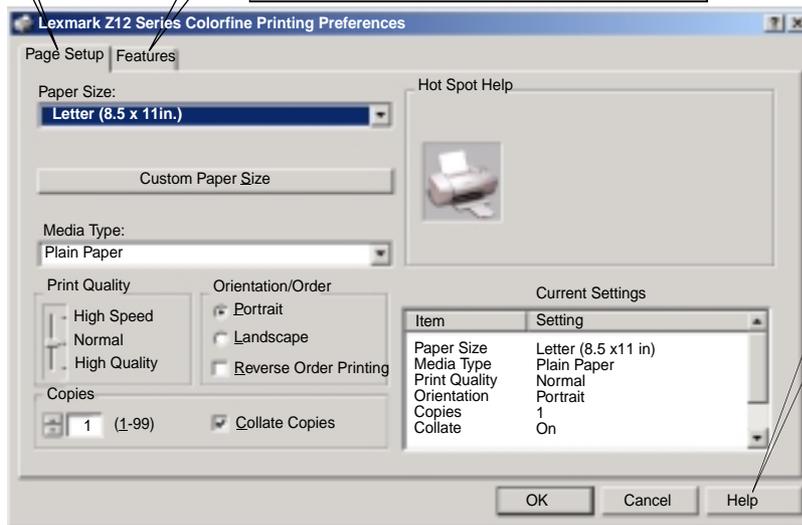
Click the...

**Page Setup** tab to:

- Select a paper size, media type, and orientation.
- Select a print quality setting.
- Choose the number of copies and the order of printing.
- View current settings.

**Features** tab to:

- Perform cartridge maintenance.
- Choose the default settings.
- Find copyright and driver version information.
- View current settings.



Help button to access Printing Preferences help.



# Steps to basic printing



## Selecting settings for specialty media

When your printer software was installed, the printer driver was set to the default settings. Use the default settings for printing most documents on plain paper. To change these settings for specialty media, use the following table:

When you are printing on:	From the Page Setup tab, make these selections:
Envelopes	<p>From the Paper Size drop-down menu, select the appropriate envelope size.</p> <p><b>Note:</b> Many applications are designed to override the envelope settings in the printer software. Make sure landscape orientation is selected in your application.</p>
Greeting cards, index cards, postcards, or photo cards	<ul style="list-style-type: none"><li>• From the Media Type drop-down menu, select <b>Greeting Card Stock</b>.</li><li>• Select the appropriate Paper Size setting.</li></ul>



Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index



# Steps to basic printing



Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

When you are printing on:	From the Page Setup tab, make these selections:
Coated paper	<ul style="list-style-type: none"><li>• From the Media Type drop-down menu, select <b>Coated Paper</b>.</li><li>• Select the appropriate Paper Size setting.</li></ul>
Photo paper or glossy paper	<ul style="list-style-type: none"><li>• From the Media Type drop-down menu, select <b>Glossy/Photo Paper</b>.</li><li>• From the Print Quality area, select <b>High Quality</b>.</li><li>• Select the appropriate Paper Size setting.</li></ul> <p><i><b>Note:</b> When printing photos, remove each photo as it exits from the printer, and allow it to dry before stacking.</i></p>



# Steps to basic printing



Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

When you are printing on:	From the Page Setup tab, make these selections:
Sheets of custom size paper	Click the <b>Custom Paper Size</b> button. Enter the dimensions for your custom paper size. For help, see <a href="#">Loading print media</a> .
Banner paper	From the Paper Size drop-down menu, select <b>Banner Letter</b> or <b>Banner A4</b> . For help, see <a href="#">Loading print media</a> .
Transparencies	<ul style="list-style-type: none"><li>From the Media Type drop-down menu, select <b>Transparency</b>.</li><li>From the Print Quality area, select <b>Normal</b> or <b>High Quality</b>.</li></ul> <p><b>Note:</b> When printing transparencies, remove each transparency as it exits from the printer, and allow it to dry before stacking.</p>



# Steps to basic printing



Steps to basic printing



Maintaining your printer



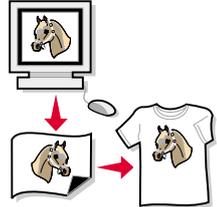
Troubleshooting



Appendix



Index

When you are printing on:	From the Page Setup tab, make these selections:
Iron-on transfers	<p>From the Media Type drop-down menu, select <b>Iron-On Transfer</b>.</p>  <p><b>Note:</b> To ensure that the iron-on transfer will print correctly, print your design on plain paper before printing on an iron-on transfer.</p>

## Step 4: Print your document

- 1 From your application's **File** menu, click **Print**.
- 2 From the Print dialog box, click **OK** or **Print** (depending on the application).





Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index



# Maintaining your printer

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

## Using the Control Program

### 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



# Maintaining your printer



Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

## Using the Control Program

The Control Program allows you to monitor your printer's status, perform cartridge installation and maintenance, set printer options, and access driver version and copyright information. To open the Control Program from Windows:

- 1 From the **Start** menu, click **Programs**.
- 2 Click **Lexmark Z12 Series ColorFine**.
- 3 Click **Control Program**.



# Maintaining your printer



Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

## Click the...

### Status tab to:

- Monitor the status of your print job.
- Cancel your print job.

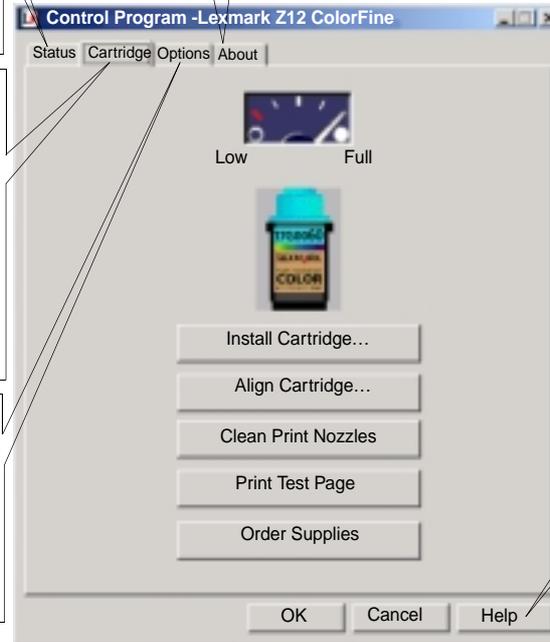
### Cartridge tab to:

- Install a print cartridge.
- Align the cartridge.
- Clean the print nozzles.
- Print a test page.
- View the cartridge part number and order supplies directly from Lexmark's Web site.

### Options tab to:

- Control how and when the Control Program displays.
- Enable bidirectional support.
- Disable the printer shortcut.

**About** tab to find printer software version and copyright information.



**Help** button to access Control Program help.



# Maintaining your printer



Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



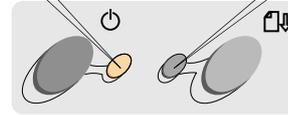
Index

## Installing or replacing a print cartridge

- 1 Make sure the Power light is On.

Power light

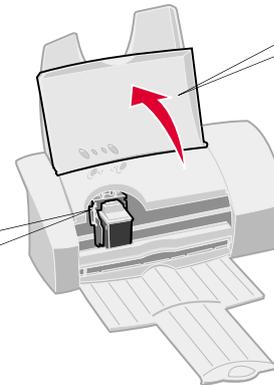
Paper Feed light



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

Front cover

Print cartridge carrier in the loading position



# Maintaining your printer



Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

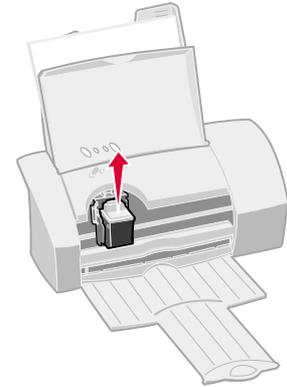
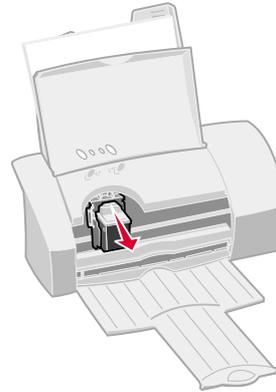
- 3 Remove the old print cartridge. Store it in an air-tight container or dispose of it. For help storing your cartridge, see [page 31](#).

Black Cartridge 17G0050

Color Cartridge 17G0060

High Yield Black Cartridge 16G0055

High Yield Color Cartridge 16G0065



- 4 Open the Control Program. For help, see [page 19](#).
- 5 Click the **Cartridge** tab.
- 6 Click **Install Cartridge**.





Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

# Maintaining your printer



- 7 The Change Cartridge dialog box appears. Follow the instructions on your screen to install the cartridge.

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

**Install Cartridge**

To install or change the print cartridge follow these steps:

- 1) Raise the printer's front cover. The cartridge carrier moves automatically to the loading position and stops.
- 2) If you are setting up your printer for the first time, go to step 3. Otherwise, pull the handle of the installed cartridge forward until it unsnaps. Then lift the cartridge out of the printer.
- 3) If you are installing a cartridge that you have already used, go to step 4. If you are installing a new cartridge, carefully remove the sticker and transparent tape that cover the copper contact area. Do not touch or remove the copper contact area!
- 4) Place the print cartridge in the carrier. Push the cartridge back firmly until it snaps into place.
- 5) Close the printer's front cover, and click OK to continue.

OK

When installation is complete, click **OK**.



# Maintaining your printer



## 8 The Choose Cartridge window appears:

a Select the cartridge you installed in your printer.

### Choose Cartridge

From the list boxes below, choose which cartridge you have just installed.

COLOR p/n 17G0060

b If you installed a new cartridge, click the box to reset the ink level to full.

If you installed a new cartridge, reset the ink level image to full.

Reset cartridge's ink level to full.

c Click **OK**.

OK

## 9 The Automatic Alignment window appears:

If you installed a new print cartridge, click **Align** to align the print cartridges for the best print quality. For help, see [page 25](#).

### Automatic Alignment

You changed your print cartridge. For best print quality, you should align your cartridge.

Do you wish to align it?

Align...

Skip

Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index



# Maintaining your printer



Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



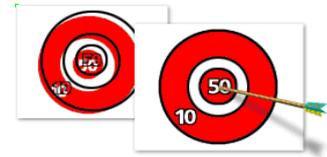
Index

## 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 Program. For help, see [page 19](#).
- 3 Click the **Cartridge** tab.
- 4 Click **Align Cartridge**. Your printer prints an alignment test page and the Align Cartridge dialog box appears.





Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

# Maintaining your printer



The test page looks similar to the one shown:

An alignment test page with 30 alignment patterns prints. Each pattern has a number under it.

For example, in alignment group **A**, **16** comes closest to forming a straight line.

- 5 Find the number under the alignment pattern that comes closest to forming a straight line.



# Maintaining your printer



Steps to basic printing



Maintaining your printer



Troubleshooting



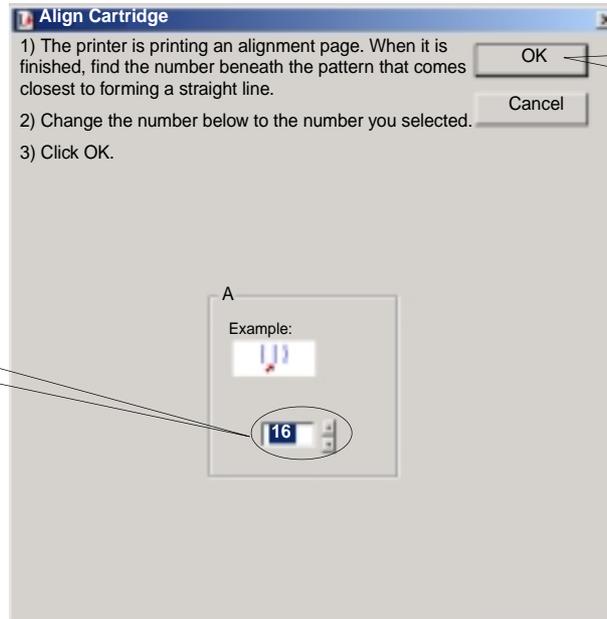
Appendix



Index

- 6 In the Align Cartridge dialog box, enter the pattern numbers from the printed test page that come closest to forming a straight line.

For example, on the previous page, pattern **16** came closest to forming a straight line.



b After you have entered a number for all of the patterns, click **OK**.

a Click these scroll arrows to select the number to enter or type in the number.





Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

# Maintaining your printer



## Cleaning the print nozzles

The print cartridge nozzle test helps you pinpoint any clogged nozzles. The nozzle test also cleans the print cartridge by forcing ink through the 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 Program. For help, see [page 19](#).
- 3 Click the **Cartridge** tab.

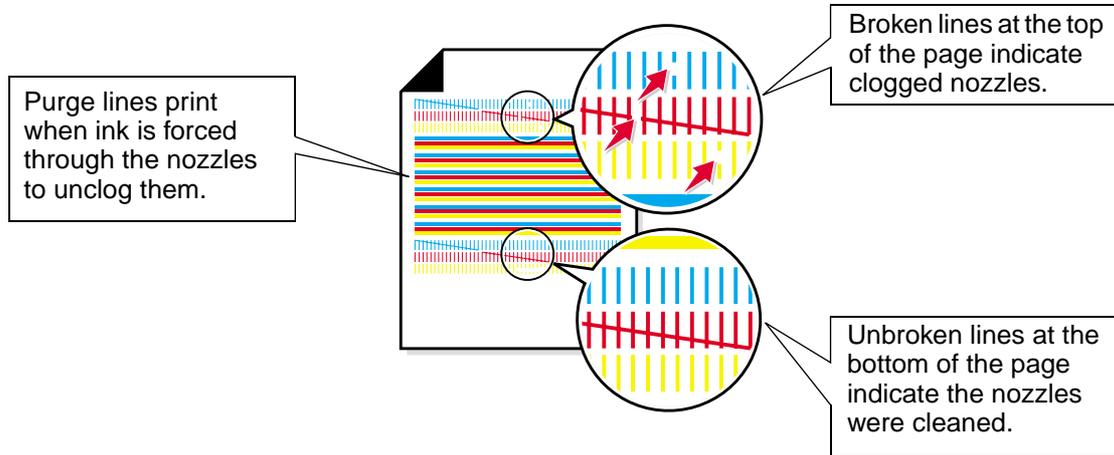


# Maintaining your printer



## 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

Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index





Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

# Maintaining your printer



- 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, **go to step 6**.
- 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**.

## Wiping print nozzles and contacts

If print quality does not improve after cleaning the print nozzles (see [page 28](#)), there may be dried ink on the print nozzles or contacts.

- 1 Remove the print cartridge from the printer. For help, see [page 21](#).



# Maintaining your printer



Steps to basic printing



Maintaining your printer



Troubleshooting

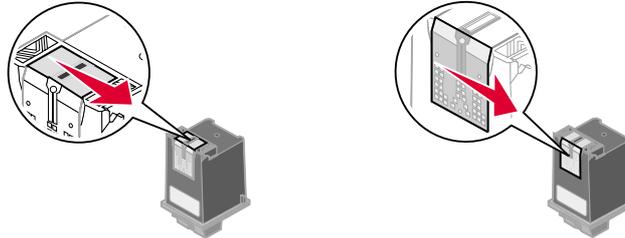


Appendix



Index

- 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 28](#).

## 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.





Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

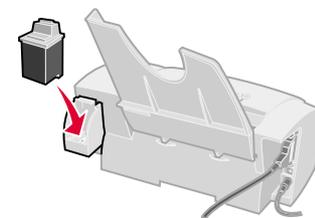
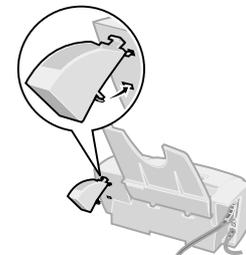
# Maintaining your printer



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.

To install the cartridge storage unit and remove the extra 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.





Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

# Maintaining your printer



To remove 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.



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.



# Troubleshooting



Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

This section lists printer 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

### Paper misfeeds or jams

### Document prints with mistakes or poor quality

### Problems with transparencies, photos, or envelopes

### Error messages and flashing lights





Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

## General printing problems

When there is a problem, first make sure:

- The power supply is connected to the printer and plugged into a properly grounded electrical outlet.
- The printer is turned On.
- The printer cable is securely attached to both your computer and printer.
- If you are using a parallel cable, the cable is IEEE 1284-compliant and supports bidirectional printing.
- If you are using a parallel cable, bidirectional support is enabled in your printer software:

- 1 From the printer's Control Program, click the **Options** tab.
- 2 Make sure **Enable Bidirectional Support** is checked.

For additional help, refer to the Troubleshooting section of your printer software Help files.





Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

## Printer doesn't print



If your printer doesn't print, your printer and your computer may not be able to communicate properly.

The following events also indicate bidirectional communications problems:

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

Before proceeding, verify that:

- The printer software has been installed correctly. See [page 48](#).
- The parallel or USB cable is securely attached to both the printer and the computer.
- The printer is plugged in and turned on.



# Troubleshooting



Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

- Your printer software is set to an LPTn port if you are using a parallel cable or to a USB port if you are using a USB cable.

To check your port settings in Windows 2000:

- 1 Click **Start**.
- 2 Select **Settings**.
- 3 Click **Printers**.
- 4 Right-click the **Lexmark Z12 Series ColorFine™** icon.
- 5 Click **Properties**.
- 6 Click the **Ports** tab.
- 7 Select **USB or LPTn** to change your port.
- 8 Click **OK**.

If you have a switch box or other device (such as a scanner or fax) connected to the computer's parallel port, make sure it supports bidirectional communication. You may need to disconnect your printer from the switch box or other device and connect it directly to your computer.

If you are using a USB hub with your printer, remove the hub and connect the USB cable directly to the computer.



# Troubleshooting



Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

## Printer is plugged in but doesn't print, or you get a Printer Offline or Printer Not Ready message

Make sure:

- The printer is turned On.
- Paper is loaded correctly.
- The parallel or USB cable is completely plugged into the printer.
- The printer is set as the default printer.
- The printer is not being held or paused in the print queue. To check the printer status:
  - 1 From the Printers folder, double-click the **Lexmark Z12 Series ColorFine** icon.
  - 2 Click the **Printer** menu and make sure no check mark appears next to the Pause Printing option.

Print a test page. If the test page prints, the printer is functioning properly. Check your application.





Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

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

## Test page does not print

Make sure:

- The print cartridge is properly installed. For help, see [page 21](#).
- If you are using a parallel cable, the cable is IEEE 1284-compliant and supports bidirectional printing.

## Printer ejects a blank page after appearing to print

Make sure:

- Your Lexmark printer is set as the default printer.
- You have removed the sticker and transparent tape from the bottom of the print cartridge. For help, see [page 21](#).

## Printer prints very slowly

- Close any open applications not in use.
- Decrease your Print Quality setting.
- Check the document you are printing. Photos and graphics may take longer to print than regular text.
- Check your computer's resources, and consider increasing the virtual memory for your computer





Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

- Consider purchasing more memory.

## 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 force the paper down into the printer when you load it. Align the top edge of the paper with the paper alignment guides on the paper support.
- The printer is on a flat, level surface.
- The left paper guide is against the side of the paper.
- 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.
- The paper guide does not cause the paper to bow in the sheet feeder.





## Printer does not feed envelopes or specialty media

- 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 media is selected in the printer software.
- Make sure you are using a specialty media 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.



Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index





Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

## 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 Media Type setting in the printer software matches the type of paper loaded in the printer.





Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

- Change the Print Quality setting to **High Speed**. For help, see [page 13](#).
- Clean the print nozzles. For help, see [page 28](#).

## 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.
- Align the print cartridge. For help, see [page 25](#).
- Clean the print nozzles. For help, see [page 28](#).

## 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 28](#).





Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

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

- Change the Print Quality setting to **High Quality**. For help, see page [page 13](#).
- Make sure bidirectional communications exist between your printer and computer. For help, see [page 36](#).

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

Like other printers, your printer cannot print in 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





Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

## 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 25](#).
- Clean the print nozzles. For help, see [page 28](#).

## 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 21](#).
- 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, and connect the printer directly to the 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 28](#).





Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

# Troubleshooting

## 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 36](#).

## 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 13](#).
- Clean the print nozzles. For help, see [page 28](#).

### Printer does not feed envelopes or specialty media

For help, see [page 41](#).





Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

# Troubleshooting

## Error messages and flashing lights



Power  
light

Paper  
Feed  
light

### Paper Jam message

For help, see [page 42](#).

### 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 42](#).

### 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 then turn the printer back On.





Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

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-ROM) that came with your printer
- World Wide Web
- Diskettes

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 49](#).

## Using the CD

- 1 Start Windows.
- 2 If any screen appears, click **Cancel**.
- 3 When the desktop appears, insert the software CD.

The Lexmark Z12 software installation screen appears.

- 4 Click **Install Printer Software**.

## 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](http://www.lexmark.com).

- 1 From Lexmark's Web site, select the appropriate driver for your operating system.
- 2 Select **Save to Disk**.
- 3 Select a location on your hard disk drive.
- 4 Double-click the executable (.exe) file to open it.

The Win Self-Extractor window opens.

# Appendix



- 5 Follow the set of instructions on your screen.

## Using diskettes

If your computer does not have a CD-ROM drive, you can create driver diskettes using a friend's computer or a computer at your Lexmark dealer that has a CD-ROM drive. You will need at least four blank 3.5 inch diskettes.

To create diskettes of the printer software:

- 1 Insert the software CD into the CD-ROM drive.

If the CD does not run automatically:

- a From the **Start** menu, select **Run**.
- b In the command-line text box, type the letter of your CD-ROM drive, followed by **:`setup`** (for example, **d:`setup`**), and then click **OK**.

- 2 When the Lexmark Z12 software installation screen appears, select **Tools**.





Steps to basic printing



Maintaining your printer



Troubleshooting



Appendix



Index

# Appendix



- 3 Select **Create Diskettes**.
- 4 Follow the instructions on the screen.

To install the printer software from diskettes:

- 1 Start Windows.
- 2 Insert Setup Disk 1 into your disk drive.
- 3 From the **Start** menu, select **Run**.
- 4 In the command-line text box, type the letter of your disk drive, followed by **: \setup** (for example, **a:\setup**), and then click **OK**.
- 5 When prompted by the printer software, insert the appropriate disks into your disk drive, and click **OK**.
- 6 Follow the instructions on the 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 From the **Start** menu, select **Programs**.
- 2 Select **Lexmark Z12 Series**.
- 3 Select **Uninstall**.
- 4 Follow the instructions on your screen.

To reinstall the printer software, follow the appropriate set of instructions from "[Installing printer software](#)" on page 48.

## 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 information

- 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.





**A**

About tab 20  
aligning print cartridges 25  
allows 19

**B**

banding 44  
banner paper  
    loading 9, 10  
    settings 16  
bidirectional communica-  
tions  
    problem indicators 36  
black cartridge  
    part number 22  
blinking lights  
    Paper Feed 47  
    Power light 47

**C**

cards  
    loading 7

cartridge storage unit 32  
Cartridge tab 20  
cartridges, print  
    aligning 25  
    installing 21  
    part numbers 4, 22  
    preserving 31  
    removing 22  
    replacing 21  
CD-ROM  
    installing software 48  
characters, misformed 45  
Choose Cartridge window  
24  
coated paper 15  
    loading 7  
color cartridge  
    part number 22  
contacts, print  
    wiping 30  
Control Program 19, 20  
    opening 19  
    tabs 20  
    using 19

custom size paper  
    loading 8  
    settings 16

**D**

dark or smudged print 42  
default settings 14  
diskettes, creating 48  
downloaded printer driver,  
installing 48

**E**

envelopes  
    loading 6  
    settings 14, 29  
error messages  
    Ink Low 47  
    Paper Jam 47  
    Printer Not Ready 38  
    Printer Offline 38





**F**

Features tab 13  
 flashing lights 47  
 foils  
     loading 11  
     settings 16  
 front cover 21

**G**

glossy paper 15  
     loading 7  
 greeting cards  
     loading 7  
     settings 14

**H**

high yield black cartridge  
 22  
 high yield color cartridge  
 22

**I**

improving print quality 25  
 index cards  
     loading 7  
     settings 14  
 Ink Low message 47  
 installing  
     cartridges 21  
     printer software 48  
 intermittent printing 44  
 iron-on transfers  
     loading 7  
     settings 17

**L**

lights  
     locating 47  
     Paper Feed 47  
     patterns 47  
     Power 47  
 loading  
     paper 5  
 loading paper 6

**M**

margins, minimum settings 44  
 messages, error  
     Ink Low 47  
     Paper Jam 47  
     Printer Not Ready 38  
     Printer Offline 38

**N**

notices  
     safety information 49  
 nozzle test 28  
 nozzles, print  
     cleaning 28  
     wiping 30

**O**

Options tab 20  
 ordering supplies 20





**P**

Page Setup tab 13  
 Paper Feed light 21, 47  
 paper guide  
     locating 5  
     using 5  
 paper loading 5  
 parallel cable 36, 37  
 part numbers 4, 22  
     black cartridge 4, 22  
     color cartridge 4, 22  
     high yield black cartridge 22  
     high yield color cartridge 22  
     photo cartridge 22  
 photo cards  
     loading 7  
     settings 14  
 photo paper  
     loading 7  
     settings 15  
 port settings 37

postcards  
     loading 7  
     settings 14  
 Power light 21, 47  
 power supply 49  
 print cartridge  
     part numbers 4  
 print cartridge contacts,  
 wiping 30  
 print cartridges  
     aligning 25  
     cleaning 28  
     installing 21  
     part numbers 22  
     preserving 31  
     removing 22  
     replacing 21  
 print media  
     loading 6  
 print nozzles  
     cleaning 28  
     wiping 30  
 print quality  
     improving 25

troubleshooting 42  
 printer driver  
     downloading 48  
     installing 48  
     uninstalling 49  
 printer setup, troubleshoot-  
 ing 48  
 printer software  
     installing 48  
     uninstalling 49  
 printer software installa-  
 tion, troubleshooting 48  
 Printing Preferences  
     customizing 11  
     opening from an applica-  
     tion 12  
     opening from Windows  
     12  
     tabs 11  
 printing problems  
     color quality 45  
     error messages 47  
     general 35  
     poor quality 42





specialty media 46

**R**

release tab  
 locating 5  
 using 5  
 resolving problems 48  
 reverse page order 13

**S**

safety information 49  
 settings  
     banner paper 16  
     custom size paper 16  
     envelopes 14, 29  
     greeting cards 14  
     index cards 14  
     iron-on transfers 17  
     photo cards 14  
     photo paper 15  
     postcards 14  
     recommended 14  
     transparencies 16

sheet feeder  
     locating 5  
     using 5  
 software applications  
     Control Program 19  
 software, printer  
     installing 48  
     uninstalling 49  
 specialty papers  
     settings 14  
 Status tab 20  
 supplies, ordering 20

**T**

test page  
     alignment 25  
     does not print 39  
 transparencies  
     loading 11  
     settings 16  
 troubleshooting  
     error messages 47  
     flashing lights 47

poor print quality 42  
 specialty print jobs 46

**U**

uninstalling printer software 49  
 USB cable 36, 37

