Lexmark Z22/Z32 ™

Color Jetprinter™

User's Guide for

Windows 95 and 98, and Mac OS 8.6 and 9

Contents

Appendix 31

Index 37

1 Basic printing for Windows

This chapter describes how to use your printer with Windows 95 and Windows 98. For help using your printer with Mac OS 8.6 or Mac OS 9, see page 7. For help using your printer with Windows NT 4.0 or Windows 2000, refer to the **User's Guide** button on the Printer Software CD.

Basic printing is as easy as:

1 Load the paper (see next section)
2 Customize the printer settings (see page 3)
3 Print your document (see page 6)
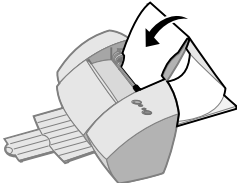
Step 1: Load the paper

1 Place up to 100 sheets of paper (depending on thickness) against the right side of the sheet feeder, with the print side facing you. To load specialty paper, see page 2.

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

Loading specialty paper

Load up to:	Make sure:
10 envelopes	• 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.
10 greeting cards, index cards, postcards, or photo cards	• 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 photo paper, glossy paper, or coated paper	• The glossy or coated side is facing you. • The paper guide is against the side of the photo paper.
20 sheets of banner paper	• You place the banner paper behind the printer. Then bring the unattached edge of the first page over the printer and into the sheet feeder. • The paper guide is against the side of the paper. *Note: Make sure you select Banner or Banner A4 paper size in the Printer Properties. For help, see page 5.*
10 transparencies	• The rough side of the transparency is facing you (smooth side down). • The paper guide is against the edge of the transparencies.

100 sheets of custom size paper	• The print side is facing you and the paper guide is against the side of the paper.
	• Your paper size fits within these dimensions:
	  - Width: - Length
	    76 mm to 215.9 mm 127 mm to 432 mm
	    3.0 in. to 8.5 in. 5.0 in. to 17.0 in.

25 iron-on transfers	• 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.

Step 2: Customize the printing options

Your printer software works with your operating system to help you print documents with superior results. To customize the printing options, you will need to use the Printer Properties dialog box.

Click the **Paper** tab to:

- Select a paper size and orientation.
- Set the number of copies to print.
- Reverse the printing order of your document pages. The first page of your document will be on top of the stack in the paper exit tray.
- Collate your document.

Click the **Help** button on any tab in the Printer Properties to access the printer driver help.

Lexmark Z22/Z32 Series ColorFine

Paper | Document/Quality

Paper Size: Letter (8.5 x 11 in)

Letter | A4 | Legal | B5 | Executive

Copies
1 ☑ Collate
   ☐ Reverse Page Order

Orientation
A ⦿ Portrait
     ○ Landscape

OK | Cancel | Help
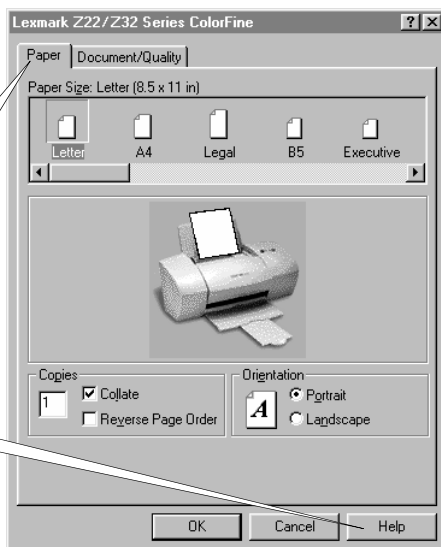
Click the **Document/Quality** tab to select:

- The Document Type you are printing.
- A paper type.
- A print quality setting.
- Web Smoothing (when you print from the Internet).
- The default settings.
- The About button to find out which version of the printer software you are using.

Lexmark Z22/Z32 Series ColorFine

Paper | Document/Quality

Document Types

Automatic Black Only

Paper Type
⦿ Plain Paper
○ Coated Paper
○ Glossy/Photo Paper
○ Transparency
○ Iron-On Transfer
○ Greeting Card Stock

Print Quality
○ Quick Print 600dpi
⦿ Normal 600dpi
○ High 1200dpi

☒ Web Smoothing

Defaults
About

OK | Cancel | Help
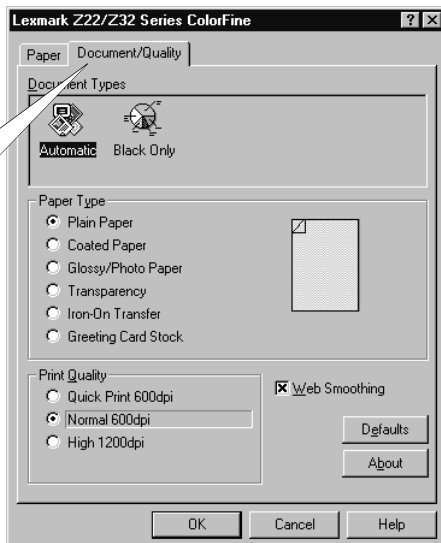
Changing the Printer Properties from an application

You can open the Printer Properties from almost any application. This lets you change printer settings ONLY for the document you are currently creating in the application. To open the Printer Properties from an application:

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 (see page 3).

Changing the Printer Properties from Windows

When you open the Printer Properties 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 printer icon for your printer.

3 Select **Properties** from the sidebar menu.

Changing the printing options for specialty paper

You can use the Printer Properties default settings for printing most documents on plain paper. To change these settings for specialty paper, use the following table:

When you are printing on:	Click this tab:	To make these selections:
Envelopes	Paper	From the Paper Size area, scroll to select the appropriate envelope size.
		Note: Many applications are designed to override the envelope settings in Printer Properties. Make sure landscape orientation is selected in your application.
Greeting cards, index cards, postcards, or photo cards	Document/Quality	From the Paper Type area, select **Greeting Card Stock**.
	Paper	Select the appropriate Paper Size setting.
Photo, glossy, or coated paper	Document/Quality	From the Paper Type area, select **Glossy/Photo Paper**.
		Notes: If you are using two cartridges, you can print quality photos with the black and color cartridge combination. However, for the best possible photo quality, replace the black cartridge, Lexmark part number 17G0050, with a photo cartridge, Lexmark part number 12A1990. For help, see page 17.
		When printing photos, remove each photo as it exits from the printer and allow it to dry before stacking.
Banner paper	Paper	From the list of Paper Sizes, select **Banner** or **Banner A4**.

When you are printing on:	Click this tab:	To make these selections:
Sheets of custom size paper	Paper	• From the list of Paper Sizes, scroll to select Custom. • Enter the dimensions for your custom paper size. For help, see "Loading specialty paper" on page 2.
Iron-On transfers	Document/Quality	From the Paper Type area, select **Iron-On Transfer**. *Note: To ensure that the iron-on transfer will print correctly, you may want to print on plain paper before printing on an iron-on transfer.*
Transparencies	Document/Quality	• From the Paper Type area, select **Transparency**. • Select **Normal 600dpi** or **High 1200dpi** Print Quality. *Note: When printing transparencies, remove each transparency as it exits from the printer and allow it to dry before stacking.*

Step 3: 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).

Note: The Lexmark Z22 ships with a High Resolution Color cartridge only. You can instantly improve print speed and print quality by simply adding an optional Waterproof Black Cartridge (P/N 17G0050).

2 Basic printing for Macintosh

This chapter describes how to use your printer with Mac OS 8.6 and Mac OS 9. For help using your printer with Windows 95 or Windows 98, see page 1. For help using your printer with Windows NT 4.0 or Windows 2000, refer to the **User's Guide** button on the Printer Software CD.

Basic printing is as easy as:

1 Load the paper (see next section)
2 Customize the printing options (see page 9)
3 Print your document (see page 14)

Step 1: Load the paper

1 Place up to 100 sheets of paper (depending on thickness) against the right side of the sheet feeder, with the print side facing you. To load specialty paper, see page 8.

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

Loading specialty paper

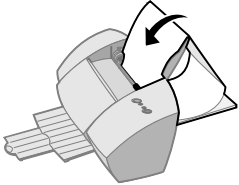| Load up to:	Make sure:
10 envelopes	• The print side is facing you. • The stamp location is in the upper left corner. • The envelopes are loaded **vertically** against the right side of the sheet feeder. • The paper guide is against the side of the envelopes.
10 greeting cards, index cards, postcards, or photo cards	• 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 photo paper, glossy paper, or coated paper	• The glossy or coated side is facing you. • The paper guide is against the side of the paper.
20 sheets of banner paper	• The print side is facing you, and then place the banner paper behind the printer. Then bring the unattached edge of the first page over the top of the printer and into the sheet feeder. • The paper guide is against the side of the paper. *Note: Select Banner (Letter) or Banner (A4) Paper Size in the Lexmark Z22/Z32 Page Setup dialog box. For help, see page 11.*
10 transparencies	• The rough side of the transparency is facing you (smooth side down). • The paper guide is against the edge of the transparencies.
100 sheets of custom size paper	• The print side is facing you and the paper guide is against the side of the paper. • Your paper size fits within these dimensions: 　- Width:　76 mm to 215.9 mm　3.0 in.to 8.5 in. 　- Length　127 mm to 432 mm　5.0 in. to 17.0 in.
25 iron-on transfers	• 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.

Step 2: 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, you will need to use the Page Setup dialog box and the Print dialog box.

Page Setup

Click the Help button 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.
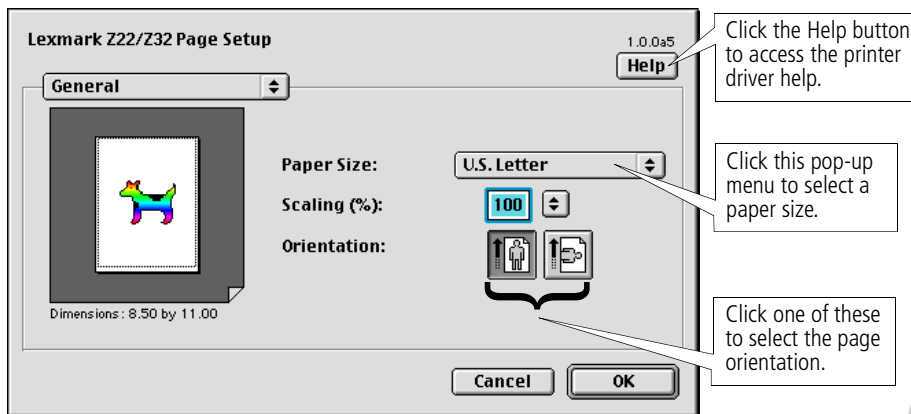
From the pop-up menu, choose:	Select:	When you want to:
General	Paper Size	view the available paper sizes.
	Scaling	change the scaling value of the document. Valid values are between 25% and 400%.
	Orientation	choose between portrait and landscape modes.
Watermark	Watermarks	choose the watermark you want.

Print

Click the Help button 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 Z22/Z32 Print

1.0.0a5

Help

✓ **General**
Paper Type/Quality
Color
Background Printing
Finder

○ 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 |

From the pop-up menu, choose:	Select:	When you want to:
General	Copies	type in the number of copies (1-99).
	Pages	print all pages or a given page range.
	Print Last Page First	print the pages in the reverse order.
	Wait for pages to dry	add more time between pages as they exit the printer.
Paper Type/Quality	Paper Type	select Plain Paper, Coated Paper, Glossy/Photo Paper, Transparency, or Iron-On Transfer.
	Print Quality	select Quick Print (600 dpi), Normal (600 dpi), or High (1200 dpi).

From the pop-up menu, choose:	Select:	When you want to:
Color	ColorSync Color Matching	select a printer profile to match the color on the screen to the color in the document.
	Built-in Color Matching	let the printer driver match the color on the screen to the color in the document.
Background Printing	Print in Foreground	print quickly. *Note: Do not use your system while the document is printing.*
	Print in Background	•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. *Note: You may use your system while the document is printing.*

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.

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.

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	From the Paper Size pop-up menu, select the appropriate envelope size.
		Note: Many applications are designed to override the envelope settings in Page Setup. Make sure landscape orientation is selected in your application.
Greeting cards, index cards, or postcards	Page Setup	From the Paper Size pop-up menu, select the appropriate card size.

When you are printing on:	Open this dialog box:	To make these selections:
Sheets of custom size paper	Page Setup	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	On the Paper Type/Quality pane, select Iron-On Transfer for the Paper Type. *Note: To ensure that the iron-on transfer will print correctly, you may want to print on plain paper before printing on an iron-on transfer.*
Banner paper	Page Setup	From the Paper Size pop-up menu, select Banner (Letter) or Banner (A4).
Transparencies	Print	On the Paper Type/Quality pane, select Transparency for the Paper Type and Normal (600 dpi) for the Print Quality. *Note: When printing transparencies, remove each transparency as it exits the printer and allow it to dry before stacking.*
Photo or glossy paper	Print	**1** On the Paper Type/Quality pane, select Glossy/Photo Paper for the Paper Type. **2** Select High (1200 dpi) for the Print Quality. **3** On the Color pane, select Built-In Color Matching. **4** From the Document Color pop-up menu, select Natural Color. *Notes: If you are using two cartridges, you can print quality photos with the black and color cartridge combination. However, for the best possible photo quality, replace the black cartridge, Lexmark part number 17G0050, with a photo cartridge, Lexmark part number 12A1990. For help, see page 17.* *When printing photos, remove each photo as it exits the printer and allow it to dry before stacking.*

When you are printing on:	Open this dialog box:	To make these selections:
Coated paper	Print	On the Paper Type/Quality pane, select Coated for the Paper Type.

Step 3: Print your document

1 Open the File menu.

2 Choose Print....

The Print dialog box opens.

3 Select Print.

Note: The Lexmark Z22 ships with a High Resolution Color cartridge only. You can instantly improve print speed and print quality by simply adding an optional Waterproof Black Cartridge (P/N 17G0050).

3 **Maintaining your printer**

Using the Control Program in Windows

The Control Program lets you monitor your printer and install or replace print cartridges. To open the Control Program from the **Start** menu, click:

1 Programs

2 Lexmark Z22/Z32 Series

**3 Lexmark Z22/Z32 Control Program**

Click the...

Status tab to:

- Monitor the status of your print job.
- Cancel your print job.
- Print a test page.
- View your ink levels.

Cartridges tab to:

- Install or replace print cartridges.
- Align print cartridges for best print quality.
- Clean the print nozzles.
- View cartridge part numbers and order supplies directly from Lexmark's Web site.

About tab to find the printer software version and copyright information.
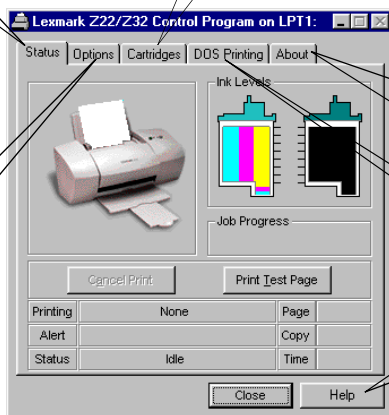
Options tab to enable/disable various printer software functions, such as Sound Effects and Buffer Mode.

DOS Printing tab to change settings for DOS printing.

Help button to access printer driver help.

Note: You can also access the Control Program from the Lexmark Z22/Z32 Series desktop icon.

Using the Control Panel in Macintosh

The Control Panel lets you perform printer maintenance and install or replace print cartridges. To open the Control Panel, choose:

1 Apple

2 Control Panels
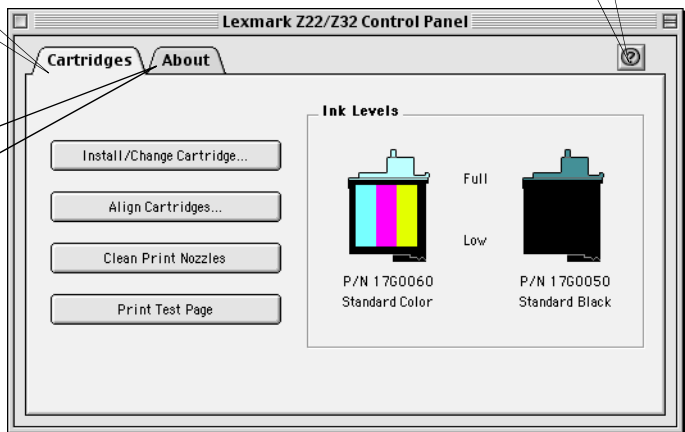
3 Lexmark Z22/Z32 Control Panel

Click the...

Cartridges tab to:

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

Help button to access printer driver help.

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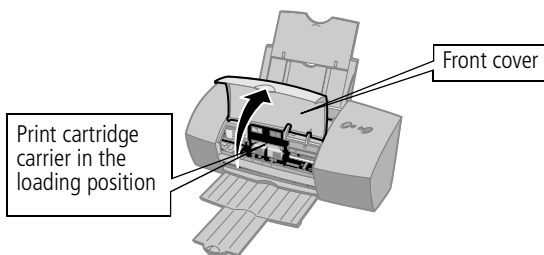

Note: You can also access the Control Panel from the Lexmark Z22/Z32 desktop Printer folder.

Installing or replacing print cartridges

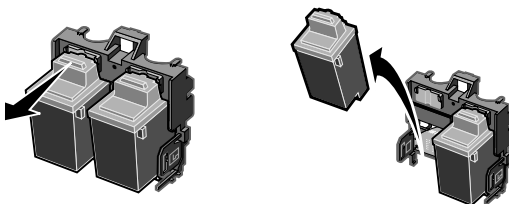**1** Make sure the Power light is On.

Power light

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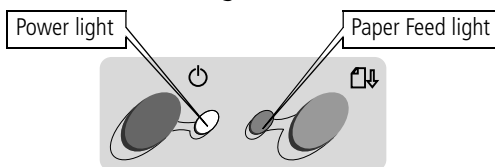
2 Raise the front cover. The print cartridge carrier moves to the loading position unless the printer is busy.

Front cover

Print cartridge carrier in the loading position

Black
Cartridge
17G0050

Color
Cartridge
17G0060

Photo
Cartridge
12A1990

High Yield
Black
Cartridge
16G0055

High Yield
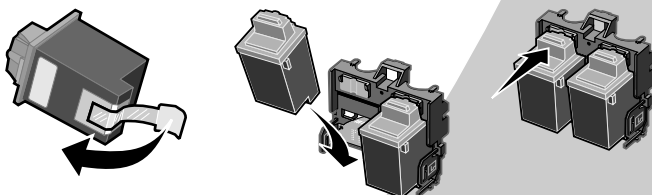Color
Cartridge
16G0065

3 Remove the old print cartridge. Store it in an air-tight container or dispose of it.

4 Install the replacement cartridge in the printer:

a If you are installing a new cartridge, remove *only* the sticker and the transparent tape from 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.

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

Maintaining your printer **17**

Notes: If you installed a Lexmark Z32 printer driver, both cartridges must be installed before you can print.

If you installed a combined Lexmark Z22/Z32 printer driver, you can print with either the black or color cartridge. It is not necessary to install two cartridges for printing.

For the best possible photo quality, print with a photo and color cartridge combination in your printer. To replace the black cartridge with a photo cartridge, see page 17.

The Lexmark Z22 ships with a High Resolution Color cartridge only. You can instantly improve print speed and print quality by simply adding an optional Waterproof Black Cartridge (P/N 17G0050).

5 Close the front cover.

6 Open the Control Program for Windows or the Control Panel for Macintosh.

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

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

9 If you installed a new cartridge, the Alignment dialog box displays. Follow the instructions on the Alignment screen to complete the cartridge installation. For help, see the next section.

Improving print quality

If your print quality is not satisfactory, you may need to align your print cartridges or clean the print nozzles.

Aligning print cartridges
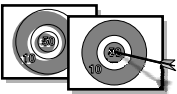
1 Load plain paper in the printer.

2 Open the Control Program for Windows or the Control Panel for Macintosh.

3 From the **Cartridges** tab, select **Align Cartridges**. For help, see page 15 or 16.

Your printer prints an alignment test page and the Align Cartridge dialog box displays. The test page that prints has alignment pattern(s), depending on the cartridge combination installed. Each pattern has a number under it. The test page that prints is similar to the one shown:
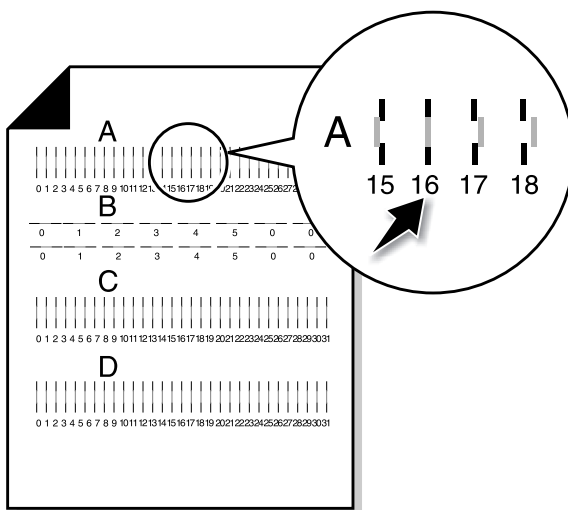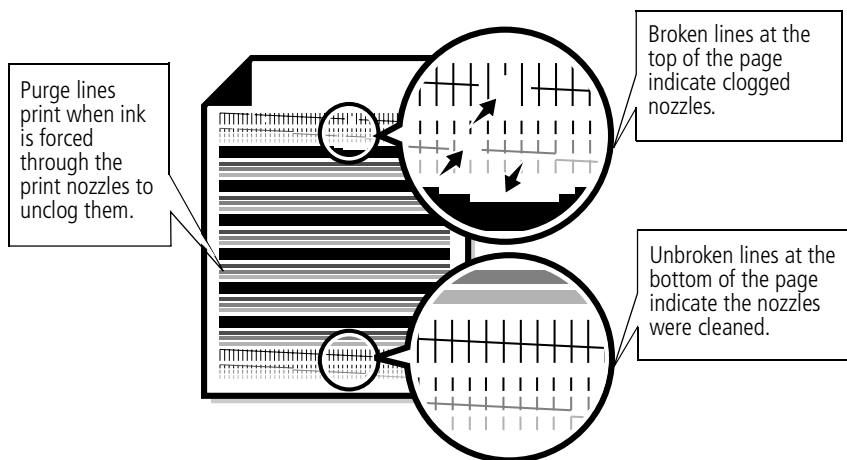
4 From each alignment group on the test page, find the number under the alignment pattern that comes closest to forming a straight line.

For example, in sample group **A**, the arrow points to the pattern that comes closest to forming a straight line.

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

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

Cleaning print nozzles

1 Load plain paper in the printer.

2 Open the Control Program for Windows or the Control Panel for Macintosh.

3 From the **Cartridges** tab, select **Clean Print Nozzles**. For help, see page 15 or 16.

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

Purge lines print when ink is forced through the print nozzles to unclog them.

Broken lines at the top of the page indicate clogged nozzles.

Unbroken lines at the bottom of the page indicate the nozzles were cleaned.

If you installed these cartridges:	These purge lines will print:
Black only	1 purge line
Color only	3 purge lines
Black and Color	4 purge lines
Photo and Color	6 purge lines

4 Compare the diagonal line above the printed bars to the diagonal line below the printed bars.

Look for a break in the diagonal lines above the printed bars. A broken line indicates clogged nozzles.

If the bottom line still has breaks, run the test up to 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 lines is not satisfactory after running the test three times, continue with step 4.

5 Remove and reinstall the print cartridge.

6 Repeat the nozzle test.

7 If the lines are still broken, wipe the print cartridge nozzles. For help, see the next section.

Wiping print nozzles and contacts

If print quality does not improve after cleaning the print nozzles (see page 19), there may be dried ink on the nozzles.

You may also need to clean the print cartridge contacts if you have cleaned and wiped the print nozzles, but print quality is still unsatisfactory. For help on wiping the print nozzles or cleaning the print cartridge contacts, see the "Troubleshooting: Print Quality Problems" section of the printer driver Help. For help accessing the printer driver Help, see page 15 or 16.

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 an 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.

4 Troubleshooting

From the list of printing problems in the left margin, select a category that describes your printing problems, and then read the category for the solution.

When your printer has a problem, first make sure that:

- The power supply is plugged into the printer and a properly grounded electrical outlet.

- The printer is turned On.

- The parallel or USB cable is securely attached to both the computer and the printer.

- If you are using a parallel cable, it is an IEEE 1284-compliant cable that supports bidirectional printing.

- Bidirectional communications is enabled in your printer software if you are using Windows with a parallel cable:

  1 From the printer's **Control Program,** click the **Options** tab.

  2 Make sure **Disable Printer to PC Communications** is **not** selected.

Printer prints slowly or doesn't print

Your printer and your computer may not be able to communicate properly. The following events also indicate two-way communications problems:

- A message displays on your computer screen indicating your printer cannot establish bidirectional communications with your computer.

- Print cartridge ink level indicators are shaded.

- Error messages (such as Printer Offline) and job progress information do not display on your computer screen.

Before proceeding, verify that:

- The printer software has been installed correctly. See page 31.
- The parallel or USB cable is securely attached to both the printer and the computer.
- The printer is plugged in and turned On.

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 a switch box or other device and connect it directly to your computer.

The Lexmark Z22 ships with a High Resolution Color cartridge only. You can instantly improve print speed and print quality by simply adding an optional Waterproof Black Cartridge (P/N 17G0050).

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

Printer ejects a blank page after appearing to print

Make sure:

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

- You have removed the sticker and transparent tape from the bottom of the print cartridges. For help, see page 17.
- Your Lexmark printer is set as the default printer.

Printer prints very slowly

- Close any open applications not in use.
- Decrease the print quality setting.
- For Windows, consider purchasing more memory.
- For Macintosh, consider purchasing more memory, or increasing the virtual memory for your computer.

- *Note:* *If you are printing photos or your document contains graphics, it may take longer to print than regular text.*

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

Make sure:

- The printer is turned On and the paper is loaded correctly.

- The parallel or USB cable is completely plugged into the printer.

- The printer is set as the default printer.

- For Windows, the print job is not being held or paused in the print queue.

     To check the printer status in Windows:

  1 From the Printers folder, double-click the **Lexmark Z22/Z32** icon.

  2 Click the **Printer** menu and make sure no check mark appears next to the **Pause Printing** option.

- For Macintosh, the print job is not being held.

     To check the job status in Macintosh:

  1 From the desktop, double-click the **Lexmark Z22/Z32** 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. Check your application.

Test page does not print

Make sure:

- Your print cartridges are properly installed. For help, see page 17.

- The printer is set as the default printer.

- You are using the correct cable. If you are using a parallel cable, make sure it is an IEEE 1284-compliant parallel cable that supports bidirectional printing.

Paper misfeeds or jams

Paper misfeeds or multiple sheets feed through the printer

Make sure:

- You are using a paper recommended for inkjet printers.
- You do not force the paper down into the printer when you load it. Align the top of the paper with the paper alignment guides on the paper support.
- 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 left paper guide does not cause the paper to bow in the sheet feeder.
- The printer is on a flat, level surface.

Printer has a paper jam

Try removing the paper from the sheet feeder. 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.
5 Close the front cover.
6 Press the Power button to turn the printer On.
7 Resend your document to print.

Printer does not feed envelopes or specialty paper

If regular paper feeds without problems, make sure:

- You are loading the envelopes correctly. For help, see "Loading specialty paper" on page 2.

- You are using an envelope size supported by your printer, and it is selected in Printer Properties for Windows and in Page Setup for Macintosh.

- Your application is designed to print envelopes. Check the user's documentation that came with your application.

Document prints with mistakes or poor quality
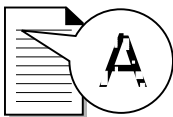
Print quality is poor at the left, right, top, or bottom edge of page

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

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. For help, see pages 3, 9.
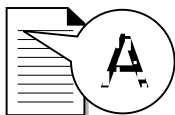
- Test the cartridge alignment. For help, see page 18.
- Clean the print nozzles. For help, see page 19.

Print is too dark or smudged

Make sure:

- You let the ink dry before handling the paper.
- The Paper Type setting matches the paper type loaded in the printer.
- The paper is straight and unwrinkled.
- The print quality setting is appropriate for the paper type. If you are printing on regular paper, select the **Quick Print 600dpi** Print Quality setting.
- You may need to clean the print nozzles. For help, see page 19.

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

- Make sure Enable Buffer Mode is checked on the Options tab of the Control Program for Windows.
- Select the High 1200dpi Print Quality setting on the Document/Quality tab of Printer Properties for Windows and on the Page Setup dialog box for Macintosh.
- Your printer may have two-way communications problems. For help, see page 23.

The printer settings I selected changed

- The settings in your greeting card application may override the Printer Properties settings in Windows or the Print settings in Macintosh. Check the documentation that came with your application for more information.
- When you change printer settings from your application, the settings apply only to the specific document you opened with that application. To make the settings apply to all documents, see page 4 to change the settings from Windows or see page 12 to change the settings from Macintosh.

Colors on the printout differ from the colors on the screen

- An ink cartridge may be out of ink or low on ink. Check the ink level graphic on the Cartridges tab of your printer's Control Program or Control Panel.

- 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 to the parallel or USB port.

Colors on the printout are faded

- Your print cartridge may be low on ink. Check the ink level graphic on the Cartridges tab of your printer's Control Program or Control Panel.

- Clean the print nozzles. For help, see page 19.

Characters are missing or unexpected

- Make sure your Lexmark printer is selected as the default printer.

- Your printer may have two-way communication problems. For help, see "Printer prints slowly or doesn't print" on page 23.

Problems with transparencies, photos, or envelopes

Printer does not feed envelopes or specialty papers

For help, see page 27.

Glossy photo papers or transparencies stick together

- Remove each page as it exits the printer and allow it to dry before stacking.

- Use a transparency or photo paper designed for an inkjet printer.

Transparencies or photos contain white lines

- Select the **High Quality 1200dpi** setting.
- Your print nozzles may need cleaning. For help, see page 19.

Error messages and flashing lights

Paper Jam message

For help, see page 26.

Power light   Paper Feed light

Ink Low message

Your 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 26.

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.
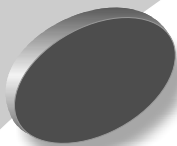
Appendix

In this section, you can find information about:

- Installing printer software
- Uninstalling printer software
- Printing from DOS
- Notices
- Safety
- Warranty

Installing printer software

You can obtain the printer software using:

- the compact disc (CD-ROM) that came with your printer
- the World Wide Web
- diskettes (Windows only)

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 33.

Using the CD-ROM

Follow the set of instructions that corresponds to your operating system and printer cable (parallel or USB):

Windows 98 - USB cable

1 Start Windows.

2 Click **Next** when the first screen appears.

3 Insert the software CD.

4 Click **Next** or **Finish** on any subsequent screens.

The Lexmark Z22/Z32 software installation screen appears.

5 Click **Install Printer Software**.

Windows 95/98/NT 4.0 - parallel cable

1 Start Windows.

2 Click **Cancel** on any screens that appear.

3 When the desktop appears, insert the software CD.

The Lexmark Z22/Z32 software installation screen appears.

4 Click **Install Printer Software**.

Note: If the CD does not run automatically when you insert it:

1 From the **Start** menu, select **Run**.

2 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**.

Windows 2000 - parallel or USB cable

1 Start Windows.

2 If any screen appears click **Cancel**.

3 When the desktop appears, insert the software CD.

The Lexmark Z22/Z32 front end screen appears.

4 Click **Install Printer Software**.

Macintosh 8.6/9 - USB cable

1 Start Macintosh.

2 When the desktop appears, insert the software CD.

The Lexmark Z22/Z32 Installer screen appears.

3 Click **Install and Agree**.

4 Click **Install**.

5 Select the Lexmark Z22/Z32 printer in the Chooser by following the 4 steps on the dialog box.

Note for Macintosh users

If your Macintosh computer locks up or freezes while printing, you may need to turn off the printer and 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 on the computer.

3 Press and 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 Z22/Z32 printer icon on your desktop. The inactive printer spooler has an X over it.

6 Double-click the icon to open the Lexmark Z22/Z32 dialog box.

7 Drag your print jobs to the trash can.

8 Restart the computer to enable extensions.

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.

For Windows:

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.

5 Follow the set of instructions on your screen.

For Macintosh:

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.

Using diskettes (Windows only)

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 three 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 Z22/Z32 software installation screen appears, select **Tools**.

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.

Ordering diskettes

If you are using Windows, but your computer does not have a CD-ROM drive, and you do not have access to either the World Wide Web or a computer with a CD-ROM drive, you can order diskettes from our Customer Support Center for a fee. Refer to the printer registration information for the telephone number in your country.

Note: No diskettes are available for use with Macintosh.

Uninstalling printer software for Windows

If your printer software does not install properly, or your printer is not installed to the correct port, you may need to uninstall, and then reinstall the software.

To uninstall the printer software:

1 From the **Start** menu, select **Programs**.

2 Select **Lexmark Z22/Z32 Series**.

3 Select **Lexmark Z22/Z32 Series 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 31.

Uninstalling printer software for Macintosh

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

To uninstall the printer software:

1 Drag the printer icon to the trash can on the desktop.

2 Insert the software CD.

   The Lexmark Z22/Z32 Installer screen appears.

3 Click **Install and Agree**.

4 From the Easy Install pop-up menu, choose **Uninstall**.

5 Select **Complete Uninstall**.

6 Click **Uninstall**.

Printing from DOS

To open your printer online Help system and find information on printing from DOS:

1 Open the Printer Properties or the Control Program. For help, see "Changing the Printer Properties from an application" on page 4 or "Using the Control Program in Windows" on page 15.

2 Click the **Help** button in the lower-right corner of the software screen.

3 At the top of the Help screen, click **Help Contents**.

4 Scroll down the screen to How to....

5 From the How to... topics, click **Print from Windows and DOS applications**.

Electronic emission notices

Federal Communications Commission (FCC) compliance information statement

The Lexmark Z22/Z32 Color Jetprinter has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The FCC Class B limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult your point of purchase or service representative for additional suggestions.

The manufacturer is not responsible for any radio or television interference caused by using other than recommended

cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

Note: To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable such as Lexmark part number 1329605 for parallel attach or 43H5856 for USB attach. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:

Director of Lab Operations
Lexmark International, Inc.
740 West New Circle Road
Lexington, KY 40550
(859) 232-3000

Industry Canada compliance statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Avis de conformité aux normes d'Industrie Canada

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

European Community (EC) directives conformity

This product is in conformity with the protection requirements of EC Council directives 89/336/EEC and 73/23/EEC on the approximation

and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipment designed for use within certain voltage limits.

A declaration of conformity with the requirements of the Directive has been signed by the Director of Manufacturing and Technical Support, Lexmark International, S.A., Boigny, France.

This product satisfies the Class B limits of EN 55022 and safety requirements of EN 60950.

Japanese VCCI Notice

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをして下さい。

The United Kingdom Telecommunications Act 1984

This apparatus is approved under the approval number NS/G/1234/J/100003 for the indirect connections to the public telecommunications systems in the United Kingdom.

Energy Star

The EPA ENERGY STAR Computers program is a partnership effort with computer manufacturers to promote the introduction of energy-efficient products and to reduce air pollution caused by power generation.

Companies participating in this program introduce personal computers, printers, monitors, or fax machines that power down when they are not being used. This feature will cut the energy used by up to 50 percent. Lexmark is proud to be a participant in this program.

As an Energy Star Partner, Lexmark International, Inc. has determined that this product meets the Energy Star guidelines for energy efficiency.

Power supply information

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.

Statement of limited warranty

Lexmark International, Inc., Lexington, KY

This warranty applies to the United States and Canada. For customers outside the U.S. and Canada, refer to the country-specific warranty information that came with your printer.

Lexmark Z22 Color Jetprinter™

Lexmark Z32 Color Jetprinter™

This Statement of Limited Warranty applies to this product if it was originally purchased for your use, and not for resale, from Lexmark or a Lexmark remarketer, referred to in this statement as "Remarketer."

Warranty

Lexmark warrants that this product:

- Is manufactured from new parts or new and serviceable used parts, which perform like new parts

- Is free from defects in material and workmanship

- Conforms to Lexmark's official published specifications, and

- Is in good working order

If this product does not function as warranted during the warranty period, contact a Remarketer or Lexmark for repair without charge.

If this product is a feature or option, this statement applies only when that feature or option is used with the product for which it was designed. To obtain warranty service, you may be required to present the feature or option with the product.

If you transfer this product to another user, warranty service under the terms of this statement is available to that user for the remainder of the warranty period. You should transfer proof of original purchase and this statement to that user.

Warranty service

The warranty period is 12 months and starts on the date of original purchase as shown on the purchase receipt.

To obtain warranty service you may be required to present proof of original purchase. Warranty service will be provided at a Remarketer or a Lexmark designated location. You may be required to deliver your product to the Remarketer or Lexmark, or ship it prepaid and suitably packaged to a Lexmark designated location. You are responsible for loss of, or damage to, a product in transit to the Remarketer or the designated location.

When warranty service involves the exchange of a product or part, the item replaced becomes the property of the Remarketer or Lexmark. The replacement may be a new or repaired item.

The replacement item assumes the remaining warranty period of the original product.

Replacement is not available to you if the product you present for exchange is defaced, altered, in need of a repair not included in warranty service, or damaged beyond repair. Also, such product must be free of any legal obligation or restrictions that prevent its exchange.

Before you present this product for warranty service, remove all programs, data, and removable storage media.

For further explanation of your warranty alternatives and the nearest Lexmark authorized servicer in your area, please contact Lexmark at 1-800-539-6275, or on the World Wide Web at www.lexmark.com.

Free remote technical support is provided for this product throughout its warranty period. For products no longer covered by a Lexmark warranty, technical support may only be available for a fee.

Extent of warranty

We do not warrant uninterrupted or error-free operation of a product.

Warranty service does not include repair of failures caused by:

- Modification or attachments

- Accidents or misuse

- Unsuitable physical or operating environment

- Maintenance by anyone other than Lexmark or a Lexmark authorized servicer
- Operation of a product beyond the limit of its duty cycle
- Failure to have installed a maintenance kit as specified (if applicable)
- Use of printing media outside of Lexmark specifications
- Use of other than Lexmark supplies (such as toner cartridges, inkjet cartridges, and ribbons)
- Use of other than Lexmark product or component

ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES, EXPRESS OR IMPLIED, WILL APPLY AFTER THIS PERIOD.

Limitation of liability

Your sole remedy under this Statement of Limited Warranty is set forth in this section. For any claim concerning performance or nonperformance of Lexmark or a Remarketer for this product under this Statement of Limited Warranty, you may recover actual damages up to the limit set forth in the following paragraph.

Lexmark's liability for actual damages from any cause whatsoever will be limited to the greater of 1) $5,000 or 2) the amount you paid for the product that caused the damages. This limitation of liability will not apply to

claims by you for bodily injury or damage to real property or tangible personal property for which Lexmark is legally liable. In no event will Lexmark be liable for any lost profits, lost savings, incidental damage, or other economic consequential damages. This is true even if you advise Lexmark or a Remarketer of the possibility of such damages. Lexmark is not liable for any claim by you based on a third party claim.

This limitation of remedies also applies to any developer of materials supplied to Lexmark. Lexmark's and the developer's limitations of remedies are not cumulative. Such developer is an intended beneficiary of this limitation.

Additional rights

Some states do not allow limitations on how long an implied warranty lasts, or do not allow the exclusion or limitation of incidental or consequential damages. If such laws apply, the limitations or exclusions contained in this statement may not apply to you.

This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

Index