



Z65, Z65n Color Jetprinter™

Online User's Guide for Mac OS X 10.0.3 to 10.1

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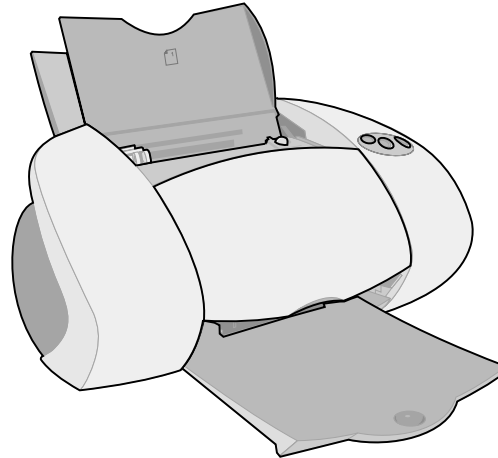
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Navigating

- Click the categories in the left pane to navigate the pages.
- Click the **blue text** to link to other parts of this *Online User's Guide*.
- Click the arrows at the bottom of the screen to move forward and backward through the pages.

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- 1 From the Acrobat Edit menu, choose Find.
- 2 In the Find What: box, type the word or phrase you want to search for.
- 3 Click Find.

Printing

- 1 From the Acrobat File menu, choose Page Setup.
- 2 From the Format for pop-up menu, choose Lexmark Z65, select the Landscape orientation button, and then click OK.
- 3 From the Acrobat File menu, choose Print.
- 4 From the Printer pop-up menu, choose Lexmark Z65, specify the pages you want to print, and then click Print.



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- **Understanding the printer software**
- **Understanding the printer parts**



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Understanding the printer software

Your printer software includes the:

- **Page Setup dialog**
- **Print dialog**
- **Lexmark Z45 Utility**

To customize the settings for your document, use the **Page Setup dialog** and the **Print dialog**. For more information on which settings to select for your document, see **Printing ideas**. When you installed the printer software, the Page Setup and Print dialogs were set to these default settings:

Print Quality: Normal

Paper Type: Automatic

Paper Size: A4 or U.S. Letter

Paper Feed: Printer Setting or Paper Tray 1 (front)

Orientation: Portrait

Note: Your printer has paper type sensing capability that automatically detects most paper types. For more information, see **Using the paper type sensor**.

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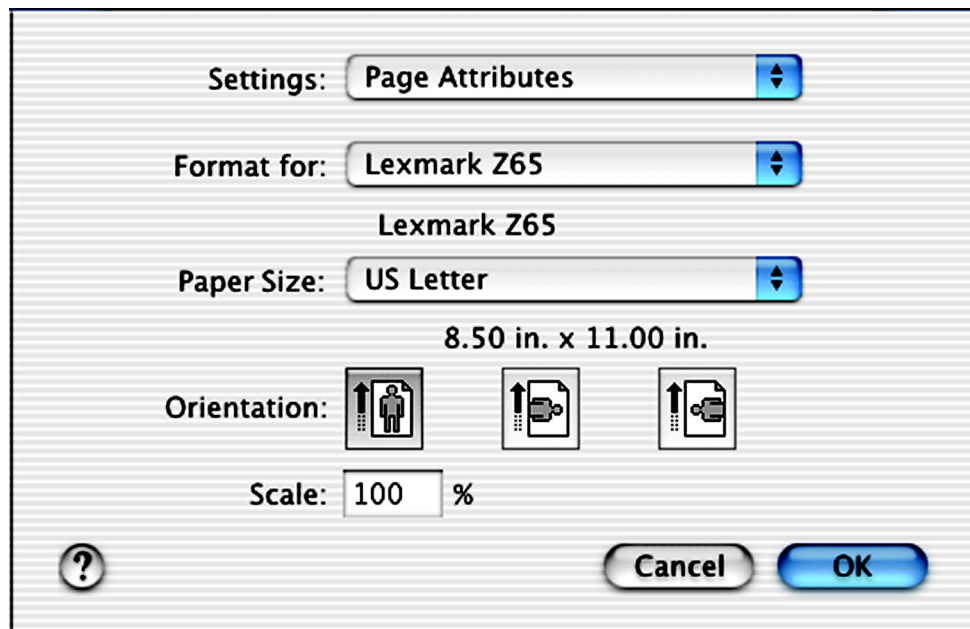
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Page Setup dialog

While the document you want to print is open, use the Page Setup dialog to select settings such as paper size. To customize the settings in the Page Setup dialog:

- 1 From the File menu of your software application, choose Page Setup.



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2 Change the settings as needed.

| From this pop-up menu: | Select: | When you want to: |
|------------------------|-----------------|---|
| Format for | Lexmark Z65 | Format your page for printing with your Lexmark Z65 printer. |
| Settings | Page Attributes | Choose a paper size, orientation, or scaling value for your document. |
| | Summary | View a summary of the current page settings. |

For more information about these settings, click ? to view the OS X software Help.

3 Click OK to apply the settings and close the Page Setup dialog.

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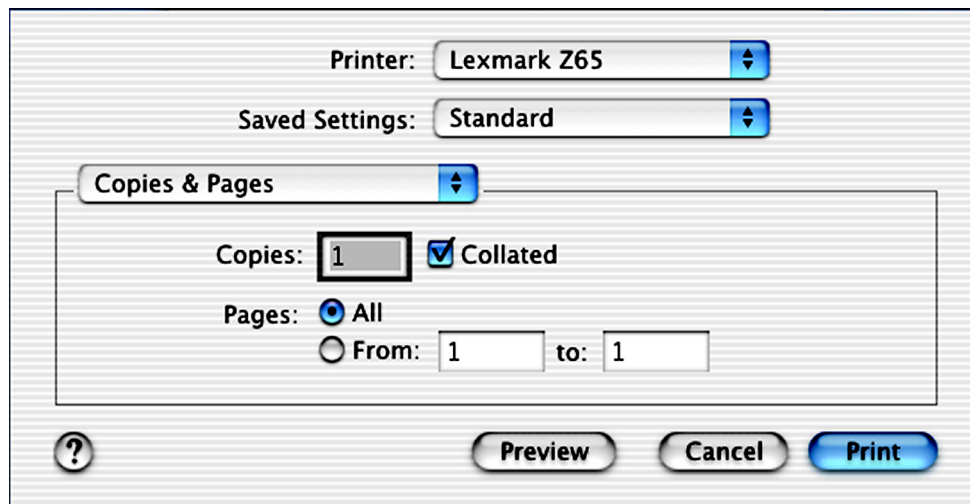
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Print dialog

While your document is open, you can use the Print dialog to select settings that affect the appearance of your document. To customize the settings in the Print dialog:

- 1 From the software application File menu, choose Print.



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- 2 From the Printer pop-up menu, choose Lexmark Z65.
- 3 Change the settings as needed.

| From the pop-up menu, choose: | Select: | When you want to: |
|-------------------------------|------------------|---|
| Copies & Pages | Copies | Specify the number of copies you want to print. |
| | Collated | Sort multiple copy jobs. |
| | All or From | Print all of the pages in a document or print a range of pages. |
| Layout | Pages per Sheet | Print multiple pages of your document on a single sheet of paper. |
| | Layout Direction | Print the pages of your document in a specified order. |
| | Border | Print a border around each page of your document. |
| Output Options | Save as PDF File | Print your document to a PDF. |
| Color Options | Document Color | Choose a color setting. |
| | Halftone | Choose a halftone setting. |

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| From the pop-up menu, choose: | Select: | When you want to: |
|-------------------------------|-----------------------|--|
| Advanced Layout | Print Last Page First | Print your document in reverse page order. |
| | Mirror | Print your document as a mirror image. |
| Quality & Media | Paper Type | <p>Choose the paper type for your document.</p> <ul style="list-style-type: none"> When Tray 1 is set to Automatic, your printer detects most paper types. For more information, see Using the paper type sensor. Paper tray 2 does not have a paper type sensor. If you are printing from paper tray 2, you must choose a paper type. |
| | Print Quality | <p>Choose a print quality. You can choose from Quick Print, Normal, Better, or Best.</p> <p>Note: Normal print quality is recommended for most documents. Higher print quality settings result in better quality documents for some paper types, but take longer to print. For more information about the appropriate print quality for your document, see Printing ideas.</p> |

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| From the pop-up menu, choose: | Select: | When you want to: |
|-------------------------------|--------------------------------|--|
| Paper Feed | All Pages | <p>Specify which paper tray you want the pages of your document to print from. If you choose:</p> <ul style="list-style-type: none">• The default (Printer Setting), you can choose the tray you want to print from by pressing the appropriate paper tray button on the printer• Tray 1 (Front), all of the pages of your document print from the front tray• Tray 2 (Rear), all of the pages of your document print from the rear tray |
| | First Page and Remaining Pages | <p>Specify which pages you want to print from paper tray 1 (front) and which you want to print from the paper tray 2 (rear). For example, if you are printing letterhead and plain paper, you can print them in the same job by using paper tray 1 to print your letterhead, and paper tray 2 to print your plain paper.</p> |

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| From the pop-up menu, choose: | Select: | When you want to: |
|-------------------------------|---------------------|--|
| Printer Services | Lexmark Z65 Utility | Open the Lexmark Z45 Utility . |
| | Troubleshooting | View troubleshooting information in the printer software Help. |
| | Order Supplies | View supplies information or order supplies on the Lexmark Web site. |
| | Software Version | View printer software version information. |
| Summary | | View a summary of the current print settings. |
| Save Custom Setting | | Save the current print settings for future use. |

- 4 If you want more information about the settings in the Print dialog, click ? to view Help on these items. When you are finished, click the red close button.
- 5 Click Print to apply your settings and print your document.

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Lexmark Z65 Utility

Use the Lexmark Z65 Utility to monitor your printer and printer supplies. You can:

- Install cartridges
- Align cartridges
- Clean print nozzles
- Select a printer
- Calibrate the paper type sensor
- Print a test page
- Obtain information on ordering supplies
- Obtain software version information
- Configure a network printer

Using the Lexmark Z65 Utility

- 1 From a Finder window, click Computer and then, double-click the OS X disk icon ▶ Library folder ▶ Printers folder ▶ Lexmark folder.



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- 2 Double-click the Lexmark Z65 Utility icon.

The Lexmark Z65 Utility appears.

| Click the: | Select: | When you want to: |
|----------------|--------------------------|---|
| Cartridges tab | Install/Change Cartridge | Specify cartridge settings in the printer software when installing or changing a cartridge. For more information, see Replacing the print cartridge . |
| | Align Cartridges | Align the cartridges. For more information, see Aligning the print cartridges . |
| | Clean Print Nozzles | Improve print quality by cleaning clogged print nozzles. For more information, see Cleaning the print cartridge nozzles . |
| | Print Test Page | Print a test page to verify your printer is functioning properly. |
| | Order Supplies | Order supplies, such as print cartridges, from the Lexmark Web site. For more information, see Ordering supplies . |
| About tab | | Obtain printer software version information. |

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| Click the: | Select: | When you want to: |
|---------------|-------------------------------|--|
| Advanced menu | Select Printer | <ul style="list-style-type: none">• Select a printer and make it the default printer.• Find the IP address for the selected printer.• Add a printer located on a remote subnet. You can add a single printer or search the subnet for all available printers.• View a list of all USB, USB print sharing, and network printers. |
| | Network Printer Configuration | <ul style="list-style-type: none">• Configure an unconfigured network printer.• View a list of network printers. |

- 3 To learn more about what you can do with your printer, click the ? to view the printer software Help. When you are finished, click the red close button.
- 4 Click the red close button to close the Lexmark Z65 Utility.

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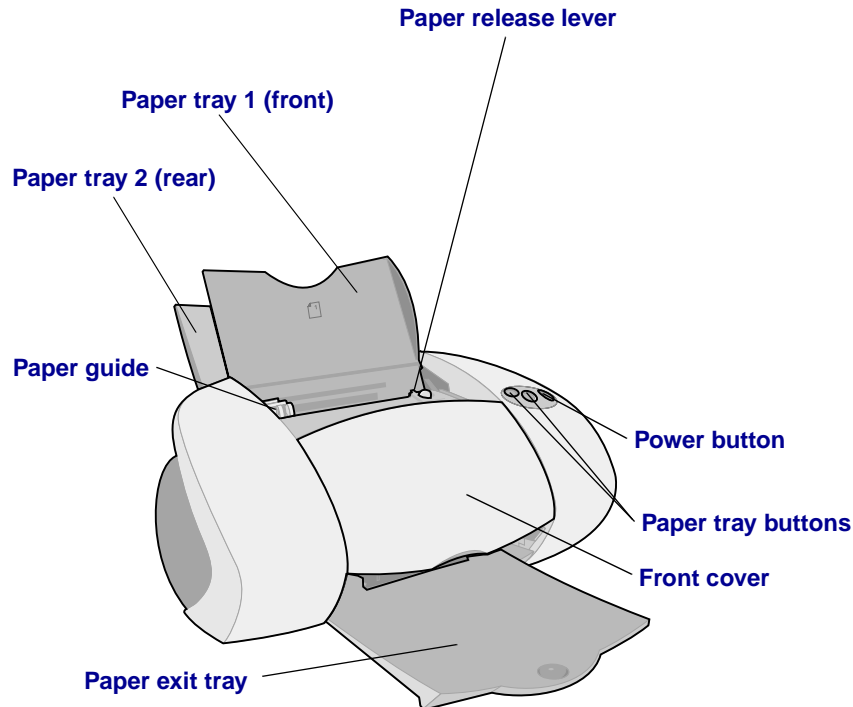
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Understanding the printer parts

The table beginning on page 17 describes each part.



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Lexmark Z65n

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USB cable
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USB cable
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Network link
light

Power supply
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Lexmark Z65

Power supply
connector



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| Use this: | When you want to: |
|---|--|
| Ethernet cable connector | Connect the printer to a network with an RJ-45 (Category 5) Ethernet cable. |
| Front cover | <ul style="list-style-type: none">• Install or change print cartridges.• Clear a paper jam. |
| Network connection speed light | See how quickly your network is transmitting data. <ul style="list-style-type: none">• When it flashes, your network is transmitting data at 100 Mbps.• When it is on, your network is transmitting data at 10 Mbps. |
| Network link light | See if your network is properly connected (the light is on). |
| Paper exit tray | Stack paper after printing. |
| Paper tray 1 (front)  | Print on most types and sizes of paper. This tray has a paper type sensor and should be used as the main paper tray. For more information, see Using the paper type sensor . Check the number icon so you can match it with the appropriate paper tray button. |
| Paper tray 2 (rear)  | Print on various paper types. The default setting for this paper tray is for plain paper. This tray does not have a paper type sensor. Check the number icon so you can match it with the appropriate paper tray button. |

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| Use this: | When you want to: |
|--|---|
|  Paper tray buttons  | <ul style="list-style-type: none">• Select a paper tray (press the button once). The light indicates the tray that is selected.• Eject paper from the printer.• Check the printer status. For more information, see Understanding error messages and flashing lights. |
| Paper guide | Make sure paper feeds correctly into the printer. Each paper tray has a paper guide. |
| Paper release lever | Release a sheet of paper before removing it. Each paper tray has a paper release lever. |
| Power button | <ul style="list-style-type: none">• Turn the printer on or off.• Check the printer status. For more information, see Understanding error messages and flashing lights . |
| Power supply connector | Connect the power supply to the printer. |
| USB cable connector | Connect the printer to the computer with a USB cable. |

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Using the paper type sensor

Your printer has a paper type sensor in paper tray 1. If you load transparencies or plain, coated, photo, or glossy paper into paper tray 1, the printer detects the paper type and automatically adjusts the Paper Type setting in the Print dialog accordingly. To enable the printer to automatically detect the paper type loaded in your printer:

- 1 From the software application File menu, choose Print.
- 2 From the Printer pop-up menu, choose Lexmark Z65.
- 3 From the pop-up menu in the upper left, choose Quality & Media.
- 4 From the Tray 1 (Front) pop-up menu, choose Automatic.
- 5 Click Print.

Note: Although the printer can detect the type of paper you are using, it cannot detect the paper size. Make sure you select the appropriate paper size in the **Page Setup dialog**.

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Basic printing is as easy as:

Step 1: Load the paper

Step 2: Customize the printer settings

Step 3: Print your document

Note: For help printing on specialty paper (such as photo paper, banner paper, transparencies, or iron-on transfers), see **Printing ideas**.



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Step 1: Load the paper

Your printer has two paper trays. The amount of paper you can load into each tray varies depending on the thickness and weight of your paper.

- 1 Make sure the paper tray you want to use is open.

| For this paper tray: | You can load up to: |
|----------------------|---|
| Tray 1 | <ul style="list-style-type: none">• 25 sheets of glossy or photo paper• 100 sheets of premium (coated) paper• 25 iron-on transfers• 100 sheets of plain paper• 10 greeting cards, index cards, photo cards, or postcards• 10 envelopes• 10 transparencies• 25 sheets of labels• 100 sheets of custom size paper <p>Note: This tray has a paper type sensor and should be used as the main paper tray. For more information, see Using the paper type sensor.</p> |



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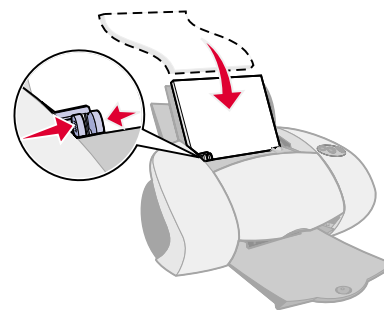
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| For this paper tray: | You can load up to: |
|----------------------|---|
| Tray 2 | <ul style="list-style-type: none">• 150 sheets of plain, A4 or letter size, paper• 25 sheets of glossy or photo paper• 150 sheets of premium (coated) paper• 25 iron-on transfers• 10 transparencies• 25 sheets of labels <p>Note: Paper tray 2 does not have a paper type sensor. You may need to select a paper type in the software. For help, see Customize the printer settings.</p> |

- 2 From the software application File menu, choose Print.
- 3 Place the paper against the right edge of the paper tray with the print side facing you.

Note: A4 size paper should extend beyond the top of the paper tray. Letter size paper should extend beyond the top of paper tray 1 and align with the top of paper tray 2. Do not force the paper too far into the printer.



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4 Squeeze and slide the paper guide to the left edge of the paper.

For information about loading specialty paper, see **Printing ideas**.



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Step 2: Customize the printer settings

If you are using plain A4 or letter size paper and you want normal print quality, you only need to adjust the paper size printer setting.

If you are using specialty paper, such as photo paper, card stock, envelopes, or banner paper, see [Printing ideas](#) to customize your printer settings.

For more information about the different printer settings, see [Understanding the printer software](#).



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Step 3: Print your document

After you load the paper and customize the printer settings (if necessary), you are ready to print:

- 1 From the software application File menu, choose Print.
- 2 Click Print.

Note: The paper exit tray holds 150 sheets of paper. If you want to print more than 150 sheets, make sure you remove the first 150 sheets before you continue printing.



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- **Printing photos**
- **Printing on premium (coated) paper**
- **Printing cards**
- **Printing envelopes**
- **Printing color images in black and white**
- **Printing labels**
- **Printing handouts**
- **Printing iron-on transfers**
- **Printing transparencies**
- **Printing a banner**



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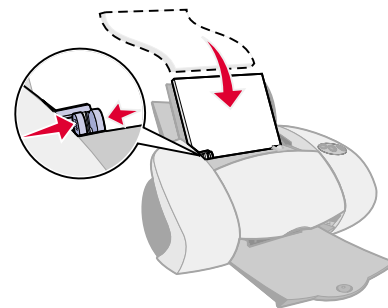
You can load up to 25 sheets of coated, photo, or glossy paper, depending on the thickness of the paper. You may want to print your photos on plain paper before loading photo paper and changing your settings. This ensures that you do not waste photo paper perfecting the image you would like to print. To print on photo cards, see [Printing cards](#).

Step 1: Load the photo paper

- If your photo paper came with instructions, read them carefully.
- Make sure your paper is not used or damaged.
- Make sure the glossy or coated side is facing you.
- Load the photo paper against the right edge of paper tray 1.

Note: Do not push the paper too far into the printer.

- Squeeze and slide the paper guide to the left edge of the paper.



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Step 2: Customize the print settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size and orientation:
 - a From the software application File menu, choose Page Setup.
 - b From the Format for pop-up menu, choose Lexmark Z65.
 - c From the Settings pop-up menu, choose Page Attributes.
 - d From the Paper Size pop-up menu, choose the paper size for your photo.
 - e Choose Portrait, Landscape, or Reverse Landscape orientation.
 - f Click OK.
- 2 Choose a paper tray, color setting, print quality, and paper type:
 - a From the software application File menu, choose Print.
 - b From the Printer pop-up menu, choose Lexmark Z65.
 - c From the pop-up menu in the upper left, choose Paper Feed.
 - d Choose All Pages and Tray 1.
 - e From the pop-up menu in the upper left, choose Color Options.



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- f From the Document Color pop-up menu, choose Natural.
- g From the Halftone pop-up menu, select Airbrush.
- h From the pop-up menu in the upper left, choose Quality & Media.
- i From the Print Quality area, click Better or Best for the print quality.

Note: Higher print quality settings result in better quality documents, but may take longer to print.

- j From the Tray 1 (Front) pop-up menu, choose Automatic for the paper type.

Step 3: Print your photos

Click Print.

Note: To prevent smearing, remove each photo as it exits the printer and let it dry before stacking.

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Printing on premium (coated) paper

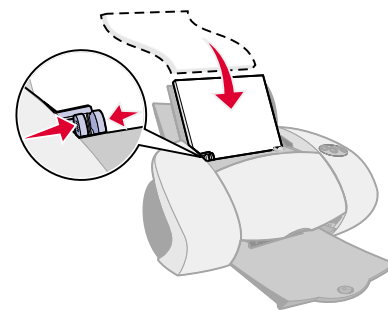
You can load up to 100 pages of premium (coated) paper, depending on the thickness of the paper.

Step 1: Load the premium (coated) paper

- If your paper came with instructions, read them carefully.
- Make sure your paper is not used or damaged.
- Make sure the print side is facing you.
- Load the paper vertically against the right side of paper tray 1.

Note: Do not push the paper too far into the printer.

- Squeeze and slide the paper guide to the left edge of the paper.



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Step 2: Customize the print settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size and orientation:
 - a From the software application File menu, choose Page Setup.
 - b From the Format for pop-up menu, choose Lexmark Z65.
 - c From the Settings pop-up menu, choose Page Attributes.
 - d From the Paper Size pop-up menu, choose the paper size for your document.
 - e Choose Portrait, Landscape, or Reverse Landscape orientation.
 - f Click OK.
- 2 Choose a paper tray, paper type, and print quality:
 - a From the software application File menu, choose Print.
 - b From the printer pop-up menu, choose Lexmark Z65.
 - c From the pop-up menu, choose Paper Feed.

If you want all of the pages in your document to print from the front tray, choose All Pages, and then choose Tray 1 (Front).



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Note: If you choose Printer Setting, you must press the paper tray 1 button on the printer.

- d** From the pop-up menu in the upper left, choose Quality & Media.
- e** From Tray 1 (Front) choose Automatic as the paper type.
- f** From the Print Quality area, choose Better or Best.

Note: Higher print quality settings result in better quality documents, but may take longer to print.

Step 3: Print your document

Click Print.

Note: The paper exit tray holds up to 150 sheets of premium paper. To print more than 150 pages, remove the first 150 sheets from the paper exit tray, and then continue printing.

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Printing cards

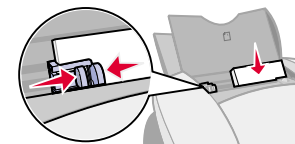
You can load up to 10 greeting cards, index cards, photo cards, or postcards into paper tray 1, depending on the thickness of the cards.

Step 1: Load the cards

- If your cards came with instructions, read them carefully.
- Make sure your cards are not used or damaged.
- Make sure the print side is facing you.
- Load the cards vertically against the right side of paper tray 1.

Note: Do not push the cards too far into the printer.

- Squeeze and slide the paper guide to the left edge of the cards.



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Step 2: Customize the print settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size and orientation:
 - a From the software application File menu, choose Page Setup.
 - b From the Format for pop-up menu, choose Lexmark Z65.
 - c From the Settings pop-up menu, choose Page Attributes.
 - d From the Paper Size pop-up menu, choose the card size for your document.
 - e Choose Portrait, Landscape, or Reverse Landscape orientation.
 - f Click OK.
- 2 Choose a paper tray, print quality, and paper type:
 - a From the software application File menu, choose Print.
 - b From the Printer pop-up menu, choose Lexmark Z65.
 - c From the pop-up menu, choose Paper Feed.
 - d Choose All Pages and Tray 1 (Front) if you want all of the pages in your document to print from the same tray.
 - e From the pop-up menu in the upper left, choose Quality & Media.



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- f** Choose Better or Best for photo and greeting cards. Choose Normal for other types of cards.

Note: Higher print quality settings result in better quality documents, but may take longer to print.

- g** From the Tray 1 (Front) pop-up menu, choose Automatic as the paper type.

Step 3: Print your cards

Click Print.

Note: Remove each card as it exits the printer and let it dry before stacking.

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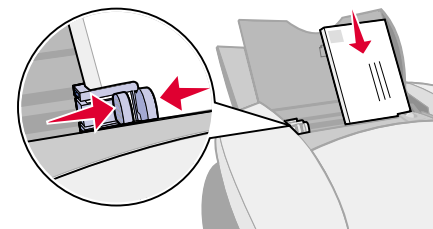
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Printing envelopes

You can load up to 10 envelopes into paper tray 1, depending on the thickness of the envelopes.

Step 1: Load the envelopes

Note: Do not use envelopes with holes, windows, deep embossing, metal clasps, string ties, or metal folding bars.



- Make sure your envelopes are not used or damaged.
- Make sure the print side is facing you.
- Make sure the stamp location is in the upper left corner.
- Load the envelopes vertically against the right side of paper tray 1.

Note: Do not push the envelopes too far into the printer.

- Squeeze and slide the paper guide to the left edge of the envelopes.

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Step 2: Customize the print settings

For help, see [Understanding the printer software](#).

- 1 Choose an envelope size and orientation:
 - a From the software application File menu, choose Page Setup.
 - b From the Format for pop-up menu, choose Lexmark Z65.
 - c From the Settings pop-up menu, choose Page Attributes.
 - d Select Landscape orientation, and then choose a paper source: Tray 1 or Printer Setting.

Note: Many software applications are designed to override the envelope settings in Page Setup. Make sure Landscape orientation is also selected in your software application.

- e Click OK.
- 2 Choose a print quality and paper type:
 - a From the software application File menu, choose Print.
 - b From the Printer pop-up menu, choose Lexmark Z65.
 - c From the pop-up menu in the upper left, choose Quality & Media.



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- d** From the Tray 1 (Front) pop-up menu, choose Automatic as the paper type.
- e** From the Print Quality area, choose Normal print quality.
- f** From the pop-up menu in the upper left, choose Paper Feed.
- g** Choose All Pages, and then choose Tray 1 (Front).

Step 3: Print your envelopes

Click Print.

Note: The paper exit tray holds up to 10 envelopes. To print more than 10 envelopes, remove the first 10 envelopes from the paper exit tray before the others print.



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Printing color images in black and white

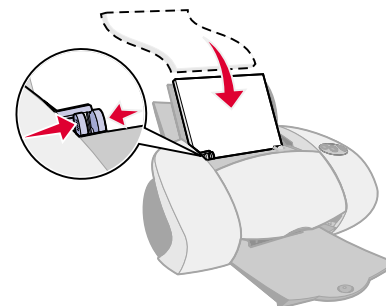
You can print color images in black ink. Depending on the thickness of the paper or cards, you can load up to 10 photo cards, 25 sheets of photo paper, or 100 sheets of plain paper into paper tray 1. You can load up to 150 sheets of plain paper at a time, depending on the thickness, in paper tray 2.

Step 1: Load the paper

- Make sure your paper is not used or damaged.
- Make sure the print side is facing you.
- Load the paper vertically against the right side of the paper tray, and then press the paper tray button once.

Note: Do not push the paper too far into the printer.

- Squeeze and slide the paper guide to the left edge of the paper.



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For help, see [Understanding the printer software](#).

- 1 From the software application File menu, choose Print.
- 2 From the Printer pop-up menu, choose Lexmark Z65.
- 3 From the pop-up menu in upper left, choose Color Options.
- 4 From the Document Color pop-up menu, choose Black Only.
- 5 Continue customizing your document following the steps in [Basic printing](#) or [Printing ideas](#) or continue with the next step.

Step 3: Print your document

Click Print.

Note: The paper exit tray holds up to 150 sheets of paper or 10 photo cards. To print more than 150 sheets of paper, remove the first 150 sheets from the paper exit tray before the others print. To print more than 10 photo cards, remove the first 10 photo cards from the paper exit tray before the others print.

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Printing labels

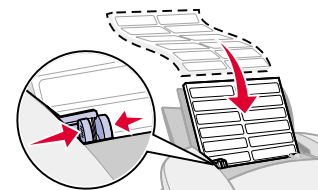
You can load up to 25 sheets of labels, depending on the thickness of the sheets.

Step 1: Load the labels

- Use only labels designed for inkjet printers.
- If your labels came with instructions, read them carefully.
- Make sure your labels are not used or damaged.
- Do not print within 1 mm (0.04 in.) of the edge of a label.
- Make sure there are no missing or curled labels.
- Make sure the print side is facing you.
- Load the labels vertically against the right side of paper tray 1.

Note: Do not push the label sheets too far into the printer.

- Squeeze and slide the paper guide to the left edge of the sheet of labels.



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For help, see [Understanding the printer software](#).

- 1 Choose a paper size and orientation:
 - a From the software application File menu, choose Page Setup.
 - b From the Format for pop-up menu, choose Lexmark Z65.
 - c From the Settings pop-up menu, choose Page Attributes.
 - d Select Paper Size to choose A4 or U.S. Letter.
 - e Choose Portrait or Landscape orientation.
 - f Click OK.
- 2 Choose a paper tray, print quality, and paper type:
 - a From the software application File menu, choose Print.
 - b From the Printer pop-up menu, choose Lexmark Z65.
 - c From the pop-up menu in the upper left, choose Quality & Media.
 - d From the Paper Type pop-up menu, choose Automatic.
 - e From the Print Quality area, select Normal.



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Note: Higher print quality settings result in better quality documents, but may take longer to print.

- f** From the Tray 1 (Front) pop-up menu, choose Automatic as the paper type.
- g** From the pop-up menu, choose Paper Feed.
- h** Choose All Pages and Tray 1 (Front) from the pop-up menu. Your document will print from the front tray.

Step 3: Print your labels

Click Print.

Note: The paper exit tray holds up to 10 sheets of labels. To print more than 10 sheets, remove the first 10 sheets from the paper exit tray before the others print.

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Printing handouts

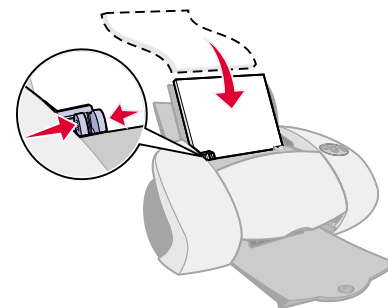
You can conserve paper by printing handouts. Handouts are multiple page images on a single sheet of paper. You can load up to 100 sheets of paper in tray 1 and 150 sheets of paper in tray 2.

Step 1: Load the paper

- If your paper came with instructions, read them carefully.
- Make sure your paper is not used or damaged.
- Make sure the print side is facing you.
- Load the paper vertically against the right side of the paper tray.

Note: Do not push the paper too far into the printer.

- Squeeze and slide the paper guide to the left edge of the paper.



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For help, see [Understanding the printer software](#).

You can print your handouts on one side of the paper.

- 1 Choose a paper size and orientation:
 - a From the software application File menu, choose Page Setup.
 - b From the Format for pop-up menu, choose Lexmark Z65.
 - c From the Settings pop-up menu, choose Page Attributes.
 - d Select Paper Size to choose the paper size of your document.
 - e Choose Portrait, Landscape, or Reverse Landscape orientation.
 - f Click OK.
- 2 Choose a print quality and paper type:
 - a From the software application File menu, choose Print.
 - b Choose a paper source: Tray 1, Tray 2, or Printer Setting.

Note: If you choose Printer Setting, you must press the paper tray button on the printer for the paper tray you want to print from.



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- c** From the Printer pop-up menu, choose Lexmark Z65.
- d** From the pop-up menu in the upper left, choose Quality & Media.
- e** Select a paper type for your document.
- f** Select a print quality for your document.
- g** From the pop-up menu in the upper left, select Layout.
- h** From the Pages per sheet pop-up menu, choose the number of pages you want to print on one sheet.
- i** From the Layout Direction area, click the graphic that shows the order you want the pages to print on the sheet.
- j** If you want to print a border around each image, choose an option from the Border pop-up menu.

Step 3: Print your handouts

Click Print.

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Printing iron-on transfers

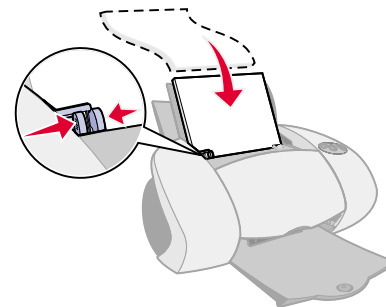
You can load up to 25 iron-on transfers, depending on the thickness of the iron-on transfers. You may want to print your image on plain paper before printing it on an iron-on transfer. This ensures you do not waste iron-on transfers perfecting the image you would like to print. When the image prints to your satisfaction, load the iron-on transfers.

Step 1: Load the iron-on transfers

- If your transfers came with instructions, read them carefully.
- Make sure your transfers are not used or damaged.
- Make sure the print (blank) side is facing you.
- Load the iron-on transfers vertically against the right side of paper tray 1.

Note: Do not push the iron-on transfers too far into the printer.

- Squeeze and slide the paper guide to the left edge of the iron-on transfers.



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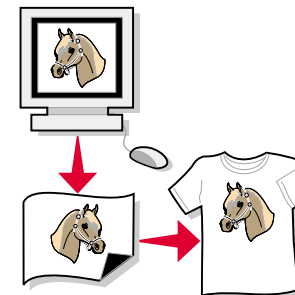
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Step 2: Customize the print settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size:
 - a From the software application File menu, choose Page Setup.
 - b From the Format for pop-up menu, choose Lexmark Z65.
 - c From the Settings pop-up menu, choose Page Attributes.
 - d Select Paper Size to choose a paper size.
 - e Choose Portrait, Landscape, or Reverse Landscape orientation.
 - f Click OK.
- 2 Choose a print quality, paper tray, and paper type:
 - a From the software application File menu, choose Print.
 - b From the Printer pop-up menu, choose Lexmark Z65.
 - c From the pop-up menu in the upper left, choose Quality & Media.
 - d Click Normal for the print quality.



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- e From the Tray 1 (Front) pop-up menu, choose Iron-On Transfer.

Note: Choosing Iron-On Transfer automatically mirrors the image you want to print. Make sure you **do not** select an option from your software application that will mirror your image.

- f If your software application also mirrors the image, follow these steps:
 - From the pop-up menu in the upper left, choose Advanced Layout.
 - Make sure Mirror is not checked.

Step 3: Print your iron-on transfers

Click Print.

Note: To prevent smudging, remove each iron-on transfer as it exits the printer and let it dry before stacking.



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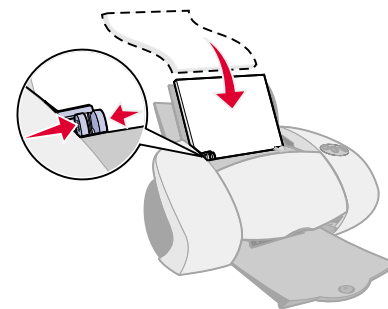
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Printing transparencies

You can load up to 10 transparencies in paper tray 1, depending on the thickness of the transparencies.

Step 1: Load the transparencies

- Use transparencies designed for inkjet printers.
 - If the transparencies have paper backing sheets, make sure you separate the paper from the transparencies before you load them.
 - Make sure your transparencies are not used or damaged.
 - If your transparencies came with instructions, read them carefully.
 - Make sure the rough (print) side of the transparencies is facing you. If the transparencies have a removable strip, make sure each strip faces away from you and down.
 - Load the transparencies vertically against the right side of paper tray 1.
- Note:** Do not push the transparencies too far into the printer.
- Squeeze and slide the paper guide to the left edge of the transparencies.



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Step 2: Customize the print settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size:
 - a From the software application File menu, choose Page Setup.
 - b From the Format for pop-up menu, choose Lexmark Z65.
 - c From the Settings pop-up menu, choose Page Attributes.
 - d Choose a paper size.
 - e Click OK.
- 2 Choose a paper type, print quality, and paper tray:
 - a From the software application File menu, choose Print.
 - b From the Printer pop-up menu, choose Lexmark Z65.
 - c From the pop-up menu, choose Quality & Media.
 - d Click Normal or Better for the print quality.

Note: Higher print quality settings result in better quality documents, but may take longer to print.



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- e From the Tray 1 (Front) pop-up menu, choose Automatic as the paper type.

Step 3: Print your transparencies

Click Print.

Note: To prevent smudging, remove each transparency as it exits the printer and let it dry before stacking. Transparencies may require up to 15 minutes to dry.

Note: The paper exit tray holds up to 150 sheets of paper. If you want to print more than 150 sheets, remove the first 150 sheets from the paper exit tray before the others print.

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Printing a banner

Note: Some software applications and some operating systems do not support banner printing.

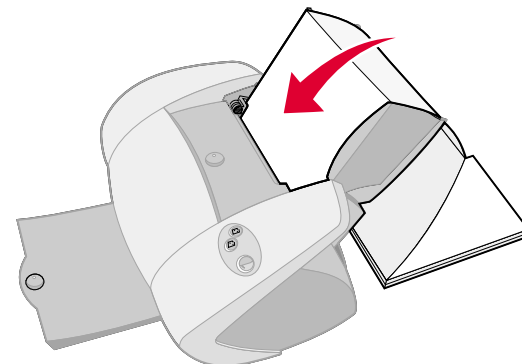
Step 1: Load the banner paper

Make sure your banner paper is not used or damaged.

- 1 Remove any paper from paper tray 1.
- 2 Tear off enough pages for the banner including one extra sheet, and then place them behind the printer.
- 3 Load the unattached, leading edge of the first page into the printer with the right side against paper tray 1.

Note: Forcing the paper too far into the printer may cause a paper jam. For help, see [Clearing paper misfeeds or jams](#).

- 4 Squeeze and slide the paper guide to the left edge of the banner paper.



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Step 2: Customize the print settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size and orientation:
 - a From the software application File menu, choose Page Setup.
 - b From the Format for pop-up menu, choose Lexmark Z65.
 - c From the Settings pop-up menu, choose Page Attributes.
 - d Choose a paper size, either Banner A4 or Banner Letter.

Note: If you do not choose the correct paper size, the banner paper may cause a paper jam. For help, see [Clearing paper misfeeds or jams](#).

- e Choose Portrait or Landscape orientation.
 - f Click OK.
- 2 Choose a paper tray, print quality, and paper type:
 - a From the software application File menu, choose Print.
 - b From the printer pop-up menu, choose Lexmark Z65.
 - c From the pop-up menu in the upper left, choose Paper Feed.



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- d** Choose All Pages, and then from the pop-up menu, choose Tray 1 (Front).
- e** From the pop-up menu in the upper left, choose Quality & Media.
- f** Select Normal for the print quality.
- g** From the Tray 1 (Front) pop-up menu, choose Automatic as the paper type.

Step 3: Print your banner

- 1** Click Print.
- 2** When the banner is finished printing:
 - a** Press the paper tray 1 button to feed any extra paper through the printer.
 - b** Tear the banner paper on the perforated line (if there is any extra paper).

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- **Aligning the print cartridges**
- **Cleaning the print cartridge nozzles**
- **Wiping the print cartridge nozzles and contacts**
- **Preserving the print cartridges**
- **Ordering supplies**



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Replacing the print cartridge

Before you install a new or replacement print cartridge, remove the used one.

Removing the used cartridge

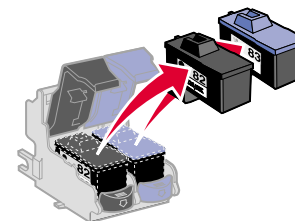
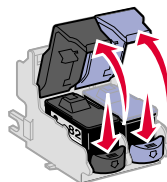
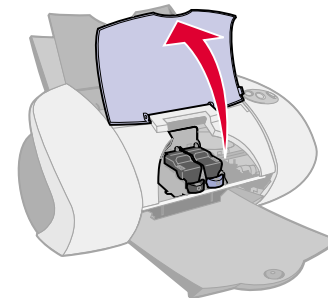
- 1 Make sure the power light is on.
- 2 Raise the front cover.

The cartridge carrier moves to the loading position, unless the printer is busy.

- 3 Remove the used cartridge. Store it in an airtight container or dispose of it properly.

- a Push down on the cartridge carrier tab to lift the carrier lid.

- b Remove the cartridges.



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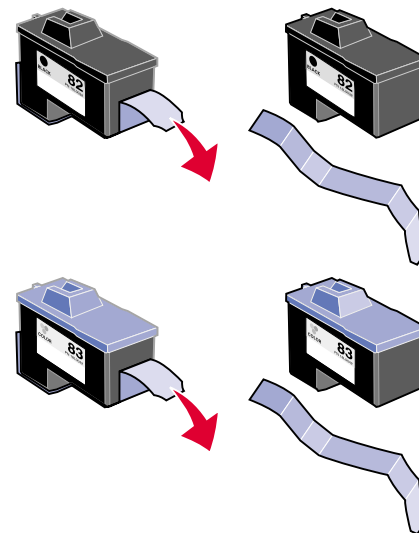
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Installing a cartridge

For best results, use Lexmark supplies. Refilling print cartridges can affect print quality and cause damage to the printer.

- 1 If you are installing a new cartridge, remove the sticker and transparent tape from the back and bottom of the cartridge.

Warning: Do **not** touch or remove the gold contact areas on the back and bottom of the cartridge.



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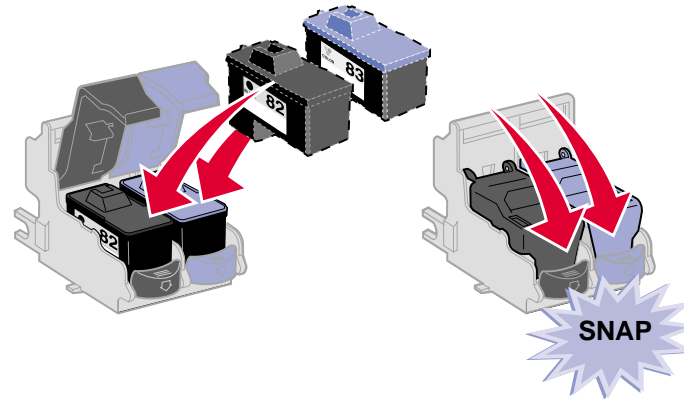
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- 2 Insert the color print cartridge into the right carrier. Insert the black cartridge into the left carrier.

a Insert the cartridge into the carrier.

b Close the carrier lid completely.



- 3 Close the front cover.

Note: The front cover must be closed to start a new print job.



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Specifying cartridge settings in the printer software

Before you specify the print cartridge settings in the printer software, install the cartridges. For help, see [Installing a cartridge](#).

- 1 After you install the cartridge, from a Finder window, click Computer, and then double-click the OS X disk icon ▶ Library folder ▶ Printers folder ▶ Lexmark folder.
- 2 Double-click the Lexmark Z65 Utility icon.
- 3 Click the Install/Change Cartridge button.
- 4 Choose the type of cartridge you installed.
- 5 **Important:** For correct ink levels, specify whether the cartridge is a New Cartridge or an Old Cartridge.
- 6 Click OK.
- 7 Choose to automatically or manually align the cartridges.
- 8 Click Continue to print an alignment page.
- 9 Follow the instructions on the screen to complete cartridge alignment. For help, see [Aligning the print cartridges](#).

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Aligning the print cartridges

Typically, you only align print cartridges after installing or replacing a cartridge. However, you may also need to align cartridges when:

- Characters are improperly formed or are misaligned at the left margin.
- Vertical, straight lines are wavy.

To align the cartridges:

- 1 Load plain paper. For help, see [Load the paper](#).
- 2 From a Finder window, click Computer, and then double-click the OS X disk icon ► Library folder ► Printers folder ► Lexmark folder.
- 3 Double-click the Lexmark Z65 Utility icon.
- 4 From the Cartridges tab, click Align Cartridges.

The Cartridge Alignment dialog appears.

- 5 Decide how you want to align the cartridges:
 - If you choose Automatic Alignment (recommended), the printer determines the best alignment and automatically aligns the cartridges.
 - If you choose Manual Alignment, you must select the best alignment values from the printed page.

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- a If you chose to manually align the cartridges, find the number under the darkest arrow for each alignment group.
- b Use the arrows in the Align Cartridges dialog to select the number that matches the darkest arrow on the printed page for each alignment group, and then click OK.

If the alignment page does not print, make sure you have completely removed the sticker and transparent tape from both cartridges. For help, see **Installing a cartridge**.

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Cleaning the print cartridge nozzles

To improve print quality, you may need to clean the print cartridge nozzles. Clean the nozzles when:

- Characters are not printing completely.
- White dashes appear in graphics or printed text.
- Print is smudged or too dark.
- Vertical, straight lines are not smooth.
- Colors on print jobs are faded or they differ from the colors on the screen.

To clean the nozzles:

1 Load paper. For help, see [Load the paper](#).

2 Open the [Lexmark Z45 Utility](#).

3 On the Cartridges tab, click Clean Print Nozzles.

A nozzle page prints, forcing ink through the nozzles to clean any that are clogged.

4 Print your document again to verify your print quality has improved.

5 To further improve print quality, try [Wiping the print cartridge nozzles and contacts](#), and then print your document again. If the print quality has not improved, try [Cleaning the print cartridge nozzles](#) up to two more times.

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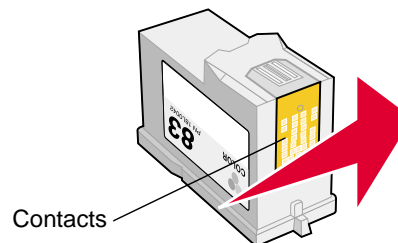
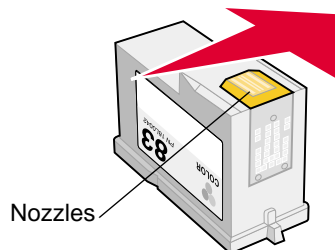
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Wiping the print cartridge nozzles and contacts

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

- 1 Remove the print cartridge. For help, see [Replacing the print cartridge](#).
- 2 Dampen a clean, lint-free cloth with water.
 - a Hold the cloth against the nozzles for about three seconds. Gently blot and wipe in one direction.
 - b Use another clean section of cloth. Hold the damp cloth against the contacts for about three seconds. Gently blot and wipe in one direction.



- 3 Allow the nozzles and contacts to dry completely.
- 4 Reinstall the print cartridges, and then print your document again.

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- 5 If the print quality has not improved, try **Cleaning the print cartridge nozzles** up to two more times.
- 6 If print quality is still unsatisfactory, replace your print cartridges. For help, see **Replacing the print cartridge**.



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Preserving the print cartridges

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

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

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

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Ordering supplies

To order supplies or locate a dealer near you, contact the Lexmark Web site at www.lexmark.com.

| Item: | Part number: |
|-----------------|--------------|
| Color cartridge | 83 or 88 |
| Black cartridge | 82 |
| USB cable | 12A2405 |



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- Solving printer software installation problems
- Solving network printing problems
- Understanding error messages and flashing lights
- Resolving unsuccessful or slow printing
- Clearing paper misfeeds or jams
- Improving print quality
- Solving specialty paper problems
- Alignment page does not print



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Solving general printing problems

When you have a printing problem, first make sure:

- The power supply is plugged into the printer and a properly grounded electrical outlet.
- Both the computer and the printer are on. If you are using your printer on a network, make sure your computer is connected to the network, your Lexmark adapter is on, and all indicator lights are on. For more information, refer to the adapter documentation. If you are using your printer on a network, make sure the network link lights are on. For more information, see **Network connection speed light**.
- No printer lights are blinking. For help, see **Understanding error messages and flashing lights**.
- Your printer is connected with a USB cable **or** an Ethernet cable, not both at the same time. If you are using an Ethernet cable, make sure it is an RJ-45 (Category 5) cable.
- The printer cable is securely attached on both ends.
 - If you are using a USB cable, make sure it is attached to both the printer and to your computer or your Lexmark adapter.
 - If you are using an Ethernet cable with a Lexmark Z65n, make sure it is attached to both the printer and to your network.
- The printer software is installed correctly:

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a From a Finder window, click Computer ▶ OS X disk ▶ Library ▶ Printers ▶ Lexmark.

b If there is not a Lexmark Z65 Utility, install the printer software.

- The paper is loaded correctly. For help, see **Load the paper**.
- You installed the cartridges correctly. For help, see **Replacing the print cartridge**.
- The printer is set as the default or current printer.

To set the printer to be the default printer:

a From the Finder, click the Applications icon.

b From the Applications folder, double-click the Utilities folder, and then double-click Print Center.

c If necessary, from the Printer menu, click View Printer List.

d Highlight the Lexmark Z65 in the list.

e In the Printers menu, select Make Default.

To set the printer to be the current printer:

a From the software application File menu, choose Print.

b From the Format for pop-up menu, choose Lexmark Z65.

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- The printer is connected directly to your computer, a network connection, or through a Lexmark adapter.

After you check all of the previous items, try **Printing a test page**.

Printing a test page

- 1 From a Finder window, click Computer, and then double-click the OS X disk icon ▶ Library folder ▶ Printers folder ▶ Lexmark folder.
- 2 Double-click the Lexmark Z65 Utility icon.
- 3 From the Cartridges tab, click Print Test Page to make sure the printer is functioning properly.
 - If a test page prints, the printer is working properly. Check the documentation for the software application you used to create your document.
 - If the test page does not print, see **Test page does not print**.

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Solving printer software installation problems

If the printer software does not install properly, a communications error message appears when you try to print. You may need to uninstall the printer software, and then reinstall it.

Uninstalling the printer software

- 1 Insert the printer software CD.

The Lexmark Installer screen appears.

- 2 Double-click the CD icon.
- 3 Double-click Install OS X.
- 4 Click Uninstall.
- 5 Follow the steps on your screen to uninstall the printer software.
- 6 Continue with **Installing the printer software**.

Note: If the installer did not automatically launch, double-click the Install icon to launch the installer.

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Installing the printer software

You can install the printer software using the CD that came with your printer, or you can download it from the Lexmark Web site at www.lexmark.com.

To connect your printer to a network with a Lexmark adapter, refer to the documentation that came with your adapter.

Using the CD that came with your printer

- 1 Close all open software applications.
- 2 When your desktop appears, insert the printer software CD.
- 3 Double-click Lexmark Z65 CD.
- 4 Double-click Install OS X.
- 5 Click Install and Agree.

Note: If the Printer Selection or the New Network Printer Found dialog box appears, follow the instructions displayed. Click the ? on the screen or contact your network administrator for help.

- 6 Choose the country or region closest to you if your country is not listed.
- 7 Click Continue.

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8 Follow the instructions on your screen to complete printer software installation.

9 On the Printer Selection screen, click Open Print Center.

Note: The Lexmark Z65 should appear in the Print Center as added automatically. If it does not, click Add Printer.

10 Click the red close button to close the Print Center.

11 On the Printer Selection screen, click Continue.

12 Click Continue to print an alignment page, used to automatically align the cartridges.

- If the alignment page does not print, make sure you installed the cartridges correctly. For help, see **Installing a cartridge**.
- If the paper is jammed, make sure you follow the instructions on the error message that is displayed. For help, see **Clearing paper misfeeds or jams**.

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Using the World Wide Web

- 1 Make sure Stuffit Expander is loaded on your system.
- 2 From the Lexmark Web site, www.lexmark.com, select the appropriate driver for your operating system.
- 3 Click the binhex (.hqx) file to download and install.
- 4 Use Stuffit Expander to expand the file on your desktop.
- 5 Double-click the folder to open it.
- 6 Double-click Install.
- 7 Follow the instructions on your screen to install the printer software.

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Solving network printing problems

For help, first see [Solving general printing problems](#).

If one or more of the following conditions applies to your network printer, you must enter an IP address to set up your network printer:

- Your printer is listed as unconfigured in the Network Printer Configuration Dialog or in the Printer Selection dialog.
- Your printer is on a remote subnet.

If one or more of the conditions above applies to your network printer, continue with [Entering an IP address](#). If none of these conditions apply, continue with [Troubleshooting your network printer](#).

Entering an IP address

To enter an IP address and set up your network printer:

- 1 Open the [Lexmark Z45 Utility](#).
- 2 From the Advanced menu, choose Network Printer Configuration.

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3 From the dialog:

| Click: | To: |
|--|---|
| A printer from the list of available network printers, and then click Configure... | Enter an available IP address for the selected printer. For help selecting an IP address, refer to the documentation you used to set up your network or contact your network administrator. |
| Add Remote... | Expand the printer list to include printers on a remote subnet. <ul style="list-style-type: none">• If you choose Add Single Printer, enter the IP address for the printer you want to add.• If you choose Search Subnet, enter the IP address of the subnet you want to scan. Any remote printers that are found will be added to the printer list. These printers are saved in the list if a printer is added in Print Center. |

The IP address of your network printer is set.

4 Click Done.

5 Click the red close button to close the Lexmark Z65 Utility.

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Troubleshooting your network printer

Try these solutions when you cannot print to your network printer:

- 1 Make sure your printer is connected to a working network connection.
- 2 If you own a Lexmark Z65n, make sure the network link light on the printer is on. If you are using a Lexmark adapter, make sure all of the indicator lights are on. For help locating these lights, refer to the adapter documentation.
- 3 Make sure the printer software is installed correctly:
 - a From a Finder window, click Computer ▶ OS X icon ▶ Library ▶ Printers ▶ Lexmark.
 - b If a Lexmark Z65 Utility for your printer does not appear, install the printer software. For help, see [Installing the printer software](#).
- 4 Try [Printing a test page](#).

If the test page does not print, see [Test page does not print](#).

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Understanding error messages and flashing lights

Use this section to understand printer software error messages on your computer screen and blinking lights on your printer. For information about lights on a Lexmark adapter, refer to the adapter documentation.

Paper Jam message

For help clearing a paper jam, see [Clearing paper misfeeds or jams](#).

Ink Low message

A print cartridge is running out of ink. To order a new cartridge or locate a dealer near you, contact the Lexmark Web site at www.lexmark.com. For help installing the cartridge, see [Replacing the print cartridge](#).

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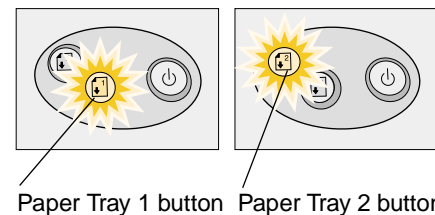
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A paper tray button is blinking

If the printer is out of paper:

- 1 Load paper. For help, see [Load the paper](#).
- 2 Press the paper tray button.

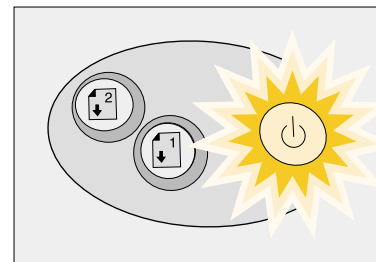
If the printer has a paper jam, see [Clearing paper misfeeds or jams](#).



Power button is blinking

The print cartridge carrier is stalled.

- 1 Check your computer screen for error messages.
- 2 Turn the printer off.
- 3 Wait a few seconds, and then turn the printer back on. For more help, see [Clearing paper misfeeds or jams](#).



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Network light is not on (Lexmark Z65n only)

When your network printer is working properly, the network lights on the back of the printer are on. For more information, see [Network connection speed light](#). If they are not:

- Check your network cable connections.
- Make sure your network is working properly. For help, contact your network administrator.
- If there is still a problem, disconnect your printer from the network and attach it directly to your computer using a USB cable. Try [Printing a test page](#).

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Resolving unsuccessful or slow printing

For help, first see [Solving general printing problems](#).

If there is still a problem, click the topic that best describes it:

- [Printer is plugged in, but does not print](#)
- [Printer ejects a blank page after appearing to print](#)
- [Test page does not print](#)
- [Printer prints very slowly](#)

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Printer is plugged in, but does not print

Make sure:

- The printer is on and the printer cable is securely attached at both ends. If your Lexmark Z65n printer is connected to a network, make sure the network lights on the printer are on. For help, see [Network connection speed light](#).
- The paper is loaded correctly and not pushed too far into the printer. For help, see [Basic printing](#). If the paper is jammed, see [Clearing paper misfeeds or jams](#).
- The printer is not being held or paused. To check the printer status:
 - a** From the Finder, click the Applications icon.
 - b** From the Applications folder, double-click the Utilities icon, and then double-click the Print Center.
 - c** If necessary, click View Printer List.
 - d** Highlight the Lexmark Z65 in the list.
 - e** From Queue menu, choose Start Queue, if available.
 - f** From the Printers menu, choose Show Queue.
 - g** Select your job from the list.
 - h** Click Resume or Retry.

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- The printer is set as the default printer. To set the printer as the default:
 - a** From the Finder, click the Applications icon.
 - b** From the Applications folder, double-click the Utilities icon, and then double-click the Print Center.
 - c** If necessary, click View Printer List.
 - d** Highlight the Lexmark Z65 in the list.
 - e** From the Printers menu, choose Make Default.

After you check these items, try **Printing a test page**.

If the test page prints, the printer is functioning properly. If it does not print, see **Test page does not print**.

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Test page does not print

For help, first see [Solving general printing problems](#), then:

- If the paper is jammed, see [Clearing paper misfeeds or jams](#).
- Make sure the printer is not being held or paused. To check the printer status:
 - a** From the Finder, click the Applications icon.
 - b** From the Applications folder, double-click the Utilities icon, and then double-click the Print Center.
 - c** If necessary, click View Printer List.
 - d** Highlight the Lexmark Z65 in the list.
 - e** From the Queue menu, choose Start Queue, if available.
 - f** From the Printers menu, choose Show Queue.
 - g** Select your job from the list.
 - h** Click Resume or Retry.

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i Try printing your test page again. If it still does not print, see:

- **Resolving unsuccessful or slow printing**
- **Solving printer software installation problems**
- **Solving network printing problems**

Printer ejects a blank page after appearing to print

Make sure:

- You remove the sticker and transparent tape from the back and bottom of the print cartridges. For help, see **Replacing the print cartridge**.
- Your cartridge does not have clogged nozzles. Try **Cleaning the print cartridge nozzles**.

Printer prints very slowly

- If you are using a Mac OS X version prior to 10.1, consider upgrading to enhance print system performance.
- Close any software applications not in use.
- Check the document you are printing. Photos and graphics may take longer to print than regular text. Documents that are large or that contain background images may also take longer to print.



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- Check the printer to see if another document is being printed. Print jobs are printed in the order the printer receives them. If other documents were sent to the printer before yours, your document is delayed until the other documents print.
- Decrease the print quality setting to Normal or Quick Print.

Note: Higher print quality settings result in better quality documents, but may take longer to print.



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Clearing paper misfeeds or jams

Click the topic that best describes your problem:

- Paper misfeeds or multiple sheets feed
- Printer does not feed envelopes or specialty paper
- Printer has a paper jam
- Paper is not feeding from the correct paper tray



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Paper misfeeds or multiple sheets feed

Make sure:

- The edges of your paper are not curled.
- Your paper is recommended for inkjet printers.
- A piece of paper from a previous print job is not jammed in the printer.
- You do not load too much paper. Depending on the weight of the paper, paper tray 1 can hold up to 100 sheets of plain paper. Paper tray 2 can hold up to 150 sheets of plain paper. For help, see [Basic printing](#).
- You do not force the paper too far into the printer.
- The paper guide is against the left edge of the paper.
- The paper guide does not cause the paper to bow.
- The printer is on a flat, level surface.
- The printer settings you have chosen are correct for the type of document you are printing. For help, see [Basic printing](#) or [Printing ideas](#).

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Printer does not feed envelopes or specialty paper

Make sure:

- Your printer feeds paper without problems. If it does, load the envelopes or specialty paper vertically against the right side of paper tray 1. Squeeze and slide the paper guide to the left edge of the envelopes or specialty paper. For help, see **Printing ideas**.
- You select the appropriate envelope or specialty paper size in the **Page Setup dialog** and the appropriate paper type in the **Print dialog**.
- You are using a specialty paper or envelope size supported by your printer.
- Your software application is designed to print envelopes. For help, check your software application documentation.
- The envelope or specialty paper is not jammed. For help, see **Printer has a paper jam**.
- Your printer is not being held or paused. To check the printer status:
 - a From the Finder, click the Applications icon.
 - b From the Applications folder, double-click the Utilities icon, and then double-click the Print Center.
 - c If necessary, from the Printer menu, choose View Printer List.



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- d** Highlight the Lexmark Z65 in the list.
- e** From the Queue, choose Start Queue, if available.
- f** From the Printers menu, choose Show Queue.
- g** Select a job from the list.
- h** Click Resume or Retry.



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Printer has a paper jam

If the paper is lodged too far into the printer and cannot be removed:

- 1 Turn the printer off.
- 2 Turn the printer back on.
- 3 If the printer does not automatically eject the page:

- a Turn the printer off.
- b Pull firmly on the paper to remove it.

If you cannot reach the paper, raise the front cover, pull the paper out, and then close the front cover.

- c Turn the printer on.

Note: Do not force the paper too far into the printer. For example, A4 paper should extend slightly beyond the top of the paper support and letter size paper should align with the top of the paper support. A4 size paper should extend beyond the top of the paper tray. Letter size paper should extend beyond the top of paper tray 1 and align with the top of paper tray 2.



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Paper is not feeding from the correct paper tray

There are two paper trays on your printer. For more information, see [Understanding the printer parts](#).

- Paper tray 1 is best for printing on specialty paper because it has a paper type sensor that detects certain types of paper and the paper guide adjusts to various paper sizes. For help, see [Using the paper type sensor](#).
- Paper tray 2 is best for printing on A4 or letter size paper because the default setting for this paper tray is for plain paper. The paper guide only adjusts for A4 or letter size paper.

If your printer is not feeding paper from the correct paper tray, choose the appropriate paper tray in the printer software.

Note: The setting in the printer software overrides the paper tray you selected on the printer.

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Improving print quality

If print quality is unsatisfactory, you may need to adjust your margin settings, choose a higher print quality, align the print cartridges, or clean the nozzles.

Click one of the topics below for more information on how you can improve print quality:

- **Print is too dark or smudged**
- **Printed characters are improperly formed or misaligned**
- **Vertical straight lines are not smooth**
- **Colors on the printout differ from the colors on the screen**
- **Print smears on the page**
- **Colors on the printout are faded**
- **Printed pages have alternating bands of light and dark print (intermittent printing)**
- **Characters are missing or unexpected**
- **Print quality is poor at the edges**
- **Photos do not print as expected**

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Print is too dark or smudged

- Make sure the paper is straight and not wrinkled.
- Let the ink dry completely before handling the paper.
- Make sure the paper type and paper size settings in the printer software match the paper loaded in the printer. For help, see [Understanding the printer software](#).
- Change the print quality setting to Quick Print.
- Try [Cleaning the print cartridge nozzles](#).

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.
- Try [Aligning the print cartridges](#).
- Try [Cleaning the print cartridge nozzles](#).

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Print smears on the page

- The next page exiting the printer may be smearing the ink. Remove each page as it exits the printer and let it dry completely before stacking.
- Try **Cleaning the print cartridge nozzles**.

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

- From the Print Quality area, click Better or Best.
- If your printer is connected to your computer through a hub or peripheral device, such as a scanner or fax machine, connect the printer directly to your computer with a USB cable.
- If your printer is connected to your network, connect the printer directly to your computer with a USB cable.



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Print quality is poor at the edges

Like other printers, your printer cannot print on the extreme edges of a page.

| Margin: | Minimum setting: |
|----------------|--|
| Left and right | <ul style="list-style-type: none">• 6.35 mm (0.25 in.) for U.S. Letter, U.S. Legal, Banner Letter, and custom paper sizes• 3.175 mm (0.125 in.) for envelopes• 3.37 mm (0.13 in.) for most paper sizes |
| Top | <ul style="list-style-type: none">• 1.7 mm (0.067 in.) |
| Bottom | <ul style="list-style-type: none">• 12.7 mm (0.5 in.) for black print jobs• 19 mm (0.75 in.) recommended for color print jobs |

Printed characters are improperly formed or misaligned

- Cancel all print jobs and print your job again. To cancel all print jobs:
 - a From the Finder, click the Applications icon.
 - b From the Applications folder, double-click the Utilities icon, and then double-click the Print Center.
 - c If necessary, click View Printer List.

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- d** Highlight the Lexmark Z65 in the list.
- e** From the Queue menu, choose Start Queue.
- f** From the Printers menu, choose Show Queue.
- g** Select the job you want to delete.
- h** Click Delete.
- i** Repeat **step g** and **step h** until all jobs are deleted.
- Try **Aligning the print cartridges**.
- Try **Cleaning the print cartridge nozzles**.

Colors on the printout differ from the colors on the screen

- A cartridge may be low on ink. For help, see **Replacing the print cartridge**.
- Use a different paper brand. Each paper brand accepts ink differently and prints with color variations.

Select Natural Color as the document color:

- 1** From the software application File menu, choose Print.
- 2** From the Printer pop-up menu, select Lexmark Z65.



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- 3 From the pop-up menu in the upper left, choose Color Options.
- 4 From the Document Color pop-up menu, choose Natural.

Colors on the printout are faded

Try the suggestions listed in the section **Colors on the printout differ from the colors on the screen**. If the colors still seem faded, try **Cleaning the print cartridge nozzles**.

Characters are missing or unexpected

Try **Cleaning the print cartridge nozzles**.

Photos do not print as expected

To improve the quality of printed photos:

- Select a higher print quality.
- Select photo paper as the paper type.
- Use paper tray 1.

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Solving specialty paper problems

Use this section to help solve problems with specialty paper.

Glossy or photo papers or transparencies stick together

- Use a photo paper or transparency designed for an inkjet printer.
- Make sure you loaded the paper correctly into paper tray 1 (with print side facing you) and selected the appropriate settings in the printer software. For help, see [Printing photos](#) or [Printing transparencies](#).
- Remove each page as it exits the printer and let it dry completely before stacking.

Transparencies or photos contain white lines

- Make sure you loaded the paper correctly into paper tray 1 (with print side facing you) and selected the appropriate settings in the printer software. For help, see [Printing transparencies](#) or [Printing photos](#).
- Choose a higher print quality, such as Better or Best. For help, see [Basic printing](#).
- Try [Cleaning the print cartridge nozzles](#).

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Alignment page does not print

Make sure:

- You completely removed the transparent tape and sticker from the back and bottom of the print cartridges.
- You installed the cartridges correctly. For help, see [Installing a cartridge](#).
- You loaded the paper correctly and did not push the paper too far into the printer. For help, see [Basic printing](#).
- If you are connected to a network with a Lexmark adapter, the indicator lights are on. For more information, see the adapter documentation.
- If you are using a Lexmark Z65n make sure the network lights on the back of the printer are on. For more information, see [Network connection speed light](#).

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**Using this
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This section contains information regarding legal notices.

- **Edition notice**
- **Trademarks**
- **Warning**



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Warning: A warning identifies something that might damage your printer hardware or software.



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