

# M5163dn

# **User's Guide**

June 2017 www.lexmark.com

Machine type(s):

4063

Model(s):

# Contents

Safety information	5
Conventions	5
Learning about the printer	g
Finding information about the printer	
Selecting a location for the printer	
Printer configurations	
Using the printer control panel	
Understanding the colors of the Sleep button and indicator lights	
Additional printer setup	14
Installing internal options	14
Installing hardware options	31
Attaching cables	35
Setting up the printer software	37
Networking	38
Verifying printer setup	42
Loading paper and specialty media	43
Setting the paper size and type	43
Configuring Universal paper settings	43
Loading the 250- or 550-sheet tray	43
Loading the 2100-sheet tray	50
Loading the multipurpose feeder	56
Linking and unlinking trays	61
Paper and specialty media guide	63
Using specialty media	63
Paper guidelines	65
Supported paper sizes, types, and weights	68
Printing	74
Printing a document	74
Printing from a flash drive	75
Printing from a mobile device	77

Printing confidential and other held jobs	77
Printing information pages	79
Canceling a print job	79
Understanding the printer menus	80
Menus list	80
Paper menu	81
Reports menu	92
Network/Ports menu	93
Security menu	106
Settings menu	109
Help menu	130
Saving money and the environment	131
Saving paper and toner	131
Saving energy	131
Recycling	134
Securing the printer	135
Using the security lock feature	135
Statement of Volatility	135
Erasing volatile memory	136
Erasing non-volatile memory	136
Erasing printer hard disk memory	137
Configuring printer hard disk encryption	137
Finding printer security information	138
Maintaining the printer	139
Cleaning printer parts	139
Checking the status of parts and supplies	140
Ordering supplies	141
Storing supplies	143
Replacing supplies	144
Moving the printer	150
Managing the printer	153
Finding advanced networking and administrator information	153
Checking the virtual display	153

Modifying confidential print settings	153
Copying printer settings to other printers	153
Restoring factory default settings	154
Clearing jams	155
Avoiding jams	155
Identifying jam locations	157
Paper jam in the front door	159
Paper jam in the rear door	160
Paper jam in the standard bin	163
Paper jam in the duplex unit	163
Paper jam in trays	164
Paper jam in the multipurpose feeder	165
Paper jam in the staple finisher	166
Staple jam in the finisher	168
Paper jam in the output expander	171
Paper jam in the mailbox	172
Troubleshooting	174
Understanding the printer messages	174
Solving printer problems	192
Solving print problems	201
Embedded Web Server does not open	228
Contacting customer support	229
Notices	230
Product information	
Edition notice	
Power consumption	235
Index	241

Safety information 5

# **Safety information**

## **Conventions**

**Note**: A *note* identifies information that could help you.

Warning: A warning identifies something that could damage the product hardware or software.

**CAUTION**: A *caution* indicates a potentially hazardous situation that could injure you.

Different types of caution statements include:



**CAUTION—POTENTIAL INJURY:** Indicates a risk of injury.



**CAUTION—SHOCK HAZARD:** Indicates a risk of electrical shock.



**CAUTION—HOT SURFACE:** Indicates a risk of burn if touched.



**CAUTION—TIPPING HAZARD:** Indicates a crush hazard.



**CAUTION—PINCH HAZARD:** Indicates a risk of being caught between moving parts.



**CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.



**CAUTION—POTENTIAL INJURY:** Do not use this product with extension cords, multioutlet power strips, multioutlet extenders, or UPS devices. The power capacity of these types of accessories can be easily overloaded by a laser printer and may result in a risk of fire, property damage, or poor printer performance.



**CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, do not place or use this product near water or wet locations.



**CAUTION—POTENTIAL INJURY:** This product uses a laser. Use of controls or adjustments or performance of procedures other than those specified in the *User's Guide* may result in hazardous radiation exposure.

This product uses a printing process that heats the print media, and the heat may cause the media to release emissions. You must understand the section in your operating instructions that discusses the guidelines for selecting print media to avoid the possibility of harmful emissions.



**CAUTION—POTENTIAL INJURY:** The lithium battery in this product is not intended to be replaced. There is a danger of explosion if a lithium battery is incorrectly replaced. Do not recharge, disassemble, or incinerate a lithium battery. Discard used lithium batteries according to the manufacturer's instructions and local regulations.

This equipment is not suitable for use in locations where children are likely to be present.



**CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



**CAUTION—POTENTIAL INJURY:** To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.

Safety information 6



**CAUTION—POTENTIAL INJURY:** The printer weight is greater than 18 kg (40 lb) and requires two or more trained personnel to lift it safely.



**CAUTION—POTENTIAL INJURY:** Before moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Turn off the printer, and then unplug the power cord from the electrical outlet.
- Disconnect all cords and cables from the printer.
- If two or more optional finishers are installed, then remove the finishers individually from the printer.

#### **Notes:**

- Make sure to remove the topmost finisher first.
- To remove the finisher, hold the finisher on both sides, and then lift the latches to unlock the finisher.
- If the printer does not have a caster base but is configured with optional trays, then remove the trays.

**Note:** Slide the latch on the right side of the optional tray toward the front of the tray until it *clicks* into place.

- Use the handholds located on both sides of the printer to lift it.
- Make sure your fingers are not under the printer when you set it down.
- Make sure there is adequate clearance around the printer.
- Use only the power cord provided with this product or the manufacturer's authorized replacement.



**CAUTION—SHOCK HAZARD:** If you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.



**CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.



**CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, make sure that all external connections (such as Ethernet and telephone system connections) are properly installed in their marked plug-in ports.

This product is designed, tested, and approved to meet strict global safety standards with the use of specific manufacturer's components. The safety features of some parts may not always be obvious. The manufacturer is not responsible for the use of other replacement parts.



**CAUTION—POTENTIAL INJURY:** Do not cut, twist, bind, crush, or place heavy objects on the power cord. Do not subject the power cord to abrasion or stress. Do not pinch the power cord between objects such as furniture and walls. If any of these things happen, a risk of fire or electrical shock results. Inspect the power cord regularly for signs of such problems. Remove the power cord from the electrical outlet before inspecting it.

Refer service or repairs, other than those described in the user documentation, to a service representative.



**CAUTION—SHOCK HAZARD:** Do not set up this product or make any electrical or cabling connections, such as a power cord, a fax feature or USB cable, during a lightning storm.



**CAUTION—TIPPING HAZARD:** Floor-mounted configurations require additional furniture for stability. You must use either a printer stand or printer base if you are using multiple input options. If you purchased a printer with a similar configuration, then you may need additional furniture. For more information, see <a href="www.lexmark.com/multifunctionprinters">www.lexmark.com/multifunctionprinters</a>.

Safety information 7

### SAVE THESE INSTRUCTIONS.

# Learning about the printer

# Finding information about the printer

What are you looking for?	Find it here
Initial setup instructions:  Connecting the printer Installing the printer software	Setup documentation—The setup documentation came with the printer and is also available at <a href="http://support.lexmark.com">http://support.lexmark.com</a> .
Additional setup and instructions for using the printer:  • Selecting and storing paper and specialty media  • Loading paper  • Configuring printer settings  • Viewing and printing documents and photos  • Setting up and using the printer software  • Configuring the printer on a network  • Caring for and maintaining the printer  • Troubleshooting and solving problems	User's Guide and Quick Reference Guide—The guides are available on the Documentation CD.  Note: These guides are also available in other languages.
Information on setting up and configuring the accessibility features of your printer.	Lexmark Accessibility Guide—This guide is available at <a href="http://support.lexmark.com">http://support.lexmark.com</a> .
Help using the printer software	Windows or Mac Help—Open a printer software program or application, and then click <b>Help</b> .  Click to view context-sensitive information.  Notes:  Help is automatically installed with the printer software.  The printer software is located in the printer program folder or on the desktop, depending on your operating system.

What are you looking for?	Find it here
The latest supplemental information, updates, and customer support:	Lexmark support Web site— http://support.lexmark.com
<ul><li>Documentation</li><li>Driver downloads</li></ul>	<b>Note:</b> Select your country or region, and then select your product to view the appropriate support site.
<ul><li>Live chat support</li><li>E-mail support</li><li>Voice support</li></ul>	Support telephone numbers and hours of operation for your country or region can be found on the support Web site or on the printed warranty that came with your printer.
	Record the following information (located on the store receipt and at the back of the printer), and have it ready when you contact customer support so that they may serve you faster:
	Machine Type number
	Serial number
	<ul><li>Date purchased</li><li>Store where purchased</li></ul>
Warranty information	Warranty information varies by country or region:
	<ul> <li>In the U.S.—See the Statement of Limited Warranty included with this printer, or go to <a href="http://support.lexmark.com">http://support.lexmark.com</a>.</li> </ul>
	• In other countries and regions—See the printed warranty that came with this printer.

# Selecting a location for the printer



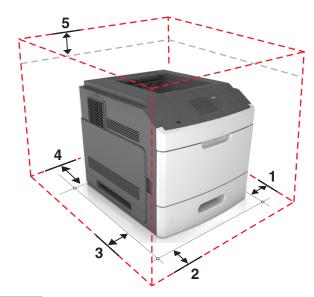
**CAUTION—POTENTIAL INJURY:** The printer weight is greater than 18 kg (40 lb) and requires two or more trained personnel to lift it safely.

When selecting a location for the printer, leave enough room to open trays, covers, and doors. If you plan to install any options, then leave enough room for them also. It is important to:

- Set up the printer near a properly grounded and easily accessible electrical outlet.
- Make sure airflow in the room meets the latest revision of the ASHRAE 62 standard or the CEN Technical Committee 156 standard.
- Provide a flat, sturdy, and stable surface.
- Keep the printer:
  - Clean, dry, and free of dust.
  - Away from stray staples and paper clips.
  - Away from the direct airflow of air conditioners, heaters, or ventilators.
  - Free from direct sunlight and humidity extremes.
- Observe the recommended temperatures and avoid fluctuations:

Ambient temperature	15.6 to 32.2°C (60 to 90°F)
Storage temperature	-40 to 60°C (-40 to 140°F)

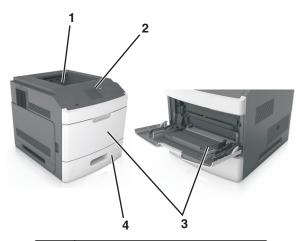
• Allow the following recommended amount of space around the printer for proper ventilation:



1	Right side	152 mm (6 in.)
2	Front	508 mm (20 in.)
3	Left side	152 mm (6 in.)
4 Rear		152 mm (6 in.)
5	Тор	115 mm (4.5 in.)

# **Printer configurations**

# Basic model



1	Standard bin
2	Printer control panel
3 Multipurpose feeder	
4	Standard 550-sheet tray (Tray 1)

## **Fully configured model**



**CAUTION—TIPPING HAZARD:** Floor-mounted configurations require additional furniture for stability. You must use either a printer stand or printer base if you are using multiple input options. If you purchased a printer with a similar configuration, then you may need additional furniture. For more information, see <a href="https://www.lexmark.com/multifunctionprinters">www.lexmark.com/multifunctionprinters</a>.

The following illustration shows the maximum number of optional finishers and trays that are supported by the printer. For more information on other configurations, visit <a href="https://www.lexmark.com/multifunctionprinters">www.lexmark.com/multifunctionprinters</a>.



	Hardware option	Alternative hardware option
1	Staple finisher	<ul><li>Output expander</li><li>4-bin mailbox</li><li>Staple, hole punch finisher</li></ul>
2	4-bin mailbox	<ul><li>Staple finisher</li><li>Staple, hole punch finisher</li><li>Output expander</li></ul>
3	Caster base	None
4	2100-sheet tray	None
5	550-sheet tray	250-sheet tray
6	250-sheet tray	550-sheet tray
7	4-bin mailbox	Output expander
8	Output expander	4-bin mailbox

The staple, hole punch finisher must not be combined with any other output options.

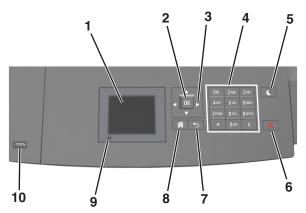
In a configuration with two or more optional finishers:

- The staple finisher must always be on top.
- The high-capacity output expander must always be at the bottom.
- The output expander is the only option that can be placed on top of the high-capacity output expander.
- The output expander and mailbox may be installed in any order.

#### When using optional trays:

- Always use a caster base when the printer is configured with a 2100-sheet tray.
- The 2100-sheet tray must always be at the bottom of a configuration.
- A maximum of four optional trays may be configured with the printer.
- The optional 250- and 550-sheet trays may be installed in any order.

# Using the printer control panel



	Use the	То	
1	Display	View the printer status.	
		Set up and operate the printer.	
2	Select button	Submit changes made in the printer settings.	
3	Arrow buttons	Scroll up and down or left and right.	
4	Keypad	Enter numbers, letters, or symbols.	
5	Sleep button	<ul> <li>Enable Sleep mode or Hibernate mode.</li> <li>Do the following to wake the printer from Sleep mode:</li> <li>Press any hard button.</li> <li>Pull out Tray 1 or load paper in the multipurpose feeder.</li> <li>Open a door or cover.</li> <li>Send a print job from the computer.</li> <li>Perform a power-on reset with the main power switch.</li> <li>Attach a device to the USB port on the printer.</li> </ul>	
6	Stop or Cancel button	Stop all printer activity.	
7	Back button	Return to the previous screen.	

	Use the	То	
8	Home button	Go to the home screen.	
9	Indicator light	Check the status of the printer.	
10	USB port	Connect a flash drive to the printer.	
		<b>Note:</b> Only the front USB port supports flash drives.	

# Understanding the colors of the Sleep button and indicator lights

The colors of the Sleep button and indicator lights on the printer control panel signify a certain printer status or condition.

Indicator light	Printer status
Off	The printer is off or in Hibernate mode.
Blinking green	The printer is warming up, processing data, or printing.
Solid green	The printer is on, but idle.
Blinking red	The printer requires user intervention.

Sleep button light	Printer status
Off	The printer is off, idle or in Ready state.
Solid amber	The printer is in Sleep mode.
Blinking amber	The printer is entering or waking from Hibernate mode.
Blinking amber for 0.1 second, then goes completely off for 1.9 seconds in a slow, pulsing pattern	The printer is in Hibernate mode.

# **Additional printer setup**

## **Installing internal options**



**CAUTION—SHOCK HAZARD:** If you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

**Warning—Potential Damage:** Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any controller board electronic components or connectors.

## **Available internal options**

- Memory card
  - DDR3 DIMM
  - Flash memory
    - Fonts
    - Firmware cards
      - Forms and Bar Code
      - PRESCRIBE
      - IPDS
- Printer hard disk
- Lexmark<sup>TM</sup> Internal Solutions Ports (ISP)
  - Parallel 1284-B interface
  - MarkNet<sup>TM</sup> N8350 802.11 b/g/n wireless printer server
  - RS-232-C serial interface

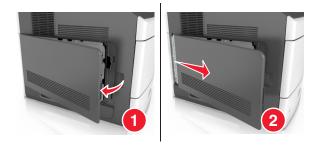
## Accessing the controller board

Note: This task requires a flat-head screwdriver.

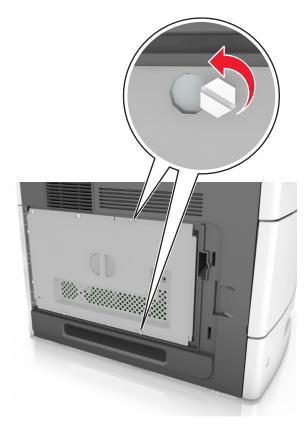
4

**CAUTION—SHOCK HAZARD:** If you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

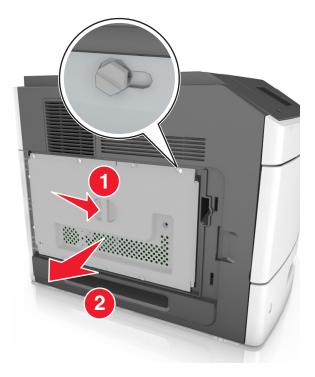
**1** Remove the controller board access cover.



**2** Using a screwdriver, loosen the screws on the controller board shield.

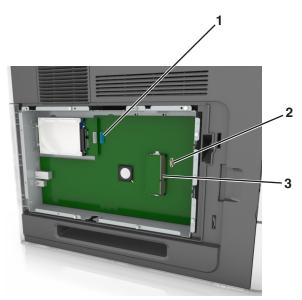


#### **3** Remove the shield.



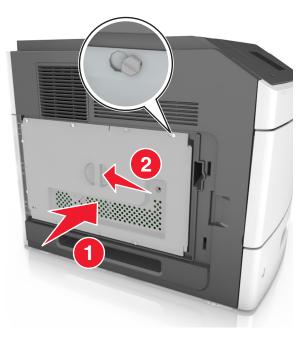
**4** Use the following illustration to locate the appropriate connector:

**Warning—Potential Damage:** Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer first before touching any controller board electronic component or connector.

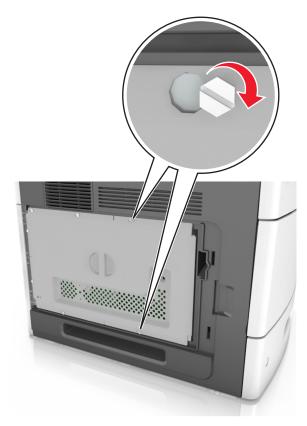


1	Lexmark Internal Solutions Port or printer hard disk connector	
2	Option card connector	
3	Memory card connector	

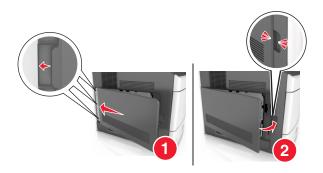
Align the screws with the holes on the shield, and then reattach the shield.



Tighten the screws on the shield.



7 Reattach the access cover.



#### Installing a memory card

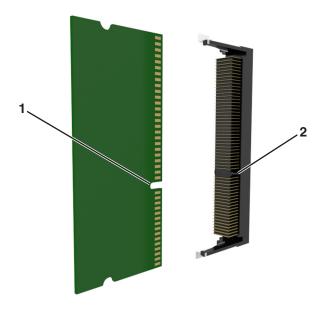


**CAUTION—SHOCK HAZARD:** If you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

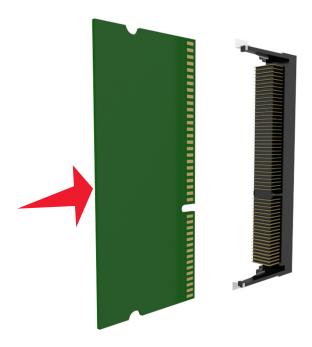
**Warning—Potential Damage:** Controller board electronic components are easily damaged by static electricity. Touch something metal on the printer first before touching any controller board electronic components or connectors.

An optional memory card can be purchased separately and attached to the controller board.

- 1 Access the controller board.
  For more information, see <u>"Accessing the controller board" on page 14.</u>
- **2** Unpack the memory card.
  - **Warning—Potential Damage:** Do not touch the connection points along the edge of the card. Doing so may cause damage.
- **3** Align the notch (1) on the memory card with the ridge (2) on the connector.



**4** Push the memory card straight into the connector, and then push the card toward the controller board wall until it *clicks* into place.



5 Reattach the controller board shield, and then the controller board access cover.

## **Installing an Internal Solutions Port**

The controller board supports one optional Lexmark Internal Solutions Port (ISP).

Note: This task requires a flat-head screwdriver.



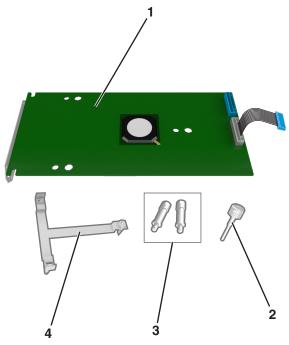
**CAUTION—SHOCK HAZARD:** If you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

**Warning—Potential Damage:** Controller board electronic components are easily damaged by static electricity. Touch something metal on the printer first before touching any controller board electronic components or connectors.

- **1** Access the controller board.

  For more information, see "Accessing the controller board" on page 14.
- **2** If an optional printer hard disk is installed, then remove the printer hard disk first. For more information, see <u>"Removing a printer hard disk" on page 29</u>.

#### 3 Unpack the ISP kit.



1	ISP solution	
2	Screw for attaching the plastic bracket to the ISP	
3	Screws for attaching the ISP mounting bracket to the controller board shield	
4	Plastic bracket	

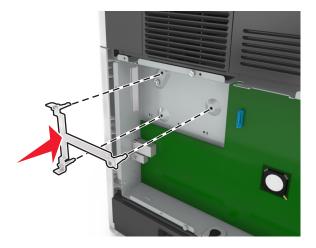
- **4** Remove the metal cover from the ISP opening.
  - a Loosen the screw.



**b** Lift the metal cover, and then pull it out completely.



**5** Align the posts of the plastic bracket with the holes on the controller board cage, and then press the plastic bracket on the controller board cage until it *clicks* into place. Make sure the cables are neatly tucked under the plastic bracket.

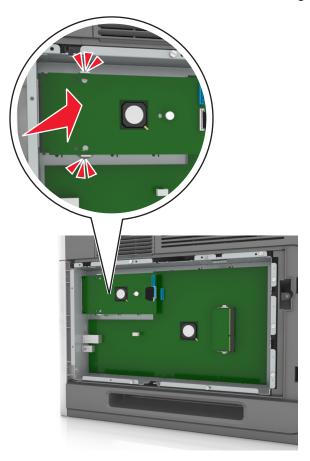


6 Install the ISP on the plastic bracket.



**Note:** Hold the ISP at an angle over the plastic bracket so that any overhanging connectors will pass through the ISP opening in the controller board cage.

7 Lower the ISP toward the plastic bracket until the ISP is seated between the guides of the plastic bracket.

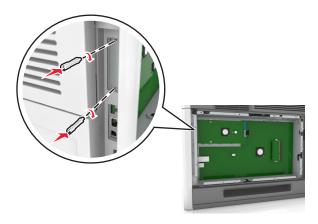


**8** Use the provided thumbscrew for the ISP to attach the plastic bracket to the ISP.



**Note:** Turn the screw clockwise, enough to hold the ISP in place, but do not tighten it yet.

**9** Attach the two provided screws to secure the ISP mounting bracket to the controller board shield.

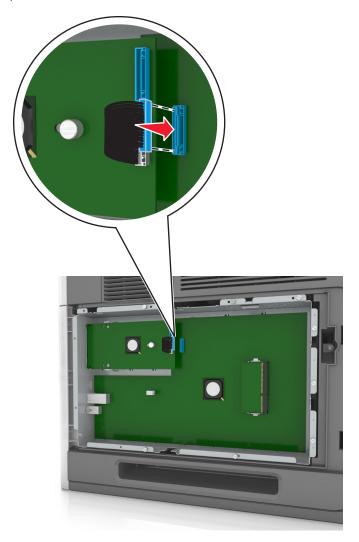


**10** Tighten the thumbscrew that is attached to the ISP.

Warning—Potential Damage: Do not screw it on too tightly.

**11** Connect the ISP solution interface cable into the receptacle of the controller board.

**Note:** The plugs and receptacles are color-coded.



### Installing an optional card

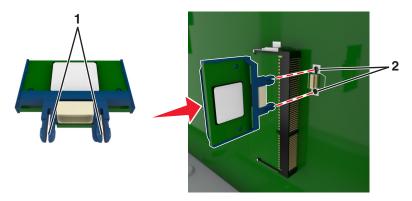


**CAUTION—SHOCK HAZARD:** If you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

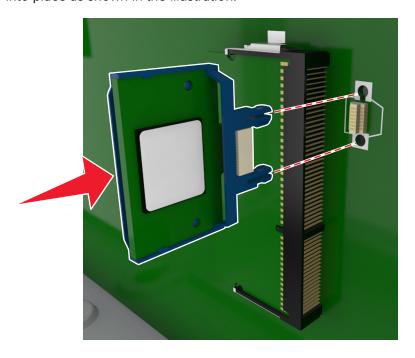
**Warning—Potential Damage:** Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any controller board electronic components or connectors.

- **1** Access the controller board.

  For more information, see <u>"Accessing the controller board" on page 14.</u>
- **2** Unpack the optional card.
  - Warning—Potential Damage: Avoid touching the connection points along the edge of the card.
- **3** Holding the card by its sides, align the plastic pins (1) on the card with the holes (2) on the controller board.



**4** Push the card firmly into place as shown in the illustration.



**Warning—Potential Damage:** Improper installation of the card may cause damage to the card and the controller board.

**Note:** The entire length of the connector on the card must touch and be flushed against the controller board.

**5** Close the controller board access door.

**Note:** When the printer software and any hardware options are installed, it may be necessary to manually add the options in the printer driver to make them available for print jobs. For more information, see "Adding available options in the print driver" on page 37.

#### Installing a printer hard disk

Note: This task requires a flat-head screwdriver.

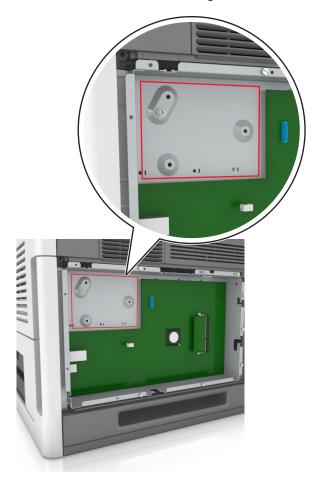


**CAUTION—SHOCK HAZARD:** If you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

**Warning—Potential Damage:** Controller board electronic components are easily damaged by static electricity. Touch something metal on the printer first before touching any controller board electronic components or connectors.

- 1 Access the controller board.
  For more information, see <u>"Accessing the controller board" on page 14.</u>
- **2** Unpack the printer hard disk.

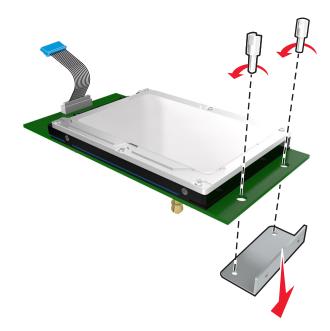
**3** Locate the appropriate connector on the controller board cage.



Note: If an optional ISP is currently installed, then the printer hard disk must be installed onto the ISP.

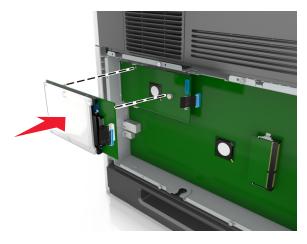
To install a printer hard disk onto the ISP:

**a** Remove the screws attached to the printer hard disk mounting bracket, and then remove the bracket.



**b** Align the standoffs of the printer hard disk to the holes in the ISP, and then press the printer hard disk down until the standoffs are in place.

**Installation warning:** Hold only the edges of the printed circuit board assembly. Do not touch or press on the center of the printer hard disk. Doing so may cause damage.



**c** Insert the plug of the printer hard disk interface cable into the receptacle of the ISP.

**Note:** The plugs and receptacles are color-coded.



**4** Align the standoffs of the printer hard disk to the holes in the controller board cage, and then press the printer hard disk down until the standoffs are in place.

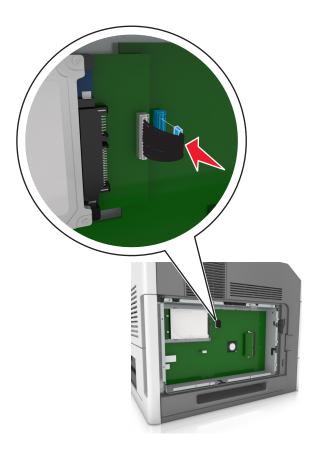
**Installation warning:** Hold only the edges of the printed circuit board assembly. Do not touch or press on the center of the printer hard disk. Doing so may cause damage.



**Note:** Make sure the cables are neatly tucked under the printer hard disk.

**5** Insert the plug of the printer hard disk interface cable into the receptacle of the controller board.

Note: The plugs and receptacles are color-coded.



## Removing a printer hard disk

Note: This task requires a flat-head screwdriver.

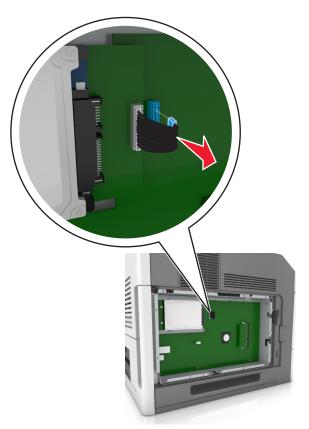


**CAUTION—SHOCK HAZARD:** If you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

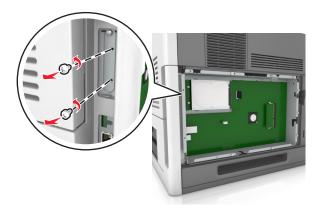
**Warning—Potential Damage:** Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any controller board electronic components or connectors.

- **1** Access the controller board.

  For more information, see <u>"Accessing the controller board" on page 14.</u>
- 2 Unplug the printer hard disk interface cable from the controller board, leaving the cable attached to the printer hard disk. To unplug the cable, squeeze the paddle at the plug of the interface cable to disengage the latch before pulling out the cable.



**3** Remove the screws holding the printer hard disk in place.



4 Remove the printer hard disk.



**5** Set aside the printer hard disk.

## Installing hardware options

#### Order of installation



**CAUTION—POTENTIAL INJURY:** The printer weight is greater than 18 kg (40 lb) and requires two or more trained personnel to lift it safely.



**CAUTION—SHOCK HAZARD:** If you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.



**CAUTION—TIPPING HAZARD:** Floor-mounted configurations require additional furniture for stability. You must use either a printer stand or printer base if you are using multiple input options. If you purchased a printer with a similar configuration, then you may need additional furniture. For more information, see <a href="https://www.lexmark.com/multifunctionprinters">www.lexmark.com/multifunctionprinters</a>.

Install the printer and any hardware options you have purchased in the following order:

- Caster base
- 2100-sheet tray or spacer
- Optional 550- or 250-sheet tray
- Printer

For more information on installing a caster base, optional 550- or 250-sheet tray, spacer, or 2100-sheet tray, see the setup sheet that came with the option.

#### Installing optional trays



**CAUTION—POTENTIAL INJURY:** The printer weight is greater than 18 kg (40 lb) and requires two or more trained personnel to lift it safely.



**CAUTION—SHOCK HAZARD:** If you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.



**CAUTION—TIPPING HAZARD:** Floor-mounted configurations require additional furniture for stability. You must use either a printer stand or printer base if you are using multiple input options. If you purchased a printer with a similar configuration, then you may need additional furniture. For more information, see <a href="https://www.lexmark.com/multifunctionprinters">www.lexmark.com/multifunctionprinters</a>.

1 Turn off the printer using the power switch, and then unplug the power cord from the electrical outlet.





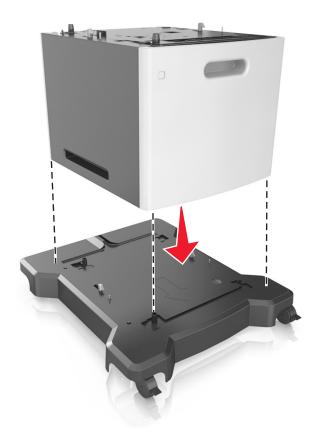
- **2** Unpack the optional tray, and then remove all packing material.
- **3** Pull out the tray completely from the base.





- **4** Remove any packing material from inside the tray.
- **5** Insert the tray into the base.
- **6** Place the tray near the printer.
- **7** Align the optional tray with the caster base.

**Note:** Make sure to lock the wheels of the caster base to secure the printer.



**8** Align the printer with the tray, and then slowly lower the printer into place.

**Note:** Optional trays lock together when stacked.



**9** Connect the power cord to the printer, then to a properly grounded electrical outlet, and then turn on the printer.





**Note:** When the printer software and any optional trays are installed, you may need to manually add the options in the printer driver to make them available for print jobs. For more information, see <u>"Adding available options in the print driver" on page 37.</u>

To uninstall the optional trays, slide the latch on the right side of the printer toward the front of the printer until it *clicks* into place, and then remove stacked trays one at a time from the top to the bottom.

# **Attaching cables**

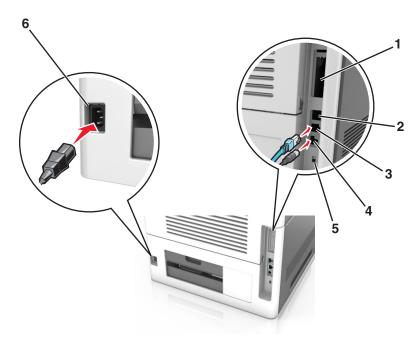


**CAUTION—POTENTIAL INJURY:** Do not set up this product or make any electrical or cabling connections, such as a power cord, a fax feature, or USB cable, during a lightning storm.

Connect the printer to the computer using a USB cable or Ethernet cable.

Make sure to match the following:

- The USB symbol on the cable with the USB symbol on the printer
- The appropriate Ethernet cable to the Ethernet port
- The appropriate parallel cable with the parallel port

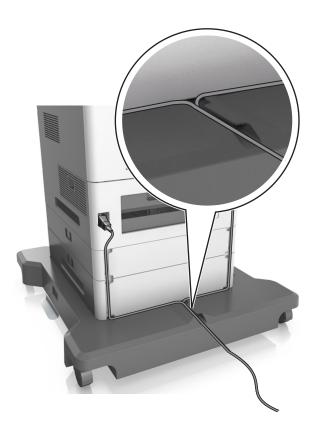


	Use the	То
1	Parallel port	Connect the printer to a computer.
		<b>Note:</b> This can also be used in installing an optional Internal Solutions Port (ISP).
2	USB port	Attach an optional wireless network adapter.
3	Ethernet port	Connect the printer to a network.
4	USB printer port	Connect the printer to a computer.
5	Security slot	Attach a lock that will secure the controller board.
6	Printer power cord socket	Connect the printer to a properly grounded electrical outlet.

**Warning—Potential Damage:** Do not touch the USB cable, any wireless network adapter, or the printer in the area shown while actively printing. Loss of data or a malfunction can occur.

**Note:** This feature is available only if you purchase optional trays and a caster base.

After attaching the Ethernet cable and power cord, neatly tuck the cables in the channels at the back of the printer.



# Setting up the printer software

# Installing the printer software

- **1** Obtain a copy of the software installer package.
  - From the software CD that came with your printer.
  - Go to <a href="http://support.lexmark.com">http://support.lexmark.com</a>, and then select your printer and operating system.
- **2** Run the installer, and then follow the instructions on the computer screen.
- **3** For Macintosh users, add the printer.

Note: Obtain the printer IP address from the TCP/IP section in the Network/Ports menu.

# Adding available options in the print driver

#### For Windows users

- **1** Open the printers folder.
- **2** Select the printer you want to update, and then do the following:
  - For Windows 7 or later, select **Printer properties**.
  - For earlier versions, select **Properties**.

- 3 Navigate to the Configuration tab, and then select **Update Now Ask Printer**.
- **4** Apply the changes.

#### For Macintosh users

- 1 From System Preferences in the Apple menu, navigate to your printer, and then select **Options & Supplies**.
- **2** Navigate to the list of hardware options, and then add any installed options.
- **3** Apply the changes.

# **Networking**

#### Notes:

- Purchase a MarkNet N8350 wireless network adapter before setting up the printer on a wireless network. For information on installing the wireless network adapter, see the instruction sheet that came with the adapter.
- A Service Set Identifier (SSID) is a name assigned to a wireless network. Wired Equivalent Privacy (WEP), Wi-Fi Protected Access (WPA), WPA2, and 802.1X-RADIUS are types of security used on a network.

### Preparing to set up the printer on an Ethernet network

To configure your printer to connect to an Ethernet network, organize the following information before you begin:

**Note:** If your network automatically assigns IP addresses to computers and printers, continue on to installing the printer.

- A valid, unique IP address for the printer to use on the network
- The network gateway
- The network mask
- A nickname for the printer (optional)

**Note:** A printer nickname can make it easier for you to identify your printer on the network. You can choose to use the default printer nickname, or assign a name that is easier for you to remember.

You will need an Ethernet cable to connect the printer to the network and an available port where the printer can physically connect to the network. Use a new network cable when possible to avoid potential problems caused by a damaged cable.

# Preparing to set up the printer on a wireless network

#### Notes:

- Make sure your wireless network adapter is installed in your printer and working properly. For more information, see the instruction sheet that came with the wireless network adapter.
- Make sure your access point (wireless router) is turned on and is working properly.

Make sure you have the following information before setting up the printer on a wireless network:

- **SSID**—The SSID is also referred to as the network name.
- Wireless Mode (or Network Mode)—The mode is either infrastructure or ad hoc.
- Channel (for ad hoc networks)—The channel defaults to automatic for infrastructure networks.

Some ad hoc networks will also require the automatic setting. Check with your system support person if you are not sure which channel to select.

- Security Method—There are four basic options for Security Method:
  - WEP key

If your network uses more than one WEP key, then enter up to four in the provided spaces. Select the key currently in use on the network by selecting the default WEP transmit key.

- WPA or WPA2 preshared key or passphrase

WPA includes encryption as an additional layer of security. The choices are AES or TKIP. Encryption must be set for the same type on the router and on the printer, or the printer will not be able to communicate on the network.

- 802.1X-RADIUS

If you are installing the printer on an 802.1X network, then you may need the following:

- Authentication type
- Inner authentication type
- 802.1X user name and password
- Certificates
- No security

If your wireless network does not use any type of security, then you will not have any security information.

**Note:** We do not recommend using an unsecured wireless network.

#### **Notes:**

- If you do not know the SSID of the network that your computer is connected to, then launch the wireless
  utility of the computer network adapter, and then look for the network name. If you cannot find the SSID
  or the security information for your network, then see the documentation that came with the access
  point, or contact your system support person.
- To find the WPA/WPA2 preshared key or passphrase for the wireless network, see the documentation that came with the access point, see the Embedded Web Server associated with the access point, or consult your system support person.

# Connecting the printer using the Wireless Setup Wizard

Before you begin, make sure that:

- A wireless network adapter is installed in the printer and is working properly. For more information, see the instruction sheet that came with the wireless network adapter.
- An Ethernet cable is disconnected from the printer.
- Active NIC is set to Auto. To set this to Auto, navigate to:



Note: Make sure to turn off the printer, then wait for at least five seconds, and then turn the printer back on.

**1** From the printer control panel, navigate to:

2 Select a wireless connection setup.

Use	То
Search for networks	Show available wireless connections.
	<b>Note:</b> This menu item shows all broadcast secured or unsecured SSIDs.
Enter a network name	Manually type the SSID.
	<b>Note:</b> Make sure to type the correct SSID.
Wi-Fi Protected Setup	Connect the printer to a wireless network using Wi-Fi Protected Setup.

**3** Press OK, and then follow the instructions on the printer display.

# Connecting the printer to a wireless network using Wi-Fi Protected Setup

Before you begin, make sure that:

- The access point (wireless router) is Wi-Fi Protected Setup (WPS) certified or WPS-compatible. For more information, see the documentation that came with your access point.
- A wireless network adapter is installed in the printer and is working properly. For more information, see the instruction sheet that came with the wireless network adapter.

#### Using the Push Button Configuration (PBC) method

**1** From the printer control panel, navigate to:

**2** Follow the instructions on the printer display.

#### Using the Personal Identification Number (PIN) method

**1** From the printer control panel, navigate to:

- **2** Copy the eight-digit WPS PIN.
- 3 Open a Web browser, and then type the IP address of your access point in the address bar.

#### **Notes:**

- The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the Web page correctly.

4 Access the WPS settings. For more information, see the documentation that came with your access point.

**5** Enter the eight-digit PIN, and then save the setting.

# Connecting the printer to a wireless network using the Embedded Web Server

Before you begin, make sure that:

- Your printer is connected temporarily to an Ethernet network.
- A wireless network adapter is installed in your printer and working properly. For more information, see the instruction sheet that came with the wireless network adapter.
- 1 Open a Web browser, and then type the printer IP address in the address field.

#### Notes:

- View the printer IP address on the printer control panel. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.
- If you are using a proxy server, then temporarily disable it to load the Web page correctly.
- 2 Click Settings > Network/Ports > Wireless.
- 3 Modify the settings to match the settings of your access point (wireless router).

**Note:** Make sure to enter the correct SSID, security method, preshared key or passphrase, network mode, and channel.

- 4 Click Submit.
- **5** Turn off the printer, and then disconnect the Ethernet cable. Then wait for at least five seconds, and then turn the printer back on.
- **6** To verify if your printer is connected to the network, print a network setup page. Then in the Network Card [x] section, see if the status is Connected.

# Setting up serial printing (Windows only)

- **1** Set the parameters in the printer.
  - **a** From the control panel, navigate to the menu for the port settings.
  - **b** Locate the menu for the serial port settings, and then adjust the settings, if necessary.
  - c Apply the changes.
- **2** From your computer, open the printers folder, and then select your printer.
- **3** Open the printer properties, and then select the COM port from the list.
- **4** Set the COM port parameters in Device Manager.

#### Notes:

- Serial printing reduces printing speed.
- Make sure that the serial cable is connected to the serial port on your printer.

# Verifying printer setup

### Printing a menu settings page

Print a menu settings page to review the current menu settings and to verify if the printer options are installed correctly.

**Note:** If you have not changed any menu settings, then the menu settings page lists all the factory default settings. When you select and save other settings from the menus, they replace the factory default settings as *user default settings*. A user default setting remains in effect until you access the menu again, choose another value, and save it.

From the printer control panel, navigate to:



# Printing a network setup page

If the printer is attached to a network, then print a network setup page to verify the network connection. This page also provides important information that aids network printing configuration.

1 From the printer control panel, navigate to:



2 Check the first section of the network setup page, and then confirm that the status is Connected.

If the status is Not Connected, then the LAN drop may not be active, or the network cable may be malfunctioning. Consult your system support person for a solution, and then print another network setup page.

# Loading paper and specialty media

The selection and handling of paper and specialty media can affect how reliably documents print. For more information, see <u>"Avoiding jams" on page 155</u> and <u>"Storing paper" on page 67</u>.

# Setting the paper size and type

- **1** From the printer control panel, navigate to:
  - > Settings > OK > Paper Menu > OK > Paper Size/Type > OK
- 2 Press the up or down arrow button to select the tray or feeder, and then press OK
- **3** Press the up or down arrow button to select the paper size, and then press OK.
- **4** Press the up or down arrow button to select the paper type, and then press of to change the settings.

# **Configuring Universal paper settings**

The Universal paper size is a user-defined setting that lets you print on paper sizes that are not preset in the printer menus.

#### **Notes:**

- The smallest supported Universal size is 70 x 127 mm (2.76 x 5 inches) for one-sided printing and 105 x 148 mm (4.13 x 5.83 inches) for two-sided (duplex) printing.
- The largest supported Universal size is 216 x 356 mm (8.5 x 14 inches) for one-sided and two-sided printing.
- When printing on paper less than 210 mm (8.3 inches) wide, the printer may print at a reduced speed after a period of time to ensure the best print performance.
- If you regularly print large jobs on narrow paper, then you may use the MS710 Series printer models, which print batches of 10 or more pages of narrow paper at a faster speed. For more information on the MS710 Series printer models, contact your Lexmark sales representative.

From the printer control panel, navigate to:

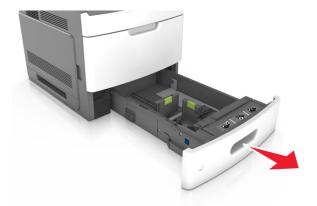
# Loading the 250- or 550-sheet tray

CAUTION—POTENTIAL INJURY: To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.

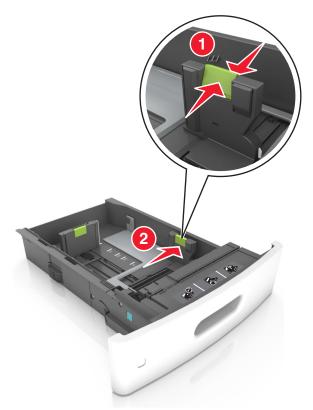
**1** Pull out the tray.

#### Notes:

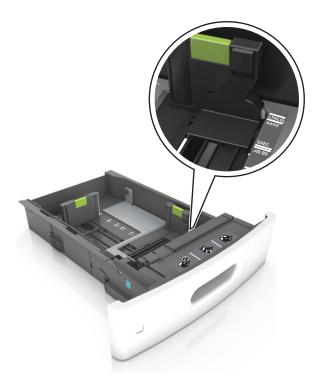
- When loading folio-, legal-, or Oficio-size paper, lift the tray slightly and pull it out completely.
- Avoid removing trays while a job prints or while **Busy** appears on the display. Doing so may cause a jam.



**2** Squeeze and slide the width guide to the correct position for the size of the paper being loaded until it *clicks* into place.



**Note:** Use the paper size indicators at the bottom of the tray to help position the guides.



**3** Unlock the length guide, and then squeeze and slide the guide to the correct position for the size of the paper being loaded.



#### Notes:

- Lock the length guide for all paper sizes.
- Use the paper size indicators at the bottom of the tray to help position the guides.



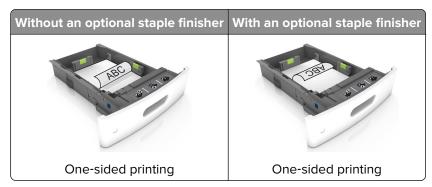
**4** Flex the sheets back and forth to loosen them, and then fan them. Do not fold or crease the paper. Straighten the edges on a level surface.



**5** Load the paper stack with the printable side facedown.

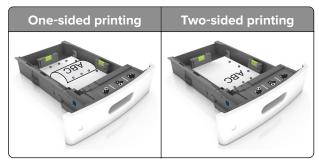
**Note:** Make sure the paper or envelope is loaded properly.

• There are different ways of loading letterhead depending on whether an optional staple finisher is installed or not.





• If you are loading prepunched paper for use with the staple finisher, then make sure the holes on the long edge of the paper are on the right side of the tray.

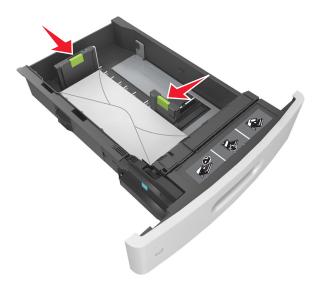


Note: If the holes on the long edge of the paper are on the left side of the tray, then a jam may occur.

• Do not slide the paper into the tray. Load paper as shown in the illustration.



• If you are loading envelopes, then make sure that the flap side is facing up and the envelopes are on the left side of the tray.



• Make sure the paper is below the solid line, which is the maximum paper fill indicator.



**Warning—Potential Damage:** Overfilling the tray can cause paper jams.

• When using card stock, labels, or other types of specialty media, make sure the paper is below the dashed line, which is the alternate paper fill indicator.



- **6** For custom- or Universal-size paper, adjust the paper guides to lightly touch the sides of the stack, and then lock the length guide.
- 7 Insert the tray.



**8** From the printer control panel, set the paper size and paper type in the Paper menu to match the paper loaded in the tray.

Note: Set the correct paper size and type to avoid paper jams and print quality problems.

# Loading the 2100-sheet tray

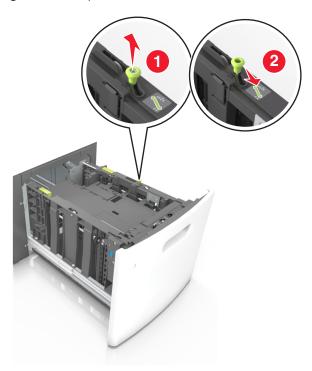
 $\triangle$ 

**CAUTION—POTENTIAL INJURY:** To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.

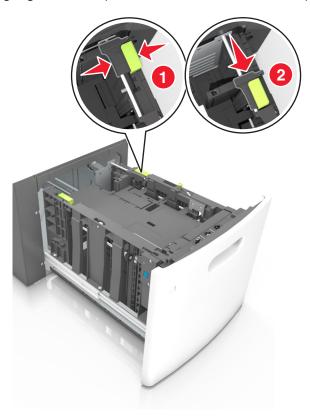
- **1** Pull out the tray.
- **2** Adjust the width and length guides.

### Loading A5-size paper

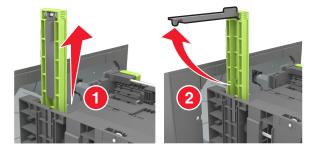
a Pull up and slide the width guide to the position for A5.



**b** Squeeze and slide the length guide to the position for A5 until it *clicks* into place.

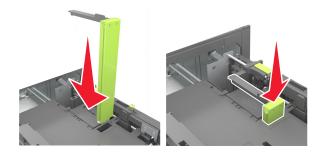


**c** Remove the A5 length guide from its holder.



**d** Insert the A5 length guide into its designated slot.

Note: Press the A5 length guide until it *clicks* into place.

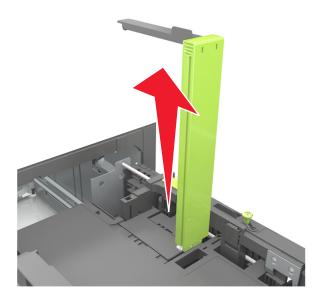


### Loading A4-, letter-, legal-, oficio-, and folio-size paper

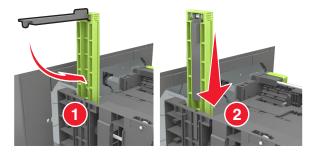
a Pull up and slide the width guide to the correct position for the size of the paper being loaded.



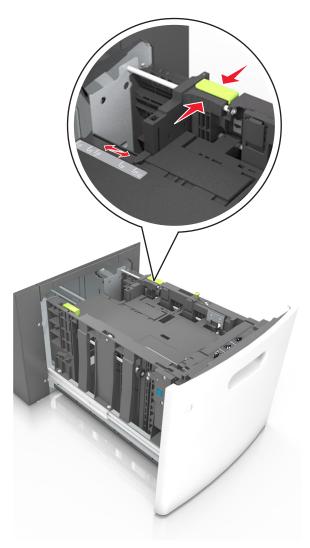
**b** If the A5 length guide is still attached to the length guide, then remove it from its place. If the A5 length guide is not attached, then proceed to step d.



**c** Put the A5 length guide in its holder.



**d** Squeeze the length guide and slide it to the correct position for the size of the paper being loaded until it *clicks* into place.



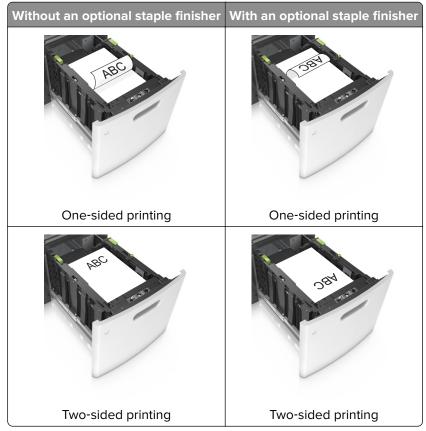
**3** Flex and fan the sheets to loosen them, and then fan them. Do not fold or crease the paper. Straighten the edges on a level surface.



**4** Load the paper stack with the printable side facedown.

Note: Make sure the paper is loaded properly.

• There are different ways for loading letterhead depending on whether an optional staple finisher is installed or not.

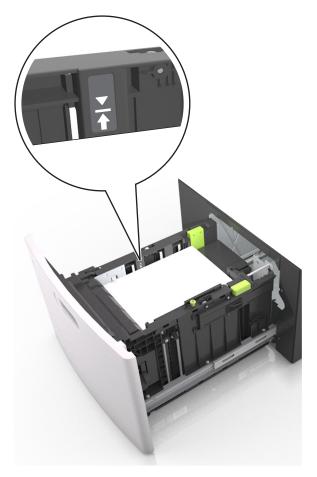


• If you are loading prepunched paper for use with the staple finisher, then make sure the holes on the long edge of the paper are on the right side of the tray.



Note: If the holes on the long edge of the paper are on the left side of the tray, then a jam may occur.

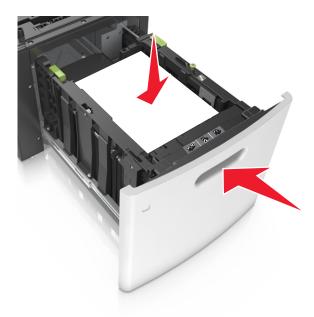
• Make sure the paper is below the maximum paper fill indicator.



**Warning—Potential Damage:** Overfilling the tray can cause paper jams.

**5** Insert the tray.

**Note:** Press the paper stack down while inserting the tray.



**6** From the printer control panel, set the size and type in the Paper menu to match the paper loaded in the tray.

**Note:** Set the correct paper size and type to avoid paper jams and print quality problems.

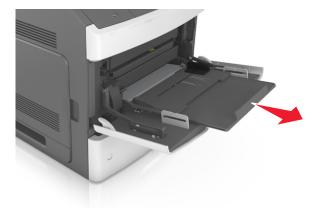
# Loading the multipurpose feeder

1 Pull down the multipurpose feeder door.

**Note:** Do not load or close the multipurpose feeder while a job is printing.



**2** Pull the multipurpose feeder extender.



**Note:** Guide the extender gently so that the multipurpose feeder is fully extended and open.

**3** Slide the width guide to the correct position for the size of the paper being loaded.



**Note:** Use the paper size indicators on the bottom of tray to help position the guides.



- **4** Prepare the paper or specialty media for loading.
  - Flex sheets of paper back and forth to loosen them, and then fan them. Do not fold or crease the paper. Straighten the edges on a level surface.



• Hold transparencies by the edges, and then fan them. Straighten the edges on a level surface.



**Note:** Avoid touching the printable side of the transparencies. Be careful not to scratch them.

• Flex the stack of envelopes back and forth to loosen them, and then fan them. Straighten the edges on a level surface.

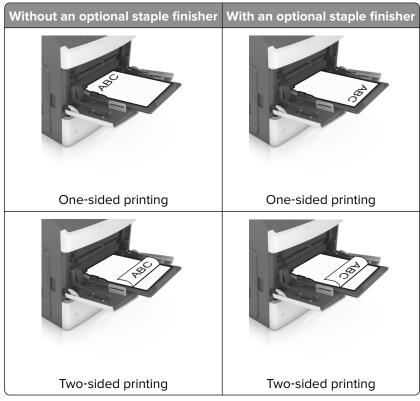


**5** Load the paper or specialty media.

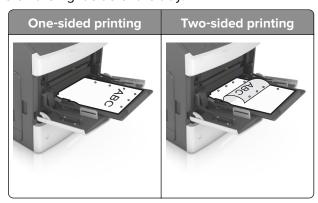
Note: Slide the stack gently into the multipurpose feeder until it comes to a stop.

- Load only one size and type of paper or specialty media at a time.
- Make sure the paper fits loosely in the multipurpose feeder, lies flat, and is not bent or wrinkled.

• There are different ways of loading letterhead depending on whether an optional staple finisher is installed or not.



• If you are loading prepunched paper for use with the staple finisher, then make sure the holes on the long edge of the paper are on the right side of the tray.



**Note:** If the holes on the long edge of the paper are on the left side of the tray, then a jam may occur.

• Load envelopes with the flap side down and on the left of the multipurpose feeder.



**Warning—Potential Damage:** Never use envelopes with stamps, clasps, snaps, windows, coated linings, or self-stick adhesives. These envelopes may severely damage the printer.

• Make sure the paper or specialty media is below the maximum paper fill indicator.



Warning—Potential Damage: Overfilling the feeder can cause paper jams.

- **6** For custom- or Universal-size paper, adjust the width guides to lightly touch the sides of the stack.
- **7** From the Paper menu on the printer control panel, set the paper size and type in the Paper menu to match the paper loaded in the tray.

Note: Set the correct paper size and type to avoid paper jams and print quality problems.

# Linking and unlinking trays

The printer links trays when the specified paper size and type are the same. When a linked tray becomes empty, paper feeds from the next linked tray. To prevent trays from linking, assign a unique custom paper type name.

### Linking and unlinking trays

1 Open a Web browser, and then type the printer IP address in the address field.

#### Notes:

- View the printer IP address on the printer control panel in the TCP/IP section under the Network/Ports menu. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.
- If you are using a proxy server, then temporarily disable it to load the Web page correctly.
- 2 Click Settings > Paper Menu.
- **3** Change the paper size and type settings for the trays you are linking.
  - To link trays, make sure the paper size and type for the tray match that of the other tray.
  - To unlink trays, make sure the paper size or type for the tray does not match that of the other tray.

#### 4 Click Submit.

**Note:** You can also change the paper size and type settings using the printer control panel. For more information, see <u>"Setting the paper size and type" on page 43</u>.

**Warning—Potential Damage:** Paper loaded in the tray should match the paper type name assigned in the printer. The temperature of the fuser varies according to the specified paper type. Printing issues may occur if settings are not properly configured.

# Creating a custom name for a paper type

### **Using the Embedded Web Server**

1 Open a Web browser, and then type the printer IP address in the address field.

#### **Notes:**

- View the printer IP address in the TCP/IP section in the Network/Ports menu. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the Web page correctly.
- 2 Click Settings > Paper Menu > Custom Names.
- **3** Select a custom name, and then type a new custom paper type name.
- 4 Click Submit.
- 5 Click Custom Types, and then verify if the new custom paper type name has replaced the custom name.

### Using the printer control panel

- **1** From the printer control panel, navigate to:
  - > Settings > OK > Paper Menu > OK > Custom Names
- **2** Select a custom name, and then type a new custom paper type name.
- 3 Press OK
- 4 Press Custom Types, and then verify if the new custom paper type name has replaced the custom name.

# Assigning a custom paper type

#### **Using the Embedded Web Server**

1 Open a Web browser, and then type the printer IP address in the address field.

#### **Notes:**

- View the printer IP address in the TCP/IP section in the Network/Ports menu. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the Web page correctly.
- 2 Click Settings > Paper Menu > Custom Types.
- **3** Select a custom paper type name, and then select a paper type.

Note: Paper is the factory default paper type for all user-defined custom names.

4 Click Submit.

#### Using the printer control panel

**1** From the printer control panel, navigate to:



**2** Select a custom paper type name, and then select a paper type.

Note: Paper is the factory default paper type for all user-defined custom names.

3 Press OK

# Paper and specialty media guide

#### Notes:

- Make sure that the paper size, type, and weight are set correctly on the computer or control panel.
- Flex, fan, and straighten specialty media before loading them.
- The printer may print at a reduced speed to prevent damage to the fuser.
- For more information on card stock and labels, see the Card Stock & Label Guide at http://support.lexmark.com.

# Using specialty media

# Tips on using card stock

Card stock is heavy, single-ply specialty media. Many of its variable characteristics, such as moisture content, thickness, and texture, can significantly affect print quality.

- From the printer control panel, set the paper size, type, texture, and weight in the Paper menu to match the card stock loaded in the tray.
- Print samples on the card stock being considered for use before buying large quantities.
- Specify the paper texture and weight from the tray settings to match the paper loaded in the tray.
- Preprinting, perforation, and creasing may significantly affect the print quality and cause jams or other paper feed problems.
- Before loading the card stock on the tray, flex and fan the card stock to loosen them. Straighten the edges
  on a level surface.

# Tips on using envelopes

- From the printer control panel, set the paper size, type, texture, and weight in the Paper menu to match the envelopes loaded in the tray.
- Print samples on the envelopes being considered for use before buying large quantities.
- Use envelopes designed specifically for laser printers.
- For best performance, use envelopes made from 90-g/m² (24-lb) paper or 25% cotton.
- Use only new envelopes from undamaged packages.
- To optimize performance and minimize jams, do not use envelopes that:
  - Have excessive curl or twist.
  - Are stuck together or damaged in any way.
  - Have windows, holes, perforations, cutouts, or embossing.
  - Have metal clasps, string ties, or folding bars.
  - Have an interlocking design.
  - Have postage stamps attached.
  - Have any exposed adhesive when the flap is in the sealed or closed position.

- Have bent corners.
- Have rough, cockle, or laid finishes.
- Adjust the width guides to fit the width of the envelopes.
- Before loading the envelopes on the tray, flex the stack of envelopes back and forth to loosen them, and then fan them. Straighten the edges on a level surface.

**Note:** A combination of high humidity (over 60%) and high printing temperature may wrinkle or seal envelopes.

### Tips on using labels

- From the printer control panel, set the paper size, type, texture, and weight in the Paper menu to match the labels loaded in the tray.
- Print samples on labels being considered for use before buying large quantities.
- For more information on label printing, characteristics, and design, see the *Card Stock & Label Guide* on the Lexmark Web site at <a href="http://support.lexmark.com">http://support.lexmark.com</a>.
- Use labels designed specifically for laser printers.
- Do not use labels with slick backing material.
- Do not use labels with exposed adhesive.
- Use full label sheets. Partial sheets may cause labels to peel off during printing, resulting in a jam. Partial sheets also contaminate the printer and the cartridge with adhesive, and could void the printer and toner cartridge warranties.
- Before loading labels on the tray, flex and fan labels to loosen them. Straighten the edges on a level surface.

Note: Vinyl and polyester labels are supported only in the MS710 Series printer models.

# Tips on using transparencies

- From the printer control panel, set the paper size, type, texture, and weight in the Paper menu to match the transparencies loaded in the tray.
- Print a test page on the transparencies being considered for use before buying large quantities.
- Use transparencies designed specifically for laser printers.
- Avoid getting fingerprints on the transparencies to prevent print quality problems.
- Before loading transparencies, flex and fan the sheets to prevent them from sticking together.
- When printing on large volumes of transparencies, make sure to print by batches of only up to 20 with an interval of at least three minutes between batches, to prevent the transparencies from sticking together in the bin. You can also remove transparencies from the bin by batches of 20.

# Paper guidelines

Selecting the correct paper or specialty media reduces printing problems. For the best print quality, try a sample of the paper or specialty media before buying large quantities.

### **Paper characteristics**

The following paper characteristics affect print quality and reliability. Consider these factors before printing on them:

### Weight

The printer trays and multipurpose feeder can automatically feed paper weights between  $60-176 \text{ g/m}^2$  (16–47-lb) grain long paper. The 2100-sheet tray can automatically feed paper weights up to  $60-135 \text{ g/m}^2$  (16–36-lb) grain long paper. Paper lighter than  $60 \text{ g/m}^2$  (16 lb) might not be stiff enough to feed properly, and may cause jams.

Note: Two-sided printing is supported for 60–176 g/m<sup>2</sup> (16–47-lb) paper.

#### Curl

Curl is the tendency for paper to curl at its edges. Excessive curl can cause paper feeding problems. Curl can occur after the paper passes through the printer, where it is exposed to high temperatures. Storing paper unwrapped in hot, humid, cold, or dry conditions, even in the trays, can contribute to paper curling prior to printing and can cause feeding problems.

#### **Smoothness**

Paper smoothness directly affects print quality. If paper is too rough, toner cannot fuse to it properly. If paper is too smooth, it can cause paper feeding or print quality issues. Always use paper between 100 and 300 Sheffield points; smoothness between 150 and 250 Sheffield points produces the best print quality.

#### Moisture content

The amount of moisture in paper affects both print quality and the ability of the printer to feed the paper correctly. Leave paper in its original wrapper until it is time to use it. This limits the exposure of paper to moisture changes that can degrade its performance.

Store paper in its original wrapper in the same environment as the printer for 24 to 48 hours before printing. Extend the time several days if the storage or transportation environment is very different from the printer environment. Thick paper may also require a longer conditioning period.

#### **Grain direction**

Grain refers to the alignment of the paper fibers in a sheet of paper. Grain is either *grain long*, running the length of the paper, or *grain short*, running the width of the paper.

For  $60-176 \text{ g/m}^2$  (16-47-lb) paper, grain long paper is recommended.

#### Fiber content

Most high-quality xerographic paper is made from 100% chemically treated pulped wood. This content provides the paper with a high degree of stability, resulting in fewer paper feeding problems and better print quality. Paper containing fibers such as cotton can negatively affect paper handling.

# Selecting paper

Using the appropriate paper prevents jams and helps ensure trouble-free printing.

To help avoid paper jams and poor print quality:

- Always use new, undamaged paper.
- Before loading paper, know the recommended printable side of the paper. This information is usually indicated on the paper package.
- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, types, or weights in the same tray; mixing results in jams.
- Do not use coated papers unless they are specifically designed for electrophotographic printing.

### Selecting preprinted forms and letterhead

- Use grain long for 60–90-g/m<sup>2</sup> (16–24-lb) paper.
- Use only forms and letterhead printed using an offset lithographic or engraved printing process.
- Avoid paper with rough or heavily textured surfaces.
- Use inks that are not affected by the resin in toner. Inks that are oxidation-set or oil-based generally meet these requirements; latex inks might not.
- Print samples on preprinted forms and letterheads considered for use before buying large quantities. This determines whether or not the ink in the preprinted form or letterhead will affect print quality.
- When in doubt, contact your paper supplier.

# Using recycled paper and other office papers

As an environmentally conscientious company, Lexmark supports the use of recycled paper produced specifically for use in laser (electrophotographic) printers.

While no blanket statement can be made that all recycled paper will feed well, Lexmark consistently tests papers that represent recycled cut size copier papers available on the global market. This scientific testing is conducted with rigor and discipline. Many factors are taken into consideration both separately and as a whole, including the following:

- Amount of post-consumer waste (Lexmark tests up to 100% post-consumer waste content.)
- Temperature and humidity conditions (Testing chambers simulate climates from all over the world.)
- Moisture content (Business papers should have low moisture: 4–5%.)
- · Bending resistance and proper stiffness means optimum feeding through the printer.
- Thickness (impacts how much can be loaded into a tray)
- Surface roughness (measured in Sheffield units, impacts print clarity and how well toner fuses to the paper)
- Surface friction (determines how easily sheets can be separated)
- Grain and formation (impacts curling, which also influences the mechanics of how the paper behaves as it moves through the printer)
- Brightness and texture (look and feel)

Recycled papers are better than ever; however, the amount of recycled content in a paper affects the degree of control over foreign matter. And while recycled papers are one good path to printing in an environmentally responsible manner, they are not perfect. The energy required to de-ink and deal with additives such as colorants and "glue" often generates more carbon emissions than does normal paper production. However, using recycled papers enables better resource management overall.

Lexmark concerns itself with the responsible use of paper in general based on life cycle assessments of its products. To gain a better understanding of the impact of printers on the environment, the company commissioned a number of life cycle assessments and found that paper was identified as the primary contributor (up to 80%) of carbon emissions caused throughout the entire life of a device (from design to end-of-life). This is due to the energy-intensive manufacturing processes required to make paper.

Thus, Lexmark seeks to educate customers and partners on minimizing the impact of paper. Using recycled paper is one way. Eliminating excessive and unnecessary paper consumption is another. Lexmark is well-equipped to help customers minimize printing and copying waste. In addition, the company encourages purchasing paper from suppliers who demonstrate their commitment to sustainable forestry practices.

Lexmark does not endorse specific suppliers, although a converter's product list for special applications is maintained. However, the following paper choice guidelines will help alleviate the environmental impact of printing:

- **1** Minimize paper consumption.
- 2 Be selective about the origin of wood fiber. Buy from suppliers who carry certifications such as the Forestry Stewardship Council (FSC) or The Program for the Endorsement of Forest Certification (PEFC). These certifications guarantee that the paper manufacturer uses wood pulp from forestry operators that employ environmentally and socially responsible forest management and restoration practices.
- **3** Choose the most appropriate paper for printing needs: normal 75 or 80 g/m<sup>2</sup> certified paper, lower weight paper, or recycled paper.

### Unacceptable paper examples

Test results indicate that the following paper types are at risk for use with laser printers:

- Chemically treated papers used to make copies without carbon paper, also known as carbonless papers
- Preprinted papers with chemicals that may contaminate the printer
- Preprinted papers that can be affected by the temperature in the printer fuser
- Preprinted papers that require a registration (the precise location on the page) greater than ± 2.3 mm (± 0.9 in.), such as optical character recognition (OCR) forms. In some cases, registration can be adjusted with a software application to successfully print on these forms.)
- Coated papers (erasable bond), synthetic papers, thermal papers
- Rough-edged, rough or heavily textured surface papers or curled papers
- Recycled papers that fail EN12281:2002 (European testing)
- Paper weighing less than 60 g/m<sup>2</sup> (16 lb)
- Multiple part forms or documents

For more information about Lexmark, visit <u>www.lexmark.com</u>. General sustainability-related information can be found at the **Environmental Sustainability** link.

# Storing paper

Use these paper storage guidelines to help avoid jams and uneven print quality:

- For best results, store paper where the temperature is 21°C (70°F) and the relative humidity is 40 percent. Most label manufacturers recommend printing in a temperature range of 18–24°C (65–75°F) with relative humidity between 40 and 60 percent.
- Store paper in cartons, on a pallet or shelf, rather than on the floor.
- Store individual packages on a flat surface.

- Do not store anything on top of individual paper packages.
- Take paper out of the carton or wrapper only when you are ready to load it in the printer. The carton and wrapper help keep the paper clean, dry, and flat.

# Supported paper sizes, types, and weights

The following tables provide information on standard and optional paper sources and the sizes, types, and weights of paper they support.

# Paper types and weights supported by the printer

The printer engine supports 60–176-g/m<sup>2</sup> (16–47-lb) paper weights.

Paper type	250- or 550-sheet trays	2100-sheet tray	Multipurpose feeder	Duplex
Paper	<b>✓</b>	<b>✓</b>	<b>✓</b>	<b>✓</b>
Card stock	<b>✓</b>	x	<b>✓</b>	<b>✓</b>
Plain Envelope	<b>✓</b>	x	<b>✓</b>	х
Rough Envelope	<b>✓</b>	x	<b>✓</b>	х
Paper labels	<b>✓</b>	x	<b>✓</b>	х
Pharmacy labels	<b>✓</b>	x	<b>✓</b>	✓
Transparencies*	<b>✓</b>	x	<b>✓</b>	х

<sup>\*</sup> Print on transparencies by batches of only up to 20 to prevent them from sticking together. For more information, see <u>"Tips on using transparencies" on page 64.</u>

# Paper sizes supported by the printer

**Note:** When printing on paper less than 210 mm (8.3 inches) wide, the printer may print at a reduced speed after a period of time to ensure the best print performance.

Paper size <sup>1</sup>	Dimensions	Standard or optional 250- or 550-sheet tray	Optional 2100-sheet tray	Multipurpose feeder	Duplex
A4	210 x 297 mm (8.3 x 11.7 in.)	<b>✓</b>	<b>✓</b>	<b>✓</b>	<b>✓</b>
A5	148 x 210 mm (5.8 x 8.3 in.)	<b>✓</b>	<b>\</b> 2	<b>✓</b>	<b>✓</b>
A6	105 x 148 mm (4.1 x 5.8 in.)	<b>✓</b>	x	<b>✓</b>	<b>✓</b>
JIS B5	182 x 257 mm (7.2 x 10.1 in.)	<b>✓</b>	x	<b>✓</b>	<b>✓</b>
Letter	216 x 279 mm (8.5 x 11 in.)	<b>✓</b>	<b>✓</b>	<b>✓</b>	<b>✓</b>
Legal	216 x 356 mm (8.5 x 14 in.)	<b>✓</b>	<b>✓</b>	<b>✓</b>	<b>√</b>
Executive	184 x 267 mm (7.3 x 10.5 in.)	<b>✓</b>	х	<b>✓</b>	<b>✓</b>
Oficio	216 x 340 mm (8.5 x 13.4 in.)	<b>✓</b>	<b>✓</b>	<b>✓</b>	<b>✓</b>
Folio	216 x 330 mm (8.5 x 13 in.)	<b>✓</b>	<b>✓</b>	<b>✓</b>	<b>✓</b>
Statement	140 x 216 mm (5.5 x 8.5 in.)	<b>✓</b>	x	<b>✓</b>	<b>√</b>
Universal <sup>3</sup>	105 x 148 mm to 216 x 356 mm (4.13 x 5.83 in. to 8.5 x 14 in.)	<b>✓</b>	х	<b>√</b>	<b>✓</b>
	70 x 127 mm to 216 x 356 mm (2.76 x 5 to 8.5 x 14 in.)	х	х	<b>√</b>	х
7 3/4 Envelope (Monarch)	98 x 191 mm (3.9 x 7.5 in.)	<b>✓</b>	x	<b>✓</b>	х
9 Envelope	98 x 225 mm (3.9 x 8.9 in.)	<b>✓</b>	x	<b>✓</b>	х

<sup>&</sup>lt;sup>1</sup> If your preferred default paper size cannot be set in the printer control panel, then you may select common paper sizes that correspond to the position of the length guide in the tray from the Paper Size/Type menu. If the paper size is not available, then select **Universal** or turn off tray size sensing. For more information, contact customer support.

<sup>&</sup>lt;sup>2</sup> Paper is supported in long-edge orientation.

<sup>&</sup>lt;sup>3</sup> Universal is supported in duplex mode only if the width is from 105 mm (4.13 in.) to 216 mm (8.5 in.), and the length is from 148 mm (5.83 in.) to 356 mm (14 in.).

Paper size <sup>1</sup>	Dimensions	Standard or optional 250- or 550-sheet tray	Optional 2100-sheet tray	Multipurpose feeder	Duplex
10 Envelope	105 x 241 mm (4.1 x 9.5 in.)	<b>✓</b>	x	<b>√</b>	x
DL Envelope	110 x 220 mm (4.3 x 8.7 in.)	<b>✓</b>	x	<b>✓</b>	x
C5 Envelope	162 x 229 mm (6.38 x 9.01 in.)	<b>✓</b>	x	<b>✓</b>	х
B5 Envelope	176 x 250 mm (6.93 x 9.84 in.)	<b>✓</b>	x	<b>✓</b>	X
Other Envelope	98 x 162 mm (3.9 x 6.4 in.) to 176 x 250 mm (6.9 x 9.8 in.)	<b>✓</b>	x	<b>✓</b>	X

<sup>&</sup>lt;sup>1</sup> If your preferred default paper size cannot be set in the printer control panel, then you may select common paper sizes that correspond to the position of the length guide in the tray from the Paper Size/Type menu. If the paper size is not available, then select **Universal** or turn off tray size sensing. For more information, contact customer support.

# Paper sizes, types, and weights supported by the output options

### Supported paper sizes

Paper size	4-bin mailbox	Output expander and high-capacity output expander	Staple finisher	Staple, hole punch finisher
A6	<b>✓</b>	<	x	x
A5	<b>✓</b>	<b>✓</b>	<b>√</b> 1	<b>√</b> 1,3
JIS B5	<b>✓</b>	<b>✓</b>	<b>√</b> 2	<b>√</b> 2
Executive	<b>✓</b>	<b>✓</b>	<b>√</b> 2	√2
Letter	<b>✓</b>	<b>✓</b>	<b>✓</b>	<b>✓</b>
A4	<b>✓</b>	<b>✓</b>	<b>✓</b>	<b>✓</b>

<sup>&</sup>lt;sup>1</sup> The finisher staples the paper if it is loaded long edge first.

<sup>&</sup>lt;sup>2</sup> Paper is supported in long-edge orientation.

 $<sup>^{3}</sup>$  Universal is supported in duplex mode only if the width is from 105 mm (4.13 in.) to 216 mm (8.5 in.), and the length is from 148 mm (5.83 in.) to 356 mm (14 in.).

<sup>&</sup>lt;sup>2</sup> The finisher stacks the paper but does not staple or punch holes in it.

<sup>&</sup>lt;sup>3</sup> The finisher stacks and staples the paper but does not punch holes in it.

<sup>&</sup>lt;sup>4</sup> The finisher staples the paper if its width is from 210 mm (8.27 in.) to 217 mm (8.54 in.).

Paper size	4-bin mailbox	Output expander and high-capacity output expander	Staple finisher	Staple, hole punch finisher
Legal	<b>✓</b>	<b>✓</b>	<b>✓</b>	<b>√</b> 3
Folio	<b>✓</b>	<b>✓</b>	<b>√</b>	✓
Oficio	<b>✓</b>	<b>√</b>	<b>√</b>	✓
Statement	<b>✓</b>	<b>√</b>	<b>√</b> 2	✓2
Universal	<b>✓</b>	<b>✓</b>	<b>√</b> 4	√3,4
Envelopes	х	<b>√</b>	х	х

<sup>&</sup>lt;sup>1</sup> The finisher staples the paper if it is loaded long edge first.

### Supported paper types and weights

Paper type	Paper weight	4-bin mailbox	Output expander and high-capacity output expander	Staple finisher	Staple, hole punch finisher
Plain Paper	90–176 g/m <sup>2</sup> (24–47 lb bond)	×	<b>✓</b>	x	x
	60–90 g/m <sup>2</sup> (16–24 lb bond)	<b>✓</b>	<b>✓</b>	<b>✓</b>	<b>✓</b>
Card Stock	163 g/m <sup>2</sup> (90 lb index)	x	<b>~</b>	<b>√</b> 1	<b>√</b> 1
	199 g/m <sup>2</sup> (110 lb index)	x	<b>✓</b>	x	x
Transparency <sup>2</sup>	146 g/m <sup>2</sup> (39 lb bond)	x	<b>✓</b>	<b>√</b> 1	<b>√</b> 1
Recycled	90–176 g/m <sup>2</sup> (24–47 lb bond)	x	<b>✓</b>	x	x
	60–90 g/m <sup>2</sup> (16–24 lb bond)	<b>✓</b>	<b>✓</b>	<b>✓</b>	<b>✓</b>
Paper labels	180 g/m <sup>2</sup> (48 lb bond)	x	<b>✓</b>	x	x

<sup>&</sup>lt;sup>1</sup> The finisher stacks the paper but does not staple or punch holes in it.

<sup>&</sup>lt;sup>2</sup> The finisher stacks the paper but does not staple or punch holes in it.

<sup>&</sup>lt;sup>3</sup> The finisher stacks and staples the paper but does not punch holes in it.

<sup>&</sup>lt;sup>4</sup> The finisher staples the paper if its width is from 210 mm (8.27 in.) to 217 mm (8.54 in.).

<sup>&</sup>lt;sup>2</sup> Print on transparencies by batches of only up to 20 to prevent them from sticking together. For more information, see <u>"Tips on using transparencies" on page 64.</u>

Paper type	Paper weight	4-bin mailbox	Output expander and high-capacity output expander	Staple finisher	Staple, hole punch finisher
Dual web and Integrated	180 g/m <sup>2</sup> (48 lb bond)	x	<b>✓</b>	x	x
Bond	90–176 g/m <sup>2</sup> (24–47 lb bond)	x	<b>~</b>	x	x
	60–90 g/m <sup>2</sup> (16–24 lb bond)	<b>✓</b>	<b>✓</b>	<b>✓</b>	<b>✓</b>
Envelope	105 g/m <sup>2</sup> (28 lb bond)	x	<b>✓</b>	x	x
Rough Envelope	105 g/m <sup>2</sup> (28 lb bond)	x	<b>✓</b>	x	x
Letterhead	90–176 g/m <sup>2</sup> (24–47 lb bond)	x	<b>~</b>	x	x
	60–90 g/m <sup>2</sup> (16–24 lb bond)	<b>✓</b>	<b>✓</b>	<b>✓</b>	<b>✓</b>
Preprinted	90–176 g/m <sup>2</sup> (24–47 lb bond)	x	<b>✓</b>	x	x
	60–90 g/m <sup>2</sup> (16–24 lb bond)	<b>✓</b>	<b>✓</b>	<b>✓</b>	<b>✓</b>
Colored Paper	90–176 g/m <sup>2</sup> (24–47 lb bond)	x	<b>✓</b>	x	x
	60–90 g/m <sup>2</sup> (16–24 lb bond)	<b>✓</b>	<b>✓</b>	<b>✓</b>	<b>✓</b>
Light paper	90–176 g/m <sup>2</sup> (24–47 lb bond)	x	<b>✓</b>	x	x
	60–90 g/m <sup>2</sup> (16–24 lb bond)	<b>✓</b>	<b>✓</b>	<b>✓</b>	<b>✓</b>
Heavy paper	90–176 g/m <sup>2</sup> (24–47 lb bond)	×	<b>✓</b>	x	x
	60–90 g/m <sup>2</sup> (16–24 lb bond)	<b>✓</b>	<b>✓</b>	<b>✓</b>	<b>✓</b>

 $<sup>^{\</sup>rm 1}\,{\rm The}$  finisher stacks the paper but does not staple or punch holes in it.

<sup>&</sup>lt;sup>2</sup> Print on transparencies by batches of only up to 20 to prevent them from sticking together. For more information, see <u>"Tips on using transparencies" on page 64</u>.

Paper type	Paper weight	4-bin mailbox	Output expander and high-capacity output expander	Staple finisher	Staple, hole punch finisher
Rough/cotton	90–176 g/m <sup>2</sup> (24–47 lb bond)	x	<b>✓</b>	x	x
	60–90 g/m <sup>2</sup> (16–24 lb bond)	<b>✓</b>	<b>~</b>	<b>✓</b>	<b>✓</b>
Custom type [x]	90–176 g/m <sup>2</sup> (24–47 lb bond)	x	<b>✓</b>	x	x
	60–90 g/m <sup>2</sup> (16–24 lb bond)	<b>✓</b>	<b>✓</b>	<b>√</b>	<b>✓</b>

 $<sup>^{\</sup>rm 1}\,{\rm The}$  finisher stacks the paper but does not staple or punch holes in it.

<sup>&</sup>lt;sup>2</sup> Print on transparencies by batches of only up to 20 to prevent them from sticking together. For more information, see <u>"Tips on using transparencies" on page 64.</u>

# **Printing**

# **Printing a document**

#### Printing from a computer

**Note:** For labels, card stock, and envelopes, set the paper size and type in the printer before sending the print job.

- **1** From the document that you are trying to print, open the Print dialog.
- **2** If necessary, adjust the settings.
- **3** Send the print job.

#### Adjusting toner darkness

#### **Using the Embedded Web Server**

1 Open a Web browser, and then type the IP address of the printer in the address field.

#### Notes:

- View the printer IP address in the TCP/IP section in the Network/Ports menu. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.
- If you are using a proxy server, then temporarily disable it to load the Web page correctly.
- 2 Click Settings > Print Settings > Quality Menu > Toner Darkness.
- **3** Adjust the toner darkness, and then click **Submit**.

#### Using the printer control panel

**1** From the printer control panel, navigate to:



2 Adjust the toner darkness, and then press OK

# Printing from a flash drive

### Printing from a flash drive

#### **Notes:**

 Before printing an encrypted PDF file, you will be prompted to enter the file password from the printer control panel.

- You cannot print files for which you do not have printing permissions.
- 1 Insert a flash drive into the USB port.



#### Notes:

- A flash drive icon appears on the printer control panel and in the held jobs icon when a flash drive is installed.
- If you insert the flash drive when the printer requires attention, such as when a jam has occurred, then the printer ignores the flash drive.
- If you insert the flash drive while the printer is processing other print jobs, then **Busy** appears. After these print jobs are processed, you may need to view the held jobs list to print documents from the flash drive.

**Warning—Potential Damage:** Do not touch the printer or the flash drive in the area shown while actively printing, reading, or writing from the memory device. Loss of data can occur.



- **2** From the printer control panel, select the document you want to print.
- **3** Press the left or right arrow button to specify the number of copies for printing, and then press OK



#### **Notes:**

- Do not remove the flash drive from the USB port until the document has finished printing.
- If you leave the flash drive in the printer after leaving the initial USB menu screen, then access held jobs from the printer control panel to print files from the flash drive.

### Supported flash drives and file types

#### Notes:

- · High-speed USB flash drives must support the full-speed standard. Low-speed USB devices are not supported.
- USB flash drives must support the File Allocation Table (FAT) system. Devices formatted with New Technology File System (NTFS) or any other file system are not supported.

Recommended flash drives	File type
Lexar JumpDrive FireFly (512MB and 1GB)	Documents:
SanDisk Cruzer Micro (512MB and 1GB)	• .pdf
Sony Micro Vault Classic (512MB and 1GB)	• .xps
	Images:
	• .dcx
	• .gif
	• .jpeg or .jpg
	• .bmp
	• .pcx
	• .tiff or .tif
	• .png
	• .fls

## Printing from a mobile device

**Note:** Make sure that the printer and mobile device share the same wireless network. For information on configuring the wireless settings of your mobile device, see the documentation that came with the device.

#### Printing from a mobile device using Mopria Print Service

Mopria® Print Service is a mobile printing solution for mobile devices running on Android version 4.4 or later. It allows you to print directly to any Mopria-certified printer.

Note: Before printing, make sure that the Mopria Print Service is enabled.

- 1 From the home screen of your mobile device, launch a compatible application.
- 2 Tap **Print**, and then select the printer.
- **3** Send the print job.

#### Printing from a mobile device using Google Cloud Print

Google Cloud  $Print^{TM}$  is a mobile printing service that allows enabled applications on mobile devices to print to any Google Cloud Print-ready printer.

- 1 From the home screen of your mobile device, launch an enabled application.
- 2 Tap Print, and then select the printer.
- **3** Send the print job.

### Printing from a mobile device using AirPrint

AirPrint is a mobile printing solution that allows you to print directly from Apple devices to an AirPrint-certified printer.

**Note:** This application is supported only in some Apple devices.

- 1 From the home screen of your mobile device, launch a compatible application.
- 2 Select an item to print, and then tap the share icon.
- **3** Tap **Print**, and then select the printer.
- 4 Send the print job.

## Printing confidential and other held jobs

### Storing print jobs in the printer

**1** From the printer control panel, navigate to:



Print job type	Description
Max Invalid PIN	Limits the number of times an invalid PIN can be entered.
	<b>Note:</b> When the limit is reached, the print jobs for that user name and PIN are deleted.
Confidential Job Expiration	Lets you hold print jobs in the computer until you enter the PIN from the printer control panel.
	<b>Note:</b> The PIN is set from the computer. It must be four digits, using the numbers 0–9.
Repeat Job Expiration	Lets you print and store print jobs in the printer memory for reprinting.
Verify Job Expiration	Lets you print one copy of a print job while the printer holds the remaining copies. It allows you to examine if the first copy is satisfactory. The print job is automatically deleted from the printer memory once all copies are printed.
Reserve Job Expiration	Lets you store print jobs for printing at a later time. The print jobs are held until deleted from the Held Jobs menu.

#### Notes:

- Confidential, Verify, Reserve, and Repeat print jobs may be deleted if the printer requires extra memory to process additional held jobs.
- You can set the printer to store print jobs in the printer memory until you start the print job from the printer control panel.
- All print jobs that can be initiated by the user at the printer are called *held jobs*.



### **Printing held jobs**

- **1** From the document you are trying to print, open the Print dialog.
- **2** Select the printer, and then do either of the following:
  - For Windows users, click **Properties** or **Preferences**, and then click **Print and Hold**.
  - For Macintosh users, select **Print and Hold**.
- **3** Select the print job type.
- **4** If necessary, assign a user name.
- **5** Send the print job.
- **6** From the printer home screen, select **Held Jobs**.
- **7** Send the print job.

# **Printing information pages**

#### Printing a font sample list

**1** From the printer control panel, navigate to:



- **2** Press the up or down arrow button to select the font setting.
- 3 Press OK

Note: The PPDS fonts appear only when the PPDS data stream is activated.

#### **Printing a directory list**

From the printer control panel, navigate to:



**Note:** The Print Directory menu item appears only when an optional flash memory or printer hard disk is installed.

# Canceling a print job

### Canceling a print job from the printer control panel

- **1** From the printer control panel, press
- 2 When a list of print jobs appears, select the job to cancel, and then press
- **3** Press to go back to the home screen.

### Canceling a print job from the computer

#### For Windows users

- **1** Open the printers folder, and then select your printer.
- **2** From the print queue, select the print job you want to cancel, and then delete it.

#### For Macintosh users

- **1** From System Preferences in the Apple menu, navigate to your printer.
- 2 From the print queue, select the print job you want to cancel, and then delete it.

# **Understanding the printer menus**

# **Menus list**

Paper Menu	Reports	Network/Ports
Default Source	Menu Settings Page	Active NIC
Paper Size/Type	Device Statistics	Standard Network <sup>2</sup>
Configure MP	Stapler Test	Standard USB
Substitute Size	Network Setup Page <sup>1</sup>	Parallel [x]
Paper Texture	Profiles List	Serial [x]
Paper Weight	Print Fonts	SMTP Setup
Paper Loading	Print Directory	
Custom Types	Asset Report	
Universal Setup		
Bin Setup		
Security	Settings	Help
Confidential Print	General Settings	Print All Guides
Erase Temporary Data Files	Flash Drive Menu	Print Quality
Security Audit Log	Print Settings	Printing Guide
Set Date and Time		Media Guide
		Print Defects Guide
		Menu Map
		Information Guide
		Connection Guide
		Moving Guide
		Supplies Guide

<sup>&</sup>lt;sup>1</sup> Depending on the printer setup, this menu item appears as Network Setup Page or Network [x] Setup Page.

<sup>&</sup>lt;sup>2</sup> Depending on the printer setup, this menu item appears as Standard Network or Network [x].

# Paper menu

Vinyl label is supported only in MS710 Series printer models.

### **Default Source menu**

Use	То
Default Source	Set a default paper source for all print jobs.
Tray [x] MP Feeder Manual Paper Manual Envelope	<ul> <li>Notes:</li> <li>Tray 1 (standard tray) is the factory default setting.</li> <li>From the Paper menu, set Configure MP to "Cassette" for MP Feeder to appear as a menu setting.</li> </ul>
	<ul> <li>If the same size and type of paper are in two trays and the paper size and paper type settings match, then the trays are automatically linked. When one tray is empty, the print job continues using the linked tray.</li> </ul>

# Paper Size/Type menu

Use	То	
Tray [x] Size	Specify the paper size loaded in each tray.	
A4	Notes:	
A5	Letter is the U.S. factory default setting. A4 is the international	
A6	factory default setting.	
JIS-B5	If two trays contain paper of the same size and type, and the trays	
Letter Legal	have the same settings, then the trays are automatically linked. The	
Executive	multipurpose feeder may also be linked. When one tray is empty,	
Oficio (Mexico)	the print job continues using the linked tray.	
Folio	<ul> <li>The A6 paper size is supported only in Tray 1 and in the multipurpose feeder.</li> </ul>	
Statement		
Universal		
7 3/4 Envelope		
9 Envelope		
10 Envelope		
DL Envelope		
C5 Envelope		
B5 Envelope		
Other Envelope		
<b>Note:</b> Only installed trays and feeders are listed in this menu.		

Use	То
Tray [x] Type	Specify the paper type loaded in each tray.
Plain Paper	Notes:
Card Stock	
Transparency	Plain Paper is the factory default setting for Tray 1.
Recycled	Custom Type [x] is the factory default setting for all other trays.
Labels	If available, a user-defined name will appear instead of Custom  Time [v]
Bond	Type [x].
Envelope	Use this menu to configure automatic tray linking.
Rough Envelope	
Letterhead	
Preprinted	
Colored Paper	
Light Paper	
Heavy Paper	
Rough/Cotton	
Custom Type [x]	
MP Feeder Size	Specify the paper size loaded in the multipurpose feeder.
Α4	Notes:
A5	
A6	Letter is the U.S. factory default setting. A4 is the international factory default setting.
JIS B5	factory default setting.
Letter	<ul> <li>From the Paper menu, set Configure MP to "Cassette" for MP Feeder Size to appear as a menu.</li> </ul>
Legal	<ul> <li>The multipurpose feeder does not automatically detect paper size.</li> </ul>
Executive	Make sure to set the paper size value.
Oficio (Mexico)	Make sure to set the paper size value.
Folio	
Statement	
Universal	
7 3/4 Envelope	
9 Envelope	
10 Envelope	
DL Envelope	
C5 Envelope	
B5 Envelope	
Other Envelope	

**Note:** Only installed trays and feeders are listed in this menu.

Use	То
MP Feeder Type	Specify the paper type loaded in the multipurpose feeder.
Plain Paper	Notes:
Card Stock	
Transparency	Plain Paper is the factory default setting.
Recycled	• From the Paper menu, set Configure to "Cassette" for MP Feeder
Labels	Type to appear as a menu.
Bond	
Envelope	
Rough Envelope	
Letterhead	
Preprinted	
Colored Paper	
Light Paper	
Heavy Paper	
Rough/Cotton	
Custom Type [x]	
Manual Paper Size	Specify the paper size being manually loaded.
A4	<b>Note:</b> Letter is the U.S. factory default setting. A4 is the international
A5	factory default setting.
A6	
JIS B5	
Letter	
Legal	
Executive	
Oficio (Mexico)	
Folio	
Statement	
Universal	
Manual Paper Type	Specify the paper type being manually loaded.
Plain Paper	Notes:
Card Stock	
Transparency	Plain Paper is the factory default setting.
Recycled	• From the Paper menu, set Configure MP to "Manual" for Manual Paper Type to appear as a menu.
Labels	Faper Type to appear as a menu.
Bond	
Letterhead	
Preprinted	
Colored Paper	
Light Paper	
Heavy Paper	
Rough/Cotton	
Custom Type [x]	

Specify the envelope size being manually loaded.
Note: 10 Envelope is the U.S. factory default setting. DL Envelope is the
international factory default setting.
Specify the envelope type being manually loaded.
Note: Envelope is the factory default setting.

# **Configure MP menu**

Use	То
Configure MP	Determine when the printer selects paper from the multipurpose feeder.
Cassette	Notes:
Manual First	<ul> <li>Cassette is the factory default setting. Cassette configures the multipurpose feeder as the automatic paper source.</li> </ul>
	<ul> <li>Manual sets the multipurpose feeder only for manual-feed print jobs.</li> </ul>
	<ul> <li>First configures the multipurpose feeder as the primary paper source.</li> </ul>

# **Substitute Size menu**

Use	То
Substitute Size Off	Substitute a specified paper size if the requested paper size is not available.
Statement/A5	Notes:
Letter/A4 All Listed	All Listed is the factory default setting. All available substitutions are allowed.
	Off indicates that no size substitutions are allowed.
	<ul> <li>Setting a size substitution lets the print job continue without Change Paper appearing.</li> </ul>

# Paper Texture menu

Use	То
Plain Texture Smooth Normal Rough	Specify the relative texture of the plain paper loaded in a specific tray.  Note: Normal is the factory default setting.
Card Stock Texture Smooth Normal Rough	Specify the relative texture of the card stock loaded in a specific tray.  Notes:  Normal is the factory default setting.  These options appear only if card stock is supported.
Transparency Texture Smooth Normal Rough	Specify the relative texture of the transparencies loaded in a specific tray.  Note: Normal is the factory default setting.
Recycled Texture Smooth Normal Rough	Specify the relative texture of the recycled paper loaded in a specific tray.  Note: Normal is the factory default setting.
Labels Texture Smooth Normal Rough	Specify the relative texture of the labels loaded in a specific tray.  Note: Normal is the factory default setting.
Vinyl Labels Texture Smooth Normal Rough	Specify the relative texture of the vinyl labels loaded in a specific tray.  Note: Normal is the factory default setting.
Bond Texture Smooth Normal Rough	Specify the relative texture of the bond paper loaded in a specific tray.  Note: Rough is the factory default setting.
Envelope Texture Smooth Normal Rough	Specify the relative texture of the envelopes loaded in a specific tray.  Note: Normal is the factory default setting.
Rough Envelope Texture Rough	Specify the relative texture of the rough envelopes loaded in a specific tray.  Note: Rough is the factory default setting.
Letterhead Texture Smooth Normal Rough	Specify the relative texture of the letterhead loaded in a specific tray.  Note: Normal is the factory default setting.

Use	То
Preprinted Texture Smooth Normal Rough	Specify the relative texture of the preprinted paper loaded in a specific tray.  Note: Normal is the factory default setting.
Colored Texture Smooth Normal Rough	Specify the relative texture of the colored paper loaded in a specific tray.  Note: Normal is the factory default setting.
Light Texture Smooth Normal Rough	Specify the relative texture of the light paper loaded in a specific tray.  Note: Normal is the factory default setting.
Heavy Texture Smooth Normal Rough	Specify the relative texture of the heavy paper loaded in a specific tray.  Note: Normal is the factory default setting.
Rough/Cotton Texture Rough	Specify the relative texture of the rough or cotton paper loaded in a specific tray.  Note: Rough is the factory default setting.
Custom [x] Texture Smooth Normal Rough	Specify the relative texture of the custom paper loaded in a specific tray.  Note: Normal is the factory default setting.

# Paper Weight menu

Use	То
Plain Weight Light Normal Heavy	Specify the relative weight of the plain paper loaded.  Note: Normal is the factory default setting.
Card Stock Weight Light Normal Heavy	Specify the relative weight of the card stock loaded.  Note: Normal is the factory default setting.
Transparency Weight Light Normal Heavy	Specify the relative weight of the transparencies loaded.  Note: Normal is the factory default setting.
Recycled Weight Light Normal Heavy	Specify the relative weight of the recycled paper loaded.  Note: Normal is the factory default setting.

Use	То
Labels Weight Light Normal Heavy	Specify the relative weight of the labels loaded.  Note: Normal is the factory default setting.
Vinyl Labels Weight Light Normal Heavy	Specify the relative weight of the vinyl labels loaded.  Note: Normal is the factory default setting.
Bond Weight Light Normal Heavy	Specify the relative weight of the bond paper loaded.  Note: Normal is the factory default setting.
Envelope Weight Light Normal Heavy	Specify the relative weight of the envelope loaded.  Note: Normal is the factory default setting.
Rough Envelope Weight Light Normal Heavy	Specify the relative weight of the rough envelope loaded.  Note: Normal is the factory default setting.
Letterhead Weight Light Normal Heavy	Specify the relative weight of the letterhead loaded.  Note: Normal is the factory default setting.
Preprinted Weight Light Normal Heavy	Specify the relative weight of the preprinted paper loaded.  Note: Normal is the factory default setting.
Colored Weight Light Normal Heavy	Specify the relative weight of the colored paper loaded.  Note: Normal is the factory default setting.
<b>Light Weight</b> Light	Specify that the weight of the paper loaded is light.
Heavy Weight Heavy	Specify that the weight of the paper loaded is heavy.
Rough/Cotton Weight Light Normal Heavy	Specify the relative weight of the cotton or rough paper loaded.  Note: Normal is the factory default setting.

Use	То
Custom [x] Weight	Specify the relative weight of the custom paper loaded.
Light Normal	Notes:
Heavy	Normal is the factory default setting.
	<ul> <li>The options appear only when the custom type is supported.</li> </ul>

# Paper Loading menu

Use	То
Card Stock Loading Duplex Off	Determine and set two-sided printing for all print jobs with Card Stock as the paper type.
Recycled Loading Duplex Off	Determine and set two-sided printing for all print jobs with Recycled as the paper type.
Labels Loading Duplex Off	Determine and set two-sided printing for all print jobs with Labels as the paper type.
Vinyl Labels Loading Duplex Off	Determine and set two-sided printing for all print jobs with Vinyl Labels as the paper type.
Bond Loading Duplex Off	Determine and set two-sided printing for all print jobs with Bond as the paper type.
Letterhead Loading  Duplex  Off	Determine and set two-sided printing for all print jobs with Letterhead as the paper type.
Preprinted Loading Duplex Off	Determine and set two-sided printing for all print jobs with Preprinted as the paper type.
Colored Loading Duplex Off	Determine and set two-sided printing for all print jobs with Colored as the paper type.
Light Loading Duplex Off	Determine and set two-sided printing for all print jobs with Light as the paper type.

#### Notes:

- Off is the factory default setting for all Paper Loading menu selections.
- Duplex sets the printer default to two-sided printing for every print job unless one-sided printing is selected from Print Properties or the print dialog, depending on your operating system.

Use	То
Heavy Loading Duplex Off	Determine and set two-sided printing for all print jobs with Heavy as the paper type.
Rough/Cotton Loading Duplex Off	Determine and set two-sided printing for all print jobs with Rough or Cotton as the paper type.
Custom [x] Loading Duplex	Determine and set two-sided printing for all print jobs with Custom [x] as the paper type.
Off	<b>Note:</b> Custom [x] Loading is available only when the custom type is supported.

#### Notes:

- Off is the factory default setting for all Paper Loading menu selections.
- Duplex sets the printer default to two-sided printing for every print job unless one-sided printing is selected from Print Properties or the print dialog, depending on your operating system.

### **Custom Types menu**

Use	То
Custom Type [x] Paper Card Stock	Associate a paper or specialty media type with a factory default custom type name or a user-defined custom name created from the Embedded Web Server or from MarkVision <sup>TM</sup> Professional.
Transparency Rough/Cotton Labels Vinyl Labels Envelope	<ul> <li>Notes:</li> <li>Paper is the factory default setting.</li> <li>The custom media type must be supported by the selected tray or multipurpose feeder in order to print from that source.</li> </ul>
Recycled Paper Card Stock Transparency Rough/Cotton Labels Vinyl Labels Envelope	<ul> <li>Specify a paper type when Recycled is selected in other menus.</li> <li>Notes:</li> <li>Paper is the factory default setting.</li> <li>The custom media type must be supported by the selected tray or multipurpose feeder in order to print from that source.</li> </ul>

### **Universal Setup menu**

Use	То
Units of Measure	Identify the units of measure.
Inches Millimeters	Notes:
	Inches is the U.S. factory default setting.
	Millimeters is the international factory default setting.

Use	То
Portrait Width	Set the portrait width.
3–14.17 inches	Notes:
76–360 mm	If the width exceeds the maximum, then the printer uses the maximum width allowed.
	8.5 inches is the U.S. factory default setting. You can increase the width in 0.01-inch increments.
	216 mm is the international factory default setting. You can increase the width in 1-mm increments.
Portrait Height	Set the portrait height.
3–14.17 inches	Notes:
76–360 mm	If the height exceeds the maximum, then the printer uses the maximum height allowed.
	• 14 inches is the U.S. factory default setting. You can increase the height in 0.01-inch increments.
	356 mm is the international factory default setting. You can increase the height in 1-mm increments.
Feed Direction Short Edge	Specify the feed direction if the paper can be loaded in either direction.
Long Edge	Notes:
	Short Edge is the factory default setting.
	Long Edge appears only when the longest edge is shorter than the maximum width supported in the tray.

# **Bin Setup menu**

Use	То
Output Bin	Specify the default bin.
Standard Bin Bin [x]	Notes:  • If multiple bins are assigned the same name, then
	the name appears only once in the menu.
	Standard Bin is the factory default setting.

Use	То
Configure Bins	Specify configuration options for bins.
Mailbox	Notes:
Link Mail Overflow Link Optional Type Assignment	<ul> <li>Mailbox is the factory default setting. This setting treats each bin as a separate mailbox.</li> <li>Link configures all available bins as one large bin.</li> <li>Mail Overflow configures each bin as a separate mailbox.</li> <li>Link Optional links all available bins except the standard bin and only appears when at least two optional bins are installed.</li> <li>Type Assignment assigns each paper type to a bin or linked bin set.</li> <li>Bins assigned the same name are automatically linked unless Link Optional is selected.</li> </ul>
	·
Overflow Bin Standard Bin Bin [x]	Specify an alternative bin when a designated bin is full.  Notes:
	Standard Bin is the factory default setting.
	<ul> <li>If multiple bins are assigned the same name, then the name only appears once in the bin list.</li> <li>[x] can be any number between 1 and 12 if the appropriate optional bins are installed.</li> </ul>
	appropriate optional bins are installed.
Assign Type/Bin Plain Paper Bin Card Stock Bin Transparency Bin Recycled Bin Labels Bin Vinyl Labels Bin Bond Bin Envelope Bin Rough Envelope Bin Letterhead Bin Preprinted Bin Colored Bin Light Paper Bin Heavy Paper Bin Rough/Cotton Bin Custom [x] Bin	Select a bin for each supported paper type.  For each type, select the following options:     Disabled     Standard Bin     Bin [x]  Notes:  Disabled is the factory default setting.  [x] can be any number between 1 and 12 if the appropriate optional bins are installed.  If multiple bins are assigned the same name, then the name only appears once in the bin list.

# Reports menu

# Reports menu

Use	То
Menu Settings Page	Print a report containing information about the paper loaded in trays, installed memory, total page count, alarms, timeouts, printer control panel language, TCP/IP address, status of supplies, status of the network connection, and other information.
Device Statistics	Print a report containing printer statistics such as supply information and details about printed pages.
Stapler Test	Print a report that confirms that the staple finisher is functioning properly.
	<b>Note:</b> This menu appears only if an optional staple finisher is installed.
Network Setup Page	Print a report containing information about the network printer settings, such as the TCP/IP address information.
	<b>Note:</b> This menu item appears only in network printers or in printers connected to print servers.
Network [x] Setup Page	Print a report containing information about the network printer settings, such as the TCP/IP address information.
	Notes:
	This menu item is available only when more than one network option is installed.
	<ul> <li>This menu item appears only in network printers or in printers connected to print servers.</li> </ul>
Profiles List	Print a list of profiles stored in the printer.
	Note: This menu item appears only when LDSS is enabled.
Print Fonts PCL Fonts	Print a report of all the fonts available for the printer language currently set in the printer.
PostScript Fonts	<b>Note:</b> A separate list is available for PCL and PostScript emulations.
Print Directory	Print a list of all the resources stored in an optional flash memory card or printer hard disk.
	Notes:
	Job Buffer Size must be set to 100%.
	<ul> <li>Make sure the optional flash memory or printer hard disk is installed correctly and working properly.</li> </ul>
	<ul> <li>This menu item appears only when an optional flash drive or printer hard disk is installed.</li> </ul>
Asset Report	Print a report containing printer asset information, such as serial number and model name.

# **Network/Ports menu**

### **Active NIC menu**

Use	То
Active NIC	Allow the printer to connect to a network.
Auto [list of available network cards]	Notes:
[list of available fletwork cards]	Auto is the factory default setting.
	This menu item appears only if an optional network adapter is installed.

# Standard Network or Network [x] menu

**Note:** Only active ports appear in this menu.

Use	То
Energy Efficient Ethernet Enable	Reduce power consumption when the printer receives no data from the Ethernet network.
Disable	Note: Enable is the factory default setting.
PCL SmartSwitch On	Set the printer to automatically switch to PCL emulation when a print job requires it, regardless of the default printer language.
Off	Notes:
	On is the factory default setting.
	If PCL SmartSwitch is disabled, then the printer does not examine incoming data and it uses the default printer language specified in the Setup menu.
PS SmartSwitch On	Set the printer to automatically switch to PS emulation when a print job requires it, regardless of the default printer language.
Off	Notes:
	On is the factory default setting.
	If PS SmartSwitch is disabled, then the printer does not examine incoming data and it uses the default printer language specified in the Setup menu.
NPA Mode Off	Set the printer to perform the special processing required for bidirectional communication following the conventions defined by the NPA protocol.
Auto	Notes:
	Auto is the factory default setting.
	The printer automatically restarts when the setting is changed from the control panel.

Use	То
Network Buffer	Set the size of the network input buffer.
Auto	Notes:
3KB to [maximum size allowed]	Auto is the factory default setting.
	The maximum size allowed depends on the amount of memory in the printer, the size of the other link buffers, and whether Resource Save is set to On or Off.
	To increase the maximum size range for the Network Buffer, disable or reduce the size of the parallel, serial, and USB buffers.
	The printer automatically restarts when the setting is changed from the control panel.
Job Buffering Off	Temporarily store print jobs in the printer hard disk before printing. This menu only appears when a formatted disk is installed.
On	Notes:
Auto	Off is the factory default setting.
	The printer automatically restarts when the setting is changed from the control panel. The menu selection is then updated.
Mac Binary PS	Set the printer to process Macintosh binary PostScript print jobs.
On	Note: Auto is the factory default setting.
Off	
Auto	
Standard Network Setup OR	Show and set the printer network settings.
Network [x] Setup	Note: The Wireless menu appears only when the printer is connected to a
Reports	wireless network.
Network Card TCP/IP	
IPv6	
Wireless	
AppleTalk	

### Reports menu

To access the menu, navigate to either of the following:

- Network/Ports > Standard Network > Standard Network Setup > Reports
- Network/Ports > Network [x] > Network [x] Setup > Reports

Use	То	ı
Print Setup Page	Print a report containing information about the network printer settings, such as the TCP/IP address.	1

#### **Network Card menu**

To access the menu, navigate to either of the following:

- Network/Ports > Standard Network > Standard Network Setup > Network Card
- Network/Ports > Network [x] > Network [x] Setup > Network Card

Use	То
View Card Status Connected Disconnected	View the connection status of the wireless network adapter.
View Card Speed	View the speed of an active wireless network adapter.
Network Address  UAA  LAA	View the network addresses.
Job Timeout 0, 10–225 seconds	Set the amount of time it takes for a network print job to be canceled.  Notes:  • "90 seconds" is the factory default setting.
	A setting value of 0 disables the timeout.
	• If a value between 1 and 9 is selected, then <b>Invalid</b> appears on the display, and the value is not saved.
Banner Page	Allow the printer to print a banner page.
Off	Note: Off is the factory default setting.
On	

#### TCP/IP menu

To access the menu, navigate to either of the following:

- Network/Ports > Standard Network > Standard Network Setup > TCP/IP
- Network/Ports > Network [x] > Network [x] Setup > TCP/IP

Note: This menu is available only in network printers or printers attached to print servers.

Use	То
Set Hostname Set the current TCP/IP host name.	
	Note: This can be changed only from the Embedded Web Server.
IP Address	View or change the current TCP/IP address.
	<b>Note:</b> Manually setting the IP address sets the Enable DHCP and Enable Auto IP settings to Off. It also sets Enable BOOTP and Enable RARP to Off on systems that support BOOTP and RARP.
Netmask	View or change the current TCP/IP netmask.
Gateway	View or change the current TCP/IP gateway.

Use	То
Enable DHCP	Specify the DHCP address and parameter assignment.
On	Note: On is the factory default setting.
Off	
Enable RARP	Specify the RARP address assignment setting.
On Off	Note: Off is the factory default setting.
Enable BOOTP	Specify the BOOTP address assignment setting.
On	Note: On is the factory default setting.
Off	Note. On is the factory default setting.
Enable AutoIP	Specify the Zero Configuration Networking setting.
Yes	Note: Yes is the factory default setting.
No	
Enable FTP/TFTP	Enable the built-in FTP server, which lets you send files to the printer using File
Yes	Transfer Protocol.
No	Note: Yes is the factory default setting.
Enable HTTP Server	Enable the built-in Web server (Embedded Web Server). When enabled, the
Yes	printer can be monitored and managed remotely using a Web browser.
No	Note: Yes is the factory default setting.
WINS Server Address	View or change the current WINS server address.
Enable DDNS	View or change the current DDNS setting.
Yes	Note: Yes is the factory default setting.
No	
Enable mDNS	View or change the current mDNS setting.
Yes	Note: Yes is the factory default setting.
No	
DNS Server Address	View or change the current DNS server address.
Backup DNS Server Address	View or change the backup DNS server addresses.
Backup DNS Server Address 2	
Backup DNS Server Address 3	
Enable HTTPS	View or change the current HTTPS setting.
Yes	Note: Yes is the factory default setting.
No	

### IPv6 menu

To access the menu, navigate to any of the following:

- Network/Ports menu > Standard Network > Standard Network Setup > IPv6
- Network/Ports menu > Network [x] > Network [x] Setup > IPv6

**Note:** This menu is available only in network printers or printers that are attached to print servers.

Use	То
Enable IPv6	Enable IPv6 in the printer.
On	<b>Note:</b> On is the factory default setting.
Off	
Auto Configuration	Specify whether or not the network adapter accepts the automatic
On	IPv6 address configuration entries provided by a router.
Off	<b>Note:</b> On is the factory default setting.
Set Hostname	Set the host name.
View Address	<b>Note:</b> These settings can be changed only from the Embedded Web Server.
View Router Address	
Enable DHCPv6	Enable DHCPv6 in the printer.
On	<b>Note:</b> On is the factory default setting.
Off	

### Wireless menu

**Note:** This menu is available only in printers connected to a wireless network or printer models that have a wireless network adapter.

To access the menu, navigate to:

#### Network/Ports > Network [x] > Network [x] Setup > Wireless

Use	То
Wi-Fi Protected Setup	Establish a wireless network and enable network security.
Start Push Button Method	Notes:
Start PIN Method	Start Push Button Method connects the printer to a wireless network when buttons on both the printer and the access point (wireless router) are pressed within a given period of time.
	Start PIN Method connects the printer to a wireless network when a PIN on the printer is entered into the wireless settings of the access point.
Enable/Disable WPS Auto-detection Enable	Automatically detect the connection method that an access point with WPS uses—Start Push Button Method or Start PIN Method.
Disable	Note: Disable is the factory default setting.
Network Mode	Specify the network mode.
BSS Type	Notes:
Infrastructure Ad hoc	Infrastructure is the factory default setting. This lets the printer access a network using an access point.
	Ad hoc configures wireless connection directly between the printer and a computer.
Compatibility	Specify the wireless standard for the wireless network.
802.11b/g	<b>Note:</b> 802.11b/g/n is the factory default setting.
802.11b/g/n	

Use	То
Choose Network	Select an available network for the printer to use.
View Signal Quality	View the quality of the wireless connection.
View Security Mode	View the encryption method for the wireless network.

# AppleTalk menu

To access the menu, navigate to either of the following:

- Network/Ports > Standard Network > Standard Network Setup > AppleTalk
- Network/Ports > Network [x] > Network [x] Setup > AppleTalk

Use	То
Activate	Enable or disable AppleTalk support.
Yes	Note: No is the factory default setting.
No	
View Name	Show the assigned AppleTalk name.
	<b>Note:</b> The AppleTalk name can be changed only from the Embedded Web Server.
View Address	Show the assigned AppleTalk address.
	<b>Note:</b> The AppleTalk address can be changed only from the Embedded Web Server.
Set Zone	Provide a list of AppleTalk zones available on the network.
[list of zones available on the network]	<b>Note:</b> The default zone for the network is the factory default setting.

### Standard USB menu

Use	То
PCL SmartSwitch On Off	Set the printer to automatically switch to PCL emulation when a print job received through a USB port requires it, regardless of the default printer language.
	Notes:
	On is the factory default setting.
	<ul> <li>When set to Off, the printer does not examine incoming data. The printer uses PostScript emulation if the PS SmartSwitch is set to On. It uses the default printer language specified in the Setup menu if the PS SmartSwitch is set to Off.</li> </ul>

Use	То	
PS SmartSwitch	Set the printer to automatically switch to PS emulation when a print job received through a USB port requires it, regardless of the default printer language.	
On Off	Notes:	
	<ul> <li>On is the factory default setting.</li> <li>When set to Off, the printer does not examine incoming data. The printer</li> </ul>	
	uses PCL emulation if the PCL SmartSwitch is set to On. It uses the default printer language specified in the Setup menu if the PCL SmartSwitch is set to Off.	
NPA Mode On	Set the printer to perform the special processing required for bidirectional communication following the conventions defined by the NPA protocol.	
Off	Notes:	
Auto		
	<ul> <li>Auto is the factory default setting. Auto sets the printer to examine data, determine the format, and then process it appropriately.</li> </ul>	
	The printer automatically restarts when changing the setting from the printer control panel. The menu selection is then updated.	
USB Buffer	Set the size of the USB input buffer.	
Disabled	Notes:	
Auto	Auto is the factory default setting.	
3K to [maximum size allowed]	<ul> <li>Disabled turns off job buffering. Any jobs already buffered on the printer hard disk are printed before normal processing resumes.</li> </ul>	
	The USB buffer size value can be changed in 1-K increments.	
	The maximum size allowed depends on the amount of memory in the printer, the size of the other link buffers, and whether Resource Save is set to On or Off.	
	<ul> <li>To increase the maximum size range for the USB Buffer, disable or reduce the size of the parallel, serial, and network buffers.</li> </ul>	
	The printer automatically restarts when the setting is changed from the printer control panel. The menu selection is then updated.	
Job Buffering	Temporarily store print jobs in the printer hard disk before printing.	
Off	Notes:	
On	Off is the factory default setting.	
Auto	On buffers jobs on the printer hard disk.	
	Auto buffers print jobs only if the printer is busy processing data from another input port.	
	Changing this setting from the printer control panel and then exiting the menus causes the printer to restart. The menu selection is then updated.	
Mac Binary PS	Set the printer to process Macintosh binary PostScript print jobs.	
On	Notes:	
Off	Auto is the factory default setting.	
Auto	On processes raw binary PostScript print jobs.	
	Off filters print jobs using the standard protocol.	

Use	То
ENA Address	Set the network address information for an external print server.
ууу.ууу.ууу	<b>Note:</b> This menu is available only when the printer is attached to an external print server through the USB port.
ENA Netmask	Set the netmask information for an external print server.
ууу.ууу.ууу	<b>Note:</b> This menu is available only when the printer is attached to an external print server through the USB port.
ENA Gateway	Set the gateway information for an external print server.
ууу.ууу.ууу	<b>Note:</b> This menu is available only when the printer is attached to an external print server through the USB port.

# Parallel [x] menu

**Note:** This menu appears only when an optional parallel card is installed.

Use	То
PCL SmartSwitch On Off	Set the printer to automatically switch to PCL emulation when a print job received through a serial port requires it, regardless of the default printer language.
	Notes:
	On is the factory default setting.
	<ul> <li>When set to Off, the printer does not examine incoming data. The printer uses PostScript emulation if PS SmartSwitch is set to On. It uses the default printer language specified in the Setup menu if PS SmartSwitch is set to Off.</li> </ul>
PS SmartSwitch On	Set the printer to automatically switch to PS emulation when a print job received through a serial port requires it, regardless of the default printer language.
Off	Notes:
	On is the factory default setting.
	When set to Off, the printer does not examine incoming data. The printer uses PCL emulation if PCL SmartSwitch is set to On. It uses the default printer language specified in the Setup menu if PCL SmartSwitch is set to Off.
NPA Mode	Set the printer to perform the special processing required for bidirectional
On	communication following the conventions defined by the NPA protocol.
Off	Notes:
Auto	Auto is the factory default setting.
	Changing this setting from the printer control panel and then exiting the menus causes the printer to restart. The menu selection is then updated.

Use	То
Parallel Buffer	Set the size of the parallel input buffer.
Disabled Auto 3K to [maximum size allowed]	Notes:
	Auto is the factory default setting.
Six to [maximum size anowed]	Disabled turns off job buffering. Any print jobs already buffered on the printer hard disk are printed before normal processing resumes.
	The parallel buffer size setting can be changed in 1-KB increments.
	<ul> <li>The maximum size allowed depends on the amount of memory in the printer, the size of the other link buffers, and whether Resource Save is set to On or Off.</li> </ul>
	To increase the maximum size range for the Parallel Buffer, disable or reduce the size of the USB, serial, and network buffers.
	Changing this setting from the printer control panel and then exiting the menus causes the printer to restart. The menu selection is then updated.
Job Buffering	Temporarily store print jobs on the printer hard disk before printing.
Off On	Notes:
Auto	Off is the factory default setting.
	On buffers print jobs on the printer hard disk.
	<ul> <li>Auto buffers print jobs only if the printer is busy processing data from another input port.</li> </ul>
	Changing this setting from the printer control panel and then exiting the menus causes the printer to restart. The menu selection is then updated.
Advanced Status	Enable bidirectional communication through the parallel port.
On	Notes:
Off	On is the factory default setting.
	Off disables parallel port negotiation.
Protocol	Specify the parallel port protocol.
Standard	Notes:
Fastbytes	<ul> <li>Fastbytes is the factory default setting. It provides compatibility with most existing parallel ports and is the recommended setting.</li> </ul>
	Standard tries to resolve parallel port communication problems.
Honor Init On	Determine if the printer honors printer hardware initialization requests from the computer.
Off	Notes:
	Off is the factory default setting.
	<ul> <li>The computer requests initialization by activating the Init signal from the parallel port. Many personal computers activate the Init signal each time the computer is turned on.</li> </ul>
Parallel Mode 2	Determine if the parallel port data is sampled on the leading or trailing edge of a strobe.
Off	Note: On is the factory default setting.

Use	То
Mac Binary PS On Off Auto	Set the printer to process Macintosh binary PostScript print jobs.  Notes:  Auto is the factory default setting.  Off filters print jobs using the standard protocol.
ENA Address  yyy.yyy.yyy	<ul> <li>On processes raw binary PostScript print jobs.</li> <li>Set the network address information for an external print server.</li> <li>Note: This menu item is available only if the printer is attached to an external print server through the USB port.</li> </ul>
ENA Netmask  yyy.yyy.yyy.yyy	Set the netmask information for an external print server.  Note: This menu item is available only if the printer is attached to an external print server through the USB port.
ENA Gateway  yyy.yyy.yyyy	Set the gateway information for an external print server.  Note: This menu item is available only if the printer is attached to an external print server through the USB port.

# Serial [x] menu

Note: This menu appears only when an optional serial card is installed.

Use	То
PCL SmartSwitch On Off	Set the printer to automatically switch to PCL emulation when a print job received through a serial port requires it, regardless of the default printer language.
	Notes:
	On is the factory default setting.
	<ul> <li>When set to Off, the printer does not examine incoming data. The printer uses PostScript emulation if PS SmartSwitch is set to On. It uses the default printer language specified in the Setup menu if PS SmartSwitch is set to Off.</li> </ul>
PS SmartSwitch	Set the printer to automatically switch to PS emulation when a print job received
On	through a serial port requires it, regardless of the default printer language.
Off	Notes:
	On is the factory default setting.
	<ul> <li>When set to Off, the printer does not examine incoming data. The printer uses PCL emulation if PCL SmartSwitch is set to On. It uses the default printer language specified in the Setup menu if PCL SmartSwitch is set to Off.</li> </ul>

Use	То
NPA Mode On Off Auto	<ul> <li>Set the printer to perform the special processing required for bidirectional communication following the conventions defined by the NPA protocol.</li> <li>Notes: <ul> <li>Auto is the factory default setting. Auto sets the printer to examine data, determine the format, and then processes it appropriately.</li> <li>When set to On, the printer performs NPA processing. If the data is not in NPA format, it is rejected as bad data.</li> <li>When set to Off, the printer does not perform NPA processing.</li> <li>Changing this setting from the printer control panel and then exiting the menus causes the printer to restart. The menu selection is then updated.</li> </ul> </li> </ul>
Serial Buffer Disabled Auto 3K to [maximum size allowed]	<ul> <li>Set the size of the serial input buffer.</li> <li>Notes: <ul> <li>Auto is the factory default setting.</li> <li>Disabled turns off job buffering. Any jobs already buffered on the disk are printed before normal processing is resumed.</li> <li>The serial buffer size setting can be changed in 1-KB increments.</li> <li>The maximum size allowed depends on the amount of memory in the printer, the size of the other link buffers, and whether Resource Save is set to On or Off.</li> </ul> </li> <li>To increase the maximum size range for the Serial Buffer, disable or reduce the size of the parallel, serial, and network buffers.</li> <li>Changing this setting from the printer control panel and then exiting the menus causes the printer to restart. The menu selection is then updated.</li> </ul>
Job Buffering Off On Auto	<ul> <li>Temporarily store print jobs on the printer hard disk before printing.</li> <li>Notes:</li> <li>Off is the factory default setting. The printer does not buffer print jobs on the printer hard disk.</li> <li>On buffers print jobs on the printer hard disk.</li> <li>Auto buffers print jobs only if the printer is busy processing data from another input port.</li> <li>Changing this setting from the printer control panel and then exiting the menus causes the printer to restart. The menu selection is then updated.</li> </ul>
Protocol  DTR  DTR/DSR  XON/XOFF  XON/XOFF/DTR  XONXOFF/DTRDSR	Select the hardware and software handshaking settings for the serial port.  Notes:  DTR is the factory default setting.  DTR/DSR is a hardware handshaking setting.  XON/XOFF is a software handshaking setting.  XON/XOFF/DTR and XON/XOFF/DTR/DSR are combined hardware and software handshaking settings.

Use	То
Robust XON On Off	Determine whether the printer communicates availability to the computer.  Notes:  Off is the factory default setting.  This menu item applies only to the serial port if Serial Protocol is set to XON/XOFF.
Baud  1200 2400 4800 9600 19200 38400 57600 115200 138200 172800 230400 345600	<ul> <li>Specify the rate at which data can be received through the serial port.</li> <li>Notes:</li> <li>9600 is the factory default setting.</li> <li>138200, 172800, 230400, and 345600 baud rates are only displayed in the Standard Serial menu. These settings do not appear in the Serial Option 1, Serial Option 2, or Serial Option 3 menus.</li> </ul>
Data Bits 7 8	Specify the number of data bits sent in each transmission frame.  Note: 8 is the factory default setting.
Parity Even Odd None Ignore	Set the parity for serial input and output data frames.  Note: None is the factory default setting.
Honor DSR On Off	<ul> <li>Determine whether the printer uses the DSR Signal.</li> <li>Notes: <ul> <li>Off is the factory default setting.</li> <li>DSR is a handshaking signal used by most serial cables. The serial port uses DSR to distinguish data sent by the computer from data created by electrical noise in the serial cable. The electrical noise can cause stray characters to print. Set this to On to prevent stray characters from printing.</li> </ul> </li> </ul>

# **SMTP Setup menu**

Use	То
Primary SMTP Gateway	Specify SMTP server gateway and port information.
Primary SMTP Gateway Port	Note: 25 is the default SMTP gateway port.
Secondary SMTP Gateway	
Secondary SMTP Gateway Port	
SMTP Timeout 5–30	Specify the amount of time in seconds before the server stops trying to send an e-mail.
	Note: 30 is the factory default setting.
Reply Address	Specify a reply address of up to 128 characters in the e-mail sent by the printer.
Use SSL Disabled	Set the printer to use SSL for increased security when connecting to the SMTP server.
Negotiate	Notes:
Required	Disabled is the factory default setting.
	When the Negotiate setting is used, the SMTP server determines if SSL will be used.
SMTP Server Authentication	Specify the type of user authentication required for printing
No authentication required	privileges.
Login/Plain CRAM-MD5	<b>Note:</b> "No authentication required" is the factory default setting.
Digest-MD5	
NTLM	
Kerberos 5	
Device-Initiated E-mail	Specify what credentials will be used when communicating to the
None	SMTP server. Some SMTP servers require credentials to send an e-
Use Device SMTP Credentials	mail.
Device Userid	Notes:
Device Password	None is the factory default setting for Device-Initiated E-mail and User-Initiated E-mail.
Kerberos 5 Realm	Device Userid and Device Password are used to log in to the
NTLM Domain	SMTP server when Use Device SMTP Credentials is selected.

# **Security menu**

#### **Confidential Print menu**

Use	То
Max Invalid PIN Off 2–10	<ul> <li>Limit the number of times an invalid PIN can be entered.</li> <li>Notes:</li> <li>This menu appears only when a formatted, non-defective printer hard disk is installed.</li> <li>Once the limit is reached, the print jobs for that user name and PIN are deleted.</li> </ul>
Confidential Job Expiration Off 1 hour 4 hours 24 hours 1 week	Limit the amount of time a confidential print job stays in the printer before it is deleted.  Notes:  If the "Confidential Job Expiration" setting is changed while confidential print jobs reside in the printer RAM or printer hard disk, then the expiration time for those print jobs does not change to the new default value.  If the printer is turned off, then all confidential jobs held in the printer RAM are deleted.
Repeat Job Expiration  Off 1 hour 4 hours 24 hours 1 week	Set a time limit on how long the printer stores print jobs.
Verify Job Expiration Off 1 hour 4 hours 24 hours 1 week	Set a time limit on how long the printer stores print jobs needing verification.
Reserve Job Expiration Off 1 hour 4 hours 24 hours 1 week  Note: Off is the factory defau	Set a time limit on how long the printer stores print jobs for printing at a later time.

## **Erase Temporary Data Files menu**

Erase Temporary Data Files deletes *only* print job data on the printer hard disk that *are not* currently in use by the file system. All permanent data on the printer hard disk are preserved, such as downloaded fonts, macros, and held jobs.

**Note:** This menu appears only when a formatted, working printer hard disk is installed.

Use	То
Wiping Mode Auto	Specify the mode for erasing temporary data files.
Automatic Method Single pass Multiple pass	Mark all disk space used by a previous print job. This method does not permit the file system to reuse this space until it has been cleared.  Notes:
	<ul> <li>"Single pass" is the factory default setting.</li> <li>Only automatic wiping enables users to erase temporary data files without having to turn off the printer for an extended amount of time.</li> <li>Highly confidential information should be erased using <i>only</i> the Multiple pass method.</li> </ul>

# **Security Audit Log menu**

Use	То
Export Log	Let an authorized user export the audit log.
	Notes:
	<ul> <li>To export the audit log from the printer control panel, a flash drive must be attached to the printer.</li> </ul>
	The audit log can be downloaded from the Embedded Web Server and saved on a computer.
Delete Log	Specify whether or not audit logs are deleted.
Yes	Note: Yes is the factory default setting.
No	
Configure Log	Specify how and whether or not audit logs are created.
Enable Audit	Notes:
Yes No	<ul> <li>Enable Audit determines if events are recorded in the secure audit log and remote syslog. No is the factory default setting.</li> </ul>
Enable Remote Syslog  No	<ul> <li>Enable Remote Syslog determines if logs are sent to a remote server. No is the factory default setting.</li> </ul>
Yes Remote Syslog Facility	<ul> <li>Remote Syslog Facility determines the value used to send logs to the remote syslog server. 4 is the factory default setting.</li> </ul>
0–23 Severity of events to log 0–7	<ul> <li>If the security audit log is activated, then the severity value of each event is recorded. 4 is the factory default setting.</li> </ul>

### **Set Date and Time menu**

Use	То
<b>Current Date and Time</b>	Show the current date and time settings for the printer.

Use	То
Manually Set Date and Time [input date/time]	Enter the date and time.
	Notes:
	Manually setting the date and time sets Enable NTP to No.
	<ul> <li>The wizard lets you set the date and time in YYYY-MM-DD-HH:MM format.</li> </ul>
Time Zone [list of time zones]	Select the time zone.
	Note: GMT is the factory default setting.
Automatically observe DST On	Set the printer to use the applicable daylight saving time (DST) start and end times associated with the printer Time Zone setting.
Off	Note: On is the factory default setting.
Enable NTP On	Enable Network Time Protocol, which synchronizes the clocks of devices on a network.
Off	Notes:
	On is the factory default setting.
	The setting is turned off if you manually set the date and time.

# **Settings** menu

## **General Settings menu**

Use	То
Display Language	Set the language of the text that appears on the display.
English	<b>Note:</b> Not all languages are available for all printer models.
Francais	You may need to install special hardware for some
Deutsch	languages.
Italiano	
Espanol	
Dansk	
Norsk	
Nederlands	
Svenska	
Portuguese	
Suomi	
Russian	
Polski	
Greek	
Magyar	
Turkce	
Cesky	
Simplified Chinese	
Traditional Chinese	
Korean	
Japanese	
Show Supply Estimates	View supply estimates on the control panel, Embedded Web
Show estimates	Server, menu settings, and device statistics reports.
Do not show estimates	<b>Note:</b> Show estimates is the factory default setting.
Eco-Mode	Minimize the use of energy, paper, or specialty media.
Off	Notes:
Energy	• Office the freedom shofts. It was the
Energy/Paper	Off is the factory default setting.
Paper	<ul> <li>Setting Eco-Mode to Energy or Paper may affect printer performance, but not print quality.</li> </ul>
Quiet Mode	Reduce printer noise.
Off	Note: Off is the factory default setting.
On	·
Run Initial Setup	Run the setup wizard.
Yes	
No	

Use	То
Paper Sizes	Specify the unit of measurement for paper sizes.
US	Note: US is the factory default setting.
Metric	
Home screen customization	Change the icons that appear on the control panel.
Change language	Select from the following options:
Search Held Jobs	Display
Held Jobs	Do not display
USB Drive	Notes:
Bookmarks Jobs by user	<ul> <li>Display is the factory default setting for Search Held Jobs, Held jobs, and USB Drive.</li> </ul>
	<ul> <li>Do not display is the factory default setting for Change Language, Bookmarks, and Jobs by user.</li> </ul>
Output Lighting	Set the amount of light from the bin.
Normal/Standby Mode Off	Notes:
Dim Bright	<ul> <li>If Eco-Mode is set to Energy or Energy/Paper, then Dim is the factory default setting.</li> </ul>
Bright	<ul> <li>If Eco-Mode is set to Off or Paper, then Bright is the factory default setting.</li> </ul>
	<ul> <li>This menu appears only when an indicator light is installed in the bin or an optional bin with an indicator light is added.</li> </ul>
Alarms	Set an alarm when the printer requires user intervention.
Alarm Control	Select from the following options:
Cartridge Alarm	Off
Staple Alarm	Single
Hole Punch Alarm	Continuous
	Notes:
	Single is the factory default setting for Alarm Control.
	<ul> <li>Off is the factory default setting for Cartridge Alarm, Staple Alarm, and Hole Punch Alarm.</li> </ul>
Timeouts Sleep Mode	Set the idle time before the printer begins operating in Sleep Mode.
Disabled 1–120	Notes:
	20 minutes is the factory default setting.
	<ul> <li>Disabled appears only when Energy Conserve is set to Off.</li> </ul>
Timeouts	Print a job with the display turned off.
Print with Display Off Allow printing with display off Display on when printing	<b>Note:</b> Display on when printing is the factory default setting.

Use	То
Timeouts  Hibernate Timeout  Disabled  20 minutes  1 hour  2 hours  3 hours  6 hours  1 day  2 days  3 days  1 week  2 weeks  1 month	Set the time before the printer enters Hibernate mode.  Note: 3 days is the factory default setting.
Timeouts  Hibernate Timeout on Connection  Hibernate  Do Not Hibernate	Set the printer to Hibernate mode even if there is an active Ethernet or fax connection.  Note: Do Not Hibernate is the factory default setting.
Timeouts Screen Timeout 15–300	Set the idle time before the display automatically returns to Ready state.  Note: 30 seconds is the factory default setting.
Timeouts Print Timeout Disabled 1–255	Set the printer to end a print job after it has been idle for the specified amount of time.  Notes:  90 seconds is the factory default setting.  When the timer expires, any partially printed page still in the printer is printed.  Print Timeout is available only when using PCL emulation.
Timeouts  Wait Timeout  Disabled  15–65535	Set the time the printer waits to receive for more data before canceling a print job.  Notes:  • 40 seconds is the factory default setting.  • Wait Timeout is available only when the printer is using PostScript emulation.
Timeouts  Job Hold Timeout  5-255	Set the time the printer waits for user intervention before it holds jobs that require unavailable resources.  Notes:  30 seconds is the factory default setting.  This menu appears only when a hard disk is installed.

Use	То
Error Recovery	Set the printer to restart when an error occurs.
Auto Reboot Reboot when idle Reboot always	Note: Reboot always is the factory default setting.
Reboot never	
Error Recovery	Determine the number of automatic reboots the printer can perform.
Max Auto Reboots 1–20	Note: 5 is the factory default setting.
Print Recovery  Auto Continue  Disabled	Let the printer automatically continue printing from certain offline situations when these are not resolved within the specified time period.
5–255	<b>Note:</b> Disabled is the factory default setting.
Print Recovery	Specify whether the printer reprints jammed pages.
Jam Recovery On Off Auto	<b>Note:</b> Auto is the factory default setting. The printer reprints jammed pages unless other tasks need the memory required to hold the pages.
Print Recovery	Set the printer to check for jammed paper automatically.
Jam Assist On Off	Note: On is the factory default setting.
Print Recovery	Set the printer to print the correct output for a page.
Page Protect Off On	Note: Off is the factory default setting.
Accessibility Settings	Adjust the Voice Guidance speaking rate.
Speech Rate Very Slow Slow Normal Fast Faster Very Fast Rapid Very Rapid Fastest	Note: Normal is the factory default setting.
Accessibility Settings	Set the headphones volume.
Headphone Volume 1–10	Note: 5 is the factory default setting.
Information Sent to Lexmark	Send anonymous device usage information to Lexmark.
Supplies and Page Usage (Anonymous) On Off	<b>Note:</b> The default value depends on what you selected during the initial setup.

Use	То
Press Sleep Button Do Nothing	Determine how the printer, while in idle state, reacts to a short press of the Sleep button.
Sleep Hibernate	<b>Note:</b> Sleep is the factory default setting.
Press and Hold Sleep Button  Do Nothing  Sleep	Determine how the printer, while in idle state, reacts to a long press of the Sleep button.  Note: Do Nothing is the factory default setting.
Hibernate	Note: Do Nothing is the factory default setting.
Factory Defaults  Do Not Restore  Restore Now	Restore the printer factory default settings.  Notes:  Do Not Restore is the factory default setting.  All downloads stored in the RAM are deleted. Downloads stored in the flash memory or in the printer hard disk are not affected.
Custom Home Message  Off IP Address Hostname Contact Name Location Zero Configuration Name Custom Text 1	Select a custom home message that appears as an alternating display of the printer status.
Export Configuration Package Export	Export the configuration package to a flash drive.
Export Compressed Logs File Export	Export the compressed logs file to a flash drive.

## Flash Drive Menu

## **Print Settings menu**

Use	То
<b>Copies</b> 1–999	Specify a default number of copies for each print job.  Note: 1 is the factory default setting.
Paper Source Tray [x] MP Feeder Manual Paper	Set a default paper source for all print jobs.  Note: Tray 1 is the factory default setting.
Collate (1,1,1) (2,2,2) (1,2,3) (1,2,3)	Stack the pages of a print job in sequence when printing multiple copies.  Note: "(1,2,3) (1,2,3)" is the factory default setting.

Use	То
Sides (Duplex)	Specify whether prints are on one side or on both sides of the page.
1 sided 2 sided	Note: 1 sided is the factory default setting.
Staple	Specify whether prints are stapled.
Off	Notes:
On	Off is the factory default setting.
	On allows the printer to staple print jobs.
	This menu appears only when a supported staple finisher is installed.
Hole Punch	Specify whether prints have holes for binding.
Off	Notes:
On	Off is the factory default setting.
	<ul> <li>This menu appears only when a supported staple, hole punch finisher is installed.</li> </ul>
Hole Punch Mode	Specify the number of holes to be made on the prints.
2 holes	Notes:
3 holes	"3 holes" is the factory default setting.
4 holes	This menu appears only when a supported staple, hole punch finisher is
	installed.
Duplex Binding	Define the way duplexed pages are bound and printed.
Long Edge	Notes:
Short Edge	<ul> <li>Long Edge is the factory default setting. This assumes binding along the long edge of the page (left edge for portrait and top edge for landscape).</li> </ul>
	<ul> <li>Short Edge assumes binding along the short edge of the page (top edge for portrait and left edge for landscape).</li> </ul>
Paper Saver Orientation	Specify the orientation of a multiple-page document.
Auto	Notes:
Landscape	Auto is the factory default setting.
Portrait	<ul> <li>This setting affects jobs if the value of the Paper Saver setting in the same menu is not set to Off.</li> </ul>
Paper Saver	Print multiple pages on one side of paper.
Off	Notes:
2-Up	Off is the factory default setting.
3-Up	<ul> <li>The number selected is the number of pages that are printed per side.</li> </ul>
4-Up 6-Up	The state of the s
9-Up	
12-Up	
16-Up	

Use	То
Paper Saver Border None Solid	Print a border on each page when using Paper Saver.  Notes:
	<ul> <li>None is the factory default setting.</li> <li>This setting affects jobs if the value of the Paper Saver setting in the same menu is not set to Off.</li> </ul>
Paper Saver Ordering  Horizontal  Reverse Horizontal  Reverse Vertical  Vertical	<ul> <li>Specify the positioning of pages on the sheets when using Paper Saver.</li> <li>Notes: <ul> <li>Horizontal is the factory default setting.</li> <li>Positioning depends on the number of pages and whether they are in portrait or in landscape orientation.</li> <li>This setting affects jobs if the value of the Paper Saver setting in the same menu is not set to Off.</li> </ul> </li> </ul>
Separator Sheets  Off Between Copies Between Jobs Between Pages	<ul> <li>Specify if blank separator sheets are inserted.</li> <li>Notes: <ul> <li>Off is the factory default setting.</li> <li>Between Copies inserts a blank sheet between each copy of a print job if Collate is set to On. If Collate is set to Off, then a blank page is inserted between each set of printed pages, such as after all page 1s and after all page 2s.</li> <li>Between Jobs inserts a blank sheet between print jobs.</li> <li>Between Pages inserts a blank sheet between each page of the print job. This setting is useful when printing on transparencies or when inserting blank pages in a document for notes.</li> </ul> </li> </ul>
Separator Sheet Source Tray [x] MP Feeder	Specify the paper source for separator sheets.  Note: Tray 1 is the factory default setting.
Blank Pages  Do Not Print  Print	Specify if blank pages are inserted in a print job.  Note: Do Not Print is the factory default setting.

## **Print Settings**

### Setup menu

Use	То
Printer Language PCL Emulation PS Emulation	Set the default printer language.  Notes:  PCL Emulation is the factory default setting.
	PostScript emulation uses a PostScript interpreter for processing print jobs.
	PCL Emulation uses a PCL interpreter for processing print jobs.
	Setting a printer language default does not prevent a software program from sending print jobs that use another printer language.
Job Waiting On Off	Specify that print jobs be removed from the print queue when they require unavailable printer options or custom settings. They are stored in a separate print queue, so other jobs print normally. When the missing information or options, or both are obtained, the stored jobs print.
	Notes:
	Off is the factory default setting.
	This menu appears only when a formatted, working printer hard disk is installed. This requirement ensures that stored jobs are not deleted if the printer loses power.
Print Area	Set the logical and physical printable area.
Normal 5" to Daniel	Notes:
Fit to Page Whole Page	<ul> <li>Normal is the factory default setting. When attempting to print data in the non-printable area defined by the Normal setting, the printer clips the image at the boundary.</li> </ul>
	Fit to Page fits the page content into the selected paper size.
	Whole Page allows the image to be moved into the non-printable area defined by the Normal setting, but the printer clips the image at the Normal setting boundary. This setting affects only pages printed using a PCL 5e interpreter and has no effect on pages printed using the PCL XL or PostScript interpreter.

Use	То
Download Target	Set the storage location for downloads.
RAM	Notes:
Flash Disk	<ul> <li>RAM is the factory default setting. Storing downloads in the RAM is temporary.</li> </ul>
	<ul> <li>Storing downloads in a flash memory or in a printer hard disk places them in permanent storage. Downloads remain in the flash memory or printer hard disk even when the printer is turned off.</li> </ul>
	<ul> <li>This menu item appears only if an optional flash memory or a formatted, working printer hard disk is installed.</li> </ul>
Resource Save On Off	Specify how the printer handles temporary downloads, such as fonts and macros stored in the RAM, when the printer receives a print job that requires more than the available memory.
	Notes:
	<ul> <li>Off is the factory default setting. This sets the printer to retain downloads only until memory is needed.</li> <li>Downloads are deleted in order to process print jobs.</li> </ul>
	<ul> <li>On sets the printer to retain downloads during language changes and printer resets. If the printer runs out of memory, then Memory Full [38] appears on the printer display, but downloads are not deleted.</li> </ul>
Print All Order	Specify the order in which held and confidential jobs are
Alphabetical	printed when Print All is selected.
Oldest First	<b>Note:</b> Alphabetical is the factory default setting.
Newest First	

## Finishing menu

Use	То
Sides (Duplex)	Specify whether two-sided (duplex) printing is set as the default for all print jobs.
1 sided 2 sided	Notes:
2 sided	• "1 sided" is the factory default setting.
	You can set two-sided printing from the printer software.
	For Windows users:
	Click <b>File</b> > <b>Print</b> , and then click <b>Properties</b> , <b>Preferences</b> , <b>Options</b> , or <b>Setup</b> .
	For Macintosh users:
	Choose <b>File</b> > <b>Print</b> , and then adjust the settings from the Print dialog and pop-up menus.

Use	То
<b>Duplex Binding</b> Long Edge	Define the way duplexed pages are bound and printed.  Notes:
Short Edge	<ul> <li>Long Edge is the factory default setting. Long Edge assumes binding along the long edge of the page (left edge for portrait and top edge for landscape).</li> </ul>
	<ul> <li>Short Edge assumes binding along the short edge of the page (top edge for portrait and left edge for landscape).</li> </ul>
Copies	Specify the default number of copies for each print job.
1–999	Note: 1 is the factory default setting.
Blank Pages	Specify whether blank pages are inserted in a print job.
Do Not Print Print	<b>Note:</b> Do Not Print is the factory default setting.
Collate	Stack the pages of a print job in sequence when printing multiple copies.
(1,1,1) (2,2,2) (1,2,3) (1,2,3)	<b>Note:</b> "(1,1,1) (2,2,2)" is the factory default setting.
Separator Sheets	Specify whether blank separator sheets are inserted.
Off	Notes:
Between Copies	Off is the factory default setting.
Between Jobs Between Pages	<ul> <li>Between Copies inserts a blank sheet between each copy of a print job if Collate is set to "(1,2,3) (1,2,3)." If Collate is set to "(1,1,1) (2,2,2)," then a blank page is inserted between each set of printed pages, such as after all page 1's and after all page 2's.</li> </ul>
	Between Jobs inserts a blank sheet between print jobs.
	<ul> <li>Between Pages inserts a blank sheet between each page of a print job.</li> <li>This setting is useful when printing transparencies or when inserting blank pages in a document.</li> </ul>
Separator Source	Specify the paper source for the separator sheet.
Tray [x]	Notes:
MP Feeder	Tray 1 (standard tray) is the factory default setting.
	<ul> <li>From the Paper menu, set Configure MP to "Cassette" for MP Feeder to appear as a menu setting.</li> </ul>
Paper Saver	Print multiple-page images on one side of a paper.
Off	Notes:
2-Up	
3-Up	<ul> <li>Off is the factory default setting.</li> <li>The number selected is the number of page images that will print per</li> </ul>
4-Up	side.
6-Up 9-Up	
9-0p 12-Up	
16-Up	

Use	То
Paper Saver Ordering Horizontal Reverse Horizontal Reverse Vertical Vertical	Specify the positioning of multiple-page images when using Paper Saver.  Notes:  Horizontal is the factory default setting.  Positioning depends on the number of page images and whether they are in portrait or landscape orientation.
Paper Saver Orientation  Auto  Landscape  Portrait	Specify the orientation of a multiple-page document.  Note: Auto is the factory default setting. The printer chooses between portrait and landscape.
Paper Saver Border None Solid	Print a border when using Paper Saver.  Note: None is the factory default setting.
Staple Job Off On	<ul> <li>Specify whether printed output is stapled.</li> <li>Notes:</li> <li>Off is the factory default setting.</li> <li>This menu appears only when a supported staple finisher is installed.</li> </ul>
Run Stapler Test	Print a report that confirms that the staple finisher is functioning properly.  Note: This menu appears only when a supported staple finisher is installed.
Hole Punch On Off	Specify whether holes will be created on printed outputs for the purpose of collecting the sheets in a binder or folder.  Notes:  Off is the factory default setting.  This menu appears only when a supported staple, hole punch finisher is installed.
Hole Punch Mode  2 holes 3 holes 4 holes	<ul> <li>Specify the number of holes to be created on printed outputs for the purpose of collecting the sheets in a binder or folder.</li> <li>Notes:</li> <li>"3 holes" is the U.S. factory default setting. "4 holes" is the international factory default setting.</li> <li>This menu appears only when a supported staple, hole punch finisher is installed.</li> </ul>

Use	То
Offset Pages	Offset pages at certain instances.
None	Notes:
Between Copies Between Jobs	None is the factory default setting.
Detween 3000	<ul> <li>Between Copies inserts a blank sheet between each copy of a print job if Collate is set to "(1,2,3) (1,2,3)." If Collate is set to "(1,1,1) (2,2,2)," then a blank page is inserted between each set of printed pages, such as after all page 1's and after all page 2's.</li> </ul>
	<ul> <li>Between Jobs sets the same offset position for the entire print job regardless of the number of copies printed.</li> </ul>
	This menu appears only when a supported staple finisher is installed.

## **Quality menu**

Use	То
Print Resolution	Specify the printed output resolution in dots per inch.
300 dpi	Note: 600 dpi is the factory default setting.
600 dpi	
1200 dpi	
1200 Image Q	
2400 Image Q	
Pixel Boost Off	Enable more pixels to print in clusters for clarity, in order to enhance images horizontally or vertically, or to enhance fonts.
Fonts	Note: Off is the factory default setting.
Horizontally	
Vertically	
Both directions	
Toner Darkness	Lighten or darken the printed output.
1–10	Notes:
	8 is the factory default setting.
	Selecting a smaller number can help conserve toner.
Enhance Fine Lines On	Enable a print mode preferable for files such as architectural drawings, maps, electrical circuit diagrams, and flow charts.
Off	Notes:
	Off is the factory default setting.
	<ul> <li>To set this option using the Embedded Web Server, type the network printer IP address in the Web browser address field.</li> </ul>
Gray Correction	Automatically adjust the contrast enhancement applied to images.
Auto	Note: Auto is the factory default setting.
Off	

Use	То
Brightness -6 to 6	Adjust the printed output either by lightening or darkening it. You can conserve toner by lightening the output.
	Note: 0 is the factory default setting.
Contrast 0-5	Adjust the contrast of printed objects.  Note: 0 is the factory default setting.

### **Job Accounting menu**

**Note:** This menu item appears only when a printer hard disk is installed. Make sure that the hard disk is not read/write- or write-protected.

Use	То
Job Accounting Log Off On	Set if the printer creates a log of the print jobs it receives.  Note: Off is the factory default setting.
Job Accounting Utilities	Print and delete log files or export them to a flash drive.
Accounting Log Frequency Daily Weekly Monthly	Set how often a log file is created.  Note: Monthly is the factory default setting.
None E-mail Current Log E-mail & Delete Current Log Post Current Log Post & Delete Current Log	Set how the printer responds when the frequency threshold expires.  Note: None is the factory default setting.
Log Near Full Level Off 1–99	Specify the maximum size of the log file before the printer executes the Log Action at Near Full.  Note: 5 is the factory default setting.
Log Action at Near Full  None E-mail Current Log E-mail & Delete Current Log E-mail & Delete Oldest Log Post Current Log Post & Delete Current Log Post & Delete Oldest Log Delete Current Log Delete Current Log Delete All Logs Delete All But Current	Set how the printer responds when the hard disk is nearly full.  Notes:  None is the factory default setting.  The value defined in Log Near Full Level determines when this action is triggered.

Use	То
Log Action at Full None	Set how the printer responds when disk usage reaches the maximum limit (100MB).
E-mail & Delete Current Log E-mail & Delete Oldest Log Post & Delete Current Log Post & Delete Oldest Log Delete Current Log Delete Oldest Log Delete All Logs Delete All But Current	Note: None is the factory default setting.
URL to Post Logs	Set where the printer posts job accounting logs.
E-mail to Send Logs	Specify the e-mail address to which the device sends job accounting logs.
Log File Prefix	Specify the prefix you want for the log file name.  Note: The current host name defined in the TCP/IP menu is used as the default log file prefix.

### **Utilities menu**

Use	То
Remove Held Jobs	Delete confidential and held jobs from the printer hard disk.
Confidential Held	Notes:
Not Restored All	<ul> <li>Selecting a setting affects only print jobs that are stored in the printer hard disk. Bookmarks, print jobs on flash drives, and other types of held jobs are not affected.</li> </ul>
	Not Restored removes all Print and Hold jobs that are not restored from the printer hard disk or printer memory.
Format Flash	Format the flash memory.
Yes No	<b>Warning—Potential Damage:</b> Do not turn off the printer while the flash memory is being formatted.
	Notes:
	Yes deletes all data stored in the flash memory.
	No cancels the format request.
	<ul> <li>Flash memory refers to the memory added by installing a flash memory card in the printer.</li> </ul>
	The flash memory option card must not be read/write- or write-protected.
	This menu item appears only when a formatted, working flash memory card is installed.

Use	То
Delete Downloads on Disk Delete Now	Delete downloads from the printer hard disk, including all held jobs, buffered jobs, and parked jobs.
Do Not Delete	Notes:
	Delete Now sets the printer to delete the downloads and allows the display to return to the originating screen after the deletion.
	Do Not Delete sets the printer display to return to the main Utilities menu.
Activate Hex Trace	Assist in isolating the source of a print job problem.
	Notes:
	<ul> <li>When activated, all data sent to the printer is printed in hexadecimal and character representation, and control codes are not executed.</li> </ul>
	To exit or deactivate Hex Trace, turn off the printer.
Coverage Estimator	Provide an estimate of the percentage coverage of toner on a page. The
Off	estimate is printed on a separate page at the end of each print job.
On	Note: Off is the factory default setting.

### XPS menu

Use	То
Print Error Pages	Print a page containing information on errors, including XML markup errors.
Off	Note: Off is the factory default setting.
On	

## PDF menu

Use	То
Scale to Fit	Scale page content to fit the selected paper size.
Yes	Note: No is the factory default setting.
No	
Annotations	Print annotations in a PDF.
Do Not Print	Note: Do Not Print is the factory default setting.
Print	

## PostScript menu

Use	То
Print PS Error	Print a page containing the PostScript error.
On	Note: Off is the factory default setting.
Off	
Lock PS Startup Mode	Disable the SysStart file.
On	Note: Off is the factory default setting.
Off	

Use	То
Font Priority	Establish the font search order.
Resident	Notes:
Flash/Disk	<ul> <li>Resident is the factory default setting.</li> <li>This menu item is available only when a formatted flash memory option card or printer hard disk is installed and operating properly.</li> </ul>
	<ul> <li>Make sure the flash memory option or printer hard disk is not read/write-, write-, or password-protected.</li> <li>Job Buffer Size must not be set to 100%.</li> </ul>

### **PCL Emul menu**

Use	То
Font Source Resident Disk Download Flash All	<ul> <li>Specify the set of fonts used by the Font Name menu.</li> <li>Notes:</li> <li>"Resident" is the factory default setting. Resident shows the factory default set of fonts downloaded in the RAM.</li> <li>"Flash" and "Disk" settings show all fonts resident in that option.</li> <li>The flash option must be properly formatted and cannot be read/write-, write-, or password-protected.</li> <li>"Download" shows all the fonts downloaded in the RAM.</li> <li>"All" shows all fonts available to any option.</li> </ul>
Font Name Courier 10	Identify a specific font and the option where it is stored.  Note: Courier 10 is the factory default setting. Courier 10 shows the font name, font ID, and the storage location in the printer. The font source abbreviation is R for Resident, F for Flash, K for Disk, and D for Download.
Symbol Set 10U PC-8 12U PC-850	<ul> <li>Specify the symbol set for each font name.</li> <li>Notes:</li> <li>10U PC-8 is the US factory default setting. 12U PC-850 is the international factory default setting.</li> <li>A symbol set is a set of alphabetic and numeric characters, punctuation, and special symbols. Symbol sets support the different languages or specific programs such as math symbols for scientific text. Only the supported symbol sets are shown.</li> </ul>
PCL Emulation Settings Point Size 1.00–1008.00	Change the point size for scalable typographic fonts.  Notes:  12 is the factory default setting.  Point size refers to the height of the characters in the font. One point equals approximately 0.014 inch.  Point sizes can be increased or decreased in 0.25-point increments.

Use	То
PCL Emulation Settings Pitch 0.08–100	Specify the font pitch for scalable monospaced fonts.  Notes:  10 is the factory default setting. Pitch refers to the number of fixed-space characters per inch (cpi). Pitch can be increased or decreased in 0.01-cpi increments. For nonscalable monospaced fonts, the pitch appears on the display but it cannot be changed.
PCL Emulation Settings Orientation Portrait Landscape	Specify the orientation of text and graphics on the page.  Notes:  Portrait is the factory default setting. Portrait prints text and graphics parallel to the short edge of the page.  Landscape prints text and graphics parallel to the long edge of the page.
PCL Emulation Settings Lines per Page 1–255	<ul> <li>Specify the number of lines that print on each page.</li> <li>Notes:</li> <li>60 is the US factory default setting. 64 is the international default setting.</li> <li>The printer sets the amount of space between each line based on the Lines per Page, Paper Size, and Orientation settings. Select the Paper Size and Orientation you want before setting Lines per Page.</li> </ul>
PCL Emulation Settings A4 Width 198 mm 203 mm	Set the printer to print on A4-size paper.  Notes:  • "198 mm" is the factory default setting.  • The 203-mm setting sets the width of the page to allow printing of eighty 10-pitch characters.
PCL Emulation Settings Auto CR after LF On Off	Specify whether the printer automatically performs a carriage return (CR) after a line feed (LF) control command.  Note: Off is the factory default setting.
PCL Emulation Settings  Auto LF after CR  On  Off	Specify whether the printer automatically performs a line feed (LF) after a carriage return (CR) control command.  Note: Off is the factory default setting.

Use	То
Tray Renumber  Assign MP Feeder  Off  None  0–199  Assign Tray [x]  Off  None  0–199  Assign Manual Paper  Off  None  0–199  Assign Manual Env  Off  None	Configure the printer to work with printer software or programs that use different source assignments for trays and feeders.  Notes:  "Off" is the factory default setting.  "None" ignores the Select Paper Feed command. This option appears only when it is selected by the PCL 5 interpreter.  "0–199" allows a custom setting to be assigned.
Tray Renumber View Factory Defaults MPF Default = 8 T1 Default = 1 T1 Default = 4 T1 Default = 5 T1 Default = 20 T1 Default = 21 Env Default = 6 MPaper Default = 2 MEnv Default = 3	Display the factory default setting assigned to each tray or feeder.
Tray Renumber Restore Defaults Yes No	Restore all tray and feeder assignments to the factory default settings.

### **PPDS** menu

Menu item	Description
Orientation	Sets the orientation of the text and graphics on the page
Portrait Landscape	Notes:
Landscape	Portrait is the factory default setting.
	Settings are duplicated in the PCL Emulation menu.

Menu item	Description
Lines per Page	Sets the number of lines that print on each page
1–255	Notes:
	64 is the factory default setting.
	<ul> <li>The printer sets the amount of space between each line based on the Lines per Page, Paper Size, and Orientation settings. Select the desired Paper Size and Orientation before setting Lines per Page.</li> </ul>
Lines per Inch	Sets the number of lines that print per inch
0.25–30.00	Notes:
	6 is the factory default setting.
	<ul> <li>Lines per Inch can be increased or decreased in 0.25-inch increments</li> </ul>
Page Format	Sets the logical and physical printable area of the page
Print	Notes:
Whole	<ul> <li>Print is the factory default setting. Print data maintains its position with respect to edge of the paper.</li> </ul>
	<ul> <li>When Whole is selected, document margins are calculated from the top left corner of the physical edge of the page.</li> </ul>
	<ul> <li>Printing does not occur outside the printable area.</li> </ul>
Character Set	Specifies a default character set for PPDS print jobs
1 2	Notes:
	<ul> <li>2 is the factory default setting. Character Set 2 is composed of printable characters and symbols used in non-US English languages.</li> <li>When Characters Set 1 is selected, values given to the printer are interpreted as printer commands.</li> </ul>
Best Fit	
On	Replaces a missing font with a similar font  Note: On is the factory default setting. If the requested font is not found,
Off	the printer will use a similar font.
<b>Tray 1 Renumber</b> Off	Configures the printer to work with printer software or programs that use different source assignments for trays, drawers, and feeders
Tray 2	Notes:
	Off is the factory default setting.
	<ul> <li>Tray 2 is displayed only when it is installed.</li> </ul>
<b>Auto CR after LF</b> On	Specifies whether the printer automatically performs a carriage return (CR) after a line feed (LF) control command
Off	Notes:
	Off is the factory default setting.
	Settings are duplicated in the PCL Emulation menu.

Menu item	Description
Auto LF after CR	Specifies whether the printer automatically performs a line feed (LF) after a carriage return (CR) control command
Off	Notes:
	Off is the factory default setting.
	Settings are duplicated in the PCL Emulation menu.

### HTML menu

Use		То
Font Name	Joanna MT	Set the default font for HTML documents.
Albertus MT	Letter Gothic	<b>Note:</b> The Times font is used in HTML documents that do
Antique Olive	Lubalin Graph	not specify a font.
Apple Chancery	Marigold	
Arial MT	MonaLisa Recut	
Avant Garde	Monaco	
Bodoni	New CenturySbk	
Bookman	New York	
Chicago	Optima	
Clarendon	Oxford	
Cooper Black	Palatino	
Copperplate	StempelGaramond	
Coronet	Taffy	
Courier	Times	
Eurostile	TimesNewRoman	
Garamond	Univers	
Geneva	Zapf Chancery	
Gill Sans	NewSansMTJA	
Goudy	NewSansMTCS	
Helvetica	NewSansMTCT	
Hoefler Text	NewSansMTKO	
Intl CG Times		
Intl Courier		
Intl Univers		

Use	То
Font Size	Set the default font size for HTML documents.
1–255 pt	Notes:
	• 12 pt is the factory default setting.
	Font size can be increased in 1-point increments.

Use	То
Scale	Scale the default font for HTML documents.
1–400%	Notes:
	• 100% is the factory default setting.
	Scaling can be increased in 1% increments.
Orientation	Set the page orientation for HTML documents.
Portrait	Note: Portrait is the factory default setting.
Landscape	
Margin Size	Set the page margin for HTML documents.
8–255 mm	Notes:
	• 19 mm is the factory default setting.
	Margin size can be increased in 1-mm increments.
Backgrounds	Specify whether to print backgrounds on HTML documents.
Do Not Print	Note: Print is the factory default setting.
Print	

### Image menu

Use	То
Auto Fit On Off  Invert On Off	Select the optimal paper size, scaling, and orientation.  Note: On is the factory default setting. It overrides scaling and orientation settings for some images.  Invert bitonal monochrome images.  Notes:  Off is the factory default setting.
Scaling Anchor Top Left Best Fit Anchor Center Fit Height/Width Fit Height Fit Width	<ul> <li>This setting does not apply to GIF or JPEG images.</li> <li>Scale the image to fit the selected paper size.</li> <li>Notes: <ul> <li>Best Fit is the factory default setting.</li> <li>When Auto Fit is set to On, Scaling is automatically set to Best Fit.</li> </ul> </li> </ul>
Orientation Portrait Landscape Reverse Portrait Reverse Landscape	Set the image orientation.  Note: Portrait is the factory default setting.

# Help menu

Menu item	Description
Print All Guides	Prints all the guides
Print Quality	Provides information about solving print quality issues
Printing Guide	Provides information about loading paper and other specialty media
Media Guide	Provides a list of the paper sizes supported in trays and feeders
Print Defects Guide	Provides a template for determining the cause of repeating print quality defects, and lists settings that can be used to adjust print quality
Menu Map	Provides a list of the control panel menus and settings
Information Guide	Provides help in locating additional information
Connection Guide	Provides information about connecting the printer locally (USB) or to a network
Moving Guide	Provides instructions for safely moving the printer
Supplies Guide	Provides information about ordering supplies

# Saving money and the environment

Lexmark is committed to environmental sustainability and is continually improving its printers to reduce their impact on the environment. We design with the environment in mind, engineer our packaging to reduce materials, and provide collection and recycling programs. For more information, see:

- The Notices chapter
- The Environmental Sustainability section of the Lexmark Web site at www.lexmark.com/environment
- The Lexmark recycling program at www.lexmark.com/recycle

By selecting certain printer settings or tasks, you may be able to reduce your printer's impact even further. This chapter outlines the settings and tasks that may yield a greater environmental benefit.

## Saving paper and toner

Studies show that as much as 80% of the carbon footprint of a printer is related to paper usage. You can significantly reduce your carbon footprint by using recycled paper and the following printing suggestions, such as printing on both sides of the paper and printing multiple pages on one side of a single sheet of paper.

### Using recycled paper

As an environmentally conscious company, Lexmark supports the use of recycled office paper produced specifically for use in laser printers. For more information on recycled papers that work well with your printer, see "Using recycled paper and other office papers" on page 66.

## **Conserving supplies**

Print on both sides of the paper.

**Note:** Two-sided printing is the default setting in the print driver.

- Print multiple pages on a single sheet of paper.
- Use the preview feature to see how the document looks like before printing it.
- Print one copy of the document to check its content and format for accuracy.

## Saving energy

### Using Eco-Mode

1 Open a Web browser, and then type the printer IP address in the address field.

#### Notes:

- View the printer IP address in the TCP/IP section in the Network/Ports menu. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the Web page correctly.
- 2 Click Settings > General Settings > Eco-Mode.

#### 3 Select a setting.

Use	То
Off	Use the factory default settings for all settings associated with Eco-Mode.
	Notes:
	<ul> <li>Settings that were changed when other modes were selected are reset to the factory default settings.</li> </ul>
	Off supports the performance specifications of the printer.
Energy	Reduce energy use, especially when the printer is idle.
	Notes:
	<ul> <li>Printer engine motors do not start until a document is ready to print. You may notice a short delay before the first page is printed.</li> </ul>
	The printer enters Sleep mode after one minute of inactivity.
	The printer display is turned off when the printer is in Sleep mode.
	<ul> <li>Lights on the staple finisher and other optional finishers are turned off when the printer is in Sleep mode.</li> </ul>
Energy/Paper	Use all the settings associated with Energy and Paper modes.
Plain Paper	Enable the automatic two-sided (duplex) printing feature.

#### 4 Click Submit.

## Reducing printer noise

Enable Quiet mode to reduce the printer noise.

**1** From the printer control panel, navigate to:

2 Select a setting.

Use	То
On	Reduce printer noise.
	Notes:
	Print jobs process at a reduced speed.
	<ul> <li>Printer engine motors do not start until a document is ready to print. There is a short delay before the first page is printed.</li> </ul>
	The alarm control and cartridge alarm sounds are turned off.
	The printer ignores the Advance Start command.
Off	Use factory default settings.
	<b>Note:</b> This setting supports the performance specifications of the printer.

### **Adjusting Sleep mode**

**1** From the control panel, navigate to:

- 2 In the Sleep Mode field, select the number of minutes the printer is idle before it enters Sleep mode.
- 3 Apply the changes.

### **Using Hibernate mode**

Hibernate is an ultra-low-power saving mode.

#### Notes:

- Three days is the default amount of time before the printer enters Hibernate mode.
- Make sure to wake the printer from Hibernate mode before sending a print job. A hard reset or a long press of the Sleep button wakes the printer from Hibernate mode.
- If the printer is in Hibernate mode, then the Embedded Web Server is disabled.
- **1** From the control panel, navigate to:

- 2 Select Press Sleep Button or Press and Hold Sleep Button, and then press
- 3 Press Hibernate > OK

## Adjusting the brightness of the printer display

To save energy, or if you have trouble reading the display, adjust its brightness settings.

#### Using the Embedded Web Server

1 Open a Web browser, and then type the printer IP address in the address field.

#### **Notes:**

- View the printer IP address in the TCP/IP section in the Network/Ports menu. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the Web page correctly.
- 2 Click Settings > General Settings.
- 3 In the Screen Brightness field, enter the brightness percentage you want for the display.
- 4 Click Submit.

## Recycling

Lexmark provides collection programs and environmentally progressive approaches to recycling. For more information, see:

- The Notices chapter
- The Environmental Sustainability section of the Lexmark Web site at www.lexmark.com/environment
- The Lexmark recycling program at www.lexmark.com/recycle

### **Recycling Lexmark products**

To return Lexmark products for recycling:

- 1 Go to www.lexmark.com/recycle.
- 2 Select the product you want to recycle.

**Note:** Printer supplies and hardware not listed in the Lexmark Collection and Recycling Program may be recycled through your local recycling center.

### Recycling Lexmark packaging

Lexmark continually strives to minimize packaging. Less packaging helps to ensure that Lexmark printers are transported in the most efficient and environmentally sensitive manner and that there is less packaging to dispose of. These efficiencies result in fewer greenhouse emissions, energy savings, and natural resource savings.

Lexmark cartons are 100% recyclable where corrugated recycling facilities exist. Facilities may not exist in your area.

The foam used in Lexmark packaging is recyclable where foam recycling facilities exist. Facilities may not exist in your area.

When you return a cartridge to Lexmark, you can reuse the box that the cartridge came in. Lexmark will recycle the box.

### Returning Lexmark cartridges for reuse or recycling

The Lexmark Cartridge Collection Program allows you to return used cartridges for free to Lexmark for reuse or recycling. One hundred percent of the empty cartridges returned to Lexmark are either reused or demanufactured for recycling. The boxes used to return the cartridges are also recycled.

To return Lexmark cartridges for reuse or recycling, do the following:

- 1 Go to www.lexmark.com/recycle.
- **2** Select the product that you want to recycle.

# **Securing the printer**

# Using the security lock feature

The printer is equipped with a security lock feature. When a lock compatible with most laptop computers is attached, the printer is locked. When locked, the controller board shield and the controller board cannot be removed. Attach a security lock to the printer in the location shown.



## **Statement of Volatility**

Your printer contains various types of memory that can store device and network settings, and user data.

Type of memory	Description
Volatile memory	Your printer uses standard <i>random access memory</i> (RAM) to temporarily buffer user data during simple print jobs.
Non-volatile memory	Your printer may use two forms of non-volatile memory: EEPROM and NAND (flash memory). Both types are used to store the operating system, device settings, network information, bookmark settings, and embedded solutions.
Hard disk memory	Some printers have a hard disk drive installed. The printer hard disk is designed for device-specific functionality. This lets the device retain buffered user data from complex print jobs, as well as form data, and font data.

Erase the content of any installed printer memory in the following circumstances:

- The printer is being decommissioned.
- The printer hard disk is being replaced.

- The printer is being moved to a different department or location.
- The printer is being serviced by someone from outside your organization.
- The printer is being removed from your premises for service.
- The printer is being sold to another organization.

#### Disposing of a printer hard disk

Note: Some printer models may not have a printer hard disk installed.

In high-security environments, it may be necessary to take additional steps to make sure that confidential data stored in the printer hard disk cannot be accessed when the printer—or its hard disk—is removed from your premises.

- Degaussing—Flushes the hard disk with a magnetic field that erases stored data
- Crushing—Physically compresses the hard disk to break component parts and render them unreadable
- Milling—Physically shreds the hard disk into small metal bits

**Note:** Most data can be erased electronically, but the only way to guarantee that all data is completely erased is to physically destroy each hard disk where data is stored.

## **Erasing volatile memory**

The volatile memory (RAM) installed in your printer requires a power source to retain information. To erase the buffered data, turn off the printer.

## **Erasing non-volatile memory**

Erase individual settings, device and network settings, security settings, and embedded solutions by following these steps:

- 1 Turn off the printer.
- **2** Hold down **2** and **6** on the keypad while turning the printer on. Release the buttons only when the screen with the progress bar appears.
  - The printer performs a power-on sequence, and then the Configuration menu appears. When the printer is fully turned on, a list of functions appears on the printer display.
- 3 Press the up or down arrow button until Wipe All Settings appears.
  - The printer will restart several times during this process.

**Note:** Wipe All Settings securely removes device settings, solutions, jobs, and passwords from the printer memory.

**4** Navigate to:

#### **Back > Exit Config Menu**

The printer will perform a power-on reset, and then return to normal operating mode.

## **Erasing printer hard disk memory**

#### **Notes:**

- Some printer models may not have a printer hard disk installed.
- Configuring Erase Temporary Data Files in the printer menus lets you remove residual confidential material left by print jobs by securely overwriting files that have been marked for deletion.

#### Using the printer control panel

- **1** Turn off the printer.
- 2 Hold down 2 and 6 while turning the printer on. Release the buttons only when the screen with the progress bar appears.
  - The printer performs a power-on sequence, and then the Configuration menu appears. When the printer is fully turned on, a list of functions appears on the printer display.
- 3 Press the up or down arrow button until Wipe Disk appears, and then select one of the following:
  - Wipe disk (fast)—This lets you overwrite the disk with all zeroes in a single pass.
  - **Wipe disk (secure)**—This lets you overwrite the disk with random bit patterns several times, followed by a verification pass. A secure overwrite is compliant with the DoD 5220.22-M standard for securely erasing data from a hard disk. Highly confidential information should be wiped using this method.
- 4 Press the up or down arrow button until Yes appears, and then proceed with disk wiping.

#### **Notes:**

- A status bar will indicate the progress of the disk wiping task.
- Disk wiping can take from several minutes to more than an hour, during which the printer will be unavailable for other user tasks.
- **5** Navigate to:

#### **Back > Exit Config Menu**

The printer will perform a power-on reset, and then return to normal operating mode.

## Configuring printer hard disk encryption

Enable hard disk encryption to prevent loss of sensitive data in the event the printer or its hard disk is stolen.

Note: Some printer models may not have a printer hard disk installed.

#### **Using the Embedded Web Server**

1 Open a Web browser, and then type the printer IP address in the address field.

#### Notes:

• View the printer IP address in the TCP/IP section in the Network/Ports menu. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.

- If you are using a proxy server, then temporarily disable it to load the Web page correctly.
- 2 Click Settings > Security > Disk Encryption.

**Note:** Disk Encryption appears in the Security menu only when a formatted, non-defective printer hard disk is installed.

**3** From the Disk Encryption menu, select **Enable**.

#### Notes:

- Enabling disk encryption will erase the content of the printer hard disk.
- Disk encryption can take from several minutes to more than an hour, during which the printer will be unavailable for other user tasks.

#### Using the printer control panel

- **1** Turn off the printer.
- 2 Hold down 2 and 6 while turning the printer on. Release the buttons only when the screen with the progress bar appears.

The printer performs a power-on sequence, and then the Configuration menu appears. When the printer is fully turned on, a list of functions appears on the printer display.

**3** Navigate to:

#### **Disk Encryption > Enable**

**Note:** Enabling disk encryption will erase the contents of the printer hard disk.

4 Select Yes to proceed with disk wiping.

#### Notes:

- Do not turn off the printer during the encryption process. Doing so may result in loss of data.
- Disk encryption can take from several minutes to more than an hour, during which the printer will be unavailable for other user tasks.
- A status bar will indicate the progress of the disk wiping task. After the disk has been encrypted, the printer will return to the screen for enabling or disabling disk encryption.
- **5** Navigate to:

#### **Back > Exit Config Menu**

The printer will perform a power-on reset, and then return to normal operating mode.

## Finding printer security information

In high-security environments, it may be necessary to take additional steps to make sure that confidential data stored in the printer cannot be accessed by unauthorized persons. For more information, visit the <a href="Lexmark security Web page">Lexmark security Web page</a>.

You can also see the Embedded Web Server — Security: Administrator's Guide for additional information:

- 1 Go to <u>www.lexmark.com</u>, and then navigate to **Support & Downloads** > select your printer.
- **2** Click the **Manuals** tab, and then select *Embedded Web Server Security: Administrator's Guide*.

## Cleaning printer parts

### Cleaning the printer

**Note:** You may need to perform this task after every few months.

**Warning—Potential Damage:** Damage to the printer caused by improper handling is not covered by the printer warranty.

**1** Make sure that the printer is turned off and unplugged from the electrical outlet.



**CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

- **2** Remove paper from the standard bin and multipurpose feeder.
- 3 Remove any dust, lint, and pieces of paper around the printer using a soft brush or vacuum.
- 4 Dampen a clean, lint-free cloth with water, and use it to wipe the outside of the printer.

**Warning—Potential Damage:** Do not use household cleaners or detergents to prevent damage to the exterior of the printer.

**5** Make sure all areas of the printer are dry before sending a new print job.

## **Emptying the hole punch box**

**1** Pull out the hole punch box.



**2** Empty the container.



**3** Insert the emptied hole punch box back into the finisher until it *clicks* into place.



## Checking the status of parts and supplies

A message appears on the printer display when a replacement supply item is needed or when maintenance is required.

### Checking the status of parts and supplies on the printer control panel

From the printer control panel, navigate to:



### Checking the status of parts and supplies from the Embedded Web Server

Note: Make sure the computer and printer are connected to the same network.

1 Open a Web browser, and then type the printer IP address in the address field.

#### Notes:

- View the printer IP address in the TCP/IP section in the Network/Ports menu. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the Web page correctly.
- 2 Click Device Status > More Details.

## Configuring supply notifications from the Embedded Web Server

You can determine how you would like to be notified when supplies run nearly low, low, very low, or reach their end-of-life by setting the selectable alerts.

#### Notes:

- Selectable alerts can be set on the toner cartridge, imaging unit, and maintenance kit.
- All selectable alerts can be set for nearly low, low, and very low supply conditions. Not all selectable
  alerts can be set for the end-of-life supply condition. E-mail selectable alert is available for all supply
  conditions.
- The percentage of estimated remaining supply that prompts the alert can be set on some supplies for some supply conditions.
- 1 Open a Web browser, and then type the printer IP address in the address field.

#### **Notes:**

- View the printer IP address in the TCP/IP section in the Network/Ports menu. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.
- If you are using a proxy server, then temporarily disable it to load the Web page correctly.
- 2 Click Settings > Print Settings > Supply Notifications.
- **3** From the drop-down menu for each supply, select one of the following notification options:

Notification	Description	
Off	The normal printer behavior for all supplies occurs.	
E-mail Only	The printer generates an e-mail when the supply condition is reached. The status of the supply will appear on the menus page and status page.	
Warning	The printer displays the warning message and generates an email about the status of the supply. The printer does not stop when the supply condition is reached.	
Continuable Stop <sup>1</sup>	The printer stops processing jobs when the supply condition is reached, and the user needs to press a button to continue printing.	
Non Continuable Stop <sup>1,2</sup>	The printer stops when the supply condition is reached. The supply must be replaced to continue printing.	
<sup>1</sup> The printer generates an e-mail about the status of the supply when supply notification is enabled.		

<sup>&</sup>lt;sup>2</sup> The printer stops when some supplies become empty to prevent damage.

#### 4 Click Submit.

## **Ordering supplies**

To order parts and supplies in the U.S., contact Lexmark at 1-800-539-6275 for information about Lexmark authorized supplies dealers in your area. In other countries or regions, go to <a href="https://www.lexmark.com">www.lexmark.com</a> or contact the place where you purchased the printer.

## Using genuine Lexmark parts and supplies

Your Lexmark printer is designed to function best with genuine Lexmark supplies and parts. Use of third-party supplies or parts may affect the performance, reliability, or life of the printer and its imaging components. Use of third-party supplies or parts can affect warranty coverage. Damage caused by the use of third-party supplies or parts is not covered by the warranty. All life indicators are designed to function with Lexmark supplies and parts, and may deliver unpredictable results if third-party supplies or parts are used. Imaging component usage beyond the intended life may damage your Lexmark printer or its associated components.

## **Estimated number of remaining pages**

The estimated number of remaining pages is based on the recent printing history of the printer. Its accuracy may vary significantly and is dependent on many factors, such as actual document content, print quality settings, and other printer settings.

The accuracy of the estimated number of remaining pages may decrease when the actual printing consumption is different from the historical printing consumption. Consider the variable level of accuracy before purchasing or replacing supplies based on the estimate. Until an adequate print history is obtained on the printer, the estimated cartridge yield is based on approximately 5% coverage per page.

## Ordering a toner cartridge

#### Notes:

- The estimated cartridge yield is based on approximately 5% coverage per page.
- Extremely low print coverage for extended periods of time may negatively affect actual yield.

Part name	Part number
Toner Cartridge	24B6015

### Ordering an imaging unit

Extremely low print coverage for extended periods of time may cause imaging unit parts to fail prior to exhaustion of toner.

For more information on replacing the imaging unit, see the instruction sheet that came with the supply.

Part name	Part number
Imaging unit	24B6025

### Ordering staple cartridges

Item	Part number
Staple cartridges	25A0013

## Ordering a maintenance kit

To identify the supported fuser type, view the label on the fuser. Do either of the following:

Remove the toner cartridge and imaging unit. The two-digit fuser type code (such as 00 or 01) can be seen
on the front of the fuser.

**Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

 Pull down the printer rear door. The two-digit fuser type code (such as 00 or 01) can be seen on the rear of the fuser.

#### **Notes:**

- Using certain types of paper may require more frequent replacement of the maintenance kit.
- The separator roller, fuser, pick roller assembly, and transfer roller are all included in the maintenance kit and can be individually ordered and replaced if necessary.
- For more information on replacing the parts included in the maintenance kit, see the instruction sheet that came with the part.

#### Lexmark Return Program fuser maintenance kit type

Fuser maintenance kit type	Part number
M5100 Series Return Program fuser maintenance kit type 00	40X8420
M5100 Series Return Program fuser maintenance kit type 01	40X8421
M5100 Series Return Program fuser maintenance kit type 02	40X8422
M5100 Series Return Program fuser maintenance kit type 03	40X8423
M5100 Series Return Program fuser maintenance kit type 04	40X8424

#### Lexmark regular fuser maintenance kit type

Fuser maintenance kit type	Part number
M5100 Series regular fuser maintenance kit type 05	40X8425
M5100 Series regular fuser maintenance kit type 06	40X8426
M5100 Series regular fuser maintenance kit type 07	40X8427
M5100 Series regular fuser maintenance kit type 08	40X8428
M5100 Series regular fuser maintenance kit type 09	40X8429

#### Lexmark roller kit

	Part number
M5100 Series roller kit	40X7706

# **Storing supplies**

Choose a cool, clean storage area for the printer supplies. Store supplies right side up in their original packing until you are ready to use them.

Do not expose supplies to:

- Direct sunlight
- Temperatures above 35°C (95°F)
- High humidity above 80%
- Salty air
- Corrosive gases
- Heavy dust

# **Replacing supplies**

## Replacing the toner cartridge

**1** Lift the front cover, and then pull down the multipurpose feeder door.



**2** Pull the cartridge out of the printer using the handle.

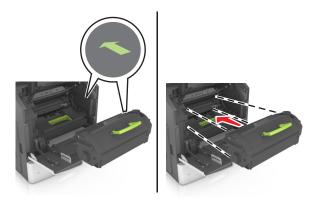


**3** Unpack the new toner cartridge, then remove the packing material, and then shake the cartridge to redistribute the toner.



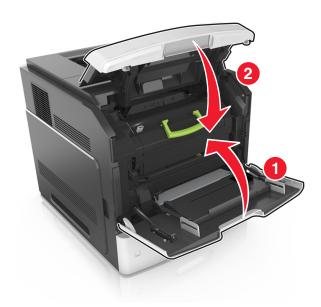
**4** Insert the toner cartridge into the printer by aligning the side rails of the cartridge with the arrows on the side rails inside the printer.

**Note:** Make sure the cartridge is fully pushed in.



**Warning—Potential Damage:** When replacing a toner cartridge, do not leave the imaging unit exposed to direct light for an extended period of time. Extended exposure to light may cause print quality problems.

**5** Close the multipurpose feeder door and the front cover.



### Replacing the imaging unit

**1** Lift the front cover, and then pull down the multipurpose feeder door.



**2** Pull out the toner cartridge from the printer using the handle.

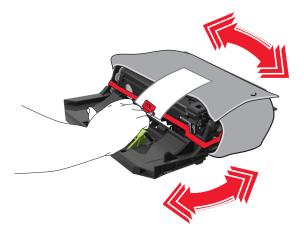


**3** Lift the green handle, and then pull out the imaging unit from the printer.





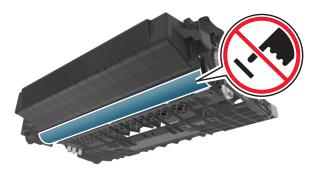
**4** Unpack the new imaging unit, and then shake it.



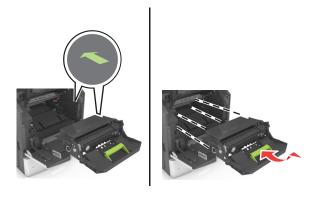
**5** Remove all packing material from the imaging unit.

**Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

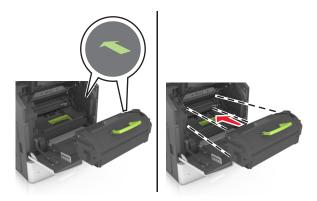
**Warning—Potential Damage:** Do not touch the photoconductor drum. Doing so may affect the print quality of future print jobs.



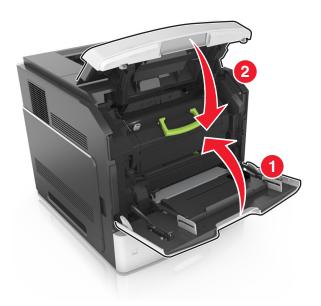
**6** Insert the imaging unit into the printer by aligning the arrows on the side rails of the imaging unit with the arrows on the side rails inside the printer.



**7** Insert the toner cartridge into the printer by aligning the side rails of the cartridge with the arrows on the side rails inside the printer.

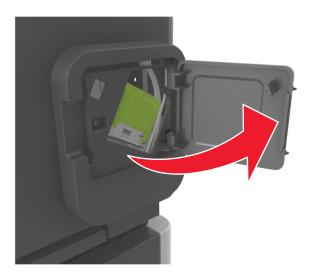


**8** Close the multipurpose feeder door and the front cover.



### Replacing a staple cartridge

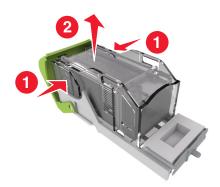
1 Open the stapler door.



**2** Pull down the latch of the staple cartridge holder, and then pull the holder out of the finisher.



**3** Squeeze both sides of the empty staple case with your fingers, and then remove the staple case from the cartridge.



**4** Insert the front side of the new staple case into the staple cartridge, and then push the rear side into the cartridge.



- **5** Push the staple cartridge into the finisher until it *clicks* into place.
- 6 Close the stapler door.

### Moving the printer



**CAUTION—POTENTIAL INJURY:** The printer weight is greater than 18 kg (40 lb) and requires two or more trained personnel to lift it safely.

### Before moving the printer



**CAUTION—POTENTIAL INJURY:** Before moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Turn off the printer, and then unplug the power cord from the electrical outlet.
- Disconnect all cords and cables from the printer.
- If two or more optional finishers are installed, then remove the finishers individually from the printer.

#### **Notes:**

- Make sure to remove the topmost finisher first.
- To remove the finisher, hold the finisher on both sides, and then lift the latches to unlock the finisher.



• If the printer does not have a caster base but is configured with optional trays, then remove the trays.

**Note:** Slide the latch on the right side of the optional tray toward the front of the tray until it *clicks* into place.



- Use the handholds located on both sides of the printer to lift it.
- Make sure your fingers are not under the printer when you set it down.
- Make sure there is adequate clearance around the printer.
- Use only the power cord provided with this product or the manufacturer's authorized replacement.

**Warning—Potential Damage:** Damage to the printer caused by improper moving is not covered by the printer warranty.

#### Moving the printer to another location

The printer and its hardware options can be safely moved to another location by following these precautions:

- Any cart used to move the printer must have a surface able to support the full footprint of the printer.
- Any cart used to move the hardware options must have a surface able to support the dimensions of the hardware options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.

#### **Shipping the printer**

When shipping the printer, use the original packaging or call the place of purchase for a relocation kit.

Managing the printer 153

## **Managing the printer**

# Finding advanced networking and administrator information

This chapter covers basic administrative support tasks using the Embedded Web Server. For more advanced system support tasks, see the *Networking Guide* on the *Software and Documentation* CD or the *Embedded Web Server — Security: Administrator's Guide* on the Lexmark support Web site at <a href="http://support.lexmark.com">http://support.lexmark.com</a>.

### Checking the virtual display

**1** Open a Web browser, and then type the printer IP address in the address field.

#### **Notes:**

- View the printer IP address in the TCP/IP section in the Network/Ports menu. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the Web page correctly.
- **2** Check the virtual display that appears at the top left corner of the screen.

The virtual display works as an actual display would work on a printer control panel.

### **Modifying confidential print settings**

Note: This feature is available only in network printers or printers connected to print servers.

1 Open a Web browser, and then type the printer IP address in the address field.

#### **Notes:**

- View the printer IP address in the TCP/IP section in the Network/Ports menu. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the Web page correctly.
- 2 Click Settings tab > Security > Confidential Print Setup.
- **3** Modify the settings:
  - Set a maximum number of PIN entry attempts. When a user exceeds a specific number of PIN entry attempts, all of the jobs for that user are deleted.
  - Set an expiration time for confidential print jobs. When a user has not printed the jobs within the specified time, all of the jobs for that user are deleted.
- **4** Save the modified settings.

### Copying printer settings to other printers

**Note:** This feature is available only in network printers.

Managing the printer 154

1 Open a Web browser, and then type the printer IP address in the address field.

#### **Notes:**

- View the printer IP address in the TCP/IP section in the Network/Ports menu. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the Web page correctly.
- 2 Click the Copy Printer Settings.
- **3** To change the language, select a language from the drop-down menu, and then click **Click here to submit language**.
- 4 Click Printer Settings.
- **5** Type the IP addresses of the source and target printers in their appropriate fields.

Note: If you want to add or remove a target printer, then click Add Target IP or Remove Target IP.

6 Click Copy Printer Settings.

### Restoring factory default settings

If you want to keep a list of the current menu settings for reference, then print a menu settings page before restoring the factory default settings. For more information, see <u>"Printing a menu settings page" on page 42.</u>

If you want a more comprehensive method of restoring the printer factory default settings, then perform the Wipe All Settings option. For more information, see <u>"Erasing non-volatile memory" on page 136</u>.

**Warning—Potential Damage:** Restoring factory defaults returns most printer settings to the original factory default settings. Exceptions include the display language, custom sizes and messages, and network/port menu settings. All downloads stored in the RAM are deleted. Downloads stored in the flash memory or in the printer hard disk are not affected.

From the printer control panel, navigate to:



## **Clearing jams**

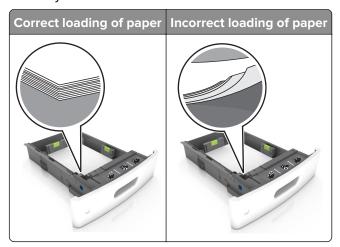
Carefully select paper and specialty media, and then load them properly to avoid most jams. If jams occur, then follow the steps outlined in this chapter.

**Note:** Jam Recovery is set to Auto by default. The printer reprints jammed pages unless the memory required to hold the pages is needed for other printer tasks.

## **Avoiding jams**

#### Load paper properly

• Make sure paper lies flat in the tray.



- Do not remove a tray while the printer is printing.
- Do not load a tray while the printer is printing. Load it before printing, or wait for a prompt to load it.
- Do not load too much paper. Make sure the stack height is below the maximum paper fill indicator.

Do not slide the paper into the tray. Load paper as shown in the illustration.



- Make sure the guides in the tray or the multipurpose feeder are properly positioned and are not pressing tightly against the paper or envelopes.
- Push the tray firmly into the printer after loading paper.
- If you are loading prepunched paper for use with the staple finisher, then make sure the holes on the long edge of the paper are on the right side of the tray. For more information, see the "Loading paper and specialty media" section of the *User's Guide*.

#### Allow the paper to enter the optional mailbox bins properly

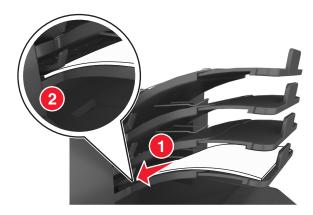
• Make sure to adjust the bin extender so that the paper size indicators match the size of the paper used.



#### Notes:

- If the bin extender is shorter than the size of the paper you are printing on, then the paper causes a
  jam in the mailbox bin. For example, if you are printing on a legal-size paper and the bin extender is
  set to letter-size, then a jam occurs.
- If the bin extender is longer than the size of the paper you are printing on, then the edges become
  uneven and the paper is not stacked properly. For example, if you are printing on a letter-size paper
  and the bin extender is set to legal-size, then the paper does not stack properly.

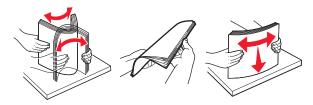
• If paper needs to be returned to the mailbox bin, then insert the paper under the bin arm, and then push the paper all the way back.



Note: If the paper is not under the bin arm, then a jam occurs due to an overfilled bin.

#### Use recommended paper

- Use only recommended paper or specialty media.
- Do not load wrinkled, creased, damp, bent, or curled paper.
- Flex, fan, and straighten paper or specialty media before loading it.

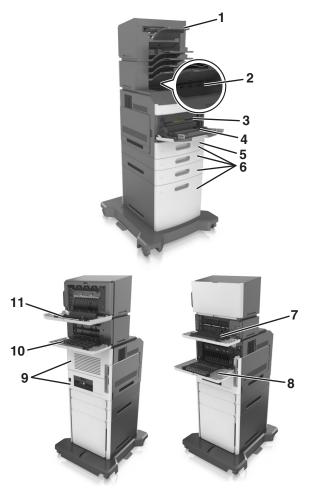


- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure the paper size and type are set correctly on the computer or printer control panel.
- Store paper per manufacturer recommendations.

## Identifying jam locations

#### **Notes:**

- When Jam Assist is set to On, the printer flushes blank or pages with partial prints after a jammed page has been cleared. Check your printed output for blank pages.
- When Jam Recovery is set to On or Auto, the printer reprints jammed pages.



	Jam locations
1	Staple finisher
2	Standard bin
3	Front door
4	Multipurpose feeder
5	Duplex unit
6	Trays
7	Output expander
8	Rear door
9	Mailbox
10	Staple finisher rear door

## Paper jam in the front door

**CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

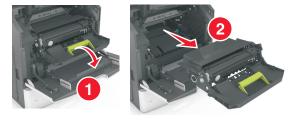
**1** Open the front cover and the multipurpose feeder.



**2** Remove the toner cartridge.



**3** Remove the imaging unit.



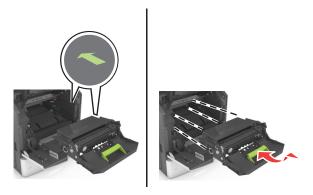
**Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

4 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

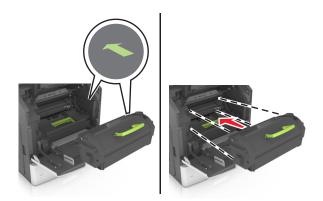


**5** Insert the imaging unit.



Note: Use the arrows on the side of the printer as a guide.

6 Insert the toner cartridge.



- **7** Close the multipurpose feeder door and the front cover.
- **8** If necessary, press OK on the control panel.

## Paper jam in the rear door

CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

**1** Open the rear door.



2 Remove the jammed paper.

**Note:** Make sure that all paper fragments are removed.



**3** Close the rear door.

Push the back of the standard tray.



Remove the jammed paper.

**Note:** Make sure that all paper fragments are removed.



Insert the standard tray.

If necessary, press OK on the control panel.

## Paper jam in the standard bin

1 Remove the jammed paper.

**Note:** Make sure that all paper fragments are removed.



2 If necessary, press OK on the control panel.

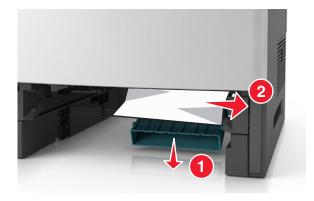
## Paper jam in the duplex unit

**1** Remove the tray.



**2** Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



- **3** Insert the tray.
- 4 If necessary, press OK on the control panel.

## Paper jam in trays

**1** Remove the tray.



**2** Remove the jammed paper.

**Note:** Make sure that all paper fragments are removed.



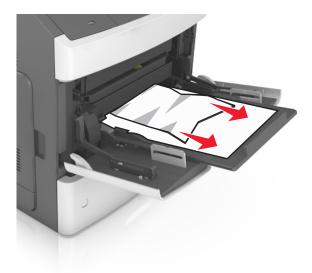
**3** Insert the tray.

**4** If necessary, press OK on the control panel.

## Paper jam in the multipurpose feeder

- **1** Remove paper from the multipurpose feeder.
- **2** Remove the jammed paper.

**Note:** Make sure that all paper fragments are removed.



**3** Flex, fan, and align the paper edges before loading.



4 Reload paper, and then adjust the paper guide.

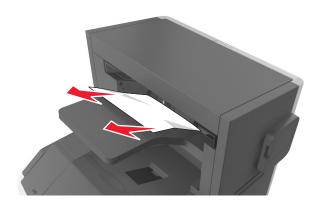


**5** If necessary, press OK on the control panel.

## Paper jam in the staple finisher

**1** Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



**2** Open the rear staple finisher door.



**3** Remove the jammed paper.

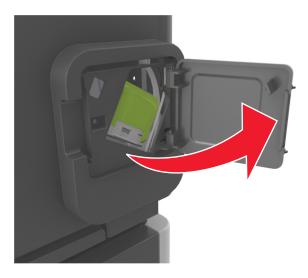
**Note:** Make sure that all paper fragments are removed.



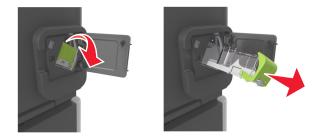
- 4 Close the door.
- **5** If necessary, press OK on the control panel.

## Staple jam in the finisher

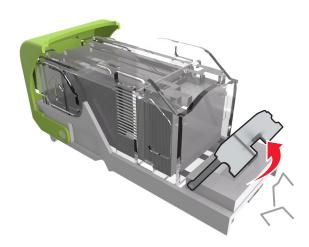
1 Open the staple access door.



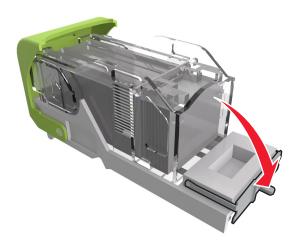
**2** Remove the staple cartridge holder.



**3** Open the staple guard, and then remove the loose staples.



**4** Close the staple guard.



**5** Press the staples against the metal bracket.



**Note:** If the staples are at the rear of the cartridge, then shake the cartridge downward to bring the staples near the metal bracket.



- Insert the staple cartridge holder.
- Close the staple access door.
- If necessary, press OK on the control panel.

## Paper jam in the output expander

**1** Open the rear output expander door.



2 Remove the jammed paper.

**Note:** Make sure that all paper fragments are removed.



**3** Close the door.

4 If necessary, press OK on the control panel.

## Paper jam in the mailbox

1 Open the rear mailbox door.



**2** Remove the jammed paper.

**Note:** Make sure that all paper fragments are removed.



- **3** Close the door.
- **4** If the jam is in the mailbox bin, then remove the jammed paper.

**Note:** Make sure that all paper fragments are removed.



**5** If necessary, press OK on the control panel.

## **Troubleshooting**

### Understanding the printer messages

#### Cartridge, imaging unit mismatch [41.xy]

Use only a supported toner cartridge and imaging unit.

Note: For a list of supported supplies, go to www.lexmark.com.

#### Change [paper source] to [custom string] load [orientation]

Try one or more of the following:

- Load the correct size and type of paper in the tray, and then press on the printer control panel.
   Note: Make sure the paper size and type settings are specified in the Paper menu on the printer control panel.
- Cancel the print job.

#### Change [paper source] to [custom type name] load [orientation]

Try one or more of the following:

- Load the correct size and type of paper in the tray, and then press on the printer control panel.
   Note: Make sure the paper size and type settings are specified in the Paper menu on the printer control panel.
- Cancel the print job.

### Change [paper source] to [paper size] load [orientation]

Try one or more of the following:

- Load the correct size and type of paper in the tray, and then press OK on the printer control panel.
   Note: Make sure the paper size and type settings are specified in the Paper menu on the printer control panel.
- Cancel the print job.

#### Change [paper source] to [paper type] [paper size] load [orientation]

Try one or more of the following:

• Load the correct size and type of paper in the tray, and then press OK on the printer control panel.

**Note:** Make sure the paper size and type settings are specified in the Paper menu on the printer control panel.

Cancel the print job.

#### Check tray [x] connection

Try one or more of the following:

• Turn off the printer, and then turn it back on.

If the error occurs a second time, then:

- 1 Turn off the printer.
- **2** Unplug the power cord from the electrical outlet.
- **3** Remove the specified tray.
- 4 Reattach the tray.
- **5** Connect the power cord to a properly grounded electrical outlet.
- 6 Turn the printer back on.

If the error occurs again, then:

- **1** Turn off the printer.
- **2** Unplug the power cord from the electrical outlet.
- **3** Remove the tray.
- 4 Contact customer support.
- From the printer control panel, press oK to clear the message and continue printing.

#### Close door or insert cartridge

The toner cartridge is missing or not installed properly. Insert the cartridge, and then close all doors and covers.

#### Close finisher rear door

Close the finisher rear door of the printer.

#### Close rear door

Close the rear door of the printer.

#### Complex page, some data may not have printed [39]

Try one or more of the following:

- From the printer control panel, press or to clear the message and continue printing.
- Reduce the number and size of fonts, the number and complexity of images, and the number of pages in the print job.
- Cancel the print job.
- Install additional printer memory.

#### Configuration change, some held jobs were not restored [57]

Held jobs are unavailable because of any of the following possible changes in the printer:

- The printer firmware has been updated.
- The tray for the print job is removed.
- The print job is sent from a flash drive that is no longer attached to the USB port.
- The printer hard disk contains print jobs that were stored when the hard disk was installed in a different printer model.

From the printer control panel, press oK to clear the message and continue printing.

#### **Defective flash detected [51]**

Try one or more of the following:

- Replace the defective flash memory card.
- From the printer control panel, press OK to ignore the message and continue printing.
- Cancel the current print job.

### Disk full [62]

Try one or more of the following:

- From the printer control panel, press or to clear the message and continue printing.
- Delete fonts, macros, and other data stored in the printer hard disk.
- Install a printer hard disk with larger capacity.

#### Disk must be formatted for use in this device

From the printer control panel, select Format disk to format the printer hard disk and clear the message.

**Note:** Formatting deletes all the files stored in the printer hard disk.

#### Disk near full. Securely clearing disk space.

Try one or more of the following:

- From the printer control panel, press oK to clear the message.
- Delete fonts, macros, and other data stored in the printer hard disk.
- Install a printer hard disk with higher capacity.

#### Empty the hole punch box

- **1** Empty the hole punch box. For more information, see the "Cleaning the printer" section of the *User's Guide*.
- **2** Reinsert the hole punch box into the finisher, and then press on the printer control panel to clear the message.

#### Error reading USB drive. Remove USB.

An unsupported USB device is inserted. Remove the USB device, and then insert a supported one.

#### Error reading USB hub. Remove hub.

An unsupported USB hub has been inserted. Remove the USB hub, and then install a supported one.

### Imaging unit low [84.xy]

You may need to order an imaging unit. If necessary, press on the printer control panel to clear the message and continue printing.

#### Imaging unit nearly low [84.xy]

If necessary, press on the printer control panel to clear the message and continue printing.

### Imaging unit very low, [x] estimated pages remain [84.xy]

You may need to replace the imaging unit very soon. For more information, see the "Replacing supplies" section of the *User's Guide*.

If necessary, press OK on the printer control panel to clear the message and continue printing.

#### Incompatible output bin [x] [59]

Do either of the following:

• Remove the specified bin.

• From the printer control panel, press ok to clear the message and continue printing without using the specified bin.

#### Incompatible tray [x] [59]

Do either of the following:

- Remove the specified tray.
- From the printer control panel, press ok to clear the message and continue printing without using the specified tray.

#### Incorrect paper size, open [paper source] [34]

Try one or more of the following:

- Load the correct size of paper in the tray.
- From the printer control panel, press oK to clear the message and print using a different tray.
- Check the tray length and width guides and make sure the paper is loaded properly in the tray.
- Make sure the correct paper size and type are specified in Print Properties or in the Print dialog.
- Make sure the paper size and type settings are specified in the Paper menu on the printer control panel.
- Make sure the paper size is correctly set. For example, if the MP Feeder Size is set to Universal, then
  make sure the paper is large enough for the data being printed.
- Cancel the print job.

#### Insert hole punch box

Insert the hole punch box into the finisher, and then press OK on the printer control panel to clear the message.

### Insert staple cartridge

Do either of the following:

- Insert a staple cartridge. For more information, see the instruction sheet that came with the supply.
- From the printer control panel, press ot clear the message and print without using the staple finisher.

### Insert Tray [x]

Insert the indicated tray into the printer.

#### Install bin [x]

Try one or more of the following:

- Install the specified bin:
  - **1** Turn off the printer.
  - **2** Unplug the power cord from the electrical outlet.
  - 3 Install the specified bin.
  - 4 Connect the power cord to a properly grounded electrical outlet.
  - **5** Turn the printer back on.
- Cancel the print job.
- Reset active bin

### **Install Tray** [x]

Try one or more of the following:

- Install the specified tray:
  - **1** Turn off the printer.
  - **2** Unplug the power cord from the electrical outlet.
  - 3 Install the specified tray.
  - 4 Connect the power cord to a properly grounded electrical outlet.
  - **5** Turn the printer back on.
- Cancel the print job.
- Reset the active bin.

### Insufficient memory for Flash Memory Defragment operation [37]

Try one or more of the following:

- From the printer control panel, press ok to stop the defragmentation and continue printing.
- Delete fonts, macros, and other data in the printer memory. From the printer control panel, navigate to:

Install additional printer memory.

### Insufficient memory, some Held Jobs were deleted [37]

From the printer control panel, press OK to clear the message.

#### Insufficient memory, some held jobs will not be restored [37]

Do either of the following:

• From the printer control panel, press OK to clear the message.

• Delete other held jobs to free up additional printer memory.

#### Insufficient memory to collate job [37]

Try one or more of the following:

- From the printer control panel, press of to print the portion of the job already stored and begin collating the rest of the print job.
- Cancel the current print job.

#### Insufficient memory to support Resource Save feature [35]

Try one or more of the following:

- From the printer control panel, press ot odisable Resource Save, clear the message, and continue printing.
- Install additional printer memory.

### Load [paper source] with [custom string] [orientation]

Try one or more of the following:

- Load the indicated tray or feeder with the correct size and type of paper.
- From the printer control panel, press of to clear the message and continue printing.

**Note:** If the printer finds a tray that has the correct paper type and size, then it feeds from that tray. If the printer cannot find a tray that has the correct size and type of paper, then it prints from the default paper source.

• Cancel the current job.

### Load [paper source] with [custom type name] [orientation]

Try one or more of the following:

- Load the tray or feeder with the correct size and type of paper.
- From the printer control panel, press of to clear the message and continue printing.

**Note:** If the printer finds a tray that has the correct size and type of paper, then it feeds from that tray. If the printer cannot find a tray that has the correct size and type of paper, then it prints from the default paper source.

Cancel the current job.

#### Load [paper source] with [paper size] [orientation]

Try one or more of the following:

• Load the tray or feeder with the correct size of paper.

• From the printer control panel, press oK to clear the message and continue printing.

**Note:** If the printer finds a tray that has the correct paper size, then it feeds from that tray. If the printer cannot find a tray that has the correct size of paper, then it prints from the default paper source.

Cancel the current job.

#### Load [paper source] with [paper type] [paper size] [orientation]

Try one or more of the following:

- Load the tray or feeder with the correct size and type of paper.
- From the printer control panel, press OK to clear the message and continue printing.

**Note:** If the printer finds a tray that has the correct size and type of paper, then it feeds from that tray. If the printer cannot find a tray that has the correct size and type of paper, then it prints from the default paper source.

Cancel the current job.

#### Load multipurpose feeder with [custom string] [orientation]

Try one or more of the following:

- Load the feeder with the correct paper size and type.
- Press OK to clear the message and continue printing.

**Note:** If no paper is loaded in the feeder, the printer manually overrides the request, and then prints from an automatically selected tray.

Cancel the current job.

### Load multipurpose feeder with [custom type name] [orientation]

Try one or more of the following:

- Load the multipurpose feeder with the correct paper size and type.
- Press OK to clear the message and continue printing.

**Note:** If no paper is loaded in the feeder, the printer manually overrides the request, and then prints from an automatically selected tray.

Cancel the current job.

#### Load multipurpose feeder with [paper size] [orientation]

Try one or more of the following:

Load the multipurpose feeder with the correct paper size.

Press ok to clear the message and continue printing.

**Note:** If no paper is loaded in the feeder, the printer manually overrides the request, and then prints from an automatically selected tray.

• Cancel the current job.

#### Load multipurpose feeder with [paper type] [paper size] [orientation]

Try one or more of the following:

- Load the multipurpose feeder with the correct paper size and type.
- Press ok to clear the message and continue printing.

**Note:** If no paper is loaded in the feeder, the printer manually overrides the request, and then prints from an automatically selected tray.

• Cancel the current job.

#### Load staples

Try one or more of the following:

- Replace or insert the specified staple cartridge in the finisher.
   For more information, see the "Replacing supplies" section of the *User's Guide*.
- From the printer control panel, press OK to clear the message and continue printing.
- Cancel the print job.

#### Maintenance kit low [80.xy]

You may need to order a maintenance kit. For more information, visit the Lexmark support Web site at <a href="http://support.lexmark.com">http://support.lexmark.com</a> or contact customer support, and then report the message.

If necessary, press OK on the printer control panel to clear the message and continue printing.

#### Maintenance kit nearly low [80.xy]

For more information, visit the Lexmark support Web site at <a href="http://support.lexmark.com">http://support.lexmark.com</a> or contact customer support, and then report the message.

If necessary, press OK on the printer control panel to clear the message and continue printing.

#### Maintenance kit very low, [x] estimated pages remain [80.xy]

You may need to replace the maintenance kit very soon. For more information, visit the Lexmark support Web site at <a href="http://support.lexmark.com">http://support.lexmark.com</a> or contact customer support, and then report the message.

If necessary, press OK on the printer control panel to clear the message and continue printing.

#### Memory full [38]

Try one or more of the following:

- From the printer control panel, press OK to clear the message.
- Decrease the resolution setting.
- Install additional printer memory.

#### Misfeed cleared, extra sheets in output bin [24y.xx]

Press OK to clear the message and continue printing.

#### Network [x] software error [54]

Try one or more of the following:

- From the printer control panel, press oK to clear the message and continue printing.
- Turn off the printer, wait for about 10 seconds, and then turn the printer back on.
- Update the network firmware in the printer or print server. For more information, visit the Lexmark support Web site at <a href="http://support.lexmark.com">http://support.lexmark.com</a>.

### Non-Lexmark [supply type], see User's Guide [33.xy]

Note: The supply type can be toner cartridge or imaging unit.

The printer has detected a non-Lexmark supply or part installed in the printer.

Your Lexmark printer is designed to function best with genuine Lexmark supplies and parts. Use of third-party supplies or parts may affect the performance, reliability, or life of the printer and its imaging components. For more information, see "Using genuine Lexmark parts and supplies" on page 141.

All life indicators are designed to function with Lexmark supplies and parts and may deliver unpredictable results if third-party supplies or parts are used. Imaging component usage beyond the intended life may damage your Lexmark printer or associated components.

**Warning—Potential Damage:** Use of third-party supplies or parts can affect warranty coverage. Damage caused by the use of third-party supplies or parts may not be covered by the warranty.

To accept any and all of these risks and to proceed with the use of non-genuine supplies or parts in your printer, press on the control panel simultaneously for 15 seconds to clear the message and continue printing.

If you do not want to accept these risks, then remove the third-party supply or part from your printer and install a genuine Lexmark supply or part.

Note: For a list of supported supplies, see the "Ordering supplies" section or go to www.lexmark.com.

#### Not enough free space in flash memory for resources [52]

Try one or more of the following:

- From the printer control panel, press oK to clear the message and continue printing.
- Delete fonts, macros, and other data stored in the flash memory.

  From the printer control panel, paying to to:

From the printer control panel, navigate to:

• Use a larger-capacity flash memory card.

**Note:** Downloaded fonts and macros that are not stored in the flash memory are deleted when the printer is turned off or restarted.

#### Paper changes needed

Try one or more of the following:

- From the printer control panel, select Prompt for each page to continue printing.
- Select Use current supplies to continue printing using the paper loaded in the tray.
- Cancel the current print job.

### Parallel port [x] disabled [56]

Do either of the following:

- From the printer control panel, select **Continue** to clear the message and continue printing. The printer discards any data received through the parallel port.
- Select **Reset active bin** to reset the bin for a linked set of bins.

### Printer had to restart. Last job may be incomplete.

From the printer control panel, select Continue to clear the message and continue printing.

For more information, visit <a href="http://support.lexmark.com">http://support.lexmark.com</a> or contact customer support.

#### Reattach bin [x]

Try one or more of the following:

- Turn off the printer, and then turn it back on.
- Reattach the specified bin.
  - 1 Turn off the printer.
  - **2** Unplug the power cord from the electrical outlet.
  - **3** Remove the specified bin.
  - 4 Reattach the bin.
  - **5** Connect the power cord to a properly grounded electrical outlet.
  - **6** Turn the printer back on.
- Remove the specified bin:
  - **1** Turn off the printer.
  - **2** Unplug the power cord from the electrical outlet.
  - **3** Remove the specified bin.
  - 4 Contact customer support.
- From the printer control panel, press ot clear the message and print without using the specified bin.

#### Reattach bins [x] - [y]

Try one or more of the following:

- Turn off the printer, and then turn it back on.
- Reattach the specified bins:
  - **1** Turn off the printer.
  - **2** Unplug the power cord from the electrical outlet.
  - **3** Remove the specified bins.
  - 4 Reattach the bins.
  - **5** Connect the power cord to a properly grounded electrical outlet.
  - **6** Turn the printer back on.
- Remove the specified bins:
  - **1** Turn off the printer.
  - **2** Unplug the power cord from the electrical outlet.
  - **3** Remove the specified bins.
  - 4 Contact customer support.

From the printer control panel, press ot clear the message and print without using the specified bins.

#### Reinstall missing or unresponsive cartridge [31.xy]

Try one or more of the following:

Check if the toner cartridge is missing. If missing, then install the toner cartridge.
 For information on installing the toner cartridge, see the "Replacing supplies" section.

If the toner cartridge is installed, then remove and reinstall the unresponsive toner cartridge.

**Note:** If the message appears after reinstalling the supply, then replace the toner cartridge. The cartridge may be defective or a non-genuine Lexmark supply. For more information, see <u>"Using genuine Lexmark parts and supplies"</u> on page 141.

#### Reinstall missing or unresponsive imaging unit [31.xy]

Try one or more of the following:

- Check if the imaging unit is missing. If missing, then install the imaging unit.
   For information on installing the imaging unit, see the "Replacing supplies" section.
- If the imaging unit is installed, then remove and reinstall the unresponsive imaging unit.

**Note:** If the message appears after reinstalling the supply, then replace the imaging unit. The imaging unit may be defective or a non-genuine Lexmark supply. For more information, see <u>"Using genuine Lexmark parts and supplies" on page 141.</u>

#### Remove defective disk [61]

Remove and replace the defective printer hard disk.

### Remove packaging material, [area name]

- **1** Remove any remaining packaging material from the specified location.
- **2** From the printer control panel, press ot oclear the message and continue printing.

### Remove paper from all bins

Remove paper from all bins to clear the message and continue printing.

**Note:** If removing the paper does not clear the message, then select **Continue** on the printer control panel.

#### Remove paper from bin [x]

Remove paper from the specified bin to clear the message and continue printing.

**Note:** If removing the paper does not clear the message, then select **Continue** on the printer control panel.

#### Remove paper from [linked set bin name]

Remove paper from the specified bin to clear the message and continue printing.

If removing the paper does not clear the message, then select Continue on the printer control panel.

#### Remove paper from standard output bin

Remove the paper stack from the standard bin.

#### Replace cartridge, printer region mismatch [42.xy]

Install a toner cartridge that matches the region number of the printer. *x* indicates the value of the printer region. *y* indicates the value of the cartridge region. *x* and *y* can have the following values:

#### List of printer and toner cartridge regions

Region number	Region
0	Global
1	United States, Canada
2	European Economic Area (EEA), Switzerland
3	Asia Pacific, Australia, New Zealand
4	Latin America
5	Africa, Middle East, rest of Europe
9	Invalid

#### Notes:

- The x and y values are the .xy of the error code shown on the printer control panel.
- The x and y values must match for printing to continue.

### Replace defective imaging unit [31.xy]

Replace the defective imaging unit to clear the message. For more information, see the instruction sheet that came with the supply or see the "Replacing supplies" section of the *User's Guide*.

**Note:** If you do not have a replacement imaging unit, then see the "Ordering supplies" section of the *User's Guide* or visit <u>www.lexmark.com</u>.

### Replace imaging unit, 0 estimated pages remain [84.xy]

Replace the imaging unit to clear the message and continue printing. For more information, see the instruction sheet that came with the supply or see the "Replacing supplies" section of the *User's Guide*.

**Note:** If you do not have a replacement imaging unit, then see the "Ordering supplies" section of the *User's Guide* or visit **www.lexmark.com**.

#### Replace maintenance kit, recommended life exceeded [80.xyz]

For more information, go to http://support.lexmark.com or contact customer support.

Press OK to clear the message and continue printing.

#### Replace maintenance kit to resume printing [80.xy]

For more information, go to http://support.lexmark.com or contact customer support.

If necessary, press oK to clear the message and continue printing.

#### Replace missing cartridge [31.xy]

Install the missing toner cartridge to clear the message. For more information, see the "Replacing supplies" section of the *User's Guide*.

#### Replace missing fuser [31.xyz]

Install the missing fuser. For more information, see the instruction sheet that came with the replacement part.

#### Replace missing imaging unit [31.xy]

Install the missing imaging unit to clear the message. For more information, see the "Replacing supplies" section of the *User's Guide*.

#### Replace roller kit [81.xx]

- 1 Replace the roller kit. For more information, see the instruction sheet that came with the part.
- 2 Press oK to clear the message and continue printing.

#### Replace unsupported cartridge [32.xy]

Remove the toner cartridge, and then install a supported one to clear the message and continue printing. For more information, see the instruction sheet that came with the supply.

This error can also be caused by installing a genuine Lexmark cartridge, such as a high yield cartridge, that is not intended to be used in this product.

The following error codes indicate that a non-genuine Lexmark toner cartridge is installed:

32.13

32.16

32.19

32.22

32.25

32.28

32.31

32.34

32.37

For more information, see "Using genuine Lexmark parts and supplies" on page 141.

**Note:** If you do not have a replacement cartridge, then see the "Ordering supplies" section or go to www.lexmark.com.

#### Replace unsupported imaging unit [32.xy]

Remove the imaging unit, and then install a supported one to clear the message and continue printing. For more information, see the instruction sheet that came with the supply.

This error can also be caused by installing a genuine Lexmark imaging unit, such as a MICR unit, that is not intended to be used in this product.

The following error codes indicate that a non-genuine Lexmark imaging unit is installed:

32.14

32.17

32.20

32.23

32.26

32.29

32.32

32.35

32.38

For more information, see "Using genuine Lexmark parts and supplies" on page 141.

**Note:** If you do not have a replacement imaging unit, then see the "Ordering supplies" section or go to www.lexmark.com.

#### Replace wiper

- 1 Replace the fuser wiper. For more information, see the instruction sheet that came with the part.
- 2 Press OK to clear the message and continue printing.

### Restore held jobs?

Do either of the following:

- Select **Restore** on the printer control panel to restore all held jobs stored in the printer hard disk.
- Select **Do not restore** if you do not want any print jobs to be restored.

#### Serial port [x] disabled [56]

Try one or more of the following:

• From the printer control panel, select **Continue** to clear the message.

The printer discards any data received through the specified serial port.

- Select **Reset active bin** to reset the active bin for a linked set of bins.
- Make sure the Serial Buffer menu is set to Enabled.

#### Some held jobs were not restored

From the printer control panel, select Continue to clear the message and continue printing.

Note: Held jobs that are not restored remain in the printer hard disk and are inaccessible.

#### Standard network software error [54]

Try one or more of the following:

- From the printer control panel, press oK to confirm.
- Unplug the router, wait for 30 seconds, and then plug it back again.
- Turn off the printer, and then turn it back on.
- Update the network firmware in the printer or the print server. For more information, visit the Lexmark support Web site at <a href="http://support.lexmark.com">http://support.lexmark.com</a>.

### Standard USB port disabled [56]

Try one or more of the following:

• From the printer control panel, press OK to clear the message and continue printing.

Note: The printer discards any data received through the USB port.

• From the printer control panel, set USB Buffer to Auto.

### Supply needed to complete job

Try one or more of the following:

- From the printer control panel, select **Prompt for supplies** to view all error messages that indicate what supplies are needed to continue processing the current job, and then press of to clear the message and continue printing.
  - 1 Order the missing supply immediately.
  - 2 Install the supply. For more information, see the instruction sheet that came with the supply.
- Cancel the print job, then install the missing supply, and then resend the print job.

# The device is operating in Safe Mode. Some print options may be disabled or provide unexpected results.

Press OK to clear the message.

#### Too many bins attached [58]

- Turn off the printer.
- Unplug the power cord from the electrical outlet.
- Remove the extra bins.
- Connect the power cord to a properly grounded electrical outlet.
- Turn the printer back on.

#### Too many disks installed [58]

- Turn off the printer.
- Unplug the power cord from the electrical outlet.
- Remove the extra printer hard disks.
- Connect the power cord to a properly grounded electrical outlet.
- Turn the printer back on.

### Too many flash options installed [58]

- 1 Turn off the printer.
- Unplug the power cord from the electrical outlet.
- Remove the extra flash memory.
- 4 Connect the power cord to a properly grounded electrical outlet.
- Turn the printer back on.

#### Too many trays attached [58]

- Turn off the printer.
- Unplug the power cord from the electrical outlet.
- Remove the extra trays.
- Connect the power cord to a properly grounded electrical outlet.
- Turn the printer back on.

#### Tray [x] paper size unsupported

The paper size in the specified tray is unsupported. Replace it with a supported paper size.

#### **Unformatted flash detected [53]**

Try one or more of the following:

- From the printer control panel, press of to stop the defragmentation and continue printing.
- Format the flash memory device.

**Note:** If the error message remains, then the flash memory device may be defective and need to be replaced.

#### **Unsupported disk**

An unsupported disk has been inserted. Remove the unsupported disk, and then install a supported one.

#### Unsupported option in slot [x] [55]

- **1** Turn off the printer.
- 2 Unplug the power cord from the electrical outlet.
- **3** Remove the unsupported option card from the printer controller board, and then replace it with a supported card.
- **4** Connect the power cord to a properly grounded electrical outlet.
- **5** Turn the printer back on.

#### USB port [x] disabled [56]

Try one or more of the following:

- From the printer control panel, select Continue to clear the message and continue printing.
   The printer discards any data received through the specified serial port.
- Select **Reset active bin** to reset the active bin for a linked set of bins.
- Make sure the USB Buffer menu is enabled.

### **Solving printer problems**

- "Basic printer problems" on page 193
- "Hardware and internal option problems" on page 195
- "Paper feed problems" on page 200

# **Basic printer problems**

#### The printer is not responding

Action	Yes	No
Step 1  Make sure the printer is turned on.  Is the printer turned on?	Go to step 2.	Turn on the printer.
Step 2 Check if the printer is in Sleep mode or Hibernate mode.  Is the printer in Sleep mode or Hibernate mode?	Press the Sleep button to wake the printer from Sleep mode or Hibernate mode.	Go to step 3.
Step 3 Check if one end of the power cord is plugged into the printer and the other to a properly grounded electrical outlet.  Is the power cord plugged into the printer and a properly grounded electrical outlet?	Go to step 4.	Plug one end of the power cord into the printer and the other to a properly grounded electrical outlet.
Step 4 Check other electrical equipment plugged into the electrical outlet.  Does other electrical equipment work?	Unplug the other electrical equipment, and then turn on the printer. If the printer does not work, then reconnect the other electrical equipment.	Go to step 5.
Step 5 Check if the cables connecting the printer and the computer are inserted in the correct ports.  Are the cables inserted in the correct ports?	Go to step 6.	Make sure to match the following:  • The USB symbol on the cable with the USB symbol on the printer  • The appropriate Ethernet cable with the Ethernet port
Step 6  Make sure the electrical outlet is not turned off by a switch or breaker.  Is the electrical outlet turned off by a switch or breaker?	Turn on the switch or reset the breaker.	Go to step 7.

Action	Yes	No
Step 7 Check if the printer is plugged into any surge protectors, uninterruptible power supplies, or extension cords.  Is the printer plugged into any surge protectors, uninterruptible power supplies, or extension cords?	Connect the printer power cord directly to a properly grounded electrical outlet.	Go to step 8.
Step 8 Check if one end of the printer cable is plugged into a port on the printer and the other to the computer, print server, option, or other network device.  Is the printer cable securely attached to the printer and the computer, print server, option, or other network device?	Go to step 9.	Connect the printer cable securely to the printer and the computer, print server, option, or other network device.
Step 9  Make sure to install all hardware options properly and remove any packing material.  Are all hardware options properly installed and all packing material removed?	Go to step 10.	Turn off the printer, remove all packing materials, then reinstall the hardware options, and then turn on the printer.
Step 10 Check if you have selected the correct port settings in the printer driver.  Are the port settings correct?	Go to step 11.	Use correct printer driver settings.
Step 11 Check the installed printer driver.  Is the correct printer driver installed?	Go to step 12.	Install the correct printer driver.
Step 12 Turn off the printer, then wait for about 10 seconds, and then turn the printer back on.  Is the printer working?	The problem is solved.	Contact <u>customer</u> <u>support</u> .

#### Printer display is blank

Action	Yes	No
Step 1 Press the Sleep button on the printer control panel.	The problem is solved.	Go to step 2.
Does <b>Ready</b> appear on the printer display?		
Step 2 Turn off the printer, then wait for about 10 seconds, and then turn the printer back on.	The problem is solved.	Turn off the printer, and then contact customer support.
Do Please wait and Ready appear on the printer display?		

### Hardware and internal option problems

#### 2100-sheet tray problems

	No
	Go to step 2.
The problem is solved.	Go to step 3.
	The problem is

Action	Yes	No
Step 3 Print a menu settings page, and then check if the tray is listed in the Installed Features list.  Note: If the tray is listed in the menu settings page, but paper jams when it enters or exits the tray, then it may not be properly installed.	Go to step 4.	For more information, see the setup sheet that came with the 2100-sheet tray.
Is the tray listed in the menu settings page?		
Step 4 Check if the tray is available in the printer driver. Note: You may need to manually add the tray in the printer driver to make it available for print jobs. For more information, see "Adding available options in the print driver" on page 37.	Go to step 5.	Manually add the tray in the printer driver.
Is the tray available in the printer driver?  Step 5  Check if the tray is selected.  From the application you are using, select the tray. If you are using Mac OS X version 9, then make sure the printer is set up in Chooser.	The problem is solved.	Contact <u>customer</u> <u>support</u> .
Does the tray operate properly?		

### **Cannot detect internal option**

Action	Yes	No
Step 1 Turn off the printer, then wait for about 10 seconds, and then turn on the printer.	The problem is solved.	Go to step 2.
Does the internal option operate correctly?		
Step 2 Check if the internal option is properly installed in the controller board.	Go to step 3.	Connect the internal option to the controller board.
<b>a</b> Turn off the printer using the power switch, and then unplug the power cord from the electrical outlet.		
<b>b</b> Make sure the internal option is installed in the appropriate connector in the controller board.		
<b>c</b> Connect the power cord to the printer, then to a properly grounded electrical outlet, and then turn on the printer.		
Is the internal option properly installed in the controller board?		

Action	Yes	No
Step 3  Print a menu settings page, and then check to see if the internal option is listed in the Installed Features list.	Go to step 4.	Reinstall the internal option.
Is the internal option listed in the menu settings page?		
<ul> <li>Step 4</li> <li>a Check if the internal option is selected. It may be necessary to manually add the internal option in the printer driver to make it available for print jobs. For more information, see "Adding available options in the print driver" on page 37.</li> <li>b Resend the print job.</li> </ul>	The problem is solved.	Contact <u>customer</u> <u>support</u> .
Does the internal option operate correctly?		

### Internal print server does not operate correctly

Action	Yes	No
Step 1 Reinstall the internal print server.  a Remove, and then install the internal print server. For more information, see "Installing an Internal Solutions Port" on	Go to step 2.	Check if the internal print server is supported by the printer.
<ul> <li>page 19.</li> <li>Print a menu settings page, and then check if the internal print server is listed in the Installed Features list.</li> <li>Is the internal print server listed in the Installed Features list?</li> </ul>		Note: An internal print server from another printer may not work with this printer.
Step 2 Check the cable and the internal print server connection. Use the correct cable, and then check if it is securely connected to the internal print server.	The problem is solved.	Contact <u>customer</u> <u>support</u> .
Does the internal print server operate correctly?		

#### **Tray problems**

Action	Yes	No
<ul> <li>Step 1</li> <li>a Pull out the tray, and then do one or more of the following:</li> <li>Check for paper jams or misfeeds.</li> <li>Check if the paper size indicators on the paper guides are aligned with the paper size indicators on the tray.</li> <li>If you are printing on custom-size paper, then make sure that the paper guides rest against the edges of the paper.</li> <li>Make sure the paper is below the maximum paper fill indicator.</li> <li>Make sure paper lies flat in the tray.</li> <li>b Check if the tray closes properly.</li> </ul>	The problem is solved.	Go to step 2.
Is the tray working?		
<ul> <li>Step 2</li> <li>a Turn off the printer, then wait about 10 seconds, and then turn the printer back on.</li> <li>b Resend the print job.</li> </ul>	The problem is solved.	Go to step 3.
Is the tray working?		
Step 3  Check if the tray is installed and recognized by the printer.  Print a menu settings page, and then check if the tray is listed in the Installed Features list.  Is the tray listed in the menu settings page?	Go to step 4.	Reinstall the tray. For more information, see the setup documentation that came with the tray.
Step 4	The problem is	Contact <u>customer</u>
Check if the tray is available in the printer driver.  Note: If necessary, manually add the tray in the printer driver to make it available for print jobs. For more information, see "Adding available options in the print driver" on page 37.  Is the tray available in the printer driver?	solved.	support.

#### Internal Solutions Port does not operate correctly

Action	Yes	No
Step 1	Go to step 2.	Check if you have a
Make sure the Internal Solutions Port (ISP) is installed.		supported ISP.
<b>a</b> Install the ISP. For more information, see <u>"Installing an Internal Solutions Port" on page 19</u> .		<b>Note:</b> An ISP from another printer may
<b>b</b> Print a menu settings page, and then check if the ISP is listed in the Installed Features list.		not work on this printer.
Is the ISP listed in the Installed Features list?		
Step 2	The problem is	Contact <u>customer</u>
Check the cable and the ISP connection.	solved.	support.
<b>a</b> Use the correct cable, and then make sure it is securely connected to the ISP.		
<b>b</b> Check if the ISP solution interface cable is securely connected into the receptacle of the controller board.		
<b>Note:</b> The ISP solution interface cable and the receptacle on the controller board are color-coded.		
Does the Internal Solutions Port operate correctly?		

#### USB/parallel interface card does not operate correctly

Action	Yes	No
Step 1  Make sure the USB or parallel interface card is installed.  a Install the USB or parallel interface card. For more information, see "Installing an Internal Solutions Port" on page 19.	Go to step 2.	Check if you have a supported USB or parallel interface card.
<ul> <li>b Print a menu settings page, and then check if the USB or parallel interface card is listed in the Installed Features list.</li> <li>Is the USB or parallel interface card listed in the Installed Features list?</li> </ul>		Note: A USB or parallel interface card from another printer may not work on this printer.
Step 2  Check the cable and the USB or parallel interface card connection.  Use the correct cable, and then make sure it is securely connected to the USB or parallel interface card.  Does the USB or parallel interface card operate correctly?	The problem is solved.	Contact <u>customer</u> <u>support</u> .

# Paper feed problems

### Jammed pages are not reprinted

Action	Yes	No
<ul><li>a Turn on jam recovery.</li><li>1 From the printer control panel, navigate to:</li></ul>	The problem is solved.	Contact <u>customer</u> <u>support</u> .
Settings > General Settings > Print Recovery > Jam Recovery		
2 Select <b>On</b> or <b>Auto</b> , and then press <b>OK</b> .		
<b>b</b> Resend the pages that did not print.		
Were the jammed pages reprinted?		

#### Paper frequently jams

Action	Yes	No
Step 1	Go to step 2.	The problem is
<b>a</b> Pull out the tray, and then do one or more of the following:		solved.
<ul> <li>Make sure paper lies flat in the tray.</li> </ul>		
<ul> <li>Check if the paper size indicators on the paper guides are aligned with the paper size indicators on the tray.</li> </ul>		
<ul> <li>Check if the paper guides are aligned against the edges of the paper.</li> </ul>		
<ul> <li>Make sure the paper is below the maximum paper fill indicator.</li> </ul>		
<ul> <li>Check if you are printing on a recommended paper size and type.</li> </ul>		
<b>b</b> Insert the tray properly.		
If jam recovery is enabled, then the print jobs will reprint automatically.		
Do paper jams still occur frequently?		
Step 2	Go to step 3.	The problem is
a Load paper from a fresh package.		solved.
<b>Note:</b> Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.		
<b>b</b> Resend the print job.		
Do paper jams still occur frequently?		

Action	Yes	No
<ul> <li>Step 3</li> <li>a Review the tips on avoiding jams. For more information, see "Avoiding jams" on page 155.</li> <li>b Follow the recommendations, and then resend the print job.</li> </ul>	Contact <u>customer</u> <u>support</u> .	The problem is solved.
Do paper jams still occur frequently?		

#### Paper jam message remains after jam is cleared

Action	Yes	No
<ul> <li>a From the printer control panel, navigate to:</li> <li>Next &gt; OK &gt; Clear the jam, press OK &gt; OK</li> <li>b Follow the instructions on the printer display.</li> </ul>	Contact <u>customer</u> <u>support</u> .	The problem is solved.
Does the paper jam message remain?		

# **Solving print problems**

### **Printing problems**

#### Confidential and other held documents do not print

Action	Yes	No
<ul> <li>Step 1</li> <li>a From the control panel, check if the documents appear in the Held Jobs list.</li> <li>Note: If the documents are not listed, then print the documents using the Print and Hold options.</li> <li>b Print the documents.</li> </ul>	The problem is solved.	Go to step 2.
Are the documents printed?		
<ul> <li>Step 2</li> <li>The print job may contain a formatting error or invalid data.</li> <li>Delete the print job, and then send it again.</li> <li>For PDF files, generate a new file, and then print the documents.</li> </ul>	The problem is solved.	Go to step 3.
Are the documents printed?		

Action	Yes	No
Step 3 If you are printing from the Internet, then the printer may be reading the multiple job titles as duplicates.	The problem is solved.	Go to step 4.
<ul> <li>For Windows users</li> <li>a Open the Printing Preferences dialog.</li> <li>b From the Print and Hold section, select Keep duplicate documents.</li> <li>c Enter a PIN.</li> <li>d Resend the print job.</li> <li>For Macintosh users</li> </ul>		
<ul><li>a Save and name each job differently.</li><li>b Send the job individually.</li></ul> Are the documents printed?		
Step 4  a Delete some held jobs to free up printer memory.  b Resend the print job.  Are the documents printed?	The problem is solved.	Go to step 5.
Step 5 a Add printer memory. b Resend the print job.  Are the documents printed?	The problem is solved.	Contact <u>customer</u> <u>support</u> .

#### Error message about reading the flash drive appears

Action	Yes	No
Step 1 Check if the flash drive is inserted into the front USB port.  Note: The flash drive will not work if it is inserted into the rear USB port.	Go to step 2.	Insert the flash drive into the front USB port.
Is the flash drive inserted into the front USB port?		
Step 2 Check if the indicator light on the printer control panel is blinking green.  Note: A green blinking light indicates that the printer is busy.	Wait until the printer is ready, then view the held jobs list, and then print the documents.	Go to step 3.
Is the indicator light blinking green?		

Action	Yes	No
Step 3	Go to step 4.	The problem is
<b>a</b> Check for an error message on the display.		solved.
<b>b</b> Clear the message.		
Does the error message still appear?		
Step 4	Go to step 5.	The problem is
Check if the flash drive is supported.		solved.
For more information on tested and approved USB flash drives,		
see <u>"Supported flash drives and file types" on page 76</u> .		
Does the error message still appear?		
Step 5	Contact <u>customer</u>	The problem is
Check if the USB port is disabled by the system support person.	support.	solved.
Does the error message still appear?		

#### **Incorrect characters print**

Action	Yes	No
Step 1	Deactivate Hex Trace mode.	Go to step 2.
Make sure the printer is not in Hex Trace mode.	nace mode.	
<b>Note:</b> If <b>Ready Hex</b> appears on the printer display, then turn off the printer, and then turn it back on to deactivate Hex Trace mode.		
Is the printer in Hex Trace mode?		
Step 2	Contact <u>customer</u>	The problem is
<b>a</b> From the printer control panel, select <b>Standard Network</b> or <b>Network</b> [x], and then set SmartSwitch to On.	support.	solved.
<b>b</b> Resend the print job.		
Do incorrect characters print?		

#### Job prints from the wrong tray or on the wrong paper

Action	Yes	No
<ul> <li>Step 1</li> <li>a Check if you are printing on paper that is supported by the tray.</li> <li>b Resend the print job.</li> </ul>	The problem is solved.	Go to step 2.
Did the job print from the correct tray or on the correct paper?		

Action	Yes	No
<ul> <li>Step 2</li> <li>a From the Paper menu on the printer control panel, set the paper size and type to match the paper loaded in the tray.</li> <li>b Resend the print job.</li> </ul>	The problem is solved.	Go to step 3.
Did the job print from the correct tray or on the correct paper?		
<ul> <li>a Depending on your operating system, open Printing Preferences or the Print dialog, and then specify the paper type.</li> <li>b Resend the print job.</li> <li>Did the job print from the correct tray or on the correct paper?</li> </ul>	The problem is solved.	Go to step 4.
Step 4  a Check if the trays are not linked. b Resend the print job.  Did the job print from the correct tray or on the correct paper?	The problem is solved.	Contact <u>customer</u> <u>support</u> .

### Large jobs do not collate

Action	Yes	No
<ul> <li>Step 1</li> <li>a From the Finishing menu on the printer control panel, set Collate to (1,2,3) (1,2,3).</li> <li>b Resend the print job.</li> </ul>	The problem is solved.	Go to step 2.
Did the job print and collate correctly?		
<ul> <li>Step 2</li> <li>a From the printer software, set Collate to (1,2,3) (1,2,3).</li> <li>Note: Setting Collate to (1,1,1) (2,2,2) in the software overrides the setting in the Finishing menu.</li> <li>b Resend the print job.</li> <li>Did the job print and collate correctly?</li> </ul>	The problem is solved.	Go to step 3.
Step 3  Reduce the complexity of the print job by eliminating the number and size of fonts, the number and complexity of images, and the number of pages in the job.  Did the job print and collate correctly?	The problem is solved.	Contact <u>customer</u> <u>support</u> .

#### Multiple-language PDF files do not print

Action	Yes	No
<ul> <li>Step 1</li> <li>a Check if the print options for the PDF output are set to embed all fonts.</li> <li>b Generate a new PDF file, and then resend the print job.</li> </ul>	The problem is solved.	Go to step 2.
Do the files print?		
Step 2 a Open the document you want to print in Adobe Acrobat. b Click File > Print > Advanced > Print As Image > OK > OK.	The problem is solved.	Contact <u>customer</u> <u>support</u> .
Do the files print?		

### Print job takes longer than expected

Action	Yes	No
Step 1 Change the environmental settings of the printer.  a From the printer control panel, navigate to: Settings > General Settings  b Select Eco-Mode or Quiet Mode, and then select Off. Note: Disabling Eco-Mode or Quiet Mode may increase the consumption of energy or supplies, or both.  Did the job print?	The problem is solved.	Go to step 2.
Step 2 Reduce the number and size of fonts, the number and complexity of images, and the number of pages in the print job, and then resend the job  Did the job print?	The problem is solved.	Go to step 3.
Step 3 a Remove held jobs stored in the printer memory. b Resend the print job. Did the job print?	The problem is solved.	Go to step 4.

Action	Yes	No
Step 4	The problem is	Go to step 5.
<b>a</b> Disable the Page Protect feature.	solved.	
From the printer control panel, navigate to:		
Settings > General Settings > Print Recovery > Page Protect > Off		
<b>b</b> Resend the print job.		
Did the job print?		
Step 5	The problem is	Contact <u>customer</u>
Install additional printer memory, and then resend the print job.	solved.	support.
Did the job print?		

### Print jobs do not print

Action	Yes	No
<ul> <li>Step 1</li> <li>a From the document you are trying to print, open the Print dialog and check if you have selected the correct printer.</li> <li>Note: If the printer is not the default printer, then you must select the printer for each document that you want to print.</li> <li>b Resend the print job.</li> </ul>	The problem is solved.	Go to step 2.
Step 2  a Check if the printer is plugged in and turned on, and if Ready appears on the printer display.  b Resend the print job.  Do the jobs print?	The problem is solved.	Go to step 3.
Step 3  If an error message appears on the printer display, then clear the message.  Note: The printer continues to print after clearing the message.  Do the jobs print?	The problem is solved.	Go to step 4.

Action	Yes	No
<ul> <li>Step 4</li> <li>a Check if the ports (USB, serial, or Ethernet) are working and if the cables are securely connected to the computer and the printer.</li> <li>Note: For more information, see the setup documentation that came with the printer.</li> <li>b Resend the print job.</li> </ul>	The problem is solved.	Go to step 5.
Do the jobs print?		
<ul> <li>Step 5</li> <li>a Turn off the printer, wait for about 10 seconds, and then turn the printer back on.</li> <li>b Resend the print job.</li> <li>Do the jobs print?</li> </ul>	The problem is solved.	Go to step 6.
<ul> <li>Step 6</li> <li>a Remove, and then reinstall the printer software. For more information, see "Installing the printer software" on page 37.</li> <li>Note: The printer software is available at <a href="http://support.lexmark.com">http://support.lexmark.com</a>.</li> <li>b Resend the print job.</li> </ul> Do the jobs print?	The problem is solved.	Contact <u>customer</u> <u>support</u> .

#### **Printing slows down**

#### **Notes:**

- When printing using narrow paper, the printer prints at a reduced speed to prevent damage to the fuser
- The printer speed may be reduced when printing for long periods of time, or printing at elevated temperatures.

Action	Yes	No
Step 1  a Make sure the size of the paper loaded in the tray matches the fuser type.	The problem is solved.	Go to step 2.
<ul><li>Note: To identify the fuser type, view the label on the fuser.</li><li>b Resend the print job.</li></ul>		
Does the print speed increase?		

Action	Yes	No
Step 2  a Replace the fuser.	The problem is solved.	Contact <u>customer</u> <u>support</u> .
For more information on installing the fuser, see the instruction sheet that came with the part.		
<b>b</b> Resend the print job.		
Does the print speed increase?		

#### Tray linking does not work

#### Notes:

- The trays can detect paper length.
- The multipurpose feeder does not automatically detect the paper size. You must set the size from the Paper Size/Type menu.

Action	Yes	No
Step 1	The problem is	Go to step 2.
<b>a</b> Open the trays, and then check if they contain paper of the same size and type.	solved.	
<ul> <li>Check if the paper guides are in the correct positions for the size of the paper loaded in each tray.</li> </ul>		
<ul> <li>Check if the paper size indicators on the paper guides are aligned with the paper size indicators on the tray.</li> </ul>		
<b>b</b> Resend the print job.		
Do the trays link correctly?		
Step 2	The problem is	Contact <u>customer</u>
<b>a</b> From the printer control panel, set the paper size and type in the Paper menu to match the paper loaded in the trays to be linked.	solved.	support.
<b>Note:</b> The paper size and type must match for trays to be linked.		
<b>b</b> Resend the print job.		
Do the trays link correctly?		

#### Unexpected page breaks occur

Action	Yes	No
Step 1	The problem is	Go to step 2.
Adjust the print timeout settings.	solved.	
<b>a</b> From the printer control panel, navigate to:		
Settings > General Settings > Timeouts > Print Timeout		
<ul><li>b Select a higher setting, and then press</li><li>c Resend the print job.</li></ul>		
Did the file print correctly?		
Step 2  a Check the original file for manual page breaks.  b Resend the print job.	The problem is solved.	Contact <u>customer</u> <u>support</u> .
Did the file print correctly?		

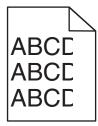
# **Print quality problems**

### Characters have jagged or uneven edges



Action	Yes	No
<ul> <li>Step 1</li> <li>a Print a font sample list to check if the fonts you are using are supported by the printer.</li> <li>1 From the printer control panel, navigate to: <ul> <li>Menus &gt; Reports &gt; Print Fonts</li> </ul> </li> <li>2 Select PCL Fonts or PostScript Fonts.</li> <li>b Resend the print job.</li> </ul>	Go to step 2.	Select a font that is supported by the printer.
Are you using fonts that are supported by the printer?		
Step 2 Check if the fonts installed on the computer are supported by the printer.	The problem is solved.	Contact <u>customer</u> <u>support</u> .
Are the fonts installed on the computer supported by the printer?		

# Clipped pages or images



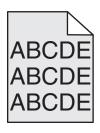


Action	Yes	No
a Move the width and length guides in the tray to the correct positions for the paper loaded. b Resend the print job.  Is the page or image clipped?	Go to step 2.	The problem is solved.
Step 2 From the printer control panel, set the paper size and type in the Paper menu to match the paper loaded in the tray.  Do the paper size and type match the paper loaded in the tray?	Go to step 3.	Do one or more of the following:  • Specify the paper size from the tray settings to match the paper loaded in the tray.  • Change the paper loaded in the tray to match the paper size specified in the tray settings.
<ul> <li>Step 3</li> <li>a Depending on your operating system, specify the paper size from Printing Preferences or from the Print dialog.</li> <li>b Resend the print job.</li> </ul>	Go to step 4.	The problem is solved.
Step 4  a Reinstall the imaging unit.  1 Remove the toner cartridge.  2 Remove the imaging unit.  Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.  3 Install the imaging unit, and then the cartridge.  b Resend the print job.  Is the page or image clipped?	Contact <u>customer</u> <u>support</u> .	The problem is solved.

#### Compressed images appear on prints

Action	Yes	No
<ul> <li>Step 1</li> <li>a Make sure the size of the paper loaded in the tray matches the fuser type.</li> <li>Note: To identify the fuser type, view the label on the fuser.</li> <li>b Resend the print job.</li> <li>Do compressed images still appear?</li> </ul>	The problem is solved.	Go to step 2.
Step 2  a Replace the fuser.  For more information on installing the fuser, see the instruction sheet that came with the part.  b Resend the print job.	The problem is solved.	Contact <u>customer</u> <u>support</u> .
Do compressed images still appear?		

### Gray background on prints





Action	Yes	No
Step 1  a From the Quality Menu on the printer control panel, decrease the toner darkness.	The problem is solved.	Go to step 2.
Note: 8 is the factory default setting.  b Resend the print job.		
Did the gray background disappear from the prints?		

Action	Yes	No
Step 2 Reinstall the imaging unit and the toner cartridge.  a Remove the toner cartridge.  b Remove the imaging unit.	The problem is solved.	Go to step 3.
<ul> <li>Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light can cause print quality problems.</li> <li>c Install the imaging unit, and then the cartridge.</li> <li>d Resend the print job.</li> </ul>		
Did the gray background disappear from the prints?		
Step 3 Replace the imaging unit, and then resend the print job.	The problem is solved.	Contact <u>customer</u> <u>support</u> .
Did the gray background disappear from the prints?		

### Horizontal voids appear on prints



Action	Yes	No
<ul> <li>Step 1</li> <li>a Make sure your software program is using a correct fill pattern.</li> <li>b Resend the print job.</li> </ul>	Go to step 2.	The problem is solved.
Do horizontal voids appear on prints?		
<ul> <li>Step 2</li> <li>a Load the specified tray or feeder with a recommended type of paper.</li> <li>b Resend the print job.</li> </ul>	Go to step 3.	The problem is solved.
Do horizontal voids appear on prints?		

Action	Yes	No
Step 3	Go to step 4.	The problem is
a Redistribute the toner in the imaging unit.		solved.
1 Remove the toner cartridge, and then the imaging unit.		
2 Firmly shake the imaging unit.		
Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.		
<b>3</b> Reinstall the imaging unit, and then the cartridge.		
<b>b</b> Resend the print job.		
Do horizontal voids appear on prints?		
Step 4	Contact <u>customer</u>	The problem is
Replace the imaging unit, and then resend the print job.	support.	solved.
Do horizontal voids appear on prints?		

#### **Incorrect margins on prints**



Action	Yes	No
<ul> <li>Step 1</li> <li>a Move the width and length guides in the tray to the correct positions for the paper size loaded.</li> <li>b Resend the print job.</li> </ul>	The problem is solved.	Go to step 2.
Are the margins correct?		

Action	Yes	No
Step 2 From the printer control panel, set the paper size in the Paper menu to match the paper loaded in the tray.  Does the paper size match the paper loaded in the tray?	Go to step 3.	Do one or more of the following:  • Specify the paper size from the tray settings to match the paper loaded in the tray.  • Change the paper loaded in the tray to match the paper size specified in the tray settings.
<ul> <li>Step 3</li> <li>a Depending on your operating system, specify the paper size from Printing Preferences or from the Print dialog.</li> <li>b Resend the print job.</li> </ul> Are the margins correct?	The problem is solved.	Contact <u>customer</u> <u>support</u> .

### Paper curl

Action	Yes	No
Step 1  Move the width and length guides in the tray to the correct positions for the size of the paper loaded.  Are the width and length guides positioned correctly?	Go to step 2.	Adjust the width and length guides.
Step 2 From the printer control panel, set the paper type and weight in the Paper menu to match the paper loaded in the tray.  Do the paper type and weight match the type and weight of the paper in the tray?	Go to step 3.	Specify the paper type and weight from the tray settings to match the paper loaded in the tray.
<ul> <li>Step 3</li> <li>a Depending on your operating system, specify the paper type and weight from Printing Preferences or from the Print dialog.</li> <li>b Resend the print job.</li> <li>Is the paper still curled?</li> </ul>	Go to step 4.	The problem is solved.
Step 4  a Remove the paper from the tray, and then turn it over.  b Resend the print job.  Is the paper still curled?	Go to step 5.	The problem is solved.

Action	Yes	No
Step 5  a Load paper from a fresh package.	Contact <u>customer</u> <u>support</u> .	The problem is solved.
<b>Note:</b> Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.		
<b>b</b> Resend the print job.		
Is the paper still curled?		

### **Print irregularities**





Action	Yes	No
<ul> <li>Step 1</li> <li>a Move the width and length guides in the tray to the correct positions for the size of the paper loaded in the tray.</li> <li>b Resend the print job.</li> <li>Do print irregularities still appear?</li> </ul>	Go to step 2.	The problem is solved.
Step 2 From the printer control panel, set the paper size and type in the Paper menu to match the paper loaded in the tray.  Do the printer settings match the type and weight of the paper loaded in the tray?	Go to step 3.	Specify the paper size and type from the tray settings to match the paper loaded in the tray.
<ul> <li>Step 3</li> <li>a Depending on your operating system, specify the paper type and weight from Printing Preferences or from the Print dialog.</li> <li>b Resend the print job.</li> <li>Do print irregularities still appear?</li> </ul>	Go to step 4.	The problem is solved.
Step 4 Check if the paper loaded in the tray has texture or rough finishes.  Are you printing on textured or rough paper?	From the printer control panel, set the paper texture in the Paper menu to match the paper loaded in the tray.	Go to step 5.

Action	Yes	No
Step 5  a Load paper from a fresh package.	Go to step 6.	The problem is solved.
<b>Note:</b> Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.		
<b>b</b> Resend the print job.		
Do print irregularities still appear?		
Step 6	Contact <u>customer</u>	The problem is
Replace the imaging unit, and then resend the print job.	support at	solved.
Do print irregularities still appear?	ark.com or your service representative.	

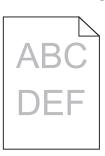
#### Print is too dark



Action	Yes	No
Step 1  a From the Quality menu on the printer control panel, reduce the toner darkness.	Go to step 2.	The problem is solved.
Note: 8 is the factory default setting.		
<b>b</b> Resend the print job.		
Is the print still too dark?		

Action	Yes	No
<ul> <li>Step 2</li> <li>a From the printer control panel, set the paper type, texture and weight in the Paper menu to match the paper loaded in the tray.</li> <li>b Resend the print job.</li> <li>Is the tray set to the type, texture, and weight of the paper loaded?</li> </ul>	Go to step 3.	Do one or more of the following:  • Specify the paper type, texture, and weight from the tray settings to match the paper loaded in the tray.  • Change the paper loaded in the tray to match the paper yet, texture and weight specified in the tray settings.
<ul> <li>Step 3</li> <li>a Depending on your operating system, specify the paper type, texture and weight from Printing Preferences or from the Print dialog.</li> <li>b Resend the print job.</li> <li>Is the print still too dark?</li> </ul>	Go to step 4.	The problem is solved.
Step 4	From the printer control panel, change the texture settings in the Paper Texture menu to match the paper you are printing on.	Go to step 5.
Step 5 a Load paper from a fresh package. Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it. b Resend the print job.  Is the print still too dark?	Go to step 6.	The problem is solved.
Step 6 Replace the imaging unit, and then resend the print job.  Is the print still too dark?	Contact <u>customer</u> <u>support</u> .	The problem is solved.

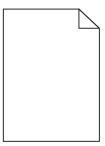
## Print is too light



Action	Yes	No
<ul> <li>Step 1</li> <li>a From the Quality menu on the printer control panel, increase the toner darkness.</li> <li>Note: 8 is the factory default setting.</li> <li>b Resend the print job.</li> <li>Is the print still too light?</li> </ul>	Go to step 2.	The problem is solved.
Step 2 From the printer control panel, set the paper type, texture, and weight in the Paper menu to match the paper loaded in the tray.  Is the tray set to the type, texture, and weight of the paper loaded?	Go to step 3.	Change the paper type, texture, and weight to match the paper loaded in the tray.
<ul> <li>Step 3</li> <li>a Depending on your operating system, specify the paper type, texture, and weight from Printing Preferences or from the Print dialog.</li> <li>b Resend the print job.</li> <li>Is the print still too light?</li> </ul>	Go to step 4.	The problem is solved.
Step 4  Make sure that the paper has no texture or rough finishes.  Are you printing on textured or rough paper?	From the printer control panel, change the texture settings in the Paper Texture menu to match the paper you are printing on.	Go to step 5.
Step 5 a Load paper from a fresh package. Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it. b Resend the print job.  Is the print still too light?	Go to step 6.	The problem is solved.

Action	Yes	No
Step 6  a Redistribute the toner in the imaging unit.  1 Remove the toner cartridge, and then the imaging unit.  2 Firmly shake the imaging unit.  Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.	Go to step 7.	The problem is solved.
<ul><li>3 Install the imaging unit, and then the cartridge.</li><li>b Resend the print job.</li></ul>		
Is the print still too light?		
Step 7 Replace the imaging unit, and then resend the print job.	Contact <u>customer</u> <u>support</u> .	The problem is solved.
Is the print still too light?		

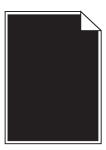
## **Printer is printing blank pages**



Action	Yes	No
<ul> <li>Step 1</li> <li>a Check if there is packing material left on the imaging unit.</li> <li>1 Remove the toner cartridge, and then the imaging unit.</li> </ul>	Go to step 2.	The problem is solved.
2 Check if the packing material is properly removed from the imaging unit.		
<b>Warning—Potential Damage:</b> Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.		
<b>3</b> Reinstall the imaging unit, and then the cartridge.		
<b>b</b> Resend the print job.		
Is the printer still printing blank pages?		

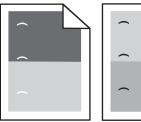
Action	Yes	No
<ul> <li>Step 2</li> <li>a Redistribute the toner in the imaging unit.</li> <li>1 Remove the toner cartridge, and then the imaging unit.</li> <li>2 Firmly shake the imaging unit.</li> <li>Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</li> <li>3 Reinstall the imaging unit, and then the cartridge.</li> </ul>	Go to step 3.	The problem is solved.
<b>b</b> Resend the print job.  Is the printer still printing blank pages?		
Step 3 Replace the imaging unit, and then resend the print job.	Contact <u>customer</u> <u>support</u> .	The problem is solved.
Is the printer still printing blank pages?		

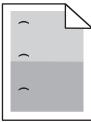
# Printer is printing solid black pages



Action	Yes	No
Step 1	Go to step 2.	The problem is
a Reinstall the imaging unit.		solved.
1 Remove the toner cartridge, and then the imaging unit.		
Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.		
2 Install the imaging unit, and then the cartridge.		
<b>b</b> Resend the print job.		
Is the printer printing solid black pages?		
Step 2	Contact <u>customer</u>	The problem is
Replace the imaging unit, and then resend the print job.	support.	solved.
Is the printer printing solid black pages?		

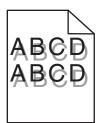
## Repeating defects appear on prints





Action	Yes	No
Step 1	Go to step 2.	The problem is
<b>a</b> Replace the imaging unit if the distance between the defects is equal to any of the following:		solved.
• 47.8 mm (1.88 in.)		
• 96.8 mm (3.81 in.)		
• 28.5 mm (1.12 in.)		
<b>b</b> Resend the print job.		
Do repeating defects still appear on prints?		
Step 2	Contact <u>customer</u>	The problem is
<b>a</b> Replace the fuser if the distance between the defects is equal to either of the following:	support.	solved.
• 87.9–92.7 mm (3.46–3.65 in.)		
• 95.2 mm (3.75 in.)		
<b>b</b> Resend the print job.		
Do repeating defects still appear on prints?		

# **Shadow images appear on prints**





Action	Yes	No
Step 1 Load paper with the correct paper type and weight in the tray.  Is paper with the correct paper type and weight loaded in the tray?	Go to step 2.	Load paper with the correct paper type and weight in the tray.
Step 2 From the printer control panel, set the paper type and weight in the Paper menu to match the paper loaded in the tray.  Is the tray set to the type and weight of the paper loaded?	Go to step 3.	Change the paper loaded in the tray to match the paper type and weight specified in the tray settings.
<ul> <li>Step 3</li> <li>a Depending on your operating system, specify the paper type and weight from Printing Preferences or from the Print dialog.</li> <li>b Resend the print job.</li> <li>Do shadow images still appear on prints?</li> </ul>	Go to step 4.	The problem is solved.
Step 4 Replace the imaging unit, and then resend the print job.  Do shadow images still appear on prints?	Contact <u>customer</u> <u>support</u> .	The problem is solved.

## **Skewed print**



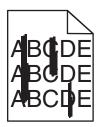
Action	Yes	No
<ul> <li>Step 1</li> <li>a Move the width and length guides in the tray to the correct positions for the size of the paper loaded.</li> <li>b Resend the print job.</li> </ul>	Go to step 2.	The problem is solved.
Is the print still skewed?		
<ul> <li>Step 2</li> <li>a Check if you are printing on a paper that is supported by the tray.</li> <li>b Resend the print job.</li> </ul>	Contact <u>customer</u> <u>support</u> .	The problem is solved.
Is the print still skewed?		

## Streaked horizontal lines appear on prints



Action	Yes	No
<ul> <li>Step 1</li> <li>a Depending on your operating system, specify the tray or feeder from Printing Preferences or the Print dialog.</li> <li>b Resend the print job.</li> </ul>	Go to step 2.	The problem is solved.
Do streaked horizontal lines appear on prints?		
Step 2 From the printer control panel, set the paper type and weight in the Paper menu to match the paper loaded in the tray.  Do the paper type and weight match the type and weight of the paper in the tray?	Go to step 3.	Change the paper type and weight to match the paper loaded in the tray.
<ul> <li>Step 3</li> <li>a Load paper from a fresh package.</li> <li>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.</li> <li>b Resend the print job.</li> </ul>	Go to step 4.	The problem is solved.
Do streaked horizontal lines appear on prints?		
<ul><li>Step 4</li><li>a Reinstall the imaging unit.</li><li>1 Remove the toner cartridge, and then the imaging unit.</li></ul>	Go to step 5.	The problem is solved.
<ul> <li>Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</li> <li>Install the imaging unit, and then the cartridge.</li> <li>Resend the print job.</li> </ul>		
Do streaked horizontal lines appear on prints?		
Step 5 Replace the imaging unit, and then resend the print job.	Contact <u>customer</u> <u>support</u> .	The problem is solved.
Do streaked horizontal lines appear on prints?		

## Streaked vertical lines appear on prints

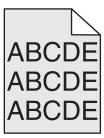




Action	Yes	No
<ul> <li>Step 1</li> <li>a Depending on your operating system, specify the paper type, texture, and weight from Printing Preferences or from the Print dialog.</li> <li>b Resend the print job.</li> </ul> Do streaked vertical lines appear on prints?	Go to step 2.	The problem is solved.
Step 2 From the printer control panel, set the paper texture, type, and weight in the Paper menu to match the paper loaded in the tray.  Do the paper texture, type, and weight match the paper in the tray?	Go to step 3.	Do one or more of the following:  • Specify the paper texture, type, and weight from the tray settings to match the paper loaded in the tray.  • Change the paper loaded in the tray to match the paper texture, type, and weight specified in the tray settings.
<ul> <li>Step 3</li> <li>a Load paper from a fresh package.</li> <li>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.</li> <li>b Resend the print job.</li> </ul> Do streaked vertical lines appear on prints?	Go to step 4.	The problem is solved.

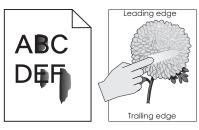
Action	Yes	No
Step 4  a Reinstall the imaging unit.  1 Remove the toner cartridge, and then the imaging unit.  Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.  2 Install the imaging unit, and then the cartridge.  b Resend the print job.	Go to step 5.	The problem is solved.
Do streaked vertical lines appear on prints?		
Step 5 Replace the imaging unit, and then resend the print job.  Do streaked vertical lines appear on prints?	Contact <u>customer</u> <u>support</u> at <u>http://support.lexm</u> <u>ark.com</u> or your service representative.	The problem is solved.

## Toner fog or background shading appears on prints



Action	Yes	No
Step 1 a Reinstall the imaging unit.  1 Remove the toner cartridge, and then the imaging unit.  Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.  2 Install the imaging unit, and then the cartridge.  b Resend the print job.  Did the toner fog or background shading disappear from the prints?		Go to step 2.
Step 2 Replace the imaging unit, and then resend the print job.  Did the toner fog or background shading disappear from the prints?	The problem is solved.	Contact <u>customer</u> <u>support</u> .

## **Toner rubs off**



Action	Yes	No
Step 1 From the Paper menu on the printer control panel, check the paper type, texture, and weight.	Go to step 2.	Specify the paper type, texture, and weight from the tray settings to match the
Do the paper type, texture, and weight match the paper loaded in the tray?		paper loaded in the tray.
Step 2 Resend the print job.	Contact <u>customer</u> <u>support</u> .	The problem is solved.
Does the toner still rub off?		

## Toner specks appear on prints

Action	Yes	No
Replace the imaging unit, and then resend the print job.	Contact <u>customer</u> <u>support</u> .	The problem is solved.
Do toner specks appear on prints?		

## Transparency print quality is poor

Action	Yes	No
Step 1 From the printer control panel, set the paper type in the Paper menu to match the paper loaded in the tray.	Go to step 2.	Set the paper type to Transparency.
Is the paper type for the tray set to Transparency?		
Step 2  a Check if you are using a recommended type of transparency.  b Resend the print job.	Contact <u>customer</u> <u>support</u> .	The problem is solved.
Is the print quality still poor?		

## **Uneven print density**



Action	Yes	No
Replace the imaging unit, and then resend the print job.	Contact <u>customer</u> <u>support</u> .	The problem is solved.
Is the print density uneven?		

## Vertical voids appear on prints



Action	Yes	No
Step 1	Go to step 2.	The problem is solved.
<b>a</b> Make sure your software program is using a correct fill pattern.		soived.
<b>b</b> Resend the print job.		
Do vertical voids appear on prints?		
Step 2	Go to step 3.	The problem is
<b>a</b> From the printer control panel, set the paper type and weight in the Paper menu to match the paper loaded in the tray.		solved.
<b>b</b> Resend the print job.		
Do vertical voids appear on prints?		
Step 3	Go to step 4.	The problem is
Check if you are using a recommended type of paper.		solved.
<b>a</b> Load the specified tray or feeder with a recommended type of paper.		
<b>b</b> Resend the print job.		
Do vertical voids appear on prints?		

Action	Yes	No
Step 4	Go to step 5.	The problem is
a Redistribute the toner in the imaging unit.		solved.
1 Remove the toner cartridge, and then the imaging unit.		
2 Firmly shake the imaging unit.		
Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.		
<b>3</b> Reinstall the imaging unit, and then the cartridge.		
<b>b</b> Resend the print job.		
Do vertical voids appear on prints?		
Step 5	Contact <u>customer</u>	The problem is
Replace the imaging unit, and then resend the print job.	support.	solved.
Do vertical voids appear on prints?		

# **Embedded Web Server does not open**

Action	Yes	No
Step 1  Make sure the printer IP address is correct.  View the printer IP address:  • From the printer home screen  • From the TCP/IP section in the Network/Ports menu  • By printing a network setup page or menu settings page, and then finding the TCP/IP section  Note: An IP address appears as four sets of numbers separated	Go to step 2.	Type the correct printer IP address in the address field of your Web browser.  Note: Depending on the network settings, you may need to type "https://" instead
by periods, such as 123.123.123.  Is the printer IP address correct?		of "http://" before the printer IP address to access the Embedded Web Server.
Step 2 Check if the printer is turned on. Is the printer turned on?	Go to step 3.	Turn on the printer.
Step 3 Check if the network connection is working. Is the network connection working?	Go to step 4.	Contact your system support person.

Action	Yes	No
Step 4	Go to step 5.	Tighten the cable
Make sure the cable connections to the printer and print server are secure.		connection.
For more information, see the setup documentation that came with the printer.		
Are the cable connections to the printer and print server secure?		
Step 5	Go to step 6.	Contact your system
Temporarily disable the Web proxy servers.		support person.
<b>Note:</b> Proxy servers may block or restrict you from accessing certain Web sites including the Embedded Web Server.		
Are the Web proxy servers disabled?		
Step 6	The problem is	Contact <u>customer</u>
Access the Embedded Web Server again by typing the correct IP address in the address field.	solved.	support.
Did the Embedded Web Server open?		

# **Contacting customer support**

Before contacting customer support, make sure to have the following information:

- Printer problem
- Error message
- Printer model type and serial number

Go to <a href="http://support.lexmark.com">http://support.lexmark.com</a> to receive e-mail or chat support, or browse through the library of manuals, support documentation, drivers, and other downloads.

Technical support via telephone is also available. In the U.S. or Canada, call 1-800-539-6275. For other countries or regions, go to <a href="http://support.lexmark.com">http://support.lexmark.com</a>.

# **Notices**

## **Product information**

Product name:

Lexmark M5163dn

Machine type:

4063

Model(s):

490

#### **Edition notice**

June 2017

The following paragraph does not apply to any country where such provisions are inconsistent with local law: LEXMARK INTERNATIONAL, INC., PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions; therefore, this statement may not apply to you.

This publication could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in later editions. Improvements or changes in the products or the programs described may be made at any time.

References in this publication to products, programs, or services do not imply that the manufacturer intends to make these available in all countries in which it operates. Any reference to a product, program, or service is not intended to state or imply that only that product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any existing intellectual property right may be used instead. Evaluation and verification of operation in conjunction with other products, programs, or services, except those expressly designated by the manufacturer, are the user's responsibility.

For Lexmark technical support, visit <a href="http://support.lexmark.com">http://support.lexmark.com</a>.

For information on supplies and downloads, visit www.lexmark.com.

© 2012 Lexmark International, Inc.

All rights reserved.

#### **GOVERNMENT END USERS**

The Software Program and any related documentation are "Commercial Items," as that term is defined in 48 C.F.R. 2.101, "Computer Software" and "Commercial Computer Software Documentation," as such terms are used in 48 C.F.R. 12.212 or 48 C.F.R. 227.7202, as applicable. Consistent with 48 C.F.R. 12.212 or 48 C.F.R. 227.7202-1 through 227.7207-4, as applicable, the Commercial Computer Software and Commercial Software Documentation are licensed to the U.S. Government end users (a) only as Commercial Items and (b) with only those rights as are granted to all other end users pursuant to the terms and conditions herein.

#### **Trademarks**

Lexmark, the Lexmark logo, MarkNet, and MarkVision are trademarks or registered trademarks of Lexmark International, Inc. in the United States and/or other countries.

Google Cloud Print is a trademark of Google Inc.

Mac and the Mac logo are trademarks of Apple Inc., registered in the U.S. and other countries.

Microsoft and Windows are either registered trademarks or trademarks of the Microsoft group of companies in the United States and other countries.

Mopria®, the Mopria® logo, and the Mopria® Alliance logo are registered trademarks and service marks of Mopria Alliance, Inc. in the United States and other countries. Unauthorized use is strictly prohibited.

PCL® is a registered trademark of the Hewlett-Packard Company. PCL is Hewlett-Packard Company's designation of a set of printer commands (language) and functions included in its printer products. This printer is intended to be compatible with the PCL language. This means the printer recognizes PCL commands used in various application programs, and that the printer emulates the functions corresponding to the commands.

PostScript is a registered trademark of Adobe Systems Incorporated in the United States and/or other countries.

The following terms are trademarks or registered trademarks of these companies:

Albertus	The Monotype Corporation plc
Antique Olive	Monsieur Marcel OLIVE
Apple-Chancery	Apple Computer, Inc.
Arial	The Monotype Corporation plc
CG Times	Based on Times New Roman under license from The Monotype Corporation plc, is a product of Agfa Corporation
Chicago	Apple Computer, Inc.
Clarendon	Linotype-Hell AG and/or its subsidiaries
Eurostile	Nebiolo
Geneva	Apple Computer, Inc.
GillSans	The Monotype Corporation plc
Helvetica	Linotype-Hell AG and/or its subsidiaries
Hoefler	Jonathan Hoefler Type Foundry
ITC Avant Garde Gothic	International Typeface Corporation
ITC Bookman	International Typeface Corporation
ITC Mona Lisa	International Typeface Corporation
ITC Zapf Chancery	International Typeface Corporation
Joanna	The Monotype Corporation plc
Marigold	Arthur Baker
Monaco	Apple Computer, Inc.
New York	Apple Computer, Inc.
Oxford	Arthur Baker

Palatino	Linotype-Hell AG and/or its subsidiaries	
Stempel Garamond	pel Garamond Linotype-Hell AG and/or its subsidiaries	
Taffy	Agfa Corporation	
Times New Roman	oman The Monotype Corporation plc	
Univers	Linotype-Hell AG and/or its subsidiaries	

All other trademarks are the property of their respective owners.

## Licensing notices

All licensing notices associated with this product can be viewed from the root directory of the documentation CD.

AirPrint and the AirPrint logo are trademarks of Apple, Inc.

# Federal Communications Commission (FCC) compliance information statement

This product 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 when the equipment is operated 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 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 1021231 for parallel attach or 1021294 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 Lexmark Technology & Services Lexmark International, Inc. 740 West New Circle Road Lexington, KY 40550 (859) 232–3000

#### Noise emission levels

The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

Note: Some modes may not apply to your product.

1-meter average sound pressure, dBA		
Printing	57	
Ready	32	

Values are subject to change. See <a href="https://www.lexmark.com">www.lexmark.com</a> for current values.

## Waste from Electrical and Electronic Equipment (WEEE) directive



The WEEE logo signifies specific recycling programs and procedures for electronic products in countries of the European Union. We encourage the recycling of our products.

If you have further questions about recycling options, visit the Lexmark Web site at <u>www.lexmark.com</u> for your local sales office phone number.

#### India E-Waste notice

This product complies with the India E-Waste (Management and Handling) Rules, 2011, which prohibit use of lead, mercury, hexavalent chromium, polybrominated biphenyls, or polybrominated diphenyl ethers in concentrations exceeding 0.1% by weight and 0.01% by weight for cadmium, except for the exemption set in Schedule II of the Rules.

## **Product disposal**

Do not dispose of the printer or supplies in the same manner as normal household waste. Consult your local authorities for disposal and recycling options.

## Static sensitivity notice



This symbol identifies static-sensitive parts. Do not touch the areas near these symbols without first touching a metal surface in an area away from the symbol.

## **ENERGY STAR**

Any Lexmark product bearing the ENERGY STAR emblem on the product or on a start-up screen is certified to comply with Environmental Protection Agency (EPA) ENERGY STAR requirements as configured when shipped by Lexmark.



## **Temperature information**

Ambient operating temperature	15.6 to 32.2°C (60 to 90°F)
Shipping temperature	-40 to 43.3°C (-40 to 110°F)
Storage temperature and relative humidity	1 to 35°C (34 to 95°F)
	8 to 80% RH

#### Laser notice

The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR Chapter I, Subchapter J for Class I (1) laser products, and elsewhere is certified as a Class I laser product conforming to the requirements of IEC 60825-1: 2014.

Class I laser products are not considered to be hazardous. The printer contains internally a Class IIIb (3b) laser that is nominally a 15-milliwatt gallium arsenide laser operating in the wavelength of 787–800 nanometers. The laser system and printer are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance, or prescribed service condition.

## Laser advisory label

A laser notice label may be affixed to this printer as shown:

DANGER - Invisible laser radiation when cartridges are removed and interlock defeated. Avoid exposure to laser beam.

PERIGO - Radiação a laser invisível será liberada se os cartuchos forem removidos e o lacre rompido. Evite a exposição aos feixes de laser.

Opasnost - Nevidljivo lasersko zračenje kada su kasete uklonjene i poništena sigurnosna veza. Izbjegavati izlaganje zracima.

NEBEZPEČÍ - Když jsou vyjmuty kazety a je odblokována pojistka, ze zařízení je vysíláno neviditelné laserové záření. Nevystavujte se působení laserového paprsku. FARE - Usynlig laserstråling, når patroner fjernes, og spærreanordningen er slået fra. Undgå at blive udsat for laserstrålen.

GEVAAR - Onzichtbare laserstraling wanneer cartridges worden verwijderd en een vergrendeling wordt genegeerd. Voorkom blootstelling aan de laser.

DANGER - Rayonnements laser invisibles lors du retrait des cartouches et du déverrouillage des loquets. Eviter toute exposition au rayon laser.

VAARA - Näkymätöntä lasersäteilyä on varottava, kun värikasetit on poistettu ja lukitus on auki. Vältä lasersäteelle altistumista.

GEFAHR - Unsichtbare Laserstrahlung beim Herausnehmen von Druckkassetten und offener Sicherheitssperre. Laserstrahl meiden.

ΚΙΝΔΥΝΟΣ - Έκλυση αόρατης ακτινοβολίας laser κατά την αφαίρεση των κασετών και την απασφάλιση της μανδάλωσης. Αποφεύγετε την έκθεση στην ακτινοβολία laser.

VESZÉLY – Nem látható lézersugárzás fordulhat elő a patronok eltávolításakor és a zárószerkezet felbontásakor. Kerülje a lézersugárnak való kitettséget.

PERICOLO - Emissione di radiazioni laser invisibili durante la rimozione delle cartucce e del blocco. Evitare l'esposizione al raggio laser.

FARE – Usynlig laserstråling når kassettene tas ut og sperren er satt ut av spill. Unngå eksponering for laserstrålen.

NIEBEZPIECZEŃSTWO - niewidzialne promieniowanie laserowe podczas usuwania kaset i blokady. Należy unikać naświetlenia promieniem lasera.

ОПАСНО! Невидимое лазерное излучение при извлеченных картриджах и снятии блокировки. Избегайте воздействия лазерных лучей.

Pozor – Nebezpečenstvo neviditeľného laserového žiarenia pri odobratých kazetách a odblokovanej poistke. Nevystavujte sa lúčom.

PELIGRO: Se producen radiaciones láser invisibles al extraer los cartuchos con el interbloqueo desactivado. Evite la exposición al haz de láser.

FARA – Osynlig laserstrålning när patroner tas ur och spärrmekanismen är upphävd. Undvik exponering för laserstrålen.

危**险** - 当移除碳粉盒及互**锁**失效**时**会产生看不**见**的激光**辐**射,**请**避免暴露在激光光束下。

危險 - 移除碳粉匣與安全連續開關失效時會產生看不見的雷射輻射。請避免曝露在雷射光束下。

危険 - カートリッジが取り外され、内部ロックが無効になると、見えないレーザー光が放射されます。 このレーザー光に当たらないようにしてください。

## **Power consumption**

## **Product power consumption**

The following table documents the power consumption characteristics of the product.

**Note:** Some modes may not apply to your product.

Mode	Description	Power consumption (Watts)
Printing	The product is generating hard-copy output from electronic inputs.	One-sided: 770; Two-sided: 560
Сору	The product is generating hard-copy output from hard-copy original documents.	N/A
Scan	The product is scanning hard-copy documents.	N/A
Ready	The product is waiting for a print job.	Ready 1: 55; Ready 2: 30
Sleep Mode	The product is in a high-level energy-saving mode.	2.9
Hibernate	The product is in a low-level energy-saving mode.	0.5
Off	The product is plugged into an electrical outlet, but the power switch is turned off.	0.1

The power consumption levels listed in the previous table represent time-averaged measurements. Instantaneous power draws may be substantially higher than the average.

Values are subject to change. See www.lexmark.com for current values.

#### Sleep Mode

This product is designed with an energy-saving mode called *Sleep Mode*. The Sleep Mode saves energy by lowering power consumption during extended periods of inactivity. The Sleep Mode is automatically engaged after this product is not used for a specified period of time, called the *Sleep Mode Timeout*.

Factory default Sleep Mode Timeout for this product (in minutes):

20

By using the configuration menus, the Sleep Mode Timeout can be modified between 1 minute and 120 minutes. Setting the Sleep Mode Timeout to a low value reduces energy consumption, but may increase the response time of the product. Setting the Sleep Mode Timeout to a high value maintains a fast response, but uses more energy.

#### **Hibernate Mode**

This product is designed with an ultra-low power operating mode called *Hibernate mode*. When operating in Hibernate Mode, all other systems and devices are powered down safely.

The Hibernate mode can be entered in any of the following methods:

- Using the Hibernate Timeout
- Using the Schedule Power modes
- Using the Sleep/Hibernate button

Factory default Hibernate Timeout for this product in all countries or regions

3 days

The amount of time the printer waits after a job is printed before it enters Hibernate mode can be modified between one hour and one month.

#### Off mode

If this product has an off mode which still consumes a small amount of power, then to completely stop product power consumption, disconnect the power supply cord from the electrical outlet.

#### Total energy usage

It is sometimes helpful to calculate the total product energy usage. Since power consumption claims are provided in power units of Watts, the power consumption should be multiplied by the time the product spends in each mode in order to calculate energy usage. The total product energy usage is the sum of each mode's energy usage.

## Industry Canada compliance statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Standard ICES-003.

#### Avis de conformité aux normes de l'industrie du Canada

Cet appareil numérique de classe B est conforme aux exigences de la norme canadienne relative aux équipements pouvant causer des interférences NMB-003.

## 日本の VCCI 規定

製品にこのマークが表示されている場合、次の要件を満たしています。



この装置は、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ください。

VCCI-B

## **European Community (EC) directives conformity**

This product is in conformity with the protection requirements of EC Council directives 2014/30/EU, 2014/35/EU, 2009/125/EC, and 2011/65/EU on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility, safety of electrical equipment designed for use within certain voltage limits, the ecodesign of energy-related products, and on the restrictions of use of certain hazardous substances in electrical and electronic equipment.

The manufacturer of this product is: Lexmark International, Inc., 740 West New Circle Road, Lexington, KY, 40550 USA. The authorized representative is: Lexmark International Technology Hungária Kft., 8 Lechner Ödön fasor, Millennium Tower III, 1095 Budapest HUNGARY. A declaration of conformity to the requirements of the Directives is available upon request from the Authorized Representative or may be obtained at <a href="https://www.lexmark.com/en\_us/about/regulatory-compliance/european-union-declaration-of-conformity.html">www.lexmark.com/en\_us/about/regulatory-compliance/european-union-declaration-of-conformity.html</a>.

This product satisfies the Class B limits of EN 55022 and EN55032 and safety requirements of EN 60950-1.

# STATEMENT OF LIMITED WARRANTY FOR LEXMARK LASER PRINTERS, LEXMARK LED PRINTERS, AND LEXMARK MULTIFUNCTION LASER PRINTERS

#### Lexmark International, Inc., Lexington, KY

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

This limited warranty applies to this product only 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."

#### **Limited warranty**

Lexmark warrants that this product:

- -Is manufactured from new parts, or new and serviceable used parts, which perform like new parts
- —Is, during normal use, free from defects in material and workmanship

If this product does not function as warranted during the warranty period, contact a Remarketer or Lexmark for repair or replacement (at Lexmark's option).

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 intended. 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.

#### Limited warranty service

The warranty period starts on the date of original purchase as shown on the purchase receipt and ends 12 months later provided that the warranty period for any supplies and for any maintenance items included with the printer shall end earlier if it, or its original contents, are substantially used up, depleted, or consumed. Fuser Units, Transfer/Transport Units, Paper Feed items, if any, and any other items for which a Maintenance Kit is available are substantially consumed when the printer displays a "Life Warning" or "Scheduled Maintenance" message for such item.

To obtain warranty service you may be required to present proof of original purchase. 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 Lexmark 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, damaged beyond repair, or if the product is not free of all legal obligations, restrictions, liens, and encumbrances.

As part of your warranty service and/or replacement, Lexmark may update the firmware in your printer to the latest version. Firmware updates may modify printer settings and cause counterfeit and/or unauthorized products, supplies, parts, materials (such as toners and inks), software, or interfaces to stop working. Authorized use of genuine Lexmark products will not be impacted.

Before you present this product for warranty service, remove all print cartridges, programs, data, and removable storage media (unless directed otherwise by Lexmark).

For further explanation of your warranty alternatives and the nearest Lexmark authorized servicer in your area contact Lexmark on the World Wide Web.

Remote technical support is provided for this product throughout its warranty period. For products no longer covered by a Lexmark warranty, technical support may not be available or only be available for a fee.

#### **Extent of limited warranty**

Lexmark does not warrant uninterrupted or error-free operation of any product or the durability or longevity of prints produced by any product.

Warranty service does not include repair of failures caused by:

- -Modification or unauthorized attachments
- —Accidents, misuse, abuse or use inconsistent with Lexmark user's guides, manuals, instructions or guidance

- -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
- —Use of printing media outside of Lexmark specifications
- -Refurbishment, repair, refilling or remanufacture by a third party of products, supplies or parts
- -Products, supplies, parts, materials (such as toners and inks), software, or interfaces not furnished by Lexmark

TO THE EXTENT PERMITTED BY APPLICABLE LAW, NEITHER LEXMARK NOR ITS THIRD PARTY SUPPLIERS OR REMARKETERS MAKE ANY OTHER WARRANTY OR CONDITION OF ANY KIND, WHETHER EXPRESS OR IMPLIED, WITH RESPECT TO THIS PRODUCT, AND SPECIFICALLY DISCLAIM THE IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND SATISFACTORY QUALITY. ANY WARRANTIES THAT MAY NOT BE DISCLAIMED UNDER APPLICABLE LAW ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES, EXPRESS OR IMPLIED, WILL APPLY AFTER THIS PERIOD. ALL INFORMATION, SPECIFICATIONS, PRICES, AND SERVICES ARE SUBJECT TO CHANGE AT ANY TIME WITHOUT NOTICE.

#### Limitation of liability

Your sole remedy under this limited warranty is set forth in this document. For any claim concerning performance or nonperformance of Lexmark or a Remarketer for this product under this 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 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 OR 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 claims against any Suppliers and Remarketers of Lexmark. Lexmark's and its Suppliers' and Remarketers' limitations of remedies are not cumulative. Such Suppliers and Remarketers are intended beneficiaries 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, so the limitations or exclusions contained above may not apply to you.

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

## Patent acknowledgment

The use of this product or service is subject to the reasonable, non-discriminatory terms in the Intellectual Property Rights (IPR) Disclosure of Certicom Corp. at the IETF for Elliptic Curve Cryptography (ECC) Cipher Suites for Transport Layer Security (TLS) implemented in the product or service.

The use of this product or service is subject to the reasonable, non-discriminatory terms in the Intellectual Property Rights (IPR) Disclosure of Certicom Corp. at the IETF for TLS Elliptic Curve Cipher Suites with SHA-256/382 and AES Galois Counter Mode (GCM) implemented in the product or service.

The use of this product or service is subject to the reasonable, non-discriminatory terms in the Intellectual Property Rights (IPR) Disclosure of Certicom Corp. at the IETF for TLS Suite B Profile for Transport Layer Security (TLS) implemented in the product or service.

The use of this product or service is subject to the reasonable, non-discriminatory terms in the Intellectual Property Rights (IPR) Disclosure of Certicom Corp. at the IETF for Addition of the Camellia Cipher Suites to Transport Layer Security (TLS) implemented in the product or service.

The use of certain patents in this product or service is subject to the reasonable, non-discriminatory terms in the Intellectual Property Rights (IPR) Disclosure of Certicom Corp. at the IETF for AES-CCM ECC Cipher Suites for TLS implemented in the product or service.

The use of this product or service is subject to the reasonable, non-discriminatory terms in the Intellectual Property Rights (IPR) Disclosure of Certicom Corp. at the IETF for IKE and IKEv2 Authentication Using the Eliptic Curve Digital Signature Algorithm (ECDSA) implemented in the product or service.

The use of this product or service is subject to the reasonable, non-discriminatory terms in the Intellectual Property Rights (IPR) Disclosure of Certicom Corp. at the IETF for Suite B Cryptographic Suites for IPSec implemented in the product or service.

The use of this product or service is subject to the reasonable, non-discriminatory terms in the Intellectual Property Rights (IPR) Disclosure of Certicom Corp. at the IETF for Algorithms for Internet Key Exchange version 1 (IKEv1) implemented in the product or service.

## Index

#### **Numerics**

2100-sheet tray loading 50 550-sheet tray installing 32

#### Α

Active NIC menu 93 adding hardware options print driver 37 adding internal options print driver 37 adjusting printer display brightness 133 adjusting Sleep mode 133 adjusting toner darkness 74 administrator settings Embedded Web Server 153 AirPrint using 77 AppleTalk menu 98 attaching cables 35 available internal options 14 avoiding jams 67 avoiding paper jams 155

## В

Bin Setup menu 90 buttons, printer control panel 12

#### C

cables
Ethernet 35
USB 35
canceling a print job
from a computer 79
from the printer control
panel 79
cannot open Embedded Web
Server 228
card stock
loading 56
tips 63
Cartridge, imaging unit mismatch
[41.xy] 174

Change [paper source] to [custom string] load [orientation] 174 Change [paper source] to [custom type name] load [orientation] 174 Change [paper source] to [paper size] load [orientation] 174 Change [paper source] to [paper type] [paper size] load [orientation] 175 Check tray [x] connection 175 checking an unresponsive printer 193 checking status of parts and supplies 140 checking the status of parts and supplies 140 checking the virtual display using the Embedded Web Server 153 cleaning exterior of the printer 139 cleaning the printer 139 clearing jams duplex unit 163 Close door or insert cartridge 175 Close finisher rear door 175 Close rear door 175 Complex page, some data may not have printed [39] 176 compressed images appear on prints 211 confidential data information on securing 138 confidential jobs modifying print settings 153 confidential print jobs 77 Confidential Print menu 106 Configuration change, some held jobs were not restored [57] 176 configuration information wireless network 38 configurations printer 10 Configure MP menu 84

configuring multiple printers 153 supply notifications, imaging unit 140 supply notifications, maintenance kit 140 supply notifications, toner cartridge 140 configuring supply notifications 140 connecting to a wireless network using PBC, Push Button Configuration method 40 using PIN, Personal Identification Number method 40 using the Embedded Web Server 41 using wireless setup wizard 39 conservation settings brightness, adjusting 133 Eco-Mode 131 Hibernate mode 133 Quiet mode 132 Sleep mode 133 conserving supplies 131 contacting customer support 229 control panel, printer indicator light 13 Sleep button light 13 controller board accessing 14 custom paper type assigning 62 custom paper type name creating 61 Custom Type [x] assigning a paper type 62 Custom Type [x] name creating 61 Custom Types menu 89 customer support contacting 229

#### D

Default Source menu 81
Defective flash detected [51] 176

device and network settings environmental settings Н erasing 136 Eco-Mode 131 hardware options, adding directory list Hibernate mode 133 print driver 37 printing 79 printer display brightness, held jobs 77 Disk full [62] 176 adjusting 133 printing from a Macintosh Disk must be formatted for use in Quiet mode 132 computer 78 this device 176 Sleep mode 133 printing from Windows 78 Disk near full. Securely clearing Erase Temporary Data Files held print jobs menu 106 disk space. 177 printing from a Macintosh disk wiping 137 erasing hard disk memory 137 computer 78 display troubleshooting erasing non-volatile memory 136 printing from Windows 78 printer display is blank 195 erasing volatile memory 136 Help menu 130 Error reading USB drive. Remove display, printer control panel 12 Hibernate mode adjusting brightness 133 USB. 177 using 133 Error reading USB hub. Remove disposing of printer hard hole punch box disk 135 hub. 177 emptying 139 documents, printing Ethernet network Home button from a computer 74 preparing to set up for Ethernet printer control panel 12 printing 38 HTML menu 128 E Ethernet port 35 Ethernet setup Eco-Mode setting 131 ı preparing for an 38 embedded solutions Image menu 129 exterior of the printer erasing 136 imaging unit cleaning 139 **Embedded Web Server** ordering 142 adjusting brightness 133 Imaging unit low [84.xy] 177 administrator settings 153 Imaging unit nearly low checking the status of parts 140 factory defaults, restoring 154 [84.xy] 177 checking the status of FCC notices 232 Imaging unit very low, [x] supplies 140 finding more information about estimated pages remain copying settings to other the printer 8 [84.xy] 177 printers 153 finisher Incompatible output bin [x] modifying confidential print finishing features 70 [59] 178 supported paper sizes 70 settings 153 Incompatible tray [x] [59] 178 finisher features 70 networking settings 153 Incorrect paper size, open [paper problem accessing 228 Finishing menu 117 source] [34] 178 Embedded Web Server firmware card 14 indicator light Security: Administrator's Guide flash drive printer control panel 12 where to find 153 printing from 75 individual settings Embedded Web Server flash drives erasing 136 Security: Administrator's Guide supported file types 76 Insert hole punch box 178 where to find 138 font sample list Insert staple cartridge 178 emission printing 79 Insert Tray [x] 178 notices 232, 233, 236, 237 Install bin [x] 179 Empty the hole punch box 177 G Install Tray [x] 179 emptying the hole punch General Settings menu 109 installing an Internal Solutions box 139 Google Cloud Print Port 19 encrypting the printer hard using 77 installing an optional card 24 disk 137 green settings installing options envelopes Eco-Mode 131 order of installation 31 loading 56 Hibernate mode 133 installing printer 37

Quiet mode 132

installing printer hard disk 25

tips on using 63

Insufficient memory for Flash Memory Defragment operation [37] 179 Insufficient memory to collate job [37] 180 Insufficient memory to support Resource Save feature [35] 180 Insufficient memory, some Held Jobs were deleted [37] 179 Insufficient memory, some held jobs will not be restored [37] 180 internal options 14 internal options, adding print driver 37 internal print server troubleshooting 197 Internal Solutions Port installing 19 troubleshooting 199 IPv6 menu 96	Load [paper source] with [custom string] [orientation] 180 Load [paper source] with [custom type name] [orientation] 180 Load [paper source] with [paper size] [orientation] 181 Load [paper source] with [paper type] [paper size] [orientation] 181 Load multipurpose feeder with [custom string] [orientation] 181 Load multipurpose feeder with [custom type name] [orientation] 181 Load multipurpose feeder with [paper size] orientation] 182 Load multipurpose feeder with [paper type] [paper size] [orientation] 182 Load staples 182 loading 2100-sheet tray 50 card stock 56	menu settings page printing 42 menus Active NIC 93 AppleTalk 98 Bin Setup 90 Confidential Print 106 Configure MP 84 Custom Types 89 Default Source 81 Erase Temporary Data Files 106 Finishing 117 General Settings 109 Help 130 HTML 128 Image 129 IPv6 96 Job Accounting 121 list of 80 Network [x] 93 Network Card 95 Network Reports 94
	envelopes 56	Paper Loading 88
jams avoiding 155	letterhead in 2100-sheet	Paper Size/Type 81
locating jam areas 157	tray 50	Paper Texture 85
locations 157	letterhead in multipurpose	Paper Weight 86
jams, clearing	feeder 56	Parallel [x] 100
expander door 171	letterhead in trays 43	PCL Emul 124
front door 159	multipurpose feeder 56	PDF 123
mailbox 172	optional 250-sheet tray 43	PostScript 123
multipurpose feeder 165	optional 550-sheet tray 43	PPDS 126
rear door 160	standard EEO sheet tray 43	Print Settings 113
standard bin 163	standard 550-sheet tray 43 transparencies 56	Quality 120 Reports 92
staple access door 168	lock, security 135	Security Audit Log 107
staple finisher 166	reak, security lee	Serial [x] 102
trays 164  Job Accounting menu 121	M	Set Date and Time 107
Job Accounting menu 121	maintenance kit	Setup 116
К	ordering 142	SMTP Setup menu 105
	Maintenance kit low [80.xy] 182	Standard Network 93
keypad printer control panel 12	Maintenance kit nearly low	Standard USB 98
printer control parier 12	[80.xy] 182	Substitute Size 84
L	Maintenance kit very low, [x]	TCP/IP 95
_	estimated pages remain	Universal Setup 89
labels, paper	[80.xy] 183	Utilities 122 Wireless 97
tips 64 letterhead	memory	XPS 123
loading, 2100-sheet tray 50	types installed on printer 135	Misfeed cleared, extra sheets in
loading, multipurpose	memory card 14	output bin [24y.xx] 183
feeder 56	installing 18	mobile device
loading, trays 43	Memory full [38] 183	printing from 77

menu settings

loading on multiple printers 153

printing from 77

loading, trays 43

linking trays 61

Mopria Print Service ordering supplies paper types using 77 toner cartridge 142 supported 68 moving the printer 9, 150, 152 Paper Weight menu 86 multipurpose feeder P paper weights loading 56 supported 68 paper Parallel [x] menu 100 characteristics 65 Parallel port [x] disabled [56] 184 Ν letterhead 66 parts preprinted forms 66 Network [x] menu 93 checking status 140 Network [x] software error recycled 66 checking, using the Embedded [54] 183 selecting 66 Web Server 140 Network Card menu 95 setting size 43 using genuine Lexmark 141 Network Reports menu 94 setting type 43 parts and supplies, status of network settings storing 65, 67 checking, on printer control Embedded Web Server 153 unacceptable 66 panel 140 network setup page Universal size setting 43 PCL Emul menu 124 printing 42 using recycled 131 PDF menu 123 **Networking Guide** Paper changes needed 184 Personal Identification Number where to find 153 paper characteristics 65 method noise emission levels 233 paper feed troubleshooting using 40 noise, printer message remains after jam is PostScript menu 123 reducing 132 cleared 201 PPDS menu 126 Non-Lexmark [supply type], see paper jam in the duplex unit 163 preparing to set up the printer on paper jam in the expander User's Guide [33.xy] 183 an Ethernet network 38 door 171 non-volatile memory 135 print driver erasing 136 paper jam in the front door 159 hardware options, adding 37 Not enough free space in flash paper jam in the mailbox 172 print irregularities 215 memory for resources [52] 184 paper jam in the multipurpose print job notices 232, 233, 234, 235, feeder 165 canceling from the printer 236, 237 paper jam in the rear door 160 control panel 79 number of remaining pages paper jam in the standard canceling, from computer 79 estimate 141 bin 163 print quality troubleshooting paper jam in the staple blank pages 219 finisher 166 characters have jagged paper jam in trays 164 optional 250-sheet tray edges 209 paper jam, clearing loading 43 clipped pages or images 210 duplex unit 163 optional 550-sheet tray compressed images appear on expander door 171 loading 43 prints 211 front door 159 optional card gray background on prints 211 mailbox 172 installing 24 horizontal voids appear on multipurpose feeder 165 options prints 212 rear door 160 550-sheet tray, installing 32 print irregularities 215 standard bin 163 firmware cards 14 print is too dark 216 staple access door 168 Internal Solutions Port, print is too light 218 staple finisher 166 installing 19 printer is printing solid black trays 164 memory card 14, 18 pages 220 paper jams printer hard disk, installing 25 repeating defects appear on avoiding 155 printer hard disk, removing 29 prints 221 Paper Loading menu 88 ordering shadow images appear on Paper Size/Type menu 81 imaging unit 142 prints 221 paper sizes

supported 68

Paper Texture menu 85

skewed print 222

maintenance kit 142

staple cartridges 142

streaked horizontal lines appear printer control panel, virtual Empty the hole punch box 177 on prints 223 display Error reading USB drive. streaked vertical lines 224 using the Embedded Web Remove USB. 177 toner fog or background Server 153 Error reading USB hub. Remove shading appears on Printer had to restart. Last job hub. 177 prints 225 may be incomplete. 184 Imaging unit low [84.xy] 177 toner rubs off 226 printer hard disk Imaging unit nearly low toner specks appear on disposing of 135 [84.xy] 177 encrypting 137 prints 226 Imaging unit very low, [x] transparency print quality is installing 25 estimated pages remain poor 226 removing 29 [84.xy] 177 uneven print density 227 wiping 137 Incompatible output bin [x] printer hard disk encryption 137 white streaks 227 [59] 178 Print Settings menu 113 printer hard disk memory Incompatible tray [x] [59] 178 print troubleshooting erasing 137 Incorrect paper size, open confidential and other held printer information [paper source] [34] 178 documents do not print 201 where to find 8 Insert hole punch box 178 error reading flash drive 202 printer installation 37 Insert staple cartridge 178 incorrect characters print 203 printer is printing blank Insert Tray [x] 178 incorrect margins on prints 213 pages 219 Install bin [x] 179 jammed pages are not printer messages Install Tray [x] 179 reprinted 200 Cartridge, imaging unit Insufficient memory for Flash job prints from wrong tray 203 mismatch [41.xy] 174 Memory Defragment operation job prints on wrong paper 203 Change [paper source] to [37] 179 jobs do not print 206 [custom string] load Insufficient memory to collate Large jobs do not collate 204 [orientation] 174 job [37] 180 multiple-language PDF files do Insufficient memory to support Change [paper source] to not print 205 [custom type name] load Resource Save feature paper curl 214 [orientation] 174 [35] 180 paper frequently jams 200 Change [paper source] to Insufficient memory, some Held print job takes longer than [paper size] load Jobs were deleted [37] 179 expected 205 [orientation] 174 Insufficient memory, some held jobs will not be restored tray linking does not work 208 Change [paper source] to unexpected page breaks [paper type] [paper size] load [37] 180 occur 209 [orientation] 175 Load [paper source] with printer Check tray [x] connection 175 [custom string] Close door or insert configurations 10 [orientation] 180 finishing features 70 cartridge 175 Load [paper source] with minimum clearances 9 Close finisher rear door 175 [custom type name] models 10 Close rear door 175 [orientation] 180 moving 9, 150, 152 Complex page, some data may Load [paper source] with [paper selecting a location 9 not have printed [39] 176 size] [orientation] 181 shipping 152 Configuration change, some Load [paper source] with [paper printer control panel held jobs were not restored type] [paper size] adjusting brightness 133 [orientation] 181 [57] 176 factory defaults, restoring 154 Defective flash detected Load multipurpose feeder with indicator light 13 [51] 176 [custom type name] parts 12 Disk full [62] 176 [orientation] 181 Sleep button light 13 Disk must be formatted for use Load multipurpose feeder with in this device 176 using 12 [paper size] [orientation] 182 Disk near full. Securely clearing

disk space. 177

Load multipurpose feeder with [paper type] [paper size] [orientation] 182 Load multipurpose feeder with custom string] [orientation] 181 Load staples 182 Maintenance kit low [80.xy] 182 Maintenance kit nearly low [80.xy] 182 Maintenance kit very low, [x] estimated pages remain [80.xy] 183 Memory full [38] 183 Misfeed cleared, extra sheets in output bin [24y.xx] 183 Network [x] software error [54] 183 Non-Lexmark [supply type], see User's Guide [33.xy] 183 Not enough free space in flash memory for resources [52] 184 Paper changes needed 184 Parallel port [x] disabled [56] 184 Printer had to restart. Last job may be incomplete. 184 Reattach bin [x] 185 Reattach bins [x] - [y] 185 Reinstall missing or unresponsive cartridge [31.xy] 186 Reinstall missing or unresponsive imaging unit [31.xy] 186 Remove defective disk [61] 186 Remove packaging material, [area name] 186 Remove paper from [linked set bin name] 187 Remove paper from all bins 186 Remove paper from bin[x] 186 Remove paper from standard output bin 187 Replace cartridge, printer region mismatch [42.xy] 187 Replace defective imaging unit [31.xy] 187 Replace imaging unit, 0 estimated pages remain [84.xy] 187 Replace maintenance kit to resume printing [80.xy] 188

Replace maintenance kit, recommended life exceeded [80.xyz] 188 Replace missing cartridge [31.xy] 188 Replace missing fuser [31.xyz] 188 Replace missing imaging unit [31.xy] 188 Replace roller kit [81.xx] 188 Replace unsupported cartridge [32.xy] 188 Replace unsupported imaging unit [32.xy] 189 Replace wiper 189 Restore held jobs? 189 Serial port [x] disabled [56] 190 Some held jobs were not restored 190 Standard network software error [54] 190 Standard USB port disabled [56] 190 Supply needed to complete job 190 The device is operating in safe mode. Some print options may be disabled or provide unexpected results. 191 Too many bins attached [58] 191 Too many disks installed [58] 191 Too many flash options installed [58] 191 Too many trays attached [58] 191 Tray [x] paper size unsupported 192 Unformatted flash detected [53] 192 Unsupported disk 192 Unsupported option in slot [x] [55] 192 Unsupported USB hub, please remove 177 USB port [x] disabled [56] 192 printer options troubleshooting internal option is not detected 196 internal print server 197 Internal Solutions Port 199 tray problems 198

USB/parallel interface card 199 printer options, troubleshooting 2100-sheet tray problems 195 printer problems, solving basic 193 printer security information on 138 printing directory list 79 font sample list 79 from a computer 74 from a mobile device 77 from flash drive 75 menu settings page 42 network setup page 42 printing a network setup page 42 printing from a flash drive 75 printing held jobs from a Macintosh computer 78 from Windows 78 printing slows down 207 publications where to find 8 **Push Button Configuration** method using 40

## Q

Quality menu 120 Quiet mode 132

R Reattach bin [x] 185 Reattach bin [x] - [y] 185 recycled paper using 66, 131 recycling Lexmark packaging 134 Lexmark products 134 toner cartridges 134 reducing noise 132 Reinstall missing or unresponsive cartridge [31.xy] 186 Reinstall missing or unresponsive imaging unit [31.xy] 186 Remove defective disk [61] 186 Remove packaging material, [area name] 186 Remove paper from [linked set bin name] 187

Remove paper from all bins 186	security Web page	streaked horizontal lines appear
Remove paper from bin [x] 186	where to find 138	on prints 223
Remove paper from standard	selecting a location for the	streaked vertical lines appear on
output bin 187	printer 9	prints 224
removing printer hard disk 29	selecting paper 66	streaks appear 227 Substitute Size menu 84
repeat print jobs 77	Serial part [v] disabled [56] 190	supplies
repeating defects appear on prints 221	Serial port [x] disabled [56] 190 serial printing	checking status 140
Replace cartridge, printer region	setting up 41	checking status 140 checking, using the Embedded
mismatch [42.xy] 187	Set Date and Time menu 107	Web Server 140
Replace defective imaging unit	setting	conserving 131
[31.xy] 187	paper size 43	storing 143
Replace imaging unit, 0	paper type 43	using genuine Lexmark 141
estimated pages remain	TCP/IP address 95	using recycled paper 131
[84.xy] 187	setting Universal paper size 43	supplies, ordering
Replace maintenance kit to	setting up serial printing 41	imaging unit 142
resume printing [80.xy] 188	Setup menu 116	maintenance kit 142
Replace maintenance kit,	shipping the printer 152	staple cartridges 142
recommended life exceeded	Sleep button	toner cartridge 142
[80.xyz] 188	printer control panel 12	Supply needed to complete
Replace missing cartridge	Sleep mode	job 190
[31.xy] 188	adjusting 133	supply notifications
Replace missing fuser	SMTP Setup menu 105	configuring 140
[31.xyz] 188	Some held jobs were not	supported flash drives 76
Replace missing imaging unit	restored 190	supported paper sizes 68
[31.xy] 188	standard 250-sheet tray	supported paper types 68
Replace roller kit [81.xx] 188	loading 43	supported paper weights 68
Replace unsupported cartridge	standard 550-sheet tray	_
[32.xy] 188	loading 43 Standard Network menu 93	Т
Replace unsupported imaging unit [32.xy] 189	Standard Network menu 93 Standard network software error	TCP/IP menu 95
Replace wiper 189	[54] 190	The device is operating in safe
replacing a staple cartridge 149	standard tray	mode. Some print options may
replacing supplies	loading 43	be disabled or provide
staple cartridge 149	Standard USB menu 98	unexpected results. 191
replacing the toner	Standard USB port disabled	tips
cartridge 144, 146	[56] 190	card stock 63
Reports menu 92	staple cartridge	labels, paper 64 on using envelopes 63
reserve print jobs 77	replacing 149	transparencies 64
printing from Windows 78	staple cartridges	tips on using envelopes 63
Restore held jobs? 189	ordering 142	toner cartridge
	staple jam in the finisher 168	ordering 142
S	statement of volatility 135	replacing 144, 146
safety information 5, 6, 7	status of parts and supplies	toner cartridges
security	checking 140	recycling 134
modifying confidential print	Stop or Cancel button	toner darkness
settings 153	printer control panel 12	adjusting 74
Security Audit Log menu 107	storing	Too many bins attached [58] 191
security lock 135	paper 67	Too many disks installed [58] 191
security settings	supplies 143	Too many flash options installed
erasing 136	storing print jobs 77	[58] 191
		Too many trays attached [58] 191

transparencies loading 56 tips 64 Tray [x] paper size unsupported 192 trays linking 61 unlinking 61 troubleshooting cannot open Embedded Web Server 228 checking an unresponsive printer 193 solving basic printer problems 193 troubleshooting, display printer display is blank 195 troubleshooting, paper feed message remains after jam is cleared 201 troubleshooting, print confidential and other held documents do not print 201 error reading flash drive 202 incorrect characters print 203 incorrect margins on prints 213 jammed pages are not reprinted 200 job prints from wrong tray 203 job prints on wrong paper 203 jobs do not print 206 Large jobs do not collate 204 multiple-language PDF files do not print 205 paper curl 214 paper frequently jams 200 print job takes longer than expected 205 tray linking does not work 208 unexpected page breaks occur 209 troubleshooting, print quality blank pages 219 characters have jagged edges 209 clipped pages or images 210 compressed images appear on prints 211 gray background on prints 211 horizontal voids appear on prints 212 print irregularities 215

print is too dark 216 print is too light 218 printer is printing solid black pages 220 repeating defects appear on prints 221 shadow images appear on prints 221 skewed print 222 streaked horizontal lines appear on prints 223 streaked vertical lines 224 toner fog or background shading appears on prints 225 toner rubs off 226 toner specks appear on prints 226 transparency print quality is poor 226 uneven print density 227 white streaks on a page 227 troubleshooting, printer options 2100-sheet tray problems 195 internal option is not detected 196 internal print server 197 Internal Solutions Port 199 tray problems 198 USB/parallel interface card 199 troubleshooting, printing printing slows down 207

## U

uneven print density 227 Unformatted flash detected [53] 192 Universal paper size setting 43 Universal Setup menu 89 unlinking trays 61 Unsupported option in slot [x] [55] 192 Unsupported USB hub, please remove 177 USB port 35 printer control panel 12 USB port [x] disabled [56] 192 USB/parallel interface card troubleshooting 199 using Hibernate mode 133 using recycled paper 131

using the printer control panel 12 Utilities menu 122



verify print jobs 77
vertical voids appear 227
virtual display
checking, using Embedded Web
Server 153
voids appear 227
volatile memory 135
erasing 136
volatility
statement of 135

#### W

wiping printer hard disk 137
Wireless menu 97
wireless network
configuration information 38
wireless network setup
using the Embedded Web
Server 41
wireless setup wizard
using 39



XPS menu 123