Quick Reference

Print

Printing from a computer

Note: For labels, card stock, and envelopes, set the paper size and type in the printer before printing the document.

1 From the document that you are trying to print, open the Print dialog.

2 If necessary, adjust the settings.

3 Print the document.

Printing from a mobile 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 5.0 or later. It allows you to print directly to any Mopria-certified printer.

Note: Make sure that you download the Mopria Print Service application from the Google Play™ store and enable it in the mobile device.

1 From your Android mobile device, launch a compatible application or select a document from your file manager.

2 Tap ⋮ > **Print**.

3 Select a printer, and then adjust the settings, if necessary.

4 Tap 🖶.

Printing from a mobile device using AirPrint

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

Notes:

- Make sure that the Apple device and the printer are connected to the same network. If the network has multiple wireless hubs, then make sure that both devices are connected to the same subnet.
- This application is supported only in some Apple devices.

1 From your mobile device, select a document from your file manager or launch a compatible application.

2 Tap ⬆ > **Print**.

3 Select a printer, and then adjust the settings, if necessary.

4 Print the document.

Printing from a mobile device using Wi-Fi Direct®

Wi-Fi Direct® is a printing service that lets you print to any Wi-Fi Direct-ready printer.

Note: Make sure that the mobile device is connected to the printer wireless network. For more information, see .

1 From your mobile device, launch a compatible application or select a document from your file manager.

2 Depending on your mobile device, do one of the following:

- Tap ⋮ > **Print**.
- Tap ⬆ > **Print**.
- Tap ▪▪▪ > **Print**.

3 Select a printer, and then adjust the settings, if necessary.

4 Print the document.

Printing confidential and other held jobs

For Windows users

1 With a document open, click **File** > **Print**.

2 Select a printer, and then click **Properties**, **Preferences**, **Options**, or **Setup**.

3 Click **Print and Hold**.

4 Select **Use Print and Hold**, and then assign a user name.

5 Select the print job type (Confidential, Repeat, Reserve, or Verify).

If you select **Confidential**, then secure the print job with a personal identification number (PIN).

6 Click **OK** or **Print**.

7 From the printer home screen, release the print job.

- For confidential print jobs, touch **Held jobs** > select your user name > **Confidential** > enter the PIN > select the print job > configure the settings > **Print**.
- For other print jobs, touch **Held jobs** > select your user name > select the print job > configure the settings > **Print**.

For Macintosh users

Using AirPrint

1 With a document open, choose **File** > **Print**.

2 Select a printer, and then from the drop-down menu following the Orientation menu, choose **PIN Printing**.

3 Enable **Print with PIN**, and then enter a four-digit PIN.

4 Click **Print**.

5 From the printer home screen, release the print job. Touch **Held jobs** > select your computer name > **Confidential** > enter the PIN > select the print job > **Print**.

Using the print driver

1 With a document open, choose **File** > **Print**.

2 Select a printer, and then from the drop-down menu following the Orientation menu, choose **Print and Hold**.

3 Choose **Confidential Print**, and then enter a four-digit PIN.

4 Click **Print**.

5 From the printer home screen, release the print job. Touch **Held jobs** > select your computer name > **Confidential** > select the print job > enter the PIN > **Print**.

Maintain the printer

Attaching cables

⚠ **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.

⚠ **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:** To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.

Warning—Potential Damage: To avoid loss of data or printer malfunction, do not touch the USB cable, any wireless network adapter, or the printer in the areas shown while actively printing.
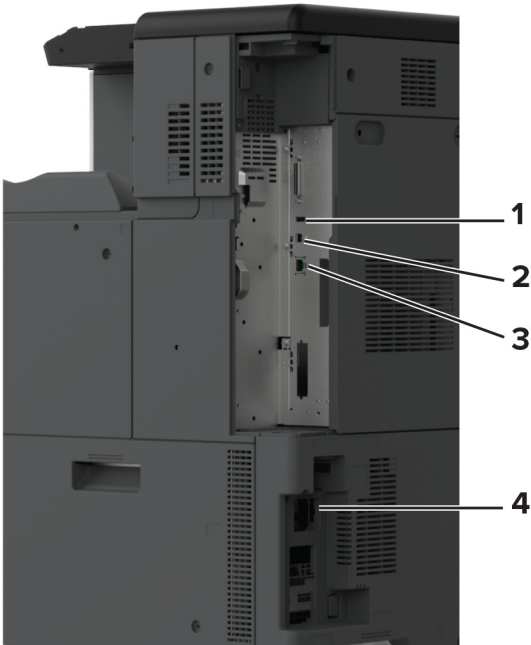
	Printer port	Function
1	USB port	Attach a keyboard or any compatible option.
2	USB printer port	Connect the printer to a computer.
3	Ethernet port	Connect the printer to a network.
4	Power cord socket	Connect the printer to a properly grounded electrical outlet.

Replacing a toner cartridge

1 Open the front door.
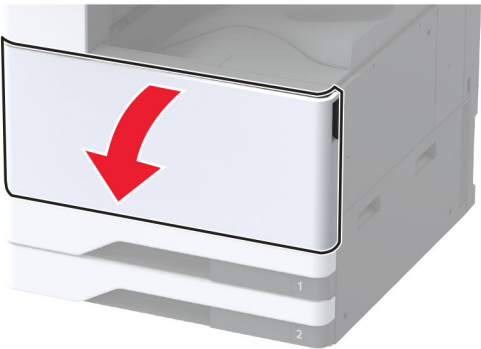
2 Remove the used toner cartridge.
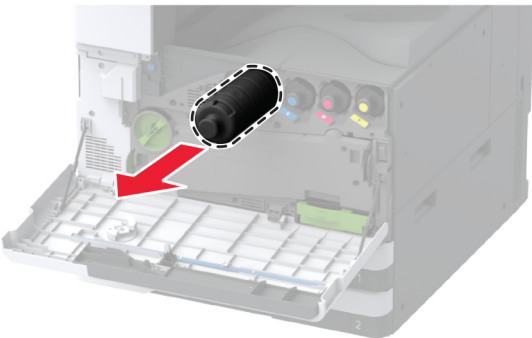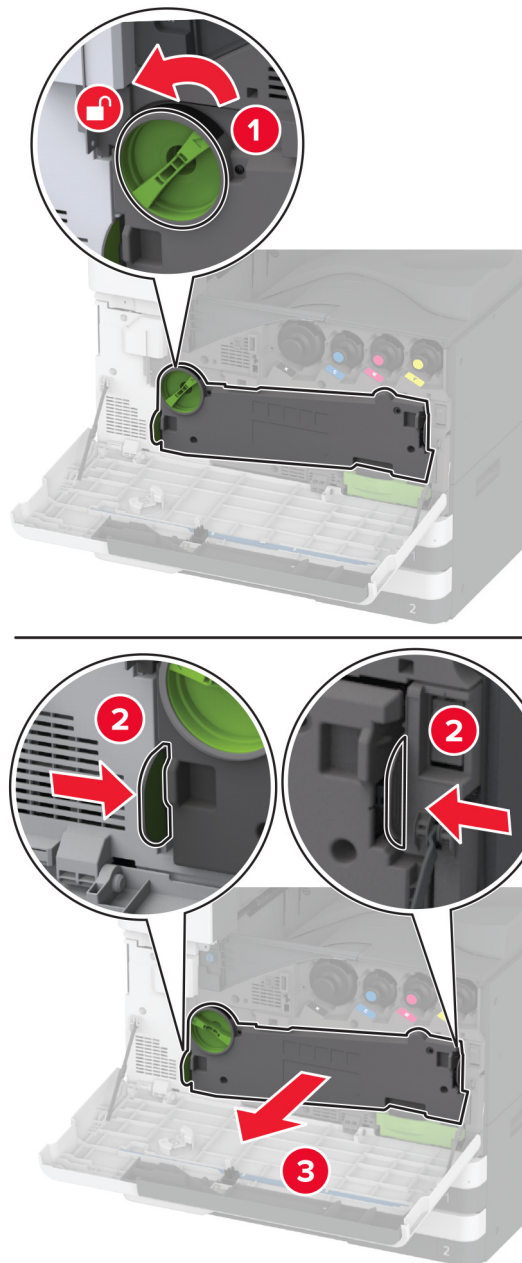

3 Unpack the new toner cartridge.

4 Shake the toner cartridge to redistribute the toner.

10x

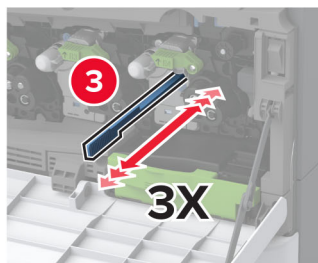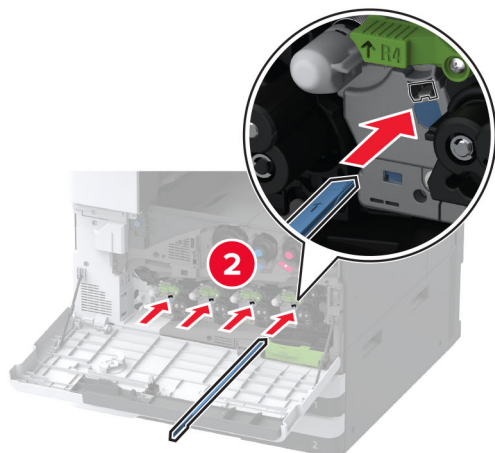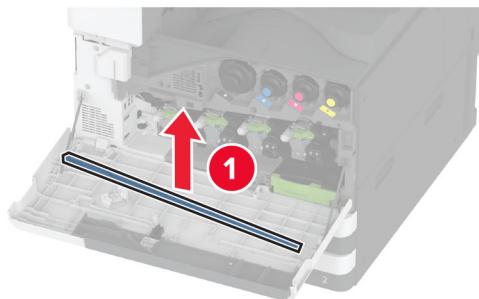**5** Insert the new toner cartridge.
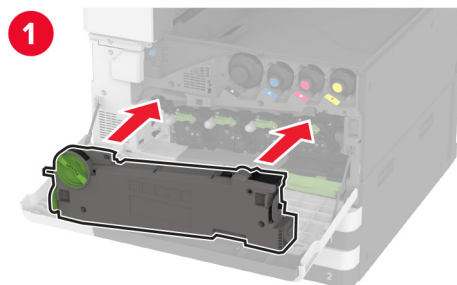
6 Remove the waste toner transfer unit.

Note: To avoid spilling the toner, place the unit in an upright position.
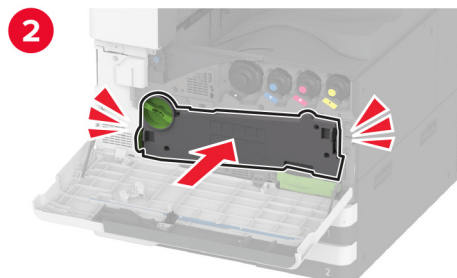
7 Remove the printhead wiper, and then clean the printhead lenses.

8 Put the printhead wiper back into place.

9 Insert the waste toner transfer unit until it *clicks* into place, and then lock it.

10 Close the door.

Loading the 520-sheet tray

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

1 Pull out the tray.

Note: To avoid jams, do not pull out trays while the printer is busy.

2 Adjust the guides to match the size of the paper that you are loading.

Note: Use the indicators on the bottom of the tray to position the guides.
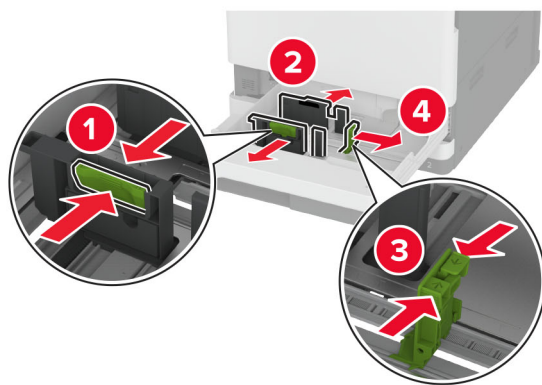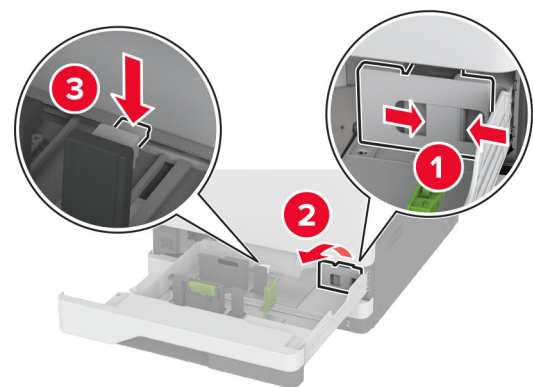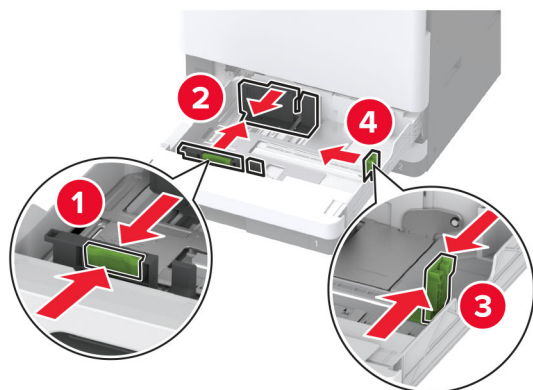
3 Flex, fan, and align the paper edges before loading.
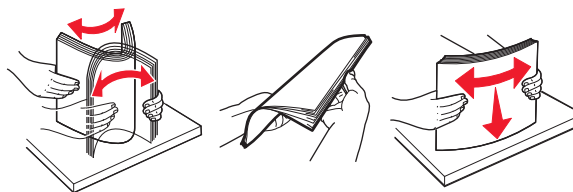
4 Load the paper stack with the printable side faceup.

When loading letterhead or prepunched paper, do either of the following:

For one-sided, long-edge printing

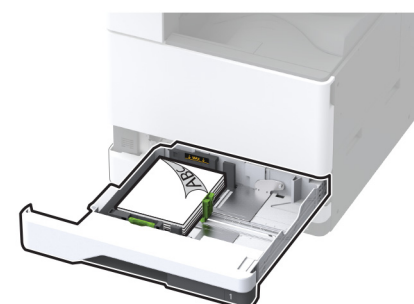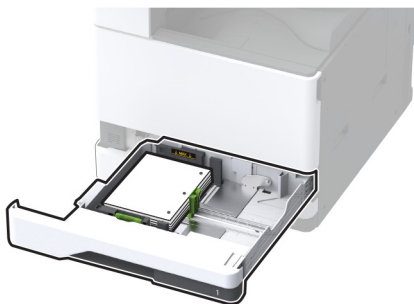- Load letterhead faceup with the header toward the back of the tray.

- Load prepunched paper faceup with the holes against the left side of the tray.

For one-sided, short-edge printing

- Load letterhead faceup with the header toward the left side of the tray.

- Load prepunched paper faceup with the holes against the front of the tray.

For two-sided, long-edge printing

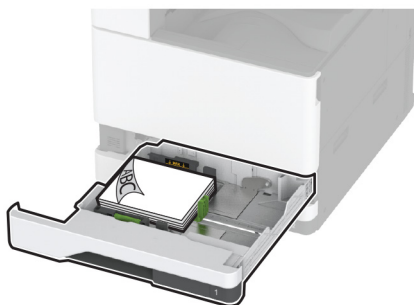- Load letterhead facedown with the header toward the back of the tray.

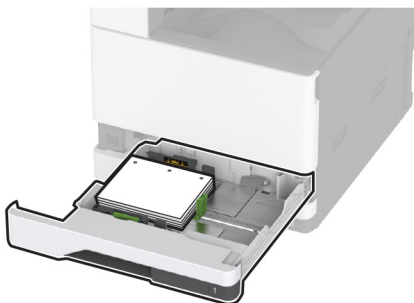- Load prepunched paper facedown with the holes against the right side of the tray.

For two-sided, short-edge printing

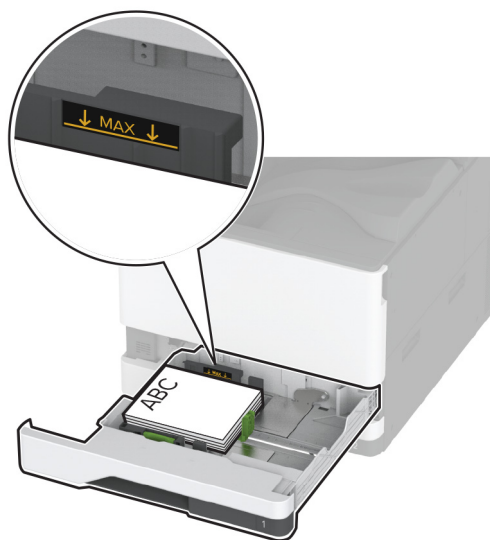- Load letterhead facedown with the header toward the left side of the tray.

- Load prepunched paper facedown with the holes against the back of the tray.

Notes:

- Do not slide paper into the tray.
- Make sure that the side guides fit snugly against the paper.
- Make sure that the stack height is below the maximum paper fill indicator. Overfilling may cause paper jams.

5 Insert the tray.

If necessary, set the paper size and type to match the paper loaded in the tray.

Note: When a finisher is installed, the images are rotated to 180° when printed.

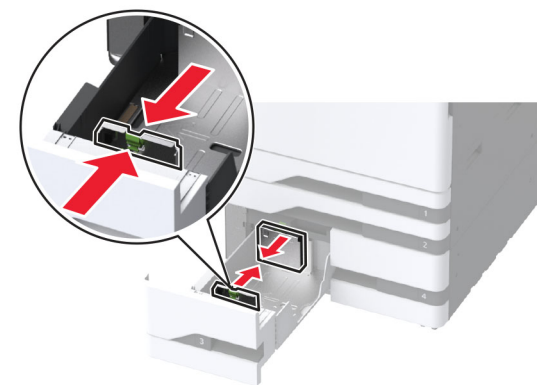## Loading the 2000-sheet tandem tray

⚠️ **CAUTION—TIPPING HAZARD:** To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.
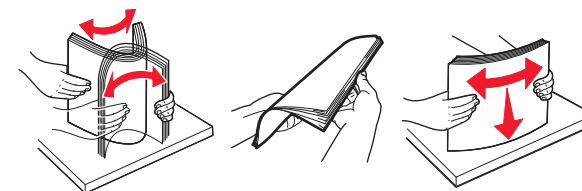
1 Pull out the tray.

Note: To avoid jams, do not pull out trays while the printer is busy.

2 Adjust the guides to match the size of the paper that you are loading.

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

4 Load the paper stack with the printable side faceup.

When loading letterhead or prepunched paper, do either of the following:

For one-sided printing

- Load letterhead faceup with the header toward the back of the tray.

- Load prepunched paper faceup with the holes against the left side of the tray.

For two-sided printing

- Load letterhead facedown with the header toward the back of the tray.

- Load prepunched paper facedown with the holes against the right side of the tray.

Notes:

- Do not slide paper into the tray.
- Make sure that the stack height is below the maximum paper fill indicator. Overfilling may cause paper jams.

5 Insert the tray.

If necessary, set the paper size and type to match the paper loaded in the tray.

Note: When a finisher is installed, the images are rotated to 180° when printed.
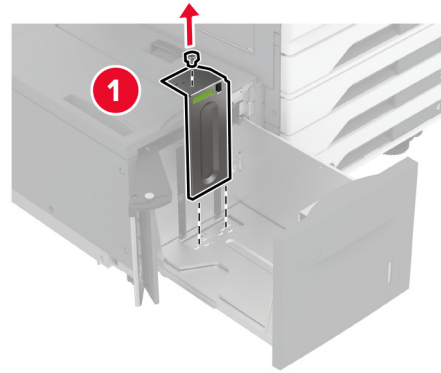
Loading the 2000-sheet tray

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

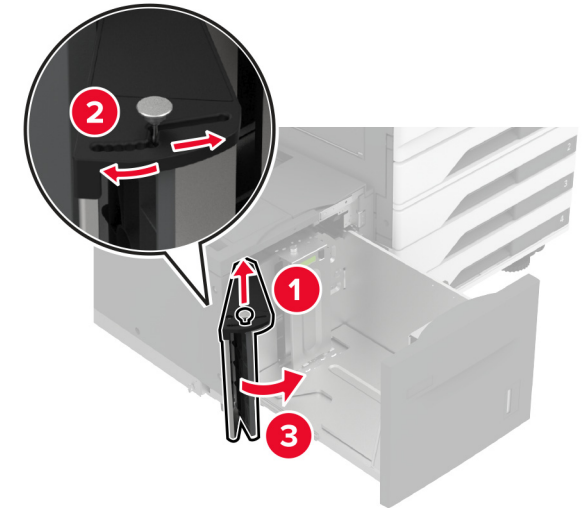1 Pull out the tray, and then open the tray side door.

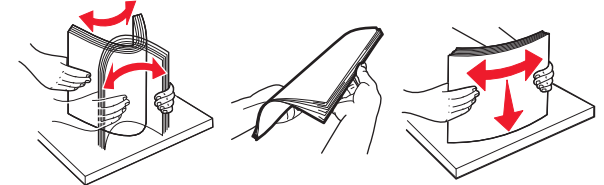**Note:** To avoid jams, do not pull out trays while the printer is busy.
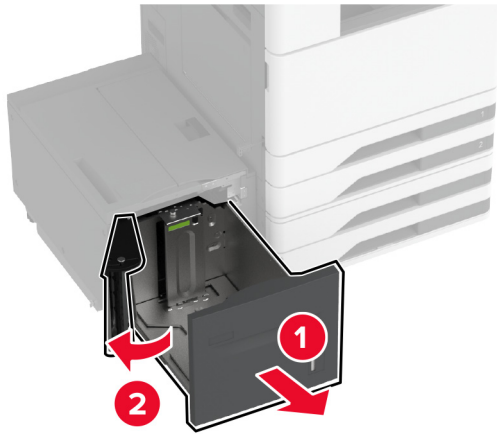
2 Adjust the guide at the back of the tray. Do the same at the front of the tray.
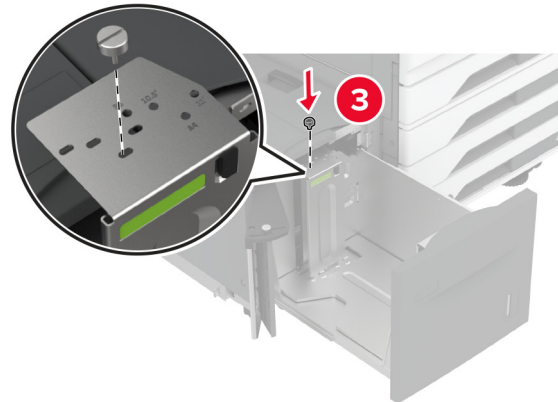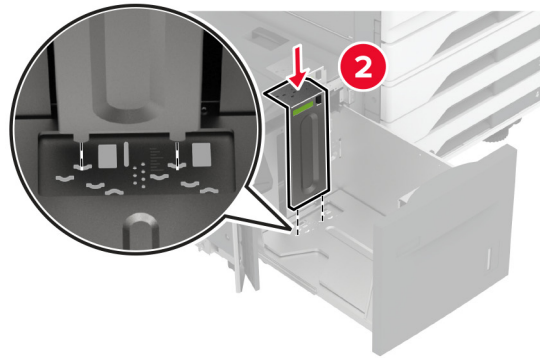
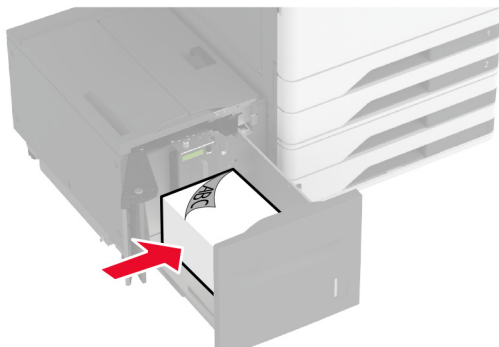**3** Adjust the lever on the tray side door.

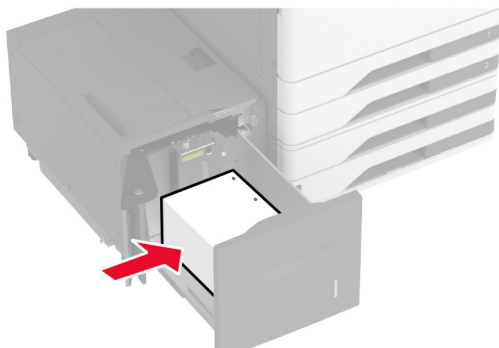**4** Flex, fan, and align the paper edges before loading.

5 Load the paper stack with the printable side faceup.

When loading letterhead or prepunched paper, do either of the following:

For one-sided printing

- Load letterhead facedown with the header toward the back of the tray.
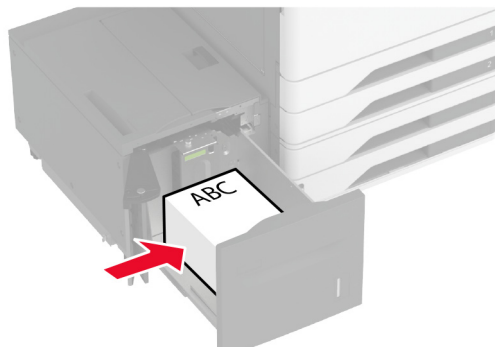

- Load prepunched paper facedown with the holes against the left side of the tray.
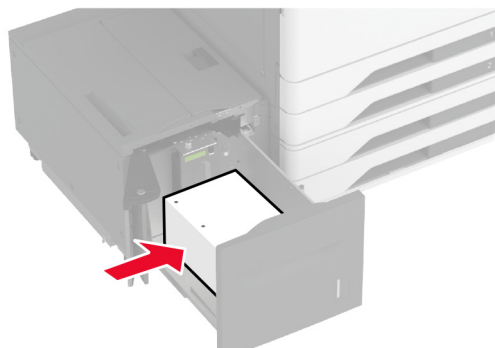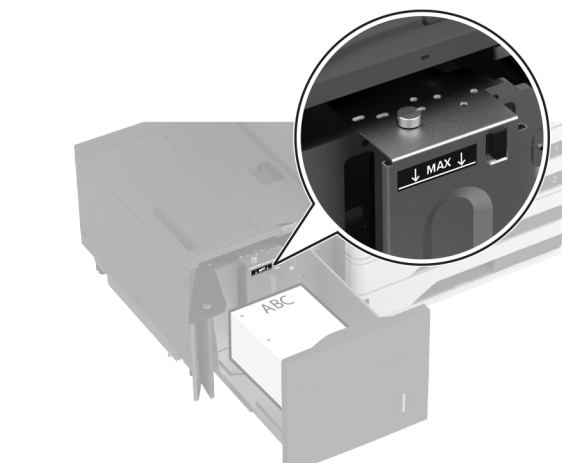

For two-sided printing

- Load letterhead faceup with the header toward the back of the tray.

- Load prepunched paper faceup with the holes against the left side of the tray.

Note: Make sure that the stack height is below the maximum paper fill indicator. Overfilling may cause paper jams.

6 Close the tray side door, and then insert the tray.

If necessary, set the paper size and type to match the paper loaded in the tray.

Note: When a finisher is installed, the images are rotated to 180° when printed.
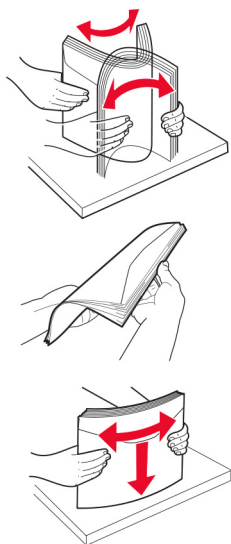
Loading the envelope tray

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

1 Pull out the envelope tray.

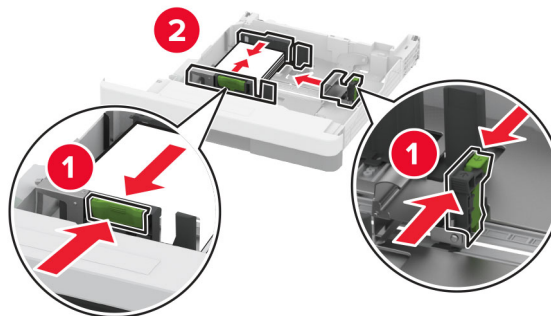**Note:** To avoid jams, do not pull out trays while the printer is busy.
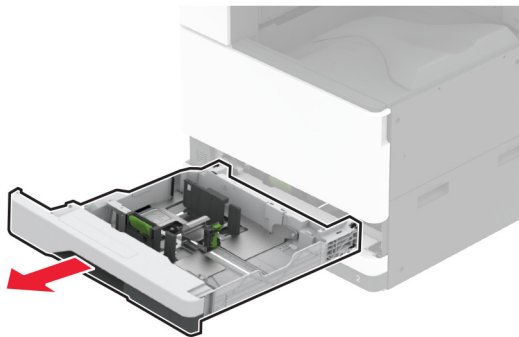
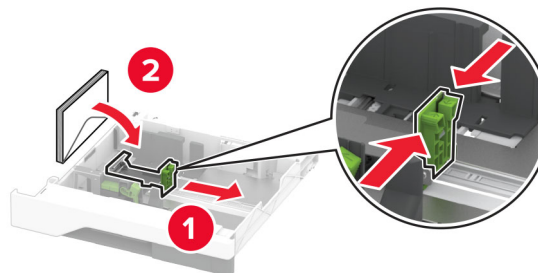**2** Flex, fan, and align the envelope edges before loading.

3 Adjust the guides to match the size of the envelope that you are loading.
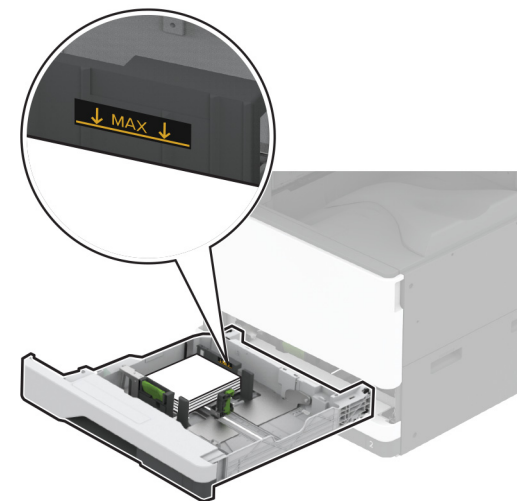
4 Load the envelopes with the flap side down and against the left side of the tray.

Notes:

- Make sure that the side guides fit snugly against the envelopes.
- Make sure that the stack height is below the maximum fill indicator. Overfilling may cause jams.
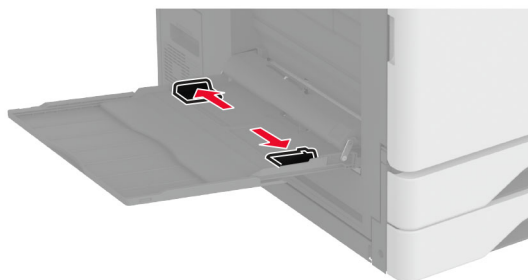
5 Insert the tray.

If necessary, set the paper size and paper type to match the envelope loaded in the tray.
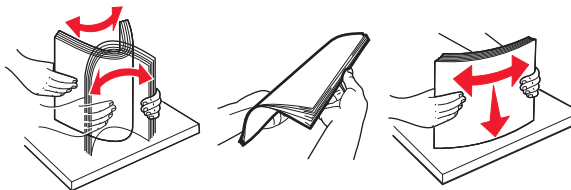
Loading the multipurpose feeder

1 Open the multipurpose feeder.

2 Adjust the side guides to match the size of the paper that you are loading.

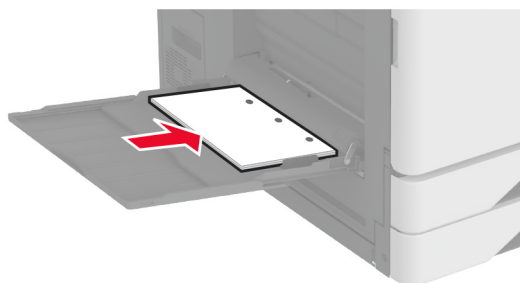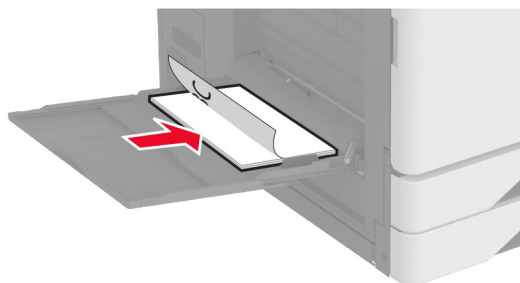**3** Flex, fan, and align the paper edges before loading.
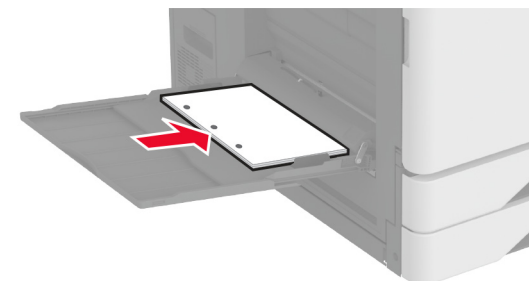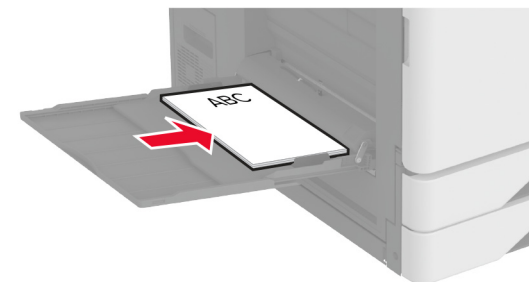
4 Load the paper.

Note: Make sure that the side guides fit snugly against the paper.

For long-edge feed:

- For one-sided printing, load letterhead facedown with the header toward the rear of the printer. Load hole-punched paper facedown with the holes to the right side of the paper.
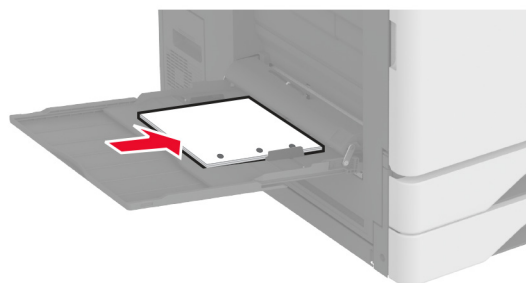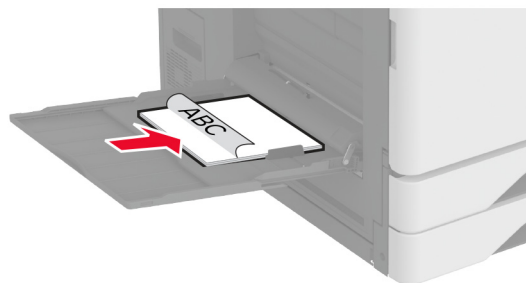
- For two-sided printing, load letterhead faceup with the header toward the rear of the printer. Load hole-punched paper faceup with the holes to the left side of the paper.
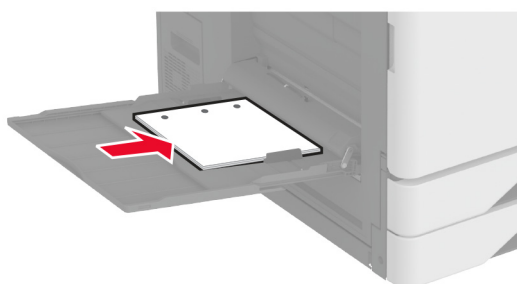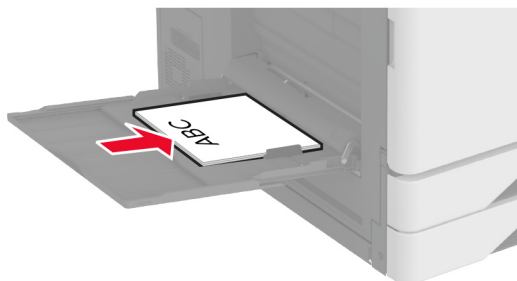
For short-edge feed:

- For one-sided printing, load letterhead facedown with the header to the left side of the paper. Load hole-punched

paper facedown with the holes toward the front of the printer.

- For two-sided printing, load letterhead faceup with the header to the left side of the paper. Load hole-punched paper faceup with the holes toward the front of the printer.

Note: When a finisher is installed, the printer rotates the images to 180°.

Setting the size and type of the specialty media

The trays automatically detect the size of plain paper. For specialty media like labels, card stock, or envelopes, do the following:

1 From the home screen, touch **Settings** > **Paper** > **Tray Configuration** > **Paper Size/Type** > select a paper source.

2 Set the size and type of the specialty media.

Installing the printer software

Notes:

- The print driver is included in the software installer package.

- For Macintosh computers with macOS version 10.7 or later, you do not need to install the driver to print on an AirPrint-certified printer. If you want custom printing features, then download the print driver.

1 Obtain a copy of the software installer package.

- From the software CD that came with your printer.
- From our website or the place where you purchased the printer.

2 Run the installer, and then follow the instructions on the computer screen.
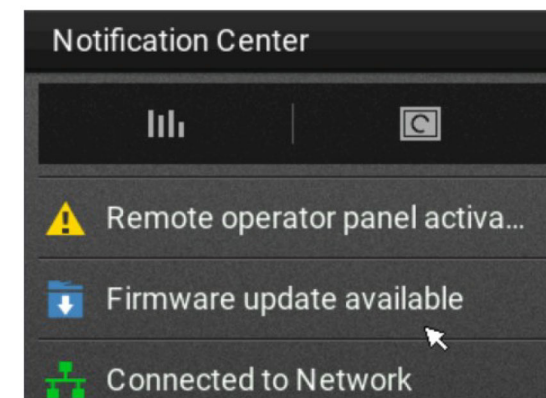
Updating firmware

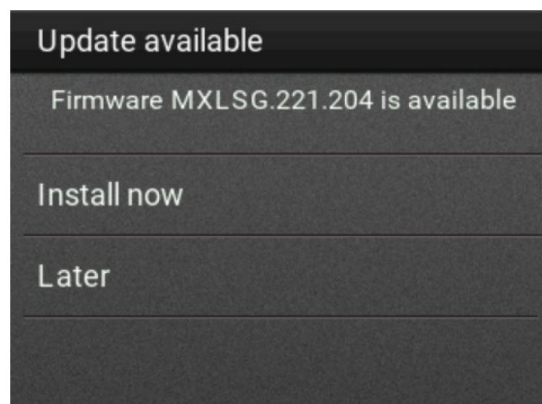### Updating the firmware using the control panel

Using the notification center

This method is applicable only in some printer models.

1 From the control panel, navigate to the notification center, and then select **Firmware update available**.

2 Select **Install now**.

Update available

Firmware MXLSG.221.204 is available

Install now

Later

The printer reboots automatically after the update.

Using the Settings menu

1 From the control panel, navigate to **Settings** > **Device** > **Update Firmware**.

2 Depending on your printer model, select **Check for updates** or **Check for updates now**.

3 If a new update is available, then select **Install now**.

The printer reboots automatically after the update.

Updating the firmware using the Embedded Web Server

Before you begin, make sure that:

- You have downloaded the latest printer firmware from **https://support.lexmark.com** and saved it to your flash drive or computer.

  Note: To deploy the printer firmware, extract the .fls firmware file from the ZIP package.

- You are not using a special code on your printer to avoid losing this functionality.

Warning—Potential Damage: Make sure that all printers receiving firmware updates are turned on during the entire firmware update process. Turning off a printer during a firmware update can severely damage it.

If the printer is connected to the network when checking for updates, then downloading the firmware is not required.

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 home screen. 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**.

3 Scroll down, and then click **Update Firmware**.

4 Depending on your printer model, click **Check for updates** or **Check for updates now**.

If a new update is available, then click **I agree, start update**.

The printer reboots automatically after the update.

Adding printers to a computer

Before you begin, do one of the following:

- Connect the printer and the computer to the same network. For more information on connecting the printer to a network, see "Connecting the printer to a Wi-Fi network" on page 13.
- Connect the computer to the printer. For more information, see "Connecting a computer to the printer" on page 14.
- Connect the printer to the computer using a USB cable. For more information, see "Attaching cables" on page 2.

  Note: The USB cable is sold separately.

For Windows users

1 From a computer, install the print driver.

Note: For more information, see "Installing the printer software" on page 12.

2 Open **Printers & scanners**, and then click **Add a printer or scanner**.

3 Depending on your printer connection, do one of the following:

- Select a printer from the list, and then click **Add device**.
- Click **Show Wi-Fi Direct printers**, select a printer, and then click **Add device**.
- Click **The printer that I want isn't listed**, and then from the Add Printer window, do the following:
  a Select **Add a printer using a TCP/IP address or hostname**, and then click **Next**.

b In the "Hostname or IP address" field, type the printer IP address, and then click **Next**.

  Notes:

  – View the printer IP address on the printer home screen. 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.

  c Select a print driver, and then click **Next**.
  d Select **Use the print driver that is currently installed (recommended)**, and then click **Next**.
  e Type a printer name, and then click **Next**.
  f Select a printer sharing option, and then click **Next**.
  g Click **Finish**.

For Macintosh users

1 From a computer, open **Printers & Scanners**.

2 Click ➕, and then select a printer.

3 From the Use menu, select a print driver.

  Notes:

- To use the Macintosh print driver, select either **AirPrint** or **Secure AirPrint**.
- If you want custom printing features, then select the manufacturer print driver. To install the driver, see "Installing the printer software" on page 12.

4 Add the printer.

Connecting the printer to a Wi-Fi network

Make sure that Active Adapter is set to Auto. From the home screen, touch **Settings** > **Network/Ports** > **Network Overview** > **Active Adapter**.

1 From the home screen, touch **Settings** > **Network/Ports** > **Wireless** > **Setup On Printer Panel** > **Choose Network**.

2 Select a Wi-Fi network, and then type the network password.

  Note: For Wi-Fi-network-ready printer models, a prompt for Wi-Fi network setup appears during initial setup.

Configuring Wi-Fi Direct

Wi-Fi Direct® is a Wi-Fi-based peer-to-peer technology that allows wireless devices to connect directly to a Wi-Fi Direct-enabled printer without using an access point (wireless router).

1 From the home screen, touch **Settings** > **Network/Ports** > **Wi-Fi Direct**.

2 Configure the settings.
   - **Enable Wi-Fi Direct**—Enables the printer to broadcast its own Wi-Fi Direct network.
   - **Wi-Fi Direct Name**—Assigns a name for the Wi-Fi Direct network.
   - **Wi-Fi Direct Password**—Assigns the password for negotiating the wireless security when using the peer-to-peer connection.
   - **Show Password on Setup Page**—Shows the password on the Network Setup Page.
   - **Auto-Accept Push Button Requests**—Lets the printer accept connection requests automatically.

   Note: Accepting push-button requests automatically is not secured.

Notes:

- By default, the Wi-Fi Direct network password is not visible on the printer display. To show the password, enable the password peek icon. From the home screen, touch **Settings** > **Security** > **Miscellaneous** > **Enable Password/PIN Reveal**.
- To know the password of the Wi-Fi Direct network without showing it on the printer display, from the home screen touch **Settings** > **Reports** > **Network** > **Network Setup Page**.

Connecting a computer to the printer

Before connecting your computer, make sure that Wi-Fi Direct has been configured. For more information, see "Configuring Wi-Fi Direct" on page 14.

For Windows users

1 Open **Printers & scanners**, and then click **Add a printer or scanner**.

2 Click **Show Wi-Fi Direct printers**, and then select the printer Wi-Fi Direct name.

3 From the printer display, take note of the eight-digit PIN of the printer.

4 Enter the PIN on the computer.

   Note: If the print driver is not already installed, then Windows downloads the appropriate driver.

For Macintosh users

1 Click the wireless icon, and then select the printer Wi-Fi Direct name.

   Note: The string DIRECT-xy (where x and y are two random characters) is added before the Wi-Fi Direct name.

2 Type the Wi-Fi Direct password.

Note: Switch your computer back to its previous network after disconnecting from the Wi-Fi Direct network.

Connecting a mobile device to the printer

Before connecting your mobile device, make sure that Wi-Fi Direct has been configured. For more information, see "Configuring Wi-Fi Direct" on page 14.

Connecting using Wi-Fi Direct

Note: These instructions apply only to Android mobile devices.

1 From the mobile device, go to the settings menu.

2 Enable **Wi-Fi**, and then tap **Wi-Fi Direct**.

3 Select the printer Wi-Fi Direct name.

4 Confirm the connection on the printer control panel.

Connecting using Wi-Fi

1 From the mobile device, go to the settings menu.

2 Tap **Wi-Fi**, and then select the printer Wi-Fi Direct name.

   Note: The string DIRECT-xy (where x and y are two random characters) is added before the Wi-Fi Direct name.

3 Enter the Wi-Fi Direct password.

Clearing jams

Identifying jam locations

Notes:

- When Jam Assist is set to On, the printer flushes blank pages 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.
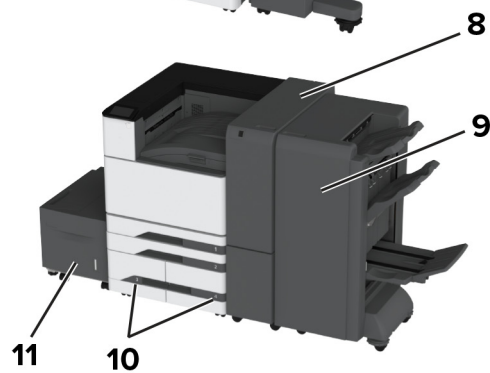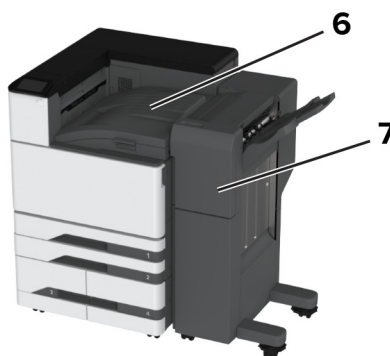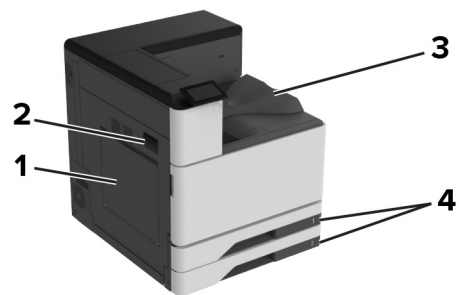
|	Jam locations
1	Multipurpose feeder
2	Door A
3	Standard bin
4	Standard trays
5	Staple finisher
6	Paper transport
7	Staple, hole punch finisher
8	Trifold/Z-fold finisher
9	Booklet finisher
10	Optional trays
11	2000-sheet tray

Paper jam in the standard tray

1 Open door A.

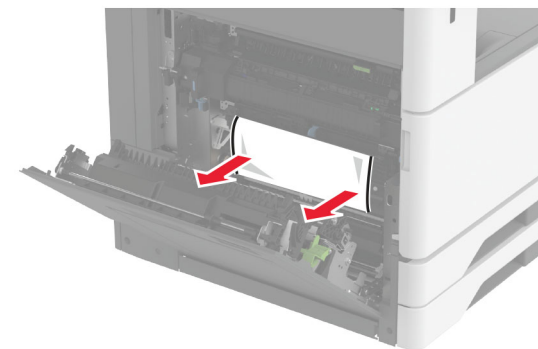> ⚠ **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.
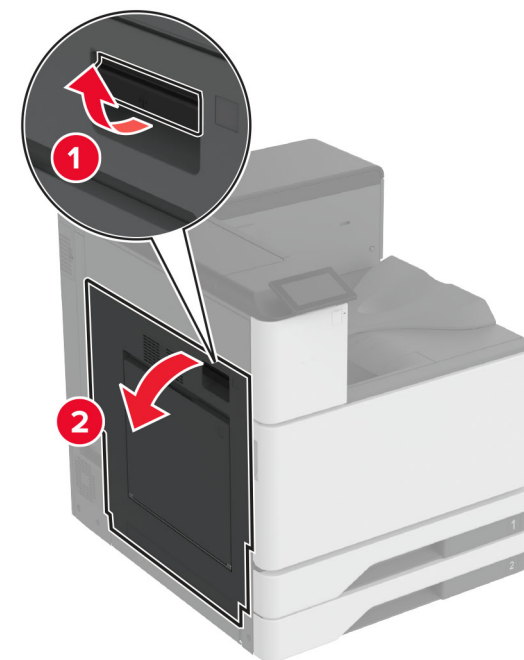
2 Remove the jammed paper.
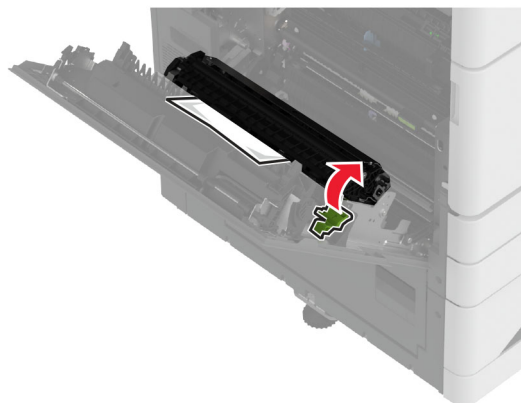
Note: Make sure that all paper fragments are removed.
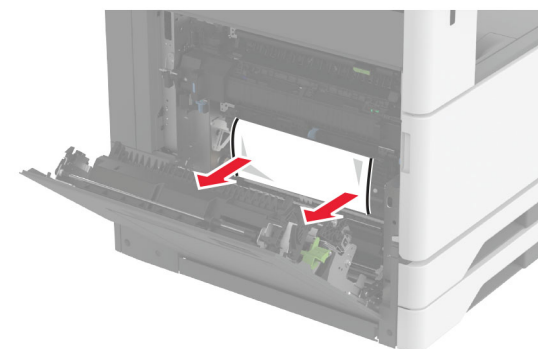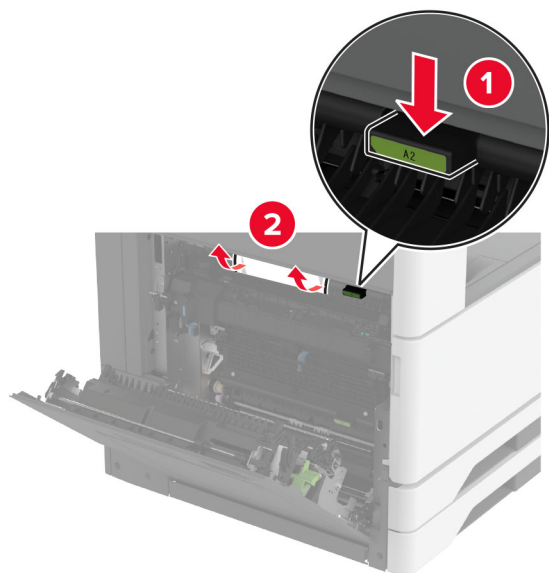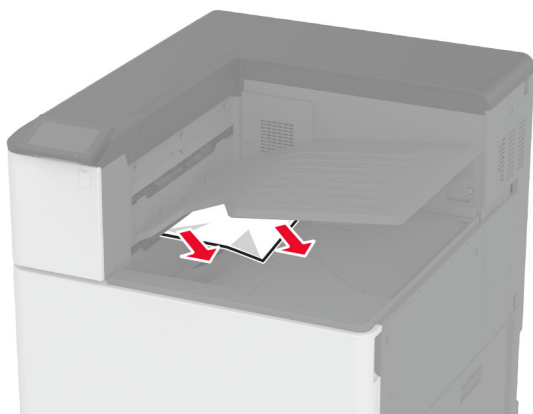
3 Pull out the standard tray.
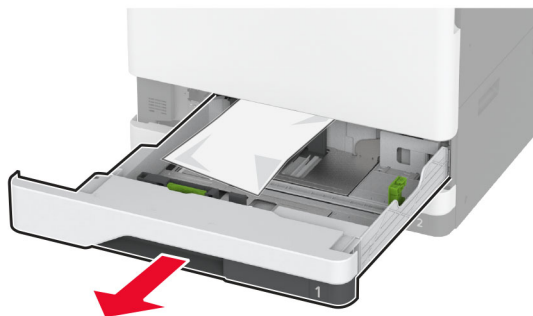
4 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.
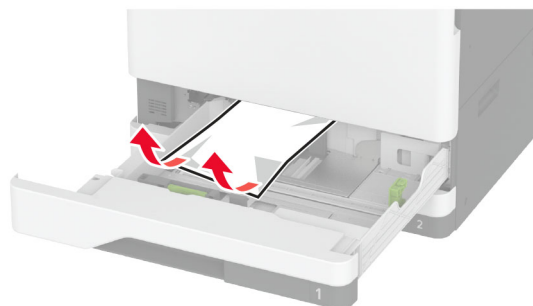
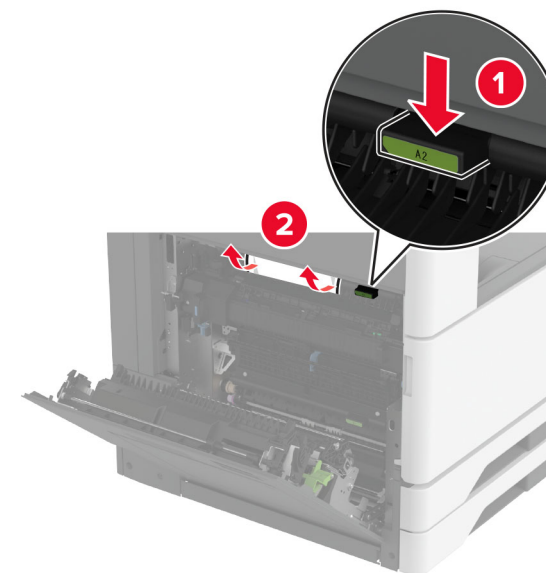**5** Insert the tray, and then close door A.

Paper jam in the optional trays

1 Open door B.
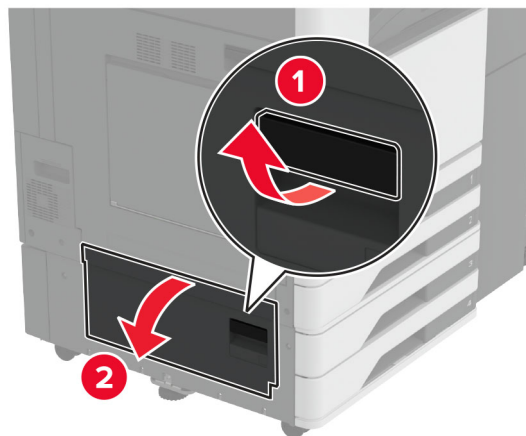
2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.
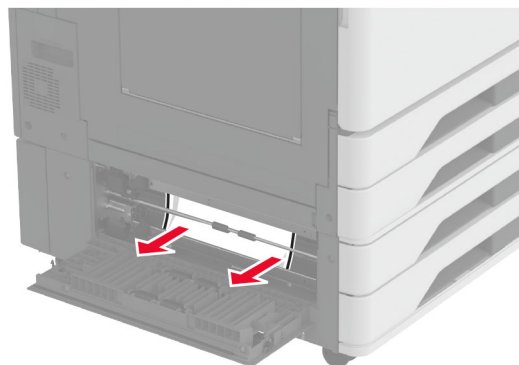
3 Close the door.

4 Pull out the optional 520-sheet tray or 2000-sheet tandem tray.

5 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.
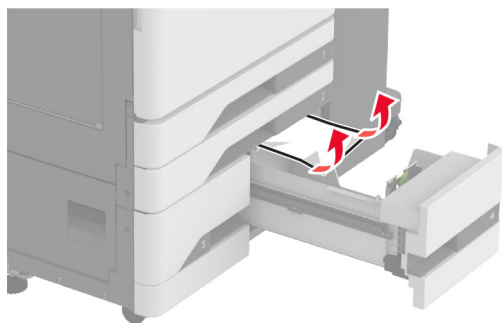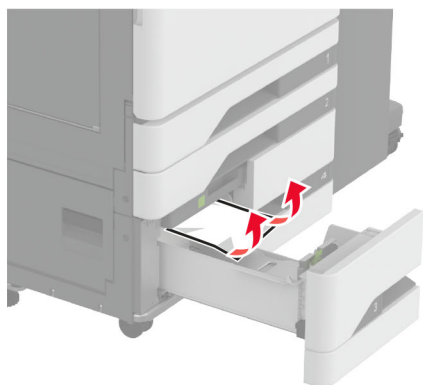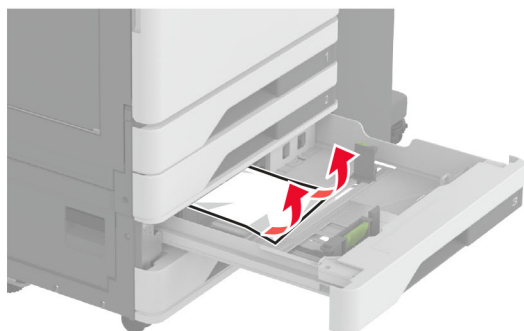
6 In tandem trays, pull out handle C, and then open the inner cover.
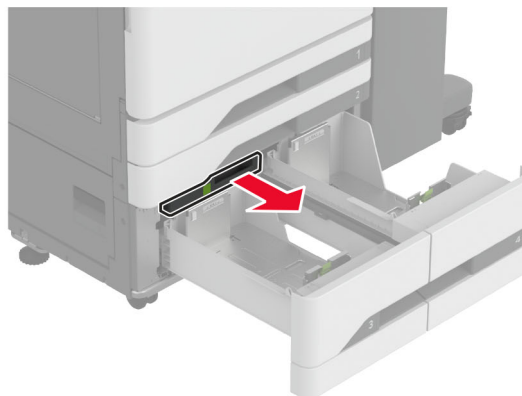
7 Remove the jammed paper.

> **Note:** Make sure that all paper fragments are removed.
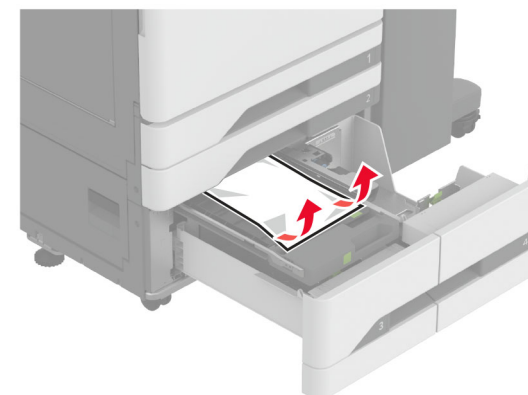
8 Close the cover, and then insert handle C.

9 Insert the tray.

Paper jam in the multipurpose feeder

Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

Paper jam in the 2000-sheet tray

1 Slide the tray to the left.
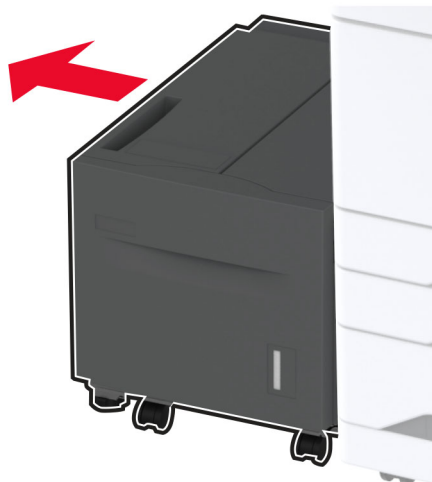
2 Open door J, and then remove the jammed paper.

Note: Make sure that all paper fragments are removed.
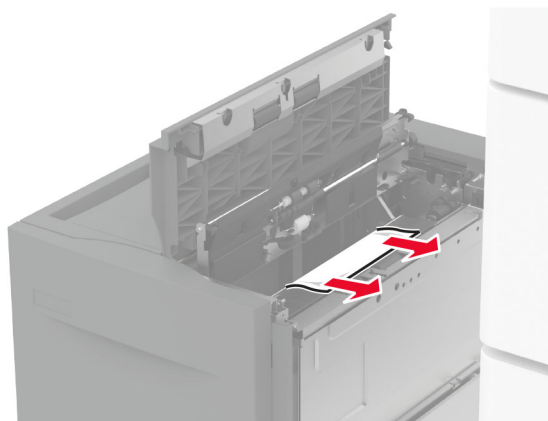
3 Close the door, and then slide the tray back into place.

4 Pull out the tray insert, and then remove the jammed paper.

Note: Make sure that all paper fragments are removed.
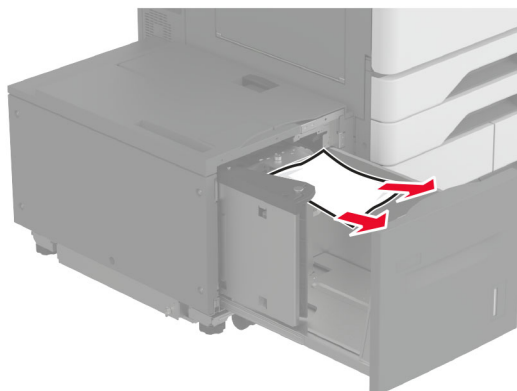
5 Push the tray insert back into place.

Paper jam in door A

1 Open door A.

⚠ **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.
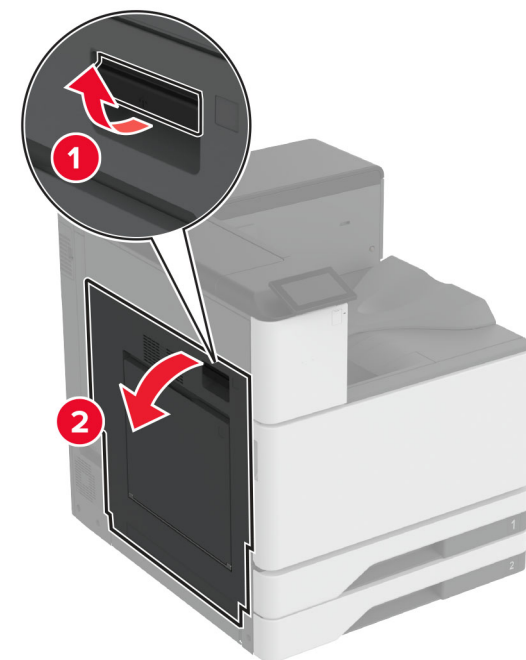
2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

3 Open door A2, and then remove the jammed paper.

Note: Make sure that all paper fragments are removed.
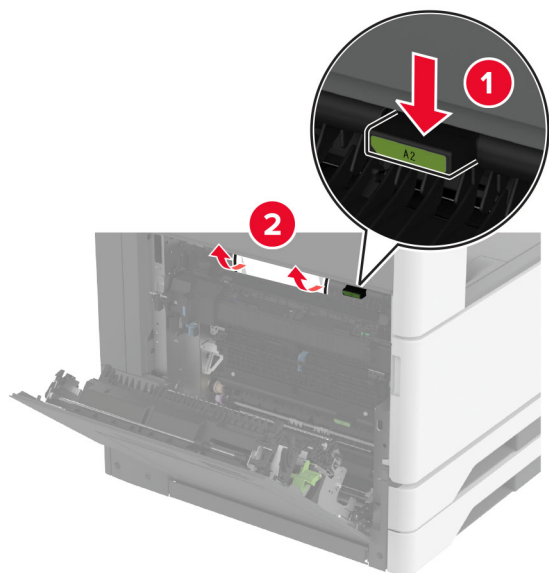
4 Lift door A3.

5 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.
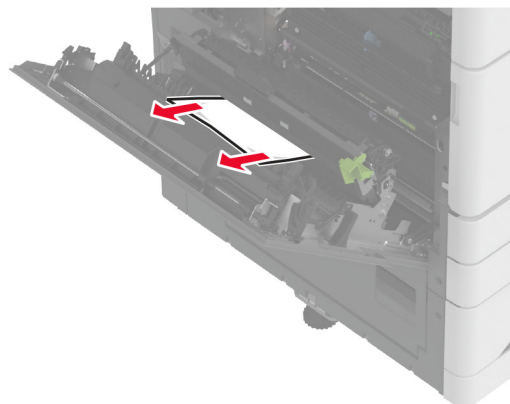
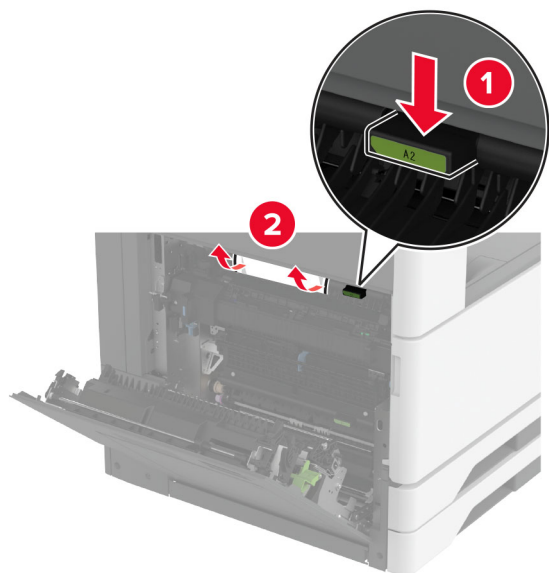**6** Close door A2, and then close door A.

Paper jam in the standard bin

1 Open door A.

⚠ **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.
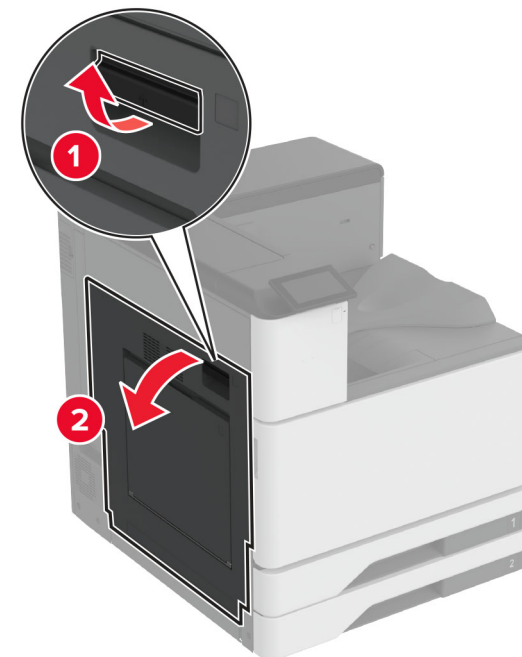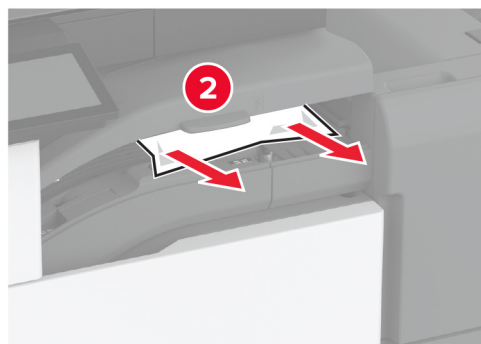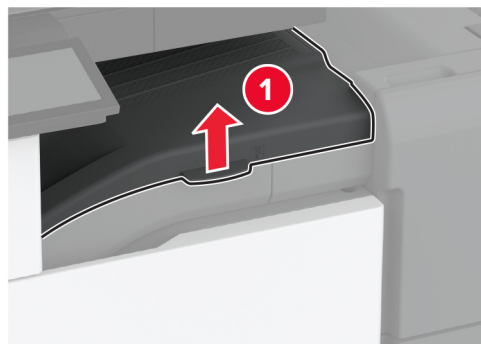

2 Open door A2, and then remove the jammed paper.

Note: Make sure that all paper fragments are removed.

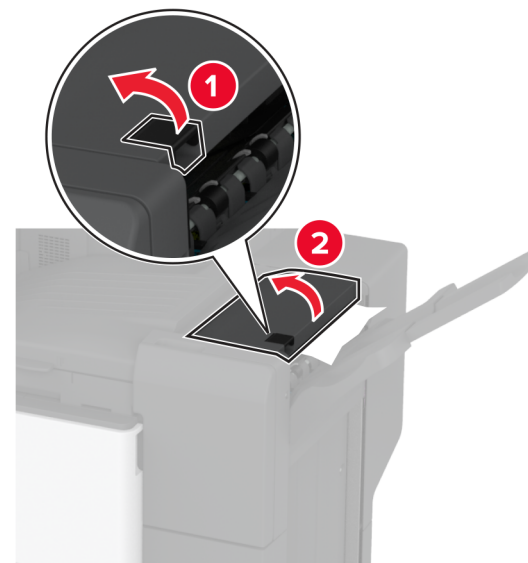**3** Close door A2, and then close door A.

4 Remove the jammed paper from the standard bin.

Note: Make sure that all paper fragments are removed.

Paper jam in the staple finisher

1 Open door A.
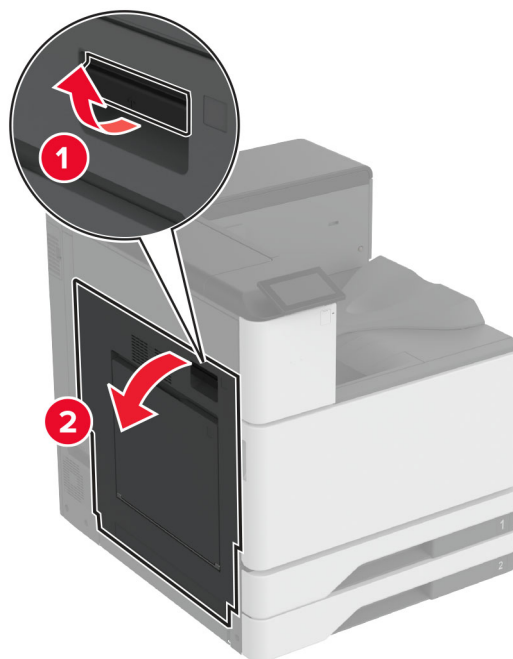
2 Open door A2, and then remove the jammed paper.

Note: Make sure that all paper fragments are removed.

3 Close door A2, and then close door A.

4 Open the finisher top cover, and then remove the jammed paper.

Note: Make sure that all paper fragments are removed.
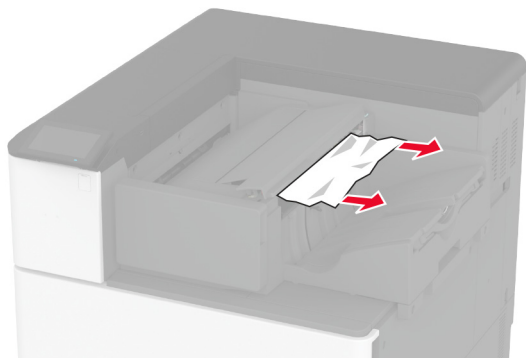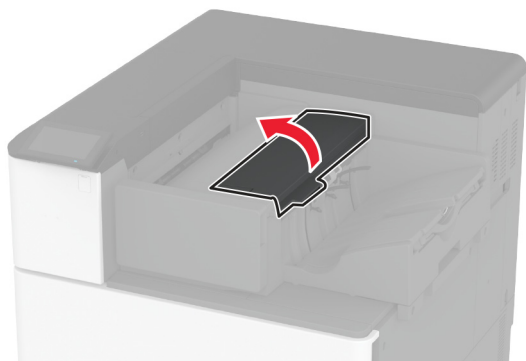
5 Close the cover.

6 Open the finisher front cover, turn the finisher knob, and then remove the jammed paper.

Note: Make sure that all paper fragments are removed.
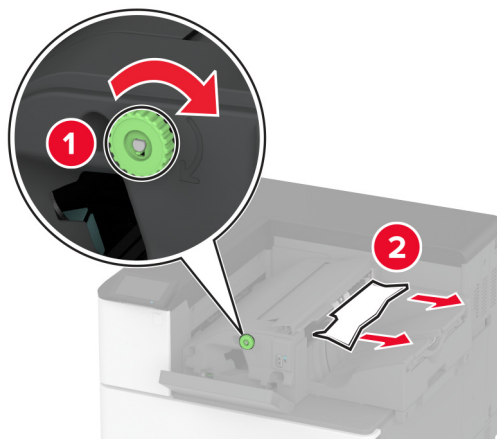
7 Close the cover.

## Paper jam in the staple, hole punch finisher

1 Open door A.

⚠️ **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.
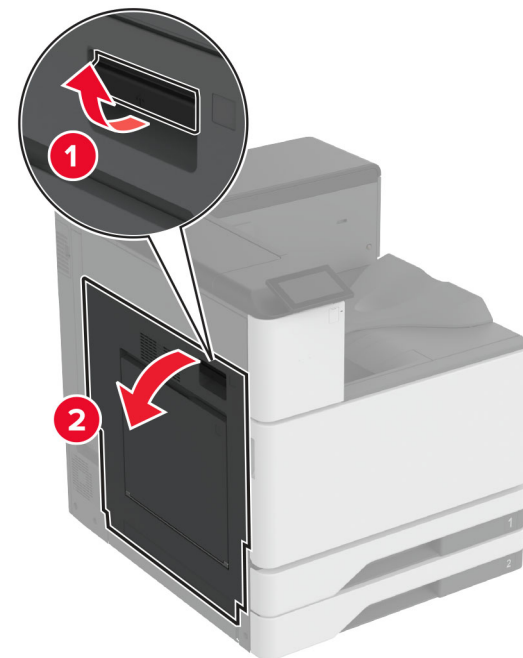
**2** Open door A1, and then remove the jammed paper.

Note: Make sure that all paper fragments are removed.

**3** Close door A1, and then close door A.

4 Lift the paper transport cover F, and then remove the jammed paper.

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

5 Close the cover.

6 Pull the lever on the staple, hole punch finisher and then lift the cover.

7 Remove the jammed paper.

> **Note:** Make sure that all paper fragments are removed.
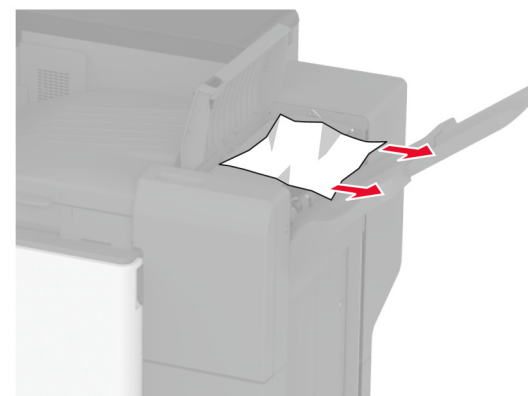
8 Close the cover.

Paper jam in the trifold/Z-fold finisher

1 Open door A.

> ⚠ **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.
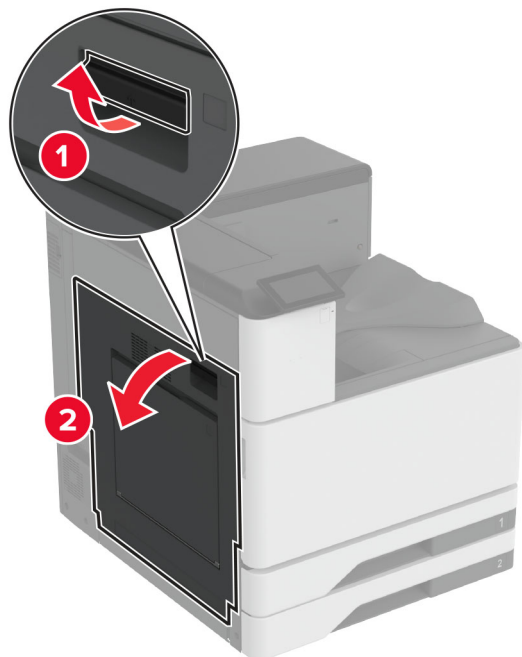
2 Open door A1, and then remove the jammed paper.

> **Note:** Make sure that all paper fragments are removed.
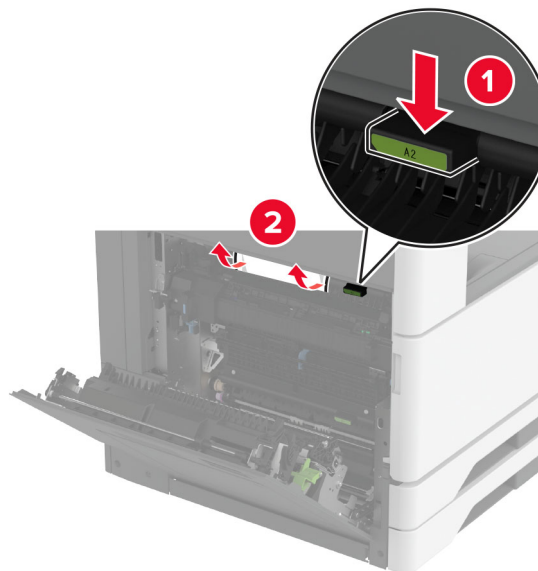
3 Close door A1, and then close door A.

4 Lift the paper transport cover F, and then remove the jammed paper.

> **Note:** Make sure that all paper fragments are removed.
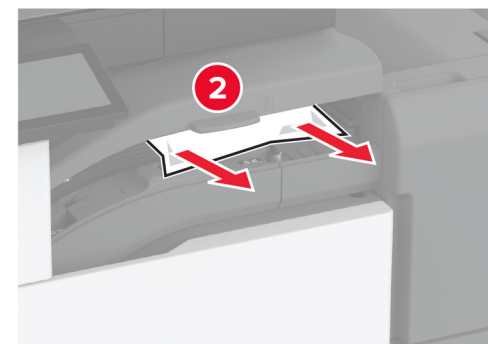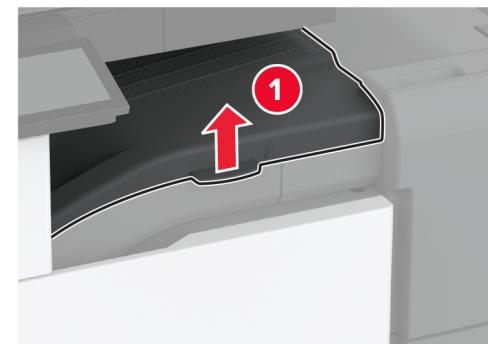
5 Close the cover.

6 Open the trifold/Z-fold finisher door.
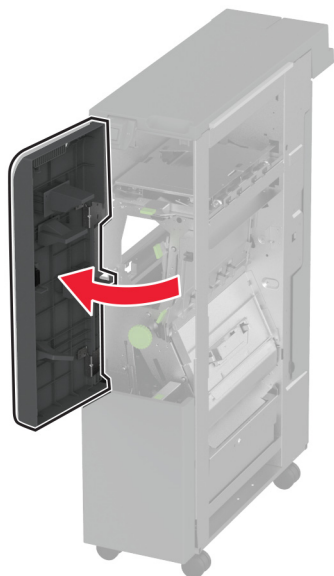
7 Remove the jammed paper from any of the following locations.

   Note: Make sure that all paper fragments are removed.

- Handle 2A
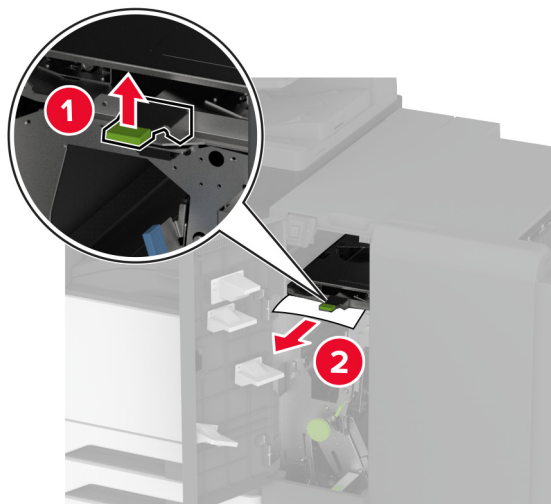
   Note: Make sure to return the handle to its original position.

- Handle 2B
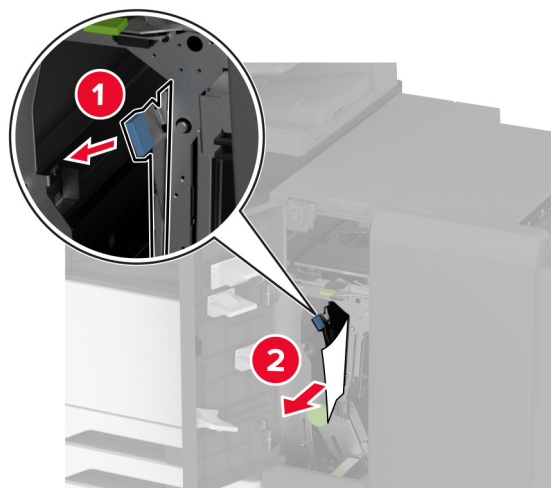
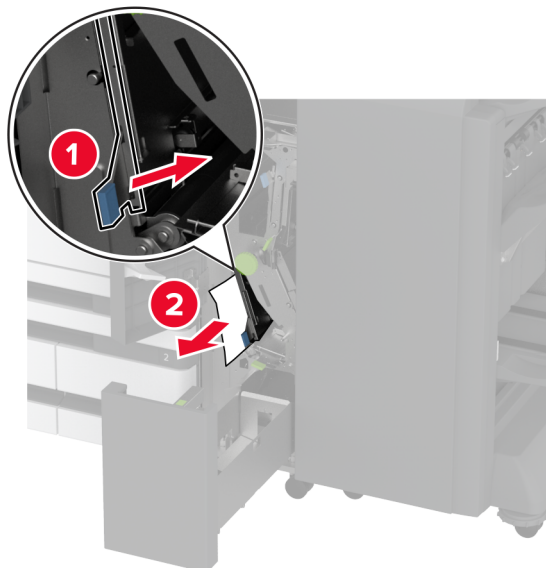   **Note:** Make sure to return the handle to its original position.

8 Pull out the finisher bin.
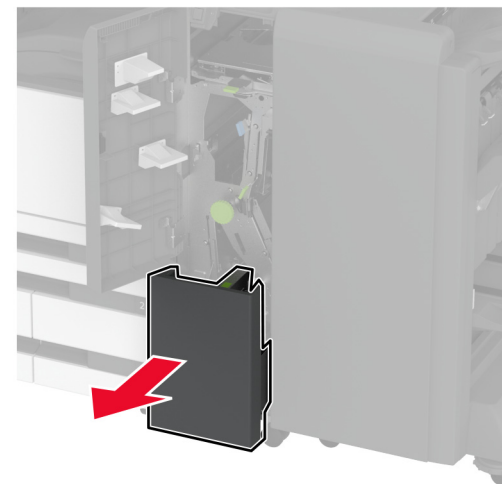
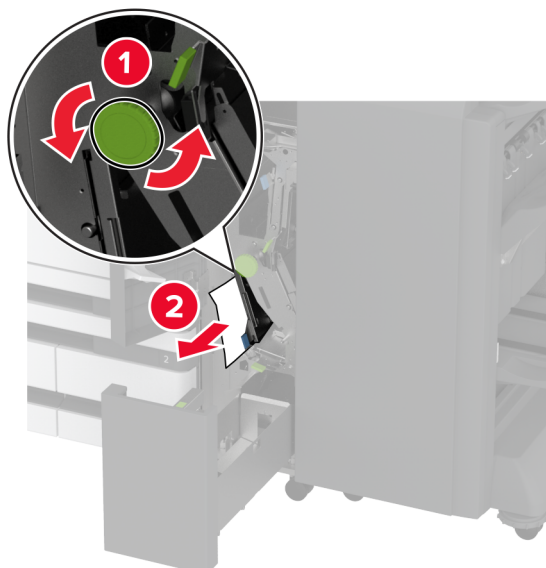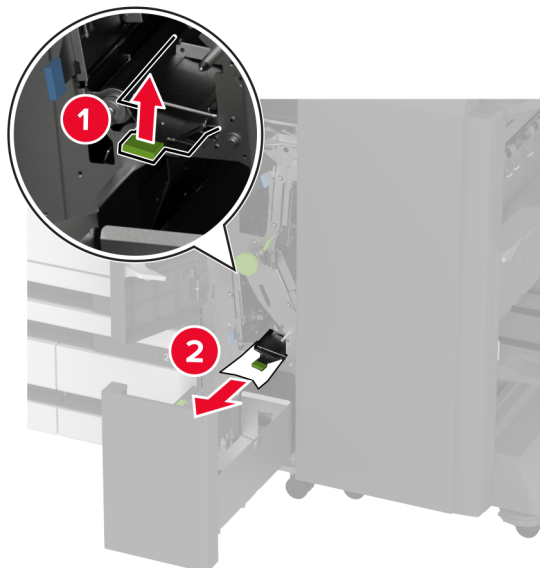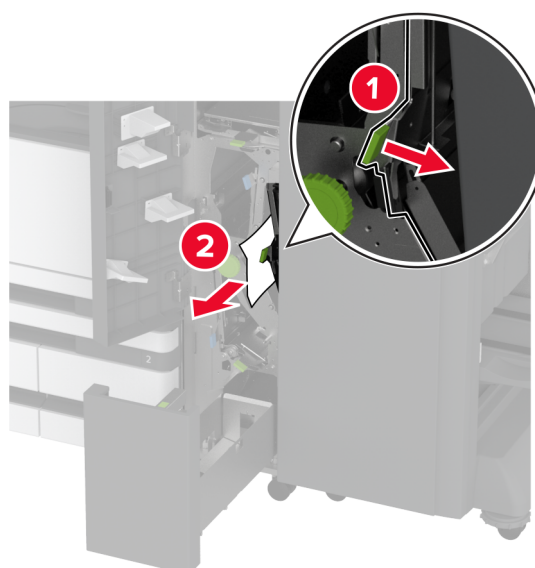**9** Remove the jammed paper from any of the following locations.

   Note: Make sure that all paper fragments are removed.

- Handle 2E

Note: Make sure to return the handle to its original position.

- Knob 2C

- Handle 2F

Note: Make sure to return the handle to its original position.

- Handle 2G

Note: Make sure to return the handle to its original position.

10 Push the finisher bin back into place, and then close the trifold/Z-fold finisher door.
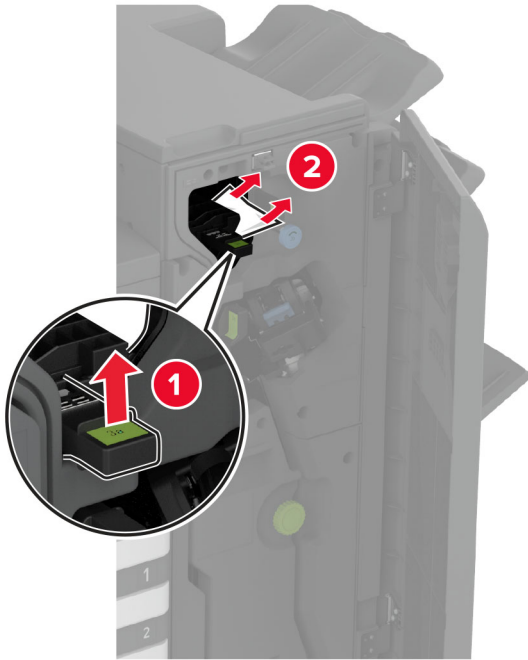
11 Open the booklet finisher door.

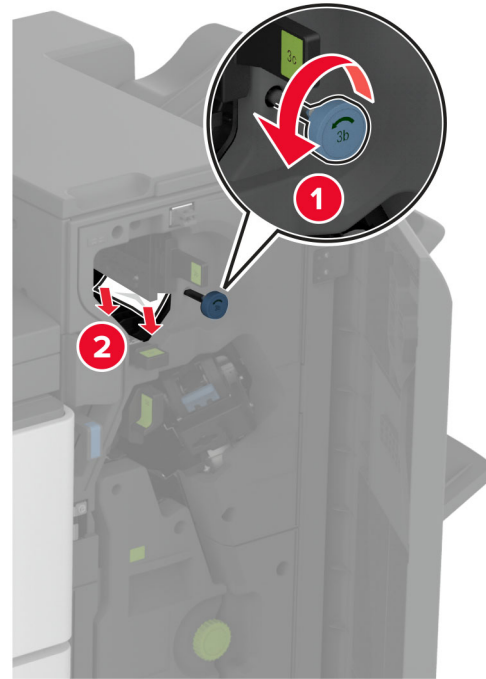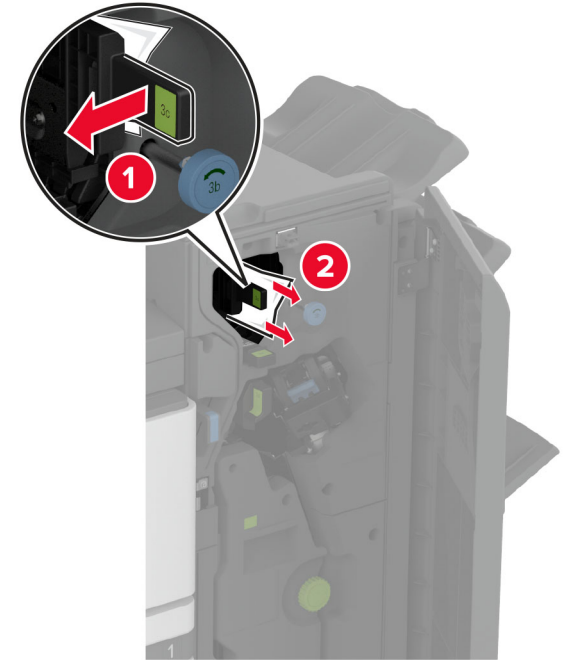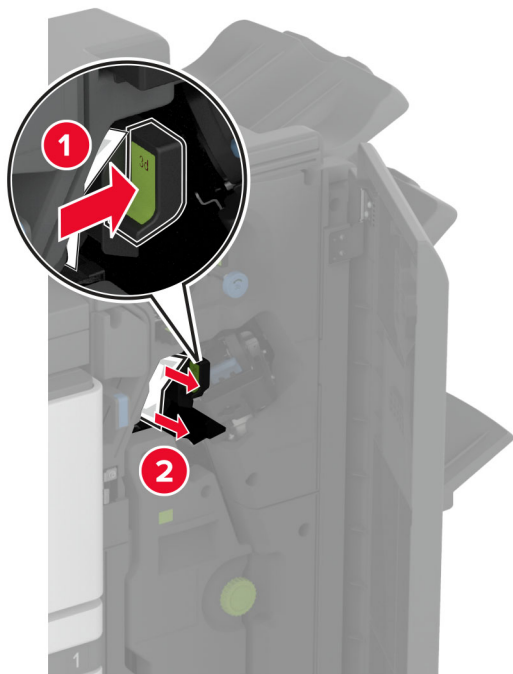**12** Remove the jammed paper from any of the following locations.

Note: Make sure that all paper fragments are removed.

- Handle 3A

Note: Make sure to return the handle to its original position.

- Knob 3B

- Handle 3C

Note: Make sure to return the handle to its original position.

- Handle 3D

Note: Make sure to return the handle to its original position.

13 Pull out the booklet maker.

14 Turn knob 4A, and then remove the jammed paper.

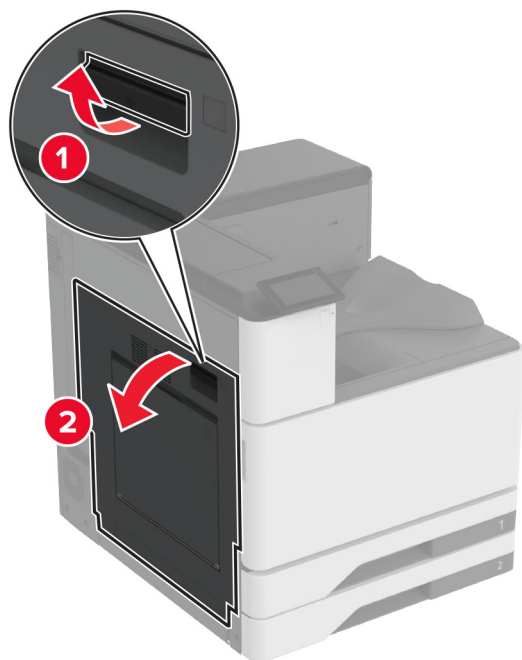**Note:** Make sure that all paper fragments are removed.
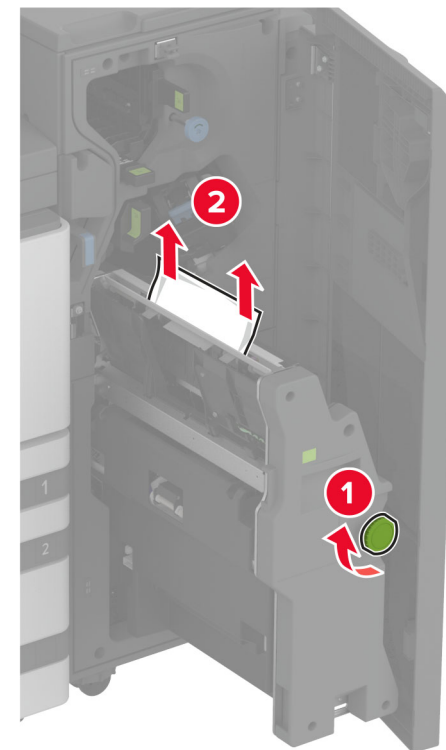
15 Push the booklet maker back into place, and then close the finisher door.

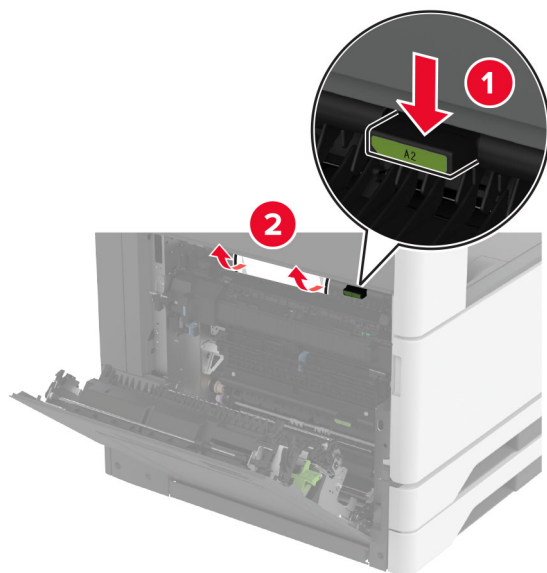## Paper jam in the booklet finisher

1 Open door A.

⚠ **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.

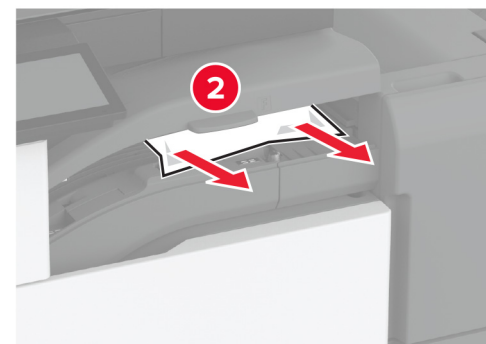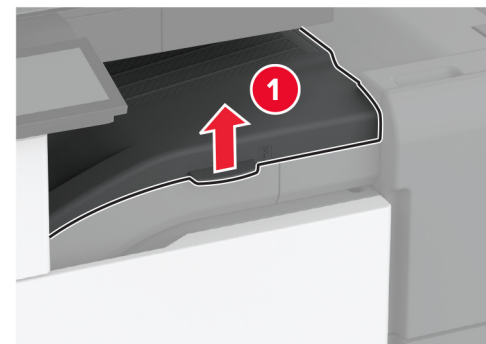**2** Open door A1, and then remove the jammed paper.

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

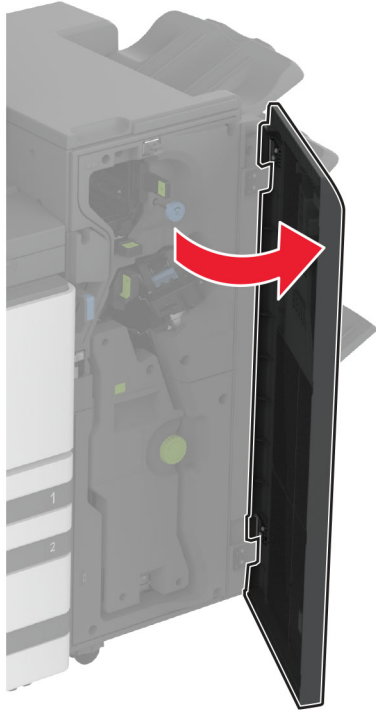**3** Close door A1, and then close door A.

4 Lift the paper transport cover, and then remove the jammed paper.
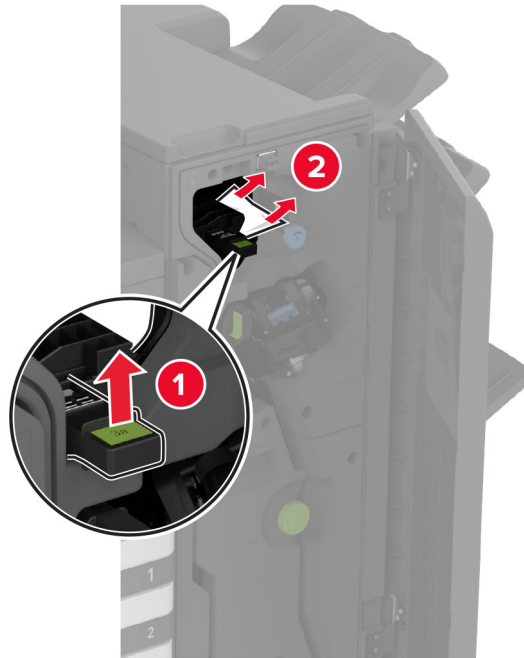
> **Note:** Make sure that all paper fragments are removed.

5 Close the cover.
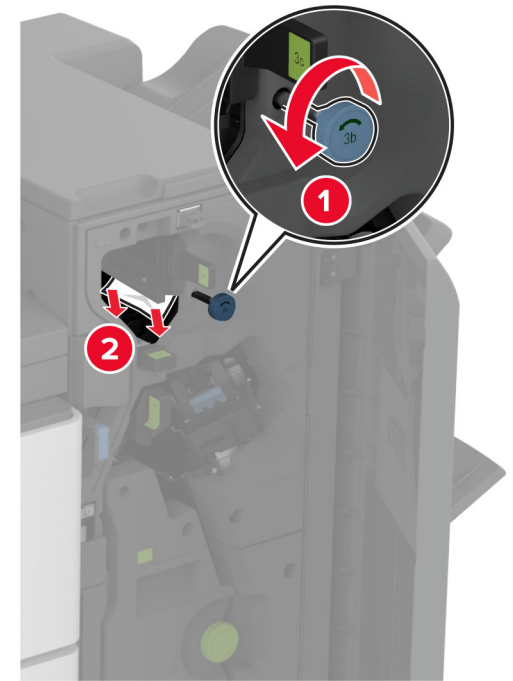
6 Open the booklet finisher door.

7 Remove the jammed paper from any of the following locations.
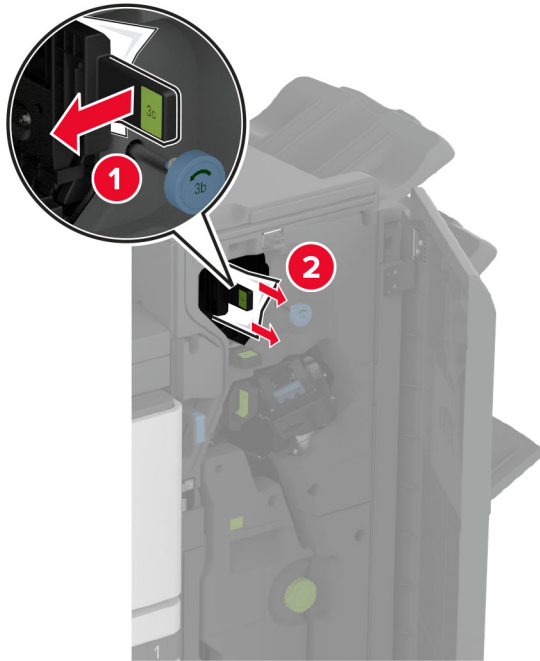
- Handle 3A

Note: Make sure to return the handle to its original position.
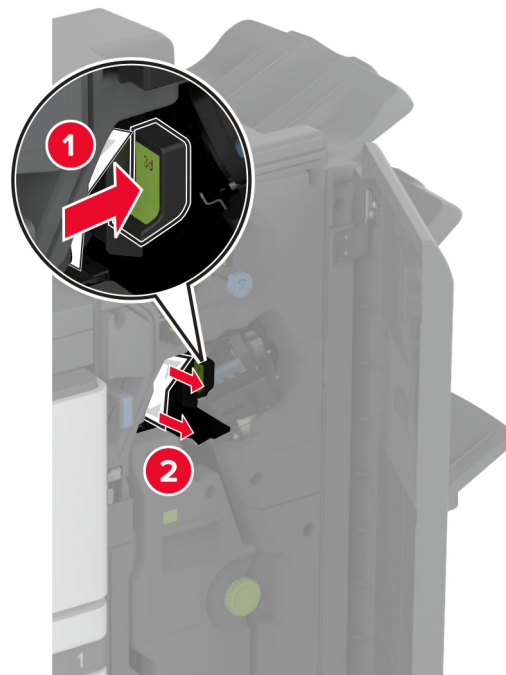
- Knob 3B

Note: Make sure to return the handle to its original position.

- Handle 3C

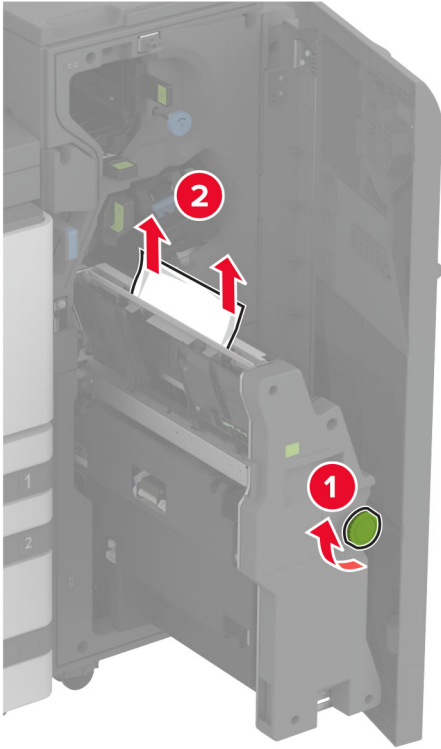**Note:** Make sure to return the handle to its original position.

- Handle 3D

Note: Make sure to return the handle to its original position.

8 Pull out the booklet maker.

9 Turn knob 4A, and then remove the jammed paper.

10 Push the booklet maker back into place, and then close the finisher door.