



5400 Series All-In-One

Setup Solutions



January 2007

www.lexmark.com

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Setup Solutions

This guide contains information about:

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Safety information

Use only the power supply and power supply cord provided with this product or the manufacturer's authorized replacement power supply and power supply cord.

Connect the power supply cord to a properly grounded electrical outlet that is near the product and easily accessible.

Use only a 26 AWG or larger telecommunications (RJ-11) cord when connecting this product to the public switched telephone network.

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

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



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

Use care when you replace a lithium battery.



CAUTION—POTENTIAL INJURY: There is a danger of explosion if a lithium battery is incorrectly replaced. Replace it only with the same or equivalent type of lithium battery. Do not recharge, disassemble, or incinerate a lithium battery. Discard used batteries according to the manufacturer's instructions and local regulations.

Finding information about the printer

Setup sheet

Description	Where to find
The <i>Setup</i> sheet gives you instructions for setting up hardware and software.	You can find this document in the printer box or on the Lexmark Web site at www.lexmark.com .

Getting Started or Setup Solutions booklet

Description	Where to find
<p>The <i>Getting Started</i> booklet gives you instructions for setting up hardware and software (on Windows operating systems) and some basic instructions for using the printer.</p> <p>Note: If your printer supports Macintosh operating systems, see the Mac Help:</p> <ol style="list-style-type: none"> 1 From the Finder desktop, double-click the Lexmark 5400 Series folder. 2 Double-click the printer Help icon. <p>The <i>Setup Solutions</i> booklet tells you how to solve printer setup problems.</p> <p>Note: These documents do not ship with all printers. If you did not receive a <i>Getting Started</i> booklet or a <i>Setup Solutions</i> booklet, see the <i>User's Guide</i> instead.</p>	<p>You can find this document in the printer box or on the Lexmark Web site at www.lexmark.com.</p>

User's Guide

Description	Where to find
<p>The <i>User's Guide</i> gives you instructions for using the printer and other information such as:</p> <ul style="list-style-type: none"> • Using the software (on Windows operating systems) • Loading paper • Printing • Working with photos • Scanning (if supported by your printer) • Making copies (if supported by your printer) • Faxing (if supported by your printer) • Maintaining the printer • Connecting the printer to a network (if supported by your printer) • Troubleshooting problems with printing, copying, scanning, faxing, paper jams, and misfeeds <p>Note: If your printer supports Macintosh operating systems, see the Mac Help:</p> <ol style="list-style-type: none"> 1 From the Finder desktop, double-click the Lexmark 5400 Series folder. 2 Double-click the printer Help icon. 	<p>When you install the printer software, the <i>User's Guide</i> will be installed.</p> <ol style="list-style-type: none"> 1 Click Start → Programs or All Programs → Lexmark 5400 Series. 2 Click User's Guide. <p>If the link to the <i>User's Guide</i> is not on your desktop, follow these instructions:</p> <ol style="list-style-type: none"> 1 Insert the CD. The installation screen appears. Note: If necessary, click Start → Run, and then type D:\setup, where D is the letter of your CD-ROM drive. 2 Click View User's Guide (including Setup Troubleshooting). 3 Click Yes. An icon of the <i>User's Guide</i> appears on your desktop, and the <i>User's Guide</i> appears on the screen. <p>You can also find this document on the Lexmark Web site at www.lexmark.com.</p>

Help

Description	Where to find
The Help gives you instructions for using the software, if your printer connects to a computer.	While in any Lexmark software program, click Help, Tips → Help , or Help → Help Topics .

Lexmark Solution Center

Description	Where to find
The Lexmark Solution Center software is included on your CD. It installs with the other software, if your printer connects to a computer.	To access the Lexmark Solution Center: <ol style="list-style-type: none"> 1 Click Start → Programs or All Programs → Lexmark 5400 Series. 2 Select Lexmark Solution Center.

Customer support

Description	Where to find (North America)	Where to find (rest of world)
Telephone support	<p>Call us at</p> <ul style="list-style-type: none"> • US: 1-800-332-4120 Monday–Friday (8:00 AM–11:00 PM EST) Saturday (Noon–6:00 PM EST) • Canada: 1-800-539-6275 Monday–Friday (9:00 AM–9:00 PM EST) Saturday (Noon–6:00 PM EST) • Mexico: 001-888-377-0063 Monday–Friday (8:00 AM–8:00 PM EST) <p>Note: Support numbers and times may change without notice. For the most recent phone numbers available, see the printed warranty statement that shipped with your printer.</p>	<p>Telephone numbers and support hours vary by country or region.</p> <p>Visit our Web site at www.lexmark.com. Select a country or region, and then select the Customer Support link.</p> <p>Note: For additional information about contacting Lexmark, see the printed warranty that shipped with your printer.</p>
E-mail support	<p>For e-mail support, visit our Web site: www.lexmark.com.</p> <ol style="list-style-type: none"> 1 Click CUSTOMER SUPPORT. 2 Click Technical Support. 3 Select your printer family. 4 Select your printer model. 5 From the Support Tools section, click e-Mail Support. 6 Complete the form, and then click Submit Request. 	<p>E-mail support varies by country or region, and may not be available in some instances.</p> <p>Visit our Web site at www.lexmark.com. Select a country or region, and then select the Customer Support link.</p> <p>Note: For additional information about contacting Lexmark, see the printed warranty that shipped with your printer.</p>

Limited Warranty

Description	Where to find (US)	Where to find (rest of world)
Limited Warranty Information Lexmark International, Inc. furnishes a limited warranty that this printer will be free of defects in materials and workmanship for a period of 12 months after the original date of purchase.	To view the limitations and conditions of this limited warranty, see the Statement of Limited Warranty included with this printer, or set forth at www.lexmark.com . 1 Click CUSTOMER SUPPORT . 2 Click Warranty Information . 3 From the Statement of Limited Warranty section, click Inkjet & All-In-One Printers . 4 Scroll through the Web page to view the warranty.	Warranty information varies by country or region. See the printed warranty that shipped with your printer.

Record the following information (located on the store receipt and the back of the printer), and have it ready when you contact us so that we may serve you faster:

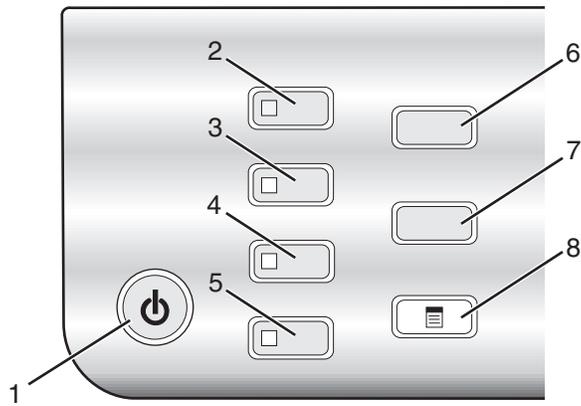
- Machine Type number
- Serial number
- Date purchased
- Store where purchased

Using the control panel buttons and menus

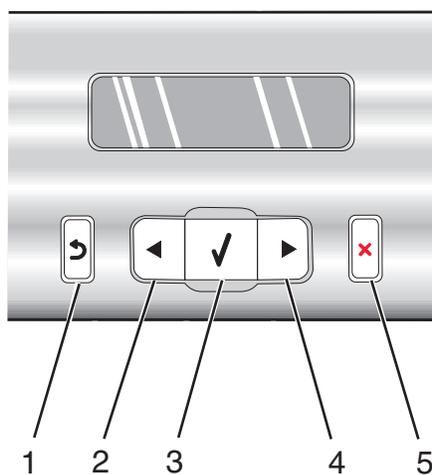
Using the control panel

The display shows:

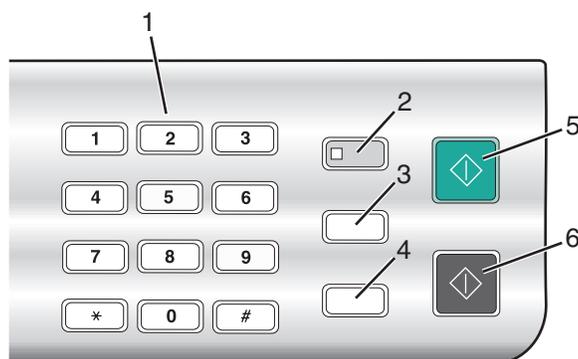
- Printer status
- Messages
- Menus



	Press	To
1		<ul style="list-style-type: none"> • Turn the printer on and off. • Stop the print, copy, scan, or fax process.
2	Copy Mode	Access the copy default screen and make copies. Note: The mode is selected when the button light is on.
3	Scan Mode	Access the scan default screen and scan documents. Note: The mode is selected when the button light is on.
4	Fax Mode	Access the fax default screen and send faxes. Note: The mode is selected when the button light is on.
5	Photo Card	Access the photo default screen and print photos. Note: The mode is selected when the button light is on.
6	Resize	<ul style="list-style-type: none"> • In Copy mode: Change the size of a copy. • In Photo Card mode: Change the size of a photo.
7	Lighter / Darker	Adjust the brightness of a copy, fax, or photo.
8		Display the Copy, Scan, Fax, or Photo Card menu, depending on which mode is selected.



	Press	To
1		<ul style="list-style-type: none"> • Return to the previous screen. • Delete a letter or number.
2		<ul style="list-style-type: none"> • Decrease a number. • Delete a letter or number. • Scroll through menus, submenus, or settings on the display.
3		<ul style="list-style-type: none"> • Select a menu or submenu item that appears on the display. • Feed or eject paper.
4		<ul style="list-style-type: none"> • Increase a number. • Enter a space between letters or numbers. • Scroll through menus, submenus, or settings on the display.
5		<ul style="list-style-type: none"> • Cancel a print, copy, scan, or fax job in progress. • Clear a fax number or end a fax transmission and return to the fax default screen. • Exit a menu or submenu, and return to the default copy, scan, fax, or photo card screen. • Clear current settings or error messages, and return to default settings.



	Press	To
1	A keypad number or symbol	In Copy mode or Photo Card mode: Enter the number of copies or prints you want to make. In Fax mode: <ul style="list-style-type: none"> • Enter fax numbers. • Navigate an automated answering system. • Select letters when creating a Speed Dial list. • Type numbers to enter or edit the date and time shown on the display.
2	Auto Answer	Set the printer to answer all incoming calls when the button light is on.
3	Pause / Redial	In Fax mode: <ul style="list-style-type: none"> • Display the last number dialed. Press ◀ or ▶ to view the last five numbers dialed. • Insert a three-second pause in the number to be dialed to wait for an outside line or get through an automated answering system. Enter a pause only when you have already begun entering the number.
4	Phone Book	Access any of the programmed Speed Dial numbers (1–89) or Group Dial numbers (90–99).
5	Start Color	Start a color copy, scan, fax, or photo print job, depending on which mode is selected.
6	Start Black	Start a black-and-white copy, scan, fax, or photo print job, depending on which mode is selected.

Using the Copy menu

To access and navigate the Copy menu:

- 1** From the control panel, press **Copy Mode**.
The copy default screen appears.
- 2** If you do not want to change a setting, press **Start Color** or **Start Black**.
- 3** If you want to change a setting, press .
- 4** Press ◀ or ▶ repeatedly until the menu item you want appears.
- 5** Press ✓.

- 6 Press ◀ or ▶ repeatedly until the submenu item you want or the setting you want appears.
 - 7 Press ✓.
- Note:** Pressing ✓ selects a setting. An * appears next to the selected setting.
- 8 To go into additional submenus and settings, repeat step 6 and step 7 as needed.
 - 9 If needed, press ↶ repeatedly to return to the previous menus and make other setting selections.
 - 10 Press **Start Color** or **Start Black**.

Use this	To
Copies ¹	Specify how many copies to print.
Resize ¹	<ul style="list-style-type: none"> • Specify the percentage for enlarging or reducing the original copy. • Specify a specific copy size. • Create a multiple-page poster.
Lighter / Darker ¹	Adjust the brightness of a copy.
Quality ¹	Adjust the quality of a copy.
Paper Size	Specify the size of the paper loaded.
Paper Type	Specify the type of paper loaded.
Repeat Image ¹	Choose how many copies of an image to print on a page.
Collate	Print one or more copies in the correct order.
N-Up ¹	Choose how many pages to print on a page.
Original Size ¹	Specify the size of the original document.
Original Type ¹	Specify the type of the original document.
Tools	<ul style="list-style-type: none"> • Maintenance <ul style="list-style-type: none"> – View ink levels. – Clean cartridges. – Align cartridges. – Print a test page. • Device Setup—Customize printer setup settings. • Defaults—Customize printer settings.

¹ Temporary setting. For information on saving temporary and other settings, see “Saving settings” on page 14.

Using the Scan menu

To access and navigate the Scan menu:

- 1 From the control panel, press **Scan Mode**.
The scan default screen appears.
- 2 Press ◀ or ▶ repeatedly until the scan destination you want appears.

- 3 If you do not want to change a setting, press **Start Color** or **Start Black**.
 - 4 If you want to change a setting, press .
 - 5 Press  or  repeatedly until the menu item you want appears.
 - 6 Press .
 - 7 Press  or  repeatedly until the submenu item you want or the setting you want appears.
 - 8 Press .
- Note:** Pressing  selects a setting. An * appears next to the selected setting.
- 9 To go into additional submenus and settings, repeat step 7 and step 8 as needed.
 - 10 If needed, press  repeatedly to return to the previous menus and make other setting selections.
 - 11 Press **Start Color** or **Start Black**.

Use this	To
Quality ¹	Adjust the quality of a scan.
Original Size ¹	Specify the size of the original document.
Tools	<ul style="list-style-type: none"> • Maintenance <ul style="list-style-type: none"> – View ink levels. – Clean cartridges. – Align cartridges. – Print a test page. • Device Setup—Customize printer setup settings. • Defaults—Customize printer settings.

¹ Temporary setting. For information on saving temporary and other settings, see “Saving settings” on page 14.

Using the Fax menu

To access and navigate the Fax menu:

- 1 From the control panel, press **Fax Mode**.
The fax default screen appears.
 - 2 If you do not want to change a setting, enter the fax number and press **Start Color** or **Start Black**.
 - 3 If you want to change a setting, press .
 - 4 Press  or  repeatedly until the menu item you want appears.
 - 5 Press .
 - 6 Press  or  repeatedly until the submenu item you want or the setting you want appears.
 - 7 Press .
- Note:** Pressing  selects a setting. An * appears next to the selected setting.
- 8 To go into additional submenus and settings, repeat step 6 and step 7 as needed.

9 If needed, press  repeatedly to return to the previous menus and make other setting selections.

10 Press **Start Color** or **Start Black**.

Use this	To
Quality ¹	Adjust the quality of a fax you are sending.
Phone Book	Add, edit, and print names and fax numbers of individuals or groups.
On Hook Dial	Dial a telephone number while listening to the call through a speaker on the printer. This is useful when you must navigate an automated answering system before sending your fax.
Delay Fax	Enter a specific time to send a fax. Note: Make sure the date and time are entered correctly before setting a specific time to send a fax.
Auto Answer	Answer all incoming phone calls.
Lighter / Darker ¹	Adjust the brightness of a fax you are sending.
Fax Setup	<ul style="list-style-type: none">• Print fax history or transmission status reports.• Customize settings for receiving a fax.• Select fax printing options.• Customize settings for sending a fax.• Block faxes from the numbers you specify.
Tools	<ul style="list-style-type: none">• Maintenance<ul style="list-style-type: none">– View ink levels.– Clean cartridges.– Align cartridges.– Print a test page.• Device Setup—Customize printer setup settings.• Defaults—Customize printer settings.

¹ Temporary setting. For information on saving temporary and other settings, see “Saving settings” on page 14.

Using the Photo Card menu

1 If necessary, press **Photo Card**, or insert a memory card or a flash drive into the printer.

2 Press  or  repeatedly until the menu item you want appears.

3 Press .

4 Press  or  repeatedly until the submenu item you want or the setting you want appears.

5 Press .

Note: Pressing  selects a setting. An * appears next to the selected setting.

6 To go into additional submenus and settings, repeat step 4 and step 5 as needed.

7 If needed, press  repeatedly to return to the previous menus and make other setting selections.

8 Press **Start Color** or **Start Black**.

Menu item	Action
Proof Sheet	Print and then scan a proof sheet: <ul style="list-style-type: none">• for all photos on the memory card• for the most recent 20 photos• by date
Print Photos	Print photos directly from a memory card or flash drive.
Save Photos	<ul style="list-style-type: none">• Save photos stored on a memory card or flash drive to the computer.• Copy photos from a memory card to a flash drive.
Photo Effects ¹	Apply red-eye reduction, color effects, or automatic image enhancement to your photos.
Paper Size ^{1 2}	Specify the size of the paper loaded.
Photo Size ^{1 2}	Specify the size photo you want.
Layout ¹	Center one photo on a page, or specify the number of photos to print on a page.
Quality ¹	Adjust the quality of printed photos.
Paper Type ^{1 2}	Specify the type of paper loaded.
Tools	<ul style="list-style-type: none">• Maintenance<ul style="list-style-type: none">– View ink levels.– Clean cartridges.– Align cartridges.– Print a test page.• Device Setup—Customize printer setup settings.• Defaults—Reset printer settings to factory defaults.

¹ Setting will return to factory default setting when a memory card or flash drive is removed.
² Setting must be saved individually. For more information, see Note below table.

Note: To save Paper Size, Paper Type, or Photo Size settings:

- 1 Press .
- 2 Press  or  repeatedly until **Tools** appears.
- 3 Press .
- 4 Press  or  repeatedly until **Defaults** appears.
- 5 Press .
- 6 Press  or  repeatedly until the setting type you want appears.
- 7 Press .

8 Press ◀ or ▶ repeatedly until the setting you want appears.

9 Press ✓.

Saving settings

In a setting menu, an * appears next to the default setting. To change the setting:

1 Press ◀ or ▶ repeatedly until the setting you want appears.

2 Press ✓:

- To save most settings. An * appears next to the saved setting.
- To select a temporary setting. An * appears next to the selected setting.

Note: The printer reverts to the default setting of a temporary setting after two minutes of inactivity or if the printer is turned off.

Temporary settings

Copy Mode	<ul style="list-style-type: none">– Copies– Resize– Lighter/Darker– Quality– Repeat Image– N-Up– Original Size– Original Type
Scan Mode	<ul style="list-style-type: none">– Quality– Original Size– Resize
Fax Mode	<ul style="list-style-type: none">– Lighter/Darker– Quality
Photo Card	<p>The following Photo Card settings will not time-out after two minutes of inactivity or turning off the power but will return to the factory default settings when a memory card or flash drive is removed.</p> <ul style="list-style-type: none">– Photo Effects– Paper Size– Photo Size– Layout– Quality– Paper Type

To change the time-out feature:

a Press .

b Press ◀ or ▶ repeatedly until **Tools** appears.

c Press ✓.

- d** Press ◀ or ▶ repeatedly until **Device Setup** appears.
 - e** Press ✓.
 - f** Press ◀ or ▶ repeatedly until **Clear Settings Timeout** appears.
 - g** Press ✓.
 - h** Press ◀ or ▶ repeatedly until **Never** appears.
 - i** Press ✓.
- 3** To change one or more temporary settings into new default settings:
- a** Press .
 - b** Press ◀ or ▶ repeatedly until **Tools** appears.
 - c** Press ✓.
 - d** Press ◀ or ▶ repeatedly until **Defaults** appears.
 - e** Press ✓.
 - f** Press ◀ or ▶ repeatedly until **Set Defaults** appears.
 - g** Press ✓.
 - h** Press ◀ or ▶ repeatedly until **Use Current** appears.
 - i** Press ✓.

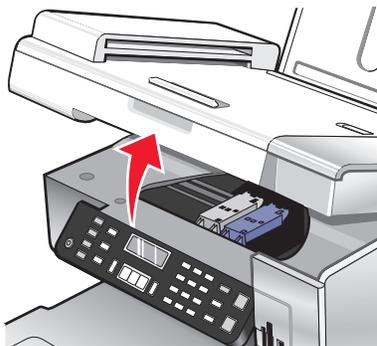
Changing print cartridges

Removing a used print cartridge

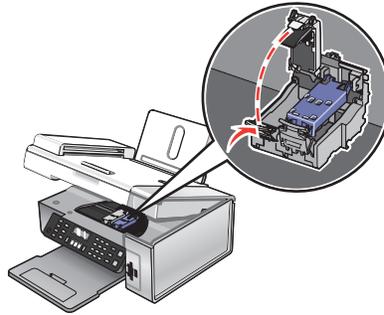
1 Make sure the printer is on.

2 Lift the scanner unit.

The print cartridge carrier moves and stops at the loading position, unless the printer is busy.



3 Press down on the cartridge carrier lever to raise the cartridge carrier lid.

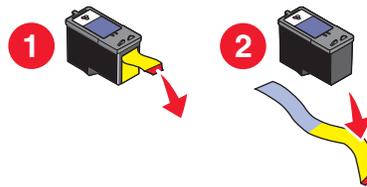


4 Remove the used print cartridge.

Note: If you are removing both cartridges, repeat step 3 and step 4 for the second cartridge.

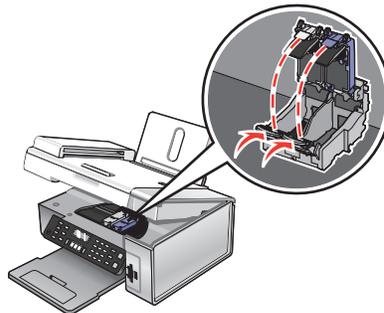
Installing print cartridges

1 If you are installing new print cartridges, remove the sticker and tape from the back and bottom of the cartridges.

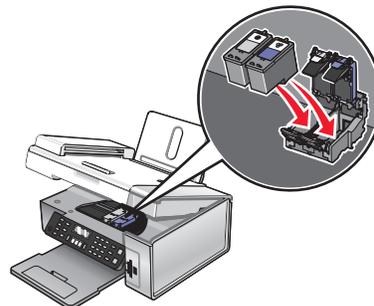


Warning—Potential Damage: Do *not* touch the gold contact area on the back or the metal nozzles on the bottom of the cartridges.

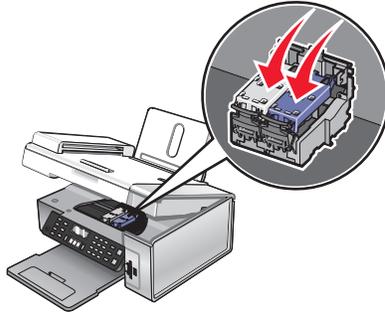
2 Press down on the cartridge carrier levers to raise the cartridge carrier lids.



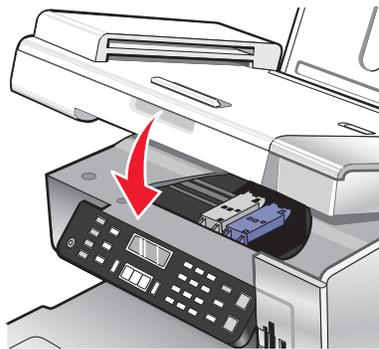
3 Insert the black cartridge or the photo cartridge in the left carrier. Insert the color cartridge in the right carrier.



4 Close the lids.



5 Close the scanner unit, making sure to keep your hands out from underneath the scanner unit.



The control panel display will prompt you to load paper and press ✓ to print an alignment page.

Note: The scanner unit must be closed to start a new scan, print, copy, or fax job.

Achieving better print quality

Improving print quality

If you are not satisfied with the print quality of a document, make sure you:

- Use the appropriate paper for the document. If you are printing photos or other high quality images, for best results use Lexmark Premium Photo Paper or Lexmark Photo Paper.
- Use a paper that is a heavier weight or bright white.
- Select a higher print quality.

If the document still does not have the print quality you want, follow these steps:

- 1 Align the print cartridges. For more information, see “Aligning print cartridges” on page 18.
If print quality has not improved, continue to step 2.
- 2 Clean the print cartridge nozzles. For more information, see “Cleaning the print cartridge nozzles” on page 18.
If print quality has not improved, continue to step 3.

- 3 Remove and reinsert the cartridges. For more information, see “Removing a used print cartridge” on page 15 and “Installing print cartridges” on page 16.

If print quality has not improved, continue to step 4.

- 4 Wipe the print cartridge nozzles and contacts. For more information, see “Wiping the print cartridge nozzles and contacts” on page 19.

If print quality is still not satisfactory, replace the cartridge. For more information, see “Ordering supplies” on page 20.

Aligning print cartridges

- 1 Load plain or heavyweight matte paper.
- 2 From the control panel, press **Copy Mode**.
- 3 Press .
- 4 Press ◀ or ▶ repeatedly until **Tools** appears.
- 5 Press ✓.
- 6 Press ◀ or ▶ repeatedly until **Maintenance** appears.
- 7 Press ✓.
- 8 Press ◀ or ▶ repeatedly until **Align Cartridges** appears
- 9 Press ✓.

An alignment page prints.

If you aligned the cartridges to improve print quality, print your document again. If print quality has not improved, clean the print cartridge nozzles.

Cleaning the print cartridge nozzles

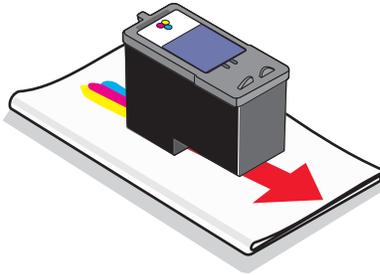
- 1 Load plain paper.
- 2 Press **Copy Mode**.
- 3 Press .
- 4 Press ◀ or ▶ repeatedly until **Tools** appears.
- 5 Press ✓.
- 6 Press ◀ or ▶ repeatedly until **Maintenance** appears.
- 7 Press ✓.
- 8 Press ◀ or ▶ repeatedly until **Clean Cartridges** appears.
- 9 Press ✓.

A page prints, forcing ink through the print cartridge nozzles to clean them.

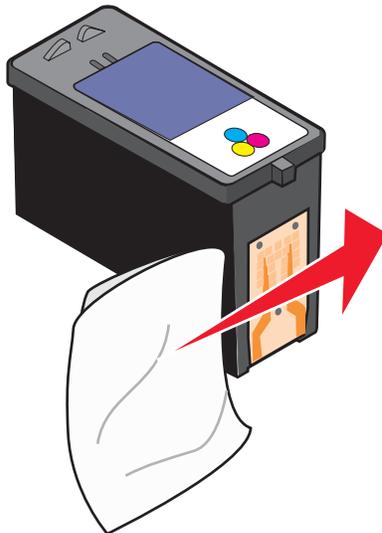
- 10 Print the document again to verify that the print quality has improved.
- 11 If print quality has not improved, try cleaning the nozzles up to two more times.

Wiping the print cartridge nozzles and contacts

- 1 Remove the print cartridges.
- 2 Dampen a clean, lint-free cloth with water.
- 3 Gently hold the cloth against the nozzles for about three seconds, and then wipe in the direction shown.



- 4 Using another clean section of the cloth, gently hold the cloth against the contacts for about three seconds, and then wipe in the direction shown.



- 5 With another clean section of the cloth, repeat step 3 and step 4.
- 6 Let the nozzles and contacts dry completely.
- 7 Reinsert the print cartridges.
- 8 Print the document again.
- 9 If the print quality does not improve, clean the print nozzles. For more information, see "Cleaning the print cartridge nozzles" on page 18.
- 10 Repeat step 9 up to two more times.
- 11 If print quality is still not satisfactory, replace the print cartridges.

Ordering supplies

Ordering cartridges

Lexmark 5490 Series models

Item	Part number	Average cartridge standard page yield is up to ¹
Black cartridge ²	28	215
Color cartridge ²	29	185
Black cartridge	28A	215
Color cartridge	29A	185
High yield black cartridge	34	550
High yield color cartridge	35	500
Photo cartridge	31	Not applicable

¹ Values obtained by continuous printing. Declared yield value in accordance with ISO/IEC 24711 (FDIS).
² Licensed Return Program Cartridge

Lexmark 5400 Series models (except Lexmark 5490)

Item	Part number
Black cartridge	32
Color cartridge	33
High-yield black cartridge	34
High-yield color cartridge	35
Photo cartridge	31

Ordering paper and other supplies

To order paper and other supplies or to locate a dealer near you, visit our Web site at www.lexmark.com.

Notes:

- For best results when printing photos or other high-quality images, use Lexmark Premium Photo Paper or Lexmark Photo Paper.
- To prevent smudging, avoid touching the surface of a printed photo. For best results, remove each printed sheet individually from the paper exit tray, and allow the prints to dry at least 24 hours before stacking, displaying, or storing.

To order a USB cable (part number 1021294), go to www.lexmark.com.

Paper	Paper size
Lexmark Premium Photo Paper	<ul style="list-style-type: none"> • 4 x 6 in. • 10 x 15 cm • Letter • A4 • L
Lexmark Photo Paper	<ul style="list-style-type: none"> • 4 x 6 in. • 10 x 15 cm • Letter • A4

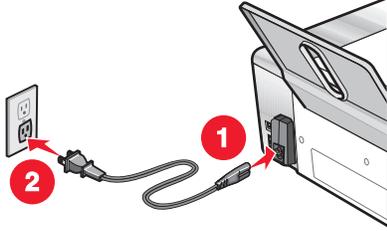
Setup troubleshooting

- “Incorrect language appears on the display” on page 21
- “Power button is not lit” on page 22
- “Software does not install” on page 22
- “Page does not print” on page 23
- “Cannot print from digital camera using PictBridge” on page 24

Incorrect language appears on the display

Correcting a language selection during initial setup	<p>After you select a language, Language appears again on the display. To change the selection:</p> <ol style="list-style-type: none"> 1 Press ◀ or ▶ repeatedly until the language you want appears on the display. 2 Press ✓ to save.
Selecting a different language after initial setup	<ol style="list-style-type: none"> 1 From the control panel, press Copy Mode. 2 Press . 3 Press ◀ or ▶ repeatedly until Tools appears. 4 Press ✓. 5 Press ◀ or ▶ repeatedly until Device Setup appears. 6 Press ✓. 7 Press ◀ or ▶ repeatedly until Language appears. 8 Press ✓. 9 Press ◀ or ▶ repeatedly until the language you want appears on the display. 10 Press ✓ to save. <p>Note: If you cannot understand the language on the display, see “Resetting to factory default settings” on page 24.</p>

Power button is not lit

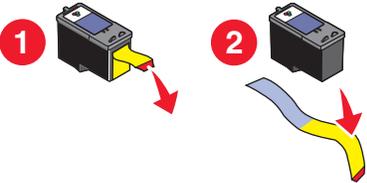
Check power connection	<ol style="list-style-type: none"> 1 Disconnect the power cord from the wall outlet, and then from the printer. 2 Plug the cord all the way into the power supply on the printer.  <ol style="list-style-type: none"> 3 Plug the cord into an electrical outlet that other electrical devices have been using. 4 If the  light is not on, press .
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Software does not install

Check your operating system	The following operating systems are supported: Windows 98/Me, Windows 2000, Windows XP, and Mac OS X.
Check your system requirements	Check that your computer meets the minimum system requirements listed on the box.
USB cable may not be connected	<ol style="list-style-type: none"> 1 Check the USB cable for any obvious damage. 2 Firmly plug the square end of the USB cable into the back of the printer. 3 Firmly plug the rectangular end of the USB cable into the USB port of the computer. The USB port is marked with the  USB symbol.
Use these steps to install the printer software	<ol style="list-style-type: none"> 1 Turn off and then restart your computer. 2 Click Cancel on all New Hardware Found screens. 3 Insert the CD, and then follow the instructions on the computer screen to reinstall the software.
May need to reconnect power supply	<ol style="list-style-type: none"> 1 Press  to turn the printer off. 2 Disconnect the power cord from the wall outlet. 3 Gently remove the power supply from the printer. 4 Reconnect the power supply to the printer. 5 Plug the power cord into the wall outlet. 6 Press  to turn the printer on.
Other software may be running	<ol style="list-style-type: none"> 1 Close all open software applications. 2 Disable any anti-virus programs. 3 Double-click the My Computer icon. In Windows XP, click Start to access the My Computer icon. 4 Double-click the CD-ROM drive icon. 5 If necessary, double-click setup.exe. 6 Follow the instructions on the computer screen to install the software.

Software may not be installed correctly	<ol style="list-style-type: none"> 1 Uninstall the printer software, and then reinstall it. For more information, see “Removing and reinstalling the software” on page 25. 2 If the software still does not install correctly, visit our Web site at www.lexmark.com to check for the latest software. <ol style="list-style-type: none"> a In all countries or regions except the United States, select your country or region. b Click the links for drivers or downloads. c Select your printer family. d Select your printer model. e Select your operating system. f Select the file you want to download, and then follow the directions on the computer screen.
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Page does not print

Check messages	If an error message is displayed, see “Error messages” in the “Troubleshooting” chapter of the <i>User's Guide</i> .
Check power	If the  light is not on, see “Power button is not lit” on page 22.
Paper may not be loaded correctly	Remove and then load paper.
Check ink	Check the ink levels, and install new print cartridges if necessary.
Cartridges may have tape on them	<ol style="list-style-type: none"> 1 Remove the print cartridges. 2 Make sure the sticker and tape have been removed.  <ol style="list-style-type: none"> 3 Reinsert the cartridges.
Make sure the printer is set as the default printer and is not on hold or paused.	<ol style="list-style-type: none"> 1 Click: <ul style="list-style-type: none"> • In Windows XP Pro: Start → Settings → Printers and Faxes. • In Windows XP Home: Start → Control Panel → Printers and Faxes. • In Windows 2000: Start → Settings → Printers. • In Windows 98/Me: Start → Settings → Printers. 2 Double-click the name of your printer. 3 Click Printer. <ul style="list-style-type: none"> • Make sure no check mark appears next to Pause Printing. • Make sure a check mark does appear next to Set As Default.

May need to reconnect power supply	<ol style="list-style-type: none"> 1 Press  to turn the printer off. 2 Disconnect the power cord from the wall outlet. 3 Gently remove the power supply from the printer. 4 Reconnect the power supply to the printer. 5 Plug the power cord into the wall outlet. 6 Press  to turn the printer on.
Software may not be installed correctly	<ol style="list-style-type: none"> 1 Uninstall the printer software, and then reinstall it. For more information, see “Removing and reinstalling the software” on page 25. 2 If the software still does not install correctly, visit our Web site at www.lexmark.com to check for the latest software. <ol style="list-style-type: none"> a In all countries or regions except the United States, select your country or region. b Click the links for drivers or downloads. c Select your printer family. d Select your printer model. e Select your operating system. f Select the file you want to download, and then follow the directions on the computer screen.

Cannot print from digital camera using PictBridge

Enable PictBridge printing from camera	Enable PictBridge printing on the camera by selecting the correct USB mode. For more information, see the digital camera documentation.
Make sure the camera is PictBridge-enabled	<ol style="list-style-type: none"> 1 Disconnect the camera. 2 Connect a PictBridge-enabled digital camera to the PictBridge port. See the digital camera documentation to determine whether it is PictBridge-enabled.
Check USB cable	Use only the USB cable that came with the camera.
Remove memory cards	Remove any memory cards from the printer.
Check messages	If an error message is displayed, see “Error messages” in the “Troubleshooting” chapter of the <i>User's Guide</i> .

Resetting to factory default settings

You can reset your printer to the original settings without using the printer menus.

Note: Resetting to factory default settings will delete all printer settings you selected, including Speed Dial and Group Dial numbers.

- 1 Press , , and **Start Color** at the same time.

Warning—Potential Damage: Do *not* release the buttons until **Language** appears on the display indicating that the printer has been reset.

- 2 Follow the prompts on the display to choose your language, country or region code, date, time, and fax number.

Removing and reinstalling the software

If the printer is not functioning properly, or if a communications error message appears when you try to use the printer, you may need to remove and reinstall the printer software.

- 1 Click **Start → Programs** or **All Programs → Lexmark 5400 Series**.
- 2 Select **Uninstall**.
- 3 Follow the instructions on the computer screen to remove the printer software.
- 4 Restart the computer before reinstalling the printer software.
- 5 Click **Cancel** on all New Hardware Found screens.
- 6 Insert the CD, and then follow the instructions on the computer screen to reinstall the software.

Note: If the install screen does not appear automatically after you restart your computer, click **Start → Run**, and then type **D:\setup**, where **D** is the letter of your CD-ROM drive.