Lexmark™ C53x Troubleshooting Guide

Troubleshooting

Checking an unresponsive printer

If your printer is not responding, make sure:

- The power cord is plugged into the printer and a properly grounded electrical outlet.
- The electrical outlet is not turned off by any switch or breaker.
- The printer is not plugged into any surge protectors, uninterrupted power supplies, or extension cords.
- Other electrical equipment plugged into the outlet is working.
- The printer is turned on.
- The printer cable is securely attached to the printer and the host computer, print server, option, or other network device.

Once you have checked each of these possibilities, turn the printer off and then back on. This often fixes the problem.

Solving printing problems

Multiple-language PDFs do not print

Cause	Solution
Documents contain unavailable fonts.	1 Open the document you want to print in Adobe Acrobat. 2 Click the printer icon. The Print dialog appears. 3 Select **Print as image**. 4 Click **OK**.

Control panel display is blank or displays only diamonds

Cause	Solution
Printer self test failed.	Turn the printer off, wait about 10 seconds, and then turn the printer back on. If **Performing Self Test** and **Ready** do not appear, turn the printer off and contact Customer Support.

Error message about reading USB drive appears

USB device may not be supported.	For information regarding tested and approved USB flash memory devices, see the Lexmark Web site at **www.lexmark.com**.

Jobs do not print

| Cause	Solution
Printer is not ready to receive data.	Make sure **Ready** or **Power Saver** appears on the display before sending a job to print. Press ✓ to return the printer to the **Ready** state.
Specified output (exit) bin is full.	Remove the stack of paper from the output (exit) bin, and then press ✓.
Specified tray is empty.	Load media in the tray.
Wrong printer software is installed.	• Verify you are using the correct printer software with your printer. • If you are using a USB port, make sure you are running Windows 2000, Windows XP, Windows Server 2003, or Windows Vista and using Windows ME, Windows 2000, Windows XP, Windows Server 2003, or Windows Vista compatible printer software.

Cause	Solution
Internal print server is not set up properly or is not connected properly.	Verify that you have properly installed the print server and configured the printer for network printing. For more information about installing a network printer, click **View User's Guide and Documentation** on the *Software and Documentation* CD. Copies of the printer software are also available on the Lexmark Web site at **www.lexmark.com**.
You are using the wrong USB or Ethernet cable, or the cable is not securely connected.	• Make sure you are using a recommended cable. • Make sure the connection is secure.

Confidential and other held jobs do not print

Cause	Solution
Formatting error has occurred.	• Print the job. (Only part of the job may print.) • Delete the job.
Printer has insufficient memory.	Free up additional printer memory by scrolling through the list of held jobs and deleting some of them.
Printer has received invalid data.	Delete the job.

Job takes longer than expected to print

Cause	Solution
Job is too complex.	Reduce the complexity of your print job by eliminating the number and size of fonts, the number and complexity of images, and the number of pages in the job.
Page Protect is set to On.	Set Page Protect to Off: **1** From the control panel, press ⊙. **2** Press ▼ until ✔ **Settings** appears, and then press ✔. **3** Press ▼ until ✔ **Setup Menu** appears, and then press ✔. **4** Press ▼ until ✔ **Page Protect** appears, and then press ✔. **5** Press ▼ until ✔ **Off** appears, and then press ✔.

Job prints from the wrong tray or on the wrong paper

Cause	Solution
Control panel menu settings do not match the media loaded in the tray.	Make sure the Paper Size and Paper Type specified in the printer software match the paper size and type in the tray.

Incorrect characters print

| Cause	Solution
Printer is in Hex Trace mode.	If **Ready Hex** appears on the display, you must exit Hex Trace mode before you can print your job. Turn the printer off and back on to exit Hex Trace mode.

Tray linking does not work

Cause	Solution
Tray linking is not configured properly.	• Make sure the media size and type are the same in both trays. • Make sure the paper guides in the trays are set for the correct media size. • Make sure the Paper Size and Paper Type are set correctly in the Paper menu. • For more information, see the *Menus and Messages Guide* on the *Software and Documentation* CD.

Large jobs do not collate

Cause	Solution
Collate is not set to On.	From the Finishing menu or the printer software, set Collate to On. **Note:** Setting Collate to Off in the software overrides the setting in the Finishing menu. For more information, see the *Menus and Messages Guide* on the *Software and Documentation* CD.
Job is too complex.	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.
Printer does not have enough memory.	Add printer memory or an optional hard disk.

Unexpected page breaks occur

Cause	Solution
Job has timed out.	Set the Print Timeout to a higher value: **1** From the control panel, press ⊙. **2** Press ▼ until ✔ **Settings** appears, and then press ✔. **3** Press ▼ until ✔ **Setup Menu** appears, and then press ✔. **4** Press ▼ until ✔ **Timeouts** appears, and then press ✔. **5** Press ▼ until ✔ **Print Timeout** appears, and then press ✔. **6** Press ▶ until the desired value appears, and then press ✔.

Lexmark Status Messenger Utility

This program is not available with Windows NT or Windows 2000.

The Lexmark Status Messenger informs you when there are errors requiring printer intervention. When a printer error occurs, a message appears on the computer screen telling you what the error is, and points you to the appropriate recovery information in the *User's Guide*.

If you installed the Lexmark Status Messenger with the printer software, the utility automatically launches when the software installation is completed.

Solving option problems

Option does not operate correctly or quits after it is installed

If an option does not operate correctly or quits working after it is installed:

- Turn the printer off, wait for about 10 seconds, and then turn the printer on. If this does not fix the problem, unplug the printer, and then check the connection between the option and printer.
- Print the menu settings page and check to see if the option is listed in the Installed Options list. If the option is not listed, reinstall it.
- Make sure the option is selected in the program you are using.

  Mac OS 9 users: Make sure the printer is set up in the Chooser.

Troubleshooting for specific options follows. If the suggested corrective action does not fix the problem, contact Customer Support.

Drawers

- Make sure the connection between the drawer and printer is secure.
- Make sure the media is loaded correctly.

Flash memory card

Make sure the flash memory card is securely connected to the printer system board.

Hard disk with adapter

Make sure the hard disk is securely connected to the printer system board.

Infrared adapter

If infrared communication stops or does not occur, make sure:

- The distance between the two infrared ports is 1 meter (39 in.) or less. If communication does not occur between ports, move the ports closer together.
- Both ports are stable.

  The computer and printer are on a level surface.

- The angle of communication between the two infrared ports is within 15 degrees of either side of an imaginary line drawn between the two infrared ports.
- No bright light, such as direct sunlight, is interfering with communication.
- No objects are placed between the two infrared ports.

Internal print server

- Make sure the internal print server is securely connected to the printer system board. For more information, see the *User's Guide*.
- Make sure you are using the correct cable, that it is securely connected, and the network software is correctly set up. For information about installing software for network printing, click **View User's Guide and Documentation** on the *Software and Documentation* CD.

Memory card

Make sure the memory card is securely connected to the printer system board.

USB/parallel interface card

- Make sure the USB/parallel interface card is securely connected to the printer system board.
- Make sure you are using the correct cable and that it is securely connected.

Solving paper feed problems

Paper frequently jams

Cause	Solution
Media loaded does not meet the printer specifications.	Use recommended paper and other specialty media. For detailed specifications, see the *Card Stock & Label Guide* available on the Lexmark Web site at **www.lexmark.com**.
Too much media was loaded.	Make sure the stack of media you load does not exceed the maximum stack height indicated in the tray or on the multipurpose feeder.
Guides in the selected tray are not set to the appropriate position for the paper size loaded.	Move the guides in the tray to the correct position.
Media has absorbed moisture due to high humidity.	- Load media from a fresh package. - Store media in its original wrapper until you load it.

Paper jam message remains after jam is cleared

Cause	Solution
The entire paper path was not cleared, or ✓ was not pressed.	Clear media from the entire paper path, and then press ✓.

Page that jammed does not reprint after you clear the jam

Cause	Solution
Jam Recovery in the Setup menu is set to Off.	Set Jam Recovery to Auto or On: **1** Press 🔘. **2** Press ▼ until √ `Settings` appears, and then press ✓. **3** Press ▼ until √ `Setup Menu` appears, and then press ✓. **4** Press ▼ until √ `Print Recovery` appears, and then press ✓. **5** Press ▼ until √ `Jam Recovery` appears, and then press ✓. **6** Press ▼ until √ `On` or √ Auto appears, and then press ✓.

Solving print quality problems

Isolating print quality problems

To help isolate print quality problems, print the print quality test pages:

1 Turn the printer off.

2 From the control panel, press and hold ✓ and ▶ while turning the printer on.

3 Release both buttons when `Performing Self Test` appears.

The printer performs its power-on sequence, and then `CONFIG MENU` appears.
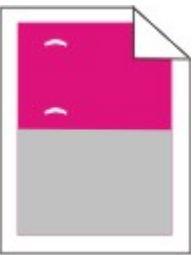
4 Press ▼ until √ `Prt Quality Pgs` appears, and then press ✓.

The pages are formatted. `Printing Quality Test Pages` appears, and then the pages print. The message remains on the control panel until all the pages print.

5 After the print quality test pages print, press ▼ until √ `Exit Config Menu` appears, and then press ✓.

The information in the following topics may help you solve print quality problems. If these suggestions still do not correct the problem, contact Customer Support. You may have a printer part that requires adjustment or replacement.

Repeating defects

Example	Cause	Solution
	If marks occur repeatedly only in one color and multiple times down a page, a toner cartridge or photoconductor may be defective.	Replace the toner cartridge if the defects occur every: • 33.5 mm (1.32 in.) • 35.7 mm (1.41 in.) Replace the photoconductor if the defects occur every: • 28.3 mm (1.11 in.) • 72.4 mm (2.85 in.)
	If marks occur down the page repeatedly in all colors, the fuser may be defective.	Replace the fuser if the defects occur every 116.2 mm (4.58 in.).

Color misregistration

Example	Cause	Solution
ABCDE ABCDE	Color has shifted outside of the appropriate area or has been superimposed over another color area.	• Adjust the color alignment. For more information, see "Adjusting the color alignment" on page 4. • Remove and reinstall the photoconductors. For more information about installing supplies, see the *User's Guide* on the *Software and Documentation* CD. **Note:** If you have not resolved the issue, adjust the color alignment again.

Adjusting the color alignment

1 Make sure the printer is turned off.

2 From the control panel, press and hold ✓ and ▶ while turning the printer on.

3 Release both buttons when `Performing Self Test` appears.

The printer performs its power-on sequence, and then `CONFIG MENU` appears.

4 Press ▼ until √ `Color Alignment` appears, and then press ✓.

5 Press ✓ again to print the alignment page.

6 Press ▼ until √ `Set A` appears, and then press ✓.

7 From the printed sheet, find the straightest of the 20 lines beside the letter A.

8 Press ◀ or ▶ until that number is displayed, and then press ✓.

`Submitting Selection` appears.

9 Repeat steps 6 through 8 to align sets A through L.

10 Press ✔.

11 Press ▼ until ✔ `Exit Config Menu` appears, and then press ✔.

`Resetting the Printer` appears briefly, followed by a clock, and then `Ready` appears.

Dark lines

Example	Cause	Solution
ABCDE ~~ABCDE~~ ABCDE	Toner cartridge(s), photoconductor, or transfer belt is defective.	• If the problem is on the front (print side) of the page: **1** Replace the toner cartridge(s) causing the line. **2** If the problem still occurs, replace the photoconductor unit. • If the problem is on the back of the page, replace the transfer belt.

Light colored line, white line, or incorrectly colored line

Example	Cause	Solution
ABCDE ABCDE	Toner cartridge is defective.	Replace the color cartridge causing the line.
	Photoconductors are defective.	Replace the photoconductor units.
	Transfer belt is defective.	Replace the transfer belt.
AI BCDE AI BCDE AI BCDE	Printhead lenses are dirty.	Clean the printhead lenses.

Streaked horizontal lines

Example	Cause	Solution
ABCDE ~~ABCDE~~ ABCDE	A toner cartridge is defective, empty, or worn.	Replace the toner cartridge.
	Fuser is defective or worn.	Replace the fuser.
	Photoconductors may be defective.	Replace the photoconductor units.

Streaked vertical lines

Example	Cause	Solution
ABCDE ABCDE ABCDE	Toner is smeared before fusing to the media.	If media is stiff, try feeding from another tray.
	Toner cartridge is defective.	Replace the toner cartridge causing the streaks.
	Transfer belt is defective.	Replace the transfer belt.

Print is too light

Cause	Solution
Toner Darkness setting is too light, RGB Brightness setting is too bright, or RGB Contrast setting is incorrect.	• Select a different Toner Darkness setting, RGB Brightness setting, or RGB Contrast setting from Print Properties before sending the job to print. **Note:** This solution applies to Windows users only. • Adjust the color quality settings in the Quality menu.
The media being used does not meet the printer specifications.	• Load media from a new package. • Avoid textured media with rough finishes. • Make sure the media you load in the trays is not damp. • Make sure the Paper Type and Paper Weight settings match the type of media you are using.
Color Saver is On.	Turn Color Saver off.
Toner is low.	Replace the toner cartridge.
Toner cartridge is defective or worn.	

Print irregularities

Example	Cause	Solution
	Media has absorbed moisture due to high humidity.	Load media from a fresh package into the paper tray.
	The media being used does not meet the printer specifications.	Make sure the Paper Type and Paper Weight settings match the type of media you are using. Avoid textured media with rough finishes.
	A toner cartridge is low or may be almost empty.	Replace the toner cartridge.
	Fuser is worn or defective.	Replace the fuser.

Print is too dark

Cause	Solution
Toner Darkness setting is too dark, RGB Brightness setting is too dark, or RGB Contrast setting is too high.	Select a different Toner Darkness setting, RGB Brightness setting, or RGB Contrast setting from Print Properties before sending the job to print. **Note:** This solution applies to Windows users only.
Toner cartridge is defective.	Replace the toner cartridge.
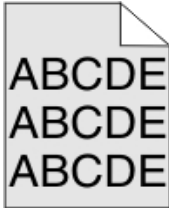
Transparency print quality is poor

Cause	Solution
You are using transparencies that do not meet the printer specifications.	Use only transparencies recommended by the printer manufacturer.
Paper Type setting for the tray you are using is set to something other than Transparency.	Make sure the Paper Type setting is set to Transparency.

Toner fog or background shading appears on the page

Cause	Solution
Toner cartridge is worn or defective.	Reinstall or replace the cartridge.
Transfer belt is worn or defective.	Replace the transfer belt.
Photoconductor is worn or defective.	Replace the photoconductor.
Fuser is worn or defective.	Replace the fuser.
Toner is in the paper path.	Call for customer service.

Gray background

Example	Cause	Solution
	Toner darkness setting is too dark.	Select a different toner darkness setting in the Print Properties before sending the job to print.
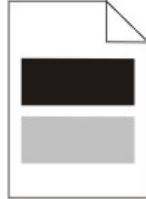
Uneven print density

Example	Cause	Solution
	Toner cartridge is defective.	Replace the toner cartridge.
	Photoconductor is worn or defective.	Replace the photoconductor.

Characters have jagged or uneven edges

Cause	Solution
Downloaded font is not supported.	If you are using downloaded fonts, verify the fonts are supported by the printer, the host computer, and the software application.

Ghost images

Example	Cause	Solution
	The photoconductors are not functioning properly.	• Make sure the Paper Type setting is correct for the media you are using. • Replace the photoconductors.
	Toner is low.	Replace the toner cartridge.

Clipped images

Cause	Solution
Guides in the selected tray are set for a different media size than what is loaded in the tray.	Move the guides in the tray to the proper positions for the size loaded.
There could be an incorrect page size selected in the driver or program.	• Specify the correct page size in the driver or program. • Set the Paper Size to match the media in the tray.

Incorrect margins

Cause	Solution
Guides in the selected tray are set for a different paper size than what is loaded in the tray.	Move the guides in the tray to the proper positions for the size loaded.
Auto size sensing is set to Off, but you loaded a different size paper in a tray. For example, you inserted A4-size paper into the selected tray but did not set the Paper Size to A4.	• Set the Paper Size to match the media in the tray. • Specify the correct page size in Print Properties or the program.

Skewed print

Cause	Solution
Guides in the selected tray are not in the correct position for the media size loaded in the tray.	Move the guides in the tray to the proper positions for the size loaded.
The media being used does not meet the printer specifications.	Make sure you are using media that meets the printer specifications.

Blank pages

Cause	Solution
Toner is low.	• Remove the toner cartridge from the printer. Shake the cartridge back and forth several times, and then reinstall it. • Install a new toner cartridge.
Toner cartridge is defective or empty.	Replace the toner cartridge.

Solid color pages

Cause	Solution
Photoconductor is installed incorrectly.	Remove and then reinstall the photoconductor.
Photoconductor is defective.	Replace the photoconductor.
Printer requires servicing.	Call for customer service.

Paper curl

Cause	Solution
Paper Type and Paper Weight settings are not appropriate for the type of paper or specialty media you are using.	Change the Paper Type and Paper Weight settings to match the paper or specialty media loaded in the printer.
Paper has been stored in a high humidity environment.	• Load paper from a fresh package. • Store paper in its original wrapper until you use it.

Toner specks

Cause	Solution
Toner cartridges are worn or defective.	Replace the defective or worn toner cartridges.
Toner is in the media path.	Call for customer service.

Toner rubs off

Cause	Solution
Specialty media is being used.	Make sure the correct Media Type is selected.
The Paper Weight setting in the Paper Menu is wrong for the type of media being used.	Change the Paper Weight from Normal to Heavy. If necessary, change Paper Texture from Normal to Rough.
The fuser is worn or defective.	Replace the fuser.

Frequently Asked Questions (FAQ) about color printing

What is RGB color?

Red, green, and blue light can be added together in various amounts to produce a large range of colors observed in nature. For example, red and green can be combined to create yellow. Televisions and computer monitors create colors in this manner. RGB color is a method of describing colors by indicating the amount of red, green, or blue needed to produce a certain color.

What is CMYK color?

Cyan, magenta, yellow, and black inks or toners can be printed in various amounts to produce a large range of colors observed in nature. For example, cyan and yellow can be combined to create green. Printing presses, inkjet printers, and color laser printers create colors in this manner. CMYK color is a method of describing colors by indicating the amount of cyan, magenta, yellow, and black needed to reproduce a particular color.

How is color specified in a document to be printed?

Software programs typically specify document color using RGB or CMYK color combinations. Additionally, they commonly let users modify the color of each object in a document. For more information, see the software program Help section.

How does the printer know what color to print?

When a user prints a document, information describing the type and color of each object is sent to the printer. The color information is passed through color conversion tables that translate the color into appropriate amounts of cyan, magenta, yellow, and black toner needed to produce the desired color. The object type information lets different color conversion tables be used for different types of objects. For example, it is possible to apply one type of color conversion table to text while applying a different color conversion table to photographic images.

Should I use PostScript or PCL emulation printer software? What settings should I use for the best color?

The PostScript driver is strongly recommended for best color quality. The default settings in the PostScript driver provide preferred color quality for the majority of printouts.

Why doesn't the printed color match the color I see on the computer screen?

The color conversion tables used in Auto Color Correction mode generally approximate the colors of a standard computer monitor. However, because of technology differences that exist between printers and monitors, there are many colors that can also be affected by monitor variations and lighting conditions. For recommendations on how the printer color sample pages may be useful in solving certain color-matching problems, see the question, "How can I match a particular color (such as a color in a corporate logo)?"

The printed page appears tinted. Can I slightly adjust the color?

Sometimes a user may consider printed pages to appear tinted (for example, everything printed seems to be too red). This can be caused by environmental conditions, paper type, lighting conditions, or user preference. In these instances, adjusting the Color Balance setting may be used to create more preferable color. Color Balance provides the user with the ability to make subtle adjustments to the amount of toner being used in each color plane. Selecting positive (or negative) values for cyan, magenta, yellow, and black under the Color Balance menu will slightly increase (or decrease) the amount of toner used for the chosen color. For example, if a user believes the overall printed page to be too red, then decreasing both magenta and yellow could potentially improve color preferences.

For information about adjusting the Color Balance setting, see the *Menus and Messages Guide* on the *Software and Documentation* CD.

My color transparencies seem dark when being projected. Is there anything I can do to improve the color?

This problem most commonly occurs when projecting transparencies with reflective overhead projectors. To obtain the highest projected color quality, transmissive overhead projectors are recommended. If a reflective projector must be used, then adjusting the Toner Darkness setting to 1, 2, or 3 will lighten the transparency. For more information, see the *Menus and Messages Guide* on the *Software and Documentation* CD.

Make sure to print on the recommended type of color transparencies. For more information about the paper and media specifications, see the *User's Guide* on the *Software and Documentation* CD.

What is manual color correction?

The color conversion tables applied to each object when using the default Auto Color Correction setting generate preferred color for the majority of documents. Occasionally, a user may want to apply a different color table mapping. This customization is accomplished using the Manual Color menu and the Manual Color Correction setting.

Manual Color Correction applies to RGB and CMYK color conversion table mappings as defined in the Manual Color menu.

Users may select any of the different color conversion tables for RGB or CMYK:

Color conversion table	Settings
RGB	• sRGB Display • Display—True Black • sRGB Vivid • Vivid • Off
CMYK	• US CMYK • Euro CMYK • Vivid CMYK • Off

Note: The Manual Color Correction setting is not useful if the software program does not specify colors with RGB or CMYK combinations. It is also not effective in situations where the software program or the computer operating system controls the adjustment of colors.

How can I match a particular color (such as a corporate logo)?

Occasionally, users have a need for the printed color of a particular object to closely match a specific color. For example, a user may need to match the color of a corporate logo. While instances can occur in which the printer cannot exactly reproduce the desired color, users should be able to identify adequate color matches for the majority of cases.

The Color Samples menu item can provide useful information in helping solve this particular type of color-matching problem. The nine Color Samples values correspond to color conversion tables in the printer. Selecting any of the Color Samples values generates a multiple-page printout consisting of hundreds of colored boxes. Either a CMYK or RGB combination is located on each box, depending on the table selected. The observed color of each box is obtained by passing the CMYK or RGB combination labeled on the box through the selected color conversion table.

The user can examine the color samples pages and identify the box whose color is the closest to the desired color. The color combination labeled on the box can then be used for modifying the color of the object in a software program. For instructions, see the software program Help. Manual Color Correction may be necessary to utilize the selected color conversion table for the particular object.

Selecting which Color Samples pages to use for a particular color-matching problem depends on the Color Correction setting being used (Auto, Off, or Manual), the type of object being printed (text, graphics, or images), and how the color of the object is specified in the software program (RGB or CMYK combinations). When the printer Color Correction setting is set to Off, the color is based on the print job information; no color conversion is implemented.

Note: The Color Samples pages are not useful if the software program does not specify colors with RGB or CMYK combinations. Additionally, certain situations exist where the software program or the computer operating system adjusts the RGB or CMYK combinations specified in the program through color management. The resulting printed color may not be an exact match of the Color Samples pages.

The following table can help identify which Color Sample pages to use for color matching.

Color specification and object to be printed	Color Correction setting	Sample pages to use
RGB—Text	Auto	SRGB Vivid
	Manual	Manual Color RGB Text Setting
RGB—Graphic	Auto	SRGB Vivid
	Manual	Manual Color RGB Graphic Setting
RGB—Image	Auto	SRGB Display
	Manual	Manual Color RGB Image Setting
CMYK—Text	Auto	US CMYK or Euro CMYK
	Manual	Manual Color CMYK Text Setting
CMYK—Graphic	Auto	US CMYK
	Manual	Manual Color CMYK Graphic Setting
CMYK—Image	Auto	US CMYK
	Manual	Manual Color CMYK Image Setting

What are Detailed Color Samples and how do I access them?

This topic applies only to network printers. These pages require the use of the Embedded Web Server. The Embedded Web Server is a series of resident pages stored in the network printer firmware. To access these pages, browse to the IP address of the network printer. Click **Configuration Menu**, and then click **Detailed Color Samples**.

For more information about using the Embedded Web Server, see the *User's Guide* on the *Software and Documentation* CD.

Detailed Color Samples are pages similar to the default pages of color samples accessible from the Quality menu using the control panel. The default color samples available using this method have an increment value of 10% for red, green, and blue. If the user finds a value on this page that is close, but would like to scan more colors in a nearby area, the user can use the Detailed Color Samples to select the desired color values and a more specific increment. This provides a way to print multiple pages of colored boxes that surround a specific color of interest.

There are nine conversion tables available with the following three options:

- **Print**—Prints the default pages
- **Detailed**—Lets you enter individual red, green, and blue values and a specific increment of color
- **Reset**—Lets you clear the existing information and enter new values

The process can be duplicated for Cyan (C), Magenta (M), Yellow (Y), and Black (K) color conversion tables, too. Collectively, these values are known as CMYK color. The default increment is 10% for Black and 20% each for Cyan, Magenta, and Yellow.

Contacting Customer Support

When you call Customer Support, describe the problem you are experiencing, the message on the display, and the troubleshooting steps you have already taken to find a solution.

You need to know your printer model type and serial number. For more information, see the label on the inside top front cover of the printer. The serial number is also listed on the menu settings page.

In the U.S. or Canada, call (1-800-539-6275). For other countries/regions, visit the Lexmark Web site at **www.lexmark.com**.