



810 Series Color Jetprinter™

Setup Solutions

April 2004

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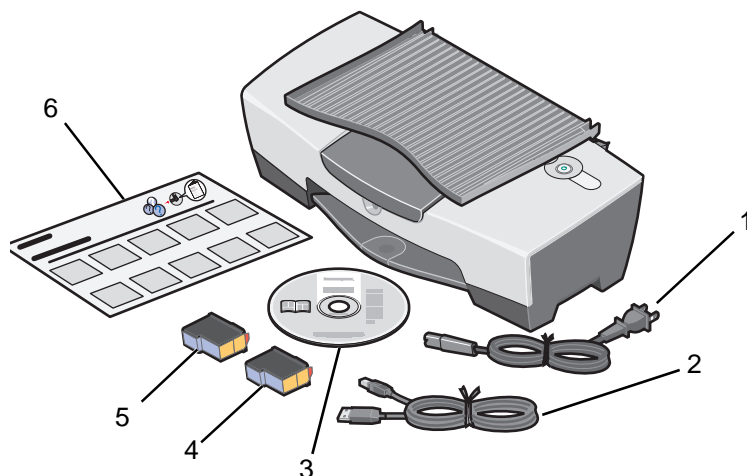
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Contents checklist

Verify that these items are in the box with your printer:

Note: A USB cable may or may not be included.



- | | |
|---------------------|----------------------------------|
| 1 Power supply cord | 4 Color print cartridge |
| 2 USB cable | 5 Black or photo print cartridge |
| 3 Software CD | 6 <i>Setup</i> sheet |

Note: If your printer comes with a photo print cartridge, remove it from the print cartridge storage unit before installing it. Keep unused cartridges in the storage unit.

Safety information

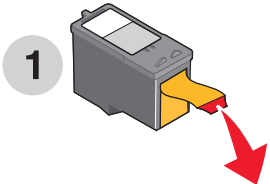
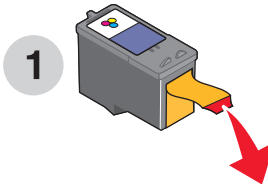
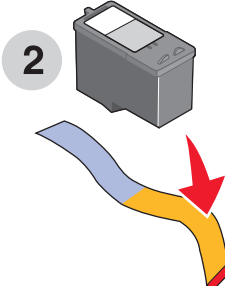
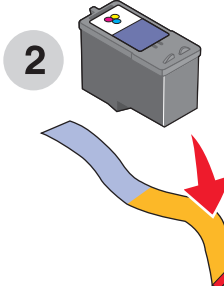
- Use only the power supply provided with this product or the manufacturer's authorized replacement power supply.
- Connect the power cord to an electrical outlet that is near the product and easily accessible.
- Refer service or repairs, other than those described in the user documentation, to a professional service person.

CAUTION: Do not set up this product or make any electrical or cabling connections, such as the power cord, during a lightning storm.

Setup troubleshooting

Should your printer have a problem, this section helps you find the solution.

Symptom:	Solution:
The Power light does not come on when the Power button is pressed	<ul style="list-style-type: none"> • Make sure the power cord is pushed all the way into the printer. • Disconnect the power cord from the wall outlet, and then from the printer. Reconnect the power cord by pushing it all the way into the connector on the printer. • Make sure the printer is using a working electrical outlet. Connect it to one that other devices have been using.
Printer is not communicating with the computer	<p>Make sure your operating system is compatible with the printer, which supports these operating systems:</p> <ul style="list-style-type: none"> • Windows 98 • Windows Me • Windows 2000 • Windows XP • Mac OS X version 10.1.5 • Mac OS X version 10.2.3 and later
	<p>Is your printer connected to your computer through another device, such as a USB hub or switch box? If so, disconnect the USB cable from any other devices and directly connect it between the printer and your computer.</p> <p>Make sure the USB cable is securely attached to the printer and computer.</p>

Symptom:	Solution:
<p>The printer is not functioning properly or a communications error message appears when you try to use your printer</p>	<p>Check to see if the software was installed correctly:</p> <p style="text-align: center;">For Windows</p> <p>From your desktop, click Start → Programs or All Programs.</p> <p>If Lexmark 810 Series does not appear in your list of programs, see “Removing and reinstalling the software” on page 9.</p> <p style="text-align: center;">For Mac OS X</p> <p>Is there a Lexmark 810 Series folder on your desktop? If not, see “Removing and reinstalling the software” on page 9.</p>
<p>Alignment page or test page will not print</p>	<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;">  <p>1</p> </div> <div style="text-align: center;">  <p>1</p> </div> </div> <div style="display: flex; justify-content: space-around; align-items: center; margin-top: 20px;"> <div style="text-align: center;">  <p>2</p> </div> <div style="text-align: center;">  <p>2</p> </div> </div> <p>Verify that you removed the transparent tape from the bottom of each print cartridge.</p> <p>Make sure the print cartridges are installed correctly. The black cartridge or photo cartridge should be secure in the left carrier and the color cartridge should be secure in the right carrier.</p>
<p>The Paper Feed light is blinking</p>	<p>Make sure you did not create a paper jam by forcing the paper into the printer.</p>

Symptom:	Solution:
<p>Alignment page or test page will not print</p>	<div data-bbox="555 209 757 405" data-label="Image"> </div> <p>Press the Power button. If the Power light does not come on, see “The Power light does not come on when the Power button is pressed” symptom.</p>
	<p>Check to see if the printer is set as the default printer.</p> <p style="text-align: center;">For Windows</p> <ol style="list-style-type: none"> 1 Click Start → Settings → Printers (Windows 98, Me, 2000). Click Start → Control Panel → Printers and Faxes (Windows XP). 2 Unless there is a check mark next to the printer (indicating it is already set as the default printer), right-click Lexmark 810 Series and select Set as Default Printer. <p style="text-align: center;">For Mac OS X</p> <ol style="list-style-type: none"> 1 On your desktop, check to see if there is a Lexmark 810 Series folder. If it does not appear on your desktop, install the printer software. 2 Select Go → Applications → Utilities and double-click the Print Center icon. <ul style="list-style-type: none"> – OS 10.2.3 or later: double-click Printer Setup Utility. 3 Select your printer in the Printer List and click Printers → Make Default. <ul style="list-style-type: none"> – OS 10.2.3 or later: click the Make Default button on the toolbar. <p>If the install screen did not appear:</p> <ol style="list-style-type: none"> 1 From your desktop, double-click the Lexmark 810 Series Installer icon. 2 Double-click Install and follow the instructions on your screen.

Removing and reinstalling the software

For Windows:

- 1 From your desktop, click **Start** → **Programs** or **All Programs** → **Lexmark 810 Series** → **Uninstall Lexmark 810 Series**.
- 2 Follow instructions on your screen to remove the printer software.
- 3 Restart your computer before reinstalling the printer software.
- 4 Insert the CD, and then follow the instructions on your screen to install the software.

If the install screen does not appear:

- 1 Click **Cancel** on any New Hardware screens.
- 2 Eject and reinsert the printer software CD.

If the printer software installation screen does not appear:

- a From your desktop, double-click **My Computer** (Windows 98, Me, 2000).
Windows XP users, click **Start** → **My Computer**.
- b Double-click the CD-ROM drive icon. If necessary, double-click **Setup**.
- c When the printer software installation screen appears, click **Install** or **Install Now**.
- d Follow the instructions on your screen to complete the installation.

For Mac OS X:

- 1 From your desktop, double-click the **Lexmark 810 Series** folder.
- 2 Double-click the **Lexmark 810 Series Uninstaller** application.
- 3 Follow the instructions on your screen to remove the printer software.
- 4 Restart your computer before reinstalling the printer software.
- 5 Insert the CD, click **Lexmark 810 Series Installer** and follow the instructions on your screen to install the software.

Finding more information

If these solutions do not solve your problem:

- Call us at 1-800-332-4120.
Monday-Friday (9:00 AM - 9:00 PM EST)
Saturday (Noon-6:00 PM EST)
Phone number and support times may change without notice.
- Refer to the *Setup* sheet that comes with your printer.
- Refer to the *User's Guide* or *Help* for your operating system:

For Windows: double-click the **Lexmark 810 Series User's Guide** icon on your desktop.

Note: If you did not copy the *User's Guide* to your computer during the software installation, reinsert the printer software CD and click the **View User's Guide** icon.

For Mac OS X:

- 1 From your desktop, click the **810 Series** folder.
 - 2 Double-click **Lexmark 810 Series Utility**.
 - 3 Click the **Help** button.
- Refer to the Lexmark Solution Center software:

For Windows:

- 1 Click **Start** → **Programs** or **All Programs** → **Lexmark 810 Series** → **Lexmark Solution Center**.
- 2 Click the **Troubleshooting** tab on the left side of the screen.

For Mac OS X:

- 1 From your desktop, double-click the **Lexmark 810 Series** folder icon.
 - 2 Double-click the **810 Series Help** alias.
 - 3 Click the **Troubleshooting** topic link.
- Go to <http://support.lexmark.com/> for help.