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Use the following table to find solutions to other printing problems.

Symptom	Cause	Solution
The operator panel display is blank or displays only diamonds.	The printer self test failed.	Turn the printer off, wait about 10 seconds, and turn the printer back on. **`Performing Self Test`** appears on the display. When the test is completed, the **Ready** message is displayed. If the messages do not appear, turn the printer off and call for service. Make sure the system board is pushed back in place and option cards are fully seated. See **Reinstalling the printer system board**.
Jobs don't print.	The printer is not ready to receive data.	Make sure **Ready** or **`Power Saver`** appears on the display before sending a job to print. Press **Go** to return the printer to the Ready state.

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Symptom	Cause	Solution
Jobs don't print *(continued)*.	The specified output bin is full.	Remove the stack of paper from the output bin as indicated by the operator panel message, and then press **Go**.
	The specified tray is empty.	Load paper in the tray as indicated by the operator panel message. See **Loading the trays** for detailed instructions.
	You are using the wrong printer driver or are printing to a file.	• Verify that you selected the printer driver associated with the W820. • If you are using a USB port, make sure you are running Windows 98/Me or Windows 2000, and using a Windows 98/Me or Windows 2000 compatible printer driver.
	Your MarkNet™ print server is not set up properly or is not connected properly.	Verify that you have properly configured the printer for network printing. Refer to the drivers CD or to Lexmark's Web site at www.lexmark.com for information.
	You are using the wrong interface cable, or the cable is not securely connected.	Make sure you are using a recommended interface cable. Refer to the *Setup Guide* for cable specifications.

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Symptom	Cause	Solution
It takes longer than expected to print a job.	The 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 from the **Setup Menu**.
	Print Resolution is set to 1200 Image Quality.	If your job includes complex images, it may take longer to print when the resolution is set to 1200 Image Quality. To print the job faster, select another print resolution from the printer driver before sending the job to print. You may notice some reduction in print quality.
The job prints from the wrong tray or on the wrong print media.	The printer driver settings are overriding the operator panel menu settings.	Make sure the **Paper Size** and **Paper Type** specified in the printer driver are correct for the job you are printing.

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Symptom	Cause	Solution
Incorrect characters print.	You are using an incompatible parallel cable.	If you're using a parallel interface, make sure you're using an IEEE 1284-compliant parallel cable. We recommend Lexmark part number 1329605 (10 ft) or 1427498 (20 ft) for the standard parallel port.
	The 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.	Tray linking is not configured properly.	To configure the linked trays: • Make sure the Tray x Type value in the **Paper Type** menu item in the **Paper Menu** is the same for all linked trays. • Make sure the Tray x Size value in the **Paper Size** menu item in the **Paper Menu** is the same for all linked trays.

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Symptom	Cause	Solution
Large jobs do not collate.	Collate is not set to On.	Set **Collation** to On in the **Finishing Menu** or through the printer driver.
	The 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.
	The printer does not have enough memory.	Add printer memory or an optional hard disk. Refer to the *Setup Guide* for information on selecting memory options to install.
Unexpected page breaks occur.	The job has timed out.	Set **Print Timeout** to a higher value from the **Setup Menu**.

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