

# Lexmark™ W840 Troubleshooting Guide

## Online technical support

Technical support is available on our Lexmark Web site at [www.lexmark.com](http://www.lexmark.com).

## Checking an unresponsive printer

If the printer is not responding, first 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 back on. This often fixes the problem.

## Printing multi-language PDFs

- 1 Open the document you want to print in Adobe Acrobat.
- 2 Click the printer icon.
- 3 Check the **Print as image** box.
- 4 Click **OK**.

## Solving printing problems

### The operator panel display is blank

Turn the printer off, wait about 10 seconds, and turn the printer back on.


If the **Ready** message does not appear, turn the printer off and call for service.

### The message **USB device unsupported** appears when using a USB device


For information regarding tested and approved USB flash memory devices, see our Lexmark Web site at <http://support.lexmark.com> and click on **KnowledgeBase** to search for Direct USB printing.

### Jobs do not 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  to return the printer to the **Ready** state.

#### **The specified output bin is full**

Remove the stack of paper from the output bin, and then press .

#### **The specified tray is empty**

Load paper in the tray.

#### **You are using the wrong printer driver or are printing to a file**

- Verify you are using the printer driver associated with the printer.
- If you are using a USB port, make sure you are running Windows 98/Me, Windows 2000, Windows XP, or Windows Server 2003 and using a Windows 98/Me, Windows 2000, Windows XP, or Windows Server 2003 compatible printer driver.

#### **Your MarkNet N8000 series internal print server is not set up properly or is not connected properly**

Verify that you have properly configured the printer for network printing.

See the drivers CD or the Lexmark Web site 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.

Make sure the connection is secure.

### Held jobs do not print

#### **A formatting error has occurred**

- Print the job. (Only part of the job may print.)
- Delete the job.
- Free up additional printer memory by scrolling through the list of held jobs and deleting others you have sent to the printer.

#### **The printer has insufficient memory**

- Print the job. (Only part of the job may print.)
- Delete the job.
- Free up additional printer memory by scrolling through the list of held jobs and deleting others you have sent to the printer.

#### **The printer has received invalid data**

Delete the job.

### Job takes longer than expected to print

#### **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**.

For more information, see the *Menus and Messages Guide*.

## Job prints from the wrong tray or on the wrong paper or specialty media

Make sure the Paper Size and Paper Type specified in the printer driver match the paper size and type in the tray.

## Incorrect characters print

### *You are using an incompatible parallel cable*

If you are using a parallel interface, make sure you are 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

- Make sure both the size and type of media are the same in both trays.
- Make sure the paper guides in the trays are set for the correct size media.
- Make sure the menu values for both size and type are set correctly in the Paper Menu.
- See *Menus and Messages Guide* for more information.

## Large jobs do not collate

### *Collate is not set to On*

Set **Collation** to **On** in the **Finishing Menu** or through the printer driver.

**Note:** Setting **Collation** to **Off** in the driver overrides the setting in the **Finishing Menu**.

See the *Menus and Messages Guide* for more information.

### *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.

## Unexpected page breaks occur

Set **Print Timeout** to a higher value from the **Setup Menu**.

See the *Menus and Messages Guide* for more information.

## Solving option problems

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

- Turn the printer off, wait for about 10 seconds, and turn the printer on. If this does not fix the problem, unplug the printer, and 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. See the *User's Guide* for more information.
- Make sure the option is selected in the software application you are using.

The following table lists printer options and suggested corrective actions for related problems. If

the suggested corrective action does not fix the problem, call your service representative

Option	Action
Drawers	Make sure the connection between drawers and the printer is secure. Make sure the print media is loaded correctly.
Duplex unit	Make sure the connection between the duplex unit and the printer is secure. If the duplex unit is listed on the menu settings page, but print media jams when it enters or exits the duplex unit, the printer and duplex unit may not be properly aligned.
Finisher	Make sure the connection between the finisher and the printer is secure. If the finisher is listed on the menu settings page, but print media jams when it exits the printer and enters the finisher, it may not be properly installed. Reinstall the finisher. Make sure you are using a print media size compatible with your optional output bins..
Flash memory	Make sure flash memory 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: <ul style="list-style-type: none"><li>• 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.</li><li>• Both ports are stable.</li><li>• The computer and the printer are on a level surface.</li><li>• 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.</li><li>• No bright light, such as direct sunlight, is interfering with communication.</li><li>• No objects are placed between the two infrared ports.</li></ul>

Option	Action
Internal print server	<p>Make sure the internal print server (also called an internal network adapter or INA) is securely connected to the printer system board.</p> <p>Make sure you are using the correct cable, that it is securely connected, and the network software is correctly set up.</p> <p>See the drivers CD that shipped with your printer for more details.</p>
High capacity feeder (2000-sheet drawer)	See <b>Solving 2000-sheet drawer problems.</b>
Printer memory	Make sure printer memory is securely connected to the printer system board.
USB/Parallel interface	<p>Make sure the USB/parallel interface card is securely connected to the printer system board.</p> <p>Make sure you are using the correct cable and that it is securely connected.</p>

## Solving 2000-sheet drawer problems

***The elevator tray does not raise when the loading door is closed, or the elevator tray does not lower when the door is opened and the elevator button is pushed***

Check the following:

- The printer is properly attached to the 2000-sheet drawer.
- The printer is powered on.
- The power cord is plugged firmly into the back of the 2000-sheet drawer.
- The power cord is plugged into an outlet.
- The outlet has power.

***The elevator tray lowers unexpectedly***

Check to see if the printer is out of print media or has a jam.

***More than one sheet of print media is fed, or a sheet is fed improperly***

Remove the print media in the printer paper path, and check the stack to ensure the print media has been loaded properly. Be sure to remove the top and bottom sheets of each ream of paper that is loaded.

***A jam occurs***

Remove the print media in the printer paper path, and check the stack to ensure the print media has been loaded properly. Be sure to remove the top and bottom sheets of each ream of paper that is loaded.

***Rubber feed rollers do not turn to advance print media***

Check the following:

- The power cord is plugged firmly into the back of the 2000-sheet drawer.
- The power cord is plugged into an outlet.
- The outlet has power.

***Consistent misfeeds or jams in the drawer***

Try the following:

- Flex the paper.
- Turn the print media over.

Check the following:

- Drawer is properly installed.
- Print media is loaded correctly.
- Print media is not damaged.
- Print media meets specifications.
- Guides are positioned correctly for the print media size selected.

***Service messages***

A service message indicates printer failure that may require service.

Turn the printer off, wait about 10 seconds, and then turn the printer on.

If the error recurs, write down the error number, the problem, and a detailed description. Call for service.

## Solving paper feed problems

### Paper frequently jams

***You are using paper that does not meet the printer specifications.***

Use recommended paper and other specialty media.

See the *Card Stock & Label Guide* available on the Lexmark Web site at [www.lexmark.com](http://www.lexmark.com) for detailed specifications.

For information that can help prevent jams from occurring, see the *Clearing Jams Guide*.

***You have loaded too much paper or too many envelopes.***

Make sure the stack of paper you load does not exceed the maximum stack height indicated at the front of the tray or on the multipurpose feeder.

***Guides in the selected tray are not set to the appropriate position for the size paper loaded.***


Move the guides in the tray to the correct position.

***The paper has absorbed moisture due to high humidity.***

Load paper from a fresh package.

Store paper in its original wrapper until you load it.

**The Paper Jam message remains after you remove the jammed paper.**

Clear paper from the entire paper path, and then press  .

**The page that jammed does not reprint after you clear the jam.**

Set **Jam Recovery** to Auto or On.

For more information, see the *Menus and Messages Guide*

## Blank pages feed into the output bin

Load the correct type media for your print job, or change the Paper Type to match the type of media loaded.

For more information, see the *Menus and Messages Guide*.

## Original documents misfeed in the ADF

- Adjust the guides toward the media until they lightly rest against the edge of the media.
- If the pick pad is worn, replace the pick pad.



## Print quality troubleshooting

To help isolate print quality problems, print the “Print defects guide” and check for repeating defects. If repeating defects are not appearing, print the Print Quality Test Pages.



### Printing the print defects guide

- 1 Touch the help icon (?).
- 2 Touch **Print Defects Guide**.

### Printing the print quality test pages



- 1 Turn the printer off.
- 2 Hold down  and , and turn the printer on.

The **Performing Self Test** message appears followed by **Config Menu**.

- 3 Press  until **Prt Quality Pgs** is selected, and then press .

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

After the Print Quality Test Pages print, to exit the Config Menu:

- 4 Press  until **Exit Config Menu** is selected, and then press .
- 5 The messages **Resetting Printer** and **Performing Self Test** appear, and the printer returns to **Ready**.


If another type of print quality problem exists, see the Troubleshooting chapter in the *User's Guide* on the publications CD.

## Solving print quality problems

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

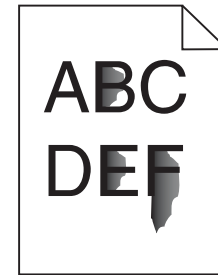
### Print is too light.



- The toner may be low. To utilize the remaining toner, remove the cartridge by gripping the handles with both hands. With the cartridge arrows pointing downward, firmly shake the print cartridge side-to-side and front-to-back several times to redistribute the toner. Reinstall the cartridge and then press . Repeat this procedure multiple times until the print remains faded. When the print remains faded replace the print cartridge.
- Change the **Toner Darkness** setting in the Quality menu.
- Change the **Brightness** setting in the Quality menu.
- Change the **Contrast** setting in the Quality menu.

- If you are printing on an uneven print surface, change the Paper Weight and Paper Texture settings in the Paper menu.
- Verify the correct print media is being used.
- Verify you are using the correct printer drivers.
- Verify the environment is Class B.

### Toner smears or print comes off the page



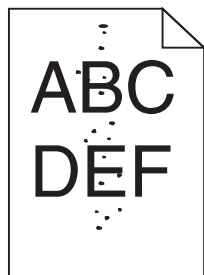
- If you are printing on an uneven print surface, change the Paper Weight and Paper Texture settings in the Paper menu.
- Verify the print media is within the printer specifications. See the *User's Guide* for more details.

### Toner appears on the back of the printed page

Toner is on the transfer roll. To help prevent this, do not load print media that is smaller than the page size of the job to be printed.

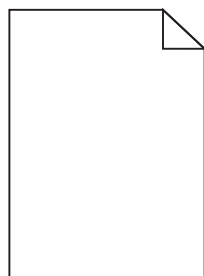
Open and close the printer top front cover to run the printer setup cycle and clean the transfer roll.


## Toner fog or background shading appears on the page



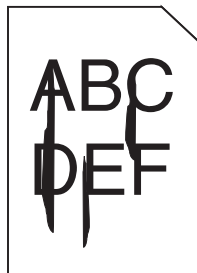
- Check the print cartridge to make sure it is installed correctly.
- The **Toner Darkness** setting may be too dark. Change the **Toner Darkness** setting in the Quality Menu.
- Verify the environment is Class B.
- Replace the charge rolls.
- Replace the print cartridge.


## Entire page is white



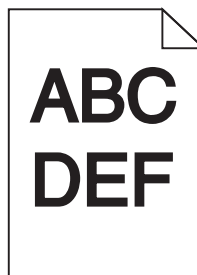
- Make sure the packaging material is removed from the print cartridge.
- Check the print cartridge to be sure it is installed correctly.
- The toner may be low. To utilize the remaining toner, remove the cartridge by gripping the handles with both hands. With the cartridge arrows pointing downward, firmly shake the print cartridge side-to-side and front-to-back several times to redistribute the toner. Reinstall the cartridge and then press . Repeat this procedure multiple times until the print remains faded. When the print remains faded replace the print cartridge.

## Streaks appear on the page



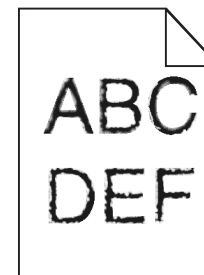
- The toner may be low. To utilize the remaining toner, remove the cartridge by gripping the handles with both hands. With the cartridge arrows pointing downward, firmly shake the print cartridge side-to-side and front-to-back several times to redistribute the toner. Reinstall the cartridge and then press . Repeat this procedure multiple times until the print remains faded. When the print remains faded replace the print cartridge.
- If you are using preprinted forms, make sure the ink can withstand temperatures of 230°C (446°F).

## Printing is too dark



- Change the **Toner Darkness** setting in the Quality menu.
- Change the **Brightness** setting in the Quality menu.
- Change the **Contrast** setting in the Quality menu.
- Verify the environment is Class B.

## Characters have jagged or uneven edges



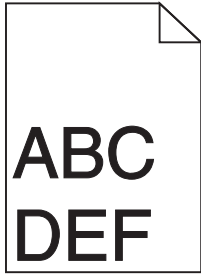
- Change the **Print Resolution** setting in the Quality menu to 600 dpi, 1200 Image Q, 1200 dpi, or 2400 Image Q.
- Enable Enhance Fine Lines.
- If you are using downloaded fonts, verify the fonts are supported by the printer, the host computer, and the software application.
- Verify the print media type and print tray type settings match.
- Verify you are using the correct printer drivers.
- Verify the environment is Class B.

## Part or all of the page is printed in black



Check the print cartridge to see if it is installed correctly.

## The job prints, but the top and side margins are incorrect



- Make sure the **Paper Size** setting in the Paper menu is correct.
- Make sure the margins are set correctly in your software application.

## Ghost images appear

- Make sure the **Paper Type** setting in the Paper menu is correct.
- Verify the environment is Class B.
- Replace the charge rolls.
- Replace the print cartridge.
- Replace the photoconductor kit.

## Some of the print is cut off on the sides, top, or bottom of the media

Move the guides in the tray to the proper positions for the size loaded.

## Print is skewed or inappropriately slanted

Move the guides in the tray to the proper positions for the size loaded.

## Transparency print quality is poor.

- Use only transparencies recommended by the printer manufacturer.
- Make sure the **Paper Type** setting in the Paper menu is set to Transparency.