Edition Notice

LEXMARK ™ **Z52** *Color Jetprinter™*

First Edition: December 1999

Steps to basic printing

-tells you how to load paper and adjust your printer software for printing.

Beyond the basics

-tells you how to print photographs and two-sided documents.

Maintaining your printer

-tells you how to install, replace, and align the print cartridges.

Troubleshooting

-provides information for solving printing problems.

Appendix

-provides notices, safety, and printer software installation information.

Index

-provides quick links to the information you need. Just click an index entry to go to the information source.

Home page

Lexmark Z52 Color Jetprinter™ User's Guide for Windows NT 4.0 and Windows 2000

Use this guide when you have questions about your printer or when you encounter a problem.

Tips for using this guide:

- Use the buttons on the left side of the screen to navigate through the pages of this guide.

- Click the **blue text** to link to another part of this guide.

- Click the left or right arrows to move forward or back through the pages. Click the house to return to the Home page.

- To view edition and trademark information, click the **Edition Notice**.

- To print this guide:

  1 From the Acrobat Reader File menu, select Print.
  2 Click Setup, and make sure Landscape is selected.
  3 Choose the pages you want to print and click **OK**.
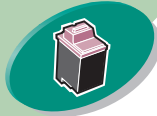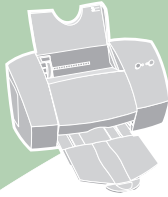
Steps to basic printing

Basic printing is as easy as:

Step One: Load the paper

Step Two: Customize the printer driver

Step Three: Print your document

Step One: Load the paper

You can load up to 100 sheets of paper (depending on thickness).

1 **Place the paper against the right side of the sheet feeder, with the print side facing you.**
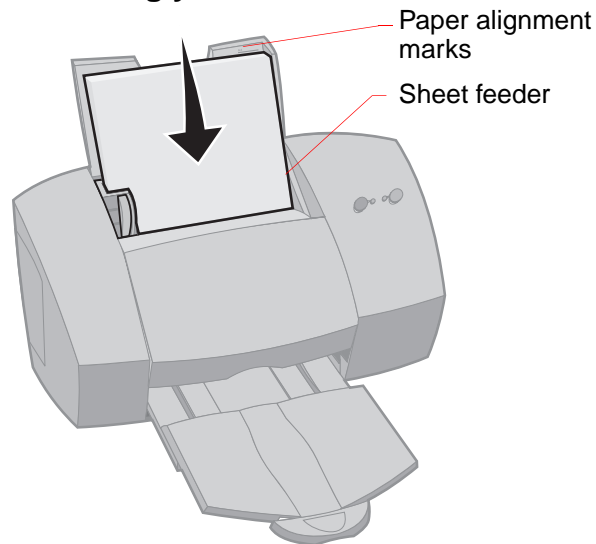
Paper alignment marks

Sheet feeder

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Steps to basic printing

2 Squeeze the release tab and the paper guide together and slide the paper guide to the edge of the paper.
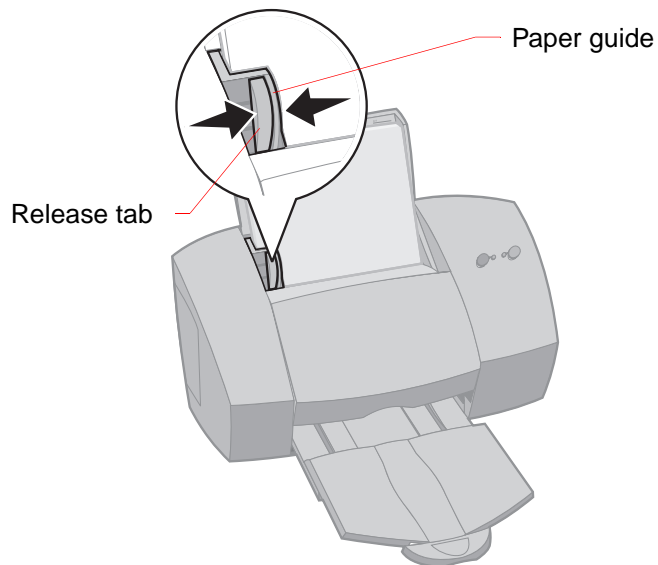
Paper guide

Release tab

5

Loading specialty media

When loading specialty media, follow these guidelines:

Load up to:	Make sure:
10 envelopes	• the print side is facing you. • the stamp location is in the upper left corner. • the envelope is loaded vertically and the paper guide is against the side of the envelope.
10 greeting cards, index cards, or postcards	• the print side is facing you. • the cards are loaded vertically against the right side of the sheet feeder. • the paper guide is against the side of the cards.

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Load up to:	Make sure:
25 sheets of photo paper or photo cards	• the glossy or coated side is facing you. • the paper guide is against the side of the photo paper.
25 iron-on transfers	• you follow the instructions on the packaging to load the iron-on transfers. • the paper guide is against the side of the iron-on transfers.

100 sheets of custom-sized paper	• your paper size fits within these dimensions:
	  - Width:
	    76 mm to 216 mm
	    3.0" to 8.5"
	  - Length:
	    127 mm to 432 mm
	    5.0" to 17.0"
	• the paper guide is against the side of the paper.

Steps to basic printing
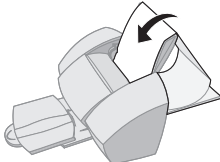
Load up to:	Make sure:
20 sheets of banner paper *Note: Select Banner or Banner A4 paper size in the Printer Properties.*	• you place the banner paper behind the printer. Then bring the unattached edge of the first page over the printer and into the sheet feeder. • the paper guide is against the side of the paper.
10 transparencies	• the rough side of the transparencies is facing you (smooth side down). • the paper guide is against the side of the transparencies.

Steps to basic printing

Step Two: Customize the printer driver

The software for your printer includes several applications that let you perform printing tasks with superior printing results. One of these applications is the printer driver. If you are using:

- Windows NT 4.0, your printer driver is called Document Defaults.
- Windows 2000, your printer driver is called Printing Preferences.

The printer driver includes three tabs: Page Setup, Color, and Features. Each tab contains settings relating to the operation of your printer and its software.

Opening the printer driver from an application

When you open the printer driver from your application, you can change printer settings ONLY for the document(s) you are currently creating.

1 **Open the application's File menu.**
2 **Choose Print (or Printer) Setup.**
3 **In the Printer Setup dialog box, click the Properties, Option, or Setup button (depending on the application).**
4 **Change settings as needed.**

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Opening the printer driver from Windows

When you open the printer driver from Windows, the settings apply to ALL documents, unless you change them from the application.

1 **From the Start menu, select Settings, and then select Printers.**
2 **From the Printers folder, right-click the printer icon for your printer.**
3 **Select Document Defaults from the sidebar menu.**
4 **Change settings as needed.**

Click the...

Color tab to:

- Select a Document Color and Shading (Halftone) setting
- Adjust the brightness and contrast settings
- Choose to print in color or black and white
- View the current printer settings

Page Setup tab to:

- Select a paper size, media type, and orientation
- Select a print quality setting
- Choose the number of copies and the order of printing
- View the current printer settings

Features tab to:

- Print on both sides of the page and select a binding edge
- Choose the default settings
- View the current printer settings

Lexmark Z52 Series ColorFine Properties

Page Setup | Color | Features

Paper Size:
Letter (8.5 x 11 in.)

Custom Paper Size

Media Type:
Plain Paper

Print Quality
- Draft
- Normal
- High
- Maximum

Orientation/Order
- ⊙ Portrait
- ○ Landscape
- ☐ Reverse Order Printing

Copies
1 (1-99)   ☑ Collate Copies

Hot Spot Help
Click this to create a custom paper size.

ABC

Current Settings

Item	Setting
Paper Size	Letter (8.5 x 11 in.)
Media Type	Plain Paper
Paper Source	Automatic Paper Feed
Print Quality	Normal
Orientation	Portrait
Copies	1

OK   Cancel   Help

Steps to basic printing

Selecting settings for specialty media

When your printer software was installed, the printer driver was set to the default settings. Use the default settings for printing most documents on plain paper. However, you may need to change your printer settings for printing on specialty media.

When you are printing on this specialty media:	From the Page Setup tab, make these selections:
Envelopes *Note: Your application may override the envelope settings in the printer software.*	From the list of Paper Sizes, select the appropriate envelope size.
Greeting cards, index cards, or postcards	From the Media Type drop-down menu, select Greeting Card Stock. Select the appropriate Paper Size setting.
Photo papers or photo cards	From the Media Type drop-down menu, select Glossy/Photo Paper.

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When you are printing on this specialty media:	From the Page Setup tab, make these selections:
Sheets of custom-sized paper	Click the Custom Paper Size button, and then enter the dimensions for your custom paper size. For help, see **Loading specialty media**.
Banner paper	From the list of Paper Sizes, select Banner Letter or Banner A4.
Transparencies *Note*: *When printing transparencies, remove each transparency as it exits from the printer and allow it to dry before stacking.*	From the Media Type drop-down menu, select Transparency. From the Print Quality area, select Normal or High Quality.

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When you are printing on this specialty media:	From the Page Setup tab, make these selections:
Iron-on transfers *Note: Many software applications accept iron-on transfers differently. We recommend printing your document on plain paper before printing it on an iron-on transfer.*	From the Media Type drop-down menu, select Iron-On Transfer.

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Step Three: Print your document

1 **From your application's File menu, click Print.**

2 **From the Print dialog box, click OK or Print (depending on the application).**

Beyond the basics

You can use your printer for:

Printing photos

Printing on both sides of a sheet of paper

Printing photos

You can print quality photos with the black and color cartridge combination that came with your printer. However, for the best possible photo quality, replace the black cartridge with a photo cartridge. For help replacing the black cartridge, see **page 26**.

Step One: Load the photo paper

Load up to 25 sheets of photo paper (or photo cards) against the right side of the sheet feeder. For help, see **page 7**.

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Step Two: Customize the printer software for printing photos

1 Open the printer driver. For help, see page 9.

2 Adjust the Document Color settings:

a Click the **Color** tab.

b Select **Natural Color.**
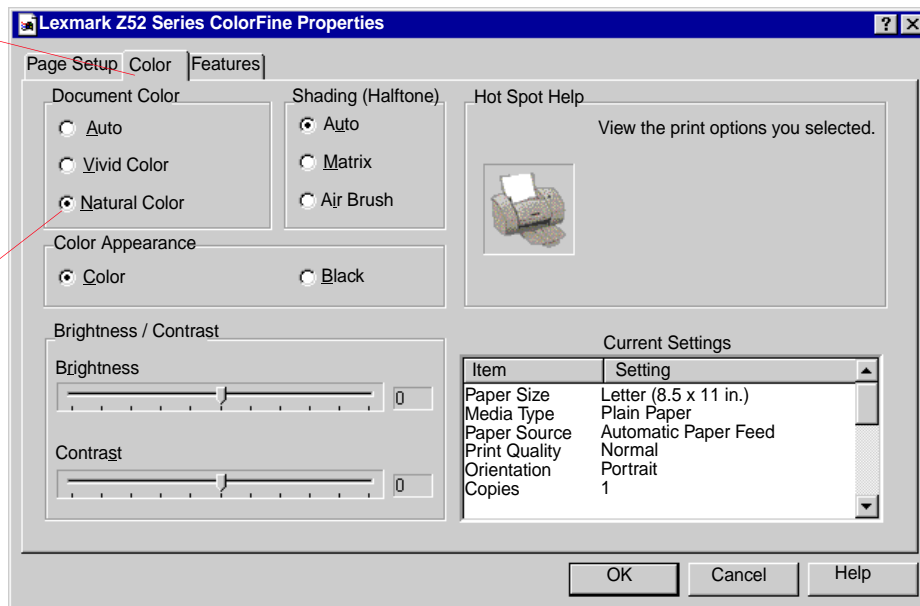
Lexmark Z52 Series ColorFine Properties

Page Setup | Color | Features

Document Color
- ○ Auto
- ○ Vivid Color
- ● Natural Color

Shading (Halftone)
- ● Auto
- ○ Matrix
- ○ Air Brush

Hot Spot Help
View the print options you selected.

Color Appearance
- ● Color
- ○ Black

Brightness / Contrast

Brightness _____|_____ 0

Contrast _____|_____ 0

Current Settings

Item	Setting
Paper Size	Letter (8.5 x 11 in.)
Media Type	Plain Paper
Paper Source	Automatic Paper Feed
Print Quality	Normal
Orientation	Portrait
Copies	1

OK | Cancel | Help

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3   Customize the settings for printing photos:

a Click the **Page Setup** tab.

b Select the **Paper Size**.

c Select **Glossy/Photo Paper.**

d Select **High** or **Maximum**.

e Click **OK**.
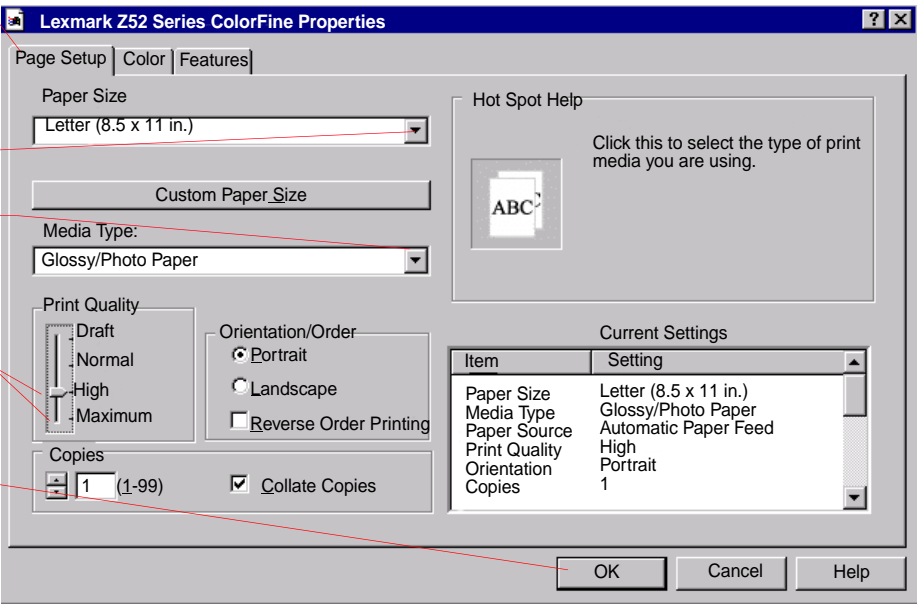
Lexmark Z52 Series ColorFine Properties   [?] [X]

Page Setup | Color | Features

Paper Size
Letter (8.5 x 11 in.)   ▼

Custom Paper Size

Media Type:
Glossy/Photo Paper   ▼

Print Quality
- Draft
- Normal
- High
- Maximum

Orientation/Order
- ● Portrait
- ○ Landscape
- ☐ Reverse Order Printing

Copies
[1] (1-99)   ☑ Collate Copies

Hot Spot Help

Click this to select the type of print media you are using.

ABC

Current Settings

Item	Setting
Paper Size	Letter (8.5 x 11 in.)
Media Type	Glossy/Photo Paper
Paper Source	Automatic Paper Feed
Print Quality	High
Orientation	Portrait
Copies	1

OK   Cancel   Help

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Beyond the basics

Step Three: Print your photos

Note*: For the best possible photo quality, print with a photo and color cartridge combination in your printer. To replace the black cartridge with a photo cartridge, see **page 26**.*

1 From your application's File menu, click Print.

2 From the Print dialog box, click OK or Print (depending on the application).

3 When you have finished printing your photos, reinstall the black print cartridge.

Printing on both sides of a sheet of paper

Your Lexmark printer lets you print on both sides of a sheet of paper. Besides saving paper, this feature is helpful when you want to print tablets.

Step One: Load the paper

Load up to 100 sheets of paper against the right side of the sheet feeder. For help, see **page 4**.

Beyond the basics

Step Two: Customize the printer software for your two-sided print job

For help opening the printer driver, see .

1 **Select the paper size and orientation:**
   a **Click the Page Setup tab.**
   b **Select a Paper Size.**
   c **Select Portrait or Landscape Orientation.**

2 **Click the Features tab.**

   Note: The orientation you select in step 1 is reflected in the graphics on the Features tab.

When you select **Landscape** orientation, these graphics display:

When you select **Portrait** orientation, these graphics display:

Long Edge   Short Edge
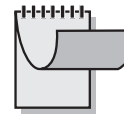
Long Edge   Short Edge

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3 Select a binding edge option:

a Click the **Features** tab.

b From the Two-Sided Printing area, select **Long Edge** or **Short Edge** binding.

c Make sure **Print Instruction Sheet** is selected. The instruction sheet helps you reload your document for printing on the other side of the pages.

d Click **OK**.

Lexmark Z52 Series ColorFine Properties

Page Setup | Color | Features

Print Options
- ☐ Dry Time Delay

Two-Sided Printing
- ○ None
- ○ Long Edge
- ◉ Short Edge
- ☑ Print Instruction Sheet

Hot Spot Help

Click this to attach all your pages along the short edge of the page (the top edge of a portrait-printed page and the left edge of a landscape-printed page).

Cartridge Maintenance

Clean Rollers (Hagaki)

Defaults   About Lexmark

Current Settings

Item	Setting
Paper Size	Letter (8.5 x 11 in)
Media Type	Plain Paper
Paper Source	Automatic Paper Feed
Print Quality	Normal
Orientation	Portrait
Copies	1

OK   Cancel   Help

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Step Three: Print your two-sided document

1 From your application's File menu, select Print.

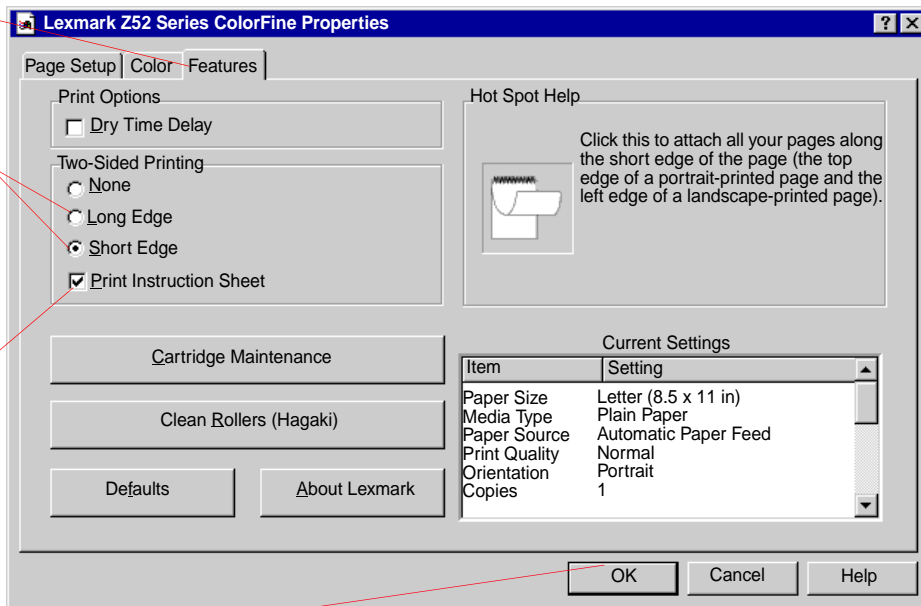**2 From the Print dialog box, click OK or Print (depending on the application). The odd-numbered pages print first.**

3 When the odd-numbered pages finish printing, your printer software prompts you to reload the paper.

　a When the entire stack is finished printing, remove the stack.

　b Flip the stack of paper.

　c Insert the stack of paper and instruction page with the printed side facing away from you and the arrows pointing down.

4 Click OK. The even-numbered pages print on the other side.

5 To return to single-sided printing when you have finished two-sided printing:

　a Select the Features tab.

　b From the Two-Sided Printing area, select None.

　c Click OK.
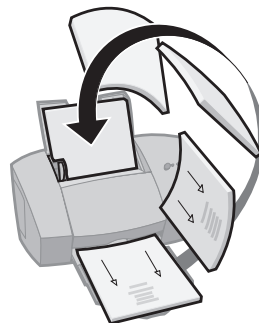
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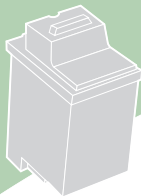
Maintaining your printer

This section describes how to install, replace, and care for your print cartridges. You can use the Control Program, one of your printer's software programs, to help you with these tasks.

Using the Control Program

Installing or replacing a print cartridge

Improving print quality

> **Aligning the print cartridges**
> **Cleaning the print nozzles**
> **Wiping print nozzles and contacts**
> **Preserving print cartridges**

Using the Control Program

The Control Program lets you monitor your printer, and install or replace print cartridges. To open the Control Program from Windows:

1 **From the Start menu, click Programs.**
2 **Click Lexmark Z52 Series ColorFine.**
3 **Click Lexmark Z52 Control Program.**

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Click the...

Status tab to:

- Monitor the status of your print job
- Cancel your print job

Cartridge tab to:

- Install or replace a print cartridge
- Clean the print nozzles
- Align the cartridges
- Print a test page
- View cartridge part numbers and order supplies directly from Lexmark's Web site

Options tab to:

- Control how and when the Control Program displays
- Enable bidirectional support
- Disable the printer shortcut

About tab to find printer software version and copyright information
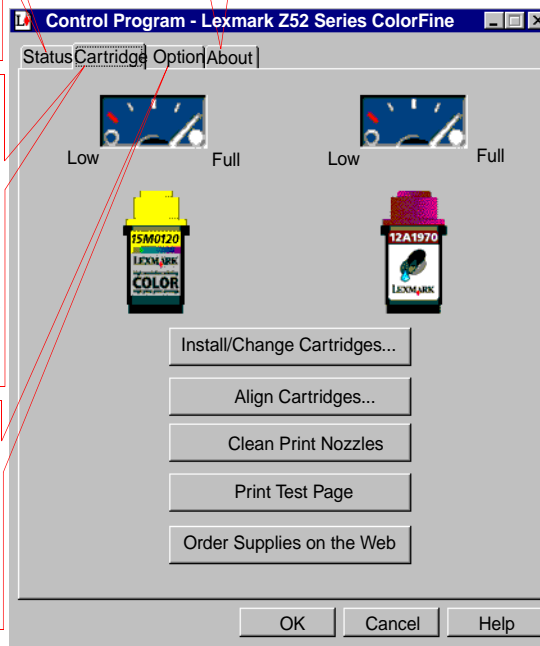
Control Program - Lexmark Z52 Series ColorFine

Status | Cartridge | Option | About |

Low | Full | Low | Full

15M0120
LEXMARK
COLOR

12A1970
LEXMARK

Install/Change Cartridges...

Align Cartridges...

Clean Print Nozzles

Print Test Page

Order Supplies on the Web

OK | Cancel | Help

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Installing or replacing a print cartridge

1 Make sure the Power light is On.

Power light — Paper Feed light
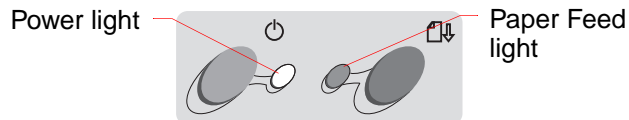
2 Raise the front cover. The print cartridge carrier moves to the loading position unless the printer is busy.

Front cover

Print cartridge carrier in the loading position

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Maintaining your printer

3 **Remove the old print cartridge. Store or dispose of the old cartridge.**
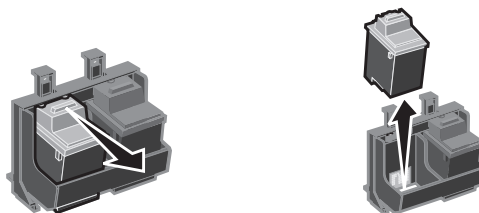
4 **Open the Control Program. For help, see .**
5 **Click the Cartridge tab.**
6 **Click Install/Change Cartridges.**

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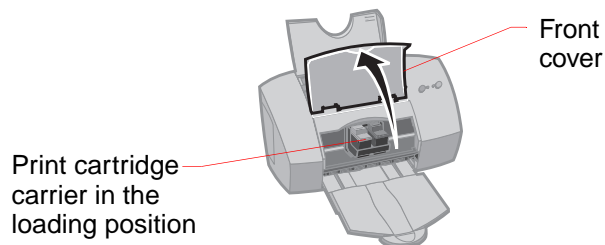
7 **The Change Cartridges dialog box displays. Follow the steps on your screen to install the cartridges.**

a To control the speed of the animation on your screen, click **Stop**. After you click **Stop**, the **Next** and **Previous** buttons become active.

b Click **Next** to advance the instructions or click **Previous** to repeat the instructions.

c When installation is complete, click **Finished**.
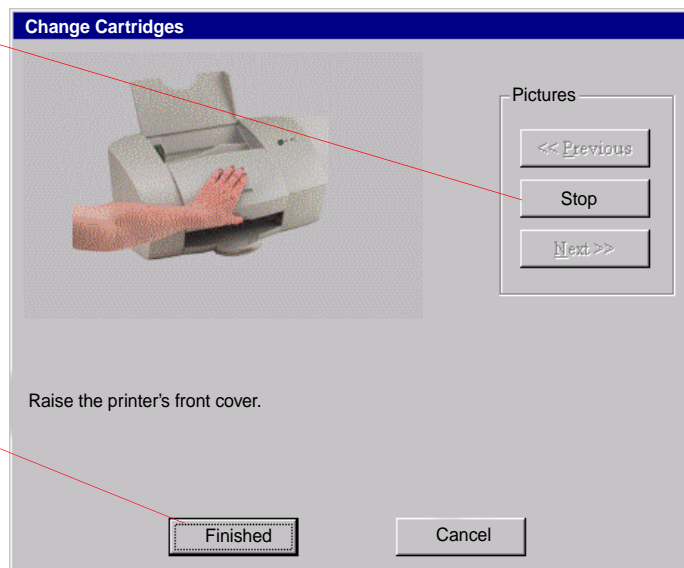
Change Cartridges

Pictures

<< Previous

Stop

Next >>

Raise the printer's front cover.

Finished   Cancel

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8 The Choose Cartridges window displays:

a Select the cartridge(s) you installed in your printer.

b If you installed a new cartridge(s), click the appropriate box to reset the ink levels to full.

c Click **OK**.

Choose Cartridges

From the list boxes below, choose which cartridges you have just installed.

LEFT Cartridge: RIGHT Cartridge:

COLOR p/n   BLACK p/n 12A1970

If you installed a new cartridge, reset the ink level image to full.

☐ Reset left cartridge's ink level to full

☐ Reset right cartridge's ink level to full

OK
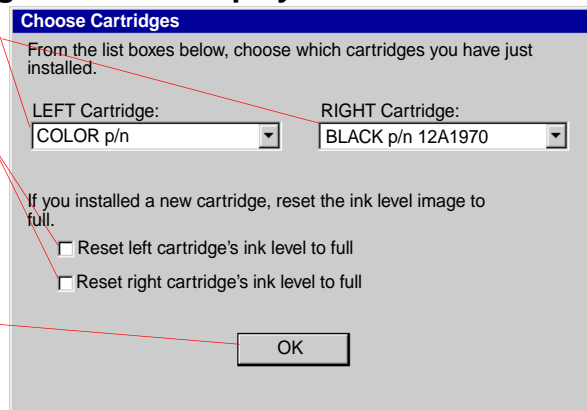
9 The Automatic Alignment window displays:

If you installed a new print cartridge, click **Align** to align the print cartridges for the best print quality.

For help, see .

Automatic Alignment

You changed one or more of your print cartridges. For best print quality, you should align your cartridges.

Do you want to align them?

Align...   Skip

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Improving print quality

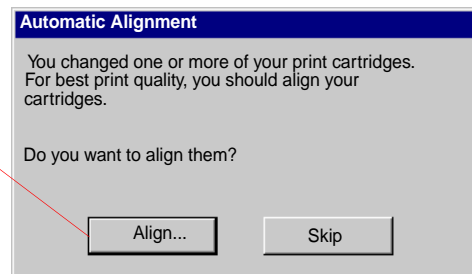If print quality is not what you expect, align your print cartridges or clean your print nozzles.

Aligning the print cartridges

Normally, you only align the print cartridges after installing a new print cartridge. However, you may also need to align the print cartridges when:
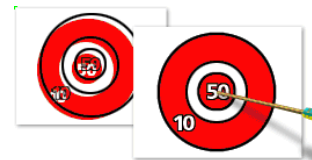
- The black portions of a graphic or text do not align properly with the color portions.
- Characters are not aligned correctly at left margin.
- Vertical lines appear "wavy."

To align your print cartridges:

1 **Load plain paper in the printer.**
2 **Open the Control Program. For help, see .**
3 **Click the Cartridge tab.**

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4 **Click Align Cartridges. Your printer prints an alignment test page and the Align Cartridge dialog box displays.**

The test page looks similar to the one shown:

Depending on the cartridge combination you installed, an alignment test page with several alignment patterns prints. Each pattern has a number under it.

13 14 15 16
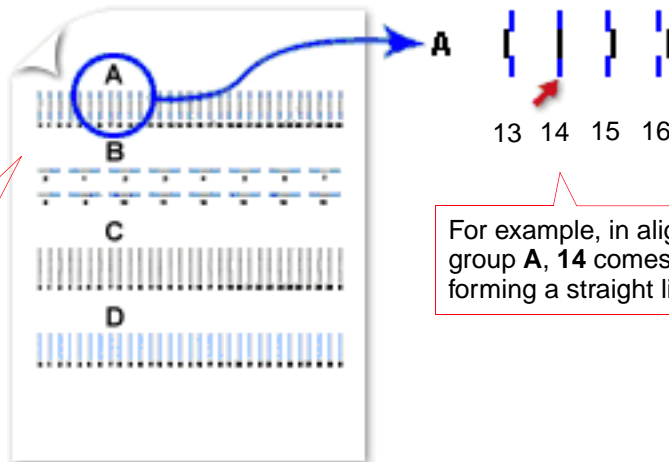
For example, in alignment group **A**, **14** comes closest to forming a straight line.

5 **From each alignment group on the test page, locate the number under the alignment pattern that comes closest to forming a straight line.**

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6 **In the Align Cartridges dialog box, enter the pattern numbers from the printed test page that come closest to forming a straight line.**

For example, on the previous page in group **A,** pattern **14** came closest to forming a straight line.

a Click these scroll arrows to select the number to enter, or type in the number.

b After you have entered a number for each pattern, click **OK**.

Align Cartridges

1) The printer is printing an alignment page. When it is finished, find the number in each category that comes closest to forming a straight line.
2) Change the numbers below to the numbers you selected. .
3) Click OK.

OK

Cancel

A   Example: 14

B   Example: 8

C   Example: 15

D   Example: 15

E   Example: 15

F   Example: 15

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Cleaning the print nozzles

The print cartridge nozzle test helps you pinpoint any clogged nozzles. The nozzle test also cleans the print cartridge by forcing ink through the nozzles. A test line prints so you can see if the cleaning process was successful.

Note: Run the nozzle test when:

- *Characters are not printing completely.*
- *White dashes appear in graphics or printed text.*
- *Print is too dark or smudged.*
- *Colors do not print correctly.*

To run the nozzle test:

1 Load plain paper in the printer.
2 Open the Control Program. For help, see .
3 Click the Cartridge tab.

4 Click Clean Print Nozzles.

The printer feeds a sheet of paper and prints a nozzle test pattern, similar to the one shown:
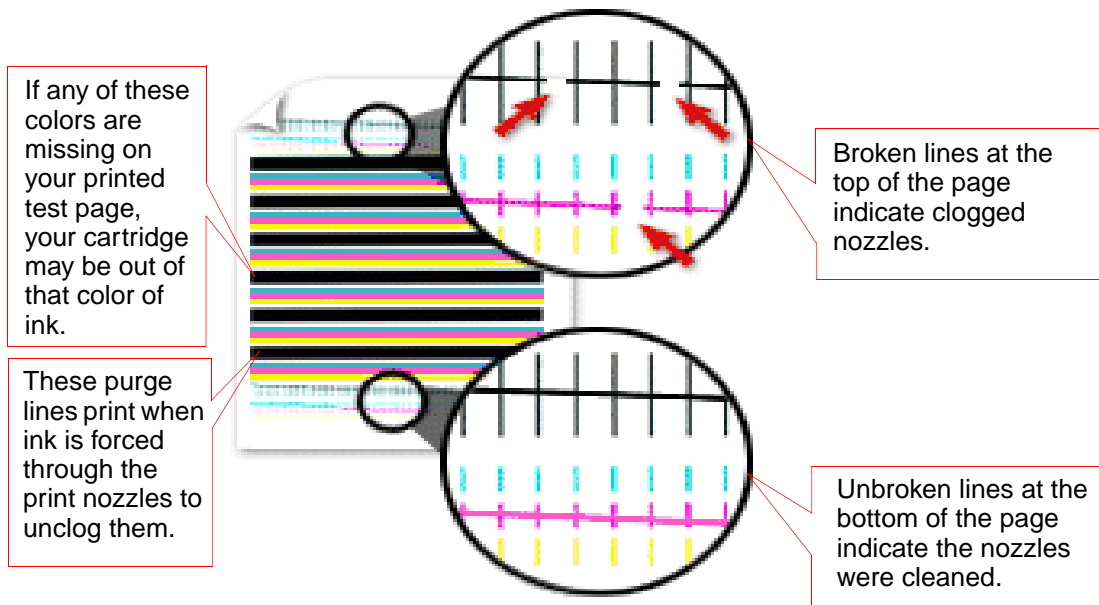
If any of these colors are missing on your printed test page, your cartridge may be out of that color of ink.

These purge lines print when ink is forced through the print nozzles to unclog them.

Broken lines at the top of the page indicate clogged nozzles.

Unbroken lines at the bottom of the page indicate the nozzles were cleaned.

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5   **Compare the diagonal lines above the printed bars to the diagonal lines below the printed bars. Look for a break in the diagonal lines. A broken line indicates clogged nozzles.**

If the bottom line still has breaks, run the test two more times.

- If the print quality is satisfactory after running the test three times, the print nozzles are clean. You do not need to complete the remaining steps.

- If the print quality of both sets of lines is not satisfactory after running the test three times, **go to step 6**.

6   **Remove and reinstall the print cartridge.**

7   **Repeat the nozzle test.**

8   **If the lines are still broken, continue with the next section, Wiping print nozzles and contacts.**

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Wiping print nozzles and contacts

If print quality does not improve after cleaning the print nozzles (see **page 33**), there may be dried ink on the print nozzles or contacts.

1 **Remove the print cartridges from the printer. For help, see page 26.**

2 **Dampen a clean, lint-free cloth with water. Gently wipe the nozzles and contacts in one direction.**

Warning: Do **not** wipe the nozzles and contacts with the same section of cloth.

a Hold the damp cloth against the nozzles for about three seconds. Gently blot and wipe dry.

b Use another clean section of cloth to gently wipe the contacts. Hold the damp, lint-free cloth against the contacts for about three seconds. Gently blot and wipe dry.

3 **Reinstall the print cartridges and repeat the nozzle test. For help, see page 33.**

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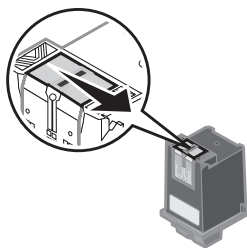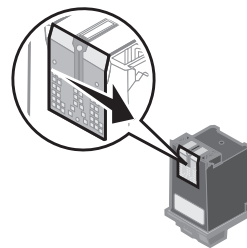## Preserving print cartridges

To ensure the longest life from your print cartridge and optimum performance from your printer:

• Keep a new print cartridge in its packaging until you are ready to install it.

• Do not remove a print cartridge from the printer except to replace, clean, or store it in an air-tight container. The print cartridge will not print correctly if removed from the printer and left exposed for an extended period of time.

• If a print cartridge runs out of ink, leave the empty cartridge in the printer until you are ready to replace it. Printing with one of the print cartridge carriers empty may cause printer problems.

Lexmark's printer warranty does not cover repair of failures or damage caused by a refilled cartridge. Lexmark does not recommend use of refilled cartridges. Refilling cartridges can affect print quality and cause damage to the printer. For best results, use Lexmark supplies.

Troubleshooting

This section lists printer problems that can occur, and what you can do to solve them. From the list of printing problems below, select a category that describes your printing problem. Then read the category for the solution to your problem.

Printer prints slowly or doesn't print

Paper misfeeds or jams

Document prints with mistakes or poor quality

Problems with transparencies, photos, or envelopes

Error messages and flashing lights

When there is a problem, first make sure that:

• The power supply is plugged into the printer and a properly grounded electrical outlet.

• The printer is turned On.

• If you are using a parallel cable, make sure it is an IEEE 1284-compliant parallel cable that supports bidirectional printing.

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• Bidirectional support is enabled in your printer software.

1 **From the printer's Control Program, click the Options tab.**

2 **Make sure Enable Bidirectional Support is checked.**

For additional help, refer to the Troubleshooting section of your printer software Help files.

Printer prints slowly or doesn't print

If your printer doesn't print, your printer and your computer may not be able to communicate properly.

The following events also indicate two-way communications problems:

• A message displays on your computer screen indicating your printer cannot establish bidirectional communications with your computer.

• Print cartridge ink level indicators on the Cartridges tab of the printer's Control Program are shaded.

• Error messages (such as Paper Out) and job progress information do not display on your computer screen.

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Before proceeding, verify that:

• The parallel or USB cable is securely attached to both the printer and the computer.

• The printer is plugged in and turned On.

• Your printer port is set to an LPT*n* port if you are using a parallel cable or to a USB port if you are using a USB cable.

If you have a switch box or other device (such as a scanner or fax) connected to the computer's parallel port, make sure it supports bidirectional communication. You may need to disconnect your printer from the switch box or other device and connect it directly to your computer.

Printer is plugged in but doesn't print, or you get a Printer Offline or Printer Not Ready message

Make sure:

• The printer is turned On.

• Paper is loaded correctly.

• The parallel or USB cable is completely plugged into the printer.

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- The printer is not being held or paused in the print queue. To check the printer status:

  1 **From the Printers folder, double-click the Lexmark Z52 Series ColorFine icon.**
  2 **Click the Printer menu and make sure no check mark appears next to the Pause Printing option.**

Print a test page. If the test page prints, the printer is functioning properly. Check your application.

Test page does not print

Make sure:

- The print cartridges are installed correctly. For help, see **page 26**.
- If you are using a parallel cable, make sure it is an IEEE 1284-compliant parallel cable that supports bidirectional printing.

Printer ejects a blank page after appearing to print

Make sure:

- Your Lexmark printer is set as the default printer.

- You have removed the sticker and transparent tape covering the bottom of the print cartridges. For help, see **page 26**.

Printer prints very slowly

- Close any open applications not in use.
- Decrease your Print Quality setting.
- Check the document you are printing. Photos and graphics may take longer to print than regular text.
- Check your computer's resources. Consider purchasing more memory or increasing the virtual memory for your computer.

Paper misfeeds or jams

Paper misfeeds or pulls multiple sheets while moving through the printer

Make sure:

- The paper is a recommended paper for inkjet printers.
- You do not force the paper down into the printer when you load it. Align the top edge of the paper with the appropriate paper alignment marks on the printer.

- The printer is on a flat, level surface.
- The left paper guide is against the side of the paper.
- You do not load too much paper in the sheet feeder. Depending on the thickness of your paper, the sheet feeder can hold up to 100 sheets of paper.
- The left paper guide does not cause the paper to bow in the sheet feeder.

Printer does not feed envelopes or specialty media

- Make sure your printer will feed regular paper. For help, see **page 4**.
- If regular paper feeds without problems, load the envelopes vertically against the right side of the sheet feeder. Make sure the paper guide is against the side of the envelopes.
- Make sure envelopes or the appropriate specialty papers are selected in the printer driver.
- Make sure you are using a paper or envelope size supported by your printer.
- Your application may not be designed to print envelopes. For help, check your application's documentation.

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Printer has a paper jam

If the paper is lodged too far into the printer and can't be removed:

1 **Press the Power button to turn the printer Off.**
2 **Pull firmly on the paper to remove it. If you cannot reach the paper because it is too far into the printer, raise the front cover and pull the paper out from the front of the printer.**
3 **Close the front cover.**
4 **Press the Power button to turn your printer On.**
5 **Resend your document to print.**

Document prints with mistakes or poor quality

Print is too dark or smudged

- Make sure the paper is straight and unwrinkled.

- Let the ink dry before handling the paper.

- Make sure the Paper Type setting in the printer software matches the type of paper loaded in the printer.

- Change the Print Quality setting to Draft.

- Clean the print nozzles. For help, see .

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Vertical straight lines are not smooth

To improve the print quality of vertical straight lines in tables, borders, and graphs, try the following:

• Select a higher Print Quality setting.

• Align the print cartridges. For help, see **page 30**.

• Clean the print nozzles. For help, see **page 33**.

Print smears on the page

• The next page exiting the printer may be smearing the ink. Remove the pages as they exit the printer and allow them to dry before stacking.

• The print nozzles may need cleaning. For help, see **page 33**.

Printed pages have alternating bands of light and dark print (intermittent printing)

• Select the Print Quality setting Maximum or High.

• Make sure you have two-way communications between your printer and computer. For help, see **page 39**.

Print quality is poor at the left, right, top or bottom edge of page

Like other printers, your printer cannot print in the extreme left, right, top or bottom edges of a page.

Use these minimum settings:

- Left and Right margins:

  6.35 mm (0.25 in.) each for all paper sizes except A4.

  For A4 size paper - 3.37 mm (0.133 in.) each.
- Top and Bottom margins:

  Top - 1.7 mm (0.067 in.)

  Bottom - 12.7 mm (0.5 in.)

Printed characters are improperly formed or misaligned

- Cancel all print jobs, if any, and resend your job to print.
- Align the print cartridges. For help, see **page 30**.
- Clean the print nozzles. For help, see **page 33**.

Colors on the printout differ from the colors on the screen

- Select Natural Color as the Document Color:

    1 From the printer driver, click the Color tab.

    2 Make sure Natural Color is selected.

- Check the print cartridge ink levels. A print cartridge may be out of ink or low on ink. For help changing the print cartridge, see **page 26**.

- Try using a different brand of paper. Every paper brand accepts ink differently, and prints with slight color variations.

- Remove any extra devices such as a scanner, and connect the printer directly to the parallel port.

Colors on the printout are faded

Try the suggestions listed in the previous section, **Colors on the printout differ from the colors on the screen**. If your colors still seem faded:

- Run the nozzle test. For help, see **page 33**.

- Wipe the print cartridge nozzles and contacts. For help, see **page 36**.

Characters are missing or unexpected

- Make sure your Lexmark Z52 printer driver is selected as the default printer.

- Your printer may have two-way communication problems. For help see **page 39**.

Problems with transparencies, photos, or envelopes

Glossy photo papers or transparencies stick together

- Remove each page as it exits the printer. Let each page dry with the print side facing up before stacking.

- Use a photo paper or transparency designed for use with an inkjet printer.

Transparencies or photos contain white lines

- From the Print Quality area, select High or Maximum.

- Your print nozzles may need cleaning. For help, see **page 33**.

Printer does not feed envelopes or specialty papers

For help, see **page 43**.

Error messages and flashing lights

Power light   Paper Feed light

Paper Jam message

For help, see **page 44**.

Ink Low message

A print cartridge is running out of ink. Purchase a new print cartridge.

The Power light is On and the Paper Feed light is blinking

- If the printer is out of paper:
    1   **Load paper.**
    2   **Press the Paper Feed button.**
- If the printer has a paper jam, see **page 44**.

The Power light blinks twice

The print cartridge carrier has stalled. Check your screen for any error messages.

1   **Turn the printer Off.**
2   **Waiting a few seconds and turn the printer back On.**

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In this section, you can find information about:

• Installing printer software

• Uninstalling printer software

• Notices

• Safety information

Installing printer software

You can obtain the printer software using:

• the compact disc (CD-ROM)

• the World Wide Web

• diskettes

If your printer software does not install properly, a communications error message appears when you try to print. You may need to uninstall, and then reinstall the printer software. For help, see **Uninstalling printer software**.

Using the CD-ROM

Follow the set of instructions that correspond to your operating system and printer cable (parallel or USB):

Window 98 - USB cable

1 Start Windows.

2 Click **Next** when the first screen displays.

3 Insert the software CD.

4 Click **Next** or **Finish** on any subsequent screens.

The Lexmark Z52 software installation screen appears.

5 Click **Install Printer Software**.

Windows 95/98/NT 4.0 - parallel cable

1 Start Windows.

2 Click **Cancel** on any screens that appear.

3 When the desktop appears, insert the software CD.

The Lexmark Z52 software installation screen appears.

4 Click **Install Printer Software**.

Windows 2000 - parallel or USB cable

1 Start Windows.

2 Click **Cancel** on any screens that appear.

3 When the desktop appears, insert the software CD.

The Lexmark Z52 software installation screen appears.

4 Click **Install Printer Software**.

Note: If the CD does not run automatically when you insert it:

1 From the **Start** menu, select **Run**.

2 In the command-line text box, type the letter of your CD-ROM drive, followed by **:\setup** (for example, **d:\setup**), and then click **OK**.

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Using the World Wide Web

If your computer does not have a CD-ROM drive, you can download the printer software from Lexmark's Web site at www.lexmark.com

1 From Lexmark's Web site select the appropriate driver for your operating system.

2 Select **Save to Disk**.

3 Select a location on your hard disk drive.

4 Double-click the executable (.exe) file to open it.

    The Win Self-Extractor window opens.

5 Follow the set of instructions on your screen.

Using diskettes

If your computer does not have a CD-ROM drive, you can create driver diskettes using a friend's computer or a computer at your

Lexmark dealer that has a CD-ROM drive. You will need at least three blank 3.5 inch diskettes.

To create diskettes of the printer software:

1 Insert the printer software CD into the CD-ROM drive.

    If the CD does not run automatically when you insert it:

    1 From the **Start** menu, select **Run**.

    2 In the command-line text box, type the letter of your CD-ROM drive, followed by **:\setup** (for example, **d:\setup**), and then click **OK**.

3 When the Lexmark Z52 software installation screen displays, select **Tools**.

4 Select **Create Diskettes.**

5 Follow the instructions on the screen.

To install the printer software from diskettes:

1 Start Windows.

2 Insert Setup Disk 1 into your disk drive.

3 From the **Start** menu, choose **Run**.

4 In the command-line text box, type the letter of your disk drive, followed by **:\setup** (for example, **a:\setup**), and then click **OK**.

5 When prompted by the printer software, insert the appropriate disks into your disk drive and click **OK**.

6 Follow the instructions on the screen.

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Uninstalling printer software

If your printer software does not install properly, you may need to uninstall, and then reinstall it.

To uninstall the printer software:

1 From the **Start** menu, select **Programs**.

2 Select **Lexmark Z52 Series**.

3 Select **Lexmark Z52 Series Uninstall**.

4 Follow the instructions on your screen.

To reinstall the printer software, follow the appropriate set of instructions from **Installing printer software**.

Electronic Emission Notices

Federal Communications Commission (FCC) Compliance Information Statement

The Lexmark Z52 Color Jetprinter has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The FCC Class B limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause

harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.

• Increase the separation between the equipment and receiver.

• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

• Consult your point of purchase or service representative for additional suggestions.

The manufacturer is not responsible for any radio or television interference caused by using other than recommended

cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

Note: To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable such as Lexmark part number 1329605 for parallel attach or 43H5856 for USB attach. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:

Director of Lab Operations
Lexmark International, Inc.
740 West New Circle Road
Lexington, KY   40550
(606) 232-3000

Industry Canada Compliance Statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Avis de conformité aux normes d'Industrie Canada

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

European Community (EC) Directives Conformity

This product is in conformity with the protection requirements of EC Council directives 89/336/EEC and 73/23/EEC on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipment designed for use within certain voltage limits.

A declaration of conformity with the requirements of the Directive has been signed by the Director of Manufacturing and Technical Support, Lexmark International, S.A., Boigny, France.

This product satisfies the Class B limits of EN 55022 and safety requirements of EN 60950.

Japanese VCCI Notice

この装置は、情報処理装置等電波障害自主規制協議会（ＶＣＣＩ）の基準に基づくクラスＢ情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをして下さい。

The United Kingdom Telecommunications Act 1984

This apparatus is approved under the approval number NS/G/1234/J/100003 for the indirect connections to the public telecommunications systems in the United Kingdom.

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Energy Star

The EPA ENERGY STAR Computers program is a partnership effort with computer manufacturers to promote the introduction of energy-efficient products and to reduce air pollution caused by power generation.

Companies participating in this program introduce personal computers, printers, monitors, or fax machines that power down when they are not being used. This feature will cut the energy used by up to 50 percent. Lexmark is proud to be a participant in this program.

As an Energy Star Partner, Lexmark International, Inc. has determined that this product meets the Energy Star guidelines for energy efficiency.

Power supply

If your power supply fails, replace it with the Lexmark replacemnet part or other UL LISTED Direct Plug-In Power Unit marked "Class 2" and rated 30 Vdc at 1A.

Safety Information

• If your product is NOT marked with this symbol □ , it MUST be connected to an electrical outlet that is properly grounded.

• The power cord must be connected to an electrical outlet that is near the product and easily accessible.

• Refer service or repairs, other than those described in the operating instructions, 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.

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