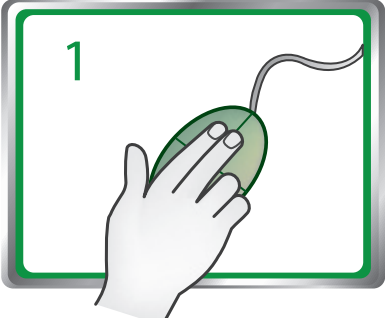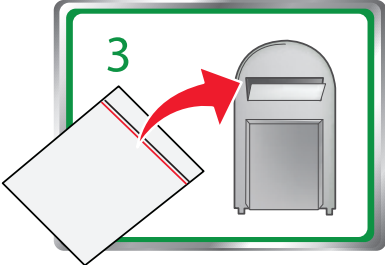# LEXMARK™

Genesis S800 Series Quick Reference Guide

Important Message About Cartridge Recycling!

Please Read Before Opening Your Inkjet Cartridge Box

At Lexmark, we take our commitment to the environment seriously, and we encourage our customers to participate in our easy, no-cost method for returning empty Lexmark cartridges to Lexmark for proper recycling. We will insure that cartridges are properly handled with zero waste to landfills.

1	Go to **www.lexmark.com/recycle**. Follow instructions to request postage-paid bags. Bags usually arrive within 7–10 days.
2	Place the empty Lexmark-branded inkjet cartridge(s) in the postage-paid return bag, and then seal the bag. If you're sending single-color cartridges, we recommend that you send at least two at a time to maximize the environmental benefits.
3	Mail the bag to Lexmark's recycling partner. The bag is pre-addressed.

Visit **www.lexmark.com/recycle** to learn more about recycling.

Lexmark-branded cartridges are always made with all new parts, though components may contain recycled material. For warranty returns, call 1-800-332-4120.

This patented printer is licensed for, and designed to work with, only genuine Lexmark inkjet cartridges for the life of the patented printer. You agree to: (1) use only genuine Lexmark inkjet cartridges with this printer except as otherwise provided below, and (2) pass this license/agreement to any subsequent user of this printer. The patented Lexmark inkjet cartridges and their contents are licensed subject to a restriction that they may be used only once. After this single use, the license to use the print cartridges and their contents terminates, and you agree to return them only to Lexmark for recycling. Replacement inkjet cartridge(s) sold without these terms are available through **www.lexmark.com** and may be refilled by you, or a third party, as the only cartridge alternative to be used with the licensed printer.

Important safety information

Connect the power cord to a properly grounded electrical outlet that is near the product and easily accessible.

Do not place or use this product near water or wet locations.

Use only the power supply and power cord provided with this product or the manufacturer's authorized replacements.

Use only the telecommunications (RJ-11) cord provided with this product or a 26 AWG or larger replacement when connecting this product to the public switched telephone network.

⚠ **CAUTION—POTENTIAL INJURY:** Do not cut, twist, bind, crush, or place heavy objects on the power cord. Do not subject the power cord to abrasion or stress. Do not pinch the power cord between objects such as furniture and walls. If any of these things happen, a risk of fire or electrical shock results. Inspect the power cord regularly for signs of such problems. Remove the power cord from the electrical outlet before inspecting it.

⚠ **CAUTION—SHOCK HAZARD:** Do not use the fax feature during a lightning storm. Do not set up this product or make any electrical or cabling connections, such as the fax feature, power cord, or telephone, during a lightning storm.

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About your printer

Finding information about the printer

The *Quick Reference Guide* contains instructions on adding your printer to a wireless network, setting up a fax connection, and accomplishing common printer tasks like printing, copying, scanning, and faxing. It also includes information on troubleshooting printer setup issues as well as solving basic networking and faxing problems.

For additional information, see the following:

What are you looking for?	Find it here
Initial setup instructions	• *Quick Setup Sheet* • Hardware Setup Wizard[*]

Additional setup and instructions for using the printer	Comprehensive *User's Guide* installed automatically with the printer software.[*]
	
	For Windows users
	After installing your printer, you can access the *User's Guide* from the printer program folder:
	  1 Click or **Start**.
	  2 Click **All Programs** or **Programs**, and then select the printer program folder from the list.
	  3 Select **View User's Guide**.
	
	For Macintosh users
	  1 From the Finder desktop, navigate to:
	    Applications > select your printer folder
	  2 Double-click **User's Guide**.

Help using the printer software	Software Help installed automatically with the printer software.[*] Click **Help** from any printer software program or application.
The latest supplemental information, updates, online customer support, and telephone support	Support Web site—**http://support.lexmark.com**
[*] Available on the installation software CD and on the Lexmark Support Web site at **http://support.lexmark.com**.	

Minimizing your printer's environmental impact

We are committed to protecting the environment and are continually improving our printers to reduce their environmental impact. By selecting certain printer settings or tasks, you may be able to reduce your printer's environmental impact even further.

Conserving energy

- **Activate Eco-Mode.** This feature sets the screen brightness to low and sets the printer to change to Power Saver mode after the printer is left idle for 10 minutes.
- **Select the lowest Power Saver timeout.** The Power Saver feature puts the printer in a minimum-power standby mode after the printer has been idle for a set amount of time (the Power Saver timeout).
- **Share your printer.** Wireless/network printers allow you to share a single printer among multiple computers, thus conserving energy and other resources.

Conserving paper

- **Activate Eco-Mode.** On select printer models, this feature sets the printer to automatically print on both sides of the paper (duplex) for copy and fax jobs, and for printing in Windows and Mac OS X version 10.6 or later.
- **Print more than one page image on one side of the paper.** The Pages per Sheet feature allows you to print multiple pages on one sheet. You can print up to 4 page images on one side of a sheet of paper.
- **Print on both sides of the paper.** Duplexing lets you print on both sides of the paper manually or automatically (depending on your printer model).
- **Preview print jobs before printing.** Use the preview features found in Toolbars, the Print or Print Preview dialog, or the printer display (depending on your printer model).
- **Scan and save.** To avoid printing multiple copies, you can scan documents or photographs and save them to a computer program, application, or flash drive for presentation.
- **Use recycled paper.**

Conserving ink

- **Use Quick Print or Draft Mode.** These modes can be used to print documents using less ink than normal and are recommended for printing documents that are mostly text.
- **Use High Yield cartridges.** Inks in High Yield cartridges allow you to print more pages with fewer cartridges.
- **Clean the printhead.** Before replacing and recycling your ink cartridges, try using the "Clean Printhead" and "Deep Clean Printhead" features. These features clean the printhead nozzles to improve the quality of your prints.

Recycling

- **Return ink cartridges for reuse or recycling through the Lexmark Cartridge Collection Program.** To return an ink cartridge, go to **www.lexmark.com/recycle**. Follow the instructions to request a postage-paid bag.
- **Recycle the product packaging.**
- **Recycle your old printer instead of throwing it away.**
- **Recycle paper from discarded print jobs.**
- **Use recycled paper.**

To read the Lexmark Environmental Sustainability Report, see **www.lexmark.com/environment**.

Printer models

The installation software CD that came with your printer works for the following printer models:

- LexmarK S815
- Lexmark S816

Printer features

Your printer comes with full features that will help you manage and accomplish printing and imaging tasks:

- **Wireless networking**—Print and scan from virtually anywhere in your home or office over a secure wireless network, as well as share the printer among multiple computers.

- **Intuitive touch screen**—Use the full-featured color touch screen for fast, easy access to all the printer menus. The large screen also allows you to view, edit, and print photos directly from your digital camera or memory device without using a computer.

- **Print**—Print documents and PDFs faster from a computer, from a USB flash drive, or from a Bluetooth device. Built-in two-sided printing lets you save money and the environment.

- **Copy**—Copy documents and photos with one-touch, computer-free black or color copying. Enjoy 25% to 400% reduction and enlargement capacity.

- **Scan**—Scan documents and photos fast and easily with the high-resolution flash scanner. Easily scan to a memory device or to multiple laptops or PCs over a secure wireless network with up to 1200 x 4800 optical resolution.

- **Fax**—Do standalone black and color faxing at 33.6 Kbps modem speed. Other fax features include 99 speed dials, automatic redial, junk fax blocking, and caller ID.

- **Photo printing**—Print high-quality, long-lasting photos directly from digital memory cards, PictBridge-enabled digital cameras, and USB flash drives. Select photos to print using the proof sheet for computer-free printing.

- **SmartSolutions**—Simplify printer tasks that you frequently repeat by creating and customizing your printer solutions. Using the SmartSolutions toolkit on the Web, you can choose the printer tasks that you often perform, apply your custom settings, and download them to your printer as shortcuts that you can easily access anytime. You can also customize your printer with solutions that display your online calendars, online photo albums, RSS feeds, and more.

- **Eco-Mode**—Save energy and paper by activating Eco-Mode. It automatically dims the printer display light, puts the printer into Power Saver mode after 10 minutes of inactivity, and prints on both sides of the paper for print, copy, and fax jobs.
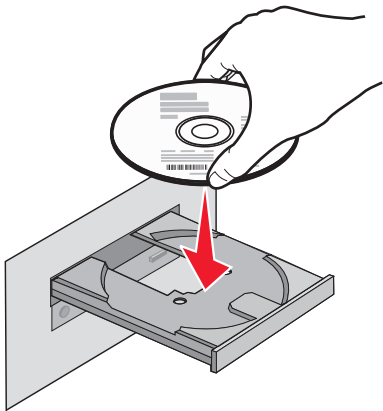
# Setting up the printer

1 Unpack the printer.

Notes:

- Place the printer near the computer during setup. If you are setting up on a wireless network, then you may move the printer after setup is complete.
- Do *not* attach the USB cable until prompted to do so.
- Contents may vary by model and region.

2 To initiate printer setup using a computer, insert the installation software CD, or download the printer driver.

With a CD or DVD drive (Windows/Macintosh):	Without a CD or DVD drive or for Linux:
Note: If the Welcome screen does not appear after a minute, then see "Welcome screen did not appear during installation" on page 74.	Download the printer driver from **www.lexmark.com**.

3 Remove tape and packing material from all areas of the printer.
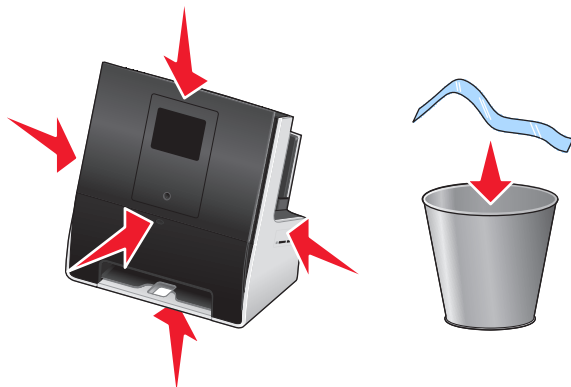
4 Use the slider to extend the paper guides.
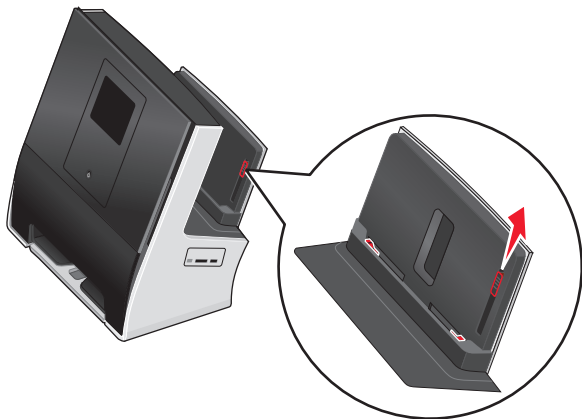
5 Load paper.
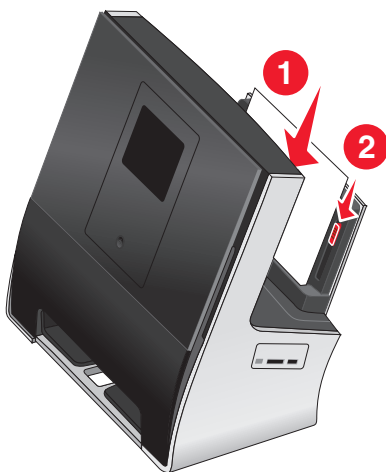
6 Extend the paper exit tray.

7 Connect the power cord only.

> **Note:** Do *not* attach the USB cable yet.

8 Make sure the printer is on.

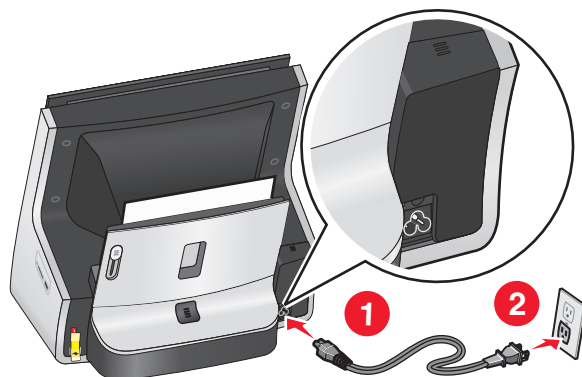**9** Set the language on the printer control panel, and then touch **OK**.
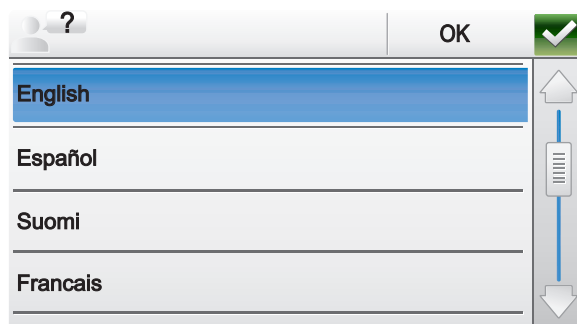
10 Confirm the language, and then touch **Accept**.
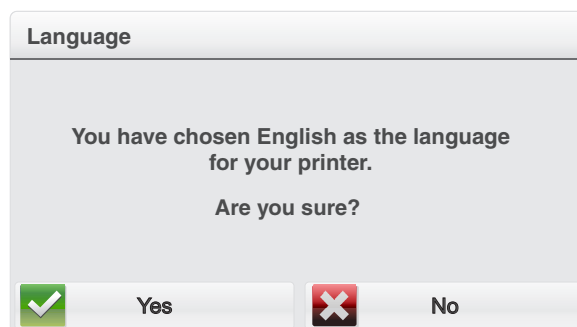
11 Set the country or region, and then touch **Accept**.

Country / Region	Accept ✔
USA	
Uruaguay	
US Virgin Islands	
Venezuela	

12 Set the date, and then touch **Accept**.

Set Date		Accept ✔
Month	Day	Year
6	**15**	**2008**
▼ | ▲	▼ | ▲	▼ | ▲

13 Set the time, and then touch **Accept**.

Set Time		Accept ✔
12	**:00**	**AM**
− | +	− | +	▼ | ▲

14 Set the time zone, and then touch **Accept**.

Choose a Time Zone	Accept ✔
Estern (GMT - 5:00)	
Central (GMT - 6:00)	
Mountain (GMT - 7:00)	
Pacific (GMT - 8:00)	

15 Open the printer.

Behind the printhead access door, you will find the touch-screen cloth and the customer support label, which identifies the model number of the printer, the customer support hot line, the ink cartridge information, and the MAC address.

16 Unpack the cartridges.

If your ink cartridge comes with a twist cap, then twist and remove the cap.

About your printer
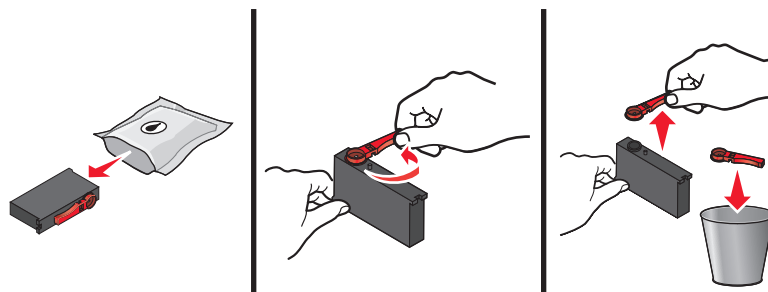
If your ink cartridge comes with a muzzle cap, then remove the cap.
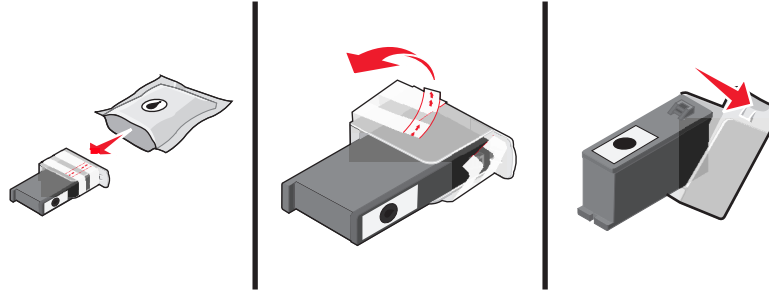
17 First, install each color ink cartridge. Then, use two hands to install the black cartridge.

Note: Install the new ink cartridges immediately after removing the protective cap to avoid exposing the ink to air.

18 Close the printer.

19 From the printer control panel, touch **Continue** to print an alignment page.

Notes:

- Do not remove the page until printing stops. The alignment page may take a while to print and will move in and out during the process.
- Streaks on the alignment page are normal and not an indication of a problem.
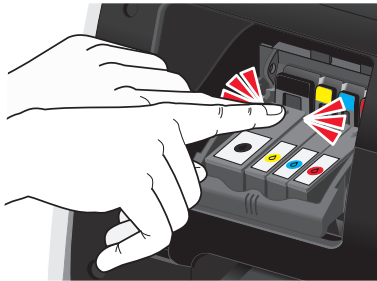- The alignment page that prints may differ from the one shown.
- Recycle the alignment page.

Understanding the parts of the printer
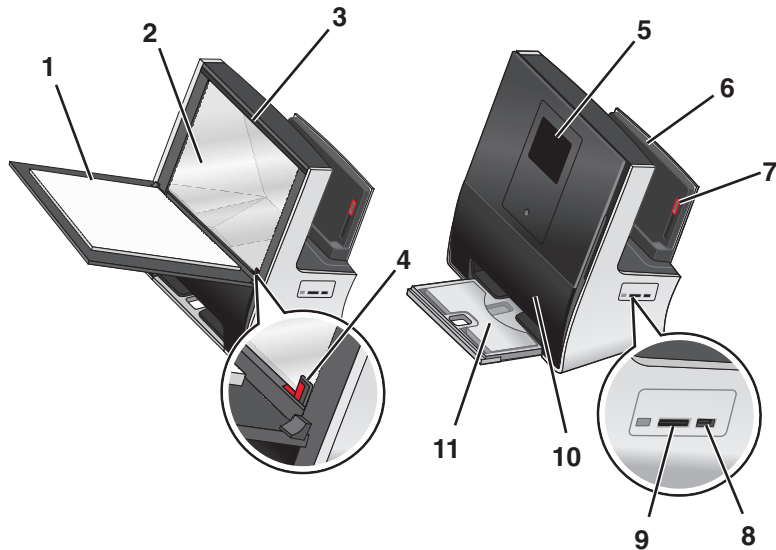
	Use the	To
1	Scanner lid	Access the scanner glass.
2	Scanner glass	Scan, copy, or fax photos and documents.
3	Scanner clip	Hold photos, cards, or other small media in place.
4	Placement corner	Correctly place photos and documents on the scanner glass.

	Use the	To
5	Printer control panel with touch screen	Operate the printer.
6	Paper support	• Load paper. • Access paper jams.
7	Paper guide adjustment lever	Adjust the paper guides.
8	PictBridge and USB port	Connect a PictBridge-enabled digital camera or a flash drive to the printer.
9	Memory card slot	Insert a memory card.
10	Front door	Access the ink cartridges.
11	Paper exit tray	Hold paper as it exits.
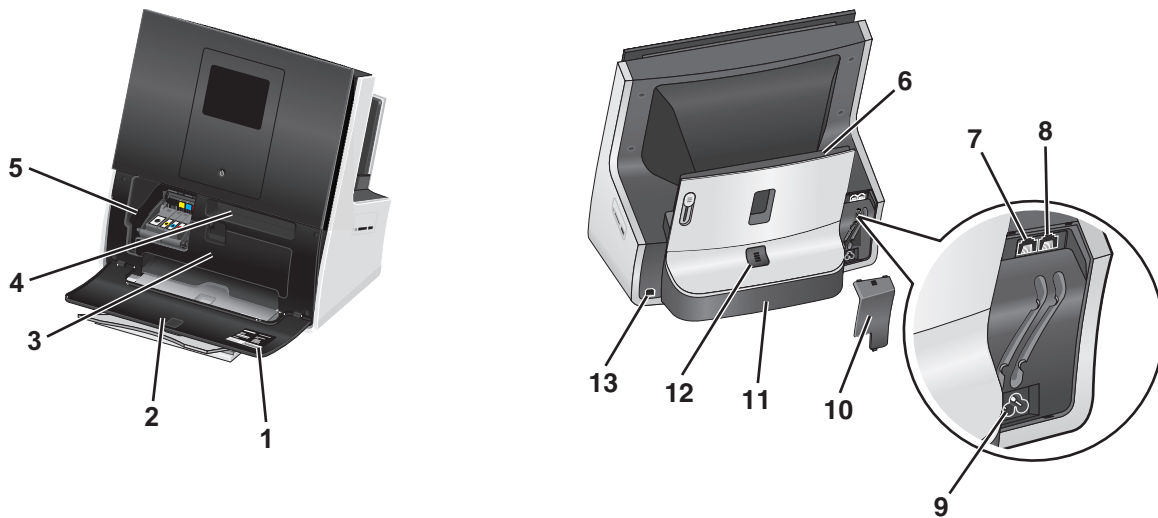
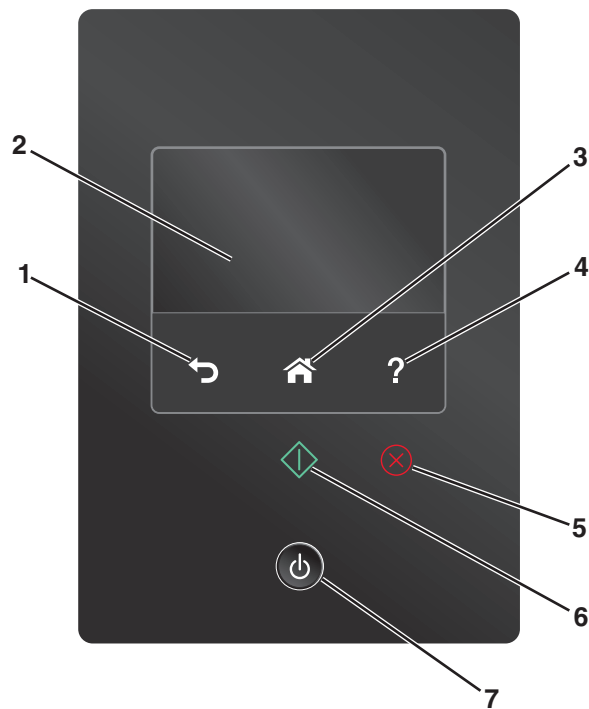|	Use the	To
1	Customer support label	Identify the model number of the printer, the customer support hot line, the ink tank information, and the MAC address.
2	Front door	Access the ink cartridges.
3	Printhead access door	• Access the printhead. • Access paper jams.
4	Cloth storage pocket	Store the touch-screen cloth.
5	Ink cartridge access	Install, replace, or remove ink cartridges.
6	Paper support	• Load paper. • Access paper jams.
7	LINE Port	Connect the printer to an active telephone line through a standard wall jack (RJ-11), DSL filter, VoIP adapter, or any other adapter that allows you to access the phone line to send and receive faxes.

About your printer

	Use the	To
8	EXT Port	Connect additional devices (telephone or answering machine) to the printer and the telephone line. Use this port if you do not have a dedicated fax line for the printer, and if this connection method is supported in your country or region.
9	Power supply with port	Connect the printer to or disconnect the printer from a power source.
10	Fax cover	Protect the fax area.
11	Duplex unit	• Print on both sides of a sheet of paper. • Access paper jams.
12	Duplex button	Release the duplex unit.
13	USB port	Connect the printer to a computer using a USB cable. **Warning—Potential Damage:** Do not touch the USB port except when plugging in or removing a USB cable or installation cable.
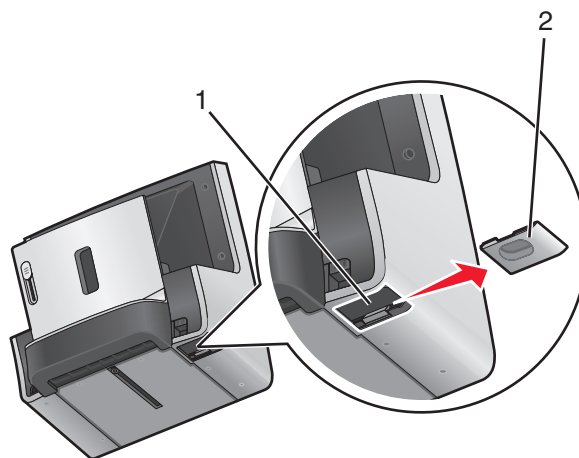
	Use the	To
1	Power supply with port	Connect the printer to or disconnect the printer from a power source. **Note:** The power supply input is 100-240 V AC at 0.7 A (50/60 Hz). The power supply output is 30 V DC at 1.07 A.
2	Power supply cover	Protect the power supply.

Using the printer control panel

Note: The icons appear when they are selectable on the current screen. If an icon does not appear, then the function is not available.

	Use	To
1	Back	• Return to the previous screen.
		• Exit from one menu level to a higher one.
2	Touch-screen display	• Navigate the printer menus.
	Note: The display is turned off in Power Saver mode.	• Change settings.
		• View printer messages and animation.
3	Home	Return to the home screen.
4	Help	View Help text messages.
5	Cancel	Cancel the current job or task.
6	Start	Start a job, depending on which mode is selected.
7	Power	• Turn the printer on and off.
		• Switch to Power Saver mode.
		Note: When the printer is on, press ⏻ to switch to Power Saver mode. Press and hold ⏻ for three seconds to turn off the printer.

Understanding the home screen

After the printer is turned on and a short warm-up period occurs, the display shows the home screen. Use the home screen selections to initiate an action, such as copying or faxing, or to change printer settings.
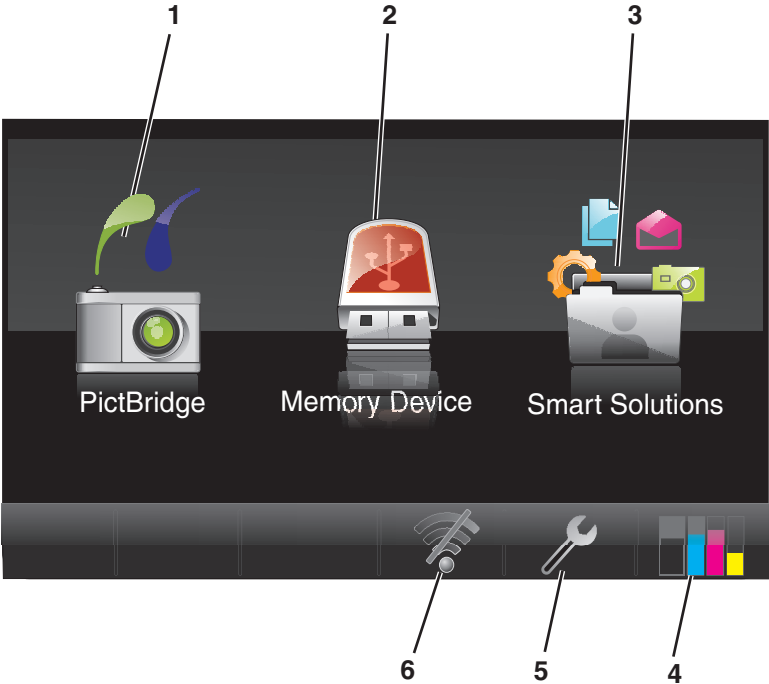
Display item		Description
1	Copy	Access the copy menu and make copies.
2	Scan	Access the scan menu and scan documents.
3	Fax	Access the fax menu and send faxes.
4	Memory Device	View, select, print, or e-mail photos and documents. **Note:** This icon appears only when you return to the home screen while a memory card or flash drive is connected to the printer.
	PictBridge	View, select, or print photos. **Note:** This icon appears only when you return to the home screen while a PictBridge-enabled camera is connected to the printer.
5	SmartSolutions	Open the SmartSolutions menu.

Display item		Description
6	Ink levels icon	• View the current ink levels of the installed cartridges. • Access cartridge maintenance and information functions.
7	Setup icon	Access the setup menu and change printer settings.
8	2-Sided icon 1-Sided icon	Print on both sides or on one side of a sheet of paper. **Note:** These icons appear interchangeably depending on which setting you selected.
9	Eco-Mode icon	Activate Eco-Mode to select the following options: • Print on both sides of the paper (duplex). • Change to Power Saver mode after the printer is left idle for 10 minutes. • Set screen brightness to low.
10	Wi-Fi indicator	Check the wireless status and access the wireless network settings.

Using memory cards and flash drives

Using a memory card or flash drive with the printer

Insert a memory card into the card slot or a flash drive into the USB port.

Inserting a memory card

Inserting a flash drive
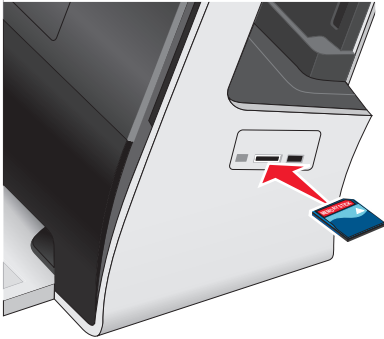
Notes:

- Insert the card with the brand name label facing up.
- Make sure any arrows on the card point toward the printer.
- If necessary, connect the memory card to the adapter that came with it.
- Make sure that the memory card inserted is supported by the printer. For more information, see "Supported memory cards and file types" on page 23.
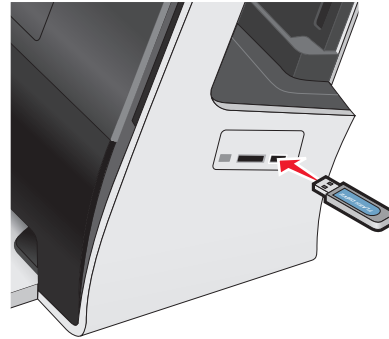
Notes:

- The flash drive uses the same port that is used for a PictBridge camera cable.
- An adapter may be necessary if your flash drive does not fit directly into the port.

Warning—Potential Damage: Do not touch any cables, any network adapter, any connector, the memory device, or the printer in the areas shown while actively printing, reading, or writing from the memory device. A loss of data can occur.

The Memory Device screen appears on the display.

Notes:

- If the printer does not recognize the memory device, then remove and reinsert a supported one.
- If a flash drive or a digital camera set to mass storage mode is inserted into the USB port while a memory card is in the card slot, then a message appears on the display prompting you to choose which memory device to use.

Supported memory cards and file types

Memory Card	File Type
• Secure Digital (SD) • Secure Digital High Capacity (SDHC) • Micro Secure Digital (with adapter) (Micro SD) • Mini Secure Digital (with adapter) (Mini SD) • MultiMedia Card (MMC) • Reduced Size MultiMedia Card (with adapter) (RS-MMC) • MultiMedia Card mobile (with adapter) (MMCmobile) • Memory Stick • Memory Stick PRO • Memory Stick Duo (with adapter) • Memory Stick PRO Duo (with adapter) • xD-Picture Card • xD-Picture Card (Type H) • xD-Picture Card (Type M)	Documents: • .doc (Microsoft Word) • .xls (Microsoft Excel) • .ppt (Microsoft PowerPoint) • .pdf (Adobe Portable Document Format) • .rtf (Rich Text Format) • .docx (Microsoft Word Open Document Format) • .xlsx (Microsoft Excel Open Document Format) • .pptx (Microsoft PowerPoint Open Document Format) • .wpd (WordPerfect) Images: • JPEG • TIFF

Setting up the printer on a wireless network

Finding more information about the printer

The *Quick Reference Guide* helps you add the printer to your wireless network and troubleshoot basic networking problems.

For additional networking information or other information about the printer, see the comprehensive *User's Guide* available in your printer program folder, on the installation software CD, or on our Web site at **http://support.lexmark.com**.

For Windows users

1 Click ![Windows icon] or **Start**.

2 Click **All Programs** or **Programs**, and then select the printer program folder from the list.

3 Select **View User's Guide**.

For Macintosh users

1 From the Finder, double-click the printer folder.

2 Double-click **User's Guide**.

Information you will need to set up the printer on a wireless network

To set up the printer for wireless printing, you need to know:
- The name of your wireless network, which is also known as the *SSID* (Service Set Identifier)
- If encryption was used to secure your network
- The security key (either a WEP key or WPA/WPA2 passphrase)

  To locate the network WEP key or WPA/WPA2 passphrase, view your access point (wireless router) settings and check the security information.

If your access point is using WEP security, then the WEP key should be:
- Exactly 10 or 26 hexadecimal characters. Hexadecimal characters are A–F, a–f, and 0–9.

  or
- Exactly 5 or 13 ASCII characters. ASCII characters are letters, numbers, punctuation, and symbols found on a keyboard.

If your access point is using WPA or WPA2 security, then the WPA passphrase should be:
- Exactly 64 hexadecimal characters. Hexadecimal characters are A–F, a–f, and 0–9.

  or
- From 8 to 63 ASCII characters. ASCII characters are letters, numbers, punctuation, and symbols found on a keyboard. ASCII characters in a WPA passphrase are case-sensitive.

If your wireless network is not using security, then you will not have a security key.

Note: If you do not know the SSID of the network that your computer is connected to, then launch the wireless utility of the computer network adapter and look for the network name. If you cannot find the SSID or the security information for your network, then see the documentation that came with the access point, or contact your system support person.

Supported network security options

The printer supports three wireless security options: no security, WEP, and WPA/WPA2.

No Security

It is not recommended to use no security at all on a home wireless network. Using no security means that anyone within range of your wireless network can use your network resources—including Internet access— if your wireless network is connected to the Internet. The range of your wireless network may extend far beyond the walls of your home, allowing access to your network from the street or from your neighbors' homes.

WEP

WEP (Wired Equivalent Privacy) is the most basic and the weakest type of wireless security. WEP security relies on a series of characters called the WEP key.

Every device on the wireless network must use the same WEP key. WEP security can be used on both ad hoc and infrastructure networks.

A valid WEP key has:

- Exactly 10 or 26 hexadecimal characters. Hexadecimal characters are A–F, a–f, and 0–9.

  or

- Exactly 5 or 13 ASCII characters. ASCII characters are letters, numbers, punctuation, and symbols found on a keyboard.

WPA/WPA2

WPA (Wi-Fi Protected Access) and *WPA2* (Wi-Fi Protected Access 2) offer stronger wireless network security than WEP. WPA and WPA2 are similar types of security. WPA2 uses a more complex encryption method and is more secure than WPA. Both WPA and WPA2 use a series of characters, called the WPA pre-shared key or passphrase, to protect wireless networks from unauthorized access.

A valid WPA passphrase has:

- Exactly 64 hexadecimal characters. Hexadecimal characters are A–F, a–f, and 0–9.

  or

- From 8 to 63 ASCII characters. ASCII characters are letters, numbers, punctuation, and symbols found on a keyboard. ASCII characters in a WPA passphrase are case-sensitive.

Every device on the wireless network must use the same WPA passphrase. WPA security is an option only on infrastructure networks with access points (wireless routers) and network cards that support WPA. Most newer wireless network equipment also offer WPA2 security as an option.

Note: If your network uses WPA or WPA2 security, then select **WPA Personal** when you are prompted to select the type of security your network uses.

What is Wi-Fi Protected Setup?

Wi-Fi Protected Setup (WPS) is a simple and secure configuration that allows you to establish a wireless home network and enable network security without requiring prior knowledge of Wi-Fi technology. It is no longer necessary to configure the network name (SSID) and WEP key or WPA passphrase for network devices.

Note: WPS supports only networks that communicate through access points (wireless routers).

The printer supports the following methods in connecting to a wireless network:

- *Personal Identification Number* (PIN)—A PIN on the printer is entered into the wireless settings of the access point.
- *Push Button Configuration* (PBC)—Buttons on both the printer and the access point are pushed within a given period of time.

Look for any of these identifier marks to check if your access point is WPS certified:

You can find these WPS logos on the side, back, or top of your access point.

For more information on accessing the wireless settings and determining the WPS capability of your access point, see the documentation that came with the access point or contact your system support person.

Installing the printer on a wireless network

Before you install the printer on a wireless network, make sure that:

- Your wireless network is set up and working properly.
- The computer you are using is connected to the same wireless network where you want to set up the printer.

For Windows users

1 Close all open software programs.

2 Insert the installation software CD.

   If the Welcome screen does not appear after a minute, then launch the CD manually:

   a Click , or click **Start** and then click **Run**.

   b In the Start Search or Run box, type `D:\setup.exe`, where `D` is the letter of your CD or DVD drive.

3 Follow the instructions on the Welcome screen to set up the printer.

For Macintosh users

1 Close all open software applications.

2 Insert the installation software CD.

   If the installation dialog does not appear after a minute, then click the CD icon on the desktop.

3 Double-click **Install**.

4 Follow the instructions on the installation dialog to set up the printer.

Configuring the printer wirelessly using WPS (Windows only)

With Wi-Fi Protected Setup (WPS), it is easy to add computers or printers to your wireless network because the SSID and WPA passphrase are automatically detected and configured for you.

1 Make sure your access point (wireless router) supports WPS.

2 Insert the installation software CD and follow the instructions on the computer screen.

Notes:

- If you are using the PIN method to add your printer using WPS, then make sure you type all eight digits when you are asked to enter your PIN.
- To use WPS to configure the printer wirelessly, all of the devices on your wireless network must support WPS. If any device on your network does not support WPS, then you must type the SSID and security information when prompted.

Installing the printer on other computers

Once the printer is set up on the wireless network, it can be accessed wirelessly by any other computer on the network. However, you will need to install the printer driver on every computer that will access it. You do not need to configure the printer again, although you will need to run the setup software on each computer to install the driver.

For Windows users

1 Close all open software programs.

2 Insert the installation software CD.

If the Welcome screen does not appear after a minute, then launch the CD manually:

a Click , or click **Start** and then click **Run**.

b In the Start Search or Run box, type `D:\setup.exe`, where `D` is the letter of your CD or DVD drive.

3 Follow the instructions on the computer screen for installing a configured printer on a new computer.

For Macintosh users

1 Close all open software applications.

2 Insert the installation software CD.

If the installation dialog does not appear after a minute, then click the CD icon on the desktop.

3 Double-click **Install**.

4 Select **My printer is already set up. I am installing it on a new computer**.

5 Click **Continue**, and then follow the instructions on the computer screen for installing a configured printer on a new computer.

Interpreting the colors of the Wi-Fi indicator

The Wi-Fi indicator can be viewed only from the printer home screen. If the home screen does not appear, then do the following:

1 If necessary, turn on the printer. Make sure it is *not* in Power Saver mode.

2 From the printer control panel, touch 🏠 .

Wi-Fi indicator	Network status of the printer
	• The printer is not connected to a wireless network. • The printer has not yet been configured for a wireless network. • The printer is configured for an ad hoc connection to your computer, but the computer is currently turned off.
	• The printer is out of the range of the access point (wireless router). • The printer is trying to communicate with the access point, but the access point is turned off or not working properly. • The access point has been turned off and back on, and the printer is trying to establish communications with the network. • The wireless settings of the printer may no longer be valid. Check if the SSID, WEP key or WPA passphrase, security type, and IP address that the printer uses are still correct.
	• The printer is connected to a wireless network and is ready for use. • The printer is connected to your computer through an ad hoc connection.

Special wireless installation instructions

The following instructions apply to customers outside of North America who are using a wireless broadband box. Some examples of these boxes include LiveBox, AliceBox, N9UF Box, FreeBox, and Club Internet.

Before you begin

• Make sure your box is wireless-enabled and activated to work on a wireless network. For more information about configuring the box to work wirelessly, see the documentation that came with your box.

• Make sure your box is turned on and that your computer is on and connected to your wireless network.

Adding the printer to your wireless network

1 Set up your printer for wireless networking using the setup instructions provided.

Stop when you are prompted to select a network.

2 If there is an association/registration button on the back of your box, then press it before selecting a network.

Note: After pressing the association/registration button, you have five minutes to complete the printer installation.

3 Return to the computer screen.

From the wireless networks list that appears, select your network, and then click **Continue**.

If your wireless network does not appear in the list:

a Connect to another wireless network.

For Windows users

Click **Unlisted Network**.

For Macintosh users

Select **Other Wireless Network** from the list, and then click **Continue**.

b Enter the details about your wireless network.

Note: Your WEP, WPA, or WPA2 key may be obtained from the bottom of the box, the documentation that came with the box, or from the box Web page. If you have already changed the key for your wireless network, then use the key you created.

4 Follow the instructions on the computer screen to complete installation.

Setting up the printer to fax

Step 1: Connect the printer to the telephone line

Check the scenarios below and follow the setup that is applicable to your telephone service.

Scenario 1: Standard telephone line

Setup 1: Printer is connected to a dedicated fax line
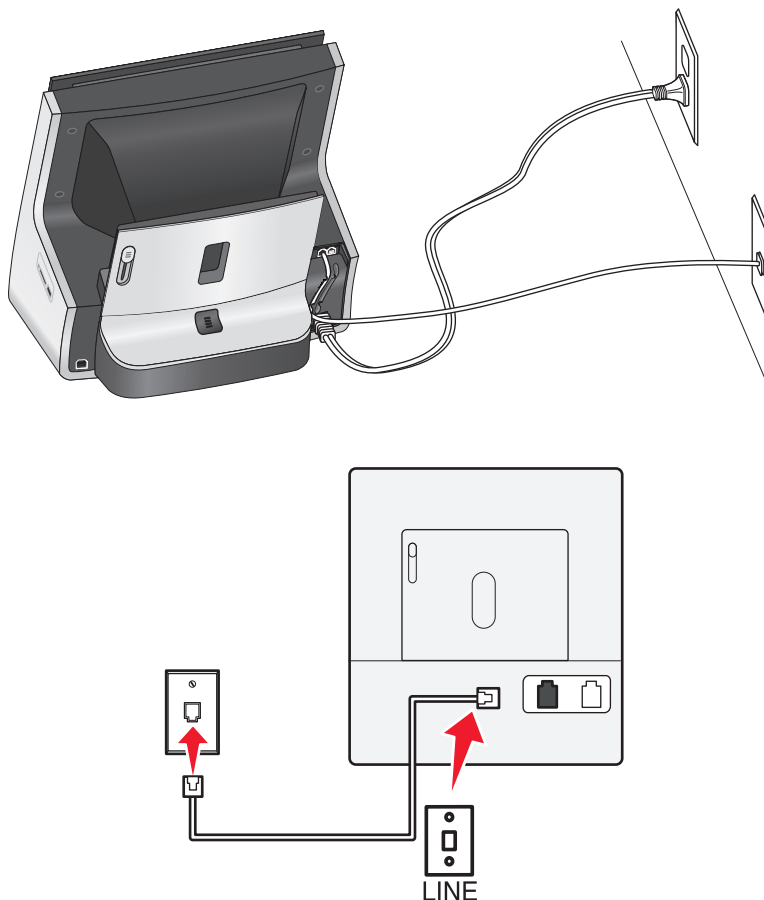
LINE

To connect:

Connect the cable from the wall jack to the ⌂ port of the printer.

Tips for this setup:

- You can set the printer to receive faxes automatically (Auto Answer On) or manually (Auto Answer Off).
- If you want to receive faxes automatically (Auto Answer On), then set the printer to pick up on any number of rings that you want.

Setup 2: Printer is sharing the line with an answering machine

Connected to the same telephone wall jack
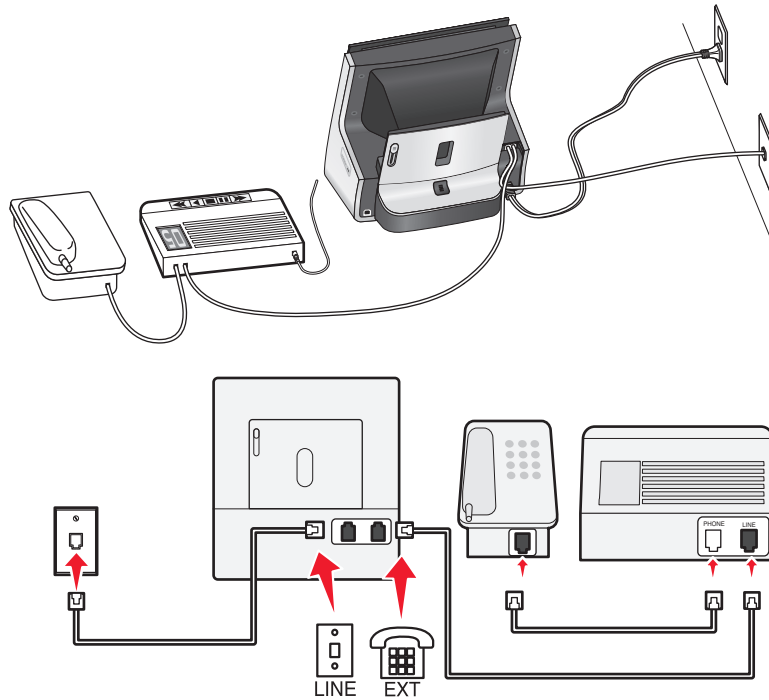
To connect:

1 Connect the cable from the wall jack to the ⬛ port of the printer.

2 Remove the protective plug from the ☏ port of the printer, and then connect the answering machine to the port.

Connected to different wall jacks
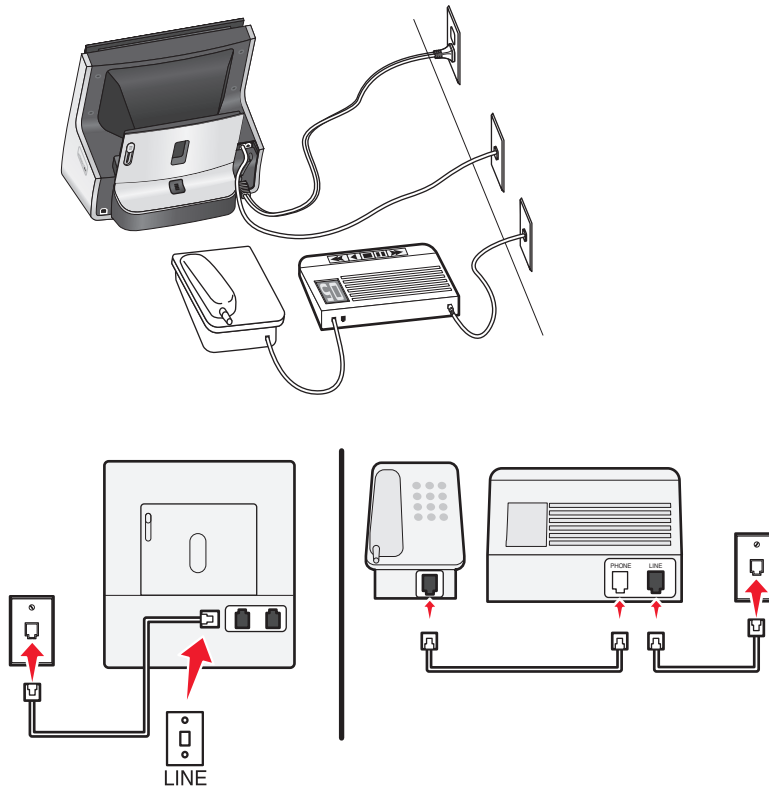
To connect:

Connect the cable from the wall jack to the ⌷ port of the printer.

Tips for this setup:

- If you have only one telephone number on your line, then you need to set the printer to receive faxes automatically (Auto Answer On).

- Set the printer to pick up calls two rings after the answering machine. For example, if the answering machine picks up calls after four rings, then set the printer to pick up after six rings. This way, the answering machine picks up calls first and your voice calls are received. If the call is a fax, then the printer detects the fax signal on the line and takes over the call.

- If you subscribe to a distinctive ring service provided by your telephone company, then make sure that you set the correct ring pattern for the printer. Otherwise, the printer will not receive faxes even if you have set it to receive faxes automatically.

Setup 3: Printer is sharing the line with a telephone subscribed to voice mail service
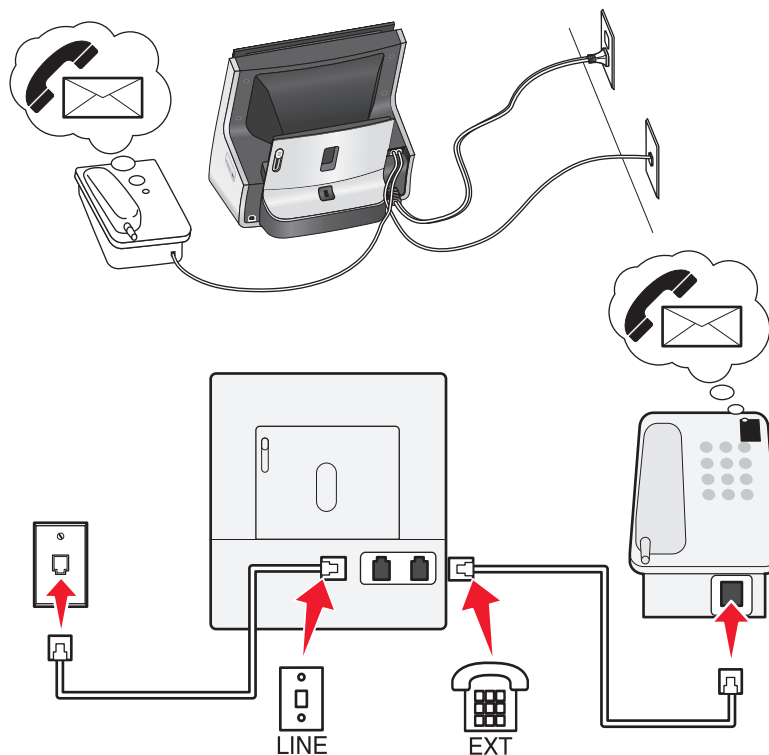
To connect:

1 Connect the cable from the wall jack to the ⒜ port of the printer.

2 Remove the protective plug from the ☎ port of the printer, and then connect the telephone to the port.

Tips for this setup:

- This setup works best if you subscribe to a distinctive ring service. If you have distinctive ring service, then make sure that you set the correct ring pattern for the printer. Otherwise, the printer will not receive faxes even if you have set it to receive faxes automatically.

- If you have only one telephone number on your line, then you need to set the printer to receive faxes manually (Auto Answer Off).

  When you answer the telephone and you hear fax tones, press *9* or the manual answer code on the telephone to receive the fax.

- You can also set the printer to receive faxes automatically (Auto Answer On), but you need to turn off the voice mail service when you are expecting a fax. This setting works best if you are using voice mail more often than fax.

Scenario 2: Digital Subscriber Line (DSL)
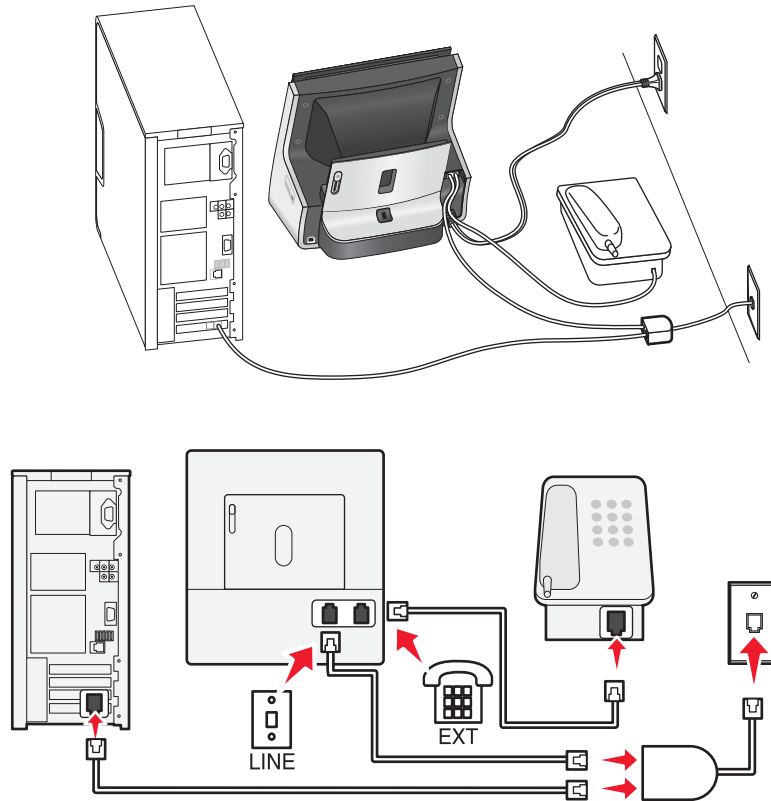
A Digital Subscriber Line splits your regular telephone line into two channels: voice and Internet. Telephone and fax signals travel through the voice channel, and Internet signals pass through the other channel. This way, you can use the same line for analog voice calls (including faxes) and digital Internet access.

To minimize interference between the two channels and ensure a quality connection, you need to install a DSL filter for the analog devices (fax machine, telephone, answering machine) in your network. Interference causes noise and static on the telephone, failed and poor quality faxes for the printer, and slow Internet connection on your computer.

To install a filter for the printer:

1 Connect the line port of the DSL filter to the wall jack.

2 Connect a telephone cable from the ⬛ port on the back of the printer to the phone port on the DSL filter.

3 To continue using a computer for Internet access, connect the computer to the DSL HPN port on the DSL filter.

4 To connect a telephone to the printer, remove the protective plug from the 📞 port of the printer and then connect the telephone to the port.

# Scenario 3: VoIP telephone service
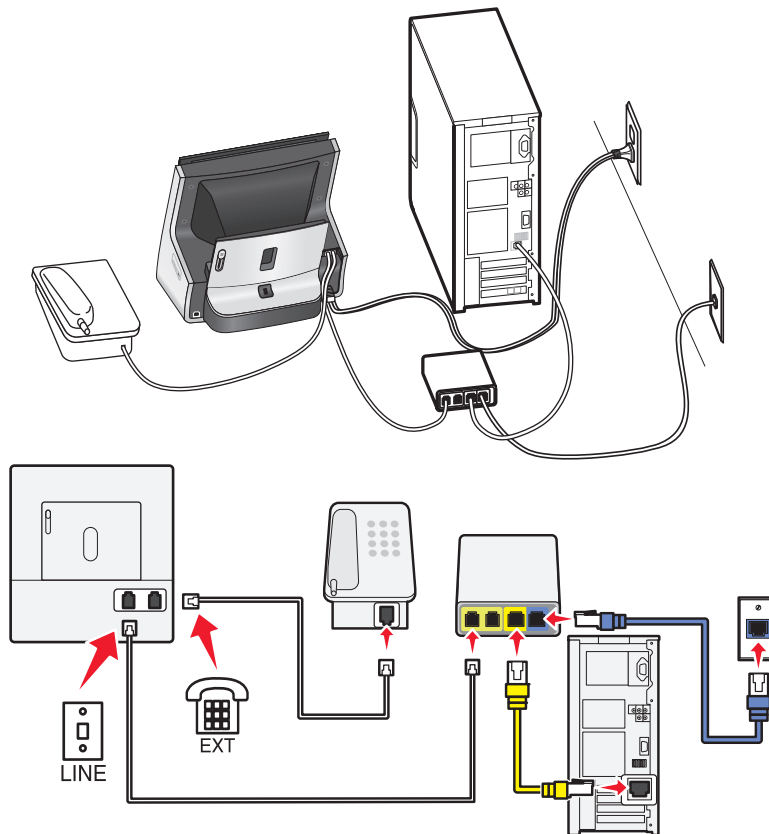
To connect:

1 Connect one end of a telephone cable to the 🔲 port of the printer.

2 Connect the other end of the cable to the port labeled **Phone Line 1** or **Phone Port** on the VoIP adapter.

The port labeled **Phone Line 2** or **Fax Port** is not always active. You may need to pay extra to your VoIP provider if you want to activate the second phone port.

3 Remove the protective plug from the 📞 port of the printer, and then connect the telephone to the port.

Tips for this setup:

- To make sure that the phone port on the VoIP adapter is active, plug an analog telephone into the phone port, and then listen for a dial tone. If you hear a dial tone, then the port is active.

- If you need two phone ports for your devices but do not want to pay extra, then do not plug the printer into the second phone port. You can use a phone splitter. Plug the phone splitter into the **Phone Line 1** or **Phone Port**, and then plug the printer and telephone into the splitter.

  Make sure you use a phone splitter, *not* a line splitter. To make sure that you are using the correct splitter, plug an analog telephone into the splitter and then listen for a dial tone.

Scenario 4: Digital telephone service through a cable provider

Setup 1: Printer is connected directly to a cable modem

Follow this setup if you normally connect your telephone to a cable modem.

To connect:

1 Connect one end of a telephone cable to the ⬚ port of the printer.

2 Connect the other end of the cable to the port labeled **Phone Line 1** or **Phone Port** on the cable modem.

The port labeled **Phone Line 2** or **Fax Port** is not always active. You may need to pay extra to your cable provider if you want to activate the second phone port.

3 Remove the protective plug from the ☎ port of the printer, and then connect the telephone to the port.
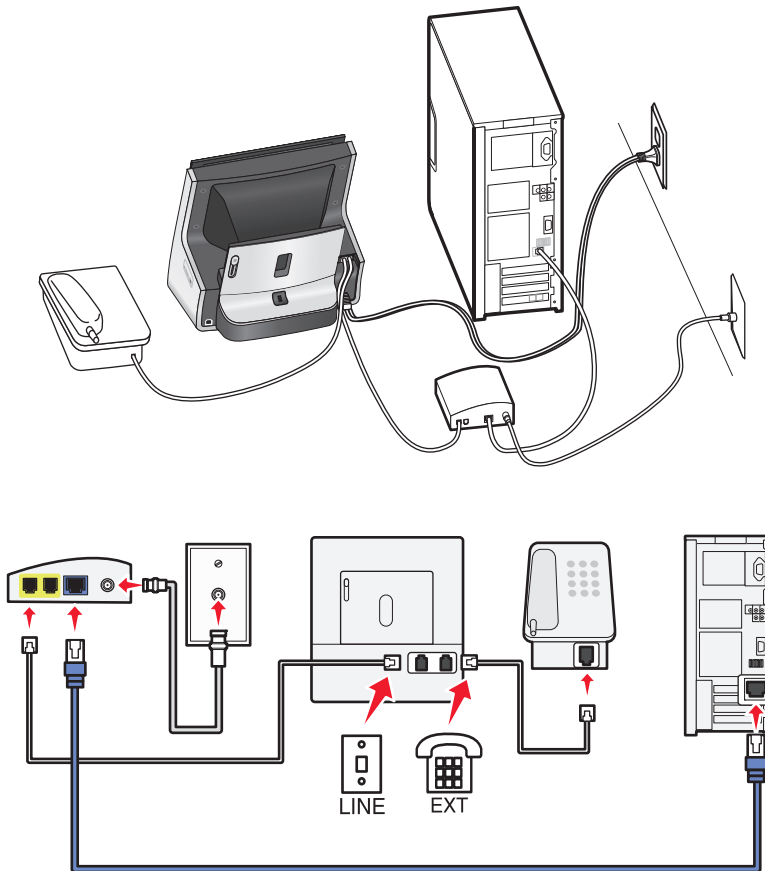
Tips for this setup:

- To make sure that the phone port on the cable modem is active, plug an analog telephone into the phone port, and then listen for a dial tone. If you hear a dial tone, then the port is active.

- If you need two phone ports for your devices but do not want to pay extra, then do not plug the printer into the second phone port. You can use a phone splitter. Plug the phone splitter into the **Phone Line 1** or **Phone Port**, and then plug the printer and telephone into the splitter.

  Make sure you use a phone splitter, *not* a line splitter. To make sure that you are using the correct splitter, plug an analog telephone into the splitter and then listen for a dial tone.

Setup 2: Printer is connected to a wall jack; cable modem is installed elsewhere in the house

Follow this setup if your cable provider activated the wall jacks in your house so that you do not have to plug your devices into the cable modem. Your cable telephone service comes from the wall jacks.
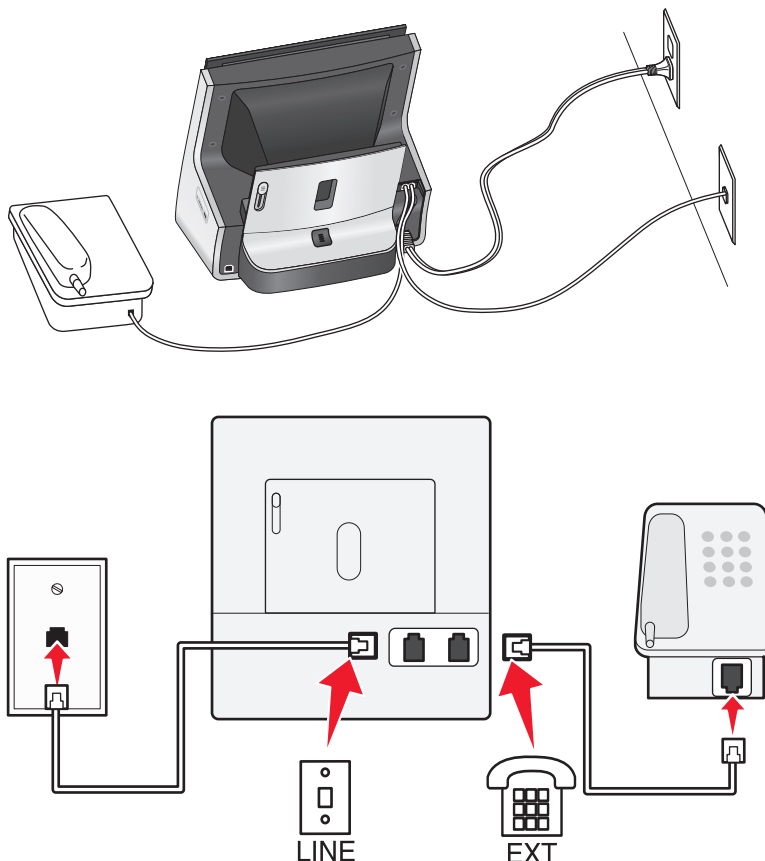
To connect:

1 Connect the cable from the wall jack to the ⓐ port of the printer.

2 Remove the protective plug from the ☎ port of the printer, and then connect the telephone to the port.

Scenario 5: Country- or region-specific setup

Different countries or regions have different types of telephone wall jacks. The standard wall jack adopted by most countries or regions is the Registered Jack-11 (RJ-11). You need to have an RJ-11 plug, or a telephone cable that has an RJ-11 connector, so you can connect a device to an RJ-11 wall jack.
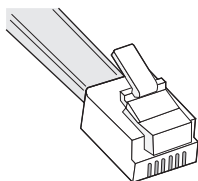
The fax ports on the back of the printer and the telephone cable that comes with the printer have RJ-11 connectors. If you have a different type of connector in your country or region, then you may need to use an RJ-11 adapter.

Connecting the printer to a non-RJ-11 wall jack
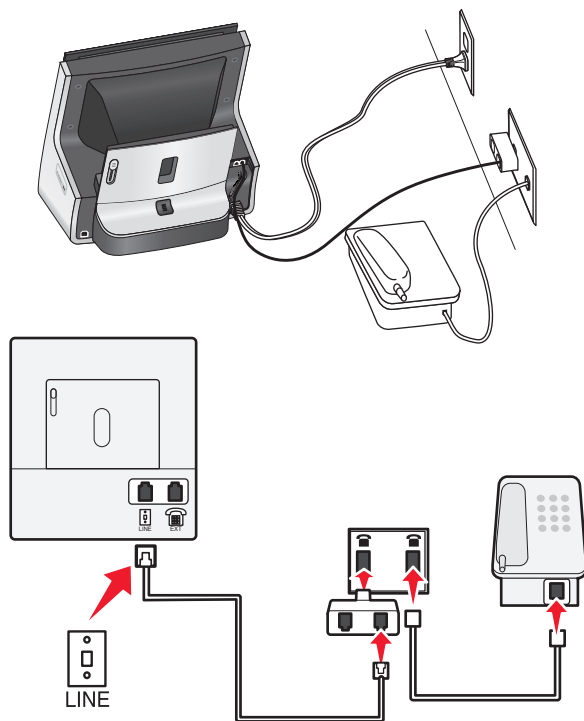
To connect:

1 Connect one end of a telephone cable to the [icon] port of the printer.

2 Connect the other end of the cable to the RJ-11 adapter, and then connect the adapter to the wall jack.

3 If you want to connect another device (telephone or answering machine) to the same wall jack, and if the device has a non-RJ 11 connector, then connect it directly to the wall jack.

Notes:

- Do *not* remove the wrap plug from the [icon] port of the printer.
- The printer may not come with an RJ-11 adapter in your country or region.

If the additional device (telephone or answering machine) has an RJ-11 connector, then you can remove the wrap plug and connect the device to the 📞 port of the printer.
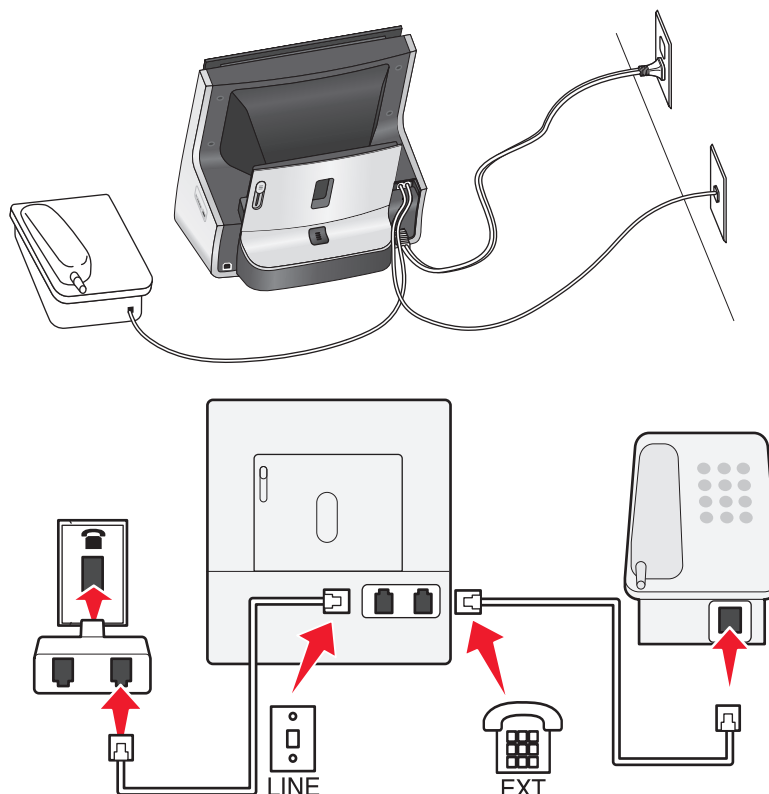
Connecting the printer in countries or regions that use serial connection

In some countries or regions, you need to plug all devices into the wall jack. You cannot plug a telephone or answering machine into the 📞 port of the printer. This is called *serial connection*.

Austria	Germany	Portugal
Belgium	Ireland	Spain
Denmark	Italy	Sweden
France	Netherlands	Switzerland
Finland	Norway	United Kingdom

Warning—Potential Damage: If your country or region is on the list, then do *not* remove the wrap plug from the 📞 port of the printer. It is necessary for the proper functioning of the devices on the telephone line.
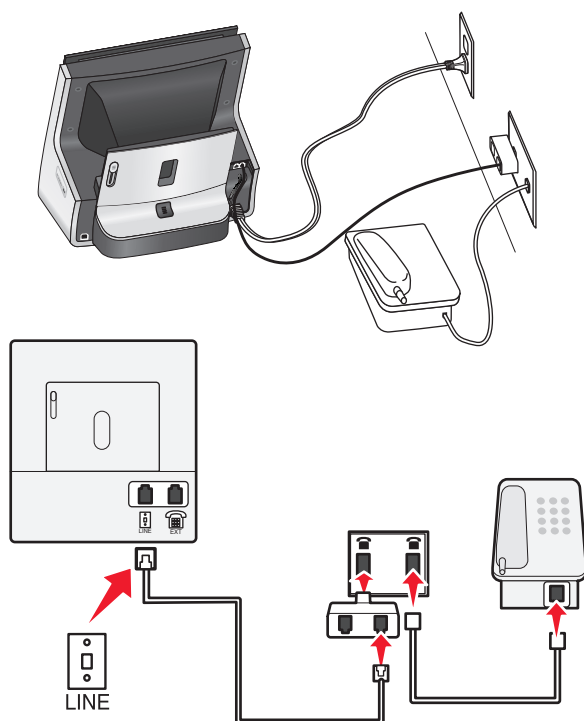
To connect:

Connect the cable from the wall jack to the ⬛ port of the printer.

Connecting the printer to a wall jack in Germany

The German wall jack has two kinds of ports. The N ports are for fax machines, modems, and answering machines. The F port is for telephones.
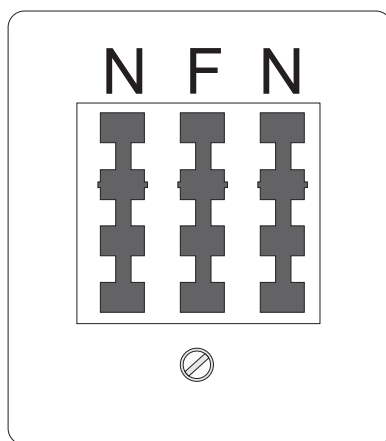
Connect the printer to any of the N ports.
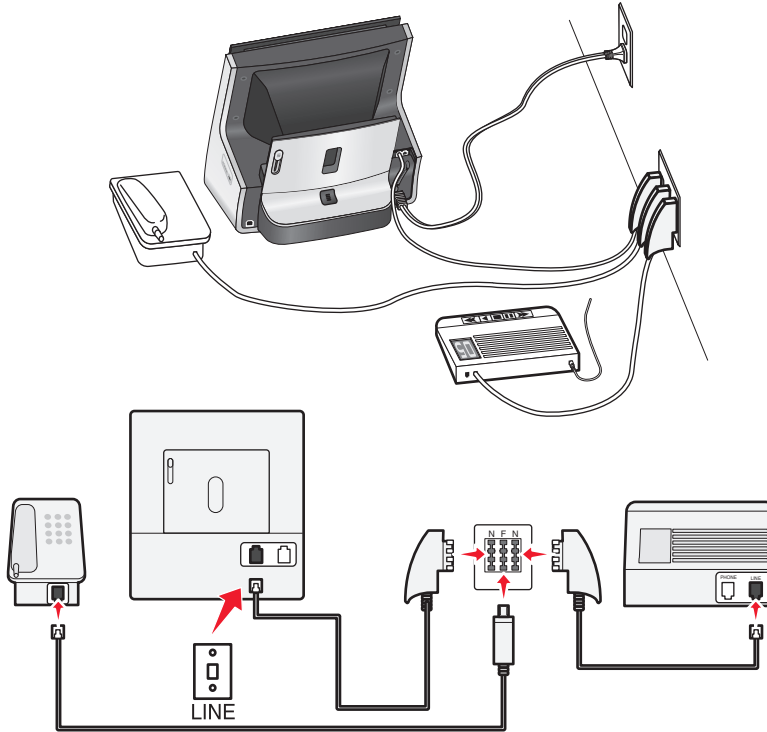
To connect:

1 Connect one end of a telephone cable to the ⬚ port of the printer.

2 Connect the other end of the cable to the RJ-11 adapter, and then connect the adapter to an N port.

3 If you want to connect a telephone and answering machine to the same wall jack, then connect the devices as shown.

Step 2: Check the dial tone

A dial tone lets you know if the telephone line is working or if the printer is properly connected to the telephone line.

Make sure the telephone line and the wall jack are working

1 Plug an analog telephone into the wall jack.

2 Listen for a dial tone through the telephone handset.

If you hear a dial tone, then the telephone line and the wall jack are working.

Make sure the printer is properly connected to the telephone line

1 While the printer is connected to a telephone line through the ⬚ port on the back of the printer, plug an analog telephone into the ☎ port of the printer.

2 Listen for a dial tone.

If you hear a dial tone, then the printer is properly connected to the telephone line.

If you do not hear a dial tone, then review Step 1 or see the "Fax troubleshooting checklist" on page 88.

Step 3: Set your fax name and fax number

Your user information includes your name or company name, your fax number (which is your telephone number, unless you have a dedicated fax telephone line), and the time and date on your fax machine when a transmission is made. This information appears in the header and footer of the faxes that you send.

Some countries or regions require the fax number and fax name for you to send a fax, and some fax machines block anonymous faxes. Make sure to enter your fax number and fax name correctly. This is the information that identifies you as the sender in all the faxes that you send.

1 From the home screen, navigate to:

   🔧 > **Fax Setup** > **Dialing and Sending** > **Fax Name**

2 Enter your name or company name, and then touch **OK**.

3 Touch **Fax Number**.

4 Enter your fax number or telephone number, and then touch **Accept**.

Step 4: Set the printer to receive faxes automatically or manually

If the printer is connected to a dedicated fax line or sharing the line with an answering machine, then set the printer to receive faxes automatically. If the printer is sharing the line with a telephone subscribed to voice mail service, then set the printer to receive faxes manually.

1 From the home screen, navigate to:

   🔧 > **Fax Setup** > **Ringing and Answering** > **Auto Answer**

2 Select an Auto Answer setting, and then touch **Accept**.

Step 5: Set the number of rings

If you set Auto Answer to On in Step 4, then do the following. If you set Auto Answer to Off, then proceed to Step 6.

If you subscribe to Distinctive Ring

Setting the correct ring is important if you subscribe to the Distinctive Ring Pattern Detection (DRPD) feature offered by telephone companies. This feature allows you to have multiple telephone numbers on one telephone line. Each telephone number has a designated ring pattern (single ring, double ring, triple ring, or double and triple ring). The different ring patterns let you know what telephone number was dialed, and what device you should use to answer the call.

Assign one of your telephone numbers to the printer as the fax number, and then set the printer to answer the ring pattern of that number. If the pattern is set incorrectly, then the printer rings, but does not receive the fax.

1 From the home screen, navigate to:

   🔧 > **Fax Setup** > **Ringing and Answering** > **Ring Pattern**

2 Select the ring pattern for the printer, and then touch **Accept**.

If you do not subscribe to Distinctive Ring

If the printer is sharing the line with other devices, then set the printer to pick up on the greater number of rings. If the printer is connected to a dedicated fax line, then you can choose any number of rings that you want.

1 From the printer control panel, navigate to:

    🔧 > **Fax Setup** > **Ringing and Answering** > **Pick Up On**

2 Select the number of rings that you want, and then touch **Accept**.

Step 6: Create a contact list

Using the printer control panel

1 From the home screen, navigate to:

    🔧 > **Address Book**

2 Use the menus to add a contact or a fax group. You can add up to 89 contacts and 10 fax groups.

Note: In some models, entries 1–89 are for individual contacts and entries 90–99 are for fax groups. Enter the entry number before entering the contact name and fax number of the contact.

Using the fax software

For Windows users

1 Click 🟦 or **Start**.

2 Click **All Programs** or **Programs**, and then select the printer program folder from the list.

3 Navigate to:

    Printer Home > select your printer > **Fax** tab > **Edit contact list**

    The Contacts tab of the Printer Setup Utility opens.

4 Click **Select from phonebook** > select your phone book.

5 Select the contact that you want to add, and then click **Add to or change list** to import the contact.

    Note: To add contacts, you need to import contacts from the phone books on your computer that are supported by the fax software. In addition to the software Address Book, you may also have phone books of the mail clients installed on your computer, such as Microsoft Outlook.

6 Click **OK**.

For Macintosh users

1 From the Finder, navigate to:

    Applications > select your printer folder

2 Double-click **Printer Settings**.

3 Click the **Contacts** tab.

- To add contacts, click the **Individuals** tab.
- To add fax groups, click the **Groups** tab.

4 Click ![icon] to open the Address Book.

   Note: To add contacts, you need to import contacts from the Address Book on your Macintosh computer. If the contact is not in the Mac Address Book, then first add the contact to the address book, and then import it.

5 From the Address Book, click and drag the contacts that you want to add to the Contacts list.

For more information, click **Help** or ![icon] to view the help information for the fax software.

Ordering and replacing supplies

Ordering ink cartridges

Page yields available at **www.lexmark.com/pageyields**. For best results, use only Lexmark ink cartridges.

Lexmark S800 Series models

Item	Return Program Cartridge[1]	Regular cartridge[2]
Black cartridge	100	100A
High yield black cartridge	100XL	100XLA
Yellow color cartridge	100	100A
High yield yellow color cartridge	100XL	100XLA
Cyan color cartridge	100	100A
High yield cyan color cartridge	100XL	100XLA
Magenta color cartridge	100	100A
High yield magenta color cartridge	100XL	100XLA

[1] Licensed for a single use only. After use, return this cartridge to Lexmark for remanufacturing, refilling, or recycling.

[2] Available only on the Lexmark Web site at **www.lexmark.com**.

Replacing ink cartridges

Make sure you have a new ink cartridge or cartridges before you begin. You must install new cartridges immediately after removing the old ones, or the ink remaining in the printhead nozzles may dry out.

1 Turn on your printer.

2 Open the printer.
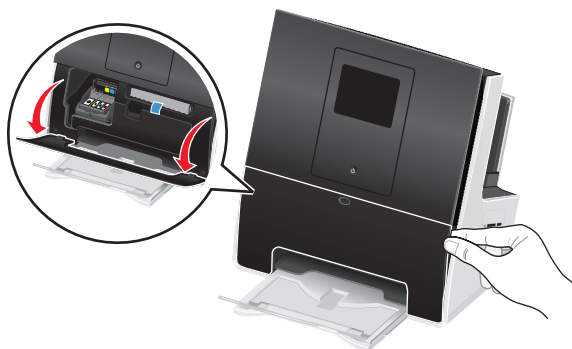
Note: The printhead moves to the cartridge installation position.

3 Press the release tab, and then remove the used ink cartridge or cartridges.
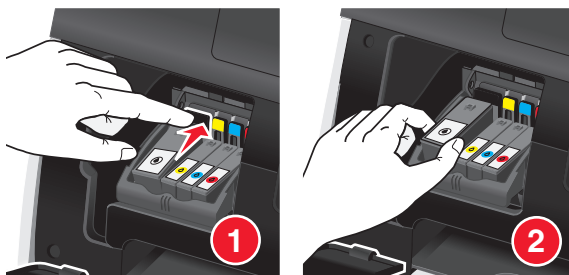
4 Remove the ink cartridge from the pack, and then remove the protective cap from the ink cartridge.

If your ink cartridge comes with a muzzle cap, then remove the cap.
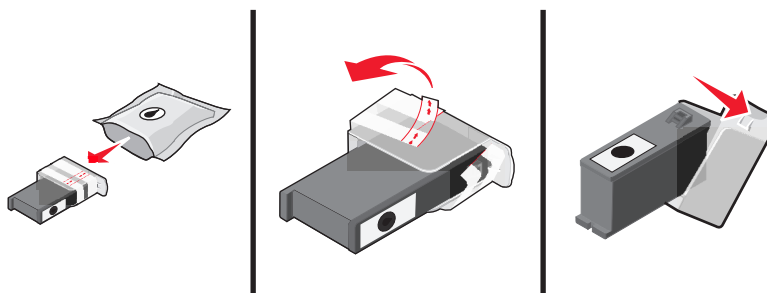
If your ink cartridge comes with a twist cap, then twist and remove the cap.
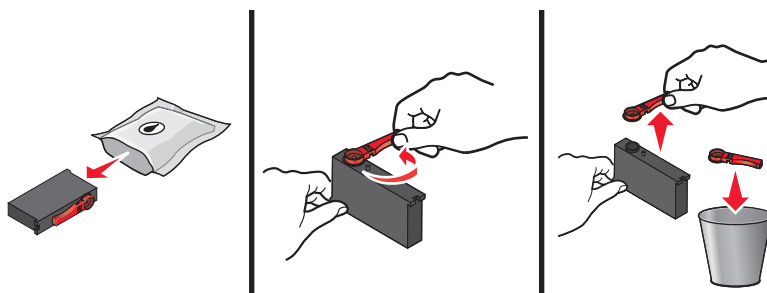
5 Install each ink cartridge. Use two hands to install the black cartridge.
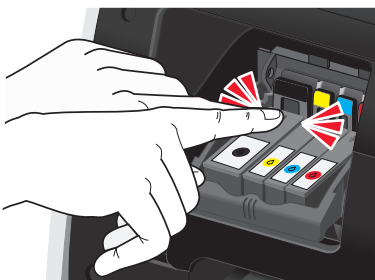
   Note: Install the new ink cartridges immediately after removing the protective cap to avoid exposing the ink to air.

6 Close the printer.

Maintaining ink cartridges

In addition to the following tasks that you can perform, your printer performs an automatic maintenance cycle every week if it is plugged into an electrical outlet. It will briefly come out of Power Saver mode or will temporarily turn on if it is turned off.

Aligning the printhead

If the characters or lines on your printer image appear jagged or wavy, then you may need to align the printhead.

Using the printer control panel

1 Load plain paper.

2 From the home screen, navigate to:

   ▮▮▮ > **More Options** > **Align Printer**

   An alignment page prints.

   Note: Do not remove the alignment page until printing is finished.

Using the printer software (Windows only)

1 Load plain paper.

2 Click 🏁 or **Start**.

3 Click **All Programs** or **Programs**, and then select the printer program folder from the list.

4 Navigate to:

   Printer Home > select your printer > **Maintenance** tab > **Align cartridges**

5 Follow the instructions on the computer screen.

If you aligned the cartridges to improve print quality, then print your document again. If print quality has not improved, then clean the printhead nozzles.

Cleaning the printhead nozzles

Poor print quality is sometimes due to clogged printhead nozzles. Clean the printhead nozzles to improve the quality of your prints.

Notes:

- Cleaning the printhead nozzles uses ink, so clean them only when necessary.
- Deep cleaning uses more ink, so try the Clean Printhead option first to save ink.
- If the ink levels are too low, then you must replace the ink cartridges before you can clean the printhead nozzles.

Using the printer control panel

From the home screen, navigate to:

▮▮▮ > **More Options** > **Clean Printhead** or **Deep Clean Printhead**

A cleaning page prints.

Using the printer software (Windows only)

1 Click ⊕ or **Start**.

2 Click **All Programs** or **Programs**, and then select the printer program folder from the list.

3 Navigate to:

Printer Home > select your printer > **Maintenance** tab > **Clean cartridges**

4 Follow the instructions on the computer screen.

Using the printer software

Minimum system requirements

The printer software requires up to 500MB of free disk space.

Supported operating systems

- Microsoft Windows 7
- Microsoft Windows Vista (SP2)
- Microsoft Windows XP (SP3)
- Macintosh Intel OS X version 10.6.0 or later
- Macintosh Intel OS X version 10.5.0 or later
- Macintosh Intel OS X version 10.4.4 or later
- Macintosh PowerPC OS X version 10.5.0 or later
- Macintosh PowerPC OS X version 10.4.0 or later
- Linux Ubuntu 10.04, 9.10, and 9.04[*]
- Linux OpenSUSE 11.3 and 11.2[*]
- Linux Fedora 12 and 11[*]

[*] The printer driver for this operating system is available only at **http://support.lexmark.com**.

Installing the printer software

Note: If you installed the printer software on this computer before but need to reinstall the software, then uninstall the current software first.

For Windows users

1 Close all open software programs.

2 Insert the installation software CD.

   If the Welcome screen does not appear after a minute, then launch the CD manually:

   a Click , or click **Start** and then click **Run**.

   b In the Start Search or Run box, type `D:\setup.exe`, where `D` is the letter of your CD or DVD drive.

3 Follow the instructions on the Welcome screen.

For Macintosh users

1 Close all open software applications.

2 Insert the installation software CD.

   If the installation dialog does not appear after a minute, then click the CD icon on the desktop.

3 Double-click **Install**.

4 Follow the instructions on the installation dialog.

Using the Internet

1 Go to the Lexmark Web site at **www.lexmark.com**.

2 Navigate to:

Downloads > Driver Finder > select your printer > select your operating system

3 Download the driver and install the printer software.

Note: Updated printer software may be available at **http://support.lexmark.com**.

Using the Windows printer software

Software installed during printer installation

When you set up the printer using the installation software CD, all the necessary software was installed. You may have chosen to install some additional programs. The following table provides an overview of various software programs and what they can help you do.

If you did not install these additional programs during initial installation, then reinsert the installation software CD, run the installation software, and then select **Install Additional Software** from the Software Already Installed screen.

Printer software

Use the	To
Lexmark™ Printer Home (referred to as Printer Home)	• Launch applications or programs. • Access the Fax Solutions software. • Scan or e-mail a photo or document. • Edit scanned documents. • Scan documents to PDF. • Adjust settings for the printer. • Order supplies. • Maintain ink cartridges. • Print a test page. • Register the printer. • Contact technical support.
Lexmark EzPrint (referred to as EzPrint)	Manage, edit, transfer, and print photos and documents.
Lexmark Toolbar (referred to as Toolbar)	• Print black or text-only Web pages to save ink. • Schedule automatic printing of Web pages. • Access Picnik and edit photos online. • Print, scan, or convert local files from Windows.

Use the	To
Lexmark Tools for Office (referred to as Tools for Office)	Access your favorite settings in Microsoft Office 2007.
Lexmark Fax Solutions (referred to as Fax Solutions)	• Send a fax. • Receive a fax in three-in-one printers. • Add, edit, or delete contacts in the built-in phone book. • Access the Lexmark Printer Setup Utility in four-in-one printers. Use the Printer Setup Utility to set the Speed Dial and Group Dial numbers, set Ringing and Answering, and print fax history and status reports.
Abbyy Sprint OCR	Scan a document and produce text that you can edit with a word-processing program.
Lexmark Wireless Setup Utility (referred to as Wireless Setup Utility)	• Set up the wireless printer on a wireless network. • Change the wireless settings of the printer. **Note:** This program is installed automatically with the printer software if the printer has wireless capability.
Lexmark Service Center (referred to as Service Center)	• Troubleshoot the printer. • Access the printer maintenance functions. • Contact technical support. **Notes:** • This program is installed automatically with the printer software. • You may be prompted to install this program from the Web, depending on your printer model.
Printing Preferences	When you click **File** > **Print** > **Properties** with a document open, a Printing Preferences dialog appears. The dialog lets you select options for the print job, such as the following: • Select the number of copies to print. • Print two-sided copies. • Select the paper type. • Add a watermark. • Enhance images. • Save settings. **Note:** Printing Preferences is installed automatically with the printer software.

Note: Your printer may not come with some of these programs or some of the functions of these programs, depending on the features of the printer that you purchased.

Using the Macintosh printer software

Software installed during printer installation

Software resident in the Mac OS

Use the	To
Print dialog	Adjust the print settings and schedule print jobs.

Printer software

Applications are installed along with the printer software during installation.

1 From the Finder, navigate to:

Applications > select your printer folder

2 Double-click the application that you want to use.

Use the	To
Scan Center	• Scan photos and documents. • Customize settings for scan jobs.
Printer Settings	• Customize settings for fax jobs. • Create and edit the Contacts list.
Network Card Reader	• View the contents of a memory device inserted into a network printer. • Transfer photos and PDF documents from a memory device to the computer over a network.
Wireless Setup Assistant	Set up the printer on a wireless network. **Note:** This application is automatically installed with the printer software if the printer has wireless capability.
Uninstaller	Remove the printer software from your computer.

Note: Your printer may not come with these applications, depending on the features of the printer that you purchased.

Web Links

Web Links are links to predefined Web pages. Web Links are saved in the printer folder.

1 From the Finder, navigate to:

Applications > select your printer folder > **Web Links**

2 Double-click the Web Link that you want to visit.

Use	To
Customer Support	Contact technical support.
Lexmark Software Updates	Download and install the latest printer software.
Lexmark Online	Visit the Lexmark Web site.
Order Supplies Online	Order ink or supplies.

Use	To
Printer Registration	Register your printer.
Visit Lexmark SmartSolutions	• Visit the SmartSolutions Web site. • Choose your custom solutions.

Note: Your printer may not come with these Web Links, depending on the features of the printer that you purchased.

Printing

Printing a document

For Windows users

1 With a document open, click **File** > **Print**.

2 Click **Properties**, **Preferences**, **Options**, or **Setup**.

3 Select the print quality, the number of copies to print, the type of paper to use, and how the pages should print.

4 Click **OK** to close any printer software dialogs.

5 Click **OK** or **Print**.

For Macintosh users

1 With a document open, choose **File** > **Page Setup**.

2 From the Page Setup dialog, set the printer, paper size, and orientation.

3 Click **OK**.

4 From the menu bar, choose **File** > **Print**.

5 From the Printer pop-up menu, choose your printer.

6 From the print options menu, choose the print quality, the number of copies to print, the type of paper to use, and how the pages should print.

7 Click **Print**.

Printing on both sides of the paper (duplexing) automatically

The automatic duplex unit, available only on select printer models, supports letter- and A4-size paper. If you purchased a model without automatic duplex, or if you need to print duplex using other paper sizes, then see the instructions for printing on both sides of the paper (duplexing) manually.

For Windows users

1 With a document open, click **File** > **Print**.

2 Click **Properties**, **Preferences**, **Options**, or **Setup**.

3 Navigate to:

Advanced tab > 2-Sided Printing area > select **On**

 Note: To use the settings defined in the printer, select **Use Printer Settings**.

4 Select either the **Side Flip** or **Top Flip** option. Side Flip is the setting most often used.

5 Click **OK** to close any printer software dialogs.

6 Click **OK** or **Print**.

To return to single-sided printing, navigate to:

Advanced tab > 2-Sided Printing area > select **Off**

For Macintosh users

1 With a document open, choose **File** > **Page Setup**.

2 From the Page Setup dialog, set the printer, paper size, and orientation.

3 Click **OK**.

4 From the menu bar, choose **File** > **Print**.

5 From the Printer pop-up menu, choose your printer.

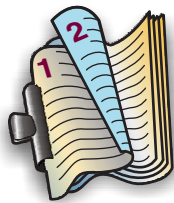**6** From the print options pop-up menu, choose **Quality & Media**.

7 From the Paper Type pop-up menu, choose **Plain Paper**.

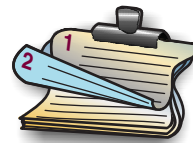**8** From the print options pop-up menu, choose **Layout**.

9 From the Two-Sided pop-up menu, choose **Long-Edge binding** or **Short-Edge binding**.

- For Long-Edge binding, pages are bound along the long edge of the page (left edge for portrait, top edge for landscape).

Portrait   **Landscape**

- For Short-Edge binding, pages are bound along the short edge of the page (top edge for portrait, left edge for landscape).

Portrait   **Landscape**

10 Click **Print**.

Printing photos using the printer control panel

1 Load photo paper.

2 Insert a memory card, flash drive, or digital camera set to mass storage mode.

The Memory Device screen appears on the display.

3 Touch **View Photos**.

The Select Photos screen appears.

4 Touch the photo or photos you want to print.

Tips:
- If you want to clear a selected photo, then touch the photo again.
- If you want to view more photos, then touch the left or right arrow, and then touch the photo to select it.

5 When you are finished selecting the photos you want to print, touch **Layout**.

6 If you want to change the print settings, then touch **Change Settings**.

If necessary, touch **Accept** each time you make a selection.

7 Press ◇.

Note: For best results, allow the prints to dry at least 24 hours before stacking, displaying, or storing.

Copying

| Scanner glass	
Load documents or photos facedown on the scanner glass.	Use the scanner clip when loading small media on the scanner glass.

Tips for copying

- When using the scanner glass, close the scanner lid to avoid dark edges on the scanned image.
- Look for the placement corner located on the lower right side of the scanner glass. This serves as a guide for proper document placement.
- To capture an instant preview scan, put the document or photo on the scanner glass and close the scanner lid.
- To maximize scanning capacity of the printer, use the scanner clip found in the upper part of the glass to keep photos, cards, or other small media in place.

Making copies

1 Load the original document.

The Instant Preview home screen appears.
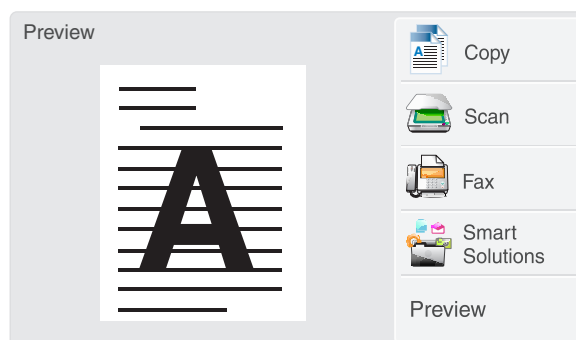
Note: From the printer control panel, you can press ◇ to print one copy of the original document using the default settings.

2 Navigate to:

    Copy > **More Options** > **Number of Copies**

3 Enter the number of copies you want to print, and then touch **Accept**.

4 Touch **Color** or **Black/White** to set a color or black-and-white copy.

5 Press ◇.

Copying photos

1 Load photo paper.

2 Place a photo facedown on the scanner glass.

    The Instant Preview home screen appears.

3 Navigate to:

    SmartSolutions > **Photo Reprint**

4 Select the photo print size, and then touch **Accept**.

5 Touch **Continue** to start printing.

Note: For best results, allow the prints to dry at least 24 hours before stacking, displaying, or storing.

# Making a duplex copy automatically

The automatic duplex unit, available only on select printer models, supports letter- and A4-size paper. If you purchased a model without automatic duplex, or if you need to make duplex copies using other paper sizes, then see the instructions for making a duplex copy manually.

Note: You cannot make duplex copies on envelopes, card stock, or photo paper.

1 Load the original document.

    The Instant Preview home screen appears.

2 Navigate to:

    Copy > **More Options** > **2-Sided Copies**

3 Select a two-sided copying option, and then touch **Accept**.

- **1-Sided to 2-Sided**—Make two-sided copies of the one-sided document.
- **2-Sided to 2-Sided**—Make two-sided copies (like the original document).

4 Press ◇ to save the first page of the document to the printer memory.

5 Follow the instructions on the display.

Scanning
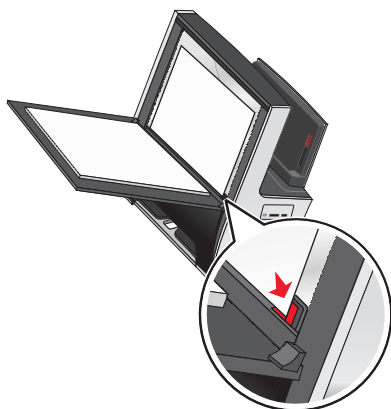
| Scanner glass	
Load documents or photos facedown on the scanner glass.	Use the scanner clip when loading small media on the scanner glass.

Tips for scanning

- When using the scanner glass, close the scanner lid to avoid dark edges on the scanned image.
- Look for the placement corner located on the lower right side of the scanner glass. This serves as a guide for proper document placement.
- To capture an instant preview scan, put the document or photo on the scanner glass and close the scanner lid.
- Select the Multiple PDF file type if you want to scan multiple pages and save them as one file.
- To maximize scanning capacity of the printer, use the scanner clip found in the upper part of the glass to keep photos, cards, or other small media in place.
- To initiate network scanning from the printer, make sure that "Enable network scan to computer" is selected in the General tab of the Scan Center. This is available only in Mac OS X version 10.6.

Scanning to a local or network computer

1 Load the original document.

The Instant Preview screen appears.
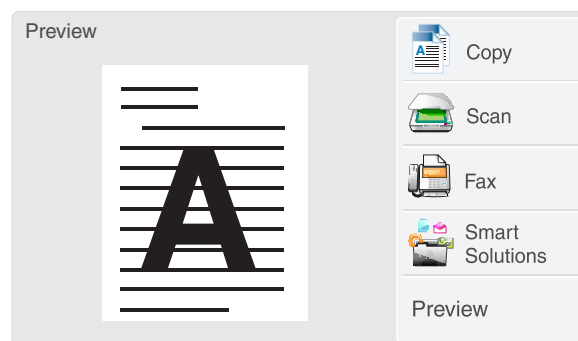
2 Navigate to:

Scan > **Scan to: Destination** > **Scan to Computer**

3 Touch **USB-Connected Computer** or the name of a network computer.

The local or network computer is the destination that will receive the scan.

Notes:

- If the printer is connected only to a local computer, then the printer will automatically set the local computer as the default destination to receive the scan.
- For Macintosh users, if you want to scan from a network computer, then you must first add the printer to the Edit Device List dialog. For more information, click **Library** > **Printers** > **Lexmark** > **Utilities**, open Edit Device List, and then click ⍰.
- You may be prompted to enter a PIN if the computer requires it.
- To assign a computer name and a PIN to the computer, see the Help for the printer software associated with your operating system.

4 Select the output file type you want to create, and then touch **Accept**.

5 Touch **More Options** to select the color, resolution quality, and the original image size. If necessary, touch **Accept** each time you make a selection.

6 Press ◇.

The scan is complete when a message appears on the printer control panel indicating that the file you scanned has been saved.

Scanning to a flash drive or memory card

Before you begin, make sure your flash drive or memory card is not write-protected.

1 Load the original document.

The Instant Preview screen appears.

2 Navigate to:

Scan > **Scan to: Destination**

3 Insert the flash drive or memory card.

Notes:

- The printer reads only one memory device at a time.
- If a flash drive is inserted into the USB port while a memory card is in the card slot, then a message appears on the display prompting you to select which memory device to use.

4 Select the output file type you want to create.

 Note: Select the Multiple PDF file type if you want to scan multiple pages and save them as one file.

5 Touch **More Options** to select the color, resolution quality, and original image size. If necessary, touch **Accept** each time you make a selection.

6 Press ◇.

The scan is complete when a message appears on the printer control panel indicating that the file you scanned has been saved.

Scanning directly to e-mail using the printer software

For Windows users

1 Load an original document.

The Instant Preview screen appears.

2 Click ![Windows icon] or **Start**.

3 Click **All Programs** or **Programs**, and then select the printer program folder from the list.

4 Navigate to:

Printer Home > select your printer > **E-mail**

5 Select **Photo**, **Document**, or **PDF**.

Note: You can select Document only if an OCR application is stored on your computer.

6 Scanning starts and the scan progress dialog appears.

7 When the scan is finished, a new e-mail message is created with the scanned document automatically attached.

8 Compose your e-mail message.

Note: If your e-mail program does not open automatically, then you can scan the document to the computer and then send it through e-mail as an attachment.

For Macintosh users

1 Load an original document.

The Instant Preview screen appears.

2 From the Finder, navigate to:

Applications > select your printer folder

3 Double-click **Scan Center**.

If scanning from a network printer, then you must first add the printer to the Edit Device List dialog.

  a From the Device pop-up menu, choose **Browse Devices**.

  b From the Edit Device List dialog, add your printer. For more information, click ![help icon].

  c Click **OK**.

4 From the "What is being scanned?" area of the Scan Center, select a document type.

5 From the "How will the scanned image be used?" menu, choose **To be viewed on monitor/Web page**.

6 From the "Send scanned image to" menu, choose an application.

7 Click **Scan**.

8 Retrieve the scanned image from the application, and then send it through e-mail as an attachment.

Scanning to a PDF

For Windows users

1 Load an original document.

The Instant Preview screen appears.

2 Click ![Windows icon] or **Start**.

3 Click **All Programs** or **Programs**, and then select the printer program folder from the list.

4 Navigate to:

Printer Home > select your printer > **PDF**

Scanning starts and the scan progress dialog appears.

5 Save the document as a PDF.

For Macintosh users

1 Load an original document.

The Instant Preview screen appears.

2 From the Finder, navigate to:

Applications > select your printer folder

3 Double-click **Scan Center**.

If scanning from a network printer, then you must first add the printer to the Edit Device List dialog.

  a From the Device pop-up menu, choose **Browse Devices**.

  b From the Edit Device List dialog, add your printer. For more information, click ![help icon].

  c Click **OK**.

4 From the "What is being scanned?" area of the Scan Center, choose a document type.

5 Customize the settings as needed.

6 Click **Scan**.

7 Save the document as a PDF.

E-mailing

Tips for e-mailing

- When using the scanner glass, close the scanner lid to avoid dark edges on the scanned image.
- Look for the placement corner located on the lower right side of the scanner glass. This serves as a guide for proper document placement.
- To capture an instant preview scan, put the document or photo on the scanner glass and close the scanner lid.
- To maximize scanning capacity of the printer, use the scanner clip found in the upper part of the glass to keep photos, cards, or other small media in place.
- Make sure to enter your e-mail account information and set up the SMTP server before sending an e-mail.
- Make sure the printer is connected to a wireless network before sending an e-mail.

   If necessary, make sure the network is connected to the Internet for the printer to communicate with the SMTP server. If the printer cannot connect to the Internet, then contact your system support person.
- Add contacts to your address book. When sending an e-mail, you can just select contacts from your address book instead of typing their e-mail addresses repeatedly.

Scanning a document or photo to e-mail

1 Load the original document or photo.

   The Instant Preview screen appears.
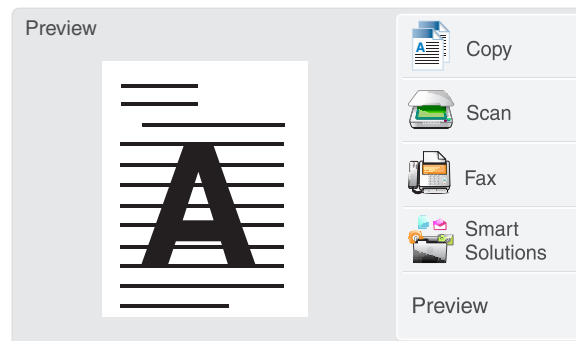
   Note: You can attach only one file to each e-mail.

2 Navigate to:

   Scan > **Scan to: Destination** > **Scan to E-mail**

3 Select the output file type you want to create.

   Note: Select the Multipage PDF file type if you want to scan multiple pages and save them as one file.

4 Touch an option to enter or select the recipients:

- **Enter E-mail Address**—Enter the e-mail address manually.
- **Address Book**—Touch **Sort by Name** or **Sort by Group**, and then select the contact.
- **History**—Select the name or e-mail address from the history list.

   If necessary, touch **OK** or **Accept** each time you make a selection.

5 To enter additional recipients, touch **Add Recipient**, and then enter the e-mail address, name, or group you want to add.

Touch **Accept** every time you add a recipient.

Note: You can send an e-mail to up to 30 recipients.

6 Select the file type, color, quality, and original size of the document or photo you want to send. If necessary, touch **Accept** to save each setting.

7 If you want to change the default e-mail subject, then navigate to:

Subject > enter your subject > **OK**

8 If you want to change the default e-mail message, then navigate to:

Message > enter you message > **OK**

9 Press ◇.

Attaching a document or photo to e-mail

1 Insert the flash drive or memory card.

The Memory Device screen appears on the display.

Notes:

- The printer reads only one memory device at a time.
- If a flash drive is inserted into the USB port while a memory card is in the card slot, then a message appears on the display prompting you to select which memory device to use.

2 Touch **Attach File to E-mail**.

3 If you want to change the default e-mail subject, then navigate to:

Subject > enter your subject > **OK**

4 If you want to change the default e-mail message, then navigate to:

Message > enter your message > **OK**

5 Select the file to attach:

Note: You can attach only one document or photo to each e-mail.

- If you want to attach a document, then navigate to:
  Attach document to E-mail > select the file name of the document > **Continue**
- If you want to attach a photo, then navigate to:
  Attach Photo to E-mail > select a photo > **Continue**

6 Touch an option to enter or select the recipients:

- **Enter E-mail Address**—Enter the e-mail address manually.
- **Address Book**—Touch **Sort by Name** or **Sort by Group**, and then select the contact.
- **History**—Select the name or e-mail address from the history list.

If necessary, touch **OK** or **Accept** each time you make a selection.

7 To enter additional recipients, touch **Add Recipient**, and then enter the e-mail address, name, or group you want to add.

Touch **Accept** every time you add a recipient.

Note: You can send an e-mail to up to 30 recipients.

8 Touch **Send**.

Faxing

⚠️ **CAUTION—SHOCK HAZARD:** Do not use the fax feature during a lightning storm. Do not set up this product or make any electrical or cabling connections, such as the power supply cord or telephone, during a lightning storm.

Sending faxes

Tips for sending faxes

Before you send a fax:

- Make sure that the printer is on and connected to a working telephone, DSL, or VoIP line. The line is working if you hear a dial tone.
- When using the scanner glass, close the scanner lid to avoid dark edges on the scanned image.
- Look for the placement corner located on the lower right side of the scanner glass. This serves as a guide for proper document placement.
- To capture an instant preview scan, put the document or photo on the scanner glass and close the scanner lid.
- To maximize scanning capacity of the printer, use the scanner clip found in the upper part of the glass to keep photos, cards, or other small media in place.

Sending faxes using the printer control panel

1 Load an original document.

The Instant Preview home screen appears.
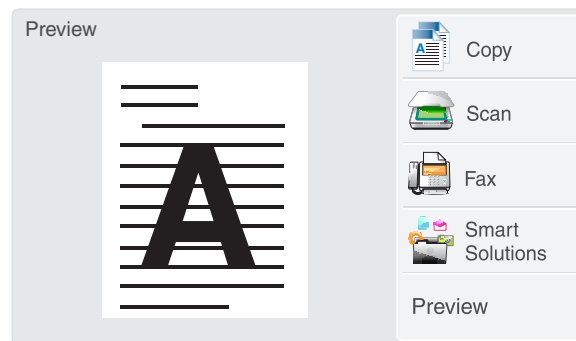
2 Touch **Fax**.

3 Send the fax:

To send a fax to a single recipient:

a Enter a fax number, or touch **Address Book** or **History** to import a contact.

b Touch ◇.

To send a fax to multiple recipients (broadcast fax):

a Touch **Fax to Multiple**, and then touch **Add a Number**.

b Enter a fax number, or touch **Address Book** or **History** to import a contact. Repeat this step until you have entered the numbers of all the recipients.

Touch **Accept** every time you add a recipient.

c Touch ◇.

Warning—Potential Damage: Do not touch the cables or the ▯ and ☎ ports while sending a fax.

Tip:

- You can broadcast a fax to up to 30 recipients.
- Touch **More Options** to set a color or black-and-white fax, adjust the quality of the fax, set the size of the document, add a cover page, schedule the fax, or view pending faxes.

Sending faxes using the fax software

For Windows users

1 Click ⊛ or **Start**.

2 Click **All Programs** or **Programs**, and then select the printer program folder from the list.

3 Navigate to:

Printer Home > select your printer > **Fax** tab > **Send a fax**

4 Click **Send a new fax**.

The Send Fax Wizard opens.

5 Follow the instructions on the computer screen.

For Macintosh users

1 With a document open, choose **File** > **Print**.

2 From the Printer pop-up menu, select the fax version of your printer.

Note: In order to see the fax options on the Print dialog, you must use the fax driver for your printer. If the fax version of the printer is not on the list, choose **Add a printer**, and then choose the fax version of the printer.

3 Enter the name and number of the recipient.

4 Click **Fax**.

Receiving faxes

Tips for receiving faxes

When receiving faxes:

- Make sure that the printer is on and connected to a working telephone, DSL, or VoIP line. The line is working if you hear a dial tone.
- If you set the printer to receive faxes manually (Auto Answer Off), then make sure that the ringer volume is not set to Off.
- If you have set the printer to receive faxes automatically (Auto Answer On), then load paper in the printer.

Receiving faxes automatically

1 Make sure that Auto Answer is on:

    a From the home screen, navigate to:

        🔧 > **Fax Setup** > **Ringing and Answering** > **Auto Answer**

    b If Auto Answer is not set to On, touch **On**, and then touch **Accept**.

2 Set the number of rings before the printer picks up incoming faxes:

    a Touch **Pick Up On**.

    b Set the number of rings, and then touch **Accept** to save the setting.

        When the number of rings you set is detected, the printer automatically receives the incoming fax.

    Warning—Potential Damage: Do not touch the cables or the 📞 and 📠 ports while receiving a fax.

Tips:

- If the printer is sharing the line with other analog devices (telephone, answering machine), then set the printer to pick up calls two rings after the answering machine. For example, if the answering machine picks up calls after four rings, then set the printer to pick up after six rings. This way, the answering machine picks up calls first and your voice calls are received. If the call is a fax, then the printer detects the fax signal on the line and takes over the call. If the printer is on a dedicated fax line, then you may set the printer to pick up on any number of rings.
- If you have multiple numbers on a single line, or if you subscribe to a distinctive ring service provided by your telephone company, then make sure that you set the correct ring pattern for the printer. Otherwise, the printer will not receive faxes even if you have set it to receive faxes automatically.

Receiving faxes manually

1 Make sure that Auto Answer is off:

    a From the home screen, navigate to:

        🔧 > **Fax Setup** > **Ringing and Answering** > **Auto Answer**

    b If Auto Answer is not set to Off, touch **Off**, and then touch **Accept**.

2 When the telephone rings and you hear fax tones when you pick up the handset, press ◇ on the printer or ***9*** on the telephone attached to the printer.

> **Note:** The default code for answering faxes manually is *9*, but for increased security, you can change it to a number that only you know. You can enter up to 7 characters for your code. The valid characters are the digits 0–9 and the characters # and *.

Warning—Potential Damage: Do not touch the cables or the 🔌 and ☎ ports while actively receiving a fax.

Using SmartSolutions

What is SmartSolutions?

SmartSolutions is a set of solutions that you can create, customize, and download from the SmartSolutions Web site (**http://smartsolutions.lexmark.com**) to your printer. It lets you create one-touch custom solutions to streamline repetitive copying, scanning, and printing tasks. SmartSolutions also lets you view RSS feeds, Google Calendar, news headlines, and online photo albums, among others, from the printer control panel.

To access a solution you created or customized, touch **SmartSolutions** on the printer control panel, and then select the icon or name of the solution.

The following are some of the solutions that may be available; be sure to check the SmartSolutions Web site for an updated list.

Preloaded solutions

Use	To
ID Card Copy	Copy both sides of an ID card onto a single page.
Photo Reprint	Create photo reprints.
Tell Me More	Learn more about SmartSolutions and how you can create and download your custom solutions.

Custom solutions

Solution	Description
A5 Copy Legal Copy Fit to Page Copy	Copy A5 or legal-sized documents from the Automatic Document Feeder, or automatically resize your copy to fit an entire page with Fit to Page Copy solution.
Business Card Scan (Windows only)	Scan up to 8 business cards at a time and synchronize with your current contact management program to access each scanned card's information.
Cartridge Finder	View information on local stores where you can purchase cartridges, with options to print or e-mail cartridge and retailer information as well as print a map of the retailer location.
Customizable Copy Black & White Copy Darker Copy	Copy documents or photos in black and white, in darker shade, or using custom settings.
Duplex Copy	Cut your paper consumption in half by copying two pages onto one duplex copy.
Eco-Copy	Copy documents or photos using settings that have positive environmental impact.
Google Calendar*	View your Google Calendar with an option to print the daily agenda or event details.
* You can select one of these solutions as your printer screen saver.	

Solution	Description
MobileMe Photos[*] Photo Viewer[*] Photobucket Viewer[*] Picasa Photo Viewer[*]	View photos from Web sites, such as MobileMe, Photobucket, and Picasa, with options to print or send an e-mail with a link to the selected photo.
Print a File (Windows only) Preview & Copy	Use the printer to print or preview document files on your computer or external storage device that were previously selected in the Solution Center.
RSS Headlines[*] Apple Hot News[*] MSNBC Headlines[*]	View news headlines, article summaries, and other feeds, with options to e-mail the complete articles or launch them for viewing on a computer.
Scan to E-mail	E-mail scanned documents directly from the printer using predefined names or contacts from the address book.
Scan to Evernote	Scan documents to your Evernote account, an online organizer for your photos, documents, thoughts, and ideas.
Scan to Fax	Fax documents directly from the printer using predefined names or contacts from the address book.
Scan a Photo Scan to File	Scan and save files or photos to a previously selected directory on a computer using predefined settings.
Scan to PDF (Windows and Macintosh only)	Scan and save documents in PDF format to your computer.
Stamps.com Shipping	Purchase and print US Postal Service domestic shipping labels, with an option to choose the type of envelope, the weight of your package, and the delivery method.
* You can select one of these solutions as your printer screen saver.	

Examples:

- If you are a business owner or supervisor who frequently prints a work schedule, then you could create a Print a File solution. Specify the location of your schedule file, and then name the solution Print Schedule. The next time you need to print a copy of the current schedule, simply select Print Schedule from the SmartSolutions menu on the printer control panel. The printer automatically finds the file and prints it.

- If you frequently scan and fax a document to your lawyer using the same settings, then you could create a Scan to Fax solution and name it Fax to Lawyer. The next time you want to fax a document, you simply have to load the document and select Fax to Lawyer from the SmartSolutions menu on the printer control panel. The printer automatically applies your chosen settings, selects your lawyer as the fax recipient, and then sends the fax.

Note: You need to add your printer to the Solution Center before you can start creating or customizing solutions.

Creating and customizing printer solutions

Before you begin, make sure:

- Your printer and computer are each connected to the Internet through an Ethernet or wireless connection.
- Your printer is powered on.

1 Launch the SmartSolutions Web site:

Using the printer software

a Open the printer program folder:

For Windows users

1 Click ⊞ or **Start**.

2 Click **All Programs** or **Programs**, and then select the printer program folder from the list.

For Macintosh users

1 From the Finder, navigate to:

Applications > select your printer folder

2 Double-click **Web Links**.

b Click **Visit Lexmark SmartSolutions**.

Using a Web browser

a Open a Web browser.

b Type `smartsolutions.lexmark.com` in the address bar, and then press **Enter**.

2 From the SmartSolutions Web site, log in or create an account.

3 Add your printer.

4 Use the Web site to create, customize, and download solutions to your printer.

For more information, see the SmartSolutions *User's Guide* on the Web site.

Troubleshooting

Before you troubleshoot

Use this checklist to solve most printer problems:

- Make sure the power cord is plugged into the printer and into a properly grounded electrical outlet.
- Make sure the printer is turned on.
- Make sure the printer is securely connected to the host computer, print server, or other network access point.
- Check the printer for error messages, and resolve any errors.
- Check for paper jam messages, and clear any jams.
- Check the ink cartridges, and install new cartridges if necessary.
- Turn the printer off, wait about 10 seconds, and then turn the printer back on.

     Note: Make sure the printer is not in Power Saver mode. Press and hold ⏻ for three seconds to turn off the printer.
- Use the Service Center to locate and solve the problem (Windows only).

Using the Service Center to solve printer problems

The Service Center provides step-by-step troubleshooting help and contains links to printer maintenance tasks and customer support.

To open the Service Center, use one of these methods:

Method 1	Method 2
If it appears on an error message dialog, then click the **For additional assistance, use the Service Center** link.	1 Click 🪟 or **Start**. 2 Click **All Programs** or **Programs**, and then select the printer program folder from the list. 3 Navigate to: **Printer Home** > **Support** tab > **Service Center**

If Troubleshooting does not solve your problem

Visit our Web site at **http://support.lexmark.com** to find the following:

- Knowledgebase articles with the latest information and troubleshooting for your printer
- Live online technical support
- Contact numbers for telephone technical support

Setup troubleshooting

- "Incorrect language appears on the display" on page 74
- "Printhead errors" on page 75
- "Software did not install" on page 76

- "Print job does not print or is missing pages" on page 77
- "Printer is printing blank pages" on page 79
- "Printer is busy or does not respond" on page 79
- "Cannot delete documents from the print queue" on page 80
- "Cannot print through USB" on page 80

Welcome screen did not appear during installation

If the "Before you troubleshoot" checklist does not solve the problem, then try the following:

LAUNCH THE PRINTER CD MANUALLY

For Windows users

1 Click 🪟, or click **Start** and then click **Run**.

2 In the Start Search or Run box, type `D:\setup.exe`, where `D` is the letter of your CD or DVD drive.

3 Follow the instructions on the computer screen.

For Macintosh users

1 From the Finder desktop, click the CD icon.

2 Double-click **Install**.

3 Follow the instructions on computer screen.

Found New Hardware message appears

MAKE SURE THE USB CABLE IS NOT CONNECTED DURING HARDWARE INSTALLATION

During hardware installation, do not connect the USB cable. Connect only the power cord when instructed.

CLOSE ANY FOUND NEW HARDWARE SCREENS

Click **Cancel** on any Found New Hardware screens that appear during installation.

Incorrect language appears on the display

If the "Before you troubleshoot" checklist does not solve the problem, then try the following:

CHANGE THE LANGUAGE USING THE PRINTER MENUS

1 From the home screen, navigate to:

🔧 > **Device Setup** > **Language**

2 Select a language, and then touch **Accept**.

3 Touch **Yes** to confirm this setting.

Printhead errors

If the "Before you troubleshoot" checklist does not solve the problem, then try the following:

REMOVE AND REINSERT THE PRINTHEAD

1 Open the front door of the printer, and then open the printhead access door.

2 Pull the latch forward, and then remove the printhead.
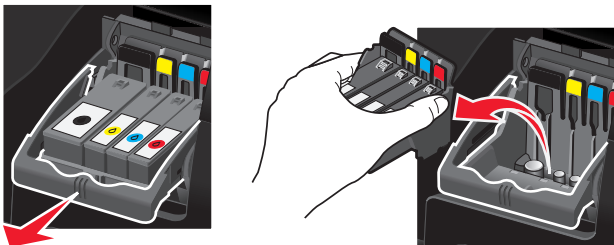
3 Wipe the printhead contacts using a clean, lint-free cloth.
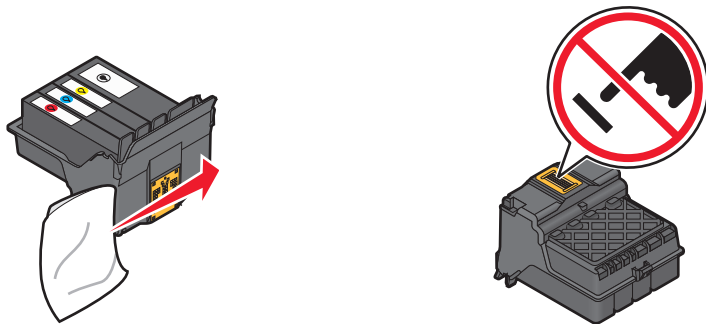
Warning—Potential Damage: Do not touch the printhead nozzles.

4 Reinsert the printhead, and then push the latch until it *clicks* into place.
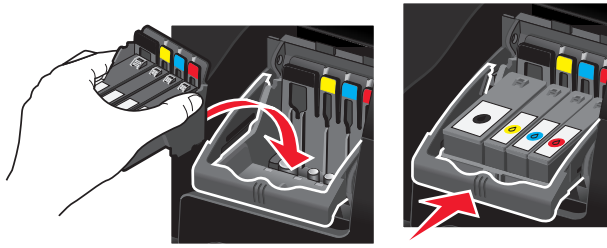
5 Close the printhead access door, and then close the front door.

Note: If removing and reinserting the printhead does not resolve the error, then contact customer support.

Software did not install

If you encountered problems while installing, or if your printer does not appear in the list in the printers folder or as a printer option when sending a print job, then try removing and reinstalling the software.

Before you reinstall the software, do the following:

MAKE SURE THAT YOUR COMPUTER MEETS THE MINIMUM SYSTEM REQUIREMENTS

TEMPORARILY DISABLE SECURITY PROGRAMS IN WINDOWS BEFORE INSTALLING THE SOFTWARE

CHECK THE USB CONNECTION

1 Check the USB cable for any obvious damage. If the cable is damaged, then use a new one.

2 Firmly plug the square end of the USB cable into the back of the printer.

3 Firmly plug the rectangular end of the USB cable into the USB port of the computer.

The USB port is marked with ●⟨⟵.

Note: If you continue to have problems, then try another USB port on the computer. You may have connected to a defective port.

RECONNECT THE PRINTER POWER SUPPLY

1 Turn off the printer.

   Note: Make sure the printer is not in Power Saver mode. Press and hold ⏻ for three seconds to turn off the printer.

2 Unplug the power cord from the wall outlet, and then pull out the power cord from the power supply.
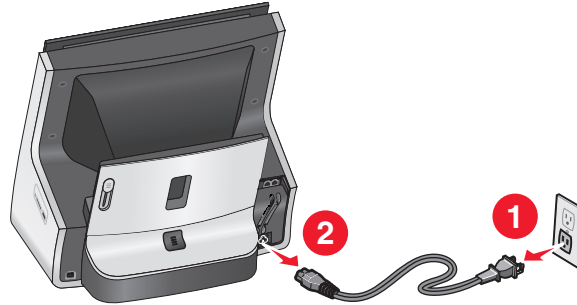
3 After one minute, reconnect the power cord into the power supply, and then plug the power cord into the wall outlet.
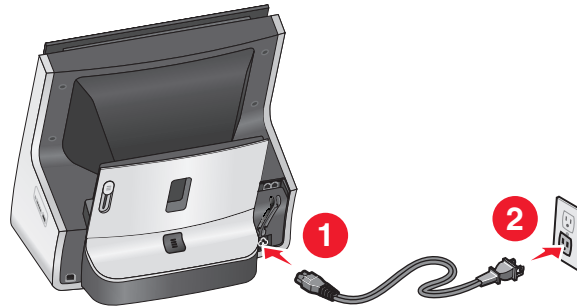
4 Turn on the printer.

Print job does not print or is missing pages

If the "Before you troubleshoot" checklist does not solve the problem, then try one or more of the following:

MAKE SURE THE INK CARTRIDGES ARE INSERTED CORRECTLY

1 Turn on the printer, and then open the front door of the printer.

2 Make sure the cartridges are inserted correctly.

   The cartridges should *click* firmly into the matching color slot of the printhead.

3 Close the front door.

SELECT YOUR PRINTER FROM THE PRINT DIALOG BEFORE SENDING THE PRINT JOB

Note: This solution applies to Macintosh users only.

1 With a document open, choose **File** > **Print**.

2 From the printer pop-up menu, choose your printer, and then click **Print**.

If your printer does not appear on the Printer list, then choose **Add Printer**. From the list of printers in the Default tab, select your printer, and then click **Add**.

If your printer does not appear on the list, then try either of the following:

- For a USB-connected printer, remove and then reconnect the USB cable.
- For a printer that is wirelessly connected, see the Wireless troubleshooting section.

MAKE SURE THE PRINT JOB IS NOT PAUSED

MAKE SURE YOUR PRINTER IS SET AS THE DEFAULT PRINTER

RECONNECT THE PRINTER POWER SUPPLY

1 Turn off the printer.

Note: Make sure the printer is not in Power Saver mode. Press and hold ⏻ for three seconds to turn off the printer.

2 Unplug the power cord from the wall outlet, and then pull out the power cord from the power supply.
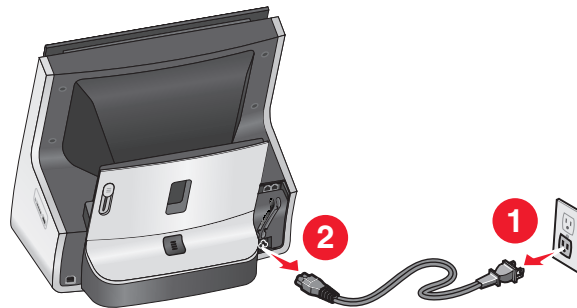
3 After one minute, reconnect the power cord into the power supply, and then plug the power cord into the wall outlet.

4 Turn on the printer.

REMOVE AND RECONNECT THE USB CABLE CONNECTED TO YOUR PRINTER

CHECK THE USB CONNECTION

1 Check the USB cable for any obvious damage. If the cable is damaged, then use a new one.

2 Firmly plug the square end of the USB cable into the back of the printer.

3 Firmly plug the rectangular end of the USB cable into the USB port of the computer.

The USB port is marked with ⬤⟵⟨. .

Note: If you continue to have problems, then try another USB port on the computer. You may have connected to a defective port.

REMOVE AND REINSTALL THE PRINTER SOFTWARE

Printer is printing blank pages

Blank pages may be caused by improperly installed ink cartridges.

REINSTALL THE INK CARTRIDGES AND DEEP CLEAN AND ALIGN THE PRINTHEAD

1 Reinstall the ink cartridges. For more information, see "Replacing ink cartridges" on page 45.

If the cartridges do not seem to fit, then make sure the printhead is properly seated, and then try installing the cartridges again.

2 Load plain paper.

3 From the home screen, navigate to:

▮▮▮ > **More Options** > **Deep Clean Printhead**

A cleaning page prints.

4 Navigate to:

▮▮▮ > **More Options** > **Align Printer**

An alignment page prints.

Note: Do not remove the alignment page until printing is finished.

Printer is busy or does not respond

If the "Before you troubleshoot" checklist does not solve the problem, then try one or more of the following:

MAKE SURE THE PRINTER IS NOT IN POWER SAVER MODE

If the power light is blinking on and off slowly, then the printer is in Power Saver mode. Press ⏻ to wake up the printer.

If the printer will not come out of Power Saver mode, then reset the power:

1 Unplug the power cord from the wall outlet, and then wait 10 seconds.

2 Insert the power cord into the wall outlet, and then turn on the printer.

If this problem persists, then check our Web site for updates for your printer software or firmware.

RECONNECT THE PRINTER POWER SUPPLY

1 Turn off the printer.

   Note: Make sure the printer is not in Power Saver mode. Press and hold ⏻ for three seconds to turn off the printer.

2 Unplug the power cord from the wall outlet, and then pull out the power cord from the power supply.
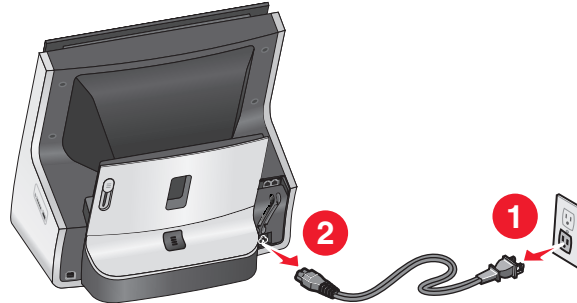
3 After one minute, reconnect the power cord into the power supply, and then plug the power cord into the wall outlet.

4 Turn on the printer.

Cannot delete documents from the print queue

If you have jobs stuck in the print queue and cannot delete them to get other jobs to print, then the computer and printer may not be communicating.

RESTART THE COMPUTER AND TRY AGAIN

REMOVE AND RECONNECT THE USB CABLE CONNECTED TO YOUR PRINTER

Cannot print through USB

If the "Before you troubleshoot" checklist does not solve the problem, then try one or more of the following:

CHECK THE USB CONNECTION

1 Check the USB cable for any obvious damage. If the cable is damaged, then use a new one.

2 Firmly plug the square end of the USB cable into the back of the printer.

3 Firmly plug the rectangular end of the USB cable into the USB port of the computer.

The USB port is marked with ⟊.

Note: If you continue to have problems, then try another USB port on the computer. You may have connected to a defective port.

MAKE SURE THE USB PORT IS ENABLED IN WINDOWS

1 Click ⊞, or click **Start** and then click **Run**.

2 In the Start Search or Run box, type `devmgmt.msc`.

3 Press **Enter**, or click **OK**.

The Device Manager opens.

4 Click the plus sign (**+**) beside Universal Serial Bus controllers.

If USB Host Controller and USB Root Hub are listed, then the USB port is enabled.

For more information, see the computer documentation.

REMOVE AND REINSTALL THE PRINTER SOFTWARE

Wireless troubleshooting

Wireless troubleshooting checklist

Before beginning to troubleshoot the wireless printer, verify the following:

- The printer, the computer, and the access point (wireless router) are all plugged in and turned on.
- The wireless network is working properly.

  Try accessing other computers on your wireless network.

  If your network has Internet access, then try connecting to the Internet over a wireless connection.
- Your SSID is correct.

  Print a network setup page to verify the SSID the printer is using.

  If you are not sure if your SSID is correct, then run the wireless setup again.
- Your WEP key or WPA passphrase is correct (if your network is secure).

  Log on to the access point and check the security settings.

  A security key is like a password. All devices on the same wireless network using WEP, WPA, or WPA2 share the same security key.

  If you are not sure if your security information is correct, then run the wireless setup again.
- The printer and the computer are within the range of the wireless network.

  For most networks, the printer and the computer should be within 100 feet (30 meters) of the access point (wireless router).
- The Wi-Fi indicator is green and successfully connected.
- The printer driver is installed on the computer from which you are performing a task.
- The correct printer port is selected.

- The computer and printer are both connected to the same wireless network.
- The printer is located away from obstacles or electronic devices that could interfere with the wireless signal.

  Make sure the printer and access point are not separated by poles, walls, or support columns containing metal or concrete.

  Many devices can interfere with the wireless signal, including baby monitors, motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.

Printing a network setup page

A *network setup page* lists the configuration settings of the printer, including the IP address and MAC address of the printer.

1 Load plain paper.

2 From the home screen, navigate to:

  🔧 > **Network Setup** > **Print Setup Page**

Locating IP addresses

For Windows users

1 Click 🪟, or click **Start** and then click **Run**.

2 In the Start Search or Run box, type `cmd`.

3 Press **Enter**, or click **OK**.

  The Command Prompt window opens.

4 Type `ipconfig`, and then press **Enter**.

  The IP address appears as four sets of numbers separated by periods, such as 192.168.0.100.

For Macintosh users

1 From the Apple menu, choose **About This Mac**.

2 Click **More Info**.

3 From the Contents pane, choose **Network**.

4 If you are connected over a wireless network, choose **AirPort** from the Active Services list.

Locating the printer IP address

- You can locate the printer IP address by viewing the printer network setup page. See the *User's Guide* on the software installation CD for more information on printing a network setup page.

Cannot print over wireless network

If you encountered problems while installing, or if your printer does not appear in the printers folder or as a printer option when sending a print job, then you can try uninstalling and reinstalling the software.

Before you reinstall the software, check the troubleshooting checklist, and then do the following:

TURN THE ACCESS POINT (WIRELESS ROUTER) OFF AND THEN BACK ON

Wait one minute for the printer and computer to reestablish the connection. This can sometimes refresh network connections and resolve connectivity issues.

DISCONNECT FROM VPN SESSION

When you are connected to another network through a VPN connection, you will not be able to access the printer over your wireless network. End your VPN session and try printing again.

MAKE SURE DEMO MODE IS TURNED OFF

Select printer features are not available when Demo Mode is turned on.

From the home screen, navigate to:

🔧 > **Demo Mode** > **Off** > save the setting

CHECK YOUR WEP KEY OR WPA PASSPHRASE

If your access point is using WEP security, then the WEP key should be:

- Exactly 10 or 26 hexadecimal characters. Hexadecimal characters are A–F, a–f, and 0–9.

  or

- Exactly 5 or 13 ASCII characters. ASCII characters are letters, numbers, and symbols found on a keyboard. ASCII characters in a WEP key are case-sensitive.

If your access point is using WPA or WPA2 security, then the WPA passphrase should be:

- Exactly 64 hexadecimal characters. Hexadecimal characters are A–F, a–f, and 0–9.

  or

- From 8 to 63 ASCII characters. ASCII characters are letters, numbers, and symbols found on a keyboard. ASCII characters in a WPA passphrase are case-sensitive.

Note: If you do not know this information, then see the documentation that came with the wireless network, or contact the person who set up your wireless network.

CHECK IF YOUR ACCESS POINT HAS AN ASSOCIATION/REGISTRATION BUTTON

Wireless broadband boxes in Europe, the Middle East, and Africa such as LiveBox, AliceBox, N9UF Box, FreeBox, or Club Internet may require you to press an association/registration button when adding the printer to your wireless network.

If you are using one of these boxes and need more information, then see the documentation that came with your box, or contact your *Internet Service Provider* (ISP).

MOVE YOUR ACCESS POINT AWAY FROM OTHER ELECTRONIC DEVICES

There may be temporary interference from electronic devices such as microwave ovens or other appliances, cordless phones, baby monitors, and security system cameras. Make sure your access point is not positioned too closely to these devices.

MOVE THE COMPUTER AND/OR PRINTER CLOSER TO THE ACCESS POINT

The range of your wireless network depends on many factors, including the abilities of your access point and network adapters. If you are having trouble printing, then try placing the computer and printer no more than 100 feet apart.

CHECK THE WIRELESS SIGNAL QUALITY

Print a network setup page and check the signal quality. If the signal quality is listed as good or excellent, then another factor is causing the problem.

CHECK YOUR ADVANCED SECURITY SETTINGS

- If you are using MAC (Media Access Control) address filtering to limit access to your wireless network, then you must add the printer MAC address to the list of addresses allowed to connect to the access point.
- If you set the access point to issue a limited number of IP addresses, then you must change this so that the printer can be added.

Note: If you do not know how to make these changes, then see the documentation that came with the access point, or contact the person who set up your wireless network.

MAKE SURE YOUR COMPUTER IS CONNECTED TO YOUR ACCESS POINT

- See if you have access to the Internet by opening your Web browser and accessing any site.
- If there are other computers or resources on your wireless network, then check to see if you can access them from your computer.

MAKE SURE THAT YOUR COMPUTER AND PRINTER ARE CONNECTED TO THE SAME WIRELESS NETWORK

If the printer is not on the same wireless network as the computer, then you will not be able to print wirelessly. The SSID of the printer must match the SSID of the computer, if the computer is already connected to the wireless network.

For Windows users

1 Obtain the SSID of the network that the computer is connected to.

   a Type the IP address of your access point into the address field of your Web browser.

     If you do not know the IP address of the access point:

     1 Click 🪟, or click **Start** and then click **Run**.

     2 In the Start Search or Run box, type `cmd`.

     3 Press **Enter** or click **OK**.

     4 Type `ipconfig`, and then press **Enter**. Check the Wireless Network Connection section:

       - The "Default Gateway" entry is typically the access point .

       - The IP address appears as four sets of numbers separated by periods, such as 192.168.2.134.

   b Type the user name and password of the access point when prompted.

   c Click **OK**.

d In the Wireless settings section, look for the SSID.

e Write down the SSID.

> **Note:** Make sure you copy it exactly, including any capital letters.

2 Obtain the SSID of the network that the printer is connected to:

a From the printer, print a network setup page.

b In the Wireless section, look for `SSID`.

3 Compare the SSID of the computer and SSID of the printer.

If the SSIDs are the same, then the computer and the printer are connected to the same wireless network.

If the SSIDs are not the same, then run the utility again to set up the printer on the wireless network used by the computer.

For Macintosh users with an AirPort base station

In Mac OS X version 10.5 or later

1 From the Apple menu, navigate to:

System Preferences > **Network** > **AirPort**

The SSID of the network that the computer is connected to is displayed in the Network Name menu.

2 Write down the SSID.

In Mac OS X version 10.4 or earlier

1 From the Finder, navigate to:

Applications > **Internet Connect** > **AirPort**

The SSID of the network that the computer is connected to is displayed in the Network menu.

2 Write down the SSID.

For Macintosh users with an access point

1 Type the IP address of the access point in the address field of your Web browser, and then continue to step 2.

If you do not know the IP address of the access point, then do the following:

a From the Apple menu, navigate to:
System Preferences > **Network** > **AirPort**

b Click **Advanced** or **Configure**.

c Click **TCP/IP**.
The Router entry is typically the access point.

2 Type your user name and password when prompted, and then click **OK**.

3 In the Wireless settings section, look for the SSID.

4 Write down the SSID, security type, and the WEP key/WPA passphrase (if shown).

Notes:

- Make sure you copy the network information down exactly, including any capital letters.
- Store the SSID and the WEP key or WPA passphrase in a safe place for future reference.

MAKE SURE YOUR OS IS COMPATIBLE WITH WIRELESS PRINTING THROUGH AIRPORT

The printer supports wireless printing only through AirPort base stations for Mac OS X version 10.5 or later.

"Communication not available" message displays when printing wirelessly

Try one or more of the following:

MAKE SURE YOUR COMPUTER AND PRINTER HAVE VALID IP ADDRESSES FOR THE NETWORK

If you are using a laptop and have power saving settings enabled, then you may see the "Communication not available" message on your computer screen when you attempt to print wirelessly. This can occur if the laptop hard drive has powered down.

If you see this message, then wait a few seconds and then try to print again. The laptop and printer require a few seconds to power up again and reattach to the wireless network.

If you see this message again after you have waited long enough for the printer and the laptop to attach to the network, then there may be a problem with your wireless network.

Make sure that the laptop and printer have both received IP addresses:

For Windows users

1 Click , or click **Start** and then click **Run**.

2 In the Start Search or Run box, type `cmd`.

3 Press **Enter**, or click **OK**.

4 Type `ipconfig`, and then press **Enter**.

   The IP address appears as four sets of numbers separated by periods, such as 192.168.0.100.

For Macintosh users

1 From the Apple menu, navigate to:

   About This Mac > **More Info**

2 From the Contents pane, choose **Network**.

3 If you are connected over a wireless network, choose **AirPort** from the Active Services list.

   The Router entry is typically the access point.

Locating the printer IP address

- From the printer, print a network setup page.

   In the TCP/IP section, look for `Address`.

- View the printer settings.

   1 From the printer control panel, navigate to:

      > **Network Setup** > **TCP/IP**

   2 Look for `IP Address`.

If the printer and/or the laptop does not have an IP address, or if either has an address of 169.254.x.y (where x and y are any two numbers between 0 and 255):

1 Turn off the device that does not have a valid IP address (the laptop, the printer, or both).

2 Turn on the device(s), and then check the IP addresses again.

If the laptop and/or printer still does not receive a valid IP address, then there is a problem with your wireless network. Try the following:

- Make sure your access point (wireless router) is turned on and is working.

- Remove any objects that could be blocking the signal.

- Temporarily turn off any unnecessary wireless devices on your network and pause any network-intensive activities, like large file transfers or network games. If the network is too busy, then it is possible that the printer is not receiving the IP address within the allowed time.

- Make sure your DHCP server, which may also be your wireless router, is working and is configured to assign IP addresses. If you are not sure how to do this, then refer to the manual that came with your wireless router.

If the printer and computer have valid IP addresses and the network is operating correctly, then continue troubleshooting.

MAKE SURE THE WIRELESS PORT IS SELECTED

Note: This solution applies to Windows users only

1 Click ⊞, or click **Start** and then click **Run**.

2 In the Start Search or Run box, type `control printers`.

3 Press **Enter**, or click **OK**.

4 Right-click the printer, and then select **Properties** or **Printer properties** from the menu.

5 Click the **Ports** tab.

6 Locate the selected port. The selected port has a check beside it in the Port column.

7 If the Description column of the selected port indicates that it is a USB port, then scroll through the list and select the port with Printer Port in the Description column. Check the printer model in the Printer column to make sure you select the right printer port.

8 Click **OK**, and then try to print again.

MAKE SURE BIDIRECTIONAL COMMUNICATION IS ENABLED

Note: This solution applies to Windows users only

1 Click ⊞, or click **Start** and then click **Run**.

2 In the Start Search or Run box, type `control printers`.

3 Press **Enter**, or click **OK**.

4 Right-click the printer, and then select **Properties** or **Printer properties** from the menu.

5 Click the **Ports** tab.

6 Click the box next to **Enable bidirectional support** if it is not already checked.

7 Click **Apply** > **OK**, and then try to print again.

Fax troubleshooting

- "Fax troubleshooting checklist" on page 88
- "Cannot send faxes" on page 88
- "Cannot receive faxes" on page 90
- "Cannot run the fax software" on page 91

Fax troubleshooting checklist

If you encounter problems sending and receiving faxes, then check the connection first:

1 Check for a dial tone on the telephone line by plugging an analog telephone into the wall jack, DSL filter, VoIP device, or cable modem where you connected the printer. Make sure you plug the telephone into the same port.

  If you do not hear a dial tone, then contact your line provider.

2 While the printer is connected to the telephone line, check for a dial tone by plugging an analog telephone into the
  ☎ port of the printer.

  If you do not hear a dial tone, then use the checklist below. Listen for a dial tone after checking each item.

  If you hear a dial tone but still have problems sending and receiving faxes, then see the other topics in this section.

Connection checklist

- Make sure that the printer and other devices on the line (if applicable) are set up and configured correctly according to your setup scenario.
- Make sure that the cables are connected to the correct ports.
- Make sure that the cables are securely plugged in.

  Check the cable connections for the following hardware, if applicable:

Power supply	Answering machine	Cable modem	Splitter
Telephone	VoIP adapter	DSL filter	RJ-11 adapter

- If the printer is connected to a Digital Subscriber Line, then make sure you are using a DSL filter for the printer.
- If the printer is connected to a VoIP adapter or cable modem, then make sure that the printer is plugged into the first phone port.
- If you are using a splitter, then make sure that you are using a phone splitter. Do *not* use a line splitter.

Cannot send faxes

If the "Fax troubleshooting checklist" does not solve the problem, then try one or more of the following:

MAKE SURE TO ENTER YOUR USER INFORMATION IN THE PRINTER

If you did not enter your user information during initial setup, then enter your fax name and fax number. This is the information that identifies you as the sender in all the faxes that you send. Some countries or regions require the fax number and fax name for you to send a fax, and some fax machines block anonymous faxes.

DECREASE THE TRANSMISSION SPEED OF THE FAX MODEM

The modem of the printer can transmit data at 33,600 bps. This is the maximum speed at which the printer can send and receive faxes. It is not necessary, however, to set the modem to its fastest transmission capability. The speed of the modem of the receiving fax machine must match or be greater than the speed at which you are sending your fax. Otherwise, your fax will not be received.

1 From the home screen, navigate to:

    🔧 > **Fax Setup** > **Dialing and Sending** > **Max Send Speed**

2 Select a sending speed, and then touch **Accept**.

SET THE PRINTER TO SCAN THE ORIGINAL DOCUMENT BEFORE DIALING THE NUMBER

The printer does not automatically redial if you set it to scan the original document after dialing the number.

Set the printer to scan before dialing so that you do not have to scan the document again if the fax fails. The scanned document is saved in the printer memory. The printer can then retrieve it and automatically redial the number.

1 From the home screen, navigate to:

    🔧 > **Fax Setup** > **Dialing and Sending** > **Scan**

2 Touch **Before Dial**, and then touch **Accept**.

ENABLE ERROR CORRECTION

Errors and blurs may appear in the faxed document if there is too much noise on the line. This feature enables the printer to transmit the bad blocks of data again and correct the errors. When a fax has too many errors, the fax may be rejected by the receiving fax machine.

1 From the home screen, navigate to:

    🔧 > **Fax Setup** > **Dialing and Sending** > **Error Correction**

2 Touch **On**, and then touch **Accept**.

ENABLE AUTOMATIC FAX CONVERSION

If the receiving fax machine does not support color fax, then this option automatically converts the outgoing color fax to black and white. It also automatically reduces the resolution of the fax to a resolution that the receiving machine can support.

1 From the home screen, navigate to:

    🔧 > **Fax Setup** > **Dialing and Sending** > **Auto Fax Convert**

2 Check to see if automatic fax conversion is set to On.

    If it is not set to On, touch **On**, and then touch **Accept**.

MAKE SURE THAT THE DIAL PREFIX SETTING IS CORRECT

The dialing prefix is the number or series of numbers that you press before you can dial the actual fax number or telephone number. If the printer is in an office setting or in a private branch exchange, this can be a specific number that you need to press so you can make a call outside the office.

Troubleshooting

Make sure that the dial prefix entered in the printer is correct for your network.

1 From the home screen, navigate to:

🔧 > **Fax Setup** > **Dialing and Sending** > **Dial Prefix**

2 Check the prefix.

If the prefix is not correct, enter the correct prefix, and then touch **Accept**.

Cannot receive faxes

If the "Fax troubleshooting checklist" does not solve the problem, then try one or more of the following:

MAKE SURE THAT YOU HAVE CONFIGURED THE CORRECT SETTINGS FOR YOUR SETUP

If the printer is sharing the line with other devices, then make sure that the following are set:
- Auto Answer is on.
- The printer picks up on a greater number of rings than the other devices.
- The printer picks up on the correct distinctive ring, if you subscribe to a distinctive ring service.

MAKE SURE THAT THE PRINTER IS CONNECTED TO AN ANALOG PORT

The printer is an analog device. If you are using a PBX system, then make sure that the printer is connected to an analog port on the PBX. You may need a digital line converter that converts digital signals into analog signals.

MAKE SURE TO FREE UP PRINTER MEMORY

The printer saves an incoming fax to the printer memory before it prints the fax. If the printer runs out of ink or runs out of paper while receiving the fax, then the printer saves the fax so you can print it later. However, if the printer memory is full, then the printer may not be able to receive more incoming faxes. An error message appears on the touch screen when the printer memory is full. Resolve the error to free up space in the printer memory.

MAKE SURE THAT FAX FORWARDING IS DISABLED

1 From the home screen, navigate to:

🔧 > **Fax Setup** > **Ringing and Answering** > **Fax Forward**

2 Touch **Off**, and then touch **Accept**.

INCREASE THE RINGER VOLUME

If you set the printer to receive faxes manually (Auto Answer Off), then increase the ringer volume.

MAKE SURE THAT YOU HAVE THE CORRECT MANUAL ANSWER CODE

If you set the printer to receive faxes manually (Auto Answer Off), then you need to enter the correct code when a fax comes in so that the printer can receive it.

1 From the home screen, navigate to:

   🔧 > **Fax Setup** > **Ringing and Answering** > **Manual Answer Code**

2 Copy the manual answer code that appears on the touch screen.

   Note: The default code is *9*, but for increased security, you can change it to a number that only you know.

Cannot run the fax software

The printer must be connected to a telephone, DSL, VoIP, or cable service before you can configure the fax settings in the fax software.

MAKE SURE THE FAX SOFTWARE IS INSTALLED

The Fax Solutions Software is optional for Windows users and is installed with the printer software only if you select it on the "Install Additional Software" screen during installation. If you did not install the fax software, then the Fax tab on the Printer Home takes you to our Web site where you can download the software.

MAKE SURE THE PRINTER IS CONNECTED TO A TELEPHONE LINE

You need to connect the printer to your telephone line through a standard wall jack (RJ-11), a DSL filter, a VoIP adapter, or a cable modem before you can open the fax software and configure the fax settings.

MAKE SURE THAT THE PRINTER IS CONNECTED TO THE COMPUTER

MAKE SURE THAT THE PRINTER IS NOT IN POWER SAVER MODE

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