



# Lexmark 1400 Series

## Getting Started



February 2007

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740 West New Circle Road  
Lexington, Kentucky 40550


 **Important safety information**

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

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

Refer service or repairs, other than those described in the user documentation, to a professional service person.

This product is designed, tested, and approved to meet strict global safety standards with the use of specific Lexmark components. The safety features of some parts may not always be obvious. Lexmark is not responsible for the use of other replacement parts.

 **CAUTION:** 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.

**SAVE THESE INSTRUCTIONS.**

**Operating system notice**

All features and functions are operating system-dependent. For complete descriptions:

- **Windows users**—See the *User's Guide*.
- **Macintosh users**—If your product supports Macintosh, see the Mac Help installed with the printer software.

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# Finding information about the printer

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## **Quick Setup sheet**

Description	Where to find
The <i>Quick Setup</i> sheet gives you instructions for setting up hardware and software.	You can find this document in the printer box or on the Lexmark Web site at <a href="http://www.lexmark.com">www.lexmark.com</a> .

## **Getting Started or Setup Solutions booklet**

Description	Where to find
<p>The <i>Getting Started</i> booklet gives you instructions for setting up hardware and software (on Windows operating systems) and some basic instructions for using the printer.</p> <p><b>Note:</b> If your printer supports Macintosh operating systems, see the Mac Help:</p> <ol style="list-style-type: none"><li>1 From the Finder desktop, double-click the <b>Lexmark 1400 Series</b> folder.</li><li>2 Double-click the printer <b>Help</b> icon.</li></ol> <p>The <i>Setup Solutions</i> booklet tells you how to solve printer setup problems.</p> <p><b>Note:</b> These documents do not ship with all printers. If you did not receive a <i>Getting Started</i> booklet or a <i>Setup Solutions</i> booklet, see the <i>User's Guide</i> instead.</p>	You can find this document in the printer box or on the Lexmark Web site at <a href="http://www.lexmark.com">www.lexmark.com</a> .

## User's Guide

Description	Where to find
<p>The <i>User's Guide</i> gives you instructions for using the printer and other information such as:</p> <ul style="list-style-type: none"> <li>• Using the software (on Windows operating systems)</li> <li>• Loading paper</li> <li>• Printing</li> <li>• Working with photos</li> <li>• Scanning (if supported by your printer)</li> <li>• Making copies (if supported by your printer)</li> <li>• Faxing (if supported by your printer)</li> <li>• Maintaining the printer</li> <li>• Connecting the printer to a network (if supported by your printer)</li> <li>• Troubleshooting problems with printing, copying, scanning, faxing, paper jams, and misfeeds</li> </ul> <p><b>Note:</b> If your printer supports Macintosh operating systems, see the Mac Help:</p> <ol style="list-style-type: none"> <li>1 From the Finder desktop, double-click the <b>Lexmark 1400 Series</b> folder.</li> <li>2 Double-click the printer <b>Help</b> icon.</li> </ol>	<p>When you install the printer software, the <i>User's Guide</i> will be installed.</p> <ol style="list-style-type: none"> <li>1 Click <b>Start → Programs</b> or <b>All Programs → Lexmark 1400 Series</b>.</li> <li>2 Click <b>User's Guide</b>.</li> </ol> <p>If the link to the <i>User's Guide</i> is not on your desktop, follow these instructions:</p> <ol style="list-style-type: none"> <li>1 Insert the CD. The installation screen appears. <b>Note:</b> If necessary, click <b>Start → Run</b>, and then type <b>D:\setup</b>, where <b>D</b> is the letter of your CD-ROM drive.</li> <li>2 Click <b>Documentation</b>.</li> <li>3 Click <b>View User's Guide (including Setup Troubleshooting)</b>.</li> <li>4 Click <b>Yes</b>. An icon of the <i>User's Guide</i> appears on your desktop, and the <i>User's Guide</i> appears on the screen.</li> </ol> <p>You can also find this document on the Lexmark Web site at <b>www.lexmark.com</b>.</p>

## Help

Description	Where to find
<p>The Help gives you instructions for using the software, if your printer connects to a computer.</p>	<p>While in any Lexmark software program, click <b>Help</b>, <b>Tips → Help</b>, or <b>Help → Help Topics</b>.</p>

## Lexmark Solution Center

Description	Where to find
<p>The Lexmark Solution Center software is included on your CD. It installs with the other software, if your printer connects to a computer.</p>	<p>To access the Lexmark Solution Center:</p> <ol style="list-style-type: none"> <li>1 Click <b>Start → Programs</b> or <b>All Programs → Lexmark 1400 Series</b>.</li> <li>2 Select <b>Lexmark Solution Center</b>.</li> </ol>

## Customer support

Description	Where to find (North America)	Where to find (rest of world)
<b>Telephone support</b>	<p>Call us at</p> <ul style="list-style-type: none"> <li>• US: 1-800-332-4120 Monday–Friday (8:00 AM–11:00 PM ET) Saturday (Noon–6:00 PM ET)</li> <li>• Canada: 1-800-539-6275 <i>English</i> Monday–Friday (8:00 AM–11:00 PM ET) Saturday (Noon–6:00 PM ET) <i>French</i> Monday–Friday (9:00 AM–7:00 PM ET)</li> <li>• Mexico: 001-888-377-0063 Monday–Friday (8:00 AM–8:00 PM ET)</li> </ul> <p><b>Note:</b> Support numbers and times may change without notice. For the most recent phone numbers available, see the printed warranty statement that shipped with your printer.</p>	<p>Telephone numbers and support hours vary by country or region.</p> <p>Visit our Web site at <a href="http://www.lexmark.com">www.lexmark.com</a>. Select a country or region, and then select the Customer Support link.</p> <p><b>Note:</b> For additional information about contacting Lexmark, see the printed warranty that shipped with your printer.</p>
<b>E-mail support</b>	<p>For e-mail support, visit our Web site: <a href="http://www.lexmark.com">www.lexmark.com</a>.</p> <ol style="list-style-type: none"> <li>1 Click <b>CUSTOMER SUPPORT</b>.</li> <li>2 Click <b>Technical Support</b>.</li> <li>3 Select your printer family.</li> <li>4 Select your printer model.</li> <li>5 From the Support Tools section, click <b>e-Mail Support</b>.</li> <li>6 Complete the form, and then click <b>Submit Request</b>.</li> </ol>	<p>E-mail support varies by country or region, and may not be available in some instances.</p> <p>Visit our Web site at <a href="http://www.lexmark.com">www.lexmark.com</a>. Select a country or region, and then select the Customer Support link.</p> <p><b>Note:</b> For additional information about contacting Lexmark, see the printed warranty that shipped with your printer.</p>

## Limited Warranty

Description	Where to find (US)	Where to find (rest of world)
<p>Limited Warranty Information</p> <p>Lexmark International, Inc. furnishes a limited warranty that this printer will be free of defects in materials and workmanship for a period of 12 months after the original date of purchase.</p>	<p>To view the limitations and conditions of this limited warranty, see the Statement of Limited Warranty included with this printer, or set forth at <a href="http://www.lexmark.com">www.lexmark.com</a>.</p> <ol style="list-style-type: none"> <li>1 Click <b>CUSTOMER SUPPORT</b>.</li> <li>2 Click <b>Warranty Information</b>.</li> <li>3 From the Statement of Limited Warranty section, click <b>Inkjet &amp; All-In-One Printers</b>.</li> <li>4 Scroll through the Web page to view the warranty.</li> </ol>	<p>Warranty information varies by country or region. See the printed warranty that shipped with your printer.</p>

Record the following information (located on the store receipt and the back of the printer), and have it ready when you contact us so that we may serve you faster:

- Machine Type number
- Serial number
- Date purchased
- Store where purchased



# Setting up the printer

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If you are going to use your printer for wireless printing, these are the things you need to know:

- 1 Make sure your wireless network is set up and working properly, and that your computer is connected to your wireless network.
- 2 Know the name (SSID) of your wireless network.
- 3 If your wireless network uses a security scheme, make sure you know the password that was used to keep your network secure. This password is also known as security key, WEP key, or WPA key.

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

Use the table below to write down the information you need to know.

Item	Description
SSID (name of your network)	
Security key (password)	

- 4 Follow the instructions in the following sections to set up the printer:
  - For printing on a Windows operating system using a wireless connection or USB cable, see “Setting up the printer on a Windows operating system” on page 9.
  - For printing on a Macintosh operating system, see “Setting up the printer on a Macintosh operating system” on page 10.

**Note:** If you previously set up the printer with a computer and want to set it up on another computer on your wireless network, see “Installing the printer on additional network computers” on page 16.

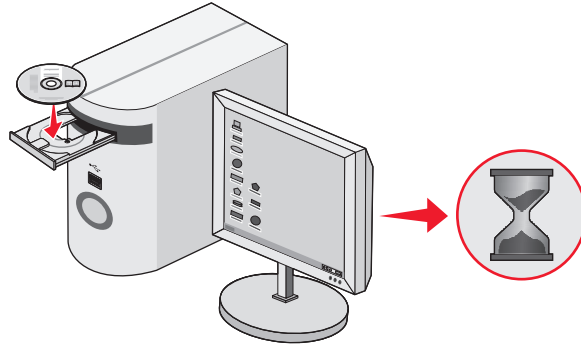
## Setting up the printer on a Windows operating system

- 1 Before you unpack the printer or attach anything, locate the CD for Windows.



- 2 Make sure the computer is on, and then insert the CD for Windows.

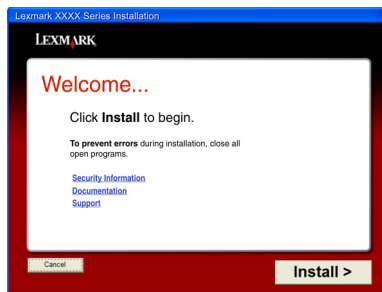
Wait several seconds for the install screen to appear.



**Note:** If the install screen does not appear automatically, click **Start → Run**, and then type **D:\setup.exe**, where D is the letter of your CD-ROM drive.

**3** Follow the instructions on the computer screen to set up the printer.

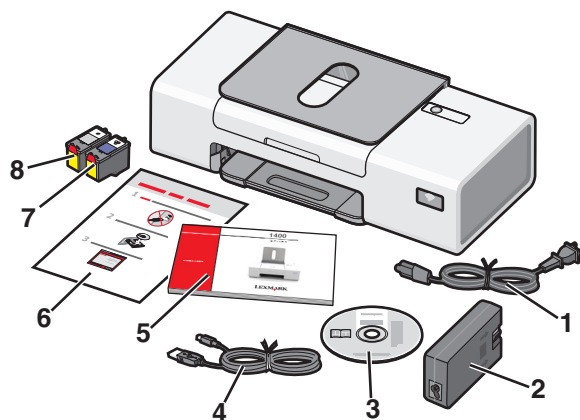
Your security software may notify you that Lexmark software is trying to communicate with your computer system. Always allow these programs to communicate. This is necessary for the printer to work properly.



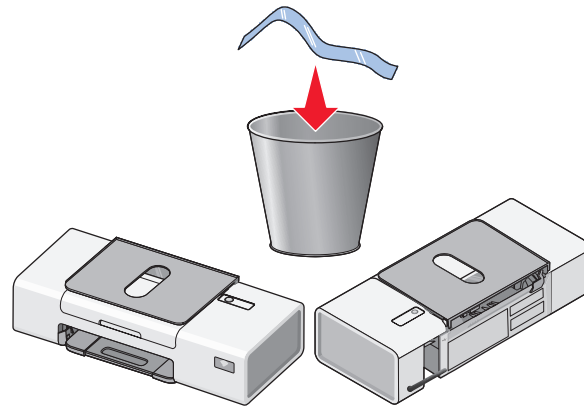
## Setting up the printer on a Macintosh operating system

**1** Unpack the printer.

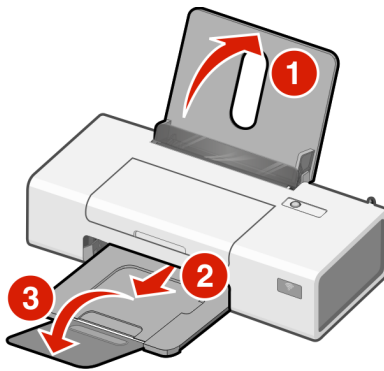
**Note:** Contents, such as the number of print cartridges, may vary by model.



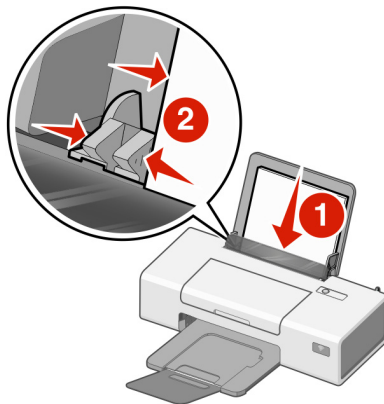
2 Check the top, bottom, sides, paper tray, and paper exit tray to be sure that all tape and packing material is completely removed from the printer.



3 Raise the paper support, and extend the paper exit tray.

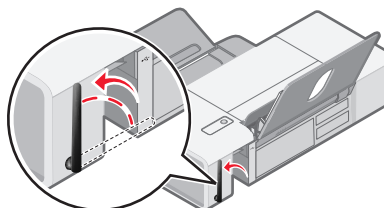


4 Load paper, and adjust the paper guide.

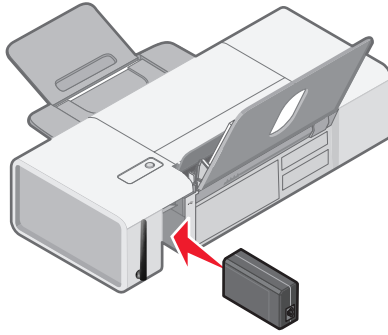


5 Raise the antenna of the wireless print server.

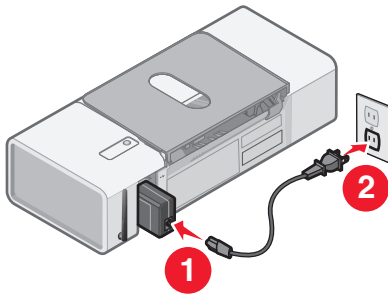
**Note:** Make sure you remove any tape on the antenna first.



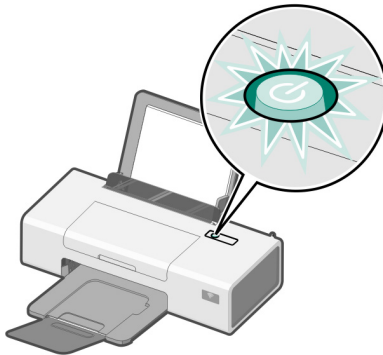
**6** Insert the power supply.



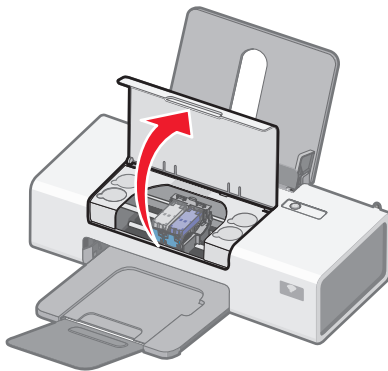
**7** Connect the power cord.



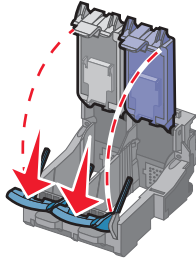
**8** Make sure the power is on.



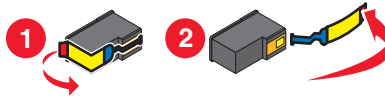
**9** Open the access cover.



**10** Press down on the cartridge carrier levers to raise the cartridge carrier lids.

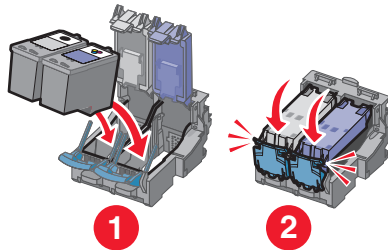


**11** Remove the tape from the print cartridges.

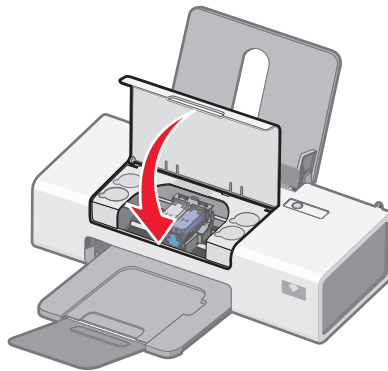


**12** Insert the cartridges, and then close the cartridge carrier lids.

**Note:** The number of cartridges may vary by model.



**13** Close the access cover.



**14** To set up the printer on a Macintosh computer:

- For printing using a wireless connection, see “Setting up the printer for wireless printing” on page 14.
- For printing using a USB cable, see “Setting up the printer using a USB cable” on page 15.

## ***Setting up the printer for wireless printing***

The following instructions are for setting up the printer for wireless printing on a Macintosh operating system.

### **Notes:**

- Make sure you have completed the initial setup of the printer. For more information, see “Setting up the printer on a Macintosh operating system” on page 10.
- If you previously set up the printer with a computer and want to set it up on another computer on your wireless network, see “Installing the printer on additional network computers” on page 16.

### **Note:**

- 1** Make sure the computer is on.
- 2** From the Finder desktop, click the **Applications** folder.
- 3** From the Applications folder, double-click the **Internet Connect** icon.
- 4** From the toolbar, click the **AirPort** icon.
- 5** From the Network pop-up menu, select **print server XXXXXX**, where **XXXXXX** is the last six digits of the printer's MAC address.

### **Notes:**

- The MAC address appears on an adhesive label located on the back of the printer.
- You will temporarily lose your connection to the Internet while you are connected to “print server XXXXXX” network.

- 6** Open the Safari browser.
- 7** From the Bookmarks drop-down menu, select **Show All Bookmarks**.
- 8** Under Collections, select **Bonjour** or **Rendezvous**.

**Note:** The application is referred to as Rendezvous in Mac OS X version 10.3, but is now called Bonjour by Apple Inc.

- 9** Double-click your printer model.
- 10** Click **Configuration**.
- 11** Click **Wireless**.
- 12** Change these settings:
  - a** Enter the name of your network (SSID).
  - b** For BSS (Basic Service Set) Type, select
    - **Infrastructure** if your wireless network uses a wireless access point (wireless router) to communicate with other wireless devices.
    - **Ad Hoc** if your wireless network does not use a wireless access point (wireless router) to communicate with other wireless devices
  - c** Select the type of security you use to protect your wireless network.

**Notes:**

- If you are using the WEP type of security, you must enter a hexadecimal key. If you are using an AirPort base station with WEP security, you must get the equivalent network password. For instructions on getting the equivalent network password, see the documentation that came with your AirPort base station.
- If you do not know this information, see the documentation that came with the wireless network, or contact the person who set up your wireless network.

**13** Click **Submit**.

**14** From the Applications folder, double-click the **Internet Connect** icon.

**15** From the toolbar, click the **AirPort** icon.

**16** From the Network pop-up menu, select your original network.

**Notes:**

- You may need to enter the password for your wireless network security.
- Your connection to the Internet will be restored when you reconnect to your original network.

**17** Insert the CD for Macintosh.

**18** From the Finder desktop, double-click the **Lexmark 1400 Series Installer** icon

**19** Double-click the **Install** icon.

**20** Click **Continue**.

**21** Follow the instructions on the computer screen to complete the installation.

When you have completed the installation, the printer is ready for you to use.

## ***Setting up the printer using a USB cable***

The following instructions are for setting up the printer with a USB cable on a Macintosh operating system.

**Note:** Make sure you have completed the initial setup of the printer. For more information, see “Setting up the printer” on page 9.

**1** Make sure the computer is on.

**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 the  USB symbol.

**4** Insert the CD for Macintosh.

**5** From the Finder desktop, double-click the **Lexmark 1400 Series Installer** icon

**6** Double-click the **Install** icon.

**7** Click **Continue**.

**8** Follow the instructions on the computer screen to complete the installation.

When you have completed the installation, the printer is ready for you to use.

## Installing the printer on additional network computers

If you are installing your network printer for use with multiple computers on the network, insert the installation CD into each additional computer, and follow the instructions on the computer screen.

- You do not need to repeat the connection steps for each computer you want to print to the printer.
- The printer should appear as a highlighted printer in the installation. If multiple printers appear in the list, make sure you select the printer with the correct IP address/MAC address. If you need help finding the IP or MAC address, see “Finding your MAC address” on page 50.



# Wireless networking

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## Networking overview

A *network* is a collection of devices such as computers, printers, Ethernet hubs, wireless access points, and routers connected together for communication through cables or through a wireless connection.

Devices on a wireless network use radio waves instead of cables to communicate with each other. For a device to communicate wirelessly, it must have a wireless print server attached or installed that enables it to receive and transmit radio waves.

## Common home network configurations

There are different ways a network can be set up. Some examples of common home network configurations are:

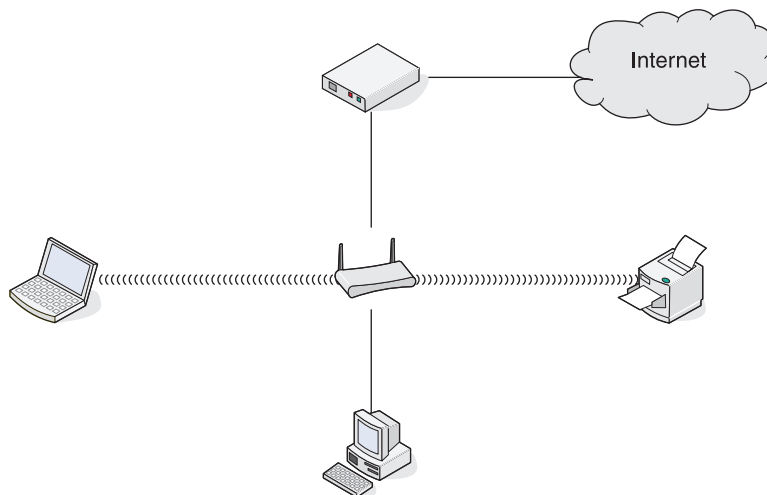
- Laptop and printer connected wirelessly with Internet
- Computer, laptop, and printer connected wirelessly with Internet
- Ethernet-connected devices with Internet
- Computer, laptop, and printer connected wirelessly without Internet
- Laptop connected wirelessly to printer without Internet

The computers and laptops in all five scenarios must be wired and/or have wireless network adapters built in or installed in them so that they can communicate over a network.

The printers in the following diagrams represent Lexmark printers with Lexmark internal print servers built in or installed in them so that they can communicate over a network. Lexmark internal print servers are devices made by Lexmark to enable Lexmark printers to be connected to wired or wireless networks.

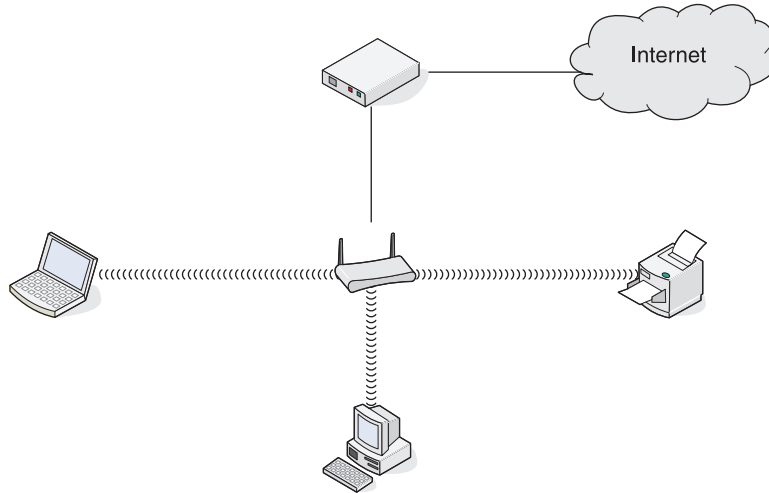
Scenario 1: Laptop and printer connected wirelessly with Internet

- A computer is connected to a wireless router by an Ethernet cable.
- A laptop and a printer are connected wirelessly to the router.
- The network is connected to the Internet through a DSL or a cable modem.



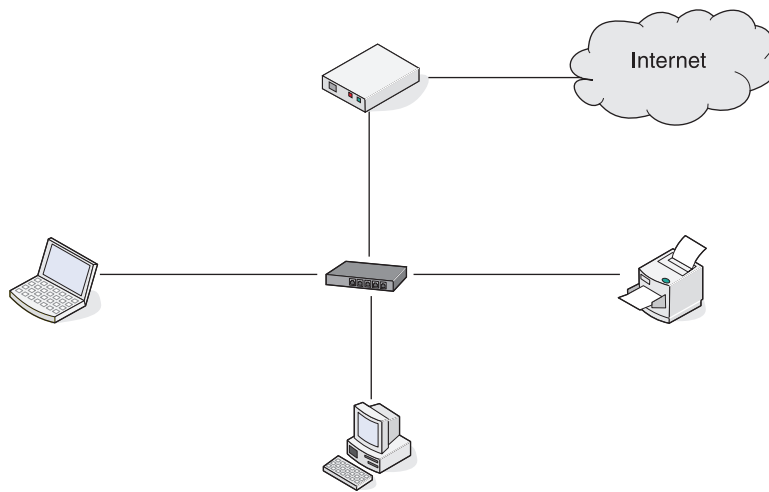
Scenario 2: Computer, laptop, and printer connected wirelessly with Internet

- A computer, a laptop, and a printer are connected wirelessly to a wireless router.
- The network is connected to the Internet through a DSL or a cable modem.



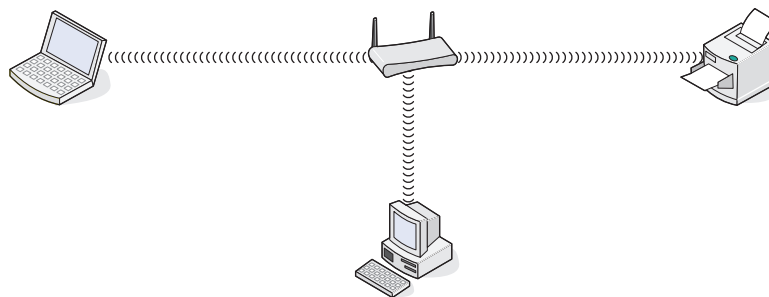
Scenario 3: Ethernet-connected devices with Internet

- A computer, a laptop, and a printer are connected by Ethernet cables to a hub, router, or switch.
- The network is connected to the Internet through a DSL or a cable modem.



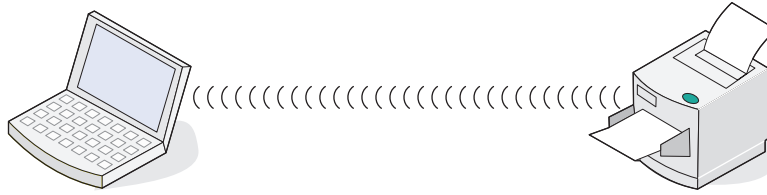
Scenario 4: Computer, laptop, and printer connected wirelessly without Internet

- A computer, a laptop, and a printer are connected wirelessly to a wireless access point.
- The network has no connection to the Internet.



### Scenario 5: Laptop connected wirelessly to printer without Internet

- A laptop is directly connected wirelessly to a printer without going through a wireless router.
- The network has no connection to the Internet.



## **SSID**

*SSID (Service Set identifier)* is a setting on a wireless device that allows devices to join the same wireless network. It is sometimes called the *network name*. The SSID permits devices to communicate with each other.

## **Signal strength**

Wireless devices have built-in antennas that transmit and receive radio signals. The signal strength listed on the printer network setup page indicates how strongly a transmitted signal is being received. Many factors can affect the signal strength. One factor is interference from other wireless devices or even other devices such as microwave ovens. Another factor is distance. The farther two wireless devices are from each other, the more likely it is that the communication signal will be weaker.

## **IP addresses**

An *IP address* is a unique number used by devices on an IP network to locate and communicate with each other. Devices on an IP network can only communicate with each other if they have unique and valid IP addresses. A unique IP address means no two devices on the same network have the same IP address.

You can locate the printer IP address by printing out the network setup page.

## **How to locate the IP address of a computer**

### **Windows users only**

- 1** Click **Start** → **Programs or All Programs** → **Accessories** → **Command Prompt**.
- 2** Type **ipconfig**.
- 3** Press **Enter**.

The IP address appears as four sets of numbers separated by periods, such as 192.168.0.100. This is determined by your operating system or wireless network software.

### **Macintosh users only**

- 1** From the Finder desktop, click **Applications**.
- 2** From Applications, double-click **System Preferences**.
- 3** Click **Network**.

The IP address appears as four sets of numbers separated by periods, such as 192.168.0.100. This is determined by your operating system or wireless network software.


## **MAC address**

Most network equipment has a unique hardware identification number to distinguish it from other devices on the network. This is called the *Media Access Control (MAC) address*. A list of MAC addresses can be set on a router so that only devices with matching MAC addresses can be allowed to operate on the network. This is called MAC filtering. If a customer has a MAC filter enabled in his router and wants to add a printer to the network, the printer MAC address must be included in the MAC filter list.

## **Printing a network setup page**

A *network setup page* lists your configuration settings.

To print a network setup page:

- 1 Make sure the printer is off.
- 2 Press and hold  for five seconds, and then release the button.

A test page and a network setup page print.

## **Pinging your printer**

To test whether your computer can communicate properly with your printer on the same network, issue a **ping** command.

### **Windows users only**

- 1 From the computer: Click **Start → Programs → Accessories → Command Prompt**.
- 2 Type the command **ping** followed by the IP address of the device.
- 3 Press **Enter**.
  - If the printer is on the network and responding to the ping, several lines appear that start with **Reply from**.
  - If the printer is not on the network or is not responding, after several seconds **Request timed out** appears.

If the printer does not respond:

- a Print a setup page.
- b Check that the printer has an IP address.
- c Under Network Card, check that the Status is listed as Connected.
- d Check that the computer has an IP address.
- e For additional information, refer to the “Wireless troubleshooting” section of the “Troubleshooting” chapter.

### **Macintosh users only**

- 1 From the Finder desktop, click the **Applications** folder.
- 2 From the Applications folder, click the **Utilities** folder.
- 3 Double-click the **Network Utility** application.
- 4 From the Ping tab, type the IP address of the printer in the network address field. For example:  
10.168.0.100
- 5 Click **Ping**.

If the printer does not respond:

- a Print a setup page.
- b Check that the printer has an IP address.
- c Under Network Card, check that the Status is listed as Connected.
- d Check that the computer has an IP address.
- e For additional information, refer to the “Wireless troubleshooting” section of the “Troubleshooting” chapter.

## Types of wireless networks

Networks can operate in one of two modes: infrastructure or ad hoc. Lexmark recommends setting up a network in infrastructure mode using the installation CD that came with the printer.

A wireless network where each device communicates with others through a wireless access point (wireless router) is set up in *infrastructure* mode. Like an ad hoc network, all devices must have valid IP addresses and share the same SSID and channel. In addition, they must share the same SSID as the wireless access point (wireless router).

A simple type of wireless network is one where a PC with a wireless print server communicates directly with a printer equipped for wireless networking. This mode of communication is called *ad hoc*. A device in this type of network must have a valid IP address and be set to ad hoc mode. The wireless print server must also be configured with the same SSID and channel.

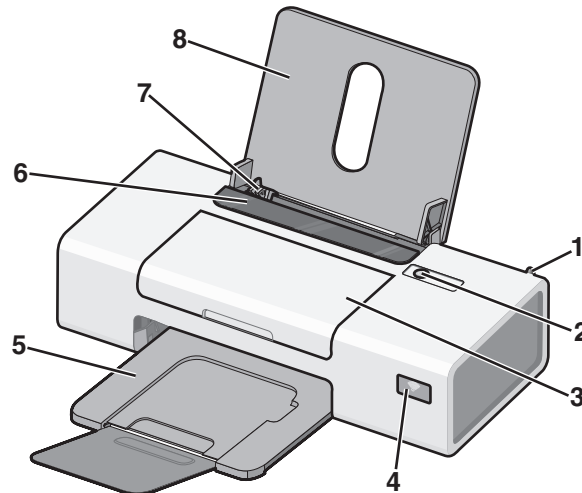
	Infrastructure	Ad hoc
<b>Characteristics</b>		
Communication	Through wireless access point (wireless router)	Directly between devices
Security	More security options	
Range	Determined by range and number of access points	Restricted to range of individual devices on network
Speed	Usually faster	Usually slower
<b>Requirements for all devices on the network</b>		
Unique IP address for each device	Yes	Yes
Mode set to	Infrastructure mode	Ad hoc mode
Same SSID	Yes, including the wireless access point (wireless router)	Yes
Same channel	Yes, including the wireless access point (wireless router)	Yes



Infrastructure mode is the recommended setup method because it has:

- Increased network security
- Increased reliability
- Faster performance
- Easier setup

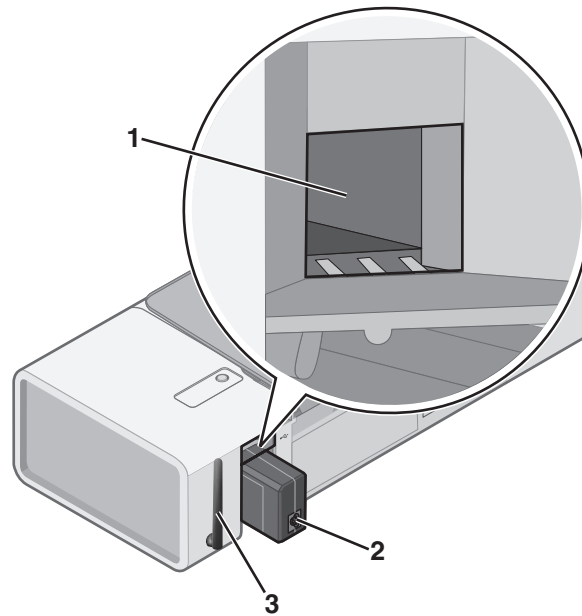
# Learning about the printer



## Understanding the parts of the printer

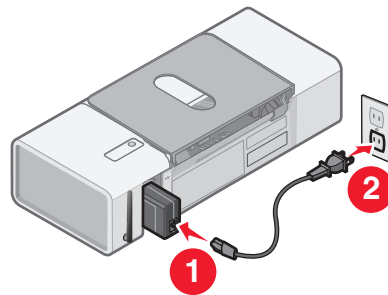


	Use the	To
1	Internal wireless adapter	Connect to a wireless network.
2		<ul style="list-style-type: none"> <li>• Turn the printer on.</li> <li>• Turn the printer off.                             <ul style="list-style-type: none"> <li>– Press and then release the button quickly to enter Power Saver mode.</li> <li>– Press and hold the button for two seconds to turn the printer off.</li> </ul> </li> <li>• Cancel a print job. Press  in the middle of a print job.</li> <li>• Load or eject paper.</li> <li>• Troubleshoot.</li> </ul>
3	Access cover	<ul style="list-style-type: none"> <li>• Install or change the print cartridges.</li> <li>• Clear paper jams.</li> </ul>
4	Wi-Fi indicator	Check wireless status: <ul style="list-style-type: none"> <li>• <b>Off</b> indicates that the printer is not turned on.</li> <li>• <b>Orange</b> <ul style="list-style-type: none"> <li>– indicates that the printer is ready to be configured for wireless printing but is not connected to a wireless network</li> <li>– indicates that the printer is connected for USB printing</li> </ul> </li> <li>• <b>Orange blinking</b> indicates that the printer is configured but is unable to communicate with the wireless network.</li> <li>• <b>Green</b> indicates that the printer is connected to a wireless network.</li> </ul>
5	Paper exit tray	Stack paper as it exits.
6	Paper feed guard	Prevent items from falling into the paper slot.
7	Paper guide	Keep paper straight when feeding.

	Use the	To
8	Paper support	Load paper.



	Use the	To
1	USB port	Connect the printer to a computer using a USB cable.
2	Power supply	<p>Connect the printer to a power source using the power cord.</p> <ol style="list-style-type: none"> <li>1 Plug the power cord all the way into the power supply on the printer.</li> <li>2 Plug the power cord into an electrical outlet that other electrical devices have been using.</li> </ol> <p>3 If the  light is not on, press .</p>
3	Internal wireless adapter	Connect to a wireless network.



# Learning about the software

This chapter tells how to use the printer with Windows operating systems. If you are using a Macintosh operating system, see the Mac Help:

- 1 From the Finder desktop, double-click the **Lexmark 1400 Series** folder.
- 2 Double-click the printer **Help** icon.




## Using the printer software

Use this software	To
Imaging Studio	Print documents or photos.
Solution Center	Find troubleshooting, maintenance, and cartridge-ordering information.
Print Properties	Select the best print settings for the document you are printing.
Toolbar	Create printer-friendly versions of an active Web page.




## Using the Imaging Studio

To open the Imaging Studio, use one of these methods:

Method 1	Method 2
From the desktop, double-click the <b>Imaging Studio</b> icon.	<ol style="list-style-type: none"> <li>1 Click <b>Start → Programs</b> or <b>All Programs → Lexmark 1400 Series</b>.</li> <li>2 Select <b>Imaging Studio</b>.</li> </ol>

Click	To access	Details
	View/Print Photo Library	Browse, print, or share your photos.
	Transfer Photos	Download photos from a memory card, flash drive, CD, or PictBridge-enabled digital camera to the Photo Library.
	Photo Greeting Cards	Make quality greeting cards from your photos.



Click	To access	Details
	Photo Packages	Print multiple photos in various sizes.
	Slideshow	View a slideshow of your photos.
	Poster	Print your photos as a multiple-page poster.

From the bottom left corner of the Welcome screen:

Click	To
Setup and diagnose printer	<ul style="list-style-type: none"> <li>• Check ink levels.</li> <li>• Order print cartridges.</li> <li>• Find maintenance information.</li> <li>• Select other Solution Center tabs for more information, including how to change printer settings and troubleshooting.</li> </ul>

## Using the Solution Center






The Solution Center provides help, as well as information about the printer status and ink level.

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

Method 1	Method 2
<ol style="list-style-type: none"> <li>1 From the desktop, double-click the <b>Lexmark Imaging Studio</b> icon.</li> <li>2 Click <b>Setup and diagnose printer</b>. The Solution Center appears with the Maintenance tab open.</li> </ol>	<ol style="list-style-type: none"> <li>1 Click <b>Start → Programs</b> or <b>All Programs → Lexmark 1400 Series</b>.</li> <li>2 Select <b>Solution Center</b>.</li> </ol>

The Solution Center consists of six tabs:

From here	You can
Printer Status (Main dialog)	<ul style="list-style-type: none"> <li>• View the status of the printer. For example, while printing, the status of the printer is <b>Busy Printing</b>.</li> <li>• View ink levels and order new print cartridges.</li> </ul>

From here	You can
<p>How To</p> 	<ul style="list-style-type: none"> <li>• Learn how to: <ul style="list-style-type: none"> <li>– Print.</li> <li>– Use basic features.</li> <li>– Print projects such as photos, envelopes, cards, banners, iron-on transfers, and transparencies.</li> </ul> </li> <li>• Find the electronic <i>User's Guide</i> for more information.</li> </ul>
<p>Troubleshooting</p> 	<ul style="list-style-type: none"> <li>• Learn tips about the current status.</li> <li>• Solve printer problems.</li> </ul>
<p>Maintenance</p> 	<ul style="list-style-type: none"> <li>• Install a new print cartridge.</li> <li>• View shopping options for new cartridges.</li> <li>• Print a test page.</li> <li>• Clean to fix horizontal streaks.</li> <li>• Align to fix blurry edges.</li> <li>• Troubleshoot other ink problems.</li> </ul>
<p>Contact Information</p> 	<p>Learn how to contact us by telephone or on the World Wide Web.</p>
<p>Advanced</p> 	<ul style="list-style-type: none"> <li>• Change the appearance of the Printing Status window.</li> <li>• Download the newest software files.</li> <li>• Turn printing voice notification on or off.</li> <li>• Change network printing settings.</li> <li>• Share information with us regarding how you use the printer.</li> <li>• Obtain software version information.</li> </ul>

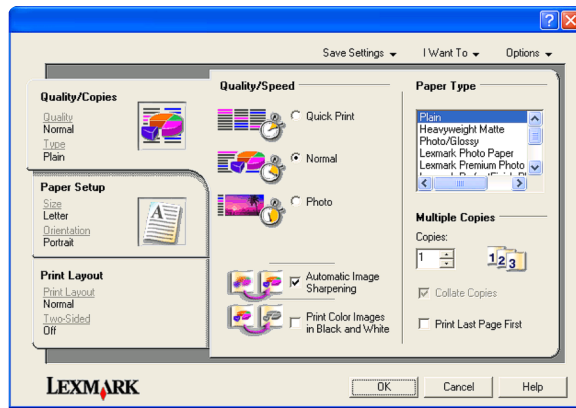
**Note:** For more information, click **Help** in the lower right corner of the screen.

## Using Print Properties

### *Opening Print Properties*

Print Properties is the software that controls the printing function when the printer is connected to a computer. You can change the settings in Print Properties based on the type of project you want to create. You can open Print Properties from almost any program:

- 1 With a document open, click **File → Print**.
- 2 From the Print dialog, click **Properties, Preferences, Options, or Setup**.



## Using the Save Settings menu

From the “Save Settings” menu, you can name and save the current Print Properties settings for future use. You can save up to five custom settings.

## Using the I Want To menu

The “I Want To” menu contains a variety of task wizards (printing a photo, an envelope, a banner, a poster, or printing on both sides of the paper) to help you select the correct print settings for a project.

## Using the Options menu

Use the “Options” menu to make changes to the Quality Options, Layout Options, and Printing Status Options settings. For more information on these settings, open the tab dialog from the menu, and then click the **Help** button on the dialog.

The “Options” menu also provides direct links to different parts of the Solution Center as well as software version information.

## Using the Print Properties tabs

All of the print settings are on the three main tabs of the Print Properties software: Quality/Copies, Paper Setup, and Print Layout.

Tab	Options
Quality/Copies	<ul style="list-style-type: none"> <li>• Select a Quality/Speed setting.</li> <li>• Select a Paper Type.</li> <li>• Customize how the printer prints several copies of a single print job: collated or normal.</li> <li>• Choose Automatic Image Sharpening.</li> <li>• Choose to have the last page printed first.</li> </ul>
Paper Setup	<ul style="list-style-type: none"> <li>• Specify the size of paper loaded.</li> <li>• Select the orientation of the document on the printed page: portrait or landscape.</li> </ul>
Print Layout	<ul style="list-style-type: none"> <li>• Select the layout you want to print.</li> <li>• Choose to print on both sides of the paper, and select a duplexing preference.</li> </ul>








**Note:** For more information about these settings, right-click a setting on the screen.


# Using the Toolbar

The Toolbar lets you create printer-friendly versions of Web pages.



**Note:** The Toolbar launches automatically when you browse the Web using Microsoft Windows Internet Explorer version 5.5 or later.

Click	To
	<ul style="list-style-type: none"> <li>• Select Page Setup options.</li> <li>• Select Options to customize the toolbar appearance or select a different setting for printing photos.</li> <li>• Access links to the Lexmark Web site.</li> <li>• Access Help for additional information.</li> <li>• Uninstall the Toolbar.</li> </ul>
Normal 	Print an entire Web page in normal quality.
Quick 	Print an entire Web page in draft quality.
Black and White 	Print an entire Web page in black and white.
Text Only 	Print only the text of a Web page.
Photos 	Print only the photos or images on a Web page. <b>Note:</b> The number of photos or images valid for printing appears next to Photos. 

Click	To
Preview 	Preview a Web page before printing.

## Resetting printer software settings to defaults

### *Windows 2000, Windows XP, or Windows Vista users:*

- 1 Click **Start** → **Settings** → **Printers** or **Printers and Faxes**.
- 2 Right-click the **Lexmark 1400 Series** icon.
- 3 Click **Printing Preferences**.
- 4 Click the **Save Settings** menu.
- 5 From the Restore section, select **Factory Settings (Defaults)**.

**Note:** Factory default settings cannot be deleted.

# Maintaining the printer

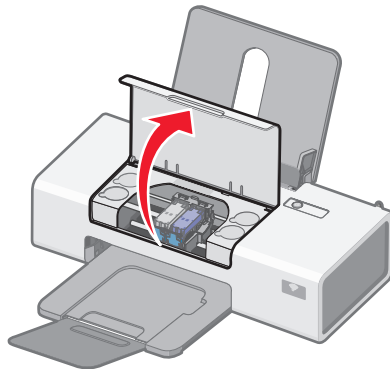
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## Changing print cartridges

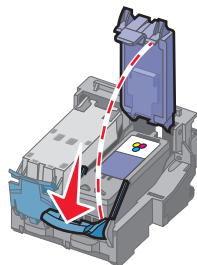
### *Removing a used print cartridge*

- 1 Make sure the printer is on.
- 2 Lift the access cover.

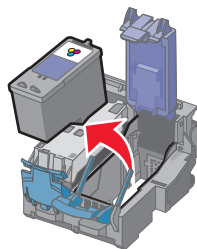
The print cartridge carrier moves and stops at the loading position, unless the printer is busy.



- 3 Press down on the cartridge carrier lever to raise the cartridge carrier lid.



- 4 Remove the used print cartridge.



If the cartridge you removed is not empty and you want to use it later, see “Preserving the print cartridges” in the “Maintaining the printer” chapter of the *User's Guide* on the CD.

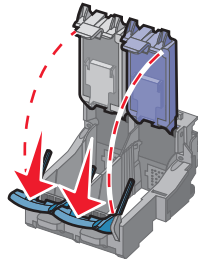
## Installing print cartridges

- 1 If you are installing new print cartridges, remove the sticker and tape from the back and bottom of the cartridges.

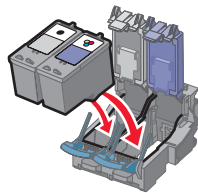


**Warning:** Do *not* touch the gold contact area on the back or the metal nozzles on the bottom of the cartridges.

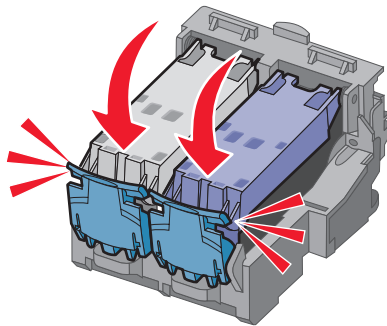
- 2 Press down on the cartridge carrier levers to raise the cartridge carrier lids.



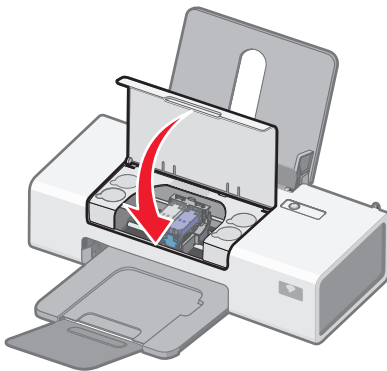
- 3 Insert the black cartridge or the photo cartridge in the left carrier. Insert the color cartridge in the right carrier.



- 4 Snap the lids closed.



- 5 Close the access cover.



# Ordering Supplies

## Ordering print cartridges

Lexmark 1400 Series models (except Lexmark 1480)

Item	Part number	Average cartridge standard page yield is up to <sup>1</sup>
Black cartridge	23A	215
Black cartridge <sup>2</sup>	23	215
High yield black cartridge	34	500
Color cartridge	24A	185
Color cartridge <sup>2</sup>	24	185
High yield color cartridge	35	500
Photo cartridge	31	Not applicable
<sup>1</sup> Values obtained by continuous printing. Declared yield value in accordance with ISO/IEC 24711 (FDIS). <sup>2</sup> Licensed Return Program Cartridge		

### Lexmark 1480 models

Item	Part number
Color cartridge	2
Black cartridge	3
Photo cartridge	31

## Ordering paper and other supplies

To order supplies or to locate a dealer near you, visit our Web site at [www.lexmark.com](http://www.lexmark.com).

### Notes:

- For best results, use only Lexmark print cartridges.
- For best results when printing photos or other high-quality images, use Lexmark photo papers.

To order a USB cable (part number 1021294) go to [www.lexmark.com](http://www.lexmark.com).

Paper	Paper size
Lexmark Premium Photo Paper	<ul style="list-style-type: none"> <li>• Letter</li> <li>• A4</li> <li>• 4 x 6 in.</li> <li>• 10 x 15 cm</li> <li>• L</li> </ul>
<b>Note:</b> Availability may vary by country or region.	



Paper	Paper size
Lexmark Photo Paper	<ul style="list-style-type: none"> <li>• Letter</li> <li>• A4</li> <li>• 4 x 6 in.</li> <li>• 10 x 15 cm</li> </ul>
Lexmark PerfectFinish™ Photo Paper	<ul style="list-style-type: none"> <li>• Letter</li> <li>• A4</li> <li>• 4 x 6 in.</li> <li>• 10 x 15 cm</li> <li>• L</li> </ul>
<p><b>Note:</b> Availability may vary by country or region.</p>	

For information on how to purchase Lexmark Premium Photo Paper, Lexmark Photo Paper, or Lexmark PerfectFinish Photo Paper in your country or region, go to [www.lexmark.com](http://www.lexmark.com).

# Troubleshooting


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## Setup troubleshooting

### ***Power button is not lit***

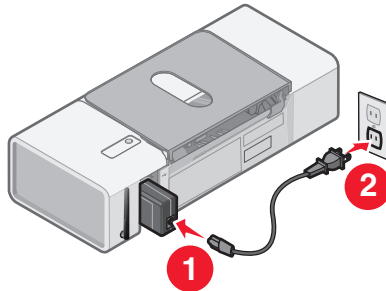
These are possible solutions. Try one or more of the following:



#### **Press power button**

Make sure the printer is on by pressing .

#### **Disconnect and reconnect the power cord**

- 1 Disconnect the power cord from the wall outlet, and then from the printer.
- 2 Plug the cord all the way into the power supply on the printer.



- 3 Plug the cord into an electrical outlet that other electrical devices have been using.
- 4 If the  light is not on, press .

### ***Software does not install***

These are possible solutions. Try one or more of the following:

#### **Check your operating system**

The following operating systems are supported:

- Windows 2000 with Service Pack 3 or later
- Windows XP
- Windows Vista
- Mac OS X

#### **Check your system requirements**

Check that your computer meets the minimum system requirements listed on the printer box.

#### **Check your USB connection**



Follow these steps if you are not using the printer on a wireless network:

- 1 Check the USB cable for any obvious damage.
- 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 the  USB symbol.

## Reconnect the power supply

- 1 Press  to turn the printer off.
- 2 Disconnect the power cord from the wall outlet.
- 3 Gently remove the power supply from the printer.
- 4 Reconnect the power supply to the printer.
- 5 Plug the power cord into the wall outlet.
- 6 Press  to turn the printer on.

## Uninstall and reinstall software

Uninstall the printer software, and then reinstall it. For more information, see “Uninstalling and reinstalling the software” on page 50.

## *Page does not print*

These are possible solutions. Try one or more of the following:

### Check messages

If an error message is displayed, see “Error messages” in the “Troubleshooting” chapter of the *User's Guide* on the CD.

### Check power

If the  light is not on, see “Power button is not lit” on page 34.

### Reload paper

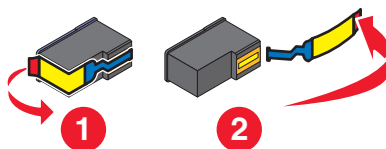
Remove and then load paper.

### Check ink

Check the ink levels, and install new print cartridges if necessary.

### Check print cartridges

- 1 Remove the print cartridges.
- 2 Make sure the sticker and tape have been removed.



- 3 Reinsert the cartridges.

## Check printer default and pause settings

### 1 Click:



- In Windows XP (default Start menu): **Start → Printers and Faxes.**
- In Windows XP (Classic Start menu): **Start → Settings → Printers and Faxes.**
- In Windows Vista (default Start menu): **Start → Control → Printers** (under Hardware and Sound).
- In Windows Vista (Classic Start menu): **Start → Printers.**

### 2 Double-click the printer queue device.

### 3 Click **Printer**.

- Make sure no check mark appears next to Pause Printing.
- If a check mark does not appear next to Set As Default Printer, you must select the print queue device for each file you want to print.

## Reconnect power supply


- 1 Press  to turn the printer off.
- 2 Disconnect the power cord from the wall outlet.
- 3 Gently remove the power supply from the printer.
- 4 Reconnect the power supply to the printer.
- 5 Plug the power cord into the wall outlet.
- 6 Press  to turn the printer on.

## Uninstall and reinstall software

Uninstall the printer software, and then reinstall it. For more information, see “Uninstalling and reinstalling the software” on page 50.

## Wireless troubleshooting

### *Printing a network setup page*

- 1 Make sure the printer is off.
- 2 Press and hold  for five seconds, and then release the button.

A test page and a network setup page prints. The network setup page lists the configuration settings of the internal wireless print server.

### *WiFi Indicator is not lit*

These are possible solutions. Try one or more of the following:

#### **Check power**

If the  light is not on, see “Power button is not lit” on page 34.

#### **Remove and reinstall the optional internal print server**

**Note:** This solution does not apply to printers that came with the internal wireless print server already installed.

Reinstall the internal wireless print server. For more information, see the “Setting up the printer” chapter.

## ***Network printer does not show up in the printer selection list during installation***

### **Check whether the printer is on the same wireless network as the computer**

The SSID of the printer must match the SSID of the wireless network.


#### **Windows users only**

**1** If you do not know the SSID of the network, use the following steps to obtain it before rerunning the Wireless Setup Utility.

**a** Enter the IP address of your wireless access point (wireless router) into the Web address field of your browser.

If you do not know the IP address of the wireless access point (wireless router):

**1** Click:

- In Windows XP: **Start → Programs or All Programs → Accessories → Command Prompt**
- In Windows Vista: The **Start icon → All Programs → Accessories → Command Prompt**  
The Start icon looks like .

**2** Type **ipconfig**

**3** Press **Enter**.

- The “Default Gateway” entry is typically the wireless access point (wireless router).
- The IP address appears as four sets of numbers separated by periods, such as 192.168.0.100. Your IP address might also start with the numbers 10 or 169. This is determined by your operating system or wireless network software.

**b** Enter your user name and password when prompted.

**c** Click **OK**.

**d** On the main page, click **Wireless** or other selection where settings are stored. The SSID will be displayed.

**e** Write down the SSID, security type, and the security keys if they are shown.

**Note:** Make sure you copy them down exactly, including any capital letters.

**2** Click **Start → Programs or All Programs → Lexmark 1400 Series**.

**3** Click **Wireless Setup**.

**Note:** You may be prompted to connect the printer to the computer again using the installation cable as part of the setup process.

**4** Follow the instructions on the computer screen, including typing in the SSID of the wireless access point (wireless router) and the security keys when prompted.

**5** Store the SSID and the security keys in a safe place for future reference.

#### **Macintosh users only**

**1** If you do not know the SSID of the network, use the following steps to check the status of AirPort and obtain the SSID before rerunning the wireless setup.

**a** From the Applications folder, double-click the **Internet Connect** icon.

**b** From the toolbar, click the **AirPort** icon.

The SSID of the network the computer is connected to is displayed in the Network pop-up menu.

**c** Write down the SSID.

**2** Reconfigure the printer's settings. See “Run the wireless setup again” on page 48.

- 3 Insert the CD for Macintosh.
- 4 From the Finder desktop, double-click the **Lexmark 1400 Series Installer** icon
- 5 Double-click the **Install** icon.
- 6 Click **Continue**.
- 7 Follow the instructions on the computer screen.
- 8 Store the SSID in a safe place for future reference.

## ***Check your security keys***

A security key is like a password. All devices on the same network share the same security key.

**Note:** Make sure you copy down the security key exactly, including any capital letters, and store it in a safe place for future reference.

The security key must follow the following criteria.

### **WEP key**

- Exactly 10 or 26 hexadecimal characters. Hexadecimal characters are A–F and 0–9.
- Exactly 5 or 13 ASCII characters. ASCII characters are letters, numbers, and symbols found on a keyboard.


### **WPA-PSK or WPA2-PSK key**

- Up to 64 hexadecimal characters. Hexadecimal characters are A–F and 0–9.
- Between 8 and 64 ASCII characters. ASCII characters are letters, numbers, and symbols found on a keyboard.


## ***Wireless Setup Utility cannot communicate with the printer during installation (Windows users only)***

These are possible solutions for Windows users. Try one or more of the following:

### **Check power**

If the  light is not on, see “Power button is not lit” on page 34.

### **Check the installation cable**

- 1 Disconnect the installation cable and check it for any obvious damage.
- 2 Firmly plug the rectangular end of the USB cable into the USB port of the computer.  
The USB port is marked with the USB symbol .
- 3 Firmly plug the square end of the USB cable into the USB port on the back of the printer.
- 4 Cancel the software installation.
- 5 Click **Start → Programs** or **All Programs → Lexmark 1400 Series**.
- 6 Click **Wireless Setup**.
- 7 Follow the prompts on the computer screen to reinstall the software.

## ***Wi-Fi indicator light is orange***

These are possible solutions. Try one or more of the following:

### **Check cable**

Make sure the installation cable is not still connected to the printer.

### **Configure optional wireless internal print server**

If you purchased the optional internal wireless print server after your printer was already set up and have not already configured it, see “Configuring the optional internal wireless print server” in the “Setting up the printer” chapter.

### **Check network name**

Make sure your network does not have the same name as another network near you. For example, if you and your neighbor both use a manufacturer’s default network name, your printer could be connecting to your neighbor’s network.

If you are not using a unique network name, consult the documentation for your wireless access point (wireless router) to learn how to set a network name.

If you set a new network name, you must reset the printer and computer SSID to the same network name.

- To reset the computer network name, see the documentation that came with your computer.
- To reset the printer name:
  - 1 Click **Start** → **Programs** or **All Programs** → **Lexmark 1400 Series**.
  - 2 Click **Wireless Setup Utility**.
  - 3 Follow the instructions on the computer screen, and enter the new network name when prompted.

### **Check security keys**

Make sure security keys are correct. For more information, see “Check your security keys” on page 38.

### **Move your computer and/or printer**

Move the computer and/or printer closer to the wireless access point (wireless router). Although the possible distance between devices in 802.11b or 802.11g networks is 300 feet, the effective range for optimal performance is generally 100–150 feet.

You can find the signal strength of the network on the network setup page. For information on how to print a setup page, see “Printing a network setup page” on page 36.

### **Check MAC address**

If your network uses MAC address filtering, provide the MAC address for the printer to your network. If you need help finding the MAC address, see “Finding your MAC address” on page 50.

## ***Wi-Fi indicator light is blinking orange during installation***

When the Wi-Fi indicator light is blinking orange, it indicates that the printer has been set up for wireless networking but cannot connect to the network for which it has been configured. The printer may be unable to join the network because of interference or its distance from the wireless access point (wireless router), or until its settings are changed.

These are possible solutions. Try one or more of the following:

### **Make sure the access point is on**

Check the access point and, if necessary, turn it on.

## Move your wireless access point (wireless router) to minimize interference

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

## Try adjusting external antennas

Generally, antennas work best if they are pointing straight up. You may find, however, that reception improves if you experiment with different angles for your printer and/or wireless access point (wireless router) antennas.

## Move your computer and/or printer

Move the computer and/or printer closer to the wireless access point (wireless router). Although the possible distance between devices in 802.11b or 802.11g networks is 300 feet, the effective range for optimal performance is generally 100–150 feet.

You can find the signal strength of the network on the network setup page. For information on how to print a setup page, see “Printing a network setup page” on page 36.

## Check security keys



Make sure security keys are correct. For more information, see “Check your security keys” on page 38.

## Check MAC address

If your network uses MAC address filtering, provide the MAC address for the printer to your network. If you need help finding the MAC address, see “Finding your MAC address” on page 50.

## Ping the wireless access point (wireless router) to make sure the network is working

### Windows users only

- 1 If you do not already know it, find the IP address of the access point.
  - a Click:
    - In Windows XP: **Start → Programs or All Programs → Accessories → Command Prompt**
    - In Windows Vista: The **Start icon → All Programs → Accessories → Command Prompt**The Start icon looks like .
  - b Type **ipconfig**.
  - c Press **Enter**.
    - The “Default Gateway” entry is typically the wireless access point (wireless router).
    - The IP address appears as four sets of numbers separated by periods, such as 192.168.0.100. Your IP address might also start with the numbers 10 or 169. This is determined by your operating system or wireless network software.
- 2 Ping the wireless access point (wireless router).
  - a Click:
    - In Windows XP: **Start → Programs or All Programs → Accessories → Command Prompt**
    - In Windows Vista: The **Start icon → All Programs → Accessories → Command Prompt**The Start icon looks like .
  - b Type **ping** followed by a space and the IP address of the wireless access point (wireless router). For example:  

```
ping 192.168.0.100
```




**c** Press **Enter**.

- 3** If the wireless access point (wireless router) responds, you will see several lines appear that start with “Reply from”. Turn off and restart the printer.
- 4** If the wireless access point (wireless router) does not respond, it will take several seconds and then you will see “Request timed out.”

Try the following:

**a** Click:

- In Windows XP: **Start → Settings or Control Panel → Network Connection**
- In Windows Vista: The **Start icon → Control Panel → Network and Internet → Network and Sharing Center**

The Start icon looks like .

**b** Select the appropriate connection from the ones shown.

**Note:** If the computer is connected to the access point (router) by an Ethernet cable, the connection may not include the word “wireless” in its name.

**c** Right-click the connection, and then click **Repair**.

### Macintosh users only

**1** Check the status of AirPort and, if you do not already know it, find the IP address of the wireless access point (wireless router).

**a** Click **Apple menu → System Preferences**.

**b** Click **Network**.

**c** To check the network status, select **Network Status** in the Show pop-up menu.

The AirPort status indicator should be green. Green means the port is active (turned on) and connected.

#### Notes:

- Yellow means the port is active but is not connected.
- Red means the port has not been configured.

**d** Select **AirPort** in the Show pop-up menu, and click **TCP/IP**.

- The "Router" entry is typically the wireless access point (wireless router).
- The IP address appears as four sets of numbers separated by periods, such as 192.168.0.100. Your IP address might also start with the numbers 10 or 169. This is determined by your operating system or wireless network software.

**2** Ping the wireless access point (wireless router).

**a** From the Applications folder, click the **Utilities** folder.

**b** Double-click the **Network Utility** application.

**c** Type the IP address of the wireless access point (wireless router) in the network address field. For example:

10.168.0.100

**d** Click **Ping**.

**3** If the wireless access point (wireless router) responds, you will see several lines that display the number of bytes received from the wireless access point (wireless router). This ensures that your computer is connected to the wireless access point (wireless router).

**4** If the wireless access point (wireless router) does not respond, nothing is displayed. See the Mac Help for additional AirPort tips and information, or you can use Network Diagnostics to help resolve the problem.

## Run the wireless setup again

If your wireless settings have changed, you must run the printer wireless setup again. Some reasons your settings may have changed include your having manually changed your WEP or WPA keys, channel, or other network settings; or the wireless access point (wireless router) having been reset to factory defaults.

### Notes:

- If you change network settings, change them on all the network devices before changing them for the wireless access point (wireless router).
- If you have already changed the wireless network settings on your wireless access point (wireless router), you must change the settings on all the other network devices before you can see them on the network.

### Windows users only

- 1 Click **Start** → **Programs** or **All Programs** → **Lexmark 1400 Series**.
- 2 Click **Wireless Setup**.

**Note:** You may be prompted to connect the printer to the computer again using the installation cable as part of the setup process.

- 3 Follow the instructions on the computer screen.

### Macintosh users only

- 1 Open the Safari browser.
- 2 From the Bookmarks drop-down menu, select **Show All Bookmarks**.
- 3 Under Collections, select **Bonjour** or **Rendezvous**.

**Note:** The application is referred to as Rendezvous in Macintosh OS X version 10.3, but is now called Bonjour by Apple Inc.

- 4 Double-click your printer model.

**Note:** If your printer is not shown, manually type the IP address of the printer in the browser address field. For example:

`http://10.168.0.101`

- 5 Click **Configuration**.
- 6 Click **Wireless**.
- 7 Change these settings:
  - a Enter the name of your network (SSID).
  - b For BSS Type, select **Infrastructure** if you are using a wireless router.
  - c Select the type of security you use to protect your wireless network.

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

- 8 Click **Submit**.

## ***Wireless network printer does not print***

These are possible solutions. Try one or more of the following:

### **Check power**

If the printer  light is not on, see “Power button is not lit” on page 34.

## Check cable

- Make sure the power cable is connected to the printer and to the electrical outlet.
- Make sure the USB cable or the installation cable is not connected.

## Check Wi-Fi indicator light

Make sure the Wi-Fi indicator light is green. If it is not green, see “Wi-Fi indicator light is orange” or “Wi-Fi indicator light is blinking orange during installation” in the “Wireless troubleshooting” section of the “Troubleshooting” chapter.

## Check that printer driver is installed

Make sure the printer driver is installed on the computer from which you are sending the print job.

- 1 Click **Start → Programs** or **All Programs → Lexmark 1400 Series**.

If printer programs are listed, then your print driver is installed.

- 2 If printer programs are not listed, insert the printer CD into your computer.

- 3 Follow the instructions on the screen.

**Note:** You must install the printer driver on each computer that uses the network printer.

## Check if printer is connected to the wireless network

- 1 Print a network setup page. For more information, see “Printing a network setup page” on page 36.

- 2 Check to see if “Status: Connected” appears under Network Card.

## Reboot the computer

Turn off and restart the computer.

## Check printer ports

Make sure the correct printer port is selected.

### Windows users only

- 1 Click **Start → Control Panel → Printers**.

- 2 Right-click **Lexmark XXXX** where XXXX is the model series number of your printer.

- 3 Click **Properties → Ports**.

- 4 Verify that **XXXX\_Series\_nnnnnn\_P1** is selected, where XXXX is the model series number of your printer and nnnnnn is the last six numbers of the MAC address of your printer.

**Note:** The MAC address is located at the back of the printer beside the serial number.

- 5 If **USB** is selected instead:

- a Select the port name from step 4.
- b Click **Apply**.
- c Close the window, and try printing again.

## Mac users only

1 From the Finder window, click **Go → Applications → Utilities**.

2 Double-click **Printer Setup Utility**.

The Printer List dialog appears.

3 Verify that **XXXX Series <MAC:nnnnnnnnnn>** is the default printer, where XXXX is the model series number of your printer and nnnnnnnnnn is the 12-digit MAC address of your printer.

**Note:** The MAC address is located at the back of the printer beside the serial number.

4 If USB is selected instead:

- a Select **XXXX Series**, where XXXX is the model series number of your printer.
- b Click **Make Default**.
- c Close the window, and try printing again.

## Reinstall software


Uninstall and then reinstall the printer software.

**Note:** If more than one printer appears in the "Select your printer" list, pick the printer with the MAC address that matches the address on the back of your printer.

## *Wireless printer is no longer working*

These are possible solutions. Try one or more of the following:

### Check power

- If the printer  light is not on, see "Power button is not lit" on page 34.
- Make sure the wireless access point (wireless router) is on.

### Move your wireless access point (wireless router) to minimize interference

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

### Move your computer and/or printer

Move the computer and/or printer closer to the wireless access point (wireless router). Although the possible distance between devices in 802.11b or 802.11g networks is 300 feet, the effective range for optimal performance is generally 100–150 feet.

You can find the signal strength of the network on the network setup page. For information on how to print a setup page, see "Printing a network setup page" on page 36.

### Try adjusting external antennas

Generally, antennas work best if they are pointing straight up. You may find, however, that reception improves if you experiment with different angles for your printer and/or wireless access point (wireless router) antennas.

### Check network name

Make sure your network does not have the same name as another network near you. For example, if you and your neighbor both use a manufacturer's default network name, your printer could be connecting to your neighbor's network.

If you are not using a unique network name, consult the documentation for your wireless access point (wireless router) to learn how to set a network name.

If you set a new network name, you must reset the printer and computer SSID to the same network name.



- To reset the computer network name, see the documentation that came with your computer.
- To reset the printer name:
  - 1 Click **Start → Programs** or **All Programs → Lexmark 1400 Series**.
  - 2 Click **Wireless Setup Utility**.
  - 3 Follow the instructions on the computer screen, and enter the new network name when prompted.

## Reboot the computer

Turn off and restart the computer.

## Ping the wireless access point (wireless router) to make sure the network is working

### Windows users only


- 1 If you do not already know it, find the IP address of the wireless access point (wireless router).
  - a Click:
    - In Windows XP: **Start → Programs** or **All Programs → Accessories → Command Prompt**
    - In Windows Vista: The **Start icon → All Programs → Accessories → Command Prompt**  
The Start icon looks like .
  - b Type **ipconfig**
  - c Press **Enter**.
    - The “Default Gateway” entry is typically the wireless access point (wireless router).
    - The IP address appears as four sets of numbers separated by periods, such as 192.168.0.100. Your IP address might also start with the numbers 10 or 169. This is determined by your operating system or wireless network software.
- 2 Ping the wireless access point (wireless router).
  - a Click:
    - In Windows XP: **Start → Programs** or **All Programs → Accessories → Command Prompt**
    - In Windows Vista: The **Start icon → All Programs → Accessories → Command Prompt**  
The Start icon looks like .
  - b Type **ping** followed by a space and the IP address of the wireless access point (wireless router). For example:  

```
ping 192.168.0.100
```
  - c Press **Enter**.
- 3 If the wireless access point (wireless router) responds, you will see several lines appear that start with “Reply from”. Turn off and restart the printer.
- 4 If the wireless access point (wireless router) does not respond, it will take several seconds and then you will see “Request timed out.”

Try the following:

**a** Click:

- In Windows XP: **Start → Settings or Control Panel → Network Connection**
- In Windows Vista: The **Start icon → Control Panel → Network and Internet → Network and Sharing Center**

The Start icon looks like .

**b** Select the appropriate connection from the ones shown.

**Note:** If the computer is connected to the access point (router) by an Ethernet cable, the connection may not include the word “wireless” in its name.

**c** Right-click on the connection, and click **Repair**.

### Macintosh users only

**1** Check the status of AirPort and, if you do not already know it, find the IP address of the wireless access point (wireless router).

**a** Click **Apple menu → System Preferences**.

**b** Click **Network**.

**c** To check the network status, select **Network Status** in the Show pop-up menu.

The AirPort status indicator should be green. Green means the port is active (turned on) and is connected.

#### Notes:

- Yellow means the port is active but is not connected.
- Red means the port has not been configured.

**d** Select **AirPort** in the Show pop-up menu, and then click **TCP/IP**.

- The "Router" entry is typically the wireless access point (wireless router).
- The IP address appears as four sets of numbers separated by periods, such as 192.168.0.100. Your IP address might also start with the numbers 10 or 169. This is determined by your operating system or wireless network software.

**2** Ping the wireless access point (wireless router).

**a** From the Applications folder, click the **Utilities** folder.

**b** Double-click the **Network Utility** application.

**c** Type the IP address of the wireless access point (wireless router) in the network address field. For example:

10.168.0.100

**d** Click **Ping**.

**3** If the wireless access point (wireless router) responds, you will see several lines that display the number of bytes received from the wireless access point (wireless router). This ensures that your computer is connected to the wireless access point (wireless router).


**4** If the wireless access point (wireless router) does not respond, nothing is displayed. See the Mac Help for additional AirPort tips and information, or use Network Diagnostics to help resolve the problem.

## Ping the printer to make sure it is on the network

### Windows users only

**1** Click:

- In Windows XP: **Start → Programs or All Programs → Accessories → Command Prompt**
- In Windows Vista: The **Start icon → All Programs → Accessories → Command Prompt**

The Start icon looks like .

**2** Type **ping** followed by the IP address of the printer. For example,

```
ping 192.168.0.25
```

**3** Press **Enter**.

**4** If the printer responds, you will see several lines appear that start with “Reply from”.

Turn off and restart the printer, and try resending your print job.

**5** If the printer does not respond, it will take several seconds and then you will see “Request timed out.”

**a** Check that the computer has a wireless IP address.

**1** Click:

- In Windows XP: **Start → Programs or All Programs → Accessories → Command Prompt**
- In Windows Vista: The **Start icon → All Programs → Accessories → Command Prompt**

The Start icon looks like .

**2** Type **ipconfig**

**3** Press **Enter**.

**4** Check the Windows IP Configuration screen that appears for the wireless IP address of the computer.

**Note:** Your computer may have an IP address for a wired network, a wireless network, or both.

**5** If your computer does not have an IP address, see the documentation that came with your wireless access point (wireless router) to learn how to connect your computer to the wireless network.

**b** The printer may need to be reconfigured for new wireless network settings. For more information, see “Run the wireless setup again” on page 48.

### Macintosh users only

**1** From the Applications folder, click the **Utilities** folder.

**2** Double-click the **Network Utility** application.

**3** Type the IP address of the printer in the network address field. For example:

```
10.168.0.101
```

**4** Click **Ping**.

**5** If the printer responds, you will see several lines that display the number of bytes received from the printer. This ensures that your computer is communicating with your printer.

**6** If the printer does not respond, nothing is displayed.

- Your computer might not be connected to the network. See the Mac Help for additional AirPort tips and information, or use Network Diagnostics to help resolve the problem.
- You may need to change the wireless settings for your printer. For more information, see “Run the wireless setup again” on page 48.

## Run the wireless setup again

If your wireless settings have changed, you will need to run the printer wireless setup again. Some reasons your settings may have changed include your having manually changed your WEP or WPA keys, channel, or other network settings, or the wireless access point (wireless router) having been reset to factory defaults.

### Notes:

- If you change network settings, change them on all the network devices before changing them for the wireless access point (wireless router).
- If you have already changed the wireless network settings on your wireless access point (wireless router), you must change the settings on all the other network devices before you can see them on the network.

### Windows users only

1 Click **Start** → **Programs** or **All Programs** → **Lexmark 1400 Series**.

2 Click **Wireless Setup Utility**.

**Note:** You may be prompted to connect the printer to the computer again using the installation cable as part of the setup process.

3 Follow the instructions on the computer screen.

### Macintosh users only

1 Open the Safari browser.

2 From the Bookmarks drop-down menu, select **Show All Bookmarks**.

3 Under Collections, select **Bonjour** or **Rendezvous**.

**Note:** The application is referred to as Rendezvous in Macintosh OS X version 10.3, but is now called Bonjour by Apple Inc.

4 Double-click your printer model.

**Note:** If your printer is not shown, manually type the printer IP address in the browser address field. For example:

`http://10.168.0.101`

5 Click **Configuration**.

6 Click **Wireless**.

7 Change these settings:

- a Enter the name of your network (SSID).
- b For BSS Type, select **Infrastructure** if you are using a wireless router.
- c Select the type of security you use to protect your wireless network.

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

8 Click **Submit**.



## ***Changing wireless settings after installation***

To change your password, network name, or other wireless setting:

### **Windows users only**

**1** Click **Start → Programs** or **All Programs → Lexmark 1400 Series**.

**2** Click **Wireless Setup Utility**.

**Note:** You may be prompted to connect the printer to the computer again using the installation cable as part of the setup process.

**3** Follow the prompts on the computer screen to reinstall the software, and make the changes you want.

### **Macintosh users only**

**1** Open the Safari browser.

**2** From the Bookmarks drop-down menu, select **Show All Bookmarks**.

**3** Under Collections, select **Bonjour** or **Rendezvous**.

**Note:** The application is referred to as Rendezvous in Macintosh OS X version 10.3, but is now called Bonjour by Apple Inc.

**4** Double-click your printer model.

**Note:** If your printer is not shown, manually type the printer's IP address in the browser address field. for example:

`http://10.168.0.101`

**Note:** If you do not know the IP address of the printer, print the network setup page to find it.

**5** Click **Configuration**.

**6** Click **Wireless**.

**7** Change these settings:

**a** Enter the name of your network (SSID).

**b** For BSS Type, select **Infrastructure** if you are using a wireless router.

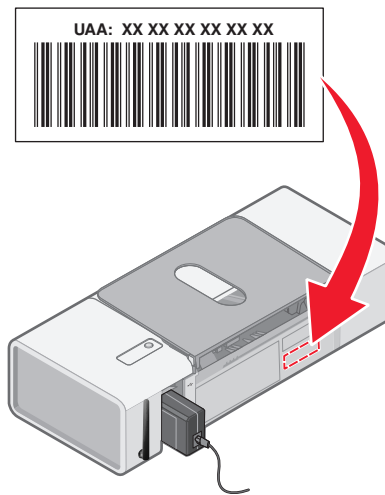
**c** Select the type of security you use to protect your wireless network.

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

**8** Click **Submit**.


## Finding your MAC address

To complete the network configuration of your printer, you may need the media access control (MAC) address of the printer or print server. The MAC address is a series of letters and numbers. It appears on an adhesive label located on the back of your printer.



## Resetting an internal wireless print server to factory default

You may need to select a different wireless network during the installation process.

- 1 Open the access cover.
- 2 Press and hold  for at least 30 seconds, and then release the button.

### Notes:

- Wait for at least 40 seconds for the settings to be cleared.
- The Wi-Fi indicator light will turn to orange.

## Uninstalling and reinstalling the software

If the printer is not functioning properly, or if a communications error message appears when you try to use the printer, you may need to uninstall and reinstall the printer software.

### *For Windows users:*

- 1 Disable any anti-virus program.
- 2 Click **Start → Programs** or **All Programs → Lexmark 1400 Series**.
- 3 Select **Uninstall**.
- 4 Follow the instructions on the computer screen to remove the printer software.
- 5 Restart the computer before reinstalling the printer software.
- 6 Insert the CD for Windows, and then follow the instructions on the computer screen to reinstall the software.

**Note:** If the install screen does not appear automatically after you restart your computer, click **Start → Run**, and then type **D:\setup.exe**, where **D** is the letter of your CD-ROM drive.

## ***For Macintosh users:***

- 1** Close all open software applications.
- 2** From the Finder desktop, double-click the **Lexmark 1400 Series** folder.
- 3** Double-click the **Uninstaller** icon.
- 4** Follow the instructions on the computer screen to remove the printer software.
- 5** Restart the computer before reinstalling the printer software.
- 6** Insert the CD for Macintosh.
- 7** From the Finder desktop, double-click the **Lexmark 1400 Series Installer** icon
- 8** Double-click the **Install** icon.
- 9** Follow the instructions on the computer screen to reinstall the software.

If the software still does not install correctly, visit our Web site at [www.lexmark.com](http://www.lexmark.com) to check for the latest software.

- 1** In all countries or regions except the United States, select your country or region.
- 2** Click the links for drivers or downloads.
- 3** Select your printer family.
- 4** Select your printer model.
- 5** Select your operating system.
- 6** Select the file you want to download, and then follow the directions on the computer screen.

**Note:** If you have multiple printers on your network, make sure you know the MAC address of the printer you are installing. For more information, see "Finding your MAC address" on page 50.

# Advanced wireless setup

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## Adding a printer to an existing ad hoc wireless network

### *Windows users only*

- 1 Click **Start** → **Programs** or **All Programs** → **Lexmark 1400 Series**.
- 2 Click **Wireless Setup**.
- 3 Follow the instructions on the computer screen.

### *Macintosh users only*

- 1 Make sure the computer is on.
- 2 From the Finder desktop, click the **Applications** folder.
- 3 From the Applications folder, double-click the **Internet Connect** icon.
- 4 From the toolbar, click the **AirPort** icon.
- 5 From the Network pop-up menu, select print server XXXXXX, where XXXXXX is the last six digits of the printer's MAC address.

#### **Notes:**

- The MAC address appears on an adhesive label located on the back of your printer.
- You will temporarily lose your connection to the Internet while you are connected to “print server XXXXXX” network.

- 6 Open the Safari browser.
- 7 From the Bookmarks drop-down menu, select **Show All Bookmarks**.
- 8 Under Collections, select **Bonjour** or **Rendezvous**.

**Note:** The application is referred to as Rendezvous in Macintosh OS X version 10.3, but is now called Bonjour by Apple Inc.

- 9 Double-click your printer model.

**Note:** If your printer is not shown, manually type the printer IP address in the browser address field. For example:

`http://10.168.0.101`

**Note:** If you do not know the IP address of the printer, print the network setup page to find it.

- 10 Click **Configuration**.
- 11 Click **Wireless**.

**12** Change these settings:

- a** Enter the name of your network (SSID).
- b** For BSS Type:
  - Select **Infrastructure** if your wireless network uses a wireless access point (wireless router) to communicate with other wireless devices.
  - Select **Ad-hoc** if your wireless network does not use a wireless access point (wireless router) to communicate with other wireless devices.
- c** Select the type of security you use to protect your wireless network.

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

**13** Click **Submit**.

**14** From the Applications folder, double-click the **Internet Connect** icon.

**15** From the toolbar, click the **AirPort** icon.

**16** From the Network pop-up menu, select your original network.

**Notes:**

- You may need to enter the password for your wireless network security.
- Your connection to the Internet will be restored when you reconnect to your original network.

## Creating an ad hoc wireless network

Lexmark recommends that you set up your wireless network using a wireless access point (wireless router). A network set up this way is called an *infrastructure network* and has:

- Increased network security
- Increased reliability
- Faster performance
- Easier setup

You can also set up a wireless network without a wireless access point (wireless router). This is called an *ad hoc network*.

### ***Windows users only***

**1** Click:

- In Windows XP: **Start → Settings or Control Panel → Network Connection**
- In Windows Vista: The **Start icon → Control Panel → Network and Internet → Network and Sharing Center**

The Start icon looks like .

**2** Right-click **Wireless Network Connections**.

**3** If **Enable** appears in the pop-up menu, click it.

**Note:** If Enable does not appear, your wireless connection is already enabled.

**4** Right-click the **Wireless Network Connection** icon.

**5** Click **Properties**.

- 6 Click the **Wireless Networks** tab.

**Note:** If the Wireless Networks tab does not appear, your computer has third-party software that controls your wireless settings. You must use that software to set up the ad hoc wireless network. For more information, see the documentation for that software to learn how to create an ad hoc network.
- 7 Select the **Use Windows to configure my wireless network settings** check box.
- 8 Under Preferred Networks, delete any existing networks.
  - a Click the network to be removed.
  - b Click the **Remove** button.
- 9 Click **Add** to create an ad hoc network.
- 10 In the **Network Name (SSID)** box, type the name you want to give your wireless network.
- 11 Write down the network name you chose so you can refer to it when running the wireless setup. Make sure you copy it down exactly, including capital letters.
- 12 If **Network Authentication** appears in the list, select **Open**.
- 13 In the **Data encryption** list, select **WEP**.
- 14 If necessary, deselect the **The key is provided for me automatically** check box.
- 15 In the **Network Key** box, type in a security code.
- 16 Write down the security code you chose so you can refer to it when running the wireless setup. Make sure you copy it down exactly, including any capital letters.

**Note:** For more information about passwords (security keys), see “Check your security keys” in the “Wireless troubleshooting” section of the “Troubleshooting” chapter.
- 17 Type the same security code in the **Confirm network key** box.
- 18 Select the **This is a computer-to-computer (ad hoc) network; wireless access points are not used.** check box.
- 19 Click **OK** twice to close the two open windows.
- 20 It may take a few minutes for your computer to recognize the new settings. To check on the status of your network:
  - a Right-click the **Wireless Network Connections** icon.
  - b Select **View Available Wireless Networks**.
    - If the network is listed but the computer is not connected, select the ad hoc network and then click the **Connect** button.
    - If the network does not appear, wait a minute and then click the **Refresh network list** button.
- 21 Click **Start → Programs** or **All Programs → Lexmark 1400 Series**.
- 22 Click **Wireless Setup Utility**.

**Note:** You may be prompted to connect the printer to the computer again using the installation cable as part of the setup process.
- 23 Follow the prompts on the computer screen.
- 24 Store your network name and security code in a safe place for future reference.

## ***Macintosh users only***

- 1** Make sure the computer is on.
- 2** From the Finder desktop, click the **Applications** folder.
- 3** From the Applications folder, double-click the **Internet Connect** icon.
- 4** From the toolbar, click the **AirPort** icon.
- 5** From the Network pop-up menu, select print server XXXXXX, where XXXXXX is the last six digits of the printer's MAC address.  
**Note:** The MAC address appears on an adhesive label located on the back of your printer.
- 6** Insert the CD for Macintosh to run the wireless setup.
- 7** From the Finder desktop, double-click the **Lexmark 1400 Series Installer** icon
- 8** Double-click the **Install** icon.
- 9** Click **Continue**.
- 10** Follow the instructions on the computer screen.
- 11** Store your network name and security code in a safe place for future reference.

# Notices

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Product name:

Lexmark 1400 Series

Machine type:

4127

Model(s):

W31, W21, W01

W3E, W2E, W0E

W3J, W2J, W0J

W1E, W12

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# Networking glossary

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<b>ad hoc mode</b>	A setting for a wireless device that lets it communicate directly with other wireless devices without an access point or router
<b>ad hoc network</b>	A wireless network that does not use an access point
<b>AutoIP address</b>	An IP address automatically assigned by a network device. If the device is set to use DHCP, but no DHCP server is available, an AutoIP address may be assigned by the device.
<b>BSS (Basic Service Set)</b>	Basic Service Set describes the type of wireless network that you are using. The BSS type can be one of the following: Infrastructure network or Ad-Hoc network.
<b>channel</b>	A specific radio frequency used by two or more wireless devices to communicate with each other. All devices on the network must use the same channel.
<b>DHCP (Dynamic Host Configuration Protocol)</b>	A language used by DHCP servers
<b>DHCP IP address</b>	An IP address automatically assigned by a DHCP server
<b>DHCP server</b>	A computer or router that gives a unique IP address to each device on the network. Unique addresses prevent conflicts.
<b>infrastructure mode</b>	A setting for a wireless device that lets it communicate directly with other wireless devices using an access point or router
<b>installation cable</b>	Connects the printer to the computer temporarily during some methods of installation.
<b>internal wireless print server</b>	A device that lets computers and printers talk to each other over a network without cables
<b>IP (Internet Protocol) address</b>	The network address of a computer or printer. Each device on the network has its own network address. The address may be assigned manually by you (Static IP address), automatically by the DHCP server (DHCP IP address), or automatically by the device (AutoIP address).
<b>ipconfig</b>	A command that displays the IP address and other network information of a Windows computer
<b>MAC (Media Access Control) address</b>	A hardware address that uniquely identifies each device on a network. You can usually find the MAC address printed on the device.
<b>MAC filtering</b>	A method of limiting access to your wireless network by specifying which MAC addresses may communicate on the network. This setting may be specified on wireless routers or access points.
<b>network adapter/card</b>	A device that lets computers or printers talk to each other over a network
<b>network hub</b>	A device that connects multiple devices on a wired network
<b>network name</b>	See “SSID (Service Set Identifier)” on page 58
<b>ping</b>	A test to see if your computer can communicate with another device
<b>printer nickname</b>	The name you assign to your printer so that you and others can identify it on the network
<b>router</b>	A device that shares a single Internet connection with multiple computers or other devices. The basic router controls network traffic.
<b>security key</b>	A password, such as a WEP key or a WPA pass phrase, used to make a network secure
<b>signal strength</b>	Measure of how strongly a transmitted signal is being received
<b>SSID (Service Set Identifier)</b>	The name of a wireless network. When you connect a printer to a wireless network, the printer needs to use the same SSID as the network. Also referred to as network name or BSS (Basic Service Set).
<b>Static IP address</b>	An IP address assigned manually by you
<b>switch</b>	A device similar to a network hub that can connect different networks together

<b>UAA (Universally Administered Address)</b>	An address assigned to a network printer or print server by the manufacturer. To find the UAA, print a network setup page and look for the UAA listing.
<b>USB cable</b>	A lightweight, flexible cable that lets the printer communicate with the computer at much higher speeds than parallel cables
<b>USB port</b>	A small, rectangular port on the back of the computer that connects the peripheral devices using a USB cable, and lets them communicate at high speeds
<b>WEP (Wired Equivalent Privacy)</b>	A security setting that helps prevent unauthorized access to a wireless network. Other possible security settings are WPA and WPA2.
<b>wireless access point</b>	A device that connects wireless devices together to form a wireless network
<b>wireless router</b>	A router that also serves as a wireless access point
<b>Wi-Fi</b>	An industry term that describes the technology used to create an interoperable wireless local area network (WLAN).
<b>WPA (Wi-Fi Protected Access)</b>	A security setting that helps prevent unauthorized access to a wireless network. WPA is not supported on ad hoc wireless networks. Other possible security settings are WEP and WPA2.
<b>WPA2</b>	A newer version of WPA. Older routers are less likely to support this. Other possible security settings are WPA and WEP.