



# **2200 Series All-In-One**

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## **Setup Solutions**

**January 2004**

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**Edition: January 2004**

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#### **Safety information**

- Use only the power supply provided with this product or the manufacturer's authorized replacement power supply.
- Connect the power supply cord to an 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.

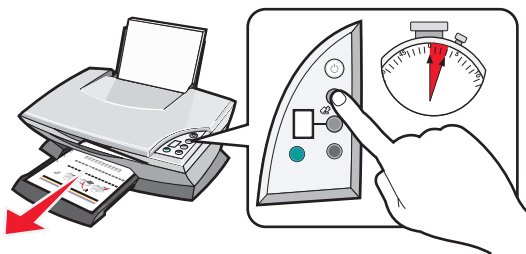
**CAUTION:** Do not use the fax feature during a lightning storm. Do not set up this product or make any electrical or cabling connections, such as the power supply cord or telephone, during a lightning storm.

# Start here

## *Aligning your print cartridges without a computer*

Make sure you follow the steps on the *Setup* sheet to complete hardware installation. Continue with the following steps to optimize print quality.

- 1 Make sure you have loaded paper into the paper support, and then press and hold **Scan** for **three** seconds. For help, see “Using the control panel” on page 4.

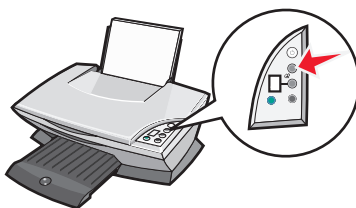


An alignment page prints.

- 2 Place the printed alignment page onto the scanner glass.

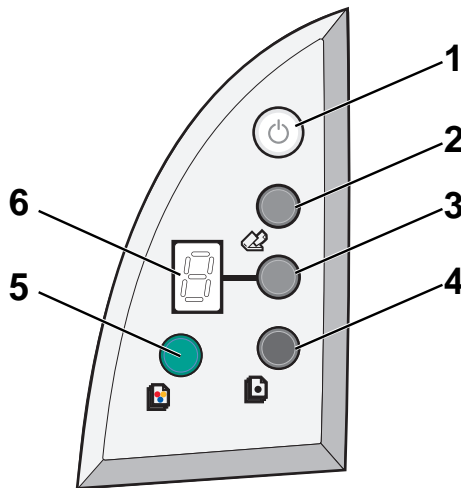


- 3 Press **Scan**. For help, see “Using the control panel” on page 4.



Once scanning is complete, your print cartridges are aligned for optimal print quality.

# Using the control panel



	Use this	To
1	Power/Resume	Turn the All-In-One on or off.
2	Scan	Start the scanning process and open the Lexmark All-In-One Center.
3	Copy Quantity	Change the number of copies to make.
4	Black Copy	Make a black and white copy. <b>Note:</b> To make a black copy using the Best quality, press this button and hold for at least two seconds.
5	Color Copy	Make a color copy. <b>Note:</b> To make a color copy using the Best quality, press this button and hold for at least two seconds.
6	Display	<ul style="list-style-type: none"><li>• View the number of copies selected.</li><li>• View error codes. For help clearing error codes, see “Understanding error codes on the display” on page 9.</li></ul>

**Note:** You can print using only the color cartridge. For optimal print quality, install a black print cartridge.

## Setup troubleshooting

When your All-In-One has a problem, before contacting Lexmark Customer Support, check the following items.

Make sure:

- You have only one Lexmark 2200 Series attached to your computer.
- You are using one of the following supported operating systems:
  - Windows 98
  - Windows XP
  - Windows Me
  - Windows 2000
  - Mac OS X version 10.1.5 or later
  - Mac OS X version 10.2.3 or later
- The power cord is firmly attached to the All-In-One and an electrical outlet.
- The USB cable is securely attached to your computer and to your printer.
- Your printer is on.

**Note:** If your All-In-One is on, the Power button is lit.

- The computer is on if you are scanning or printing.
- You removed the sticker and tape from the bottom of the print cartridges.
- You installed the print cartridges correctly.  
The color print cartridge is secure in the left carrier and the black print cartridge is secure in the right carrier.
- The paper is loaded correctly.

**Note:** Do not force paper into the printer.

- There are no flashing error codes on the All-In-One display. For help, see “Understanding error codes on the display” on page 9.
- You installed the software. To check:

### Windows:

From your desktop, click **Start → Programs** (or **All Programs**).

If Lexmark 2200 Series does not appear in your list of programs, install the All-In-One software.

### Macintosh:

On your desktop, check to see if there is a Lexmark 2200 Series folder. If it does not appear on your desktop, install the All-In-One software.

- The Lexmark 2200 Series is set as your default printer.

**Windows:**

- 1 Click **Start** → **Settings** → **Printers** (Windows 98, Me, 2000).  
Click **Start** → **Control Panel** → **Printers and Faxes** (Windows XP).
- 2 Right-click the **Lexmark 2200 Series** and make sure that **Set as Default** is selected.

**Macintosh:**

- 1 From the Finder window, choose **Applications** → **Utilities** → **Print Center**.  
The Printer List dialog is displayed.
- 2 Select **Lexmark 2200 Series**.
- 3 Click **Make Default**.

***Power light does not come on***

- 1 Check the power supply connections.
- 2 Press **Power** on the control panel.

***Alignment page does not print***

- 1 Make sure you remove the sticker and transparent tape from both print cartridges.
- 2 Make sure the color print cartridge is secure in the left carrier and the black print cartridge is secure in the right carrier.
- 3 Make sure you loaded the paper correctly and did not force the paper into the printer.

***Print quality is poor***

Align your print cartridges. For help, see “Aligning your print cartridges without a computer” on page 3.

## ***When I insert the printer software CD, nothing happens***

### **Windows:**

- 1** Eject and reinsert the printer software CD.  
If the printer software installation screen does not appear, continue with the following step.
- 2** From your desktop, double-click **My Computer** (In Windows XP, click **Start → My Computer**).
- 3** Double-click the **CD-ROM drive** icon. If necessary, double-click **setup.exe**.
- 4** When the printer software installation screen appears, click **Install**.
- 5** Follow the instructions on each screen to complete printer software installation.

### **Macintosh:**

- 1** Remove the All-In-One software CD from the CD-ROM drive.
- 2** Restart your computer.
- 3** Insert the All-In-One software CD.
- 4** Double-click the **Install** icon.
- 5** Follow the instructions on each screen to complete printer software installation.

## ***The All-In-One is not communicating with the computer***

- 1** Disconnect and reconnect both ends of the USB cable.
- 2** Unplug the printer from the electrical wall outlet.
- 3** Reconnect the power supply.
- 4** Make sure your All-In-One is on.

**Note:** If your All-In-One is on, the Power button is lit.

- 5** Restart the computer.

**Note:** If the problem continues, remove and then reinstall the software. For help, see "Removing and reinstalling the software" on page 8.

## *Installation appears incomplete*

### **Windows users:**

- 1** Right-click the **My Computer** icon.  
Windows XP users, click **Start** to access the **My Computer** icon.
- 2** Click **Properties**.
- 3** Select the **Hardware** tab, and then click the **Device Manager** button.
- 4** Look for the Other Devices category. If there are any Lexmark devices shown here, highlight them, and then press the **Delete** key.

**Note:** The Other Devices category displays only when unknown devices are present. Do not delete any Lexmark items unless they are present under the Other Devices category.

- 5** Insert the CD, and install the software again. Do not restart the computer. For help, refer to the setup documentation.

## *Removing and reinstalling the software*

If the All-In-One is not functioning properly or if a communications error message appears when you try to use your All-In-One, remove and then reinstall the All-In-One software.

### **Windows:**

- 1** From your desktop, click **Start → Programs → Lexmark 2200 Series → Uninstall**.
- 2** Follow the instructions on your screen to remove the All-In-One software.
- 3** Restart your computer before reinstalling the All-In-One software.
- 4** Insert the CD, and then follow the instructions on your screen to install the software.

### **Mac OS X:**

- 1** From your desktop, double-click the **Lexmark 2200 Series** folder.
- 2** Double-click the **Lexmark 2200 Series Uninstaller** icon.
- 3** Complete the user authentication notice, and then click **OK**.
- 4** Click **Uninstall**, and then click **OK**.



## Understanding error codes on the display

When your control panel displays blinking numbers, see the table to correct the problem.

Error code	What you should do
02 Paper Out	<ol style="list-style-type: none"> <li>1 Load paper.</li> <li>2 Press <b>Power</b> to feed paper and resume printing.</li> </ol>
03 Paper Jam	<ol style="list-style-type: none"> <li>1 Press <b>Power</b>.</li> <li>2 Lift the scanner unit until the scanner support keeps it open.</li> <li>3 Pull gently to remove the paper jam.</li> <li>4 Close the scanner unit.</li> <li>5 Press <b>Power</b>.</li> <li>6 Print your document again.</li> </ol>
04-05 Carrier Stall	<ol style="list-style-type: none"> <li>1 Press <b>Power</b>.</li> <li>2 Open the scanner unit.</li> <li>3 Make sure nothing is blocking the paper or print cartridge path.</li> <li>4 Close the scanner unit.</li> <li>5 Press <b>Power</b>.</li> <li>6 Print your document again.</li> </ol> <p>If this does not correct your problem, contact Lexmark Customer Support.</p>
06-14	Contact Lexmark Customer Support.

## Copying without a computer

- 1 Open the scanner lid of the All-In-One.
- 2 Place the item you want to copy face down on the glass, and then close the scanner lid.
- 3 Press **Copy Quantity** repeatedly until the number of copies (1-9) you want to make appears on the display.
- 4 Press **Black Copy** or **Color Copy** to copy using **Normal** quality.

**Note:** To copy using **Best** quality, press and hold **Black Copy** or **Color Copy** for at least two seconds.

## Using other help sources

If these solutions do not solve your problem:

- Refer to the setup documentation that came with your All-In-One.
- Refer to the *User's Guide* or Help for information about using and maintaining your All-In-One and for more troubleshooting information.

### Windows:

To access the *User's Guide*, click **Start → Programs → Lexmark 2200 Series → View User's Guide**.

### Mac OS X:

From your desktop, double-click the Lexmark 2200 Series folder.

- 1 Double-click the **Lexmark 2200 Series Help** icon.  
The Main Page appears.
  - 2 From the Main Page, type a keyword in the search box or click the **Troubleshooting** topic link.
- Refer to the Lexmark Solution Center software or Lexmark 2200 Series Utility for more troubleshooting information:

### Windows:

- 1 Click **Start → Programs** (or **All Programs**) → **Lexmark 2200 Series → Lexmark Solution Center**.
- 2 Click the **Troubleshooting** tab on the left side of the screen.

### Mac OS X:

- From your desktop, double-click the Lexmark 2200 Series folder 2200 Series Utility
- Double-click the wrench icon on the All-In-One Center software dialog, if available.
- From your software application, choose **File → Print**. From the pop-up menu in the upper left corner, choose **Printer Services**. Double-click **Lexmark 2200 Series Utility**.
- Go to <http://support.lexmark.com/> for help.