LEXMARK™

2500 Series All-In-One

Getting Started

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 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.

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

CAUTION—POTENTIAL INJURY: When closing the scanner unit, make sure to keep your hands out from underneath the scanner unit.

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Finding information about the printer

Finding information about the printer

Setup sheet

Description	Where to find
The *Setup* 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 **www.lexmark.com**.

Getting Started or *Setup Solutions* booklet

Description	Where to find
The *Getting Started* booklet gives you instructions for setting up hardware and software (on Windows operating systems) and some basic instructions for using the printer. **Note:** If your printer supports Macintosh operating systems, see the Mac Help: 1 From the Finder desktop, double-click the **Lexmark 2500 Series** folder. 2 Double-click the printer **Help** icon. The *Setup Solutions* booklet tells you how to solve printer setup problems. **Note:** These documents do not ship with all printers. If you did not receive a *Getting Started* booklet or a *Setup Solutions* booklet, see the *User's Guide* instead.	You can find this document in the printer box or on the Lexmark Web site at **www.lexmark.com**.

User's Guide

Description	Where to find
The *User's Guide* gives you instructions for using the printer and other information such as: • Using the software (on Windows operating systems) • Loading paper • Printing • Working with photos • Scanning (if supported by your printer) • Making copies (if supported by your printer) • Faxing (if supported by your printer) • Maintaining the printer • Connecting the printer to a network (if supported by your printer) • Troubleshooting problems with printing, copying, scanning, faxing, paper jams, and misfeeds **Note:** If your printer supports Macintosh operating systems, see the Mac Help: 1 From the Finder desktop, double-click the **Lexmark 2500 Series** folder. 2 Double-click the printer **Help** icon.	When you install the printer software, the *User's Guide* will be installed. 1 Click **Start** → **Programs** or **All Programs** → **Lexmark 2500 Series**. 2 Click **User's Guide**. If the link to the *User's Guide* is not on your desktop, follow these instructions: 1 Insert the CD. The installation screen appears. **Note:** If necessary, click **Start** → **Run**, and then type **D:\setup**, where **D** is the letter of your CD-ROM drive. 2 Click **View User's Guide (including Setup Troubleshooting)**. 3 Click **Yes**. An icon of the *User's Guide* appears on your desktop, and the *User's Guide* appears on the screen. You can also find this document on the Lexmark Web site at **www.lexmark.com**.

Help

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

Lexmark Solution Center

Description	Where to find
The Lexmark Solution Center software is included on your CD. It installs with the other software, if your printer connects to a computer.	To access the Lexmark Solution Center: 1 Click **Start** → **Programs** or **All Programs** → **Lexmark 2500 Series**. 2 Select **Lexmark Solution Center**.

Customer support

Description	Where to find (North America)	Where to find (rest of world)

Telephone support	Call us at
	• US: 1-800-332-4120
	  Monday–Friday (8:00 AM–11:00 PM ET)
	  Saturday (Noon–6:00 PM ET)
	• Canada: 1-800-539-6275
	  English Monday–Friday (9:00 AM–11:00 PM ET)
	  Saturday (Noon–6:00 PM ET)
	  French Monday–Friday (9:00 AM–7:00 PM ET)
	• Mexico: 001-888-377-0063
	  Monday–Friday (8:00 AM–8:00 PM ET)
	Note: 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.
		Telephone numbers and support hours vary by country or region.
		Visit our Web site at **www.lexmark.com**. Select a country or region, and then select the Customer Support link.
		Note: For additional information about contacting Lexmark, see the printed warranty that shipped with your printer.

E-mail support	For e-mail support, visit our Web site: **www.lexmark.com**. 1 Click **CUSTOMER SUPPORT**. 2 Click **Technical Support**. 3 Select your printer family. 4 Select your printer model. 5 From the Support Tools section, click **e-Mail Support**. 6 Complete the form, and then click **Submit Request**.	E-mail support varies by country or region, and may not be available in some instances. Visit our Web site at **www.lexmark.com**. Select a country or region, and then select the Customer Support link. **Note:** For additional information about contacting Lexmark, see the printed warranty that shipped with your printer.

Limited Warranty

Description	Where to find (US)	Where to find (rest of world)
Limited Warranty Information 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.	To view the limitations and conditions of this limited warranty, see the Statement of Limited Warranty included with this printer, or set forth at **www.lexmark.com**. 1 Click **CUSTOMER SUPPORT**. 2 Click **Warranty Information**. 3 From the Statement of Limited Warranty section, click **Inkjet & All-In-One Printers**. 4 Scroll through the Web page to view the warranty.	Warranty information varies by country or region. See the printed warranty that shipped with your printer.

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

Checking the box contents
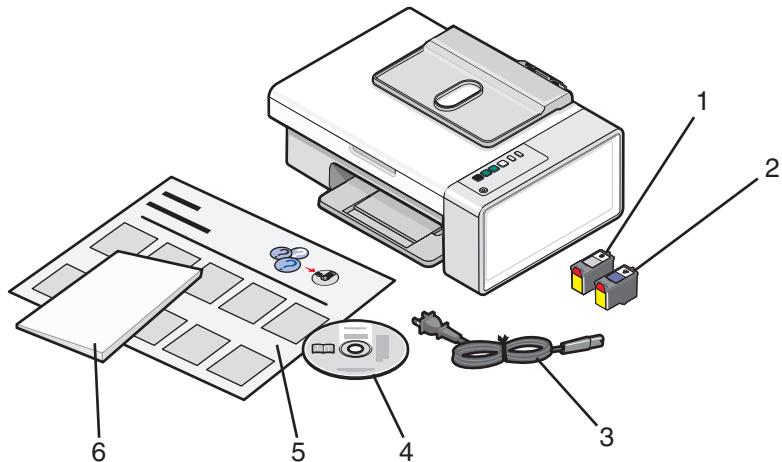
	Name	Description
1	Black print cartridge	Cartridges to be installed into the printer.
2	Color print cartridge	**Note:** Cartridge combinations vary depending on the product purchased.
3	Power cord	Attaches to the power supply port located at the back of the printer. **Note:** Your power cord may look different from the one shown.
4	Installation software CD	• Installation software for the printer • Help • *User's Guide* in electronic format
5	*Setup* sheet	Instructions on setting up printer hardware and software, and information on setup troubleshooting.
6	*Getting Started* or *Setup Solutions*	Printed booklet that serves as a guide (available in certain geographies only). **Note:** The complete version of the *User's Guide* can be found on the installation software CD that shipped with the printer.

Note: A USB cable may or may not be included.

Learning about the printer

Understanding the parts of the printer
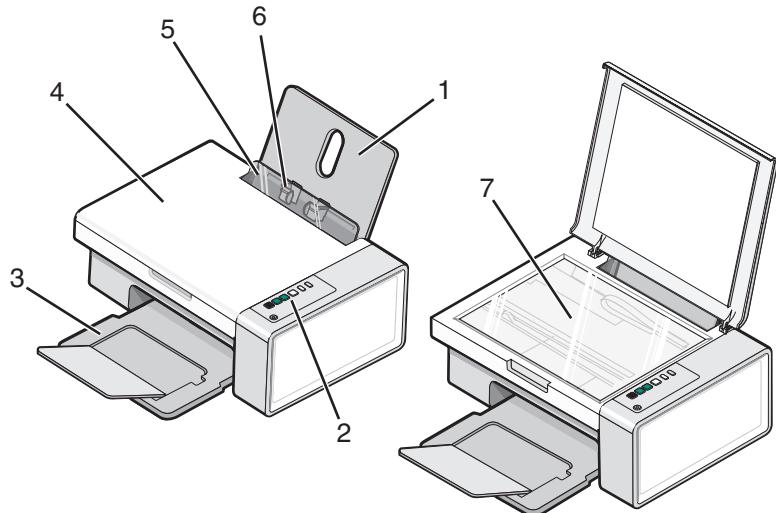
	Use the	To
1	Paper support	Load paper.
2	Control panel	Operate the printer. For more information, see "Using the control panel buttons" on page 12.
3	Paper exit tray	Hold paper as it exits.
4	Top cover	Access the scanner glass.
5	Paper feed guard	Prevent small objects from falling inside.
6	Paper guide	Keep paper straight when feeding.
7	Scanner glass	Copy, scan, fax, or remove an item.
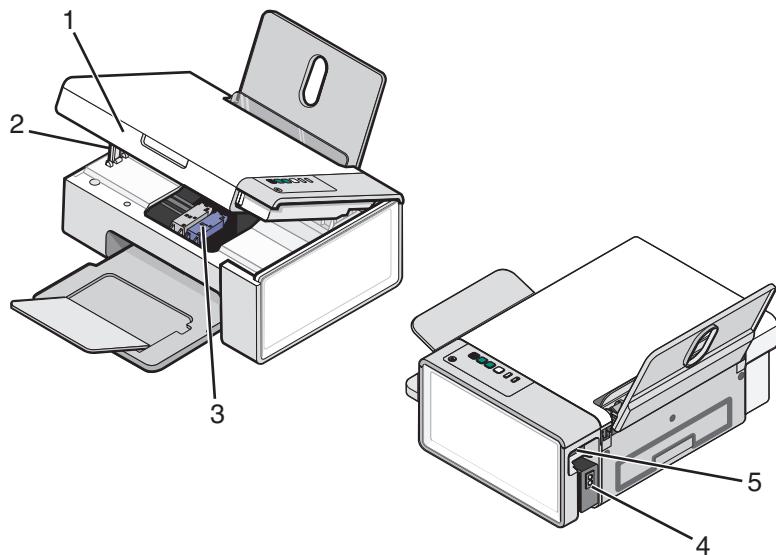
	Use the	To
1	Scanner unit	Access the print cartridges.
2	Scanner support	Hold up the scanner unit.
3	Print cartridge carrier	Install, replace, or remove a print cartridge.
4	Power supply with port	Connect the printer to a power source.
5	USB port	Connect the printer to a computer using a USB cable.

Using the control panel buttons
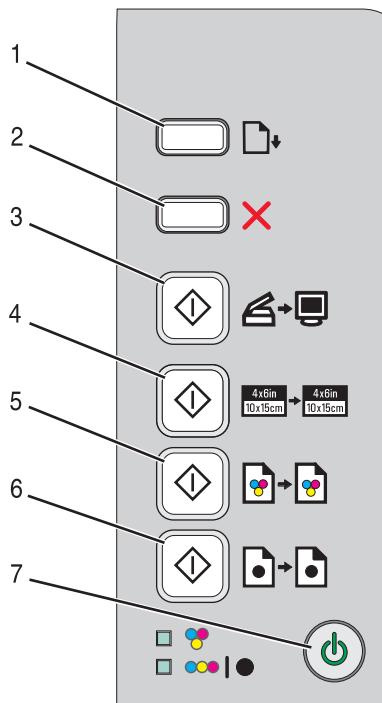
	Press	To
1	⬜ 🗎↓	Load or eject paper.
2	⬜ ✕	• Cancel a print, copy, or scan job in progress. • Clear error messages.
3	◇ ⬓↦🖳	Scan a document or photo(s) to the computer.
4	◇ 4x6in→4x6in	Start a 4 x 6 color photo copy.
5	◇ 🗎→🗎	Start a color copy of a document or photo.
6	◇ 🗎→🗎	Start a black-and-white copy of a document or photo.
7	⏻	• Turn the printer on or off. • Cancel a print, copy, or scan job in progress. • Reset the printer.

Check	To
The 🎨 light	Determine if the color print cartridge needs to be replaced. For more information, see "Blinking lights on the control panel" on page 53.
The ●●● | ● light	Determine if the black (or photo) print cartridge needs to be replaced. For more information, see "Blinking lights on the control panel" on page 53.

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 2500 Series** folder.

2 Double-click the printer **Help** icon.

Using the printer software

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

Using the Lexmark Imaging Studio

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

Method 1	Method 2
From the desktop, double-click the **Lexmark Imaging Studio** icon.	**1** Click **Start** → **Programs** or **All Programs** → **Lexmark 2500 Series**. **2** Select **Lexmark Imaging Studio**.

Click the **Lexmark Imaging Studio** icon for the task you want to complete.

Click	To	Details
	Scan	• Scan a photo or document. • Save, edit, or share your photo or document.
	Copy	• Copy a photo or document. • Reprint or enlarge your photo.
	Fax	Send a photo or document as a fax.
	E-mail	Send a document or photo as an attachment to an e-mail message.

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

From the bottom left corner of the Welcome screen,

Click	To
Setup and diagnose printer	• Check ink levels. • Order print cartridges. • Find maintenance information. • Select other Solution Center tabs for more information, including how to change printer settings and troubleshooting.
Setup and manage faxes	Set printer fax settings for: • Dialing and Sending • Ringing and Answering • Fax Printing/Reports • Speed Dial and Group Dial numbers

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
1 From the desktop, double-click the **Lexmark Imaging Studio** icon. **2** Click **Setup and diagnose printer.** The Solution Center appears with the Maintenance tab open.	**1** Click **Start** → **Programs** or **All Programs** → **Lexmark 2500 Series**. **2** Select **Solution Center**.

The Solution Center consists of six tabs:

| From here	You can
Printer Status (Main dialog)	• View the status of the printer. For example, while printing, the status of the printer is `Busy Printing`. • View paper type detected. • View ink levels and order new print cartridges.
How To	• Learn how to: 　– Use basic features. 　– Print, scan, copy, and fax. 　– Print projects such as photos, envelopes, cards, banners, iron-on transfers, and transparencies. • Find the electronic *User's Guide* for more information. • View ink levels and order new print cartridges.
Troubleshooting	• Learn tips about the current status. • Solve printer problems. • View ink levels and order new print cartridges.
Maintenance	• Install a new print cartridge. **Note:** Wait until scanning is complete before installing a new print cartridge. • View shopping options for new cartridges. • Print a test page. • Clean to fix horizontal streaks. • Align to fix blurry edges. • Troubleshoot other ink problems. • View ink levels and order new print cartridges.

From here	You can
Contact Information	• Learn how to contact us by telephone or on the World Wide Web. • View ink levels and order new print cartridges.
Advanced	• Change the appearance of the Printing Status window. • Turn printing voice notification on or off. • Change network printing settings. • Share information with us regarding how you use the printer. • Obtain software version information. • View ink levels and order new print cartridges.

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

Using 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**.
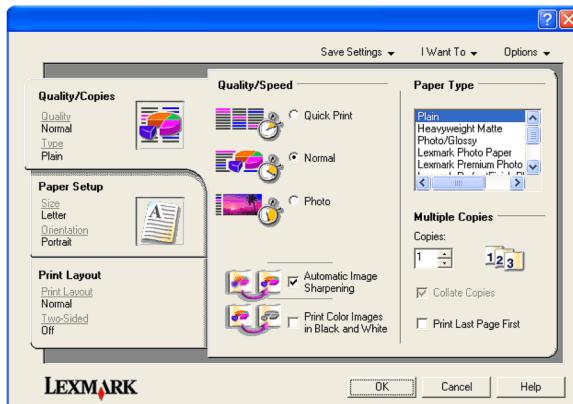
Using the Toolbar

The Toolbar lets you create printer-friendly versions of Web pages.
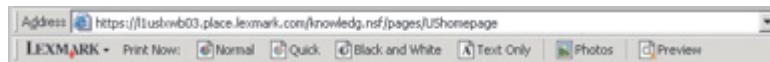
Note: The Toolbar launches automatically when you browse the Web using Microsoft Windows Internet Explorer version 5.5 or later.

Click	To
LEXMARK	- Select Page Setup options. - Select Options to customize the toolbar appearance or select a different setting for printing photos. - Access links to the Lexmark Web site. - Access Help for additional information. - Uninstall the Toolbar.
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. **Note:** The number of photos or images valid for printing appears next to Photos. Photos (1)
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 2500 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.

Loading paper and original documents

Loading paper

1 Make sure:

- You use paper designed for inkjet printers.
- If you are using photo, glossy, or heavyweight matte paper, you load it with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
- The paper is not used or damaged.
- If you are using specialty paper, you follow the instructions that came with it.
- You do not force paper into the printer.

2 Before loading paper the first time, slide the paper guides out toward the edges of the paper support.

3 Load the paper vertically in the center of the paper support, and adjust the paper guides to rest against the edges of the paper.
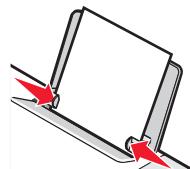
Note: To avoid paper jams, make sure the paper does not buckle when you adjust the paper guides.

## Loading original documents on the scanner glass

You can scan and then print photos, text documents, magazine articles, newspapers, and other publications. You can scan a document for faxing.

Note: The maximum scan area for the scanner glass is 216 x 297 mm (8.5 x 11.7 in.).
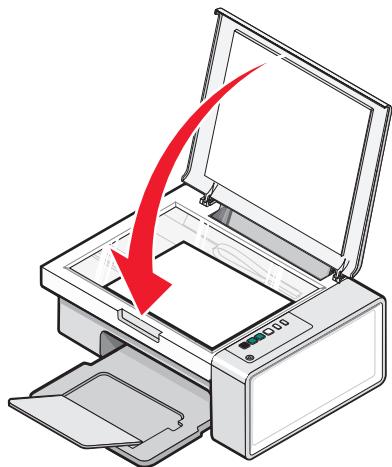
1 Open the top cover.
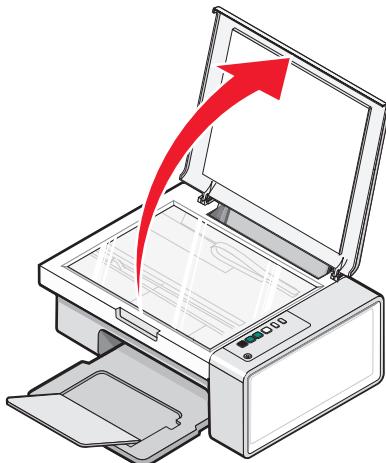
2 Place the original document or item facedown on the scanner glass in the lower right corner.
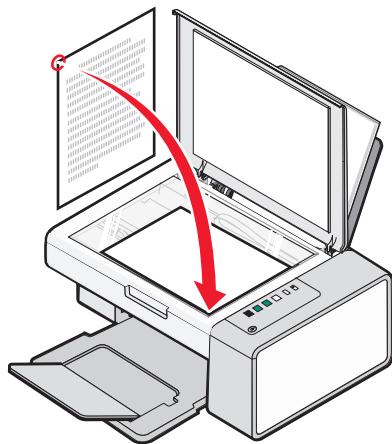
   Note: Photos should be loaded as shown.

3 Close the top cover to avoid dark edges on the scanned image.

Printing

Printing a document

1 Load paper.

2 With a document open, click **File** ➞ **Print**.

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

4 Adjust the settings.

5 Click **OK**.

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

Printing a Web page

You can use the Toolbar to create a printer-friendly version of any Web page.

1 Load paper.

2 Open a Web page using Microsoft Internet Explorer 5.5 or later.

3 If you want to check or change your print settings:

   a From the toolbar area, click **Lexmark** ➞ **Page Setup**.

   b Adjust the print settings.

   c Click **OK**.

Note: For additional print setting options, see "Using Print Properties" on page 16.

4 If you want to view the Web page before printing:

   a Click **Preview**.

   b Use the toolbar options to scroll between pages, zoom in or out, or select whether to print text and images or text only.

   c Click:

- **Print**

  or

- **Close**, and continue to step 5.

5 If needed, select a print option from the Toolbar:

- **Normal**
- **Quick**
- **Black and White**
- **Text Only**

Printing photos or images from a Web page

1 Load paper. For best results, use photo or heavyweight matte paper, with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)

2 Open a Web page with Microsoft Internet Explorer 5.5 or later.

On the Toolbar, the number of photos valid for printing appears next to Photos.

3 If no number appears next to Photos:

   a From the Lexmark logo drop-down menu, select **Options**.

   b Select the **Advanced** tab.

   c Select a lower minimum photo size.

   d Click **OK**.

   The number of photos valid for printing appears next to Photos.

4 Click **Photos**.

The Fast Pics dialog appears.

5 If you want to print all the photos or images using the same settings, select the size you want, the blank paper size in the printer, and the number of copies.

6 If you want to print one photo or image at a time:

   a Click the photos or images you do *not* want to print to deselect them.

   b To make common editing changes:

     1 Right click the photo or image.
     2 Click **Edit**.
     3 Make your selections.
     4 Follow the instructions on the screen.
     5 When you are finished making changes, click **Done**.
     6 Select the size you want, the blank paper size in the printer, and the number of copies.

7 Click **Print Now**.

Working with photos

- For best results, use Lexmark Premium Photo Paper or Lexmark Photo Paper.
- To prevent smudging, avoid touching the surface of a printed photo. For best results, remove each printed sheet individually from the paper exit tray, and allow the prints to dry at least 24 hours before stacking, displaying, or storing.

Retrieving and managing photos

Transferring all photos from a media device using the computer

1 Insert your CD or any photo storage device into the computer.

2 If you are using Windows XP or Windows Vista, a "What do you want Windows to do?" screen will appear.

Click **Transfer Photos to your computer using the Lexmark Imaging Studio**.

3 Click **Automatically save all photos to "My Pictures"**.

4 Remove the CD to view your transferred photos in the Photo Library.

Transferring selected photos from a media device using the computer

1 Insert your CD or any photo storage device into the computer.

2 If you are using Windows XP or Windows Vista, a "What do you want Windows to do?" screen will appear.

Click **Transfer Photos to your computer using the Lexmark Imaging Studio**.

3 Click **Select photos to save**.

4 Click **Deselect All**.

5 Click to select the photo(s) you want to transfer.

6 If you want to save the photos to the default folder, click **Next**.

7 If you want to save the photos in a folder other than the default folder:

  a Click **Browse**.

  b Select the folder you want.

  c Click **OK**.

8 If you want to assign a prefix to all of the photos you just transferred, click the check box and enter a name.

9 Click **Next**.

10 Remove your CD to view your transferred photos in the Photo Library.

Printing photos using the computer

Note: To print photos or images from a Web page, see "Printing photos or images from a Web page" on page 22.

Printing photos from the Photo Library

1 Load paper.

2 From the desktop, double-click the **Lexmark Imaging Studio** icon.

3 Click **View / Print Photo Library**.

4 Click the photos you want to print.

5 Click **Photo Prints**.

6 Change the print settings as necessary.

> **Notes:**
>
> - From the Quality drop-down list, select a print quality.
> - From the Paper Size in Printer drop-down list, select the paper size.
> - You can also select other photo sizes, and print multiple copies of the photos.

7 Click **Print Now**.

Printing all photos from a media device using the computer

1 Load photo paper with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.) For more information, see "Loading paper" on page 19.

2 Insert your CD or any photo storage device into the computer.

3 If you are using Windows XP or Windows Vista, a "What do you want Windows to do?" screen appears. Click **Transfer Photos to your computer using the Lexmark Imaging Studio**.

4 Click **Select photos to print**.

5 Click **Print**.

6 From the Quality drop-down list, select a copy quality.

7 From the Paper Size in Printer drop-down list, select the paper size.

8 To select multiple prints of a photo, or to select photo sizes other than 4 x 6 in. (10 x 15 cm), select the options you want in the table. Use the drop-down list in the last column to view and select other sizes.

9 Click **Print Now** in the bottom right corner of the screen.

10 Remove your CD.

Printing selected photos from a media device using the computer

1 Load photo paper with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.) For more information, see "Loading paper" on page 19.

2 Insert your CD or any photo storage device into the computer.

3 If you are using Windows XP or Windows Vista, a "What do you want Windows to do?" screen appears. Click **Transfer Photos to your computer using the Lexmark Imaging Studio**.

4 Click **Select photos to print**.

5 Click **Deselect All**.

6 Click to select the photo(s) you want to print.

7 Click **Print**.

8 From the Quality drop-down list, select a copy quality.

9 From the Paper Size in Printer drop-down list, select the paper size.

10 To select multiple prints of a photo, or to select photo sizes other than 4 x 6 in. (10 x 15 cm), select the options you want in the table. Use the drop-down list in the last column to view and select other sizes.

11 Click **Print Now** in the bottom right corner of the screen.

12 Remove the CD.

Printing Photo Packages

1 From the desktop, double-click the **Lexmark Imaging Studio** icon.

2 Click **Photo Packages**.

3 Click to select the photos you want to include in your photo package.

4 Click **Next**.

5 From the Quality drop-down list, select a copy quality.

6 From the Paper Size in Printer drop-down list, select the paper size.

7 To select multiple prints of a photo, or to select photo sizes other than 4 x 6 in. (10 x 15 cm), select the options you want in the table. Use the drop-down list in the last column to view and select other sizes.

8 Click **Print Now** in the bottom right corner of the screen.

Creating photo projects

Creating Photo Greeting Cards

1 From the desktop, double-click the **Lexmark Imaging Studio** icon.

2 Click **Photo Greeting Cards**.

3 From the Style tab, click to select a style for your greeting card.

4 From the Photo tab, select and drag a photo into the preview pane on the right side of the screen.

5 Click the text area to be able to add text to your photo greeting card.

6 When you have finished editing your text, click **OK**.

7 If you want to create another photo greeting card using a different style and/or photo, click **Add New Card**, and repeat step 3 on page 25 through step 6 on page 25.

8 If you want to print your photo greeting card, select **Print your Photo Greeting Card** from the Share tab.

9 Select the number of copies from the Copies drop-down list.

10 Select the copy quality from the Quality drop-down list.

11 Select the paper size from the Paper Size in Printer drop-down list.

Paper sizes supported	Dimensions
A4	210 x 297 millimeters
Letter	8.5 x 11 inches
Greeting cards	4 x 8 inches (10.16 x 20.32 centimeters)

12 Click **Print Now**.

13 If you want to e-mail your photo greeting card, click **E-mail your Photo Greeting Card** from the Share tab.

14 From the Send Quality and Speed area of the screen, select the image size.

15 Click **Create E-mail** to create an e-mail message with your photo greeting card(s) attached.

Creating and viewing a slideshow

1 From the desktop, double-click the **Lexmark Imaging Studio** icon.

2 Click **Slideshow**.

3 Click and drag the photos you want to include in the slideshow to the "Photos in Your Slideshow" area.

If you want the photos to appear in a specific order, click the photos in the order you want them to show.

Notes:

- If you want to change the slideshow settings, click the **Settings** tab.
- If you want to save or print the slideshow, click the **Share** tab.

4 Click **View Show**.

Printing an image as a multiple-page poster

1 Load paper.

2 From the desktop, double-click the **Lexmark Imaging Studio** icon.

3 From the Printing Creative Tasks area of the Welcome screen, click **Poster**.

4 If you are scanning a photo:

a Place the photo facedown on the scanner glass.

b Click **File ➞ Add Photo from Scanner**.

5 If you are not scanning a new item, open the folder that contains your photo.

6 Drag the photo to the Print a Multi-Page Poster preview area of the screen.

7 Click **Next Step** at the bottom of the left pane.

8 From the "Paper size to print poster on" drop-down list, select a paper size.

9 From the "Print Quality for poster" drop-down list, select the print quality.

10 From the Poster Size drop-down list, select the poster size.

11 If you want to rotate the poster so that it fits better on the printed pages, click **Rotate 90 degrees**.

12 Click **Print Now** in the bottom right corner of the screen.
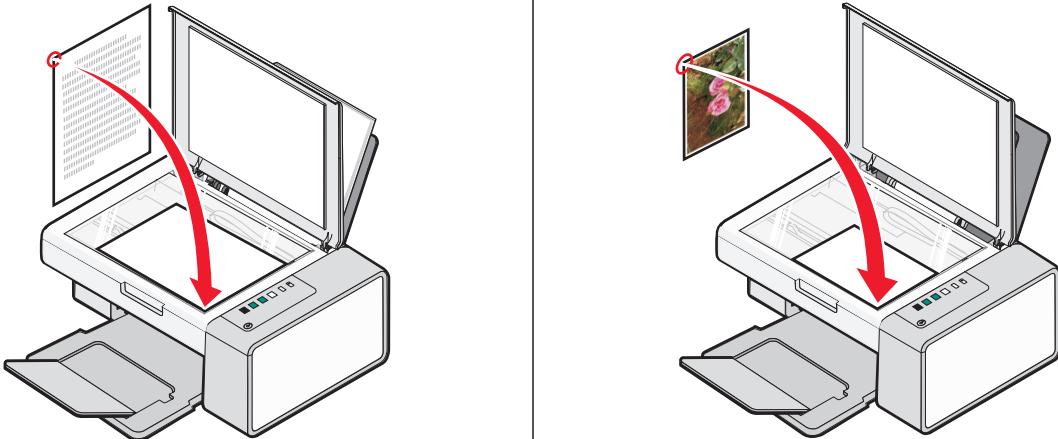
Copying

Copying using the control panel

Making a copy

1 Load paper.

2 Load an original document facedown on the scanner glass.

3 Press [icon] [icon] to start a color copy or [icon] [icon] to start a black-and-white copy.

Copying 4 x 6 photos

1 Load a 4 x 6 (10 x 15 cm) photo card with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)

2 Place a photo facedown on the scanner glass in the lower right corner. For more information, see "Loading original documents on the scanner glass" on page 19.

3 Press [icon] [icon].

Copying using the computer

Copying a document using the computer

1 Load an original document facedown on the scanner glass.
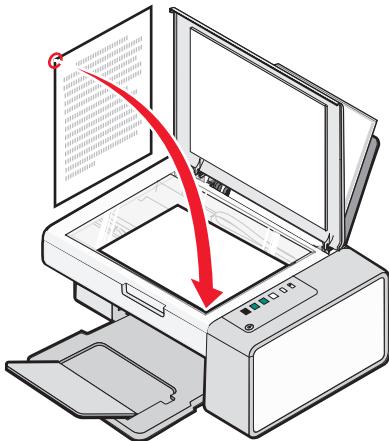
2 From the desktop, double-click the **Lexmark Imaging Studio** icon.

3 From the left pane of the Welcome screen, click **Copy**.

4 Select the Document option.

5 Click **Start**.

6 From the Copies drop-down list, select the number of copies.

7 From the Quality drop-down list, select the copy quality.

8 From the Paper Size in Printer drop-down list, select the paper size.

9 Select whether you want your document printed in Color, Grayscale, or Black and White by clicking the appropriate option.

10 To adjust the Brightness value, use the Brightness slider.

11 To select a custom print size, enter a number from 25 to 400 in the Print Size box.

You can also make the document fit the page by clicking the Fit to Page option.

12 Click **Copy Now** in the bottom right corner of the screen.

Copying a photo using the computer

1 Place the photo facedown on the scanner glass.
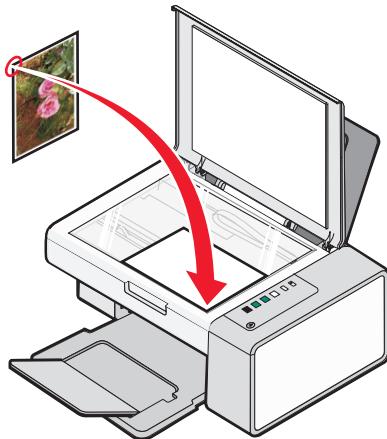
2 From the desktop, double-click the **Lexmark Imaging Studio** icon.

3 From the left pane of the Welcome screen, click **Copy**.

4 Select **Photo**.

5 Click **Start**.

The photo appears in the right pane.

6 From the Quality drop-down list, select the copy quality.

7 From the Paper Size in Printer drop-down list, select the paper size.

8 To select multiple prints of a photo, or to select photo sizes other than 4 x 6 in. (10 x 15 cm), select the options you want in the table. Use the drop-down list in the last column to view and select other sizes.

9 Click **Copy Now** in the bottom right corner of the screen.

Scanning
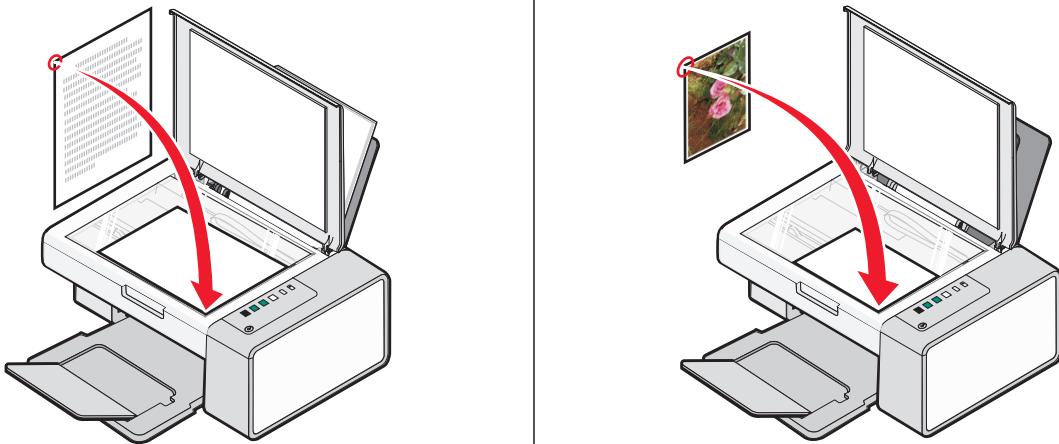
Note: Make sure the printer is connected to a computer, and both the printer and computer are on.

Scanning using the control panel

1 Load an original document facedown on the scanner glass.

2 Press ⬦ ⊜ to begin scanning.

The **Save Photo** dialog appears on your computer screen.

3 If you want to save the scan, click **Browse**, then select where to save the scanned image.

4 Enter the file name and format you want for the scanned image.

5 Click **Save**.

Customizing scan settings using the computer

1 From the desktop, double-click the **Lexmark Imaging Studio** icon.

2 Click **Scan**.

3 Click **Custom Settings**.

4 Change the settings as needed.

Setting	Options
Color Depth	Select either Color, Grey, or Black and White.
Scan Resolution (Dots Per Inch)	Select a scan resolution value from the drop-down list.
Size	• You can auto-crop the scanned item. Move the slider to the desired setting. • You can select the area to be scanned. Select a paper source from the drop-down list.

Setting	Options
Select area to be scanned	You can select the area to be scanned by choosing a paper size from the drop-down list.
Convert the image to text with OCR	Select this to convert your image to text.
Always use these settings when scanning	You can make your selections permanent by selecting the check box.

Faxing
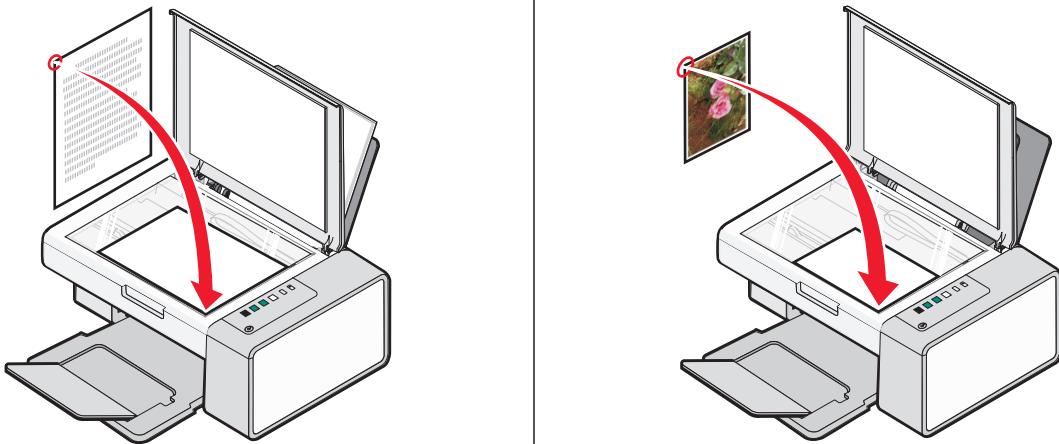
Make sure:

- The printer is connected to a computer that is equipped with a fax modem.
- The computer is connected to a working phone line.
- Both the printer and the computer are turned on.

Sending a fax using the software

You can scan a document to the computer and then fax it to someone using the software.

1 Load an original document facedown on the scanner glass.

2 From the desktop, double-click the **Lexmark Imaging Studio** icon.

3 From the left pane of the Welcome screen, click **Fax**.

4 Select the Document option.

5 Click **Start**.

6 Enter the recipient information, and then click **Next**.

   Note: A fax number can include up to 64 numbers, commas, periods, and/or these symbols: * # + - ( ).

7 Enter the cover page information, and then click **Next**.

8 If there are any additional documents that you want to send with your fax, add these now, and then click **Next**.

9 To send your fax:
   - Immediately—Select the Send now option.
   - At a scheduled time:
       a Select the "Delay sending until" option.
       b Set a time and date.

10 If you want a paper copy of your fax, select Print a copy of your fax.

11 Click **Send**.

Receiving a fax using the software

1 From the desktop, double-click the **Lexmark Imaging Studio** icon.

2 From the left pane of the Welcome screen, click **Fax**.

The Fax Solution Software appears.

3 Click **Tools** ➡ **Preferences and Settings**.

4 Click the **Receiving Faxes** tab.

5 From the "Incoming Calls" area, select **Automatically**.

6 To set the number of telephone rings before the printer automatically receives faxes, select a setting from the "Rings before pickup" drop-down list.

7 Click **OK** to save the settings.

Maintaining the printer

Changing print cartridges

Removing a used print cartridge

1 Make sure the printer is on.

2 Lift the scanner unit.

The print cartridge carrier moves and stops at the loading position, unless the printer is busy.
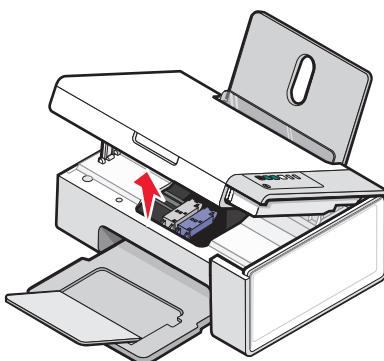
3 Press down on the cartridge carrier lever to raise the cartridge carrier lid.
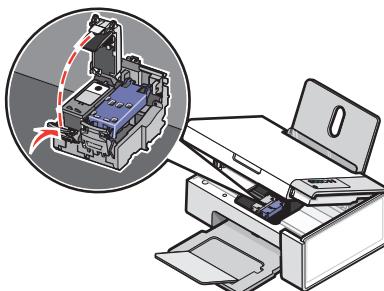
4 Remove the used print cartridge.

Note: If you are removing both cartridges, repeat step 3 and step 4 for the second cartridge.

Installing print cartridges

1 If you are installing new print cartridges, remove the sticker and tape from the back and bottom of the cartridges.
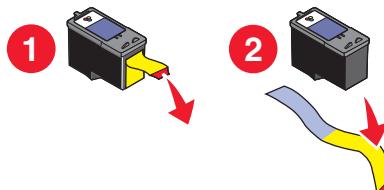
Warning—Potential Damage: Do *not* touch the gold contact area on the back or the metal nozzles on the bottom of the cartridges.

2 Press down on the cartridge carrier levers to raise the cartridge carrier lids.
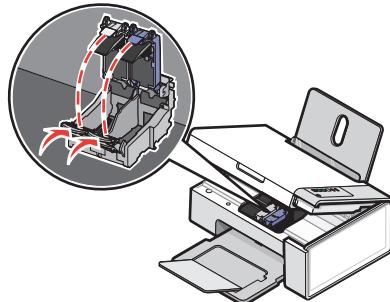
3 Insert the black cartridge or the photo cartridge in the left carrier. Insert the color cartridge in the right carrier.
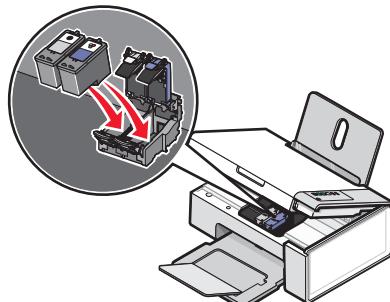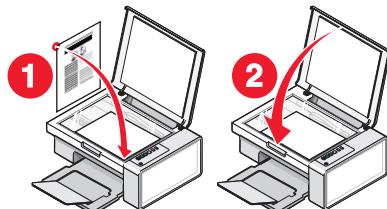

4 Close the lids.
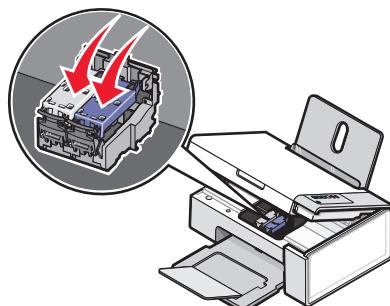
5 Lift the scanner unit, gently push the scanner support towards the cartridge carriers, and carefully lower the scanner unit until it is completely closed.
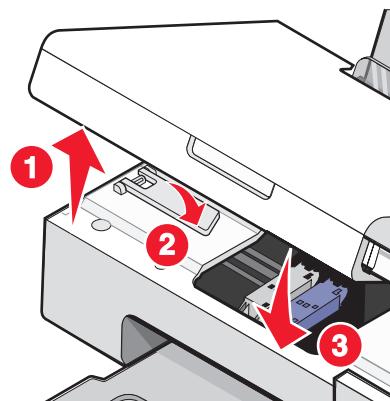
6 Load paper.

7 Press and hold ⬙ for three seconds to print an alignment page.

8 Load the printed alignment page facedown on the scanner glass in the lower right corner, and close the top cover.

9 Press ⬙ again to align the cartridge(s).

> **Note:** The scanner unit must be closed to start a new scan, print, copy, or fax job.

Achieving better print quality

Improving print quality

If you are not satisfied with the print quality of a document, make sure you:

- Use the appropriate paper for the document. If you are printing photos or other high quality images, for best results use Lexmark Premium Photo Paper or Lexmark Photo Paper.
- Use a paper that is a heavier weight or bright white.
- Select a higher print quality.

If the document still does not have the print quality you want, follow these steps:

1 Align the print cartridges. For more information, see "Aligning the print cartridges" on page 37.

If print quality has not improved, continue to step 2.

2 Clean the print cartridge nozzles. For more information, see "Cleaning the print cartridge nozzles" on page 38.

If print quality has not improved, continue to step 3.

3 Remove and reinsert the cartridges. For more information, see "Removing a used print cartridge" on page 35 and "Installing print cartridges" on page 35.

If print quality has not improved, continue to step 4.

4 Wipe the print cartridge nozzles and contacts. For more information, see "Wiping the print cartridge nozzles and contacts" on page 39.

If print quality is still not satisfactory, replace the cartridge. For more information, see "Ordering paper and other supplies" on page 40.
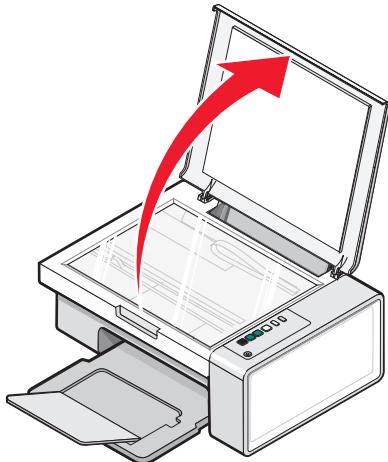
Aligning the print cartridges

1 Load plain paper.

2 Open the **Solution Center**.

3 From the Maintenance tab, click **Align to fix blurry edges**.
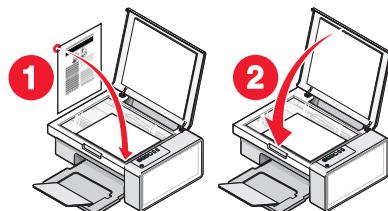
4 Click **Print**.

The alignment page prints.

5 Open the top cover of the printer.

6 Place the printed alignment page facedown on the scanner glass in the lower right corner, and then close the top cover.

7 Press [⟡] [⎙].

After a few seconds, an `Alignment Success` dialog appears on your computer screen.

8 Click **Close**.

9 Click **Exit**.

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

Cleaning the print cartridge nozzles

1 Load plain paper.

2 Open the **Solution Center**. See "Using the Solution Center" on page 15.

3 From the Maintenance tab, click **Clean to fix horizontal streaks**.

4 Click **Print**.

A page prints, forcing ink through the print cartridge nozzles to clean them.

**5** Print the document again to verify that the print quality has improved.

6 If print quality has not improved, try cleaning the nozzles up to two more times.

Wiping the print cartridge nozzles and contacts

1 Remove the print cartridges.

2 Dampen a clean, lint-free cloth with water.

3 Gently hold the cloth against the nozzles for about three seconds, and then wipe in the direction shown.
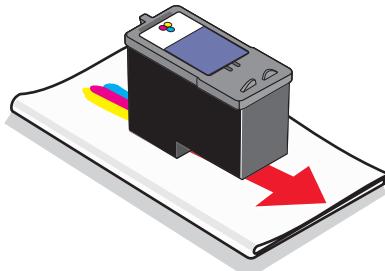
4 Using another clean section of the cloth, gently hold the cloth against the contacts for about three seconds, and then wipe in the direction shown.
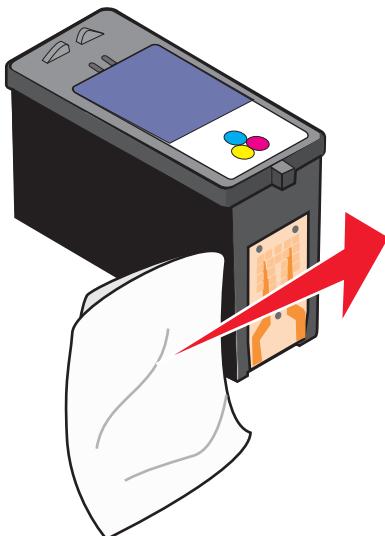
5 With another clean section of the cloth, repeat step 3 and step 4.

6 Let the nozzles and contacts dry completely.

7 Reinsert the print cartridges.

8 Print the document again.

9 If the print quality does not improve, clean the print nozzles. For more information, see "Cleaning the print cartridge nozzles" on page 38.

10 Repeat step 9 up to two more times.

11 If print quality is still not satisfactory, replace the print cartridges.

Ordering print cartridges

Lexmark 2500 series models (except 2580)

Item	Part number	Average cartridge standard page yield is up to[1]
Black cartridge	28A	175
Black cartridge[2]	28	175
High yield black cartridge	34	550
Color cartridge	29A	150
Color cartridge[2]	29	150
High yield color cartridge	35	500
Photo cartridge	31	Not applicable
[1] Values obtained by continuous printing. Declared yield value in accordance with ISO/IEC 24711 (FDIS).		
[2] Licensed Return Program Cartridge		

Lexmark 2580 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**.

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**.

Paper	Paper size
Lexmark Premium Photo Paper	- Letter - A4 4 x 6 in. 10 x 15 cm - L
Note: Availability may vary by country or region.	

Paper	Paper size
Lexmark Photo Paper	• Letter • A4 • 4 x 6 in. • 10 x 15 cm
Lexmark PerfectFinish™ Photo Paper	• Letter • A4 • 4 x 6 in. • 10 x 15 cm • L
Note: Availability may vary by country or region.	

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**.
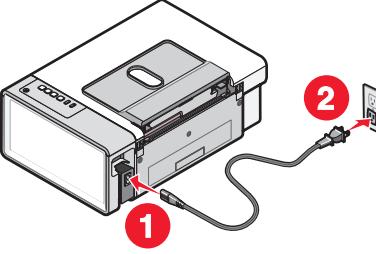
Troubleshooting

- "Setup troubleshooting" on page 42
- "Print troubleshooting" on page 44
- "Copy troubleshooting" on page 47
- "Scan troubleshooting" on page 48
- "Fax troubleshooting" on page 50
- "Jams and misfeeds troubleshooting" on page 50
- "Blinking lights on the control panel" on page 53
- "Error messages" on page 54
- "Removing and reinstalling the software" on page 55

Setup troubleshooting

- "Power button is not lit" on page 42
- "Software does not install" on page 42
- "Page does not print" on page 43

Power button is not lit

Check power connection	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 ⏻.
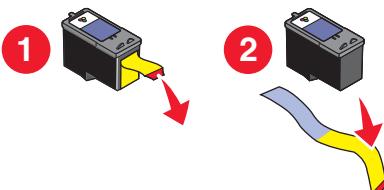
Software does not install

Check your operating system	The following operating systems are supported: Windows 2000, Windows XP, Windows Vista, and Mac OS X.
	Note: For Windows 2000 users, make sure you are using Service Pack 3 or later.
Check your system requirements	Check that your computer meets the minimum system requirements listed on the box.

USB cable may not be connected	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.
Use these steps to install the printer software	1 Turn off and then restart your computer.
	2 Click **Cancel** on all New Hardware Found screens.
	3 Insert the CD, and then follow the instructions on the computer screen to reinstall the software.
May need to 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.
Other software may be running	1 Close all open software applications.
	2 Disable any anti-virus programs.
	3 Double-click the **My Computer** icon. In Windows XP, click **Start** to access the My Computer icon.
	4 Double-click the **CD–ROM drive** icon.
	5 If necessary, double-click **setup.exe**.
	6 Follow the instructions on the computer screen to install the software.
Software may not be installed correctly	1 Uninstall the printer software, and then reinstall it. For more information, see "Removing and reinstalling the software" on page 55.
	2 If the software still does not install correctly, visit our Web site at **www.lexmark.com** to check for the latest software.
	a In all countries or regions except the United States, select your country or region.
	b Click the links for drivers or downloads.
	c Select your printer family.
	d Select your printer model.
	e Select your operating system.
	f Select the file you want to download, and then follow the directions on the computer screen.

Page does not print

Check the control panel for any blinking lights	If one of the lights is blinking, see "Blinking lights on the control panel" 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 42.
Paper may not be loaded correctly	Remove and then load paper.

Check ink	Check the ink levels, and install new print cartridges if necessary.
Cartridges may have tape on them	**1** Remove the print cartridges. **2** Make sure the sticker and tape have been removed. **3** Reinsert the cartridges.

Make sure the printer is set as the default printer and is not on hold or paused.	**1** Click:
	  • In Windows XP Pro: **Start ➙ Settings ➙ Printers and Faxes**.
	  • In Windows XP Home: **Start ➙ Control Panel ➙ Printers and Faxes**.
	  • In Windows 2000 or Windows Vista: **Start ➙ Settings ➙ Printers**.
	2 Double-click the name of your printer.
	3 Click **Printer**.
	  • Make sure no check mark appears next to Pause Printing.
	  • Make sure a check mark does appear next to Set As Default.

May need to 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.

Software may not be installed correctly	**1** Uninstall the printer software, and then reinstall it. For more information, see "Removing and reinstalling the software" on page 55.
	2 If the software still does not install correctly, visit our Web site at **www.lexmark.com** to check for the latest software.
	  a In all countries or regions except the United States, select your country or region.
	  b Click the links for drivers or downloads.
	  c Select your printer family.
	  d Select your printer model.
	  e Select your operating system.
	  f Select the file you want to download, and then follow the directions on the computer screen.

Print troubleshooting

- "Improving print quality" on page 45
- "Poor text and graphic quality" on page 45
- "Poor quality at the edges of the page" on page 46
- "Print speed is slow" on page 46

- "Partial document or photo prints" on page 47
- "Photo smudges" on page 47

Improving print quality

Check paper	- Use the appropriate paper for the document. If you are printing photos or other high-quality images, for best results use Lexmark Premium Photo Paper or Lexmark Photo Paper. - Use a paper that is a heavier weight or bright white.
Check print cartridges	If the document still does not have the print quality you want, follow these steps: **1** Align the print cartridges. For more information, see "Aligning the print cartridges" on page 37. If print quality has not improved, continue to step 2. **2** Clean the print cartridge nozzles. For more information, see "Cleaning the print cartridge nozzles" on page 38. If print quality has not improved, continue to step 3. **3** Remove and reinsert the print cartridges. For more information, see "Removing a used print cartridge" on page 35 and "Installing print cartridges" on page 35. If print quality has not improved, continue to step 4. **4** Wipe the print nozzles and contacts. For more information, see "Wiping the print cartridge nozzles and contacts" on page 39. If print quality is still not satisfactory, replace the print cartridges. For more information, see "Ordering paper and other supplies" on page 40.

Poor text and graphic quality

- Blank pages
- Dark print
- Faded print
- Incorrect colors
- Light and dark bands in print

- Skewed lines
- Smudges
- Streaks
- White lines in print

Check ink	Check the ink levels, and install new print cartridges if necessary.
Review steps to improve print quality	See "Improving print quality" on page 37.

Remove sheets as they are printed	To avoid ink smudging when you are working with the following media, remove each sheet as it exits, and allow it to dry: • Documents with graphics or images • Photo paper • Heavyweight matte or glossy paper • Transparencies • Labels • Envelopes • Iron-on transfers **Note:** Transparencies may take up to 15 minutes to dry.
Use a different brand of paper	Each paper brand accepts ink differently and prints with color variations. If you are printing photos or other high-quality images, for best results use Lexmark Premium Photo Paper or Lexmark Photo Paper.
Check paper condition	Use only new, unwrinkled paper.
Software may not be installed correctly	For more information, see "Software may not be installed correctly" on page 43.

Poor quality at the edges of the page

Check minimum print settings	Unless you are using the borderless feature, use these minimum print margin settings:
	• Left and right margins:
	  – 6.35 mm (0.25 in.) for letter size paper
	  – 3.37 mm (0.133 in.) for all paper sizes except letter
	• Top margin: 1.7 mm (0.067 in.)
	• Bottom margin: 12.7 mm (0.5 in.)

Select the Borderless print feature	1 From the software application, click **File → Print**. 2 Click **Properties**, **Preferences**, **Options**, or **Setup**. 3 Click **Print Layout**. 4 Click **Borderless**.
Be sure paper size matches the printer setting	1 From the software application, click **File → Print**. 2 Click **Properties**, **Preferences**, **Options**, or **Setup**. 3 Click **Paper Setup**. 4 Check the paper size.

Print speed is slow

Maximize computer processing speed	Close all applications not in use.
	Try minimizing the number and size of graphics and images in the document.
	Remove as many unused fonts as possible from your system.
Add memory	Consider purchasing more RAM.

Select a lower print quality	1 From the software application, click **File → Print**.
	2 Click **Properties**, **Preferences**, **Options**, or **Setup**.
	3 Click **Quality/Copies**.
	4 From the Quality/Speed area, select a lower print quality.
Software may not be installed correctly	For more information, see "Software may not be installed correctly" on page 43.

Partial document or photo prints

Check document placement	Make sure the document or photo is loaded facedown on the scanner glass in the lower right corner.
Check paper size	Make sure the paper size being used matches the size you selected.

Photo smudges

Photo smudges	To prevent smudging, avoid touching the surface of a printed photo. For best results, remove each printed sheet individually from the paper exit tray, and allow the prints to dry at least 24 hours before stacking, displaying, or storing.

Copy troubleshooting

- "Copier does not respond" on page 47
- "Scanner unit does not close" on page 47
- "Poor copy quality" on page 48
- "Partial document or photo copies" on page 48

Copier does not respond

Check the control panel for any blinking lights	If one of the lights is blinking, see "Blinking lights on the control panel" on page 53.
Check power	If the ⏻ light is not on, see "Power button is not lit" on page 42.
Software may not be installed correctly	For more information, see "Software may not be installed correctly" on page 44.

Scanner unit does not close

Check for obstructions	1 Lift the scanner unit.
	2 Remove any obstruction keeping the scanner unit open.
	3 Lower the scanner unit.

Poor copy quality

- Blank pages
- Checkerboard pattern
- Distorted graphics or pictures
- Missing characters
- Faded print
- Dark print

- Skewed lines
- Smudges
- Streaks
- Unexpected characters
- White lines in print

Check the control panel for any blinking lights	If one of the lights is blinking, see "Blinking lights on the control panel" on page 53.
Check ink	Check the ink levels, and install a new print cartridge if necessary.
Clean the scanner glass	If the scanner glass is dirty, gently wipe it with a clean, lint-free cloth dampened with water.
Review steps to improve print quality	See "Improving print quality" on page 37.
Check quality of original document	If the quality of the original document is not satisfactory, try using a clearer version of the document or image.
Are you scanning from photo or glossy paper, a magazine, or a newspaper?	If you are copying or scanning from photo or glossy paper, a magazine, or a newspaper, see "Removing image patterns from photos, magazines, or newspapers" in the "Scanning" chapter of the *User's Guide* on the CD.
Check document placement	Make sure the document or photo is loaded facedown on the scanner glass in the lower right corner.

Partial document or photo copies

Check document placement	Make sure the document or photo is loaded facedown on the scanner glass in the lower right corner.
Check paper size	Make sure the paper size being used matches the size you selected.

Scan troubleshooting

- "Scanner does not respond" on page 49
- "Scan was not successful" on page 49
- "Scanning takes too long or freezes the computer" on page 49
- "Poor scanned image quality" on page 50
- "Partial document or photo scans" on page 50

Scanner does not respond

Check the control panel for any blinking lights	If one of the lights is blinking, see "Blinking lights on the control panel" on page 53.
Check power	If the ⏻ light is not on, see "Power button is not lit" on page 42.
Make sure the printer is set as the default printer and is not on hold or paused.	**1** Click: • In Windows XP Pro: **Start** → **Settings** → **Printers and Faxes**. • In Windows XP Home: **Start** → **Control Panel** → **Printers and Faxes**. • In Windows 2000: **Start** → **Settings** → **Printers**. **2** Double-click the name of your printer. **3** Click **Printer**. • Make sure no check mark appears next to Pause Printing. • Make sure a check mark does appear next to Set As Default.
Software may not be installed correctly	For more information, see "Software may not be installed correctly" on page 44.

Scan was not successful

USB cable may not be connected	**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.
Reboot computer	Turn off and then restart your computer.
Software may not be installed correctly	For more information, see "Software may not be installed correctly" on page 44.

Scanning takes too long or freezes the computer

Other software may be running	Close all programs not being used.
Change the scanning resolution to a lower value	**1** Load an original document facedown on the scanner glass. **2** From the desktop, double-click the **Lexmark Imaging Studio** icon. **3** From the left pane of the Welcome screen, click **Scan**. **4** Click **Custom Settings**. **5** Select a lower scan resolution. **6** Click **Start**.

Poor scanned image quality

Check the control panel for any blinking lights	If one of the lights is blinking, see "Blinking lights on the control panel" on page 53.
Clean the scanner glass	If the scanner glass is dirty, gently wipe it with a clean, lint-free cloth dampened with water.
Adjust the quality of the scan	1 Load an original document facedown on the scanner glass. 2 From the desktop, double-click the **Lexmark Imaging Studio** icon. 3 From the left pane of the Welcome screen, click **Scan**. 4 Click **Custom Settings**. 5 Select a higher scan resolution. 6 Click **Start**.
Review steps to improve print quality	See "Improving print quality" on page 37.
Are you scanning from photo or glossy paper, a magazine, or a newspaper?	If you are copying or scanning from photo or glossy paper, a magazine, or a newspaper, see "Removing image patterns from photos, magazines, or newspapers" in the "Scanning" chapter of the *User's Guide* on the CD.
Check quality of original document	If the quality of the original document is not satisfactory, try using a clearer version of the document or image.
Check document placement	Make sure the document or photo is loaded facedown on the scanner glass in the lower right corner.

Partial document or photo scans

Check document placement	Make sure the document or photo is loaded facedown on the scanner glass in the lower right corner.
Check paper size	Make sure the paper size being used matches the size you selected.

Fax troubleshooting

Review the fax checklist	Make sure: • The printer is connected to a computer that is equipped with a fax modem. • The computer is connected to a working phone line. • Both the printer and the computer are turned on. For additional help when you are using a fax application, see the documentation that came with the fax application.

Jams and misfeeds troubleshooting

- "Paper jams" on page 51
- "Paper or specialty media misfeeds" on page 51
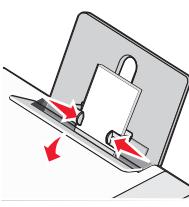
- "Printer does not feed paper, envelopes, or specialty media" on page 52
- "Banner paper jams" on page 52

Paper jams

Is the jam in the paper support?	1 Press ⏻ to turn off the printer. 2 Firmly grasp the paper, and gently pull it out. 3 Press ⏻ to turn the printer back on.
Is the jam in the printer?	To automatically eject the paper: 1 Press ⏻ to turn off the printer. 2 Press ⏻ again to turn the printer back on. The paper automatically ejects from the printer.
	To manually remove the paper: 1 Press ⏻ to turn off the printer. 2 Firmly grasp the paper, and gently pull it out. 3 Press ⏻ to turn the printer back on.

Paper or specialty media misfeeds

If paper or specialty media misfeeds or skews, or if multiple sheets feed or stick together, try the following solutions.

Check paper condition	Use only new, unwrinkled paper.
Check paper loading	• Load a smaller amount of paper into the printer. • Load paper with the print side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.) For information about maximum loading amounts per paper type and specific loading instructions for supported paper and specialty media, see "Loading various paper types" in the "Loading paper and original documents" chapter of the *User's Guide* on the CD.
Remove each page as it is printed	Remove each page as it exits, and let it dry completely before stacking.
Adjust the paper guides	Adjust the paper guides: • When using media less than 8.5 inches wide • To rest against the edges of the paper or media, making sure it does not buckle
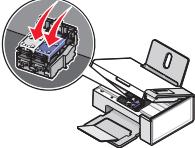
Printer does not feed paper, envelopes, or specialty media

Check for paper jams	Check for and clear any paper jams. For more information, see "Paper jams" on page 51.
Check media loading	• Verify that the specialty media is loaded correctly. For more information, see "Loading various paper types" in the "Loading paper and original documents" chapter of the *User's Guide* on the CD. • Try loading one page, envelope, or sheet of specialty media at a time.

Make sure the printer is set as the default printer and is not on hold or paused	**1** Click:
	    • For Windows XP Pro: **Start → Settings → Printers and Faxes**.
	    • For Windows XP Home: **Start → Control Panel → Printers and Faxes**.
	    • For Windows 2000: **Start → Settings → Printers**.
	2 Double-click the name of your printer.
	3 Click **Printer**.
	    • Make sure no check mark appears next to Pause Printing.
	    • Make sure a check mark does appear next to Set As Default.

Banner paper jams

Clear banner paper jams	**1** Press ⏻ to turn off the printer. **2** Remove the jammed banner paper from the printer.

Review banner printing checklist	• Use only the number of sheets needed for the banner.
	• Select the following settings to enable the printer to feed paper continuously without jamming:
	    1 With a document open, click **File → Print**.
	    2 Click **Properties**, **Preferences**, **Options**, or **Setup**.
	    3 Select the **Paper Setup** tab.
	    4 From the Paper Size area, select **Banner**.
	    5 Select **Letter Banner** or **A4 Banner** as the paper size.
	    6 Select **Portrait** or **Landscape**.
	    7 Click **OK**.
	    8 Click **OK** or **Print**.

Blinking lights on the control panel

▭ 🗋 blinks rapidly	The printer may:
	• be out of paper in the middle of a print or copy job.
	    1 Load more paper. See "Loading paper" on page 19.
	    2 Press ▭ 🗋 to continue printing or copying.
	• have a paper jam.
	    1 Clear the paper jam. For more information, see "Jams and misfeeds troubleshooting" on page 50.
	    2 Press ▭ 🗋.

▭ 🗋 blinks slowly	The print cartridge carriers are stuck. **1** Raise the scanner unit. **2** Remove any objects blocking the path of the cartridge carriers. **3** Make sure the cartridge carrier lids are closed. **4** Lift the scanner unit, gently push the scanner support towards the cartridge carriers, and carefully lower the scanner unit until it is completely closed. **5** Press ▭ 🗋. If ▭ 🗋 is still blinking slowly: **1** Raise the scanner unit again. **2** Reinstall the print cartridges. For more information, see "Installing print cartridges" on page 35.
🎨 light is blinking	The color print cartridge needs to be replaced soon. To order supplies, see "Ordering paper and other supplies" on page 40.
🎨 light is on	The color print cartridge needs to be replaced immediately. Replace the color print cartridge with a new one. For more information, see "Changing print cartridges" on page 35.
🎨❘● light is blinking	The black (or photo) print cartridge needs to be replaced soon. To order supplies, see "Ordering paper and other supplies" on page 40.
🎨❘● light is on	The black (or photo) print cartridge needs to be replaced immediately. Replace the black (or photo) print cartridge with a new one. For more information, see "Changing print cartridges" on page 35.

Error messages

These messages appear on your computer screen.

`Cartridge Alert`	One of the print cartridges needs to be replaced soon.
	Replace the print cartridge with a new cartridge. For more information, see "Removing a used print cartridge" on page 35 and "Installing print cartridges" on page 35.
	To order supplies, click **Order Ink** on your computer screen. You can also see "Ordering paper and other supplies" on page 40.
`Black cartridge replacement required`	A new black (or photo) print cartridge needs to be installed.
	If available, click the **Continue** button on your computer screen to print using the color print cartridge. (The Continue button is available only at the beginning of a print job.)
	Note: A variable amount of ink remains in the black (or photo) print cartridge.
	Follow these steps to replace the black (or photo) print cartridge in your printer:
	1 Cancel the print job if not already canceled.
	2 Replace the black (or photo) print cartridge with a new cartridge. For more information, see "Removing a used print cartridge" on page 35 and "Installing print cartridges" on page 35.
	3 Print again.
	To order supplies, click **Order Ink** on your computer screen. You can also see "Ordering paper and other supplies" on page 40 in this guide.
`Color cartridge replacement required`	A new color print cartridge needs to be installed.
	If available, click the **Continue** button on your computer screen to print using the black (or photo) print cartridge. (The Continue button is available only at the beginning of a print job.)
	Note: A variable amount of ink remains in the color print cartridge.
	Follow these steps to replace the color print cartridge in your printer:
	1 Cancel the print job if not already canceled.
	2 Replace the color print cartridge with a new cartridge. For more information, see "Removing a used print cartridge" on page 35 and "Installing print cartridges" on page 35.
	3 Print again.
	To order supplies, click **Order Ink** on your computer screen. You can also see "Ordering paper and other supplies" on page 40 in this guide.

`Black and Color cartridge replacement required`	New print cartridges need to be installed.
	The print job has been canceled.
	Note: A variable amount of ink remains in the black (or photo) and color print cartridges.
	1 Replace the print cartridges with new cartridges. For more information, see "Removing a used print cartridge" on page 35 and "Installing print cartridges" on page 35.
	2 Print again.
	To order supplies, click **Order Ink** on your computer screen. You can also see "Ordering paper and other supplies" on page 40 in this guide.

Removing 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 remove and reinstall the printer software.

1 Click **Start** ➔ **Programs** or **All Programs** ➔ **Lexmark 2500 Series**.

2 Select **Uninstall**.

3 Follow the instructions on the computer screen to remove the printer software.

4 Restart the computer before reinstalling the printer software.

5 Click **Cancel** on all New Hardware Found screens.

6 Insert the CD, 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**, where **D** is the letter of your CD-ROM drive.

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