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If the suggested corrective action does not fix the problem, call your service representative.

Problem	Action
Job did not print or incorrect characters printed.	Make sure <b>Ready</b> appears on the operator panel before you send a job to print. Press <b>Go</b> to return to <b>Ready</b> .
	Make sure print media is loaded. Press <b>Go</b> to return to <b>Ready</b> .
	Verify the printer is using the correct printer language.
	Verify you are using the correct printer driver.
	Make sure the parallel, serial, ethernet, or USB cable is firmly plugged in at the back of the printer. Make sure you are using the correct cable. Use IEEE 1284-compliant parallel cable. We recommend Lexmark part number 1329605 (10 ft) or 1427498 (20 ft). If you use RS-232 Serial, verify that a null modem cable is used.
	If the printer is connected through a switch box, try a direct connection.
	Verify the correct paper size is selected through the operator panel, in the printer driver, or in the software application.
	Make sure PCL SmartSwitch and PS SmartSwitch are set to On.



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Problem	Action
Job did not print or incorrect characters printed (continued).	If you are using a print spooler, verify the spooler is not stalled.
	If you print across a network or on a Macintosh computer, see <b>Solving network printing problems</b> .
	Check the printer interface from the Setup Menu. Determine which host interface you are using. Print a menu settings page to verify the current interface settings are correct. See <b>Printing the menu settings page</b> . If you are using a serial interface: <ul style="list-style-type: none"> <li>• Make sure Honor DSR is set to Off.</li> <li>• Check the protocol, baud, parity, and data bit settings. The settings on the printer and on the host computer should match.</li> </ul>



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Problem	Action
Printer seems to print slowly.	Make sure you select the appropriate Paper Type setting before sending a job to print.
	If the Paper Type is set to Transparency, the printer adjusts the fuser temperature and slows printing to improve the print quality. After printing on this media, the printer requires additional time to warm the fuser after you select another Paper Type setting (such as Plain Paper or Letterhead).
	Reduce the complexity of your print job. Eliminating the number and size of fonts, the number and complexity of images, and the number of pages in a job may increase print speed.
	Set Page Protect Off from the Setup Menu. See <b>Page Protect</b> for more information.
Unexpected page breaks appear.	Increase the Print Timeout value in the <b>Setup Menu</b> .
Transparencies jam.	If you just turned the printer on or the printer has been idle for a period of time, print on paper before trying to print on transparencies.  Disabling Power Saver may also prevent transparencies from jamming after the printer has been idle. See <b>Power Saver</b> for more information.
Paper is jammed in the fuser.	Rotate the fuser pressure release lever down and remove the jammed paper. See <b>Clearing paper jams</b> for more information.



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Part of the printed page was clipped or is cut off.	Make sure you have the correct size paper in the paper tray and the paper size is set correctly for the paper in the tray.
Printer is connected to the USB port, but will not print.	Make sure you are using Windows 98, Windows 2000, Windows Me, or another USB-capable operating system supported by Lexmark.
Paper does not feed properly.	Make sure you're using recommended media. Do not use 16 lb paper or paper greater than 32 lb with the duplex unit.
	Make sure the adjustable guides in the paper tray are adjusted properly for the media you loaded.
	Make sure the stack of media does not exceed the maximum stack height indicated on the tray.



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Print media misfeeds or multiple feeds occur.	Make sure the print media you are using meets the specifications for your printer. Refer to the <i>Card Stock &amp; Label Guide</i> for more information.
	Flex print media before loading it in any of the paper sources.
	Make sure the print media is loaded correctly.
	Make sure the paper width and length guides on the paper sources are adjusted correctly.
	Do not overfill the paper sources.
	Do not force print media into the multipurpose feeder when you load it; otherwise, it may skew or buckle.
	Remove any curled print media from paper sources.



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Problem	Action
Print media misfeeds or multiple feeds occur (continued).	Load the recommended print side correctly for the type of print media you are using. See <b>Loading media</b> for more information.
	Load less print media in the paper sources.
	Turn the print media over or around and try printing again to see if feeding improves.
	Do not mix print media types.
	Do not mix reams of print media.
	Remove the top and bottom sheets of a ream before loading the print media.
Envelope misfeeds or multiple feeds occur.	Load a paper source only when it is empty.
	Remove the stack of envelopes from the multipurpose feeder. Load one envelope, feed it through the printer, and then reload the stack of envelopes in the multipurpose feeder.
	Push down the bottom plate until it locks into place. See <b>Loading the multipurpose feeder</b> for an illustration.



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Problem	Action
Job prints from the wrong paper source or on the wrong print media.	Check the <b>Paper Type</b> setting in the Paper Menu from the printer operator panel and in the printer driver.
Printer does not duplex pages.	<ul style="list-style-type: none"> <li>• Make sure Duplex is selected in either the Finishing Menu or the application you are printing from.</li> <li>• Make sure you have enough printer memory installed.</li> </ul>

