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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 Ready appears on the operator panel before you send a job to print. Press Go to return to Ready . |
| | Make sure there is print material loaded in the printer. Press Go to return to Ready . |
| | Verify that the printer is using the correct printer language. |
| | Verify that you are using the correct printer driver. |
| | Make sure the parallel, serial, ethernet, 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 that 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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| Job did not print or incorrect characters printed (continued). | If you are using a print spooler, verify that the spooler is not stalled. |
| | If you print across a network or on a Macintosh computer, see Network printing problems . |
| | <p>Check the printer interface from the Setup Menu.</p> <p>Determine which host interface you are using. Print a menu settings page to verify that the current interface settings are correct. See Printing the menu settings page.</p> <p>If you are using a serial interface:</p> <ul style="list-style-type: none"> • Make sure Honor DSR is set to Off. • Check the protocol, baud, parity, and data bit settings. The settings on the printer and on the host computer should match. |
| 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. |
| Print material misfeeds or multiple feeds occur. | Make sure the print material you are using meets the specifications for your printer. See Print material specifications for more details. |
| | Flex print material before loading it in any of the paper sources. |
| | Make sure the print material is loaded correctly. |



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| Print material misfeeds or multiple feeds occur (continued). | 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 material into the multipurpose feeder when you load it; otherwise, it may skew or buckle. |
| | Remove any curled print material from paper sources. |
| | Load the recommended print side correctly for the type of print material you are using. See Loading print material for more information. |
| | Load less print material in the paper sources. |
| | Turn the print material over or around and try printing again to see if feeding improves. |
| | Do not mix print material types. |
| | Do not mix reams of print material. |
| | Remove the top and bottom sheets of a ream before loading the print material. |
| Load a paper source only when it is empty. | |



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| Envelope misfeeds or multiple feeds occur. | Remove the stack of envelopes from the envelope feeder. Load one envelope, feed it through the printer, and then reload the stack of envelopes in the envelope feeder. |
| Page breaks in unexpected places. | Check the Print Timeout setting in the Setup Menu. Increase the setting. |
| Job prints from the wrong paper source or on the wrong print material. | Check the Paper Type setting in the Paper Menu from the printer operator panel and in the printer driver. |
| Paper does not stack neatly in the output bin. | <ul style="list-style-type: none"> • Make sure the paper bail is installed. • Turn the paper stack over in the tray or multipurpose feeder. |
| Printer does not duplex pages. | <ul style="list-style-type: none"> • Make sure Duplex is selected in both the Finishing Menu and in the printer driver. • Make sure you have enough printer memory installed. |

