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Common problems and solutions

For additional help solving printer problems, refer to the documentation that shipped with your printer.

| Problem | Solution |
|---|--|
| Copy printed on the wrong kind of paper | <p>Wrong type of paper is loaded in the paper tray you selected, or the printer may not be set up for automatically selecting the paper type.</p> <ol style="list-style-type: none"> 1 Put the correct paper or other media in the tray. 2 Check the paper type setting on the paper menu of the printer. 3 Try sending the copy again. |
| Warning displays on printer operator panel about collation area. | <p>The printer does not have enough memory. You may have to turn collation off and manually sort your copies.</p> <p>Installing additional memory helps alleviate this problem.</p> |
| I pressed Continue on the printer operator panel, my copies were not in correct sequence. | |



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| Problem | Solution |
|--|--|
| Color page came out black and white | <ol style="list-style-type: none"> 1 This happens if the scan unit or printer (or both) can only produce black and white. Check to see if your OptralImage has color capabilities. 2 If your OptralImage is capable of color copies, make sure Content is set to mixed or photo (not text), and try again. |
| Duplex does not work | This usually means the scan unit or printer (or both) is not capable of duplex. Check the documentation that shipped with your OptralImage to see if has duplex capabilities. |
| Duplex lights don't come on | |
| Can't select duplex settings | |
| Ready status message is not displayed in control panel | <p>The control panel and the printer are not talking to each other or the printer may be turned off.</p> <ol style="list-style-type: none"> 1 Try turning the printer off and back on. 2 Trying turning off the scan unit and the printer. Make sure you power back on in the correct sequence. First turn on the scan unit, and then turn on the printer. |



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| Problem | Solution |
|--|--|
| Control panel button do not respond | The printer is turned off. Turn the printer back on. |
| Unwanted black lines print on my copy. | Clean the entire top cover and the document flatbed. Also clean the automatic document feeder. See Scan unit support for more information. |



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Copy status messages

| Message | Description |
|----------------------------------|--|
| Ready 100% 1 | OptralImage is set for copy mode. This is the default setting for the control panel. |
| Copying . . . Busy ◆ 100% 1 | Copy job is printing. If a copy job is printing, this message appears even when a fax is being sent or received. |
| Copy Halted . . . Wait 100% 1 | Copy job is being cancelled. |
| Place Next Or Stop | <ol style="list-style-type: none"> 1 Place the next page on the flatbed. 2 Press Go/Send to continue sending pages. 3 Press Stop/Clear to end the scan. <p>The control panel resets to copy mode and the Ready status message appears on the display.</p> |



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Copy error messages

| Error | Description |
|---------------------------------|--|
| Check Printer | <p>There is a problem with the printer, such as a paper jam, open door, missing tray, or toner problem. Check the printer operator panel for a detailed message.</p> <p>For more help solving the problem, refer to the documentation that shipped with the printer.</p> |
| Check Scan Unit Press Return | <p>There is a problem with the scan unit.</p> <ol style="list-style-type: none"> 1 Check that all the cables and power cords are still correctly plugged into the scan unit. 2 Turn off the OptralImage hardware, then power back up. First, turn on the scan unit, then turn the printer back on. 3 If you are unable to reset the OptralImage, contact Lexmark Customer Support. On the OptralImage CD, click Contact Lexmark. |



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| Error | Description |
|----------------------------|---|
| Close Door | Message appears in the top line of the control panel display. Toner cartridge door is open. This message does not display for all scan unit and printer combinations. |
| No Duplex Option Installed | Messages appears if user presses Duplex on the OptralImage control panel, but the duplex option is not installed correctly on the printer. Check printer documentation for information about installing the duplex option. |

