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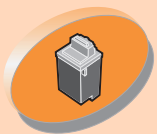
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## ***Steps to basic printing***

tells you how to load paper and adjust your printer software for printing.



## ***Maintaining your printer***

tells you how to install, replace, and align the print cartridges.



## ***Troubleshooting***

provides information for solving printing problems.



## ***Appendix***

provides notices and safety information.



## ***Index***

provides quick links to the information you need. Just click an index entry and go to the information source.

# Home page



## **Lexmark™ Z22/Z32 Color Jetprinter™ User's Guide for Windows NT 4.0 and Windows 2000**

Use this guide when you have questions about your printer or when you encounter a problem.

### **Tips for using this guide**

- Use the buttons on the left side of the screen to navigate through the pages of this guide.
- Click the **blue text** to link to another part of this guide.
- Click the left or right arrows to move forward or back through the pages. Click the house to return to the Home page.
- To view edition and trademark information, click the **Edition notice**.
- To print this guide:
  - 1 From the Acrobat Reader File menu, select **Print**.
  - 2 Click **Setup**, and make sure Landscape is selected.
  - 3 Choose the pages you want to print and click **OK**.





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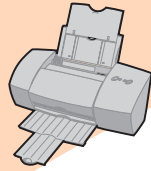
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# Steps to basic printing

This book describes how to use your printer with Windows NT 4.0 and Windows 2000. For help using your printer with Windows 95, Windows 98, Mac OS 8.6, or Mac OS 9, refer to the hard copy User's Guide that came with your printer.

**Basic printing is as easy as:**

**Step 1: Load the paper**

**Step 2: Customize the printer software**

**Step 3: Print your document**



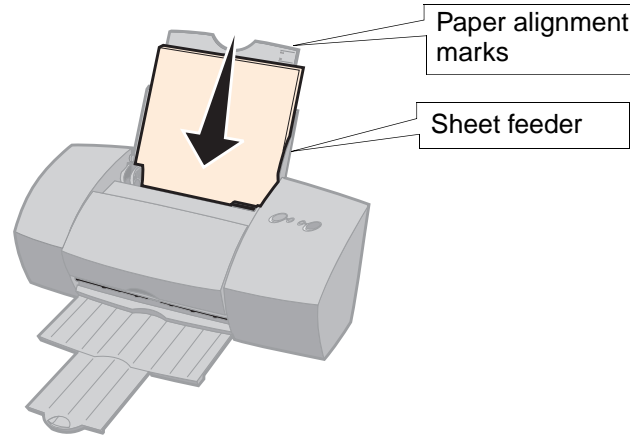
# Steps to basic printing



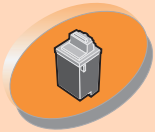
## Step 1: Load the paper

You can load up to 100 sheets of paper (depending on thickness).

- 1 **Place the paper against the right side of the sheet feeder, with the print side facing you.**



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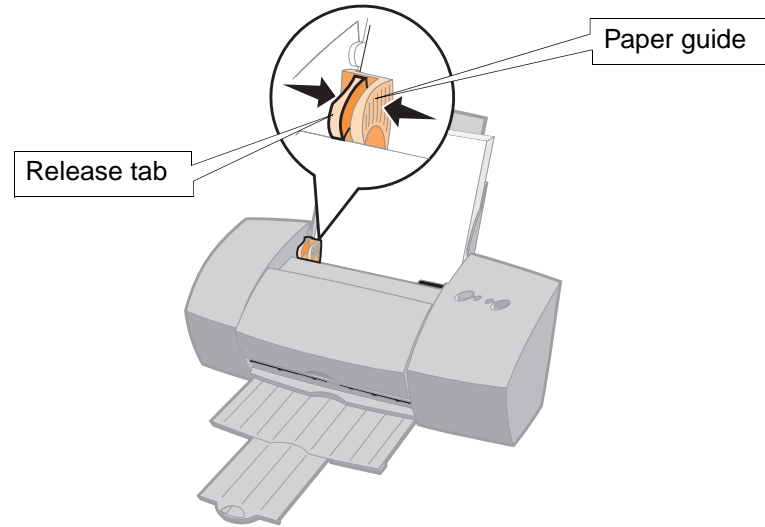
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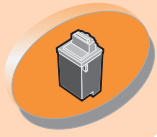
# Steps to basic printing



- 2 **Squeeze the release tab and the paper guide together and slide the paper guide to the edge of the paper.**



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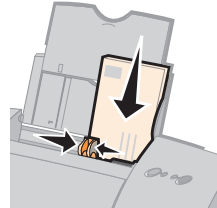
# Steps to basic printing



## Loading specialty paper

When loading specialty paper, follow these guidelines:

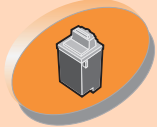
Load up to:	Make sure:
10 envelopes	<ul style="list-style-type: none"> <li>• The print side is facing you.</li> <li>• The stamp location is in the upper left corner.</li> <li>• The envelopes are loaded vertically against the right side of the sheet feeder.</li> <li>• The paper guide is against the side of the envelopes.</li> </ul>



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Load up to:	Make sure:
10 greeting cards, index cards, postcards, or photo cards	<ul style="list-style-type: none"><li>• The print side is facing you.</li><li>• The cards are loaded vertically against the right side of the sheet feeder.</li><li>• The paper guide is against the side of the cards.</li></ul>
25 sheets of photo paper, glossy paper, or coated paper	<ul style="list-style-type: none"><li>• The glossy or coated side is facing you.</li><li>• The paper guide is against the side of the photo paper.</li></ul>
25 iron-on transfers	<ul style="list-style-type: none"><li>• You follow the instructions on the packaging to load the iron-on transfers.</li><li>• The paper guide is against the side of the iron-on transfers.</li></ul>



# Steps to basic printing



## Load up to:

100 sheets of custom size paper

## Make sure:

- Your paper size fits within these dimensions:
  - Width:  
76 mm to 216 mm  
3.0 in. to 8.5 in.
  - Length:  
127 mm to 432 mm  
5.0 in. to 17 in.
- The paper guide is against the side of the paper.



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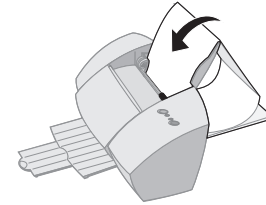


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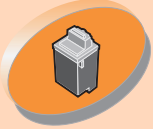
Load up to:	Make sure:
20 sheets of banner paper	<ul style="list-style-type: none"><li>• You place the banner paper behind the printer. Then bring the unattached edge of the first page over the printer and into the sheet feeder.</li><li>• The paper guide is against the side of the paper.</li></ul> <p><i><b>Note:</b> Make sure you select <b>Banner</b> or <b>Banner A4</b> paper size in the printer driver.</i></p>
10 transparencies	<ul style="list-style-type: none"><li>• The rough side of the transparencies is facing you (smooth side down).</li><li>• The paper guide is against the side of the transparencies.</li></ul>



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## Step 2: Customize the printer software

Your printer software includes several applications that let you perform printing tasks with superior printing results. One of these applications is the printer driver. If you are using:

- Windows NT 4.0, your printer driver is called Document Defaults.
- Windows 2000, your printer driver is called Printing Preferences.

The printer driver includes two tabs: Page Setup and Features. Both tabs contain settings for operating your printer and its software.

### Opening the printer driver from an application

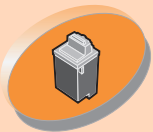
When you open the printer driver from your application, you can change printer settings **ONLY** for the document you are currently creating.

- 1 **Open the application's File menu.**
- 2 **Choose Print (or Printer) Setup.**
- 3 **In the Printer Setup dialog box, click the Properties, Option, or Setup button (depending on the application).**
- 4 **Change settings as needed.**





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## Opening the printer driver from Windows

When you open the printer driver from Windows, the settings apply to ALL documents, unless you change them from the application.

- 1 **From the Start menu, select Settings, and then select Printers.**
- 2 **From the Printers folder, right-click the printer icon for your printer.**
- 3 **Select Document Defaults from the sidebar menu.**
- 4 **Change settings as needed.**



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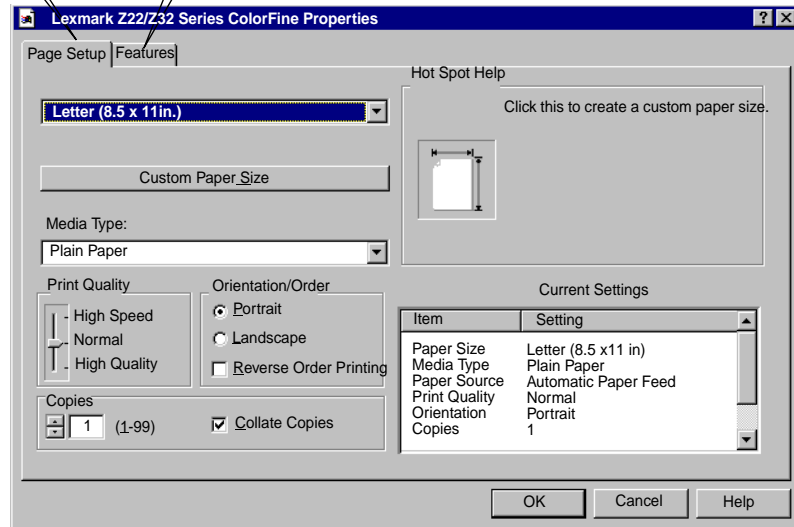
Click the...

**Page Setup** tab to:

- Select a paper size, media type, and orientation.
- Select a print quality setting.
- Choose the number of copies and the order of printing.
- View the current printer settings.

**Features** tab to:

- Choose to print in color or black and white.
- Perform cartridge maintenance.
- Choose the default settings.



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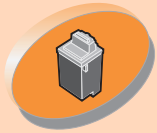
## Selecting settings for specialty paper

When your printer software was installed, the printer driver was set to the default settings. Use the default settings for printing most documents on plain paper. To change these settings for specialty paper, use the following table:

When you are printing on this specialty media:	From the Page Setup tab, make these selections:
Envelopes	From the list of Paper Sizes, select the appropriate envelope size.  <i><b>Note:</b> Many applications are designed to override the envelope settings in the printer software. Make sure landscape orientation is selected in your application.</i>
Greeting cards, index cards, postcards, or photo cards	From the Media Type drop-down menu, select <b>Greeting Card Stock</b> .  Select the appropriate Paper Size setting.



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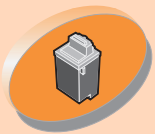
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When you are printing on this specialty media:	From the Page Setup tab, make these selections:
Photo paper, glossy paper, or coated paper	<p>From the Media Type drop-down menu, select <b>Glossy/Photo Paper</b>.</p> <p>Select the appropriate Paper Size setting.</p> <p><b>Notes:</b> <i>If you are using two cartridges, you can print quality photos with the black and color cartridge combination. However, for the best possible photo quality, replace the black cartridge, Lexmark part number 17G0050, with a photo cartridge, Lexmark part number 12A1990. For help, see <a href="#">page 20</a>.</i></p> <p><i>When printing photos, remove each photo as it exits from the printer and allow it to dry before stacking.</i></p>
Sheets of custom size paper	<p>Click the <b>Custom Paper Size</b> button. Enter the dimensions for your custom paper size. For help, see <a href="#">Loading specialty paper</a>.</p>





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When you are printing on this specialty media:	From the Page Setup tab, make these selections:
Banner paper	From the list of Paper Sizes, select <b>Banner Letter</b> or <b>Banner A4</b> .
Transparencies	<p>From the Media Type drop-down menu, select <b>Transparency</b>.</p> <p>From the Print Quality area, select <b>Normal</b> or <b>High Quality</b>.</p> <p><i><b>Note:</b> When printing transparencies, remove each transparency as it exits from the printer and allow it to dry before stacking.</i></p>
Iron-on transfers	<p>From the Media Type drop-down menu, select <b>Iron-On Transfer</b>.</p> <p><i><b>Note:</b> To ensure that the iron-on transfer will print correctly, you may want to print on plain paper before printing on an iron-on transfer.</i></p>





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## Step 3: Print your document

- 1 From your application's File menu, click Print.
- 2 From the Print dialog box, click OK or Print (depending on the application).

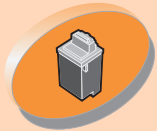
**Note:** *The Lexmark Z22 ships with a High Resolution Color cartridge only. You can instantly improve print speed and print quality by simply adding an optional Waterproof Black Cartridge (P/N 17G0050).*







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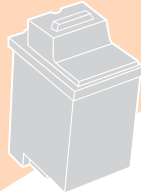
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This section describes how to install, replace, and care for your print cartridges. You can use the Control Program, one of your printer's software programs, to help you with these tasks.

## Using the Control Program

### Installing or replacing a print cartridge

### Improving print quality

#### Aligning the print cartridges

#### Cleaning the print nozzles

#### Wiping print nozzles and contacts

#### Preserving print cartridges



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## Using the Control Program

The Control Program allows you to monitor your printer and install or replace print cartridges. To open the Control Program from Windows:

- 1 **From the Start menu, click Programs.**
- 2 **Click Lexmark Z22/Z32 Series ColorFine.**
- 3 **Click Lexmark Z22/Z32 Control Program.**



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## Click the...

### Status tab to:

- Monitor the status of your print job.
- Cancel your print job.

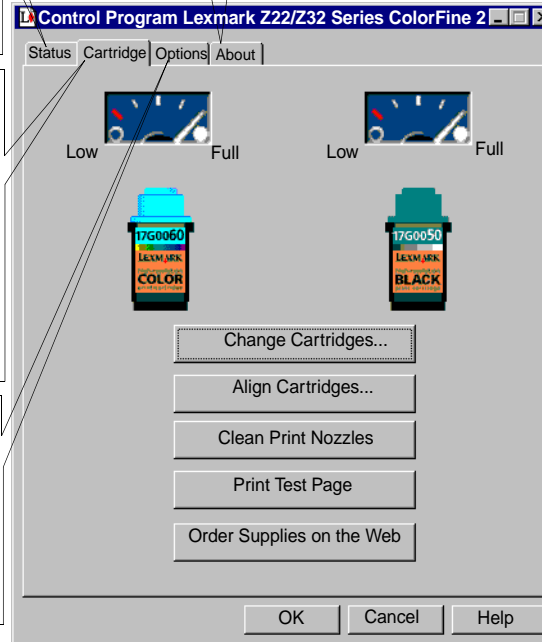
### Cartridge tab to:

- Install or replace a print cartridge.
- Clean the print nozzles.
- Align the cartridges.
- Print a test page.
- View cartridge part numbers and order supplies directly from Lexmark's Web site.

### Options tab to:

- Control how and when the Control Program displays.
- Enable bidirectional support.
- Disable the printer shortcut.

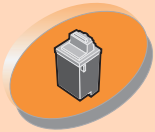
**About** tab to find printer software version and copyright information.



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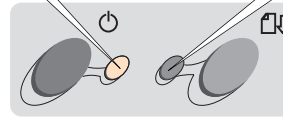
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## Installing or replacing a print cartridge

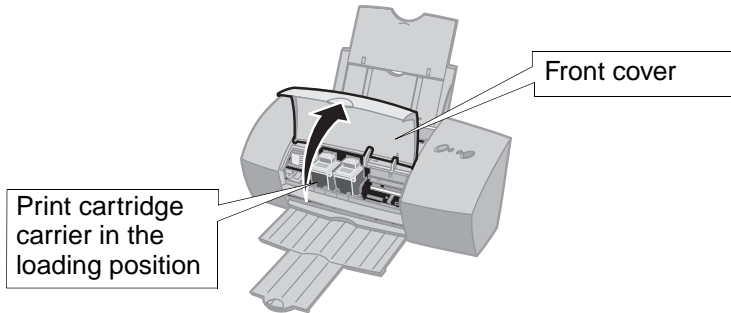
- 1 **Make sure the Power light is On.**

Power light

Paper Feed light



- 2 **Raise the front cover. The print cartridge carrier moves to the loading position unless the printer is busy.**

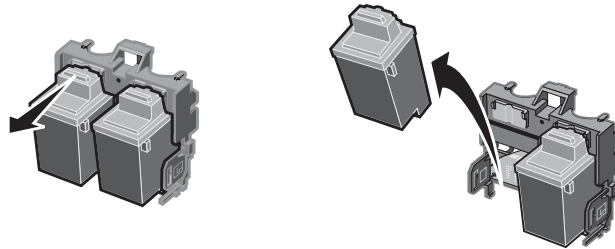


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- 3 Remove the old print cartridge. Store it in an air-tight container or dispose of it.

Black Cartridge 17G0050  
Color Cartridge 17G0060  
Photo Cartridge 12A1990  
High Yield Black Cartridge 16G0055  
High Yield Color Cartridge 16G0065



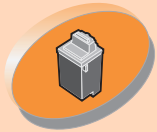
- 4 Open the Control Program. For help, see [page 18](#).
- 5 Click the Cartridge tab.
- 6 Click Change Cartridges.

**Notes:** For the best possible photo quality, print with a photo and color cartridge combination in your printer. To replace the black cartridge with a photo cartridge, see [page 20](#).

*The Lexmark Z22 ships with a High Resolution Color cartridge only. You can instantly improve print speed and print quality by simply adding an optional Waterproof Black Cartridge (P/N 17G0050).*



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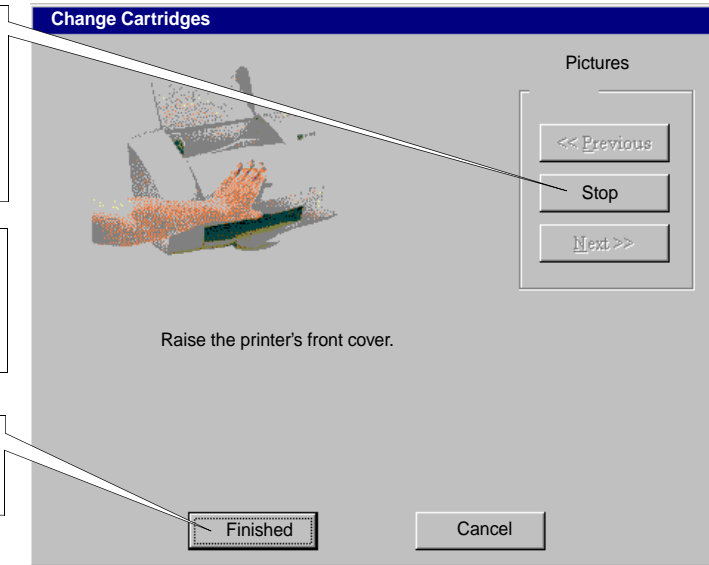


- 7 The Change Cartridges dialog box displays. Follow the steps on your screen to install the cartridges.

**a** To control the speed of the animation of your screen, click **Stop**. The **Next** and **Previous** buttons become active.

**b** Click **Next** to advance the instructions or **Previous** to repeat the instructions.

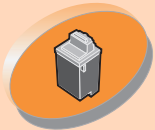
**c** When installation is complete, click **Finished**.



**Warning:**  
**DO NOT** touch the gold contact area of the print cartridge.



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## 8 The Choose Cartridges window displays:

**a** Select the cartridge(s) you installed in your printer.

**b** If you installed a new cartridge(s), click the appropriate box to reset the ink levels to full.

**c** Click **OK**.

**Choose Cartridges**

From the list boxes below, choose which cartridges you have just installed.

LEFT Cartridge: COLOR p/n 17G0060

RIGHT Cartridge: BLACK p/n 17G0050

If you installed a new cartridge, reset the ink level image to full.

Reset left cartridge's ink level to full

Reset right cartridge's ink level to full

OK

**Note:** If you installed a Lexmark Z32 printer driver, both cartridges must be installed before you can print.

If you installed a **combined** Lexmark Z22/Z32 printer driver, you can print with either the black or color cartridge. It is not necessary to install two cartridges for printing.



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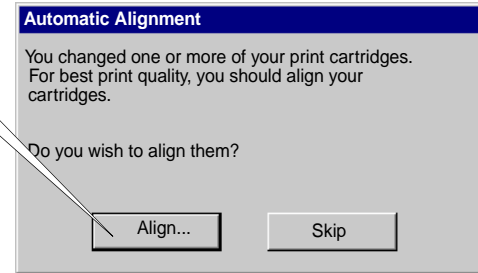


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## 9 The Automatic Alignment window displays:

If you installed a new print cartridge, click **Align** to align the print cartridges for the best print quality. For help, see [page 25](#).



## Improving print quality

If print quality is not what you expect, you may need to align the print cartridges or clean the print nozzles.



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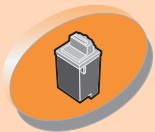
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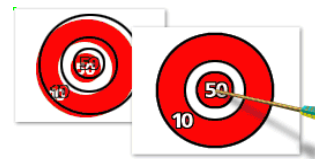
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## Aligning the print cartridges

Normally, you only align the print cartridges after installing a new print cartridge. However, you may also need to align the print cartridges when:



- The black portions of a graphic or text do not align properly with the color portions.
- Characters are not aligned correctly at the left margin.
- Vertical lines appear “wavy.”

To align the print cartridges:

- 1 **Load plain paper in the printer.**
- 2 **Open the Control Program. For help, see [page 18](#).**
- 3 **Click the Cartridges tab.**
- 4 **Click Align Cartridges. Your printer prints an alignment test page and the Align Cartridge dialog box displays.**

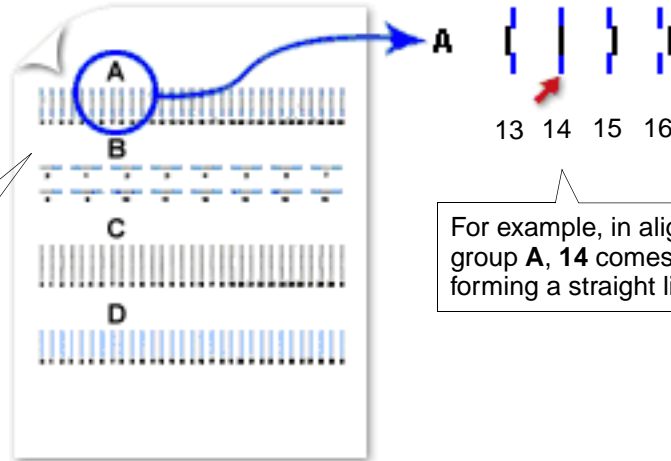


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The test page looks similar to the one shown:

Depending on the cartridge combination you installed, an alignment test page with alignment pattern(s) prints. Each pattern has a number under it.

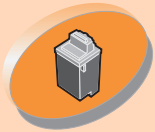


For example, in alignment group A, 14 comes closest to forming a straight line.

- 5 From each alignment group on the test page, find the number under the alignment pattern that comes closest to forming a straight line.



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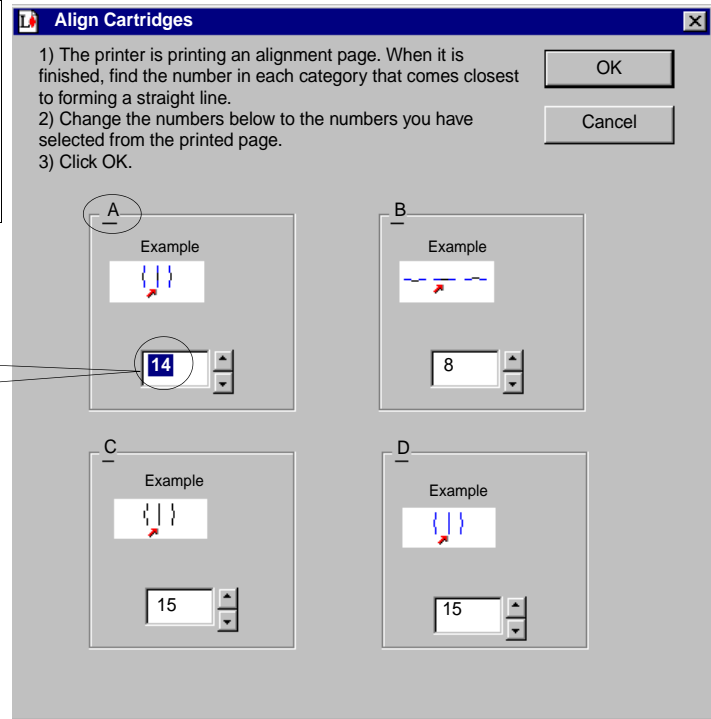


- 6 In the Align Cartridges dialog box, enter the pattern numbers from the printed test page that come closest to forming a straight line.

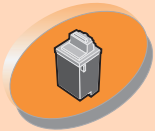
For example, on the previous page in group A, pattern 14 came closest to forming a straight line.

a Click these scroll arrows to select the number to enter, or type in the number.

b After you have entered a number for all of the patterns, click **OK**.



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## Cleaning the print nozzles

The print cartridge nozzle test helps you pinpoint any clogged nozzles. The nozzle test also cleans the print cartridge by forcing ink through the nozzles. A test line prints so you can see if the cleaning process was successful. Run the nozzle test when:



- Characters are not printing completely.
- White dashes appear in graphics or printed text.
- Print is smudged or too dark.
- Colors do not print correctly.

To run the nozzle test:

- 1 **Load plain paper in the printer.**
- 2 **Open the Control Program. For help, see [page 18](#).**
- 3 **Click the Cartridge tab.**

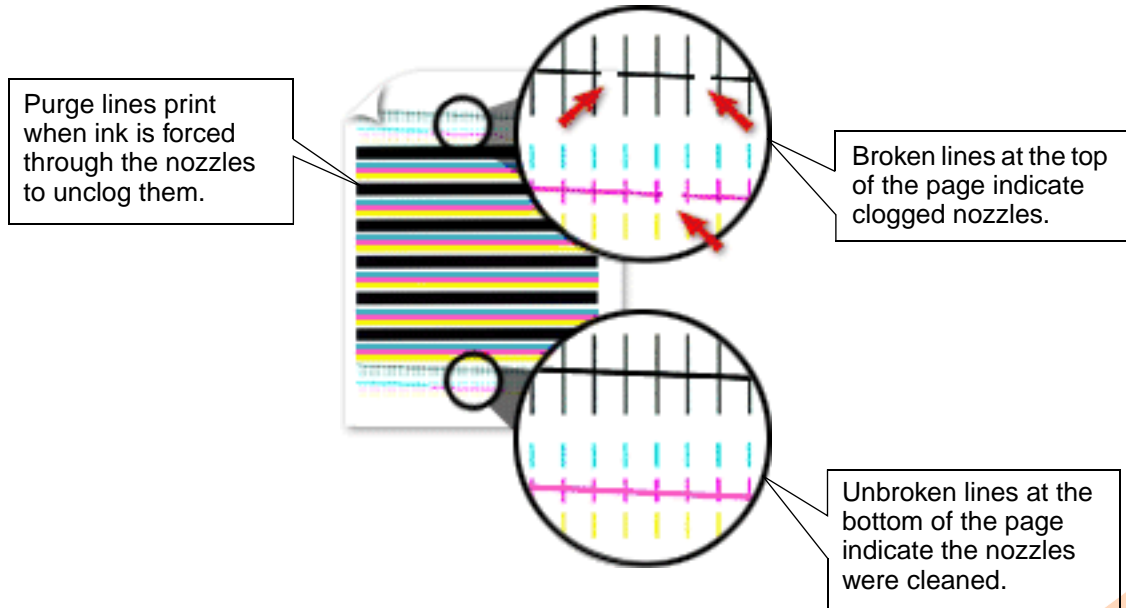


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## 4 Click Clean Print Nozzles.

The printer feeds a sheet of paper and prints a nozzle test pattern, similar to the one shown:



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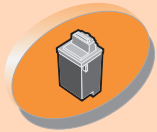
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When you install these cartridges:	These purge lines print:
Black cartridge only	1 purge line
Color cartridge only	3 purge lines
Black and Color cartridges	4 purge lines
Photo and Color cartridges	6 purge lines

- 5 **Compare the diagonal lines above the printed bars to the diagonal lines below the printed bars. Look for a break in the diagonal lines. A broken line indicates clogged nozzles.**

If the bottom line still has breaks, run the test two more times.

- If the print quality is satisfactory after running the test three times, the print nozzles are clean. You do not need to complete the remaining steps.
- If the print quality of both sets of lines is not satisfactory after running the test three times, **go to step 6.**

- 6 **Remove and reinstall the print cartridge.**

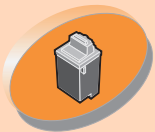
- 7 **Repeat the nozzle test.**

- 8 **If the lines are still broken, continue with the next section, [Wiping print nozzles and contacts.](#)**





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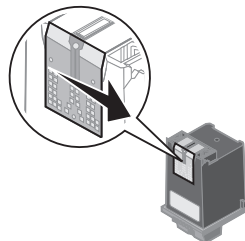
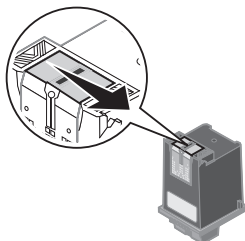
# Maintaining your printer



## Wiping print nozzles and contacts

If print quality does not improve after cleaning the print nozzles (see [page 28](#)), there may be dried ink on the print nozzles or contacts.

- 1 **Remove the print cartridge(s) from the printer. For help, see [page 20](#).**
- 2 **Dampen a clean, lint-free cloth with water. Gently wipe the nozzles and contacts in one direction.**

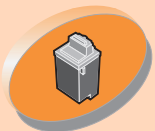


- a Hold the damp cloth against the nozzles for about three seconds. Gently blot and wipe dry.
  - b Use another clean section of cloth to gently wipe the contacts. Hold the damp, lint-free cloth against the contacts for about three seconds. Gently blot and wipe dry.
- 3 **Reinstall the print cartridge(s) and repeat the nozzle test. For help, see [page 28](#).**





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# Maintaining your printer



## Preserving print cartridges

To ensure the longest life from your print cartridge and optimum performance from your printer:

- Keep a new print cartridge in its packaging until you are ready to install it.
- Do not remove a print cartridge from the printer except to replace, clean, or store it in an air-tight container. The print cartridge will not print correctly if removed from the printer and left exposed for an extended period of time.

Lexmark's printer warranty does not cover repair of failures or damage caused by a refilled cartridge. Lexmark does not recommend use of refilled cartridges. Refilling cartridges can affect print quality and cause damage to the printer. For best results, use Lexmark supplies.





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This section lists printer problems that can occur, and explains what you can do to solve them.

From the list of printing problems below, select a category that describes your printing problem. Then search for the solution to your problem.

## General Printing Problems

[Printer doesn't print](#)

[Paper misfeeds or jams](#)

[Document prints with mistakes or poor quality](#)

[Problems with transparencies, photos, or envelopes](#)

[Error messages and flashing lights](#)





## General Printing Problems

When there is a problem, first make sure that:

- The power supply is plugged into the printer and a properly grounded electrical outlet.
- The printer is turned On.
- The printer cable is securely attached to both your computer and printer.
- You are using a parallel cable that is an IEEE 1284-compliant cable that supports bidirectional printing.
- Bidirectional support is enabled in your printer software if you are using Windows with a parallel cable:

- 1 **From the printer's Control Program, click the Options tab.**
- 2 **Make sure Enable Bidirectional Support is checked.**

For additional help, refer to the Troubleshooting section of your printer software Help files.



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## Printer doesn't print



If your printer doesn't print, your printer and your computer may not be able to communicate properly.

The following events also indicate two-way communications problems:

- A message displays on your computer screen indicating your printer cannot establish bidirectional communications with your computer.
- Print cartridge ink level indicators on the Cartridges tab of the printer's Control Program are shaded.
- Error messages (such as Paper Out) and job progress information do not display on your computer screen.

Before proceeding, verify that:

- The printer software has been installed correctly. See [page 47](#).
- The parallel or USB cable is securely attached to both the printer and the computer.
- The printer is plugged in and turned On.





- Your printer software is set to an LPT $n$  port if you are using a parallel cable or to a USB port if you are using a USB cable.

## To check your port settings in Windows 2000:

- 1 **Click Start.**
- 2 **Select Settings.**
- 3 **Click Printers.**
- 4 **Right click the Lexmark Z22/Z32 Series ColorFine icon.**
- 5 **Click Properties.**
- 6 **Click on the Ports tab.**
- 7 **Select USB or LPT $n$  to change your port.**
- 8 **Select OK.**

If you have a switch box or other device (such as a scanner or fax) connected to the computer's parallel port, make sure it supports bidirectional communication. You may need to disconnect your printer from the switch box or other device and connect it directly to your computer.

The Lexmark Z22 ships with a High Resolution Color cartridge only. You can instantly improve print speed and print quality by simply adding an optional Waterproof Black Cartridge (P/N 17G0050).

**Note:** USB is **not** supported in Windows NT 4.0. USB is supported in Windows 2000.



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If you are using a USB hub, remove the hub and connect the USB cable directly to the computer.

## Printer is plugged in but doesn't print, or you get a Printer Offline or Printer Not Ready message

Make sure:

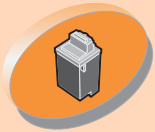
- The printer is turned On.
- Paper is loaded correctly.
- The parallel or USB cable is completely plugged into the printer.
- The printer is set as the default printer.
- The printer is not being held or paused in the print queue. To check the printer status:

- 1 **From the Printers folder, double-click the Lexmark Z22/Z32 Series ColorFine icon.**
- 2 **Click the Printer menu and make sure no check mark appears next to the Pause Printing option.**

Print a test page. If the test page prints, the printer is functioning properly. Check your application.



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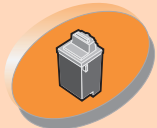


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**Warning:** Do not touch the gold contact area of the print cartridge.

## Test page does not print

Make sure:

- The print cartridges are properly installed. For help, see [page 20](#).
- You are using the correct cable. If you are using a parallel cable, make sure it is an IEEE 1284-compliant parallel cable that supports bidirectional printing.

## Printer ejects a blank page after appearing to print

Make sure:

- Your Lexmark printer is set as the default printer.
- You have removed the sticker and transparent tape from the bottom of the print cartridges. For help, see [page 20](#).

## Printer prints very slowly

- Close any open applications not in use.
- Decrease your print quality setting.
- Check the document you are printing. Photos and graphics may take longer to print than regular text.





- Check your computer's resources and consider increasing the virtual memory for your computer
- Consider purchasing more memory.
- **Note:** Photos and documents that contain graphics may take longer to print than regular text.

## Paper misfeeds or jams



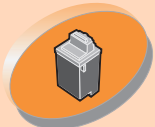
### Paper misfeeds or multiple sheets feed through the printer

Make sure:

- The paper is a recommended paper for inkjet printers.
- You do not force the paper down into the printer when you load it. Align the top edge of the paper with the paper alignment guides on the paper support.
- The printer is on a flat, level surface.
- The left paper guide is against the side of the paper.
- You do not load too much paper in the sheet feeder. Depending on the thickness of your paper, the sheet feeder can hold up to 100 sheets of paper.



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- The left paper guide does not cause the paper to bow in the sheet feeder.

## Printer does not feed envelopes or specialty paper

- Make sure your printer will feed regular paper. For help loading paper, see [page 4](#).
- If regular paper feeds without problems, load the envelopes vertically against the right side of the sheet feeder. Make sure the paper guide is against the side of the envelopes.
- Make sure envelopes or the appropriate specialty paper is selected in the printer software.
- Make sure you are using a paper or envelope size supported by your printer.
- Your application may not be designed to print envelopes. For help, check your application's documentation.



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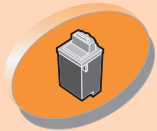
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## Printer has a paper jam

If the paper is lodged too far into the printer and can't be removed:

- 1 **Press the Power button to turn the printer Off.**
- 2 **Press the Power button to turn the printer back On.**
- 3 **If the printer does not eject the page, turn the printer Off.**
- 4 **Pull firmly on the paper to remove it. If you cannot reach the paper because it is too far into the printer, raise the front cover and pull the paper out of the printer.**
- 5 **Close the front cover.**
- 6 **Press the Power button to turn the printer On.**
- 7 **Resend your document to print.**

## Document prints with mistakes or poor quality



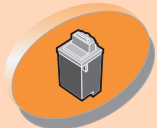
### Print is too dark or smudged

- Make sure the paper is straight and unwrinkled.
- Let the ink dry before handling the paper.
- Make sure the Paper Type setting in the printer software matches the type of paper loaded in the printer.





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- Change the Print Quality setting to **High Speed**. For help, see [page 12](#).
- Clean the print nozzles. For help, see [page 28](#).

## Vertical straight lines are not smooth

To improve the print quality of vertical straight lines in tables, borders, and graphs:

- Select a higher print quality.
- Align the print cartridges. For help, see [page 25](#).
- Clean the print nozzles. For help, see [page 28](#).

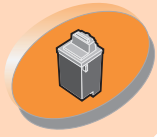
## Print smears on the page

- The next page exiting the printer may be smearing the ink. Remove the pages as they exit the printer and allow them to dry before stacking.
- The print nozzles may need cleaning. For help, see [page 28](#).





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## Printed pages have alternating bands of light and dark print (intermittent printing)

- Select the Print Quality setting **High Quality**. For help, see page [page 12](#).
- Make sure you have two-way communications between your printer and computer. For help, see [page 35](#).

## Print quality is poor at the left, right, top, or bottom edge of page

Like other printers, your printer cannot print in the extreme left, right, top or bottom edges of a page.

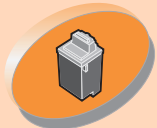
Use these minimum settings:

- Left and right margins:  
6.35 mm (0.25 in.) each for all paper sizes except A4  
For A4 size paper - 3.37 mm (0.133 in.) each
- Top and bottom margins:  
Top - 1.7 mm (0.067 in.)  
Bottom - 12.7 mm (0.5 in.) for most jobs  
19 mm (0.75 in.) for best print quality for color jobs.





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## Printed characters are improperly formed or misaligned

- Cancel any print jobs and resend your job to print.
- Align the print cartridges. For help, see [page 25](#).
- Clean the print nozzles. For help, see [page 28](#).

## Colors on the printout differ from the colors on the screen

- A print cartridge may be out of ink or low on ink. For help changing the print cartridge, see [page 20](#).
- Use a different brand of paper. Every paper brand accepts ink differently and prints with slight color variations.
- Remove any extra devices such as a scanner, and connect the printer directly to the port.

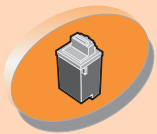
## Colors on the printout are faded

Try the suggestions listed in the previous section, “Colors on the printout differ from colors on the screen.” If your colors still seem faded, run the nozzle test. For help, see [page 28](#).





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## Characters are missing or unexpected

- Make sure your Lexmark Z22/Z32 printer driver is selected as the default printer.
- Your printer may have two-way communication problems. For help, see [page 35](#).

## Problems with transparencies, photos, or envelopes



### Glossy photo papers or transparencies stick together

- Remove each page as it exits the printer and allow it to dry before stacking.
- Use a photo paper or transparency designed for use with an inkjet printer.

### Transparencies or photos contain white lines

- From the Print Quality area, select High Quality. For help, see [page 12](#).
- Clean the print nozzles. For help, see [page 28](#).

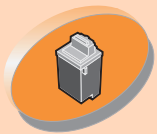
### Printer does not feed envelopes or specialty papers

For help, see [page 40](#).





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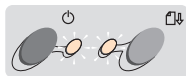
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## Error messages and flashing lights

### Paper Jam message

For help, see [page 41](#).



Power  
light

Paper  
Feed  
light

### Ink Low message

A print cartridge is running out of ink. Purchase a new print cartridge.

### The Power light is On and the Paper Feed light is blinking

- If the printer is out of paper:
  - 1 **Load paper.**
  - 2 **Press the Paper Feed button.**
- If the printer has a paper jam, see [page 41](#).

### The Power light and Paper Feed light are blinking

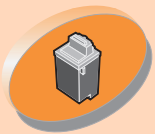
The print cartridge carrier has stalled. Check your screen for any error messages.

- 1 **Turn the printer Off.**
- 2 **Wait a few seconds and then turn the printer back On.**





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This section describes:

- Installing printer software
- Uninstalling printer software
- Notices
- Safety

## Installing printer software

You can obtain the printer software using:

- the compact disc (CD-ROM) that came with your printer
- the World Wide Web
- diskettes

If your printer software does not install properly, a communications error message appears when you try to print. You may need to uninstall, and then reinstall the printer software. For help, see [page 48](#).

## Using the CD-ROM

Follow the set of instructions that corresponds to your operating system and printer cable (parallel or USB):

### NT 4.0 - parallel cable

- 1 Start Windows.
- 2 If any screen appears, click **Cancel**.
- 3 When the desktop appears, insert the software CD.

The Lexmark Z22/Z32 front end screen appears.

- 4 Click **Install Printer Software**.

### Windows 2000 - parallel or USB cable

- 1 Start Windows.
- 2 If any screen appears, click **Cancel**.
- 3 When the desktop appears, insert the software CD.

The Lexmark Z22/Z32 front end screen appears.

- 4 Click **Install Printer Software**.

## Using the World Wide Web

If your computer does not have a CD-ROM drive, you can download the printer software from the World Wide Web at [www.lexmark.com](http://www.lexmark.com).

- 1 From Lexmark's Web site, select the appropriate driver for your operating system.
- 2 Select **Save to Disk**.
- 3 Select a location on your hard disk drive.
- 4 Double-click the executable (.exe) file to open it.  
The Win Self-Extractor window opens.
- 5 Follow the set of instructions on your screen.





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## Using diskettes

If your computer does not have a CD-ROM drive, you can create driver diskettes using a friend's computer or a computer at your Lexmark dealer that has a CD-ROM drive. You will need at least three blank 3.5 inch diskettes.

To create diskettes of the printer software:

- 1 Insert the software CD into the CD-ROM drive.  
If the CD does not run automatically:
  - a From the **Start** menu, select **Run**.
  - b In the command-line text box, type the letter of your CD-ROM drive, followed by **:setup** (for example, **d:\setup**), and then click **OK**.
- 2 When the Lexmark Z22/Z32 software installation screen appears, select **Tools**.
- 3 Select **Create Diskettes**.

- 4 Follow the instructions on the screen.

To install the printer software from diskettes:

- 1 Start Windows.
- 2 Insert Setup Disk 1 into your disk drive.
- 3 From the **Start** menu, select **Run**.
- 4 In the command-line text box, type the letter of your disk drive, followed by **:setup** (for example, **a:\setup**), and then click **OK**.
- 5 When prompted by the printer software, insert the appropriate disks into your disk drive and click **OK**.
- 6 Follow the instructions on the screen.

## Uninstalling printer software

If your printer software does not install properly, you may need to uninstall, and then reinstall it.

To uninstall the printer software:

- 1 From the **Start** menu, select **Programs**.
- 2 Select **Lexmark Z22/Z32 Series**.
- 3 Select **Lexmark Z22/Z32 Series Uninstall**.
- 4 Follow the instructions on your screen.

To reinstall the printer software, follow the appropriate set of instructions from "Installing printer software" on page 47.

## Electronic emission notices

### Federal Communications Commission (FCC) compliance information statement

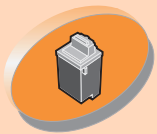
The Lexmark Z22/Z32 Color Jetprinter has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.







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Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The FCC Class B limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult your point of purchase or service representative for additional suggestions.

The manufacturer is not responsible for any radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

Note: To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable such as Lexmark part

number 43H5856 for USB attach. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:

Director of Lab Operations  
Lexmark International, Inc.  
740 West New Circle Road  
Lexington, KY 40550  
(859) 232-3000

### Industry Canada Compliance Statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

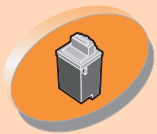
### Avis de conformité aux normes d'Industrie Canada

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.





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## European Community (EC) Directives Conformity

This product is in conformity with the protection requirements of EC Council directives 89/336/EEC and 73/23/EEC on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipment designed for use within certain voltage limits.

A declaration of conformity with the requirements of the Directive has been signed by the Director of Manufacturing and Technical Support, Lexmark International, S.A., Boigny, France.

This product satisfies the Class B limits of EN 55022 and safety requirements of EN 60950.

## Japanese VCCI Notice

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスB情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。  
取扱説明書に従って正しい取り扱いをして下さい。

## The United Kingdom Telecommunications Act 1984

This apparatus is approved under the approval number NS/G/1234/J/100003 for the indirect connections to the public telecommunications systems in the United Kingdom.

## Energy Star



The EPA ENERGY STAR Computers program is a partnership effort with computer manufacturers to promote the

introduction of energy-efficient products and to reduce air pollution caused by power generation.

Companies participating in this program introduce personal computers, printers, monitors, or fax machines that power down when they are not being used. This feature will cut the energy used by up to 50 percent. Lexmark is proud to be a participant in this program.

As an Energy Star Partner, Lexmark International, Inc. has determined that this product meets the Energy Star guidelines for energy efficiency.

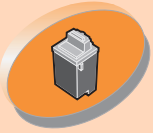
## Power supply

If your power supply fails, replace it with the Lexmark replacement part or other UL LISTED Direct Plug-In Power Unit marked "Class 2" and rated 30 V dc at 500mA.





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## Safety Information

- If your product is NOT marked with this symbol , it MUST be connected to an electrical outlet that is properly grounded.
- The power cord must be connected to an electrical outlet that is near the product and easily accessible.
- Refer service or repairs, other than those described in the operating instructions, 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.





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