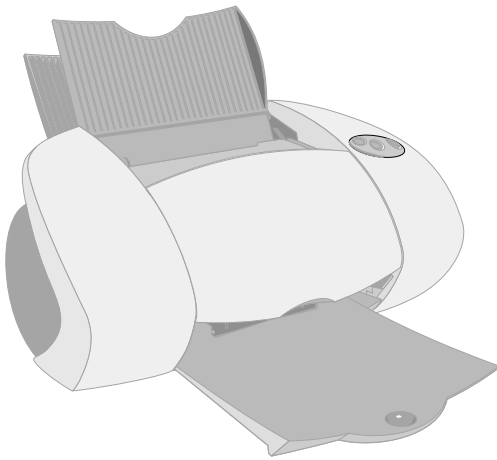


# LEXMARK<sup>TM</sup>

## Z65 Color Jetprinter<sup>TM</sup>

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### User's Guide



December 2001

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

The Lexmark Z65 Color Jetprinter, Type 4107-001, has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. 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 unplugging the equipment and then plugging it back in, 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 for a Class B computing device, use a properly shielded and grounded cable such as Lexmark part number 12A2405 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 New Circle Road NW, Lexington, KY 40550, (859) 232-3000.

## **ENERGY STAR**

The EPA ENERGY STAR office equipment 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.

### **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.

### **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.

### **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.

### **Safety information**

- Use only the Lexmark power supply provided with this product or an authorized Lexmark replacement power supply.
- Connect the power cord to an electrical outlet that is near the product and easily accessible.
- Refer service or repairs, other than those described in the manual, to a professional service person.

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## ***Thank you for buying a Lexmark Z65 printer!***

- To set up your printer for Windows operating systems, Mac OS 8.6 to 9.2, or Mac OS X version 10.0.3 to 10.1, follow the steps on the setup sheet that came with your printer.
- To set up your printer for another operating system, refer to the readme file that came with your printer software.

**Networking tip:** You can connect your printer to a network. For information about networking, and about purchasing the Lexmark N1 Ethernet Adapter, visit [www.lexmark.com/US/products/N1](http://www.lexmark.com/US/products/N1).

# Learning about your printer

## Understanding the printer parts

Printing is easier than ever before. Your printer can automatically align your cartridges and detect the type of paper you have loaded into paper tray 1.

### Paper tray 1 (front)

- Open to load custom size paper, plain inkjet paper, or specialty paper for special projects.
- Paper tray 1 has a paper type sensor that automatically detects the following paper types: plain, coated, photo/glossy, and transparencies.

### Paper tray 2 (rear)

Open to load A4 or letter size paper.

### Paper release lever

Press when removing paper from the printer. Each paper tray has a paper release lever.

### Paper tray buttons



- Press once to select paper tray 1 (front) or paper tray 2 (rear).
- If this button is flashing, press it once to clear a paper jam.

### Paper guide

Slide next to paper for proper feeding. Each paper tray has a paper guide.

### Power button

Press to turn the printer on or off.

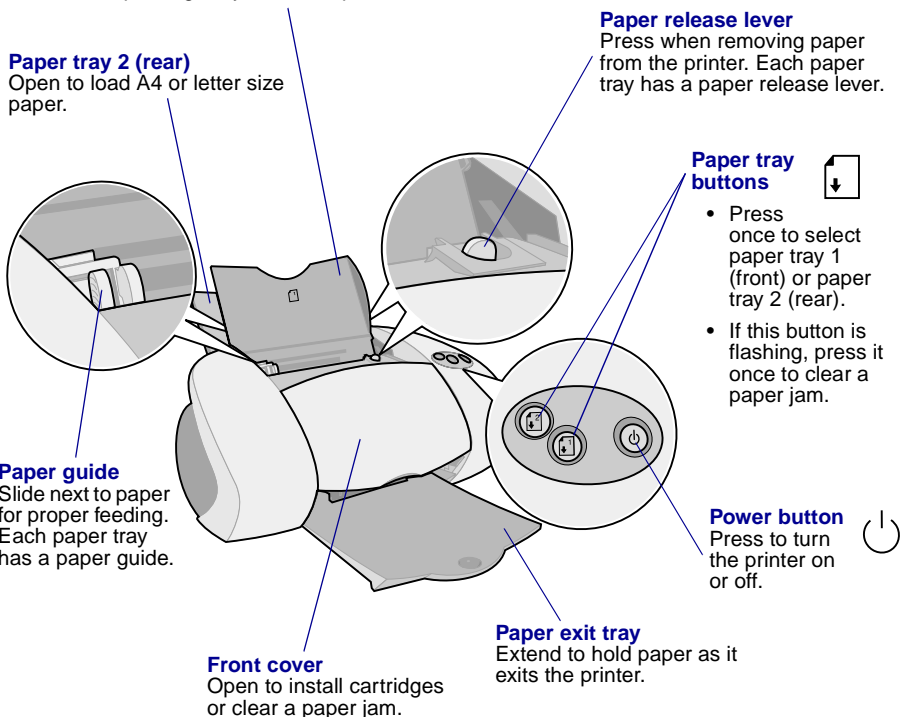


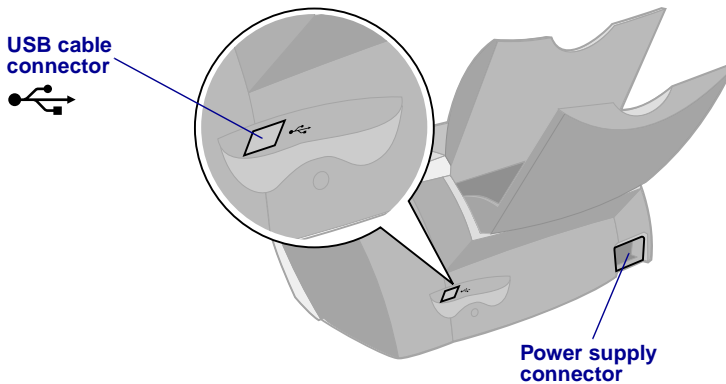
### Front cover

Open to install cartridges or clear a paper jam.

### Paper exit tray

Extend to hold paper as it exits the printer.



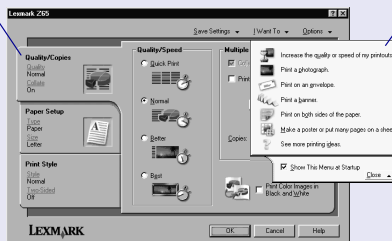


## Using the software to select your printer settings

### Print Properties (Windows only)

Use the **Quality/Copies, Paper Setup, and Print Style** tabs to select your printer settings.

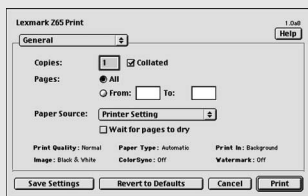
With your document open, click **File** ▶ **Print** ▶ **Properties** or **Preferences**.



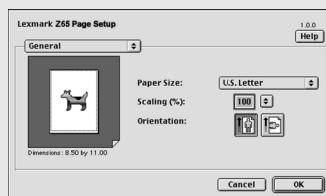
**I Want To menu**  
This online, easy-to-use projects menu helps you print photos, banners, envelopes, posters, and much more.

## Print dialog box and Page Setup dialog box (Macintosh only)

With your document open, click File ▶ Print.



With your document open, click File ▶ Page Setup.



**Note:** Your software screens may appear slightly different from the ones shown depending on your operating system.

Use the following table to select a print quality or paper type setting:

Windows	Macintosh
<ol style="list-style-type: none"> <li>1 With your document open, click File ▶ Print ▶ Properties or Preferences.</li> <li>2 From the Quality/Copies tab, select a print quality setting.</li> <li>3 From the Paper Setup tab, select a paper type setting.</li> </ol>	<ol style="list-style-type: none"> <li>1 With your document open, click File ▶ Print to open the Print dialog box.</li> <li>2 From the pop-up menu in the upper left, choose Paper Type/Quality or Quality &amp; Media.</li> <li>3 Select a print quality setting.</li> <li>4 Select a paper type setting.</li> </ol>

The following table lists paper recommendations for each print quality:

Print quality	Paper recommendation
Quick Print	Plain inkjet, multi-purpose, office, or xerographic
Normal	Plain or premium inkjet, multi-purpose, office, or xerographic, iron-on transfer, or transparency
Better	Premium inkjet, transparency, coated, glossy, or photo
Best	Transparency, coated, glossy, or photo

## Using the software to meet your printing needs

Use the Lexmark Z65 Solution Center (Windows), Lexmark Z65 Control Panel (Mac OS 8.6 to 9.2), or Lexmark Z65 Utility (Mac OS X) for:

- Aligning and maintaining cartridges
- Viewing printer status information, such as the paper type detected in paper tray 1 and ink levels
- Troubleshooting
- Printing a test page
- Networking

Refer to the *Online User's Guide* (Macintosh only) for detailed information about:

- Aligning and maintaining cartridges
- Troubleshooting
- Networking
- Using the paper type sensor
- Basic printing
- Printing ideas

See the table for information about opening the printer software for your operating system.

Windows	Mac OS 8.6 to 9.2	Mac OS X version 10.0.3 to 10.1
<p>From your desktop, double-click the Lexmark Z65 Solution Center icon.</p> <p>or</p> <p>Click Start ▶ Programs or All Programs ▶ Lexmark Z65 ▶ Lexmark Z65 Solution Center.</p> <p>Click Help on any tab to view the printer software Help.</p>	<ul style="list-style-type: none"> <li>• From the Apple menu, choose Control Panels ▶ Lexmark Z65 Control Panel. Click the ? to view the printer software Help.</li> <li>• From the Lexmark Z65 printer folder on your desktop, double-click the Lexmark Z65 Users Guide.pdf icon to open the <i>Online User's Guide</i>.</li> </ul>	<ol style="list-style-type: none"> <li>1 From the Finder, click Computer, and then double-click the OS X disk icon ▶ Library folder ▶ Printers folder ▶ Lexmark folder.</li> <li>2 Double-click the Lexmark Z65 Utility icon to open the Lexmark Z65 Utility. Click the ? to view the printer software Help.</li> </ol> <p>Double-click the Lexmark Z65 Users Guide.pdf icon to open the <i>Online User's Guide</i>.</p>

# Printing from paper tray 1

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From paper tray 1, you can print on any supported paper type, such as plain, coated, photo, or glossy paper, transparencies, envelopes, labels, iron-on transfers, or banner paper. Your paper must be within these dimensions:

Width: 76.2 to 215.9 mm (3.0 to 8.5 in.)

Length: 127 to 432 mm (5.0 to 17.0 in.) for Windows

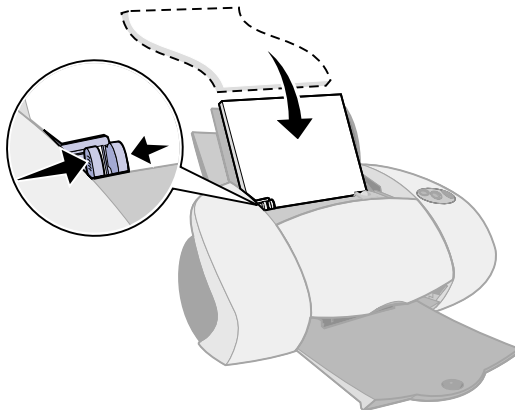
127 to 355.6 mm (5.0 to 14.0 in.) for Macintosh

**Note:** Banner paper may be longer.

If you load transparencies or plain, coated, photo, or glossy paper into paper tray 1, your printer detects the paper type and automatically adjusts the Paper Type setting in the printer software for you.

To print a document from this tray:

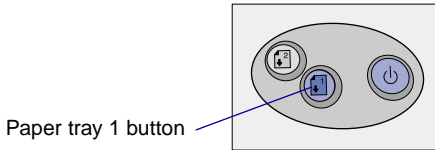
- 1 Load the paper, with the print side facing you, against the right side of the paper tray.
- 2 Squeeze and slide the paper guide to the left edge of the paper.



**Notes:** – To avoid a paper jam, load only one size of paper at a time into the paper tray.

- Make sure you do not push the paper too far into the printer. For example, A4 and letter size paper should extend beyond the top of paper tray 1.

3 Make sure the paper tray 1 button is selected.



4 Follow the steps for your operating system to open the printer software and print your document.

Windows	Mac OS 8.6 to 9.2	Mac OS X version 10.0.3 to 10.1
<ol style="list-style-type: none"> <li>1 With your document open, click File ▶ Print ▶ Properties or Preferences.</li> <li>2 From the Quality/Speed tab, select a print quality.</li> <li>3 Make sure Paper Source is set to Printer Setting or Tray 1 (Front). <b>Note:</b> Some software applications may override your paper tray selection.</li> <li>4 From the Paper Setup tab, make sure the Paper Type is set to Automatic (if you want the paper type to be detected automatically) or to the paper type for your document.</li> <li>5 Click OK.</li> <li>6 Click OK or Print.</li> </ol>	<ol style="list-style-type: none"> <li>1 With your document open, click File ▶ Print.</li> <li>2 Make sure Paper Source is set to Printer Setting or Tray 1 (Front). <b>Note:</b> Some software applications may override your paper tray selection.</li> <li>3 From the pop-up menu, choose Paper Type/ Quality.</li> <li>4 Select a print quality.</li> <li>5 Make sure the Paper Type is set to Automatic (if you want the paper type to be detected automatically) or to the paper type for your document.</li> <li>6 Click Print.</li> </ol>	<ol style="list-style-type: none"> <li>1 With your document open, click File ▶ Print.</li> <li>2 From the Printer pop-up menu, choose Lexmark Z65.</li> <li>3 From the pop-up menu, choose Quality &amp; Media.</li> <li>4 Select a print quality.</li> <li>5 From the Tray 1 (Front) pop-up menu, select Automatic (if you want the paper type to be detected automatically) or the paper type for your document. <b>Note:</b> Some software applications may override your paper tray selection.</li> <li>6 Click Print.</li> </ol>

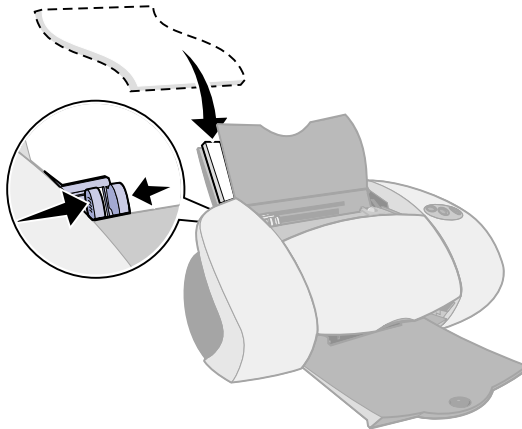
# Printing from paper tray 2

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From paper tray 2, you can print on A4 or letter size paper. This paper tray does not have a paper type sensor, so you will need to select a paper type in the printer software.

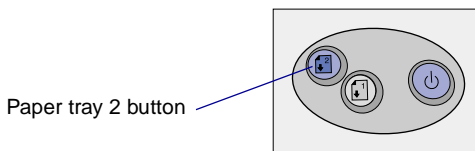
To print a document from this tray:

- 1 Load the paper, with the print side facing you, against the right side of the paper tray.
- 2 Squeeze and slide the paper guide to the left edge of the paper.



- Notes:**
- To avoid a paper jam, load only one size of paper at a time into the paper tray.
  - Make sure you do not push the paper too far into the printer. For example, A4 and letter size paper should extend beyond the top of paper tray 2.

- 3 Make sure the paper tray 2 button is selected.

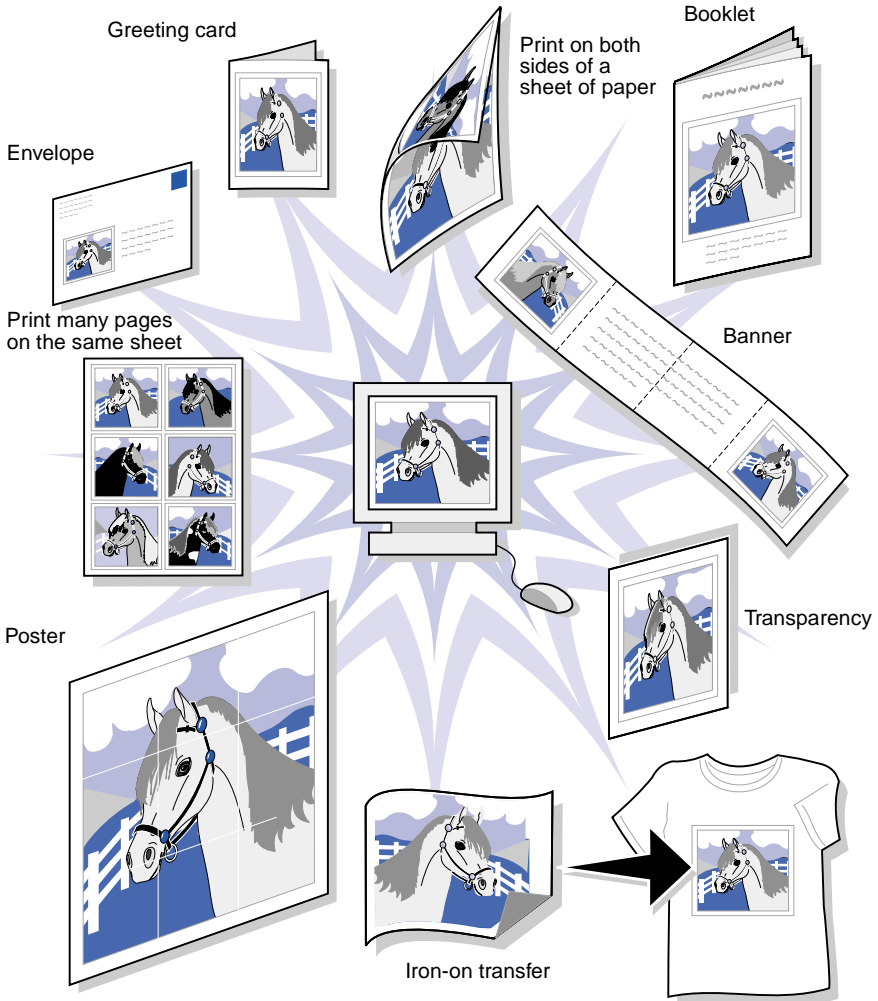


- 4 Follow the steps for your operating system to open the printer software and print your document.

Windows	Mac OS 8.6 to 9.2	Mac OS X version 10.0.3 to 10.1
<ol style="list-style-type: none"> <li>1 With your document open, click File ► Print ► Properties or Preferences.</li> <li>2 From the Quality/Speed tab, select a print quality.</li> <li>3 From the Paper Setup tab, make sure Paper Source is set to Printer Setting or Tray 2 (Rear).</li> <li>4 Select a paper type.</li> </ol> <p><b>Note:</b> Some software applications may override your paper tray selection.</p> <ol style="list-style-type: none"> <li>5 Click OK.</li> <li>6 Click OK or Print.</li> </ol>	<ol style="list-style-type: none"> <li>1 With your document open, click File ► Print.</li> <li>2 Make sure Paper Source is set to Printer Setting or Tray 2 (Rear).</li> </ol> <p><b>Note:</b> Some software applications may override your paper tray selection.</p> <ol style="list-style-type: none"> <li>3 From the pop-up menu, choose Paper Type/Quality.</li> <li>4 Select a print quality and a paper type.</li> <li>5 Click Print.</li> </ol>	<ol style="list-style-type: none"> <li>1 With your document open, click File ► Print.</li> <li>2 From the Printer pop-up menu, choose Lexmark Z65.</li> <li>3 From the pop-up menu, choose Quality &amp; Media.</li> <li>4 Select a print quality.</li> <li>5 From the Tray 2 (Rear) pop-up menu, select a paper type.</li> <li>6 Click Print.</li> </ol>

# Printing for fun

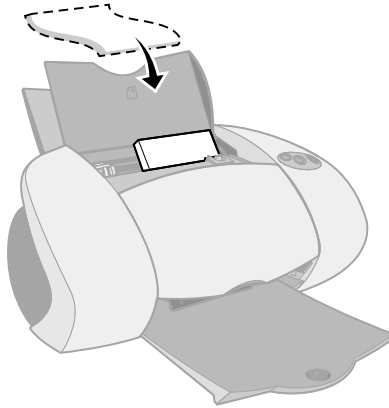
To learn how to print a photo card using **Windows** operating systems, see page 10. For information about printing other projects, see page 12.



**Note:** The printer software for your operating system may not support all of these features.

## Printing a digital photo on a photo card (Windows)

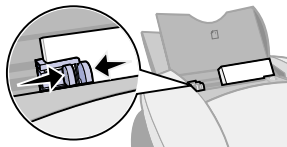
- 1 Load up to 10 photo cards vertically against the right side of paper tray 1.



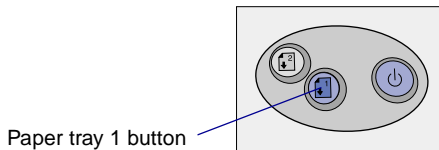
When you load photo cards, make sure:

- You carefully read the instructions that came with your cards.
- The print side is facing you.
- You do not push the cards too far into the printer.
- All the cards have the same dimensions.

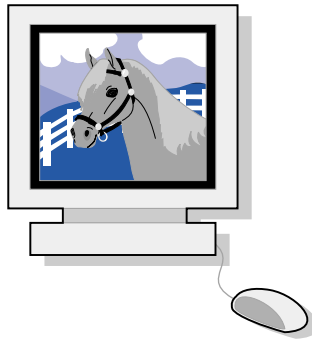
- 2 Squeeze and slide the paper guide to the left edge of the cards.



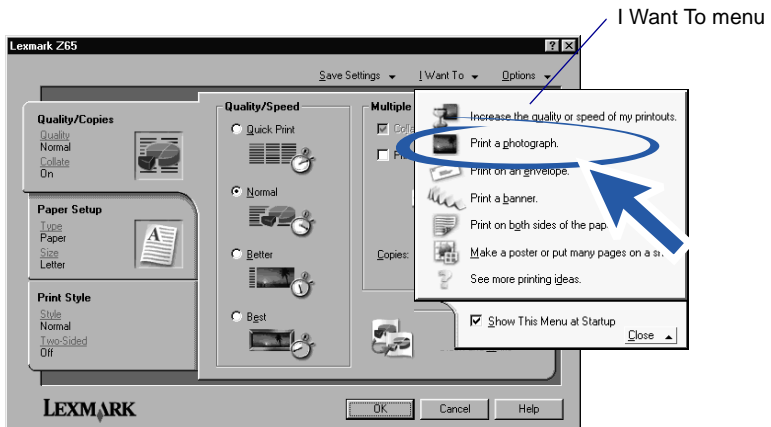
- 3 Make sure the paper tray 1 button is selected.



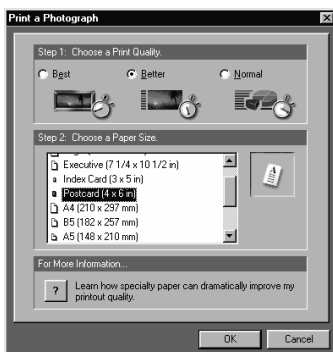
- 4 Open your digital photo in your photo application.



- 5 When you are ready to print your photo, click File ► Print ► Properties or Preferences.
- 6 From the I Want To menu, click Print a photograph.



The Print a Photograph screen appears.



- 7 From Step 1 on the screen, select a print quality.
- 8 From Step 2 on the screen, select a paper size, and then click OK.
- 9 From the Paper Setup tab, make sure Paper Source is set to Printer Setting or Tray 1 (Front).
- 10 From Print Properties, click OK.
- 11 From the Print screen, click OK or Print.
- 12 To prevent smudging, remove each photo as it exits the printer and let it dry completely before stacking.

## More fun printing ideas

To learn how to print special projects, follow the steps for your operating system.

Windows	Macintosh
<ol style="list-style-type: none"><li>1 Refer to the Lexmark Z65 Solution Center (see page 4).</li><li>2 Click the Printing Ideas tab.</li></ol>	<ol style="list-style-type: none"><li>1 Refer to the <i>Online User's Guide</i> (see page 4).</li><li>2 Click the "Printing ideas" link in the left navigation area.</li></ol>

# Troubleshooting checklist

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- Is the power supply firmly attached to your printer and an electrical outlet?
- Are both your printer and computer on?
- Is your printer cable securely attached at both ends?
- Did you remove the sticker and transparent tape from the back and bottom of both print cartridges?
- Is the black cartridge (P/N 82) in the left carrier and the color cartridge (P/N 83 or 88) in the right carrier?
- Is the paper loaded correctly? Make sure you do not push the paper too far into the printer. For help, see page 5.
- Did you install the printer software correctly?

Windows	Mac OS 8.6 to 9.2	Mac OS X version 10.0.3 to 10.1
<p>From your desktop, click Start ► Programs or All Programs.</p> <p>If Lexmark Z65 does not appear in your list of programs, install the printer software (see page 24).</p>	<p>From the Apple menu, choose Control Panels.</p> <p>If Lexmark Z65 Control Panel does not appear in your list of Control Panels, install the printer software (see page 25).</p>	<p>From the Finder, click Computer, and then double-click the OS X disk icon ► Library folder ► Printers folder ► Lexmark folder.</p> <p>If Lexmark Z65 Utility does not appear in the folder, install the printer software (see page 25).</p>

- Is your printer connected to your computer through an external device, such as a USB hub, switch box, scanner, or fax machine? If **not**, see “Setup troubleshooting” on page 15 for help. If it is, follow these steps:

- 1 Disconnect your printer from any external devices.
- 2 Connect your printer directly to your computer with a USB cable.
- 3 Follow the instructions for your operating system to print a test page.

Windows	Macintosh
<ol style="list-style-type: none"><li>1 Open the Lexmark Z65 Solution Center (see page 4).</li><li>2 From the Troubleshooting tab, click Print a test page.</li></ol>	<ol style="list-style-type: none"><li>1 Open the Lexmark Z65 Control Panel or Lexmark Z65 Utility (see page 4).</li><li>2 Click Print Test Page.</li></ol>

- If the test page prints, the problem may be with your external devices, not your printer. Check the documentation that came with your external devices for help.
- If the test page does not print, refer to the printer software Help (see page 4) for further troubleshooting information.

For additional help solving printing problems, see “Setup troubleshooting” on page 15.

If your printer is connected to a network with a Lexmark adapter, refer to the adapter documentation for additional troubleshooting information.

# Setup troubleshooting

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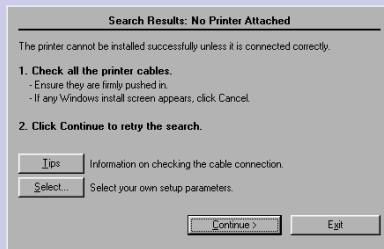
Refer to the Lexmark Solution Center (see page 4) or the *Online User's Guide* (see page 4) for help solving problems you may have after setting up your printer, such as:

- Slow print speed or poor print quality
- Paper misfeeds or jams
- Error messages or flashing lights

Use this chapter to solve problems you may have while setting up your printer.

For this problem:	See page:
The Search Results: No Printer Attached screen appeared.	16 for Windows
The power light did not come on.	16 for Windows and Macintosh
The alignment page did not print.	17 for Windows and Macintosh
When I inserted the printer software CD, nothing happened.	18 for Windows
	19 for Macintosh
My document did not print.	20 for Windows
	21 for Mac OS 8.6 to 9.2
	22 for Mac OS X
A paper tray light is blinking.	23 for Windows and Macintosh
A communications error message appeared.	23 for Windows and Macintosh
My printer is still not working.	24 for Windows
	25 for Macintosh

## The Search Results: No Printer Attached screen appeared. (Windows only)



**Note:** Your screen may appear slightly different from the one shown depending on your operating system.

- a See if checking the items on page 13 solves the problem.
- b Click Continue or Next.
- c If the screen reappears, make sure your USB cable is securely attached on both ends and is not damaged. If necessary, replace it with a good quality USB cable, such as Lexmark P/N 12A2405. To continue software installation, follow the steps on the setup sheet that came with your printer.

## The power light did not come on.

- a Check the power supply connections.
- b Press the power button (see page 1).

**The alignment page  
did not print.**



Make sure:

- You completely removed the sticker and transparent tape from the back and bottom of both print cartridges.
- You installed the black cartridge (P/N 82) in the left carrier and the color cartridge (P/N 83 or 88) in the right carrier.
- You loaded plain A4 or letter size paper into paper tray 1 (see page 5).
- You loaded the paper correctly and did not push it too far into paper tray 1 (see page 5).
- The paper tray 1 button on your printer is selected (see page 1).
- For more information, follow the instructions for your operating system.

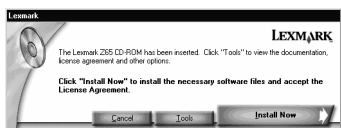
<b>Windows</b>	<b>Macintosh</b>
If there is an error message on your screen, follow the instructions on it. For additional help, see page 4.	Refer to the Troubleshooting topic for this problem in the <i>Online User's Guide</i> (see page 4).

## When I inserted the printer software CD, nothing happened. (Windows)

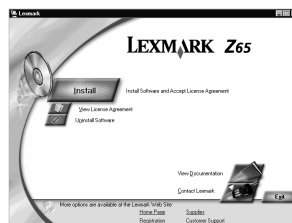
First, see if checking the items on page 13 solves the problem. Then:

- a Close all open software applications.
- b Restart your computer.
- c Reinsert the printer software CD.

When you insert the printer software CD, you should see one of the following Lexmark printer software installation screens:



OR



If you do not see either of the printer software installation screens above:

- a Make sure you click Cancel on any screens similar to this one:



- b Eject and reinsert the Lexmark printer software CD.  
If the Lexmark printer software installation screen does not appear:
  - 1 From your desktop, double-click My Computer.
  - 2 Double-click the CD-ROM drive icon. If necessary, double-click setup.exe.
  - 3 When the Lexmark printer software installation screen appears, click Install or Install Now.
- c Follow the instructions on each screen to complete printer software installation.

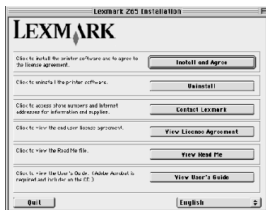
**When I inserted the printer software CD, nothing happened.  
(Macintosh)**

First, see if checking the items on page 13 solves the problem. Then:

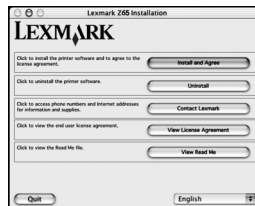
- a** Close all open software applications.
- b** Reinsert the printer software CD.

When you insert the printer software CD, you should see one of the following Lexmark printer software installation screens:

**Mac OS 8.6 to 9.2**



**Mac OS X version  
10.0.3 to 10.1**



If you do not see either of the printer software installation screens above:

- a** From your desktop, double-click the Lexmark Z65 printer CD icon.
- b** Double-click the Install icon.
- c** When the Lexmark Z65 Installation screen appears, click Install and Agree.
- d** Follow the instructions on each screen to complete printer software installation.

**My document did not print.  
(Windows)**

First, see if checking the list on page 13 solves the problem.

Make sure the printer is set to use the correct port. Since you are using a USB cable, the printer should be using a USB port such as usb-lexmark\_Z65 or USB001. To check the printer port and change it, if necessary, follow the steps for your operating system.

Windows 98/Me	Windows 2000	Windows XP
<ul style="list-style-type: none"><li><b>a</b> Click Start ▶ Settings ▶ Printers.</li><li><b>b</b> Right-click the Lexmark Z65 printer icon, and then click Properties.</li><li><b>c</b> Click the Details tab.</li><li><b>d</b> From the Ports drop-down menu, select the printer port. If the correct port is not listed, uninstall and then reinstall the printer software. For help, see page 24.</li><li><b>e</b> Click OK.</li></ul>	<ul style="list-style-type: none"><li><b>a</b> Click Start ▶ Settings ▶ Printers.</li><li><b>b</b> Right-click the Lexmark Z65 printer icon, and then click Properties.</li><li><b>c</b> Click the Ports tab.</li><li><b>d</b> From the list of ports, select the correct printer port. If the correct port is not listed, uninstall and then reinstall the printer software. For help, see page 24.</li><li><b>e</b> Click Apply.</li><li><b>f</b> Click OK.</li></ul>	<ul style="list-style-type: none"><li><b>a</b> Click Start ▶ Control Panel ▶ Printers and Other Hardware ▶ Printers and Faxes.</li><li><b>b</b> Click the Ports tab.</li><li><b>c</b> From the list of ports, select the correct printer port. If the correct port is not listed, uninstall and then reinstall the printer software. For help, see page 24.</li><li><b>d</b> Click Apply.</li><li><b>e</b> Click OK.</li></ul>

If your document did not print, print a test page:

- a** From your desktop, double-click the Lexmark Z65 Solution Center icon.
- b** From the Troubleshooting tab, click Print a test page.
  - If the test page prints, your printer is working properly. Check your software application documentation for troubleshooting information.
  - If the test page does not print, click the Help button on the error message that appears or refer to the printer software Help (see page 4).

**My document did not print.  
(Mac OS 8.6 to 9.2)**

First, see if checking the list on page 13 solves the problem.

Make sure your printer is selected in Chooser:

- a** From the Apple menu, choose Chooser.
- b** In the left window, highlight the Lexmark Z65 printer icon. If your printer is not listed, install the printer software (see page 25).
- c** In the Connect to: box, highlight the Lexmark Z65 printer icon. If your printer is not listed, check your printer cable connection. If your printer is connected to a network, check your network cable connections.
- d** Click the box at the top left to close Chooser.
- e** When the Page Setup message dialog box appears, click OK.
- f** Send your document to print.

If your document did not print, check your printer status:

- a** From your desktop, highlight the Lexmark Z65 printer icon.
- b** From the menu bar, choose Printing.
- c** Make sure Set Default Printer is selected.
- d** Choose Start Print Queue, if available.
- e** Send your document to print.

If your document did not print, print a test page:

- a** From the Apple menu, choose Control Panels ▶ Lexmark Z65 Control Panel.
- b** Click Print Test Page.
  - If the test page prints, your printer is working properly. Check your software application documentation for troubleshooting information.
  - If the test page does not print, refer to the printer software Help (see page 4).

**My document did not print.  
(Mac OS X version 10.0.3 to 10.1)**

First, see if checking the list on page 13 solves the problem.

Check the printer status:

- a** From the Dock, click the Finder icon.
- b** From the Finder window, click the Applications icon in the toolbar.
- c** Double-click the Utilities folder.
- d** Double-click the Print Center icon.
- e** Select your printer in the printer list. If your printer is not listed or is listed as “unsupported,” install the printer software (see page 25).
- f** From the Printers menu, choose Make Default.
- g** From the Printers menu, choose Show Queue, if available.
- h** From the Queue menu, choose Start Queue, if available.
- i** From the list of print jobs in the queue, select your print job.
- j** Click Resume or Retry, if available, to print your document.

If your document did not print, print a test page:

- a** From the Finder, click Computer, and then double-click the OS X disk icon ► Library folder ► Printers folder ► Lexmark folder.
- b** Double-click the Lexmark Z65 Utility icon.
- c** From the Cartridges tab, click Print Test Page.
  - If a test page prints, your printer is working properly. Check your software application documentation for troubleshooting information.
  - If the test page does not print, refer to the printer software Help (see page 4).

### **A paper tray light is blinking.**



- Your printer may be out of paper or the paper may be jammed. Make sure you loaded the paper correctly. For help, see page 5.
- If there is an error message on your screen, follow the instructions on it.
- For more help, see page 4.

### **A communications error message appeared.**



First, see if checking the list on page 13 solves the problem.



If the 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 24 for Windows.
- See page 25 for Macintosh.

If the suggestions in this chapter did not solve your printing problem, uninstall and then reinstall the printer software.

**My printer is still not working.  
(Windows)**

**Uninstall the printer software**

- a From your desktop, click Start ▶ Programs or All Programs ▶ Lexmark Z65 ▶ Lexmark Z65 Uninstall.
- b Follow the instructions on your screen to uninstall the printer software.
- c Restart your computer before reinstalling the printer software.

**Install the printer software**

- a Insert the printer software CD.
- b When the Lexmark printer software installation screen appears, click Install Now.



If the installation screen does not appear, see page 18.

- c Follow instructions on your screen to complete printer software installation.

**Verify printer software installation**

- a Click Start ▶ Programs or All Programs ▶ Lexmark Z65 ▶ Lexmark Z65 Solution Center.
- b From the Troubleshooting tab, click Print a test page.  
If the test page prints, your printer is working properly. If the test page does not print, refer to the printer software Help (see page 4).

**My printer is still not working.  
(Macintosh)**



**Uninstall the printer software**

- a Insert the printer software CD.
- b When the Lexmark printer software installation screen appears, click Uninstall.
- c Follow the instructions on your screen to uninstall the printer software.
- d Restart your computer before reinstalling the printer software.



**Install the printer software**

- a Insert the printer software CD.
- b When the Lexmark printer software installation screen appears, click Install and Agree.

**Mac OS 8.6 to 9.2**



**Mac OS X 10.0.3 to 10.1**



If the installation screen does not appear, see page 19.

- c Follow the instructions on your screen to complete printer software installation.



**Verify printer software installation**

Follow the instructions for your operating system to print a test page:

Mac OS 8.6 to 9.2	Mac OS X version 10.0.3 to 10.1
<ul style="list-style-type: none"> <li>a From the Apple menu, choose Control Panels ▶ Lexmark Z65 Control Panel.</li> <li>b From the Cartridges tab, click Print Test Page.</li> </ul>	<ul style="list-style-type: none"> <li>a From the Finder, click Computer, and then double-click the OS X disk icon ▶ Library folder ▶ Printers folder ▶ Lexmark folder.</li> <li>b Double-click the Lexmark Z65 Utility icon.</li> <li>c From the Cartridges tab, click Print Test Page.</li> </ul>

If the test page prints, your printer is working properly. If the test page does not print, refer to the printer software Help (see page 4).

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## Statement of Limited Warranty

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