Lexmark™ C77x Troubleshooting Guide

Online customer support

Customer support is available on the Lexmark Web site at **www.lexmark.com**.

Calling for service

When you call for printer service, describe the problem you are experiencing, the message on the display, and the troubleshooting steps you have already taken to find a solution.

You need to know your printer model type and serial number. See the label behind the toner waste container door of the printer for this information. The toner waste container door is on the left side of the printer.

The serial number is also listed on the menu settings page.

For service in the U.S. or Canada, call 1-800-Lexmark (1-800-539-6275). For other countries/regions, visit the Lexmark Web site at www.lexmark.com

> **Note:** When calling for service, call from the location of the printer.

Checking an unresponsive printer

If your printer is not responding, first make sure:

- The power cord is plugged into the printer and a properly grounded electrical outlet.
- The electrical outlet is not turned off by any switch or breaker.

- The printer is not plugged into any surge protectors, uninterrupted power supplies, or extension cords.
- Other electrical equipment plugged into the outlet is working.
- The printer is turned on.
- The printer cable is securely attached to the printer and the host computer, print server, option, or other network device.

Solving printing problems

Multilanguage PDFs do not print

1 Open the document you want to print in Adobe Acrobat.

2 Click the printer icon.

3 The Print dialog box appears.

4 Check the **Print as image** box.

> **Note:** For Acrobat 7.x or later, click the advanced button to display the **Print as Image** option.

5 Click **OK**.

The operator panel display is blank or displays only diamonds

Turn the printer off, wait about 10 seconds, and turn the printer back on.

`Performing Self Test` appears on the display. When the test is completed, the `Ready` message is displayed.

If the messages do not appear, turn the printer off and call for service.

The message `Error reading USB drive` appears when using a USB device

The USB device you are using may not be supported or has an error. Only specific USB flash memory devices are supported.

For information regarding tested and approved USB flash memory devices, see the Lexmark Web site at **www.lexmark.com**.

Jobs do not print

The printer is not ready to receive data

Make sure `Ready` or `Power Saver` appears on the display before sending a job to print. Press ⊘ to return the printer to the `Ready` state.

The specified output bin is full

Remove the stack of paper from the output bin, and then press ⊘ .

The specified tray is empty

Load paper in the tray.

You are using the wrong printer driver or are printing to a file

- Verify that you selected the printer driver associated with the Lexmark ABC.
- If you are using a USB port, make sure you are running Windows Vista, Windows 2000, Windows XP, or Windows Server 2003 and using a Windows Vista, Windows 2000, Windows XP, or Windows Server 2003 compatible printer driver.

Your MarkNet N8000 series internal print server is not set up properly or is not connected properly

Verify that you have properly configured the printer for network printing.

See the *Software and Documentation* CD or go to the Lexmark Web site for information.

You are using the wrong interface cable, or the cable is not securely connected

Make sure you are using a recommended interface cable.

Make sure the connection is secure.

Held jobs do not print

A formatting error has occurred

* Print the job. (Only part of the job may print.)
* Delete the job.
* Free up additional printer memory by scrolling through the list of held jobs and deleting others you have sent to the printer.

The printer has insufficient memory

* Print the job. (Only part of the job may print.)
* Delete the job.
* Free up additional printer memory by scrolling through the list of held jobs and deleting others you have sent to the printer.

The printer has received invalid data

Delete the job.

Job takes longer than expected to print.

The job is too complex

Reduce the complexity of your print job by eliminating the number and size of fonts, the number and complexity of images, and the number of pages in the job.

Page Protect is set to On

Set **Page Protect** to Off from **Print Recovery**.

For more information, see the *Menus and Messages Guide*.

Job prints from the wrong tray or on the wrong paper or specialty media

Make sure the Paper Size and Paper Type specified in the printer driver match the paper size and type in the tray and what is set on the printers operator panel.

Incorrect characters print.

You are using an incompatible parallel cable.

If you are using a parallel interface, make sure you are using an IEEE 1284-compliant parallel cable. We recommend Lexmark part number 1329605 (10 ft) or 1427498 (20 ft) for the standard parallel port.

The printer is in Hex Trace mode

If `Ready. Hex Trace` appears on the display, you must exit Hex Trace mode before you can print your job. Turn the printer off and back on to exit Hex Trace mode.

Tray linking does not work

* Make sure both the size and type of media are the same in both trays.
* Make sure the paper guides in the trays are set for the correct size media.
* Make sure the menu values for both size and type are set correctly in the Paper Menu.
* For more informations, see the *Menus and Messages Guide*.

Large jobs do not collate.

Collate is not set to On

Set **Collation** to `On` in the **Finishing Menu** or through the printer driver.

> **Note:** Setting **Collation** to `off` in the driver overrides the setting in the **Finishing Menu**.

For more informations, see the *Menus and Messages Guide*.

The job is too complex.

Reduce the complexity of the print job by eliminating the number and size of fonts, the number and complexity of images, and the number of pages in the job.

The printer does not have enough memory

Add printer memory or an optional hard disk.

Unexpected page breaks occur.

The job has timed out

Set **Print Timeout** to a higher value from the **Setup Menu**.

For more informations, see the *Menus and Messages Guide*

Solving mailbox problems

The mailbox and the printer are misaligned

Realign the mailbox and the printer.

The mailbox is not connected properly

Check the electrical connection.

Solving option problems

If an option does not operate correctly after it is installed or if it quits working:

- Turn the printer off, wait for about 10 seconds, and turn the printer on. If this does not fix the problem, unplug the printer, and check the connection between the option and printer.
- Print the menu settings page and check to see if the option is listed in the Installed Options list. If the option is not listed, reinstall it.
- Make sure the option is selected in the software application you are using.

The following table lists printer options and suggested corrective actions for related problems. If the suggested corrective action does not fix the problem, call your service representative.

Option	Action
Drawers	• Make sure the connection between drawers and the printer is secure. • Make sure the print media is loaded correctly.
Duplex unit	Make sure the connection between the duplex unit and the printer is secure. If the duplex unit is listed on the menu settings page, but print media jams when it enters or exits the duplex unit, the printer and duplex unit may not be properly aligned.
Flash memory	Make sure flash memory is securely connected to the printer system board.
Hard disk with adapter	Make sure the hard disk is securely connected to the printer system board.
Internal print server	• Make sure the internal print server (also called an internal network adapter or INA) is securely connected to the printer system board. • Make sure you are using the correct cable, that it is securely connected, and the network software is correctly set up. For more details, see the *Software and Documentation* CD that shipped with your printer.
High capacity feeder	See **Solving high capacity feeder problems**.
Printer memory	Make sure printer memory is securely connected to the printer system board.

Option	Action
Serial/ Parallel interface	• Make sure the Serial/parallel interface card is securely connected to the printer system board. • Make sure you are using the correct cable and that it is securely connected.

Solving high capacity feeder problems

The paper tray does not raise when the loading door is closed, or the paper tray does not lower when the door is opened and the paper tray button is pushed

Check the following:

- The printer is properly attached to the high capacity feeder.
- The printer is powered on.
- The power cord is plugged firmly into the back of the high capacity feeder.
- The power cord is plugged into an outlet.
- The outlet has power.

The paper tray lowers unexpectedly

Check to see if your printer is out of paper or has a jam.

More than one sheet of paper is fed or a sheet is fed improperly

Remove the paper in the printer paper path, and check the stack to ensure the paper has been loaded properly. Be sure to remove the top and bottom sheets of each ream of paper that is loaded.

A jam occurs

Remove the paper in the printer paper path, and check the stack to ensure the paper has been loaded properly. Be sure to remove the top and bottom sheets of each ream of paper that is loaded.

Rubber feed rollers do not turn to advance paper.

Check the following:

- The power cord is plugged firmly into the back of the high capacity feeder.
- The power cord is plugged into an outlet.
- The outlet has power.

Consistent misfeeds or jams in the feeder.

Try the following:

- Flex the paper.
- Turn the print media over.

Check the following:

- Feeder is properly installed.
- Paper is loaded correctly.
- Paper is not damaged.
- Paper meets specifications.
- Guides are positioned correctly for the paper size selected.

Service messages

A service message indicates printer failure that may require service.

Turn the printer off, wait about 10 seconds, and then turn the printer on.

If the error recurs, write down the error number, the problem, and a detailed description. Call 1-800-LEXMARK for service.

Solving paper feed problems

Paper frequently jams

You are using paper that does not meet the printer specifications.

Use recommended paper and other specialty media.

See the *Card Stock & Label Guide* available on the Lexmark Web site at **www.lexmark.com** for detailed specifications.

For information that can help prevent jams from occurring, see the *Clearing Jams Guide*.

You have loaded too much paper or too many envelopes.

Make sure the stack of paper you load does not exceed the maximum stack height indicated at the front of the tray or on the multipurpose feeder.

Guides in the selected tray are not set to the appropriate position for the size paper loaded.

Move the guides in the tray to the correct position.

The paper has absorbed moisture due to high humidity.

Load paper from a fresh package.

Store paper in its original wrapper until you load it.

The `Paper Jam` message remains after you remove the jammed paper.

Clear paper from the entire paper path, and then press ⊘ .

The page that jammed does not reprint after you clear the jam.

Set **Jam Recovery** to Auto or On.

For more information, see the *Menus and Messages Guide*

Blank pages feed into the output bin.

Load the correct type media for your print job, or change the Paper Type to match the type of media loaded.

For more information, see the *Menus and Messages Guide*.

Solving print quality problems

To help isolate print quality problems, print the Print Quality Test Pages.

1 Turn the printer off.

2 Press ⊘ and ▶ . Hold them while you turn the printer on, and until the **Performing Self Test** message appears.

   Config Menu appears.

3 Press ▼ until √ **Prt Quality Pgs** appears, and then press ⊘ .

   The pages are formatted. The **Printing Quality Test Pages** message appears, then the pages print. The message remains on the operator panel until all the pages print.

   After the Print Quality Test Pages print, to exit the Config Menu:

4 Press ▼ until √ **Exit Config Menu** appears, and then press ⊘ to complete the procedure.

Color misregistration

Color has shifted outside of the appropriate area or has been superimposed over another color area.

Open the printer door, and make sure all four packaging tabs are removed.

Top to Bottom or Left to Right:

1 Re-seat the cartridges by removing them from the printer and then reinserting them.

2 Invoke a Color Adjust operation from the Settings → Quality menu.

Repeating defects

Marks occur repeatedly only in one color and multiple times on a page:

- Replace the cartridge if the defects occur every:
  - 38 mm (1.5 in.)
  - 48 mm (1.9 in.)
  - 97 mm (3.8 in.)

Marks occur down the page repeatedly in all colors:

- Replace the transfer roll if the defects occur every 60 mm (2.4 in.)
- Check the first transfer bellcranks and springs or replace the image transfer unit if the defects occur every 101 mm (4 in.)
- Replace the fuser if the defects occur every 148 mm (5.8 in.)

Marks occur on every third or sixth page in any color:

Replace the image transfer unit.

White or colored lines

1 Replace the color print cartridge that is causing the line.

2 If you still have the problem, replace the image transfer unit and transfer roller.

3 If you still have the problem, replace the fuser.

Streaked horizontal lines

Replace the print cartridge, the transfer roller, the image transfer unit, or fuser as needed.

From the printer operator panel, print the repetitive defects guide to determine which component needs to be replaced.

Streaked vertical lines

- If paper is stiff, try feeding from another tray.
- Replace the print cartridge that corresponds to the color displayed on the control panel.

Print irregularities

- Load paper from a fresh package in the paper tray.
- Avoid textured paper with rough finishes.

- Make sure the printer paper type, paper texture, and paper weight settings match the type of paper you are using.
- Replace the image transfer unit and transfer roller.
- Replace the fuser.

Print too light

- Make sure the printer paper type, paper texture, and paper weight settings match the type of paper you are using.
- The default Paper Weight setting in the Paper Menu is **Normal**. For paper less than 20 lb bond (75 g/m^2), choose the **Light** setting. For 28 lb bond to 47 lb bond (105 g/m^2 to 175 g/m^2), choose the **Heavy** setting.
- Select a different Toner Darkness setting from the printer driver before sending the job to print.
- Scroll to the Color Adjust setting in the Quality Menu and press Select to adjust the color.
- Load paper from a new package.
- Avoid textured paper with rough finishes.
- Make sure the paper you load in the trays is not damp.
- Shake the specified print cartridge to utilize the remaining toner.
- Replace the print cartridge that corresponds to the color displayed on the control panel.

Print too dark

- Select a different Toner Darkness setting from the printer driver before sending the job to print.
- Scroll to the Color Adjust setting in the Quality Menu and press Select to adjust the color.
- Replace the print cartridge that corresponds to the color displayed on the control panel.

Transparency print quality is poor

- Use only transparencies recommended by the printer's manufacturer.

- Make sure the Paper Type setting is set to Transparency.

Toner specks

- Replace the print cartridge that corresponds to the color displayed on the control panel.
- Replace the transfer roller.
- Replace the image transfer unit.
- Replace the fuser.
- Call for service.