



C2335, CS531, CS632, CS639 Printers

User's Guide

March 2024

www.lexmark.com

Machine type:

5031

Models:

270, 280, 290, 635, 675, 685

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Safety information

Conventions

Note: A *note* identifies information that could help you.

Warning: A *warning* identifies something that could damage the product hardware or software.

WARNING (in full capitals): A *WARNING* indicates a risk of death or serious injury if not avoided.

CAUTION: A *caution* indicates a potentially hazardous situation that could injure you.

Different types of caution statements include:

-  **CAUTION—POTENTIAL INJURY:** Indicates a risk of injury.
-  **CAUTION—SHOCK HAZARD:** Indicates a risk of electrical shock.
-  **CAUTION—HOT SURFACE:** Indicates a risk of burn if touched.
-  **CAUTION—TIPPING HAZARD:** Indicates a crush hazard.
-  **CAUTION—PINCH HAZARD:** Indicates a risk of being caught between moving parts.

Product statements

-  **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.
-  **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.
-  **CAUTION—POTENTIAL INJURY:** Do not use this product with extension cords, multioutlet power strips, multioutlet extenders, or UPS devices. The power capacity of these types of accessories can be easily overloaded by a laser printer and may result in a risk of fire, property damage, or poor printer performance.
-  **CAUTION—POTENTIAL INJURY:** Only a Lexmark Inline Surge Protector that is properly connected between the printer and the power cord provided with the printer may be used with this product. The use of non-Lexmark surge protection devices may result in a risk of fire, property damage, or poor printer performance.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, do not place or use this product near water or wet locations.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.

 **CAUTION—POTENTIAL INJURY:** Do not cut, twist, bind, crush, or place heavy objects on the power cord. Do not subject the power cord to abrasion or stress. Do not pinch the power cord between objects such as furniture and walls. If any of these things happen, a risk of fire or electrical shock results. Inspect the power cord regularly for signs of such problems. Remove the power cord from the electrical outlet before inspecting it.

 **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, make sure that all external connections (such as Ethernet and telephone system connections) are properly installed in their marked plug-in ports.

 **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

 **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

 **CAUTION—POTENTIAL INJURY:** If the printer weight is greater than 20 kg (44 lb), then it may require two or more people to lift it safely.

 **CAUTION—POTENTIAL INJURY:** When moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Make sure that all doors and trays are closed.
- Turn off the printer, and then unplug the power cord from the electrical outlet.
- Disconnect all cords and cables from the printer.
- If the printer has separate floor-standing optional trays or output options attached to it, then disconnect them before moving the printer.
- If the printer has a caster base, then carefully roll it to the new location. Use caution when passing over thresholds and breaks in flooring.
- If the printer does not have a caster base but is configured with optional trays or output options, then remove the output options and lift the printer off the trays. Do not try to lift the printer and any options at the same time.
- Always use the handholds on the printer to lift it.
- Any cart used to move the printer must have a surface able to support the full footprint of the printer.
- Any cart used to move the hardware options must have a surface able to support the dimensions of the options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.
- Make sure that your fingers are not under the printer when you set it down.
- Make sure that there is adequate clearance around the printer.

 **CAUTION—TIPPING HAZARD:** Installing one or more options on your printer or MFP may require a caster base, furniture, or other feature to prevent instability causing possible injury. For more information on supported configurations, see www.lexmark.com/multifunctionprinters.

 **CAUTION—TIPPING HAZARD:** To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.

-  **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.
-  **CAUTION—PINCH HAZARD:** To avoid the risk of a pinch injury, use caution in areas marked with this label. Pinch injuries may occur around moving parts, such as gears, doors, trays, and covers.
-  **CAUTION—POTENTIAL INJURY:** This product uses a laser. Use of controls or adjustments or performance of procedures other than those specified in the *User's Guide* may result in hazardous radiation exposure.
-  **CAUTION—POTENTIAL INJURY:** The lithium battery in this product is not intended to be replaced. There is a danger of explosion if a lithium battery is incorrectly replaced. Do not recharge, disassemble, or incinerate a lithium battery. Discard used lithium batteries according to the manufacturer's instructions and local regulations.

 WARNING	
<ul style="list-style-type: none"> • INGESTION HAZARD: This product contains a button cell or coin battery. • DEATH or serious injury can occur if ingested. • A swallowed button cell or coin battery can cause Internal Chemical Burns in as little as 2 hours. • KEEP new and used batteries OUT OF REACH of CHILDREN. • Seek immediate medical attention if a battery is suspected to be swallowed or inserted inside any part of the body. 	

Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do not dispose of batteries in household trash or incinerate. Even used batteries may cause severe injury or death. Call a local poison control center for treatment information.

Battery type: CR6821

Nominal battery voltage: 3V

Do not force discharge, recharge, disassemble, heat above 60°C (140°F), or incinerate. Doing so may result in injury due to venting, leakage, or explosion resulting in chemical burns.

This product is designed, tested, and approved to meet strict global safety standards with the use of specific manufacturer's components. The safety features of some parts may not always be obvious. The manufacturer is not responsible for the use of other replacement parts.

Refer service or repairs, other than those described in the user documentation, to a service representative.

SAVE THESE INSTRUCTIONS.

Learn about the printer

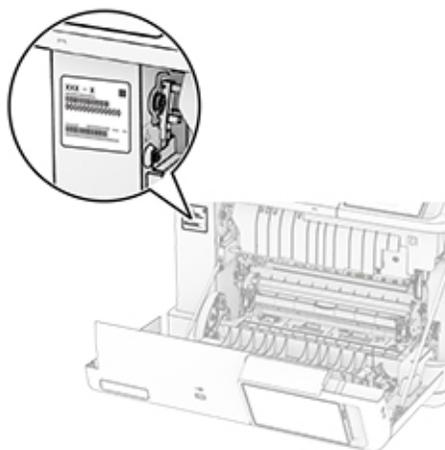
Finding information about the printer

What are you looking for?	Find it here
Initial setup instructions	See the setup documentation that came with the printer.
<ul style="list-style-type: none"> • Printer software • Print or fax driver • Printer firmware • Utility 	Go to www.lexmark.com/downloads , search for your printer model, and then in the Type menu, select the driver, firmware, or utility that you need.
<ul style="list-style-type: none"> • Selecting and storing paper and specialty media • Loading paper • Configuring printer settings • Viewing and printing documents and photos • Configuring the printer on a network • Caring for and maintaining the printer • Troubleshooting and solving problems 	Information Center—Go to https://infoserve.lexmark.com . How-to videos—Go to https://infoserve.lexmark.com/idv/ .
Help information for using the printer software.	Help for Microsoft Windows or Macintosh operating systems—Open a printer software program or application, and then click Help . Click  to view context-sensitive information. Notes: <ul style="list-style-type: none"> • Help is automatically installed with the printer software. • Depending on the operating system, the printer software is either in the printer program folder or on the desktop.
<ul style="list-style-type: none"> • Documentation • Live chat support • E-mail support • Voice support 	Go to https://support.lexmark.com . Note: Select your country or region, and then select your product to view the appropriate support site. Support contact information for your country or region can be found on the website or on the printed warranty that came with the printer. Have the following information ready when you contact customer support: <ul style="list-style-type: none"> • Place and date of purchase • Machine type and serial number For more information, see “Finding the printer serial number” on page 9 .

What are you looking for?	Find it here
<ul style="list-style-type: none"> • Safety information • Regulatory information • Warranty information • Environmental information 	<p>Warranty information varies by country or region:</p> <ul style="list-style-type: none"> • In the U.S.—See the Statement of Limited Warranty included with the printer, or go to https://support.lexmark.com. • In other countries and regions—See the printed warranty that came with the printer. <p><i>Product Information Guide</i>—See the documentation that came with the printer or go to https://support.lexmark.com.</p>
Information on Lexmark digital passport	Go to https://csr.lexmark.com/digital-passport.php .

Finding the printer serial number

- 1 Open door A.
- 2 Locate the serial number.



Printer configurations

CAUTION—TIPPING HAZARD: Installing one or more options on your printer or MFP may require a caster base, furniture, or other feature to prevent instability causing possible injury. For more information on supported configurations, see www.lexmark.com/multifunctionprinters.

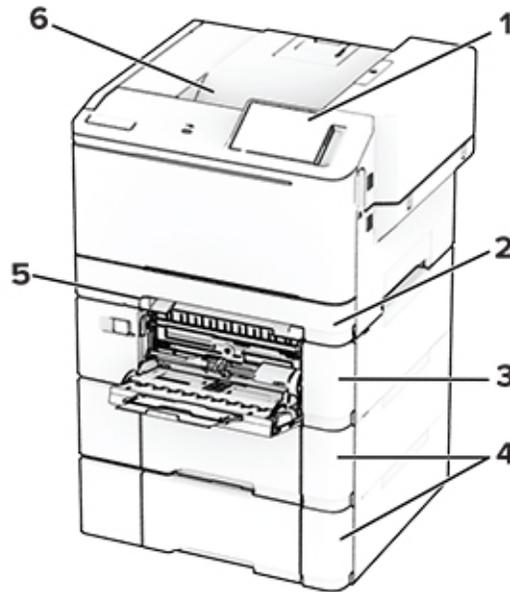
CAUTION—TIPPING HAZARD: To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.

You can configure your printer by adding any of the following options:

- A 650-sheet duo tray
- A 650-sheet duo tray and up to two 550-sheet trays

- Up to three 550-sheet trays

For more information, see [“Installing optional trays” on page 38](#).



1	Control panel
2	Standard 250-sheet tray
3	Optional 650-sheet duo tray Note: The tray is composed of a 550-sheet tray and a 100-sheet multipurpose feeder.
4	Optional 550-sheet trays
5	Manual feeder
6	Standard bin

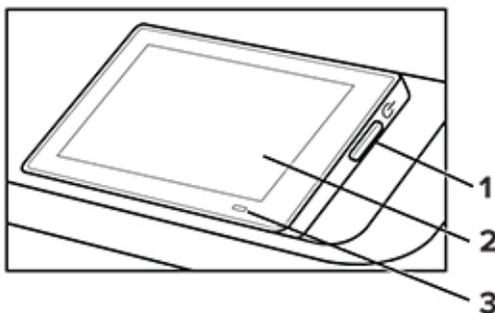
Using the control panel

Lexmark CS531 and Lexmark C2335



	Control panel part	Function
1	Power button	<ul style="list-style-type: none"> Turn on or turn off the printer. Note: To turn off the printer, press and hold the power button for five seconds. Set the printer to Sleep mode. Wake the printer from Sleep or Hibernate mode.
2	Home button	Go to the home screen.
3	Back button	Return to the previous screen.
4	Start button	Start a job.
5	Indicator light	Check the status of the printer.
6	Display	<ul style="list-style-type: none"> View the printer messages and supply status. Set up and operate the printer.

Lexmark CS632 and Lexmark CS639



	Control panel part	Function
1	Power button	<ul style="list-style-type: none"> Turn on or turn off the printer. <p>Note: To turn off the printer, press and hold the power button for five seconds.</p> <ul style="list-style-type: none"> Set the printer to Sleep mode. Wake the printer from Sleep or Hibernate mode.
2	Display	<ul style="list-style-type: none"> View the printer messages and supply status. Set up and operate the printer.
3	Indicator light	Check the status of the printer.

Understanding the status of the indicator light

Indicator light	Printer status
Off	The printer is off.
Solid blue	The printer is ready.
Blinking blue	The printer is printing or processing data.
Blinking red	The printer requires user intervention.
Solid amber	The printer is in Sleep mode.
Blinking amber	The printer is in Deep Sleep or Hibernate mode.

Selecting paper

Paper guidelines

Use the appropriate paper to prevent jams and help ensure trouble-free printing.

- Always use new, undamaged paper.
- Before loading paper, know the recommended printable side of the paper. This information is usually indicated on the paper package.
- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, types, or weights in the same tray; mixing results in jams.
- Do not use coated papers unless they are specifically designed for electrophotographic printing.

For more information, see the *Paper and Specialty Media Guide*.

Paper characteristics

The following paper characteristics affect print quality and reliability. Consider these factors before printing on them.

Weight

Trays can feed paper of varying weights. Paper lighter than 60 g/m² (16 lb) may not be stiff enough to feed properly, and may cause jams. For more information, see the “Supported paper weights” topic.

Curl

Curl is the tendency for paper to curl at its edges. Excessive curl can cause paper feeding problems. Curl can occur after the paper passes through the printer, where it is exposed to high temperatures. Storing paper unwrapped in hot, humid, cold, or dry conditions can contribute to paper curling before printing and can cause feeding problems.

Smoothness

Paper smoothness directly affects print quality. If paper is too rough, toner cannot fuse to it properly. If paper is too smooth, it can cause paper feeding or print quality issues. We recommend the use of paper with 50 Sheffield points.

Moisture content

The amount of moisture in paper affects both print quality and the printer ability to feed the paper correctly. Leave paper in its original wrapper until you use it. Exposure of paper to moisture changes can degrade its performance.

Before printing, store paper in its original wrapper for 24 to 48 hours. The environment in which the paper is stored must be the same as the printer. Extend the time several days if the storage or transportation environment is very different from the printer environment. Thick paper may also require a longer conditioning period.

Grain direction

Grain refers to the alignment of the paper fibers in a sheet of paper. Grain is either *grain long* which runs the length of the paper, or *grain short* which runs the width of the paper. For recommended grain direction, see the “Supported paper weights” topic.

Fiber content

Most high-quality xerographic paper is made from 100 percent chemically treated pulped wood. This content provides the paper with a high degree of stability, resulting in fewer paper feeding problems and better print quality. Paper containing fibers such as cotton can negatively affect paper handling.

Unacceptable paper

The following paper types are not recommended for use with the printer:

- Chemically treated papers that are used to make copies without carbon paper. They are also known as carbonless papers, carbonless copy paper (CCP), or no carbon required (NCR) paper.
- Preprinted papers with chemicals that may contaminate the printer.
- Preprinted papers that can be affected by the temperature in the printer fuser.
- Preprinted papers that require a registration (the precise print location on the page) greater than ±2.3 mm (±0.09 in.). For example, optical character recognition (OCR) forms.

Sometimes, registration can be adjusted with a software app to print successfully on these forms.

- Coated papers (erasable bond), synthetic papers, or thermal papers.

- Rough-edged, rough or heavily textured surface papers, or curled papers.
- Recycled papers that fail EN12281:2002 (European).
- Paper weighing less than 60 g/m² (16 lb).
- Multiple-part forms or documents.

Storing paper

Use these paper storage guidelines to help avoid jams and uneven print quality:

- Store paper in its original wrapper in the same environment as the printer for 24 to 48 hours before printing.
- Extend the time several days if the storage or transportation environment is very different from the printer environment. Thick paper may also require a longer conditioning period.
- For best results, store paper where the temperature is 21°C (70°F) and the relative humidity is 40 percent.
- Most label manufacturers recommend printing in a temperature range of 18–24°C (65–75°F) with relative humidity between 40 and 60 percent.
- Store paper in cartons, on a pallet or shelf, rather than on the floor.
- Store individual packages on a flat surface.
- Do not store anything on top of individual paper packages.
- Take paper out of the carton or wrapper only when you are ready to load it in the printer. The carton and wrapper help keep the paper clean, dry, and flat.

Selecting preprinted forms and letterhead

- Use grain long paper.
- Use only forms and letterhead printed using an offset lithographic or engraved printing process.
- Avoid paper with rough or heavily textured surfaces.
- Use inks that are not affected by the resin in toner. Inks that are oxidation-set or oil-based generally meet these requirements; latex inks might not.
- Print samples on preprinted forms and letterheads considered for use before buying large quantities. This action determines whether the ink in the preprinted form or letterhead affects print quality.
- When in doubt, contact your paper supplier.
- When printing on letterhead, load the paper in the proper orientation for your printer. For more information, see the *Paper and Specialty Media Guide*.

Supported paper sizes

Paper size and dimension	Standard 250-sheet tray	Manual feeder	Optional 650-sheet duo tray		Optional 550-sheet tray	Two-sided printing
			550-sheet tray	Multipurpose feeder		
A4 210 x 297 mm (8.27 x 11.7 in.)	✓	✓	✓	✓	✓	✓
A5 Portrait (SEF) ^{1,2} 148 x 210 mm (5.83 x 8.27 in.)	X	X	✓	X	✓	X
A5 Landscape (LEF) ^{1,2} 210 x 148 mm (8.27 x 5.83 in.)	✓	✓	X	X	X	X
A6 105 x 148 mm (4.13 x 5.83 in.)	✓	✓	X	✓	X	X
1/3 A4 95 x 210 mm (3.7 x 8.3 in.)	✓	✓	X	✓	X	X
JIS B5 182 x 257 mm (7.17 x 10.1 in.)	✓	✓	✓	✓	✓	X
Letter 215.9 x 279.4 mm (8.5 x 11 in.)	✓	✓	✓	✓	✓	✓
Legal 215.9 x 355.6 mm (8.5 x 14 in.)	✓	✓	✓	✓	✓	✓
Executive 184.2 x 266.7 mm (7.25 x 10.5 in.)	✓	✓	✓	✓	✓	X
Oficio (Mexico) 215.9 x 340.4 mm (8.5 x 13.4 in.)	✓	✓	✓	✓	✓	✓

¹ Load this paper size into the standard tray and the manual feeder with the long edge entering the printer first.

² Load this paper size into the optional trays and the multipurpose feeder with the short edge entering the printer first.

³ When Universal is selected, the page is formatted for 215.9 x 355.6 mm (8.5 x 14 in.) unless the size is specified by the software application.

⁴ Load narrow paper with the short edge entering the printer first.

⁵ When Other Envelope is selected, the page is formatted for 215.9 x 355.6 mm (8.5 x 14 in.) unless the size is specified by the software application.

Set up, install, and configure

Selecting a location for the printer

- Leave enough room to open trays, covers, and doors and to install hardware options.
- Set up the printer near an electrical outlet.

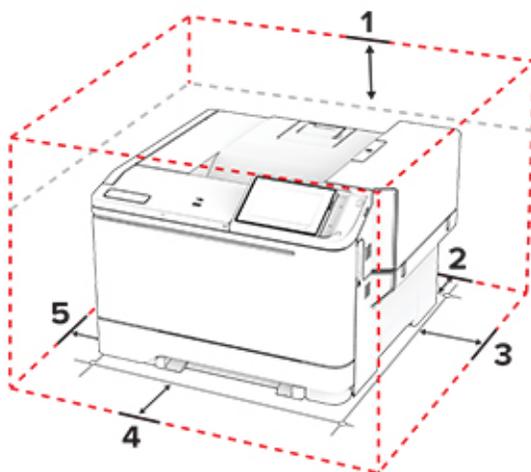
⚠ CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

⚡ CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not place or use this product near water or wet locations.

- Make sure that airflow in the room meets the latest revision of the ASHRAE 62 standard or the CEN Technical Committee 156 standard.
- Provide a flat, sturdy, and stable surface.
- Keep the printer:
 - Clean, dry, and free of dust.
 - Away from stray staples and paper clips.
 - Away from the direct airflow of air conditioners, heaters, or ventilators.
 - Free from direct sunlight and humidity extremes.
- Observe the recommended temperatures and avoid fluctuations:

Ambient temperature	10 to 32.2°C (50 to 90°F)
Storage temperature	15.6 to 32.2°C (60 to 90°F)

- Allow the following recommended amount of space around the printer for proper ventilation:



1	Top	254 mm (10 in.)
2	Rear	102 mm (4 in.)
3	Right side	76 mm (3 in.)

4	Front	508 mm (20 in.) Note: The minimum space needed in front of the printer is 75 mm (3 in.)
5	Left side	76 mm (3 in.)

Attaching cables



CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.

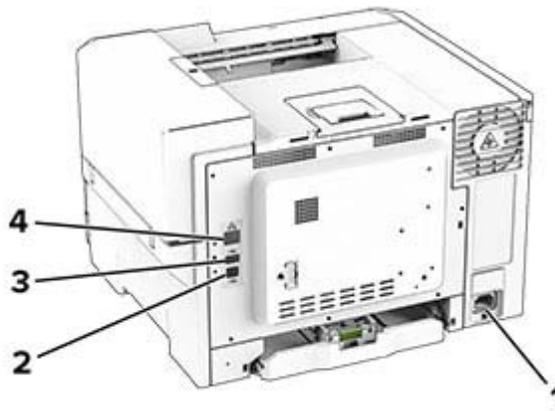


CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.



CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.

Warning—Potential Damage: To avoid loss of data or printer malfunction, do not touch the USB cable, any wireless network adapter, or the printer in the areas shown while actively printing.

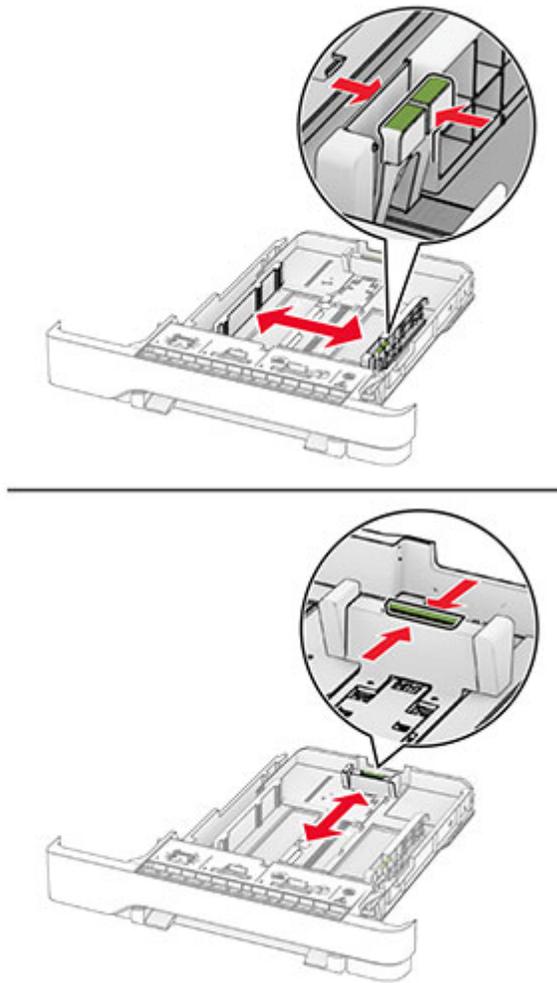


	Printer port	Function
1	Power cord socket	Connect the printer to a properly grounded electrical outlet.
2	USB printer port	Connect the printer to a computer.
3	USB port	Attach a keyboard or any compatible option.
4	Ethernet port	Connect the printer to a network.

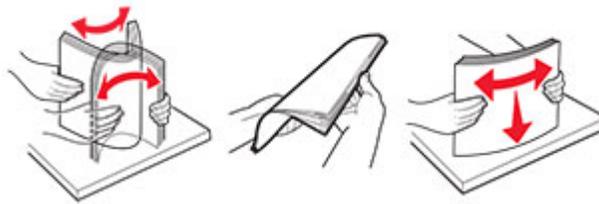
Setting up and using the home screen applications

Using the home screen

Note: Your home screen may vary depending on your home screen customization settings, administrative setup, and active embedded solutions.



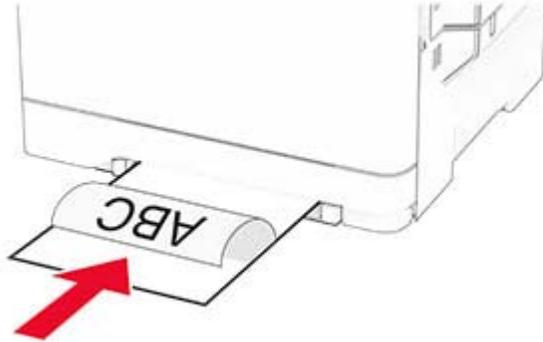
3 Flex, fan, and align the paper edges before loading.



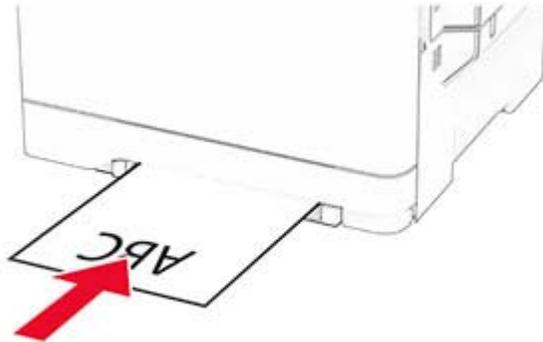
4 Load the paper stack with the printable side faceup.

- For one-sided printing, load letterhead faceup with the header toward the front of the tray.
- For two-sided printing, load letterhead facedown with the header toward the back of the tray.
- Do not slide paper into the tray.

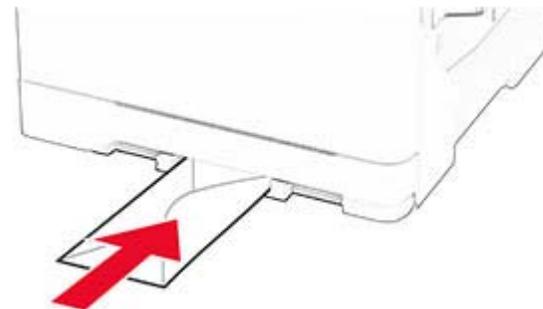
- For one-sided printing, load letterhead with the printable side facedown and the top edge entering the printer first.



- For two-sided printing, load letterhead with the printable side faceup and the top edge entering the printer last.



- Load envelope with the flap side up and against the right side of the paper guide.



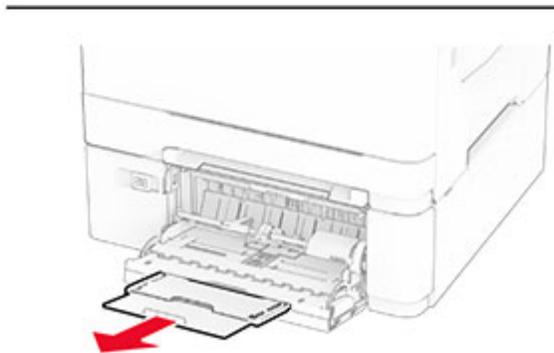
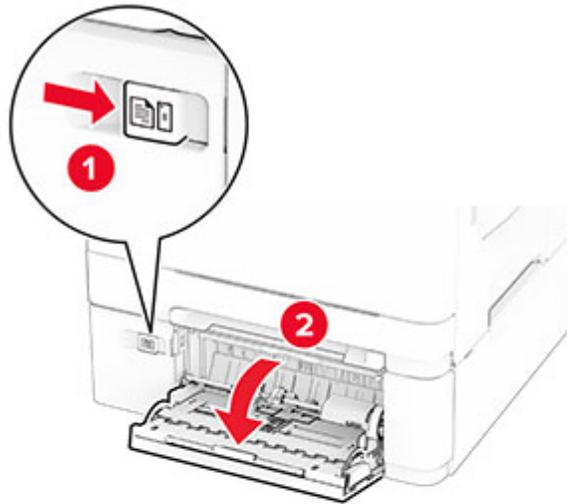
3 Feed the paper until its leading edge gets pulled in.

Warning—Potential Damage: To avoid paper jams, do not force paper into the manual feeder.

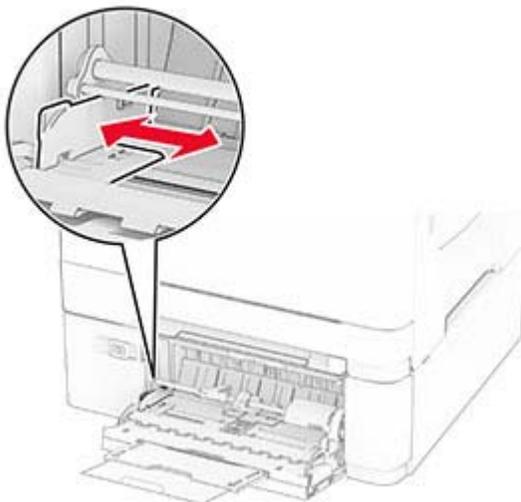
Loading the multipurpose feeder

Note: The multipurpose feeder is available only if the optional 650-sheet duo tray is installed.

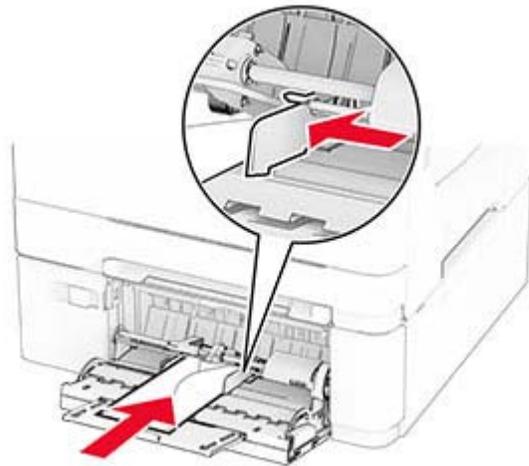
- 1 Open the multipurpose feeder.



- 2 Adjust the guide to match the size of the paper that you are loading.



- Load envelopes with the flap side up and against the right side of the paper guide.



Warning—Potential Damage: Do not use envelopes with stamps, clasps, snaps, windows, coated linings, or self-stick adhesives.

- 5 From the Paper menu in the control panel, set the paper size and type to match the paper loaded in the multipurpose feeder.

Linking trays

- 1 From the home screen, touch **Settings > Paper > Tray Configuration** > select a paper source.
- 2 Set the same paper size and paper type for the trays that you are linking.
- 3 From the home screen, touch **Settings > Device > Maintenance > Configuration Menu > Tray Configuration > Tray Linking**.
- 4 Touch **Automatic**.

To unlink trays, make sure that no trays have the same paper size and paper type settings.

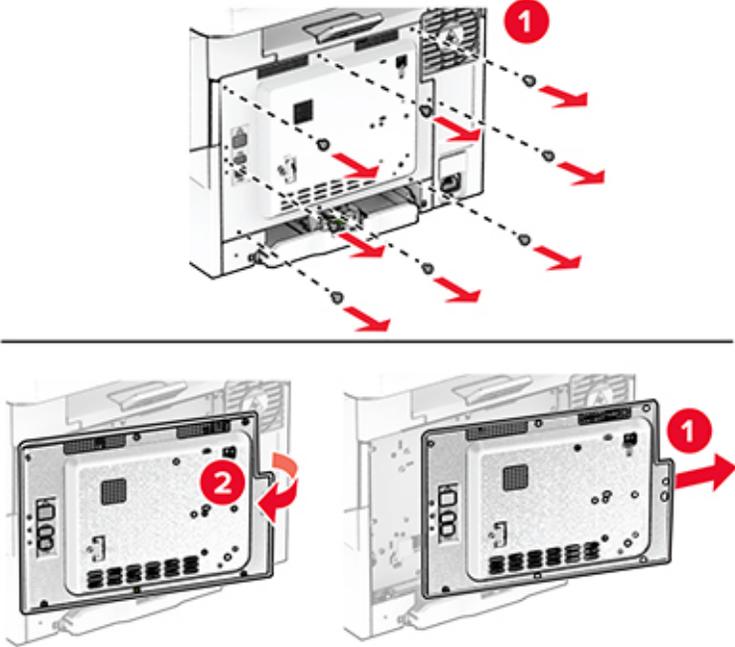
Warning—Potential Damage: The temperature of the fuser varies according to the specified paper type. To avoid printing issues, match the paper type setting in the printer with the paper loaded in the tray.

Installing and updating software, drivers, and firmware

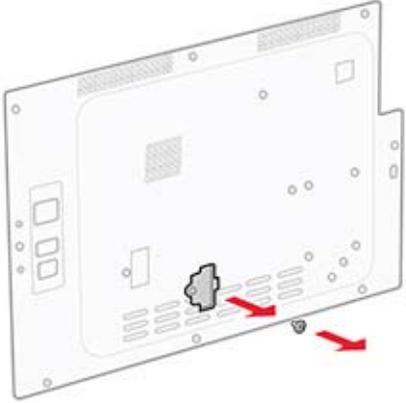
Installing the printer software

Notes:

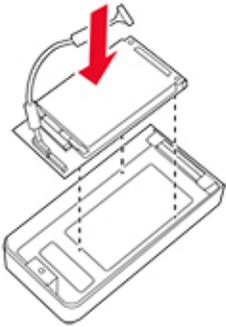
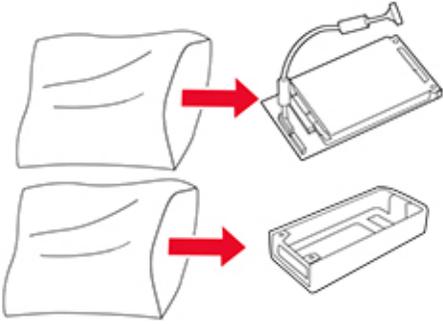
- The print driver is included in the software installer package.



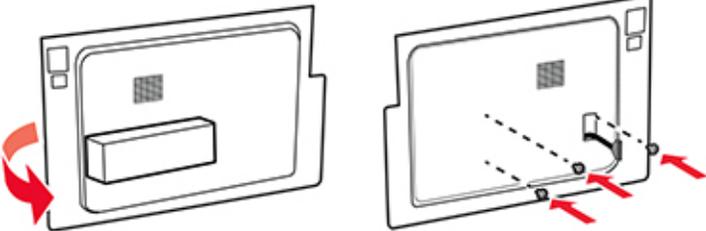
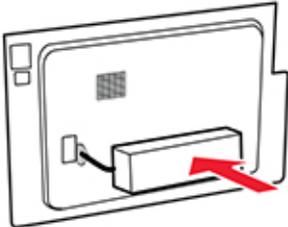
4 Remove the hard disk port cover from the controller board shield.



5 Unpack, and then assemble the hard disk.



6 Attach the hard disk to the controller board shield.



- 5** Connect your mobile device to the printer wireless network.
- 6** Return to the application, and then tap **Setup Wi-Fi Connection**
- 7** Select a Wi-Fi network, and then type the network password.
- 8** Tap **Done**.

Connecting the printer to a wireless network using Wi-Fi Protected Setup (WPS)

Before you begin, make sure that:

- The access point (wireless router) is WPS-certified or WPS-compatible. For more information, see the documentation that came with your access point.
- A wireless network adapter is installed in your printer. For more information, see the instructions that came with the adapter.
- Active Adapter is set to Auto. From the home screen, touch **Settings > Network/Ports > Network Overview > Active Adapter**.

Using the Push Button method

- 1** From the home screen, touch **Settings > Network/Ports > Wireless > Wi-Fi Protected Setup > Start Push Button Method**.
- 2** Follow the instructions on the display.

Using the personal identification number (PIN) method

- 1** From the home screen, touch **Settings > Network/Ports > Wireless > Wi-Fi Protected Setup > Start PIN Method**.
- 2** Copy the eight-digit WPS PIN.
- 3** Open a web browser, and then type the IP address of your access point in the address field.

Notes:

- To know the IP address, see the documentation that came with your access point.
 - If you are using a proxy server, then temporarily disable it to load the web page correctly.
- 4** Access the WPS settings. For more information, see the documentation that came with your access point.
 - 5** Enter the eight-digit PIN, and then save the changes.

Configuring Wi-Fi Direct

Wi-Fi Direct[®] is a Wi-Fi-based peer-to-peer technology that allows wireless devices to connect directly to a Wi-Fi Direct-enabled printer without using an access point (wireless router).

- 1** From the home screen, touch **Settings > Network/Ports > Wi-Fi Direct**.
- 2** Configure the settings.
 - **Enable Wi-Fi Direct**—Enables the printer to broadcast its own Wi-Fi Direct network.
 - **Wi-Fi Direct Name**—Assigns a name for the Wi-Fi Direct network.

Erasing printer storage drive

- 1 From the home screen, touch **Settings > Device > Maintenance > Out of Service Erase**.
- 2 Depending on the storage drive that is installed on your printer, do either of the following:
 - For hard disk, touch the **Sanitize all information on hard disk** check box, touch **ERASE**, and then select a method to erase data.

Note: The process to sanitize the hard disk can take from several minutes to more than an hour, making the printer unavailable for other tasks.
 - For intelligent storage drive (ISD), touch **Erase Intelligent Storage Drive**, and then touch **ERASE** to erase all user data.
- 3 Start the operation.

Restoring factory default settings

- 1 From the home screen, touch **Settings > Device > Restore Factory Defaults**.
- 2 In the Restore Settings menu, select the settings that you want to restore.
- 3 Touch **RESTORE**.
- 4 Follow the instructions on the display.

Statement of Volatility

Type of memory	Description
Volatile memory	The printer uses standard random access memory (RAM) to buffer temporarily user data during simple print jobs.
Nonvolatile memory	The printer may use two forms of non-volatile memory: EEPROM and NAND (flash memory). Both types store the operating system, printer settings, and network information. They also store bookmark settings and embedded solutions.
Hard disk storage drive	Some printers may have a hard disk drive installed. The printer hard disk is designed for printer-specific functionality. The hard disk lets the printer retain buffered user data from complex print jobs, form data, and font data.
Intelligent storage drive (ISD)	Some printers may have an ISD installed. ISD uses non-volatile flash memory to store user data from complex print jobs, form data, and font data.

Erase the content of any installed printer memory in the following circumstances:

- The printer is decommissioned.
- The printer hard disk or ISD is replaced.
- The printer is moved to a different department or location.
- The printer is serviced by someone from outside your organization.

Forms Merge⁴	Forms Merge
<p>¹ Available only in some printer models.</p> <p>² Appears only in the Embedded Web Server.</p> <p>³ In some printer models, this menu appears as Visible Home Screen Icons.</p> <p>⁴ Appears only when a hard disk or an intelligent storage drive is installed.</p>	

Device

Preferences

Menu item	Description
Display Language [List of languages]	Set the language of the text that appears on the display.
Country/Region [List of countries or regions]	Identify the country or region where the printer is configured to operate.
Run initial setup Off* On	Run the setup wizard.
Keyboard Keyboard Type [List of languages]	Select a language as a keyboard type. Note: All the Keyboard Type values may not appear or may require special hardware to appear.
Displayed information Display Text 1 (IP Address*) Display Text 2 (Date/Time*) Custom Text 1 Custom Text 2	Specify the information to appear on the home screen.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Remote Operator Panel

Menu item	Description
External VNC Connection Don't Allow* Allow	Connect an external Virtual Network Computing (VNC) client to the remote control panel.
Authentication Type None* Standard Authentication	Set the authentication type when accessing the VNC client server.
VNC Password	Specify the password to connect to the VNC client server. Note: This menu item appears only if Authentication Type is set to Standard Authentication.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Notifications

Menu item	Description
Supplies Show Supply Estimates Show estimates* Do not show estimates	Show the estimated status of the supplies.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
E-mail Alerts Setup E-mail Setup Primary SMTP Gateway Primary SMTP Gateway Port (25*) Secondary SMTP Gateway Secondary SMTP Gateway Port (25*) SMTP Timeout (30 seconds*) Reply Address Always use SMTP default Reply Address (Off*) Use SSL/TLS (Disabled)* Require Trusted Certificate (On*) SMTP Server Authentication (No authentication required*) Device-Initiated E-mail (None*) User-Initiated E-mail (None*) Use Active Directory Device Credentials (Off*) Device Userid Device Password Kerberos 5 REALM NTLM Domain Disable "SMTP server not set up" error(Off*)	Configure the e-mail settings of the printer.
Error Prevention Jam Assist Off On*	Set the printer to check for jammed paper automatically.
Error Prevention Auto Continue Off On* (5 seconds)	Let the printer continue processing or printing a job automatically after clearing certain attendance conditions.
Error Prevention Auto Reboot Auto Reboot (Reboot always*)	Set the printer to restart when an error occurs.
Error Prevention Auto Reboot Max Auto Reboots (20*)	Set the number of automatic reboots that the printer can perform.
Error Prevention Auto Reboot Auto Reboot Window (720*)	Set the number of seconds before the printer performs an automatic reboot.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Error Prevention Auto Reboot Auto Reboot Counter	Show a read-only information of the reboot counter.
Error Prevention Auto Reboot Reset Auto Reboot Counter	Reset the counter for auto reboot.
Error Prevention Display Short Paper Error On Auto-clear*	Set the printer to show a message when a short paper error occurs. Note: Short paper refers to the size of the paper loaded.
Error Prevention Page Protect Off* On	Set the printer to process the entire page into the memory before printing it.
Jam Content Recovery Jam Recovery Off On Auto*	Set the printer to reprint jammed pages.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Power Management

Menu item	Description
Sleep Mode Profile Print from Sleep Mode Stay awake after printing Enter Sleep Mode after printing*	Set the printer to stay awake or enter Sleep mode after printing.
Sleep Mode Profile Touch to Wake from Deep Sleep Off On*	Wake the printer from Deep Sleep mode by touching the printer display.
Timeouts Sleep Mode 1–114 minutes (15*)	Set the idle time before the printer begins operating in Sleep mode.
Note: An asterisk (*) next to a value indicates the factory default setting.	

About this Printer

Menu item	Description
Asset Tag	Specify the identity of the printer. The maximum length is 32 characters.
Printer's Location	Specify the printer location. The maximum length is 63 characters.
Contact	Specify the contact information for the printer. The maximum length is 63 characters.
Firmware Version	Show the firmware version installed on the printer.
Engine	Show the engine number of the printer.
Serial Number	Show the serial number of the printer.
Export Configuration File to USB	Export the configuration file to a flash drive.
Export Compressed Logs to USB	Export the compressed log files to a flash drive.
Send Logs	Send printer log information to Lexmark.

Print

Layout

Menu item	Description
Sides 1-Sided* 2-Sided	Specify whether to print on one side or both sides of the paper.
Flip Style Long Edge* Short Edge	Determine which side of the paper is bound when performing two-sided printing.
Blank Pages Print Do Not Print*	Print blank pages that are included in a print job.
Collate Off (1,1,1,2,2,2) On (1,2,1,2,1,2)*	Keep the pages of a print job stacked in sequence, particularly when printing multiple copies of the job.
Separator Sheets None* Between Copies Between Jobs Between Pages	Insert blank separator sheets when printing.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Menu item	Description
Tray Renumber Restore Defaults	Restore the tray renumber values to their factory defaults.
Print Timeout Off On* (90 seconds)	Set the printer to end a print job after it has been idle for the specified amount of time.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Image

Menu item	Description
Auto Fit On Off*	Select the best available paper size and orientation setting for an image. Note: When set to On, this menu item overrides the scaling and orientation settings for the image.
Invert Off* On	Invert bitonal monochrome images. Note: This menu item does not apply to GIF or JPEG image formats.
Scaling Anchor Top Left Best Fit* Anchor Center Fit Height/Width Fit Height Fit Width	Adjust the image to fit the printable area. Note: When Auto Fit is set to On, Scaling is automatically set to Best Fit.
Orientation Portrait* Landscape Reverse Portrait Reverse Landscape	Specify the orientation of text and graphics on the page.
Note: An asterisk (*) next to a value indicates the factory default setting.	

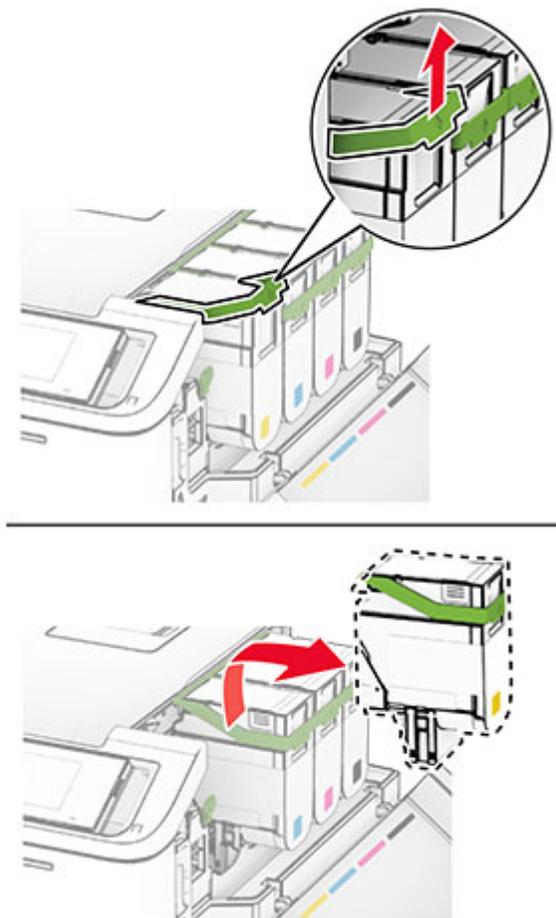
Menu item	Description
Blank Pages Do Not Print* Print	Print blank pages in a print job.
Note: An asterisk (*) next to a value indicates the factory default setting.	

Network/Ports

Network Overview

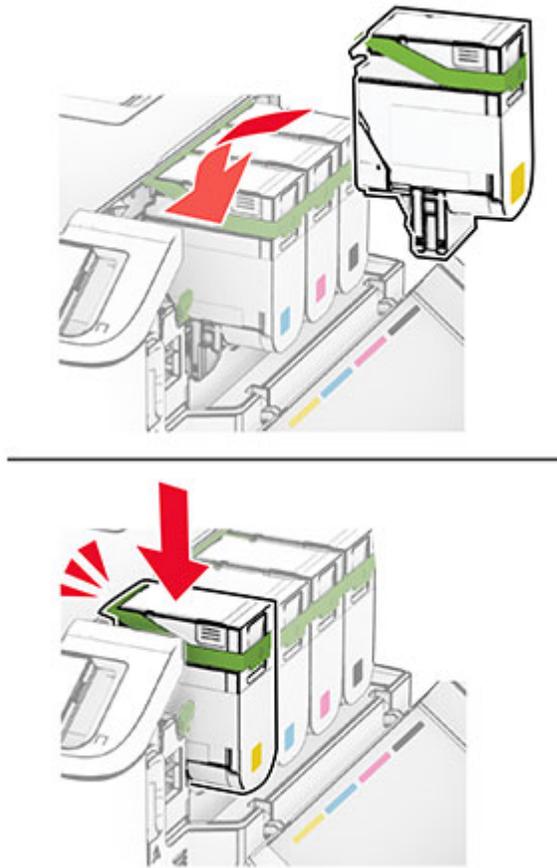
Menu item	Description
Active Adapter Auto* Standard Network Wireless	Specify the type of the network connection. Note: Wireless is available only in printers connected to a wireless network.
Network Status	Show the connectivity status of the printer network.
Display Network Status on Printer Off On*	Show the network status on the display.
Speed, Duplex	Show the speed of the currently active network card.
IPv4	Show the IPv4 address.
All IPv6 Addresses	Show all IPv6 addresses.
Reset Print Server	Reset all active network connections to the printer. Note: This setting removes all network configuration settings.
Network Job Timeout Off On* (90 seconds)	Set the time before the printer cancels a network print job.
Banner Page Off* On	Print a banner page.
Enable Network Connections Off On*	Enable the printer to connect to a network.
Enable LLDP Off* On	Enable Link Layer Discovery Protocol (LLDP) in the printer.
Note: An asterisk (*) next to a value indicates the factory default setting.	

2 Remove the used toner cartridge.



3 Unpack the new toner cartridge.

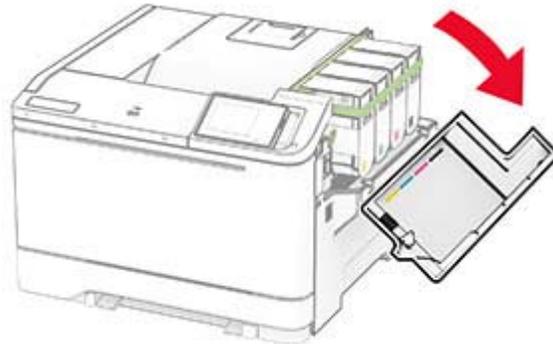
- 4 Insert the new toner cartridge until it *clicks* into place.



- 5 Close the door.

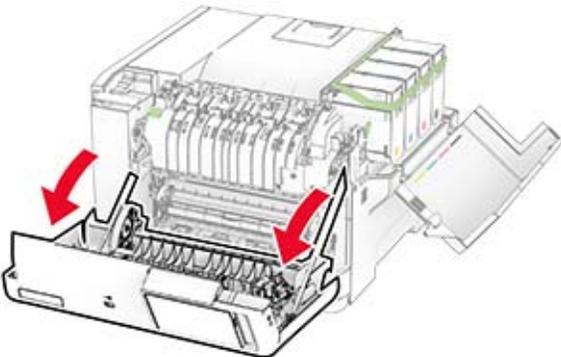
Replacing an imaging kit

- 1 Open door B.

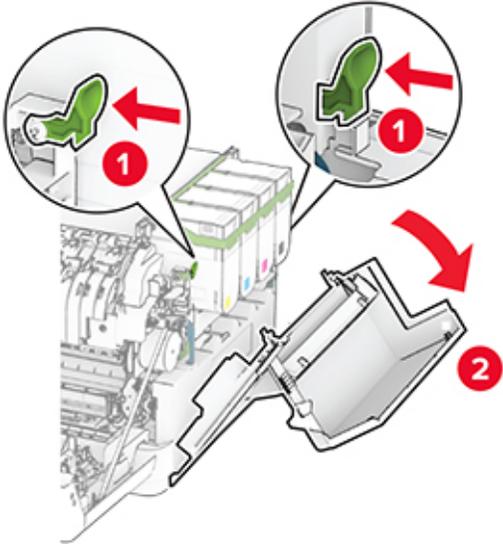


- 2 Open door A.

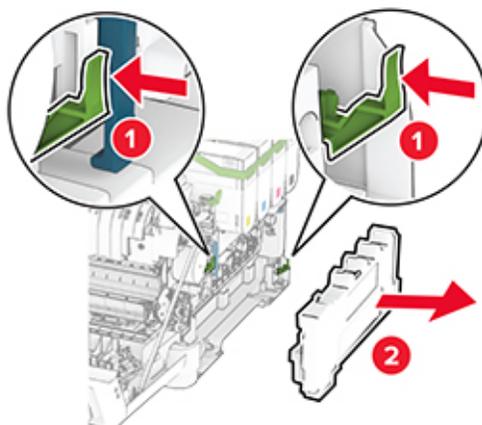
 **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



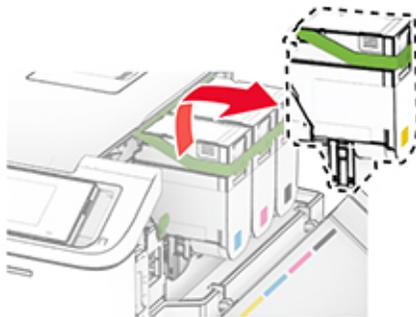
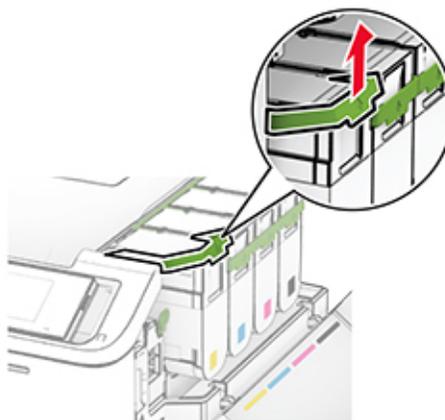
3 Remove the right cover.



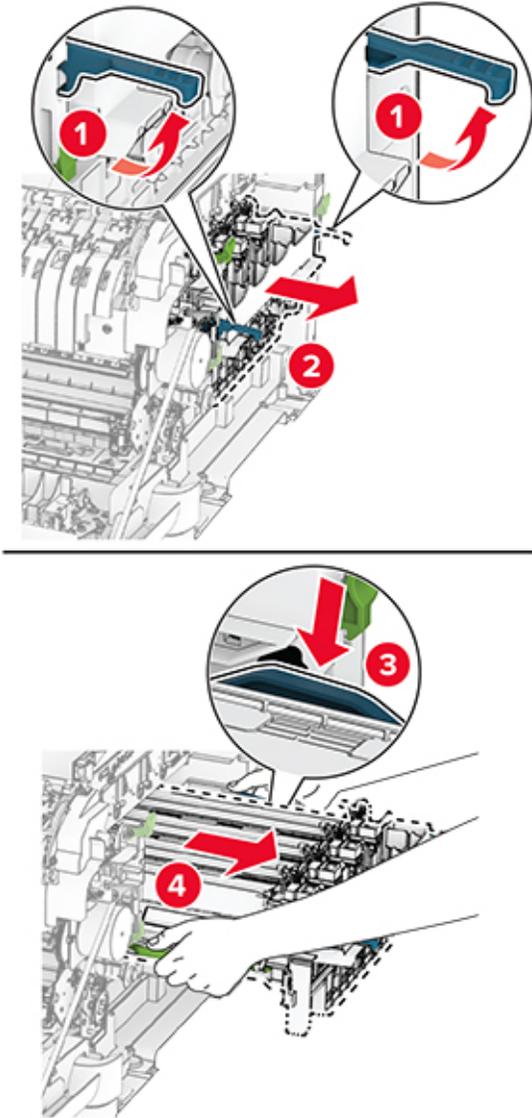
- 4** Remove the waste toner bottle.



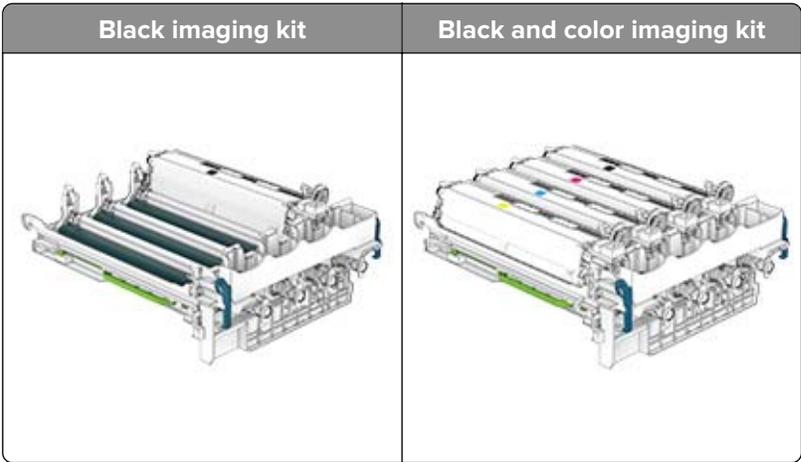
- 5** Remove the toner cartridges.



6 Remove the used imaging kit.

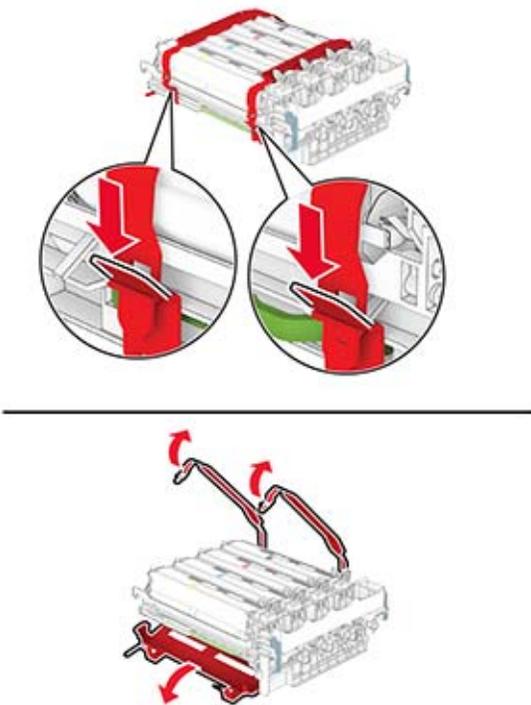


7 Unpack the new imaging kit.



Notes:

- The black imaging kit includes the imaging kit and the black developer unit.
- The black and color imaging kit includes the imaging kit and the black, cyan, magenta, and yellow developer units.
- When replacing the black imaging kit, save the cyan, magenta, and yellow developer units from the used imaging kit.

8 Remove the packing material.

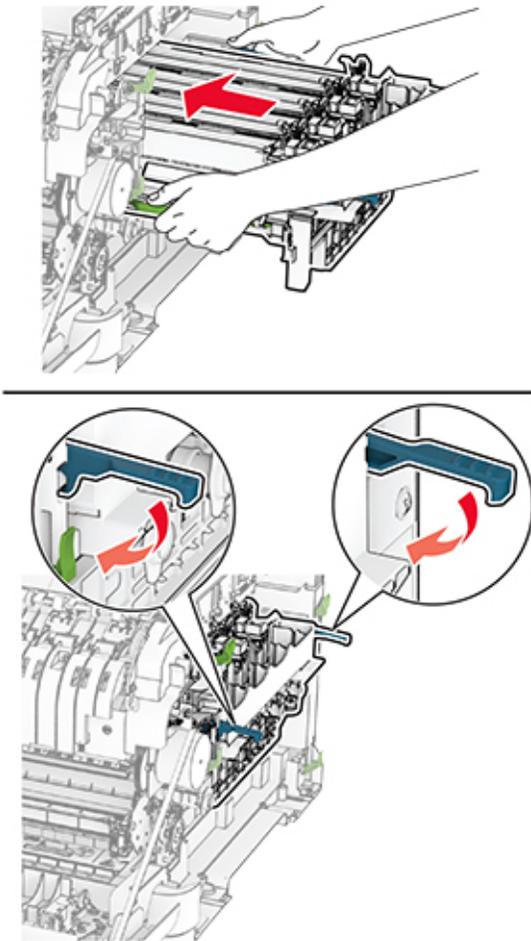
Note: If you are replacing the black imaging kit, then insert the magenta, cyan, and yellow developer units into the new imaging kit.

Warning—Potential Damage: Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems.

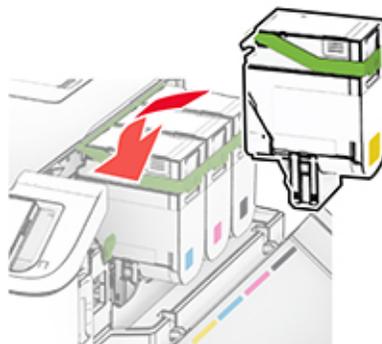
Warning—Potential Damage: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.



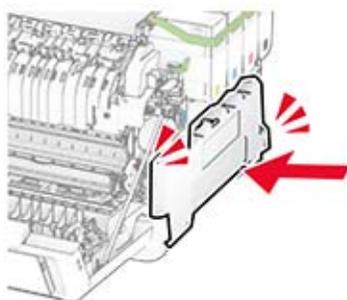
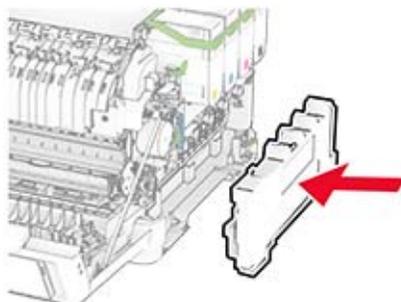
9 Insert the new imaging kit until it is fully seated.



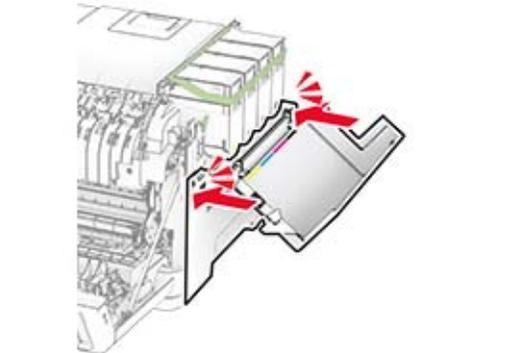
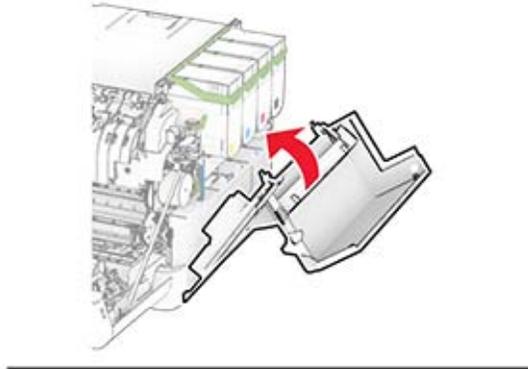
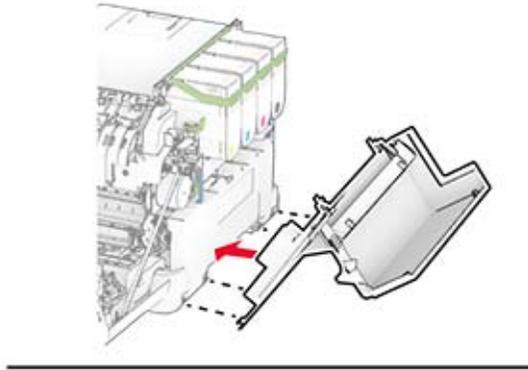
10 Insert the toner cartridges until they *click* into place.



11 Insert the waste toner bottle until it *clicks* into place.



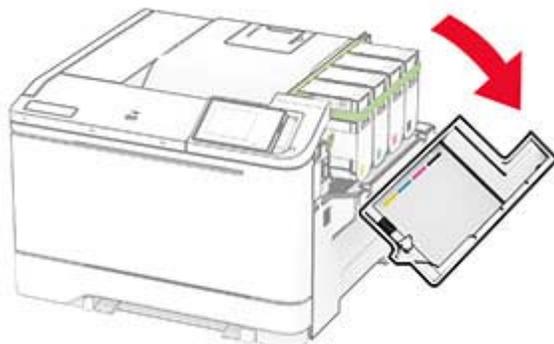
12 Attach the right cover until it *clicks* into place.



13 Close door A, and then close door B.

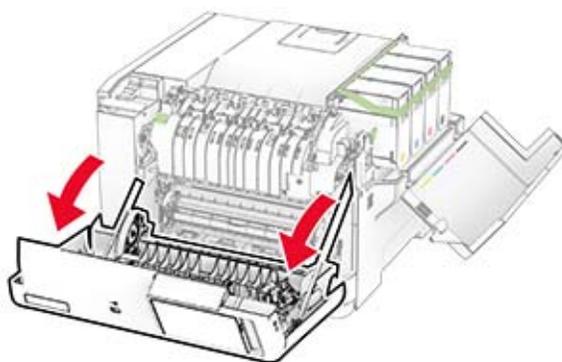
Replacing the waste toner bottle

- 1 Open door B.

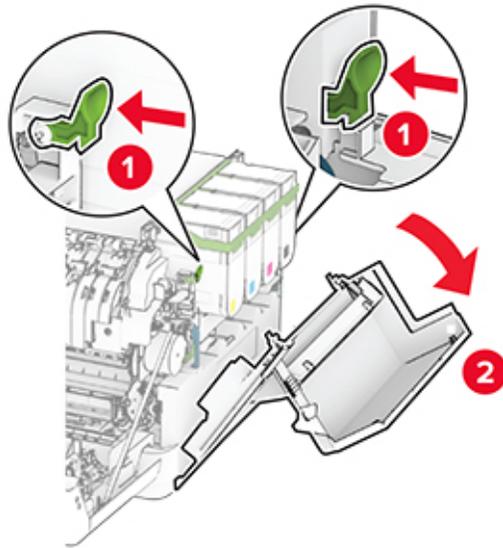


- 2 Open door A.

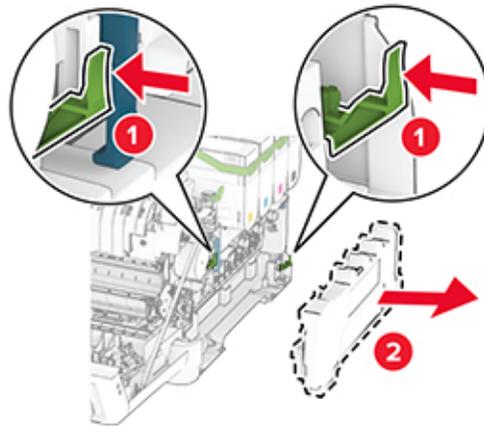
 **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



3 Remove the right cover.



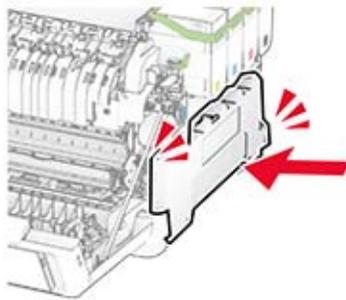
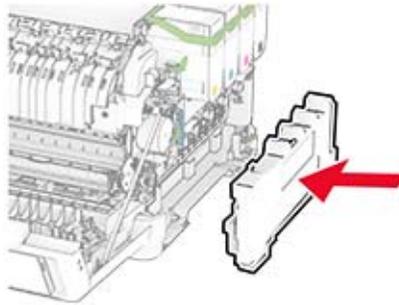
4 Remove the used waste toner bottle.



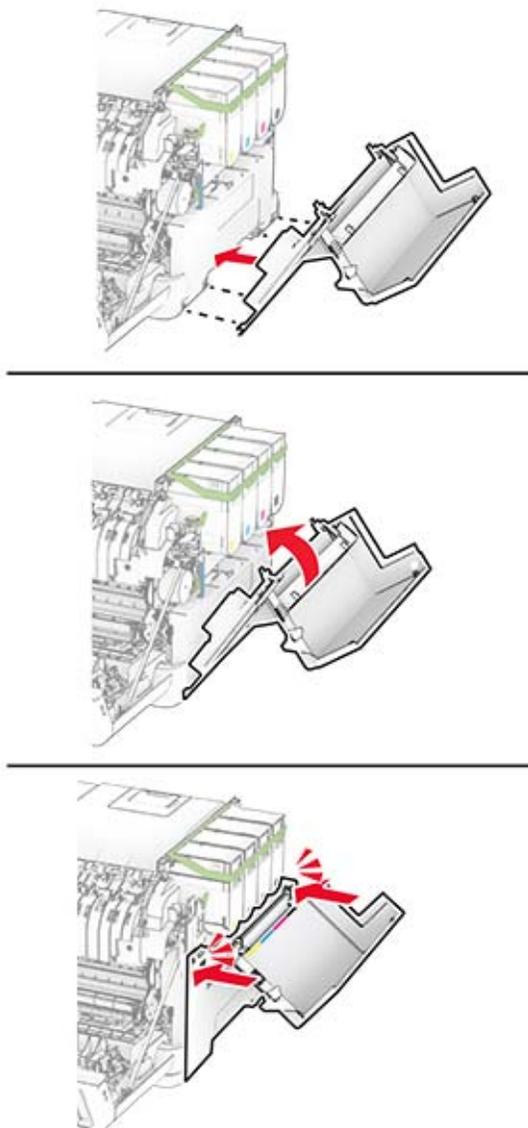
Note: To avoid spilling the toner, place the bottle in an upright position.

5 Unpack the new waste toner bottle.

6 Insert the new waste toner bottle until it *clicks* into place.



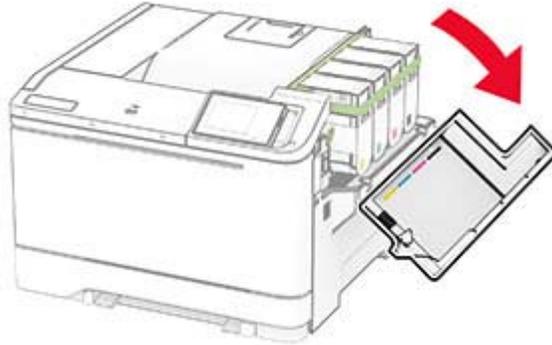
7 Attach the right cover until it *clicks* into place.



8 Close door A, and then close door B.

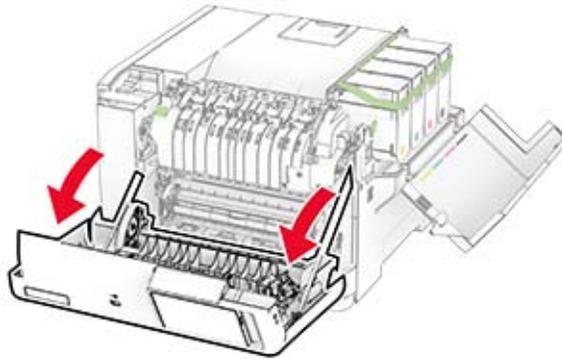
Replacing a developer unit

- 1 Open door B.

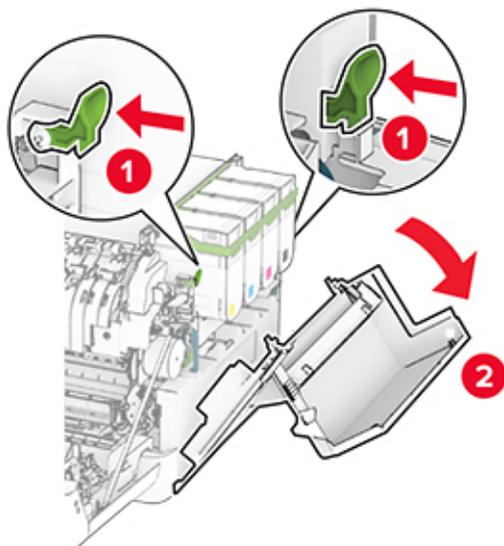


- 2 Open door A.

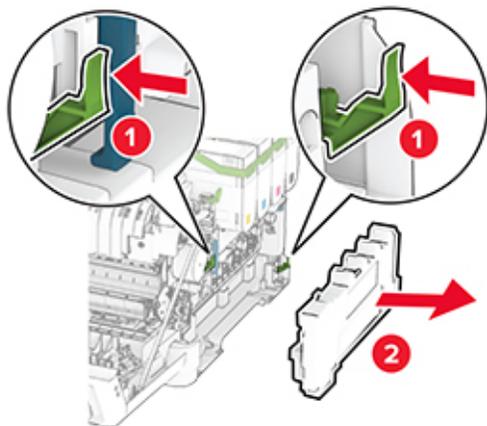
 **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

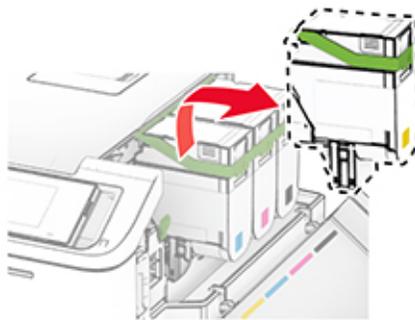
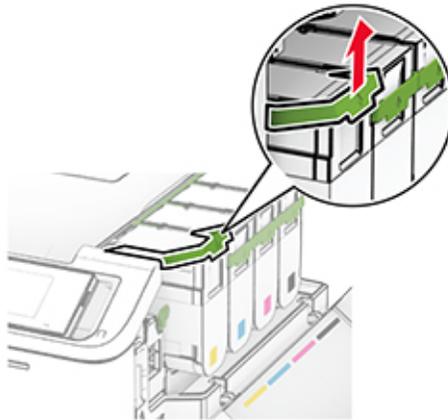


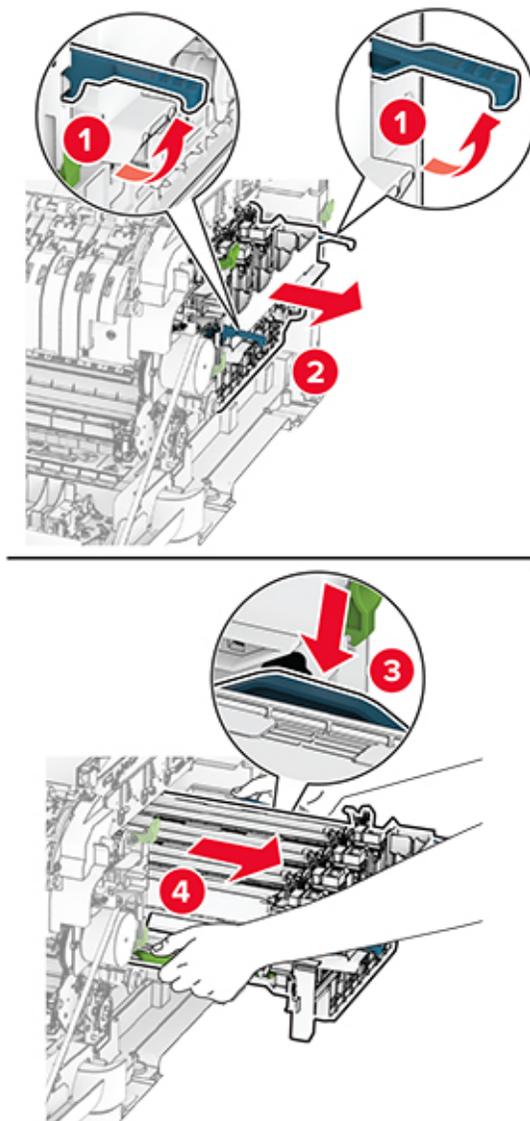
3 Remove the right cover.



4 Remove the waste toner bottle.

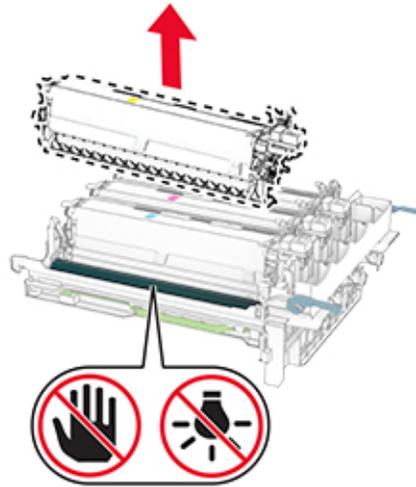


5 Remove the toner cartridges.

6 Remove the imaging kit.**7** Remove the used developer unit.

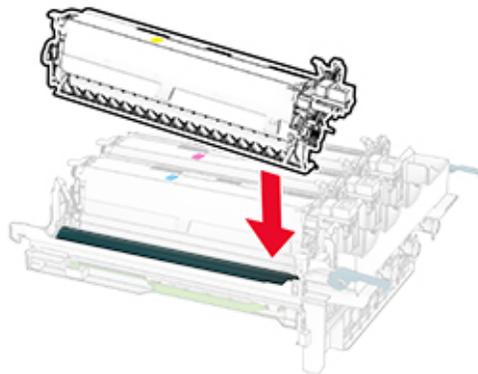
Warning—Potential Damage: Do not expose the imaging kit to direct light. Extended exposure to light may cause print quality problems.

Warning—Potential Damage: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.

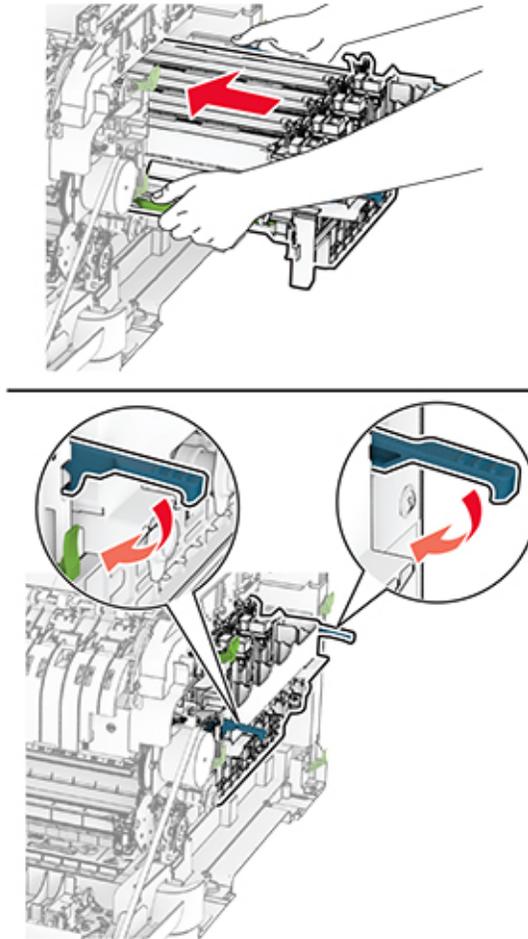


8 Remove the packing material.

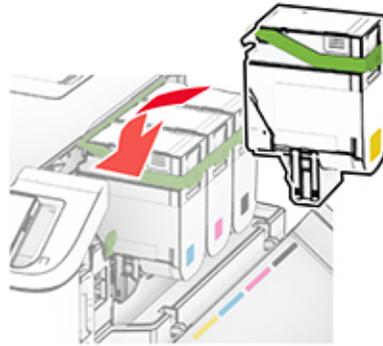
9 Insert the new developer unit.



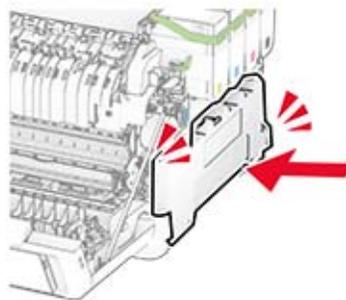
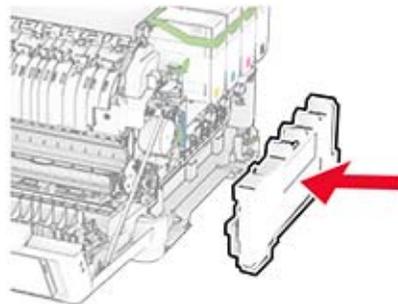
10 Insert the imaging kit until it is fully seated.



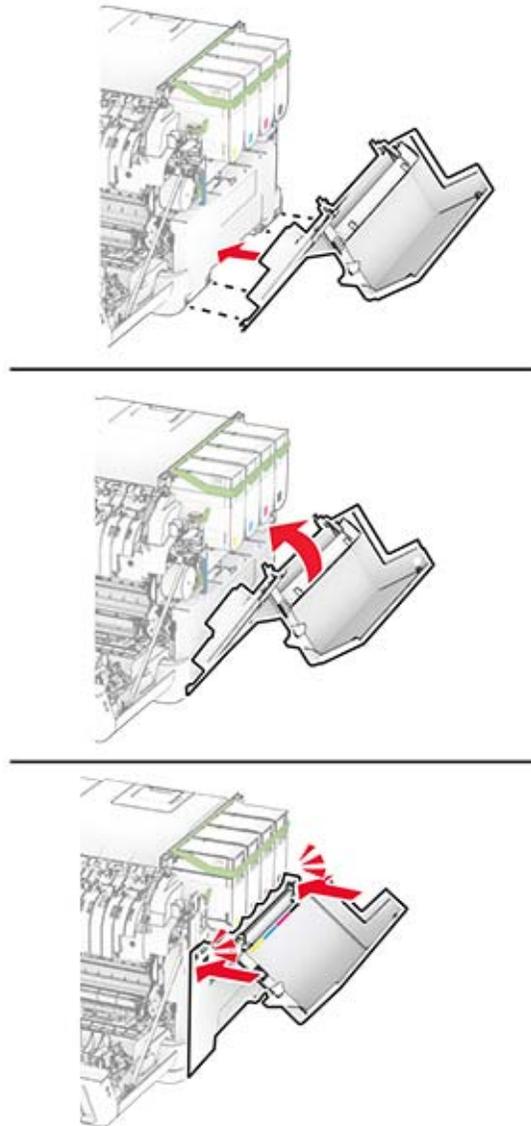
11 Insert the toner cartridges until they *click* into place.



12 Insert the waste toner bottle until it *clicks* into place.



13 Attach the right cover until it *clicks* into place.

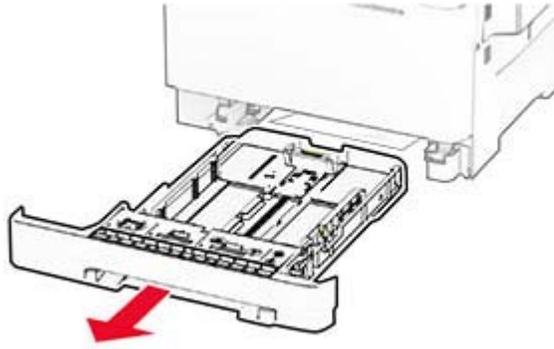


14 Close door A, and then close door B.

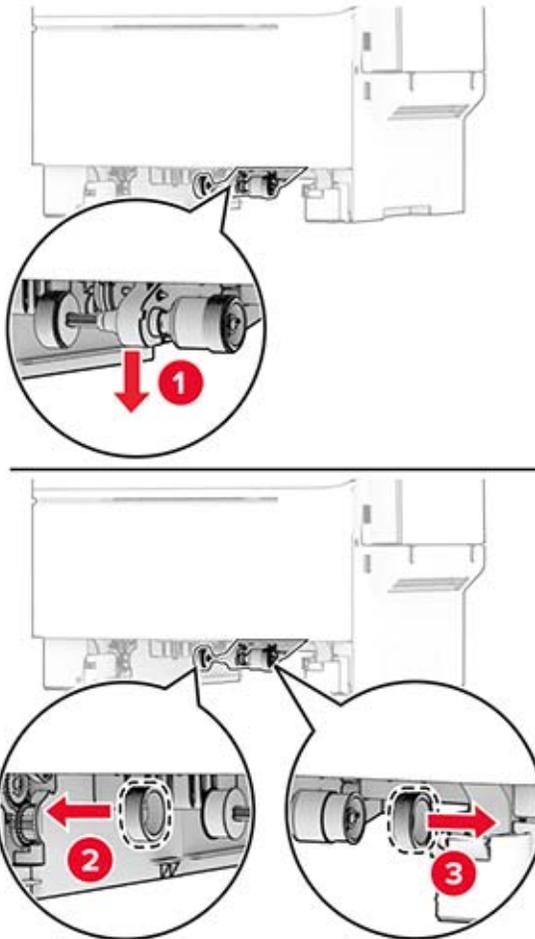
Replacing the pick tires

- 1** Turn off the printer.
- 2** Unplug the power cord from the electrical outlet, and then from the printer.

3 Remove the tray.

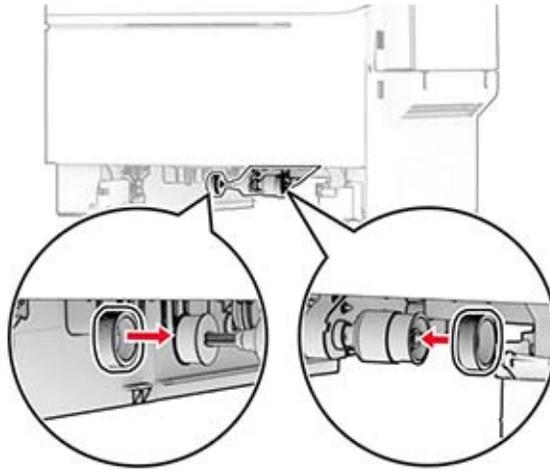


4 Remove the used pick tires.

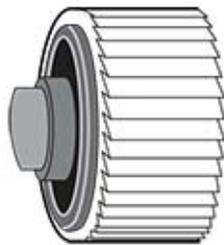


5 Unpack the new pick tires.

- 6 Insert the new pick tires.



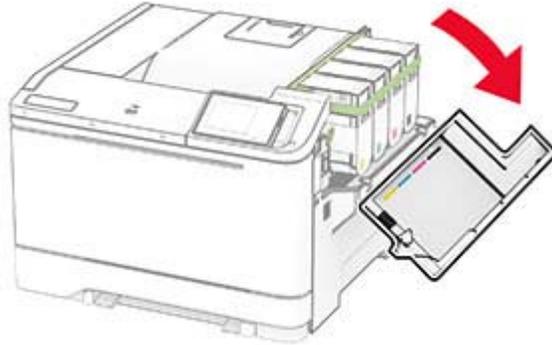
Note: Make sure that the edges of the pick tire treads are facing downward.



- 7 Insert the tray.
- 8 Connect the power cord to the printer, and then to the electrical outlet.
-  **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.
- 9 Turn on the printer.

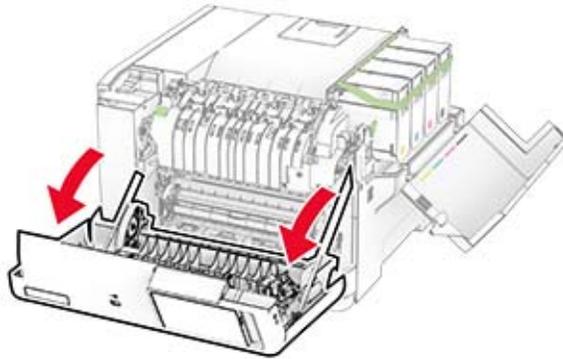
Replacing the right cover

- 1 Open door B.

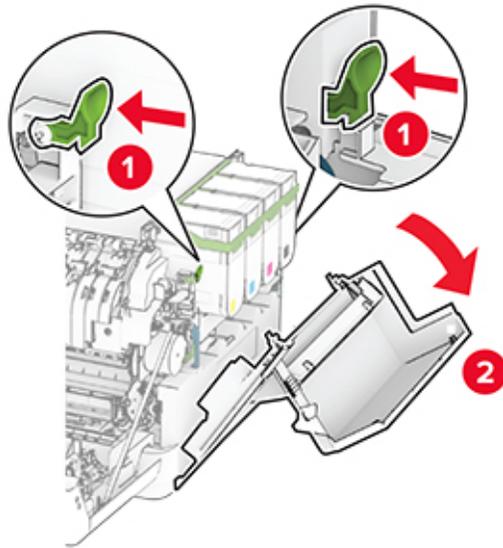


- 2 Open door A.

 **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



3 Remove the used right cover.

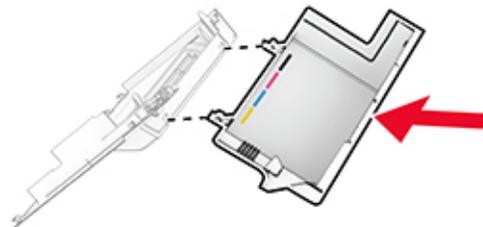


4 Remove door B from the used right cover.

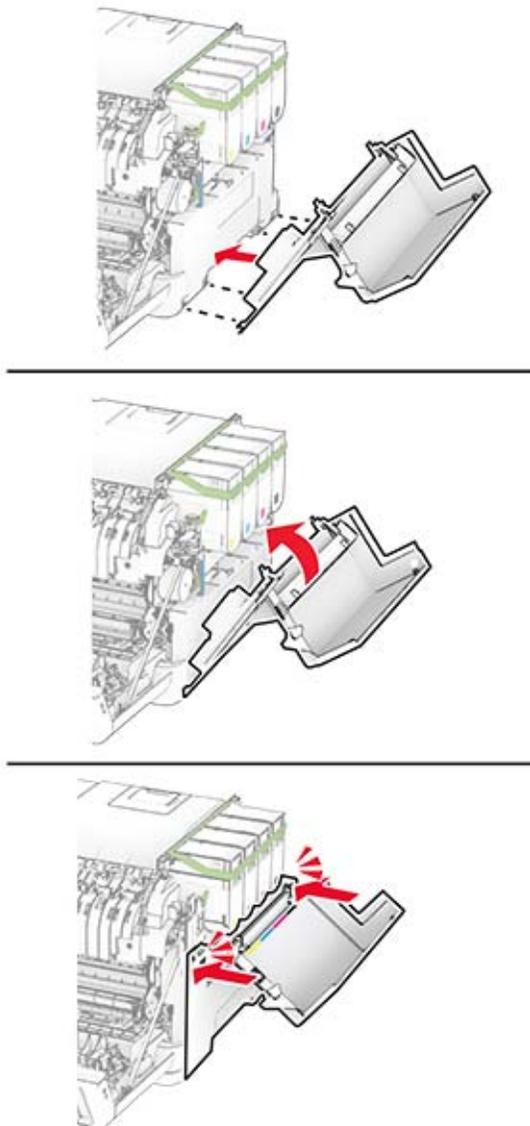


5 Unpack the new right cover.

6 Attach door B to the new right cover.



7 Attach the new right cover until it *clicks* into place.



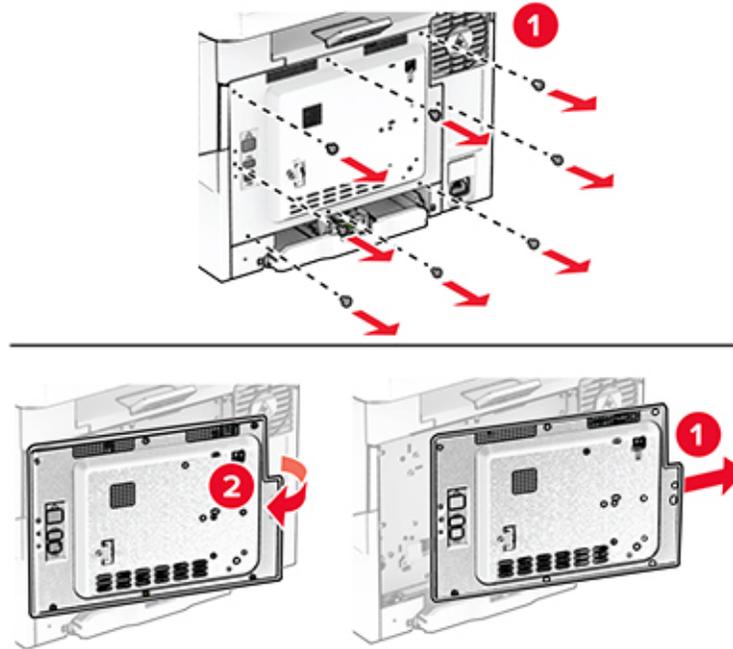
8 Close door A, and then close door B.

Replacing MarkNet N8450 Wireless Print Server

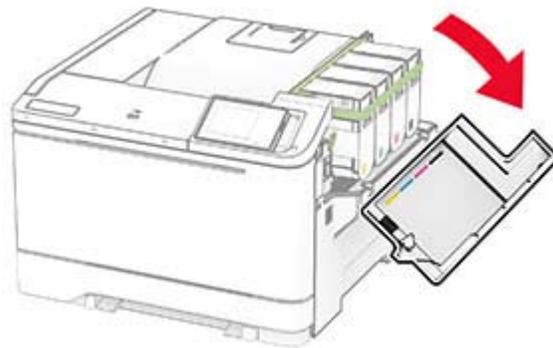
⚠ CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

- 1** Turn off the printer.
- 2** Unplug the power cord from the electrical outlet, and then from the printer.
- 3** Using a flat-head screwdriver, remove the controller board shield.

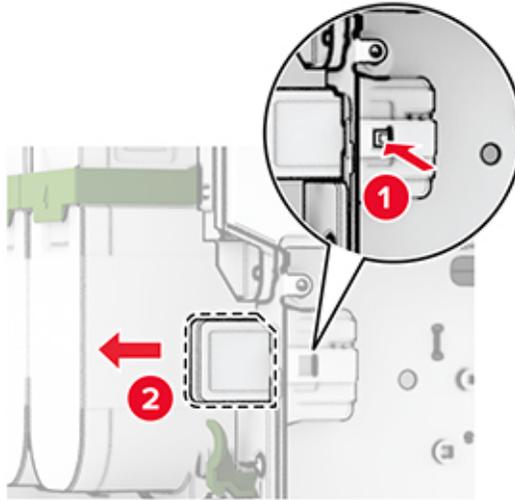
Warning—Potential Damage: Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any controller board components or connectors.



4 Open door B.

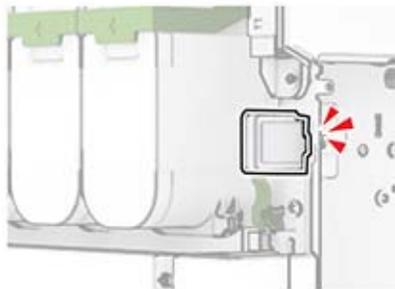
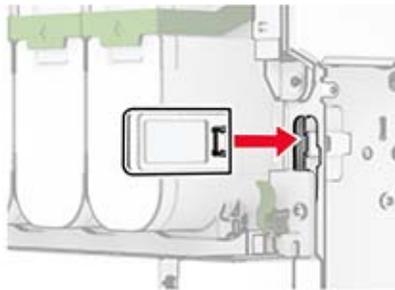


5 Remove the used wireless print server.



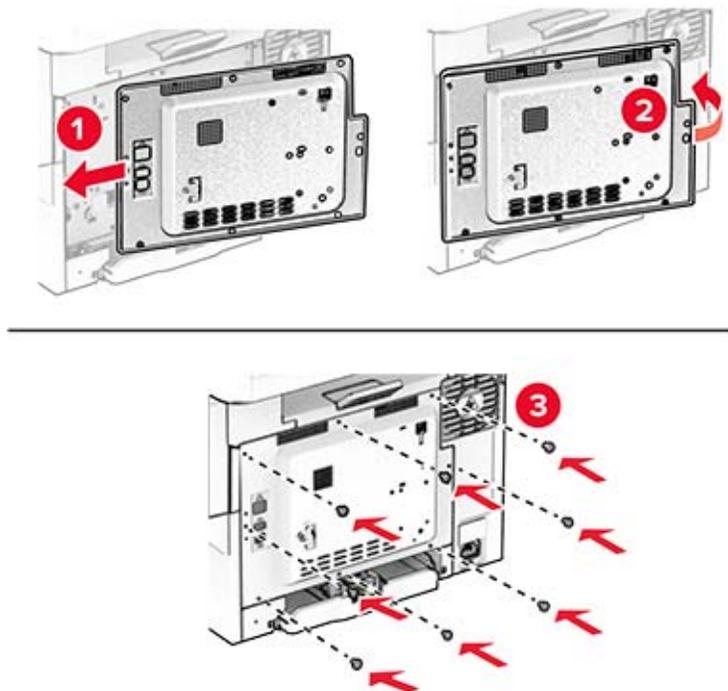
6 Unpack the new wireless print server.

7 Insert the new wireless print server until it *clicks* into place.



8 Close door B.

- 9 Attach the controller board shield, and then install the screws.



- 10 Connect the power cord to the printer, and then to the electrical outlet.

CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

- 11 Turn on the printer.

Resetting the supply usage counters

- 1 From the home screen, touch **Settings** > **Device** > **Maintenance** > **Configuration Menu** > **Supply Usage And Counters**.
- 2 Select the counter that you want to reset.

Warning—Potential Damage: Supplies and parts without Return Program agreement terms may be reset and remanufactured. However, the manufacturer's warranty does not cover any damage caused by non-genuine supplies or parts. Resetting counters on the supply or part without proper remanufacturing can cause damage to your printer. After resetting the supply or part counter, your printer may display an error indicating the presence of the reset item.

Cleaning printer parts

Cleaning the printer

 **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

Notes:

- Perform this task after every few months.
- Damage to the printer caused by improper handling is not covered by the printer warranty.

- 1** Turn off the printer, and then unplug the power cord from the electrical outlet.
- 2** Remove paper from the standard bin and multipurpose feeder.
- 3** Remove any dust, lint, and pieces of paper around the printer using a soft brush or vacuum.
- 4** Wipe the outside of the printer with a damp, soft, lint-free cloth.

Notes:

- Do not use household cleaners or detergents, as they may damage the finish of the printer.
- Make sure that all areas of the printer are dry after cleaning.

- 5** Connect the power cord to the electrical outlet, and then turn on the printer.

 **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

Cleaning the touch screen

 **CAUTION—SHOCK HAZARD:** To avoid the risk of electric shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

- 1** Turn off the printer, and then unplug the power cord from the electrical outlet.
- 2** Using a damp, soft, lint-free cloth, wipe the touch screen.

Notes:

- Do not use household cleaners or detergents, as they may damage the touch screen.
- Make sure that the touch screen is dry after cleaning.

- 3** Connect the power cord to the electrical outlet, and then turn on the printer.

 **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

Saving energy and paper

Configuring the power save mode settings

Sleep mode

- 1 From the home screen, touch **Settings > Device > Power Management > Timeouts > Sleep Mode**.
- 2 Specify the amount of time that the printer stays idle before it enters Sleep Mode.

Hibernate mode

- 1 From the home screen, touch **Settings > Device > Power Management > Timeouts > Hibernate Timeout**.
- 2 Select the amount of time that the printer stays idle before it enters Hibernate mode.

Notes:

- For Hibernate Timeout to work, set Hibernate Timeout on Connection to Hibernate.
- The Embedded Web Server is disabled when the printer is in Hibernate mode.

Adjusting the brightness of the display

- 1 From the home screen, touch **Settings > Device > Preferences**.
- 2 In the Screen Brightness menu, adjust the setting.

Conserving supplies

- Print on both sides of the paper.
Note: Two-sided printing is the default setting in the print driver.
- Print multiple pages on a single sheet of paper.
- Use the preview feature to see how the document looks like before printing it.
- Print one copy of the document to check its content and format for accuracy.

Moving the printer to another location

 **CAUTION—POTENTIAL INJURY:** If the printer weight is greater than 20 kg (44 lb), then it may require two or more people to lift it safely.

 **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.

 **CAUTION—POTENTIAL INJURY:** When moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Make sure that all doors and trays are closed.
- Turn off the printer, and then unplug the power cord from the electrical outlet.
- Disconnect all cords and cables from the printer.

- If the printer has separate floor-standing optional trays or output options attached to it, then disconnect them before moving the printer.
- If the printer has a caster base, then carefully roll it to the new location. Use caution when passing over thresholds and breaks in flooring.
- If the printer does not have a caster base but is configured with optional trays or output options, then remove the output options and lift the printer off the trays. Do not try to lift the printer and any options at the same time.
- Always use the handholds on the printer to lift it.
- Any cart used to move the printer must have a surface able to support the full footprint of the printer.
- Any cart used to move the hardware options must have a surface able to support the dimensions of the options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.
- Make sure that your fingers are not under the printer when you set it down.
- Make sure that there is adequate clearance around the printer.

Note: Damage to the printer caused by improper moving is not covered by the printer warranty.

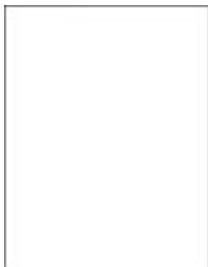
Shipping the printer

For shipping instructions, go to <https://support.lexmark.com> or contact customer support.

Troubleshoot a problem

Print quality problems

Find the image that resembles the print quality problem you are having, and then click the link below it to read problem-solving steps.



[“Blank or white pages” on page 153](#)



[“Dark print” on page 154](#)



[“Ghost images” on page 155](#)



[“Gray or colored background” on page 156](#)



[“Incorrect margins” on page 157](#)



[“Light print” on page 158](#)



[“Missing colors” on page 160](#)



[“Mottled print and dots” on page 161](#)



[“Paper curl” on page 162](#)



[“Print crooked or skewed” on page 163](#)



[“Solid color or black images” on page 164](#)



[“Text or images cut off” on page 165](#)



[“Toner easily rubs off” on page 166](#)



[“Uneven print density” on page 167](#)



[“Horizontal dark lines” on page 168](#)



[“Vertical dark lines” on page 169](#)



[“Horizontal white lines” on page 170](#)



[“Vertical white lines” on page 171](#)



[“Repeating defects” on page 173](#)

Printer error codes

Error codes	Error message	Solution
8.01	Close all doors.	Keep all doors closed unless performing maintenance.
9.00	Printer had to restart. Last job may be incomplete.	Touch Continue to clear the message and continue printing.
11.11, 11.21, 11.31, 11.41	Load <source/> with <type/> <size/>.	Open the indicated tray, and then load paper. For more information, see “Loading trays” on page 27.
11.12, 11.22, 11.32, 11.42	Load <source/> with <type/> <size/> <orientation/>.	
11.81	Load <source/> with <type/> <size/>.	Adjust the paper guides, and then load paper. For more information, see “Loading the manual feeder” on page 29.
11.82	Load <source/> with <type/> <size/> <orientation/>.	
11.91	Load multipurpose feeder with <type/> <size/>.	Open the multipurpose feeder, and then load paper. For more information, see “Loading the multipurpose feeder” on page 31.
11.92	Load multipurpose feeder with <type/> <size/> <orientation/>.	
12.11	Change <source/> to <type/> <size/>.	Open the indicated tray, remove paper, and then load the correct paper type and size. For more information, see “Loading trays” on page 27.
12.12	Change <source/> to <type/> <size/> <orientation/>.	
12.91	Change multipurpose feeder to <type/> <size/>.	Remove paper, and then load the correct paper type and size. For more information, see “Loading the multipurpose feeder” on page 31.
12.92	Change multipurpose feeder to <type/> <size/> <orientation/>.	

Error codes	Error message	Solution
29.08	Remove packing material.	<ol style="list-style-type: none"> 1 Open door A. 2 Remove the red packing material behind the front door. 3 Open door B. 4 Remove the packing material near the toner cartridges. 5 Close door B, and then close door A.
31.35z	Reinstall missing or unresponsive waste toner bottle.	<ol style="list-style-type: none"> 1 Open door A. Warning—Potential Damage: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it. 2 Open door B. 3 Remove the right cover. 4 Remove the waste toner bottle. 5 Align, and then insert the waste toner bottle. 6 Align, and then attach the right cover. 7 Close door B, and then close door A.
31.40z, 31.41z, 31.42z, 31.43z	Reinstall missing or unresponsive [color] cartridge.	<ol style="list-style-type: none"> 1 Open door B. 2 Remove the cartridge. 3 Insert the cartridge. 4 Close door B.

Error codes	Error message	Solution
31.60z	Reinstall missing or unresponsive black imaging kit.	<ol style="list-style-type: none"> 1 Open door A.
31.65z	Reinstall missing, unplugged, or unresponsive black and color imaging kit.	<p>Warning—Potential Damage: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.</p> <ol style="list-style-type: none"> 2 Open door B. 3 Remove all toner cartridges. 4 Remove the right cover. 5 Remove the waste toner bottle. 6 Pull out the imaging kit. 7 Insert the imaging kit until it is fully seated. 8 Align, and then insert the waste toner bottle. 9 Align, and then attach the right cover. 10 Insert the toner cartridges. 11 Close door B, and then close door A.
32.40z, 32.41z, 32.42z, 32.43z	Replace unsupported [color] cartridge.	For more information, see “Replacing a toner cartridge” on page 110.
32.65z	Replace unsupported black and color imaging kit.	For more information, see “Replacing an imaging kit” on page 112.
33.40, 33.41, 33.42, 33.43	Non-Lexmark [color] cartridge, see User's Guide.	For more information, see “Non-Lexmark supply” on page 192.
33.65	Non-Lexmark black and color imaging kit, see User's Guide.	
37.1	Insufficient memory to collate job.	<p>Try one or more of the following:</p> <ul style="list-style-type: none"> • Touch Continue to print the part of the job that is stored and to begin collating the rest of the print job. • Cancel the current print job.
37.3	Insufficient memory, some held jobs were deleted.	Touch Continue to clear the message and continue printing.
38.1	Memory full.	<p>Try one or more of the following:</p> <ul style="list-style-type: none"> • Touch Cancel job to clear the message. • Print the document in several parts, or send it to another printer. • Install more printer memory.

Error codes	Error message	Solution
39.1	Complex page, some data may not have printed.	Try one or more of the following: <ul style="list-style-type: none"> • Touch Continue to clear the message and continue printing. • Cancel the current print job. • Install more printer memory. • Reduce the complexity and size of the print job before sending it to print again. <ul style="list-style-type: none"> – Reduce the number of pages in the print job. – Reduce the number and size of any downloaded fonts. – Delete any unnecessary fonts or macros from the print job. – Reduce the number of graphics in the print job.
42.yy	Replace [color] cartridge, printer region mismatch.	For more information, see “Replace cartridge, printer region mismatch” on page 191.
43.40y, 43.41y, 43.42y, 43.43y	[Color] cartridge problem.	<ol style="list-style-type: none"> 1 Open door B. 2 Remove the toner cartridge. 3 Insert the toner cartridge. 4 Close door B. If the problem persists, then replace the cartridge.
43.40z, 43.41z, 43.42z, 43.43z	Replace defective [color] cartridge.	For more information, see “Replacing a toner cartridge” on page 110.
55.1	Error reading USB drive. Remove USB.	Remove the flash drive to continue.
55.2	Error reading USB hub. Remove hub.	Remove the USB hub to continue.

Error codes	Error message	Solution
58	<p>Too many trays attached. Only <x/> tray/s can be supported.</p>	<p>1 Turn off the printer.</p> <p>2 Unplug the power cord from the electrical outlet, and then from the printer.</p> <p>3 Remove one or more trays.</p> <p>4 Connect the power cord to the electrical outlet, and then turn on the printer.</p> <p> CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.</p>
59	<p>Incompatible tray [x].</p>	<p>1 Turn off the printer.</p> <p>2 Unplug the power cord from the electrical outlet, and then from the printer.</p> <p>3 Remove the indicated tray.</p> <p>4 Connect the power cord to the electrical outlet, and then turn on the printer.</p> <p> CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.</p>
61	<p>Remove defective disk.</p>	<p>Replace the defective storage drive.</p>
62	<p>Disk full.</p>	<p>Try one or more of the following:</p> <ul style="list-style-type: none"> • Touch Continue to clear the message. • Delete fonts, macros, and other data stored in the intelligent storage drive. • Install an intelligent storage drive.

Error codes	Error message	Solution
63	Format the disk.	Formatting now wipes all information from the storage drive. To format the disk, do the following: <ol style="list-style-type: none"> 1 From the home screen, touch Settings > Device > Maintenance > Out of Service Erase. 2 Touch Sanitize all information on hard disk or Erase Intelligent Storage Drive, and then touch ERASE.
71.4	Incorrect printer time.	To set the correct printer time, do the following: <ol style="list-style-type: none"> 1 From the home screen, touch Settings > Device > Preferences. 2 Touch Date and Time, and then set the correct time.
80.11	Maintenance kit low.	Touch Continue to clear the message.
80.21	Maintenance kit very low.	
84.01, 84.09	Black and color imaging kit nearly low.	Touch Continue to clear the message.
84.11, 84.19	Black and color imaging kit low.	
84.21, 84.23, 84.29	Black and color imaging kit very low.	
84.31, 84.33	Replace [color] imaging kit, recommended life exceeded.	For more information, see “Replacing an imaging kit” on page 112.
84.41, 84.43, 84.48	Replace [color] imaging kit to resume printing.	
88.00, 88.08, 88.09	[Color] cartridge nearly low.	Touch Continue to clear the message.
88.10, 88.18, 88.19	[Color] cartridge low.	
88.20, 88.28, 88.29	[Color] cartridge very low.	
88.30, 88.37, 88.38	Replace [color] cartridge, <num/> estimated pages remain.	For more information, see “Replacing a toner cartridge” on page 110.
	Replace [color] cartridge.	
88.40, 88.47, 88.48	Replace [color] cartridge, 0 pages remain.	

Error codes	Error message	Solution
200.02, 200.03, 200.05, 200.06, 200.12, 200.13, 200.15, 200.16, 200.22, 200.23, 200.25, 200.32, 200.33, 200.35, 200.43, 200.45, 200.91, 200.99, 202.03, 202.04, 202.05, 202.13, 202.14, 202.15, 202.23, 202.24, 202.25, 202.33, 202.34, 202.35, 202.43, 202.44, 202.45, 202.91, 232.02, 232.03, 232.05, 232.12, 232.13, 232.15, 232.22, 232.23, 232.25, 232.32, 232.33, 232.35, 232.42, 232.43, 232.45, 232.92, 232.93, 232.95, 241.91	Paper jam, [jam header]. [xxx.yy]	For more information, see “Paper jam in door A” on page 182.
241.05, 241.82, 241.83, 241.84, 241.91, 242.05, 242.06, 242.21, 242.22, 242.25, 242.26, 242.31, 242.32, 242.33, 242.35, 242.36, 242.43, 242.45, 242.70, 242.72, 242.91, 242.92, 242.93, 242.95, 243.31, 243.32, 243.35, 243.36, 243.41, 243.42, 243.43, 243.45, 243.70, 243.71, 243.72, 243.73, 243.74, 243.75, 243.76, 243.80, 243.81, 243.82, 243.83, 243.84, 243.85, 243.86, 243.91, 243.92, 243.93, 243.95, 243.96, 243.97, 244.45, 244.46, 244.70, 244.71, 244.72, 244.73, 244.74, 244.75, 244.76, 244.80, 244.81, 244.82, 244.83, 244.84, 244.85, 244.86, 244.91, 244.92, 244.93, 244.95, 244.96, 244.97	Paper jam, [jam header]. [xxx.yy]	For more information, see “Paper jam in trays” on page 186.
242.05	Paper jam, [jam header]. [xxx.yy]	For more information, see “Paper jam in the multipurpose feeder” on page 187.
251.xx	Paper jam, [jam header]. [xxx.yy]	For more information, see “Paper jam in the manual feeder” on page 186.
200.16, 241.8y	Paper loading error, [jam header]. [xxx.yy]	For more information, see “Paper jam in trays” on page 186.

Printing problems

Print quality is poor

Blank or white pages



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings** > **Troubleshooting** > **Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <p>a Check if the printer is using a genuine and supported Lexmark toner cartridge.</p> <p>Note: If the cartridge is not supported, then install a supported one.</p> <p>b Print the document.</p> <p>Is the printer printing blank or white pages?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Remove the color imaging kit, and then remove the black imaging unit.</p> <p>Warning—Potential Damage: Do not expose the color imaging kit and black imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the color imaging kit and black imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Insert the black imaging unit, and then insert the color imaging kit.</p> <p>c Print the document.</p> <p>Is the printer printing blank or white pages?</p>	Contact customer support .	The problem is solved.

Dark print



Note: Before solving the problem, print the quality sample pages to determine the missing color. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <p>a Perform Color Adjust. From the home screen, touch Settings > Print > Quality > Advanced Imaging > Color Adjust.</p> <p>b Print the document.</p> <p>Is the print too dark?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Depending on your operating system, reduce the toner darkness from the Printing Preferences or Print dialog. Note: You can also change the settings on the printer control panel. From the home screen, touch Settings > Print > Quality > Toner Darkness.</p> <p>b Print the document.</p> <p>Is the print too dark?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog. Notes:</p> <ul style="list-style-type: none"> • Make sure that the settings match the paper loaded in the tray. • You can also change the settings on the printer control panel. From the home screen, touch Settings > Paper > Tray Configuration > Paper Size/Type. <p>b Print the document.</p> <p>Is the print too dark?</p>	Go to step 4.	Go to step 6.
<p>Step 4</p> <p>Make sure that the paper has no texture or rough finishes.</p> <p>Are you printing on textured or rough paper?</p>	Go to step 5.	Go to step 6.

Action	Yes	No
<p>Step 5</p> <p>a Replace textured or rough paper with plain paper.</p> <p>b Print the document.</p> <p>Is the print too dark?</p>	Go to step 6.	The problem is solved.
<p>Step 6</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b Print the document.</p> <p>Is the print too dark?</p>	Contact customer support .	The problem is solved.

Ghost images



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <p>a Load the tray with the correct paper type and weight.</p> <p>b Print the document.</p> <p>Do ghost images appear on prints?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded in the tray. • You can also change the setting on the printer control panel. From the home screen, touch Settings > Paper > Tray Configuration > Paper Size/Type. <p>b Print the document.</p> <p>Do ghost images appear on prints?</p>	Go to step 3.	The problem is solved.

Action	Yes	No
<p>Step 3</p> <p>a Perform Color Adjust. From the home screen, touch Settings > Print > Quality > Advanced Imaging > Color Adjust.</p> <p>b Print the document.</p> <p>Do ghost images appear on prints?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Gray or colored background



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages.**

Action	Yes	No
<p>Step 1</p> <p>a Depending on your operating system, increase toner darkness from the Printing Preferences or Print dialog. Note: You can also change the setting on the printer control panel. From the home screen, touch Settings > Print > Quality > Toner Darkness.</p> <p>b Print the document.</p> <p>Does gray or colored background appear on prints?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p>Step 2</p> <p>a Perform Color Adjust. From the home screen, touch Settings > Print > Quality > Advanced Imaging > Color Adjust.</p> <p>b Print the document.</p> <p>Does gray or colored background appear on prints?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 3</p> <p>a Remove the color imaging kit, and then remove the black imaging unit.</p> <p>Warning—Potential Damage: Do not expose the color imaging kit and black imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the color imaging kit and black imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Insert the black imaging unit, and then insert the color imaging kit.</p> <p>c Print the document.</p> <p>Does gray or colored background appear on prints?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Incorrect margins



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings** > **Troubleshooting** > **Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <p>a Adjust the paper guides in the tray to the correct position for the paper loaded.</p> <p>b Print the document.</p> <p>Are the margins correct?</p>	<p>The problem is solved.</p>	<p>Go to step 2.</p>

Action	Yes	No
<p>Step 2</p> <p>a Depending on your operating system, specify the paper size from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. From the home screen, touch Settings > Paper > Tray Configuration > Paper Size/Type. <p>Note:</p> <p>b Print the document.</p> <p>Are the margins correct?</p>	<p>The problem is solved.</p>	<p>Contact customer support.</p>

Light print



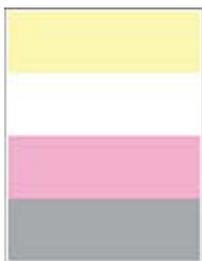
Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <p>a Perform Color Adjust. From the home screen, touch Settings > Print > Quality > Advanced Imaging > Color Adjust.</p> <p>b Print the document.</p> <p>Is the print light?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p>Step 2</p> <p>a Depending on your operating system, increase toner darkness from the Printing Preferences or Print dialog.</p> <p>Note: You can also change the setting on the printer control panel. From the home screen, touch Settings > Print > Quality > Toner Darkness.</p> <p>b Print the document.</p> <p>Is the print light?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 3</p> <p>a Turn off Color Saver. From the home screen, touch Settings > Print > Quality > Color Saver.</p> <p>b Print the document.</p> <p>Is the print light?</p>	Go to step 4.	The problem is solved.
<p>Step 4</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. From the home screen, touch Settings > Paper > Tray Configuration > Paper Size/Type. <p>b Print the document.</p> <p>Is the print light?</p>	Go to step 5.	The problem is solved.
<p>Step 5</p> <p>Check if paper has texture or rough finishes.</p> <p>Are you printing on textured or rough paper?</p>	Go to step 6.	Go to step 7.
<p>Step 6</p> <p>a Replace textured or rough paper with plain paper.</p> <p>b Print the document.</p> <p>Is the print light?</p>	Go to step 7.	The problem is solved.
<p>Step 7</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b Print the document.</p> <p>Is the print light?</p>	Go to step 8.	The problem is solved.

Action	Yes	No
<p>Step 8</p> <p>a Remove the color imaging kit, and then remove the black imaging unit.</p> <p>Warning—Potential Damage: Do not expose the color imaging kit and black imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the color imaging kit and black imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Insert the black imaging unit, and then insert the color imaging kit.</p> <p>c Print the document.</p> <p>Is the print too light?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Missing colors



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p>a Remove the color imaging kit.</p> <p>Warning—Potential Damage: Do not expose the color imaging kit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the color imaging kit. Doing so may affect the quality of future print jobs.</p> <p>b Remove the toner cartridge of the missing color.</p> <p>c Remove, and then insert the developer unit of the missing color.</p> <p>d Insert the toner cartridge of the missing color.</p> <p>e Insert the color imaging kit.</p> <p>f Print the document.</p> <p>Are some colors missing on print?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Mottled print and dots



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings** > **Troubleshooting** > **Print Quality Test Pages**.

Action	Yes	No
<p>Step 1 Check the printer for leaked toner contamination.</p> <p>Is the printer free of leaked toner?</p>	Go to step 2.	Contact customer support .
<p>Step 2</p> <p>a From the home screen, touch Settings > Paper > Tray Configuration > Paper Size/Type.</p> <p>b Check if the paper size and paper type settings match the paper loaded.</p> <p>Note: Make sure that the paper does not have texture or rough finishes.</p> <p>Do the settings match?</p>	Go to step 4.	Go to step 3.
<p>Step 3</p> <p>a Depending on your operating system, specify the paper size and paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the settings match the paper loaded in the tray. • You can also change the settings on the printer control panel. From the home screen, touch Settings > Paper > Tray Configuration > Paper Size/Type. <p>b Print the document.</p> <p>Is the print mottled?</p>	Go to step 4.	The problem is solved.
<p>Step 4</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b Print the document.</p> <p>Is the print mottled?</p>	Go to step 5.	The problem is solved.

Action	Yes	No
<p>Step 5</p> <p>a Remove the color imaging kit, and then remove the black imaging unit.</p> <p>Warning—Potential Damage: Do not expose the color imaging kit and black imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the color imaging kit and black imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Insert the black imaging unit, and then insert the color imaging kit.</p> <p>c Print the document.</p> <p>Is the print mottled?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Paper curl



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings** > **Troubleshooting** > **Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <p>a Adjust the guides in the tray to the correct position for the paper loaded.</p> <p>b Print the document.</p> <p>Is the paper curled?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 2</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. From the home screen, touch Settings > Paper > Tray Configuration > Paper Size/Type. <p>b Print the document.</p> <p>Is the paper curled?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>Print on the other side of the paper.</p> <p>a Remove paper, flip it over, and then reload paper.</p> <p>b Print the document.</p> <p>Is the paper curled?</p>	Go to step 4.	The problem is solved.
<p>Step 4</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b Print the document.</p> <p>Is the paper curled?</p>	Contact customer support .	The problem is solved.

Print crooked or skewed



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <ul style="list-style-type: none"> a Pull out the tray. b Remove the paper, and then load paper from a fresh package. Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. c Squeeze and slide the paper guides to the correct position for the size of the paper you are loading. d Insert the tray. e Print the document. <p>Is the print crooked or skewed?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <ul style="list-style-type: none"> a Check if you are printing on a supported paper. b Print the document. <p>Is the print crooked or skewed?</p>	Contact customer support .	The problem is solved.

Solid color or black images



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings** > **Troubleshooting** > **Print Quality Test Pages**.

Action	Yes	No
<p>a Remove the color imaging kit, and then remove the black imaging unit.</p> <p>Warning—Potential Damage: Do not expose the color imaging kit and black imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the color imaging kit and black imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Insert the black imaging unit, and then insert the color imaging kit.</p> <p>c Print the document.</p> <p>Is the printer printing solid color or black images?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Text or images cut off



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings** > **Troubleshooting** > **Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <p>a Adjust the paper guides in the tray to the correct position for the paper loaded.</p> <p>b Print the document.</p> <p>Is the text or image clipped?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 2</p> <p>a Depending on your operating system, specify the paper size from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded in the tray. • You can also change the setting on the printer control panel. From the home screen, touch Settings > Paper > Tray Configuration > Paper Size/Type. <p>b Print the document.</p> <p>Is the text or image clipped?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>
<p>Step 3</p> <p>a Remove the color imaging kit, and then remove the black imaging unit.</p> <p>Warning—Potential Damage: Do not expose the color imaging kit and black imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the color imaging kit and black imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Insert the black imaging unit, and then insert the color imaging kit.</p> <p>c Print the document.</p> <p>Is the text or image clipped?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Toner easily rubs off



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages.**

Action	Yes	No
<p>1 Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. From the home screen, touch Settings > Paper > Tray Configuration > Paper Size/Type. <p>2 Print the document.</p> <p>Does the toner rub off?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Uneven print density



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages.**

Action	Yes	No
<p>a Remove the color imaging kit, and then remove the black imaging unit.</p> <p>Warning—Potential Damage: Do not expose the color imaging kit and black imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the color imaging kit and black imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Insert the black imaging unit, and then insert the color imaging kit.</p> <p>c Print the document.</p> <p>Is the print density uneven?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Horizontal dark lines



Notes:

- Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings** > **Troubleshooting** > **Print Quality Test Pages**.
- If horizontal dark lines keep appearing on the prints, then see the “Repeating defects” topic.

Action	Yes	No
<p>Step 1</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. From the home screen, touch Settings > Paper > Tray Configuration > Paper Size/Type. <p>b Print the document.</p> <p>Do horizontal dark lines appear on prints?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p>Step 2</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.</p> <p>b Print the document.</p> <p>Do horizontal dark lines appear on prints?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 3</p> <p>a Remove the color imaging kit, and then remove the black imaging unit.</p> <p>Warning—Potential Damage: Do not expose the color imaging kit and black imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the imaging kit and black imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Insert the black imaging unit, and then insert the color imaging kit.</p> <p>c Print the document.</p> <p>Do horizontal dark lines appear on prints?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Vertical dark lines



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded in the tray. • You can also change the setting on the printer control panel. From the home screen, touch Settings > Paper > Tray Configuration > Paper Size/Type. <p>b Print the document.</p> <p>Do vertical dark lines appear on prints?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 2</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.</p> <p>b Print the document.</p> <p>Do vertical dark lines appear on prints?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Remove the color imaging kit, and then remove the black imaging unit.</p> <p>Warning—Potential Damage: Do not expose the color imaging kit and black imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the color imaging kit and black imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Insert the black imaging unit, and then insert the color imaging kit.</p> <p>c Print the document.</p> <p>Do vertical dark lines appear on prints?</p>	Contact customer support .	The problem is solved.

Horizontal white lines



Notes:

- Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.
- If horizontal white lines keep appearing on the prints, then see the “Repeating defects” topic.

Action	Yes	No
<p>Step 1</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded in the tray. • You can also change the setting on the printer control panel. From the home screen, touch Settings > Paper > Tray Configuration > Paper Size/Type. <p>b Print the document.</p> <p>Do horizontal white lines appear on prints?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Load the specified paper source with the recommended paper type.</p> <p>b Print the document.</p> <p>Do horizontal white lines appear on prints?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Remove the color imaging kit, and then remove the black imaging unit.</p> <p>Warning—Potential Damage: Do not expose the color imaging kit and black imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the color imaging kit and black imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Insert the black imaging unit, and then insert the color imaging kit.</p> <p>c Print the document.</p> <p>Do horizontal white lines appear on prints?</p>	Contact customer support .	The problem is solved.

Vertical white lines



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings** > **Troubleshooting** > **Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded in the tray. • You can also change the setting on the printer control panel. From the home screen, touch Settings > Paper > Tray Configuration > Paper Size/Type. <p>b Print the document.</p> <p>Do vertical white lines appear on prints?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>Check if you are using the recommended paper type.</p> <p>a Load the specified paper source with the recommended paper type.</p> <p>b Print the document.</p> <p>Do vertical white lines appear on prints?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Remove the color imaging kit, and then remove the black imaging unit.</p> <p>Warning—Potential Damage: Do not expose the color imaging kit and black imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum under the color imaging kit and black imaging unit. Doing so may affect the quality of future print jobs.</p> <p>b Insert the black imaging unit, and then insert the color imaging kit.</p> <p>c Print the document.</p> <p>Do vertical white lines appear on prints?</p>	Contact customer support .	The problem is solved.

Repeating defects



Note: Before solving the problem, print the quality sample pages to determine the cause of the repeating defects. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p>a Using the Maintenance Defect Ruler, measure the distance between the repeating defects on the affected color page.</p> <p>b Replace the supply item that matches the measurement on the affected color page.</p> <p>Imaging kit</p> <ul style="list-style-type: none"> • 94.5 mm (3.72 in.) • 29.9 mm (1.18 in.) • 23.2 mm (0.91 in.) <p>Developer unit</p> <ul style="list-style-type: none"> • 43.6 mm (1.72 in.) • 45 mm (1.77 in.) <p>Transfer module</p> <ul style="list-style-type: none"> • 37.7 mm (1.48 in.) • 78.5 mm (3.09 in.) • 55 mm (2.17 in.) • 28.3 mm (1.11 in.) <p>Fuser</p> <ul style="list-style-type: none"> • 79.8 mm (3.14 in.) • 94.3 mm (3.71 in.) <p>c Print the Print Quality Test Pages.</p> <p>Do the defects still appear?</p>	<p>Take note of the distance, and then contact customer support or your service representative.</p>	<p>The problem is solved.</p>

Print jobs do not print

Action	Yes	No
<p>Step 1</p> <p>a From the document you are trying to print, open the Print dialog, and then check if you have selected the correct printer.</p> <p>b Print the document.</p> <p>Is the document printed?</p>	The problem is solved.	Go to step 2.
<p>Step 2</p> <p>a Check if the printer is on.</p> <p>b Resolve any error messages that appear on the display.</p> <p>c Print the document.</p> <p>Is the document printed?</p>	The problem is solved.	Go to step 3.
<p>Step 3</p> <p>a Check if the ports are working and if the cables are securely connected to the computer and the printer. For more information, see the setup documentation that came with the printer.</p> <p>b Print the document.</p> <p>Is the document printed?</p>	The problem is solved.	Go to step 4.
<p>Step 4</p> <p>a Turn off the printer, wait for about 10 seconds, and then turn on the printer.</p> <p>b Print the document.</p> <p>Is the document printed?</p>	The problem is solved.	Go to step 5.
<p>Step 5</p> <p>a Remove, and then reinstall the print driver.</p> <p>b Print the document.</p> <p>Is the document printed?</p>	The problem is solved.	Contact customer support .

Confidential and other held documents do not print

Action	Yes	No
<p>Step 1</p> <p>a From the control panel, check if the documents appear in the Held Jobs list.</p> <p>Note: If the documents are not listed, then print the documents using the Print and Hold options.</p> <p>b Print the documents.</p> <p>Are the documents printed?</p>	<p>The problem is solved.</p>	<p>Go to step 2.</p>
<p>Step 2</p> <p>The print job may contain a formatting error or invalid data.</p> <ul style="list-style-type: none"> • Delete the print job, and then send it again. • For PDF files, generate a new file, and then print the documents. <p>Are the documents printed?</p>	<p>The problem is solved.</p>	<p>Go to step 3.</p>
<p>Step 3</p> <p>If you are printing from the Internet, then the printer may be reading the multiple job titles as duplicates.</p> <p>For Windows users</p> <p>a Open the Printing Preferences dialog.</p> <p>b From the Print and Hold tab, click Use Print and Hold, and then click Keep duplicate documents.</p> <p>c Enter a PIN, and then save the changes.</p> <p>d Send the print job.</p> <p>For Macintosh users</p> <p>a Save and name each job differently.</p> <p>b Send the job individually.</p> <p>Are the documents printed?</p>	<p>The problem is solved.</p>	<p>Go to step 4.</p>
<p>Step 4</p> <p>a Delete some held jobs to free up printer memory.</p> <p>b Print the documents.</p> <p>Are the documents printed?</p>	<p>The problem is solved.</p>	<p>Go to step 5.</p>
<p>Step 5</p> <p>a Add printer memory.</p> <p>b Print the documents.</p> <p>Are the documents printed?</p>	<p>The problem is solved.</p>	<p>Contact customer support.</p>

Job prints from the wrong tray or on the wrong paper

Action	Yes	No
<p>Step 1</p> <p>a Check if you are printing on the correct paper.</p> <p>b Print the document.</p> <p>Is the document printed on the correct paper?</p>	Go to step 2.	Load the correct paper size and paper type.
<p>Step 2</p> <p>a Depending on your operating system, specify the paper size and paper type from the Printing Preferences or Print dialog.</p> <p>Note: You can also change the settings on the printer control panel. From the home screen, touch Settings > Paper > Tray Configuration > Paper Size/Type.</p> <p>b Make sure that the settings match the paper loaded.</p> <p>c Print the document.</p> <p>Is the document printed on the correct paper?</p>	The problem is solved.	Go to step 3.
<p>Step 3</p> <p>a Check if the trays are linked.</p> <p>For more information, see “Linking trays” on page 33.</p> <p>b Print the document.</p> <p>Is the document printed from the correct tray?</p>	The problem is solved.	Contact customer support .

Slow printing

Action	Yes	No
<p>Step 1</p> <p>Make sure that the printer cable is securely connected to the printer and to the computer, print server, option, or other network device.</p> <p>Is the printer printing slow?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Make sure that the printer is not in Quiet Mode.</p> <p>From the home screen, touch Settings > Device > Maintenance > Configuration Menu > Device Operations > Quiet Mode.</p> <p>b Print the document.</p> <p>Is the printer printing slow?</p>	Go to step 3.	The problem is solved.

Action	Yes	No
<p>Step 3</p> <p>a Depending on your operating system, specify the print resolution from the Printing Preferences or Print dialog.</p> <p>b Set the resolution to 4800 CQ.</p> <p>c Print the document.</p> <p>Is the printer printing slow?</p>	<p>Go to step 4.</p>	<p>The problem is solved.</p>
<p>Step 4</p> <p>a From the home screen, touch Settings > Print > Quality > Print Resolution.</p> <p>b Set the resolution to 4800 CQ.</p> <p>c Print the document.</p> <p>Is the printer printing slow?</p>	<p>Go to step 5.</p>	<p>The problem is solved.</p>
<p>Step 5</p> <p>a Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the setting matches the paper loaded. • You can also change the setting on the printer control panel. From the home screen, touch Settings > Paper > Tray Configuration > Paper Size/Type. • Heavier paper prints more slowly. • Paper narrower than letter, A4, and legal may print more slowly. <p>b Print the document.</p> <p>Is the printer printing slow?</p>	<p>Go to step 6.</p>	<p>The problem is solved.</p>
<p>Step 6</p> <p>a Make sure that the printer settings for texture and weight match the paper being loaded.</p> <p>From the home screen, touch Settings > Paper > Media Configuration > Media Types.</p> <p>Note: Rough paper texture and heavy paper weight may print more slowly.</p> <p>b Print the document.</p> <p>Is the printer printing slow?</p>	<p>Go to step 7.</p>	<p>The problem is solved.</p>
<p>Step 7</p> <p>Remove held jobs.</p> <p>Is the printer printing slow?</p>	<p>Go to step 8.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 8</p> <p>a Make sure that the printer is not overheating.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Allow the printer to cool down after a long print job. • Observe the recommended ambient temperature for the printer. For more information, see “Selecting a location for the printer” on page 19. <p>b Print the document.</p> <p>Is the printer printing slow?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

The printer is not responding

Action	Yes	No
<p>Step 1</p> <p>Check if the power cord is connected to the electrical outlet.</p> <p> CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.</p> <p>Is the printer responding?</p>	<p>The problem is solved.</p>	<p>Go to step 2.</p>
<p>Step 2</p> <p>Check if the electrical outlet is turned off by a switch or breaker.</p> <p>Is the electrical outlet turned off by a switch or breaker?</p>	<p>Turn on the switch or reset the breaker.</p>	<p>Go to step 3.</p>
<p>Step 3</p> <p>Check if the printer is on.</p> <p>Is the printer on?</p>	<p>Go to step 4.</p>	<p>Turn on the printer.</p>
<p>Step 4</p> <p>Check if the printer is in Sleep or Hibernate mode.</p> <p>Is the printer in Sleep or Hibernate mode?</p>	<p>Press the power button to wake the printer.</p>	<p>Go to step 5.</p>
<p>Step 5</p> <p>Check if the cables connecting the printer and the computer are inserted to the correct ports.</p> <p>Are the cables inserted to the correct ports?</p>	<p>Go to step 6.</p>	<p>Insert the cables to the correct ports.</p>

Action	Yes	No
<p>Step 6 Turn off the printer, install the hardware options, and then turn on the printer. For more information, see the documentation that came with the option. Is the printer responding?</p>	The problem is solved.	Go to step 7.
<p>Step 7 Install the correct print driver. Is the printer responding?</p>	The problem is solved.	Go to step 8.
<p>Step 8 Turn off the printer, wait for about 10 seconds, and then turn on the printer. Is the printer responding?</p>	The problem is solved.	Contact customer support .

Unable to read flash drive

Action	Yes	No
<p>Step 1 Check if the printer is not busy processing another print job. Is the printer ready?</p>	Go to step 3.	Go to step 2.
<p>Step 2</p> <ul style="list-style-type: none"> • Wait for the printer to finish processing the other job. • Remove, and then insert the flash drive. <p>Does the printer recognize the flash drive?</p>	The problem is solved.	Go to step 3.
<p>Step 3 Check if the flash drive is inserted into the front USB port. Note: The flash drive does not work when it is inserted into the rear USB port. Is the flash drive inserted into the correct port?</p>	Go to step 5.	Go to step 4.
<p>Step 4 Insert the flash drive into the correct port. Does the printer recognize the flash drive?</p>	The problem is solved.	Go to step 5.

Action	Yes	No
<p>Step 5 Check if the flash drive is supported. For more information, see “Supported flash drives and file types” on page 55.</p> <p>Is the flash drive supported?</p>	Go to step 7.	Go to step 6.
<p>Step 6 Insert a supported flash drive.</p> <p>Does the printer recognize the flash drive?</p>	The problem is solved.	Go to step 7.
<p>Step 7 Remove, and then insert the flash drive.</p> <p>Does the printer recognize the flash drive?</p>	The problem is solved.	Contact customer support.

Enabling the USB port

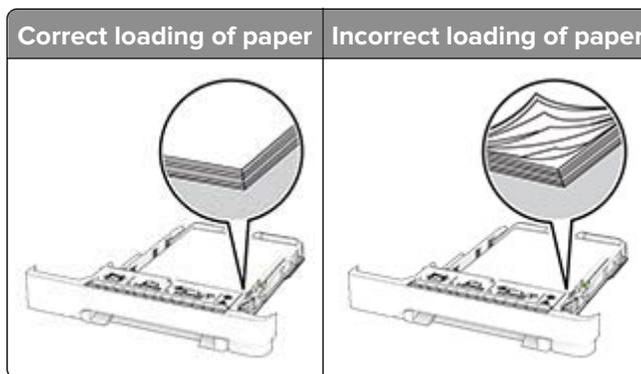
From the home screen, touch **Settings > Network/Ports > USB > Enable USB Port.**

Clearing jams

Avoiding jams

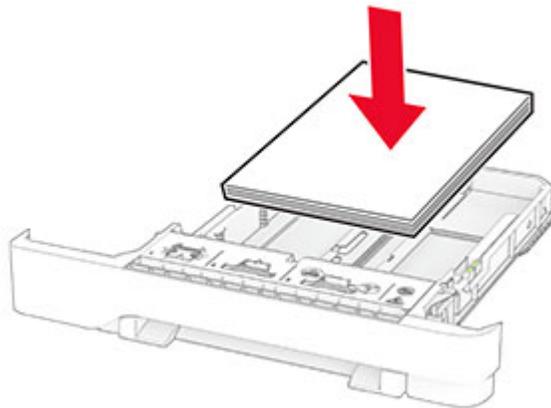
Load paper properly

- Make sure that the paper lies flat in the tray.



- Do not load or remove a tray while the printer is printing.
- Do not load too much paper. Make sure that the stack height is below the maximum paper fill indicator.

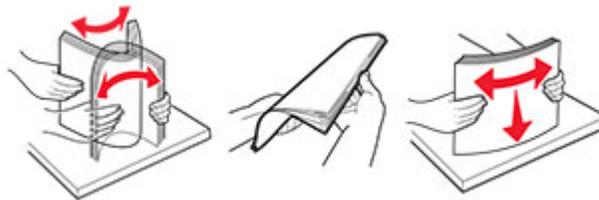
- Do not slide paper into the tray. Load paper as shown in the illustration.



- Make sure that the paper guides are positioned correctly and are not pressing tightly against the paper or envelopes.
- Push the tray firmly into the printer after loading paper.

Use recommended paper

- Use only recommended paper or specialty media.
- Do not load paper that is wrinkled, creased, damp, bent, or curled.
- Flex, fan, and align the paper edges before loading.

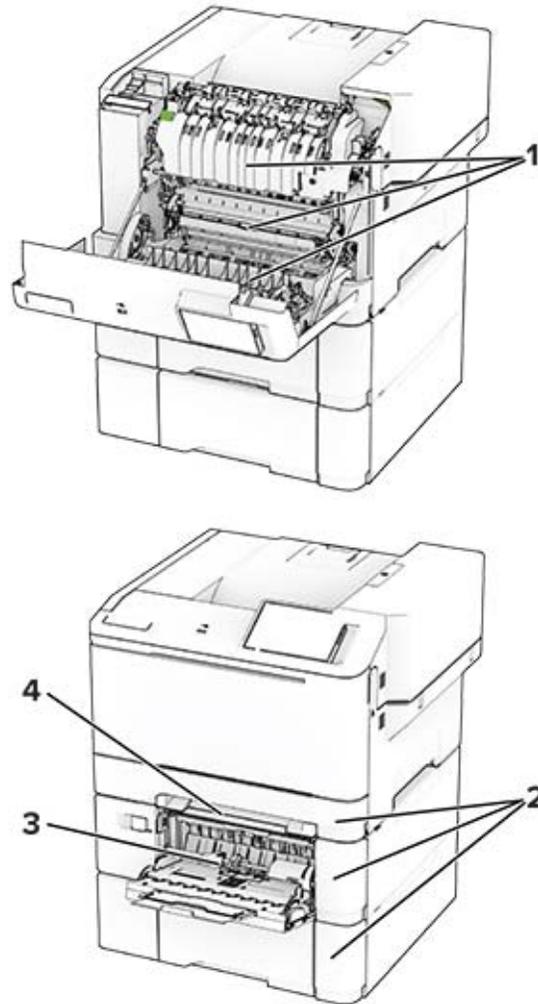


- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure that the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.

Identifying jam locations

Notes:

- When Jam Assist is set to On, the printer flushes blank pages or pages with partial prints after a jammed page has been cleared. Check your printed output for blank pages.
- When Jam Recovery is set to On or Auto, the printer reprints jammed pages.



	Jam locations
1	Door A
2	Trays
3	Multipurpose feeder
4	Manual feeder

Paper jam in door A

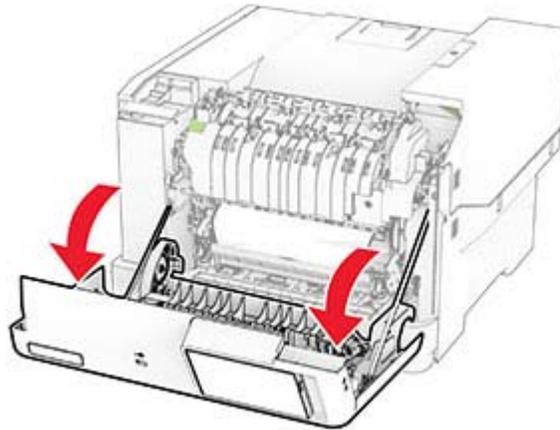
Paper jam below the fuser

- 1 Open door A.



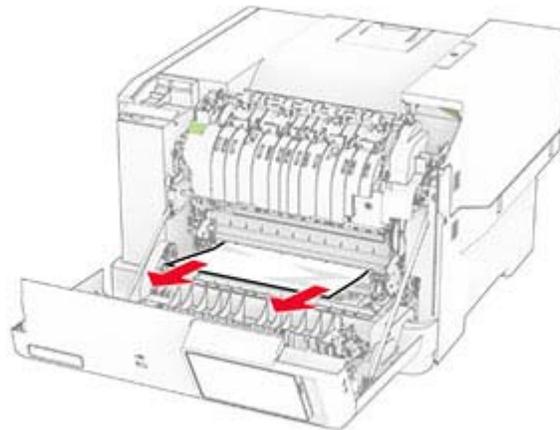
CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

Warning—Potential Damage: To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



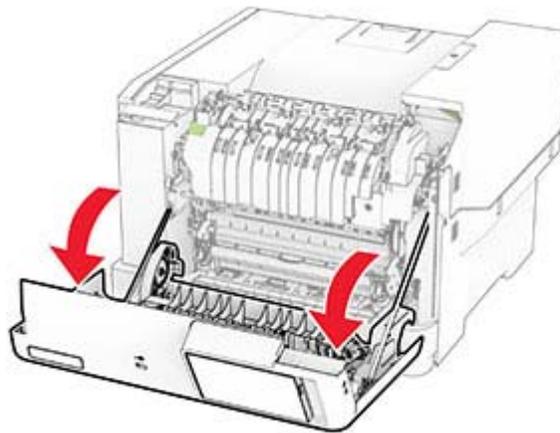
3 Close door A.

Paper jam in the fuser

1 Open door A.

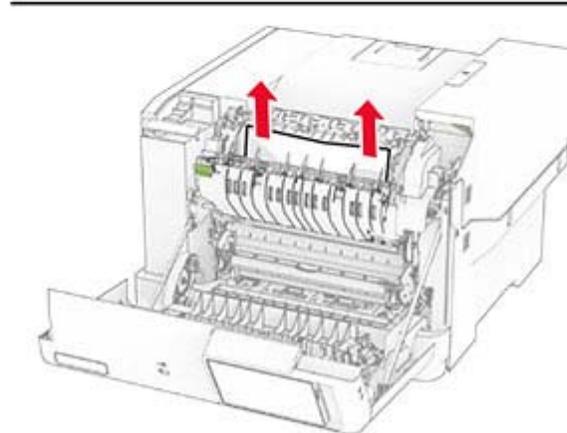
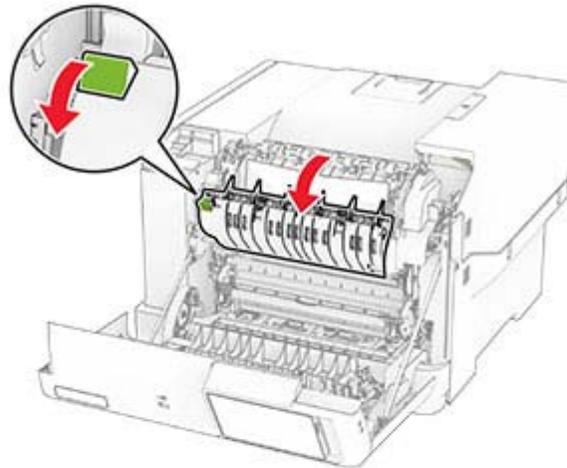
 **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

Warning—Potential Damage: To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



2 Open the fuser access door, and then remove the jammed paper.

Note: Make sure that all paper fragments are removed.



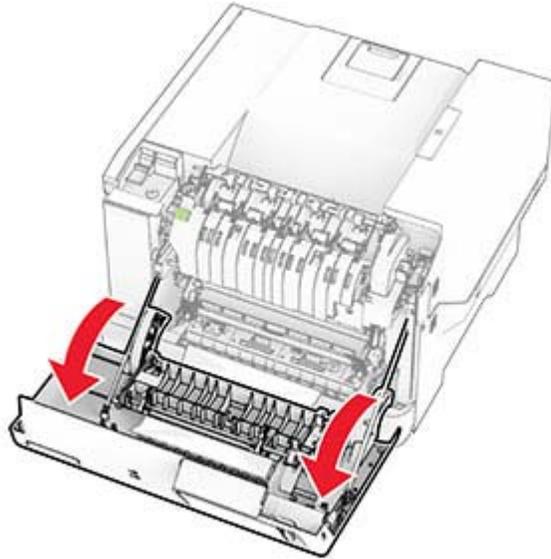
3 Close door A.

Paper jam in the duplex unit

1 Open door A.

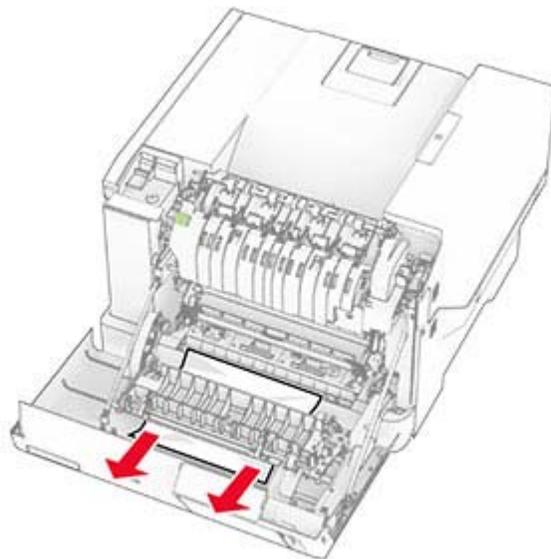
 **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

Warning—Potential Damage: To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



3 Close door A.

Paper jam in trays

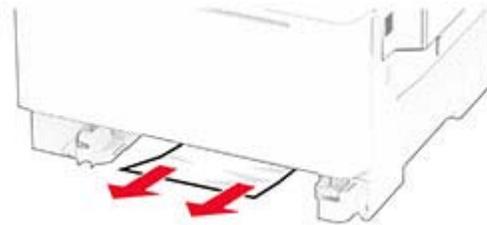
- 1 Remove the tray.



Warning—Potential Damage: A sensor inside the optional tray is easily damaged by static electricity. Touch a metal surface before removing the jammed paper in the tray.

- 2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

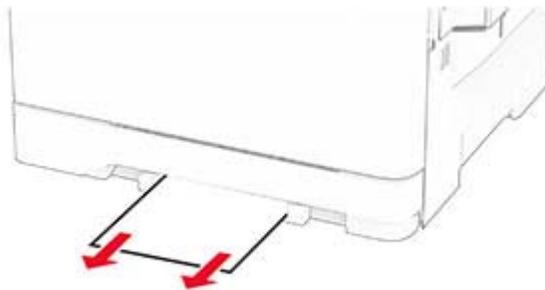


- 3 Insert the tray.

Paper jam in the manual feeder

Remove the jammed paper.

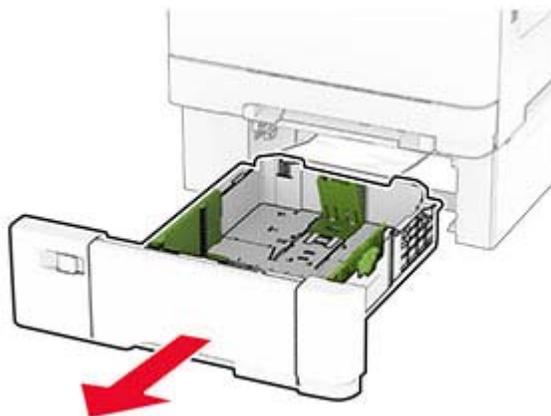
Note: Make sure that all paper fragments are removed.



Paper jam in the multipurpose feeder

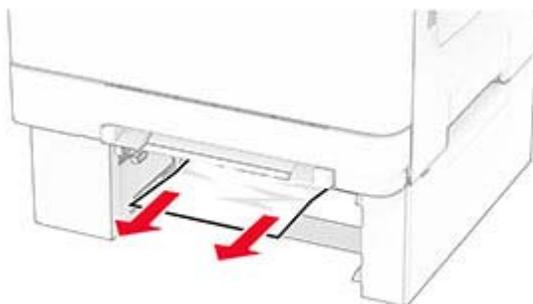
Note: The multipurpose feeder is available only if the optional 650-sheet duo tray is installed.

- 1 Remove paper from the multipurpose feeder, and then close it.
- 2 Remove the tray.



- 3 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



- 4 Insert the tray.
- 5 Open the multipurpose feeder, and then reload paper.

Network connection problems

Cannot open Embedded Web Server

Action	Yes	No
<p>Step 1</p> <p>a Check if the printer is on.</p> <p>b Access the printer Embedded Web Server (EWS).</p> <p>Can you open the EWS?</p>	<p>The problem is solved.</p>	<p>Go to step 2.</p>

Action	Yes	No
<p>Step 2</p> <p>a Make sure that the printer IP address is correct.</p> <p>Notes:</p> <ul style="list-style-type: none"> • View the IP address on the home screen. • An IP address appears as four sets of numbers separated by periods, such as 123.123.123.123. <p>b Access the EWS.</p> <p>Can you open the EWS?</p>	The problem is solved.	Go to step 3.
<p>Step 3</p> <p>a Make sure that you installed a supported browser:</p> <ul style="list-style-type: none"> • Internet Explorer version 11 or later • Microsoft Edge • Safari version 6 or later • Google Chrome™ version 32 or later • Mozilla Firefox version 24 or later <p>b Access the EWS.</p> <p>Can you open the EWS?</p>	The problem is solved.	Go to step 4.
<p>Step 4</p> <p>a Check if the network connection is working.</p> <p>Note: If the connection is not working, then contact your administrator.</p> <p>b Access the EWS.</p> <p>Can you open the EWS?</p>	The problem is solved.	Go to step 5.
<p>Step 5</p> <p>a Make sure that the cable connections to the printer and print server are secure. For more information, see the documentation that came with the print server.</p> <p>b Access the EWS.</p> <p>Can you open the EWS?</p>	The problem is solved.	Go to step 6.
<p>Step 6</p> <p>a Check if the web proxy servers are disabled.</p> <p>Note: If the servers are disabled, then contact your administrator.</p> <p>b Access the EWS.</p> <p>Can you open the EWS?</p>	The problem is solved.	Contact customer support .

Cannot connect the printer to the Wi-Fi network

Action	Yes	No
<p>Step 1 Make sure that Active Adapter is set to Auto. From the home screen, touch Settings > Network/Ports > Network Overview > Active Adapter > Auto.</p> <p>Can the printer connect to the Wi-Fi network?</p>	The problem is solved.	Go to step 2.
<p>Step 2 Check if the correct Wi-Fi network is selected. Note: Some routers may share the default SSID.</p> <p>Are you connecting to the correct Wi-Fi network?</p>	Go to step 4.	Go to step 3.
<p>Step 3 Connect to the correct Wi-Fi network. For more information, see “Connecting the printer to a Wi-Fi network” on page 45.</p> <p>Can the printer connect to the Wi-Fi network?</p>	The problem is solved.	Go to step 4.
<p>Step 4 Check the wireless security mode. From the home screen, touch Settings > Network/Ports > Wireless > Wireless Security Mode.</p> <p>Is the correct wireless security mode selected?</p>	Go to step 6.	Go to step 5.
<p>Step 5 Select the correct wireless security mode.</p> <p>Can the printer connect to the Wi-Fi network?</p>	The problem is solved.	Go to step 6.
<p>Step 6 Make sure that you entered the correct network password. Note: Take note of the spaces, numbers, and capitalization in the password.</p> <p>Can the printer connect to the Wi-Fi network?</p>	The problem is solved.	Contact customer support .

Hardware options problems

Cannot detect internal option

Action	Yes	No
<p>Step 1 Turn off the printer, wait for about 10 seconds, and then turn on the printer.</p> <p>Does the printer detect the internal option?</p>	The problem is solved.	Go to step 2.
<p>Step 2 Print the Menu Settings Page, and then check if the internal option appears in the Installed Features list.</p> <p>Is the internal option listed?</p>	Go to step 4.	Go to step 3.
<p>Step 3 Check if the internal option is installed properly into the controller board.</p> <ul style="list-style-type: none"> a Turn off the printer, and then unplug the power cord from the electrical outlet. b Make sure that the internal option is installed into the appropriate connector on the controller board. c Connect the power cord to the electrical outlet, and then turn on the printer. <p> CAUTION—POTENTIAL INJURY: To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.</p> <p>Does the printer detect the internal option?</p>	The problem is solved.	Go to step 4.
<p>Step 4</p> <ul style="list-style-type: none"> a Check if the internal option is available in the print driver. Note: If necessary, manually add the internal option in the print driver to make it available for print jobs. For more information, see “Adding available options in the print driver” on page 35. b Print the document. <p>Does the printer detect the internal option?</p>	The problem is solved.	Contact customer support .

Defective flash detected

Try one or more of the following:

- Replace the defective intelligent storage drive.
- From the home screen, touch **Continue** to ignore the message and continue printing.

- Cancel the current print job.

Not enough free space in flash memory for resources

Try one or more of the following:

- Touch **Continue** to clear the message and continue printing.
- Delete fonts, macros, and other data stored in the flash memory.
- Install a hard disk.

Note: Downloaded fonts and macros that are not previously stored in the flash memory are deleted.

Issues with supplies

Replace cartridge, printer region mismatch

To correct this problem, purchase a cartridge with the correct region that matches the printer region, or purchase a worldwide cartridge.

- The first number in the message after 42 indicates the region of the printer.
- The second number in the message after 42 indicates the region of the cartridge.

Printer and toner cartridge regions

Region	Numeric code
Worldwide or Undefined region	0
North America (United States, Canada), Australia, New Zealand	1
European Economic Area, Iceland, Liechtenstein, and Norway	2
Asia Pacific	3
Latin America	4
Rest of Europe, Middle East, Africa	5
Invalid region	9

Note: To find the region settings of the printer and toner cartridge, print the print quality test pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

Refilled regular [color] cartridge

The printer has detected a Lexmark Regular cartridge that has been refilled with non-genuine toner by a party other than Lexmark.

Select **OK** to continue.

All printer component life indicators are designed to function with Lexmark supplies and parts and may deliver unpredictable results when using supplies or parts in your Lexmark printer that are remanufactured by parties other than Lexmark.

For more information, see the printer statement of limited warranty.

Non-Lexmark supply

The printer has detected a non-Lexmark supply or part installed in the printer.

Your Lexmark printer is designed to function best with genuine Lexmark supplies and parts. Use of third-party supplies or parts may affect the performance, reliability, or life of the printer and its imaging components.

All life indicators are designed to function with Lexmark supplies and parts and may deliver unpredictable results if third-party supplies or parts are used. Imaging component usage beyond the intended life may damage your Lexmark printer or associated components.

Warning—Potential Damage: Use of third-party supplies or parts can affect warranty coverage. Damage caused by the use of third-party supplies or parts may not be covered by the warranty.

To accept any and all of these risks and to proceed with the use of non-genuine supplies or parts in your printer, touch and hold the error message on the display using two fingers for 15 seconds. When a confirmation dialog box appears, touch **Continue**.

If you do not want to accept these risks, then remove the third-party supply or part from your printer and install a genuine Lexmark supply or part. For more information, see [“Using genuine Lexmark parts and supplies” on page 107](#).

If the printer does not print after clearing the error message, then reset the supply usage counter.

- 1 From the home screen, touch **Settings > Device > Maintenance > Configuration Menu > Supply Usage And Counters**.
- 2 Select the part or supply that you want to reset, and then touch **Start**.
- 3 Read the warning message, and then touch **Continue**.
- 4 Using two fingers, touch the display for 15 seconds to clear the message.

Note: If you are unable to reset the supply usage counters, then return the supply item to the place of purchase.

Paper feed problems

Envelope seals when printing

Action	Yes	No
<p>Step 1</p> <p>a Use an envelope that has been stored in a dry environment.</p> <p>Note: Printing on envelopes with high moisture content can seal the flaps.</p> <p>b Send the print job.</p> <p>Does the envelope seal when printing?</p>	Go to step 2.	The problem is solved.

Action	Yes	No
<p>Step 2</p> <p>a Make sure that paper type is set to Envelope. From the home screen, touch Settings > Paper > Tray Configuration > Paper Size/Type.</p> <p>b Send the print job.</p> <p>Does the envelope seal when printing?</p>	Contact customer support .	The problem is solved.

Collated printing does not work

Action	Yes	No
<p>Step 1</p> <p>a From the home screen, touch Settings > Print > Layout > Collate.</p> <p>b Touch On [1,2,1,2,1,2].</p> <p>c Print the document.</p> <p>Is the document collated correctly?</p>	The problem is solved.	Go to step 2.
<p>Step 2</p> <p>a From the document that you are trying to print, open the Print dialog, and then select Collate.</p> <p>b Print the document.</p> <p>Is the document collated correctly?</p>	The problem is solved.	Go to step 3.
<p>Step 3</p> <p>a Reduce the number of pages to print.</p> <p>b Print the document.</p> <p>Are the pages collated correctly?</p>	The problem is solved.	Contact customer support .

Tray linking does not work

Action	Yes	No
<p>Step 1</p> <p>a Check if the trays contain the same paper size and paper type.</p> <p>b Check if the paper guides are positioned correctly.</p> <p>c Print the document.</p> <p>Do the trays link correctly?</p>	The problem is solved.	Go to step 2.

Action	Yes	No
<p>Step 2</p> <p>a From the home screen, touch Settings > Paper > Tray Configuration > Paper Size/Type.</p> <p>b Set the paper size and paper type to match the paper loaded in the linked trays.</p> <p>c Print the document.</p> <p>Do the trays link correctly?</p>	The problem is solved.	Go to step 3.
<p>Step 3</p> <p>a Make sure that Tray Linking is set to Automatic. For more information, see “Linking trays” on page 33.</p> <p>b Print the document.</p> <p>Do the trays link correctly?</p>	The problem is solved.	Contact customer support .

Paper frequently jams

Action	Yes	No
<p>Step 1</p> <p>a Remove the tray.</p> <p>b Check if paper is loaded correctly.</p> <p>Notes:</p> <ul style="list-style-type: none"> • Make sure that the paper guides are positioned correctly. • Make sure that the stack height is below the maximum paper fill indicator. • Make sure to print on recommended paper size and type. <p>c Insert the tray.</p> <p>d Print the document.</p> <p>Do paper jams occur frequently?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a From the home screen, touch Settings > Paper > Tray Configuration > Paper Size/Type.</p> <p>b Set the correct paper size and type.</p> <p>c Print the document.</p> <p>Do paper jams occur frequently?</p>	Go to step 3.	The problem is solved.

Action	Yes	No
<p>Step 3</p> <p>a Load paper from a fresh package.</p> <p>Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p>b Print the document.</p> <p>Do paper jams occur frequently?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Jammed pages are not reprinted

Action	Yes	No
<p>a From the home screen, touch Settings > Device > Notifications > Jam Content Recovery.</p> <p>b In the Jam Recovery menu, touch On or Auto.</p> <p>c Print the document.</p> <p>Are the jammed pages reprinted?</p>	<p>The problem is solved.</p>	<p>Contact customer support.</p>

Color quality problems

Modifying the colors in printed output

- 1 From the home screen, touch **Settings > Print > Quality > Advanced Imaging > Color Correction**.
- 2 In the Color Correction menu, touch **Manual > Color Correction Content**.
- 3 Choose the appropriate color conversion setting.

Object type	Color conversion tables
<p>RGB Image</p> <p>RGB Text</p> <p>RGB Graphics</p>	<ul style="list-style-type: none"> • Vivid—Produces brighter, more saturated colors and may be applied to all incoming color formats. • sRGB Display—Produces an output that approximates the colors shown on a computer monitor. Black toner usage is optimized for printing photographs. • Display-True Black—Produces an output that approximates the colors shown on a computer monitor. This setting uses only black toner to create all levels of neutral gray. • sRGB Vivid—Provides an increased color saturation for the sRGB Display color correction. Black toner usage is optimized for printing business graphics. • Off

Object type	Color conversion tables
CMYK Image CMYK Text CMYK Graphics	<ul style="list-style-type: none"> • US CMYK—Applies color correction to approximate the Specifications for Web Offset Publishing (SWOP) color output. • Euro CMYK—Applies color correction to approximate Euroscale color output. • Vivid CMYK—Increases the color saturation of the US CMYK color correction setting. • Off

FAQ about color printing

What is RGB color?

RGB color is a method of describing colors by indicating the amount of red, green, or blue used to produce a certain color. Red, green, and blue light can be added in various amounts to produce a large range of colors observed in nature. Computer screens, scanners, and digital cameras use this method to display colors.

What is CMYK color?

CMYK color is a method of describing colors by indicating the amount of cyan, magenta, yellow, and black used to reproduce a particular color. Cyan, magenta, yellow, and black inks or toners can be printed in various amounts to produce a large range of colors observed in nature. Printing presses, inkjet printers, and color laser printers create colors in this manner.

How is color specified in a document to be printed?

Software programs are used to specify and modify the document color using RGB or CMYK color combinations. For more information, see the software program Help topics.

How does the printer know what color to print?

When printing a document, information describing the type and color of each object is sent to the printer and is passed through color conversion tables. Color is translated into the appropriate amounts of cyan, magenta, yellow, and black toner used to produce the color you want. The object information determines the application of color conversion tables. For example, it is possible to apply one type of color conversion table to text while applying a different color conversion table to photographic images.

What is manual color correction?

When manual color correction is enabled, the printer employs user-selected color conversion tables to process objects. Manual color correction settings are specific to the type of object being printed (text, graphics, or images). It is also specific to how the color of the object is specified in the software program (RGB or CMYK combinations). To apply a different color conversion table manually, see [“Modifying the colors in printed output” on page 195](#).

If the software program does not specify colors with RGB or CMYK combinations, then manual color correction is not useful. It is also not effective if the software program or the computer operating system controls the adjustment of colors. In most situations, setting the Color Correction to Auto generates preferred colors for the documents.

How can I match a particular color (such as a corporate logo)?

From the printer Quality menu, nine types of Color Samples sets are available. These sets are also available from the Color Samples page of the Embedded Web Server. Selecting any sample set generates multiple-page prints consisting of hundreds of colored boxes. Each box contains a CMYK or RGB combination, depending on the table selected. The observed color of each box is obtained by passing the CMYK or RGB combination labeled on the box through the selected color conversion table.

By examining Color Samples sets, you can identify the box with color closest to the color being matched. The color combination labeled on the box can then be used for modifying the color of the object in a software program. For more information, see the software program Help topics. Manual color correction may be necessary to use the selected color conversion table for the particular object.

Selecting which Color Samples set to use for a particular color-matching problem depends on:

- The Color Correction setting being used (Auto, Off, or Manual)
- The type of object being printed (text, graphics, or images)
- How the color of the object is specified in the software program (RGB or CMYK combinations)

If the software program does not specify colors with RGB or CMYK combinations, then the Color Samples pages are not useful. Additionally, some software programs adjust the RGB or CMYK combinations specified in the program through color management. In these situations, the printed color may not be an exact match of the Color Samples pages.

The print appears tinted

Action	Yes	No
<p>Step 1 Perform Color Adjust.</p> <p>a From the home screen, touch Settings > Print > Quality > Advanced Imaging > Color Adjust.</p> <p>b Print the document.</p> <p>Does the print appear tinted?</p>	Go to step 2.	The problem is solved.
<p>Step 2 Perform Color Balance.</p> <p>a From the home screen, touch Settings > Print > Quality > Advanced Imaging > Color Balance.</p> <p>b Adjust the settings.</p> <p>c Print the document.</p> <p>Does the print appear tinted?</p>	Contact customer support .	The problem is solved.

Contacting customer support

Before contacting customer support, make sure to have the following information:

- Printer problem
- Error message
- Printer model type and serial number

Go to <http://support.lexmark.com> to receive e-mail or chat support, or browse through the library of manuals, support documentation, drivers, and other downloads.

Technical support via telephone is also available. In the U.S. or Canada, call 1-800-539-6275. For other countries or regions, go to <http://support.lexmark.com>.

Recycle and dispose

Recycling Lexmark products

To return Lexmark products for recycling:

- 1 Go to www.lexmark.com/recycle.
- 2 Select the product you want to recycle.

Note: Printer supplies and hardware not listed in the Lexmark Collection and Recycling Program may be recycled through your local recycling center.

Recycling Lexmark packaging

Lexmark continually strives to minimize packaging. Less packaging helps to ensure that Lexmark printers are transported in the most efficient and environmentally sensitive manner and that there is less packaging to dispose of. These efficiencies result in fewer greenhouse emissions, energy savings, and natural resource savings. Lexmark also offers recycling of packaging components in some countries or regions. For more information, go to www.lexmark.com/recycle, and then choose your country or region. Information on available packaging recycling programs is included with the information on product recycling.

Lexmark cartons are 100% recyclable where corrugated recycling facilities exist. Facilities may not exist in your area.

The foam used in Lexmark packaging is recyclable where foam recycling facilities exist. Facilities may not exist in your area.

When you return a cartridge to Lexmark, you can reuse the box that the cartridge came in. Lexmark recycles the box.

Notices

Product information

Product name:

Lexmark C2335, Lexmark CS531dw, Lexmark CS632dwe, Lexmark CS639 Printers

Machine type:

5031

Models:

270, 280, 290, 635, 675, 685

Edition notice

March 2024

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References in this publication to products, programs, or services do not imply that the manufacturer intends to make these available in all countries in which it operates. Any reference to a product, program, or service is not intended to state or imply that only that product, program, or service may be used. Any functionally equivalent product, program, or service that does not infringe any existing intellectual property right may be used instead. Evaluation and verification of operation in conjunction with other products, programs, or services, except those expressly designated by the manufacturer, are the user's responsibility.

For Lexmark technical support, go to <http://support.lexmark.com>.

For information on Lexmark's privacy policy governing the use of this product, go to www.lexmark.com/privacy.

For information on supplies and downloads, go to www.lexmark.com.

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GOVERNMENT END USERS

The Software Program and any related documentation are "Commercial Items," as that term is defined in 48 C.F.R. 2.101, "Computer Software" and "Commercial Computer Software Documentation," as such terms are used in 48 C.F.R. 12.212 or 48 C.F.R. 227.7202, as applicable. Consistent with 48 C.F.R. 12.212 or 48 C.F.R. 227.7202-1 through 227.7207-4, as applicable, the Commercial Computer Software and Commercial Software

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The Mopria® word mark is a registered and/or unregistered trademark of Mopria Alliance, Inc. in the United States and other countries. Unauthorized use is strictly prohibited.

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PostScript is a registered trademark of Adobe Systems Incorporated in the United States and/or other countries.

Wi-Fi® and Wi-Fi Direct® are registered trademarks of Wi-Fi Alliance®.

All other trademarks are the property of their respective owners.

Licensing notices

All licensing notices associated with this product can be viewed from the CD:\NOTICES directory of the installation software CD.

Noise emission levels

The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

Note: Some modes may not apply to your product.

1-meter average sound pressure, dBA	
Printing	One-sided: 51 (CS531, C2335); 52 (CS632, CS639) Two-sided: 51 (CS531, C2335); 54 (CS632, CS639)
Ready	14

Values are subject to change. See www.lexmark.com for current values.

Waste from Electrical and Electronic Equipment (WEEE) directive



The WEEE logo signifies specific recycling programs and procedures for electronic products in countries of the European Union. We encourage the recycling of our products.

If you have further questions about recycling options, visit the Lexmark Web site at www.lexmark.com for your local sales office phone number.

India E-Waste notice



This product including components, consumables, parts and spares complies with the “India E-Waste Rules” and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1% by weight and 0.01% by weight for cadmium, except for the exemption set in the Rule.

Lithium-ion rechargeable battery



This product may contain a coin-cell, lithium-ion rechargeable battery, which should only be removed by a trained technician. Crossed-out wheeled bin means the product should not be discarded as unsorted waste but must be sent to separate collection facilities for recovery and recycling. In the event the battery is removed, do not dispose of the battery in your household waste. There may be separate collection systems for batteries in your local community, such as a battery-recycling drop-off location. The separate collection of waste batteries

assures appropriate treatment of waste including reuse and recycling and prevents any potential negative effects on human health and environment. Please responsibly dispose of the batteries.

Product disposal

Do not dispose of the printer or supplies in the same manner as normal household waste. Consult your local authorities for disposal and recycling options.

Returning Lexmark cartridges for reuse or recycling

The Lexmark Cartridge Collection Program allows you to return used cartridges for free to Lexmark for reuse or recycling. One hundred percent of the empty cartridges returned to Lexmark are either reused or demanufactured for recycling. The boxes used to return the cartridges are also recycled.

To return Lexmark cartridges for reuse or recycling, do the following:

- 1 Go to www.lexmark.com/recycle.
- 2 Select your country or region.
- 3 Select **Lexmark Cartridge Collection Program**.
- 4 Follow the instructions on the screen.

Static sensitivity notice



This symbol identifies static-sensitive parts. Do not touch the areas near these symbols without first touching a metal surface in an area away from the symbol.

To prevent damage from electrostatic discharge when performing maintenance tasks such as clearing paper jams or replacing supplies, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer even if the symbol is not present.

ENERGY STAR

Any Lexmark product bearing the ENERGY STAR® emblem on the product or on a start-up screen is certified to comply with Environmental Protection Agency (EPA) ENERGY STAR requirements as of the date of manufacture.



Temperature information

Operating temperature and relative humidity	10 to 32.2°C (50 to 90°F) and 15 to 80% RH 15.6 to 32.2°C (60 to 90°F) and 8 to 80% RH Maximum wet-bulb temperature ² : 22.8°C (73°F) Non-condensing environment
Printer / cartridge / imaging unit long-term storage ¹	15.6 to 32.2°C (60 to 90°F) and 8 to 80% RH Maximum wet-bulb temperature ² : 22.8°C (73°F)
Printer / cartridge / imaging unit short-term shipping	-40 to 40°C (-40 to 104°F)
<p>¹ Supplies shelf life is approximately 2 years. This is based on storage in a standard office environment at 22°C (72°F) and 45% humidity.</p> <p>² Wet-bulb temperature is determined by the air temperature and the relative humidity.</p>	

Laser notice

The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR, Chapter I, Subchapter J for Class I (1) laser products, and elsewhere is certified as a Class 1 consumer laser product conforming to the requirements of IEC 60825-1:2014, EN 60825-1:2014+A11:2021, and EN 50689:2021.

Class I laser products are not considered to be hazardous. The laser system and printer are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance, or prescribed service conditions. The printer has a non-serviceable printhead assembly that contains a laser with the following specifications:

Class: IIIb (3b) AlGaAs

Nominal output power (milliwatts): 12

Wavelength (nanometers): 770–800

Power consumption

Product power consumption

The following table documents the power consumption characteristics of the product.

Note: Some modes may not apply to your product.

Mode	Description	Power consumption (Watts)
Printing	The product is generating hard-copy output from electronic inputs.	One-sided: 514 (C2335, CS531); 574 (CS632, CS639) Two-sided: 362 (C2335, CS531); 383 (CS632, CS639)
Copy	The product is generating hard-copy output from hard-copy original documents.	N/A

Mode	Description	Power consumption (Watts)
Scan	The product is scanning hard-copy documents.	N/A
Ready	The product is waiting for a print job.	20.8 (C2335, CS531); 21.3 (CS632, CS639)
Sleep Mode	The product is in a high-level energy-saving mode.	1
Hibernate	The product is in a low-level energy-saving mode.	0.2
Off	The product is plugged into an electrical outlet, but the power switch is turned off.	0.2

The power consumption levels listed in the previous table represent time-averaged measurements. Instantaneous power draws may be substantially higher than the average.

Values are subject to change. See www.lexmark.com for current values.

Sleep Mode

This product is designed with an energy-saving mode called *Sleep Mode*. The Sleep Mode saves energy by lowering power consumption during extended periods of inactivity. The Sleep Mode is automatically engaged after this product is not used for a specified period of time, called the *Sleep Mode Timeout*.

Factory default Sleep Mode Timeout for this product (in minutes):	15 CS639: N/A
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By using the configuration menus, the Sleep Mode Timeout can be modified between 1 minute and 120 minutes, or between 1 minute and 114 minutes, depending on the printer model. If the printer speed is less than or equal to 30 pages per minute, then you can set the timeout only up to 60 minutes or 54 minutes, depending on the printer model. Setting the Sleep Mode Timeout to a low value reduces energy consumption, but may increase the response time of the product. Setting the Sleep Mode Timeout to a high value maintains a fast response, but uses more energy.

Some models support a *Deep Sleep Mode*, which further reduces power consumption after longer periods of inactivity.

Hibernate Mode

This product is designed with an ultra-low power operating mode called *Hibernate mode*. When operating in Hibernate Mode, all other systems and devices are powered down safely.

The Hibernate mode can be entered in any of the following methods:

- Using the Hibernate Timeout
- Using the Schedule Power modes

Factory default Hibernate Timeout for this product in all countries or regions	3 days CS639: N/A
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The amount of time the printer waits after a job is printed before it enters Hibernate mode can be modified between one hour and one month.

Notes on EPEAT-registered imaging equipment products:

- Standby power level occurs in Hibernate or Off mode.

- The product shall automatically power down to a standby power level of ≤ 1 W. The auto standby function (Hibernate or Off) shall be enabled at product shipment.

Off mode

If this product has an off mode which still consumes a small amount of power, then to completely stop product power consumption, disconnect the power supply cord from the electrical outlet.

Total energy usage

It is sometimes helpful to estimate the total product energy usage. Since power consumption claims are provided in power units of Watts, the power consumption should be multiplied by the time the product spends in each mode in order to calculate energy usage. The total product energy usage is the sum of each mode's energy usage.

Applicability of Regulation (EU) 2019/2015 and (EU) 2019/2020

Per Commission Regulation (EU) 2019/2015 and (EU) 2019/2020, the light source contained within this product or its component is intended to be used for Image Capture or Image Projection only, and is not intended for use in other applications.

The UK Product Security and Telecommunications Infrastructure Act 2022 (PSTI Act)—Summary Statement of Compliance

Lexmark International Inc., 740 West New Circle Road, Lexington, KY 40550 USA, declares that this product complies with the applicable security requirements in Schedule 1 of The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023. The defined support period for this product can be found at the following web page:

<https://www.lexmark.com/firmware-eos>.

A copy of the Statement of Compliance is available for download at the following web page:

https://www.lexmark.com/en_us/about/regulatory-compliance/all-regulatory-docs.html.

Thailand NBTC technical standards conformity statement

คำประกาศเรื่องการเป็นไปตามมาตรฐานทางเทคนิคของ กสทช. ประเทศไทย

This telecommunication equipment conforms to the technical standards or requirements of NBTC.

เครื่องโทรคมนาคมและอุปกรณ์นี้มีความสอดคล้องตามมาตรฐานหรือข้อกำหนดทางเทคนิคของ กสทช.

Regulatory notices for wireless products

This section contains regulatory information that applies only to wireless models.

If in doubt as to whether your model is a wireless model, then see [“Wireless support” on page 45](#).

Modular component notice

Wireless models contain the following modular component:

Lexmark MarkNet N8450 / AzureWave AW-CM467-SUR; FCC ID:TLZ-CM467; IC:6100A-CM467

To determine which modular components are installed in your particular product, refer to the labeling on your actual product.

Exposure to radio frequency radiation

The radiated output power of this device is far below the radio frequency exposure limits of the FCC and other regulatory agencies. A minimum separation of 20 cm (8 inches) must be maintained between the antenna and any persons for this device to satisfy the RF exposure requirements of the FCC and other regulatory agencies.

Innovation, Science and Economic Development Canada

This device complies with Innovation, Science and Economic Development Canada license-exempt RSS standards. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Innovation, Sciences et Développement économique Canada

Cet appareil est conforme aux normes RSS exemptes de licence d'Innovation, Sciences et Développement économique Canada. Son fonctionnement est soumis aux deux conditions suivantes : (1) cet appareil ne doit pas causer d'interférences et (2) il doit accepter toutes les interférences, y compris les celles qui peuvent entraîner un fonctionnement indésirable.

European Community (EC) directives conformity

This product is in conformity with the protection requirements of EC Council directive 2014/53/EU on the approximation and harmonization of the laws of the Member States relating to radio equipment.

The manufacturer of this product is: Lexmark International, Inc., 740 West New Circle Road, Lexington, KY, 40550 USA. The EEA/EU authorized representative is: Lexmark International Technology Hungária Kft., 8 Lechner Ödön fasor, Millennium Tower III, 1095 Budapest HUNGARY. The EEA/EU Importer is: Lexmark International Technology S.à.r.l. 20, Route de Pré-Bois, ICC Building, Bloc A, CH-1215 Genève, Switzerland. A declaration of conformity to the requirements of the Directives is available upon request from the Authorized Representative or may be obtained at

www.lexmark.com/en_us/about/regulatory-compliance/european-union-declaration-of-conformity.html.

Compliance is indicated by the CE marking:



Restrictions

This radio equipment is restricted to indoor use only. Outdoor use is prohibited. This restriction applies to all the countries listed in the table below:

								
AT	BE	BG	CH	CY	CZ	DE	DK	EE
EL	ES	FI	FR	HR	HU	IE	IS	IT
LI	LT	LU	LV	MT	NL	NO	PL	PT
RO	SE	SI	SK	TR	UK (NI)			

EU and other countries statement of radio transmitter operational frequency bands and maximum RF power

This radio product transmits in either the 2.4GHz (2.412–2.472 GHz in the EU) or 5GHz (5.15–5.35, 5.47–5.725 in the EU) bands. The maximum transmitter EIRP power output, including antenna gain, is ≤ 20dBm for both bands.

United Kingdom (UK) conformity

This product is in conformity with the protection requirements of the Radio Equipment Regulations 2017.

The manufacturer of this product is: Lexmark International, Inc., 740 West New Circle Road, Lexington, KY, 40550 USA. The UK Importer is: Lexmark International Ltd, Highfield House, Foundation Park - 8 Roxborough Way, Maidenhead Berkshire - SL6 3UD, United Kingdom. A declaration of conformity is available upon request from the UK Importer or may be obtained at

www.lexmark.com/en_us/about/regulatory-compliance/uk-declaration-of-conformity.html.

Compliance is indicated by the UKCA marking:



Restrictions or requirements in the UK

This radio equipment is restricted to indoor use only. Outdoor use is prohibited.

UK statement of radio transmitter operational frequency bands and maximum RF power

This radio product transmits in either the 2.4GHz (2.412–2.472 GHz in the UK) or 5GHz (5.15–5.35, 5.47–5.725 in the UK) bands. The maximum transmitter EIRP power output, including antenna gain, is ≤ 20dBm for both bands.

Notice to users in Thailand

ประกาศถึงผู้ใช้ในประเทศไทย

This radiocommunication equipment has the electromagnetic field strength in compliance with the Safety Standard for the Use of Radiocommunication Equipment on Human Health announced by the National Telecommunications Commission.

เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐาน ความปลอดภัยต่อสุขภาพของมนุษย์จากการใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด



Model-specific information

The following information applies only to the CS632 (5031-675, 5031-685) and CS639 (5031-635) printer models.

Federal Communications Commission (FCC) compliance information statement

This product has been tested and found to comply with the limits for a Class A 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 A limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful

interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

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 A computing device, use a properly shielded and grounded cable such as Lexmark part number 1021231 for parallel attach or 1021294 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 Lexmark Technology & Services
Lexmark International, Inc.
740 West New Circle Road
Lexington, KY 40550
Telephone: (859) 232-2000
E-mail: regulatory@lexmark.com

Innovation, Science and Economic Development Canada compliance statement

This Class A digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Standard ICES-003.

Avis de conformité aux normes de l'Innovation, Sciences et Développement économique Canada

Cet appareil numérique de classe A est conforme aux exigences de la norme canadienne relative aux équipements pouvant causer des interférences NMB-003.

European Community (EC) directives conformity

This product is in conformity with the protection requirements of EC Council directives 2014/30/EU, 2014/35/EU, and 2011/65/EU as amended by (EU) 2015/863 on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility, safety of electrical equipment designed for use within certain voltage limits, and on the restrictions of use of certain hazardous substances in electrical and electronic equipment.

The manufacturer of this product is: Lexmark International, Inc., 740 West New Circle Road, Lexington, KY, 40550 USA. The EEA/EU authorized representative is: Lexmark International Technology Hungária Kft., 8 Lechner Ödön fasor, Millennium Tower III, 1095 Budapest HUNGARY. The EEA/EU Importer is: Lexmark International Technology S.à.r.l. 20, Route de Pré-Bois, ICC Building, Bloc A, CH-1215 Genève, Switzerland. A declaration of conformity to the requirements of the Directives is available upon request from the Authorized Representative or may be obtained at

www.lexmark.com/en_us/about/regulatory-compliance/european-union-declaration-of-conformity.html.

This product satisfies the Class A limits of EN 55032 and safety requirements of EN 62368-1.

United Kingdom (UK) conformity

This product is in conformity with the protection requirements of the Electromagnetic Compatibility Regulations 2016, the Electrical Equipment (Safety) Regulations 2016, and the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012.

The manufacturer of this product is: Lexmark International, Inc., 740 West New Circle Road, Lexington, KY, 40550 USA. The UK Importer is: Lexmark International Ltd, Highfield House, Foundation Park - 8 Roxborough Way, Maidenhead Berkshire - SL6 3UD, United Kingdom. A declaration of conformity is available upon request from the UK Importer or may be obtained at

www.lexmark.com/en_us/about/regulatory-compliance/uk-declaration-of-conformity.html.

This product satisfies the Class A limits of BS EN 55032 and safety requirements of BS EN 62368-1.

Radio interference notice

Warning

This is a product that complies with the emission requirements of EN 55032 Class A limits and immunity requirements of EN 55035. This product is not intended to be used in residential/domestic environments.

This is a Class A product. In a domestic environment, this product may cause radio interference, in which case the user may be required to take adequate measures.

Multiple model information

The following information applies to the CS531 (5031-270, 5031-280) and C2335 (5031-290) printer models.

Federal Communications Commission (FCC) compliance information statement

This product 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 when the equipment is operated 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 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 1021231 for parallel attach or 1021294 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 Lexmark Technology & Services
Lexmark International, Inc.
740 West New Circle Road
Lexington, KY 40550
Telephone: (859) 232-2000
E-mail: regulatory@lexmark.com

Innovation, Science and Economic Development Canada compliance statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Standard ICES-003.

Avis de conformité aux normes de l'Innovation, Sciences et Développement économique Canada

Cet appareil numérique de classe B est conforme aux exigences de la norme canadienne relative aux équipements pouvant causer des interférences NMB-003.

日本の VCCI 規定

製品にこのマークが表示されている場合、次の要件を満たしています。



この装置は、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ください。

VCCI-B

European Community (EC) directives conformity

This product is in conformity with the protection requirements of EC Council directives 2014/30/EU, 2014/35/EU, 2009/125/EC, and 2011/65/EU as amended by (EU) 2015/863 on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility, safety of electrical equipment designed

for use within certain voltage limits, the ecodesign of energy-related products, and on the restrictions of use of certain hazardous substances in electrical and electronic equipment.

The manufacturer of this product is: Lexmark International, Inc., 740 West New Circle Road, Lexington, KY, 40550 USA. The EEA/EU authorized representative is: Lexmark International Technology Hungária Kft., 8 Lechner Ödön fasor, Millennium Tower III, 1095 Budapest HUNGARY. The EEA/EU Importer is: Lexmark International Technology S.à.r.l. 20, Route de Pré-Bois, ICC Building, Bloc A, CH-1215 Genève, Switzerland. A declaration of conformity to the requirements of the Directives is available upon request from the Authorized Representative or may be obtained at www.lexmark.com/en_us/about/regulatory-compliance/european-union-declaration-of-conformity.html.

This product satisfies the Class B limits of EN 55032 and safety requirements of EN 62368-1.

United Kingdom (UK) conformity

This product is in conformity with the protection requirements of the Electromagnetic Compatibility Regulations 2016, the Electrical Equipment (Safety) Regulations 2016, the Ecodesign for Energy-Related Products and Energy Information (Amendment) (EU Exit) Regulations 2019, and the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012.

The manufacturer of this product is: Lexmark International, Inc., 740 West New Circle Road, Lexington, KY, 40550 USA. The UK Importer is: Lexmark International Ltd, Highfield House, Foundation Park - 8 Roxborough Way, Maidenhead Berkshire - SL6 3UD, United Kingdom. A declaration of conformity is available upon request from the UK Importer or may be obtained at www.lexmark.com/en_us/about/regulatory-compliance/uk-declaration-of-conformity.html.

This product satisfies the Class B limits of BS EN 55032 and safety requirements of BS EN 62368-1.

STATEMENT OF LIMITED WARRANTY FOR LEXMARK LASER PRINTERS, LEXMARK LED PRINTERS, AND LEXMARK MULTIFUNCTION LASER PRINTERS

Lexmark International, Inc., Lexington, KY

This limited warranty applies to the United States and Canada. For customers outside the U.S., refer to the country-specific warranty information that came with your product.

This limited warranty applies to this product only if it was originally purchased for your use, and not for resale, from Lexmark or a Lexmark Remarketer, referred to in this statement as “Remarketer.”

Limited warranty

Lexmark warrants that this product:

- Is manufactured from new parts, or new and serviceable used parts, which perform like new parts
- Is, during normal use, free from defects in material and workmanship

If this product does not function as warranted during the warranty period, contact a Remarketer or Lexmark for repair or replacement (at Lexmark's option).

If this product is a feature or option, this statement applies only when that feature or option is used with the product for which it was intended. To obtain warranty service, you may be required to present the feature or option with the product.

If you transfer this product to another user, warranty service under the terms of this statement is available to that user for the remainder of the warranty period. You should transfer proof of original purchase and this statement to that user.

Limited warranty service

The warranty period starts on the date of original purchase as shown on the purchase receipt and ends 12 months later provided that the warranty period for any supplies and for any maintenance items included with the printer shall end earlier if it, or its original contents, are substantially used up, depleted, or consumed. Fuser Units, Transfer/Transport Units, Paper Feed items, if any, and any other items for which a Maintenance Kit is available are substantially consumed when the printer displays a “Life Warning” or “Scheduled Maintenance” message for such item.

To obtain warranty service you may be required to present proof of original purchase. You may be required to deliver your product to the Remarketer or Lexmark, or ship it prepaid and suitably packaged to a Lexmark designated location. You are responsible for loss of, or damage to, a product in transit to the Remarketer or the Lexmark designated location.

When warranty service involves the exchange of a product or part, the item replaced becomes the property of the Remarketer or Lexmark. The replacement may be a new or repaired item.

The replacement item assumes the remaining warranty period of the original product.

Replacement is not available to you if the product you present for exchange is defaced, altered, in need of a repair not included in warranty service, damaged beyond repair, or if the product is not free of all legal obligations, restrictions, liens, and encumbrances.

As part of your warranty service and/or replacement, Lexmark may update the firmware in your printer to the latest version. Firmware updates may modify printer settings and cause counterfeit and/or unauthorized products, supplies, parts, materials (such as toners and inks), software, or interfaces to stop working. Authorized use of genuine Lexmark products will not be impacted.

Before you present this product for warranty service, remove all print cartridges, programs, data, and removable storage media (unless directed otherwise by Lexmark).

For further explanation of your warranty alternatives and the nearest Lexmark authorized servicer in your area contact Lexmark on the World Wide Web.

Remote technical support is provided for this product throughout its warranty period. For products no longer covered by a Lexmark warranty, technical support may not be available or only be available for a fee.

Extent of limited warranty

Lexmark does not warrant uninterrupted or error-free operation of any product or the durability or longevity of prints produced by any product.

Warranty service does not include repair of failures caused by:

- Modification or unauthorized attachments
- Accidents, misuse, abuse or use inconsistent with Lexmark user’s guides, manuals, instructions or guidance
- Unsuitable physical or operating environment
- Maintenance by anyone other than Lexmark or a Lexmark authorized servicer

- Operation of a product beyond the limit of its duty cycle
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