



Lexmark™

CS921, CS923

User's Guide

August 2017

www.lexmark.com

Machine type(s):

5059

Model(s):

130, 530

Contents

- Safety information..... 5**
 - Conventions..... 5
 - Product statements..... 5

- Learning about the printer..... 8**
 - Finding information about the printer.....8
 - Selecting a location for the printer..... 9
 - Printer configurations..... 10
 - Attaching cables..... 12
 - Using the control panel.....13
 - Understanding the status of the power button and indicator light..... 14
 - Using the home screen.....14
 - Menu map.....16
 - Printing a menu settings page..... 17

- Setting up and using the home screen applications..... 18**
 - Customizing the home screen..... 18
 - Using Display Customization.....18
 - Configuring Eco-Settings..... 18

- Setting up and using the accessibility features..... 19**
 - Enabling Magnification mode.....19
 - Activating Voice Guidance.....19
 - Adjusting the Voice Guidance speech rate.....19
 - Adjusting the default internal speaker volume..... 19
 - Adjusting the default headphones volume..... 20
 - Enabling spoken passwords or personal identification numbers..... 20
 - Navigating the screen using gestures.....20
 - Using the keyboard on the display..... 20

- Loading paper and specialty media.....21**
 - Setting the size and type of the specialty media..... 21
 - Configuring Universal paper settings..... 21
 - Loading trays..... 21
 - Loading the multipurpose feeder.....24

Linking trays.....25

Printing.....26

Printing from a computer.....26
Printing from a flash drive..... 26
Supported flash drives and file types.....27
Configuring confidential jobs..... 28
Printing held jobs.....28
Printing a font sample list..... 28
Printing a directory list..... 28
Canceling a print job..... 29

Securing the printer..... 30

Locating the security slot..... 30
Erasing printer memory..... 30
Erasing printer hard disk memory.....30
Configuring printer hard disk encryption..... 31
Restoring factory default settings..... 31
Statement of Volatility..... 31

Maintaining the printer..... 33

Networking.....33
Setting up serial printing (Windows only).....34
Cleaning printer parts.....35
Ordering parts and supplies.....39
Replacing parts and supplies..... 41
Moving the printer..... 64
Saving energy and paper.....65
Recycling..... 66

Clearing jams.....67

Avoiding jams..... 67
Identifying jam locations.....68
Paper jam in the multipurpose feeder..... 69
Paper jam in door C.....69
Paper jam in door D..... 73
Paper jam in the 3000-sheet tray..... 74

Paper jam in the booklet finisher.....75
Paper jam in the staple finisher..... 79
Staple jam in the staple finisher..... 81
Staple jam in the staple, hole punch finisher..... 83
Staple jam in the booklet finisher..... 85

Troubleshooting..... 87

Network connection problems.....87
Hardware options problems.....89
Issues with supplies.....90
Paper feed problems.....91
Printing problems..... 95
Color quality problems.....120
Contacting customer support.....123

Upgrading and migrating.....124

Hardware.....124
Software..... 159
Firmware..... 160

Notices..... 161

Index..... 165

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.

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.
-  **CAUTION—ROTATING FAN BLADES:** Indicates a risk of laceration from moving fan blades.

Symbols used in this machine


 —On	 —Class II equipment
 —Off	 —Class II equipment with functional earthing
 —Standby	 —Functional earthing
 —Ground/earth (Protective bonding terminal)	 —Electrostatic discharge (ESD) sensitivity
 —Ground/earth (Protective earthing)	


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 18 kg (40 lb), then it requires two or more trained personnel 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—ROTATING FAN BLADES:** To avoid the risk of laceration from moving fan blades, turn off the printer and unplug the power cord from the electrical outlet before accessing areas marked with this symbol.

 **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.

This equipment is not suitable for use in locations where children are likely to be present.

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.


This product uses a printing process that heats the print media, and the heat may cause the media to release emissions. You must understand the section in your operating instructions that discusses the guidelines for selecting print media to avoid the possibility of harmful emissions.


This product may produce small amounts of ozone during normal operation, and may be equipped with a filter designed to limit ozone concentrations to levels well below the recommended exposure limits. To avoid high ozone concentration levels during extensive usage, install this product in a well-ventilated area and replace the ozone and exhaust filters if instructed to do so in the product maintenance instructions. If there are no references to filters in the product maintenance instructions, then there are no filters requiring replacement for this product.

SAVE THESE INSTRUCTIONS.

Learning about the printer

Finding information about the printer


What are you looking for?	Find it here
Initial setup instructions: <ul style="list-style-type: none"> • Connecting the printer • Installing the printer software 	See the setup documentation that came with the printer or go to http://support.lexmark.com .
More setup and instructions for using the printer: <ul style="list-style-type: none"> • Selecting and storing paper and specialty media • Loading paper • Configuring printer settings • Viewing and printing documents and photos • Setting up and using the printer software • Configuring the printer on a network • Caring for and maintaining the printer • Troubleshooting and solving problems 	<i>Information Center</i> —Go to http://infoserve.lexmark.com . <i>Help Menu Pages</i> —Access the guides on the printer firmware or go to http://support.lexmark.com . <i>Touch Screen Guide</i> —Go to http://support.lexmark.com . Product videos—Go to http://infoserve.lexmark.com/idv/ .
Information on setting up and configuring the accessibility features of your printer	<i>Lexmark Accessibility Guide</i> —Go to http://support.lexmark.com .
Help 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 located in the printer program folder or on the desktop.


What are you looking for?	Find it here
<p>The latest supplemental information, updates, and customer support:</p> <ul style="list-style-type: none"> • Documentation • Driver downloads • Live chat support • E-mail support • Voice support 	<p>Go to http://support.lexmark.com.</p> <p>Note: Select your country or region, and then select your product to view the appropriate support site.</p> <p>Support contact information for your country or region can be found on the website or on the printed warranty that came with the printer.</p> <p>Have the following information ready when you contact customer support:</p> <ul style="list-style-type: none"> • Place and date of purchase • Machine type and serial number 
<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 http://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 http://support.lexmark.com.</p>

Selecting a location for the printer

When 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.

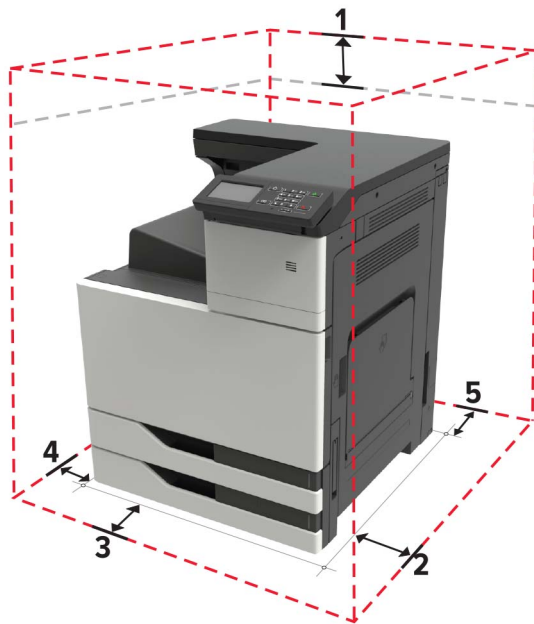
 **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, do not place or use this product near water or wet locations.

- 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 30°C (50 to 86°F)
Storage temperature	-10 to 40°C (14 to 104°F)

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



1	Top	150 mm (5.9 in.)
2	Right side	400 mm (15.7 in.)
3	Front	444.5 mm (17.5 in.)
4	Left side	120 mm (4.8 in.)
5	Rear	120 mm (4.8 in.)

Printer configurations


Note: Make sure to configure the printer on a flat, sturdy, and stable surface.

Basic model



1	Control panel
2	Multipurpose feeder
3	Standard 2 x 500-sheet tray
4	Standard bin

Configured model

 **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.



1	Staple finisher Notes: <ul style="list-style-type: none"> • This option is not supported if another finisher is installed. • This option is supported only in some printer models.
2	Optional 3000-sheet tray Note: This option is supported only if another optional tray is installed.
3	Optional 2 x 500-sheet tray
4	Optional 2500-sheet tray
5	Finisher <ul style="list-style-type: none"> • Staple, hole punch finisher • Booklet finisher

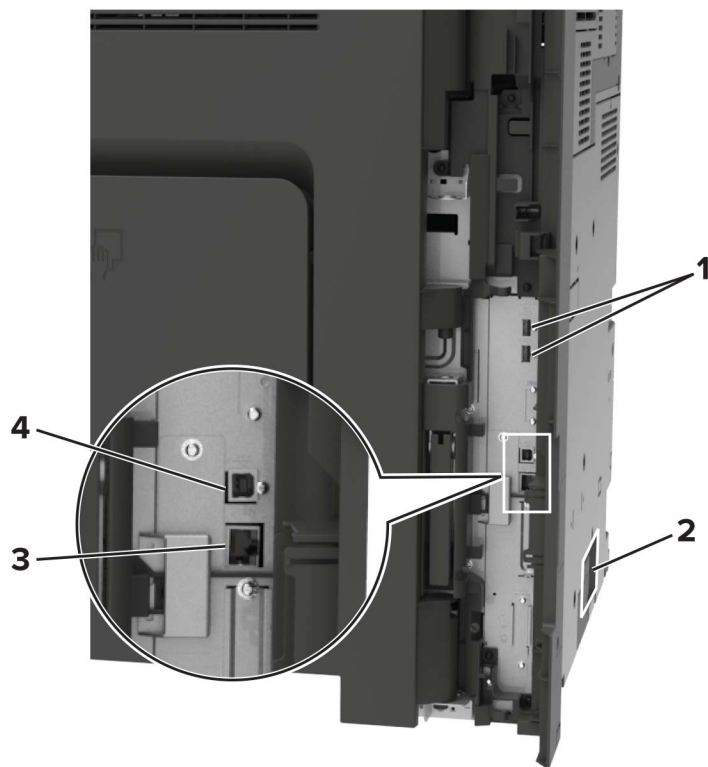
Attaching cables

⚠ 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.

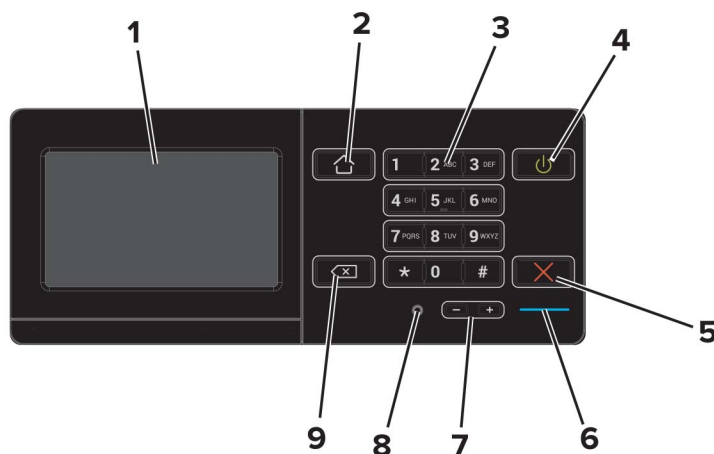
⚠ CAUTION—POTENTIAL INJURY: To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.

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.



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

Using the control panel



	Use the	To
1	Display	<ul style="list-style-type: none"> View the printer messages and supply status. Set up and operate the printer.
2	Home button	Go to the home screen.
3	Keypad	Enter numbers or symbols in an input field.
4	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 or Hibernate mode. Wake the printer from Sleep or Hibernate mode.
5	Stop or Cancel button	Stop the current job.
6	Indicator light	Check the status of the printer.
7	Volume buttons	Adjust the volume of the headset or speaker.
8	Headset or speaker port	Attach a headset or speaker.
9	Backspace button	Move the cursor backward and delete a character in an input field.

Understanding the status of the power button and indicator light

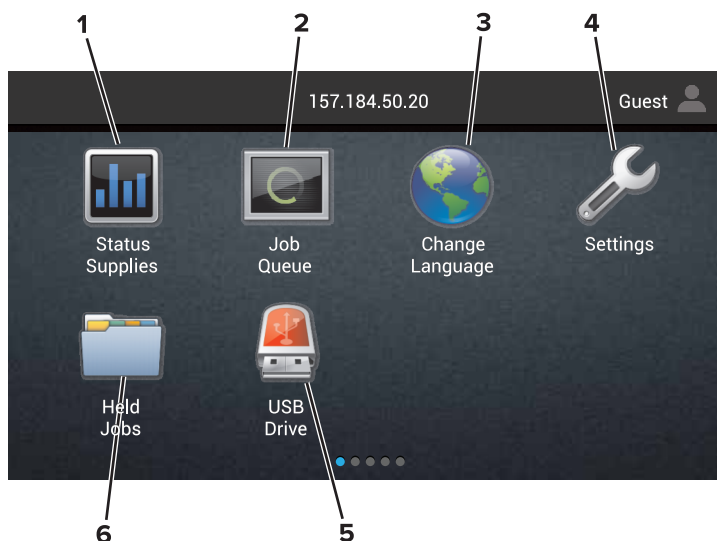
Indicator light	Printer status
Off	The printer is off or in Hibernate mode.
Blue	The printer is ready or processing data.
Red	The printer requires user intervention.

Power button light	Printer status
Off	The printer is off, ready, or processing data.
Solid amber	The printer is in sleep mode.
Blinking amber	The printer is in hibernate mode.

Using the home screen

When the printer is turned on, the display shows the home screen. Use the home screen buttons and icons to initiate an action.

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



Touch		To
1	Status/Supplies	<ul style="list-style-type: none"> Show a printer warning or error message whenever the printer requires intervention to continue processing. View more information on the printer warning or message, and on how to clear it. <p>Note: You can also access this setting by touching the top section of the home screen.</p>
2	Job Queue	Show all the current print jobs. Note: You can also access this setting by touching the top section of the home screen.
3	Change Language	Change the language on the printer display.
4	Settings	Access the printer menus.
5	USB Drive	View, select, or print photos and documents from a flash drive.
6	Held Jobs	Show all the current held print jobs.

These settings may also appear on the home screen

Touch	To
Bookmarks	Access bookmarks.
App Profiles	Access application profiles.
Lock Device	Prevent users from accessing any printer functions from the home screen.

Menu map

Device

<ul style="list-style-type: none"> • Preferences • Remote Operator Panel • Notifications • Power Management • Information Sent to Lexmark 	<ul style="list-style-type: none"> • Accessibility • Restore Factory Defaults • Maintenance • Visible Home Screen Icons • About This Printer
--	---

Print

<ul style="list-style-type: none"> • Layout • Finishing • Setup • Quality • Job Accounting • XPS 	<ul style="list-style-type: none"> • PDF • PostScript • PCL • HTML • Image • PPDS
--	---

Paper

<ul style="list-style-type: none"> • Tray Configuration • Media Configuration 	<ul style="list-style-type: none"> • Bin Configuration
---	---

Network/Ports

<ul style="list-style-type: none"> • Network Overview • Wireless • AirPrint • Ethernet • TCP/IP • IPv6 • SNMP • IPSec 	<ul style="list-style-type: none"> • LPD Configuration • HTTP/FTP Settings • ThinPrint • USB • Parallel [x] • Serial • Google Cloud Print • Wi-Fi Direct
---	--

USB Drive

Flash Drive Print

Security

<ul style="list-style-type: none"> • Login Methods • Schedule USB Devices • Security Audit Log • Login Restrictions • Confidential Print Setup 	<ul style="list-style-type: none"> • Disk Encryption • Erase Temporary Data Files • Solutions LDAP Settings • Miscellaneous
---	---

Option Card Menu

Note: This setting appears only when an optional card is installed.

Reports

- | | |
|---|---|
| <ul style="list-style-type: none">• Menu Settings Page• Device• Print | <ul style="list-style-type: none">• Shortcuts• Network |
|---|---|

Help

- | | |
|---|---|
| <ul style="list-style-type: none">• Print All Guides• Color Quality Guide• Connection Guide• Information Guide | <ul style="list-style-type: none">• Media Guide• Moving Guide• Print Quality Guide• Supplies Guide |
|---|---|

Troubleshooting

- | | |
|--|---|
| <ul style="list-style-type: none">• Print Quality Test Pages | <ul style="list-style-type: none">• Advanced Print Quality Test Pages |
|--|---|

Printing a menu settings page

From the home screen, touch **Settings > Reports > Menu Settings Page**.

Setting up and using the home screen applications

Customizing the home screen

- 1 Open a web browser, and then type the printer IP address in the address field.

Notes:

- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the web page correctly.

- 2 Click **Settings > Device > Visible Home Screen Icons**.
- 3 Select the icons that you want to appear on the home screen.
- 4 Apply the changes.

Using Display Customization

Changing the wallpaper

- 1 From the home screen, touch **Change Wallpaper**.
- 2 Select an image to use.
- 3 Apply the changes.

Creating a slide show

Before you begin, make sure to configure the slide show settings. For more information, see the documentation that came with the solution.

- 1 Insert a flash drive into the USB port.
 - 2 From the home screen, touch **Slideshow**.
- Note:** Images appear in alphabetical order.

Configuring Eco-Settings

- 1 From the home screen, touch **Eco-Settings**.
- 2 Configure the Eco-Mode settings or schedule a power-saving mode.
- 3 Apply the changes.

Setting up and using the accessibility features

Enabling Magnification mode

- 1 From the control panel, press and hold the **5** key until you hear a voice message.
- 2 Select **Magnification**.
- 3 Select **OK**.

For more information on navigating a magnified screen, see [“Navigating the screen using gestures” on page 20](#).

Activating Voice Guidance

From the control panel

- 1 Press and hold the **5** key until you hear a voice message.
- 2 Select **OK**.

From the keyboard

- 1 Press and hold the **5** key until you hear a voice message.
- 2 Press **Tab** to navigate the focus cursor to the OK button, and then press **Enter**.

Notes:

- Voice Guidance is also activated when you insert headphones into the headphone jack.
- To adjust the volume, use the volume buttons at the bottom part of the control panel.

Adjusting the Voice Guidance speech rate

- 1 From the home screen, select **Settings > Device > Accessibility > Speech Rate**.
- 2 Select the speech rate.

Adjusting the default internal speaker volume

The speaker volume will reset to default value after the session is logged out, when the printer wakes from Sleep or Hibernate mode, or after a power-on reset.

- 1 From the control panel, navigate to:
Settings > Device > Preferences > Audio Feedback
- 2 Select the volume.

Note: If Quiet Mode is enabled, then audible alerts are turned off.

Adjusting the default headphones volume

Headphones volume will reset to default value after the session is logged out, when the printer wakes from Sleep or Hibernate mode, or after a power-on reset.

- 1 From the control panel, select **Settings > Device > Accessibility > Headphone Volume**.
- 2 Select the volume.

Enabling spoken passwords or personal identification numbers

- 1 From the home screen, select **Settings > Device > Accessibility > Speak Passwords/PINs**.
- 2 Enable the setting.

Navigating the screen using gestures

Notes:

- The gestures are applicable only when Voice Guidance is activated.
- A physical keyboard is required for typing characters and adjusting certain settings.

Gesture	Function
Double-tap	Select an option or item on the screen.
Triple-tap	Zoom in or zoom out text and images.
Swipe right or swipe down	Move to the next item on the screen.
Swipe left or swipe up	Move to the previous item on the screen.
Pan	Access parts of the zoomed image that are beyond the limits of the screen. Note: This gesture requires the use of two fingers to drag across a zoomed image.
Swipe up then left	Exit an application and return to the home screen.
Swipe down then left	<ul style="list-style-type: none"> • Cancel a job. • Go back to the previous setting. • Exit the screen that appears without changing any setting or value.
Swipe up then down	Repeat a spoken prompt.

Using the keyboard on the display

Do one or more of the following:

- Drag a finger over the key to announce the character.
- Lift the finger to enter or type the character in the field.
- Press **Backspace** to delete characters.
- To hear the content in the input field, press **Tab**, and then press **Shift + Tab**.

Loading paper and specialty media

Setting the size and type of the specialty media


The trays automatically detect the size of plain paper. For specialty media like labels, card stock, or envelopes, do the following:

- 1 From the home screen, navigate to:
Settings > Paper > Tray Configuration > Paper Size/Type > select a paper source
- 2 Set the size and type of the specialty media.

Configuring Universal paper settings

- 1 From the home screen, touch **Settings > Paper > Media Configuration > Universal Setup**.
- 2 Configure the settings.

Loading trays

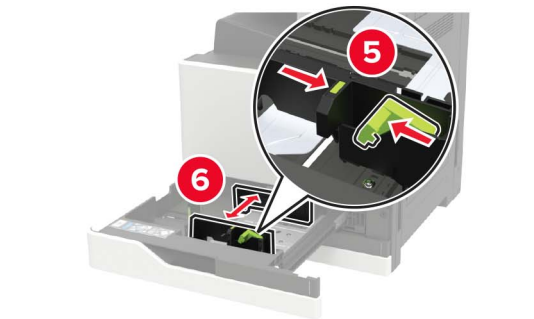
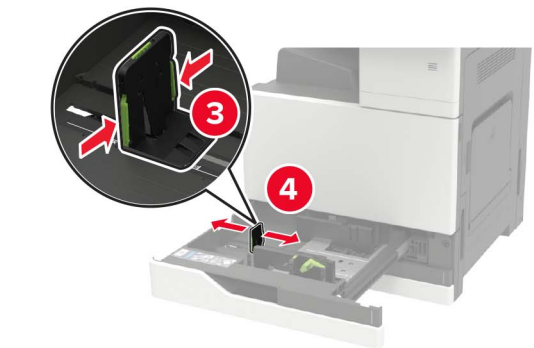
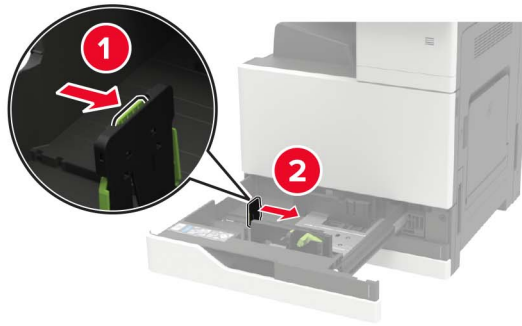
 **CAUTION—TIPPING HAZARD:** To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.

- 1 Pull out the tray.

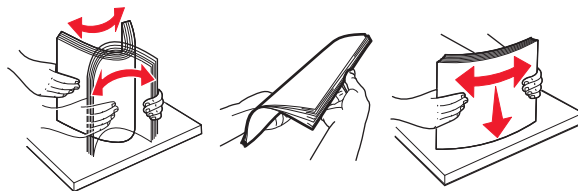
Note: Do not remove trays while the printer is busy.



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











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



4 Load the paper.

- When using letterhead, do either of the following:

Without an optional finisher	With an optional finisher
 <p data-bbox="586 516 808 548">One-sided printing</p>	 <p data-bbox="919 516 1141 548">One-sided printing</p>
 <p data-bbox="586 781 808 812">Two-sided printing</p>	 <p data-bbox="919 781 1141 812">Two-sided printing</p>
 <p data-bbox="586 1041 808 1073">One-sided printing</p>	 <p data-bbox="919 1041 1141 1073">One-sided printing</p>
 <p data-bbox="586 1306 808 1337">Two-sided printing</p>	 <p data-bbox="919 1306 1141 1337">Two-sided printing</p>

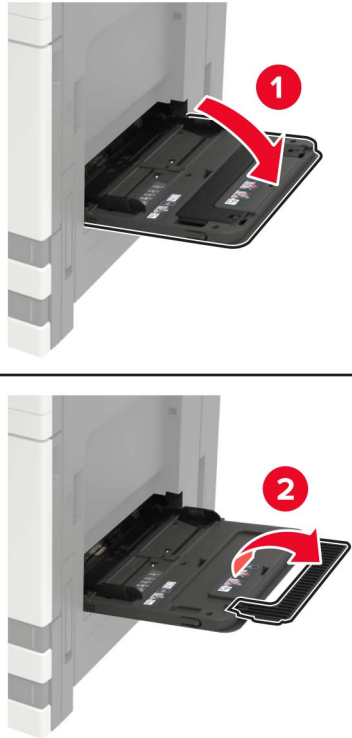
- Load pre-punched paper with the holes toward the front or left side of the tray.
- Do not slide paper into the tray.
- To avoid paper jams, make sure that the stack height is below the maximum paper fill indicator.

5 Insert the tray.

If loading a paper type other than plain, from the control panel, set the paper size and paper type to match the paper loaded.

Loading the multipurpose feeder

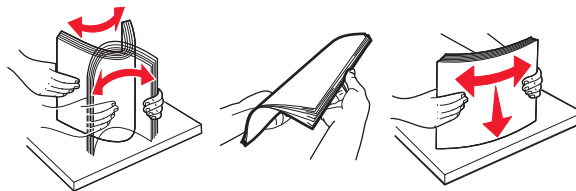
- 1 Open the multipurpose feeder.



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

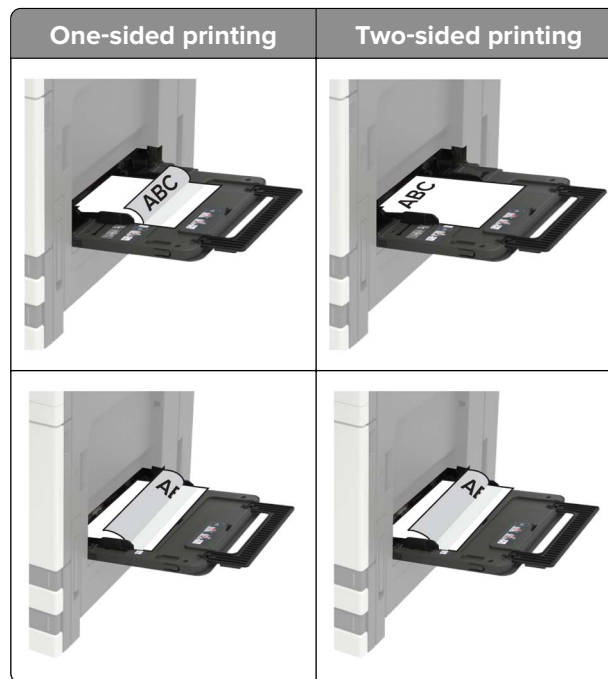


- 3 Flex, fan, and align the paper edges before loading.



- 4 Load the paper or specialty media.

When using letterhead, do either of the following:



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

- 5 From the control panel, set the paper size and paper type to match the paper loaded.

Linking trays

- 1 Open a Web browser, and then type the printer IP address in the address field.

Notes:

- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the Web page correctly.

- 2 Click **Settings > Paper**.

- 3 Match the paper size and type for the trays you are linking.

Note: To unlink trays, make sure that no trays have the same paper size or type.

- 4 Save the settings.

Note: You can also change the paper size and type settings from the printer control panel.

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

Printing

Printing from a computer

Note: For specialty media such as labels, card stock, and envelopes, set the paper size and type in the printer before sending the print job.

- 1 With a document open, click **File > Print**.
- 2 If necessary, adjust the settings.
- 3 Send the print job.

Printing from a flash drive

- 1 Insert the flash drive.



Notes:

- If you insert the flash drive when an error message appears, then the printer ignores the flash drive.
- If you insert the flash drive while the printer is processing other print jobs, then **Busy** appears on the display.

- 2 From the display, touch the document that you want to print.

If necessary, configure other print settings.

- 3 Send the print job.

To print another document, touch **USB Drive**.

Warning—Potential Damage: To avoid loss of data or printer malfunction, do not touch the flash drive or the printer in the area shown while actively printing, reading, or writing from the memory device.



Supported flash drives and file types

Flash drives

- Lexar JumpDrive S70 (16GB and 32GB)
- SanDisk Cruzer (16GB and 32GB)
- PNY Attaché (16GB and 32GB)

Notes:

- The printer supports high-speed USB flash drives with full-speed standard.
- USB flash drives must support the File Allocation Table (FAT) system.

File types

Documents:

- .doc or .docx
- .xls or .xlsx
- .ppt or .pptx
- .pdf
- .xps

Images:

- .dcx
- .gif
- .jpeg or .jpg
- .bmp
- .pcx
- .tiff or .tif
- .png

Configuring confidential jobs

- 1 From the home screen, touch **Settings > Security > Confidential Print Setup**.
- 2 Configure the settings.

Use	To
Max Invalid PIN	Limit the number of times an invalid PIN can be entered. Note: When the limit is reached, the print jobs for that user name are deleted.
Confidential Job Expiration	Set the amount of time before confidential jobs are automatically deleted from the printer memory. Note: Confidential held jobs are stored in the printer until you log in and release or delete them manually.
Repeat Job Expiration	Set the amount of time before repeat jobs are deleted from the printer memory. Note: Repeat held jobs are stored so extra copies can be printed later.
Verify Job Expiration	Set the amount of time before verify jobs are deleted from the printer memory. Note: Verify jobs print one copy to check if it is satisfactory before printing the remaining copies.
Reserve Job Expiration	Set the amount of time before reserved jobs are deleted without being printed. Note: Reserve held jobs are automatically deleted after printing.

Printing held jobs

- 1 With a document open, select **File > Print**.
- 2 Select the printer, and then do the following:
 - For Windows users, click **Properties** or **Preferences**, and then click **Print and Hold**.
 - For Macintosh users, select **Print and Hold**.
- 3 Select the print job type.
- 4 If necessary, assign a user name.
- 5 Send the print job.
- 6 From the printer home screen, touch **Held Jobs**.
- 7 Send the print job.

Printing a font sample list

- 1 From the home screen, touch **Settings > Reports > Print > Print Fonts**.
- 2 Touch **PCL Fonts** or **PostScript Fonts**.

Printing a directory list

From the home screen, touch **Settings > Reports > Print > Print Directory**.

Canceling a print job

From the printer control panel

- 1 From the home screen, touch **Job Queue**.

Note: You can also access this setting by touching the top section of the home screen.

- 2 Select the job to cancel.

From the computer

- 1 Depending on the operating system, do either of the following:
 - Open the printers folder, and then select your printer.
 - From the System Preferences in the Apple menu, navigate to your printer.
- 2 Select the job to cancel.

Securing the printer

Locating the security slot

The printer is equipped with a security lock feature. Attach a security lock compatible with most laptop computers in the location shown to secure the printer in place.



Erasing printer memory

To erase volatile memory or buffered data in your printer, turn off the printer.

To erase non-volatile memory or individual settings, device and network settings, security settings, and embedded solutions, do the following:

- 1 From the home screen, touch **Settings** > **Device** > **Maintenance** > **Out of Service Erase**.
- 2 Select the **Sanitize all information on nonvolatile memory** check box, and then touch **ERASE**.
- 3 Follow the instructions on the display.

Erasing printer hard disk memory

- 1 From the home screen, touch **Settings** > **Device** > **Maintenance** > **Out of Service Erase**.
- 2 Select the **Sanitize all information on hard disk** check box, and then touch **ERASE**.
- 3 Follow the instructions on the display.

Note: This process can take from several minutes to more than an hour, making the printer unavailable for other tasks.

Configuring printer hard disk encryption

- 1 From the home screen, touch **Settings > Security > Disk Encryption > Start Encryption**.

Note: Enabling disk encryption erases the contents of the hard disk. If necessary, back up important data from the printer before starting the encryption.

- 2 Follow the instructions on the display.

Notes:

- Do not turn off the printer during the encryption process. Loss of data can occur.
- Disk encryption can take from several minutes to more than an hour, making the printer unavailable for other tasks.
- After encryption, the printer returns to the home screen.

Restoring factory default settings

From the home screen, touch **Settings > Device > Restore Factory Defaults > Restore Settings > Restore all settings > RESTORE > Start**.

For more information, see [“Erasing printer memory” on page 30](#).

Statement of Volatility

Your printer contains various types of memory that can store device and network settings, and user data.

Type of memory	Description
Volatile memory	Your printer uses standard <i>random access memory</i> (RAM) to temporarily buffer user data during simple print jobs.
Non-volatile memory	Your printer may use two forms of non-volatile memory: EEPROM and NAND (flash memory). Both types are used to store the operating system, device settings, network information and bookmark settings, and embedded solutions.
Hard disk memory	Some printers have a hard disk drive installed. The printer hard disk is designed for printer-specific functionality. This lets the printer retain buffered user data from complex print jobs, as well as form data, and font data.

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

- The printer is being decommissioned.
- The printer hard disk is being replaced.
- The printer is being moved to a different department or location.
- The printer is being serviced by someone from outside your organization.
- The printer is being removed from your premises for service.
- The printer is being sold to another organization.

Disposing of a printer hard disk

Note: Some printer models may not have a printer hard disk installed.

In high-security environments, it may be necessary to take additional steps to make sure that confidential data stored in the printer hard disk cannot be accessed when the printer—or its hard disk—is removed from your premises.

- **Degaussing**—Flushes the hard disk with a magnetic field that erases stored data
- **Crushing**—Physically compresses the hard disk to break component parts and render them unreadable
- **Milling**—Physically shreds the hard disk into small metal bits

Note: Most data can be erased electronically, but the only way to guarantee that all data are completely erased is to physically destroy each hard disk where data is stored.

Maintaining the printer

Warning—Potential Damage: Failure to maintain optimum printer performance periodically, or to replace parts and supplies, may cause damage to your printer.

Networking

Note: Purchase a MarkNet™ N8370 Wi-Fi option first before setting up the printer on a wireless network. For information on installing the Wi-Fi option, see the setup sheet that came with the option.

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.

Using the Push Button method

- 1 From the control panel, navigate to:
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 control panel, navigate to:
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:

- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
 - 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.

Changing port settings after installing an internal solutions port

Notes:

- If the printer has a static IP address, then do not change the configuration.
- If the computers are configured to use the network name instead of an IP address, then do not change the configuration.
- If you are adding a wireless internal solutions port (ISP) to a printer previously configured for an Ethernet connection, then disconnect the printer from the Ethernet network.

For Windows users

- 1 Open the printers folder.
- 2 From the shortcut menu of the printer with the new ISP, open the printer properties.
- 3 Configure the port from the list.
- 4 Update the IP address.
- 5 Apply the changes.

For Macintosh users

- 1 From System Preferences in the Apple menu, navigate to the list of printers, and then select + > **IP**.
- 2 Type the IP address in the address field.
- 3 Apply the changes.

Setting up serial printing (Windows only)


- 1 Set the parameters in the printer.
 - a From the control panel, navigate to the menu for the port settings.
 - b Locate the menu for the serial port settings, and then adjust the settings, if necessary.
 - c Apply the changes.
- 2 From your computer, open the printers folder, and then select your printer.
- 3 Open the printer properties, and then select the COM port from the list.
- 4 Set the COM port parameters in Device Manager.

Notes:

- Serial printing reduces printing speed.
- Make sure that the serial cable is connected to the serial port on your printer.

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:

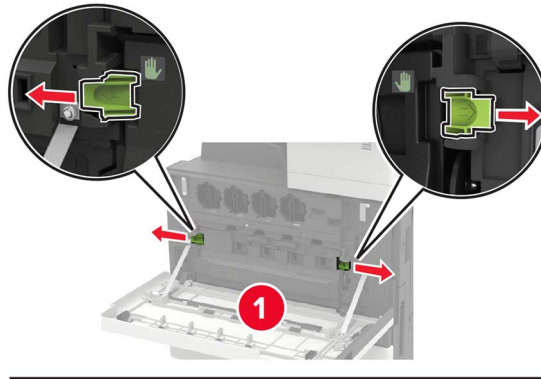
- Do not use household cleaners or detergents, as they may damage the finish of the printer.
- Make sure that all areas of the printer are dry after cleaning.

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

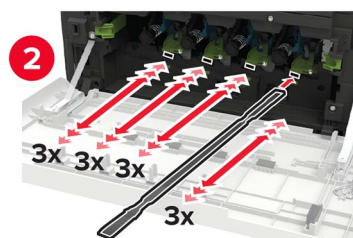
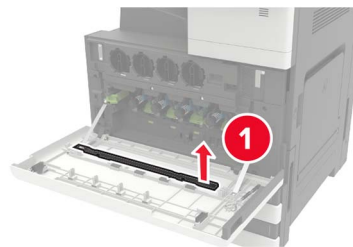
 **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

Cleaning the printhead lens

- 1 Open door A.
- 2 Remove the waste toner bottle.

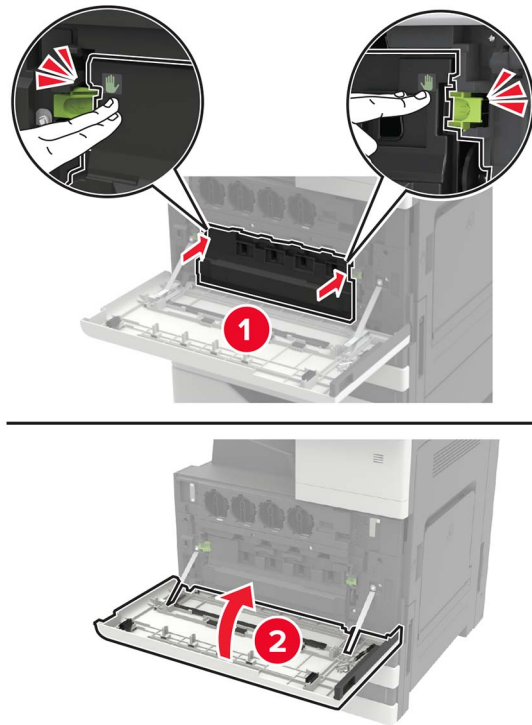


- 3 Using the printhead wiper, clean the printhead lens.



- 4 Insert the wiper back into place.

5 Insert the waste toner bottle, and then close the door.

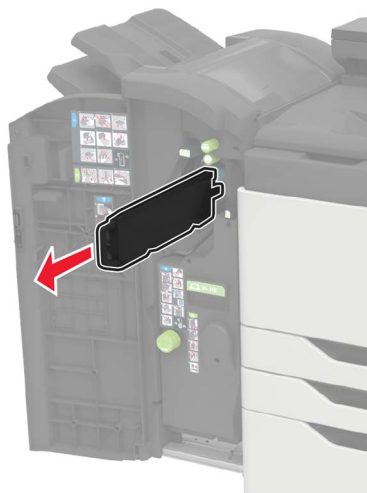


Emptying the hole punch box

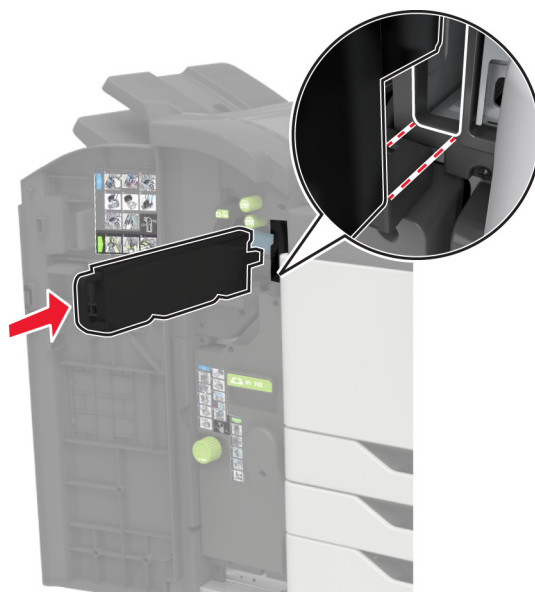
1 Open door H.



2 Remove, and then empty the hole punch box.



3 Insert the hole punch box.



4 Close the door.

Ordering parts and supplies

To order parts and supplies in the U.S., contact 1-800-539-6275 for information about Lexmark authorized supplies dealers in your area. In other countries or regions, go to www.lexmark.com or contact the place where you purchased the printer.

Note: All life estimates for printer supplies assume printing on letter- or A4-size plain paper.

Checking the status of parts and supplies

- 1 From the home screen, touch **Status/Supplies**.
- 2 Select the parts or supplies that you want to check.

Note: You can also access this setting by touching the top section of the home screen.

Using genuine Lexmark parts and supplies

Your Lexmark printer is designed to function best with genuine Lexmark parts and supplies. Use of third-party supplies or parts may affect the performance, reliability, or life of the printer and its imaging components. It can also affect warranty coverage. Damage caused by the use of third-party parts and supplies is not covered by the warranty. All life indicators are designed to function with Lexmark parts and supplies, and may deliver unpredictable results if third-party parts and supplies are used. Imaging component usage beyond the intended life may damage your Lexmark printer or its associated components.

Ordering toner cartridges

Notes:

- The estimated cartridge yield is based on the ISO/IEC 19798 standard.
- Extremely low print coverage for extended periods of time may negatively affect actual yield.

CS921 and CS923 toner cartridges

Toner cartridges	Part number
Black	76C00K0
Cyan	76C00C0
Magenta	76C00M0
Yellow	76C00Y0

CS923 toner cartridges

High yield toner cartridges	Part number
Black	76C0HK0
Cyan	76C0HC0
Magenta	76C0HM0
Yellow	76C0HY0

Ordering a photoconductor unit

Item	Part number
Black photoconductor unit	76C0PK0
Color photoconductor unit	76C0PV0

Ordering a waste toner bottle

Item	Part number
Waste toner bottle	54G0W00

Ordering staple cartridges

Item	Part number
Staple cartridges	25A0013

Ordering maintenance kits

CS921 and CS923 maintenance kits

Maintenance kits	Part number
200K MPF maintenance kit	41X1977
600K CMY developer maintenance kit	41X1594
Black developer maintenance kit	41X1598
HCF rollers maintenance kit	41X1874

CS923 maintenance kits

Maintenance kits	Part number
300K transfer belt maintenance kit	41X2090
Fuser maintenance kit	41X1505

CS921 maintenance kits

Maintenance kits	Part number
300K transfer belt maintenance kit	41X1593
Fuser maintenance kit, 100 V	41X2060
Fuser maintenance kit, 110 V	41X2061
Fuser maintenance kit, 120 V	41X1860
Fuser maintenance kit, 230 V	41X1861

Configuring supply notifications

1 Open a Web browser, and then type the printer IP address in the address field.

Notes:

- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the Web page correctly.

2 Click **Settings > Device > Notifications > Supplies > Custom Supply Notifications**.

3 Select the type of notification.

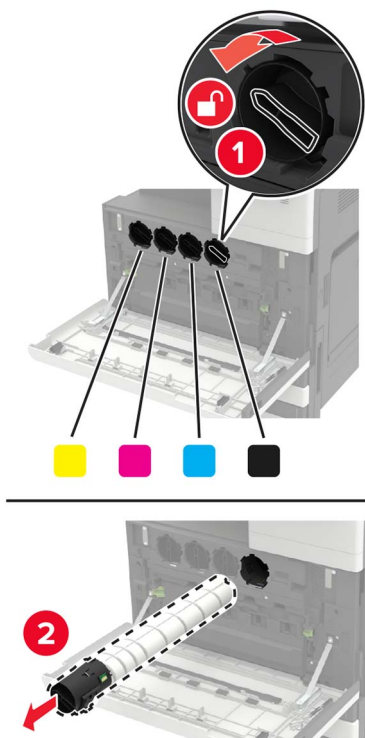
4 Apply the changes.

Replacing parts and supplies

Replacing a toner cartridge

1 Open door A.

2 Remove the toner cartridge.

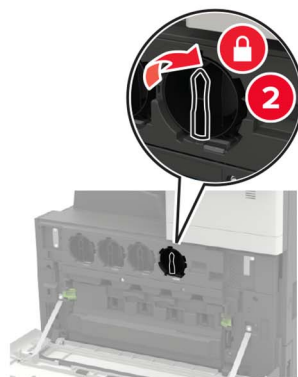


3 Unpack the new toner cartridge.

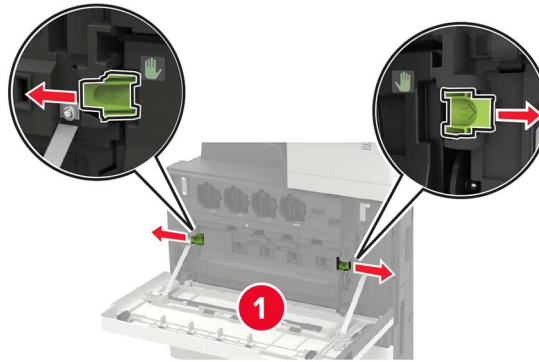
4 Shake the toner cartridge three times.



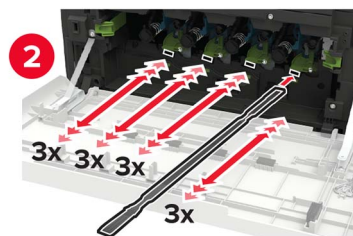
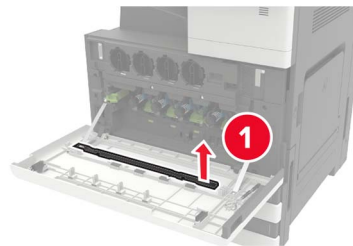
5 Insert the new toner cartridge.



6 Remove the waste toner bottle.

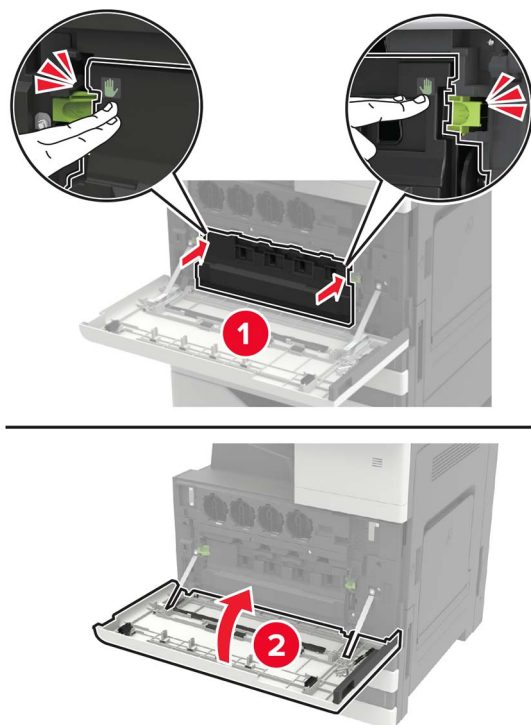


7 Using the printhead wiper, clean the printhead lens.



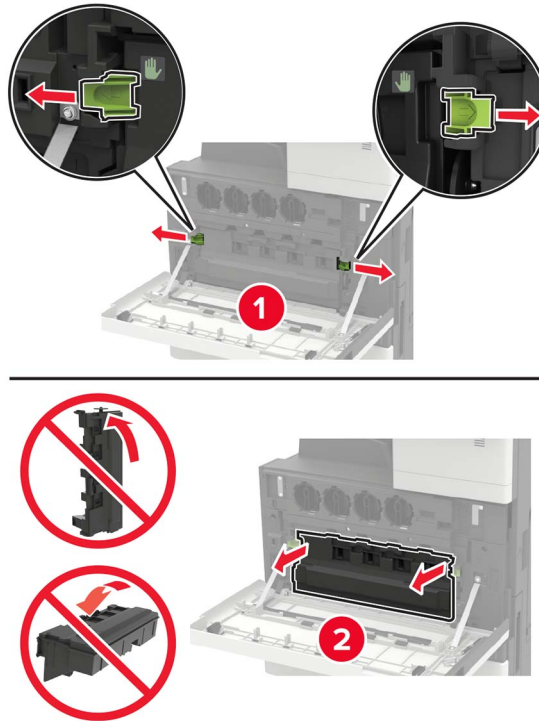
8 Insert the wiper back into place.

9 Insert the waste toner bottle, and then close the door.



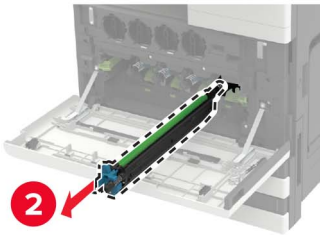
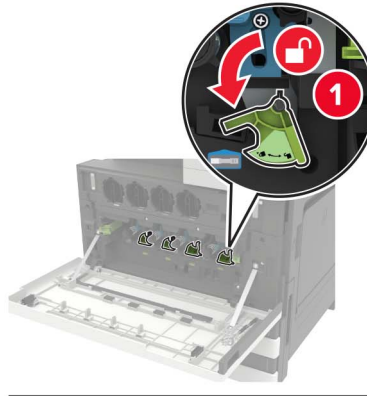
Replacing a photoconductor unit

- 1 Open door A.
- 2 Remove the waste toner bottle.



- 3 Remove the photoconductor unit.

Warning—Potential Damage: Some parts of the printer are easily damaged by static electricity. Before touching any parts or components in an area marked with the static-sensitive symbol, touch a metal surface in an area away from the symbol.

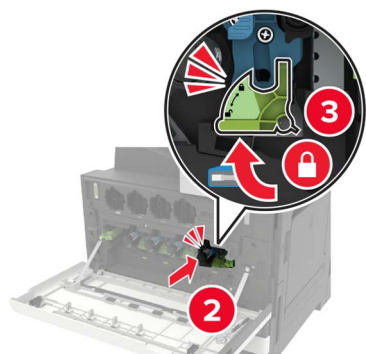
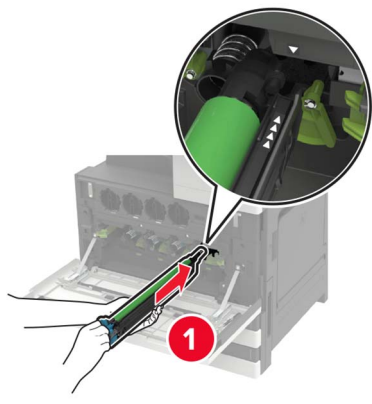


4 Unpack the new photoconductor unit.

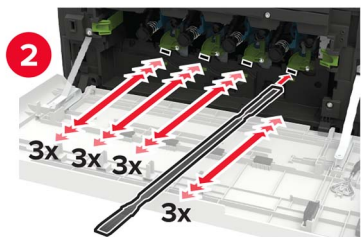
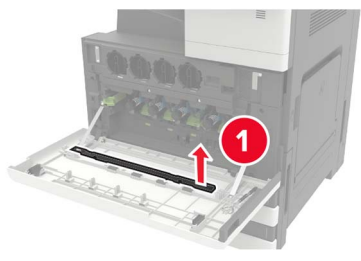
Warning—Potential Damage: Do not expose the photoconductor unit to direct light for more than one minute. Extended exposure to light may cause print quality problems.

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

5 Insert the new photoconductor unit.

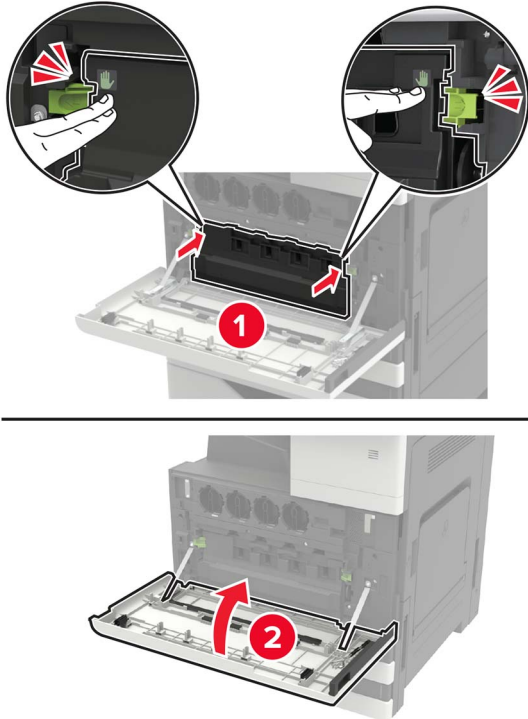


6 Using the printhead wiper, clean the printhead lens.



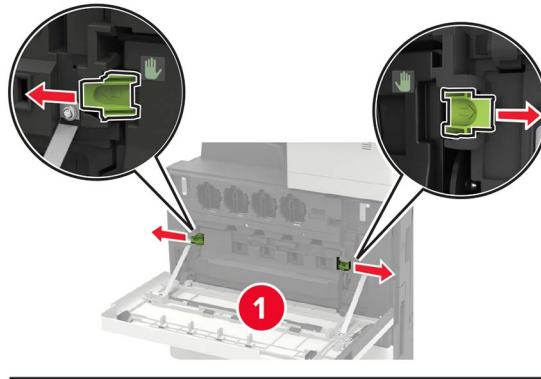
7 Insert the wiper back into place.

8 Insert the waste toner bottle, and then close the door.

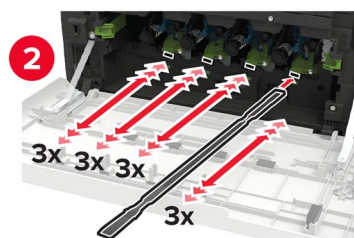
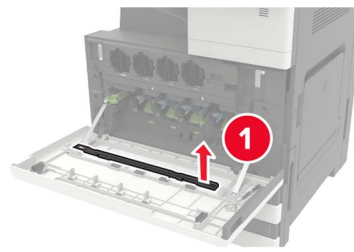


Replacing the waste toner bottle

- 1 Open door A.
- 2 Remove the waste toner bottle.

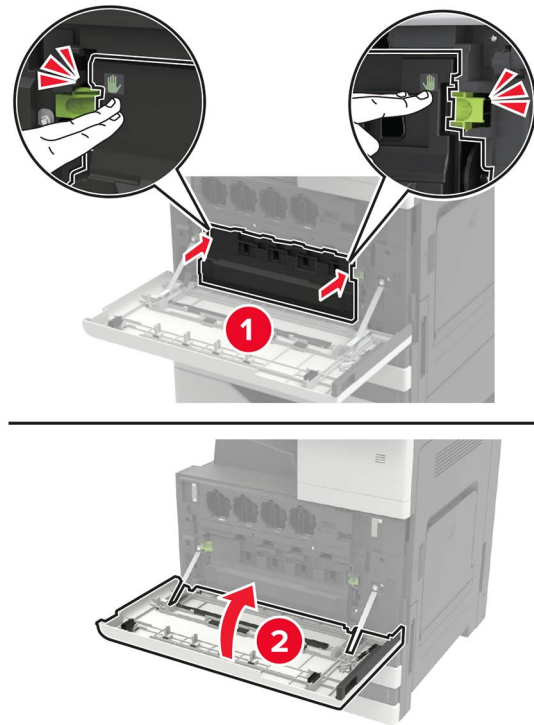


- 3 Using the printhead wiper, clean the printhead lens.



- 4 Insert the wiper back to into place.
- 5 Unpack the new waste toner bottle.

6 Insert the new waste toner bottle, and then close the door.



Replacing the pick, feed, and separator rollers



1	Pick roller
2	Feed roller
3	Separator roller

1 Turn off the printer.



2 Remove all the trays.

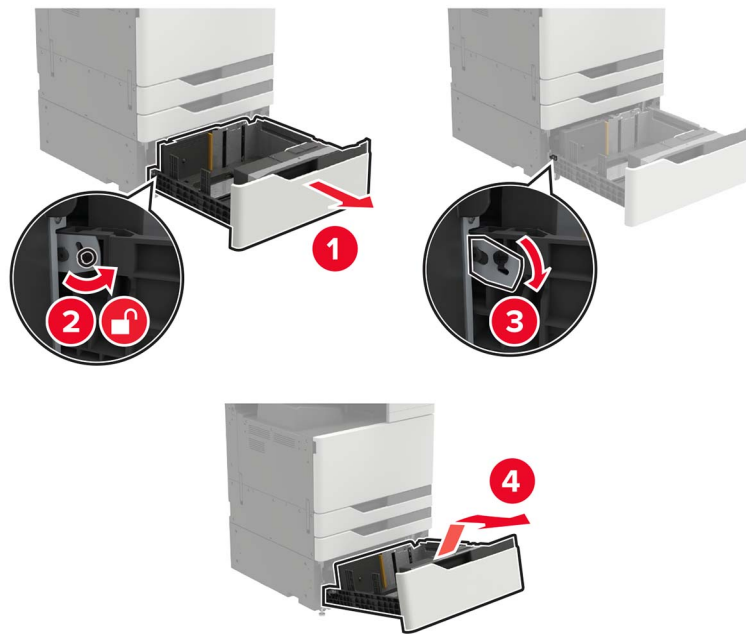
- Standard tray



- Optional 2500-sheet tray

Notes:


- Use the screwdriver stored inside door A.
- To remove the optional 2 x 500-sheet tray, follow the procedure in removing the standard tray.

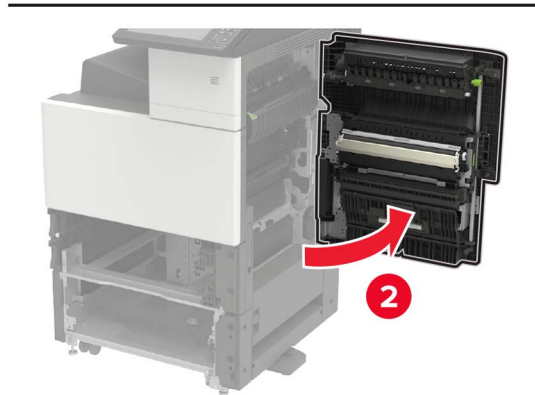
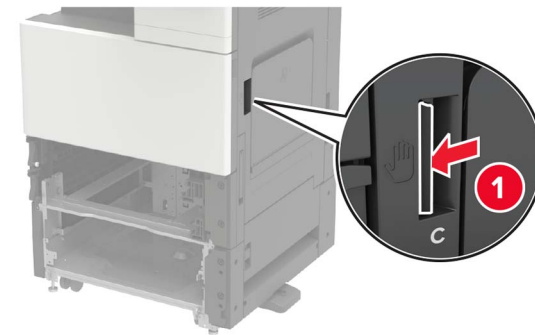


3 Open door C.

Notes:

- Make sure that the door does not hit any cable attached to the printer.
- If a 3000-sheet tray is installed, then slide the tray to the right to open the door.

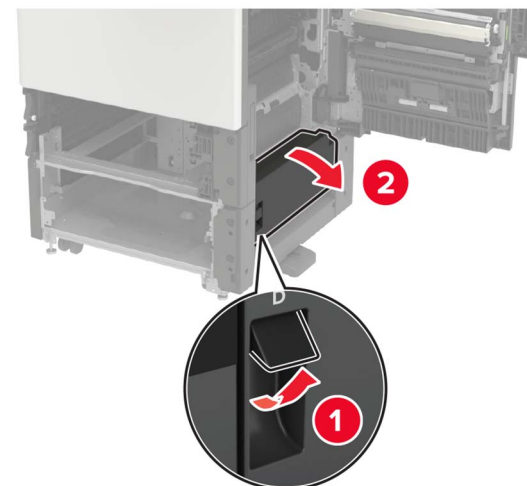
 **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



4 Open door D.

Notes:

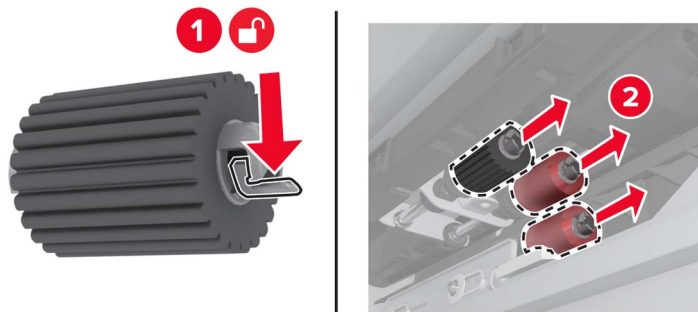
- Door D is only accessible if an optional 2500- or 2 x 500-sheet tray is installed.
- If a 3000-sheet tray is installed, then slide the tray to the right to open the door.



5 Locate the rollers.



6 Remove the rollers.



7 Insert the new rollers until they *click* into place.



Note: Make sure to insert the rollers to their proper places.

8 Close doors D and C.

9 Insert the trays, and then turn on the printer.

Replacing the transfer belt


1 Turn off the printer.

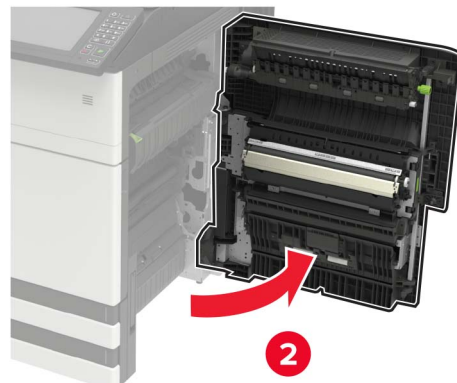
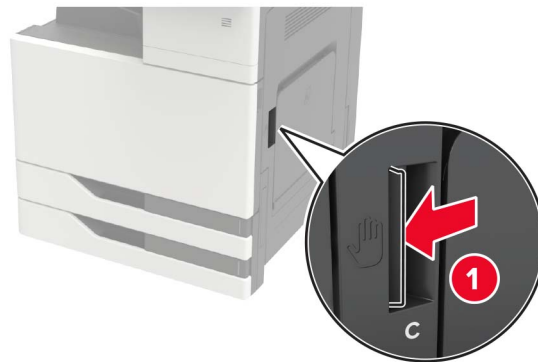


2 Open door C.

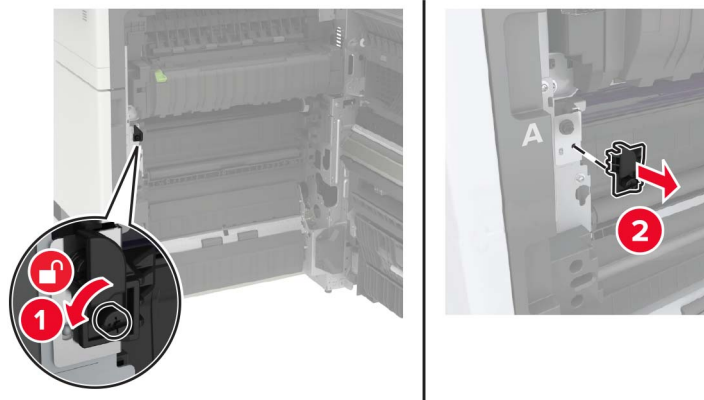
Notes:

- Make sure that the door does not hit any cable attached to the printer.
- If a 3000-sheet tray is installed, then slide the tray to the right to open the door.

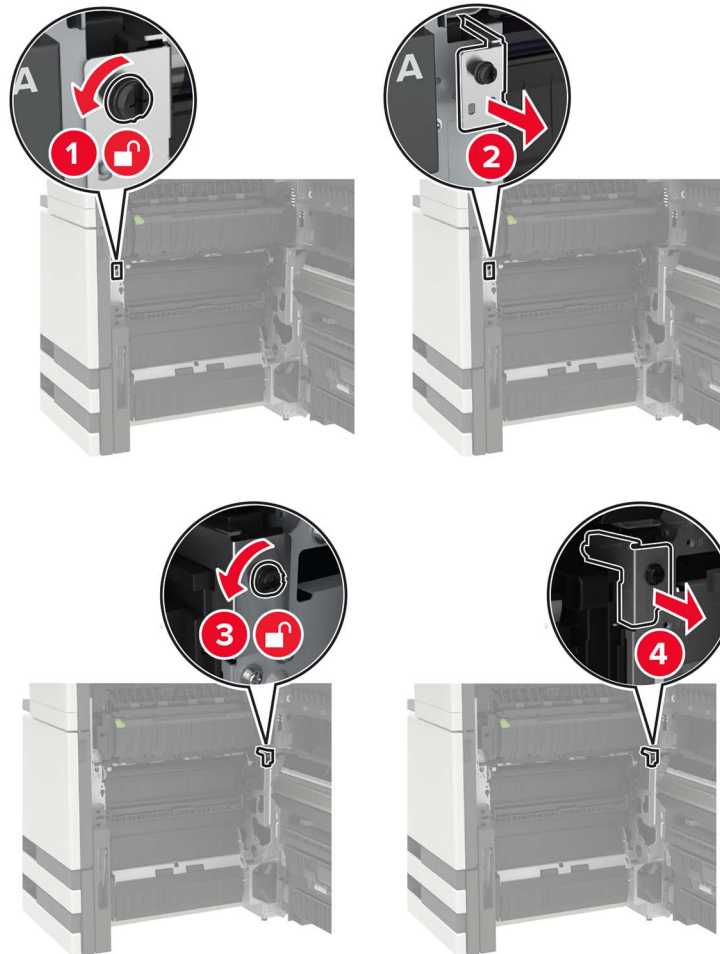
 **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



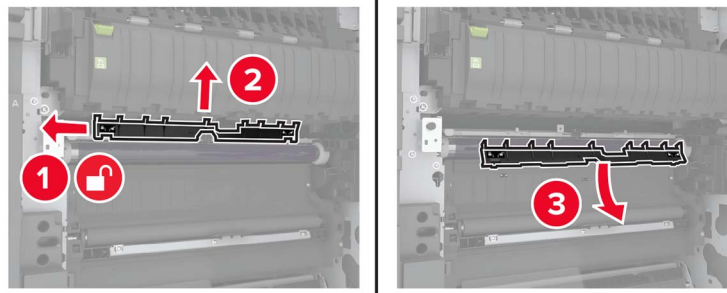
3 Using the screwdriver stored inside door A, remove the door stopper.



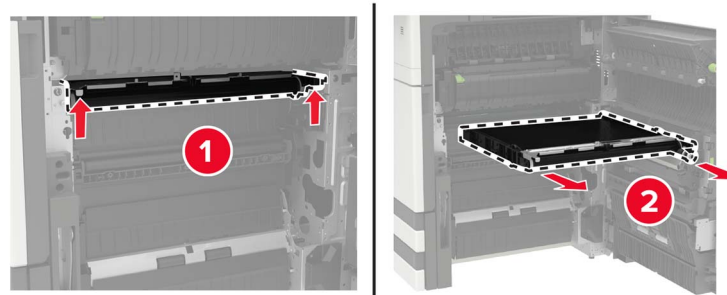
4 Loosen the screws that secure the transfer belt.



5 Remove the paper guide.



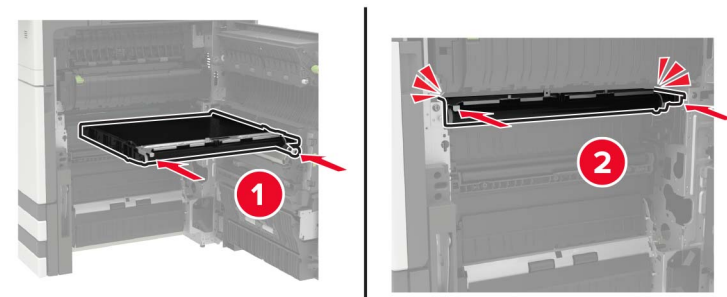
6 Remove the transfer belt.



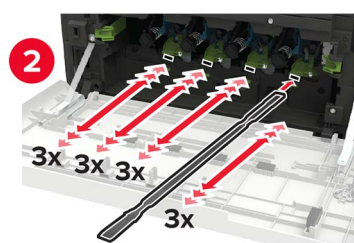
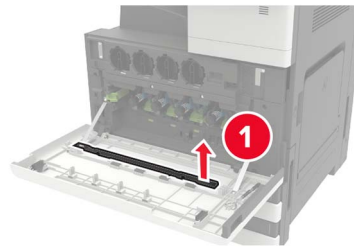
7 Unpack the new transfer belt.

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

8 Insert the new transfer belt until it *clicks* into place.



9 Using the printhead wiper, clean the printhead lens.



10 Insert the paper guide.

11 Secure the transfer belt.

12 Reattach the door stopper.


13 Close the door, and then turn on the printer.

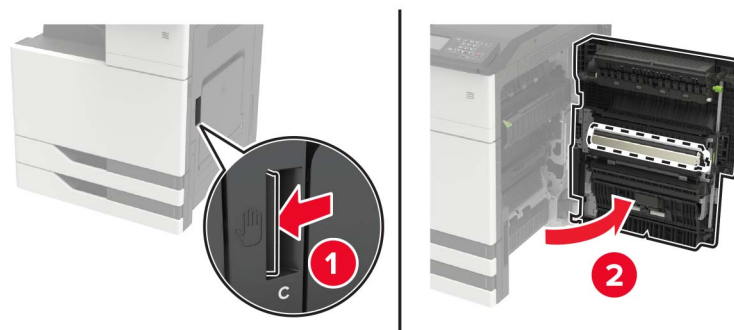
Replacing the transfer roller

1 Open door C.

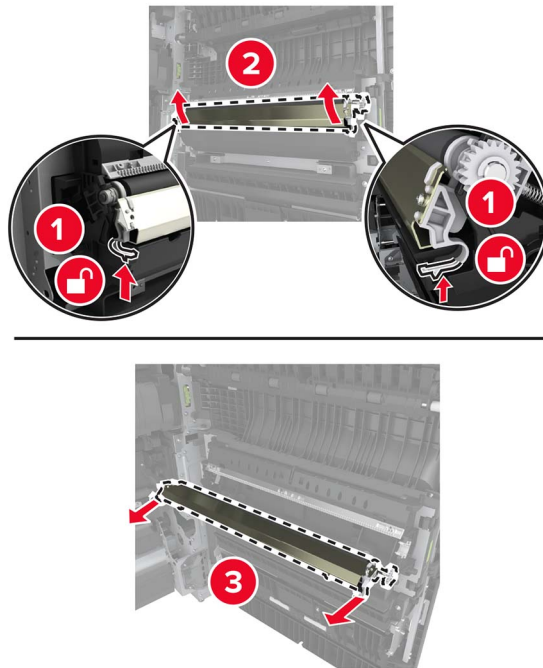
Notes:

- Make sure that the door does not hit any cable attached to the printer.
- If a 3000-sheet tray is installed, then slide the tray to the right to open the door.

 **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.

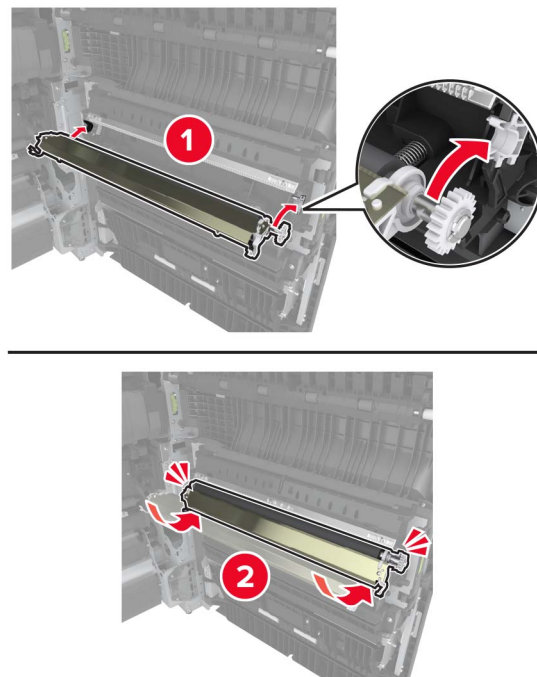


2 Remove the transfer roller.



3 Unpack the new transfer roller.

4 Insert the new transfer roller until it *clicks* into place.



5 Close the door.

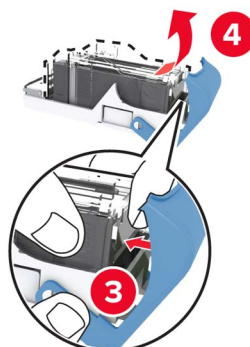
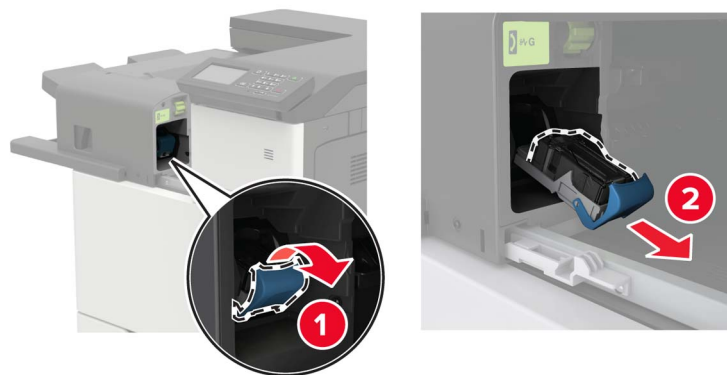
Replacing the staple cartridge

Replacing the staple cartridge in the staple finisher

- 1 Slide the staple finisher.

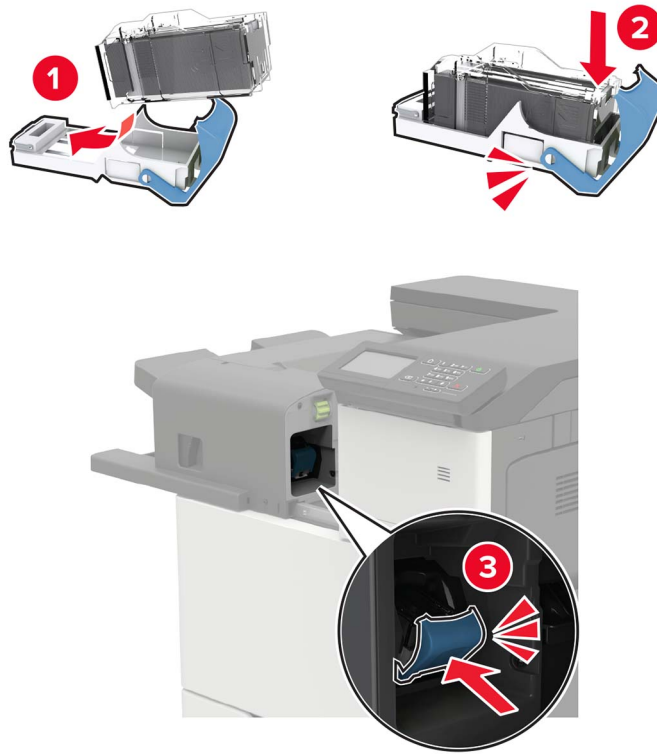


- 2 Remove the empty staple cartridge.



- 3 Unpack the new staple cartridge.

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



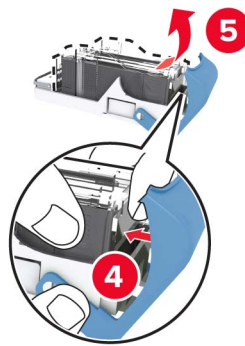
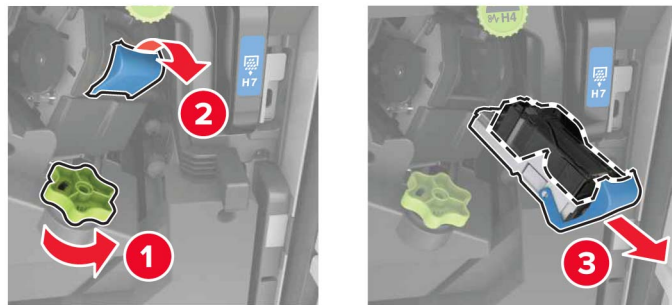
5 Slide the finisher back into place.

Replacing the staple cartridge in the staple, hole punch finisher

1 Open door H.

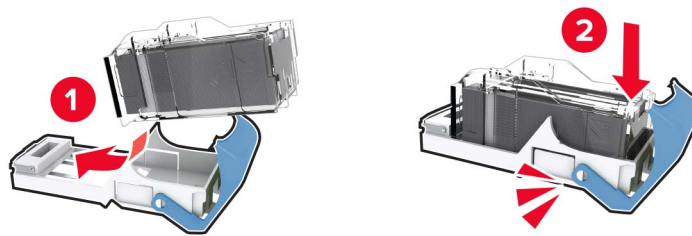


2 Remove the staple cartridge.



3 Unpack the new staple cartridge.

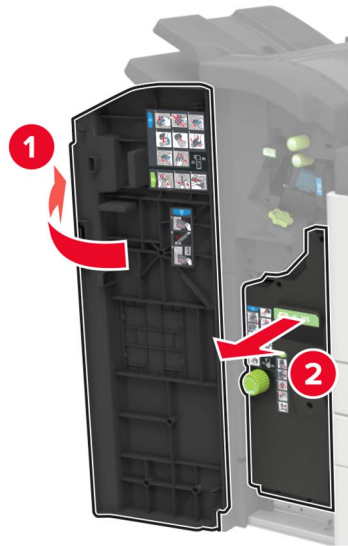
4 Insert the new staple cartridge until it *clicks* into place.



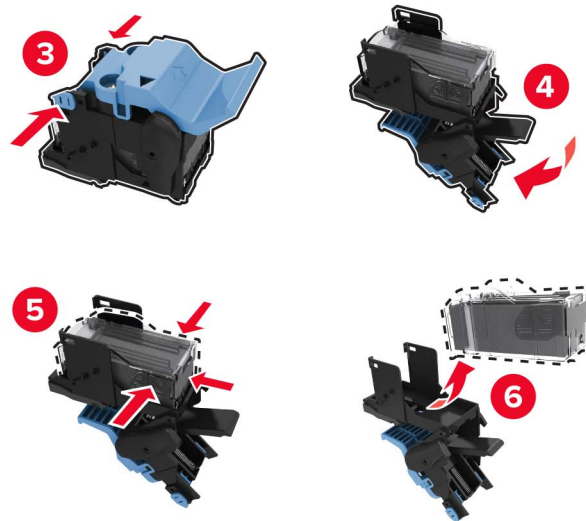
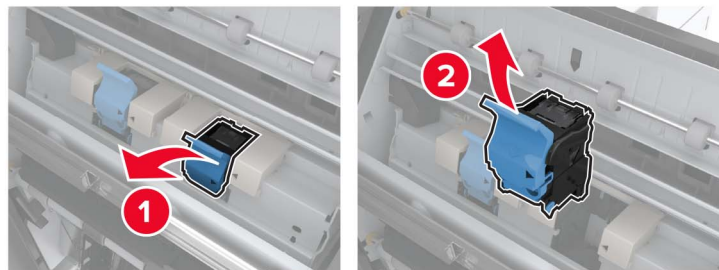
5 Close the door.

Replacing the staple cartridge in the booklet finisher

- 1 Open door H, and then pull out the booklet maker.

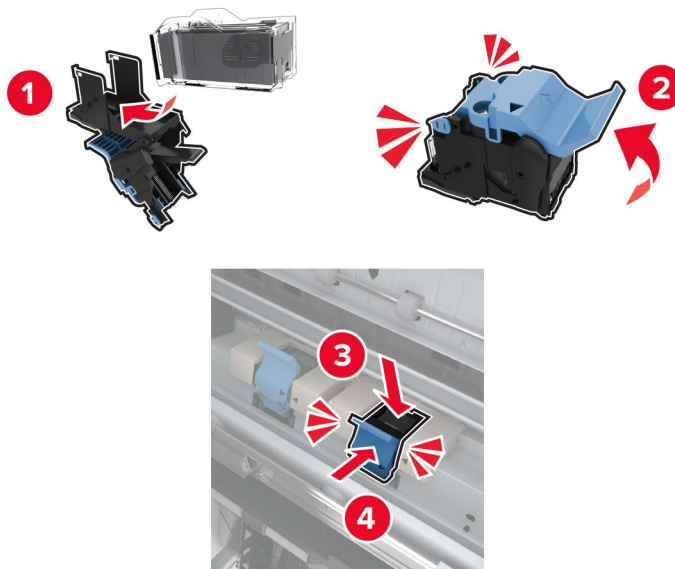


- 2 Remove the staple cartridge.



- 3 Unpack the new staple cartridge.

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



5 Push the booklet maker back into place, and then close the door.

Moving the printer

Moving the printer to another location

- ⚠ CAUTION—POTENTIAL INJURY:** If the printer weight is greater than 18 kg (40 lb), then it requires two or more trained personnel 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 <http://support.lexmark.com> or contact customer support.

Saving energy and paper

Setting up power saver modes

Eco-Mode

- 1 From the home screen, touch **Settings > Device > Power Management > Eco-Mode**.
- 2 Select a setting.

Sleep mode

- 1 From the home screen, touch **Settings > Device > Power Management > Timeouts > Sleep Mode**.
- 2 Enter the number of minutes 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 before the printer enters hibernate mode.

Notes:

- Make sure to wake the printer from hibernate mode before sending a print job.
- The Embedded Web Server is disabled when the printer is in hibernate mode.

Adjusting the brightness of the printer display

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

Recycling

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.

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:

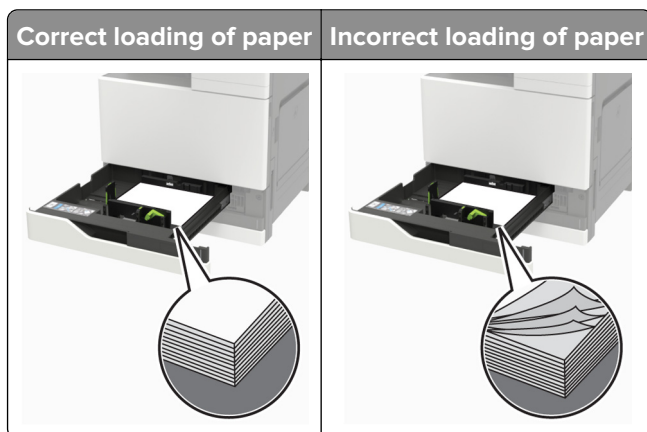
- 1 Go to www.lexmark.com/recycle.
- 2 Select the product that you want to recycle.

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.

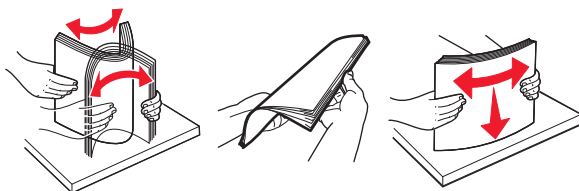


- Make sure that the paper guides are positioned correctly and are not pressing tightly against the paper or envelopes.
- Push the tray firmly into the printer after loading paper.

Use recommended paper

- Use only recommended paper or specialty media.
- Do not load paper that is wrinkled, creased, damp, bent, or curled.

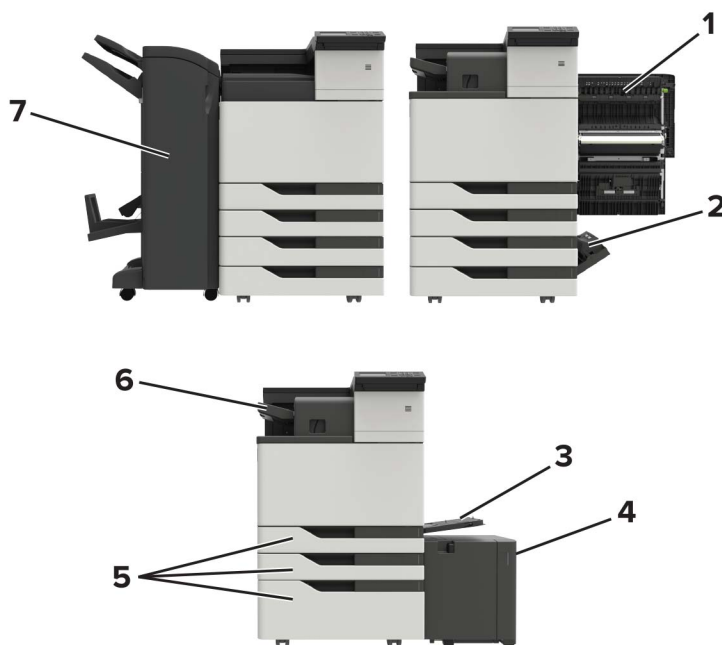
- Flex, fan, and align the paper edges before loading.



- 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

Note: When Jam Recovery is set to On or Auto, the printer reprints jammed pages.



	Jam locations
1	Door C
2	Door D
3	Multipurpose feeder
4	3000-sheet tray
5	2 x 500- or 2500-sheet tray
6	Staple finisher

	Jam locations
7	Finisher <ul style="list-style-type: none"> • Booklet finisher • Staple, hole punch finisher

Paper jam in the multipurpose feeder


1 Remove paper from the multipurpose feeder.

2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



3 Open door C to remove any paper fragments.

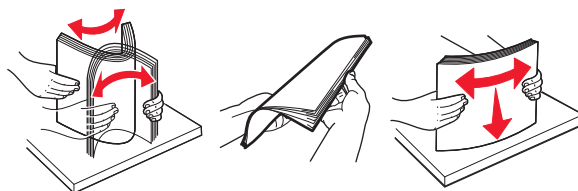
 **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

Notes:

- Make sure that the door does not hit any cable attached to the printer.
- If a 3000-sheet tray is installed, then slide the tray to the right to open the door.

4 Close the door.


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

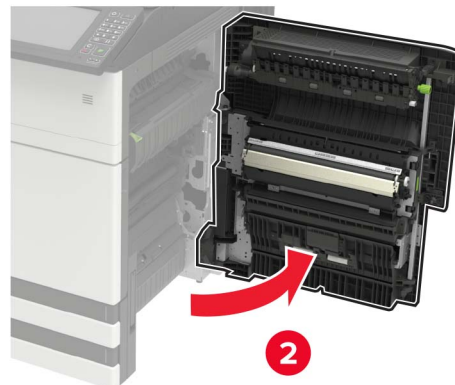
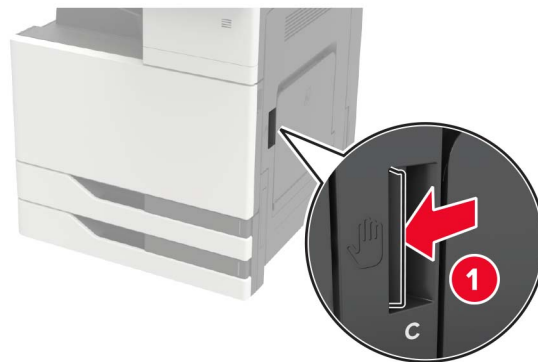


6 Reload paper.

Paper jam in door C

1 Open door C.

 **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.



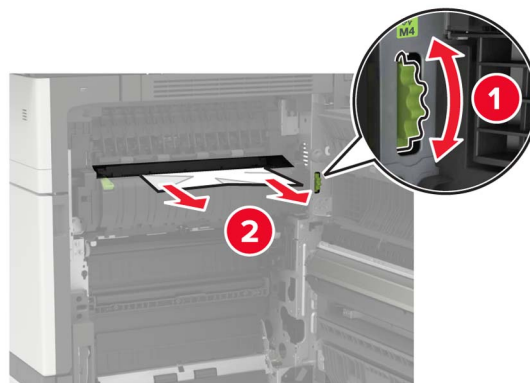
Notes:

- Make sure that the door does not hit any cable attached to the printer.
- If a 3000-sheet tray is installed, then slide the tray to the right to open the door.

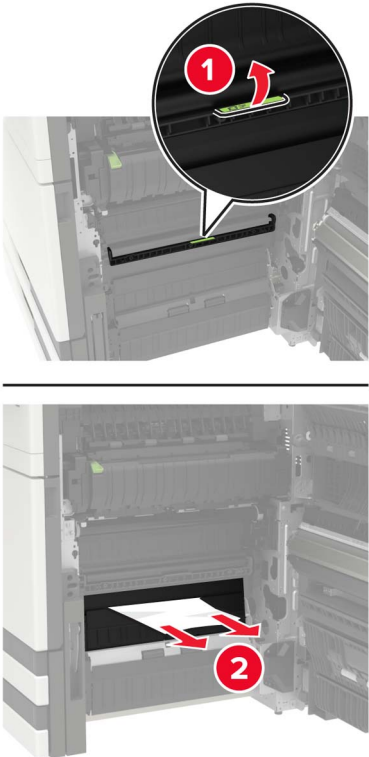
2 Remove the jammed paper from any of the following locations.

Note: Make sure that all paper fragments are removed.

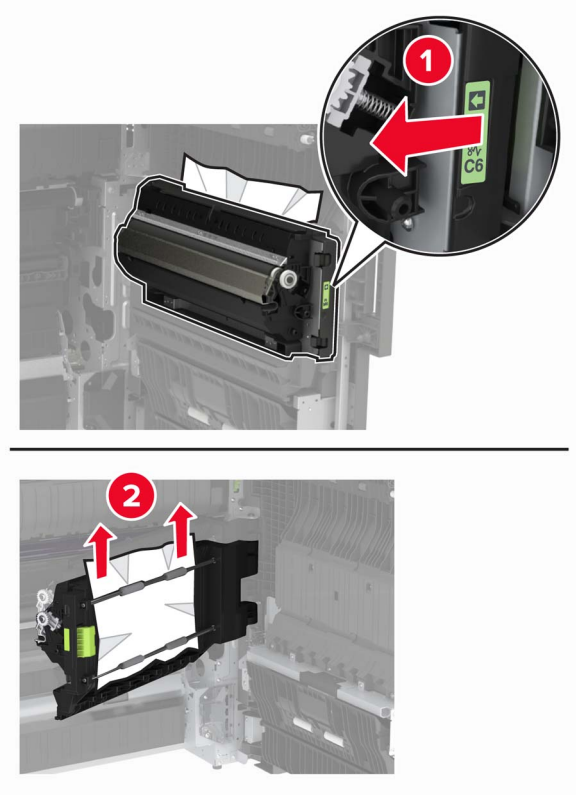
- Fuser area



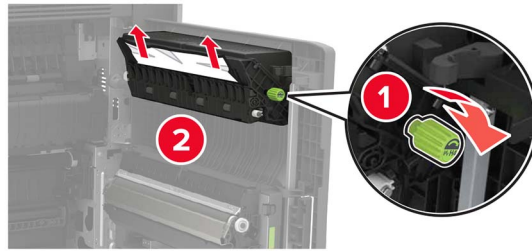
- Below the fuser area



- Duplex area

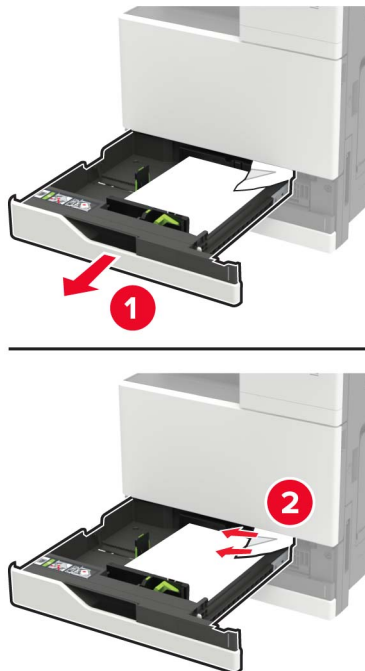


- Above the duplex area



3 Open the standard trays, and then remove the jammed paper.

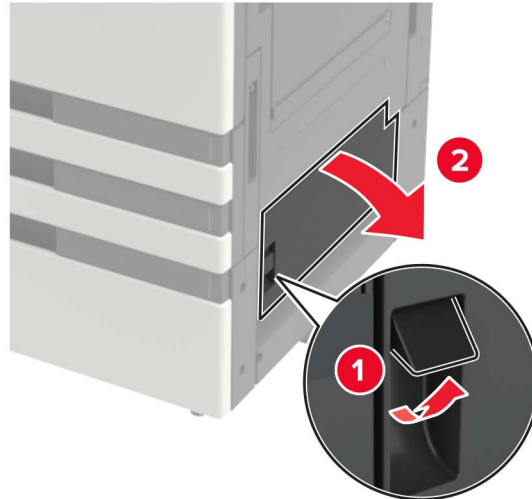
Note: Make sure that all paper fragments are removed.



4 Close the trays, and then close the door.

Paper jam in door D

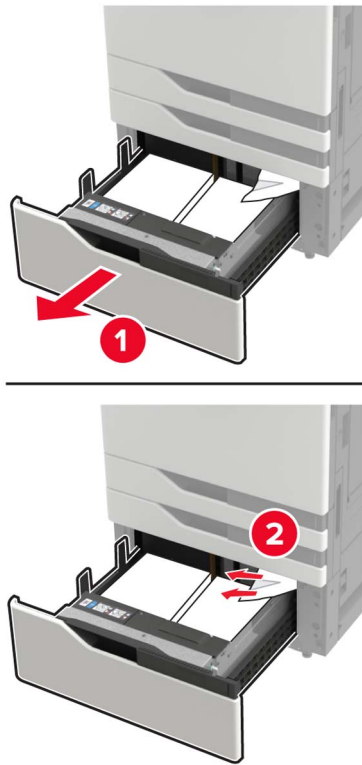
- 1 Open door D, and then remove the jammed paper.

**Notes:**

- If a 3000-sheet tray is installed, then slide the tray to the right to open the door.
- Open door C to make sure that all paper fragments are removed, and then close the door.

- 2 Open the optional tray, and then remove the jammed paper.

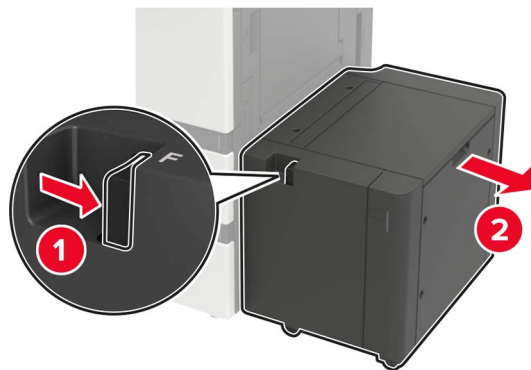
Note: Make sure that all paper fragments are removed.



3 Close the tray, and then close the door.

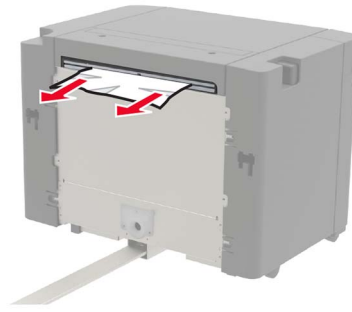
Paper jam in the 3000-sheet tray

1 Slide the 3000-sheet tray.



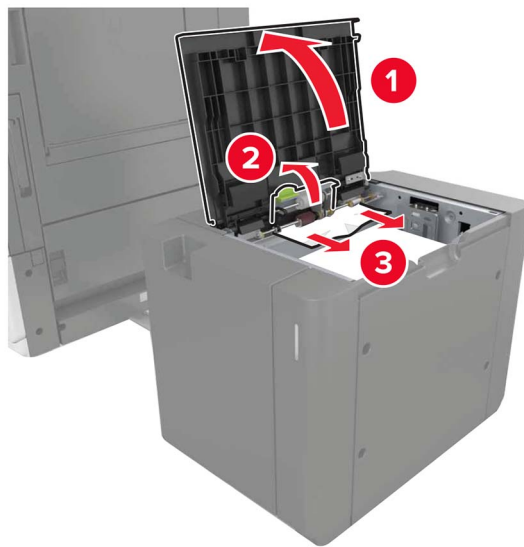
2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



3 Open door F, and then remove the jammed paper.

Note: Make sure that all paper fragments are removed.

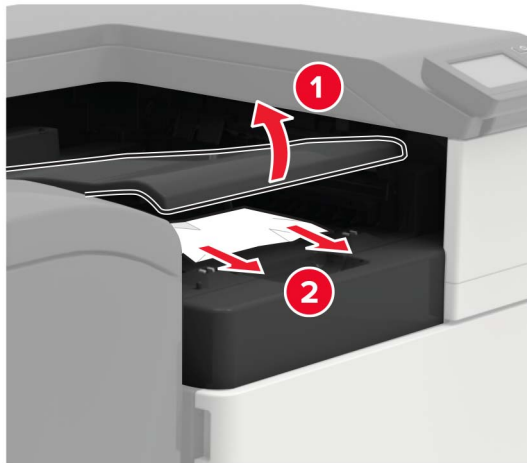


4 Close the door, and then slide the tray back into place.

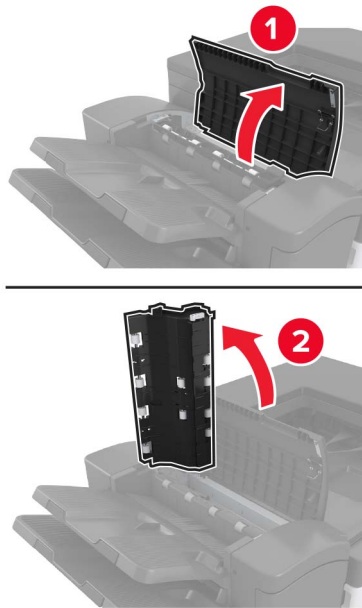
Paper jam in the booklet finisher

1 Open door G, and then remove the jammed paper.

Note: Make sure that all paper fragments are removed.



2 Open door J.



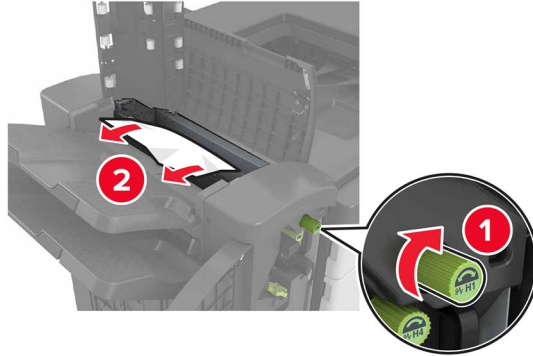
3 Open door H.



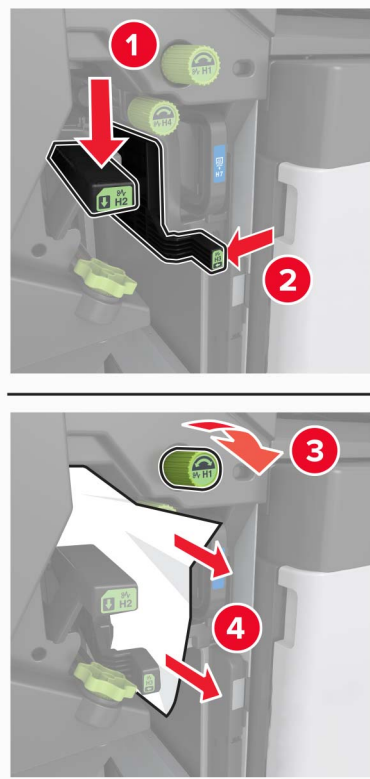
4 Remove the jammed paper from any of the following locations.

Note: Make sure that all paper fragments are removed.

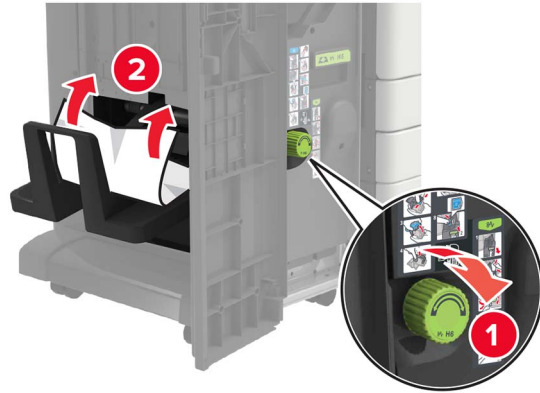
- Door J



- Areas H1 and H2



- Area H6



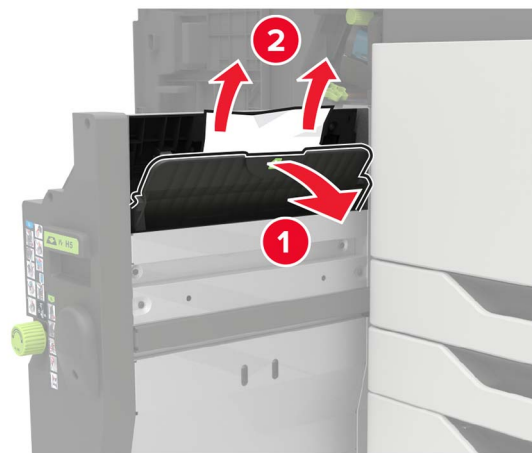
5 Pull out the booklet maker.



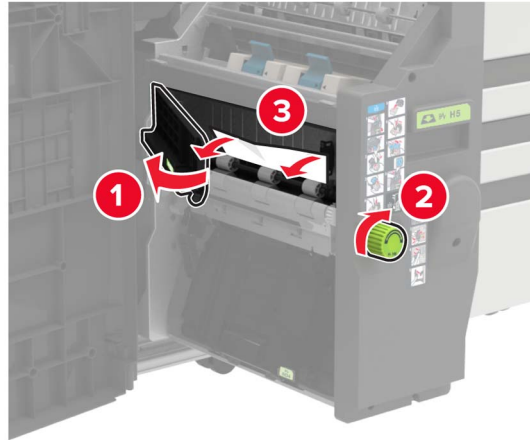
6 Remove the jammed paper from any of the following locations.

Note: Make sure that all paper fragments are removed.

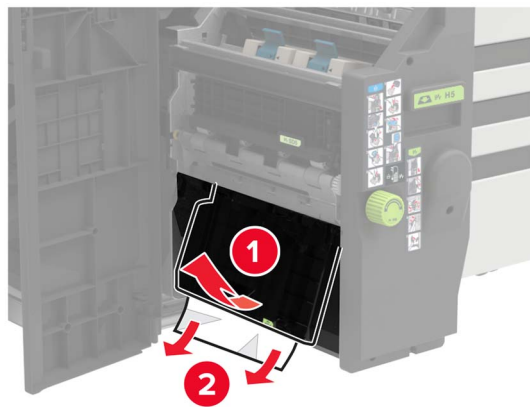
- Area H8



- Area H9



- Area H10



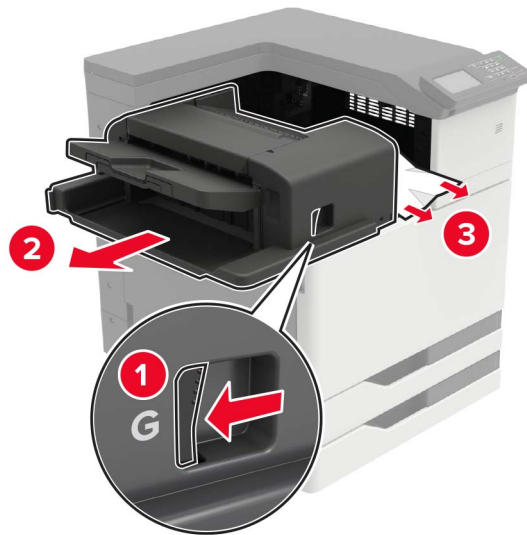
7 Push the booklet maker back into place.

8 Close doors H and J.

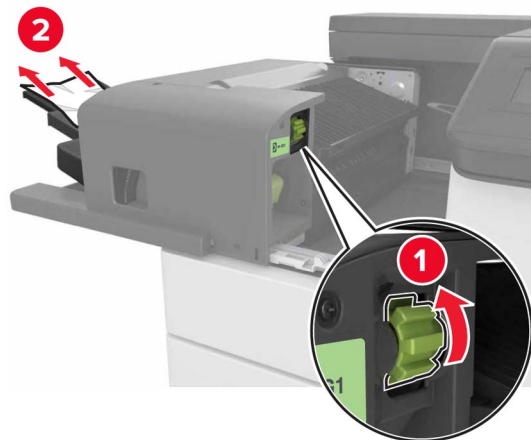
Paper jam in the staple finisher

- 1** Remove paper from the staple finisher bin.
- 2** Slide the staple finisher, and then remove the jammed paper.

Note: Make sure that all paper fragments are removed.



If necessary, turn the spinner wheel G1 downward to feed the jammed paper into the finisher bin, and then remove the jammed paper.



3 Slide the finisher back into place.

Staple jam in the staple finisher

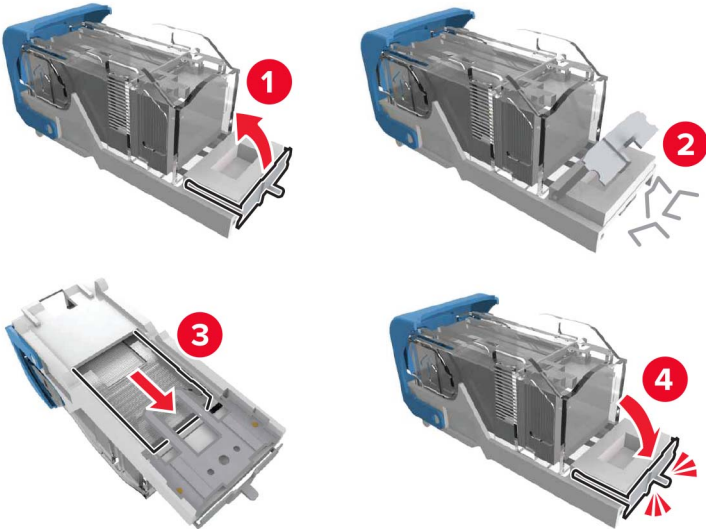
1 Slide the staple finisher.



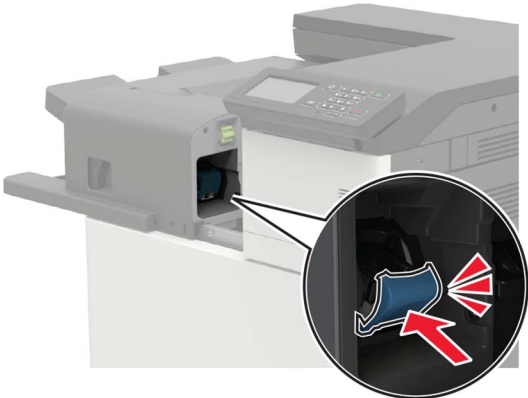
2 Remove the staple cartridge holder.



3 Remove the loose staples.



4 Insert the staple cartridge holder until it clicks into place.



5 Slide the finisher back into place.

Staple jam in the staple, hole punch finisher

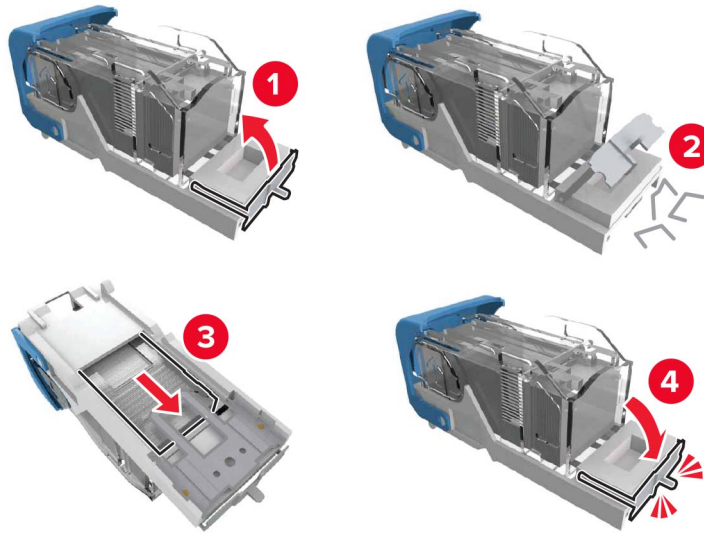
1 Open door H.



2 Remove the staple cartridge holder.



3 Remove the loose staples.



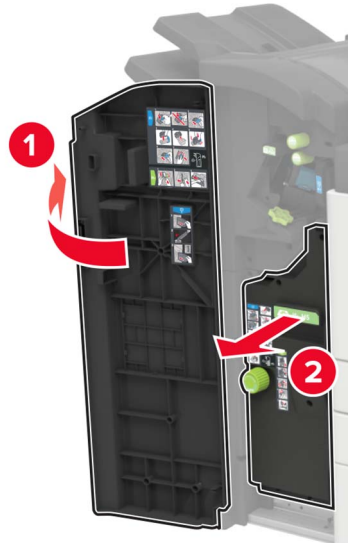
4 Insert the staple cartridge holder until it *clicks* into place.



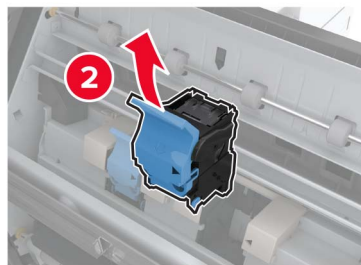
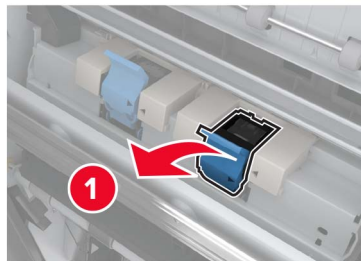
5 Close the door.

Staple jam in the booklet finisher

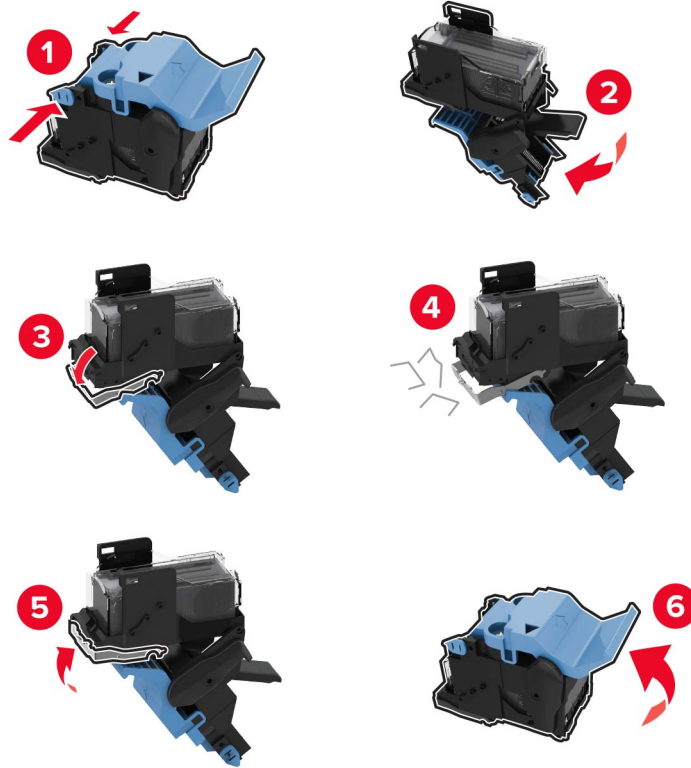
- 1 Open door H, and then pull out the booklet maker.



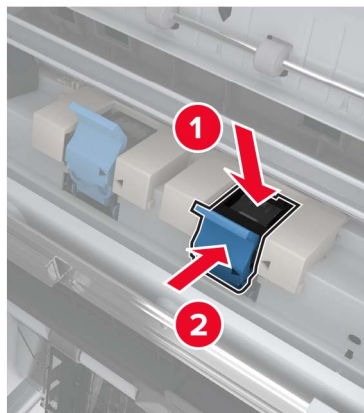
- 2 Remove the staple cartridge holder.



3 Remove the loose staples.



4 Insert the staple cartridge holder until it *clicks* into place.



5 Push the booklet maker back into place, and then close the door.

Troubleshooting

Network connection problems

Cannot open Embedded Web Server

Action	Yes	No
<p>Step 1</p> <p>Check if you are using a supported browser:</p> <ul style="list-style-type: none"> • Internet Explorer® version 9 or later • Safari version 8.0.3 or later • Google Chrome™ • Mozilla Firefox <p>Is your browser supported?</p>	Go to step 2.	Install a supported browser.
<p>Step 2</p> <p>Make sure that the printer IP address is correct.</p> <p>View the printer IP address:</p> <ul style="list-style-type: none"> • From the home screen • From the TCP/IP section in the Network/Ports menu • By printing a network setup page or menu settings page, and then finding the TCP/IP section <p>Note: An IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.</p> <p>Is the printer IP address correct?</p>	Go to step 3.	Type the correct printer IP address in the address field.
<p>Step 3</p> <p>Check if the printer is on.</p> <p>Is the printer on?</p>	Go to step 4.	Turn on the printer.
<p>Step 4</p> <p>Check if the network connection is working.</p> <p>Is the network connection working?</p>	Go to step 5.	Contact your administrator.
<p>Step 5</p> <p>Make sure that the cable connections to the printer and print server are secure.</p> <p>For more information, see the setup documentation that came with the printer.</p> <p>Are the cable connections secure?</p>	Go to step 6.	Secure the cable connections.

Action	Yes	No
<p>Step 6 Check if the web proxy servers are disabled.</p> <p>Are the web proxy servers disabled?</p>	Go to step 7.	Contact your administrator.
<p>Step 7 Access the Embedded Web Server.</p> <p>Did the Embedded Web Server open?</p>	The problem is solved.	Contact customer support .

Unable to read flash drive

Action	Yes	No
<p>Step 1 Check if the flash drive is inserted into the front USB port.</p> <p>Note: The flash drive does not work when it is inserted into the rear USB port.</p> <p>Is the flash drive inserted into the correct port?</p>	Go to step 2.	Insert the flash drive into the correct port.
<p>Step 2 Check if the flash drive is supported. For more information, see “Supported flash drives and file types” on page 27.</p> <p>Is the flash drive supported?</p>	Go to step 3.	Insert a supported flash drive.
<p>Step 3</p> <p>a Check if the USB port is enabled. For more information, see “Enabling the USB port” on page 88.</p> <p>b 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**.

Checking the printer connectivity


- 1 From the home screen, touch **Settings > Reports > Network > Network Setup Page**.
- 2 Check the first section of the network setup page, and confirm that the status is connected.
If the status is not connected, then the LAN drop may be inactive, or the network cable may be unplugged or malfunctioning. Contact your administrator for assistance.

900.xy error

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

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 it back on.</p> <p>Does the internal option operate correctly?</p>	The problem is solved.	Go to step 2.
<p>Step 2 Print a menu settings page, and then check if the internal option appears in the Installed Features list.</p> <p>Is the internal option listed in the menu settings page?</p>	Go to step 4.	Go to step 3.
<p>Step 3 Check if the internal option is properly installed in 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 in the appropriate connector in 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 internal option operate correctly?</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 159. b Resend the print job. <p>Does the internal option operate correctly?</p>	The problem is solved.	Contact customer support .

Defective flash detected

Try one or more of the following:

- Replace the defective flash memory.
- From the printer control panel, select **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:

- From the printer control panel, select **Continue** to clear the message and continue printing.
- Delete fonts, macros, and other data stored in the flash memory.
- Install flash memory with larger capacity.

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

Unformatted flash detected

Try one or more of the following:

- From the control panel, select **Continue** to stop the defragmentation and continue printing.
- Format the flash memory.

Note: If the error message remains, then the flash memory may be defective and needs to be replaced.

Issues with supplies

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, from the control panel, press and hold **X** and **#** simultaneously for 15 seconds.

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 39](#).

If the printer does not print after pressing and holding **X** and **#** simultaneously for 15 seconds, then reset the supply usage counter.

- 1 From the control panel, navigate to:
Settings > Device > Maintenance > Configuration Menu > Supply Usage And Counters
- 2 Select the part or supply that you want to reset, and then select **Start**.
- 3 Read the warning message, and then select **Continue**.
- 4 Press and hold **X** and **#** simultaneously for 15 seconds to clear the message.

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

Paper feed problems

Envelope seals when printing

Action	Yes	No
<p>1 Use envelopes that have been stored in a dry environment. Note: Printing on envelopes with high moisture content can seal the flaps.</p> <p>2 Resend 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 Set Collate to On.</p> <p>c Print the document.</p> <p>Are the pages 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>Are the pages 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 .

Paper curl

Note: Before solving the problem, print the print quality test pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <p>a Move the paper guides in the tray to the correct position for the paper loaded.</p> <p>b Print the document.</p> <p>Is the paper still curled?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Depending on your operating system, specify the paper type and weight 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 from the Paper menu on the printer control panel. <p>b Print the document.</p> <p>Is the paper still curled?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Remove paper from the tray, and then turn over the paper.</p> <p>b Print the document.</p> <p>Is the paper still 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 still curled?</p>	Contact customer support .	The problem is solved.

Tray linking does not work

Action	Yes	No
<p>Step 1</p> <p>a Check if the trays contain paper of the same size and 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 type to match the paper loaded in the linked trays.</p> <p>c Print the document.</p> <p>Do the trays link correctly?</p>	<p>The problem is solved.</p>	<p>Contact customer support.</p>

Check tray connection

Try one or more of the following:

- Turn off the printer, wait for about 10 seconds, and then turn it back on.

If the error occurs a second time, then:

- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet.
- 3 Remove the indicated tray.
- 4 Insert the tray.
- 5 Connect the power cord 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.

- 6 Turn on the printer.

If the error occurs again, then:

- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet.
- 3 Remove the indicated tray.
- 4 Contact customer support.

- From the control panel, select **Continue** to clear the message and resume printing.

Paper frequently jams

Action	Yes	No
<p>Step 1</p> <p>a Pull out the tray.</p> <p>b Check if the 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 still occur frequently?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a From the Paper menu on the control panel, check if the printer is detecting the correct paper size.</p> <p>b Resend the print job.</p> <p>Do paper jams still occur frequently?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Load paper from a fresh package.</p> <p>b Print the document.</p> <p>Do paper jams still occur frequently?</p>	Contact customer support .	The problem is solved.

Jammed pages are not reprinted

Action	Yes	No
<p>1 From the home screen, touch Settings > Device > Notifications > Jam Content Recovery.</p> <p>2 Select On or Auto.</p> <p>3 Apply the changes.</p> <p>Are the jammed pages reprinted?</p>	The problem is solved.	Contact customer support .

Printing problems

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>	The problem is solved.	Go to step 2.
<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>	The problem is solved.	Go to step 3.
<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 section, select Keep duplicate documents.</p> <p>c Enter a PIN.</p> <p>d Resend 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>	The problem is solved.	Go to step 4.
<p>Step 4</p> <p>a Delete some held jobs to free up printer memory.</p> <p>b Resend the print job.</p> <p>Are the documents printed?</p>	The problem is solved.	Go to step 5.

Action	Yes	No
<p>Step 5</p> <p>a Add printer memory.</p> <p>b Resend the print job.</p> <p>Are the documents printed?</p>	The problem is solved.	Contact customer support .

Slow printing

Action	Yes	No
<p>Step 1</p> <p>a Make sure that the printer is not in Eco-Mode and Quiet Mode.</p> <p>b Print the document.</p> <p>Is the printer printing slow?</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. <p>b Print the document.</p> <p>Is the printer printing slow?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Reduce the number of pages to print.</p> <p>b Print the document.</p> <p>Is the printer printing slow?</p>	Go to step 4.	The problem is solved.
<p>Step 4</p> <p>a Remove held jobs.</p> <p>b Print the document.</p> <p>Is the printer printing slow?</p>	Go to step 5.	The problem is solved.
<p>Step 5</p> <p>a Connect the printer cable securely to the printer and the computer, print server, option, or other network device.</p> <p>b Print the document.</p> <p>Is the printer printing slow?</p>	Go to step 6.	The problem is solved.

Action	Yes	No
<p>Step 6</p> <p>a From the Quality menu on the control panel, set the Print Resolution to 4800CQ.</p> <p>b Print the document.</p> <p>Is the printer printing slow?</p>	Go to step 7.	The problem is solved.
<p>Step 7</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 9. <p>b Print the document.</p> <p>Is the printer printing slow?</p>	Go to step 8.	The problem is solved.
<p>Step 8</p> <p>a Add more printer memory.</p> <p>b Print the document.</p> <p>Is the printer printing slow?</p>	Contact customer support .	The problem is solved.

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 Resend the print job.</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 Resend the print job.</p> <p>Is the document printed?</p>	The problem is solved.	Go to step 3.

Action	Yes	No
<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 Resend the print job.</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 it back on.</p> <p>b Resend the print job.</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 printer software. Note: The printer software is available at http://support.lexmark.com.</p> <p>b Resend the print job.</p> <p>Is the document printed?</p>	The problem is solved.	Contact customer support .

Print quality is poor

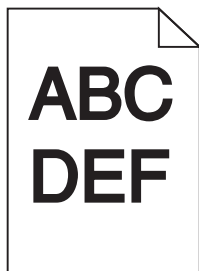
Blank or white pages



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 Inspect the test pages to determine which color is affected.</p> <p>b Remove, and then reinstall the photoconductor unit.</p> <p>Warning—Potential Damage: Do not expose the photoconductor unit to direct light for more than one minute. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p>c Print the document.</p> <p>Is the printer still printing blank or white pages?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Clean the printhead lens.</p> <p>b Print the document.</p> <p>Is the printer still printing blank or white pages?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Replace the photoconductor unit.</p> <p>b Print the document.</p> <p>Is the printer still printing blank or white pages?</p>	Contact customer support .	The problem is solved.

Dark print



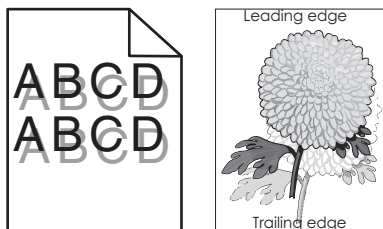
Note: Before solving the problem, print the print quality test pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <p>a From the Quality menu on the control panel, select Color Adjust.</p> <p>b Print the document.</p> <p>Is the print still too dark?</p>	Go to step 2.	The problem is solved.

Action	Yes	No
<p>Step 2</p> <p>a Depending on your operating system, reduce the toner darkness from the Printing Preferences or Print dialog.</p> <p>Note: You can also change the settings on the printer control panel.</p> <p>b Print the document.</p> <p>Is the print still 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, texture, and weight 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. <p>b Print the document.</p> <p>Is the print still too dark?</p>	Go to step 4.	The problem is solved.
<p>Step 4</p> <p>Check if 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.
<p>Step 5</p> <p>a Change the texture settings to match the paper you are printing on.</p> <p>b Print the document.</p> <p>Is the print still 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 still too dark?</p>	Go to step 7.	The problem is solved.
<p>Step 7</p> <p>a Clean the printhead lens.</p> <p>b Print the document.</p> <p>Is the print still too dark?</p>	Go to step 8.	The problem is solved.

Action	Yes	No
<p>Step 8</p> <p>a Inspect the test pages to determine which color is affected.</p> <p>b Replace the photoconductor unit.</p> <p>c Print the document.</p> <p>Is the print still too dark?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Ghost images

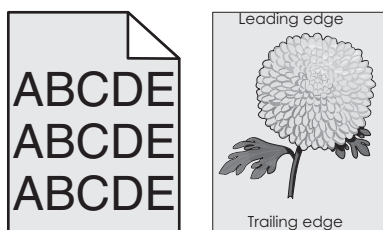


Note: Before solving the problem, print the print quality test pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

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 still appear on prints?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p>Step 2</p> <p>a Depending on your operating system, specify the paper type and weight 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. <p>b Print the document.</p> <p>Do ghost images still appear on prints?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>
<p>Step 3</p> <p>a Clean the printhead lens.</p> <p>b Print the document.</p> <p>Do ghost images still appear on prints?</p>	<p>Go to step 4.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 4</p> <p>a Inspect the test pages to determine which color is affected.</p> <p>b Remove, and then reinstall the photoconductor unit.</p> <p>Warning—Potential Damage: Do not expose the photoconductor unit to direct light for more than one minute. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p>c Print the document.</p> <p>Do ghost images still appear on prints?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Gray or colored background

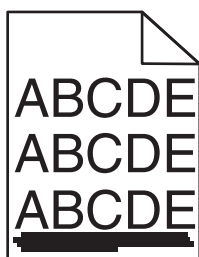


Note: Before solving the problem, print the print quality test pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <p>a From the home screen, touch Settings > Print > Quality.</p> <p>b Adjust the toner darkness.</p> <p>c Print the document.</p> <p>Does gray or colored background still appear on prints?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p>Step 2</p> <p>a From the home screen, touch Settings > Print > Quality > Advanced Imaging > Color Adjust.</p> <p>b Start the process.</p> <p>c Print the document.</p> <p>Does gray or colored background still appear on prints?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>
<p>Step 3</p> <p>a Clean the printhead lens.</p> <p>b Print the document.</p> <p>Does gray or colored background still appear on prints?</p>	<p>Go to step 4.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 4</p> <p>a Inspect the test pages to determine which color is affected.</p> <p>b Remove, and then reinstall the photoconductor unit and the toner cartridge.</p> <p>Warning—Potential Damage: Do not expose the photoconductor unit to direct light for more than one minute. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p>c Print the document.</p> <p>Does gray or colored background still appear on prints?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Horizontal dark lines



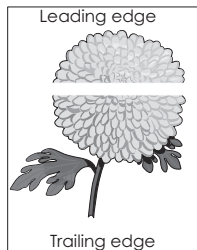
Notes:

- 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 your prints, then see the “Repeating defects” topic.

Action	Yes	No
<p>Step 1</p> <p>a Depending on your operating system, specify the tray or feeder from the Printing Preferences or Print dialog.</p> <p>b Print the document.</p> <p>Do horizontal dark lines still 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 Depending on your operating system, specify the paper type and weight 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. <p>b Print the document.</p> <p>Do horizontal dark lines still appear on prints?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>
<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 use it.</p> <p>b Print the document.</p> <p>Do horizontal dark lines still appear on prints?</p>	<p>Go to step 4.</p>	<p>The problem is solved.</p>
<p>Step 4</p> <p>a Inspect the test pages to determine which color is affected.</p> <p>b Remove, and then reinstall the photoconductor unit.</p> <p>Warning—Potential Damage: Do not expose the photoconductor unit to direct light for more than one minute. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p>c Print the document.</p> <p>Do horizontal dark lines still appear on prints?</p>	<p>Go to step 5.</p>	<p>The problem is solved.</p>
<p>Step 5</p> <p>a Clean the printhead lens.</p> <p>b Print the document.</p> <p>Do horizontal dark lines still appear on prints?</p>	<p>Go to step 6.</p>	<p>The problem is solved.</p>
<p>Step 6</p> <p>a Replace the photoconductor unit.</p> <p>b Print the document.</p> <p>Do horizontal dark lines still appear on prints?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

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 dark lines keep appearing on your 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 and weight 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. <p>b Print the document.</p> <p>Do horizontal white lines still appear on prints?</p>	Go to step 2.	The problem is solved.
<p>Step 2</p> <p>a Load the specified tray or feeder with the recommended paper type.</p> <p>b Print the document.</p> <p>Do horizontal white lines still appear on prints?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Inspect the test pages to determine which color is affected.</p> <p>b Remove, and then reinstall the photoconductor unit.</p> <p>Warning—Potential Damage: Do not expose the photoconductor unit to direct light for more than one minute. Extended exposure to light can cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p>c Print the document.</p> <p>Do horizontal white lines still appear on prints?</p>	Go to step 4.	The problem is solved.

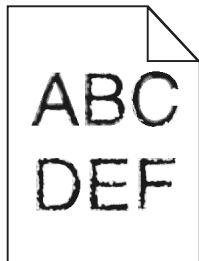
Action	Yes	No
<p>Step 4</p> <p>a Clean the printhead lens.</p> <p>b Print the document.</p> <p>Do horizontal white lines still appear on prints?</p>	Go to step 5.	The problem is solved.
<p>Step 5</p> <p>a Replace the photoconductor unit.</p> <p>b Print the document.</p> <p>Do horizontal white lines still appear on prints?</p>	Contact customer support .	The problem is solved.

Incorrect margins



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

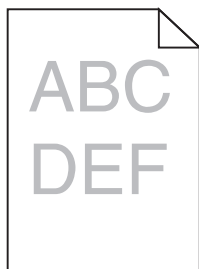
Jagged or uneven characters



Note: Before solving the problem, print the print quality test pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p>a Check if the printer supports the fonts that are installed on your computer.</p> <p>1 From the control panel, navigate to: Settings > Reports > Print > Print Fonts</p> <p>2 Select PCL Fonts or PS Fonts.</p> <p>b If the font is not supported, then install a supported font. For more information, contact your administrator.</p> <p>c Print the document.</p> <p>Do prints still contain jagged or uneven characters?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Light print



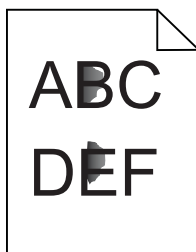
Note: Before solving the problem, print the print quality test pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <p>a From the Quality menu on the control panel, select Color Adjust.</p> <p>b Print the document.</p> <p>Is the print still too light?</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, increase the toner darkness from the Printing Preferences or Print dialog.</p> <p>Note: You can also change the settings on the printer control panel.</p> <p>b Print the document.</p> <p>Is the print still too light?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>
<p>Step 3</p> <p>a Depending on your operating system, specify the paper type, texture, and weight 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. <p>b Print the document.</p> <p>Is the print still too light?</p>	<p>Go to step 4.</p>	<p>The problem is solved.</p>
<p>Step 4</p> <p>Check if the paper has no texture or rough finishes.</p> <p>Are you printing on textured or rough paper?</p>	<p>Go to step 5.</p>	<p>Go to step 6.</p>
<p>Step 5</p> <p>a Change the texture settings to match the paper you are printing on.</p> <p>b Print the document.</p> <p>Is the print still too light?</p>	<p>Go to step 6.</p>	<p>The problem is solved.</p>
<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 still too light?</p>	<p>Go to step 7.</p>	<p>The problem is solved.</p>
<p>Step 7</p> <p>a Clean the printhead lens.</p> <p>b Print the document.</p> <p>Is the print still too light?</p>	<p>Go to step 8.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 8</p> <p>a Inspect the test pages to determine which color is affected.</p> <p>b Replace the photoconductor unit.</p> <p>c Print the document.</p> <p>Is the print still too light?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

Mottled print and dots

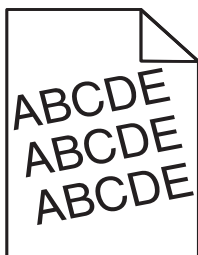


Note: Before solving the problem, print the print quality test pages. From the home screen, touch **Settings** > **Troubleshooting** > **Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <p>Check the printer for leaked toner contamination.</p> <p>Is the printer free of leaked toner?</p>	<p>Go to step 2.</p>	<p>Contact customer support.</p>
<p>Step 2</p> <p>a From the home screen, touch Settings > Device > Preferences.</p> <p>b Check if the paper type and size settings match the paper type and size set in the tray.</p> <p>Do the settings match?</p>	<p>Go to step 4.</p>	<p>Go to step 3.</p>
<p>Step 3</p> <p>a Change the paper size and type in the Paper menu or adjust the size settings in the tray.</p> <p>b Print a document.</p> <p>Is the print still mottled?</p>	<p>Go to step 4.</p>	<p>The problem is solved.</p>
<p>Step 4</p> <p>a Replace the textured or rough paper loaded in the tray with plain paper.</p> <p>b Print a document.</p> <p>Is the print still mottled?</p>	<p>Go to step 5.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 5</p> <p>a Clean the printhead lens.</p> <p>b Print the document.</p> <p>Is the print still mottled?</p>	Go to step 6.	The problem is solved.
<p>Step 6</p> <p>a Inspect the test pages to determine which color is affected.</p> <p>b Replace the photoconductor unit.</p> <p>c Print the document.</p> <p>Is the print still mottled?</p>	Contact customer support .	The problem is solved.

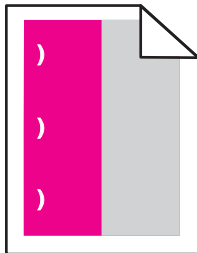
Print crooked or skewed



Note: Before solving the problem, print the print quality test pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <p>a Move the paper guides in the tray to the correct position for the paper loaded.</p> <p>b Print the document.</p> <p>Is the print still crooked or skewed?</p>	Go to step 2.	The problem is solved.
<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 are ready to use it.</p> <p>b Print the document.</p> <p>Is the print still crooked or skewed?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Check if you are printing on a supported paper.</p> <p>b Print the document.</p> <p>Is the print still crooked or skewed?</p>	Contact customer support .	The problem is solved.

Repeating defects

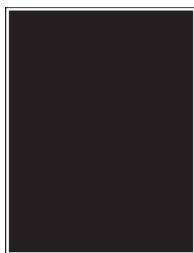


Note: Before solving the problem, print the print quality test pages. From the home screen, touch **Settings** > **Troubleshooting** > **Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <p>Inspect the test pages to determine which color is affected.</p> <p>Is only one color affected?</p>	Go to step 2.	Go to step 3.
<p>Step 2</p> <p>a Using the <i>Print Quality Test Pages</i>, 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>Photoconductor unit</p> <ul style="list-style-type: none"> • 96 mm (3.78 in.) • 38 mm (1.50 in.) <p>Developer unit</p> <p>32 mm (1.26 in.)</p> <p>c Print the print quality test pages.</p> <p>Do the defects still appear?</p>	Take note of the distance, and then contact customer support or your service representative.	The problem is solved.

Action	Yes	No
<p>Step 3</p> <p>a Using the <i>Print Quality Test Pages</i>, measure the distance between the defects on the affected color page.</p> <p>b Replace the supply item that matches the measurement on the affected color page.</p> <p>Transfer roller 63 mm (2.48 in.)</p> <p>Transfer belt 76 mm (2.99 in.)</p> <p>Fuser</p> <ul style="list-style-type: none"> • 98 mm (3.86 in.) • 124 mm (4.88 in.) • 158 mm (6.22 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>

Solid color or black images

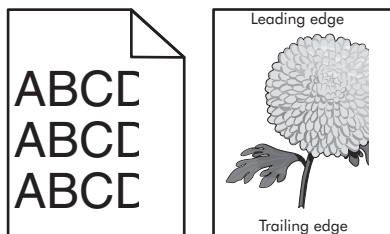


Note: Before solving the problem, print the print quality test pages. From the home screen, touch **Settings** > **Troubleshooting** > **Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <p>a Inspect the test pages to determine which color is affected.</p> <p>b Remove, and then reinstall the photoconductor unit.</p> <p>Warning—Potential Damage: Do not expose the photoconductor unit to direct light for more than one minute. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p>c Print the document.</p> <p>Is the printer still printing solid color or black images?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p>Step 2</p> <p>a Clean the printhead lens.</p> <p>b Print the document.</p> <p>Is the printer still printing solid color or black images?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Inspect the test pages to determine which color is affected.</p> <p>b Replace the photoconductor unit.</p> <p>c Print the document.</p> <p>Is the printer still printing solid color or black images?</p>	Contact customer support .	The problem is solved.

Text or images cut off

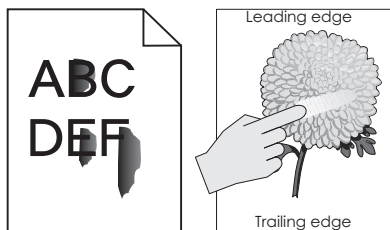


Note: Before solving the problem, print the print quality test pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <p>a Move the paper guides in the tray to the correct position for the paper loaded.</p> <p>b Print the document.</p> <p>Is the page or image still clipped?</p>	Go to step 2.	The problem is solved.
<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 settings match the paper loaded in the tray. • You can also change the settings on the printer control panel. <p>b Print the document.</p> <p>Is the page or image still clipped?</p>	Go to step 3.	The problem is solved.

Action	Yes	No
<p>Step 3</p> <p>a Clean the printhead lens.</p> <p>b Print the document.</p> <p>Is the page or image still clipped?</p>	Go to step 4.	The problem is solved.
<p>Step 4</p> <p>a Inspect the test pages to determine which color is affected.</p> <p>b Remove, and then reinstall the photoconductor unit.</p> <p>Warning—Potential Damage: Do not expose the photoconductor unit to direct light for more than one minute. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p>c Print the document.</p> <p>Is the page or image still clipped?</p>	Contact customer support .	The problem is solved.

Toner easily rubs off

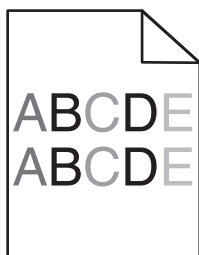


Note: Before solving the problem, print the print quality test pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <p>a Remove, and then reinstall the photoconductor unit.</p> <p>Warning—Potential Damage: Do not expose the photoconductor unit to direct light for more than one minute. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p>b Print the document.</p> <p>Does the toner easily rub off?</p>	Go to step 2.	The problem is solved.

Action	Yes	No
<p>Step 2</p> <p>a Depending on your operating system, specify the paper type, texture, and weight 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. <p>b Print the document.</p> <p>Does the toner easily rub off?</p>	<p>Contact customer support.</p>	<p>The problem is solved.</p>

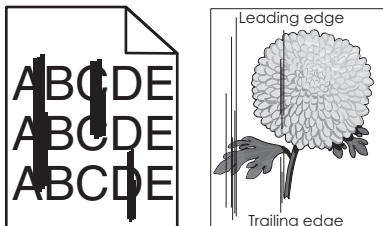
Uneven print density



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>Step 1</p> <p>a Clean the printhead lens.</p> <p>b Print the document.</p> <p>Is the print density uneven?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p>Step 2</p> <p>a Inspect the test pages to determine which color is affected.</p> <p>b Replace the photoconductor unit.</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>

Vertical dark lines or streaks

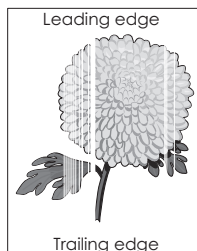


Note: Before solving the problem, print the print quality test pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p>Step 1</p> <p>a Depending on your operating system, specify the paper type, texture, and weight 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. <p>b Print the document.</p> <p>Do vertical dark lines or streaks still appear on prints?</p>	Go to step 2.	The problem is solved.
<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 or streaks still appear on prints?</p>	Go to step 3.	The problem is solved.
<p>Step 3</p> <p>a Inspect the test pages to determine which color is affected.</p> <p>b Remove, and then reinstall the photoconductor unit.</p> <p>Warning—Potential Damage: Do not expose the photoconductor unit to direct light for more than one minute. Extended exposure to light can cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p>c Print the document.</p> <p>Do vertical dark lines or streaks still appear on prints?</p>	Go to step 4.	The problem is solved.

Action	Yes	No
<p>Step 4</p> <p>a Clean the printhead lens.</p> <p>b Print the document.</p> <p>Do vertical dark lines or streaks still appear on prints?</p>	Go to step 5.	The problem is solved.
<p>Step 5</p> <p>a Inspect the test pages to determine which color is affected.</p> <p>b Replace the photoconductor unit.</p> <p>c Print the document.</p> <p>Do vertical dark lines or streaks still 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 and weight 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. <p>b Print the document.</p> <p>Do vertical white lines still 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 tray or feeder with the recommended paper type.</p> <p>b Print the document.</p> <p>Do vertical white lines still appear on prints?</p>	Go to step 3.	The problem is solved.

Action	Yes	No
<p>Step 3</p> <p>a Inspect the test pages to determine which color is affected.</p> <p>b Remove, and then reinstall the photoconductor unit.</p> <p>Warning—Potential Damage: Do not expose the photoconductor unit to direct light for more than one minute. Extended exposure to light may cause print quality problems.</p> <p>Warning—Potential Damage: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p>c Print the document.</p> <p>Do vertical white lines still appear on prints?</p>	Go to step 4.	The problem is solved.
<p>Step 4</p> <p>a Clean the printhead lens.</p> <p>b Print the document.</p> <p>Do vertical white lines still appear on prints?</p>	Go to step 5.	The problem is solved.
<p>Step 5</p> <p>a Inspect the test pages to determine which color is affected.</p> <p>b Replace the photoconductor unit.</p> <p>c Print the document.</p> <p>Do vertical white lines still appear on prints?</p>	Contact customer support .	The problem is solved.

The printer is not responding

Action	Yes	No
<p>Step 1</p> <p>Connect the power cord 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>	The problem is solved.	Go to step 2.
<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>	Turn on the switch or reset the breaker.	Go to step 3.
<p>Step 3</p> <p>Check if the printer is on.</p> <p>Is the printer on?</p>	Go to step 4.	Turn on the printer.

Action	Yes	No
<p>Step 4 Check if the printer is in sleep or hibernate mode.</p> <p>Is the printer in sleep or hibernate mode?</p>	Press the power button to wake the printer.	Go to step 5.
<p>Step 5 Check if the cables connecting the printer and the computer are inserted in the correct ports.</p> <p>Are the cables inserted in the correct ports?</p>	Go to step 6.	<p>Make sure to match the following:</p> <ul style="list-style-type: none"> • The USB cable with the USB port on the printer • The Ethernet cable with the Ethernet port on the printer
<p>Step 6 Turn off the printer, reinstall the hardware options, and then turn it back on.</p> <p>For more information, see the documentation that came with the option.</p> <p>Is the printer responding?</p>	The problem is solved	Go to step 7.
<p>Step 7 Install the correct print driver.</p> <p>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 it back on.</p> <p>Is the printer responding?</p>	The problem is solved.	Contact customer support .

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.

Action	Yes	No
<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>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. <p>b Print the document.</p> <p>Is the document printed from the correct tray or on the correct paper?</p>	<p>The problem is solved.</p>	<p>Go to step 3.</p>
<p>Step 3</p> <p>a Check if the trays are not linked. For more information, see “Linking trays” on page 25.</p> <p>b Print the document.</p> <p>Is the document printed from the correct tray?</p>	<p>The problem is solved.</p>	<p>Contact customer support.</p>

Color quality problems

Adjusting toner darkness

- 1 From the home screen, touch **Settings > Print > Quality**.
- 2 Adjust the toner darkness.
- 3 Apply the changes.

Modifying the colors in printed output

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

Object type	Color conversion tables
RGB Image RGB Text RGB Graphics	<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 displayed on a computer monitor. Black toner usage is optimized for printing photographs. • Display-True Black—Produces an output that approximates the colors displayed 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
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 120](#).

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	No	Yes
Adjust the color balance. a From the home screen, touch Settings > Print > Quality > Advanced Imaging > Color Balance . b Adjust the setting. c Resend the print job. Does the print still appear tinted?	The problem is solved.	Contact customer support .

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>.

Upgrading and migrating

Hardware

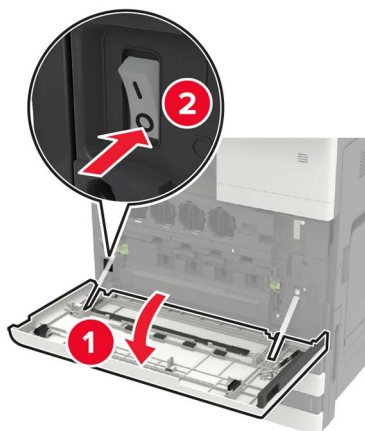
Available internal options

- Memory card
 - DDR3 DIMM
 - Flash memory
 - Fonts
 - Application cards
 - Forms and Bar Code
 - PRESCRIBE
 - IPDS
- Lexmark™ Internal Solutions Port (ISP)
 - MarkNet N8370 Wi-Fi option
 - IEEE 1284-B Parallel Card
 - RS-232C Serial Card

Installing a memory card

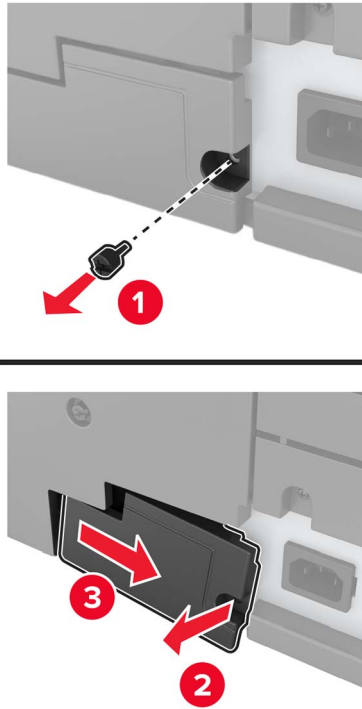
⚠ CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have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



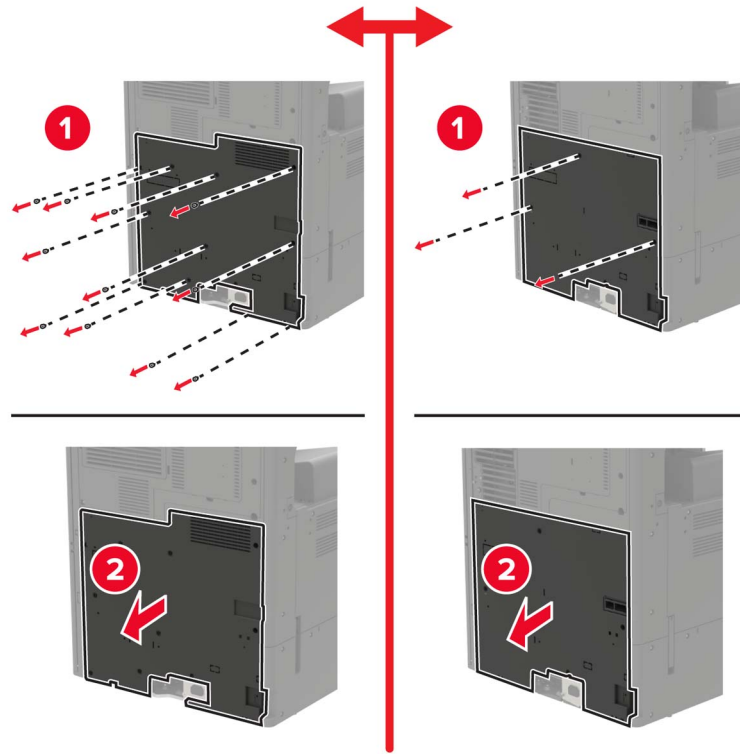
- 2 Unplug the power cord from the electrical outlet.

- 3** Using the screwdriver stored inside door A, remove the connector cover from the rear of the printer.

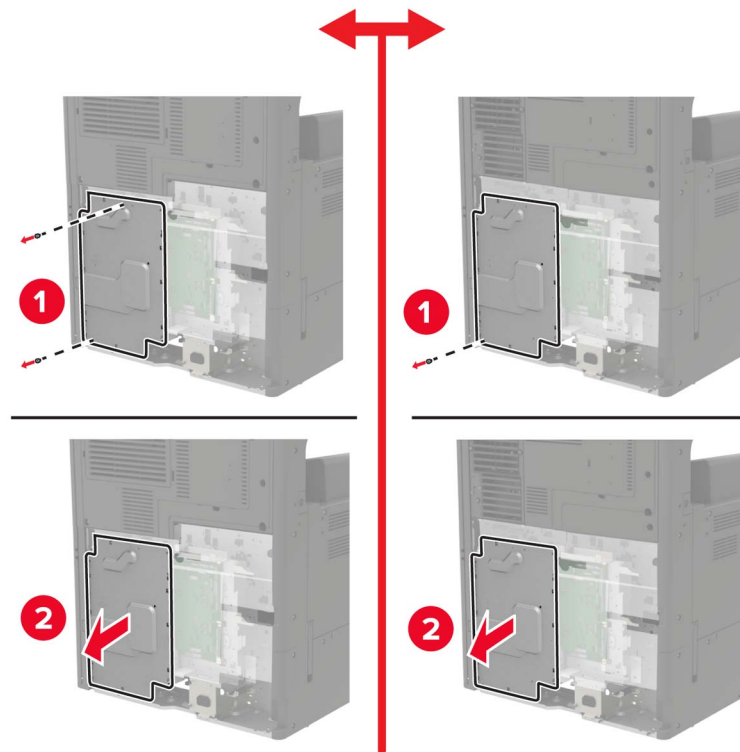


- 4** Remove the controller board access cover.

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.



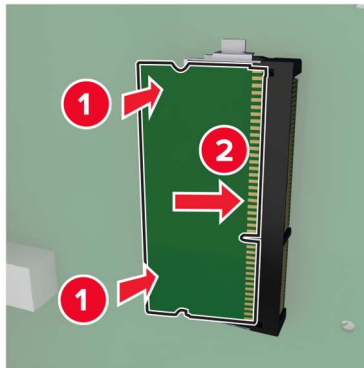
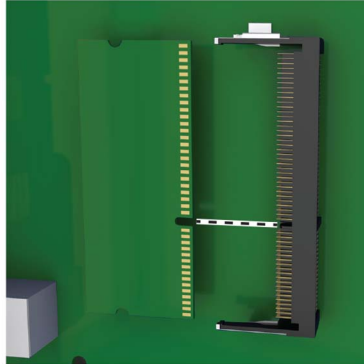
5 Remove the controller board shield.



6 Unpack the memory card.

Warning—Potential Damage: Avoid touching the connection points along the edge of the card.


7 Insert the memory card until it *clicks* into place.



8 Reattach the shield, and then reattach the access cover.

9 Reattach the connector cover.

10 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.

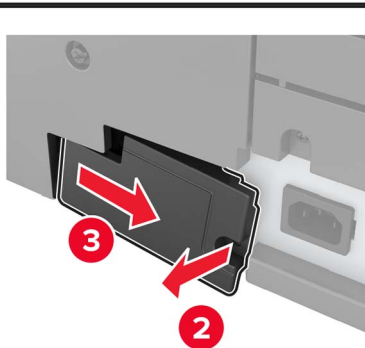
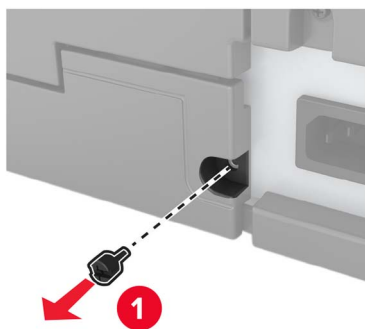
Installing an optional card

⚠ 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.

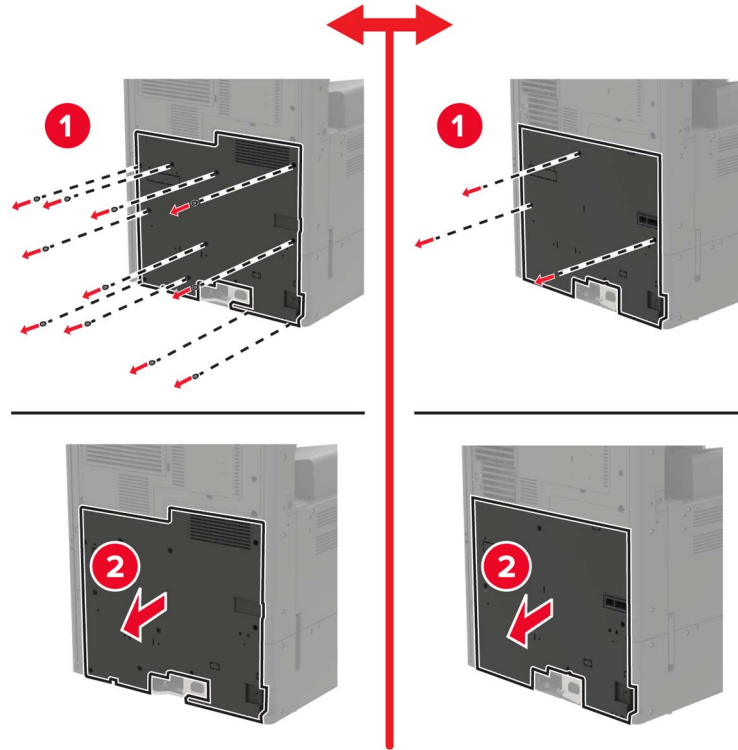


- 2 Unplug the power cord from the electrical outlet.
- 3 Using the screwdriver stored inside door A, remove the connector cover from the rear of the printer.

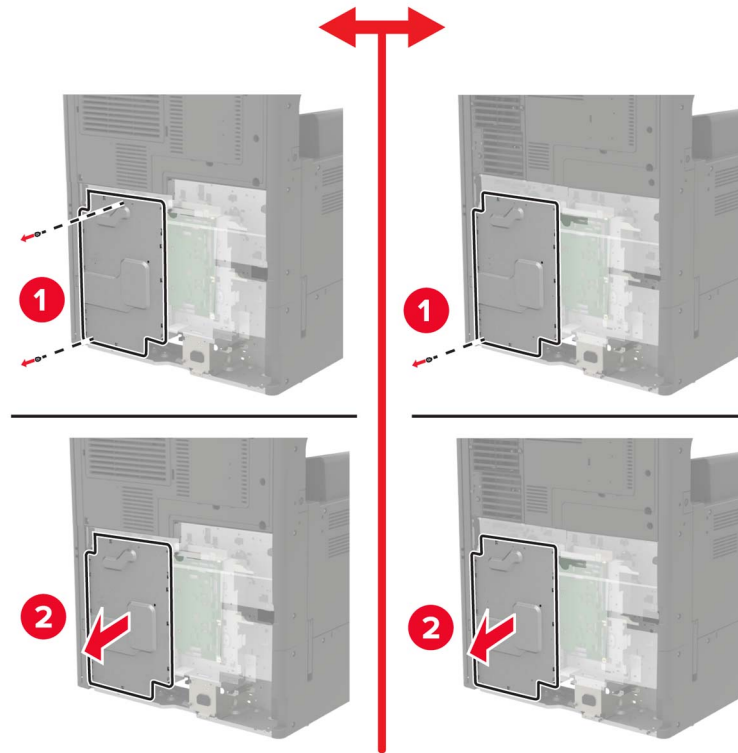


- 4 Remove the controller board access cover.

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.



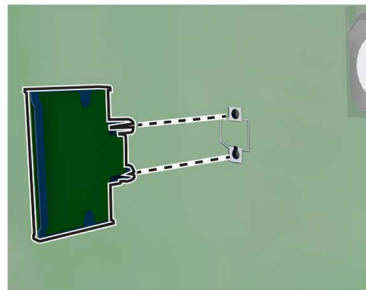
- 5 Remove the controller board shield.



- 6 Unpack the optional card.

Warning—Potential Damage: Avoid touching the connection points along the edge of the card.

- 7 Push the card firmly into place.



Note: The entire length of the connector on the card must touch and be flush against the controller board.

Warning—Potential Damage: Improper installation of the card may cause damage to the card and the controller board.

- 8 Reattach the shield, and then reattach the access cover.

- 9 Reattach the connector cover.
- 10 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.

Installing the 2 x 500- or 2500-sheet tray

⚠ 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.

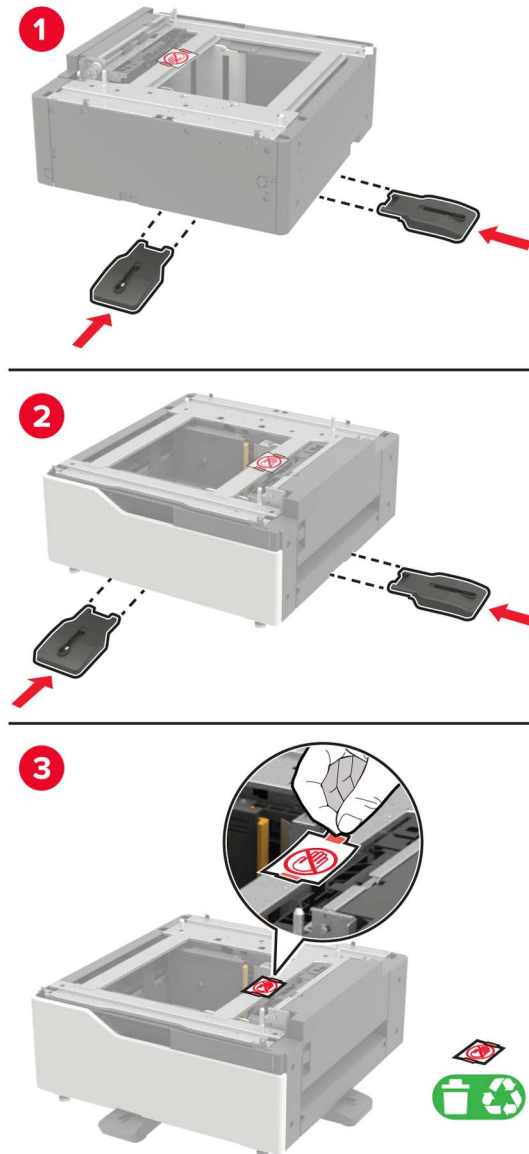
⚠ CAUTION—TIPPING HAZARD: Installing one or more options on your printer or MFP may require a caster base, furniture, or other feature to prevent instability causing possible injury. For more information on supported configurations, see www.lexmark.com/multifunctionprinters.

- 1 Turn off the printer.



- 2 Unplug the power cord from the electrical outlet, and then from the printer.
- 3 Unpack the tray, and then remove all packing material.

- 4 Attach the stabilizing feet to the tray, and then remove the adhesive cover.

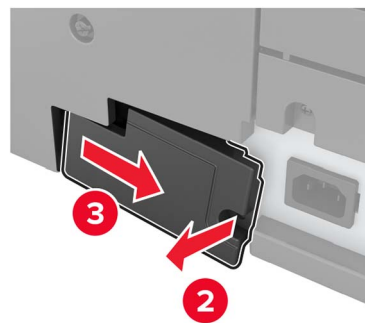
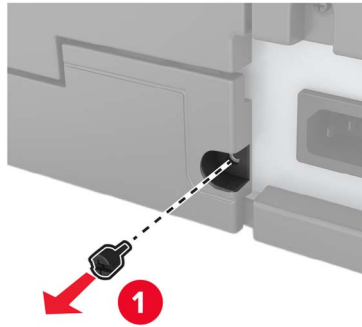


- 5 Using the side handles, align the printer with the tray, and then lower the printer into place.

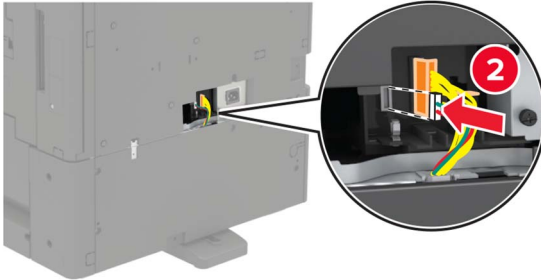
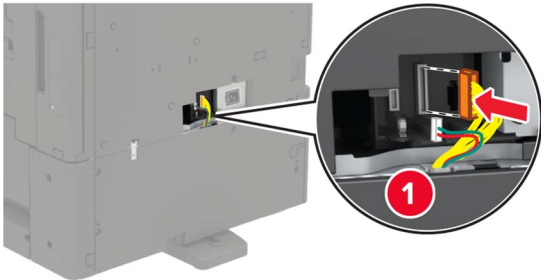
⚠ CAUTION—POTENTIAL INJURY: If the printer weight is greater than 18 kg (40 lb), then it requires two or more trained personnel to lift it safely.



6 Using the screwdriver stored inside door A, remove the connector cover from the rear of the printer.



7 Connect the tray connector to the printer.

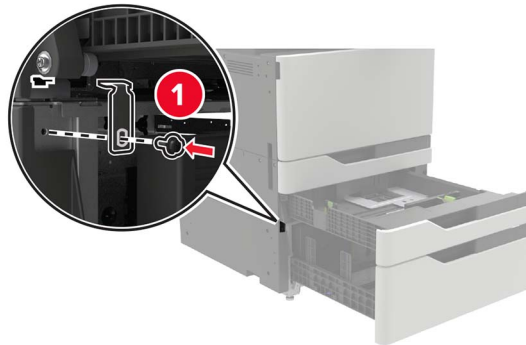


8 Open trays 2 and 3.

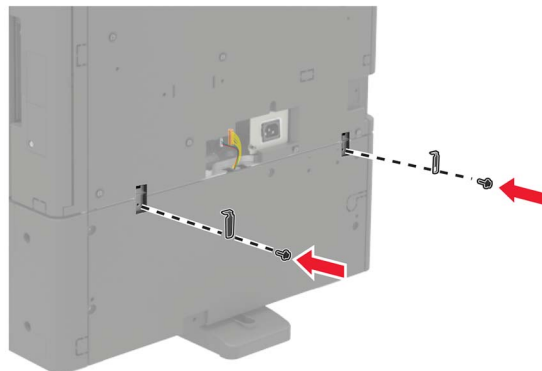


9 Secure the tray to the printer with the locking clips and metal bracket.

- Front



- Rear

**10** Close the trays, and then reattach the connector cover.**11** 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.

12 Turn on the printer.

Add the tray in the print driver to make it available for print jobs. For more information, see [“Adding available options in the print driver” on page 159](#).

When installing hardware options, follow this order of installation.

- 2 x 500- 2500-sheet tray
- Printer
- Staple finisher

Installing the 3000-sheet tray

Note: The 3000-sheet tray is only supported if the 2 x 500- or 2500-sheet tray is installed.

⚠ 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.

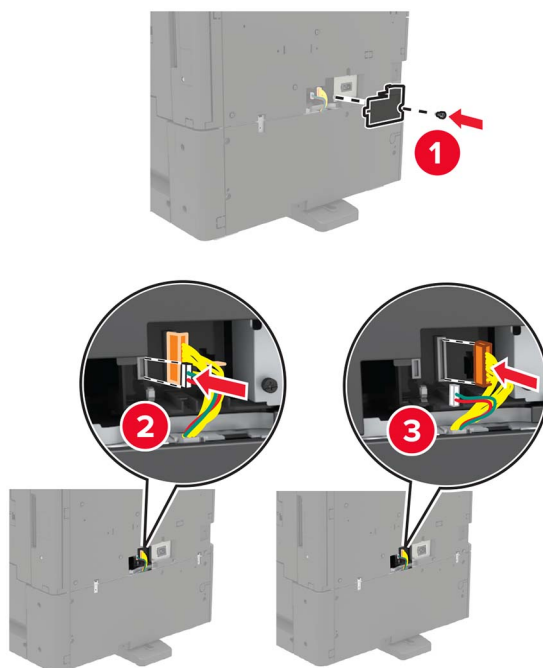
⚠ CAUTION—TIPPING HAZARD: Installing one or more options on your printer or MFP may require a caster base, furniture, or other feature to prevent instability causing possible injury. For more information on supported configurations, see www.lexmark.com/multifunctionprinters.

- 1 Turn off the printer.



- 2 Unplug the power cord from the electrical outlet, and then from the printer.
- 3 Unpack the tray.

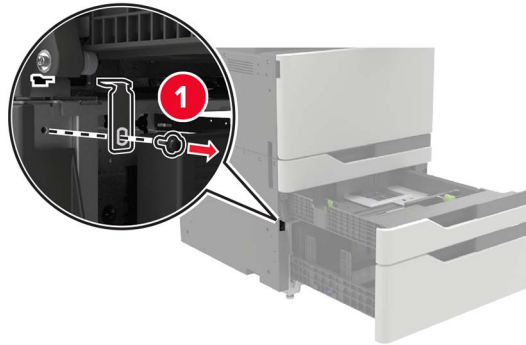
- 4** Using the screwdriver stored inside door A, disconnect the 2 x 500- or 2500-sheet tray cable from the rear of the printer.



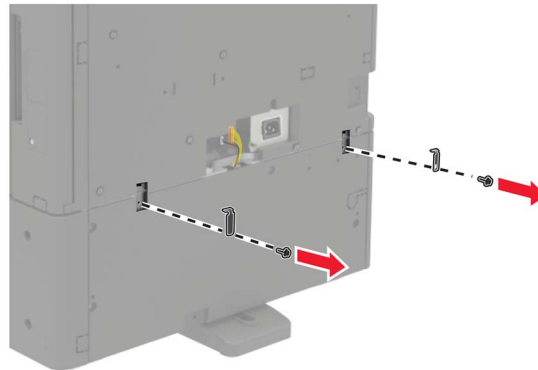
- 5** Open trays 2 and 3.



- 6 Remove the metal brackets and the locking clip that secure the 2 x 500- or 2500-sheet tray to the printer.
- Front

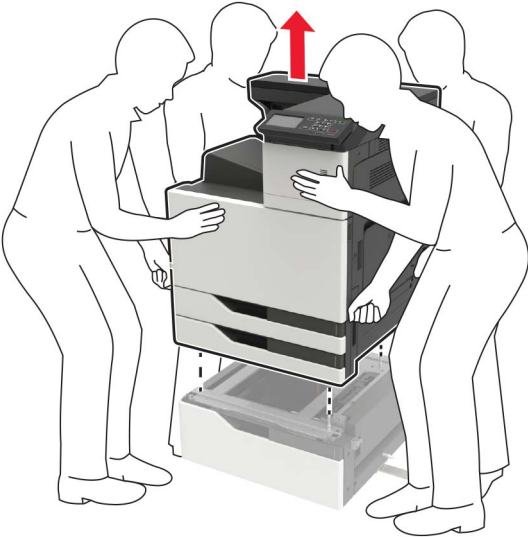


- Rear

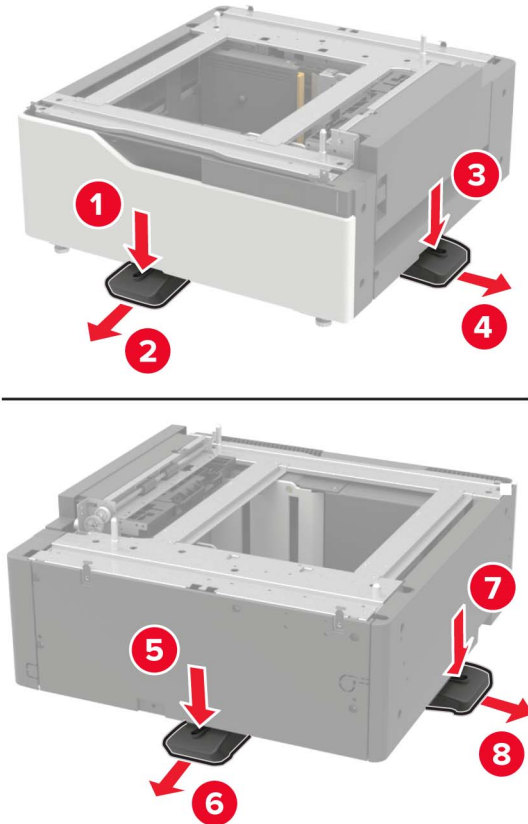


- 7 Close the trays.
- 8 Using the side handles, remove the printer from the 2 x 500- or 2500-sheet tray.

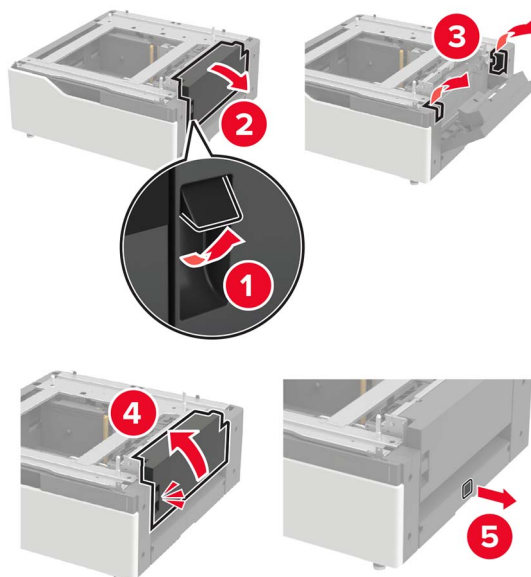
⚠ CAUTION—POTENTIAL INJURY: If the printer weight is greater than 18 kg (40 lb), then it requires two or more trained personnel to lift it safely.



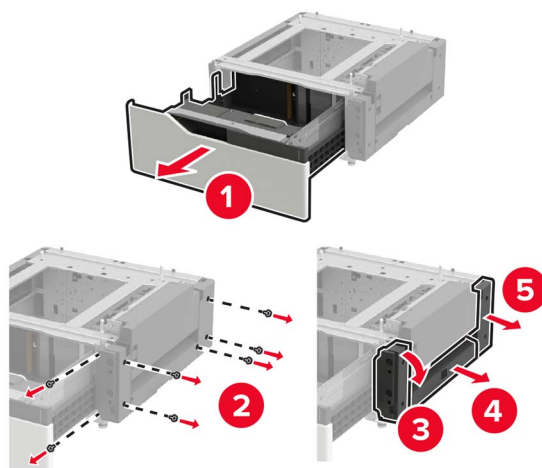
9 Remove the stabilizing feet from the tray.



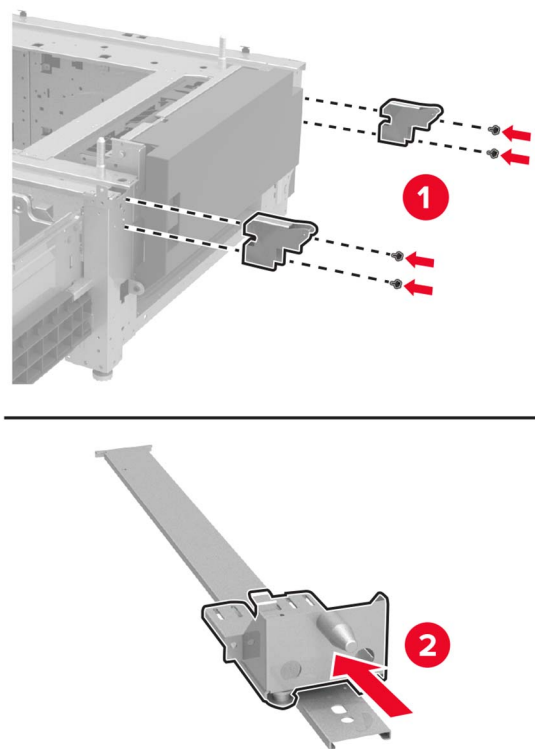
10 Remove the adhesive covers.



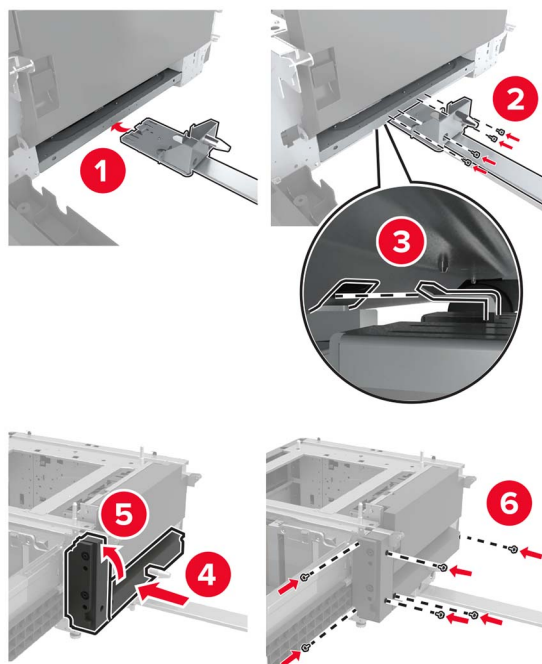
11 Open the tray, and then remove the mounting bracket and rail covers.



12 Attach the side mounting brackets to the tray, and then insert the guide plate into the rail.

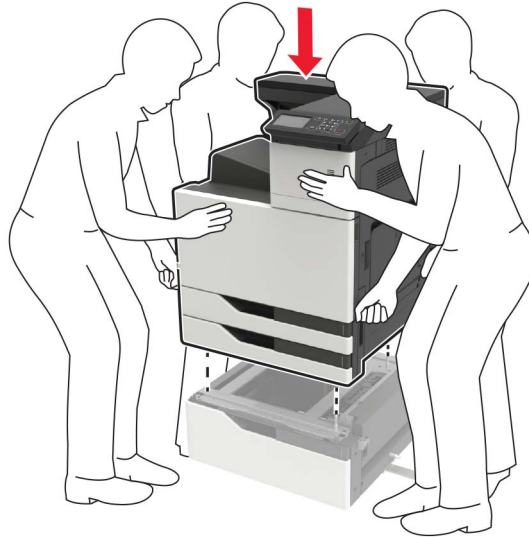


13 Attach the rail, and then attach the mounting bracket and rail covers.

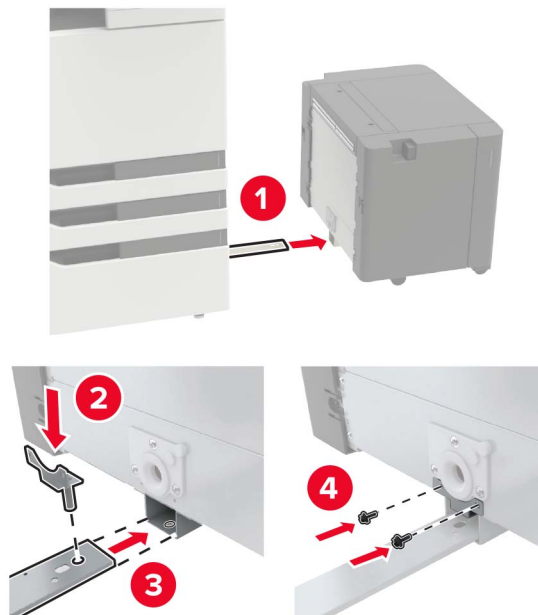


14 Close the tray.

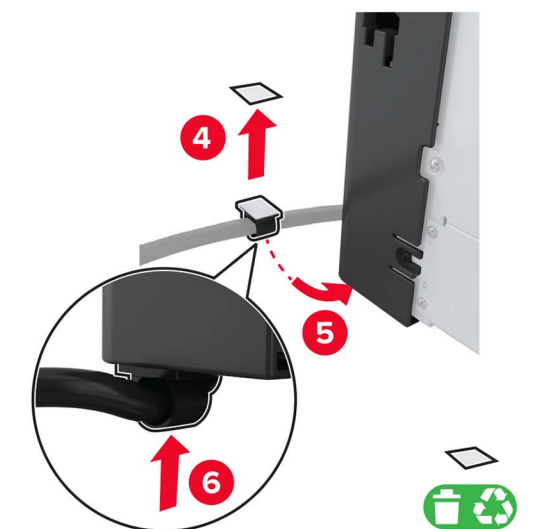
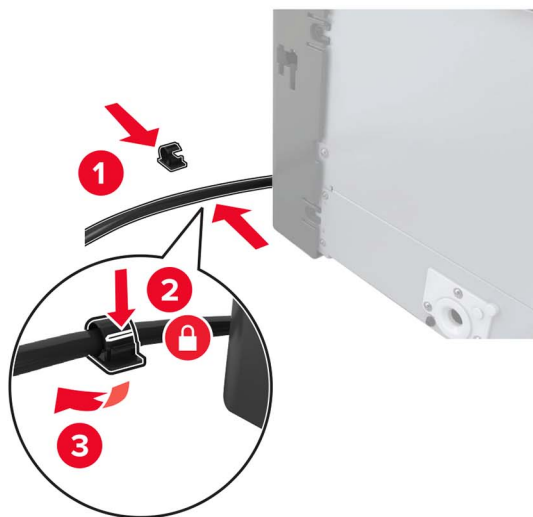
15 Using the side handles, align the printer with the tray, and then lower the printer into place.



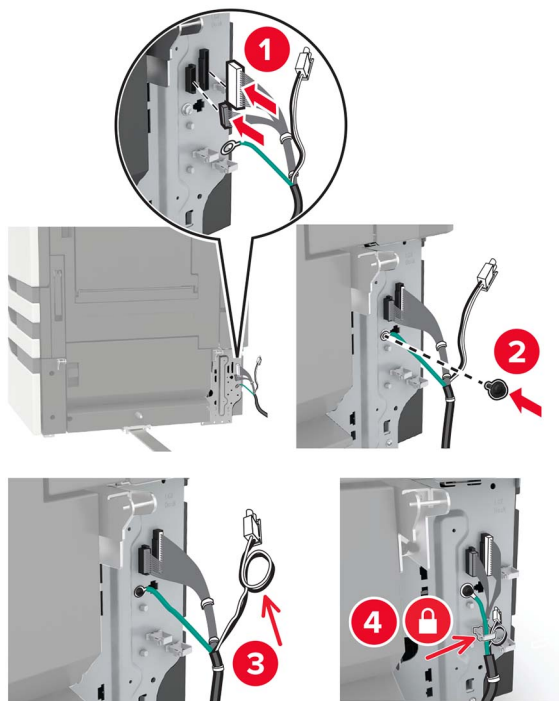
16 Align the 3000-sheet tray with the printer, and then attach the mounting post.



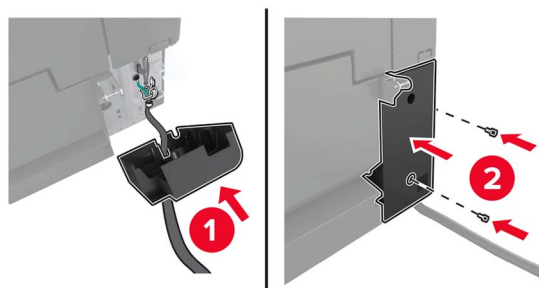
17 Secure the tray cable with the clamp.



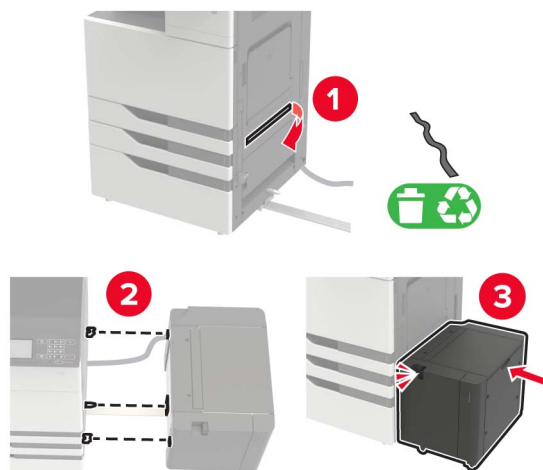
18 Connect the tray cable to the printer.



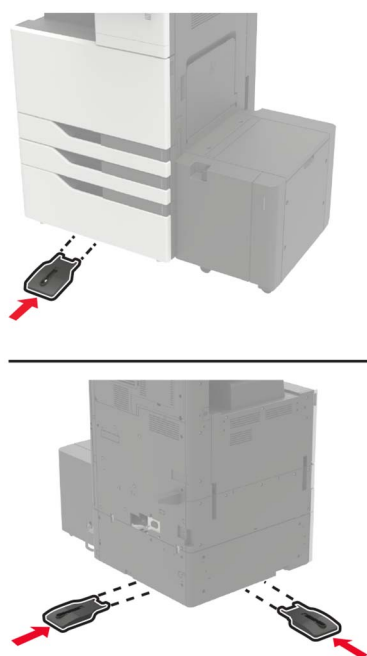
19 Attach the tray cable cover.



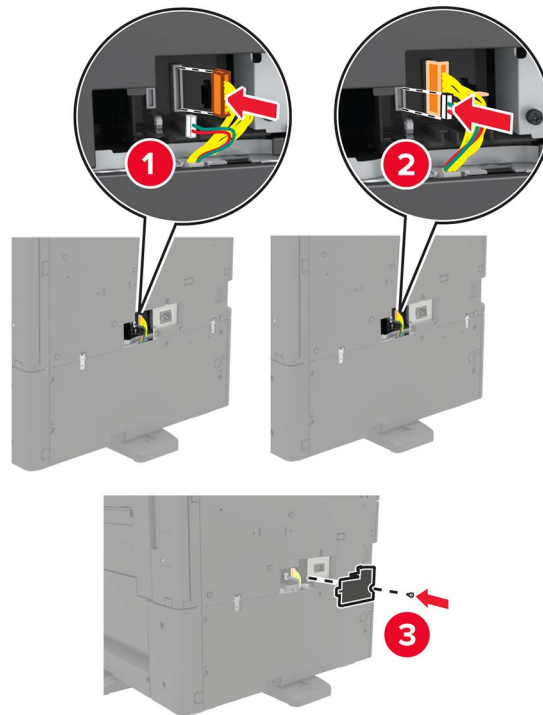
20 Slide the tray until it *clicks* into place.



21 Attach the stabilizing feet to the printer.

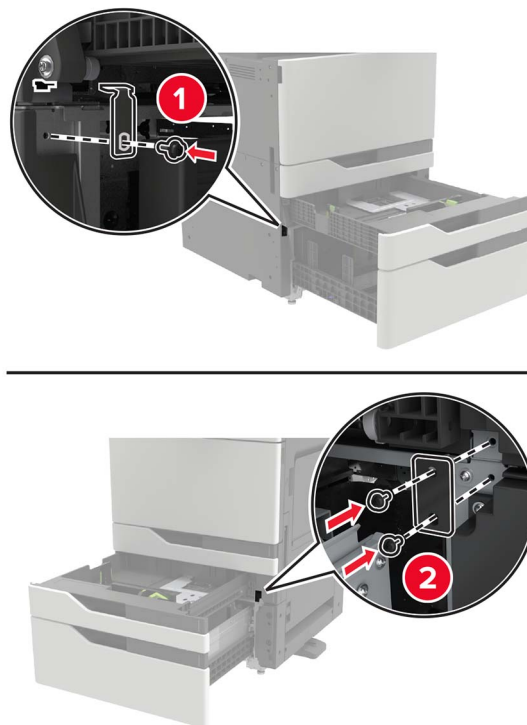


22 Connect the 2 x 500- or 2500-sheet tray connector to the printer.

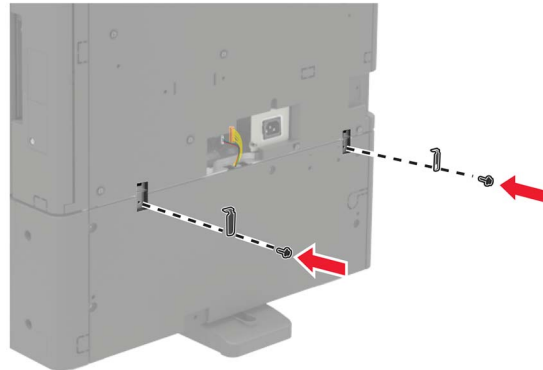


23 Open trays 2 and 3, and then secure the 2 x 500- or 2500-sheet tray to the printer with the locking clips and metal bracket.

- Front



- Rear



24 Close the trays.

25 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.

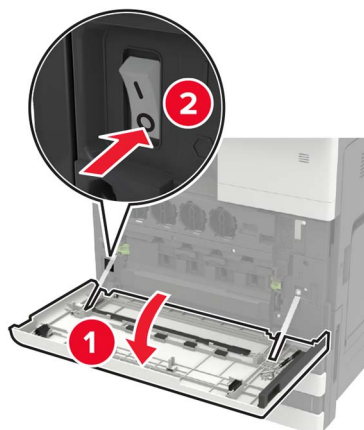
26 Turn on the printer.

Add the tray in the print driver to make it available for print jobs. For more information, see [“Adding available options in the print driver” on page 159](#).

Installing the staple finisher

⚠ 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.

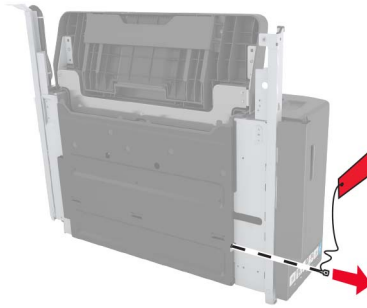
1 Turn off the printer.



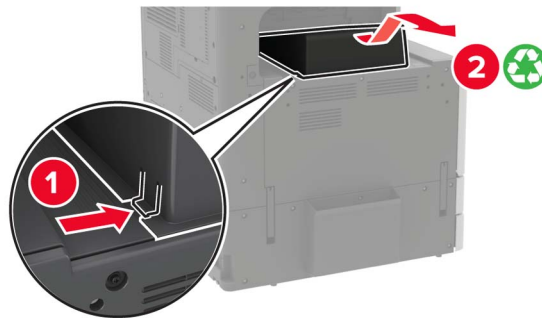
2 Unplug the power cord from the electrical outlet, and then from the printer.

3 Unpack the staple finisher.

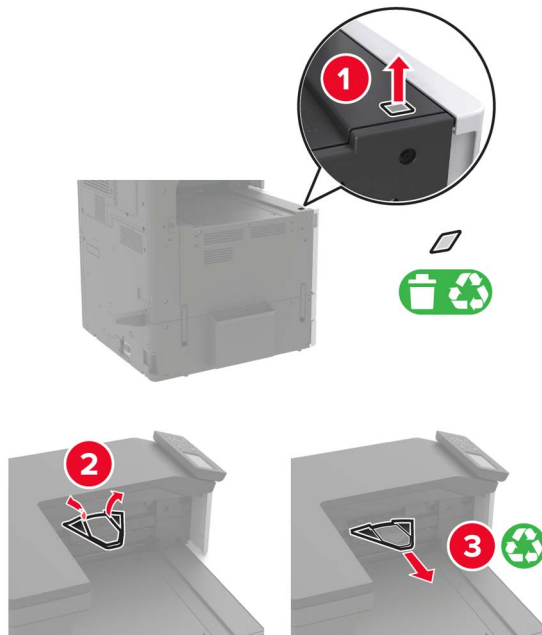
Note: Remove the tag but keep the screw for use in [step 11](#).



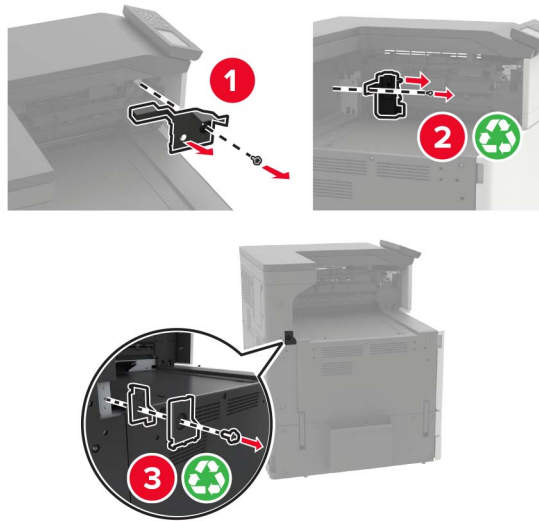
4 Remove the standard bin.



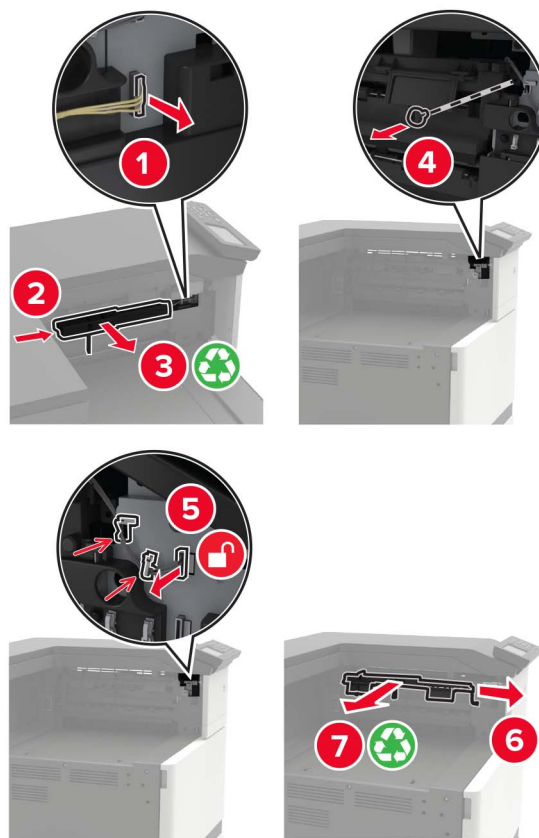
5 Remove the adhesive cover, and then remove the paper bail.



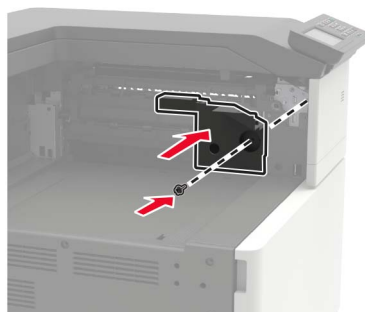
6 Using the screwdriver stored inside door A, remove the covers for the paper guide sensor and slide rail.



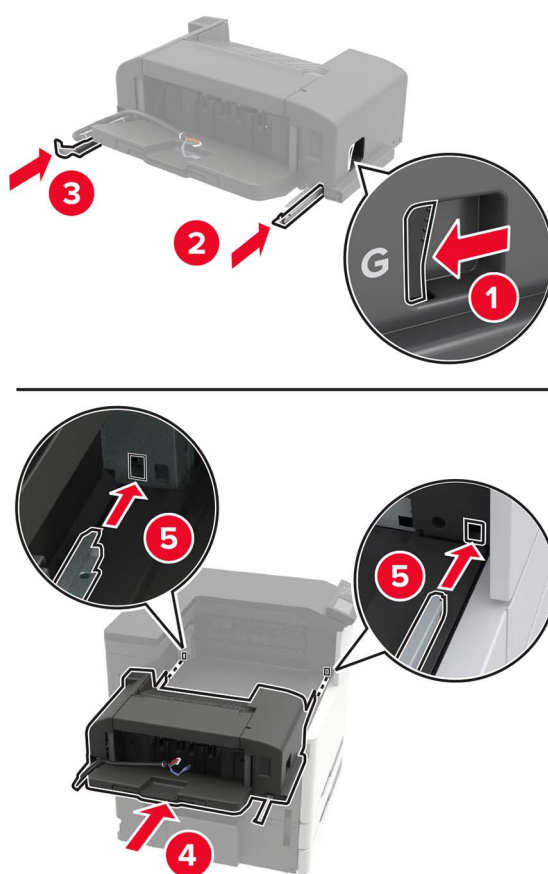
7 Remove the paper guides.



8 Attach the sensor cover.

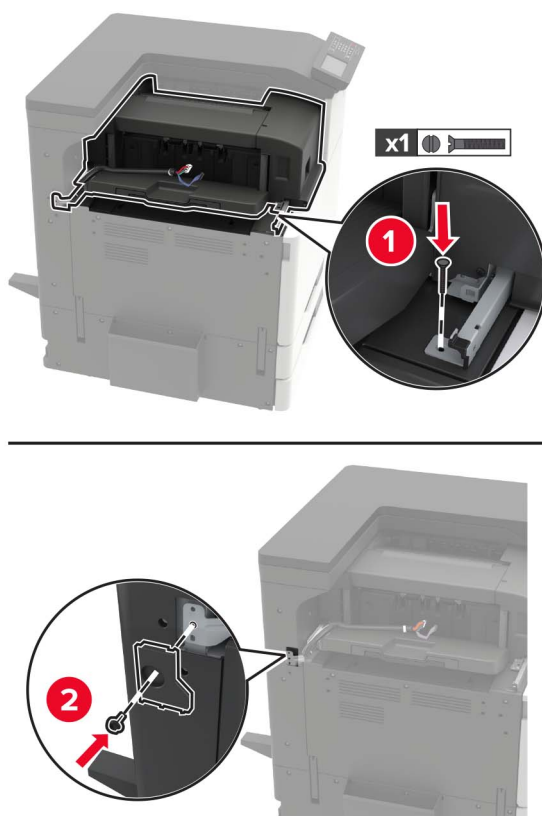


9 Insert the finisher.



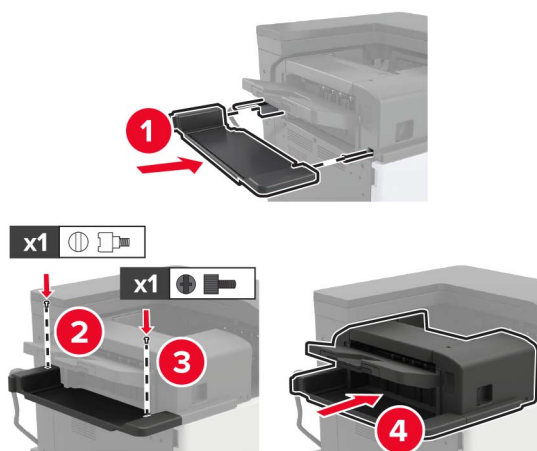
10 Secure the finisher to the printer.

Note: Use the screw that came with the finisher.



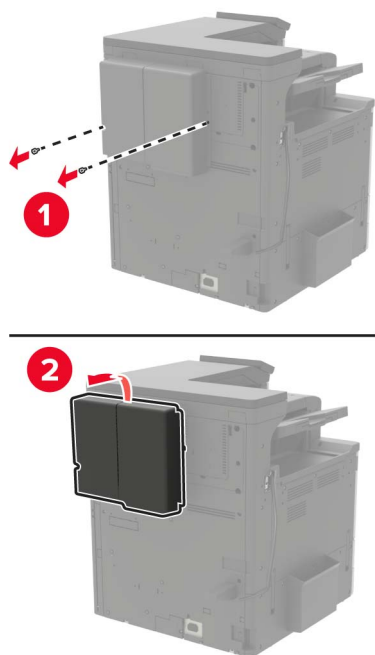
11 Attach the finisher slide rail cover.

Note: Use the screws that came with the finisher.

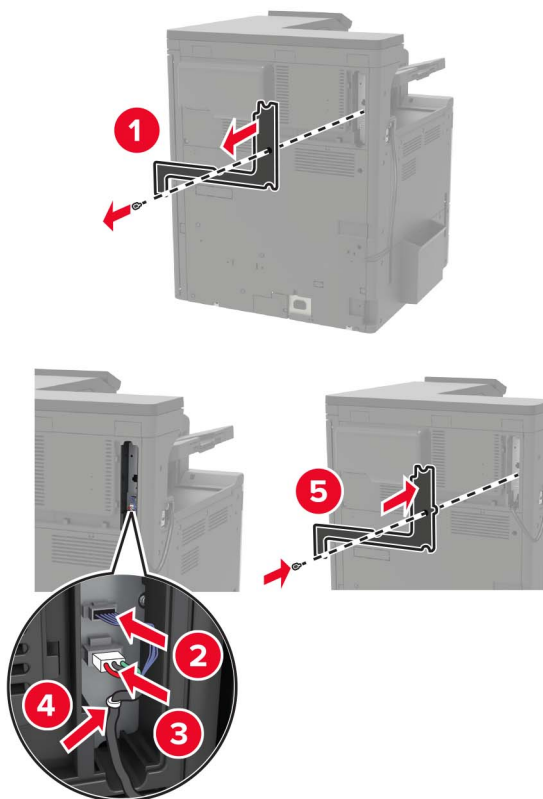


12 Remove the filter cover.

Note: This step is applicable only in some printer models.



13 Connect the finisher cable to the printer.



14 Reattach the filter cover.

Note: This step is applicable only in some printer models.

15 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.

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.

16 Turn on the printer.

Add the finisher in the print driver to make it available for print jobs. For more information, see [“Adding available options in the print driver” on page 159](#).

Installing the staple, hole punch or booklet finisher

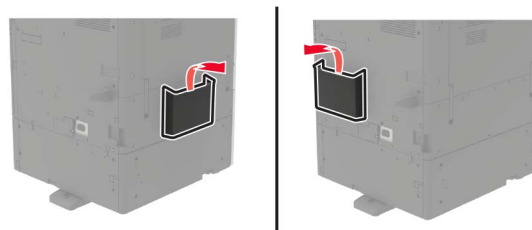
CAUTION—TIPPING HAZARD: Installing one or more options on your printer or MFP may require a caster base, furniture, or other feature to prevent instability causing possible injury. For more information on supported configurations, see www.lexmark.com/multifunctionprinters.

1 Turn off the printer.



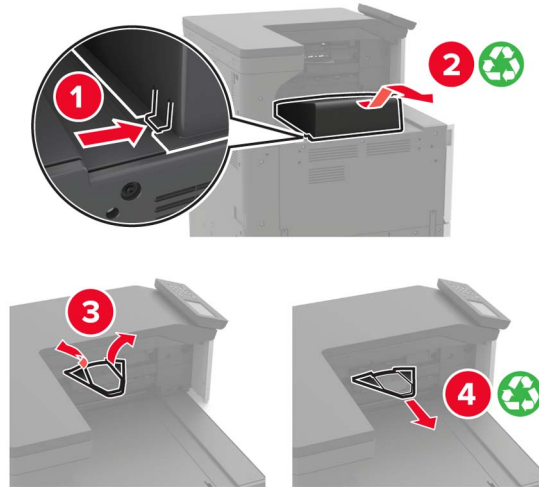
2 Unplug the power cord from the electrical outlet, and then from the printer.

3 Remove the publications holder from the side or rear of the printer.

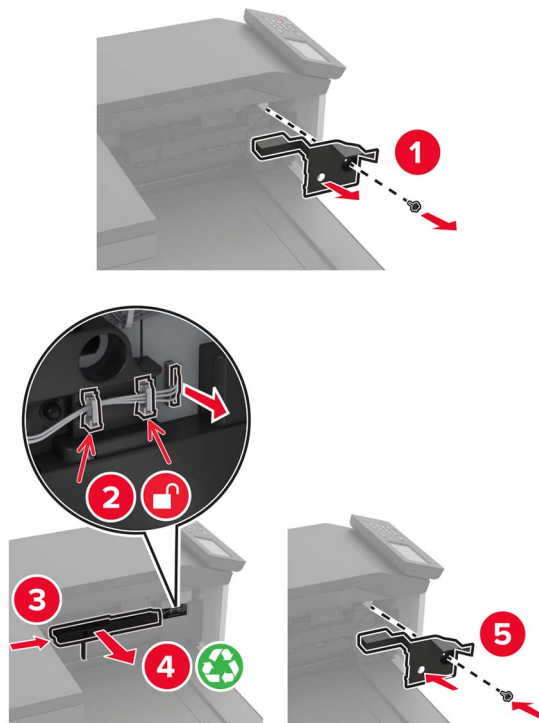


4 Unpack the staple, hole punch or booklet finisher.

- 5 Remove the standard bin, and then remove the paper bail.

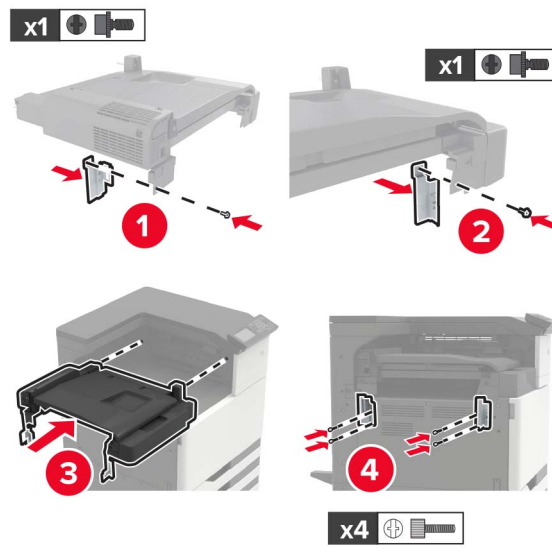


- 6 Using the screwdriver stored inside door A, remove the paper guides.



- 7 Insert the paper transport.

Note: Use the screws that came with the finisher.



8 Attach the finisher to the printer.

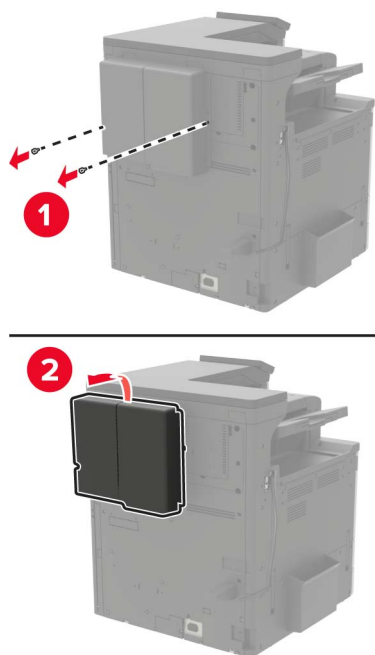


- 9 Insert the staple cartridge into the finisher until it *clicks* into place.

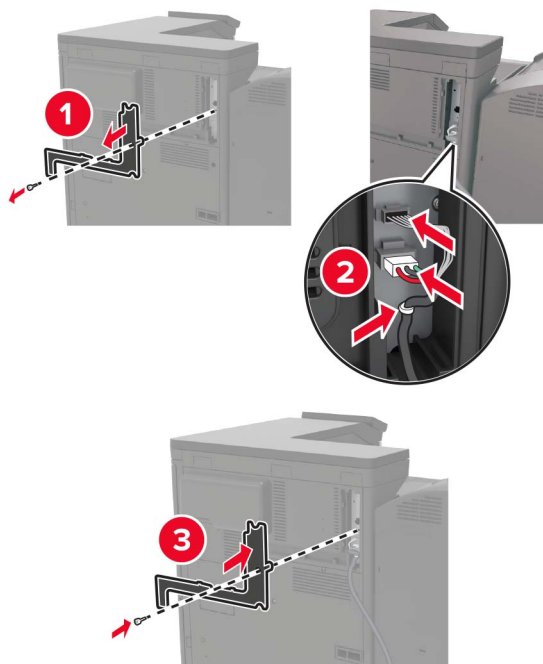


- 10 Remove the filter cover.

Note: This step is applicable only in some printer models.

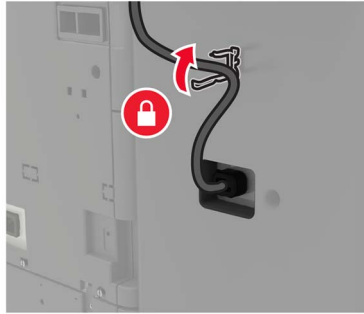


11 Connect the finisher cable to the printer.

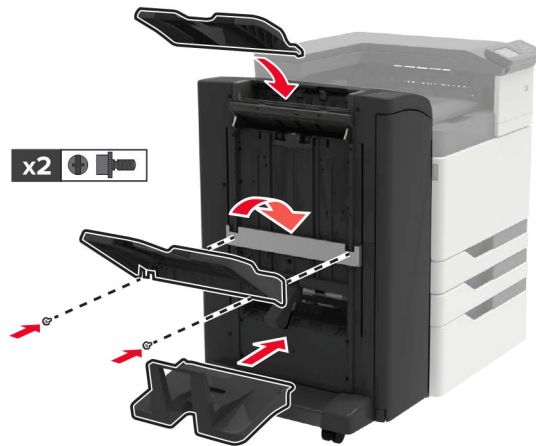
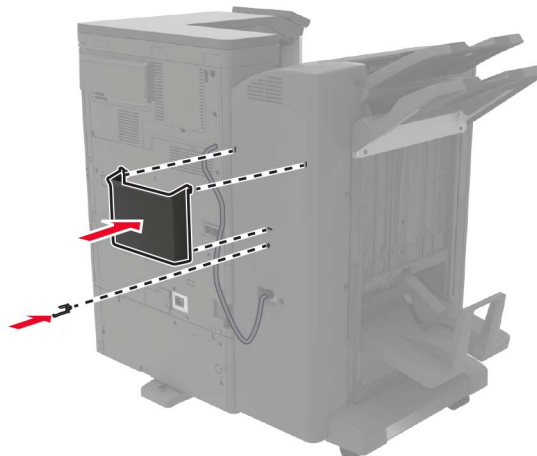


12 Reattach the filter cover.


Note: This step is applicable only in some printer models.


13 Secure the cable.**14** Insert the bins.**Notes:**

- Use the screws that came with the finisher.
- When inserting bin 2, avoid moving the bracket.
- Bin 3 is supported only in the booklet finisher.

**15** Attach the publications holder, and then attach the clamp.

16 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.

 **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.

17 Turn on the printer.

Add the finisher in the print driver to make it available for print jobs. For more information, see [“Adding available options in the print driver” on page 159](#).

Software

Installing the printer software

- 1 Obtain a copy of the software installer package.
 - From the software CD that came with your printer.
 - Go to <http://support.lexmark.com>, and then select your printer and operating system.
- 2 Run the installer, and then follow the instructions on the computer screen.
- 3 For Macintosh users, add the printer.

Note: Obtain the printer IP address from the TCP/IP section in the Network/Ports menu.

Adding available options in the print driver

For Windows users

- 1 Open the printers folder.
- 2 Select the printer you want to update, and then do either of the following:
 - For Windows 7 or later, select **Printer properties**.
 - For earlier versions, select **Properties**.
- 3 Navigate to the Configuration tab, and then select **Update Now - Ask Printer**.
- 4 Apply the changes.

For Macintosh users

- 1 From System Preferences in the Apple menu, navigate to your printer, and then select **Options & Supplies**.
- 2 Navigate to the list of hardware options, and then add any installed options.
- 3 Apply the changes.

Firmware

Exporting or importing a configuration file

You can export the configuration settings of your printer into a text file, and then import the file to apply the settings to other printers.

- 1 Open a web browser, and then type the printer IP address in the address field.

Notes:

- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the web page correctly.

- 2 Export or import a configuration file for one or multiple applications.

For one application

- a From the Embedded Web Server, click **Apps** > the application that you want > **Configure**.
- b Click **Export** or **Import**.

For multiple applications

- a From the Embedded Web Server, click **Export Configuration** or **Import Configuration**.
- b Follow the instructions on the screen.

Updating firmware

Some applications require a minimum device firmware level to operate correctly.

For more information on updating the device firmware, contact your Lexmark representative.

- 1 From the Embedded Web Server, click **Settings** > **Device** > **Update Firmware**.
- 2 Browse to locate the required flash file.
- 3 Apply the changes.

Notices

Product information

Product name:

Lexmark CS921de, CS923de

Machine type:

5059

Model(s):

130, 530

Edition notice

August 2017

The following paragraph does not apply to any country where such provisions are inconsistent with local law: LEXMARK INTERNATIONAL, INC., PROVIDES THIS PUBLICATION "AS IS" WITHOUT WARRANTY OF ANY KIND, EITHER EXPRESS OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. Some states do not allow disclaimer of express or implied warranties in certain transactions; therefore, this statement may not apply to you.

This publication could include technical inaccuracies or typographical errors. Changes are periodically made to the information herein; these changes will be incorporated in later editions. Improvements or changes in the products or the programs described may be made at any time.

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, visit <http://support.lexmark.com>.

For information on supplies and downloads, visit www.lexmark.com.

© 2017 Lexmark International, Inc.

All rights reserved.

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 Documentation are licensed to the U.S. Government end users (a) only as Commercial Items and (b) with only those rights as are granted to all other end users pursuant to the terms and conditions herein.

Trademarks

Lexmark, the Lexmark logo, and MarkNet are trademarks or registered trademarks of Lexmark International, Inc. in the United States and/or other countries.

Google Cloud Print and Google Chrome are trademarks of Google Inc.

Macintosh, the Mac logo, and Safari are trademarks of Apple Inc.

Microsoft, Windows, and Internet Explorer are either registered trademarks or trademarks of the Microsoft group of companies in the United States and other countries.

Mopria®, the Mopria® logo, and the Mopria® Alliance logo are registered trademarks and service marks of Mopria Alliance, Inc. in the United States and other countries. Unauthorized use is strictly prohibited.

PCL® is a registered trademark of the Hewlett-Packard Company. PCL is Hewlett-Packard Company's designation of a set of printer commands (language) and functions included in its printer products. This printer is intended to be compatible with the PCL language. This means the printer recognizes PCL commands used in various application programs, and that the printer emulates the functions corresponding to the commands.

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

All other trademarks are the property of their respective owners.

AirPrint and the AirPrint logo are trademarks of Apple, Inc.

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 (CS921); 53 (CS923) Two-sided: 53 (CS921); 54 (CS923)
Ready	26

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

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.

Temperature information

Ambient operating temperature	10 to 30°C (50 to 86°F)
Shipping temperature	-10 to 40°C (14 to 104°F)
Storage temperature and relative humidity	-10 to 40°C (14 to 104°F) 15 to 85% RH

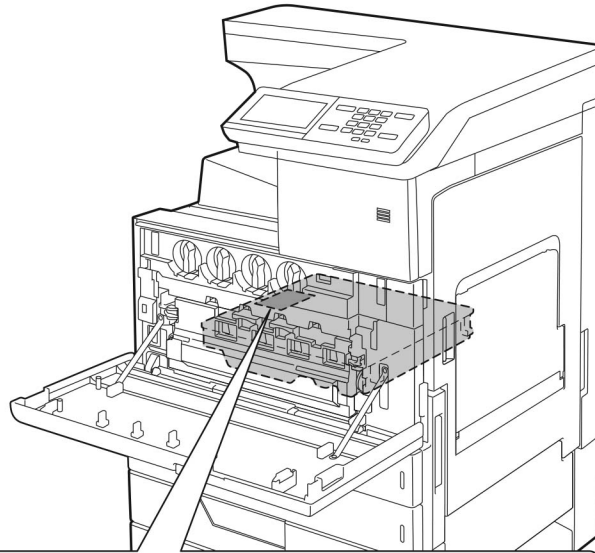
Laser notice

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 I laser product conforming to the requirements of IEC 60825-1: 2014.


Class I laser products are not considered to be hazardous. The printer contains internally a Class IIIb (3b) AlGaAs laser that is nominally 25 milliwatts operating in the wavelength region of 770–800 or 775–800 nanometers and enclosed in a non-serviceable printhead assembly. 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.

Laser advisory label

The following laser notice label is affixed to the printer:



⚠	WARNING	- CLASS 3B INVISIBLE LASER RADIATION WHEN OPEN AVOID EXPOSURE TO THE BEAM
⚠	AVERTISSEMENT	- RAYONNEMENT LASER INVISIBLE DE CLASSE 3B - EN CAS D'OUVERTURE EXPOSITION AU FAISCEAU DANGEREUSE
⚠	WARNUNG	- KLASSE 3B UNSICHTBARE LASERSTRAHLUNG, WENN ABDECKUNG GEÖFFNET NICHT IN DEM STRAHL AUSSETZEN
⚠	警告	- 打开时有3B类不可见激光辐射 避免光束照射
⚠	警告	- 打开时有看不见的雷射光束等级是3B·应避开雷射光束照射到
⚠	警告	- ここを開くとクラス3B不可視レーザー光が出ます。ビームを直接見たり、触れたりしないでください。
⚠	경고	- 이곳을 열면 눈에 보이지 않는 등급3B 레이저광선이 나옵니다. 광선에의 노출을 피해 주십시오.



A7PU-3070

Index

Numerics

900.xy error 89

A

activating Voice Guidance 19
 adding hardware options
 print driver 159
 adding internal options
 print driver 159
 adjusting speech rate
 Voice Guidance 19
 adjusting the brightness
 printer display 65
 adjusting the brightness of the
 printer display 65
 adjusting the default headphones
 volume 20
 adjusting the default speaker
 volume 19
 adjusting toner darkness 120
 attaching cables 12
 available internal options 124
 avoiding paper jams 67

B

basic printer configuration 10
 blank pages 98

C

cables
 Ethernet 12
 USB 12
 canceling a print job
 from the computer 29
 from the printer control
 panel 29
 cannot open Embedded Web
 Server 87
 card stock
 loading 24
 changing port settings
 internal solutions port 34
 Check tray connection 93
 checking the printer
 connectivity 88
 checking the status of parts and
 supplies 39

cleaning
 exterior of the printer 35
 interior of the printer 35
 cleaning the printer 35
 cleaning the printhead lens 36
 collated printing does not
 work 91
 Color Correction
 manual 120
 Color Correction Content 120
 color quality, troubleshooting
 print appears tinted 122
 confidential print jobs 28
 configuring
 supply notifications, imaging
 unit 41
 supply notifications,
 maintenance kit 41
 supply notifications, toner
 cartridge 41
 configuring port settings 34
 configuring supply
 notifications 41
 connecting to a wireless network
 using PIN method 33
 using Push Button method 33
 conservation settings
 Eco-Mode 65
 hibernate mode 65
 sleep mode 65
 conserving supplies 66
 contacting customer support 123
 control panel
 using 13
 customer support
 contacting 123
 customizing the display 18

D

default headphones volume
 adjusting 20
 default speaker volume
 adjusting 19
 Defective flash detected 90
 directory list
 printing 28
 Display Customization
 using 18

disposing of printer hard disk 31
 documents, printing
 from a computer 26

E

Eco-Mode setting 65
 Eco-Settings
 configuring 18
 emission notices 162
 emptying the hole punch box 37
 enabling Magnification mode 19
 enabling personal identification
 numbers 20
 enabling spoken passwords 20
 enabling the USB port 88
 encrypting the printer hard
 disk 31
 envelopes
 loading 24
 environmental setting
 Eco-Mode 65
 environmental settings
 hibernate mode 65
 sleep mode 65
 erasing printer hard disk
 memory 30
 Ethernet port 12
 exporting a configuration file
 using the Embedded Web
 Server 160

F

FAQ about color printing 121
 finding more information about
 the printer 8
 firmware
 update 160
 firmware card 124
 flash drive
 printing from 26
 font sample list
 printing 28
 fully configured printer 10

G

green settings
 Eco-Mode 65

hibernate mode 65
sleep mode 65

H

hardware options
installing 131, 136, 147, 153
hardware options, adding
print driver 159
headphones
default volume 20
held jobs 28
printing from a Macintosh
computer 28
printing from Windows 28
held print jobs
printing from a Macintosh
computer 28
printing from Windows 28
hibernate mode
setting 65
hole punch box
emptying 37
home screen
customizing 18
showing icons 18
home screen buttons
using 14
horizontal dark lines 103

I

icons on the home screen
showing 18
identifying jam locations 68
importing a configuration file
using the Embedded Web
Server 160
indicator light
printer status 14
installing
3000-sheet tray 136
memory card 124
installing a memory card 124
installing an optional card 128
installing an optional tray 131
installing the 2 x 500- or
2500-sheet tray 131
installing the 3000-sheet
tray 136
installing the printer software 159
installing the staple finisher 147

installing the staple, hole punch
or booklet finisher 153
internal options
firmware card 124
installing 128
memory card 124
internal options, adding
print driver 159

J

jam, clearing
2 x 500-sheet tray 69
3000-sheet tray 74
booklet finisher 75, 85
duplex unit 69
fuser 69
multipurpose feeder 69
optional tray 73
staple finisher 79, 81
staple, hole punch finisher 83
jams
avoiding 67

K

keyboard on the display
using 20

L

linking trays 25
loading
card stock 24
transparencies 24
trays 21
loading envelopes
multipurpose feeder 24
loading paper
multipurpose feeder 24
loading specialty media
multipurpose feeder 24
loading trays 21
locating jam areas 68
locating the security slot 30

M

Magnification mode
enabling 19
manual Color Correction
applying 120
memory
types installed on printer 31

memory card 124
installing 124
menu map 16
menu settings page
printing 17
moving the printer 9, 64
multipurpose feeder
loading 24

N

navigating the screen
using gestures 20
navigating the screen using
gestures 20
noise emission levels 162
Non-Lexmark supply 90
non-volatile memory 31
erasing 30
Not enough free space in flash
memory for resources 90
notices 162, 163

O

optional card
installing 128
ordering
photoconductor unit 40
ordering supplies
staple cartridges 40
toner cartridges 39
waste toner bottle 40

P

paper
Universal size setting 21
paper jam in door C 69
paper jam in door D 73
paper jam in the 3000-sheet
tray 74
paper jam in the booklet
finisher 75
paper jam in the multipurpose
feeder 69
paper jam in the staple
finisher 79
paper jam, clearing
2 x 500-sheet tray 69
3000-sheet tray 74
booklet finisher 75
duplex unit 69
fuser 69

- multipurpose feeder 69
- optional tray 73
- staple finisher 79
- paper jams
 - avoiding 67
 - location 68
- paper size
 - setting 21
- paper type
 - setting 21
- parts status
 - checking 39
- parts, ordering
 - 200K MPF maintenance kit 40
 - 300K filter maintenance kit 40
 - 300K maintenance kit 40
 - 600K CMY developer maintenance kit 40
 - black developer maintenance kit 40
 - fuser maintenance kit 40
 - fuser maintenance kit, 100 V 40
 - fuser maintenance kit, 110 V 40
 - fuser maintenance kit, 120 V 40
 - fuser maintenance kit, 230 V 40
 - HCF rollers maintenance kit 40
- personal identification number
 - method 33
- personal identification numbers
 - enabling 20
- photoconductor unit
 - ordering 40
 - replacing 45
- port settings
 - configuring 34
- power button light
 - printer status 14
- power cord socket 12
- print driver
 - hardware options, adding 159
- print job
 - canceling from the computer 29
 - canceling from the printer control panel 29
- print quality troubleshooting
 - blank pages 98
 - crooked print 110
 - dark print 99
 - ghost images appear on prints 101
 - gray or colored background 102
 - horizontal dark lines 103
 - horizontal white lines 105
 - jagged or uneven characters 107
 - light print 107
 - mottled print and dots 109
 - repeating print defects 111
 - skewed print 110
 - solid color or black images 112
 - text or images cut off 113
 - toner easily rubs off 114
 - uneven print density 115
 - vertical dark lines or streaks appear on prints 116
 - white lines 117
 - white pages 98
- print troubleshooting
 - confidential and other held documents do not print 95
 - envelope seals when printing 91
 - incorrect margins 106
 - jammed pages are not reprinted 94
 - job prints from the wrong tray 119
 - job prints on the wrong paper 119
 - paper curl 92
 - paper frequently jams 94
 - print jobs do not print 97
 - slow printing 96
 - tray linking does not work 92
 - unable to read flash drive 88
- printer
 - minimum clearances 9
 - moving 9
 - selecting a location 9
 - shipping 65
- printer configurations 10
- printer display
 - adjusting the brightness 65
- printer hard disk
 - disposing of 31
 - encrypting 31
- printer hard disk encryption 31
- printer hard disk memory
 - erasing 30
- printer information
 - finding 8
 - printer is not responding 118
 - printer menus 16
 - printer messages
 - Check tray connection 93
 - Defective flash detected 90
 - Non-Lexmark supply 90
 - Not enough free space in flash memory for resources 90
 - Unformatted flash detected 90
 - printer options troubleshooting
 - internal option is not detected 89
 - printer settings
 - restoring to factory defaults 31
 - printer software, installing 159
 - printhead lens
 - cleaning 36
 - printing
 - directory list 28
 - font sample list 28
 - from a computer 26
 - from a flash drive 26
 - menu settings page 17
 - printing a directory list 28
 - printing a font sample list 28
 - printing a menu settings page 17
 - printing a network setup page 88
 - printing from a flash drive 26
 - printing held jobs
 - from a Macintosh computer 28
 - from Windows 28
 - Push Button method 33
- R**
- recycling
 - Lexmark packaging 66
 - Lexmark products 66
 - toner cartridges 66
- repeat print jobs 28
 - printing from a Macintosh computer 28
 - printing from Windows 28
- repeating print defects 111
- replacing a photoconductor unit 45
- replacing a toner cartridge 41
- replacing parts
 - feed roller 50
 - pick roller 50
 - separator roller 50
 - transfer belt 55

- transfer roller 58
- replacing supplies
 - staple cartridge 60, 61, 63
 - waste toner bottle 49
- replacing the pick, feed, and separator rollers 50
- replacing the staple cartridge in the booklet finisher 63
- replacing the staple cartridge in the staple finisher 60
- replacing the staple cartridge in the staple, hole punch finisher 61
- replacing the transfer roller 58
- replacing the waste toner bottle 49
- reserve print jobs
 - printing from a Macintosh computer 28
 - printing from Windows 28
- resetting
 - supply usage counters 90
- resetting the supply usage counters 90
- restoring factory default settings 31

S

- safety information 6, 7
- security slot
 - locating 30
- selecting a location for the printer 9
- serial printing
 - setting up 34
- setting hibernate mode 65
- setting sleep mode 65
- setting the paper size 21
- setting the paper type 21
- setting the Universal paper size 21
- setting up serial printing 34
- shipping the printer 65
- showing icons on the home screen 18
- speaker
 - default volume 19
- spoken passwords
 - enabling 20
- staple cartridge
 - replacing 60, 61, 63
- staple cartridges
 - ordering 40

- staple finisher
 - installing 147
- staple jam in the booklet finisher 85
- staple jam in the staple finisher 81
- staple jam in the staple, hole punch finisher 83
- staple jam, clearing
 - booklet finisher 85
 - staple finisher 81
 - staple, hole punch finisher 83
- staple, hole punch or booklet finisher
 - installing 153
- statement of volatility 31
- storing print jobs 28
- supplies
 - conserving 66
 - supplies status
 - checking 39
 - supplies, ordering
 - photoconductor unit 40
 - staple cartridges 40
 - waste toner bottle 40
- supply notifications
 - configuring 41
- supply usage counters
 - resetting 90
- supported file types 27
- supported flash drives 27

T

- toner cartridge
 - replacing 41
- toner cartridges
 - ordering 39
 - recycling 66
- toner darkness
 - adjusting 120
- transfer belt
 - replacing 55
- transfer roller
 - replacing 58
- transparencies
 - loading 24
- trays
 - linking 25
 - loading 21
 - unlinking 25
- troubleshooting
 - 900.xy error 89

- cannot open Embedded Web Server 87
- FAQ about color printing 121
- printer is not responding 118
- troubleshooting, color quality
 - print appears tinted 122
- troubleshooting, print
 - collated printing does not work 91
 - confidential and other held documents do not print 95
 - envelope seals when printing 91
 - incorrect margins 106
 - jammed pages are not reprinted 94
 - job prints from the wrong tray 119
 - job prints on the wrong paper 119
 - paper curl 92
 - paper frequently jams 94
 - print jobs do not print 97
 - slow printing 96
 - tray linking does not work 92
- troubleshooting, print quality
 - blank pages 98
 - crooked print 110
 - dark print 99
 - ghost images appear on prints 101
 - gray or colored
 - background 102
 - horizontal dark lines 103
 - horizontal white lines 105
 - jagged or uneven
 - characters 107
 - light print 107
 - mottled print and dots 109
 - repeating print defects 111
 - skewed print 110
 - solid color or black images 112
 - text or images cut off 113
 - toner easily rubs off 114
 - uneven print density 115
 - vertical dark lines or streaks
 - appear on prints 116
 - white lines on a page 117
 - white pages 98
- troubleshooting, printer options
 - internal option is not detected 89

U

- unable to read flash drive
 - troubleshooting, print 88
- understanding the status of the power button and indicator light 14
- uneven print density 115
- Unformatted flash detected 90
- Universal paper size
 - setting 21
- unlinking trays 25
- updating firmware
 - flash file 160
- USB port
 - enabling 88
- USB ports 12
- using
 - genuine Lexmark parts 39
 - genuine Lexmark supplies 39
- using Display Customization 18
- using the control panel 13
- using the home screen 14
- using the keyboard on the display 20

V

- verify print jobs 28
 - printing from a Macintosh computer 28
 - printing from Windows 28
- vertical dark lines or streaks appear on prints 116
- vertical white lines appear 117
- Voice Guidance
 - activating 19
 - speech rate 19
- Voice Guidance speech rate
 - adjusting 19
- volatile memory 31
 - erasing 30
- volatility
 - statement of 31

W

- waste toner bottle
 - ordering 40
 - replacing 49
- white lines appear 117
- white pages 98
- wireless network
 - Wi-Fi Protected Setup 33

- Wi-Fi Protected Setup
 - wireless network 33