



## X5400 Series User's Guide





# Contents

<b>Introduction.....</b>	<b>13</b>
Finding information about the printer.....	13
Operating system notice.....	16
<b>Safety information.....</b>	<b>17</b>
<b>Setting up the printer.....</b>	<b>18</b>
Checking the box contents.....	18
Setting up the printer for standalone use.....	19
Understanding the parts of the printer.....	25
Getting the printer ready to fax.....	27
Using an RJ11 adapter .....	27
Choosing a fax connection.....	30
Connecting to an answering machine.....	31
Connecting directly to a telephone wall jack .....	32
Connecting directly to a telephone wall jack in Germany.....	33
Connecting to a computer with a modem.....	34
Connecting to a telephone .....	35
Setting up to fax while behind a PBX .....	36
Using a digital phone service .....	37
Understanding the control panel.....	37
Using the control panel .....	37
Saving settings.....	40
Installing another language control panel.....	41
Installing the printer software.....	42
Installing the optional XPS driver (Windows Vista users only).....	42
Understanding the printer software.....	43
Turning printing voice notification on or off.....	46
Security Information.....	46
<b>General networking.....</b>	<b>47</b>
Finding your MAC address.....	47
Assigning an IP address.....	47
Configure IP address.....	47
Finding a printer/print server located on remote subnets.....	47
Tips for using network adapters.....	47
Sharing a printer in a Windows environment.....	48

Checking the port setting.....	48
Configure network printers.....	49
Connect to network printer.....	49
<b>Loading paper and original documents.....</b>	<b>50</b>
Loading paper.....	50
Using the automatic paper type sensor.....	50
Loading envelopes.....	51
Loading labels.....	51
Loading greeting cards, index cards, photo cards, and postcards.....	52
Loading transparencies.....	52
Loading iron-on transfers.....	52
Loading custom-size paper.....	53
Loading banner paper.....	53
Loading original documents into the Automatic Document Feeder.....	53
Loading original documents on the scanner glass.....	55
<b>Printing.....</b>	<b>57</b>
Printing basic documents.....	57
Printing a document.....	57
Printing a Web page .....	57
Printing photos or images from a Web page .....	58
Printing multiple copies of a document.....	58
Printing on both sides of the paper .....	59
Collating copies .....	59
Printing the last page first (reverse page order).....	60
Printing multiple pages on one sheet (N-Up).....	60
Pausing print jobs.....	60
Canceling print jobs.....	60
Printing specialty documents.....	61
Choosing compatible specialty paper types .....	61
Printing envelopes .....	61
Printing greeting cards, index cards, photo cards, and postcards.....	61
Printing a document as a poster .....	62
Printing an image as a poster.....	62
Printing a booklet .....	63
Assembling a booklet.....	63
Printing on custom-size paper .....	64
Printing iron-on transfers.....	64
Printing transparencies.....	64
Printing a banner .....	64

Changing printer settings.....	65
Saving and deleting print settings .....	65
Resetting printer software to factory default settings .....	65
Resetting the printer to factory default settings .....	66

## **Working with photos.....67**

Retrieving and managing photos.....	67
Inserting a memory card .....	67
Inserting a flash drive .....	68
Understanding the Photo Card menu.....	69
Understanding the PictBridge menu.....	71
Transferring photos .....	72
Changing the Lexmark Productivity Studio preferences .....	74
Editing photos.....	75
Cropping a photo .....	75
Rotating a photo .....	75
Changing the Resolution / Size of a photo.....	76
Applying One-Click Auto Fixes to a photo .....	76
Reducing the red-eye effect in a photo .....	76
Blurring/Sharpening a photo .....	76
Enhancing a photo .....	77
Changing the Hue / Saturation of a photo.....	77
Changing the Gamma Value of a photo or image.....	77
Despeckling a photo.....	78
Changing the Brightness / Contrast settings of a photo.....	78
Applying a color effect to a photo.....	78
Changing the Exposure setting of a photo .....	78
Removing wavy patterns from scanned photos, magazines, or newspapers .....	79
Printing photos.....	79
Printing photos from a CD or removable storage device using the computer.....	79
Viewing / Printing photos from the Productivity Studio.....	80
Printing Photo Packages .....	80
Creating Photo Greeting Cards.....	80
Printing all photos from a memory device.....	81
Printing photos stored on the memory device using the proof sheet.....	81
Printing photos by number.....	82
Using a PictBridge-enabled digital camera to control printing photos.....	83
Printing photos from a digital camera using DPOF .....	84
Printing photos by date range .....	85
Printing photos from the control panel using color effects.....	85
Creating and viewing a slideshow.....	85

## **Copying.....87**

Making a copy.....	87
Copying photos.....	87
Copying a photo using the computer.....	88
Adjusting copy quality.....	89
Making a copy lighter or darker.....	89
Collating copies using the control panel.....	89
Repeating an image on one page.....	90
Enlarging or reducing an image.....	90
Understanding the Copy menu.....	91
Modifying the Copy settings.....	91

## **Scanning.....93**

Scanning a document.....	93
Scanning a document using the computer.....	93
Scanning text for editing.....	94
Scanning images for editing.....	94
Scanning a photo to the Library.....	95
Scanning multiple photos at one time using the computer.....	95
Creating a PDF from a scanned item.....	95
Canceling a scan job.....	96
Customizing scan settings using the computer.....	97
Understanding the Scan menu.....	97
Scanning to a computer over a network.....	98
Saving a scanned image on the computer.....	99
Changing the Productivity Studio scan settings.....	99
Adding a file to an e-mail message.....	100
Adding a new scanned image to an e-mail message.....	100
Scanning documents or images for e-mailing.....	100
Changing the Productivity Studio e-mail screen preferences.....	101

## **Faxing.....102**

Sending a fax.....	103
Entering a fax number .....	103
Sending a fax using the software.....	103
Sending a fax using the control panel .....	104
Sending a fax while listening to a call (On Hook Dial) .....	104

Sending a broadcast fax at a scheduled time.....	105
Receiving a fax.....	105
Receiving a fax manually.....	105
Setting a fax manual answer code.....	106
Using Caller ID from the control panel .....	106
Using Caller ID from the software.....	106
Receiving a fax automatically.....	107
Receiving a fax with an answering machine.....	107
Forwarding faxes.....	108
Using the Phone Book.....	108
Using the control panel Phone Book.....	108
Using the computer Phone Book.....	109
Customizing fax settings.....	109
Customizing settings using the Fax Setup Utility .....	109
Understanding the Fax menu .....	112
Setting Auto Answer to on.....	113
Setting up a fax header.....	113
Setting up a fax footer .....	114
Blocking junk faxes.....	115
Blocking unwanted changes to fax settings.....	115
Using the Fax Solutions Software .....	116
Setting up a dialing prefix .....	117
Setting the distinctive ring.....	117
Setting the number of rings before receiving a fax automatically .....	118
Setting up Speed Dial.....	118
Printing fax activity reports.....	119

## **Maintaining the printer.....120**

Replacing print cartridges.....	120
Installing print cartridges.....	120
Removing a used print cartridge .....	121
Refilling print cartridges.....	122
Using genuine Lexmark print cartridges.....	122
Aligning print cartridges.....	122
Cleaning the print cartridge nozzles.....	123
Wiping the print cartridge nozzles and contacts.....	123
Preserving the print cartridges.....	124
Cleaning the scanner glass.....	125
Cleaning the exterior of the printer.....	125
Ordering supplies.....	126
Ordering print cartridges .....	126

Ordering paper and other supplies.....	126
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## **Troubleshooting.....128**

Setup Troubleshooting.....	128
Incorrect language appears on the display.....	128
Power button is not lit .....	128
Software does not install.....	129
Page does not print.....	130
Solving printer communication problems .....	131
Understanding Warning levels .....	132
Removing and reinstalling the software .....	132
Enabling the USB port.....	132
Print troubleshooting.....	133
Improving print quality .....	133
Poor text and graphic quality.....	134
Poor quality at the edges of the page .....	135
Print speed is slow .....	136
Partial document or photo prints .....	136
Photo smudges.....	137
Checking the print cartridges.....	137
Ink levels seem incorrect.....	137
Ink levels seem to go down too quickly .....	138
A blank or incorrect page prints.....	138
Characters on printout are missing or unexpected .....	138
Colors on printout are faded or differ from colors on the screen .....	139
Copied item does not match the original item.....	139
Glossy photo paper or transparencies stick together .....	140
Page prints with different fonts.....	140
Print is too dark or smudged .....	141
Printed characters are improperly formed or are not aligned correctly.....	141
Printouts have alternating bands of light and dark print.....	142
Transparencies or photos contain white lines .....	142
Vertical straight lines are not smooth .....	142
White lines appear in graphics or solid black areas .....	143
Checking the printer status.....	143
Checking printer readiness .....	144
Settings are not saved.....	145
Checking the Spool Settings for banner printing .....	145
Resolving font problems .....	145
Printer is busy printing another job .....	145
Ready or Busy Printing is listed as the status.....	146
Printing a test page.....	146
Test page does not print .....	147
Checking external devices.....	148



Removing an external print server .....	148
Cable is not connected, is loose, or is damaged.....	148
Printer is plugged in but does not print.....	149
Printer is trying to print to File .....	149
Printer cannot communicate with computers over peer-to-peer network .....	149
Printer is not able to communicate with the computer .....	151
Problems when copying, scanning, or faxing .....	151
Wrong printer is attached.....	151
Updating the printer software .....	151
Bidirectional communication is not established.....	152
Experiencing poor quality or incorrect output .....	152
Cannot print from digital camera using PictBridge .....	153
Partial 4 x 6 in. (10 x 15 cm) photo prints when using a PictBridge-enabled digital camera .....	153
<b>Jams and misfeeds troubleshooting.....</b>	<b>154</b>
How to clear and avoid paper jams.....	154
Paper jam in the Automatic Document Feeder (ADF).....	154
Paper jam in the printer.....	155
Paper jam in the paper support.....	156
Paper or specialty media misfeeds.....	156
Printer does not feed paper, envelopes, or specialty media.....	157
Banner paper jams .....	157
Paper continues to jam.....	158
<b>Memory card troubleshooting.....</b>	<b>158</b>
Memory card cannot be inserted.....	158
Nothing happens when memory card is inserted .....	159
<b>Copy troubleshooting.....</b>	<b>159</b>
Copier does not respond .....	159
Scanner unit does not close.....	160
Poor copy quality .....	160
Partial document or photo copies.....	161
<b>Scan troubleshooting.....</b>	<b>161</b>
Scanner does not respond .....	161
Scan was not successful .....	162
Scanning takes too long or freezes the computer.....	162
Poor scanned image quality .....	163
Partial document or photo scans.....	163
Cannot scan to a computer over a network.....	164
<b>Fax troubleshooting.....</b>	<b>164</b>
Cannot send or receive a fax.....	164
Can send but not receive faxes.....	166
Can receive but not send faxes.....	167
Printer receives a blank fax.....	168
Received fax has poor print quality.....	168
Caller ID information is not displayed .....	169

Fax Error .....	169
Fax Mode Unsupported.....	169
Remote Fax Error.....	169
Phone Line Busy .....	170
Phone Line Error.....	171
<b>Error messages on the printer display.....</b>	<b>171</b>
Alignment Error .....	172
Cartridge Error (1102, 1203, 1204, or 120F).....	172
Black Ink Low / Color Ink Low / Photo Ink Low .....	173
Clear Carrier Jam .....	173
Cover Open .....	173
Error 1104 .....	173
Left Cartridge Error / Right Cartridge Error.....	174
Left Cartridge Incorrect / Right Cartridge Incorrect .....	174
Left Cartridge Missing / Right Cartridge Missing .....	174
Memory Failure.....	174
No images have been selected.....	175
No photo/paper size selection has been made .....	175
Could not detect a proof sheet.....	175
No proof sheet information .....	175
No valid photo image files detected .....	175
Only one photo enhancement may be chosen at a time.....	176
Only one photo/size selection can be chosen at a time.....	176
Photo size error. Photo must fit on page. ....	176
PictBridge communications error.....	176
Please remove camera to use your memory card.....	176
Some photos removed from card by host.....	176
Problems reading the memory card.....	176
<b>Error messages on the computer screen.....</b>	<b>177</b>
Clearing error messages.....	177
Left/Right Cartridge Missing.....	177
Communication not available.....	177
General Printing Problem .....	178
Ink Low .....	178
Out of Memory.....	178
Out of Paper.....	178
Fixing a printing failure.....	178
Unsupported file types found on memory card.....	179
Paper Jam .....	179
Multiple All-In-Ones found.....	179
Black Cartridge replacement required .....	179
Color Cartridge replacement required.....	179
Black and Color Cartridge replacement required .....	180

**Notices..... 181**  
Product information..... 181  
Edition notice..... 181  
Power consumption..... 187

**Index..... 194**



# Introduction

## Finding information about the printer



### *Quick Setup* sheet

Description	Where to find
The <i>Quick Setup</i> sheet gives you instructions for setting up hardware and software.	You can find this document in the printer box or on the Lexmark Web site at <a href="http://www.lexmark.com">www.lexmark.com</a> .


### *User's Guide*

Description	Where to find
<p>The <i>User's Guide</i> gives you instructions for setting up hardware and software (on Windows operating systems) and some basic instructions for using the printer.</p> <p><b>Note:</b> If your printer supports Macintosh operating systems, see the Mac Help:</p> <ol style="list-style-type: none"><li>1 From the Finder desktop, double-click the <b>Lexmark X5400 Series</b> folder.</li><li>2 Double-click the printer <b>Help</b> icon.</li></ol>	You can find this document in the printer box or on the Lexmark Web site at <a href="http://www.lexmark.com">www.lexmark.com</a> .

## User's Guide: Comprehensive Version

Description	Where to find
<p>The <i>User's Guide: Comprehensive Version</i> gives you instructions for using the printer and other information such as:</p> <ul style="list-style-type: none"> <li>• Using the software (on Windows operating systems)</li> <li>• Loading paper</li> <li>• Printing</li> <li>• Working with photos</li> <li>• Scanning (if supported by your printer)</li> <li>• Making copies (if supported by your printer)</li> <li>• Faxing (if supported by your printer)</li> <li>• Maintaining the printer</li> <li>• Connecting the printer to a network (if supported by your printer)</li> <li>• Troubleshooting problems with printing, copying, scanning, faxing, paper jams, and misfeeds</li> </ul> <p><b>Note:</b> If your printer supports Macintosh operating systems, see the Mac Help:</p> <ol style="list-style-type: none"> <li><b>1</b> From the Finder desktop, double-click the <b>Lexmark X5400 Series</b> folder.</li> <li><b>2</b> Double-click the printer <b>Help</b> icon.</li> </ol>	<p>When you install the printer software, the <i>User's Guide: Comprehensive Version</i> will be installed.</p> <ol style="list-style-type: none"> <li><b>1</b> Do one of the following: <ul style="list-style-type: none"> <li>• In Windows Vista, click .</li> <li>• In Windows XP and earlier, click <b>Start</b>.</li> </ul> </li> <li><b>2</b> Click <b>Programs</b> or <b>All Programs</b> → <b>Lexmark X5400 Series</b>.</li> <li><b>3</b> Click <b>User's Guide</b>.</li> </ol> <p>If the link to the <i>User's Guide</i> is not on your desktop, follow these instructions:</p> <ol style="list-style-type: none"> <li><b>1</b> Insert the CD. The installation screen appears. <b>Note:</b> If necessary, click  → <b>All Programs</b> → <b>Run</b>. In Windows XP and earlier versions, click <b>Start</b> → <b>Run</b>, and then type <b>D: \setup</b>, where <b>D</b> is the letter of your CD-ROM drive.</li> <li><b>2</b> Click <b>Documentation</b>.</li> <li><b>3</b> Click <b>View User's Guide (including Setup Troubleshooting)</b>.</li> <li><b>4</b> Click <b>Yes</b>. An icon of the <i>User's Guide</i> appears on your desktop, and the <i>User's Guide: Comprehensive Version</i> appears on the screen.</li> </ol> <p>You can also find this document on the Lexmark Web site at <a href="http://www.lexmark.com">www.lexmark.com</a>.</p>

## Lexmark Solution Center

Description	Where to find
<p>The Lexmark Solution Center software is included on your CD. It installs with the other software, if your printer connects to a computer.</p>	<p>To access the Lexmark Solution Center:</p> <ol style="list-style-type: none"> <li><b>1</b> Do one of the following: <ul style="list-style-type: none"> <li>• In Windows Vista, click .</li> <li>• In Windows XP and earlier, click <b>Start</b>.</li> </ul> </li> <li><b>2</b> Click <b>Programs</b> or <b>All Programs</b> → <b>Lexmark X5400 Series</b>.</li> <li><b>3</b> Select <b>Lexmark Solution Center</b>.</li> </ol>

## Customer support

Description	Where to find (North America)	Where to find (rest of world)
<b>Telephone support</b>	<p>Call us at</p> <ul style="list-style-type: none"> <li>• US: 1-800-332-4120 Monday–Friday (8:00 AM–11:00 PM ET) Saturday (Noon–6:00 PM ET)</li> <li>• Canada: 1-800-539-6275 <i>English</i> Monday–Friday (8:00 AM–11:00 PM ET) Saturday (Noon–6:00 PM ET) <i>French</i> Monday–Friday (9:00 AM–7:00 PM ET)</li> <li>• Mexico: 01-800-253-9627 Monday–Friday (8:00 AM–8:00 PM ET)</li> </ul> <p><b>Note:</b> Support numbers and times may change without notice. For the most recent phone numbers available, see the printed warranty statement that shipped with your printer.</p>	<p>Telephone numbers and support hours vary by country or region.</p> <p>Visit our Web site at <b>www.lexmark.com</b>. Select a country or region, and then select the Customer Support link.</p> <p><b>Note:</b> For additional information about contacting Lexmark, see the printed warranty that shipped with your printer.</p>
<b>E-mail support</b>	<p>For e-mail support, visit our Web site: <b>www.lexmark.com</b>.</p> <ol style="list-style-type: none"> <li><b>1</b> Click <b>CUSTOMER SUPPORT</b>.</li> <li><b>2</b> Click <b>Technical Support</b>.</li> <li><b>3</b> Select your printer family.</li> <li><b>4</b> Select your printer model.</li> <li><b>5</b> From the Support Tools section, click <b>e-Mail Support</b>.</li> <li><b>6</b> Complete the form, and then click <b>Submit Request</b>.</li> </ol>	<p>E-mail support varies by country or region, and may not be available in some instances.</p> <p>Visit our Web site at <b>www.lexmark.com</b>. Select a country or region, and then select the Customer Support link.</p> <p><b>Note:</b> For additional information about contacting Lexmark, see the printed warranty that shipped with your printer.</p>

## Limited Warranty

Description	Where to find (US)	Where to find (rest of world)
Limited Warranty Information Lexmark International, Inc. furnishes a limited warranty that this printer will be free of defects in materials and workmanship for a period of 12 months after the original date of purchase.	To view the limitations and conditions of this limited warranty, see the Statement of Limited Warranty included with this printer, or set forth at <b>www.lexmark.com</b> . <b>1</b> Click <b>CUSTOMER SUPPORT</b> . <b>2</b> Click <b>Warranty Information</b> . <b>3</b> From the Statement of Limited Warranty section, click <b>Inkjet &amp; All-In-One Printers</b> . <b>4</b> Scroll through the Web page to view the warranty.	Warranty information varies by country or region. See the printed warranty that shipped with your printer.

Record the following information (located on the store receipt and the back of the printer), and have it ready when you contact us so that we may serve you faster:

- Machine Type number
- Serial number
- Date purchased
- Store where purchased

## Operating system notice

All features and functions are operating system-dependent. For complete descriptions:


- **Windows users**—See the *User's Guide*.
- **Macintosh users**—If your product supports Macintosh, see the Mac Help installed with the printer software.




# Safety information

Use only the power supply and power supply cord provided with this product or the manufacturer's authorized replacement power supply and power supply cord.

Connect the power supply cord to a properly grounded electrical outlet that is near the product and easily accessible.

 **CAUTION—POTENTIAL INJURY:** Do not 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 the power cord is misused, a risk of fire or electrical shock results. Inspect the power cord regularly for signs of misuse. Remove the power cord from the electrical outlet before inspecting it.

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

 **CAUTION—SHOCK HAZARD:** Do not use the fax feature during a lightning storm. Do not set up this product or make any electrical or cabling connections, such as the power supply cord or telephone, during a lightning storm.

## **SAVE THESE INSTRUCTIONS.**

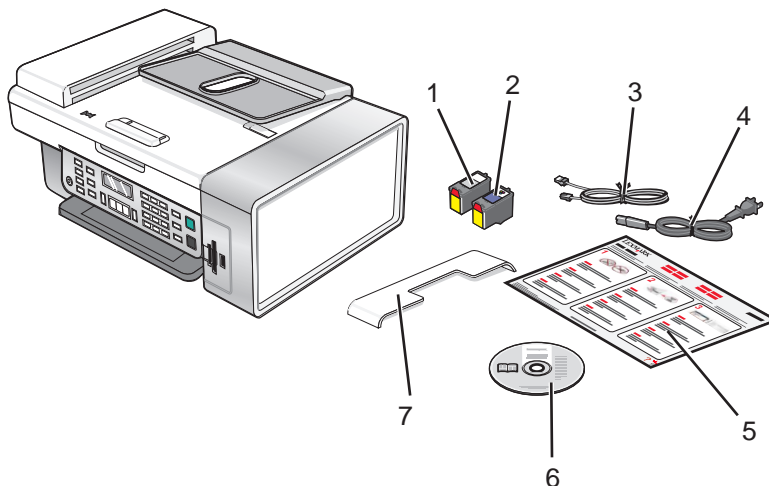
Refer service or repairs, other than those described in the user documentation, to a professional service person.

# Setting up the printer

Your printer may not support:

- Memory Cards
- PictBridge-enabled digital camera
- Photo Card mode

## Checking the box contents

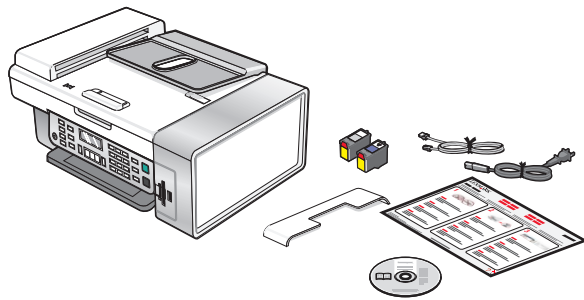


	Name	Description
1	Black print cartridge	Cartridges to be installed into the printer
2	Color print cartridge	<b>Note:</b> Cartridge combinations vary depending on the product purchased.
3	Telephone cord	Use for faxing. For more information about connecting this cord, see "Choosing a fax connection" on page 30.
4	Power cord	Attaches to the power supply port located at the back of the printer
5	Quick Setup sheet	Initial setup directions
6	Installation software CD	<ul style="list-style-type: none"><li>• Installation software for the printer</li><li>• <i>User's Guide: Comprehensive Version</i> in electronic format</li></ul>
7	Automatic Document Feeder (ADF) exit tray	Holds documents as they exit from the ADF.

**Note:** You may need to purchase a USB cable separately.

# Setting up the printer for standalone use

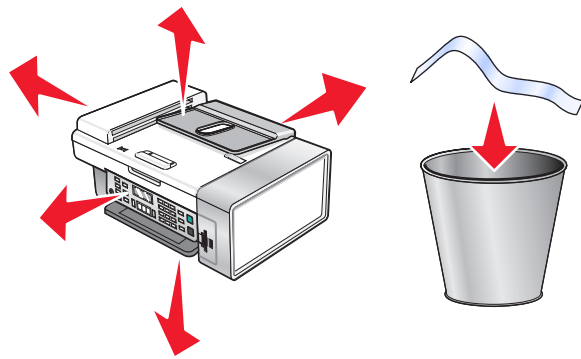
1 Unpack the printer.



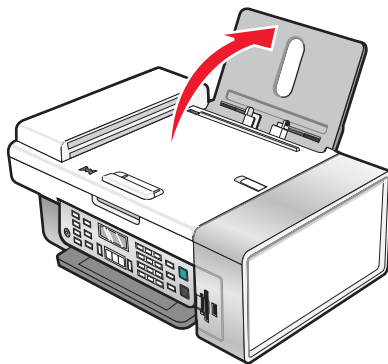
## Notes:

- Place the printer near the computer during setup. If you're setting up on a wireless network, you may move the printer after setup is complete.
- You may need to purchase a USB cable separately.
- The printer may ship with two CDs.

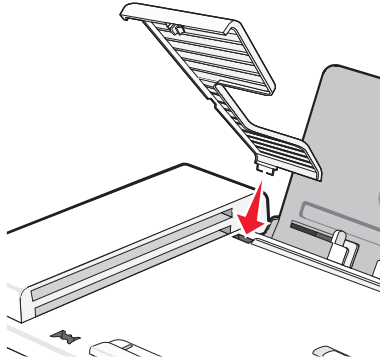
2 Remove all tape and packing material from all areas of the printer.



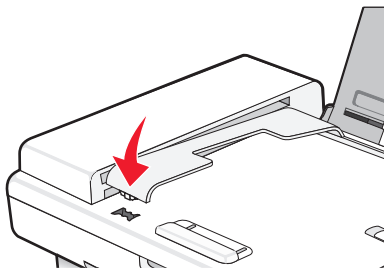
3 Raise the paper support.



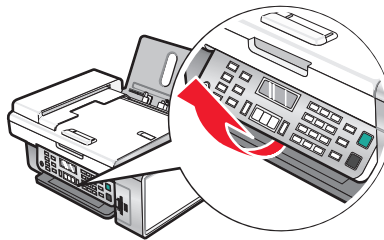
**4** Insert the back end of the Automatic Document Feeder exit tray.



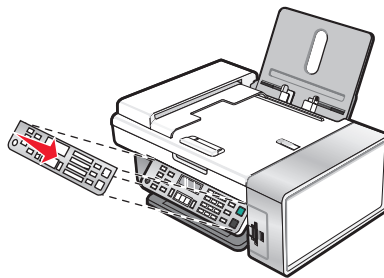
**5** Snap in the front end of the Automatic Document Feeder exit tray.



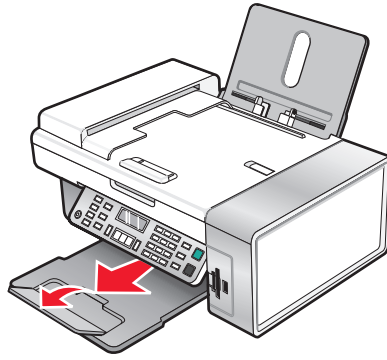
**6** Raise the control panel.



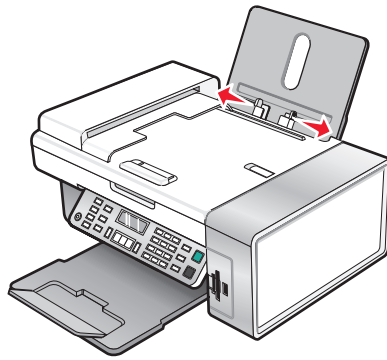
**7** If needed, install the correct control panel for your language.



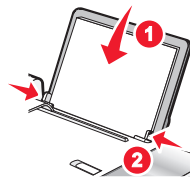
**8** Extend the paper exit tray.



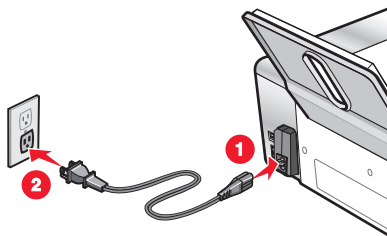
**9** Extend the paper guides.



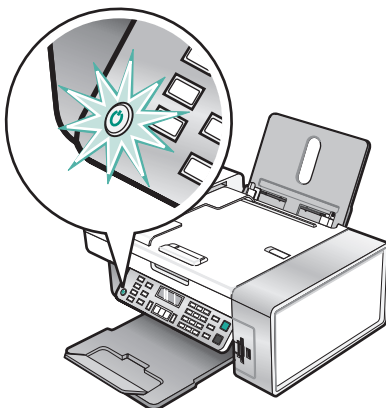
**10** Load paper.



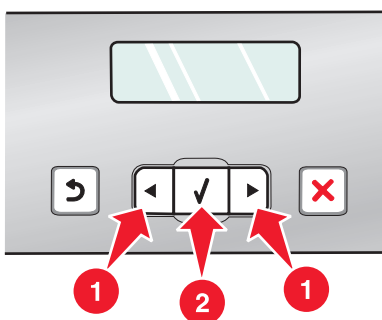
**11** Connect the power cord.



**12** Make sure that the power is on.

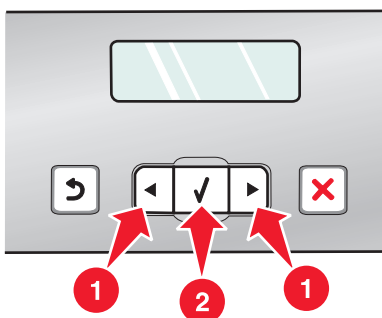


**13** If prompted, set the language.



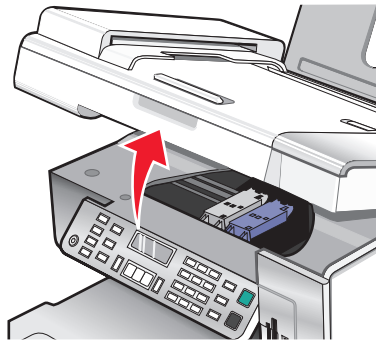
- a** Using the control panel of the printer, press ◀ or ▶ repeatedly until the language that you want appears on the display.
- b** Press ✓ to save.

**14** If prompted, set the country or region.

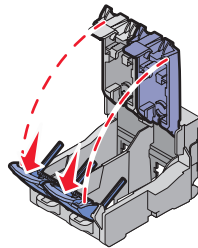


- a** Using the control panel of the printer, press ◀ or ▶ repeatedly until the country or region that you want appears on the display.
- b** Press ✓ to save.

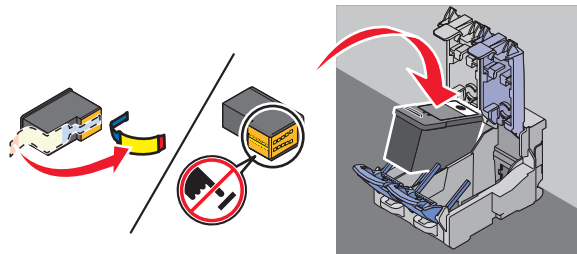
**15** Open the printer.



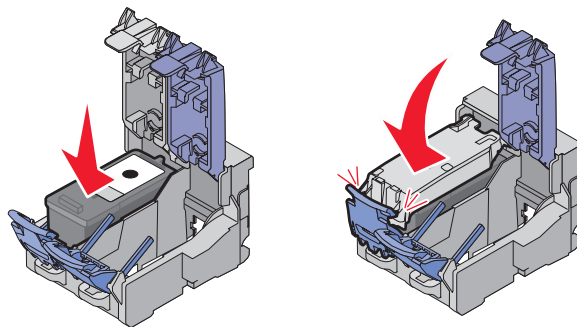
**16** Press down on the levers.



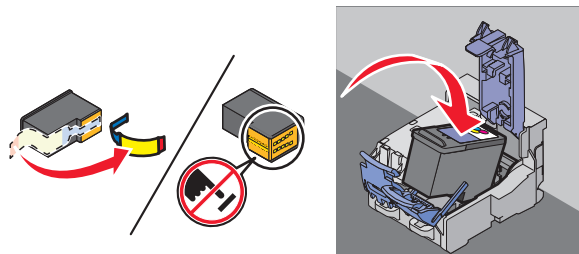
**17** Remove the tape from the black cartridge, and then insert the cartridge in the left carrier.



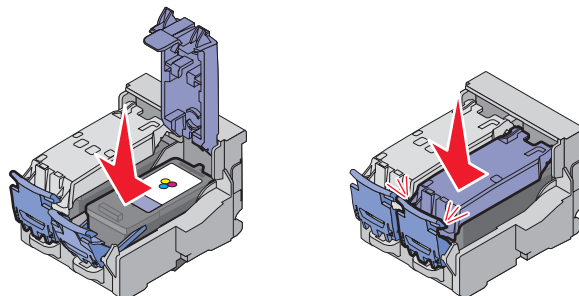
**18** Close the black cartridge carrier lid



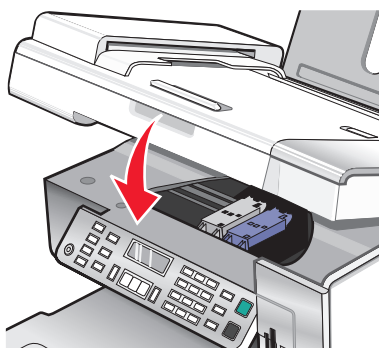
**19** Remove the tape from the color cartridge, and then insert the cartridge in the right carrier.



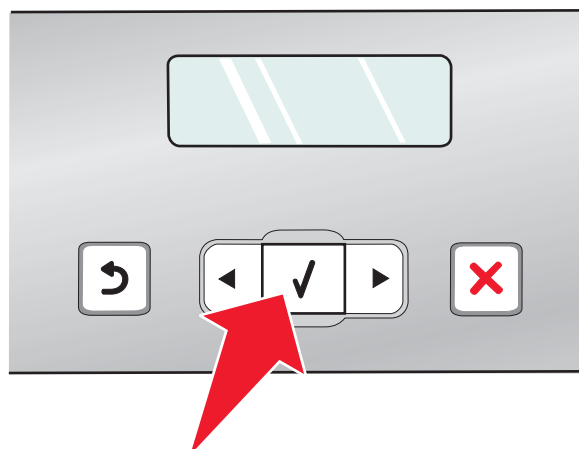
**20** Close the color cartridge carrier lid.



**21** Close the printer.



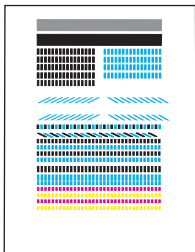
**22** Press .



An alignment page prints.



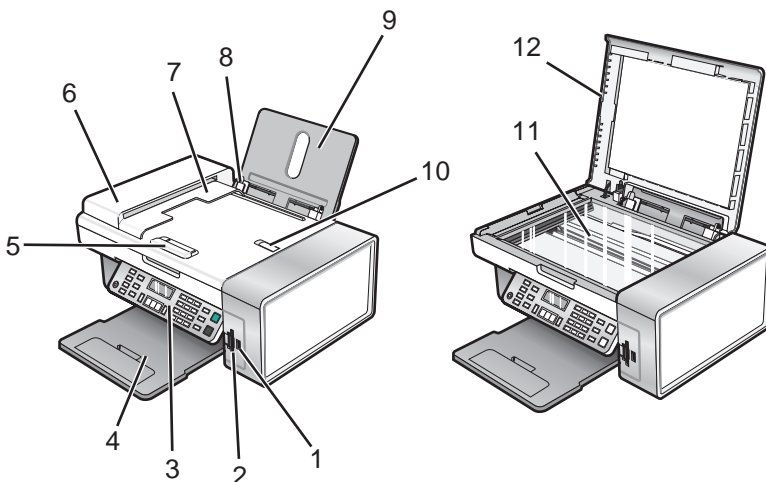
**23** Discard or recycle the alignment page.



**Notes:**

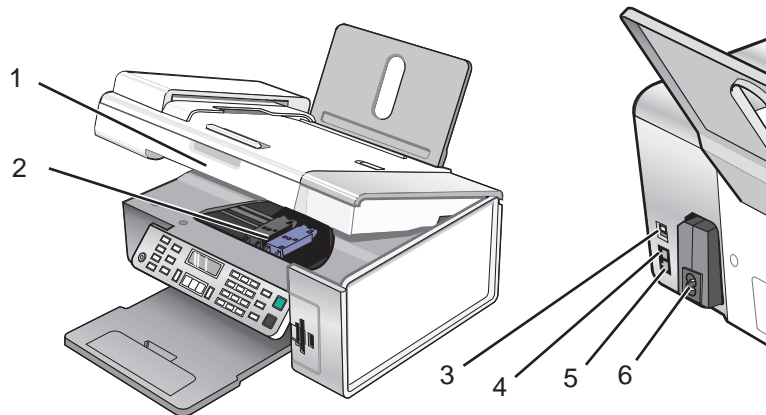
- The alignment page may differ from the one shown.
- Streaks on the alignment page are normal, and do not indicate a problem.

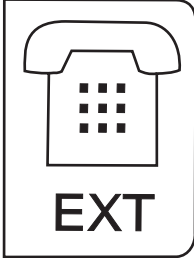
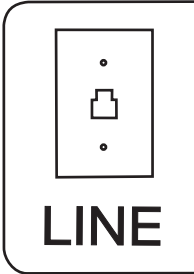
## Understanding the parts of the printer



	Use the	To
<b>1</b>	PictBridge port	Connect a PictBridge-enabled digital camera or a flash drive to the printer.
<b>2</b>	Memory card slots	Insert a memory card.
<b>3</b>	Control panel	Operate the printer. For more information, see “Using the control panel” on page 37.
<b>4</b>	Paper exit tray	Hold paper as it exits.
<b>5</b>	Automatic Document Feeder (ADF) paper guide	Keep paper straight when feeding into the ADF.
<b>6</b>	Automatic Document Feeder (ADF)	Scan, copy, or fax multiple-page letter-, legal-, and A4-size documents.
<b>7</b>	Automatic Document Feeder (ADF) exit tray	Hold paper as it exits from the ADF.
<b>8</b>	Paper guide	Keep paper straight when feeding.
<b>9</b>	Paper support	Load paper.

	Use the	To
10	Automatic Document Feeder (ADF) paper stop	<ul style="list-style-type: none"> <li>• Stop paper as it exits the ADF.</li> <li>• Support A4- and legal-size paper as it exits.</li> </ul>
11	Scanner glass	Copy, scan, fax, or remove an item.
12	Top cover	Access the scanner glass.



	Use the	To
1	Scanner unit	Access the print cartridges.
2	Print cartridge carrier	Install, replace, or remove a print cartridge.
3	USB port	Connect the printer to a computer using a USB cable.
4	EXT port 	<p>Connect additional devices, such as a data/fax modem, telephone, or answering machine to the printer.</p> <p><b>Note:</b> Remove the plug to access the port.</p>
5	LINE port 	<p>Connect the printer to an active telephone line to send and receive faxes. The printer must be connected to this telephone line to receive incoming fax calls.</p> <p><b>Note:</b> Do not connect additional devices to the LINE port, and do not connect a DSL (digital subscriber line), ISDN (integrated services digital network), or cable modem to the printer.</p>
6	Power supply with port	Connect the printer to a power source.

# Getting the printer ready to fax


**CAUTION—SHOCK HAZARD:** Do not use the fax feature during a lightning storm. Do not set up this product or make any electrical or cabling connections, such as the power supply cord or telephone, during a lightning storm.

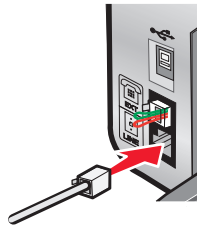
## Using an RJ11 adapter

### Country/region

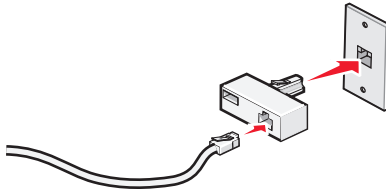
- United Kingdom
- Ireland
- Finland
- Norway
- Denmark
- Italy
- Sweden
- Netherlands
- France
- Portugal

To connect your printer to an answering machine or other telecommunications equipment, use the telephone line adapter included in the box with the printer.

- 1 Connect one end of the telephone cord into the Line port  of the printer.



- 2 Connect the adapter to the telephone line that came with the printer.



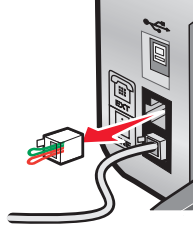
**Note:** The UK adapter is shown. Your adapter may look different, but it will fit the telephone outlet used in your location.

- 3 Connect the telephone line of your chosen telecommunications equipment to the left outlet of the adapter.



If your telecommunications equipment uses a US-style (RJ11) telephone line, follow these steps to connect the equipment:

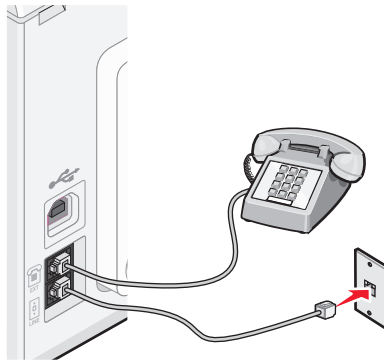
- 1 Remove the plug from the EXT port on the back of the printer.



**Note:** Once this plug is removed, any country- or region-specific equipment you connect to the printer by the adapter, as shown, will not function properly.



- 2 Connect your telecommunications equipment directly to the EXT port on the back of the printer.



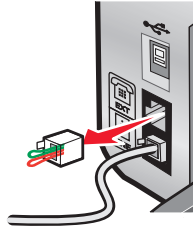
**Warning—Potential Damage:** Do not touch cables or the printer in the area shown while actively sending or receiving a fax.

### Country/region

- Saudi Arabia
- United Arab Emirates
- Egypt
- Bulgaria
- Czech Republic
- Belgium
- Australia
- South Africa
- Greece
- Israel
- Hungary
- Poland
- Romania
- Russia
- Slovenia
- Spain
- Turkey

To connect an answering machine or other telecommunications equipment to the printer:

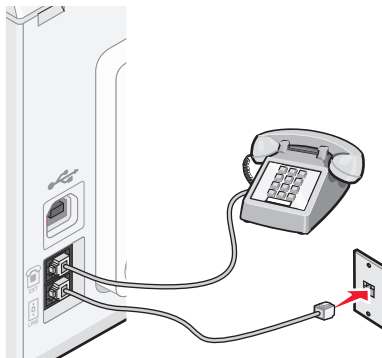
- 1 Remove the plug from the back of the printer.



**Note:** Once this plug is removed, any country- or region-specific equipment that you connect to the printer by the adapter, as shown, will not function properly.



- 2 Connect your telecommunications equipment directly to the EXT port on the back of the printer.

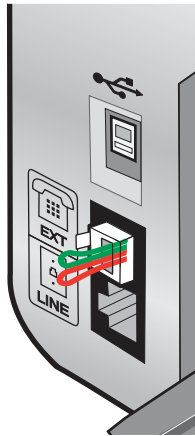


**Warning—Potential Damage:** Do not touch cables or the printer in the area shown while actively sending or receiving a fax.

#### Country/region

- Germany
- Austria
- Switzerland

There is a plug installed in the EXT port of the printer. This plug is necessary for the proper functioning of the printer.



**Note:** Do not remove the plug. If you remove it, other telecommunications devices in your home (such as telephones or answering machines) may not work.

## Choosing a fax connection

You can connect the printer with equipment such as a telephone, an answering machine, or a computer modem. If problems occur, see “Setup Troubleshooting” on page 128.

**Note:** The printer is an analog device that works best when directly connected to the wall jack. Other devices (such as a telephone or answering machine) can be successfully attached to pass through the printer, as described in the setup steps. If you want a digital connection such as ISDN, DSL, or ADSL, a third-party device (such as a DSL filter) is required.

You *do not* need to attach the printer to a computer, but you *do* need to connect it to a telephone line to send and receive faxes.

You can connect the printer to other equipment. See the following table to determine the best way to set up the printer.

Equipment	Benefits	See this section
<ul style="list-style-type: none"> <li>The printer</li> <li>A telephone cord</li> </ul>	Send and receive faxes without using a computer.	“Connecting directly to a telephone wall jack” on page 32
<ul style="list-style-type: none"> <li>The printer</li> <li>A telephone</li> <li>Two telephone cords</li> </ul>	<ul style="list-style-type: none"> <li>Use the fax line as a normal telephone line.</li> <li>Send and receive faxes without using a computer.</li> </ul>	“Connecting to a telephone” on page 35
<ul style="list-style-type: none"> <li>The printer</li> <li>A telephone</li> <li>An answering machine</li> <li>Three telephone cords</li> </ul>	Receive both incoming voice messages and faxes.	“Connecting to an answering machine” on page 31

Equipment	Benefits	See this section
<ul style="list-style-type: none"> <li>• The printer</li> <li>• A telephone</li> <li>• A computer modem</li> <li>• Three telephone cords</li> </ul>	Send faxes using the computer or the printer.	“Connecting to a computer with a modem” on page 34


## Connecting to an answering machine

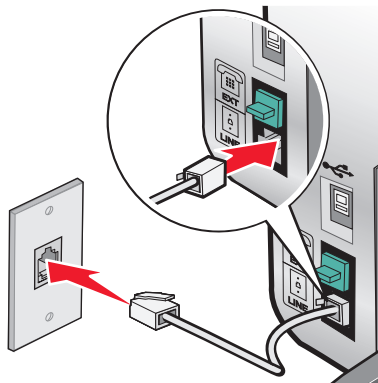
Connect an answering machine to the printer to receive both incoming voice messages and faxes.

**Note:** Setup steps may vary depending on your country or region. For more information on connecting the printer to telecommunications equipment, see the related topic, “Using an RJ11 adapter.”

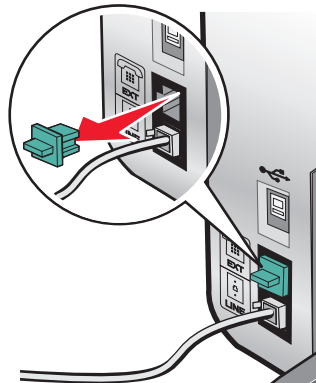
**1** Make sure you have the following:

- A telephone
- An answering machine
- Three telephone cords
- A telephone wall jack

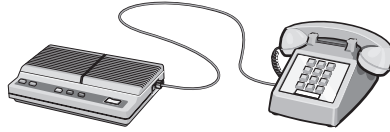
**2** Connect one telephone cord into the LINE port  of the printer, and then plug it into an active telephone wall jack.




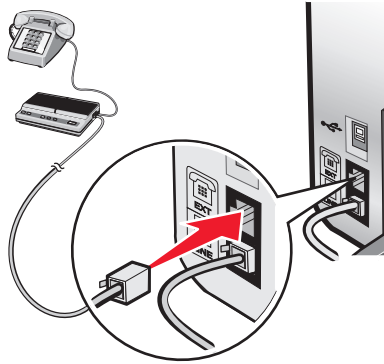
**3** Remove the protective plug from the EXT port  of the printer.



**4** Connect a second telephone cord from the telephone to the answering machine.




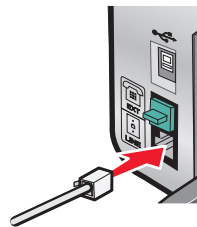
**5** Connect a third telephone cord from the answering machine to the EXT port  of the printer.



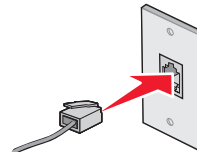
## Connecting directly to a telephone wall jack

Connect the printer directly to a telephone wall jack to make copies or to send and receive faxes without using a computer.

- 1** Make sure you have a telephone cord and a telephone wall jack.
- 2** Connect one end of the telephone cord into the LINE port  of the printer.




**3** Connect the other end of the telephone cord into an active telephone wall jack.

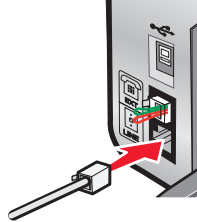




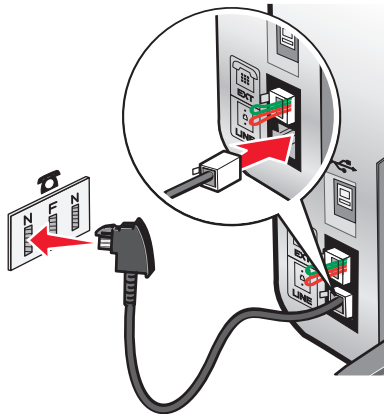
## Connecting directly to a telephone wall jack in Germany

Connect the printer directly to a telephone wall jack to send and receive faxes without using a computer.

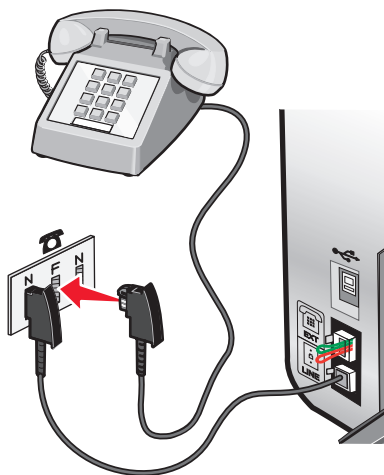
- 1 Make sure you have a telephone cord (provided with the product) and a telephone wall jack.
- 2 Connect one end of the telephone cord into the LINE port  of the printer.



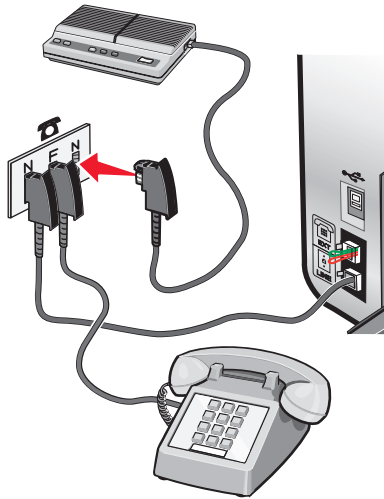
- 3 Connect the other end of the telephone cord into the N slot of an active telephone wall jack.



- 4 If you would like to use the same line for both fax and telephone communication, connect a second telephone line (not provided) between the telephone and the F slot of an active telephone wall jack.




- 5 If you would like to use the same line for recording messages on your answering machine, connect a second telephone line (not provided) between the answering machine and the other N slot of the telephone wall jack.

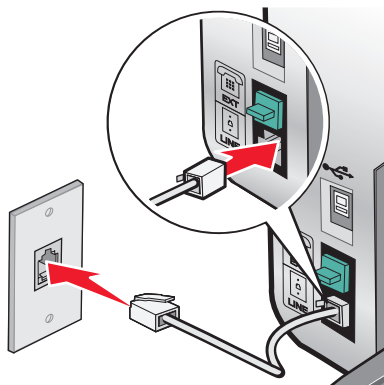



## Connecting to a computer with a modem

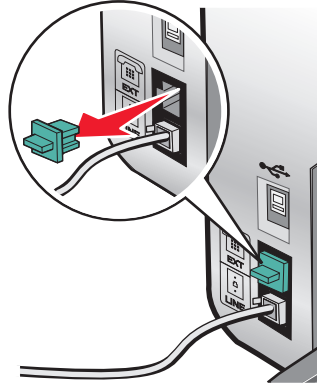
Connect the printer to a computer with a modem to send faxes from the software application.

**Note:** Setup steps may vary depending on your country or region. For more information on connecting the printer to telecommunications equipment, see the related topic, "Using an RJ11 adapter."

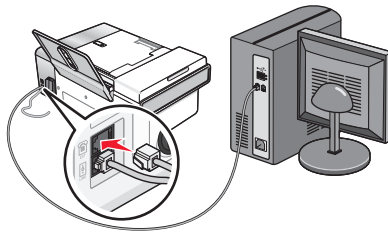
- 1 Make sure you have the following:
  - A telephone
  - A computer with a modem
  - Two telephone cords
  - A telephone wall jack
- 2 Connect a telephone cord into the LINE port  of the printer, and then plug it into an active telephone wall jack.



3 Remove the protective plug from the EXT port  of the printer.



4 Connect a second telephone cord from the computer modem to the EXT port  of the printer.




## Connecting to a telephone

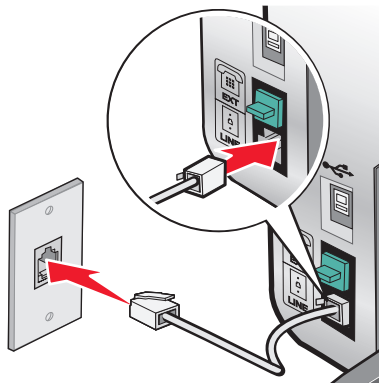
Connect a telephone to the printer to use the fax line as a normal telephone line. Then set up the printer wherever your telephone is located to make copies or to send and receive faxes without using a computer.


**Note:** Setup steps may vary depending on your country or region. For more information on connecting the printer to telecommunications equipment, see the related topic, "Using an RJ11 adapter."

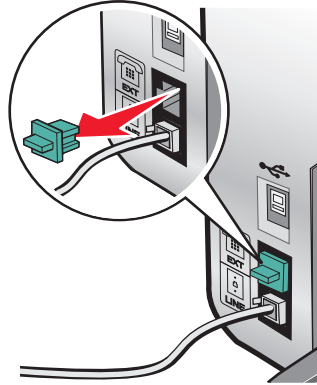
1 Make sure you have the following:


- A telephone
- Two telephone cords
- A telephone wall jack

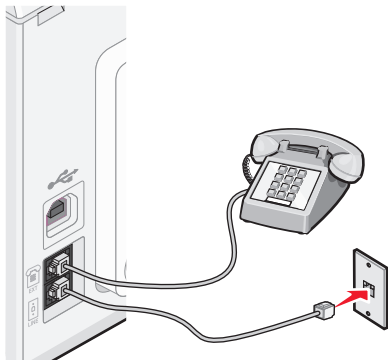
2 Connect one telephone cord to the LINE port  of the printer, and then plug it into an active telephone wall jack.



3 Remove the protective plug from the EXT port  of the printer.



4 Connect the other telephone cord to a telephone, and then plug it into the EXT port  of the printer.



## Setting up to fax while behind a PBX

If the printer is being used in a business or office, it may be connected to a Private Branch Exchange (PBX) telephone system. Ordinarily, when dialing a fax number, the printer waits to recognize the dial tone and then dials the fax number. However, this method of dialing may not work if the PBX telephone system uses a dial tone that is not recognizable to most fax machines. The “Dialing while behind a PBX” feature enables the printer to dial the fax number without waiting to recognize the dial tone.

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Settings area of the Welcome Screen, click **Fax History and Settings**.
- 3 From the “I Want To” menu, click **Adjust speed dial list and other fax settings**.
- 4 Click the **Dialing and Sending** tab.
- 5 From the “Dialing on your phone line” area, select **Behind PBX** from the Dialing Method drop-down list.
- 6 Click **OK** to save the setting.

## Using a digital phone service

The fax modem is an analog device. Certain devices can be connected to the printer so that digital telephone services can be used.

- If you are using an ISDN telephone service, connect the printer to an analog telephone port (an R-interface port) on an ISDN terminal adapter. For more information and to request an R-interface port, contact your ISDN provider.
- If you are using DSL, connect to a DSL filter or router that will support analog use. For more information, contact your DSL provider.
- If you are using a PBX telephone service, make sure you are connecting to an analog connection on the PBX. If none exists, consider installing an analog telephone line for the fax machine. For more information on faxing when using a PBX telephone service, see the related topic, "Setting up to fax while behind a PBX."

## Understanding the control panel

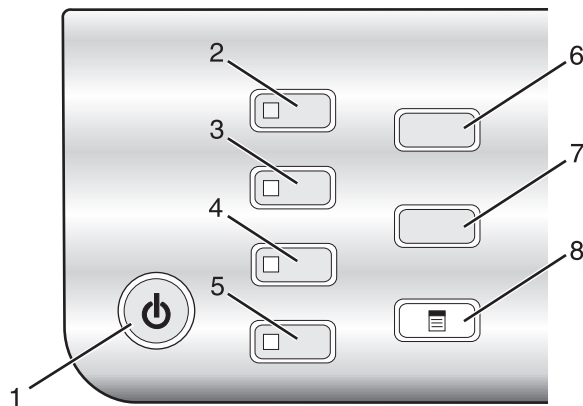
Your printer may not support:


- memory cards
- PictBridge-enabled digital camera
- Photo Card mode


## Using the control panel

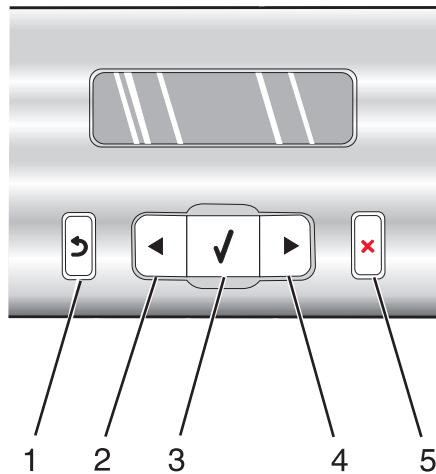
The display shows:






- Printer status
- Messages
- Menus

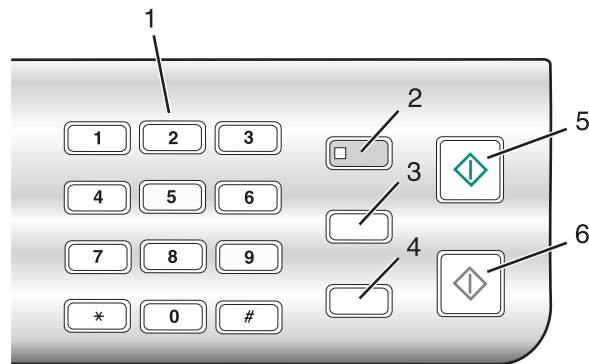


	Press	To
1		<ul style="list-style-type: none"> <li>• Turn the printer on and off.</li> <li>• Stop the print, copy, scan, or fax process.</li> </ul>
2	Copy Mode	Access the copy default screen and make copies. <b>Note:</b> The mode is selected when the button light is on.
3	Scan Mode	Access the scan default screen and scan documents. <b>Note:</b> The mode is selected when the button light is on.

	Press	To
4	Fax Mode	Access the fax default screen and send faxes. <b>Note:</b> The mode is selected when the button light is on.
5	Photo Card	Access the photo default screen and print photos. <b>Note:</b> The mode is selected when the button light is on.
6	Resize	<ul style="list-style-type: none"> <li>In Copy mode: Change the size of a copy.</li> <li>In Photo Card mode: Change the size of a photo.</li> </ul>
7	Lighter / Darker	Adjust the brightness of a copy, fax, or photo.
8		Display the Copy, Scan, Fax, or Photo Card menu, depending on which mode is selected.



	Press	To
1		<ul style="list-style-type: none"> <li>Return to the previous screen.</li> <li>Delete a letter or number.</li> </ul>
2		<ul style="list-style-type: none"> <li>Decrease a number.</li> <li>Delete a letter or number.</li> <li>Scroll through menus, submenus, or settings on the display.</li> </ul>
3		<ul style="list-style-type: none"> <li>Select a menu or submenu item that appears on the display.</li> <li>Feed or eject paper.</li> </ul>
4		<ul style="list-style-type: none"> <li>Increase a number.</li> <li>Enter a space between letters or numbers.</li> <li>Scroll through menus, submenus, or settings on the display.</li> </ul>
5		<ul style="list-style-type: none"> <li>Cancel a print, copy, scan, or fax job in progress.</li> <li>Clear a fax number or end a fax transmission, and return to the fax default screen.</li> <li>Exit a menu or submenu, and return to the default copy, scan, fax, or photo card screen.</li> <li>Clear current settings or error messages, and return to default settings.</li> </ul>



	Press	To
<b>1</b>	A keypad number or symbol	In Copy mode or Photo Card mode: Enter the number of copies or prints you want to make. In Fax mode: <ul style="list-style-type: none"> <li>• Enter fax numbers.</li> <li>• Navigate an automated answering system.</li> <li>• Select letters when creating a Speed Dial list.</li> <li>• Type numbers to enter or edit the date and time shown on the display.</li> </ul>
<b>2</b>	Auto Answer	Set the printer to answer all incoming calls when the button light is on. <b>Note:</b> For information on setting the number of rings before the printer will answer incoming calls, see "Receiving a fax automatically" on page 107.
<b>3</b>	Pause / Redial	In Fax mode: <ul style="list-style-type: none"> <li>• Display the last number dialed. Press ◀ or ▶ to view the last five numbers dialed.</li> <li>• Insert a three-second pause in the number to be dialed to wait for an outside line or get through an automated answering system. Enter a pause only when you have already begun entering the number.</li> </ul>
<b>4</b>	Phone Book	Access any of the programmed Speed Dial numbers (1–89) or Group Dial numbers (90–99).
<b>5</b>	Start Color	Start a color copy, scan, fax, or photo print job, depending on which mode is selected.
<b>6</b>	Start Black	Start a black-and-white copy, scan, fax, or photo print job, depending on which mode is selected.

# Saving settings

In a setting menu, an \* appears next to the default setting. To change the setting:

- 1 Press ◀ or ▶ repeatedly until the setting you want appears.
- 2 Press ⏵:
  - To save most settings. An \* appears next to the saved setting.
  - To select a temporary setting. An \* appears next to the selected setting.

**Note:** The printer reverts to the default setting of a temporary setting after two minutes of inactivity or if the printer is turned off.


















## Temporary settings

Copy Mode	<ul style="list-style-type: none"> <li>– Copies</li> <li>– Resize</li> <li>– Lighter/Darker</li> <li>– Quality</li> <li>– Repeat Image</li> <li>– N-Up</li> <li>– Original Size</li> <li>– Original Type</li> </ul>
Scan Mode	<ul style="list-style-type: none"> <li>– Quality</li> <li>– Original Size</li> <li>– Resize</li> </ul>
Fax Mode	<ul style="list-style-type: none"> <li>– Lighter/Darker</li> <li>– Quality</li> </ul>
Photo Card	<p>The following Photo Card settings will not time-out after two minutes of inactivity or turning off the power but will return to the factory default settings when a memory card or flash drive is removed.</p> <ul style="list-style-type: none"> <li>– Photo Effects</li> <li>– Paper Size</li> <li>– Photo Size</li> <li>– Layout</li> <li>– Quality</li> <li>– Paper Type</li> </ul>

To change the time-out feature:

- a Press ⏸.
- b Press ◀ or ▶ repeatedly until **Tools** appears.
- c Press ⏵.
- d Press ◀ or ▶ repeatedly until **Device Setup** appears.
- e Press ⏵.
- f Press ◀ or ▶ repeatedly until **Clear Settings Timeout** appears.

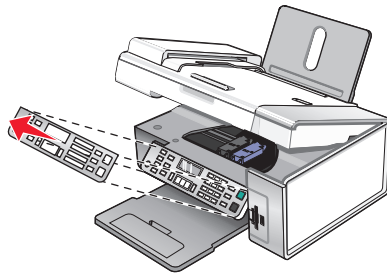


- g** Press .
  - h** Press  or  repeatedly until **Never** appears.
  - i** Press .
- 3** To change one or more temporary settings into new default settings:
- a** Press .
  - b** Press  or  repeatedly until **Tools** appears.
  - c** Press .
  - d** Press  or  repeatedly until **Defaults** appears.
  - e** Press .
  - f** Press  or  repeatedly until **Set Defaults** appears.
  - g** Press .
  - h** Press  or  repeatedly until **Use Current** appears.
  - i** Press .

## Installing another language control panel

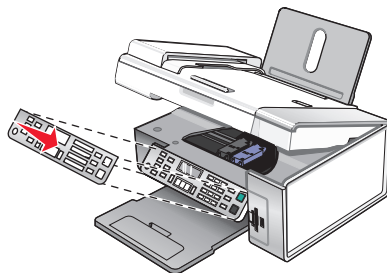
These instructions apply only if you received one or more additional language control panels with the printer.

- 1** Lift and remove the control panel (if one is installed).



- 2** Choose the correct control panel for your language.

- 3** Align the clips on the control panel with the holes on the printer, and then press down.



# Installing the printer software

## Using the installation software CD (Windows users only)

Using the CD that came with the printer:

- 1 Start Windows.
- 2 When the desktop appears, insert the software CD.  
The software installation screen appears.
- 3 Click **Install**.

## Using the installation software CD (Macintosh users only)

- 1 Close all open software applications.
- 2 Insert the software CD.
- 3 From the Finder desktop, double-click the printer CD icon that automatically appears.
- 4 Double-click the **Install** icon.
- 5 Follow the instructions on the computer screen.

## Using the World Wide Web

- 1 Go to the Lexmark Web site at [www.lexmark.com](http://www.lexmark.com).
- 2 From the home page, navigate through the menu selection, and then click **Drivers & Downloads**.
- 3 Choose the printer and the printer driver for your operating system.
- 4 Follow the instructions on the computer screen to download the driver and install the printer software.


## Installing the optional XPS driver (Windows Vista users only)

The XML Paper Specification (XPS) driver is an optional printer driver designed to make use of the advanced XPS color and graphics features that are available only for Windows Vista users. To use XPS features, you must install the XPS driver as an additional driver after you install the regular printer software.

### Notes:

- Before installing the XPS driver, you must install the printer on your computer.
- Before installing the XPS driver, you must install the Microsoft QFE Patch and then extract the driver files from the installation software CD. To install the patch, you must have administrator privileges on the computer.

To install the Microsoft QFE Patch and extract the driver:

- 1 Insert the installation software CD, and then click **Cancel** when the Setup Wizard appears.
- 2 Click  → **Computer**.

**3** Double-click the CD or DVD drive icon, and then double-click **Drivers**.

**4** Double-click **xps**, and then double-click the **setupxps** file.

XPS driver files are copied to your computer, and any required Microsoft XPS files are launched. Follow the instructions on the screen to finish installing the patch.

To install the XPS driver:

**1** Click  → **Control Panel**.

**2** Under Hardware and Sound, click **Printer**, and then click **Add a Printer**.

**3** From the Add Printer dialog, click **Add a local printer**.

**4** From the "Use an existing port" drop-down menu, select **Virtual printer port for USB**, and then click **Next**.

**5** Click **Have disk**.

The Install From Disk dialog appears.

**6** Click **Browse**, and then navigate to the XPS driver files on your computer:

**a** Click **Computer**, and then double-click **(C:)**.

**b** Double-click **Drivers**, and then double-click **Printer**.

**c** Double-click the folder that has your printer model number, and then double-click **Drivers**.

**d** Double-click **xps**, and then click **Open**.

**e** From the **Install From Disk** dialog, click **OK**.

**7** Click **Next** on the two additional dialogs that appear.

For more information on the XPS driver, see the XPS **readme** file on the installation software CD. The file is located in the xps folder with the setupxps batch file (D:\Drivers\xps\readme).


## Understanding the printer software








Using the software that installed with your printer, you can edit photographs, send faxes, maintain your printer, and so much more. The following is an overview of features of **Productivity Studio** and **Solution Center**.

To open the **Productivity Studio Welcome Screen**, use one of these methods:

Method 1	Method 2
From the desktop, double-click the <b>Productivity Studio</b> icon.	<b>1</b> Click <b>Programs</b> or <b>All Programs</b> → <b>Lexmark X5400 Series</b> . <b>2</b> Select <b>Productivity Studio</b> .

Click the **Productivity Studio** icon for the task you want to complete. Depending on the printer you have, some of the features of this software may not be applicable.

Click	To	Details
	Scan	<ul style="list-style-type: none"><li>• Scan a photo or document.</li><li>• Save, edit, or share your photo or document.</li></ul>

Click	To	Details
	Copy	<ul style="list-style-type: none"> <li>• Copy a photo or document.</li> <li>• Reprint or enlarge your photo.</li> </ul>
	Fax	Send a photo or document as a fax.
	E-mail	Send a document or photo as an attachment to an e-mail message.
	Transfer Photos	Download photos from a memory card, flash drive, CD, or digital camera to the Library.
	Photo Greeting Cards	Make quality greeting cards from your photos.
	Photo Packages	Print multiple photos in various sizes.
	Poster	Print your photos as a multiple-page poster.




From the bottom left corner of the Welcome Screen, there are two Settings choices:

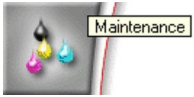
Click	To
Printer Status and Maintenance	<ul style="list-style-type: none"> <li>• Check ink levels.</li> <li>• Order print cartridges.</li> <li>• Find maintenance information.</li> <li>• Select other Solution Center tabs for more information, including how to change printer settings and troubleshooting.</li> </ul>

Click	To
Fax History and Settings	Set printer fax settings for: <ul style="list-style-type: none"> <li>• Dialing and Sending</li> <li>• Ringing and Answering</li> <li>• Fax Printing/Reports</li> <li>• Speed Dial and Group Dial numbers</li> </ul>

The **Solution Center** is a complete guide to such printing features as printing photographs, troubleshooting printing problems, and installing and maintaining supplies. To open the Solution Center, use one of the following methods.

Method 1	Method 2
<ol style="list-style-type: none"> <li>1 From the desktop, double-click on the <b>Solution Center</b> icon.</li> <li>2 Click <b>Setup and diagnose printer</b>. The Solution Center appears with the Maintenance tab open.</li> </ol>	<ol style="list-style-type: none"> <li>1 Click <b>Programs</b> or <b>All Programs</b> → <b>Lexmark X5400 Series</b>.</li> <li>2 Select <b>Solution Center</b>.</li> </ol>


From here	You can:
How To 	<ul style="list-style-type: none"> <li>• Learn how to:               <ul style="list-style-type: none"> <li>– Use basic features.</li> <li>– Print, scan, copy, and fax.</li> <li>– Print projects such as photos, envelopes, cards, banners, iron-on transfers, and transparencies.</li> </ul> </li> <li>• Find the electronic <i>User's Guide</i> for more information.</li> <li>• View ink levels and order new print cartridges.</li> </ul>
Troubleshooting 	<ul style="list-style-type: none"> <li>• Learn tips about the current status.</li> <li>• Solve printer problems.</li> <li>• View ink levels and order new print cartridges.</li> </ul>
Advanced 	<ul style="list-style-type: none"> <li>• Change the appearance of the Printing Status window.</li> <li>• Turn printing voice notification on or off.</li> <li>• Change network printing settings.</li> <li>• Share information with us regarding how you use the printer.</li> <li>• Obtain software version information.</li> <li>• View ink levels and order new print cartridges.</li> </ul>

From here	You can:
Maintenance 	<ul style="list-style-type: none"> <li>• Install a new print cartridge.</li> <li>• <b>Note:</b> Wait until scanning is complete before installing a new print cartridge.</li> <li>• Order new print cartridges.</li> <li>• Print a test page.</li> <li>• Clean print cartridges to fix horizontal streaks.</li> <li>• Align print cartridges to fix blurry edges.</li> <li>• View ink levels.</li> <li>• Troubleshoot other ink problems.</li> </ul>

## Turning printing voice notification on or off

The printer has a voice notification feature that tells you when printing starts and when it is completed.

To turn the voice notification on or off:

- 1 Do one of the following:
  - In Windows Vista, click .
  - In Windows XP and earlier, click **Start**.
- 2 Click **Programs** or **All Programs** → **Lexmark X5400 Series**.
- 3 Click **Solution Center**.
- 4 Click **Advanced**.
- 5 Click **Printing Status**.
- 6 Select or clear **Play voice notification for printing events**.
- 7 Click **OK**.

## Security Information

Third-party applications, including anti-virus, security, and firewall programs may alert you about the printer software being installed. For your printer to work properly, allow the printer software to run on your computer.

# General networking

## Finding your MAC address

You may need the media access control (MAC) address of the print server to complete network printer configuration. The MAC address is a series of letters and numbers listed on the bottom of the external print server.

## Assigning an IP address

An IP address is assigned during printer software installation, but only for Direct IP printing. The print object, created at the end of the installation, sends all print jobs across the network to the printer attached to the print server using this address.

Many networks have the ability to automatically assign an IP address. In smaller networks, it is often called Auto-IP. There are two common types of Auto-IP networks. UPnP network environments provide automatic private IP addresses in the 169.254.x.x range. ICS network environments provide automatic private IP addresses in the 192.168.x.x range. Larger networks may use DHCP to assign addresses. These are usually unique to the company.

During the Direct IP printing installation of printer software, the IP address is visible in the printer list only as it is being assigned. The print object that is created in the Printers folder of the operating system will reference the MAC address of the print server in the port name.

If the IP address is not automatically assigned during printer software installation, you can try manually entering an address after selecting your printer/print server from the available list.

## Configure IP address

If you have lost communication with the printer over a network, select **Use DHCP** to reestablish communication with the printer.

You must assign an IP address in any of the following situations:

- You manually assigned IP addresses for the other network devices.
- You want to assign a specific IP address.
- You move the printer to a remote subnet.
- The printer is listed as **Unconfigured** in the Configuration Utility.

Contact your system support person for more information.

## Finding a printer/print server located on remote subnets

The printer software CD can automatically find the printers that are located on the same network as the computer. If the printer and print server are located on another network (called a subnet), you must manually enter an IP address during printer software installation.

## Tips for using network adapters

- Make sure the adapter connections are secure.
- Make sure the computer is turned on.
- Make sure you entered the correct IP address.

# Sharing a printer in a Windows environment

- 1 Prepare the computers to share the printer.
  - a Make all computers printing to the printer accessible through Network Neighborhood by enabling File and Print Sharing. See the Windows documentation for detailed instructions.
  - b Install the printer software on all computers that will print to the printer.

- 2 Identify the printer.

On the computer that is attached to the printer:

- a Click **Start** → **Settings** → **Printers** or **Printers and Faxes**.
- b Right-click the **Lexmark X5400 Series** icon.
- c Click **Sharing**.
- d Click **Shared As**, and give the printer a distinctive name.
- e Click **OK**.


- 3 Locate the printer from the remote computer.

**Note:** The remote computer is the one that is not attached to the printer.

- a Click **Start** → **Settings** → **Printers** or **Printers and Faxes**.
- b Right-click the **Lexmark X5400 Series** icon.
- c Click **Properties**.
- d Click the **Ports** tab, and then click **Add Port...**
- e Select **Local Port**, and then click **New Port...**
- f Enter the **Universal Naming Convention (UNC) Port name** which consists of the server name and the distinctive printer name that was specified in step 2 on page 48. The name should be in the form **\\server\printer**.
- g Click **OK**.
- h Click **Close** on the Printer Ports dialog box.
- i Make sure the new port is selected on the Ports tab, and then click **Apply**.  
The new port is listed with the printer name.
- j Click **OK**.

## Checking the port setting

### Windows Vista users only

- 1 Click  → **Control Panel** → **Printers**.
- 2 Right-click the **Lexmark X5400 Series** icon.
- 3 From the sidebar menu, select **Properties**.
- 4 Click the **Ports** tab.
- 5 Make sure:
  - The port is set to a **USB** port.
  - File is *not* set as the port.



## Windows XP or 2000 users only

- 1 Click **Start** → **Settings** → **Printers** or **Printers and Faxes**.
- 2 Right-click the **Lexmark X5400 Series** icon.
- 3 From the sidebar menu, select **Properties**.
- 4 Click the **Ports** tab.
- 5 Make sure:
  - The port is set to a **USB** port.
  - File is *not* set as the port.

## Configure network printers

### Configure

To configure a network printer, select a printer from the list in the window. Click **Configure** to assign the printer an Internet Protocol (IP) address. Contact your system support person for more information.

### Add printers

Specify remote subnets that may have direct network attached printers. If the software detects a direct network attached printer, you must first highlight the printer in the window, and then click **Configure** to manually assign an IP address to the printer. Contact your system support person for more information.

**Note:** The software does not automatically configure printers found on remote subnets.

### Refresh

Click **Refresh** to have the Configuration Utility automatically search to find and configure newly added printers.

## Connect to network printer

You can send scanned images from a network attached printer to your computer. Also, your jobs will open with software that is already installed on your computer. To enable this feature, create and enter a name for your computer.

When you scan an item, a list of names will appear on the Control Panel of your networked printer. You can send the scanned image to your computer by selecting your computer name.

If you want to prevent other people from sending scanned images to your computer, you can enter a Personal Identification Number (PIN).

- 1 Select the check box beside **I wish to require a PIN to scan to my computer**.
- 2 Create and enter a 4-digit number.

**Note:** Every time you send a scanned image from the networked printer to your computer, you must enter this number on the keypad of the printer.

# Loading paper and original documents

## Loading paper

### 1 Make sure:

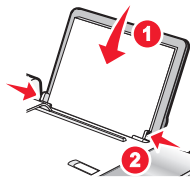
- You use paper designed for inkjet printers.
- If you are using photo, glossy, or heavyweight matte paper, you load it with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
- The paper is not used or damaged.
- If you are using specialty paper, you follow the instructions that came with it.
- You do not force paper into the printer.

### 2 Before loading paper the first time, slide the paper guides out toward the edges of the paper support. You can load up to:

- 100 sheets of plain paper
- 25 sheets of heavyweight matte paper
- 25 sheets of photo paper
- 25 sheets of glossy paper

**Note:** Photos require more drying time. Remove each photo as it exits, and allow it to dry to avoid ink smudging.

### 3 Load the paper vertically in the center of the paper support, and adjust the paper guides to rest against the edges of the paper.



**Note:** To avoid paper jams, make sure the paper does not buckle when you adjust the paper guides.

## Using the automatic paper type sensor

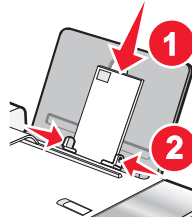
The printer is equipped with an automatic paper type sensing device. The Paper Type Sensor automatically detects the type of paper that has been loaded into the printer and adjusts the settings for you. For example, if you want to print a photo, load photo paper into the printer. The printer detects the type of paper and automatically adjusts the settings to give you optimum photo-printing results.

# Loading envelopes

You can load up to 10 envelopes at a time.

**Warning—Potential Damage:** Do not use envelopes that have metal clasps, string ties, or metal folding bars.

- 1 Load envelopes in the center of the paper support with the stamp location in the upper left corner.
- 2 Make sure:
  - The print side of the envelopes faces you.
  - The envelopes are designed for use with inkjet printers.
  - The paper guides rest against the edges of the envelopes.



## Notes:

- Do not load envelopes with holes, perforations, cutouts, or deep embossing.
- Do not use envelopes that have exposed flap adhesive.
- Envelopes require more drying time. Remove each envelope as it exits, and allow it to dry to avoid ink smudging.

# Loading labels

You can load up to 25 sheets of labels at a time.

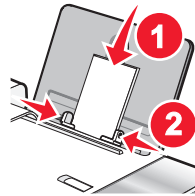
- 1 Load labels with the print side facing you and the top of the sheet fed into the printer first.
- 2 Make sure:
  - The print side of the labels faces you.
  - The top of the labels feeds into the printer first.
  - The adhesive on the labels does not extend to within 1 mm of the edge of the labels.
  - You use full label sheets. Partial sheets (with areas exposed by missing labels) may cause labels to peel off during printing, resulting in a paper jam.
  - The labels are loaded in the center of the paper support.
  - The paper guides rest against the edges of the labels.

**Note:** Labels require more drying time. Remove each sheet of labels as it exits, and allow it to dry to avoid ink smudging.

# Loading greeting cards, index cards, photo cards, and postcards

You can load up to 25 greeting cards, index cards, photo cards, or postcards at a time.

- 1 Load cards with the print side facing you.
- 2 Make sure:
  - The cards are loaded in the center of the paper support.
  - The paper guides rest against the edges of the cards.



**Note:** Photo cards require more drying time. Remove each photo card as it exits, and allow it to dry to avoid ink smudging.

## Loading transparencies

You can load up to 25 transparencies at a time.

- 1 Load transparencies with the rough side facing you. If the transparencies have a removable strip, each strip should face away from you and down toward the printer.
- 2 Make sure:
  - The transparencies are loaded in the center of the paper support.
  - The paper guides rest against the edges of the transparencies.

### Notes:

- Transparencies with paper backing sheets are not recommended.
- Transparencies require more drying time. Remove each transparency as it exits, and allow it to dry to avoid ink smudging.

## Loading iron-on transfers

You can load up to 10 iron-on transfers at once, but you will achieve best results loading them one at a time.

- 1 Load iron-on transfers with the print side of the transfer facing you.
- 2 Make sure:
  - You follow the loading instructions that came with the iron-on transfers.
  - The transfers are loaded in the center of the paper support.
  - The paper guides rest against the edges of the transfers.

## Loading custom-size paper

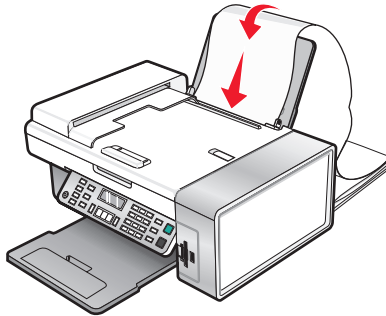
You can load up to 100 sheets of custom-size paper at a time.

- 1 Load paper with the print side facing you.
- 2 Make sure:
  - The paper size fits within these dimensions:  
Width:
    - 76.0–216.0 mm
    - 3.0–8.5 inchesLength:
    - 127.0–432.0 mm
    - 5.0–17.0 inches
  - The stack height does not exceed 10 mm.
  - The paper is loaded in the center of the paper support.
  - The paper guides rest against the edges of the paper.

## Loading banner paper

You can load up to 20 sheets of banner paper at a time.

- 1 Remove all paper from the paper support before loading the banner paper.
- 2 Tear off only the number of pages needed to print the banner.
- 3 Place the required stack of banner paper on the top cover.
- 4 Feed the leading edge of the banner paper into the printer first.



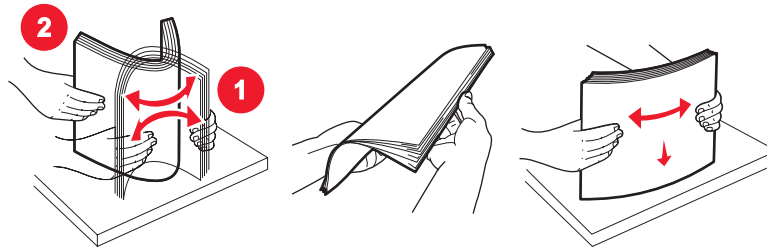
- 5 Make sure:
  - The paper is loaded in the center of the paper support.
  - The paper guides rest against the edges of the paper.

## Loading original documents into the Automatic Document Feeder

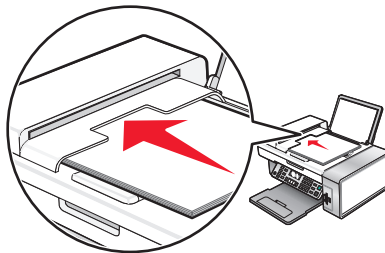
You can load up to 15 sheets of an original document into the Automatic Document Feeder (ADF) for scanning, copying, and faxing. You can load A4-, letter-, or legal-size paper into the Automatic Document Feeder (ADF).

**Notes:**

- Use only new, unwrinkled paper that is not curled.
  - Do not load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings) into the Automatic Document Feeder (ADF). Place these items on the scanner glass.
- 1 If you are using A4- or letter-size paper, pull up the Automatic Document Feeder (ADF) paper stop.
  - 2 Adjust the paper guide on the Automatic Document Feeder (ADF) tray to the width of the original document.
  - 3 Fan the original document.



- 4 Load the original document facedown and top edge first into the Automatic Document Feeder (ADF) until you hear a *beep*.



**Document Loaded** appears on the display, and the document feeds into the Automatic Document Feeder (ADF).



**Note:** Preview is not supported when using the Automatic Document Feeder (ADF). You can preview one page at a time when using the scanner.

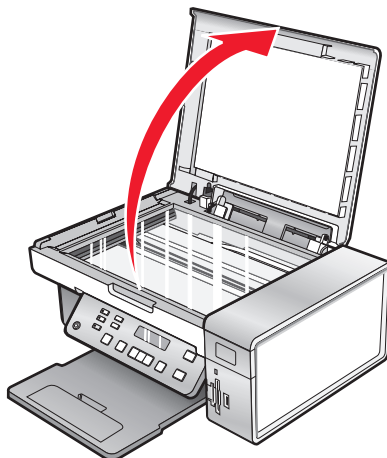
## Automatic Document Feeder (ADF) paper capacity

Load up to	Make sure
15 sheets of: <ul style="list-style-type: none"><li>• Letter-size paper</li><li>• A4 paper</li><li>• Legal-size paper</li></ul>	<ul style="list-style-type: none"><li>• You adjust the paper guide on the Automatic Document Feeder (ADF) tray to the width of the original document.</li><li>• The original document is loaded facedown, top edge first, until you hear a <i>beep</i>.</li></ul>
15 sheets of: <ul style="list-style-type: none"><li>• Custom paper</li><li>• Pre-punched paper</li><li>• Reinforced-edge copier paper</li><li>• Preprinted forms</li><li>• Letterhead paper</li></ul>	<ul style="list-style-type: none"><li>• You adjust the paper guide on the Automatic Document Feeder (ADF) tray to the width of the original document.</li><li>• The original document is loaded facedown, top edge first, until you hear a <i>beep</i>.</li><li>• The paper size fits within these dimensions: Width:<ul style="list-style-type: none"><li>– 210.0 mm–215.9 mm</li><li>– 8.25 in.–8.5 in.</li></ul>Length:<ul style="list-style-type: none"><li>– 279.4 mm–355.6 mm</li><li>– 11.0 in.–14.0 in.</li></ul></li><li>• You allow preprinted media to dry thoroughly before loading into the Automatic Document Feeder (ADF).</li><li>• You do <i>not</i> use media printed with metallic ink particles.</li><li>• You avoid embossed designs.</li></ul>

## Loading original documents on the scanner glass

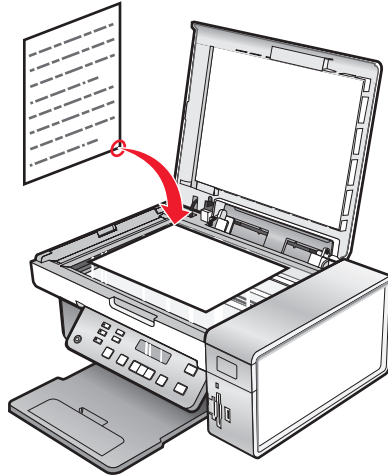
You can scan and then print photos, text documents, magazine articles, newspapers, and other publications. You can scan a document for faxing.

- 1 Make sure the computer and the printer are on.
- 2 Open the top cover.

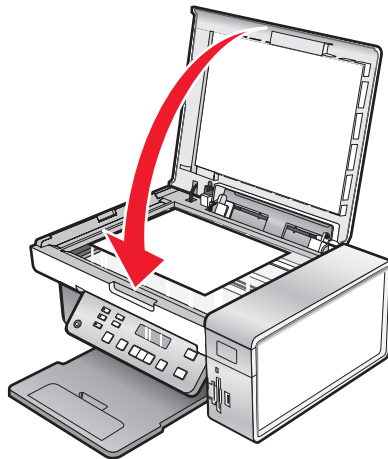


Loading paper and original documents

**3** Place the original document or item facedown on the scanner glass in the upper left corner.



**4** Close the top cover to avoid dark edges on the scanned image.





# Printing

## Printing basic documents

### Printing a document

- 1 Load paper.
- 2 With a document open, click **File → Print**.
- 3 Click **Properties, Preferences, Options, or Setup**.
- 4 Adjust the settings.
- 5 Click **OK**.
- 6 Click **OK** or **Print**.

### Printing a Web page

You can use the Toolbar to create a printer-friendly version of any Web page.



- 1 Load paper.
- 2 Open a Web page using Microsoft Internet Explorer 5.5 or later.
- 3 If you want to check or change your print settings:
  - a From the toolbar area, click **Lexmark → Page Setup**.
  - b Adjust the print settings.
  - c Click **OK**.
- 4 If you want to view the Web page before printing:
  - a Click **Preview**.
  - b Use the toolbar options to scroll between pages, zoom in or out, or select whether to print text and images or text only.
  - c Click:
    - **Print** in the Print Preview window, then click **Print** in the Print dialog that opens  
or
    - **Close**, and continue to the next step.
- 5 If needed, select a print option from the Toolbar:
  - **Normal**
  - **Quick**
  - **Black and White**
  - **Text Only**

## Printing photos or images from a Web page

- 1 Load paper. For best results, use photo or heavyweight matte paper, with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
- 2 Open a Web page with Microsoft Internet Explorer 5.5 or later.  
On the Toolbar, the number of photos valid for printing appears next to Photos.



- 3 If no number appears next to Photos:
  - a From the Lexmark logo drop-down menu, select **Options**.
  - b Select the **Advanced** tab.
  - c Select a lower minimum photo size.
  - d Click **OK**.  
The number of photos valid for printing appears next to Photos.
- 4 Click **Photos**.  
The Fast Pics dialog appears.
- 5 If you want to print all the photos or images using the same settings, select the size you want, the blank paper size in the printer, and the number of copies.
- 6 If you want to print one photo or image at a time:
  - a Click the photos or images you do *not* want to print to deselect them.
  - b To make common editing changes:
    - 1 Right click the photo or image.
    - 2 Click **Edit**.
    - 3 Make your selections.
    - 4 Follow the instructions on the screen.
    - 5 When you are finished making changes, click **Done**.
    - 6 Select the size you want, the blank paper size in the printer, and the number of copies.
- 7 Click **Print Now**.

## Printing multiple copies of a document

- 1 With a document open, click **File → Print** or **Printer Setup**.
- 2 From the Print Setup dialog box, click **Properties, Preferences, Options**, or **Setup**.
- 3 In the Copies section of the **Quality/Copies** tab, enter the number of copies you want to print.  
**Note:** If you print multiple copies of a multiple-page document and want them collated, click **Collate Copies**.
- 4 Click **OK** to close any printer software dialog boxes that are open.
- 5 Print the document.

## Printing on both sides of the paper

When you select Two-sided printing, the printer prints the odd-numbered pages of the document on the front sides of the paper. Reload the document to print the even-numbered pages on the back sides of the paper.

- 1 With a document open, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 From the “I Want To” menu, click **Print on both sides of the paper**.
- 4 Make sure **Two-Sided** is selected.
- 5 Choose a binding edge (Side Flip or Top Flip).

### Notes:

- When you select **Side Flip**, the finished document pages turn like the pages of a magazine.
- When you select **Top Flip**, the finished document pages turn like the pages of a legal pad.

- 6 Make sure **Print Instruction Page to Assist in Reloading** is selected.
- 7 Click **OK** to close any printer software dialogs that are open.
- 8 Print the document.

### Notes:

- The instruction sheet for two-sided printing will not completely print on paper smaller than A4 or letter size.
- To return to single-sided printing, make sure the Two-Sided setting is not selected.

## Collating copies

If you print multiple copies of a document, you can choose to print each copy as a set (collated) or to print the copies as groups of pages (not collated).

### Collated



### Not collated



- 1 With a document open, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 Click the **Quality/Copies** tab.
- 4 From the Multiple Copies section, click **Collate Copies**.
- 5 Click **OK** to close any printer software dialog boxes that are open.
- 6 Print the document.

### Notes:

- This option is available only when you are printing multiple copies.
- If printing photos, to prevent smudging, remove each photo as it exits the printer, and let it dry before stacking.


## Printing the last page first (reverse page order)

- 1 With a document open, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 From the **Quality/Copies** tab, select **Print Last Page First**.
- 4 Click **OK**.
- 5 Click **OK** or **Print**.


## Printing multiple pages on one sheet (N-Up)

- 1 With a document open, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 From the **Print Layout** tab, select **N-up**.
- 4 Select the number of pages to print on each page.
- 5 If you want each page image to be surrounded by a border, select **Print Page Borders**.
- 6 Click **OK**.
- 7 Click **OK** or **Print**.

## Pausing print jobs

- 1 For Windows Vista, click  → **Control Panel → Printer**.  
For Windows XP, click **Start → Settings → Printers and Faxes**.
- 2 Right-click the **Lexmark X5400 Series** icon.
- 3 Select **Pause**.

## Canceling print jobs

- 1 In Windows Vista, click  → **Control Panel → Printer**.  
In Windows XP, click **Start → Settings → Printers and Faxes**.
- 2 Right-click the **Lexmark X5400 Series** icon.
- 3 Select **Open**.
- 4 Right-click the document name.
- 5 Select **Cancel**.

# Printing specialty documents

## Choosing compatible specialty paper types

- **Heavyweight matte paper**—A photo paper with a matte finish used for printing high-quality graphics.
- **Lexmark PerfectFinish™ Photo paper**—A high-quality photo paper specifically designed for Lexmark inkjet printers, but compatible with all inkjet printers. It is used specifically for printing professional quality photos with a glossy finish. It is best when used with genuine Lexmark evercolor™ 2 ink, providing photos that are fade- and water-resistant.
- **Lexmark Photo Paper**—An outstanding "everyday" heavyweight inkjet photo paper designed for use with Lexmark printers, but compatible with all brands of inkjet printers. Although inexpensive, it offers excellent image quality and outstanding value.
- **Lexmark Premium Photo Paper**—A heavier photo paper specifically designed to bond chemically with Lexmark inks for eye-catching results. Fast drying, it prevents bleeding and feathering even when the image is saturated.
- **Transparency**—A clear, plastic media primarily used for overhead projectors.
- **Card stock**—A very thick paper used for printing sturdier items, such as greeting cards.
- **Iron-On transfer**—A type of media that has a reverse image printed on it that can be ironed onto fabric.

## Printing envelopes

- 1 Load envelopes.
- 2 With a document open, click **File → Print**.
- 3 Click **Properties, Preferences, Options, or Setup**.
- 4 From the "I Want To" menu, select **Print on an envelope**.
- 5 From the Envelope Size list, select the envelope size loaded.
- 6 Select **Portrait** or **Landscape** orientation.

### Notes:

- Most envelopes use landscape orientation.
- Make sure the same orientation is also selected in the software application.

- 7 Click **OK** to close any printer software dialogs that are open.
- 8 Click **OK** or **Print**.

## Printing greeting cards, index cards, photo cards, and postcards

- 1 Load greeting cards, index cards, photo cards, or postcards.
- 2 With a document open, click **File → Print**.
- 3 Click **Properties, Preferences, Options, or Setup**.
- 4 Select a Quality/Speed setting.  
Select **Photo** for photos and greeting cards, and select **Normal** for other types of cards.
- 5 Select the **Paper Setup** tab.
- 6 Select **Paper**.

7 From the Paper Size list, select a card size.

8 Click **OK**.

9 Click **OK** or **Print**.

**Notes:**

- To avoid paper jams, do not force the cards into the printer.
- To prevent smudging, remove each card as it exits, and let it dry before stacking.

## Printing a document as a poster

1 With a document open, click **File → Print**.

2 Click **Properties, Preferences, Options, or Setup**.

3 Click the **Print Layout** tab.

4 From the Layout list, select **Poster**.

5 Select the poster size you want to print. The number you select represents the number of pages that make up the height and width of the poster.

6 Select **Print Crop Marks** if you want each page of the poster to show crop marks.

7 Click **Select Pages To Print** to reprint any damaged poster pages without having to print all of the poster pages. Click pages to select or cancel them.

8 Click **OK** to close any printer software dialogs that are open.

9 Print the document.

**Note:** Certain programs may cause text to be clipped or to disappear when using extra-large or extra-small fonts. If this occurs, try decreasing or increasing the font size.

## Printing an image as a poster

1 From the desktop, double-click the **Productivity Studio** icon.

2 From the **Photo Printing** area of the Welcome screen, click **Poster**.

3 If you are scanning a photo:

**a** Place the photo facedown on the scanner glass.

**b** Click **File → Add Photo from Scanner**.

4 If you are not scanning a new item, open the folder that contains your photo.

5 Drag the photo to the Print a Multi-Page Poster preview area of the screen.

6 Click **Next Step** at the bottom of the left pane.

7 From the “Paper size to print poster on” drop-down list, select a paper size.

8 From the “Print Quality for poster” drop-down list, select a print quality.

9 From the Poster Size drop-down list, select the poster size.

**10** If you want to rotate the poster so that it fits better on the printed pages, click **Rotate 90 degrees**.

**11** Click **Print Now** in the bottom right corner of the screen.

## Printing a booklet

**1** Before you change any Print Properties settings, you must select the correct paper size from the program. You can print booklets using these paper sizes:

- Letter
- A4

**2** Load the paper.

**3** With a document open, click **File → Print**.

**4** Click **Properties, Preferences, Options, or Setup**.

**5** Click the **Print Layout** tab, and then click **Booklet**.

**6** If you are printing a large booklet, select a number of **Printed sheets per bundle**.

**a** Click **Options → Layout Options**.

**b** From the **Printed sheets per bundle** drop-down menu, select a number of printed sheets per bundle.

**Note:** A bundle is a set number of sheets of paper folded together. The printed bundles are stacked, one on top of the other, keeping the correct page order. The stacked bundles can be bound to make a booklet. When printing with a heavier paper stock, select a smaller number of **Printed sheets per bundle**.

**7** Click **OK** to close any printer software dialog boxes that are open.

**8** Print the document.

## Assembling a booklet

**1** Flip the printed stack of papers over in the paper exit tray.

**2** Take the first bundle from the stack, fold it in half, and then set it aside with the front page down.

**3** Take the next bundle from the stack, fold it in half, and then stack it with the front page down on top of the first bundle.



**4** Stack the rest of the bundles with the front page down, one on top of the other, until the booklet is complete.

**5** Bind the bundles together to complete the booklet.



## Printing on custom-size paper

- 1 Load up to 100 sheets of custom-size paper.
- 2 With a document open, click **File → Print**.
- 3 From the Quality/Copies tab, select a Quality/Speed setting.
- 4 Click the **Paper Setup** tab.
- 5 From the Paper Size section, select **Paper** and then select **Custom Size**.
- 6 Select the measurement units to use.
- 7 Use the sliders, or type the size of the paper loaded into the printer.
- 8 Click **OK** to close any printer software dialogs that are open.
- 9 Print the document.

**Note:** Do not force paper into the printer.

## Printing iron-on transfers

- 1 Load up to 10 iron-on transfers.
- 2 With an image open, click **File → Print**.
- 3 Click **Properties, Preferences, Options, or Setup**.
- 4 From the Print Layout tab, select **Mirror** if you want the printer software to flip the image.  
Select **Normal** if you have a program that automatically flips the image.
- 5 Click **OK** to close any printer software dialogs that are open.
- 6 Print the iron-on transfers.

**Note:** Do not force iron-on transfers into the printer.

## Printing transparencies

- 1 Load up to 25 transparencies.
- 2 With a document open, click **File → Print**.
- 3 Click **OK** or **Print**.

**Note:** To prevent smudging, remove each transparency as it exits, and then let it dry before stacking. Transparencies may require up to 15 minutes to dry.

## Printing a banner

- 1 With a document open, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 From the Print Layout tab, select **Banner**.

**Note:** After you print a banner, return the setting to **Normal**.

- 4 To keep banner paper from jamming, select **Letter Banner** or **A4 Banner** from the Banner Paper Size dialog.



- 5 From the Paper Setup tab, select **Landscape** orientation.
- 6 Click **OK**.
- 7 Click **OK** or **Print**.

## Changing printer settings

### Saving and deleting print settings


- 1 With a document open, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 Click the **Quality/Copies** tab.
- 4 Make necessary adjustments to any of the settings in the Quality/Speed, Paper Type, and Multiple Copies sections.
- 5 From the Save Settings drop-down menu, select **Save your current settings**.
- 6 Click a radio button next to the number of the location where you want to save your settings, then type a name for your settings in the selected box.  
**Note:** The first location contains Factory Default Settings, which cannot be changed or deleted.
- 7 Click **Save**.

#### Notes:

- To retrieve your print settings, click the **Save Settings** drop-down menu, and select them from the list.
- To delete settings, choose **Delete a setting from the list** from the Save Settings drop-down menu. Select the radio button next to the setting you want to delete, and then click **Delete**.

## Resetting printer software to factory default settings

### Windows 2000, Windows XP, or Windows Vista users

- 1 In Windows Vista, click  → **Control Panel → Printer**.  
In Windows 2000 and Windows XP, click **Start → Settings → Printers or Printers and Faxes**.
- 2 Right-click the **Lexmark X5400 Series** icon.
- 3 Click **Printing Preferences**.
- 4 Click the **Save Settings** menu.
- 5 From the Restore section, select **Factory Settings (Defaults)**.

**Note:** Factory default settings cannot be deleted.

# Resetting the printer to factory default settings

You can reset your printer to the original settings without using the printer menus.

**Note:** Resetting to factory default settings will delete all printer settings you selected, including Speed Dial and Group Dial numbers. If you want to print out those numbers before you reset the printer, see “Using the Phone Book” on page 108.

**1** Press , , and **Start Color** at the same time.

**Warning—Potential Damage:** Do *not* release the buttons until **Language** appears on the display, indicating that the printer has been reset.

**2** Follow the prompts on the display to choose your language, country or region code, date, time, and fax number.

**Notes:**

- To reenter your Speed Dial or Group Dial numbers using the computer, see “Customizing settings using the Fax Setup Utility” on page 109.
- To reenter your Speed Dial or Group Dial numbers using the control panel, see “Using the Phone Book” on page 108.

# Working with photos

Your printer may not support:

- Memory Cards
- PictBridge-enabled digital camera
- Photo Card mode

## Retrieving and managing photos

### Inserting a memory card

1 Insert a memory card.

- Insert the card with the brand name label facing up.
- If there is an arrow on the card, make sure it points toward the printer.
- If needed, make sure you connect the memory card to the adapter that came with it before inserting it into the slot.



Slot	Memory card
1	<ul style="list-style-type: none"><li>• xD-Picture Card</li><li>• Secure Digital (SD)</li><li>• Secure Digital High Capacity (SDHC)</li><li>• Mini Secure Digital (with adapter)</li><li>• Micro Secure Digital (with adapter)</li><li>• MultiMedia Card (MMC)</li><li>• Reduced Size MultiMedia Card (with adapter)</li><li>• MultiMedia Card mobile (with adapter)</li><li>• Memory Stick (MS)</li><li>• Memory Stick PRO</li><li>• Memory Stick Duo (with adapter) or Memory Stick Duo PRO (with adapter)</li></ul>
2	<ul style="list-style-type: none"><li>• Compact Flash Type I and Type II</li><li>• Microdrive</li></ul>

- 2 Wait for the light located to the right of the slots on the printer to come on. The light blinks to indicate the memory card is being read or is transmitting data.

**Warning—Potential Damage:** Do not touch cables, any network adapter, the memory card, or the printer in the area shown while actively printing, reading, or writing from the memory card. A loss of data can occur. Also, do not remove the memory card while actively printing, reading, or writing from it.



When the printer detects the memory card, the message **Memory Card Detected** appears on the control panel display.

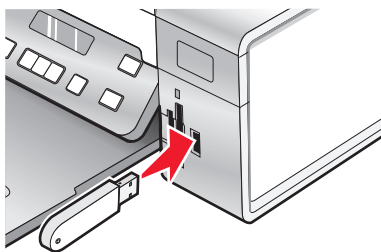
If the printer does not read the memory card, remove and reinsert it.

**Notes:**

- The printer recognizes one memory card at a time. If you insert more than one memory card, a message appears on the display prompting you to remove all memory cards inserted.
- If a USB flash drive is inserted together with the memory card, a message appears on the display prompting you to choose which memory device to use.

## Inserting a flash drive

- 1 Insert the flash drive into the PictBridge port on the front of the printer.



**Note:** An adapter may be necessary if your drive does not fit directly into the port.

- 2 If your flash drive has a light, it blinks to indicate the flash drive is being read or is transmitting data. Wait for the light to stop blinking.

**Warning—Potential Damage:** Do *not* remove cables or media devices, or touch the printer in the area shown while the light is blinking.



**3** When reading of images is complete, the number of photos found appears on the display.

**Note:** The printer recognizes one active media device at a time. If you insert more than one media device, a message appears on the display prompting you to designate the device you want the printer to recognize.

## Understanding the Photo Card menu

**1** If necessary, press **Photo Card**, or insert a memory card or a flash drive into the printer. For more information, see “Inserting a memory card” on page 67 or “Inserting a flash drive” on page 68.

**2** Press ◀ or ▶ repeatedly until the menu item you want appears.

**3** Press ⏴.

**4** Press ◀ or ▶ repeatedly until the submenu item you want or the setting you want appears.

**5** Press ⏴.

**Note:** Pressing ⏴ selects a setting. An \* appears next to the selected setting.

**6** To go into additional submenus and settings, repeat step 4 and step 5 as needed.














**7** If needed, press ⏵ repeatedly to return to the previous menus and make other setting selections.

**8** Press **Start Color** or **Start Black**.

Menu item	Action
Proof Sheet	Print and then scan a proof sheet: <ul style="list-style-type: none"> <li>• for all photos on the memory card</li> <li>• for the most recent 20 photos</li> <li>• by date</li> </ul> For more information, see “Printing photos stored on the memory device using the proof sheet” on page 81.
Print Photos	Print photos directly from a memory card or flash drive.
Save Photos	<ul style="list-style-type: none"> <li>• Save photos stored on a memory card or flash drive to the computer.</li> <li>• Copy photos from a memory card to a flash drive.</li> </ul>
<sup>1</sup> Setting will return to factory default setting when a memory card or flash drive is removed.	
<sup>2</sup> Setting must be saved individually. For more information, see Note below table.	

Menu item	Action
Photo Effects <sup>1</sup>	Apply red-eye reduction, color effects, or automatic image enhancement to your photos.
Paper Size <sup>1,2</sup>	Specify the size of the paper loaded.
Photo Size <sup>1,2</sup>	Specify the size photo you want.
Layout <sup>1</sup>	Center one photo on a page, or specify the number of photos to print on a page.
Quality <sup>1</sup>	Adjust the quality of printed photos.
Paper Type <sup>1,2</sup>	Specify the type of paper loaded.
Tools	<ul style="list-style-type: none"> <li>• Maintenance <ul style="list-style-type: none"> <li>– View ink levels.</li> <li>– Clean cartridges.</li> <li>– Align cartridges.</li> <li>– Print a test page.</li> </ul> </li> <li>• Device Setup—Customize printer setup settings.</li> <li>• Defaults—Reset printer settings to factory defaults.</li> </ul>
<sup>1</sup> Setting will return to factory default setting when a memory card or flash drive is removed. <sup>2</sup> Setting must be saved individually. For more information, see Note below table.	

**Note:** To save Paper Size, Paper Type, or Photo Size settings:


- 1 Press .
- 2 Press  or  repeatedly until **Tools** appears.
- 3 Press .
- 4 Press  or  repeatedly until **Defaults** appears.
- 5 Press .
- 6 Press  or  repeatedly until the setting type you want appears.
- 7 Press .
- 8 Press  or  repeatedly until the setting you want appears.
- 9 Press .

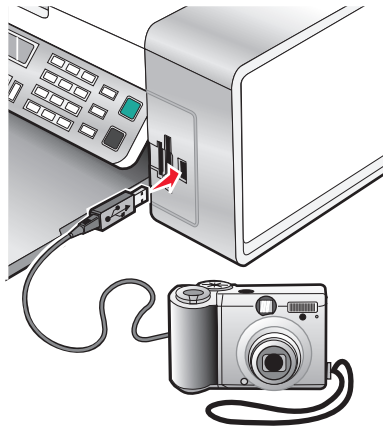
## Understanding the PictBridge menu


The PictBridge default settings menu lets you select printer settings if you do not specify those settings from your digital camera. For more information on making camera selections, see the documentation that came with your camera.









- 1 Connect a PictBridge-enabled digital camera to the printer.
  - a Insert one end of the USB cable into the camera.

**Note:** Use only the USB cable that came with the digital camera.
  - b Insert the other end of the cable into the PictBridge port on the front of the printer.

**Note:** The PictBridge port is marked with the  PictBridge symbol.



The message **PictBridge camera detected. Press  to change settings.** appears on the display.

- 2 Press  or  repeatedly until the menu item you want appears.
- 3 Press .
- 4 Press  or  repeatedly until the submenu item you want or the setting you want appears.
- 5 Press .
- Note:** Pressing  selects a setting. An \* appears next to the selected setting.
- 6 To go into additional submenus and settings, repeat step 4 and step 5 as needed.
- 7 If necessary, press  repeatedly to return to the previous menus and make other setting selections.

Menu Item	Action
Paper Size <sup>1,2</sup>	Specify the size of paper loaded.
Photo Size <sup>1,2</sup>	Specify the size of printed photos.
Layout <sup>1</sup>	Center one photo on a page, or specify the number of photos to print on a page.

<sup>1</sup> Setting will return to factory default setting when the PictBridge-enabled digital camera is removed.  
<sup>2</sup> Setting must be saved individually. For more information, see "Saving settings" on page 40.

Menu Item	Action
Quality <sup>1</sup>	Adjust the quality of printed photos.
Paper Type <sup>1,2</sup>	Specify the type of paper loaded. <b>Note:</b> The printer is equipped with an automatic paper type sensing device. The Paper Type Sensor automatically detects the type of paper that has been loaded into the printer and adjusts the settings for you.
<sup>1</sup> Setting will return to factory default setting when the PictBridge-enabled digital camera is removed. <sup>2</sup> Setting must be saved individually. For more information, see "Saving settings" on page 40.	

## Transferring photos

### Transferring photos from a memory device to the computer using the control panel

If the printer is connected directly to a computer, you can transfer photos to the computer from a memory card or flash drive.

**Note:** You cannot transfer photos from a memory device to a computer through an external network adapter.

- 1 Insert a memory card or a flash drive that contains the images you want to transfer. For more information, see "Inserting a memory card" on page 67 or "Inserting a flash drive" on page 68.
- 2 Press ◀ or ▶ repeatedly until **Save Photos** appears.
- 3 Press ⓧ.
- 4 If needed, press ◀ or ▶ repeatedly until **Computer** appears.
- 5 Follow the instructions on the computer screen.

### Transferring all photos or documents from a CD or removable storage device using the computer

- 1 Insert a CD or flash drive into the computer or a removable storage device (such as a memory card or digital camera) into the printer.  
The Lexmark Productivity Studio software launches automatically on your computer.
- 2 If you are using Windows Vista or Windows XP, a "What do you want Windows to do?" screen appears.  
Click **Transfer Photos to your computer using the Lexmark Productivity Studio**.  
If you are using Windows 2000:
  - a From the desktop, double-click the **Productivity Studio** icon.
  - b Click **Transfer Photos**.
- 3 Click **Automatically save all photos to "My Pictures"**.
- 4 Remove the CD, flash drive, or memory card to view your transferred photos in the Library.



## Transferring selected photos or documents from a CD or removable storage device using the computer

- 1 Insert a CD or flash drive into the computer or a removable storage device (such as a memory card or digital camera) into the printer.  
The Lexmark Productivity Studio software launches automatically on your computer.
- 2 If you are using Windows Vista or Windows XP, a “What do you want Windows to do?” screen appears.  
Click **Transfer Photos to your computer using the Lexmark Productivity Studio**.  
If you are using Windows 2000:
  - a From the desktop, double-click the **Productivity Studio** icon.
  - b Click **Transfer Photos**.
- 3 Click **Select photos to save**.
- 4 Click **Deselect All**.
- 5 Click to select the photo(s) you want to transfer.
- 6 If you want to save the photos to the default folder, click **Next**.
- 7 If you want to save the photos in a folder other than the default folder:
  - a Click **Browse**.
  - b Select the folder you want.
  - c Click **OK**.
- 8 If you want to assign a prefix to all of the photos you just transferred, click the check box and enter a name.
- 9 Click **Next**.
- 10 Remove the CD or flash drive to view your transferred photos in the Library.

## Transferring photos from a memory card to a flash drive

- 1 Insert a memory card that contains the images you want to transfer.
- 2 Insert a flash drive into the PictBridge port on the front of the printer.  
**Which device is to be displayed?** appears on the display.
- 3 Press ◀ or ▶ repeatedly until **Camera Card** or the specific type of your camera card appears.
- 4 Press ⏴.
- 5 Press ◀ or ▶ repeatedly until **Save Photos** appears.
- 6 Press ⏴.
- 7 If needed, press ◀ or ▶ repeatedly until the setting you want appears.

### Notes:

- If photos on the memory card were taken on more than one date, selections will include **Last Date** and **Date Range**.
- To choose a date range, press ⏴ and then press ◀ or ▶ repeatedly until the date you want is displayed. Date ranges are displayed by month and year starting with the most recent month.
- If the computer is also connected, you must select USB as the destination.

8 Press **Start Color** or **Start Black**.

**Notes:**

- If there is not enough memory on the flash drive, a prompt appears on the display.
- Do not remove the flash drive until a message appears on the display indicating that copying is complete.

**Warning—Potential Damage:** Do not touch cables, any network adapter, the memory card or flash drive, or the printer in the area shown while actively printing, reading, or writing from a memory card or flash drive. A loss of data can occur. Also, do not remove a memory card or flash drive while actively printing, reading, or writing from a memory card or flash drive.



## Changing the Lexmark Productivity Studio preferences

### Changing the Productivity Studio temporary files preferences

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Tools menu, click **Preferences**.
- 3 Click **Temporary Files**.
  - a Use the slider to set the maximum disk space you want to allocate for temporary files created by the Productivity Studio.
  - b Click **Browse** to choose a different folder for saving the temporary files.
- 4 Click **OK**.

### Changing the Productivity Studio searched folders preferences

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Tools menu, click **Preferences**.
- 3 Click **Searched Folders**.
- 4 If you want to exclude system folders when looking for photos, select **Ignore system folders**.
- 5 Click **OK**.

## Changing the Productivity Studio library preferences

1 From the desktop, double-click the **Productivity Studio** icon.

2 From the Tools menu, click **Preferences**.

3 Click **Library**.

From here, you can choose how you want to sort photos. You can also set the minimum file size for the photo to appear in the library.

4 Click **OK**.

## Changing the Productivity Studio transfer settings

1 From the desktop, double-click the **Productivity Studio** icon.

2 From the Tools menu, click **Preferences**.

3 Click **Transfer Settings**.

a Select “**Skip Save option and go automatically to**”, and choose to Automatically Save, Manually Save, or Print your photos from the photo storage device connected to your computer.

b Click **Browse** to choose a different folder to transfer your photos to.

c Select “**Always erase photos from my media after transferring**” to automatically delete photos from your photo storage device after transferring them to your computer.

4 Click **OK**.

## Editing photos

### Cropping a photo

1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.

2 With an image open, click **Crop Photo** on the Quick Fixes tab.

3 Click and drag with your mouse to select the section of the image that you want to crop. You can adjust the cropped area by using your mouse and dragging the lines to increase or decrease the cropped area.

4 Click **Crop Now**.

5 The cropped portion of the original image displays in the Preview pane. You can save the cropped image.

### Rotating a photo

1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.

2 With an image open, click the **Quick Fixes** tab.

3 Click **Rotate Left** or **Rotate Right** to rotate the image 90 degrees in either direction.

The thumbnail of the photo is updated.

## Changing the Resolution / Size of a photo

*Resolution* refers to dpi (dots per inch).

- 1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.
- 2 With an image open, click **Advanced**.
- 3 Click **Image Resolution / Size**.
- 4 Select **Photo Size** to select from a list of defined photo sizes, or click **Custom Size** to enter a different photo size.  
**Note:** If you selected **Photo Size**, you can click **Rotate** to rotate your photo 90 degrees clockwise.
- 5 If you selected **Custom Size**, enter the width and height for your custom-size photo.  
**Note: Maintain Aspect Ratio** is selected by default. This ensures that your image will remain proportional.

## Applying One-Click Auto Fixes to a photo

From the Productivity Studio Welcome Screen, click the **Quick Fixes** tab to access all three One-Click Auto Fixes.

- 1 Click **File → Open** to select the image you want to edit.
- 2 With an image open, click **One-Click Auto Fix** to let the software automatically adjust the brightness and contrast of your image.
- 3 Click **Automatic Brightness** to adjust only the brightness of your image.
- 4 Click **Automatic Red-Eye Reduction** to let the software automatically reduce the appearance of red-eye in your image.

**Note:** Click **Undo** at the top of the window if you are not satisfied with the results after applying any of the One-Click Auto Fixes.

## Reducing the red-eye effect in a photo

- 1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.
- 2 With an image open, click the **Quick Fixes** tab.
- 3 Click **Automatic Red-Eye Reduction** to let the software reduce the red-eye effect automatically. If you are not satisfied with the results, continue with the steps below.
- 4 Click **Manual Red-Eye Reduction**.
- 5 Move the cursor across the photo, and place it over an affected eye.
- 6 Click to reduce the red-eye effect.

## Blurring/Sharpening a photo

Increasing the amount of blur will soften your image. Increasing the sharpness will make your image seem more focused.

- 1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.
- 2 With an image open, click the **Enhancements** tab.
- 3 Click **Blur / Sharpen**.

- 4 Use the slider to blur or sharpen the image. You can preview the changes to the image by comparing the **Before** and **After** preview panes at the top of the window.
- 5 Click **OK** to accept your changes, or click **Cancel** to reject them.

## Enhancing a photo

The Enhance feature lets you make subtle adjustments to the brightness, contrast, and sharpness of an image.

- 1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.
- 2 With an image open, click the **Enhancements** tab.
- 3 Click **Enhance**.
- 4 Use the slider to adjust the Enhance setting. You can preview the changes to your image by comparing the **Before** and **After** preview panes at the top of the window.

**Note:** Click **Automatic** to let the software automatically enhance your photo.

- 5 Click **OK** to accept your changes, or click **Cancel** to reject them.

## Changing the Hue / Saturation of a photo

Adjusting hue lets you control the color of an image. Adjusting its saturation lets you control the intensity of the color.

- 1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.
- 2 With an image open, click the **Enhancements** tab.
- 3 Click **Hue / Saturation**.
- 4 Use the slider to adjust the hue or saturation of your photo. You can preview the changes to the image by comparing the **Before** and **After** preview panes at the top of the window.
- 5 Click **OK** to accept your changes, or click **Cancel** to reject them.

## Changing the Gamma Value of a photo or image

Adjusting the gamma value helps you to control the overall brightness of an image—particularly those intended to be viewed on a computer monitor. When images are not properly gamma-corrected, they will look either too light or too dark.

- 1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.
- 2 With an image open, click **Advanced**.
- 3 Type a value in the text box, or use the up or down arrows to select a higher or lower gamma value.

**Note:** You can enter gamma values from -10–10. If you are not satisfied with your changes, return the gamma value back to 0.

- 4 Click **Save** to keep your changes.

## Despeckling a photo

Despeckling lets you remove specks that appear in your photo.

- 1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.
- 2 With an image open, click **Enhancements**.
- 3 Click **Despeckle**.
- 4 Using the slider, adjust the Despeckle setting. You can preview the changes to your image by comparing the **Before** and **After** preview panes at the top of the window.
- 5 Click **OK**. The thumbnail is updated.

## Changing the Brightness / Contrast settings of a photo

- 1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.
- 2 With an image open, click **Enhancements**.
- 3 Click **Brightness/Contrast**.
- 4 Adjust the brightness and contrast settings. You can preview the changes to the image by comparing the **Before** and **After** preview panes at the top of the window.
- 5 Click **OK** to accept your changes, or click **Cancel** to reject them.

**Note:** You can let the software automatically adjust only the brightness of the image by clicking **Automatic Brightness** on the Quick Fixes tab.

## Applying a color effect to a photo

- 1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.
- 2 With an image open, click the **Enhancements** tab.
- 3 Click **Color Effects**.
- 4 Apply a color effect.  
You can select sepia, antique brown, black and white, or antique grey.
- 5 Click **OK**.

## Changing the Exposure setting of a photo

Changing the Exposure setting lets you correct lighting irregularities in your photo.

- 1 From the Productivity Studio Welcome Screen, click **File → Open** to select the image you want to edit.
- 2 With an image open, click **Enhancements**.
- 3 Click **Exposure**.
- 4 Using the slider, adjust the amount of exposure to correct uneven lighting in your image. You can preview the changes to your image by comparing the **Before** and **After** preview panes at the top of the window.
- 5 Click **OK** to accept your changes, or click **Cancel** to reject them.

# Removing wavy patterns from scanned photos, magazines, or newspapers

Descreening helps to remove wavy (moire) patterns from images scanned from magazines or newspapers.

- 1 Make sure the printer is connected to a computer, and both the printer and the computer are on.
- 2 Load an original document facedown on the scanner glass.
- 3 From the desktop, double-click the **Productivity Studio** icon.
- 4 Click **Scan**.
- 5 Select the **Photo** or **Several Photos** option.
- 6 Click **Start**.
- 7 Click the **Advanced** tab.
- 8 Click **Image Patterns**.
- 9 To remove the image patterns caused by scanning from magazines or newspapers, click **Remove Patterns**.
- 10 From the drop-down list, select the patterns to be removed.
- 11 To reduce stray marks on color photos, click the check box, and then move the slider to the desired value.
- 12 Click **OK**. The thumbnail is updated.

## Printing photos

### Printing photos from a CD or removable storage device using the computer

- 1 Load photo paper with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
- 2 Insert a CD or any removable storage device (such as a flash drive, memory card, or digital camera) into the computer.
  - If you are using Windows Vista, an "AutoPlay" screen appears. Click **Transfer Photos to your computer using the Productivity Studio**.
  - If you are using Windows XP, a "What do you want Windows to do?" screen appears. Click **Transfer Photos to your computer using the Productivity Studio**.
  - If you are using Windows 2000:
    - a From the desktop, double-click the **Productivity Studio** icon.
    - b Click **Transfer Photos**.
- 3 Click **Select photos to print**.
- 4 To print all photos, click **Print**.
- 5 To print selected photos, click **Deselect All** and select only the photo(s) you want to print.
- 6 Click **Print**.
- 7 From the Quality drop-down list, select a print quality.

- 8 From the Paper Size in Printer drop-down list, select the paper size.
- 9 To select multiple prints of a photo, or to select photo sizes other than 10 x 15 cm (4 x 6 in.), select the options you want in the table. Use the drop-down list in the last column to view and select other sizes.  
**Note:** If you want to edit your photo(s) before printing, click **Edit Photo** above the Print Preview pane. Select **One-Click Auto Fix**, **Automatic Red-Eye Reduction**, or **Automatic Brightness Fix** to let the software edit your photo(s) automatically. Click **More Retouch Tools** to go to the photo-editing window. When you've completed your edit(s), click **Return with edits** in the bottom right corner to return to the print window.
- 10 Click **Print Now** in the bottom right corner of the window.
- 11 Remove the CD or storage device.

## Viewing / Printing photos from the Productivity Studio

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 Click **Work with Documents and Photos**.
- 3 Click to select the photo(s) you want to print.
- 4 From the Productivity Studio taskbar located at the bottom of the screen, click **Photo Prints**.
- 5 From the Quality drop-down list, select a copy quality.
- 6 From the Paper Size in Printer drop-down list, select the paper size.
- 7 From the Paper Type in Printer drop-down list, select the paper type.
- 8 To select multiple prints of a photo, or to select photo sizes other than 10 x 15 cm (4 x 6 in.), select the options you want in the table. Use the drop-down list in the last column to view and select other sizes.
- 9 Click **Print Now** in the bottom right corner of the screen.

## Printing Photo Packages

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 Click **Photo Packages**.
- 3 Click to select the photos you want to include in your photo package.
- 4 Click **Next**.
- 5 From the Quality drop-down list, select a copy quality.
- 6 From the Paper Size in Printer drop-down list, select the paper size.
- 7 To select multiple prints of a photo, or to select photo sizes other than 4 x 6 in. (10 x 15 cm), select the options you want in the table. Use the drop-down list in the last column to view and select other sizes.
- 8 Click **Print Now** in the bottom right corner of the screen.

## Creating Photo Greeting Cards

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 Click **Photo Greeting Cards**.
- 3 From the Style tab, click to select a style for your greeting card.



- 4 From the Photo tab, select and drag a photo into the preview pane on the right side of the screen.
- 5 Click the text area to be able to add text to your photo greeting card.
- 6 When you have finished editing your text, click **OK**.
- 7 If you want to create another photo greeting card using a different style and/or photo, click **Add New Card**, and repeat step 3 on page 80 through step 6 on page 81.
- 8 If you want to print your photo greeting card, select **Print your Photo Greeting Card** from the Share tab.
- 9 Select the number of copies from the Copies drop-down list.
- 10 Select the copy quality from the Quality drop-down list.
- 11 Select the paper size from the Paper Size in Printer drop-down list.

Paper sizes supported	Dimensions
A4	210 x 297 millimeters
Letter	8.5 x 11 inches
Greeting cards	4 x 8 inches (10.16 x 20.32 centimeters)

- 12 Click **Print Now**.
- 13 If you want to e-mail your photo greeting card, click **E-mail your Photo Greeting Card** from the Share tab.
- 14 From the Send Quality and Speed area of the screen, select the image size.
- 15 Click **Create E-mail** to create an e-mail message with your photo greeting card(s) attached.

## Printing all photos from a memory device

- 1 Load photo paper with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
- 2 Insert a memory card or flash drive that contains the images you want to print.
- 3 Press ◀ or ▶ repeatedly until **Print Photos** appears.
- 4 Press ⏴.
- 5 Press ◀ or ▶ repeatedly until **Print All Photos** appears.
- 6 Press **Start Color** or **Start Black**.  
The print settings used on the print job are displayed sequentially on the second line of the display.
- 7 Press **Start Color** or **Start Black** again.

## Printing photos stored on the memory device using the proof sheet





- 1 Load plain letter- or A4-size paper.
- 2 Insert a memory card or flash drive that contains the images you want to print.
- 3 Press ◀ or ▶ repeatedly until **Proof Sheet** appears.
- 4 Press ⏴.

- 5 Press ◀ or ▶ repeatedly until **Print Proof Sheet** appears.
- 6 Press ⏴.
- 7 Press ◀ or ▶ to specify which category of photos you want to print.  
You can print a proof sheet:
  - For all photos on the memory card
  - For the 20 most recent photos, if there are 20 or more photos on the card
  - By date, if the photos on the card were taken on more than one date
- 8 Press ⏴.
- 9 Press ⏴ again.  
One or more proof sheets print.
- 10 Follow the instructions on the proof sheet to select which photos to print, the number of copies, red-eye reduction, page layout, print options, color effects, and paper size.  
**Note:** When making selections, make sure you completely fill in the circles.
- 11 Load the proof sheet facedown on the scanner glass.
- 12 If needed, press ◀ or ▶ repeatedly until **Scan Proof Sheet** appears.
- 13 Press ⏴.
- 14 Press **Start Color** or **Start Black** to scan the proof sheet.
- 15 Load photo paper with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)  
**Note:** Make sure the paper matches the size you selected on the proof sheet.
- 16 Press **Start Color** or **Start Black** to print your photos.

## Printing photos by number

You can print photos using the numbers assigned to them on a photo proof sheet. If you want to print photos by photo number, you must first print a proof sheet. For more information, see “Printing photos stored on the memory device using the proof sheet” on page 81.

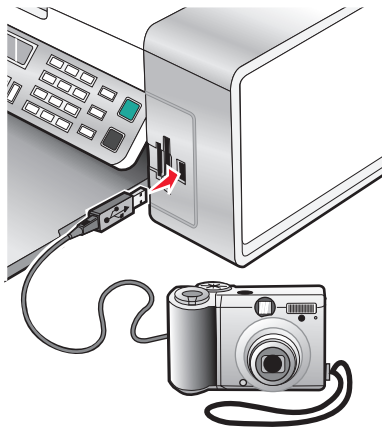
- 1 Load photo paper with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.) For more information, see “Loading paper” on page 50.
- 2 Insert a memory card or flash drive that contains the images you want to print. For more information, see “Inserting a memory card” on page 67 or “Inserting a flash drive” on page 68.
- 3 Press ◀ or ▶ repeatedly until **Print Photos** appears.
- 4 Press ⏴.
- 5 Press ◀ or ▶ repeatedly until **Photo Number** appears.
- 6 Press ⏴.

- 7 Use the keypad to enter the number of the photo you want to print.  
Use the proof sheet to identify the number of a photo.  
**Note:** If you want to erase or change the number of the photo you entered, press . This will work if you did not press  after entering the number of the photo.
- 8 Press  to select a photo.
- 9 If you want to select additional photos, use the keypad to enter the number of the photo you want to print, and then press .
- 10 Press **Start Color** or **Start Black**.
- 11 Press **Start Color** or **Start Black** again.

## Using a PictBridge-enabled digital camera to control printing photos

You can connect a PictBridge-enabled digital camera to the printer, and use the buttons on the camera to select and print photos.


- 1 Insert one end of the USB cable into the camera.  
**Note:** Use only the USB cable that came with the digital camera.
- 2 Insert the other end of the cable into the PictBridge port on the front of the printer.



**Warning—Potential Damage:** Do not touch the USB cable, any network adapter, or the printer in the area shown while actively printing from a PictBridge-enabled digital camera. A loss of data can occur. Also, do not remove the USB cable or network adapter while actively printing from a PictBridge-enabled digital camera.



#### Notes:

- Make sure the PictBridge-enabled digital camera is set to the correct USB mode. For more information, see the camera documentation.
- The printer recognizes one active media device at a time. If you insert more than one media device, a message appears on the display prompting you to designate the device you want the printer to recognize.
- If you have a memory card inserted when you connect a PictBridge-enabled camera, an error message will be displayed telling you to remove one of the devices.
- If the PictBridge connection is successful, the following appears on the printer display: **PictBridge camera detected. Press  to change settings.** If any other message appears, see “Error messages on the computer screen” on page 177.
- Values selected within the menu items are the settings used for Pictbridge printing if no explicit selection is made from the camera.






**3** Follow the instructions in the camera documentation to select and print photos.

**Note:** If the printer is turned off while the camera is connected, you must disconnect and then reconnect the camera.

## Printing photos from a digital camera using DPOF

Digital Print Order Format (DPOF) is a feature available on some digital cameras. If your camera supports DPOF, you can specify which photos to print, how many of each, and print settings while the memory card is still in the camera. The printer recognizes these settings when you insert the memory card into the printer.

**Note:** Make sure the photo print settings you select in the camera match your current printer settings.

- 1** Load photo paper with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
- 2** Insert a memory card.
- 3** Press  or  repeatedly until **Print Photos** appears.
- 4** Press .
- 5** Press  or  repeatedly until **Print DPOF** appears.
- 6** Press **Start Color** or **Start Black**.

## Printing photos by date range

- 1 Load photo paper with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
- 2 Insert a memory card or flash drive that contains the images you want to print.
- 3 Press ◀ or ▶ repeatedly until **Print Photos** appears.
- 4 Press ⏴.
- 5 Press ◀ or ▶ repeatedly until **Date Range** appears.
- 6 Press ⏴.  
Dates are displayed by month and year starting with the most recent month.
- 7 Press ◀ or ▶ to select the month you want.
- 8 Press ⏴.
- 9 Press **Start Color** or **Start Black**.  
The print settings to be used on the print job are displayed sequentially on the second line of the display.
- 10 Press **Start Color** or **Start Black** again.

## Printing photos from the control panel using color effects

- 1 Load photo paper with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
- 2 Insert a memory card or flash drive that contains the images you want to print.
- 3 Press ◀ or ▶ repeatedly until **Photo Effects** appears.
- 4 Press ⏴.
- 5 Press ◀ or ▶ repeatedly until the color effect you want appears.

### Notes:

- Color effect selections include Sepia, Antique Grey, and Antique Brown.
- The color effect applies to all the photos you print until the active memory card or flash drive is removed.

- 6 Press ⏴.

**Note:** You can also print photos with color effects using a proof sheet.

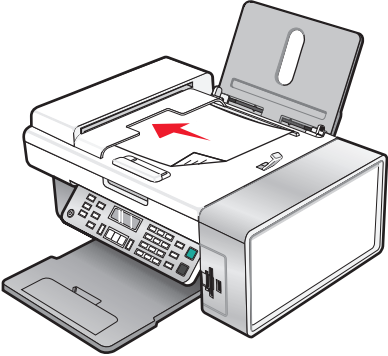
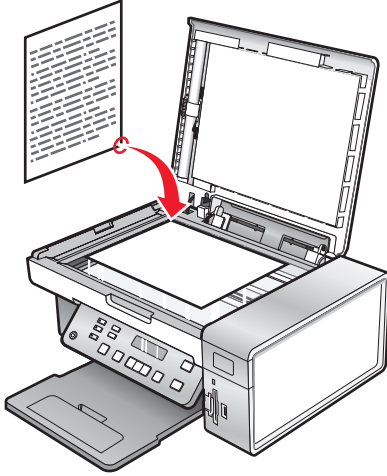
## Creating and viewing a slideshow

- 1 From the Productivity Studio Welcome Screen, click **Work with Documents and Photos**.
- 2 Select the folder that contains the photos you want to include in the slideshow. Thumbnails of the photos in the folder will appear in a preview pane.
- 3 Click to select the photos you want to include in the slideshow, and then select **Slideshow**.  
If you want additional photos to appear in specific order, click the photos in the order you want them to appear, and then drag them into the "Photos in Your Slideshow" area.

- 4** Click the **Slideshow Settings** tab to adjust the amount of time between each photo in the slideshow. You can also modify the setting that lets the slideshow replay automatically (loop).
- 5** Click the **Share** tab to save or print your slideshow.
- 6** Click **View Show** in the lower-right corner of the window to start the slideshow.

**Note:** You can exit the slideshow any time by moving your cursor to the bottom center of the screen and clicking **Exit Slideshow**.



# Copying













ADF	Scanner glass
 <p>Use the ADF for multiple-page A4, letter or legal size documents.</p>	 <p>Use the scanner glass for single pages, small items (such as postcards or photos), transparencies, photo paper, or thin media (such as magazine clippings).</p>

## Making a copy

- 1 Load paper.
- 2 Load an original document facedown into the ADF or on the scanner glass.  
**Note:** Do not load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings) into the ADF. Place these items on the scanner glass.
- 3 From the control panel, press **Copy Mode**.
- 4 Press **Start Color** or **Start Black**.

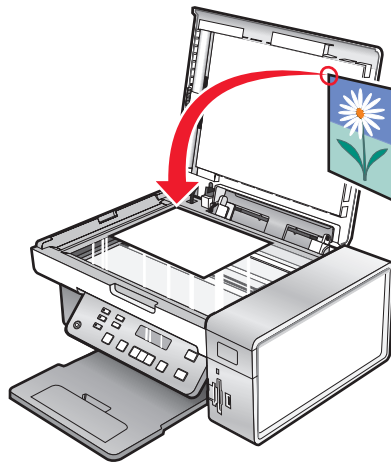
## Copying photos

- 1 Load photo paper with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
- 2 Place a photo facedown on the scanner glass in the upper left corner. For more information, see “Loading original documents on the scanner glass” on page 55.
- 3 If necessary, press **Copy Mode**.
- 4 Press .
- 5 Press ◀ or ▶ repeatedly until **Quality** appears.
- 6 Press .
- 7 Press ◀ or ▶ repeatedly until **Photo** appears.

- 8 Press .
- 9 Press  or  repeatedly until **Paper Size** appears.
- 10 Press .
- 11 Press  or  repeatedly until the size you want appears.
- 12 Press .
- 13 Press  or  repeatedly until **Original Size** appears.
- 14 Press .
- 15 Press  or  repeatedly until the size you want appears.
- 16 Press **Start Color** or **Start Black**.

## Copying a photo using the computer

- 1 Place the photo facedown on the scanner glass.






- 2 From the desktop, double-click the **Productivity Studio** icon.
- 3 From the left pane of the Welcome screen, click **Copy**.
- 4 Select **Photo**.
- 5 Click **Start**.  
The photo appears in the right pane.
- 6 From the Quality drop-down list, select the copy quality.
- 7 From the Paper Size in Printer drop-down list, select the paper size.
- 8 To select multiple prints of a photo, or to select photo sizes other than 4 x 6 in. (10 x 15 cm), select the options you want in the table. Use the drop-down list in the last column to view and select other sizes.
- 9 Click **Copy Now** in the bottom right corner of the screen.




# Adjusting copy quality

Quality specifies the resolution used for the copy job. Resolution involves a dots-per-inch (dpi) count; the higher the dpi count, the higher the resolution and copy quality.

- 1 Load paper.
- 2 Load an original document facedown on the scanner glass.
- 3 If necessary, press **Copy Mode**.
- 4 Press .
- 5 Press ◀ or ▶ repeatedly until **Quality** appears.
- 6 Press .
- 7 Press ◀ or ▶ repeatedly until the quality you want appears.
- 8 Press .
- 9 Press **Start Color** or **Start Black**.

# Making a copy lighter or darker

If you want to adjust the look of a copy or photo, you can adjust it to make it lighter or darker.

- 1 Load paper.  
**Note:** If you are copying photos, use photo or heavyweight matte paper, with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
- 2 Load an original document facedown on the scanner glass.
- 3 From the control panel, press **Copy Mode**.
- 4 Press **Lighter/Darker**.
- 5 Press ◀ or ▶ repeatedly to adjust the slider.
- 6 Press .
- 7 Press **Start Color** or **Start Black**.

# Collating copies using the control panel

If you print multiple copies of a document, you can choose to print each copy as a set (collated) or to print the copies as groups of pages (not collated).



**Collated**



**Not collated**



- 1 Load paper.
- 2 Load an original document facedown on the scanner glass.
- 3 From the control panel, press **Copy Mode**.



- 4 Press .
- 5 Press ◀ or ▶ repeatedly until **Collate** appears.
- 6 Press .
- 7 Press ◀ or ▶ repeatedly until the number of copies you want to print appears.
- 8 Press **Start Color** or **Start Black**.

**Note:** If you are using the scanner glass, a message appears prompting you for additional pages.

## Repeating an image on one page



You can print the same image multiple times on one sheet of paper. This option is helpful in creating labels, decals, flyers, and handouts.

- 1 Load paper.

**Note:** If you are copying photos, use photo or heavyweight matte paper, with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
- 2 Load an original document facedown on the scanner glass.
- 3 From the control panel, press **Copy Mode**.
- 4 Press .
- 5 Press ◀ or ▶ repeatedly until **Repeat Image** appears.
- 6 Press .
- 7 Press ◀ or ▶ repeatedly until the number of images you want to print on one page appears.
- 8 Press **Start Color** or **Start Black**.

## Enlarging or reducing an image

- 1 Load paper.

**Note:** If you are copying photos, use photo or heavyweight matte paper, with the glossy or printable side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)
- 2 Load an original document or photo facedown on the scanner glass.
- 3 From the control panel, press **Copy Mode**.
- 4 Press .
- 5 Press ◀ or ▶ repeatedly until **Resize** appears.
- 6 Press .
- 7 Press ◀ or ▶ repeatedly until the setting you want appears.

**Notes:**

- If you select **Custom Resize**, press and hold ◀ or ▶ until the size you want appears and press ⏎.
- If you select **Borderless**, the printer will reduce or enlarge the document or photo as necessary to print a borderless copy on the paper size you have selected. For best results with this resize setting, use photo paper and set the paper type selection to Automatic or Photo.

**8** Press **Start Color** or **Start Black**.

## Understanding the Copy menu

### Understanding the Copy Menu

Use this	To
Copies*	Specify how many copies to print.
Resize*	<ul style="list-style-type: none"><li>• Specify the percentage for enlarging or reducing the original copy.</li><li>• Specify a specific copy size.</li><li>• Create a multiple-page poster.</li></ul>
Lighter / Darker*	Adjust the brightness of a copy.
Quality*	Adjust the quality of a copy.
Paper Size	Specify the size of the paper loaded.
Paper Type	Specify the type of paper loaded.
Repeat Image*	Choose how many copies of an image to print on a page.
Collate	Print one or more copies in the correct order.
N-Up*	Choose how many pages to print on a page.
Original Size*	Specify the size of the original document.
Original Type*	Specify the type of the original document.
Tools	<ul style="list-style-type: none"><li>• <b>Maintenance</b><ul style="list-style-type: none"><li>– View ink levels.</li><li>– Clean cartridges.</li><li>– Align cartridges.</li><li>– Print a test page.</li></ul></li><li>• <b>Device Setup</b>—Customize printer setup settings.</li><li>• <b>Defaults</b>—Customize printer settings.</li></ul>

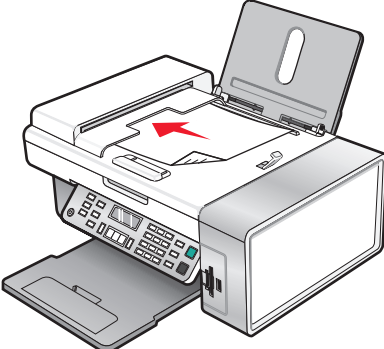
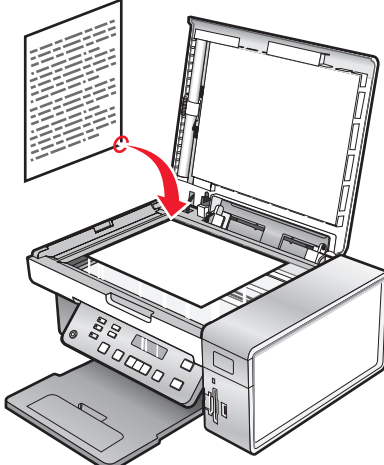
\* Temporary setting. For information on saving temporary and other settings, see the related topic on Saving settings.

## Modifying the Copy settings

- 1** With your scanned image open on the Copy screen, click the **Settings** tab.
- 2** From the Copies box, select the number of copies you want.

- 3** From the Quality drop-down list, select a copy quality.
- 4** From the Paper Size in Printer drop-down list, select the paper size.
- 5** Select the print size by clicking the appropriate thumbnail in the Print Size area of the screen, or use the drop-down list.
- 6** When you have finished making changes to the copy settings, click **Copy Now** from the right pane of the screen.  
The photo will be copied.

# Scanning

ADF	Scanner glass
 <p data-bbox="149 703 771 766">Use the ADF for multiple-page A4, letter, or legal size documents.</p>	 <p data-bbox="820 819 1469 913">Use the scanner glass for single pages, small items (such as postcards or photos), transparencies, photo paper, or thin media (such as magazine clippings).</p>

**Note:** If you want to customize scan settings, see “Understanding the Scan menu” on page 97.

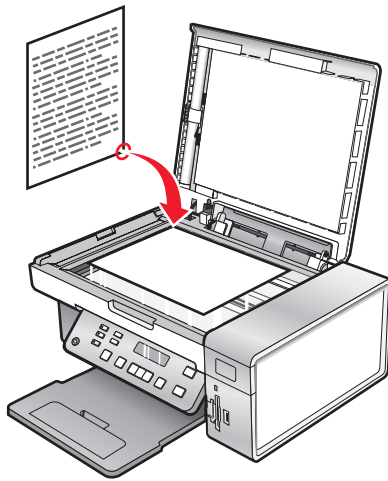
## Scanning a document

- 1 Make sure the printer is connected to a computer, and both the printer and the computer are on.
- 2 Load an original document facedown into the ADF or on the scanner glass.
- 3 Press **Scan Mode**.
- 4 Press ◀ or ▶ repeatedly until the destination to which you want to scan appears.
- 5 Press **Start Color** or **Start Black**.
- 6 If you want to save the scan, from the software application, click **File → Save As**.
- 7 Enter the file name, format, and location where you want the scanned image saved.
- 8 Click **Save**.

## Scanning a document using the computer

- 1 Load an original document facedown into the ADF or on the scanner glass.

**Note:** Do not load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings) into the ADF. Place these items on the scanner glass.



- 2 From the desktop, double-click the **Productivity Studio** icon.
- 3 Click **Scan**.
- 4 Select the Document option.
- 5 Click **Start**. The scanned document is loaded into your default word processing application. You can edit your scanned document.

## Scanning text for editing

Use the Optical Character Recognition (OCR) software feature to turn scanned images into text you can edit with a word-processing application.

- 1 Make sure:
  - The printer is connected to a computer, and both the printer and the computer are on.
  - ABBYY Fine Reader is installed.
- 2 Load an original document facedown on the scanner glass.
- 3 From the desktop, double-click the **Productivity Studio** icon.
- 4 Click **Scan**.
- 5 Select the **Document** option.
- 6 Click **Start**.

The scanned document is loaded into your default word processing application. You can now edit the document.

## Scanning images for editing

- 1 Make sure the printer is connected to a computer, and both the printer and the computer are on.
- 2 Load an original document facedown in Automatic Document Feeder (ADF).
- 3 From the desktop, double-click the **Productivity Studio** icon.
- 4 Click **Scan**.

5 Select the **Photo** or **Several Photos** option.

6 Click **Start**.

You can edit the scanned image.

## Scanning a photo to the Library

1 Load a photo facedown on the scanner glass.

2 From the desktop, double-click the **Productivity Studio** icon.

3 Click **View / Print Library**.

4 From the Library Add tab, click **Add New Scan**.

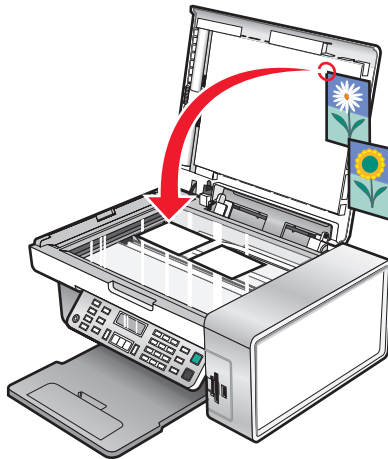
5 Select the **Photo** option.

6 Click **Start**.

The photo is placed in the current folder of the Library.

## Scanning multiple photos at one time using the computer

1 Place the photos facedown on the scanner glass.



**Note:** For best results, place photos with the most space possible between the photos and the edges of the scan area.

2 From the desktop, double-click the **Productivity Studio** icon.

3 Click **Scan**.

4 Select the **Several Photos** option.

5 Click **Start**.

## Creating a PDF from a scanned item

1 Load an original document facedown on the scanner glass.

2 From the desktop, double-click the **Productivity Studio** icon.

- 3 From the Welcome Screen, click **Convert to PDF**.
- 4 Select **Photo**, **Several Photos**, or **Document**.
- 5 Click **Start** to begin scanning.
- 6 Click **Add Another** to scan additional images, or to add an image from the Library.
- 7 To add or scan another image, do one of the following:
  - Select **Add New Scan** and repeat step 3 to scan another image
  - or*
  - Select **Add Photo from Photo Library** to add a previously scanned image. Select or deselect images by clicking on them in the preview pane.
 Click **Add Files** when you have made your selections.
- 8 Select **Save all images as one PDF file** or **Save each image as individual PDF file**.
- 9 Click **Create PDF**.
- 10 If you want to save the scanned image separately, make your selections and click **Save**. Otherwise, click **Cancel** when the Photo Save options appear.
 

The software prepares your PDF and opens a Save dialog.
- 11 Enter a file name for your PDF and select a storage location.
- 12 Click **Save**.

## Canceling a scan job

Once a scan job is sent, if you want to cancel it, you must cancel the job based on the destination:

Destination	To cancel
Adobe Acrobat	From the desktop, click <b>Cancel Scan</b> .
Clipboard	From the control panel, press <b>X</b> .
Email	From the desktop, when the Internet Connect Wizard screen appears, click <b>Cancel</b> .
File	From the desktop, when the Save as screen appears, click <b>Cancel</b> .
PageManager	From the desktop, when the "Save as" screen appears, click <b>Cancel</b> .
Photo Edit	From the desktop, when a screen appears, click <b>Cancel Scan</b> .
Acrobat Reader	<ul style="list-style-type: none"> <li>• From the control panel, press <b>X</b>.</li> <li>• From the desktop, when a screen appears, click <b>Cancel Scan</b>.</li> </ul>
Internet Expl.	<ul style="list-style-type: none"> <li>• From the control panel, press <b>X</b>.</li> <li>• From the desktop, when a screen appears, click <b>Cancel Scan</b>.</li> </ul>
MS Paint	<ul style="list-style-type: none"> <li>• From the control panel, press <b>X</b>.</li> <li>• From the desktop, when a screen appears, click <b>Cancel Scan</b>.</li> </ul>
MS PowerPoint	<ul style="list-style-type: none"> <li>• From the control panel, press <b>X</b>.</li> <li>• From the desktop, when a screen appears, click <b>Cancel Scan</b>.</li> </ul>



Destination	To cancel
MS Word	<ul style="list-style-type: none"> <li>From the control panel, press <b>X</b>.</li> <li>From the desktop, when a screen appears, click <b>Cancel Scan</b>.</li> </ul>
Notepad	<ul style="list-style-type: none"> <li>From the control panel, press <b>X</b>.</li> <li>From the desktop, when a screen appears, click <b>Cancel Scan</b>.</li> </ul>
PaintShop Pro	<ul style="list-style-type: none"> <li>From the control panel, press <b>X</b>.</li> <li>From the desktop, when a screen appears, click <b>Cancel Scan</b>.</li> </ul>
WordPad	<ul style="list-style-type: none"> <li>From the control panel, press <b>X</b>.</li> <li>From the desktop, when a screen appears, click <b>Cancel Scan</b>.</li> </ul>


## Customizing scan settings using the computer

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 Click **Scan**.
- 3 Click **Custom Settings**.
- 4 Change the settings as needed.

Setting	Options
Color Depth	Select Color, Grey, or Black and White.
Scan Resolution (Dots Per Inch)	Select a scan resolution value from the drop-down list.
Size	<ul style="list-style-type: none"> <li>You can auto-crop the scanned item. Move the slider to the desired setting.</li> <li>You can select the area to be scanned. From the drop-down list, select a paper source.</li> </ul>
Select area to be scanned	Select the area to be scanned by choosing a paper size from the drop-down list.
Convert the image to text with OCR	Convert an image to text.
Always use these settings when scanning	Make your selections permanent by selecting the check box.

## Understanding the Scan menu

To use the Scan menu:

- 1 From the control panel, press **Scan Mode**.  
The scan default screen appears.
- 2 Press ◀ or ▶ repeatedly until the scan destination you want appears.
- 3 If you do not want to change a setting, press **Start Color** or **Start Black**.
- 4 If you want to change a setting, press .

- 5 Press ◀ or ▶ repeatedly until the menu item you want appears, and then press ⏴.
- 6 Press ◀ or ▶ repeatedly until the submenu item or the setting you want appears, and then press ⏴.  
**Note:** Pressing ⏴ selects a setting. An \* appears next to the selected setting.
- 7 To go into additional submenus and settings, repeat pressing ◀ or ▶ repeatedly until the submenu item or the setting you want appears, and then press ⏴.
- 8 If needed, press ⏵ repeatedly to return to the previous menus and make other setting selections.
- 9 Press **Start Color** or **Start Black**.

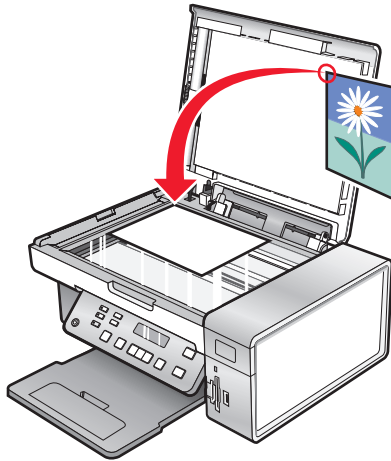
Use this	To
Quality*	Adjust the quality of a scan.
Original Size*	Specify the size of the original document.
Tools	<ul style="list-style-type: none"> <li>• Maintenance <ul style="list-style-type: none"> <li>– View ink levels.</li> <li>– Clean cartridges.</li> <li>– Align cartridges.</li> <li>– Print a test page.</li> </ul> </li> <li>• Device Setup—Customize printer setup settings.</li> <li>• Defaults—Customize printer settings.</li> </ul>
* Temporary setting. For information on saving temporary and other settings, see the related topic, "Saving Settings."	

## Scanning to a computer over a network

- 1 Make sure:
  - The printer is connected to the network through a print server, and the printer, the print server, and the computer receiving the scan are on.
  - The printer is configured to scan over a network (Direct IP Printing).
- 2 Load an original document facedown into the ADF or on the scanner glass.  
**Note:** Do not load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings) into the ADF. Place these items on the scanner glass.
- 3 From the control panel, press **Scan Mode**.
- 4 Press ◀ or ▶ repeatedly until the computer to which you want to scan is highlighted.
- 5 If you set a PIN during network setup, enter it using the numeric keypad, and press ⏴.
- 6 Press ◀ or ▶ repeatedly until the scan destination you want appears.
- 7 Press **Start Color** or **Start Black**.

# Saving a scanned image on the computer

- 1 Load an original document facedown on the scanner glass.



- 2 Close the top cover.
- 3 From the desktop, double-click the **Productivity Studio** icon.
- 4 Click **Scan**.
- 5 Select the Photo, Several Photos, or Document option.
- 6 Click **Start**.
- 7 From the Save or Edit screen menu bar, click **Save**.
- 8 To save to another folder, click **Browse**, and select a folder. Click **OK**.
- 9 To rename the file, enter the name in the File Name area. To assign the name as a prefix to all of your photos, select the "Start all photos with File Name" check box.
- 10 To save the photo as another file type, select the file type from the File Type drop-down list.
- 11 To select a date for the photo, click the drop-down list, and select a date from the calendar.
- 12 Click **Save**.

## Changing the Productivity Studio scan settings

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Tools menu, click **Preferences**.
- 3 Click **Scan Settings**.
  - Select **Always use simple scan settings** to use the default scan settings.
  - Select **Always start scanning with the settings below** to customize the remaining scan settings.
  - From the Color Depth: area, select the color depth from the drop-down list.
  - From the Scan Resolution (Dots per inch): area, select the resolution value from the drop-down list.
  - Click **Auto-crop the scanned item** to use the slider to select your cropped value.

- Click **Select area to be scanned** to select the value from the drop-down list.
- Click **Convert images to text with OCR** to convert images to text.

4 Click **OK**.

## Adding a file to an e-mail message

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 Under **Document Management**, click **Work with Documents and Photos**.
- 3 Click **Add**, and select **Add File On My Computer**.
- 4 Open the folder where the file is stored. The thumbnail is displayed in the list of files to be sent.
- 5 Click **Open** to select a file.
- 6 From **Work with Documents and Photos**, select the file that you want to add.
- 7 Click **E-mail** to create an e-mail message with your scanned image(s) attached.

## Adding a new scanned image to an e-mail message

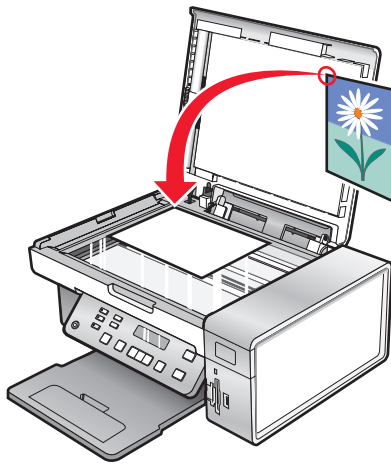
- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 Place the image facedown on the scanner glass, and close the top cover.
- 3 Click **E-mail**.
- 4 Click **Start**. The image is scanned.
- 5 From the Send Quality and Speed area of the screen, select the image size.
- 6 Click **Create E-mail** to create an e-mail message with your scanned image(s) attached.

## Scanning documents or images for e-mailing

You can e-mail attached images using your default e-mail application.

- 1 Load an original document facedown into the ADF or on the scanner glass.

**Note:** Do not load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings) into the ADF. Place these items on the scanner glass.



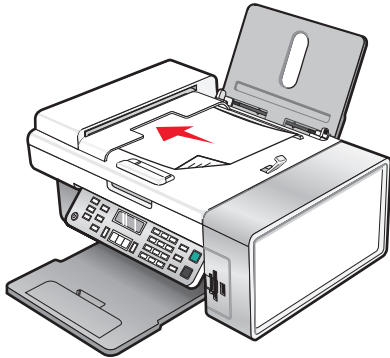
- 2 From the desktop, double-click the **Productivity Studio** icon.
- 3 Click **E-mail**.
- 4 Select the Photo, Several Photos, or Document option.
- 5 Click **Start**.
- 6 If you are scanning a photo, select the Photo Size from the Send Quality and Speed area.
- 7 Click **Create E-mail** to have your images attached to an e-mail message.

## Changing the Productivity Studio e-mail screen preferences

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Tools menu, click **Preferences**.
- 3 Click **E-mail Screen**.
  - Click **Remember my last selection** to use the photo size you selected in your most recent e-mail message.
  - Click **Original Size (Good for Printing)** to send photo attachments at their original size.
  - Click **Reduced to: 1024 x 768 (Good for Full-screen Viewing)** to send photo attachments at 1024 x 768 pixels.
  - Click **Reduced to: 640 x 480 (Good for Quick Viewing)** to send photo attachments at 640 x 480 pixels.
- 4 Click **OK**.

# Faxing

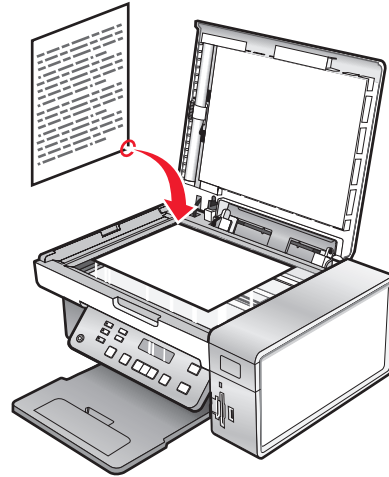
## ADF



Use the ADF for:

- Multiple-page A4 or letter-size documents.
- Legal-size documents.

## Scanner glass



Use the scanner glass for single pages, small items (such as postcards or photos), transparencies, photo paper, or thin media (such as magazine clippings).

**Note:** If you want to customize fax settings:

- Using the control panel, see “Understanding the Fax menu” on page 112.
- Using the computer, see “Customizing settings using the Fax Setup Utility” on page 109.


**⚡ CAUTION—SHOCK HAZARD:** Do not use the fax feature during a lightning storm. Do not set up this product or make any electrical or cabling connections, such as the power supply cord or telephone, during a lightning storm.

# Sending a fax

## Entering a fax number

- 1 From the control panel, press **Fax Mode**.
- 2 Enter a fax number using:

The text box	Enter a fax number using the keypad. <b>Notes:</b> <ul style="list-style-type: none"><li>• You can include a calling card number as part of the fax number.</li><li>• Enter a maximum of 64 digits in a fax number.</li><li>• Press <b>Pause / Redial</b> to insert a three-second pause in a number you are entering to wait for an outside line or get through an automated answering system.</li></ul>
Speed Dial or Group Dial	<b>a</b> Press <b>Phone Book</b> . <b>b</b> Enter Speed Dial and/or Group Dial numbers. <ul style="list-style-type: none"><li>• Press ◀ or ▶ repeatedly until the Speed Dial or Group Dial number you want appears.</li><li>• Use the keypad to enter the number of the Speed Dial entry (1–89) or Group Dial entry (90–99).</li></ul> <b>Notes:</b> <ul style="list-style-type: none"><li>• For instructions on how to add Speed Dial or Group Dial numbers using the computer, see “Setting up Speed Dial” on page 118.</li><li>• For instructions on how to add Speed Dial or Group Dial numbers using the control panel, see “Using the Phone Book” on page 108.</li></ul>

- 3 If you want to send a fax to a group of numbers (broadcast fax):
  - a Press .
  - b Repeat step 2, using any combination of the previous methods, until a maximum of 30 fax numbers have been entered.

## Sending a fax using the software

You can scan a document to the computer and then fax it to someone using the software.

- 1 Load an original document facedown in the Automatic Document Feeder (ADF).
- 2 From the desktop, double-click the **Productivity Studio** icon.
- 3 From the right pane of the Welcome Screen, click **Fax**.
- 4 Select the **Document** option.
- 5 Click **Start**.
- 6 Enter the recipient information, and then click **Next**.



**Note:** A fax number can include up to 64 numbers, commas, periods, spaces, and/or these symbols: \* # + - ( ).

- 7 Enter the cover page information, and then click **Next**.
- 8 If there are any additional documents that you want to send with your fax, add these now, and then click **Next**.
- 9 To send your fax:
  - Immediately—Select the **Send now** option.
  - At a scheduled time:
    - a Select the **Delay sending until** option.
    - b Set a time and date.
- 10 If you want a paper copy of your fax, select **Print a copy of your fax**.
- 11 Click **Send**.

## Sending a fax using the control panel





- 1 Make sure the printer is on.
- 2 Load an original document facedown into the ADF or on the scanner glass.

**Note:** Do not load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings) into the ADF. Place these items on the scanner glass.
- 3 From the control panel, press **Fax Mode**.
- 4 Enter a fax number or press **Phone Book** to select a number from the Speed Dial or Group Dial list. For more information, see “Entering a fax number” on page 103.

**Note:** To set up Speed Dial, see “Setting up Speed Dial” on page 118.
- 5 If you want to send a fax to a group of numbers (broadcast fax):
  - a Press .
  - b Repeat step 4 and press  until a maximum of 30 fax numbers have been entered.
- 6 Press **Start Color** or **Start Black**.

## Sending a fax while listening to a call (On Hook Dial)

The manual dialing feature lets you dial a telephone number while listening to the call through a speaker on the printer. It is useful when you must navigate an automated answering system or enter a calling card number before sending your fax.













- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press  or  repeatedly until **On Hook Dial** appears, and then press . You can now hear the dial tone of the telephone line.
- 4 Enter a fax number. For more information, see the related topic, “Entering a fax number.”

**Note:** Press the keypad numbers to use an automated answering system.
- 5 Press **Start Color** or **Start Black**.



## Sending a broadcast fax at a scheduled time

You can send a fax to a combination of up to 30 people or groups at a time you choose.

- 1 Load an original document facedown into the ADF or on the scanner glass.  
**Note:** Do not load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings) into the ADF. Place these items on the scanner glass.
- 2 From the control panel, press **Fax Mode**.
- 3 Press .
- 4 Press  or  repeatedly until **Delay Fax** appears.
- 5 Press .
- 6 Press  or  repeatedly until **Delay Until** appears.
- 7 Press .
- 8 Enter the time you want to send the fax.
- 9 Press .
- 10 If the printer is not set to the 24 hour mode, press  or  repeatedly to select AM or PM.
- 11 Press  to save your settings.
- 12 Enter a fax number, or press **Phone Book** to select a number from the Speed Dial or Group Dial list. For more information, see "Entering a fax number" on page 103.
- 13 If needed, repeat step 12 and press  until a maximum of 30 fax numbers have been entered.
- 14 Press **Start Color** or **Start Black**.

**Note:** At the designated time, the fax numbers are dialed and the fax is sent to all of the designated fax numbers. If the fax transmission is unsuccessful to any of the numbers on the broadcast list, the unsuccessful numbers will be dialed again.

## Receiving a fax

### Receiving a fax manually

- 1 Make sure the Auto Answer light is off.
- 2 To receive the fax if you have not set up a manual answer code:
  - Press **Start Color** or **Start Black**.
  - or*
  - Press **\*9\*** on the telephone after you answer it and hear fax tones.
- 3 To receive a fax if you have set up a manual answer code, enter the code on the telephone after you answer it and hear fax tones.  
**Note:** For information on how to set up a manual answer code, see the related topic, "Setting a fax manual answer code."
- 4 Hang up the telephone. The printer receives the fax.

## Setting a fax manual answer code

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Settings area in the left pane of the Welcome screen, click **Setup and manage faxes**.
- 3 From the “I Want To” menu, click **Adjust speed dial list and other fax settings**.
- 4 Click the **Ringing and Answering** tab.
- 5 From the “Answering on your phone line type” area, enter the code you want to use.  
**Note:** The code can include up to seven numbers, commas, periods, and/or these symbols: \* # + - ( ).
- 6 Click **OK** to save the setting.

## Using Caller ID from the control panel

*Caller ID* is a service provided by some telephone companies that identifies the telephone number (and possibly the name) of the person who is calling. If you subscribe to this service, it works with the printer. When you receive a fax, the telephone number of the person who is sending you the fax appears on the display.

**Note:** Caller ID is available only in some countries and regions.

The printer supports two distinct Caller ID patterns: Pattern 1 (FSK) and Pattern 2 (DTMF). Depending on the country or region you live in and the telecommunications company you subscribe to, you may need to switch the pattern to display Caller ID information.

- 1 From the control panel, press **Fax Mode**.
- 2 Press ◀ or ▶ repeatedly until **Tools** appears.
- 3 Press ↵.
- 4 Press ◀ or ▶ repeatedly until **Device Setup** appears.
- 5 Press ↵.
- 6 Press ◀ or ▶ repeatedly until **Caller ID Pattern** appears.
- 7 Press ↵.
- 8 Press ◀ or ▶ repeatedly until the setting you want appears.
- 9 Press ↵ to save the setting.

## Using Caller ID from the software

Caller ID is a service provided by some telephone companies that identifies the telephone number or the name of the person who is calling. If you subscribe to this service, it works with the printer. When you receive a fax, the telephone number or name of the person who is sending you the fax appears on the display.

### Notes:

- Caller ID is available only in some countries and regions.
- The number of patterns is defined by the country or region setting and only the number of patterns defined for the selected country or region is shown.

The printer supports two distinct Caller ID patterns: Pattern 1 (FSK) and Pattern 2 (DTMF). Depending on the country or region you live in and the telecommunications company you subscribe to, you may need to switch the pattern to display Caller ID information.

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Settings area of the Welcome Screen, click **Fax History and Settings**.
- 3 From the "I Want To" menu, click **Adjust speed dial list and other fax settings**.
- 4 Click the **Ringling and Answering** tab.
- 5 From the "Answering on your phone line type" section, select the pattern number you want from the "Caller ID pattern" drop-down list.
- 6 Click **OK** to save the setting.

## Receiving a fax automatically

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Settings area in the left pane of the Welcome screen, click **Setup and manage faxes**.
- 3 From the "I Want To" menu, click **Adjust speed dial list and other fax settings**.
- 4 Click the **Ringling and Answering** tab.
- 5 From the "Automatically answer incoming calls as a fax" area, select **On** from the Auto Answer drop-down list.
- 6 To turn the Auto Answer feature on and off at scheduled times, select the settings you want from the drop-down lists.
- 7 To set the number of telephone rings before the printer automatically receives faxes, select a setting from the "Pick-up on the" drop-down list in the "Answering on your phone line type" area.
- 8 Click **OK** to save the settings.

## Receiving a fax with an answering machine

**Note:** You must set up the equipment as shown in the related topic, "Connecting to an answering machine" on page 31.

To receive a fax with an answering machine connected to the printer:

- 1 Make sure that Auto Answer is on.

**Note:** An indicator, resembling a telephone handset with the word **FAX** under it, is shown in the top left corner of the display when Auto Answer is on.

- 2 Make sure you have set the number of times the telephone rings before receiving a fax automatically. For more information, see "Setting the number of rings before receiving a fax automatically" on page 118

When a telephone ring is detected, the answering machine picks up the call.

- If the printer detects a fax, it receives the fax and disconnects the answering machine.
- If the printer does not detect a fax, the answering machine receives the call.

- 3 Set the answering machine to answer incoming calls before the printer does.

For example, if you set the answering machine to answer calls after three rings, set the printer to answer calls after five rings.

# Forwarding faxes

Use the fax-forwarding feature if you are going to be away but still want to receive your faxes. There are three fax-forwarding settings:

- **Off**—(Default).
- **Forward**—The printer sends the fax to the designated fax number.
- **Print & forward**—The printer prints the fax and then sends it to the designated fax number.

To set up fax forwarding:

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Settings area in the left pane of the Welcome screen, click **Setup and manage faxes**.
- 3 From the “I Want To” menu, click **Adjust speed dial list and other fax settings**.
- 4 Click the **Ringling and Answering** tab.
- 5 From the “Forward received faxes to another number” area, select the setting you want from the “Fax forwarding” drop-down list.
- 6 Enter the number to which you want to forward the fax.

**Notes:**

- You can include a calling card number as part of the fax number.
- A fax number can include up to 64 numbers, commas, periods, and/or these symbols: \* # + - ( ).

- 7 Click **OK** to save the setting.

# Using the Phone Book




## Using the control panel Phone Book

The control panel Phone Book is a directory of Speed Dial entries (1–89) and Group Dial entries (90–99).

To access a Phone Book entry:

- 1 From the control panel, press **Phone Book**.
- 2 Press ◀ or ▶ repeatedly until the entry you want appears.  
*or*  
Use the keypad to enter the number of the Speed Dial or Group Dial entry.

To access the Phone Book menu:

- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press ◀ or ▶ repeatedly until **Phone Book** appears.
- 4 Press .
- 5 Press ◀ or ▶ repeatedly until the setting you want appears.
- 6 Press , and follow the instructions on the display.

Use this	To
View	View Phone Book entries.
Add	Create a new Speed Dial or Group Dial entry.
Remove	Delete a Speed Dial or Group Dial entry.
Modify	Edit a Speed Dial or Group Dial entry.
Print	Print all Speed Dial and Group Dial entries in the Phone Book.

**Note:** For instructions on how to add Speed Dial or Group Dial entries to the Phone Book using the computer, see “Setting up Speed Dial” on page 118.

## Using the computer Phone Book

Address books from your operating system appear as Phone Books.

To access a Phone Book entry:

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Welcome Screen, click **Fax History and Settings**.
- 3 From the “I Want To” menu, click **View phonebook**.
- 4 To modify the Phone Book, select an option, enter the new information, and click **OK**.

Use this	To
New Contact	Create a new Phone Book entry.
New Group	Create a new Group Phone Book entry.
Edit	Edit a Phone Book entry.
Delete	Delete a Phone Book entry.
Add Contact to Speed Dial list	Add a Phone Book entry to your Speed Dial or Group Dial list.

**Note:** For more information on how to set up multiple Speed Dial and/or Group Dial entries, see “Setting up Speed Dial” on page 118.

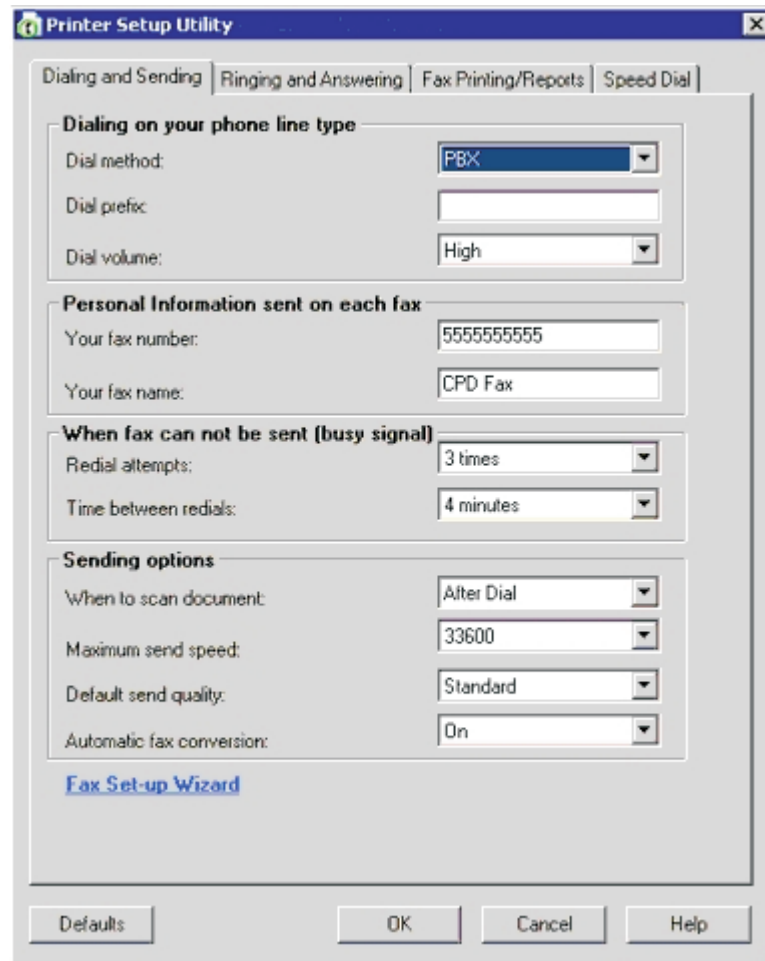
## Customizing fax settings

### Customizing settings using the Fax Setup Utility

You can adjust the fax settings in the Fax Setup Utility. These settings apply to the faxes you send or receive.

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 Click **Fax History and Settings**.  
The Fax Solutions Software screen appears.
- 3 Click **Adjust speed dial list and other fax settings**.

The following screen appears.



4 Click each tab, and change the settings as needed.










Tab	Options
Dialing and Sending	<ul style="list-style-type: none"> <li>• Select the telephone line format you want to use.</li> <li>• Enter a dialing prefix.</li> <li>• Select a dialing volume.</li> <li>• Enter your name and fax number.</li> </ul> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>– You can include a calling card number as part of the fax number.</li> <li>– Enter a maximum of 64 digits in a fax number.</li> </ul> <ul style="list-style-type: none"> <li>• Select the number of times you want the machine to redial and the time between those attempts if the fax cannot be sent on the first try.</li> <li>• Choose whether to scan the entire document before dialing the number.</li> </ul> <p><b>Note:</b> Select <b>After Dial</b> if you are sending a large fax or a multiple-page color fax.</p> <ul style="list-style-type: none"> <li>• Select a maximum send speed and print quality for outgoing faxes.</li> <li>• From the "Automatic fax conversion" line, select <b>ON</b> to match the resolution setting of the receiving fax machine.</li> </ul>
Ringing and Answering	<ul style="list-style-type: none"> <li>• Select incoming call options.</li> <li>• Select auto answer options.</li> <li>• Select whether you want to forward a fax, or print it and then forward it.</li> <li>• Enter a fax forwarding number.</li> <li>• Manage blocked faxes.</li> </ul>
Fax Printing / Reports	<ul style="list-style-type: none"> <li>• Automatically reduce an incoming fax to fit to the paper size loaded, or print it on two sheets of paper.</li> <li>• Choose whether to print a footer (the date, time, and page number) to appear on each page you receive.</li> <li>• Select a paper source.</li> <li>• Choose whether to print on both sides of the paper.</li> <li>• Select when to print fax activity and confirmation reports.</li> </ul>
Speed Dial	Create, add to, edit, or delete entries from the Speed Dial list, including Group Dial entries.
Cover Page	Choose and customize your fax cover page and message.

5 Click **OK** after you finish customizing the settings.

6 Close the Fax Setup Utility.

# Understanding the Fax menu

To access and navigate the Fax menu:

- 1 From the control panel, press **Fax Mode**.  
The fax default screen appears.
- 2 If you do not want to change a setting, enter the fax number and press **Start Color** or **Start Black**.
- 3 If you want to change a setting, press .
- 4 Press  or  repeatedly until the menu item you want appears.
- 5 Press .
- 6 Press  or  repeatedly until the submenu item you want or the setting you want appears.
- 7 Press .  
**Note:** Pressing  selects a setting. An \* appears next to the selected setting.
- 8 To go into additional submenus and settings, repeat step 6 and step 7 as needed.
- 9 If needed, press  repeatedly to return to the previous menus and make other setting selections.
- 10 Press **Start Color** or **Start Black**.

Use this	To
Quality*	Adjust the quality of a fax you are sending.
Phone Book	Add, edit, and print names and fax numbers of individuals or groups.
On Hook Dial	Dial a telephone number while listening to the call through a speaker on the printer. This is useful when you must navigate an automated answering system before sending your fax.
Delay Fax	Enter a specific time to send a fax. <b>Note:</b> Make sure the date and time are entered correctly before setting a specific time to send a fax.
Auto Answer	Answer all incoming phone calls.
Lighter / Darker*	Adjust the brightness of a fax you are sending.
Fax Setup	<ul style="list-style-type: none"> <li>• Print fax history or transmission status reports.</li> <li>• Customize settings for receiving a fax.</li> <li>• Select fax printing options.</li> <li>• Customize settings for sending a fax.</li> <li>• Block faxes from the numbers you specify.</li> </ul>
* Temporary setting. For information on saving temporary and other settings, see "Saving settings" on page 40.	



Use this	To
Tools	<ul style="list-style-type: none"> <li>• Maintenance <ul style="list-style-type: none"> <li>– View ink levels.</li> <li>– Clean cartridges.</li> <li>– Align cartridges.</li> <li>– Print a test page.</li> </ul> </li> <li>• Device Setup—Customize printer setup settings.</li> <li>• Defaults—Customize printer settings.</li> </ul>
<p>* Temporary setting. For information on saving temporary and other settings, see “Saving settings” on page 40.</p>	

## Setting Auto Answer to on





- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Welcome Screen, click **Fax History and Settings**.
- 3 From the “I Want To” menu, click **Adjust speed dial list and other fax settings**.
- 4 Click the **Ringling and Answering** tab.
- 5 From the Auto Answer drop-down list, select **On**.
- 6 Click **OK** to save the setting.


The Auto Answer light on the control panel comes on. When the number of rings you set is detected, the printer automatically receives the incoming fax.


















## Setting up a fax header

During the initial setup of your printer, you were prompted to enter your name, fax number, date, and time. This information is used to create a fax header for faxes you send.


















If you have not entered this information:

- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press ◀ or ▶ repeatedly until **Fax Setup** appears.
- 4 Press .
- 5 Press ◀ or ▶ repeatedly until **Dialing and Sending** appears.
- 6 Press .
- 7 Press ◀ or ▶ repeatedly until **Your Fax Name** appears.
- 8 Press .
- 9 Enter your name using the keypad.

**Note:** You can enter a maximum of 20 characters.
- 10 Press  to save the setting.
- 11 Press ◀ or ▶ repeatedly until **Your Fax Number** appears.

- 12 Press .
- 13 Enter your fax number using the keypad.  
**Note:** You can enter a maximum of 64 numbers.
- 14 Press  to save the setting.
- 15 Press  twice.
- 16 Press  or  repeatedly until **Tools** appears.
- 17 Press .
- 18 Press  or  repeatedly until **Device Setup** appears.
- 19 Press .
- 20 Press  or  repeatedly until **Date/Time** appears.
- 21 Press .
- 22 Enter the date using the keypad.
- 23 Press .
- 24 Enter the time using the keypad.
- 25 Press .
- 26 If the hour you entered is 12 or less, press  or  repeatedly until **AM**, **PM**, or **24hr** appears.
- 27 Press  to save the setting.

## Setting up a fax footer

- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press  or  repeatedly until **Fax Setup** appears.
- 4 Press .
- 5 Press  or  repeatedly until **Fax Printing** appears.
- 6 Press .
- 7 Press  or  repeatedly until **Fax Footer** appears.
- 8 Press .
- 9 Press  or  repeatedly until **On** appears.
- 10 Press .
- 11 During the initial setup of your printer, you were prompted to enter the date and time. If you have not entered this information:
  - a Press  twice.
  - b Press  or  repeatedly until **Tools** appears.
  - c Press .

- d** Press ◀ or ▶ repeatedly until **Device Setup** appears.
- e** Press ⏴.
- f** Press ◀ or ▶ repeatedly until **Date/Time** appears.
- g** Press ⏴.
- h** Enter the date using the keypad.
- i** Press ⏴.
- j** Enter the time using the keypad.
- k** Press ⏴.
- l** If the hour you entered is 12 or less, press ◀ or ▶ repeatedly until **AM**, **PM**, or **24hr** appears.
- m** Press ⏴ to save the setting.

## Blocking junk faxes

- 1** From the desktop, double-click the **Productivity Studio** icon.
- 2** From the left pane of the Welcome screen, click **Fax**.  
The Fax Solution Software appears.
- 3** Click **Tools → Preferences and Settings**.
- 4** Click the **Receiving Faxes** tab.
- 5** From the “Block Junk Faxes” area, select the check box beside Enable Fax Blocking.
- 6** If you want to block faxes from specific phone numbers:
  - a** Click **Manage Block List**.
  - b** Click **New**.
  - c** Enter a phone number in the Fax Identifier field and corresponding contact name in the Notes field.

**Notes:**

  - You can include a calling card number as part of the fax number.
  - A fax number can include up to 64 numbers, commas, periods, and/or these symbols: \* # + - ( ).
  - You can block faxes from up to 50 phone numbers.
- 7** Click **OK** to save the setting.

## Blocking unwanted changes to fax settings

This feature blocks network users from changing fax settings.

- 1** From the control panel, press **Settings**.
- 2** Press ◀ or ▶ repeatedly until **Device Setup** appears.
- 3** Press ⏴.
- 4** Press ◀ or ▶ repeatedly until **Host Fax Settings** appears.
- 5** Press ⏴.



6 Press ◀ or ▶ until **Block** appears.

7 Press ⏴.

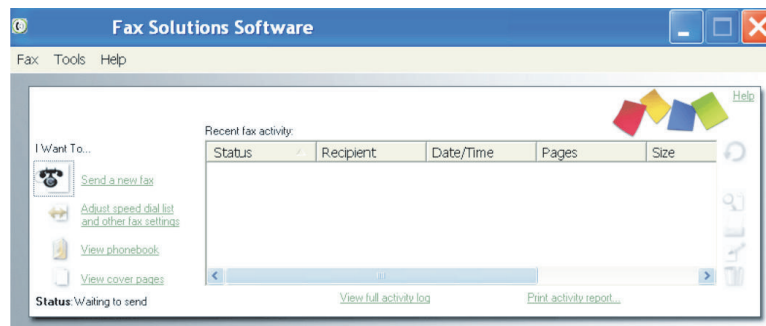
## Using the Fax Solutions Software

Use this software to adjust how faxes are sent and received. When you save the settings, they apply to every fax you send or receive. You can also use this software to create and edit the Speed Dial list.

1 Open the program through one of these methods:

Method 1	Method 2
<p><b>a</b> Do one of the following:</p> <ul style="list-style-type: none"><li>• In Windows Vista, click .</li><li>• In Windows XP and earlier, click <b>Start</b>.</li></ul> <p><b>b</b> Click <b>Programs</b> or <b>All Programs</b> → <b>Lexmark X5400 Series</b>.</p> <p><b>c</b> Click <b>Fax Solutions</b>.</p>	<p><b>a</b> Do one of the following:</p> <ul style="list-style-type: none"><li>• In Windows Vista, click .</li><li>• In Windows XP and earlier, click <b>Start</b>.</li></ul> <p><b>b</b> Click <b>Programs</b> or <b>All Programs</b> → <b>Lexmark X5400 Series</b>.</p> <p><b>c</b> Click <b>Productivity Studio</b>. The Productivity Studio screen appears.</p> <p><b>d</b> Click the <b>Fax</b> icon.</p>

2 When the Fax Solutions Software appears, as shown, use the “I Want To” menu to:



- Send a fax.
- Adjust the Speed Dial list and other fax settings.
- View and use the Phonebook, so you can add new contacts or groups, edit or delete contacts or groups, and add contacts or groups to Speed Dial lists.
- View several sample cover pages that you can choose from. You can also add your company logo to a sample cover page.

3 To access any of the items in the “I Want To” menu, click the item.

4 If needed, click the toolbar items to:

Click	To
Fax	<ul style="list-style-type: none"><li>• Send a fax.</li><li>• Forward a fax.</li><li>• View, print, or modify a fax.</li><li>• Delete a fax.</li><li>• Retry to send a fax.</li></ul>
Tools	<ul style="list-style-type: none"><li>• Access and use the Phonebook.</li><li>• View several sample cover pages you can choose from.</li><li>• View a fax history.</li><li>• Change software preferences for fax lists.</li><li>• Adjust fax settings.</li></ul>
Help	Locate information on faxing, fax settings, and so on.

For information on changing fax settings, see “Customizing settings using the Fax Setup Utility” on page 109

5 After changing settings, click **OK**.

6 Close the Fax Solutions Software.

## Setting up a dialing prefix

You can add a prefix to the beginning of each number dialed. The prefix can include up to eight numbers, commas, periods, and/or these symbols: \* # + - ( ).

1 From the desktop, double-click the **Productivity Studio** icon.

2 From the Settings area in the left pane of the Welcome screen, click **Setup and manage faxes**.

3 From the “I Want To” menu, click **Adjust speed dial list and other fax settings**.

4 Click the **Dialing and Sending** tab.

5 Enter the prefix to be dialed before each telephone number.

6 Click **OK** to save the setting.

## Setting the distinctive ring

Distinctive ring is a service provided by some telephone companies that assigns multiple phone numbers to a single telephone line. If you subscribe to this service, you can program your printer to have a distinctive ring pattern and phone number for incoming faxes.

1 From the desktop, double-click the **Productivity Studio** icon.

2 From the Settings area in the left pane of the Welcome screen, click **Setup and manage faxes**.

3 From the “I Want To” menu, click **Adjust speed dial list and other fax settings**.

4 Click the **Ring and Answering** tab.

- 5 From the “Answering on your phone line type” area, select the setting you want from the “Distinctive ring pattern” drop-down list.
- 6 Click **OK** to save the setting.

## Setting the number of rings before receiving a fax automatically

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Welcome Screen, click **Fax History and Settings**.
- 3 From the “I Want To” menu, click **Adjust speed dial list and other fax settings**.
- 4 Click the **Ring and Answering** tab.
- 5 From the “Pick-up on the” drop-down list, select the setting you want.
- 6 From the Auto Answer drop-down list, select **On**.
- 7 Click **OK** to save the setting.

The Auto Answer light on the control panel comes on. When the number of rings you set is detected, the printer automatically receives the incoming fax.

## Setting up Speed Dial

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the Settings area of the Welcome Screen, click **Fax History and Settings**.
- 3 From the “I Want To” menu, click **Adjust speed dial list and other fax settings**.
- 4 Click the **Speed Dial** tab.
- 5 To add a fax number to your Speed Dial list:
  - a Click the next empty line in the list.
  - b Type in a fax number.
  - c Place the cursor in the Contact Name field.
  - d Type in a contact name.
  - e Add fax numbers as needed, following the steps above, on lines 2–89.
- 6 To add a fax group:
  - a Scroll down and click line 90.  
A new entry box appears.
  - b Click the next empty line in the list.
  - c Enter up to 30 fax numbers for the group.
  - d Place the cursor in the Contact Name field.
  - e Type in a contact name.
  - f Repeat these steps to add additional groups using lines 91–99 as necessary.
- 7 Click **OK** to save the entries.

**Notes:**

- You can include a calling card number as part of the fax number.
- A fax number can include up to 64 numbers, commas, periods, spaces, and/or these symbols: \* # + - ( ).

## Printing fax activity reports

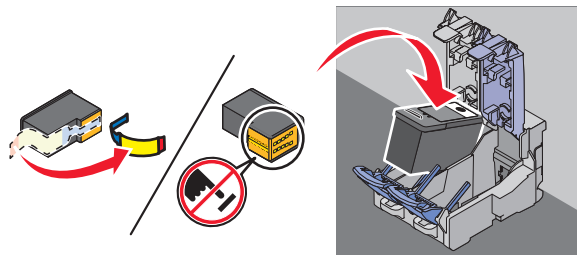
- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the left pane of the Welcome screen, click **Fax**.  
The Fax Solution Software appears.
- 3 Click **Tools → Create Report**.
- 4 From the Display drop-down list, select **Sent and Outgoing Faxes, Received, or Incoming Faxes**.
- 5 Choose a date range.
- 6 Click **Print**.

# Maintaining the printer

## Replacing print cartridges

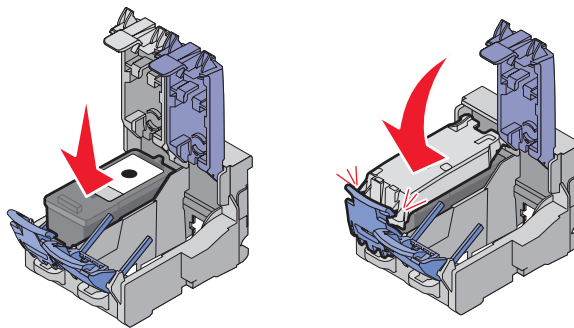
### Installing print cartridges

- 1 Open the printer.
- 2 Remove the used print cartridge or cartridges. For more information, see “Removing a used print cartridge” on page 121.
- 3 If you are installing new print cartridges, remove the tape from the back and bottom of the black cartridge, and insert the cartridge in the left carrier.

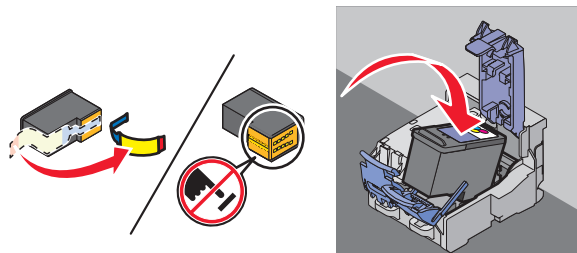


**Warning—Potential Damage:** Do *not* touch the gold contact area on the back or the metal nozzles on the bottom of the cartridge.

- 4 Close the black cartridge carrier lid.



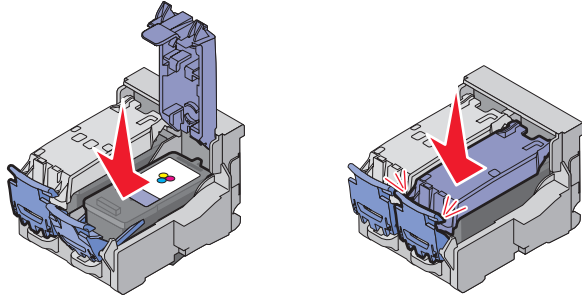
- 5 Remove the tape from the back and bottom of the color cartridge, and insert the cartridge in the right carrier.



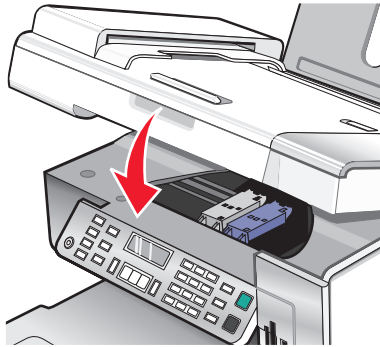
**Warning—Potential Damage:** Do *not* touch the gold contact area on the back or the metal nozzles on the bottom of the cartridge.




6 Close the color cartridge carrier lid.



7 Close the printer, making sure to keep your hands out from underneath the scanner unit.



The control panel display will prompt you to load paper and press  to print an alignment page.

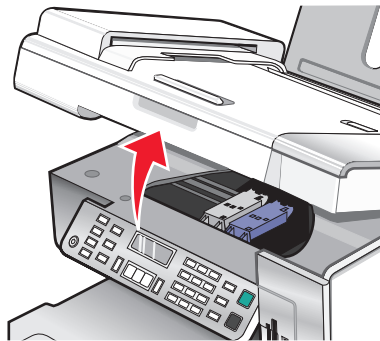
**Note:** The printer must be closed to start a new scan, print, copy, or fax job.

## Removing a used print cartridge

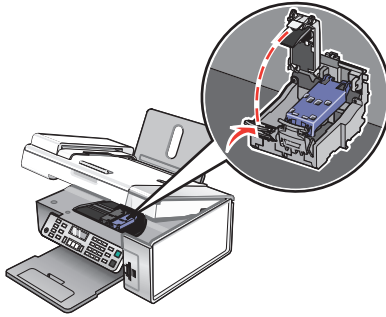
1 Make sure the printer is on.

2 Lift the scanner unit.

The print cartridge carrier moves and stops at the loading position, unless the printer is busy.



3 Press down on the cartridge carrier latch to raise the cartridge carrier lid.



4 Remove the used print cartridge.

**Note:** If you are removing both cartridges, repeat step 3 and step 4 for the second cartridge.

## Refilling print cartridges

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

## Using genuine Lexmark print cartridges

Lexmark printers, print cartridges, and photo paper are designed to perform together for superior print quality.

If you receive an **Out of Original Lexmark Ink** message, the original Lexmark ink in the indicated cartridge (s) has been depleted.

If you believe you purchased a new, genuine Lexmark print cartridge, but the **Out of Original Lexmark Ink** message appears:





- 1 Click **Learn More** on the message.
- 2 Click **Report a non-Lexmark print cartridge**.

To prevent the message from appearing again for the indicated cartridge(s):

- Replace your cartridge(s) with new Lexmark print cartridge(s).
- If you are printing from a computer, click **Learn more** on the message, select the check box, and click **Close**.
- If you are using the printer without a computer, press **Cancel**.

Lexmark's warranty does not cover damage caused by non-Lexmark ink or print cartridges.

## Aligning print cartridges


- 1 Load plain or heavyweight matte paper.
- 2 From the control panel, press **Copy Mode**.
- 3 Press .
- 4 Press  or  repeatedly until **Tools** appears.
- 5 Press .

- 6 Press ◀ or ▶ repeatedly until **Maintenance** appears.
- 7 Press ⏴.
- 8 Press ◀ or ▶ repeatedly until **Align Cartridges** appears
- 9 Press ⏴.

An alignment page prints.

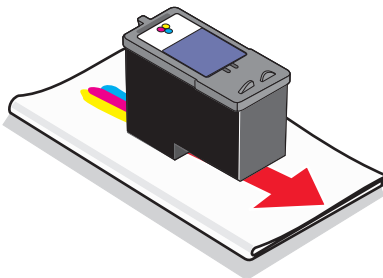
If you aligned the cartridges to improve print quality, print your document again. If print quality has not improved, clean the print cartridge nozzles.

## Cleaning the print cartridge nozzles

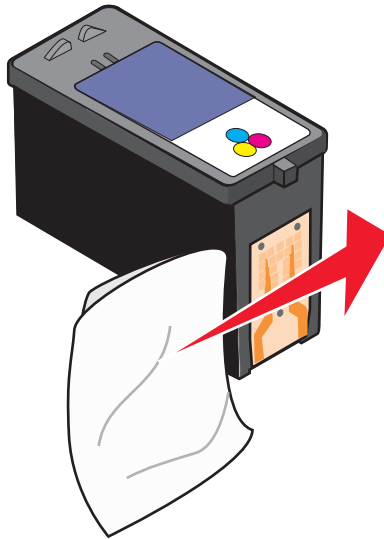
- 1 Load plain paper.
  - 2 Press **Copy Mode**.
  - 3 Press .
  - 4 Press ◀ or ▶ repeatedly until **Tools** appears.
  - 5 Press ⏴.
  - 6 Press ◀ or ▶ repeatedly until **Maintenance** appears.
  - 7 Press ⏴.
  - 8 Press ◀ or ▶ repeatedly until **Clean Cartridges** appears.
  - 9 Press ⏴.
- A page prints, forcing ink through the print cartridge nozzles to clean them.
- 10 Print the document again to verify that the print quality has improved.
  - 11 If print quality has not improved, try cleaning the nozzles up to two more times.

## Wiping the print cartridge nozzles and contacts

- 1 Remove the print cartridges.
- 2 Dampen a clean, lint-free cloth with water, and place the cloth on a flat surface.
- 3 Gently hold the nozzles against the cloth for about three seconds, and then wipe in the direction shown.



- Using another clean section of the cloth, gently hold the cloth against the contacts for about three seconds, and then wipe in the direction shown.

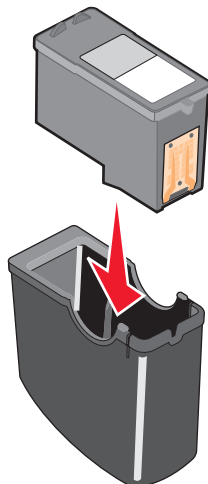


- With another clean section of the cloth, repeat step 3 and step 4.
- Let the nozzles and contacts dry completely.
- Reinsert the print cartridges.
- Print the document again.
- If the print quality does not improve, clean the print nozzles. For more information, see “Cleaning the print cartridge nozzles” on page 123.
- Repeat step 9 up to two more times.
- If print quality is still not satisfactory, replace the print cartridges.

## Preserving the print cartridges

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

- Keep the photo cartridge in its own storage unit when not in use.



- When a photo cartridge is in use, you may store the black cartridge in the empty photo cartridge storage unit.

## Cleaning the scanner glass

- 1 Dampen a clean, lint-free cloth with water.
- 2 Gently wipe the scanner glass clean.

**Note:** Make sure all ink or corrective fluid on a document is dry before placing the document on the scanner glass.

## Cleaning the exterior of the printer

- 1 Make sure that the printer is turned off and unplugged from the wall outlet.



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

- 2 Remove paper from the paper support and paper exit tray.
- 3 Dampen a clean, lint-free cloth with water.

**Warning—Potential Damage:** Do not use household cleaners or detergents, as they may damage the finish of the printer.

- 4 Wipe only the outside of the printer, making sure to remove any ink residue that has accumulated on the paper exit tray.

**Warning—Potential Damage:** Using a damp cloth to clean the interior may cause damage to your printer.

- 5 Make sure the paper support and paper exit tray are dry before beginning a new print job.

# Ordering supplies

## Ordering print cartridges

### Lexmark X5400 Series models

Item	Part number	Average cartridge standard page yield is up to <sup>1</sup>
Black cartridge	28A	175
Black cartridge <sup>2</sup>	28	175
High yield black cartridge	34	500
Color cartridge	29A	150
Color cartridge <sup>2</sup>	29	150
High yield color cartridge	35	475
Photo cartridge	31	Not applicable

<sup>1</sup> Values obtained by continuous printing. Declared yield value in accordance with ISO/IEC 24711.

<sup>2</sup> Licensed Return Program Cartridge

## Ordering paper and other supplies

To order supplies or to locate a dealer near you, visit our Web site at [www.lexmark.com](http://www.lexmark.com).

### Notes:

- For best results, use only Lexmark print cartridges.
- For best results when printing photos or other high-quality images, use Lexmark photo papers.

Item	Part number
USB cable	1021294

Paper	Paper size
Lexmark PerfectFinish Photo Paper	<ul style="list-style-type: none"><li>• Letter</li><li>• A4</li><li>• 4 x 6 in.</li><li>• 10 x 15 cm</li><li>• L</li></ul>
Lexmark Premium Photo Paper	<ul style="list-style-type: none"><li>• Letter</li><li>• A4</li><li>• 4 x 6 in.</li><li>• 10 x 15 cm</li><li>• L</li></ul>

**Note:** Availability may vary by country or region.

Paper	Paper size
Lexmark Photo Paper	<ul style="list-style-type: none"><li>• Letter</li><li>• A4</li><li>• 4 x 6 in.</li><li>• 10 x 15 cm</li></ul>
<b>Note:</b> Availability may vary by country or region.	

For information on how to purchase Lexmark PerfectFinish Photo Paper, Lexmark Premium Photo Paper, or Lexmark Photo Paper in your country or region, go to [www.lexmark.com](http://www.lexmark.com).

# Troubleshooting

## Setup Troubleshooting

### Incorrect language appears on the display


These are possible solutions. Try one of the following:

#### CHANGE THE LANGUAGE SELECTION DURING INITIAL SETUP

After you select a language, **Language** appears again on the display. To change the selection:

- 1 Press ◀ or ▶ repeatedly until the language you want appears on the display.
- 2 Press ✓ to save.

#### SELECT A DIFFERENT LANGUAGE AFTER INITIAL SETUP


- 1 From the control panel, press **Copy Mode**.
- 2 Press .
- 3 Press ◀ or ▶ repeatedly until **Tools** appears.
- 4 Press ✓.
- 5 Press ◀ or ▶ repeatedly until **Device Setup** appears.
- 6 Press ✓.
- 7 Press ◀ or ▶ repeatedly until **Language** appears.
- 8 Press ✓.
- 9 Press ◀ or ▶ repeatedly until the language you want appears on the display.
- 10 Press ✓ to save.

**Note:** If you cannot understand the language on the display, see “Resetting the printer to factory default settings” on page 66.

### Power button is not lit

These are possible solutions. Try one or more of the following:

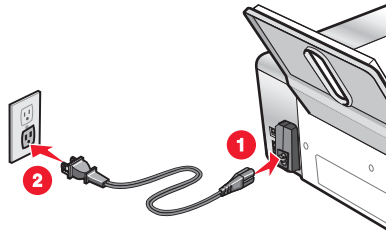
#### PRESS POWER BUTTON



Make sure the printer is on by pressing .



## DISCONNECT AND RECONNECT THE POWER CORD

- 1 Disconnect the power cord from the wall outlet, and then from the printer.
- 2 Plug the cord all the way into the power supply on the printer.



- 3 Plug the cord into an electrical outlet that other electrical devices have been using.
- 4 If the  light is not on, press .

## Software does not install

These are possible solutions. Try one or more of the following:

### CHECK YOUR OPERATING SYSTEM


The following operating systems are supported: Windows Vista, Windows XP, Windows 2000, and Mac OS X.

**Note:** Windows 2000 users should use Service Pack 3 or later.

### CHECK YOUR SYSTEM REQUIREMENTS

Check that your computer meets the minimum system requirements listed on the printer box.


### CHECK USB CONNECTION


- 1 Check the USB cable for any obvious damage.
- 2 Firmly plug the square end of the USB cable into the back of the printer.
- 3 Firmly plug the rectangular end of the USB cable into the USB port of the computer.  
The USB port is marked with the  USB symbol.

### REINSTALL THE SOFTWARE

- 1 Turn off and then restart your computer.
- 2 Click **Cancel** on all New Hardware Found screens.
- 3 Insert the CD, and then follow the instructions on the computer screen to reinstall the software.

### RECONNECT POWER SUPPLY

- 1 Press  to turn the printer off.
- 2 Disconnect the power cord from the wall outlet.

- 3 Gently remove the power supply from the printer.
- 4 Reconnect the power supply to the printer.
- 5 Plug the power cord into the wall outlet.
- 6 Press  to turn the printer on.

## DISABLE ANTI-VIRUS PROGRAMS

- 1 Close all open software applications.
- 2 Disable any anti-virus programs.
- 3 Double-click the **My Computer** icon.  
In Windows XP, click **Start** to access the My Computer icon.
- 4 Double-click the **CD-ROM drive** icon.
- 5 If necessary, double-click **setup.exe**.
- 6 Follow the instructions on the computer screen to install the software.

## UNINSTALL AND REINSTALL SOFTWARE

Uninstall the printer software, and then reinstall it. For more information, see “Removing and reinstalling the software” on page 132.

## Page does not print

These are possible solutions. Try one or more of the following:

### CHECK MESSAGES

If an error message is displayed, see “Error messages on the computer screen” on page 177.

### CHECK POWER

If the  light is not on, see “Power button is not lit” on page 128.

### RELOAD PAPER

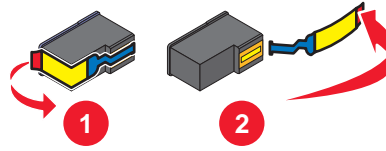
Remove and then load paper.

### CHECK INK

Check the ink levels, and install new print cartridges if necessary.


## CHECK CARTRIDGES

- 1 Remove the print cartridges.
- 2 Make sure the sticker and tape have been removed.





- 3 Reinsert the cartridges.

## CHECK PRINTER DEFAULT AND PAUSE SETTINGS

- 1 Click:
  - In Windows Vista:  → **Control Panel** → **Printers** (under Hardware and Sound).
  - In Windows XP: **Start** → **Printers and Faxes**.
  - In Windows 2000: **Start** → **Settings** → **Printers**.
- 2 Double-click the printer queue device.
- 3 Click **Printer**.
  - Make sure no check mark appears next to Pause Printing.
  - If a check mark does not appear next to Set As Default Printer, you must select the print queue device for each file you want to print.

## RECONNECT POWER SUPPLY

- 1 Press  to turn the printer off.
- 2 Disconnect the power cord from the wall outlet.
- 3 Gently remove the power supply from the printer.
- 4 Reconnect the power supply to the printer.
- 5 Plug the power cord into the wall outlet.
- 6 Press  to turn the printer on.

## REMOVING AND REINSTALLING THE SOFTWARE

Uninstall the printer software, and then reinstall it. For more information, see “Removing and reinstalling the software” on page 132.

## Solving printer communication problems

The printer and the computer cannot exchange data. You must establish bidirectional communication between the printer and the computer. For more information, see “Bidirectional communication is not established” on page 152.

## Understanding Warning levels

- A green check indicates system requirements were met.
- A yellow question mark indicates system requirements were not met. Most major functions will work, but you may experience some performance impact.
- A red question mark indicates system requirements were not met. Most major functions may not work.
- A red X indicates system requirements were not met. Installation will not continue.

For proper installation, make sure the computer supports all system requirements. System requirements are located on the printer box.

## Removing and reinstalling the software

If the printer is not functioning properly, or if a communications error message appears when you try to use the printer, you may need to remove and reinstall the printer software.

- 1 Click **Programs** or **All Programs** → **Lexmark X5400 Series**.
- 2 Select **Uninstall**.
- 3 Follow the instructions on the computer screen to remove the printer software.
- 4 Restart the computer before reinstalling the printer software.
- 5 Click **Cancel** on all New Hardware Found screens.
- 6 Insert the CD, and then follow the instructions on the computer screen to reinstall the software.


**Note:** If the install screen does not appear automatically after you restart your computer, click **Start** → **Run**, and then type **D:\setup**, where **D** is the letter of your CD-ROM drive.

If the software still does not install correctly, visit our Web site at [www.lexmark.com](http://www.lexmark.com) to check for the latest software.

- 1 In all countries or regions except the United States, select your country or region.
- 2 Click the links for drivers or downloads.
- 3 Select your printer family.
- 4 Select your printer model.
- 5 Select your operating system.
- 6 Select the file you want to download, and then follow the directions on the computer screen.

## Enabling the USB port

To confirm that the USB port is enabled on the computer:

- 1 In Windows Vista, click  → **Control Panel**.  
In Windows XP, click **Start** → **Control Panel**.  
In Windows 2000, click **Start** → **Settings** → **Control Panel**.
- 2 If you are using Windows Vista, click the **System and Maintenance** icon, and then click **Device Manager**.  
If you are using Windows XP or Windows 2000:
  - a Click **Performance and Maintenance**, and then click the **System** icon.
  - b Click the **Hardware** tab.

c Click **Device Manager**.

3 Click the plus sign (+) beside **Universal Serial Bus Controller**.

If USB Host Controller and USB Root Hub are listed, the USB port is enabled.

Did you find the problem?

#### Yes

If USB Host Controller and USB Root Hub are *not* listed, the USB port is *not* enabled. For more information, see the computer documentation.

#### No

Contact the Customer Support Center.

- 1 Click **Programs** or **All Programs** → **Lexmark X5400 Series**.
- 2 Click **Solution Center**.
- 3 Click the **Contact Information** tab.

## Print troubleshooting

Your printer may not support:

- Memory Cards
- PictBridge-enabled digital camera
- Photo Card mode




## Improving print quality

These are possible solutions. Try one or more of the following:

### CHECK PAPER

- Use the appropriate paper for the document. If you are printing photos or other high-quality images, for best results use Lexmark Photo Paper or Lexmark PerfectFinish Photo Paper. Do *not* use Lexmark Premium Photo Paper. Your print cartridges are not compatible with this type of paper.
- Use a paper that is a heavier weight or bright white.

### SELECT A HIGHER PRINT QUALITY

- 1 Depending on your print job, press **Copy Mode**, **Scan Mode**, or **Photo Card**.
- 2 Press .
- 3 Press ◀ or ▶ repeatedly until **Quality** appears.
- 4 Press .
- 5 Press ◀ or ▶ repeatedly until the quality you want appears.
- 6 Press .

## CHECK PRINT CARTRIDGES

If the document still does not have the print quality you want, follow these steps:

- 1 Align the print cartridges. For more information, see “Aligning print cartridges” on page 122. If print quality has not improved, continue to the next step.
- 2 Clean the print cartridge nozzles. For more information, see “Cleaning the print cartridge nozzles” on page 123. If print quality has not improved, continue to the next step.
- 3 Install the print cartridges. For more information, see “Installing print cartridges” on page 120.
- 4 Wipe the print nozzles and contacts. For more information, see “Wiping the print cartridge nozzles and contacts” on page 123.

If print quality is still not satisfactory, replace the print cartridges. For more information, see “Ordering supplies” on page 126.

## Poor text and graphic quality

- Blank pages
- Dark print
- Faded print
- Incorrect colors
- Light and dark bands in print
- Skewed lines
- Smudges
- Streaks
- White lines in print

These are possible solutions. Try one or more of the following:

## CHECK INK

Check the ink levels, and install new print cartridges if necessary.

## REMOVE SHEETS AS THEY ARE PRINTED

To avoid ink smudging when you are working with the following media, remove each sheet as it exits, and allow it to dry:

- Documents with graphics or images
- Photo paper
- Heavyweight matte or glossy paper
- Transparencies
- Labels
- Envelopes
- Iron-on transfers

**Note:** Transparencies may take up to 15 minutes to dry.

## USE A DIFFERENT BRAND OF PAPER

Each paper brand accepts ink differently and prints with color variations. If you are printing photos or other high-quality images, for best results use Lexmark photo papers.

## CHECK PAPER CONDITION

Use only new, unwrinkled paper.

## REMOVING AND REINSTALLING THE SOFTWARE

Software may not be installed correctly.

## Poor quality at the edges of the page

These are possible solutions. Try one or more of the following:

### CHECK MINIMUM PRINT SETTINGS

Unless you are using the borderless feature, use these minimum print margin settings:

- Left and right margins:
  - 6.35 mm (0.25 in.) for letter-size paper
  - 3.37 mm (0.133 in.) for all paper sizes except letter
- Top margin: 1.7 mm (0.067 in.)
- Bottom margin: 12.7 mm (0.5 in.)

### SELECT THE BORDERLESS PRINT FEATURE

- 1 From the software application, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 Click **Print Layout**.
- 4 Click **Borderless**.

### MAKE SURE YOU USE PHOTO PAPER

Borderless printing requires photo paper. Small margins are printed when you select the Borderless feature when you are printing on plain paper.

### MAKE SURE THE PAPER SIZE MATCHES THE PRINTER SETTING

- 1 From the software application, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 Click **Paper Setup**.
- 4 Check the paper size.

### CLEAN PRINT CARTRIDGE NOZZLES

For more information, see “Cleaning the print cartridge nozzles” on page 123.

## Print speed is slow

These are possible solutions. Try one or more of the following:

### MAXIMIZE COMPUTER PROCESSING SPEED

- Close all applications not in use.
- Minimize the number and size of graphics and images in the document.
- Remove as many unused fonts as possible from your system.

### ADD MEMORY

Consider purchasing more RAM.

### SELECT A LOWER PRINT QUALITY

- 1 From the software application, click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 Click **Quality/Copies**.
- 4 From the Quality/Speed area, select a lower print quality.

### REMOVE AND REINSTALL THE SOFTWARE

It is sometimes helpful to remove the existing printer software and reinstall it.

### CHECK PAPER LOADING

- Load a smaller amount of paper into the printer. You may be using a thicker type of paper.
- Make sure you are loading the correct type of media.

See “Loading paper” on page 50 and its related topics for information about:

- Maximum loading amounts per paper type
- Specific loading instructions for supported paper and specialty media

## Partial document or photo prints

These are possible solutions. Try one or more of the following:

### CHECK DOCUMENT PLACEMENT

Make sure the document or photo is loaded facedown on the scanner glass in the upper left corner.

### CHECK PAPER SIZE

Make sure the paper size being used matches the document or photo size you selected.



## Photo smudges

To prevent smudging, avoid touching the surface of a printed photo. For best results, remove each printed sheet individually from the paper exit tray, and allow the prints to dry at least 24 hours before stacking, displaying, or storing.

## Checking the print cartridges


### ARE THE PRINT CARTRIDGES PROPERLY INSTALLED?

For more information, see “Replacing print cartridges” on page 120.

### ARE THE STICKER AND TAPE REMOVED FROM THE CARTRIDGES?

Lift the scanner unit. Press down on the cartridge carrier latches to raise the cartridge carrier lids.

### ARE THE CARTRIDGES LOW ON INK?

- 1 Do one of the following:
  - In Windows Vista, click .
  - In Windows XP and earlier, click **Start**.
- 2 Click **Programs** or **All Programs** → **Lexmark X5400 Series**.
- 3 Click **Solution Center**.
- 4 If an exclamation point (!) appears on a cartridge, the ink level is low. Install a new cartridge. For more information, see “Replacing print cartridges” on page 120.  
For cartridge-ordering information, see “Ordering paper and other supplies” on page 126.

## Ink levels seem incorrect

These are possible solutions. Try one or more of the following:

### ARE YOU PRINTING GRAPHICS OR PHOTOS?

When you print documents with a large number of graphics, or with the Photo Quality/Speed setting, the printer uses more ink. The type of documents you print and the print quality you select affect the amount of ink the printer uses.

### ARE YOU PRINTING A LARGE FILE?

The ink levels displayed in the printer software are not updated during a print job; they represent the ink level at the beginning of a print job. The ink levels may seem inconsistent in the Printing Status window when you are printing a large file.

## Ink levels seem to go down too quickly

These are possible solutions. Try one or more of the following:

### ARE YOU PRINTING PHOTOS OR DOCUMENTS WITH A LARGE NUMBER OF GRAPHICS?

Because photos and graphics require more ink than text documents, ink usage increases when you print photos or graphics.

### ARE YOU PRINTING WITH THE BEST QUALITY/SPEED SETTING?

To reduce ink usage, select **Best** only when you are printing on photo or heavyweight matte paper. All other paper types print best at a lower Quality/Speed setting. Use the Quick Print or Normal setting to print most text documents.

## A blank or incorrect page prints



### REMOVE THE STICKER AND TAPE FROM THE PRINT CARTRIDGES

Lift the scanner unit, and remove the print cartridges from the print cartridge carrier. Make sure the sticker and tape are removed from the print nozzles located on the bottom of the cartridges.

### MAKE SURE THE CARTRIDGES ARE PROPERLY INSTALLED

With the front of the printer facing you, check for proper print cartridge installation. If you are using a color cartridge, make sure it is properly installed in the right carrier. If you are using a black or photo cartridge, make sure it is properly installed in the left carrier.

### CHECK THE USB CONNECTION

- 1 Check that the USB cable is connected to the computer. The USB port on the back of the computer is marked by the  USB symbol. Plug the long, flat end of the USB cable into this port.
- 2 Make sure that the smaller, more square end of the USB cable is plugged into the back of the printer.
- 3 Check that the USB cable is not damaged and that the  light is on.

### CLOSE OTHER OPEN FILES BEFORE PRINTING

Before sending a file to print, close all other open files in the program you are using. The printer prints a blank page when too many files are open in the same program.

## Characters on printout are missing or unexpected

These are possible solutions. Try one or more of the following:

### MAKE SURE THE FONTS ARE APPLIED CORRECTLY IN THE PROGRAM

Most programs do not print a stretched or resized font.

## MAKE SURE THE TRUETYPE FONT IS AVAILABLE ON THE COMPUTER

The font you are trying to print may not be available in the program font selection box. Not all fonts are designed to be printed; make sure the font is a TrueType font. See the program documentation for more information.

## MAKE SURE THE DOCUMENT WAS FORMATTED OR CREATED FOR THE PRINTER

Windows may substitute different fonts. Line and page breaks may change with the font. Use the program that created the document to fix these problems, and then save the changes for the next time you print.


## Colors on printout are faded or differ from colors on the screen

Check the following. When you think you have solved the problem, test the solution by sending a document to print.

### ARE THE COLOR AND PRINT SPEED SETTINGS CORRECT?

You may need to adjust the color and print speed.

### ARE THE PRINT CARTRIDGES LOW ON INK?

- 1 Do one of the following:
  - In Windows Vista, click  → **Control Panel**.
  - In Windows XP or 2000, click **Start**.
- 2 Click **Programs** or **All Programs** → **Lexmark X5400 Series**.
- 3 Click **Solution Center**.



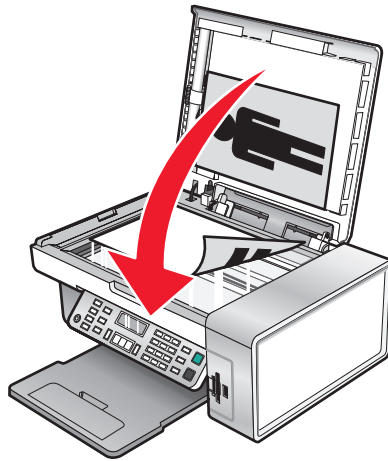
- 4 If an exclamation point (!) appears on either of the print cartridges, the ink level is low. Install a new cartridge.

## Copied item does not match the original item

### IS THE ORIGINAL DOCUMENT LOADED CORRECTLY ON THE SCANNER GLASS?

- Make sure the original document is placed in the upper left corner of the scanner glass.
- Place the item you want to copy facedown on the scanner glass.

- Make sure the upper left corner of the front of the item lines up with the arrows in the corner of the scanner glass.



## Glossy photo paper or transparencies stick together

### DO PHOTOS OR TRANSPARENCIES DRY AND STICK TOGETHER ON THE PAPER EXIT TRAY?

Remove the photos or transparencies from the paper exit tray as they exit the printer. Allow them to dry before stacking. Because transparencies and photo papers do not absorb ink, the ink on the surface of the paper or transparency takes longer to dry than most printouts.

### ARE YOU USING A TRANSPARENCY OR PHOTO PAPER DESIGNED FOR AN INKJET PRINTER?

For information on ordering supplies, see “Choosing compatible specialty paper types” on page 61.

## Page prints with different fonts

### MAKE SURE THE CORRECT PRINTER IS SELECTED

When printing from an application, make sure the selected printer is the correct printer you want to use to print your job.

It is useful to have the default printer set to be the printer you use most often for printing.

### MAKE SURE THE TRUETYPE FONT IS AVAILABLE ON THE COMPUTER

The font you are trying to print may not be available in the program font selection box. Not all fonts are designed to be printed; make sure the font is a TrueType font. See the program documentation for more information.

### MAKE SURE THE FONTS ARE APPLIED CORRECTLY IN THE PROGRAM

Most programs do not print a stretched or resized font.

## Print is too dark or smudged

These are possible solutions. Try one or more of the following:

### MAKE SURE THE INK DRY BEFORE HANDLING THE PAPER

Remove the paper as it exits, and let the ink dry before handling.

### MAKE SURE THE QUALITY/SPEED SETTING IS APPROPRIATE FOR THE PAPER TYPE LOADED IN THE PRINTER

The Photo Quality/Speed setting may cause smearing if used with plain paper. If you are using plain paper, try using the Normal setting.

### MAKE SURE THE PRINT CARTRIDGE NOZZLES ARE CLEAN

You may need to clean the print cartridge nozzles.


## Printed characters are improperly formed or are not aligned correctly

### HAVE YOU ADDED SPACES AT THE LEFT MARGIN?

If the print is not aligned correctly, make sure you have not added spaces by pressing Enter or the spacebar (hard-coded spaces).

### DO YOU NEED TO ALIGN THE PRINT CARTRIDGES?

The cartridges may be out of alignment.

- 1 Do one of the following:
  - In Windows Vista, click  → **Control Panel**.
  - In Windows XP or 2000, click **Start**.
- 2 Click **Programs** or **All Programs** → **Lexmark X5400 Series**.
- 3 Click **Solution Center**.
- 4 Click the **Maintenance** tab.
- 5 Click **Align to fix blurry edges**.

### ARE THE PRINT CARTRIDGES CLEAN?


You may need to clean the print cartridge nozzles.

## Printouts have alternating bands of light and dark print

If the printer pauses frequently during a print job and prints pages with alternating bands of light and dark print, it is printing data faster than the computer can send it. Banded printing occurs when the printer pauses frequently. You may need to change the printer software settings, or the problem may be that the printer and the computer are not able to communicate properly.

### ARE THE PRINTER AND THE COMPUTER ABLE TO COMMUNICATE DATA?

Check the printer status:

- 1 Do one of the following:
  - In Windows Vista, click  → **Control Panel**.
  - In Windows XP or 2000, click **Start**.
- 2 Click **Programs** or **All Programs** → **Lexmark X5400 Series**.
- 3 Click **Solution Center**.
- 4 If the Printer Status is:
  - **Cannot Communicate**, the problem could be hardware or printer software settings.
  - **Ready** or **Busy Printing**, the problem may be with the printer software settings.

## Transparencies or photos contain white lines

### ADJUST THE QUALITY/SPEED SETTINGS

- 1 With a document or photo open, click **File** → **Print**.
- 2 Click **Properties**, **Preferences**, **Options**, or **Setup**.
- 3 From the Quality/Copies tab, select:
  - **Photo** when printing photos
  - **Normal** when printing transparencies

### CHECK THE PROGRAM SETTINGS

Use a different fill pattern in the program. For more information, see the program documentation.

### PERFORM MAINTENANCE ON THE PRINT CARTRIDGES

You may need to clean the print cartridge nozzles.


## Vertical straight lines are not smooth

### ADJUST THE QUALITY/SPEED SETTINGS

- 1 With a document or photo open, click **File** → **Print**.
- 2 Click **Properties**, **Preferences**, **Options**, or **Setup**.

- 3 From the Quality/Copies tab, select:
  - **Photo** when printing photos
  - **Normal** when printing transparencies

## ALIGN THE PRINT CARTRIDGES

- 1 Do one of the following:
  - In Windows Vista, click  → **Control Panel**.
  - In Windows XP or 2000, click **Start**.
- 2 Click **Programs** or **All Programs** → **Lexmark X5400 Series**.
- 3 Click **Solution Center**.
- 4 Click the **Maintenance** tab.
- 5 Click **Align to fix blurry edges**.

## White lines appear in graphics or solid black areas

### ADJUST THE QUALITY/SPEED SETTINGS

- For excellent print quality and reduced print speed, select **Photo**.
- For good print quality and average print speed, select **Normal**.
- For reduced print quality and faster print speed, select **Quick Print**.

### ADJUST THE PROGRAM SETTINGS FOR THE DOCUMENT


Use a different fill pattern in the program. For more information, see the program documentation.

### PERFORM MAINTENANCE ON THE PRINT CARTRIDGES

You may need to clean the print cartridge nozzles.

## Checking the printer status

### Windows Vista users only

- 1 Click  → **Control Panel** → **Printer**.
- 2 Make sure:
  - The printer icon does not say **Paused**. If the printer is paused, right-click the icon, and then click **Resume Printing**.
  - The printer icon says **Ready**. If it says **Offline**, right-click the icon, and then click **Use Printer Online**.
  - The printer icon has a check mark indicating that the printer is set as the default printer. If it is not, right-click the icon, and then click **Set as Default**.

## Windows XP users only

- 1 Click **Start** → **Settings** → **Printers and Faxes**.
- 2 Make sure:
  - The printer icon does not say **Paused**. If the printer is paused, right-click the icon, and then click **Resume Printing**.
  - The printer icon says **Ready**. If it says **Offline**, right-click the icon, and then click **Use Printer Online**.
  - The printer icon has a check mark indicating that the printer is set as the default printer. If it is not, right-click the icon, and then click **Set as Default**.

## Windows 2000 users only

- 1 Click **Start** → **Settings** → **Printers**.
- 2 Right-click the **Lexmark X5400 Series** icon.
- 3 Make sure:
  - **Set as Default Printer** is selected.
  - **Pause Printing** is *not* selected.
  - **Use Printer Offline** is *not* selected.

## Checking printer readiness

The printer may not be ready to print. Check the following. When you think you have solved the problem, test the solution by sending a document to print.

### DOES THE PRINTER HAVE PAPER, AND IS IT PROPERLY LOADED?

For more information, see the related topic below.

### ARE THE STICKER AND TAPE REMOVED FROM THE PRINT CARTRIDGES?

- 1 Lift the scanner unit.
- 2 Remove the print cartridges from the print cartridge carrier.
- 3 Make sure the sticker and tape are removed from the bottom and back of the cartridges.

### DO THE PRINT CARTRIDGES HAVE INK?

- 1 Click **Programs** or **All Programs** → **Lexmark X5400 Series**.
- 2 Click **Solution Center**.

If an exclamation point (!) appears on either of the print cartridges, the ink level is low. Install a new cartridge. For more information, see the related topic below.

### IS THERE A PROBLEM WITH THE CONNECTIONS?


For more information, see the related topic below.




## Settings are not saved

These are possible solutions. Try one or more of the following:

### CHANGE TIME-OUT SETTINGS

If you press  to select a setting, an \* appears next to the selected setting. The printer reverts to the default setting after two minutes of inactivity or if the printer is turned off.

### SAVE SETTINGS

If you press  to select a setting, an \* appears next to the selected setting.

## Checking the Spool Settings for banner printing

Banner printing is not possible if certain Spool Settings are selected. Verify that you have the right settings selected.

- 1 Click **Start** → **Settings** → **Printers** or **Printers and Faxes**.
- 2 Right-click the **Lexmark X5400 Series** icon.
- 3 Select **Properties**.
- 4 Click the **Advanced** tab.
- 5 At the bottom of the Advanced tab, click **Print Processor**.
- 6 Verify that the Default data type is LEMF. If it is not, select **LEMF** from the available choices, and then click **OK**.

## Resolving font problems

### HAVE YOU APPLIED THE FONTS CORRECTLY IN THE PROGRAM?

Most programs do not print a stretched or resized font.

### IS THE FONT A TRUETYPE FONT? IS IT AVAILABLE ON THE COMPUTER?

The font you are trying to print may not be available in the program font selection box. Not all fonts are designed to be printed; make sure the font is a TrueType font. See the program documentation for more information.

### WAS THE DOCUMENT FORMATTED OR CREATED FOR THE PRINTER?

Windows may substitute different fonts. Line and page breaks may change with the font. Use the program that created the document to fix these problems, and then save the changes for the next time you print.



## Printer is busy printing another job

Wait until the printer has finished printing all other print jobs before sending this job to print.

## Ready or Busy Printing is listed as the status

If Ready or Busy Printing is listed as the Printer Status on the Status tab of the Solution Center while you are attempting to print, try the suggestions below. Next, test the solution by sending a document to print.

### IS THERE A PROBLEM WITH THE CONNECTIONS?

- 1 Check that the USB cable is connected to the computer. The USB port on the back of the computer is marked by the  USB symbol. Plug the long, flat end of the USB cable into this port.
- 2 Make sure that the smaller, more square end of the USB cable is plugged into the back of the printer.
- 3 Check that the USB cable is not damaged and that the  light is on.

### DO YOU NEED TO ADJUST THE QUALITY/SPEED SETTINGS?


Select **Photo** from the Quality/Copies tab in Printing Preferences.

- 1 Click **File → Print**.
- 2 Click **Properties, Preferences, Options, or Setup**.
- 3 From the Quality/Copies tab, make changes as needed.
- 4 Click **OK** to close any dialog boxes that are open.

### IS THE PROBLEM WITH THE PROGRAM?

Try printing a different image. If it prints correctly, the problem may be with the program you are using. For more information, see the program documentation.


## Printing a test page


- 1 Do one of the following:
  - In Windows Vista, click .
  - In Windows XP and earlier, click **Start**.
- 2 Click **Programs** or **All Programs → Lexmark X5400 Series**.
- 3 Click **Solution Center**.
- 4 From the Maintenance tab, click **Print a test page**.
- 5 Compare the printed page to the image displayed on the computer screen. If the printed image matches the image displayed on the screen, then you are finished.
- 6 If the test page did not print at all or has quality problems, attend to any error messages that appear on the screen.

## Test page does not print

These are possible solutions. Try one or more of the following:

### MAKE SURE THE PRINTER IS RECEIVING POWER

If  is not on, the printer may not be receiving power.

- Press .
- Plug the printer into a different electrical outlet.
- If the printer is plugged into a surge protector, unplug the printer, and plug it directly into an electrical outlet.

### MAKE SURE THE STICKER AND TAPE ARE REMOVED FROM THE PRINT CARTRIDGES

- 1 Lift the scanner unit.
- 2 Remove the print cartridges from the print cartridge carrier.
- 3 Make sure the sticker and tape are removed from the bottom and back of the print cartridges.

### MAKE SURE THE CARTRIDGES ARE PROPERLY INSTALLED

With the front of the printer facing you, check for proper print cartridge installation. If you are using a color cartridge, make sure it is properly installed in the right carrier. If you are using a black cartridge or photo cartridge, make sure it is properly installed in the left carrier.

For more information, see the related topic below.

### MAKE SURE THE LEXMARK PRINTER DRIVER IS SET AS THE DEFAULT PRINTER

For more information on checking the printer default setting, see the related topic below.

To test the solution, print a test page.

- 1 Click **Programs** or **All Programs** → **Lexmark X5400 Series**.
- 2 Click **Lexmark Solution Center**.
- 3 Click the **Maintenance** tab.
- 4 Click **Print a test page**.

The problem may be with the cable connections. For more information, see the related topic below.

## Checking external devices

External devices may interfere with the performance of the printer. If there is an external device connected between the computer and the printer, confirm that it supports bidirectional communication.

### DOES THE EXTERNAL DEVICE SUPPORT BIDIRECTIONAL COMMUNICATION?



#### No

Disconnect the printer from the external device, and connect it directly to the computer. For more information, see "Removing an external print server" on page 148.

#### Yes

There may be a problem with the USB cable. For more information, see "Cable is not connected, is loose, or is damaged" on page 148.

## Removing an external print server

- 1 Press  to turn the printer off.
- 2 Make sure the power to the print server is off.
- 3 Remove the USB cable from the external print server.
- 4 Disconnect the external print server from the computer.
- 5 Connect the printer USB cable to the printer.
- 6 Press  to turn the printer back on.

## Cable is not connected, is loose, or is damaged

The printer cable must be fully connected and undamaged for proper communication.

### MAKE SURE THE **USB** CABLE IS CONNECTED TO THE **USB** PORT ON THE BACK OF THE COMPUTER


The USB port on the back of the computer is marked by . Plug the long, flat end of the USB cable into this port.

### MAKE SURE THE OTHER END OF THE **USB** CABLE IS CONNECTED TO THE BACK OF THE PRINTER

Plug the smaller, more square end of the USB cable into the back of the printer.

### MAKE SURE THE CABLE IS NOT DAMAGED OR LOOSE

Make sure:

- The USB cable is not damaged.
- The  light is on.

For more information, see the related topic below.

## Printer is plugged in but does not print

These are possible solutions. Try one or more of the following:

### MAKE SURE THE PRINTER IS SET AS THE DEFAULT PRINTER

Try printing a test page.


### MAKE SURE THE PRINT QUEUE IS READY TO PRINT

Make sure the printer is set as the default printer and is not being held or paused.

## Printer is trying to print to File

If the computer is sending the print jobs to File rather than to the printer connected to the computer, first make sure the printer is attached with a USB cable to a USB port on the computer.

To verify the USB port:

- 1 In Windows Vista, click  → **Control Panel** → **Printers** (under Hardware and Sound).  
In Windows XP, click **Start** → **Settings** → **Printers and Faxes**.
- 2 Right-click the **Lexmark X5400 Series** icon.
- 3 From the sidebar menu, select **Properties**.
- 4 Click the **Ports** tab.
- 5 Make sure:
  - The port is set to a USB port.
  - File is not set as the port.

If the document still does not print, then the USB port may not be enabled in the computer. For more information, see the related topic, "Enabling the USB port."

## Printer cannot communicate with computers over peer-to-peer network

These are possible solutions. Try one or more of the following:


### CHECK THE STATUS OF THE HOST COMPUTER AND PRINTER

Make sure:

- The host computer is on and is directly connected to the printer.
- The host computer can print to the printer.
- The printer is shown as **Shared** in the Printers folder (Windows Vista) or Printers and Faxes folder (Windows XP and Windows 2000) on the host computer.

## CHECK THE PRINTER STATUS

Windows Vista users:

- 1 Click  → **Printers**.
- 2 Right-click the **Lexmark X5400 Series** icon.
- 3 Click **Sharing**.
- 4 Click **Change Sharing Options**, and confirm the Windows prompt.
- 5 Select **Share this printer**, and then give the printer a distinctive name.
- 6 Click **OK**.

Windows XP users:

- 1 Click **Start** → **Printers and Faxes**.
- 2 Right-click the **Lexmark X5400 Series** icon.
- 3 Click **Sharing**.
- 4 Select **Share this printer**, and then give the printer a distinctive name.
- 5 Click **OK**.

Windows 2000 users:

- 1 Click **Start** → **Settings** → **Printers**.
- 2 Right-click the **Lexmark X5400 Series** icon.
- 3 Click **Sharing**.
- 4 Select **Shared as**, and then give the printer a distinctive name.
- 5 Click **OK**.

## TRY TO LOCATE THE PRINTER FROM THE REMOTE COMPUTER

If the printer is shown as Shared on the host computer, but you still cannot print, try to locate the printer from the remote computer.

Windows Vista, Windows XP, or Windows 2000 users:

- 1 Open the **Printers** or **Printers and Faxes** folder.
- 2 Right-click the **Lexmark X5400 Series** icon.
- 3 Click **Properties**.
- 4 Click the **Ports** tab, and then click the **Add Port** button.
- 5 Select **Local Port**, and then click the **New Port** button.
- 6 Type the Universal Naming Convention (UNC) Port name, which consists of the server name and the distinctive printer name.  
The name should be in the form `\\server\printer`.
- 7 Click **OK**.
- 8 Click **Close**.

**9** Make sure the new port has been selected on the Ports tab, and then click **Apply**.


The new port is listed with the printer name.

**10** Click **OK**.

## **RESTART THE HOST COMPUTER AND THE REMOTE COMPUTER**

Try printing again.

## **Printer is not able to communicate with the computer**

The printer and computer are not able to exchange data. Verify that the printer is plugged in, and the  light is on.

## **Problems when copying, scanning, or faxing**

### **Close other software**

Close all programs not being used.

### **Change the scanning resolution to a lower value**

- 1** Load an original document facedown on the scanner glass.
- 2** From the desktop, double-click the **Productivity Studio** icon.
- 3** From the left pane of the Welcome screen, click **Scan**.
- 4** Click **Custom Settings**.
- 5** Select a lower scan resolution.
- 6** Click **Start**.

### **Is the original document loaded correctly on the scanner glass?**

- Make sure the original document is placed in the upper left corner of the scanner glass.
- Place the item you want to copy facedown on the scanner glass.
- Make sure the upper left corner of the front of the item lines up with the arrows in the corner of the scanner glass.

## **Wrong printer is attached**

The printer attached to the computer is not the correct printer. See the setup documentation for help attaching the printer.

## **Updating the printer software**

The printer software needs to be updated to run properly.

- 1** Start Windows.
- 2** When the desktop appears, insert the software CD for Windows.  
The installation screen appears.

**3** Click **Install**.



**4** When the Existing Printer Driver Found dialog box appears, select **Update the existing driver software**.

## Bidirectional communication is not established

The printer and computer may not be able to exchange data.

These are possible solutions. Try one or more of the following:

### CHECK THE USB CONNECTION

- 1** Check that the USB cable is connected to the computer. The USB port on the back of the computer is marked by the  USB symbol. Plug the long, flat end of the USB cable into this port.
- 2** Make sure that the smaller, more square end of the USB cable is plugged into the back of the printer.
- 3** Check that the USB cable is not damaged and that the  light is on.

### MAKE SURE THE PRINTER IS RECEIVING POWER

If the  button is not lit, the printer may not be receiving power.

- Plug the printer into a different outlet.
- If the printer is plugged into a surge protector, unplug the printer, and plug it directly into an electrical outlet.

### MAKE SURE THE EXTERNAL PRINT SERVER IS WORKING

If the printer is connected to an external print server, the problem may be with this print server. Check to make sure the device is working properly and that the printer is connected to the network.

## Experiencing poor quality or incorrect output

See the topic that best describes the problem.

- Print is too dark or smudged
- Vertical straight lines are not smooth
- White lines appear in graphics or solid black areas
- Characters are missing or unexpected
- Colors on printout are faded or differ from colors on the screen
- Printouts have alternating bands of light and dark print
- Page prints with different fonts
- Printed characters are improperly formed or are not aligned correctly at the left margin
- Transparencies or photos contain white lines
- Glossy photo paper or transparencies stick together



# Cannot print from digital camera using PictBridge

These are possible solutions. Try one or more of the following:

## ENABLE PICTBRIDGE PRINTING FROM CAMERA

Enable PictBridge printing on the camera by selecting the correct USB mode. For more information, see the digital camera documentation.

## MAKE SURE THE CAMERA IS A PICTBRIDGE-ENABLED DIGITAL CAMERA

- 1 Disconnect the camera.
- 2 Connect a PictBridge-enabled digital camera to the PictBridge port. See the digital camera documentation to determine whether it is PictBridge-enabled.

## CHECK USB CABLE

Use only the USB cable that came with the camera.

## REMOVE MEMORY CARDS

Remove any memory cards from the printer.

## CHECK MESSAGES

If an error message appears on the display, see “Error messages on the computer screen” on page 177.






# Partial 4 x 6 in. (10 x 15 cm) photo prints when using a PictBridge-enabled digital camera

## MAKE SURE PHOTO SIZE AND PAPER SIZE ARE SET CORRECTLY

The printer displays the **Paper/Photo Size Error** when your chosen photo size does not match the paper size that is set. This typically happens when you are trying to print from your PictBridge-enabled digital camera. You may have left the printer control panel Photo Size menu item setting at **8.5 x 11 in.** or **5 x 7 in.** size, but your camera has a print size of **4 x 6 in.** or **L**. You need to make sure your chosen photo size on the printer is **4 x 6 in.** or **10 x 15 cm**, depending on the typically used photo size for your country or region.

- Make sure the 4 x 6 in. (10 x 15 cm) photo paper is loaded correctly in the paper support.
- If your camera lets you change the print size setting, change the print size selection to 4 x 6 in. (10 x 15 cm) on the PictBridge-enabled digital camera.
- If your camera does not allow you to change the paper size setting, use the control panel to change the paper size to 4 x 6 in. (10 x 15 cm).
  - 1 Insert the USB cable that came with your camera to the camera, and insert the other end into the PictBridge port on the front of the printer.
  - 2 Turn the camera on, and choose your first photo using the camera control panel.
  - 3 Wait for **PictBridge Printing** to appear on the display of the printer control panel.


**Note:** If **Paper/Photo Size Error** appears, press **X** to clear the error message.

- 4 Press .
- 5 Press ◀ or ▶ repeatedly until **Photo Size** appears.
- 6 Press .
- 7 Press ◀ or ▶ repeatedly until **4 x 6 in. or 10 x 15 cm** appears.
- 8 Press .
- 9 Press ◀ or ▶ repeatedly until **Paper Size** appears.
- 10 Press .
- 11 Press ◀ or ▶ repeatedly until **10 x 15 cm** appears.
- 12 Press .
- 13 Press **Start Color** or **Start Black**.

## Jams and misfeeds troubleshooting

### How to clear and avoid paper jams

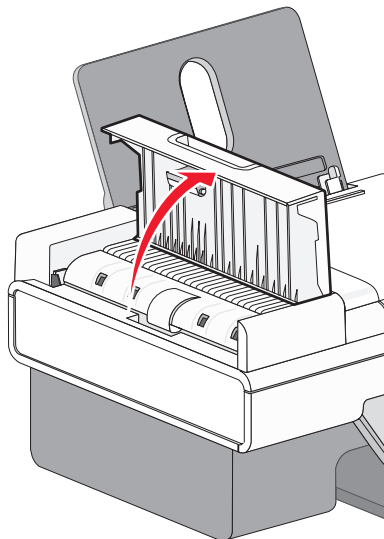
To clear the paper path:

- 1 Pull firmly on the paper to remove it. If you cannot reach the paper because it is too far into the printer, lift the scanner unit to open the printer.
- 2 Pull the paper out.
- 3 Close the scanner unit.
- 4 Press .
- 5 Reprint any missing pages.

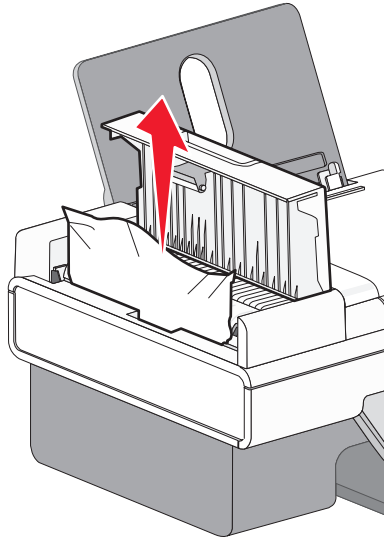
To avoid paper jams, do not force paper into the printer.

### Paper jam in the Automatic Document Feeder (ADF)

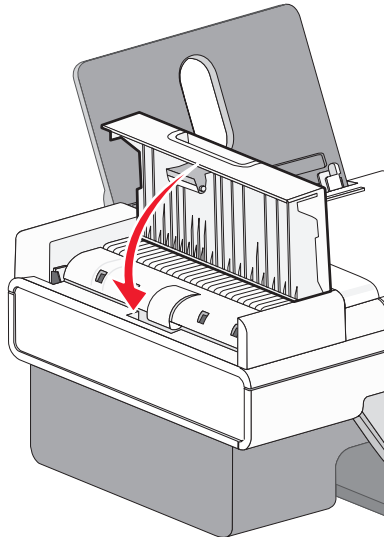
- 1 Flip open the ADF by grasping the notch in the left side of the ADF and pulling up.



**2** Firmly grasp the paper, and gently pull it out.



**3** Close the ADF.




**4** Press .


## Paper jam in the printer

### EJECT THE PAPER AUTOMATICALLY


To remove the paper jam, eject the paper:

- 1** Press and hold .
- 2** Remove the paper from the paper exit tray.



## REMOVE THE PAPER MANUALLY

- 1 Press  to turn off the printer.
- 2 Firmly grasp the paper, and gently pull it out.

**Warning—Potential Damage:** When possible, paper should be pulled out the front of the printer to protect the printer gears and rollers.

- 3 Press  to turn the printer back on.

## Paper jam in the paper support

- 1 Press  to turn off the printer.
- 2 Firmly grasp the paper, and gently pull it out.
- 3 Press  to turn the printer back on.

## Paper or specialty media misfeeds

These are possible solutions if paper or specialty media misfeeds or skews, or if multiple sheets feed or stick together. Try one or more of the following:

### CHECK PAPER CONDITION

Use only new, unwrinkled paper.

### CHECK PAPER LOADING

- Load a smaller amount of paper into the printer.
- Load paper with the print side facing you. (If you are not sure which side is the printable side, see the instructions that came with the paper.)

See “Loading paper” on page 50 and its related topics for information about:

- Maximum loading amounts per paper type
- Specific loading instructions for supported paper and specialty media

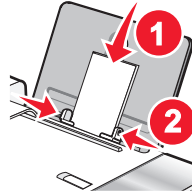
## REMOVE EACH PAGE AS IT IS PRINTED

Remove each page as it exits, and let it dry completely before stacking.

## ADJUST THE PAPER GUIDES

Adjust the paper guides:

- When using media less than 8.5 inches wide
- To rest against the edges of the paper or media, making sure it does not buckle



## Printer does not feed paper, envelopes, or specialty media

These are possible solutions. Try one or more of the following:


### CHECK FOR PAPER JAMS

Check for and clear any paper jams. For more information, see “Paper jam in the printer” on page 155 and “Paper jam in the paper support” on page 156.

### CHECK MEDIA LOADING

- Verify that the specialty media is loaded correctly. For more information, see “Loading paper” on page 50.
- Try loading one page, envelope, or sheet of specialty media at a time.


### CHECK PRINTER DEFAULT AND PAUSE SETTINGS

- 1 Windows Vista users, click  → **Control Panel** → **Printers** (under Hardware and Sound).  
Windows XP users, click **Start** → **Printers and Faxes**.  
Windows 2000 users, click **Start** → **Settings** → **Printers**.
- 2 Double-click the print queue device.
- 3 Click **Printer**.
  - Make sure no check mark appears next to Pause Printing.
  - If a check mark does not appear next to Set As Default Printer, you must select the print queue device for each file you want to print.

## Banner paper jams

These are possible solutions. Try one or more of the following:

### CLEAR BANNER PAPER JAMS

- 1 Press  to turn off the printer.
- 2 Remove the jammed banner paper from the printer.

## REVIEW BANNER PRINTING CHECKLIST

- Use only the number of sheets needed for the banner.
- Select the following settings to enable the printer to feed paper continuously without jamming:
  - 1 With a document open, click **File → Print**.
  - 2 Click **Properties, Preferences, Options, or Setup**.
  - 3 Select the **Paper Setup** tab.
  - 4 From the Paper Size area, select **Banner**.
  - 5 Select **Letter Banner** or **A4 Banner** as the paper size.
  - 6 Select **Portrait** or **Landscape**.
  - 7 Click **OK**.
  - 8 Click **OK** or **Print**.

## Paper continues to jam

### ARE YOU USING PAPER DESIGNED FOR AN INKJET PRINTER?

Check the type of paper you are using. Some low-quality papers may be too thin or too slick to be fed correctly into the printer. For more information, see “Choosing compatible specialty paper types” on page 61.

### ARE YOU LOADING THE PAPER CORRECTLY?

For more information, see “Loading paper” on page 50.

**Note:** Do not force paper into the printer.

## Memory card troubleshooting

Your printer may not support:

- Memory Cards
- PictBridge-enabled digital camera
- Photo Card mode

## Memory card cannot be inserted

These are possible solutions. Try one or more of the following:

### CHECK MEMORY CARD TYPE

Make sure that the type of memory card you are using can be used in the printer.

### CHECK MEMORY CARD PLACEMENT

Make sure you have inserted the memory card in the correct slot.

## Nothing happens when memory card is inserted

These are possible solutions. Try one or more of the following:

### REINSERT THE MEMORY CARD

The memory card may have been inserted too slowly. Remove and then reinsert the memory card quickly.

### CHECK MEMORY CARD PLACEMENT

Make sure you have inserted the memory card in the correct slot.

### CHECK MEMORY CARD TYPE

Make sure that the type of memory card you are using can be used in the printer.


### CHECK TO SEE IF THE MEMORY CARD IS DAMAGED

Check that there is no obvious damage to the memory card.

### CHECK TO SEE IF THE MEMORY CARD CONTAINS PHOTOS

Insert a memory card that contains photos. The printer will read photos created using the JPEG format. For more information, see the documentation that came with the digital camera.

### MAKE SURE THE USB CABLE IS CONNECTED

- 1 Check the USB cable for any obvious damage.
- 2 Firmly plug the square end of the USB cable into the back of the printer.
- 3 Firmly plug the rectangular end of the USB cable into the USB port of the computer. The USB port is marked with the  USB symbol.

## Copy troubleshooting


### Copier does not respond

These are possible solutions. Try one or more of the following:

#### CHECK MESSAGES

Resolve all error messages.

#### CHECK POWER

If the  light is not on, make sure the printer is plugged into a properly grounded outlet. Make sure the power cord is properly connected to the printer.

## Scanner unit does not close

- 1 Lift the scanner unit.
- 2 Remove any obstruction keeping the scanner unit open.
- 3 Lower the scanner unit.

## Poor copy quality

- Blank pages
- Checkerboard pattern
- Distorted graphics or pictures
- Missing characters
- Faded print
- Dark print
- Skewed lines
- Smudges
- Streaks
- Unexpected characters
- White lines in print

These are possible solutions. Try one or more of the following:

### CHECK MESSAGES

If an error message is displayed, see “Error messages on the computer screen” on page 177.

### CHECK INK

Check the ink levels, and install a new print cartridge if necessary.

### CLEAN THE SCANNER GLASS

If the scanner glass is dirty, gently wipe it with a clean, lint-free cloth dampened with water.

### REVIEW STEPS TO IMPROVE PRINT QUALITY

See “Improving print quality” on page 133.

### ADJUST THE BRIGHTNESS OF THE COPY

- 1 Load the document facedown on the scanner glass.
- 2 From the control panel, press **Copy Mode**.
- 3 Press **Lighter/Darker**.
- 4 Press ◀ or ▶ repeatedly to lighten or darken the copy.
- 5 Press **Start Color** or **Start Black**.

### CHECK QUALITY OF ORIGINAL DOCUMENT

If the quality of the original document is not satisfactory, try using a clearer version of the document or image.



## ARE YOU SCANNING FROM PHOTO OR GLOSSY PAPER, A MAGAZINE, OR A NEWSPAPER?

If you are copying or scanning from photo or glossy paper, a magazine, or a newspaper, see “Removing wavy patterns from scanned photos, magazines, or newspapers” on page 79.

### CHECK DOCUMENT PLACEMENT

Make sure the document or photo is loaded facedown on the scanner glass in the upper left corner.

## Partial document or photo copies

These are possible solutions. Try one or more of the following:

### CHECK DOCUMENT PLACEMENT

Make sure the document or photo is loaded facedown on the scanner glass in the upper left corner.

### CHECK PAPER SIZE

Make sure the paper size being used matches the size you selected.

### CHECK ORIGINAL SIZE SETTING

Make sure that the Original Size setting is **Automatic** or the size of the original document that you are copying.

## Scan troubleshooting

### Scanner does not respond

These are possible solutions. Try one or more of the following:


#### CHECK MESSAGES

If an error message is displayed, see “Error messages on the computer screen” on page 177.

#### CHECK POWER

If the  light is not on, see “Power button is not lit” on page 128.

#### CHECK PRINTER DEFAULT AND PAUSE SETTINGS

- 1 Windows Vista users, click  → **Control Panel** → **Printers**.  
Windows XP users, click **Start** → **Printers and Faxes**.  
Windows 2000 users, click **Start** → **Settings** → **Printers**.
- 2 Double-click the print queue device.

### 3 Click **Printer**.

- Make sure no check mark appears next to Pause Printing.
- If a check mark does appear next to Set As Default Printer, you must select the print queue device for each file you want to print.

## REMOVING AND REINSTALLING THE SOFTWARE

For more information, see “Removing and reinstalling the software” on page 132.

## Scan was not successful

These are possible solutions. Try one or more of the following:

### CHECK **USB** CABLE CONNECTION

- 1 Check the USB cable for any obvious damage.
- 2 Firmly plug the square end of the USB cable into the back of the printer.
- 3 Firmly plug the rectangular end of the USB cable into the USB port of the computer.

The USB port is marked with the  USB symbol.

### RESTART COMPUTER

Turn off and then restart your computer.

## Scanning takes too long or freezes the computer

These are possible solutions. Try one or more of the following:

### CLOSE OTHER SOFTWARE

Close all programs not being used.

### CHANGE THE SCANNING RESOLUTION TO A LOWER VALUE

- 1 Load an original document facedown on the scanner glass.
- 2 From the desktop, double-click the **Productivity Studio** icon.
- 3 From the Welcome Screen, click **Scan**.
- 4 Click **Custom Settings**.
- 5 From the Scan Resolution drop-down list, select a lower scan resolution.
- 6 Click **Start**.

## Poor scanned image quality

These are possible solutions. Try one or more of the following:

### CHECK MESSAGES

If an error message is displayed, see “Error messages on the printer display” on page 171.

### CLEAN THE SCANNER GLASS

If the scanner glass is dirty, gently wipe it with a clean, lint-free cloth dampened with water.

### ADJUST THE QUALITY OF THE SCAN

- 1 Load an original document facedown on the scanner glass.
- 2 From the desktop, double-click the **Productivity Studio** icon.
- 3 From the left pane of the Welcome screen, click **Scan**.
- 4 Click **Custom Settings**.
- 5 Select a higher scan resolution.
- 6 Click **Start**.

### REVIEW STEPS TO IMPROVE PRINT QUALITY

See “Improving print quality” on page 133.

### ARE YOU SCANNING FROM PHOTO OR GLOSSY PAPER, A MAGAZINE, OR A NEWSPAPER?

If you are copying or scanning from photo or glossy paper, a magazine, or a newspaper, see “Removing wavy patterns from scanned photos, magazines, or newspapers” on page 79.

### CHECK QUALITY OF ORIGINAL DOCUMENT

If the quality of the original document is not satisfactory, try using a clearer version of the document or image.

### CHECK DOCUMENT PLACEMENT

Make sure the document or photo is loaded facedown on the scanner glass in the upper left corner.

## Partial document or photo scans

These are possible solutions. Try one or more of the following:

### CHECK DOCUMENT PLACEMENT

Make sure the document or photo is loaded facedown on the scanner glass in the upper left corner.

## CHECK PAPER SIZE

Make sure the paper size being used matches the size you selected.

## CHECK ORIGINAL SIZE SETTING

Make sure the Original Size setting is **Auto Detect** or the size of the original document you are scanning.

## Cannot scan to a computer over a network

See “Scanning to a computer over a network” on page 98.

## Fax troubleshooting

### Cannot send or receive a fax

These are possible solutions. Try one or more of the following:

#### CHECK MESSAGES

If an error message is displayed, follow the instructions on the display.

#### MAKE SURE THE PRINTER IS ON

If the  light is not on, see “Power button is not lit” on page 128.

#### CHECK CABLE CONNECTIONS

Make sure cable connections for the following hardware are secure, if applicable:

- Power supply
- Telephone
- Handset
- Answering machine

#### CHECK THE TELEPHONE WALL JACK

- 1 Plug a telephone into the wall jack.
- 2 Listen for a dial tone.
- 3 If you do not hear a dial tone, plug a different telephone into the wall jack.
- 4 If you still do not hear a dial tone, plug a telephone into a different wall jack.
- 5 If you hear a dial tone, connect the printer to that wall jack.

## REVIEW DIGITAL PHONE SERVICE CHECKLIST

The fax modem is an analog device. Certain devices can be connected to the printer so that digital telephone services can be used.

- If you are using an ISDN telephone service, connect the printer to an analog telephone port (an R-interface port) on an ISDN terminal adapter. For more information and to request an R-interface port, contact your ISDN provider.
- If you are using DSL, connect to a DSL filter or router that will support analog use. For more information, contact your DSL provider.
- If you are using a PBX telephone service, make sure you are connecting to an analog connection on the PBX. If none exists, consider installing an analog telephone line for the fax machine. For more information on faxing when using a PBX telephone service, see “Setting up to fax while behind a PBX” on page 36.

## VERIFY DIAL TONE

- Place a test call to the telephone number to which you want to send a fax to make sure that it is working correctly.
- If the telephone line is being used by another device, wait until the other device is finished before sending a fax.
- If you are using the On Hook Dial feature, turn up the volume to verify a dial tone.

## DISCONNECT OTHER EQUIPMENT TEMPORARILY

To ensure the printer is working correctly, connect it directly to the telephone line. Disconnect any answering machines, computers with modems, or telephone line splitters.

## CHECK FOR PAPER JAMS

Check for and clear any paper jams.

## DISABLE CALL WAITING TEMPORARILY

Call Waiting can disrupt fax transmissions. Disable this feature before sending or receiving a fax. Call your telephone company to obtain the keypad sequence for temporarily disabling Call Waiting.


## DO YOU HAVE VOICE MAIL SERVICE?

Voice mail offered through your local telephone company may disrupt fax transmissions. To enable both voice mail and the printer to answer calls:

- See “Setting the distinctive ring” on page 117. Setting selections include single ring, double ring, triple ring, and any ring.
- Consider adding a second telephone line for the printer.

## CHECK COUNTRY CODE


Make sure the country code has been set for the country or region where you are operating the printer:

- 1 From the control panel, press **Fax Mode**.
- 2 Press .

- 3 Press ◀ or ▶ repeatedly until **Tools** appears.
- 4 Press ✓.
- 5 Press ◀ or ▶ repeatedly until **Device Setup** appears.
- 6 Press ✓.
- 7 Press ◀ or ▶ repeatedly until **Country Code** appears.
- 8 Press ✓.
- 9 Press ◀ or ▶ repeatedly until the country or region where you are operating the printer appears.
- 10 Press ✓ to save the setting.

## IS YOUR PRINTER MEMORY FULL?

Change the setting to Scan after Dial.

- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press ◀ or ▶ repeatedly until **Fax Setup** appears.
- 4 Press ✓.
- 5 Press ◀ or ▶ repeatedly until **Dialing and Sending** appears.
- 6 Press ✓.
- 7 Press ◀ or ▶ repeatedly until **scan** appears.
- 8 Press ✓.
- 9 Press ◀ or ▶ repeatedly until **After Dial** appears.
- 10 Press ✓.

## Can send but not receive faxes

These are possible causes and solutions. Try one or more of the following:

### LOAD PAPER

Load paper to print any faxes that have been stored in the printer.

### CHECK THE AUTO ANSWER BUTTON
















If the Auto Answer light is on:

- The printer will answer after the preset number of telephone rings.
- If you are using a distinctive ring, see “Setting the distinctive ring” on page 117.















### CHECK INK

Check the ink levels, and install a new cartridge if necessary.






## CHECK WHETHER FAX FORWARDING IS SELECTED

- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press  or  repeatedly until **Fax Setup** appears.
- 4 Press .
- 5 Press  or  repeatedly until **Ring and Answering** appears.
- 6 Press .
- 7 Press  or  repeatedly until **Fax Forward** appears.
- 8 Press .
- 9 Press  or  repeatedly to view the current Fax Forwarding setting.
- 10 To turn off Fax Forwarding, press  or  repeatedly until **Off** appears.
- 11 Press  to save the setting.

## Can receive but not send faxes

Check mode selection	To make sure the printer is set for faxing, press <b>Fax Mode</b> .
Check document placement	Load the original document facedown in the ADF or in the upper left corner of the scanner glass.
Check the Dial Prefix setting	<ol style="list-style-type: none"> <li>1 From the control panel, press <b>Fax Mode</b>.</li> <li>2 Press .</li> <li>3 Press  or  repeatedly until <b>Fax Setup</b> appears.</li> <li>4 Press .</li> <li>5 Press  or  repeatedly until <b>Dialing and Sending</b> appears.</li> <li>6 Press .</li> <li>7 Press  or  repeatedly until <b>Dial Prefix</b> appears.</li> <li>8 Press .</li> <li>9 To change the setting, press  or  repeatedly until <b>Create</b> appears.</li> <li>10 Press .</li> <li>11 Enter the prefix to be dialed before each telephone number.</li> <li>12 Press .</li> </ol>
Check Speed Dial number	<ul style="list-style-type: none"> <li>• Check to make sure Speed Dial has been programmed for the number that you wish to dial. See "Setting up Speed Dial" on page 118.</li> <li>• As an alternative, dial the telephone number manually.</li> </ul>

Be sure that printer is detecting a dial tone

- See “Sending a fax while listening to a call (On Hook Dial)” on page 104.
- Check the Dial Method setting.
  - 1 Listen for a dial tone. If you hear a dial tone but the printer hangs up without dialing, this means it did not recognize the dial tone.
  - 2 From the control panel, press **Fax Mode**.
  - 3 Press .
  - 4 Press ◀ or ▶ repeatedly until **Fax Setup** appears.
  - 5 Press .
  - 6 Press ◀ or ▶ repeatedly until **Dialing and Sending** appears.
  - 7 Press .
  - 8 Press ◀ or ▶ repeatedly until **Dial Method** appears.
  - 9 Press .
  - 10 Press ◀ or ▶ repeatedly until **Dial Behind PBX** appears.
  - 11 Press  to save this setting.

## Printer receives a blank fax

These are possible causes and solutions. Try one or more of the following:

### CHECK ORIGINAL DOCUMENT

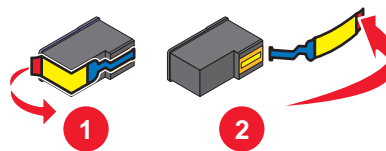
Ask the sender to verify the original document was loaded correctly.

### CHECK INK

Check the ink levels, and install a new print cartridge if necessary.

### CHECK CARTRIDGES

- 1 Remove the print cartridges.
- 2 Make sure the sticker and tape have been removed.



- 3 Reinsert the print cartridges.

## Received fax has poor print quality

These are possible causes and solutions. Try one or more of the following:

### REVIEW CHECKLIST FOR SENDER

- Check that the quality of the original document is satisfactory.
- Resend the fax. There may have been a problem with the quality of the telephone line connection.



- Increase the fax scan resolution.

## CHECK INK

Check the ink levels, and install a new print cartridge if necessary.

## Caller ID information is not displayed

### CALLER ID PATTERN MAY NOT BE SET CORRECTLY

The printer supports two distinct Caller ID patterns: Pattern 1 (FSK) and Pattern 2 (DTMF). Depending on the country or region you live in and the telecommunications company you subscribe to, you may need to switch the pattern for the printer to display Caller ID information. For more information, see “Using Caller ID from the software” on page 106.








## Fax Error

The fax machines have stopped communicating.

Resend the fax. There may have been a problem with the quality of the telephone line connection.

## Fax Mode Unsupported

The receiving fax machine does not support the type of fax you attempted to send. If it does not support:

- Your scan resolution—lower the scan resolution.
  - 1 From the control panel, press **Fax Mode**.
  - 2 Press .
  - 3 Press  or  repeatedly until **Quality** appears.
  - 4 Press .
  - 5 Press  or  repeatedly until a lower quality appears.
  - 6 Press .
- Legal-size paper—reformat the document on letter-size paper.





## Remote Fax Error

These are possible causes and solutions. Try one or more of the following:

### CHECK PHONE LINE

Resend the fax. There may have been a problem with the quality of the telephone line connection.

### LOWER THE TRANSMISSION SPEED

- 1 From the control panel, press **Fax Mode**.
- 2 Press .
- 3 Press  or  repeatedly until **Fax Setup** appears.
- 4 Press .

- 5 Press ◀ or ▶ repeatedly until **Dialing and Sending** appears.
- 6 Press ⏴.
- 7 Press ◀ or ▶ repeatedly until **Max Send Speed** appears.
- 8 Press ⏴.
- 9 Press ◀ or ▶ repeatedly until a lower speed appears.
- 10 Press ⏴.

**Notes:**

- The lower the transmission speed, the longer it will take your fax to send.
- This solution will reduce the speed for future faxes until you reset the transmission speed.

- 11 Resend the fax.
- 12 If the problem persists, repeat the previous steps to send the fax at successively lower transmission speeds.

**Note:** 2400 bps is the lowest transmission speed.

## Phone Line Busy

These are possible causes and solutions. Try one or more of the following:

### CHANGE REDIAL SETTINGS

The printer automatically redials three times at 2-minute intervals. You can change the default settings to redial up to five times at intervals up to 8 minutes.

To change the redial settings:

- 1 From the control panel, press **Fax Mode**.
- 2 Press ☰.
- 3 Press ◀ or ▶ repeatedly until **Fax Setup** appears.
- 4 Press ⏴.
- 5 Press ◀ or ▶ repeatedly until **Dialing and Sending** appears.
- 6 Press ⏴.
- 7 To change the number of times the printer will redial:
  - a Press ◀ or ▶ repeatedly until **Redial Attempts** appears.
  - b Press ⏴.
  - c Press ◀ or ▶ repeatedly until the setting you want appears.
  - d Press ⏴.
- 8 To change the length of time between redials:
  - a Press ◀ or ▶ repeatedly until **Redial Time** appears.
  - b Press ⏴.
  - c Press ◀ or ▶ repeatedly until the setting you want appears.
  - d Press ⏴.

## SCHEDULE TO RESEND FAX AT A LATER TIME

See “Sending a broadcast fax at a scheduled time” on page 105.

## Phone Line Error

These are possible causes and solutions. Try one or more of the following:

### REVIEW DIGITAL PHONE SERVICE CHECKLIST

The fax modem is an analog device. Certain devices can be connected to the printer so that digital telephone services can be used.

- If you are using an ISDN telephone service, connect the printer to an analog telephone port (an R-interface port) on an ISDN terminal adapter. For more information and to request an R-interface port, contact your ISDN provider.
- If you are using DSL, connect to a DSL filter or router that will support analog use. For more information, contact your DSL provider.
- If you are using a PBX telephone service, make sure you are connecting to an analog connection on the PBX. If none exists, consider installing an analog telephone line for the fax machine. For more information on faxing when using a PBX telephone service, see “Setting up to fax while behind a PBX” on page 36.

### CHECK PHONE LINE

If the telephone line is being used by another device, wait until the other device is finished before sending the fax.

### CHECK CABLE CONNECTIONS

Make sure cable connections for the following hardware are secure, if applicable:

- Power supply
- Telephone
- Handset
- Answering machine

## Error messages on the printer display

Your printer may not support:

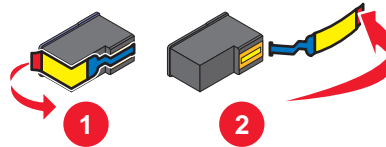
- Memory Cards
- PictBridge-enabled digital camera
- Photo Card mode


## Alignment Error

These are possible solutions. Try one or more of the following:

### REMOVE TAPE FROM PRINT CARTRIDGE

- 1 Remove the print cartridge.
- 2 Make sure the sticker and tape have been removed.





- 3 Reinsert the cartridge.
- 4 Press  to align the cartridge.  
For more information, see “Aligning print cartridges” on page 122.

### USE NEW PAPER

Load only plain, unmarked paper for aligning the cartridge.



The printer will read any markings on used paper, which could cause the alignment error message to appear.

### Cartridge Error (1102, 1203, 1204, or 120F)

- 1 Remove the print cartridges, and close the cartridge carrier lids.
- 2 Close the scanner unit.
- 3 Disconnect the power cord from the electrical outlet.
- 4 Reconnect the power cord to the electrical outlet.
- 5 If the  button is not lit, press .
- 6 Reinsert the print cartridges.

If the error does not reappear, the problem has been corrected.

If the problem reappears, one of the cartridges is not working properly. Continue with the following procedure to determine which cartridge is not working properly.

- 1 Remove the print cartridges, and close the cartridge carrier lids.
- 2 Disconnect the power cord from the electrical outlet.
- 3 Reconnect the power cord to the electrical outlet.
- 4 If the  button is not lit, press .
- 5 Reinsert the black (or photo) print cartridge.

**6** If the error:

- Reappears, replace the black (or photo) print cartridge with a new one.
- Does not reappear, reinsert the color print cartridge.

**7** If the error reappears, replace the color print cartridge with a new one.

## Black Ink Low / Color Ink Low / Photo Ink Low

**1** Check the indicated ink level or levels, and install a new print cartridge or cartridges if necessary.

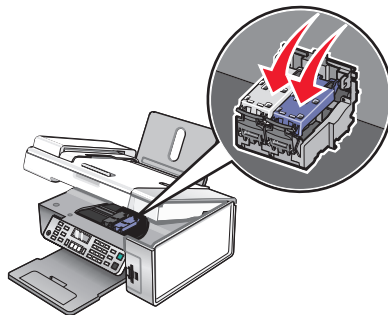
To order supplies, see "Ordering paper and other supplies" on page 126.

**2** Press  to continue.

## Clear Carrier Jam

### REMOVE ANY OBSTRUCTIONS

- 1** Raise the scanner unit.
- 2** Remove any objects blocking the path of the print cartridge carrier.
- 3** Make sure the cartridge carrier lids are closed.



**4** Close the scanner unit.

**5** Press .

## Cover Open



Make sure that the scanner unit is closed.

## Error 1104



- 1** Remove the print cartridges.
- 2** Reinstall the black cartridge or the photo cartridge in the left carrier.
- 3** Reinstall the color cartridge in the right carrier.

## Left Cartridge Error / Right Cartridge Error

This message may also appear as Error 1205 (Left Cartridge) or Error 1206 (Right Cartridge).

- 1 Remove the indicated print cartridge.
- 2 Disconnect the power cord from the electrical outlet.
- 3 Reconnect the power cord to the electrical outlet.
- 4 If the  button is not lit, press .
- 5 Reinsert the print cartridge.
- 6 If the error:
  - Does not reappear, the problem has been corrected.
  - Reappears, replace the print cartridge with a new one.


## Left Cartridge Incorrect / Right Cartridge Incorrect

- 1 Remove the indicated print cartridge.
- 2 Disconnect the power cord from the electrical outlet.
- 3 Reconnect the power cord to the electrical outlet.
- 4 If the  button is not lit, press .
- 5 Reinsert the print cartridge.
- 6 If the error:
  - Does not reappear, the problem has been corrected.
  - Reappears, replace the print cartridge with a new one.

## Left Cartridge Missing / Right Cartridge Missing

One or both print cartridges are missing or not installed properly. For more information, see “Installing print cartridges” on page 120.

### Notes:

- You can make a color copy with only the color cartridge installed.
- You can print a black-and-white document with only the black cartridge installed.
- You cannot copy or print when only the photo cartridge is installed.
- To remove the error message, press .

## Memory Failure

These are possible solutions. Try one or more of the following:

### REDUCE MEMORY USE

If applicable:

- Print pending received faxes.
- Send fewer pages.

## SELECT THE AFTER DIAL SETTING

- 1 From the desktop, double-click the **Productivity Studio** icon.
- 2 From the left pane of the Welcome screen, click **Setup and manage faxes**.
- 3 Click **Adjust speed dial list and other fax settings**.
- 4 Click the **Dialing and Sending** tab.
- 5 From the "Sending options" area, select **After Dial** from the "When to scan document" section.
- 6 Click **OK**.
- 7 Resend the fax.

## No images have been selected

You have not selected any of the options on step 1 of the photo proof sheet you printed and scanned.

- 1 Make sure you completely fill in your selected circle or circles.
- 2 Press **X** to continue.

## No photo/paper size selection has been made

You have not selected any of the options on step 2 of the photo proof sheet you printed and scanned.

- 1 Make sure you completely fill in your selected circle or circles.
- 2 Press **X** to continue.

## Could not detect a proof sheet

The document placed on the scanner glass is not a valid proof sheet. For more information, see "Printing photos stored on the memory device using the proof sheet" on page 81.

## No proof sheet information

The photo proof sheet you printed and scanned is no longer valid.

You may have removed the memory card or flash drive from the printer, or turned off the printer, before scanning the photo proof sheet.

For more information, see "Printing photos stored on the memory device using the proof sheet" on page 81.

## No valid photo image files detected

No supported images have been found on the memory card or flash drive.

The printer will read photos created using the JPEG format. For more information, see the documentation that came with the digital camera.

## Only one photo enhancement may be chosen at a time

You have selected more than one option on step 2 of the photo proof sheet you printed and scanned.

- 1 Make sure you completely fill in only one circle for each option.
- 2 Press **X** to continue.

## Only one photo/size selection can be chosen at a time

You have selected more than one option on step 2 of the photo proof sheet you printed and scanned.

- 1 Make sure you completely fill in only one circle for each option.
- 2 Press **X** to continue.

## Photo size error. Photo must fit on page.

There are one or more photos larger than the paper size you selected on the printer menu.

- 1 Press **X** to clear the error message.
- 2 Press **◀** or **▶** repeatedly until **Paper Size** appears on the display.
- 3 Press **↻**.
- 4 Press **◀** or **▶** repeatedly to select the paper size option that will fit your largest photo size.
- 5 Press **Start Color** or **Start Black** to begin printing.

## PictBridge communications error

Remove and then reinsert the USB cable that came with the camera into the PictBridge port on the front of the printer.

## Please remove camera to use your memory card

The printer can read either a PictBridge-enabled digital camera or a memory card, but not both at the same time.

- 1 Remove both the PictBridge-enabled digital camera and the memory card.
- 2 Reinsert only one of the devices mentioned above.

## Some photos removed from card by host

Some of the photos on the photo proof sheet were deleted from the memory card through the computer.

You must print a new photo proof sheet.

For more information, see "Printing photos stored on the memory device using the proof sheet" on page 81.

## Problems reading the memory card

- See "Memory card cannot be inserted" on page 158.
- See "Nothing happens when memory card is inserted" on page 159.



# Error messages on the computer screen

Your printer may not support:

- Memory Cards
- PictBridge-enabled digital camera
- Photo Card mode

## Clearing error messages

- 1 Correct the error condition explained in the error message. Click **Help** on the error message dialog box for specific instructions.
- 2 After correcting the error condition, click **Continue** to resume printing.

If the error remains, but you want to clear the error message:

- 1 Click **Cancel Printing**. The error message closes, and the Canceling Printing dialog box appears.
- 2 Follow the instructions on the Canceling Printing dialog box.

## Left/Right Cartridge Missing




This message indicates that one of the necessary cartridges is missing. You need to install a print cartridge.

## Communication not available

The printer and computer may not be able to exchange data.

### IS THE PRINTER RECEIVING POWER?

If  is not lit, the printer may not be receiving power.

- Plug the printer into a different outlet.
- If the printer is plugged into a surge protector, unplug the printer, and plug it directly into an electrical outlet.

### IS THERE A PROBLEM WITH THE CONNECTIONS?

If the printer is connected to an external device, the problem may be with the device. Check the setup information that came with the device to make sure it is properly installed.

If printing using a USB cable, make sure the cable is securely attached to both the printer and the computer.

Before you print, you may need to restart the computer.

## General Printing Problem

You cannot receive a more specific error message because the printer and the computer do not have bidirectional communication.

To receive a more specific error message, see “Bidirectional communication is not established” on page 152.

To find the problem without establishing bidirectional communication, see “Checking printer readiness” on page 144.

## Ink Low

A print cartridge is almost out of ink.



Install a new cartridge. For more information, see “Installing print cartridges” on page 120.

To order a new cartridge, see “Ordering supplies” on page 126.


## Out of Memory

The printer software cannot obtain enough memory to print.

Try the following:

- Before sending a document to print, close any other open programs. The printer may print a blank page when too many programs are open on the computer.
- Follow the instructions on the error screen. These instructions reduce the amount of memory needed to print.

## Out of Paper


- 1 Load paper.
- 2 Press  to continue printing.

**Note:** Do not force paper into the printer.

## Fixing a printing failure

Follow the instructions on the computer screen.

If the printer still does not print:

- 1 Do one of the following:
  - In Windows Vista, click .
  - In Windows XP and earlier, click **Start**.
- 2 Click **Programs** or **All Programs** → **Lexmark X5400 Series**.
- 3 Click **Solution Center**, and then click the **Contact Information** tab.

## Unsupported file types found on memory card

The memory card inserted in the printer contains unsupported file types. Only image files with file name extensions JPEG, JPE, and JPG are recognized. Insert a memory card with supported file types.

## Paper Jam

The printer has a paper jam, and you must clear the paper path.

**Note:** To avoid paper jams, do not force paper into the printer.

## Multiple All-In-Ones found

Multiple Lexmark printers, attached either locally or over a network, have been detected on your computer. You can choose which printer you want to use:

- 1 Select the printer from the list.
- 2 Click **OK**.

## Black Cartridge replacement required

A new black print cartridge needs to be installed.

If available, click the **Continue** button on your computer screen to print using the color print cartridge.

### Notes:

- The Continue button is available only at the beginning of a print job.
- A variable amount of ink remains in the black cartridge.

Follow these steps to replace the black cartridge in your printer:

- 1 Cancel the print job if it has not been canceled yet.
- 2 Replace the black cartridge with a new cartridge.
- 3 Print your document again.

## Color Cartridge replacement required

A new color print cartridge needs to be installed.

If available, click the **Continue** button on your computer screen to print using the black cartridge.

### Notes:

- The Continue button is available only at the beginning of a print job.
- A variable amount of ink remains in the color cartridge.

Follow these steps to replace the color cartridge in your printer:

- 1 Cancel the print job if it has not been canceled yet.
- 2 Replace the color cartridge with a new cartridge.
- 3 Print your document again.

## **Black and Color Cartridge replacement required**

New print cartridges need to be installed.

The print job has been canceled.

**Note:** A variable amount of ink remains in the cartridges.

Follow these steps to replace the cartridges in your printer:

- 1** Replace the used cartridges with new cartridges.
- 2** Print your document again.

# Notices

## Product information

Product name:

Lexmark X5400 Series

Machine type:

4425

Model(s):

001

A01

002

A02

003

## Edition notice

January 2008

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For information on supplies and downloads, visit [www.lexmark.com](http://www.lexmark.com).

If you don't have access to the Internet, you can contact Lexmark by mail:

Lexmark International, Inc.  
Bldg 004-2/CSC  
740 New Circle Road NW  
Lexington, KY 40550

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## **Licensing notices**

The following document can be viewed from the \Drivers\XPS directory on the installation software CD: Zopen.PDF.

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

This product has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

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

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

**Note:** To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable such as Lexmark part number 1021294 for USB attach. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

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

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

## Industry Canada compliance statement

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

## Avis de conformité aux normes de l'industrie du Canada

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

## European Community (EC) directives conformity

This product is in conformity with the protection requirements of EC Council directives 2004/108/EC, 2006/95/EC, and 1999/5/EC on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipment designed for use within certain voltage limits and on radio equipment and telecommunications terminal equipment.

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

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

## 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	48
Scanning	34
Copying	39
Ready	inaudible

Values are subject to change. See [www.lexmark.com](http://www.lexmark.com) for current values.

## Waste from Electrical and Electronic Equipment (WEEE) directive



The WEEE logo signifies specific recycling programs and procedures for electronic products in countries of the European Union. We encourage the recycling of our products. If you have further questions about recycling options, visit the Lexmark Web site at [www.lexmark.com](http://www.lexmark.com) for your local sales office phone number.

### Product disposal

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

### Temperature information

Ambient temperature	60 to 90 degrees F, 15 to 32 degrees C
Shipping and storage temperature	-40 to 60 degrees C (-40 to 140 degrees F), 1 to 60 degrees C (34 to 140 degrees F)

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

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the Administrative Council for Terminal Attachments (ACTA). On the back of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to your telephone company.

This equipment uses the RJ-11C Universal Service Order Code (USOC) jack.

A plug and jack used to connect this equipment to the premises' wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See your setup documentation for more information.

The Ringer Equivalence Number (REN) is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact your local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (for example, 03 is a REN of 0.3). For earlier products, the REN is shown separately on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice is not practical, the telephone company will notify the customer as soon as possible. You will also be advised of your right to file a complaint with the FCC.



The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of this equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If you experience trouble with this equipment, for repair or warranty information, contact Lexmark International, Inc. at [www.lexmark.com](http://www.lexmark.com) or your Lexmark representative. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This equipment contains no user serviceable parts. For repair and warranty information, contact Lexmark International, Inc. See the previous paragraph for contact information.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission, or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Telephone companies report that electrical surges, typically lightning transients, are very destructive to customer terminal equipment connected to AC power sources. This has been identified as a major nationwide problem. It is recommended that the customer install an appropriate AC surge arrester in the AC outlet to which this device is connected. An appropriate AC surge arrester is defined as one that is suitably rated, and certified by UL (Underwriter's Laboratories), another NRTL (Nationally Recognized Testing Laboratory), or a recognized safety certification body in the country/region of use. This is to avoid damage to the equipment caused by local lightning strikes and other electrical surges.

The Telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless said message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message, and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.)

See your user documentation in order to program this information into your fax machine.

## **Notice to users of the Canadian telephone network**

This product meets the applicable Industry Canada technical specifications. The Ringer Equivalence Number (REN) is an indication of the maximum number of terminals allowed to be connected to a telephone interface. The terminus of an interface may consist of any combination of devices, subject only to the requirement that the sum of the RENs of all the devices does not exceed five. The modem REN is located on the rear of the equipment on the product labeling.

Telephone companies report that electrical surges, typically lightning transients, are very destructive to customer terminal equipment connected to AC power sources. This has been identified as a major nationwide problem. It is recommended that the customer install an appropriate AC surge arrester in the AC outlet to which this device is connected. An appropriate AC surge arrester is defined as one that is suitably rated, and certified by UL (Underwriter's Laboratories), another NRTL (Nationally Recognized Testing Laboratory), or a recognized safety certification body in the country/region of use. This is to avoid damage to the equipment caused by local lightning strikes and other electrical surges.

This equipment uses CA11A telephone jacks.

## **Avis réservé aux utilisateurs du réseau téléphonique du Canada**

Ce produit est conforme aux spécifications techniques d'Industrie Canada. Le numéro REN (ringer equivalence number : numéro d'équivalence de sonnerie) fournit une indication du nombre maximum de terminaux pouvant être connectés à l'interface téléphonique. En bout de ligne, le nombre d'appareils qui peuvent être connectés n'est pas directement limité, mais la somme des REN de ces appareils ne doit pas dépasser cinq. Le numéro REN du modem est indiqué sur l'étiquette produit située à l'arrière de l'équipement.

Les compagnies de téléphone constatent que les surtensions électriques, en particulier celles dues à la foudre, entraînent d'importants dégâts sur les terminaux privés connectés à des sources d'alimentation CA. Il s'agit-là d'un problème majeur d'échelle nationale. En conséquence, il vous est recommandé de brancher un parasurtenseur dans la prise de courant à laquelle l'équipement est connecté. Utilisez un parasurtenseur répondant à des caractéristiques nominales satisfaisantes et certifié par le laboratoire d'assureurs UL (Underwriter's Laboratories), un autre laboratoire agréé de type NRTL (Nationally Recognized Testing Laboratory) ou un organisme de certification agréé dans votre région ou pays. Ceci prévient tout endommagement de l'équipement causé par les orages et autres surtensions électriques.

Cet équipement utilise des prises de téléphone CA11A.

## **Notice to users of the New Zealand telephone network**

The following are special conditions for the Facsimile User Instructions. The grant of a telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

This equipment shall not be set up to make automatic calls to the Telecom's 111 Emergency Service.

This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

This equipment should not be used under any circumstances that may constitute a nuisance to other Telecom customers.

Some parameters required for compliance with Telecom's telepermit requirements are dependent on the equipment associated with this device. The associated equipment shall be set to operate within the following limits for compliance to Telecom's specifications:

- There shall be no more than 10 call attempts to the same number within any 30 minute period for any single manual call initiation, and
- The equipment shall go on-hook for a period of not less than 30 seconds between the end of one attempt and the beginning of the next call attempt.
- The equipment shall be set to ensure that automatic calls to different numbers are spaced such that there is not less than 5 seconds between the end of one call attempt and the beginning of another.

## **South Africa telecommunications notice**

This modem must be used in conjunction with an approved surge protection device when connected to the PSTN.

## Using this product in Switzerland

This product requires a Swiss billing tone filter (Lexmark part number 14B5109) to be installed on any line which receives metering pulses in Switzerland. The Lexmark filter must be used, as metering pulses are present on all analog telephone lines in Switzerland.

## Utilisation de ce produit en Suisse

Cet appareil nécessite l'utilisation d'un filtre de tonalité de facturation suisse (n° de référence Lexmark : 14B5123) devant être installé sur toute ligne recevant des impulsions de comptage en Suisse. Ce filtre doit être utilisé pour toute installation car ces impulsions existent sur toutes les lignes téléphoniques suisses.

## Verwendung dieses Produkts in der Schweiz

Für dieses Produkt muss ein schweizerischer Billing Tone Filter zur Zählzeichenübertragung (Lexmark Teilenummer 14B5109) für jede Leitung installiert werden, über die in der Schweiz Zeitsteuertakte übertragen werden. Die Verwendung des Lexmark Filters ist obligatorisch, da in allen analogen Telefonleitungen in der Schweiz Zeitsteuertakte vorhanden sind.

## Uso del prodotto in Svizzera

Questo prodotto richiede un filtro toni Billing svizzero, (codice Lexmark 14B5109), da installare su tutte le linee che ricevono impulsi remoti in Svizzera. È necessario utilizzare il filtro Lexmark poiché gli impulsi remoti sono presenti su tutte le linee analogiche in Svizzera.

## Power consumption

### Product power consumption

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

**Note:** Some modes may not apply to your product.

Mode	Description	Power consumption (Watts)
Printing	The product is generating hard-copy output from electronic inputs.	14.6
Copying	The product is generating hard-copy output from hard-copy original documents.	15.1
Scanning	The product is scanning hard-copy documents.	9.1
Ready	The product is waiting for a print job.	6.6
Power Saver	The product is in energy-saving mode.	6.1
High Off	The product is plugged into a wall outlet, but the power switch is turned off.	4.0
Low Off (<1 W Off)	The product is plugged into a wall outlet, the power switch is turned off, and the product is in the lowest possible power consumption mode.	n/a

Mode	Description	Power consumption (Watts)
Off	The product is plugged into a wall outlet, but the power switch is turned off.	n/a

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

Values are subject to change. See [www.lexmark.com](http://www.lexmark.com) for current values.

## Power Saver

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

Factory default Power Saver Timeout for this product (in minutes):	30
--	----

## Off mode

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

## Total energy usage

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

## Statement of Limited Warranty

### Lexmark International, Inc., Lexington, KY

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

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

### Limited warranty

Lexmark warrants that this product:

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

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

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

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

## Limited warranty service

The warranty period starts on the date of original purchase as shown on the purchase receipt. The warranty period ends 12 months later.

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

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

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

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

For further explanation of your warranty alternatives and the nearest Lexmark authorized servicer in your area, contact Lexmark at (800) 332-4120, or on the World Wide Web at <http://support.lexmark.com>.

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

## Extent of limited warranty

We do not warrant uninterrupted or error-free operation of any product.

Warranty service does not include repair of failures caused by:

- Modification or attachments
- Accidents or misuse
- Unsuitable physical or operating environment
- Maintenance by anyone other than Lexmark or a Lexmark authorized servicer
- Operation of a product beyond the limit of its duty cycle
- Use of printing media outside of Lexmark specifications
- Supplies (such as ink) not furnished by Lexmark
- Products, components, parts, materials, software, or interfaces not furnished by Lexmark

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# Index

## A

ADF (Automatic Document Feeder)  
loading documents 53  
paper capacity 55  
adjusting brightness  
automatically 76, 78  
adjusting the hue of a photo 77  
adjusting the saturation of a photo 77  
Advanced button 45  
aligning print cartridges 122  
alignment error 172  
answering machine  
receiving a fax with 107  
assigning IP address 47  
Auto Answer 113  
Automatic Document Feeder (ADF) 25  
Automatic Document Feeder (ADF)  
paper exit tray 25  
Automatic Document Feeder (ADF)  
paper guide 25  
Automatic Document Feeder (ADF)  
paper stop 26

## B

banner paper jams 157  
banner paper, loading 53  
banner printing problems  
checking spool settings 145  
banner, printing 64  
bidirectional communication,  
establishing 152  
black cartridge replacement  
required 179  
black ink low 173  
blank or incorrect page prints 138  
blocking host fax settings 115  
blurring photo 76  
booklet, assembling 63  
booklets  
printing 63  
both sides of the paper, printing  
on 59  
box contents 18  
Brightness  
automatic adjustment 76, 78

Brightness / Contrast setting  
changing 78  
broadcast fax, sending  
at a scheduled time 105  
immediately 104  
buttons, control panel  
Auto Answer 39  
Back 38  
Cancel 38  
Copy Mode 37  
Fax Mode 38  
keypad 39  
Left arrow 38  
Lighter / Darker 38  
Menu 38  
Pause / Redial 39  
Phone Book 39  
Photo Card 38  
Power 37  
Resize 38  
Right arrow 38  
Scan Mode 37  
Select 38  
Start Black 39  
Start Color 39  
buttons, Productivity Studio  
Copy 43  
E-mail 43  
Fax 43  
Photo Greeting Cards 43  
Photo Packages 43  
Poster 43  
Scan 43  
Transfer Photos 43  
using 43  
buttons, Solution Center  
Advanced 45  
How To 45  
Maintenance 45  
Troubleshooting 45  
using 45

## C

cable connections  
checking 146, 148  
Caller ID not displayed 169  
Caller ID, using 106  
control panel 106

calling card  
using when faxing 103  
using when setting up Speed  
Dial 118  
using while listening to call 104  
using with On Hook dial  
feature 104  
using with the Fax Setup  
Utility 109  
can receive but not send fax 167  
can send but not receive fax 166  
canceling  
scan job 96  
canceling print jobs 60  
cannot print from digital camera  
using PictBridge 153  
cannot scan to computer over  
network 164  
cannot send or receive fax 164  
cards  
loading 52  
memory card 67  
printing 61  
carrier jam error 173  
cartridge error 172  
cartridge missing error 177  
cartridges, print  
aligning 122  
cleaning 123  
installing 120  
ordering 126  
preserving 124  
removing 121  
using genuine Lexmark 122  
wiping 123  
CD  
printing photos from 79  
transferring all photos and  
documents using the  
computer 72  
transferring selected photos and  
documents using the  
computer 73  
changing  
temporary files preferences 74  
changing e-mail screen  
preferences 101

- changing gamma value of a photo or image 77
  - changing library preferences 75
  - Changing photo resolution/size 76
  - changing scan settings 99
  - changing searched folders preferences 74
  - changing temporary files preferences 74
  - changing transfer settings 75
  - characters on printout are missing or unexpected 138
  - checking external devices 148
  - checking printer readiness 144
  - cleaning
    - exterior of the printer 125
  - cleaning print cartridge nozzles 123
  - collating copies 89
  - color and black cartridge replacement required 180
  - color cartridge replacement required 179
  - color effects
    - applying 78
  - color ink low 173
  - colors on paper do not match colors on the screen 139
  - communication not available error 177
  - communication problems
    - establishing bidirectional communication 152
  - connect to network printer 49
  - connecting
    - using RJ11 adapter 27
  - connecting cables 146, 148
  - connecting the printer to
    - answering machine 31
    - computer modem 34
    - telephone 35
    - telephone wall jack 32
    - telephone wall jack in Germany 33
  - contents, box 18
  - control panel 25
    - copy menu 91
    - Fax menu 112
    - installing another language 41
    - Photo Card menu 69
    - PictBridge menu 71
    - saving settings 40
  - Scan menu 97
    - using 37
  - copied item does not match original 139
  - copier does not respond 159
  - copy
    - menu 91
  - Copy button 43
  - copy quality, adjusting 89
  - copy settings
    - modifying 91
  - copy troubleshooting
    - copier does not respond 159
    - partial document or photo copies 161
    - poor copy quality 160
    - scanner unit does not close 160
  - copying 87
    - adjusting quality 89
    - cloning an image 90
    - collating copies 89
    - customizing settings 91
    - enlarging an image 90
    - making a copy lighter or darker 89
    - photos 87
    - reducing an image 90
    - repeating an image 90
  - copying a photo 88
  - could not detect a proof sheet 175
  - cover open 173
  - creating and viewing slideshow 85
  - creating fax cover page
    - using the Fax Setup Utility 109
  - cropping
    - photo 75
  - customizing settings
    - copy 91
    - fax 112
    - Fax Setup Utility 109
    - scan 97
  - custom-size paper, loading 53
  - custom-size paper, printing 64
- D**
- defaults
    - Fax menu 112
    - Photo Card menu 69
    - resetting factory defaults 66
    - resetting printer software to factory defaults 65
    - Scan menu 97
  - descreening 79
  - Despeckle
    - change setting 78
  - digital camera
    - printing photos using the computer 79
  - distinctive ring patterns 117
  - document
    - scanning 93
  - documents
    - attaching to e-mail 100
    - e-mailing 100
    - faxing using the control panel 104
    - faxing using the software 103
    - loading into the Automatic Document Feeder (ADF) 53
    - loading on scanner glass 55
    - printing 57
    - scanning images for editing 94
    - scanning text for editing 94
    - transferring all documents from CD or flash drive using the computer 72
    - transferring selected photos from CD or flash drive using the computer 73
- E**
- editing
    - document text (OCR) 94
    - scanned images 94
  - emission notices 182, 183
  - Enhancements tab
    - blur 76
    - enhance 77
    - hue 77
    - saturation 77
    - selecting color effect 78
    - sharpen 76
  - enhancing photo 77
  - enlarging an image 90
  - envelopes
    - loading 51
    - printing 61
  - error 1104 173
  - error 1205 174
  - error 1206 174
  - error messages
    - alignment error 172
    - black cartridge replacement required 179

- black ink low 173
  - cartridge error 172
  - cartridge missing 177
  - clear carrier jam 173
  - clearing 177
  - color and black cartridge replacement required 180
  - color cartridge replacement required 179
  - color ink low 173
  - communication not available 177
  - could not detect a proof sheet 175
  - error 1104 173
  - error 1205 174
  - error 1206 174
  - fax error 169
  - fax mode unsupported 169
  - general printing problem 178
  - ink low 178
  - left cartridge error 174
  - left cartridge incorrect 174
  - left cartridge missing 174
  - memory full 174
  - no images have been selected 175
  - no photo/paper size selection has been made 175
  - no proof sheet information 175
  - no valid photo image files detected 175
  - only one photo enhancement may be chosen at a time 176
  - only one photo/size selection can be chosen at a time 176
  - out of memory 178
  - out of paper 178
  - paper jam 179
  - phone line busy 170
  - phone line error 171
  - photo ink low 173
  - photo size error 176
  - PictBridge communications error 176
  - please remove the camera card 176
  - printing failure 178
  - problem reading memory card 176
  - remote fax error 169
  - right cartridge error 174
  - right cartridge incorrect 174
  - right cartridge missing 174
  - some photos removed from card by host 176
  - unsupported file types found on memory card 179
  - error messages troubleshooting
    - cover open error 173
  - Exposure
    - changing setting 78
  - EXT port 26
  - exterior of the printer
    - cleaning 125
  - external devices
    - checking 148
  - e-mail
    - attaching a scanned image 100
    - attaching files 100
  - E-mail button 43
  - e-mail screen preferences
    - changing 101
  - e-mailing an image 100
- F**
- factory default settings
    - resetting printer software 65
  - factory default settings, resetting to 66
  - faded colors 139
  - Fax
    - menu 112
  - fax
    - activity reports 119
    - confirmation reports 119
    - customizing settings 109
    - forwarding 108
    - receiving automatically 107
    - receiving manually 105
    - receiving with an answer code 105
    - setting a manual answer code 106
  - Fax button 43
  - fax cover page
    - creating using the Fax Setup Utility 109
  - fax error 169
  - fax footer, setting up 114
  - fax header, setting up 113
  - fax mode unsupported error message 169
  - fax settings
    - blocking unwanted changes 115
    - changing using Fax Solutions Software 116
  - Fax Setup Utility
    - Cover Page tab 109
    - customizing settings 109
    - Dialing and Sending tab 111
    - Fax Printing / Reports tab 111
    - Ringling and Answering tab 111
    - Speed Dial tab 111
    - using 109
  - Fax Solutions Software, using 116
  - fax troubleshooting
    - Caller ID not displayed 169
    - can receive but not send fax 167
    - can send but not receive fax 166
    - cannot send or receive fax 164
    - printer receives blank fax 168
    - received fax has poor print quality 168
  - faxing
    - adding fax groups to Speed Dial 118
    - adding numbers to Speed Dial 118
    - Auto Answer 113
    - blocking unwanted faxes 115
    - choosing a fax connection 30
    - customizing settings 112
    - entering a fax number 103
    - sending a broadcast fax at a scheduled time 105
    - sending a broadcast fax immediately 104
    - sending while behind a PBX 36
    - setting Auto Answer to on 113
    - setting number of rings before automatic answering 118
    - setting up dialing prefix 117
    - using a calling card number 103
    - using digital telephone service 37
    - using DSL 37
    - using ISDN 37
    - using the control panel 104
    - using the software 103
    - while listening to call 104
  - FCC notices 182, 184
  - files
    - attaching to e-mail message 100
  - finding
    - information 13
    - MAC address 47

- publications 13
- Web site 13
- flash drive
  - inserting 68
  - printing photos using the computer 79
  - printing photos using the proof sheet 81
  - transferring all photos and documents using the computer 72
  - transferring selected photos and documents using the computer 73
- fonts
  - resolving problems 145
- forwarding a fax 108

## G

- gamma value
  - changing 77
- general printing problem error 178
- getting a document to print 149
- glossy paper, loading 50
- glossy photo paper or transparencies stick together 140
- greeting cards
  - loading 52
  - printing 61
- Group Dial
  - setting up 118
  - using 103
  - using the Phone Book 108

## H

- heavyweight matte paper, loading 50
- How To button 45

## I

- image, changing gamma value 77
- images
  - e-mailing 100
- incorrect language appears on display 128
- index cards
  - loading 52
  - printing 61
- information, finding 13
- ink levels seem incorrect 137

- ink levels seem to go down quickly 138
- ink low error 178
- inserting
  - flash drives 68
  - memory cards 67
  - PictBridge-enabled digital camera 83
- installing
  - network printer 47
  - print cartridges 120
  - printer software 42, 132
- IP address, assigning 47
- iron-on transfers, loading 52
- iron-on transfers, printing 64

## J

- jams and misfeeds troubleshooting
  - banner paper jams 157
  - paper jam in the Automatic Document Feeder 154
  - paper jam in the paper support 156
  - paper jam in the printer 155
  - paper or specialty media misfeeds 156
  - printer does not feed paper, envelopes, or specialty media 157
- junk faxes, blocking 115

## L

- labels, loading 51
- language
  - changing 128
- last page first 60
- left cartridge error 174
- left cartridge incorrect 174
- left cartridge missing 174
- Lexmark Productivity Studio
  - creating and viewing slideshow 85
- Library
  - scanning a photo to 95
- library preferences
  - changing 75
- LINE port 26
- loading
  - banner paper 53
  - custom-size paper 53

- documents into the Automatic Document Feeder (ADF) 53
- documents on the scanner glass 55
- envelopes 51
- glossy paper 50
- greeting cards 52
- heavyweight matte paper 50
- index cards 52
- iron-on transfers 52
- labels 51
- paper 50
- photo cards 52
- photo paper 50
- photos on the scanner glass 55
- postcards 52
- transparencies 52

## M

- MAC address, finding 47
- magazine articles, loading on the scanner glass 55
- Maintenance button 45
- maintenance menus
  - copy menu 91
- memory card
  - inserting 67
  - printing photos using the computer 79
  - printing photos using the proof sheet 81
- memory card cannot be inserted 158
- memory card slots 25
- memory card troubleshooting
  - memory card cannot be inserted 158
  - nothing happens when memory card is inserted 159
- memory full error message 174
- modifying copy settings 91
- moire patterns, removing from scanned images 79

## N

- network adapters
  - using 47
- network printer
  - installing 47
- network printers
  - configuring 49

- network scanning 98
- newspapers, loading on the scanner glass 55
- no images selected error 175
- no photo/paper size error 175
- no proof sheet information error 175
- no valid photo image files detected 175
- noise emission levels 183
- nothing happens when memory card is inserted 159
- notices 182, 183, 184, 185, 186, 187, 188
- N-up feature 60

## O

- OCR, editing document text 94
- On Hook Dial feature 104
- One-Click Auto Fix 76
- only one photo enhancement may be chosen at a time 176
- only one photo/size selection can be chosen at a time 176
- ordering supplies 126
- out of memory error 178
- out of paper error 178

## P

- page does not print 130
- page prints with different fonts 140
- paper
  - choosing specialty 61
- paper continues to jam 158
- paper exit tray 25
- paper guide 25
- paper jam error 179
- paper jam in the Automatic Document Feeder 154
- paper jam in the paper support 156
- paper jam in the printer 155
- paper or specialty media misfeeds 156
- paper support 25
- paper type
  - choosing automatically 50
- paper, loading 50
- partial 4x6in. (10x15cm) photo prints when using PictBridge 153

- partial document or photo copies 161
- partial document or photo prints 136
- partial document or photo scans 163
- parts
  - Automatic Document Feeder (ADF) 25
  - Automatic Document Feeder (ADF) paper exit tray 25
  - Automatic Document Feeder (ADF) paper guide 25
  - Automatic Document Feeder (ADF) paper stop 26
  - control panel 25
  - EXT port 26
  - LINE port 26
  - memory card slots 25
  - paper exit tray 25
  - paper guide 25
  - paper support 25
  - PictBridge port 25
  - power supply port 26
  - print cartridge carrier 26
  - scanner glass 26
  - scanner unit 26
  - top cover 26
  - USB port 26
- pausing print jobs 60
- PDF
  - creating from a scan 95
- Phone Book (computer), using 109
- Phone Book (control panel), using 108
- phone line busy error message 170
- phone line error 171
- photo
  - adjusting hue 77
  - adjusting saturation 77
  - applying color effect 78
  - blurring 76
  - cropping 75
  - enhancing 77
  - sharpening 76
- Photo Card menu 69
- photo cards, loading 52
- Photo Greeting Cards button 43
- photo ink low 173
- Photo Packages 80
- Photo Packages button 43

- photo paper, loading 50
- Photo resolution/size
  - changing 76
- photo size error 176
- photo smudges 137
- photo, changing gamma value 77
- photos
  - automatic red-eye reduction 76
  - copying 88
  - copying photos 87
  - loading on the scanner glass 55
  - printing all from a memory device 81
  - printing by date range 85
  - printing by number 82
  - printing from a Web page 58
  - printing from CD using the computer 79
  - printing from digital camera using DPOF 84
  - printing from digital camera using the computer 79
  - printing from PictBridge-enabled digital camera 83
  - printing from removable storage device using the computer 79
  - printing using color effects 85
  - printing using the proof sheet 81
  - red-eye reduction 76
  - rotating 75
  - scanning multiple photos at one time using computer 95
  - scanning to Library 95
  - smudges, preventing 137
  - transferring all photos from CD or flash drive using the computer 72
  - transferring from memory card to flash drive 73
  - transferring from memory device using control panel 72
  - transferring selected photos from CD or flash drive using the computer 73
- photos removed from card by host 176
- PictBridge communications error 176
- PictBridge menu 71
- PictBridge port 25
- PictBridge-enabled camera, printing photos from 83

- please remove the camera card 176
  - poor copy quality 160
  - poor quality at edges of page 135
  - poor scanned image quality 163
  - poor text and graphic quality 134
  - port setting
    - checking 48
  - postcards
    - loading 52
    - printing 61
  - poster 62
  - Poster button 43
  - posters, printing 62
  - power button is not lit 128
  - power supply port 26
  - preferences, e-mail screen
    - changing 101
  - preferences, library
    - changing 75
  - preferences, searched folders
    - changing 74
  - preferences, temporary files
    - changing 74
  - print cartridge
    - checking 137
  - print cartridge carrier 26
  - print cartridge nozzles, cleaning 123
  - print cartridges
    - aligning 122
    - cleaning 123
    - installing 120
    - ordering 126
    - preserving 124
    - refilling 122
    - removing 121
    - using genuine Lexmark 122
    - wiping 123
  - print is dark or smudged 141
  - print jobs
    - canceling 60
  - print quality, improving 133
  - print settings
    - saving and deleting 65
  - print speed is slow 136
  - print troubleshooting
    - improving print quality 133
    - ink levels seem incorrect 137
    - ink levels seem to go down quickly 138
  - partial 4x6in. (10x15cm) photo prints when using PictBridge 153
  - partial document or photo prints 136
  - photo smudges 137
  - poor quality at edges of page 135
  - poor text and graphic quality 134
  - print speed is slow 136
  - printed characters are improperly formed or not aligned 141
  - printer
    - no communication 151
    - sharing 48
    - sharing in Windows 48
  - printer cannot communicate over peer-to-peer network 149
  - printer does not feed paper, envelopes, or specialty media 157
  - printer plugged in but does not print 149
  - printer receives blank fax 168
  - printer software
    - installing 42
    - reinstalling 132
    - removing 132
    - updating 151
  - printer status
    - checking 143
  - printing
    - all photos from a memory device 81
    - banner 64
    - blocked fax list 115
    - booklets 63
    - cards 61
    - collate 59
    - custom-size paper 64
    - document 57
    - envelopes 61
    - greeting cards 61
    - improving print quality 133
    - index cards 61
    - iron-on transfers 64
    - last page first 60
    - multiple pages on one sheet 60
    - on both sides of the paper 59
    - Photo Packages 80
    - photos by date range 85
    - photos by number 82
    - photos from CD using the computer 79
  - photos from digital camera using DPOF 84
  - photos from digital camera using the computer 79
  - photos from PictBridge-enabled digital camera 83
  - photos from Productivity Studio 80
  - photos from removable storage device using the computer 79
  - photos from the Productivity Studio 80
  - photos using color effects 85
  - photos using the proof sheet 81
  - postcards 61
  - poster 62
  - posters 62
  - reverse page order 60
  - test page 146
  - transparencies 64
  - Web page 57
  - Web page, photos only 58
  - printing failure error 178
  - printouts have alternating bands of light and dark print 142
  - problem reading memory card error 176
  - problems when copying, scanning, or faxing 151
  - Productivity Studio
    - printing photos 80
    - viewing photos 80
  - Productivity Studio buttons
    - Copy 43
    - E-mail 43
    - Fax 43
    - Photo Greeting Cards 43
    - Photo Packages 43
    - Scan 43
    - Transfer Photos 43
    - understanding 43
  - Productivity Studio, understanding 43
  - proof sheet, using 81
  - publications, finding 13
- Q**
- quality settings, checking 146
  - Quick Fixes tab
    - using One-Click Auto Fix 76

## R

- ready or busy printing is listed as status 146
- received fax has poor print quality 168
- receiving a fax
  - automatically 107
  - fax forwarding 108
  - manually 105
  - using an answering machine 107
  - with manual answer code 105
- recycling
  - WEEE statement 184
- reducing an image 90
- red-eye
  - automatic reduction 76
  - manual reduction 76
- refilling print cartridges 122
- remote fax error 169
- removing an external device 148
- removing print cartridges 121
- repeating an image 90
- reports
  - fax activity 119
  - fax confirmation 119
- reverse page order 60
- right cartridge error 174
- right cartridge incorrect 174
- right cartridge missing 174
- ring patterns, setting 117
- RJ11 adapter 27
- rotating photo 75

## S

- safety information 17
- saving a scanned image 99
- saving and deleting print settings 65
- Scan
  - menu 97
- Scan button 43
- Scan Enhancements tab
  - Brightness / Contrast 78
  - Brightness / Contrast setting 78
  - Despeckle setting 78
  - Exposure setting 78
- scan settings
  - changing 99
- scan troubleshooting
  - cannot scan to computer over network 164

- partial document or photo scans 163
- poor scanned image quality 163
- scan was not successful 162
- scanner does not respond 161
- scanning takes too long or freezes the computer 162
- scan was not successful 162
- scanned image
  - attaching to e-mail message 100
- scanned images
  - saving 99
- scanner does not respond 161
- scanner glass 26
  - cleaning 125
  - loading documents 55
- scanner unit 26
- scanner unit does not close 160
- scanning
  - canceling a scan 96
  - creating a PDF from a scan 95
  - customizing settings 97
  - customizing settings using computer 97
  - editing images 94
  - editing text 94
  - from magazines and newspapers 79
  - multiple photos at one time using computer 95
  - over a network 98
  - photo to Library 95
  - removing wavy (moire) patterns 79
  - saving scanned image
    - to computer 98
    - using the control panel 93
- scanning a document 93
- scanning takes too long or freezes the computer 162
- searched folders preferences
  - changing 74
- security information 46
- settings are not saved 145
- settings, saving 40
- setup troubleshooting
  - cannot print from digital camera using PictBridge 153
  - incorrect language appears on display 128
  - page does not print 130
  - power button is not lit 128

- software does not install 129
- sharing printer in Windows 48
- sharpening photo 76
- slideshow
  - creating and viewing 85
- smudging, preventing in photos 137
- software
  - Fax Solutions Software 116
  - Productivity Studio 43
  - removing and reinstalling 132
  - Solution Center 45
  - XPS driver 42
- software does not install 129
- software settings, printer
  - resetting to factory defaults 65
- Solution Center
  - understanding 45
- Solution Center buttons
  - Advanced 45
  - How To 45
  - Maintenance 45
  - Troubleshooting 45
  - understanding 45
- Speed Dial
  - setting up fax groups 118
  - setting up individual fax numbers 118
  - using 103
  - using the Phone Book 108
- speed settings, checking 146
- supplies, ordering 126

## T

- telecommunication notices 184, 185, 186, 187
- test page
  - printing 146
- test page does not print 147
- Toolbar
  - printing a Web page 57
  - printing only the photos from a Web page 58
- top cover 26
- Transfer Photos button 43
- transfer settings
  - changing 75
- transferring documents
  - from CD using the computer 72, 73
  - from flash drive using the computer 72, 73



- transferring photos
  - from CD using the computer 72, 73
  - from flash drive using the computer 72, 73
  - from memory card to flash drive 73
- transferring photos from memory device using control panel 72
- transparencies
  - loading 52
  - printing 64
- transparencies or photos contain white lines 142
- troubleshooting
  - blank or incorrect page prints 138
  - cartridge missing error 177
  - characters on printout are missing or unexpected 138
  - checking port setting 48
  - checking printer status 143
  - checking quality/speed settings 146
  - colors on paper do not match colors on the screen 139
  - communication not available error 177
  - copied item does not match original 139
  - establishing bidirectional communication 152
  - external devices, checking 148
  - faded colors 139
  - font selections 138
  - general printing problem error 178
  - getting document to print 149
  - glossy photo paper or transparencies stick together 140
  - ink low error 178
  - out of memory error 178
  - out of paper error 178
  - page prints with different fonts 140
  - paper continues to jam 158
  - paper jam error 179
  - port setting 48
  - print is dark or smudged 141
  - printed characters are improperly formed or not aligned 141
  - printer cannot communicate over peer-to-peer network 149
  - printer is trying to print to file 149
  - printer not communicating with computer 151
  - printer plugged in but does not print 149
  - printer status 143
  - printing failure error 178
  - printouts have alternating bands of light and dark print 142
  - problems when copying, scanning, or faxing 151
  - ready or busy printing is listed as status 146
  - removing an external device 148
  - resolving font problems 145
  - test page does not print 147
  - transparencies or photos contain white lines 142
  - unsupported file types found on memory card 179
  - vertical straight lines are not smooth 142
  - white lines appear in graphics or black areas 143
  - wrong printer attached 151
- Troubleshooting button 45
- troubleshooting, copy
  - copier does not respond 159
  - partial document or photo copies 161
  - poor copy quality 160
  - scanner unit does not close 160
- troubleshooting, error messages
  - alignment error 172
  - black cartridge replacement required 179
  - black ink low 173
  - cartridge error 172
  - clear carrier jam 173
  - color and black cartridge replacement required 180
  - color cartridge replacement required 179
  - color ink low 173
  - could not detect a proof sheet 175
  - cover open 173
  - error 1104 173
  - error 1205 174
  - error 1206 174
  - fax error 169
  - fax mode unsupported 169
  - left cartridge error 174
  - left cartridge incorrect 174
  - left cartridge missing 174
  - memory full 174
  - no images have been selected 175
  - no photo/paper size selection has been made 175
  - no proof sheet information 175
  - no valid photo image files detected 175
  - only one photo enhancement may be chosen at a time 176
  - only one photo/size selection can be chosen at a time 176
  - phone line busy 170
  - phone line error 171
  - photo ink low 173
  - photo size error 176
  - PictBridge communications error 176
  - please remove the camera card 176
  - problem reading memory card 176
  - remote fax error 169
  - right cartridge error 174
  - right cartridge incorrect 174
  - right cartridge missing 174
  - some photos removed from card by host 176
- troubleshooting, fax
  - Caller ID not displayed 169
  - can receive but not send fax 167
  - can send but not receive fax 166
  - cannot send or receive fax 164
  - printer receives blank fax 168
  - received fax has poor print quality 168
- troubleshooting, jams and misfeeds
  - banner paper jams 157
  - paper jam in the Automatic Document Feeder 154
  - paper jam in the paper support 156
  - paper jam in the printer 155
  - paper or specialty media misfeeds 156

- printer does not feed paper, envelopes, or specialty media 157
- troubleshooting, memory card
  - memory card cannot be inserted 158
  - nothing happens when memory card is inserted 159
- troubleshooting, print
  - improving print quality 133
  - ink levels seem incorrect 137
  - ink levels seem to go down quickly 138
  - partial 4x6in. (10x15cm) photo prints when using PictBridge 153
  - partial document or photo prints 136
  - photo smudges 137
  - poor quality at edges of page 135
  - poor text and graphic quality 134
  - print speed is slow 136
- troubleshooting, scan
  - cannot scan to computer over network 164
  - partial document or photo scans 163
  - poor scanned image quality 163
  - scan was not successful 162
  - scanner does not respond 161
  - scanning takes too long or freezes the computer 162
- troubleshooting, setup
  - cannot print from digital camera using PictBridge 153
  - incorrect language appears on display 128
  - page does not print 130
  - power button is not lit 128
  - software does not install 129

## U

- unsupported file types found on memory card 179
- unwanted faxes, blocking 115
- updating printer software 151
- USB port 26
  - enabling 132
- using One-Click Auto Fix 76
  - Quick Fixes tab 76
- using RJ11 adapter 27

## V

- vertical straight lines are not smooth 142
- viewing
  - photos from Productivity Studio 80
  - photos in the Productivity Studio 80
- voice notification
  - turning on or off 46

## W

- Web page
  - printing 57
  - printing only the photos 58
- Web site
  - finding 13
- white lines appear in graphics or black areas 143
- wrong printer attached 151

## X

- XPS driver
  - installing 42