





## Jammed pages are not reprinted

Action	Yes	No
<p><b>1</b> From the control panel, navigate to:</p> <p> &gt; <b>Settings</b> &gt;  &gt; <b>Notifications</b> &gt; </p> <p><b>2</b> From the Printer Jam Recovery menu, select <b>On</b> or <b>Auto</b>, and then press .</p> <p>Are the jammed pages reprinted?</p>	<p>The problem is solved.</p>	<p>Contact <a href="#">customer support</a>.</p>

## Printing problems

### Confidential and other held documents do not print

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> From the control panel, check if the documents appear in the Held Jobs list.</p> <p><b>Note:</b> If the documents are not listed, then print the documents using the Print and Hold options.</p> <p><b>b</b> Print the documents.</p> <p>Are the documents printed?</p>	<p>The problem is solved.</p>	<p>Go to step 2.</p>
<p><b>Step 2</b></p> <p>The print job may contain a formatting error or invalid data.</p> <ul style="list-style-type: none"> <li>• Delete the print job, and then send it again.</li> <li>• For PDF files, generate a new file, and then print the documents.</li> </ul> <p>Are the documents printed?</p>	<p>The problem is solved.</p>	<p>Go to step 3.</p>

Action	Yes	No
<p><b>Step 3</b></p> <p>If you are printing from the Internet, then the printer may be reading the multiple job titles as duplicates.</p> <p><b>For Windows users</b></p> <ul style="list-style-type: none"> <li><b>a</b> Open the Printing Preferences dialog.</li> <li><b>b</b> From the Print and Hold section, select <b>Keep duplicate documents</b>.</li> <li><b>c</b> Enter a PIN.</li> <li><b>d</b> Resend the print job.</li> </ul> <p><b>For Macintosh users</b></p> <ul style="list-style-type: none"> <li><b>a</b> Save and name each job differently.</li> <li><b>b</b> Send the job individually.</li> </ul> <p>Are the documents printed?</p>	<p>The problem is solved.</p>	<p>Go to step 4.</p>
<p><b>Step 4</b></p> <ul style="list-style-type: none"> <li><b>a</b> Delete some held jobs to free up printer memory.</li> <li><b>b</b> Resend the print job.</li> </ul> <p>Are the documents printed?</p>	<p>The problem is solved.</p>	<p>Go to step 5.</p>
<p><b>Step 5</b></p> <ul style="list-style-type: none"> <li><b>a</b> Add printer memory.</li> <li><b>b</b> Resend the print job.</li> </ul> <p>Are the documents printed?</p>	<p>The problem is solved.</p>	<p>Contact <a href="#">customer support</a>.</p>

## Slow printing

Action	Yes	No
<p><b>Step 1</b></p> <ul style="list-style-type: none"> <li><b>a</b> Make sure that the printer is not in Eco-Mode and Quiet Mode.</li> <li><b>b</b> Print the document.</li> </ul> <p>Is the printer still printing slow?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>

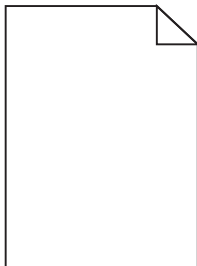
Action	Yes	No
<p><b>Step 2</b></p> <p><b>a</b> Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• Make sure that the setting matches the paper loaded in the tray.</li> <li>• You can also change the setting from the Paper menu on the printer control panel.</li> </ul> <p><b>b</b> Print the document.</p> <p>Is the printer still printing slow?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>
<p><b>Step 3</b></p> <p><b>a</b> Reduce the number of pages to print.</p> <p><b>b</b> Print the document.</p> <p>Is the printer still printing slow?</p>	<p>Go to step 4.</p>	<p>The problem is solved.</p>
<p><b>Step 4</b></p> <p><b>a</b> Connect the printer cable securely to the printer and the computer, print server, option, or other network device.</p> <p><b>b</b> Print the document.</p> <p>Is the printer still printing slow?</p>	<p>Go to step 5.</p>	<p>The problem is solved.</p>
<p><b>Step 5</b></p> <p><b>a</b> From the Quality menu on the control panel, set Print Resolution to 600 dpi.</p> <p><b>b</b> Print the document.</p> <p>Is the printer still printing slow?</p>	<p>Go to step 6.</p>	<p>The problem is solved.</p>
<p><b>Step 6</b></p> <p><b>a</b> Make sure that the printer is not overheating.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• Allow the printer to cool down after a very long print job.</li> <li>• Observe the recommended ambient temperature for the printer. For more information, see <a href="#">“Selecting a location for the printer” on page 9.</a></li> </ul> <p><b>b</b> Print the document.</p> <p>Is the printer still printing slow?</p>	<p>Go to step 7.</p>	<p>The problem is solved.</p>
<p><b>Step 7</b></p> <p><b>a</b> Add more printer memory.</p> <p><b>b</b> Print the document.</p> <p>Is the printer still printing slow?</p>	<p>Contact <a href="#">customer support</a>.</p>	<p>The problem is solved.</p>

## Print jobs do not print

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

## Print quality is poor

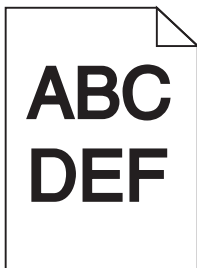
### Blank or white pages



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

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Remove any packing material left on the imaging unit.</p> <p><b>1</b> Remove the toner cartridge, and then remove the imaging unit.</p> <p><b>Warning—Potential Damage:</b> Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p><b>Warning—Potential Damage:</b> Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p><b>2</b> Shake the imaging unit.</p> <p><b>3</b> Insert the imaging unit, and then insert the cartridge.</p> <p><b>b</b> Print the document.</p> <p>Is the printer still printing blank or white pages?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Replace the imaging unit.</p> <p><b>b</b> Print the document.</p> <p>Is the printer still printing blank or white pages?</p>	Contact <a href="#">customer support</a> .	The problem is solved.

### Dark print

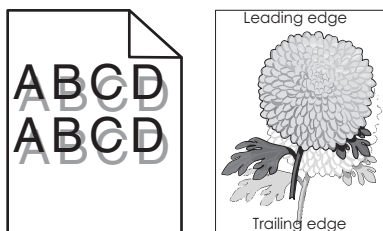


**Note:** Before solving the problem, print the print quality test pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> From the Quality menu on the control panel, reduce the toner darkness.</p> <p><b>b</b> Print the document.</p> <p>Is the print still too dark?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Depending on your operating system, reduce the toner darkness from the Printing Preferences or Print dialog.</p> <p><b>b</b> Print the document.</p> <p>Is the print still too dark?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p><b>a</b> Depending on your operating system, specify the paper type, texture, and weight from the Printing Preferences or Print dialog.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• Make sure that the settings match the paper loaded in the tray.</li> <li>• You can also change the settings from the Paper menu on the printer control panel.</li> </ul> <p><b>b</b> Print the document.</p> <p>Is the print still too dark?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p><b>a</b> Load paper from a fresh package.</p> <p><b>Note:</b> Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p><b>b</b> Print the document.</p> <p>Is the print still too dark?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p><b>a</b> Remove, and then reinstall the imaging unit.</p> <p><b>Warning—Potential Damage:</b> Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p><b>Warning—Potential Damage:</b> Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p><b>b</b> Print the document.</p> <p>Is the print still too dark?</p>	Go to step 6.	The problem is solved.

Action	Yes	No
<p><b>Step 6</b></p> <p><b>a</b> Replace the imaging unit.</p> <p><b>b</b> Print the document.</p> <p>Is the print still too dark?</p>	<p>Contact <a href="#">customer support</a>.</p>	<p>The problem is solved.</p>

### Ghost images

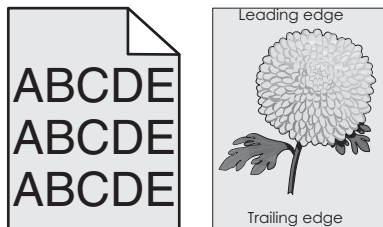


**Note:** Before solving the problem, print the print quality test pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.

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

Action	Yes	No
<p><b>Step 3</b></p> <p><b>a</b> Remove, and then reinstall the imaging unit.</p> <p><b>Warning—Potential Damage:</b> Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p><b>Warning—Potential Damage:</b> Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p><b>b</b> Print the document.</p> <p>Do ghost images still appear on prints?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p><b>a</b> Replace the imaging unit.</p> <p><b>b</b> Print the document.</p> <p>Do ghost images still appear on prints?</p>	Contact <a href="#">customer support</a> .	The problem is solved.

**Gray background**



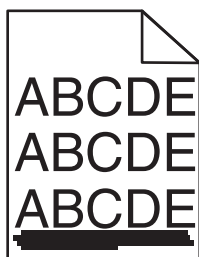
**Note:** Before solving the problem, print the print quality test pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Depending on your operating system, decrease the toner darkness from the Printing Preferences or Print dialog.</p> <p><b>Note:</b> You can also change the settings from the Quality menu on the printer control panel.</p> <p><b>b</b> Print the document.</p> <p>Does gray background still appear on prints?</p>	Go to step 2.	The problem is solved.



Action	Yes	No
<p><b>Step 2</b></p> <p><b>a</b> Remove, and then reinstall the imaging unit.</p> <p><b>Warning—Potential Damage:</b> Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p><b>Warning—Potential Damage:</b> Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p><b>b</b> Print the document.</p> <p>Does gray background still appear on prints?</p>	<p>Contact <a href="#">customer support</a>.</p>	<p>The problem is solved.</p>

**Horizontal dark lines**

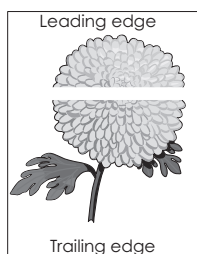


**Note:** Before solving the problem, print the print quality test pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Depending on your operating system, specify the tray or feeder from the Printing Preferences or Print dialog.</p> <p><b>b</b> Print the document.</p> <p>Do horizontal dark lines still appear on prints?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p><b>Step 2</b></p> <p><b>a</b> Depending on your operating system, specify the paper type and weight from the Printing Preferences or Print dialog.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• Make sure that the settings match the paper loaded in the tray.</li> <li>• You can also change the settings from the Paper menu on the printer control panel.</li> </ul> <p><b>b</b> Print the document.</p> <p>Do horizontal dark lines still appear on prints?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>

Action	Yes	No
<p><b>Step 3</b></p> <p><b>a</b> Load paper from a fresh package.</p> <p><b>Note:</b> Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.</p> <p><b>b</b> Print the document.</p> <p>Do horizontal dark lines still appear on prints?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p><b>a</b> Remove, and then reinstall the imaging unit.</p> <p><b>Warning—Potential Damage:</b> Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p><b>Warning—Potential Damage:</b> Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p><b>b</b> Print the document.</p> <p>Do horizontal dark lines still appear on prints?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p><b>a</b> Replace the imaging unit.</p> <p><b>b</b> Print the document.</p> <p>Do horizontal dark lines still appear on prints?</p>	Contact <a href="#">customer support</a> .	The problem is solved.

### Horizontal white lines

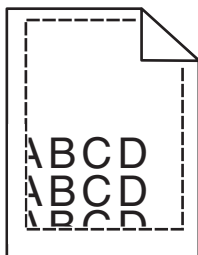


**Note:** Before solving the problem, print the print quality test pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Make sure that your software program is using a correct fill pattern.</p> <p><b>b</b> Print the document.</p> <p>Do horizontal white lines still appear on prints?</p>	Go to step 2.	The problem is solved.

Action	Yes	No
<p><b>Step 2</b></p> <p><b>a</b> Load the specified tray or feeder with the recommended paper type.</p> <p><b>b</b> Print the document.</p> <p>Do horizontal white lines still appear on prints?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p><b>a</b> Redistribute the toner in the imaging unit.</p> <p><b>1</b> Remove the toner cartridge, and then remove the imaging unit.</p> <p><b>2</b> Shake the imaging unit.</p> <p><b>Warning—Potential Damage:</b> Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light can cause print quality problems.</p> <p><b>Warning—Potential Damage:</b> Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p><b>3</b> Insert the imaging unit, and then insert the cartridge.</p> <p><b>b</b> Print the document.</p> <p>Do horizontal white lines still appear on prints?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p><b>a</b> Replace the imaging unit.</p> <p><b>b</b> Print the document.</p> <p>Do horizontal white lines still appear on prints?</p>	Contact <a href="#">customer support</a> .	The problem is solved.

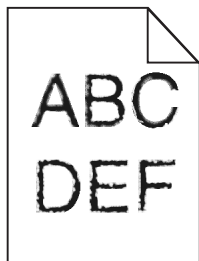
**Incorrect margins**



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

Action	Yes	No
<p><b>Step 2</b></p> <p><b>a</b> Depending on your operating system, specify the paper size from the Printing Preferences or Print dialog.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• Make sure that the settings match the paper loaded in the tray.</li> <li>• You can also change the settings from the Paper menu on the printer control panel.</li> </ul> <p><b>b</b> Print the document.</p> <p>Are the margins correct?</p>	<p>The problem is solved.</p>	<p>Contact <a href="#">customer support</a>.</p>

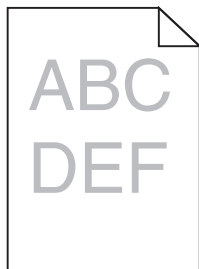
### Jagged or uneven characters



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

Action	Yes	No
<p><b>a</b> Check if the printer supports the fonts that are installed on your computer.</p> <ol style="list-style-type: none"> <li><b>1</b> From the control panel, navigate to: <b>Settings &gt; Reports &gt; Print &gt; Print Fonts</b></li> <li><b>2</b> Select <b>PCL Fonts</b> or <b>PS Fonts</b>.</li> </ol> <p><b>b</b> If the font is not supported, then install a supported font. For more information, contact your administrator.</p> <p><b>c</b> Print the document.</p> <p>Do prints still contain jagged or uneven characters?</p>	<p>Contact <a href="#">customer support</a>.</p>	<p>The problem is solved.</p>

### Light print

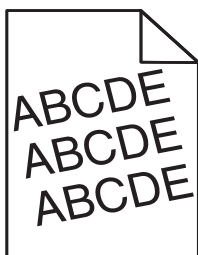


**Note:** Before solving the problem, print the print quality test pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Depending on your operating system, increase the toner darkness from the Printing Preferences or Print dialog.</p> <p><b>Note:</b> You can also change the settings from the Quality menu on the printer control panel.</p> <p><b>b</b> Print the document.</p> <p>Is the print still too light?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Depending on your operating system, specify the paper type, texture, and weight from the Printing Preferences or Print dialog.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• Make sure that the settings match the paper loaded in the tray.</li> <li>• You can also change the settings from the Paper menu on the printer control panel.</li> </ul> <p><b>b</b> Print the document.</p> <p>Is the print still too light?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p><b>a</b> Load paper from a fresh package.</p> <p><b>Note:</b> Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p><b>b</b> Print the document.</p> <p>Is the print still too light?</p>	Go to step 4.	The problem is solved.

Action	Yes	No
<p><b>Step 4</b></p> <p><b>a</b> Redistribute the toner in the imaging unit.</p> <ol style="list-style-type: none"> <li>1 Remove the toner cartridge, and then remove the imaging unit.</li> <li>2 Shake the imaging unit.</li> </ol> <p><b>Warning—Potential Damage:</b> Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light can cause print quality problems.</p> <p><b>Warning—Potential Damage:</b> Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <ol style="list-style-type: none"> <li>3 Insert the imaging unit, and then insert the cartridge.</li> </ol> <p><b>b</b> Print the document.</p> <p>Is the print still too light?</p>	Go to step 5.	The problem is solved.
<p><b>Step 5</b></p> <p><b>a</b> Replace the imaging unit.</p> <p><b>b</b> Print the document.</p> <p>Is the print still too light?</p>	Contact <a href="#">customer support</a> .	The problem is solved.

**Print crooked or skewed**

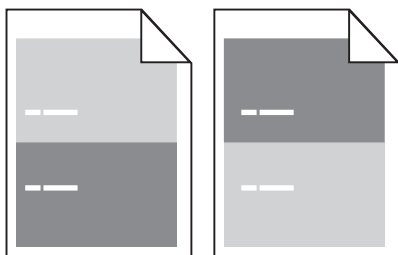


**Note:** Before solving the problem, print the print quality test pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.

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

Action	Yes	No
<p><b>Step 2</b></p> <p><b>a</b> Load paper from a fresh package.</p> <p><b>Note:</b> Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.</p> <p><b>b</b> Print the document.</p> <p>Is the print still crooked or skewed?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p><b>a</b> Check if you are printing on a supported paper.</p> <p><b>b</b> Print the document.</p> <p>Is the print still crooked or skewed?</p>	Contact <a href="#">customer support</a> .	The problem is solved.

**Repeating defects**



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

Action	Yes	No
<p><b>Step 1</b></p> <p>Measure the distance between the defects.</p> <p>Check for a distance between the defects that equals:</p> <ul style="list-style-type: none"> <li>• 97 mm (3.82 in.)</li> <li>• 47 mm (1.85 in.)</li> <li>• 38 mm (1.5 in.)</li> </ul> <p>Is the distance between defects equal to one of the listed measurements?</p>	Go to step 2.	Take note of the distance, and then contact <a href="#">customer support</a> or your service representative.
<p><b>Step 2</b></p> <p><b>a</b> Replace the imaging unit.</p> <p><b>b</b> Print the document.</p> <p>Do the repeating defects still appear?</p>	Contact <a href="#">customer support</a> .	The problem is solved.

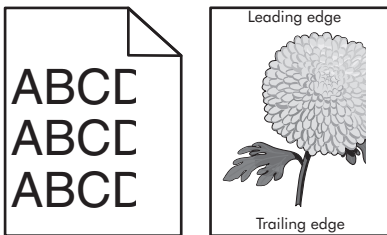
### Solid black pages



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

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Remove, and then reinstall the imaging unit.</p> <p><b>Warning—Potential Damage:</b> Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p><b>Warning—Potential Damage:</b> Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p><b>b</b> Print the document.</p> <p>Is the printer still printing solid black pages?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Replace the imaging unit.</p> <p><b>b</b> Print the document.</p> <p>Is the printer still printing solid black pages?</p>	Contact <a href="#">customer support</a> .	The problem is solved.

### Text or images cut off

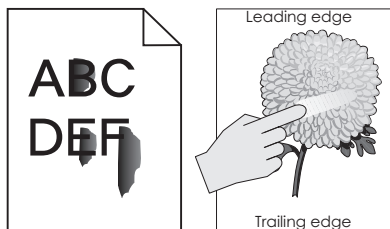


**Note:** Before solving the problem, print the print quality test pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.



Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Move the paper guides in the tray to the correct position for the paper loaded.</p> <p><b>b</b> Print the document.</p> <p>Are the text or images cut off?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Depending on your operating system, specify the paper size from the Printing Preferences or Print dialog.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• Make sure that the settings match the paper loaded in the tray.</li> <li>• You can also change the settings from the Paper menu on the printer control panel.</li> </ul> <p><b>b</b> Print the document.</p> <p>Are the text or images cut off?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p><b>a</b> Remove, and then reinstall the imaging unit.</p> <p><b>Warning—Potential Damage:</b> Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p><b>Warning—Potential Damage:</b> Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p><b>b</b> Print the document.</p> <p>Are the text or images cut off?</p>	Contact <a href="#">customer support</a> .	The problem is solved.

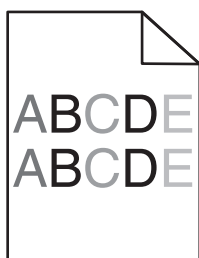
**Toner easily rubs off**



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

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Remove, and then reinstall the imaging unit.</p> <p><b>Warning—Potential Damage:</b> Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p><b>Warning—Potential Damage:</b> Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p><b>b</b> Print the document.</p> <p>Does the toner easily rub off?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Depending on your operating system, specify the paper type, texture, and weight from the Printing Preferences or Print dialog.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• Make sure that the settings match the paper loaded in the tray.</li> <li>• You can also change the settings on the printer control panel.</li> </ul> <p><b>b</b> Print the document.</p> <p>Does the toner easily rub off?</p>	Contact <a href="#">customer support</a> .	The problem is solved.

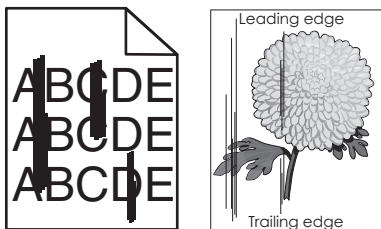
### Uneven print density



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

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Remove, and then reinstall the imaging unit.</p> <p><b>Warning—Potential Damage:</b> Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p><b>Warning—Potential Damage:</b> Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p><b>b</b> Print the document.</p> <p>Is the print density still uneven?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Replace the imaging unit.</p> <p><b>b</b> Print the document.</p> <p>Is the print density still uneven?</p>	Contact <a href="#">customer support</a> .	The problem is solved.

**Vertical dark lines or streaks**

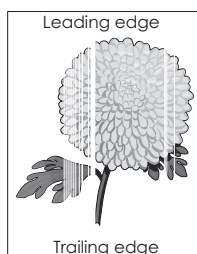


**Note:** Before solving the problem, print the print quality test pages. From the control panel, navigate to **Settings > Troubleshooting > Print Quality Test Pages**.

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Depending on your operating system, specify the paper type, texture, and weight from the Printing Preferences or Print dialog.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• Make sure that the settings match the paper loaded in the tray.</li> <li>• You can also change the settings from the Paper menu on the printer control panel.</li> </ul> <p><b>b</b> Print the document.</p> <p>Do vertical dark lines or streaks still appear on prints?</p>	Go to step 2.	The problem is solved.

Action	Yes	No
<p><b>Step 2</b></p> <p><b>a</b> Load paper from a fresh package.</p> <p><b>Note:</b> Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.</p> <p><b>b</b> Print the document.</p> <p>Do vertical dark lines or streaks still appear on prints?</p>	Go to step 3.	The problem is solved.
<p><b>Step 3</b></p> <p><b>a</b> Remove, and then reinstall the imaging unit.</p> <p><b>Warning—Potential Damage:</b> Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light can cause print quality problems.</p> <p><b>Warning—Potential Damage:</b> Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p><b>b</b> Print the document.</p> <p>Do vertical dark lines or streaks still appear on prints?</p>	Go to step 4.	The problem is solved.
<p><b>Step 4</b></p> <p><b>a</b> Replace the imaging unit.</p> <p><b>b</b> Print the document.</p> <p>Do vertical dark lines or streaks still appear on prints?</p>	Contact <a href="#">customer support</a> .	The problem is solved.

### Vertical white lines



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

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Depending on your operating system, specify the paper type and weight from the Printing Preferences or Print dialog.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• Make sure that the settings match the paper loaded in the tray.</li> <li>• You can also change the settings from the Paper menu on the printer control panel.</li> </ul> <p><b>b</b> Print the document.</p> <p>Do vertical white lines still appear on prints?</p>	<p>Go to step 2.</p>	<p>The problem is solved.</p>
<p><b>Step 2</b></p> <p>Check if you are using the recommended paper type.</p> <p><b>a</b> Load the specified tray or feeder with the recommended paper type.</p> <p><b>b</b> Print the document.</p> <p>Do vertical white lines still appear on prints?</p>	<p>Go to step 3.</p>	<p>The problem is solved.</p>
<p><b>Step 3</b></p> <p><b>a</b> Redistribute the toner in the imaging unit.</p> <ol style="list-style-type: none"> <li><b>1</b> Remove the toner cartridge, and then remove the imaging unit.</li> <li><b>2</b> Shake the imaging unit.</li> </ol> <p><b>Warning—Potential Damage:</b> Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light can cause print quality problems.</p> <p><b>Warning—Potential Damage:</b> Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <ol style="list-style-type: none"> <li><b>3</b> Insert the imaging unit, and then insert the cartridge.</li> </ol> <p><b>b</b> Print the document.</p> <p>Do vertical white lines still appear on prints?</p>	<p>Go to step 4.</p>	<p>The problem is solved.</p>
<p><b>Step 4</b></p> <p><b>a</b> Replace the imaging unit.</p> <p><b>b</b> Print the document.</p> <p>Do vertical white lines still appear on prints?</p>	<p>Contact <a href="#">customer support</a>.</p>	<p>The problem is solved.</p>

## Adjusting toner darkness


1 From the control panel, navigate to:



2 Select **Toner Darkness**, and then press **[OK]**.

3 Adjust the setting, and then press **[OK]**.

## The printer is not responding

Action	Yes	No
<p><b>Step 1</b> Connect the power cord to the electrical outlet.</p> <p> <b>CAUTION—POTENTIAL INJURY:</b> To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.</p> <p>Is the printer responding?</p>	The problem is solved.	Go to step 2.
<p><b>Step 2</b> Check if the electrical outlet is turned off by a switch or breaker.</p> <p>Is the electrical outlet turned off by a switch or breaker?</p>	Turn on the switch or reset the breaker.	Go to step 3.
<p><b>Step 3</b> Check if the printer is on.</p> <p>Is the printer on?</p>	Go to step 4.	Turn on the printer.
<p><b>Step 4</b> Check if the printer is in sleep or hibernate mode.</p> <p>Is the printer in sleep or hibernate mode?</p>	Press the power button to wake the printer.	Go to step 5.
<p><b>Step 5</b> Check if the cables connecting the printer and the computer are inserted in the correct ports.</p> <p>Are the cables inserted in the correct ports?</p>	Go to step 6.	<p>Make sure to match the following:</p> <ul style="list-style-type: none"> <li>• The USB cable with the USB port on the printer</li> <li>• The Ethernet cable with the Ethernet port on the printer</li> </ul>

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

### Job prints from the wrong tray or on the wrong paper

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Check if you are printing on a supported paper.</p> <p><b>b</b> Print the document.</p> <p>Is the document printed from the correct tray or on the correct paper?</p>	The problem is solved.	Go to step 2.
<p><b>Step 2</b></p> <p><b>a</b> Depending on your operating system, specify the paper size from the Printing Preferences or Print dialog.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• Make sure that the settings match the paper loaded in the tray.</li> <li>• You can also change the settings on the printer control panel.</li> </ul> <p><b>b</b> Print the document.</p> <p>Is the document printed from the correct tray or on the correct paper?</p>	The problem is solved.	Go to step 3.

Action	Yes	No
<p><b>Step 3</b></p> <p><b>a</b> Check if the trays are not linked.</p> <p><b>b</b> Print the document.</p> <p>Is the document printed from the correct tray or on the correct paper?</p>	The problem is solved.	Contact <a href="#">customer support</a> .

## Faxing problems

### Cannot send or receive faxes

Action	Yes	No
<p><b>Step 1</b></p> <p>Resolve any error messages that appear on the display.</p> <p>Can you send or receive a fax?</p>	The problem is solved.	Go to step 2.
<p><b>Step 2</b></p> <p>Make sure that the cable connections for the following equipment are secure:</p> <ul style="list-style-type: none"> <li>• Telephone</li> <li>• Handset</li> <li>• Answering machine</li> </ul> <p>Can you send or receive a fax?</p>	The problem is solved.	Go to step 3.
<p><b>Step 3</b></p> <p>Check for a dial tone.</p> <ul style="list-style-type: none"> <li>• Call the fax number to check if it is working properly.</li> <li>• If you are using the On Hook Dial feature, then turn up the volume to check if you hear a dial tone.</li> </ul> <p>Can you hear a dial tone?</p>	Go to step 5.	Go to step 4.
<p><b>Step 4</b></p> <p>Check the telephone wall jack.</p> <p><b>a</b> Connect the analog telephone directly to the wall jack.</p> <p><b>b</b> Listen for a dial tone.</p> <p><b>c</b> If you do not hear a dial tone, then use a different telephone cable.</p> <p><b>d</b> If you still do not hear a dial tone, then connect the analog telephone to a different wall jack.</p> <p><b>e</b> If you hear a dial tone, then connect the printer to that wall jack.</p> <p>Can you send or receive a fax?</p>	The problem is solved.	Go to step 5.



Action	Yes	No
<p><b>Step 5</b></p> <p>Check if the printer is connected to an analog phone service or to the correct digital connector.</p> <ul style="list-style-type: none"> <li>• If you are using an Integrated Services for Digital Network (ISDN) telephone service, then connect to an analog telephone port of an ISDN terminal adapter. For more information, contact your ISDN provider.</li> <li>• If you are using DSL, then connect to a DSL filter or router that supports analog use. For more information, contact your DSL provider.</li> <li>• If you are using a private branch exchange (PBX) telephone service, then make sure that you are connecting to an analog connection on the PBX. If none exists, then consider installing an analog telephone line for the fax machine.</li> </ul> <p>Can you send or receive a fax?</p>	<p>The problem is solved.</p>	<p>Go to step 6.</p>
<p><b>Step 6</b></p> <p>Temporarily disconnect other equipment and disable other telephone services.</p> <ul style="list-style-type: none"> <li><b>a</b> Disconnect other equipment (such as answering machines, computers, modems, or telephone line splitters) between the printer and the telephone line.</li> <li><b>b</b> Disable call waiting and voice mail. For more information, contact your telephone company.</li> </ul> <p>Can you send or receive a fax?</p>	<p>The problem is solved.</p>	<p>Go to step 7.</p>
<p><b>Step 7</b></p> <p>Scan the original document one page at a time.</p> <ul style="list-style-type: none"> <li><b>a</b> Dial the fax number.</li> <li><b>b</b> Scan the document.</li> </ul> <p>Can you send or receive a fax?</p>	<p>The problem is solved.</p>	<p>Contact <a href="#">customer support</a>.</p>

### Can receive but not send faxes

Action	Yes	No
<p><b>Step 1</b> Load the original document properly into the ADF tray or on the scanner glass.</p> <p>Can you send faxes?</p>	The problem is solved.	Go to step 2.
<p><b>Step 2</b> Set up the shortcut number properly.</p> <ul style="list-style-type: none"> <li>• Check if the shortcut number is set for the telephone number that you want to dial.</li> <li>• Dial the telephone number manually.</li> </ul> <p>Can you send faxes?</p>	The problem is solved.	Contact <a href="#">customer support</a> .

### Can send but not receive faxes

Action	Yes	No
<p><b>Step 1</b> Make sure that the tray or multipurpose feeder is not empty.</p> <p>Can you receive faxes?</p>	The problem is solved.	Go to step 2.
<p><b>Step 2</b> Check the ring count delay setting.</p> <p><b>a</b> Open a web browser, and then type the printer IP address in the address field.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>• View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.</li> <li>• If you are using a proxy server, then temporarily disable it to load the web page correctly.</li> </ul> <p><b>b</b> Click <b>Settings &gt; Fax &gt; Analog Fax Setup &gt; Fax Receive Settings</b>.</p> <p><b>c</b> In the Rings to Answer field, enter the ring count.</p> <p><b>d</b> Apply the changes.</p> <p>Can you receive faxes?</p>	The problem is solved.	Go to step 3.

Action	Yes	No
<p><b>Step 3</b></p> <p><b>a</b> Remove the toner cartridge, and then remove the imaging unit.</p> <p><b>Warning—Potential Damage:</b> Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.</p> <p><b>Warning—Potential Damage:</b> Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.</p> <p><b>b</b> Shake the imaging unit.</p> <p><b>c</b> Insert the imaging unit, and then insert the cartridge.</p> <p>Can you receive faxes?</p>	<p>The problem is solved.</p>	<p>Go to step 4.</p>
<p><b>Step 4</b></p> <p>Replace the toner cartridge.</p> <p>For more information, see the instruction sheet that came with the supply.</p> <p>Can you receive faxes?</p>	<p>The problem is solved.</p>	<p>Contact <a href="#">customer support</a>.</p>

### Poor fax print quality

Action	Yes	No
<p><b>Step 1</b></p> <p>Enhance the print quality.</p> <p><b>a</b> Open a web browser, and then type the printer IP address in the address field.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.</li> <li>If you are using a proxy server, then temporarily disable it to load the web page correctly.</li> </ul> <p><b>b</b> Click <b>Settings &gt; Print &gt; Quality</b>.</p> <p><b>c</b> Adjust the settings.</p> <p><b>d</b> Apply the changes.</p> <p>Is the fax print quality satisfactory?</p>	<p>The problem is solved.</p>	<p>Go to step 2.</p>

Action	Yes	No
<p><b>Step 2</b> Decrease the incoming fax transmission speed.</p> <p><b>a</b> Open a web browser, and then type the printer IP address in the address field.</p> <p><b>Notes:</b></p> <ul style="list-style-type: none"> <li>View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.</li> <li>If you are using a proxy server, then temporarily disable it to load the web page correctly.</li> </ul> <p><b>b</b> Click <b>Settings &gt; Fax &gt; Analog Fax Setup &gt; Fax Receive Settings &gt; Admin Controls</b>.</p> <p><b>c</b> Select a Max Speed setting.</p> <p><b>d</b> Apply the changes.</p> <p>Is the fax print quality satisfactory?</p>	<p>The problem is solved.</p>	<p>Go to step 3.</p>
<p><b>Step 3</b> Replace the toner cartridge. For more information, see the instruction sheet that came with the supply.</p> <p>Is the fax print quality satisfactory?</p>	<p>The problem is solved.</p>	<p>Contact <a href="#">customer support</a>.</p>

## Scanning problems

### Cannot scan from a computer

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Turn off the printer, wait for about 10 seconds, and then turn it back on.</p> <p><b>b</b> Resend the scan job.</p> <p>Can you send the scan job?</p>	<p>The problem is solved.</p>	<p>Go to step 2.</p>
<p><b>Step 2</b></p> <p><b>a</b> Make sure that the cables between the printer and the print server are secure. For more information, see the setup documentation that came with the printer.</p> <p><b>b</b> Resend the scan job.</p> <p>Can you send the scan job?</p>	<p>The problem is solved.</p>	<p>Contact <a href="#">customer support</a>.</p>

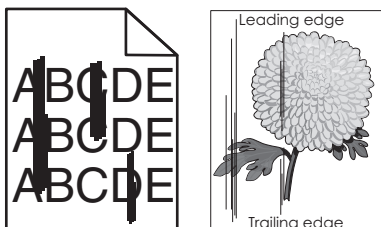
### Partial copies of document or photo

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Make sure that the document or photo is loaded facedown on the upper left corner of the scanner glass.</p> <p><b>b</b> Copy the document or photo.</p> <p>Is the document or photo copied correctly?</p>	The problem is solved.	Go to step 2.
<p><b>Step 2</b></p> <p><b>a</b> Match the paper size setting and the paper loaded in the tray.</p> <p><b>b</b> Copy the document or photo.</p> <p>Is the document or photo copied correctly?</p>	The problem is solved.	Contact <a href="#">customer support</a> .

### Poor copy quality

Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Clean the scanner glass and the ADF glass with a damp, soft, lint-free cloth.</p> <p><b>b</b> Make sure that the document or photo is loaded facedown on the upper left corner of the scanner glass.</p> <p><b>c</b> Copy the document or photo.</p> <p>Is the copy quality satisfactory?</p>	The problem is solved.	Go to step 2.
<p><b>Step 2</b></p> <p><b>a</b> Check the quality of the original document or photo.</p> <p><b>b</b> Adjust the scan quality settings.</p> <p><b>c</b> Copy the document or photo.</p> <p>Is the copy quality satisfactory?</p>	The problem is solved.	Contact <a href="#">customer support</a> .

### Vertical dark streaks on output when scanning from the ADF



Action	Yes	No
<p><b>Step 1</b></p> <p><b>a</b> Open the scanner cover.</p> <p><b>b</b> Using a damp, soft, lint-free cloth, wipe the ADF glass and the white underside of the ADF cover.</p> <p><b>c</b> Close the scanner cover.</p> <p>Do vertical streaks still appear on scanned documents?</p>	Go to step 2.	The problem is solved.
<p><b>Step 2</b></p> <p><b>a</b> Open door C.</p> <p><b>b</b> Using a damp, soft, lint-free cloth, wipe the ADF glass and the white underside of the ADF cover.</p> <p><b>c</b> Close the door.</p> <p>Do vertical streaks still appear on scanned documents?</p>	Contact <a href="#">customer support</a> .	The problem is solved.


### Scan job was not successful

Action	Yes	No
<p><b>Step 1</b></p> <p>Check the cable connections.</p> <p><b>a</b> Make sure that the Ethernet or USB cable is securely connected to the computer and the printer.</p> <p><b>b</b> Resend the scan job.</p> <p>Is the scan job successful?</p>	The problem is solved.	Go to step 2.
<p><b>Step 2</b></p> <p>Check the file you want to scan.</p> <p><b>a</b> Make sure that the file name is not already used in the destination folder.</p> <p><b>b</b> Make sure that the document or photo you want to scan is not open in another application.</p> <p><b>c</b> Resend the scan job.</p> <p>Is the scan job successful?</p>	The problem is solved.	Go to step 3.
<p><b>Step 3</b></p> <p><b>a</b> Make sure that the <b>Append time stamp</b> or the <b>Overwrite existing file</b> check box is selected in the destination configuration settings.</p> <p><b>b</b> Resend the scan job.</p> <p>Is the scan job successful?</p>	The problem is solved.	Contact <a href="#">customer support</a> .


### Scanner does not close

Action	Yes	No
Remove obstructions that keep the scanner unit open.  Did the scanner unit close correctly?	The problem is solved.	Contact <a href="#">customer support</a> .

### Scanning takes too long or freezes the computer

Action	Yes	No
<b>Step 1</b> Close all applications that are interfering with the scan.  Does scanning take too long or freeze the computer?	Go to step 2.	The problem is solved.
<b>Step 2</b> Select a lower scan resolution. <b>a</b> From the control panel, navigate to:  <b>b</b> Adjust the resolution.  Does scanning take too long or freeze the computer?	Contact <a href="#">customer support</a> .	The problem is solved.

### Scanner does not respond

Action	Yes	No
<b>Step 1</b> <b>a</b> Check if the printer is turned on. <b>b</b> Resolve any error messages that appear on the display. <b>c</b> Copy or scan the document.  Is the scanner responding?	The problem is solved.	Go to step 2.
<b>Step 2</b> <b>a</b> Check if the power cord is connected properly to the printer and the electrical outlet.  <b>CAUTION—POTENTIAL INJURY:</b> To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible. <b>b</b> Copy or scan the document.  Is the scanner responding?	The problem is solved.	Go to step 3.

Action	Yes	No
<p><b>Step 3</b></p> <p><b>a</b> Turn off the printer, wait for about 10 seconds, and then turn it back on.</p> <p><b>b</b> Copy or scan the document.</p> <p>Is the scanner responding?</p>	<p>The problem is solved.</p>	<p>Contact <a href="#">customer support</a>.</p>

## Contacting customer support

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

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

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

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



# Upgrading and migrating

## Hardware

### Available internal options

- Flash memory
  - Fonts

### Installing an optional card

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

- 1 Turn off the printer.
- 2 Unplug the power cord from the electrical outlet, and then from the printer.
- 3 Open the controller board access cover.

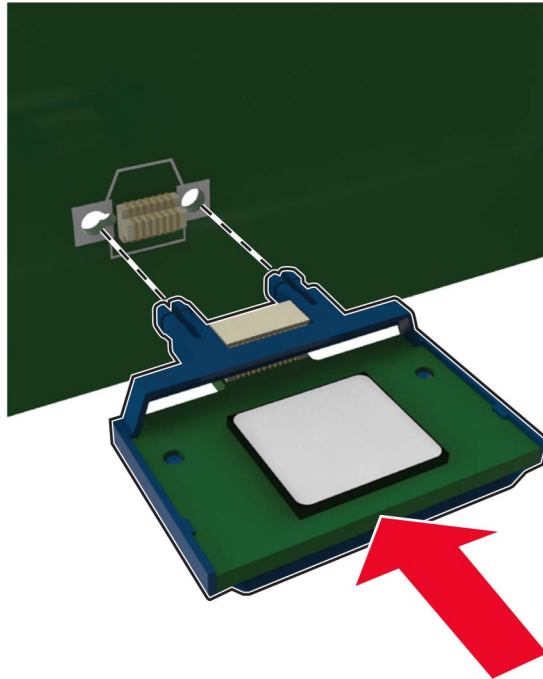
**Warning—Potential Damage:** Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any components or connectors.



- 4 Unpack the optional card.

**Warning—Potential Damage:** Do not touch the connection points along the edge of the card.

- 5 Push the card firmly into place.



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

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

- 6 Close the access cover.
- 7 Connect the power cord to the printer, and then to the electrical outlet.

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

- 8 Turn on the printer.

## Installing optional trays

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

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

3 Unpack the optional tray, and then remove all packing material.

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

**Note:** If optional trays are already installed, then unlock them from the printer before lifting the printer. Do not try to lift the printer and trays at the same time.

4 Align the printer with the optional tray, and then lower the printer until it *clicks* into place.



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

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

6 Turn on the printer.

If necessary, manually add the tray in the print driver to make it available for print jobs. For more information, see [“Adding available options in the print driver” on page 109](#).

Install the printer and hardware options in the following order:

- Optional 550-sheet tray
- Printer

## Software

### Installing the printer software

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

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

### Adding available options in the print driver

#### For Windows users

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

#### For Macintosh users

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

## Firmware

### Exporting or importing a configuration file

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

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

**Notes:**

- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
  - If you are using a proxy server, then temporarily disable it to load the Web page correctly.
- 2 Export or import a configuration file for one or multiple applications.

**For one application**

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

**For multiple applications**

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

**Updating firmware**

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

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

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

# Notices

## Product information

Product name:

Lexmark MX321dn, MX320dw, MX321dw

Machine type:

7017

Model(s):

236

## Edition notice

December 2016

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

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

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

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

For information on supplies and downloads, visit [www.lexmark.com](http://www.lexmark.com).

© 2016 Lexmark International, Inc.

All rights reserved.

## GOVERNMENT END USERS

The Software Program and any related documentation are "Commercial Items," as that term is defined in 48 C.F.R. 2.101, "Computer Software" and "Commercial Computer Software Documentation," as such terms are used in 48 C.F.R. 12.212 or 48 C.F.R. 227.7202, as applicable. Consistent with 48 C.F.R. 12.212 or 48 C.F.R. 227.7202-1 through 227.7207-4, as applicable, the Commercial Computer Software and Commercial Software Documentation are licensed to the U.S. Government end users (a) only as Commercial Items and (b) with only those rights as are granted to all other end users pursuant to the terms and conditions herein.

## Licensing notices

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

## Trademarks

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

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

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

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

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

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

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

All other trademarks are the property of their respective owners.

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

## Noise emission levels

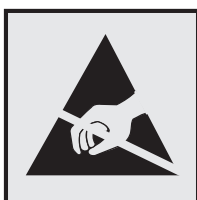
The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

**Note:** Some modes may not apply to your product.

1-meter average sound pressure, dBA	
Printing	One-sided: 53; Two-sided: 52
Scanning	55
Copying	54
Ready	N/A

Values are subject to change. See [www.lexmark.com](http://www.lexmark.com) for current values.

## Static sensitivity notice



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

## Temperature information

Ambient operating temperature	10 to 32.2°C (50 to 90°F)
Shipping temperature	-40 to 43.3°C (-40 to 110°F)
Storage temperature and relative humidity	-40 to 43.3°C (-40 to 110°F) 8 to 80% RH

## Laser notice

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

Class I laser products are not considered to be hazardous. The printer contains internally a Class IIIb (3b) AlGaInP laser that is nominally 12 milliwatts operating in the wavelength region of 650–670 nanometers and enclosed in a non-serviceable printhead assembly. The laser system and printer are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance, or prescribed service conditions.

## Laser advisory label

A laser notice label may be affixed to this printer as shown:

DANGER - Invisible laser radiation when cartridges are removed and interlock defeated. Avoid exposure to laser beam.  
 PERIGO - Radiação a laser invisível será liberada se os cartuchos forem removidos e o lacre rompido. Evite a exposição aos feixes de laser.  
 Opasnost - Nevidljivo lasersko zračenje kada su kasete uklonjene i poništena sigurnosna veza. Izbjegavati izlaganje zracima.  
 NEBEZPEČÍ - Když jsou vyjmuty kazety a je odblokována pojistka, ze zařízení je vysíláno neviditelné laserové záření. Nevystavujte se působení laserového paprsku.  
 FARE - Usynlig laserstråling, når patroner fjernes, og spærreanordningen er slået fra. Undgå at blive udsat for laserstrålen.  
 GEVAAR - Onzichtbare laserstraling wanneer cartridges worden verwijderd en een vergrendeling wordt genegeerd. Voorkom blootstelling aan de laser.  
 DANGER - Rayonnements laser invisibles lors du retrait des cartouches et du déverrouillage des loquets. Éviter toute exposition au rayon laser.  
 VAARA - Näkymätöntä lasersäteilyä on varottava, kun värikasetit on poistettu ja lukitus on auki. Vältä lasersäteelle altistumista.  
 GEFAHR - Unsichtbare Laserstrahlung beim Herausnehmen von Druckkassetten und offener Sicherheitssperre. Laserstrahl meiden.  
 ΚΙΝΔΥΝΟΣ - Έκλυση αόρατης ακτινοβολίας laser κατά την αφαίρεση των κασετών και την απασφάλιση της μανδάλωσης. Αποφεύγετε την έκθεση στην ακτινοβολία laser.  
 VESZÉLY - Nem látható lézersugárzás fordulhat elő a patronok eltávolításakor és a zárószervezet felbontásakor. Kerülje a lézersugárnak való kitettséget.  
 PERICOLO - Emissione di radiazioni laser invisibili durante la rimozione delle cartucce e del blocco. Evitare l'esposizione al raggio laser.  
 FARE - Usynlig laserstråling når kassetene tas ut og sperren er satt ut av spill. Unngå eksponering for laserstrålen.  
 NIEBEZPIECZENSTWO - niewidzialne promieniowanie laserowe podczas usuwania kaset i blokady. Należy unikać naświetlenia promieniem lasera.  
 ОПАСНО! Невидимое лазерное излучение при извлеченных картриджах и снятии блокировки. Избегайте воздействия лазерных лучей.  
 Pozor - Nebezpečnostvo neviditeľného laserového žiarenia pri odobratých kazetách a odblokovanej pojistke. Nevystavujte sa lúčom.  
 PELIGRO: Se producen radiaciones láser invisibles al extraer los cartuchos con el interbloqueo desactivado. Evite la exposición al haz de láser.  
 FARA - Osynlig laserstråling när patroner tas ur och spärrmekanismen är upphävd. Undvik exponering för laserstrålen.  
 危険 - 当移除碳粉盒及互锁失效时会产生看不见的激光辐射, 请避免暴露在激光光束下。  
 危険 - 移除碳粉匣與安全連續開關失效時會產生看不見的雷射輻射。請避免暴露在雷射光束下。  
 危険 - カートリッジが取り外され、内部ロックが無効になると、見えないレーザー光が放射されます。このレーザー光に当たらないようにしてください。



# Index

## A

- adapter plug 37
- adding hardware options
  - print driver 109
- adding internal options
  - print driver 109
- adjusting the fax darkness 40
- adjusting toner darkness 95
- AirPrint
  - using 22
- answering machine
  - setting up 28
- attaching cables 11
- available internal options 106
- avoiding paper jams 58

## B

- blank pages 78
- blocking junk faxes 40

## C

- cables
  - Ethernet 11
  - USB 11
- cannot open Embedded Web Server 68
- card stock
  - size 17
- checking the printer connectivity 69
- checking the status of parts and supplies 48
- cleaning
  - exterior of the printer 46
  - interior of the printer 46
  - scanner glass 47
- cleaning the printer 46
- collating copies
  - copying 24
- configurations
  - printer 10
- configuring
  - supply notifications, imaging unit 49
  - supply notifications, maintenance kit 49

- supply notifications, toner cartridge 49
- configuring daylight saving time 38
- configuring e-mail settings 26
- configuring supply notifications 49
- configuring Universal paper settings 17
- connecting the printer to a distinctive ring service 38
- connecting to a wireless network
  - using PIN method 45
  - using Push Button method 45
- conserving supplies 56
- contacting customer support 105
- control panel
  - using 13
- copy troubleshooting
  - partial copies of documents or photos 102
  - poor copy quality 102
  - scanner does not respond 104
  - scanner unit does not close 104
- copying
  - both sides of the paper (two-sided) 23
  - creating shortcuts 25
- copying different paper sizes 23
- copying multiple pages 24
- copying multiple pages onto a single sheet 24
- copying on letterhead 23
- copying photos 23
- creating shortcuts
  - e-mail 27
  - fax destination 39
- customer support
  - contacting 105

## D

- date and time
  - fax settings 38
- daylight saving time, configuring 38
- different paper sizes, copying 23
- digital subscriber line (DSL)
  - fax setup 33

- digital telephone service
  - fax setup 35
- directory list
  - printing 22
- distinctive ring service, fax
  - connecting to 38
- documents, printing
  - from a computer 21
  - from a mobile device 21
- DSL filter 33

## E

- Eco-Mode
  - setting 55
- emission notices 112
- enabling the USB port 69
- enlarging a copy 24
- envelopes
  - loading 19
  - size 17
- environmental settings 55
- erasing printer memory 43
- Ethernet port 11
- exporting a configuration file
  - using the Embedded Web Server 109
- EXT port 11
- e-mail
  - creating shortcuts 27
  - setting up 26
- e-mailing
  - configuring e-mail settings 26
  - using a shortcut number 26
  - using the address book 26
  - using the printer 26

## F

- fax log
  - viewing 40
- fax messages
  - setting the date and time 38
- fax port 11
- fax resolution
  - changing 40
- fax setup
  - country- or region-specific 37
  - digital telephone service 35
  - DSL connection 33

- standard telephone line
  - connection 28
- VoIP 34
- fax troubleshooting
  - cannot receive faxes 99
  - cannot send faxes 99
  - cannot send or receive faxes 97
  - received fax has poor print quality 100
- faxing
  - adjusting darkness 40
  - blocking junk faxes 40
  - changing resolution 40
  - creating shortcuts 39
  - forwarding faxes 41
  - holding faxes 41
  - viewing a fax log 40
- finding more information about the printer 8
- firmware
  - update 110
- firmware card 106
- font sample list
  - printing 22
- forwarding faxes 41
- FTP address
  - creating shortcuts 42
- FTP server, scanning to
  - using the control panel 42

**G**

- Google Cloud Print
  - using 21

**H**

- hardware options
  - trays 107
- hardware options, adding
  - print driver 109
- Hibernate mode
  - setting 55
- holding faxes 41
- horizontal dark lines appear on prints 82

**I**

- identifying jam locations 59
- imaging unit
  - ordering 49
  - replacing 52

- importing a configuration file
  - using the Embedded Web Server 109
- indicator light
  - printer status 13
- installing an optional card 106
- installing the printer software 109
- internal options 106
  - installing 106
- internal options, adding
  - print driver 109

**J**

- jams
  - avoiding 58
- jams, clearing
  - in automatic document feeder 67

**L**

- labels
  - size 17
- letterhead
  - copying on 23
- Lexmark Mobile Print
  - using 21
- line filter 33
- LINE port 11
- linking trays 20
- loading
  - envelopes 19
  - multipurpose feeder 19
- loading trays 17
- locating paper jams 59
- locating the security slot 43

**M**

- making copies 23
- memory
  - types installed on printer 44
- memory card 106
- menu map 14
- menu settings page
  - printing 16
- mobile device
  - printing from 21, 22
- Mopria Print Service
  - using 21
- moving the printer 9, 54

- multipurpose feeder
  - loading 19

**N**

- noise emission levels 112
- non-volatile memory 44
  - erasing 43
- notices 112, 113

**O**

- optional card
  - installing 106
- options
  - firmware cards 106
  - memory cards 106
- ordering
  - imaging unit 49
  - toner cartridges 48

**P**

- paper jam in front door 60
- paper jam in the automatic document feeder 67
- paper jam in the duplex unit 65
- paper jam in the multipurpose feeder 66
- paper jam in the rear door 63
- paper jam in the standard bin 64
- paper jam in trays 66
- paper jam, clearing
  - in automatic document feeder 67
  - in front door 60
  - in the duplex unit 65
  - in the multipurpose feeder 66
  - in the rear door 63
  - in the standard bin 64
  - in trays 66
- paper jams
  - avoiding 58
- parts
  - checking the status 48
- personal identification number method 45
- phone splitter 34
- photos
  - copying 23
- placing separator sheets between copies
  - copying 24

- power button light
    - printer status 13
  - power saver modes
    - setting 55
  - print driver
    - hardware options, adding 109
  - print quality
    - cleaning the scanner glass 47
  - print quality troubleshooting
    - blank pages 78
    - crooked print 87
    - dark print 78
    - ghost images appear on prints 80
    - gray background on prints 81
    - horizontal dark lines appear on prints 82
    - horizontal white lines 83
    - jagged or uneven characters 85
    - light print 86
    - repeating print defects 88
    - skewed print 87
    - solid black pages 89
    - text or images cut off 89
    - toner easily rubs off 90
    - uneven print density 91
    - vertical dark lines or streaks 92
    - white lines 93
    - white pages 78
  - print troubleshooting
    - collated printing does not work 71
    - confidential and other held documents do not print 74
    - envelope seals when printing 71
    - incorrect margins 84
    - jammed pages are not reprinted 74
    - job prints from the wrong tray 96
    - job prints on the wrong paper 96
    - paper curl 72
    - paper frequently jams 73
    - print jobs do not print 77
    - slow printing 75
    - tray linking does not work 73
  - printer
    - configurations 10
    - minimum clearances 9
    - moving 54
    - selecting a location 9
    - shipping 55
  - printer configurations
    - basic model 10
    - configured model 10
  - printer information
    - finding 8
  - printer is not responding 95
  - printer menus 14
  - printer options troubleshooting
    - internal option is not detected 70
  - printer ports 11
  - printer settings
    - restoring to factory defaults 43
  - printer software, installing 109
  - printing
    - directory list 22
    - font sample list 22
    - from a computer 21
    - from a mobile device 21, 22
  - printing a directory list 22
  - printing a font sample list 22
  - printing a menu settings page 16
  - printing a network setup page 69
  - printing from a computer 21
  - Push Button method 45
- R**
- recycling
    - Lexmark packaging 56
    - Lexmark products 56
    - toner cartridges 57
  - reducing a copy 24
  - repeating print defects 88
  - replacing
    - imaging unit 52
    - toner cartridge 50
  - restoring factory default settings 43
  - RJ11 adapter 37
- S**
- safety information 6, 7
  - saving paper 24
  - scan troubleshooting
    - cannot scan from a computer 101
    - partial copies of documents or photos 102
    - poor copy quality 102
    - scan job was not successful 103
    - scanner does not respond 104
    - scanner unit does not close 104
    - scanning freezes the computer 104
    - scanning takes too long 104
    - vertical dark streaks on output when scanning from the ADF 102
  - scanner glass
    - cleaning 47
  - scanning
    - to an FTP server 42
  - scanning quality problem 102
  - scanning to an FTP server using the control panel 42
  - scheduling a fax 39
  - security slot 11
    - locating 43
  - selecting a location for the printer 9
  - sending a fax
    - scheduled 39
    - using the computer 39
    - using the control panel 39
  - sending an e-mail 26
  - setting up e-mail function 26
  - setting up fax
    - country- or region-specific 37
    - digital telephone service 35
    - DSL connection 33
    - standard telephone line connection 28
    - VoIP connection 34
  - shipping the printer 55
  - shortcuts, creating
    - copy screen 25
    - FTP address 42
  - Sleep mode
    - setting 55
  - specialty media
    - setting the paper size 17
    - setting the paper type 17
  - statement of volatility 44
  - supplies
    - checking the status 48
    - conserving 56

supplies, ordering  
  imaging unit 49  
  toner cartridges 48  
supply notifications  
  configuring 49

## T

toner cartridge  
  replacing 50  
toner cartridges  
  ordering 48  
  recycling 57  
toner darkness  
  adjusting 95  
trays  
  installing 107  
  linking 20  
  loading 17  
  unlinking 20  
troubleshooting  
  cannot open Embedded Web  
  Server 68  
  printer is not responding 95  
troubleshooting, copy  
  partial copies of documents or  
  photos 102  
  poor copy quality 102  
  scanner does not respond 104  
  scanner unit does not close 104  
troubleshooting, fax  
  cannot receive faxes 99  
  cannot send faxes 99  
  cannot send or receive  
  faxes 97  
  received fax has poor print  
  quality 100  
troubleshooting, print  
  collated printing does not  
  work 71  
  confidential and other held  
  documents do not print 74  
  envelope seals when  
  printing 71  
  incorrect margins 84  
  jammed pages are not  
  reprinted 74  
  job prints from the wrong  
  tray 96  
  job prints on the wrong  
  paper 96  
  paper curl 72  
  paper frequently jams 73

  print jobs do not print 77  
  slow printing 75  
  tray linking does not work 73  
troubleshooting, print quality  
  blank pages 78  
  crooked print 87  
  dark print 78  
  ghost images appear on  
  prints 80  
  gray background on prints 81  
  horizontal dark lines appear on  
  prints 82  
  horizontal white lines 83  
  jagged or uneven  
  characters 85  
  light print 86  
  repeating print defects 88  
  skewed print 87  
  solid black pages 89  
  text or images cut off 89  
  toner easily rubs off 90  
  uneven print density 91  
  vertical dark lines or streaks 92  
  white lines 93  
  white pages 78  
troubleshooting, printer options  
  internal option is not  
  detected 70  
troubleshooting, scan  
  cannot scan from a  
  computer 101  
  partial copies of documents or  
  photos 102  
  poor copy quality 102  
  scan job was not  
  successful 103  
  scanner does not respond 104  
  scanner unit does not close 104  
  vertical dark streaks on output  
  when scanning from the  
  ADF 102  
two-sided copying 23

## U

understanding the status of the  
power button and indicator  
light 13  
uneven print density 91  
Universal paper settings  
  configuring 17  
unlinking trays 20

updating firmware  
  flash file 110  
USB port 11  
  enabling 69  
using  
  genuine Lexmark parts 48  
  genuine Lexmark supplies 48  
using the ADF  
  copying 23  
using the control panel 13  
using the scanner glass  
  copying 23

## V

vertical dark lines or streaks 92  
vertical dark streaks on output  
when scanning from the  
ADF 102  
viewing a fax log 40  
voice mail  
  setting up 28  
voice over Internet Protocol  
(VoIP)  
  fax setup 34  
  VoIP adapter 34  
volatile memory 44  
  erasing 43  
volatility  
  statement of 44

## W

white pages 78  
wireless network  
  Wi-Fi Protected Setup 45  
Wi-Fi Protected Setup  
  wireless network 45



# **Product Information Guide**

© 2016 Lexmark International, Inc.

All rights reserved.

**GOVERNMENT END USERS**

The Software Program and any related documentation are "Commercial Items," as that term is defined in 48 C.F.R. 2.101, "Computer Software" and "Commercial Computer Software Documentation," as such terms are used in 48 C.F.R. 12.212 or 48 C.F.R. 227.7202, as applicable. Consistent with 48 C.F.R. 12.212 or 48 C.F.R. 227.7202-1 through 227.7207-4, as applicable, the Commercial Computer Software and Commercial Software Documentation are licensed to the U.S. Government end users (a) only as Commercial Items and (b) with only those rights as are granted to all other end users pursuant to the terms and conditions herein.

**Trademarks**

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

All other trademarks are the property of their respective owners.

# Contents

<b>Overview.....</b>	<b>5</b>
<b>Safety information.....</b>	<b>7</b>
<b>Environmental information.....</b>	<b>10</b>
<b>Regulatory information.....</b>	<b>18</b>





## Overview

This document contains basic safety, environmental, and regulatory information for your product. Some items may not be applicable to your printer. For more information, go to <http://support.lexmark.com>.

Additional notices, legal, and licensing information associated with this product can be found in the Notices section of the printer CD and the *User's Guide*.

Modified versions of source code covered by the GNU Lesser General Public License (LGPL) may be obtained by contacting customer support.

## Document change history

Date	Changes
March 2018	<ul style="list-style-type: none"> <li>• Added machine types and model numbers for the following products: B2338, B2442, B2546, B2650, M1242, M1246, M3250, MB2338, MB2442, MB2546, MB2650, MS321, MS421, MS521, MS621, MS622, MX321, MX421, MX521, MX522, MX622, XM1238, XM1242, XM1246, XM3250.</li> <li>• Updated the Taiwan RoHS information.</li> <li>• Updated recycling information.</li> <li>• Updated the notice to users of the New Zealand telephone network.</li> <li>• Updated the Federal Communications Commission (FCC) compliance information statements.</li> </ul>
August 2017	<ul style="list-style-type: none"> <li>• Added machine types and model numbers for the following products: CS921, CS923, CS927, C9235, CX920, CX921, CX922, CX923, CX924, CX927, XC9225, XC9235, XC9245, XC9255, XC9265.</li> <li>• Updated the fax notices.</li> <li>• Added regulatory notices for wireless products.</li> </ul>
June 2017	<ul style="list-style-type: none"> <li>• Added machine types and model numbers for the following products: CS727, CS728, CX727, CS827, CX827.</li> <li>• Updated the Taiwan RoHS information.</li> <li>• Updated the China RoHS information.</li> </ul>
September 2016	<ul style="list-style-type: none"> <li>• Updated the Conventions topic to add a caution type about rotating fan blades.</li> <li>• Added the safety notice about rotating fan blades.</li> <li>• Added the safety notice about printer models that are not suitable for use in locations where children are likely to be present.</li> </ul>
August 2016	<ul style="list-style-type: none"> <li>• Added the XC4140 printer model.</li> <li>• Updated the European Community directives and radio interference notices.</li> <li>• Deleted European Union telecommunication notices.</li> </ul>
March 2016	<ul style="list-style-type: none"> <li>• Added machine types and model numbers for the following products: CS820, CX820, CX825, CX860, C6160, XC6152, XC8155, XC8160, CS720, CS725, CX725, C4150, XC4150.</li> <li>• Added a Class A notice for Brazil.</li> <li>• Added Taiwan RoHS information.</li> <li>• Revised the safety notice about connecting a telecommunications cord.</li> </ul>
January 2016	Initial document release for the following products: CS820, CX820, CX825, CX860, C6160, XC6152, XC8155, XC8160, CS720, CS725, CX725, C4150, XC4150.

## Finding information about the printer

What are you looking for?	Find it here
<p>The latest supplemental information, updates, and customer support:</p> <ul style="list-style-type: none"> <li>• Documentation</li> <li>• Driver downloads</li> <li>• Live chat support</li> <li>• E-mail support</li> <li>• Voice support</li> </ul>	<p><a href="http://support.lexmark.com">http://support.lexmark.com</a></p> <p><b>Note:</b> Select your country or region, and then select your product to view the appropriate support site. Support telephone numbers and hours of operation for your country or region can be found on the support website or on the printed warranty that came with your printer.</p> <p>Have the following information ready when you contact customer support:</p> <ul style="list-style-type: none"> <li>• Place and date of purchase</li> <li>• Machine type and serial number</li> </ul>
Warranty information	<p>Warranty information varies by country or region:</p> <ul style="list-style-type: none"> <li>• <b>In the U.S.</b>—See the Statement of Limited Warranty included with the printer, or go to <a href="http://support.lexmark.com">http://support.lexmark.com</a>.</li> <li>• <b>In other countries and regions</b>—See the printed warranty that came with the printer.</li> </ul>

# Safety information







## Conventions

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







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









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








Different types of caution statements include:

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

## Product statements

-  **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.
-  **CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.
-  **CAUTION—POTENTIAL INJURY:** Do not use this product with extension cords, multioutlet power strips, multioutlet extenders, or UPS devices. The power capacity of these types of accessories can be easily overloaded by a laser printer and may result in a risk of fire, property damage, or poor printer performance.
-  **CAUTION—POTENTIAL INJURY:** Only a Lexmark Inline Surge Protector that is properly connected between the printer and the power cord provided with the printer may be used with this product. The use of non-Lexmark surge protection devices may result in a risk of fire, property damage, or poor printer performance.
-  **CAUTION—POTENTIAL INJURY:** To reduce the risk of fire, use only a 26 AWG or larger telecommunications (RJ-11) cord when connecting this product to the public switched telephone network. For users in Australia, the cord must be approved by the Australian Communications and Media Authority.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, do not place or use this product near water or wet locations.

-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.
-  **CAUTION—POTENTIAL INJURY:** Do not cut, twist, bind, crush, or place heavy objects on the power cord. Do not subject the power cord to abrasion or stress. Do not pinch the power cord between objects such as furniture and walls. If any of these things happen, a risk of fire or electrical shock results. Inspect the power cord regularly for signs of such problems. Remove the power cord from the electrical outlet before inspecting it.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, make sure that all external connections (such as Ethernet and telephone system connections) are properly installed in their marked plug-in ports.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock, do not use the fax feature during a lightning storm.
-  **CAUTION—SHOCK HAZARD:** To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.
-  **CAUTION—POTENTIAL INJURY:** If the printer weight is greater than 18 kg (40 lb), then it requires two or more trained personnel to lift it safely.
-  **CAUTION—POTENTIAL INJURY:** When moving the printer, follow these guidelines to avoid personal injury or printer damage:
- Make sure that all doors and trays are closed.
  - Turn off the printer, and then unplug the power cord from the electrical outlet.
  - Disconnect all cords and cables from the printer.
  - If the printer has separate floor-standing optional trays or output options attached to it, then disconnect them before moving the printer.
  - If the printer has a caster base, then carefully roll it to the new location. Use caution when passing over thresholds and breaks in flooring.
  - If the printer does not have a caster base but is configured with optional trays or output options, then remove the output options and lift the printer off the trays. Do not try to lift the printer and any options at the same time.
  - Always use the handholds on the printer to lift it.
  - Any cart used to move the printer must have a surface able to support the full footprint of the printer.
  - Any cart used to move the hardware options must have a surface able to support the dimensions of the options.
  - Keep the printer in an upright position.
  - Avoid severe jarring movements.
  - Make sure that your fingers are not under the printer when you set it down.
  - Make sure that there is adequate clearance around the printer.

-  **CAUTION—TIPPING HAZARD:** Installing one or more options on your printer or MFP may require a caster base, furniture, or other feature to prevent instability causing possible injury. For more information on supported configurations, see [www.lexmark.com/multifunctionprinters](http://www.lexmark.com/multifunctionprinters).
-  **CAUTION—TIPPING HAZARD:** To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.
-  **CAUTION—HOT SURFACE:** The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.
-  **CAUTION—PINCH HAZARD:** To avoid the risk of a pinch injury, use caution in areas marked with this label. Pinch injuries may occur around moving parts, such as gears, doors, trays, and covers.
-  **CAUTION—ROTATING FAN BLADES:** To avoid the risk of laceration from moving fan blades, turn off the printer and unplug the power cord from the electrical outlet before accessing areas marked with this symbol.
-  **CAUTION—POTENTIAL INJURY:** This product uses a laser. Use of controls or adjustments or performance of procedures other than those specified in the *User's Guide* may result in hazardous radiation exposure.
-  **CAUTION—POTENTIAL INJURY:** The lithium battery in this product is not intended to be replaced. There is a danger of explosion if a lithium battery is incorrectly replaced. Do not recharge, disassemble, or incinerate a lithium battery. Discard used lithium batteries according to the manufacturer's instructions and local regulations.

The following products are not suitable for use in locations where children are likely to be present:

CS921, CS923, CS927, C9235  
 CX920, CX921, CX922, CX923, CX924, CX927, XC9225, XC9235, XC9245, XC9255, XC9265  
 CS720, CS725, CS727, CS728, CX725, CX727, C4150, XC4150, XC4140  
 CS820, CS827, CX820, CX825, CX827, CX860, C6160, XC6152, XC8155, XC8160

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

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

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

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

**SAVE THESE INSTRUCTIONS.**

# Environmental information

## ENERGY STAR

Any Lexmark product bearing the ENERGY STAR emblem on the product or on a start-up screen is certified to comply with Environmental Protection Agency (EPA) ENERGY STAR requirements as configured when shipped by Lexmark.



## Power consumption

### Product power consumption

The following table documents the power consumption characteristics of the product in watts (W).

**Note:** Some modes may not apply to your product.

Model	Operating mode						
	Print	Copy	Scan	Ready	Sleep	Hibernate	Off
B2338, MS321	520 W	N/A	N/A	7 W	1.8 W	0.1 W	0.1 W
B2442, M1242, MS421	570 W	N/A	N/A	7.5 W	1.9 W	0.1 W	0.1 W
B2546, M1246, MS521	620 W	N/A	N/A	8 W	2 W	0.1 W	0.1 W
B2650, M3250, MS621, MS622	670 W	N/A	N/A	9.5 W	2.2 W	0.1 W	0.1 W
C4150, CS725, CS728	680 W	N/A	N/A	80 W	2.4 W	0.3 W	0.2 W
C6160, CS820, CS827	800 W	N/A	N/A	80 W	2.9 W	0.3 W	0.2 W
C9235, CS921, CS927	675 W	N/A	N/A	140 W	2.2 W	0.2 W	0 W
CS720, CS727	560 W	N/A	N/A	80 W	2.4 W	0.2 W	0.2 W
CS923	1050 W	N/A	N/A	200 W	2.2 W	0.2 W	0 W
CX725, CX727, XC4140, XC4150	700 W	460 W	85 W	100 W	2.6 W	0.2 W	0.2 W
CX820, CX827, XC6152	760 W	870 W	115 W	80 W	3.2 W	0.3 W	0.2 W
CX825, XC8155	825 W	650 W	110 W	125 W	3.4 W	0.3 W	0.2 W
CX860, XC8160	870 W	650 W	115 W	125 W	3.3 W	0.3 W	0.2 W
CX920, XC9225	575 W	600 W	230 W	220 W	2.9 W	0.2 W	0 W
CX921, CX927, XC9235	600 W	700 W	230 W	220 W	2.9 W	0.2 W	0 W

Model	Operating mode						
	Print	Copy	Scan	Ready	Sleep	Hibernate	Off
CX922, XC9245	1000 W	1075 W	250 W	230 W	2.9 W	0.2 W	0 W
CX923, XC9255	1075 W	1100 W	250 W	230 W	2.9 W	0.2 W	0 W
CX924, XC9265	1250 W	1275 W	250 W	230 W	2.9 W	0.2 W	0 W
MB2338, MX321, XM1238	520 W	550 W	14.5 W	10.5 W	2.1 W	0.1 W	0.1 W
MB2442, MX421, XM1242	570 W	590 W	17.5 W	11.5 W	2.1 W	0.1 W	0.1 W
MB2546, MX521, MX522, XM1246	620 W	630 W	20 W	14.5 W	2.6 W	0.1 W	0.1 W
MB2650, MX622, XM3250	670 W	680 W	23.5 W	16.5 W	2.5 W	0.1 W	0.1 W

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.

Go to [www.lexmark.com](http://www.lexmark.com) for current values.

## Sleep Mode

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

Factory default Sleep Mode Timeout for this product (in minutes):	15
---	----

By using the configuration menus, the Sleep Mode Timeout can be modified between 1 minute and 120 minutes. Setting the Sleep Mode Timeout to a low value reduces energy consumption, but may increase the response time of the product. Setting the Sleep Mode Timeout to a high value maintains a fast response, but uses more energy.

## Hibernate Mode

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

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

- Using the Hibernate Timeout
- Using the Schedule Power modes

Factory default Hibernate Timeout for this product in all countries or regions	3 days
--	--------

The amount of time the printer waits after a job is printed before it enters Hibernate mode can be modified between one hour and one month.

## Off mode

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

## Total energy usage

It is sometimes helpful to 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.

## Información de la energía de México

Modelo	Consumo de energía en operación	Consumo de energía en modo de espera	Cantidad de producto por unidad de energía consumida
B2338, MS321	520 Wh	0.1 Wh	4.38 páginas/Wh
B2442, M1242, MS421	570 Wh	0.1 Wh	4.42 páginas/Wh
B2546, M1246, MS521	620 Wh	0.1 Wh	4.45 páginas/Wh
B2650, M3250, MS621, MS622	670 Wh	0.1 Wh	4.48 páginas/Wh
C4150, CS725, CS728	680 Wh	0.2 Wh	4.41 páginas/Wh
C6160, CS820, CS827	800 Wh	0.2 Wh	4.50 páginas/Wh
C9235, CS921, CS927	675 Wh	0 Wh	3.11 páginas/Wh
CS720, CS727	560 Wh	0.2 Wh	4.29 páginas/Wh
CS923	1050 Wh	0 Wh	3.14 páginas/Wh
CX725, CX727, XC4140, XC4150	700 Wh	0.2 Wh	4.29 páginas/Wh
CX820, CX827, XC6152	870 Wh	0.2 Wh	3.59 páginas/Wh
CX825, XC8155	825 Wh	0.2 Wh	4.00 páginas/Wh
CX860, XC8160	870 Wh	0.2 Wh	4.14 páginas/Wh
CX920, CX927, XC9225	600 Wh	0 Wh	2.50 páginas/Wh
CX921, XC9235	700 Wh	0 Wh	3.00 páginas/Wh
CX922, XC9245	1075 Wh	0 Wh	2.51 páginas/Wh
CX923, XC9255	1100 Wh	0 Wh	3.00 páginas/Wh
CX924, XC9265	1250 Wh	0 Wh	3.12 páginas/Wh
MB2338, MX321, XM1238	550 Wh	0.1 Wh	4.15 páginas/Wh
MB2442, MX421, XM1242	590 Wh	0.1 Wh	4.27 páginas/Wh
MB2546, MX521, MX522, XM1246	630 Wh	0.1 Wh	4.38 páginas/Wh
MB2650, MX622, XM3250	680 Wh	0.1 Wh	4.41 páginas/Wh



### Information for China RoHS program

Part name	Toxic and hazardous substances or elements					
	Lead (Pb)	Mercury (Hg)	Cadmium (Cd)	Hexavalent Chromium (Cr VI)	Polybrominated biphenyl (PBB)	Polybrominated diphenylether (PBDE)
Circuit boards	X	O	O	O	O	O
Power supply	X	O	O	O	O	O
Power cords	X	O	O	O	O	O
Connectors	X	O	O	O	O	O
Mechanical assemblies—shafts, rollers	X	O	O	O	O	O
Mechanical assemblies—motors	X	O	O	O	O	O
Mechanical assemblies—other	X	O	O	O	O	O
Scanner assembly, for multifunction device only	X	O	O	O	O	O
LCD/LED display	X	O	O	O	O	O

This table is based on SJ/T 11364 regulations.

O: Indicates that the content of the toxic and hazardous substance in all the homogenous materials of the part is below the concentration limit requirement as described in GB/T 26572.

X: Indicates that the content of the toxic and hazardous substance in at least one homogenous material of the part exceeds the concentration limit requirement as described in GB/T 26572.

This product is compliant with the China RoHS Directive concerning the restriction of use of certain hazardous substances.



The Environmentally Friendly Use Period (EFUP) for all enclosed products and their components are per the symbol shown here, unless otherwise marked. Certain components may have a different EFUP and so are marked to reflect such. The Environmentally Friendly Use Period is valid only when the product is operated under the conditions defined in the product manual.

### Taiwan waste dry cell batteries recycle logo notice

According to Article 15 of the Waste Disposal Act in the announcement of Taiwan EPA, the producing or the importing manufacturer is responsible for recycling, clearance, and disposal of dry cell batteries, batteries packaged with products and sold, given, and promoted with products to consumers may be labeled with the

recycling mark with the remark "please recycle waste batteries" on the product package, the label, or the product manual. Enclosed please find the waste dry cell batteries recycle logo with the remark. Please give the waste dry cell batteries to a company who has the waste dry cell batteries recycle logo and provides the recycle service in order to have the appropriate process for the waste dry cell batteries.



## BSMI battery notice

警告  
如果更換不正確之電池型式會有爆炸的風險  
請依製造商說明書處理用過之電池

## 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.

## Taiwan RoHS information 限用物質含有情況標示

適用於印表機、雷射印表機或多功能印表機

Applies to Printer, Laser Printer, or Multifunction Printer.

型號（型式）：請參閱注意事項章節或控管資訊章節

Type designation (Type): Please see the "Notices" section or the "Regulatory information" section.

單元 Unit	限用物質及其化學符號 Restricted substances and their chemical symbols					
	鉛 Lead (Pb)	汞 Mercury (Hg)	鎘 Cadmium (Cd)	六價鉻 Hexavalent chromium (Cr <sup>+6</sup> )	多溴聯苯 Polybrominated biphenyl (PBB)	多溴二苯醚 Polybrominated diphenylether (PBDE)
電路板 Circuit boards	—	○	○	○	○	○
電源供應器 Power supply	—	○	○	○	○	○
電源線 Power cords	—	○	○	○	○	○
連接器 Connectors	—	○	○	○	○	○
機械組件—軸,滾軸 Mechanical assemblies— shafts, rollers	—	○	○	○	○	○
機械組件—馬達 Mechanical assemblies— motors	—	○	○	○	○	○
機械組件—其他 Mechanical assemblies— other	—	○	○	○	○	○
液晶/LED 顯示 面板 LCD/LED display	—	○	○	○	○	○
<p>備考 1. “○” 係指該項限用物質之百分比含量未超出百分比含量基準值。</p> <p>Note 1: “○” indicates that the percentage content of the restricted substance does not exceed the percentage of reference value of presence condition.</p> <p>備考 2. “—” 係指該項限用物質為排除項目。</p> <p>Note 2: “—” indicates that the restricted substance corresponds to the exemption.</p>						

## India E-Waste notice

This product complies with the India E-Waste (Management and Handling) Rules, 2011, which prohibit use of lead, mercury, hexavalent chromium, polybrominated biphenyls, or polybrominated diphenyl ethers in

concentrations exceeding 0.1% by weight and 0.01% by weight for cadmium, except for the exemption set in Schedule II of the Rules.

## 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.

## Recycling

Lexmark provides collection programs and environmentally progressive approaches to recycling. For more information, see:

- The Environmental Sustainability section at [www.lexmark.com/environment](http://www.lexmark.com/environment)
- The Lexmark recycling program at [www.lexmark.com/recycle](http://www.lexmark.com/recycle)
- 利盟激光打印机回收计划请访问  
[https://www.lexmark.com/zh\\_cn/products/supplies-and-accessories/collection-and-recycling-program.htm](https://www.lexmark.com/zh_cn/products/supplies-and-accessories/collection-and-recycling-program.htm)
- 利盟激光耗材回收行动请访问  
<http://cn.lexmark.com/hc-minisite/lexmark-minisite.htm>

### Recycling Lexmark products

To return Lexmark products for recycling:

- 1 Go to [www.lexmark.com/recycle](http://www.lexmark.com/recycle).
- 2 Select the product you want to recycle.

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

### Recycling Lexmark packaging

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

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

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

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

## **Returning Lexmark cartridges for reuse or recycling**

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

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

- 1** Go to [www.lexmark.com/recycle](http://www.lexmark.com/recycle).
- 2** Select the product that you want to recycle.

# Regulatory information

## Regulatory notices for telecommunication terminal equipment

This section contains regulatory information pertaining to products that contain an analog facsimile card.

Lexmark Regulatory/Type Model:

LEX-M14-002

LEX-M03-002

To determine which fax card is installed in your particular product, refer to the labeling on your actual product.

To determine if your product contains facsimile capability, see the *User's Guide* or go to <http://support.lexmark.com>.

## Notice to users of the US telephone network: FCC requirements

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) indicates the maximum number of devices allowed to be connected to a telephone interface. The termination 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 not exceed five. The REN is located on the product label.

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) indique le nombre maximum d'appareils 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 est indiqué sur l'étiquette produit.

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 "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.

This equipment is not capable, under all operating conditions, of correct operation at the higher speeds for which it is designed. Telecom will accept no responsibility should difficulties arise in such circumstances.

The decadic (or pulse) dialing on this device is unsuitable for use on the Telecom network in New Zealand.

For correct operation, the total of all the Ringer Equivalence Numbers (RENs) of all parallel devices connected to the same telephone line may not exceed 5. The REN of this device is located on the label.

This device uses an RJ-11C modular connector. Contact your point of purchase if a BT adapter is required. The Lexmark part number is 80D1873.

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.


## Japanese telecom notice

**Note:** To determine which fax card model your product contains, refer to the labeling on your machine or go to <http://support.lexmark.com>.

For products containing the LEX-M03-002 fax card, the following JATE notice applies:



The installed optional modem is in compliance with Japanese Telecommunication Law and has been Certified by JATE, with Certification Number A11-0160001.

	Lexmark International, Inc.
	LEX-M03-002
	A11-0160001JP

## Verwendung dieses Produkts in Deutschland

Für dieses Produkt muss ein deutscher Billing Tone Filter zur Zählzeichenübertragung (Lexmark Teilenummer 80D1888) für jede Leitung installiert werden, über die in Deutschland Zeitsteuertakte übertragen werden. Zeitsteuertakte sind in analogen Leitungen in Deutschland möglicherweise nicht vorhanden. Der Teilnehmer kann die Bereitstellung von Zeitsteuertakten veranlassen oder beim deutschen Netzanbieter telefonisch deren Deaktivierung beantragen. Im Regelfall werden Zeitsteuertakte nur dann bereitgestellt, wenn dies vom Teilnehmer bei der Installation ausdrücklich erwünscht wird.

## Using this product in Switzerland

This product requires a Swiss billing tone filter (Lexmark part number 80D1877) to be installed on any line which receives metering pulses 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 : 80D1877) devant être installé sur toute ligne recevant des impulsions de comptage en Suisse.

## Verwendung dieses Produkts in der Schweiz

Für dieses Produkt muss ein schweizerischer Billing Tone Filter zur Zählzeichenübertragung (Lexmark Teilenummer 80D1877) für jede Leitung installiert werden, über die in der Schweiz Zeitsteuertakte übertragen werden.

## Uso del prodotto in Svizzera

Questo prodotto richiede un filtro toni Billing svizzero, (codice Lexmark 80D1877) da installare su tutte le linee che ricevono impulsi remoti in Svizzera.

## Regulatory notices for wireless products

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

If in doubt as to whether your model is a wireless model, go to <http://support.lexmark.com>.

## Modular component notice

Depending on your particular wireless model, your model contains one or more of the following modular components:

Lexmark Regulatory Type/Model Number LEX-M01-005; FCC ID:IYLLEXM01005; IC:2376A-M01005

Lexmark Regulatory Type/Model Number LEX-M06-001; FCC ID:IYLLEXM06001; IC:2376A-LEXM06001

Lexmark Regulatory Type/Model Number LEX-M07-001; FCC ID:IYLLEXM07001; IC:2376A-LEXM07001

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

## Exposure to radio frequency radiation

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

## Industry Canada (Canada)

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (EIRP) is not more than that necessary for successful communication.

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

To prevent radio interference to the licensed service and to reduce the potential for harmful interference to co-channel mobile satellite systems, this device is intended to be operated indoors and away from windows to provide maximum shielding.

High-power radars are allocated as primary users (i.e., priority users) of the bands 5250–5350MHz and 5650–5850MHz. These radars could cause interference and/or damage to LE-LAN devices.

## Industrie Canada (Canada)

Selon la réglementation d'Industrie Canada, l'émetteur radio ne fonctionne qu'avec une antenne dont le type et le gain maximal (ou inférieur) ont été approuvés par Industrie Canada. Pour réduire les interférences radio potentielles auprès d'autres utilisateurs, le type d'antenne et son gain doivent être choisis de telle sorte que la puissance isotrope rayonnée équivalente (PIRE) ne soit pas supérieure à ce qui est nécessaire pour assurer la réussite de la communication.

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

Afin de prévenir les interférences radio des services sous licence et pour réduire le risque d'interférences nuisibles aux systèmes de satellites mobiles utilisant les mêmes canaux, cet appareil est destiné à être utilisé à l'intérieur et loin des fenêtres afin de fournir une protection maximale.

Les radars à haute puissance sont définis comme les utilisateurs principaux (p. ex., utilisateurs prioritaires) dans les bandes de 5250-5350 MHz et 5650-5850 MHz. Ces radars peuvent causer des interférences ou des dommages aux appareils RELOC-EL.

## Taiwan NCC RF notice statement

### NCC 型式認證設備注意事項

#### 台灣低功率射頻電機設備之使用注意事項

依據低功率電波輻射性電機管理辦法

第十二條 經型式認證合格之低功率射頻電機，非經許可，公司、商號或使用者均不得擅自變更頻率、加大功率或變更原設計之特性及功能。

第十四條 低功率射頻電機之使用不得影響飛航安全及干擾合法通信；經發現有干擾現象時，應立即停用，並改善至無干擾時方得繼續使用。前項合法通信，指依電信法規定作業之無線電通信。低功率射頻電機須忍受合法通信或工業、科學及醫療用電波輻射性電機設備之干擾。

在 5.25 ~ 5.35 兆赫頻帶內操作之無線資訊傳輸設備，限於室內使用。

## European Community (EC) directives conformity

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

The manufacturer of this product is: Lexmark International, Inc., 740 West New Circle Road, Lexington, KY, 40550 USA. The authorized representative is: Lexmark International Technology Hungária Kft., 8 Lechner Ödön fasor, Millennium Tower III, 1095 Budapest HUNGARY. A declaration of conformity to the requirements of the Directives is available upon request from the Authorized Representative or may be obtained at [www.lexmark.com/en\\_us/about/regulatory-compliance/european-union-declaration-of-conformity.html](http://www.lexmark.com/en_us/about/regulatory-compliance/european-union-declaration-of-conformity.html).

Compliance is indicated by the CE marking:



## Restrictions

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



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

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

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

### Class A products

Product name	Machine type	Model
C6160de, CS820de, CS820dte, CS820dtfe, CS827de	5063	530, 539, 571
C9235, CS921de, CS923de, CS927de	5059	130, 190, 530
CX820de, CX820dtfe, CX827de, XC6152de, XC6152dtfe	7563	136, 137, 196, 197
CX825de, CX825dte, CX825dtpe, CX825dtfe, CX860de, CX860dte, CX860dtpe, CX860dtfe, XC8155de, XC8155dte, XC8160de, XC8160dte	7564	336, 337, 536, 537, 596, 598
CX920de, CX921de, CX922de, CX923de, CX923dte, CX923dxe, CX924de, CX924dte, CX924dxe, CX927de, XC9225, XC9235, XC9245, XC9255, XC9265	7559	078, 098, 178, 198, 378, 398, 578, 598, 778, 798
M3250, MS622de, MS622dte	4600	835, 895
MB2546ade, MX521de, MX521ade, MX521adte, MX522adhe, XM1246	7017	636, 676, 678, 679
MB2650ade, MX622ade, MX622adhe, MX622adthe, XM3250	7018	676, 678, 679

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

This product has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The FCC Class A limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference, in which case the user will be required to correct the interference at his own expense.

The manufacturer is not responsible for any radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

**Note:** To assure compliance with FCC regulations on electromagnetic interference for a Class A computing device, use a properly shielded and grounded cable such as Lexmark part number 1021231 for parallel attach or 1021294 for USB attach. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:

Director of Lexmark Technology & Services  
Lexmark International, Inc.  
740 West New Circle Road  
Lexington, KY 40550  
Telephone: (859) 232-3000  
E-mail: regulatory@lexmark.com

## BSMI EMC notice

Warning to user:

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

## Industry Canada compliance statement

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

## Avis de conformité aux normes de l'industrie du Canada

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

## CCC EMC notice

警告  
此为A级产品。在生活环境中,该产品可能会造成无线电干扰。在这种情况下,可能需要用户对干扰采取切实可行的措施。

## Japanese VCCI notice

製品にこのラベルが表示されている場合、次の要件を満たしています。

この装置は、クラス A 情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。 VCCI-A

この装置は、クラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。 VCCI-A

## Korean KC statement

제품에 이 기호가 있는 경우 다음 문구가 적용됩니다.

A급 기기 (업무용 정보통신기기)



이 기기는 업무용으로 전자파적합등록을 한 기기이오니 판매자 또는 사용자는 이 점을 주의하시기 바라며, 만약 잘못 판매 또는 구입하였을 때에는 가정용으로 교환하시기 바랍니다.

## Notice to users of Class A products in Brazil

Este produto não é apropriado para uso em ambientes domésticos, pois poderá causar interferências eletromagnéticas que obrigam o usuário a tomar medidas necessárias para minimizar estas interferências.

## European Community (EC) directives conformity

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

The manufacturer of this product is: Lexmark International, Inc., 740 West New Circle Road, Lexington, KY, 40550 USA. The authorized representative is: Lexmark International Technology Hungária Kft., 8 Lechner Ödön fasor, Millennium Tower III, 1095 Budapest HUNGARY. A declaration of conformity to the requirements of the Directives is available upon request from the Authorized Representative or may be obtained at [www.lexmark.com/en\\_us/about/regulatory-compliance/european-union-declaration-of-conformity.html](http://www.lexmark.com/en_us/about/regulatory-compliance/european-union-declaration-of-conformity.html).

This product satisfies the Class A limits of EN 55022 and EN55032 and safety requirements of EN 60950-1 or EN 62368-1.

## Radio interference notice

### Warning

This is a product that complies with the emission requirements of EN55022 and EN55032 Class A limits and immunity requirements of EN55024. This product is not intended to be used in residential/domestic environments.

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

### Class B products

Product name	Machine type	Model
B2338dn, B2338dw, B2442dn, B2442dw, B2546dn, B2650dn, M1242, M1246, MS321dn, MS421dn, MS421dw, MS521dn, MS621dn, MS621dtn	4600	230, 238, 430, 438, 490, 630, 690, 830
C4150, CS720de, CS720dte, CS725de, CS725dte, CS727de, CS728de	5028	135, 630, 639
CX725de, CX725dhe, CX725dthe, CX727de, XC4140, XC4150	7528	196, 576, 578, 598
MB2338adn, MB2338adw, MB2338dw, MB2442ade, MB2442adwe, MX321adn, MX321adw, MX421ade, XM1238, XM1242	7017	238, 276, 278, 296, 476, 478, 496

## Federal Communications Commission (FCC) compliance information statement

This product has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The FCC Class B limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult your point of purchase or service representative for additional suggestions.

The manufacturer is not responsible for radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized changes or modifications could void the user's authority to operate this equipment.

**Note:** To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable such as Lexmark part number 1021231 for parallel attach or 1021294 for USB attach. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:

Director of Lexmark Technology & Services  
Lexmark International, Inc.  
740 West New Circle Road  
Lexington, KY 40550  
Telephone: (859) 232-3000  
E-mail: regulatory@lexmark.com

## 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.

## 日本の VCCI 規定

製品にこのマークが表示されている場合、次の要件を満たしています。



この装置は、クラス B 情報技術装置です。この装置は、家庭環境で使用することを目的としていますが、この装置がラジオやテレビジョン受信機に近接して使用されると、受信障害を引き起こすことがあります。

取扱説明書に従って正しい取り扱いをしてください。

VCCI-B

## Korean KC statement

제품에 이 기호가 있는 경우 다음 문구가 적용됩니다.

B급 기기 (가정용 정보통신기기)



이 기기는 가정용으로 전자파적합등록을 한 기기로서  
주거지역에서는 물론 모든 지역에서 사용할 수 있습니다.



## **European Community (EC) directives conformity**

This product is in conformity with the protection requirements of EC Council directives 2014/30/EU, 2014/35/EU, 2009/125/EC, and 2011/65/EU on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility, safety of electrical equipment designed for use within certain voltage limits, the ecodesign of energy-related products, and on the restrictions of use of certain hazardous substances in electrical and electronic equipment.

The manufacturer of this product is: Lexmark International, Inc., 740 West New Circle Road, Lexington, KY, 40550 USA. The authorized representative is: Lexmark International Technology Hungária Kft., 8 Lechner Ödön fasor, Millennium Tower III, 1095 Budapest HUNGARY. A declaration of conformity to the requirements of the Directives is available upon request from the Authorized Representative or may be obtained at [www.lexmark.com/en\\_us/about/regulatory-compliance/european-union-declaration-of-conformity.html](http://www.lexmark.com/en_us/about/regulatory-compliance/european-union-declaration-of-conformity.html).

This product satisfies the Class B limits of EN 55022 and EN55032 and safety requirements of EN 60950-1 or EN 62368-1.