



MX320 Series

User's Guide

December 2016

www.lexmark.com

Machine type(s):

7017

Model(s):

236

Contents

Safety information.....	5
Conventions.....	5
Product statements.....	5
Learning about the printer.....	8
Finding information about the printer.....	8
Selecting a location for the printer.....	9
Printer configurations.....	10
Attaching cables.....	11
Using the control panel.....	13
Understanding the status of the power button and indicator light.....	13
Menu map.....	14
Printing a menu settings page.....	16
Loading paper and specialty media.....	17
Setting the size and type of the specialty media.....	17
Configuring Universal paper settings.....	17
Loading trays.....	17
Loading the multipurpose feeder.....	19
Linking trays.....	20
Printing.....	21
Printing from a computer.....	21
Printing from a mobile device.....	21
Printing a font sample list.....	22
Printing a directory list.....	22
Copying.....	23
Making copies.....	23
Copying photos.....	23
Copying on letterhead.....	23
Copying on both sides of the paper (two-sided).....	23
Reducing or enlarging copies.....	24
Collating copies.....	24
Placing separator sheets between copies.....	24

Copying multiple pages onto a single sheet.....	24
Creating a copy shortcut.....	25
E-mailing.....	26
Setting up the e-mail function.....	26
Configuring e-mail settings.....	26
Sending an e-mail.....	26
Creating an e-mail shortcut.....	27
Faxing.....	28
Setting up the printer to fax.....	28
Sending a fax.....	39
Scheduling a fax.....	39
Creating a fax destination shortcut.....	39
Changing the fax resolution.....	40
Adjusting the fax darkness.....	40
Viewing a fax log.....	40
Blocking junk faxes.....	40
Holding a fax.....	41
Forwarding a fax.....	41
Scanning.....	42
Scanning to an FTP server.....	42
Creating an FTP shortcut.....	42
Securing the printer.....	43
Locating the security slot.....	43
Erasing printer memory.....	43
Restoring factory default settings.....	43
Statement of Volatility.....	44
Maintaining the printer.....	45
Networking.....	45
Cleaning printer parts.....	46
Ordering supplies.....	48
Replacing supplies.....	50
Moving the printer.....	54
Saving energy and paper.....	55

Recycling..... 56

Clearing jams..... 58

 Avoiding jams..... 58

 Identifying jam locations..... 59

 Paper jam in the front door..... 60

 Paper jam in the rear door..... 63

 Paper jam in the standard bin..... 64

 Paper jam in the duplex unit..... 65

 Paper jam in trays..... 66

 Paper jam in the multipurpose feeder..... 66

 Paper jam in the automatic document feeder..... 67

Troubleshooting..... 68

 Network connection problems..... 68

 Internal option problems..... 70

 Paper feed problems..... 71

 Printing problems..... 74

 Faxing problems..... 97

 Scanning problems..... 101

 Contacting customer support..... 105

Upgrading and migrating..... 106

 Hardware..... 106

 Software..... 109

 Firmware..... 109

Notices..... 111

Index..... 114

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.

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:** The printer weight is greater than 18 kg (40 lb) and 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 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, then lift the printer off the trays. Do not try to lift the printer and the trays at the same time.
- Always use the handholds on the printer to lift it.
- Any cart used to move the printer must have a surface able to support the full footprint of the printer.
- Any cart used to move the hardware options must have a surface able to support the dimensions of the options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.
- Make sure that your fingers are not under the printer when you set it down.
- Make sure that there is adequate clearance around the printer.

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

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

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



CAUTION—PINCH HAZARD: To avoid the risk of a pinch injury, use caution in areas marked with this label. Pinch injuries may occur around moving parts, such as gears, doors, trays, and covers.



CAUTION—POTENTIAL INJURY: This product uses a laser. Use of controls or adjustments or performance of procedures other than those specified in the *User's Guide* may result in hazardous radiation exposure.



CAUTION—POTENTIAL INJURY: The lithium battery in this product is not intended to be replaced. There is a danger of explosion if a lithium battery is incorrectly replaced. Do not recharge, disassemble, or incinerate a lithium battery. Discard used lithium batteries according to the manufacturer's instructions and local regulations.

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

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

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

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

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

SAVE THESE INSTRUCTIONS.

Learning about the printer

Finding information about the printer

What are you looking for?	Find it here
Initial setup instructions: - Connecting the printer - Installing the printer software	Setup documentation—The setup documentation came with the printer and is also available at http://support.lexmark.com .
Additional setup and instructions for using the printer: - Selecting and storing paper and specialty media - Loading paper - Configuring printer settings - Viewing and printing documents and photos - Setting up and using the printer software - Configuring the printer on a network - Caring for and maintaining the printer - Troubleshooting and solving problems	<i>Information Center</i>—Authoritative online resource for the latest product tips, instructions, and reference material. Go to http://infoserve.lexmark.com/ids/ and select your product. <i>Help Menu Pages</i>—The guides may be available on the printer firmware and at http://support.lexmark.com.
Information on setting up and configuring the accessibility features of your printer	<i>Lexmark Accessibility Guide</i> —The guide is available at http://support.lexmark.com .
Help using the printer software	Help for Microsoft® Windows® or Macintosh operating systems—Open a printer software program or application, and then click Help. Click  to view context-sensitive information. Notes: - Help is automatically installed with the printer software. - The printer software is located in the printer program folder or on the desktop, depending on the operating system.

What are you looking for?	Find it here
The latest supplemental information, updates, and customer support: • Documentation • Driver downloads • Live chat support • E-mail support • Voice support	http://support.lexmark.com Note: Select your country or region, and then select your product to view the appropriate support site. Support contact information for your country or region can be found on the support Web site or on the printed warranty that came with the printer. Have the following information (located on the store receipt and at the back of the printer) ready when you contact customer support: • Machine type number • Serial number • Date purchased • Store where purchased
• Safety information • Regulatory information • Warranty information	Warranty information varies by country or region: • In the U.S.—See the Statement of Limited Warranty included with the printer, or go to http://support.lexmark.com. • In other countries and regions—See the printed warranty that came with the printer. <i>Product Information Guide</i>—This document contains basic safety, environmental, and regulatory information for your product. For more information, see the documentation that came with the printer or go to http://support.lexmark.com.

Selecting a location for the printer

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



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

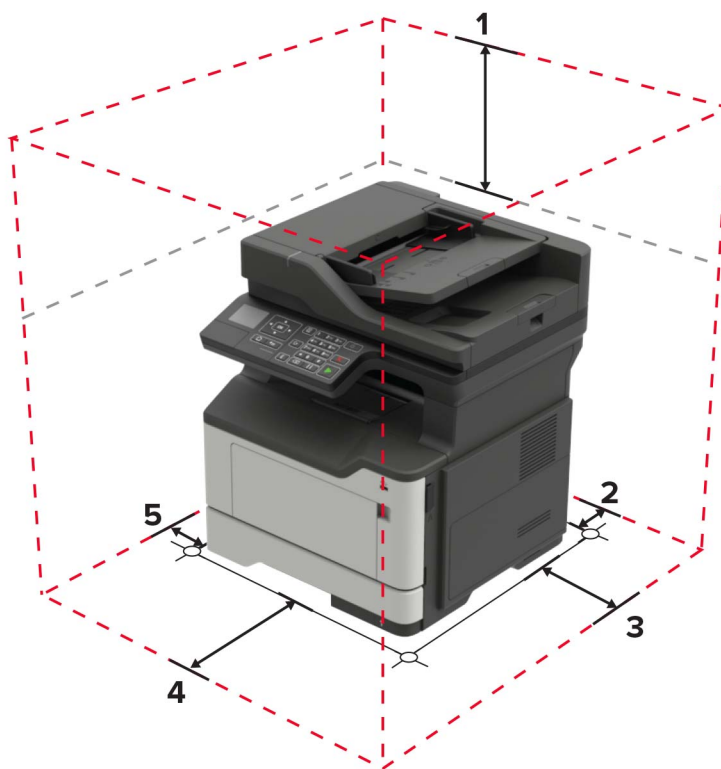


CAUTION—SHOCK HAZARD: To avoid the risk of electrical shock, do not place or use this product near water or wet locations.

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

Ambient temperature	10 to 32.2°C (50 to 90°F)
Storage temperature	-40 to 43.3°C (-40 to 110°F)

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



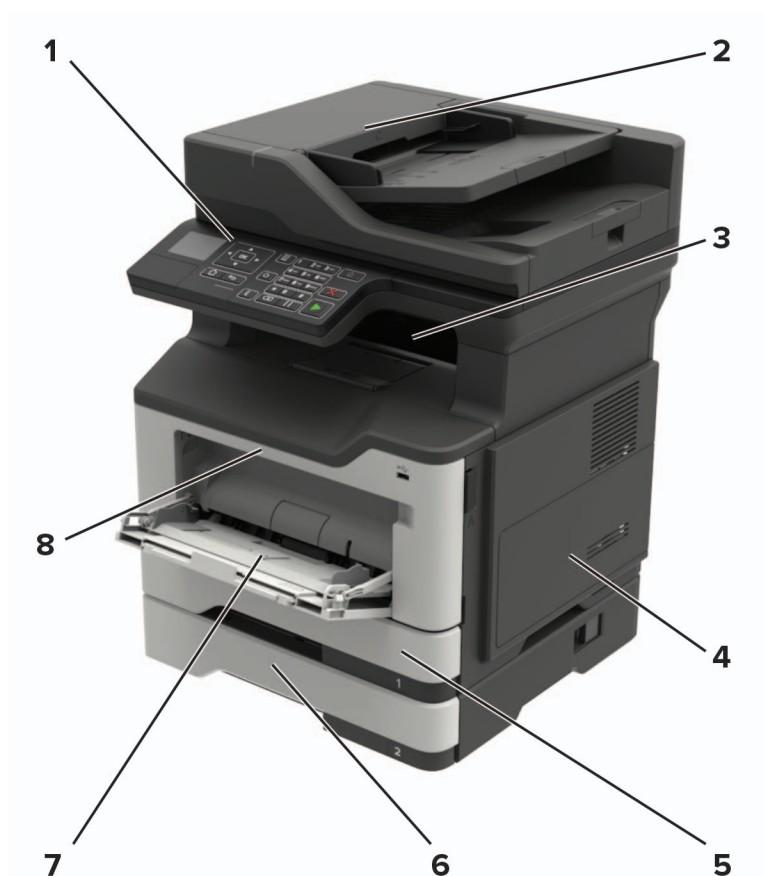
1	Top	540 mm (21 in.)
2	Rear	203 mm (8 in.)
3	Right side	305 mm (12 in.)
4	Front	510 mm (20 in.)
5	Left side	203 mm (8 in.)

Printer configurations

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

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

You can configure your printer by adding optional 250- or 550-sheet trays.



1	Control panel
2	Automatic document feeder
3	Standard bin
4	Controller board access cover
5	Standard 250-sheet tray
6	Optional 250- or 550-sheet tray
7	Multipurpose feeder
8	Front door

Attaching cables

- CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.
- CAUTION—POTENTIAL INJURY:** To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.
- CAUTION—POTENTIAL INJURY:** To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.

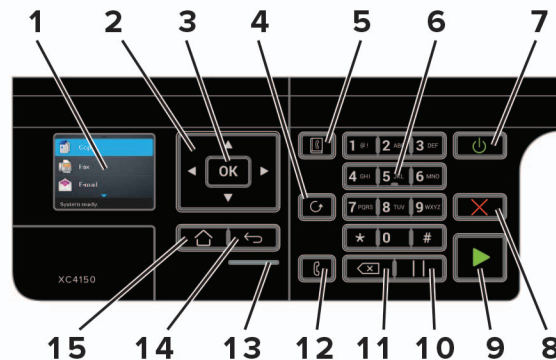
⚠ CAUTION—POTENTIAL INJURY: To reduce the risk of fire, use only a 26 AWG or larger telecommunications (RJ-11) cord when connecting this product to the public switched telephone network. For users in Australia, the cord must be approved by the Australian Communications and Media Authority.

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



	Use the	To
1	Power cord socket	Connect the printer to an electrical outlet.
2	Ethernet port	Connect the printer to an Ethernet network.
3	LINE port	Connect the printer to an active telephone line through a standard wall jack (RJ-11), DSL filter, or VoIP adapter, or any other adapter that allows you to access the telephone line to send and receive faxes.
4	USB port	Attach a keyboard or any compatible option.
5	USB printer port	Connect the printer to a computer.

Using the control panel



	Use the	To
1	Display	View printing options, printer status, and error messages.
2	Arrow buttons	Scroll through the menus or move between screens and menu options.
3	Select button	- Select menu options. - Save the settings.
4	Redial button	View the last number dialed.
5	Address book button	View the stored addresses.
6	Keypad	Enter numbers or symbols in an input field.
7	Power button	Turn on or turn off the printer. Note: To turn off the printer, press and hold the power button for five seconds.
8	Stop or Cancel button	Stop the current printer task.
9	Start button	Start a printer task, depending on which mode is selected.
10	Pause button	Place a dial pause in a fax number.
11	Backspace button	Move the cursor backward and delete a character in an input field.
12	Fax button	Send faxes.
13	Indicator light	Check the printer status.
14	Back button	Return to the previous screen.
15	Home button	Go to the home screen.

Understanding the status of the power button and indicator light

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

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

Menu map

Device

• Preferences • Remote Operator Panel • Notifications • Power Management • Information Sent to Lexmark	• Restore Factory Defaults • Maintenance • Visible Home Screen Icons • About This Printer
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Print

• Layout • Setup • Quality • Job Accounting • Image • XPS	• PDF • HTML • PostScript • PCL • PPDS
---	--

Paper

• Tray Configuration • Media Configuration	• Bin Configuration
--	---

Copy

• Copy Defaults

Fax

• Fax Mode • Analog Fax Setup	• Fax Server Setup
---	--

E-mail

• E-mail Defaults • E-mail Setup	• Web Link Setup
--	--

FTP

- FTP Defaults

USB Drive

- | | |
|--|---|
| <ul style="list-style-type: none">• Flash Drive Scan | <ul style="list-style-type: none">• Flash Drive Print |
|--|---|

Network/Ports

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

Security

- | | |
|--|---|
| <ul style="list-style-type: none">• Security Audit Log• Confidential Print Setup• Erase Temporary Data Files | <ul style="list-style-type: none">• Solutions LDAP Settings• Miscellaneous |
|--|---|

Reports

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

Help

- | | |
|--|--|
| <ul style="list-style-type: none">• Print All Guides• Mono Quality Guide• Connection Guide• Copy Guide• E-mail Guide• Information Guide | <ul style="list-style-type: none">• Media Guide• Moving Guide• Print Quality Guide• Scan Guide• Supplies Guide |
|--|--|

Troubleshooting

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

Printing a menu settings page

- 1 From the control panel, navigate to:

 > **Settings** >  > **Reports** > 

- 2 Select **Menu Settings Page**, and then press .

Loading paper and specialty media

Setting the size and type of the specialty media

- 1 From the home screen, navigate to:

 > **Settings** >  > **Paper** >  > **Tray Configuration** > 

- 2 Configure the size and type of the specialty media.

Configuring Universal paper settings

- 1 From the control panel, navigate to:

 > **Settings** >  > **Paper** >  > **Media Configuration** >  > **Universal Setup** > 

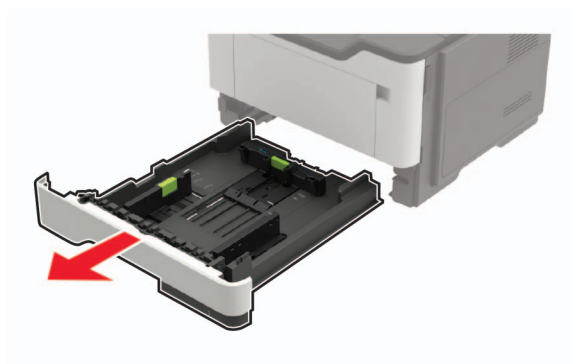
- 2 Select **Portrait Width** or **Portrait Height**, and then press .
- 3 Adjust the settings, and then press .

Loading trays

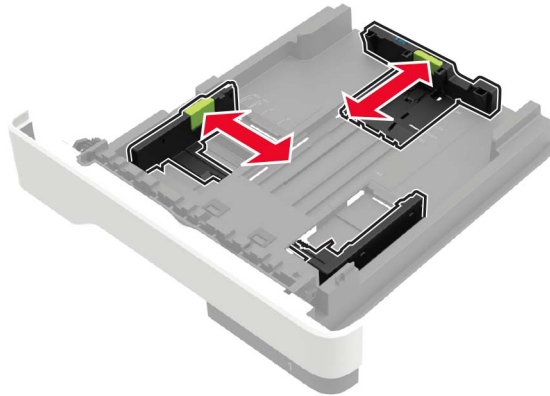
 **CAUTION—TIPPING HAZARD:** To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.

- 1 Remove the tray.

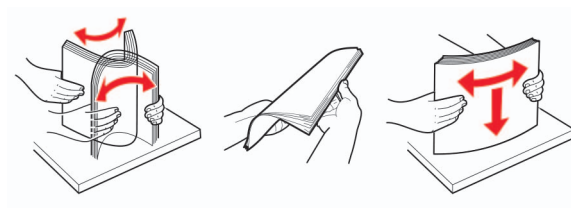
Note: To avoid jams, do not remove trays while the printer is busy.



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



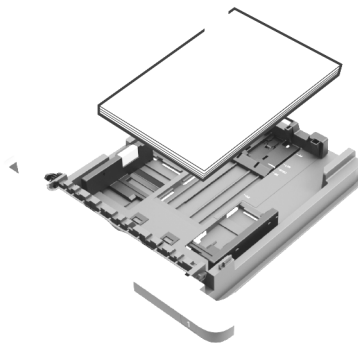
- 3** Flex, fan, and align the paper edges before loading.



- 4** Load the paper stack with the printable side facedown.

Notes:

- To avoid paper jams, make sure that the stack height is below the maximum paper fill indicator.
- Do not slide paper into the tray.

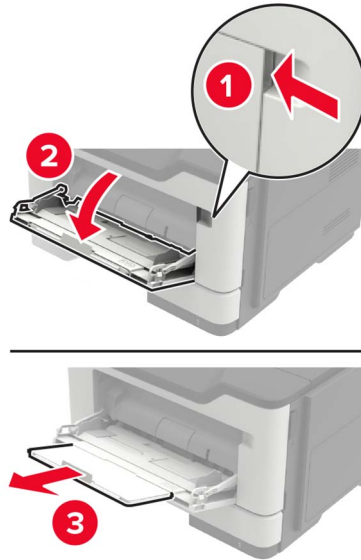


- 5** Insert the tray.

If necessary, set the paper size and type from the control panel to match the paper loaded.

Loading the multipurpose feeder

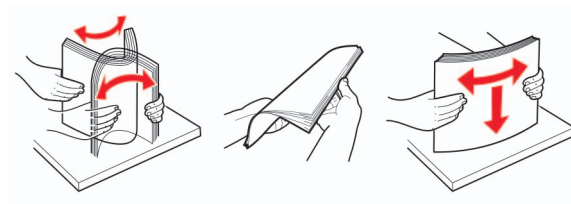
- 1 Open the multipurpose feeder.



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



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



- 4 Load the paper.

Note: Load European envelopes with the flap entering the printer first.



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

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

Linking trays

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

Notes:

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

- 2 Click **Settings > Paper**.
- 3 Match the paper size and type for the trays you are linking.

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

- 4 Save the settings.

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

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

Printing

Printing from a computer

Note: For labels, card stock, and envelopes, set the paper size and type in the printer before printing the document.

- 1 From the document that you are trying to print, open the Print dialog.
- 2 If necessary, adjust the settings.
- 3 Print the document.

Printing from a mobile device

Printing from a mobile device using Lexmark Mobile Print

Lexmark™ Mobile Print allows you to send documents and images directly to a supported Lexmark printer.

- 1 Open the document, and then send or share the document to Lexmark Mobile Print.

Note: Some third-party applications may not support the send or share feature. For more information, see the documentation that came with the application.

- 2 Select a printer.
- 3 Print the document.

Printing from a mobile device using Google Cloud Print

Google Cloud Print™ is a mobile printing service that allows enabled applications on mobile devices to print to any Google Cloud Print-ready printer.

- 1 From the home screen of your mobile device, launch an enabled application.
- 2 Tap **Print**, and then select the printer.
- 3 Send the print job.

Printing from a mobile device using Mopria Print Service

Mopria® Print Service is a mobile printing solution for mobile devices running on Android version 4.4 or later. It allows you to print directly to any Mopria-certified printer.

Note: Before printing, make sure that the Mopria Print Service is enabled.

- 1 From the home screen of your mobile device, launch a compatible application.
- 2 Tap **Print**, and then select the printer.
- 3 Send the print job.

Printing from a mobile device using AirPrint

AirPrint is a mobile printing solution that allows you to print directly from Apple devices to an AirPrint-certified printer.

Note: This application is supported only in some Apple devices.

- 1 From the home screen of your mobile device, launch a compatible application.
- 2 Select an item to print, and then tap the share icon.
- 3 Tap **Print**, and then select the printer.
- 4 Send the print job.

Printing a font sample list

- 1 From the control panel, navigate to:

 > **Settings** >  > **Reports** >  > **Print** >  > **Print Fonts**

- 2 Select **PCL Fonts** or **PostScript Fonts**, and then press .

Printing a directory list

- 1 From the control panel, navigate to:

 > **Settings** >  > **Reports** >  > **Print** > 

- 2 Select **Print Directory**, and then press .

Copying

Making copies

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

Note: To avoid a cropped image, make sure that the original document and the output have the same paper size.

- 2 From the control panel, specify the number of copies.
- 3 If necessary, adjust the copy settings.
- 4 Copy the document.

Note: To make a quick copy, from the control panel, press .

Copying photos

- 1 Place a photo on the scanner glass.
- 2 From the control panel, navigate to:
 > **Copy** >  > **Content Type** >  > **Photo**
- 3 From the Content Source menu, select the setting that best matches the original photo.
- 4 Send the copy job.

Copying on letterhead

- 1 Load an original document into the ADF tray or on the scanner glass.
- 2 From the control panel, navigate to:
 > **Copy** >  > specify the size of the original document > 
- 3 Select **Copy to**, and then select the tray that contains the letterhead.
If you are loading the letterhead into the multipurpose feeder, then navigate to:
Multipurpose Feeder >  > select the size of the letterhead >  > **Letterhead** > 
- 4 Copy the document.

Copying on both sides of the paper (two-sided)

- 1 Load an original document into the ADF tray or on the scanner glass.
- 2 From the control panel, navigate to:
 > **Copy** >  > **Sides (Duplex)**

- 3 Adjust the settings.
- 4 Copy the document.

Reducing or enlarging copies

- 1 Load an original document into the ADF tray or on the scanner glass.
- 2 From the control panel, navigate to:

 > **Copy** >  > **Scale** > specify a scale value

Note: Changing the size of the original document or output after setting Scale restores the scale value to Auto.

- 3 Copy the document.

Collating copies

- 1 Load an original document into the ADF tray or on the scanner glass.
- 2 From the control panel, navigate to:

 > **Copy** > 

- 3 Set Collate to **On**.
- 4 Copy the document.

Placing separator sheets between copies

- 1 Load an original document into the ADF tray or on the scanner glass.
- 2 From the control panel, navigate to:

 > **Copy** >  > **Separator Sheets**

- 3 Adjust the settings.
- 4 Copy the document.

Copying multiple pages onto a single sheet

- 1 Load an original document into the ADF tray or on the scanner glass.
- 2 From the control panel, navigate to:

 > **Copy** >  > **Pages Per Side**

- 3 Adjust the settings.
- 4 Copy the document.

Creating a copy shortcut

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

Notes:

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

- 2 Click **Shortcuts** > **Add Shortcut** > select Copy from the Shortcut Type menu.

- 3 Configure the settings.

- 4 Apply the changes.

E-mailing

Setting up the e-mail function

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

Notes:

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

- 2 Click **Settings** > **E-mail** > **E-mail Setup**.

- 3 Configure the settings.

- 4 Apply the changes.

Configuring e-mail settings

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

Notes:

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

- 2 Click **Settings** > **E-mail**.

- 3 Enter the needed information.

- 4 Apply the changes.

Sending an e-mail

Using the control panel

- 1 Load an original document into the ADF tray or on the scanner glass.
- 2 From the control panel, navigate to:

 > **E-mail** >  > enter the needed information

Note: You can also enter the recipient using the address book or shortcut number.

If necessary, configure the output file type settings.

- 3 Send the e-mail.

Using the shortcut number

- 1 From the control panel, press #, and then enter the shortcut number using the keypad.
- 2 Send the e-mail.

Creating an e-mail shortcut

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

Notes:

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

- 2 Click **Shortcuts** > **Add Shortcut** > select E-mail from the Shortcut Type menu.
- 3 Configure the settings.
- 4 Apply the changes.

Faxing

Setting up the printer to fax

Notes:

- The following connection methods are applicable only in some countries or regions.
- During the initial printer setup, clear the fax function check box and any other function you plan to set up later, and then select **Continue**.
- If the fax function is enabled and not fully set up, then the indicator light may blink red.

Warning—Potential Damage: To avoid loss of data or printer malfunction, do not touch cables or the printer in the area shown while actively sending or receiving a fax.

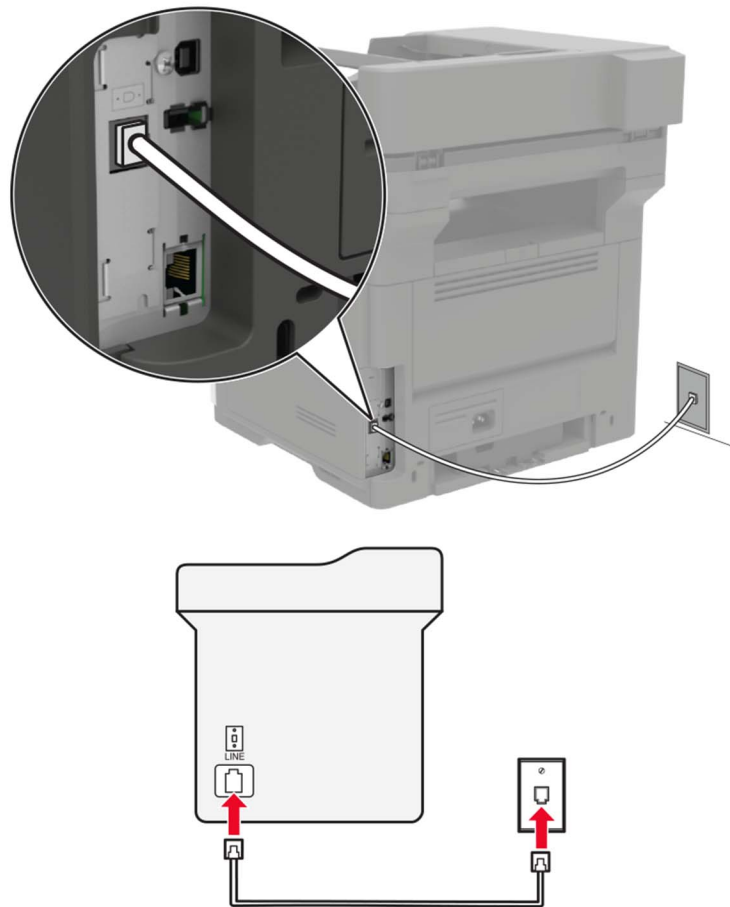


Setting up fax using a standard telephone line

 **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—SHOCK HAZARD:** To avoid the risk of electrical shock, do not use the fax feature during a lightning storm.

Setup 1: Printer is connected to a dedicated fax line



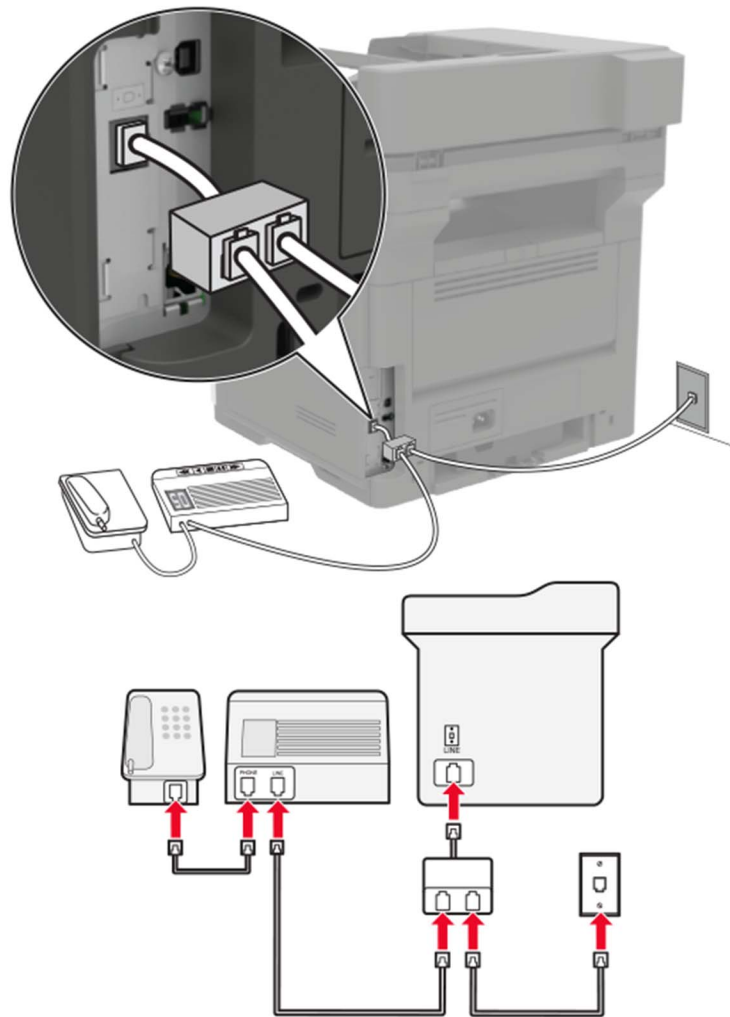
- 1** Connect one end of the telephone cable to the line port of the printer.
- 2** Connect the other end of the cable to an active analog wall jack.

Notes:

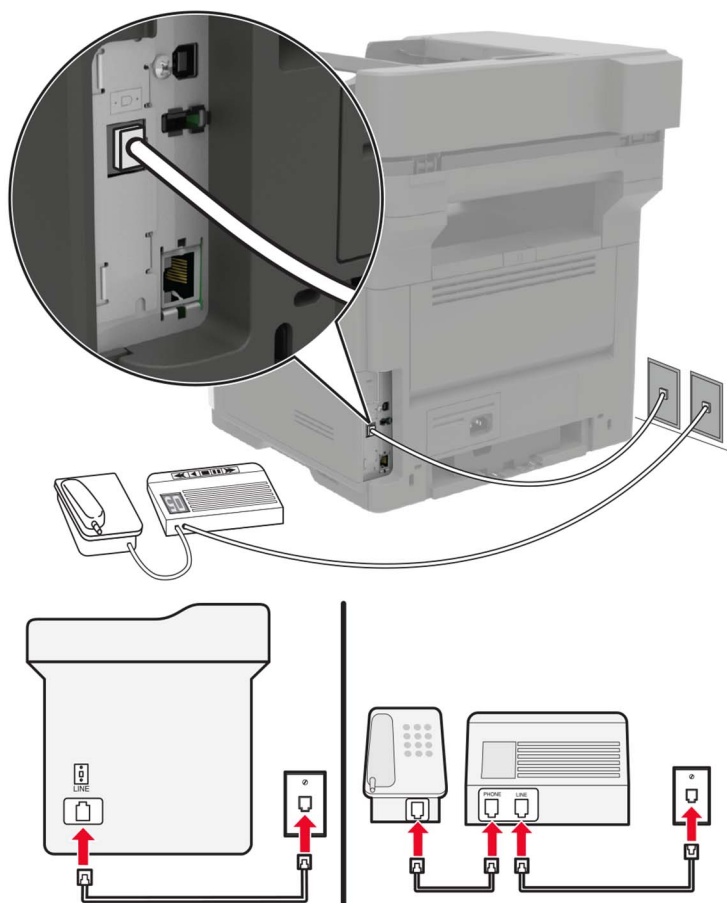
- You can set the printer to receive faxes automatically (Auto Answer On) or manually (Auto Answer Off).
- If you want to receive faxes automatically, then set the printer to pick up on a specified number of rings.

Setup 2: Printer is sharing the line with an answering machine

Note: If you subscribe to a distinctive ring service, then make sure that you set the correct ring pattern for the printer. Otherwise, the printer does not receive faxes even if you have set it to receive faxes automatically.

Connected to the same telephone wall jack

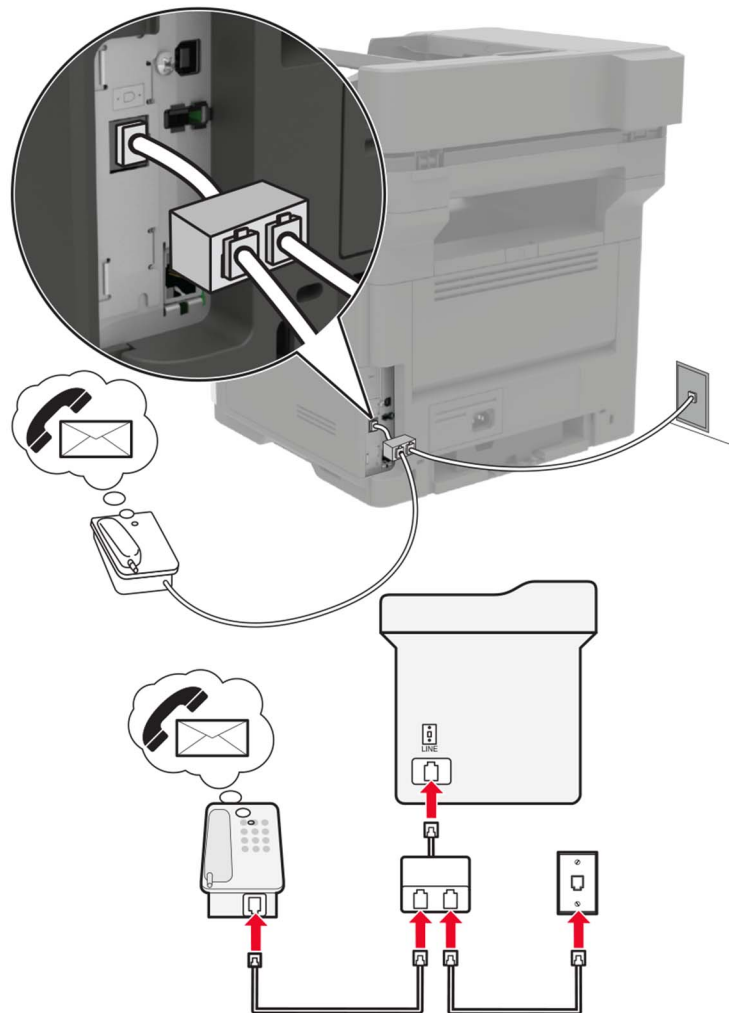
- 1** Connect a phone splitter to the line port of the printer.
- 2** Connect one end of the telephone cable to the splitter.
- 3** Connect the other end of the cable to an active analog wall jack.
- 4** Connect the answering machine to the other port of the splitter.

Connected to different wall jacks

- 1** Connect one end of the telephone cable to the line port of the printer.
- 2** Connect the other end of the cable to an active analog wall jack.

Notes:

- If you have only one telephone number on your line, then set the printer to receive faxes automatically.
- Set the printer to pick up calls two rings after the answering machine. For example, if the answering machine picks up calls after four rings, then set the printer Rings to Answer setting to six.

Setup 3: Printer is sharing the line with a telephone subscribed to voice mail service

- 1** Connect a phone splitter to the line port of the printer.
- 2** Connect one end of the telephone cable to the splitter.
- 3** Connect the other end of the cable to an active analog wall jack.
- 4** Connect the telephone to the other port of the splitter.

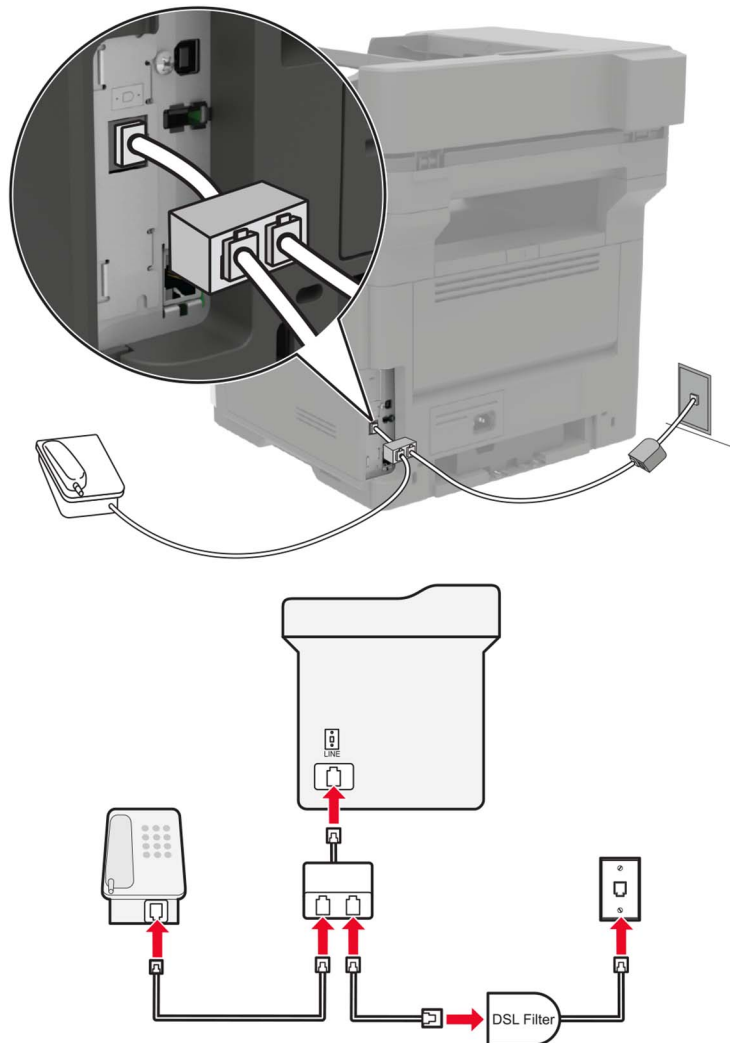
Notes:

- This setup works best if you are using voice mail more often than fax, and if you subscribe to a distinctive ring service.
- When you answer the telephone and you hear fax tones, press ***9*** or the manual answer code on the telephone to receive the fax.
- You can also set the printer to receive faxes automatically, but turn off the voice mail service when you are expecting a fax.

Setting up fax using digital subscriber line

⚠ 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—SHOCK HAZARD: To avoid the risk of electrical shock, do not use the fax feature during a lightning storm.



Digital subscriber line (DSL) splits your regular telephone line into two channels: voice and Internet. Telephone and fax signals travel through the voice channel, and Internet signals pass through the other channel.

To minimize interference between the two channels, ask for a DSL filter from your DSL provider.

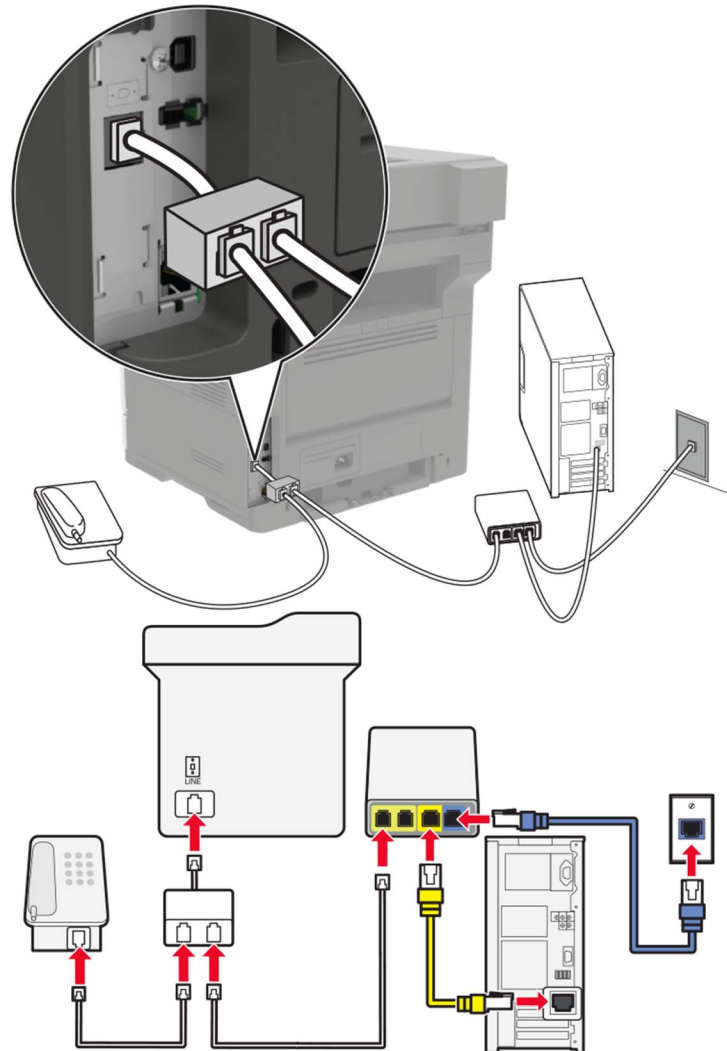
- 1 Connect the line port of the DSL filter to the wall jack.
- 2 Connect one end of the telephone cable to the line port of the printer.
- 3 Connect the other end of the cable to the telephone port on the DSL filter.

Note: If you need to connect an analog telephone to the printer, then attach a phone splitter to the line port of the printer. Connect the telephone and the telephone cable from the DSL filter to the splitter.

Setting up fax using VoIP telephone service

⚠ 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—SHOCK HAZARD: To avoid the risk of electrical shock, do not use the fax feature during a lightning storm.



- 1 Connect one end of the telephone cable to the line port of the printer.
- 2 Connect the other end of the cable to the port labeled **Phone Line 1** or **Phone Port** on the VoIP adapter.

Note: The port labeled **Phone Line 2** or **Fax Port** is not always active. VoIP providers may charge extra cost for the activation of the second telephone port.

Notes:

- To check if the telephone port on the VoIP adapter is active, plug an analog telephone into the port and listen for a dial tone.

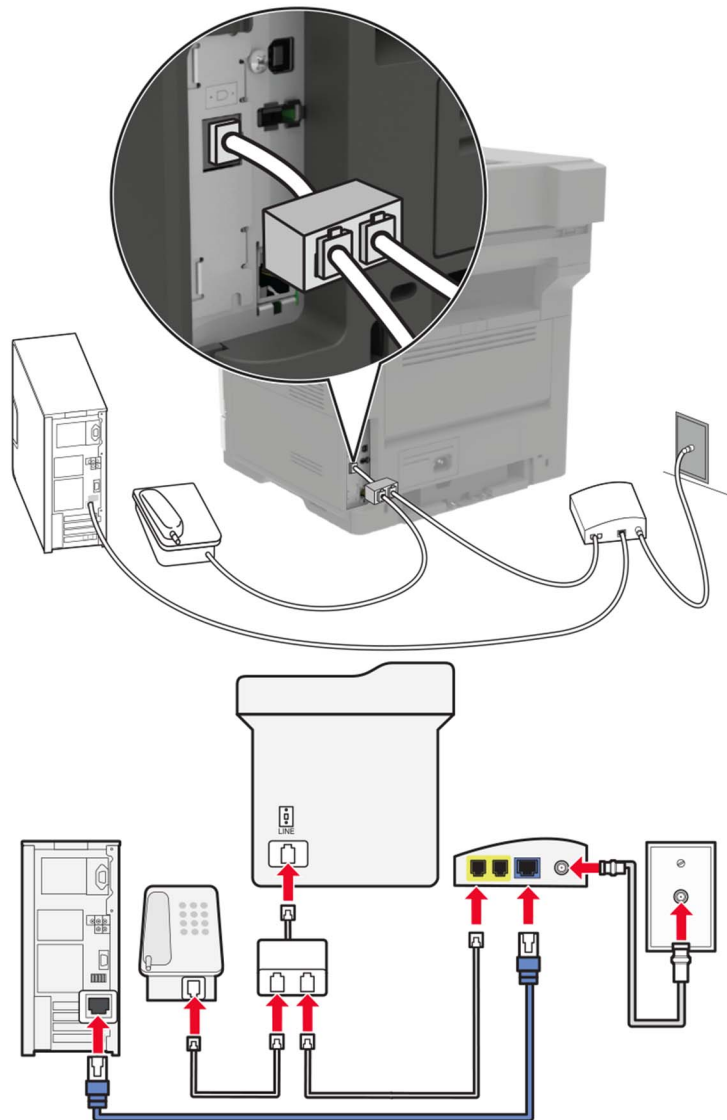
- If you need to connect an analog telephone to the printer, then attach a phone splitter to the line port of the printer. Connect the telephone and the telephone cable from the VoIP adapter to the splitter.

Setting up fax using cable modem connection

⚠ 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—SHOCK HAZARD: To avoid the risk of electrical shock, do not use the fax feature during a lightning storm.

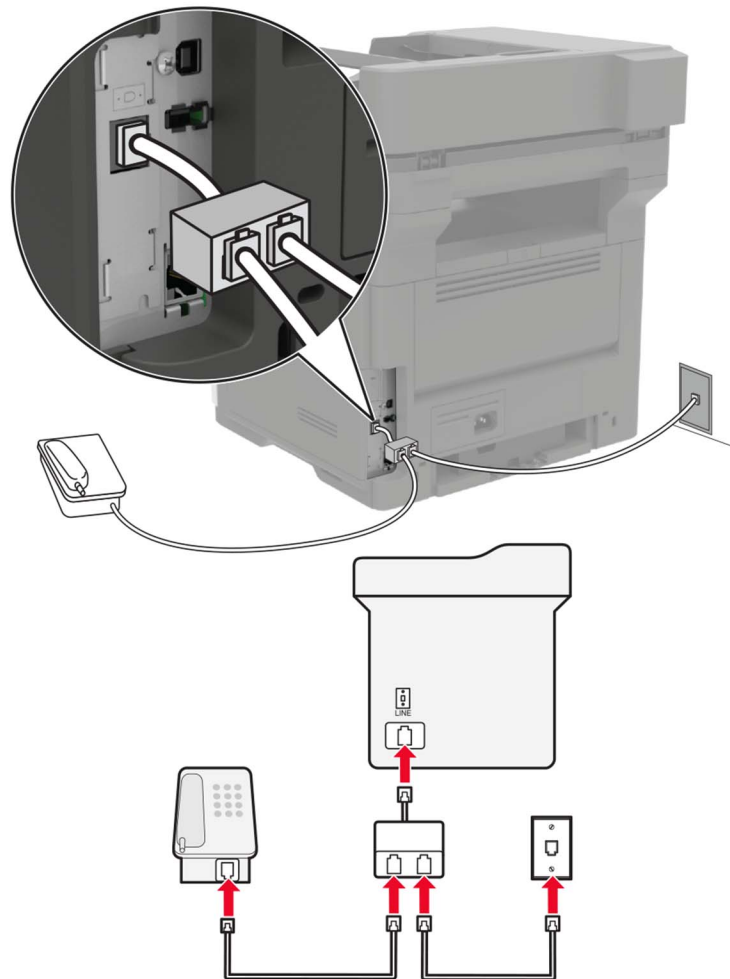
Setup 1: Printer is connected directly to a cable modem



- 1 Connect one end of the telephone cable to the line port of the printer.
- 2 Connect the other end of the cable to the port labeled **Phone Line 1** or **Phone Port** on the cable modem.

Notes:

- If you need to connect an analog telephone to the printer, then attach a phone splitter to the line port of the printer. Connect the telephone and the telephone cable from the cable modem to the splitter.
- To check if the telephone port on the cable modem is active, connect an analog telephone, and then listen for a dial tone.

Setup 2: Printer is connected to a wall jack; cable modem is installed elsewhere in the facility

- 1** Connect one end of the telephone cable to the line port of the printer.
- 2** Connect the other end of the telephone cable to an active analog telephone wall jack.

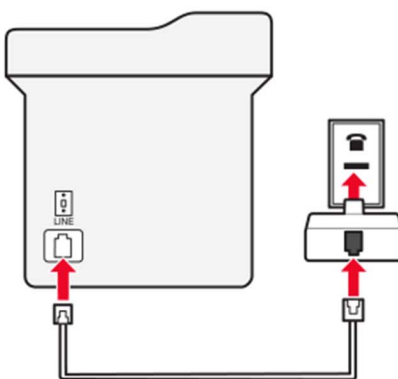
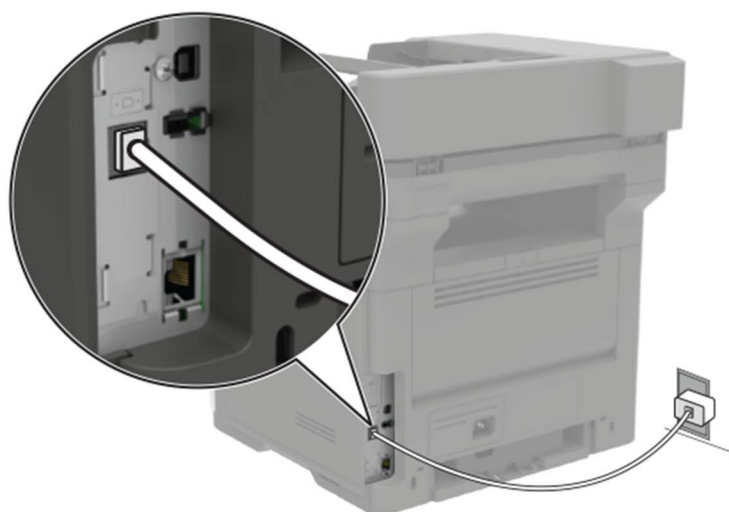
Note: If you need to connect an analog telephone to the printer, then attach a phone splitter to the line port of the printer. Connect the telephone and the telephone cable from the active wall jack to the splitter.

Setting up fax in countries or regions with different telephone wall jacks and plugs

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—SHOCK HAZARD: To avoid the risk of electrical shock, do not use the fax feature during a lightning storm.

The standard wall jack adopted by most countries or regions is RJ11. If the wall jack or equipment in your facility is not compatible with this type of connection, then use a telephone adapter. An adapter for your country or region may not come with your printer, and you may need to purchase it separately.



- 1 Connect one end of the telephone cable to the line port of the printer.
- 2 Connect the other end of the cable to the RJ11 adapter, and then connect the adapter to the wall jack.

Connecting to a distinctive ring service

- 1 From the control panel, navigate to:

 > **Settings** >  > **Fax** >  > **Analog Fax Setup** >  > **Fax Receive Settings** >  > **Admin Controls** >  > **Answer On** > 

- 2 Select the ring pattern.
- 3 Apply the changes.

Setting the fax date and time

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

Notes:

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

- 2 Click **Settings** > **Device** > **Preferences** > **Date and Time** > **Configure**.
- 3 Configure the settings.
- 4 Apply the changes.

Configuring daylight saving time

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

Notes:

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

- 2 Click **Settings** > **Device** > **Preferences** > **Date and Time** > **Configure**.
- 3 In the Time Zone menu, select **Custom**.
- 4 Configure the settings.
- 5 Apply the changes.

Sending a fax

Using the control panel

- 1 Load the original document into the ADF tray or on the scanner glass.
- 2 From the control panel, navigate to:

 > **Fax** >  > enter the needed information > 

If necessary, configure other fax settings.

- 3 Fax the document.

Using the computer

For Windows users

- 1 From the document that you are trying to fax, open the Print dialog.
- 2 Select the printer, and then click **Properties, Preferences, Options,** or **Setup.**
- 3 Click **Fax > Enable fax**, and then enter the recipient number.
If necessary, configure other fax settings.
- 4 Fax the document.

For Macintosh users

- 1 With a document open, choose **File > Print.**
- 2 Select the printer, and then enter the recipient number.
If necessary, configure other fax settings.
- 3 Fax the document.

Scheduling a fax

- 1 Load the original document into the ADF tray or on the scanner glass.
- 2 From the control panel, navigate to:

 > **Fax** >  > enter the fax number > **Send Time** > 

- 3 Configure the date and time to send the fax.
If necessary, configure other fax settings.
- 4 Fax the document.

Creating a fax destination shortcut

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

Notes:

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

- 2 Click **Shortcuts** > **Add Shortcut** > select Fax from the Shortcut Type menu.
- 3 Configure the settings.
- 4 Apply the changes.

Changing the fax resolution

- 1 Load an original document into the ADF tray or on the scanner glass.
- 2 From the control panel, navigate to:
 > **Fax** >  > enter the needed information > 
- 3 Adjust the Resolution setting.
- 4 Fax the document.

Adjusting the fax darkness

- 1 Load an original document into the ADF tray or on the scanner glass.
- 2 From the control panel, navigate to:
 > **Fax** >  > enter the needed information > 
- 3 Adjust the Darkness setting.
- 4 Send the fax job.

Viewing a fax log

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

Notes:

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

- 2 Click **Settings** > **Reports** > **Fax**.
- 3 Click **Fax Job Log** or **Fax Call Log**.

Blocking junk faxes

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

Notes:

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

2 Click **Settings > Fax > Analog Fax Setup > Fax Receive Settings > Admin Controls**.

3 Select Block No Name Fax.

4 Apply the changes.

Holding a fax

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

Notes:

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

2 Click **Settings > Fax > Analog Fax Setup > Fax Receive Settings > Holding Faxes**.

3 Select a mode.

4 Apply the changes.

Forwarding a fax

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

Notes:

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

2 Click **Settings > Fax > Analog Fax Setup > Fax Receive Settings > Admin Controls**.

3 In the Fax Forwarding menu, select Forward.

4 Apply the changes.

Scanning

Scanning to an FTP server

- 1 Load the original document into the ADF tray or on the scanner glass.
- 2 From the control panel, navigate to:

 > **FTP** >  > enter the needed information

If necessary, configure other FTP settings.

- 3 Scan the document.

Creating an FTP shortcut

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

Notes:

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

- 2 Click **Shortcuts** > **Add Shortcut** > select FTP from the Shortcut Type menu.
- 3 Configure the settings.
- 4 Apply the changes.

Securing the printer

Locating the security slot

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



Erasing printer memory

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

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

- 1 From the control panel, navigate to:

 > **Settings** >  > **Device** >  > **Maintenance** >  > **Out of Service Erase** > 

- 2 Select **Sanitize all information on nonvolatile memory**, and then press .

- 3 To start the job, select **ERASE**, and then press .

- 4 Follow the instructions on the display.

Restoring factory default settings

- 1 From the control panel, navigate to:

 > **Settings** >  > **Device** >  > **Restore Factory Defaults** >  > **Restore Settings** > 

- 2 Select **Restore all settings**, and then press .

3 To start the process, navigate to:

RESTORE > **OK** > **Start** > **OK**

For a more comprehensive method of restoring the factory default settings, see [“Erasing printer memory” on page 43](#).

Statement of Volatility

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

Type of memory	Description
Volatile memory	Your printer uses standard <i>random access memory</i> (RAM) to temporarily buffer user data during simple print jobs.
Non-volatile memory	Your printer may use two forms of non-volatile memory: EEPROM and NAND (flash memory). Both types are used to store operating system, device settings, and network information.

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

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

Maintaining the printer

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

Networking

~~**Note:** Purchase a MarkNet™ N8360 wireless network adapter first before setting up the printer on a wireless network. For information on installing the wireless network adapter, see the setup sheet that came with the adapter.~~

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

Before you begin, make sure that:

- The access point (wireless router) is WPS-certified or WPS-compatible. For more information, see the documentation that came with your access point.
- A wireless network adapter is installed in your printer. For more information, see the instructions that came with the adapter.

Using the Push Button method

- 1 From the control panel, navigate to:
Settings > Network/Ports > Wireless > Wi-Fi Protected Setup > Start Push Button Method
- 2 Follow the instructions on the display.

Using the personal identification number (PIN) method

- 1 From the control panel, navigate to:
Settings > Network/Ports > Wireless > Wi-Fi Protected Setup > Start PIN Method
- 2 Copy the eight-digit WPS PIN.
- 3 Open a Web browser, and then type the IP address of your access point in the address field.

Notes:

- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
 - If you are using a proxy server, then temporarily disable it to load the Web page correctly.
- 4 Access the WPS settings. For more information, see the documentation that came with your access point.
 - 5 Enter the eight-digit PIN, and then save the changes.

Cleaning printer parts

Cleaning the printer



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

Notes:

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

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

Notes:

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

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



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

Cleaning the scanner glass

- 1 Open the scanner cover.



- 2 Wipe the areas shown with a damp, soft, lint-free cloth.



1	White underside of the scanner cover
2	Scanner glass
3	Automatic document feeder (ADF) glass
4	White underside of the ADF cover

- 3 Close the scanner cover.

Ordering supplies

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

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

Using genuine Lexmark parts and supplies

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

Checking the status of parts and supplies

From the control panel, navigate to:

 > **Status/Supplies** >  > **View Supplies** > 

Ordering toner cartridges

Notes:

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

Return Program cartridges

Item	United States and Canada	European Economic Area (EEA+)	Rest of Asia Pacific (RoAP)	Latin America Distribution (LAD)	Rest of Europe, Middle East, and Africa (EMEA)	Australia and New Zealand (ANZ)
Return Program Toner Cartridge	56F1000	56F2000	56F3000	56F4000	56F5000	56F6000
Standard Yield Return Program Toner Cartridge	56F1S00	56F2S00	56F3S00	56F4S00	56F5S00	56F6S00
High Yield Return Program Toner Cartridge	56F1H00	56F2H00	56F3H00	56F4H00	56F5H00	56F6H00

Item	United States and Canada	European Economic Area (EEA+)	Rest of Asia Pacific (RoAP)	Latin America Distribution (LAD)	Rest of Europe, Middle East, and Africa (EMEA)	Australia and New Zealand (ANZ)
Extra High Yield Return Program Toner Cartridge	56F1X00	56F2X00	56F3X00	56F4X00	56F5X00	56F6X00
Ultra High Yield Return Program Toner Cartridge*	56F1U00	56F2U00	56F3U00	56F4U00	56F5U00	56F6U00

* This cartridge is supported only in MX520 printer model.

Regular cartridges

Item	Worldwide
Extra High Yield Toner Cartridge ¹	56F0XA0
Ultra High Yield Toner Cartridge ²	56F0UA0

¹ This cartridge is supported only in MX320 and MX420 printer models.

² This cartridge is supported only in MX520 printer model.

Ordering an imaging unit

Extremely low print coverage for extended periods of time may cause imaging unit parts to fail before the toner is exhausted.

Item	Lexmark Return Program	Regular
Imaging unit	56F0Z00	56F0ZA0

Configuring supply notifications

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

Notes:

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

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

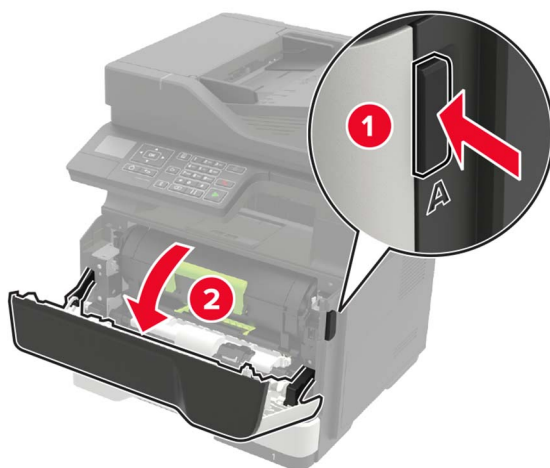
- 3 Select the type of notification.

- 4 Apply the changes.

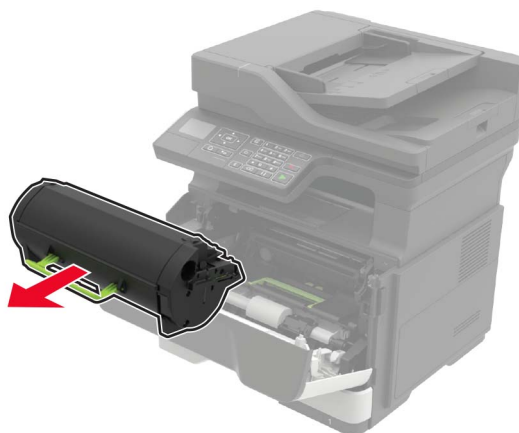
Replacing supplies

Replacing the toner cartridge

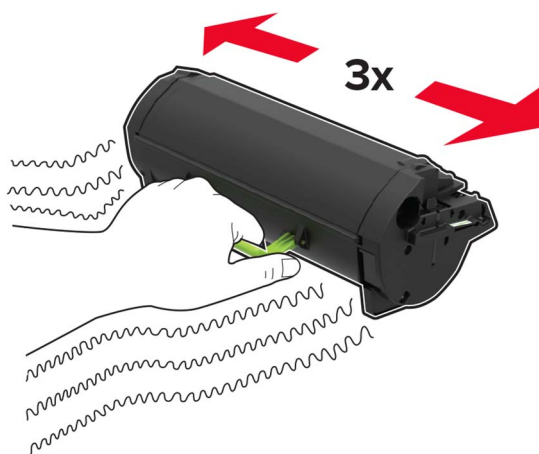
- 1 Open the front door.



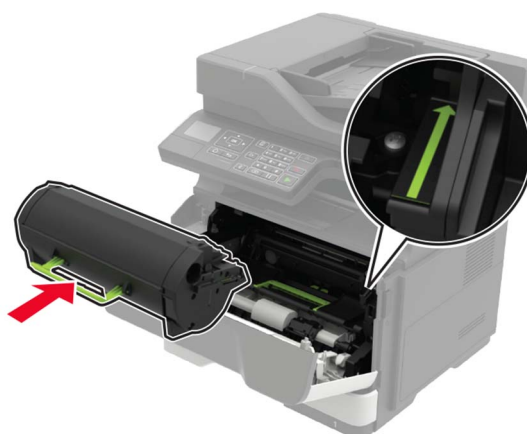
- 2 Remove the toner cartridge.



- 3** Unpack the new toner cartridge, and then shake it to redistribute the toner.



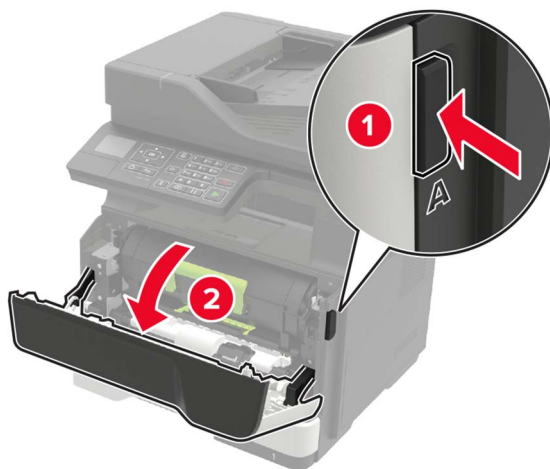
- 4** Insert the new toner cartridge.



- 5** Close the front door.

Replacing the imaging unit

- 1 Open the front door.



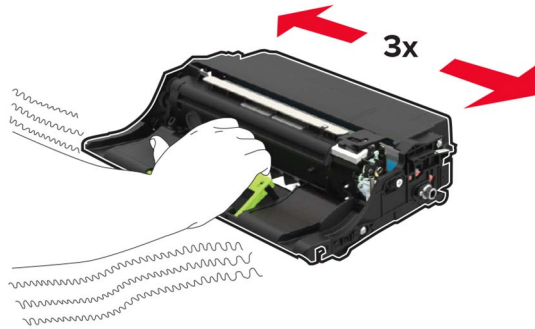
- 2 Remove the toner cartridge.



- 3 Remove the imaging unit.



- 4 Unpack the new imaging unit, and then shake it to redistribute the toner.

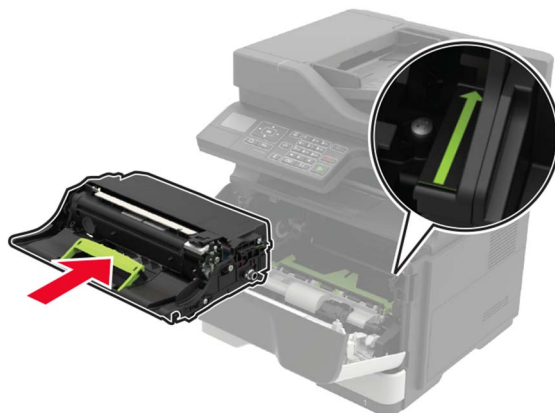


Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

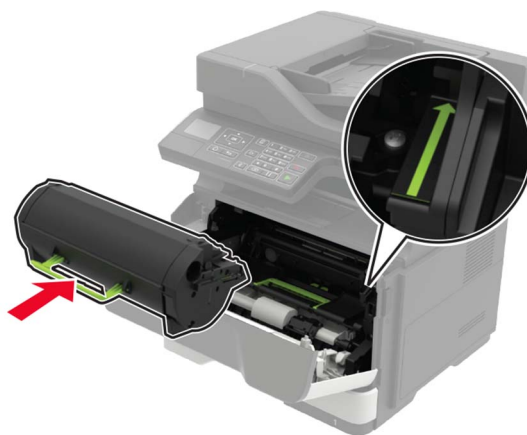
Warning—Potential Damage: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.



5 Insert the new imaging unit.



6 Insert the toner cartridge.



7 Close the front door.

Moving the printer

Moving the printer to another location

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

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

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

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

- If the printer has 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, then lift the printer off the trays. Do not try to lift the printer and the trays at the same time.
- Always use the handholds on the printer to lift it.
- Any cart used to move the printer must have a surface able to support the full footprint of the printer.
- Any cart used to move the hardware options must have a surface able to support the dimensions of the options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.
- Make sure that your fingers are not under the printer when you set it down.
- Make sure that there is adequate clearance around the printer.

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

Shipping the printer

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

Saving energy and paper

Setting up power saver modes

- 1 From the control panel, navigate to:

 > **Settings** >  > **Device** >  > **Power Management** > 

- 2 Do one or more of the following:

For Eco-Mode

- a Select **Eco-Mode**, and then press .
- b Select a setting, and then press .

For Sleep mode

- a Navigate to:
Timeouts >  > **Sleep Timeout** > 
- b Set the idle time before the printer enters Sleep mode, and then press .

For Hibernate mode

a Navigate to:

Timeouts >  > Hibernate Timeout > 

b Set the time before the printer enters Hibernate mode, and then press .

Notes:

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

Conserving supplies

- Print on both sides of the paper.

Note: Two-sided printing is the default setting in the print driver.

- Print multiple pages on a single sheet of paper.
- Use the preview feature to see how the document looks like before printing it.
- Print one copy of the document to check its content and format for accuracy.

Recycling

Recycling Lexmark products

To return Lexmark products for recycling:

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

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

Recycling Lexmark packaging

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

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

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

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

Returning Lexmark cartridges for reuse or recycling

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

To return Lexmark cartridges for reuse or recycling, follow the instructions that came with the cartridge and use the prepaid shipping label. You can also do the following:

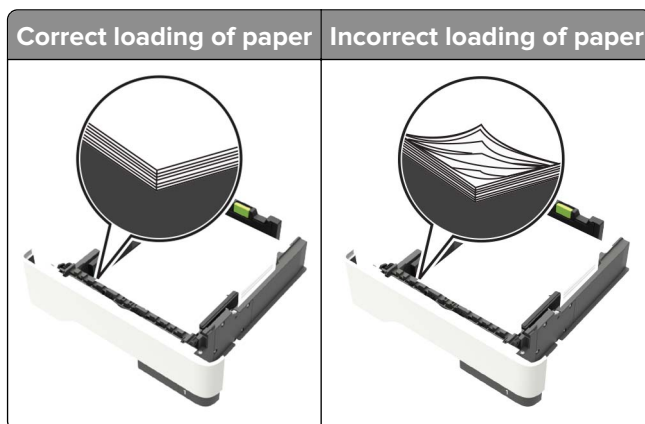
- 1** Go to www.lexmark.com/recycle.
- 2** Select the product you want to recycle.

Clearing jams

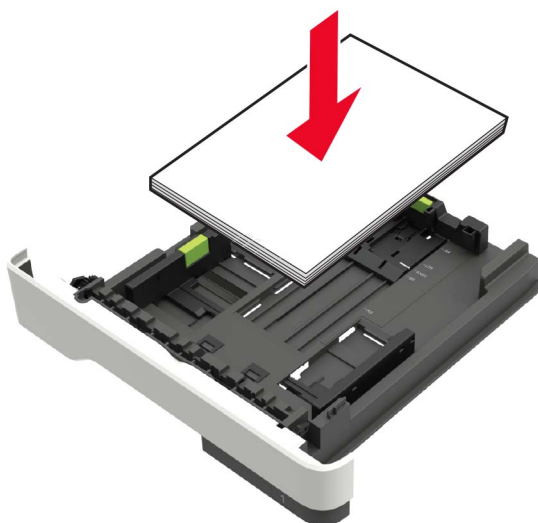
Avoiding jams

Load paper properly

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



- Do not load or remove a tray while the printer is printing.
- Do not load too much paper. Make sure that the stack height is below the maximum paper fill indicator.
- Do not slide paper into the tray. Load paper as shown in the illustration.

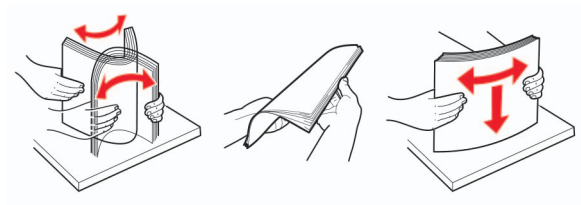


- Make sure that the paper guides are positioned correctly and are not pressing tightly against the paper or envelopes.
- Push the tray firmly into the printer after loading paper.

Use recommended paper

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

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

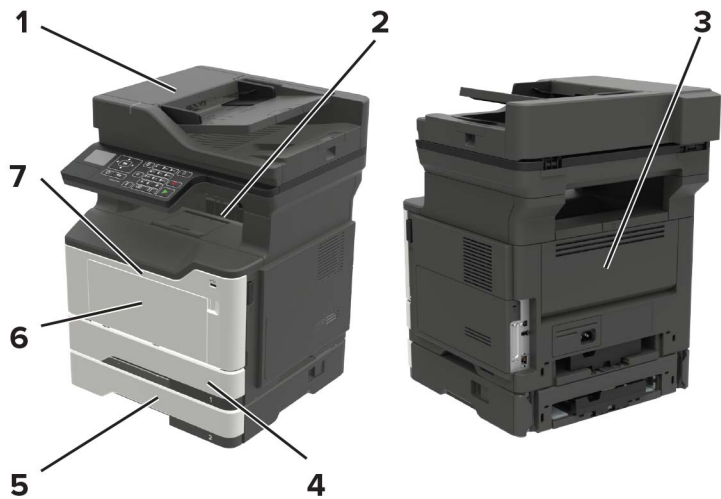


- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure that the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.

Identifying jam locations

Notes:

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

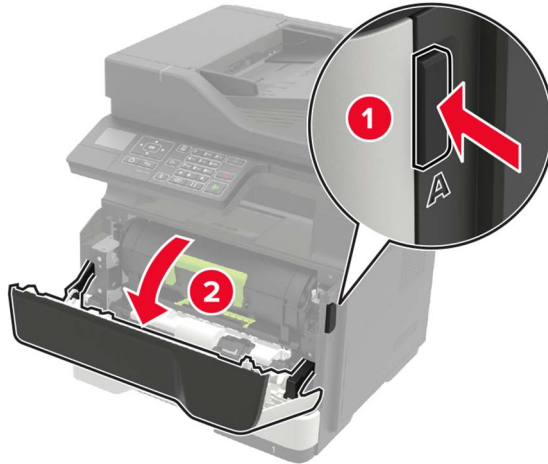


	Jam location
1	Automatic document feeder
2	Standard bin
3	Rear door
4	Duplex unit
5	Tray
6	Multipurpose feeder
7	Front door

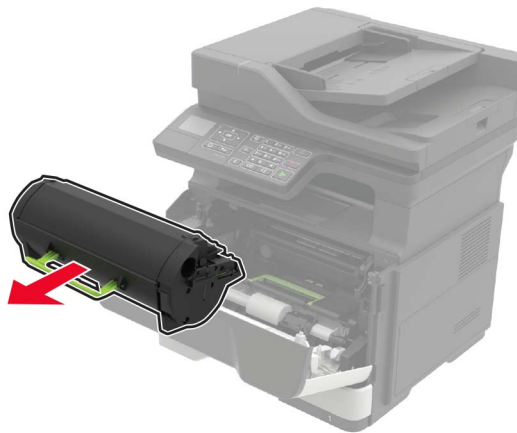
Paper jam in the front door

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

- 1 Open the front door.



- 2 Remove the toner cartridge.



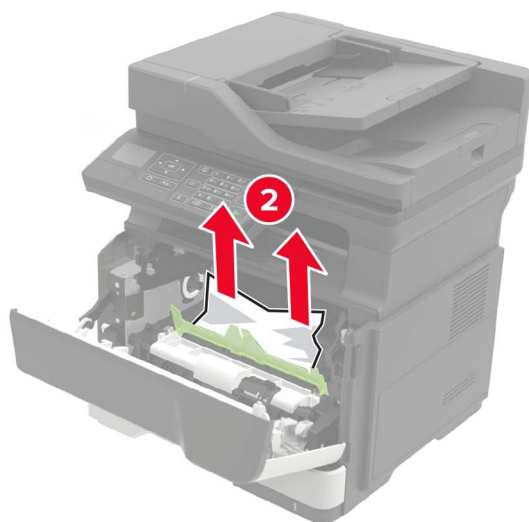
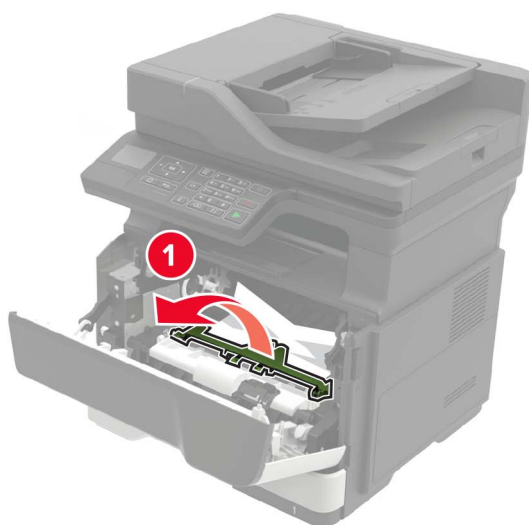
3 Remove the imaging unit.

Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

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

**4** Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

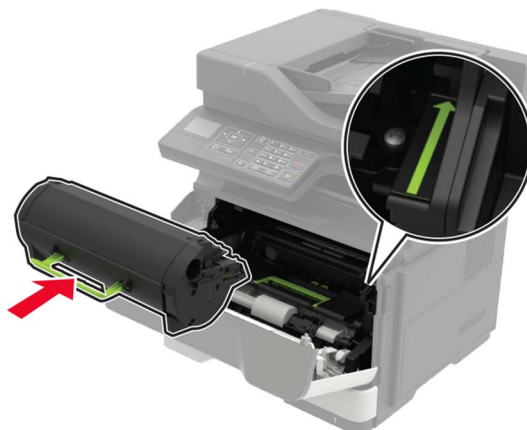


5 Insert the imaging unit.

Note: Use the arrows inside the printer as guides.



- 6 Insert the toner cartridge.



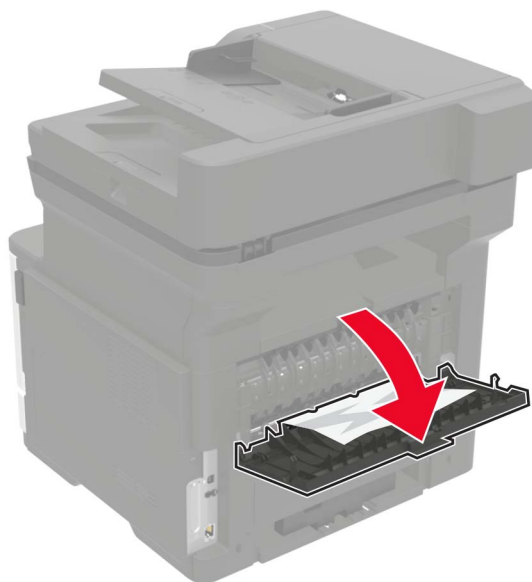
- 7 Close the front door.

- 8 From the control panel, press **OK**.

Paper jam in the rear door

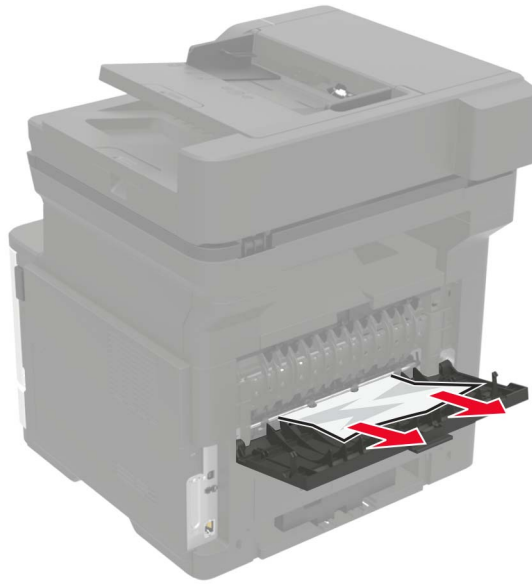
- 1 Open the rear door.

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



- 2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



3 Close the rear door.

4 From the control panel, press .

Paper jam in the standard bin

1 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



2 From the control panel, press .

Paper jam in the duplex unit

- 1 Remove the tray.



- 2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



- 3 Insert the tray.

- 4 From the control panel, press .

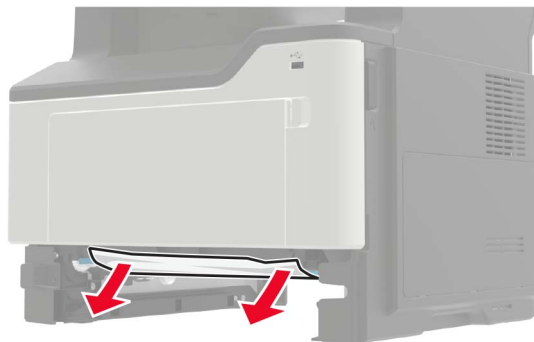
Paper jam in trays

- 1 Remove the tray.



- 2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



- 3 Insert the tray.

- 4 From the control panel, press .

Paper jam in the multipurpose feeder

- 1 Remove the jammed paper.

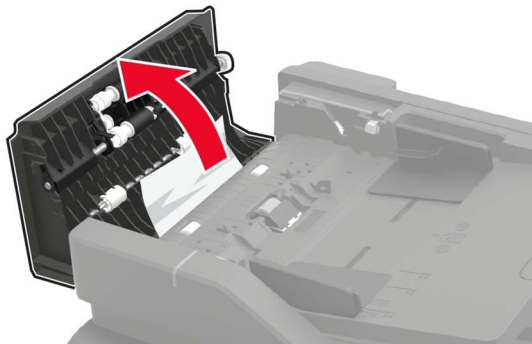
Note: Make sure that all paper fragments are removed.



- 2 From the control panel, press **OK**.

Paper jam in the automatic document feeder

- 1 Remove all original documents from the ADF tray.
- 2 Open the ADF cover.



- 3 Remove the jammed paper.
Note: Make sure that all paper fragments are removed.
- 4 Close the ADF cover.
- 5 If necessary, press **OK** from the control panel.

Troubleshooting

Network connection problems

Cannot open Embedded Web Server

Action	Yes	No
Step 1 Check if you are using a supported browser: • Internet Explorer® version 9 or later • Safari version 8.0.3 or later • Google Chrome™ • Mozilla Firefox Is your browser supported?	Go to step 2.	Install a supported browser.
Step 2 Make sure that the printer IP address is correct. View the printer IP address: • From the home screen • From the TCP/IP section in the Network/Ports menu • By printing a network setup page or menu settings page, and then finding the TCP/IP section Note: An IP address appears as four sets of numbers separated by periods, such as 123.123.123.123. Is the printer IP address correct?	Go to step 3.	Type the correct printer IP address in the address field.
Step 3 Check if the printer is on. Is the printer on?	Go to step 4.	Turn on the printer.
Step 4 Check if the network connection is working. Is the network connection working?	Go to step 5.	Contact your administrator.
Step 5 Make sure that the cable connections to the printer and print server are secure. For more information, see the setup documentation that came with the printer. Are the cable connections secure?	Go to step 6.	Secure the cable connections.

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

Enabling the USB port

- 1 From the control panel, navigate to:

 > **Settings** >  > **Network/Ports** >  > **USB** > 

- 2 Select **Enable USB Port**, and then press .

Checking the printer connectivity

- 1 From the control panel, navigate to:

 > **Settings** >  > **Reports** >  > **Network** > 

- 2 Select **Network Setup Page**, and then press .

- 3 Check the first section of the network setup page, and confirm that the status is connected.

If the status is not connected, then the LAN drop may be inactive, or the network cable may be unplugged or malfunctioning. Contact your administrator for assistance.

Internal option problems

Cannot detect internal option

Action	Yes	No
Step 1 Turn off the printer, wait for about 10 seconds, and then turn it back on. Does the internal option operate correctly?	The problem is solved.	Go to step 2.
Step 2 Print a menu settings page, and then check if the internal option appears in the Installed Features list. Is the internal option listed in the menu settings page?	Go to step 4.	Go to step 3.
Step 3 Check if the internal option is properly installed in the controller board. a Turn off the printer, and then unplug the power cord from the electrical outlet. b Make sure that the internal option is installed in the appropriate connector in the controller board. c Connect the power cord to the electrical outlet, and then turn on the printer.  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. Does the internal option operate correctly?	The problem is solved.	Go to step 4.
Step 4 a Check if the internal option is available in the print driver. Note: If necessary, manually add the internal option in the print driver to make it available for print jobs. For more information, see “Adding available options in the print driver” on page 109. b Resend the print job. Does the internal option operate correctly?	The problem is solved.	Contact customer support .

Paper feed problems

Envelope seals when printing

Action	Yes	No
1 Use envelopes that have been stored in a dry environment. Note: Printing on envelopes with high moisture content can seal the flaps. 2 Resend the print job. Does the envelope seal when printing?	Contact customer support .	The problem is solved.

Collated printing does not work

Action	Yes	No
Step 1 a From the control panel, navigate to:  > Settings >  > Print >  > Layout >  b Select Collate, and then press . c Set Collate to On, and then press . d Print the document. Is the document collated correctly?	The problem is solved.	Go to step 2.
Step 2 a From the document that you are trying to print, open the Print dialog, and then select Collate. b Print the document. Is the document collated correctly?	The problem is solved.	Go to step 3.
Step 3 a Reduce the number of pages to print. b Print the document. Is the document collated correctly?	The problem is solved.	Contact customer support .

Paper curl

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

Action	Yes	No
Step 1 a Move the paper guides in the tray to the correct position for the paper loaded. b Print the document. Is the paper still curled?	Go to step 2.	The problem is solved.
Step 2 a Depending on your operating system, specify the paper type and weight from the Printing Preferences or Print dialog. Notes: • Make sure that the settings match the paper loaded in the tray. • You can also change the settings from the Paper menu on the printer control panel. b Print the document. Is the paper still curled?	Go to step 3.	The problem is solved.
Step 3 a Remove paper from the tray, and then turn over the paper. b Print the document. Is the paper still curled?	Go to step 4.	The problem is solved.
Step 4 a Load paper from a fresh package. Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it. b Print the document. Is the paper still curled?	Contact customer support .	The problem is solved.

Tray linking does not work

Action	Yes	No
Step 1 a Check if the trays contain paper of the same size and paper type. b Check if the paper guides are positioned correctly. c Print the document. Do the trays link correctly?	The problem is solved.	Go to step 2.
Step 2 a From the control panel, navigate to:  > Settings >  > Paper >  > Tray Configuration >  b Set the paper size and paper type to match the paper loaded in the linked trays. c Print the document. Do the trays link correctly?	The problem is solved.	Contact customer support .

Paper frequently jams

Action	Yes	No
Step 1 a Pull out the tray. b Check if the paper is loaded correctly. Notes: • Make sure that the paper guides are positioned correctly. • Make sure that the stack height is below the maximum paper fill indicator. • Make sure to print on recommended paper size and type. c Insert the tray. d Print the document. Do paper jams still occur frequently?	Go to step 2.	The problem is solved.
Step 2 a Load paper from a fresh package. b Print the document. Do paper jams still occur frequently?	Contact customer support .	The problem is solved.