Lexmark™ X65x Troubleshooting Guide

Troubleshooting

Solving basic printer problems

If there are basic printer problems, or the printer is unresponsive, make sure:

- The power cord is plugged into the printer and a properly grounded electrical outlet.
- The electrical outlet is not turned off by any switch or breaker.
- The printer is not plugged into any surge protectors, uninterrupted power supplies, or extension cords.
- Other electronic equipment plugged into the outlet is working.
- The printer is turned on. Check the printer power switch.
- The printer cable is securely attached to the printer and the host computer, print server, option, or other network device.
- All options are properly installed.
- The printer driver settings are correct.

Once you have checked each of these possibilities, turn the printer off, wait for about 10 seconds, and then turn the printer back on. This often fixes the problem.

Printer control panel display is blank or displays only diamonds

The printer self test failed. Turn the printer off, wait about 10 seconds, and then turn the printer on.

If `Ready` does not appear, then turn the printer off and contact Customer Support.

Solving printing problems

Multiple-language PDFs do not print

The documents contain unavailable fonts.

1 Open the document you want to print in Adobe Acrobat.

2 Click the printer icon.

   The Print dialog appears.

3 Select **Print as image**.

4 Click **OK**.

Error message about reading USB drive appears

Make sure the USB drive is supported. For information regarding tested and approved USB flash memory devices, visit the Lexmark Web site at **www.lexmark.com**.

Jobs do not print

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

MAKE SURE THE PRINTER IS READY TO PRINT

Make sure `Ready` or `Power Saver` appears on the display before sending a job to print.

CHECK TO SEE IF THE STANDARD EXIT BIN IS FULL

Remove the stack of paper from the standard exit bin.

CHECK TO SEE IF THE PAPER TRAY IS EMPTY

Load paper in the tray.

MAKE SURE THE CORRECT PRINTER SOFTWARE IS INSTALLED

- Verify that you are using the correct printer software.
- If you are using a USB port, make sure you are running a supported operating system and using compatible printer software.

MAKE SURE THE INTERNAL PRINT SERVER IS INSTALLED PROPERLY AND WORKING

- Make sure the internal print server is properly installed and that the printer is connected to the network.
- Print a network setup page and check that the status shows **Connected**. If the status is **Not Connected**, check the network cables, and then try printing the network setup page again. Contact your system support person to make sure the network is functioning correctly.

Copies of the printer software are also available on the Lexmark Web site at **www.lexmark.com**.

MAKE SURE YOU ARE USING A RECOMMENDED USB, SERIAL, OR ETHERNET CABLE

For more information, visit the Lexmark Web site at **www.lexmark.com**.

MAKE SURE PRINTER CABLES ARE SECURELY CONNECTED

Check the cable connections to the printer and print server to make sure they are secure.

For more information, see the setup documentation that came with the printer.

Confidential and other held jobs do not print

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

PARTIAL JOB, NO JOB, OR BLANK PAGES PRINT

The print job may contain a formatting error or invalid data.

- Delete the print job, and then print it again.
- For PDF documents, recreate the PDF and then print it again.

MAKE SURE THE PRINTER HAS SUFFICIENT MEMORY

Free up additional printer memory by scrolling through the list of held jobs and deleting some of them.

Job takes longer than expected to print

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

REDUCE THE COMPLEXITY OF THE PRINT JOB

Eliminate the number and size of fonts, the number and complexity of images, and the number of pages in the job.

CHANGE THE PAGE PROTECT SETTING TO OFF

1 Make sure the printer is on and **Ready** appears.

2 On the home screen, touch .

3 Touch **Settings**.

4 Touch **General Settings**.

5 Touch the down arrow until **Print Recovery** appears.

6 Touch **Print Recovery**.

7 Touch the right arrow next to **Page Protect** until **Off** appears.

8 Touch **Submit**.

9 Touch .

Job prints from the wrong tray or on the wrong paper

CHECK THE PAPER TYPE SETTING

Make sure the paper type setting matches the paper loaded in the tray:

1 From the printer control panel, check the Paper Type setting from the Paper menu.

2 Before sending the job to print, specify the correct type setting:
  - For Windows users, specify the type from Print Properties.
  - For Macintosh users, specify the type from the Print dialog.

Incorrect characters print

MAKE SURE THE PRINTER IS NOT IN HEX TRACE MODE

If **Ready Hex** appears on the display, then you must exit Hex Trace mode before you can print your job. Turn the printer off and back on to exit Hex Trace mode.

Tray linking does not work

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

LOAD THE SAME SIZE AND TYPE OF PAPER
  - Load the same size and type of paper in each tray to be linked.
  - Move the paper guides to the correct positions for the paper size loaded in each tray.

USE THE SAME PAPER SIZE AND PAPER TYPE SETTINGS
  - Print a menu settings page and compare the settings for each tray.
  - If necessary, adjust the settings from the Paper Size/Type menu.

Note: The multipurpose feeder does not automatically sense the paper size. You must set the size from the Paper Size/Type menu.

Large jobs do not collate

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

MAKE SURE COLLATE IS SET TO ON

From the Finishing menu or Print Properties, set Collate to On.

Note: Setting Collate to Off in the software overrides the setting in the Finishing menu.

REDUCE THE COMPLEXITY OF THE PRINT JOB

Reduce the complexity of the print job by eliminating the number and size of fonts, the number and complexity of images, and the number of pages in the job.

MAKE SURE THE PRINTER HAS ENOUGH MEMORY

Add printer memory or an optional hard disk.

Unexpected page breaks occur

INCREASE THE PRINT TIMEOUT VALUE

1 Make sure the printer is on and **Ready** appears.

2 On the home screen, touch .

3 Touch **Settings**.

4 Touch **General Settings**.

5 Touch the down arrow until **Timeouts** appears.

6 Touch **Timeouts**.

7 Touch the left or right arrow next to **Print Timeout** until the desired value appears.

8 Touch **Submit**.

9 Touch .

Solving copy problems

Copier does not respond

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

CHECK THE DISPLAY FOR ERROR MESSAGES

Clear any error messages.

CHECK THE POWER

Make sure the printer is plugged in, the power is on, and **Ready** appears.

Scanner unit does not close

Make sure there are no obstructions:

1 Lift the scanner unit.

2 Remove any obstruction keeping the scanner unit open.

3 Lower the scanner unit.

Poor copy quality

These are some examples of poor copy quality:
- Blank pages
- Checkerboard pattern
- Distorted graphics or pictures
- Missing characters
- Faded print
- Dark print
- Skewed lines
- Smudges
- Streaks
- Unexpected characters
- White lines in print

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

CHECK THE DISPLAY FOR ERROR MESSAGES

Clear any error messages.

THE TONER MAY BE LOW

When **88 Cartridge low** appears or when the print becomes faded, replace the print cartridge.

THE SCANNER GLASS MAY BE DIRTY

Clean the scanner glass with a clean, lint-free cloth dampened with water.

THE COPY IS TOO LIGHT OR TOO DARK

Adjust the density of the copy.

CHECK THE QUALITY OF THE ORIGINAL DOCUMENT

Make sure the quality of the original document is satisfactory.

CHECK THE DOCUMENT PLACEMENT

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

UNWANTED TONER IS IN THE BACKGROUND
- Increase the background removal setting.
- Adjust the darkness to a lighter setting.

PATTERNS (MOIRÉ) APPEAR IN THE OUTPUT
- On the Copy screen, select the Text/Photo or Printed Image icon.
- Rotate the original document on the scanner glass.
- On the Copy screen, adjust the scale setting.

TEXT IS LIGHT OR DISAPPEARING
- On the Copy screen, touch the Text icon.
- Decrease the background removal setting.
- Increase the contrast setting.
- Decrease the shadow detail setting.

THE OUTPUT APPEARS WASHED OUT OR OVEREXPOSED
- On the Copy screen, select the Printed Image icon.
- Decrease the background removal setting.

Partial document or photo copies

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

CHECK THE DOCUMENT PLACEMENT

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

CHECK THE PAPER SIZE SETTING

Make sure the paper size setting matches the paper loaded in the tray:

1 From the printer control panel, check the Paper Size setting from the Paper menu.
2 Before sending the job to print, specify the correct size setting:
   - For Windows users, specify the size from Print Properties.
   - For Macintosh users, specify the size from the Page Setup dialog.

Solving scanner problems

Checking an unresponsive scanner

If your scanner is not responding, then make sure:
- The printer is turned on.
- The printer cable is securely attached to the printer and the host computer, print server, option, or other network device.
- The power cord is plugged into the printer and a properly grounded electrical outlet.
- The electrical outlet is not turned off by any switch or breaker.
- The printer is not plugged into any surge protectors, uninterrupted power supplies, or extension cords.
- Other electrical equipment plugged into the outlet is working.

Once you have checked each of these possibilities, turn the printer off and then back on. This often fixes the problem with the scanner.

Scan was not successful

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

CHECK THE CABLE CONNECTIONS

Make sure the network or USB cable is securely connected to the computer and the printer.

AN ERROR MAY HAVE OCCURRED IN THE PROGRAM

Turn off and then restart the computer.

Scanning takes too long or freezes the computer

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

OTHER SOFTWARE PROGRAMS MAY BE INTERFERING WITH SCANNING

Close all programs not being used.

THE SCAN RESOLUTION MAY BE SET TOO HIGH

Select a lower scan resolution.

Poor scanned image quality

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

CHECK THE DISPLAY FOR ERROR MESSAGES

Clear any error messages.

THE SCANNER GLASS MAY BE DIRTY

Clean the scanner glass with a clean, lint-free cloth dampened with water.

ADJUST THE SCAN RESOLUTION

Increase the resolution of the scan for a higher quality output.

CHECK THE QUALITY OF THE ORIGINAL DOCUMENT

Make sure the quality of the original document is satisfactory.

CHECK THE DOCUMENT PLACEMENT

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

Partial document or photo scans

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

CHECK THE DOCUMENT PLACEMENT

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

CHECK THE PAPER SIZE SETTING

Make sure the paper size setting matches the paper loaded in the tray:

1 From the printer control panel, check the Paper Size setting from the Paper menu.

2 Before sending the job to print, specify the correct size setting:
   - For Windows users, specify the size from Print Properties.
   - For Macintosh users, specify the size from the Page Setup dialog.

Cannot scan from a computer

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

CHECK THE DISPLAY FOR ERROR MESSAGES

Clear any error messages.

CHECK THE POWER

Make sure the printer is plugged in, the power is on, and `Ready` appears.

CHECK THE CABLE CONNECTIONS

Make sure the network or USB cable is securely connected to the computer and the printer.

Solving fax problems

Caller ID is not shown

Contact your telecommunications company to verify that your telephone line is subscribed to the caller ID service.

If your region supports multiple caller ID patterns, you may have to change the default setting. There are two settings available: FSK (pattern 1) and DTMF (pattern 2). The availability of these settings by way of the Fax menu depends on whether your country or region supports multiple caller ID patterns. Contact your telecommunications company to determine which pattern or switch setting to use.

Cannot send or receive a fax

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

CHECK THE DISPLAY FOR ERROR MESSAGES

Clear any error messages.

CHECK THE POWER

Make sure the printer is plugged in, the power is on, and `Ready` appears.

CHECK THE PRINTER CONNECTIONS

Make sure the cable connections for the following hardware are secure, if applicable:
   - Telephone
   - Handset
   - Answering machine

CHECK THE TELEPHONE WALL JACK

1 Plug a telephone into the wall jack.

2 Listen for a dial tone.

3 If you do not hear a dial tone, then plug a different telephone into the wall jack.

4 If you still do not hear a dial tone, then plug a telephone into a different wall jack.

5 If you hear a dial tone, then connect the printer to that wall jack.

REVIEW THIS DIGITAL PHONE SERVICE CHECKLIST

The fax modem is an analog device. Certain devices can be connected to the printer so that digital telephone services can be used.
   - If you are using an ISDN telephone service, then connect the printer to an analog telephone port (an R-interface port) on an ISDN terminal adapter. For more information and to request an R-interface port, contact your ISDN provider.
   - If you are using DSL, then connect to a DSL filter or router that will support analog use. For more information, contact your DSL provider.
   - If you are using a PBX telephone service, then make sure you are connecting to an analog connection on the PBX. If none exists, consider installing an analog telephone line for the fax machine.

CHECK FOR A DIAL TONE
   - Place a test call to the telephone number to which you want to send a fax to make sure that it is working correctly.
   - If the telephone line is being used by another device, then wait until the other device is finished before sending a fax.
   - If you are using the On Hook Dial feature, then turn up the volume to verify a dial tone.

TEMPORARILY DISCONNECT OTHER EQUIPMENT

To ensure the printer is working correctly, connect it directly to the telephone line. Disconnect any answering machines, computers with modems, or telephone line splitters.

CHECK FOR JAMS

Clear any jams, and then make sure that `Ready` appears.

TEMPORARILY DISABLE CALL WAITING

Call Waiting can disrupt fax transmissions. Disable this feature before sending or receiving a fax. Call your telephone company to obtain the keypad sequence for temporarily disabling Call Waiting.

VOICE MAIL SERVICE MAY BE INTERFERING WITH THE FAX TRANSMISSION

Voice Mail offered through your local telephone company may disrupt fax transmissions. To enable both Voice Mail and the printer to answer calls, you may want to consider adding a second telephone line for the printer.

THE PRINTER MEMORY MAY BE FULL

1 Dial the fax number.

2 Scan the original document one page at a time.

Can send but not receive faxes

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

CHECK TO SEE IF THE PAPER TRAY IS EMPTY

Load paper in the tray.

CHECK THE RING COUNT DELAY SETTINGS

The ring count delay sets the number of times the phone line rings before the printer answers. If you have extension phones on the same line as the printer, or subscribe to the telephone company's Distinctive Ring service, then keep the Ring Delay setting at 4.

1 Type the printer IP address into the address field of your Web browser.

Note: If you do not know the IP address of the printer, then print a network setup page and locate the IP address in the TCP/IP section.

2 Click **Settings**.

3 Click **Fax Settings**.

4 Click **Analog Fax Setup**.

5 In the Rings to Answer box, enter the number of times you want the phone to ring before answering.

6 Click **Submit**.

THE TONER MAY BE LOW

`88 Cartridge low` appears when the toner is low.

Can receive but not send faxes

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

THE PRINTER IS NOT IN FAX MODE

On the home screen, touch **Fax** to put the printer in Fax mode.

THE DOCUMENT IS NOT LOADED PROPERLY

Load the original document faceup, short edge first into the ADF or facedown on the scanner glass in the upper left corner.

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

MAKE SURE THE SHORTCUT NUMBER IS SET UP PROPERLY

- Check to make sure the shortcut number has been programmed for the number that you want to dial.
- As an alternative, dial the telephone number manually.

Received fax has poor print quality

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

RE-SEND THE DOCUMENT

Ask the person who sent you the fax to:
- Check that the quality of the original document is satisfactory.
- Resend the fax. There may have been a problem with the quality of the telephone line connection.
- Increase the fax scan resolution, if possible.

THE TONER MAY BE LOW

When `88 Cartridge low` appears or when you experience faded print, replace the cartridge.

MAKE SURE THE FAX TRANSMISSION SPEED IS NOT SET TOO HIGH

Decrease the incoming fax transmission speed:

1 Type the printer IP address into the address field of your Web browser.

Note: If you do not know the IP address of the printer, then print a network setup page and locate the IP address in the TCP/IP section.

2 Click **Settings**.

3 Click **Fax Settings**.

4 Click **Analog Fax Setup**.

5 In the Max Speed box, click on one of the following:
   2400
   4800
   9600
   14400
   33600

6 Click **Submit**.

Solving option problems

Option does not operate correctly or quits after it is installed

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

RESET THE PRINTER

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

CHECK TO SEE IF THE OPTION IS CONNECTED TO THE PRINTER

1 Turn the printer off.

2 Unplug the printer.

3 Check the connection between the option and the printer.

MAKE SURE THE OPTION IS INSTALLED CORRECTLY

Print a menu settings page and check to see if the option is listed in the Installed Options list. If the option is not listed, then reinstall it. For more information, see the hardware setup documentation that came with the option, or go to **www.lexmark.com/publications** to view the option instruction sheet.

MAKE SURE THE OPTION IS SELECTED

From the computer you are printing from, select the option. For more information, see the *User's Guide*.

Paper trays

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

MAKE SURE THE PAPER IS LOADED CORRECTLY

1 Open the paper tray.

2 Check for paper jams or misfeeds.

3 Make sure paper guides are aligned against the edges of the paper.

4 Make sure the paper tray closes properly.

RESET THE PRINTER

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

MAKE SURE THE PAPER TRAY IS INSTALLED CORRECTLY

If the paper tray is listed on the menu settings page, but paper jams when it enters or exits the tray, then it may not be properly installed. Reinstall the paper tray. For more information, see the hardware setup documentation that came with the paper tray, or go to **www.lexmark.com/publications** to view the paper tray instruction sheet.

2000-sheet tray

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

THE ELEVATOR TRAY IS NOT WORKING PROPERLY

- Make sure the printer is properly connected to the 2000-sheet tray.
- Make sure the printer is turned on.

THE PAPER FEED ROLLERS DO NOT TURN TO ADVANCE PAPER

- Make sure the printer is properly connected to the 2000-sheet tray.
- Make sure the printer is turned on.

Envelope feeder

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

RESET THE PRINTER

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

MAKE SURE THE ENVELOPES ARE LOADED CORRECTLY

1 Adjust the envelope support for the length of envelope you are using.

2 For more information, see the *User's Guide*.

CHECK THE PAPER TYPE AND PAPER SIZE SETTINGS

Make sure the paper type and paper size settings match the envelopes you are using:

1 From the printer control panel, check the settings for the envelope feeder from the Paper menu.

2 Before sending the job to print, specify the correct settings from the computer:
- For Windows users, specify the settings from Print Properties.
- For Macintosh users, specify the settings from the Print dialog.

MAKE SURE THE ENVELOPE FEEDER IS INSTALLED CORRECTLY

If the envelope feeder is listed on the menu settings page, but an envelope jams when it enters or exits the feeder, then it may not be properly installed. Reinstall the envelope feeder. For more information, see the hardware setup documentation that came with the envelope feeder, or go to **www.lexmark.com/publications** to view the envelope feeder instruction sheet.

Output options

If the high capacity output expander, 4-bin mailbox, or StapleSmart™ finisher is listed on the menu settings page, but paper jams when it exits the printer or enters the output option, then it may not be properly installed. Reinstall the option. For more information, see the hardware setup documentation that came with the option.

Flash memory card

Make sure the flash memory card is securely connected to the printer system board.

Hard disk with adapter

Make sure the hard disk is securely connected to the printer system board.

Internal Solutions Port

If the Lexmark™ Internal Solutions Port (ISP) does not operate correctly, then these are possible solutions. Try one or more of the following:

CHECK THE ISP CONNECTIONS

- Make sure the ISP is securely attached to the printer system board.
- Make sure the cable is securely connected to the correct connector.

CHECK THE CABLE

Make sure you are using the correct cable and that it is securely connected.

MAKE SURE THE NETWORK SOFTWARE IS CONFIGURED CORRECTLY

For information about installing software for network printing, see the *Networking Guide* on the *Software and Documentation* CD

Memory card

Make sure the memory card is securely connected to the printer system board.

Solving paper feed problems

Paper frequently jams

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

CHECK THE PAPER

Use recommended paper and specialty media. For more information, see the chapter about paper and specialty media guidelines.

MAKE SURE THERE IS NOT TOO MUCH PAPER IN THE PAPER TRAY

Make sure the stack of paper you load does not exceed the maximum stack height indicated in the tray or on the multipurpose feeder.

CHECK THE PAPER GUIDES

Move the guides in the tray to the correct positions for the paper size loaded.

THE PAPER MAY HAVE ABSORBED MOISTURE DUE TO HIGH HUMIDITY

- Load paper from a fresh package.
- Store paper in its original wrapper until you use it.

Paper jam message remains after jam is cleared

CHECK THE PAPER PATH

The paper path is not clear. Clear jammed paper from the entire paper path, and then touch **Continue**.

Page that jammed does not reprint after you clear the jam

TURN ON JAM RECOVERY

In the Setup menu, Jam Recovery is set to Off. Set Jam Recovery to Auto or On:

1 Make sure the printer is on and `Ready` appears.

2 On the home screen, touch ▨.

3 Touch **Settings**.

4 Touch **General Settings**.

5 Touch the down arrow until `Print Recovery` appears.

6 Touch **Print Recovery**.

7 Touch the right arrow next to `Jam Recovery` until `On` or `Auto` appears.

8 Touch **Submit**.

9 Touch ⌂.

Solving print quality problems

The information in the following topics may help you solve print quality problems. If these suggestions still do not correct the problem, contact Customer Support. You may have a printer part that requires adjustment or replacement.

Isolating print quality problems

To help isolate print quality problems, print the print quality test pages:

1 Turn the printer off.

2 Load Letter- or A4-size paper in the tray.

3 Hold down ▨ and ▨ while turning the printer on.

4 Release the buttons when the screen with the progress bar appears.

The printer performs a power-on sequence, and then the Configuration menu appears.

5 Touch the down arrow until `Print Quality Pages` appears.

6 Touch **Print Quality Pages**.

The print quality test pages print.

7 Touch **Back**.

8 Touch **Exit Configuration**.

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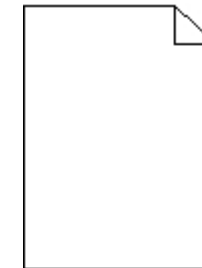
These are possible solutions. Try one or more of the following:

PACKING MATERIAL MAY BE ON THE PRINT CARTRIDGE

Remove the print cartridge and make sure the packing material is properly removed. Reinstall the print cartridge.

THE TONER MAY BE LOW

When `88 Cartridge low` appears, order a new print cartridge.

If the problem continues, the printer may need to be serviced. For more information, contact Customer Support.

Characters have jagged or uneven edges

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

CHECK THE PRINT QUALITY SETTINGS

- Change the Print Resolution setting in the Quality menu to 600 dpi, 1200 Image Q, 1200 dpi, or 2400 Image Q.
- Enable Enhance Fine Lines in the Quality menu.

MAKE SURE DOWNLOADED FONTS ARE SUPPORTED

If you are using downloaded fonts, then verify that the fonts are supported by the printer, the host computer, and the software program.

Clipped images

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

CHECK THE GUIDES

Move the width and length guides in the tray to the correct positions for the paper size loaded.

CHECK THE PAPER SIZE SETTING

Make sure the paper size setting matches the paper loaded in the tray:

1 From the printer control panel, check the Paper Size setting from the Paper menu.

2 Before sending the job to print, specify the correct size setting:
- For Windows users, specify the size from Print Properties.
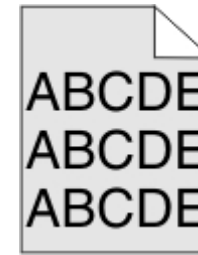- For Macintosh users, specify the size from the Page Setup dialog.

Ghost images

CHECK THE PAPER TYPE SETTING

Make sure the paper type setting matches the paper loaded in the tray:

1 From the printer control panel, check the Paper Type setting from the Paper menu.

2 Before sending the job to print, specify the correct type setting:
- For Windows users, specify the type from Print Properties.
- For Macintosh users, specify the type from the Print dialog.
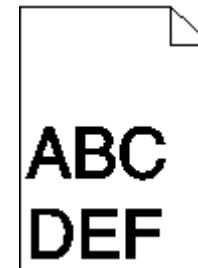
Gray background

CHECK THE TONER DARKNESS SETTING

Select a lighter Toner Darkness setting:
- From the printer control panel, change the setting from the Quality menu.
- For Windows users, change the setting from Print Properties.
- For Macintosh users, change the setting from the Print dialog.

Incorrect margins

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

CHECK THE PAPER GUIDES

Move the guides in the tray to the correct positions for the paper size loaded.

CHECK THE PAPER SIZE SETTING

Make sure the paper size setting matches the paper loaded in the tray:

1 From the printer control panel, check the Paper Size setting from the Paper menu.

2 Before sending the job to print, specify the correct size setting:
  - For Windows users, specify the size from Print Properties.
  - For Macintosh users, specify the size from the Page Setup dialog.

Paper curl

These are possible solutions. Try one or more of the following:
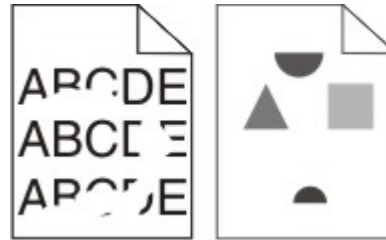
CHECK THE PAPER TYPE SETTING

Make sure the paper type setting matches the paper loaded in the tray:

1 From the printer control panel, check the Paper Type setting from the Paper menu.

2 Before sending the job to print, specify the correct type setting:
  - For Windows users, specify the type from Print Properties.
  - For Macintosh users, specify the type from the Print dialog.

THE PAPER HAS ABSORBED MOISTURE DUE TO HIGH HUMIDITY

  - Load paper from a fresh package.
  - Store paper in its original wrapper until you use it.

Print irregularities

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

THE PAPER MAY HAVE ABSORBED MOISTURE DUE TO HIGH HUMIDITY

  - Load paper from a fresh package.
  - Store paper in its original wrapper until you use it.

CHECK THE PAPER TYPE SETTING

Make sure the paper type setting matches the paper loaded in the tray:

1 From the printer control panel, check the Paper Type setting from the Paper menu.

2 Before sending the job to print, specify the correct type setting:
  - For Windows users, specify the type from Print Properties.
  - For Macintosh users, specify the type from the Print dialog.

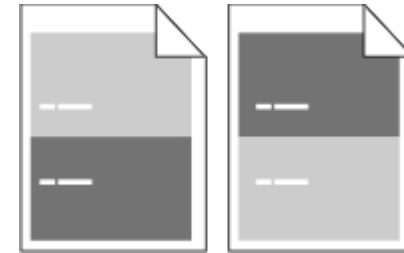#### CHECK THE PAPER

Avoid textured paper with rough finishes.

THE TONER MAY BE LOW

When `88 Cartridge low` appears or when the print becomes faded, replace the print cartridge.

THE FUSER MAY BE WORN OR DEFECTIVE

Replace the fuser.

Repeating defects

REPEATING MARKS OCCUR EVENLY DOWN THE PAGE

Replace the charge rolls if the defects occur every 28.3 mm (1.11 in.).

Replace the transfer roller if the defects occur every 51.7 mm (2.04 in.).

Replace the print cartridge if the defects occur every:
  - 47.8 mm (1.88 in.)
  - 96.8 mm (3.81 in.)

Replace the fuser if the defects occur every:
  - 88.0 mm (3.46 in.)
  - 95.2 mm (3.75 in.)

Skewed print

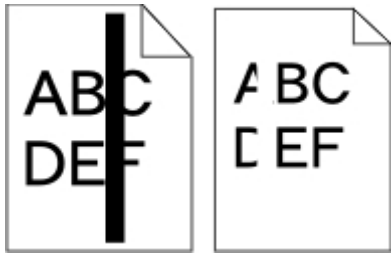These are possible solutions. Try one or more of the following:

CHECK THE PAPER GUIDES

Move the guides in the tray to the correct positions for the paper size loaded.

CHECK THE PAPER

Make sure you are using paper that meets the printer specifications.

Solid black or white streaks

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

MAKE SURE THE FILL PATTERN IS CORRECT

If the fill pattern is incorrect, then choose a different fill pattern from your software program or application.

CHECK THE PAPER TYPE

- Try a different type of paper.
- Use only transparencies recommended by the printer manufacturer.
- Make sure the Paper Type and Paper Texture settings match the paper loaded in the tray or feeder.

MAKE SURE THE TONER IS DISTRIBUTED EVENLY IN THE PRINT CARTRIDGE

Remove the print cartridge and shake it from side to side to redistribute the toner, and then reinstall it.

THE PRINT CARTRIDGE MAY BE DEFECTIVE OR LOW ON TONER

Replace the used print cartridge with a new one.

Print is too light

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

CHECK THE DARKNESS, BRIGHTNESS, AND CONTRAST SETTINGS

The Toner Darkness setting is too light, the Brightness setting is too light, or the Contrast setting is too low.

- From the printer control panel, change these settings from the Quality menu.
- For Windows users, change these settings from Print Properties.
- For Macintosh users, change these settings from the Print dialog and pop-up menus.

THE PAPER HAS ABSORBED MOISTURE DUE TO HIGH HUMIDITY

- Load paper from a fresh package.
- Store paper in its original wrapper until you use it.

CHECK THE PAPER

Avoid textured paper with rough finishes.

CHECK THE PAPER TYPE SETTING

Make sure the paper type setting matches the paper loaded in the tray:

1 From the printer control panel, check the Paper Type setting from the Paper menu.

2 Before sending the job to print, specify the correct type setting:

- For Windows users, specify the type from Print Properties.
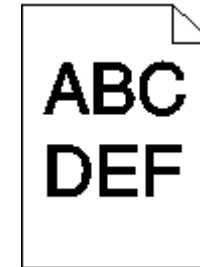- For Macintosh users, specify the type from the Print dialog.

THE TONER IS LOW

When `88 Cartridge Low` appears, order a new print cartridge.

THE PRINT CARTRIDGE MAY BE DEFECTIVE

Replace the print cartridge.

Print is too dark

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

CHECK THE DARKNESS, BRIGHTNESS, AND CONTRAST SETTINGS

The Toner Darkness setting is too dark, the Brightness setting is too dark, or the Contrast setting is too high.

- From the printer control panel, change these settings from the Quality menu.
- For Windows users, change these settings from Print Properties.
- For Macintosh users, change these settings from the Print dialog and pop-up menus.

THE PAPER HAS ABSORBED MOISTURE DUE TO HIGH HUMIDITY

- Load paper from a fresh package.
- Store paper in its original wrapper until you use it.

CHECK THE PAPER

Avoid textured paper with rough finishes.

CHECK THE PAPER TYPE SETTING

Make sure the paper type setting matches the paper loaded in the tray:

1 From the printer control panel, check the Paper Type setting from the Paper menu.

2 Before sending the job to print, specify the correct type setting:
   - For Windows users, specify the type from Print Properties.
   - For Macintosh users, specify the type from the Print dialog.

THE PRINT CARTRIDGE MAY BE DEFECTIVE

Replace the print cartridge.

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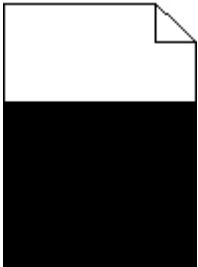
These are possible solutions. Try one or more of the following:

MAKE SURE THE PRINT CARTRIDGE IS PROPERLY INSTALLED

Remove the print cartridge and shake it from side to side to redistribute the toner, and then reinstall it.

THE PRINT CARTRIDGE MAY BE DEFECTIVE OR LOW ON TONER

Replace the used print cartridge with a new one. If the problem continues, the printer may need to be serviced. For more information, contact Customer Support.

Streaked vertical lines

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

THE TONER IS SMEARED

Select another tray or feeder to feed paper for the job:
   - From the printer control panel, select the Default Source from the Paper Menu.
   - For Windows users, select the paper source from Print Properties.
   - For Macintosh users, select the paper source from the Print dialog and pop-up menus.

THE PRINT CARTRIDGE IS DEFECTIVE

Replace the print cartridge.

THE PAPER PATH MAY NOT BE CLEAR

Check the paper path around the print cartridge.

⚠️ **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.

Clear any paper you see.

THERE IS TONER IN THE PAPER PATH

Contact Customer Support.

Toner fog or background shading appears on the page

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

THE PRINT CARTRIDGE MAY BE DEFECTIVE

Replace the print cartridge.

THE CHARGE ROLLS MAY BE DEFECTIVE

Replace the charge rolls.

THERE IS TONER IN THE PAPER PATH

Contact Customer Support.

Toner rubs off

These are possible solutions. Try one or more of the following:
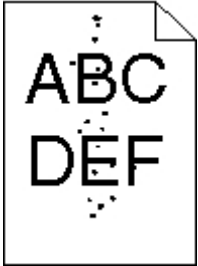
CHECK THE PAPER TYPE SETTING

Make sure the paper type setting matches the paper loaded in the tray:

1 From the printer control panel, check the Paper Type setting from the Paper menu.

2 Before sending the job to print, specify the correct type setting:
   - For Windows users, specify the type from Print Properties.
   - For Macintosh users, specify the type from the Print dialog.

CHECK THE PAPER TEXTURE SETTING

From the printer control panel Paper menu, make sure the Paper Texture setting matches the paper loaded in the tray.

Toner specks

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

THE PRINT CARTRIDGE MAY BE DEFECTIVE

Replace the print cartridge.

THERE IS TONER IN THE PAPER PATH

Contact Customer Support.

Transparency print quality is poor

Try one or more of the following:

CHECK THE TRANSPARENCIES

Use only transparencies recommended by the printer manufacturer.

CHECK THE PAPER TYPE SETTING

Make sure the paper type setting matches the paper loaded in the tray:

1 From the printer control panel, check the Paper Type setting from the Paper menu.

2 Before sending the job to print, specify the correct type setting:

- For Windows users, specify the type from Print Properties.
- For Macintosh users, specify the type from the Print dialog.

Embedded Web Server does not open

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

CHECK THE NETWORK CONNECTIONS

Make sure the printer and computer are turned on and connected to the same network.

CHECK THE NETWORK SETTINGS

Depending on the network settings, you may need to type `https://` instead of `http://` before the printer IP address to access the Embedded Web Server. For more information, see your system administrator.

Contacting Customer Support

When you call Customer Support, describe the problem you are experiencing, the message on the display, and the troubleshooting steps you have already taken to find a solution.

You need to know your printer model type and serial number. For more information, see the label on the inside top front cover of the printer. The serial number is also listed on the menu settings page.

In the U.S. or Canada, call (1-800-539-6275). For other countries/regions, visit the Lexmark Web site at **www.lexmark.com**.