S310 Series Quick Reference Guide

October 2011

www.lexmark.com

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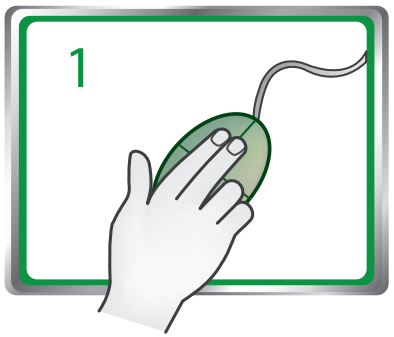
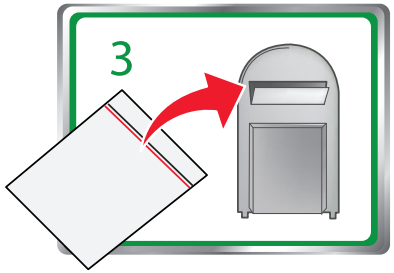
Important Message About Cartridge Recycling!

Please Read Before Opening Your Inkjet Cartridge Box

At Lexmark, we take our commitment to the environment seriously, and we encourage our customers to participate in our easy, no-cost method for returning empty Lexmark cartridges to Lexmark for proper recycling. We will insure that cartridges are properly handled with zero waste to landfills.

	Go to **www.lexmark.com/recycle**. Follow instructions to request postage-paid bags. Bags usually arrive within 7–10 days.
	Place the empty Lexmark-branded inkjet cartridge(s) in the postage-paid return bag, and then seal the bag. If you're sending single-color tanks, we recommend that you send at least two at a time to maximize the environmental benefits.
	Mail the bag to Lexmark's recycling partner. The bag is pre-addressed.

Visit **www.lexmark.com/recycle** to learn more about recycling.

Lexmark-branded cartridges are always made with all new parts, though components may contain recycled material. For warranty returns, call 1-800-332-4120.

This patented printer is licensed for, and designed to work with, only genuine Lexmark inkjet cartridges for the life of the patented printer. You agree to: (1) use only genuine Lexmark inkjet cartridges with this printer except as otherwise provided below, and (2) pass this license/agreement to any subsequent user of this printer. The patented Lexmark inkjet cartridges and their contents are licensed subject to a restriction that they may be used only once. After this single use, the license to use the print cartridges and their contents terminates, and you agree to return them only to Lexmark for recycling. Replacement inkjet cartridge(s) sold without these terms are available through **www.lexmark.com** and may be refilled by you, or a third party, as the only cartridge alternative to be used with the licensed printer.

Important safety information

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

Do not place or use this product near water or wet locations.

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

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

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About your printer

Finding information about the printer

The *Quick Reference Guide* contains instructions on adding your printer to a wireless network, setting up a fax connection, and accomplishing common printer tasks like printing, copying, scanning, and faxing. It also includes information on troubleshooting printer setup issues as well as solving basic networking and faxing problems.

For additional information, see the following:

What are you looking for?	Find it here
Initial setup instructions	• *Quick Setup Sheet* • Hardware Setup Wizard[1]
Additional setup and instructions for using the printer	Comprehensive *User's Guide* installed automatically with the printer software.[2] **For Windows users** After installing your printer, you can access the *User's Guide* from the printer program folder: **1** Click or **Start**. **2** Click **All Programs** or **Programs**, and then select the printer program folder from the list. **3** Select **User's Guide**. **For Macintosh users** **1** From the Finder, navigate to: **Applications** > select your printer folder **2** Double-click **User's Guide**.
Help using the printer software	Software Help installed automatically with the printer software.[2] Click **Help** from any printer software program or application.
The latest supplemental information, updates, online customer support, and telephone support	Support Web site—**http://support.lexmark.com**

[1] Available on the installation software CD.

[2] Available on the installation software CD and on the Lexmark Support Web site at **http://support.lexmark.com**.

Minimizing your printer's environmental impact

We are committed to protecting the environment and are continually improving our printers to reduce their environmental impact. By selecting certain printer settings or tasks, you may be able to reduce your printer's environmental impact even further.

Conserving energy

- **Activate Eco-Mode.** This feature sets the screen brightness to low and sets the printer to change to Sleep mode after the printer is left idle for 10 minutes.
- **Select the lowest Sleep timeout.** The Sleep feature puts the printer in a minimum-power standby mode after the printer has been idle for a set amount of time (the Sleep timeout).
- **Share your printer.** Wireless/network printers allow you to share a single printer among multiple computers, thus conserving energy and other resources.

Conserving paper

- **Print more than one page image on one side of the paper.** The Pages per Sheet feature allows you to print multiple pages on one sheet. You can print up to 16 page images on one side of a sheet of paper.
- **Print on both sides of the paper.** Duplexing lets you print on both sides of the paper manually or automatically (depending on your printer model).
- **Preview print jobs before printing.** Use the preview features found in Toolbars, the Print or Print Preview dialog, or the printer display (depending on your printer model).
- **Use recycled paper.**
- **Reduce the margins of documents to be printed.**
- **Scan and save.** To avoid printing multiple copies, you can scan documents or photographs and save them to a computer program, application, or flash drive for presentation.

Conserving ink

- **Use Quick Print or Draft Mode.** These modes can be used to print documents using less ink than normal and are ideal for printing documents that are mostly text.
- **Use font types and font settings that requires less ink.** Most programs or applications let you adjust the darkness of the colors.
- **Use high yield cartridges.** Inks in high yield cartridges allow you to print more pages.

Recycling

- **Return ink cartridges for reuse or recycling through the Lexmark Cartridge Collection Program.** To return an ink cartridge, go to **www.lexmark.com/recycle**. Follow the instructions to request a postage-paid bag.
- **Recycle the product packaging.**
- **Recycle your old printer instead of throwing it away.**
- **Recycle paper from discarded print jobs.**
- **Use recycled paper.**

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To read the Lexmark Environmental Sustainability Report, see **www.lexmark.com/environment**.

Note: Your printer may not come with some of these programs or some of the functions of these programs, depending on the features of the printer that you purchased.

Printer models

The installation software CD that came with your printer works for the following printer models:

- Lexmark S315
- Lexmark S319

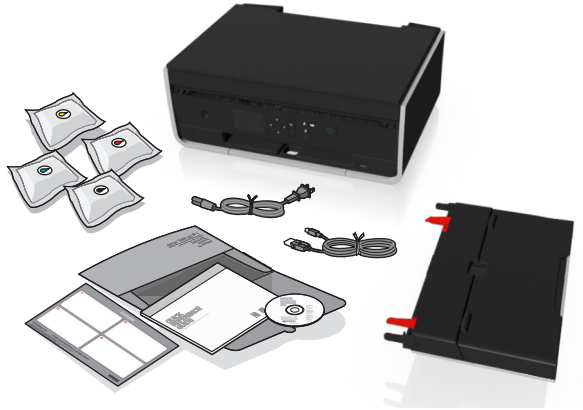
Printer features

Depending on the model, your printer comes with features that will help you manage and accomplish printing and imaging tasks:

- **Wireless or Ethernet networking**—Print and scan from anywhere in your home or office over a secure wireless or Ethernet network, as well as share the printer among multiple computers.
- **Intuitive touch screen**—Use the full-featured color touch screen for fast, easy access to all the printer menus. The large screen also allows you to view and print photos directly from your digital camera or memory device without using a computer.
- **Print**—Print documents and PDFs quickly from a computer or from a USB flash drive. Built-in two-sided printing lets you save money and the environment.
- **Copy**—Copy documents and photos with one-touch, computer-free black or color copying. Enjoy 25% to 400% reduction and enlargement capacity.
- **Scan**—Scan documents and photos fast and easily with the high-resolution scanner. Easily scan to a memory device or to multiple laptops or computers over a secure wireless network with up to 1200 dpi optical resolution.
- **Fax**—Do standalone black and color faxing at 33.6Kbps modem speed. Other fax features include 99 speed dials, automatic redial, junk fax blocking, and caller ID.
- **Photo printing**—Print high-quality, long-lasting photos directly from digital memory cards, PictBridge-enabled digital cameras, or USB flash drives.
- **SmartSolutions**—Simplify printer tasks that you frequently repeat by creating and customizing your printer solutions. Using the SmartSolutions toolkit on the Web, you can choose the printer tasks that you often perform, apply your custom settings, and download them to your printer as shortcuts that you can easily access anytime. You can also customize your printer with solutions that display your online calendars, online photo albums, RSS feeds, and more.
- **Shortcuts**—Save a set of frequently used printer settings available for a given task and then assign a shortcut name and shortcut number to it. When you want to perform a task with those settings, you can simply select the shortcut number on the printer instead of going through the usual process of adjusting the settings and options.
- **Eco-Mode**—Save energy by activating Eco-Mode. It automatically dims the printer display light and puts the printer into Sleep mode after a specified period of inactivity.

Setting up the printer

1 Unpack the printer.



Notes:

- Do *not* attach the USB cable until prompted to do so.
- Place the printer near the computer during setup. If you are setting up on a wireless network, then you may move the printer after setup is complete.
- Contents may vary by model and region.

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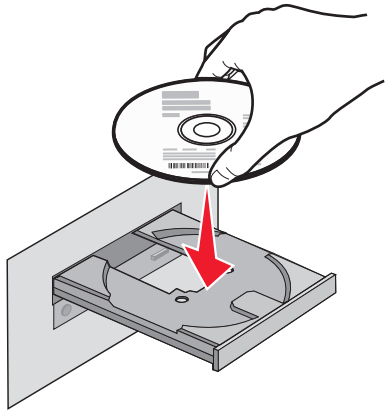
2 To initiate printer setup using a computer, insert the installation software CD, or download the printer driver.

With a CD or DVD drive (Windows/Macintosh)	Without a CD or DVD drive or for Linux
 **Note:** If the installation screen does not appear after a minute, then see “Installation screen did not appear during installation” on page 29.	Download the printer driver from **www.lexmark.com**.

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

4 Attach the paper support.

5 Raise the printer control panel until it *clicks* into place.

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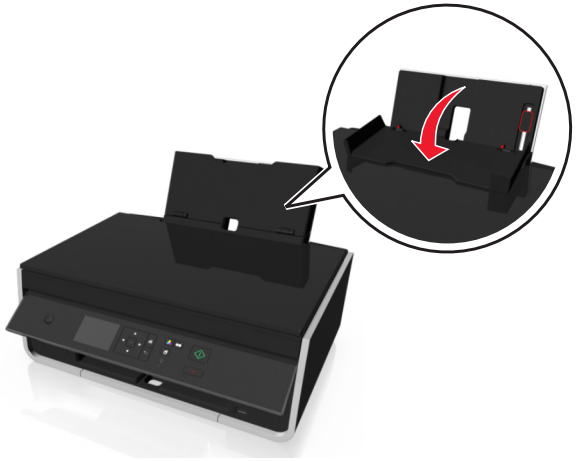
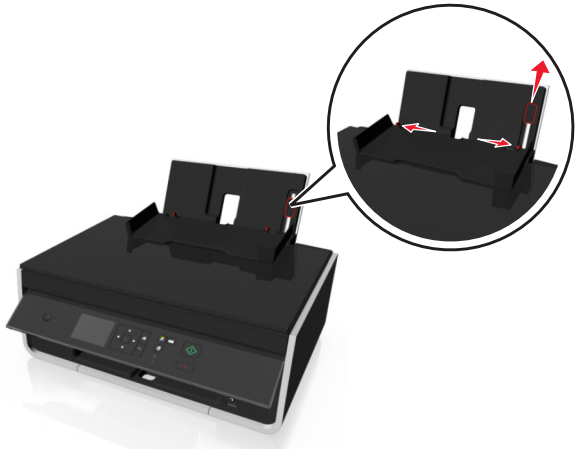
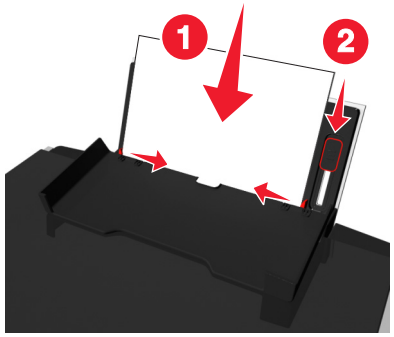
6 Open the paper feed guard.



7 Use the paper guide adjustment lever to extend the paper guides.



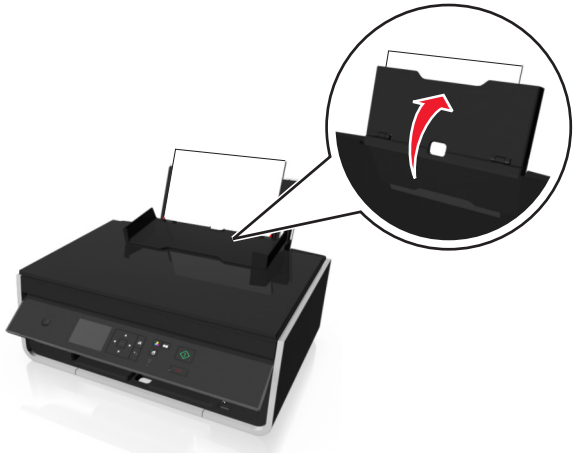
8 Load paper.



Notes:

- Use the paper guide adjustment lever to adjust the paper guides.
- Do not load more than 100 sheets in the paper support.

9 Close the paper feed guard.



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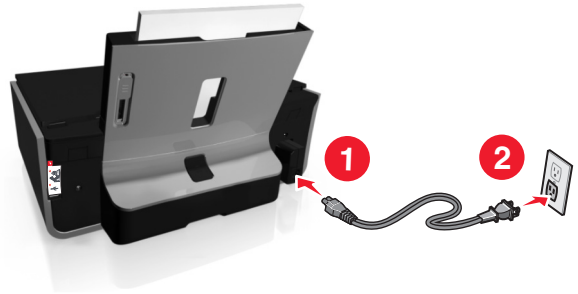
10 Extend the paper exit tray.

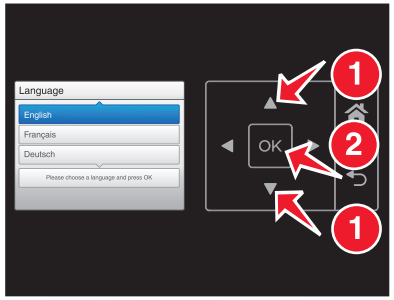
11 Connect the power cord only.

Note: Do *not* attach the USB cable yet.

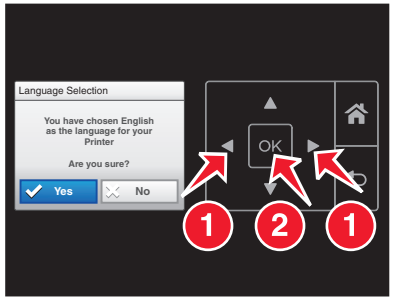


12 Make sure the printer is on.

13 Using the printer control panel, press the up or down arrow button until the language you want is highlighted on the display, and then press OK.



14 Confirm the language, and then press OK.



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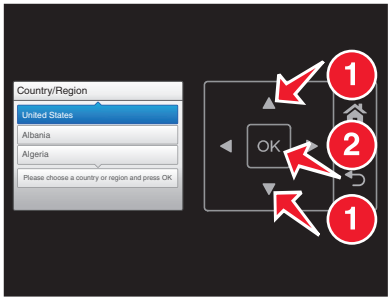
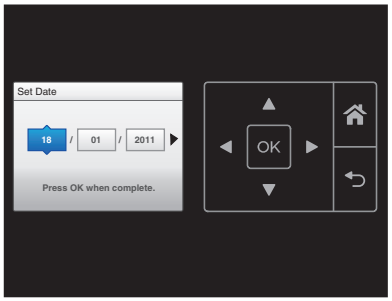
15 Set the country or region, and then press OK.

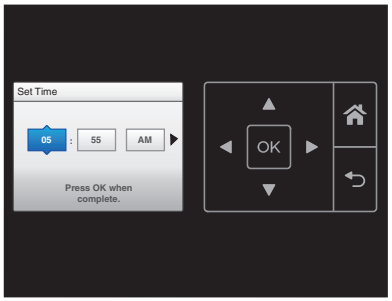


16 Set the date. Press the up or down arrow button until the number you want appears on the display. Press the left or right arrow button to scroll between the month, day, and year. Press OK.

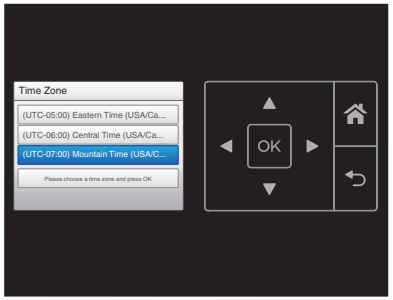
Note: The date format varies, depending on the selected country or region.



17 Set the time, and then press OK.



18 Set the time zone, and then press OK.



19 Open the printer.

Note: The printhead moves to the cartridge installation position.

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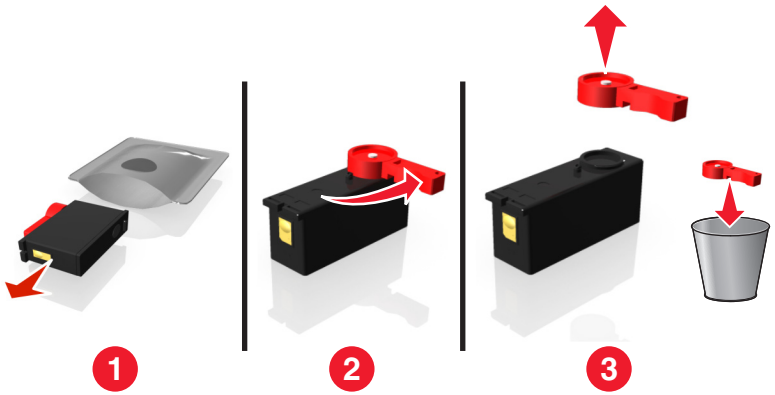
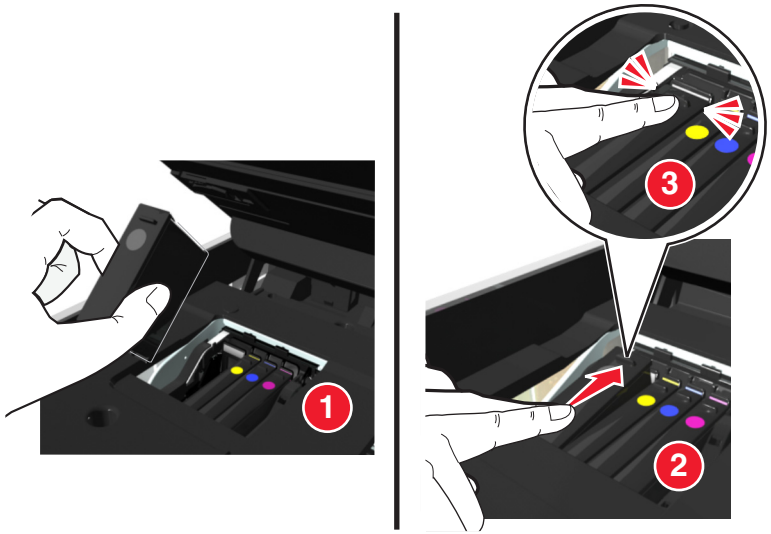
20 Unpack the ink cartridges, and then remove the protective caps from the cartridges.



21 Insert each ink cartridge. Slide your finger along the ink cartridge until the cartridge *clicks* into place.

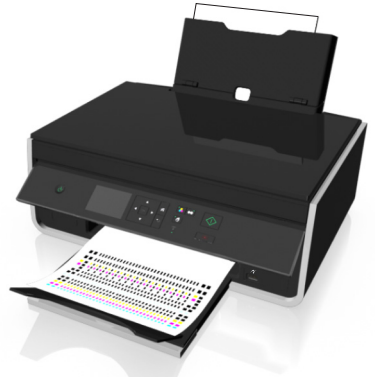


Notes:

- Insert the color cartridges first, and then the black cartridge.
- Insert the new ink cartridges immediately after removing the protective cap to avoid exposing the ink to air.

22 Close the printer.

23 Press OK to print an alignment page.



Notes:

- The alignment page prints.
- Do not remove the page until printing is finished. The alignment page may take a while to print and will move in and out during the process.
- Streaks on the alignment page are normal and not an indication of a problem.
- The alignment page that prints may differ from the one shown.
- Recycle the alignment page.

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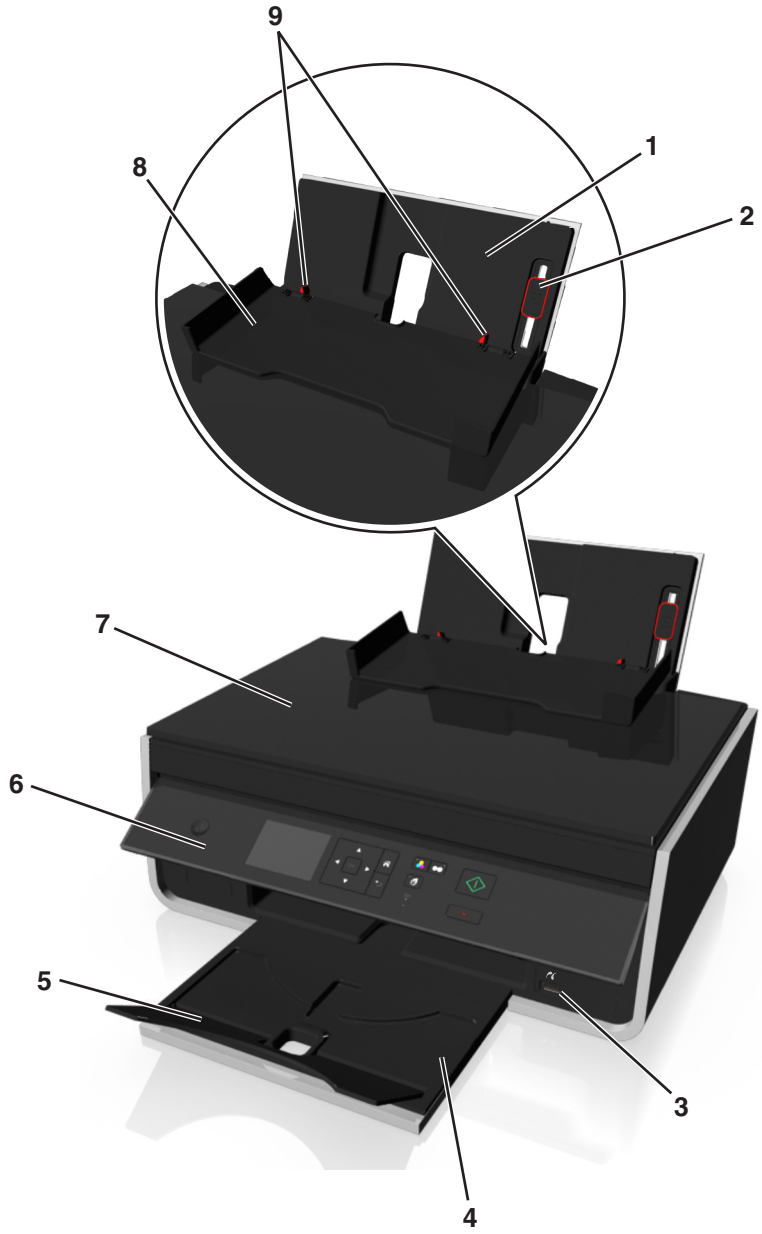
Understanding the parts of the printer



	Use the	To
1	Paper support	Load paper.
2	Paper guide adjustment lever	Adjust the paper guides.
3	PictBridge and USB port	Connect a PictBridge-enabled digital camera or a flash drive to the printer.
4	Paper exit tray	Hold paper as it exits.
5	Tray extension	Keep the paper in place as it exits.
6	Printer control panel	Operate the printer.
7	Scanner cover	Access the scanner glass.
8	Paper feed guard	Prevent items from falling into the paper slot.
9	Paper guides	Keep paper straight when feeding.

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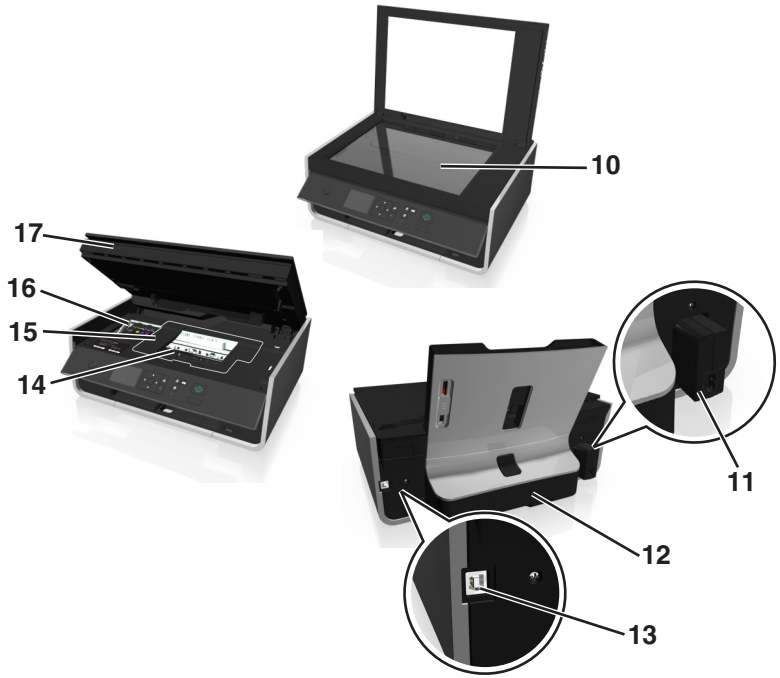
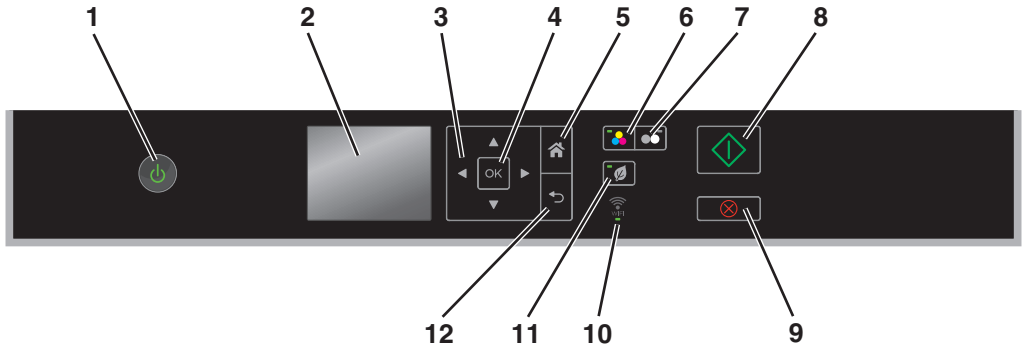


	Use the	To
10	Scanner glass	Scan or copy photos and documents.
11	Power supply with port	Connect the printer to the power cord.
12	Duplex unit	• Print on both sides of a sheet of paper. • Clear paper jams.
13	USB port	Connect the printer to a computer using a USB cable. **Warning—Potential Damage:** Do not touch the USB port except when plugging in or removing a USB cable or installation cable.
14	Printhead access area	Install the printhead. **Note:** The carrier moves to the printhead access area when no printhead is installed in the printer.
15	Jam clearance cover	Access and clear paper jams.
16	Ink cartridge access area	Install, replace, or remove ink cartridges.
17	Scanner unit	• Access the ink cartridges and printhead. • Clear paper jams.

Using the printer control panel



	Use	To
1	Power	• Turn the printer on and off. • Switch to Sleep mode. **Note:** When the printer is on, press to switch to Sleep mode. Press and hold for three seconds to turn off the printer.
2	Display **Note:** The display is turned off in Sleep mode.	View: • Printer status • Messages • Menus
3	Arrow buttons	Navigate through menu items that appear on the display.
4	Select OK	• Select menu options. • Save settings.
5	Home	Return to the home screen.
6	Color	Switch to color mode.
7	Black	Switch to black-and-white mode.
8	Start	Start a job, depending on which mode is selected.

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	Use	To
9	Cancel	• Cancel a print, copy, or scan job in progress. • Clear current settings or error messages, and return to previous settings.
10	Wi-Fi indicator	Check the wireless status of your printer.
11	Eco-Mode	• Change to Sleep mode after the printer is left idle for 10 minutes. • Reduce the screen brightness.
12	Back	• Return to the previous screen. • Exit from one menu level to a higher one.

Using flash drives

Supported file types

- .jpg, .jpeg, .jpe (Joint Photographic Experts Group)
- .tiff, .tif (Tagged Image File Format)

Using a flash drive with the printer

Make sure the flash drive contains files that are supported by the printer. For more information, see “Supported file types” on page 13.

1 Insert a flash drive into the USB port.

Notes:

- The flash drive uses the same port that is used for a PictBridge camera cable.
- An adapter may be necessary if your flash drive does not fit directly into the port.

Warning—Potential Damage: Do not touch any cables, any network adapter, any connector, the memory device, or the printer in the areas shown while actively printing, reading, or writing from the memory device. A loss of data can occur.

2 Follow the instructions or select from available options on the printer display.

Note: If the printer does not recognize the memory device, then remove and reinsert it.

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Ordering and replacing ink cartridges

Ordering ink cartridges

Lexmark S310 Series models (except Lexmark S319)

Item	Return Program cartridge[1]	Regular cartridge[2]
Black cartridge	150	Not available
High-yield black cartridge	150XL	150XLA
Yellow color cartridge	150	Not available
High-yield yellow color cartridge	150XL	150XLA
Cyan color cartridge	150	Not available
High-yield cyan color cartridge	150XL	150XLA
Magenta color cartridge	150	Not available
High-yield magenta color cartridge	150XL	150XLA

[1] Licensed for a single use only. After use, return this cartridge to Lexmark for remanufacturing, refilling, or recycling.

[2] Available only on the Lexmark Web site at **www.lexmark.com**.

Lexmark S319 models

Item	Return Program cartridge[1]	Regular cartridge[2]
Black cartridge	160	Not available
High-yield black cartridge	160XL	160XLA
Yellow color cartridge	160	Not available
High-yield yellow color cartridge	160XL	160XLA
Cyan color cartridge	160	Not available
High-yield cyan color cartridge	160XL	160XLA
Magenta color cartridge	160	Not available
High-yield magenta color cartridge	160XL	160XLA

[1] Licensed for a single use only. After use, return this cartridge to Lexmark for remanufacturing, refilling, or recycling.

[2] Available only on the Lexmark Web site at **www.lexmark.com**.

Notes:

- To get more ink, order high-yield ink cartridges.
- Depending on your country or region, you may get the ink cartridges individually or in multiple packs.
- You can order a mix of standard ink cartridges and high-yield ink cartridges, depending on your needs.
- For page yield information, visit **www.lexmark.com/yields**.
- The cartridges used for printing documents can also be used for printing photos.
- For best results, use only genuine Lexmark ink cartridges.

Replacing ink cartridges

Make sure you have a new ink cartridge or cartridges before you begin. You must install new cartridges immediately after removing the old ones, or the ink remaining in the printhead nozzles may dry out.

Removing ink cartridges

1. Turn on your printer.
2. Open the printer.

Note: The printhead moves to the cartridge installation position.

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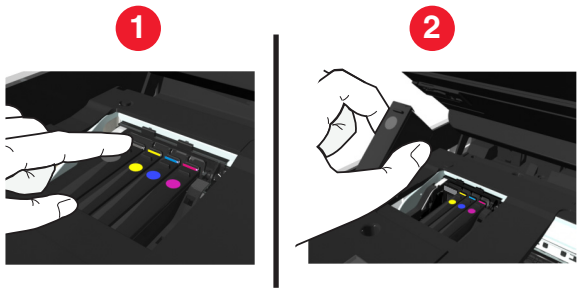
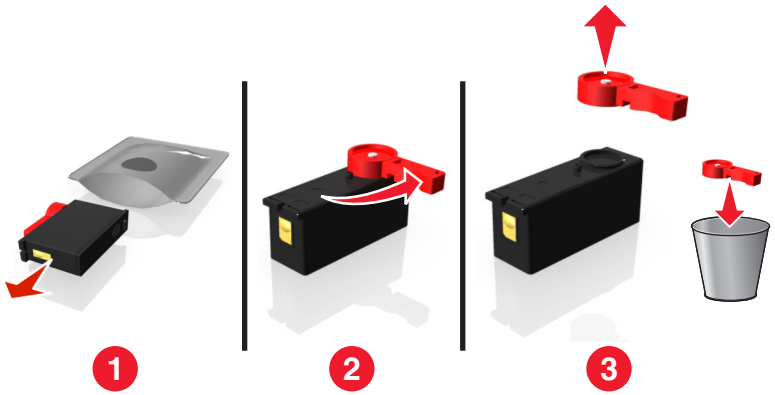
3 Press the release tab, and then remove the used ink cartridge or cartridges.



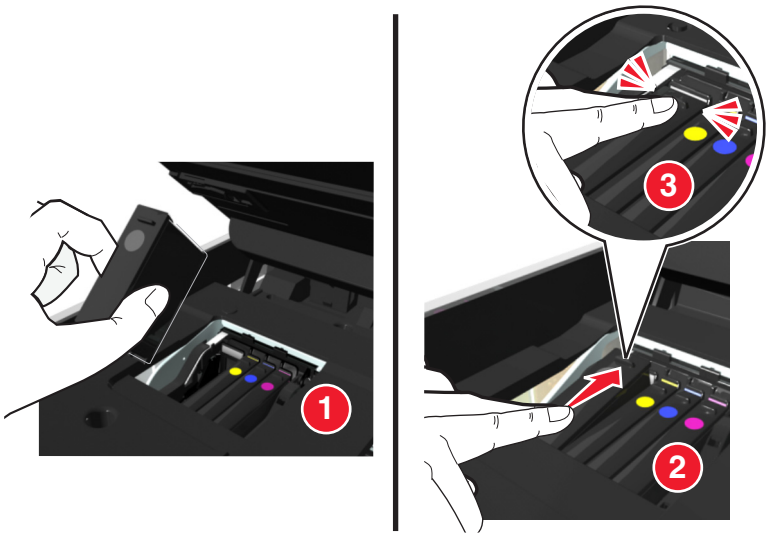
Installing ink cartridges

1 Remove the ink cartridge from the pack, and then remove the protective cap from the ink cartridge.

If your ink cartridge comes with a twist cap, then remove the cap.



2 Insert each ink cartridge. Slide your finger along the ink cartridge until the cartridge *clicks* into place.



Notes:

- Insert the color cartridges first, and then the black cartridge.
- Insert the new ink cartridges immediately after removing the protective cap to avoid exposing the ink to air.

3 Close the printer.

Maintaining ink cartridges

In addition to the following tasks that you can perform, your printer performs an automatic maintenance cycle every week if it is plugged into a properly grounded, working electrical outlet. It will briefly come out of Sleep mode or will temporarily turn on if it is turned off.

Aligning the printhead

If the characters or lines on your printed image appear jagged or wavy, then you may need to align the printhead.

1 Load plain paper.

2 From the printer control panel, navigate to:

> **Setup** > OK >**Maintenance** > OK > **Align Printer** > OK

An alignment page prints.

Note: Do not remove the alignment page until printing is finished.

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

Cleaning the printhead nozzles

If you have not been using the printer for a long period, then you may need to clean the printhead nozzles to improve the quality of your prints. Keep your printer plugged to a properly grounded, working electrical outlet to allow it to perform automatic maintenance cycles.

Notes:

- Cleaning the printhead nozzles uses ink, so clean them only when necessary.
- Deep cleaning uses more ink, so try the Clean Printhead option first to save ink.
- If the ink levels are too low, you must replace the ink cartridges before you can clean the printhead nozzles.

1. Load paper.
2. From the printer control panel, navigate to:

   > **Setup** > OK > **Maintenance** > OK
3. Press the up or down arrow button to scroll to **`Clean Printhead`** or **`Deep Clean Printhead`**, and then press OK.

   A cleaning page prints.

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Using the printer software

Minimum system requirements

The printer software requires up to 500MB of free disk space.

Supported operating systems

- Microsoft Windows 7 (SP1)
- Microsoft Windows Server 2008 (R2 SP1)
- Microsoft Windows Server 2008 (SP1)
- Microsoft Windows Server 2003 (SP2)
- Microsoft Windows Vista (SP1)
- Microsoft Windows XP (SP3)
- Macintosh Intel OS X version 10.7.0 or later
- Macintosh Intel OS X version 10.6.0 or later
- Macintosh Intel OS X version 10.5.0 or later
- Macintosh Intel OS X version 10.4.4 or later
- Macintosh PowerPC OS X version 10.5.0 or later
- Macintosh PowerPC OS X version 10.4.0 or later
- Ubuntu Linux 11.04, 10.10, 10.04, and 9.04 LTS*
- Red Hat Enterprise Linux WS 6, WS 5, and WS 4*
- Red Flag Linux Desktop 6.0*
- SUSE Linux Enterprise Server 11 and 10*
- SUSE Linux Enterprise Desktop 11 and 10*
- Linux openSUSE 11.4, 11.3, and 11.2*
- Linpus Linux Desktop 9.6*
- Fedora 14*
- Debian GNU/Linux 6.0 and 5.0*
- Mint 10 and 9*
- PCLinux OS 2010*

* The printer driver for this operating system is available only at **http://support.lexmark.com**.

Installing the printer software

Note: If you installed the printer software on this computer before but need to reinstall the software, then uninstall the current software first.

For Windows users

1. Close all open software programs.
2. Insert the installation software CD.

   If the installation dialog screen does not appear after a minute, then launch the CD manually:

   a. Click , or click **Start** and then click **Run**.

   b. In the Start Search or Run box, type `D:\setup.exe`, where `D` is the letter of your CD or DVD drive.

   c. Press **Enter**, or click **OK**.
3. Click **Install**, and then follow the instructions on the computer screen.

For Macintosh users

Note: To take advantage of the full features of your printer, select the custom install option, and then select all packages listed.

1. Close all open applications.
2. Insert the installation software CD.

   If the installation dialog does not appear after a minute, then click the CD icon on the desktop.
3. Double-click the software installer package, and then follow the instructions on the computer screen.

Using the Internet

1. Go to the Lexmark Web site at **http://support.lexmark.com**.
2. Navigate to:

   SUPPORT & DOWNLOADS > select your printer > select your operating system
3. Download the driver, and then install the printer software.

Using the Windows printer software

Software installed during printer installation

When you set up the printer using the installation software CD, all the necessary software was installed. You may have chosen to install some additional programs. The following table provides an overview of various software programs and what they can help you do.

If you did not install these additional programs during initial installation, then reinsert the installation software CD, run the installation software, and then click **Advanced Options** > **Install Additional Software**.

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Printer software

Use the	To
Lexmark™ Printer Home (referred to as Printer Home)	• Launch applications or programs. • Scan or e-mail a photo or document. • Edit scanned documents. • Scan documents to PDF. • Adjust settings for the printer. • Order supplies. • Maintain ink cartridges. • Register the printer. • Contact technical support. • Access the *User's Guide*.
Lexmark Phone Book (referred to as Phone Book)	Manage your fax contacts.
Abbyy Sprint OCR	Scan a document and produce text that you can edit with a word-processing program.
Lexmark Wireless Setup Utility (referred to as Wireless Setup Utility)	• Set up the wireless printer on a wireless network. • Change the wireless settings of the printer. **Note:** This program is installed automatically with the printer software if the printer has wireless capability.
Lexmark Tools for Office (referred to as Tools for Office)	Access your favorite settings in Microsoft Office 2007.
Printer Setup Utility	Configure the fax and e-mail settings of your printer.
Status Messenger	Learn more about the printing problems encountered.
Status Monitor Center	• Check the supplies status of your printer. • Order supplies online.
Product Update	Receive automatic notifications of updates to your printer software when new updates are available.
Printing Preferences	When you click **File** > **Print** > **Properties** with a document open, a Printing Preferences dialog appears. The dialog lets you select options for the print job, such as the following: • Select the number of copies to print. • Print two-sided copies. • Select the paper type. • Add a watermark. • Enhance images. • Save settings. **Note:** Printing Preferences is installed automatically with the printer software.

Note: Your printer may not come with some of these programs or some of the functions of these programs, depending on the features of the printer that you purchased.

Using the Macintosh printer software

Launching the Print dialog

Use the Print dialog to adjust the print settings and schedule print jobs.

With a document or photo open, choose **File** > **Print**.

Launching an application

1. From the Finder, navigate to:

   Applications > select your printer folder
2. Double-click the application that you want to use.

Use the	To
Printer Settings	• Customize settings for fax jobs. • Create and edit the Contacts list. • Configure e-mail connectivity settings. • Configure the language, country, date, and time.
Shortcuts	Speed up usual tasks with your printer.
Wireless Setup Assistant	Set up the printer on a wireless network. **Note:** This application is automatically installed with the printer software if the printer has wireless capability.
Uninstaller	Remove the printer software from your computer.

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Notes:

- Your printer may not come with these applications, depending on the features of the printer that you purchased or the installation type (standard or custom) chosen when you installed the printer.
- To take advantage of the full features of your printer, select the custom install option during installation, and then select all packages listed.

Accessing Web links

Web links are links to predefined Web pages that are saved in the printer folder.

1. From the Finder, navigate to:

   Applications > select your printer folder > **Web Links**

2. Double-click the Web link that you want to visit.

Use	To
Customer Support	Contact customer support.
Lexmark Software Updates	Download and install the latest printer software.
Lexmark Online	Visit the Lexmark Web site.
Order Supplies Online	Order ink or supplies.
Printer Registration	Register your printer.
Visit Lexmark SmartSolutions	• Visit the SmartSolutions Web site. • Choose your custom solutions.

Note: Your printer may not come with these Web links, depending on the features of the printer that you purchased.

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Printing

Printing a document

For Windows users

1. With a document open, click **File** > **Print**.
2. Click **Properties**, **Preferences**, **Options**, or **Setup**.
3. Select the print quality, the number of copies to print, the type of paper to use, and how the pages should print.
4. Click **OK** to close any printer software dialogs.
5. Click **OK** or **Print**.

For Macintosh users

1. With a document open, choose **File** > **Page Setup**.
2. From the Page Setup dialog, set the printer, paper size, and orientation.
3. Click **OK**.
4. From the menu bar, choose **File** > **Print**.
5. From the Printer pop-up menu, choose your printer.
6. From the print options menu, choose the print quality, the number of copies to print, the type of paper to use, and how the pages should print.
7. Click **Print**.

Printing on both sides of the paper (duplexing) automatically

Notes:

- The automatic duplex unit supports A4- and letter-size paper. It also supports plain, premium plain, ColorLok certified plain, heavy plain, and letterhead paper types.
- Do *not* remove the page until printing is finished.

Warning—Potential Damage: Do *not* touch the duplex latch or latches while actively printing.

For Windows users

1. With a document open, click **File** > **Print**.
2. Click **Properties**, **Preferences**, **Options**, or **Setup**.
3. Navigate to:

   Layout tab > Print on Both Sides (Duplex) area > **Print on both sides**
   - Click **Long edge** for print jobs with pages that are bound along the long edge of the page.
   - Click **Short edge** for print jobs with pages that are bound along the short edge of the page.
4. Click the **Paper/Finishing** tab, and then select a supported paper type.
5. Click **OK** to close any printer software dialogs.
6. Click **OK** or **Print**.

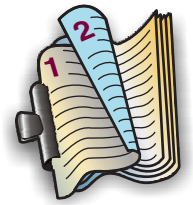
To return to single-sided printing, repeat steps 1 and 2, and then navigate to:

Layout tab > Print on Both Sides (Duplex) area > **Print on one side only**

For Macintosh users

1. With a document open, choose **File** > **Page Setup**.
2. From the Page Setup dialog, set the printer, paper size, and orientation.
3. Click **OK**.
4. From the menu bar, choose **File** > **Print**.
5. From the Printer pop-up menu, choose your printer.
6. From the print options pop-up menu, choose **Quality & Media**.
7. From the Paper Type pop-up menu, choose a supported paper type.
8. From the print options pop-up menu, choose **Layout**.
9. From the Two-Sided pop-up menu, choose **Long-Edge binding** or **Short-Edge binding**.
   - For Long-Edge binding, pages are bound along the long edge of the page (left edge for portrait, top edge for landscape).

Portrait



Landscape

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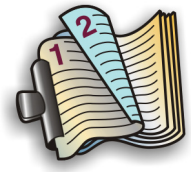
- For Short-Edge binding, pages are bound along the short edge of the page (top edge for portrait, left edge for landscape).

Portrait

Landscape



10 Click **Print**.

Printing photos from a flash drive

1 Load photo paper.

2 Insert a flash drive or digital camera set to mass storage mode.

3 Use the up or down arrow button to select a photo printing option, and then press OK.

- **`Select and Print`** allows you to choose a layout, the number of photos per page, paper settings, photo size, photo quality, and to sharpen the quality of graphics.
- **`Print Photos`** allows you to print all photos, selected photos by photo range, and print photos using predefined photo size templates.

4 To adjust the print settings, press the up or down arrow button to scroll to the option you want to set, and then press the left or right arrow button to scroll to the setting you want. If necessary, press OK to make a selection.

5 Press ◇.

Note: For best results, allow the prints to dry at least 24 hours before stacking, displaying, or storing.

Canceling print jobs

To cancel a print job from the printer control panel, press ⊗. To cancel a print job from the computer, do the following:

For Windows users

1 Click , or click **Start** and then click **Run**.

2 In the Start Search or Run box, type **`control printers`**.

3 Press **Enter**, or click **OK**.

The printers folder opens.

4 Right-click the printer, and then select **Open** or **See what's printing**.

5 Cancel the print job:

- If you want to cancel a particular print job, then right-click the document name, and then select **Cancel**.
- If you want to cancel all print jobs in the queue, then click **Printer** > **Cancel All Documents**.

For Macintosh users

1 Click the printer icon on the Dock.

The print queue dialog appears.

2 Choose the job you want to cancel, and then click **Delete**.

Printing from a mobile device

What is LexPrint?

LexPrint is a free application that lets you print easily from your iPad, iPhone, or iPod touch using any Lexmark printer connected to the same wireless network. It lets you print Web pages, photos from the photo album, or photos you recently captured using the camera of your mobile device, depending on its features. You can also customize print settings from your mobile device.

Depending on your Lexmark printer model, you may need to download the LexPrint Listener application from our Web site at **www.lexmark.com/lexprint**.

Supported printers

LexPrint enables your mobile device to communicate with Lexmark printers found on the same network.

- For select printer models that support Direct Image and Zeroconf or Bonjour, you can print directly from your mobile device to the printer without using LexPrint Listener. To check if your printer model supports these features, visit **www.lexmark.com/lexprint**.
- For other Lexmark printers, your mobile device can send print jobs to your printer as long as the printer software and **LexPrint Listener** are installed on the computer where the printer is connected.

Note: The application referred to as *Rendezvous* in Mac OS X version 10.2 is now called *Bonjour* by Apple Inc.

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Copying

Scanner glass

Load the original document facedown at the placement corner.

Note: The Automatic Document Feeder (ADF) is available only in select printer models.

Tips for copying

- Make sure you load the original document or photo facedown on the scanner glass and at the placement corner. You can load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings).
- Close the scanner cover, if possible, to avoid dark edges on the scanned image.
- Make sure the paper exit tray is fully extended.
- When the document to be copied is in place with the settings you want, press ◇ to start copying.

Making copies

1. Load paper.
2. Load an original document faceup into the ADF or facedown on the scanner glass.
3. From the printer control panel, navigate to:

   > **Copy** > OK > **Copies**
4. Press the left or right arrow button to select the number of copies.
5. From the Copy menu screen, press the up or down arrow button to scroll to the option you want to set, and then press the left or right arrow button to scroll to the setting you want. If necessary, press OK to make a selection.
6. Select the copy mode:
   - Press to switch to color mode.
   - Press to switch to black-and-white mode.

   When you select color or black-only printing, the light that corresponds to your choice comes on.
7. Press ◇.

Note: The selected copy settings are reset to the factory default after two minutes of printer inactivity.

Making a two-sided (duplex) copy automatically

The automatic duplex unit supports A4- and letter-size paper. If you need to make two-sided copies using other paper sizes, then see the instructions for making a two-sided copy manually.

Note: You cannot make two-sided copies on envelopes, card stock, or photo paper.

1. Load paper.
2. Load the original document faceup into the ADF or facedown on the scanner glass.
3. From the printer control panel, navigate to:

   > **Copy** > OK > **2-Sided Copies**
4. Press the left or right arrow button to select a two-sided copying option:
   - If you are copying a one-sided document, then press the arrow buttons to scroll to **`1-sided to 2-sided`**.
   - If you are copying a two-sided document and using the scanner glass, then press the arrow buttons to scroll to **`2-sided to 2-sided`**.
   - If you want to specify the page orientation and layout of the original document and the copy, then press the arrow buttons to scroll to **`Advanced`**. Press OK every time you make a selection, and then press ↩ until you reach the Copy menu screen.

   Notes:

   - For long-edged binding, pages are bound along the long edge of the page (left edge for portrait orientation and top edge for landscape orientation).
   - For short-edged binding, pages are bound along the short edge of the page (top edge for portrait orientation and left edge for landscape orientation).
5. Press ◇, and then follow the instructions on the display.

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Canceling copy jobs

To cancel a copy job, press ⊗, and then press OK.

Scanning stops and the printer returns to the previous menu.

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Scanning

Scanner glass

Load the original document facedown at the placement corner.

Note: The Automatic Document Feeder (ADF) is available only in select printer models.

Tips for scanning

- Load the original document facedown on the scanner glass. You can load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings).
- Close the scanner cover, if possible, to avoid dark edges on the scanned image.
- Make sure the paper exit tray is fully extended, and the tray extension is flipped out.
- When the document to be scanned is in place with the settings you want, press ◇ to start scanning.

Scanning to a local computer

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

   > **Scan** > OK > **Computer** > **USB-Connected Computer** > OK

   The USB-connected computer will receive the scan by default.

   Note: Make sure the scan software is installed on the destination computer.
3. Press the up or down arrow button to scroll to the scan option you want to set, and then press the left or right arrow button to scroll to the setting you want.

   Set the color, quality, original image size, and other scan options. If necessary, press OK each time you make a selection.
4. Press ◇.

Scanning to a flash drive or memory card

Notes:

- Some features are available only in select printer models.
- Make sure your flash drive or memory card is not write-protected.

1. Load the original document faceup into the ADF or facedown on the scanner glass.
2. From the printer control panel navigate to:

   > **Scan** > OK > **Memory Device**
3. Insert the flash drive or memory card, and then press OK.

   Note: The printer reads only one memory device at a time.
4. Press the up or down arrow button to scroll to the scan option you want to set, and then press the left or right arrow button to scroll to the setting you want.

   Set the color, quality, original image size, and other scan options. If necessary, press OK each time you make a selection.
5. Press ◇.

   Follow the instructions on the printer display.

Scanning directly to e-mail using the printer software

Make sure you have set up your e-mail settings before proceeding. For more information, see the section on e-mailing in the *User's Guide*.

For Windows users

1. Load an original document faceup into the ADF or facedown on the scanner glass.
2. Click or **Start**.
3. Click **All Programs** or **Programs**, and then select the printer program folder from the list.
4. Navigate to:

   Printer Home > select your printer > **Scan**

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5 Select **Email photo**, **Email document**, or **Email PDF**.

Note: You can select **Email document** only if an OCR application is stored on your computer.

Scanning starts and the scan progress dialog appears. When the scan is finished, a new e-mail message is created with the scanned document automatically attached.

6 Compose your e-mail message.

Note: If your e-mail program does not open automatically, then you can scan the document to the computer and then send it through e-mail as an attachment.

For Macintosh users

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

2 From the Applications folder in the Finder, launch the application you want to use.

Note: Use any application that supports both your printer and an e-mailing option, such as Image Capture.

3 From the list of devices, select your printer.

Note: For information on finding the list of devices, check the documentation that came with the application, or search for **`Scanning an image`** in the Search field of the Help menu.

4 Adjust the scan settings as needed.

If applicable, click on the preview dialog for more information.

5 Set the e-mail application as the scan destination, and then start the scan job.

6 Compose your e-mail message.

Scanning to a PDF

For Windows users

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

2 Click or **Start**.

3 Click **All Programs** or **Programs**, and then select the printer program folder from the list.

4 Navigate to:

Printer Home > select your printer > **Scan** > **PDF**

Scanning starts and the scan progress dialog appears.

5 Save the document as a PDF.

For Macintosh users

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

2 From the Applications folder in the Finder, launch the application you want to use.

Note: Use any application that supports your printer.

3 From the list of devices, select your printer.

Note: For information on finding the list of devices, check the documentation that came with the application or search for **`Scanning an image`** in the Search field of the Help menu.

4 Adjust the scan settings as needed.

If applicable, click on the preview dialog for more information.

5 Set the application that supports the PDF format as the scan destination, and then start the scan job.

6 Save the document as a PDF.

Canceling scan jobs

Press on the printer control panel, or click **Cancel** on the computer screen.

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E-mailing

Before you can send an e-mail, you must first configure the network connection and e-mail settings of your printer.

Sending e-mail

Scanner glass

Load the original document facedown at the placement corner.

Note: The Automatic Document Feeder (ADF) is available only in select printer models.

Tips for e-mailing

- Make sure to enter your e-mail account information and set up the SMTP server before sending an e-mail.
- Make sure the printer is connected to an Ethernet or wireless network before sending an e-mail.

  If necessary, make sure the network is connected to the Internet for the printer to communicate with the SMTP server. If the printer cannot connect to the Internet, then contact your system support person.

  The printer supports only one active network connection (Ethernet or wireless) at a time.
- Add contacts to your address book. When sending an e-mail, you can just select contacts from your address book instead of typing their e-mail addresses repeatedly.
- Make sure you load the original document or photo facedown on the scanner glass and at the placement corner.

  You can load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings).
- Close the scanner cover, if possible, to avoid dark edges on the scanned image.
- To send an e-mail, see “Scanning directly to e-mail using the printer software” on page 24.

Setting up the e-mail function

For Windows users

1. Click or **Start**.
2. Click **All Programs** or **Programs**, and then select the printer program folder from the list.
3. Navigate to:

   Printer Home > select your printer > **Settings** > **Set up the printer to e-mail**

   The E-mail Setup Wizard opens.
4. Follow the instructions on the computer screen.

For Macintosh users

1. From the Finder, navigate to:

   Applications > select your printer folder > **Printer Settings** > **Email**
2. Follow the instructions on the computer screen, and then click **Save Settings**.

Canceling an e-mail

To cancel an e-mail, press .

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Wireless networking

Information you will need to set up the printer on a wireless network

To set up the printer for wireless printing, you need to know:

- The name of your wireless network, which is also known as the *SSID* (Service Set Identifier)
- If encryption was used to secure your network
- The security key (either a WEP key or WPA/WPA2 passphrase)

  To find the WPA/WPA2 passphrase for the wireless network, see the documentation that came with the access point, see the Web page associated with the access point, or consult your system support person.

If your access point is using WEP security, then the WEP key should be:

- Exactly 10 or 26 hexadecimal characters

  or
- Exactly 5 or 13 ASCII characters

If your access point is using WPA or WPA2 security, then the WPA/WPA2 passphrase should be:

- Exactly 64 hexadecimal characters

  or
- From 8 to 63 ASCII characters

Notes:

- Hexadecimal characters are A–F, a–f, and 0–9.
- ASCII characters are letters, numbers, and symbols found on a keyboard. ASCII characters in a WPA/WPA2 passphrase are case-sensitive.

If your wireless network is not using security, then you will not have a security key.

Note: If you do not know the SSID of the network that your computer is connected to, then launch the wireless utility of the computer network adapter and look for the network name. If you cannot find the SSID or the security information for your network, then see the documentation that came with the access point, or contact your system support person.

Installing the printer on a wireless network

Before you install the printer on a wireless network, make sure that:

- Your wireless network is set up and working properly.
- The computer you are using is connected to the same wireless network where you want to set up the printer.

For Windows users

1. Close all open software programs.
2. Insert the installation software CD.

   If the installation dialog does not appear after a minute, then launch the CD manually:

   a. Click , or click **Start** and then click **Run**.

   b. In the Start Search or Run box, type `D:\setup.exe`, where `D` is the letter of your CD or DVD drive.

   c. Press **Enter**, or click **OK**.
3. Follow the instructions on the computer screen.

   Note: Select **Wireless connection** when prompted to select a connection type.

For Macintosh users

1. Close all open applications.
2. Insert the installation software CD.

   If the installation dialog does not appear after a minute, then click the CD icon on the desktop.
3. Double-click the software installer package, and then follow the instructions on the computer screen.

   Note: Select **Wireless connection** when prompted to select a connection type.

What is Wi-Fi Protected Setup?

Wi-Fi Protected Setup (WPS) is a simple and secure configuration that allows you to establish a wireless home network and enable network security without requiring prior knowledge of Wi-Fi technology. It is no longer necessary to configure the network name (SSID) and WEP key or WPA passphrase for network devices.

Note: WPS supports only networks that communicate through access points (wireless routers).

The printer supports the following methods in connecting to a wireless network:

- *Personal Identification Number* (PIN)—A PIN on the printer is entered into the wireless settings of the access point.
- *Push Button Configuration* (PBC)—Buttons on both the printer and the access point are pushed within a given period of time.

Look for any of these identifier marks to check if your access point is WPS certified:

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You can find these WPS logos on the side, back, or top of your access point.

For more information on accessing the wireless settings and determining the WPS capability of your access point, see the documentation that came with the access point or contact your system support person.

Configuring Wi-Fi Protected Setup manually

Note: Make sure your access point (wireless router) is Wi-Fi Protected Setup (WPS) certified. For more information, see the *User's Guide*.

If your printer or device has not yet been configured for wireless connection and you want to configure it using WPS, then push the WPS button on the wireless router. Wait for the printer control panel to display a message to begin WPS configuration. There might be a short delay before the message appears. If nothing happens after 30 seconds, then do one of the following:

Use the Push Button Configuration (PBC) method

1. From the printer control panel, navigate to:

   > **Setup** > OK > **Network Setup** > OK > **Wireless 802.11b/g/n** > OK > **Network Connection Setup** > OK > **Wireless** > OK > **Wi-Fi Protected Setup** > OK > **WPS PBC Mode** > OK

2. Follow the instructions on the printer display.

Use the Personal Identification Number (PIN) method

1. From the printer control panel, navigate to:

   > **Setup** > OK > **Network Setup** > OK > **Wireless 802.11b/g/n** > OK > **Network Connection Setup** > OK > **Wireless** > OK > **Wi-Fi Protected Setup** > OK > **WPS PIN Mode** > OK

2. Follow the instructions on the printer display.

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Troubleshooting

Before you troubleshoot

Use this checklist to solve most printer problems:

- Make sure the power cord is plugged into the printer and into a properly grounded, working electrical outlet.
- Make sure the printer is turned on.
- Make sure the printer is securely connected to the computer, print server, or network access point.
- Check the printer for error messages, and resolve any errors.
- Check for paper jam messages, and clear any jams.
- Check the ink cartridges, and install new cartridges if necessary.
- Turn the printer off, wait about 10 seconds, and then turn the printer back on.

Note: Make sure the printer is not in Sleep mode. Press and hold for three seconds to turn off the printer.

If Troubleshooting does not solve your problem

Visit our Web site at **http://support.lexmark.com** to find the following:

- Knowledgebase articles with the latest information and troubleshooting for your printer
- Live online technical support
- Contact numbers for telephone technical support

Setup troubleshooting

- “Installation screen did not appear during installation” on page 29
- “Incorrect language appears on the display” on page 29
- “Software did not install” on page 29
- “Print job does not print or is missing pages” on page 30
- “Printer is printing blank pages” on page 30
- “Printer is busy or does not respond” on page 31
- “Cannot delete documents from the print queue” on page 31
- “Cannot print through USB” on page 31

Installation screen did not appear during installation

If the "Before you troubleshoot" checklist does not solve the problem, then try the following:

Launch the printer CD manually

For Windows users

1. Click , or click **Start** and then click **Run**.
2. In the Start Search or Run box, type `D:\setup.exe`, where `D` is the letter of your CD or DVD drive.
3. Press **Enter**, or click **OK**.
4. Click **Install**, and then follow the instructions on the computer screen.

For Macintosh users

1. From the Finder desktop, click the CD icon.
2. Double-click the software installer package, and then follow the instructions on the computer screen.

Incorrect language appears on the display

If the "Before you troubleshoot" checklist does not solve the problem, then try one or more of the following:

Change the language using the printer menus

1. From the printer control panel, navigate to:

   > **Setup** > OK > **Device Setup** > OK > **Language** > OK

2. Press the up or down arrow button to scroll to the language you want, and then press OK.
3. To confirm the setting, press the left or right arrow button to scroll to `Yes`, and then press OK.

Software did not install

If you encountered problems while installing, or if your printer does not appear in the list in the printers folder or as a printer option when sending a print job, then try uninstalling and reinstalling the software.

Before you reinstall the software, do the following:

Make sure that your computer meets the minimum system requirements

Temporarily disable security programs in Windows before installing the software

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Check the USB connection

1. Check the USB cable for any obvious damage. If the cable is damaged, then use a new one.
2. Firmly plug the square end of the USB cable into the back of the printer.
3. Firmly plug the rectangular end of the USB cable into the USB port of the computer.

   The USB port is marked with .

Note: If you continue to have problems, then try another USB port on the computer. You may have connected to a defective port.

Reconnect the printer power supply

1. Turn off the printer.

   Note: Make sure the printer is not in Sleep mode. Press and hold for three seconds to turn off the printer.
2. Unplug the power cord from the wall outlet, and then pull out the power cord from the power supply.
3. After one minute, reconnect the power cord into the power supply, and then plug the power cord into the wall outlet.
4. Turn on the printer.

Print job does not print or is missing pages

If the "Before you troubleshoot" checklist does not solve the problem, then try one or more of the following:

Make sure the ink cartridges are inserted correctly

1. Turn the printer on, and then open the printer.
2. Make sure the cartridges are inserted correctly.

   The cartridges should *click* firmly into the matching color slot of the printhead.
3. Close the printer.

Select your printer from the Print dialog before sending the print job

Note: This solution applies to Macintosh users only.

1. With a document open, choose **File** > **Print**.
2. From the printer pop-up menu, choose your printer, and then click **Print**.

   If your printer does not appear in the Printer list, then choose **Add Printer**. From the list of printers in the Default tab, select your printer, and then click **Add**.

   If your printer does not appear in the list, then try either of the following:
   - For a USB-connected printer, remove and then reconnect the USB cable.
   - For a printer that is wirelessly connected, see the Wireless troubleshooting section.

Make sure the print job is not paused

Make sure your printer is set as the default printer

Reconnect the printer power supply

1. Turn off the printer.

   Note: Make sure the printer is not in Sleep mode. Press and hold for three seconds to turn off the printer.
2. Unplug the power cord from the wall outlet, and then pull out the power cord from the power supply.
3. After one minute, reconnect the power cord into the power supply, and then plug the power cord into the wall outlet.
4. Turn on the printer.

Remove and reconnect the USB cable connected to your printer

Check the USB connection

1. Check the USB cable for any obvious damage. If the cable is damaged, then use a new one.
2. Firmly plug the square end of the USB cable into the back of the printer.
3. Firmly plug the rectangular end of the USB cable into the USB port of the computer.

   The USB port is marked with .

Note: If you continue to have problems, then try another USB port on the computer. You may have connected to a defective port.

Remove and reinstall the printer software

Printer is printing blank pages

Blank pages may be caused by improperly installed ink cartridges.

Reinstall the ink cartridges and deep clean and align the printhead

1. Reinstall the ink cartridges, see “Replacing ink cartridges” on page 14 for more information.

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If the cartridges do not seem to fit, then make sure the printhead is properly seated, and then try installing the cartridges again.

2 Load plain, unmarked paper.

3 From the printer control panel, navigate to:

> **Setup** > OK > **Maintenance** > OK

4 Press the up or down arrow button to scroll to **Deep Clean Printhead**, and then press OK.

A cleaning page prints.

5 Load plain, unmarked paper.

6 From the Maintenance menu screen, press the up or down arrow button to scroll to **Align Printer**, and then press OK.

An alignment page prints.

Note: Do *not* remove the alignment page until printing is finished.

Printer is busy or does not respond

If the "Before you troubleshoot" checklist does not solve the problem, then try one or more of the following:

Make sure the printer is not in Sleep mode

If the power light is blinking on and off slowly, then the printer is in Sleep mode. Press to wake up the printer.

If the printer will not come out of Sleep mode, then reset the power:

1 Unplug the power cord from the wall outlet, and then wait 10 seconds.

2 Insert the power cord into the wall outlet, and then turn on the printer.

If this problem persists, then check our Web site for updates for your printer software or firmware.

Reconnect the printer power supply

1 Turn off the printer.

Note: Make sure the printer is not in Sleep mode. Press and hold for three seconds to turn off the printer.

2 Unplug the power cord from the wall outlet, and then pull out the power cord from the power supply.

3 After one minute, reconnect the power cord into the power supply, and then plug the power cord into the wall outlet.

4 Turn on the printer.

Cannot delete documents from the print queue

If you have jobs stuck in the print queue and cannot delete them to get other jobs to print, then the computer and printer may not be communicating.

Restart the computer and try again

Remove and reconnect the USB cable connected to your printer

Cannot print through USB

If the "Before you troubleshoot" checklist does not solve the problem, then try one or more of the following:

Check the USB connection

1 Check the USB cable for any obvious damage. If the cable is damaged, then use a new one.

2 Firmly plug the square end of the USB cable into the back of the printer.

3 Firmly plug the rectangular end of the USB cable into the USB port of the computer.

The USB port is marked with .

Note: If you continue to have problems, then try another USB port on the computer. You may have connected to a defective port.

Make sure the USB port is enabled in Windows

1 Click , or click **Start** and then click **Run**.

2 In the Start Search or Run box, type **devmgmt.msc**.

3 Press **Enter**, or click **OK**.

The Device Manager opens.

4 Click the plus sign (**+**) beside Universal Serial Bus controllers.

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

For more information, see the computer documentation.

Remove and reinstall the printer software

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Wireless network troubleshooting

If you are having trouble setting up your printer on a network, print a network setup page, and then see the comprehensive *User's Guide* available on the installation software CD.

Also, make sure to check the network indicator lights to verify the connection status of the printer. For more information on the location of the network indicator lights, see“Using the printer control panel” on page 12.

Wireless troubleshooting checklist

Before beginning to troubleshoot the wireless printer, verify the following:

- The printer, the computer, and the access point (wireless router) are all plugged in and turned on.
- The wireless network is working properly.

  Try accessing other computers on your wireless network.

  If your network has Internet access, then try connecting to the Internet over a wireless connection.
- Your SSID is correct.

  Print a network setup page to verify the SSID the printer is using.

  If you are not sure if your SSID is correct, then run the wireless setup again.
- Your WEP key or WPA passphrase is correct (if your network is secure).

  Log on to the access point and check the security settings.

  A security key is like a password. All devices on the same wireless network using WEP, WPA, or WPA2 share the same security key.

  If you are not sure if your security information is correct, then run the wireless setup again.
- The printer and the computer are within the range of the wireless network.

  For most networks, the printer and the computer should be within 100 feet (30 meters) of the access point (wireless router).
- The Wi-Fi indicator is green and successfully connected.
- The printer driver is installed on the computer from which you are performing a task.
- The correct printer port is selected.
- The computer and printer are both connected to the same wireless network.
- The printer is located away from obstacles or electronic devices that could interfere with the wireless signal.

  Make sure the printer and access point are not separated by poles, walls, or support columns containing metal or concrete.

  Many devices can interfere with the wireless signal, including baby monitors, motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.

Printing a network setup page

A *network setup page* lists the configuration settings of the printer, including the IP address and MAC address of the printer.

1. Load plain paper.
2. From the printer control panel, navigate to:

   > **Setup** > OK > **Network Setup** > OK > **Print Network Setup Page** > OK

Locating IP addresses

For Windows users

1. Click , or click **Start** and then click **Run**.
2. In the Start Search or Run box, type **`cmd`**.
3. Press **Enter**, or click **OK**.

   The Command Prompt window opens.
4. Type **`ipconfig`**, and then press **Enter**.

   The IP address appears as four sets of numbers separated by periods, such as 192.168.0.100.

For Macintosh users

1. From the Apple menu, choose **About This Mac**.
2. Click **More Info**.
3. From the Contents pane, choose **Network**.
4. If you are connected over a wireless network, choose **AirPort** from the Active Services list.

Locating the printer IP address

- You can locate the printer IP address by viewing the printer network setup page. See the *User's Guide* on the software installation CD for more information on printing a network setup page.

Cannot print over wireless network

If you encountered problems while installing, or if your printer does not appear in the printers folder or as a printer option when sending a print job, then try uninstalling and reinstalling the software.

Before you reinstall the software, check the troubleshooting checklist, and then do the following:

Turn the access point (wireless router) off and then back on

Wait one minute for the printer and computer to reestablish the connection. This can sometimes refresh network connections and resolve connectivity issues.

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Disconnect from VPN session

When you are connected to another network through a VPN connection, you will not be able to access the printer over your wireless network. End your VPN session, and then try printing again.

Make sure Demo Mode is turned off

Select printer features are not available when Demo Mode is turned on.

From the printer control panel, navigate to:

> **Setup** > OK > **Demo Mode** > OK > **Off** > OK

Check your WEP key or WPA passphrase

If your access point is using WEP security, then the WEP key should be:

- Exactly 10 or 26 hexadecimal characters. Hexadecimal characters are A–F, a–f, and 0–9.

  or

- Exactly 5 or 13 ASCII characters. ASCII characters are letters, numbers, and symbols found on a keyboard. ASCII characters in a WEP key are case-sensitive.

If your access point is using WPA or WPA2 security, then the WPA passphrase should be:

- Exactly 64 hexadecimal characters. Hexadecimal characters are A–F, a–f, and 0–9.

  or

- From 8 to 63 ASCII characters. ASCII characters are letters, numbers, and symbols found on a keyboard. ASCII characters in a WPA passphrase are case-sensitive.

Note: If you do not know this information, then see the documentation that came with the access point, or contact your system support person.

Check if your access point has an association/registration button

Wireless broadband boxes in Europe, the Middle East, and Africa such as LiveBox, AliceBox, N9UF Box, FreeBox, or Club Internet may require you to press an association/registration button when adding the printer to your wireless network.

If you are using one of these boxes and need more information, then see the documentation that came with your box, or contact your *Internet Service Provider* (ISP).

Move your access point away from other electronic devices

There may be temporary interference from electronic devices such as microwave ovens or other appliances, cordless phones, baby monitors, and security system cameras. Make sure your access point is not positioned too closely to these devices.

Move the computer and/or printer closer to the access point

The range of your wireless network depends on many factors, including the abilities of your access point and network adapters. If you are having trouble printing, then try placing the computer and printer no more than 100 feet apart.

Check the wireless signal quality

Print a network setup page and check the signal quality. If the signal quality is listed as good or excellent, then another factor is causing the problem.

Check your advanced security settings

- If you are using MAC (Media Access Control) address filtering to limit access to your wireless network, then you must add the printer MAC address to the list of addresses allowed to connect to the access point.
- If you set the access point to issue a limited number of IP addresses, then you must change this so that the printer can be added.

Note: If you do not know how to make these changes, then see the documentation that came with the access point, or contact the person who set up your wireless network.

Make sure your computer is connected to your access point

- See if you have access to the Internet by opening your Web browser and accessing any site.
- If there are other computers or resources on your wireless network, then check to see if you can access them from your computer.

Make sure that your computer and printer are connected to the same wireless network

If the printer is not on the same wireless network as the computer, then you will not be able to print wirelessly. The SSID of the printer must match the SSID of the computer, if the computer is already connected to the wireless network.

For Windows users

1. Obtain the SSID of the network that the computer is connected to.
   a. Type the IP address of your access point into the address field of your Web browser.

      If you do not know the IP address of the access point:

      1. Click , or click **Start** and then click **Run**.
      2. In the Start Search or Run box, type `cmd`.
      3. Press **Enter** or click **OK**.
      4. Type `ipconfig`, and then press **Enter**. Check the Wireless Network Connection section:
         - The “Default Gateway” entry is typically the access point .
         - The IP address appears as four sets of numbers separated by periods, such as 192.168.2.134.

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b Type the user name and password of the access point when prompted.

c Click **OK**.

d In the Wireless settings section, look for the SSID.

e Write down the SSID.

Note: Make sure you copy it exactly, including any capital letters.

2 Obtain the SSID of the network that the printer is connected to:

a From the printer, print a network setup page.

b In the Wireless section, look for **SSID**.

3 Compare the SSID of the computer and SSID of the printer.

If the SSIDs are the same, then the computer and the printer are connected to the same wireless network.

If the SSIDs are not the same, then run the utility again to set up the printer on the wireless network used by the computer.

For Macintosh users with an AirPort base station

In Mac OS X version 10.5 or later

1 From the Apple menu, navigate to:

System Preferences > **Network** > **AirPort**

The SSID of the network that the computer is connected to is displayed in the Network Name menu.

2 Write down the SSID.

In Mac OS X version 10.4 or earlier

1 From the Finder, navigate to:

Applications > **Internet Connect** > **AirPort**

The SSID of the network that the computer is connected to is displayed in the Network menu.

2 Write down the SSID.

For Macintosh users with an access point

1 Type the IP address of the access point in the address field of your Web browser, and then continue to step 2.

If you do not know the IP address of the access point, then do the following:

a From the Apple menu, navigate to:
System Preferences > **Network** > **AirPort**

b Click **Advanced** or **Configure**.

c Click **TCP/IP**.
The Router entry is typically the access point.

2 Type your user name and password when prompted, and then click **OK**.

3 In the Wireless settings section, look for the SSID.

4 Write down the SSID, security type, and the WEP key/WPA passphrase (if shown).

Notes:

- Make sure you copy the network information down exactly, including any capital letters.
- Store the SSID and the WEP key or WPA passphrase in a safe place for future reference.

Make sure your OS is compatible with wireless printing through AirPort

The printer supports wireless printing only through AirPort base stations for Mac OS X version 10.5 or later.

"Communication not available" message appears when printing wirelessly

Try one or more of the following:

Make sure your computer and printer have valid IP addresses for the network

If you are using a laptop and have power saving settings enabled, then you may see the "Communication not available" message on your computer screen when you attempt to print wirelessly. This can occur if the laptop hard drive has powered down.

If you see this message, then wait a few seconds and then try to print again. The laptop and printer require a few seconds to power up again and reattach to the wireless network.

If you see this message again after you have waited long enough for the printer and the laptop to attach to the network, then there may be a problem with your wireless network.

Make sure that the laptop and printer have both received IP addresses:

For Windows users

1 Click , or click **Start** and then click **Run**.

2 In the Start Search or Run box, type **cmd**.

3 Press **Enter**, or click **OK**.

4 Type **ipconfig**, and then press **Enter**.
The IP address appears as four sets of numbers separated by periods, such as 192.168.0.100.

For Macintosh users

1 From the Apple menu, navigate to:

About This Mac > **More Info**

2 From the Contents pane, choose **Network**.

3 If you are connected over a wireless network, then choose **AirPort** from the Active Services list.
The Router entry is typically the access point.

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Locating the printer IP address

- From the printer, print a network setup page.

  In the TCP/IP section, look for **Address**.

- View the printer settings.

  From the printer control panel, navigate to:

  > **Setup** > OK > **Network Setup** > OK > **Wireless 802.11 b/g/n** > OK > **Network Connection Setup** > OK > **TCP/IP** > OK > **IP Address** > OK

If the printer or the laptop does not have an IP address, or if either has an address of 169.254.x.y (where x and y are any two numbers between 0 and 255), then do the following:

1. Turn off the device that does not have a valid IP address (the laptop, the printer, or both).
2. Turn on the device, and then check the IP addresses again.

If the printer or the laptop still does not receive a valid IP address, then there is a problem with your wireless network. Try the following:

- Make sure your access point (wireless router) is turned on and is working.
- Remove any objects that could be blocking the signal.
- Temporarily turn off any unnecessary wireless devices on your network and pause any network-intensive activities, like large file transfers or network games. If the network is too busy, then it is possible that the printer is not receiving the IP address within the allowed time.
- Make sure your DHCP server, which may also be your wireless router, is working and is configured to assign IP addresses. If you are not sure how to do this, then refer to the manual that came with your wireless router.

If the printer and computer have valid IP addresses and the network is operating correctly, then continue troubleshooting.

Make sure the wireless port is selected

Note: This solution applies to Windows users only.

1. Click , or click **Start** and then click **Run**.
2. In the Start Search or Run box, type **control printers**.
3. Press **Enter**, or click **OK**.
4. Right-click the printer, and then select **Properties** or **Printer properties** from the menu.
5. Click the **Ports** tab, and then locate the selected port.

   The selected port has a check mark beside it in the Port column.
6. If the Description column of the selected port indicates that it is a USB port, then scroll through the list and select the port with Printer Port in the Description column. Check the printer model in the Printer column to make sure you select the right printer port.
7. Click **OK**, and then try to print again.

Make sure bidirectional communication is enabled

Note: This solution applies to Windows users only.

1. Click , or click **Start** and then click **Run**.
2. In the Start Search or Run box, type **control printers**.
3. Press **Enter**, or click **OK**.
4. Right-click the printer, and then select **Properties** or **Printer properties** from the menu.
5. Click the **Ports** tab.
6. Click the box next to **Enable bidirectional support** if it is not already checked.
7. Click **Apply** > **OK**, and then try to print again.

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