

Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## User's Guide for Mac OS 8.6 to 9.1

Use this User's Guide when you have questions about your using printer.

### *Navigating*

- Click the categories in the left pane to navigate through the pages.
- Click the **blue text** to link to other parts of this User's Guide.
- Click the arrows at the bottom of the screen to move forward and backward through the pages.

### *Searching*

- 1 From the Acrobat Edit menu, choose Find.
- 2 In the Find What: box, type the word or phrase you want to search.
- 3 Click Find.

### *Printing*

From the Acrobat File menu:

- 1 Choose Page Setup, select the Landscape orientation button, and then click OK.
- 2 Choose Print, specify the pages you want to print, and then click Print.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

This section contains information about the printer software and hardware and how they work together.

- **Understanding the printer software**
- **Understanding the printer parts**



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Understanding the printer software

Your printer software includes the:

- **Page Setup dialog box**
- **Print dialog box**
- **Control Panel**

When you installed the printer software, the Page Setup and Print dialog boxes were set to the default settings. To print a typical document on plain paper, use these default settings:

- Print Quality: Normal
- Paper Type: Plain
- Paper Size: A4 or U.S. Letter
- Orientation: Portrait

To customize the settings for your document, use the Page Setup and Print dialog boxes. For more information on which settings to select for your document, see **Printing ideas**.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

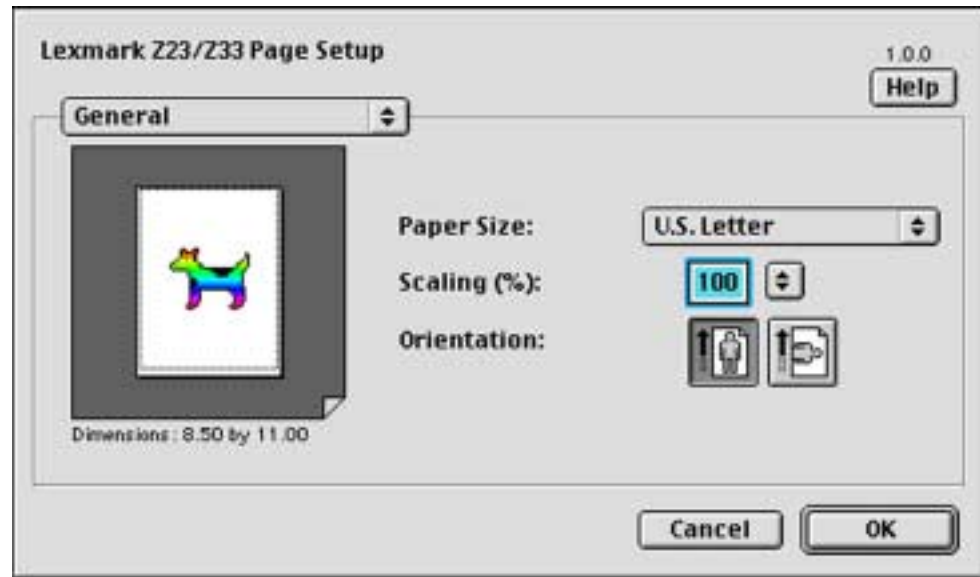
Index

## Page Setup dialog box

While your document is open, use the Page Setup dialog box to select settings such as paper size and orientation.

To customize the settings in the Page Setup dialog box:

- 1 From the File menu of your software application, choose Page Setup.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

2 Change the settings as needed.

From the pop-up menu in the upper left, choose:	Select:	When you want to:
General	Paper Size	Choose a paper size.
	Scaling	Change the scaling value of the document. Valid values are between 25% and 400%.
	Orientation	Choose between portrait and landscape.
Watermark	Watermarks	Choose a watermark design.

- Click OK to apply the settings and close the Page Setup dialog box.
- If you want more information about the settings in the Page Setup dialog box, click Help to view the printer software Help. When you are finished, click Done.

Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

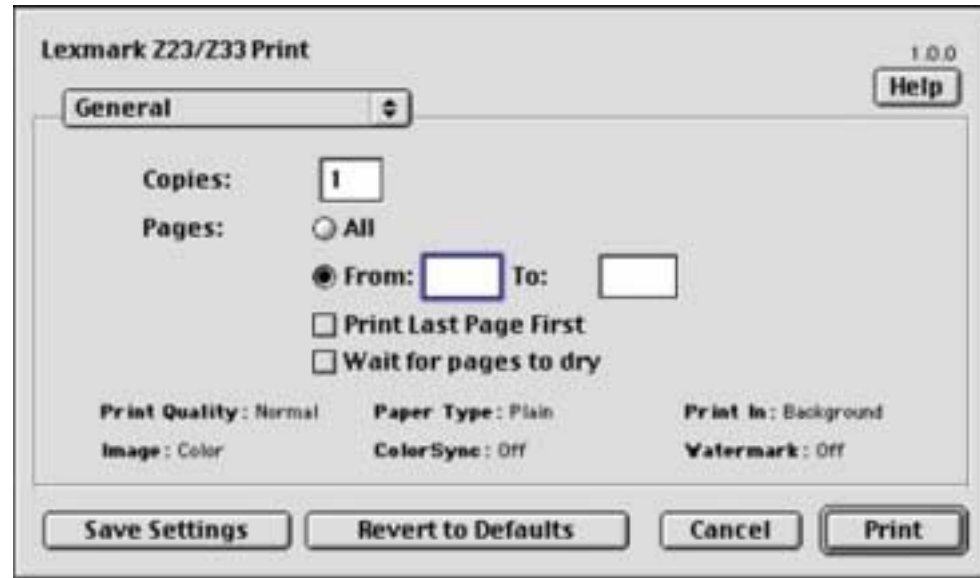
Index

## Print dialog box

While your document is open, you can use the Print dialog box to select settings that affect the appearance of your document.

To customize the settings in the Print dialog box:

- 1 From the File menu of your software application, choose Print.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

2 Change the settings as needed.

From the pop-up menu in the upper left, choose:	Select:	When you want to:
General	Copies	Specify the number of copies to print.
	Pages	Print all of the pages in a document or print a given range of pages.
	Print Last Page First	Print the pages in reverse order so the first page of your document is on top of the stack in the paper exit tray.
	Wait for pages to dry	Add more time between pages as they exit the printer. Select this option when you want to keep documents from smearing.
Paper Type/ Quality	Paper Type	Specify the type of paper you've loaded into the printer. Select Plain, Coated, Transparency, Iron-On Transfer, or Glossy/Photo Paper.
	Print Quality	Select Quick Print, Normal, Better, or Best.  Normal print quality is recommended for most documents. Higher print quality settings result in better quality documents, but take longer to print.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

From the pop-up menu in the upper left, choose:	Select:	When you want to:
Color	ColorSync Color Matching	Select a printer profile to match the color on the screen to the color in the document.
	Built-in Color Matching	Let the printer software match the color on the screen to the color in the document.
Background Printing	Print in: Foreground	Print when there are not enough system resources available otherwise.  <b>Note:</b> You will not be able to use your computer while printing in foreground.
	Print in: Background	<ul style="list-style-type: none"> <li>• Print most documents. Background printing is recommended for all jobs unless a problem occurs.</li> <li>• Select an exact date and time for the document to print.</li> <li>• Mark a print job Urgent.</li> <li>• Put a print job on hold.</li> </ul> <b>Note:</b> You can use your computer while printing in background.





Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

If you want more information about the settings in the Print dialog box, click Help to view the printer software Help. When you are finished, click Done.

- 3 Click Print to apply your settings and print your document.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Control Panel

Use the Control Panel to:

- View ink levels.
- Install print cartridges.
- Align the print cartridges.
- Clean the print nozzles.
- Print a test page.
- Order supplies.
- View printer software version and copyright information.



Printer overview

Basic printing

Printing ideas

Maintenance

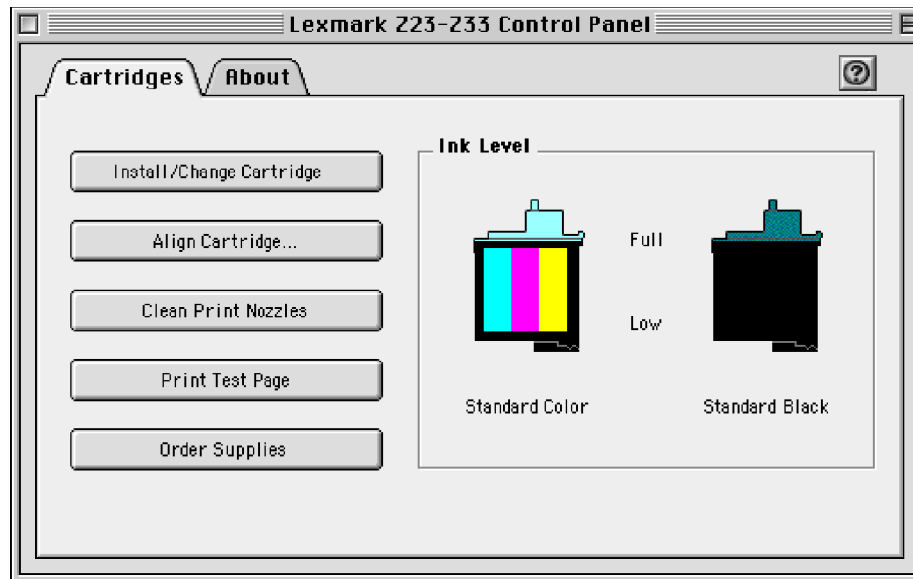
Troubleshooting

Notices

Index

To open the Control Panel:

- 1 From the Apple menu, choose Control Panels ► the Control Panel for your printer.



To learn more, click the ? to view the printer software Help. When you're finished, click Done.

- 2 Click the Close box in the upper left corner to close the Control Panel.



Printer overview

Basic printing

Printing ideas

Maintenance

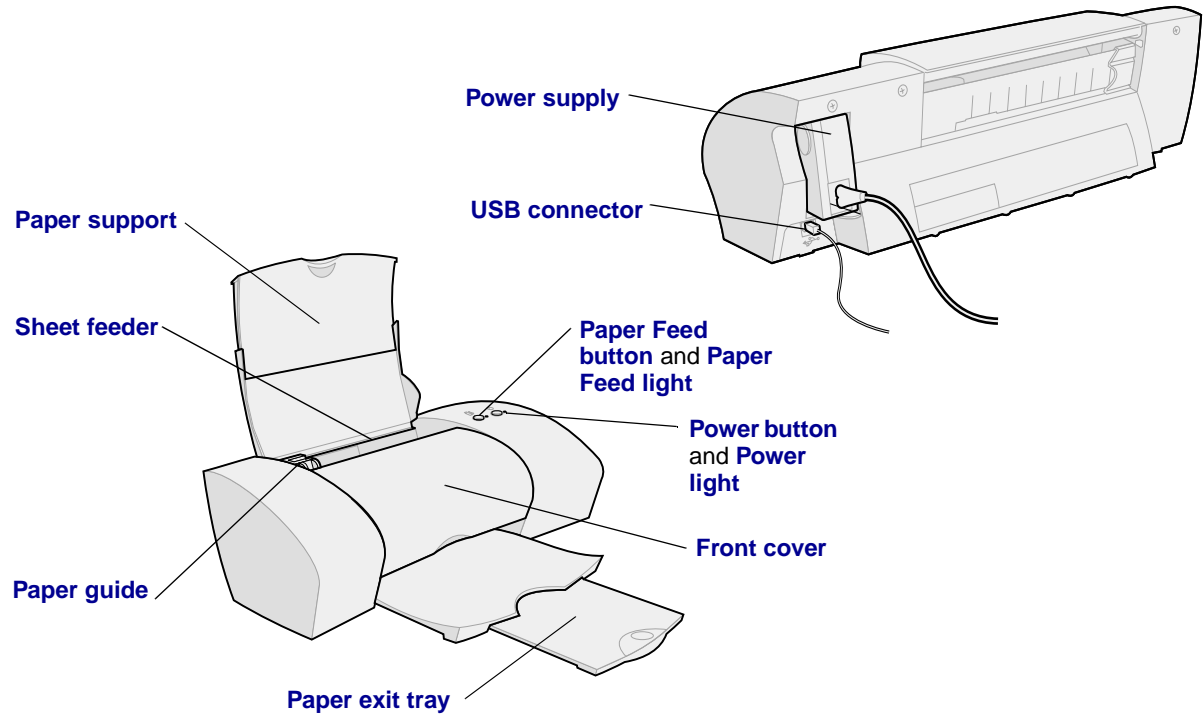
Troubleshooting

Notices

Index

## Understanding the printer parts

The table beginning on the next page describes each part.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

Use this:	When you want to:
Front cover	<ul style="list-style-type: none"> <li>Install or change print cartridges.</li> <li>Clear paper jams.</li> </ul>
Paper exit tray	Stack paper after printing.
Paper Feed button	<ul style="list-style-type: none"> <li>Eject paper from the printer.</li> <li>Advance a sheet of paper into the sheet feeder.</li> </ul>
Paper Feed light	Check the printer status. For more information, see <b>Understanding error messages and flashing lights</b> .
Paper guide	Make sure paper feeds correctly into the printer.
Paper support	Keep paper straight in the sheet feeder. Make sure you fully extend the paper support.
Power button	Turn the printer on or off.
Power light	Check the printer status. For more information, see <b>Understanding error messages and flashing lights</b> .
Power supply	Supply power to the printer.
Sheet feeder	Feed plain or specialty paper automatically. For more information, see <b>Printing ideas</b> .
USB connector	Connect the printer to the computer with a USB cable.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Basic printing is as easy as:

**Step 1: Load the paper**

**Step 2: Customize the printer settings**

**Step 3: Print your document**

**Note:** For help printing on specialty paper (such as photo paper, banner paper, transparencies, or iron-on transfers), see **Printing ideas**.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Step 1: Load the paper

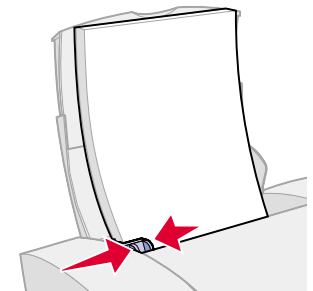
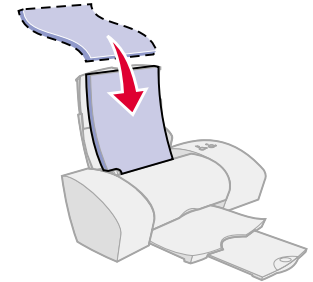
You can load up to 100 sheets of plain paper at a time, depending on the thickness of the paper.

- 1 Make sure the paper support is upright and fully extended.
- 2 Place the paper against the right side of the paper support with the print side facing you.

**Note:** If loading letter size paper, align the top of the paper with the top of the paper support.

- 3 Squeeze the release tab and the paper guide together. Slide the paper guide to the left edge of the paper

For information about specialty paper, see [Printing ideas](#).



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Step 2: Customize the printer settings

If you are using A4 or letter size paper and you want normal print quality and speed, you don't need to adjust the printer settings.

If you are using specialty paper, see [Printing ideas](#) to customize your printer settings.

For more information about the different printer settings, see [Understanding the printer software](#).





Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Step 3: Print your document

After you load the paper and customize the printer settings (if necessary), you are ready to print:

- 1 From the software application File menu, choose Print.
- 2 Click Print.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

Your printer prints more than typical text documents. This section shows you how to get the most from your printer, taking you step by step to print your customized documents.

- **Printing photos**
- **Printing on premium paper**
- **Printing cards**
- **Printing envelopes**
- **Printing color images in black and white**
- **Printing labels**
- **Printing on custom size paper**
- **Printing an iron-on transfer**
- **Printing transparencies**
- **Printing your document in reverse order**
- **Printing a banner**



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Printing photos

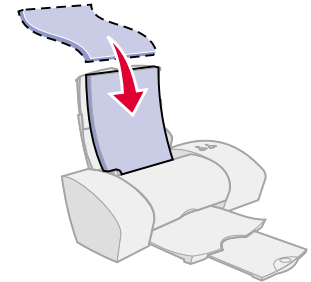
You can print up to 25 sheets of coated, photo, or glossy paper at a time, depending on the thickness of the paper. You may want to print your photos on plain paper before loading photo paper and changing your settings. To print on a photo card, see [Printing cards](#).

### Step 1: Load the photo paper

- If your paper came with instructions, read them carefully.
- Make sure the glossy or coated side is facing you.
- Load the photo paper against the right side of the paper support.

**Note:** Make sure you do not push the photo paper too far into the sheet feeder.

- Slide the paper guide to the left side of the photo paper.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Step 2: Customize the printer settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size and orientation:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size pop-up menu, choose the paper size for your photo. To choose a custom paper size, see [Printing on custom size paper](#).
  - c Choose Portrait or Landscape orientation.
  - d Click OK.
- 2 Choose a paper type and print quality:
  - a From the software application File menu, choose Print.
  - b From the pop-up menu in the upper left of the Print dialog box, choose Paper Type/Quality.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

**c** Choose:

- Coated or Glossy/Photo Paper for the Paper Type.
- Better or Best for the Print Quality.

**Note:** Higher print quality settings result in better quality documents, but may take longer to print.

**d** From the pop-up menu, choose Color.

**e** Select Built-In Color Matching.

**f** From the Document Color pop-up menu, choose Natural Color.

**g** From the Halftone pop-up menu, select Airbrush (quality).

### Step 3: Print your photos

Click Print.

**Note:** To prevent smudging, remove each photo as it exits the printer and let it dry before stacking.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Printing on premium paper

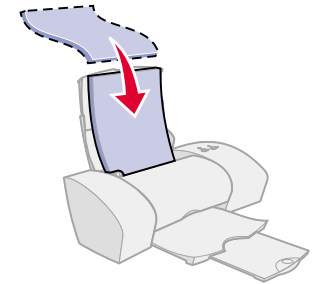
You can print up to 100 pages of premium paper at a time, depending on the thickness of the paper.

### Step 1: Load the premium paper

- If your paper came with instructions, read them carefully.
- If there is a special mark on the paper, such as a watermark, make sure the mark is facing **away** from you.
- Load the paper vertically against the right side of the paper support.

**Note:** Make sure you do not push the paper too far into the sheet feeder.

- Slide the paper guide to the left side of the paper.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Step 2: Customize the printer settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size and orientation:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size pop-up menu, choose the paper size for your document. To choose a custom paper size, see [Printing on custom size paper](#).
  - c Choose Portrait or Landscape orientation.
  - d Click OK.
- 2 Choose a paper type and print quality:
  - a From the software application File menu, choose Print.
  - b From the pop-up menu in the upper left of the Print dialog box, choose Paper Type/Quality.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

**c** Choose:

- Plain for the Paper Type.
- Better or Best for the Print Quality.

**Note:** Higher print quality settings result in better quality documents, but may take longer to print.

### Step 3: Print your document

Click Print.





Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Printing cards

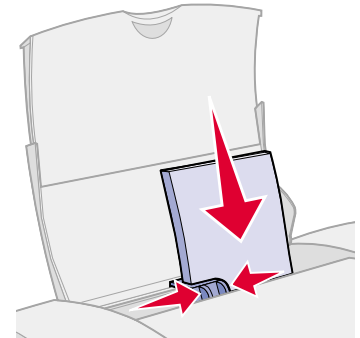
You can print up to 10 greeting cards, index cards, photo cards, or postcards at a time, depending on the thickness of the cards.

### Step 1: Load the cards

- If your cards came with instructions, read them carefully.
- Make sure the print side is facing you.
- Load the cards vertically against the right side of the paper support.

**Note:** Make sure you do not push the cards too far into the sheet feeder.

- Slide the paper guide to the left side of the cards.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Step 2: Customize the printer settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size and orientation:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size pop-up menu, choose the card size for your document. To select a custom size paper, see [Printing on custom size paper](#).
  - c Choose Portrait or Landscape orientation.
  - d Click OK.
- 2 Choose a paper type and print quality:
  - a From the software application File menu, choose Print.
  - b From the pop-up menu in the upper left of the Print dialog box, choose Paper Type/Quality.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

**c** Choose:

- Paper Type: Glossy/Photo Paper for photo cards or Plain for other types of cards.
- Print Quality: Better or Best for photo cards or Normal for other types of cards.

**Note:** Higher print quality settings result in better quality documents but may take longer to print.

### Step 3: Print your cards

Click Print.

**Note:** To prevent smudging, remove each photo card as it exits the printer and let it dry before stacking.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

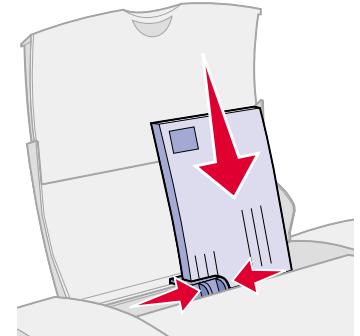
## Printing envelopes

You can print up to 10 envelopes at a time, depending on the thickness of the envelopes.

### Step 1: Load the envelopes

**Note:** Do not use envelopes with holes, windows, deep embossing, metal clasps, string ties, or metal folding bars. Make sure your envelopes are unused and undamaged.

- Make sure the print side is facing you.
- Make sure the stamp location is in the upper left corner.
- Load the envelopes vertically against the right side of the paper support.
- Make sure you do not push the envelopes too far into the sheet feeder.
- Slide the paper guide to the left side of the envelopes.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Step 2: Customize the printer settings

For help, see [Understanding the printer software](#).

1 Choose an envelope size and orientation:

- a From the software application File menu, choose Page Setup.
- b From the Paper Size pop-up menu, choose the appropriate envelope size.

To select a custom envelope size, see [Printing on custom size paper](#).

c Select Landscape orientation.

**Note:** Many software applications are designed to override the envelope settings in Page Setup. Make sure Landscape orientation is also selected in your software application.

d Click OK.

2 Choose a paper type:

- a From the software application File menu, choose Print.
- b From the pop-up menu in the upper left of the Print dialog box, choose Paper Type/Quality.
- c Choose Plain for the Paper Type.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

### Step 3: Print your envelopes

Click Print.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Printing color images in black and white

Printing color images with black ink conserves the ink in your color cartridge.

**Note:** This setting is only available if there is a black print cartridge installed.

You can print up to 100 sheets of plain paper at a time, depending on the thickness of the paper.

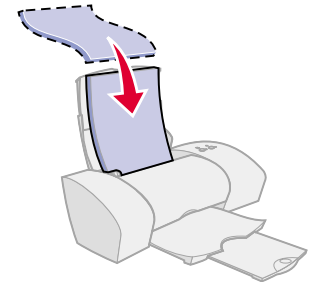
### Step 1: Load the paper

For help, see [Basic printing](#).

### Step 2: Customize the printer settings

For help, see [Understanding the printer software](#).

- 1 From the software application File menu, choose Print.
- 2 From the pop-up menu in the upper left of the Print dialog box, choose Color.
- 3 Select Built-In Color Matching.
- 4 From the Document Color pop-up menu, choose Black Only.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

5 Customize your document following the steps in **Basic printing** or **Printing ideas**.

### Step 3: Print your document

Click Print.





Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

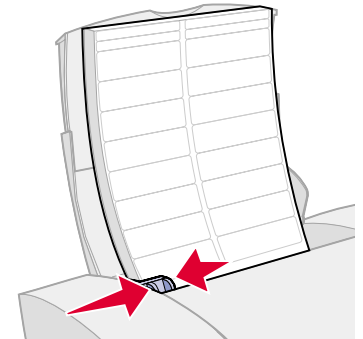
Index

## Printing labels

You can print up to 25 sheets of labels at a time, depending on the thickness of the sheets.

### Step 1: Load the labels

- Use only labels designed for inkjet printers.
- If your labels came with instructions, read them carefully.
- Make sure there are no missing or curled labels.
- Make sure the print side is facing you.
- Load the labels vertically against the right side of the paper support.



**Note:** Make sure you do not push the label sheets too far into the sheet feeder.

- Do not print within 1 mm (0.04 in.) of the edge of a label.
- Slide the paper guide to the left side of the labels.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Step 2: Customize the printer settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size and orientation:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size area, choose A4 or Letter.
  - c Choose Portrait or Landscape orientation.
  - d Click OK.
- 2 Choose a paper type and print quality:
  - a From the software application File menu, choose Print.
  - b From the pop-up menu in the upper left of the Print dialog box, choose Paper Type/Quality.
  - c Choose:
    - Plain for the Paper Type.
    - Better or Best for the Print Quality.

**Note:** Higher print quality settings result in better quality documents, but may take longer to print.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

### Step 3: Print your labels

Click Print.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

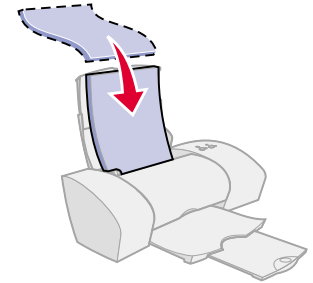
Index

## Printing on custom size paper

Follow these steps to print your document on custom size paper.

### Step 1: Load the custom size paper

- Make sure the paper size fits within these dimensions:
  - Width: 76 to 216 mm (3 to 8.5 in.)
  - Height: 127 to 355.6 mm (5 to 14 in.)
- Make sure the print side is facing you.
- Load the paper vertically against the right side of the paper support.
- Do not push the paper too far into the sheet feeder.
- Slide the paper guide to the left side of the paper.



For help, see [Basic printing](#).



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Step 2: Customize the printer settings

For help, see [Understanding the printer software](#).

- 1 Create a custom paper size:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size pop-up menu, choose Edit Custom Paper Sizes.
  - c Click New.
  - d From the Units pop-up menu, choose Inches (in.) or Millimeters (mm).
  - e Type the dimensions for your custom paper size.
  - f From the Kind pop-up menu, choose Letter, Envelope, or Card.
  - g Type a unique name for your custom paper size in the Paper Size Name box.
  - h Click Save.
  - i Click Done.
  - j Click OK on the Page Setup dialog box.
- 2 To choose a print quality, paper type, or orientation other than the default settings, see [Understanding the printer software](#).



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

### Step 3: Print your document

- 1 From the software application File menu, choose Print.
- 2 Click Print.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Printing an iron-on transfer

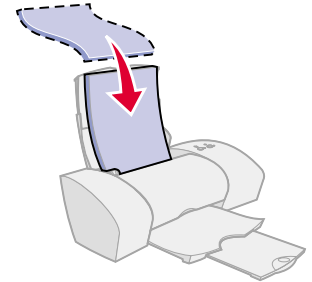
You can print up to 25 iron-on transfers at a time, depending on the thickness of the iron-on transfers. You may want to print your iron-on transfer on plain paper before loading the iron-on transfers and changing printer settings.

### Step 1: Load the iron-on transfers

- If your paper came with instructions, read them carefully.
- Make sure the print (blank) side is facing you.
- Load the iron-on transfers vertically against the right side of the paper support.

**Note:** Make sure you don't push the iron-on transfers too far into the sheet feeder.

- Slide the paper guide to the left side of the iron-on transfers.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

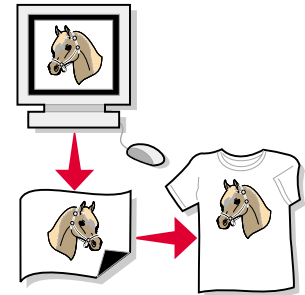
Notices

Index

## Step 2: Customize the printer settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size pop-up menu, choose A4 or U.S. Letter.
- 2 Choose a paper type and print quality:
  - a From the software application File menu, choose Print.
  - b From the pop-up menu in the upper left of the Print dialog box, choose Paper Type/Quality.
  - c Choose:
    - Iron-On Transfer for the Paper Type.
    - Normal for the Print Quality.





Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

### Step 3: Print your iron-on transfers

Click Print.

**Note:** To prevent smudging, remove each iron-on transfer as it exits the printer and let it dry before stacking.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

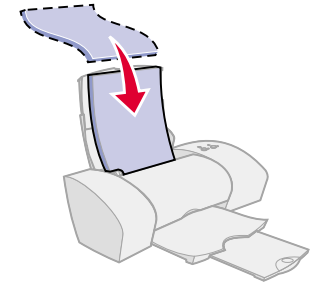
Index

## Printing transparencies

You can print up to 25 transparencies at a time, depending on the thickness of the transparencies.

### Step 1: Load the transparencies

- Use only transparencies designed for inkjet printers.
- If your transparencies came with instructions, read them carefully.
- The rough (print) side of the transparencies should face you. If the transparencies have a removable strip, make sure each strip faces away from you and down.
- Load the transparencies vertically against the right side of the paper support.



**Note:** Make sure you don't push the transparencies too far into the sheet feeder.

- Slide the paper guide to the left side of the transparencies.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Step 2: Customize the printer settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size pop-up menu, choose A4 or U.S. Letter.
  - c Click OK.
- 2 Choose a paper type and print quality:
  - a From the software application File menu, choose Print.
  - b From the pop-up menu in the upper left of the Print dialog box, choose Paper Type/Quality.
  - c Choose:
    - Transparency for the Paper Type
    - Normal or Better for the Print Quality

**Note:** Higher print quality settings result in better quality documents, but may take longer to print.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

### Step 3: Print your transparencies

Click Print.

**Note:** To prevent smudging, remove each transparency as it exits the printer and let it dry before stacking.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

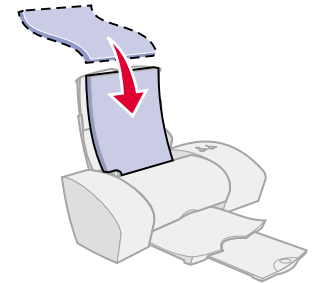
## Printing your document in reverse order

### Step 1: Load the paper

For help, see [Basic printing](#).

### Step 2: Customize the printer settings

For help, see [Understanding the printer software](#).



- 1 Choose a paper size:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size pop-up menu, choose the paper size suitable for your document.
  - c Click OK.
- 2 Choose a paper type and print quality:
  - a From the software application File menu, choose Print.
  - b From the pop-up menu in the upper left of the Print dialog box, choose Paper Type/Quality.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

c Choose the paper type and print quality suitable for your document.

**Note:** Higher print quality settings result in better quality documents, but may take longer to print.

- 3 From the pop-up menu in the upper left corner of the Paper Type/Quality dialog box, choose General.
- 4 Select Print Last Page First.

### Step 3: Print your document

Click Print.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Printing a banner

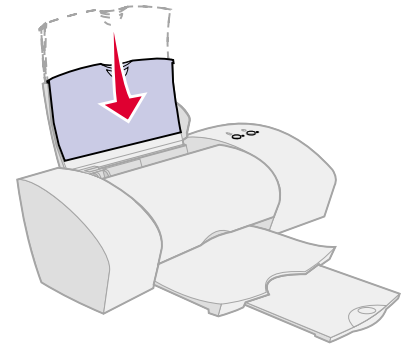
You can print up to 20 sheets of banner paper at a time. The maximum paper size is 120 inches.

Load only the amount of paper your banner requires.

### Step 1: Load the banner paper

- 1 Remove any paper from the sheet feeder.
- 2 Lower the top portion of the paper support.
- 3 Place the stack of banner paper behind the printer.

**Note:** Loading excess banner paper or pushing the paper too far into the printer may cause a paper jam. For help, see [Clearing paper misfeeds or jams](#).



Printer overview

Basic printing

Printing ideas

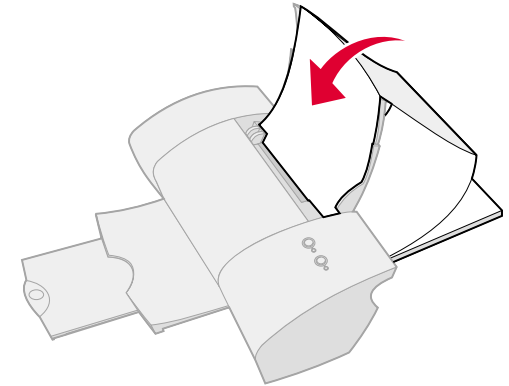
Maintenance

Troubleshooting

Notices

Index

- 4 Load the unattached, leading edge of the first page into the sheet feeder with the right side against the paper support. The print side should be facing you.
- 5 Slide the paper guide to the left edge of the paper.



## Step 2: Customize the printer settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size and orientation:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size pop-up menu, choose Banner (A4) or Banner (Letter).

**Note:** If you don't choose Banner, the banner paper may cause a paper jam. For help, see [Clearing paper misfeeds or jams](#).

- c Choose Portrait or Landscape orientation.
  - d Click OK.





Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

2 Choose a paper type and print quality:

- a From the software application File menu, choose Print.
- b From the pop-up menu in the upper left of the Print dialog box, choose Paper Type/Quality.
- c Choose:
  - Plain for the Paper Type.
  - Normal for the Print Quality.

**Note:** Higher print quality settings result in better quality documents, but may take longer to print.

### Step 3: Print your banner

Click Print.

**Note:** After your banner prints, extend the paper support all the way up for your next print job.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

This section contains information to help you maintain your printer.

- **Replacing the print cartridges**
- **Aligning the print cartridges**
- **Preserving the print cartridges**
- **Storing an extra print cartridge**
- **Ordering supplies**



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Replacing the print cartridges

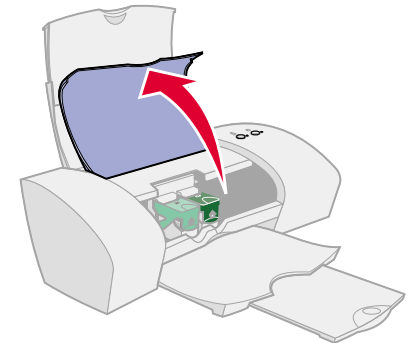
Before you install a new or replacement cartridge, remove the used one.

### Removing the used cartridge

- 1 Make sure the Power light is on.
- 2 Raise the front cover.

The print cartridge carrier moves to the loading position, unless the printer is busy.

- 3 Remove the used print cartridge. Store it in an airtight container or dispose of it properly. If you own a Lexmark Z13 printer, you can store the cartridge in the print cartridge storage unit (see [Storing an extra print cartridge](#)).



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Installing a cartridge

For best results, use Lexmark supplies. Refilling cartridges can affect print quality and cause damage to the printer.

- 1 If you're installing a new cartridge, remove the sticker and transparent tape.

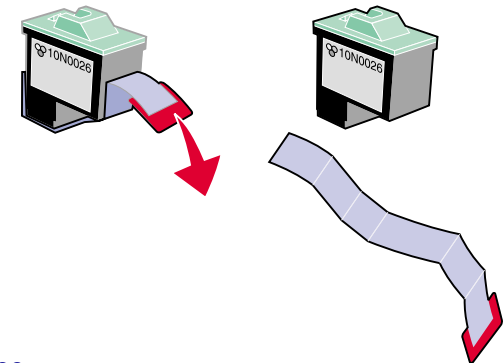
**Warning:** Do **not** touch the gold contact areas on the back and bottom of the print cartridge.

- 2 Click your printer name for instructions on installing print cartridges:

[Lexmark Z13](#)

[Lexmark Z23](#)

[Lexmark Z33](#)



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

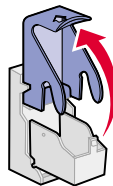
Index

### Lexmark Z13

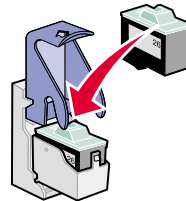
Your printer shipped with a color print cartridge (P/N 10N0026). You may also purchase a black cartridge (P/N 10N0016) separately. For more information, see **Ordering supplies**.

Your printer uses one print cartridge at a time: either a black or a color cartridge. To install a print cartridge:

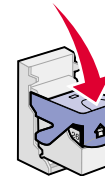
- a** Open the cartridge carrier lid.



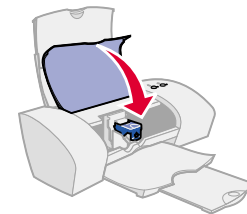
- b** Insert the print cartridge into the carrier.



- c** Close the carrier lid completely.



- d** Close the front cover. Continue with **Specifying cartridge settings in the printer software**.



**Note:** To extend the life of your color print cartridge, print black and white documents with a black print cartridge.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Lexmark Z23

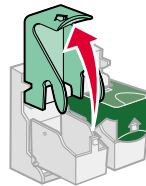
Your printer shipped with a color print cartridge (P/N 10N0026). You may also purchase a black cartridge (P/N 10N0016) separately. For more information, see **Ordering supplies**.

Your printer can print with one of the following cartridge configurations:

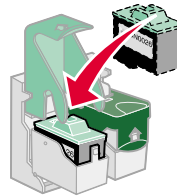
- A color cartridge by itself in the left carrier
- A black cartridge by itself in the right carrier
- Both a color and a black cartridge

To install a print cartridge:

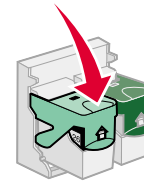
**a** Open the cartridge carrier lid.



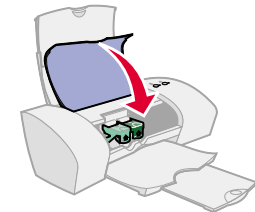
**b** Insert the print cartridge into the carrier.



**c** Close the carrier lid completely.



**d** Close the front cover. Continue with **Specifying cartridge settings in the printer software**.



**Note:** To extend the life of your color print cartridge and improve printing speed, install a black print cartridge along with the color cartridge.

Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Lexmark Z33

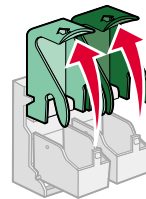
Your printer came with two print cartridges: a color cartridge (P/N 10N0026) and a black cartridge (P/N 10N0016).

Your printer can print with one of the following cartridge configurations:

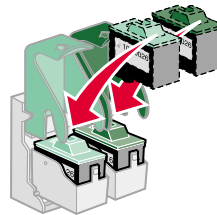
- A color cartridge by itself in the left carrier
- A black cartridge by itself in the right carrier
- Both a color and a black cartridge

To install a print cartridge:

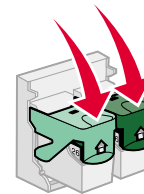
**a** Open the cartridge carrier lid.



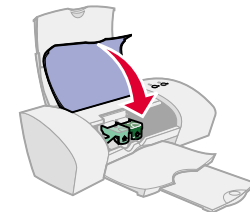
**b** Insert the print cartridge into the carrier.



**c** Close the carrier lid completely.



**d** Close the front cover. Continue with **Specifying cartridge settings in the printer software**.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Specifying cartridge settings in the printer software

Before you specify the cartridge settings in the printer software, install the print cartridges. For help, see [Replacing the print cartridges](#).

After you install the cartridge, the Control Panel and Cartridge Setup dialog box open automatically.

- 1 Choose the type of print cartridge you installed.
- 2 Specify whether the cartridge is a New Cartridge or an Old Cartridge (one that has been used before).

**Note:** If an Old Cartridge (one that has been used before) is incorrectly identified as a New Cartridge your ink levels in the Control Panel may be incorrect.

- 3 Click OK.
- 4 If you installed a new cartridge, select Yes to print an alignment page.
- 5 Follow the instructions on the screen to complete the cartridge alignment. For help, see [Aligning the print cartridges](#).





Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Aligning the print cartridges

Normally, you only align print cartridges after installing or replacing a print cartridge. However, you may also need to align the print cartridges when:

- Printed characters are improperly formed or misaligned.
- Vertical, straight lines are wavy.

To align the print cartridges:

- 1 Load plain paper in the printer. For help, see [Load the paper](#).
- 2 From the Apple menu, choose Control Panels.
- 3 Choose the Control Panel for your printer.



Printer overview

Basic printing

Printing ideas

Maintenance

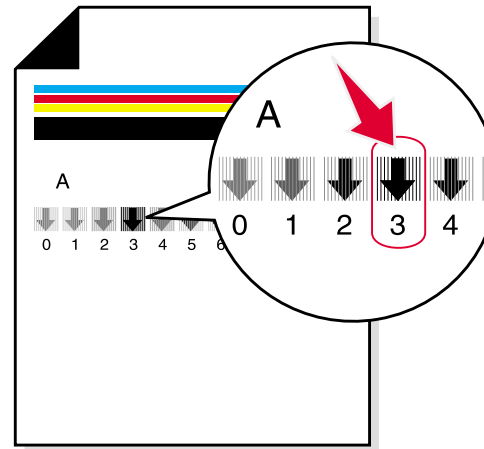
Troubleshooting

Notices

Index

4 On the Cartridges tab, click Align Cartridges.

An alignment page with several alignment patterns prints. Each pattern has a number under it. Depending on the cartridges you have installed, the number of alignment patterns will vary.



**Note:** If the alignment page doesn't print, make sure you completely removed the sticker and transparent tape from the print cartridges.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

- 5 From the printed page, find the number under the darkest arrow. For example, in alignment group A, number 3 is the darkest.
- 6 Click the arrows in the Align Cartridges dialog box to display the number that matches the darkest arrow on the printed page.
- 7 Click OK.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Preserving the print cartridges

To ensure the longest life from your print cartridge and optimum performance from your printer:

- Keep a new print cartridge in its packaging until you are ready to install it.
- Do not remove a print cartridge from the printer except to replace, clean, or store it in the cartridge storage unit (Lexmark Z13 printer only) or another airtight container. The print cartridge will not print correctly if left exposed for an extended period of time. For more information, see **Storing an extra print cartridge**.

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



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

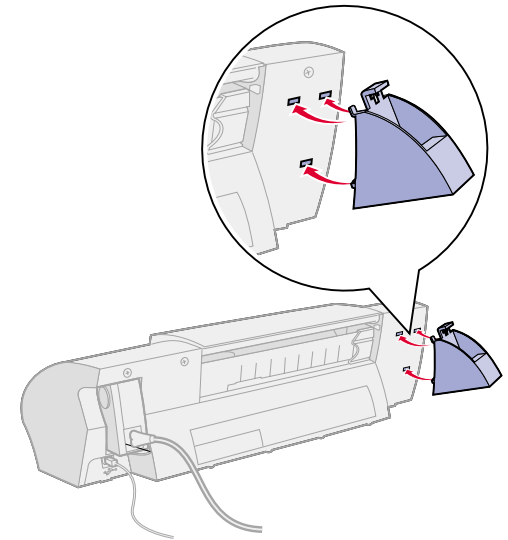
Index

## Storing an extra print cartridge

**Note:** These instructions apply only to the Lexmark Z13 printer.

### Attaching the print cartridge storage unit to the printer

- 1 Insert the tabs on the print cartridge storage unit into the slots on the back of your printer.
- 2 Snap the storage unit securely into place.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

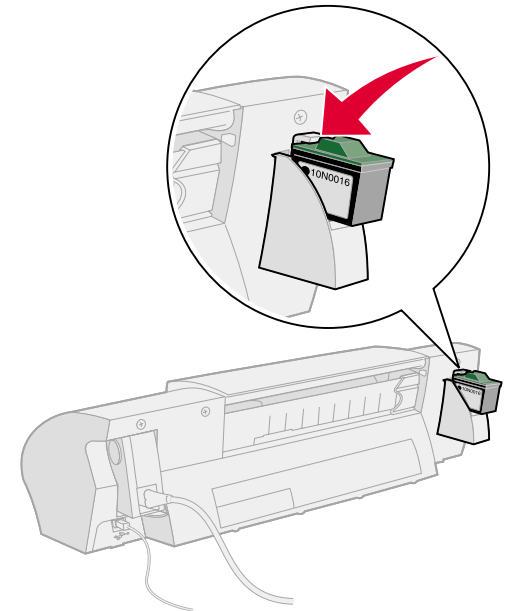
Index

## Inserting a print cartridge in the storage unit

- 1 Insert the extra print cartridge into the storage unit.
- 2 Push the cartridge down and then back to lock it into the storage unit.

## Removing a print cartridge from the storage unit

- 1 Push the print cartridge down.
- 2 Pull the print cartridge away from your printer and out of the storage unit.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Ordering supplies

You can order supplies from the Lexmark Web site at [www.lexmark.com](http://www.lexmark.com).

Item	Part number
Color cartridge	10N0026
Black cartridge	10N0016
USB cable	12A2405
Power supply	Low Volt: 14D0300 High Volt: 14D0301



Printer overview

Basic printing

Printing ideas

Maintenance

**Troubleshooting**

Notices

Index

This section contains information to help you solve printing problems.

- **Solving general printing problems**
- **Solving printer software installation problems**
- **Understanding error messages and flashing lights**
- **Resolving unsuccessful or slow printing**
- **Recovering when your computer stops responding**
- **Clearing paper misfeeds or jams**
- **Improving print quality**
- **Improving print speed**
- **Solving specialty paper problems**
- **Reducing ink usage**





Printer overview

Basic printing

Printing ideas

Maintenance

**Troubleshooting**

Notices

Index

## Solving general printing problems

When you have a printing problem, first make sure:

- The power supply is plugged into the printer and a properly grounded electrical outlet.
- The printer is turned on, and there are no lights blinking. For help, see **Understanding error messages and flashing lights**.
- The USB cable is securely attached to both the computer and the printer.
- The printer software is installed correctly. For help, see **Solving printer software installation problems**.
- The paper is loaded correctly. For help, see **Load the paper**.
- The printer is set as the default printer. To set the printer to default status:
  - a** Highlight the printer icon on your desktop.
  - b** From the Printing menu, select Set Default Printer.
- Hubs or other devices, such as scanners or fax machines, are disconnected from your printer. Connect the printer directly to your computer. Print a test page from the Control Panel. For help, see **Printing a test page**.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Printing a test page

- 1 From the Apple menu, choose Control Panels.
- 2 Choose the Control Panel for your printer.
- 3 On the Cartridges tab, click Print a Test Page.

If the test page prints, the printer is functioning properly. If the test page doesn't print, see [Solving printer software installation problems](#) or [Resolving unsuccessful or slow printing](#).



Printer overview

Basic printing

Printing ideas

Maintenance

**Troubleshooting**

Notices

Index

## Solving printer software installation problems

If the printer software does not install properly, a communications error message appears when you try to print. You may need to uninstall the printer software, and then reinstall it.

### Uninstalling the printer software

- 1 Insert the printer software CD into your CD-ROM drive.  
The Lexmark Installer screen appears.
- 2 Click Uninstall.



Printer overview

Basic printing

Printing ideas

Maintenance

**Troubleshooting**

Notices

Index

## Installing printer software

You can install the printer software using the CD that came with your printer, or you can download it from the Lexmark Web site at [www.lexmark.com](http://www.lexmark.com).

### *Using the CD that came with your printer*

- 1 Close all open software applications.
- 2 When your desktop appears, insert the printer software CD.  
The Lexmark Installation screen appears.
- 3 Click Install and Agree.
- 4 Choose the country or region closest to you, and then click Continue.
- 5 Click Yes to print an alignment page.

An alignment page prints.

If the alignment page doesn't print, make sure:

- You installed the print cartridges correctly.
- If the paper is jammed, you follow the instructions on the error message that displays on your screen.



Printer overview

Basic printing

Printing ideas

Maintenance

**Troubleshooting**

Notices

Index

- 6 Follow the instructions on the dialog box to enter alignment values using the page printed in **step 5**.
- 7 Click Finished.

**Note:** A desktop printer icon is automatically created unless multiple printers are detected.

### *Using the World Wide Web*

**Note:** Before you begin, make sure Stuffit Expander is loaded on your system.

- 1 From the Lexmark Web site at [www.lexmark.com](http://www.lexmark.com) select the appropriate driver for your operating system.
- 2 Double-click the binhex (.hqx) file to download and install.
- 3 Follow the instructions on your screen to install the printer software.



Printer overview

Basic printing

Printing ideas

Maintenance

**Troubleshooting**

Notices

Index

## Understanding error messages and flashing lights

Click the topic that best describes your problem:

- Paper Jam message
- Ink Low message
- The Paper Feed light is blinking
- The Paper Feed light blinks twice and the Power light is blinking



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Paper Jam message

When you have a paper jam, the Paper Feed light blinks and an error message appears on your screen. For help clearing the paper jam, see [The printer has a paper jam](#).

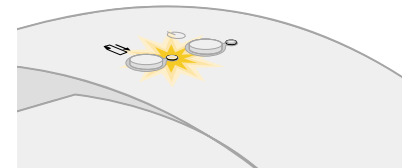
## Ink Low message

**Note:** If the ink in your cartridge is low, an error message appears on your screen. The lights on the printer do not blink.

A print cartridge is running out of ink. Purchase a new print cartridge. For help installing it, see [Replacing the print cartridges](#).

## The Paper Feed light is blinking

- If the printer is out of paper:
  - a** Load more paper. For help, see [Load the paper](#).
  - b** Press the Paper Feed button.
- If the printer has a paper jam, see [The printer has a paper jam](#).



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

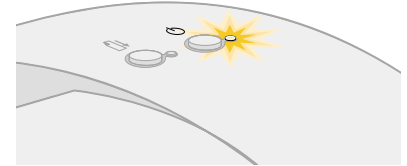
Notices

Index

## The Paper Feed light blinks twice and the Power light is blinking

The print cartridge carrier is stalled.

- 1 Check your computer screen for error messages.
- 2 Turn the printer off.
- 3 Wait a few seconds, and then turn the printer back on. For more help, see **Clearing paper misfeeds or jams**.





Printer overview

Basic printing

Printing ideas

Maintenance

**Troubleshooting**

Notices

Index

## Resolving unsuccessful or slow printing

If your printer does not print or is printing slowly, make sure:

- The printer software is installed correctly. For help, see [Solving printer software installation problems](#).
- The USB cable is securely attached to both the printer and the computer.
- The printer is plugged into an outlet and is turned on.
- You remove any extra devices, and connect the printer directly to the USB port.

If there is still a problem, click the topic that best describes it:

- **Printer is plugged in, but doesn't print**
- **Printer ejects a blank page after appearing to print**
- **Test page does not print**
- **Printer prints very slowly**



Printer overview

Basic printing

Printing ideas

Maintenance

**Troubleshooting**

Notices

Index

## Printer is plugged in, but doesn't print

Make sure:

- The printer is turned on.
- The paper is loaded correctly and not pushed too far into the sheet feeder. For help, see **Basic printing**. If the paper is jammed, see **Clearing paper misfeeds or jams**.
- The printer is not being held or paused. To check the printer status:
  - a From the desktop, double-click the icon for your printer.
  - b Make sure the Hold button is not depressed.

Print a test page from the Control Panel. For help, see **Printing a test page**

- If the test page prints, the printer is functioning properly.
- If it doesn't print, see **Test page does not print**.



Printer overview

Basic printing

Printing ideas

Maintenance

**Troubleshooting**

Notices

Index

## Test page does not print

- Check the USB cable connections.
- Check the power supply connections and verify that the printer is plugged into an electrical outlet.
- Make sure paper is correctly loaded. For help, see **Basic printing**.
- Make sure the print cartridge is properly installed. For help, see **Replacing the print cartridges**.
- If the paper is jammed, see **Clearing paper misfeeds or jams**.
- Make sure the printer is set as the default printer. To set the printer to default status:
  - a Highlight the printer icon on your desktop.
  - b From the Printing menu, select Set Default Printer.



Printer overview

Basic printing

Printing ideas

Maintenance

**Troubleshooting**

Notices

Index

## Printer ejects a blank page after appearing to print

Make sure:

- You remove the sticker and transparent tape from the print cartridge. For help, see **Replacing the print cartridges**.
- The printer is set as the default printer. To set the printer to default status:
  - a Highlight the printer icon on your desktop.
  - b From the Printing menu, select Set Default Printer.
- Your print cartridge does not have clogged nozzles. Try **Cleaning the print cartridge nozzles**.



Printer overview

Basic printing

Printing ideas

Maintenance

**Troubleshooting**

Notices

Index

## Printer prints very slowly

- Close any software applications not in use.
- Check the document you are printing. Photos and graphics may take longer to print than regular text. Documents that are large or that contain background images may also take longer to print.
- Decrease the Print Quality setting to Normal or Quick Print.

**Note:** Higher print quality settings result in better quality documents, but may take longer to print.

- Check your computer resources. Consider increasing the virtual memory for your computer or increasing memory size for your software application or purchasing more Random Access Memory (RAM).

If there is still a problem, restart your Macintosh computer to maximize the amount of memory available.



Printer overview

Basic printing

Printing ideas

Maintenance

**Troubleshooting**

Notices

Index

## Recovering when your computer stops responding

If your Macintosh computer locks up while your document is printing, you may need to turn off the printer and the computer. When you turn them back on, the printer driver spooler may attempt to start printing the job that was in the queue before the computer locked up. This could cause your system to lock up again.

To recover from this problem:

- 1 Turn the printer and the computer off.
- 2 Hold down the Shift key and turn on the computer.
- 3 Continue to hold the Shift key until you see the Mac OS screen and the words Extensions Off.
- 4 Release the Shift key.
- 5 Locate the printer icon on your desktop. The inactive printer spooler has an X over it.
- 6 Double-click the icon to open the printer dialog box.
- 7 Drag your print jobs to the trash can.
- 8 Restart the computer to enable extensions.



Printer overview

Basic printing

Printing ideas

Maintenance

**Troubleshooting**

Notices

Index

## Clearing paper misfeeds or jams

Click the topic that best describes your problem:

- **Paper misfeeds or multiple sheets feed through the printer**
- **The printer does not feed envelopes or specialty paper**
- **The printer has a paper jam**



Printer overview

Basic printing

Printing ideas

Maintenance

**Troubleshooting**

Notices

Index

## Paper misfeeds or multiple sheets feed through the printer

Make sure:

- Your paper is recommended for inkjet printers.
- You don't load too much paper into the sheet feeder. Depending on the thickness of the paper, the sheet feeder can hold up to 100 sheets of paper. For help, see **Basic printing**.
- You don't force the paper into the printer. Align the top edge of letter size paper with the top of paper support.
- The paper support is fully extended.
- The paper guide is against the left edge of the paper.
- The paper guide does not cause the paper to bow in the sheet feeder.
- The printer is on a flat, level surface.
- The printer settings you have chosen are correct for the type of document you are printing. For help, see **Basic printing** or **Printing ideas**.





Printer overview

Basic printing

Printing ideas

Maintenance

**Troubleshooting**

Notices

Index

## The printer does not feed envelopes or specialty paper

Make sure:

- You select the appropriate envelope size or specialty paper in the Page Setup dialog box and Print dialog box. For help, see **Printing ideas**.
- You are using a specialty paper or envelope size supported by your printer.
- Your software application is designed to print envelopes. For help, check your software application documentation.
- Your printer feeds plain paper without problems. If it does, load the envelopes or specialty paper vertically against the right side of the sheet feeder. Slide the paper guide to the left edge of the envelopes. For help, see **Printing ideas**.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## The printer has a paper jam

When the printer has a paper jam, the Paper Feed light blinks.

- 1 Turn the printer off.
- 2 Turn the printer back on.
- 3 If the printer does not automatically eject the page:
  - a Turn the printer off.
  - b Pull firmly on the paper to remove it. If you cannot reach the paper, raise the front cover, pull the paper out, and then close the front cover.
  - c Turn the printer on.

**Note:** When you load paper, make sure the paper is not pushed too far into the sheet feeder. For example, the top of letter size paper should align with the top of the paper support.



Printer overview

Basic printing

Printing ideas

Maintenance

**Troubleshooting**

Notices

Index

## Improving print quality

If print quality is not as high as you expected, you may need to adjust your margin settings, choose a higher print quality, align the print cartridges, or clean the nozzles. Click one of the topics below for more information on how you can improve your print quality.

- **Adjusting the margin settings**
- **Choosing a higher print quality**
- **Aligning the print cartridges**
- **Cleaning the print cartridge nozzles**
- **Wiping the print cartridge nozzles and contacts**



Printer overview

Basic printing

Printing ideas

Maintenance

**Troubleshooting**

Notices

Index

## Adjusting the margin settings

Like other printers, your printer cannot print on the extreme left, right, top, or bottom edges of a page.

Margin	Minimum setting
Left and Right	<ul style="list-style-type: none"><li>• 6.35 mm (0.25 in.) for most paper sizes</li><li>• 3.37 mm (0.133 in.) for A4 paper size</li></ul>
Top	1.7 mm (0.067 in.)
Bottom	<ul style="list-style-type: none"><li>• 12.7 mm (0.5 in.) for most print jobs</li><li>• 19.0 mm (0.75 in.) for best quality</li></ul>



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Choosing a higher print quality

- 1 From the software application File menu, choose Print.
- 2 From the pop-up menu in the upper left of the Print dialog box, choose Paper Type/Quality.
- 3 Choose Better or Best for the Print Quality.

**Note:** Higher print quality settings result in better quality, but may take longer to print.

- 4 From the Paper Type pop-up menu, choose the appropriate paper type.
- 5 Click Print.



Printer overview

Basic printing

Printing ideas

Maintenance

**Troubleshooting**

Notices

Index

## Cleaning the print cartridge nozzles

Cleaning the print cartridge nozzles forces ink through the nozzles to clear any that are clogged. A test page prints so you can see if the cleaning process is successful.

Clean the nozzles when:

- Printed characters are improperly formed or misaligned.
- White dashes appear in graphics or printed text.
- Print is smudged or too dark.
- Colors on print jobs are faded or they differ from the colors on the screen.
- Vertical, straight lines are not smooth.

To clean the print nozzles:

- 1 Load plain paper in the printer. For help, see **Load the paper**.
- 2 From the Apple menu, choose Control Panels.
- 3 Choose the Control Panel for your printer.



Printer overview

Basic printing

Printing ideas

Maintenance

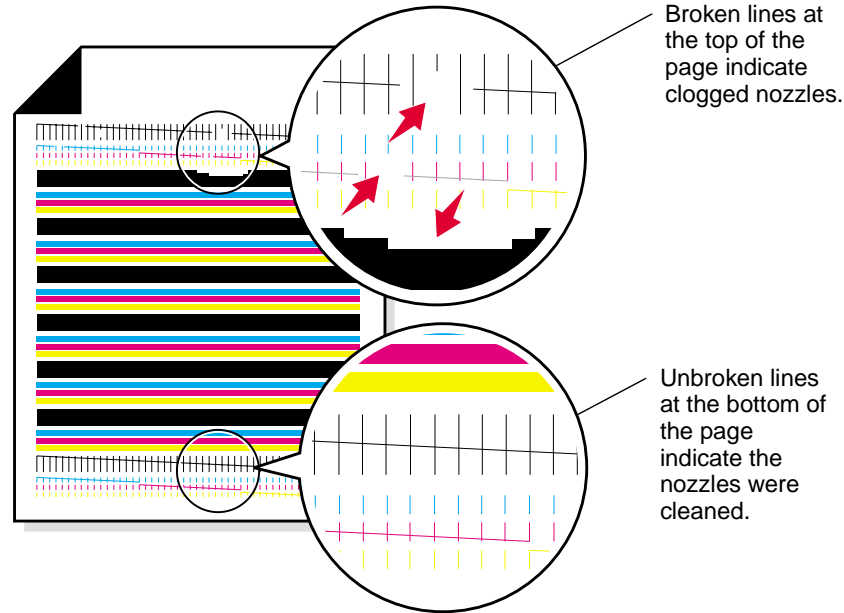
Troubleshooting

Notices

Index

4 On the Cartridges tab, click Clean Print Nozzles.

The printer prints a nozzle test pattern similar to the one shown



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

When you install a:	These purge lines print:
Black cartridge	1 black purge line
Color cartridge	3 purge lines: magenta, yellow, and cyan
Black and color cartridge	4 purge lines: magenta, yellow, cyan, and black

**Note:** If the correct number of purge lines did not print, replace your print cartridge with another print cartridge. For help, see [Replacing the print cartridges](#).

- 5 Compare the lines above the purge lines to the lines below. Look for a break in the lines. A broken line indicates clogged nozzles.

If the bottom line still has breaks, clean the print nozzles up to two more times.

If the print quality is satisfactory after running the test three times, the print cartridge nozzles are clean. You do not need to complete the remaining steps.

If the print quality of both sets of lines is not satisfactory after running the test three times:





Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

- a Remove, and then reinstall the print cartridges. For help, see [Replacing the print cartridges](#).
- b Repeat the nozzles test. If the lines are still broken, continue with [Wiping the print cartridge nozzles and contacts](#).

## Wiping the print cartridge nozzles and contacts

If the print quality does not improve after cleaning the print nozzles, there may be dried ink on the nozzles or contacts.

- 1 Remove the print cartridge. For help, see [Replacing the print cartridges](#).



Printer overview

Basic printing

Printing ideas

Maintenance

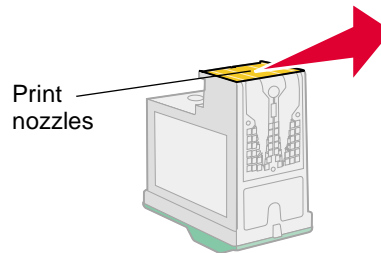
Troubleshooting

Notices

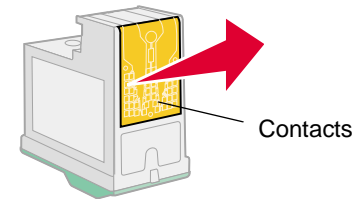
Index

2 Dampen a clean, lint-free cloth with water.

a Hold the cloth against the nozzles for about three seconds. Gently blot and wipe in one direction.



b Use another clean section of cloth. Hold the damp cloth against the contacts for about three seconds. Gently blot and wipe in one direction.



3 Reinstall the print cartridge, and then run the nozzle test again. For help, see **Cleaning the print cartridge nozzles**.

If the print quality still does not improve, replace your print cartridge with a new one.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Improving print speed

From the software application File menu, choose Print.

- 1 From the pop-up menu in the upper left corner, choose Paper Type/Quality.
- 2 Choose Quick Print or Normal Print Quality for faster speed.
- 3 Click Print.



Printer overview

Basic printing

Printing ideas

Maintenance

**Troubleshooting**

Notices

Index

## Solving specialty paper problems

Click the topic that best describes your problem:

- **Glossy or photo papers or transparencies stick together**
- **Printer does not feed envelopes or specialty paper**
- **Transparencies or photos contain white lines**



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Glossy or photo papers or transparencies stick together

- Remove each page as it exits the printer and let it dry before stacking.
- Use a photo paper or transparency designed for an inkjet printer.
- Make sure you loaded the paper correctly (with print side facing you) and selected the appropriate settings in the printer software. For help, see [Printing photos](#) or [Printing transparencies](#).



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Transparencies or photos contain white lines

- Make sure you loaded the paper correctly (with print side facing you) and selected the appropriate settings in the printer software. For help, see **Printing transparencies** or **Printing photos**.
- Select a higher print quality such as Better or Best. For help, see **Basic printing**.
- Clean the print nozzles. For help, see **Cleaning the print cartridge nozzles**.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Printer does not feed envelopes or specialty paper

Make sure:

- You select the appropriate envelope size or specialty paper in the printer software. For help, see **Printing ideas**.
- You are using a specialty paper or envelope size that your printer supports.
- Your printer is not being held or paused. To check the printer status:
  - a** From your desktop, double-click the icon for your printer.
  - b** From the Printing menu, make sure Stop Print Queue is **not** selected
- Your software application is designed to print envelopes. For help, check your software application documentation.
- Your printer feeds plain paper without problems. If it does, load envelopes vertically against the right side of the sheet feeder. Slide the paper guide to the left side of the envelopes. For help printing envelopes, see **Printing envelopes**.



Printer overview

Basic printing

Printing ideas

Maintenance

**Troubleshooting**

Notices

Index

## Reducing ink usage

To save ink:

- 1 From the software application File menu, choose Print.
- 2 From the pop-up menu in the upper left corner of the Print dialog box, select Paper Type/Quality.
- 3 Choose Quick Print to use the least amount of ink.
- 4 Click OK.

If you own a Lexmark Z23 or Lexmark Z33 printer, you can save color ink when you have both print cartridges loaded. To save color ink, see **Printing color images in black and white**.





Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

This section contains information regarding legal notices and your printer warranty.

- **Edition notice**
- **Trademarks**
- **Cautions and warnings**
- **Electronic emission notices**
- **Statement of limited warranty**



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

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January 2001

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Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

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Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

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Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Cautions and warnings

**CAUTION!** A caution identifies something that might cause you harm.

**Warning:** A warning identifies something that might damage your printer hardware or software.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Electronic emission notices

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

The Lexmark Z13 Color Jetprinter, Type 4104; Lexmark Z23 Color Jetprinter, Type 4105; and Lexmark Z33 Color Jetprinter, Type 4105 have been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult your point of purchase or service representative for additional suggestions.

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

**Note:** To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable such as Lexmark part number 12A2405. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

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

Director of Lab Operations

Lexmark International, Inc.

740 West New Circle Road

Lexington, KY 40550

(859) 232-3000

## Industry Canada compliance statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

## Avis de conformité aux normes d'Industrie Canada

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.





Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## European Community (EC) directives conformity

This product is in conformity with the protection requirements of EC Council directives 89 336/EEC and 73/23/EEC on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipment designed for use within certain voltage limits.

A declaration of conformity with the requirements of the directives has been signed by the Director of Manufacturing and Technical Support, Lexmark International, S.A., Boigny, France.

This product satisfies the Class B limits of EN 55022 and safety requirements of EN 60950.

## The United Kingdom Telecommunications Act 1984

This apparatus is approved under the approval number NS/G/1234/J/100003 for the indirect connections to the public telecommunications systems in the United Kingdom.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Statement of limited warranty

### Lexmark International, Inc., Lexington, KY

This warranty applies to the United States and Canada. For customers outside the U.S. and Canada, refer to the country-specific warranty information that came with your printer.

### Lexmark Z13 Color Jetprinter Lexmark Z23 Color Jetprinter Lexmark Z33 Color Jetprinter

This Statement of Limited Warranty applies to this product if it was originally purchased for your use, and not for resale, from Lexmark or a Lexmark remarketer, referred to in this statement as “Remarketer.”

### Warranty

Lexmark warrants that this product:

- Is manufactured from new parts, or new and serviceable used parts, which perform like new parts
- Is free from defects in material and workmanship



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

- Conforms to Lexmark's official published specifications
- Is in good working order

If this product does not function as warranted during the warranty period, contact a Remarketer or Lexmark for repair or replacement (at Lexmark's option) without charge.

If this product is a feature or option, this statement applies only when that feature or option is used with the product for which it was designed. To obtain warranty service, you may be required to present the feature or option with the product.

If you transfer this product to another user, warranty service under the terms of this statement is available to that user for the remainder of the warranty period. You should transfer proof of original purchase and this statement to that user.

## Warranty service

The warranty period is 12 months and starts on the date of original purchase as shown on the purchase receipt.

To obtain warranty service you may be required to present proof of original purchase. Warranty service will be provided at a Remarketer or a Lexmark designated location. You may be required to deliver your product to the Remarketer or Lexmark, or ship it prepaid and suitably packaged to a Lexmark designated location. You are responsible for loss of, or damage to, a product in transit to the Remarketer or the designated location.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

When warranty service involves the exchange of a product or part, the item replaced becomes the property of the Remarketer or Lexmark. The replacement may be a new or repaired item. The replacement item assumes the remaining warranty period of the original product.

Replacement is not available to you if the product you present for exchange is defaced, altered, in need of a repair not included in warranty service, or damaged beyond repair. Also, such product must be free of any legal obligations and restrictions.

Before you present this product for warranty service, remove all programs, data, and removable storage media.

For further explanation of your warranty alternatives and the nearest Lexmark authorized servicer in your area, please contact Lexmark at 1-800-539-6275, or on the World Wide Web at [www.lexmark.com](http://www.lexmark.com).

Free remote technical support is provided for this product throughout its warranty period. For products no longer covered by a Lexmark warranty, technical support may only be available for a fee.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Extent of warranty

We do not warrant uninterrupted or error-free operation of a product.

Warranty service does not include repair of failures caused by:

- Modification or attachments
- Accidents or misuse
- Unsuitable physical or operating environment
- Maintenance by anyone other than Lexmark or a Lexmark authorized servicer
- Operation of a product beyond the limit of its duty cycle
- Failure to have installed a maintenance kit as specified (if applicable)
- Use of printing media outside of Lexmark specifications
- Use of other than Lexmark supplies (such as toner cartridges, inkjet cartridges, and ribbons)
- Use of other than Lexmark product or component

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Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

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Your sole remedy under this Statement of Limited Warranty is set forth in this section. For any claim concerning performance or nonperformance of Lexmark or a Remarketer for this product under this Statement of Limited Warranty, you may recover actual damages up to the limit set forth in the following paragraph.

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Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## Additional rights

Some states do not allow limitations on how long an implied warranty lasts, or do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions contained above may not apply to you.

This warranty gives you specific legal rights. You may also have other rights which vary from state to state.



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

## A

aligning print cartridges 57

## B

banner paper  
loading 47  
settings 47

## C

cards 25  
loading 25  
settings 26  
cartridge storage unit 60, 61  
cartridges  
storing 61  
cartridges, print 51  
aligning 57  
cleaning 86  
ordering 63  
part numbers 63  
preserving 60  
removing 51  
coated paper  
loading 19  
settings 20

computer locks up 78  
conserving color ink 31  
contacts, print  
wiping 89  
custom size paper  
loading 36

## D

downloaded printer driver,  
installing 69

## E

envelopes  
loading 28  
error messages  
Ink Low 71  
Paper Jam 71

## F

foils  
loading 42

## G

glossy paper  
loading 19

settings 20  
greeting cards  
loading 25  
settings 26

## I

improving print quality 83  
index cards  
loading 25  
settings 26  
Ink Low message 71  
installing  
printer software 68  
iron-on transfers 39  
loading 39  
settings 40

## L

labels  
loading 33  
settings 34  
lights, flashing 70  
loading  
banner paper 47  
cards 25  
coated paper 19





Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

custom size paper 36  
envelopes 28  
foils 42  
glossy paper 19  
greeting cards 25  
index cards 25  
iron-on transfers 39  
labels 33  
photo paper 19  
premium paper 22  
transparencies 42

## M

margins, minimum settings 84  
messages, error  
  Ink Low 71  
  Paper Jam 70

## N

nozzle test 86  
nozzles, print  
  cleaning 86  
  wiping 89

## O

ordering supplies 63

## P

Paper Feed light 71  
paper guide 15  
Paper Jam message 70  
Paper Type/Quality options 7  
part numbers  
  black cartridge 63  
  color cartridge 63  
photo paper  
  loading 19  
  settings 20  
pop-up menus  
  Color 8  
  Kind 37  
  Paper Size 48  
  Paper Type/Quality 7  
  Units 37  
  Watermark 5  
postcards  
  loading 25  
  settings 26  
Power light 72  
print cartridge  
  aligning 57  
  cleaning 86  
  ordering 63  
  part numbers 63  
  preserving 60  
  removing 51  
print cartridge contacts,  
  wiping 89  
print cartridges 51  
Print Last Page First 7  
print nozzles  
  cleaning 86  
  wiping 89  
Print Quality 7  
printer driver  
  installing 68  
  uninstalling 67  
printer software  
  installing 68  
  uninstalling 67  
printer status 74  
printing color images in black  
  and white 31  
printing problems  
  specialty paper 92  
purge lines 88

## R

release tab



Printer overview

Basic printing

Printing ideas

Maintenance

Troubleshooting

Notices

Index

locating 15  
using 15  
removing print cartridges 51

## S

setting recommendations  
banner paper 47  
cards 26  
coated paper 20  
custom size paper 37  
envelopes 29  
foils 43  
glossy paper 20  
greeting cards 26  
index cards 26  
iron-on transfers 40  
labels 34  
photo paper 20  
postcards 26  
premium paper 23  
transparencies 43  
software, printer  
installing 68  
uninstalling 67  
specialty paper 15, 18  
solving problems with 92

supplies, ordering 63

## T

test page  
does not print 75  
printing 66  
transparencies  
loading 42  
settings 43  
troubleshooting  
error messages 70  
flashing lights 70  
paper feeding 79  
print quality 83  
specialty paper 92  
t-shirt transfers 39

## U

uninstalling printer software 67  
USB cable  
ordering 63

## W

warranty statement 106  
Watermark options 5



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