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Some printer problems are very easy to solve. If your printer is not responding, first make sure:

- The printer cable is securely attached to the printer and the host computer.
- The power cord is plugged into the printer and a properly grounded electrical outlet.
- The printer is turned on.
- The electrical outlet is not turned off by any switch or breaker.
- The printer front, top, and rear doors are completely closed.
- All printer options are properly installed.

Once you've checked each of these possibilities, turn the printer off and back on. This often fixes the problem.

If a message appears on the operator panel display, see **Understanding printer messages** for more information. If the message indicates the printer has a paper jam, see **Clearing paper jams**.

If you are having trouble determining the source of the problem, see **Print quality problems** for other suggestions.

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The information in the following tables may help you solve printing problems. If these suggestions do not correct the problem, call for service. You may have a printer part that requires adjustment or replacement.

Toner cartridge problems

Problem	Action
You cannot insert a toner cartridge into the printer.	Make sure the toner cartridge is aligned properly and is being installed in the correct location. See **Replacing toner cartridges** for more information.
Toner accumulates inside the printer.	Replace the toner cartridge that matches the color of the toner that has accumulated inside the printer. See **Replacing toner cartridges**.

Print quality problems

| Problem	Action
Print is too light, or printed images or characters have voids or dropouts.	Make sure the front, top, and rear doors are closed completely.
	Make sure you're using **recommended paper** or other **media**. Use media from a new package.
	Make sure you have selected the correct **Paper Type** setting for the media you're using.
	If you suspect a toner cartridge is low on toner, remove the appropriate cartridge and gently shake it back-and-forth to distribute the toner evenly. Reinsert the cartridge and try printing the job again.
	Replace the toner cartridge that matches the color on the page that is too light or not present in the void areas. See **Replacing the toner cartridge**.
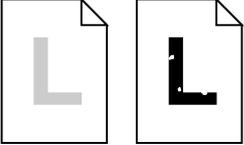
Print quality problems (continued)

Problem	Action
Colored lines, streaks, or smudges appear on the printed page, or print appears blurred or unclear.	Replace the toner cartridge that matches the color of the lines, streaks, or smudges on the page. See **Replacing toner cartridges**.
	Clean the photo developer discharger. See **Cleaning the photo developer charger.**
	Make sure the the drum cleaner is fully seated. See **Replace the drum cleaner**.
The page has 100% coverage of one color.	Replace the toner cartridge that matches the color on the page. See **Replacing toner cartridges**.
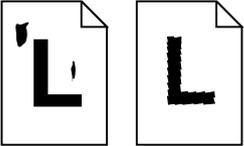
Print quality problems (continued)

Problem	Action
Light lines or streaks appear on the printed page.	Remove the toner cartridge that matches the color of the lines or streaks and gently shake it back and forth to distribute the toner evenly. Reinsert the toner cartridge and try printing the job again.
	Replace the toner cartridge that matches the color of the lines or streaks on the page. See **Replacing toner cartridges**.
	If the lines are black, you may need to replace the fuser. See **Fuser and air filter** for more information.
Light lines or voids appear from the top of the page to the bottom of the page.	Remove the photo developer cartridge and clean the dust from the photo developer cartridge discharger. (See **Cleaning the photo developer charger**.) Reinsert the photo developer cartridge and try printing the job again.
	The toner cartridge may be low on toner, remove the cartridge, shake it, and reinsert it. If the problem still occurs, replace the toner cartridge. See **Replacing toner cartridges**.
	Replace the photo developer cartridge. See **Replacing the photo developer cartridge**.
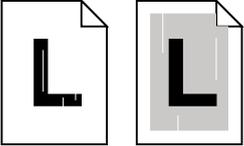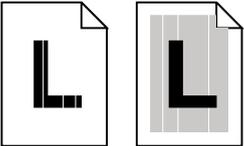
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Print quality problems (continued)

Problem	Action
The page is blank or one of the colors is missing.	Replace the toner cartridge that matches the missing color on the page. See **Replacing toner cartridges**.
Toner smears or rubs off the page.	Make sure you're using **recommended paper** or other **media**.
	Make sure you have selected the correct **Paper Type** setting for the media you're using.
	Make sure the rear door is completely closed.
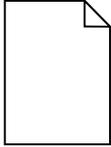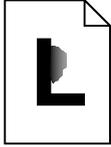
Print quality problems (continued)

Problem	Action
Toner adheres to the back of the page.	Make sure the paper size is set properly for the paper length you are printing on. Print several pages to clean the transfer roller of excess toner.
	You may need to replace the fuser. See **Fuser and air filter** for more information.
Printed materials delivered by the postal service arrive with ghosting or mirror images of the text visible on the page.	When preparing printed materials for mailing: • Use 24 lb (90 g/m^2) paper. • Avoid rough paper; select paper with a smoothness from 100 to 150 Sheffield points. • Fold sheets with the text facing outward. • Meter envelopes or use precanceled stamps. • Place envelopes in trays and deliver to the post office; do not drop envelopes into mail boxes or chutes.
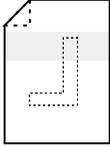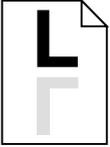
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Print quality problems (continued)

| Problem	Action
Quality of printed transparencies is inadequate.	Make sure you're using the recommended Lexmark transparencies. See **Transparencies** for more information.
	When printing transparencies, always set Paper Type to Transparency.
	Avoid getting fingerprints on transparencies before printing.
Print on the page is skewed.	Make sure the width guides in the paper tray fit snugly against the media you loaded. See **Loading media** for more information.

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Print quality problems (continued)

Problem	Action
Quality of printed images is inadequate.	If you're printing low resolution images using PostScript 3 emulation, set Image Smoothing On. See **PostScript Menu** for more information.
A white gap is noticeable between color fills.	Make sure the three printer foot pads are resting on a level surface.
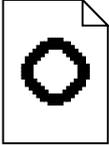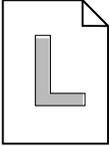
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Print quality problems (continued)

Problem	Action
Colors do not print as you expect.	Make sure you have selected the appropriate Color Correction and Print Quality values for the job you're printing. See **Color Menu** for more information.
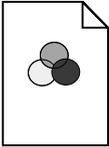
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Other printing problems

Problem	Action
Your job did not print or incorrect characters printed.	Make sure `Ready` (or `Power Saver`) appears on the first line of the operator panel display before you send a job to print. Press **Go** to return the printer to the ready state.
	If `Ready Hex` appears on the operator panel display, you must exit Hex Trace mode before you can print your job. To exit Hex Trace mode, reset the printer or turn the printer off and back on.
	Make sure the printer is not displaying a `Toner Empty` message. If it is, you cannot print until you replace the specified toner cartridge.
	If you're using a parallel interface, make sure you're using an IEEE 1284-compliant parallel cable. We recommend Lexmark part number 1329605 (10 ft) or 1427498 (20 ft) for the standard parallel port.
	If you're using a Lexmark internal or external network adapter, verify it is set up properly and the network cable is securely connected. Refer to the documentation that came with your adapter, or the network documentation on the *Drivers* CD for more information.
You cannot print color.	Make sure the Color Correction menu item is not set to Black and White.
	Make sure you're using a color printer driver.
	Make sure color printing is selected from the printer driver.

Other printing problems (continued)

Problem	Action
You cannot print the menu settings page.	Make sure the selected paper source holds A4, letter, or legal size paper. Make sure the Paper Type setting for the selected source is Plain Paper.
You cannot print using the LocalTalk port.	Make sure neither LocalTalk Port nor LocalTalk Buffer is set to Disabled in the LocalTalk Menu.
	Verify the printer is set up correctly in the Macintosh Chooser.
Paper does not feed properly.	Make sure you're using recommended media. If you are using 16 lb paper, make sure it has been placed in tray 1 only. Do not use 16 lb paper with the duplex unit.
	Make sure the adjustable guides in the paper tray are adjusted properly for the media you loaded.
	Make sure the stack of media does not exceed the maximum stack height indicated on the tray.

Other printing problems (continued)

Problem	Action
The printer seems slow to print.	If Photo Enhance is On, it may take longer to print some complex jobs or jobs formatted for larger paper. You can set Photo Enhance to Off and select the 600 dpi setting if you need the job to print faster. See **Photo Enhance** for more information.
	Make sure you select the appropriate Paper Type setting before sending a job to print.
	If the Paper Type is set to Transparency, the printer adjusts the fuser temperature and slows printing to improve the print quality. After printing on this media, the printer requires additional time to warm the fuser after you select another Paper Type setting (such as Plain Paper or Letterhead).
	Reduce the complexity of your print job. Eliminating the number and size of fonts, the number and complexity of images, and the number of pages in a job may increase print speed.
	Set Page Protect Off from the Setup Menu. See **Page Protect** for more information.

Other printing problems (continued)

Problem	Action
You can't collate a large job.	Reduce the complexity of your print job. Eliminate the number and size of fonts, the number and complexity of images, and the number of pages.
	Add more printer memory. See **Adding memory** or refer to the *Setup Guide* for more information.
	Install an optional hard disk in your printer. See **Hard disk**, or refer to the *Setup Guide* for more information.
You get unexpected page breaks.	Increase the Print Timeout value in the **Setup Menu**.
Transparencies curl excessively.	Make sure you're using the recommended Lexmark transparencies. See **Transparencies** for more information.
Transparencies jam.	Fan transparencies before loading. Make sure you load transparencies only in tray 1. See **Loading transparencies** for more information.
	If you just turned the printer on or the printer has been idle for a period of time, print on paper before trying to print on transparencies.
	Disabling Power Saver may also prevent transparencies from jamming after the printer has been idle. See **Power Saver** for more information.

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Other printing problems (continued)

Problem	Action
Paper is jammed in the fuser.	Open the fuser unit roller latches and remove the jammed paper. See **202 paper jam (fuser and output rollers)** for more information.
You cannot clear the paper jam message.	To clear the paper jam messages, you must remove all paper from the printer paper path. Check both inside the printer as well as the paper source you were using. Paper may jam at the rear of the paper tray, remove the tray and look inside for jammed paper. Then open and close the rear door and top door and press **Go**. See **Clearing printer paper jams.**
The page that jammed does not reprint after you clear the jam.	Set Jam Recovery to Auto or to On in the Setup Menu. See **Auto Continue** for more information.
Part of the printed page was clipped or is cut off.	Make sure you have the correct size paper in the paper tray and the paper size is set correctly for the paper in the tray.
	Make sure auto sensing is On unless you have a legal tray installed or are using a paper size that is not supported in auto sensing.