Optra™ W810

User's Reference

First Edition (August 1999)

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Table of contents

Preface vii
Introducing the Lexmark Optra W810 printer vii
Standard model vii
Fully configured model viii
Printer operator panel ix
About this book xi
Printer pocket xi
Conventions xii
Other sources of information xii
Setup Guide xii
Drivers, MarkVision and Utilities CD xii
Lexmark Web site xiii
Complete Printer Reference xiii

Chapter 1: Understanding printer messages 1

Chapter 2: Troubleshooting 19
Print quality problems 20
Paper feed problems 28
Other printing problems 30
Finisher problems 35
Mailbox problems 38
Calling for service 39

Chapter 3: Clearing paper jams 41
Understanding paper jam messages 41
Paper path 42
Message maps 43
Clearing jams from the printer 44
Tray 4 (optional 2500-sheet drawer) 44
Trays 2 and 3 48
Tray 1 53
Manual feed unit 56
Duplex unit 57

Photoconductor area 58
Fuser area 60
Clearing jams from the mailbox option 62
Clearing jams from the finisher option 69

Chapter 4: Loading paper 79

Loading the paper trays 79
Loading tray 1 80
Loading trays 2 and 3 88
Loading the 2500-sheet tray (tray 4) 101
Tips for successful printing 104
Storing media 104
Avoiding paper jams 105

Chapter 5: Replacing supplies 107

Determining the status of supplies 108
Requesting audible alarms 109
Storing supplies 109
Recycling used supplies 110
Installing a toner cartridge 111
Installing the photoconductor kit 116
Replacing the photoconductor cartridge 117
Replacing the paper dust remover 124
Installing the transfer kit 130
Replacing the transfer roller 131
Replacing the ozone filter 135
Resetting the printer's internal counter 139
Installing the fuser 140
Resetting the printer's internal counter 147
Installing a staple cartridge 148

Chapter 6: Maintaining the finisher option 155

Clearing a staple jam 156
Priming the stapler 162
Emptying the hole punch box 163
Resetting the printer's internal counter 168

Aligning the finisher with the printer 169
Adjusting the finisher's standing position 169
Adjusting the finisher's height 173

Chapter 7: Aligning the mailbox option 177

Adjusting the mailbox's standing position 178
Adjusting the mailbox's height 183

Chapter 8: Removing options 189

Removing the transport unit 190
Detaching a mailbox or a finisher 193
Removing memory and option cards 196
Accessing the system board 196
Removing a memory card 198
Removing an option card 199
Removing a hard disk 201
Removing the duplex option 203
Detaching the duplex unit 203
Removing the manual feed unit 207
Adjusting the side door tension 210
Removing an optional drawer 212

Chapter 9: Using the print and hold function 215

Printing and deleting held jobs 215
Recognizing when format errors occur 217
Repeat Print 217
Reserve Print 218
Verify Print 218
Confidential jobs 218

Appendix: Printer menus 221

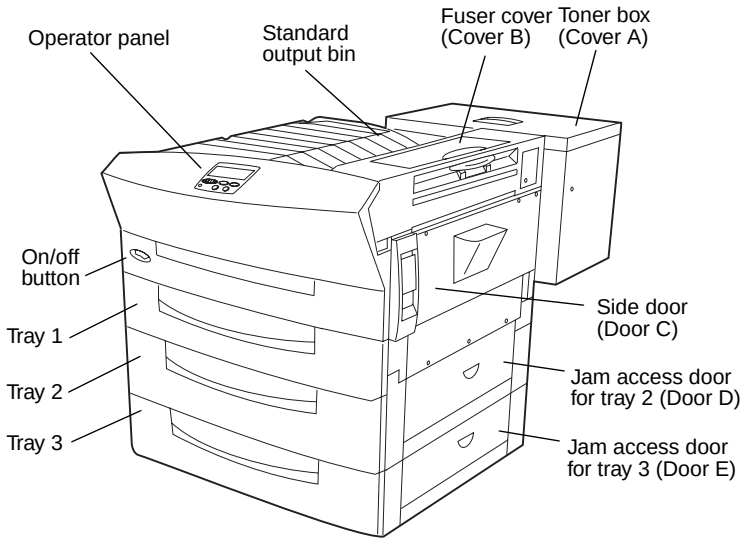
Index 229

Preface

Introducing the Lexmark Optra W810 printer

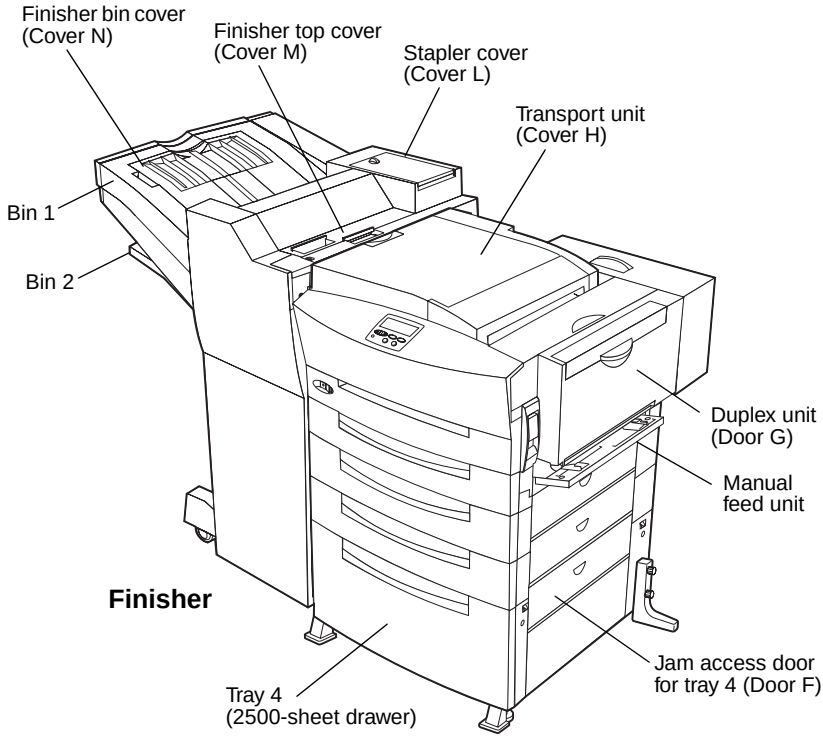
Standard model

The following illustration shows the standard Optra™ W810 printer. If you have attached paper handling options to your printer, it may look more like one of the fully configured models shown on page viii. The illustrations in this book reflect the standard model, unless it's necessary to show another configuration.



Fully configured model

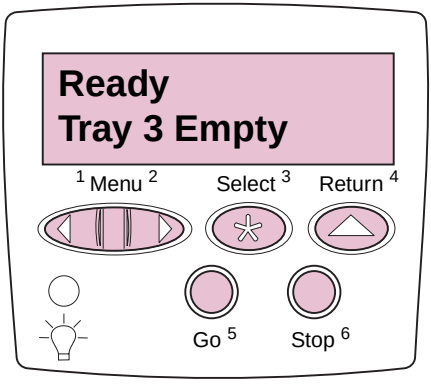
The following illustration shows the Optra W810 configured with all the paper handling options, including a *finisher*. You may have attached a *10-bin mailbox* instead of a finisher.



Printer operator panel

Several procedures outlined in this book require that you use the printer operator panel to clear a message or select an item from a menu. The following information may help you become more familiar with the operator panel.

The operator panel has six buttons and a light that flashes when the printer is processing a job. The numbers next to the button names have significance only if you are trying to print a job you marked *Confidential* from the printer driver. See “Using the print and hold function” on page 215 for more information.



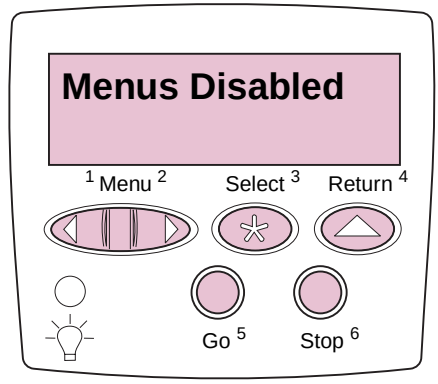
Operator panel buttons

Button	Press this button to …
Go	• Make the printer ready to receive print jobs. • Clear certain messages from the display. • Exit printer menus and return the printer to the ready state.
Stop	• Clear certain messages from the display. • Take the printer offline. • Stop printer activity when the printer is busy processing a job.
Menu> and **<Menu**	• Open the menus from the ready state. • Open the Job Menu while the printer is busy. • Scroll to the next menu, item in a menu, or value. • Increase or decrease a numerical value.

Operator panel buttons (continued)

Button	Press this button to …
Select	• Select the item listed on the second line of the display. • Clear certain messages from the display.
Return	Back up to the previous level of the menu structure without making a selection.

If your printer is configured as a network printer available to a number of users, it is possible that **Menus Disabled** appears on the display when you press **Menu>** or **<Menu** from the **Ready** display. Disabling the menus prevents users from using the operator panel to inadvertently change a printer default that has been set by the person managing the printer. You can still clear messages and select items from the Job Menu when printing a job, but you cannot change other printer settings. You can, however, use your Lexmark printer driver to override printer defaults and select settings for individual print jobs.



See page 221 for a brief overview of the printer menus available from the operator panel. For more detailed information about each of the menu items, refer to the *Complete Printer Reference* available on Lexmark's Web site (www.lexmark.com).

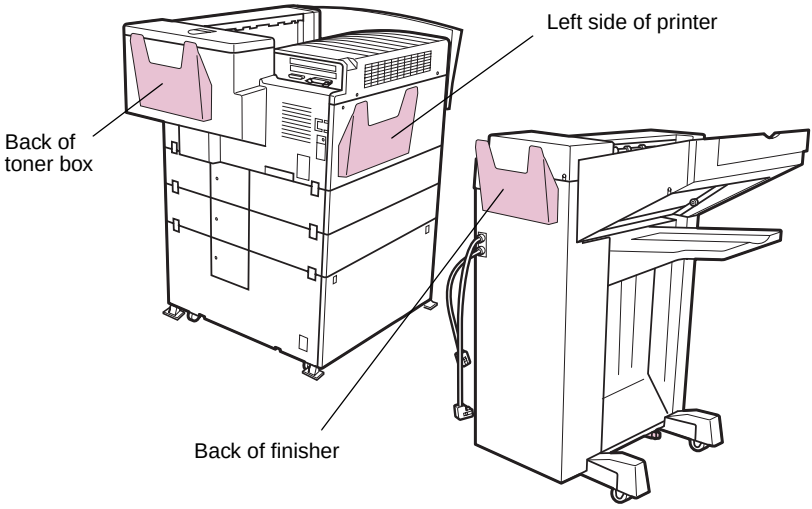
About this book

Use this book whenever you have a question about the Optra W810 printer or encounter a problem when using the printer. It includes information about loading paper, replacing consumables, clearing paper jams, and troubleshooting other printer problems. Refer to the *Complete Printer Reference* if you need more detailed information about your printer.

Printer pocket

We recommend that you keep the *User's Reference* in the handy printer pocket, which should be attached to the printer (or optional finisher) in *one* of the three locations shown in the following illustration. Keeping the book with the printer makes it readily accessible to all users.

If you prefer searching for information online, a copy of this book is also available on Lexmark's Web site.



Rear view

Conventions

It may help you to recognize the conventions we've used in this book:

- Operator panel buttons are printed in boldface type:

  Press **Go** after clearing a paper jam.

- Messages that appear on the printer operator panel display are also printed in boldface type:

  If **Replace Toner** appears on the operator panel display, install a new toner cartridge.

NOTE: A note provides information you may find useful.

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

CAUTION: A caution identifies something that might cause you harm.

Other sources of information

For more information about the Optra W810 printer, refer to the other documents that shipped with your printer, or to the Lexmark Web site.

Setup Guide

The *Setup Guide* provides detailed instructions for setting up your new printer and installing options, and includes important safety information.

Drivers, MarkVision and Utilities CD

In addition to printer drivers and utilities, the *Drivers, MarkVision and Utilities* CD also includes additional information about Lexmark printers. After launching the CD, click **View Documentation** and then click one of the following options:

- **Printer Commands** takes you to the *Technical Reference*, which includes details about printer languages and commands, interface specifications, and memory management.

- **Special Media** takes you to the *Card Stock & Label Guide,* which provides information about choosing the proper media for your printer.
- **MarkVision Printer Utility** takes you to documents providing details about the MarkVision™ printer management utility.
- **MarkNet Print Servers** takes you to documents containing information about configuring MarkNet internal print servers.

Lexmark Web site

Access our site on the World Wide Web for updated printer drivers and utilities, and documentation including the *Complete Printer Reference*:

http://www.lexmark.com

Complete Printer Reference

The *Complete Printer Reference* on Lexmark's Web site provides information about printer features and specifications, printer options, printer settings, using the menus to change printer defaults, selecting appropriate paper and other media, and managing memory.

1 Understanding printer messages

Messages appear on your operator panel display about the current state of the printer or indicating printer problems you must resolve. Use the following table to understand printer messages. Explanations of numbered messages (for example, **38 Memory Full**) begin on page 12. For information on using the operator panel, see page ix.

If you need to refer to a list of the menus available from the operator panel, see page 221 for a brief overview. For more detailed information about each of the menu items, refer to the *Complete Printer Reference* available on Lexmark's Web site (www.lexmark.com).

Printer messages

Message	Action
Activating Menu Changes	The printer is activating changes made to the printer settings.
Bin *x* **Full**	The specified bin is full. Remove the stack of paper from the bin to clear the message. If you assigned the bin a name, the message displays the bin name instead of the bin number. Use the message maps on top of the printer to locate the bin. See page 43 for an illustration.
Busy	The printer is busy receiving, processing, or printing data. The light on the operator panel blinks while the printer is processing data. When the printer is busy, you can press **Menu>** or **<Menu** to open the Job Menu. From the Job Menu, you can: • Cancel the current job. • Choose to print or delete any held jobs or confidential jobs. See "Using the print and hold function" on page 215 for more information.

Printer messages (continued)

Message	Action
Cancelling Job	The printer is processing a request to cancel the current print job.
Change Tray *x*	The printer is requesting a different media than what is loaded in the tray or set in the Paper Size or Paper Type menus. Check the second line of the display for the custom media name defined using the MarkVision utility, the media size, or the media type and size the printer is looking for (**Plain Letter**, for example). To clear the message: • Load the requested type and size media in the tray specified on the display. The printer automatically clears the message and continues printing the job. For more information, see “Loading paper” on page 79. • Press **Select** to clear the message and continue printing on the media currently loaded in the tray. • Cancel the current job. Press **Menu>** or **<Menu**. The Job Menu is displayed. Press **Menu>** or **<Menu** until **Cancel Job** appears on the second line of the operator panel display. Press **Select**.
Check Finisher Installation **Check Mailbox Installation**	The specified option is detached from the printer. To clear this message, push the option flush against the printer and make sure the set pin and magnetic bracket are properly attached. For more information, refer to the *Setup Guide*.
Clearing Job Accounting Stat	The printer is deleting all job statistics stored on the hard disk option.
Close Cover *x*	The specified cover is open. Close the cover to clear the message. Use the message maps on top of the printer to locate the cover. See page 43 for an illustration. **Note:** If **Close Cover H** appears on the display and the transport unit cover is closed, make sure the cable connecting the finisher or mailbox option to the transport unit is securely attached.
Close Door *x*	The specified door is open. Close the door to clear the message. Use the message maps on top of the printer to locate the door. See page 43 for an illustration.

Printer messages (continued)

Message	Action
Defragmenting DO NOT POWER OFF	The printer is defragmenting the flash memory option to reclaim storage space occupied by deleted resources. **Note:** Do not turn the printer off while this message is displayed.
Delete All Jobs. Go/Stop?	The printer is requesting confirmation to delete all held jobs. • Press **Go** to continue. The printer deletes all Print and Hold jobs. • Press **Stop** to cancel this operation. See “Using the print and hold function” on page 215 for more information.
Deleting Jobs	The printer is deleting one or more held jobs. For more information on held jobs, see “Using the print and hold function” on page 215.
Disabling Menus	The printer is responding to a request to disable the menus. While the menus are disabled, you cannot change the printer default settings from the operator panel.
Empty Box K	The hole punch box in the optional finisher is full. To clear the message, you must empty the hole punch box and reset the hole punch counter. See “Emptying the hole punch box” on page 163 for detailed instructions.
Enabling Menus	The printer is responding to a request to make the menus available to all users. When this message clears, press **Menu>** or **<Menu** to view the menus from the operator panel.
Enter PIN: =____	Use the operator panel buttons to enter the four-digit personal identification number (PIN) you identified in the driver when you sent the confidential job to the printer. See “Using the print and hold function” on page 215 for more information.
Fax *x*	The printer is processing a fax through an optional serial interface.
Files will be Lost. Go/Stop?	You have changed the Job Buffer Size setting from the operator panel, and the printer must reformat the hard disk to activate the change. If you press **Go**, all files currently stored on the disk will be deleted. Press **Return** or **Stop** to cancel this operation.

Printer messages (continued)

Message	Action
Flushing Buffer	The printer is flushing corrupted print data and discarding the current print job.
Formatting Disk	The printer is formatting the hard disk option. **Note:** Do not turn the printer off while this message is displayed.
Formatting Flash **DO NOT POWER OFF**	The printer is formatting the flash memory option. **Note:** Do not turn the printer off while this message is displayed.
Infrared x	An optional infrared interface is the active communication link.
Insert PC Cartridge	The photoconductor cartridge is either not installed or is installed incorrectly. Correctly install the photoconductor cartridge to clear the message. For installation instructions, see page 116.
Insert Stapler	The stapler either is not installed or is installed incorrectly. • Correctly install the stapler to clear the message. For installation instructions, see step 12 on page 153. • Press **Go** to ignore the message. If you choose to ignore the message, the printer handles the job as if the stapler were installed but out of staples. If the **Load Staples** message appears, press **Go** again to ignore the message and print the job without stapling it.
Insert Tray *x*	Insert the specified tray completely into the printer. **Note:** If you cannot clear this message and the specified tray is a 500-sheet paper tray (tray 2 or tray 3, or an optional tray 4), make sure the left paper guide is properly inserted and snaps into the slot at the front of the tray. For detailed instructions, see step 5 on page 93.
Invalid Network *x* **Code**	The code in an internal print server (also called an internal network adapter or INA) is not valid. The printer cannot receive any jobs until valid code is programmed into the internal print server. You can download network code while this message is displayed.

Printer messages (continued)

Message	Action

Load Manual	You have sent a request for a manual feed job to the printer, and the printer is ready for you to insert a single sheet into the manual feed tray. (A manual feed tray is available on your printer *only* if a duplex unit is installed.)
	
	Check the second line of the display for the custom media name defined using the MarkVision utility, the media size, or the media type and size the printer is looking for (**Plain Letter**, for example).
	
	To clear the message:
	
	• Load media of the requested type and size in the manual feed tray, with the print side face down.
	  – For A4, A5, B5, executive, and letter size paper, feed the long edge of the paper first.
	  – For A3, B4, legal, and 11x17 size paper, feed the short edge of the paper first.
	• Press **Select** or **Go** to ignore the manual feed request and print on media already installed in one of the paper sources. If the printer finds a tray that has media of the correct type and size, it feeds media from that tray. If the printer cannot find a tray with the correct media type and size, it prints on whatever media is installed in the default paper source.
	• Cancel the print job. Press **Menu>** or **<Menu**. The Job Menu is displayed. Press **Menu>** or **<Menu** until Cancel Job appears on the second line. Press **Select**.

Load Staples	The printer is trying to staple the print job, but the stapler is empty. To clear this message: • Install a new staple cartridge in the stapler. See page 148 for detailed instructions. • Press **Go** to clear the message and continue printing without stapling. • Cancel the print job. Press **Menu>** or **<Menu**. The Job Menu is displayed. Press **Menu>** or **<Menu** until Cancel Job appears on the second line. Press **Select**.

Printer messages (continued)

Message	Action
Load Tray *x*	The printer is trying to feed paper from a source it detects is empty. Check the second line of the display for the custom media name defined using the MarkVision utility, the media size, or the media type and size the printer is looking for (**Plain Letter**, for example). To clear the message: • Load media of the requested type and size in the tray specified on the display. The printer automatically clears the message and continues printing the job. • Cancel the print job. Press **Menu>** or **<Menu**. The Job Menu is displayed. Press **Menu>** or **<Menu** until Cancel Job appears on the second line. Press **Select**. See "Loading paper" on page 79 for more detailed information.
LocalTalk *x*	An optional LocalTalk interface is the active communication link.
Menus Disabled	The printer menus are disabled. You cannot change the printer default settings from the operator panel.
Network Card Busy	An internal print server is being reset.
Network *x*	An optional network interface is the active communication link.
No Jobs Found. Retry?	The four-digit personal identification number (PIN) you entered is not associated with any print job. • Press **Go** to enter another PIN. • Press **Stop** to exit the PIN entry prompt. See "Using the print and hold function" on page 215 for more information.
Not Ready	The printer is not ready to receive or process data. Someone pressed **Stop** to take the printer offline. Press **Go** to make the printer ready to receive jobs.
Ovrflow Bin Full	The mailbox's designated overflow bin is full. Remove the stack of paper from the bin to clear the message.
Parallel	The standard parallel interface is the active communication link.
Parallel *x*	An optional parallel interface is the active communication link.

Printer messages (continued)

Message	Action
Performing Self Test	The printer is running the normal series of start-up tests it performs after it is turned on.
Power Saver	The printer is reducing its electricity consumption while it is idle. When your printer is inactive for the period of time specified in the Power Saver menu item (20 minutes is the factory default), the **Power Saver** message replaces the **Ready** message on the display. Your printer is ready to receive and process data. When **Power Saver** is displayed, you can: • Press **Go** to quickly warm the printer to normal operating temperature and display the **Ready** message. • Press **Menu>** or **<Menu** to open the menus.
Priming Failed, Retry. Go/Stop?	The printer failed to prepare the stapler to staple print jobs. • Press **Go** to attempt priming the stapler again. • Make sure the stapler has staples installed and there is no sign of a staple jam. • Make sure there is paper in the tray specified in the Staple Prime Source menu. • If you are printing a job, press **Return** or **Stop** to continue the print job without priming the stapler. See “Priming the stapler” on page 162 for more information.
Priming Stapler	The printer is preparing the stapler to staple print jobs. After the printer feeds a sheet of paper from the tray specified in the Staple Prime Source menu, the stapler attempts to staple the page until it is successful. The stapled page is then output to bin 2. See “Priming the stapler” on page 162 for more information.
Print Jobs on Disk. Go/Stop?	Jobs that were spooled to the optional disk before the printer was last turned off have not yet printed. • Press **Go** to print the jobs. • Press **Return** or **Stop** to delete the jobs from the disk without printing them.
Printing Directory List	The printer is processing or printing a directory of all files stored on the flash memory option and the hard disk option.
Printing Font List	The printer is processing or printing a list of all available fonts for the selected printer language.

Printer messages (continued)

Message	Action
Printing Job Accounting Stat	The printer is processing or printing all job accounting statistics stored on the hard disk option.
Printing Menu Settings	The printer is processing or printing the menu settings page.
Program Flash DO NOT POWER OFF	The printer is storing resources, such as fonts or macros, in the flash memory option. **Note:** Do not turn the printer off while this message is displayed.
Programming Disk DO NOT POWER OFF	The printer is storing resources, such as fonts or macros, on the hard disk option. **Note:** Do not turn the printer off while this message is displayed.
Queuing and Deleting Jobs	The printer is deleting one or more held jobs and sending one or more jobs held in the print queue to print. For more information on held jobs, see “Using the print and hold function” on page 215.
Queuing Jobs	The printer is sending one or more jobs held in the print queue to print. For more information on held jobs, see “Using the print and hold function” on page 215.
Ready	The printer is ready to receive and process print jobs. Press **Menu>** or **<Menu** to take the printer out of the **Ready** state and open the menus.
Remove Paper Std Bin **Remove Paper Output Bin** *x*	The specified output bin is full. Remove the stack of paper from the bin and press **Go** to clear the message.
Remove Paper All Output Bins	All of the linked output bins are full. Remove the stacks of paper from each bin to clear the message.

Printer messages (continued)

Message	Action
Replace Fuser	Replace the fuser to maintain top performance and avoid print quality and paper feeding problems. To clear the message: • Replace the fuser and reset the printer's internal counter for the fuser. See page 140 for detailed instructions on replacing the fuser. • If necessary, press **Go** to continue printing. If you delay replacing the fuser, you may experience printing problems related to a fuser operating beyond its intended life.
Replace PC Kit	The photoconductor cartridge must be replaced. When replacing the photoconductor, also replace the paper dust remover shipped as part of the photoconductor kit. To clear this message: • Replace the photoconductor cartridge and paper dust remover. See page 116 for detailed instructions on replacing these items. • If necessary, press **Go** to continue printing without replacing the photoconductor cartridge. **Note:** If you do not replace the photoconductor cartridge now, the printer will soon display the **Replace PC Kit To Continue** message and stop operating. You will not be able to print until you replace the photoconductor cartridge.
Replace PC Kit To Continue	The printer has ceased operating. You cannot print until you replace the items in the photoconductor kit. See "Installing the photoconductor kit" on page 116 for more information.
Replace Toner **Replace Toner Cartridge**	The toner cartridge is empty. To clear the message: • Replace the toner cartridge. See "Installing a toner cartridge" on page 111 for detailed instructions. • If **Replace Toner Cartridge** appears on the display, press **Go** to continue printing without replacing the toner cartridge. **Note:** If you do not replace the toner cartridge now, the printer will soon display the **Replace Toner To Continue** message and stop operating. You will not be able to print until you replace the toner cartridge.

Printer messages (continued)

Message	Action
Replace Toner To Continue	The printer has ceased operating. You cannot print until you replace the toner cartridge. See “Installing a toner cartridge” on page 111 for more information.
Replace Toner/PC Kit	You must replace both the toner cartridge and photoconductor cartridge. To clear the message: • Replace both the toner cartridge and the items in the photoconductor kit. For more information on replacing these supplies, see “Installing a toner cartridge” on page 111 and “Installing the photoconductor kit” on page 116. • Press **Go** to continue printing without replacing the toner cartridge and photoconductor cartridge. **Note:** If you do not replace the toner and photoconductor cartridges now, the printer will soon display either the **Replace Toner To Continue** or **Replace PC Kit To Continue** message and stop operating. You will not be able to print until you replace the toner and photoconductor cartridges.
Replace Transfer Kit	Replace the items included in the transfer kit to ensure proper printer operation. To clear the message: • Replace the items in the transfer kit and reset the internal counter for the transfer kit. See page 130 for detailed instructions. • Press **Go** to clear the message and continue printing. If you delay replacing the transfer kit, you may experience printing problems.
Resetting Active Bin	The printer is setting the active bin back to the first bin in a linked set of bins.
Resetting the Printer	The printer is deleting any print jobs in process and restoring all printer settings to the user defaults.
Restoring Factory Defaults	The printer is restoring the factory default printer settings. Refer to the *Complete Printer Reference* on Lexmark’s Web site (www.lexmark.com) for more information on factory default settings.
Serial *x*	An optional serial interface is the active communication link.

Printer messages (continued)

Message	Action
Staples Empty	The finisher is out of staples, or the stapler is not installed. If necessary, install a new staple cartridge and then reinsert the stapler to clear the message. For more information on replacing staples, see page 148.
Staples Low	The finisher has less than 40 staples left in the stapler. Install a new staple cartridge to clear the message. For more information on replacing staples, see page 148.
Std Bin Full	The standard output bin is full. Remove the stack of paper in the bin to clear the message.
Tray *x* **Empty**	The specified tray is out of paper. Load paper in the tray to clear the message. For more information, see “Loading paper” on page 79.
Tray *x* **Low**	The specified tray is low on paper. Add more paper to clear the message. For more information, see “Loading paper” on page 79.
Tray *x* **Missing**	Insert the specified tray completely into the printer. **Note:** If you cannot clear this message and the specified tray is a 500-sheet paper tray (tray 2 or tray 3, or an optional tray 4), make sure the left paper guide is properly inserted and snaps into the slot at the front of the tray. For detailed instructions, see step 5 on page 93.
USB *x*	The printer is processing data through the specified USB port.
Waiting	The printer has received a page of data to print, but is waiting for an End of Job command, Form Feed command, or for additional data. When **Waiting** is displayed, you can: • Press **Go** to print the contents of the buffer. • Cancel the current job. Press **Menu>** or **<Menu**. The Job Menu is displayed. Press **Menu>** or **<Menu** until **Cancel Job** appears on the second line of the operator panel display. Press **Select**.

Printer messages (continued)

Message	Action
2*xx* **Paper Jam**	The printer detects a paper jam. Although the location of the paper jam appears on the second line of the display, *you must clear the entire paper path before continuing your print job*. **WARNING:** If paper is jammed in the optional 2500-sheet tray, do not open the tray until you have checked the jam access door on the right side of the printer (Door F) for jammed paper. Opening the tray when paper is jammed in the vertical transport area may damage your printer and require a service call. See “Clearing paper jams” on page 41 for detailed instructions. After you clear the paper path, press **Go** to clear the message and continue printing. The printer prints a new copy of the page that jammed if Jam Recovery is set to On or Auto.
Leave Staple Job in Finisher **Clear Staple Job from Finisher** **Clear Job from Finisher**	**Note:** If you have an optional finisher attached to your printer, the message **Leave Staple Job in Finisher**, **Clear Staple Job from Finisher**, or **Clear Job from Finisher** may alternate with the **2xx Paper Jam** message.
34 Wrong Paper Size in Tray *x* **34 Wrong Paper Size Manual Feed**	The printer was expecting to pick a different size paper from the specified tray than what it now detects is moving through the paper path. If the message indicates the problem is in tray 1, verify that the Tray 1 Size setting in the Paper Menu matches the size paper loaded in the tray. If the message indicates the problem is in tray 2 or tray 3 (or an optional 500-sheet tray 4), check to be sure the tray’s left paper guide is in the proper position for the size paper loaded. This message may occur, for example, if you loaded letter size paper in a tray where the left paper guide is inserted in the slot for legal size paper. In addition, make sure the paper is positioned in the correct orientation in the tray. See “Loading trays 2 and 3” on page 88 for detailed paper loading instructions. Press **Go** to clear the message and continue printing. The printer does not automatically reprint the page that prompted the message.

Printer messages (continued)

Message	Action
35 Res Save Off Deficient Memory	The printer lacks the memory needed to enable Resource Save. This message usually indicates too much memory is allocated for one or more of the printer link buffers. • Press **Go** to disable Resource Save and continue printing. • To enable Resource Save after you get this message: – Make sure the link buffer is set to Auto, and exit the menus to activate the link buffer changes. When **Ready** is displayed, enable Resource Save from the Setup Menu. – Install additional memory.
37 Insufficient Collation Area	The printer memory (or optional disk, if installed) does not have the space necessary to collate the print job. • Press **Go** to print the portion of the job already stored and begin collating the rest of the job. • Cancel the current job. Press **Menu>** or **<Menu**. The Job Menu is displayed. Press **Menu>** or **<Menu** until **Cancel Job** appears on the second line of the operator panel display. Press **Select**.
37 Insufficient Defrag Memory	The printer cannot defragment flash memory because the printer memory used to store undeleted flash resources is too full. Press **Go** to clear the message. To avoid another **37 Insufficient Defrag Memory** error message: • Delete fonts, macros, and other data in printer memory. • Install additional printer memory.

Printer messages (continued)

Message	Action
37 Insufficient Memory **Held Jobs may be lost. Go/Stop?**	The printer memory is too full to continue processing print jobs. The messages **37 Insufficient Memory** and **Held Jobs may be lost. Go/Stop?** alternate on the display until you do one of the following: • Press **Go** to clear the messages and continue printing the job. The printer frees memory by deleting the oldest held job and continues deleting held jobs until there is enough printer memory to process the job. • Press **Stop** to clear the messages without deleting any held jobs. Some data in the current job may not print or may not print correctly. • Cancel the current job. Press **Menu>** or **<Menu**. The Job Menu is displayed. Press **Menu>** or **<Menu** until **Cancel Job** appears on the second line of the operator panel display. Press **Select**.
38 Memory Full	The printer is processing data, but the memory used to store pages is full. • Press **Go** to clear the message and continue printing the job. Some data may not print or may not print correctly. • Cancel the current job. Press **Menu>** or **<Menu**. The Job Menu is displayed. Press **Menu>** or **<Menu** until **Cancel Job** appears on the second line of the operator panel display. Press **Select**. To simplify the print job: • Reduce the amount of text or graphics on a page. • Delete unnecessary downloaded fonts or macros. Install additional printer memory to avoid future **38 Memory Full** errors.

Printer messages (continued)

Message	Action
39 Complex Page	The page may not print correctly because the print information on the page is too complex. • Press **Go** to clear the message and continue printing the job. Some data may not print or may not print correctly. • Cancel the current job. Press **Menu>** or **<Menu**. The Job Menu is displayed. Press **Menu>** or **<Menu** until **Cancel Job** appears on the second line of the operator panel display. Press **Select**. To avoid another **39 Complex Page** error message: • Set Page Protect to On in the Setup Menu. • Reduce the complexity of the page by: – Reducing the amount of text or graphics on the page. – Deleting unnecessary downloaded fonts or macros. • Install additional memory.
51 Defective Flash	The printer detects a defective flash memory option. Press **Go** to clear the message and continue printing. You must install a different flash memory option before you can download any resources to flash.
52 Flash Full	There is not enough free space in the flash memory option to store the data you are trying to download. Press **Go** to clear the message and continue printing. Downloaded fonts and macros not previously stored in flash memory are deleted. To avoid another **52 Flash Full** error message: • Delete fonts, macros, and other data stored on the flash memory option. • Install a larger flash memory option.
53 Unformatted Flash	The printer detects an unformatted flash memory option. You must format the flash memory option before you can store any resources on it. Press **Go** to clear the message and continue printing. To format the flash memory option, select Format Flash from the Utilities Menu. If the error message remains, the flash memory option may be defective and require replacing.

Printer messages (continued)

Message	Action
54 Serial Option *x* Error	The printer has detected a serial interface error on an optional serial port. Make sure the serial link is set up correctly and you are using the appropriate cable. • Press **Go** to clear the message and continue printing. The job may not print correctly. • Reset the printer. Press **Menu>** or **<Menu**. The Job Menu is displayed. Press **Menu>** or **<Menu** until Reset Printer appears on the second line. Press **Select**.
54 Std Par ENA Connection Lost **54 Par *x* ENA Connection Lost**	The printer has lost the connection to an external print server (also called an external network adapter or ENA). • Make sure the cable connecting the ENA and the printer is securely attached. Turn the printer off and then on again to see if the printer recognizes the connection. • Press **Go** to clear the message. The printer erases any reference to the ENA and then resets.
54 Ser *x* Fax Connection Lost	The printer has lost the connection to the external modem. If the Fax Port menu item in the Fax Menu is not set to Disabled, the printer automatically assumes a modem is connected for fax processing. If the printer does not detect a modem connected to the serial port, it displays this message. • Reconnect the modem to the serial port to enable the printer to receive faxes. • Press **Go** to clear the message and continue normal printer operations. You cannot receive faxes until the modem is reconnected. If you do not intend to configure the serial port for receiving faxes, set the Fax Port menu item to Disabled to prevent the printer from displaying this message.
55 Insufficient Fax Buffer	The buffer used to process data is too full to receive an incoming fax. This has broken the connection between the printer and the sending fax machine. The printer will not accept additional fax data until sufficient fax buffer space is made available. Press **Go** to clear the message and print any fax data stored in the fax buffer. Some data may not print or may not print correctly. To avoid another **55 Insufficient Fax Buffer**, increase the size of the Fax Buffer in the Fax Menu.

Printer messages (continued)

Message	Action
56 Serial Port *x* Disabled	Data has been sent to the printer through a serial port, but the serial port is disabled. Press **Go** to clear the message. The printer discards any data received through the serial port. To avoid another **56 Serial Port *x* Disabled** error message, make sure the Serial Buffer menu item in the Serial Menu is not set to Disabled.
56 Std Parallel Port Disabled **56 Parallel Port *x* Disabled**	Data has been sent to the printer through a parallel port, but the parallel port is disabled. Press **Go** to clear the message. The printer discards any data received through the parallel port. To avoid another error message, make sure the Parallel Buffer menu item in the Parallel Menu is not set to Disabled.
58 Too Many Disks Installed	The printer only supports one disk option at a time. To clear the message turn the printer off and unplug the printer. Remove one of the disk options from the printer. See page 196 for information on removing disks.
61 Defective Disk	The printer detects a defective disk option. Press **Go** to clear the message and continue printing. You must install a different disk option before you can perform any operations that require a hard disk. See page 196 for information on removing a disk.
62 Disk Full	There is not enough memory on the disk option to store the data sent to the printer. Press **Go** to clear the message and continue processing. Any information not previously stored on the disk option is deleted.
63 Unformatted Disk	The printer detects an unformatted disk option. Press **Go** to clear the message and continue printing. You must format the disk before you can perform any disk operations. To format the disk, select Format Disk from the Utilities Menu. If the error message remains, the disk option may be defective and require replacing. Disk operations are not allowed until the defective disk is replaced and the new one is formatted.

Printer messages (continued)

Message	Action
70–79 messages	Reserved for messages relating to the internal print server. Refer to the *Drivers, MarkVision and Utilities* CD for more information. Click **View Documentation** and then click **MarkNet Print Servers**.
900–999 Service	When a service message occurs, turn the printer off and check all cable connections. Turn the printer back on. If the service message recurs, call for service and report the message number and description of the problem.

2 Troubleshooting

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

- The power cord is plugged into the printer and a properly grounded electrical outlet.
- The electrical outlet is not turned off by any switch or breaker.
- Other electrical equipment plugged into the outlet is working.
- The printer is turned on.
- The printer cable is securely attached to the printer and the host computer, print server, or other network device.

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 page 1 for more information. If the message indicates the printer has a paper jam, turn to page 41 for instructions on clearing the jam.

The tables in this chapter identify some printing problems you may encounter and what you can do to resolve them. Additional troubleshooting information can be found in the *Complete Printer Reference* on Lexmark's Web site (www.lexmark.com). If you still cannot solve your problem, call for service.

Where do I go from here?

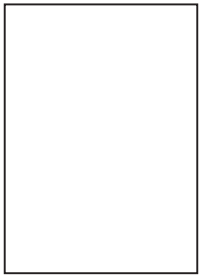
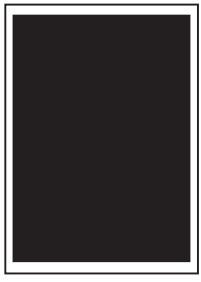
Type of problem	See page …
Print quality	20
Paper feeding	28
Other printing problems	30
Finisher function	35
Mailbox function	38

Print quality problems

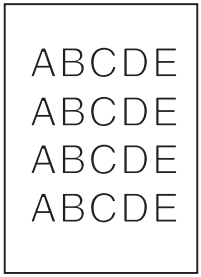
You may be able to correct many print quality problems by replacing a supply or maintenance item that has reached the end of its intended life. Check the operator panel for a message about a printer consumable. See “Determining the status of supplies” on page 108 for more information about other ways to identify consumables that need to be replaced.

Use the following table to find solutions to any print quality problems you have detected.

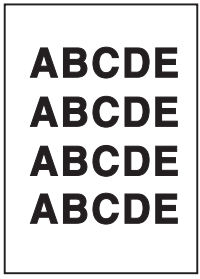
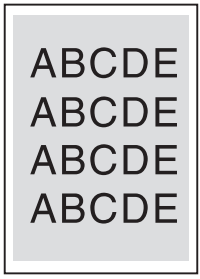
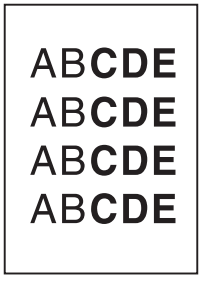
Print quality problems

Symptom	Cause	Solution
Blank pages 	The photoconductor cartridge is defective.	Replace the photoconductor cartridge. See “Replacing the photoconductor cartridge” on page 117.
	The transfer roller is defective.	Replace the transfer roller. See “Replacing the transfer roller” on page 131.
	The printer was priming the stapler.	When you insert a new staple cartridge, the printer verifies that staples are in the proper position by stapling a blank sheet of paper.
Black pages 	The photoconductor cartridge is defective.	Replace the photoconductor cartridge. See “Replacing the photoconductor cartridge” on page 117.
	Your printer requires servicing.	Call for service.

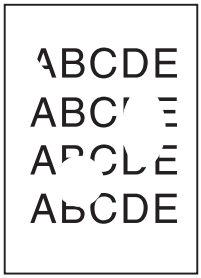
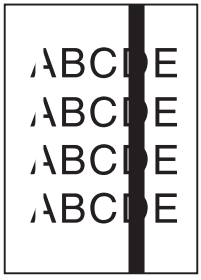
Print quality problems (continued)

Symptom	Cause	Solution
Print too light 	The Print Darkness setting is too light.	Select a different Print Darkness setting from the printer driver before sending the job to print.
	Toner Saver is on.	Turn Toner Saver off from the printer driver before sending the job to print.
	You are using media that does not meet the printer specifications.	• Use recommended paper and other media. Refer to the *Complete Printer Reference* on Lexmark's Web site for detailed specifications. • Load media from a new package. • Avoid textured paper with rough finishes. • Make sure the paper you load in the trays is not damp.
	The toner cartridge is empty.	Replace the toner cartridge. See "Installing a toner cartridge" on page 111.
	The printer is shifting toner from the toner cartridge to the photoconductor cartridge.	If you just installed a new toner cartridge, the printer may be filling the toner reservoirs in the photoconductor cartridge. You may also hear motor noises while this procedure occurs. Normal printing should resume in three minutes or less.
	The photoconductor cartridge is defective or has been installed in more than one printer.	Replace the photoconductor cartridge. See "Replacing the photoconductor cartridge" on page 117.

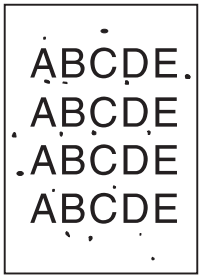
Print quality problems (continued)

Symptom	Cause	Solution
Print too dark 	The Print Darkness setting is too dark.	Select a different Print Darkness setting from the printer driver before sending the job to print.
	The toner cartridge is defective.	Replace the toner cartridge. See “Installing a toner cartridge” on page 111.
	The photoconductor cartridge is defective or has been installed in more than one printer.	Replace the photoconductor cartridge. See “Replacing the photoconductor cartridge” on page 117.
Blurred background 	The toner cartridge is defective.	Replace the toner cartridge. See “Installing a toner cartridge” on page 111.
Uneven print density 	The toner cartridge is defective.	Replace the toner cartridge. See “Installing a toner cartridge” on page 111.
	The photoconductor cartridge is defective.	Replace the photoconductor cartridge. See “Replacing the photoconductor cartridge” on page 117.
	The transfer roller is worn or defective.	Replace the transfer roller. See “Replacing the transfer roller” on page 131.

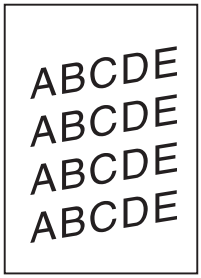
Print quality problems (continued)

Symptom	Cause	Solution
Irregularities 	The paper has absorbed moisture due to high humidity.	Load paper from a fresh package in the paper tray. See “Storing supplies” on page 109 for information on storing paper.
	You are using media that does not meet the printer specifications.	• Use recommended paper and other media. Refer to the *Complete Printer Reference* on Lexmark’s Web site for detailed specifications. • Avoid textured paper with rough finishes.
	The transfer roller is worn or defective.	Replace the transfer roller. See “Replacing the transfer roller” on page 131.
	The fuser is worn or defective.	Replace the fuser. See “Installing the fuser” on page 140.
White or black line 	The photoconductor cartridge is defective.	Replace the photoconductor cartridge. See “Replacing the photoconductor cartridge” on page 117.

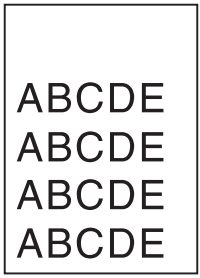
Print quality problems (continued)

Symptom	Cause	Solution
Toner specks 	The toner cartridge is defective.	Replace the toner cartridge. See “Installing a toner cartridge” on page 111.
	The photoconductor cartridge is defective.	Replace the photoconductor cartridge. See “Replacing the photoconductor cartridge” on page 117.
	The transfer roller is worn or defective.	Replace the transfer roller. See “Replacing the transfer roller” on page 131.
	The fuser is worn or defective.	Replace the fuser. See “Installing the fuser” on page 140.
	The paper dust remover is worn.	Replace the paper dust remover, which is included in the photoconductor kit. See “Replacing the paper dust remover” on page 124.
	Toner is in the paper path.	Call for service.
	Paper feed rollers are dirty.	Call for service.

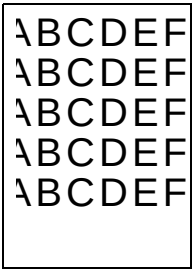
Print quality problems (continued)

Symptom	Cause	Solution
Skewed print 	The paper guides in the selected paper tray are not in the correct position for the size media loaded in the tray.	Remove the paper in the tray and move the paper guides to the proper positions. See “Loading the paper trays” on page 79 for detailed instructions on adjusting the guides in each tray.
	Paper is not properly positioned under the corner bucklers.	If you’re feeding from a 500-sheet paper tray (tray 2 or tray 3, or an optional tray 4), make sure the stack of paper fits under the corner bucklers before pushing the tray into the printer. See step 10 on page 99 for an illustration of the corner bucklers.
	The paper tray is not completely inserted into the printer.	Push the tray firmly into the printer to make sure it is fully inserted.
	Paper feed rollers are dirty or worn.	Call for service.

Print quality problems (continued)

Symptom	Cause	Solution
Incorrect margins 	The paper tray is not completely inserted into the printer.	Push the tray firmly into the printer to make sure it is fully installed.
	The left paper guide in the 500-sheet tray is set for a different size paper than what is loaded in the tray.	Insert the paper guide in the correct position for the size paper in the tray. See page 88 for information on loading the 500-sheet drawer.
	You did not set the correct paper size for tray 1.	After loading paper in tray 1, set the default paper size from the printer operator panel: **1 From the Paper Menu, select Paper Size.** **2 Select Tray 1 Size.** **3 Select the correct paper size from the list of available values.** For information on using the operator panel, see page ix.
	The locking clips are not securing the drawer to the printer.	Attach the four locking clips to the drawer. Refer to the *Setup Guide* for installation instructions.
	The margin settings for the selected tray need to be adjusted.	Adjust the appropriate margin settings in the Registration Menu. Refer to the *Complete Printer Reference* on Lexmark's Web site for information about accessing this menu.
	The paper feed rollers are worn.	Call for service.

Print quality problems (continued)

Symptom	Cause	Solution
Clipped images  	The paper tray is not completely inserted into the printer.	Push the tray firmly into the printer to make sure it is fully installed.
	The left paper guide in the 500-sheet tray is set for a different size paper than what is loaded in the tray.	Insert the paper guide in the correct position for the size paper in the tray. See page 88 for information on loading paper.
	You did not set the correct paper size for tray 1.	After loading paper in tray 1, set the default paper size from the printer operator panel: **1 From the Paper Menu, select Paper Size.** **2 Select Tray 1 Size.** **3 Select the correct paper size from the list of available values.** For information on using the operator panel, see page ix.

Paper feed problems

If paper has trouble traveling through the printer, paper jams or other problems relating to mechanical paper feed can result. Use the following table to find solutions to paper feed problems you are experiencing. For information about paper feed problems in output options, see “Finisher problems” on page 35 or “Mailbox problems” on page 38.

For detailed instructions on clearing paper jams, see page 41. For tips on avoiding paper jams, see page 105.

Paper feed problems

Symptom	Cause	Solution
Paper frequently jams in the printer.	You are using media that does not meet the printer specifications.	Use recommended paper and other media. Refer to the *Complete Printer Reference* on Lexmark’s Web site for detailed specifications.
	You have loaded too much paper in the tray.	Make sure the stack of paper you load in the tray does not exceed the maximum stack height indicated at the back of the tray.
	The paper guides in the trays are not set to the appropriate position for the size media loaded in the tray.	Move the paper guides to the correct position. See “Loading the paper trays” on page 79 for detailed instructions.
	Paper is not securely under the corner bucklers in the 500-sheet trays.	Make sure paper is loaded properly in the paper tray. See page 88 for more information.
	The 500-sheet tray is not completely inserted into the printer.	Push the tray firmly into the printer.
	Paper has absorbed moisture due to high humidity.	• Load paper from a fresh package in the tray. • Store paper in its original wrapper until you load it in the tray. See page 104 for more information on properly storing media.

Paper feed problems (continued)

Symptom	Cause	Solution
Paper frequently jams in the printer (*continued*).	You are feeding 100% cotton paper from tray 1.	Feed 100% cotton paper from the 500-sheet trays or the optional 2500-sheet drawer (trays 2, 3, or 4).
	Paper feed rollers are dirty or worn.	Call for service.
	You are feeding media into the manual feed tray incorrectly.	Make sure you load media correctly: – Load media print side down. – For A4, A5, B5, executive, and letter size paper, feed the long edge of the paper first. – For A3, B4, legal, and 11x17 size paper, feed the short edge of the paper first.
The **Paper Jam** message remains after you remove the jammed paper.	You have not cleared the entire paper path.	Clear paper from the entire paper path, and then press **Go**. See page 41 for detailed instructions on clearing paper jams.
The page that jammed does not reprint after you clear the jam.	Jam Recovery in the Setup Menu is set to Off.	Set Jam Recovery to Auto or On. Refer to the *Complete Printer Reference* on Lexmark's Web site for more information about changing the setting.

Other printing problems

Use the following table to find solutions to other printing problems you are experiencing.

Other printing problems

Symptom	Cause	Solution
The operator panel display is blank or only displays diamonds.	The printer's self test failed.	Turn the printer off, wait about 10 seconds, and turn the printer back on. **Performing Self Test** appears on the operator panel display. When the test is completed, the **Ready** message is displayed. If the messages do not appear, turn the printer off and call for service.
Jobs don't print.	The printer is not ready to receive data.	Make sure **Ready** or **Power Saver** appears on the operator panel display before sending a job to print. Press **Go** to return the printer to the ready state.
	One of the printer supplies has reached the end of life.	If **Replace Toner to Continue** or **Replace PC Kit to Continue** appears on the display, you cannot continue printing until you replace the supply item specified in the message. See page 107 for instructions on replacing supplies.
	The specified output bin is full.	Remove the stack of paper from the output bin and press **Go**.
	The specified paper tray is empty.	Load paper in the tray. See "Loading the paper trays" on page 79 for detailed instructions.
	You are using the wrong printer driver or are printing to File.	Verify that you selected the printer driver associated with the Optra W810 printer. **Note:** If you are using a USB port, make sure you are running Windows 98 and using a Windows 98 compatible printer driver.

Other printing problems (continued)

Symptom	Cause	Solution
Jobs don't print (*continued*).	Your MarkNet™ print server is not set up properly or is not connected properly.	Verify that you have properly set up the network address and that the network cable is securely connected. Refer to the *Setup Guide* or to the *Drivers, MarkVision and Utilities* CD for information. After launching the CD, click **View Documents** and then click **MarkNet Print Servers**.
	Port settings are incorrect.	Make sure the current communications settings are correct. Refer to the *Setup Guide* for information on configuring MarkNet ports. Refer to the *Complete Printer Reference* on Lexmark's Web site for information on parallel, serial, fax, or LocalTalk port settings.
	You are using the wrong interface cable, or the cable is not securely connected.	Make sure you are using a recommended printer cable. Refer to the *Setup Guide* for cable specifications.
It takes longer than expected to print a job.	The job is too complex.	Reduce the complexity of your print job by eliminating the number and size of fonts, the number and complexity of images, and the number of pages in the job.
	Page Protect is On.	Set Page Protect Off from the Setup Menu.
	The resolution is set to 1200 Image Quality.	If your job includes complex images, it may take longer to print when the resolution is set to 1200 Image Quality. To print the job faster, select another print resolution from the printer driver before sending the job to print. You may notice some reduction in print quality.
The job prints from the wrong tray or on the wrong print material.	The printer driver settings are overriding the operator panel menu settings.	Make sure the Paper Size and Paper Type specified in the printer driver are correct for the job you are printing.

Other printing problems (continued)

Symptom	Cause	Solution
Incorrect characters print.	You are using an incompatible parallel cable.	If you're using 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.
	The printer is in Hex Trace mode.	If **Ready Hex** appears on the operator panel display, you must exit Hex Trace mode before you can print your job. Turn the printer off and back on to exit Hex Trace mode.
Tray linking does not work.	Tray linking is not configured properly.	To configure the linked trays: • Make sure the Paper Type setting in the Paper Menu is the same for all linked trays. • Make sure the Paper Size setting is the same for all linked trays. – **Tray 1**: Verify the Tray 1 Size setting in the Paper Menu is correct. – **Trays 2 and 3**: Verify the left paper guide inside the tray is installed in the correct position. (This procedure also applies to *tray 4*, if you have an optional 500-sheet tray installed.) Use the instructions beginning with step 3 on page 90 to move the left paper guide. – **Tray 4**: If you have an optional 2500-sheet drawer installed, the Paper Size setting is pre-set at the factory to either letter or A4 size paper.
Tray *x* **Missing** appears on the operator panel display even though the tray is installed in the printer.	The left paper guide in the specified tray is not properly inserted.	Pull open the tray, remove the paper, and reinsert the left paper guide, making sure the guide snaps into the notch at the front of the tray. For detailed instructions, see step 5 on page 93.

Other printing problems (continued)

Symptom	Cause	Solution
Large jobs do not collate.	The job is too complex.	Reduce the complexity of the print job by eliminating the number and size of fonts, the number and complexity of images, and the number of pages in the job.
		Add printer memory or a hard disk option. Refer to the *Complete Printer Reference* on Lexmark's Web site for information on managing printer memory and selecting memory options to install.
Unexpected page breaks occur.	The job has timed out.	Set Print Timeout to a higher value from the Setup Menu.
The printer generates an unusual motor noise that lasts up to three minutes.	The printer is trying to determine if there is toner remaining in the toner cartridge.	If **Replace Toner** appears on the display, replace the toner cartridge. See "Installing a toner cartridge" on page 111. If no message is displayed and you just inserted a new toner cartridge, the printer may be transporting toner into the photoconductor cartridge. The motor noises should cease in three minutes or less.
An option does not operate correctly after it is installed, or it stops working.	Communication has failed between the printer and the option.	Turn the printer off, wait about 10 seconds, and turn the printer back on.
	The option is not set up correctly.	Turn the printer off and check the connection between the option and the printer. Refer to the *Setup Guide* for complete installation instructions.
	The printer driver does not recognize that the option is installed.	Your printer driver may not automatically recognize that an option is attached to your printer. Open the driver and verify that all the printer configuration settings are correct.

Other printing problems (continued)

Symptom	Cause	Solution
You cannot print using the infrared port on the tri-port interface card.	The infrared port is not configured properly.	Make sure neither Infrared Port nor Infrared Buffer is set to Disabled in the Infrared Menu. Also make sure the Window Size and Transmit Delay settings are correct.
	The connection between the two infrared devices cannot be made.	Make sure the distance between the two infrared ports is 3 m (10 ft) or less. If necessary, move the ports closer together. Refer to the *Setup Guide* for more information.
		Make sure no objects are between the two ports.
		Make sure the computer is set on a level surface.
		If necessary, turn off the lights in the room or close window shades or blinds. Bright light, such as direct sunshine or nearby artificial lights, may interfere with communication.
You cannot print using the LocalTalk port.	The LocalTalk port is not set up correctly.	Make sure neither LocalTalk Port nor LocalTalk Buffer is set to Disabled in the LocalTalk Menu. **Note:** For Macintosh users, verify that the printer is set up correctly in the Macintosh Chooser.
You cannot receive faxes via the fax port.	The fax port is not configured correctly.	Make sure neither Fax Port nor Fax Buffer is set to Disabled in the Fax Menu.
	The fax machine connected to your printer is not compatible with your printer.	Make sure the fax machine you have connected to your printer is a class 1 fax modem.
	The connection has been lost.	If power to the modem has been interrupted, complete the following steps *in the order listed:* **1 Turn the printer off.** **2 Turn the modem on.** **3 Turn the printer on.** Refer to the *Setup Guide* for more information.

Finisher problems

Use the following table to find solutions to problems you are experiencing with the finisher option.

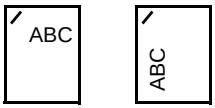
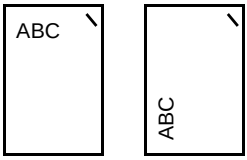
Finisher problems

Symptom	Cause	Solution
Paper frequently jams in the finisher.	The finisher and printer are misaligned.	Properly align the finisher with the printer. See “Aligning the finisher with the printer” on page 169.
	The finisher cables are not connected properly.	Check the cable connections. Refer to the *Setup Guide* for instructions on connecting the finisher to the printer.
	The transport unit is not properly installed.	If the **280 Paper Jam / Open Cover H** message recurs, verify that you have properly installed the transport unit on top of the printer. The gears must be completely engaged for paper to travel successfully from the printer to the finisher. Refer to the *Setup Guide* for detailed installation instructions.
	You are trying to staple, hole punch, or offset media other than paper.	Restrict use of the special finishing features to paper meeting the printer specifications. Refer to the *Complete Printer Reference* on Lexmark’s Web site for more information.
You cannot clear the **280 Paper Jam / Open Cover H** message.	The transport unit is not properly installed.	Verify that you have properly installed the transport unit on top of the printer. Refer to the *Setup Guide* for detailed installation instructions.
The finisher does not offset the print job as requested.	You’ve selected both offsetting *and* stapling for the job.	The finisher cannot staple *and* offset a print job. If both functions are selected, the printer staples the job, but does not offset it.

Finisher problems (continued)

Symptom	Cause	Solution
Pages are not stapled.	The stapler is not installed or is not installed correctly.	Reinstall the stapler. See page 148 for instructions on removing and installing the stapler.
	The stapler is out of staples.	Insert a new staple cartridge. See “Installing a staple cartridge” on page 148.
	The stapler is jammed.	Check the stapler for a staple jam. See “Clearing a staple jam” on page 156.
	The stapler is not primed.	Prime the stapler. See “Priming the stapler” on page 162.
	Staples are not properly positioned in the stapler.	Prime the stapler. See “Priming the stapler” on page 162.
	You are trying to staple too many sheets.	The finisher can staple up to 50 sheets of 20 lb paper. If you attempt to staple a larger stack of paper, the finisher ejects the stack without stapling it. Reduce the number of pages in the staple job.
Staple priming fails.	The stapler is out of staples.	Insert a new staple cartridge. See “Installing a staple cartridge” on page 148.
	The staple priming source tray is empty.	Load paper in the staple priming source tray specified in the Finishing Menu.
	Bin 2 is full.	Remove the stack of paper from bin 2.
	The stapler is not installed or is not installed correctly.	Reinstall the stapler. See page 148 for instructions on removing and installing the stapler.
	The stapler is jammed.	Check the stapler for a staple jam. See “Clearing a staple jam” on page 156.

Finisher problems (continued)

Symptom	Cause	Solution
The staple is in the wrong corner of the stack.	The stapler has a fixed position in the finisher, which determines the placement of the staple.	You cannot change the position of the staple. If necessary, reformat your print job from the software application or rotate your print job using the printer driver to avoid stapled sets that are difficult to read. **A4, A5, B5, executive, and letter** Portrait Landscape  **A3, B4, legal, and 11x17** Portrait Landscape 
A printer message says that all linked bins are full, but bin 1 is empty.	Bin 2 (the default bin for all stapled and offset jobs) is full.	The finisher stacks all stapled jobs and all offset jobs in bin 2. If bin 1 and bin 2 are linked and bin 2 is full, the printer reports that bin 1 is full also. To clear the message, remove the stack of paper from bin 2. The printer can then receive additional stapled or offset jobs.
The transport unit falls from the top of the printer when you pull away the finisher.	The guide rail attaching the finisher to the printer is not properly installed.	Reinstall the guide rail. When properly installed, the guide rail prevents you from pulling the finisher too far away from the printer. Refer to the *Setup Guide* for detailed installation instructions.

Mailbox problems

Use the following table to find solutions to problems you are experiencing with the mailbox option.

Mailbox problems

Symptom	Cause	Solution
Paper frequently jams in the mailbox.	The mailbox and the printer are misaligned.	Align the mailbox with the printer. See “Aligning the mailbox option” on page 177.
	The mailbox cables are not connected properly.	Check the cable connections. Refer to the *Setup Guide* for instructions on connecting the mailbox to the printer.
	The transport unit is not correctly installed.	If the **280 Paper Jam / Open Cover H** message recurs, verify that you have properly installed the transport unit on top of the printer. The gears must be completely engaged for paper to travel successfully from the printer to the mailbox. Refer to the *Setup Guide* for detailed installation instructions.
You cannot clear the **280 Paper Jam / Open Cover H** message.	The transport unit is not properly installed.	Verify that you have properly installed the transport unit on top of the printer. Refer to the *Setup Guide* for detailed installation instructions.
The transport unit falls from the top of the printer when you pull away the mailbox.	The guide rail attaching the mailbox to the printer is not properly installed.	Reinstall the guide rail. When properly installed, the guide rail prevents you from pulling the mailbox too far away from the printer. Refer to the *Setup Guide* for detailed installation instructions.

Calling for service

When you call for printer service, be prepared to describe the problem you are experiencing or the error message on the operator panel.

You'll also need to know your printer model type and serial number. Refer to the label on the back of the printer under the toner box for this information. The serial number is also listed on the menu settings page you can print from the Utilities Menu or from your internet browser, if you have a MarkNet print server attached to your printer. See page 108 for more information about printing the menu settings page.

3 Clearing paper jams

By carefully selecting print materials and loading them properly, you should be able to avoid most paper jams. See page 79 for instructions on loading media. For other tips on avoiding paper jams, see page 105. If you do experience a paper jam, follow the instructions in this chapter to clear the jam and continue printing.

Understanding paper jam messages

When a paper jam occurs, the printer displays a two-line **2*xx* Paper Jam** message and stops operating. Although the location of the paper jam appears on the second line of the display, *you must clear all paper from the entire paper path*. Press the **Go** button on the operator panel to clear the message and continue printing.

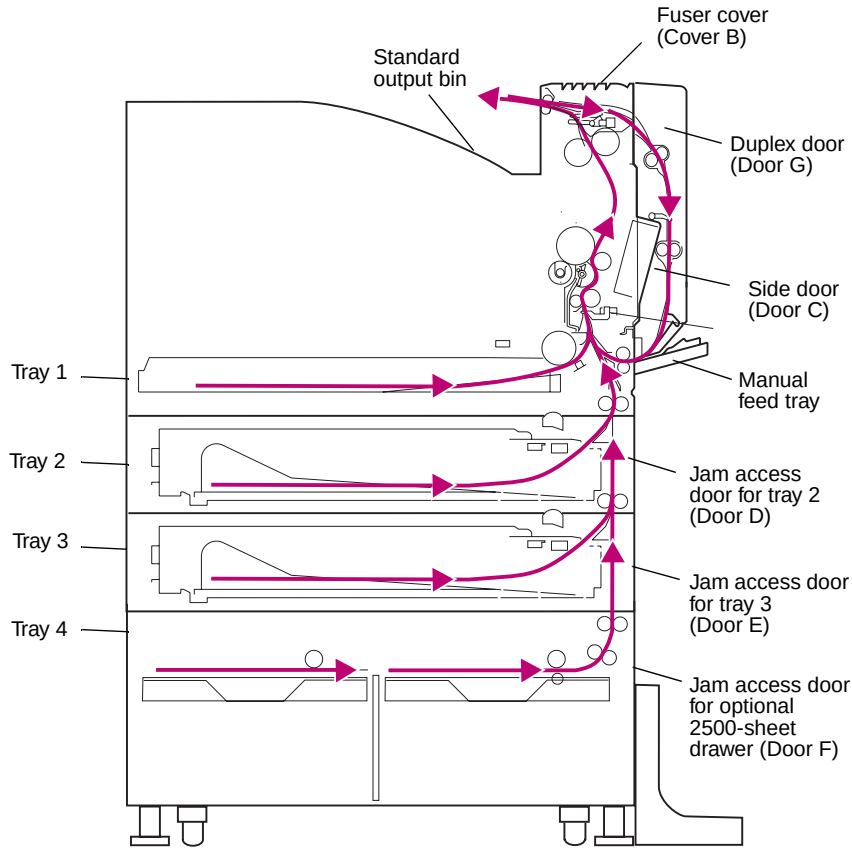
See “Paper path” on page 42 for an illustration of the areas where you can access jammed paper.

NOTE: If you have an optional finisher attached to your printer, the message **Leave Staple Job in Finisher**, **Clear Staple Job from Finisher**, or **Clear Job from Finisher** may alternate with the **2*xx* Paper Jam** message.

Paper path

The *paper path* is the route paper travels as it makes its way from the selected paper source through the printer and into the selected output bin. To clear the paper in the path, start at the paper source the printer is using for the current job and open all doors and covers between the source and the selected output bin. If you are not sure which source the printer is using, start with tray 4, if installed, or tray 3.

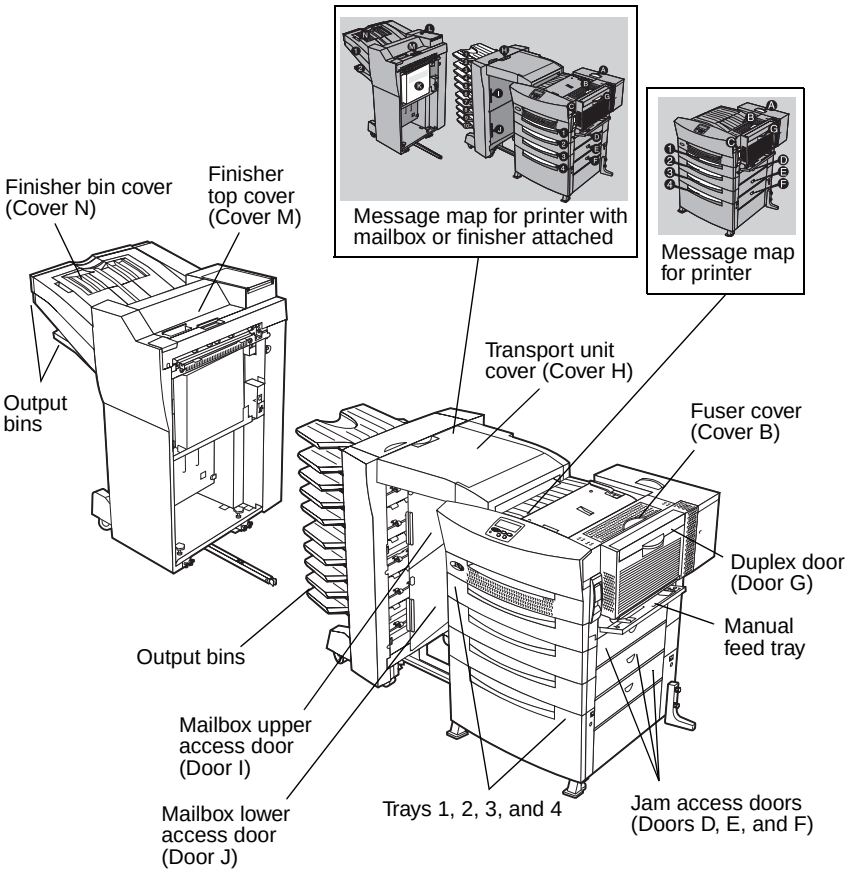
Refer to the following illustration for a better understanding of the path the paper travels through the printer. We have labeled the doors and covers that give you access to paper in the path when a jam occurs.



Front view

Message maps

You can use the *message map* on top of the printer (or on the transport unit if an optional finisher or mailbox is installed) to locate the doors and covers you must open when clearing the paper path.



Clearing jams from the printer

The instructions in this section walk you through the steps necessary to clear paper from the entire paper path. Use the following table to determine where to begin clearing the paper path.

NOTE: If Jam Recovery is set On, the printer reprints any pages you clear from the paper path. Refer to the Complete Printer Reference on Lexmark's Web site (www.lexmark.com) for more information.

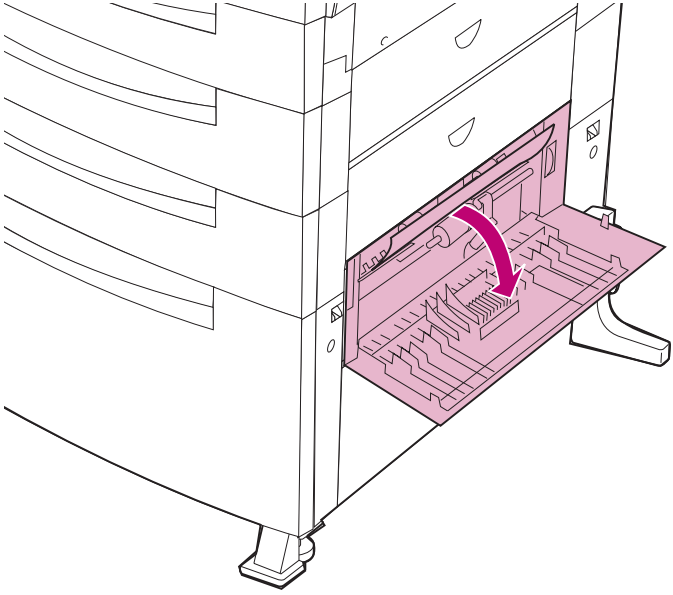
If the paper source for the job is …	Go to page …
Tray 4 (optional 2500-sheet drawer)	44
Tray 4 (optional 500-sheet drawer)	48
Tray 2 or 3	48
Tray 1	53
Manual feed tray	56
Unknown	44

Tray 4 (optional 2500-sheet drawer)

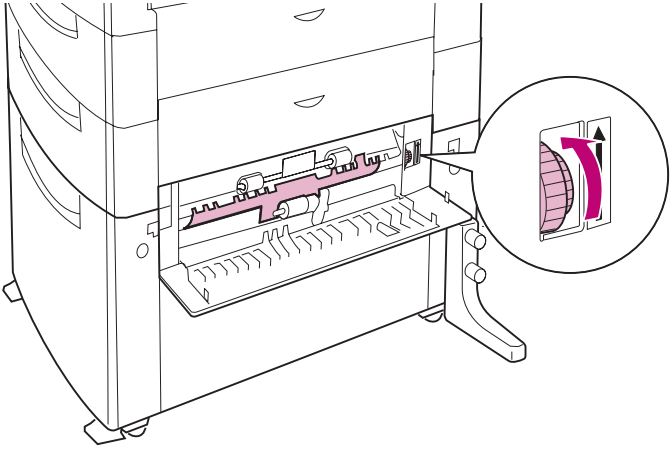
If the printer is feeding paper from an optional 2500-sheet drawer, follow the instructions beginning in this section to clear the paper jam. Skip to page 48 if the printer is feeding from a 500-sheet drawer.

WARNING: **Do not pull open the 2500-sheet tray until you clear all paper from the jam access door on the right side of the printer (Door F).** Opening the tray when paper is jammed in the vertical transport area may result in problems that require a service call.

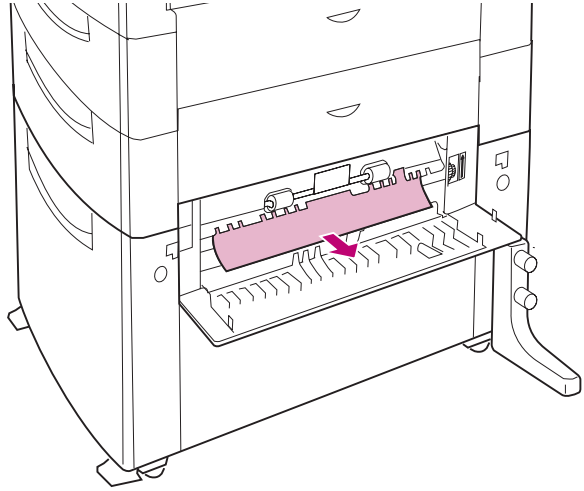
1 **Open the jam access door on the right side of the printer (Door F).**



2 **If you cannot grasp the edge of the paper, rotate the paper release wheel to roll the paper out of the printer.**



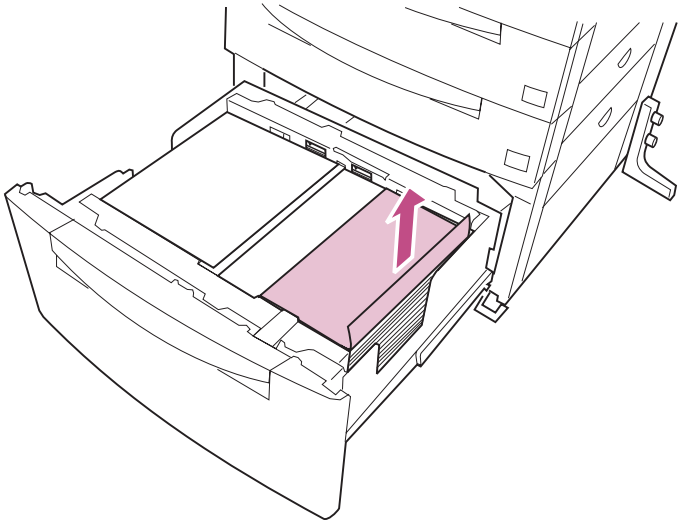
3 **Pull the jammed paper straight out.**



4 **Close the jam access door.**

5 **If you cannot reach the paper from the jam access door, open tray 4 and remove the jammed paper.**

WARNING: If the paper has lodged behind the paper tray where you cannot reach it, discontinue using tray 4 and call for service.



6 **Close tray 4.**

7 **Go to page 48 to continue clearing the paper path.**

Trays 2 and 3

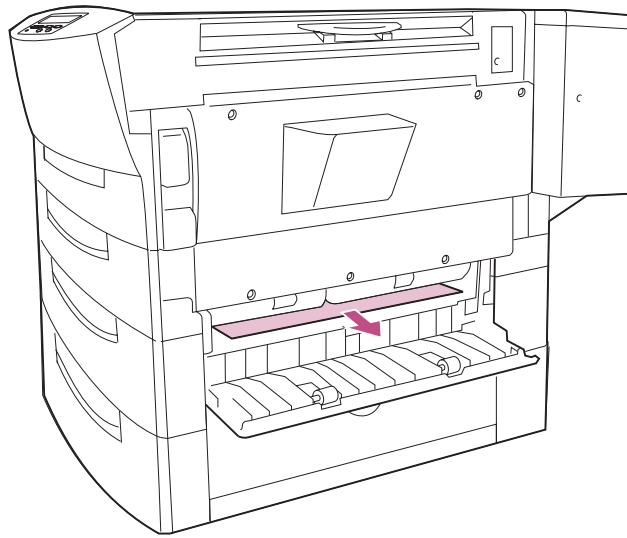
If the printer is feeding paper from tray 2 or 3, or from an optional 500-sheet drawer (tray 4), follow the instructions beginning in this section to clear the paper jam.

1 **Open the jam access doors on the right side of the printer (Doors D and E).**

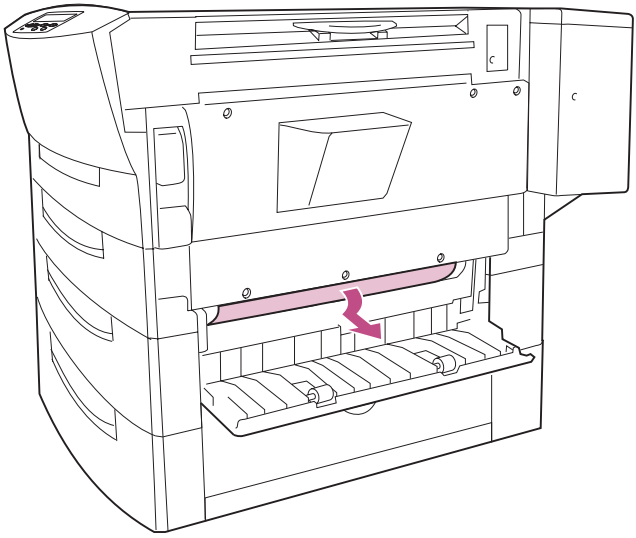
NOTE: Do not open the paper trays until you clear all paper from the jam access doors.

2 **Pull the jammed paper out of the printer, as shown.**

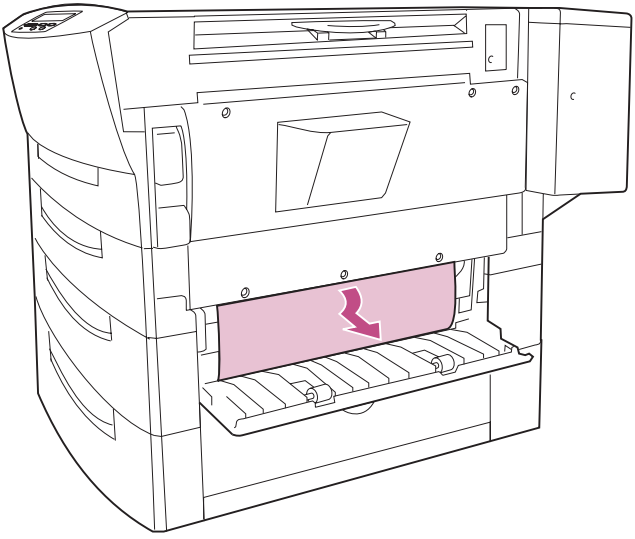
a **If you can see the edge of the jammed paper, pull the paper straight out.**



b **If the paper is tightly bound inside the printer, pull out the upper edge of the jammed paper, and then pull the paper straight out.**

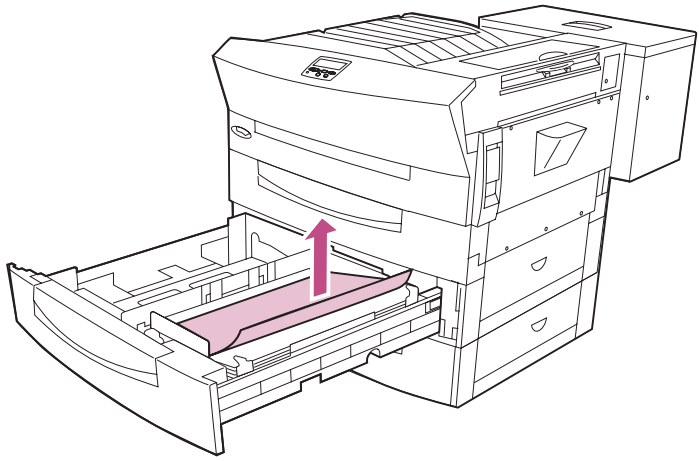


c **If the paper is jammed as shown, release the upper edge of the paper, and then pull the paper straight out.**



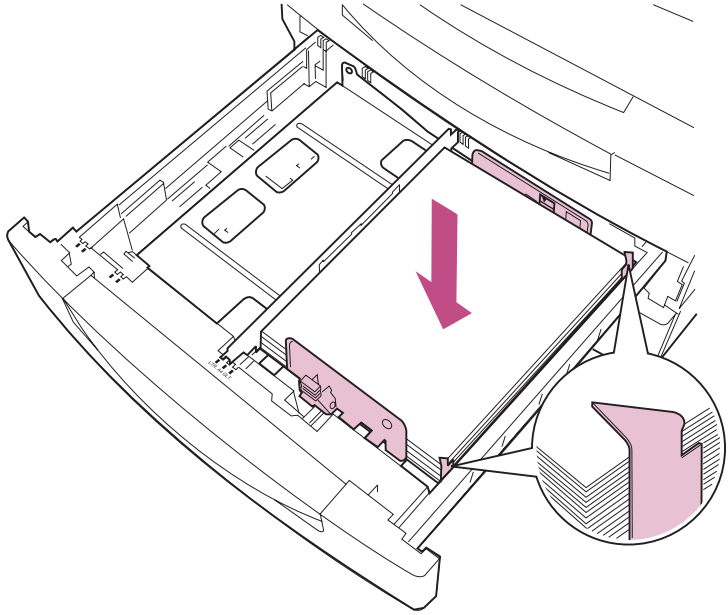
3 **Close the jam access doors.**

4 **If you cannot reach the paper from the jam access door, pull open the paper tray and remove the jammed paper.**



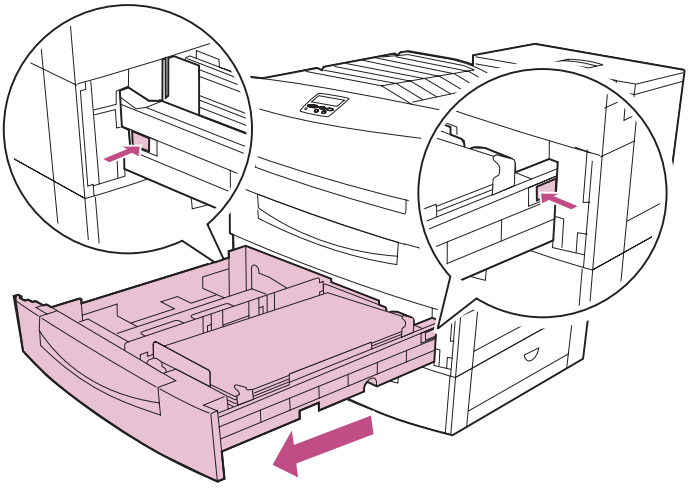
5 **Press down on the pressure plate inside the tray until it clicks into place.**

Make sure the adjustable guides are snug against the paper, and the paper stack fits under the corner bucklers.



6 **If it appears the paper has lodged behind the paper tray, completely remove the tray to retrieve the paper:**

a **Release the tabs on either side of the tray, as shown, and pull the tray straight out of the printer.**



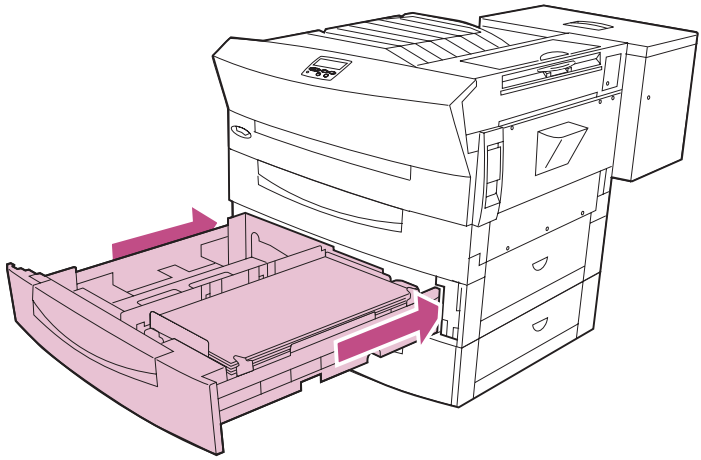
b **Remove any paper from inside the opening for the tray.**

7 **Reinsert the tray.**

a **Make sure the pressure plate is pressed down inside the tray, and the paper stack fits under the corner bucklers.**

b **Align the paper tray with the opening and insert the tray completely into the printer.**

If the tray is not pushed completely into the printer, text and images may print in the wrong position on the page, and margins may appear incorrect.

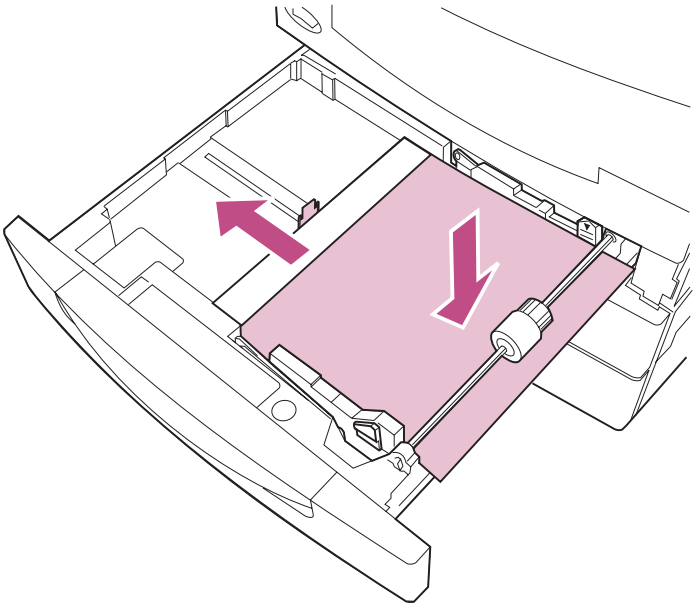


8 **Go to page 53 to continue clearing the paper path.**

Tray 1

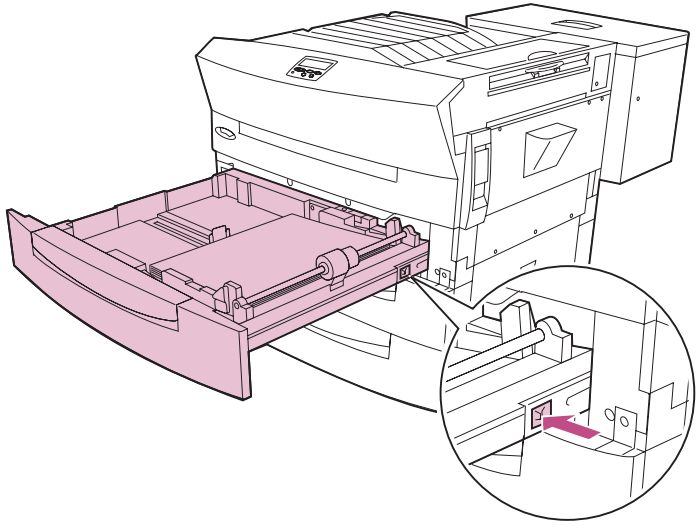
If the printer is feeding paper from tray 1, follow the instructions in this section to clear jammed paper from the drawer.

1. **Pull open tray 1.**
2. **Press down on the pressure plate until it clicks into place.**
3. **Remove the jammed paper by pulling it out, as shown.**



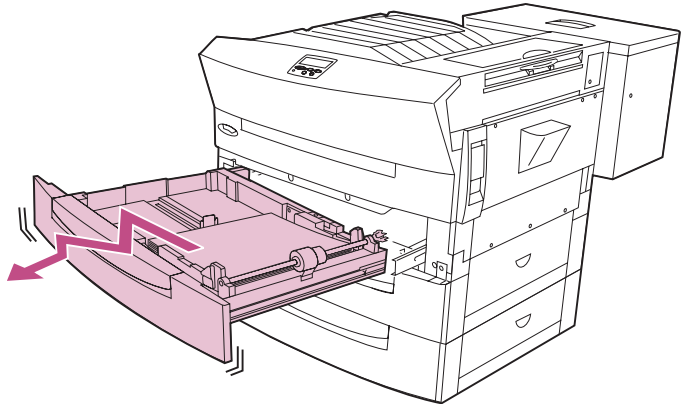
4 **If it appears the paper has lodged behind the paper tray, completely remove the tray to retrieve the paper:**

a **Use a pencil or similar object to press the tab on the right side of the tray, as shown.**



b **Pivot the tray to the left, and then firmly move the tray back and forth to work the tray out of the printer.**

Removing the tray may require some force.

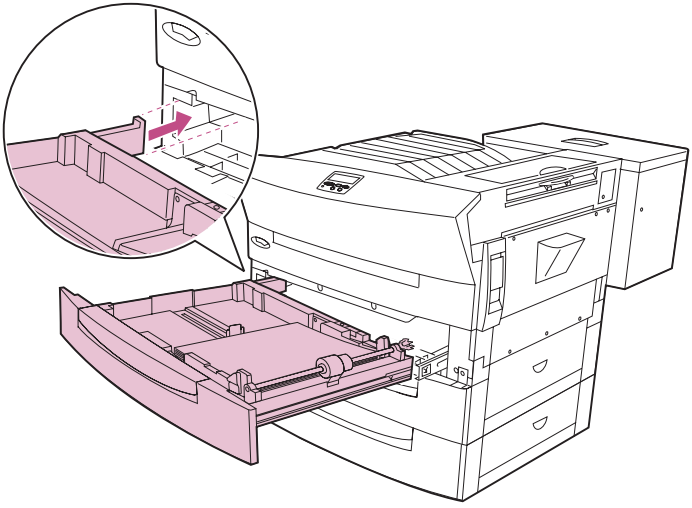


c **Remove any paper from inside the opening for the tray.**

5 **Reinsert the tray.**

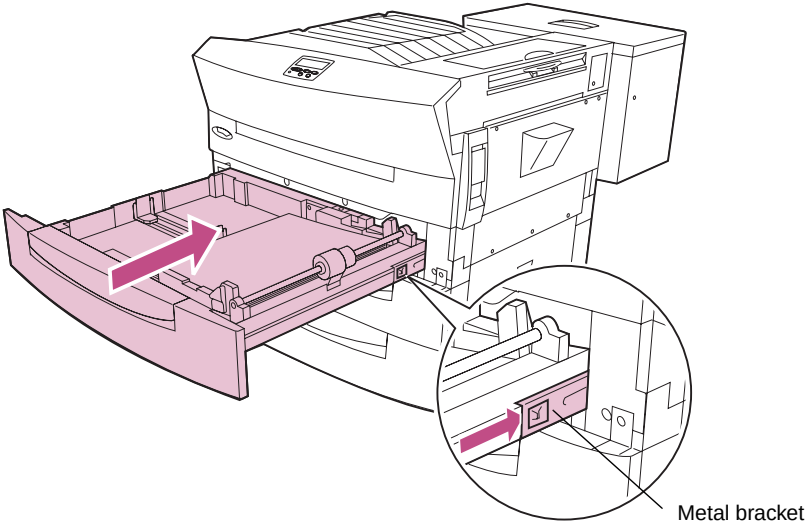
a **Make sure the pressure plate is pressed down inside the tray.**

b **Align the left side of the tray with the guides inside the opening.**



c **Insert the rails on the right side of the tray into the metal bracket that extends from inside the printer, as shown.**

NOTE: If the metal bracket slides into the printer while you are inserting the rails, re-extend the bracket.



6 **Push the tray firmly into the printer.**

7 **Continue clearing paper from the path:**

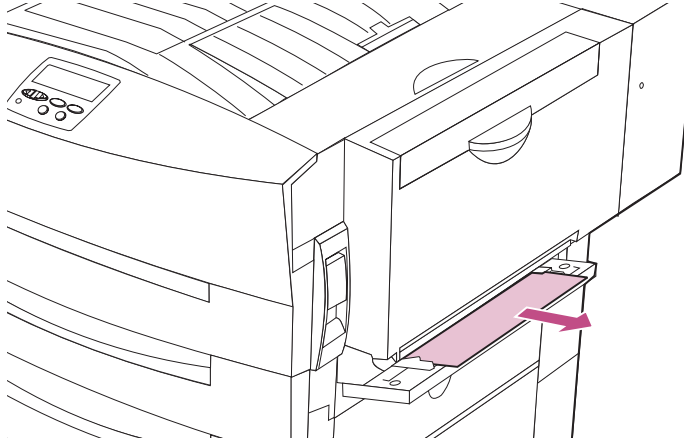
- If you have a duplex unit installed, go to “Manual feed unit” to continue clearing the paper path.
- If you do not have a duplex unit installed, skip to “Photoconductor area” on page 58.

Manual feed unit

NOTE: The manual feed tray is available only if the duplex unit is attached to your printer.

Follow these instructions if you are feeding a single sheet of media into the manual feed tray. Skip to “Photoconductor area” on page 58 if a manual feed unit is not installed.

1 **Pull the jammed sheet straight out of the printer.**

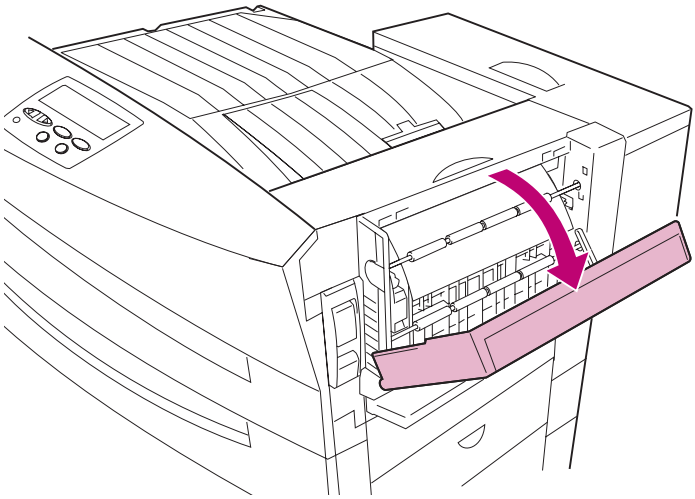


2 **If the printer is duplexing the print job, go to page 57 to continue clearing the paper path.**

Duplex unit

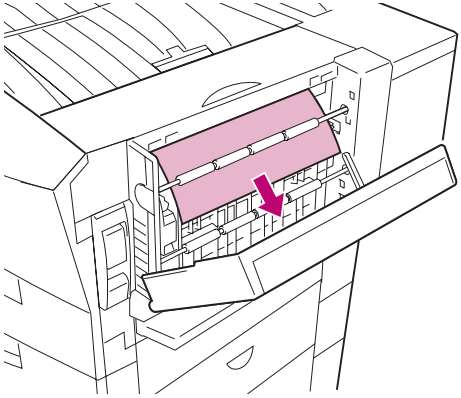
Follow these steps if the printer is duplexing the print job. Skip to “Photo-conductor area” on page 58 if a duplex unit is not installed or you are not duplexing the print job.

1 **Open the duplex door (Door G).**

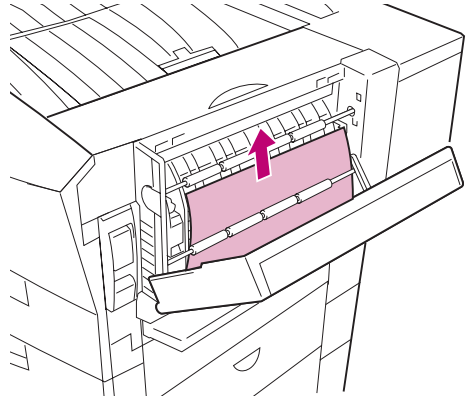


2 **Depending on the location of the jammed sheet:**

a **Pull the jammed paper straight down and out of the duplex unit.**



b **Pull the jammed paper straight up and out of the duplex unit.**

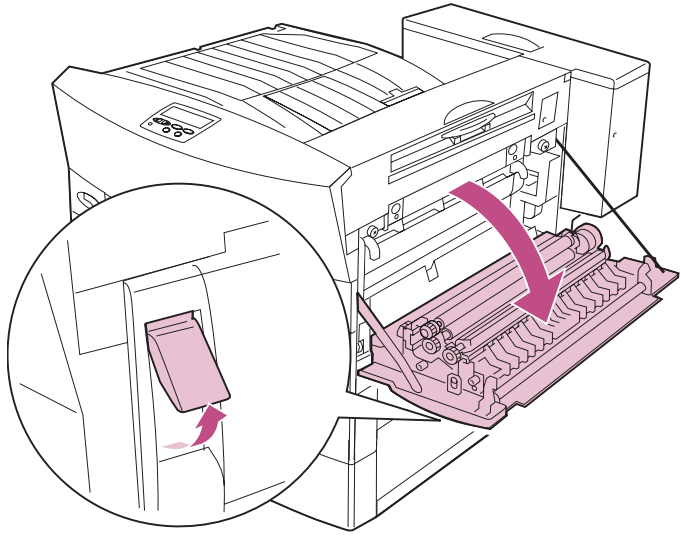


3 **Close the duplex door.**

4 **Go to “Photoconductor area” to continue clearing the paper path.**

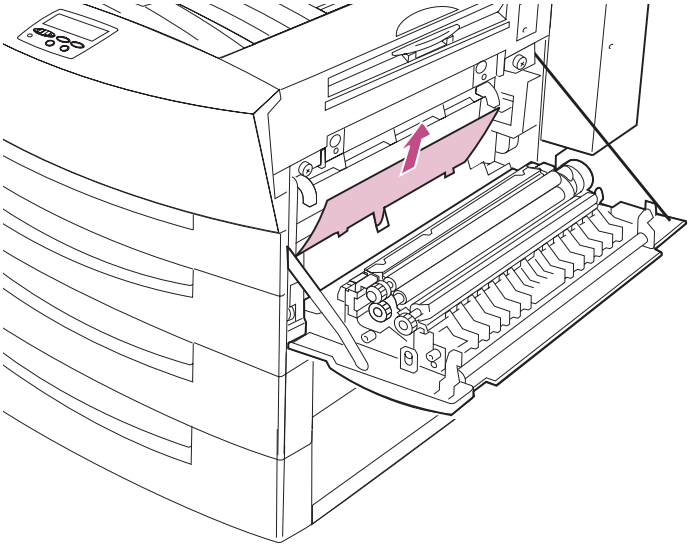
Photoconductor area

1 **Lift the side door latch and lower the side door (Door C).**



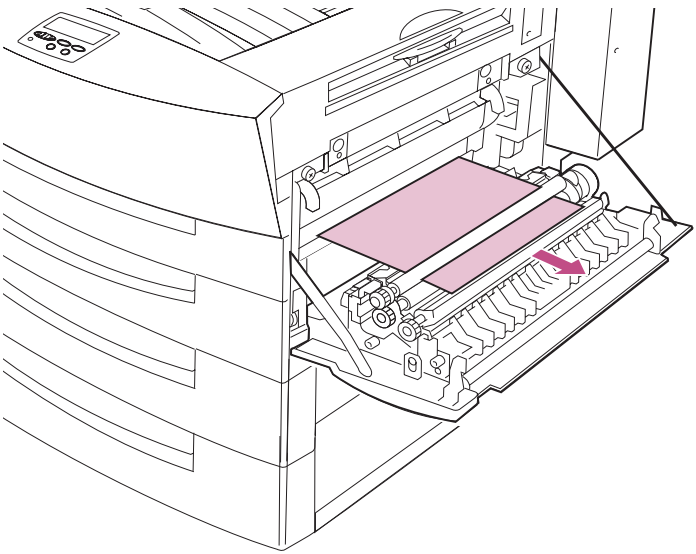
2 **Depending on the location of the jammed sheet:**

a **Pull the jammed paper out from under the photoconductor cartridge, as shown.**



b **Pull the jammed paper straight out from under the transfer roller, as shown.**

WARNING: Do not touch the transfer roller. Touching the transfer roller can result in print quality problems.



3 **If you have an output option attached to your printer, skip to:**

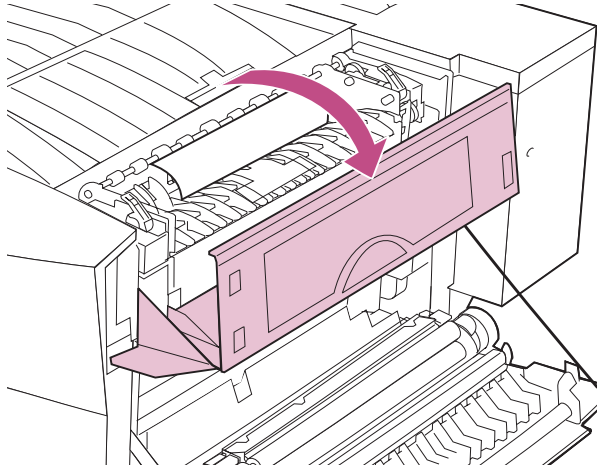
- “Clearing jams from the mailbox option” on page 62, or
- “Clearing jams from the finisher option” on page 69.

Otherwise, continue with “Fuser area”.

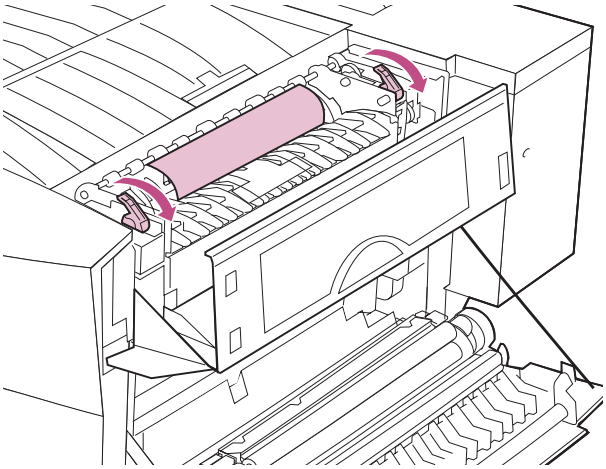
Fuser area

CAUTION: The fuser area becomes very hot during printer operation. Avoid touching parts in this area of the printer until they have cooled.

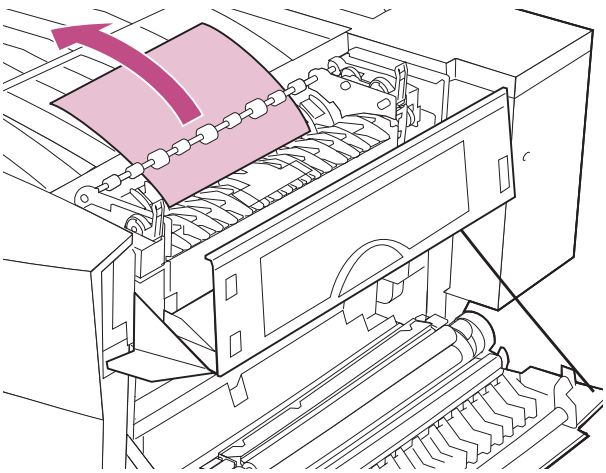
1 **With the side door still open, lower the fuser cover (Cover B).**



2 **If paper is jammed in the fuser, pull the paper release levers in the direction of the arrows.**



3 **Remove the jammed paper, as shown.**



4 **Close the fuser cover.**

5 **Close the side door.**

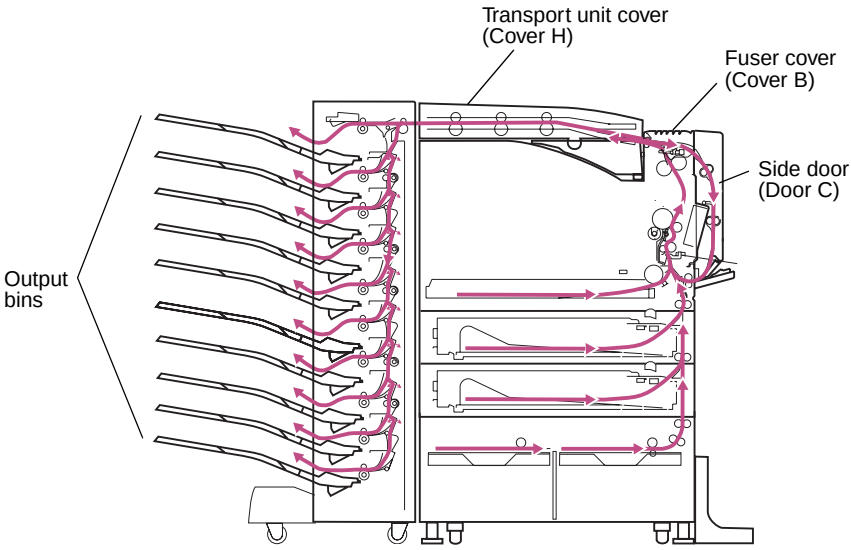
6 **Press Go on the operator panel to continue printing.**

The printer clears the **2*xx* Paper Jam** message and continues printing. If the message does not clear, paper is still present in the path. Recheck all doors, covers, and trays in the paper path.

Clearing jams from the mailbox option

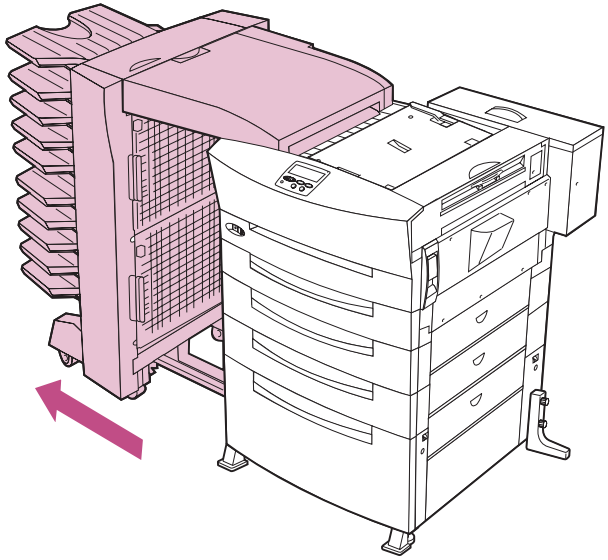
Remember to clear all paper from the entire paper path, not just the area indicated in the paper jam message. See page 41 for more information. Instructions for clearing jams from the mailbox begin on page 63.

Refer to the following illustration for a better understanding of the path the paper travels through the transport unit to the mailbox option.

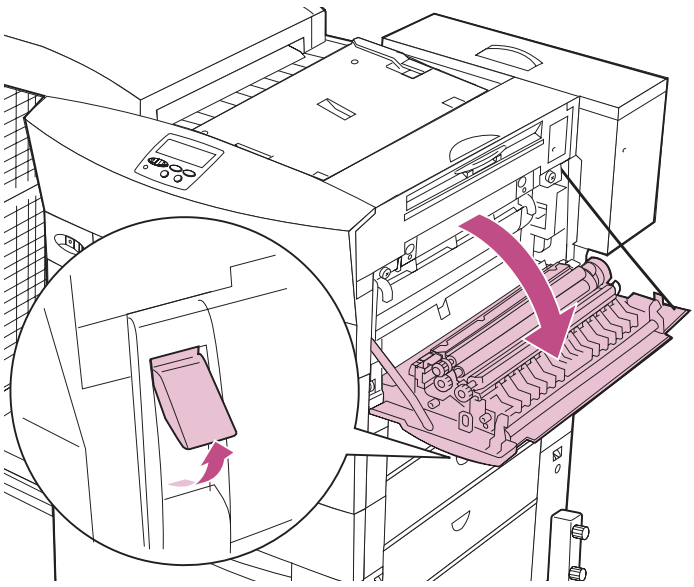


NOTE: If paper jams in the mailbox option recur, make sure the mailbox cables are securely connected and the mailbox is properly aligned with the printer. See page 177 for more information.

1 **Pull the mailbox away from the printer.**

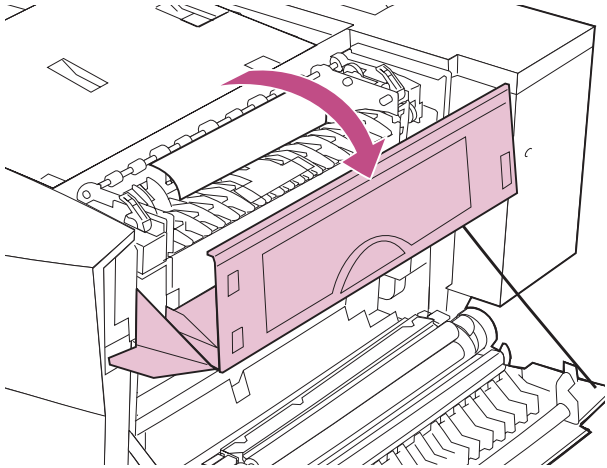


2 **Lift the side door latch and lower the side door (Door C).**

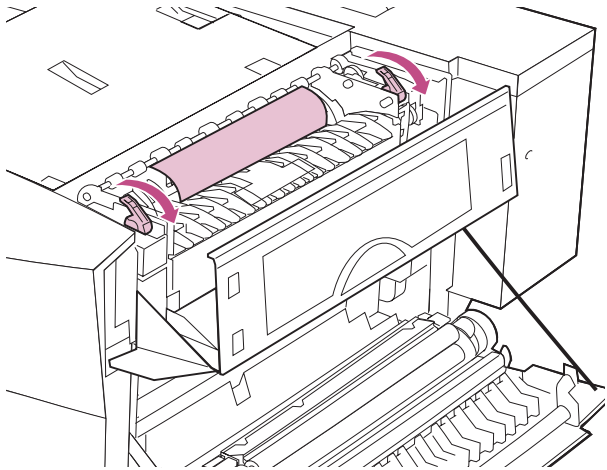


3 **Lower the fuser cover (Cover B).**

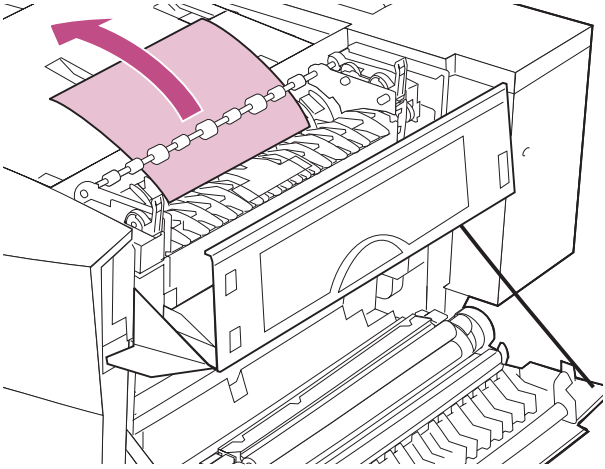
CAUTION: The fuser area becomes very hot during printer operation. Avoid touching parts in this area of the printer until they have cooled.



4 **If paper is jammed in the fuser, pull the paper release levers in the direction of the arrows.**



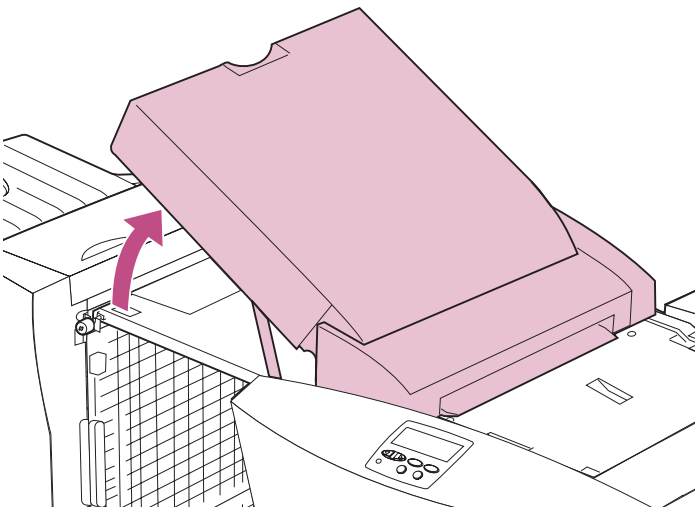
5 **Remove the jammed paper as shown.**



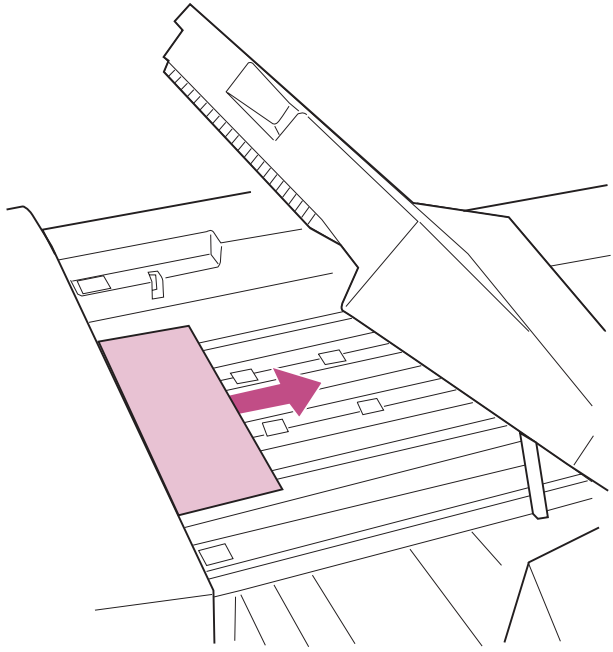
6 **Close the fuser cover.**

7 **Close the side door.**

8 **Raise the transport unit cover (Cover H).**



9 **Pull the jammed paper straight out of the mailbox.**

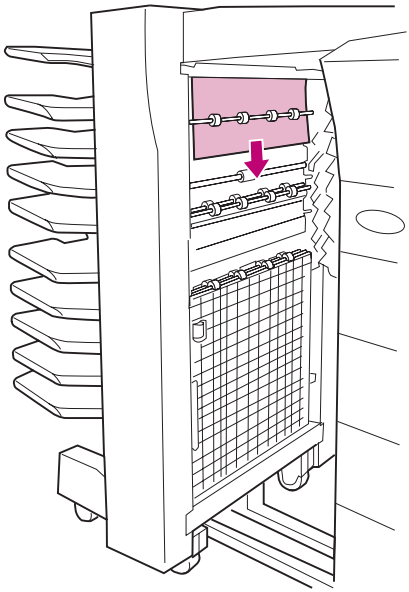


10 **Close the transport unit cover.**

If the **280 Paper Jam / Open Cover H** message frequently recurs, make sure you have properly installed the transport unit. Refer to the *Setup Guide* for complete installation instructions.

11 **Open the upper access door on the mailbox (Door I).**

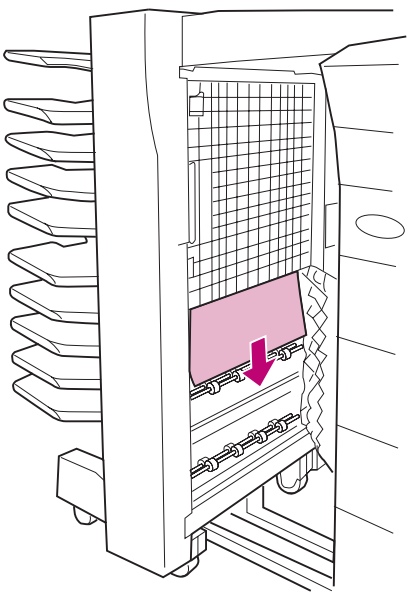
12 **Pull the jammed paper straight down and out of the mailbox.**



13 **Close the upper access door.**

14 **Open the lower access door (Door J).**

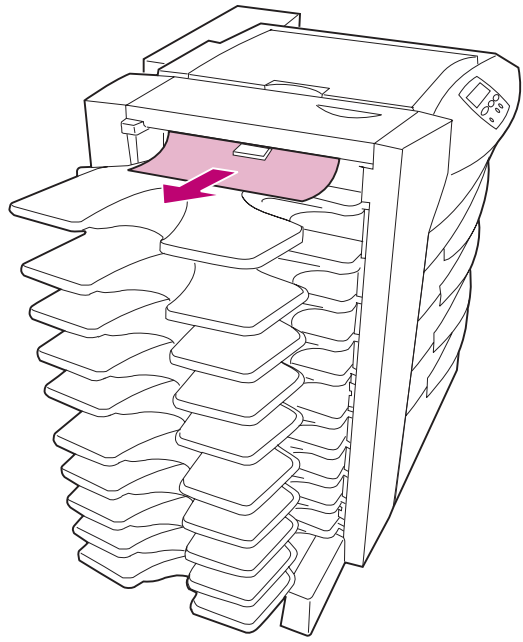
15 **Pull the jammed paper straight down and out of the mailbox.**



16 **Close the lower access door.**

17 **Push the mailbox against the printer.**

18 **Pull any jammed paper straight out of the bins.**



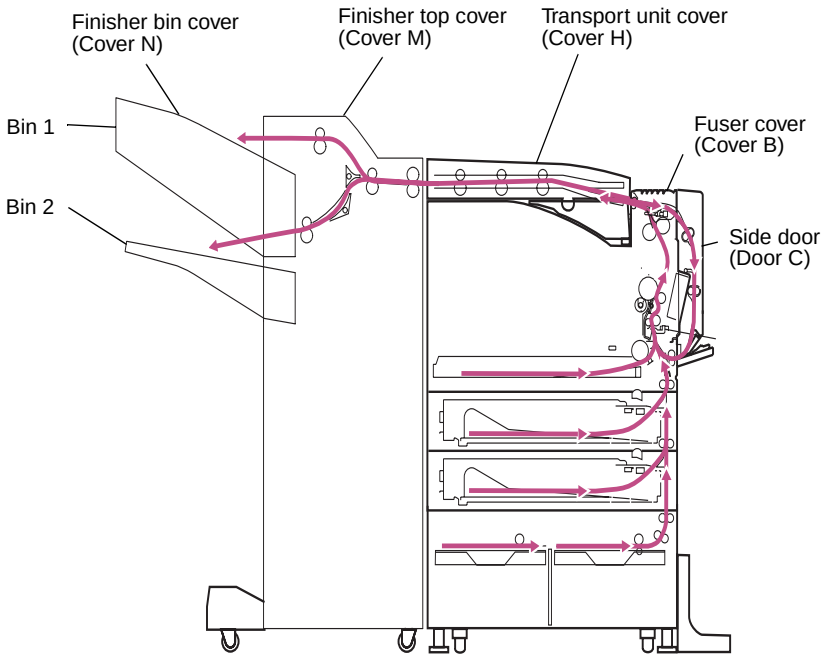
19 **Press Go on the operator panel to continue printing.**

The printer clears the **2***xx* **Paper Jam** message and continues printing. If the message does not clear, paper is still present in the path. Recheck all doors, covers, and trays in the paper path.

Clearing jams from the finisher option

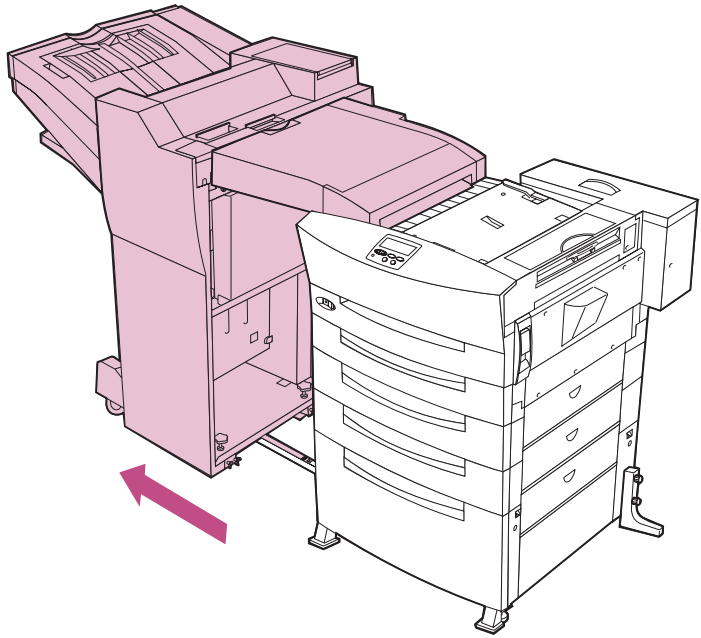
Remember to clear all paper from the entire paper path, not just the area indicated in the paper jam message. See page 41 for more information. Instructions for clearing jams from the finisher begin on page 70.

Refer to the following illustration for a better understanding of the path the paper travels through the transport unit to the finisher option.

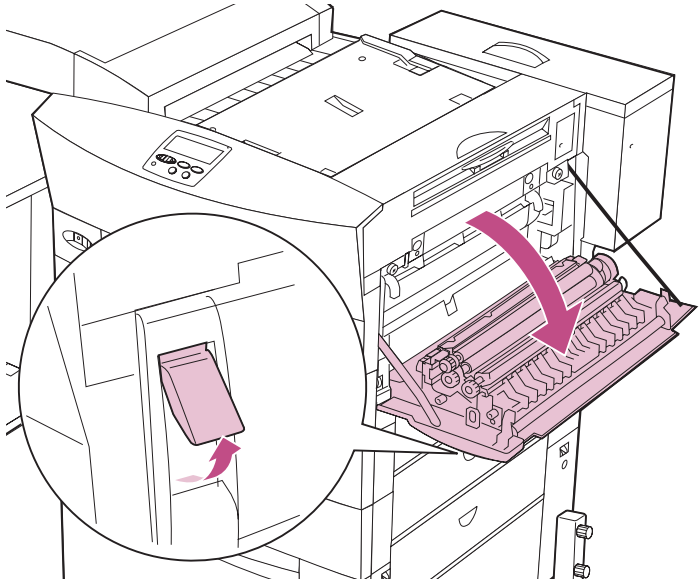


NOTE: If paper jams in the finisher option recur, make sure the finisher cables are securely connected and the finisher is properly aligned with the printer. See page 169 for more information.

1 **Pull the finisher away from the printer.**

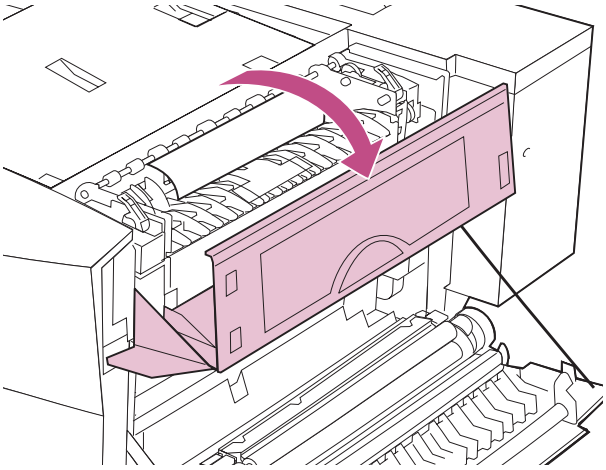


2 **Lift the side door latch and lower the side door (Door C).**

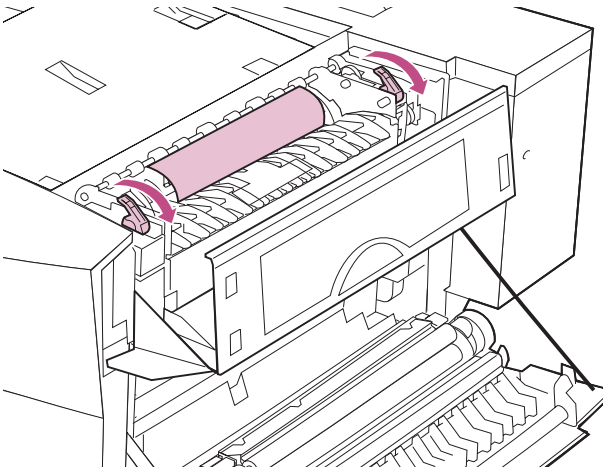


3 **Lower the fuser cover (Cover B).**

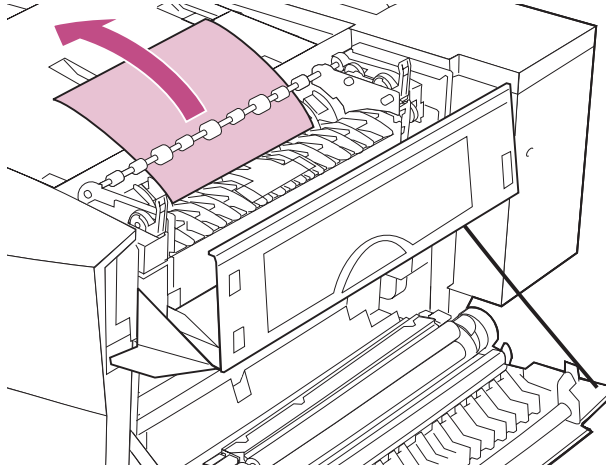
CAUTION: The fuser area becomes very hot during printer operation. Avoid touching parts in this area of the printer until they have cooled.



4 **If paper is jammed in the fuser, pull the paper release levers in the direction of the arrows.**



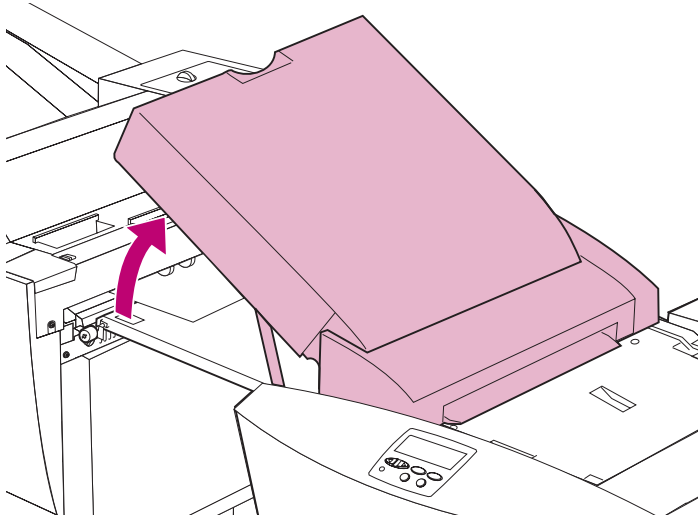
5 **Remove the jammed paper as shown.**



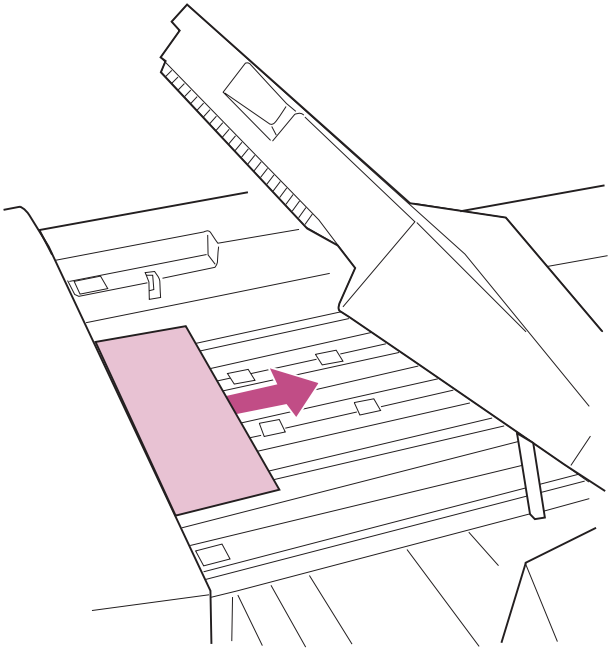
6 **Close the side door.**

7 **Close the fuser cover.**

8 **Raise the transport unit cover (Cover H).**



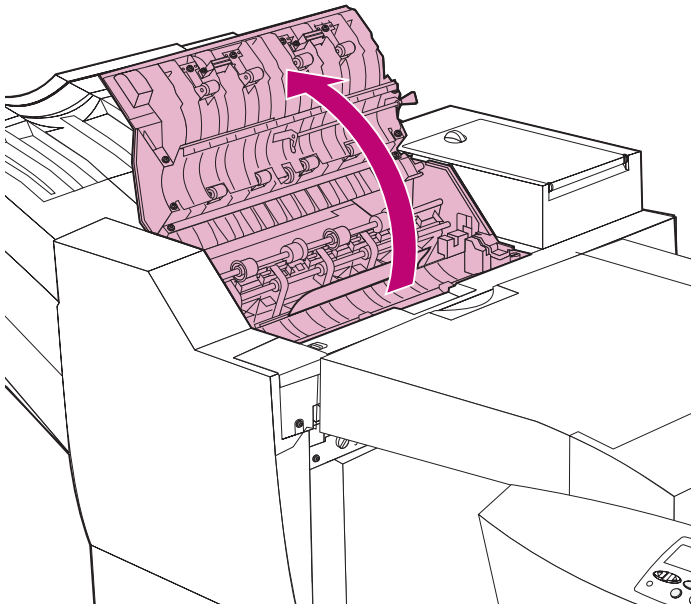
9 **Pull the jammed paper straight out of the finisher.**



10 **Close the transport unit cover.**

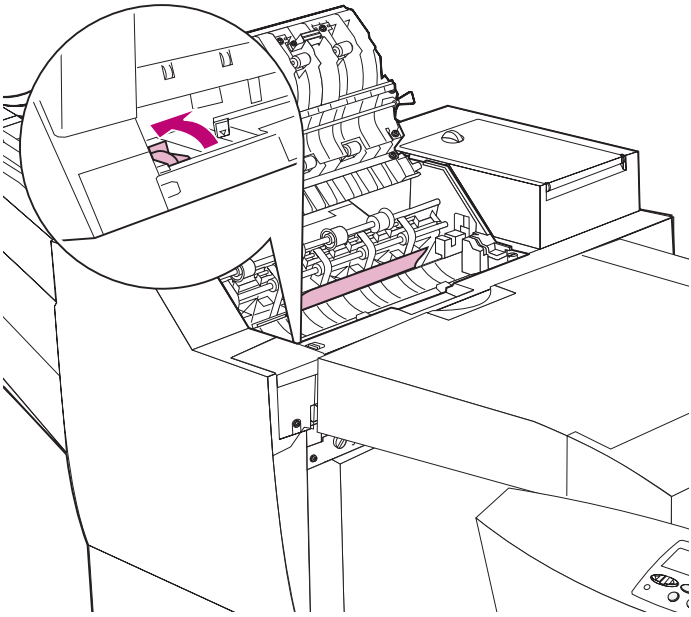
If the **280 Paper Jam / Open Cover H** message frequently recurs, make sure you have properly installed the transport unit. Refer to the *Setup Guide* for complete installation instructions.

11 **Open the finisher top cover (Cover M).**

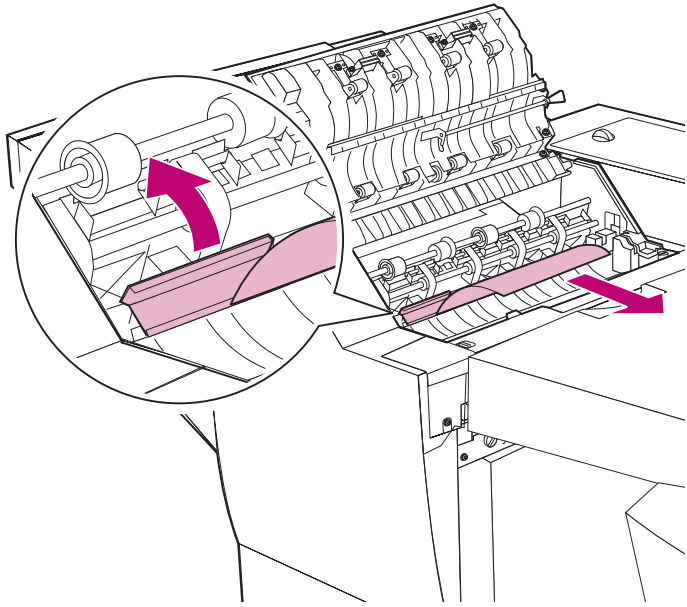


12 **If the finisher was punching holes when the paper jammed, rotate the green paper release wheel 10 times to remove the jammed paper.**

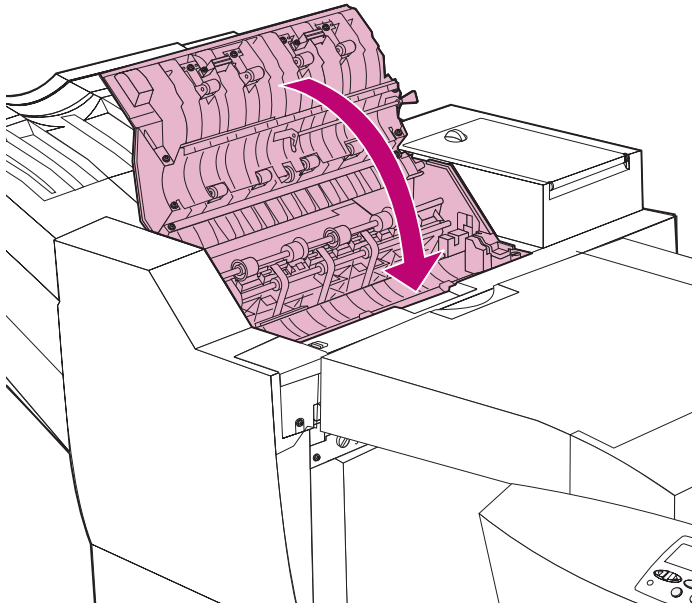
Check the hole punch box for any paper that might have rolled into it. For instructions on removing the hole punch box, see page 163.



13 **Lift the green paper release handle to remove the jammed paper.**

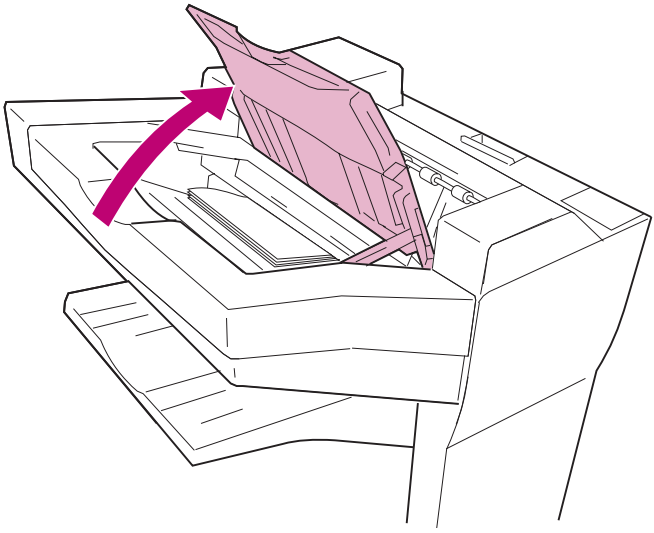


14 **Close the finisher top cover.**

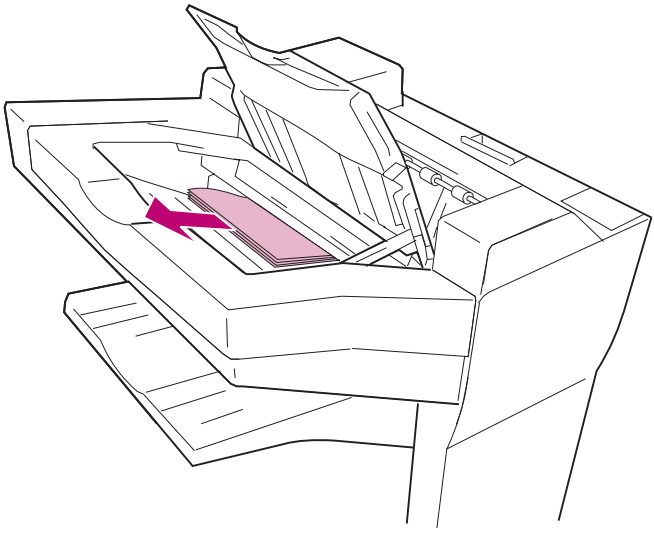


15 **Open the finisher bin cover (Cover N).**

NOTE: The message **Leave Staple Job in Finisher**, **Clear Staple Job from Finisher**, or **Clear Job from Finisher** may alternate with the **Paper Jam** message. If you see **Leave Staple Job in Finisher**, do not remove the stack of paper located under Cover N.



16 **Remove any jammed paper.**



17 **Close the finisher bin cover.**

If you think the stapler may be jammed, see “Clearing a staple jam” on page 156.

18 **Push the finisher against the printer.**

19 **Press Go on the operator panel to continue printing.**

The printer clears the **2*xx* Paper Jam** message and continues printing. If the message does not clear, paper is still present in the paper path. Recheck all doors, covers, and trays in the paper path.

4 Loading paper

The Optra W810 has three standard trays that combine for a total paper capacity of 1250 pages. You can also attach an optional 500-sheet drawer or an optional 2500-sheet drawer to your printer to increase its paper feeding capacity to a maximum of 3750 pages.

This chapter provides instructions for loading paper in the printer's standard and optional trays. It also offers tips on properly storing the media you plan to use in your printer, and hints on how to avoid paper jams.

For details about the types of media your printer supports, refer to the *Complete Printer Reference* on Lexmark's Web site (www.lexmark.com).

Loading the paper trays

Use the following table as a guide to find more information about loading each of the standard and optional trays. See page 105 for helpful suggestions for avoiding paper jams.

Where do I go from here?

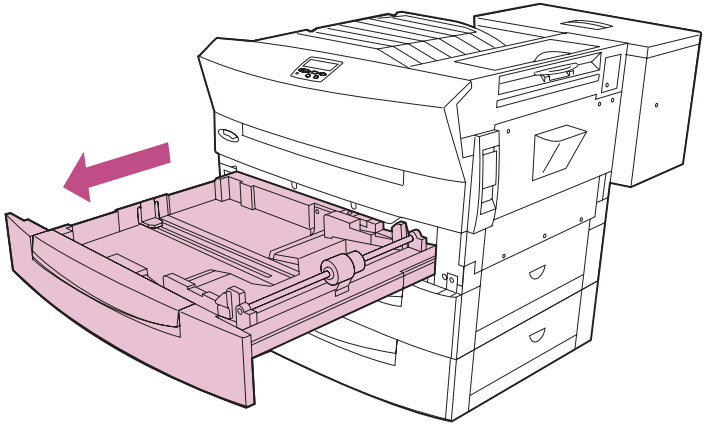
Tray	Capacity	Paper sizes supported	Media type	See page …
1	250	A3, A4, A5, B4, B5, letter, executive, legal, and 11x17	Paper, paper labels, transparencies, and card stock	80
2, 3, 4	500	A3, A4, B4, letter, legal, and 11x17	Paper	88
4	2500	A4 *or* letter	Paper	101

Loading tray 1

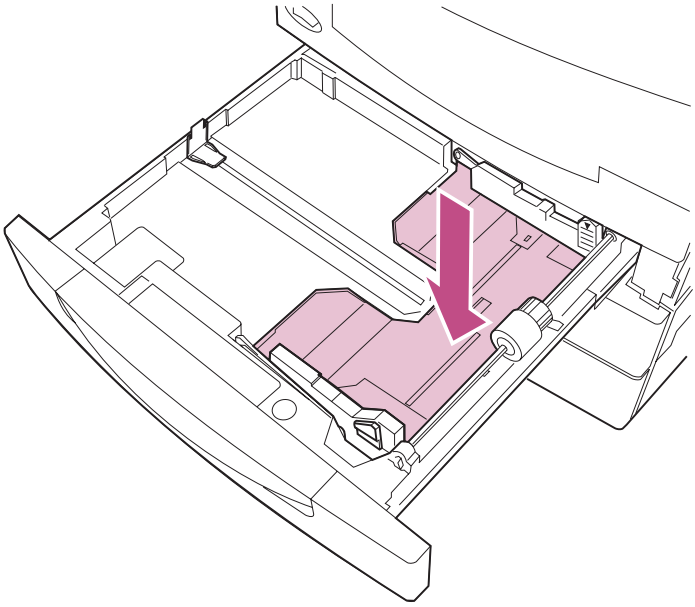
Tray 1 holds 250 sheets of A3, A4, A5, B4, B5, letter, executive, legal, and 11x17 size paper. You can also load transparencies, labels, and card stock in tray 1. If you have an optional finisher attached to your printer, note that you cannot staple, hole punch, or offset any media other than paper. Do *not* load 100% cotton paper in tray 1.

NOTE: If you load any media other than letter or A4 size paper in tray 1, make sure you change the Paper Type and Paper Size settings for that tray from the operator panel. Refer to the *Complete Printer Reference* for more information.

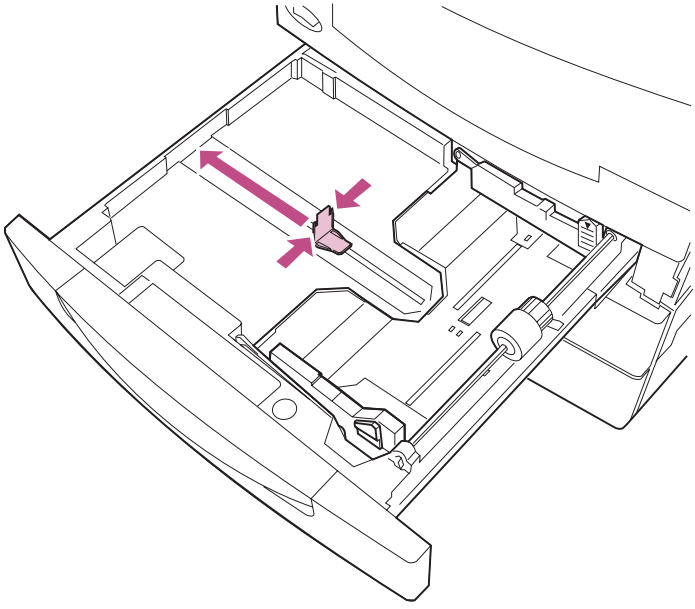
1 **Pull the paper tray open until it stops.**



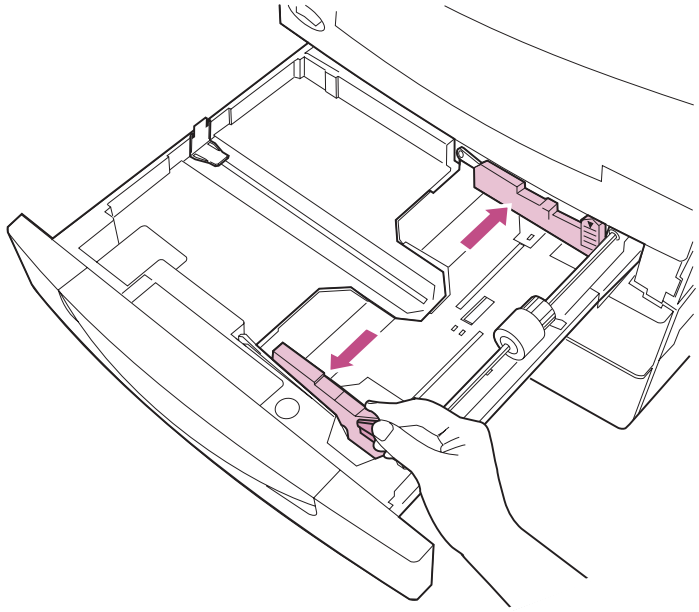
2 **Press down on the pressure plate until it clicks into place.**



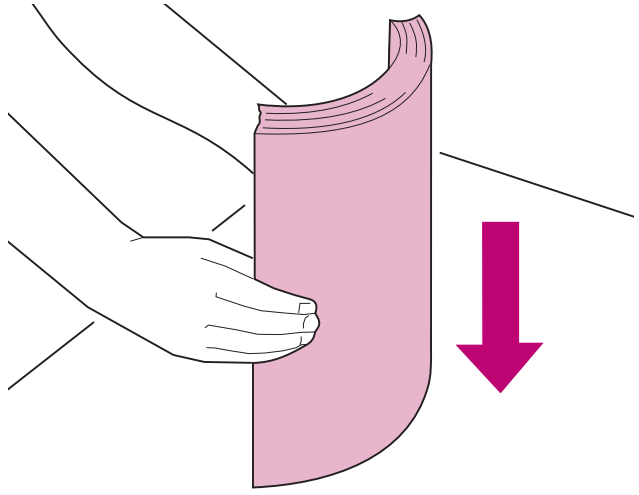
3 **Squeeze the left paper guide and slide it all the way to the left.**



4 **Press the green tab and slide the adjustable guides all the way open.**



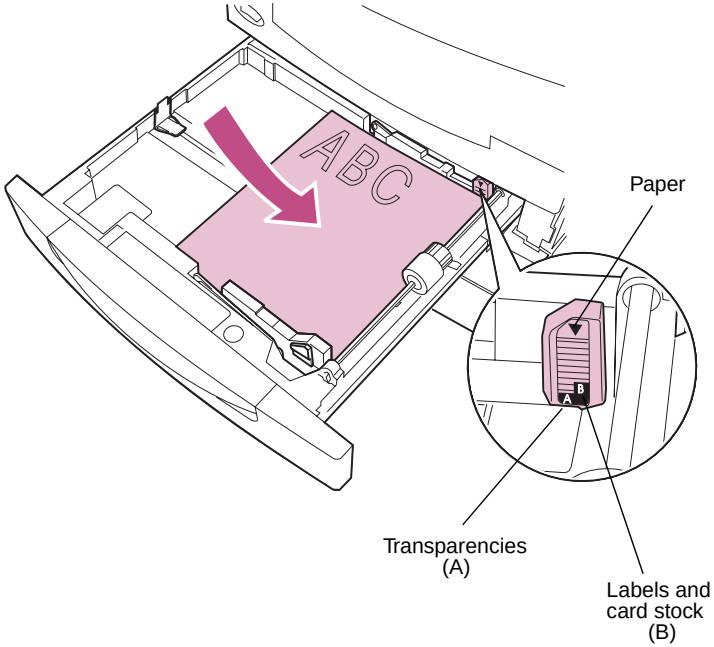
5 **Before loading paper, flex the sheets back and forth to loosen them, and then fan them. Straighten the edges on a level surface.**



6 Load the paper with the recommended print side face up, as shown in the illustrations on pages 84 and 85.

Do not exceed the maximum stack height indicated on the adjustable guide.

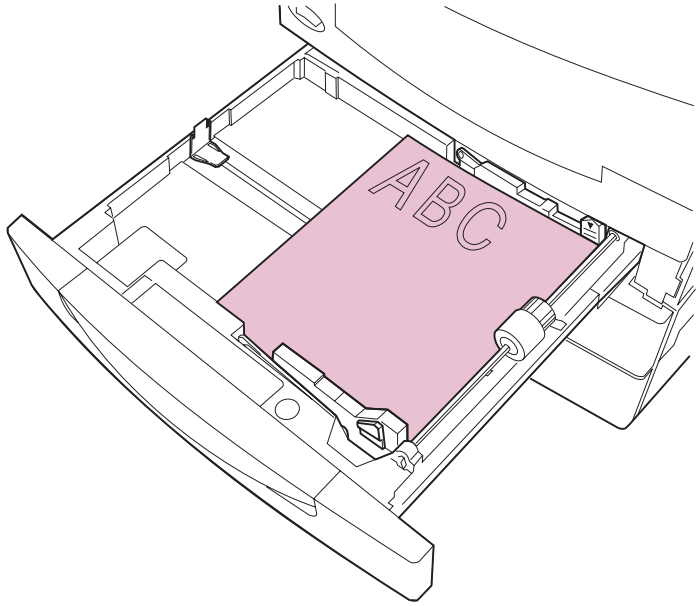
If you are loading media other than paper, do not load more than 50 sheets. Use the maximum stack height label as a guide.



The orientation of the paper in the tray depends on the size paper you're loading:

– For A4, A5, B5, executive, and letter size paper, place the long edge of the paper to the right of the tray.

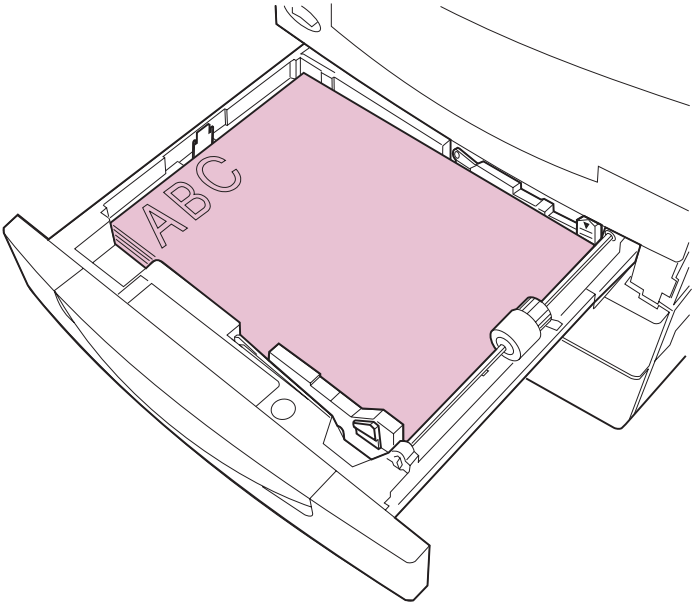
  If you're loading preprinted letterhead, place the top of the page at the back of the tray.



A4, A5, B5, executive, and letter size paper

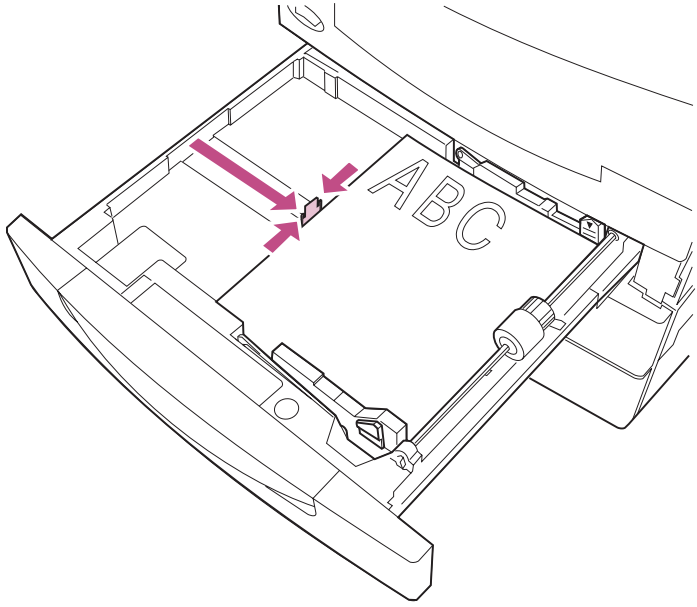
– For A3, B4, legal, and 11x17 size paper, place the short edge of the paper to the right of the tray.

  If you're loading preprinted letterhead, place the top of the page at the left side of the tray.

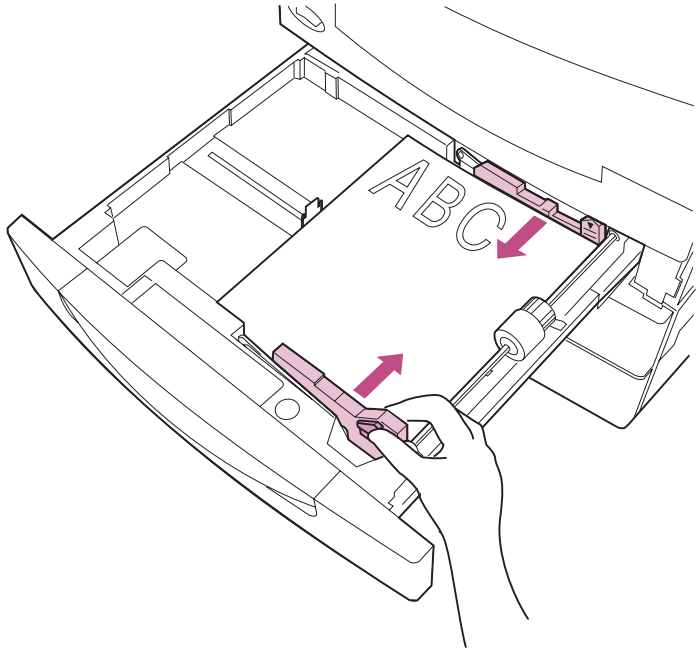


A3, B4, legal, and 11x17 size paper

7 **Squeeze the left paper guide and slide it toward the paper until the guide fits snugly against the stack.**



8 **Press the green tab and slide the adjustable guides toward the paper until the guides fit snugly against the stack.**

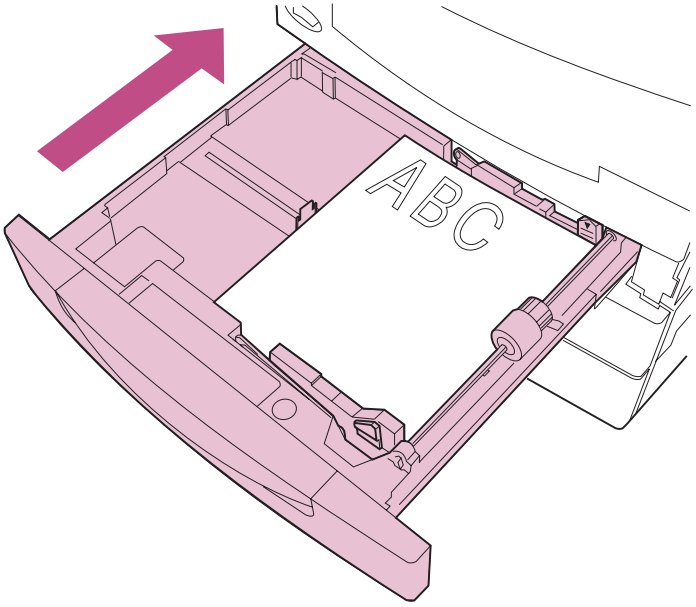


9 **Make sure the pressure plate is pressed down inside the tray.**

Whenever you pull open the tray, make sure the pressure plate is snapped down before pushing the tray back into the printer.

10 **Push the tray *firmly* into the printer.**

If the tray is not pushed completely into the printer, text and images may print in the wrong position on the page, and the margins may appear incorrect.

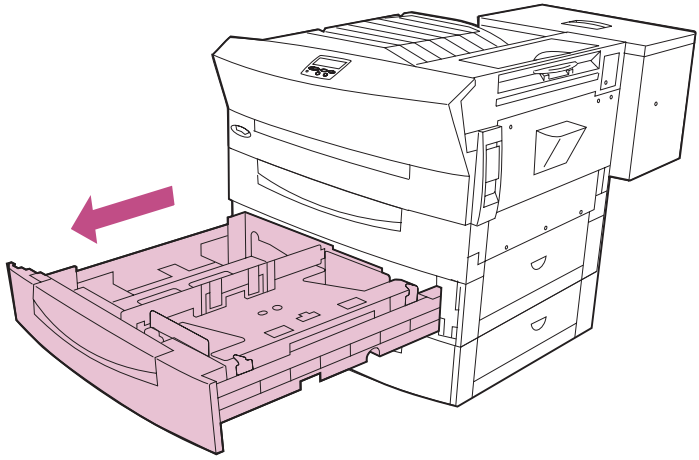


Loading trays 2 and 3

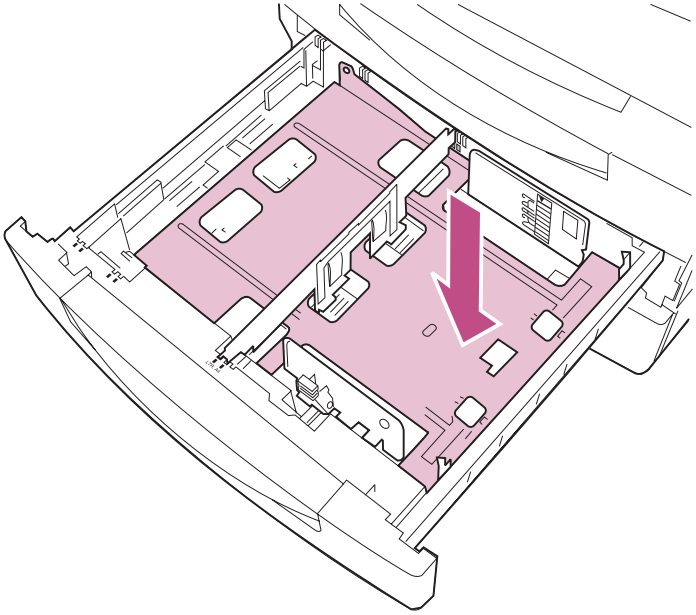
Trays 2 and 3 each hold 500 sheets of A3, A4, B4, 11x17, letter, or legal size paper. *Load only paper in trays 2 and 3*.

NOTE: If you installed an optional 500-sheet drawer, the instructions are the same for loading paper in that tray (tray 4).

1 **Pull the paper tray open until it stops.**



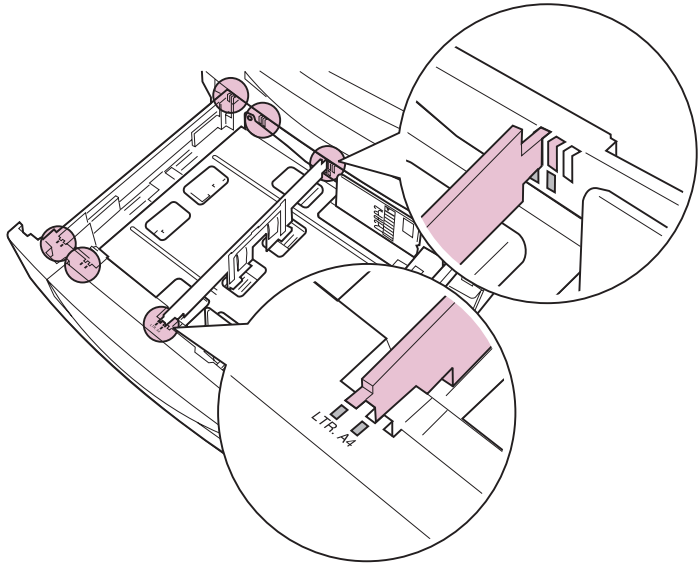
2 **Press down on the pressure plate until it clicks into place.**



3 Check that the left paper guide is in the appropriate position for the size paper you are loading.

The position of the left paper guide tells the printer the size of paper in the tray. You cannot select the paper size for tray 2 and tray 3 from the operator panel.

If the left paper guide is in the wrong position, you may experience paper feeding problems, clipped images, or inappropriate tray linking.



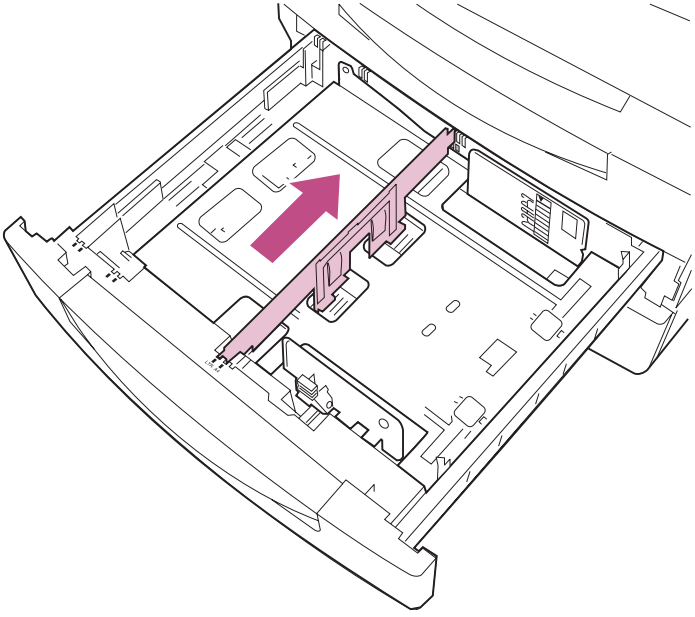
If the paper guide is already in the correct position for the size of paper you are loading, skip to step 6 on page 94 for instructions on loading paper in the tray.

If you need to adjust the position of the paper guide, continue with step 4 on page 91.

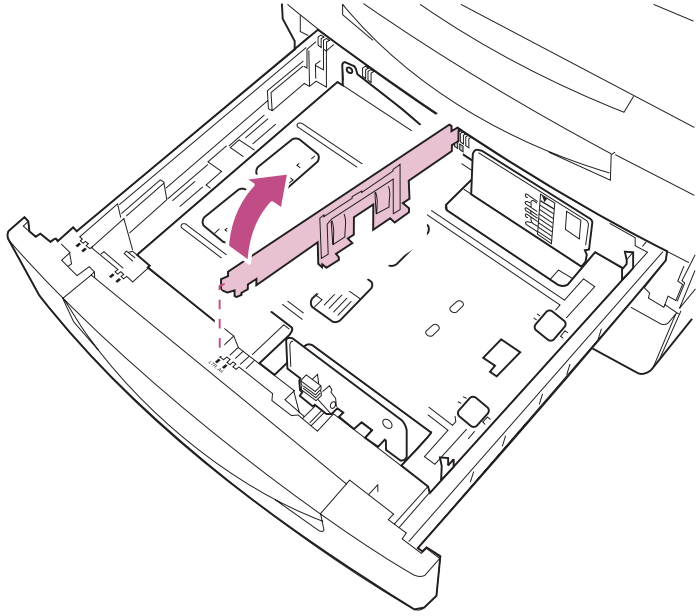
4 If necessary, move the left paper guide.

NOTE: The pressure plate in the bottom of the tray must be pressed down before you can remove the left paper guide. If there is paper in the tray, remove the paper before trying to adjust the guide.

a Release the left paper guide by pushing it toward the back of the printer.



b **Lift the paper guide up and out of the tray.**



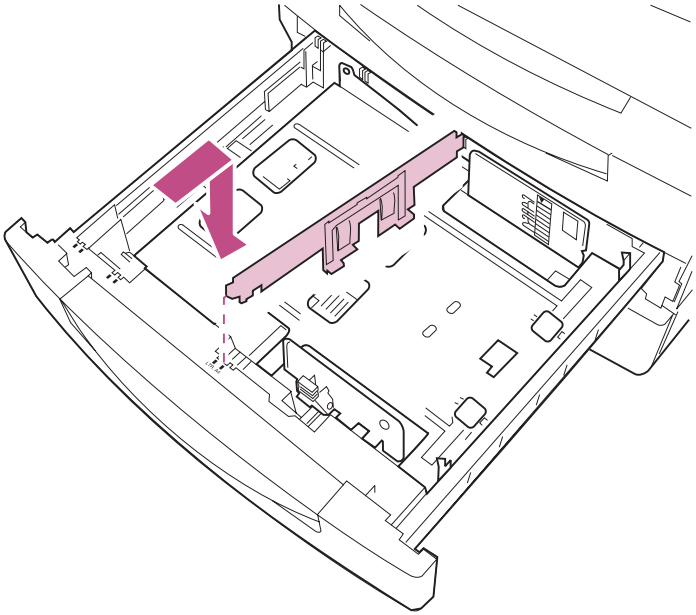
5 **Insert the paper guide into the appropriate color-coded slots for the size paper you are loading.**

a **Push the paper guide into the correct slot in the back of the tray.**

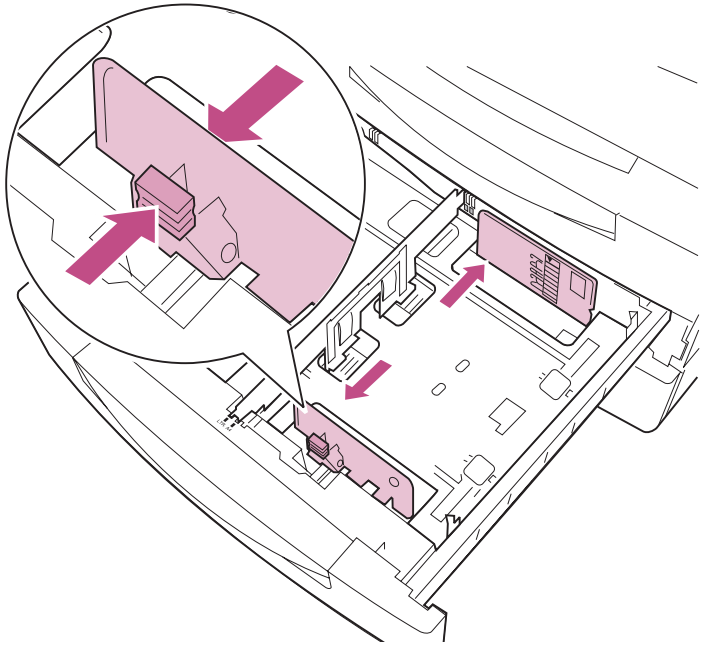
b **Slide the paper guide into the corresponding slot at the front of the tray.**

c **Release the guide so the spring mechanism forces the guide fully into the slot at the front of the tray.**

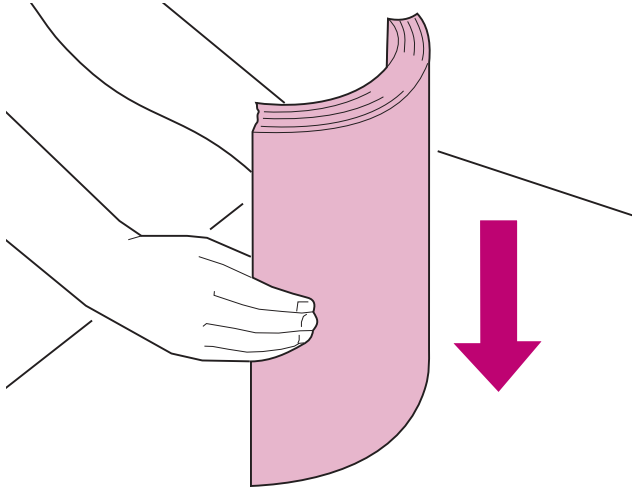
If the guide is not positioned properly in the slot at the front of the tray, the printer does not recognize that the tray is installed in the printer.



6 **Press the green tab and slide the adjustable guides open.**

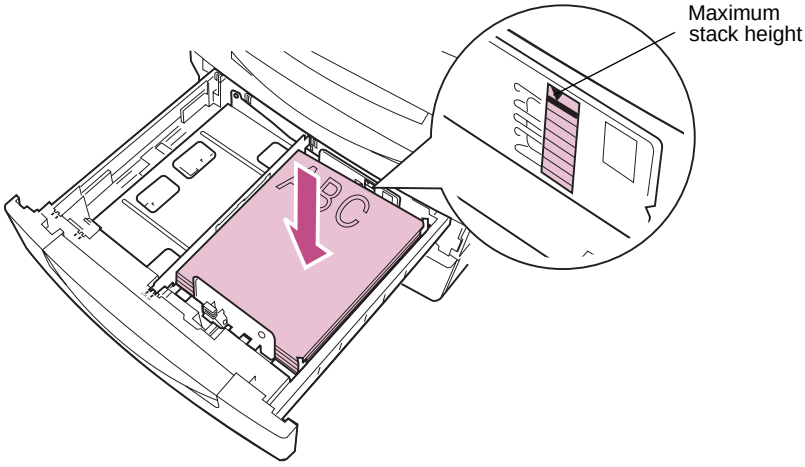


7 **Before loading paper, flex the sheets back and forth to loosen them, and then fan them. Straighten the edges on a level surface.**



8 **Load the paper with the recommended print side face up, as shown in the illustrations on pages 96 and 97.**

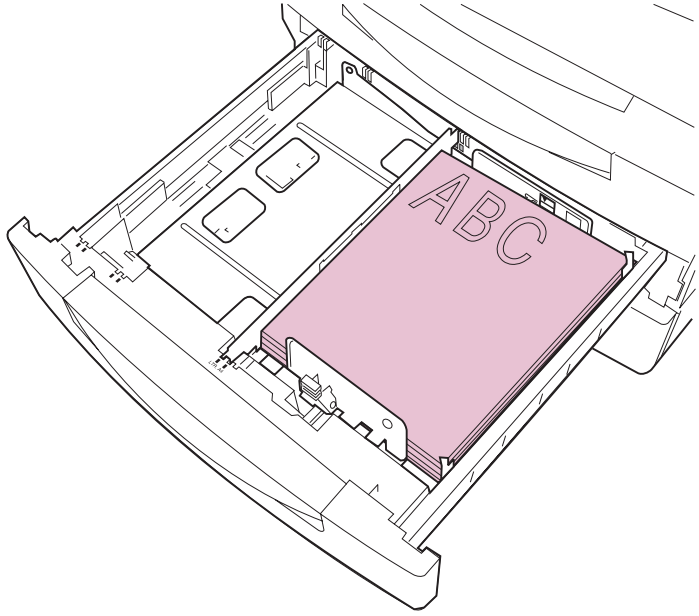
Do not exceed the maximum stack height indicated on the adjustable guide.



The orientation of the paper in the tray depends on the size paper you're loading:

– For A4 and letter size paper, place the long edge of the paper to the right of the tray.

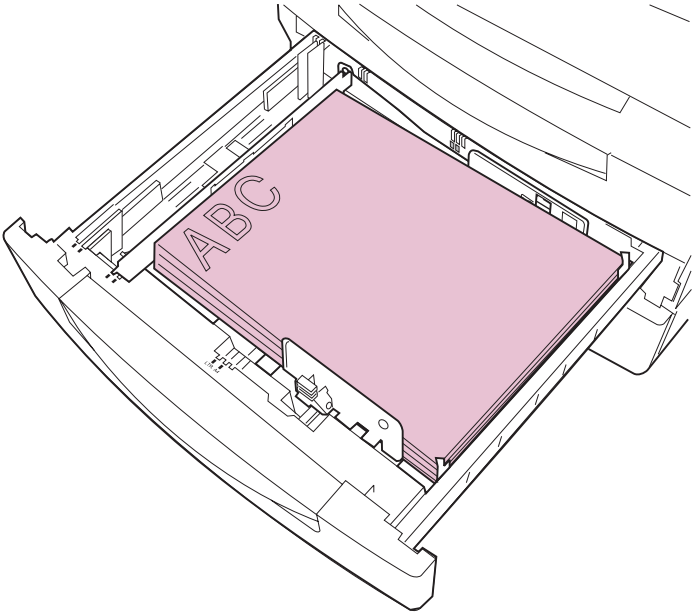
  If you're loading preprinted letterhead, place the top of the page at the back of the tray.



A4 and letter size paper

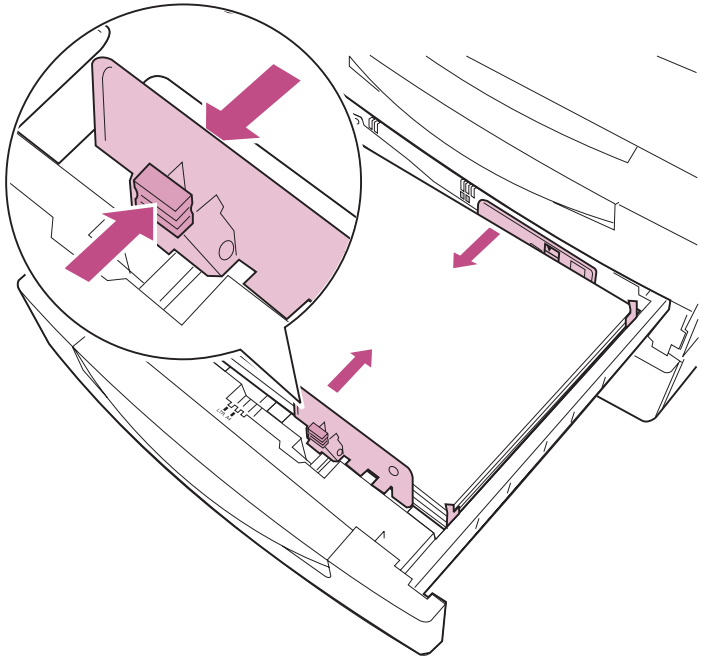
– For A3, B4, legal, and 11x17 size paper, place the short edge of the paper to the right of the tray.

  If you're loading preprinted letterhead, place the top of the page at the left side of the tray.



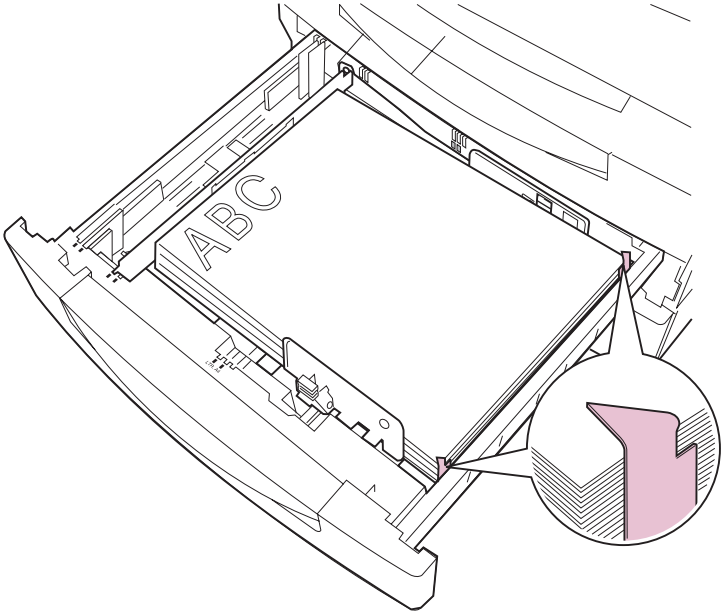
A3, B4, legal, and 11x17 size paper

9 **Press the green tab and slide the adjustable guides toward the paper until the guides fit snugly against the stack.**



10 **Make sure the paper fits under the two corner bucklers on the right side of the tray.**

The edge of the paper stack must be tucked completely under the corner bucklers or you may experience paper jams.

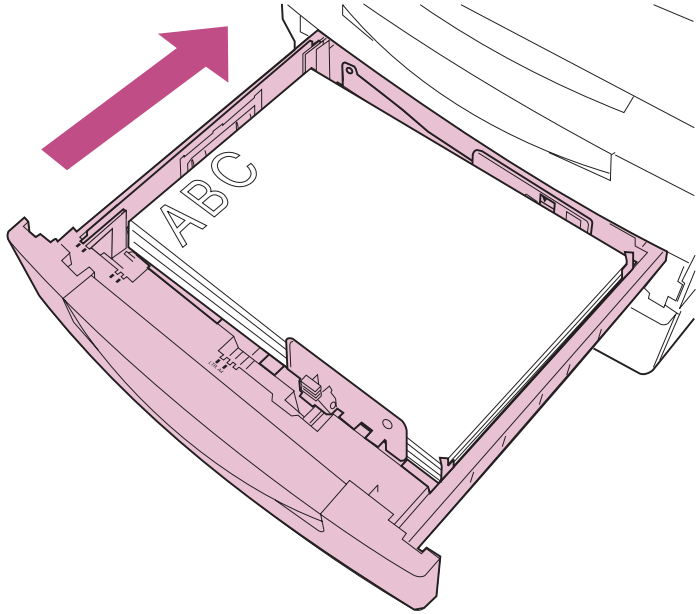


11 **Make sure the pressure plate is pressed down inside the tray.**

Whenever you pull open the tray, make sure the pressure plate is snapped down before pushing the tray back into the printer.

12 **Push the tray *firmly* into the printer.**

If the tray is not pushed completely into the printer, text and images may print in the wrong position on the page, and margins may appear incorrect.

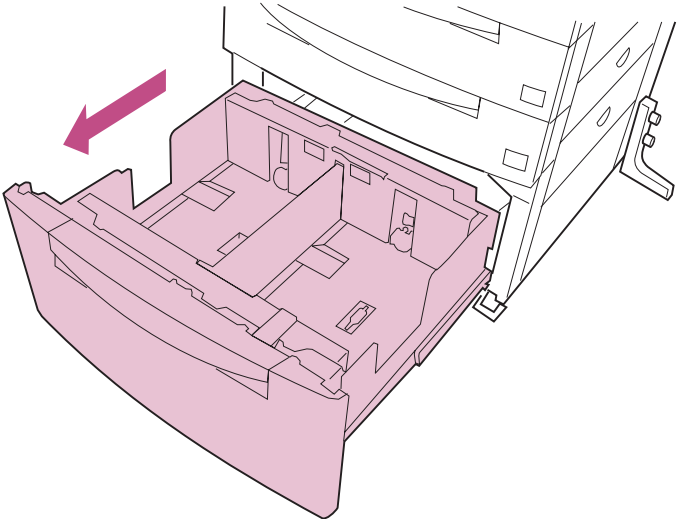


Loading the 2500-sheet tray (tray 4)

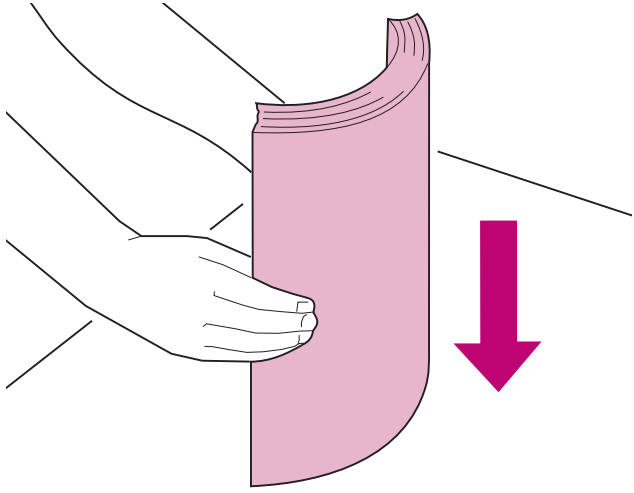
If you have an optional 2500-sheet drawer attached to your printer, you can load up to 2500 sheets of either A4 *or* letter size paper in tray 4, depending on how the tray was configured at the factory for your geographic region.

1 **Pull the paper tray open until it stops.**

It may require some force to open the 2500-sheet tray.



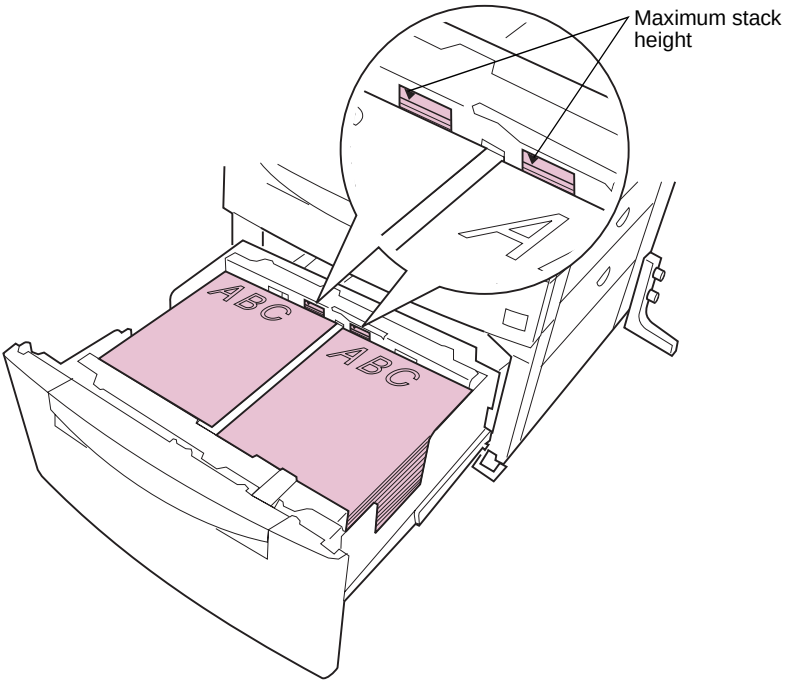
2 **Before loading paper, flex the sheets back and forth to loosen them, and then fan them. Straighten the edges on a level surface.**



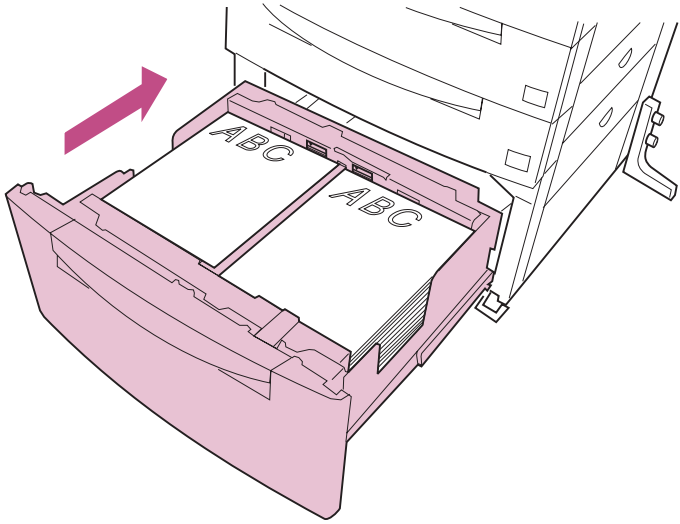
3 Load the paper on both sides of the tray with the recommended print side face up, as shown.

Always load the same type of paper in both sides of the tray. Do not exceed the maximum stack height indicated on the back of the tray.

If you're loading preprinted letterhead, place the top of the page at the back of the tray, as shown.



4 Push the tray *firmly* into the printer.



Tips for successful printing

Follow the suggestions in this section to help ensure trouble-free printing.

Storing media

Properly store media to avoid paper feeding problems and uneven print quality. Follow the guidelines below:

- For best results, store media in an environment where the temperature is approximately 21°C (70°F) and the relative humidity is 40%.
- Store cartons of paper on a pallet or shelf, rather than directly on the floor.
- If you store individual packages of paper out of the original carton, make sure they rest on a flat surface so the edges do not buckle or curl.
- Do not place anything on top of the paper package.

Avoiding paper jams

If you select appropriate media (paper, transparencies, labels, and card stock) for your printer, you'll be well on your way to trouble-free printing. If you do experience a paper jam, see "Clearing paper jams" on page 41 for instructions on clearing the jam.

Here are a few hints for avoiding paper jams:

- Use only recommended media. Refer to the *Complete Printer Reference* for more information about which media will provide optimum results for your printing environment.

  If you need detailed information before purchasing large quantities of customized media, refer to the *Card Stock & Label Guide* on the *Drivers, MarkVision and Utilities* CD that shipped with your printer.
- Do not load wrinkled, creased, or damp paper.
- Flex and straighten paper before you load it.
- Do not overload the paper trays. Make sure the paper stack does not exceed the maximum height indicated by the labels in the trays.
- Push all paper trays *firmly* into the printer after loading them.
- Make sure the paper guides in the trays are properly positioned for the size paper you have loaded.
- Tuck the edge of the paper stack completely under the corner bucklers in trays 2 and 3 (and in tray 4 if you've attached an optional 500-sheet drawer).
- Load only standard-size paper in the trays.
- Do not load 100% cotton paper in tray 1.
- If you need to load paper in a tray while a job is printing, press the **Stop** button and wait for the printer motors to idle before you remove the tray from the printer. After you reinstall the loaded tray, press **Go** to continue printing.
- If an optional finisher is attached to your printer, do not staple, hole punch, or offset transparencies, labels, or card stock.
- If an optional finisher or mailbox is attached to your printer, make sure the printer and option are correctly aligned. See pages 169 and 177 for alignment instructions.

- Make sure all cables that connect the optional finisher or mailbox to the printer are correctly attached. Refer to the *Setup Guide* for more information.
- Make sure the locking clips that secure the drawers to the printer are properly attached. Refer to the *Setup Guide* for details about attaching the locking clips.
- Tray 1 does not have size sensing. When you load paper, set the default paper size and type from the operator panel or from MarkVision.
- If a paper jam should occur, always check the jam access doors on the right side of the printer for jammed paper before opening the paper trays.

5 Replacing supplies

Periodically you must replace various printer supplies and maintenance items, such as the toner cartridge, photoconductor kit, transfer kit, and fuser. Regularly replacing these consumables prevents paper feeding and print quality problems. Messages appear on the operator panel display to alert you it's time to replace an item. To avoid printer downtime, you may want to keep a supply of these consumables on hand.

Use the following table as a guide for ordering information. Turn to the page listed in the last column for detailed information about replacing a particular item. Installation instructions are also shipped in the box with each consumable.

Printer supplies and maintenance items

Item	Average yield [1]	Order number	In the U.S., call ... [2]	For details, see page ...
Toner cartridge	20,000 pages (at approximately 5% coverage)	12L0250	1-800-438-2468	111
Photoconductor kit – Photoconductor cartridge – Paper dust remover	90,000 pages (letter size, single-sided pages)	12L0251	1-800-438-2468	116
Transfer kit – Transfer roller – Ozone filter	150,000 pages	12G3422	1-800-553-9727	130
Fuser – 120V printer – 220V printer	150,000 pages	 12G3421 12G3420	1-800-553-9727	140
Staples (for the optional finisher)	5,000 staples per cartridge	12L0252 (3 cartridges)	1-800-438-2468	148

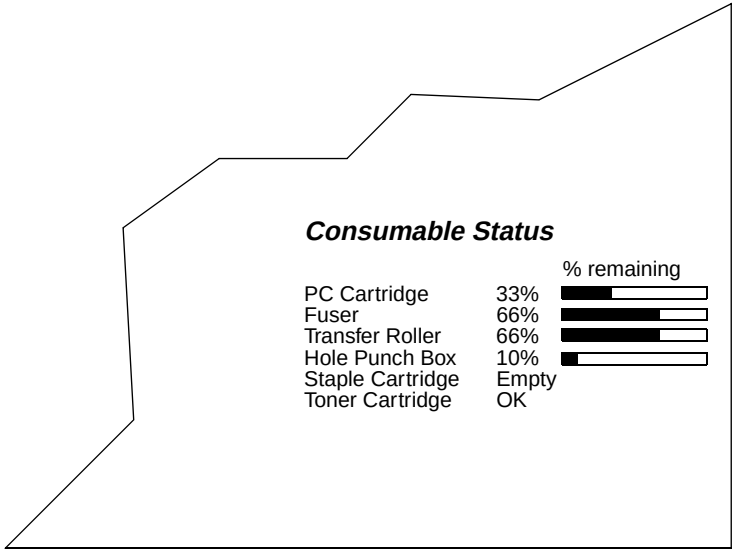
[1] For more information about the calculation of average yield, refer to the *Complete Printer Reference* on Lexmark's Web site (www.lexmark.com).

[2] In other countries, contact your Lexmark representative.

Determining the status of supplies

The printer uses the second line of the operator panel display to alert you to any supply or maintenance items that need replacing. (These messages are discussed in more detail in the sections in this chapter devoted to each of the consumables.) However, the printer can only display information about one item at a time. Therefore, the display cannot indicate when more than one item needs replacing.

If you want to determine the status of all of the consumables installed in your printer, you can print the menu settings page from the Utilities Menu. (Press **Menu>** until you see Utilities Menu. Press **Select**. Press **Menu>** until you see Print Menus. Press **Select** to print the page.) Look for “Consumable Status” on the printed page. You will then see the percentage of life remaining for each of the items.



NOTE: If you have a MarkNet external or internal print server (also called an INA) attached to your printer, you can view the menu settings page from your workstation. From your browser, type the printer’s IP address in the Address box and press Enter. This takes you to a Web page where you can view printer status and job statistics. This may be convenient if the printer menus are disabled.

Requesting audible alarms

You can choose to have the printer sound an audible alarm when it determines a consumable needs to be replaced. The printer then stops processing jobs and waits until someone presses **Go** from the operator panel before it continues printing. Setting Toner Alarm or Staple Alarm to Single or Continuous ensures that someone in the printer workgroup is aware that a consumable needs to be replaced, but it can also delay the printing of jobs in a network environment.

Refer to the *Complete Printer Reference* on Lexmark's Web site (www.lexmark.com) for more information about changing the alarm settings from the Setup Menu.

NOTE: If **Replace Toner To Continue** or **Replace PC Kit To Continue** appears on the display, you cannot clear the display by pressing **Go**. To protect your printer from damage, the printer ceases operation until the item listed in the message is replaced.

Storing supplies

Choose a cool, clean storage area for your printer supplies. Store supplies *right side up* in their original packaging until you are ready to install them.

Do not expose printer supplies to:

- Direct sunlight
- Temperatures above 35°C (95°F)
- High humidity (above 80%)
- Salty air
- Corrosive gases
- Heavy dust

Recycling used supplies

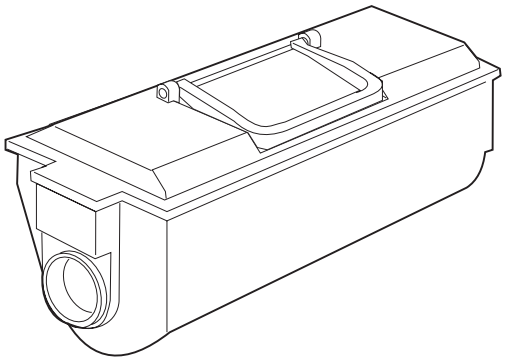
Lexmark's Operation ReSource[SM] program lets you participate in a world-wide recycling effort at no cost to you.

Simply package your used toner and photoconductor cartridges in the shipping box used for the replacement supply. Follow the instructions on the outside of the box to send the used supply back to Lexmark.

If a prepaid shipping label is not available for your country, contact the place where you bought your printer for additional recycling information.

NOTE: Lexmark does not recommend refilling used toner cartridges or purchasing refilled cartridges from a third party. Print quality and printer reliability cannot be guaranteed if you do. The printer warranty does not cover damage caused by using refilled cartridges.

Installing a toner cartridge



The toner cartridge contains the printer's supply of toner, the material that adheres to the paper to create the printed page.

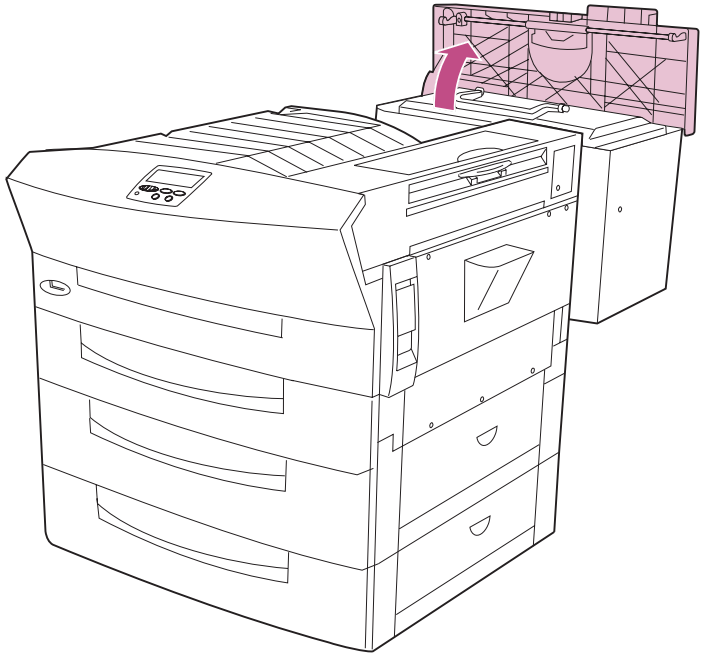
When the toner cartridge is empty, **Replace Toner** appears on the operator panel display, indicating that it is time to replace the toner cartridge.

NOTE: Enough residual toner remains in the printer at this point that you can press **Go** and continue printing for a short while. *However, we strongly recommend that you change the toner cartridge immediately.* If you do not, the printer will stop operating when **Replace Toner To Continue** appears on the display. You will then have to replace the toner cartridge before you can continue to use the printer.

Although we advise you to shake a new toner cartridge vigorously before you install it in the printer, *never remove a used cartridge and shake it in an attempt to extend the life of the cartridge.* After removing a used toner cartridge, we recommend that you only insert a new cartridge in the toner box.

To install a new toner cartridge:

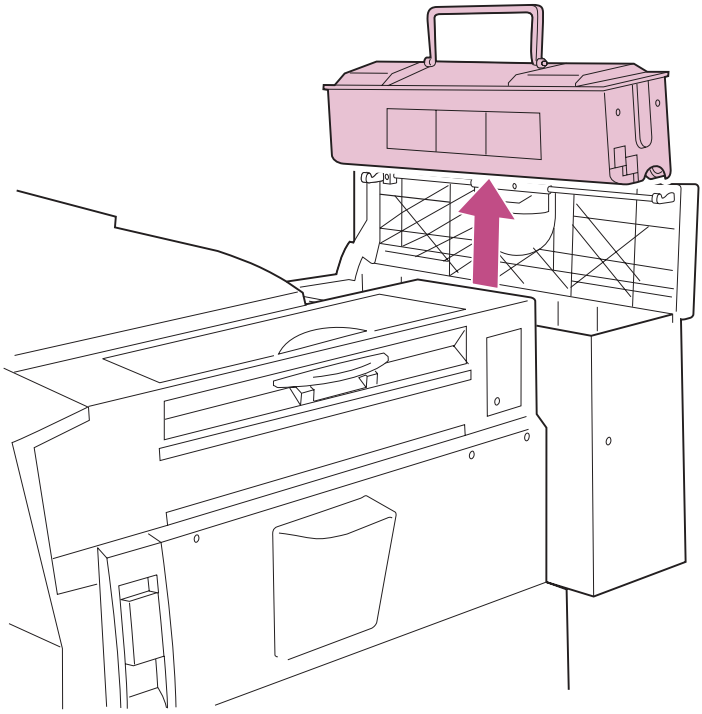
1 Open the toner box cover (Cover A).



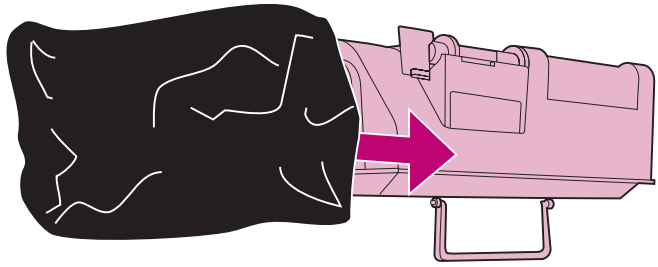
2 **Use the green handle to pull the old toner cartridge out of the toner box.**

See “Recycling used supplies” on page 110 for information on recycling the empty toner cartridge.

NOTE: Lexmark does not recommend refilling used toner cartridges or purchasing refilled cartridges from a third party. Print quality and printer reliability cannot be guaranteed if you do. The printer warranty does not cover damage caused by using refilled cartridges.

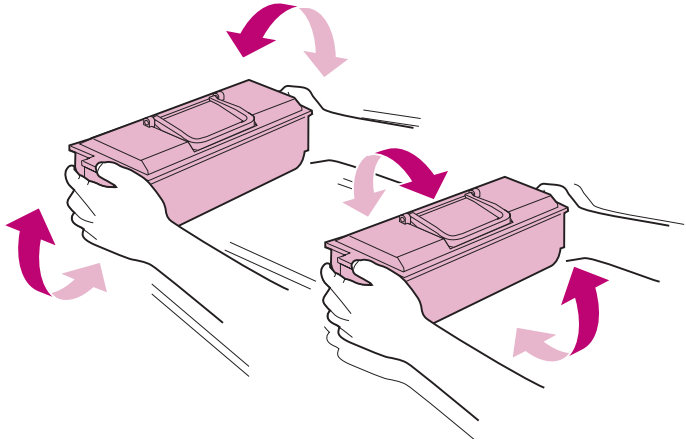


3 **Remove the new toner cartridge from its packing materials.**



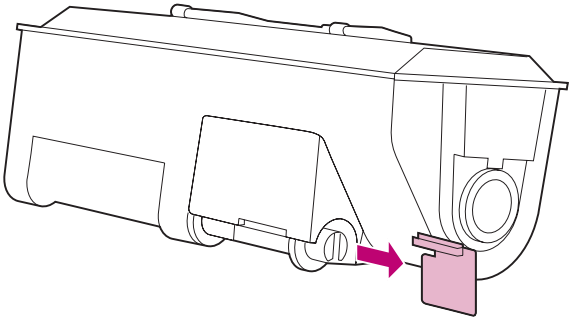
4 **Turn the toner cartridge over so the handle is on top.**

5 **Vigorously shake the cartridge in all directions to distribute the toner.**



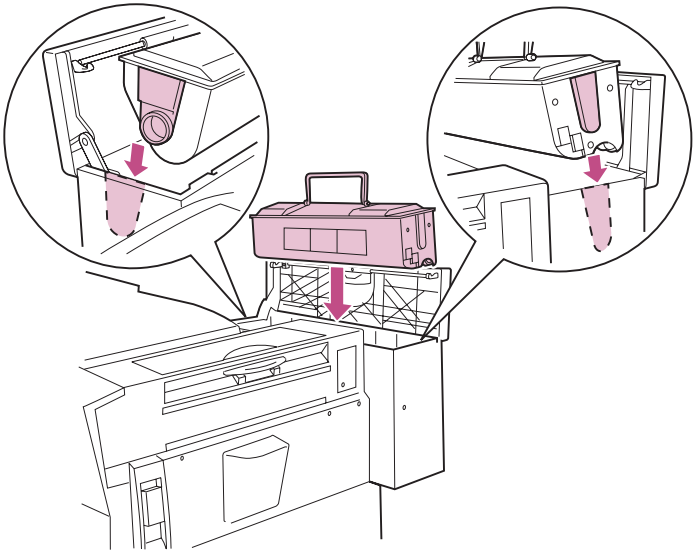
6 **Pull the yellow clip out of the slot on the bottom of the toner cartridge.**

The slot on the toner cartridge must be in the correct position for the cartridge to be installed correctly. The clip ensures that the slot remains correctly oriented until you are ready to install the cartridge. After you pull out the clip, keep it in a convenient place in case you ever need to use it to realign the slot.



7 **Align the guides on the sides of the toner cartridge with the slots inside the toner box.**

8 **Lower the new toner cartridge into the toner box.**



9 **Close the toner box cover.**

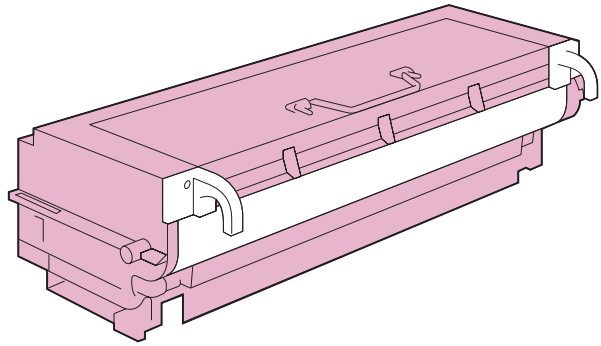
10 **Make sure the Replace Toner message is cleared from the operator panel display and Ready appears on the display.**

If the **Replace Toner** message is not cleared from the display, reinstall the toner cartridge.

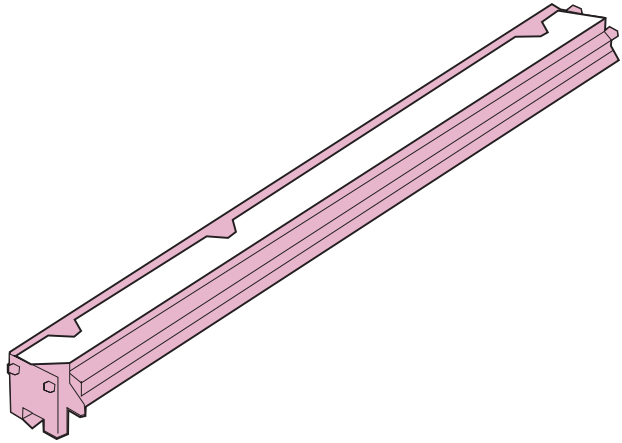
Installing the photoconductor kit

The **Replace PC Kit** message indicates that it is time to replace the items in the photoconductor kit:

- The *photoconductor cartridge* contains a photosensitive drum that rotates, creating charges that attract toner to form electrostatic images.



- The *paper dust remover* traps debris left behind as paper moves past the transfer roller.



NOTE: You can press **Go** to continue printing for a short while after the **Replace PC Kit** message appears. *However, we strongly recommend that you replace the items in the photoconductor kit immediately.* If you do not, the printer will stop operating when **Replace PC Kit To Continue** appears on the display. You will then have to replace the photoconductor cartridge before you can continue to use the printer.

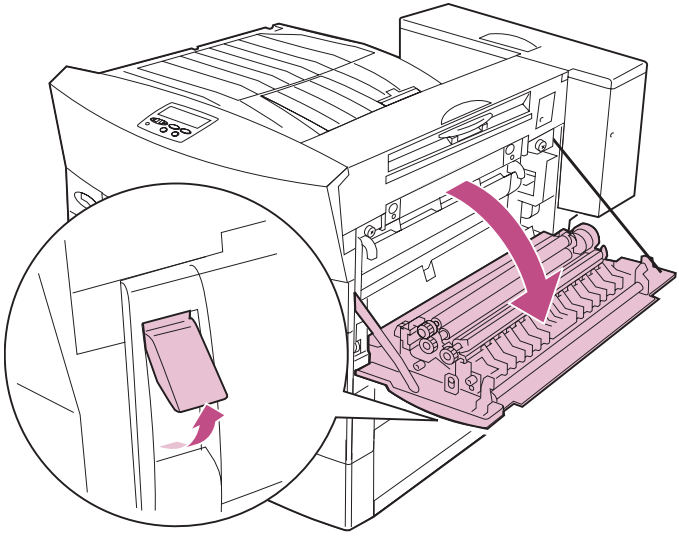
Instructions for replacing the items in the photoconductor kit follow.

Replacing the photoconductor cartridge

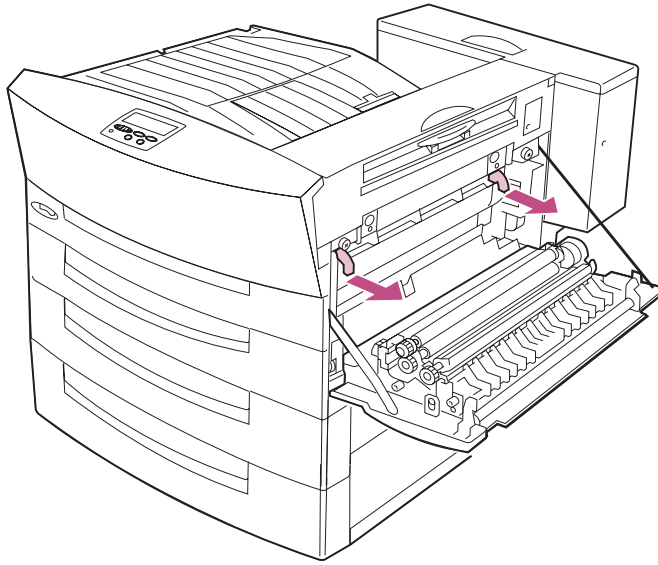
WARNING: After you install a photoconductor cartridge in the printer, do not remove the cartridge and reinstall it in any other printer. Internal printer settings that vary from printer to printer could cause the photoconductor to overdevelop or underdevelop images, resulting in poor print quality or possibly printer damage.

CAUTION: Areas inside the printer may be hot. Avoid touching parts inside the printer until they have cooled.

1 **Lift the side door latch and lower the side door (Door C).**

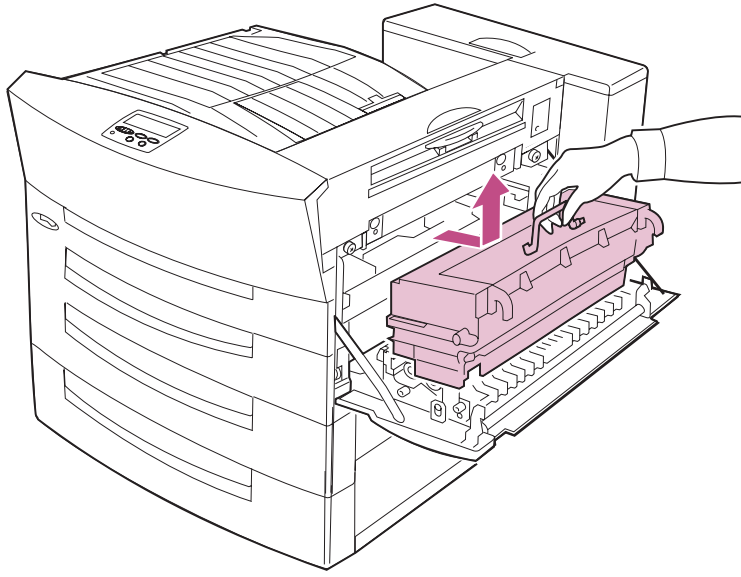


2 **Use the green grips to pull the old photoconductor cartridge partially out of the printer.**



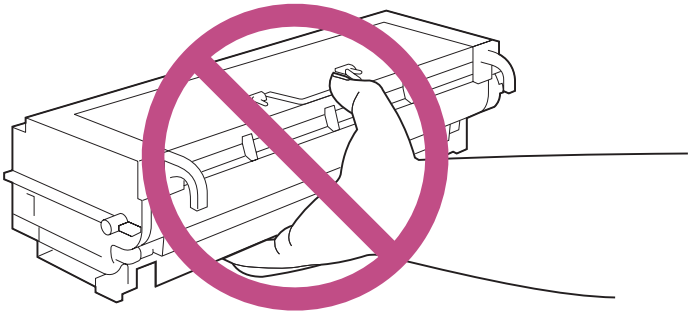
3 **Use the handle to lift the cartridge out of the printer.**

See “Recycling used supplies” on page 110 for information on recycling the old photoconductor cartridge.

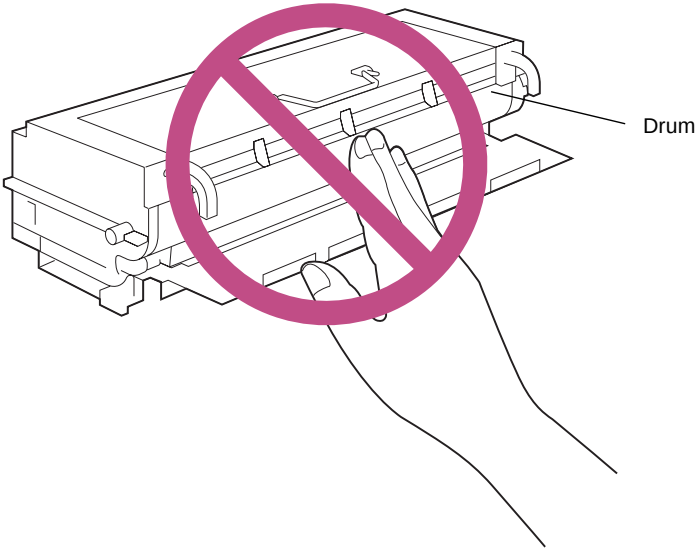


4 Remove the new cartridge from its packing materials.

WARNING: Be sure to hold the cartridge by the handle. Touching the cartridge's protective shutter could affect the quality of your printed documents.



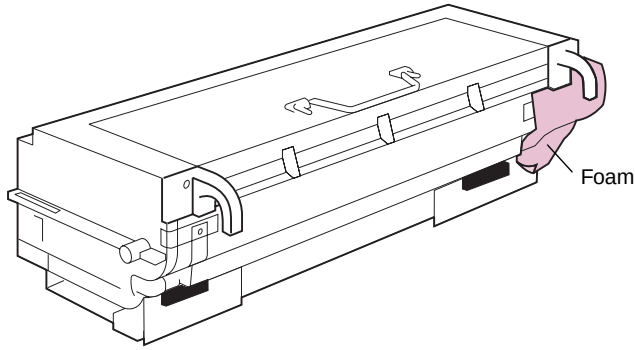
Never touch the photoconductor drum.



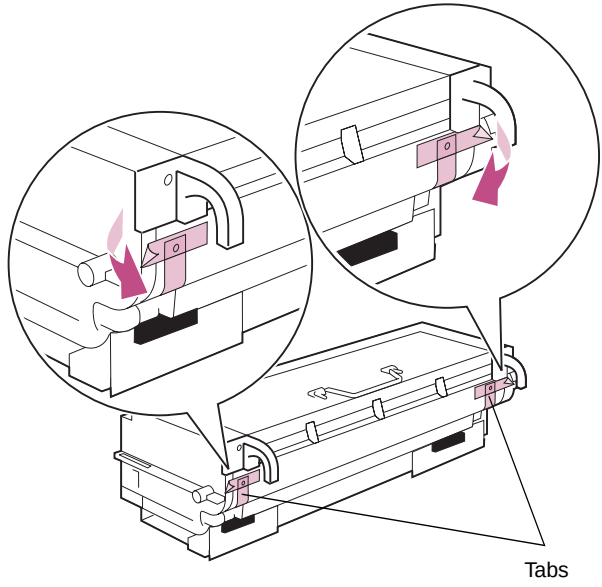
WARNING: If you cannot install the photoconductor cartridge immediately, protect it from light by wrapping it in a thick cloth.

5 **Place the photoconductor cartridge on a stable surface.**

6 **Hold the cartridge firmly in place, and peel the protective foam off the side of the photoconductor cartridge.**

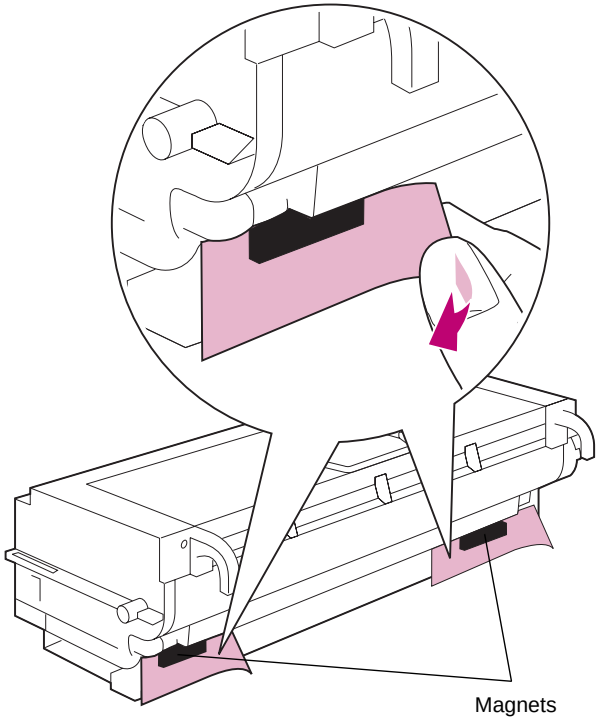


7 **Remove the tape and plastic tabs, as shown.**

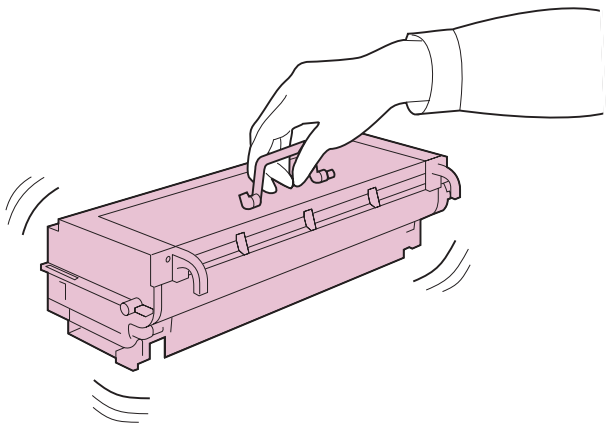


8 **Carefully peel off the two labels, removing the magnets as shown.**

Discard the labels and magnets.

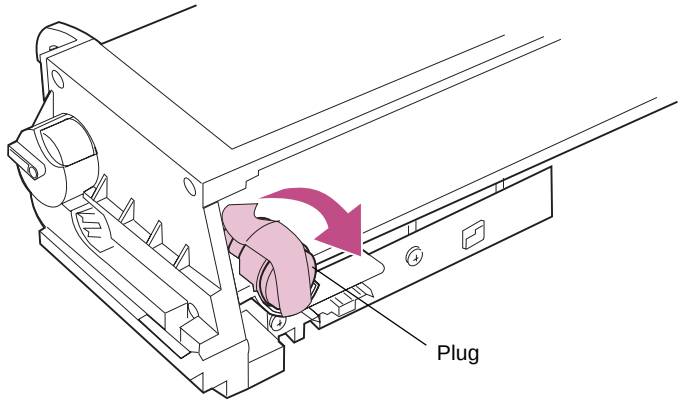


9 **Gently shake the new cartridge.**



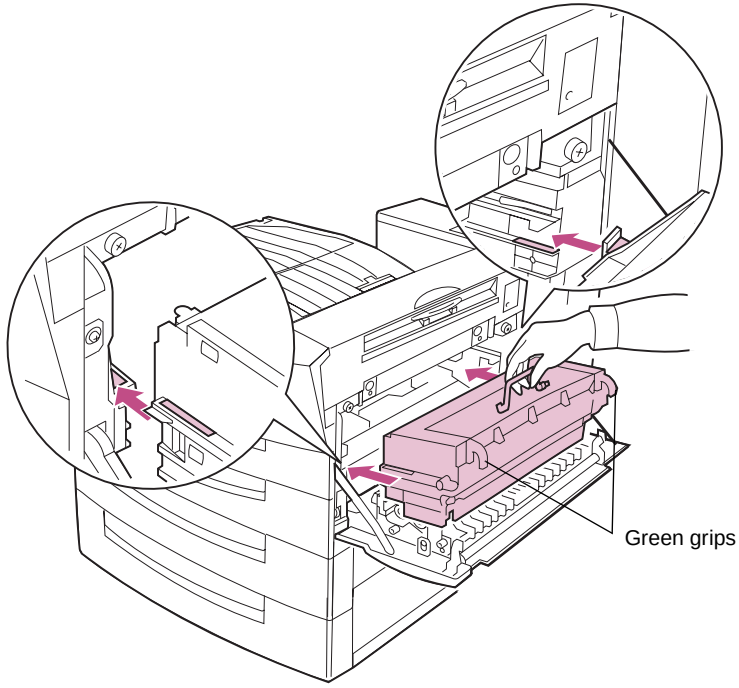
10 **Remove the tape and orange foam plug from the back of the cartridge, as shown.**

Discard the tape and foam plug.

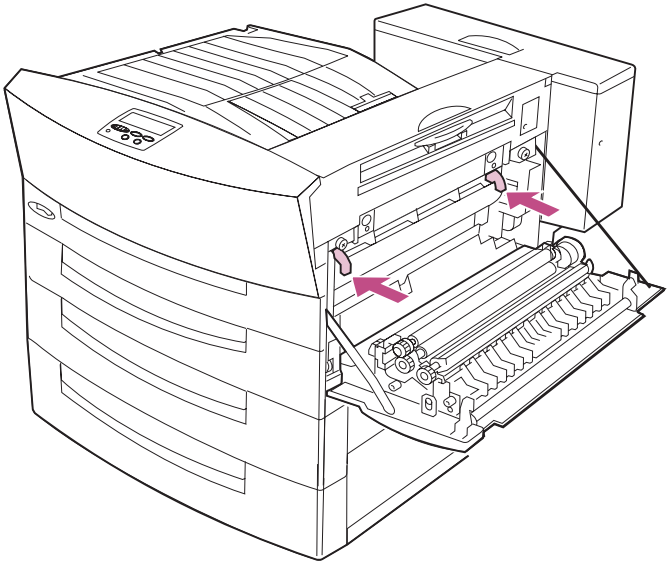


11 **Turn the photoconductor cartridge around so the green grips are facing you.**

12 **Align the cartridge with the slots in the printer, as shown.**



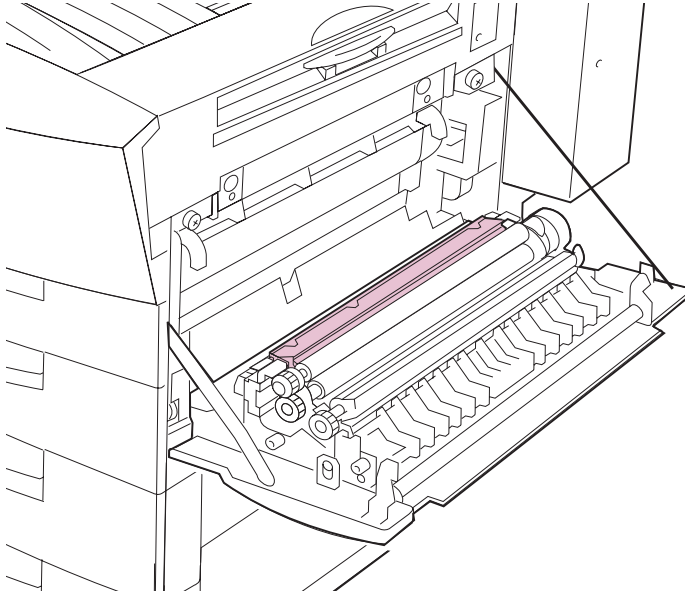
13 **Push the cartridge into the printer as far as it will go.**



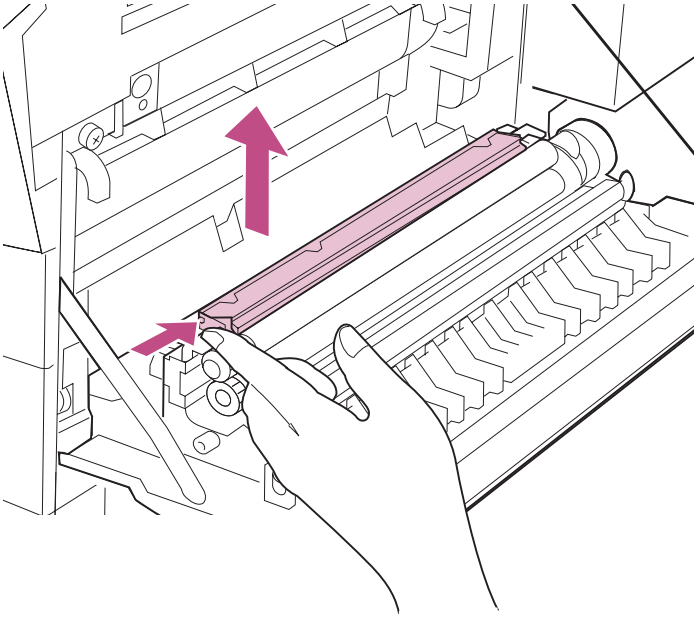
Replacing the paper dust remover

CAUTION: Areas inside the printer may be hot. Avoid touching parts inside the printer until they have cooled.

1 **Locate the old paper dust remover.**

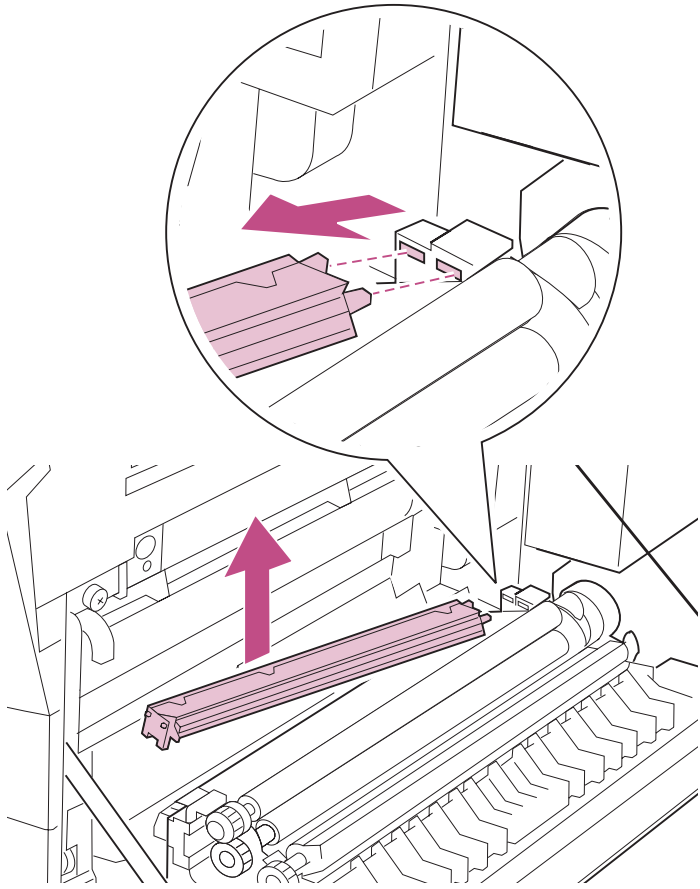


2 **Press the green tab on the left end of the paper dust remover and lift the end up.**



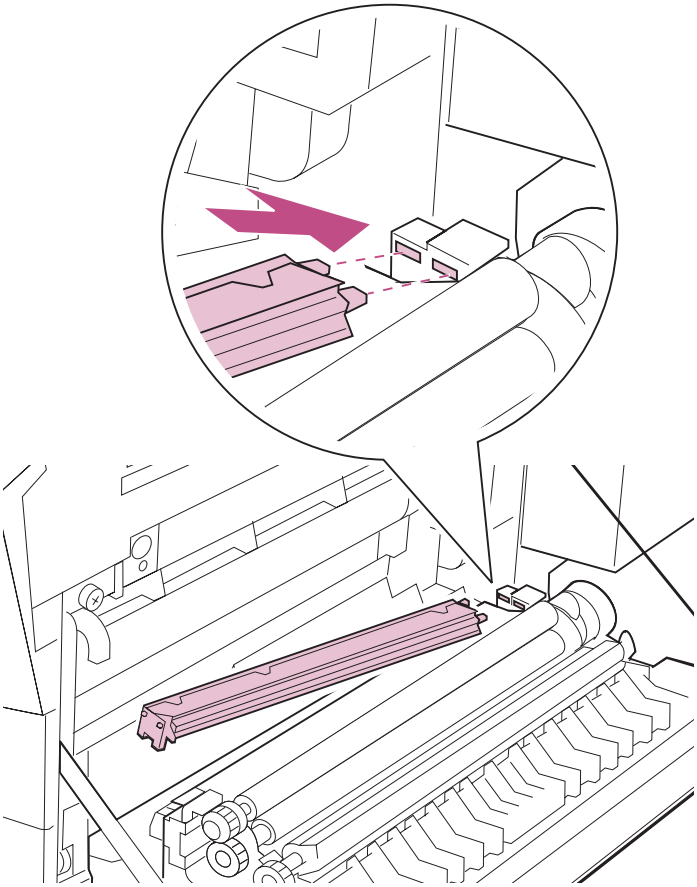
3 **Slide the paper dust remover to the left, and lift it out of the printer.**

Discard the old paper dust remover.

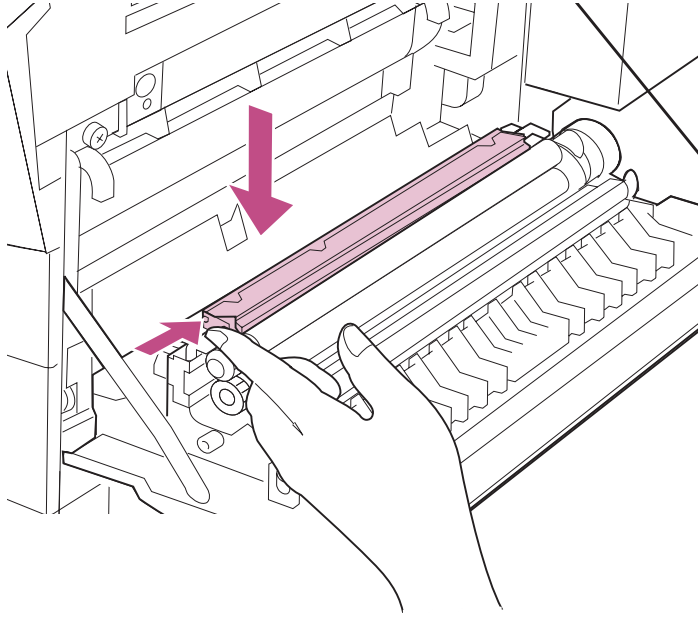


4 **Remove the new paper dust remover from its packing materials.**

5 **Insert the posts on the right end of the paper dust remover into the holes on the printer.**

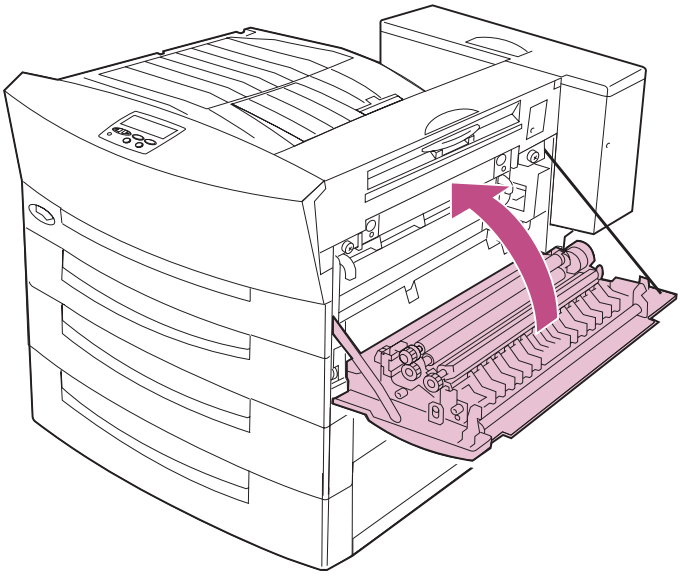


6 **Press the green tab and push the paper dust remover into place.**



7 **Close the side door. Make sure the side door latch snaps into place.**

If the side door is hard to close, remove the photoconductor cartridge and make sure you removed the tape and foam plug as directed in step 10 on page 122. Reinstall the photoconductor cartridge, firmly pushing the green grips on the cartridge into the printer as far as they will go.



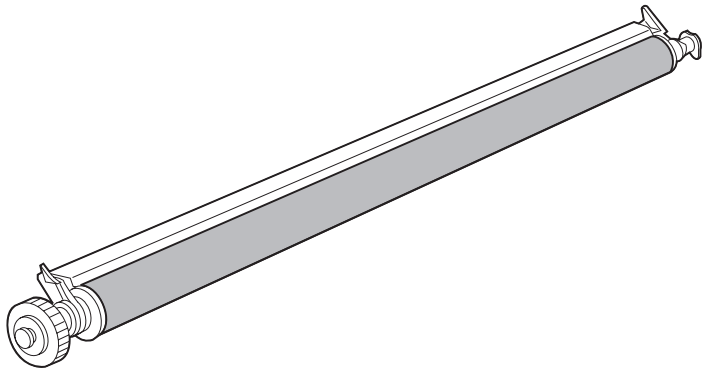
8 **Make sure all PC Kit messages are cleared from the operator panel display and Ready appears on the display.**

If all **PC Kit** messages are not cleared from the display, reinstall the photoconductor cartridge.

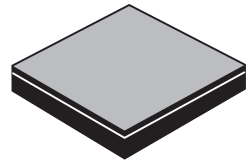
Installing the transfer kit

The **Replace Transfer** message indicates that it is time to replace the items in the transfer kit:

- The *transfer roller* transfers the image from the photoconductor drum onto the paper.



- The *ozone filter* traps any minute amounts of ozone that can accumulate during the printing process.



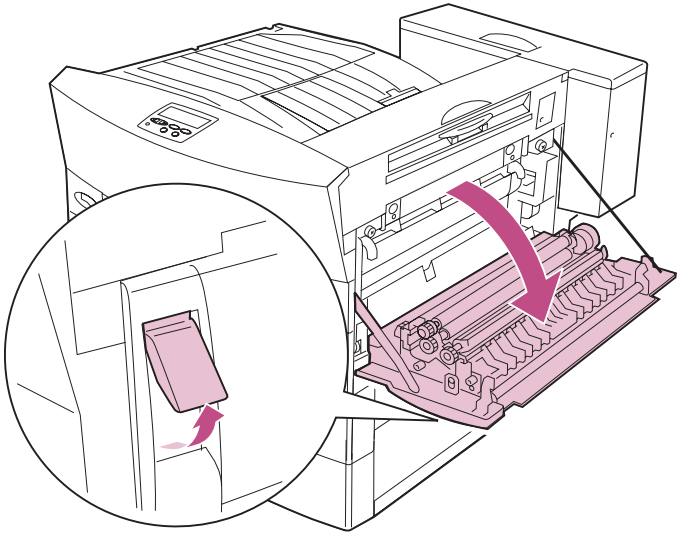
Replace both items to ensure proper printer operation. Instructions for replacing them begin on page 131.

After you've replaced the transfer roller and the ozone filter, follow the instructions beginning on page 139 to reset the printer's internal counter for the transfer kit. This clears the **Replace Transfer** message from the printer operator panel display and ensures the printer alerts you when it is again time to replace these items.

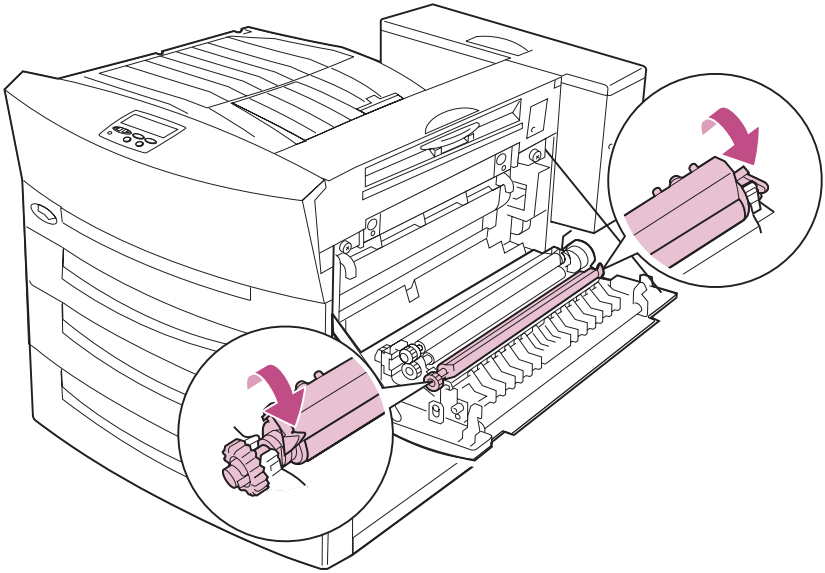
Replacing the transfer roller

CAUTION: Areas inside the printer may be hot. Avoid touching parts inside the printer until they have cooled.

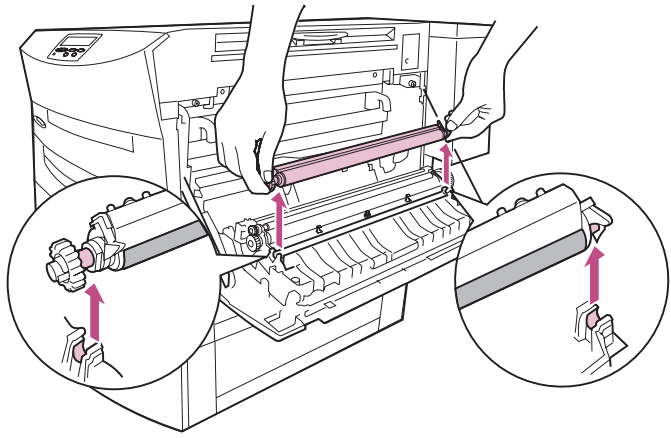
1 **Lift the side door latch and lower the side door (Door C).**



2 **Release the old transfer roller by rotating the two green finger grips toward you until they click.**



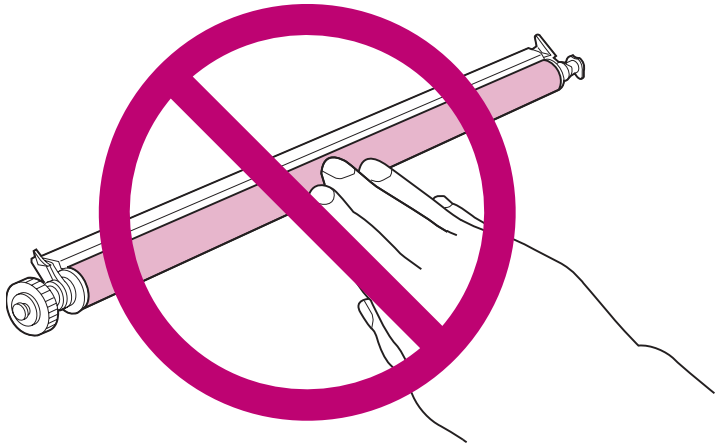
3 **Remove and discard the old transfer roller.**



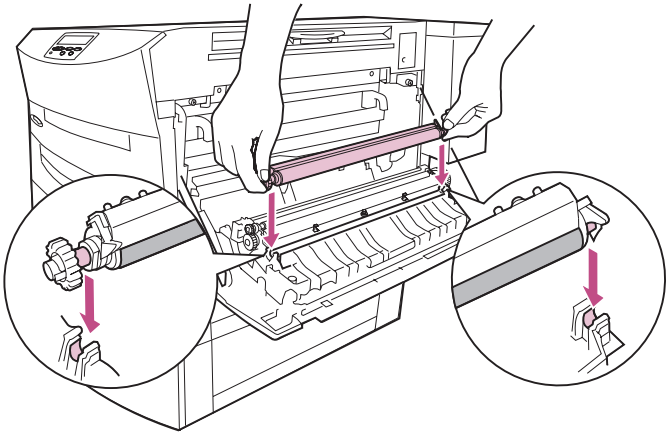
4 **Remove the new transfer roller from its packing materials.**

Hold the transfer roller by each end, as shown.

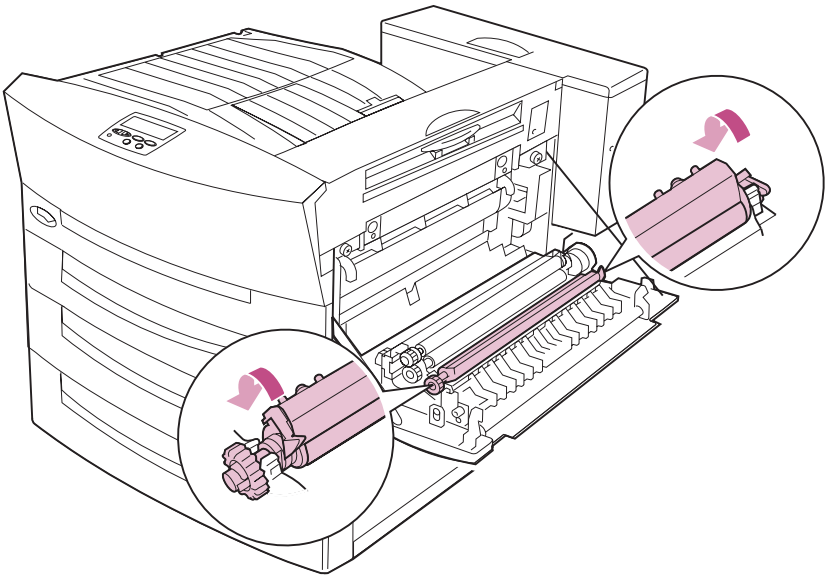
WARNING: Do not touch the roller. Touching the roller can result in print quality problems.



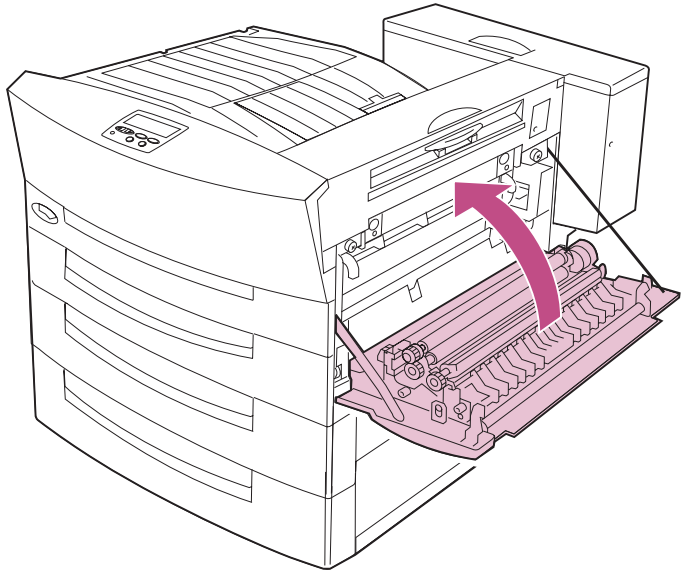
5 **Push the ends of the new transfer roller into the brackets on the printer.**



6 **Rotate the two green finger grips back toward the printer until they click into place.**



7 **Close the side door. Make sure the side door latch snaps into place.**

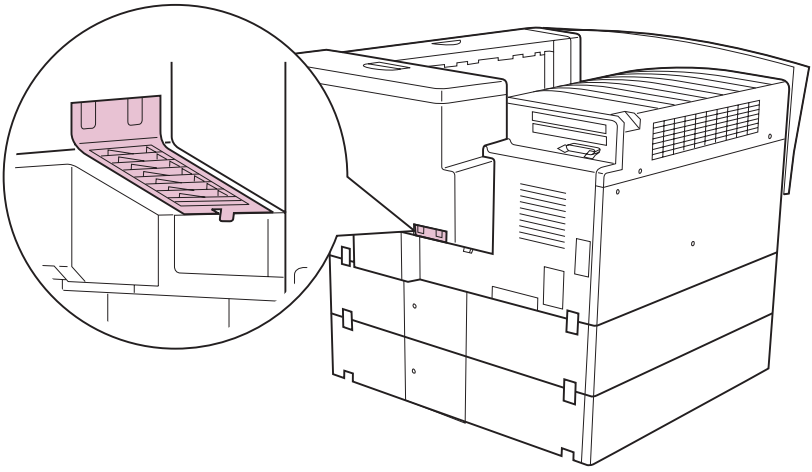


8 **Remember to reset the printer's internal counter after you replace the transfer roller and the ozone filter.**

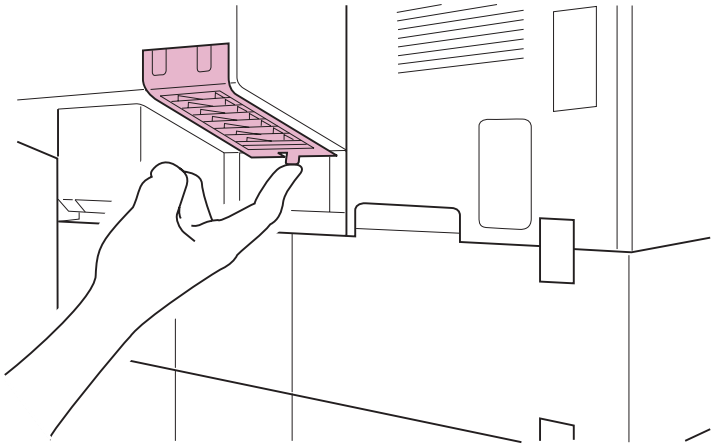
See page 139 for instructions.

Replacing the ozone filter

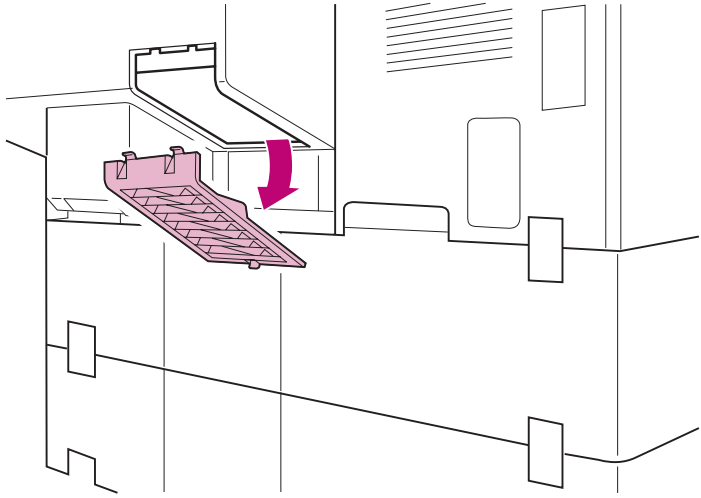
1 **Move to the back of the printer and locate the ozone filter cover.**



2 **Pull the latch to release the ozone filter cover.**

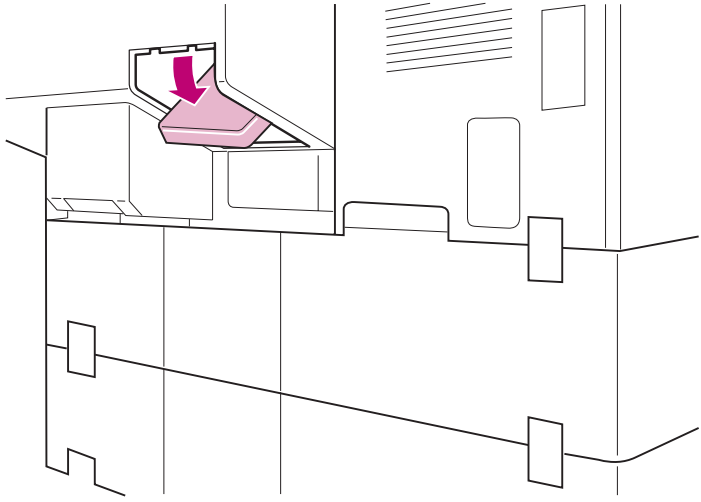


3 **Remove the cover.**



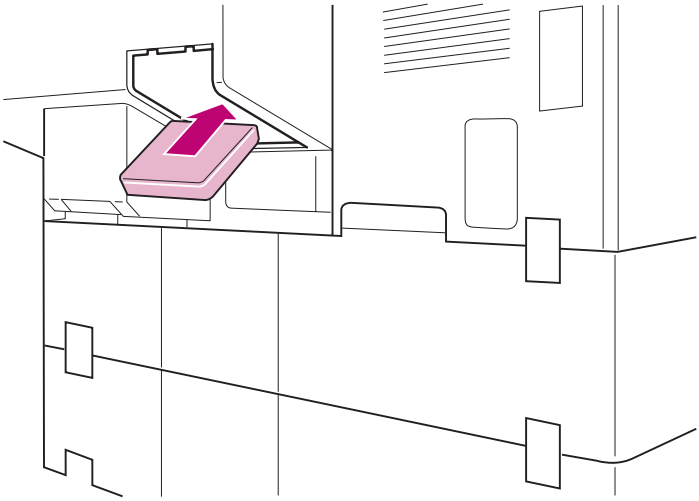
4 **Pull the old ozone filter down and out of the printer.**

Discard the filter.



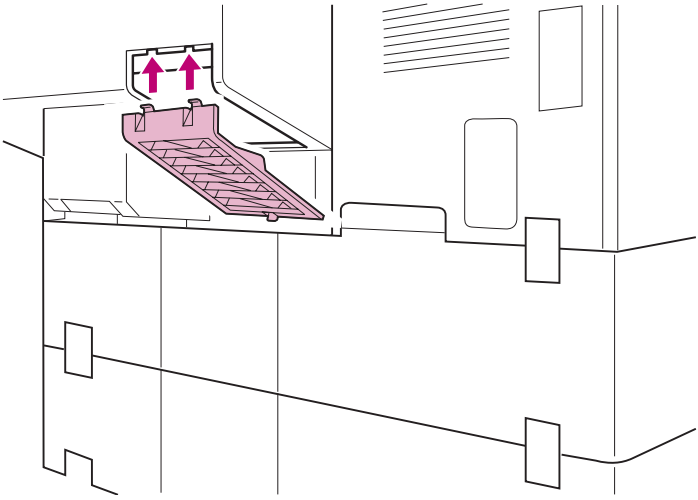
5 **Remove the new ozone filter from its packing materials.**

6 **Insert the new ozone filter, as shown.**

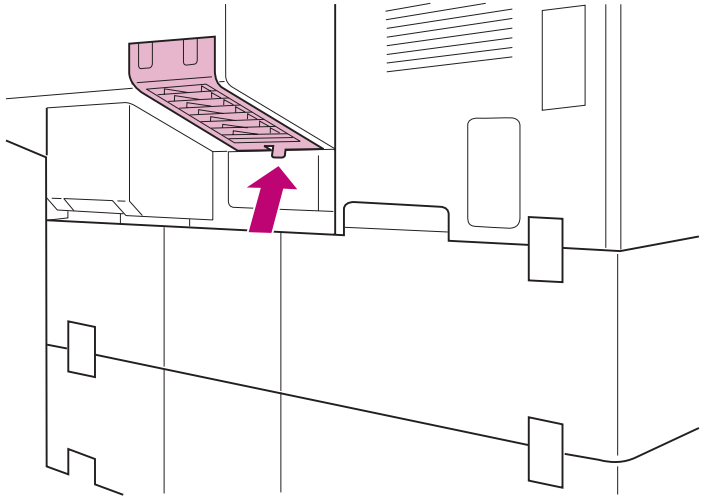


7 **Reinstall the ozone filter cover.**

a **Insert the tabs on the cover into the slots on the printer.**



b **Swing the cover up toward the printer until it *snaps* into place.**



Resetting the printer's internal counter

After you replace the items in the transfer kit, reset the printer's internal counter to clear the **Replace Transfer** message from the operator panel display. Resetting the counter helps prevent service calls by ensuring that the printer can alert you when it is again time to replace the transfer kit. The reset process only takes a few minutes.

> **WARNING:** Before you begin this procedure, make sure the printer is not busy processing a print job. Turning the printer off deletes all held jobs stored in printer memory. Open the Job Menu to review the held jobs before continuing.

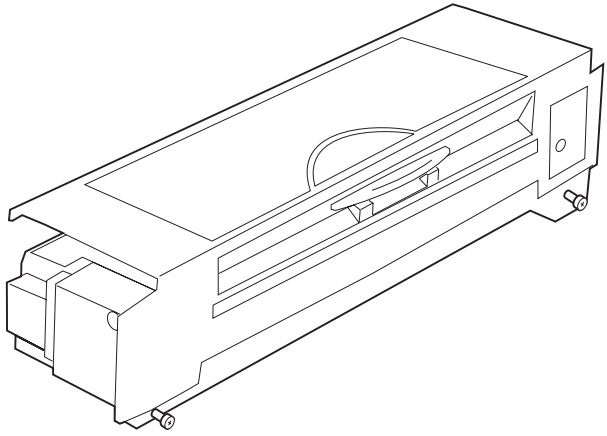
1. **Turn the printer off.**
2. **Press and hold the Select and Return buttons on the operator panel while you turn the printer on.**

   When **CONFIG MENU** appears on the first line of the display, release the buttons. **MAINT COUNTERS** appears on the second line.
3. **Press Select.**
4. **Press Menu> until you see Reset Transfer.**
5. **Press Select.**

   Resetting Transfer Count appears briefly on the display, and then is replaced by **CONFIG MENU** on the first line and **MAINT COUNTERS** on the second line.
6. **Press <Menu to display Exit Config Menu.**
7. **Press Select to return to the Ready display.**

   The printer displays **Activating Menu Changes** and resets the transfer counter. When **Ready** appears on the display, the printer is ready to receive print jobs.

Installing the fuser



The fuser uses heat and pressure to make toner adhere to paper. Install a new fuser when **Replace Fuser** appears on the printer operator panel display, or you may experience print quality or paper feeding problems.

NOTE: You'll need a Phillips screwdriver to replace the fuser.

When you call your Lexmark representative to order a new fuser, you may be offered the option of paying a reduced price if you agree to return your old fuser to Lexmark within 30 days. The representative can give you details on this return program.

After you've replaced the fuser, follow the instructions beginning on page 147 to reset the printer's internal counter for the fuser. This clears the **Replace Fuser** message from the printer operator panel display and ensures the printer alerts you when it is again time to replace the fuser.

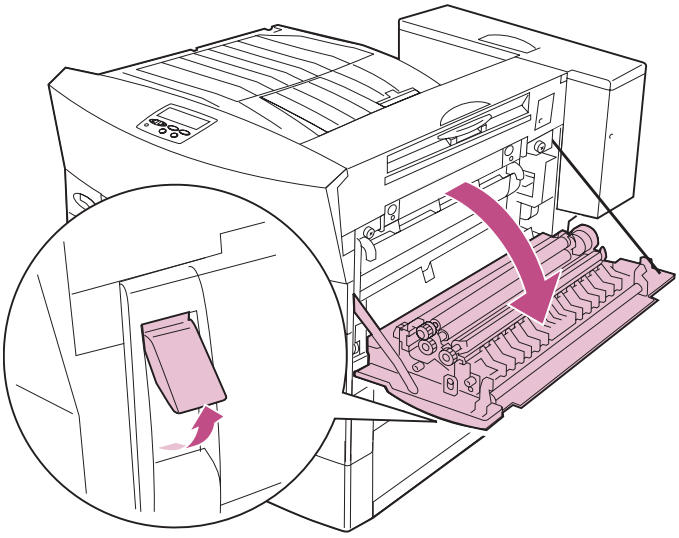
WARNING: Before you begin this procedure, make sure the printer is not busy processing a print job. Turning the printer off deletes all held jobs stored in printer memory. Open the Job Menu to review the held jobs before continuing.

To replace the fuser:

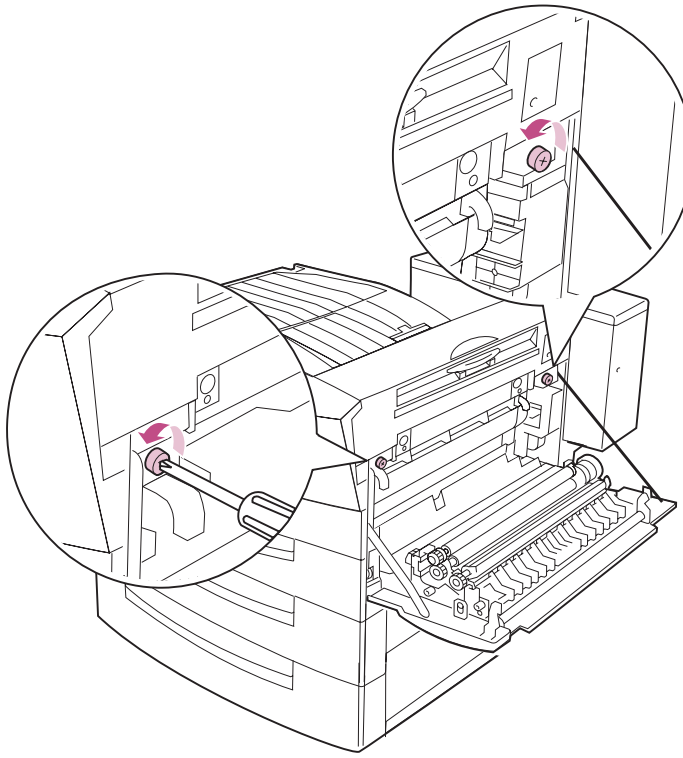
1. **Turn the printer off and disconnect the power cord.**

   CAUTION: Areas inside the printer may be hot. Allow the printer to cool for 20 minutes before replacing the fuser.

2. **Lift the side door latch and lower the side door (Door C).**



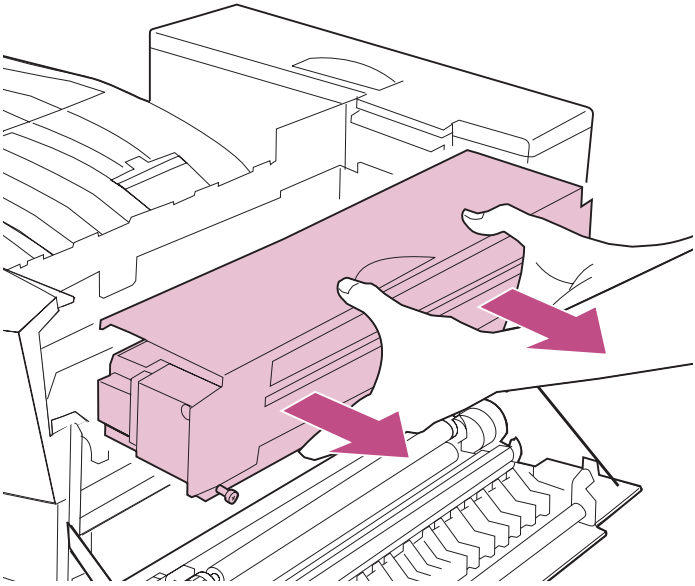
3 **Loosen the two fuser retaining screws.**



4 **Grasp the old fuser with both hands and pull it straight out of the printer.**

If you agreed to return your old fuser to Lexmark in order to pay a reduced price for the new one, place the old fuser in the new fuser box and mail to Lexmark.

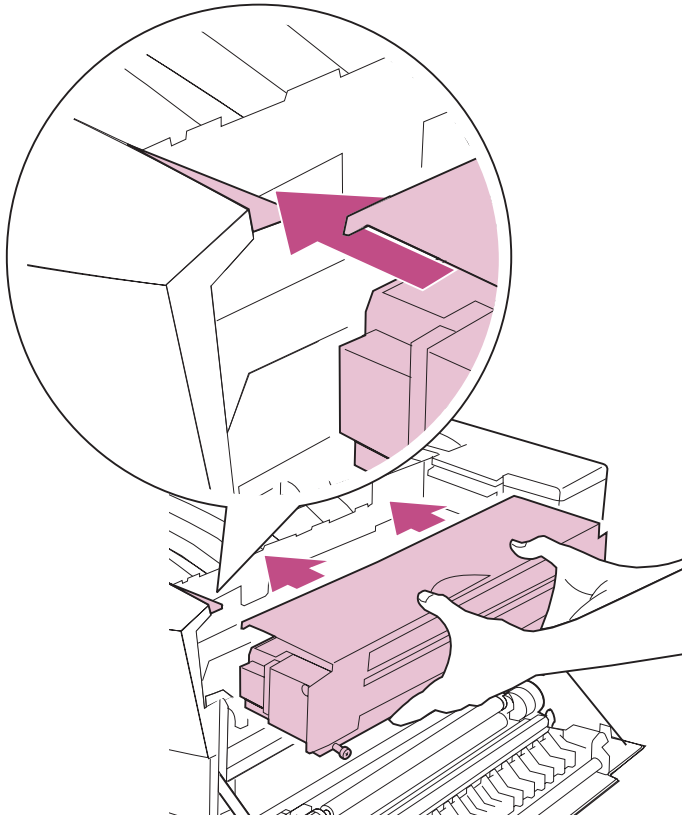
Otherwise, discard the old fuser.



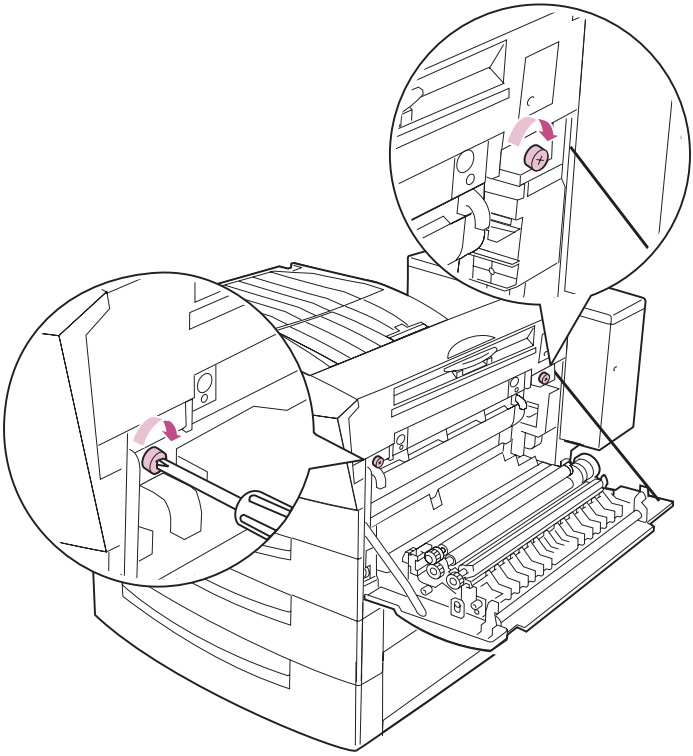
5 **Remove the new fuser from its packing materials. Carefully remove any tape.**

6 **Align the top left edge of the new fuser with the rail on the printer.**

7 **Hold the fuser level and push it into the printer until it is firmly seated.**

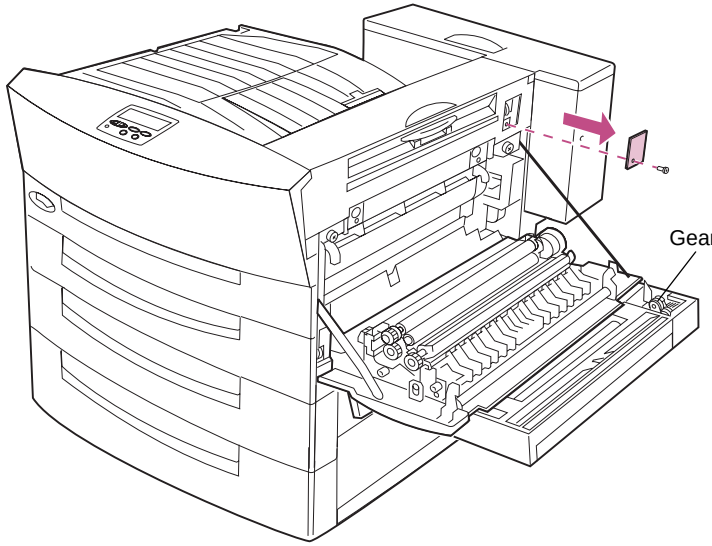


8 **Tighten the two fuser retaining screws.**

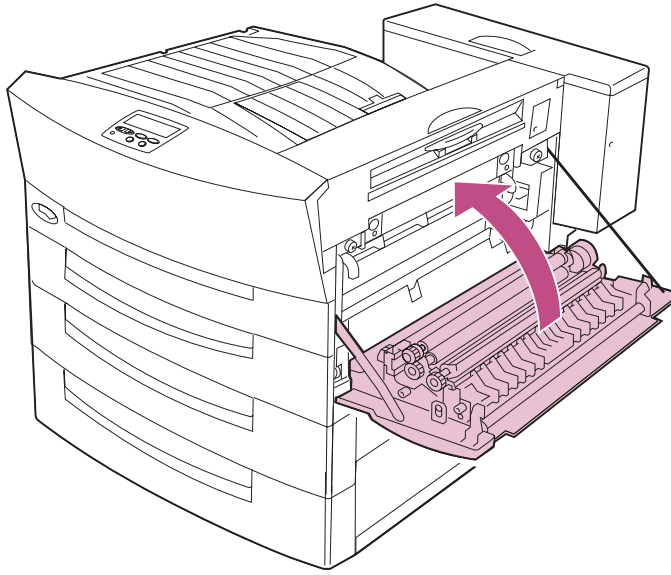


9 ***If you have a duplex unit attached to your printer*, remove the gear cover on the fuser.**

The gear on the duplex unit meshes with the gear on the fuser when you close the side door.



10 **Close the side door. Make sure the side door latch snaps into place.**



Resetting the printer's internal counter

After you replace the fuser, reset the printer's internal counter to clear the **Replace Fuser** message from the operator panel display. Resetting the counter helps prevent service calls by ensuring that the printer can alert you when it is again time to replace the fuser. The reset process only takes a few minutes.

1. **Plug in the printer power cord.**
2. **Press and hold the Select and Return buttons on the operator panel while you turn the printer on.**

   When **CONFIG MENU** appears on the first line of the display, release the buttons. **MAINT COUNTERS** appears on the second line.
3. **Press Select.**
4. **Press Menu> until you see Reset Fuser.**
5. **Press Select.**

   Resetting Fuser Count appears briefly on the display, and then is replaced by **CONFIG MENU** on the first line and **MAINT COUNTERS** on the second line.
6. **Press <Menu to display Exit Config Menu.**
7. **Press Select to return to the Ready display.**

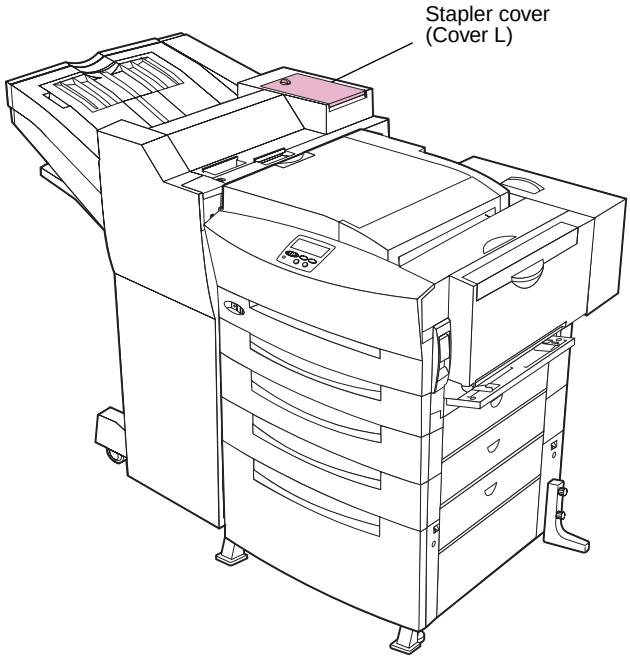
   The printer displays **Activating Menu Changes** and resets the transfer counter. When **Ready** appears on the display, the printer is ready to receive print jobs.

Installing a staple cartridge

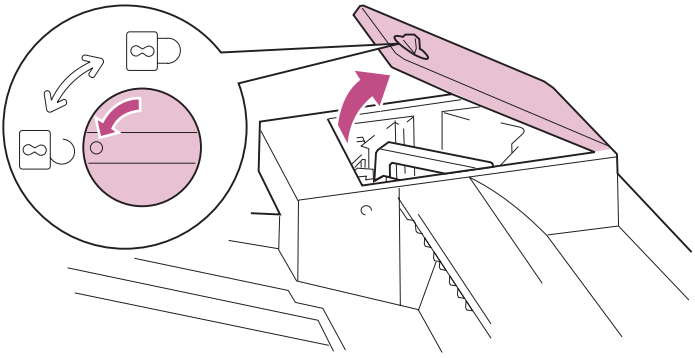
When **Staples Empty** appears on the operator panel display, follow the steps below to insert a new staple cartridge in the optional finisher. For information about ordering staple cartridges, see page 107.

NOTE: If Staple Alarm in the Setup Menu is set to either Single or Continuous, the printer stops printing and displays the **Load Staples** message. Install a new staple cartridge or press **Go** to clear the message and continue printing. Refer to the *Complete Printer Reference* for more information on Staple Alarm.

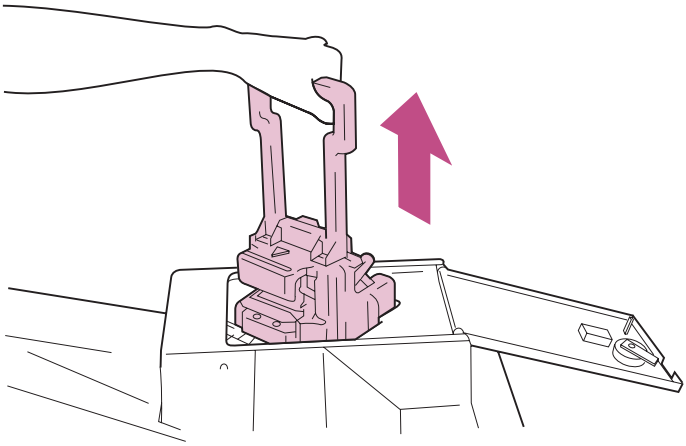
1 Locate the stapler cover on the finisher.



2 **Turn the knob on the stapler cover to the unlocked position and open the cover.**

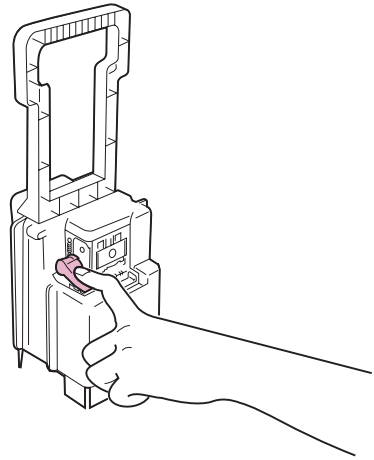


3 **Remove the stapler, as shown.**

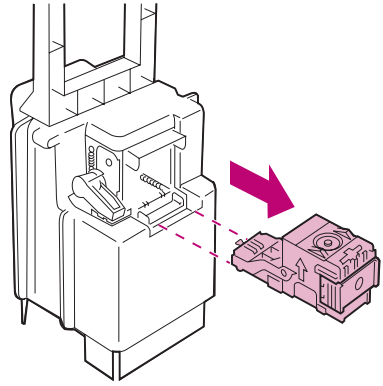


4 **Set the stapler on a stable surface.**

5 **Push down on the green lever to release the staple cartridge holder.**

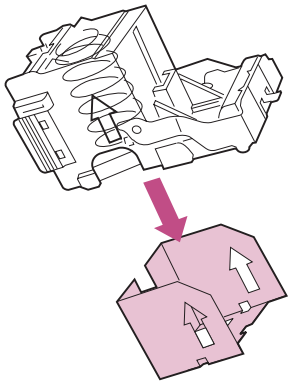


6 **Pull the staple cartridge holder out of the stapler.**

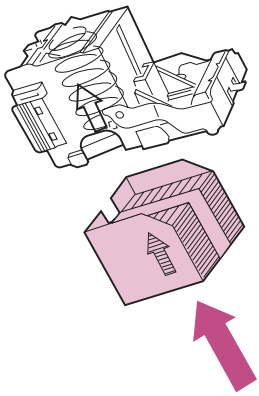


7 **Turn the cartridge holder around to orient it as shown in the illustration in step 8.**

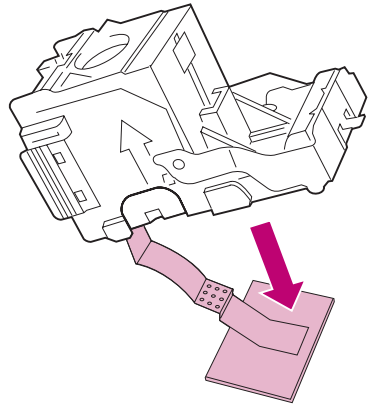
8 **Remove and discard the empty staple cartridge.**



9 **Insert the new staple cartridge into the stapler.**

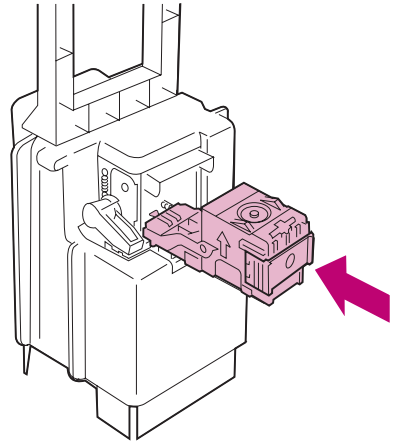


10 **Peel off the protective tape from the staple cartridge.**

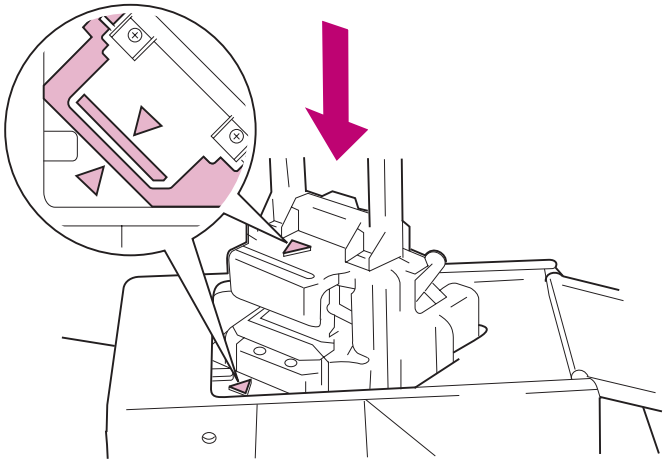


11 **Turn the cartridge holder around, and firmly push it into the stapler as shown.**

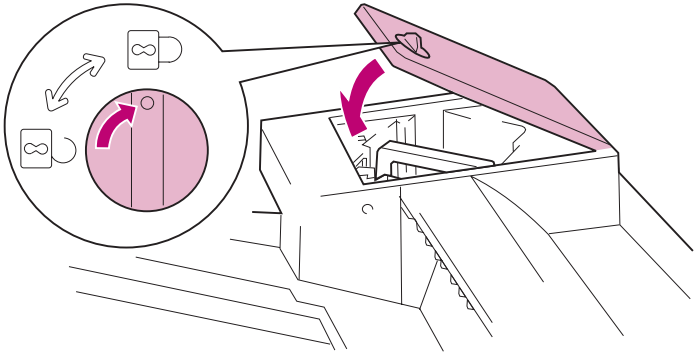
Make sure the green lever clicks back into place.



12 **Align the arrows on the stapler and the finisher, as shown, and insert the stapler into the finisher.**

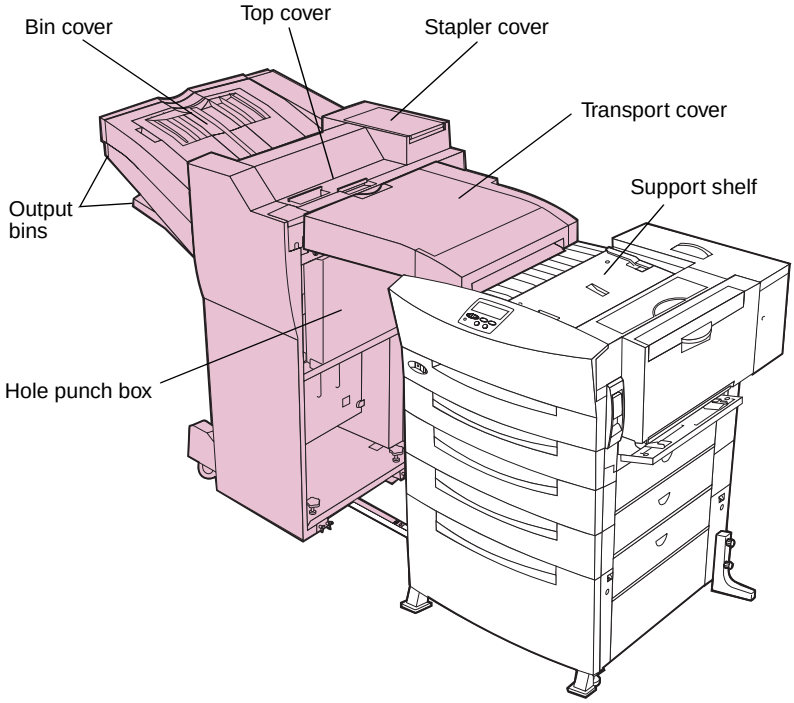


13 **Close the stapler cover and turn the knob to the locked position.**



Priming Stapler appears on the display as the printer tests the stapler on a single sheet of paper. See page 162 for more information.

6 Maintaining the finisher option



Use the following table to find information about maintaining the finisher.

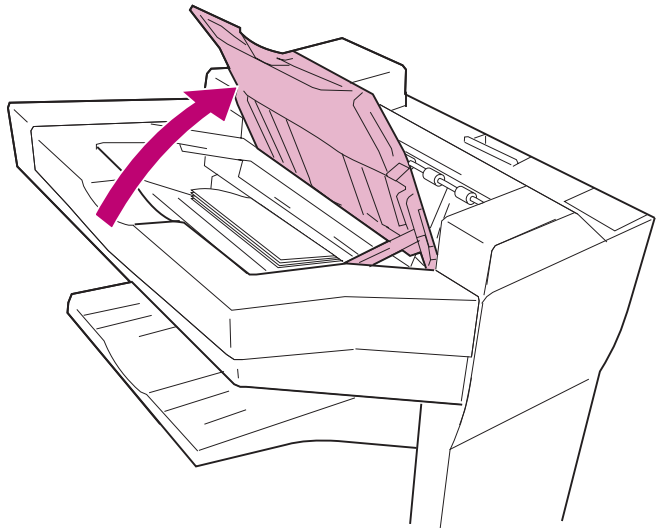
Where do I go from here?

For information about …	See page …
Troubleshooting	35
Ordering and loading staples	148
Clearing a staple jam	156
Priming the stapler	162
Emptying the hole punch box	163
Aligning the finisher with the printer	169
Detaching the finisher from the printer	193

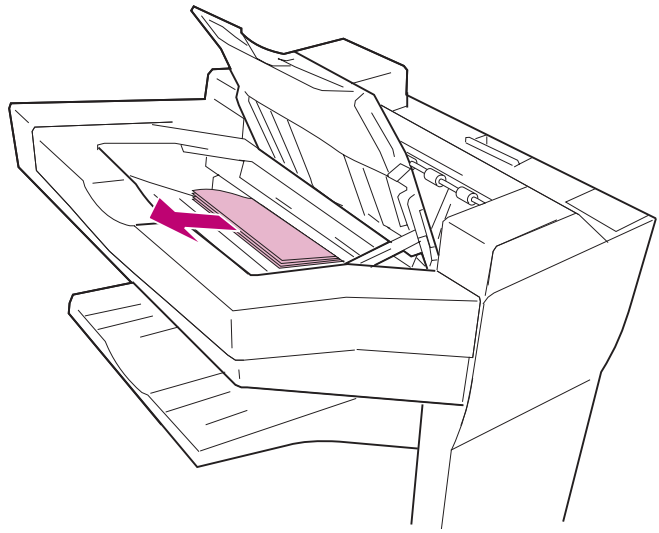
Clearing a staple jam

If the finisher is not stapling print jobs satisfactorily, you may need to clear a staple jam:

1 **Open the finisher bin cover (Cover N).**

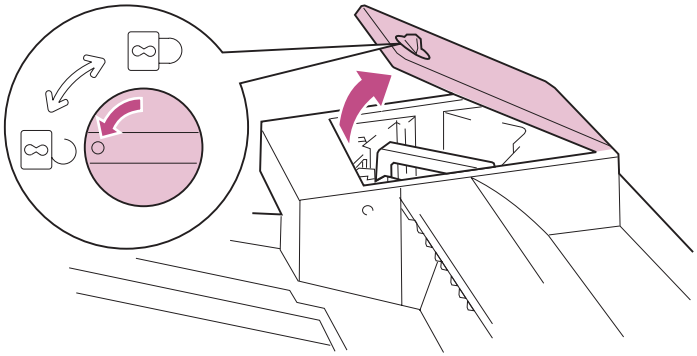


2 **Remove the stack of paper the finisher was trying to staple when the jam occurred.**

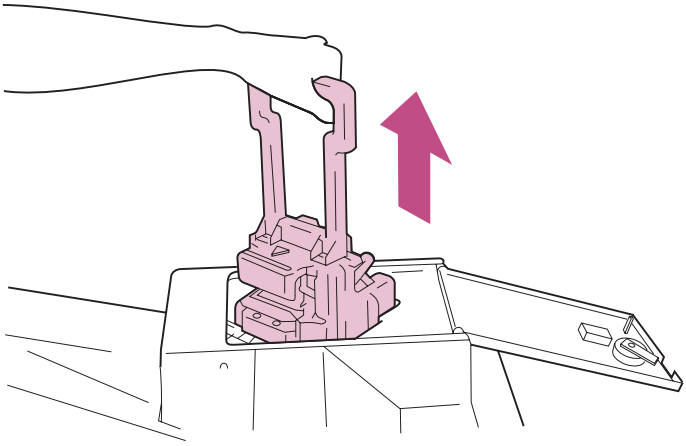


3 **Close the finisher bin cover.**

4 **Turn the knob on the stapler cover to the unlocked position, and open the cover.**

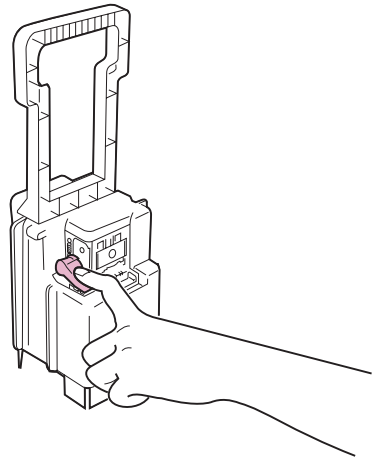


5 **Remove the stapler, as shown.**

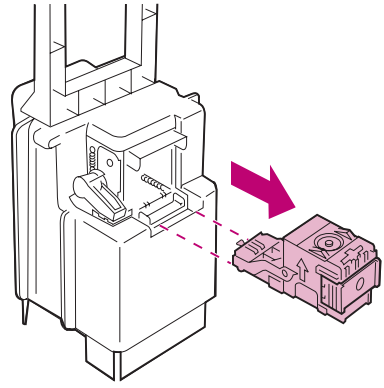


6 **Set the stapler on a stable surface.**

7 **Push down on the green lever to release the staple cartridge holder.**



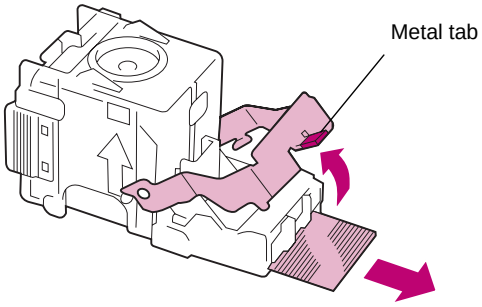
8 **Pull the staple cartridge holder out of the stapler.**



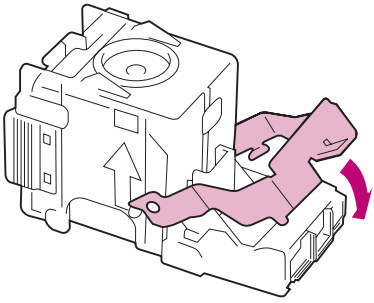
9 **Turn the cartridge holder around to orient it as shown in the illustration in step 10.**

10 **Use the metal tab to lift the staple guard, and pull out the sheet of staples.**

Discard the entire sheet.

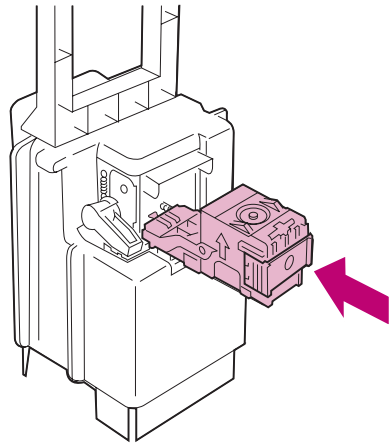


11 **Press down on the staple guard until it snaps securely into place.**

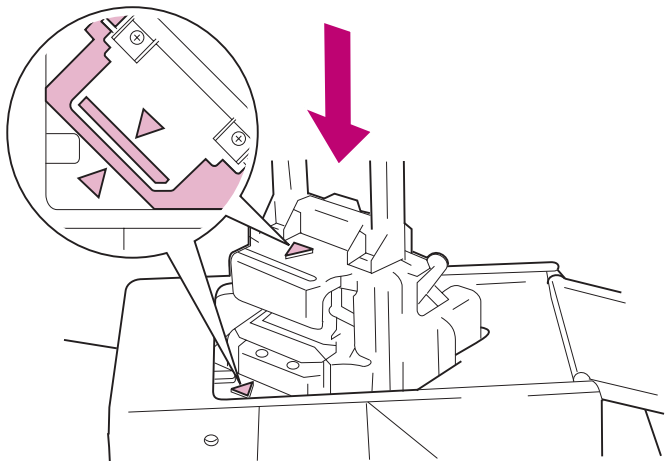


12 **Turn the cartridge holder around, and firmly push it into the stapler as shown.**

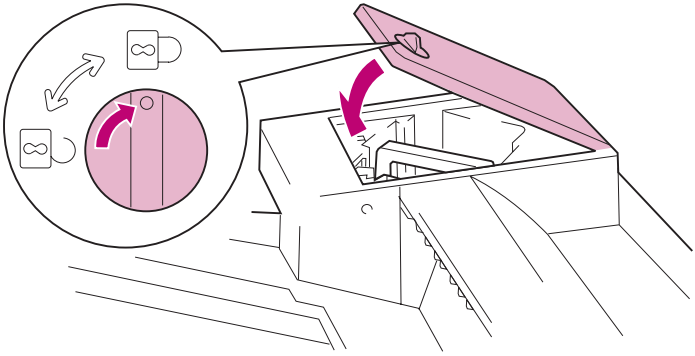
Make sure the green lever clicks back into place.



13 **Align the arrows on the stapler and the finisher, as shown, and insert the stapler into the finisher.**



14 **Close the stapler cover and turn the knob to the locked position.**



15 **Complete the steps in “Priming the stapler” on page 162.**

Priming the stapler

After you clear a staple jam, prime the stapler to ensure the staples are in the proper position when the next stapled job is requested.

To prime the stapler:

1. **From the Ready display, press Menu> until Job Menu appears on the second line of the display.**
2. **Press Select.**
3. **Press Menu> or <Menu until Prime Stapler appears on the display.**
4. **Press Select.**

   Priming Stapler appears on the display. The printer pulls a sheet of paper from the tray specified in the Staple Prime Source menu, feeds it into the finisher, and attempts to staple it. (You may hear the stapler punch several times before the page is successfully stapled.) The printer then ejects the page into bin 2.

   If **Priming Failed, Retry. Go/Stop?** appears on the display:

   - Press **Go** to attempt priming the stapler again.
   - Make sure the staple priming source tray specified in the Finishing Menu has paper in it.
   - Make sure the stapler is installed correctly, is not jammed, and has an ample supply of staples.
5. **Resend your job to the printer.**

Emptying the hole punch box

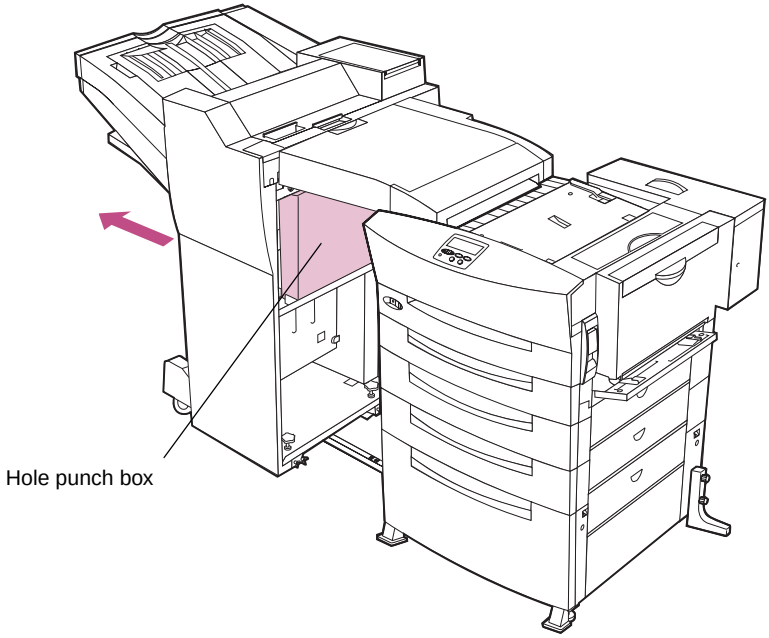
The cardboard box in the finisher, shown in the following illustration, collects the pieces of paper discarded by the finisher as it punches holes.

The printer tracks the number of pages punched by the finisher. When the counter determines that the hole punch box is nearly full (after approximately 50,000 punched pages), **Empty Box K** appears on the operator panel display to alert you it's time to empty the box. Each time you empty the box, make sure you also reset the internal counter.

> **WARNING:** If you do not regularly empty the hole punch box, the finisher may develop problems that require a service call.

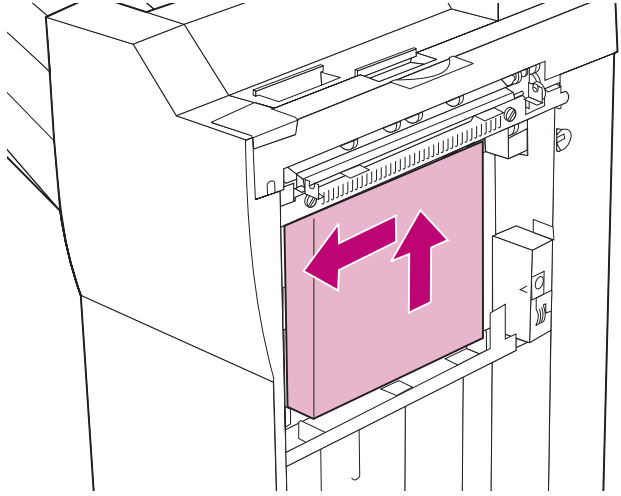
Complete the instructions in this section to empty the hole punch box.

1 **Pull the finisher away from the printer.**

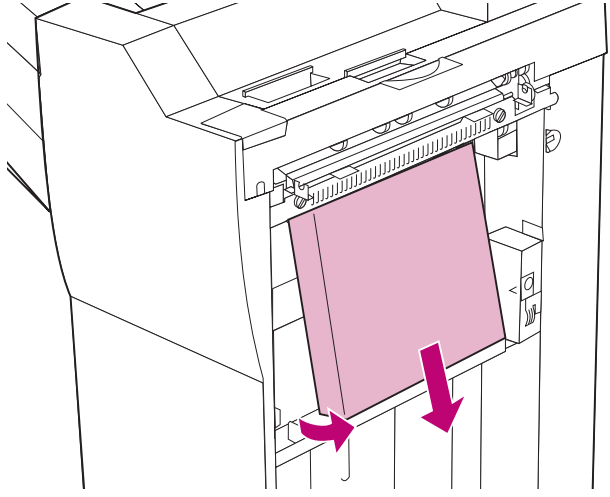


2 **Lift the hole punch box straight up, and slide it to the left.**

The bottom of the box is attached to the printer with hook and loop fasteners. It may require some force to lift the box.

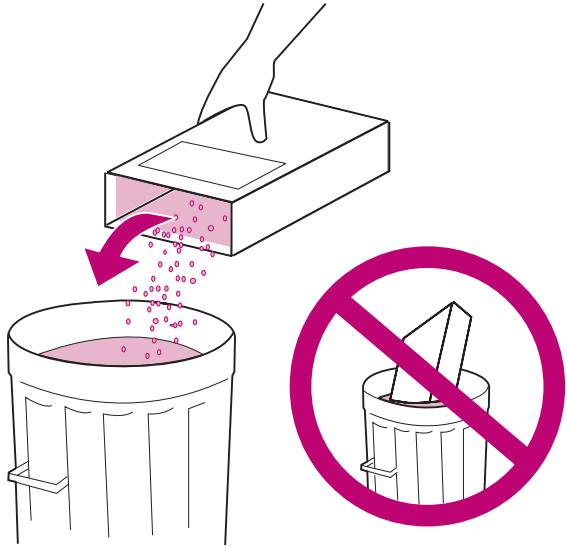


3 **Swing the bottom of the box out, then lower the box out of the finisher.**

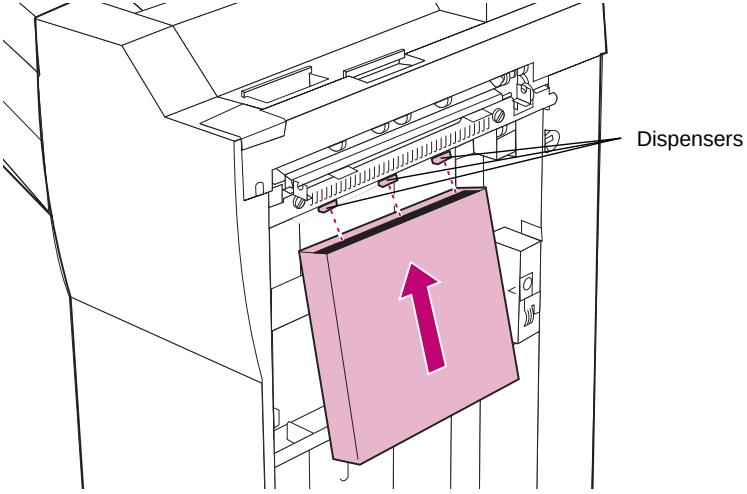


4 **Discard the contents of the hole punch box.**

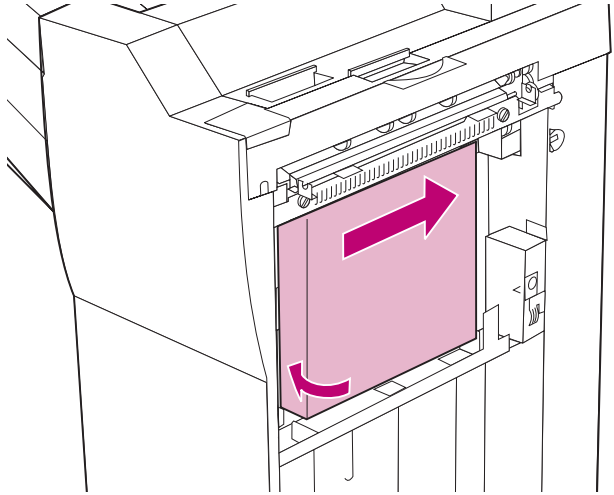
Do not discard the box!



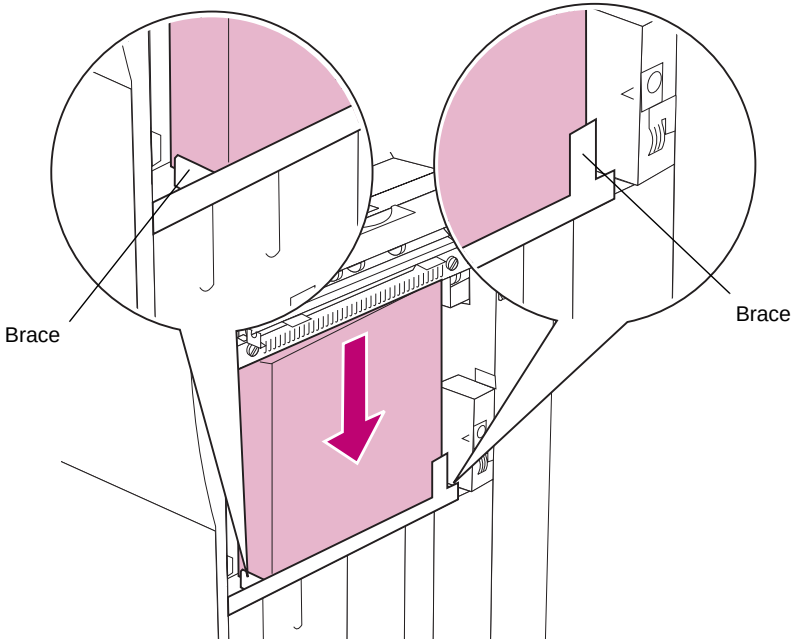
5 **Angle the box into the finisher so that the white hole punch dispensers are inserted inside the box.**



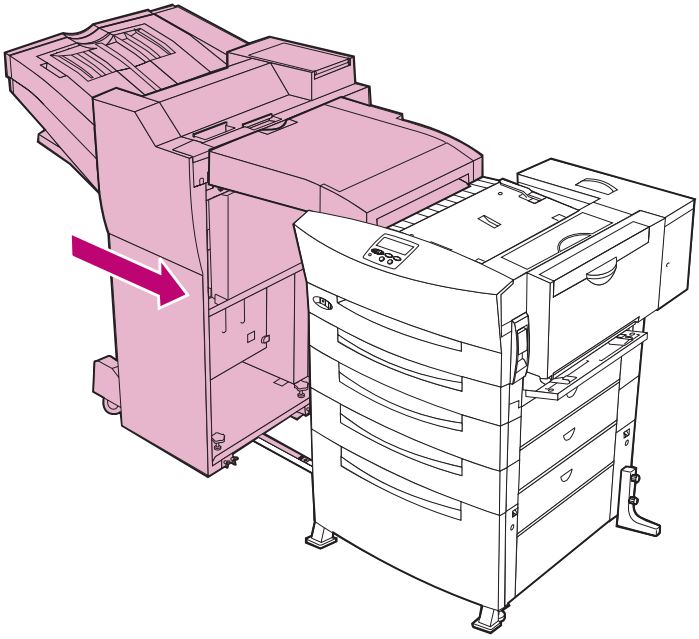
6 **While still covering the dispensers, swing the bottom of the box into the finisher, and slide the box to the right.**



7 **Lower the box until it fits between the braces in the finisher.**



8 **Push the finisher against the printer.**



9 **Continue with “Resetting the printer’s internal counter” on page 168.**

This clears the **Empty Box K** message from the operator panel display and ensures the printer alerts you when it is again time to empty the hole punch box.

Resetting the printer's internal counter

After you empty the hole punch box, reset the internal counter to clear the **Empty Box K** message. Resetting the counter helps prevent service calls by ensuring that the printer alerts you when the hole punch box again becomes full. The reset process only takes a few minutes.

> **WARNING:** Before you begin this procedure, make sure the printer is not busy processing a print job. Turning the printer off deletes all held jobs stored in printer memory. Open the Job Menu to review the held jobs before continuing.

1. **Turn the printer off.**
2. **Press and hold the Select and Return buttons on the operator panel while you turn the printer on.**

   When **CONFIG MENU** appears on the first line of the display, release the buttons. **MAINT COUNTERS** appears on the second line.
3. **Press Select.**
4. **Reset Hole Punch appears on the second line.**
5. **Press Select.**

   Resetting Hole Punch Count appears briefly on the display, and then is replaced by **CONFIG MENU** on the first line and **MAINT COUNTERS** on the second line.
6. **Press <Menu to display Exit Config Menu.**
7. **Press Select to return to the Ready display.**

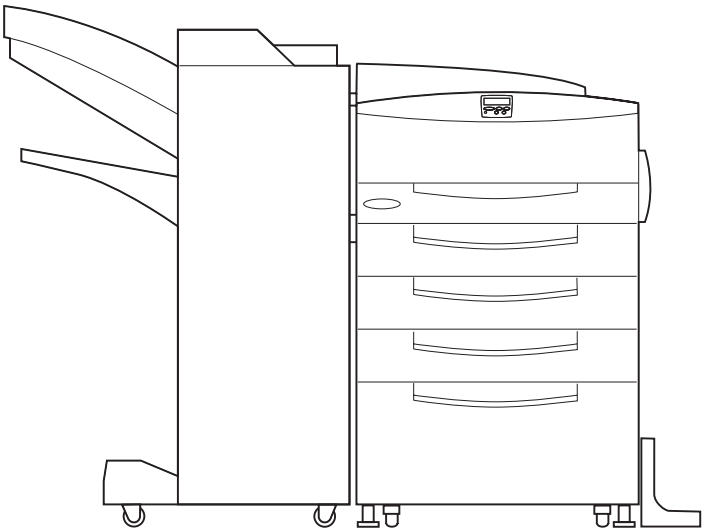
   The printer displays **Activating Menu Changes** and resets the hole punch counter. When **Ready** appears on the display, the printer is ready to receive print jobs.

Aligning the finisher with the printer

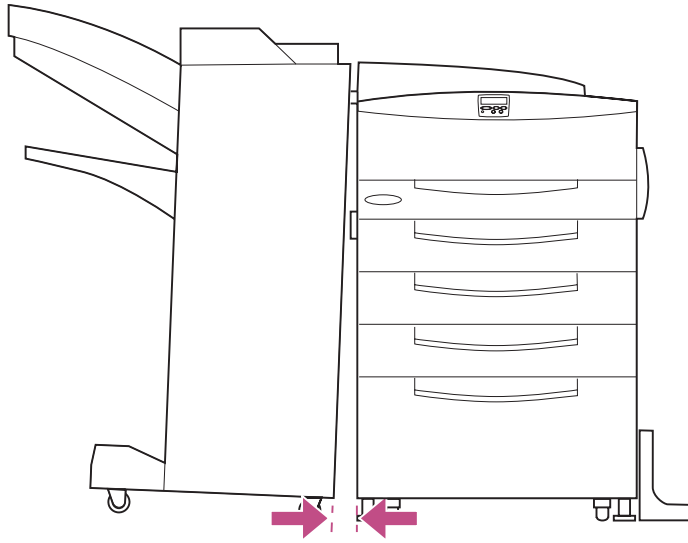
Frequent paper feeding problems in the finisher may indicate that the finisher is not properly aligned with the printer. Complete the instructions in the following sections to adjust the alignment of the finisher with the printer.

Adjusting the finisher's standing position

Look at the finisher and the printer carefully from the front. If the finisher and printer are parallel, as shown in the following illustration, skip to "Adjusting the finisher's height" on page 173.

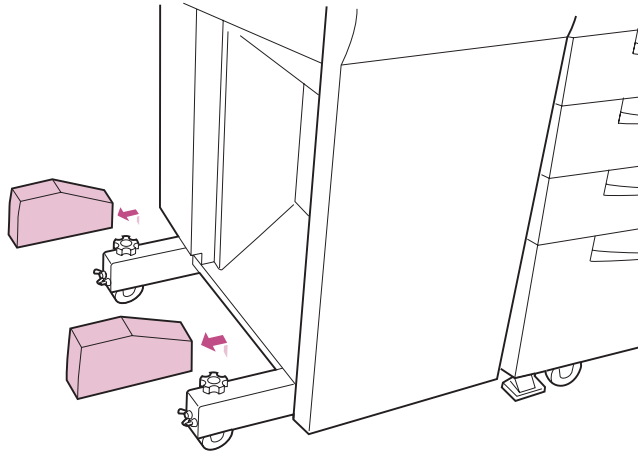


If the finisher and the printer are *not* parallel, as shown in the following illustration, use the steps in this section to correct the finisher's standing position.

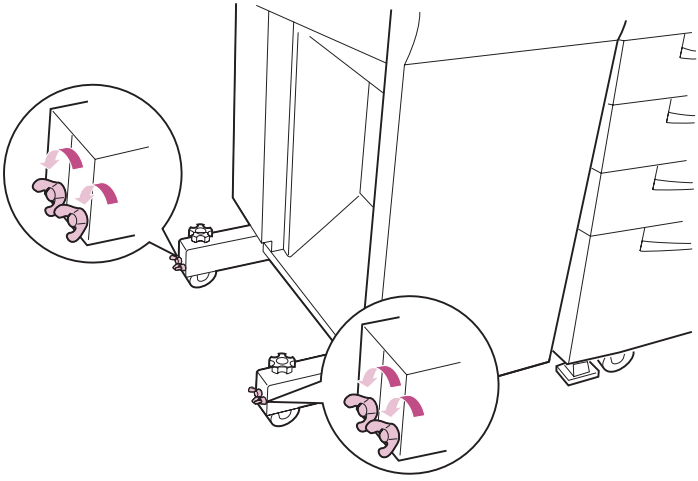


To adjust the finisher's standing position:

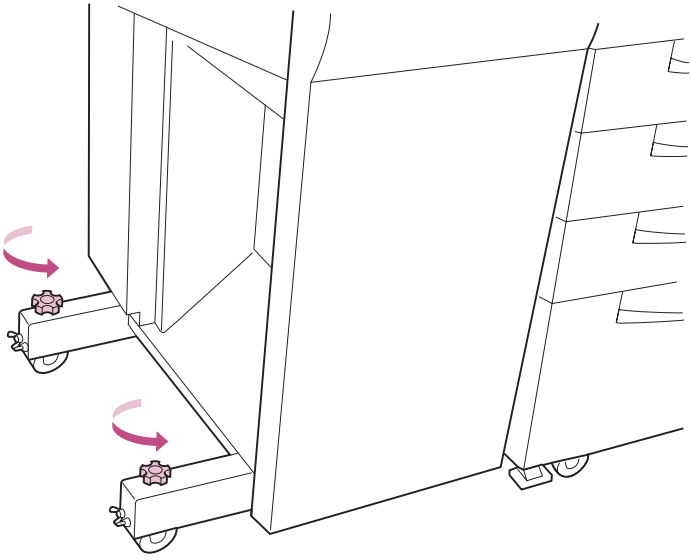
1 Pull the covers off the finisher's legs.



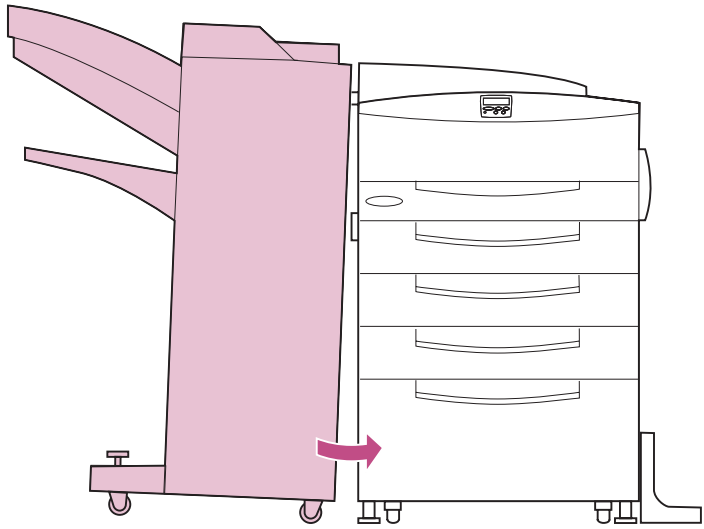
2 **Loosen the two wing bolts on each of the finisher's legs.**



3 **Turn the knobs on the legs counterclockwise to adjust the finisher's standing position, as shown.**

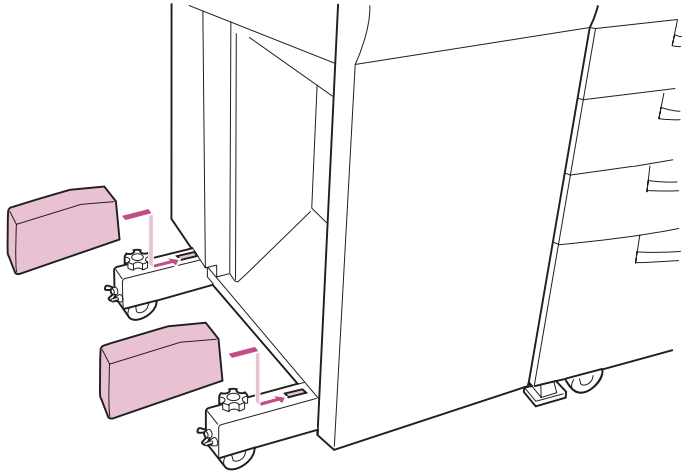


The finisher's position is adjusted in the direction shown in the following illustration.



4 **When the finisher's standing position is correct, tighten the wing bolts you loosened in step 2 on page 171.**

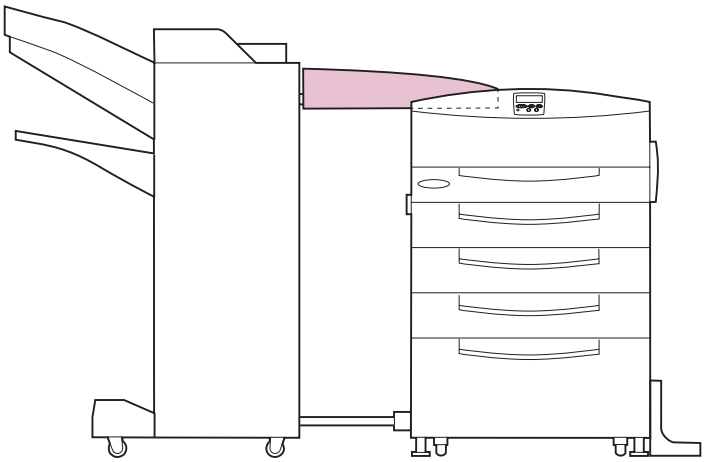
5 **Push the two covers onto the finisher's legs, as shown.**



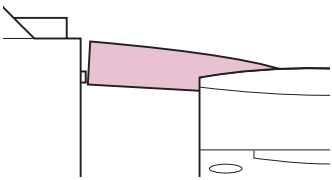
Adjusting the finisher's height

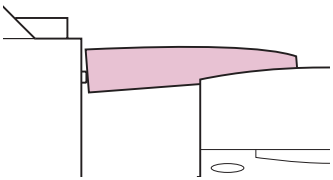
Paper feeding problems in the finisher may occur if the height of the finisher is not equal to that of the printer. Pull the finisher away from the printer and look at the position of the transport unit to determine if the finisher is at the correct height.

If the transport unit appears level, as shown in the following figure, the finisher and printer are correctly aligned. See page 19 for other possible sources of paper feeding problems.



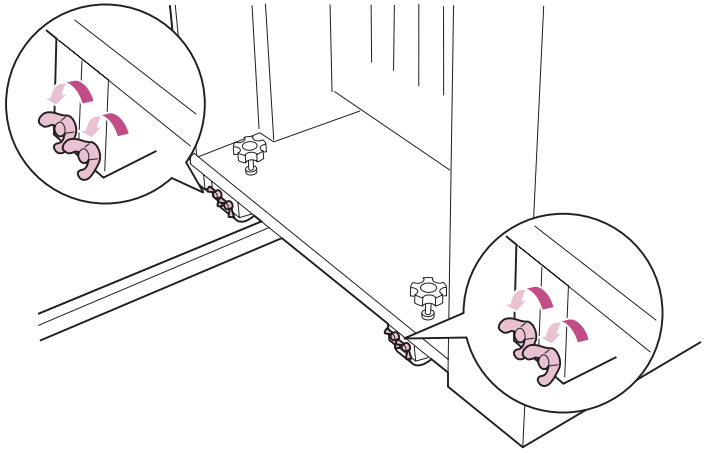
If the transport unit is tilted either up or down, follow the steps in this section to adjust the finisher's height.





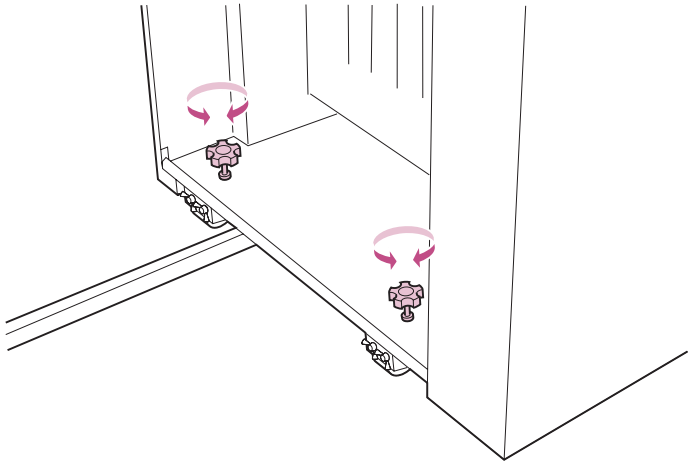
To adjust the finisher's height:

1. **Locate the four wing bolts under the finisher's base ledge on the side that faces the printer.**
2. **Turn the wing bolts counterclockwise to loosen them.**



3. **Turn the knobs on the base ledge to adjust the finisher's height.**

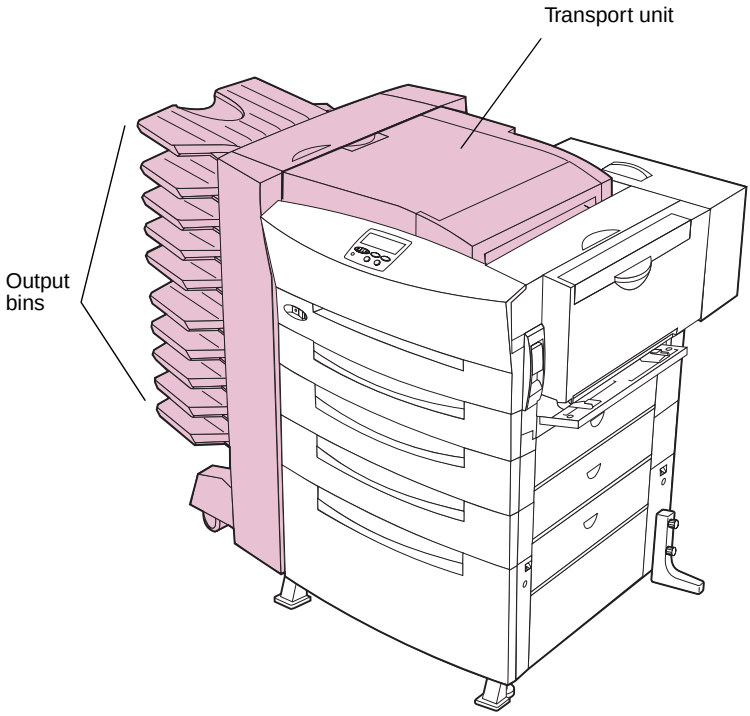
   Turn the knobs clockwise to raise the finisher. Turn the knobs counterclockwise to lower it.



4 **When the transport unit is level, tighten the wing bolts you loosened in step 2 on page 174.**

5 **Push the finisher against the printer.**

7 Aligning the mailbox option

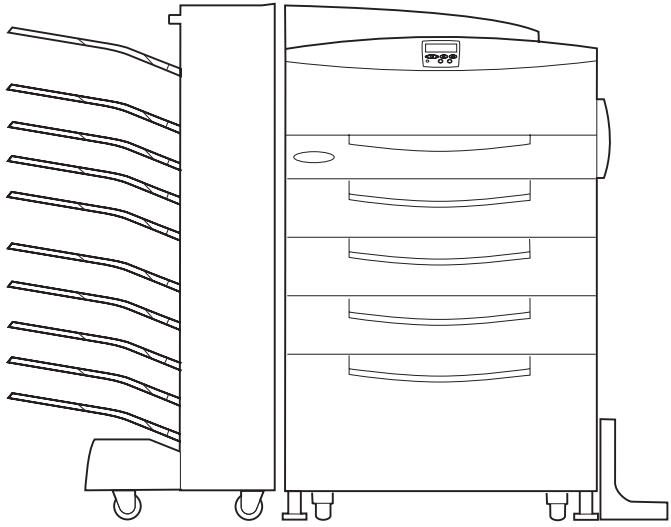


Frequent paper feed problems in the optional mailbox may mean that the mailbox and the printer are not properly aligned. Use the procedures in this chapter to help ensure proper alignment.

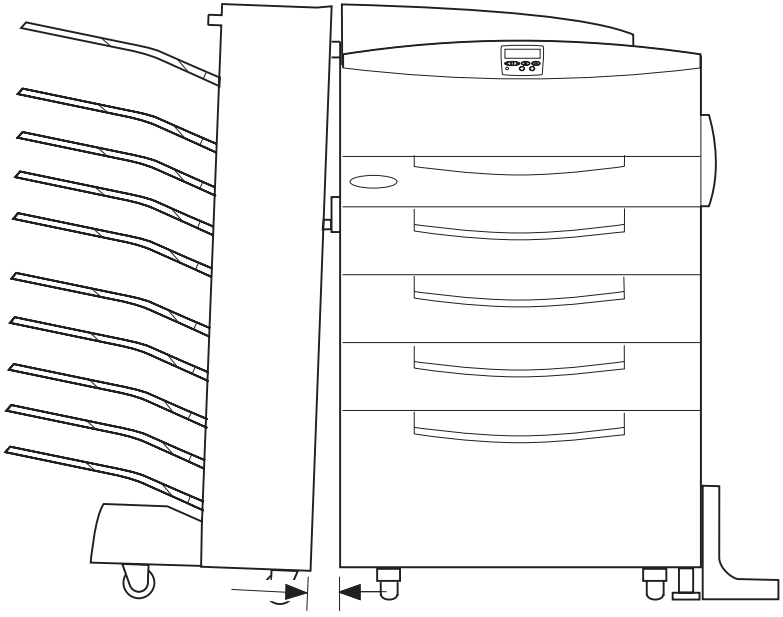
For information about clearing paper jams in the mailbox, see page 62. If you need to detach the mailbox from the printer, turn to the instructions beginning on page 190.

Adjusting the mailbox's standing position

Look at the mailbox and the printer carefully from the front. If the mailbox and printer are parallel, as shown in the following illustration, skip to "Adjusting the mailbox's height" on page 183.

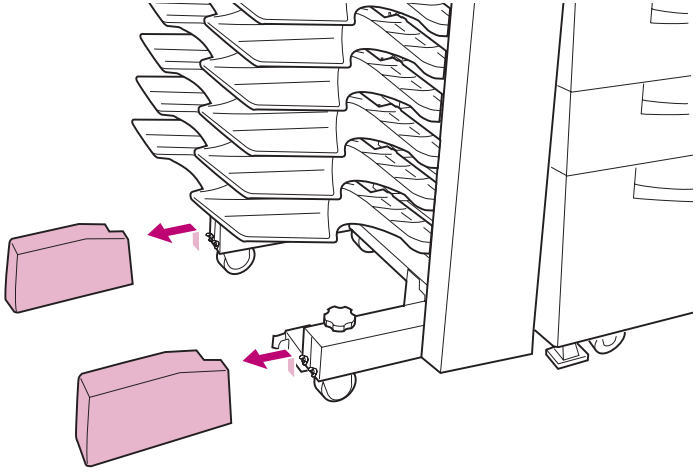


If the mailbox and the printer are *not* parallel, as shown in the following figure, use the steps in this section to correct the mailbox's standing position.

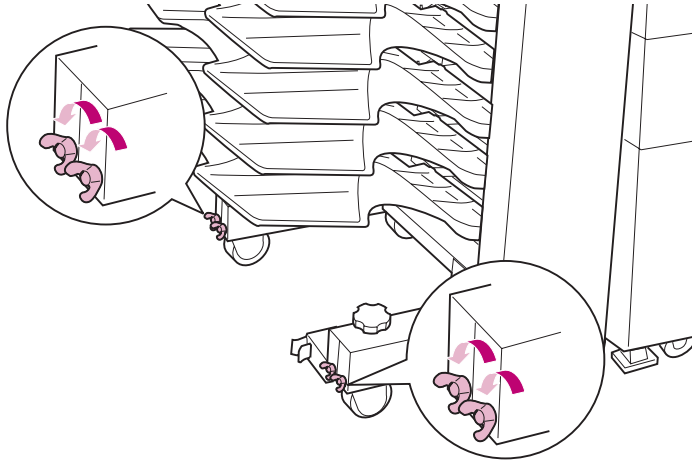


To adjust the mailbox's standing position:

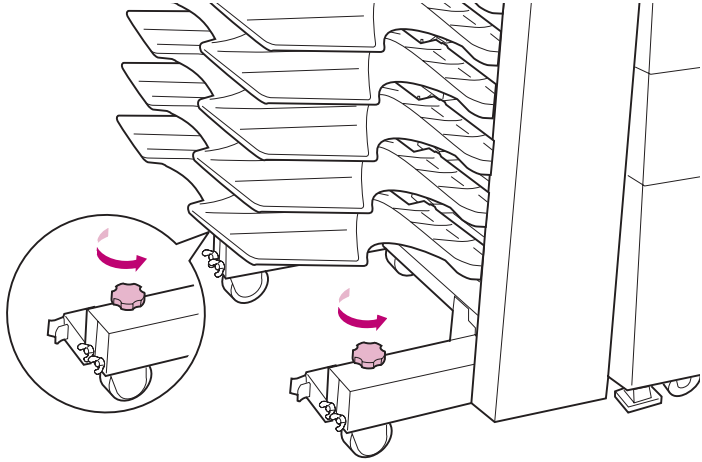
1 Pull the covers off the mailbox's legs.



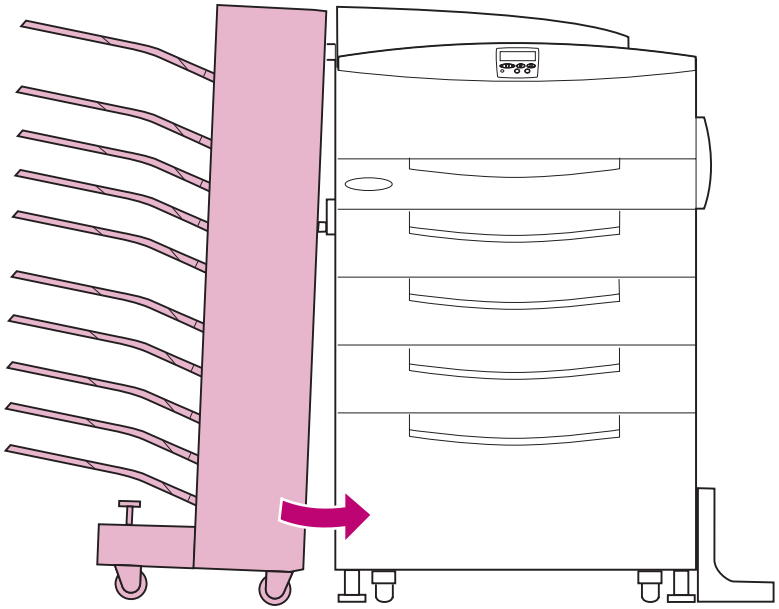
2 **Loosen the two wing bolts on each of the mailbox's legs.**



3 **Turn the knobs on the legs counterclockwise to adjust the mailbox's standing position.**

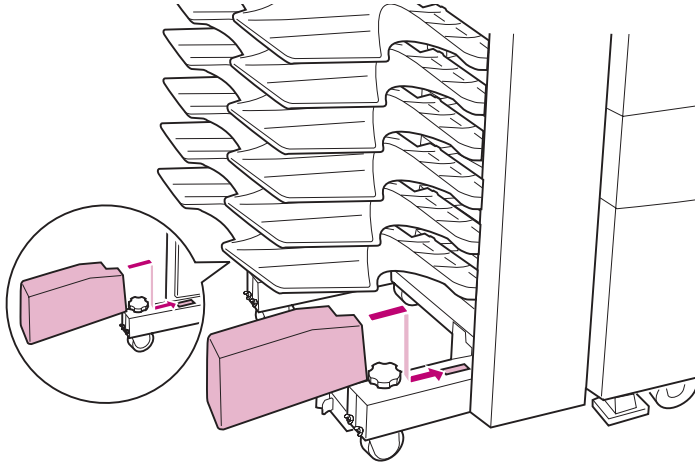


The mailbox's position is adjusted in the direction shown in the following illustration.



4 **When the mailbox's standing position is correct, tighten the wing bolts you loosened in step 2 on page 180.**

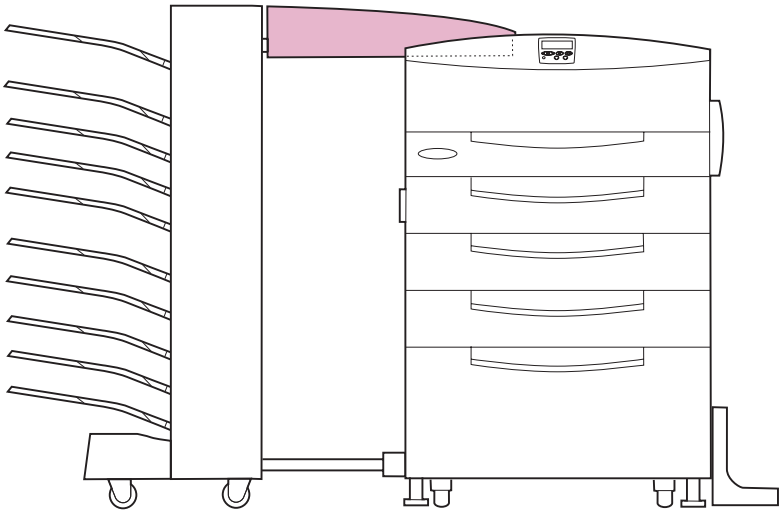
5 **Push the two covers onto the mailbox's legs, as shown.**



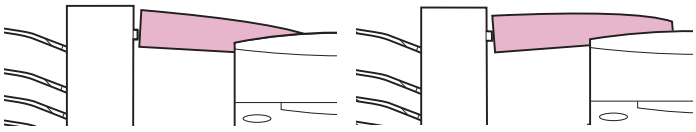
Adjusting the mailbox's height

Paper feeding problems in the mailbox may occur if the height of the mailbox is not equal to that of the printer. Pull the mailbox away from the printer and look at the position of the transport unit to determine if the mailbox is at the correct height.

If the transport unit appears level, as shown in the following figure, the mailbox and printer are correctly aligned. See page 19 for other possible sources of paper feeding problems.

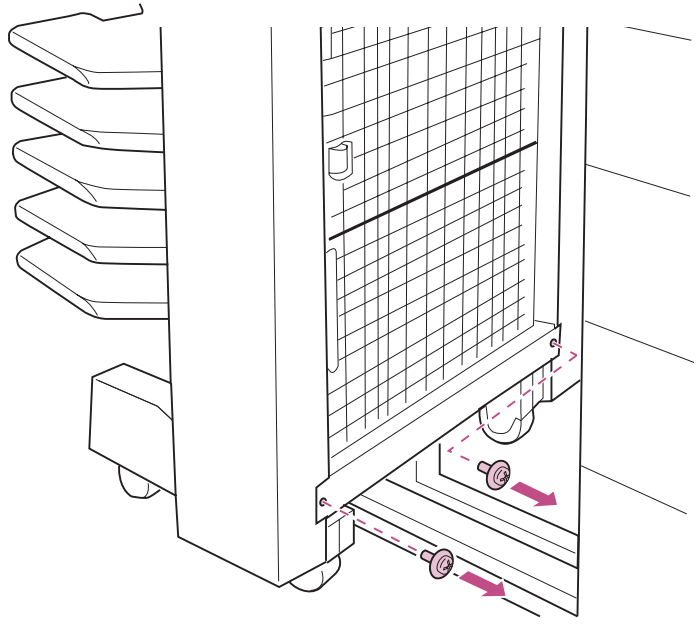


If the transport unit is tilted either up or down, follow the steps in this section to adjust the mailbox's height.



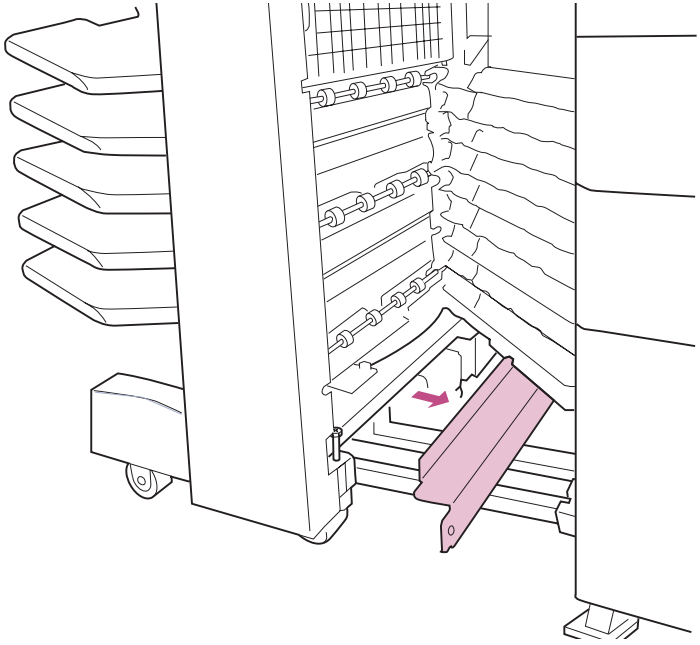
To adjust the mailbox's height:

1 **Remove the two screws from the mailbox's bottom plate.**

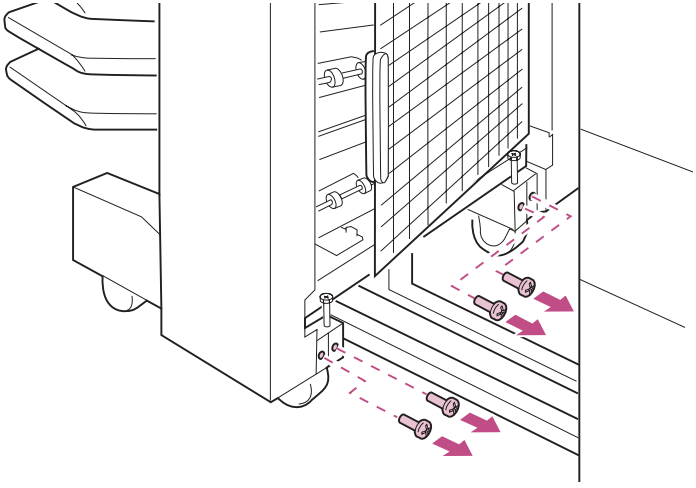


2 **Open the lower door.**

3 **Remove the bottom plate.**

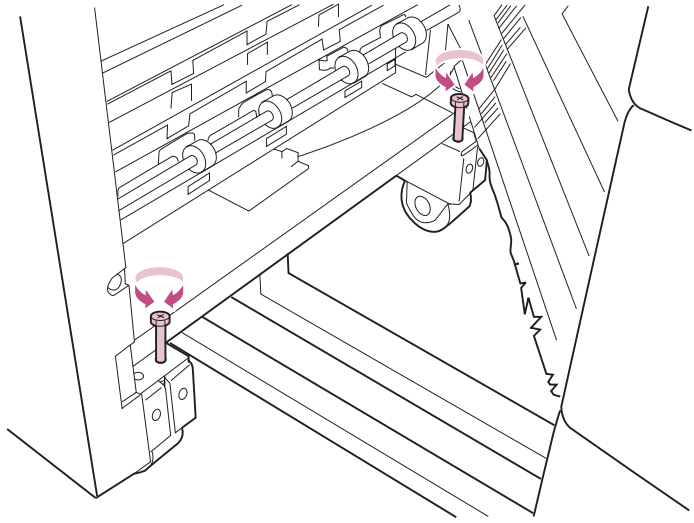


4 **Remove the four screws from the backs of the legs, as shown.**



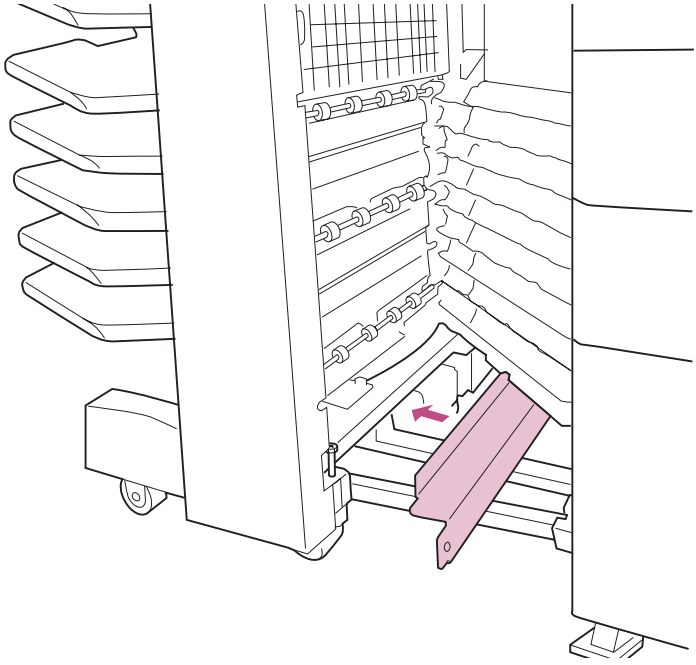
5 **Turn the long screws above the wheels to adjust the mailbox's height.**

Turn the screws clockwise to raise the mailbox. Turn the screws counterclockwise to lower it.



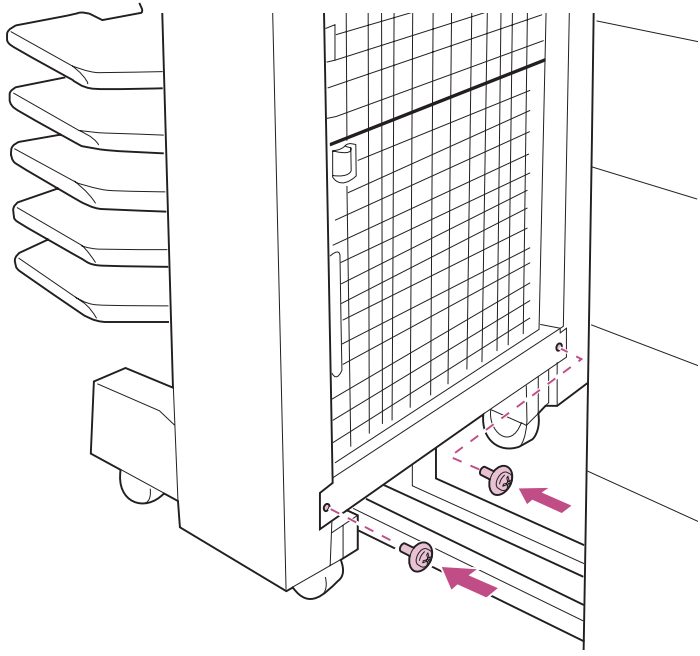
6 **When the transport unit is level, replace the four screws you removed in step 4 on page 185.**

7 **Replace the bottom plate.**



8 **Close the lower door.**

9 **Secure the bottom plate with the two screws you removed in step 1 on page 184.**



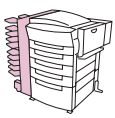
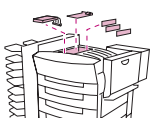
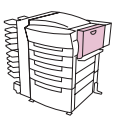
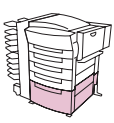
10 **Push the mailbox against the printer.**

8 Removing options

Use this chapter to remove options from your Optra W810 printer so you can safely move the printer to another location, ship an option to Lexmark for service, or gain access to a part of the printer usually hidden by an option. Refer to the *Setup Guide* for complete installation instructions for all the options.

Find the option you want to remove in the following table, then go to the page listed for removal instructions.

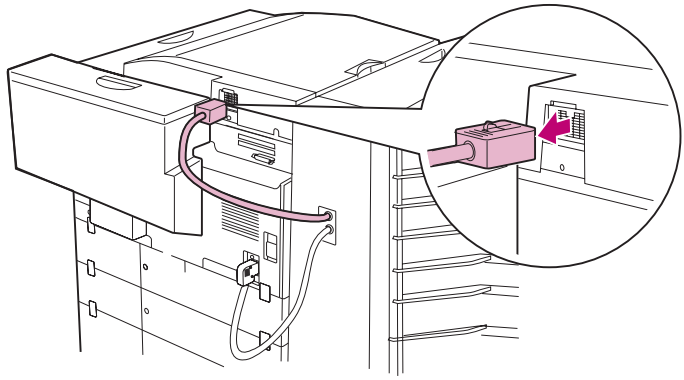
Where do I go from here?

To remove …		Go to page …
	Transport unit	190
	Mailbox or finisher	193
	Memory card, interface card, print server, or hard disk	196
	Duplex option	203
	Optional drawer	212

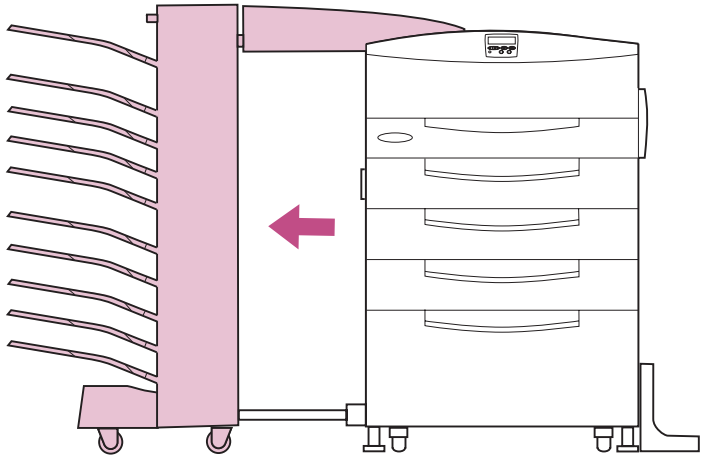
Removing the transport unit

You must remove the transport unit from the top of the printer before you can fully detach a finisher or mailbox, or access the printer system board.

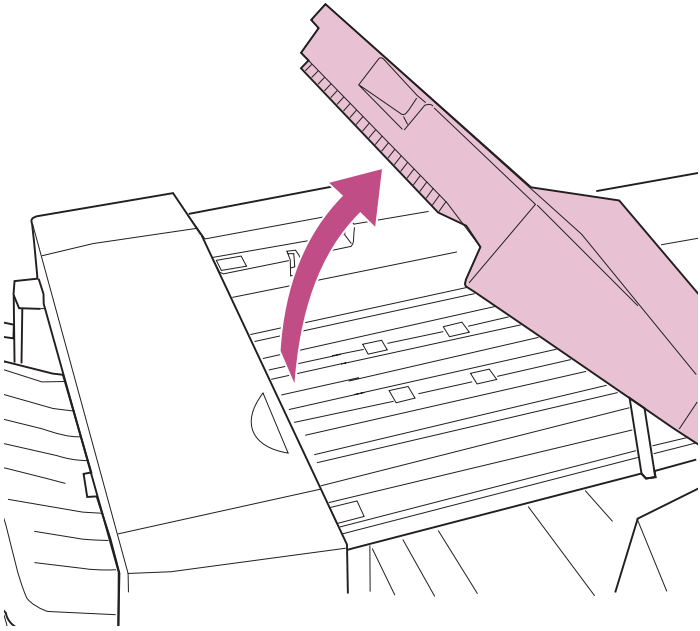
1. **Turn the printer off and unplug the power cord.**
2. **Unplug the cable from the back of the transport unit.**



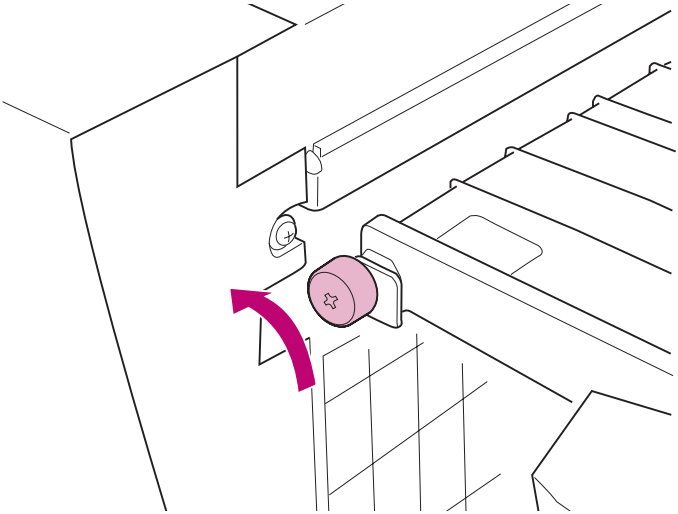
3. **Pull the mailbox or finisher away from the printer.**



4 **Open the cover on the transport unit.**

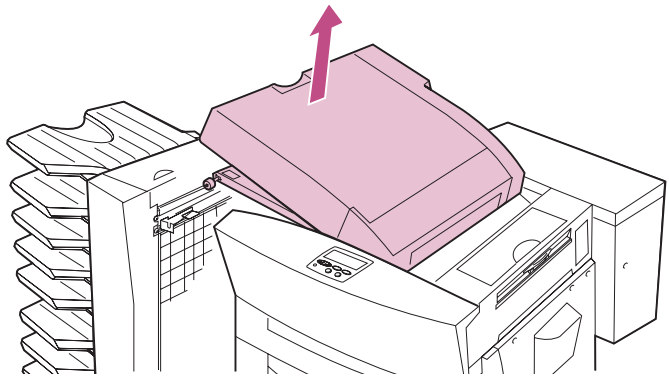


5 **Loosen the thumbscrew at the front left of the transport unit.**

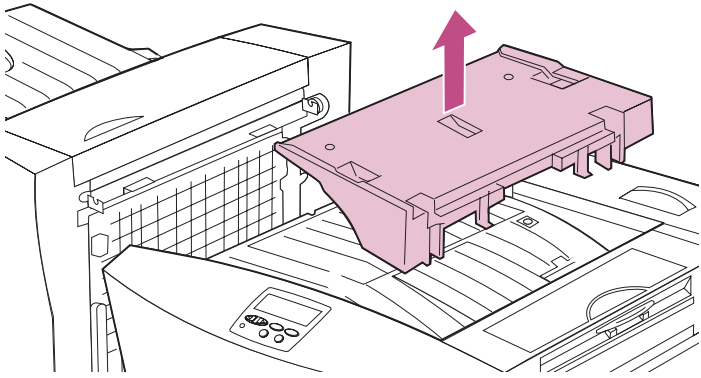


6 **Lift the transport unit off the printer.**

WARNING: Be sure to use both hands to hold the transport unit.



7 **Remove the support shelf that was underneath the transport unit.**

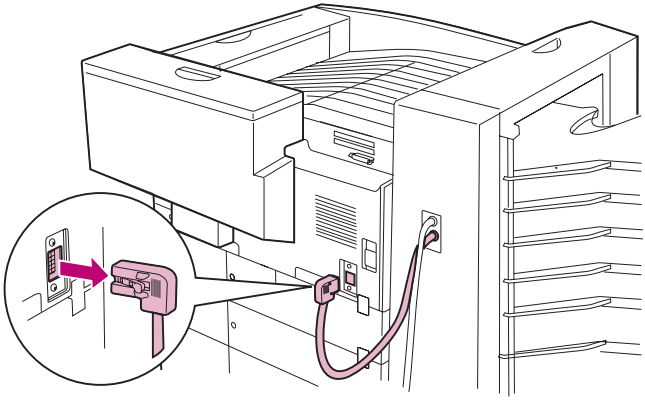


Detaching a mailbox or a finisher

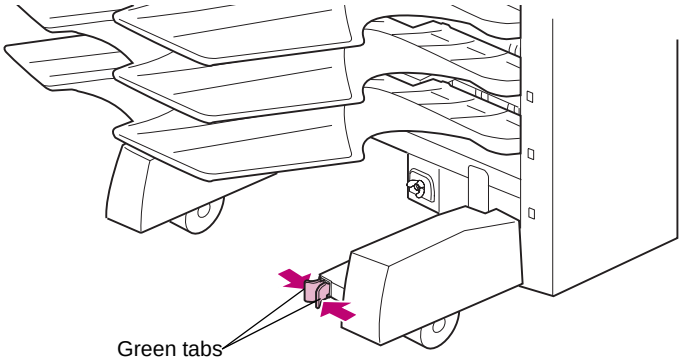
Follow the instructions in this section to detach a mailbox or a finisher from the printer. Although the illustrations show detaching a mailbox, the instructions apply to either option.

1. **Turn the printer off and unplug the power cord.**
2. **Remove the transport unit from the top of the printer.**

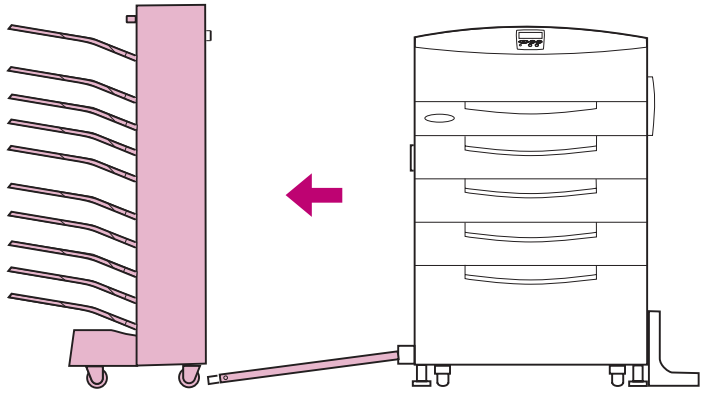
   See page 190 for detailed instructions.
3. **Unplug the option cable from the back of the printer.**



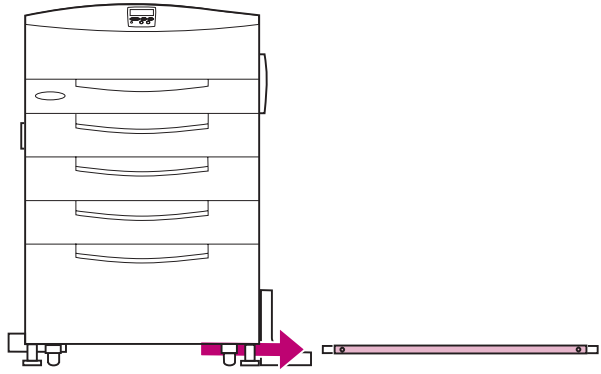
4. **Locate the guide rail's green tabs on the side of the option that faces away from the printer.**
5. **Squeeze the green tabs to release the guide rail.**



6 **Pull the option away from the printer until the guide rail falls free.**



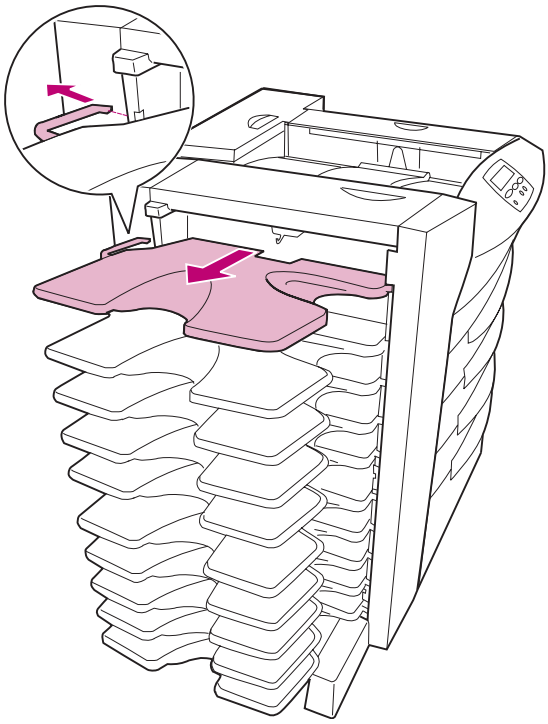
7 **Slide the guide rail all the way under the printer and out the other side.**



8 **If you need to detach the bins from the mailbox:**

a **Release the tab on the left side of a bin.**

b **Pull the bin away from the mailbox.**



c **Repeat for the remaining bins.**

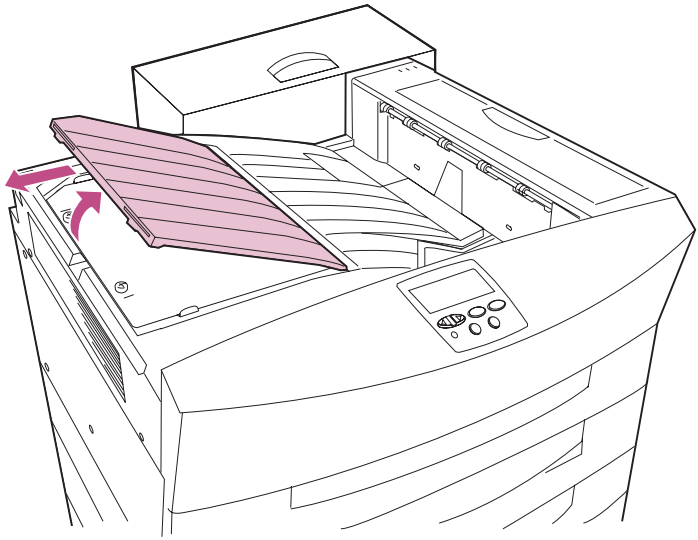
Removing memory and option cards

NOTE: You need a small Phillips screwdriver to remove these options.

Accessing the system board

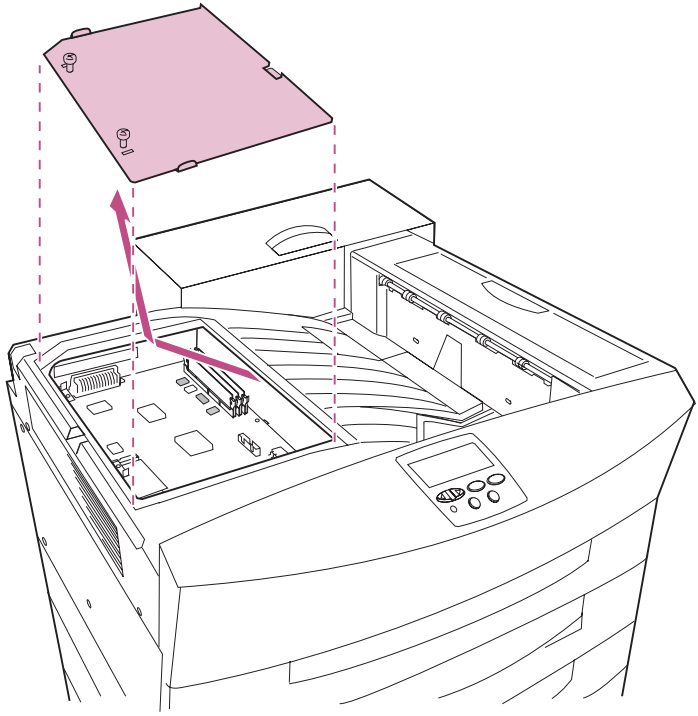
1. **Turn the printer off and unplug the power cord.**
2. **Disconnect all cables from the back of the printer.**
3. **If you have a finisher or mailbox option attached to your printer, remove the transport unit from the top of the printer.**

   See page 190 for detailed instructions.
4. **Lift the system board access cover off the printer and lay it aside.**



5 **Loosen the two screws on the metal shield. Do not remove the screws.**

6 **Remove the metal shield and lay it aside.**



7 **Find the option you want to remove in the following table. Then go to the page listed for removal instructions.**

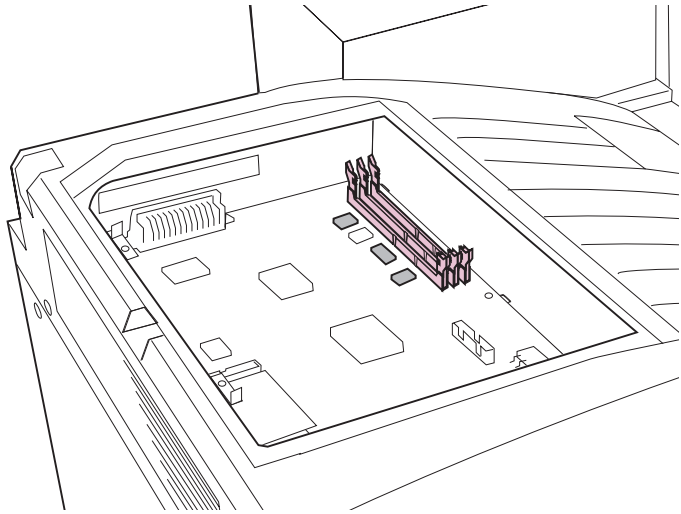
Where do I go from here?

To remove …	Go to page …
Memory card	198
Option card (print server, tri-port interface card, parallel/USB interface card, or hard disk attached to adapter card)	199
Hard disk	201

Removing a memory card

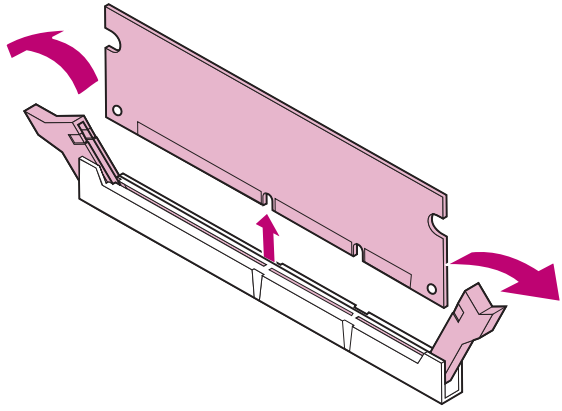
WARNING: Printer memory and flash memory cards are easily damaged by static electricity. Touch something metal on the printer before you touch the memory card.

1 **Locate the memory card you want to remove.**



2 **Push the latches on both ends of the connector away from the card to release the card.**

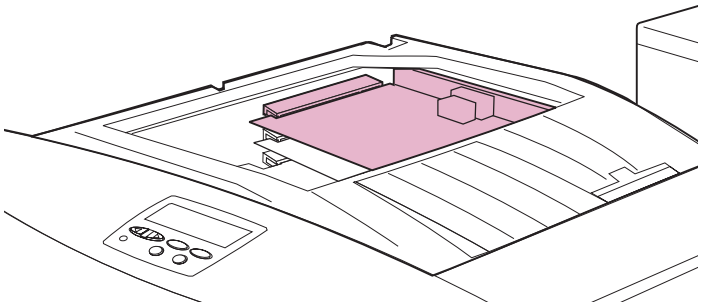
3 **Pull the memory card straight out of the connector.**



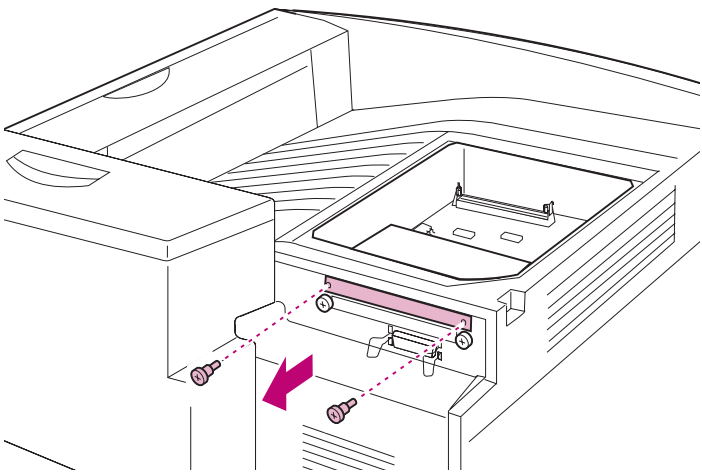
Removing an option card

WARNING: Internal print servers and interface cards are easily damaged by static electricity. Touch something metal on the printer before you touch the option card.

1 **Locate the option card you want to remove.**

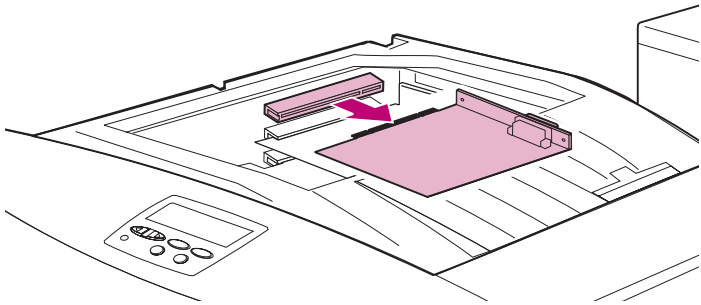


2 **Remove the screws that secure the card to the system board.**

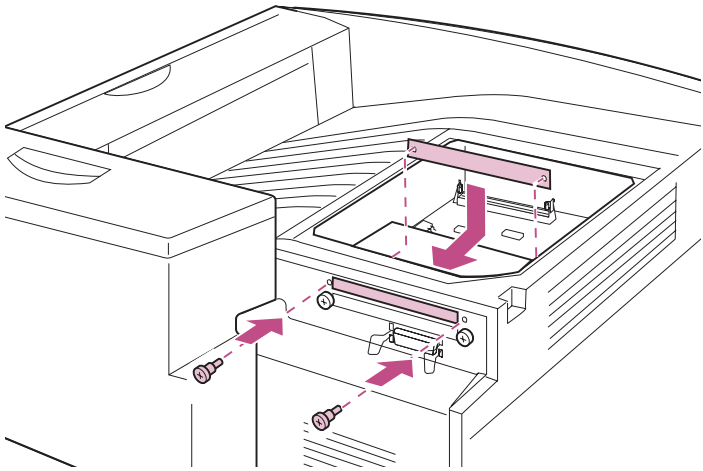


Rear view

3 **Pull the option card out of the connector on the system board.**



4 **If you saved the metal plate that covers the connector slot and you do not plan to insert another card, attach the plate with the two screws.**

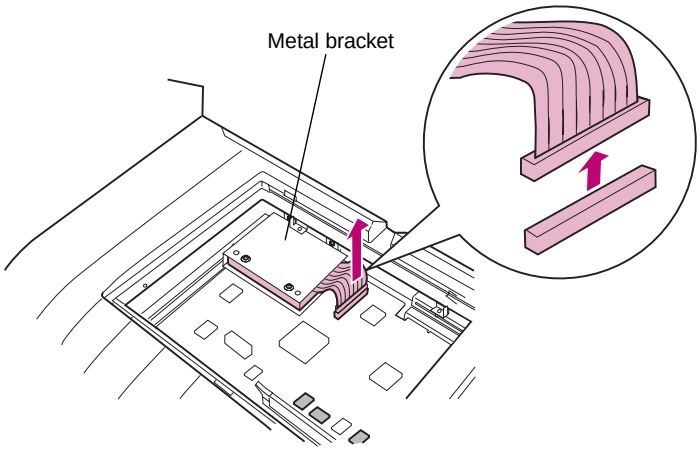


Rear view

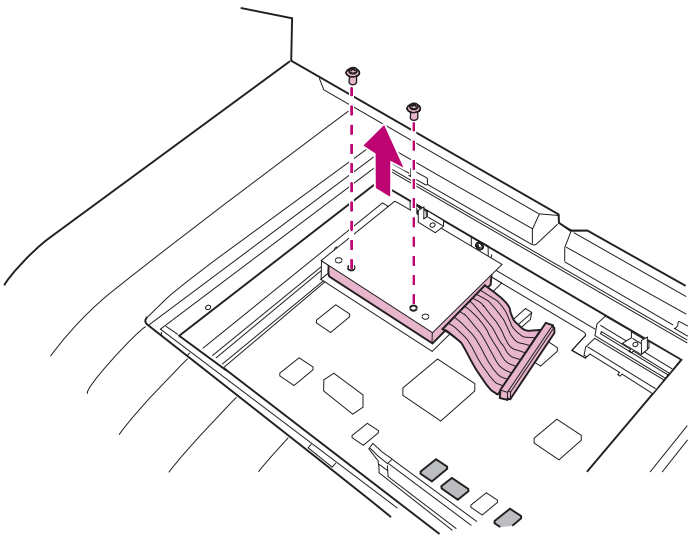
Removing a hard disk

WARNING: The hard disk is easily damaged by static electricity. Touch something metal on the printer before you touch the disk.

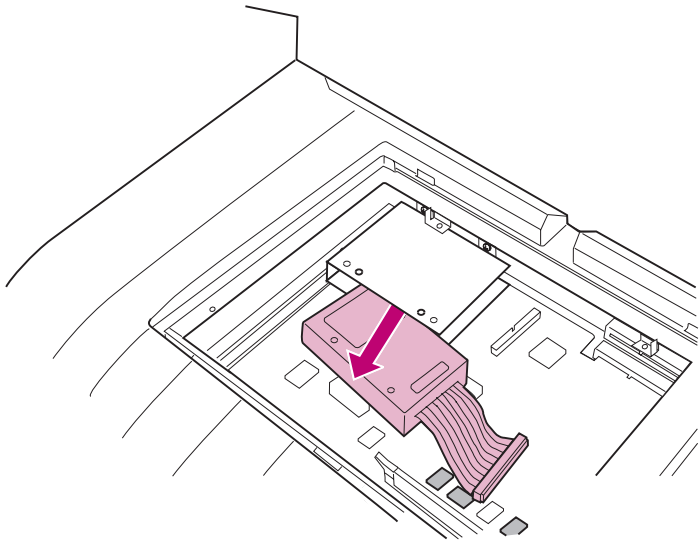
1. **Locate the metal bracket that houses the disk.**
2. **Carefully pull the ribbon cable out of the system board connector.**



3. **Remove the two screws that secure the hard disk to the metal bracket.**



4 **Slide the hard disk out of the bracket.**



Removing the duplex option

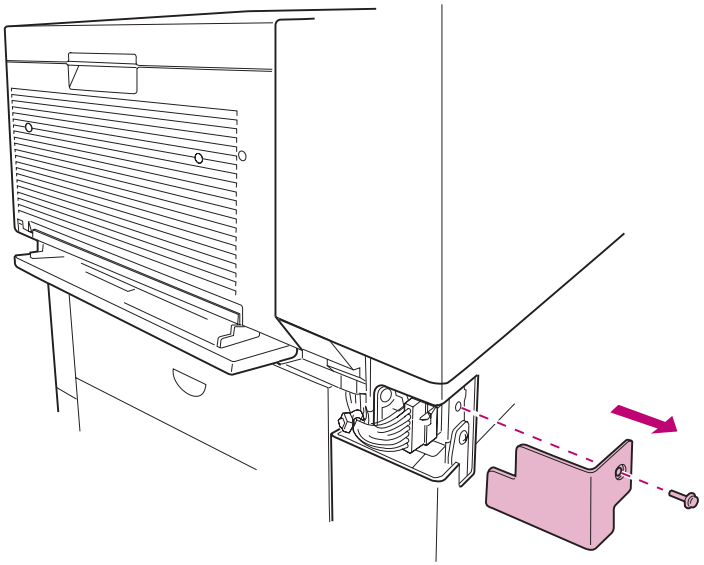
The duplex option consists of two components: the *duplex unit* (which you must remove first) and the *manual feed unit*.

Some steps in this section instruct you to attach covers and screws that were removed during initial installation of the duplex option. If possible, locate these covers and screws before continuing. If you purchased the Optra W810dn model with the duplex hardware already installed, these covers will not be available.

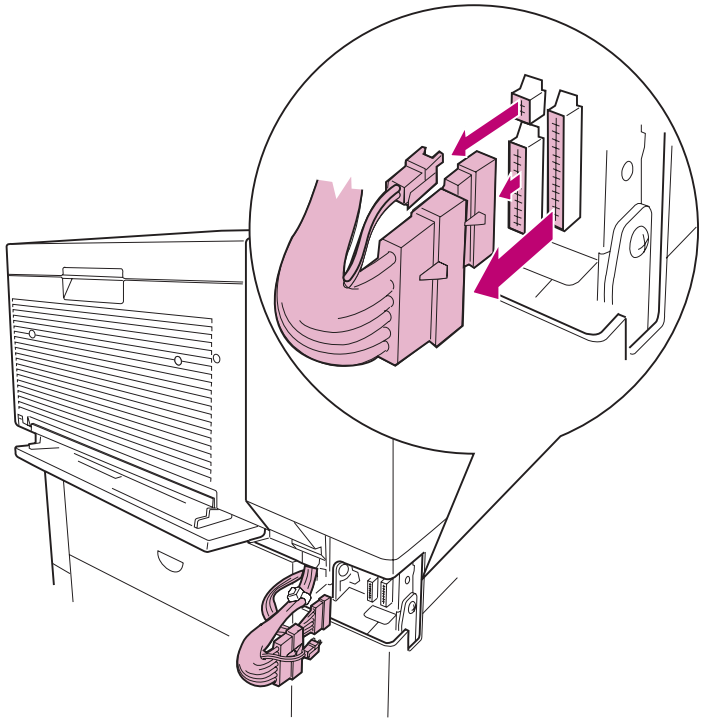
NOTE: This procedure requires a long Phillips screwdriver.

Detaching the duplex unit

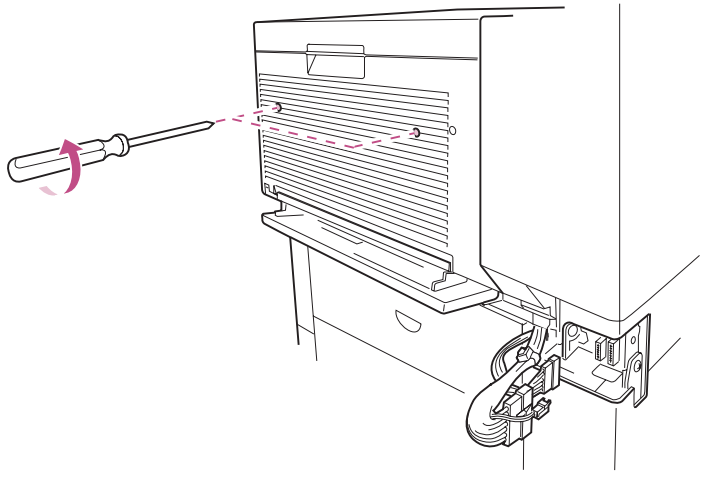
1. **Turn the printer off and unplug the power cord.**
2. **Remove the connector cover on the right rear corner of the printer.**



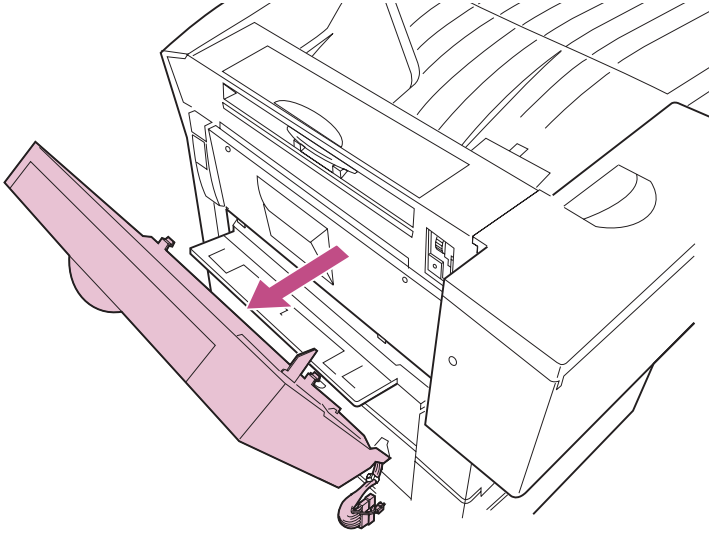
3 **Unplug the cable connectors from the sockets on the printer.**



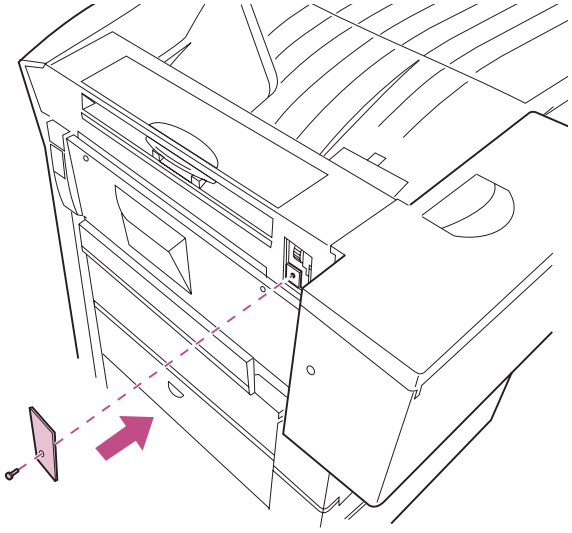
4 **Use a long Phillips screwdriver to loosen the recessed screws that secure the duplex unit to the printer.**



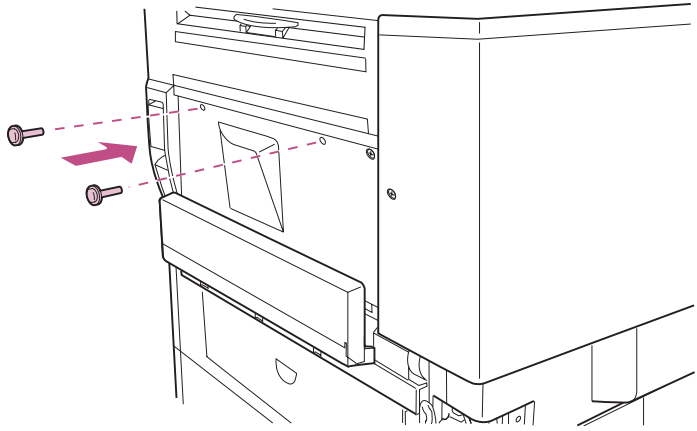
5 **Remove the duplex unit from the printer.**



6 **If available, attach the small cover to the gear opening above the side door.**



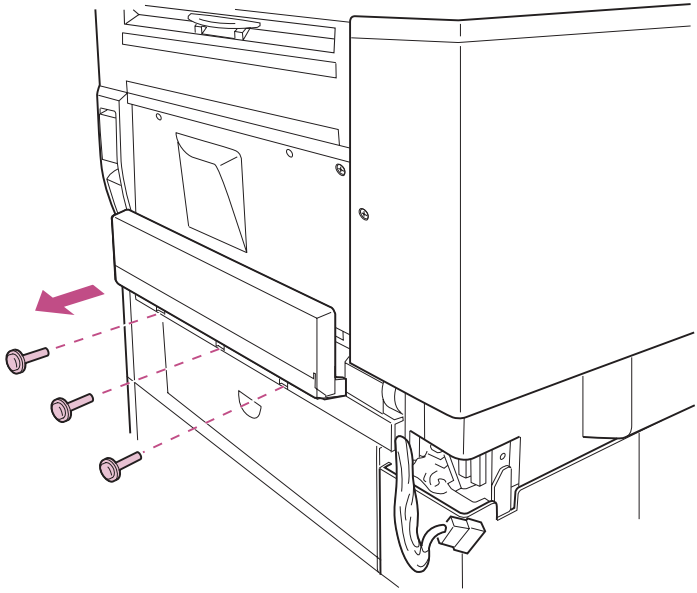
7 **Attach the two screws that secure the side door.**



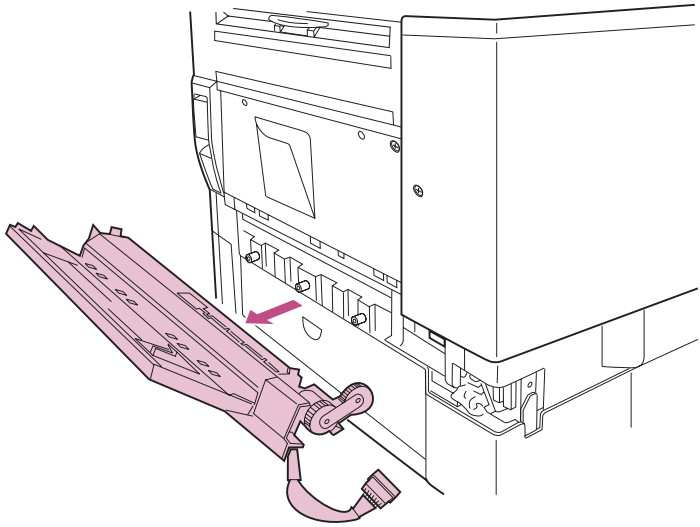
NOTE: Be sure to complete the steps in “Adjusting the side door tension” on page 210 after you’ve removed the duplex option.

Removing the manual feed unit

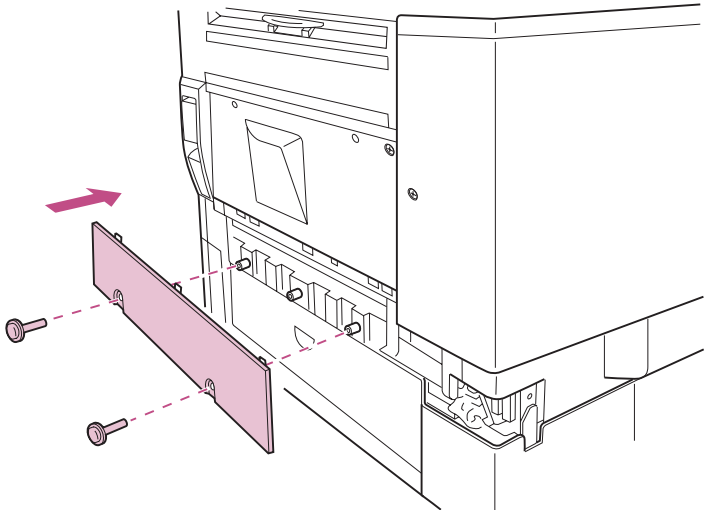
1. **Make sure the printer is turned off and the power cord is unplugged.**
2. **Remove the three screws that secure the manual feed unit to the printer.**



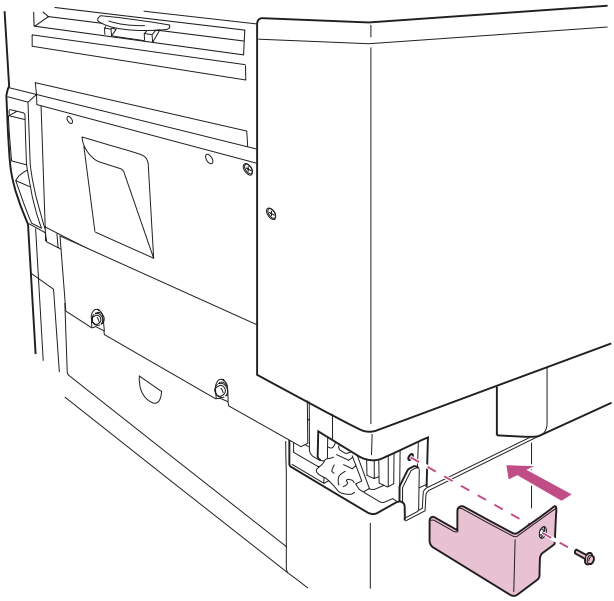
3 **Remove the manual feed unit from the printer.**



4 **If available, attach the printer's side panel.**



5 **Attach the connector cover you removed in step 2 on page 203.**



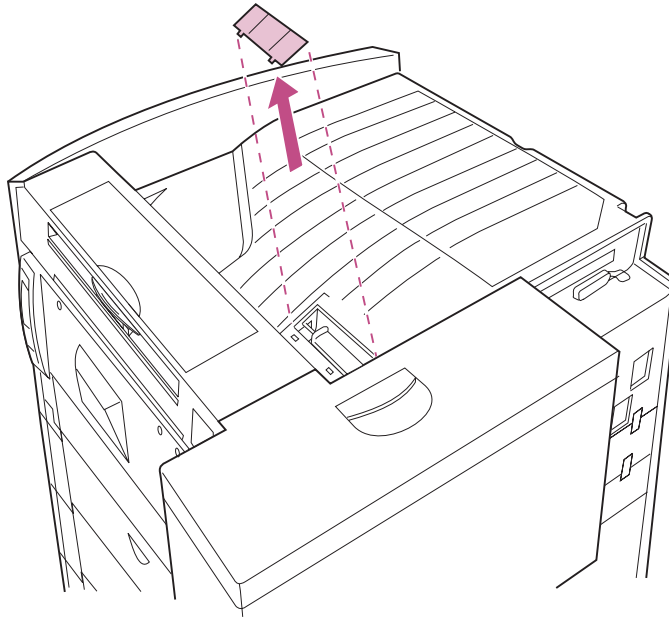
NOTE: Be sure to complete the steps in “Adjusting the side door tension” on page 210 after you’ve removed the duplex option.

Adjusting the side door tension

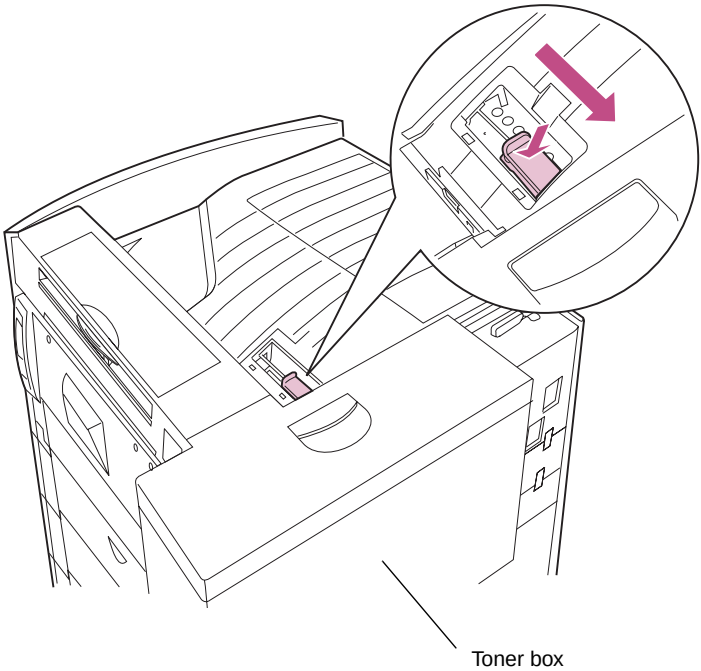
After you detach the duplex option, you must adjust the tension of the wire that supports the side door. Removing the duplex unit reduces the weight of the door, therefore changing the tension required to support the door as it is opened.

If you have a mailbox or a finisher attached to your printer, slide it away from the printer before continuing.

1 **Remove the small cover on the top of the printer.**



2 **Push down on the green tension adjuster and slide it toward the toner box until it stops.**



3 **Replace the cover on the top of the printer.**

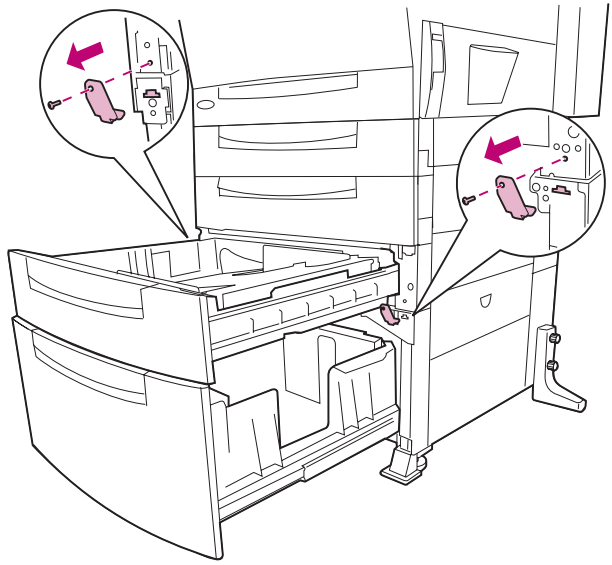
Removing an optional drawer

Before you can remove an optional drawer, you must remove the locking clips that secure it to the printer. You need a Phillips screwdriver for this procedure.

NOTE: The illustrations in this section show removing a 2500-sheet drawer. The procedure is the same if you are removing an optional 500-sheet drawer.

1. **Turn off the printer and unplug the power cord.**
2. **If you have attached a finisher option or a mailbox option to your printer, detach the option before continuing.**

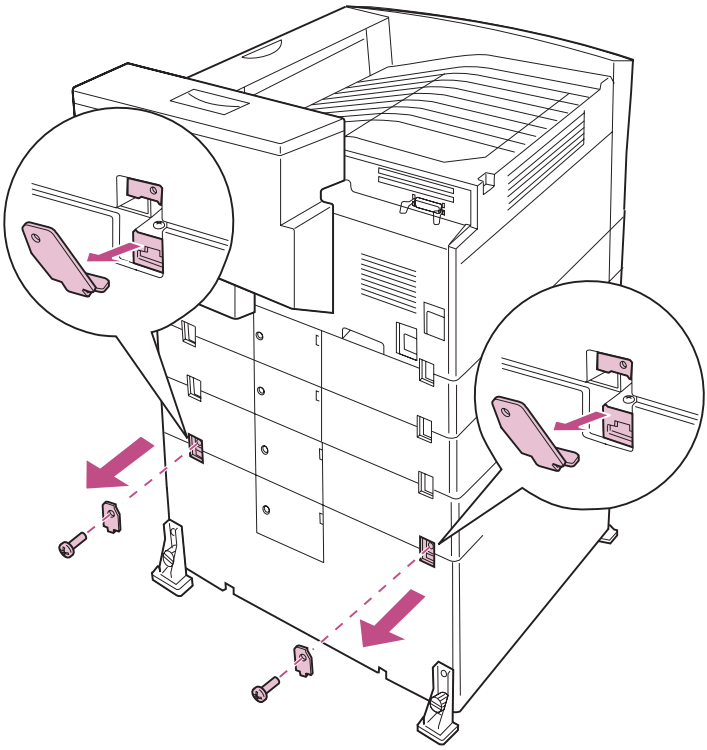
   See page 193 for detailed instructions.
3. **Pull open trays 3 and 4.**
4. **Remove the locking clip from the left and right sides of the trays, as shown.**



5. **Close the trays.**

6 **Move to the back of the printer.**

7 **Remove the two locking clips between trays 3 and 4 on the back of the printer, as shown.**

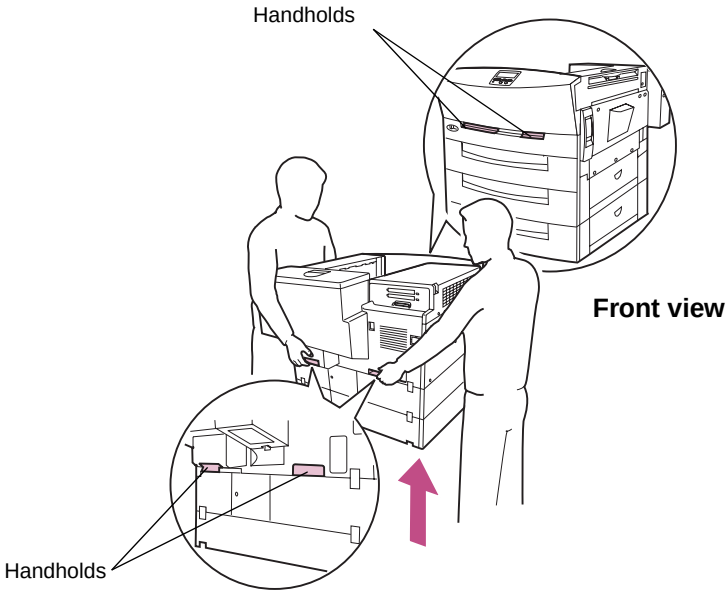


Rear view

CAUTION: The printer weighs 44 kg (97 lb) when configured with all three standard drawers. Two people are required to lift it safely.

8 **Have someone help you lift the printer off the drawer.**

Do not hold the printer under the paper trays. Use the handholds at the front and back of the printer, as shown.



9 **Place the printer on a flat, stable surface.**

9 Using the print and hold function

When sending a job to the printer, you can specify in the driver that you want the printer to hold the job in memory and not print it immediately. When you are ready to print the job, you must go to the printer and use the operator panel menus to identify which *held* job you want to print. (See page ix for information on using the operator panel.) You can use this function to delay printing a job, verify one copy before printing additional copies, request extra copies of a job at a later time, or print a confidential job when you are able to be at the printer to retrieve it.

For more information about each of the four types of held jobs, go to the page indicated in the following table:

Held jobs

Type of job	See page …
Repeat Print	217
Reserve Print	218
Verify Print	218
Confidential	218

For details about memory requirements for held jobs, hardware recommendations, and setting up system defaults for these types of print jobs, refer to the *Complete Printer Reference* on Lexmark's Web site (www.lexmark.com).

Printing and deleting held jobs

Once held jobs are stored in printer memory, you can use the operator panel to specify what you want to do with one or more of the jobs. From the Job Menu, you can select either Confidential Job or Held Jobs (Repeat Print, Reserve Print, and Verify Print jobs). If you select Confidential Job, you must enter the personal identification number (PIN) you specified in the driver when you sent the job. See page 218 for more information.

From either the Confidential Job or the Held Jobs menu items, you have five choices:

- Print All Jobs
- Print A Job
- Delete All Jobs
- Delete A Job
- Print Copies

WARNING: If you select Delete All Jobs from the Held Jobs menu item, you will delete all Repeat Print, Reserve Print, and Verify Print jobs stored in printer memory, whether they are jobs you sent to the printer or jobs others in your network group sent to the printer. Please use caution when selecting this option.

To access held jobs from the operator panel:

1. **Open the Job Menu.**
   - If the printer is Busy, press **Menu>** to open the Job Menu.
   - If the printer is Ready, press **Menu>** until **JOB MENU** appears on the second line of the display. Press **Select**.
2. **Press Menu> or <Menu until either Held Jobs or Confidential Job appears on the display, depending on the type of job you want to access.**
3. **Press Select.**

   NOTE: If you are looking for a Confidential Job, you are prompted to enter your PIN. See “Confidential jobs” on page 218 for more information.
4. **Press Menu> or <Menu until the action you want to take appears on the second line of the display (print a job, delete a job, and so on).**
5. **Press Select.**
   - If you are looking for one particular job, press **Menu>** and **<Menu** to scroll through the list of jobs available, and press **Select** when the correct job is displayed. An asterisk (*) appears next to the job name indicating you have chosen to print or delete that job.

– If you are prompted to enter the number of copies you want to print, use the **Menu>** and **<Menu** buttons to increase or decrease the number on the display, and press **Select**.

6 Press Go to print or delete specific jobs you have marked.

The printer briefly displays messages indicating what print and hold functions it is performing, and then returns to the **Ready** display.

Recognizing when format errors occur

If the ϟ symbol appears on the operator panel display, it indicates that the printer had trouble formatting one or more of the held jobs. These formatting problems are most commonly the result of insufficient printer memory or invalid data that might cause the printer to flush the job.

When a ϟ symbol appears next to a held job, you can:

- Print the job. Be aware, however, that only part of the job may print.
- Delete the job. You may want to free up additional printer memory by scrolling through the list of held jobs and deleting others you have sent to the printer.

If formatting errors are a recurring problem with held jobs, refer to the *Complete Printer Reference* for information about managing printer memory.

Repeat Print

If you send a Repeat Print job, the printer prints all requested copies of the job *and* stores the job in memory so you can print additional copies later. You can print additional copies as long as the job remains stored in memory.

NOTE: Repeat Print jobs are automatically deleted from printer memory when the printer requires extra memory to process additional jobs.

Reserve Print

If you send a Reserve Print job, the printer stores the job in memory so you can print the job later. The job is held in memory until you delete it from the Held Jobs menu. Unlike Repeat Print jobs, Reserve Print jobs are not automatically deleted if the printer requires extra memory to process additional jobs.

See “Printing and deleting held jobs” on page 215 for information on printing and deleting Reserve Print jobs.

Verify Print

If you send a Verify Print job, the printer prints one copy and holds the remaining copies you requested from the driver in printer memory. Use Verify Print to examine the first copy to see if it is satisfactory before printing the remaining copies.

See “Printing and deleting held jobs” on page 215 if you need help printing the additional copies stored in memory.

NOTE: Once all copies are printed, the Verify Print job is deleted from printer memory.

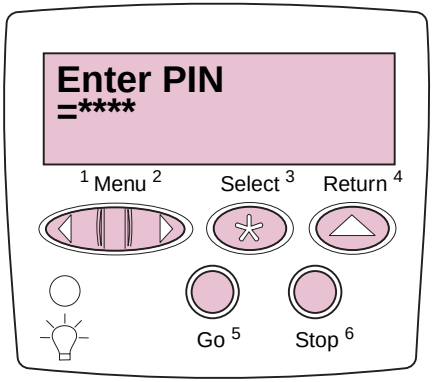
Confidential jobs

When you send a job to the printer, you can enter a personal identification number (PIN) from the driver. The PIN must be four digits using the numbers 1–6. The job is held in printer memory until you enter the same four-digit PIN from the operator panel and choose to print or delete the job. This ensures that the job does not print until you are there to retrieve it, and no one else using the printer can print the job.

When you select Confidential Job from the Job Menu, the following prompt appears on the display:

Enter PIN:
=____

Use the buttons on the operator panel to enter the four-digit PIN associated with your confidential job. The numbers next to the button names identify which button to press for each digit (1–6). As you enter the PIN, asterisks appear on the display to ensure confidentiality.



If you enter an invalid PIN, the message **No Jobs Found. Retry?** appears. Press **Go** to reenter the PIN, or press **Stop** to exit the Confidential Job menu.

Once you enter a valid PIN, you can choose to print or delete jobs matching the PIN you entered. (See “Printing and deleting held jobs” on page 215 for more information.) After printing all requested copies of the job, the printer deletes the confidential job from memory.

Print and hold

Appendix: Printer menus

You can change most printer settings from your software application or printer driver. Settings you change from the application or printer driver apply only to the job you are sending to the printer, and override any user defaults set from the operator panel.

If there is a printer feature you cannot control from the printer driver, use the printer operator panel or the remote operator panel available from the MarkVision utility. Keep in mind, however, that changing a printer setting from the operator panel or from MarkVision makes that setting the user default for all subsequent jobs sent to the printer. For information on using the operator panel buttons, see page ix. For information on MarkVision, refer to the *Drivers, MarkVision and Utilities* CD.

The following table provides an overview of the menus available for the Optra W810 printer. For a detailed listing of the values for each menu item, refer to the *Complete Printer Reference* on the Lexmark Web site (www.lexmark.com).

NOTE: Menus or menu items in *italics* only appear when the required option is installed. Capitalized menu items (for example, PAPER SIZE) have submenus.

Printer menus

Menu	Menu item
HELD JOBS **Note:** Only available when held jobs are present in printer memory.	Print All Jobs PRINT A JOB Delete All Jobs DELETE A JOB PRINT COPIES
CONFIDENTIAL JOB **Note:** Only available when confidential jobs are present in printer memory.	Print All Jobs PRINT A JOB Delete All Jobs DELETE A JOB PRINT COPIES

Printer menus (continued)

Menu	Menu item
PAPER MENU	Paper Source PAPER SIZE PAPER TYPE CUSTOM TYPES *Output Bin* *Configure Bins* *Overflow Bin* *ASSIGN TYPE/BIN* Substitute Size *PAPER LOADING*
FINISHING MENU	*Duplex* *Duplex Bind* Copies Blank Pages Collation Separator Sheets Separator Source Multipage Print Multipage Order Multipage View Multipage Border *Staple Job* *Staple Prime Src* *Hole Punch* *Offset Pages*

Printer menus (continued)

Menu	Menu item
UTILITIES MENU	Print Menus *Print Net 1 Setup* *Print Net 2 Setup* Print Fonts *Print Directory* Factory Defaults *Format Flash* *Defragment Flash* *Format Disk* *Job Acct Stat* Hex Trace
JOB MENU	Cancel Job CONFIDENTIAL JOB HELD JOBS Reset Printer Print Butter *Reset Active Bin* *Prime Stapler* *Cancel Fax* **Note:** Print Buffer is only available when the printer is busy processing a job.
QUALITY MENU	Print Resolution Print Darkness Toner Saver PictureGrade

Printer menus (continued)

Menu	Menu item
SETUP MENU	Printer Language Power Saver Resource Save *Download Target* Print Timeout Wait Timeout Auto Continue Jam Recovery Page Protect Display Language Alarm Control Toner Alarm *Staple Alarm* *Job Buffer Size* *Job Accounting* *Job Acct Limit*
PCL EMUL MENU	Font Source Font Name Point Size Pitch Symbol Set Orientation Lines per Page A4 Width TRAY RENUMBER Auto CR after LF Auto LF after CR
POSTSCRIPT MENU	Print PS Error *Font Priority*

Printer menus (continued)

Menu	Menu item
PPDS MENU	Orientation Lines per Page Lines per Inch Page Format Character Set Best Fit Tray 1 Renumber Auto CR after LF Auto LF after CR
PARALLEL MENU **Note:** To access these menu items, you must first select either STD PARALLEL or PARALLEL OPT *x*.	PCL SmartSwitch PS SmartSwitch NPA Mode Parallel Buffer *Job Buffering* Advanced Status Protocol Honor Init *Parallel Mode 1* *Parallel Mode 2*
SERIAL MENU **Note:** To access these menu items, you must first select SERIAL OPTION *x*.	PCL SmartSwitch PS SmartSwitch NPA Mode Serial Buffer *Job Buffering* *RS-232/RS-422* *RS-422 Polarity* Serial Protocol Robust XON Baud Data Bits Parity *Honor DSR*

Printer menus (continued)

Menu	Menu item
NETWORK MENU **Note:** To access these menu items, you must first select NETWORK OPTION *x*.	PCL SmartSwitch PS SmartSwitch NPA Mode Network Buffer *Job Buffering* *NETWORK x SETUP*
INFRARED MENU	Infrared Port PCL SmartSwitch PS SmartSwitch NPA Mode Infrared Buffer *Job Buffering* Window Size Transmit Delay Max Baud Rate
LOCALTALK MENU	LocalTalk Port PCL SmartSwitch PS SmartSwitch NPA Mode LocalTalk Buffer *Job Buffering* NPA Hosts LocalTalk Name LocalTalk Addr LocalTalk Zone
USB MENU **Note:** To access these menu items, you must first select USB OPTION *x*.	PCL SmartSwitch PS SmartSwitch NPA Mode USB Buffer *Job Buffering*

Printer menus (continued)

Menu	Menu item
FAX MENU	Fax Port Fax Baud Fax Data Bits Fax Parity Fax Buffer *Job Buffering* Fax Paper Size Fax Paper Type *Fax Output Bin* *FAX SETUP* *FAX LOGS* *FAX SEND* *FAX RECEIVE*
CONFIGURATION MENU	MAINT COUNTERS REGISTRATION Prt Quality Pgs Panel Menus PPDS Emulation Buffered Jobs Download Emuls Demo Mode Factory Defaults Exit Config Menu

Index

Numerics

10-bin mailbox
  see *mailbox*
2500-sheet optional drawer
  see *tray 4*
250-sheet tray
  see *tray 1*
500-sheet tray
  see *tray 2 and tray 3*
900–999 service messages 18

A

accessing the system board 196
adjusting margins 26
aligning
  finisher and printer 169
  mailbox and printer 177
avoiding paper jams 105

B

bins
  detaching from the mailbox 195
Busy printer state 1
buttons, operator panel ix

C

Card Stock & Label Guide xiii
card stock support 79, 80
CD
  network information xiii
changing paper settings 80
clearing jams 41
  clearing the paper path 44
  duplex unit 57
  finisher option 68
  fuser area 60
  mailbox option 62
  manual feed unit 56
  message maps 43
  staple 156
  tray 1 53
  tray 2 and tray 3 48
  tray 4 44
clipped images 27, 90
Complete Printer Reference xiii
confidential jobs 218
consumables
  see *supplies*
control panel
  see *operator panel*
controller board
  see *system board*
corner bucklers 99, 105
covers, identifying 43

D

detaching
  bins 195
  mailbox or finisher 193
  see also *removing*
disk
  see *hard disk*
doors, identifying 43
drawers
  removing 212
Drivers, MarkVision and Utilities CD xii
duplex unit
  clearing jams 41
  removing 203

F

finisher
  adjusting the height 174
  adjusting the standing position 169
  aligning the transport unit 173
  aligning with printer 169
  clearing jams
    paper 41
    staple 156
  emptying hole punch box 163
  maintaining 155

parts identified viii
removing 193
flash memory
removing 198
fuser
clearing jams 41
ordering 107
replacing 140
resetting the counter 147
return program 140

G

guide rail
removing 193

H

handholds, printer 214
hard disk
removing 201
held jobs
confidential jobs 218
entering a PIN 218
formatting errors 217
printing 215
Repeat Print 217
Reserve Print 218
Verify Print 218
hole punch box
emptying 163
resetting the counter 168

I

interface cards
removing 199
Internet site for Lexmark xiii

J

jam access doors, identifying 43
jams
avoiding 105
paper 41
staple 156

L

labels 79, 80
Lexmark Web site xiii
lifting the printer 214
loading
card stock 80
labels 80
letterhead 83, 95, 103
paper 79
transparencies 80
tray 1 80
tray 2 and tray 3 88
tray 4
2500-sheet optional drawer 101
500-sheet optional drawer 88
locking clips
importance for proper paper feeding 106
removing 212, 213

M

mailbox
adjusting the height 183
adjusting the standing position 178
aligning the transport unit 183
aligning with printer 177
clearing jams 41
parts identified 43
removing 193
maintaining the finisher 155
maintenance items
see *supplies*
manual feed unit
clearing jams 41
removing 207
margins
adjusting 26
margins, unexpected 100
MarkNet internal print servers
configuring xiii
removing 199
MarkVision xiii
maximum stack height
tray 1 83
tray 2 and tray 3 95

tray 4
2500-sheet optional drawer 103
500-sheet optional drawer 95
media
sizes and types supported 79
storing 104
memory cards
removing 196, 198
menu settings
Confidential Job 221
Configuration Menu 227
Fax Menu 227
Finisher Menu 222
Held Jobs 221
Infrared Menu 226
Job Menu 223
LocalTalk Menu 226
Network Menu 226
Paper Menu 222
Parallel Menu 225
PCL Emul Menu 224
PostScript Menu 224
PPDS Menu 225
Quality Menu 223
Serial Menu 225
Setup Menu 224
USB Menu 226
Utilities Menu 223
menu settings page
printing from browser 108
printing from operator panel 108
menus
disabled x, 3, 6
opening 3
settings 221
message maps 43
messages
see *printer messages*
metal shield
removing 197
motherboard
see *system board*
multipurpose tray
see *tray 1*

O

Operation ReSource 110
operator panel
buttons ix
menus disabled x
messages 1
option cards
removing 196, 199
optional drawers
removing 212
options
removing 189
ordering supplies 107
ozone filter
replacing 135
see also *transfer kit*

P

paper
jams 41
loading 79
media supported 79
orientation in trays 84, 96, 103
paper path 44
print side 83, 95, 103
size sensing 90
sizes supported 79
paper dust remover
replacing 124
see also *photoconductor kit*
paper feeding problems 90, 99
Paper Size setting
changing 80
paper trays
capacity 79
loading 79
media supported 79
see also *tray x*
Paper Type setting
changing 80
parallel/USB interface card
removing 199
photoconductor cartridge
replacing 117
see also *photoconductor kit*
photoconductor kit
ordering 107
paper dust remover 116
photoconductor cartridge 116
replacing 116

PIN for confidential jobs 218
pocket for *User's Reference* xi
Power Saver 7
priming the stapler 162
print and hold function
see *held jobs*
print quality problems 20
print server
online documentation xiii
removing 199
printer
lifting 214
model with paper handling options viii
operator panel ix
pocket for the *User's Reference* xi
standard model vii
supplies 107
printer menus
see *menu settings*
printer messages 1
2*xx* Paper Jam 12, 41
34 Wrong Paper Size in Tray *x* 12
34 Wrong Paper Size Manual Feed 12
35 Res Save Off Deficient Memory 13
37 Insufficient Collation Area 13
37 Insufficient Defrag Memory 13
37 Insufficient Memory 14
38 Memory Full 14
39 Complex Page 15
51 Defective Flash 15
52 Flash Full 15
53 Unformatted Flash 15
54 Par *x* ENA Connection Lost 16
54 Ser *x* Fax Connection Lost 16
54 Serial Option *x* Error 16
54 Std Par ENA Connection Lost 16
55 Insufficient Fax Buffer 16
56 Parallel Port x Disabled 17
56 Serial Port *x* Disabled 17
56 Std Parallel Port Disabled 17
58 Too Many Disks Installed 17
61 Defective Disk 17
62 Disk Full 17
63 Unformatted Disk 17
70–79 messages 18
900–999 messages 18
Activating Menu Changes 1
Bin *x* Full 1
Busy 1
Cancelling Job 2
Change Tray *x* 2
Check Finisher Installation 2
Check Mailbox Installation 2
Clearing Job Accounting Stat 2
Close Cover *x* 2
Close Door *x* 2
Defragmenting 3
Deleting All Jobs 3
Deleting Jobs 3
Disabling Menus 3
Empty Box K 3, 163
Enabling Menus 3
Enter PIN 3, 218
Fax *x* 3
Files will be Lost. Go/Stop? 3
Flushing Buffer 4
Formatting Disk 4
Formatting Flash 4
Held Jobs may be lost. Go/Stop? 14
Infrared *x* 4
Insert PC Cartridge 4
Insert Stapler 4
Insert Tray *x* 4
Invalid Network *x* Code 4
Leave Staple Job in Finisher 12
Load Manual 5
Load Tray *x* 6
LocalTalk *x* 6
Menus Disabled x, 6
Network Card Busy 6
Network *x* 6
No Jobs Found. Retry? 6, 219
Not Ready 6
Ovrflow Bin Full 6
Parallel 6
Parallel *x* 6
Performing Self Test 7
Power Saver 7
Priming Failed 7, 162
Priming Stapler 7
Print Jobs on Disk? Go/Stop? 7
Printing Directory List 7
Printing Font List 7
Printing Job Accounting Stat 8
Printing Menu Settings 8

Program Flash 8
Programming Disk 8
Queuing and Deleting Jobs 8
Queuing Jobs 8
Ready 8
Remove Paper 8
Replace Fuser 9
Replace PC Kit 9
Replace PC Kit To Continue 9
Replace Toner Cartridge 9
Replace Toner To Continue 10
Replace Toner/PC Kit 10
Replace Transfer Kit 10
Resetting Active Bin 10
Resetting the Printer 10
Restoring Factory Defaults 10
Serial *x* 10
Staples Empty 11
Staples Low 11
Std Bin Full 11
Tray *x* Empty 11
Tray *x* Low 11
Tray *x* Missing 11
USB *x* 11
Waiting 11
printer problems
see *troubleshooting*

R

Ready printer state 8
recycling used supplies 110
removing
duplex unit 203
finisher 193
flash memory 198
guide rail 193
hard disk 201
interface cards 199
locking clips 212, 213
mailbox 193
manual feed unit 207
memory cards 196, 198
metal shield 197
option cards 196, 199
optional drawers 212
options 189
parallel/USB interface card 199
print servers 199
transport unit 190
tri-port interface card 199
Repeat Print 217
replacing supplies 107, 111
fuser 140
ozone filter 135
paper dust remover 124
photoconductor cartridge 117
photoconductor kit 116
staples 148
toner cartridge 111
transfer kit 130
transfer roller 131
Reserve Print 218

S

Setup Guide xii
solving printer problems
see *troubleshooting*
staple alarm 148
staple cartridge
ordering 107
replacing 148
staple jams 156
stapler
clearing staple jams 156
priming 162
status of supplies 108
storing
media 104
supplies 109
supplies
alarms 109
average yield 107
fuser 140
ordering 107
ozone filter 130
paper dust remover 116
photoconductor kit 116
recycling 110
replacing 107
staple cartridge 148
status 108
storing 109
toner cartridge 111
transfer kit 130
system board
accessing 196

T

Technical Reference xii
toner cartridge
ordering 107
replacing 111
transfer kit
ordering 107
ozone filter 130
resetting the counter 139
transfer roller 130
transfer roller
replacing 131
see also *transfer kit*
transparencies 79, 80
transport unit
aligning 173, 183
clearing jams 41
removing 190
tray 1
adjusting guides 81
changing paper settings 80
clearing jams 41
loading 80
maximum stack height 83
media supported 79
paper guide 81, 86
paper orientation 84
paper sizes supported 79
recommended print side 83
removing 54
tray 2 and tray 3
adjusting paper guides 90, 91
clearing jams 41
corner bucklers 99
incorrect margins 100
jam access doors 48
loading 88
maximum stack height 95
media supported 79
paper orientation 96
paper sizes supported 79
recommended print side 95
removing 51
tray 4
2500-sheet optional drawer
clearing jams 41
jam access door 45
loading 101
maximum stack height 103
media supported 79
paper orientation 103
paper sizes supported 79
recommended print side 103
500-sheet optional drawer
adjusting paper guides 90
clearing jams 41
corner bucklers 99
jam access door 48
loading 88
maximum stack height 95
media supported 79
paper orientation 96
paper sizes supported 79
recommended print side 95
tray linking 90
tri-port interface card
removing 199
troubleshooting
finisher problems 35
mailbox problems 38
paper feed problems 28
paper jams 41
print quality problems 20
printer messages 1
stapling problems 35

V

Verify Print 218

W

Web site for Lexmark xiii