



LexmarkTM

MX432, XM3142 MFPs

User's Guide

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Safety information

Conventions

Note: A *note* identifies information that could help you.

Warning: A *warning* identifies something that could damage the product hardware or software.

WARNING (in full capitals): A *WARNING* indicates a risk of death or serious injury if not avoided.

CAUTION: A *caution* indicates a potentially hazardous situation that could injure you.

Different types of caution statements include:



CAUTION—POTENTIAL INJURY

Indicates a risk of injury.



CAUTION—SHOCK HAZARD

Indicates a risk of electrical shock.



CAUTION—HOT SURFACE

Indicates a risk of burn if touched.



CAUTION—TIPPING HAZARD

Indicates a crush hazard.



CAUTION—PINCH HAZARD

Indicates a risk of being caught between moving parts.

Product statements



CAUTION—POTENTIAL INJURY

To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.



CAUTION—POTENTIAL INJURY

To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.



CAUTION—POTENTIAL INJURY

Do not use this product with extension cords, multioutlet power strips, multioutlet extenders, or UPS devices. The power capacity of these types of accessories can be easily overloaded by a laser printer and may result in a risk of fire, property damage, or poor printer performance.



CAUTION—POTENTIAL INJURY

Only a Lexmark Inline Surge Protector that is properly connected between the printer and the power cord provided with the printer may be used with this product. The use of non-Lexmark surge protection devices may result in a risk of fire, property damage, or poor printer performance.



CAUTION—POTENTIAL INJURY

To reduce the risk of fire, use only a 26 AWG or larger telecommunications (RJ-11) cord when connecting this product to the public switched telephone network. For users in Australia, the cord must be approved by the Australian Communications and Media Authority.



CAUTION—SHOCK HAZARD

To avoid the risk of electrical shock, do not place or use this product near water or wet locations.



CAUTION—SHOCK HAZARD

To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.



CAUTION—POTENTIAL INJURY

Do not cut, twist, bind, crush, or place heavy objects on the power cord. Do not subject the power cord to abrasion or stress. Do not pinch the power cord between objects such as furniture and walls. If any of these things happen, a risk of fire or electrical shock results. Inspect the power cord regularly for signs of such problems. Remove the power cord from the electrical outlet before inspecting it.



CAUTION—SHOCK HAZARD

To avoid the risk of electrical shock, make sure that all external connections (such as Ethernet and telephone system connections) are properly installed in their marked plug-in ports.



CAUTION—SHOCK HAZARD

To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.



CAUTION—SHOCK HAZARD

To avoid the risk of electrical shock, do not use the fax feature during a lightning storm.



CAUTION—SHOCK HAZARD

To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.



CAUTION—POTENTIAL INJURY

If the printer weight is greater than 20 kg (44 lb), then it may require two or more people to lift it safely.



CAUTION—POTENTIAL INJURY

When moving the printer, follow these guidelines to avoid personal injury or printer damage:

- Make sure that all doors and trays are closed.
- Turn off the printer, and then unplug the power cord from the electrical outlet.
- Disconnect all cords and cables from the printer.
- If the printer has separate floor-standing optional trays or output options attached to it, then disconnect them before moving the printer.
- If the printer has a caster base, then carefully roll it to the new location. Use caution when passing over thresholds and breaks in flooring.
- If the printer does not have a caster base but is configured with optional trays or output options, then remove the output options and lift the printer off the trays. Do not try to lift the printer and any options at the same time.

- Always use the handholds on the printer to lift it.
- Any cart used to move the printer must have a surface able to support the full footprint of the printer.
- Any cart used to move the hardware options must have a surface able to support the dimensions of the options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.
- Make sure that your fingers are not under the printer when you set it down.
- Make sure that there is adequate clearance around the printer.



CAUTION—TIPPING HAZARD

Installing one or more options on your printer or MFP may require a caster base, furniture, or other feature to prevent instability causing possible injury. For more information on supported configurations, go to www.lexmark.com/multifunctionprinters.



CAUTION—TIPPING HAZARD

To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.



CAUTION—HOT SURFACE

The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



CAUTION—PINCH HAZARD

To avoid the risk of a pinch injury, use caution in areas marked with this label. Pinch injuries may occur around moving parts, such as gears, doors, trays, and covers.



CAUTION—POTENTIAL INJURY

This product uses a laser. Use of controls or adjustments or performance of procedures other than those specified in the *User's Guide* may result in hazardous radiation exposure.



CAUTION—POTENTIAL INJURY

Do not use aerosol cleaners. Aerosol cleaners can cause explosions or fires when used on electromechanical equipment.



CAUTION—POTENTIAL INJURY

When handling cartridges, for example toner cartridges, avoid skin and eye contact. Eye contact with toner can cause irritation and inflammation. Do not attempt to disassemble the cartridge, which can increase the risk of skin or eye contact.



CAUTION—POTENTIAL INJURY

The lithium battery in this product is not intended to be replaced. There is a danger of explosion if a lithium battery is incorrectly replaced. Do not recharge, disassemble, or incinerate a lithium battery. Discard used lithium batteries according to the manufacturer's instructions and local regulations.

WARNING

- **INGESTION HAZARD:** This product contains a button cell or coin battery.
- **DEATH** or serious injury can occur if ingested.
- A swallowed button cell or coin battery can cause **Internal Chemical Burns** in as little as **2 hours**.
- **KEEP** new and used batteries **OUT OF REACH of CHILDREN**.
- **Seek immediate medical attention** if a battery is suspected to be swallowed or inserted inside any part of the body.



Remove and immediately recycle or dispose of used batteries according to local regulations and keep away from children. Do not dispose of batteries in household trash or incinerate. Even used batteries may cause severe injury or death. Call a local poison control center for treatment information.

Battery type: MS621

Nominal battery voltage: 3V

Do not force discharge, recharge, disassemble, heat above 60°C (140°F), or incinerate. Doing so may result in injury due to venting, leakage, or explosion resulting in chemical burns.

This product is designed, tested, and approved to meet strict global safety standards with the use of specific manufacturer's components. The safety features of some parts may not always be obvious. The manufacturer is not responsible for the use of other replacement parts.

Refer service or repairs, other than those described in the user documentation, to a service representative.

SAVE THESE INSTRUCTIONS.

Learn about the printer

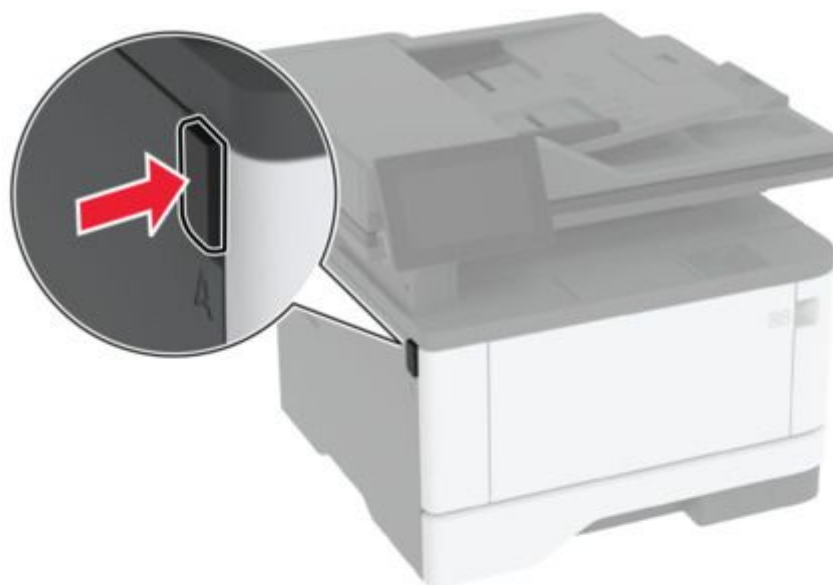
Finding information about the printer

What are you looking for?	Find it here
Initial setup instructions	See the setup documentation that came with the printer.
• Printer software • Print or fax driver • Printer firmware • Utility	Go to www.lexmark.com/downloads .
• Interactive <i>User's Guide</i> • How-to videos	Go to https://support.lexmark.com .
Help information for using the printer software.	Help for Microsoft Windows or Macintosh operating systems—Open a printer software program or application, and then click Help.  Click  to view context-sensitive information. Notes • Help is automatically installed with the printer software. • Depending on the operating system, the printer software is either in the printer program folder or on the desktop.

What are you looking for?	Find it here
• Documentation • Live chat support • Email support • Voice support	Go to https://support.lexmark.com. Note: Select your country or region, and then select your product to view the appropriate support site. Support contact information for your country or region can be found on the website or on the printed warranty that came with the printer. Have the following information ready when you contact customer support: • Place and date of purchase • Machine type and serial number For more information, see Finding the printer serial number on page 11.
• Safety information • Regulatory information • Warranty information • Environmental information	Warranty information varies by country or region: • In the U.S.—See the Statement of Limited Warranty included with the printer, or go to https://support.lexmark.com. • In other countries and regions—See the printed warranty that came with the printer. <i>Product Information Guide</i>—See the documentation that came with the printer or go to https://support.lexmark.com.
Information on Lexmark digital passport	Go to https://csr.lexmark.com/digital-passport.php .

Finding the printer serial number

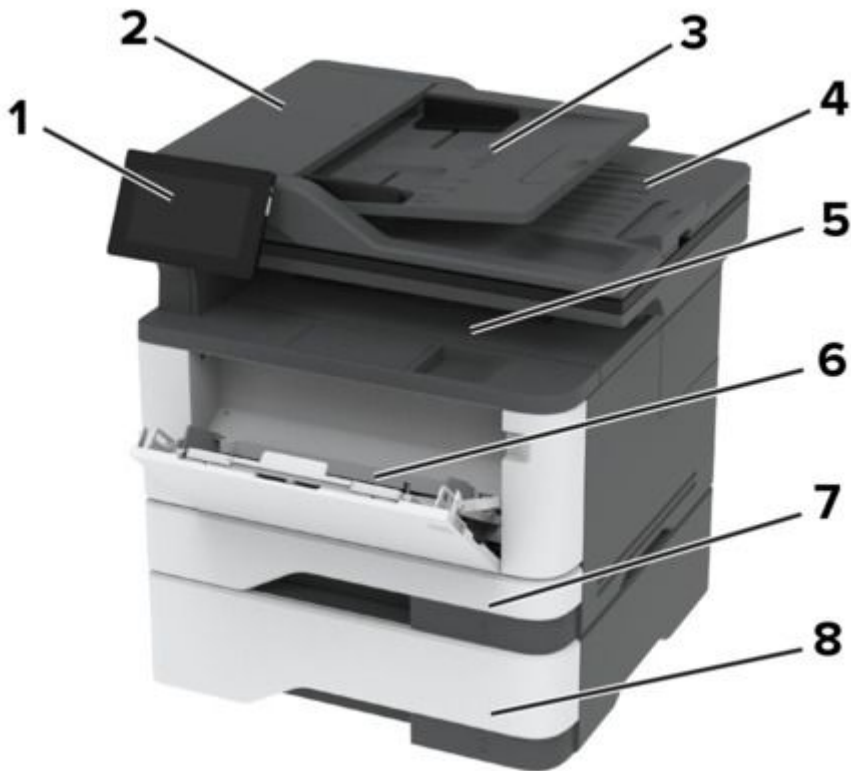
1. Open the front door.



2. Locate the serial number behind the front door.



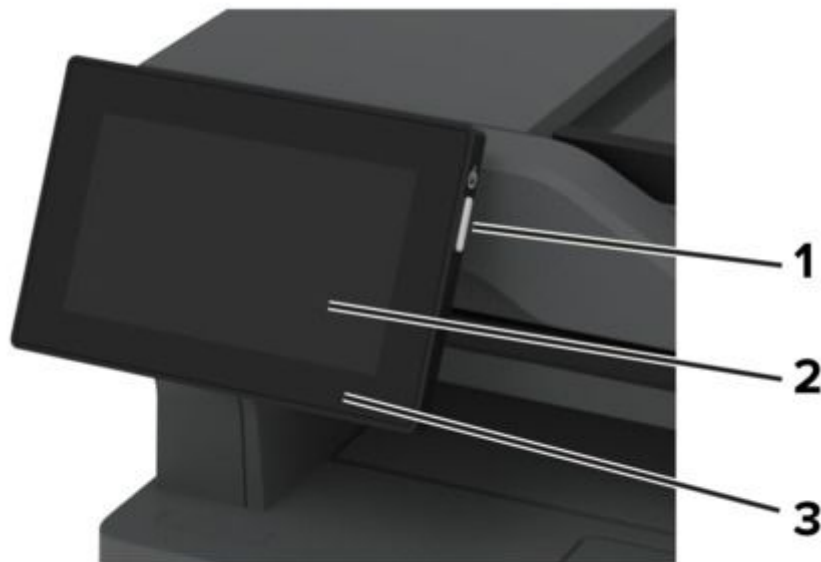
Printer configurations



1	Control panel
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2	Automatic document feeder (ADF)
3	ADF tray
4	ADF bin
5	Standard bin
6	Multipurpose feeder
7	Standard 250-sheet tray
8	Optional 550-sheet tray

Using the control panel



	Control panel part	Function
1	Power button	• Turn on or turn off the printer. Note: To turn off the printer, press and hold the power button for five seconds. • Set the printer to sleep mode. • Wake the printer from sleep or hibernate mode.
2	Display	• View printer messages and supply status. • Set up and operate the printer. • Wake the printer from sleep mode.

	Control panel part	Function
3	Indicator light	Check the status of the printer. For more information, see Colors of the indicator light on page 15 .
4	Headset or speaker port	Attach a headset or speaker.

Colors of the indicator light

Color of the indicator light	Printer status
Off	The printer is off.
Solid blue	The printer is ready.
Blinking blue	The printer is printing or processing data.
Blinking red	The printer requires user intervention.
Solid amber	The printer is in sleep mode.
Blinking amber	The printer is in deep sleep or hibernate mode.
Alternating between blue and blinking red	The printer is not responding or showing anything on the display. For more information, see Indicator light is alternating between blue and blinking red on page 269.

Using the automatic document feeder and scanner glass

Automatic document feeder (ADF)	Scanner glass
 • Use the ADF for multiple-page or two-sided documents. • Load an original document face up. For multiple-page documents, make sure to align the leading edge before loading. • Make sure to adjust the ADF guides to match the width of the paper that you are loading.	 • Use the scanner glass for single-page documents, book pages, small items (such as postcards or photos), transparencies, photo paper, or thin media (such as magazine clippings). • Place the document face down in the corner with the arrow.

Selecting paper

Paper guidelines

Use the appropriate paper to prevent jams and help ensure trouble-free printing.

- Always use new, undamaged paper.
- Before loading paper, know the recommended printable side of the paper. This information is usually indicated on the paper package.
- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, types, or weights in the same tray.
- Do not use coated papers unless they are specifically designed for electrophotographic printing.

For more information, see *Paper and Specialty Media Guide* at <https://support.lexmark.com>.

Paper characteristics

The following paper characteristics affect print quality and reliability. Consider these factors before printing on them.

Weight

Trays can feed paper of varying weights. Paper lighter than 60 gsm (16 lb-bond) may not be stiff enough to feed properly, and may cause jams. For more information, see [Supported paper weights on page 22](#).

Curl

Curl is the tendency for paper to curl at its edges. Excessive curl can cause paper feeding problems. Curl can occur after the paper passes through the printer, where it is exposed to high temperatures. Storing paper unwrapped in hot, humid, cold, or dry conditions can contribute to paper curling before printing and can cause feeding problems.

Smoothness

Paper smoothness directly affects print quality. If paper is too rough, toner cannot fuse to it properly. If paper is too smooth, it can cause paper feeding or print quality issues. We recommend the use of paper with 50 Sheffield points.

Moisture content

The amount of moisture in paper affects both print quality and the printer ability to feed the paper correctly. Leave the paper in its original wrapper until you use it. Exposure of paper to moisture changes can degrade its performance.

Before printing, store paper in its original wrapper for 24 to 48 hours. The environment in which the paper is stored must be the same as the printer. Extend the time several days if the storage or transportation environment is very different from the printer environment. Thick paper may also require a longer conditioning period.

Grain direction

Grain refers to the alignment of the paper fibers in a sheet of paper. Grain is either *grain long*, which runs the length of the paper or *grain short*, which runs the width of the paper. For recommended grain direction, see [Supported paper weights on page 22](#).

Fiber content

Most high-quality xerographic paper is made from 100 percent chemically treated pulped wood. This content provides the paper with a high degree of stability, resulting in fewer paper feeding problems and better print quality. Paper containing fibers such as cotton can negatively affect paper handling.

Unacceptable paper

The following paper types are not recommended for use with the printer:

- Chemically treated papers that are used to make copies without carbon paper. They are also known as carbonless papers, carbonless copy paper (CCP), or no carbon required (NCR) paper.
- Preprinted papers with chemicals that may contaminate the printer.
- Preprinted papers that can be affected by the temperature in the printer fuser.
- Preprinted papers that require a registration (the precise print location on the page) greater than ± 2.3 mm (± 0.09 in.). For example, optical character recognition (OCR) forms.

Sometimes, registration can be adjusted with a software app to print successfully on these forms.

- Coated papers (erasable bond), synthetic papers, or thermal papers.
- Rough-edged, rough or heavily textured surface papers, or curled papers.
- Papers that fail EN12281:2002 (European).
- Paper weighing less than 60 gsm (16 lb-bond).
- Multiple-part forms or documents.

Using recycled paper

Lexmark works to reduce the environmental impact of paper by providing customers choices when it comes to printing. One way we achieve this is by testing products to ensure recycled paper may be used—specifically, papers made with 30%, 50%, and 100% post-consumer recycled content. Our expectation is that recycled papers perform as well as virgin paper in our printers. While no official standard exists for office equipment use of paper, Lexmark uses European Standard EN 12281 as a minimum properties standard. To ensure breadth of testing, test paper includes 100% recycled papers from North America, Europe, and Asia, and tests are conducted at 8–80% relative humidity. Testing includes duplex printing. Office paper using renewable, recycled, or chlorine-free content may all be used.

Storing paper

Use these paper storage guidelines to help avoid jams and uneven print quality:

- Store paper in its original wrapper in the same environment as the printer for 24 to 48 hours before printing.
- Extend the time several days if the storage or transportation environment is very different from the printer environment. Thick paper may also require a longer conditioning period.
- For best results, store paper where the temperature is 21°C (70°F) and the relative humidity is 40 percent.
- Most label manufacturers recommend printing in a temperature range of 18 to 24°C (65 to 75°F) with relative humidity between 40 and 60 percent.
- Store paper in cartons, on a pallet or shelf, rather than on the floor.
- Store individual packages on a flat surface.
- Do not store anything on top of individual paper packages.
- Take paper out of the carton or wrapper only when you are ready to load it in the printer. The carton and wrapper help keep the paper clean, dry, and flat.

Selecting preprinted forms and letterhead

- Use grain long paper.
- Use only forms and letterhead printed using an offset lithographic or engraved printing process.
- Avoid paper with rough or heavily textured surfaces.
- Use inks that are not affected by the resin in the toner. Inks that are oxidation-set or oil-based generally meet these requirements; latex inks might not.
- Print samples on preprinted forms and letterheads considered for use before buying large quantities. This action determines whether the ink in the preprinted form or letterhead affects print quality.
- When in doubt, contact your paper supplier.
- When printing on letterhead, load the paper in the proper orientation for your printer. For more information, see the *Paper and Specialty Media Guide*.

Supported paper sizes

Paper size	Standard 250-sheet tray	Optional 550-sheet tray	Multipurpose feeder	Two-sided printing
A4 210 x 297 mm (8.27 x 11.7 in.)	✓	✓	✓	✓
A5 Portrait (short-edge feed) 148 x 210 mm (5.83 x 8.27 in.)	✓	✓	✓	X
A5 Landscape (long-edge feed) 1 210 x 148 mm (8.27 x 5.83 in.)	✓	✓	✓	X
A6 105 x 148 mm (4.13 x 5.83 in.)	✓	✓	✓	X
JIS B5 182 x 257 mm (7.17 x 10.1 in.)	✓	✓	✓	X

Learn about the printer

Paper size	Standard 250-sheet tray	Optional 550-sheet tray	Multipurpose feeder	Two-sided printing
Oficio (Mexico) 215.9 x 340.4 mm (8.5 x 13.4 in.)	✓	✓	✓	✓
Hagaki 100 x 148 mm (3.94 x 5.83 in.)	✓	X	✓	X
Statement 139.7 x 215.9 mm (5.5 x 8.5 in.)	✓	✓	✓	X
Executive 184.2 x 266.7 mm (7.25 x 10.5 in.)	✓	✓	✓	X
Letter 215.9 x 279.4 mm (8.5 x 11 in.)	✓	✓	✓	✓
Legal 215.9 x 355.6 mm (8.5 x 14 in.)	✓	✓	✓	✓
Folio 215.9 x 330.2 mm (8.5 x 13 in.)	✓	✓	✓	✓
Universal ³ 99 x 148 mm to 215.9 x 359.92 mm (3.9 x 5.83 in. to 8.5 x 14.17 in.)	✓	✓	✓	✓ ²

Learn about the printer

Paper size	Standard 250-sheet tray	Optional 550-sheet tray	Multipurpose feeder	Two-sided printing
7 3/4 Envelope 98.4 x 190.5 mm (3.875 x 7.5 in.)	X	X	✓	X
9 Envelope 98.4 x 225.4 mm (3.875 x 8.9 in.)	X	X	✓	X
10 Envelope 104.8 x 241.3 mm (4.12 x 9.5 in.)	X	X	✓	X
DL Envelope 110 x 220 mm (4.33 x 8.66 in.)	X	X	✓	X
C5 Envelope 162 x 229 mm (6.38 x 9.01 in.)	X	X	✓	X
B5 Envelope 176 x 250 mm (6.93 x 9.84 in.)	X	X	✓	X
Other Envelope 98.4 x 162 mm to 176 x 250 mm (3.87 x 6.38 in. to 6.93 x 9.84 in.)	X	X	✓	X

¹ The default support is long-edge feed.

² Paper must at least be 210 mm (8.27in.) wide and 279.4 mm (11 in.) long for two-sided printing.

³ When Universal is selected, the page is formatted for 215.90 x 355.60 mm (8.5 x 14 in.) unless specified by the application.

Supported paper types

Paper type	Standard 250-sheet tray	Optional 550-sheet tray	Multipurpose feeder	Two-sided printing	Automatic document feeder
Plain paper	✓	✓	✓	✓	✓
Card stock	X	X	✓	X	X
Recycled	✓	✓	✓	✓	X
Paper labels*	✓	✓	✓	X	X
Bond	✓	✓	✓	✓	X
Letterhead	✓	✓	✓	✓	X
Preprinted	✓	✓	✓	✓	X
Colored Paper	✓	✓	✓	✓	X
Light Paper	✓	✓	✓	✓	X
Heavy Paper	✓	✓	✓	✓	X
Rough/ Cotton	✓	✓	✓	✓	X
Envelope	X	X	✓	X	X
Rough envelope	X	X	✓	X	X

* One-sided paper labels are supported for occasional use of less than 20 pages per month. Vinyl, pharmacy, or two-sided labels are not supported.

Supported paper weights

	Standard 250-sheet tray	Optional 550-sheet tray	Multipurpose feeder	Two-sided printing	Automatic document feeder
Paper weight	60–120 g/m ² (16–32 lb)	60–120 g/m ² (16–32 lb)	60–217 g/m ² (16–58 lb)	60–90 g/m ² (16–24 lb)	60–90 g/m ² (16–24 lb)

Set up, install, and configure

Selecting a location for the printer

- Leave enough room to open trays, covers, and doors and to install hardware options.
- Set up the printer near an electrical outlet.



CAUTION—POTENTIAL INJURY

To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.



CAUTION—SHOCK HAZARD

To avoid the risk of electrical shock, do not place or use this product near water or wet locations.

- Make sure that airflow in the room meets the latest revision of the ASHRAE 62 standard or the CEN Technical Committee 156 standard.
- Provide a flat, sturdy, and stable surface.
- Keep the printer:
 - Clean, dry, and free of dust.
 - Away from stray staples and paper clips.
 - Away from the direct airflow of air conditioners, heaters, or ventilators.
 - Free from direct sunlight and humidity extremes.
- Observe the recommended temperatures and avoid fluctuations:

Ambient temperature	10 to 32.2°C (50 to 90°F)
Storage temperature	15.6 to 32.2°C (60 to 90°F)

- Allow the following recommended amount of space around the printer for proper ventilation:



1	Top	305 mm (12 in.)
2	Rear	100 mm (3.94 in.)
3	Right side	76.2 mm (3 in.)
4	Front	305 mm (12 in.)
5	Left side	110 mm (4.33 in.)

Notes

The minimum space needed in front of the printer is 76 mm (3 in.).

Attaching cables



CAUTION—SHOCK HAZARD

To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.



CAUTION—POTENTIAL INJURY

To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.



CAUTION—POTENTIAL INJURY

To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.



CAUTION—POTENTIAL INJURY

To reduce the risk of fire, use only a 26 AWG or larger telecommunications (RJ-11) cord when connecting this product to the public switched telephone network. For users in Australia, the cord must be approved by the Australian Communications and Media Authority.

Warning—Potential Damage

To avoid loss of data or printer malfunction, do not touch the USB cable, any wireless network adapter, or the printer in the areas shown while actively printing.



	Printer port	Function
1	EXT port	Connect more devices (telephone or answering machine) to the printer and the telephone line. Use this port if you do not have a dedicated fax line for the printer and if this connection method is supported in your country or region.
2	LINE port	Connect the printer to an active telephone line through a standard wall jack (RJ-11), DSL filter, or VoIP adapter, or any other adapter that allows you to access the telephone line to send and receive faxes.

	Printer port	Function
3	USB printer port	Connect the printer to a computer.
4	Ethernet port	Connect the printer to a network.
5	Power cord socket	Connect the printer to a properly grounded electrical outlet.

Setting up and using the home screen applications

Using the home screen

Note: Your home screen may vary depending on your home screen customization settings, administrative setup, and active embedded solutions.



#	Icon	Function
1	Stop or Cancel button	Stop the current job.
2	Copy	Make copies.
3	Email	Send emails.
4	Fax	Send fax.

#	Icon	Function
5	Status/Supplies	• Show a printer warning or error message whenever the printer requires intervention to continue processing. • View more information on the printer warning or message, and on how to clear it. Note: You can also access this setting by touching the top section of the home screen.
6	USB Drive	View, select, or print photos and documents from a flash drive.
7	Address Book	Access, create, and organize contacts.
8	Settings	Access the printer menus.
9	Job Queue	Show all the current print jobs. Note: You can also access this setting by touching the top section of the home screen.
10	Start button	Start a job, depending on which mode is selected.
11	On-screen keypad	Enter numbers or symbols in an input field.

Customizing the home screen

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Settings** › **Device** › **Home Screen Customization**.

3. Do one or more of the following:

- To add an icon to the home screen, click , select the app name, and then click **Add**.
- To remove a home screen icon, select the app name, and then click **Remove**.
- To customize an app name, select the app name, click **Edit**, and then assign a name.
- To restore the name of an app, select the app name, click **Edit**, and then select **Restore app label**.
- To add a space between apps, click , select **BLANK SPACE**, and then click **Add**.
- To arrange the apps, select an application, and then drag and drop it to the intended page.
- To restore the default home screen, click **Restore home screen**, and then click **Restore** to confirm.

4. Apply the changes.

Supported applications

Application	Printer models
Scan Center	MX432, XM3142
Shortcut Center	MX432, XM3142
Card Copy	MX432, XM3142
Display Customization	MX432, XM3142
Customer Support	XM3142
Device Quotas	XM3142

Setting up Scan Center

1. From the control panel, select **Scan Center**.
2. Select and create a destination, and then configure the settings.

Note: Only destinations created from the Embedded Web Server are saved. For more information, see the documentation for the solution.

3. Scan the document.

Creating a shortcut

1. From the home screen, touch **Shortcut Center**.

Note: The icon and name may have been changed. For more information, contact your administrator.

2. Select a printer function, and then touch **Create Shortcut**.

Note: The Secure Email function is not supported.

3. Configure the settings, and then touch **Save**.
4. Type a unique shortcut name.

Note: To avoid clipped names on the home screen, type only up to 25 characters.

5. Touch **OK**.

The application automatically generates a unique shortcut number.

Note: To launch the shortcut, touch , touch #, and then enter the shortcut number.

Setting up Card Copy

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Apps > Card Copy > Configure**.

Notes

- Make sure that Display Icon is enabled.
- Make sure that Email settings and Network Share settings are configured.
- When scanning a card, make sure that the scan resolution does not exceed 200 dpi for color and 400 dpi for black and white.
- When scanning multiple cards, make sure that the scan resolution does not exceed 150 dpi for color and 300 dpi for black and white.

3. Apply the changes.

Note: You need a printer hard disk or an intelligent storage drive to scan multiple cards.

Using Display Customization

Note: Make sure that the **Screen Saver**, **Slideshow**, and **Wallpaper** settings are enabled from the Embedded Web Server. Navigate to **Apps > Display Customization > Configure**.

Managing screen saver and slide show images

1. In the **Screen Saver and Slideshow Images** section, add, edit, or delete an image.

Notes

- You can add up to 10 images.
- When enabled, the status icons appear on the screen saver only when there are errors, warnings, or cloud-based notifications.

2. Apply the changes.

Changing the wallpaper image

1. From the control panel, select **Change Wallpaper**.
2. Select an image to use.
3. Apply the changes.

Running a slide show from a flash drive

1. Insert a flash drive into the front USB port.
2. From the control panel, select **Slideshow**.

Note

You can remove the flash drive after the slide show starts, but the images are not stored in the printer. If the slide show stops, then insert the flash drive again to view the images.

Using Customer Support

Notes

- This application is supported only in some printer models. For more information, see [Supported applications on page 28](#).
- For information on how to configure the application settings, see the *Customer Support Administrator's Guide*.

1. From the home screen, touch **Customer Support**.
2. Print or email the information.

Setting up Device Quotas

Notes

- This application is supported only in some printer models. For more information, see [Supported applications on page 28](#).
- For information on how to configure the application settings, see the *Device Quotas Administrator's Guide*.

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Apps > Device Quotas > Configure**.
3. In the User Accounts section, add or edit a user, and then set the user quota.
4. Apply the changes.

Managing bookmarks

Configuring Bookmarks

Creating bookmarks

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Bookmarks > Add Bookmark**, and then type a bookmark name.
3. Select an **Address** protocol type, and then do one of the following:
 - For HTTP and HTTPS, type the URL that you want to bookmark.
 - For HTTPS, make sure to use the host name instead of the IP address. For example, type `myWebsite.com/sample.pdf` instead of typing `123.123.123.123/sample.pdf`. Make sure that the host name also matches the Common Name (CN) value in the server certificate. For more information on obtaining the CN value in the server certificate, see the help information for your web browser.
 - For FTP, type the FTP address. For example, `myServer/myDirectory`. Enter the FTP port number. Port 21 is the default port for sending commands.
 - For SMB, type the network folder address. For example, `myServer/myShare/myFile.pdf`. Type the network domain name.

- If necessary, select the **Authentication** type for FTP and SMB.

Notes

- The application supports the following file types: PDF, JPEG, and TIFF. Other file types such as DOCX and XLSX are supported in certain printer models.
- To limit access to the bookmark, enter a PIN.

4. Click **Save**.

Creating folders

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Navigate to **Bookmarks > Add Folder**, and then type a folder name.

Note: To limit access to the folder, enter a PIN.

3. Click **Save**.

Configuring Address Book

Adding contacts

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Address Book**, and then click **Add Contact**.
3. If necessary, specify a login method to allow application access.
4. Click **Save**.

Adding groups

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Address Book**, and then click **Add Group**.
3. Type a group name, and then type the contacts you want to add to the group.

Note: You can assign one or more contacts to the group.

4. Click **Save**.

Setting up and using the accessibility features

Activating Voice Guidance

From the home screen

1. In one motion and using one finger, slowly swipe left then up on the display until you hear a voice message.
2. Using two fingers, select **OK**.

Note: If the gesture does not work, then apply more pressure.

From the keyboard

Note: You need a physical keyboard connected to your printer to do this task.

1. Press and hold the **5** key until you hear a voice message.
2. Press **Tab** to navigate the focus cursor to the OK button, and then press **Enter**.

Notes

- When Voice Guidance is activated, always use two fingers to select any item on the display.
- Voice Guidance has limited language support.

Deactivating Voice Guidance

1. In one motion and using one finger, slowly swipe left then up on the display until you hear a voice message.
2. Using two fingers, do either of the following:
 - Tap **Voice Guidance**, and then select **OK**.
 - Select **Cancel**.

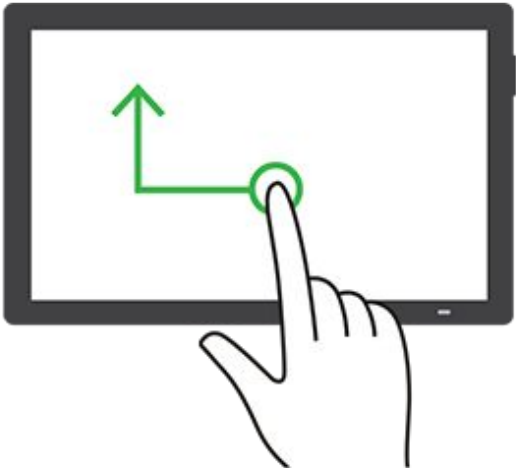
Note: If the gesture does not work, then apply more pressure.

Pressing the power button or putting the printer in Sleep or Hibernate mode also deactivates Voice Guidance.

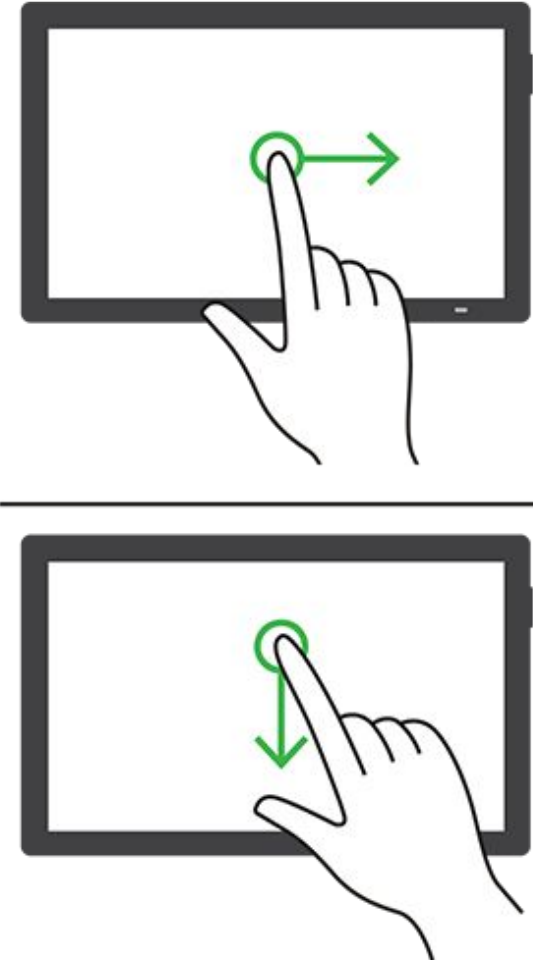
Navigating the screen using gestures

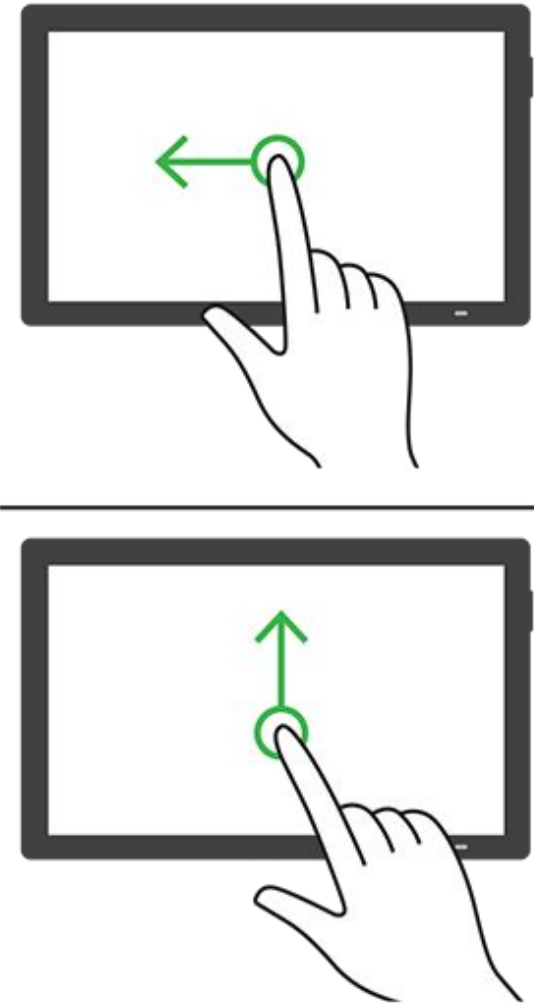
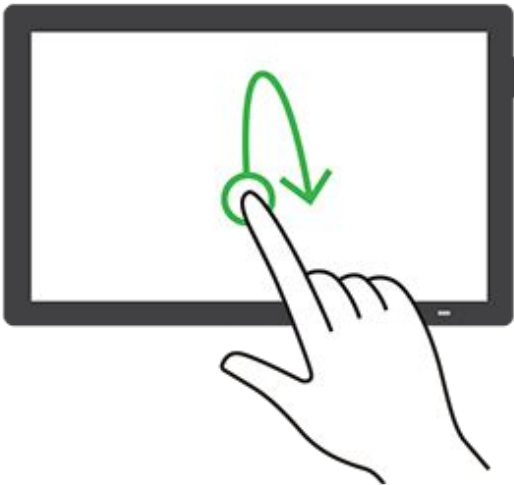
Notes

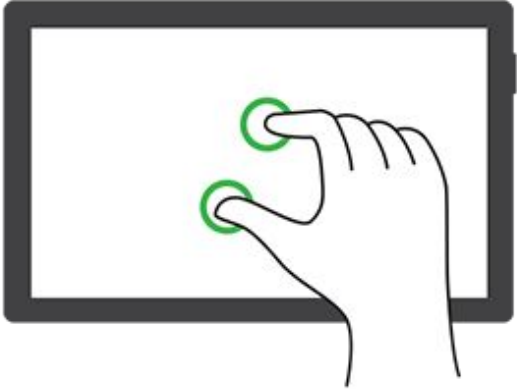
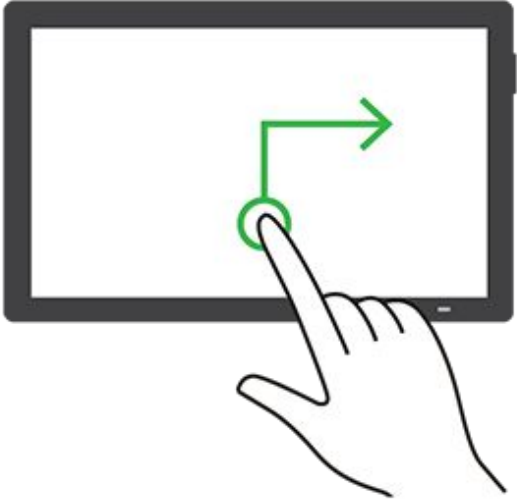
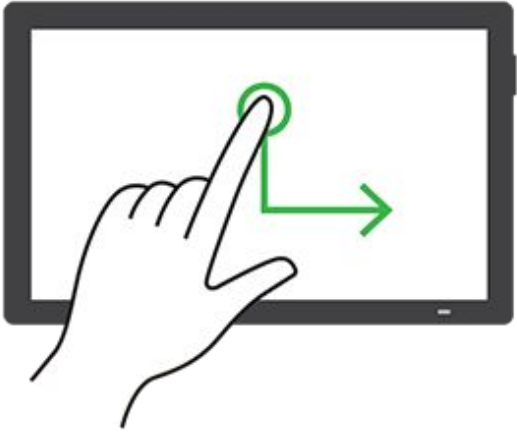
- Most of the gestures are applicable only when Voice Guidance is activated.
- Use a physical keyboard to type characters and adjust certain settings.

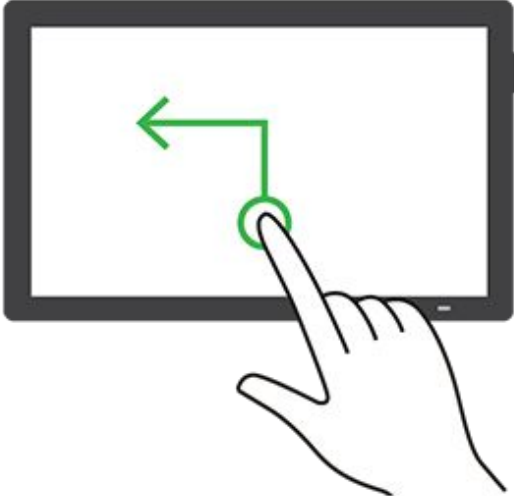
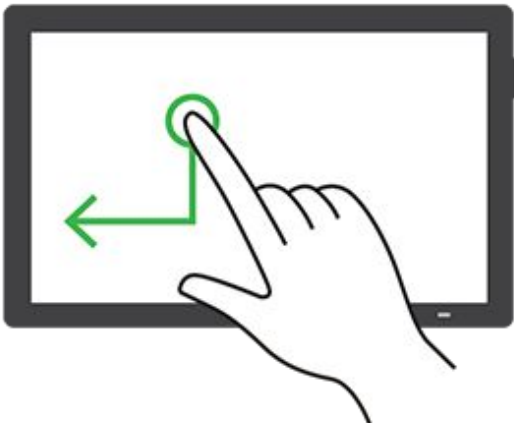
Gesture	Function
Swipe left then up using one finger 	Launch or exit Accessibility mode. Note: This gesture is also applicable when the printer is in normal mode.
Double-tap using one finger 	Select an option or item on the screen.

Gesture	Function
Double-tap the home icon using two fingers 	Deactivate the Accessibility mode.
Triple-tap using one finger 	Zoom in or zoom out text and images. Note: Enable Magnification mode to use the zoom feature.

Gesture	Function
Swipe right or swipe down using one finger  The diagram illustrates two gestures on a tablet screen. The top part shows a hand with the index finger touching the screen, with a green circle at the point of contact and a green arrow pointing to the right. The bottom part shows a hand with the index finger touching the screen, with a green circle at the point of contact and a green arrow pointing downwards. A horizontal line separates the two illustrations.	Move to the next item on the screen.

Gesture	Function
Swipe left or swipe up using one finger 	Move to the previous item on the screen.
Swipe up then down using one finger 	Move to the first item on the screen.

Gesture	Function
Pan 	Access parts of the zoomed image that are beyond the limit of the screen. Notes • Use two fingers to drag a zoomed image. • Enable Magnification mode to use the pan gesture.
Swipe up then right using one finger 	Increase the volume. Note: This gesture is also applicable when the printer is in normal mode.
Swipe down then right using one finger 	Decrease the volume. Note: This gesture is also applicable when the printer is in normal mode.

Gesture	Function
Swipe up then left using one finger 	Exit an application and return to the home screen.
Swipe down then left using one finger 	Go back to the previous setting.

Using the on-screen keyboard

When the on-screen keyboard appears, do one or more of the following:

- Touch a key to announce and type the character in the field.
- Drag a finger across different characters to announce and type the character in the field.
- Touch a text box using two fingers to announce the characters in the field.
- Touch **Backspace** to delete characters.

Enabling Magnification mode

1. In one motion and using one finger, slowly swipe left then up on the display until you hear a voice message.

Note: For printer models without built-in speakers, use headphones to hear the message.

2. Using two fingers, do the following:

Note: If the gesture does not work, then apply more pressure.

- a. Touch **Magnification mode**.
- b. Touch **OK**.

Note: If the gesture does not work, then apply more pressure.

For more information on navigating a magnified screen, see [Navigating the screen using gestures on page 34](#).

Adjusting the Voice Guidance speech rate

1. From the control panel, navigate to **Settings** › **Device** › **Accessibility** › **Speech Rate**.
2. Select the speech rate.

Adjusting the default headphone volume

1. From the control panel, navigate to **Settings** › **Device** › **Accessibility**.
2. Adjust the headphone volume.

Note: The volume resets to the default value after the user exits Accessibility mode or when the printer wakes from sleep or hibernate mode.

Adjusting the default internal speaker volume

1. From the control panel, select .
2. Adjust the volume.

Notes

- If **Quiet Mode** is enabled, then the audible alerts are turned off. This setting also slows the printer performance.
- The volume resets to the default value after the user exits the Accessibility mode or when the printer wakes from sleep or hibernate mode.

Enabling spoken passwords or personal identification numbers

1. From the control panel, navigate to **Settings** › **Device** › **Accessibility** › **Speak Passwords/PINs**.
2. Enable the setting.

Setting up the printer to fax

Supported fax

Printer model	Analog fax	etherFAX ¹	Fax server	Fax over IP (FoIP) ²
MX432adwe	✓	✓	✓	✓
XM3142	✓	✓	✓	✓

¹ Needs a subscription. For more information, go to <https://www.etherfax.net/lexmark> or contact the place where you purchased the printer.

² Needs an installed license bundle. For more information, contact the place where you purchased the printer.

Setting up the fax function using analog fax

Notes

- This feature is available only in certain printer models.
- A fax card must be installed for the printer to use analog fax.
- Some connection methods are applicable only in some countries or regions.
- If the fax function is enabled and not fully set up, then the indicator light may blink red.
- If you do not have a TCP/IP environment, then use the control panel to set up analog fax.

Warning—Potential Damage

To avoid loss of data or printer malfunction, do not touch cables or the printer in the area shown while actively sending or receiving a fax.



Using the control panel

1. From the control panel, navigate to **Settings** › **Fax** › **Fax Setup** › **General Fax Settings**.
2. Configure the settings.

Using the Embedded Web Server

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Settings** › **Fax** › **Fax Setup** › **General Fax Settings**.
3. Configure the settings.
4. Apply the changes.

Setting up the fax function using etherFAX

Notes

- The printer firmware must be updated to the latest version. For more information, see the **Printer firmware instructions** section.
- An appropriate license bundle must be installed in your printer. For more information, contact etherFAX.
- Make sure that you have registered your printer to the etherFAX portal. For more information, go to <https://www.etherfax.net/lexmark>.
- The printer serial number is required on registration. For more information, see [Finding the printer serial number on page 11](#).

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Settings** › **Fax** › **Fax Setup** › **General Fax Settings**.

Note: **Fax Setup** appears only if **Fax Mode** is set to **Fax**.

3. In the **Fax Name** field, type a unique name.
4. In the **Fax Number** field, enter the fax number that etherFAX provided.
5. From the **Fax Transport** menu, select **etherFAX**.

Notes

- This menu shows up only when more than one fax transport is available.
- If the printer only has etherFAX installed, then it is automatically configured.

6. Apply the changes.

Setting up the fax function using fax server

Notes

- This feature lets you send fax messages to a fax service provider that supports email receiving.
- This feature supports outgoing fax messages only. To support fax receive, make sure that you have a device-based fax, such as analog fax, etherFAX, or Fax over IP (FoIP), configured in your printer.

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Settings > Fax**.
3. From the **Fax Mode** menu, select **Fax Server**, and then click **Save**.
4. Click **Fax Server Setup**.
5. In the **To Format** field, type [#]@myfax.com, where [#] is the fax number and **myfax.com** is the fax provider domain.

Notes

- If necessary, configure the **Reply Address**, **Subject**, or **Message** fields.
- To let the printer receive fax messages, enable the device-based fax receive setting. Make sure that you have a device-based fax configured.

6. Click **Save**.
7. Click **Fax Server Email Settings**, and then enable **Use Email SMTP Server**.

Note: If the settings are not configured, then see [Configuring the email SMTP settings on page 51](#).

8. Apply the changes.

Setting up fax using a standard telephone line

Note: These instructions apply only to printers that have a fax card installed.



CAUTION—SHOCK HAZARD

To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.



CAUTION—SHOCK HAZARD

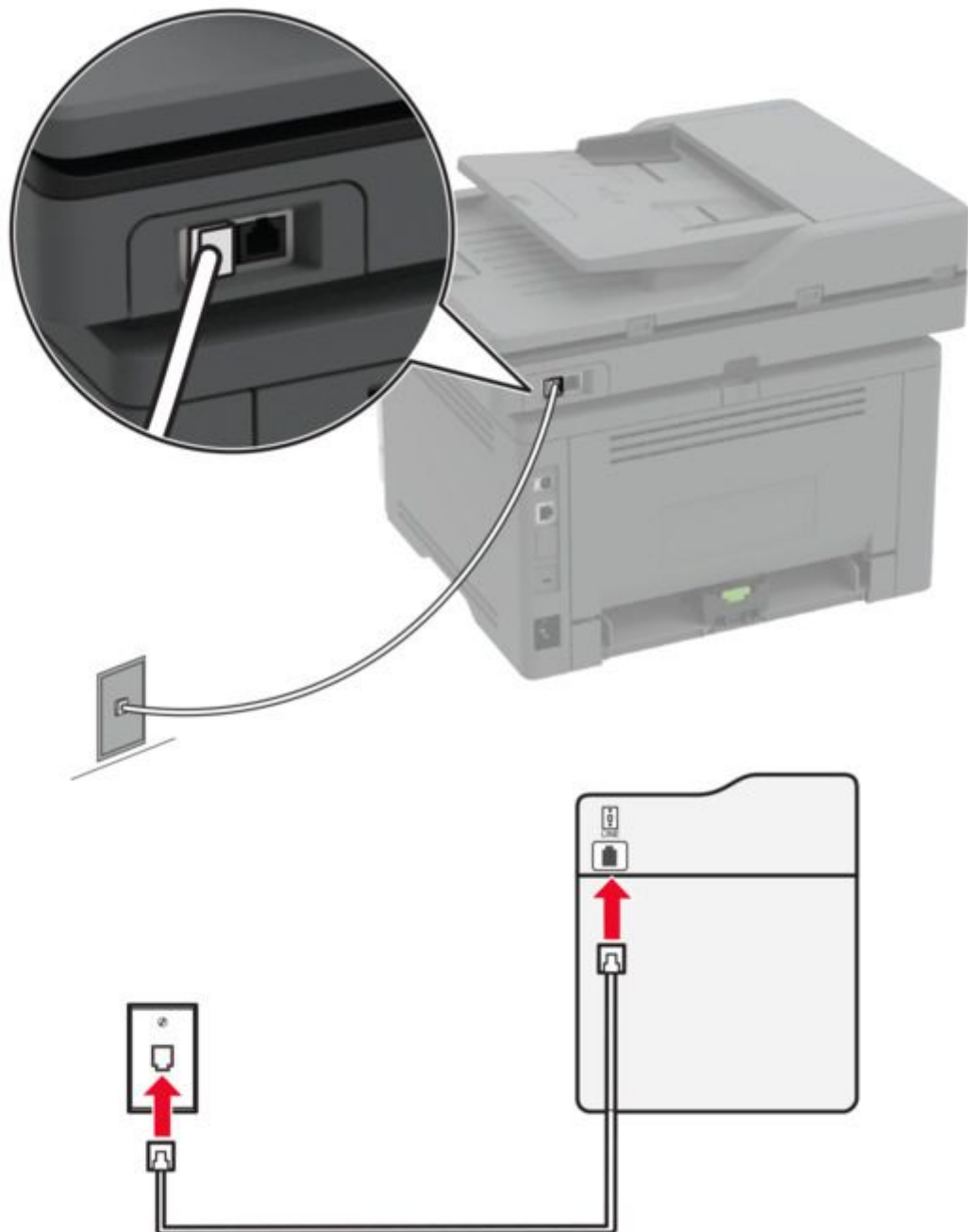
To avoid the risk of electrical shock, do not use the fax feature during a lightning storm.



CAUTION—POTENTIAL INJURY

To reduce the risk of fire, use only a 26 AWG or larger telecommunications (RJ-11) cord when connecting this product to the public switched telephone network. For users in Australia, the cord must be approved by the Australian Communications and Media Authority.

Setup 1: Printer is connected to a dedicated fax line



1. Connect one end of the telephone cable to the line port of the printer.
2. Connect the other end of the cable to an active analog telephone wall jack.

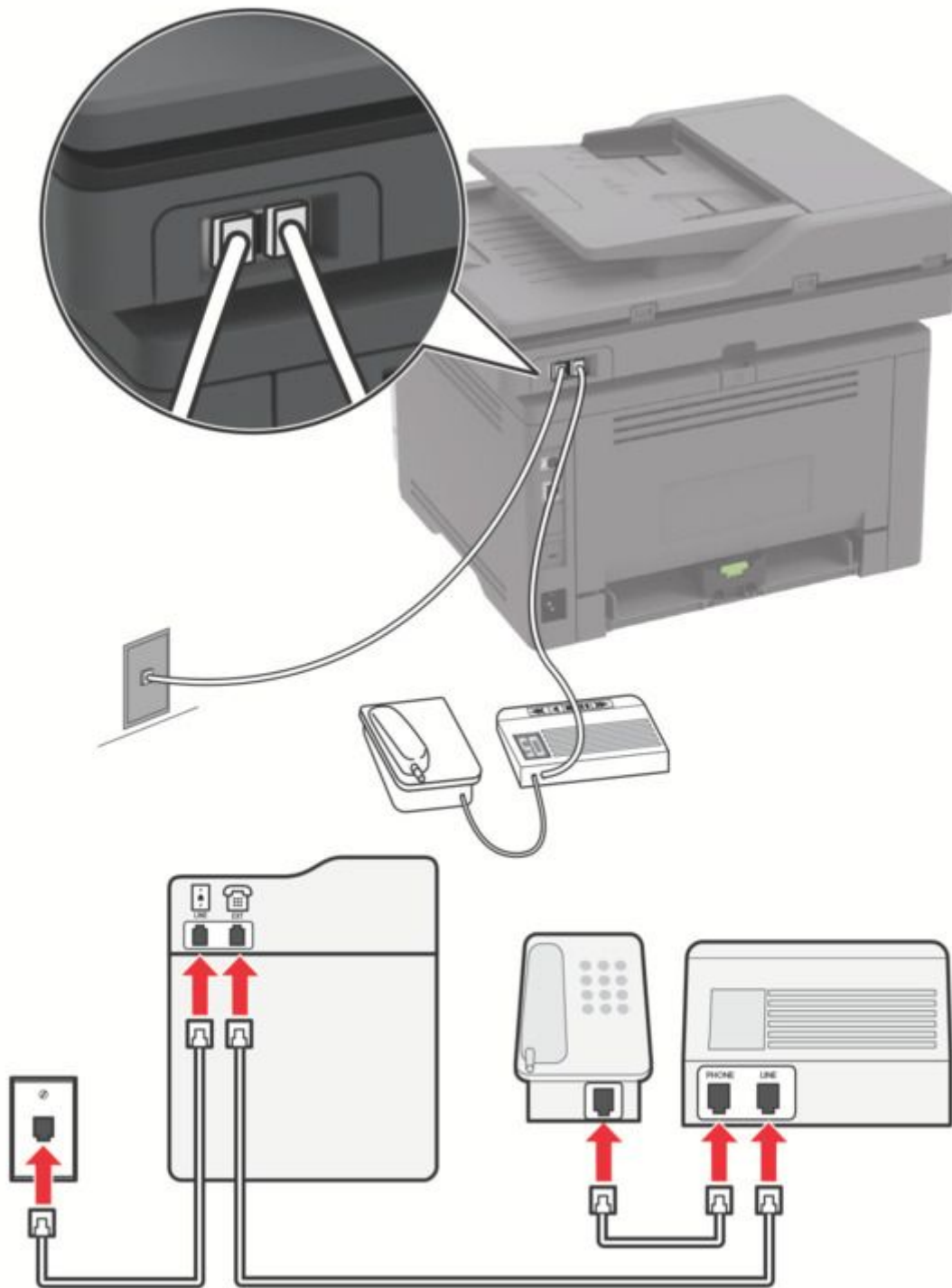
Notes

- You can set the printer to receive faxes automatically (set **Auto Answer** to **On**) or manually (set **Auto Answer** to **Off**).
- If you want to receive faxes automatically, then set the printer to pick up on a specified number of rings.

Setup 2: Printer is sharing the line with an answering machine

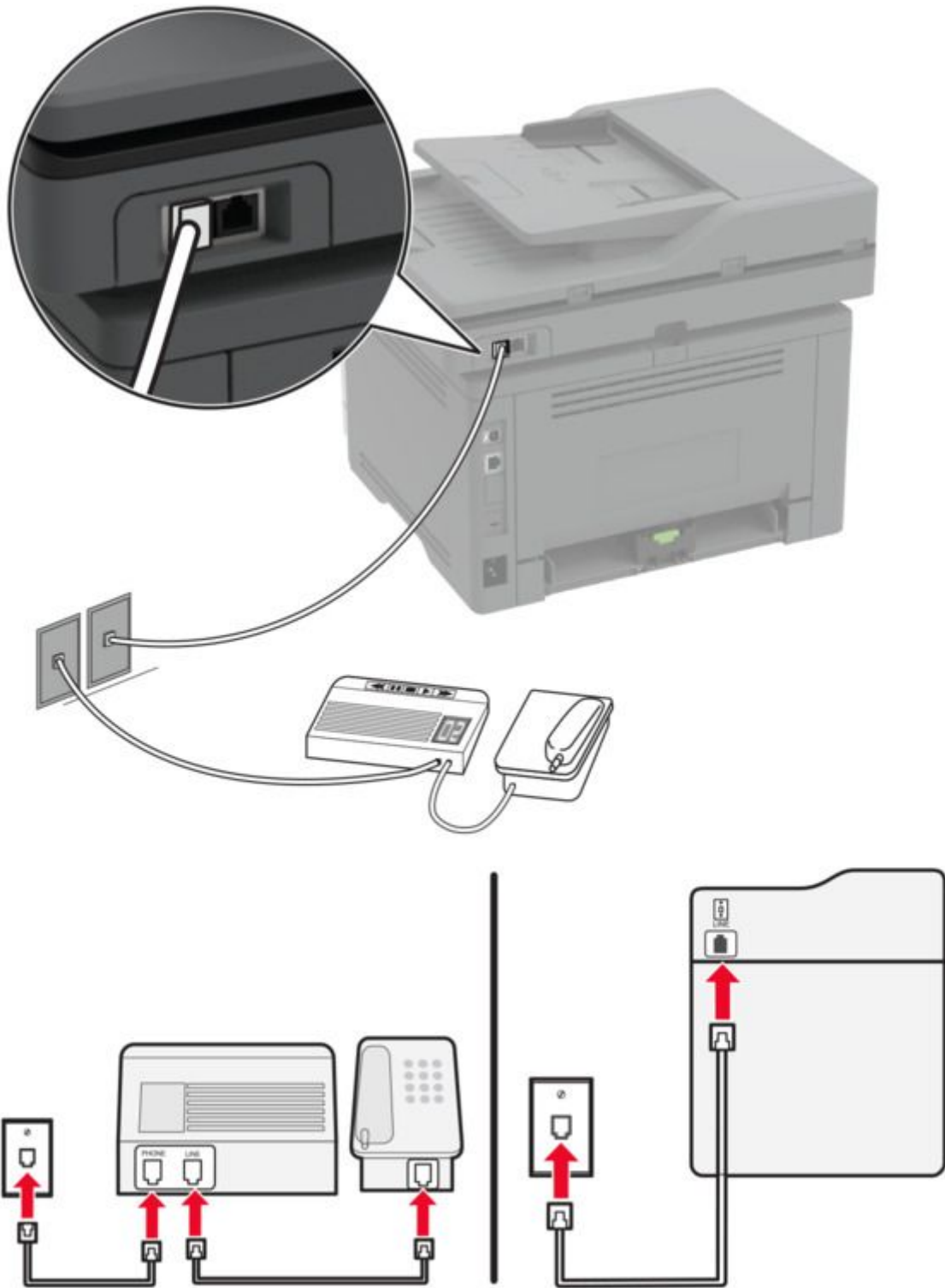
Note: If you subscribe to a distinctive ring service, then make sure that you set the correct ring pattern for the printer. Otherwise, the printer does not receive faxes even if you have set it to receive faxes automatically.

Connected to the same telephone wall jack



1. Connect one end of the telephone cable to the line port of the printer.
2. Connect the other end of the cable to an active analog wall jack.
3. Connect the answering machine to the telephone port of the printer.

Connected to different wall jacks



1. Connect one end of the telephone cable to the line port of the printer.
2. Connect the other end of the cable to an active analog wall jack.

Notes

- If you have only one telephone number on your line, then set the printer to receive faxes automatically.
- Set the printer to pick up calls two rings after the answering machine. For example, if the answering machine picks up calls after four rings, then set the printer **Rings to Answer** setting to **6**.

Setting up fax in countries or regions with different telephone wall jacks and plugs

Note: These instructions apply only to printers that have a fax card installed.



CAUTION—SHOCK HAZARD

To avoid the risk of electrical shock, do not set up this product or make any electrical or cabling connections, such as the power cord, fax feature, or telephone, during a lightning storm.



CAUTION—SHOCK HAZARD

To avoid the risk of electrical shock, do not use the fax feature during a lightning storm.

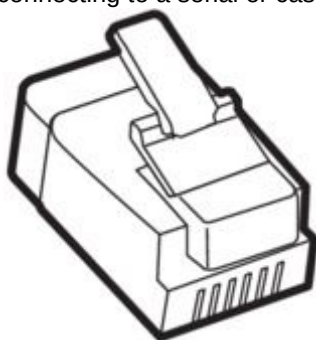


CAUTION—POTENTIAL INJURY

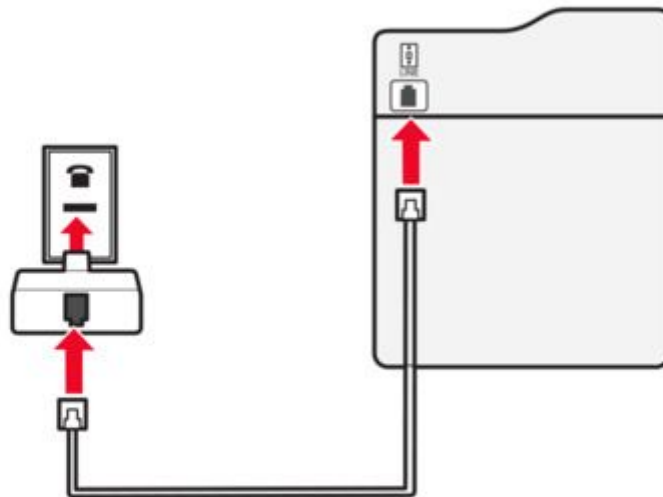
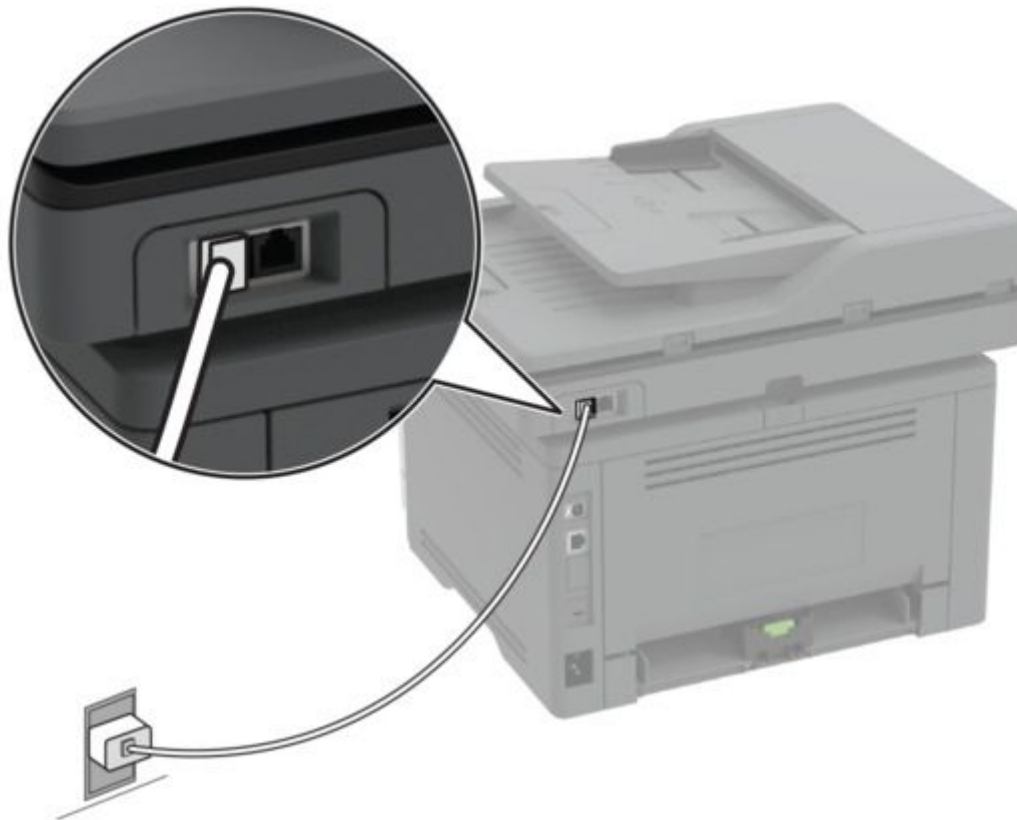
To reduce the risk of fire, use only a 26 AWG or larger telecommunications (RJ-11) cord when connecting this product to the public switched telephone network. For users in Australia, the cord must be approved by the Australian Communications and Media Authority.

The standard wall jack adopted by most countries or regions is RJ-11. If the wall jack or equipment in your facility is not compatible with this type of connection, then use a telephone adapter. An adapter for your country or region may not come with your printer, and you may need to purchase it separately.

There may be an adapter plug installed in the telephone port of the printer. Do not remove the adapter plug from the telephone port of the printer if you are connecting to a serial or cascaded telephone system.



Connecting the printer to a non-RJ-11 wall jack



1. Connect one end of the telephone cable to the line port of the printer.
2. Connect the other end of the cable to the RJ-11 adapter, and then connect the adapter to the wall jack.

Note: If you want to connect another device with a non-RJ-11 connector to the same wall jack, then connect it directly to the telephone adapter.

Connecting to a distinctive ring service

A distinctive ring service lets you have multiple telephone numbers on one telephone line. Each telephone number is assigned a different ring pattern.

1. From the control panel, navigate to **Settings › Fax › Fax Setup › Fax Receive Settings › Admin Controls › Answer On**.
2. Select a ring pattern.

Setting the fax date and time

1. From the control panel, navigate to **Settings › Device › Preferences › Date and Time › Configure**.
2. Configure the settings.

Configuring daylight saving time

1. From the control panel, navigate to **Settings › Device › Preferences › Date and Time › Configure**.
2. In the **Time Zone** menu, select **(UTC+user) Custom**.
3. In the **Configure** menu, select **UTC (GMT) Offset**.
4. Configure the settings.

Configuring the fax speaker settings

1. From the control panel, navigate to **Settings › Fax › Fax Setup › Speaker Settings**.
2. Do the following:
 - Set **Speaker Mode** to **Always On**.
 - Set **Speaker Volume** to **High**.
 - Activate **Ringer Volume**.

Configuring the email SMTP settings

Configure the Simple Mail Transfer Protocol (SMTP) settings to send a scanned document through email. The settings vary with each service provider. For more information, see [Email service providers](#).

Before you begin, make sure that the printer is connected to a network and the network is connected to the Internet.

Using the Embedded Web Server

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Settings** > **Email**.
3. Configure the email settings. For more information, see [Email service providers](#).

Notes

- For email service providers that are not on the list, contact your provider and ask for the settings.
- For video instructions on configuring the SMTP settings for Gmail™ email service, go to <https://infoserve.lexmark.com/ref/common/configuring-email-video.html>.
- For Microsoft 365 or Outlook Live email service provider, you must register your printer to OAuth 2.0 Authentication. For more information, see [Setting up OAuth 2.0 Authentication for Email Server using the Embedded Web Server](#).

4. Click **Save**.

Setting up OAuth 2.0 Authentication for Email Server using the Embedded Web Server

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Settings** > **Email**.
3. Click **Set Up OAuth 2 for Email Server**, and then click **Register**.
4. Go to <https://microsoft.com/devicelogin>.
5. Enter the code that was generated in the Embedded Web Server.
6. Log in to your Outlook account.
7. Follow the on-screen instructions.

Using the email setup wizard

Before using the wizard, make sure that the printer firmware is updated. For more information, see the **Updating firmware** section.

Notes

- These instructions apply only to certain printer models.
- Setting up the SMTP settings using the email setup wizard is not applicable for OAuth 2.0 Authentication.

1. From the control panel, select **Email**.
2. Select **Set up Now**, type your email address and then select **Next**.
3. Type the password, and then select **Done**.

Notes

- Depending on your email service provider, type your account password, app password, or authentication password. For more information on the password, see [Email service providers](#), and then look for Device Password.
- If your provider is not listed, then contact your provider and ask for the **Primary SMTP Gateway**, **Primary SMTP Gateway Port**, **Use SSL/TLS**, and **SMTP Server Authentication** settings. Proceed with the setup after getting the settings.

4. Select **Next**.
5. Configure the settings, and then select **Next**.
6. Select **Test Setup**.

Using the Settings menu

1. From the control panel, navigate to **Settings** > **Email** > **Email Setup**.
2. Configure the email settings. For more information, see [Email service providers](#).

Note: If your service provider is not listed, then contact your provider.

Email service providers

Use the following table to determine the SMTP settings of your service provider.

Notes

- If you encounter errors using the settings provided, then contact your service provider.
- If your service provider is not listed, then contact your provider.

- [AOL Mail](#)
- [Comcast Mail](#)
- [Gmail](#)
- [iCloud Mail](#)
- [Mail.com](#)

Set up, install, and configure

- [NetEase Mail \(mail.126.com\)](#)
- [NetEase Mail \(mail.163.com\)](#)
- [NetEase Mail \(mail.yeah.net\)](#)
- [Outlook Live or Microsoft 365](#)
- [QQ Mail](#)
- [Sina Mail](#)
- [Sohu Mail](#)
- [Yahoo! Mail](#)
- [Zoho Mail](#)

AOL Mail

Setting	Value
Primary SMTP Gateway	smtp.aol.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	App password

Note: To create an app password, go to the [AOL Account Security](#) page, log in to your account, and then click **Generate app password**.

Comcast Mail

Setting	Value
Primary SMTP Gateway	smtp.comcast.net
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	Account password

Set up, install, and configure

Gmail™

Note: Make sure that two-step verification is enabled on your Google account. To enable two-step verification, go to the [Google Account Security](#) page, log in to your account, and then from the **Security & sign-in** section, enable **2-Step Verification**.

Setting	Value
Primary SMTP Gateway	smtp.gmail.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	App password

Notes

- To create an app password, go to <https://myaccount.google.com/apppasswords>.
- "App passwords" is available only if two-step verification is enabled.

iCloud Mail

Note: Make sure that two-step verification is enabled on your account.

Setting	Value
Primary SMTP Gateway	smtp.mail.me.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address

Set up, install, and configure

Setting	Value
Device Password	App password Note: To create an app password, go to the iCloud Account Management page, log in to your account, and then from the Security section, click Generate Password .

Mail.com

Setting	Value
Primary SMTP Gateway	smtp.mail.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	Account password

NetEase Mail (mail.126.com)

Note: Make sure that the SMTP service is enabled on your account. To enable the service, from the NetEase Mail home page, click **Settings** › **POP3/SMTP/IMAP**, and then enable either **IMAP/SMTP service** or **POP3/SMTP service**.

Setting	Value
Primary SMTP Gateway	smtp.126.com
Primary SMTP Gateway Port	465
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	Authorization password Note: The authorization password is provided when IMAP/SMTP service or POP3/SMTP service is enabled.

Set up, install, and configure

NetEase Mail (mail.163.com)

Note: Make sure that the SMTP service is enabled on your account. To enable the service, from the NetEase Mail home page, click **Settings** › **POP3/SMTP/IMAP**, and then enable either **IMAP/SMTP service** or **POP3/SMTP service**.

Setting	Value
Primary SMTP Gateway	smtp.163.com
Primary SMTP Gateway Port	465
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	Authorization password

Note: The authorization password is provided when IMAP/SMTP service or POP3/SMTP service is enabled.

NetEase Mail (mail.yeah.net)

Note: Make sure that the SMTP service is enabled on your account. To enable the service, from the NetEase Mail home page, click **Settings** › **POP3/SMTP/IMAP**, and then enable either **IMAP/SMTP service** or **POP3/SMTP service**.

Setting	Value
Primary SMTP Gateway	smtp.yeah.net
Primary SMTP Gateway Port	465
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	Authorization password

Note: The authorization password is provided when IMAP/SMTP service or POP3/SMTP service is enabled.

Set up, install, and configure

Outlook Live or Microsoft 365

Setting	Value (OAuth2.0 Authentication)
Primary SMTP Gateway	smtp.office365.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	The email address used to register OAuth 2.0 Authentication
SMTP Server Authentication	OAuth2.0
User-Initiated Email	Use Device SMTP Credentials
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	N/A
Device Password	N/A

Note: For more setup options for business using Microsoft 365, go to the [Microsoft 365 help page](#).

QQ Mail

Note: Make sure that the SMTP service is enabled on your account. To enable the service, from the QQ Mail home page, click **Settings > Account**, and then from the POP3/IMAP/SMTP/Exchange/CardDAV/CalDAV Service section, enable either **POP3/SMTP service** or **IMAP/SMTP service**.

Setting	Value
Primary SMTP Gateway	smtp.qq.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	Authorization code

Note: To generate an authorization code, from the QQ Mail home page, click **Settings > Account**. From the POP3/IMAP/SMTP/Exchange/CardDAV/CalDAV Service section, click **Generate authorization code**.

Sina Mail

Set up, install, and configure

Note: Make sure that the POP3/SMTP service is enabled on your account. To enable the service, from the Sina Mail home page, click **Settings** › **More settings** › **User-end POP/IMAP/SMTP**, and then enable **POP3/SMTP service**.

Setting	Value
Primary SMTP Gateway	smtp.sina.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	Authorization code

Note: To create an authorization code, from the email home page, click **Settings** › **More settings** › **User-end POP/IMAP/SMTP**, and then enable **Authorization code status**.

Sohu Mail

Note: Make sure that the SMTP service is enabled on your account. To enable the service, from the Sohu Mail home page, click **Options** › **Settings** › **POP3/SMTP/IMAP**, and then enable either **IMAP/SMTP service** or **POP3/SMTP service**.

Setting	Value
Primary SMTP Gateway	smtp.sohu.com
Primary SMTP Gateway Port	465
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	Independent password

Note: The independent password is provided when IMAP/SMTP service or POP3/SMTP service is enabled.

Yahoo! Mail

Set up, install, and configure

Setting	Value
Primary SMTP Gateway	smtp.mail.yahoo.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	App password

Note: To create an app password, go to the [Yahoo Account Security](#) page, log in to your account, and then click **Generate app password**.

Zoho Mail

Setting	Value
Primary SMTP Gateway	smtp.zoho.com
Primary SMTP Gateway Port	587
Use SSL/TLS	Required
Require Trusted Certificate	Disabled
Reply Address	Your email address
SMTP Server Authentication	Login / Plain
Device-Initiated Email	Use Device SMTP Credentials
Device UserID	Your email address
Device Password	Account password or app password

Notes

- For accounts with two-step verification disabled, use your account password.
- For accounts with two-step verification enabled, use an app password. To create an app password, go to the [Zoho Mail Account Security](#) page, log in to your account, and then from the Application-Specific Passwords section, click **Generate New Password**.

Loading paper and specialty media

Setting the paper size and type

1. From the control panel, navigate to **Settings** > **Paper** > **Tray Configuration** > **Paper Size/Type**.
2. Select a paper source.
3. Set the paper size and type.

Setting the paper weight and texture

1. From the control panel, navigate to **Settings** > **Paper** > **Media Configuration** > **Media Type Setup**.
2. Select the paper type, and then adjust the **Weight** and **Texture** settings.

Note: Check the ream packaging to confirm the weight of the paper loaded.

Use the following table for reference. The table lists the recommended settings for paper weight, texture, and other print parameters.

Note: Paper type and paper weight support vary by printer model. For more information, see and .

	Printer settings				
Paper weight specs	Paper type	Paper weight	Paper texture	Fuser temperature	Toner transfer setting
60–74 gsm (16–20-lb bond)	Plain paper	Light	Smooth	Light paper low	Light weight, Copy/Office
60–74 gsm (16–20-lb bond)	Plain paper	Light	Normal	Light paper normal	Light weight, Copy/Office
60–74 gsm (16–20-lb bond)	Plain paper	Light	Rough	Light paper high	Light weight, Copy/Office
74–90 gsm (20–24-lb bond)	Plain paper	Normal	Smooth	Plain paper low	Normal weight, Copy/Office
74–90 gsm (20–24-lb bond)	Plain paper	Normal	Normal	Plain paper normal	Normal weight, Copy/Office
74–90 gsm (20–24-lb bond)	Plain paper	Normal	Rough	Plain paper high	Normal weight, Copy/Office
90–120 gsm (24–32-lb bond)	Plain paper	Heavy	Smooth	Heavy paper low	Heavyweight, Premium

	Printer settings				
Paper weight specs	Paper type	Paper weight	Paper texture	Fuser temperature	Toner transfer setting
90–120 gsm (24–32-lb bond)	Plain paper	Heavy	Normal	Heavy paper normal	Heavyweight , Premium
90–120 gsm (24–32-lb bond)	Plain Paper	Heavy	Rough	Heavy paper high	Heavyweight , Premium
60–74 gsm Cotton (16–20-lb bond)	Rough cotton	Light	Rough	Heavy paper normal	Up to 25% cotton
74–90 gsm Cotton (20–24-lb bond)	Rough cotton	Normal	Rough	Heavy paper normal	Up to 25% cotton
90–120 gsm Cotton (24–32-lb bond)	Rough cotton	Heavy	Rough	Heavy paper normal	100% cotton
105–165 gsm Coated (39–60-lb cover)	Glossy	Light	Smooth	Light paper normal	High gloss/ Glossy
105–165 gsm Coated (39–60-lb cover)	Glossy	Light	Normal	Light paper normal	High gloss/ Glossy
105–165 gsm Coated (39–60-lb cover)	Glossy	Light	Rough	Light paper normal	High gloss/ Glossy
165–220 gsm Coated (60–80-lb cover)	Glossy	Normal	Smooth	Light paper high	High gloss/ Glossy
165–220 gsm Coated (60–80-lb cover)	Glossy	Normal	Normal	Light paper high	High gloss/ Glossy
165–220 gsm Coated (60–80-lb cover)	Glossy	Normal	Rough	Light paper high	High gloss/ Glossy
220–300 gsm Coated (80–110-lb cover)	Glossy	Heavy	Smooth	Heavy paper high	High gloss/ Glossy

	Printer settings				
Paper weight specs	Paper type	Paper weight	Paper texture	Fuser temperature	Toner transfer setting
220–300 gsm Coated (80–110-lb cover)	Glossy	Heavy	Normal	Heavy paper high	High gloss/ Glossy
220–300 gsm Coated (80–110-lb cover)	Glossy	Heavy	Rough	Heavy paper high	High gloss/ Glossy
120–160 gsm (66–90-lb index)	Card stock	Light	Smooth	Heavy paper low	Card Stock
120–160 gsm (66–90-lb index)	Card stock	Light	Normal	Heavy paper low	Card stock
120–160 gsm (66–90-lb index)	Card stock	Light	Rough	Heavy paper low	Card stock
160–220 gsm (90–120-lb index)	Card stock	Normal	Smooth	Heavy paper normal	Card stock
160–220 gsm (90–120-lb index)	Card stock	Normal	Normal	Heavy paper normal	Card stock
160–220 gsm (90–120-lb index)	Card stock	Normal	Rough	Heavy paper normal	Card stock
220–300 gsm (120–166-lb index)	Card stock	Heavy	Smooth	Heavy paper high	Card stock
220–300 gsm (120–166-lb index)	Card stock	Heavy	Normal	Heavy paper high	Card stock
220–300 gsm (120–166-lb index)	Card stock	Heavy	Rough	Heavy paper high	Card stock
80–130 gsm	Label	Light	Smooth	Heavy paper low	Paper label

	Printer settings				
Paper weight specs	Paper type	Paper weight	Paper texture	Fuser temperature	Toner transfer setting
80–130 gsm	Label	Light	Normal	Heavy paper low	Paper label
80–130 gsm	Label	Light	Rough	Heavy paper low	Paper label
130–180 gsm	Label	Normal	Smooth	Heavy paper normal	Paper label
130–180 gsm	Label	Normal	Normal	Heavy paper normal	Paper label
130–180 gsm	Label	Normal	Rough	Heavy paper normal	Paper label
180–230 gsm	Label	Heavy	Smooth	Heavy paper high	Paper label
180–230 gsm	Label	Heavy	Normal	Heavy paper high	Paper label
180–230 gsm	Label	Heavy	Rough	Heavy paper high	Paper label
160–180 gsm	Vinyl Label	Light	Smooth	Heavy paper low	Vinyl label
160–180 gsm	Vinyl Label	Light	Normal	Heavy paper low	Vinyl label
160–180 gsm	Vinyl Label	Light	Rough	Heavy paper low	Vinyl label
180–220 gsm	Vinyl Label	Normal	Smooth	Heavy paper normal	Vinyl label
180–220 gsm	Vinyl Label	Normal	Normal	Heavy paper normal	Vinyl label
180–220 gsm	Vinyl Label	Normal	Rough	Heavy paper normal	Vinyl label
220–300 gsm	Vinyl Label	Heavy	Smooth	Heavy paper high	Vinyl label
220–300 gsm	Vinyl Label	Heavy	Normal	Heavy paper high	Vinyl label
220–300 gsm	Vinyl Label	Heavy	Rough	Heavy paper high	Vinyl label
52–75 gsm (14-lb bond)	Envelope	Light	Smooth	Plain paper low	Envelope

	Printer settings				
Paper weight specs	Paper type	Paper weight	Paper texture	Fuser temperature	Toner transfer setting
52–75 gsm (14-lb bond)	Envelope	Light	Normal	Plain paper low	Envelope
52–75 gsm (14-lb bond)	Envelope	Light	Rough	Plain paper low	Envelope
75–90 gsm (20-lb bond)	Envelope	Normal	Smooth	Heavy paper low	Envelope
75–90 gsm (20-lb bond)	Envelope	Normal	Normal	Heavy paper low	Envelope
75–90 gsm (20-lb bond)	Envelope	Normal	Rough	Heavy paper low	Envelope
> 90 gsm (24-lb bond)	Envelope	Heavy	Smooth	Heavy paper normal	Envelope
> 90 gsm (24-lb bond)	Envelope	Heavy	Normal	Heavy paper normal	Envelope
> 90 gsm (24-lb bond)	Envelope	Heavy	Rough	Heavy paper normal	Envelope

Notes

- Light Paper uses the same transfer and fuser settings as Plain Paper–Light, based on the selected texture.
- Letterhead, Preprinted, Colored Paper, Bond, and Recycled use the same transfer and fuser settings as Plain Paper–Normal, based on the selected texture.
- Heavy Paper has the same transfer and fuser settings as Plain Paper–Heavy, based on the selected texture.
- Toner transfer is the process of placing the toner on the paper.
- Fusing is the process of melting and fixing the toner to the paper.

Configuring Universal paper settings

The **Universal Setup** menu lets you set the width and height of a paper size that is not preset in the printer.

1. From the control panel, navigate to **Settings** › **Paper** › **Media Configuration** › **Universal Setup**.
2. Select **All Input Trays**, and then configure the settings for the paper size that you want to customize.

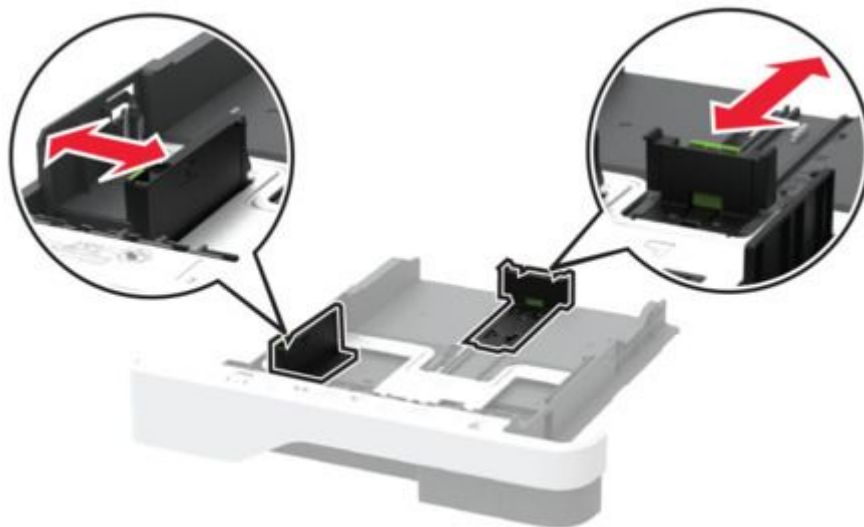
Loading trays

1. Remove the tray.

Note: To avoid paper jams, do not remove the tray while the printer is busy.



2. Adjust the guides to match the size of the paper that you are loading.



3. Flex, fan, and align the paper edges before loading.



4. Load the paper stack with the printable side facedown, and then make sure that the guides fit snugly against the paper.

Notes

- Load letterhead facedown with the header toward the front of the tray for one-sided printing.
- Load letterhead faceup with the header toward the back of the tray for two-sided printing.
- Do not slide paper into the tray.
- To avoid paper jams, make sure that the stack height is below the maximum paper fill indicator.



5. Insert the tray.

If necessary, set the paper size and paper type from the control panel to match the paper loaded.

Loading the multipurpose feeder

1. Open the multipurpose feeder.



2. Flex, fan, and align the paper edges before loading.



3. Load paper with the printable side faceup.

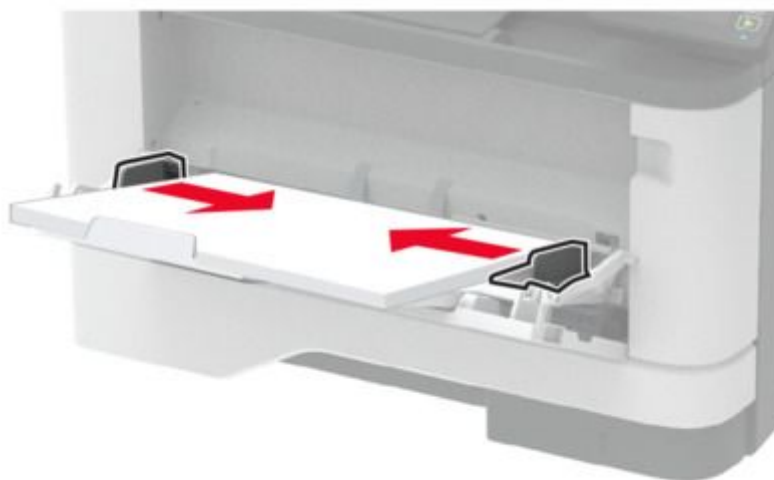
Notes

- Load letterhead faceup with the header toward the rear of the printer for one-sided printing.
- Load letterhead facedown with the header toward the front of the printer for two-sided printing.
- Load envelopes with the flap facedown on the left side.

Warning—Potential Damage

Do not use envelopes with stamps, clasps, snaps, windows, coated linings, or self-stick adhesives.

4. Adjust the guide to match the size of the paper that you are loading.



5. From the control panel, set the paper size and paper type to match the paper loaded.

Linking trays

1. From the control panel, navigate to **Settings** > **Paper** > **Tray Configuration** > **Paper Size/Type**.
2. Select the trays that you want to link, and then set the paper size and paper type.

Notes

- Make sure the trays are loaded with the same paper size and paper type.
- Make sure the paper in each tray is loaded in the same direction.

3. Return to the control panel, and then navigate to **Settings** > **Device** > **Maintenance** > **Configuration Menu** > **Tray Configuration**.
4. Set **Tray Linking** to **Automatic**.

To unlink the trays, make sure that no trays have the same paper size and paper type settings.

Warning—Potential Damage

The temperature of the fuser varies according to the specified paper type. To avoid printing issues, match the paper type setting in the printer with the paper loaded in the tray.

Installing and updating software, drivers, and firmware

Installing the printer software

Installing printer software lets your printer communicate with your computer. It enables full functionality, ensures compatibility with your operating system, and simplifies network or wireless setup. Installing the printer software also installs the print, scan, and fax drivers.

Note:

- Depending on your operating system, you may use the Microsoft IPP Class Driver or AirPrint to connect the printer to your computer. For more information, go to the Microsoft or Apple support site.
- To use the full finishing functionality, install the legacy print driver.

Before you begin, make sure that:

- For network printers, the printer and computer are connected to the same network. Write down the printer IP address that appears at the top of the printer display.
- For local printers, the printer is connected to the computer with a USB cable.

1. Go to <https://support.lexmark.com>, and then click **Drivers & downloads**.
2. In the **Search by Device Model** field, type the printer model, and then click **Find Drivers & Downloads**.
3. In the **Recommended Driver** section, click **Download Driver Package**.

Note: If your computer runs on the Linux operating system, then select a driver from the **Additional downloads compatible with [printer model]** section.

4. Click **Start Download**.
5. Run the installer, and then follow the on-screen instructions.

Adding printers to a computer

Before you begin, do one of the following:

- Connect the printer and the computer to the same network, either Wi-Fi or Ethernet. For more information on connecting the printer to a Wi-Fi network, see [Connecting the printer to a Wi-Fi network on page 83](#).
- Enable the **Wi-Fi Direct** setting. From the control panel, navigate to **Settings > Network/Ports > Wi-Fi Direct > Enable Wi-Fi Direct**.
- Connect the printer to the computer using a USB cable. For more information on the location of the printer USB port, see [Attaching cables on page 24](#).

For Windows users

1. Install the print driver on the computer. For more information, see [Installing the printer software on page 70](#).
2. Open **Printers & scanners**.
3. Click **Add device**, and then select the printer that you want to add.

If the printer that you want to add does not appear on the list, then do either of the following:

- For Wi-Fi Direct enabled printers, click **Show Wi-Fi Direct printers**, select a printer, click **Add device**, and then follow the on-screen instructions.
- For Ethernet-connected printers, click **Add a new device manually**, and then from the **Add Printer** window, do the following:
 - a. Select **Add a printer using an IP address or hostname**, and then click **Next**.
 - b. In the **Device type** field, select **TCP/IP Device**.
 - c. In the **Hostname or IP address** field, type the printer IP address, and then click **Next**.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

- d. Select a print driver, and then click **Next**.
- e. Select **Use the driver that is currently installed (recommended)**, and then click **Next**.
- f. Type a printer name, and then click **Next**.
- g. Click **Finish**.

For Macintosh users

1. Open **Printers & Scanners**.
2. Click **Add Printer, Scanner, or Fax**, and then select a printer.

Notes

- If you want custom printing features, then install the Lexmark print driver. For more information, see [Installing the printer software on page 70](#).
- If the Lexmark print driver is already installed, then do the following:
 - a. In the **Use** menu, choose **Select Software**, and then choose the Lexmark print driver.
 - b. Click **OK**.

3. Click **Add**.

Note: Depending on your printer model, a dialog may appear asking you to add a Fax printer.

Exporting a configuration file

Exporting a configuration file lets you save the current settings of your printer to a file, which you can use as a backup or apply to another printer.

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. In the Embedded Web Server, click **Export Configuration**.
3. Select a configuration to export.

Note: Depending on the configuration that you selected, the files are exported in either ZIP or CSV format.

Importing a configuration file

Importing a configuration file lets you apply previously saved settings to your printer. This is useful when restoring a backup or setting up another printer with the same configuration.

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. In the Embedded Web Server, click **Import Configuration**.
3. Browse to the location where the file is saved.

Note: Depending on the configuration that you selected, the files are saved in either ZIP or CSV format.

4. Click **Import**.

Adding available options in the print driver

For Windows users

1. Open **Printers & scanners**.
2. Select the printer that you want to update, and then do either of the following:
 - For Windows 7 or later, select **Printer properties**.
 - For earlier versions, select **Properties**.
3. Navigate to the **Configuration** tab, and then select **Update Now - Ask Printer**.
4. Click **Apply**, and then click **OK**.

For Macintosh users

1. Open **Printers & Scanners**.
2. Click **Add Printer, Scanner, or Fax**, and then select a printer.
3. Choose a print driver.
4. Apply the changes.

Printer firmware instructions

Checking the printer firmware version

Using the Embedded Web Server

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Reports › Device › Device Information**.
3. Look for **Base**.

Note: The firmware version appears as sets of letters and numbers separated by periods. For example, ABCDE.123.123.

Using the control panel

1. From the control panel, navigate to **Settings › Device › About this Printer**.
2. Look for **Firmware Version**.

Note: The firmware version appears as sets of letters and numbers separated by periods. For example, ABCDE.123.123.

Downloading the printer firmware

Note: Download the firmware only if you plan to update it using the Embedded Web Server with a firmware flash file or a flash drive.

1. Go to www.lexmark.com/downloads, and then click **Drivers & downloads**.
2. In the **Search by Device Model** field, type the printer model, and then click **Find Drivers & Downloads**.

3. In the **Recommended Firmware** section, **Download Firmware Package**.
4. Accept the End-User License Agreement, and then click **Start Download**.

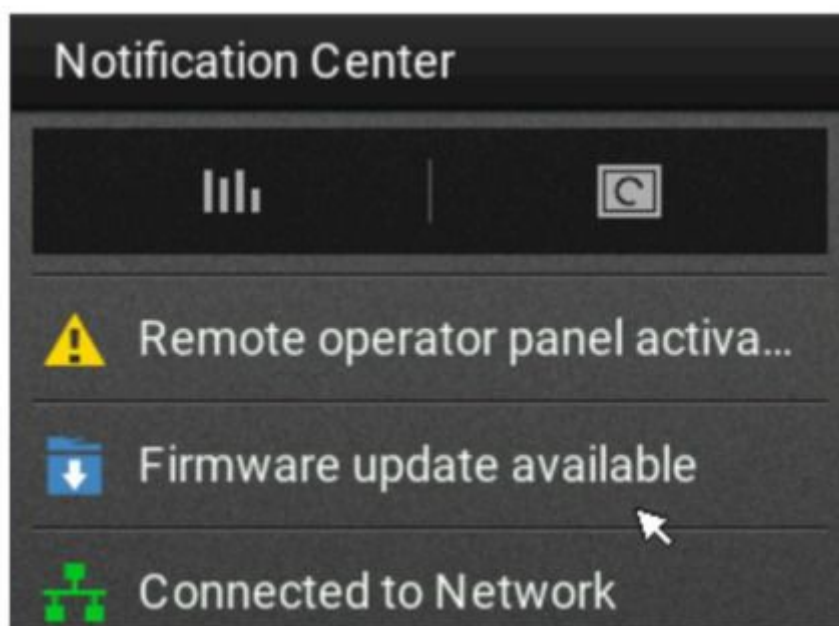
Updating firmware

Updating the firmware using the control panel

Keeping your printer firmware updated helps it run efficiently and securely. Firmware updates can improve performance, add new features, fix firmware or hardware issues, and enhance the security of your printer and network.

Using Notification Center

1. From the home screen, select the notification icon to go to the Notification Center screen.
2. Select **Firmware update available**.



3. Select **Install now**.



The printer restarts automatically after the update.

Using the Settings menu

1. From the control panel, navigate to **Settings** › **Device**.
2. Depending on your printer model, do either of the following:
 - Select **Firmware Update** › **Check for updates**.
 - Select **Update firmware** › **Check for updates now**.
3. If an update is available, then select **Install now**.

The printer restarts automatically after the update.

Updating the firmware using the Embedded Web Server

Keeping your printer firmware up-to-date helps it run efficiently and securely. Firmware updates can improve performance, add new features, fix firmware or hardware issues, and enhance the security of your printer and network.

Using the update button

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Device**.
3. Depending on your printer model, do either of the following:
 - Select **Firmware Update** › **Check for updates**.
 - Select **Update firmware** › **Check for updates now**.
4. If an update is available, then select **Install now**.

The printer restarts automatically after the update.

Using the firmware flash file (.fls)

Before you begin, make sure that:

- The printer and computer are connected to the same network.
- You have downloaded the firmware file (.fls). For more information, see [Downloading the printer firmware on page 73](#).

1. Open a web browser, and then type the printer IP address in the address field.

Notes

You can find the IP address at the top of the printer display.

2. Click **Device**.
3. Click **Firmware Update**.
4. In the **Update Firmware from File** section, click **Browse**.
5. Search, and then select the **.fls** file.
6. Click **Upload**.

The printer restarts automatically after the update.

Installing hardware options

Available internal options

- Intelligent storage drive (ISD)
 - Fonts
 - Simplified Chinese
 - Traditional Chinese

- Japanese
- Korean
- Arabic
- Mass storage
- Licensed features
 - IPDS
 - Bar Code
- Wireless print server
 - MarkNet™ N8372

Notes

- An ISD is required to activate Forms Merge and other features.
- Some IPDS features require an ISD.

Installing optional trays



CAUTION—SHOCK HAZARD

To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

1. Turn off the printer.
2. Unplug the power cord from the electrical outlet, and then from the printer.
3. Unpack the optional tray, and then remove all packing material.
4. Align the printer with the optional tray, and then lower the printer into place.



CAUTION—POTENTIAL INJURY

If the printer weight is greater than 20 kg (44 lb), then it may require two or more people to lift it safely.



5. Connect the power cord to the printer, and then to the electrical outlet.

**CAUTION—POTENTIAL INJURY**

To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

6. Turn on the printer.

Add the tray in the print driver to make it available for print jobs. For more information, see [Adding available options in the print driver on page 72](#).

Installing the intelligent storage drive

**CAUTION—SHOCK HAZARD**

To avoid the risk of electrical shock, if you are accessing the controller board or installing optional hardware or memory devices sometime after setting up the printer, then turn the printer off, and unplug the power cord from the electrical outlet before continuing. If you have any other devices attached to the printer, then turn them off as well, and unplug any cables going into the printer.

1. Turn off the printer, and then unplug the power cord from the electrical outlet.
2. Open the controller board access door.

Warning—Potential Damage

Controller board electronic components are easily damaged by static electricity. Touch a metal surface on the printer before touching any controller board components or connectors.



3. Unpack the intelligent storage drive (ISD).

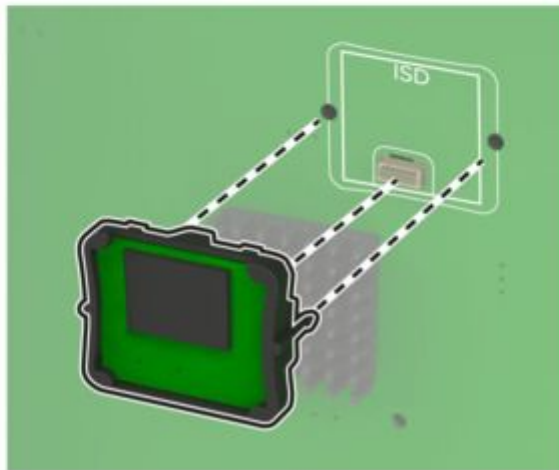
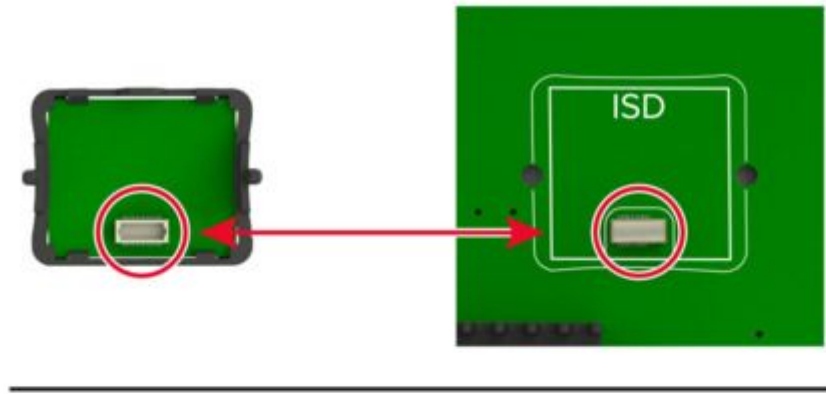
Warning—Potential Damage

Avoid touching the connection points along the edge of the card.

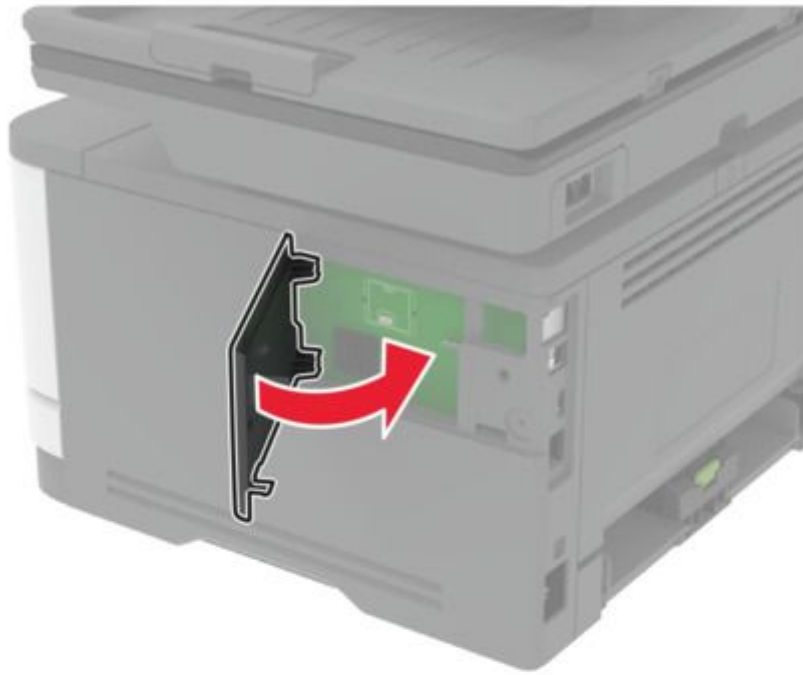
4. Locate the ISD connector.



5. Insert the card to the ISD connector.



6. Close the controller board access door until it clicks into place.



7. Connect the power cord to the electrical outlet, and then turn on the printer.

**CAUTION—POTENTIAL INJURY**

To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

Networking

Connecting the printer to a Wi-Fi network

Before you begin, make sure that:

- **Active Adapter** is set to **Auto**. From the control panel, navigate to **Settings › Network/Ports › Network Overview › Active Adapter**.
 - The Ethernet cable is not connected to the printer.
1. From the control panel, navigate to **Settings › Network/Ports › Wireless › Setup On Printer Panel › Choose Network**.
 2. Select a Wi-Fi network, and then type the network password.

Note: For printers with built-in Wi-Fi capability, a prompt for setting up the Wi-Fi network appears during initial setup.

Connecting the printer to a wireless network using Wi-Fi Protected Setup™ (WPS)

Before you begin, make sure that:

- The access point (wireless router) is WPS-certified or WPS-compatible. For more information, see the documentation that came with your access point.
- A wireless network adapter is installed in your printer. For more information, see the instructions that came with the adapter.
- **Active Adapter** is set to **Auto**. From the control panel, navigate to **Settings › Network/Ports › Network Overview › Active Adapter**.

Using the Push Button method

1. From the control panel, navigate to **Settings › Network/Ports › Wireless › Wi-Fi Protected Setup › Start Push Button Method**.
2. Follow the instructions on the display.

Using the personal identification number (PIN) method

1. From the control panel, navigate to **Settings › Network/Ports › Wireless › Wi-Fi Protected Setup › Start PIN Method**.
2. Copy the eight-digit WPS PIN.
3. Open a web browser, and then type the IP address of your access point in the address field.

Note: To know the IP address, see the documentation that came with your access point.

4. Access the WPS settings. For more information, see the documentation that came with your access point.
5. Enter the eight-digit PIN, and then save the changes.

Configuring Wi-Fi Direct

Wi-Fi Direct® lets devices connect directly without using an access point (wireless router).

1. From the control panel, navigate to **Settings › Network/Ports › Wi-Fi Direct**.
2. Configure the settings.
 - **Enable Wi-Fi Direct**—Allow the printer to broadcast its Wi-Fi Direct network.
 - **Wi-Fi Direct Name**—Set a name for the network.
 - **Wi-Fi Direct Password**—Set a password for a secure peer-to-peer connection.
 - **Show Password on Setup Page**—Show the password on the Network Setup Page.
 - **Preferred Channel Number**—Choose the preferred channel of the Wi-Fi Direct network.
 - **Group Owner IP Address**—Assign the IP address of the group owner.
 - **Auto-Accept Push Button Requests**—Let the printer accept connection requests automatically.

Note: Accepting push-button requests automatically is not secured.

Note: To find the Wi-Fi Direct password without showing it on the printer display, print the **Network Setup Page**. From the control panel, navigate to **Settings › Reports › Network › Network Setup Page**.

Connecting a mobile device to the printer using Wi-Fi Direct

Before connecting your mobile device, make sure that **Wi-Fi Direct** has been configured. For more information, see [Configuring Wi-Fi Direct on page 84](#).

Using the Wi-Fi Direct menu

Note: These instructions apply only to mobile devices running on the Android™ platform.

1. On your mobile device, open the **Wi-Fi** menu.
2. Enable **Wi-Fi**, and then tap .
3. Tap **Wi-Fi Direct**.
4. Select the printer Wi-Fi Direct name.
5. Confirm the connection on the printer control panel.

Using the Wi-Fi menu

1. On your mobile device, open the **Wi-Fi** menu.
2. Enable **Wi-Fi**, and then select the printer Wi-Fi Direct name.

Note: The string **DIRECT-xy** (where x and y are two random characters) is added before the Wi-Fi Direct name.

3. Enter the Wi-Fi Direct password.

Deactivating the Wi-Fi network

1. From the control panel, navigate to **Settings › Network/Ports › Network Overview › Active Adapter › Standard Network**.
2. Select **Yes** to restart the printer.

Checking the printer connectivity

1. Print the **Network Setup Page** report. From the control panel, navigate to **Settings › Reports › Network › Network Setup Page**.
2. In the **Network Overview** section, check if **Card Status** is connected.

If the status is not connected, then the wireless network or LAN is inactive or the network cable may be damaged. Contact your administrator for assistance.

Secure the printer

Erasing printer memory

To erase volatile memory or buffered data in your printer, turn off the printer.

To erase nonvolatile memory, device and network settings, security settings, and embedded solutions, do the following:

1. From the control panel, navigate to **Settings** › **Device** › **Maintenance** › **Out of Service Erase**.
2. Select **Sanitize all information on nonvolatile memory**, and then select **Erase**.
3. Select **Start initial setup wizard** or **Leave printer offline**, and then select **Next**.
4. Start the process.

Note: This process deletes the encryption key used to protect user data, making the data unrecoverable.

Erasing data from a storage drive

1. From the control panel, navigate to **Settings** › **Device** › **Maintenance** › **Out of Service Erase**.
2. Depending on the storage drive installed on your printer, do either of the following:
 - For hard disk, select **Sanitize all information on hard disk**, select **Erase**, and then select a method to erase data.

Note: The process to sanitize the hard disk can take from several minutes to more than an hour, making the printer unavailable for other tasks.

- For intelligent storage drive, select **Erase Intelligent Storage Drive**, and then select **Erase**.

Restoring factory default settings

Restoring the printer to its factory default settings resets all customized configurations and settings to their original state.

Using the control panel

1. From the control panel, navigate to **Settings** › **Device** › **Restore Factory Defaults**.
2. Select the settings that you want to restore.
 - **Restore printer settings**
 - **Restore network settings**
 - **Restore fax settings**

- **Restore app settings**

Notes

- This setting is supported only in certain printer models.
- When this setting is selected, all apps that are not preinstalled on the printer are removed.

3. Select **Restore**.
4. Select **Start**.

The printer restarts automatically after the reset is completed.

Using the Embedded Web Server

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Settings** › **Device** › **Restore Factory Defaults**.
3. Select the settings that you want to restore.

- **Restore printer settings**
- **Restore network settings**
- **Restore fax settings**
- **Restore app settings**

Notes

- This setting is supported only in certain printer models.
- When this setting is selected, all apps that are not preinstalled on the printer are removed.

4. Click **Start**.

The printer restarts automatically after the reset is completed.

Statement of Volatility

Type of memory	Description
Volatile memory	The printer uses standard random access memory (RAM) to buffer temporarily user data during simple print and copy jobs.

Type of memory	Description
Nonvolatile memory	The printer may use two forms of nonvolatile memory: EEPROM and NAND (flash memory). Both types store the operating system, printer settings, and network information. They also store scanner and bookmark settings and embedded solutions.
Hard disk	Some printers may have a hard disk drive installed. The printer hard disk is designed for printer-specific functionality. The hard disk lets the printer retain buffered user data from complex print jobs, form data, and font data.
Intelligent storage drive (ISD)	Some printers may have an ISD installed. ISD uses nonvolatile flash memory to store user data from complex print jobs, form data, and font data.

Erase the content of any installed printer memory in the following circumstances:

- The printer is decommissioned.
- The printer hard disk or ISD is replaced.
- The printer is moved to a different department or location.
- The printer is serviced by someone from outside your organization.
- The printer is removed from your premises for service.
- The printer is sold to another organization.

Note: To dispose a hard disk or ISD, follow the policies and procedures of your organization.

Print

| Printing from a computer

Using Windows apps

If you are printing from Word, PowerPoint, or Adobe Acrobat™, then do the following:

1. Click **File** or **Menu > Print** or press **Ctrl + P**.
2. In the Print dialog, select a printer, and then click **Printer Properties** or **Properties**.
3. In the Printing Preferences dialog, configure the print settings, and then click **OK**.
4. Click **Print**.

If you are printing from a web browser, then do the following:

1. Click the **Settings** menu (the three dots at the upper-right corner) or press **Ctrl + P**.
2. In the Print dialog, depending on your browser, do either of the following:
 - Select a printer, and then click **Print using system dialog**.
 - Select a printer, click **More settings**, and then click **Print using system dialog**.
3. In the system dialog, click **More settings**.
4. In the Printing Preferences dialog, configure the print settings, and then click **OK**.
5. Click **Print**.

Using Macintosh apps

If you are printing from Preview, Safari, Word, or PowerPoint, then do the following:

1. Click **File > Print** or press **command + P**.
2. In the Print dialog, select a printer, and then configure the print settings.
3. Click **Print**.

If you are printing from Adobe Acrobat, then do the following:

1. Click **File > Print** or press **command + P**.
2. In the Adobe Print dialog, at the lower-left corner, click **Printer**.
3. In the Print dialog, select a printer, and then configure the print settings.
4. Click **Print** to return to the Adobe Print dialog, and then click **Print** to send the print job.

If you are printing from a browser other than Safari, then do the following:

1. Click **File > Print** or press **command + P**.

2. In the Print dialog, depending on your browser, do either of the following:
 - Click **Print using system dialog**.
 - Click **More settings**, and then click **Print using system dialog**.
3. In the system dialog, select a printer, and then configure the print settings.
4. Click **Print**.

Printing from a mobile device

Printing from a mobile device using Lexmark Print

Lexmark™ Print is a mobile printing solution for mobile devices that run the iOS operating system version 13.0 or later or the Android™ platform version 6.0 or later. It lets you send documents and images to network-connected printers and print management servers.

Notes

- Make sure that you download the Lexmark Print app from the Apple App Store or Google Play™ store and enable it in the mobile device.
- Make sure that the printer and mobile device are connected to the same network.

1. From your mobile device, select a document from the file manager.
2. Send or share the document to Lexmark Print.

Note: Some third-party apps may not support the send or share feature. For more information, see the documentation that came with the app.

3. Select a printer and adjust the print settings if needed.
4. Print the document.

Printing from a mobile device using Mopria™ Print Service

Mopria Print Service is a mobile printing solution for mobile devices running on the Android™ platform version 5.0 or later. It lets you print directly to any Mopria™ certified printer.

Before printing, ensure the following:

- Mopria Print Service is installed from the Google Play™ store and enabled.
- The mobile device and the printer are connected to the same network.
- Wi-Fi Direct is enabled on both the mobile device and the printer.
- The printer is added in the Mopria Print Service.

1. On your mobile device, open a compatible application or select a document from the file manager.

2. Tap  > **Print**.
3. Select a printer and adjust the settings if needed.
4. Tap .

Printing from a mobile device using AirPrint

AirPrint lets you print directly from Apple devices to an AirPrint-certified printer.

Note: Make sure the Apple device and the printer are connected to the same network. If multiple wireless hubs exist, both devices must be on the same subnet.

1. On your mobile device, open a compatible application or select a document from the file manager.
2. Tap  > **Print**.
3. Select a printer and adjust the settings if needed.
4. Print the document.

Printing from a mobile device using Wi-Fi Direct®

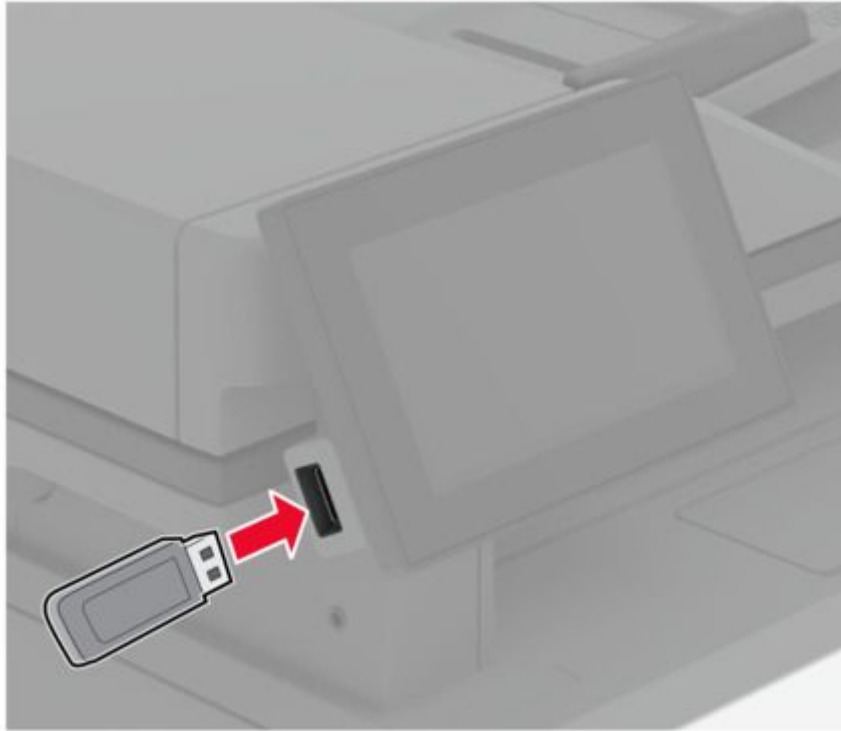
Use this feature to print documents to a Wi-fi direct-ready printer.

Note: Make sure that the mobile device is connected to the printer wireless network. For more information, see [Connecting a mobile device to the printer using Wi-Fi Direct on page 84](#).

1. From your mobile device, launch a compatible application or select a document from your file manager.
2. Depending on your mobile device, do one of the following:
 - Tap  > **Print**.
 - Tap  > **Print**.
 - Tap  > **Print**.
3. Select a printer and adjust the settings if needed.
4. Print the document.

Printing from a flash drive

1. Insert the flash drive.



Notes

- If you insert the flash drive when an error message appears, then the printer ignores the flash drive.
- If you insert the flash drive while the printer is processing other print jobs, then Busy appears on the display.

2. From the display, touch the document that you want to print.

If necessary, configure the print settings.

3. Print the document.

To print another document, touch **USB Drive**.

Warning—Potential Damage

To avoid loss of data or printer malfunction, do not touch the flash drive or the printer in the area shown while actively printing, reading, or writing from the memory device.



Supported flash drives and file types

Flash drives

- Flash drives that support USB 2.0 or lower.
- Flash drives that support a New Technology File System (NTFS) or the File Allocation Table (FAT32) file system.

File types

Documents	Images
• PDF (version or earlier) • Microsoft file formats (DOC, DOCX, XLS, XLSX, PPT, PPTX)	• JPEG or JPG • TIFF or TIF • GIF • BMP • PNG • PCX • DCX

Configuring confidential jobs

1. From the control panel, navigate to **Settings > Security > Confidential Print Setup**.
2. Configure the settings.

Setting	Description
Max Invalid PIN	Set the maximum number of invalid PIN attempts. Note: When the limit is reached, the print jobs for that username are deleted.
Confidential Job Expiration	Set an individual expiration time for each held job before it is automatically deleted from the printer memory, hard disk, or intelligent storage drive. Note: A held job is either Confidential , Repeat , Reserve , or Verify .
Repeat Job Expiration	Set the expiration time for repeat print jobs.
Verify Job Expiration	Set the expiration time for printing a copy of a job for you to check its quality before printing the remaining copies.
Reserve Job Expiration	Set the expiration time for jobs that you want to store in the printer for printing later.
Require All Jobs to be Held	Set the printer to hold all print jobs.
Keep duplicate documents	Set the printer to keep all documents with the same file name.

Printing confidential and other held jobs

Note: Held jobs may get deleted before they expire or without any intervention if memory resources become low. If your printer supports a storage drive, then install a hard disk or an intelligent storage drive to increase its storage for held jobs.

For Windows users

1. With a document open, click **File > Print**.
2. Select a printer, and then click **Properties**, **Preferences**, **Options**, or **Setup**.
3. Click **Print and Hold**.
4. Click **Use Print and Hold**, and then assign a username.
5. Select from any of the following print job types:

- **Confidential print**—The printer asks for a personal identification number before letting you print the job.
 - **Verify print**—The printer prints one copy and holds the remaining copies that you requested from the driver in printer memory.
 - **Reserve print**—The printer stores the job in memory so that you can print the job later.
 - **Repeat print**—The printer prints all requested copies of the job and stores the job in memory so you can print additional copies later.
6. Click **OK**.
 7. Click **Print**.
 8. From the printer control panel, release the print job.
 - a. Select **Print**.
 - b. Select **Held jobs**, and then select your username.

Note: For confidential print jobs, select **Confidential**, enter the PIN, and then select **OK**.

- c. Select the print job, and then select **Print**.

For Macintosh users

1. With a document open, choose **File > Print**.
2. Select a printer.
3. From the **Print Job Security** drop-down menu, enable **Print with PIN**, and then enter a four-digit PIN.
4. Click **Print**.
5. From the printer control panel, release the print job.
 - a. Select **Held jobs**, and then select the computer name.
 - b. Select **Confidential**, and then enter the PIN.
 - c. Select the print job, and then select **Print**.

Printing a font sample list

1. From the control panel, navigate to **Settings > Reports > Print > Print Fonts**.
2. Select the font type.

Placing separator sheets in print jobs

1. With a document open, click **File > Print**.
2. Select a printer, and then click **Properties, Preferences, Options, or Setup**.
3. Click **Paper/Finishing**.
4. In the **Separator sheets** menu, select a setting.

5. Click **OK**, and then click **Print**.

Canceling a print job

1. From the control panel, select **Job Queue**.
2. Select **Print**, and then select a job to cancel.

Note: If a document is already printing, select **Cancel job** in the lower-right corner of the display to stop printing.

Adjusting toner darkness

1. From the control panel, navigate to **Settings › Print › Quality**.
2. Adjust the setting for **Toner Darkness**.

Copy

Making copies

1. Load an original document into the ADF tray or on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).

Note: To avoid a resized image, make sure the original document and output have the same paper size.

2. From the control panel, select **Copy**, and then specify the number of copies.

If necessary, adjust the copy settings.

3. To send the copy job, depending on your printer model, do either of the following:

- Select **Copy**.

- Select .

Copying photos

1. Place a photo on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).
2. From the control panel, navigate to **Copy** › **Settings** › **Content** › **Content Type** › **Photo**.
3. Copy the photo.

Copying on letterhead

1. Load an original document into the ADF tray or on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).
2. From the control panel, navigate to **Copy** › **Copy From**.
3. Select the size of the original document.
4. Select **Copy To**, and then select the paper source that contains the letterhead.
If you loaded the letterhead into the multipurpose feeder, select **Multipurpose Feeder**, select a paper size, and then select **Letterhead**.
5. Copy the document.

Copying on both sides of the paper

1. Load an original document into the ADF tray or on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).

2. From the control panel, navigate to **Copy › Settings › Sides**.
3. Depending on the original document, select either **1 sided to 2 sided** or **2 sided to 2 sided**.
4. To send the copy job, depending on your printer model, do either of the following:
 - Select **Copy**.
 - Select .

Reducing or enlarging copies

1. Load an original document into the ADF tray or on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).
2. From the control panel, depending on your printer model, do any of the following:
 - Navigate to **Copy › Scale**.
 - Navigate to **Copy › Settings › Scale**.
 - Navigate to **Copy › More Settings › Scale**.
3. Select **-** or **+** to decrease or increase the value by 1%.

Notes

- In certain printer models, select **Custom** to adjust the size manually.
- You can also select a size from the preset values, between 25% and 400%.
- Changing the size of the original document or output after setting **Scale** restores the scale value to **Auto**.

4. To send the copy job, depending on your printer model, do either of the following:
 - Select **Copy**.
 - Select , and then select **Finish the job**.

Copying multiple pages onto a single sheet

1. Load an original document into the ADF tray or on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).
2. From the control panel, navigate to **Copy › Settings › Pages per Side**.
3. Enable the setting, and then select the number per side and page orientation.
4. To send the copy job, depending on your printer model, do either of the following:
 - Select **Copy**.
 - Select .

Collating copies

1. Load an original document into the ADF tray or on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).

2. From the control panel, navigate to **Copy** > **Settings** > **Collate** > **On [1,2,1,2,1,2]**.
3. To send the copy job, depending on your printer model, do either of the following:
 - Select **Copy**.
 - Select .

Copying cards

1. Load a card on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).
2. From the control panel, navigate to **Copy** > **Copy From** > **ID Card**.
3. To send the copy job, depending on your printer model, do either of the following:
 - Select **Copy**.
 - Select .

Creating a copy shortcut

Using the control panel

1. From the control panel, select **Copy**.
2. Configure the settings, and then select .
3. Type a shortcut name, and then click **OK**.

Using the Embedded Web Server

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Shortcuts** > **Add Shortcut**.
3. In the **Shortcut Type** menu, select **Copy**.
4. Configure the settings.
5. Click **Save**.

Email

Scanning to email

Before you begin, make sure the SMTP settings are configured. For more information, see [Configuring the email SMTP settings on page 51](#).

1. Load an original document into the ADF tray or on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).
2. From the control panel, select **Email**.
3. Enter the needed information and configure the settings if necessary.
4. To send the scan job, depending on your printer model, do either of the following:
 - Select **Scan**.
 - Select ☐.

Creating an email shortcut

Using the control panel

1. From the control panel, select **Email**.
2. Type the email address, and then select **Next**.
3. Select .
4. Create a shortcut.

Using the Embedded Web Server

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Shortcuts > Add Shortcut**.
3. From the **Shortcut Type** menu, select **Email**.
4. Configure the settings.
5. Click **Save**.

Fax

Sending a fax

Note: Make sure that fax is configured. For more information, see the **Setting up the printer to fax** section.

Using the control panel

1. Load an original document into the ADF tray or on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).

2. From the control panel, select **Fax** › **To**.

3. Enter the needed information.

If necessary, adjust the settings.

4. To send the fax job, depending on your printer model, do either of the following:
 - Select **Send**.
 - Select ☐.

Using the computer

For Windows users

1. With a document open, click **File** › **Print**.
2. Select a printer, and then click **Properties**, **Preferences**, **Options**, or **Setup**.
3. Click **Fax** › **Enable fax** › **Always display settings prior to faxing**, enter the recipient number, and then click **OK**.
4. Click **Print**, and then click **OK**.

For Macintosh users

1. With a document open, choose **File** › **Print**.
2. Select the printer that has - **Fax** added after its name.
3. In the **To** field, enter the recipient number.

If necessary, configure the settings.

4. Send the fax.

Scheduling a fax

Note: Make sure that fax is configured. For more information, see the **Setting up the printer to fax** section.

1. Load an original document into the ADF tray or on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).
2. From the control panel, select **Fax** › **To**, enter the fax number, then select **Done**.
3. Select **Send Time**, configure the date and time, and then select **OK**.
If necessary, configure other fax settings.
4. Send the fax.

Creating a fax destination shortcut

1. From the control panel, select **Fax** › **To**.
2. Enter the recipient number, and then select **Done**.
3. Select .
4. Create a shortcut.

Changing the fax resolution

Note: Make sure that fax is configured. For more information, see the **Setting up the printer to fax** section.

1. Load an original document into the ADF tray or on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).
2. From the control panel, select **Fax**, and then enter the needed information.
3. Select **Resolution**, and then select a setting.
4. To send the fax job, depending on your printer model, do either of the following:
 - Select **Send**.
 - Select ☐.

Adjusting the fax darkness

Note: Make sure that fax is configured. For more information, see the **Setting up the printer to fax** section.

1. Load an original document into the ADF tray or on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).
2. From the control panel, select **Fax**, and then enter the needed information.
3. Select **Settings** › **Darkness**
4. To send the fax job, depending on your printer model, do either of the following:
 - Select **Send**.
 - Select ☐.

Printing a fax log

1. From the control panel, navigate to **Settings › Reports › Fax**.
2. Select a fax log.

Blocking junk faxes

1. From the control panel, navigate to **Settings › Fax › Fax Setup › Fax Receive Settings › Admin Controls**.
2. Enable the **Block No Name Fax** menu.

Holding faxes

Note: Make sure that fax is configured. For more information, see the **Setting up the printer to fax** section.

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Settings › Fax › Fax Setup › Fax Receive Settings › Holding Faxes**.
3. Select a setting.
4. Apply the changes.

Forwarding a fax

1. From the control panel, navigate to **Settings › Fax › Fax Setup › Fax Receive Settings › Admin Controls**.
2. Select **Fax Forwarding**, and then select **Print and Forward** or **Forward**.
3. In the **Forward to** menu, select a destination and then configure the settings.

Scan

Scanning to a computer

For Windows users

Using Lexmark Scanback Utility

1. Go to <https://support.lexmark.com>, and then click **Drivers & downloads**.
2. In the **Search by Device Model** field, type the printer model, and then click **Find Drivers & Downloads**.
3. Click **Additional downloads compatible with [printer model]**, and then download and install Lexmark Scanback Utility.
4. Load an original document into the ADF tray or on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).
5. From the computer, run **Lexmark Scanback Utility**, and then click **Create profile**.

Note: If you prefer to use an existing scanning profile, then click **Existing profile**.

6. Click **Setup**, and then from the menu that appears, click **Add** to add the IP address.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

7. From the **Select document format to be scanned** section, select the original document size.
8. From the **Select file format for scan output** section, select an output file resolution and format, and then click **Next**.
9. Type a scan profile name.
10. Click **Browse**, select the destination folder where you want to save the scanned document, and then type a file name.

Note: To reuse the scan profile, from the **Name your shortcut** field, type a shortcut name, and then click **Save Profile**.

11. Click **Finish**.
12. From the control panel, navigate to **Scan Profiles**, and then select the scan profile that you created in step 6.

Note: Make sure that the **Scan Profiles** app is enabled. From the control panel, navigate to **Settings > Device > Home Screen Customization**. From the **Page 1** column, add **Scan Profiles**, and then click **Save**.

13. From the computer, click **Scan Complete**.

Using Windows Fax and Scan

1. Load an original document into the ADF tray or on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).
2. From the computer, open **Windows Fax and Scan**.
3. Click **New Scan**, and then select a scanner source.

If necessary, change the scan settings.
4. Scan the document.
5. Click **Save as**, type a file name, and then click **Save**.

For Macintosh users

1. Load an original document into the ADF tray or on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).
2. From the computer, do either of the following:
 - Open **Image Capture**.
 - Open **Printers & Scanners**, select a printer, and then click **Scan > Open Scanner**.
3. From the Scanner dialog, do one or more of the following:
 - Select the location that you want to save the scanned document to.
 - Select the size of the original document.
 - To scan from the ADF, from the **Scan Menu**, select **Document Feeder** or enable **Use Document Feeder**.

If necessary, configure the scan settings.

4. Click **Scan**.

Scanning to an FTP server

Before you begin, make sure the printer is connected to the internet.

1. Load an original document into the ADF tray or on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).
2. From the control panel, select **FTP**, and then enter the needed information.
If necessary, configure other FTP settings.
3. Send the FTP job.

Creating an FTP shortcut

1. From the control panel, select **FTP**.
2. Enter the FTP server address, and then select  .
3. Create a shortcut.

Scanning to a network folder

1. Load an original document into the ADF tray or on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).
2. From the home screen, touch **Scan Center**.

Note: The icon and name may have been changed. For more information, contact your administrator.

3. Do either of the following:
 - Select a destination.

Note: For SFTP, set the port number to 22.

- Use a shortcut by touching  , and then selecting the shortcut from the list.
4. Scan the document.

Configuring a network folder destination

1. From the control panel, navigate to **Scan Center > Network Folder > Create Network Folder**.
2. Configure the necessary settings.
3. Log in to the network, and then select **Next**.
4. Configure the network folder settings, and then select **Done**.

Note: To scan a document to a network folder, see [Scanning to a network folder on page 106](#).

Creating a network folder shortcut

1. Open a web browser, and then type the printer IP address in the address field.

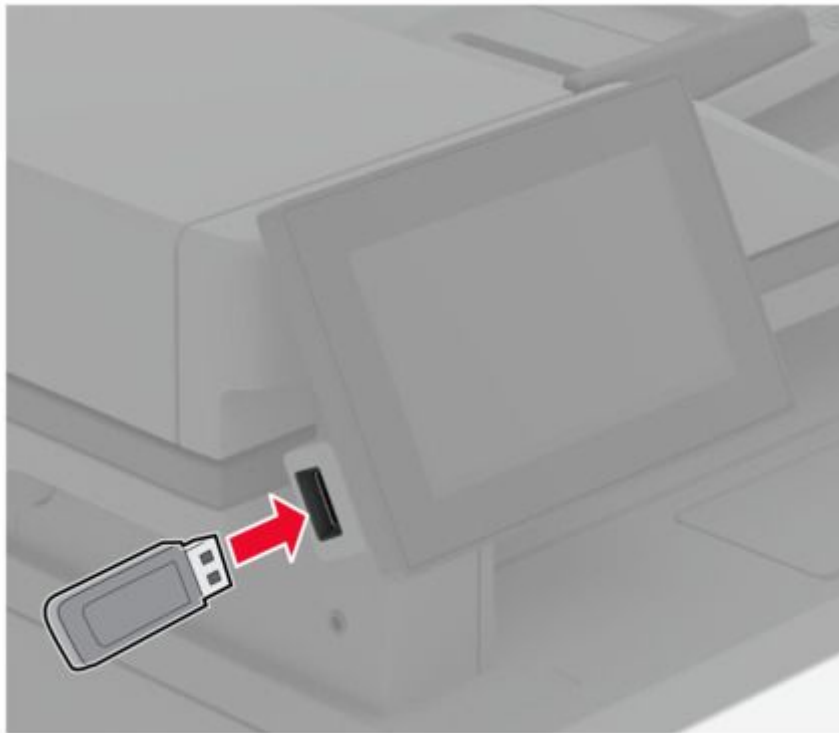
Notes

- View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
- If you are using a proxy server, then temporarily disable it to load the web page correctly.

2. Click **Shortcuts > Add Shortcut**.
3. From the Shortcut Type menu, select **Network Folder**, and then configure the settings.
4. Apply the changes.

Scanning to a flash drive

1. Load an original document into the ADF tray or on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).
2. Insert the flash drive into the front USB port.



3. Select **Scan to USB** and adjust the settings if necessary.

Notes

- To save the scanned document to a folder, select **Scan to**, select a folder, and then select **Scan Here**.
- If the USB Drive screen does not appear, then select **USB Drive** on the control panel.

4. To send the scan job, depending on your printer model, do either of the following:
 - Select **Send**.
 - Select ☐.

Warning—Potential Damage

To avoid loss of data or printer malfunction, do not touch the flash drive or the printer in the area shown while actively printing, reading, or writing from the memory device.



Use printer menus

Menu map

Device	• Preferences • Eco-Mode • Remote Control Panel • Notifications • Power Management	• Accessibility • Restore Factory Defaults • Maintenance • Firmware Update • About this Printer
Print	• Layout • Setup • Quality • Job Accounting	• PDF • PostScript • PCL • Image
Paper	• Tray Configuration	• Media Configuration
Copy	Copy Defaults	
Fax	Fax Defaults	
Email	• Email Setup • Email Defaults	• Web Link Setup
FTP	FTP Defaults	
USB Drive	• Flash Drive Scan	• Flash Drive Print

Network/Ports	• Network Overview • Wireless • Wi-Fi Direct • Ethernet • TCP/IP • SNMP	• IPSec • 802.1x • LDP Configuration • HTTP/FTP Settings • ThinPrint • USB • Restrict external network access
Security	• Login Methods • Schedule USB Devices • Security Audit Log • Login Restrictions • Confidential Print	• Encryption • Erase Temporary Data Files • Solutions LDAP Settings • Miscellaneous
Cloud Services	Cloud Services Enrollment	
Reports	• Menu Settings Page • Device • Print	• Shortcuts • Fax • Network
Troubleshooting on page 195	Print Quality Test Pages	Cleaning the Scanner

Device

Preferences

Menu item	Description
Display Language [List of languages]	Set the language of the text that appears on the display.
Country/Region [List of countries or regions]	Identify the country or region where the printer is configured to operate.
Run initial setup Off* On	Run the setup wizard.

Menu item	Description
Keyboard Keyboard Type [List of languages]	Select a language as a keyboard type. Note: All the Keyboard Type values may not appear or may require special hardware to appear.
Displayed information Display Text 1 (IP Address*) Display Text 2 (Date/Time*) Custom Text 1 Custom Text 2	Specify the information to appear on the home screen.
Date and Time Configure Current Date and Time Manually Set Date and Time Date Format (MM-DD-YYYY*) Time Format (12 hour A.M./P.M.*) Time Zone (UTC-5:00*) Network Time Protocol Enable NTP (On*) NTP Server Enable Authentication (None*)	Configure the printer date and time and network time protocol.
Paper Sizes U.S.* Metric	Specify the unit of measurement for paper sizes. Note: The country or region selected in the initial setup wizard determines the initial paper size setting.
Screen Brightness 20–100% (100*)	Adjust the brightness of the display.
Flash Drive Access Disabled Enabled*	Enable access to the flash drive.
Allow Custom Job scans Off On*	Specify whether the Custom Job Scanning setting appears for copy, scan, and fax. Note: This menu item appears only when an intelligent storage drive is installed.
One Page Flatbed Scanning Off* On	Set the printer to scan any type of job involving the scanner glass as a single page. Note: The printer returns to the home screen after performing a single flatbed scan instead of displaying prompts.

Menu item	Description
Device Sounds Mute All Sounds (Off*) Button Feedback (On*) Access Device Feedback (On*) Volume (5*) ADF Loaded Beep (On*) Alarm Control (Single*) Cartridge Alarm (Off*) Speaker Mode (Always On*) Ringer Volume (Off*)	Configure the sound settings of the printer.
Screen Timeout 5–300 seconds (60*)	Set the idle time in seconds before the display shows the home screen, or before the printer logs out a user account automatically.

Note: An asterisk (*) next to a value indicates the factory default setting.

Eco-Mode

Menu item	Description
Print Sides 1-Sided* 2-Sided	Specify whether to print on one side or two sides of the paper.
Print Pages per Side Off* 2 pages per side 3 pages per side 4 pages per side 6 pages per side 9 pages per side 12 pages per side 16 pages per side	Print multiple page images on one side of a sheet of paper.
Print Toner Darkness 1-10 (8*)	Determine the lightness or darkness of text or images.
Copy Sides 1 sided to 1 sided* 1 sided to 2 sided 2 sided to 1 sided 2 sided to 2 sided	Specify whether to print on one side or both sides of the paper.

Menu item	Description
Copy Pages per Side Off* 2 Portrait pages 4 Portrait pages 2 Landscape pages 4 Landscape pages	Specify the number of page images to print on one side of a sheet of paper.
Copy Darkness 1-9 (5*)	Adjust the darkness of the scanned image.

Note: An asterisk (*) next to a value indicates the factory default setting.

Remote Control Panel

Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Settings	Description
External VNC Connection	Don't Allow* Allow	Allow external Virtual Network Computing (VNC) client connections to the remote control panel.
Authentication Type	None* Standard Authentication	Set the authentication type for VNC client access.
VNC Password	The setting is user-defined.	Specify the password for VNC client access. Note: This menu item appears only if Authentication Type is set to Standard Authentication .

Notifications

Menu item	Description
ADF Loaded Beep Off On*	Enable a sound when loading paper into the ADF.
Alarm Control Off Single* Continuous	Set the number of times that the alarm sounds when the printer requires user intervention.

Menu item	Description
Supplies Show Supply Estimates Show estimates* Do not show estimates	Show the estimated status of the supplies.
Supplies Cartridge Alarm Off * Single Continuous	Set the number of times that the alarm sounds when the cartridge is low.
Supplies Custom Supply Notifications	Configure notification settings when the printer requires user intervention. Note: This menu item appears only in the Embedded Web Server.
Email Alerts Setup Email Setup Primary SMTP Gateway	Type the IP address or host name of the primary SMTP server for sending email.
Email Alerts Setup Email Setup Primary SMTP Gateway Port (25*)	Enter the port number of the primary SMTP server.
Email Alerts Setup Email Setup Secondary SMTP Gateway	Type the server IP address or host name of your secondary or backup SMTP server.
Email Alerts Setup Email Setup Secondary SMTP Gateway Port (25*)	Enter the server port number of your secondary or backup SMTP server.
Email Alerts Setup Email Setup SMTP Timeout (30*)	Specify how long before the printer times out if the SMTP server does not respond.
Email Alerts Setup Email Setup Reply Address	Specify a reply address in the email.
Email Alerts Setup Email Setup Always use SMTP default Reply Address (Off*)	Use the SMTP default Reply Address.

Use printer menus

Menu item	Description
Email Alerts Setup Email Setup Use SSL/TLS (Disabled*)	Send an email using an encrypted link.
Email Alerts Setup Email Setup Require Trusted Certificate (On*)	Require a trusted certificate when accessing the SMTP server.
Email Alerts Setup Email Setup SMTP Server Authentication (No authentication required*)	Set the authentication type for the SMTP server.
Email Alerts Setup Email Setup Device-Initiated Email (None*)	Set whether credentials are required for device-initiated emails.
Email Alerts Setup Email Setup User-Initiated Email (None*)	Set whether credentials are required for user-initiated emails.
Email Alerts Setup Email Setup Use Active Directory Device Credentials (Off*)	Enable user credentials and group designations to connect to the SMTP server.
Email Alerts Setup Email Setup Device Userid	Specify the user ID to connect to the SMTP server.
Email Alerts Setup Email Setup Device Password	Specify the password to connect to the SMTP server.
Email Alerts Setup Email Setup Kerberos 5 REALM	Specify the realm for the Kerberos 5 authentication protocol.
Email Alerts Setup Email Setup NTLM Domain	Specify the domain name for the NTLM security protocol.

Menu item	Description
Email Alerts Setup Email Setup Disable "SMTP server not set up" error (Off*)	Disable an SMTP setup error message to appear on the display.
Error Prevention Auto Continue Off On* Auto Continue Time (5*)	Let the printer continue processing or printing a job automatically after clearing certain attendance conditions.
Error Prevention Auto Reboot Auto Reboot Reboot when idle Reboot always* Reboot never	Set the printer to restart when an error occurs.
Error Prevention Auto Reboot Max Auto Reboots (2*)	Set the number of automatic reboots that the printer can perform.
Error Prevention Auto Reboot Auto Reboot Window (720*)	Specify the average uptime (in minutes) of the printer. Notes • If the average uptime is greater than this number, then a reboot is allowed. • If the average uptime is less than this number, then the printer stops and shows the service error screen.
Error Prevention Auto Reboot Auto Reboot Counter	Show a read-only information of the reboot counter.
Error Prevention Auto Reboot Reset Auto Reboot Counter Cancel Continue	Reset Auto Reboot Counter.

Use printer menus

Menu item	Description
Error Prevention Display Short Paper Error On Auto-clear*	Set the printer to show a message when a short paper error occurs. Note: Short paper refers to the size of the paper loaded.
Error Prevention Page Protect Off* On	Set the printer to process the entire page into the memory before printing it.
Jam Content Recovery Jam Recovery Off On Auto*	Set the printer to reprint jammed pages.
Jam Content Recovery Scanner Jam Recovery Job level Page level*	Specify how to restart a scan job after resolving a paper jam.

Note: An asterisk (*) next to a value indicates the factory default setting.

Power Management

Menu item	Description
Sleep Mode Profile Print from Sleep Mode Stay awake after printing Enter Sleep Mode after printing*	Set the printer to stay awake or enter Sleep mode after printing.
Sleep Mode Profile Touch to Wake from Deep Sleep Disabled Enabled*	Wake the printer from Deep Sleep mode by touching the printer display.
Timeouts Sleep Mode 1–114 minutes (15*)	Set the idle time before the printer begins operating in Sleep mode.

Menu item	Description
Timeouts Hibernate Timeout Disabled 1 hour 2 hours 3 hours 6 hours 1 day 2 days 3 days* 1 week 2 weeks 1 month	Set the time before the printer turns off.
Timeouts Hibernate Timeout on Connection Hibernate Do Not Hibernate*	Set Hibernate Timeout to turn off the printer while an active Ethernet connection exists.

Note: An asterisk (*) next to a value indicates the factory default setting.

Accessibility

Menu item	Description
Duplicate Key Strike Interval 0–5 (0*)	Set the interval in seconds during which the printer ignores duplicate key presses on an attached keyboard.
Key Repeat Initial Delay 0.25–5 (1*)	Set the initial length of delay in seconds before a repeating key starts repeating. Note: This menu item appears only when a keyboard is attached to the printer.
Key Repeat Rate 0.5–30 (30*)	Set the number of presses per second for a repeating key. Note: This menu item appears only when a keyboard is attached to the printer.
Prolong Screen Timeout Off* On	Let the user remain in the same location and reset the Screen Timeout timer when it expires instead of returning to the home screen.
Headphone Volume 1–10 (5*)	Adjust the headphone volume. Note: This menu item appears only when a headphone is attached to the printer.

Use printer menus

Menu item	Description
Enable Voice Guidance When Headphone Is Attached Off* On	Enable Voice Guidance when a headphone is attached to the printer.
Speak Passwords/PINs Off* On	Set the printer to read out loud passwords or personal identification numbers. Note: This menu item appears only when a headphone or a speaker is attached to the printer.
Speech Rate Very Slow Slow Normal* Fast Faster Very Fast Rapid Very Rapid Fastest	Set the Voice Guidance speech rate. Note: This menu item appears only when a headphone or a speaker is attached to the printer.

Note: An asterisk (*) next to a value indicates the factory default setting.

Restore Factory Defaults

Menu item	Description
Restore Settings Restore all settings Restore printer settings Restore network settings Restore fax settings Restore app settings	Restore the printer factory default settings.

Maintenance

Configuration Menu

Menu item	Description
USB Configuration USB PnP 1* 2	Change the USB driver mode of the printer to improve its compatibility with a personal computer.

Menu item	Description
USB Configuration USB Scan to Local On* Off	Set whether the USB device driver enumerates as a USB Simple device (single interface) or as a USB Composite device (multiple interfaces).
USB Configuration USB Speed Full Auto*	Set the USB port to run at full speed and disable its high-speed capabilities.
Tray Configuration Tray Linking Automatic* Off	Set the printer to link the trays that have the same paper type and paper size settings.
Tray Configuration Show Tray Insert Message Off Only for unknown sizes* Always	Display a message that lets the user change the paper size and paper type settings after inserting the tray.
Tray Configuration A5 Loading Short Edge Long Edge*	Determine the default loading orientation for the A5 size paper in all paper sources.
Tray Configuration Paper Prompts Auto* Multipurpose Feeder Manual Paper	Set the paper source that the user fills when a prompt to load paper appears. Note: For Multipurpose Feeder to appear, in the Paper menu, set Configure MP to Cassette.
Tray Configuration Envelope Prompts Auto* Multipurpose Feeder Manual Envelope	Set the paper source that the user fills when a prompt to load envelope appears. Note: For Multipurpose Feeder to appear, in the Paper menu, set Configure MP to Cassette.
Tray Configuration Action for Prompts Prompt user* Continue Use current	Set the printer to resolve paper- or envelope-related change prompts.

Menu item	Description
Tray Configuration Multiple Universal Sizes Off* On	Set the tray to support multiple universal paper sizes.
Reports Menu Settings Page Event Log Event Log Summary	Print reports about printer menu settings, status, and event logs.
Supply Usage And Counters Clear Supply Usage History	Reset the supply usage history, such as number of pages and days remaining, to the factory shipped level.
Supply Usage And Counters Reset Maintenance Counter	Reset the counter after installing a new maintenance kit.
Printer Emulations PPDS Emulation Off* On	Set the printer to recognize and use the PPDS data stream.
Printer Emulations PS Emulation Off On*	Set the printer to recognize and use the PS data stream.
Printer Emulations Enable Formsmerge Off* On	Activate Formsmerge to store the forms into the intelligent storage drive (ISD). Note: The printer must have an ISD installed.
Printer Emulations Enable Prescribe Off* On	Activate Prescribe. Note: The Prescribe license must be installed.
Printer Emulations Emulator Security Page Timeout 0–60 (60*)	Set the page time-out during emulation.

Menu item	Description
Printer Emulations Emulator Security Reset Emulator After Job Off* On	Reset the emulator after a print job.
Printer Emulations Emulator Security Disable Printer Message Access Off On*	Disable access to printer message during emulation.
Fax Configuration Fax Low Power Support Disable Sleep Permit Sleep Auto*	Set fax to enter Sleep mode whenever the printer determines that it must.
Fax Configuration Fax Storage Location NAND Disk*	Set the storage location for all faxes. Note: This menu item appears only when an ISD is installed.
Print Configuration Font Sharpening 0–150 (24*)	Set a text point-size value below which the high-frequency screens are used when printing font data. For example, if the value is 24, then all fonts sized 24 points or less use the high-frequency screens.
Print Configuration Print Density Disabled 1–5 (3*)	Adjust the toner density when printing documents.
Print Configuration Copy Density Disabled 1–5 (3*)	Adjust the toner density when copying documents.
Device Operations Quiet Mode Off* On	Set the printer to operate in Quiet Mode. Note: Enabling this setting slows down the overall performance of the printer.

Menu item	Description
Device Operations Panel Menus Off On*	Enable access to the printer menus from the control panel.
Device Operations Safe Mode Off* On	Set the printer to operate in a special mode, in which it attempts to continue offering as much functionality as possible, despite known issues. For example, when set to On, and the duplex motor is nonfunctional, the printer performs one-sided printing of the documents even if the job is two-sided printing.
Device Operations Minimum Copy Memory 20 MB* 30 MB 50 MB 80 MB 100 MB	Set the minimum memory allocation for storing copy jobs.
Device Operations Clear Custom Status	Erase user-defined strings for the Default or Alternate custom messages.
Device Operations Clear all remotely-installed messages	Erase messages that were remotely installed.
Device Operations Automatically Display Error Screens Off On*	Show existing error messages on the display after the printer remains inactive on the home screen for a length of time.
Device Operations Honor orientation on fast path copy Off* On	Enable the printer to use the orientation setting under the Copy menu when sending quick copy jobs.
App Configuration LES Applications Off On*	Enable Lexmark Embedded Solutions (LES) applications.
Scanner Configuration Scanner Manual Registration Print Quick Test	Print a Quick Test target page. Note: Make sure that the margin spacing on the target page is uniform all the way around the target. If it is not, then the printer margins must be reset.

Menu item	Description
Scanner Configuration Scanner Manual Registration Front ADF Registration Rear ADF Registration Flatbed Registration	Manually register the flatbed and ADF after replacing the ADF, scanner glass, or controller board.
Scanner Configuration Edge Erase Flatbed Edge Erase (3*) ADF Edge Erase (3*)	Set the size, in millimeters, of the no-print area around an ADF or flatbed scan job.
Scanner Configuration Disable Scanner No* Yes ADF Only	Disable the scanner when it is not working properly.
Scanner Configuration Tiff Byte Order CPU Endianness* Little Endian Big Endian	Set the byte order of a TIFF-formatted scan output.
Scanner Configuration Exact Tiff Rows Per Strip On* Off	Set the RowsPerStrip tag value of a TIFF-formatted scan output.

Note: An asterisk (*) next to a value indicates the factory default setting.

Out of Service Erase

Menu item	Description
Out of Service Erase Memory Last Sanitized ISD last erased	Show a read-only information on when the printer memory or storage drive was last erased. Note: ISD last erased appears only when an intelligent storage drive is installed.
Out of Service Erase Sanitize all information on nonvolatile memory Erase all printer and network settings Erase Intelligent Storage Drive	Clear all information on nonvolatile memory and on the storage drive. Note: Erase Intelligent Storage Drive appears only when an ISD is installed.

Firmware Update

Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Submenu Item	Settings	Description
Installed Version	N/A	The setting is a read-only information.	Show the current firmware version installed on the printer.
Date Installed	N/A	The setting is a read-only information.	Shows the date when the firmware was installed on the printer.
Check for updates	N/A	The setting is a read-only information.	Check for firmware updates.
Update Firmware from Server	Auto Update	Disabled* Check Only Check and Install	Configure when firmware is updated and limits the download speed of the update.
	Scheduled Day	The setting is a user-defined setting.	
	Scheduled Time	The setting is a user-defined setting.	
	Download Settings	Background Download (Off*) Limit Download Speed (Off*)	

About this Printer

Menu item	Description
Asset Tag	Specify the identity of the printer. The maximum length is 32 characters.
Printer's Location	Specify the printer location. The maximum length is 63 characters.
Contact	Specify the contact information for the printer. The maximum length is 63 characters.
Firmware Version	Show the firmware version installed on the printer.
Engine	Show the engine number of the printer.
Serial Number	Show the serial number of the printer.

Menu item	Description
Export Configuration File to USB	Export the configuration file to a flash drive.
Export Compressed Logs to USB	Export the compressed log files to a flash drive.
Send Logs	Send printer log information to Lexmark.

Print

Layout

Menu item	Description
Sides 1-Sided* 2-Sided	Specify whether to print on one side or both sides of the paper.
Flip Style Long Edge* Short Edge	Determine which side of the paper is bound when performing two-sided printing. Note: Depending on the option selected, the printer automatically offsets each printed information of the page to bind the job correctly.
Blank Pages Print Do Not Print*	Print blank pages that are included in a print job.
Collate Off [1,1,1,2,2,2] On [1,2,1,2,1,2]*	Keep the pages of a print job stacked in sequence, particularly when printing multiple copies of the job.
Separator Sheets None* Between Copies Between Jobs Between Pages	Insert blank separator sheets when printing.
Separator Sheet Source Tray [x] (1*) MP Feeder	Specify the paper source for the separator sheet.

Menu item	Description
Pages per Side Off* 2 pages per side 3 pages per side 4 pages per side 6 pages per side 9 pages per side 12 pages per side 16 pages per side	Print multiple page images on one side of a sheet of paper.
Pages per Side Ordering Horizontal* Reverse Horizontal Vertical Reverse Vertical	Specify the positioning of multiple page images when using Pages per Side. Note: The positioning depends on the number of page images and their page orientation.
Pages per Side Orientation Auto* Landscape Portrait	Specify the orientation of a multiple-page document when using Pages per Side.
Pages per Side Border None* Solid	Print a border around each page image when using Pages per Side.
Copies 1–9999 (1*)	Specify the number of copies for each print job.
Print Area Normal* Whole Page	Set the printable area on a sheet of paper.

Note: An asterisk (*) next to a value indicates the factory default setting.

Setup

Menu item	Description
Printer Language PCL Emulation * PS Emulation	Set the printer language. Note: Setting a printer language default does not prevent a software program from sending print jobs that use another printer language.
Job Waiting Off* On	Preserve print jobs requiring supplies so that jobs not requiring the missing supplies can print. Note: This menu item appears only when an intelligent storage drive (ISD) is installed.

Menu item	Description
Job Hold Timeout 0–255 (30*)	Set the time in seconds that the printer waits for user intervention before it holds jobs that require unavailable resources. Note: This menu item appears only when an ISD is installed.
Download Target RAM* Disk	Specify where to save all permanent resources that have been downloaded to the printer. Note: This menu item appears only when an ISD is installed.
Resource Save Off* On	Determine what the printer does with downloaded resources when it receives a job that requires more than the available memory. Notes • When set to Off, the printer retains downloaded resources only until memory is needed. Resources associated with the inactive printer language are deleted. • When set to On, the printer preserves all the permanent downloaded resources across all language switches. When necessary, the printer shows memory full messages instead of deleting permanent resources.
Print All Order Alphabetical* Newest First Oldest First	Specify the order when you choose to print all held and confidential jobs. Note: This menu item appears only when an ISD is installed.

Note: An asterisk (*) next to a value indicates the factory default setting.

Quality

Menu item	Description
Print Resolution 600 dpi* 1200 Image Q 2400 Image Q 1200 dpi 300 dpi	Set the resolution for the printed output.

Menu item	Description
Toner Darkness 1-10 (8*)	Determine the lightness or darkness of text images.
Halftone Normal* Detail	Enhance the printed output to have smoother lines with sharper edges.

Note: An asterisk (*) next to a value indicates the factory default setting.

Job Accounting

Menu item	Description
Job Accounting Off* On	Set the printer to create a log of the print jobs that it receives. Note: This menu item appears only when an intelligent storage drive (ISD) is installed.
Accounting Log Frequency Daily Weekly Monthly*	Specify how often the printer creates a log file.
Log Action at End of Frequency None* Email Current Log Email & Delete Current Log Post Current Log Post & Delete Current Log	Specify how the printer responds when the frequency threshold expires. Note: The value defined in Accounting Log Frequency determines when this action is triggered.
Log Near Full Level Off On (5)*	Specify the maximum size of the log file before the printer executes Log Action at Near Full. Note: This menu item appears only when an ISD is installed.
Log Action at Near Full None* Email Current Log Email & Delete Current Log Email & Delete Oldest Log Post Current Log Post & Delete Current Log Post & Delete Oldest Log Delete Current Log Delete Oldest Log Delete All But Current Delete All Logs	Specify how the printer responds when the ISD is nearly full. Note: The value defined in Log Near Full Level determines when this action is triggered.

Use printer menus

Menu item	Description
Log Action at Full None* Email & Delete Current Log Email & Delete Oldest Log Post & Delete Current Log Post & Delete Oldest Log Delete Current Log Delete Oldest Log Delete All But Current Delete All Logs	Specify how the printer responds when ISD usage reaches the maximum limit (100MB).
URL to Post Log	Specify where the printer posts job accounting logs.
Email Address to Send Logs	Specify the email address to which the printer sends job accounting logs.
Log File Prefix	Specify the prefix for the log files. Note: The current host name defined in the TCP/IP menu is used as the default log file prefix.

Note: An asterisk (*) next to a value indicates the factory default setting.

PDF

Menu item	Description
Scale To Fit Off* On	Scale the page content to fit the selected paper size.
Annotations Print Do Not Print*	Specify whether to print annotations in the PDF.
Print PDF Error Off On*	Enable the printing of PDF error.

Note: An asterisk (*) next to a value indicates the factory default setting.

PostScript

Menu item	Description
Print PS Error Off* On	Print a page that describes the PostScript® error. Note: When an error occurs, processing of the job stops, the printer prints an error message, and the rest of the print job is flushed.
Minimum Line Width 1–30 (2*)	Set the minimum stroke width. Note: Jobs printed in 1200 dpi use the value directly.
Lock PS Startup Mode Off On*	Disable the SysStart file.
Font Priority Resident* Flash/Disk	Establish the font search order. Notes - Resident sets the printer to search its memory for the requested font before searching the intelligent storage drive (ISD). - Flash/Disk sets the printer to search the ISD for the requested font before searching the printer memory. - This menu item appears only when an ISD is installed.
Wait Timeout Off On* (40 seconds)	Enable the printer to wait for more data before canceling a print job.

Note: An asterisk (*) next to a value indicates the factory default setting.

PCL

Menu item	Settings	Description
Scale To Fit	Off* On	Scale the page content to fit the selected paper size.

Menu item	Settings	Description
Font Source	Resident* Disk Download Flash Font Card All	Select the source which contains the default font selection. Notes • Disk—appears only and if a non-defective, non-read/write protected hard disk that contains fonts is installed. • Download—appears only if downloaded fonts exist in the printer memory. • Flash—appears only if a non-defective, non-read/write protected flash memory that contains fonts is installed. • Font Card—appears only if a valid font card is installed or an intelligent storage drive is configured.
Font Name	[List of available fonts] (Courier*)	Select a font from the specified font source.
Symbol Set	[List of available symbol sets] (10U PC-8*)	Specify the symbol set for each font name. Note: A symbol set is a set of alphabetic and numeric characters, punctuation, and special symbols. Symbol sets support the different languages or specific programs such as math symbols for scientific text.
Pitch	0.08–100.00 (10.00*)	Specify the pitch for fixed or monospaced fonts. Note: This menu item refers to the number of fixed-space characters in a horizontal inch of type.

Menu item	Settings	Description
Orientation	Portrait* Landscape Reverse Portrait Reverse Landscape	Specify the orientation of text and graphics on the page.
Lines per Page	1–255(60*)	Specify the number of lines of text for each page printed through the PCL® data stream. Notes - This menu item activates vertical escapement that causes the selected number of requested lines to print between the default margins of the page. 60 is the U.S. factory default setting. 64 is the international factory default setting.
PCL5 Minimum Line Width	1–30 (2*)	Set the initial minimum stroke width value of any job printed in 1200 dpi through the applicable emulator.
PCLXL Minimum Line Width	1–30 (2*)	
A4 Width	198 mm* 203 mm	Set the width of the logical page on A4-size paper. Note: Logical page is the space on the physical page where data is printed.
Auto CR after LF	On Off*	Set the printer to perform a carriage return after a line feed control command. Note: Carriage return is a mechanism that commands the printer to move the position of the cursor to the first position on the same line.
Auto LF after CR	On Off*	Set the printer to perform a line feed after a carriage return control command.

Menu item	Settings	Description
Tray Renumber	Assign MP Feeder	Configure the printer to work with a different print driver or custom application that uses a different set of source assignments to request a given paper source. Choose from the following options: Off*—The printer uses the factory default paper source assignments. None—The paper source ignores the Select Paper Feed command. 0–199—Select a numeric value to assign a custom value to a paper source.
	Assign Tray [x]	
	Assign Manual Paper	
	Assign Manual Envelope	
	View Factory Defaults	Show the factory default value assigned for each paper source.
	Restore Defaults	Restore the tray renumber values to their factory defaults.
Print Timeout	Off On* (90)	Set the printer to end a print job after it has been idle for the specified amount of time.

Note: An asterisk (*) next to a value indicates the factory default setting.

Image

Menu item	Description
Auto Fit On Off*	Select the best available paper size and orientation setting for an image. Note: When set to On, this menu item overrides the scaling and orientation settings for the image.
Invert Off* On	Invert bitonal monochrome images. Note: This menu item does not apply to GIF or JPEG image formats.

Menu item	Description
Scaling Anchor Top Left Best Fit* Anchor Center Fit Height/Width Fit Height Fit Width	Adjust the image to fit the printable area. Note: When Auto Fit is set to On, Scaling is automatically set to Best Fit.
Orientation Portrait* Landscape Reverse Portrait Reverse Landscape	Specify the orientation of text and graphics on the page.

Note: An asterisk (*) next to a value indicates the factory default setting.

Paper

Tray Configuration

Menu item	Description
Default Source Tray [x] (1*) Multipurpose Feeder Manual Paper Manual Envelope	Set the paper source for all print jobs.
Paper Size/Type Tray [x] Multipurpose Feeder Manual Paper Manual Envelope	Specify the paper size or paper type loaded in each paper source.
Substitute Size Off Letter/A4 All Listed*	Set the printer to substitute a specified paper size if the requested size is not loaded in any paper source. Notes • Off prompts the user to load the required paper size. • All Listed allows all available substitutions.

Menu item	Description
Configure MP Cassette* Manual First	Determine the behavior of the multipurpose feeder. Notes • Cassette configures the multipurpose feeder as the automatic paper source. • Manual sets the multipurpose feeder only for manual-feed print jobs. • First configures the multipurpose feeder as the primary paper source.

Note: An asterisk (*) next to a value indicates the factory default setting.

Media Configuration

Universal Setup

Menu item	Description
Units of Measure Inches Millimeters	Specify the unit of measurement for the universal paper. Note: Inches is the U.S. factory default setting. Millimeters is the international factory default setting.
Portrait Width 3.90–14.17 inches (8.50*) 99–360 mm (216*)	Set the portrait width of the universal paper.
Portrait Height 3.90–14.17 inches (14*) 99–360 mm (356*)	Set the portrait height of the universal paper.
Feed Direction Short Edge* Long Edge	Set the printer to pick paper from the short edge or long edge direction. Note: Long Edge appears only when the longest edge is shorter than the maximum width supported.

Note: An asterisk (*) next to a value indicates the factory default setting.

Custom Scan Sizes

Menu item	Description
Custom Scan Size [x] Scan Size Name Width 1–8.5 inches (8.5*) 25.4–215.9 mm (215.9*) Height 1–25 inches (11*) 25.4–635 mm (279.4*) Orientation Portrait* Landscape 2 scans per side Off* On	Assign a scan size name and configure the scan settings.

Media Types

Menu item	Description
Plain Paper Card Stock Recycled Labels Bond Envelope Rough Envelope Letterhead Preprinted Colored Paper Light Heavy Rough/Cotton Custom Type [X]	Specify the texture, weight, and orientation of the paper loaded.

Copy

Copy Defaults

Menu item	Description
Content Type Text Text/Photo* Photo Graphics	Improve the output result based on the content of the original document.
Sides 1 sided to 1 sided* 1 sided to 2 sided 2 sided to 1 sided 2 sided to 2 sided	Specify the scanning behavior based on the original document.
Separator Sheets None* Between Copies Between Jobs Between Pages	Specify whether to insert blank separator sheets when printing.
Separator Sheet Source Tray [x] (1*) Multipurpose Feeder	Specify the paper source for the separator sheet.
Pages per Side Off* 2 Portrait pages 4 Portrait pages 2 Landscape pages 4 Landscape pages	Specify the number of page images to print on one side of a sheet of paper.
Print Page Borders Off* On	Place a border around each image when printing multiple pages on a single page.
Collate Off [1,1,1,2,2,2] On [1,2,1,2,1,2]*	Print multiple copies in sequence.
“Copy from” Size [List of paper sizes]	Set the paper size of the original document. Note: Letter is the U.S. factory default setting. A4 is the international factory default setting.

Use printer menus

Menu item	Description
“Copy to” Source Tray [x] (1*) Multipurpose Feeder Auto Size Match	Specify the paper source for the copy job.
Darkness 1 to 9 (5*)	Adjust the darkness of the scanned image.
Number of Copies 1–9999 (1*)	Specify the number of copies.
Header/Footer Left Header Middle Header Right Header Left Footer Middle Footer Right Footer	Specify the header or footer information on the scanned image.

Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Description
Contrast Best for Content* 0–5	Specify the contrast for the scanned image.
Background Removal Level (0*)	Remove the background color or image noise from the original document.
Auto Center Off* On	Align the content at the center of the page.
Scan Edge to Edge Off* On	Scan the original document from edge to edge.

Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Description
Allow Priority Copies Off On*	Interrupt a print job to make copies.

Use printer menus

Menu item	Description
Custom Job Scanning Off* On	Set the printer to scan the first set of original documents using the specified settings, and then scan the next set with the same or different settings. Note: This menu item appears only when an intelligent storage drive (ISD) is installed.
Allow Save as Shortcut Off On*	Save copy settings as a shortcut.
Sample copy Off* On	Print a sample copy to check the quality before printing the remaining copies. Note: This menu item appears only when an ISD is installed.
Saturation 1-5 (1*)	Adjust the color saturation of the scanned image.

Note: An asterisk (*) next to a value indicates the factory default setting.

Fax

Fax Defaults

Fax Mode

Menu item	Description
Fax Mode Fax* Fax Server Disabled	Select a fax mode.

Fax Setup

General Fax settings

Menu item	Description
Fax Name	Specify your fax ID.

Menu item	Description
Fax Number	Specify your fax number.
Fax ID Fax Name Fax Number*	Set the fax ID to use during fax negotiation.
Enable Manual Fax Off* On	Turn on the manual fax function in the printer. Notes • This menu item requires a line splitter and a telephone handset. • Use a regular telephone line to answer an incoming fax job and to dial a fax number. • To go directly to the manual fax function, touch # and 0 on the keypad.
Memory Use All receive Mostly receive Equal* Mostly send All send	Set the amount of internal printer memory allocated for faxing. Note: This menu item prevents memory buffer conditions and failed faxes.
Cancel Faxes Allow* Don't Allow	Cancel outgoing or incoming faxes.
Fax Number Masking Off* From Left From Right	Specify the format for masking an outgoing fax number.
Digits to Mask 0–58 (0*)	Specify the number of digits to mask in an outgoing fax number.
Enable Line Connected Detection Off On*	Determine whether a telephone line is connected to the printer. Note: Events are detected immediately.
Enable Line In Wrong Jack Detection Off On*	Determine whether a telephone line is connected to the correct port on the printer. Note: Events are detected immediately.

Use printer menus

Menu item	Description
Enable Extension in Use Support Off On*	Determine whether a telephone line is used by another device, such as another phone on the same line. Note: Events are detected immediately.
Optimize Fax Compatibility	Configure the printer fax functionality for optimal compatibility with other fax machines.
Fax Transport T.38 Analog G.711 etherFAX	Set the fax transport method. Note: This menu item appears only if an etherFAX or Fax over IP (FoIP) license bundle is installed in the printer.

Note: An asterisk (*) next to a value indicates the factory default setting.

HTTPS Fax Settings

Note: This menu appears only if Fax Transport is set to etherFAX.

Menu item	Description
HTTPS service URL	Specify the etherFAX service URL.
HTTPS Proxy	Specify a proxy server URL.
HTTPS Proxy User	Specify the user name and password for the proxy server.
HTTPS Proxy Password	
Fax Send Encryption Disabled Enabled* Required	Enable encryption for outgoing fax messages.
Fax Receive Encryption Disabled Enabled* Required	Enable encryption for incoming fax messages.
HTTPS Fax Status	Show the etherFAX communication status.

Note: An asterisk (*) next to a value indicates the factory default setting.

Fax Send Settings

Menu item	Description
Resolution Standard* Fine Super Fine Ultra Fine	Set the resolution of the scanned image. Note: A higher resolution increases fax transmission time and requires more memory.
Original Size [List of paper sizes] (Mixed Sizes*)	Specify the size of the original document.
Orientation Portrait* Landscape	Specify the orientation of the original document.
Sides Off* Short Edge Long Edge	Specify the orientation of the original document when scanning on both sides of the document.
Content Type Text* Text/Photo Photo Graphics	Improve the output result based on the content of the original document.
Darkness 1–9 (5*)	Adjust the darkness of the scanned image.
Behind a PABX On Off*	Set the printer to dial a fax number without waiting to recognize the dial tone. Note: Private Automated Branch Exchange (PABX) is a telephone network that allows a single access number to offer multiple lines to outside callers.
Dial Mode Tone* Pulse	Specify the dial mode for incoming or outgoing faxes.

Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Description
Color Balance Cyan - Red -4 to 4 (0*) Magenta - Green -4 to 4 (0*) Yellow - Blue -4 to 4 (0*)	Adjust the color intensity during scanning.
Contrast Best for Content* 0 1 2 3 4 5	Set the contrast of the output.
Background Removal Level -4 to 4 (0*)	Adjust the amount of background visible on a scanned image.
Scan Edge to Edge On Off*	Allow edge-to-edge scanning of the original document.
Saturation 1-5 (1*)	Adjust the color saturation of the scanned image.

Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Description
Automatic Redial 0–9 (5*)	Specify the number of attempts that the printer redials before it cancels sending the fax to a specified destination.
Redial Frequency 1–200 minutes (3*)	Increase the time between redial attempts to increase the chance of sending fax successfully.
Enable ECM On* Off	Activate Error Correction Mode (ECM) for fax jobs. Note: ECM detects and corrects errors in the fax transmission process caused by telephone line noise and poor signal strength.
Enable Fax Scans On* Off	Create faxes using the printer scanner.

Use printer menus

Menu item	Description
Driver to Fax On* Off	Allow the print driver to send fax.
Allow Save as Shortcut On* Off	Save fax numbers as shortcuts on the printer.
Max Speed 33600* 14400 9600 4800 2400	Set the maximum speed for sending fax.
Custom Job Scanning Off* On	Turn on scanning of custom jobs by default. This menu item appears only when an intelligent storage drive (ISD) is installed.
Scan Preview Off* On	Show a preview of the scan on the display. This menu item appears only when an ISD is installed.
Enable Color Fax Scans Off by Default* On by Default Never Use Always Use	Enable color scans for fax.
Auto Convert Color Faxes to Mono Faxes On* Off	Convert all outgoing color faxes to black and white.
Confirm Fax Number Off* On	Ask the user to confirm the fax number.
Dial Prefix	Set a dialing prefix.
Dialing Prefix Rules	Establish a dialing prefix rule.

Note: An asterisk (*) next to a value indicates the factory default setting.

Fax Receive Settings

Menu item	Description
Fax Job Waiting None* Toner Toner and Supplies	Remove fax jobs that request specific unavailable resources from the print queue.
Rings to Answer 1–25 (3*)	Set the number of rings required before the printer answers the incoming calls.
Auto Reduction On* Off	Scale incoming fax to fit on the page.
Paper Source Tray [X] Auto*	Set the paper source for printing incoming fax.
Sides On Off*	Print on both sides of the paper.
Separator Sheets None* Before Job	Specify whether to insert blank separator sheets when printing.
Separator Sheet Source Tray [X] (1*)	Specify the paper source for the separator sheet.
Output Bin Standard Bin	Specify the output bin for received faxes.
Fax Footer On Off*	Print the transmission information at the bottom of each page from a received fax.
Fax Footer Time Stamp Receive* Print	Print the time stamp at the bottom of each page from a received fax.
Holding Faxes Held Fax Mode Off* Always On Manual Scheduled	Hold received faxes from printing until they are released.

Use printer menus

Menu item	Description
Holding Faxes Fax Holding Schedule	Assign a schedule for holding faxes. This menu item appears only if Held Fax Mode is set to Scheduled.

Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Description
Enable Fax Receive On* Off	Set the printer to receive fax.
Enable Color Fax Receive On* Off	Set the printer to receive fax in color.
Enable Caller ID On* Off	Show the caller ID information of the incoming call on the printer display.
Block No Name Fax On Off*	Block incoming faxes without fax IDs.
Banned Fax List Add Banned Fax	Specify the phone numbers that you want to block.
Answer On All Rings* Single Ring Only Double Ring Only Triple Ring Only Single or Double Rings Only Single or Triple Rings Only Double or Triple Rings Only	Set a distinctive ring pattern for incoming fax.
Auto Answer On* Off	Set the printer to receive fax automatically.

Menu item	Description
Manual Answer Code 0–9 (9*)	Manually enter a code on the telephone number pad to begin receiving fax. Notes • This menu item appears only when the printer shares a line with a telephone. • This menu item appears only when you set the printer to receive fax manually.
Fax Forwarding Print* Print and Forward Forward	Specify whether to forward received fax.
Forward To Destination 1 Destination 2	Specify where to forward received fax. Note: This menu item appears only when Fax Forwarding is set to Print and Forward or Forward.
Max Speed 33600* 14400 9600 4800 2400	Set the maximum speed for transmitting fax.

Note: An asterisk (*) next to a value indicates the factory default setting.

Fax Cover Page

Menu item	Description
Fax Cover Page Off by Default* On by Default Never Use Always Use	Configure the settings for the fax cover page.
Include To field Off* On	
Include From field Off* On	

Use printer menus

Menu item	Description
From	
Include Message Field Off* On	
Message:	
Include Logo Off* On	
Include Footer [x] Off* On	
Footer [x]	

Note: An asterisk (*) next to a value indicates the factory default setting.

Fax Log Settings

Menu item	Description
Transmission Log Frequency Always* Never Only for Error	Specify how often the printer creates a transmission log.
Transmission Log Action Print Off On* Email Off* On	Print or email a log for successful fax transmission or transmission error.
Receive Error Log Print Never* Print on Error	Print a log for fax-receive failures.
Auto Print Logs On* Off	Print all fax activity.
Log Paper Source Tray [x] (1*)	Specify the paper source for printing logs.

Use printer menus

Menu item	Description
Logs Display Remote Fax Name* Dialed Number	Identify the sender by remote fax name or fax number.
Enable Job Log On* Off	View a summary of all fax jobs.
Enable Call Log On* Off	View a summary of the fax call history.
Log Output Bin Standard Bin*	Specify the output bin for printed logs.

Note: An asterisk (*) next to a value indicates the factory default setting.

Speaker Settings

Menu item	Description
Speaker Mode Always Off* Always On On until Connected	Set the fax speaker mode.
Speaker Volume Low* High	Adjust the fax speaker volume.
Ringer Volume Off* On	Enable the ringer volume.

Note: An asterisk (*) next to a value indicates the factory default setting.

VoIP Settings

Note: This menu appears only if Fax over IP (FoIP) license bundle is installed in the printer.

Menu item	Description
VoIP Protocol SIP* H.323	Set the Voice over Internet Protocol (VoIP) protocol.
STUN Server	Specify the STUN server to traverse a firewall.
Force Fax Mode Off On*	Switch VoIP gateway from analog to T.38 at the beginning of a fax call.
Force Fax Mode Delay 0–15 (7*)	Set the time delay in seconds when sending another invite of Force Fax Mode.

Note: An asterisk (*) next to a value indicates the factory default setting.

SIP Settings

Note: This menu appears only if Fax over IP (FoIP) license bundle is installed in the printer.

Menu item	Description
Proxy	Specify the IP address of the system that converts the phone number to an IP address where the fax is sent.
Registrar	Specify a name or IP address of the system that handles the registration of Session Initiation Protocol (SIP) clients.
User	Specify the name of the user for SIP.
Password	Specify the password that is used in registering with the SIP Registrar.
Auth ID	The user name that is used when registering. Note: If the Auth ID setting is not set, the setting uses the user name of the User field instead.
Transport For Registration UDP* TCP	Set the SIP transport type for registration.
Transport For Incoming Calls UDP* TCP UDP And TCP	Set the SIP transport type for incoming calls.

Menu item	Description
Transport For Outgoing Calls UDP* TCP	Set the SIP transport type for outgoing calls.
Outbound Proxy	Specify an outbound proxy to forward all SIP communication.
Contact	Specify a contact name for SIP.
Realm	Specify a realm name for SIP. Note: If the Realm setting is not set, the setting uses the name of the Contact instead.
SIP Registration Status	Show the status of the SIP Registration.

Note: An asterisk (*) next to a value indicates the factory default setting.

H.323 Settings

Note: This menu appears only if Fax over IP (FoIP) license bundle is installed in the printer.

Menu item	Description
Gateway	Specify the H.323 gateway IP address.
Gatekeeper	Specify the H.323 gatekeeper.
User	Specify the user name used with the H.323 gateway.
Password	Specify the password for the H.323 gateway.
Enable Fast Start Off* On	Enable Fast Start.
Disable H.245 Tunneling Off* On	Disable H.323 Tunneling.
Disable Gatekeeper Discovery Off On*	Disable H.323 Gatekeeper Discovery.

Note: An asterisk (*) next to a value indicates the factory default setting.

T.38 Settings

Note: This menu appears only if Fax over IP (FoIP) license bundle is installed in the printer and if the Fax Transport setting is set to T.38.

Menu item	Description
Indicator Redundancy 0–5 (3*)	Set the number of times that a fax indicator is repeated in the T.38 communication.
Low Speed Redundancy 0–5 (3*)	Set the number of times that low-speed data is repeated in the T.38 communication.
High Speed Redundancy 0–5 (1*)	Set the number of times that high-speed data is repeated in the T.38 communication.

Note: An asterisk (*) next to a value indicates the factory default setting.

Fax Server Setup

General Fax Settings

Menu item	Description
To Format	Specify a fax recipient. Note: If you want to use the fax number, then type the number sign (#) before a number.
Reply Address	Specify a reply address for sending fax.
Subject	Specify the fax subject and message.
Message	
Enable analog receive Off* On	Set the printer to receive analog faxes.

Note: An asterisk (*) next to a value indicates the factory default setting.

Fax Server Email Settings

Menu item	Description
Use Email SMTP Server On Off*	Use the Simple Mail Transfer Protocol (SMTP) settings for email in receiving and sending faxes. Note: When set to On, all other settings of the Fax Server Email Settings menu are not shown.
Primary SMTP Gateway	Type the IP address or host name of the primary SMTP server.
Primary SMTP Gateway Port 1–65535 (25*)	Enter the port number of the primary SMTP server.
Secondary SMTP Gateway	Type the server IP address or host name of your secondary or backup SMTP server.
Secondary SMTP Gateway Port 1–65535 (25*)	Enter the server port number of your secondary or backup SMTP server.
SMTP Timeout 5–30 (30*)	Set the time before the printer times out if the SMTP server does not respond.
Reply Address	Specify a reply address for sending fax.
Use SSL/TLS Disabled* Negotiate Required	Specify whether to send fax using an encrypted link.
Require Trusted Certificate Off On*	Specify a trusted certificate when accessing the SMTP server.
SMTP Server Authentication No authentication required* Login / Plain NTLM CRAM-MD5 Digest-MD5 Kerberos 5 OAuth 2.0	Set the authentication type for the SMTP server.
Device-Initiated Email None* Use Device SMTP Credentials Default	Specify whether credentials are required for device-initiated email.

Use printer menus

Menu item	Description
User-Initiated Email None* Use Device SMTP Credentials Use Session User ID and Password Use Session Email address and Password Prompt user	Specify whether credentials are required for user-initiated email.
Use Active Directory Device Credentials Off* On	Enable user credentials and group destinations to connect to the SMTP server.
Device Userid	Specify the user ID and password to connect to the SMTP server.
Device Password	
Kerberos 5 REALM	Specify the realm for the Kerberos 5 authentication protocol.
NTLM Domain	Specify the domain name for the NTLM security protocol.
Disable "SMTP server not set up" error Off* On	Hide the "SMTP server not set up" error message.

Note: An asterisk (*) next to a value indicates the factory default setting.

Fax Server Scan Settings

Menu item	Description
Image Format TIFF (.tif) PDF (.pdf)* XPS (.xps) TXT (.txt) RTF (.rtf) DOCX (.docx) XLSX (.xlsx) CSV (.csv)	Specify the file format for the scanned image.
Content Type Text* Text/Photo Photo Graphics	Improve the output result based on the content of the original document.

Menu item	Description
Content Source Black and White Laser Color Laser* Inkjet Photo/Film Magazine Newspaper Press Other	Improve the output result based on the source of the original document.
Fax Resolution Standard* Fine Super Fine Ultra Fine	Set the fax resolution.
Sides Off* Short Edge Long Edge	Specify the orientation of the original document when scanning on both sides of the document.
Darkness 1–9 (5*)	Set the darkness of the output.
Orientation Portrait* Landscape	Specify the orientation of text and graphics on the page.
Original Size [List of paper sizes]	Set the paper size of the original document. Note: Mixed Sizes is the U.S. factory default setting. A4 is the international factory default setting.
Use Multi-Page TIFF Off On*	Choose between single- and multiple-page TIFF files.

Note: An asterisk (*) next to a value indicates the factory default setting.

Email

Email Setup

Menu item	Description
Primary SMTP Gateway	Type the IP address or host name of the primary SMTP server for sending email.

Menu item	Description
Primary SMTP Gateway Port 1–65535 (25*)	Enter the port number of the primary SMTP server.
Secondary SMTP Gateway	Type the server IP address or host name of your secondary or backup SMTP server.
Secondary SMTP Gateway Port 1–65535 (25*)	Enter the server port number of your secondary or backup SMTP server.
SMTP Timeout 5–30 seconds (30*)	Set the time before the printer times out if the SMTP server does not respond.
Reply Address	Specify a reply address in the email.
Always use SMTP default Reply Address On Off*	Always use the default reply address in the SMTP server.
Use SSL/TLS Disabled* Negotiate Required	Specify whether to send email using an encrypted link.
Require Trusted Certificate Off On*	Require a trusted certificate when accessing the SMTP server.
SMTP Server Authentication No authentication required* Login / Plain NTLM CRAM-MD5 Digest-MD5 Kerberos 5 OAuth 2.0	Set the authentication type for the SMTP server.
Device-Initiated Email None* Use Device SMTP Credentials	Specify whether credentials are required for device-initiated email.
User-Initiated Email None* Use Device SMTP Credentials Use Session User ID and Password Use Session Email address and Password Prompt user	Specify whether credentials are required for user-initiated email.
Use Active Directory Device Credentials Off* On	Specify whether credentials are required for user-initiated email.

Menu item	Description
Device Userid	Specify the user ID and password to connect to the SMTP server.
Device Password	
Kerberos 5 REALM	Specify the realm for the Kerberos 5 authentication protocol.
NTLM Domain	Specify the domain name for the NTLM security protocol.
Disable “SMTP server not set up” error Off* On	Hide the “SMTP server not set up” error message.

Note: An asterisk (*) next to a value indicates the factory default setting.

Email Defaults

Menu item	Description
Subject:	Specify the email subject and message.
Message:	
File Name	Specify the filename for the scanned document.
Format JPEG (.jpg) PDF (.pdf)* TIFF (.tif) XPS (.xps) TXT (.txt) RTF (.rtf) DOCX (.docx) XLSX (.xlsx) CSV (.csv)	Specify the file format of the scanned document.
Global OCR Settings Recognized Languages Auto Rotate (Off*) Despeckle (Off*) Auto Contrast Enhance (Off*)	Configure the settings for optical character recognition (OCR). Note: This menu item appears only if you have purchased and installed an OCR solution.

Menu item	Description
PDF Settings PDF Version (1.5*) Archival Version (A-1a*) Highly Compressed (Off*) Secure (Off*) Searchable (Off*) Archival (PDF/A) (Off*)	Configure the PDF settings of the scanned document. Notes - Archival Version and Archival (PDF/A) are supported only when PDF Version is set to 1.4. - Highly Compressed appears only when an intelligent storage drive (ISD) is installed.
Content Type Text Text/Photo* Photo Graphics	Improve the output result based on the content type of the original document.
Color Black and White Gray Color* Auto	Set the printer to capture file content in color or in mono.
Resolution 75 dpi 150 dpi* 200 dpi 300 dpi 400 dpi 600 dpi	Set the resolution of the scanned image.
Darkness 1–9 (5*)	Adjust the darkness of the scanned image.
Orientation Portrait* Landscape	Specify the orientation of the original document.
Original Size Mixed Sizes*	Set the paper size of the original document.
Sides Off* Short Edge Long Edge	Specify the orientation of the original document when scanning on both sides of the document.

Note: An asterisk (*) next to a value indicates the factory default setting.

Use printer menus

Menu item	Description
Color Balance Cyan - Red (0*) Magenta - Green (0*) Yellow - Blue (0*)	Adjust the color intensity for cyan, magenta, and yellow.
Auto Color Detect Color Sensitivity (5*) Area Sensitivity (5*) Email Bit Depth (1 bit*) Minimum Scan Resolution (300 dpi*)	Configure the auto color detection setting.
JPEG Quality Best for content* 5-95	Set the JPEG quality of the scanned image.
Contrast Best for Content* 0-5	Specify the contrast for the scanned image.
Background Removal Level (0*)	Remove the background color or image noise from the original document.
Scan Edge to Edge Off* On	Scan the original document from edge to edge.

Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Description
Max Email Size 0-65535 (0*)	Set the allowable file size for each email.
Size Error Message	Specify an error message that the printer sends when an email exceeds its allowable file size. Note: You can type up to 1024 characters.
Limit Destinations	Limit sending of email only to the specified list of domain name. Note: Use a comma to separate each domain.
Send Me a Copy Never appears* On by Default Off by Default Always On	Send a copy of the email to yourself.

Menu item	Description
Allow self emails only Off* On	Set the printer to send emails to yourself only.
Use cc:/bcc: Off* On	Enable carbon copy and blind carbon copy in email.
Use Multi-Page TIFF Off On*	Choose between single- and multiple-page TIFF files.
Text Default 5–95 (75*)	Set the text quality in the content being scanned.
Text/Photo Default 5–95 (75*)	Set the text and photo quality in the content being scanned.
Photo Default 5–95 (50*)	Set the photo quality of the content being scanned.
Transmission Log Print Log* Do Not Print Log Print Only For Error	Print a transmission log for email scans.
Log Paper Source Tray [x] (1*) Multipurpose Feeder	Specify the paper source for printing email logs.
Custom Job Scanning Off* On	Set the printer to scan the first set of original documents using the specified settings, and then scan the next set with the same or different settings. Note: This menu item appears only when an ISD is installed.
Scan Preview Off* On	Show a scan preview of the original document. Note: This menu item appears only when an ISD is installed.
Allow Save as Shortcut Off On*	Save an email address as a shortcut.
Email Images Sent As Attachment* Web Link	Specify how to send the images that are included in the email.

Menu item	Description
Reset Email Information After Sending Off On*	Reset the To, Subject, Message, and Filename fields to their default values after sending an email.

Note: An asterisk (*) next to a value indicates the factory default setting.

Web Link Setup

Menu item	Description
Server	Specify the credentials of the server that is hosting the images that are included in the email.
Login	
Password	
Path	
File Name	
Web Link	

FTP

FTP Defaults

Menu item	Description
Format JPEG (.jpg) PDF (.pdf)* TIFF (.tif) XPS (.xps) TXT (.txt) RTF (.rtf) DOCX (.docx) XLSX (.xlsx) CSV (.csv)	Specify the file format for the scanned image.
Global OCR Settings Recognized Languages Auto Rotate (Off*) Despeckle (Off*) Auto Contrast Enhance (Off*)	Configure the settings for optical character recognition (OCR). Note: This menu item appears only if you have purchased and installed an OCR solution.

Menu item	Description
PDF Settings PDF Version (1.5*) Archival Version (A-1a*) Highly Compressed (Off*) Secure (Off*) Searchable (Off*) Archival (PDF/A) (Off*)	Configure the PDF settings for the scanned image. Notes - Archival Version and Archival (PDF/A) are supported only when PDF Version is set to 1.4. - Highly Compressed appears only when an intelligent storage drive (ISD) is installed.
Content Type Text Text/Photo* Graphics Photo	Improve the output result based on the content type of the original document.
Color Black and White Gray Color*	Set the printer to capture file content in color or in mono.
Resolution 75 dpi 150 dpi* 200 dpi 300 dpi 400 dpi 600 dpi	Set the resolution of the scanned image.
Darkness 1–9 (5*)	Adjust the darkness of the scanned image.
Orientation Portrait* Landscape	Specify the orientation of the original document.
Original Size Mixed Sizes*	Set the paper size of the original document.
Sides Off* Long Edge Short Edge	Specify the orientation when scanning on both sides of the document.
File Name	Specify the file name of the scanned image.

Note: An asterisk (*) next to a value indicates the factory default setting.

Use printer menus

Menu item	Description
Color Balance Cyan - Red (0*) Magenta - Green (0*) Yellow - Blue (0*)	Adjust the color intensity for cyan, magenta, and yellow.
JPEG Quality Best for content* 5-95	Set the JPEG quality of the scanned image.
Contrast Best for Content* 0 1 2 3 4 5	Specify the contrast for the scanned image.
Background Removal Level (0*)	Remove the background color or image noise from the original document.
Scan Edge to Edge Off* On	Allow edge-to-edge scanning of the original document.
Saturation 1-5 (1*)	Adjust the color saturation of the scanned image.

Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Description
Text Default 5–95 (75*)	Set the quality of text on the scanned image.
Text/Photo Default 5–95 (75*)	Set the quality of text and photo on the scanned image.
Photo Default 5–95 (50*)	Set the quality of photo on the scanned image.
Use Multi-Page TIFF Off On*	Enable scanning of multiple TIFF images in one TIFF file.
TIFF Compression JPEG LZW*	Specify the compression type of the TIFF files.

Use printer menus

Menu item	Description
Transmission Log Print Log* Do Not Print Log Print Only For Error	Print a transmission log for FTP scans.
Log Paper Source Tray [x] (1*) Multipurpose Feeder	Specify the paper source for printing FTP logs.
Custom Job Scanning Off* On	Set the printer to scan the first set of original documents using the specified settings, and then scan the next set with the same or different settings. Note: This menu item appears only when an ISD is installed.
Scan Preview Off* On	Show a preview of the original document. Note: This menu item appears only when an ISD is installed.
Allow Save as Shortcut Off On*	Save an FTP address as a shortcut.
Use Passive FTP Off* On	Let the FTP server specify the data port that the printer connects to.

Notes

An asterisk (*) next to a value indicates the factory default setting.

USB Drive

Flash Drive Scan

Menu item	Description
Format JPEG (.jpg) PDF (.pdf)* TIFF (.tif) XPS (.xps) TXT (.txt) RTF (.rtf) DOCX (.docx) XLSX (.xlsx) CSV (.csv)	Specify the file format for the scanned image.
Global OCR Settings Recognized Languages Auto Rotate (Off*) Despeckle (Off*) Auto Contrast Enhance (Off*)	Configure the settings for optical character recognition (OCR). Note: This menu item appears only if you have purchased and installed an OCR solution.
PDF Settings PDF Version (1.5*) Archival Version (A-1a*) Highly Compressed (Off*) Secure (Off*) Searchable (Off*) Archival (PDF/A) (Off*)	Configure the PDF settings of the scanned image. Notes - Archival Version and Archival (PDF/A) are supported only when PDF Version is set to 1.4. - Highly Compressed appears only when an intelligent storage drive (ISD) is installed.
Content Type Text Text/Photo* Graphics Photo	Improve the output result based on the content type of the original document.
Color Black and White Gray Color*	Set the printer to capture file content in color or in mono.

Menu item	Description
Resolution 75 dpi 150 dpi* 200 dpi 300 dpi 400 dpi 600 dpi	Set the resolution of the scanned image.
Darkness 1–9 (5*)	Adjust the darkness of the scanned image.
Orientation Portrait* Landscape	Specify the orientation of the original document.
Original Size Mixed Sizes*	Set the paper size of the original document.
Sides Off* Long edge Short edge	Specify the orientation of the original document when scanning on both sides of the document.
File Name	Specify the file name of the scanned image.

Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Description
Color Balance Cyan - Red (0*) Magenta - Green (0*) Yellow - Blue (0*)	Adjust the color intensity for cyan, magenta, and yellow.
JPEG Quality 5-95 (Best for content*)	Set the JPEG quality of the scanned image.
Auto Color Detect Color Sensitivity (5*) Area Sensitivity (5*) Scan Bit Depth (1 bit*) Minimum Scan Resolution (300 dpi*)	Configure the auto color detection setting.
Contrast Best for Content* 0–5	Specify the contrast for the scanned image.
Background Removal Level (0*)	Remove the background color or image noise from the original document.

Use printer menus

Menu item	Description
Scan Edge to Edge Off* On	Scan the original document from edge to edge.
Saturation 1-5 (1*)	Adjust the color saturation of the scanned image.

Note: An asterisk (*) next to a value indicates the factory default setting.

Menu item	Description
Text Default 5–95 (75*)	Set the quality of text on the scanned image.
Text/Photo Default 5–95 (75*)	Set the quality of text and photo on the scanned image.
Photo Default 5–95 (50*)	Set the quality of a photo on the scanned image.
Custom Job Scanning Off* On	Set the printer to scan the first set of original documents using the specified settings, and then scan the next set with the same or different settings. Note: This menu item appears only when an ISD is installed.
Scan Preview Off* On	Show a scan preview of the original document. Note: This menu item appears only when an ISD is installed.
Use Multi-Page TIFF Off On*	Enable scanning of multiple TIFF images in one TIFF file.
TIFF Compression JPEG LZW*	Specify the compression type of the TIFF files.

Note: An asterisk (*) next to a value indicates the factory default setting.

Flash Drive Print

Menu item	Description
Number of Copies 1–9999 (1*)	Set the number of copies.
Paper Source Tray [x] (1*) Multipurpose Feeder Manual Paper Manual Envelope	Set the paper source for the print job.
Collate Off [1,1,1,2,2,2] On [1,2,1,2,1,2]*	Keep the pages of a print job stacked in sequence, particularly when printing multiple copies of the job.
Sides 1-Sided* 2-Sided	Specify whether to print on one side or both sides of the paper.
Flip Style Long Edge* Short Edge	Determine which side of the paper is bound when performing two-sided printing.
Pages per Side Off* 2 pages per side 3 pages per side 4 pages per side 6 pages per side 9 pages per side 12 pages per side 16 pages per side	Print multiple page images on one side of a sheet of paper.
Pages per Side Ordering Horizontal* Reverse Horizontal Reverse Vertical Vertical	Specify the positioning of multiple page images when using Pages per Side menu.
Pages per Side Orientation Auto* Landscape Portrait	Specify the orientation of multiple page images when using Pages per Side menu.
Pages per Side Border None* Solid	Print a border around each page image when using Pages per Side menu.

Menu item	Description
Separator Sheets Off* Between Copies Between Jobs Between Pages	Insert blank separator sheets when printing.
Separator Sheet Source Tray [x] (1*) Multipurpose Feeder	Specify the paper source for the separator sheet.
Blank Pages Do Not Print* Print	Print blank pages in a print job.

Note: An asterisk (*) next to a value indicates the factory default setting.

Network/Ports

Network Overview

Menu item	Description
Active Adapter Auto* Standard Network Wireless	Specify the type of the network connection.
Network Status	Show the connectivity status of the printer network.
Display Network Status on Printer Off On*	Show the network status on the display.
Speed, Duplex	Show the speed of the currently active network card.
IPv4	Show the IPv4 address.
All IPv6 Addresses	Show all IPv6 addresses.
Reset Print Server Start	Reset all active network connections to the printer. Note: This setting removes all network configuration settings.
Network Job Timeout Off On* (90 seconds)	Set the time before the printer cancels a network print job.

Menu item	Description
Banner Page Off* On	Print a banner page.
Scan to PC Port Range	Specify a valid port range for printers that are behind a port blocking firewall.
Enable Network Connections Enable* Disable	Enable or disable all network connections.
Enable LLDP Off* On	Enable Link Layer Discovery Protocol (LLDP) in the printer.

Note: An asterisk (*) next to a value indicates the factory default setting.

Wireless

Note: This menu is available only in printers connected to a Wi-Fi network or printers that have a wireless network adapter.

Menu item	Description
Setup On Printer Panel Choose Network Add Wi-Fi Network Network Name Network Mode Infrastructure Wireless Security Mode Disabled* WEP WPA2/WPA - Personal WPA2 - Personal	Configure the Wi-Fi connection using the control panel.

Menu item	Description
Wi-Fi Protected Setup WPS Auto Detect Off On* Start Push Button Method Start PIN Method	Establish a Wi-Fi network and enable network security. Notes - WPS Auto Detect appears only when the Wireless Security Mode is set to WEP. - Start Push-Button Method connects the printer to a Wi-Fi network when buttons on both the printer and the access point (wireless router) are pressed within a given time. - Start PIN Method connects the printer to a Wi-Fi network when a PIN on the printer is entered into the wireless settings of the access point.
Compatibility 802.11b/g/n (2.4GHz)* 802.11a/b/g/n/ac (2.4GHz/5GHz) 802.11a/n/ac (5GHz)	Specify the standard for the Wi-Fi network. Note: 802.11a/b/g/n/ac (2.4GHz/5GHz) and 802.11a/n/ac (5GHz) appear only when a Wi-Fi option is installed.
Wireless Security Mode Disabled* WPA2/WPA-Personal WPA2-Personal WPA/WPA3-Personal WPA3-Personal 802.1x - RADIUS	Set the security mode for connecting the printer to Wi-Fi devices.
WEP Authentication Mode Auto* Open Shared	Set the type of Wireless Encryption Protocol (WEP) for the printer. Note: This menu item appears only when the Wireless Security Mode is set to WEP.
Set WEP Key	Specify a WEP password for secure Wi-Fi connection.
WPA2/WPA Personal AES	Enable Wi-Fi security through Wi-Fi Protected Access (WPA). Note: This menu item appears only when the Wireless Security Mode is set to WPA2/WPA-Personal.
Set Pre-Shared Key	Set the password for secure Wi-Fi connection.

Menu item	Description
WPA2-Personal AES	Enable Wi-Fi security through WPA2. Note: This menu item appears only when the Wireless Security Mode is set to WPA2-Personal.
802.1x Encryption Mode WPA+ WPA2* WPA2+PMF	Enable Wi-Fi security through 802.1x standard. Note: This menu item appears only when the Wireless Security Mode is set to 802.1x - RADIUS.
IPv4 Enable IPV4 On* Off Enable DHCP On* Off Set Static IP Address IP Address Netmask Gateway	Enable and configure IPv4 settings in the printer.
IPv6 Enable IPv6 On* Off Enable DHCPv6 On Off* Stateless Address Autoconfiguration On* Off IPv6 Address Generation Mode EUI64* Stable Privacy Random DNS Server Address Manually Assigned IPv6 Address Manually Assigned IPv6 Router Address Prefix All IPv6 Addresses All IPv6 Router Addresses	Enable and configure IPv6 settings in the printer.

Menu item	Description
Network Address UAA LAA	View the network addresses.
PCL SmartSwitch Off On*	Set the printer to switch automatically to PCL emulation when a print job requires it, regardless of the default printer language. Note: If PCL SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
PS SmartSwitch Off On*	Set the printer to switch automatically to PS emulation when a print job requires it, regardless of the default printer language. Note: If PS SmartSwitch is off, then the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
Job Buffering On Off*	Temporarily store print jobs in the intelligent storage drive (ISD) before printing. Note: This menu item appears only when an ISD is installed.
Mac Binary PS Auto* On Off	Set the printer to process Macintosh binary PostScript print jobs. Notes • On processes raw binary PostScript print jobs. • Off filters print jobs using the standard protocol.

Wi-Fi Direct

Note: This menu is available only in printers connected to a Wi-Fi network or printers that have a wireless network adapter.

Menu item	Description
Enable Wi-Fi Direct On Off*	Set the printer to connect directly to Wi-Fi devices.
Wi-Fi Direct Name	Specify the name of the Wi-Fi Direct network.

Use printer menus

Menu item	Description
Wi-Fi Direct Password	Set the password to authenticate and validate users on a Wi-Fi connection.
Show Password on Setup Page Off On*	Show the Wi-Fi Direct Password on the Network Setup Page.
Preferred Channel Number 1–11 Auto*	Set the preferred channel of the Wi-Fi network.
Group Owner IP Address	Specify the IP address of the group owner.
Auto-Accept Push Button Requests Off* On	Accept requests to connect to the network automatically. Note: Accepting clients automatically is not secured.

Note: An asterisk (*) next to a value indicates the factory default setting.

AirPrint

Note: This menu appears only in the Embedded Web Server.

Menu item	Description
All AirPrint Functions	Show the AirPrint status of the printer.
Enable AirPrint On* Off	Enable the AirPrint feature. Note: This menu item appears only if Internet Printing Protocol (IPP) or mDNS is disabled.
Enable iBeacon On Off*	Enable the iBeacon feature.
Bonjour Name	Identify printer designation and location.
Organization Name	
Organizational Unit	
Printer Location	
Printer's Latitude	
Printer's Longitude	
Printer's Altitude	
More Options	

Note: An asterisk (*) next to a value indicates the factory default setting.

Mobile Services Management

Menu item	Description
Enable IPP Print On* Off	Allow printing from mobile devices using Internet Printing Protocol (IPP).
Enable IPP Fax On* Off	Allow sending faxes using Internet Printing Protocol (IPP).
Enable IPP Over USB On* Off	Allow print or scan jobs using USB connection.
Enable Scan On* Off	Allow scanning using eSCL protocol.

Note: An asterisk (*) next to a value indicates the factory default setting.

Ethernet

Menu item	Description
Network Speed	Show the speed of the active network adapter.
IPv4 Enable IPv4 (On*) Enable DHCP (On*) Set Static IP Address	Configure the IPv4 settings.
IPv6 Enable IPv6 (On*) Enable DHCPv6 (Off*) Stateless Address Autoconfiguration (On*) IPv6 Address Generation Mode (EUI64*) DNS Server Address Manually Assigned IPv6 Address Manually Assigned IPv6 Router Address Prefix (64*) All IPv6 Addresses All IPv6 Router Addresses	Configure the IPv6 settings.

Menu item	Description
Network Address UAA LAA	Specify the network address.
PCL SmartSwitch Off On*	Set the printer to switch automatically to PCL emulation when a print job requires it, regardless of the default printer language. Note: When this setting is disabled, the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
PS SmartSwitch Off On*	Set the printer to switch automatically to PostScript emulation when a print job requires it, regardless of the default printer language. Note: When this setting is disabled, the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
Job Buffering Off* On	Temporarily store print jobs in the intelligent storage drive (ISD) before printing. Note: This menu item appears only when an ISD is installed.
Mac Binary PS Auto* On Off	Set the printer to process Macintosh binary PostScript print jobs. Notes • Auto processes print jobs from computers using either Windows or Macintosh operating systems. • Off filters PostScript print jobs using the standard protocol.
Energy Efficient Ethernet On Off Auto*	Reduce power consumption when the printer does not receive data from the Ethernet network.

Note: An asterisk (*) next to a value indicates the factory default setting.

TCP/IP

Note: This menu appears only in network printers or printers attached to print servers.

Menu item	Description
Set Hostname	Set the current TCP/IP host name.
Domain Name	Set the domain name.
Allow DHCP/BOOTP to update NTP server On* Off	Allow the DHCP and BOOTP clients to update the NTP settings of the printer.
Zero Configuration Name	Specify a service name for the zero configuration network.
Enable Auto IP Off On*	Assign an IP address automatically.
DNS Server Address	Specify the current Domain Name System (DNS) server address.
Backup DNS Address	Specify the backup DNS server addresses.
Backup DNS Address 2	
Backup DNS Address 3	
Domain Search Order	Specify a list of domain names to locate the printer and its resources that reside in different domains on the network.
Enable DDNS Off* On	Update the Dynamic DNS settings.
DDNS TTL	Specify the current DDNS settings.
Default TTL	
DDNS Refresh Time	
Enable mDNS Off On*	Update the multicast DNS settings.
WINS Server Address	Specify a server address for Windows Internet Name Service (WINS).
Enable BOOTP Off* On	Allow the BOOTP to assign a printer IP address.

Menu item	Description
Restricted Server List	Specify the IP addresses that are allowed to communicate with the printer over TCP/IP. Notes • Use a comma to separate each IP address. • You can add up to 50 IP addresses.
Restricted Server List Options Block All Ports* Block Printing Only Block Printing and HTTP Only	Specify the access option for IP addresses that are not in the list.
MTU 256–1500 Ethernet (1500*)	Specify a maximum transmission unit (MTU) parameter for the TCP connections.
Raw Print Port 1–65535 (9100*)	Specify a raw port number for printers connected on a network.
Outbound Traffic Maximum Speed Off* On	Set the maximum transfer rate of the printer. Note: When enabled, the option for this setting is 100–1000000 Kilobits/second.
TLS Support Enable TLSv1.0 (Off) Enable TLSv1.1 (Off*) Enable TLSv1.2 (On*)	Enable the Transport Layer Security protocol.
SSL Cipher List	Specify the cipher algorithms to use for the SSL or the TLS connections.
TLSv1.3 SSL Cipher List	

Note: An asterisk (*) next to a value indicates the factory default setting.

SNMP

Note: This menu appears only in network printers or printers that are attached to print servers.

Use printer menus

Menu item	Description
SNMP Versions 1 and 2c Enabled Off On* Allow SNMP Set Off On* Enable PPM MIB Off On* SNMP Community	Configure Simple Network Management Protocol (SNMP) versions 1 and 2c to install print drivers and applications.
SNMP Version 3 Enabled Off On* Context Name Set Read/Write Credentials User Name Authentication Password Privacy Password Set Read-only Credentials User Name Authentication Password Privacy Password Authentication Hash MD5 SHA1* SHA2 Minimum Authentication Level No Authentication, No Privacy Authentication, No Privacy Authentication, Privacy* Privacy Algorithm DES AES-128* AES-192 AES-256	Configure SNMP version 3 to install and update the printer security.

Note: An asterisk (*) next to a value indicates the factory default setting.

IPSec

Note: This menu appears only in network printers or printers that are attached to print servers.

Use printer menus

Menu item	Description
Enable IPSec Off* On	Enable Internet Protocol Security (IPSec).
Base Configuration Default* Compatibility Secure	Set the IPSec base configuration. Note: This menu item appears only when Enable IPSec is set to On.
DH (Diffie-Hellman) Group Proposal modp2048 (14)* modp3072 (15) modp4096 (16) modp6144 (17)	Set the IPSec base configuration. Note: This menu item appears only when Base Configuration is set to Compatibility.
Proposed Encryption Method 3DES AES*	Set the encryption method. Note: This menu item appears only when Base Configuration is set to Compatibility.
Proposed Authentication Method SHA1 SHA256* SHA512	Set the authentication method. Note: This menu item appears only when Base Configuration is set to Compatibility.
IKE SA Lifetime (Hours) 1 2 4 8 24*	Specify the IKE SA expiry period. Note: This menu item appears only when Base Configuration is set to Secure.
IPSec SA Lifetime (Hours) 1 2 4 8* 24	Specify the IPSec SA expiry period. Note: This menu item appears only when Base Configuration is set to Secure.
IPSec Device Certificate	Specify an IPSec certificate. Note: This menu item appears only when Enable IPSec is set to On.
Pre-Shared Key Authenticated Connections Host [x]	Configure the authenticated connections of the printer. Note: These menu items appear only when Enable IPSec is set to On.
Certificate Authenticated Connections Host [x] Address[/subnet]	

Note: An asterisk (*) next to a value indicates the factory default setting.

802.1x

Note: This menu appears only in network printers or printers that are attached to print servers.

Menu item	Description
Active Off* On	Let the printer join networks that require authentication before allowing access.
802.1x Authentication Device Login Name Device Login Password Validate Serve Certificate (On*) Enable Event Logging (Off*) 802.1x Device Certificate	Configure the settings for authenticating the 802.1x connection.
Allowable Authentication Mechanisms EAP - MD5 (On*) EAP - MSCHAPv2 (On*) LEAP (On*) PEAP (On*) EAP - TLS (On*) EAP - TTLS (On*) TTLS Authentication Method (MSCHAPv2*)	Configure the allowed authentication mechanisms for the 802.1x connection.

Note: An asterisk (*) next to a value indicates the factory default setting.

LPD Configuration

Note: This menu appears only in network printers or printers that are attached to print servers.

Menu item	Description
LPD Timeout 0–65535 seconds (90*)	Set the time-out value to stop the Line Printer Daemon (LPD) server from waiting indefinitely for hung or invalid print jobs.
LPD Banner Page Off* On	Print a banner page for all LPD print jobs. Note: A banner page is the first page of a print job used as a separator of print jobs and to identify the originator of the print job request.
LPD Trailer Page Off* On	Print a trailer page for all LPD print jobs. Note: A trailer page is the last page of a print job.

Menu item	Description
LPD Carriage Return Conversion Off* On	Enable carriage return conversion. Note: Carriage return is a mechanism that commands the printer to move the position of the cursor to the first position on the same line.

Note: An asterisk (*) next to a value indicates the factory default setting.

HTTP/FTP Settings

Menu item	Description
Proxy HTTP Proxy IP Address HTTP Default IP Port FTP Proxy IP Address FTP Default IP Port Authentication User Name Password Local Domains	Configure the HTTP and FTP server settings.
Other Settings Enable HTTP Server (On*)	Access the Embedded Web Server to monitor and manage the printer.
Other Settings Enable HTTPS (On*)	Enable Hypertext Transfer Protocol Secure (HTTPS) to encrypt data transferring to and from the print server.
Other Settings Force HTTPS Connections (Off*)	Force the printer to use HTTPS connections.
Other Settings Enable FTP/TFTP (On*)	Send files using FTP/TFTP.
Other Settings HTTPS Device Certificate (default*)	View the HTTP device certificate used on the printer.
Other Settings Timeout for HTTP/FTP Requests (30*)	Specify the amount of time before the server connection stops.
Other Settings Retries for HTTP/FTP Requests (3*)	Set the number of retries to connect to the HTTP/FTP server.

Note: An asterisk (*) next to a value indicates the factory default setting.

ThinPrint

Menu item	Description
Enable ThinPrint Off* On	Print using ThinPrint.
Port Number 4000–4999 (4000*)	Set the port number for the ThinPrint server.
Bandwidth (bits/sec) 100–1000000 (0*)	Set the speed to transmit data in a ThinPrint environment.
Packet Size (kbytes) 0–64000 (0*)	Set the packet size for data transmission.

Note: An asterisk (*) next to a value indicates the factory default setting.

USB

Menu item	Description
PCL SmartSwitch Off On*	Set the printer to switch to PCL emulation when a print job received through a USB port requires it, regardless of the default printer language. Note: When this setting is disabled, the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
PS SmartSwitch Off On*	Set the printer to switch to PostScript emulation when a print job received through a USB port requires it, regardless of the default printer language. Note: When this setting is disabled, the printer does not examine incoming data and uses the default printer language specified in the Setup menu.
Job Buffering Off* On	Temporarily store print jobs in the intelligent storage drive (ISD) before printing. Note: This menu item appears only when an ISD is installed.

Menu item	Description
Mac Binary PS Auto* On Off	Set the printer to process Macintosh binary PostScript print jobs. Notes • Auto processes print jobs from computers using either Windows or Macintosh operating systems. • Off filters PostScript print jobs using the standard protocol.
Enable USB Port Off On*	Enable the front USB drive port.

Note: An asterisk (*) next to a value indicates the factory default setting.

Restrict external network access

Menu item	Description
Restrict external network access Off* On	Restrict access to network sites.
External network address	Specify the network addresses with restricted access.
Email address for notification	Specify an email address to send a notification of logged events.
Ping frequency 1–300 (10*)	Specify the network query interval in seconds.
Subject	Specify the subject and message of the notification email.
Message	

Note: An asterisk (*) next to a value indicates the factory default setting.

Security

Login Methods

Manage Permissions

Menu item	Description
Function Access Access Address Book in Apps Modify Address Book Manage Shortcuts Create Profiles Manage Bookmarks Flash Drive Print Flash Drive Scan Copy Function Email Function Fax Function FTP Function Release Held Faxes Held Jobs Access Use Profiles Cancel Jobs at the Device Change Language Internet Printing Protocol (IPP) Initiate Scans Remotely B/W Print Color Print Network Folder - Scan	Control access to the printer functions. Note: Some menu items appear only when an intelligent storage drive is installed.
Administrative Menus Security Menu Network/Ports Menu Paper Menu Reports Menu Function Configuration Menus Supplies Menu Option Card Menu SE Menu Device Menu	Control access to the printer menu settings.
Device Management Remote Management Firmware Updates Apps Configuration Embedded Web Server Access Import / Export All Settings Out of Service Erase Cloud Services Enrollment	Control access to the printer management options.

Menu item	Description
Apps New Apps Slideshow Change Wallpaper Screen Saver Card Copy Scan Center Scan Center Custom [x]	Control access to printer applications.

Local Accounts

Menu item	Description
Manage Groups/Permissions	Show a list of all saved groups in the printer.
Add User User Name/Password User Name Password PIN	Create local accounts and specify their access to the printer functions, administrative menus, printer management options, and applications.

Schedule USB Devices

Menu item	Description
Schedules Add New Schedule	Schedule access to the front USB port.

Security Audit Log

Menu item	Description
Enable Audit Off* On	Record the events in the secure audit log and remote syslog.
Enable Remote Syslog Off* On	Send audit logs to a remote server.
Remote Syslog Server	Specify the remote syslog server.
Remote Syslog Port 1–65535 (514*)	Specify the remote syslog port.

Menu item	Description
Remote Syslog Method Normal UDP* Stunnel	Specify a syslog method to transmit logged events to a remote server.
Remote Syslog Facility 0 - Kernel Messages 1 - User-Level Messages 2 - Mail System 3 - System Daemons 4 - Security/Authorization Messages* 5 - Messages Generated Internally by Syslogs 6 - Line Printer Subsystem 7 - Network News Subsystem 8 - UUCP Subsystem 9 - Clock Daemon 10 - Security/Authorization Messages 11 - FTP Daemon 12 - NTP Subsystem 13 - Log Audit 14 - Log Alert 15 - Clock Daemon 16 - Local Use 0 (local0) 17 - Local Use 1 (local1) 18 - Local Use 2 (local2) 19 - Local Use 3 (local3) 20 - Local Use 4 (local4) 21 - Local Use 5 (local5) 22 - Local Use 6 (local6) 23 - Local Use 7 (local7)	Specify a facility code that the printer uses when sending log events to a remote server.
Severity of Events to Log 0 - Emergency 1 - Alert 2 - Critical 3 - Error 4 - Warning* 5 - Notice 6 - Informational 7 - Debug	Specify the priority level cutoff for logging messages and events.
Remote Syslog Non-Logged Events Off* On	Send all events, regardless of severity level, to the remote server.
Admin's Email Address	Send email notification of logged events to the administrator.
Email Log Cleared Alert Off* On	Send email notification to the administrator when a log entry is deleted.

Use printer menus

Menu item	Description
Email Log Wrapped Alert Off* On	Send email notification to the administrator when the log becomes full and begins to overwrite the oldest entries.
Log Full Behavior Wrap Over Oldest Entries* Email Log Then Delete All Entries	Resolve log storage issues when the log fills its allotted memory.
Email % Full Alert Off* On	Send email notification to the administrator when the log fills its allotted memory.
% Full Alert Level 1–99 (90*)	
Email Log Exported Alert Off* On	Send email notification to the administrator when a log is exported.
Email Log Settings Changed Alert Off* On	Send email notification to the administrator when Enable Audit is set.
Log Line Endings LF (\n)* CR (\r) CRLF (\r\n)	Specify how the log file terminates the end of each line.
Digitally Sign Exports Off* On	Add a digital signature to each exported log file.
Clear Log	Delete all audit logs.
Export Log Syslog (RFC 5424) Syslog (RFC 3164) CSV	Export a security log to a flash drive.

Note: An asterisk (*) next to a value indicates the factory default setting.

Login Restrictions

Menu item	Description
Login failures 1–10 (3*)	Specify the number of failed login attempts before the user gets locked out.

Menu item	Description
Failure time frame 1–60 minutes (5*)	Specify the time frame between failed login attempts before the user gets locked out.
Lockout time 1–60 minutes (5*)	Specify the lockout duration.
Web Login Timeout 1–120 minutes (10*)	Specify the delay for a remote login before the user is logged off automatically.

Note: An asterisk (*) next to a value indicates the factory default setting.

Confidential Print Setup

Menu item	Description
Max Invalid PIN 2–10	Set the limit for entering an invalid PIN. Note: When the limit is reached, the print jobs for that user name are deleted.
Confidential Job Expiration Off* 1 Hour 4 Hours 24 Hours 1 Week	Set an individual expiration time for each held job before it is automatically deleted from the intelligent storage drive. Note: A held job is either Confidential, Repeat, Reserve, or Verify.
Repeat Job Expiration Off* 1 Hour 4 Hours 24 Hours 1 Week	Set the expiration time for a print job that you want to repeat.
Verify Job Expiration Off* 1 Hour 4 Hours 24 Hours 1 Week	Set the expiration time for printing a copy of a job for you to check its quality before printing the remaining copies.
Reserve Job Expiration Off* 1 Hour 4 Hours 24 Hours 1 Week	Set the expiration time for jobs that you want to store in the printer for printing later.

Menu item	Description
Require All Jobs to be Held Off* On	Set the printer to hold all print jobs.
Keep duplicate documents Off* On	Set the printer to keep all documents with the same file name.

Note: An asterisk (*) next to a value indicates the factory default setting.

Encryption

Menu item	Settings	Description
Internal Storage	The setting is a read-only information.	Show the encryption status of the internal storage.
Hard Disk	The setting is a read-only information.	Show the encryption status of the hard disk. Note: This menu item appears only when a hard disk is installed.
Intelligent Storage Drive	The setting is a read-only information.	Show the encryption status of the intelligent storage drive (ISD). Note: This menu item appears only when an ISD is installed.

Erase Temporary Data Files

Menu item	Description
Stored in onboard memory Off* On	Delete all files stored on the printer memory.

Note: An asterisk (*) next to a value indicates the factory default setting.

Solutions LDAP Settings

Menu item	Description
Follow LDAP Referrals Off* On	Search the different servers in the domain for the logged-in user account.

Menu item	Description
LDAP Certificate Verification Yes No*	Enable verification of LDAP certificates.

Miscellaneous

Menu item	Description
Protected Features Show* Hide	Show all the features that Function Access Control (FAC) protects regardless of the security permission that the user has. Note: Hide displays only FAC-protected features that the user has access.
Print Permission Off* On	Let the user log in before printing.
Default Print Permission Login PIN	Set the default login for Print Permission.
Security Reset Jumper Enable "Guest" access* No Effect	Specify user access to the printer. Notes • Enable "Guest" access allows for device recovery if the admin password is lost. If this issue occurs, then contact customer support. • No effect prevents using the security jumper for device recovery.
Use Intelligent Storage Drive for User Data Off On*	Enable intelligent storage drive to store user data.
Minimum Password Length 0–32 (0*)	Specify the password length.
Enable Password/PIN Reveal Off* On	Show the password or personal identification number.

Menu item	Description
Allow Encryption of Service Nonvolatile Memory	Enable the encryption of service nonvolatile memory in your device. Note: This setting is available if Encrypt Service Nonvolatile Memory is disabled.

Note: An asterisk (*) next to a value indicates the factory default setting.

Cloud Services

Cloud Services Enrollment

Menu item	Description
View More Information	View additional information on the usage of Lexmark Cloud Services.
Enable communication with Lexmark Cloud Services Off* On	Enable the printer to communicate with Lexmark Cloud Services.
View Current Status	View the connection status between the printer and Lexmark Cloud Services.

Note: An asterisk (*) next to a value indicates the factory default setting.

Reports

Menu Settings Page

Menu item	Description
Menu Settings Page	Print a report that contains the printer menus.

Device

Menu item	Description
Device Information	Print a report that contains information about the printer.
Device Statistics	Print a report about printer usage and supply status.

Use printer menus

Menu item	Description
Profiles List	Print a list of profiles that are stored in the printer.
Asset Report	Print a diagnostic tool for print problems. Note: To avoid clipping the content, print the report on letter- or A4-size paper.

Print

Menu item	Description
Print Fonts PCL Fonts PS Fonts	Print samples and information about the fonts that are available in each printer language.
Print Demo Demo Page	Print a page that shows the printer capabilities.
Print Directory	Print the resources that are stored in the flash drive or intelligent storage drive (ISD). Note: This menu item appears only when a flash drive or an ISD is installed.

Shortcuts

Menu item	Description
All Shortcuts	Print a report that lists the shortcuts that are stored in the printer.
Fax Shortcuts	
Copy Shortcuts	
Email Shortcuts	
FTP Shortcuts	
Network Folder Shortcuts	

Fax

Note: This menu appears only if Fax is configured, and Enable Job Log is set to On.

Menu item	Description
Fax Job Log	Print a report about the last 200 completed fax jobs.

Menu item	Description
Fax Call Log	Print a report about the last 100 attempted, received, and blocked calls.

Network

Menu item	Description
Network Setup Page	Print a page that shows the configured network and wireless settings on the printer. Note: This menu item appears only in network printers or printers connected to print servers.
Wi-Fi Direct Connected Clients	Print a page that shows the list of devices that are connected to the printer using Wi-Fi Direct. Note: This menu item appears only when Enable Wi-Fi Direct is set to On.

Troubleshooting

Menu item	Description
Print Quality Test Pages	Print sample pages to identify and correct print quality defects.
Cleaning the Scanner	Print instructions on how to clean the scanner.

Printing the Menu Settings Page report

Note: Keep the printed pages for reference in case the printer is serviced, or the settings are changed.

1. From the control panel, navigate to **Settings › Reports** .
2. Select **Menu Settings Page**.

Maintain the printer

Checking the status of parts and supplies

1. From the home screen, select **Status/Supplies** › **Supplies**.
2. View the status of the printer parts and supplies.

Note: You can also select  to check notifications that require user intervention.

Configuring supply notifications

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Settings** › **Device** › **Notifications**.
3. Click **Custom Supply Notifications**.
4. Select a notification for each supply item.
5. Apply the changes.

Setting up email alerts

Email alerts let you set up a mail server so the printer can automatically send messages to a group of email addresses when certain events happen. For more information on SMTP settings, see [Configuring the email SMTP settings on page 51](#).

1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Settings** › **Device** › **Notifications**.
3. Click **Email Alerts Setup**.
4. Click **Setup Email Lists and Alerts**, and then do the following:
 - Specify the email addresses that you want to send the alerts to.
 - Specify the subject of the email alert.

- Specify the printer events that you want to send.

5. Click **Save**.

Printing printer reports and logs

Printer reports show the printer status, toner levels, number of pages printed or scanned, and any errors.

1. From the control panel, navigate to **Settings > Reports**.
2. Select the report or log that you want to print.

Menu Settings Page—Show the current printer preferences, settings, and configurations.

Device

- **Device Information**—Show printer information such as serial number, installed memory, and page count.
- **Device Statistics**—Show printer information such as supply status, total printed sheets, and printer job information.
- **Profiles List**—Show a list of profiles or shortcuts that are stored in the printer.
- **Asset Report**—Show printer information such as color and mono print counts, IP address, and firmware levels.

Print

- **Print Fonts**—Show the fonts that are available in each printer language.
- **Print Demo**—Show the demo files that are available in the firmware, the flash option, and the disk option.
- **Print Directory**—Show the resources that are stored on the flash drive, hard disk, or intelligent storage drive (ISD).

Note: This report appears only when a flash drive, a printer hard disk, or an ISD is installed.

Shortcuts

- **All Shortcuts**—Show a list of all the shortcuts that are stored on the printer.
- **Fax Shortcuts**—Show a list of fax shortcuts that are stored on the printer.
- **Copy Shortcuts**—Show a list of copy shortcuts that are stored on the printer.
- **Email Shortcuts**—Show a list of email shortcuts that are stored on the printer.
- **FTP Shortcuts**—Show a list of File Transfer Protocol (FTP) shortcuts that are stored on the printer.
- **Network Folder Shortcuts**—Show a list of network folder shortcuts that are stored on the printer.

Fax

- **Fax Job Log**—List the last 200 completed fax jobs.

Note: This report appears only when **Enable Job Log** is enabled.

- **Fax Call Log**—Show the resources that are stored on the flash drive or storage drive.

Note: This report appears only when a flash drive or storage drive is installed.

Network

- **Network Setup Page**—Show the configured network and wireless settings on the printer.

Note: This report appears only in network printers and printers connected to print servers.

- **Wi-Fi Direct Connected Clients**—Show the list of devices that are connected to the printer using Wi-Fi Direct.

Note: This report appears only when **Enable Wi-Fi Direct** is set to **On**.

Ordering parts and supplies

Contact information and precaution

To order supplies in the U.S., contact Lexmark at 1-800-539-6275 for information about Lexmark authorized supplies dealers in your area. In other countries or regions, go to www.lexmark.com or contact the place where you purchased the printer.

Note: All life estimates for printer supplies assume printing on letter- or A4-size plain paper.

Warning—Potential Damage

Failure to maintain optimum printer performance or to replace supplies can cause damage to your printer.

Using genuine Lexmark parts and supplies

Your Lexmark printer is designed to function best with genuine Lexmark parts and supplies. Use of third-party supplies or parts may affect the performance, reliability, or life of the printer and its imaging components. It can also affect warranty coverage. Damage caused by the use of third-party parts and supplies is not covered by the warranty. All life indicators are designed to function with Lexmark parts and supplies, and may deliver unpredictable results if third-party parts and supplies are used. Imaging component usage beyond the intended life may damage your Lexmark printer or its associated components.

Warning—Potential Damage

Supplies and parts without Return Program agreement terms may be reset and remanufactured. However, the manufacturer's warranty does not cover any damage caused by non-genuine supplies or parts. Resetting counters on the supply or part without proper remanufacturing can cause damage to your printer. After resetting the supply or part counter, your printer may display an error indicating the presence of the reset item.

Ordering a toner cartridge

Notes

- The estimated cartridge yield is based on the ISO/IEC 19752 standard.
- Extremely low print coverage for extended periods of time may negatively affect actual yield.

Lexmark MX432 Return Program toner cartridges

Item	United States and Canada	European Economic Area	Rest of Asia Pacific	Latin America	Rest of Europe, Middle East, and Africa	Australia and New Zealand
Return Program toner cartridge	55B1000	55B2000	55B3000	55B4000	55B5000	55B6000
High yield Return Program toner cartridge	55B1H00	55B2H00	55B3H00	55B4H00	55B5H00	55B6H00
Extra high yield Return Program toner cartridge	55B1X00	55B2X00	55B3X00	55B4X00	55B5X00	55B6X00
Corporate Return Program toner cartridge*	55B100E	55B200E	55B300E	55B400E	55B500E	55B600E
High yield Corporate Return Program toner cartridge*	55B1H0E	55B2H0E	55B3H0E	55B4H0E	55B5H0E	55B6H0E
Extra high yield Corporate Return Program toner cartridge*	55B1X0E	55B2X0E	55B3X0E	55B4X0E	55B5X0E	55B6X0E

* Available only for contract-managed printers. For more information, contact your Lexmark representative or system administrator.

Item	Worldwide
Extra high yield regular toner cartridge	55B0XA0

Item	Worldwide
Regular toner cartridge	24B7535

Ordering an imaging unit

Item	Part Number
Regular imaging unit	55B0ZA0

Replacing parts and supplies

Replacing the toner cartridge

1. Open the front door.

Warning—Potential Damage

To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



2. Remove the imaging unit.



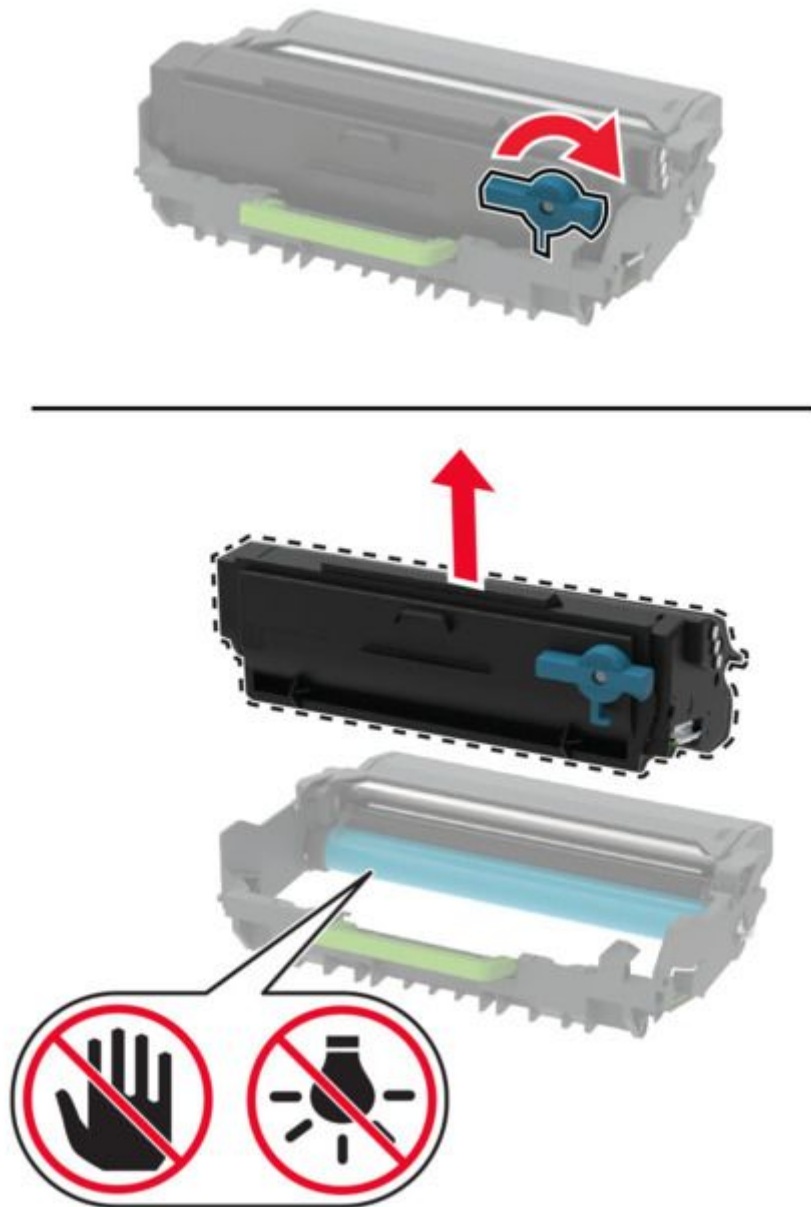
3. Twist the blue latch, and then remove the used toner cartridge from the imaging unit.

Warning—Potential Damage

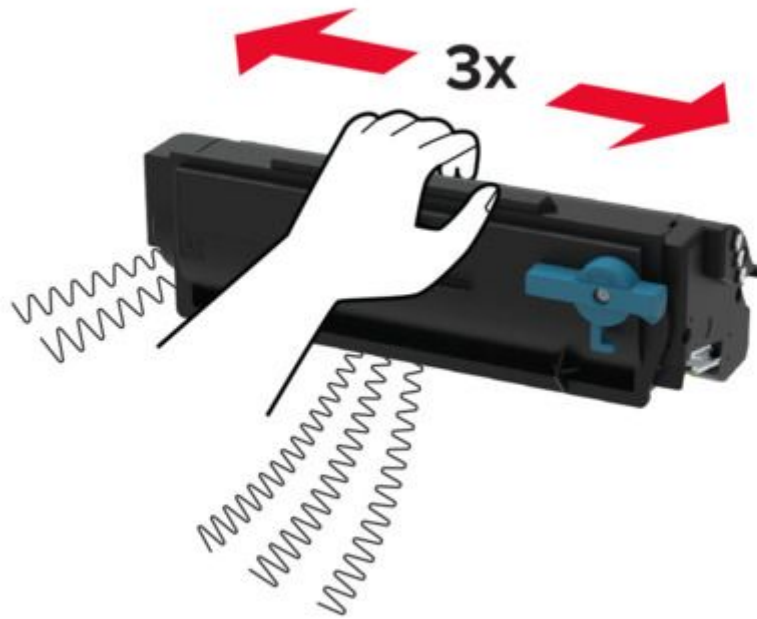
Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

Warning—Potential Damage

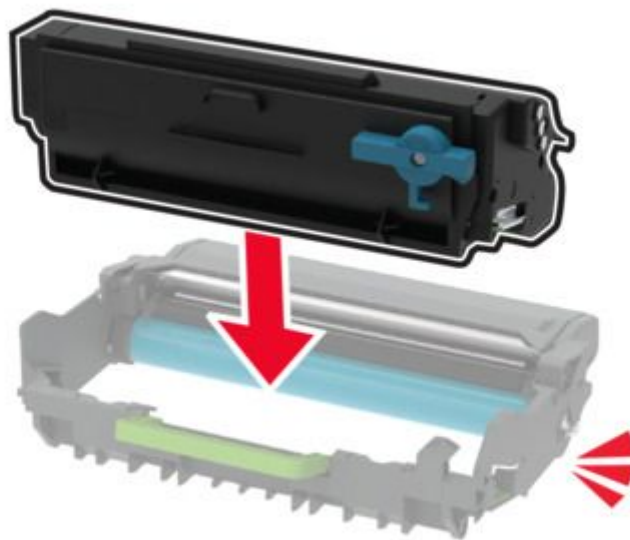
Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.



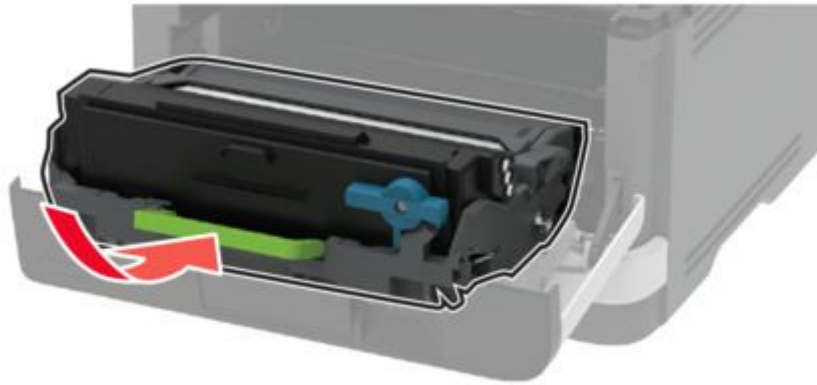
4. Unpack the new toner cartridge.
5. Shake the toner cartridge to redistribute the toner.



6. Insert the new toner cartridge into the imaging unit until it clicks into place.



7. Insert the imaging unit.



8. Close the door.

Replacing the imaging unit

1. Open the front door.

Warning—Potential Damage

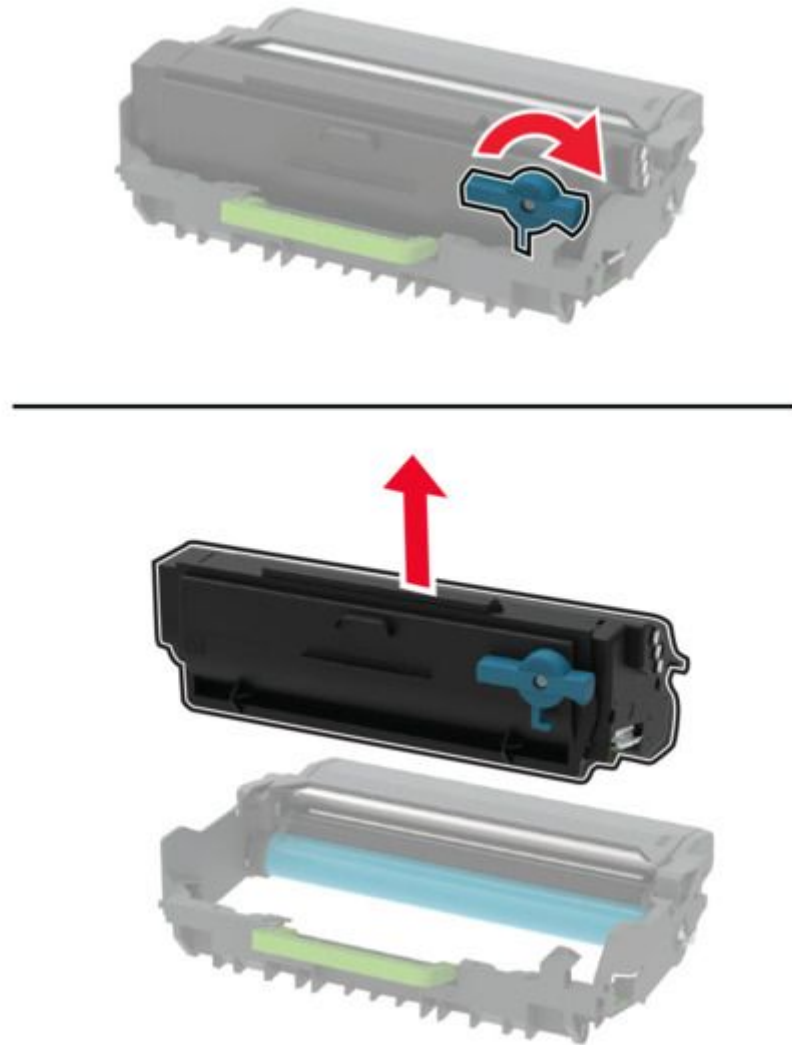
To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



2. Remove the used imaging unit.



3. Twist the blue latch, and then remove the toner cartridge from the used imaging unit.



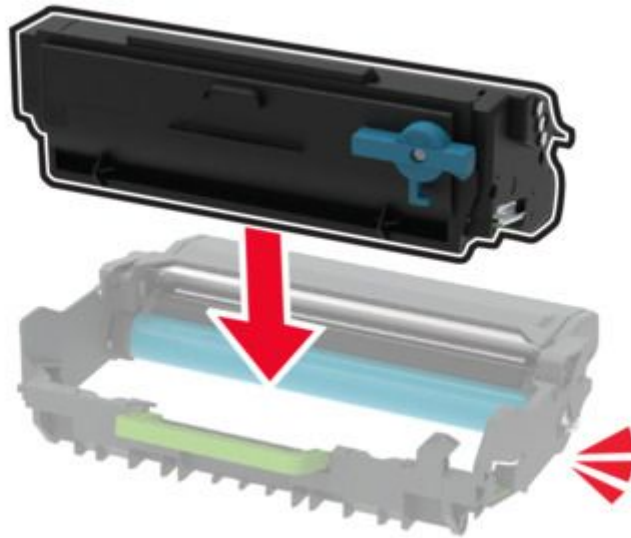
4. Unpack the new imaging unit, and then insert the toner cartridge until it clicks into place.

Warning—Potential Damage

Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

Warning—Potential Damage

Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.



5. Insert the new imaging unit.



6. Close the door.

Replacing the tray

1. Remove the used tray.



2. Unpack the new tray.
3. Insert the new tray.



Replacing the pick roller assembly

1. Turn off the printer.
2. Unplug the power cord from the electrical outlet, and then from the printer.
3. Open the front door.



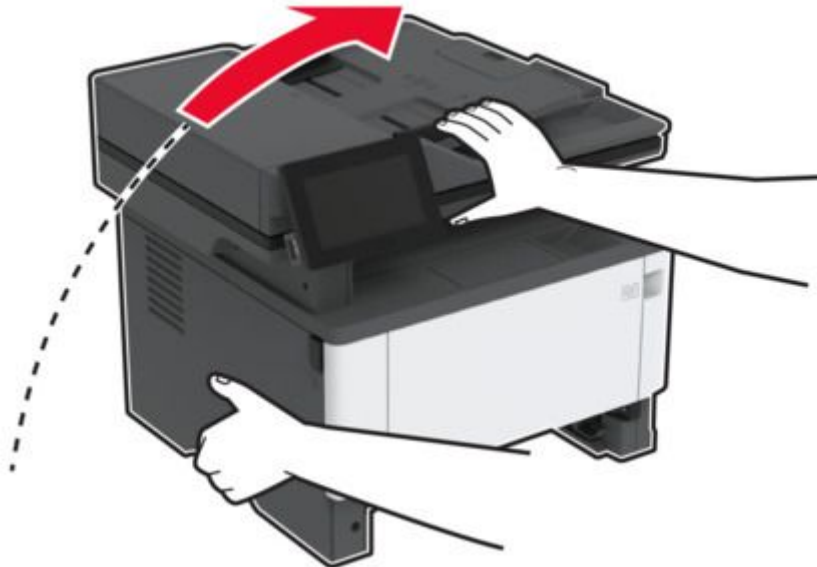
4. Remove the imaging unit.



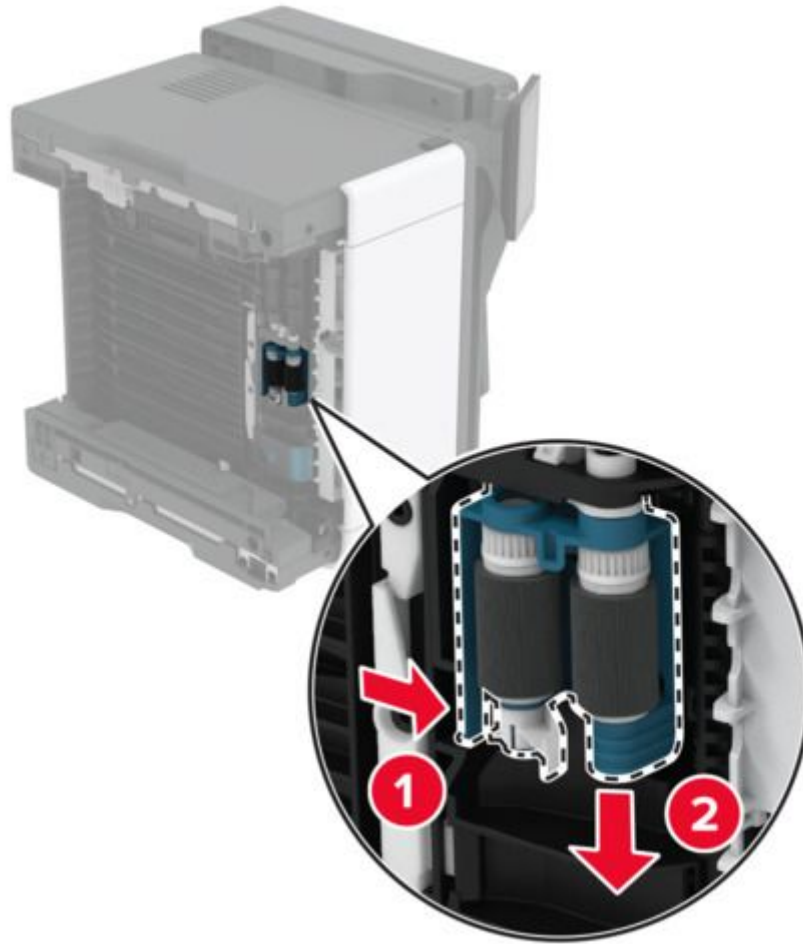
5. Close the front door.
6. Remove the tray.



7. Position the printer on its side.



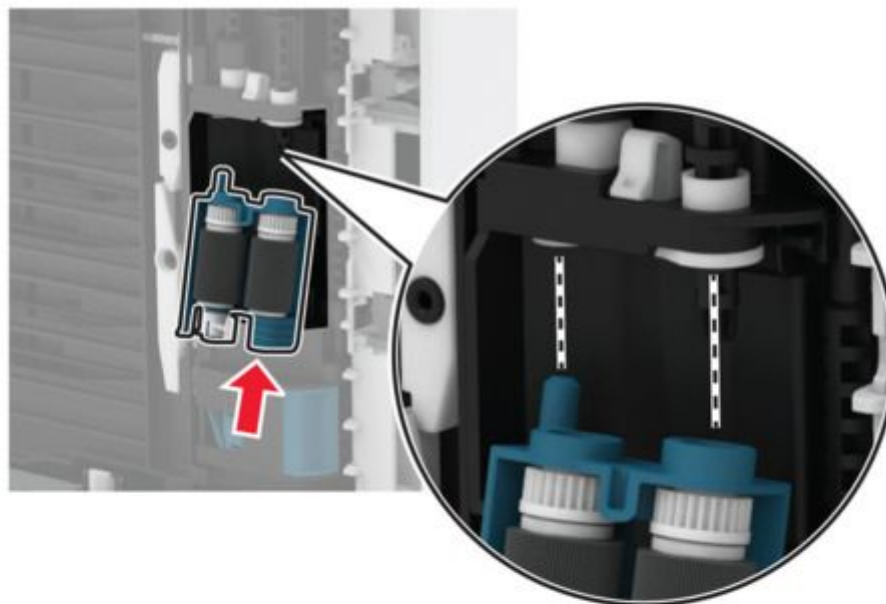
8. Remove the used pick roller assembly.



9. Unpack the new pick roller assembly.

Note: To avoid contamination, make sure that your hands are clean.

10. Insert the new pick roller assembly.



11. Place the printer in its original position, and then insert the tray.
12. Open the front door.
13. Insert the imaging unit.
14. Close the front door.
15. Connect the power cord to the printer, and then to the electrical outlet.



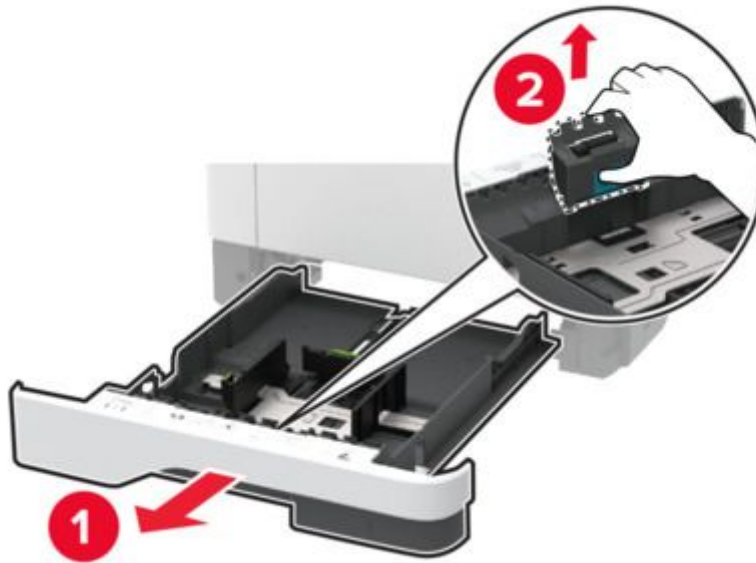
CAUTION—POTENTIAL INJURY

To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

16. Turn on the printer.

Replacing the tray separator roller

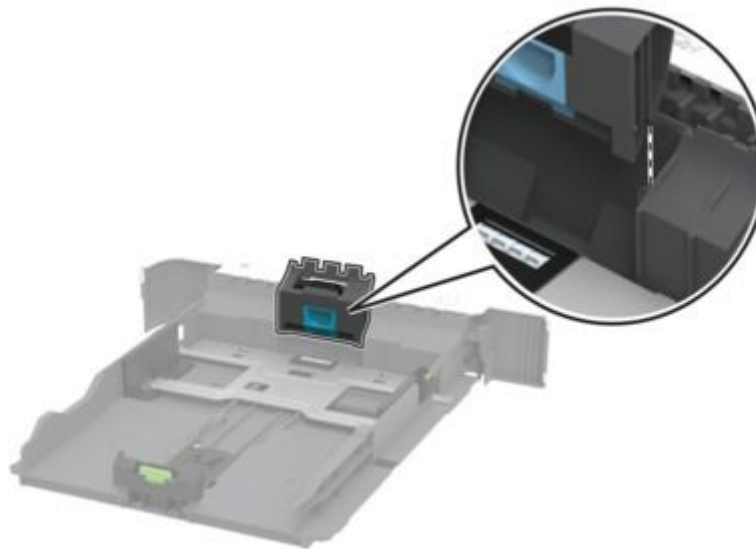
1. Remove the tray, and then remove the used separator roller.



2. Unpack the new separator roller.

Note: To avoid contamination, make sure that your hands are clean.

3. Insert the new separator roller.

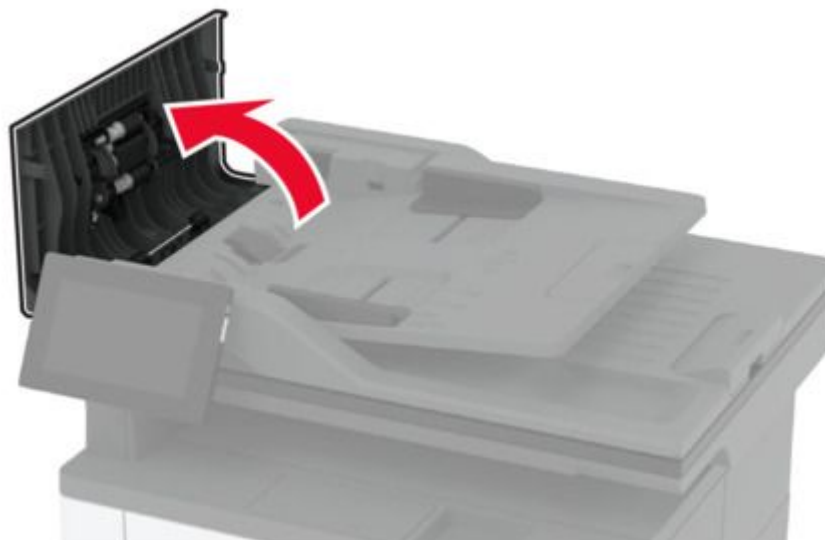


4. Insert the tray.

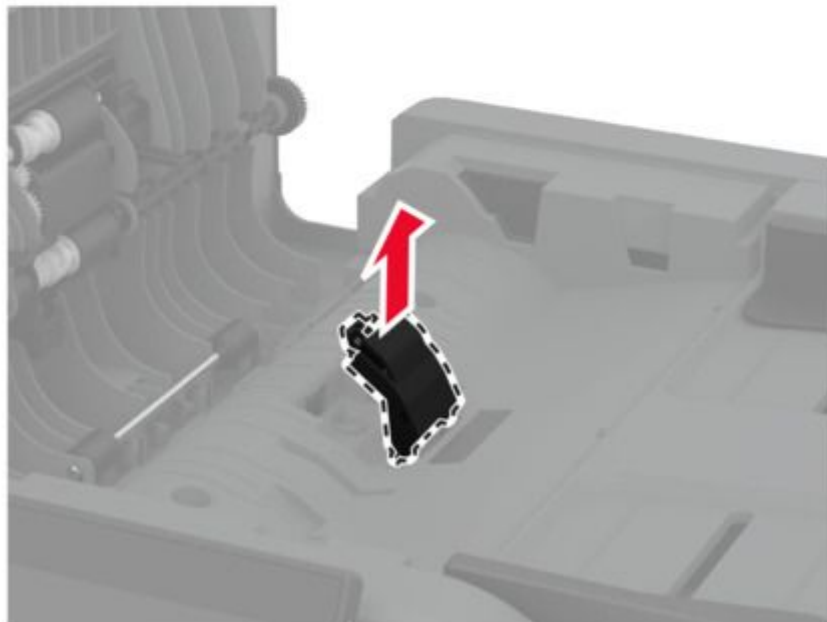
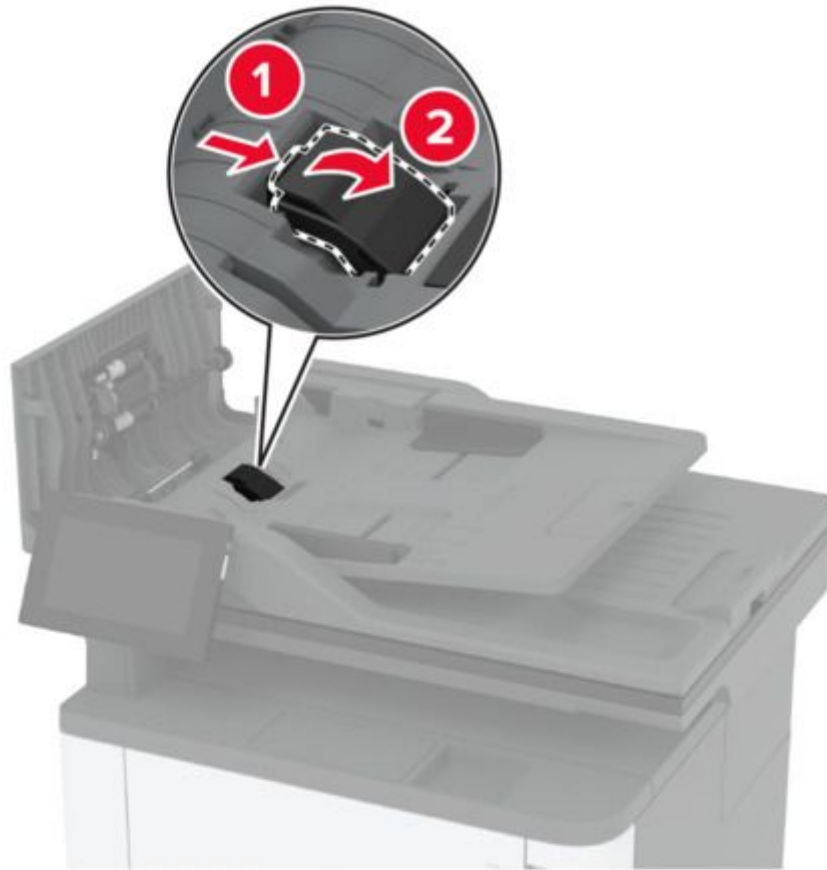


Replacing the ADF separator pad

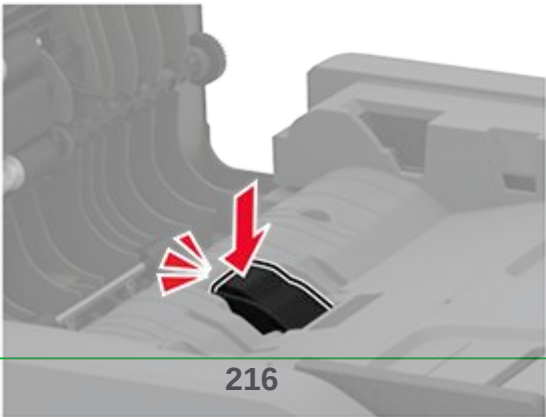
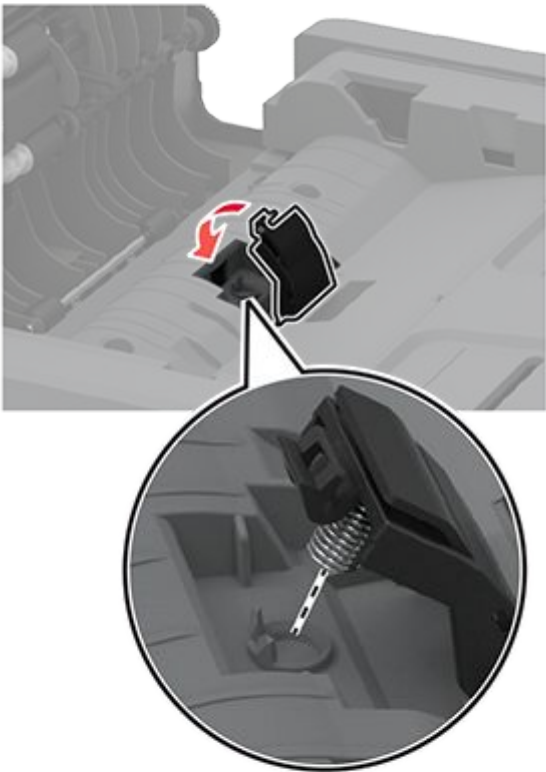
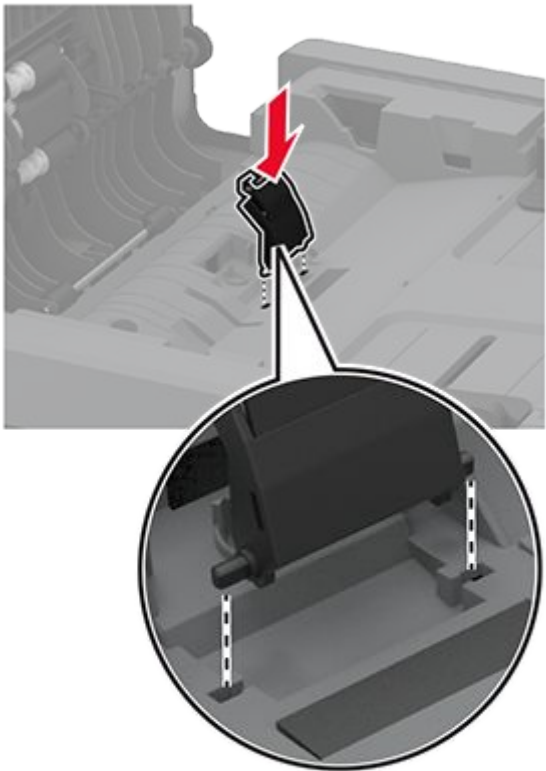
1. Open door C.



2. Remove the used ADF separator pad.



3. Unpack the new ADF separator pad.
4. Insert the new separator pad until it clicks into place.



5. Close the door.

Resetting the supply usage counters

1. From the control panel, navigate to **Settings › Device › Maintenance › Configuration Menu › Supply Usage And Counters**.
2. Select the counter that you want to reset.

Warning—Potential Damage

Supplies and parts without Return Program agreement terms may be reset and remanufactured. However, the manufacturer's warranty does not cover any damage caused by non-genuine supplies or parts. Resetting counters on the supply or part without proper remanufacturing can cause damage to your printer. After resetting the supply or part counter, your printer may display an error indicating the presence of the reset item.

Cleaning printer parts

Cleaning the exterior of the printer

Regular maintenance of your printer is essential to ensure its longevity and optimal performance. When cleaning the printer, take the necessary precautions to avoid damage. Damage to the printer caused by improper handling is not covered by the printer warranty.

1. Turn off the printer, and then unplug the power cord from the electrical outlet.



CAUTION—SHOCK HAZARD

To avoid the risk of electrical shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

2. Remove paper from the standard bin, the trays, and the multipurpose feeder or manual feeder.
3. Using a soft brush, remove any dust, lint, and pieces of paper around the printer.
4. Using a damp, soft, lint-free cloth, wipe the following areas:
 - Control panel
 - Standard bin
 - Trays
 - Multipurpose feeder or manual feeder
 - Front, sides, and rear of the printer

Warning—Potential Damage

- To avoid damaging the finish of the printer, do not use household cleaners or detergents.
- Do not use aerosol cleaners, as they may cause explosions or fires when used on electromechanical equipment.

5. Make sure that all areas of the printer are dry after cleaning.

6. Connect the power cord to the electrical outlet, and then turn on the printer.

**CAUTION—POTENTIAL INJURY**

To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

Cleaning the touch screen

**CAUTION—SHOCK HAZARD**

To avoid the risk of electric shock when cleaning the exterior of the printer, unplug the power cord from the electrical outlet and disconnect all cables from the printer before proceeding.

1. Turn off the printer, and then unplug the power cord from the electrical outlet.
2. Using a damp, soft, lint-free cloth, wipe the touch screen.

Notes

- Do not use household cleaners or detergents, as they may damage the touch screen.
- Make sure that the touch screen is dry after cleaning.

3. Connect the power cord to the electrical outlet, and then turn on the printer.

**CAUTION—POTENTIAL INJURY**

To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

Cleaning the scanner

1. Open the scanner cover.



2. Using a damp, soft, lint-free cloth, wipe the following areas:

- Scanner glass pad



- ADF glass



- Scanner glass



3. Close the scanner cover.

Cleaning the pick roller assembly

1. Turn off the printer.
2. Unplug the power cord from the electrical outlet, and then from the printer.
3. Open the front door.



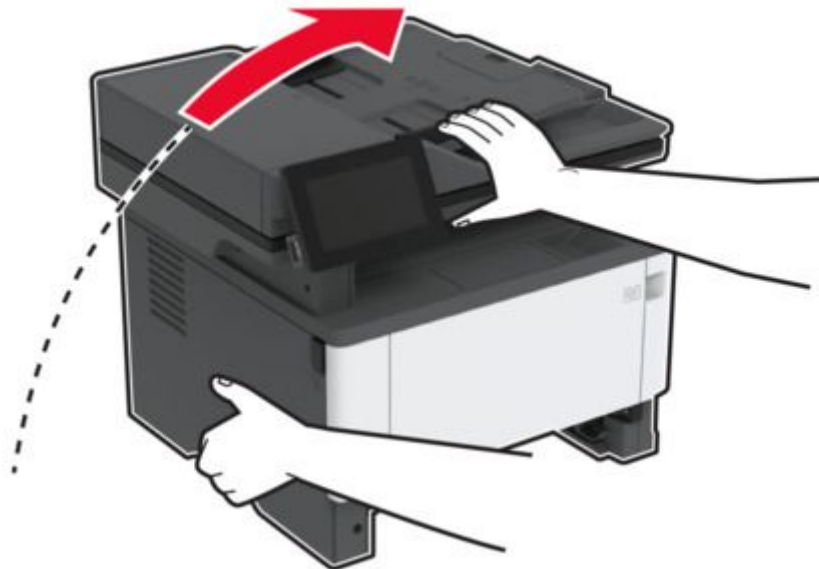
4. Remove the imaging unit.



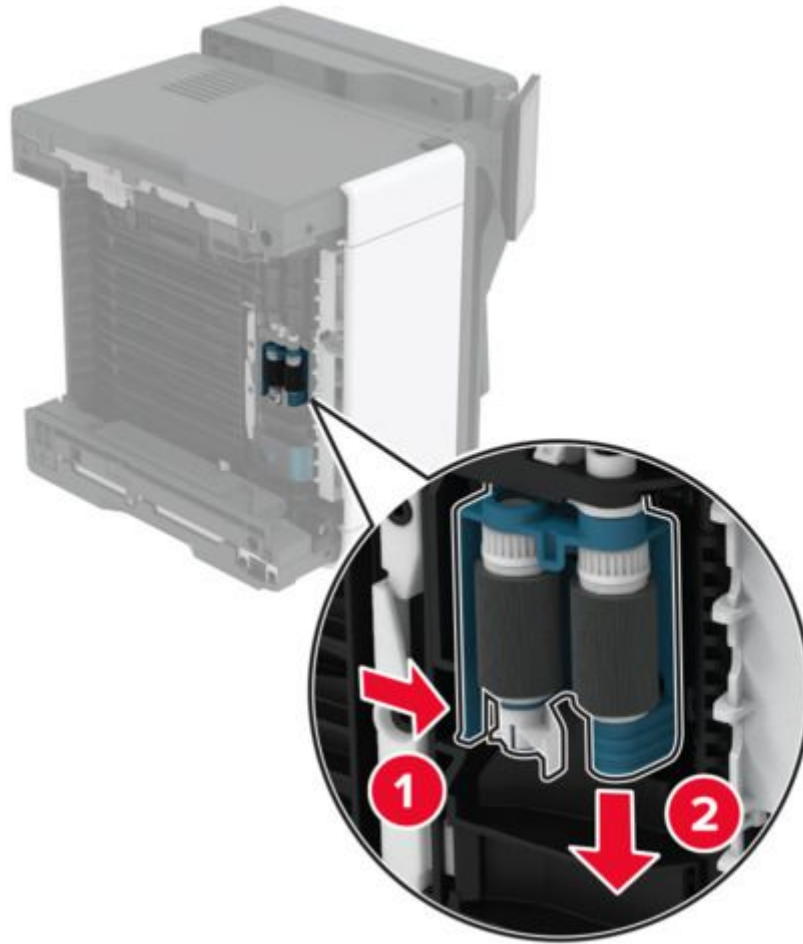
5. Close the front door.
6. Remove the tray.



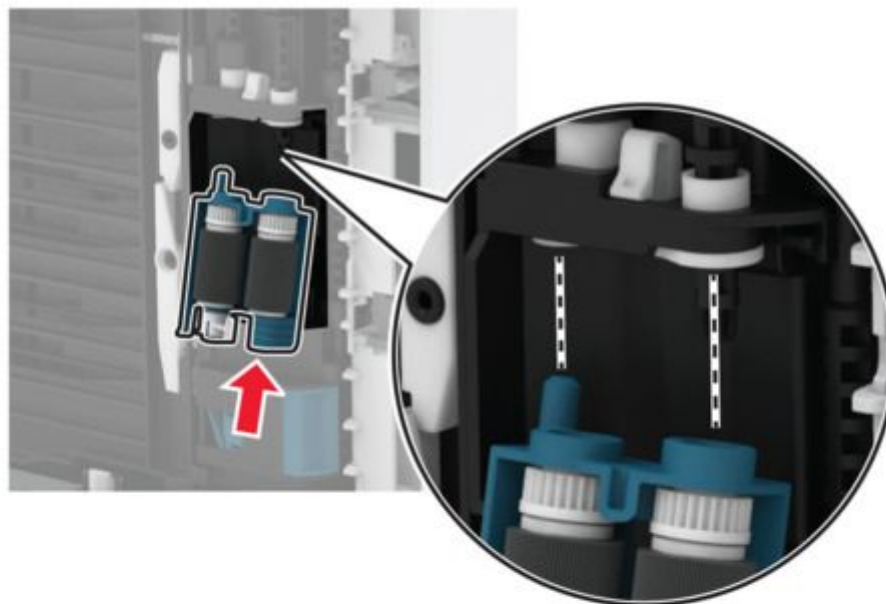
7. Position the printer on its side.



8. Remove the pick roller assembly.



9. Apply isopropyl alcohol to a soft, lint-free cloth, and then wipe the pick roller assembly.
10. Insert the pick roller assembly until it clicks into place.



11. Place the printer in its original position, and then insert the tray.
12. Open the front door.
13. Insert the imaging unit.
14. Close the front door.
15. Connect the power cord to the printer, and then to the electrical outlet.



CAUTION—POTENTIAL INJURY

To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

16. Turn on the printer.

Saving energy and paper

Configuring the power save mode settings

Sleep mode

1. From the control panel, navigate to **Settings › Device › Power Management › Timeouts › Sleep Mode**.
2. Set the amount of time that the printer stays idle before it enters **Sleep Mode**.

Hibernate mode

1. From the control panel, navigate to **Settings › Device › Power Management › Timeouts › Hibernate Timeout**.
2. Set the amount of time that the printer stays idle before it enters Hibernate mode.

Notes

- For **Hibernate Timeout** to work, set **Hibernate Timeout on Connection to Hibernate**.
- The Embedded Web Server is disabled when the printer is in Hibernate mode.

Adjusting the brightness of the display

1. From the control panel, navigate to **Settings › Device › Preferences**.
2. In the **Screen Brightness** menu, adjust the setting.

Conserving supplies

- Print on both sides of the paper.

Note: Two-sided printing is the default setting in the printer.

- Print multiple pages on a single sheet of paper.
- Use the preview feature to see how the document looks like before printing it.
- Print one copy of the document to check its content and format for accuracy.

Moving the printer to another location



CAUTION—POTENTIAL INJURY

If the printer weight is greater than 20 kg (44 lb), then it may require two or more people to lift it safely.



CAUTION—POTENTIAL INJURY

To avoid the risk of fire or electrical shock, use only the power cord provided with this product or the manufacturer's authorized replacement.



CAUTION—POTENTIAL INJURY

When moving the printer, follow these guidelines to avoid personal injury or printer damage:

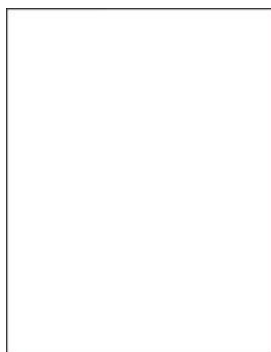
- Make sure that all doors and trays are closed.
- Turn off the printer, and then unplug the power cord from the electrical outlet.
- Disconnect all cords and cables from the printer.
- If the printer has separate floor-standing optional trays or output options attached to it, then disconnect them before moving the printer.
- If the printer has a caster base, then carefully roll it to the new location. Use caution when passing over thresholds and breaks in flooring.
- If the printer does not have a caster base but is configured with optional trays or output options, then remove the output options and lift the printer off the trays. Do not try to lift the printer and any options at the same time.
- Always use the handholds on the printer to lift it.
- Any cart used to move the printer must have a surface able to support the full footprint of the printer.
- Any cart used to move the hardware options must have a surface able to support the dimensions of the options.
- Keep the printer in an upright position.
- Avoid severe jarring movements.
- Make sure that your fingers are not under the printer when you set it down.
- Make sure that there is adequate clearance around the printer.

Note: Damage to the printer caused by improper moving is not covered by the printer warranty.

Troubleshoot a problem

Print quality problems

Find the image that resembles the print quality problem you are having, and then click the link below it to read problem-solving steps.



[Blank or white pages on page 236](#)



[Dark print on page 238](#)



[Fine lines are not printed correctly on page 239](#)



[Folded or wrinkled paper on page 240](#)



[Gray background on page 242](#)



[Horizontal light bands on page 255](#)



[Incorrect margins on page 244](#)



[Light print on page 245](#)



[Mottled print and dots on page 247](#)



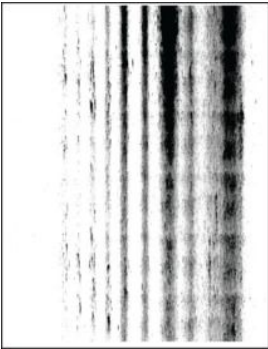
[Paper curl on page 249](#)



[Print crooked or skewed on page 250](#)



[Repeating defects on page 264](#)

			
Solid black pages on page 251	Text or images cut off on page 253	Toner easily rubs off on page 254	Vertical dark bands on page 259
			
Vertical dark lines or streaks on page 261	Vertical dark streaks with print missing on page 262	Vertical light bands on page 257	Vertical white lines on page 258

Printer error codes

Error codes	Error message	Solution
8.01	Close front door A.	Keep all doors closed unless performing maintenance.
9.00	Printer had to restart. Last job may be incomplete.	Touch Continue to clear the message and continue printing.
11.12, 11.22	Load [source] with [type] [size] [orientation].	Load the indicated tray with paper. For more information, see Loading trays on page 66 .
11.91	Load multipurpose feeder with [type] [size].	Open the multipurpose feeder, and then load paper. For more information, see Loading the multipurpose feeder on page 67 .
11.92	Load multipurpose feeder with [type] [size] [orientation].	Open the multipurpose feeder, and then load paper. For more information, see Loading the multipurpose feeder on page 67 .

Error codes	Error message	Solution
12.11, 12.21	Change [source] to [type] [size].	Remove paper from the indicated tray, and then load the correct paper type and size. For more information, see Loading trays on page 66 .
12.12, 12.22	Change [source] to [type] [size] [orientation].	Remove paper from the indicated tray, and then load the correct paper type and size. For more information, see Loading trays on page 66 .
12.91	Change multipurpose feeder to [type] [size].	Remove paper, and then load the correct paper type and size. For more information, see Loading the multipurpose feeder on page 67 .
12.92	Change multipurpose feeder to [type] [size] [orientation].	Remove paper, and then load the correct paper type and size. For more information, see Loading the multipurpose feeder on page 67 .
29.08	Remove packaging, imaging unit.	1. Open door A. 2. Remove the imaging unit. 3. Remove the toner cartridge from the imaging unit. 4. Remove the packing material. 5. Insert the toner cartridge into the imaging unit until it clicks into place. 6. Insert the imaging unit, and then close the door.

Error codes	Error message	Solution
31.40z	Reinstall missing or unresponsive black cartridge.	1. Open door A. 2. Remove the imaging unit. 3. Remove the cartridge from the imaging unit. Warning—Potential Damage Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. Warning—Potential Damage Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs. 4. Insert the cartridge into the imaging unit. 5. Insert the imaging unit. 6. Close the door.
31.60z	Reinstall missing or unresponsive black imaging unit.	1. Open door A. 2. Remove the imaging unit. 3. Insert the imaging unit. 4. Close the door.
32.40z	Replace unsupported black cartridge.	See Replacing the toner cartridge on page 200 .
32.60z	Replace unsupported black imaging unit.	See Replacing the imaging unit on page 204 .
33.40	Non-Lexmark black cartridge, see User's Guide.	See Refilled regular cartridge .
33.60	Non-Lexmark black imaging unit, see User's Guide.	See Non-Lexmark supply .

Error codes	Error message	Solution
37.3	Insufficient memory, some held jobs were deleted.	Touch Continue to clear the message and continue printing.
38.1	Memory full.	Try one or more of the following: • Touch Cancel job to clear the message. • Print the document in several parts, or send it to another printer. • Install more printer memory.
39.1	Complex page, some data may not have printed.	Try one or more of the following: • Touch Continue to clear the message and continue printing. • Cancel the current print job. • Install more printer memory. • Reduce the complexity and size of the print job before sending it to print again. ◦ Reduce the number of pages in the print job. ◦ Reduce the number and size of any downloaded fonts. ◦ Delete any unnecessary fonts or macros from the print job. ◦ Reduce the number of graphics in the print job.
42.xyK	Replace black cartridge, printer region mismatch.	See Replace cartridge, printer region mismatch on page 297 .
43.40z	Replace defective black cartridge.	See Replacing the toner cartridge on page 200 .

Error codes	Error message	Solution
43.40y	Black cartridge problem.	1. Open door A. 2. Remove the imaging unit. 3. Remove the cartridge from the imaging unit. Warning—Potential Damage Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. Warning—Potential Damage Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs. 4. Insert the cartridge into the imaging unit. 5. Insert the imaging unit. 6. Close the door. If the problem persists, then replace the cartridge.
55.1	Error reading USB drive. Remove USB.	Remove the flash drive to continue.
55.2	Error reading USB hub. Remove hub.	Remove the USB hub to continue.
61	Defective disk.	Replace the defective storage drive.

Error codes	Error message	Solution
62	Disk full.	Try one or more of the following: • Touch Continue to clear the message. • Delete fonts, macros, and other data stored in the intelligent storage drive. • Install an intelligent storage drive.
63	Format the disk.	Formatting now wipes all information from the storage drive. To format the disk, do the following: 1. From the home screen, touch Settings > Device > Maintenance > Out of Service Erase. 2. Touch Erase Intelligent Storage Drive, and then touch ERASE.
71.01	Fax Station Name not set up. Contact system administrator.	See Setting up the fax function using analog fax on page 41 .
71.02	Fax Station Number not set up. Contact system administrator.	
71.03	No analog phone line connected to modem, fax is disabled.	Check the connection and the line for a signal. For more information, see Setting up fax using a standard telephone line on page 44 .
71.06	Unable to connect to HTTPS Fax Server.	Connection to HTTPS Fax Server is disconnected. Check the Internet connection of the printer.
71.12	Memory full, cannot print faxes.	Touch Print All to print as many of the faxes as have been saved.

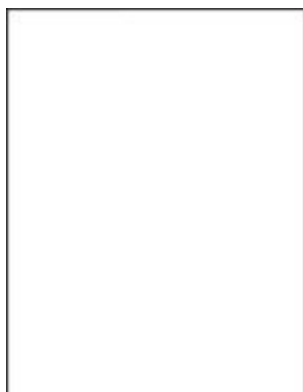
Error codes	Error message	Solution
71.13	Memory full. Cannot send faxes.	Try one or more of the following: - Continue and try sending the fax again. - Scan the original document one page at a time, dial the fax number, and then scan the document.
72.01	Email SMTP server not set up. Contact system administrator.	Try either of the following: - Set up your email function. For more information, see Configuring the email SMTP settings on page 51. - Disable the error message. For more information, see Disabling the "SMTP server not set up" error message on page 300.
84.00, 84.01, 84.02, 84.09	Imaging unit nearly low.	Touch Continue to clear the message.
84.11, 84.12, 84.13, 84.19	Imaging unit low.	
84.21, 84.22, 84.23, 84.29	Imaging unit very low.	
84.31, 84.32, 84.33	Replace imaging unit, recommended life exceeded.	See Replacing the imaging unit on page 204 .
84.41, 84.42, 84.43	Replace imaging unit to continue printing.	
88.00, 88.09	Cartridge nearly low.	Touch Continue to clear the message.
88.10, 88.19	Cartridge low.	
88.20, 88.29	Cartridge very low.	
88.40, 88.48	Replace cartridge, 0 pages remain.	See Replacing the toner cartridge on page 200 .

Error codes	Error message	Solution
200.02, 200.05a, 200.05b, 200.05c, 200.05f, 200.05e, 200.12, 200.13, 200.15, 200.22, 200.23, 200.25, 200.91, 202.03, 202.13, 202.23, 202.93, 232.x5, 600.01, 600.02, 600.04, 600.05, 600.07, 600.07A, 600.07B, 600.07C, 600.08A, 600.08B, 600.08C, 600.08D, 600.09, 600.10, 600.11, 600.95, 611.02, 611.32, 611.33, 611.34, 611.35, 611.36, 611.37, 611.38, 621.01	Paper jam, [jam header]. [xxx.yy]	See Paper jam in the standard tray on page 281 .
200.04, 200.14, 200.24, 202.05, 202.15, 202.25, 202.91	Paper jam, [jam header]. [xxx.yy]	See Paper jam in the rear door on page 292 .
200.06, 200.06e	Paper jam, [jam header]. [xxx.yy]	See Paper jam in the multipurpose feeder on page 275 .
232.x3	Paper jam, [jam header]. [xxx.yy]	See Paper jam in the duplex unit on page 287 .
242.26, 242.80, 242.81, 242.82, 242.83, 242.84, 242.85, 242.86, 600.06, 602.29, 662.23, 662.8x	Paper loading error, [jam header]. [xxx.yy]	See Paper jam in the optional tray on page 286 .
280.11, 280.13, 280.15, 680.20	Scanner jam. [xxx.yy]	See Paper jam in the automatic document feeder on page 273 .

Printing problems

Print quality is poor

Blank or white pages



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

1. Perform the following tests:
 - a. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the cartridge is not supported, then install a supported one.

- b. Print the document.

Is the printer printing blank or white pages?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:
 - a. Remove the imaging unit.

Warning—Potential Damage

Do not expose the imaging unit to direct light. Extended exposure to light may cause print quality problems.

Warning—Potential Damage

Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.

- b. Insert the imaging unit.
 - c. Print the document.

Is the printer printing blank or white pages?

- **Yes:**
Contact [customer support](#).
- **No:**
The problem is solved.

Dark print



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

1. Perform the following tests:
 - a. Depending on your operating system, reduce the toner darkness from the Printing Preferences or Print dialog.

Note: You can also change the settings on the printer control panel. From the home screen, touch **Settings > Print > Quality > Toner Darkness**.

- b. Print the document.

Is the print too dark?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:
 - a. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.

Notes

- Make sure that the settings match the paper loaded in the tray.
- You can also change the settings on the printer control panel. From the home screen, touch **Settings > Paper > Tray Configuration > Paper Size/Type**.

- b. Print the document.

Is the print too dark?

- **Yes:**
Go to the next step.
- **No:**

Go to step 5.

3. Make sure that the paper has no texture or rough finishes.

Are you printing on textured or rough paper?

- **Yes:**
Go to the next step.
- **No:**
Go to step 5.

4. Perform the following tests:
 - a. Replace textured or rough paper with plain paper.
 - b. Print the document.

Is the print too dark?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Perform the following tests:
 - a. Load paper from a fresh package.

Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.

- b. Print the document.

Is the print too dark?

- **Yes:**
Contact [customer support](#).
- **No:**
The problem is solved.

Fine lines are not printed correctly



Troubleshoot a problem

Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

1. Perform the following tests:
 - a. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the cartridge is not supported, then install a supported one.

- b. Print the document.

Are fine lines printed correctly?

- **Yes:**
The problem is solved.
- **No:**
Go to the next step.

2. Perform the following tests:
 - a. Increase toner darkness.

From the home screen, touch **Settings > Print > Quality > Toner Darkness**.

- b. Print the document.

Are fine lines printed correctly?

- **Yes:**
The problem is solved.
- **No:**
Contact [customer support](#).

Folded or wrinkled paper



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

1. Perform the following tests:

- a. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the cartridge is not supported, then install a supported one.

- b. Print the document.

Is the paper folded or wrinkled?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:

- a. Load paper from a fresh package.

Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.

- b. Print the document.

Is the paper folded or wrinkled?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:

- a. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.

Notes

- Make sure that the setting matches the paper loaded.
- You can also change the setting from the printer control panel. From the home screen, touch **Settings > Paper > Tray Configuration > Paper Size/Type**.

- b. Print the document.

Is the paper folded or wrinkled?

- **Yes:**
Contact [customer support](#).
- **No:**
The problem is solved.

Gray background



Notes

Before solving the problem, print the Print Quality Test Pages. From the control panel, navigate to **Settings › Troubleshooting › Print Quality Test Pages**.

1. Perform the following tests:
 - a. Turn off the printer, wait for 10 seconds, and then turn on the printer.
 - b. Decrease toner darkness.
From the control panel, navigate to **Settings › Print › Quality › Toner Darkness**.
 - c. Print the document.

Does gray background appear on prints?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:
 - a. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Notes

If the cartridge is not supported, then install a supported one.

- b. Print the document.

Does gray background appear on prints?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:

- a. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.

Notes

- Make sure that the setting matches the paper loaded.
- You can also change the setting from the printer control panel. Navigate to **Settings > Tray Configuration > Paper > Paper Size/Type**.

- b. Print the document.

Does gray background appear on prints?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Perform the following tests:
 - a. Remove, and then insert the imaging unit.

Warning—Potential Damage

Do not expose the imaging unit to direct light. Extended exposure to light may cause print quality problems.

Warning—Potential Damage

Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.

- b. Print the document.

Does gray background appear on prints?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Perform the following tests:
 - a. Update the printer firmware. For more information, see the “Updating firmware” section.
 - b. Print the document.

Does gray background appear on prints?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

6. Perform the following tests:

- a. Replace the imaging unit.
- b. Print the document.

Does gray background appear on prints?

- **Yes:**
Contact [customer support](#).
- **No:**
The problem is solved.

Incorrect margins



1. Perform the following tests:
 - a. Adjust the paper guides in the tray to the correct position for the paper loaded.
 - b. Print the document.

Are the margins correct?

- **Yes:**
The problem is solved.
- **No:**
Go to the next step.

2. Perform the following tests:
 - a. Depending on your operating system, specify the paper size from the Printing Preferences or Print dialog.

Notes

- Make sure that the setting matches the paper loaded.
- You can also change the setting on the printer control panel. From the home screen, touch **Settings > Paper > Tray Configuration > Paper Size/Type**.

- b. Print the document.

Are the margins correct?

- **Yes:**
The problem is solved.
- **No:**
Contact [customer support](#).

Light print



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

1. Perform the following tests:
 - a. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the cartridge is not supported, then install a supported one.

- b. Print the document.

Is the print light?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:
 - a. Turn off the printer, wait for about 10 seconds, and then turn on the printer.
 - b. Increase toner darkness.
From the home screen, touch **Settings > Print > Quality > Toner Darkness**.
 - c. Print the document.

Is the print light?

- **Yes:**
Go to the next step.

- **No:**
The problem is solved.

3. Perform the following tests:

- a. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.

Notes

- Make sure that the setting matches the paper loaded.
- You can also change the setting on the printer control panel. From the home screen, touch **Settings > Paper > Tray Configuration > Paper Size/Type**.

- b. Print the document.

Is the print light?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Perform the following tests:

- a. Depending on your operating system, specify the print resolution from the Printing Preferences or Print dialog.
- b. Set the resolution to **600 dpi**.
- c. Print the document.

Is the print light?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Perform the following tests:

- a. Remove the imaging unit.

Warning—Potential Damage

Do not expose the imaging unit to direct light. Extended exposure to light can cause print quality problems.

Warning—Potential Damage

Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.

- b. Firmly shake the imaging unit to redistribute the toner.
- c. Insert the imaging unit.
- d. Turn off the printer, wait for 10 seconds, and then turn on the printer.

- e. Print the document.

Is the print light?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

6. Perform the following tests:

- a. Check the status of the toner cartridge.

From the home screen, touch **Settings > Reports > Device > Device Statistics**.

- b. From the Supply Information section of the pages printed, check the status of the toner cartridge.

Is the toner cartridge near end of life?

- **Yes:**
Go to the next step.
- **No:**
Contact [customer support](#).

7. Perform the following tests:

- a. Replace the toner cartridge.
- b. Print the document.

Is the print light?

- **Yes:**
Contact [customer support](#).
- **No:**
The problem is solved.

Mottled print and dots



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

1. Perform the following tests:
 - a. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the cartridge is not supported, then install a supported one.

- b. Print the document.

Is the print mottled?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Check the printer for leaked toner contamination.

Is the printer free of leaked toner?

- **Yes:**
Go to the next step.
- **No:**
Contact [customer support](#).

3. Perform the following tests:

- a. Check the status of the imaging unit.

From the home screen, touch **Settings > Reports > Device > Device Statistics**.

- b. From the Supply Information section of the pages printed, check the status of the imaging unit.

Is the imaging unit near end of life?

- **Yes:**
Go to the next step.
- **No:**
Contact [customer support](#).

4. Perform the following tests:

- a. Replace the imaging unit.
 - b. Print the document.

Is the print mottled?

- **Yes:**
Contact [customer support](#).
- **No:**
The problem is solved.

Paper curl



1. Perform the following tests:
 - a. Adjust the guides in the tray to the correct position for the paper loaded.
 - b. Print the document.

Is the paper curled?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:
 - a. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.

Notes

- Make sure that the setting matches the paper loaded.
- You can also change the setting on the printer control panel. From the home screen, touch **Settings > Paper > Tray Configuration > Paper Size/Type**.

- b. Print the document.

Is the paper curled?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:
 - a. Remove paper, flip it over, and then reload paper.
 - b. Print the document.
 - a. Remove paper, flip it over, and then reload paper.

- b. Print the document.

Is the paper curled?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Perform the following tests:
 - a. Load paper from a fresh package.

Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.

- b. Print the document.

Is the paper curled?

- **Yes:**
Contact [customer support](#).
- **No:**
The problem is solved.

Print crooked or skewed



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

1. Perform the following tests:
 - a. Pull out the tray.
 - b. Remove the paper, and then load paper from a fresh package.

Note: Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you are ready to use it.

Troubleshoot a problem

- c. Adjust the paper guides in the tray to the correct position for the paper loaded.
- d. Insert the tray.
- e. Print the document.

Is the print crooked or skewed?

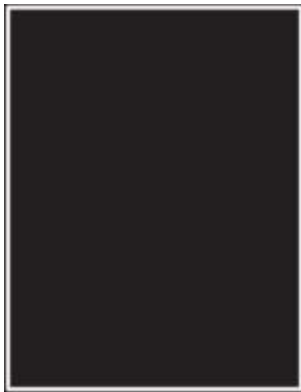
- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:
 - a. Make sure that you are printing on a supported paper.
 - b. Print the document.

Is the print crooked or skewed?

- **Yes:**
Contact [customer support](#).
- **No:**
The problem is solved.

Solid black pages



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

1. Perform the following tests:
 - a. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the toner cartridge is not supported, then install a supported one.

- b. Print the document.

Is the printer printing solid black pages?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:
 - a. Remove, and then insert the imaging unit.

Warning—Potential Damage

Do not expose the imaging unit to direct light. Extended exposure to light may cause print quality problems.

Warning—Potential Damage

Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.

- b. Print the document.

Is the printer printing solid black pages?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Check the imaging unit for signs of damage.

Note: Make sure that the photoconductor drum contact is not bent or out of place.

Does the imaging unit have damage?

- **Yes:**
Go to the next step.
- **No:**
Contact [customer support](#).

4. Perform the following tests:
 - a. Replace the imaging unit.
 - b. Print the document.

Is the printer printing solid black pages?

- **Yes:**
Contact [customer support](#).
- **No:**
The problem is solved.

Text or images cut off



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

1. Perform the following tests:
 - a. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the toner cartridge is not supported, then install a supported one.

- b. Print the document.

Is the text or image clipped?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:
 - a. Remove, and then insert the imaging unit.

Warning—Potential Damage

Do not expose the imaging unit to direct light. Extended exposure to light may cause print quality problems.

Warning—Potential Damage

Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.

- b. Print the document.

Is the text or image clipped?

- **Yes:**
Go to the next step.

- **No:**
The problem is solved.

3. Perform the following tests:

- Depending on your operating system, specify the paper size from the Printing Preferences or Print dialog.

Notes

- Make sure that the setting matches the paper loaded in the tray.
- You can also change the setting on the printer control panel. From the home screen, touch **Settings > Paper > Tray Configuration > Paper Size/Type**.

- Print the document.

Is the text or image clipped?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Perform the following tests:

- Replace the imaging unit.
- Print the document.

Is the text or image clipped?

- **Yes:**
Contact [customer support](#).
- **No:**
The problem is solved.

Toner easily rubs off



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

1. Perform the following tests:
 - a. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the toner cartridge is not supported, then install a supported one.

- b. Print the document.

Does toner easily rub off?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:
 - a. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.

Notes

- Make sure that the setting matches the paper loaded.
- You can also change the setting on the printer control panel. From the home screen, touch **Settings > Paper > Tray Configuration > Paper Size/Type**.

- b. Print the document.

Does toner easily rub off?

- **Yes:**
Contact [customer support](#).
- **No:**
The problem is solved.

Horizontal light bands



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

1. Perform the following tests:
 - a. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the cartridge is not supported, then install a supported one.

- b. Print the document.

Do horizontal light bands appear on prints?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:
 - a. Remove the printhead wiper, and then clean the printhead lens.
 - b. Print the document.

Do horizontal light bands appear on prints?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:
 - a. Remove, and then insert the imaging unit.

Warning—Potential Damage

Do not expose the imaging unit to direct light. Extended exposure to light may cause print quality problems.

Warning—Potential Damage

Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.

- b. Print the document.

Do horizontal light bands appear on prints?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Perform the following tests:

- a. Replace the imaging unit.
- b. Print the document.

Do horizontal light bands appear on prints?

- **Yes:**
Contact [customer support](#).
- **No:**
The problem is solved.

Vertical light bands



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

1. Perform the following tests:
 - a. Remove the printhead wiper, and then clean the printhead lens.
 - b. Print the document.

Do horizontal light bands appear on prints?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:
 - a. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the cartridge is not supported, then install a supported one.

- b. Print the document.

Do vertical light bands appear on prints?

- **Yes:**

Go to the next step.

- **No:**
The problem is solved.

3. Perform the following tests:

- a. Check the status of the toner cartridge.

From the home screen, touch **Settings > Reports > Device > Device Statistics**.

- b. From the Supply Information section of the pages printed, check the status of the toner cartridge.

Do vertical light bands appear on prints?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Perform the following tests:

- a. Replace the toner cartridge.
- b. Print the document.

Do vertical light bands appear on prints?

- **Yes:**
Contact [customer support](#).
- **No:**
The problem is solved.

Vertical white lines



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

1. Perform the following tests:

- a. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the cartridge is not supported, then install a supported one.

- b. Print the document.

Do vertical white lines appear on prints?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:

- a. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.

Notes

- Make sure that the setting matches the paper loaded.
- You can also change the setting on the printer control panel. From the home screen, touch **Settings > Paper > Tray Configuration > Paper Size/Type**.

- b. Print the document.

Do vertical white lines appear on prints?

- **Yes:**
Contact [customer support](#).
- **No:**
The problem is solved.

Vertical dark bands



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

1. Perform the following tests:

- a. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the toner cartridge is not supported, then install a supported one.

- b. Print the document.

Do vertical dark bands appear on prints?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:

- a. Remove the printhead wiper, and then clean the printhead lens.
- b. Print the document.

Do vertical dark bands appear on prints?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:

- a. Remove, and then insert the imaging unit.

Warning—Potential Damage

Do not expose the imaging unit to direct light. Extended exposure to light may cause print quality problems.

Warning—Potential Damage

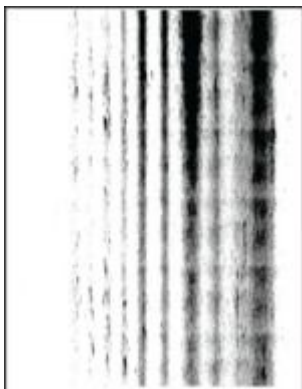
Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.

- b. Print the document.

Do vertical dark bands appear on prints?

- **Yes:**
Contact [customer support](#).
- **No:**
The problem is solved.

Vertical dark lines or streaks



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

1. Perform the following tests:
 - a. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the toner cartridge is not supported, then install a supported one.

- b. Print the document.

Do vertical dark lines or streaks appear on prints?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:
 - a. Remove the printhead wiper, and then clean the printhead lens.
 - b. Print the document.

Do vertical dark lines or streaks appear on prints?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:
 - a. Remove, and then insert the imaging unit.

Warning—Potential Damage

Do not expose the imaging unit to direct light. Extended exposure to light can cause print quality problems.

Warning—Potential Damage

Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.

- b. Print the document.

Do vertical dark lines or streaks appear on prints?

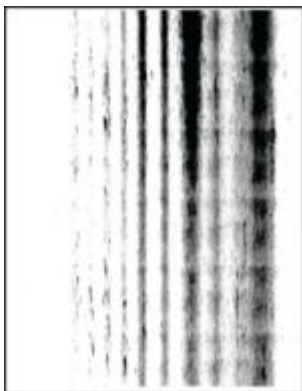
- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Perform the following tests:
 - a. Replace the imaging unit.
 - b. Print the document.

Do vertical dark lines or streaks appear on prints?

- **Yes:**
Contact [customer support](#).
- **No:**
The problem is solved.

Vertical dark streaks with print missing



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

1. Perform the following tests:
 - a. Remove the printhead wiper, and then clean the printhead lens.
 - b. Print the document.

Do vertical dark streaks with missing images appear on prints?

- **Yes:**
Go to the next step.

- **No:**
The problem is solved.

2. Perform the following tests:
 - a. Remove, and then insert the imaging unit.

Warning—Potential Damage

Do not expose the imaging unit to direct light. Extended exposure to light may cause print quality problems.

Warning—Potential Damage

Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.

- b. Print the document.

Do vertical dark streaks with missing images appear on prints?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:
 - a. Check if the printer is using a genuine and supported Lexmark toner cartridge.

Note: If the toner cartridge is not supported, then install a supported one.

- b. Print the document.

Do vertical dark streaks with missing images appear on prints?

- **Yes:**
Contact [customer support](#).
- **No:**
The problem is solved.

Repeating defects



Note: Before solving the problem, print the Print Quality Test Pages. From the home screen, touch **Settings > Troubleshooting > Print Quality Test Pages**.

1. Perform the following tests:

Using the Print Quality Test Pages, check if the distance between the repeating defects is equal to any of the following:

Imaging unit

- 96 mm (3.78 in.)
- 37.7 mm (1.48 in.)

Toner cartridge

- 43.5 mm (1.71 in.)
- 37.5 mm (1.48 in.)

Transfer roller

- 52 mm (2.05 in.)

Fuser

- 79.8 mm (3.14 in.)
- 62.5 mm (2.46 in.)

Does the distance between the repeating defects match the toner cartridge or imaging unit measurements?

- **Yes:**
Go to the next step.
- **No:**
Take note of the distance, and then contact [customer support](#).
- Take note of the distance, and then contact your [dealer](#).

2. Perform the following tests:

- Replace the affected supply item.
- Print the document.

Do the repeating defects appear?

- **Yes:**
Contact [customer support](#).
- **No:**
The problem is solved.

Print jobs do not print

Try one or more of the following:

- From the document that you are trying to print, open the Printing Preferences or Print dialog, and then check if the correct printer is selected.
- Check if the printer is on, and then resolve any error messages that appear on the display.
- Check if the ports are working and if the cables are securely connected to the computer and the printer. For more information, see the setup documentation that came with the printer.
- Turn off the printer, wait for about 30 seconds, and then turn on the printer.
- Remove, and then reinstall the print driver.

If the problem persists, then contact [customer support](#).

Confidential and other held documents do not print

Try one or more of the following:

- From the control panel, check if the documents appear in the **Held Jobs** list.

Note: If the documents are not listed, then print the documents using the Print and Hold options.

- Resolve possible formatting errors or invalid data in the print job.
 - Delete the print job, and then send it again.
 - For PDF files, generate a new file, and then print the document.
- If you are printing from the Internet, then the printer may be reading the multiple job titles as duplicates.
 - For Windows users, make sure to select **Keep duplicate documents** in the Printing Preferences or Print dialog.
 - For Macintosh users, name each job differently.
- Delete some held jobs to free up printer memory.
- Install more printer memory.

If the problem persists, then contact [customer support](#).

Job prints from the wrong tray or on the wrong paper

Try one or more of the following:

- Make sure that you are printing on the correct paper.
- Depending on your operating system, specify the paper size and paper type from the Printing Preferences or Print dialog. Make sure that the settings match the paper loaded.

Note: You can also change the setting on the printer control panel. Navigate to **Settings › Paper › Tray Configuration › Paper Size/Type**.

- Check if the trays are linked. For more information, see [Linking trays on page 69](#).

If the problem persists, then contact [customer support](#).

Slow printing

1. Make sure that the printer cable is securely connected to the printer and to the computer, print server, option, or other network device.

Is the printer printing slow?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

2. Perform the following tests:

- a. Make sure that the printer is not in Quiet Mode.

From the home screen, touch **Settings > Device > Maintenance > Configuration Menu > Device Operations > Quiet Mode**.

- b. Print the document.

Is the printer printing slow?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

3. Perform the following tests:

- a. Depending on your operating system, specify the print resolution from the Printing Preferences or Print dialog.
- b. Set the resolution to **600 dpi**.
- c. Print the document.

Is the printer printing slow?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

4. Perform the following tests:

- a. From the home screen, touch **Settings > Print > Quality > Print Resolution**.
- b. Set the resolution to **600 dpi**.
- c. Print the document.

Is the printer printing slow?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

5. Perform the following tests:

- a. Depending on your operating system, specify the paper type from the Printing Preferences or Print dialog.

Notes

- Make sure that the setting matches the paper loaded.
- You can also change the setting on the printer control panel.
- Heavier paper prints more slowly.
- Paper narrower than letter, A4, and legal may print more slowly.

- b. Print the document.

Is the printer printing slow?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

6. Perform the following tests:

- a. Make sure that the printer settings for texture and weight match the paper being loaded.

From the home screen, touch **Settings > Paper > Media Configuration > Media Types**.

Note: Rough paper textures and heavy paper weights may print more slowly.

- b. Print the document.

Is the printer printing slow?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

7. Remove held jobs.

Is the printer printing slow?

- **Yes:**
Go to the next step.
- **No:**
The problem is solved.

8. Perform the following tests:
 - a. Make sure that the printer is not overheating.

Notes

- Allow the printer to cool down after a long print job.
- Observe the recommended ambient temperature for the printer. For more information, see [Selecting a location for the printer on page 23](#).

- b. Print the document.

Is the printer printing slow?

- **Yes:**
Contact [customer support](#).
- **No:**
The problem is solved.

The printer is not responding

Try one or more of the following:

- Check if the power cord is connected to the electrical outlet.



CAUTION—POTENTIAL INJURY

To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

- Make sure that the electrical outlet is not turned off by a switch or breaker.
- Check if the printer is on.
- Make sure that the printer is not in Sleep or Hibernate Mode.
- Make sure that the cables connecting the printer and computer are connected to the correct ports.
- Turn off the printer, install the hardware options, and then turn on the printer. For more information, see the documentation that came with the option.
- Install the correct print driver.
- Turn off the printer, wait for about 30 seconds, and then turn on the printer.

If the problem persists, then contact [customer support](#).

Unable to read flash drive

Try one or more of the following:

- Make sure that the printer is not busy processing multiple jobs.
- Make sure that the flash drive is inserted into the front USB port.

Note: The flash drive does not work when inserted into the rear USB port.

- Make sure that the flash drive is supported. For more information, see [Supported flash drives and file types](#).
- Remove, and then insert the flash drive.

If the problem persists, then contact [customer support](#).

Enabling the USB port

1. From the control panel, navigate to **Settings › Network/Ports › USB**.
2. Select **Enable USB Port**.

Indicator light is alternating between blue and blinking red

A communication issue has occurred between the controller board and the control panel card.

1. Turn off the printer.
2. Unplug the power cord from the electrical outlet, and then wait for 30 seconds.
3. Connect the power cord to the electrical outlet.



CAUTION—POTENTIAL INJURY

To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

4. Turn on the printer.

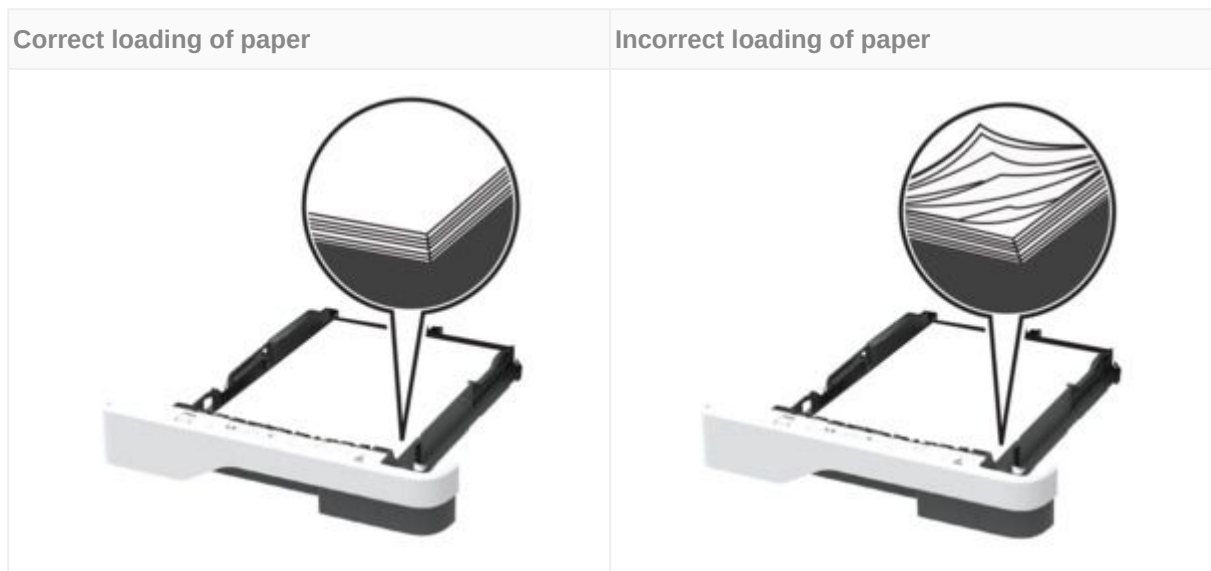
If the problem persists, then contact [customer support](#).

Clearing jams

Avoiding jams

Load paper properly

- Make sure that the paper lies flat in the tray.



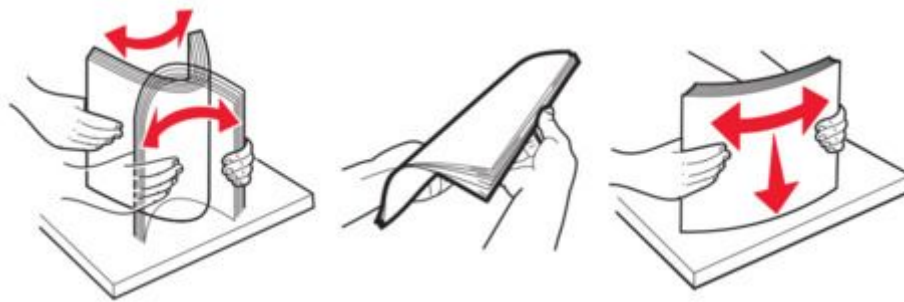
- Do not load or remove a tray while the printer is printing.
- Do not load too much paper. Make sure that the stack height is below the maximum fill line.
- Do not slide paper into the tray. Load paper as shown in the illustration.



- Make sure that the paper guides are positioned correctly and are not pressing tightly against the paper or envelopes.
- Push the tray firmly into the printer after loading paper.

Use recommended paper

- Use only recommended paper or specialty paper.
- Do not load paper that is wrinkled, creased, damp, bent, or curled.
- Flex, fan, and align the paper edges before loading.



- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure that the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.

Identifying jam locations

Notes

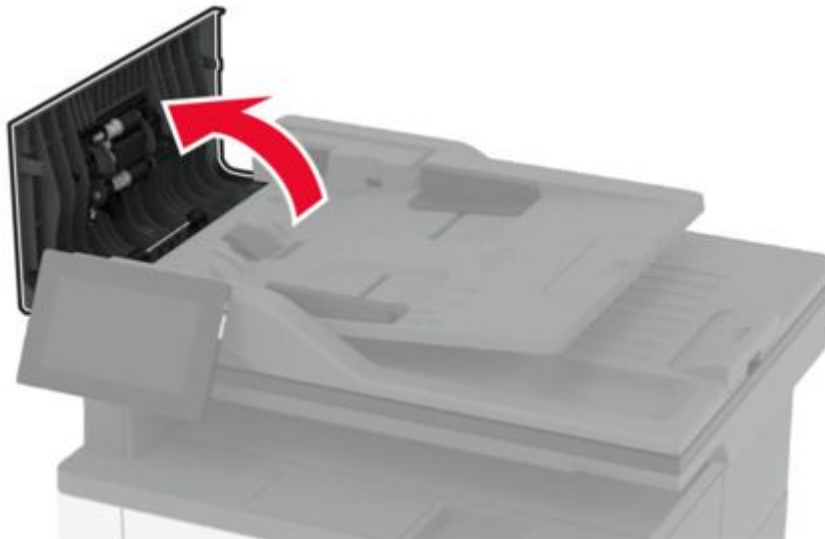
- When Jam Assist is set to On, the printer flushes blank pages or pages with partial prints after a jammed page has been cleared. Check your printed output for blank pages.
- When Jam Recovery is set to On or Auto, the printer reprints jammed pages.



	Jam locations
1	Automatic document feeder
2	Standard bin
3	Multipurpose feeder
4	Trays
5	Duplex unit
6	Rear door

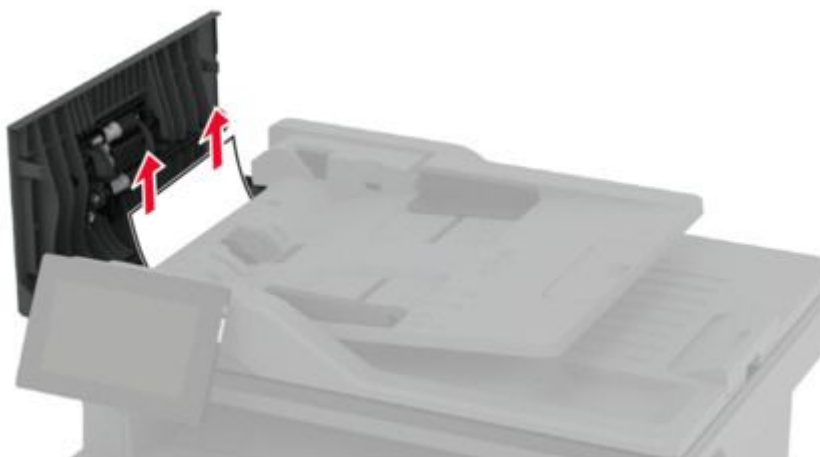
Paper jam in the automatic document feeder

1. Remove all original documents from the ADF tray.
2. Open door C.



3. Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



4. Close door C.

Paper jam in the standard bin

1. Raise the scanner, and then remove the jammed paper.

Note: Make sure that all paper fragments are removed.



2. Lower the scanner.

Paper jam in the multipurpose feeder

1. Remove paper from the multipurpose feeder.



2. Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

3. Close the multipurpose feeder.
4. Open the front door.

Warning—Potential Damage

To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



5. Remove the imaging unit.

**Warning—Potential Damage**

Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

Warning—Potential Damage

Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.



6. Remove the jammed paper.



CAUTION—HOT SURFACE

The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

Note: Make sure that all paper fragments are removed.



7. Insert the imaging unit.



8. Close the door.
9. Open the multipurpose feeder.



10. Flex, fan, and align the paper edges before loading.



11. Reload paper.



Paper jam in the standard tray

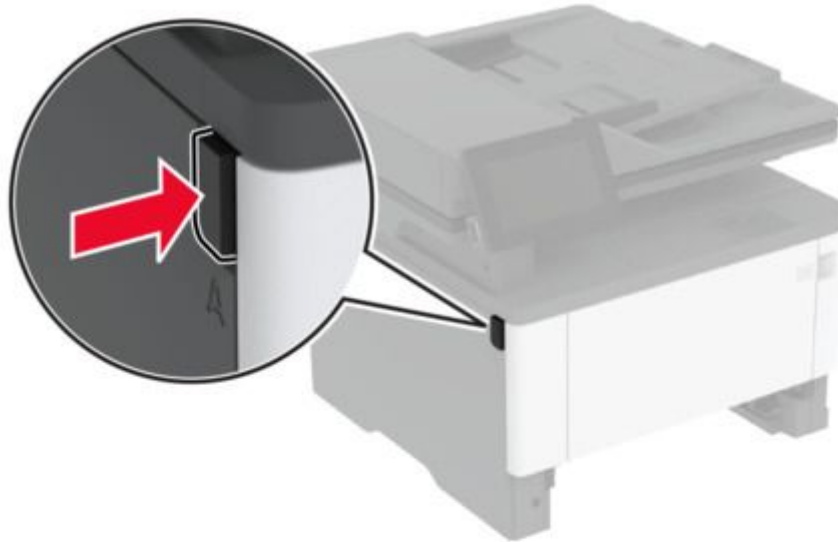
1. Remove the tray.



2. Open the front door.

Warning—Potential Damage

To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



3. Remove the imaging unit.

**Warning—Potential Damage**

Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

Warning—Potential Damage

Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.



4. Remove the jammed paper.



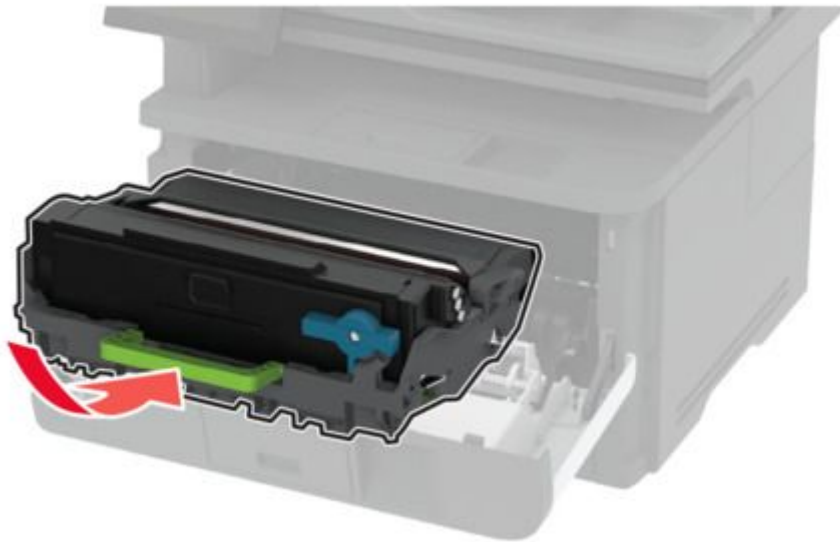
CAUTION—HOT SURFACE

The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

Note: Make sure that all paper fragments are removed.



5. Insert the imaging unit.

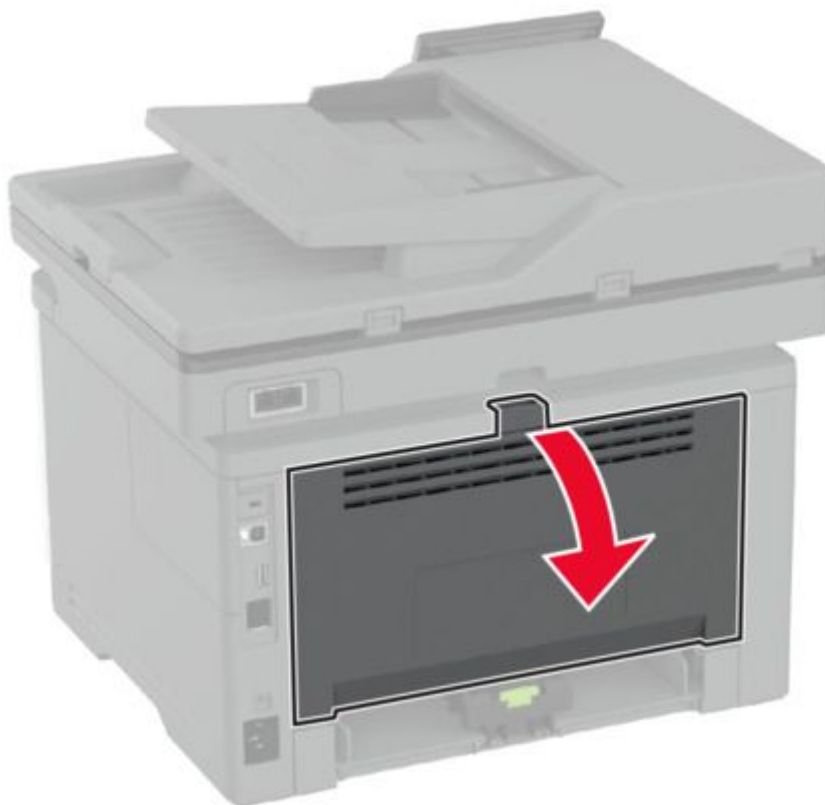


6. Close the front door, and then insert the tray.
7. Open the rear door.



CAUTION—HOT SURFACE

The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.



8. Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



9. Close the rear door.

Paper jam in the optional tray

1. Remove the optional tray.



2. Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



3. Insert the tray.

Paper jam in the duplex unit

1. Open the front door.

Warning—Potential Damage

To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



2. Remove the imaging unit.

**Warning—Potential Damage**

Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

Warning—Potential Damage

Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.



3. Remove the jammed paper.



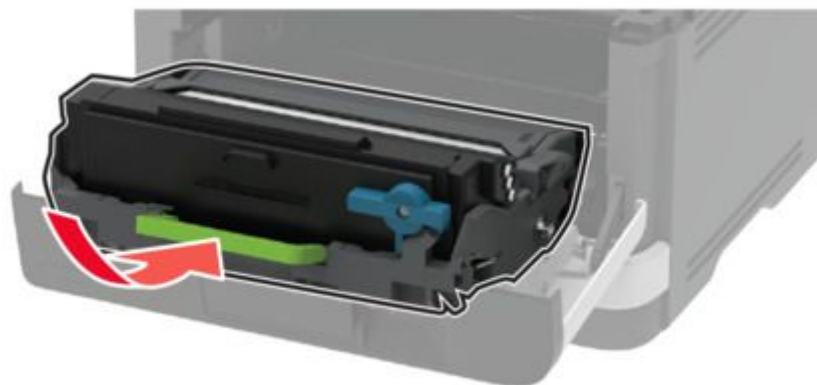
CAUTION—HOT SURFACE

The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

Note: Make sure that all paper fragments are removed.



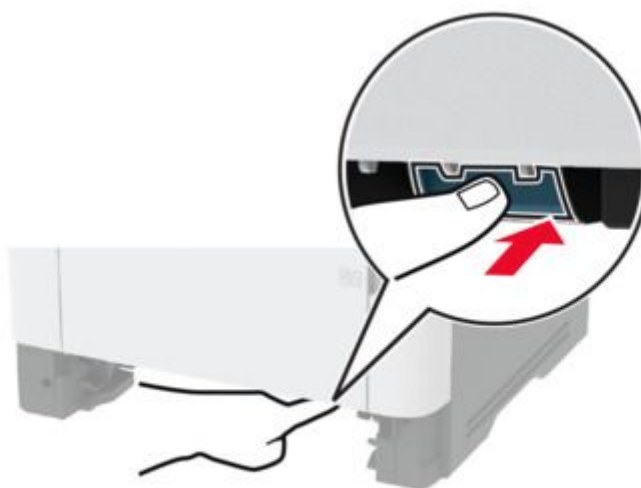
4. Insert the imaging unit.



5. Close the door.
6. Remove the tray.



7. Push the duplex unit latch to open the duplex unit.



8. Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



9. Close the duplex unit.
10. Insert the tray.

Paper jam in the rear door

1. Open the front door.

Warning—Potential Damage

To prevent damage from electrostatic discharge, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer.



2. Remove the imaging unit.



Warning—Potential Damage

Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

Warning—Potential Damage

Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.

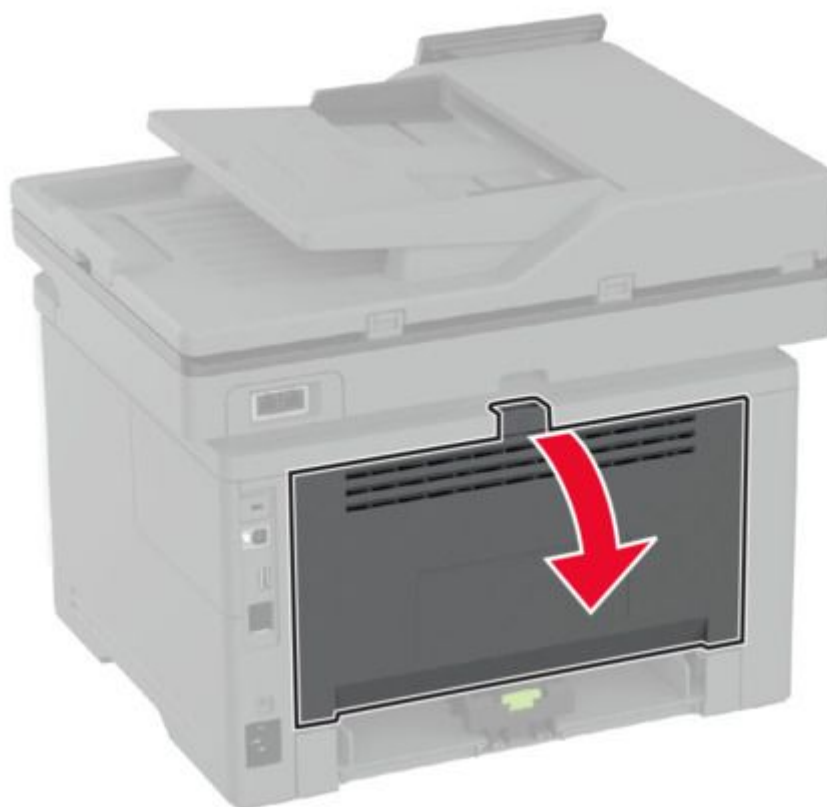


3. Open the rear door.



CAUTION—HOT SURFACE

The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

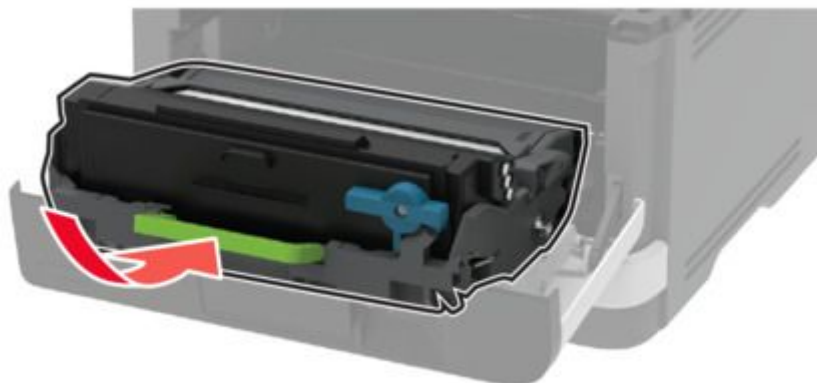


4. Remove the jammed paper.

Note: Make sure that all paper fragments are removed.



5. Close the rear door.
6. Insert the imaging unit.



7. Close the front door.

Network connection problems

Cannot open Embedded Web Server

Try one or more of the following:

- Make sure the printer is on.
- Make sure the printer and computer are connected to the same network.
- Make sure the printer IP address is correct.

Note: You can find the IP address at the top of the printer display.

- Make sure that you installed a supported browser.
 - Microsoft Edge
 - Safari version 6 or later
 - Google Chrome™ version 32 or later
 - Mozilla Firefox version 24 or later
- Check if the network connection is working.

Note: If the connection is not working, then contact your administrator.

- Make sure the cable connections to the printer and print server are secure. For more information, see the documentation that came with the print server.
- Check if the web proxy servers are disabled.

Note: If the servers are disabled, then contact your administrator.

If the problem persists, then contact [customer support](#).

Cannot connect the printer to the Wi-Fi network

Try one or more of the following:

- From the control panel, navigate to **Settings** › **Network/Ports** › **Network Overview** › **Active Adapter**, and then select **Auto**.
- Make sure the printer is connected to the correct Wi-Fi network. For more information, see [Connecting the printer to a Wi-Fi network on page 83](#).

Note: Some routers may share the default Wi-Fi name.

- Make sure that you entered the correct network password.

Note: Take note of the spaces, numbers, and capitalization in the password.

- Make sure the correct wireless security mode is selected. From the control panel, navigate to **Settings** › **Network/Ports** › **Wireless** › **Wireless Security Mode**.

If the problem persists, then contact [customer support](#).

Issues with supplies

Replace cartridge, printer region mismatch

To correct this problem, purchase a cartridge with the correct region that matches the printer region, or purchase a worldwide cartridge.

- The first number in the message after 42 indicates the region of the printer.
- The second number in the message after 42 indicates the region of the cartridge.

Region	Numeric code
Worldwide or Undefined region	0
North America (United States, Canada)	1
European Union, Iceland, Liechtenstein, Norway, Switzerland, United Kingdom	2
Asia Pacific	3
Latin America	4
Rest of Europe, Middle East, Africa	5
Australia, New Zealand	6
Invalid region	9

Note: To find the region settings of the printer and toner cartridge, print the print quality test pages. From the home screen, touch **Settings** › **Troubleshooting** › **Print Quality Test Pages**.

Refilled regular cartridge

The printer has detected a Lexmark Regular cartridge that has been refilled with non-genuine toner by a party other than Lexmark.

Select **OK** to continue.

All printer component life indicators are designed to function with Lexmark supplies and parts and may deliver unpredictable results when using supplies or parts in your Lexmark printer that are remanufactured by parties other than Lexmark.

For more information, see the printer statement of limited warranty.

Non-Lexmark supply

The printer has detected a non-Lexmark supply or part installed in the printer.

Your Lexmark printer is designed to function best with genuine Lexmark supplies and parts. Use of third-party supplies or parts may affect the performance, reliability, or life of the printer and its imaging components.

All life indicators are designed to function with Lexmark supplies and parts and may deliver unpredictable results if third-party supplies or parts are used. Imaging component usage beyond the intended life may damage your Lexmark printer or associated components.

Warning—Potential Damage

Use of third-party supplies or parts can affect warranty coverage. Damage caused by the use of third-party supplies or parts may not be covered by the warranty.

To accept any and all of these risks and to proceed with the use of non-genuine supplies or parts in your printer, touch and hold the error message on the display using two fingers for 15 seconds. When a confirmation dialog box appears, touch **Continue**.

If you do not want to accept these risks, then remove the third-party supply or part from your printer and install a genuine Lexmark supply or part. For more information, see [Using genuine Lexmark parts and supplies on page 198](#).

If the printer does not print after clearing the error message, then reset the supply usage counter.

1. From the control panel, navigate to **Settings > Device > Maintenance > Configuration Menu > Supply Usage And Counters**.
2. Select the part or supply that you want to reset, and then select **Start**.
3. Read the warning message, and then select **Continue**.
4. Using two fingers, touch the display for 15 seconds to clear the message.

Note: If you are unable to reset the supply usage counters, then return the supply item to the place of purchase.

Paper feed problems

Envelope seals when printing

Try one or more of the following:

- Use an envelope that has been stored in a dry environment.

Note: Printing on envelopes with high moisture content can seal the flaps.

- Make sure that the paper type is set to **Envelope**. From the control panel, navigate to **Settings › Paper › Tray Configuration › Paper Size/Type**.

If the problem persists, then contact [customer support](#).

Collated printing does not work

Try one or more of the following:

- From the control panel, navigate to **Settings › Print › Layout › Collate**, and then select **On [1,2,1,2,1,2]**.
- From the document that you are trying to print, open the Printing Preferences or Print dialog, and then select **Collate**.
- Reduce the number of pages to print.

If the problem persists, then contact [customer support](#).

Tray linking does not work

Note: These instructions apply only to certain printer models.

Try one or more of the following:

- Make sure that the linked trays contain the same paper size and paper type and loaded in the same orientation.
- Make sure that the paper guides are positioned correctly.
- Set the paper size and paper type to match the paper loaded in the linked trays. From the control panel, navigate to **Settings › Paper › Tray Configuration › Paper Size/Type**.
- Make sure that **Tray Linking** is set to **Automatic**. For more information, see [Linking trays on page 69](#).

If the problem persists, then contact [customer support](#).

Paper frequently jams

Try one or more of the following:

- Check if the paper is loaded correctly.

Notes

- Make sure that the paper guides are positioned correctly.
 - Make sure that the stack height is below the maximum fill line.
 - Make sure to print on recommended paper size and paper type.
- Set the correct paper size and paper type. From the control panel, navigate to **Settings › Paper › Tray Configuration › Paper Size/Type**.

- Load paper from a fresh package.

Note: Paper absorbs moisture due to high humidity. Store the paper in its original wrapper until you are ready to use it.

If the problem persists, then contact [customer support](#).

Jammed pages are not reprinted

1. From the control panel, navigate to **Settings › Device › Notifications › Jam Content Recovery**.
2. In the **Jam Recovery** menu, select **On** or **Auto**.

If the problem persists, then contact [customer support](#).

Emailing problems

Disabling the “SMTP server not set up” error message

1. From the control panel, navigate to **Settings › Email › Email Setup**.
2. Set **Disable “SMTP server not set up” error** to **On**.

To prevent the error from happening again, do one or more of the following:

- Update the printer firmware. For more information, see the **Updating firmware** section.
- Configure the email SMTP settings. For more information, see [Configuring the email SMTP settings on page 51](#).

Cannot send emails

Try one more of the following:

- Make sure that the email SMTP settings are configured correctly. For more information, see [Configuring the email SMTP settings on page 51](#).
- Make sure that the printer is connected to a network and the network is connected to the Internet.
- If your email service provider is Microsoft, Outlook, or Hotmail, then configure the OAuth2.0 settings. For more information, see the Setting up OAuth 2.0 Authentication for Email Server using the Embedded Web Server section in .

If the problem persists, then contact [customer support](#).

Faxing problems

Caller ID is not shown

1. From the control panel, navigate to **Settings > Fax > Fax Setup > Fax Receive Settings > Admin Controls**.
2. Set **Enable Caller ID** to **On**.

If the problem persists, then contact [customer support](#).

Cannot send or receive faxes using analog fax

Note: These instructions apply only to certain printer models.

Try one or more of the following:

- Resolve any error messages that appear on the display.
- Make sure that the cable connections for the telephone, handset, or answering machine are secure.
- Check for a dial tone.
 - Call the fax number to check if it is working properly.
 - If you are using the On Hook Dial feature, then turn up the volume to check if you hear a dial tone.
- Check the telephone wall jack.
 1. Connect the analog telephone directly to the wall jack.
 2. Listen for a dial tone.
 3. If you do not hear a dial tone, then use a different telephone cable.
 4. If you still do not hear a dial tone, then connect the analog telephone to a different wall jack.
 5. If you hear a dial tone, then connect the printer to that wall jack.
- Check if the printer is connected to an analog phone service or to the correct digital connector.
 - If you are using an Integrated Services for Digital Network (ISDN) telephone service, then connect to an analog telephone port of an ISDN terminal adapter. For more information, contact your ISDN provider.
 - If you are using DSL, then connect to a DSL filter or router that supports analog use. For more information, contact your DSL provider.
 - If you are using a private branch exchange (PBX) telephone service, then make sure that you are connecting to an analog connection on the PBX. If none exists, then consider installing an analog telephone line for the fax machine.
- Temporarily disconnect other equipment and disable other telephone services.
 1. Disconnect other equipment (such as answering machines, computers, modems, or telephone line splitters) between the printer and the telephone line.
 2. Disable call waiting and voice mail. For more information, contact your telephone company.
- Scan the original document one page at a time.

If the problem persists, then contact [customer support](#).

Can receive but not send faxes using analog fax

Note: These instructions apply only to certain printer models.

Try one or more of the following:

- Load an original document into the ADF tray or on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).
- Set up the shortcut number properly.
 - Check if the shortcut number is set for the telephone number that you want to dial.
 - Dial the telephone number manually.

If the problem persists, then contact [customer support](#).

Can send but not receive faxes using analog fax

Note: These instructions apply only to certain printer models.

Try one or more of the following:

- Make sure that the paper source is not empty.
- Check the ring count delay settings. From the control panel, navigate to **Settings** › **Fax** › **Fax Setup** › **Fax Receive Settings** › **Rings to Answer**.
- If the printer is printing blank pages, then see [Blank or white pages on page 236](#).

If the problem persists, then contact [customer support](#).

Cannot set up etherFAX

Try one or more of the following:

- Check the printer connectivity.
 1. From the control panel, navigate to **Settings** › **Reports** › **Network** › **Network Setup Page**.
 2. Check the network status on the printed page.
- Make sure that the printer is connected to a network and the network is connected to the Internet.
- Make sure that etherFAX is set up correctly. For more information, see [Setting up the fax function using etherFAX](#).

If the problem persists, then go to <https://www.etherfax.net/lexmark>.

Cannot send or receive faxes using etherFAX

Try one or more of the following:

- Make sure that the printer is connected to a network and the network is connected to the Internet.

- Make sure that etherFAX is set up correctly. For more information, see [Setting up the fax function using etherFAX](#).
- Split large documents into smaller file sizes.

If the problem persists, then go to <https://www.etherfax.net/lexmark>.

Poor fax print quality

Try one or more of the following:

- Resolve any print quality defects.
 1. Print the **Test Quality Pages**. From the control panel, navigate to **Settings › Troubleshooting › Print Quality Test Pages**.
 2. Correct any print quality defects. For more information, see the **Print quality issues** section.
- If you are using an analog fax, then decrease the incoming fax transmission speed.
 1. From the control panel, navigate to **Settings › Fax › Fax Setup › Fax Receive Settings › Admin Controls**.
 2. In the **Max Speed** menu, select a lower transmission speed.

If the problem persists, then contact [customer support](#).

Missing information on the fax cover page

1. Turn off the printer, wait for about 30 seconds, and then turn on the printer.
2. Send or retrieve the fax.

If the problem persists, then contact [customer support](#).

Cannot send the fax cover page from the computer

Try one or more of the following:

- Make sure that the print driver is updated. For more information, go to www.lexmark.com/downloads.
- Clear the **Always display settings prior to faxing** setting.
 1. From the document that you are trying to fax, open the **Print** dialog.
 2. Select the printer, and then click **Properties, Preferences, Options, or Setup**.
 3. Click **Fax**, and then clear the **Always display settings prior to faxing** setting.

If the problem persists, then contact [customer support](#).

Scanning problems

Cannot scan to a computer

Try one or more of the following:

- Perform a copy job. If the job failed, then turn off the printer, wait for about 30 seconds, and then turn on the printer.
- Check the printer connectivity.
 1. Print the **Network Setup Page**. From the control panel, navigate to **Settings** › **Reports** › **Network**, and then select **Network Setup Page**.
 2. Check the first section of the page and confirm if the status is connected.
- Make sure that the printer and the computer are connected to the same network.

If the problem persists, then contact [customer support](#).

Cannot scan to a network folder

Try one or more of the following:

- Create a network folder shortcut, and then scan a document using the shortcut. For more information, see .
- Make sure that the network folder path and format are correct. For example, *//server_hostname/foldername/path*, where *server_hostname* is a fully qualified domain (FQDN) or IP address.
- Make sure that you have a write access permission to the network folder.
- Make sure that the printer and the network folder are connected to the same network.
- Update the network folder shortcut.
 1. Open a web browser, and then type the printer IP address in the address field.

Notes

- You can find the IP address at the top of the printer display.
- Make sure that the printer and computer are connected to the same network.

2. Click **Shortcuts**, and then select a shortcut.

Note: If you have multiple shortcut types, then select **Network Folder**.

3. In the **Share Path** field, type the network folder path. For example, *//server_hostname/foldername/path*.

Note: Always use forward slashes when typing the share path.

4. From the **Authentication** menu, select your authentication method.

Note: If **Authentication** is set to “**Use assigned username and password**,” then in the Username and Password fields, type your credentials.

5. Click **Save**.

If the problem persists, then contact [customer support](#).

Partial copies of document or photo

Try one or more of the following:

- Make sure that the document or photo is loaded face down on the upper left corner of the scanner glass.
- Match the paper size setting and the paper loaded in the tray. For more information, see [Setting the paper size and type on page 61](#).
- Check the **Copy From** and **Copy To** size settings in the **Copy** menu. Make sure both are set to the correct document and output paper sizes.

If the problem persists, then contact [customer support](#).

Poor copy quality

Try one or more of the following:

- Clean the scanner. For more information, see [Cleaning the scanner on page 218](#).
- Make sure that the document or photo is loaded face down on the upper-left corner of the scanner glass.
- Check the quality of the original document or photo and adjust the scan quality settings accordingly.

If the problem persists, then contact [customer support](#).

Vertical dark streaks on output when scanning from the ADF



1. Open the scanner cover.
2. Using a damp, soft, lint-free cloth, wipe the ADF glass and the ADF glass pad.
3. Close the scanner cover.
4. Scan the document.

If the problem persists, then contact [customer support](#).

Jagged image or text when scanning from the ADF

1. Load 50 sheets of clean, plain paper into the ADF.

Note: The plain paper helps clean or remove dust and other coatings from the ADF feed rollers.

2. Load an original document into the ADF tray or on the scanner glass. For more information, see [Using the automatic document feeder and scanner glass on page 16](#).
4. From the control panel, depending on your printer model, do either of the following:
 - Select **Scan**.

- Select .

If the problem persists, then contact [customer support](#).

Scan job was not successful

Try one or more of the following:

- Make sure that the Ethernet or USB cable is securely connected to the computer and the printer.
- Check the file that you want to scan, and make sure that:
 - The file name is not already used in the destination folder.
 - The document or photo that you want to scan is not open in another application.
- Make sure that the **Append time stamp** or the **Overwrite existing file** check box is selected in the destination configuration settings.

If the problem persists, then contact [customer support](#).

Scanner does not close

Try one or more of the following:

- Remove any paper, debris, or foreign objects inside the scanner.
- Clean the lid and frame.
- Check if the hinges or latches are damaged or misaligned. Contact [customer support](#) if there are signs of damage.

If the problem persists, then contact [customer support](#).

Scanning takes too long or freezes the computer

Try one or more of the following:

- Close all applications that are interfering with the scan.

- Reduce the scan resolution
- Restart the printer.
- Use a USB or Ethernet connection.

If the problem persists, then contact [customer support](#).

Scanner does not respond

Try one or more of the following:

- Check if the power cord is connected properly to the printer and the electrical outlet.



CAUTION—POTENTIAL INJURY

To avoid the risk of fire or electrical shock, connect the power cord to an appropriately rated and properly grounded electrical outlet that is near the product and easily accessible.

- Check if the printer is turned on, and then resolve any error messages that appear on the display.
- Turn off the printer, wait for about 30 seconds, and then turn on the printer.

If the problem persists, then contact [customer support](#).

Adjusting scanner registration

1. From the control panel, navigate to **Settings** › **Device** › **Maintenance** › **Configuration Menu** › **Scanner Configuration** › **Scanner Manual Registration**.
2. In the **Print Quick Test** menu, select **Start**.
3. Place the test page on the scanner glass, and then select **Flatbed Registration**.
4. In the **Copy Quick Test** menu, select **Start**.
5. Compare the test page with the original document.

Note: If the margins of the test page are different from the original document, then adjust the **Left Margin** and **Top Margin** settings.

6. Repeat [step 4](#) and [step 5](#) until the margins of the **Copy Quick Test** page closely match the original document.

Adjusting ADF registration

1. From the control panel, navigate to **Settings** › **Device** › **Maintenance** › **Configuration Menu** › **Scanner Configuration** › **Scanner Manual Registration**.
2. In the **Print Quick Test** menu, select **Start**.
3. Place the test page on the ADF tray.
4. Select **Front ADF Registration** or **Rear ADF Registration**.

Notes

- To align **Front ADF Registration**, place the test page face up, short edge first into the ADF.
- To align **Rear ADF Registration**, place the test page face down, short edge first into the ADF.

5. In the **Copy Quick Test** menu, select **Start**.
6. Compare the test page with the original document.

Note: If the margins of the test page are different from the original document, then adjust the **Horizontal Adjust** and **Top Margin** settings.

7. Repeat [step 5](#) and [step 6](#) until the margins of the **Copy Quick Test** page closely match the original document.

Contacting customer support

To accurately diagnose your issue, our support agents must perform diagnostic troubleshooting with you during your call. Make sure you are near your device so you can follow the on-screen or spoken instructions.

If you are not near your device, you can call us back when you are ready.

Have the following information ready when you contact support:

- Printer model and serial number
- A brief description of the issue
- Any error messages (if applicable)

Technical support via telephone is also available. In the U.S. or Canada, call **1-800-539-6257**. For other countries or regions, go to www.lexmark.com/supportdirectory.

Recycle and dispose

Recycling Lexmark products

1. Go to www.lexmark.com/recycle.
2. Select your country or region.
3. Select a recycling program.

Recycling Lexmark packaging

Lexmark continually strives to minimize packaging. Less packaging helps to ensure that Lexmark printers are transported in the most efficient and environmentally sensitive manner and that there is less packaging to dispose of. These efficiencies result in fewer greenhouse emissions, energy savings, and natural resource savings.

Lexmark cartons are 100% recyclable where corrugated recycling facilities exist. Facilities may not exist in your area.

The foam used in Lexmark packaging is recyclable where foam recycling facilities exist. Facilities may not exist in your area.

When you return a cartridge to Lexmark, you can reuse the box that the cartridge came in. Lexmark will recycle the box.

Notices

Product information

Product name:

Lexmark MX432adwe; Lexmark XM3142 MFPs
Machine type:

7019

Models:

6w6, 6w9

Edition and legal notices

Edition notices

April 2026

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For Lexmark technical support, go to <https://support.lexmark.com>.

For information on Lexmark's privacy policy governing the use of this product, go to www.lexmark.com/privacy.

For information on supplies and downloads, go to www.lexmark.com.

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Licensing notices

All licensing notices associated with this product can be viewed from the CD:\NOTICES directory of the installation software CD.

STATEMENT OF LIMITED WARRANTY FOR LEXMARK LASER PRINTERS, LEXMARK LED PRINTERS, AND LEXMARK MULTIFUNCTION LASER PRINTERS

Lexmark International, Inc., Lexington, KY

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

This limited warranty applies to this product only if it was originally purchased for your use, and not for resale, from Lexmark or a Lexmark Remarketer, referred to in this statement as "Remarketer."

Limited warranty

Lexmark warrants that this product:

—Is manufactured from new parts, or new and serviceable used parts, which perform like new parts

—Is, during normal use, free from defects in material and workmanship

If this product does not function as warranted during the warranty period, contact a Remarketer or Lexmark for repair or replacement (at Lexmark's option).

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

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

Limited warranty service

The warranty period starts on the date of original purchase as shown on the purchase receipt and ends 12 months later provided that the warranty period for any supplies and for any maintenance items included with the printer shall end earlier if it, or its original contents, are substantially used up, depleted, or consumed. Fuser Units, Transfer/Transport Units, Paper Feed items, if any, and any other items for which a Maintenance Kit is available are substantially consumed when the printer displays a "Life Warning" or "Scheduled Maintenance" message for such item.

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

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

The replacement item assumes the remaining warranty period of the original product.

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

As part of your warranty service and/or replacement, Lexmark may update the firmware in your printer to the latest version. Firmware updates may modify printer settings and cause counterfeit and/or unauthorized products, supplies, parts, materials (such as toners and inks), software, or interfaces to stop working. Authorized use of genuine Lexmark products will not be impacted.

Before you present this product for warranty service, remove all print cartridges, programs, data, and removable storage media (unless directed otherwise by Lexmark).

For further explanation of your warranty alternatives and the nearest Lexmark authorized servicer in your area contact Lexmark on the World Wide Web.

Remote technical support is provided for this product throughout its warranty period. For products no longer covered by a Lexmark warranty, technical support may not be available or only be available for a fee.

Extent of limited warranty

Lexmark does not warrant uninterrupted or error-free operation of any product or the durability or longevity of prints produced by any product.

Warranty service does not include repair of failures caused by:

- Modification or unauthorized attachments
- Accidents, misuse, abuse or use inconsistent with Lexmark user's guides, manuals, instructions or guidance
- Unsuitable physical or operating environment
- Maintenance by anyone other than Lexmark or a Lexmark authorized servicer

- Operation of a product beyond the limit of its duty cycle
- Use of printing media outside of Lexmark specifications
- Refurbishment, repair, refilling or remanufacture by a third party of products, supplies or parts
- Products, supplies, parts, materials (such as toners and inks), software, or interfaces not furnished by Lexmark

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Additional rights

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

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

Specifications

Laser notice

The printer is certified in the U.S. to conform to the requirements of DHHS 21 CFR, Chapter I, Subchapter J for Class I (1) laser products, and elsewhere is certified as a Class 1 consumer laser product conforming to the requirements of IEC 60825-1:2014, EN 60825-1:2014+A11:2021, and EN 50689:2021.

Class I laser products are not considered to be hazardous. The laser system and printer are designed so there is never any human access to laser radiation above a Class I level during normal operation, user maintenance, or

prescribed service conditions. The printer has a non-serviceable printhead assembly that contains a laser with the following specifications:

Class: IIIb (3b) AlGaInP

Nominal output power (milliwatts): 25

Wavelength (nanometers): 775–800

Temperature information

Operating temperature and relative humidity (RH) ¹	10 to 32.2°C (50 to 90°F) and 15 to 80% RH 15.6 to 32.2°C (60 to 90°F) and 8 to 80% RH Maximum wet-bulb temperature ³ : 22.8°C (73°F) Non-condensing environment
Printer / cartridge / imaging unit long-term storage ²	15.6 to 32.2°C (60 to 90°F) and 8 to 80% RH Maximum wet-bulb temperature ³ : 22.8°C (73°F)
Printer / cartridge / imaging unit short-term shipping	-40 to 40°C (-40 to 104°F)

¹ In some cases, performance specifications (such as cartridge usage and first-page-out speed) must be measured at a standard office environment of approximately 22.2°C (72°F) and 45% RH.

² Supplies shelf life is approximately 2 years. This is based on storage in a standard office environment at 22°C (72°F) and 45% humidity.

³ Wet-bulb temperature is determined by the air temperature and the relative humidity.

Power requirements

The following nominal voltage ranges are supported in applicable countries or regions: 100–110 V / 50Hz, 110–127 V / 60Hz, and 220–240 V / 50Hz (not dual-voltage).

Product power consumption

The following table documents the power consumption characteristics of the product.

Note: Some modes may not apply to your product.

Mode	Description	Power consumption (Watts)
Printing	The product is generating hard-copy output from electronic inputs.	One-sided: 580 Two-sided: 330
Copy	The product is generating hard-copy output from hard-copy original documents.	590

Mode	Description	Power consumption (Watts)
Scan	The product is scanning hard-copy documents.	15.5
Ready	The product is waiting for a print job.	8.9
Sleep Mode	The product is in a high-level energy-saving mode.	1.2
Hibernate	The product is in a low-level energy-saving mode.	0.2
Off	The product is plugged into an electrical outlet, but the power switch is turned off.	0.2

The power consumption levels listed in the previous table represent time-averaged measurements. Instantaneous power draws may be substantially higher than the average. Values are subject to change. See www.lexmark.com for current values.

Sleep Mode

This product is designed with an energy-saving mode called **Sleep Mode**. The Sleep Mode saves energy by lowering power consumption during extended periods of inactivity. The Sleep Mode is automatically engaged after this product is not used for a specified period of time, called the **Sleep Mode Timeout**.

Factory default Sleep Mode Timeout for this product (in minutes):	15
---	----

By using the configuration menus, the Sleep Mode Timeout can be modified between 1 minute and 120 minutes, or between 1 minute and 114 minutes, depending on the printer model. If the printer speed is less than or equal to 30 pages per minute, then you can set the timeout only up to 60 minutes or 54 minutes, depending on the printer model. Setting the Sleep Mode Timeout to a low value reduces energy consumption, but may increase the response time of the product. Setting the Sleep Mode Timeout to a high value maintains a fast response, but uses more energy.

Some models support a **Deep Sleep Mode**, which further reduces power consumption after longer periods of inactivity.

Hibernate Mode

This product is designed with an ultra-low power operating mode called **Hibernate mode**. When operating in Hibernate Mode, all other systems and devices are powered down safely. The Hibernate mode can be entered in any of the following methods:

- Using the Hibernate Timeout
- Using the Schedule Power modes

Factory default Hibernate Timeout for this product in all countries or regions	3 days
--	--------

The amount of time the printer waits after a job is printed before it enters Hibernate mode can be modified between one hour and one month.

Notes on EPEAT-registered imaging equipment products:

- Standby power level occurs in Hibernate or Off mode.
- The product shall automatically power down to a standby power level of ≤ 1 W. The auto standby function (Hibernate or Off) shall be enabled at product shipment.

Off mode

If this product has an off mode which still consumes a small amount of power, then to completely stop product power consumption, disconnect the power supply cord from the electrical outlet.

Total energy usage

It is sometimes helpful to estimate the total product energy usage. Since power consumption claims are provided in power units of Watts, the power consumption should be multiplied by the time the product spends in each mode in order to calculate energy usage. The total product energy usage is the sum of each mode's energy usage.

Environmental and sustainability notices

Noise emission levels

The following measurements were made in accordance with ISO 7779 and reported in conformance with ISO 9296.

Note: Some modes may not apply to your product.

1-meter average sound pressure, dBA	
Printing	One-sided: 53 Two-sided: 50
Scanning	58
Copying	59
Ready	14

Values are subject to change. See www.lexmark.com for current values.

Waste from Electrical and Electronic Equipment (WEEE) directive



The WEEE logo signifies specific recycling programs and procedures for electronic products in countries of the European Union. We encourage the recycling of our products.

If you have further questions about recycling options, visit the Lexmark website at www.lexmark.com for your local sales office phone number.

India E-Waste notice



This product including components, consumables, parts and spares complies with the “India E-Waste Rules” and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1% by weight and 0.01% by weight for cadmium, except for the exemption set in the Rule.

Lithium-ion rechargeable battery



This product may contain a coin-cell, lithium-ion rechargeable battery, which should only be removed by a trained technician. Crossed-out wheeled bin means the product should not be discarded as unsorted waste but must be sent to separate collection facilities for recovery and recycling. In the event the battery is removed, do not dispose of the battery in your household waste. There may be separate collection systems for batteries in your local community, such as a battery-recycling drop-off location. The separate collection of waste batteries assures appropriate treatment of waste including reuse and recycling and prevents any potential negative effects on human health and environment. Please responsibly dispose of the batteries.

Regulation (EU) 2023/1542

This product may contain a coin-cell lithium rechargeable battery. This battery complies with Regulation (EU) 2023/1542. Compliance is indicated by the CE marking:



This product may contain one of the following coin-cell batteries:

- Battery identification: Seiko Model Number MS621FE
Manufacturer: Seiko Instruments Inc.
Manufacturer address: 8, Nakase 1-chome, Mihama-ku, Chiba-shi, Chiba 261-8507, Japan
- Battery identification: Panasonic Model Number ML621
Manufacturer: Panasonic Energy Co., Ltd.
Manufacturer address: 1-1 Matsushita-cho, Moriguchi City, Osaka 570-8511, Japan
- Battery identification: FDK Model Number ML621
Manufacturer: FDK Corporation
Manufacturer address: Shibaura Crystal Shinagawa, 1-6-41 Konan, Minato-ku, Tokyo 108-8212 Japan

Environmental labeling for packaging

Per Commission Regulation Decision 97/129/EC Legislative Decree 152/2006, the product packaging may contain one or more of the following symbols.

	This symbol indicates that the packaging may contain corrugated fiberboard.
	This symbol indicates that the packaging may contain non-corrugated fiberboard.
	This symbol indicates that the packaging may contain paper.

For more information, go to www.lexmark.com/recycle, and then choose your country or region. Information on available packaging recycling programs is included with the information on product recycling.

Product disposal

Do not dispose of the printer or supplies in the same manner as normal household waste. Consult your local authorities for disposal and recycling options.

Returning Lexmark cartridges for reuse or recycling

The Lexmark Cartridge Collection Program allows you to return used cartridges for free to Lexmark for reuse or recycling. One hundred percent of the empty cartridges returned to Lexmark are either reused or demanufactured for recycling. The boxes used to return the cartridges are also recycled.

To return Lexmark cartridges for reuse or recycling, do the following:

1. Go to www.lexmark.com/recycle.
2. Select your country or region.
3. Select **Lexmark Cartridge Collection Program**.
4. Follow the instructions on the screen.

ENERGY STAR®

Any Lexmark product bearing the ENERGY STAR emblem on the product or on a start-up screen is certified to comply with Environmental Protection Agency (EPA) ENERGY STAR requirements as of the date of manufacture.



Notices for wireless products

Regulatory notices for wireless products

This section contains regulatory information that applies only to wireless models.

If in doubt as to whether your model is a wireless model, then see the "Wireless support" section or go to <http://support.lexmark.com>.

Modular component notice

Wireless models contain one of the following modular components:

AzureWave AW-CM467-SUR; FCC ID:TLZ-CM467; IC:6100A-CM467

To determine which modular components are installed in your particular product, refer to the labeling on your actual product.

Exposure to radio frequency radiation

The radiated output power of this device is far below the radio frequency exposure limits of the FCC and other regulatory agencies. A minimum separation of 20 cm (8 inches) must be maintained between the antenna and any persons for this device to satisfy the RF exposure requirements of the FCC and other regulatory agencies.

Innovation, Science and Economic Development Canada

This device complies with Innovation, Science and Economic Development Canada license-exempt RSS standards. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Innovation, Sciences et Développement économique Canada

Cet appareil est conforme aux normes RSS exemptes de licence d'Innovation, Sciences et Développement économique Canada. Son fonctionnement est soumis aux deux conditions suivantes : (1) cet appareil ne doit pas causer d'interférences et (2) il doit accepter toutes les interférences, y compris les celles qui peuvent entraîner un fonctionnement indésirable.

European Community (EC) directives conformity

This product is in conformity with the protection requirements of EC Council directive 2014/53/EU on the approximation and harmonization of the laws of the Member States relating to radio equipment. The manufacturer of this product is: Lexmark International, Inc., 740 West New Circle Road, Lexington, KY, 40550 USA. The EEA/EU authorized representative is: Lexmark International Technology Hungária Kft., 8 Lechner Ödön fasor, Millennium Tower III, 1095 Budapest HUNGARY. Email: EU-Product-Safety@lexmark.com. The EEA/EU Importer is: Lexmark International Technology S.à.r.l. 20, Route de Pré-Bois, ICC Building, Bloc A, CH-1215 Genève, Switzerland. A declaration of conformity to the requirements of the Directives is available upon request from the Authorized Representative or may be obtained at www.lexmark.com/en_us/about/regulatory-compliance/european-union-declaration-of-conformity.html. Compliance is indicated by the CE marking:



Restrictions

This radio equipment is restricted to indoor use only. Outdoor use is prohibited. This restriction applies to all the countries listed in the table below:

AT	BE	BG	CH	CY	CZ	DE	DK	EE
EL	ES	FI	FR	HR	HU	IE	IS	IT
LI	LT	LU	LV	MT	NL	NO	PL	PT
RO	SE	SI	SK	TR	UK (NI)			

EU and other countries statement of radio transmitter operational frequency bands and maximum RF power

This radio product transmits in either the 2.4GHz (2.412–2.472GHz in the EU) or 5GHz (5.15–5.35, 5.47–5.725GHz in the EU) bands. The maximum transmitter EIRP power output, including antenna gain, is $\leq 20\text{dBm}$ for both bands.

United Kingdom (UK) conformity

This product is in conformity with the protection requirements of the Radio Equipment Regulations 2017. The manufacturer of this product is: Lexmark International, Inc., 740 West New Circle Road, Lexington, KY, 40550 USA. The UK Importer is: Lexmark International Ltd, Building Q1 Quantum Business Park, 60 Norden Road, Maidenhead, Berkshire, United Kingdom SL6 4AY. A declaration of conformity is available upon request from the UK Importer or may be obtained at www.lexmark.com/en_us/about/regulatory-compliance/uk-declaration-of-conformity.html.

Compliance is indicated by the UKCA marking:



Restrictions or requirements in the UK

This radio equipment is restricted to indoor use only. Outdoor use is prohibited.

UK statement of radio transmitter operational frequency bands and maximum RF power

This radio product transmits in either the 2.4GHz (2.412–2.472 GHz in the UK) or 5GHz (5.15–5.35, 5.47–5.725 in the UK) bands. The maximum transmitter EIRP power output, including antenna gain, is $\leq 20\text{dBm}$ for both bands.

Notice to users in Thailand

ประกาศถึงผู้ใช้ในประเทศไทย

This radiocommunication equipment has the electromagnetic field strength in compliance with the Safety Standard for the Use of Radiocommunication Equipment on Human Health announced by the National Telecommunications Commission.

เครื่องวิทยุคมนาคมนี้มีระดับการแผ่คลื่นแม่เหล็กไฟฟ้าสอดคล้องตามมาตรฐาน ความปลอดภัยต่อสุขภาพของมนุษย์จากการใช้เครื่องวิทยุคมนาคมที่คณะกรรมการกิจการโทรคมนาคมแห่งชาติประกาศกำหนด



เครื่องวิทยุคมนาคมนี้ ได้รับยกเว้น ไม่ต้องได้
รับใบอนุญาตให้มี ใช้ซึ่งเครื่องวิทยุคมนาคม
หรือตั้งสถานีวิทยุคมนาคมตามประกาศ กสทช.
เรื่อง เครื่องวิทยุคมนาคม และสถานีวิทยุ
คมนาคมที่ได้รับยกเว้นไม่ต้องได้รับใบอนุญาต
วิทยุคมนาคมตามพระราชบัญญัติวิทยุคมนาคม
พ.ศ. 2498



nltc. | โทรคมนาคม

กำกับดูแลเพื่อประชาชน

Call Center 1200 (Inswr)

Class B device notices

Federal Communications Commission (FCC) compliance information statement

This product has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

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

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

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

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

Notes

To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable such as Lexmark part number 1021231 for parallel attach or 1021294 for USB attach. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:
Director of Lexmark Technology & Services

Lexmark International, Inc.

740 West New Circle Road

Lexington, KY 40550

Telephone: (859) 232-2000

Email: regulatory@lexmark.com

Innovation, Science and Economic Development Canada compliance statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Standard ICES-003.

Avis de conformité aux normes de l'Innovation, Sciences et Développement économique Canada

Cet appareil numérique de classe B est conforme aux exigences de la norme canadienne relative aux équipements pouvant causer des interférences NMB-003.

European Community (EC) directives conformity

This product is in conformity with the protection requirements of EC Council directives 2014/30/EU, 2014/35/EU, 2009/125/EC, and 2011/65/EU as amended by (EU) 2015/863 on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility, safety of electrical equipment designed for use within certain voltage limits, the ecodesign of energy-related products, and on the restrictions of use of certain hazardous substances in electrical and electronic equipment.

The manufacturer of this product is: Lexmark International, Inc., 740 West New Circle Road, Lexington, KY, 40550 USA. The EEA/EU authorized representative is: Lexmark International Technology Hungária Kft., 8 Lechner Ödön fasor, Millennium Tower III, 1095 Budapest HUNGARY. Email: EU-Product-Safety@lexmark.com. The EEA/EU Importer is: Lexmark International Technology S.à.r.l. 20, Route de Pré-Bois, ICC Building, Bloc A, CH-1215 Genève, Switzerland. A declaration of conformity to the requirements of the Directives is available upon request from the Authorized Representative or may be obtained at www.lexmark.com/en_us/about/regulatory-compliance/european-union-declaration-of-conformity.html. This product satisfies the Class B limits of EN 55032 and safety requirements of EN 62368-1.

United Kingdom (UK) conformity

This product is in conformity with the protection requirements of the Electromagnetic Compatibility Regulations 2016, the Electrical Equipment (Safety) Regulations 2016, the Ecodesign for Energy-Related Products and Energy Information (Amendment) (EU Exit) Regulations 2019, and the Restriction of the Use of Certain Hazardous Substances in Electrical and Electronic Equipment Regulations 2012.

The manufacturer of this product is: Lexmark International, Inc., 740 West New Circle Road, Lexington, KY, 40550 USA. The UK Importer is: Lexmark International Ltd, Building Q1 Quantum Business Park, 60 Norden Road, Maidenhead, Berkshire, United Kingdom SL6 4AY. A declaration of conformity is available upon request from the UK Importer or may be obtained at www.lexmark.com/en_us/about/regulatory-compliance/uk-declaration-of-conformity.html.

This product satisfies the Class B limits of BS EN 55032 and safety requirements of BS EN 62368-1.

Commission Regulation (EU) 2023/826

As part of this regulation, manufacturers are required to post information about the Off modes and Network Standby ("sleep") modes of products, including the available network connections, the power consumption in sleep mode for each connection and the default timeout to sleep mode.

To view Lexmark's declarations of product sleep modes, go to https://www.lexmark.com/en_us/legal/regulatory-compliance/EU_2023_826.html.

Other regulatory notices

Static sensitivity notice



This symbol identifies static-sensitive parts. Do not touch the areas near these symbols without first touching a metal surface in an area away from the symbol.

To prevent damage from electrostatic discharge when performing maintenance tasks such as clearing paper jams or replacing supplies, touch any exposed metal frame of the printer before accessing or touching interior areas of the printer even if the symbol is not present.

Applicability of Regulation (EU) 2019/2015 and (EU) 2019/2020

Per Commission Regulation (EU) 2019/2015 and (EU) 2019/2020, the light source contained within this product or its component is intended to be used for Image Capture or Image Projection only, and is not intended for use in other applications.

The UK Product Security and Telecommunications Infrastructure Act 2022 (PSTI Act)—Summary Statement of Compliance

Lexmark International Inc., 740 West New Circle Road, Lexington, KY 40550 USA, declares that this product complies with the applicable security requirements in Schedule 1 of The Product Security and Telecommunications Infrastructure (Security Requirements for Relevant Connectable Products) Regulations 2023. The defined support period for this product can be found at the following web page: <https://www.lexmark.com/firmware-eos>.

A copy of the Statement of Compliance is available for download at the following web page: https://www.lexmark.com/en_us/about/regulatory-compliance/all-regulatory-docs.html.

The Australia Security Standard for Consumer Grade Relevant Products—Summary Statement of Compliance

Lexmark International Inc., 740 West New Circle Road, Lexington, KY 40550 USA, declares that this product complies with the applicable security requirements of Part 1 of Schedule 1 of the Cyber Security (Security Standards for Smart Devices) Rules 2025. The defined support period for this product can be found at the following web page: <https://www.lexmark.com/firmware-eos>.

A copy of the Statement of Compliance is available for download at the following web page: https://www.lexmark.com/en_us/about/regulatory-compliance/all-regulatory-docs.html.

Thailand NBTC technical standards conformity statement

คำประกาศเรื่องการเป็นไปตามมาตรฐานทางเทคนิคของ กสทช. ประเทศไทย

This telecommunication equipment conforms to the technical standards or requirements of NBTC.

เครื่องโทรคมนาคมและอุปกรณ์นี้มีความสอดคล้องตามมาตรฐานหรือข้อกำหนดทางเทคนิคของ กสทช.

User's Guide