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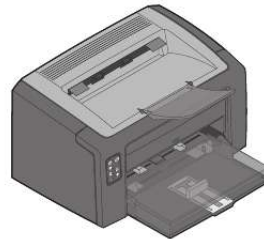
You can read the recommendations in the user guide, the technical guide or the installation guide for LEXMARK E120. You'll find the answers to all your questions on the LEXMARK E120 in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual LEXMARK E120
User guide LEXMARK E120
Operating instructions LEXMARK E120
Instructions for use LEXMARK E120
Instruction manual LEXMARK E120

LEXMARK™

E120, E120n

User's Guide



July 2005

www.lexmark.com

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See Ordering supplies on page 66 for a list of correct supplies and part numbers. Overview of the Lexmark E120 operator panel 16 Using the operator panels

Missing cartridge / Defective cartridge detected Light sequence: Error--On Secondary light sequence: Press twice quickly to see the secondary light sequence. Ready / Data--Blinks three times Message: Either the toner cartridge is missing, the long-life photoconductor kit is missing, or a defective toner cartridge is detected. Primary light sequence Secondary light sequence Solution: First, check to see if a toner cartridge is installed. If the toner cartridge is properly installed, check to see if a longlife photoconductor kit is installed. If the toner cartridge or the long-life photoconductor kit is missing, install the missing item. If both are properly installed, then remove the defective toner cartridge. Open door Light sequence: Error--On Secondary light sequence: Press twice quickly to see the secondary light sequence. Ready / Data--Blinks once Message: Door is open. Primary light sequence Secondary light sequence Solution: Close the open door.

Overview of the Lexmark E120 operator panel 17 Using the operator panels Complex page Light sequence: Error--On Secondary light sequence: Press twice quickly to see the secondary light sequence. Ready / Data--Blinks three times Message: The page may not print correctly because the print information on the page is too complex (that is, too large for printer memory). Primary light sequence Secondary light sequence Solution: Turn printer off and back on to try printing the page again. If not successful: · Press to clear message and continue processing the job (some print data may be lost). To avoid this error in the future: · Reduce complexity of the page by reducing the amount of text or graphics.

Set Page Protect to On in the Local Printer Setup Utility (see Software and Documentation CD). ENA connection lost Light sequence: Error--On Secondary light sequence: Press twice quickly to see the secondary light sequence. Ready / Data--Blinks five times Message: During power-on cycle, the printer detected the connection to the external network adapter was lost. Primary light sequence Secondary light sequence Note: This error is only detected during the power-on cycle. Solution: · Press to clear message.

Re-establish connection with the external network adapter. Overview of the Lexmark E120 operator panel 18 Using the operator panels Insufficient collation area Light sequence: Error--On Secondary light sequence: Press twice quickly to see the secondary light sequence. Ready / Data--Blinks three times Message: Printer memory does not have the free space necessary to collate print job. May occur due to one of the errors listed below: · Printer memory is full. A page is too complex to print. Memory is insufficient to save what is in the print buffer. Primary light sequence Secondary light sequence Solution: Turn printer off and back on to try printing the page again. If not successful: · Press to clear message and continue processing the job (some print data may be lost). To avoid this error in the future: · Reduce complexity of the page by reducing the amount of text or graphics. Set Page Protect to On in the Local Printer Setup Utility (see Software and Documentation CD).

Load media Light sequence: Error--Blinking Secondary light sequence: Press twice quickly to see the secondary light sequence. Ready / Data--Blinks once Message: Printer is out of media, or media did not feed properly. Primary light sequence Secondary light sequence Solution: · Load media into Tray 1 or priority feeder and press to resume. Ensure media is loaded correctly in Tray 1 or priority feeder. Press to cancel print job. Overview of the Lexmark E120 operator panel 19 Using the operator panels Print side two of a duplex job Light sequence: Error--Blinking Secondary light sequence: Press twice quickly to see the secondary light sequence. Ready / Data--Blinks once Message: Print the other side of current duplex print job. Primary light sequence Secondary light sequence Solution: · Insert print job into priority feeder using instructions in the driver pop-up menu to orient pages correctly, then press to resume printing. Press to cancel print job. Press and hold to reset printer.

Memory full Light sequence: Error--Blinking Secondary light sequence: Press twice quickly to see the secondary light sequence. Ready / Data--Blinks three times Message: Printer is processing data, but the memory used to store pages is full. Primary light sequence Secondary light sequence Solution: · Press to clear message and continue printing job (may not print correctly). Press and release to cancel print job. Press and hold to reset printer.

To avoid this error in the future: Simplify the print job. Reduce complexity of the page by reducing the amount of text or graphics and deleting unnecessary fonts or macros. Overview of the Lexmark E120 operator panel 20 Using the operator panels Host interface disabled Light sequence: Error--Blinking Secondary light sequence: Press twice quickly to see the secondary light sequence. Ready / Data--Blinks five times Message: Printer USB or network port disabled. Primary light sequence Secondary light sequence Solution: · Press to clear message.

Printer discards all jobs previously sent. Enable the USB port by selecting a value other than Disabled for the USB Buffer item in the Local Printer Setup Utility (see Software and Documentation CD). Jam in the printer paper path Note: All jams show the same primary code. To determine the jam location, view the secondary light sequence. Light sequence: Error--Blinking Secondary light sequence: Press · twice quickly to see the secondary light sequence. Ready / Data--Blinks ten times Error--On Primary light sequence Secondary light sequence Message: A jam has occurred at the input sensor, at the exit sensor, or between the input and exit sensors. Solution: See Clearing jams on page 53 for instructions. Overview of the Lexmark E120 operator panel 21 Using the operator panels Jam in Tray 1 / priority feeder Note: All jams show the same primary code.



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To determine the jam location, view the secondary light sequence. Light sequence: Error--Blinking Secondary light sequence: Press · · twice quickly to see the secondary light sequence.

Ready / Data--Blinks four times Error--On Primary light sequence Secondary light sequence Message: A jam has occurred in Tray 1 / priority feeder. Solution: See Clearing jams on page 53 for more information. Overview of the Lexmark E120 operator panel 22 Using the operator panels Short paper Light sequence: Error--Blinking Secondary light sequence: Press twice quickly to see the secondary light sequence. Ready / Data--Blinks three times Message: Paper length is too short to print the formatted data. This occurs when the printer does not know the loaded media size or when there is a problem feeding the media. Primary light sequence Secondary light sequence Solution: · · · Make sure the loaded print media is large enough and paper size is set correctly in the Local Printer Setup Utility paper size menu (see Software and Documentation CD). Press to clear message and continue the job. Press to cancel print job. Toner low Light sequence: Error--Blinking Secondary light sequence: Press twice quickly to see the secondary light sequence. Ready / Data--Blinks eight times Message: Printer is ready to receive and process data.

In addition, toner in the toner cartridge is getting low. Primary light sequence Secondary light sequence Solution: · · Press to clear message and continue processing job. Remove the toner cartridge. Gently shake the toner cartridge from side to side and front to back several times to redistribute the toner, and reinsert it. Repeat this procedure multiple times.

If the print remains faded, replace the toner cartridge. See Changing the toner cartridge on page 68 for help. Overview of the Lexmark E120 operator panel 23 Using the operator panels Replace long-life photoconductor kit Light sequence: Error--Blinking Secondary light sequence: Press twice quickly to see the secondary light sequence. Ready / Data--Blinks once Message: Long-life photoconductor kit should be replaced soon. Primary light sequence Secondary light sequence Solution: · · Press to clear the message and continue processing the job.

Replace the long-life photoconductor kit. See Changing the long-life photoconductor kit on page 71 for help. Service error Light sequence: · · Ready / Data--Blinking Error--Blinking Secondary light sequence: Press twice quickly to see the secondary light sequence. · Ready / Data--Blinks ten times Message: Printer has a service error, and printing has stopped. Primary light sequence Secondary light sequence Solution: Turn printer off and back on. If lights are still blinking, contact customer support. See the Lexmark web site at www.lexmark.com for the phone number in your area. Overview of the Lexmark E120 operator panel 24 Using the operator panels Overview of the Lexmark E120n operator panel The printer operator panel has two buttons and six lights (Continue button is both a light and button).

Lights indicate the status of the printer. Buttons are used to continue or cancel the current print job. When the printer is turned on, all lights cycle as a self test is performed. Also, when the printer is reset, or when a printer setting is changed in the menus, all lights cycle. To learn more about the panel lights or to determine the status of the printer when lights are on, see Understanding the Lexmark E120n operator panel lights. Cancel Continue Ready / Data Toner Low/Replace PC Kit Load / Remove Paper Paper Jam Error · · · Press and release Continue Press and release Continue Press and release Cancel Press and hold Cancel to resume printing. twice quickly to display the secondary light sequence. to cancel current job. until all of the lights come on to reset. Overview of the Lexmark E120n operator panel 25 Using the operator panels Understanding the Lexmark E120n operator panel lights The operator panel lights mean different things, depending on their sequence.

Lights that are off, on, and/or blinking indicate printer conditions such as printer status, intervention, or service. Use the light sequence table to find the message being indicated, then click the message for more information. Light sequence Continue On = Continue Blinking = Ready / Data On = Ready / Data Blinking = Other panel lights On = Ready / Data Blinking = Primary light sequence Toner Low/Replace PC Kit Secondary light sequence Toner Low/Replace PC Kit Load / Remove Paper Load / Remove Paper Ready / Data Ready / Data Paper Jam Paper Jam Continue Continue Error Error Message Ready / Power Saver Busy Resolution reduced Waiting Cancel job / Reset printer Flushing buffer Invalid engine code Not ready Printing font list or menu settings page Programming engine code or system code Restoring factory defaults Cartridge region mismatch Overview of the Lexmark E120n operator panel 26 Using the operator panels Primary light sequence Toner Low/Replace PC Kit Secondary light sequence Toner Low/Replace PC Kit Load / Remove Paper Load / Remove Paper Ready / Data Ready / Data Paper Jam Paper Jam Continue Continue Error Error Message Missing cartridge / Defective cartridge detected Open door Complex page ENA connection lost Insufficient collation area Load media Print side two of a duplex job Memory full Network interface errors Host interface disabled Jam at the input sensor Jam between the input and exit sensors Jam at printer exit sensor Jam in Tray 1 / priority feeder Resource save off Short paper Toner low Long-life photoconductor kit life warning Replace long-life photoconductor kit Overview of the Lexmark E120n operator panel 27 Using the operator panels Primary light sequence Toner Low/Replace PC Kit Secondary light sequence Toner Low/Replace PC Kit Load / Remove Paper Load / Remove Paper Ready / Data Ready / Data Paper Jam Paper Jam Continue Continue Error Error Message Unsupported toner cartridge Service error Operator panel codes for the Lexmark E120n Following are explanations of the primary and secondary light sequences, and what can be done to clear them. Primary Codes Ready / Power Saver Light sequence: Ready / Data--On Message: · · Printer is ready to receive and process data. Printer is in Power Saver mode.

Printer is functioning properly. Note: To change the Power Saver setting, use the Local Printer Setup Utility (see Software and Documentation CD). Overview of the Lexmark E120n operator panel 28 Using the operator panels Busy Light sequence: Ready / Data--Blinking Message: Printer is busy receiving and processing data or printing.



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Solution: · Busy: Wait for message to clear. Press and release to cancel job.

Press and hold to reset printer. Printing: Wait for pages to print. The ready light blinks as the pages print. The Ready light is on when printing stops. Press and release to cancel job. Press and hold to reset printer. Receiving/processing data: Wait for message to clear. Press and release to stop processing. Press and hold to reset printer. · Resolution reduced Light sequence: · Ready / Data--Blinking Error--Blinking Message: Printer is processing data or printing pages, but the resolution of a page in current job is reduced from 600 dots per inch (dpi) to 300 dpi to prevent a memory full error.

Solution: · · · Wait until the operator panel returns to Ready to print new job. Press and release to cancel job. Press and hold to reset printer. Overview of the Lexmark E120n operator panel 29 Using the operator panels Waiting Light sequence: · · Continue--On Ready / Data--On Message: The printer is waiting until a print timeout occurs, or until additional data is received. Solution: · · · Press to print contents of the print buffer. Press and release to cancel job. Press and hold to reset printer. Cancel job / Reset printer Light sequence: · · · · · Continue--On Ready / Data--On Toner Low/Replace PC Kit--On Load / Remove Paper--On Paper Jam--On Error--On Message: · · Current job is canceled. Printer is resetting to the user default settings. All active print jobs are canceled. A user default setting remains in effect until the user changes it or until the user restores the factory default settings. Solution: Press and hold to reset printer. Flushing buffer Light sequence: · · Ready / Data--Blinking Error--Blinking Message: Printer is flushing a print job. Solution: Wait for message to clear. Overview of the Lexmark E120n operator panel 30 Using the operator panels Invalid engine code Light sequence: · · Ready / Data--On Error--On Secondary light sequence: Press twice quickly to see the secondary light sequence.

· · · Ready / Data--On Load / Remove Paper--On Error--On Primary light sequence Secondary light sequence Message: The internal engine code has not been programmed, or the programmed code is not valid. Solution: Download valid engine code. Not ready Light sequence: · · · Continue--On Ready / Data--On Error--On Message: Printer is not ready to receive or process data, or the printer port is offline. Solution: · · · Press to return to Ready or Busy state. Press and release to cancel job.

Press and hold to reset printer. Printing font list or menu settings page Light sequence: Ready / Data--Blinking Message: The font list or menu setting page is being printed. Solution: Wait for message to clear. Overview of the Lexmark E120n operator panel 31 Using the operator panels Programming engine code or system code Light sequence: · · Ready / Data--On Error--On Message: New code is being programmed into the engine or firmware. Solution: Wait for message to clear. When printer has finished programming the code, it returns to ready. Note: No buttons are active while this message is displayed. Restoring factory defaults Light sequence: · · · · · Continue--On Ready / Data--On Toner Low/Replace PC Kit--On Load / Remove Paper--On Paper Jam--On Error--On Message: Printer is resetting to the original factory default settings. Solution: Wait for message to clear. Cartridge region mismatch Light sequence: · · Toner Low/Replace PC Kit--Blinking Error--Blinking Message: The toner cartridge being used is not programmed for the specific region.

Solution: Remove the toner cartridge, and install a new toner cartridge that is programmed for the same region as your printer. See the back of the printer for a label with your printer region location. See Ordering supplies on page 66 for a list of correct supplies and part numbers. Overview of the Lexmark E120n operator panel 32 Using the operator panels Change cartridge Light sequence: · · Toner Low/Replace PC Kit--On Error--Blinking Message: Printer has detected a refilled Return Program toner cartridge has been installed. Solution: Remove current toner cartridge, and install a new toner cartridge. Open door Light sequence: Error--On Message: Door is open. Solution: Close the open door. Overview of the Lexmark E120n operator panel 33 Using the operator panels Complex page Light sequence: · · Continue--On Error--On Secondary light sequence: Press twice quickly to see the secondary light sequence. · · · Continue--On Ready / Data--On Error--On Primary light sequence Secondary light sequence Message: The page may not print correctly because the print information on the page is too complex (that is, too large for the printer memory). Solution: · · Press to clear message and continue processing the job (some print data may be lost).

To avoid this error in the future: Reduce complexity of the page by reducing the amount of text or graphics. Set Page Protect to On in the Local Printer Setup Utility (see Software and Documentation CD). Missing cartridge / Defective cartridge detected Light sequence: · · Toner Low/Replace PC Kit--Blinking Error--On Secondary light sequence: Press · · · twice quickly to see the secondary light sequence. Toner Low/Replace PC Kit--On Error--On Paper Jam--Blinking Primary light sequence Secondary light sequence Message: Either the toner cartridge is missing, the long-life photoconductor kit is missing, or a defective toner cartridge is detected. Solution: First, check to see if a toner cartridge is installed.

If the toner cartridge is properly installed, check to see if a longlife photoconductor kit is installed. If both are properly installed, then remove the defective toner cartridge. If the toner cartridge or the long-life photoconductor kit is missing, install the missing item. Overview of the Lexmark E120n operator panel 34 Using the operator panels ENA connection lost Light sequence: · · Continue--On Error--On Secondary light sequence: Press twice quickly to see the secondary light sequence. · · · Continue--On Paper Jam--Blinking Error--On Primary light sequence Secondary light sequence Message: During power-on cycle, the printer detected the connection to the external network adapter was lost.

Note: This error is only detected during power-on cycle.



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Solution: · · Press to clear message. Re-establish connection with the external network adapter. Overview of the Lexmark E120n operator panel 35 Using the operator panels Insufficient collation area Light sequence: · · Continue--On Error--On Secondary light sequence: Press twice quickly to see the secondary light sequence. · · · Continue--On Toner Low/Replace PC Kit--On Error--On Primary light sequence Secondary light sequence Message: Printer memory does not have the free space necessary to collate print job. May occur due to one of the errors listed below: · · · Printer memory is full. A page is too complex to print. Memory is insufficient to save what is in the print buffer. Solution: Turn printer off and back on to try printing the page again. If not successful: · Press to clear message and continue processing the job (some print data may be lost).

To avoid this error in the future: · · Reduce complexity of the page by reducing the amount of text or graphics. Set Page Protect to On in the Local Printer Setup Utility (see Software and Documentation CD). Load media Light sequence: · · Continue--On Load / Remove Paper--On Message: Printer is out of media, or media did not feed properly. Solution: · · · Load media into Tray 1 or priority feeder, and press to resume. Ensure media is loaded correctly in Tray 1 or priority feeder. Press to cancel print job. Overview of the Lexmark E120n operator panel 36 Using the operator panels Print side two of a duplex job Light sequence: · · Continue--Blinking Load / Remove Paper--On Message: Print the other side of current duplex print job. Solution: · · · Insert print job into priority feeder using instructions in the driver pop-up menu to orient pages correctly, then press to resume printing. Press to cancel print job. Press and hold to reset printer.

Memory full Light sequence: · · Continue--On Error--On Secondary light sequence: Press twice quickly to see the secondary light sequence. · · · Continue--On Ready / Data--On Toner Low/Replace PC Kit--On Error--On Primary light sequence Secondary light sequence Message: Printer is processing data, but the memory used to store pages is full. Solution: · · · Press to clear message and continue printing job (may not print correctly). Press and release to cancel print job. Press and hold to reset printer (may need to send the print job again).

To avoid this error in the future: Simplify print job. Reduce complexity of the page by reducing the amount of text or graphics and deleting unnecessary fonts or macros. Overview of the Lexmark E120n operator panel 37 Using the operator panels Network interface errors Light sequence: · · Continue--On Error--On Secondary light sequence: Press twice quickly to see the secondary light sequence. · · · Continue--On Paper Jam--On Error--On Primary light sequence Secondary light sequence Message: Printer cannot establish communication with the network. Solution: · · Press to clear message and continue printing.

(may not print correctly). Press and hold to reset printer (may need to send the job again). Host interface disabled Light sequence: · · Continue--On Error--On Secondary light sequence: Press twice quickly to see the secondary light sequence. · · · Continue--On Load / Remove Paper--Blinking Paper Jam--Blinking Error--On Primary light sequence Secondary light sequence Message: Printer USB or network port has been disabled. Solution: · · Press to clear message. The printer discards all jobs previously sent. Enable the network port by selecting a value other than Disabled for the Network Buffer item in the Local Printer Setup Utility (see Software and Documentation CD). Overview of the Lexmark E120n operator panel 38 Using the operator panels Jam at the input sensor Note: All jams show the same primary code. To determine the jam location, view the secondary light sequence. Light sequence: · · Continue--On Paper Jam--On Secondary light sequence: Press twice quickly to see the secondary light sequence.

· · · Continue--On Ready / Data--On Paper Jam--On Primary light sequence Secondary light sequence Message: A jam has occurred at the input sensor; it can be after the paper leaves the tray and enters the printer or in the priority feeder. Solution: See Clearing jams on page 53 for more information. Jam between the input and exit sensors Note: All jams show the same primary code. To determine the jam location, view the secondary light sequence. Light sequence: · · Continue--On Paper Jam--On Secondary light sequence: Press twice quickly to see the secondary light sequence. · · · Continue--On Toner Low/Replace PC Kit--On Paper Jam--On Primary light sequence Secondary light sequence Message: A jam has occurred and paper is between the printer input and exit sensors. Solution: See Clearing jams on page 53 for more information. Overview of the Lexmark E120n operator panel 39 Using the operator panels Jam at printer exit sensor Note: All jams show the same primary code. To determine the jam location, view the secondary light sequence. Light sequence: · · Continue--On Paper Jam--On Secondary light sequence: Press twice quickly to see the secondary light sequence.

· · · Continue--On Load / Remove Paper--On Paper Jam--On Primary light sequence Secondary light sequence Message: A jam has occurred at the printer exit sensor. Solution: See Clearing jams on page 53 for more information. Jam in Tray 1 / priority feeder Note: All jams show the same primary code. To determine the jam location, view the secondary light sequence. Light sequence: · · Continue--On Paper Jam--On Secondary light sequence: Press · · · twice quickly to see the secondary light sequence.

Continue--On Toner Low/Replace PC Kit--On Load / Remove Paper--On Paper Jam--On Primary light sequence Secondary light sequence Message: A jam has occurred in Tray 1 / priority feeder. Solution: See Clearing jams on page 53 for more information. Overview of the Lexmark E120n operator panel 40 Using the operator panels Resource save off Light sequence: · · Continue--On Error--On Secondary light sequence: Press twice quickly to see the secondary light sequence. · · · Continue--On Ready / Data--Blinking Error--On Primary light sequence Secondary light sequence Message: Too much memory has been allocated to the print buffer.



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Solution: · · Press to clear message and continue printing.

Change the print buffer to a lesser amount, or set the print buffer to Auto (see Using the printer resident Web page on page 43). Short paper Light sequence: · · Continue--On Error--On Secondary light sequence: Press twice quickly to see the secondary light sequence. · · · · Continue--On Ready / Data--On Load / Remove Paper--On Error--On Primary light sequence Secondary light sequence Message: Paper length is too short to print the formatted data. This occurs when the printer does not know the loaded media size or when there is a problem feeding the media. Solution: · · · Make sure the loaded print media is large enough and paper size is set correctly in the Local Printer Setup Utility paper size menu (see Software and Documentation CD). Press to clear message and continue the job. Press to cancel print job. Overview of the Lexmark E120n operator panel 41 Using the operator panels Toner low Light sequence: · · Continue--On Toner Low/Replace PC Kit--On Message: The printer is ready to receive and process data. In addition, the toner in the toner cartridge is getting low. Solution: · · Press to clear message and continue processing job.

Remove the toner cartridge. Gently shake the toner cartridge from side to side and front to back several times to redistribute the toner, and reinsert it. Repeat this procedure multiple times. If the print remains faded, replace the toner cartridge. See Changing the toner cartridge on page 68 for help. Long-life photoconductor kit life warning Light sequence: · · Continue--On Toner Low/Replace PC Kit--Blinks once Message: The long-life photoconductor kit is almost full and should be replaced soon. Note: The Toner Alarm must be turned on from the web page for this message to appear (see Using the printer resident Web page on page 43). Solution: · · Press to clear the message and continue processing the job. Replace the long-life photoconductor kit. See Changing the long-life photoconductor kit on page 71 for help.

Overview of the Lexmark E120n operator panel 42 Using the operator panels Replace long-life photoconductor kit Light sequence: · · Continue--On Toner Low/Replace PC Kit--Blinking Message: The long-life photoconductor kit should be replaced soon. Solution: · · Press to clear the message and continue processing the job. Replace the long-life photoconductor kit. See Changing the long-life photoconductor kit on page 71 for help. Unsupported toner cartridge Light sequence: · · Toner Low/Replace PC Kit--On Error--On Message: The printer detects an unsupported toner cartridge.

Solution: Remove the toner cartridge, and install a new one (see Changing the toner cartridge on page 68). Service error Light sequence: · · · · · · · · Continue--Blinking Ready / Data--Blinking Toner Low/Replace PC Kit--Blinking Load / Remove Paper--Blinking Paper Jam--Blinking Error--Blinking Message: The printer has a service error, and printing has stopped. Solution: Turn the printer off and back on. If the lights are still blinking, contact customer support. See the Lexmark web site at www.lexmark.com for a phone number in your area. Using the printer resident Web page Overview of the Lexmark E120n operator panel 43 Using the operator panels The Lexmark E120n (network model), has a resident Web page, which can be accessed from the browser. To access the resident Web page, type the printer's IP address in the URL address field of the browser (for example, <http://192.168.236.24>). If you do not know the IP address of your printer, it can be found on the network setup page. See Printing the menu settings and network setup page. @@@@The current default settings are marked with an asterisk.

@@@Never mix media types within a tray. @@@@cards) Choosing appropriate print media To reduce printing problems and receive the best print quality, try a sample of the media you are considering before buying large quantities. Refer to the Card Stock & Label Guide available on our Lexmark Web site at www.lexmark.com for more information about which print media provides optimum results. Paper · For the best print quality, use 20 lb (75 g/m²) xerographic, grain long paper. The printer can automatically feed paper weights from 16 to 28 lb bond (60 to 105 g/m²) grain long. Paper lighter than 16 lb (60 g/m²) might not be stiff enough to feed properly, causing jams. · The laser printing process heats paper to high temperatures of 185°C (365°F). Use only paper able to withstand these temperatures without discoloring, bleeding, or releasing hazardous emissions.

Check with the manufacturer or vendor to determine whether the paper you have chosen is acceptable for laser printers. Types of print media 46 Print media tasks and tips Preprinted forms and letterhead · · · Use only forms and letterhead printed using an offset lithographic or engraved printing process. Choose forms and letterhead types that absorb ink, but do not bleed. Avoid rough or heavily textured surfaces. Use media printed with heat-resistant inks designed for use in xerographic copiers.

@@@Use inks that are not affected by the resin in toner. @@@@Do not use labels with exposed adhesive. Do not print a large number of labels continuously. @@@@Do not place anything on top of paper packages. @@@@Media in the priority feeder will be picked first.

@@@Note: Tray 1 width can be adjusted by pushing in on the left guide. @@@@Placing more than 150 sheets into Tray 1 may cause jams. Loading print media into Tray 1 50 Print media tasks and tips 5 Close the paper cover. Loading print media into the priority feeder The priority feeder is located at the front of the printer, just above Tray 1. @@@@Using only specified print media helps prevent jams and print quality problems. 1 2 Adjust the guides to the width of the print media. Place selected print media, with side to be printed face up, at the center of the priority feeder, resting on the Tray 1 paper cover. Push selected print media into the printer until the print media stops. Note: Do not force print media into the feeder. Forcing media causes jams.

3 · Insert envelopes with flap side down and return address first. The stamp area will feed through last. Hold transparencies by the edges, and avoid touching the print side. Oil from fingers can affect print quality. Load letterhead face up, top of sheet first. · · Loading print media into the priority feeder 51 Print media tasks and tips Preventing jams Avoid most jams by correctly loading print media. · · · Do not load wrinkled, creased, or damp print media.



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Never mix media types within a tray. Flex, fan, and straighten paper before loading. . . . Do not exceed maximum stack height.

Make sure guides and backstop are positioned lightly against the loaded print media. Before loading transparencies, fan the stack to prevent sheets from sticking together. Do not use envelopes that: Have excessive curl Are stuck together Are damaged in any way Contain windows, holes, perforations, cutouts, or embossments Have metal clasps, string ties, or metal folding bars Have postage stamps attached Have exposed adhesive when the flap is in the sealed position Are self-sealing · Use only recommended print media. See the Card Stock & Label Guide available on our Lexmark Web site at www.lexmark.com for more information about which print media provides optimum results for your printing environment. @@@@ Touching the roller can cause contamination and affect print quality. Do not leave the rear door open for an extended amount of time. @@@@ Never mix media types within a tray. @@@@ Click Preferences (or Options, Printer, or Setup, depending on the application) to view the printer driver settings.

Click the Paper tab. Select Manual paper or Manual envelope from the Paper tray drop-down list. Select the appropriate Paper size and type. Click OK. Click OK on the Print window to send the job. The printer displays the Load priority feeder light sequence on the operator panel; see Load media on page 19 or page 36. 8 9 Adjust the priority feeder guides to the width of the print media, and make sure the Tray 1 paper cover is in place. Place selected print media with side to be printed facing up, at the center of the priority feeder. If you load more than one sheet, the stack should rest on the Tray 1 paper cover. . . . Hold transparencies by the edges, and avoid touching the print side.

Oil from fingers can affect print quality. Insert envelopes with the flap side down and return address first. The stamp area will feed through last. Load letterhead face up, top of sheet first. Printing from the priority feeder 59 Printing tasks 10 Hold both sides of the print media close to the priority feeder and push into the printer until the media stops. Note: Do not force the print media into feeder. Forcing media causes jams. 11 Press the flashing Continue button to print the job. From a Macintosh computer 1 2 3 4 5 6 7 8 9 10 11 Click File Page Setup. From the Format for pop-up, choose your Printer.

From the Paper Size pop-up, choose your paper size. Click OK. From the computer software application, select File From the Copies & Pages pop-up, choose Paper. From the Paper Type pop-up, choose your paper type. From the Paper pop-up, choose Paper Feed. Select Manual Paper or Manual Envelope as appropriate. Adjust the priority feeder guides to the width of the print media, and make sure the Tray 1 paper cover is in place. Place selected print media with side to be printed facing up, at the center of the priority feeder. If you load more than one sheet, the stack should rest on the Tray 1 paper cover. . . . Hold transparencies by the edges, and avoid touching the print side.

Oil from fingers can affect print quality. Insert envelopes with the flap side down and return address first. The stamp area will feed through last. Load letterhead face up, top of sheet first. Print. Hold both sides of the print media close to the priority feeder and push into the printer until the media stops. 12 Press Print. Printing from the priority feeder 60 Printing tasks Printing on both sides of the paper (manual duplex) Printing on both sides of the paper reduces total printing costs and is environmentally friendly. Macintosh does not support manual duplex printing. Follow the directions below to print on both sides of the paper (manual duplex) from Windows.

Use Tray 1 to print the first side of a duplex job. Load the already-printed print media through either the priority feeder or Tray 1 to print the second side. Choose how the job is duplexed: Long Edge or Short Edge. · Long Edge means pages are bound along the long edge of the page (left edge for portrait, top edge for landscape). · Short Edge means pages are bound along the short edge of the page. Printing on both sides of the paper (manual duplex) 61 Printing tasks To manually duplex a print job from a Windows computer: 1 2 3 4 5 6 7 8 9 Click File Print. Click Preferences (or Options, Printer, or Setup, depending on the application) to view printer driver settings. From the Page Layout tab, select 2-sided printing. Select either Long Edge or Short Edge. Select Manual 2-sided printing.

Click the Paper tab. Select appropriate Input options for the job. Click OK. Click OK on the Print window. The printer prints every other page of the document first.

Once the first side of a job prints, the Load Paper and Continue lights blink (see Print side two of a duplex job on page 20 or 37). 10 Load the printed page into Tray 1 or the priority feeder with the already-printed side down and the top of the page toward the front of the tray. Printing multiple page images on one page (N-up printing) The Multipage Printing (N-up) setting is used to print multiple page images on a single page. For example, 2-up means two page images are printed on one page, 4-up means four page images are printed on one page, and so on. The printer uses the Multipage Order, Multipage View, and Multipage Border settings to determine the order and orientation of page images, and whether a border is printed around each page image.

Follow the directions below to print multiple page images on one page. From a Windows computer 1 2 3 From the computer software application, select File Print. Click Preferences (or Options, Printer, or Setup, depending on the application) to view printer driver settings. From the Page Layout tab, select the number of images per sheet (from the Multipage printing section) and the orientation. Positioning depends on the number of images and whether the images are portrait or landscape in orientation. For example, if 4-Up multipage printing and portrait orientation are selected, the results differ depending on the Multipage Order value selected: Across Down 1 2 1 3 3 4 2 4 Printing multiple page images on one page (N-up printing) 62 Printing tasks 4 5 6 To print a visible border around each page image, select Print page borders. Click OK. Click OK on the Print window to send the job to print. From a Macintosh computer 1 2 3 4 From the computer software application, select File From the Copies & Pages pop-up, select Layout. From the Pages per Sheet pop-up, choose the appropriate pages per sheet, layout direction, and border.

Click Print (if using the priority feeder, press the Continue button on the printer). Print. Printing on letterhead To print on letterhead, make sure paper is loaded with the proper orientation.



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· · Tray 1--Load letterhead with the design side facing up and the top (logo) edge inserted first. priority feeder--Load letterhead with the design side facing up with the top (logo) edge inserted first.). From a Windows computer 1 2 3 4 5 6 7 8 Click File Print. Click Preferences (or Options, Printer, or Setup, depending on the application) to view printer driver settings. Click the Paper tab. Select Letterhead from the Paper type drop-down list. Select the appropriate paper size and tray. Click OK. Click OK on the Print window to send the job to print. Click OK. From a Macintosh computer 1 2 3 4 Click File Print.

From the Copies & Pages pop-up, select Paper. From the Paper type pop-up, select Letterhead. Click Print. Printing on letterhead 63 Printing tasks Canceling a print job A print job can be canceled from the operator panel or from the computer. The Cancel job light sequence appears on the operator panel when a job is canceled (see Cancel job / Reset printer on page 14 or 30).

From printer operator panel Press and release Cancel seconds to reset the printer. to cancel the current print job. Press and hold the Cancel button for more than three From a Windows computer 1 2 3 Click Start Settings Printers. Double-click the printer being used to print the current job. A list of print jobs appears. Right-click the current document, and click Cancel. From a Macintosh computer When a job is sent to print, the printer icon appears on the desktop. 1 2 3 4 5 6 Click Applications. Click Utilities Double-click Printer Setup Utility. A list of print jobs appears.

Double-click the printer name for a list of print jobs. Click on the print job you wish to cancel. From the tool bar, click the Delete button. Canceling a print job 64 5 Section Supplies information Page 66 66 67 67 67 67 68 71 74 74 Supply items needed Ordering supplies Storing supplies Conserving supplies Assessing supply needs Checking toner cartridge and long-life photoconductor kit levels Changing the toner cartridge Changing the long-life photoconductor kit Lexmark Return Program Recycling Lexmark products Supplies information 65 Supplies information Supply items needed There are two supply items to replace: the long-life photoconductor kit and the toner cartridge. The long-life photoconductor kit typically lasts up to 25,000 pages (at approximately 5% coverage, on letter/A4 plain paper with intermittent printing, in an average Class B environment). How often the long-life photoconductor kit must be replaced depends on specific printing conditions. Factors such as temperature, humidity, media type, number of pages per job, page coverage and page size may affect the actual number of pages printed. The toner cartridge must be replaced more frequently. How often the toner cartridge must be replaced depends on the average amount of toner coverage used on print jobs. Ordering supplies Within the United States or Canada, order Lexmark supplies from an authorized Lexmark dealer.

To locate a nearby dealer, call 1-800-539-6275. In other countries or regions, visit the Lexmark online store at www.lexmark.com or contact the place where the printer was purchased. The following supplies are recyclable through the Lexmark Cartridge Collection Program.

For information about the Lexmark recycle program, visit the online site at www.lexmark.com/recycle. Part number Description Average cartridge yield For the USA and Canada 12026XW 12015SA 12035SA Long-life Photoconductor Kit Return Program Toner Cartridge2 Toner Cartridge2 up to 25,000 pages based on approximately 5% coverage 2,000 standard pages1 2,000 standard pages1 For Europe, the Middle East, and Africa 12026XW 12016SE 12036SE Long-life Photoconductor Kit Return Program Toner Cartridge3 Toner Cartridge3 up to 25,000 pages based on approximately 5% coverage 2,000 standard pages1 2,000 standard pages1 For the Asia Pacific Region 12026XW 12017SR 12037SR Long-life Photoconductor Kit Return Program Toner Cartridge4 Toner Cartridge4 up to 25,000 pages based on approximately 5% coverage 2,000 standard pages1 2,000 standard pages1 For Latin America 12026XW 12018SL 12038SL 1 2 Designed Long-life Photoconductor Kit Return Program Toner Cartridge5 Toner Cartridge5 up to 25,000 pages based on approximately 5% coverage 2,000 standard pages1 2,000 standard pages1 Declared yield value in accordance with ISO/IEC 19752. for use only in the USA and Canada.

3 Designed for use only in Europe, the Middle East, and Africa. 4 Designed for use only in the Asia Pacific Region. 5 Designed for use only in Latin America. Supply items needed 66 Supplies information Storing supplies Choose a cool, clean storage area for supplies. Store supplies right side up in the original packaging until needed. Do not expose supplies to: · · · · · Direct sunlight Temperatures above 35°C (95°F) High humidity (above 80%) Salty air Corrosive gases Heavy dust Conserving supplies Lower total printing costs by following these suggestions: · Conserve toner when printing drafts by changing the Toner Darkness setting in the printer driver. The settings range from 1 (very light) to 10 (very dark), with 8 being the default. Setting the Toner Darkness to 1 conserves the most toner (see Software and Documentation CD for specific instructions). Reduce print media consumption by printing on both sides. · Assessing supply needs The following sections describe ways to determine when supplies are needed.

Checking toner cartridge and long-life photoconductor kit levels Print a menu settings page to determine approximately how much toner is left in the toner cartridge and how much life is remaining on the long-life photoconductor kit. For help printing a menu settings page, see Printing the menu settings and network setup page on page 44. The Toner low light sequence appears when the toner cartridge is nearing empty (see Toner low on page 23 for the Lexmark E120, or see Toner low on page 42 for the Lexmark E120n). Printing is still possible for a short time while the sequence is displayed, however print quality continues to degrade as the toner level decreases. To ensure print quality, order a new long-life photoconductor kit shortly after the Replace long-life photoconductor kit light sequence appears (see Replace long-life photoconductor kit on page 24 for the Lexmark E120, or see Replace long-life photoconductor kit on page 43 for the Lexmark E120n). Replace the long-life photoconductor kit when streaks or background shadings appear on the left side or at the bottom of the printed page, or when ghost images appear at specific locations on the printed page, as shown. Assessing supply needs 67 Supplies information Changing the toner cartridge 1 2 Remove all printed pages from the output bin. Open the front cover by sliding the release button to the left and lifting the door until it clicks into an open position.



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3 Remove the toner cartridge by grasping the handle and pulling out. Changing the toner cartridge 68 Supplies information 4 Unpack the new toner cartridge.

Note: Packing material from the new cartridge may be used to ship the old cartridge back to Lexmark for recycling. See Lexmark Return Program on page 74 for more information. 5 6 Remove the red, plastic packing from the cartridge by grasping near the cartridge handle and pulling away from the cartridge.

Gently shake the toner cartridge from side to side and front to back to distribute toner. Changing the toner cartridge 69 Supplies information 7 Install the new toner cartridge by aligning the sides of the toner cartridge with the guides in the printer and pushing the toner cartridge in as far as it will go.

The cartridge stops when correctly installed. 8 Close the front cover, and press Continue to resume printing. Changing the toner cartridge 70 Supplies information Changing the long-life photoconductor kit Warning: When replacing the long-life photoconductor kit, do not touch the blue drum. Touching the drum will contaminate the long-life photoconductor kit and affect print quality. 1 Open the rear cover by sliding the release button to the right.

2 Remove the long-life photoconductor kit by pulling out on the extended tabs. Warning: When rear door is open, be careful not to touch the attached roller. Touching the roller can cause contamination and affect print quality. Changing the long-life photoconductor kit 71 Supplies information 3 Unpack the new long-life photoconductor kit, being careful not to touch the blue drum when removing the foam covering. Handle the long-life photoconductor kit by the tabs only. Warning: Touching the blue drum will cause contamination and affect print quality. Note: For information about recycling the old long-life photoconductor kit, see Recycling Lexmark products on page 74 4 Carefully install the long-life photoconductor kit by inserting it into the guides marked with green arrows. Changing the long-life photoconductor kit 72 Supplies information 5 Push the tabs firmly with your thumbs until the long-life photoconductor kit clicks into place. 6 Close the rear door. Warning: Do not leave the rear door open longer than necessary.

Extended light exposure can damage the blue photoconductor drum and cause print quality problems. 7 8 9 Open the front cover and hold the Cancel photoconductor kit counter and warning. button until all lights begin to cycle to reset the long-life Close the front cover. The warning will be cleared and the counter will be reset to zero. Press Continue to resume printing. Changing the long-life photoconductor kit 73 Supplies information Lexmark Return Program The Lexmark Return Program is an environmental program in which Lexmark sells new toner cartridges at a special price with the agreement that the cartridge will be returned, at no cost, only to Lexmark for recycling. Regular toner cartridges without this agreement are also available. Note: Regular toner cartridges can also be returned, at no cost, to Lexmark using the Lexmark Cartridge Collection Program. To learn how to return a cartridge at no cost, visit the Lexmark web site at www.lexmark.com/recycle. Refilled toner cartridge notice Lexmark Return Program toner cartridges cannot be refilled. Lexmark does not recommend the use of third-party remanufactured cartridges. Lexmark cannot assure the excellent print quality and reliability of its toner cartridges after a toner cartridge has been refilled. A substantial reduction in long-life photoconductor kit life is also likely if refilled toner cartridges are used.

Warning: Toner cartridge leaks due to refilling can cause failure in several areas of a printer. Printer failures caused by third-party remanufactured toner cartridges are not covered by the Lexmark printer warranty, extended warranty, or service agreement. Recycling Lexmark products To return Lexmark products to Lexmark for recycling: 1 2 Visit our Web site: www.lexmark.com/recycle Follow the instructions on the computer screen. Lexmark Return Program 74 6 Section Troubleshooting Page 76 78 General problems Print quality problems Troubleshooting 75 Troubleshooting General problems Problem Lights begin blinking. Characters missing when printing to envelopes Solution / Answer See Understanding the Lexmark E120 operator panel lights on page 10. Check printer driver settings to make sure Envelope has been selected from the Paper Type menu. If Envelope is selected, try selecting a rougher texture setting. Sometimes toner does not adhere well to smooth-textured envelopes. From the printer driver, select Custom 6 Rough Env from Paper Type menu. To change Custom 6 back to its default settings for Paper Type, Paper Texture, and Paper Weight, use Local Printer Setup Utility on the Software and Documentation CD. If you have installed printer drivers and utilities, skip to step 7. 1 Insert the Software and Documentation CD into the computer. 2 Click Printer Software.

3 Click Agree. 4 Select Local Printer Install, then click Next. 5 Select the printer and port, and check Local Printer Setup Utility. 6 Click Finish. The Utility will be installed on the computer under Program Files (unless a different directory is chosen). 7 Open Local Printer Setup Utility. 8 From the Paper Menu, scroll through the menu items for the Custom menu setting. 9 Click Custom. 10 Scroll down to Custom 6 Paper Type. 11 Select envelope for Custom 6 paper type, heavy for Custom 6 paper weight, and rough for Custom 6 paper texture. 12 From the tool bar, click Actions. 13 Click Apply to save changes. 14 Click File Exit to close. Follow these instructions from a Macintosh: 1 From Applications, click Utilities. 2 Select Lexmark Utilities, and double-click Printer Settings.

3 Click Edit Printer List (if the printer is not displayed in the pop-up). 4 Choose Edit Printer List. 5 Select appropriate printer from the list. 6 Click Add. 7 Click Done.

8 Click Edit Printer List again and choose appropriate printer. 9 Select envelope for Custom 6 paper type, heavy for Custom 6 paper weight, and rough for Custom 6 paper texture. 10 Click Quit Printer Settings. 1 Open the top door. Remove any paper caught in the fuser unit. 2 Open the rear door by sliding the door release button to the right. Remove any paper caught in the paper path. Do not leave the rear door open for an extended length of time. Extended exposure to light can damage the blue photoconductor drum and cause print quality problems. 3 Open the front door by sliding the door release button to the left.

Pull door up until it clicks into an open position. Remove any paper caught in the paper path. Removal of the toner cartridge may be necessary to remove paper caught behind the toner cartridge. To remove the toner cartridge, grasp the handle and pull straight out. 4 Place the toner cartridge on a flat, clean surface.



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