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**User manual LEXMARK E352DN**  
**User guide LEXMARK E352DN**  
**Operating instructions LEXMARK E352DN**  
**Instructions for use LEXMARK E352DN**  
**Instruction manual LEXMARK E352DN**



## **E350d and E352dn**

**User's Guide**



**June 2006**

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**Manual abstract:**

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Use of controls or adjustments or performance of procedures other than those specified herein may result in hazardous radiation exposure. This product uses a printing process that heats the print media, and the heat may cause the print media to release emissions. You must understand the section in your operating instructions that discusses the guidelines for selecting print media to avoid the possibility of harmful emissions. (See Selecting print media on page 11.) Refer service or repairs, other than those described in the operating instructions, to a professional service person. This product is designed, tested, and approved to meet strict global safety standards with the use of specific Lexmark components. The safety features of some parts may not always be obvious. Lexmark is not responsible for the use of other replacement parts. · · · · Trademarks Lexmark and Lexmark with diamond design are trademarks of Lexmark International, Inc. Details relating to compatibility are included in the Technical Reference.

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Menu buttons Back Press and release the Back button to return to the previous menu group. If at the top of the menu group, the button functions as a Go button. Press and release the Go button to place the printer in the Ready state after an off line situation (to exit menus, to clear most messages). Go Understanding the control panel 9 2 Understanding print media guidelines Print media is paper, card stock, transparencies, labels, and envelopes. The last four are sometimes referred to as specialty media. The printer provides high-quality printing on a variety of media. A number of things must be considered concerning print media before printing. This chapter provides information on making print media selections and caring for print media. . . . What types of print media can be loaded? Selecting print media Storing print media Avoiding jams For more details about the types of paper and specialty media your

*printer supports, see the Card Stock & Label Guide available on our Lexmark Web site at [www.lexmark.com](http://www.lexmark.com). Selecting the right paper or other print media reduces printing problems.*



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For best print quality, try a sample of the paper or other print media you are considering before buying large quantities. What types of print media can be loaded? Get the most from your printer by properly loading the trays. Never mix media types within a tray.

Source 250-sheet tray Sizes A4, A5, A6 (grain long only), JISB5, letter, legal, executive, folio, statement A4, A5, JISB5, letter, legal, executive, folio, statement Types Weight Capacity\* (sheets) · 250 paper · 50 labels · 50 transparencies Plain paper, bond, 6090g/m<sup>2</sup> letterhead, (1624lb) transparencies, paper labels (singlesided only) Plain paper, bond, 6090g/m<sup>2</sup> letterhead, (1624lb) transparencies, paper labels (singlesided only) Plain paper, 60163g/m<sup>2</sup> transparencies, (1643lb) paper labels (singlesided only) Card stock · 120163g/m<sup>2</sup> (6690lb) Index Bristol · 75163g/m<sup>2</sup> (46100 lb) Tag 75 g/m<sup>2</sup> (20 lb) 250-sheet drawer 550-sheet drawer · 550 paper · 50 labels · 50 transparencies Manual feeder A4, A5, A6 (grain long only), JISB5, letter, legal, executive, folio, statement, Universal 1 7/8, 9, 10, DL, C5, B5 Envelopes \* Capacity for 20lb print media, unless otherwise noted. Grain short is recommended. Use rear exit for best results. Universal size ranges: Manual feeder: 76216x127356mm (3.08.

5x5.014.0in.) (includes 3x5in. cards) Understanding print media guidelines 10 Understanding print media guidelines Selecting print media Selecting the appropriate print media for the printer helps you avoid printing problems. The following sections contain guidelines for choosing the correct print media for the printer: . . . . Paper Transparencies Envelopes Labels Card stock Paper To ensure the best print quality and feed reliability, use 75 g/m<sup>2</sup> (20 lb) xerographic, grain long paper. Business papers designed for general business use may also provide acceptable print quality. Note: Certain paper types will not print at maximum speed. Always print several samples before buying large quantities of any type of print media. When choosing print media, consider the weight, fiber content, and color.

The laser printing process heats paper to high temperatures of 210°C (410°F) for non-MICR applications. 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 chosen is acceptable for laser printers. When loading paper, note the recommended print side on the paper package, and load paper accordingly. For detailed tray loading instructions, see the following: · · Loading the 250-sheet tray on page 18 Loading the manual feeder on page 23 Paper characteristics The following paper characteristics affect print quality and reliability. It is recommended that these guidelines are followed when evaluating new paper stock. For detailed information, see the Card Stock & Label Guide available on the Lexmark Web site at [www.lexmark.com/publications](http://www.lexmark.com/publications). Weight The printer can automatically feed paper weights from 60 to 90 g/m<sup>2</sup> (16 to 24 lb bond) grain long in the integrated and optional trays and paper weights from 60 to 163 g/m<sup>2</sup> (16 to 43 lb bond) grain long in the manual feeder.

Paper lighter than 60g/m<sup>2</sup> (16lb) might not be stiff enough to feed properly, causing jams. For best performance, use 75 g/m<sup>2</sup> (20 lb bond) grain long paper. To use paper narrower than 182x257 mm (7.2x10.1in.

), it is recommended that the weight be equal to 90g/m<sup>2</sup> (24lb bond). Curl Curl is the tendency of media to curve 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, and dry conditions, even in the trays, can contribute to paper curling prior to printing and can cause feeding problems.

For more information about curl, see Turning on Reduced Curl mode on page 52. Selecting print media 11 Understanding print media guidelines Smoothness The degree of smoothness of paper directly affects print quality. If the paper is too rough, the toner does not fuse to the paper properly, resulting in poor print quality. If the paper is too smooth, it can cause paper feeding or print quality issues. Smoothness needs to be between 100 and 300 Sheffield points; however, smoothness between 150 and 250 Sheffield points produces the best print quality. If you are using paper with a Sheffield point greater than 350 points, change Paper Type to Rough Cotton. For more information, see "Paper Menu" in the Menus and Messages guide on the Software and Documentation CD. Moisture content The amount of moisture in the paper affects both print quality and the ability of the printer to feed the paper properly. Leave the paper in its original wrapper until it is time to use it. This limits the exposure of the paper to moisture changes that can degrade its performance.

Condition paper while it is still in the original wrapper. To condition it, store it in the same environment as the printer for 24 to 48 hours before printing to let the paper stabilize in the new conditions. 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 because of the mass of material. Grain direction Grain refers to the alignment of the paper fibers in a sheet of paper. Grain is either grain long, running the length of the paper, or grain short, running the width of the paper. For 60 to 90 g/m<sup>2</sup> (16 to 24 lb bond) paper, grain long fibers are recommended. Fiber content Most high-quality xerographic paper is made from 100% chemically 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 possesses characteristics that can result in degraded paper handling.

Recycled paper Lexmark supports US executive order 13101 which strongly encourages the use of recycled papers in government agencies. Ask for warranty information and performance claims from your paper supplier, and/or test small quantities before buying large amounts. A list of suppliers and approved papers used by the US Government Printing Office can be found at <http://www.gpo.gov/qualitycontrol/cpypaper>.

Unacceptable paper The following papers are not recommended for use with the printer: . . . . Chemically treated papers used to make copies without carbon paper, 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 ±0.



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09 in., such as optical character recognition (OCR) forms In some cases, you can adjust registration with your program to successfully print on these forms. . . . Coated papers (erasable bond), synthetic papers, thermal papers Rough-edged, rough or heavily textured surface papers or curled paper s Recycled paper having a weight less than 60 g/m2 (16 lb) Multiple-part forms or documents Selecting print media 12 Understanding print media guidelines Selecting paper Proper paper loading helps prevent jams and ensures trouble-free printing.

To help avoid jams or poor print quality: . . . Always use new, undamaged paper. Flex the paper stack back and forth. Do not fold or crease the paper. Straighten the edges on a level surface. . . . . Before loading paper, know the recommended print side of the paper. This information is usually indicated on the paper package. Make sure the paper stack is laying flat in the tray and is not above the maximum paper fill indicators. Improper loading may cause jams. Do not use paper that has been cut or trimmed by hand. Do not mix media sizes, weights, or types in the same source; mixing results in jams.

Do not use coated papers unless they are specifically designed for electrophotographic printing. Do not remove trays while a job is printing or Busy appears on the display. Make sure the Paper Type, Paper Texture, and Paper Weight settings are correct. (For more information about these settings, see "Paper Menu" in the Menus and Messages Guide located on the Software and Documentation CD.) Make sure the paper is properly loaded in the source. Selecting preprinted forms and letterhead Use the following guidelines when selecting preprinted forms and letterhead paper for the printer: . . . Use grain long papers for best results for 60 to 90 g/m2 weights. Use only forms and letterhead printed using an offset lithographic or engraved printing process. Avoid papers with rough or heavily textured surfaces. Use papers printed with heat-resistant inks designed for use in xerographic copiers. The ink must withstand temperatures of 210°C (410°F) without melting or releasing hazardous emissions.

Use inks that are not affected by the resin in toner. Inks that are oxidation-set or oil-based should meet these requirements; latex inks might not. When in doubt, contact the paper supplier. Preprinted papers such as letterhead must be able to withstand temperatures up to 210°C (410°F) without melting or releasing hazardous emissions. Selecting print media 13 Understanding print media guidelines Printing on letterhead Check with the manufacturer or vendor to determine whether the chosen preprinted letterhead is acceptable for laser printers.

Page orientation is important when printing on letterhead. Use the following table for help when loading letterhead in the media sources. Media source or process 250-sheet tray 250-sheet drawer 550-sheet drawer Duplex (two-sided) printing from trays Manual feeder Duplex (two-sided) printing from Manual feeder Print side Printed letterhead facedown Top of page The top edge of the sheet with the logo is placed at the front of the tray. Printed letterhead faceup Printed letterhead faceup Printed letterhead facedown The top edge of the sheet with the logo is placed at the front of the tray The top edge of the sheet with the logo enters the printer first. The top edge of the sheet with the logo enters the printer first.

Transparencies Feed transparencies from the 250-sheet tray or the manual feeder. Try a sample of any transparencies being considered for use with the printer before buying large quantities. When printing on transparencies: . . . Be sure to set the Paper Type to Transparency to avoid damaging the printer.

Use transparencies designed specifically for laser printers. Transparencies must be able to withstand temperatures of 175°C (350°F) without melting, discoloring, offsetting, or releasing hazardous emissions. To prevent print quality problems, avoid getting fingerprints on the transparencies. Before loading transparencies, fan the stack to prevent sheets from sticking together. Selecting transparencies The printer can print directly on transparencies designed for use in laser printers. Print quality and durability depend on the transparency used. Always print samples on the transparencies being considered for use before buying large quantities.

We recommend Lexmark part number 70X7240 letter-size transparency and Lexmark part number 12A5010 for A4-size transparency. The Paper Type setting should be set to Transparency to help prevent jams. (For detailed information about this setting, see "Paper Type" on the Software and Documentation CD.)

Check with the manufacturer or vendor to determine whether the transparencies are compatible with laser printers that heat transparencies to 175°C (350°F). Use only transparencies that are able to withstand these temperatures without melting, discoloring, offsetting, or releasing hazardous emissions. For detailed information, see the Card Stock & Label Guide, available on the Lexmark Web site at [www.lexmark.com/publications](http://www.lexmark.com/publications). Transparencies can be fed automatically from the paper trays or manually from the manual feeder. For information about transparency compatibility with input bins, see *What types of print media can be loaded?* on page 10.

Be careful when you handle transparencies. Fingerprints on the surface of the transparency cause poor print quality. Selecting print media 14 Understanding print media guidelines Envelopes Try a sample of any envelope you are considering using with the printer before buying large quantities. For instructions on loading envelopes, see *Loading the manual feeder* on page 23 . When printing on envelopes: . . . To achieve the best possible print quality, use only high-quality envelopes that are designed for use in laser printers.

Set the Paper Source in the Paper menu based on the source in use, set the Paper Type to Envelope, and select the correct envelope size from the control panel, the printer driver, or from MarkVision Professional. For best performance, use envelopes made from 75 g/m2 (20 lb) paper. Use up to 105 g/m2 (28 lb bond) weight for the manual feeder as long as the cotton content is 25% or less. Envelopes with 100% cotton content must not exceed 75 g/m 2 (20 lb) weight.

Use only new, undamaged envelopes.

For best performance and to minimize jams, do not use envelopes that: Have excessive curl or twist. Are stuck together or damaged in any way. Contain windows, holes, perforations, cutouts or embossing. Use metal clasps, string ties, or metal folding bars. Have an interlocking design. Have postage stamps attached. Have any exposed adhesive when the flap is in the sealed or closed position.



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*Have nicked edges or bent corners. Have rough, cockle, or laid finishes. Use envelopes that can withstand temperatures of 175°C (350°F) without sealing, excessive curling, wrinkling, or releasing hazardous emissions.*

*If you have any doubts about the envelopes you are considering using, check with the envelope supplier. Adjust the width guide to fit the width of the envelope. Load only one envelope at a time. A combination of high humidity (over 60%) and the high printing temperatures may seal the envelopes. . . . . Labels The printer can print on many labels designed for use with laser printers, except for vinyl labels. These labels are supplied in letter-size, A4-size, and legal-size sheets. Label adhesives, face sheet (printable stock), and topcoats must be able to withstand temperatures of 210°C (410°F) and pressure of 25 pounds per square inch (psi). Try a sample of any label you are considering using with the printer before purchasing a large quantity. When printing on labels: . . . . .*

*Set the Paper Type menu item to Labels in the Paper menu. Set the Paper Type from the printer control panel, the printer driver, or from MarkVision Professional.*

*Do not load labels together with paper or transparencies in the same source; mixing media can cause feeding problems. Do not use label sheets with a slick backing material. Use full label sheets. Partial sheets may cause labels to peel off during printing, resulting in a jam. Partial sheets also contaminate the printer and the cartridge with adhesive, and could void the printer and cartridge warranties.*

*Use labels that can withstand temperatures of 210°C (410°F) without sealing, excessive curling, wrinkling, or releasing hazardous emissions. Do not print within 1 mm (0.04 in.) of the edge of the label, of the perforations, or between die-cuts of the label. Selecting print media 15 Understanding print media guidelines · Do not use label sheets that have adhesive to the edge of the sheet.*

*Zone coating of the adhesive at least 1 mm (0.04 in.) away from edges is recommended. Adhesive material contaminates the printer and could void the warranty. If zone coating of the adhesive is not possible, remove a 3 mm (0.125 in.) strip on the leading and driver edge, and use a non-oozing adhesive. Remove a 3 mm (0.125 in.) strip from the leading edge to prevent labels from peeling inside the printer.*

*Portrait orientation is preferred, especially when printing bar codes. Do not use labels that have exposed adhesive. Do not use vinyl labels. . . . . For detailed information on label printing, characteristics, and design, see the Card Stock & Label Guide available on the Lexmark Web site at [www.lexmark.com/publications](http://www.lexmark.com/publications). Card stock Card stock is single ply, and has a large array of properties, such as the moisture content, thickness, and texture, that can significantly affect print quality. For information on the preferred weight and for grain direction of print media, see What types of print media can be loaded? on page10 . Try a sample of any card stock you are considering using with the printer before purchasing a large quantity. When printing on card stock: · · Cardstock can only be printed from the Manual Feeder.*

*Set the Paper Type menu item in the Paper Menu to Card Stock from the control panel, from the printer driver, or from MarkVision Professional. Set the Paper Weight to CardStock Weight, and select the CardStock Weight as Normal or Heavy for the value. Set this from the control panel, the printer driver, or from MarkVision Professional. Use Heavy for card stock weighing more than or heavier than 163 g/m<sup>2</sup> (90 lb). Be aware that preprinting, perforation, and creasing can significantly affect the print quality and cause print media handling or jamming problems.*

*Avoid using card stock that may release hazardous emissions when heated. Do not use preprinted card stock manufactured with chemicals that may contaminate the printer. Preprinting introduces semi-liquid and volatile components into the printer. The use of grain short card stock is recommended. . . . . Storing print media Use the following guidelines to avoid paper feeding problems and uneven print quality: · For best results, store media in an environment where the temperature is approximately 21°C (70°F) and the relative humidity is 40%.*

*Most label manufacturers recommend printing in a temperature range of 18 to 24°C (65 to 75°F) with a relative humidity of 40 to 60%. . . . . Store cartons of media on a pallet or shelf, rather than directly on the floor. When storing individual packages of media out of the original carton, make sure they rest on a flat surface so the edges do not buckle or curl. Do not place anything on top of the media packages. Store paper in its original wrapper until you load it into the printer. Storing print media 16 Understanding print media guidelines Avoiding jams Use appropriate print media (paper, transparencies, labels, and card stock) to help ensure trouble-free printing. For more information, see What types of print media can be loaded? on page10. Note: Try a limited sample of any print media you are considering using with the printer before purchasing large quantities. By selecting the appropriate print media and loading it properly, you can avoid most jams. For detailed tray loading instructions, see the following: · · Loading the 250-sheet tray on page18 Loading the manual feeder on page23 The following hints can help you avoid jams: . . . . . Use only recommended print media.*

*Do not overload the print media sources. Make sure the stack height does not exceed the maximum height indicated by the stack line on the labels in the sources. Do not load wrinkled, creased, damp, or curled print media. Flex, fan, and straighten print media before you load it. If jams do occur with print media, try feeding one sheet at a time through the manual feeder. Do not use print media that you have cut or trimmed yourself. Do not mix print media sizes, weights, or types in the same print media source. Make sure the recommended print side is loaded in the source according to your simplex or duplex needs.*

*Keep print media stored in an acceptable environment. For more information, see Storing print media on page16.*

*Do not remove trays during a print job. Push all trays in firmly after loading them. Make sure the guides in the trays are properly positioned for the size of print media you have loaded. Make sure the guides are not placed too tightly against the stack of print media. Avoiding jams 17 3 Printing This chapter covers information about loading print media, sending a job to print, printing confidential jobs, canceling a print job, printing a menu settings page, and printing a font list.*



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For tips on paper jam prevention and print media storage, see *Avoiding jams* on page 17 or *Storing print media* on page 16. Loading the 250-sheet tray Your printer has a 250-sheet tray. You may have also purchased an optional 250-sheet drawer or 550-sheet drawer. Print media is loaded into both components in the same way. To load print media: Note: Do not remove a tray when a job is printing or when the control panel indicator light is blinking.

Doing so may cause a jam. 1 Remove the 250-sheet tray. maximum paper fill indicator maximum paper fill indicator Note: To load legal-size or folio-size paper, extend the length of the 250-sheet paper tray. For instructions, see *Extending the tray for legal-size or folio-size paper* on page 21. Printing 18 Printing 2 Adjust the rear paper guide, to the correct position for the size print media you are loading. Note: There should be a slight gap between the rear paper guide and the paper stack. 3 Flex the sheets back and forth to loosen them, then fan them. Do not fold or crease the print media. Straighten the edges of the paper stack on a level surface. 4 Insert the paper stack.

Note: Make sure the paper stack is laying flat in the tray and is not above the maximum paper fill indicators. Improper loading may cause jams. Note: For simplex printing load letterhead paper with the design side facing down. The top edge of the sheet with the logo should be placed at the front of the tray. For duplex printing load letterhead paper with the design side facing up. Loading the 250-sheet tray 19 Printing 5 Adjust the two side paper guides to touch lightly against the sides of the paper stack. 6 Insert the 250-sheet tray. Loading the 250-sheet tray 20 Printing 7 Extend the paper support on the output bin.

Extending the tray for legal-size or folio-size paper To load legal-size or folio-size paper, extend the paper tray. You may also attach a dust cover (if available) on the back of the printer to protect the tray while it is extended.

1 2 Press down on the latch at the back of the tray. Expand the tray until the extender locks into place. Loading the 250-sheet tray 21 Printing Attaching the dust cover The dust cover helps protect the tray from the environment. It also keeps the tray from being knocked out of position while it is extended. Attach the dust cover to the back of the printer by aligning the tabs on the cover to the holes on the printer, then snap the cover into place.

Note: This feature may not be available for some models. Loading the 250-sheet tray 22 Printing Loading the manual feeder The manual feeder is located at the front of the printer and can only feed one sheet of print media at a time. For information on acceptable print media to use in the manual feeder, see *What types of print media can be loaded?* on page 10. To load the manual feeder: 1 Place a sheet of the selected print media, print side facing up, at the center of the manual feeder, but only to the point where its leading edge can contact the paper guides. Otherwise, the printer will engage the print media too soon and likely skew the print job.

Adjust the guides to the print media width. Hold both sides of the print media close to the manual feeder, and push it into the printer until it automatically engages. There is a brief pause between the time the printer engages the print media and when it feeds into the printer. Note: Do not force the print media into the feeder. Forcing the media causes jams. 2 3 . . . Insert envelopes with the flap side down and with the stamp area as shown. Hold transparencies by the edges, and avoid touching the print side. Oil from your fingers can affect print quality. For simplex printing, load letterhead faceup, with the top of the sheet entering first. For duplex printing, load letterhead facedown, with the top of the sheet entering first.

Set the Paper Size and Paper Type for the manual feeder to the correct value for the print media you loaded. a b c d e f On the control panel, press Press Press Press Press Press for Paper Menu. 4 until Paper Source appears. until Paper Size / Paper Type appears, then press . . . until Manual Pap Size / Manual Pap Type appears, and then press until the media size you loaded appears, and then press to return to the Ready state. . . Loading the manual feeder 23

Printing Linking trays Tray linking enables the automatic linking feature for trays when you load the same size and type of print media in multiple sources. The printer automatically links the trays; when one tray is empty, print media feeds from the next linked tray. For example, if you have the same size and type of print media loaded in the 250-sheet tray and the optional 550-sheet drawer, the printer selects print media from the 250-sheet tray until it becomes empty, and then the printer automatically feeds print media from the next linked source--the optional 550-sheet drawer.

If you load the same size print media in each paper source, make sure the print media is all the same type in order to link the trays. To set the paper type or size: a b c d e f On the control panel, press Press Press Press Press Press for Paper Menu. until Paper Source appears. until Paper Size / Paper Type appears, then press until Tray <x> Size desired appears, and then press until the Tray <x> Type desired appears, and then press to return to the Ready state.

to save. to save. Once the trays you selected are loaded with the same size and type of print media, select the same Paper Type setting in the Paper menu for these sources. To disable tray linking, set the Paper Type to a unique value in each of the trays. If all the trays do not have the same type of print media when they are linked, you could mistakenly print a job on the wrong paper type.

Sending a job to print A printer driver is software that lets your computer communicate with your printer. When you choose Print from a program, a window representing the printer driver opens. You can then select the appropriate settings for the specific job you are sending to the printer. Print settings selected from the driver override the default settings selected from the printer control panel. You may need to click Properties or Setup from the initial Print dialog to see all of the available printer settings you can change. If you are not familiar with a feature in the printer driver window, open the online Help for more information. To support all the printer features, use the Lexmark custom printer drivers supplied with your printer. Updated drivers, as well as a complete description of the driver packages and Lexmark driver support, are available from the Lexmark Web site. You can also use the system drivers built into your operating system. To print a job from a typical Windows application: 1 2 3 4 With a document open, click File à Print.

Select the correct printer in the dialog. Modify the printer settings as appropriate (such as the pages you want to print or the number of copies).



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Click Properties, Preferences, Options, or Setup to adjust printer settings that were not available on the first screen, and then click OK. Click OK or Print to send the job to the selected printer. Linking trays 24 Printing Canceling a print job There are several methods for canceling a print job. · · Canceling a job from the printer control panel Canceling a job from a computer running Windows · Canceling a job from the taskbar Canceling a job from the desktop Canceling a job from a Macintosh computer Canceling a job from a Macintosh computer running Mac OS 9.x Canceling a job from a Macintosh computer running Mac OS X Canceling a job from the printer control panel Note: For more information about the control panel, see Understanding the control panel on page 8. If the job you want to cancel is printing, and Busy appears on the display, press . The message Canceling Job appears until the job is canceled. until Cancel a job appears, and then Canceling a job from a computer running Windows Canceling a job from the taskbar When you send a job to print, a small printer icon appears in the right corner of the taskbar.

1 2 3 Double-click the printer icon. A list of print jobs appears in the printer window. Select the job you want to cancel. Press the Delete key on the keyboard. Canceling a job from the desktop 1 2 3 4 5 6 Minimize all programs to reveal the desktop.

Double-click the My Computer icon. Double-click the Printers icon. A list of available printers appears. Double-click the printer you selected when you sent the job. A list of print jobs appears in the printer window.

Select the job you want to cancel. @@A list of print jobs appears in the printer window. Select the print job you want to cancel. @@Double-click the printer you are printing to. In the printer window, select the print job you want to cancel. @@@@From the control panel, press Standard Network appears. Press Press Press , and then press until Std Net Setup appears. @@@@The indicator light flashes, and the printer prints the page. @@@@Push open the latches on both ends of the memory connector. Unpack the memory card.

Warning: Memory is easily damaged by static electricity. @@@@Close the side access door. Close the rear exit door. Close the front door. Plug the power cord into the wall outlet and turn the printer on to continue print functions. Adding a memory card 31 Installing options Adding a flash memory card CAUTION: If you are installing a flash memory card after setting up the printer, turn the printer off, and unplug the power cord from the wall outlet before continuing. Note: Flash memory card options designed for other Lexmark printers may not work with your printer. 1 2 Access the system board (see Accessing the system board on page 28). Unpack the flash memory card. Note: There are two sets of holes on the system board for flash memory card installation.

The flash memory card may be installed into either set of holes, however, only one flash memory card may be installed. Warning: Flash memory is easily damaged by static electricity. Touch something metal, such as the printer frame, before you touch a flash memory card. Avoid touching the metal connection points on the connector. 3 4 Squeeze the retainers, and align the plastic pins on the flash memory card with the holes on the system board.

Push the flash memory card firmly into the holes of the system board until it snaps into place. 5 6 7 8 Close the side access door. Close the rear exit door. Close the front door. Plug the power cord into the wall outlet and turn the printer on to continue print functions.

Adding a flash memory card 32 Installing options Installing an optional 250-sheet drawer or 550-sheet drawer CAUTION: Turn the printer off, and unplug the power cord from the wall outlet before continuing. Place the printer unit directly on top of the 250-sheet drawer or 550-sheet drawer. Installing an optional 250-sheet drawer or 550-sheet drawer 33 Installing options Recognizing installed options The printer driver should automatically recognize the newly-installed option when the printer is turned on. If it does not, you can add the appropriate option manually. Note: If you have not installed your printer driver yet, follow the appropriate instructions on the Setup sheet supplied with your printer. After you have installed a printer driver, return here to complete these instructions. 1 2 3 4 5 Click Start à Settings à Printers. Select the printer icon. Click File à Properties. Click the Install Options tab.

Add the appropriate options to your configuration: Memory Card--Increase the printer memory to the desired number (maximum of 160 MB). Flash Memory Card--Increase the printer flash memory to the desired number (maximum of 32 MB). 250-sheet drawer or 550-sheet drawer--Increase printing capacity by 250 to 550 sheets. 6 Click OK. Recognizing installed options 34 5 Maintaining the printer Periodically, you need to complete certain tasks to maintain optimum print quality. These tasks are covered in this chapter. If several people are using the printer, you may want to designate a key operator to do the setup and maintenance of your printer. Refer printing problems and maintenance tasks to this key operator. 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, visit the Lexmark Web site at [www.lexmark.com](http://www.lexmark.com), or contact the place where you bought your printer. Storing supplies Choose a cool, clean storage area for your printer supplies.

Store supplies right side up in their original packaging until you are ready to use them. 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 Several settings in your program or on the display let you conserve toner and paper. For more information on changing these settings, see the Menus and Messages Guide. Supply Toner Print media Menu selection item Toner Darkness in the Defaults à Quality Menu Multipage Print in the Defaults à Finishing Menu What the setting does Lets you adjust the level of toner released on a sheet of print media. The values range from 1 (lightest setting) to 10 (darkest setting).

Causes the printer to print the two or more page images on one side of a sheet. Values for Multipage Print are 2 Up, 3 Up, 4 Up, 6 Up, 9 Up, 12 Up, and 16 Up. Combined with the duplex setting, Multipage Print lets you print up to 32 pages on one sheet of paper (16 images on the front and 16 on the back).

Duplex printing lets you print on both sides of a sheet of paper. Duplex in the Defaults à Finishing Menu Ordering supplies To order supplies in the U.S., contact Lexmark at 1-800-539-6275 for information about Lexmark Authorized Supplies Dealers in your area.



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In other countries or regions, visit the Lexmark Web site at [www.lexmark.com](http://www.lexmark.com), or contact the place where you bought your printer.

Maintaining the printer 35 Maintaining the printer The recommended supplies specifically designed for the printer are: Part number World Wide E250X22G Photoconductor kit 30,000 standard pages Description Average cartridge yield\* For the USA and Canada 1 E250A21A E250A11A E352H21A E352H11A Toner Cartridge Return Program Toner Cartridge High Yield Toner Cartridge High Yield Return Program Toner Cartridge 3,500 standard pages1 3,500 standard pages1 9,000 standard pages1 9,000 standard pages1 For Europe, the Middle East, and Africa2 E250A21E E250A11E E352H21E E352H11E Toner Cartridge Return Program Toner Cartridge High Yield Toner Cartridge High Yield Return Program Toner Cartridge 3,500 standard pages2 3,500 standard pages2 9,000 standard pages2 9,000 standard pages2 For Latin America 4 E250A21L E250A11L E352H21L E352H11L 1 Designed 2 Designed Toner Cartridge Return Program Toner Cartridge High Yield Toner Cartridge High Yield Return Program Toner Cartridge 3,500 standard pages3 3,500 standard pages3 9,000 standard pages3 9,000 standard pages3 for use only in the USA and Canada for use only in Europe, the Middle East, and Africa 3 Designed for use only in Latin America \*Declared yield value in accordance with ISO/IEC 19752 Based on approximately 5% coverage and average run rate, actual yield may vary Ordering supplies 36 Maintaining the printer Ordering a toner cartridge When the 88 Toner low message appears, you should order a new toner cartridge. You can print a few hundred pages after the 88 Toner low message appears. You need to have a new toner cartridge available when the current one no longer prints satisfactorily. Changing a toner cartridge 1 2 Turn the printer off. Press the button on the left side of the printer to release and lower the front door. Ordering supplies 37 Maintaining the printer 3 Remove the toner cartridge. a b Press the release button on the base of the print cartridge assembly. Grasp the handle, pulling up and out to remove the toner cartridge. 4 Unpack the new toner cartridge. Note: You can use the packing material from the new toner cartridge to ship the old toner cartridge back to Lexmark for recycling.

For more information, see Recycling Lexmark products on page42. 5 Firmly shake the toner cartridge in all directions to distribute the toner. Ordering supplies 38 Maintaining the printer 6 Install the new toner cartridge by aligning the white rollers on the toner cartridge with the white arrows on the tracks of the photoconductor and pushing the toner cartridge in as far as it will go. The toner cartridge clicks into place when correctly installed. 7 8 Close the front door.

Turn the printer back on. Photoconductor kit end-of-life To ensure print quality and to avoid damage to the printer, the printer stops operating after the photoconductor kit has reached a maximum of 110% of its life. The message 84 Replace Photoconductor is displayed when the printer reaches this point. If the Toner Alarm setting is set to Single or Continuous (default is Off), the printer automatically notifies you before the photoconductor kit reaches this point and displays the message 84 Photoconductor Life Warning. To avoid having the printer stop operating, replace the photoconductor kit when you first receive the 84 Photoconductor Life Warning message.

While the printer may continue to function properly after the photoconductor kit has reached its official end-of-life (approximately 30,000 pages), print quality begins to significantly decrease until the photoconductor stops operating at the maximum of 110% of its life. Once the photoconductor kit has been replaced, and the counter has been reset, normal printer operation resumes. For more information, see the instruction sheet that came with your photoconductor kit. Ordering a photoconductor kit When the 84 Photoconduct life warning message appears, you should order a new photoconductor kit. You can print a few hundred pages after the 84 Replace Photoconductor message appears. Photoconductor kit end-of-life 39 Maintaining the printer Changing a photoconductor kit Warning: When replacing a photoconductor kit, do not leave the new photoconductor kit exposed to direct light for an extended period of time. Extended light exposure can cause print quality problems. 1 2 Turn the printer off. Remove the print cartridge assembly. a b c Press the button on the left side of the printer to release the front door.

Lower the front door. Grasp the toner cartridge handle, and pull up and out. Note: Do not press the button on the print cartridge assembly Place the print cartridge assembly on a flat, clean surface. 3 Remove the toner cartridge: a b Press the button on the base of the print cartridge assembly. Grasp the toner cartridge handle, and pull up and out. 4 Unpack the new photoconductor kit. Photoconductor kit end-of-life 40 Maintaining the printer 5 Install the toner cartridge into the new print cartridge assembly by aligning the white rollers on the toner cartridge with the white arrows on the tracks of the photoconductor and pushing the toner cartridge in as far as it will go. The cartridge clicks into place when correctly installed. 6 Install the print cartridge assembly into the printer by aligning the green arrows on the guides of the print cartridge assembly with the green arrows on the tracks in the printer and pushing the print cartridge assembly in as far as it will go. 7 8 9 Close the front door.

Turn the printer back on. Reset the photoconductor counter (see the instruction sheet that shipped with the new photoconductor kit). Note: Print your printer menu settings pages. For more information, see Printing the menu settings page on page26. If Photoconductor is listed under Warnings, the photoconductor counter has not been properly reset.

Photoconductor kit end-of-life 41 Maintaining the printer Maintenance kit 80 Scheduled maintenance appears on the display after 120,000 pages have printed to let you know it is time to replace printer maintenance items. Order a maintenance kit when 80 Scheduled maintenance first appears on the display. The maintenance kit contains a media exit guide and all the items necessary to replace the pick rollers, the fuser, and the transfer roller. Note: The maintenance kit may not be available in all geographies. See the following table for the maintenance kit part number for your specific printer.

Machine voltage 110 V 220 V 100 V Part numbers 40X2847 40X2848 40X2849 Recycling Lexmark products To return Lexmark products to Lexmark for recycling: 1 Visit our Web site: [www.lexmark.com/recycle](http://www.lexmark.com/recycle) Follow the instructions on the computer screen. Maintenance kit 42 6 Clearing jams By carefully selecting print media and loading it properly, you should be able to avoid most paper jams.



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For more information on avoiding paper jams, see *Avoiding jams* on page 17. If jams do occur, follow the steps outlined in this section. To resolve the paper jam messages, you must clear the entire paper path, and then press to clear the message and resume printing. The printer prints a new copy of the page that jammed if Jam Recovery is set to On or Auto; however, the Auto setting does not guarantee the page will print. Identifying jams When the printer jams, the appropriate jam message appears on the printer control panel. Understanding jam messages The following table lists the jam messages that can occur and the action necessary to clear the message.

The jam message indicates the area where the jam occurred. However, it is best to clear the entire paper path to ensure you have cleared all possible jams. Message 200 Paper Jam - Remove Cartridge 201 Paper Jam - Remove Cartridge 202 Paper Jam - Open Rear Door 231 Paper Jam - Open Rear Door 23x Paper Jam - Open Rear Door 234 Paper Jam - Check Duplex 235 Paper Jam - Open Rear Door 24x Paper Jam - Check tray <x> 251 Paper Jam - Check Man Feeder What to do 1 Clear the entire paper path. 2 To clear the message, and continue print, press 1 Clear the entire paper path. 2 To clear the message, and continue print, press 1 Clear the entire paper path. 2 To clear the message, and continue print, press 1 Clear the entire paper path. 2 To clear the message, and continue print, press 1 Open the rear printer exit door. 2 Remove the jammed print media. 1 Clear the entire paper path. 2 To clear the message, and continue print, press 1 Clear the entire paper path. 2 To clear the message, and continue print, press . . .

Clearing jams 43 Clearing jams Clearing a jam We recommend clearing the entire paper path when a paper jam occurs. 1 Open the 250-sheet tray. If necessary, remove the tray from the printer. 2 Remove the jammed media. Clearing a jam 44 Clearing jams 3 Press down on the green duplex flap to release jammed pages from the duplex area, and then remove any crumpled paper. 4 Install the 250-sheet tray. Clearing a jam 45 Clearing jams 5 Open the front door, and remove the print cartridge assembly. CAUTION: The fuser or fuser area may be hot. 6 Lift the green flap at the front of the printer, and then remove the jammed pages beneath it. Clearing a jam 46 Clearing jams 7 Open the rear exit, and remove the jammed pages.

8 9 After you have cleared the jams, reinstall the print cartridge assembly, and make sure all printer doors are closed. Press . Note: Jam recovery is set to Auto by default. When jam recovery is set to Auto, the memory that holds the image of a page may be reused after the page is printed but before it has successfully exited the printer if that memory is needed for another use. Therefore, a jammed page may or may not be reprinted, depending on the overall memory usage in the printer. Clearing a jam 47 Clearing jams Clearing a jam in the manual feeder 1 Remove the paper from the manual feeder. 2 Open the front door, and remove the print cartridge assembly. Clearing a jam 48 Clearing jams 3 Lift the green flap at the front of the printer, and then remove the jammed pages beneath the flap. CAUTION: The fuser or fuser area may be hot. 4 Open the rear exit door, and remove the jammed pages. 5 6 After you have cleared the jams, reinstall the print cartridge assembly, and make sure all printer doors are closed. Press . Note: Jam recovery is set to Auto by default. When jam recovery is set to Auto, the memory that holds the image of a page may be re-used after the page is printed but before it has successfully exited the printer if that memory is needed for another use. Therefore, a jammed page may or may not be reprinted, depending on the overall memory usage in the printer .

7 8 9 Slide the side paper guide toward the inside of the tray until it lightly rests against the edge of the print media. Load one sheet of the print media. Press . Clearing a jam 49 7 Troubleshooting Online customer support Customer support is available on the Lexmark Web site at [www.lexmark.com](http://www.lexmark.com). Calling for service When you call for printer service, describe the problem you are experiencing, the message on the display, and the troubleshooting steps you have already taken to find a solution. You need to know your printer model type and serial number. See the label on the printer for this information. The serial number is also listed on the menu settings page. For more information, see *Printing the menu settings* page on page 26. Note: For service in the U.S. or Canada, call 1-800-Lexmark (1-800-539-6275). See the Lexmark Web site at [www.lexmark.com](http://www.lexmark.com) for the numbers for other countries/regions. When calling for service, call from the location of the printer. Checking an unresponsive printer If your printer is not responding, first make sure: . . . . . The power cord is plugged into the printer and a properly grounded electrical outlet. The electrical outlet is not turned off by any switch or breaker. The printer is not plugged into any surge protectors, uninterrupted power supplies, or extension cords. Other electrical equipment plugged into the outlet is working. The printer is turned on. The printer cable is securely attached to the printer and the host computer, print server, option, or other network device. Once you have checked each of these possibilities, turn the printer off and back on. This often fixes the problem. Lexmark Status Messenger Utility Note: This application is not available with Windows NT or Windows 2000. The Lexmark Status Messenger informs you when there are errors requiring printer intervention. When a printer error occurs, a message appears on your computer screen telling you what the error is, and points you to the appropriate recovery information in the User's Guide. If you installed the Lexmark Status Messenger with your printer software, the utility automatically launches when the software installation is completed.

Troubleshooting 50 Troubleshooting Printing multiple-language PDFs Symptom Some documents do not print. Cause The documents contain unavailable fonts. Solution 1 Open the document you want to print in Adobe Reader. 2 Click the printer icon. The Print dialog appears. 3 Select the Print as image check box. 4 Click OK. Solving printing problems Symptom The control panel display is blank or displays only diamonds. Jobs do not print. Cause The printer self test failed. Solution 1 Turn the printer off, wait about 10 seconds, and turn the printer back on. 2 If the Performing Self Test and Ready messages do not appear, turn the printer off and call for service. The printer is not 1 Make sure Ready or Power Saver appears on the display ready to receive data.



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before sending a job to print. 2 Press to return the printer to the Ready state.

The output bin is full. The paper tray is empty. Remove the stack of paper from the output bin, and then press 1 Load paper in the tray. 2 Press to return the printer to the Ready state. . You are using the . Verify you are using the printer driver associated with your wrong printer driver or printer. are printing to a file. . If you are using a USB Direct interface, make sure you are running Windows 2000, WindowsXP, Windows Vista, or WindowsServer2003 and using a printer driver compatible with Windows2000, WindowsXP, Windows Vista, or WindowsServer2003. Your internal print server is not set up properly or is not connected properly. Verify that you have properly configured the printer for network printing.

For more information, see the drivers CD or the Lexmark Web site. You are using the Make sure you are using a recommended interface cable. wrong interface cable, Make sure the connection is secure. or the cable is not securely connected. Job takes longer than expected to print.

The job is too complex. Page Protect is set to On. The printer Operating Mode is set to Quiet mode or Eco-mode. Job prints from the wrong tray or on the wrong print media. The control panel menu settings do not match the print media loaded in the tray.

Reduce the complexity of your print job by eliminating the number and size of fonts, the number and complexity of images, and the number of pages in the job.

Set Page Protect to Off from the Setup Menu. For more information, see the Menus and Messages Guide. Set the Operating Mode to Normal. For more information, see Selecting printer operating mode on page62. Make sure the Paper Size and Paper Type specified in the printer driver match the paper size and type in the tray. Printing multiple-language PDFs 51 Troubleshooting Symptom Incorrect characters print. Cause You are using an incompatible parallel cable. The printer is in Hex Trace mode. Solution If you are using a parallel interface, make sure you are using an IEEE 1284-compliant parallel cable.

We recommend Lexmark part number 1021231 for the standard parallel port. If Ready Hex appears on the display, you must exit Hex Trace mode before you can print your job. Turn the printer off and back on to exit Hex Trace mode. Set Collation to On in the Finishing Menu or through the printer driver. Note:

Setting Collation to Off in the driver overrides the setting in the Finishing Menu. For more information, see the Menus and Messages Guide. Reduce the complexity of the print job by eliminating the number and size of fonts, the number and complexity of images, and the number of pages in the job. Add printer memory. Large jobs do not collate. Collate is not set to On.

The job is too complex. The printer does not have enough memory. Unexpected page breaks occur. The paper is curled once it exits the printer. The job has timed out.

The print media has been in the printer too long or is too heavy. The print job has too many pages for simplex printing. The paper has absorbed moisture due to high humidity. Set Print Timeout to a higher value from the Setup Menu. For more information, see the Menus and Messages Guide.

Use paper that is sealed in its original packaging. Turn the paper over. Rotate the paper 180 degrees. If you are printing a multiple-page job, try duplexing it. When printing on heavy print media, open the rear exit door for a straight-through path. Try another kind or brand of print media, such as a xerographic paper for laser printers. If possible, try printing in a less humid environment. If the paper still curls, select the Reduced Curl setting from the Configuration menu (see Turning on Reduced Curl mode). Turning on Reduced Curl mode If the print media is curled once it exits the printer, Reduced Curl mode can be turned on to help reduce the problem. However, before turning this mode on, you should try the possible solutions offered in Troubleshooting.

For more information, see The paper is curled once it exits the printer. Note: Print speed is significantly slower in Reduced Curl mode. 1 Turn the printer off. Note: Disabling the control panel menus does not prevent access to other menu groups. 2 3 4 5 Press and hold and while turning the printer on. Release both buttons when Performing Self Test appears on the display. The printer performs its power-on sequence, and then Config Menu appears on the first line of the display. Press until Reduced Curl appears, and then press . Off\* is default. Press once, On appears.

Turning on Reduced Curl mode 52 Troubleshooting 6 7 Press to save. The control panel returns to Config Menu / Reduced Curl. Press until Exit Config Menu appears, and then press . Activating Menu Changes appears. Reduced Curl mode is turned on.

Resetting the Printer appears briefly followed by Performing Self Test, and the printer returns to Ready. Solving option problems If an option does not operate correctly after it is installed or if it quits working: . . . Turn the printer off, wait for about 10 seconds, and turn the printer on. If this does not fix the problem, unplug the printer from the wall outlet, and check the connection between the option and printer. Print the menu settings page, and check to see if the option is listed in the Installed Options list. If the option is not listed, reinstall it.

For more information, see Printing the menu settings page on page26. Make sure the option is selected in the program you are using. For Macintosh computer users: Make sure the printer is set up in the Chooser. The following table lists printer options and suggested corrective actions for related problems.

If the suggested corrective action does not fix the problem, call your service representative. Option 250-sheet drawer 550-sheet drawer Printer memory Action . Make sure the connection between the drawer and the printer is secure. . Make sure the print media is loaded correctly. Make sure printer memory is securely connected to the printer system board. Solving option problems 53 Troubleshooting Solving service message issues Problem Service messages Solution A service message indicates printer failure that may require service. Turn the printer off, wait about 10 seconds, and then turn the printer on.

If the error recurs, write down the error number, the problem, and a detailed description. Call for service. Solving paper feed problems Symptom Paper frequently jams. Cause You are using print media that does not meet the printer specifications. Solution Try the following: . Flex the paper stack. . Turn the print media over. Check the following: . Drawer is properly installed. . Print media is loaded correctly. . Print media is not damaged. . Print media meets printer specifications.

. Guides are positioned correctly for the print media size selected.



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