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You can read the recommendations in the user guide, the technical guide or the installation guide for LEXMARK E450DN. You'll find the answers to all your questions on the LEXMARK E450DN in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

**User manual LEXMARK E450DN**  
**User guide LEXMARK E450DN**  
**Operating instructions LEXMARK E450DN**  
**Instructions for use LEXMARK E450DN**  
**Instruction manual LEXMARK E450DN**

## LEXMARK

### E450dn

User's Guide



June 2006

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.... 5 Understanding the control panel .....

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.. 9 Chapter 2: Understanding print media guidelines .....

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.....  
.....  
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.....

.... 12 What types of print media can be loaded? .

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.....  
.....  
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.....  
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..... 12 Tips on choosing the right print media .

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. 13 Storing print media ....

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.....  
.....  
.....  
.....  
.....  
.....

... 18 Avoiding jams .....

.....  
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.....  
.....  
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.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
.....  
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..... 18 Chapter 3: Printing ...

.....  
.....  
.....  
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.....  
.....  
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19 Loading the 250-sheet tray .....

.....  
.....  
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... 19 Loading the manual feeder .

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... 23 Linking trays .....

.....  
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25 Sending a job to print .....

.....  
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... 25 Canceling a print job .....

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.. 26 Printing the menu settings page ...

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.....  
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... 27 Printing a network setup page ..

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.....  
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.....  
.. 27 Printing a font sample list ...

.....  
.....

.....  
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.... 28 Printing held jobs .

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.....  
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..... 28 Chapter 4: Installing options ..

.....  
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.....

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.....  
..... 30 Accessing the system board .

.....  
.....  
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.. 30 Adding a memory card ....

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.. 33 Adding a flash memory card .....

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.....  
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.... 33 Installing an optional 550-sheet drawer .....



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..... 35 *Recognizing installed options* .

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..... 35 *Chapter 5: Maintaining the printer* .

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.....  
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. 36 *Determining the status of supplies* .....

.....  
.....  
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.....  
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.....  
... 36 Photoconductor kit end-of-life .....

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... 36 Conserving supplies .....

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..... 37 Ordering supplies ..

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..... 37 Recycling Lexmark products ...

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..... 44 Chapter 6: Clearing jams .

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.....  
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.....  
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..... 45 Identifying jams ...

.....  
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..... 45 Understanding jam messages .

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..... 45 Clearing printer jams ..

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.....  
.. 46 3 Contents Chapter 7: Troubleshooting ...

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51 Online customer support .....

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*... 51 Calling for service .....*

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*. 51 Checking an unresponsive printer ....*

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*.... 51 Printing multiple-language PDFs .....*

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*..... 52 Solving printing problems .*

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..... *52 Turning on Reduced Curl mode* .....

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.. *54 Solving option problems* .....

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*54 Solving paper feed problems* .....

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*. 55 Solving print quality problems ....*

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*. 56 Chapter 8: Administrative support ....*

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*... 60 Adjusting control panel brightness and contrast .....*

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*..... 60 Disabling control panel menus .....*

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.... 60 Enabling control panel menus .....

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... 61 Restoring factory default settings .....

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..... 61 Adjusting Power Saver ...

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..... 62 Disabling Power Saver ...

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.. 62 Selecting printer operating mode ...

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.. 63 Setting security using the Embedded Web Server (EWS) ...

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..... 63 Notices .

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...op, the message Stopping appears. When the printer has stopped, the status line in the control panel will show Stopped, and a list of options will appear. A two-toned LED is used on the control panel, one color being green and the other being red. The lights indicate whether the printer power is on, the printer

is busy, idle, processing a job, or requires operator intervention. Status Off Solid green Flashing green Solid red Indicates Power is off. Printer is on, but idle. Printer is warming up, processing data, or printing a job.

Operator intervention is required. 2 Menu 3 Stop 4 Indicator light Understanding the control panel 10 Learning about the printer Button or control panel item 5 and 6 Navigation buttons Function The Up and Down buttons are used to move up or down lists. When navigating through a list using the Up or Down button, the cursor moves one line at a time. Pressing the Down button at the bottom of the screen changes the screen to the next whole page. The Left or Right buttons are used to move within a screen such as moving from one menu index item to another. They are also used to scroll through text that will not fit on the screen.



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The **Select** button is used to initiate action on a selection. Press **Select** when the cursor appears next to the selection you want such as following a link, submitting a configuration item, or when you want to start or cancel a job. 7 **Display** The display shows messages and graphics describing the current state of the printer and indicating possible printer problems you must resolve. The top line of the display is the header line.

If applicable, it will contain the graphic indicating the **Back** button can be used. It will also display the current status and the **Supplies (Warnings)** status. If multiple warnings are present, each warning will be separated by a comma. The other three lines of the display are the body of the screen. This is where you view printer status, supplies messages, show-me screens, and make selections. **Understanding the control panel** 11 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 media before printing. This chapter provides information on making media selections and caring for media.

... What types of print media can be loaded? Tips on choosing the right 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). We recommend that you try a limited sample of any paper or specialty media you are considering using with the printer before purchasing 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), JIS B5, letter, legal, executive, folio, statement A4, A5, JIS B5, letter, legal, executive, folio, statement Types Plain paper, bond, letterhead, transparencies, paper labels (singlesided only) Plain paper, bond, letterhead, transparencies, paper labels (singlesided only) Plain paper, transparencies, paper labels (singlesided only) Card stock Weight 6090 g/m2 (1624 lb) Capacity\* (sheets) · 250 paper · 50 labels · 50 transparencies 550-sheet drawer (optional) 6090 g/m2 (1624 lb) · 550 paper · 50 labels · 50 transparencies Manual feeder A4, A5, A6 (grain long only), JIS B5, letter, legal, executive, folio, statement, Universal 60163 g/m2 (1643 lb) 1 · 120163 g/m2 (6690 lb) Index Bristol · 75163 g/m2 (46100 lb) Tag 75 g/m2 (20 lb) 7¼, 9, 10, DL, C5, B5 Envelopes \* Capacity for 20 lb print media, unless otherwise noted. Grain short is recommended.

Use rear exit for best results. Universal size ranges: Manual feeder: 76216 x 127356 mm (3.

08.5 x 5.014.0 in.) (includes 3 x 5 in. cards) **Understanding print media guidelines** 12 **Understanding print media guidelines** Tips on choosing the right print media Selecting the right paper or other print media reduces printing problems. For best print quality, try a sample of the paper or other print media you are considering before buying large quantities. Note: Certain paper types will not print at maximum speed. See the **Card Stock & Label Guide** available on our Lexmark Web site at [www.lexmark.com](http://www.lexmark.com).

com/publications for more information about which print media provides optimum results for your printing environment. Paper · For the best print quality, use 20 lb (75 g/m2) xerographic, grain long paper. The printer can automatically feed paper weights from 60 to 90 g/m2 (16 to 24 lb bond) grain long. Paper lighter than 60 g/m2 (16 lb) might not be stiff enough to feed properly, causing jams. Paper heavier than 90 g/m2 (24 lb) should be fed through the manual feeder. · The laser printing process heats paper to high temperatures of 210°C (410°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. The duplex unit only supports certain sizes and types of print media. Only A4, letter, legal and folio size paper can be used for duplex printing.

The printer does not support duplex printing on any other type of print media. · 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](http://www.lexmark.com).

com/publications. Weight The printer can automatically feed paper weights from 60 to 90 g/m2 (16 to 24 lb bond) grain long in the integrated and optional trays and paper weights from 60 to 163 g/m2 (16 to 43 lb bond) grain long in the manual feeder. Paper lighter than 60 g/m2 (16 lb) might not be stiff enough to feed properly, causing jams. For best performance, use 75 g/m2 (20 lb bond) grain long paper. To use paper narrower than 182 x 257 mm (7.2 x 10.1 in.), it is recommended that the weight be equal to 90 g/m2 (24 lb 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. 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. 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. Tips on choosing the right print media 13 **Understanding print media guidelines** 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.



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*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 possess 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.htm>.*

*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 ±0.09 in., such as optical character recognition (OCR) forms In some cases, you can adjust registration with your software application to successfully print on these forms. . . . . Coated papers (erasable bond), synthetic papers, thermal papers Rough-edged, rough or heavily textured surface papers or curled papers Recycled papers containing more than 25% post-consumer waste that do not meet DIN 19 309 Recycled paper having a weight less than 60 g/m<sup>2</sup> (16 lb) Multiple-part forms or documents 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. Before loading paper, know the recommended print side of the paper. This information is usually indicated on the paper package. Do not use paper that has been cut or trimmed by hand. Do not mix 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 control panel. Tips on choosing the right print media 14 Understanding print media guidelines . . . Make sure the Paper Type, Paper Texture, and Paper Weight settings are correct. (See "Paper Menu" in the Menus and Messages Guide located on the Software and Documentation CD for detailed information about these settings.) Make sure the paper is properly loaded in the source. Flex paper back and forth, and then fan. Do not fold or crease the paper. Straighten the edges on a level surface. 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/m<sup>2</sup> 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. 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 and 550-sheet drawer Duplex (two-sided) printing from trays Manual feeder Duplex (two-sided) printing from Manual feeder Print side Printed letterhead facedown Printed letterhead face up Printed letterhead faceup Printed letterhead face down Top of page 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 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: Tips on choosing the right print media 15 Understanding print media guidelines . . . Be sure to set the Paper Type to Transparency from the printer driver or from MarkVision™ Professional 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. (See "Paper Type" on the publications CD for detailed information about this setting.) 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, which is 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.*



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See *What types of print media can be loaded?* on page 12 for information about transparency compatibility with input bins. Be careful when you handle transparencies. Fingerprints on the surface of the transparency cause poor print quality.

**Envelopes** Try a sample of any envelope you are considering using with the printer before buying large quantities. See *Loading the manual feeder* on page 23 for instructions on loading envelopes. 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 to manual, 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 90 g/m2 (24 lb bond) 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 90 g/m2 (24 lb bond) 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.

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. . . . . **Tips on choosing the right print media 16 Understanding print media guidelines 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. 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). 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. Do not use vinyl labels. 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. 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. . . . 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 the grain direction of print media, see *What types of print media can be loaded?* on page 12. 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/m2 (90 lb).

Be aware that preprinting, perforation, and creasing can significantly affect the print quality and cause media handling or jamming problems. Avoid using card stock that may release hazardous emissions when heated. . . **Tips on choosing the right print media 17 Understanding print media guidelines** . . 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. Avoiding jams Use appropriate print media (paper, transparencies, labels, and card stock) to help ensure trouble-free printing. See *What types of print media can be loaded?* on page 12 for more information.



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*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 page 19 Loading the manual feeder on page 23 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. See Storing print media on page 18. 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. Storing print media 18 3 Printing This chapter covers information about loading print media, sending a job to print, canceling a print job, printing a menu settings page, and printing a font list. For tips on paper jam prevention and print media storage, see Avoiding jams on page 18 or Storing print media on page 18. Loading the 250-sheet tray Your printer has a 250-sheet tray. You may have also purchased an optional 550-sheet drawer. Print media is loaded into both components 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 tray. Note: To load legal or folio size paper, extend the length of the paper tray.*

*See Extending the tray for legal or folio size paper on page 22 for instructions. Printing 19 Printing 2 3 Squeeze the side guide tab, and slide the guide to the outside of the tray. Squeeze the rear guide tab, and slide the guide to the correct position for the size media you are loading. 4 Flex the sheets back and forth to loosen them, then fan them. Do not fold or crease the print media. Straighten the edges on a level surface. 5 Load print media in the tray. Note: 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. Make sure the print media is below the paper fill indicator on the side guides.*

*Overloading may cause jams. Loading the 250-sheet tray 20 Printing 6 Pinch the side guide tab, and slide the guide until it lightly rests against the edge of the media. 7 Insert the tray. 8 Extend the paper support on the output bin. Loading the 250-sheet tray 21 Printing Extending the tray for legal or folio size paper To load legal or folio size paper, extend the paper tray.*

*You may also attach a dust cover (not available for all models) 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. Attaching the dust cover The dust cover helps protect the paper tray from the environment. It also keeps the tray from being knocked out of position while it is extended.*

*Note: This feature may not be available for all models. Attach the dust cover (if available) 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. Loading the 250-sheet tray 22 Printing Loading the manual feeder The manual feeder can feed different types of print media, such as a transparency, postcard, note card, or envelope. It can be used for single-page printing only. To load print media: Note: Do not add or remove print media when the printer is printing from the manual feeder or when the control panel indicator light is blinking. Doing so may cause a jam. 1 Slide the width guides to the outside of the feeder. 2 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. Load one sheet of the media in the feeder. · · · Hold transparencies by the edges and avoid touching the print side.*

*Insert envelopes with the flap side face down. Load letterhead faceup, with the top of the sheet entering first. If you experience problems with paper feed, turn the paper over. Loading the manual feeder 23 Printing 3 Slide the width guides until they lightly rest against the edge of the media. 4 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. Warning: Do not force the print media into the feeder. Forcing the media causes jams. 5 Set the Paper Size and Paper Type for the manual feeder (Manual Feeder Size and Manual Feeder Type) to the correct value for the print media you loaded. a b c d e f g Press Press Press Press Press Press on the control panel.*

*until until until until the Paper Menu appears, and then press . . . Paper Size/Type appears, and then press Manual Paper Size/Type or Manual Env Size/Type appears, and then press appears next to the media size you loaded, and then press . .*

*until the media type you loaded appears, and then press repeatedly to return to the Ready state. Loading the manual feeder 24 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. For example, if you have the same size and type of print media loaded in the paper tray and the optional paper drawer, the printer selects print media from the paper tray until it becomes empty, and then the printer automatically feeds print media from the next linked source--the optional drawer. If you load the same size print media in each paper source, make sure the paper type is all the same type in order to link the trays. To set the paper type or size: 1 2 3 4 5 6 7 Press Press Press Press Press Press Press Press on the control panel.*

*until until until until the Paper Menu appears, and then press . . . Paper Size/Type appears, and then press Tray <x> Size/Type appears, and then press appears next to the media size you loaded, and then press .*



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until the media type you loaded appears, and then press repeatedly to return to the Ready state. 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 one 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 software application, 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 box 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 5 Open the file you want to print. From the "File" menu, select 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). Click Properties 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 25 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 9. If the job you want to cancel is printing, and Busy appears on the display, press until then press . The message Canceling Job appears until the job is canceled. Cancel a job appears, and 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. Press the Delete key on the keyboard. Canceling a print job 26 Printing Canceling a job from a Macintosh computer Canceling a job from a Macintosh computer running Mac OS 9.x When you send a job to print, the printer icon for your selected printer appears on the desktop. 1 2 3 Double-click the printer icon on your desktop. A list of print jobs appears in the printer window. Select the print job you want to cancel. Click the trash can icon. Canceling a job from a Macintosh computer running Mac OS X 1 2 3 4 Open Applications Utilities, and then double-click Print Center or Printer Setup. Double-click the printer you are printing to.

In the printer window, select the print job you want to cancel. Press Delete. Printing the menu settings page You can print a menu settings page to review the default printer settings and to verify printer options are installed correctly. 1 2 3 4 Make sure the printer is on and Ready. Press Press Press on the control panel.

until until Reports appears, and then press . . Menu Settings Page appears, and then press Printing Menu Settings appears on the display. The printer returns to the Ready state after the menu settings page prints. Printing a network setup page If the printer is attached to a network, print a network setup page on the printer to verify the network connection.

This page also provides important information that helps in configuring for network printing. 1 2 3 4 Make sure the printer is on. Press Press Press on the control panel. until until Reports appears, and then press . . Network Setup Page appears, and then press Note: If an optional internal print server is installed,

Print Net1 Setup appears on the display. 5 Check the first section on the network setup page, and confirm that Status is "Connected." If Status is "Not Connected" the LAN drop may not be active, or the network cable may be malfunctioning. Consult a system support person for a solution, and print another network setup page to verify that the printer is connected to the network. Printing the menu settings page 27 Printing Printing a font sample list To print samples of the fonts currently available for your printer: 1 2 3 4 5 Make sure the printer is on and the Ready message appears.

Press Press Press Press on the control panel. until until until the Reports appears, and then press . . . Print Fonts appears, and then press appears next to PCL Fonts, or PostScript Fonts, and then press Printing held jobs Printing and deleting held jobs Held jobs such as Verify Print, Reserve Print, Repeat Print, and Bookmarks differ in function. These jobs are printed or deleted from the printer control panel. Verify Print If you send a Verify Print job, the printer prints one copy and holds the remaining copies you requested in printer memory. @@@@It stores the job in memory so you can print the job later. @@@@In the pop-up menu, select Job Routing. @@@@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. @@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 30). Unpack the flash memory card. Warning: Flash memory is easily damaged by static electricity.



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Touch something metal, such as the printer frame, before you touch a flash memory card.

Avoid touching the connection points along the edge of the card. Adding a memory card 33 Installing options 3 Squeeze the retainers, and align the plastic pins on the flash memory card with the holes on the system board. 4 Push the flash memory card firmly into the holes of the system board until it snaps into place. Note: The flash card can be installed in the top or the bottom set of connector pin holes. 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 34 Installing options Installing an optional 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 550-sheet drawer.

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. 1 2 3 4 5 Click Start Settings Printers. Select the printer icon. Click File Properties. Click the Install Options tab. Add the appropriate options to your configuration: Memory Card--Increase the printer memory to the appropriate number. 550-sheet drawer 6 Click OK.

Installing an optional 550-sheet drawer 35 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

Determining the status of supplies The printer control panel alerts you once a supply item or maintenance is required. You can also view the status of supplies in your printer on the control panel unless the printer is printing or in a busy state. The header or gray area at the top of the display will indicate the printer is Ready and lets you know if any trays are low. Selecting Status / Supplies on the display will open the Status / Supplies screen where you can view the status of the various trays and open the supplies screen to view the current status of your toner cartridge. 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. Maintaining the printer 36 Maintaining the printer Conserving supplies Several settings in your application software 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 Quality Menu Multipage Print in the Finishing Menu Defaults 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. Lets you examine the first copy of a multiple-copy job to be sure it is satisfactory before you print the other copies.

If the job is unsatisfactory, you can cancel the job. See Printing and deleting held jobs on page 28 for more information about a Verify Print job. Duplex in the Defaults Finishing Menu Use your software application or printer driver to send a Verify Print job. 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. 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. Conserving supplies 37 Maintaining the printer Ordering a toner cartridge Part number World Wide E250X22G Photoconductor kit Up to 30,000 standard pages1 Description Average cartridge yield For the USA and Canada3 E450A21A E450H21A E450A11A E450H11A Toner Cartridge High Yield Toner Cartridge Return Program Toner Cartridge High Yield Return Program Toner Cartridge 6,000 standard pages2 11,000 standard pages2 6,000 standard pages2 11,000 standard pages2 For Europe, the Middle East, and Africa4 E450A21E E450H21E E450A11E E450H11E Toner Cartridge High Yield Toner Cartridge Return Program Toner Cartridge High Yield Return Program Toner Cartridge 6,000 standard pages2 11,000 standard pages2 6,000 standard pages2 11,000 standard pages2 For the Asia Pacific Region5 E450A21P E450H21P E450A11P E450H11P Toner Cartridge High Yield Toner Cartridge Return Program Toner Cartridge High Yield Return Program Toner Cartridge 6,000 standard pages2 11,000 standard pages2 6,000 standard pages2 11,000 standard pages2 For Latin America6 E450A21L E450H21L E450A11L E450H11L 1 Approximately 2 Declared Toner Cartridge High Yield Toner Cartridge Return Program Toner Cartridge High Yield Return Program Toner Cartridge 6,000 standard pages2 11,000 standard pages2 6,000 standard pages2 11,000 standard pages2 5% coverage.



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yield value in accordance with ISO/IEC 19752. 3 Designed for use only in the USA and Canada. 4 Designed for use only in Europe, Middle East, and Africa. 5 Designed for use only in Asia Pacific Region, Australia, and New Zealand. 6 Designed for use only in Latin America. 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 cartridge available when the current one no longer prints satisfactorily. Ordering supplies 38 Maintaining the printer 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.

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. 1 2 Ordering supplies 39 Maintaining the printer 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 page 44. 5 Firmly shake the toner cartridge in all directions to distribute the toner. 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. Ordering a photoconductor kit When the 84 PC Life Warning message appears, you should order a new photoconductor kit. You can print a few hundred pages after the 84 PC Life Warning message appears. Ordering supplies 40 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 1 2 3 Place the print cartridge assembly on a flat, clean surface.

Ordering supplies 41 Maintaining the printer 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. 1 2 4 5 Unpack the new photoconductor kit. 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. Ordering supplies 42 Maintaining the printer 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 page 27. If Photoconductor is listed under Warnings, the photoconductor counter has not been properly reset. 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 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 Ordering supplies 43 Maintaining the printer 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.

Recycling Lexmark products 44 6 Clearing jams By carefully selecting print media and loading it properly, you should be able to avoid most paper jams. For more information on avoiding paper jams, see Avoiding jams on page 18. 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 233 Paper Jam - Remove Tray 234 Paper Jam - Check Duplex What to do Open the front door, remove the toner cartridge, and remove the jammed print media.

Open the front door, remove the toner cartridge, and remove the jammed print media. Open the rear printer exit, and remove the jammed print media. Open the rear printer exit, and remove the jammed print media. Remove the paper tray, push down the green lever, and remove the jammed media. If no jammed media is present, open the rear paper exit, and remove the jammed print media. Open the rear printer exit, and remove the jammed print media. Open tray <x> to remove the jammed print media. Remove jammed print media from the manual feeder. 235 Paper Jam - Open Rear Door 241, 242 Paper Jam - Check tray <x> 251 Paper Jam - Check Man Feeder Clearing jams 45 Clearing jams Clearing printer jams Clearing a jam We recommend clearing the entire paper path when a paper jam occurs.

To clear the jam: 1 Open the paper tray. If necessary, remove the tray from the printer. 2 Remove the jammed media. Clearing printer jams 46 Clearing jams 3 Press down on the green duplex flap to release jammed pages from the duplex area. 4 Remove any crumpled paper from the tray. CAUTION: Fuser or fuser area may be hot. 5 Open the front door, and remove the print cartridge assembly.



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Clearing printer jams 47 Clearing jams 6 Lift the flap at the front of the printer, and remove the jammed pages beneath the flap. CAUTION: Fuser or fuser area may be hot. 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 and trays 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 printer jams 48 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 printer jams 49 Clearing jams 3 Lift the flap at the front of the printer, and remove the jammed pages beneath the flap. 4 Open the rear exit, and remove the jammed pages. CAUTION: Fuser or fuser area may be hot.

5 6 After you have cleared the jams, reinstall the print cartridge assembly, and make sure all printer doors and trays 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 Load one sheet of the print media. Slide the side guide toward the inside of the tray until it lightly rests against the edge of the media. Press . Clearing printer jams 50 7 Troubleshooting Online customer support Customer support is available on our 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. See *Printing the menu settings page* on page 27 for more information. For service in the U.S. or Canada, call 1-800-Lexmark (1-800-539-6275). See our Lexmark Web site at [www.lexmark.com](http://www.lexmark.com) for the numbers for other countries/regions. Note: 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.

Troubleshooting 51 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 Check the Print as image 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 Turn the printer off, wait about 10 seconds, and turn the printer back on. If the Performing Self Test and Ready messages do not appear, turn the printer off and call for service. Make sure Ready or Power Saver appears on the display before sending a job to print. Press to return the printer to the Ready state. Remove the stack of paper from the output bin, and then press . Load paper in the tray. . Verify you are using the printer driver associated with your printer. . If you are using a USB Direct interface, make sure you are running Windows 2000, Windows XP or Windows Server 2003 and using a printer driver compatible with Windows 2000, Windows XP or Windows Server 2003. Verify that you have properly configured the printer for network printing. See the drivers CD or the Lexmark Web site for information.

Make sure you are using a recommended interface cable. Make sure the connection is secure. The printer is not ready to receive data. The output bin is full. The specified tray is empty.

You are using the wrong printer driver or are printing to a file. Your internal print server is not set up properly or is not connected properly. You are using the wrong interface cable, or the cable is not securely connected. Held jobs do not print. A formatting error has occurred.

The printer has insufficient memory. The printer has received invalid data. . Print the job. (Only part of the job may print.) . Delete the job. . Free up additional printer memory by scrolling through the list of held jobs and deleting others you have sent to the printer. Delete the job. Printing multiple-language PDFs 52 Troubleshooting Symptom Job takes longer than expected to print. Cause The job is too complex. Solution 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 page 63. Make sure the Paper Size and Paper Type specified in the printer driver match the paper size and type in the tray. 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 paper or specialty media. Incorrect characters print. The control panel menu settings do not match the media loaded in the tray.

You are using an incompatible parallel cable. The printer is in Hex Trace mode. Large jobs do not collate. Collate is not set to On. 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.



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