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You can read the recommendations in the user guide, the technical guide or the installation guide for LEXMARK X5650. You'll find the answers to all your questions on the LEXMARK X5650 in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

**User manual LEXMARK X5650**  
**User guide LEXMARK X5650**  
**Operating instructions LEXMARK X5650**  
**Instructions for use LEXMARK X5650**  
**Instruction manual LEXMARK X5650**

**LEXMARK**<sup>™</sup>

**5600-6600 Series Fax Guide**

2008

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**Manual abstract:**

lexmark.com. @@@@Additional setup instructions. Note: Your printer may not come with these publications. Complete instructions for using the printer. The electronic version installs automatically with the printer software. Additional instructions for using the printer software on a Windows operating system. The Help installs automatically with the programs. · Canada: 1-800-539-6275 Support in English: Monday Friday (8:00 AM 11:00 PM ET), Saturday (Noon-6:00 PM ET) Support in French: Monday Friday (9:00 AM 7:00 PM ET) · Mexico: 01-800-253-9627 MondayFriday (8:00 AM 8:00 PM ET) Note: Support numbers and times may change without notice. For the most recent telephone numbers available, see the printed warranty statement that came with your printer.

@@@@Visit our Web site at [www.lexmark.com](http://www.lexmark.com). @@@@ · In Windows XP and earlier, click Start. @@to view context-sensitive information. 1 2 3 4 5 Click SUPPORT. Click Technical Support. Select your printer family. Select your printer model. From the Support Tools section, click e-Mail Support.

Submit Request. Additional instructions for using the printer software on a Macintosh operating system. The Help installs automatically with the applications. 6 Complete the form, and then click 1 From the Finder desktop, double-click the printer folder. 2 Double-click the application. 3 From the application, click Help on the menu bar to view the main page of the Help. Note: If you have several applications open, then make sure that the application that you want to use is the active application. The correct menu bar does not appear if the application is not active. Click the main screen to make it the active application. Click to view context-sensitive information.

Introductiodesktop computer using a USB cable. Warning--Potential Damage: Do not touch the USB port except when plugging in or removing a USB cable or installation cable. 9 Use the 1 2 3 Top cover Scanner glass Scanner unit To Access the scanner glass. Scan and copy photos and documents. Internal wireless print server Note: Your printer model may not have wireless capability and may not have this print server. Connect the printer to a wireless network. 9 · Access the print cartridges. · Remove paper jams. Install, replace, or remove a print cartridge. Connect additional devices, such as a data/fax modem, telephone, or answering machine, to the printer.

This connection method may not be available in all countries or regions. Note: Remove the plug to access the port. 4 5 Print cartridge carrier EXT Port EXT Understanding the parts of the printer 7 Fax Setup Getting the printer ready to fax CAUTION--SHOCK HAZARD: Do not use the fax feature during a lightning storm. Do not set up this product or make any electrical or cabling connections, such as the power supply cord or telephone, during a lightning storm. 6 Fax Guide Note: Your printer model may not come with this publication.

7 8 9 Quick Setup sheet Print cartridges Stick-on overlays for your language 2 Remove tape and packing material from all areas of the printer. Setting up the printer as a copier only or fax only Use the following instructions if you do not want to connect the printer to a computer. Note: If you want to connect the printer to a computer, use the setup documentation and the printer software CD that came with the printer. 1 Unpack the printer. Note: Contents, such as the number of print cartridges, may vary by model.

3 Raise the printer control panel. 9 8 1 2 3 7 6 5 4 3 2 4 If a stick-on overlay for your language needs to be installed, peel off the covering from the back of the overlays to expose the adhesive. 1 1 2 3 4 Power cord Telephone cord Printer software CD USB cable or installation cable Note: Your printer model may not come with a USB cable. Purchase a USB cable separately. 5 Networking Guide Note: Your printer model may not come with this publication. Fax Setup 8 5 Place the stick-on overlays on the recessed areas of the printer control panel, and then press down on the stick-on overlays. 8 Load paper, and then pull up the paper adjustment lever to adjust the paper guides. The paper guides should rest against the edges of the paper. 1 2 6 Extend the paper exit tray. 9 Connect the power cord to the printer.

2 1 2 1 CAUTION--SHOCK HAZARD: Read the safety information included with this product before connecting power or making any cabling connections. 7 Raise the paper support, and then press down on the paper adjustment lever to extend the paper guides. Fax Setup 9 10 If the printer does not automatically turn on, press . 13 Set the date and time. a Using the keypad of the printer control panel, enter the month, day, and year, and then press to save. b Enter the time, and then press to save. to save. c Press the arrow buttons to choose a time format, and then press 14 Set the fax number and fax name. 11 If prompted, set the language. a Enter a fax number, and then press b Enter a fax name, and then press to save.

to save. 15 Open the printer, and then press down on the print cartridge carrier levers. 1 2 1 . Press the arrow buttons until the language that you want appears, and then press 12 If prompted, set the country/region. 1 2 1 .

Press the arrow buttons until the country or region that you want appears, and then press Fax Setup 10 16 Open the color cartridge foil, and then remove the cartridge from the pack. 19 If a black print cartridge is included in the box contents, open the black cartridge foil, and then remove the cartridge from the pack. 17 If a storage unit is included, remove the color cartridge from the storage unit. Note: You may need to purchase a black print cartridge separately. 20 Remove the tape from the black print cartridge, insert the cartridge in the left cartridge carrier, and then close the black cartridge carrier lid.

2 1 18 Remove the tape from the color print cartridge, insert the cartridge in the right carrier, and then close the color cartridge carrier lid. Fax Setup 11 21 Close the printer. Using an RJ11 adapter Country/region · · · · · United Kingdom Ireland Finland Norway Denmark · · · · · Italy Sweden Netherlands France Portugal To connect your printer to an answering machine or other telecommunications equipment, use the telephone line adapter included in the box with the printer. 1 Connect one end of the telephone cord into the Line port of the printer. 22 Press . An alignment page prints. 2 Connect the adapter to the telephone line that came with the printer. 23 Discard or recycle the alignment page. Note: The UK adapter is shown. Your adapter may look different, but it will fit the telephone outlet used in your location.



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3 Connect the telephone line of your chosen telecommunications equipment to the left outlet of the adapter. Notes: · The alignment page may differ from the one shown. · Streaks on the alignment page are normal and do not indicate a problem. Fax Setup 12 If your telecommunications equipment uses a US-style (RJ11) telephone line, follow these steps to connect the equipment: Country/region 1 Remove the plug from the EXT port on the back of the printer. . . . . Saudi Arabia United Arab Emirates Egypt Bulgaria Czech Republic Belgium Australia South Africa Greece . . . . . Israel Hungary Poland Romania Russia Slovenia Spain Turkey To connect an answering machine or other telecommunications equipment to the printer: 1 Remove the plug from the back of the printer. Note: Once this plug is removed, any country- or region-specific equipment you connect to the printer by the adapter, as shown, will not function properly. 2 Connect your telecommunications equipment directly to the EXT port on the back of the printer. Note: Once this plug is removed, any country- or region-specific equipment that you connect to the printer by the adapter, as shown, will not function properly. Warning--Potential Damage: Do not touch cables or the printer in the area shown while actively sending or receiving a fax. Fax Setup 13 2 Connect your telecommunications equipment directly to the EXT port on the back of the printer.

Choosing a fax connection You can connect the printer with equipment such as a telephone, an answering machine, or a computer modem. If problems occur, see "Setup troubleshooting" on page 27. Note: The printer is an analog device that works best when directly connected to the wall jack. Other devices (such as a telephone or answering machine) can be successfully attached to pass through the printer, as described in the setup steps. If you want a digital connection such as ISDN, DSL, or ADSL, a thirdparty device (such as a DSL filter) is required.

You do not need to attach the printer to a computer, but you do need to connect it to a telephone line to send and receive faxes. You can connect the printer to other equipment. See the following table to determine the best way to set up the printer. Equipment Benefits See this section Warning--Potential Damage: Do not touch cables or the printer in the area shown while actively sending or receiving a fax. Country/region · The printer · A telephone cord · The printer · A telephone · Two telephone cords . . . . . The printer A telephone An answering machine Three telephone cords The printer A telephone A computer modem Three telephone cords Send and receive faxes without using a "Connecting directly to a computer.

telephone wall jack" on page 15 · Germany · Austria · Switzerland There is a plug installed in the EXT port of the printer. This plug is necessary for the proper functioning of the printer. · Use the fax line as a normal telephone line. "Connecting to a telephone" on page 17 · Send and receive faxes without using a computer. Receive both incoming voice messages "Connecting to an answering and faxes. machine" on page 14 Send faxes using the computer or the printer. "Connecting to a computer with a modem" on page 17 Connecting to an answering machine Connect an answering machine to the printer to receive both incoming voice messages and faxes. Note: Setup steps may vary depending on your country or region. For more information on connecting the printer to telecommunications equipment, see the related topic, "Using an RJ11 adapter." Note: Do not remove the plug.

If you remove it, other telecommunications devices in your home (such as telephones or answering machines) may not work. 1 Make sure you have the following: · A telephone · An answering machine · Three telephone cords · A telephone wall jack Fax Setup 14 2 Connect one telephone cord into the LINE port telephone wall jack. of the printer, and then plug it into an active 5 Connect a third telephone cord from the answering machine to the EXT port of the printer. Connecting directly to a telephone wall jack 3 Remove the protective plug from the EXT port of the printer. Connect the printer directly to a telephone wall jack to send and receive faxes without using a computer. 1 Make sure you have a telephone cord and a telephone wall jack. 2 Connect one end of the telephone cord into the LINE port of the printer. 3 Connect the other end of the telephone cord into an active telephone wall jack. 4 Connect a second telephone cord from the telephone to the answering machine. Fax Setup 15 Connecting directly to a telephone wall jack in Germany Connect the printer directly to a telephone wall jack to send and receive faxes without using a computer.

4 If you would like to use the same line for both fsure the computer and the printer are on. 2 Open the top cover. Note: Photos should be loaded as shown. 4 Close the top cover to avoid dark edges on the scanned image. Using Fax 19 Loading original documents into the Automatic Document Feeder You can load up to 25 sheets of an original document into the Automatic Document Feeder (ADF) for scanning, copying, and faxing.

You can load A4-, letter-, or legal-size paper into the ADF. Notes: The document feeds into the ADF. · Use only new, unwrinkled paper that is not curled. · Do not load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings) into the ADF. Place these items on the scanner glass.

1 Adjust the paper guide on the ADF tray to the width of the original document. 2 Fan the original document. Note: Preview is not supported when using the ADF. You can preview one page at a time when using the scanner. Automatic Document Feeder (ADF) paper capacity Load up to Make sure 3 Load the original document faceup and top edge first into the ADF until you hear a beep. 25 sheets of: · You adjust the paper guide on the ADF tray to the width of the original document. · Letter-size paper · A4-size paper · Legal-size paper · The original document is loaded faceup, top edge first, until you hear a beep. · The paper size fits within these dimensions: Width: 210.0 mm215.9 mm 8.

25 in.8.5 in. Length: 279.4 mm355.6 mm 11.0 in.14.0 in. · You allow preprinted media to dry thoroughly before loading into the ADF. · You do not use media printed with metallic ink particles. · You avoid embossed designs.



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Using Fax 20 Sending a fax Sending a fax using the printer control panel 1 Make sure the printer is on and is connected to a working phone line. 2 Load an original document faceup into the Automatic Document Feeder (ADF) or facedown on the scanner glass. Notes: · When using the scanner glass, close the top cover to avoid dark edges on the scanned image.

3 From the printer control panel, press Dialtone. You can now hear the dial tone of the telephone line. Note: The Dialtone button will be active only when the fax modem is idle, or when the printer is not sending or receiving a fax. 4 Press the keypad numbers to navigate through an automated answering system. 5 Enter a fax number.

Notes: · Do not load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings) into the ADF. Place these items on the scanner glass. · Adjust the paper guide on the ADF tray to the width of the original document. · When using the scanner glass, close the top cover to avoid dark edges on the scanned image. 3 From the printer control panel, press Notes: . · You can include a calling card number as part of the fax number. · A fax number can include up to 64 numbers, commas, periods, and/or the symbols \* or #. · Only one fax number can be entered for On Hook Dial. 6 Press . 4 Enter a fax number, or press Address Book to select a number from the Speed Dial or Group Dial list.

Sending a broadcast fax at a scheduled time You can send a fax to a combination of up to 30 people or groups at a time you choose. · You can include a calling card number as part of the fax number. · A fax number can include up to 64 numbers, commas, periods, and/or the symbols \* or #. 5 If you want to send a fax to a group of numbers (broadcast fax): a Press , and then press the arrow buttons until Yes appears. @@2 Load an original document faceup into the Automatic Document Feeder (ADF) or facedown on the scanner glass. Notes: b Repeat steps 4 through 5a until a maximum of 30 fax numbers have been entered. 6 Press Color or Black to select a color or black-and-white fax. 7 Press to start the fax job. · Do not load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings) into the ADF. Place these items on the scanner glass.

Note: If you entered multiple numbers and you are using the scanner glass to scan the pages, the message Scan another page? appears after each page is scanned to prompt you to load another page on the scanner glass. · Adjust the paper guide on the ADF tray to the width of the original document. · When using the scanner glass, close the top cover to avoid dark edges on the scanned image. 3 From the printer control panel, press 4 Press until Schedule Fax appears. .

. Sending a fax while listening to a call (On Hook Dial) The manual dialing feature lets you dial a telephone number while listening to the call through a speaker on the printer. It is useful when you must navigate an automated answering system or enter a calling card number before sending your fax. 5 Press the arrow buttons until Send Later appears, and then press 6 Enter the time you want to send the fax, and then press . to save the time.

7 If the printer is not set to the 24-hour mode, press the arrow buttons to select AM or PM, and then 8 Select a recipient: · If the recipient is listed in the Address Book, press Address Book, and then use the arrow buttons to scroll through the numbers in the Speed Dial or Group Dial list. @@2 Load an original document faceup into the Automatic Document Feeder (ADF) or facedown on the scanner glass. Notes: · Do not load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings) into the ADF. Place these items on the scanner glass. · If the recipient is not listed in the Address Book, press the number of the recipient. until Fax to appears, and then enter · Adjust the paper guide on the ADF tray to the width of the original document. Using Fax 21 9 If necessary, repeat step 8 and then press 10 Press to start scanning the document. until a maximum of 30 fax numbers have been entered. Receiving a fax with an answering machine 1 Make sure that Auto Answer is on. 2 Make sure you have set the number of times the telephone rings before receiving a fax automatically.

When a telephone ring is detected, the answering machine picks up the call. Note: At the designated time, the fax numbers are dialed and the fax is sent to all of the designated fax numbers. If the fax transmission is unsuccessful to any of the numbers on the broadcast list, then the unsuccessful numbers will be dialed again. · If the printer detects a fax, it receives the fax and disconnects the answering machine. · If the printer does not detect a fax, the answering machine receives the call. 3 Set the answering machine to answer incoming calls before the printer does. For example, if you set the answering machine to answer calls after three rings, set the printer to answer calls after five rings. Receiving a fax Receiving a fax automatically 1 Make sure the printer is on and is connected to a working phone line. 2 Make sure that Auto Answer is on. To check if Auto Answer is on: Forwarding faxes Use the fax-forwarding feature if you are going to be away, but still want to receive your faxes.

@@. @@@@ Check to see if Auto Answer is set to On. @@@@. Receiving a fax manually @@2 Make sure that Auto Answer is off. @@@@. . c Use the keypad to enter the fax number in the Enter Number field, and then press Using Fax 22 d Use the keypad to enter the name of the person associated with the fax number in the Enter Name field, and then press to save the entry. 1 From the printer control panel, press . . e Repeat steps b through d to add additional entries as needed. You can enter up to 89 fax numbers. 5 To add a fax group: a Press . . 2 Press the arrow buttons until Fax Setup appears, and then press 3 Press the arrow buttons until Ringing and Answering appears, and then press 4 Press the arrow buttons until Caller ID Pattern appears, and then press 5 Press the arrow buttons until the setting that you want appears, and then press . b Using the keypad, enter any number from 90 to 99, and then press c Enter a fax number in the Enter Number field, and then press . to save the setting. d Press . e Repeat steps c through d as necessary. You can enter up to 30 fax numbers for the group.

If you do not want to add another fax number, press the arrow buttons until No appears, and then press . @@@@. @@@@. . 1 From the printer control panel, press . . @@@@ If you subscribe to this service, it works with the printer. @@@@ Note: Caller ID is available in only certain countries and regions. @@@@. @@@@. @@@@. . .



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@@If you have not a Press twice. @@@f If the hour you entered is 12 or less, press the arrow buttons until AM, PM, or 24hr appears, and then press to save the setting. 1 To turn on the Block List feature: a From the printer control panel, press . . .

b Press the arrow buttons until Fax Setup appears, and then press c Press the arrow buttons until Fax Blocking appears, and then press Using Fax 24 d Press the arrow buttons until Turn On/Off appears, and then press e Press the arrow buttons until On appears, and then press 2 To add each fax number you want to block: a From the printer control panel, press . . . to save the setting. b Press the arrow buttons until Fax Setup appears, and then press c Press the arrow buttons until Fax Blocking appears, and then press d Press the arrow buttons until Add appears, and then press . . e Use the keypad to enter the fax number in the Fax Number field, and then press to save. f Use the keypad to enter the name of the person associated with the fax number in the Name field. g Repeat steps 2e through 2f until you have added all the numbers you want to block. You can block up to 50 numbers.

3 To block faxes sent from an unidentified number (a number with no Caller ID): a From the printer control panel, press . . . b Press the arrow buttons until Fax Setup appears, and then press c Press the arrow buttons until Fax Blocking appears, and then press d Press the arrow buttons until Block No-ID appears, and then press e Press the arrow buttons until On appears, and then press 4 If you want to print a list of blocked faxes: a From the printer control panel, press . . to save the setting. b Press the arrow buttons until Fax Setup appears, and then press c Press the arrow buttons until Fax Blocking appears, and then press d Press the arrow buttons until Print appears, and then press Note: This feature is available only when there are blocked fax entries. . to print the list. Blocking unwanted changes to fax settings This feature blocks network users from changing the fax settings of the printer. 1 From the printer control panel, press . . . 2 Press the arrow buttons until Device Setup appears, and then press 3 Press the arrow buttons until Host Fax Settings appears, and then press 4 Press the arrow buttons until Block appears, and then press to save the setting.

Using Fax 25 Ordering cartridges Lexmark 5600-6600 Series models (except Lexmark 5690 and Lexmark 6690) Item Black cartridge Black cartridge2 High yield black cartridge High yield black cartridge2 Part number 36A 36 36XLA 36XL 37A 37 37XLA 37XL 31 Not applicable Page yield values available at [www.lexmark.com/pageyields](http://www.lexmark.com/pageyields). Average cartridge standard page yield is up to 1 Color cartridge Color cartridge2 High yield color cartridge High yield color cartridge2 Photo cartridge 1 2 Values obtained by continuous printing. Declared yield value in accordance with ISO/IEC 24711.

Licensed Return Program Cartridge Lexmark 5690 and Lexmark 6690 models Item Black cartridge Black cartridge2 Color cartridge Color Cartridge2 Photo cartridge 1 2 Part number 4A 4 Average cartridge standard page yield is up to 1 Page yield values available at [www.lexmark.com/pageyields](http://www.lexmark.com/pageyields). 5A 5 31 Not applicable Values obtained by continuous printing. Declared yield value in accordance with ISO/IEC 24711. Licensed Return Program Cartridge Ordering cartridges 26 Troubleshooting Using the printer troubleshooting software (Windows only) The Lexmark™ Service Center provides step-by-step troubleshooting help and contains links to printer maintenance tasks and customer support. To open the Lexmark Service Center, use one of these methods: 4 Press the arrow buttons until the language that you want appears on the display, and then press . to change the language. 5 If you are sure, press the right arrow button, and then press Power button is not lit These are possible solutions. Try one or more of the following: PRESS POWER BUTTON Make sure the printer is on by pressing .

Method 1 If it appears on an error message dialog, click the For additional assistance, use the Lexmark Service Center link. Method 2 1 Do one of the following: · In Windows Vista, click . · In Windows XP and earlier, click Start. 2 Click All Programs or Programs, and then select the printer program folder from the list. DISCONNECT AND RECONNECT THE POWER CORD 1 Disconnect the power cord from the wall outlet, and then from the printer. 2 Plug the cord all the way into the power supply on the printer. 3 Select Lexmark Service Center. Setup troubleshooting Incorrect language appears on the display These are possible solutions. Try one of the following: 2 1 3 Plug the cord into an electrical outlet that other electrical devices have been using. 4 If the light is not on, press .

CHANGE THE LANGUAGE SELECTION DURING INITIAL SETUP During initial setup, and every time you reset the printer to factory default settings, you will be asked to select a language. @@These are some other possible solutions. @@@@If the cable is damaged, use a new one. @@@@3 Select Uninstall. @@5 Restart the computer before reinstalling the printer software.

6 Click Cancel on all New Hardware Found screens. @@@@3 Gently remove the power supply from the printer. 4 Reconnect the power supply to the printer. 5 Plug the power cord into the wall outlet. 6 Press to turn the printer on.

In Windows Vista a Click . @@In Windows XP and earlier a Click Start. b Click Run. @@2 Disable any security programs. 3 Do one of the following: · In Windows Vista, click . · In Windows XP and earlier, click Start. 4 Click Computer or My Computer. 5 Double-click the CD or DVD drive icon. 6 If necessary, double-click setup.exe.

@@8 When the installation is completed, enable the security software again. Using Macintosh 1 Close all open software applications. 2 From the Finder desktop, double-click the printer folder. 3 Double-click the Uninstaller icon. @@5 Restart the computer before reinstalling the printer software. 6 Insert the installation CD, and then follow the instructions on the computer screen to reinstall the software. If the software still does not install correctly, visit our Web site at [www.lexmark.com](http://www.lexmark.com) to check for the latest software. Removing and reinstalling the software If the printer is not functioning properly, or if a communications error message appears when you try to use the printer, then you may need to remove and reinstall the printer software.

1 In all countries or regions except the United States, select your country or region. 2 Click the links for drivers or downloads. 3 Select your printer family. 4 Select your printer model. 5 Select your operating system.

6 Select the file that you want to download, and then follow the instructions on the computer screen. Using Windows 1 Do one of the following: · In Windows Vista, click . · In Windows XP and earlier, click Start.



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Troubleshooting 28 Fax troubleshooting Cannot send or receive a fax These are possible solutions. Try one of the following: **VERIFY DIAL TONE** · Place a test call to the telephone number to which you want to send a fax to make sure that it is working correctly.

· If the telephone line is being used by another device, wait until the other device is finished before sending a fax. **CHECK MESSAGES** If an error message is displayed, follow the instructions on the error message dialog. · If you are using the **On Hook Dial** feature, turn up the volume to verify a dial tone.

**DISCONNECT OTHER EQUIPMENT TEMPORARILY** To ensure the printer is working correctly, connect it directly to the telephone line. Disconnect any answering machines, computers with modems, or telephone line splitters. **CHECK POWER** If the light is not on, then make sure that the power cord is properly connected to the printer and plugged into a known working electrical outlet that other electrical devices have been using. **CHECK FOR PAPER JAMS** Check for and clear any paper jams. **CHECK CABLE CONNECTIONS** Make sure that the cable connections for the following hardware are secure, if applicable: **DISABLE CALL WAITING TEMPORARILY** Call Waiting can disrupt fax transmissions. Disable this feature before sending or receiving a fax. Call your telephone company to obtain the keypad sequence for temporarily disabling Call Waiting.

· · · · Power supply Telephone Handset Answering machine **DO YOU HAVE VOICE MAIL SERVICE?** Voice Mail offered through your local telephone company may disrupt fax transmissions. To enable both Voice Mail and the printer to answer calls: **CHECK THE TELEPHONE WALL JACK** 1 Plug a telephone into the wall jack. 2 Listen for a dial tone. If you hear a dial tone, the wall jack is working. 3 If you do not hear a dial tone, plug a different telephone into the wall jack. 4 If you still do not hear a dial tone, plug a telephone into a different wall jack. 5 If you hear a dial tone, connect the printer to that wall jack. · See the instructions for setting the distinctive ring. Setting selections include single ring, double ring, triple ring, and any ring. · Consider adding a second telephone line for the printer.

**CHECK COUNTRY CODE** Make sure the country code has been set for the country or region where you are operating the printer: 1 From the printer control panel, press . @ · Certain devices can be connected to the printer so that digital telephone services can be used. 2 Press the arrow buttons until Device Setup appears, and then press 3 Press the arrow buttons until Country appears, and then press Check the country or region on the display. . · If you are using an ISDN telephone service, connect the printer to an analog telephone port (an Rinterface port) on an ISDN terminal adapter.

For more information and to request an R-interface port, contact your ISDN provider. 4 If the country or region name is incorrect, press the arrow buttons until the country or region where you are operating the printer appears, and then press . · If you are using DSL, connect to a DSL filter or router that will support analog use. For more information, contact your DSL provider. · If you are using a PBX telephone service, make sure you are connecting to an analog connection on the PBX.

If none exists, consider installing an analog telephone line for the fax machine. For more information on faxing when using a PBX telephone service, see the instructions for setting up the printer to fax while behind a PBX. **IS YOUR PRINTER MEMORY FULL?** 1 Dial the receiving number. 2 Scan the original document one page at a time. Troubleshooting 29 Can send but not receive faxes These are possible causes and solutions. Try one or more of the following: Can receive but not send faxes These are possible solutions. Try one or more of the following: **LOAD PAPER** Load paper to print any faxes that have been stored in the printer. **CHECK MODE SELECTION** To make sure that the printer is set for faxing, check to see if the light is not on, press on the printer control panel. light is on. **MAKE SURE THAT AUTO ANSWER IS ON** If the Auto Answer light is on: · The printer will answer after the preset number of telephone rings.

· If you are using a distinctive ring, see the instructions for setting a distinctive ring for the printer. 1 From the printer control panel, press . . . **CHECK DOCUMENT PLACEMENT** Load the original document faceup into the Automatic Document Feeder (ADF) or facedown on the scanner glass. 2 Press the arrow buttons until Fax Setup appears, and then press **CHECK THE DIAL PREFIX SETTING** 1 From the printer control panel, press . . . 3 Press the arrow buttons until Ringing and Answering appears, and then press 4 Press again. 2 Press the arrow buttons until Fax Setup appears, and then press Check to see if Auto Answer is set to On.

3 Press the arrow buttons until Dialing and Sending appears, and then press to save 5 If Auto Answer is not selected, press the arrow buttons until On appears, and then press the setting. 4 Press the arrow buttons until Dial Prefix appears, and then press press . . 5 To change the setting, press the arrow buttons until the prefix that you want appears, and then 6 If you have not yet created a setting for the dialing prefix: a Press the arrow buttons until Create appears, and then press press . .

to save the setting. · **CHECK INK** Check the ink levels, and install a new cartridge if necessary. **CHECK WHETHER FAX FORWARDING IS SELECTED** 1 From the printer control panel, press . b Using the keypad, enter the prefix to be dialed before each telephone number, and then 2 Press the arrow buttons until Fax Setup appears, and then press **CHECK SPEED DIAL NUMBER** · Check to make sure Speed Dial has been programmed for the number that you want to dial.

For more information, see the instructions for setting up Speed Dial. . 3 Press the arrow buttons until Ringing and Answering appears, and then press 4 Press the arrow buttons until Fax Forward appears, and then press Check to see if Fax Forward is set to Forward or Print & Forward. · As an alternative, dial the telephone number manually. 5 If fax forward is set to on, press the arrow buttons until Off appears, and then press . **MAKE SURE THE PRINTER DETECTS DIAL TONE** · See the instructions for sending a fax while listening to a call (on hook dial). · Check the Dial Method setting: 1 Listen for a dial tone. If you hear a dial tone but the printer hangs up without dialing, this means it did not recognize the dial tone. 2 From the printer control panel, press . .

3 Press the arrow buttons until Fax Setup appears, and then press Troubleshooting 30 4 Press the arrow buttons until Dialing and Sending appears, and then press 5 Press the arrow buttons until Dial Method appears, and then press 6 Press the arrow buttons until Behind PBX appears, and then press .



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. **DECREASE THE TRANSMISSION SPEED** 1 From the printer control panel, press . . . to save the setting. 2 Press the arrow buttons until Fax Setup appears, and then press Printer receives a blank fax These are possible causes and solutions. Try one or more of the following: 3 Press the arrow buttons until Dialing and Sending appears, and then press 4 Press the arrow buttons until Max Send Speed appears, and then press 5 Press the arrow buttons to select a lower transmission speed, and then press 6 Resend the fax. . .

**CHECK ORIGINAL DOCUMENT** Ask the sender to verify the original document was loaded correctly. 7 If the problem persists, repeat step 1 through step 5 to resend the fax at successively lower **CHECK INK** Check the ink levels, and install a new print cartridge if necessary. transmission speeds. Note: 2400 bps is the lowest transmission speed. Notes: **CHECK CARTRIDGES** 1 Remove the print cartridges.

2 Make sure the sticker and tape have been removed. · The lower the transmission speed, the longer it will take your fax to print. · This solution will reduce the speed for future faxes until you reset the transmission speed. Caller ID information is not displayed 1 2 **CALLER ID PATTERN MAY NOT BE SET CORRECTLY** @@ Depending on the country or region you live in and the telecommunications company you subscribe to, you may need to switch the pattern for the printer to display Caller ID information. For more information, see the instructions for setting up Caller ID.

3 Reinsert the print cartridges. Fax Error The fax machines have stopped communicating. Resend the fax. There may have been a problem with the quality of the telephone line connection. Received fax has poor print quality These are possible solutions. Try one or more of the following: **REVIEW CHECKLIST FOR SENDER** · Check that the quality of the original document is satisfactory. · Resend the fax. There may have been a problem with the quality of the telephone line connection. · Increase the fax scan resolution. Fax Mode Unsupported The fax machine of the recipient does not support legal-size paper, color, or the resolution of the fax you are sending.

These are possible solutions. Try one or more of the following: **CHECK INK** Check the ink levels, and install a new print cartridge if necessary. **REFORMAT THE DOCUMENT ON LETTER-SIZE PAPER** Troubleshooting 31 **LOWER THE SCAN RESOLUTION** 1 From the printer control panel, press 2 Press until Quality appears. . . . This solution will reduce the speed for future faxes until you reset the transmission speed. Phone Line Busy These are possible causes and solutions. Try one or more of the following: 3 Press the arrow buttons until a lower quality appears, and then press **CHANGE REDIAL SETTINGS** The printer automatically redials three times at two-minute intervals. You can change the default settings to redial up to five times at intervals up to eight minutes.

**ENABLE AUTO FAX CONVERSION** 1 From the printer control panel, press .

. . . To change the redial settings: 2 Press the arrow buttons until Fax Setup appears, and then press 1 From the printer control panel, press . . . 3 Press the arrow buttons until Dialing and Sending appears, and then press 4 Press the arrow buttons until Auto Fax Convert appears, and then press press .  
· 2 Press the arrow buttons until Dialing and Sending appears, and then press 3 To change the number of times the printer will redial: a Press the arrow buttons until Redial Attempts appears, and then press b Press the arrow buttons until the setting that you want appears, and then press 4 To change the length of time between redials: a Press the arrow buttons until Redial Time appears, and then press . . . 5 If auto fax conversion is not set to on, press the arrow buttons until On appears, and then . Remote Fax Error These are possible solutions.

Try one or more of the following: b Press the arrow buttons until the setting that you want appears, and then press . **CHECK THE PHONE LINE** Resend the fax. There may have been a problem with the quality of the telephone line connection. **SCHEDULE TO RESEND FAX AT A LATER TIME** See the instructions for sending a broadcast fax at a scheduled time. **DECREASE THE TRANSMISSION SPEED** 1 From the printer control panel, press . . . Phone Line Error These are possible causes and solutions. @@@@ Note: 2400 bps is the lowest transmission speed. Notes: · If you are using DSL, connect to a DSL filter or router that will support analog use.

For more information, contact your DSL provider. · If you are using a PBX telephone service, make sure you are connecting to an analog connection on the PBX. If none exists, consider installing an analog telephone line for the fax machine. For more information on faxing when using a PBX telephone service, see the instructions for setting up to fax while behind a PBX. · The lower the transmission speed, the longer it will take your fax to print. Troubleshooting 32 **CHECK PHONE LINE** If the telephone line is being used by another device, wait until the other device is finished before sending the fax. · If the telephone line is being used by another device, wait until the other device is finished before sending the fax. **MAKE SURE THE PRINTER DETECTS DIAL TONE** · See the instructions for sending a fax while listening to a call (on hook dial). · Check the Dial Method setting: 1 Listen for a dial tone. @@.

@@@ There may have been a problem with the quality of the telephone line connection. Place a test call to the telephone number to which you want to send a fax to make sure that it is working correctly. **MAKE SURE THE PRINTER DETECTS DIAL TONE** · See the instructions for sending a fax while listening to a call (on hook dial). · Check the Dial Method setting: 1 Listen for a dial tone. If you hear a dial tone but the printer hangs up without dialing, this means it did not recognize the dial tone.

2 From the printer control panel, press . . . 3 Press the arrow buttons until Fax Setup appears, and then press 4 Press the arrow buttons until Dialing and Sending appears, and then press 5 Press the arrow buttons until Dial Method appears, and then press save the setting. .

6 Press the arrow buttons until the dialing method that you want appears, and then press to Failed to Connect These are possible solutions. Try one or more of the following: **USE PHONE LINE CHECKLIST** · Resend the fax. There may have been a problem with the quality of the telephone line connection. · Place a test call to the telephone number to which you want to send a fax to make sure that it is working correctly. Troubleshooting 33 Notices Edition notice July 2008 The following paragraph does not apply to any country where such provisions are inconsistent with local law: **LEXMARK INTERNATIONAL, INC.**



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