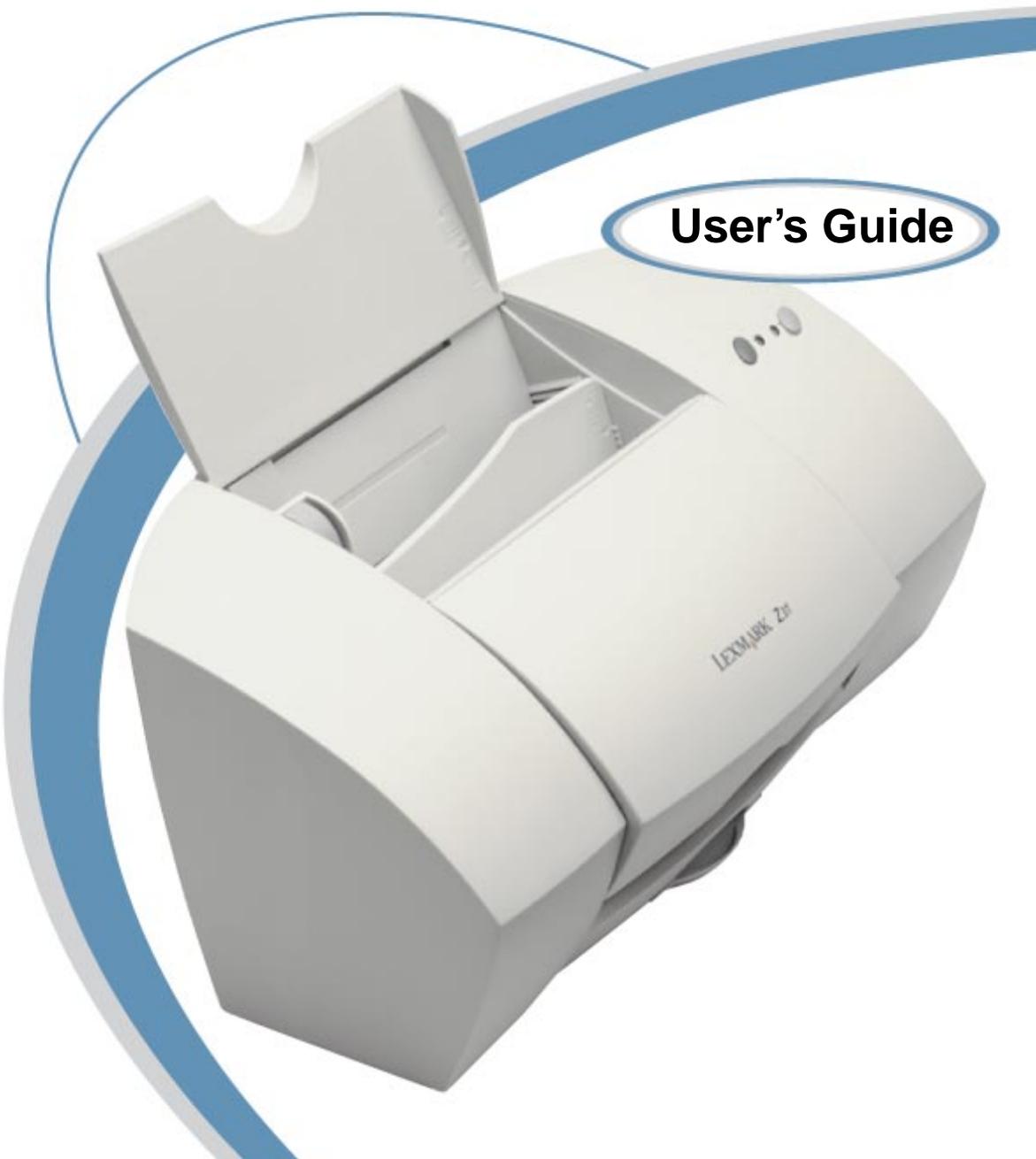


LEXMARK[™]

Z31

Color Jetprinter[™]



User's Guide

First Edition (February 1999)

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Understanding your printer

Chapter 1

Your printer is a general purpose color inkjet printer that provides high quality text and graphics.

For information about:	See page:
Using the parts of the printer	2
Using the buttons	5
Understanding the lights	6



Glossary

Inkjet

A non-impact printing technology that creates characters and graphics with programmed patterns of ink.



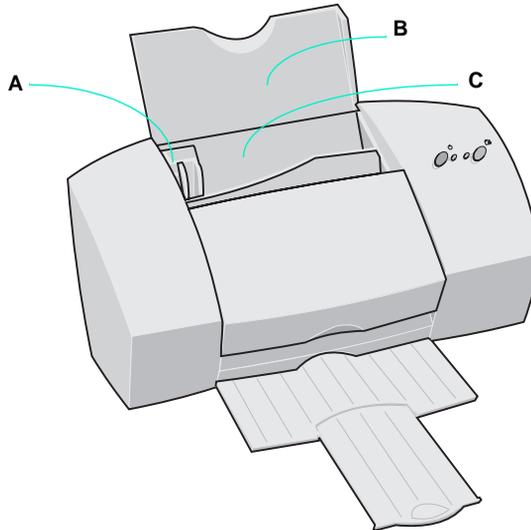
Quick Fix

Printer has missing or damaged parts

Contact your point of purchase.

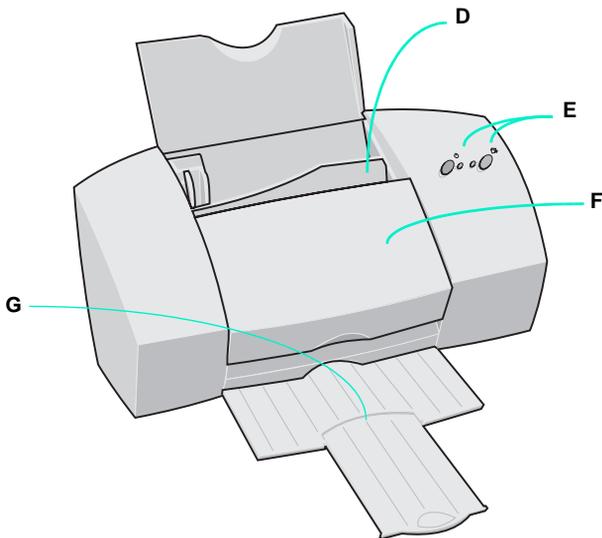
Using the parts of the printer

This illustration shows the front of the printer and its parts.



Use the:	When you want to:
A Paper guide	Make sure paper feeds correctly into the printer.
B Paper support	Keep paper and specialty media straight in the automatic feeder.
C Automatic feeder	Automatically load paper and specialty media. The automatic feeder holds up to: <ul style="list-style-type: none">• 100 sheets of paper• 10 transparencies• 25 sheets of photo paper or glossy film• 25 iron-on transfers• 25 sheets of labels• 10 envelopes, greeting cards, postcards, or index cards

Use the:	When you want to:
D Manual feeder	Manually load paper and specialty media one sheet at a time. You can also use the manual feeder when: <ul style="list-style-type: none"> You have one type of media already loaded in the automatic feeder, and you want to print one sheet of a different size or type. For example, you may have plain paper loaded in the automatic feeder, but you need to print an envelope or transparency. <ul style="list-style-type: none"> Paper feeds incorrectly from the automatic feeder.
E Buttons and lights	<ul style="list-style-type: none"> Check the printer status. Turn the printer on or off. Eject paper from the printer. For more information, see “Using the buttons” on page 5 and “Understanding the lights” on page 6.
F Front cover	<ul style="list-style-type: none"> Install or change print cartridges. Clear paper jams.
G Paper exit tray	Stack paper after printing.





Quick Fix

Communications problems

If you are not using the correct parallel cable or the cable is not securely connected, you may experience problems communicating with your printer.

If you get a “Parallel cable interface problems” error, or if your printer stops and starts during a print job, you can access help information from an application by clicking:

- 1 File.
- 2 Print, Print Setup, or Printer Setup.
- 3 The Properties, Options, or Setup button.
- 4 The Help button.
- 5 Help Topics.
- 6 Troubleshooting.
- 7 Bidirectional communications problems.

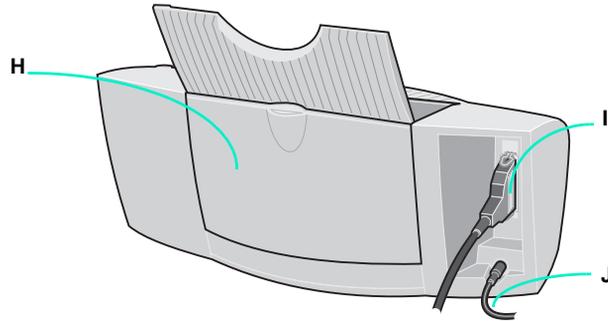


Glossary

Interface

A device such as a parallel cable that allows communication between the printer and the computer.

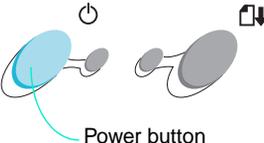
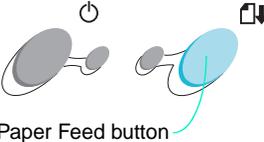
The following illustration shows the back parts of the printer:



Use the:	When you want to:
H Banner paper holder	Print on banner or continuous form paper.
I Parallel cable (not supplied)	Connect the printer to the computer for bidirectional communication. (For bidirectional communication, you must use an IEEE 1284 compliant cable.)
J Power supply	Supply power to the printer.

Using the buttons

Your printer has a Power button and a Paper Feed button.

Use the:	When you want to:
 <p>Power button</p>	Turn the printer on or off.
 <p>Paper Feed button</p>	<ul style="list-style-type: none">• Eject paper from the printer.• Advance a sheet of paper into the automatic sheet feeder when the printer has run out of paper during a print job.



Quick Fix

The Power light is on and the Paper Feed light is blinking

The printer may be out of paper or have a paper jam. Check your screen for any error messages.

If the printer is out of paper:

- 1 Load paper.
- 2 Press the Paper Feed button.

If the printer has a paper jam:

- 1 Press the Power button to turn the printer off.
- 2 Pull firmly on the paper to remove it. If you cannot reach the paper because it is too far inside the printer, raise the front cover and pull the paper out from the front of the printer.
- 3 Close the front cover.
- 4 Press the Power button to turn the printer back on.
- 5 Resend your document.

If the problem persists, you may be using the wrong cable or one that is damaged. For help, see “Bidirectional Communications problems” in the Printer Properties help. To access this from an application, click:

- 1 File.
- 2 Print (or Printer) Setup.
- 3 The Properties, Options, or Setup button.
- 4 The Help button.
- 5 Help Topics.
- 6 Troubleshooting.
- 7 Bidirectional communications problems.



Quick Fix

The Power light is blinking and the Paper Feed light blinks twice

The print cartridge carrier has stalled or you have a paper jam. Check your screen for any error messages.

If the print cartridge carrier has stalled:

- 1 Turn the printer off.
- 2 After waiting a few seconds, turn the printer back on.

If the printer has a paper jam:

- 1 Press the Power button to turn the printer off.
- 2 Pull firmly on the paper to remove it. If the paper is too far inside the printer, raise the front cover and pull the paper out from the front of the printer.
- 3 Close the front cover.
- 4 Press the Power button to turn the printer back on.
- 5 Resend your document.



Quick Fix

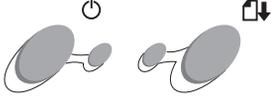
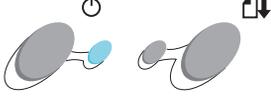
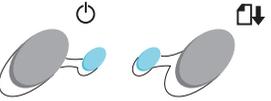
Both lights are on, but the printer is not printing

If your paper is loaded, your cable connections may not be secure.

- 1 Unplug the power supply from the electrical outlet.
- 2 Make sure all cable connections are secure.
- 3 Reconnect the power supply.

Understanding the lights

Your printer has a Power light and a Paper Feed light.

If your printer lights look like this:	Then the printer:
 <p>Both lights are Off</p>	Is Off .
 <p>Power light is On Paper Feed light is Off</p>	Is On and ready to print.
 <p>Both lights are On</p>	Is printing.
 <p>Power light is On Paper Feed light is blinking</p>	May be out of paper or have a paper jam. For help, see the “Quick Fix” topics on page 5.
 <p>Power light is blinking Paper Feed light blinks twice</p>	Has an error. For help, see the “Quick Fix” topics on this page.

Using the printer software

Chapter 2

This chapter describes how to use your printer software in Windows 95 and 98. For help using your printer software in Windows 3.1, 3.11 or NT 4.0, see the appendix, starting on page 41.

When you installed your printer, several software applications were installed on your computer. These applications allow you to perform printing tasks with the best printing results.

For information about using this application:	On this operating system:	See page:
Printer Properties	Windows 95, 98	8
Control Program	Windows 95, 98	11



Glossary

Software application

Any program loaded on your computer used to perform a specific task, such as a word processor, spreadsheet, or database.



Tip

To open the Printer Properties from a Windows application, click:

- 1 File.
- 2 Print, Print Setup, or Printer Setup.
- 3 The Properties, Options, or Setup button.



Glossary

Page orientation

Indicates the direction of print placement, and is identified as:

Portrait - The longer side of the paper is vertical.

Landscape - The longer side of the paper is horizontal.



Glossary

Reverse page order

Since printed pages emerge from the printer face up, this option allows you to print a document so that the first page is on top.



Glossary

Collate

Select this option when you are printing multiple copies of a document and want all the pages of one document to print before the next copy begins printing.

Using the Printer Properties

The Printer Properties includes several tabs. You can use the Paper and Document/Quality tabs to change your printer settings. **For information on opening the Printer Properties, see the “Tip” in the margin.**

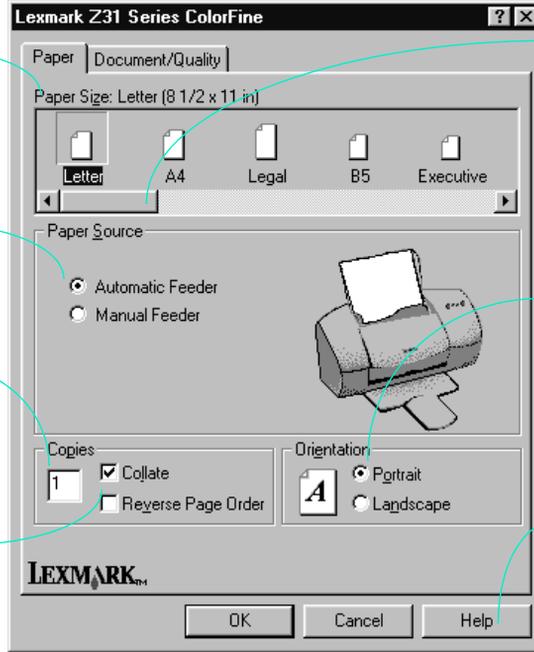
The Paper tab

Choose your paper size.

Choose automatic or manual feeder.

Choose the number of copies.

You may also collate or reverse page order.



Move the slide bar to the left or right to view more paper sizes.

Choose a page orientation.

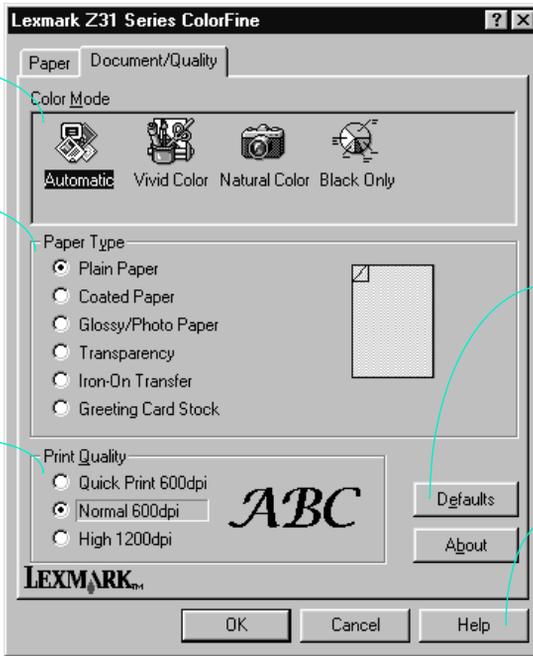
To learn more about printer setting options, click here.

The Document/Quality tab

Change the color mode here.

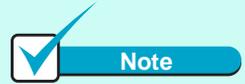
Use this section to tell the printer what type of paper you're using.

Adjust your print quality and print speed here.



You can also reset your software to factory defaults.

Click here if you need any additional help.



Note

Overrides

Some software applications may override the Paper Source, Paper Size, and Orientation settings in your printer software.



Glossary

Printer driver

A program that converts the data in a software application to a format used by the printer.



Quick Fix

Printer software settings not in effect

If the printer settings you chose in the printer software are not in effect, check the settings in the software application you are using.



Note

Windows 3.1 and 3.11

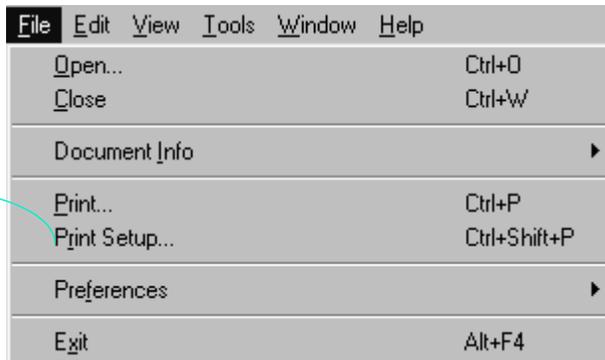
For information on opening the Printer Properties or using the Spool Manager from Windows 3.1 or 3.11, see the appendix.

Opening Printer Properties from an application

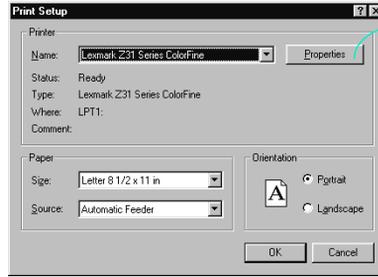
You can open the Printer Properties from almost any application. This allows you to change printer settings **ONLY** for the document you will be printing. To open the Printer Properties:

- 1 Open the application's File menu.
- 2 Select **Print**, **Print Setup** or **Printer Setup**. Your application may have a slightly different menu than the one shown below.

Click Print Setup



- 3 In the Print Setup dialog box, click the **Properties**, **Options**, or **Setup** button (depending on the application). Your application may have a slightly different dialog box than the one shown below.



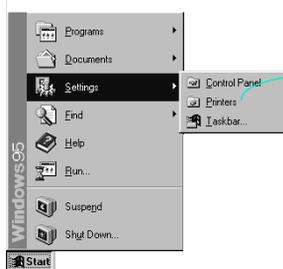
Click the **Properties** button.

- 4 Change settings as needed.

Opening Printer Properties from Windows

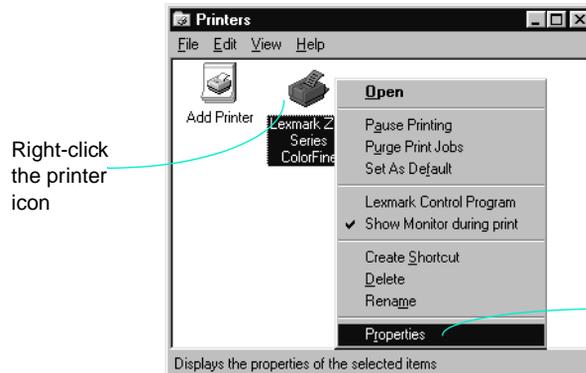
Opening the Printer Properties from the Windows 95 or 98 desktop allows you to make changes to your printer settings that will apply to **ALL** documents you print.

- 1 From the Start menu, select **Settings**, then select **Printers**.



Select **Printers**.

- 2 From the Printers folder, right-click the printer icon for your printer.



Right-click the printer icon

Select **Properties** from the sidebar menu.

- 3 Select **Properties** from the sidebar menu.

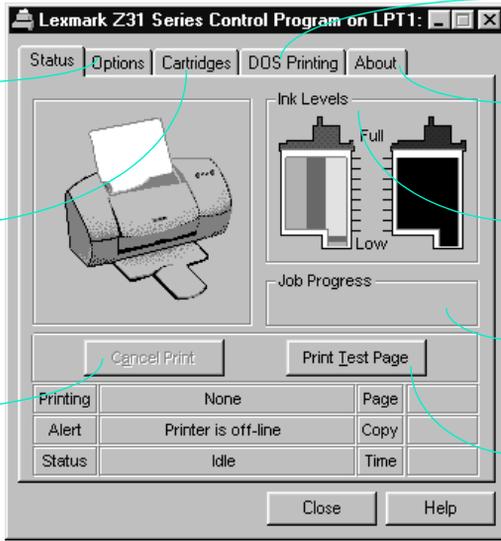
Using the Control Program

The Control Program includes five tabs: Status, Options, Cartridges, DOS Printing, and About. Each tab contains settings relating to the operation of your printer and its software.

Control when and how the Control Program appears.

Change or care for print cartridges.

Cancel a print job.



Change settings for DOS printing.

View information about the software.

View print cartridge ink levels.

Monitor document print status.

Print a test page.



Note

Windows 3.1 and 3.11

In Windows 3.1 or 3.11, the Control Program has a sixth tab for Windows printing. You can use this tab to open Printer Properties or Spool Manager.



Glossary

Run minimized

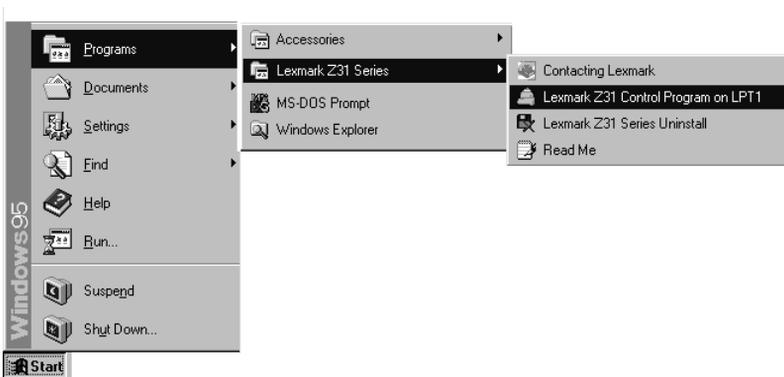
An option that allows the Control Program to run in the background rather than appearing on your screen each time you send a job to print.

To set the Control Program to run minimized:

- 1 Open the Control Program. (See instructions for opening the Control Program on this page.)
- 2 Click the Options tab.
- 3 Select Run Minimized.

Opening the Control Program

- 1 From the Start menu, click **Programs**.
- 2 Click **Lexmark Z31 Series**.
- 3 Click **Lexmark Z31 Control Program on LPTx**.



Note

Windows 3.1 and 3.11

See the appendix for information about opening the Control Program in Windows 3.1 or 3.11.

Printing on paper and other media

Chapter 3

Printing on plain paper

Printing with your Lexmark Z31 Color Jetprinter is as simple as:

One - Loading your print media

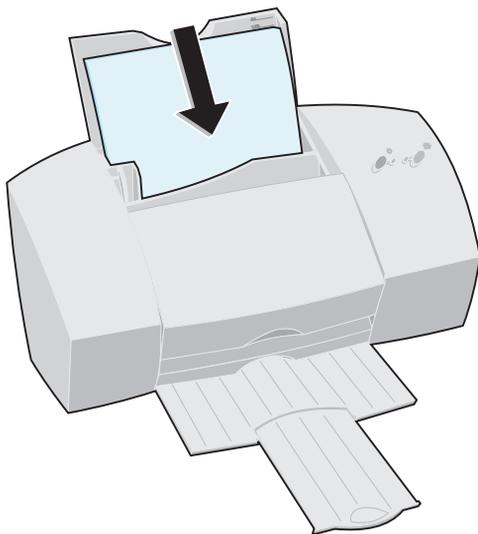
Two - Selecting printer settings

Three - Sending your document to print

Step One - Loading your print media

You can load up to 100 sheets of print media (depending on thickness and media type) into the printer. To load regular paper:

- 1 Place the paper against the right side of the automatic feeder, with the print side facing you.



Quick Fix

Automatic feeder loads multiple sheets at one time

- Make sure the paper is aligned against the right side of the automatic feeder.
- Make sure the media guide is against the left edge of the paper.



Quick Fix

Paper fails to feed

- 1 Align the paper against the right side of the automatic feeder.
- 2 Make sure no more than 100 sheets of plain paper are loaded in the automatic feeder.
- 3 Slide the paper guide against the left edge of the paper.
- 4 Raise the front cover.
- 5 Remove any obstructions from inside the printer.
- 6 Close the front cover.
- 7 Press the Paper Feed button.



Glossary

Print media

General term for anything you can print with your Lexmark Z31 Color Jetprinter®. This includes paper, envelopes, iron-on transfers, glossy or photo paper, cardstock, and transparencies.



Quick Fix

Paper jams

- 1 Press the Power button to turn the printer off.
- 2 Pull firmly on the paper to remove it. If you cannot reach the paper because it is too far inside the printer, raise the front cover and pull the paper out from the front of the printer.
- 3 Close the front cover.
- 4 Press the Power button to turn the printer on.
- 5 Resend your document.

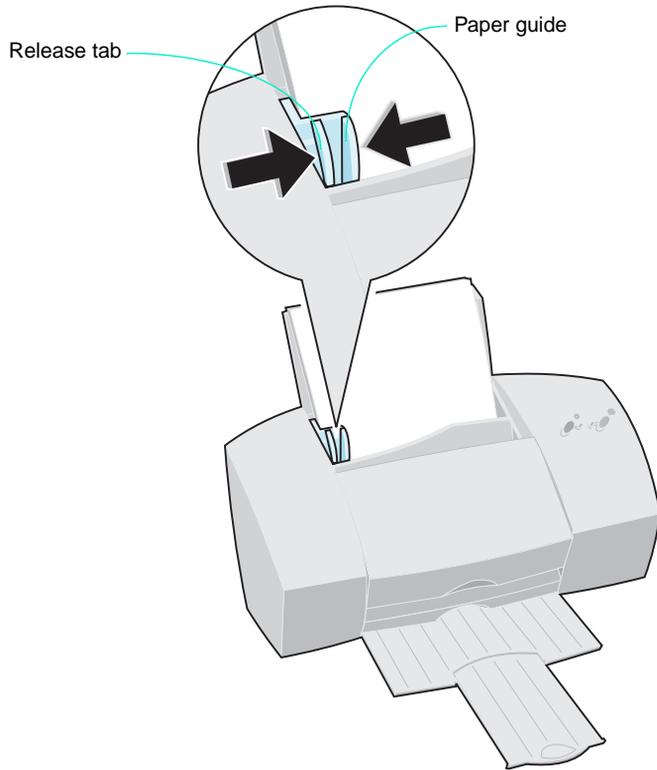


Tip

Printer settings

When you change the printer settings from your applications, the settings only apply to that document. To make your changes apply to all documents, see “Opening Printer Properties from Windows” on page 10.

- 2 Squeeze the release tab and the paper guide together and slide the paper guide to the edge of the paper.



Step Two - Selecting printer settings

If you are using plain, letter-sized paper, and you want normal print quality and speed, no adjustment to printer settings is necessary. The printer software is already set for this type of document.

To change paper size or to print on specialty media (such as photo paper, transparencies, or iron-on transfers) adjust the printer settings for maximum performance.

To check your printer settings each time you print:

- 1 Open your application's **File** menu.
- 2 Choose **Print**, **Print Setup** or **Printer Setup**.
- 3 In the Printer Setup dialog box, click the **Properties**, **Options**, or **Setup** button (depending on the application).
- 4 Change setting(s) as needed.

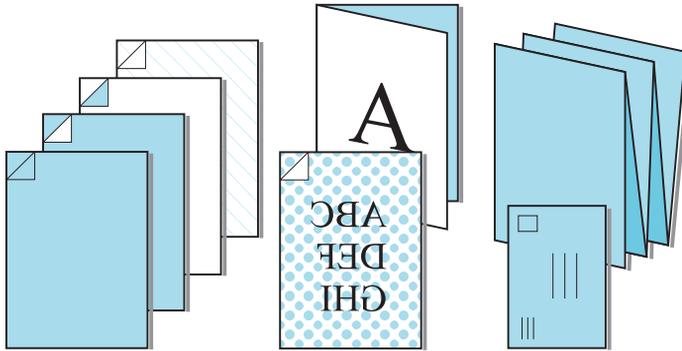
Step Three - Sending a document to print

To print your document:

- 1 Open your application's **File** menu.
- 2 Choose **Print**.
- 3 When the **Print Document** dialog box appears, click the **Print** button.

Printing on specialty media

In addition to printing on regular paper, you can also print on a variety of specialty media, such as envelopes, photo paper, transparencies, iron-on transfers, and greeting cards.



Here's where you'll find step-by-step information for your specialized printing needs:

For information about printing:	See page:
Transparencies	16
Envelopes, index cards, or postcards	17
On customized paper sizes	18
Greeting cards	20
Iron-on transfers	21
Banners	22
Photos	24
Specialty media from the manual feeder	28



Glossary

Specialty media

Print media that, because of size or type, requires temporary modification to your printer settings. This would include, for example, envelopes, glossy/photo paper, and banner paper.



Supplies

Transparencies

(50 - pack)

- A4 - P/N 12A0808
- Letter - P/N 12A0807



Quick Fix

Transparencies stick together

To keep transparencies from sticking together:

- Remove each transparency as it exits the printer and allow it to dry before stacking.
- Use a transparency designed for an inkjet printer.
- Make sure the print side faces up.



Tip

To open the Printer Properties, click:

- 1 File.
- 2 Print, Print Setup or Printer Setup.
- 3 The Properties, Options or Setup button.



Quick Fix

Solid black areas contain white streaks

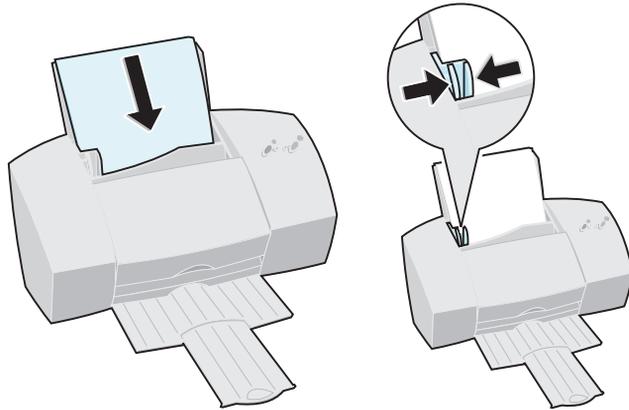
- Try using a different fill pattern in your software application.
- Open Printer Properties and select High 1200dpi from the Document/Quality tab.

Printing transparencies

- 1 Load up to 25 transparencies against the right side of the automatic feeder.

Insert transparencies with the print side facing up (the removable stripe away from you and pointing down).

Squeeze the release tab and the media guide together, and slide the media guide to the edge of the transparencies.



- 2 Customize the Printer Properties for printing transparencies. **For instructions on opening the Printer Properties, see the “Tip” in the margin.**

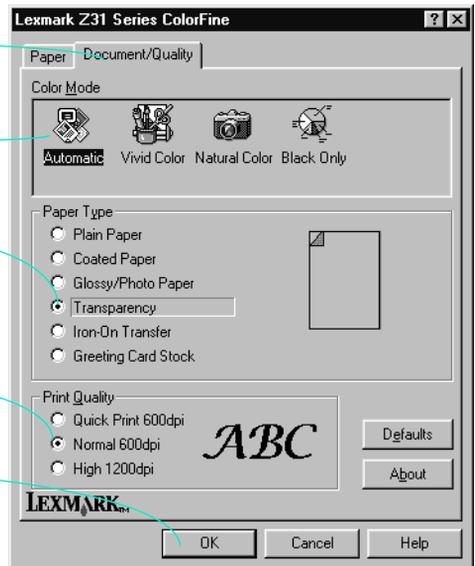
Click the **Document/Quality** tab.

Select **Automatic**.

Select **Transparency**.

Select **Normal 600dpi**.

Click **OK**.



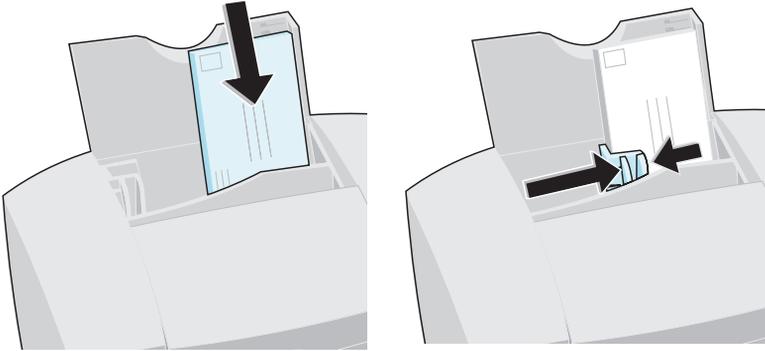
- 3 Print your transparencies.

Printing envelopes or card stock

- 1 Load up to 10 envelopes, index cards, or postcards vertically against the right side of the automatic feeder.

Insert the envelopes, index cards, or postcards with print side facing you and stamp location in the upper left corner.

Squeeze the release tab and the media guide together, and slide the media guide to the edge of the envelopes, index cards, or postcards.



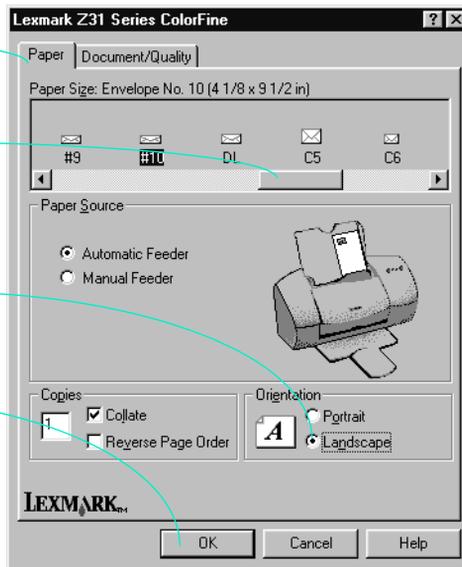
- 2 Customize the Printer Properties for printing envelopes or card stock. **For information on opening the Printer Properties, see the “Tip” in the margin.**

Click the **Paper** tab.

Use the scroll bar to select correct envelope or card size.

Select **Landscape** when printing envelopes.

Click **OK**.



- 3 Print your envelopes, index cards, or postcards.



DOS Printing

When printing envelopes from a DOS application, the recommended envelope orientation is reversed. In DOS, the envelope should be positioned so that the stamp is in the lower right corner.



Envelope settings

For best print quality near envelope edges, use these minimum margin settings in your application for all envelope sizes:

- Set the **left and top margins** to at least 1.7mm (0.067 in.) each.
- Set the **right margin** to at least 19.05mm (0.75 in.).
- Set the **bottom margin** to at least 3.4mm (0.134 in.).



To open the Printer Properties, click:

- 1 File.
- 2 Print, Print Setup or Printer Setup.
- 3 The Properties, Options, or Setup button.



Tip

Printing near paper edges

For the best print quality near paper edges, use these minimum margin settings in your application:

- Set the **left and right margin** settings to at least 6.35mm (0.25 in.) each for all paper sizes except A4.
- For A4 paper sizes, set the **left and right margin** settings to at least 3.37mm (0.133 in.) each.
- Set the **top margin** to at least 1.7mm (0.067 in.).
- Set the **bottom margin** for all paper sizes to 12.7mm (0.5 in.) for black printing and 19.5mm (0.75 in.) for color printing.



Tip

Paper dimensions

You can use any paper size that fits within these dimensions:

Width

76.2 mm - 215.9 mm

3.0 inches - 8.5 inches

Height

127.0 mm - 431.8 mm

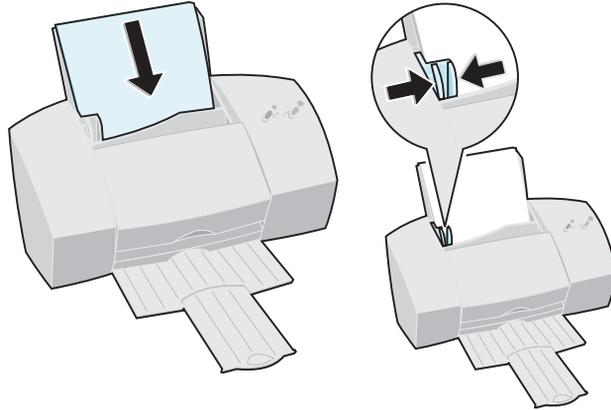
5.0 inches - 17.0 inches

Printing on customized paper sizes

- 1 Load up to 25 sheets of specialty media or up to 100 sheets of plain paper against the right side of the automatic feeder.

Load the specialty media or plain paper with the print side facing you.

Squeeze the release tab and the paper guide together, and slide the paper guide to the edge of the paper.



2 Customize the Printer Properties for printing special paper sizes. For information on opening the Printer Properties, see the “Tip” in the margin.



To open Printer Properties, click:

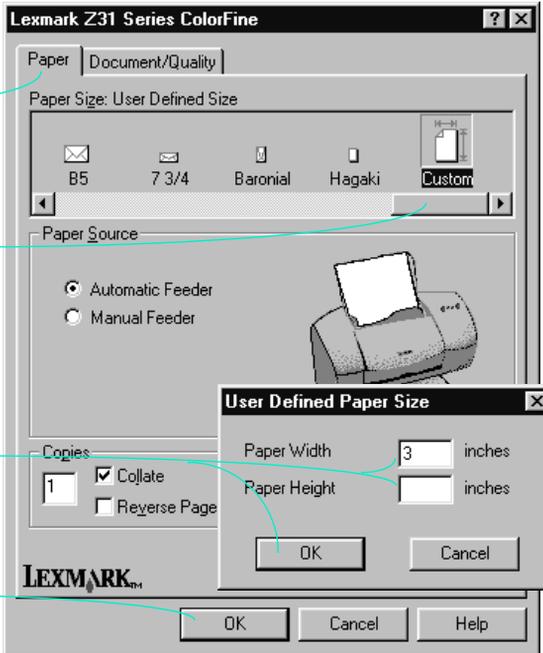
- 1 File.
- 2 Print, Print Setup, or Printer Setup.
- 3 The Properties, Options, or Setup button.



Letter/A4

Letter size refers to a sheet of paper measuring 216mm x 279.4mm (8.5 in. x 11 in.).

A4 is a standard paper size and refers to a sheet of paper measuring 210mm x 297mm (8.25 in. x 11.7 in.).



The screenshot shows the 'Lexmark Z31 Series ColorFine' printer properties dialog box. The 'Paper' tab is selected, showing 'Paper Size: User Defined Size' and a scrollable list of paper sizes including B5, 7 3/4, Baronial, Hagaki, and Custom. The 'Paper Source' section has 'Automatic Feeder' selected. A 'User Defined Paper Size' dialog box is open, showing 'Paper Width' set to 3 inches and 'Paper Height' set to an empty field. The 'Copies' section shows 1 copy, with 'Collate' checked and 'Reverse Page' unchecked. The 'OK' button is highlighted at the bottom of the main dialog box.

Click the **Paper** tab.

Use the scroll bar to select **Custom** paper size.

Enter the dimensions for the paper size you are using and click **OK**.

Click **OK**.

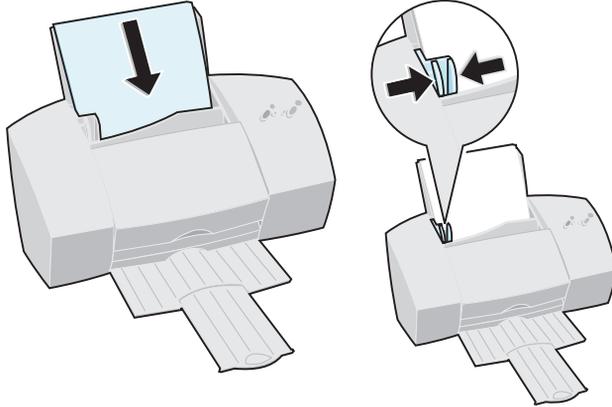
3 Print your customized document.

Printing greeting cards

- 1 Load up to 10 greeting cards against the right side of the automatic feeder.

Insert greeting cards with the print side facing you.

Squeeze the release tab and the paper guide together, and slide the paper guide to the edge of the greeting cards.



Tip

To open the Printer Properties, click:

- 1 File.
- 2 Print, Print Setup, or Printer Setup.
- 3 The Properties, Options, or Setup button.



Note

Software settings override

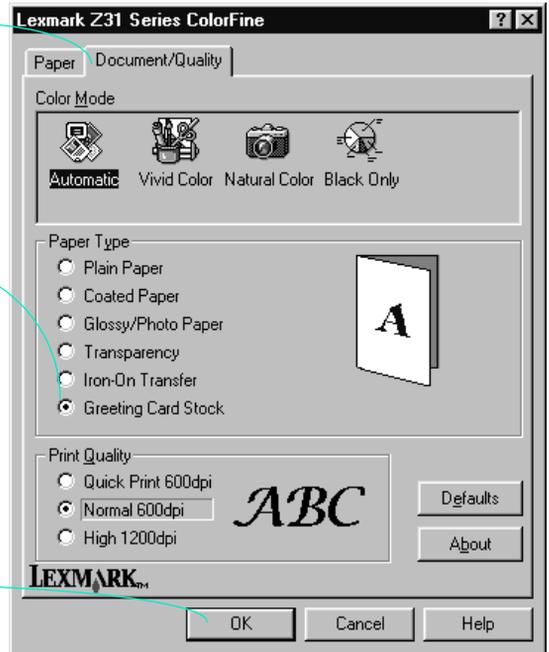
The settings in your greeting card application may override the printer software settings. Check the documentation that came with your application for more information.

- 2 Customize the Printer Properties to print greeting cards. **For information on opening Printer Properties, see the “Tip” in the margin.**

Click the **Document/Quality** tab.

Select **Greeting Card Stock**.

Click **OK**.



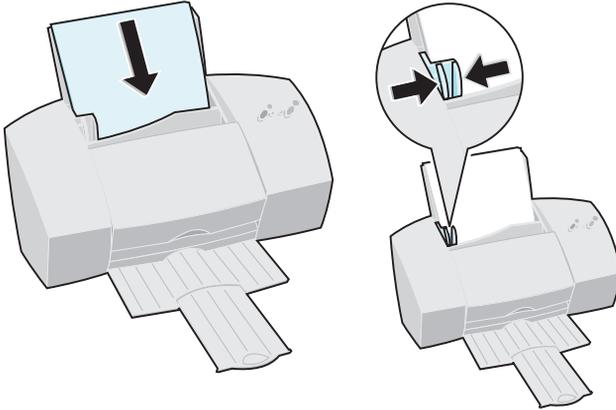
- 3 Print your greeting card.

Printing iron-on transfers

1 Load up to 10 transfers against the right side of the automatic feeder.

Insert the iron-on transfers with the print side facing you (blank side facing up).

Squeeze the release tab and the paper guide together, and slide the paper guide to the edge of the iron-on transfers.

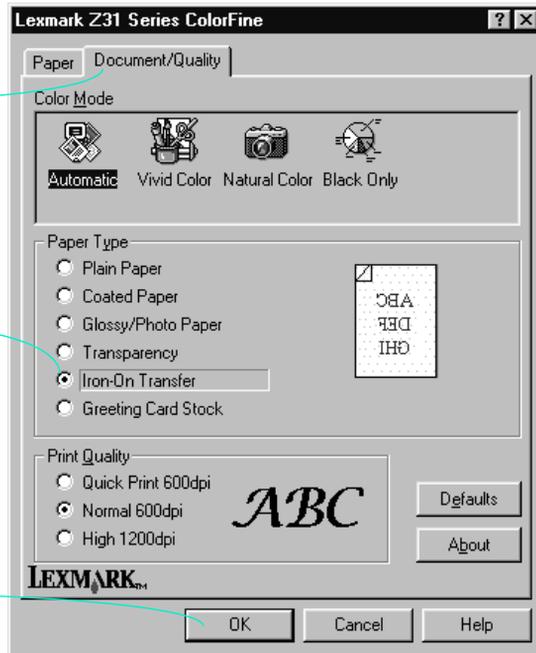


2 Customize the Printer Properties to print iron-on transfers. For information on opening Printer Properties, see the “Tip” in the margin.

Click the **Document/Quality** tab.

Select **Iron-On Transfer**.

Click **OK**.



3 Print your iron-on transfer.



Supplies

Iron-on transfers

(10-pack)

A4 - P/N 1402519

Available in Europe only.



Tip

Print a sample first

Many software applications create iron-on transfers differently. We recommend printing a sample on plain paper before printing it on an iron-on transfer. When the document prints to your satisfaction, load the iron-on transfer(s) into the automatic feeder.



Tip

To open the Printer Properties, click:

- 1 File.
- 2 Print, Print Setup or Printer Setup.
- 3 The Properties, Options, or Setup button.



Note

Image reversal

Some software applications allow you to reverse the image you intend to print. Since your printer driver automatically reverses the image when printing iron-on transfers, you do not need to select this option in your application.



Tip

Inkjet banner paper

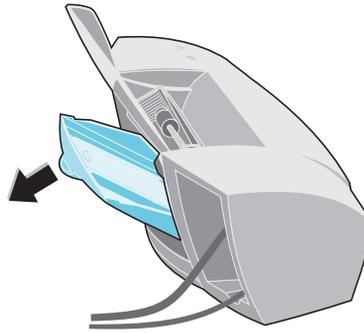
Use banner paper recommended for inkjets. We do not recommend using the type of continuous form paper intended for dot matrix printers. This kind of continuous form paper is designed for use with a different kind of ink.

Printing banners

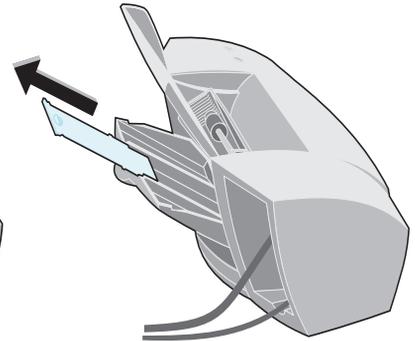


- 1 Remove any paper from the automatic feeder.
- 2 Load the number of sheets required to print your banner (up to 20).

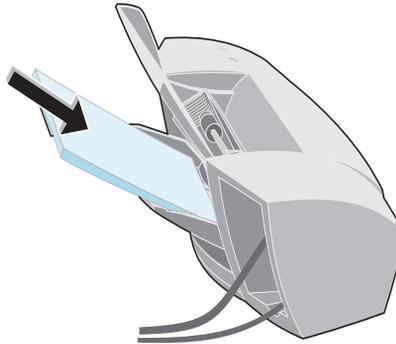
a Open the banner paper holder on the back of the printer.



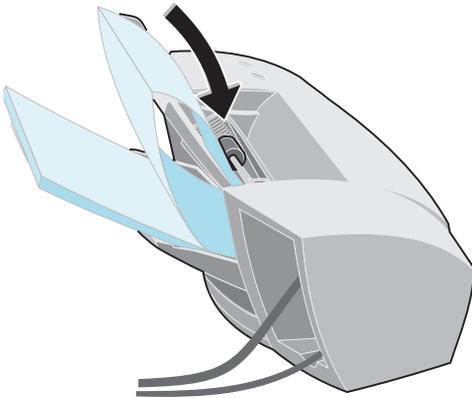
b Pull the banner paper support up.



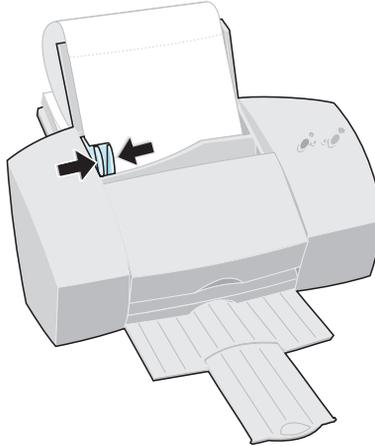
c Insert banner paper into the banner paper holder.



d Insert the unattached edge of the first page into the automatic feeder.



e Squeeze the release tab and the paper guide together and slide the paper guide to the edge of the banner.



3 Customize the Printer Properties for printing banners. For information on opening the Printer Properties, see the “Tip” in the margin.

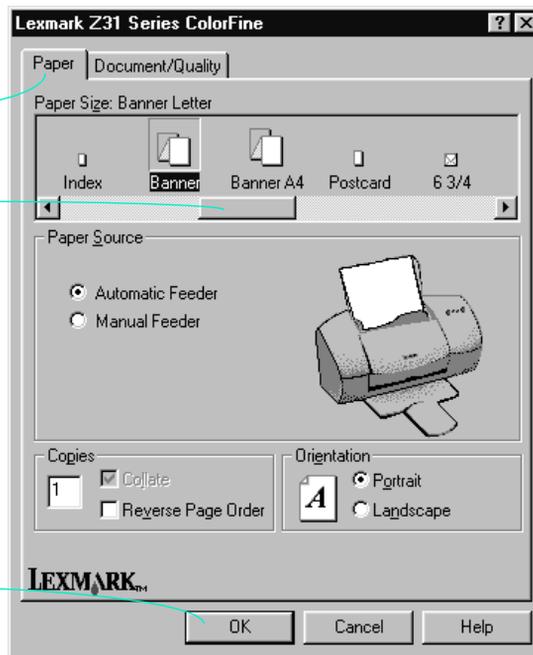


Tip

Click the **Paper** tab.

Use the scroll bar to select **Banner** or **Banner A4** paper size.

Click **OK**.



4 Print your banner.

To open the Printer Properties, click:

- 1 File.
- 2 Print, Print Setup, or Printer Setup.
- 3 The Properties, Options, or Setup button.



Tip

Removing extra banner paper

If you loaded more paper than you needed:

- 1 Tear off your banner.
- 2 Press the Paper Feed button to remove extra paper from the automatic feeder.



Supplies

Photo paper

(20 - pack)

- A4 - P/N 1372208
- Letter - P/N 1372481
- 4 x 6 - P/N 12A0099



Quick Fix

Photo papers stick together

- Use a glossy/photo paper designed for an inkjet printer.
- Remove each sheet of glossy/photo paper as it exits the printer.



Quick Fix

White streaks appear in photos

Clean the print cartridge nozzles. For help, see “Cleaning print nozzles” on page 35.



Quick Fix

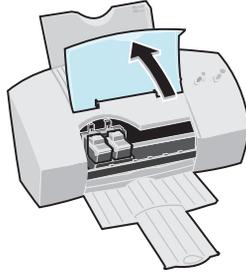
Printer appears to be printing, but nothing appears on the page

Remove sticker and tape from the gold contact area of the cartridge.

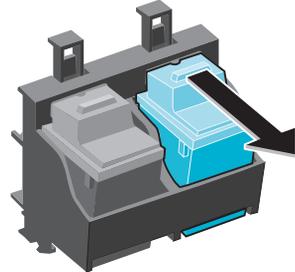
Printing photos

1 To print high-quality photos, you will need to replace the black cartridge in your printer with a photo cartridge.

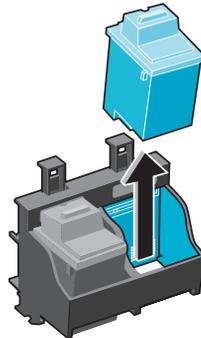
- a** Raise the front cover. The print cartridge carrier moves to the loading position (unless printer is busy).



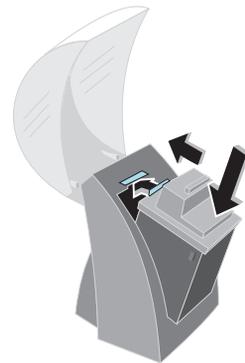
- b** Snap the black cartridge out of place.



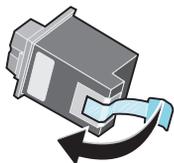
- c** Remove the black cartridge from the cartridge carrier.



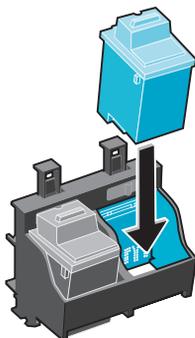
- d** Store the black cartridge temporarily in the print cartridge storage unit that came with your photo cartridge.



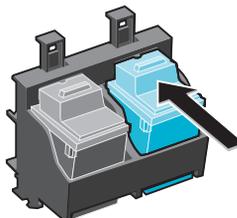
e Remove the sticker and tape covering the gold contact area of the photo print cartridge.



f Insert the photo cartridge.



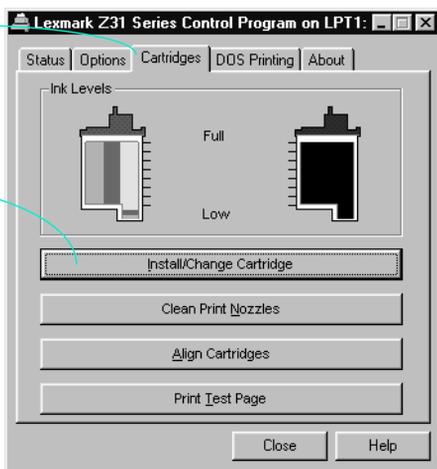
g Snap the photo cartridge into place.



2 Complete the cartridge installation by updating the control program.
For information on opening the Control Program, see the “Tip” in the margin.

Click the **Cartridges** tab.

Click **Install/Change Cartridge**.



- 3** Follow the instructions on the Change Cartridge screen to install a new or an old photo cartridge.
- 4** If your printer software prompts you to align your cartridges, insert a sheet of plain paper into the automatic feeder and follow the instructions on your screen.



Warning

Cartridge handling

Do NOT touch the gold contact area on the print cartridge! Microscopic particles may clog the print nozzles.



Supplies

Photo cartridge

P/N 12A1990



Tip

To open the Control Program, click:

- 1** Start.
- 2** Programs.
- 3** Lexmark Z31 Series.
- 4** Lexmark Z31 Control Program on LPTx.



Tip

Photo paper

Although you can use plain paper to print photos, for the best print quality, we recommend using photo paper designed for inkjet printers.



Tip

4x6 photo paper

If you're printing on 4x6 photo cards, you will need to insert the cards into the printer vertically. For help, see "Printing envelopes or card stock" on page 17.



Tip

Allow photos to dry

Remove each sheet as it exits the printer and allow it to dry before stacking.



Tip

To open the Printer Properties from a Windows application, click:

- 1 File.
- 2 Print, Print Setup, or Printer Setup.
- 3 The Properties, Options, or Setup button.



Tip

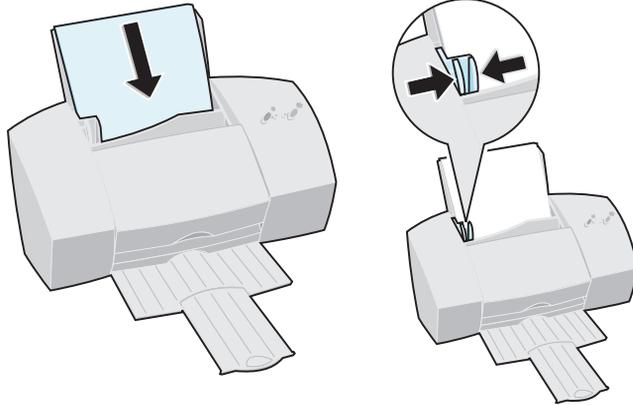
After printing photos

For best results, remember to replace the photo cartridge with a black cartridge before you print text files. For help, see "Installing or changing a print cartridge" on page 30.

5 Place up to 25 sheets of photo paper against the right side of the automatic feeder.

Insert the photo paper with the print side facing you.

Squeeze the release tab and the paper guide together, and slide the paper guide to the edge of the photo paper.



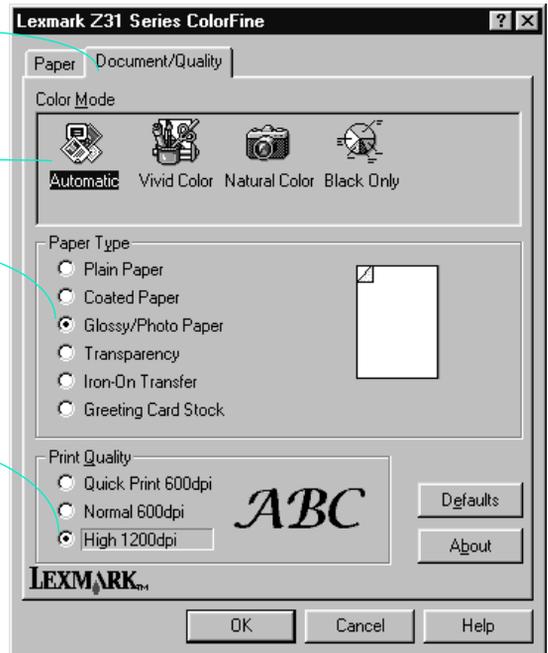
6 Customize the Printer Properties for printing photos. For information on opening the Printer Properties, see the "Tip" in the margin.

Click the **Document/Quality** tab.

Select **Automatic**.

Select **Glossy/Photo Paper**.

Select **High 1200dpi**.

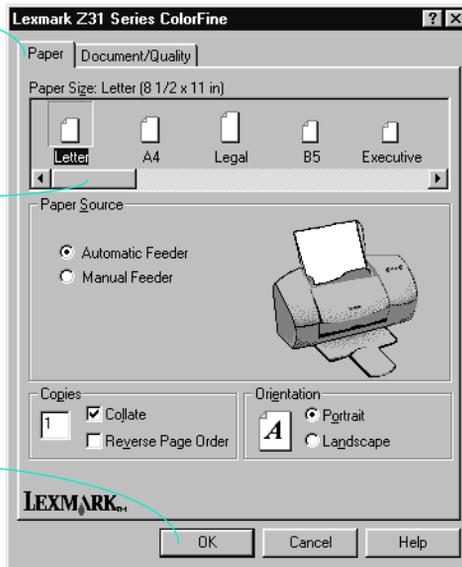


- 7** Click the paper tab and use the scroll bar to select the correct size of photo paper. **For information on opening the Printer Properties, see the “Tip” in the margin.**

Click the **Paper** tab.

Use the scroll bar to select the correct size of photo paper.

Click **OK**.



- 8** Print your photo.

Replace the photo cartridge with the black cartridge before you print text files. For help, see “Installing or Changing a Print Cartridge” on page 30.



Tip

To open the Printer Properties from a Windows application, click:

- 1 File.
- 2 Print, Print Setup, or Printer Setup.
- 3 The Properties, Options, or Setup button.



Quick Fix

Printer prints slowly

- Decrease the print quality.
- If you are printing a text document, make sure you are using a black print cartridge and not a photo cartridge.
- Consider purchasing more memory (RAM) for your computer.
- Check the document you are printing. If you are using several graphics, it may take longer to print than regular text.



Specialty media

Print media that, because of size or type, requires temporary modification to your printer settings. This would include, for example, envelopes, glossy/photo paper, and banner paper.



Tip

Load envelopes or card stock

Load an envelope or card stock **vertically** against the right side of the manual feeder.

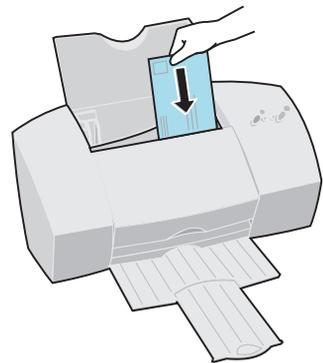
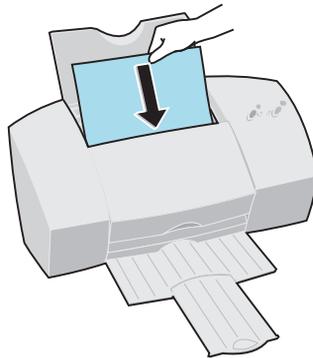
Printing specialty media from the manual feeder

You can load only **one** sheet of specialty media into the manual feeder. To load specialty media:

- 1 Place the specialty media against the right side of the manual feeder, with the print side facing you.

When printing large media, load one sheet at a time, making sure your paper rests against the right side of the manual feeder.

When printing envelopes or card stock, make sure your envelope or card is inserted vertically as shown, and rests against the right side of the manual feeder.



- 2 Push the specialty media down until the printer automatically loads it.

Caring for your print cartridges

Chapter 4

This chapter describes how to install, replace, and care for your print cartridges.

For information about:	See page:
Installing or replacing print cartridges	30
Removing a print cartridge from the printer	30
Installing or changing a print cartridge	30
Completing the cartridge installation	31
Improving print quality	32
Aligning print cartridges	32
Cleaning print nozzles	35
Wiping print nozzles and contacts	37
Cleaning print cartridge carrier contacts	39
Preserving print cartridges	40



Glossary

Print cartridge

The ink reservoir and printhead unit.



Supplies

Black cartridge

- Standard yield
P/N 12A1970
- High yield
P/N 12A1975

Color cartridge

- Standard yield
P/N 12A1980
- High yield
P/N 12A1985

Photo cartridge

P/N 12A1990



Note

Storing an extra print cartridge

Use the print cartridge storage unit that came with your photo cartridge to keep your extra print cartridge fresh when you are not using it.



Note

Cartridge disposal

Do not shake a used print cartridge. The remaining ink can leak. Before discarding the used print cartridge, place it in a leak-proof bag.

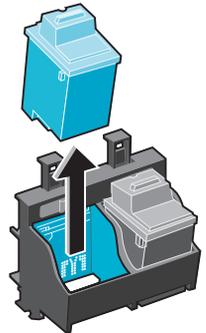
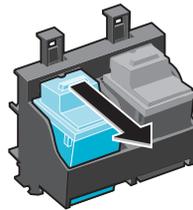
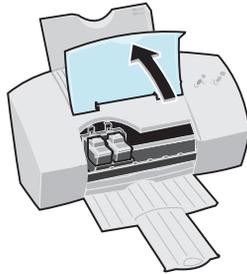
Installing or replacing print cartridges

If you are replacing a print cartridge, begin with “Removing a print cartridge from the printer.”

If you are installing a print cartridge for the first time, see “Installing or changing a print cartridge.”

Removing a print cartridge from the printer

- 1 Make sure the Power light is on.
- 2 If you need to remove a print cartridge before you install a different one, follow these steps:
 - a Raise the front cover. The print cartridge carrier moves to the loading position unless the printer is busy.
 - b Pull the handle of the print cartridge you are replacing toward you until you hear a **snap**.
 - c Remove the print cartridge by lifting it up and out of the printer.



- 3 Store or dispose of the print cartridge you remove.
- 4 Continue with “Installing or changing a print cartridge.”

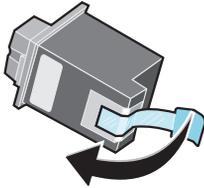
Installing or changing a print cartridge

For the best print quality, you must install the print cartridge in the printer *and* update the printer software to reflect the changes you made.

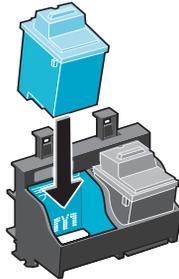
If necessary, follow the steps for “Removing a print cartridge from the printer” on page 30 before proceeding.

1 To install the cartridge in the printer:

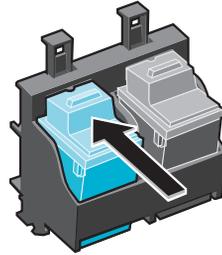
a If you are installing a new cartridge, remove the sticker and tape covering the gold contact area of the print cartridge.



b Insert the replacement print cartridge into the print cartridge carrier.



c Push **back** firmly on the cartridge until it **snaps** securely into place.



2 Close the front cover.

3 **IMPORTANT:** Continue with “Completing the cartridge installation.”

Completing the cartridge installation

To complete your cartridge installation, you must update your printer software by indicating the cartridge change you made in the printer. Updating the printer software ensures the best print quality and an updated ink level image in the Control Program.



Warning

Cartridge Handling

Do NOT touch the gold contact area on the print cartridge. Microscopic particles may clog the print nozzle.



Quick Fix

Print cartridge is loose

If the print cartridge seems loose and moves freely in its carrier, it is not locked into place. Make sure the cartridge snaps into place and is properly secured.



Note

Ink Low message

If the Ink Low message appears, you may want to install a new print cartridge to avoid diminished print quality during a printing job.



Tip

To open the Control Program, click:

- 1 Start.
- 2 Programs.
- 3 Lexmark Z31 Series.
- 4 Lexmark Z31 Control Program on LPTx.



Tip

Text printing

For normal text printing, make sure you have a black cartridge installed instead of a photo cartridge.



Tip

Ink levels

To view ink levels, check the Cartridges tab. The ink level image shows you how much ink is left in your print cartridges.



Tip

Cartridges in correct positions?

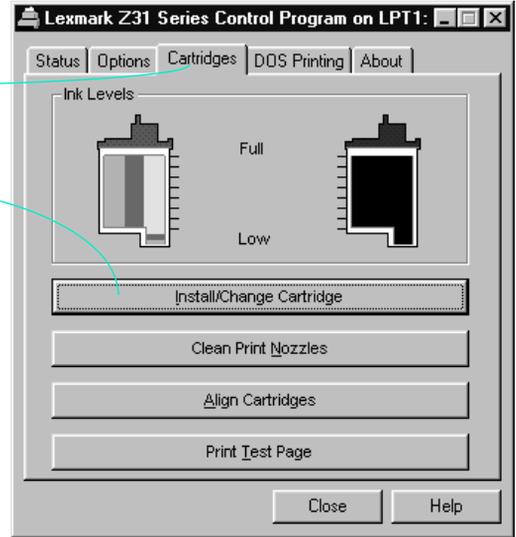
Make sure your print cartridges are in their correct positions and snapped into place. The black cartridge goes in the right carrier position and the color cartridge goes in the left.

To complete the cartridge installation:

- 1 Use the Control Program to update the printer software. For information on opening the Control Program, see the “Tip” in the margin.

Click the **Cartridges** tab.

Click **Install/Change Cartridge**.



- 2 Follow the instructions on the Change Cartridge screen to install a new standard or high yield cartridge or an old cartridge.

Make sure the print cartridges are installed correctly. For help, see “Installing or changing a print cartridge” on page 30.

- 3 If you installed a new print cartridge, align the print cartridges for the best print quality. For help, see “Aligning print cartridges.”

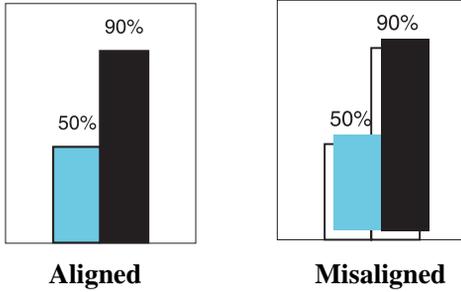
Improving print quality

You can improve print quality through periodic cartridge maintenance. A simple cartridge alignment may improve your print quality. However, if your printer still is not printing to your satisfaction, you may need to clean the print nozzles.

Aligning print cartridges

Normally, you only align the print cartridges after you have installed a new print cartridge. However, if the black portions of a graphic or text do not align properly with the color portions, you need to realign the print cartridges.

The following illustrations show a sample result of aligned and misaligned print cartridges:



Cartridge alignment

Align the print cartridges when:

- Characters are not aligned correctly at left margin.
- The black portions of a graphic or text do not align properly with the color portions.
- Vertical lines appear “wavy.”



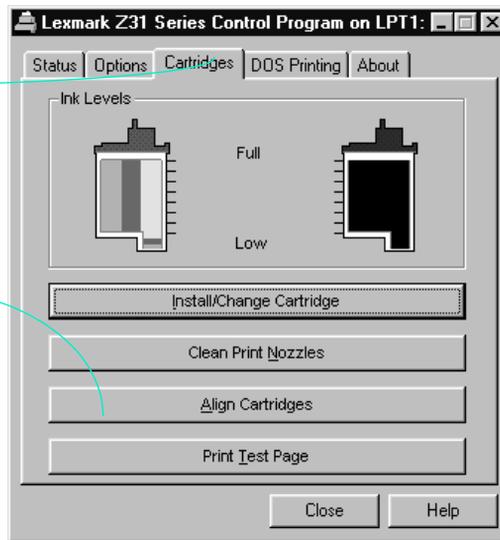
To open the Control Program, click:

- 1 Start.
- 2 Programs.
- 3 Lexmark Z31 Series.
- 4 Lexmark Z31 Control Program on LPTx.

1 Use the Control Program to begin alignment. **For information on opening the Control Program, see the “Tip” in the margin.**

Click the **Cartridges** tab.

Select the **Align Cartridges** button.





Note

Alignment page

The alignment page that you print may look different from the example shown here.



Tip

Print quality suggestions

- Make sure you are using a paper designed especially for inkjet printing.
- If you are using specialty media, make sure the print side is facing you.



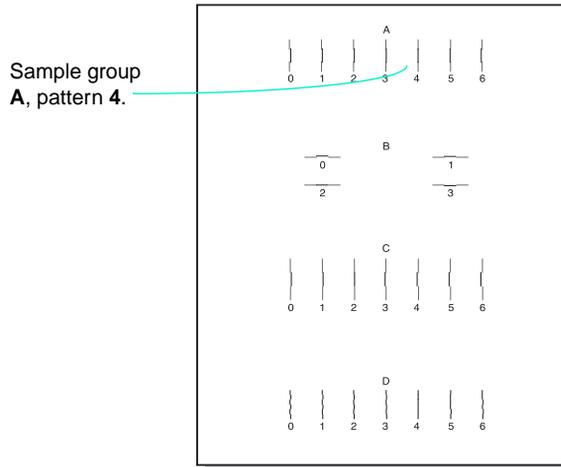
Quick Fix

If print is smudged or too dark:

- Make sure the Paper Type setting in the printer software matches the paper type loaded in the printer.
- Make sure the paper is straight and in good condition.
- Let the ink dry before handling the paper.
- Clean the print cartridge nozzles. For help, see “Cleaning print nozzles” on page 35.

The Align Cartridge dialog box appears on your screen. Depending on the cartridge combination you have installed in your printer, a test page with one or more alignment patterns is printed. Each pattern has a number under it.

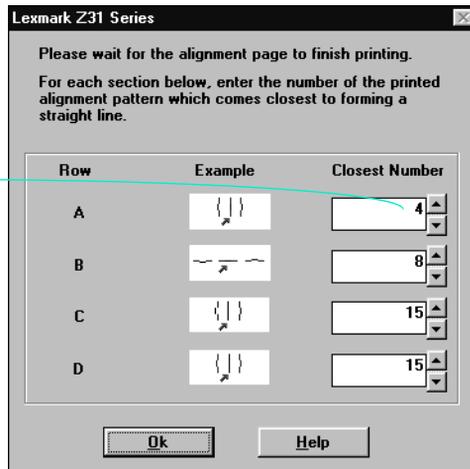
The test page looks similar to the one shown:



- 2 From each alignment group on the test page, locate the number under the alignment pattern that comes closest to forming a perfectly straight line.

For example, select **4** from Group **A**, since it comes closest to forming a straight line.

- 3 In the Align Cartridges dialog box, enter the numbers from the printed test page of the appropriate alignment settings.



For example, select **4** from **A** Horizontal.

- 4 After you have entered a number for all of the patterns, click **OK**.

Cleaning print nozzles

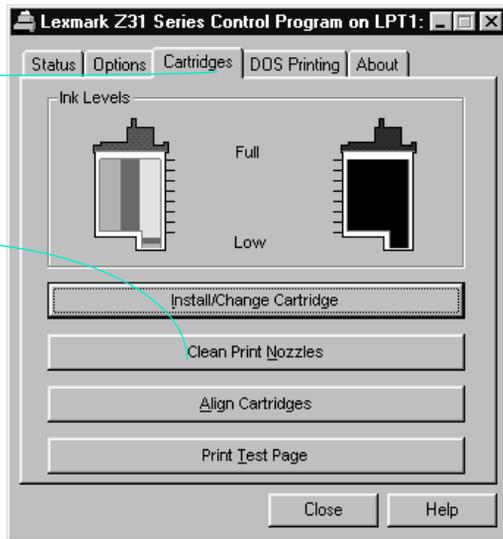
The print cartridge nozzle test helps you pinpoint any clogged nozzles. The nozzle test also cleans the print cartridge by cleaning the nozzles. A test line prints so you can see if the cleaning process was successful.

Clean the print nozzles when you suspect the nozzles are clogged or when characters are not printing completely.

- 1 Make sure plain paper is loaded in the printer.
- 2 Use the Control Program to run the nozzle test. **For information on opening the Control Program, see the “Tip” in the margin.**

Click the **Cartridges** tab.

Click the **Clean Print Nozzles** button.

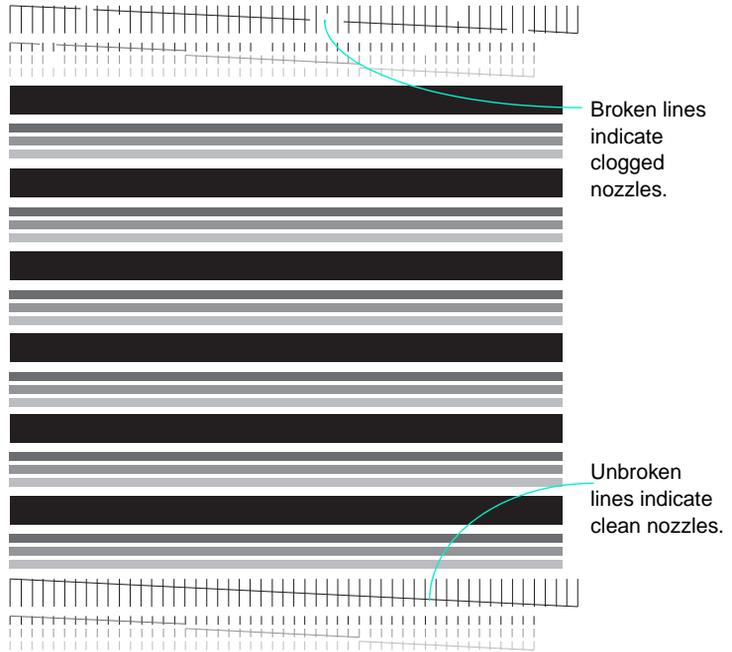


Tip

To open the Control Program, click:

- 1 Start.
- 2 Programs.
- 3 Lexmark Z31 Series.
- 4 Lexmark Z31 Control Program on LPTx.

The printer feeds a sheet of paper and prints a nozzle test pattern, similar to the one shown:



Note

Clean the print nozzles when:

- Characters are not printing completely.
- Characters print with white lines.
- White dashes appear in graphics.
- Print is smudged or too dark.



Quick Fix

Poor print quality

Make sure you have installed your cartridges in their appropriate positions. The black cartridge goes in the right carrier position and the color cartridge goes in the left.

- 3 Examine the test pattern.
- 4 Compare the diagonal lines above the printed bars to the diagonal lines below the printed bars.

Look for breaks in the diagonal lines above the printed bars. Broken lines indicate clogged nozzles.

- If the bottom line still has breaks, run the test two more times. If the print quality is satisfactory after running the test three times, the print nozzles are clean. You do not need to complete the remaining steps.
- If the print quality of both lines is not satisfactory after running the test three times, go to step 5.

5 Remove and reinstall the print cartridge.

6 Repeat the nozzle test.

7 If the lines are still broken, wipe the print cartridge nozzles. For help, see “Wiping print nozzles and contacts” on page 37.

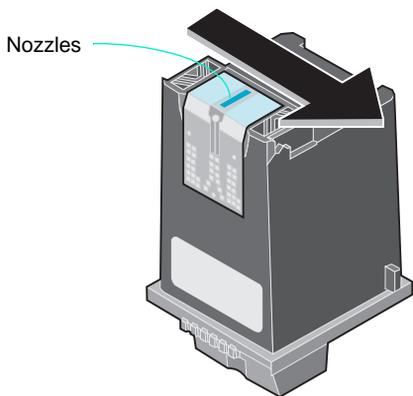
Wiping print nozzles and contacts

If print quality does not improve after cleaning the print nozzles (see “Cleaning print nozzles” on page 35), the problem may be caused by dried ink on the print cartridge nozzles.

1 Wipe the print cartridge nozzles:

- a** Remove the print cartridge from the printer. For help, see “Removing a print cartridge from the printer” on page 30.
- b** Dampen a clean cloth with water and gently wipe the entire gold-colored area, including the nozzles.

When cleaning the color cartridge, wipe the nozzles in one direction so the colors do not mix.



- c** To dissolve dried ink, hold the damp cloth against the nozzles for about three seconds. Gently blot and wipe dry.

2 Allow the gold-colored area to dry.



Quick Fix

Printer prints unexpected or missing characters

- Make sure your Lexmark Color Jetprinter’s printer driver is set as the default printer.
- Your printer may have bi-directional communication problems. For help, see Bidirectional communications problems in the Printer Properties Help. To open Help from inside an application, click:

- 1** File.
- 2** Print , Print Setup or Printer Setup.
- 3** The Properties, Options, or Setup button.
- 4** The Help button.
- 5** Help Topics.
- 6** Troubleshooting.
- 7** Bidirectional communications problems.



Warning

Cartridge handling

Do NOT wipe the nozzles and contacts with the same section of cloth. Microscopic particles may clog the print nozzles.



Warning

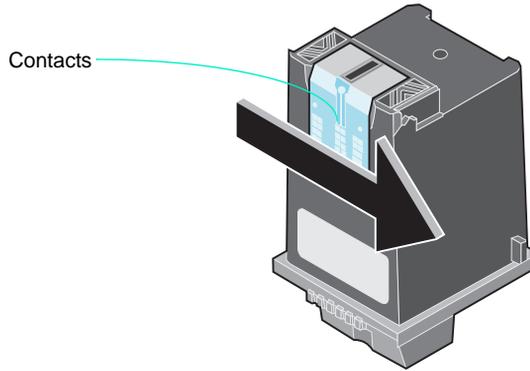
Cartridge handling

Do NOT wipe the nozzles and contacts with the same section of cloth. Microscopic particles may clog the print nozzles.

3 Wipe the print cartridge contacts:

- a Dampen another section of clean cloth with water and gently wipe the entire gold-colored area, including the contacts.

When cleaning the color cartridge, wipe the contacts in one direction.



- b To dissolve dried ink, hold the damp cloth against the contacts for about three seconds. Gently blot and wipe dry.

4 Allow the gold-colored area to dry.

5 Reinstall the print cartridge and repeat the nozzle test. For help, see “Cleaning print nozzles” on page 35.

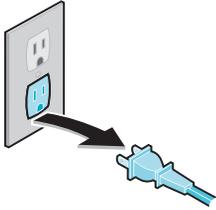
6 If the nozzle test line is still broken, clean the print cartridge carrier contacts. For help, see “Cleaning print cartridge carrier contacts” on page 39.

Cleaning print cartridge carrier contacts

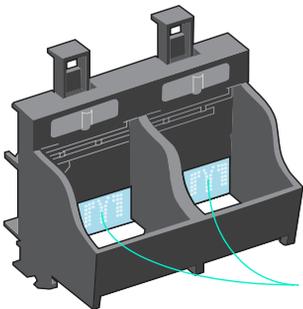
Clean the print cartridge carrier contacts only if you have cleaned and wiped the print nozzles and print quality is still unsatisfactory.

To clean the print cartridge carrier contacts:

- 1 Remove both print cartridges. For help, see “Removing a print cartridge from the printer” on page 30.
- 2 Unplug the power supply from the electrical outlet.



- 3 Use a clean, dry cloth to clean the cartridge carrier contacts inside the printer.



Carrier contacts

- 4 Replace the print cartridges. For help, see “Installing or changing a print cartridge” on page 30.
- 5 Close the front cover.
- 6 Plug the printer power supply into an electrical outlet.

If the print quality has not improved after this cleaning process, replace your print cartridge. If print quality still does not improve, your printer may require service.



Note

Cartridge carrier positioning

Unplugging the power supply forces the cartridge carrier to remain in the loading position.



Quick Fix

Ink smears on the page

- If the ink on a page is smeared by the next page exiting the printer, the ink may still be damp when a page finishes printing. Remove the pages as they exit the printer and allow them to dry before stacking.
- Select a higher print quality setting from the Document/Quality tab in the Printer Properties.
- Select the Natural Color setting from the Document/Quality tab in the Printer Properties.

Preserving print cartridges

To ensure the longest life from your print cartridge and optimum performance from your printer:

- Keep a print cartridge in its packaging until you are ready to install it.
- Do not remove a print cartridge from the printer except to replace, clean, or store it in a print cartridge storage unit. The print cartridge will not print correctly if removed from the printer and left exposed for an extended period of time.
- If a print cartridge runs out of ink, leave the empty cartridge in the printer until you are ready to replace it. Printing with one of the print cartridge carriers empty may cause printer problems.
- Do not refill print cartridges. Refilling empty print cartridges may invalidate your warranty. Incompatible inks can cause damage to the printhead or to the printer. For best results, use Lexmark supplies with the printer.

In this section, you can find information about:

- Installing the printer software
- Printing from Windows 3.1, 3.11, or NT 4.0
- Statement of Limited Warranty
- Federal Communications Commission (FCC) Compliance Information Statement
- Notices
- Safety information

Installing the printer software

You can obtain the printer software from the CD-ROM, diskettes, or World Wide Web.

Using the CD-ROM

If you are using Windows 95, 98, or NT 4.0, and your computer has a CD-ROM drive, follow the steps in the *Getting Started* booklet to install your printer software.

If you are using Windows 3.1 or 3.11, and your computer has a CD-ROM drive, follow these steps:

- 1 Make sure your computer is on and Windows is running.
- 2 Insert the **Lexmark Z31 Color Jetprinter CD** into your CD-ROM drive.
- 3 From the Program Manager menu bar, choose **File**, then choose **Run**.
- 4 In the Command Line: text box, type the letter of your CD-ROM drive, followed by **:setup** (for example, **d:\setup**), then click **OK**.
- 5 When the Lexmark Z31 Printer Software menu screen appears, click the **Install Printer Software** button.

- 6 Follow the instructions on your screen.

If your computer does not have a CD-ROM drive, you can create driver diskettes using another computer with a CD-ROM drive.

Using diskettes

If your computer does not have a CD-ROM drive, ask our Customer Support Center to mail you diskettes. Refer to the printer registration card for the number in your country.

Follow these instructions to install the printer software from diskettes.

Windows 95, 98 or NT 4.0

- 1 Make sure your computer is on and Windows is running. **IMPORTANT** - If Windows displays a message indicating your printer has been found, select **Cancel**. If the Update Device Driver Wizard appears, select **Cancel**.
- 2 Insert **Setup Disk 1** into your disk drive.
- 3 From the **Start** menu, choose **Run**.
- 4 In the command-line text box, type the letter of your disk drive, followed by **:setup** (for example, **a:\setup**), and then click **OK**.
- 5 When prompted by the printer software, insert the appropriate disks into your disk drive and click **OK**.
- 6 Follow the instructions on the screen.

Windows 3.1 or 3.11

- 1 Make sure your computer is on and Windows is running.
- 2 Insert **Setup Disk 1** into your disk drive.

- 3 From the Windows Program Manager menu bar, choose **File**, and then choose **Run**.
- 4 In the command-line text box, type the letter of your disk drive, followed by **:setup** (for example, **a:\setup**), and then click **OK**.
- 5 When prompted by the printer software, insert the appropriate disks into your disk drive and click **OK**.
- 6 Follow the instructions on the screen.

Using a downloaded printer driver

If your computer does not have a CD-ROM drive, you can download a driver from Lexmark's World Wide Web site at www.lexmark.com.

- 1 From Lexmark's web page, select the appropriate driver for your operating system.
- 2 Select **Save to Disk**.
- 3 Select a location on your hard drive.
- 4 Double-click the executable (.exe) file to open it.

The WinZip Self-Extractor window opens.
- 5 Follow the instructions on the screen.

Printing from Windows 3.1 or 3.11

When you installed the software for your printer, several applications were installed on your computer. The printer software applications allow you to perform printing tasks with the best printing results. You can also use the printer software to care for your printer.

Using the Control Program

Use the Control Program when you want to:

- Align print cartridges for best print quality
- Clean print nozzles
- Change settings for DOS printing
- Control when and how the Control Program appears
- Install or replace print cartridges
- Monitor print jobs and print cartridge ink levels
- Print a test page
- Cancel a print job

Opening the Control Program

From the Lexmark Z31 program group, double-click the Control Program icon.

Using the Printer Properties

Use the Printer Properties when you want to:

- Adjust print quality / print speed
- Choose different sizes and types of media
- Choose page orientation
- Reset document defaults

Opening the Printer Properties from your application

You can open the Printer Properties from almost any application. This allows you to change printer settings for each document you print. To open the Printer Properties from your application:

- 1 Open the application's **File** menu.
- 2 Choose **Print** (or **Printer**) **Setup**.
- 3 In the Printer Setup dialog box, click the **Properties**, **Options** or **Setup** button (depending on the application).
- 4 Change settings as needed.

Opening Printer Properties from Windows

To make your changes apply to all documents, open the Printer Properties from Windows.

- 1 Open the Lexmark Z31 Control Program.
- 2 Click the **Windows Printing** tab.
- 3 Click the **Windows Driver Setup** button.

Using the Spool Manager in Windows 3.1 or 3.11

The Spool Manager automatically runs each time you send a document to print through Windows. To open the Spool Manager from the Control Program:

- 1 From the Lexmark Z31 program group, double-click the **Control Program** icon.
- 2 Click the **Windows Printing** tab.
- 3 Click the **Spool Manager** button.

Printing from Windows NT 4.0

Using the Control Program

The Control Program appears each time you send a job to print. Use the Control Program when you want to:

- Cancel a print job
- Enable Control Program options
- Monitor print jobs and print cartridge ink levels
- View the job progress.
- Align print cartridges
- Clean print nozzles
- Print a test page
- Install or replace print cartridges

Opening the Control Program

- 1 From the Start menu, click **Programs**.
- 2 Click the Lexmark Z31 program group

- 3 Click **Control Program**.

Using the Printer Properties.

Use the Printer Properties when you want to:

- Adjust the quality of print jobs
- Change document settings
- Choose different sizes and types of media
- Choose page orientation

Opening the Printer Properties

When you open the Printer Properties from an application, the settings apply **only** to the document you are currently creating.

To open the Printer Properties:

- 1 Open the application's **File** menu.
- 2 Choose **Print**, **Print Setup** or **Printer Setup** (depending on the application).
- 3 In the Printer Setup dialog box, click the **Properties**, **Options** or **Setup** button (depending on the application).
- 4 Change settings as needed.

You can also open Printer Properties from the Windows NT 4.0 desktop and adjust the settings to apply to **all** documents.

To open Printer Properties from the Windows NT 4.0 desktop:

- 1 From the Start menu, click **Settings**.
- 2 Click **Printers**.
- 3 Right-click on the Lexmark Z31 printer icon.
- 4 A sidebar menu appears. Click **Document Defaults**.
- 5 Change settings as needed.

Learn more about your printer software

To learn more about the printer setting options, click the **Help** button at the bottom of each tab in the printer software.

Printing from DOS

You must install the following before you can print from DOS applications:

- Lexmark Z31 printer software
- PCL 3 printer driver for each DOS application

Appropriate drivers in order of preference are:

- HP DeskJet 500C
- HP DeskJet 500

You must use the HP DeskJet 500C for color print jobs. If your application does not include drivers for the HP DeskJet 500C or the HP DeskJet 500, contact the software manufacturer for a compatible driver replacement.

Printing from a DOS application in Windows

Use these instructions only if your application runs from the DOS prompt in Windows.

When you print from a DOS application, your printer uses PCL 3 emulation. You must install a printer driver for PCL 3 emulation in each DOS application.

In Windows 3.1 or 3.11, avoid switching from your DOS application to another application while your job is printing. See the Readme file for your Lexmark printer for more information.

Follow the steps to enable DOS printing:

- 1 Make sure you are in Windows, not native DOS.
- 2 From the Control Program, click the **Options** tab.
- 3 For help opening the Control Program, see “Using the Printer Properties” on page 8.

- 4 Make sure **Disable DOS Printing** is **not** checked.
- 5 Start your application from DOS.
- 6 For help, see your Windows documentation.
- 7 Install the HP DeskJet 500C as the current printer in the DOS application from which you are printing.

Some applications offer a color or black (mono) version of the HP DeskJet 500C driver. Choose the black (mono) version if you are printing in black only. Choose the color version if you are printing in color and black.

Changing print settings for DOS applications

If possible, use options in your DOS application to change printer settings. Use the following steps only if you want to change a printer setting that does not exist in your DOS application. Settings in your DOS application override settings in the driver.

- 1 From the Control Program, click the **DOS Printing** tab.

For help opening the Control Program, see “Using the Printer Properties” on page 8.

- 2 Change settings as needed.

Note: When you make changes on the DOS Printing tab, they apply to DOS print jobs only. When you make changes on other tabs, they apply to all print jobs.

Printing to a file

To print a document that has been processed by the driver and stored in a file (that is, printed to file):

- 1 Make sure you are in Windows, not native DOS.
- 2 Start your application from DOS.
- 3 For help, see your Windows documentation.

- 4 Create a print file using the “Print to File” function of your application. For help on printing to a file, see your application’s user’s documentation.
- 5 Use this DOS command to copy the print file to the port where the printer is connected:

copy filename lptn /b

In the command example:

- **copy** is the DOS copy command.
- **filename** is the name of the print file you created.
- **lptn** is the port where your printer is connected. For example, lpt1 or lpt2.
- **/b** instructs the computer to send the data in binary form.

Note: Avoid using the DOS **Print** command to send a job to the printer port. The Print command causes printing delays.

Printing from non-Windows DOS applications

Follow these steps if your application runs from the native DOS prompt, but does not run from the DOS prompt in Windows.

- 1 From the printer’s Control Program, click the **Options** tab.

For help opening the Control Program, see “Using the Printer Properties” on page 8.

- 2 Make sure **Disable DOS Printing** is **not** checked.
- 3 Exit Windows.
- 4 Start your DOS application.
- 5 Install the HP DeskJet 500C as the current printer in the DOS application from which you are printing.

Some applications offer a color or black (mono) version of the HP DeskJet 500C driver. Choose the black (mono) version if you are

printing in black only. Choose the color version if you are printing in color and black.

If your application does not offer the HP DeskJet 500C printer driver, install the HP DeskJet 500 printer driver. You will not be able to print in color with the HP DeskJet 500 printer driver.

For help installing a printer, see your application user's documentation.

- 6 Create a print file using the "Print To File" function of your application. For help on printing to a file, see your application's documentation.
- 7 Exit the DOS application, and start Windows.
- 8 Double-click the MS-DOS icon in the Main group of Windows.
- 9 Use this DOS command to copy the print file to the port where the printer is connected:

copy filename lptn /b

In the command example:

- **copy** is the DOS copy command.
- **filename** is the name of the print file you created.
- **lptn** is the port where your printer is connected. For example, lpt1 or lpt2.
- **/b** instructs the computer to send the data in binary form.

Note: Avoid using the DOS **Print** command to send a job to the printer port. The Print command causes printing delays and may corrupt the print job.

Quick fixes for DOS printing problems

Problem: DOS print job takes too long to print

What to do...

- If you attempt to print a DOS file by sending it to the port to which the

printer is connected, use the DOS Copy command.

- Avoid using the DOS Print command. It causes print delays.

Problem: DOS print job does not print

What to do...

Check the following items:

- Make sure the Power light is on.
- Follow the steps for your operating system to make sure you select the DOS Printing option:
 - 1 From the printer's Control Program, click the Options tab.
 - 2 Make sure **Disable DOS Printing** is not checked.

Statement of Limited Warranty

Lexmark International, Inc.,
Lexington, KY

This warranty applies to the United States and Canada. For customers outside the U.S. and Canada, refer to the country-specific warranty information that came with your printer.

Lexmark Z31 Color Jetprinter

This Statement of Limited Warranty applies to this product if it was originally purchased for your use, and not for resale, from Lexmark or a Lexmark remarketer, referred to in this statement as "Remarketer."

Warranty

Lexmark warrants that this product:

- Is manufactured from new parts, or new and serviceable used parts, which perform like new parts,
- Is free from defects in material and workmanship,
- Conforms to Lexmark's official published specifications, and

- Is in good working order.

If this product does not function as warranted during the warranty period, contact a Remarketer or Lexmark for repair without charge.

If this product is a feature or option, this statement applies only when that feature or option is used with the product for which it was designed. To obtain warranty service, you may be required to present the feature or option with the product.

If you transfer this product to another user, warranty service under the terms of this statement is available to that user for the remainder of the warranty period. You should transfer proof of original purchase and this statement to that user.

Warranty Service

The warranty period is 12 months and starts on the date of original purchase as shown on the purchase receipt.

To obtain warranty service you may be required to present proof of original purchase. Warranty service will be provided at a Lexmark designated location.

When warranty service involves the exchange of a product or part, the item replaced becomes the property of the Remarketer or Lexmark. The replacement may be a new or repaired item. The replacement item assumes the remaining warranty period of the original product.

Replacement is not available to you if the product you present for exchange is defaced, altered, in need of a repair not included in warranty service, or damaged beyond repair. Also, such product must be free of any legal obligation or restrictions that prevent its exchange.

Before you present this product for warranty service, remove all programs, data, and removable storage media.

For further explanation of your warranty alternatives and the nearest Lexmark authorized servicer in your area, please contact Lexmark at 1-800-LEXMARK (1-800-539-6275), or on the World Wide Web at <http://www.lexmark.com>.

Free remote technical support is provided for this product throughout its warranty period. Lexmark offers a variety of extended warranty programs that include an extension of technical support. For products no longer covered by a Lexmark warranty, technical support may only be available for a fee.

Extent of Warranty

We do not warrant uninterrupted or error-free operation of a product.

Warranty service does not include repair of failures caused by:

- modification or attachments
- accidents or misuse
- unsuitable physical or operating environment
- maintenance by anyone other than Lexmark or a Lexmark authorized servicer
- operation of a product beyond the limit of its duty cycle
- failure to have installed a maintenance kit as specified (if applicable)
- use of printing media outside of Lexmark specifications
- use of other than Lexmark supplies (such as toner cartridges, inkjet cartridges, and ribbons)
- use of other than Lexmark product or component

ALL EXPRESS AND IMPLIED WARRANTIES, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE WARRANTY PERIOD. NO WARRANTIES, EXPRESS OR IMPLIED, WILL APPLY AFTER THIS PERIOD.

Limitation of Liability

Your sole remedy under this Statement of Limited Warranty is set forth in this section. For any claim concerning performance or nonperformance of Lexmark or a Remarketer for this product under this Statement of Limited Warranty, you may recover actual damages up to the limit set forth in the following paragraph.

Lexmark's liability for actual damages from any cause whatsoever will be limited to the greater of 1) \$5,000 or 2) the amount you paid for the product that caused the damages. This limitation of liability will not apply to claims by you for bodily injury or damage to real property or tangible personal property for which Lexmark is legally liable. In no event will Lexmark be liable for any lost profits, lost savings, incidental damage, or other economic consequential damages. This is true even if you advise Lexmark or a Remarketer of the possibility of such damages. Lexmark is not liable for any claim by you based on a third party claim.

This limitation of remedies also applies to any developer of materials supplied to Lexmark. Lexmark's and the developer's limitations of remedies are not cumulative. Such developer is an intended beneficiary of this limitation.

Additional Rights

Some states do not allow limitations on how long an implied warranty lasts, or do not allow the exclusion or limitation of incidental or consequential damages. If such laws apply, the limitations or exclusions contained in this statement may not apply to you.

This warranty gives you specific legal rights. You may also have other rights which vary from state to state.

Federal Communications Commission (FCC)

Compliance Information Statement

The Lexmark Z31 Color Jetprinter, Type 4099, has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

The FCC Class B limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult your point of purchase or service representative for additional suggestions.

The manufacturer is not responsible for any radio or television interference caused by using other than recommended cables or by unauthorized changes or modifications to this equipment. Unauthorized

changes or modifications could void the user's authority to operate this equipment.

To assure compliance with FCC regulations on electromagnetic interference for a Class B computing device, use a properly shielded and grounded cable such as Lexmark part number 1329605. Use of a substitute cable not properly shielded and grounded may result in a violation of FCC regulations.

Any questions regarding this compliance information statement should be directed to:

Director of Lab Operations
Lexmark International, Inc.
740 New Circle Road NW
Lexington, KY 40550
(606) 232-3000

Notices

Industry Canada Compliance Statement

This Class B digital apparatus meets all requirements of the Canadian Interference-Causing Equipment Regulations.

Avis de conformité aux normes d'Industrie Canada

Cet appareil numérique de la classe B respecte toutes les exigences du Règlement sur le matériel brouilleur du Canada.

European Community (EC) directives conformity

This product is in conformity with the protection requirements of EC Council directives 89/336/EEC and 73/23/EEC on the approximation and harmonization of the laws of the Member States relating to electromagnetic compatibility and safety of electrical equipment designed for use within certain voltage limits.

A declaration of conformity with the requirements of the Directive has been signed by the Director of Manufacturing and Technical Support, Lexmark International, S.A., Boigny, France.

This product satisfies the Class B limits of EN 55022 and safety requirements of EN 60950.

Japanese VCCI notice

この装置は、情報処理装置等電磁障害自主規制協議会（VCCI）の基準に基づいてクラスB 情報技術装置です。この装置は、家庭環境で使用することを目的としています。この装置がファクシミリ・パソコン・プリンター等に接続して使用されると、受信障害を引き起こすことがあります。取扱説明書に従って正しい取り扱いをして下さい。

The United Kingdom Telecommunications Act 1984

This apparatus is approved under the approval number NS/G/1234/J/100003 for the indirect connections to the public telecommunications systems in the United Kingdom.

Energy Star

The EPA ENERGY STAR Computers program is a partnership effort with computer manufacturers to promote the introduction of energy-efficient products and to reduce air pollution caused by power generation.

Companies participating in this program introduce personal computers, printers, monitors, or fax machines that power down when they are not being used. This feature will cut the energy used by up to 50 percent. Lexmark is proud to be a participant in this program.

As an Energy Star Partner, Lexmark International, Inc. has determined that this product meets the Energy Star guidelines for energy efficiency.

Power Supply Information

If your power supply fails, replace it with the Lexmark replacement part or other UL LISTED Direct Plug-In Power Unit marked "Class 2" and rated 30 Vdc at 830 mA.

Safety information

- If your product is NOT marked with this symbol , it MUST be connected to an electrical outlet that is properly grounded.
- The power supply must be connected to an electrical outlet that is near the product and easily accessible.
- Refer service or repairs, other than those described in the operating instructions, to a professional service person.
- This product is designed, tested and approved to meet strict global safety standards with the use of specific Lexmark components. The safety features of some parts may not always be obvious. Lexmark is not responsible for the use of other replacement parts.

Consignes de sécurité

- Si le symbole  n'apparaît PAS sur votre produit, ce dernier DOIT être branché sur une prise de courant mise à la terre.
- Le câble d'alimentation doit être connecté à une prise de courant placée près du produit et facilement accessible.
- L'entretien et les réparations autres que ceux décrits dans les instructions d'emploi doivent être effectués par le personnel de maintenance qualifié.
- Ce produit a été conçu, testé et approuvé pour respecter les normes strictes de sécurité globale lors de l'utilisation de composants Lexmark spécifiques. Les caractéristiques de sécurité de certains éléments ne sont pas toujours évidentes. Lexmark ne peut être tenu responsable de l'utilisation d'autres pièces de rechange.

Norme di sicurezza

- Se il prodotto NON è contrassegnato con questo simbolo  DEVE essere collegato lo stesso ad una presa elettrica con messa a terra.
- Il cavo di alimentazione deve essere collegato ad una presa elettrica posta nelle vicinanze del prodotto e facilmente raggiungibile.
- Per la manutenzione o le riparazioni, escluse quelle descritte nelle istruzioni operative, consultare il personale di assistenza autorizzato.
- Il prodotto è stato progettato, testato e approvato in conformità a severi standard di sicurezza e per l'utilizzo con componenti Lexmark specifici. Le caratteristiche di sicurezza di alcune parti non sempre sono di immediata comprensione. Lexmark non è responsabile per l'utilizzo di parti di ricambio di altri produttori.

Sicherheitshinweise

- Falls der Drucker nicht mit diesem Symbol  markiert ist, muß er an eine ordnungsgemäß geerdete Steckdose angeschlossen werden.
- Das Netzkabel muß an eine Steckdose angeschlossen werden, die sich in der Nähe des Geräts befindet und leicht zugänglich ist.
- Wartungsarbeiten und Reparaturen, mit Ausnahme der in der Betriebsanleitung näher beschriebenen, sollten Fachleuten überlassen werden.
- Dieses Produkt und die zugehörigen Komponenten wurden entworfen und getestet, um beim Einsatz die weltweit gültigen Sicherheitsanforderungen zu erfüllen. Die sicherheitsrelevanten Funktionen der Bauteile und Optionen sind nicht immer offensichtlich. Sofern Teile eingesetzt werden, die nicht von Lexmark sind, wird von Lexmark keinerlei Verantwortung oder Haftung für dieses Produkt übernommen.

Pautas de seguridad

- Si su producto NO tiene este símbolo, , es IMPRESCINDIBLE conectarlo a una toma de corriente eléctrica con toma de tierra correcta.
- El cable de alimentación deberá conectarse a una toma de corriente situada cerca del producto y de fácil acceso.
- Cualquier servicio o reparación deberá realizarse por parte del personal cualificado, a menos que se trate de las averías descritas en las instrucciones de utilización.
- Este producto se ha diseñado, verificado y aprobado para cumplir los más estrictos estándares de seguridad global usando los componentes específicos de Lexmark. Puede que las características de seguridad de algunas piezas no sean siempre evidentes. Lexmark no se hace responsable del uso de otras piezas de recambio.

Veiligheidsvoorschriften

- Zorg ervoor dat uw product is aangesloten op een geaard stopcontact als het product NIET is gemarkeerd met het symbool .
- Het netsnoer moet worden aangesloten op een gemakkelijk bereikbaar stopcontact in de buurt van het product.
- Neem contact op met een professionele onderhoudstechnicus voor onderhoud en reparaties die niet in de bij het product geleverde instructies beschreven worden.
- Dit product is ontworpen, getest en goedgekeurd om te voldoen aan strenge internationale veiligheidsvoorschriften. De veiligheidsvoorzieningen van bepaalde onderdelen zullen niet altijd duidelijk zichtbaar zijn. Lexmark is niet

verantwoordelijk voor het gebruik van andere vervangende onderdelen.

Sikkerhedsoplysninger

- Hvis dit produkt IKKE er markeret med dette symbol , SKAL det sluttes til en stikkontakt med jordforbindelse.
- Ledningen skal sluttes til en stikkontakt, der er tæt på produktet og som er let tilgængelig.
- Service og reparationer, som ikke er beskrevet i brugsanvisningen, skal udføres af en kvalificeret tekniker.
- Dette produkt er udviklet, testet og godkendt i overensstemmelse med Lexmarks verdensomspændende standarder for sikkerhed. Delenes sikkerhedsfunktioner kan være skjulte. Lexmark påtager sig intet ansvar for brugen af uoriginale reservedele.

Sikkerhetsinformasjon

- Hvis produktet ikke er merket med dette symbolet, , må det bare kobles til en stikkontakt som er jordat.
- Ledningen må være koblet til en stikkontakt nær produktet. Stikkontakten må være lett tilgjengelig.
- La bare kvalifisert personale ta seg av service og reparasjon som ikke er direkte beskrevet i bruksanvisningen.
- Dette produktet er utviklet, testet og godkjent i overensstemmelse med strenge verdensomspennende sikkerhetsstandarder for bestemte Lexmark-deler. Delenes sikkerhetsfunksjoner kan være skjulte. Lexmark er ikke ansvarlig for bruk av uoriginale reservedeler.

Säkerhetsanvisningar

- Om produkten INTE är märkt med denna symbol , MÅSTE den anslutas till ett jordat vägguttag.
- Nätkabeln måste anslutas till ett lättåtkomligt vägguttag i närheten av maskinen.
- Låt endast utbildad servicepersonal utföra sådana service och sådana reparationer som inte beskrivs i handledningen.
- Denna produkt är utformad, testad och godkänd för att uppfylla internationella säkerhetsbestämmelser när den används tillsammans med andra Lexmark-produkter. Säkerhetsegenskaperna för vissa delar är inte helt uppenbara. Lexmark fransäger sig ansvaret om delar av ett annat fabrikat används.

Informació de seguretat

- Si el vostre producte NO està marcat amb el símbol , S'HAURÀ de connectar a una presa elèctrica de terra.
- El cable de potència s'haurà de connectar a una presa de corrent pròpera al producte i fàcilment accessible.
- Si heu de fer una reparació que no figurei entre les descrites a les instruccions de

funcionament, confieu-la a un professional.

- Aquest producte està dissenyat, comprvat i aprovat per tal d'acomplir les estrictes normes de seguretat globals amb la utililització de components específics de Lexmark. Les característiques de seguretat d'algunes peces pot ser que no sempre siguin òbvies. Lexmark no es responsabilitza de l'us d'altres peces de recanvi.

Turvaohjeet

- Jos tuotteessa ei ole tätä tunnusta, , sen saa kytkeä vain maadoitettuun pistorasiaan.
- Tuotteen verkkojohto on kytkettävä sitä lähellä olevaan pistorasiaan. Varmista, että kulkupistorasian luo on esteetön.
- Muut kuin käyttöohjeissa mainitut huolto- tai korjaustoimet on jätettävä huoltoedustajalle.
- Tämä tuote on testattu ja hyväksytty. Se täyttää korkeat maailmanlaajuiset turvallisuusvaatimukset, kun siinä käytetään tiettyjä Lexmarkin valmistusosia. Joidenkin osien turvallisuusominaisuudet eivät aina ole itsestään selvviä. Lexmark ei vastaa muiden kuin alkuperäisten osien käytöstä.

Informações de segurança

- Se o produto NÃO estiver marcado com este símbolo, , é necessário ligá-lo a uma tomada com ligação à terra.
- O cabo deve ser ligado a uma tomada localizada perto do produto e facilmente acessível.
- Para todos os serviços ou reparações não referidos nas instruções de operação, deve contactar um técnico dos serviços de assistência.
- Este produto foi concebido, testado e aprovado para satisfazer os padrões globais de segurança na utilização de componentes específicos da Lexmark. As funções de segurança de alguns dos componentes podem não ser sempre óbvias. A Lexmark não é responsável pela utilização de outros componentes de substituição.

Informações de segurança

- Se o produto NÃO estiver marcado com este símbolo, , ele DEVE SER conectado a uma tomada elétrica com ligação à terra.
- O cabo de alimentação deve ser conectado a uma tomada elétrica localizada perto do produto e de fácil acesso.
- Para todos os serviços ou reparações não descritos nas instruções de operação, entre em contato com um técnico dos serviços de assistência.
- Este produto está projetado, testado e aprovado para satisfazer os padrões glo-

baix de segurança para uso de componentes específicos da Lexmark. Os recursos de segurança de alguns componentes podem não ser sempre óbvios. A Lexmark não é responsável pelo uso de outros componentes de substituição.

Przepisy bezpieczeństwa

Jestli produkt NIE jest oznaczony symbolem , może być podłączony TYLKO do prawidłowego uzziemionego gniazda elektrycznego.

Kabel zasilający musi być podłączony do łatwo dostępnego gniazda elektrycznego, znajdującego się w pobliżu urządzenia.

Wszelkie naprawy i czynności serwisowe, oprócz opisanych w instrukcji obsługi, powinny być wykonywane przez autoryzowany serwis.

Produkt został zaprojektowany z wykorzystaniem określonych podzespołów firmy Lexmark i zatwierdzony jako spełniający światowe standardy bezpieczeństwa. Pozostałe podzespoły mogą nie spełniać tych warunków. Firma Lexmark nie ponosi odpowiedzialności za skutki używania innych części zamiennych.

Информация по технике безопасности

- Если приобретенное Вами изделие НЕ имеет маркировки , то его НЕОБХОДИМО подключать к надежно заземленной розетке.
- Кабель питания следует подключать к легкодоступной электрической розетке, расположенной вблизи от места установки изделия.
- Операции по обслуживанию и ремонту, за исключением описанных в настоящем Руководстве, должны выполняться специально обученным персоналом.
- Данное изделие спроектировано, испытано и прошло аттестацию на соответствие жестким глобальным стандартам безопасности в расчете на использование определенных частей производства фирмы Lexmark. Влияние отдельных деталей на безопасность не всегда очевидно. Фирма Lexmark не несет ответственности за использование запасных частей, отличных от рекомендованных.

Güvenlik Bilgisi

- Ürünüzde  simgesi YOKSA, ürün doğru biçimde topraklanmış bir elektrik prizine TAKILMALIDIR.
- Güç kablosu, ürünün yakınında ve kolay ulaşılabilir bir elektrik prizine takılmalıdır.
- İşletim yönergelerinde açıklananlar dışında servis veya onarım için yetkili servis personeline başvurun.
- Bu ürün, özel Lexmark bileşenlerinin kullanımı konusundaki genel güvenlik standartlarına uyacak biçimde tasarlanmış, denenmiş ve onaylanmıştır. Bazı parçaların güvenlik özellikleri her zaman kesin olmaz. Lexmark, başka yedek parçaların kullanımından sorumluluk taşımaz.

安全のためのご案内

- ご使用の製品がこの  記号がない場合は、正しく接地（アース）してある電源コンセントに接続する必要があります。
- 電源コンセントは、接続の邪魔となるような物がない近くの電源コンセントに接続してください。
- 整備・修理が必要な場合、使用説明書にその旨の記載がある場合を除いて、専門の技術者にご連絡ください。
- 当製品は、特定の Lexmark 部品に関するきびしい包括的安全基準に適合するように、設計、試験され、承認されています。部品には、安全機能が必ずしも明白でないものもあります。Lexmark は、他の交換部品の使用は保証できません。

安全资讯

- 如果您的产品没有  符号，所接的电源插座一定要有适当的接地处理。
- 电线接线的插座与产品的距离不可太远，并且要合乎使用方便的原则。
- 有关维护或修理方面的细节，除了参考操作说明以外，还可联络专业服务人员。
- 本产品使用特有的 Lexmark 元件，并依照严格的世界安全标准来设计、测试及验证。有些零件的安全功能可能不明显。對於其他厂牌更换零件的使用，Lexmark 概不负责。

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