Quick Reference

Printing

Printing from a computer

Note: For labels, card stock, and envelopes, set the paper size and type in the printer before printing the document.

1 From the document that you are trying to print, open the Print dialog.

2 If necessary, adjust the settings.

3 Print the document.

Printing from a mobile device

Printing from a mobile device using Mopria Print Service

Mopria® Print Service is a mobile printing solution for mobile devices running on Android™ version 5.0 or later. It allows you to print directly to any Mopria-certified printer.

Note: Make sure that you download the Mopria Print Service application from the Google Play™ store and enable it in the mobile device.

1 From your Android mobile device, launch a compatible application or select a document from your file manager.

2 Tap ⋮ > **Print**.

3 Select a printer, and then adjust the settings, if necessary.

4 Tap 🖶.

Printing from a mobile device using AirPrint

The AirPrint software feature is a mobile printing solution that allows you to print directly from Apple devices to an AirPrint-certified printer.

Notes:

- Make sure that the Apple device and the printer are connected to the same network. If the network has multiple wireless hubs, then make sure that both devices are connected to the same subnet.
- This application is supported only in some Apple devices.

1 From your mobile device, select a document from your file manager or launch a compatible application.

2 Tap ⬆ > **Print**.

3 Select a printer, and then adjust the settings, if necessary.

4 Print the document.

Printing from a mobile device using Wi-Fi Direct®

Wi-Fi Direct® is a printing service that lets you print to any Wi-Fi Direct-ready printer.

Note: Make sure that the mobile device is connected to the printer wireless network. For more information, see .

1 From your mobile device, launch a compatible application or select a document from your file manager.

2 Depending on your mobile device, do one of the following:

- Tap ⋮ > **Print**.
- Tap ⬆ > **Print**.
- Tap ▦ > **Print**.

3 Select a printer, and then adjust the settings, if necessary.

4 Print the document.

Printing confidential and other held jobs

For Windows users

1 With a document open, click **File** > **Print**.

2 Click **Properties**, **Preferences**, **Options**, or **Setup**.

3 Click **Print and Hold**.

4 Select **Use Print and Hold**, and then assign a user name.

5 Select the print job type (Confidential, Repeat, Reserve, or Verify).

If the print job is confidential, then enter a four-digit PIN.

6 Click **OK** or **Print**.

7 From the printer home screen, release the print job.

- For confidential print jobs, touch **Held jobs** > select your user name > **Confidential** > enter the PIN > select the print job > configure the settings > **Print**.
- For other print jobs, touch **Held jobs** > select your user name > select the print job > configure the settings > **Print**.

For Macintosh users

1 With a document open, choose **File** > **Print**.

2 From the Preview or Media & Quality menu, choose **PIN Printing**.

3 Enable **Print with PIN**, and then enter a four-digit PIN.

4 Click **Print**.

5 From the printer home screen, release the print job. Touch **Held jobs** > select your computer name > **Confidential** > enter the PIN > select the print job > **Print**.
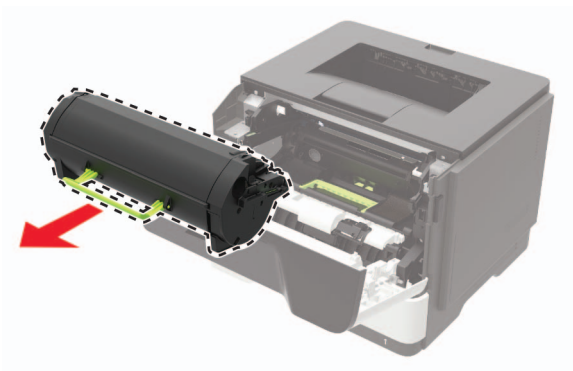
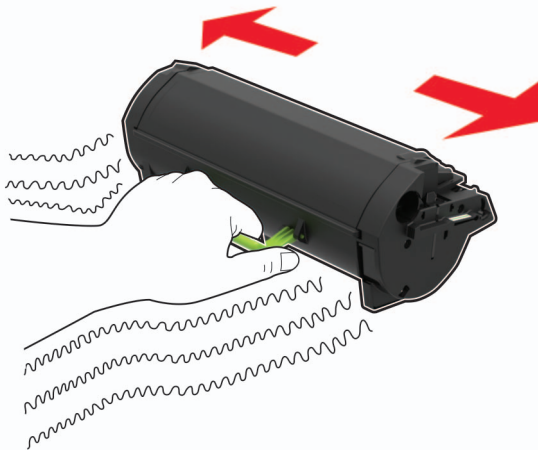# Maintaining the printer

Replacing the toner cartridge

1 Open door A.
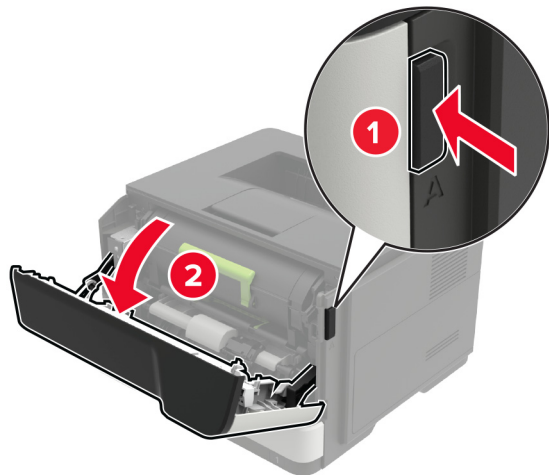
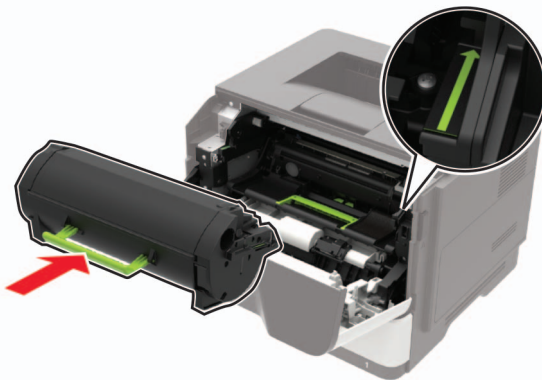**2** Remove the used toner cartridge.

3 Unpack the new toner cartridge, and then shake it three times to redistribute the toner.
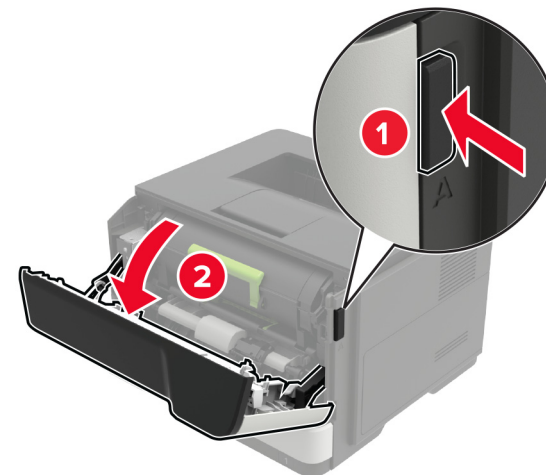
4 Insert the new toner cartridge.

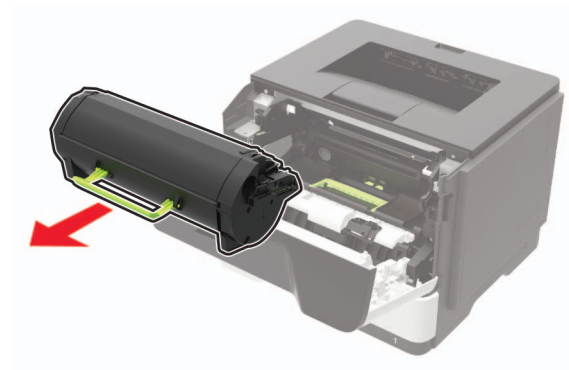**Note:** Use the arrows inside the printer as guides.

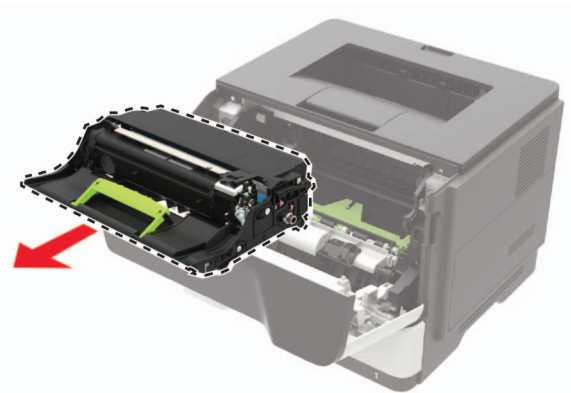**5** Close door A.

Replacing the imaging unit
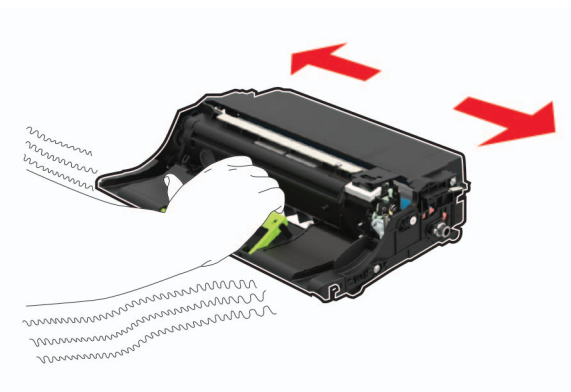
1 Open door A.

2 Remove the toner cartridge.

3 Remove the used imaging unit.

**4** Unpack the new imaging unit, and then shake it three times to redistribute the toner.

Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.

Warning—Potential Damage: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.
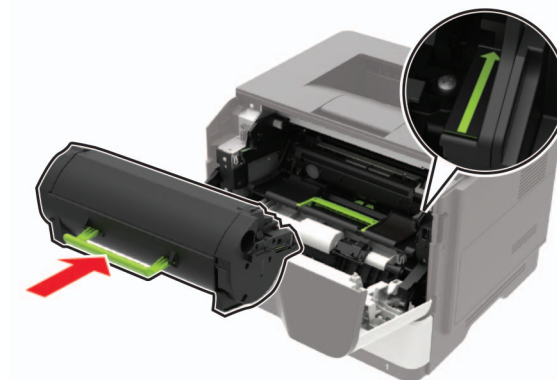

5 Insert the new imaging unit.

Note: Use the arrows inside the printer as guides.
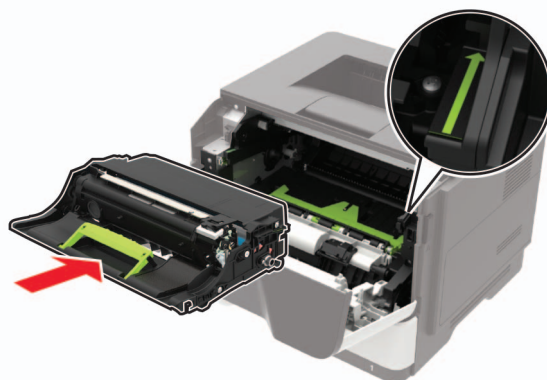
6 Insert the toner cartridge.

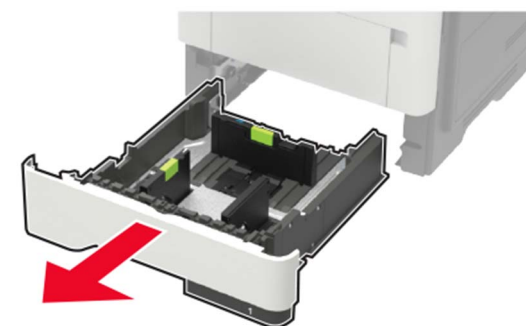**Note:** Use the arrows inside the printer as guides.

7 Close door A.
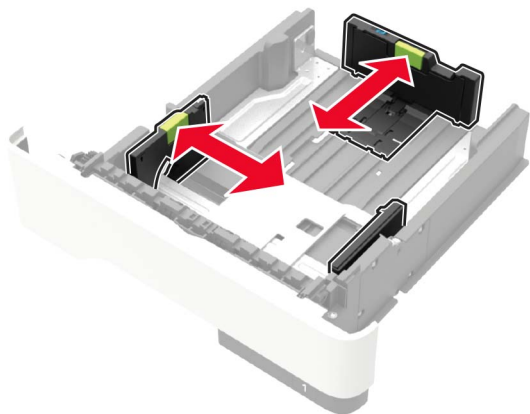
Loading trays

⚠ **CAUTION—TIPPING HAZARD:** To reduce the risk of equipment instability, load each tray separately. Keep all other trays closed until needed.
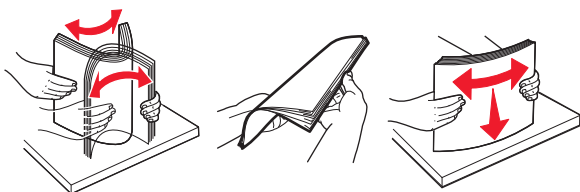
1 Remove the tray.

Note: To avoid paper jams, do not remove trays while the printer is busy.
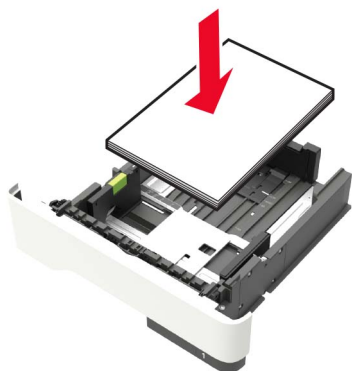
2 Adjust the paper guides to match the size of the paper that you are loading.

3 Flex, fan, and align the paper edges before loading.

4 Load the paper stack with the printable side facedown, and then make sure that the side guides fit snugly against the paper.

Notes:

- Load letterhead facedown with the top edge of the sheet toward the front of the tray for one-sided printing.
- Load letterhead faceup with the bottom edge of the sheet toward the front of the tray for two-sided printing.
- Do not slide paper into the tray.
- To avoid paper jams, make sure that the stack height is below the maximum paper fill indicator.

5 Insert the tray.

If necessary, set the paper size and paper type from the control panel to match the paper loaded.

Loading the multipurpose feeder

1 Open the multipurpose feeder.

2 Adjust the guide to match the size of the paper that you are loading.

3 Flex, fan, and align the paper edges before loading.

4 Load paper with the printable side faceup.
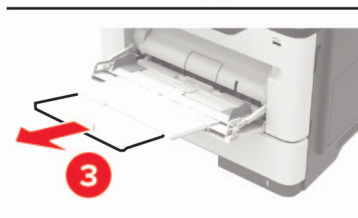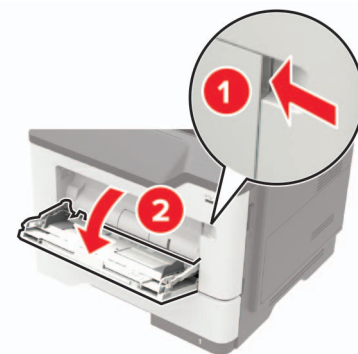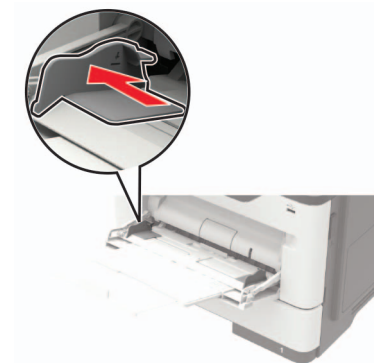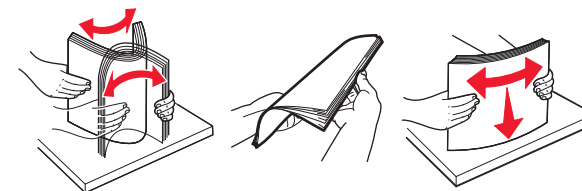
Notes:

- Load letterhead faceup with the top edge of the sheet toward the front of the tray for one-sided printing.
- Load letterhead facedown with the bottom edge of the sheet toward the front of the tray for two-sided printing.
- Load envelopes with the flap facedown on the left side.
- Load European envelopes with the flap facedown and entering the printer first.

Warning—Potential Damage: Do not use envelopes with stamps, clasps, snaps, windows, coated linings, or self-stick adhesives.

5 From the control panel, set the paper size and paper type to match the paper loaded.

Setting the paper size and type

1 From the home screen, navigate to:

Settings > **Paper** > **Tray Configuration** > **Paper Size/Type** > select a paper source
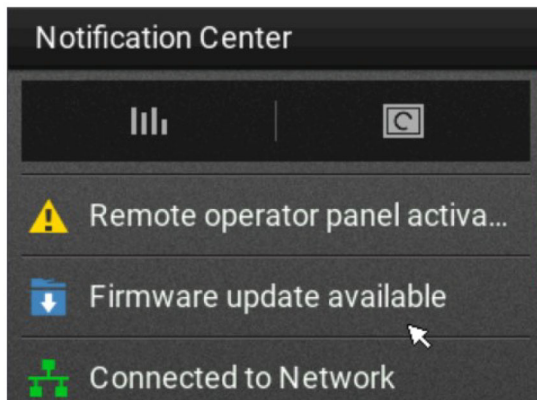
2 Set the paper size and type.

Updating firmware

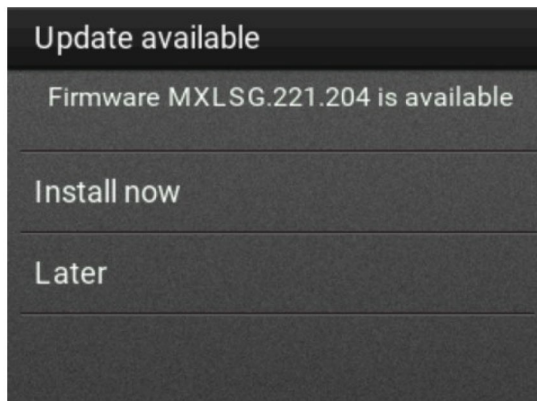## Updating the firmware using the control panel

Using the notification center

This method is applicable only in some printer models.

1 From the control panel, navigate to the notification center, and then select **Firmware update available**.

2 Select **Install now**.

The printer reboots automatically after the update.

Using the Settings menu

1 From the control panel, navigate to **Settings** > **Device** > **Update Firmware**.

2 Depending on your printer model, select **Check for updates** or **Check for updates now**.

3 If a new update is available, then select **Install now**.

The printer reboots automatically after the update.

Updating the firmware using the Embedded Web Server

Before you begin, make sure that:

- You have downloaded the latest printer firmware from **https://support.lexmark.com** and saved it to your flash drive or computer.

  Note: To deploy the printer firmware, extract the .fls firmware file from the ZIP package.

- You are not using a special code on your printer to avoid losing this functionality.

Warning—Potential Damage: Make sure that all printers receiving firmware updates are turned on during the entire firmware update process. Turning off a printer during a firmware update can severely damage it.

If the printer is connected to the network when checking for updates, then downloading the firmware is not required.

1 Open a web browser, and then type the printer **IP address** in the address field.

  Notes:

  - View the printer IP address on the printer home screen. The IP address appears as four sets of numbers separated by periods, such as 123.123.123.123.
  - If you are using a proxy server, then temporarily disable it to load the web page correctly.

2 Click **Device**.

3 Scroll down, and then click **Update Firmware**.

4 Depending on your printer model, click **Check for updates** or **Check for updates now**.

  If a new update is available, then click **I agree, start update**.

The printer reboots automatically after the update.

Connecting a mobile device to the printer

Before connecting your mobile device, make sure to do the following:

- Enable Wi-Fi Direct in the printer. From the control panel, navigate to: **Settings** > **Network/Ports** > **Wireless** > **Enable Wi-Fi Direct**.
- Show the preshared key (PSK) on the Network Setup Page. From the control panel, navigate to: **Settings** > **Network/Ports** > **Wi-Fi Direct** > **Show PSK on Setup Page**.
- Print the Network Setup Page. From the control panel, navigate to: **Settings** > **Reports** > **Network** > **Network Setup Page**.

Connecting using Wi-Fi Direct

1 From the mobile device, go to the settings menu.

2 Enable Wi-Fi, and then tap **Wi-Fi Direct**.

3 Select the printer SSID.

4 Confirm the connection on the printer control panel.

Connecting using Wi-Fi

1 From the mobile device, go to the settings menu.

2 Tap **Wi-Fi**, and then select the printer SSID.

  Note: The string **DIRECT-xy** (where **x** and **y** are two random characters) is added before the SSID.

3 Enter the PSK.

  Note: The PSK is the password.

Notes:

- You can change the SSID on the control panel. Navigate to: **Settings** > **Network/Ports** > **Wi-Fi Direct** > **SSID**.
- You can also change the PSK on the control panel. Navigate to: **Settings** > **Network/Ports** > **Wi-Fi Direct** > **Set PSK**.

Connecting the printer to a Wi-Fi network

Make sure that Active Adapter is set to Auto. From the home screen, touch **Settings** > **Network/Ports** > **Network Overview** > **Active Adapter**.

1 From the home screen, touch **Settings** > **Network/Ports** > **Wireless** > **Setup On Printer Panel** > **Choose Network**.
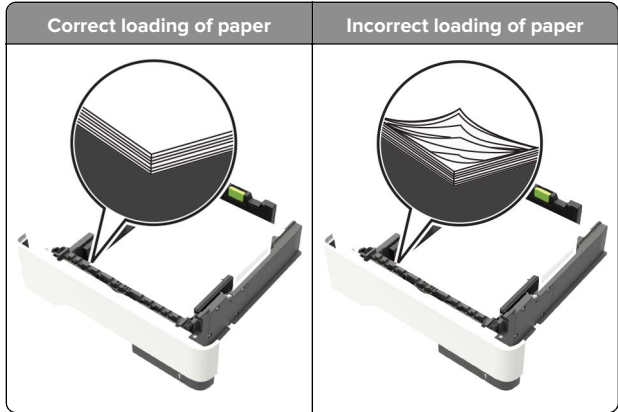
2 Select a Wi-Fi network, and then type the network password.

Note: For Wi-Fi-network-ready printer models, a prompt for Wi-Fi network setup appears during initial setup.

Clearing jams

Avoiding jams

Load paper properly

- Make sure that the paper lies flat in the tray.

Correct loading of paper	Incorrect loading of paper

- Do not load or remove a tray while the printer is printing.
- Do not load too much paper. Make sure that the stack height is below the maximum paper fill indicator.

- Do not slide paper into the tray. Load paper as shown in the illustration.
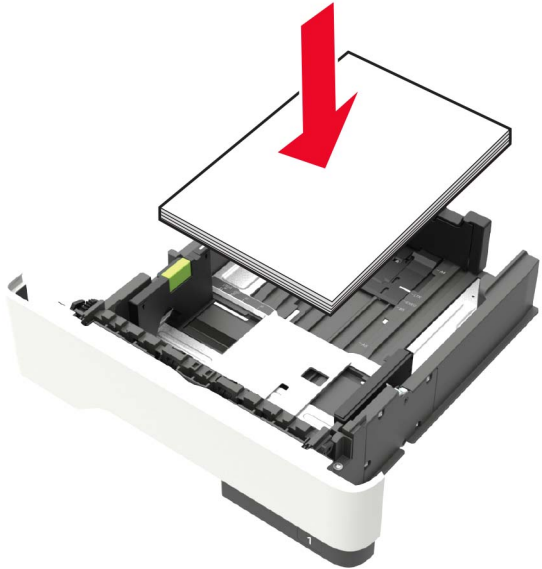
- Make sure that the paper guides are positioned correctly and are not pressing tightly against the paper or envelopes.
- Push the tray firmly into the printer after loading paper.

Use recommended paper

- Use only recommended paper or specialty media.
- Do not load paper that is wrinkled, creased, damp, bent, or curled.
- Flex, fan, and align the paper edges before loading.
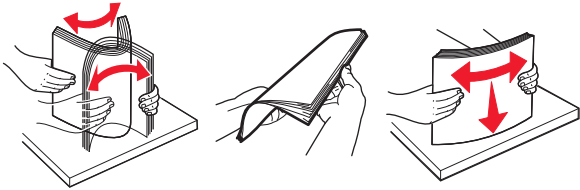
- Do not use paper that has been cut or trimmed by hand.
- Do not mix paper sizes, weights, or types in the same tray.
- Make sure that the paper size and type are set correctly on the computer or printer control panel.
- Store paper according to manufacturer recommendations.

Identifying jam locations

Notes:

- When Jam Assist is set to On, the printer automatically flushes blank pages or partially printed pages after a jammed page has been cleared. Check your printed output for blank pages.
- When Jam Recovery is set to On or Auto, the printer reprints jammed pages.
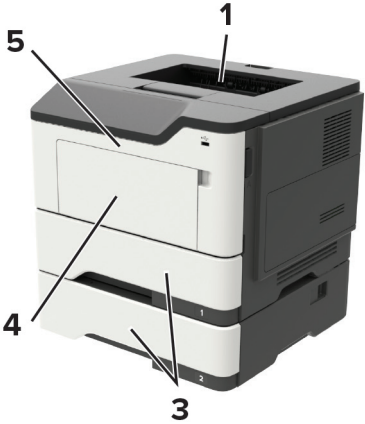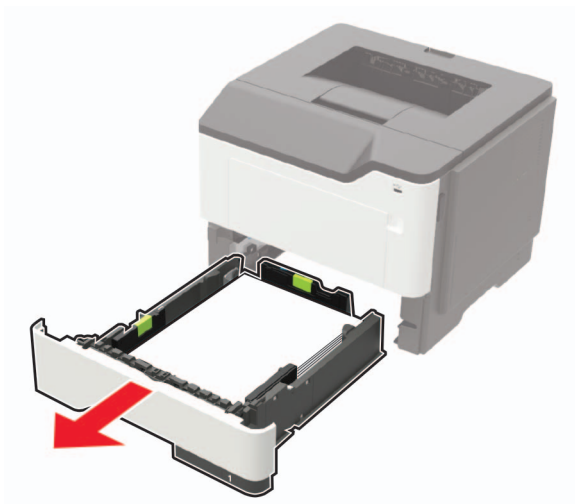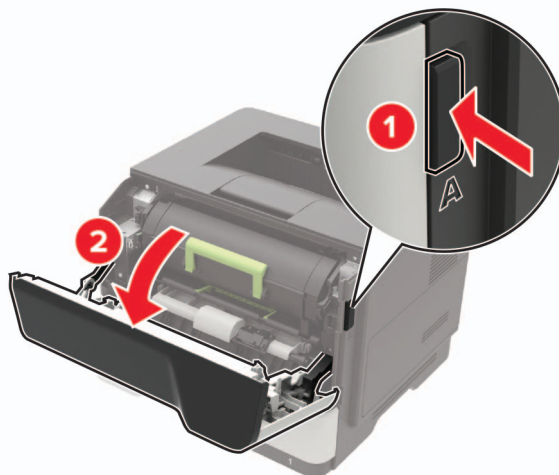

	Jam location
1	Standard bin
2	Rear door

	Jam location
3	Tray [x]
4	Multipurpose feeder
5	Door A

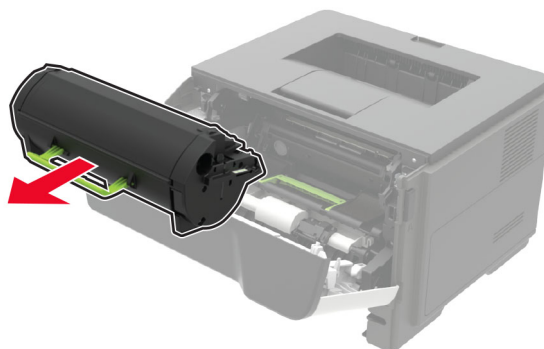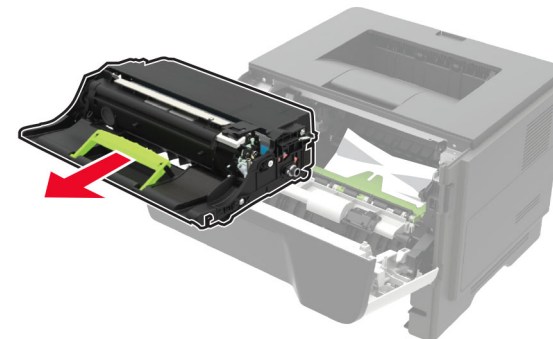## Paper jam in door A

1 Remove the tray.

2 Open door A.

3 Remove the toner cartridge.

4 Remove the imaging unit.

Warning—Potential Damage: Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems.
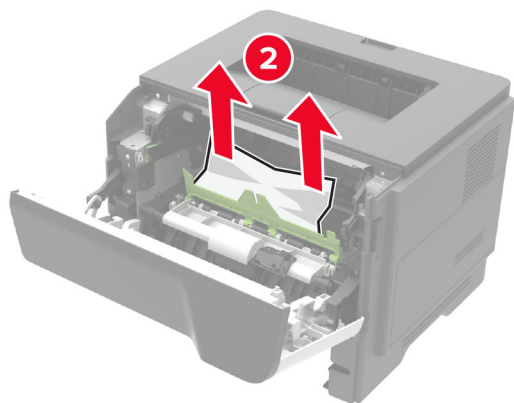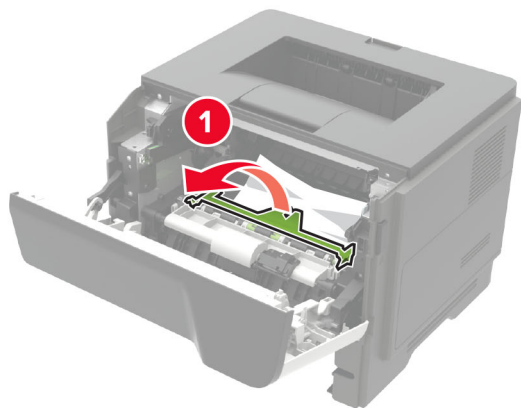
Warning—Potential Damage: Do not touch the photoconductor drum. Doing so may affect the quality of future print jobs.
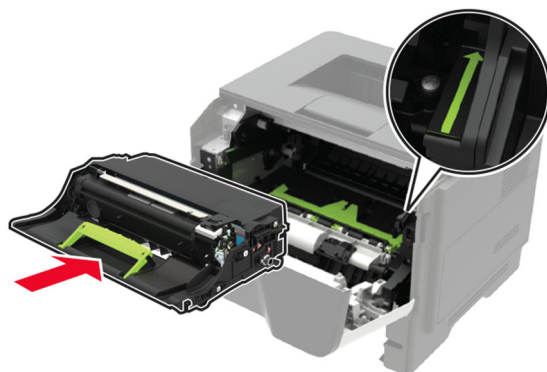

5 Remove the jammed paper.

CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

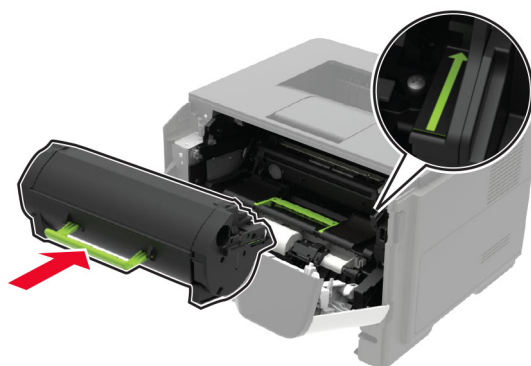**Note:** Make sure that all paper fragments are removed.

6 Insert the imaging unit.

    Note: Use the arrows inside the printer as guides.

7 Insert the toner cartridge.

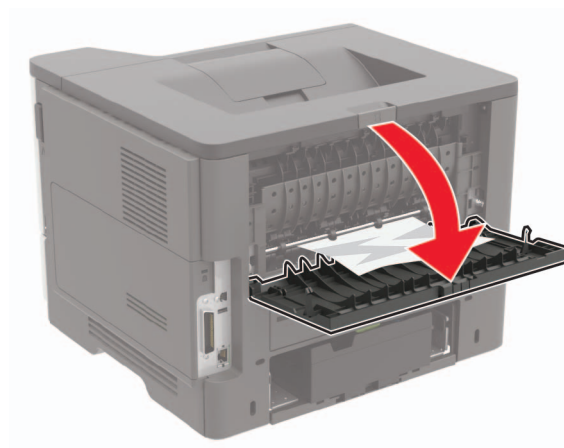   **Note:** Use the arrows inside the printer as guides.

8 Close door A.

9 Insert the tray.

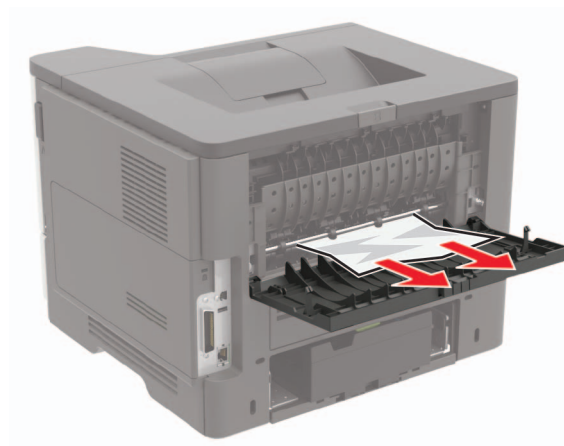## Paper jam in the rear door

1 Open the rear door.

    CAUTION—HOT SURFACE: The inside of the printer might be hot. To reduce the risk of injury from a hot component, allow the surface to cool before touching it.

2 Remove the jammed paper.

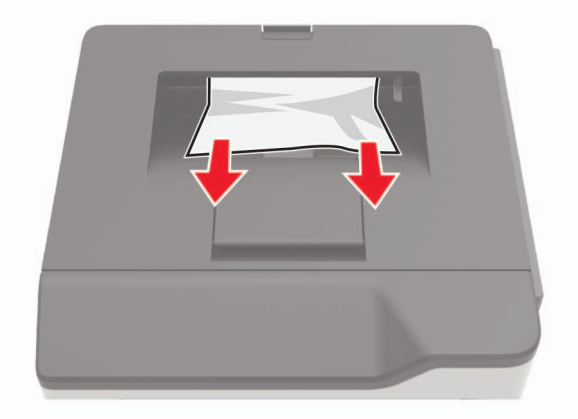   **Note:** Make sure that all paper fragments are removed.

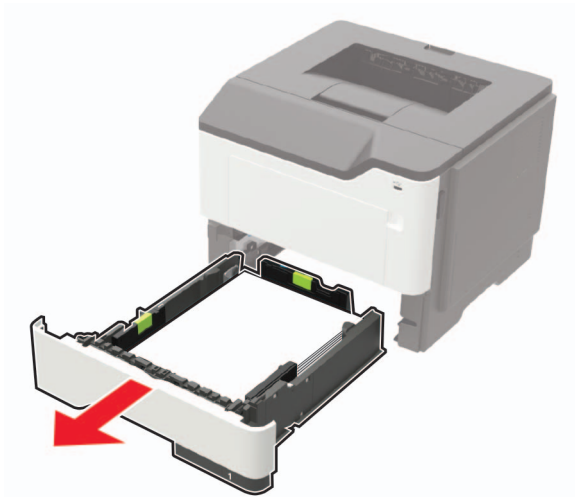**3** Close the rear door.

Paper jam in the standard bin

Remove the jammed paper.
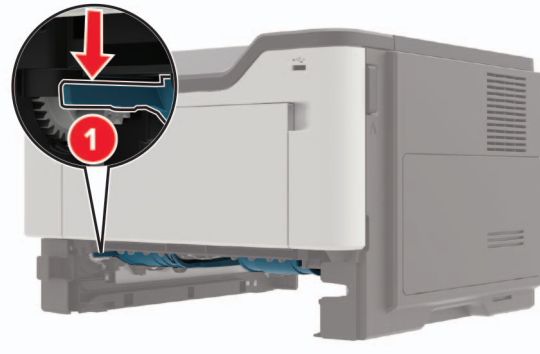
Note: Make sure that all paper fragments are removed.

Paper jam in the duplex unit
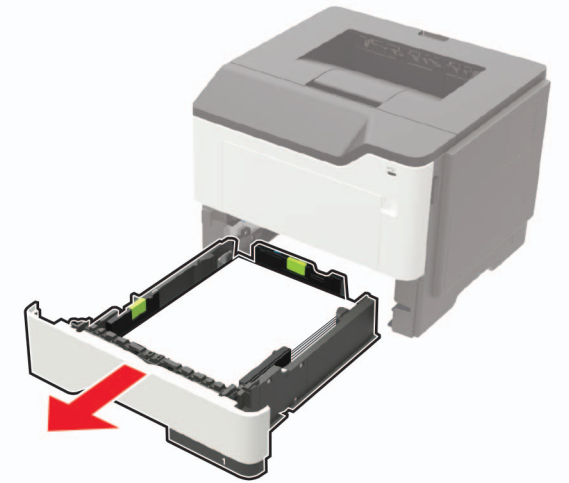
1 Remove the tray.

2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.
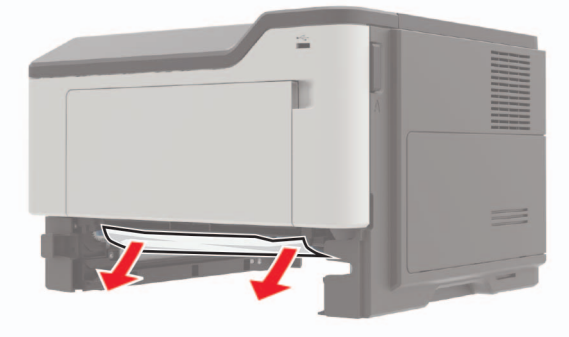
3 Insert the tray.

Paper jam in trays

1 Remove the tray.

2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

3 Insert the tray.

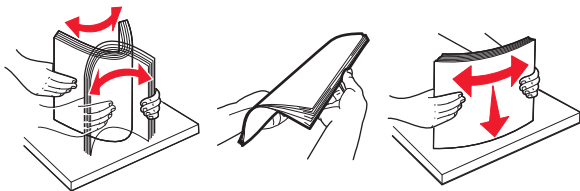## Paper jam in the multipurpose feeder

1 Remove paper from the multipurpose feeder.

2 Remove the jammed paper.

Note: Make sure that all paper fragments are removed.

3 Flex, fan, and align the paper edges before loading.

4 Reload paper, and then adjust the paper guide.