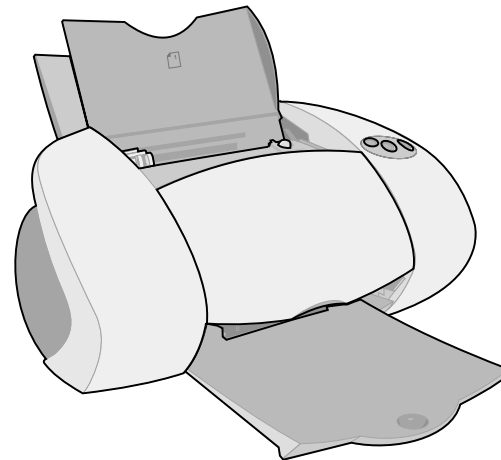


# LEXMARK

## Z65, Z65n

### Color Jetprinter™

## Online User's Guide for Mac OS 8.6 to 9.2



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### ***Navigating***

- Click the categories in the left pane to navigate the pages.
- Click the **blue text** to link to other parts of this *Online User's Guide*.
- Click the arrows at the bottom of the screen to move forward and backward through the pages.

### ***Searching***

- 1 From the Acrobat Edit menu, choose Find.
- 2 In the Find What: box, type the word or phrase you want to search for.
- 3 Click Find.

### ***Printing***

From the Acrobat File menu:

- 1 Choose Page Setup, select the Landscape orientation button, and then click OK.
- 2 Choose Print, specify the pages you want to print, and then click Print.



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## Understanding the printer software

Your printer software includes the:

- **Page Setup dialog box**
- **Print dialog box**
- **Control Panel**

To customize the settings for your document, use the **Page Setup dialog** and the **Print dialog**. For more information on which settings to select for your document, see **Printing ideas**. When you installed the printer software, the Page Setup and Print dialog boxes were set to these default settings:

Print Quality: Normal

Paper Type: Automatic

Paper Size: A4 or U.S. Letter

Paper Source: Printer Setting or Paper Tray 1  
(front)

Orientation: Portrait

**Note:** Your printer has paper type sensing capability that automatically detects most paper types. For more information, see **Using the paper type sensor**.

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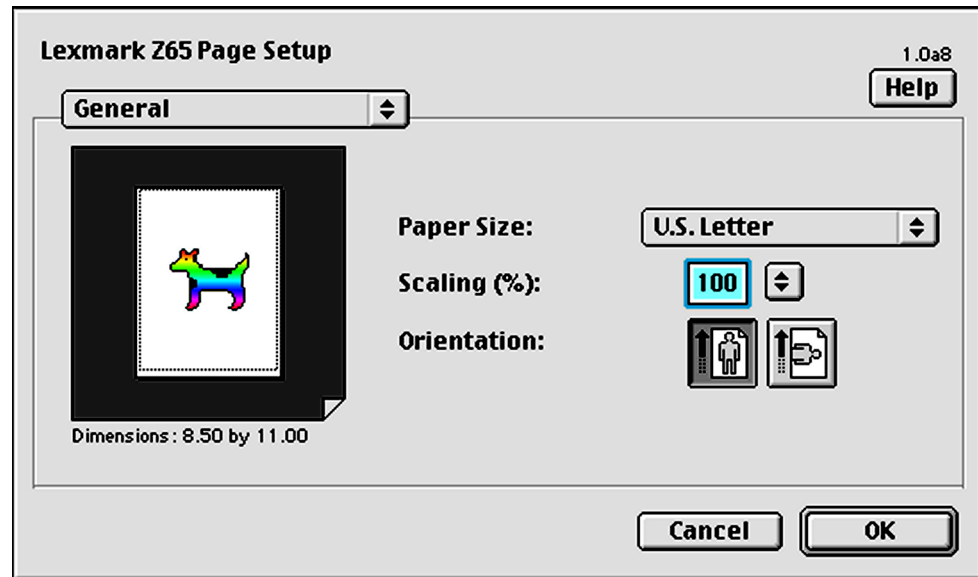
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## Page Setup dialog box

While the document you want to print is open, use the Page Setup dialog box to select settings such as paper size. To customize the settings in the Page Setup dialog box:

- 1 From the File menu of your software application, choose Page Setup.



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2 Change the settings as needed.

From the pop-up menu in the upper left, choose:	Select:	When you want to:
General	Paper Size	Choose a paper size or create a custom paper size.
	Scaling	Change the scaling value of the document. Valid values are between 25% and 400%.
	Orientation	Choose between portrait and landscape.
Watermark	Watermarks	Choose a watermark design.

For more information about these settings, click Help. When you are finished, click Done.

3 Click OK to apply the settings and close the Page Setup dialog box.

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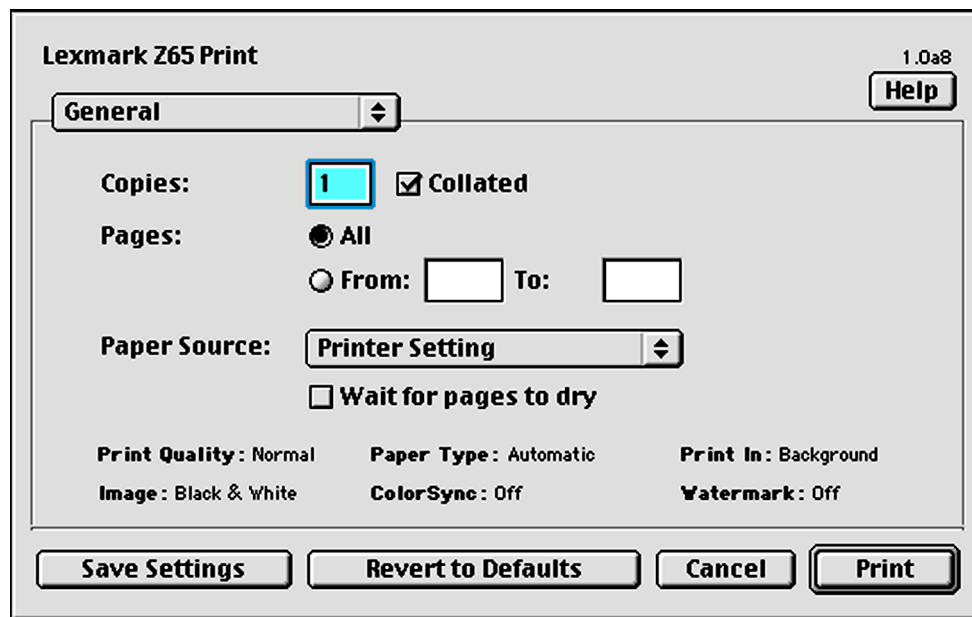
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## Print dialog box

While your document is open, you can use the Print dialog box to select settings that affect the appearance of your document. To customize the settings in the Print dialog box:

- 1 From the software application File menu, choose Print.



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2 Change the settings as needed.

From the pop-up menu in the upper left, choose:	Select:	When you want to:
General	Copies	Specify the number of copies to print (from 1 to 999).
	Paper Source	Choose a paper source: Tray 1 (Front), Tray 2 (Rear), or Printer Setting which lets you choose a tray by pressing either paper tray button on the printer.
	Collated	Sort multiple copy jobs.
	Pages	Print all of the pages in a document or print a range of pages.
	Wait for pages to dry	Add more time between pages as they exit the printer. Select this option when you want to keep documents from smearing.
	Revert to Defaults	Change your settings back to the original factory settings.
	Status Area	See basic status information from the Page Setup and Print dialog boxes.



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From the pop-up menu in the upper left, choose:	Select:	When you want to:
Paper Type/ Quality	Print Quality	Select Quick Print, Normal, Better, or Best.  Normal print quality is recommended for most documents. Higher print quality settings result in better quality documents, but take longer to print.
	Paper Type Tray 1 (Front)	Specify the type of paper loaded into paper tray 1. Automatic Sensing is the default setting. At this setting, your printer automatically detects some paper types. For more information, see <b>Using the paper type sensor</b> .
	Paper Type Tray 2 (Rear)	Specify the type of paper loaded into paper tray 2. Plain is the default setting.



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From the pop-up menu in the upper left, choose:	Select:	When you want to:
Layout	Booklet	Print a booklet.
	Poster	Print a poster.
	Pages/Sheet	Print multiple pages on a single sheet of paper.
	Print Last Page First	Print the pages in reverse order so the first page of your document is on top of the stack in the paper exit tray.
	Print on Both Sides	Print your document on both sides of the paper.
Color	ColorSync Color Matching	Select a printer profile to match the color on the screen to the color in the document.
	Built-In Color Matching	Let the printer software match the color on the screen to the color in the document.

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From the pop-up menu in the upper left, choose:	Select:	When you want to:
Background Printing	Print in: Foreground	Print when you have limited system resources. <b>Note:</b> You cannot use the computer to perform other tasks while printing in the foreground.
	Print in: Background	Print most documents. Background printing is recommended for all jobs unless a problem occurs. <b>Note:</b> You can use the computer to perform other tasks while printing in the background.
	Print Time	<ul style="list-style-type: none"> <li>• Select an exact date and time for the document to print.</li> <li>• Mark a print job Urgent.</li> <li>• Put a print job on hold.</li> </ul>

- 3 If you want more information about the settings in the Print dialog box, click Help to view the printer software Help. When you are finished, click Done.
- 4 To save your settings for future print jobs, click Save Settings.
- 5 Click Print to apply your settings and print your document.

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## Control Panel

Use the Control Panel to monitor your printer and printer supplies. You can:

- Install cartridges
- Align cartridges
- Clean print nozzles
- Select a printer
- Calibrate the paper type sensor
- Print a test page
- Obtain information on ordering supplies
- Obtain software version information
- Configure a network printer



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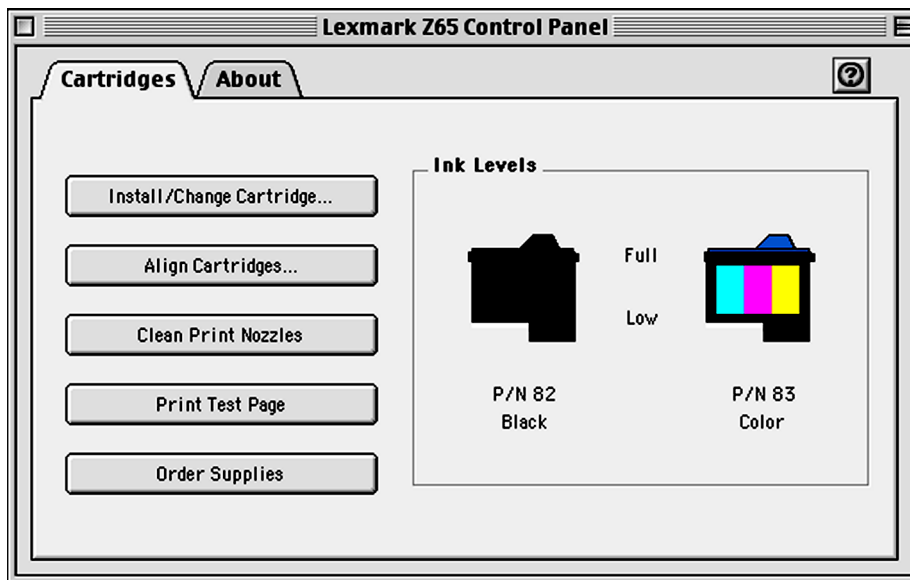
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### Using the Control Panel

- 1 From the Apple menu, choose Control Panels ▶ Lexmark Z65 Control Panel.



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Click the:	Select:	When you want to:
Cartridges tab	Install/Change Cartridge	Specify cartridge settings in the printer software when installing or changing a cartridge. For more information, see <b>Replacing the print cartridge</b> .
	Align Cartridges	Align the cartridges. For more information, see <b>Aligning the print cartridges</b> .
	Clean Print Nozzles	Improve print quality by cleaning clogged print nozzles. For more information, see <b>Cleaning the print cartridge nozzles</b> .
	Print Test Page	Print a test page to verify your printer is functioning properly.
	Order Supplies	Order supplies, such as print cartridges, from the Lexmark Web site. For more information, see <b>Ordering supplies</b> .
About tab		Obtain printer software version information.



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Click the:	Select:	When you want to:
Advanced menu	Select Printer	<ul style="list-style-type: none"><li>• Select a printer and make it the default printer.</li><li>• Find the IP address for the selected printer.</li><li>• Add a printer located on a remote subnet. You can add a single printer or search the subnet for all available printers.</li><li>• View a list of all USB, USB print sharing, and network printers.</li></ul>
	Network Printer Configuration	<ul style="list-style-type: none"><li>• Configure an unconfigured network printer.</li><li>• View a list of network printers.</li></ul>

- 2 To learn more about what you can do with your printer, click the ? to view the printer software Help. When you are finished, click Done.
- 3 Click the Close box in the upper left corner to close the Control Panel.



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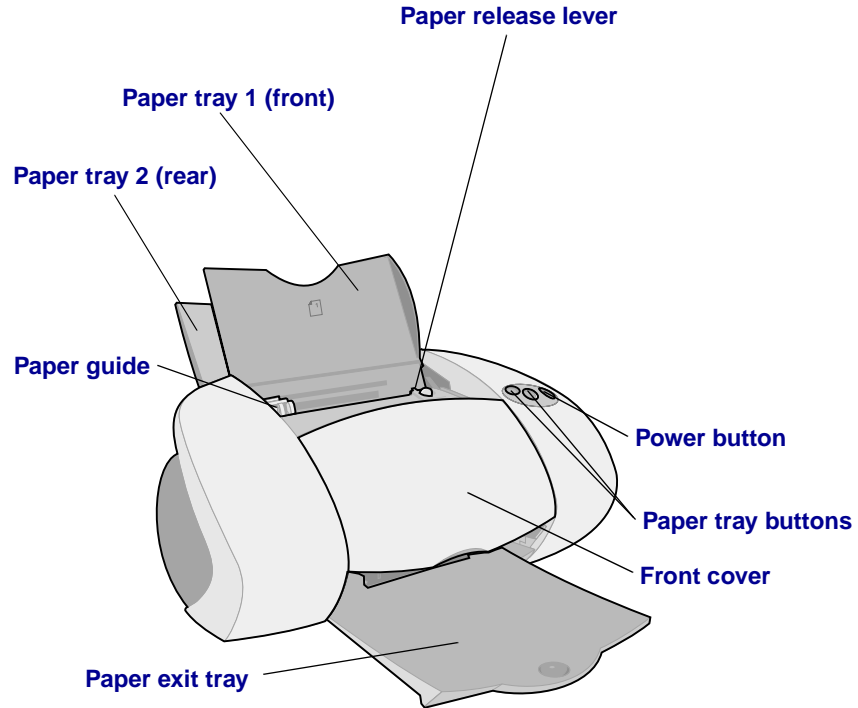
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## Understanding the printer parts

The table beginning on page 17 describes each part.





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USB cable  
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USB cable  
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Network link  
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Power supply  
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Power supply  
connector



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Use this:	When you want to:
Ethernet cable connector	Connect the printer to a network with an RJ-45 (Category 5) Ethernet cable.
Front cover	<ul style="list-style-type: none"> <li>• Install or change print cartridges.</li> <li>• Clear a paper jam.</li> </ul>
Network connection speed light	See how quickly your network is transmitting data. <ul style="list-style-type: none"> <li>• When it flashes, your network is transmitting data at 100 Mbps.</li> <li>• When it is on, your network is transmitting data at 10 Mbps.</li> </ul>
Network link light	See if your network is properly connected (the light is on).
Paper exit tray	Stack paper after printing.
Paper tray 1 (front) 	Print on most types and sizes of paper. This tray has a paper type sensor and should be used as the main paper tray. For more information, see <b>Using the paper type sensor</b> . Check the number icon so you can match it with the appropriate paper tray button.
Paper tray 2 (rear) 	Print on various paper types. The default setting for this paper tray is for plain paper. This tray <b>does not</b> have a paper type sensor. Check the number icon so you can match it with the appropriate paper tray button.

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Use this:	When you want to:
 Paper tray buttons 	<ul style="list-style-type: none"> <li>Select a paper tray (press the button once). The light indicates the tray that is selected.</li> <li>Eject paper from the printer.</li> <li>Check the printer status. For more information, see <a href="#">Understanding error messages and flashing lights</a>.</li> </ul>
Paper guide	Make sure paper feeds correctly into the printer. Each paper tray has a paper guide.
Paper release lever	Release a sheet of paper before removing it. Each paper tray has a paper release lever.
Power button	<ul style="list-style-type: none"> <li>Turn the printer on or off.</li> <li>Check the printer status.</li> </ul> For more information, see <a href="#">Understanding error messages and flashing lights</a> .
Power supply connector	Connect the power supply to the printer.
USB cable connector	Connect the printer to the computer with a USB cable.



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### *Using the paper type sensor*

Your printer has a paper type sensor in paper tray 1. If you load transparencies or plain, coated, photo, or glossy paper into paper tray 1, the printer detects the paper type and automatically adjusts the Paper Type setting in the Print dialog box accordingly. To enable the printer to automatically detect the paper type loaded in your printer:

- 1 From the software application File menu, choose Print.
- 2 From the pop-up menu in the upper left corner, choose Paper Type/Quality.
- 3 From the Tray 1 (Front) pop-up menu, choose Automatic.
- 4 To save the setting for future use, click Save Settings.
- 5 Click Print.

**Note:** Although the printer can detect the type of paper you are using, it cannot detect the paper size. Make sure you select the appropriate paper size in the **Page Setup dialog**.



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## Basic printing is as easy as:

**Step 1: Load the paper**

**Step 2: Customize the printer settings**

**Step 3: Print your document**

**Note:** For help printing on specialty paper (such as photo paper, banner paper, transparencies, or iron-on transfers), see **Printing ideas**.



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## Step 1: Load the paper

Your printer has two paper trays. The amount of paper you can load into each tray varies depending on the thickness and weight of your paper.

- 1 Make sure the paper tray you want to use is open.

For this paper tray:	You can load up to:
Tray 1	<ul style="list-style-type: none"><li>• 25 sheets of glossy or photo paper</li><li>• 100 sheets of premium (coated) paper</li><li>• 25 iron-on transfers</li><li>• 100 sheets of plain paper</li><li>• 10 greeting cards, index cards, photo cards, or postcards</li><li>• 10 envelopes</li><li>• 10 transparencies</li><li>• 25 sheets of labels</li><li>• 100 sheets of custom size paper</li></ul> <p><b>Note:</b> This tray has a paper type sensor and should be used as the main paper tray. For more information, see <a href="#">Using the paper type sensor</a>.</p>

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For this paper tray:	You can load up to:
Tray 2	<ul style="list-style-type: none"><li>• 150 sheets of plain, A4 or letter size, paper</li><li>• 25 sheets of glossy or photo paper</li><li>• 150 sheets of premium (coated) paper</li><li>• 25 iron-on transfers</li><li>• 10 transparencies</li><li>• 25 sheets of labels</li></ul> <p><b>Note:</b> Paper tray 2 does not have a paper type sensor. You may need to select a paper type in the software. For help, see <a href="#">Customize the printer settings</a>.</p>

- 2 From the software application File menu, choose Print.
- 3 From the pop-up menu in the upper left corner, choose Paper Type/Quality.
- 4 Choose a paper source: Tray 1, Tray 2, or Printer Setting.

**Note:** If you choose Printer Setting, you must press the paper tray button on the printer for the paper tray you want to print from.

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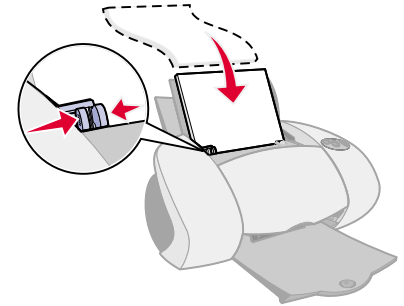
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- 5 Place the paper against the right edge of the paper tray with the print side facing you.

**Note:** A4 size paper should extend beyond the top of the paper tray. Letter size paper should extend beyond the top of paper tray 1 and align with the top of paper tray 2. Do not force the paper too far into the printer.



- 6 Squeeze and slide the paper guide to the left edge of the paper.

For information about loading specialty paper, see [Printing ideas](#).





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## Step 2: Customize the printer settings

If you are using plain A4 or letter size paper and you want normal print quality, you only need to adjust the paper size printer setting.

If you are using specialty paper, such as photo paper, card stock, envelopes, or banner paper, see **Printing ideas** to customize your printer settings.

For more information about the different printer settings, see **Understanding the printer software**.



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## Step 3: Print your document

After you load the paper and customize the printer settings (if necessary), you are ready to print:

- 1 From the software application File menu, choose Print.
- 2 Click Print.

**Note:** The paper exit tray holds 150 sheets of paper. If you want to print more than 150 sheets, make sure you remove the first 150 sheets before you continue printing.



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- Printing on premium (coated) paper
- Printing on both sides of a sheet of paper
- Printing cards
- Printing envelopes
- Printing color images in black and white
- Printing a booklet
- Printing labels
- Printing on custom size paper
- Printing handouts
- Printing iron-on transfers
- Printing transparencies
- Printing your document in reverse order
- Printing a banner



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## Printing photos

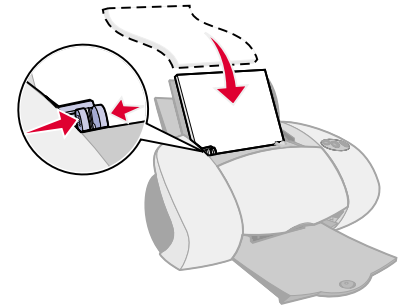
You can load up to 25 sheets of coated, photo, or glossy paper, depending on the thickness of the paper. You may want to print your photos on plain paper before loading photo paper and changing your settings. This ensures that you do not waste photo paper perfecting the image you would like to print. To print on photo cards, see [Printing cards](#).

### Step 1: Load the photo paper

- If your photo paper came with instructions, read them carefully.
- Make sure your paper is not used or damaged.
- Make sure the glossy or coated side is facing you.
- Load the photo paper against the right edge of paper tray 1.

**Note:** Do not push the paper too far into the printer.

- Squeeze and slide the paper guide to the left edge of the paper.



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## Step 2: Customize the print settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size and orientation:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size pop-up menu, choose the paper size for your photo. To choose a custom paper size, see [Printing on custom size paper](#).
  - c Choose Portrait or Landscape orientation.
  - d Click OK.
- 2 Choose a paper tray, paper type, print quality, and color setting.
  - a From the software application File menu, choose Print.
  - b From the pop-up menu in the upper left, choose Paper Type/Quality.
  - c If Automatic is selected in the Paper Type pop-up, continue with the next step to print your photo. If Automatic is not selected, select Glossy/Photo as the paper type.
  - d Choose a paper source: Tray 1 or Printer Setting.



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**Note:** If you choose Printer Setting, you must press the paper tray button on the printer for the paper tray you want to print from.

e Select Better or Best for the print quality.

**Note:** Higher print quality settings result in better quality documents, but may take longer to print.

f From the pop-up menu in the upper left corner, choose Color.

g Select Built-In Color Matching.

h From the Halftone pop-up menu, select Airbrush.

### Step 3: Print your photos

Click Print.

**Note:** To prevent smearing, remove each photo as it exits the printer and let it dry before stacking. You can also use the **Wait for pages to dry** function.



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## Printing on premium (coated) paper

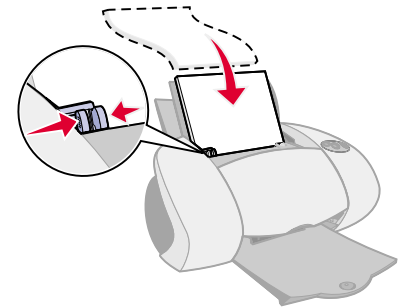
You can load up to 100 pages of premium (coated) paper, depending on the thickness of the paper.

### Step 1: Load the premium (coated) paper

- If your paper came with instructions, read them carefully.
- Make sure your paper is not used or damaged.
- Make sure the print side is facing you.
- Load the paper vertically against the right side of paper tray 1.

**Note:** Do not push the paper too far into the printer.

- Squeeze and slide the paper guide to the left edge of the paper.



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## Step 2: Customize the print settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size and orientation:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size pop-up menu, choose the paper size for your document. To choose a custom paper size, see [Printing on custom size paper](#).
  - c Choose Portrait or Landscape orientation.
  - d Click OK.
- 2 Choose a paper tray, paper type, and print quality:
  - a From the software application File menu, choose Print, and then choose a paper source: Tray 1 or Printer Setting.

**Note:** If you choose Printer Setting, you must press the paper tray 1 button on the printer.
  - b From the pop-up menu in the upper left corner, choose Paper Type/Quality.





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- c If you have chosen Automatic, continue with the next step. If it is not on, select Plain from the Tray 1 (Front) pop-up menu. For more information, see **Using the paper type sensor**.
- d Select Better or Best for the print quality.

**Note:** Higher print quality settings result in better quality documents, but may take longer to print.

### Step 3: Print your document

Click Print.

**Note:** The paper exit tray holds up to 150 sheets of premium paper. To print more than 150 pages, remove the first 150 sheets from the paper exit tray, and then continue printing.



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## Printing on both sides of a sheet of paper

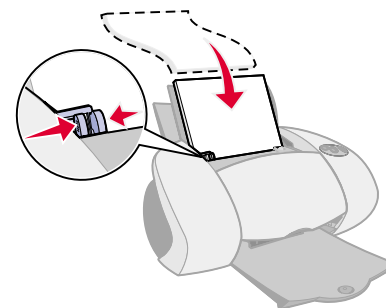
Conserve paper by printing on both sides. You can load up to 100 sheets of paper at a time, depending on the thickness of the paper. For the best print quality, use thick paper.

### Step 1: Load the paper

- Make sure the print side is facing you.
- Load the paper vertically against the right side of the paper tray.

**Note:** Do not push the paper too far into the printer.

- Squeeze and slide the paper guide to the left edge of the paper.



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## Step 2: Customize the print settings

- 1 From the software application File menu, choose Page Setup.
- 2 From the Paper Size pop-up menu, choose the paper size for your document.
- 3 Choose Portrait or Landscape orientation.
- 4 Click OK.
- 5 From the software application File menu, choose Print.
- 6 Choose a paper source: Tray 1, Tray 2, or Printer Setting.

**Note:** If you choose Printer Setting, you must press the paper tray button on the printer for the paper tray you want to print from.

- 7 From the pop-up menu in the upper left corner, choose Layout.
- 8 Select Print on Both Sides.
- 9 Select the graphic for the binding edge (Top Flip or Side Flip) for your document.

If you select Top Flip, the pages of your document turn like the pages of a legal pad. If you select Side Flip, the pages of your document turn like the pages of a magazine.

- 10 Continue with the next step to print your document.

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### Step 3: Print your document

**1** Click Print.

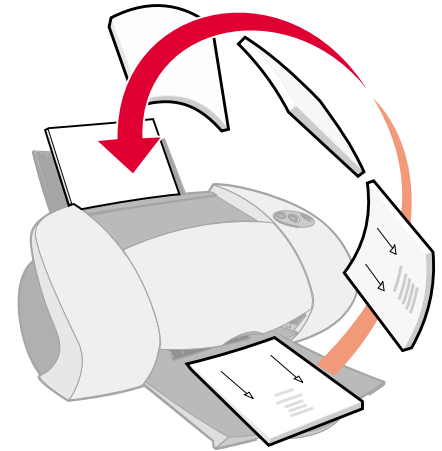
The odd-numbered pages print, and then your printer software prompts you to reload the paper.

**2** Remove the stack of paper from the paper exit tray.

**3** Load the stack of paper and the reloading instruction page, with the printed side facing away from you and the arrows pointing down, into the paper tray you used to print the first side.

**4** Click Continue.

The even-numbered pages print.



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## Printing cards

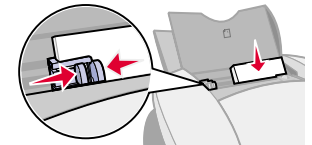
You can load up to 10 greeting cards, index cards, photo cards, or postcards into paper tray 1, depending on the thickness of the cards.

### Step 1: Load the cards

- If your cards came with instructions, read them carefully.
- Make sure your cards are not used or damaged.
- Make sure the print side is facing you.
- Load the cards vertically against the right side of paper tray 1.

**Note:** Do not push the cards too far into the printer.

- Squeeze and slide the paper guide to the left edge of the cards.



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## Step 2: Customize the print settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size and orientation:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size pop-up menu, choose the card size for your document. To select a custom size paper, see [Printing on custom size paper](#).
  - c Choose Portrait or Landscape orientation.
  - d Click OK.
- 2 Choose a paper tray, print quality, and paper type:
  - a From the software application File menu, choose Print.
  - b Choose a paper source: Tray 1 or Printer Setting.

**Note:** If you choose Printer Setting, you must press the paper tray 1 button on the printer.
  - c From the pop-up menu in the upper left, choose Paper Type/Quality.
  - d Choose Better or Best for photo and greeting cards. Choose Normal for other types of cards.



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**Note:** Higher print quality settings result in better quality documents, but may take longer to print.

- e If you have chosen Automatic and you are printing photo cards, continue with the next step to print your cards. For more information, see **Using the paper type sensor**.

If you are printing other types of cards or have not chosen Automatic, select Plain for the paper type.

### Step 3: Print your cards

Click Print.

**Note:** You can use the **Wait for pages to dry** function or remove each card as it exits the printer and let it dry before stacking.



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## Printing envelopes

You can load up to 10 envelopes into paper tray 1, depending on the thickness of the envelopes.

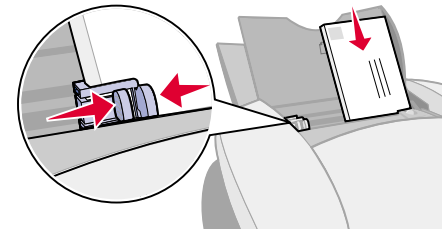
### Step 1: Load the envelopes

**Note:** Do not use envelopes with holes, windows, deep embossing, metal clasps, string ties, or metal folding bars.

- Make sure your envelopes are not used or damaged.
- Make sure the print side is facing you.
- Make sure the stamp location is in the upper left corner.
- Load the envelopes vertically against the right side of paper tray 1.

**Note:** Do not push the envelopes too far into the printer.

- Squeeze and slide the paper guide to the left edge of the envelopes.





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## Step 2: Customize the print settings

For help, see [Understanding the printer software](#).

- 1 Choose an envelope size and orientation:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size pop-up menu, choose the appropriate envelope size.  
To select a custom envelope size, see [Printing on custom size paper](#).
  - c Choose Landscape orientation.

**Note:** Many software applications are designed to override the envelope settings in Page Setup. Make sure Landscape orientation is also selected in your software application.

- d Click OK.
- 2 Choose a paper type, print quality, and paper tray:
  - a From the software application File menu, choose Print.
  - b Choose a paper source: Tray 1 or Printer Setting.

**Note:** If you choose Printer Setting, you must press the paper tray 1 button on the printer.



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- c From the pop-up menu in the upper left corner, choose Paper Type/Quality.
- d From the Print Quality area, choose Normal print quality.
- e If Tray 1 (Front) is set to Automatic, continue with the next step to print your envelopes. For more information, see **Using the paper type sensor**.

If Tray 1 (Front) is not set to Automatic, select Plain for the paper type.

### Step 3: Print your envelopes

Click Print.

**Note:** The paper exit tray holds up to 10 envelopes. To print more than 10 envelopes, remove the first 10 envelopes from the paper exit tray before the others print.



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## Printing color images in black and white

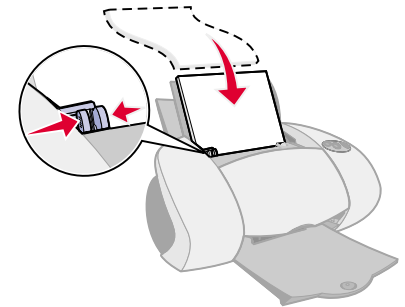
You can print color images in black ink. Depending on the thickness of the paper or cards, you can load up to 10 photo cards, 25 sheets of photo paper, or 100 sheets of plain paper into paper tray 1. You can load up to 150 sheets of plain paper at a time, depending on the thickness, in paper tray 2.

### Step 1: Load the paper

- Make sure your paper is not used or damaged.
- Make sure the print side is facing you.
- Load the paper vertically against the right side of the paper tray, and then press the paper tray button once.

**Note:** Do not push the paper too far into the printer.

- Squeeze and slide the paper guide to the left edge of the paper.



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## Step 2: Customize the print settings

For help, see [Understanding the printer software](#).

- 1 From the software application File menu, choose Print.
- 2 From the pop-up menu in the upper left, choose Color.
- 3 Select Built-In Color Matching.
- 4 From the Document Color pop-up menu, choose Black Only.
- 5 Continue customizing your document following the steps in [Basic printing](#) or [Printing ideas](#) or continue with the next step.

## Step 3: Print your document

Click Print.

**Note:** The paper exit tray holds up to 150 sheets of paper or 10 photo cards. To print more than 150 sheets of paper, remove the first 150 sheets from the paper exit tray before the others print. To print more than 10 photo cards, remove the first 10 photo cards from the paper exit tray before the others print.



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## Printing a booklet

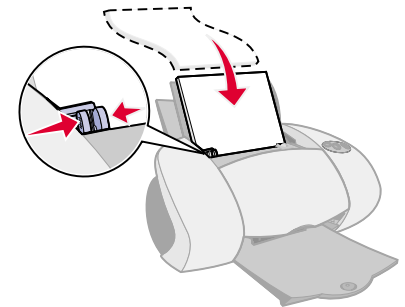
You can print and bundle your document to make a booklet. You can load up to 100 sheets of plain paper into paper tray 1 or 150 sheets of plain paper in paper tray 2, depending on the thickness of the paper.

### Step 1: Load the paper

- Make sure the print side is facing you.
- Load the paper vertically against the right side of paper tray 1 or 2.

**Note:** Do not push the paper too far into the printer.

- Squeeze and slide the paper guide to the left edge of the paper.



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## Step 2: Customize the print settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size and orientation:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size area, choose A4, A5, U.S. Letter, or Statement.
  - c Choose Portrait or Landscape orientation.
  - d Click OK.
- 2 Choose a paper tray, print quality, and paper type:
  - a From the software application File menu, choose Print.
  - b Choose a paper source: Tray 1, Tray 2, or Printer Setting.

**Note:** If you choose Printer Setting, you must press the paper tray button for the paper tray you want to print from.
  - c From the pop-up menu in the upper left corner, choose Paper Type/Quality.
  - d Select the print quality for your document following the steps in [Basic printing](#) or [Printing ideas](#).



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- e If you have chosen Automatic from Tray 1 (Front), continue with the next step. Otherwise, select Plain from the Tray 1 (Front) or Tray 2 (Rear) pop-up menu. For more information, see **Using the paper type sensor**.
- f From the pop-up menu in the upper left, select Layout.
- g Select Booklet.
- h From the Booklet pop-up menu, select the appropriate number of sheets to bundle (2, 4, 8, 16, or 32).

**Note:** A bundle is the group of pages that are folded in half and stacked before binding. When printing with thick paper, select a smaller number of sheets to bundle for easier binding.



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### Step 3: Print your booklet

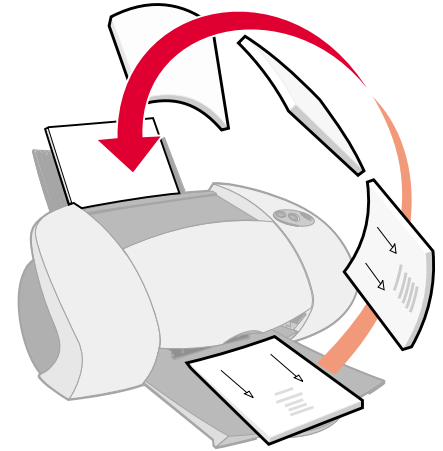
1 Click Print.

After the first half of your booklet prints, your printer software prompts you to reload the paper.

2 Remove the stack from the paper exit tray.

3 Load the stack of paper and the reloading instruction page, with the printed side facing away from you and the arrows pointing down, into the paper tray you printed the first side from.

4 Click Continue.





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## Step 4: Build your booklet

After your document prints, stack and bind your booklet.

- 1 Remove the first bundle from the paper exit tray, fold it in half, and then set it aside.
- 2 Remove the next bundle, fold it in half, and then stack it on top of the first bundle.
- 3 Continue to stack the bundles on top of each other until your booklet is complete.
- 4 Bind the bundles to complete your booklet.



Five bundles  
stacked to form  
a booklet.



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## Printing labels

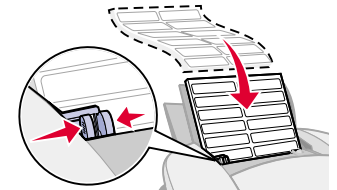
You can load up to 25 sheets of labels, depending on the thickness of the sheets.

### Step 1: Load the labels

- Use only labels designed for inkjet printers.
- If your labels came with instructions, read them carefully.
- Make sure your labels are not used or damaged.
- Do not print within 1 mm (0.04 in.) of the edge of a label.
- Make sure there are no missing or curled labels.
- Make sure the print side is facing you.
- Load the labels vertically against the right side of paper tray 1.

**Note:** Do not push the label sheets too far into the printer.

- Squeeze and slide the paper guide to the left edge of the sheet of labels.



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## Step 2: Customize the print settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size and orientation:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size area, choose A4 or U.S. Letter.
  - c Choose Portrait or Landscape orientation.
  - d Click OK.
- 2 Choose a paper tray, print quality, and paper type:
  - a From the software application File menu, choose Print.
  - b Choose a paper source: Tray 1 or Printer Setting.

**Note:** If you choose Printer Setting, you must press the paper tray 1 button on the printer.
  - c From the pop-up menu in the upper left, choose Paper Type/Quality.
  - d From the Print Quality area, select Normal.



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**Note:** Higher print quality settings result in better quality documents, but may take longer to print.

- e If you have chosen Automatic from Tray 1 (Front), continue with the next step to print your labels. For more information, see **Using the paper type sensor**.

If you have not chosen Automatic, select Plain for the paper type.

### Step 3: Print your labels

Click Print.

**Note:** The paper exit tray holds up to 10 sheets of labels. To print more than 10 sheets, remove the first 10 sheets from the paper exit tray before the others print.



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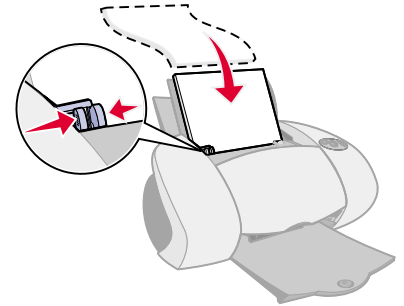
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## Printing on custom size paper

You can load up to 100 sheets of custom size paper in tray 1 and 150 sheets in tray 2.

### Step 1: Load the custom size paper

- Make sure your paper is not used or damaged.
  - Make sure the paper size fits within these dimensions:
    - Width: 76 to 216 mm (3 to 8.5 in.)
    - Height: 127 to 355.6 mm (5 to 14 in.)
  - Make sure the print side is facing you.
  - Load the paper vertically against the right side of paper tray 1.
- Note:** Do not push the paper too far into the printer.
- Squeeze and slide the paper guide to the left edge of the paper.



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## Step 2: Customize the print settings

For help, see [Understanding the printer software](#).

- 1 Create a custom paper size:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size pop-up menu, choose Edit Custom Paper Sizes, and then click New.
  - c From the Units pop-up menu, choose Millimeters (mm) or Inches (in.), and then type the dimensions for your custom paper size.
  - d From the Kind pop-up menu, choose U.S. Letter, Envelope, or Card, and then type a unique name for your custom paper size in the Paper Size Name box.
  - e Click Save, and then click Done.
  - f Click OK on the Page Setup dialog box.
- 2 To choose a print quality, paper type, or orientation other than the default settings, follow the steps in [Basic printing](#) or [Printing ideas](#).



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### Step 3: Print your document

- 1 From the software application File menu, choose Print.
- 2 Click Print.



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## Printing handouts

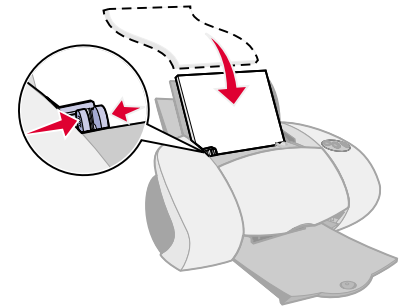
You can conserve paper by printing handouts. Handouts are multiple page images on a single sheet of paper. You can load up to 100 sheets of paper in tray 1 and 150 sheets of paper in tray 2.

### Step 1: Load the paper

- If your paper came with instructions, read them carefully.
- Make sure your paper is not used or damaged.
- Make sure the print side is facing you.
- Load the paper vertically against the right side of the paper tray.

**Note:** Do not push the paper too far into the printer.

- Squeeze and slide the paper guide to the left edge of the paper.





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## Step 2: Customize the print settings

For help, see [Understanding the printer software](#).

You can print your handouts on one side or on both sides of the paper.

- 1 Choose a paper size and orientation:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size pop-up menu, choose a paper size.
  - c Choose Portrait or Landscape orientation, and then click OK.
- 2 Choose a print quality and paper type:
  - a From the software application File menu, choose Print.
  - b Choose a paper source: Tray 1, Tray 2, or Printer Setting.

**Note:** If you choose Printer Setting, you must press the paper tray button on the printer for the paper tray you want to print from.
  - c From the pop-up menu in the upper left, choose Paper Type/Quality.
  - d Select a paper type for your document.
  - e Select a print quality for your document.



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**f** From the pop-up menu in the upper left, select Layout.

**g** Choose Pages/Sheet.

**h** From the Pages per Sheet pop-up menu, select the number of pages you want to print on one sheet.

The displayed graphic shows you how the printed page will look.

**i** Select Print Borders to print a border around each page image.

If you are printing your handouts on one side of the paper, continue with the next step to print your handouts.

To print your handout on both sides of the paper:

**1** Select Print on Both Sides.

**2** Select a graphic for the binding edge (Top or Side Flip).

If you select Top Flip, the pages of your handouts turn like the pages of a legal pad. If you select Side Flip, the pages of your handouts turn like the pages of a magazine.

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### Step 3: Print your handouts

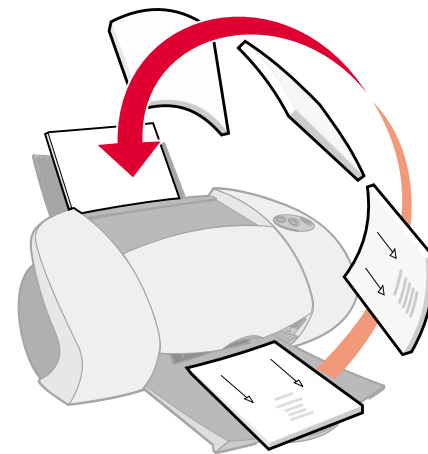
**1** Click Print.

If you formatted your handouts to print on one side of each page, you are finished.

If you formatted your handouts to print on both sides of each page, continue with the next step.

**2** After the first half of your handouts print, your printer software prompts you to reload the paper. Load the paper and the reloading instruction page, with the printed side facing away from you and the arrows pointing down, into the paper tray you used to print the first side.

**3** Click Continue.



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## Printing iron-on transfers

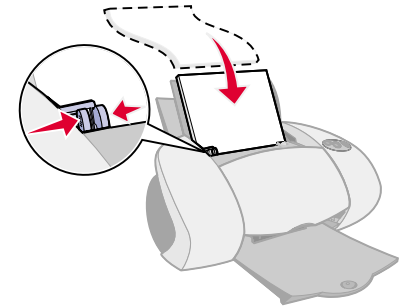
You can load up to 25 iron-on transfers, depending on the thickness of the iron-on transfers. You may want to print your image on plain paper before printing it on an iron-on transfer. This ensures you do not waste iron-on transfers perfecting the image you would like to print. When the image prints to your satisfaction, load the iron-on transfers.

### Step 1: Load the iron-on transfers

- If your transfers came with instructions, read them carefully.
- Make sure your transfers are not used or damaged.
- Make sure the print (blank) side is facing you.
- Load the iron-on transfers vertically against the right side of paper tray 1.

**Note:** Do not push the iron-on transfers too far into the printer.

- Squeeze and slide the paper guide to the left edge of the iron-on transfers.



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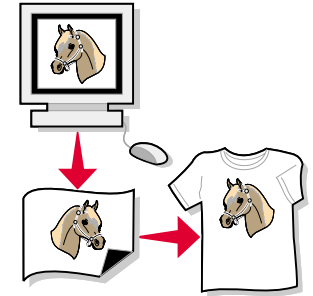
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## Step 2: Customize the print settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size pop-up menu, choose A4 or U.S. Letter.
  - c Click OK.
- 2 Choose a print quality, paper tray, and paper type:
  - a From the software application File menu, choose Print.
  - b From the pop-up menu in the upper left, choose Paper Type/Quality.
  - c From the Paper Type pop-up menu, choose Iron-On Transfer.
  - d Select Normal for the print quality.
  - e Choose a paper source: Tray 1 or Printer Setting.



**Note:** If you choose Printer Setting you must press the paper tray 1 button on the printer.

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### Step 3: Print your iron-on transfers

Click Print.

**Note:** To prevent smudging, remove each iron-on transfer as it exits the printer and let it dry before stacking. You can also use the **Wait for pages to dry** function.



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## Printing transparencies

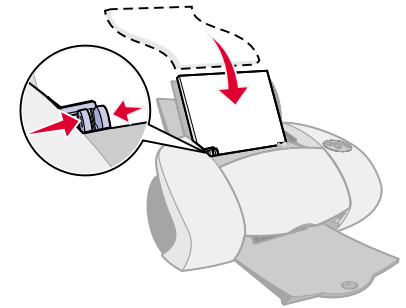
You can load up to 10 transparencies in paper tray 1, depending on the thickness of the transparencies.

### Step 1: Load the transparencies

- Use transparencies designed for inkjet printers.
- If the transparencies have paper backing sheets, make sure you separate the paper from the transparencies before you load them.
- Make sure your transparencies are not used or damaged.
- If your transparencies came with instructions, read them carefully.
- Make sure the rough (print) side of the transparencies is facing you. If the transparencies have a removable strip, make sure each strip faces away from you and down.
- Load the transparencies vertically against the right side of paper tray 1.

**Note:** Do not push the transparencies too far into the printer.

- Squeeze and slide the paper guide to the left edge of the transparencies.



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## Step 2: Customize the print settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size pop-up menu, choose A4 or U.S. Letter.
  - c Click OK.

- 2 Choose a paper type, print quality, and paper tray:

- a From the software application File menu, choose Print.
- b Choose a paper source: Tray 1 or Printer Setting.

**Note:** If you choose Printer Setting, you must press the paper tray 1 button on the printer.

- c From the pop-up menu in the upper left, choose Paper Type/Quality.
- d Click Normal or Better for the print quality.

**Note:** Higher print quality settings result in better quality documents, but may take longer to print.





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- e If you have chosen Automatic from Tray 1 (Front), continue with the next step to print your transparencies. For more information, see **Using the paper type sensor**.

If Automatic is not chosen, select Transparency for the paper type.

### Step 3: Print your transparencies

Click Print.

**Note:** To prevent smudging, remove each transparency as it exits the printer and let it dry before stacking. You can also use the **Wait for pages to dry** function. Transparencies may require up to 15 minutes to dry.



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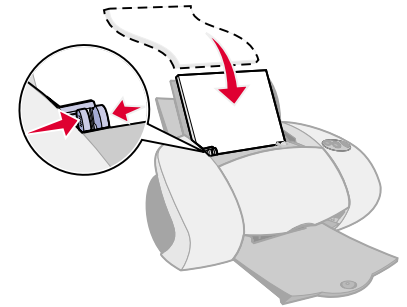
## Printing your document in reverse order

### Step 1: Load the paper

- Make sure the print side is facing you.
- Load the paper vertically against the right side of the paper tray, and then press the paper tray button once.

**Note:** Do not push the paper too far into the printer.

- Squeeze and slide the paper guide to the left edge of the paper.



### Step 2: Customize the print settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size and orientation:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size pop-up menu, choose the paper size for your document.
  - c Choose Portrait or Landscape.





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### Step 3: Print your document

Click Print.

**Note:** The paper exit tray holds up to 150 sheets of paper. If you want to print more than 150 sheets, remove the first 150 sheets from the paper exit tray before the others print.



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## Printing a banner

**Note:** Some software applications and some operating systems do not support banner printing.

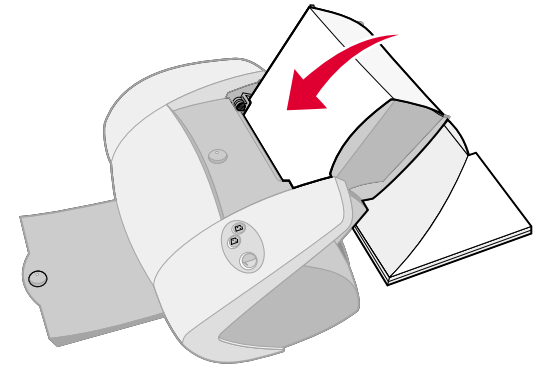
### Step 1: Load the banner paper

Make sure your banner paper is not used or damaged.

- 1 Remove any paper from paper tray 1.
- 2 Tear off enough pages for the banner including one extra sheet, and then place them behind the printer.
- 3 Load the unattached, leading edge of the first page into the printer with the right side against paper tray 1.

**Note:** Forcing the paper too far into the printer may cause a paper jam. For help, see [Clearing paper misfeeds or jams](#).

- 4 Squeeze and slide the paper guide to the left edge of the banner paper.



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## Step 2: Customize the print settings

For help, see [Understanding the printer software](#).

- 1 Choose a paper size and orientation:
  - a From the software application File menu, choose Page Setup.
  - b From the Paper Size pop-up menu, choose Banner (A4) or Banner (Letter).

**Note:** If you do not choose the correct paper size, the banner paper may cause a paper jam. For help, see [Clearing paper misfeeds or jams](#).

- c Choose Portrait or Landscape orientation.
  - d Click OK.
- 2 Choose a paper tray, print quality, and paper type:

- a From the software application File menu, choose Print.
- b Choose a paper source: Tray 1 or Printer Setting.

**Note:** If you choose Printer Setting, you must press the paper tray 1 button on the printer.

- c From the pop-up menu in the upper left corner, choose Paper Type/Quality.



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- d If you have chosen Automatic from Tray 1 (Front), continue with the next step. If Automatic is not chosen, select Plain for the paper type, and then continue with the next step.
- e Select Normal for the print quality.



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### Step 3: Print your banner

- 1 Click Print.
- 2 When the banner is finished printing:
  - a Press the paper tray 1 button to feed any extra paper through the printer.
  - b Tear the banner paper on the perforated line (if there is any extra paper).





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## Replacing the print cartridge

Before you install a new or replacement print cartridge, remove the used one.

### Removing the used cartridge

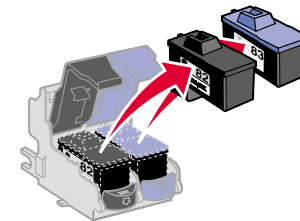
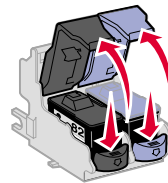
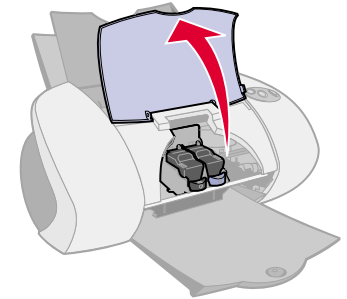
- 1 Make sure the power light is on.
- 2 Raise the front cover.

The cartridge carrier moves to the loading position, unless the printer is busy.

- 3 Remove the used cartridge. Store it in an airtight container or dispose of it properly.

- a Push down on the cartridge carrier tab to lift the carrier lid.

- b Remove the cartridges.



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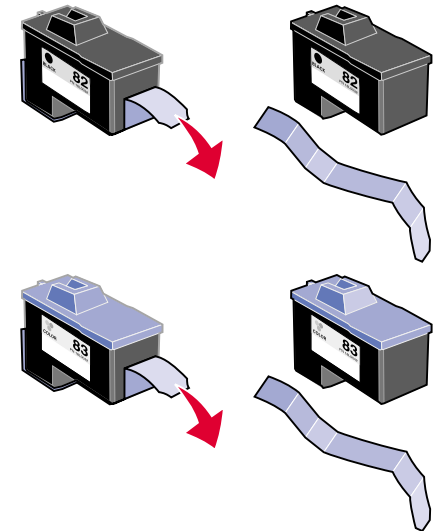
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## Installing a cartridge

For best results, use Lexmark supplies. Refilling print cartridges can affect print quality and cause damage to the printer.

- 1 If you are installing a new cartridge, remove the sticker and transparent tape from the back and bottom of the cartridge.

**Warning:** Do **not** touch or remove the gold contact areas on the back and bottom of the cartridge.



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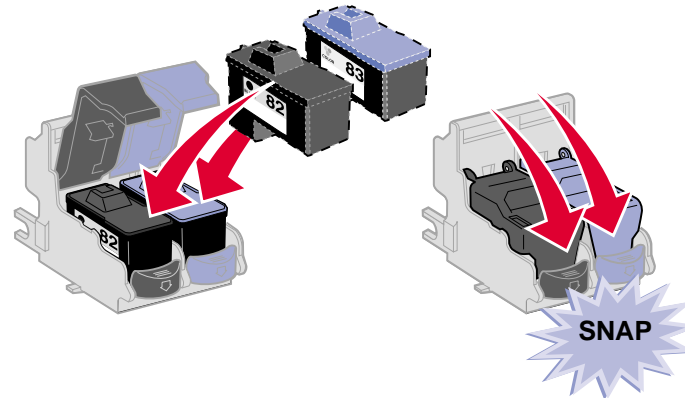
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- 2 Insert the color print cartridge into the right carrier. Insert the black cartridge into the left carrier.

a Insert the cartridge into the carrier.

b Close the carrier lid completely.



- 3 Close the front cover.

**Note:** The front cover must be closed to start a new print job.

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## Specifying cartridge settings in the printer software

Before you specify the print cartridge settings in the printer software, install the cartridges. For help, see [Installing a cartridge](#).

- 1 After you install the cartridge, from the Apple menu, choose Control Panels.
- 2 Choose the Lexmark Z65 Control Panel.
- 3 Click the Install/Change Cartridge button.
- 4 Choose the type of cartridge you installed.
- 5 **Important:** For correct ink levels, specify whether the cartridge is a New Cartridge or an Old Cartridge.

**Note:** If an old cartridge is incorrectly identified as New Cartridge in the Control Panel, ink levels in the **Control Panel** may be incorrect.

- 6 Click OK.
- 7 Choose to automatically or manually align the cartridges.
- 8 Click Continue to print an alignment page.
- 9 Follow the instructions on the screen to complete cartridge alignment. For help, see [Aligning the print cartridges](#).



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## Aligning the print cartridges

Typically, you only align print cartridges after installing or replacing a cartridge. However, you may also need to align cartridges when:

- Characters are improperly formed or are misaligned at the left margin.
- Vertical, straight lines are wavy.

To align the cartridges:

- 1 Load plain paper. For help, see [Load the paper](#).
- 2 From the Apple menu, choose Control Panels.
- 3 Choose the Lexmark Z65 Control Panel.
- 4 From the Cartridges tab, click Align Cartridges.

The Cartridge Alignment dialog box appears.



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5 Decide how you want to align the cartridges:

- If you choose Automatic Alignment (recommended), the printer determines the best alignment and automatically aligns the cartridges.
- If you choose Manual Alignment, you must select the best alignment values from the printed page.
- a** If you chose to manually align the cartridges, find the number under the darkest arrow for each alignment group.
- b** Use the arrows in the Align Cartridges dialog box to select the number that matches the darkest arrow on the printed page for each alignment group, and then click OK.

If the alignment page does not print, make sure you have completely removed the sticker and transparent tape from both cartridges. For help, see **Installing a cartridge**.



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## Cleaning the print cartridge nozzles

To improve print quality, you may need to clean the print cartridge nozzles. Clean the nozzles when:

- Characters are not printing completely.
- White dashes appear in graphics or printed text.
- Print is smudged or too dark.
- Vertical, straight lines are not smooth.
- Colors on print jobs are faded or they differ from the colors on the screen.

To clean the nozzles:

- 1 Load paper. For help, see [Load the paper](#).
- 2 From the Apple menu, choose Control Panels ▶ Lexmark Z65 Control Panel.
- 3 On the Cartridges tab, click Clean Print Nozzles.  
A nozzle page prints, forcing ink through the nozzles to clean any that are clogged.
- 4 Print your document again to verify your print quality has improved.
- 5 To further improve print quality, try [Wiping the print cartridge nozzles and contacts](#), and then print your document again. If the print quality has not improved, try [Cleaning the print cartridge nozzles](#) up to two more times.



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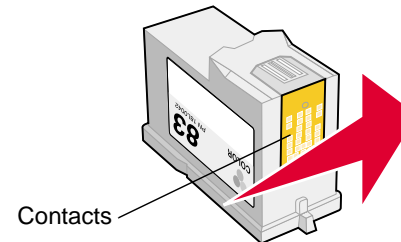
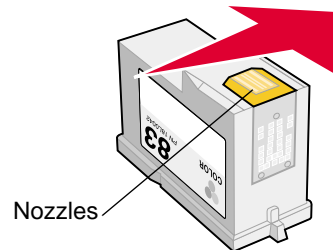
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## Wiping the print cartridge nozzles and contacts

If the print quality does not improve after [Cleaning the print cartridge nozzles](#), there may be dried ink on the nozzles or contacts.

- 1 Remove the print cartridge. For help, see [Replacing the print cartridge](#).
- 2 Dampen a clean, lint-free cloth with water.
  - a Hold the cloth against the nozzles for about three seconds. Gently blot and wipe in one direction.
  - b Use another clean section of cloth. Hold the damp cloth against the contacts for about three seconds. Gently blot and wipe in one direction.



- 3 Allow the nozzles and contacts to dry completely.
- 4 Reinstall the print cartridges, and then print your document again.

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- 5 If the print quality has not improved, try **Cleaning the print cartridge nozzles** up to two more times.
- 6 If print quality is still unsatisfactory, replace your print cartridges. For help, see **Replacing the print cartridge**.



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## Preserving the print cartridges

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

- Keep a new cartridge in its packaging until you are ready to install it.
- Do not remove a cartridge from the printer except to replace it, clean it, or store it in an airtight container. The cartridge will not print correctly if left exposed for an extended period of time.

Lexmark's printer warranty does not cover repair of failures or damage caused by a refilled cartridge. Lexmark does not recommend use of refilled cartridges. Refilling cartridges can affect print quality and cause damage to the printer. For best results, use Lexmark supplies.



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## Ordering supplies

To order supplies or locate a dealer near you, contact the Lexmark Web site at [www.lexmark.com](http://www.lexmark.com).

Item:	Part number:
Color cartridge	83 or 88
Black cartridge	82
USB cable	12A2405



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- Solving network printing problems
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- Solving specialty paper problems
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## Solving general printing problems

When you have a printing problem, first make sure:

- The power supply is plugged into the printer and a properly grounded electrical outlet.
- Both the computer and the printer are on. If you are using your printer on a network, make sure your computer is connected to the network, your Lexmark adapter is on, and all indicator lights are on. For more information, refer to the adapter documentation. If you are using your printer on a network, make sure the network link lights are on. For more information, see **Network connection speed light**.
- No printer lights are blinking. For help, see **Understanding error messages and flashing lights**.
- Your printer is connected with a USB cable **or** an Ethernet cable, not both at the same time. If you are using an Ethernet cable, make sure it is an RJ-45 (Category 5) cable.
- The printer cable is securely attached on both ends.
  - If you are using a USB cable, make sure it is attached to both the printer and to your computer or your Lexmark adapter.
  - If you are using an Ethernet cable with a Lexmark Z65n, make sure it is attached to both the printer and to your network.
- The printer software is installed correctly:



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**a** From the Apple menu, choose Control Panels.

**b** If there is not a Control Panel for your printer, install the printer software.

- The paper is loaded correctly. For help, see **Load the paper**.
- The correct paper tray is selected in your software application and on the printer. For help, see **Paper is not feeding from the correct paper tray**.
- You installed the cartridges correctly. For help, see **Replacing the print cartridge**.
- The printer is set as the default printer.

To set the printer to be the default printer:

**a** From your desktop, highlight the Lexmark Z65 printer icon.

**b** From the Printing menu, select Set Default Printer.

- The printer is connected directly to your computer, a network connection, or through a Lexmark adapter.

After you check all of the previous items, try **Printing a test page**.

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## Printing a test page

- 1 From the Apple menu, choose Control Panels.
- 2 Choose the Lexmark Z65 Control Panel.
- 3 From the Cartridges tab, click Print Test Page to make sure the printer is functioning properly.
  - If a test page prints, the printer is working properly. Check the documentation for the software application you used to create your document.
  - If the test page does not print, see **Test page does not print**.





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## Solving printer software installation problems

If the printer software does not install properly, a communications error message appears when you try to print. You may need to uninstall the printer software, and then reinstall it.

### Uninstalling the printer software

- 1 Insert the printer software CD.  
The Lexmark Installer screen appears.
- 2 Click Uninstall.
- 3 Follow the instructions on your screen to uninstall the printer software.
- 4 Restart your computer.
- 5 Continue with **Installing the printer software**.

**Note:** If the installer did not automatically launch, double-click the Install icon to launch the installer.



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## Installing the printer software

You can install the printer software using the CD that came with your printer, or you can download it from the Lexmark Web site at [www.lexmark.com](http://www.lexmark.com).

To connect your printer to a network with a Lexmark adapter, refer to the documentation that came with your adapter.

### *Using the CD that came with your printer*

- 1 Close all open software applications.
- 2 When your desktop appears, insert the printer software CD.

The Lexmark Installer screen appears.

- 3 Click Install and Agree.
- 4 Choose the country or region closest to you, and then click Continue.

**Note:** If the Printer Selection or the New Network Printer Found dialog box appears, follow the instructions displayed. Click the ? on the screen or contact your network administrator for help.

- 5 Click Continue to print an alignment page, used to automatically align the cartridges.



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- 6 Follow the instructions on your screen to complete printer software installation.

An alignment page prints.

- If the alignment page does not print, make sure you installed the cartridges correctly. For help, see **Installing a cartridge**.
- If the paper is jammed, make sure you follow the instructions on the error message that is displayed. For help, see **Clearing paper misfeeds or jams**.

**Note:** A printer icon is automatically created on your desktop.

### ***Using the World Wide Web***

- 1 Make sure Stuffit Expander is loaded on your system.
- 2 From the Lexmark Web site, [www.lexmark.com](http://www.lexmark.com), select the appropriate driver for your operating system.
- 3 Click the binhex (.hqx) file to download and install.
- 4 Use Stuffit Expander to expand the file on your desktop.
- 5 Double-click the Lexmark Z65 Installer.
- 6 Follow the instructions on your screen to install the printer software.

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**Note:** If either the Printer Selection or the New Network Printer Found dialog box appears, follow the instructions displayed. Click the ? on the screen or contact your network administrator for help.



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## Solving network printing problems

For help, first see [Solving general printing problems](#).

If one or more of the following conditions applies to your network printer, you must enter an IP address to set up your network printer:

- Your printer is listed as unconfigured in the Network Printer Configuration Dialog or in the Printer Selection dialog.
- Your printer is on a remote subnet.

If one or more of the conditions above applies to your network printer, continue with [Entering an IP address](#). If none of these conditions apply, continue with [Troubleshooting your network printer](#).

### Entering an IP address

To enter an IP address and set up your network printer:

- 1 Open the Lexmark Z65 [Control Panel](#).
- 2 From the Advanced menu, choose Network Printer Configuration.

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3 From the dialog box:

Click:	To:
A printer from the list of available network printers, and then click Configure...	Enter an available IP address for the selected printer. For help selecting an IP address, refer to the documentation you used to set up your network or contact your network administrator.
Add Remote...	Expand the printer list to include printers on a remote subnet. <ul style="list-style-type: none"><li>• If you choose Add Single Printer, enter the IP address for the printer you want to add.</li><li>• If you choose Search Subnet, enter the IP address of the subnet you want to scan. Any remote printers that are found will be added to the printer list. These printers are saved in the list if a printer is added in the Control Panel.</li></ul>

The IP address of your network printer is set.

4 Click the Close box in the upper left to close the Control Panel.



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## Troubleshooting your network printer

Try these solutions when you cannot print to your network printer:

- 1 Make sure your printer is connected to a working network connection.
- 2 If you own a Lexmark Z65n, make sure the network link light on the printer is on. If you are using a Lexmark adapter, make sure all of the indicator lights are on. For help locating these lights, refer to the adapter documentation.
- 3 Make sure the printer software is installed correctly:
  - a From the Apple menu, choose Control Panels.
  - b If a Control Panel for your printer does not appear, install the printer software. For help, see **Installing the printer software**.
- 4 Try **Printing a test page**.

If the test page does not print, see **Test page does not print**.

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## Understanding error messages and flashing lights

Use this section to understand printer software error messages on your computer screen and blinking lights on your printer. For information about lights on a Lexmark adapter, refer to the adapter documentation.

### Paper Jam message

When you have a paper jam, a paper tray button blinks and an error message appears on your screen. For help clearing a paper jam, see [Clearing paper misfeeds or jams](#).

### Ink Low message

A print cartridge is running out of ink. To order a new cartridge or locate a dealer near you, contact the Lexmark Web site at [www.lexmark.com](http://www.lexmark.com). For help installing the cartridge, see [Replacing the print cartridge](#).





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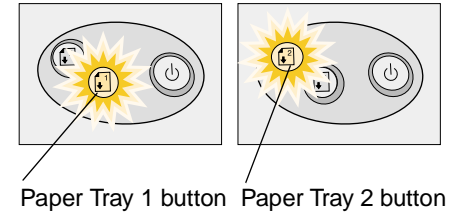
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## A paper tray button is blinking

If the printer is out of paper:

- 1 Load paper. For help, see [Load the paper](#).
- 2 Press the paper tray button.

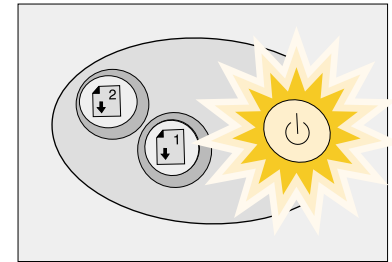
If the printer has a paper jam, see [Clearing paper misfeeds or jams](#).



## Power button is blinking

The print cartridge carrier is stalled.

- 1 Check your computer screen for error messages.
- 2 Turn the printer off.
- 3 Wait a few seconds, and then turn the printer back on. For more help, see [Clearing paper misfeeds or jams](#).



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## Network light is not on (Lexmark Z65n only)

When your network printer is working properly, the network lights on the back of the printer are on. For more information, see [Network connection speed light](#). If they are not:

- Check your network cable connections.
- Make sure your network is working properly. For help, contact your network administrator.
- If there is still a problem, disconnect your printer from the network and attach it directly to your computer using a USB cable. Try [Printing a test page](#).



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## Resolving unsuccessful or slow printing

For help, first see [Solving general printing problems](#).

If there is still a problem, click the topic that best describes it:

- **Printer is plugged in, but does not print**
- **Printer ejects a blank page after appearing to print**
- **Test page does not print**
- **Printer prints very slowly**



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## Printer is plugged in, but does not print

Make sure:

- The printer is on and the printer cable is securely attached at both ends. If your Lexmark Z65n printer is connected to a network, make sure the network lights on the printer are on. For help, see **Network connection speed light**.
- The paper is loaded correctly and not pushed too far into the printer. For help, see **Basic printing**. If the paper is jammed, see **Clearing paper misfeeds or jams**.
- The printer is not being held or paused. To check the printer status:
  - a From your desktop, double-click the Lexmark Z65 printer icon.
  - b Make sure the Hold button is not selected.
- The printer is set as the default printer. To set the printer as the default:
  - a From your desktop, click the Lexmark Z65 printer icon.
  - b From the Printing menu, choose Select Default Printer.

After you check these items, try **Printing a test page**.

If the test page prints, the printer is functioning properly. If it does not print, see **Test page does not print**.

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## Test page does not print

For help, first see [Solving general printing problems](#), then:

- If the paper is jammed, see [Clearing paper misfeeds or jams](#).
- Make sure the printer is not being held or paused. To check the printer status:
  - a From your desktop, double-click the Lexmark Z65 printer icon.
  - b Make sure the Hold button is not selected.
  - c Try printing your test page again. If it still does not print, see:
    - [Resolving unsuccessful or slow printing](#)
    - [Solving printer software installation problems](#)
    - [Solving network printing problems](#)



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## Printer ejects a blank page after appearing to print

Make sure:

- You remove the sticker and transparent tape from the back and bottom of the print cartridges. For help, see [Replacing the print cartridge](#).
- Your cartridge does not have clogged nozzles. Try [Cleaning the print cartridge nozzles](#).

## Printer prints very slowly

- Close any software applications not in use.
- Check the document you are printing. Photos and graphics may take longer to print than regular text. Documents that are large or that contain background images may also take longer to print.
- Check the printer to see if another document is being printed. Print jobs are printed in the order the printer receives them. If other documents were sent to the printer before yours, your document is delayed until the other documents print.
- Decrease the print quality setting to Normal or Quick Print.

**Note:** Higher print quality settings result in better quality documents, but may take longer to print.



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## Recovering when your computer stops responding

If your computer locks up while your document is printing, you may need to turn off the printer and the computer. When you turn them back on, the desktop printer spooler may attempt to start printing the job that was in the queue before the computer locked up. This could cause your system to lock up again.

One way to recover from this problem is to:

- 1 Disconnect the printer cable from your computer.
- 2 Restart your computer.
- 3 Delete the print job:
  - a From your desktop, double-click the Lexmark Z65 printer icon.
  - b Highlight your print job.
  - c Click the Trash button.
- 4 Plug the printer cable back into the computer.

Another way to recover from this problem is to:

- 1 Turn the printer and the computer off.
- 2 Press and hold the Shift key and turn the computer on.



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- 3 Continue to hold the Shift key until you see the Mac OS screen and the words Extensions Off.
- 4 Release the Shift key.
- 5 Locate the Lexmark Z65 printer icon on your desktop. The inactive printer spooler has an X over it.
- 6 Double-click the Lexmark Z65 printer icon.
- 7 Drag your print jobs to the trash can.
- 8 Restart the computer to enable extensions.





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## Clearing paper misfeeds or jams

Click the topic that best describes your problem:

- **Paper misfeeds or multiple sheets feed**
- **Printer does not feed envelopes or specialty paper**
- **Printer has a paper jam**
- **Paper is not feeding from the correct paper tray**



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## Paper misfeeds or multiple sheets feed

Make sure:

- The edges of your paper are not curled.
- Your paper is recommended for inkjet printers.
- A piece of paper from a previous print job is not jammed in the printer.
- You do not load too much paper. Depending on the weight of the paper, paper tray 1 can hold up to 100 sheets of plain paper. Paper tray 2 can hold up to 150 sheets of plain paper. For help, see **Basic printing**.
- You do not force the paper too far into the printer. A4 size paper should extend slightly beyond the top of the paper tray. Align the top of letter size paper with the top of the paper tray.
- The paper guide is against the left edge of the paper.
- The paper guide does not cause the paper to bow.
- The printer is on a flat, level surface.
- The printer settings you have chosen are correct for the type of document you are printing. For help, see **Basic printing** or **Printing ideas**.

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## Printer does not feed envelopes or specialty paper

Make sure:

- Your printer feeds paper without problems. If it does, load the envelopes or specialty paper vertically against the right side of paper tray 1. Squeeze and slide the paper guide to the left edge of the envelopes or specialty paper. Press the paper tray 1 button once to select it. For help, see **Printing ideas**.
- You select the appropriate envelope or specialty paper size in the **Page Setup dialog box** and the appropriate paper type in the **Print dialog box**.
- You are using a specialty paper or envelope size supported by your printer.
- Your software application is designed to print envelopes. For help, check your software application documentation.
- The envelope or specialty paper is not jammed. For help, see **Printer has a paper jam**.
- Your printer is not being held or paused. To check the printer status:
  - a From your desktop, click the Lexmark Z65 printer icon.
  - b From the Printing menu, make sure Start Print Queue is selected.

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## Printer has a paper jam

If the paper is lodged too far into the printer and cannot be removed:

- 1 Turn the printer off.
- 2 Turn the printer back on.
- 3 If the printer does not automatically eject the page:
  - a Turn the printer off.
  - b Pull firmly on the paper to remove it.

If you cannot reach the paper, raise the front cover, pull the paper out, and then close the front cover.

- c Turn the printer on.

**Note:** Do not force the paper too far into the printer. For example, A4 paper should extend slightly beyond the top of the paper support and letter size paper should align with the top of the paper support. A4 size paper should extend beyond the top of the paper tray. Letter size paper should extend beyond the top of paper tray 1 and align with the top of paper tray 2.



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## Paper is not feeding from the correct paper tray

There are two paper trays on your printer. For more information, see [Understanding the printer parts](#).

- Paper tray 1 is best for printing on specialty paper because it has a paper type sensor that detects certain types of paper and the paper guide adjusts to various paper sizes. For help, see [Using the paper type sensor](#).
- Paper tray 2 is best for printing on A4 or letter size paper because the default setting for this paper tray is for plain paper. The paper guide only adjusts for A4 or letter size paper.

If your printer is not feeding paper from the correct paper tray, choose the appropriate paper tray in the printer software.

**Note:** The setting in the printer software overrides the paper tray you selected on the printer.



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## Improving print quality

If print quality is unsatisfactory, you may need to adjust your margin settings, choose a higher print quality, align the print cartridges, or clean the nozzles.

Click one of the topics below for more information on how you can improve print quality:

- **Print is too dark or smudged**
- **Printed characters are improperly formed or misaligned**
- **Vertical straight lines are not smooth**
- **Colors on the printout differ from the colors on the screen**
- **Print smears on the page**
- **Colors on the printout are faded**
- **Printed pages have alternating bands of light and dark print (intermittent printing)**
- **Characters are missing or unexpected**
- **Print quality is poor at the edges**
- **Photos do not print as expected**



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## Print is too dark or smudged

- Make sure the paper is straight and not wrinkled.
- Let the ink dry completely before handling the paper. You might want to try the **Wait for pages to dry** function.
- Make sure the paper type and paper size settings in the printer software match the paper loaded in the printer. For help, see **Understanding the printer software**.
- Change the print quality setting to Quick Print.
- Try **Cleaning the print cartridge nozzles**.

## Vertical straight lines are not smooth

To improve the print quality of vertical straight lines in tables, borders, and graphs:

- Select a higher print quality.
- Try **Aligning the print cartridges**.
- Try **Cleaning the print cartridge nozzles**.



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## Print smears on the page

- Try the **Wait for pages to dry** function.
- The next page exiting the printer may be smearing the ink. Remove each page as it exits the printer and let it dry completely before stacking.
- Try **Cleaning the print cartridge nozzles**.

## Printed pages have alternating bands of light and dark print (intermittent printing)

- Select the Better or Best print quality.
- Print the document in the foreground rather than in the background. For help, see **Print in: Foreground**.
- If your printer is connected to your computer through a hub or peripheral device, such as a scanner or fax machine, connect the printer directly to your computer with a USB cable.
- If your printer is connected to your network, connect the printer directly to your computer with a USB cable.





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## Print quality is poor at the edges

Like other printers, your printer cannot print on the extreme edges of a page.

Margin:	Minimum setting:
Left and right	<ul style="list-style-type: none"><li>• 6.35 mm (0.25 in.) for U.S. Letter, U.S. Legal, Banner Letter, and custom paper sizes</li><li>• 3.175 mm (0.125 in.) for envelopes</li><li>• 3.37 mm (0.13 in.) for most paper sizes</li></ul>
Top	<ul style="list-style-type: none"><li>• 1.7 mm (0.067 in.)</li></ul>
Bottom	<ul style="list-style-type: none"><li>• 12.7 mm (0.5 in.) for black print jobs</li><li>• 19 mm (0.75 in.) recommended for color print jobs</li></ul>

## Printed characters are improperly formed or misaligned

- Cancel all print jobs and print your job again. To cancel all print jobs:
  - a From your desktop, double-click the Lexmark Z65 printer icon.
  - b Highlight each print job.
  - c Click the Trash button.

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- Try **Aligning the print cartridges**.
- Try **Cleaning the print cartridge nozzles**.

## Colors on the printout differ from the colors on the screen

- A cartridge may be low on ink. For help, see **Replacing the print cartridge**.
- Use a different paper brand. Each paper brand accepts ink differently and prints with color variations.

For ColorSync color matching, select a profile and rendering intent:

- 1 From the software application File menu, choose Print.
- 2 From the pop-up menu in the upper left corner, choose Color.
- 3 Select ColorSync Color Matching.
- 4 Select a printer profile and a rendering intent.

Select Natural Color as the document color:

- 1 From the software application File menu, choose Print.
- 2 From the pop-up menu in the upper left, choose Color.
- 3 Select Built-In Color Matching.

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- 4 From Document Color, select Natural Color.

## Colors on the printout are faded

Try the suggestions listed in the section **Colors on the printout differ from the colors on the screen**. If the colors still seem faded, try **Cleaning the print cartridge nozzles**.

## Characters are missing or unexpected

Try **Cleaning the print cartridge nozzles**.

## Photos do not print as expected

To improve the quality of printed photos:

- Select a higher print quality.
- Select photo paper as the paper type.
- Use paper tray 1.

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## Solving specialty paper problems

Use this section to help solve problems with specialty paper.

### Glossy or photo papers or transparencies stick together

- Use a photo paper or transparency designed for an inkjet printer.
- Make sure you loaded the paper correctly into paper tray 1 (with print side facing you) and selected the appropriate settings in the printer software. For help, see **Printing photos** or **Printing transparencies**.
- Try the **Wait for pages to dry** function.
- Remove each page as it exits the printer and let it dry completely before stacking.

### Transparencies or photos contain white lines

- Make sure you loaded the paper correctly into paper tray 1 (with print side facing you) and selected the appropriate settings in the printer software. For help, see **Printing transparencies** or **Printing photos**.
- Choose a higher print quality, such as Better or Best. For help, see **Basic printing**.
- Try **Cleaning the print cartridge nozzles**.

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## Alignment page does not print

Make sure:

- You completely removed the transparent tape and sticker from the back and bottom of the print cartridges.
- You installed the cartridges correctly. For help, see **Installing a cartridge**.
- You loaded the paper correctly and did not push the paper too far into the printer. For help, see **Basic printing**.
- If you are connected to a network with a Lexmark adapter, the indicator lights are on. For more information, see the adapter documentation.
- If you are using a Lexmark Z65n make sure the network lights on the back of the printer are on. For more information, see **Network connection speed light**.



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This section contains information regarding legal notices.

- **Edition notice**
- **Trademarks**
- **Warning**



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## Warning

**Warning:** A warning identifies something that might damage your printer hardware or software.



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