Why are Some MarkVision Functions Not Active?

Some MarkVision functions are not active if they are not useful in the current situation.   Factors that determine whether a function is active include:

- The currently selected printer (bidirectional or non-bidirectional printer)
- The Network operating system installed
- The Network logon status
- The Network logon authority (administrator or user)
- Whether the necessary program is installed

Why isn't MarkVision finding printers on the network?

MarkVision works with printers connected to your workstation directly, and through Novell NetWare, TCP/IP, through a direct connection on an IPX protocol, and with printers in the Microsoft Network. This includes printers shared by peer workstations running Windows 95.

Also, make sure you have your Printer Window filter defined to show network printers.

Why is bidirectional communication not active?

Check the following if MarkVision cannot establish bidirectional communication with the printer associated with the port listed in the Printer Buttons list.

- The printer is connected to a COM port. MarkVision does not support bidirectional communication with a serially connected printer.
- A bidirectional error occurred after bidirectional communication was established.
- NPA Mode or Advanced Status is set to Off at the printer.
- The printer is NOT a bidirectional printer.
- The parallel cable does not comply with the IEEE 1284 standard for bidirectional communication. See your printer user manual for the parallel cable recommended for your printer.
- The printer is powered off.
- More than one printer is logically attached to the same network print queue.
- Other devices, such as a CD-ROM drive, are sharing the parallel port with the printer.

Why are printer errors not indicated in MarkVision?

For MarkVision to receive and indicate error conditions for printers attached locally to your PC, the proper interrupt must be selected for your PC's parallel printer ports.   IRQ7 IS THE ONLY INTERRUPT SETTING THAT MarkVision SUPPORTS. IRQ7 may be used as the setting for all parallel printer ports on your PC.

Typically add-in parallel printer port cards for ISA systems require a jumper setting on the card to select the interrupt.   Add-in parallel printer port cards for MicroChannel systems typically have software that allow interrupt selection.   See your system or parallel printer port card documentation for details.

Job Statistics - known problems

Not all printers support Job Statistics.

The job count may be incorrect for locally (LPT) attached printers where the print job is initiated from that same workstation. This error can occur when multiple print jobs are initiated one after another in rapid succession. The page count is correct, even if the job count is not.

Bidirectional Query

If you get a Bidirectional Query error, bidirectional communication with your printer was interrupted and lost. In most cases, the text in the error display gives you the most probable cause for the disruption and instructions for re-establishing communication.

Bidirectional Query errors may also occur if MarkVision requests printer information and the printer is busy printing a job from a DOS session in Windows or a job created with a non-Lexmark printer driver.   For either of these possible causes, MarkVision will automatically re-establish bidirectional communication after the print job has been completely transmitted to the printer.

For locally attached printers, if the parallel cable has become disconnected either at the PC or printer, MarkVision may respond by stating that the printer has been turned off. Also, printer cables that don't comply with the IEEE 1284 standard may cause similar messages.

You may also get this message if NPA Mode or Advanced Status was turned off at the printer operator panel. NPA Mode needs to be set to either On or Auto.   Advanced Status needs to be set to On.

Check Duplex Connection

The duplex unit does not have a good electrical connection to the printer.

Make sure the duplex unit is securely attached to the printer.

Complex Page

The amount of text, graphics, and print information on the page requires more memory to print than the amount of memory installed in your printer. You may need more memory to print this level of complexity.

You can either select RESET or CONTINUE. If you continue, some data may not print or may not print correctly.

Try the following:
- If Page Protect is Off, set it On and try again.
- Reduce the complexity of the page by using fewer fonts, macros, and graphics.
- Delete unnecessary downloaded fonts or macros.
- If you are using scalable fonts, reduce the point size.

If Auto Continue is On when the printer detects this error, it waits 30 seconds for the condition to be corrected and then it continues.

Data Transmission

This error can occur in both Quick Print + and Print Accelerator modes.   The host PC cannot send data to the printer fast enough. This error may occur also if you:
- Try to maximize MarkVision or
- Perform a printer refresh from MarkVision as a job is printing in either Quick Print + or Print Accelerator mode

This error is identified on the operator panel lights. Initially, the Error light and the Press Button light are on solid.

To determine if you have a data transmission error, press Press Button on the physical printer operator panel and release the button within 1/2-second. The following lights come on solid: Data, Error, and Press Button.

To recover from this error, do either of the following actions:
- Press and hold down the Press Button on the printer operator panel for less than 3 seconds (short button press) to continue printing. The rest of the job is printed.
- Press and hold down the Press Button on the printer operator panel for more than 3 seconds (long button press) to reset the printer. Resend the print job.

To avoid the error:
- Wait until the print jobs are complete before either maximizing MarkVision or performing a printer refresh from MarkVision
- Select either Raster or GL/2 print mode
- Change the resolution to 300 dpi

Defective Disk

Remove the defective disk and try another. If auto Continue is On when the printer detects this error, it waits 30 seconds for the condition to be corrected and then continues.

Defective Flash

Remove the defective Flash memory card and try another. If auto Continue is On when the printer detects this error, it waits 30 seconds for the condition to be corrected and then continues.

Defective Font Card

Remove the defective font card or font cartridge and try another.

Disk Full

The disk does not have enough free space to hold the data that was sent. You can select either RESET or CONTINUE.

If you continue, data that has not yet been stored on the disk is ignored.

If Auto Continue is On when the printer detects this error, it waits 30 seconds for the condition to be corrected and then it continues.

Duplex Cover Open

The duplex cover on your printer is open.   You cannot clear this error condition remotely. Close the duplex cover to clear the error condition.

Duplex Not Attached

The Duplex Option is not attached to the printer. Reattach the duplex unit, or select RESET to print only single-sided pages.

Warning

- Any jobs stored in memory are lost when you select RESET.

Duplex Paper Jam

A piece of paper is jammed in the printer's duplex unit.

Open the duplex cover and remove the piece of paper. You may have to open the top cover of the printer if you cannot see the paper when you open the duplex cover.

After clearing the jammed paper, select CONTINUE.

Duplex Tray Missing

The duplex option is installed but the duplex paper tray is not installed. Install the duplex paper tray in tray 1.

Flash Full

There is not enough free space in the Flash memory card to hold the data that was sent.   You can select either RESET or CONTINUE.

If you continue, whatever has not yet been stored in Flash memory is ignored.

If Auto Continue is On when the printer detects this error, it waits 30 seconds for the condition to be corrected and then continues.

Font Card Not Supported

Remove the installed font card or font cartridge.

Font Card Removed While Printing

The printer was not finished getting font information from the font card or font cartridge. You can select either RESET or CONTINUE.

If you continue, the page will not print correctly.

To correctly print the page:

1 Reinsert the font card or font cartridge.
2 Print the page again.

INA Needs Service

The internal network adapter (INA) cannot function properly.   Note the message on the printer operator panel and consult the MarkNet Adapter documentation for further assistance.

Incorrect Envelope Size

The envelope is not the size requested by the print job.   Insert the correct size envelope.

Incorrect Manual Feed

Paper was inserted in the manual feed slot before the printer was ready.   A blank page may be included with your print job. Insert paper when prompted by your printer.

Incorrect Paper Size

The paper is not the size requested by the print job.   Insert the correct size paper.

Intervention Required

If your printer has an operator panel, check the operator panel or check the status from the MarkVision Printer Window.

Load Paper

The paper tray indicated is empty or has been removed. Fill or reinsert the paper tray to continue.

Reset the printer by selecting the RESET button if you do not want to fill the empty tray at this time.   Reset deletes the job from printer memory. Resend the job to the printer if you want to print it. Select another tray.

Memory Full

The printer has started processing the data, but there is not enough memory. You may need more memory to print this level of complexity.

Select RESET or CONTINUE. If you continue, some data may not print or may not print correctly.

To reduce the complexity of the page:
- Reduce the amount of text or graphics on a page.
- Delete unnecessary downloaded fonts or macros.
- If you are using scalable fonts, reduce the point size.

If Auto Continue is On when the printer detects this error, it waits 30 seconds for the condition to be corrected and then it continues.

Missing Input Tray

An input tray is missing from the printer. Before you can print, the tray must be in the printer.

Output Bin Full

The printer output bin is full. Remove the paper from the bin to continue printing.

Paper Jam

A piece of paper is stuck in the printer. Locate the jammed paper and remove it from the printer.

Paper Jam at Input Sensor

A piece of paper is jammed near the input sensor of the printer.

You may have to remove the tray from the printer and visually inspect the inside of the printer for jammed paper.

Paper Jam at Exit Sensor

A piece of paper has jammed at the printer's exit sensor. Open the top cover of the printer to find the jammed paper.

If the paper is jammed inside the fuser, pull forward on the blue lever on the left side of the fuser to release the paper. Once the paper is released from the fuser, pull the paper out of the fuser from the back of the fuser, not from the front.

Paper Jam Between Input and Output Sensors

A piece of paper is jammed between the input and output sensors in the printer. Open the top cover of the printer to find the jammed paper.

If the paper is jammed inside the fuser, pull forward on the blue lever on the left side of the fuser to release the paper.

Resolution Reduction Warning

This error occurs when the printer runs out of memory during the formatting of a page.

This error is identified on the operator panel lights.   Initially, the Error light and the Press Button light are on solid.

To determine if you have a resolution reduction warning error, press Press Button on the physical printer operator panel and release the button within 1/2-second.   The following lights come on solid: Error and Press Button; and these buttons are blinking: Ready and Data.

To recover from this error, reduce the resolution to 300 dpi.

Scheduled Maintenance

The printer has reached the 200,000 page maintenance requirement.   This message is displayed each time you turn the printer on until the printer is serviced.   As an additional reminder, a symbol indicating maintenance is needed appears on the same display with the Ready, Busy, and Waiting status messages.

Serial Error

A serial interface error has been detected (framing or parity).   This error usually indicates the serial link has not been set up correctly,   You can either select RESET or CONTINUE.

If you continue, the print job may not print correctly.

Additional 54 Serial Errors are not displayed until you change the interface parameters or reset the printer.

If Auto Continue is On when the printer detects this error, it waits 30 seconds for the condition to be corrected and then continues. (Auto Continue is an option you can set using the printer operator panel.)

To check the interface:

1 Verify that the correct cable is used.
2 Make sure the serial interface parameters (protocol, baud, parity, data bits) are correct.

Short Paper Error

The paper in the selected source is too short to print all the data that was formatted for that page.   The page where the error occurred will not be reprinted.

- Make sure the paper stop and the paper stop arm are in the correct positions in the paper tray.
- Make sure the Paper Size setting in the Paper Menu is correct for the size paper you're using.
- Select CONTINUE to clear the message from the display.

If Other Envelope was selected to print an odd size envelope, the software application has sent data that extended beyond the end of the envelope. Correct the setting in your application.

If Auto Continue is set On when the printer detects this error, it waits 30 seconds for the condition to be corrected and then continues. (Auto Continue is an option you can set using the printer operator panel.)

Toner Low Warning

The toner supply is low. Replace the toner cartridge in your printer soon.

You may be able to extend the life of the current cartridge by removing the cartridge, gently shaking it from side to side, and then reinstalling it in the printer.

This error condition continues to appear in MarkVision until the toner cartridge is replaced.

Top Cover Open

The top cover on your printer has been opened.   Push down on the top of the cover to latch it closed. This clears the error condition.

Unformatted Disk

The printer detected an unformatted disk when the printer was turned on.

If you continue, the disk is ignored and normal operation continues.

If Auto Continue is On when the printer detects this error, it waits 30 seconds for the condition to be corrected and then it continues. (Auto Continue is an option you can set using the printer operator panel.)

To use the Disk Option:

1 Format the disk.
2 Resend the data.

Unformatted Flash

The printer detected an unformatted Flash memory card.

If you select CONTINUE, the Flash memory is ignored and normal operation continues.

If the error condition remains, the Flash memory card is defective and must be replaced.

If Auto Continue is On when the printer detects this error, it waits 30 seconds for the condition to be corrected and then continues. (Auto Continue is an option you can set using the printer operator panel.)

To use the Flash Option:

1 Format the Flash memory card.
2 Resend the data.

Insufficient Memory

The printer memory is too full to complete your print job. You may need to install more memory or reduce the complexity of your document.

Fuser Life Exhausted

Contact your service representative to install a new fuser.

Paper Feed Mechanism Missing

Make sure the paper feed mechanism is installed correctly. Refer to your printer documentation if you need installation information.

Wrong Toner Cartridge Inserted

The wrong toner cartridge is installed in your printer. Install the correct toner cartridge for your printer before continuing.

Tray 3 Door Open

Make sure the paper router on the right side of Tray 3 is completely closed and resting vertically against the side of your printer.

LocalTalk Disabled but Data Received

The printer received LocalTalk data, but LocalTalk has been disabled on the printer.

Photoconductor unit missing

Install the photoconductor unit.

Bidirectional and Non-Bidirectional Printer

If MarkVision is **able** to establish two-way communication with a printer, that printer is considered a bidirectional printer. A printer icon that closely resembles your printer appears in the Printer Window.

If MarkVision is **unable** to establish two-way communication with a printer, that printer is considered to be a non-bidirectional printer. A printer icon with paper coming out the top appears in the Printer Window.

Default Printer

The printer to which your documents are sent automatically when you print from an application. You can have only one default printer, usually the printer you use most often.

Directory

Directories are subdivisions of a diskette or hard drive that help you organize your documents.   For example, you could create a directory called MEMOS where you could store all of your memo files so you could easily find them.

Drive

A drive is the mechanism in your computer that turns a hard disk as it retrieves and stores information. Many computers have one hard disk drive labeled C and two drives labeled A and B that read removable floppy disks. If you are logged onto a network, you may also have access to hard disk drives located in other computers attached to the network.

NOT Symbol

This symbol is used in MarkVision to indicate that an error occurred on a <u>bidirectional printer</u>.

Printer Images

For <u>bidirectional printers</u>, a miniature image of the printer is displayed in the Printer Window.

If a printer is non-bidirectional, MarkVision cannot determine the model type for that printer. This symbol represents a generic printer type, and is displayed for non-bidirectional printer.

Confirmations Tab

Specifies that you want MarkVision to prompt you for confirmation when moving a printer from one MarkVision Window to another.

Specifies that you want MarkVision to prompt you for confirmation when copying a printer from one MarkVision Window to another.

Specifies that you want MarkVision to prompt you for confirmation when deleting a printer from a MarkVision Window.

Job Statistics

Specifies that MarkVision collects information for all printers MarkVision senses. You must exit and restart MarkVision to begin tracking immediately.

Specifies the current data file (if any) to which all job statistics information will be written. Click Browse to set or change this filename.

Click this to look for and specify a file that you want to use as a job statistics data file.

Specifies that you want to limit the size of the job statistics data file to the size entered in the Size text box.

Specifies the maximum size the job statistics information file can become.

Click this to delete print jobs from the job statistics data file.

Delete Jobs dialog box

Specifies the month portion of the date. All records with a date earlier than the date entered are deleted.

Specifies the day portion of the date. All records with a date earlier than the date entered are deleted.

Specifies the year portion of the date. All records with a date earlier than the year entered are deleted.

Operator Panel

Saves your current operator panel settings to a file that can later be sent to change the printer to these settings using the Quick Setup function.

Click this to select and send a Quick Setup file to a printer.

Locks the operator panel so that no changes can be made at the printer.

Functions the same as the button located on your printer. Please refer to the user documentation that came with your printer for more information.

Options Tab

Specifies that you want to look for all printers each time MarkVision is started. If this option is not checked, MarkVision does not search for any new printers unless you use the Refresh All option.

Returns the printer names to the original printer names.

Specifies that you want to show printers that appeared in the Printer Window but can no longer be found by MarkVision. Missing printers are represented by a printer icon with a yellow ? (question mark). Examples of missing printers are: printers that are not turned on and printers that have been disconnected either permanently or temporarily.

Specifies that you want to be notified anytime bidirectional communication is lost on printers you are monitoring. When this option is not selected, you will only be notified of a loss of bidirectional communication on a selected printer if you have the printer's Printer Properties dialog box open.

Specifies that you want to print a Bidi Trace. Use this option only at the direction of a Lexmark Technical Support person.

Rename Window

Allows you to specify a new name for this Window.

Status Notification Tab

Specifies that you want the MarkVision Window to always remain on top of other windows.

Specifies that you want MarkVision to automatically pop up and receive focus when a printer error occurs.

Flashes the icon when MarkVision is minimized and a printer error occurs.

Specifies that you want MarkVision to play WAV file sounds when it is minimized and a printer error occurs.

Statistics - MarkVision Printer Properties

Displays the number of pages printed since the printer was turned on or the count was reset.

Displays the number of pages printed since the printer was turned on. The count is reset to zero every time the printer is turned on.

Displays the total number of pages printed from this printer. The count cannot be changed by any user and is never reset.

Resets the user controlled page count to 0.

Specifies that you want MarkVision to record certain printer activities and write that information to a text file.

Displays the total number of sheets printed by the current printer.

Displays the total number of duplex sheets printed by the current printer.

Displays the total number of jobs printed by the current printer.

Displays the average time of completion for jobs printed by the current printer.

Queries the printer for the latest page counts.

Status Tab

Displays an image of your printer. If no printer image appears, MarkVision is unable to communicate with your printer.

Click Reset to tell the printer to stop the current operation. The printer clears the paper path before resetting. This button is active only when the printer operator panel displays a message requiring a Reset or Continue action.

Click Continue to continue the current printer operation. This button is active only when the printer operator panel displays a message requiring a Reset or Continue action.

Displays information from the operator panel. This information changes as the actual printer operator panel changes.

Displays all features and options installed on the printer.

Lists events, such as errors and warnings, that occurred since the printer was turned on and MarkVision was monitoring. Even if an error or warning has been corrected, the event still appears in this list.

Columns dialog box from View menu

Specifies that you want to see printer model information for each printer.

Specifies that you want to see the physical connection information for each printer.

Specifies that you want to see the printer status information for each printer.

Specifies that you want to see the adapter type for each adapter being used by a printer.

Specifies that you want to see the network address for each adapter.

Specifies that you want to see the NetWare Login name for each adapter.

Specifies that you want to see the LexLink Nickname for each adapter.

Specifies that you want to see the TCP/IP Hostname for each adapter.

Click this to copy files, such as overlays and fonts, between your printer Flash or Disk memory options. Information stored in Flash or Disk is saved until you erase the information or reformat.

Click this to move files, such as overlays and fonts, from one resource to another.

Click this to delete files, such as overlays and fonts, from Flash or Disk memory.

Click this to format or reformat the Flash or Disk option.

Click this to renew the list of files shown in the file list above.

Lists all the files found on the Flash and Disk option.

Displays the number of files contained on the Flash and Disk option.

Displays the amount of Flash memory available for additional files.

Displays the amount of Disk memory available for additional files.

Click this to download fonts to your Flash or Disk.

Click this to download a demo to your Flash or Disk.

Click this to download overlays to your Flash or Disk.

Copy File definition helps

Provides a space where you can enter the name of the file you want to copy from one resource to another (Flash to Disk or Disk to Flash).

Provides a space where you can enter the location (Flash or Disk) of the file you intend to copy.

Specifies that you want to copy the file to Flash memory.

Specifies that you want to copy the file to Disk memory.

Resource Management - Move File definition helps

Provides a space where you can enter the name of the file you want to Move from one resource to another (Flash to Disk or Disk to Flash).

Provides a space where you can enter the location (Flash or Disk) of the file you intend to move.

Specifies that you want to move the specified file to Flash memory.

Specifies that you want to move the specified file to Disk memory.

Delete File - Resource Management

Provides a space where you can enter the name of the file you want to delete.

Provides a space where you can enter the name of the resource that contains the file you want to delete.

Specifies that you want to delete the file from Flash memory.

Specifies that you want to delete the file from Disk memory.

Format Resource - Resource Management

Specifies that you want to format or reformat the Flash option.

Specifies that you want to format or reformat the Disk option.

Filter Printers Dialog Box

Show Printers

Specifies that printers attached directly to your computer's parallel (LPT) or serial (COM) ports are considered for inclusion in the printer list.

Specifies that you want only bidirectional printers to appear in the printer list.

Specifies that all printers on the network are considered for inclusion in the printer list.

Specifies that you want to show printers that appeared in the Printer Window but can no longer be found by MarkVision. Missing printers are represented in the Printer Window by a printer icon with a yellow ? (question mark). You must have the Show Missing Printers options (located on the Options tab of the MarkVision properties dialog box) turned on for this to work. Examples of missing printers are: printers that are not turned on and printers that have been disconnected either permanently or temporarily.

Specifies the name of the printers you want to include in the Printer Window. Only printers with the name entered are considered for inclusion in the printer list. Enter an asterisk in this text box to include all Printer Names in the printer search criteria. You can also use the wild cards * or ? when specifying a name.

Specifies the connection type of printers you want to include in the Printer Window. Only printers with the connection entered are considered for inclusion in the printer list. Examples of connections are LPT and COM ports. Enter an asterisk in this text box to include all connections in the printer search criteria. You can also use the wild cards * or ? when specifying a connection type.

Network Properties

Specifies the Network Address of adapters you want to include in the Printer Window. Only adapters with the Network Address entered are considered for inclusion in the printer list. Enter an asterisk in this text box to include all adapter addresses in the search criteria. You can also use the wild cards * or ? when specifying a Network Address.

Specifies the NetWare Login name of adapters you want to include in the Printer Window. Only adapters with the NetWare Login name entered are considered for inclusion in the list. Enter an asterisk in this text box to include all NetWare Login names in the search criteria. You can also use the wild cards * or ? when specifying a name.

Specifies the LexLink Nickname of adapters you want to include in the Printer Window. Only adapters with the LexLink Nickname entered are considered for inclusion in the list. Enter an asterisk in this text box to include all LexLink Nicknames in the search criteria. You can also use the wild cards * or ? when specifying a nickname.

Specifies the TCP/IP Hostname of adapters you want to include in the Printer Window. Only printers with the TCP/IP Hostname are considered for inclusion in the list. Enter an asterisk in this text box to include all TCP/IP in the search criteria. You can also use the wild cards * or ? when specifying a name.

Adapter Type

Specifies whether you want to include MarkNet Integrated Network Adapters in the list.

Specifies whether you want to include MarkNet XL Integrated Network Adapters in the Printer Window.

Specifies whether you want to include printers attached to 4033 and MarkNet XLe serial ports in the Printer Window. Only printers attached to 4033 and MarkNet XLe serial ports are considered for inclusion in the printer list.

Specifies whether you want to include printers with 4033/MarkNet XLe parallel adapters in the Printer Window. Only printers with 4033/MarkNet XLe parallel adapters are considered for inclusion in the printer list.

Click this to return all fields to the defaults.

Click this to save the filter. The filter can then be restored so minor modifications can be made quickly. Also, the filter can be restored and applied to other Printer Windows.

Click this to select an existing filter which can be applied to the Printer Window.

Click this to delete a filter.

Save Filter

Specifies the name for the filter and provides a space for you type the name.

Saves the filter.

Restore Filter dialog box

Lists the saved filters.

Applies the selected filter to the current Printer Window.

About sounds

MarkVision can play sounds to alert you to printer problems. You can enable or disable the MarkVision sound files. You can select a sound file to play for a particular printer problem.

The sound system for Windows is controlled separately from the MarkVision sound system.

The audio quality of the sound you hear is limited by the quality of the speaker in your computer. Some computers, particularly portable and laptop computers, use a beeper in place of a speaker. The audio messages cannot be heard on these computers.

{button ,KL(`sounds')} Related Topics

How to assign sounds to events

1　In the MarkVision Printer Window, click Configure.

2　On the Configure menu, click Properties and then click Sound Setup.

3　Select an event from the Events list box.

4　Select the Sound File you want to play when that event occurs. If you do not want a sound file played for the event, click (None).

5　Click OK to exit the dialog box and save your settings.

Notes

- Sounds are only played when an event occurs on the selected printer.
- Windows system sounds can be disabled separately from MarkVision sounds.
- MarkVision can only play sounds for the events listed in the Events list box.
- The audio quality of the sound you hear is limited by the quality of the speaker in your computer.　Some computers, particularly portables and laptops, use a beeper in place of a speaker. The audio messages cannot be heard on these computers.

{button ,KL(`sounds')} Related Topics

How to turn sounds off

1 In the MarkVision Printer Window, click Configure.
2 On the Configure menu, click Properties and then click Sound Setup.
3 To disable all MarkVision sounds, clear the Enable Sounds check box.

{button ,KL(`sounds')} Related Topics

How to turn sounds on

1 In the MarkVision Printer Window, click Configure.
2 On the Configure menu, click Properties and then click Sound Setup.
3 Make sure the Enable Sounds box is checked.
4 Click OK to exit the dialog box and save your settings.

{button ,KL(`sounds')} Related Topics

About Quick Setup

MarkVision lets you use the remote operator panel to create and save different configurations for your printer. The configurations are saved as .psf setup files. Use the Quick Setup feature to apply a Printer Setup File (.psf) to your printer when you need that configuration.

Once a Printer Setup File (.psf) is created for a specific printer model or type of printer, you can send that file to other printers of the same type or model.

To use the Quick Setup feature:

1 Create and Save the Printer Setup File (.psf).
2 Send the .psf to your printer.

Example:

Once a month you print a report on a preprinted, legal-sized form using a Courier font. You always place the form in Tray 1. After printing the report, you print the Number 10 envelopes to mail the report. After printing the envelopes, you return the printer to its normal configuration.

To use Quick Setup to accomplish this task:

1 Save the current configuration to a file named Normal.psf.
2 Use the remote operator panel to set the paper size to legal, the paper source to tray 1 and the font to Courier. Save this configuration to a file named Report.psf.
3 Create the configuration for printing the envelopes and save it to a file named 10env.psf.
4 Use Quick Setup to send the Report.psf setup file to your printer. Your printer is ready to print the reports.
5 After the reports print, use Quick Setup to send the 10env.psf setup file to your printer. Your printer is ready to print envelopes.
6 After printing the envelopes, send the Normal.psf setup file to your printer.

For step by step instructions, click the related topics button.

{button ,KL(`Quick Setup')} <u>Related Topics</u>

How to create and save a Printer Setup File (.psf)

1 Double-click the printer for which you want to create a setup file.

2 Click the Operator Panel tab.

3 Use the operator panel to create your configuration. If you are unfamiliar with using the operator panel, refer to the user documentation that came with your printer.

4 After selecting and changing the settings, click Save in the Printer Settings box.

5 When prompted, enter a name for your setup file with an extension .psf.

{button ,KL(`Quick Setup')} Related Topics

How to send a Printer Setup File to a printer

1 Double-click the printer you want to send a Printer Setup File to.
2 Click the Operator Panel tab.
3 Click Restore.
4 Select the Setup file you want to send to the printer.
5 Click Open.

{button ,KL(`Quick Setup')} <u>Related Topics</u>

How to send a Printer Setup File to multiple printers

1 Highlight the printers you want to send a Printer Setup File to.
2 Use the right mouse button and click one of the printers.
3 Select Quick Setup from the menu.

Note
▪   All of the highlighted printers need to be of the same model or type to send the same Quick Setup file to them.

About Driver Setup

MarkVision allows you to select the driver you want to use with the currently selected printer and then make changes to the printer drivers you have installed on your system. The printer driver must be installed on your computer before you can select it or make changes.

{button ,KL(`driver setup')} Related Topics

How to initiate Driver Setup

1 In the MarkVision Printer Window, position your cusor on the printer icon of the printer you want to set up a driver for.

2 Click the right mouse button and then click Driver Setup.

3 If you have more than one driver installed for this printer, select the driver you want to use for this printer and click OK.

4 Make any changes to the driver settings.

5 Click OK.

{button ,KL(`driver setup')} Related Topics

About error and warning notification

MarkVision can alert you to errors and warnings either by spoken message or by displaying an error message. If you want MarkVision to alert you when a specific error or problem with your printer occurs, you can move that alert to the Currently Monitoring list. If you do not want to be notified of an error or problem, you can delete that alert from the Currently Monitoring list. If you do not want to be notified of any errors or problems, you can clear all alerts from the Currently Monitoring list.

{button ,KL(`alert notification')} Related Topics

How to suppress error and warning notification

1 In the MarkVision Printer Window, position your cusor on the printer icon of the printer you want to change.

2 Click the right mouse button and then click Alert Notification.

3 In the Currently Monitoring list, click the error or warning you do not want to monitor.

4 Click Remove.

5 Click OK.

Tips
- If you do not want to be notified of any errors and warnings, click Clear All.
- If you have multiple printers selected in the MarkVision Printer Window, any changes made to Alert Notification affect all the selected printers. Also, the list of Alert Types contains all of the alerts for all of the selected printers. Some alerts may not apply to all printers.

{button ,KL(`alert notification')} Related Topics

How to monitor an error or warning

1 In the MarkVision Printer Window, position your cusor on the printer icon of the printer you want to change.

2 Click the right mouse button and then click Alert Notification.

3 In the Alert Types list, click the error or warning you want to monitor.

4 Click Add.

5 Click OK.

Tips

▪   If you want to be notified of all errors and warnings, click Monitor All.

▪   If you have multiple printers selected in the MarkVision Printer Window, any changes made to Alert Notification affect all the selected printers. Also, the list of Alert Types contains all of the alerts for all of the selected printers. Some alerts may not apply to all printers.

{button ,KL(`alert notification')} Related Topics

About MarkVision Printer Windows

MarkVision Printer Windows display the list of printers available to MarkVision. You can display the list as icons or icons with a detail line.

When you create a MarkVision Printer Window, you enter information in the Filter dialog box to describe the types of printers you want to appear in the MarkVision Printer Window.

You can have as many MarkVision Printer Windows as you want. A filter can be associated with each MarkVision Printer Window so that only specific printers appear in that Window. For example, you can enter information into the filter for the MarkVision Printer Window so that only printers on the network with the MarkNet adapter type are listed.

The list of printers is determined by the filter associated with the Window, network logon status, and the authority assigned to your network user ID.

From a MarkVision Printer Window you can:
- Select a printer and look at its configuration.
- Create a new window and choose which printers appear in the list. (Example, add a Window that displays all printers for a department in your company.)
- Initiate driver setup for a printer.
- Choose a printer and initiate a Quick Setup.
- Print a test page on a selected printer.
- Specify that your computer notify you when specific alerts or errors occur on the printer. This allows you to limit the number of errors you see to ones you consider critical or important.
- Look at network configurations for a selected printer.
- Change the view to show printers as small or large icons or as a list with printer details.

{button ,KL(`MarkVision Printer Window;filters')} Related Topics

How to create a new MarkVision Printer Window and select which printers to display

1 On the MarkVision Printer Window, click the Window menu and then click New Window.
2 Enter a name for the Window and click OK.
3 Enter information in the Filter Printers dialog box to select the printers you want to appear in this MarkVision Printer Window.
4 Click OK.

Tip
▪   Click Save to save this filter. The filter can then be restored to this MarkVision Printer Window for minor changes so that additional printers are included or excluded in the Window. Saved filters can also be restored and applied to new MarkVision Printer Windows. You could restore a complex filter, change the filter to include or exclude printers, and then save that filter using a different name.
▪

  {button ,KL(`MarkVision Printer Window;filters')} <u>Related Topics</u>

How to rename a MarkVision Printer Window

1 On the MarkVision Printer Window, click View and then click Rename Window.
2 Enter the new name for the Window.
3 Click OK.

{button ,KL(`MarkVision Printer Window')} Related Topics

How to delete a printer from a MarkVision Printer Window

1 In the MarkVision Printer Window, click the printer you want to delete.
2 On the MarkVision Printer Window, click the Printer menu, then click Delete.

{button ,KL(`MarkVision Printer Window')} Related Topics

How to add a printer to a MarkVision Printer Window

To add a printer to a MarkVision Printer Window either change the Filter associated with the MarkVision Printer Window or copy the printer from another Window.

{button ,KL(`MarkVision Printer Window;filters')} <u>Related Topics</u>

How to move a printer from one MarkVision Printer Window to another

1 Open the MarkVision Printer Window you want to move the printer to and the MarkVision Printer Window you want to move the printer from.
2 Point to the icon of the printer you want to move and click the right mouse button, then click Move.
3 Click the MarkVision Printer Window you want to move the printer to and click OK.

{button ,KL(`MarkVision Printer Window')} <u>Related Topics</u>

How to copy a printer from one MarkVision Printer Window to another

1 Open the MarkVision Printer Window you want to copy the printer to and the MarkVision Printer Window you want to copy the printer from.

2 Point to the icon of the printer you want to copy and click the right mouse button and then click Copy.

3 Click the MarkVision Printer Window you want to copy the printer to and click OK.

{button ,KL(`MarkVision Printer Window')} <u>Related Topics</u>

About filters

You can limit what printers appear in a MarkVision Printer Window by filtering out those printers you do not want to monitor in this Window.

When you create a new MarkVision Printer Window, enter information in the Filter dialog box so that only the printers you want to monitor appear in that MarkVision Printer Window.

The Filters dialog box can also be accessed from the View menu of the menu bar.

{button ,AL(`filters')} <u>Related Topics</u>

How to change what printers are displayed in a MarkVision Printer Window

1 Open the MarkVision Printer Window you want to change.
2 On the MarkVision Printer Window toolbar, click the View menu and then click Filter Printers.
3 Change the Filter information to select the appropriate printers.
4 Click OK.

{button ,AL(`filters')} Related Topics

About printer properties

The Printer Properties dialog box allows you to make changes that affect only the selected printer. The Printer Properties dialog box contains tabs which allow you to:

- Manage printer resources.
- View printer status.
- View information about the printer such as number of pages printed, total number of jobs printed, and average time it took to print each job.
- Access an online operator panel. (For network printers, only users with administrator privileges can access the operator panel.)

{button ,KL(`printer properties')} Related Topics

How to open the Printer Properties dialog box

- Double-click the printer for which you want to see properties.

{button ,KL(`printer properties')} <u>Related Topics</u>

About the operator panel

You can access an online version of the printer operator panel to perform all the functions that are available at the printer. Use the operator panel buttons just as you would the buttons on the printer. The display changes as the display on the printer changes.

{button ,KL(`operator panel')} Related Topics

How to use the printer operator panel

1 Double-click the appropriate printer.
2 From the Printer Properties dialog box, click the Operator Panel tab.
3 You can use the operator panel buttons just as you would the buttons on the printer.

{button ,KL(`operator panel')} <u>Related Topics</u>

About printer status

You can view printer status for all printers in a MarkVision Printer Window or you can view status for a specific printer.

The MarkVision Printer Window displays the current status of all printers listed with which it can establish two-way communication. The information is continually updated so you can monitor printer status. You can control what information is displayed in the Window. The MarkVision Printer Window can display the following information:

- Printer Name. The name of the printer as reported by the printer itself, usually the printer model unless you give an identifying name to the printer.
- Printer Model.
- Connection. The physical port name, such as LPT1:, COM2:, or PEABODY/SEDWARDS (as an example of a network queue).
- Status. Examples of printer status are Ready and Busy.
- Adapter Type.
- Network Address. The network address of the printer internal network adapter or bidirectional external network adapter (such as the Lexmark MarkNet XLe) by which this printer is attached to the network.
- NetWare Login Name. This is the name you have given to the adapter to identify it in the NetWare environment.
- LexLink Nickname. This is the name you have given to the adapter to identify it in the LexLink environment.
- TCP/IP Hostname. This is the name you have given to the adapter to identify it in the TCP/IP environment.

{button ,KL(`printer status')} Related Topics

How to control the way printer status and information are displayed

1 On the MarkVision Printer Window toolbar, click the View menu and then click Columns.

2 Make sure all columns you want to see in this Window are checked. Remove the check mark from any columns you do not want to see.

3 Click OK.

{button ,KL(`printer status')} <u>Related Topics</u>

How to check printer status

- In the MarkVision Printer Window, double-click the printer for which you want to see status.

{button ,KL(`printer status')} <u>Related Topics</u>

About job statistics

MarkVision can monitor your printers and collect certain printer activities. You can set MarkVision to track all printers or you can track individual printers.

If your printer supports advanced job statistic tracking, those activities can be written to a job statistics data file as a series of records, one record per line. Each record consists of 70 data fields, separated by commas. You could then use a database program to read this file to compute various statistics about the printers monitored by MarkVision.

{button ,KL(`job statistics')} <u>Related Topics</u>

How to view job statistics

1 In the MarkVision Printer Window, double-click the printer icon for which you want to collect job statistics.
2 Click the Statistics tab.

Note

▪   You can write the job statistics to a data file by entering a filename on the Job Statistics tab of the MarkVision Properties dialog box.
▪

{button ,KL(`job statistics')} <u>Related Topics</u>

How to track job statistics for all printers

1 On the MarkVision Printer Window, click Configure and then click Properties.
2 Click Job Statistics.
3 Make sure the Track All Printers by Default box is checked.
4 If you want to collect the job statistics in a data file, complete the Data File options.
5 Click OK.
6 To begin tracking job statistics immediately, exit and restart MarkVision.

Note
-
-     Not all printers support job statistics tracking.

{button ,KL(`job statistics')} Related Topics

How to read the job statistics data file

Each line in the Job Statistics data file is one record. Each record consists of 70 data fields, separated by commas. Each record represents either a completed print job or an error condition reported by a printer. If a record represents an error condition, it appears in the error condition data field (field 40). If the error condition field is empty, the record represents a completed print job. The meanings of all fields are listed below.

1   Port name (variable character). This is a list of one or more ports, delimited by a ; (semi-colon). Examples of valid port names are: LPT1:(local), LPT2:\\HOST\PRINTER (LexLink), IP:PORTNAME (IP).
2   Day of week (fixed character, length=3)
3   Month (fixed character, length=3)
4   Day of month (integer)
5   Time (fixed character, length=8)
6   Year (integer)
7   Number of input sources (integer)
8   Job logical unit number (integer)
9   Job Id (integer)
10   Job processing time (integer)
11   Manual sheet feeder total sheets (integer)
12   Manual sheet feeder total impressions (integer)
13   Not supported (currently = 0)
14   Manual envelope feeder total sheets (integer)
15   Manual envelope feeder total impressions (integer)
16   Not supported (currently = 0)
17   Tray 1 total sheets (integer)
18   Tray 1 total impressions (integer)
19   Not supported (currently = 0)
20   Tray 2 total sheets (integer)
21   Tray 2 total impressions (integer)
22   Not supported (currently = 0)
23   Automatic envelope feeder total sheets (integer)
24   Automatic envelope feeder total impressions (integer)
25   Not supported (currently = 0)
26   Tray 3 total sheets (integer)
27   Tray 3 total impressions (integer)
28   Not supported (currently = 0)
29   Feeder 2 total sheets (integer)
30   Feeder 2 total impressions (integer)
31 - 40   Not supported (currently = 0)
41   Port ID (integer)
42   Host name (variable character)
43   User name (variable character)
44   Source protocol (variable character)
45   Job name (variable character)
46   Queue name (variable character)
47   Other job data (variable character)
48   Printer serial number (variable character)
49   Error condition (variable character)
50   Not supported (currently = empty)
51 - 54   Not supported (currently = 0)
55   Tray 1 total Contone impressions (integer). Always 0 for a non-color printer
56   Tray 1 total 4-plane color impressions (integer). Always 0 for a non-color printer
57   Tray 2 total Contone impressions (integer). Always 0 for a non-color printer
58   Tray 2 total 4-plane color impressions (integer). Always 0 for a non-color printer
59   Feeder 1 total Contone impressions (integer). Always 0 for a non-color printer
60   Feeder 1 total 4-plane color impressions (integer). Always 0 for a non-color printer
61 - 70 Not supported (currently = 0)

{button ,KL(`job statistics')} Related Topics

How to delete records from a job statistics data file

1 On the MarkVision Printer Window, click Configure and then click Properties.
2 Click Job Statistics.
3 Click Delete Jobs.
4 Enter a date. All records with a date earlier than the date entered are deleted.
5 Click OK.

{button ,KL(`job statistics')} Related Topics

About printing a test page

The printer test page verifies that MarkVision and your printer are connected. If your printer can print the test page, MarkVision is able to communicate with your printer.

{button ,KL(`test page')} <u>Related Topics</u>

How to print a test page

1 In the MarkVision Printer Window, position your cusor on the printer icon of the printer you want to send a printer test page to.

2 Click the right mouse button and then click Test Page.

{button ,KL(`test page')} Related Topics

About Missing Printers

Missing printers are printers that appeared in the MarkVision Printer Window the last time you closed the window, but can no longer be found by MarkVision.

You can specify that MarkVision display printers that previously appeared in the MarkVision Printer Window, but are no longer found by turning the Show Missing Printers option On in the MarkVision Properties dialog box. Missing printers are represented by a printer icon with a yellow ? (question mark). Examples of missing printers are: printers that are not turned on and printers that have been disconnected either permanently or temporarily.

You can also specify Show Missing Printers when you are creating a new MarkVision Printer Window and defining the types of printers you want to monitor in that Window. Using the Show Missing Printers option on the Filters dialog box allows you search for printers that fit your Filter criteria and place them in the MarkVision Printer Window even if those printers no longer exist.

Note

If the Show Missing Printers option on the MarkVision Properties dialog box is turned off, the Show Missing Printers option on the Filters dialog box is ignored.

{button ,KL(`missing printers')} Related Topics

How to display missing printers

1 In the MarkVision Printer Window, click Configure.
2 On the Configure menu, click Properties and then click Options.
3 Make sure the Show Missing Printers box is checked.
4 Click OK to exit the dialog box and save your settings.

{button ,KL(`missing printers')} <u>Related Topics</u>

How to delete missing printers

1 In the MarkVision Printer Window, position your cusor on the printer icon of the printer you want to change.

2 Click the right mouse button and then click Delete.

3 Exit MarkVision immediately.

{button ,KL(`missing printers')} <u>Related Topics</u>

Getting Started with MarkVision

MarkVision is a Windows program that provides printer configuration and status information and gives you control over your Lexmark laser printers by using the bidirectional communication capability of the printer. MarkVision works with printers connected to your workstation directly, and through Novell NetWare, TCP/IP, through a direct connection on an IPX protocol, and with printers in the Microsoft Network. This includes printers shared by peer workstations running Windows 95.

MarkVision is able to sense the printers attached to your PC and lists them for you. You can view information about the listed printers by double-clicking the printer image or name. If MarkVision is able to establish communication with the printer, you can view information about the printer and change printer functions directly from your PC. This means you no longer have to physically go to your printer to make setting changes. If MarkVision is unable to establish two-way communication with the selected printer, only some printer status and control functions are available. With MarkVision you can:

- View the physical configuration of your printer.
- Be alerted to any printer error conditions and receive tips on how to fix them.
- View and change your printer operator panel.
- Monitor multiple printers at the same time.
- View and change printer driver settings for each printer.
- Quickly change the settings for all your printers using Quick Setup.
- Configure your network adapter.
- Download fonts, demos, and overlays.

MarkVision can monitor your printers:

- Maximized on the Windows desktop to allow full access to all of the MarkVision visual displays and functions as it monitors printer activity.
- Minimized as an icon on the Windows desktop to run in the background, continuously monitoring printer status, and alerting you if anything goes wrong.
- From the Printer Properties dialog box.

If a function is not available on the printer, it is grayed out on the MarkVision Properties dialog box.

Alert Notification Tab

Lists the errors that can occur on your printer. If you want MarkVision to alert you when a specific error or problem with your printer occurs, move that alert to the Currently Monitoring list.

Lists the errors that MarkVision monitors. When one of the errors or problems occurs, MarkVision notifies you either by a spoken message, or by displaying the error.

Adds the alert you have selected from the Alert Types list box to the Currently Monitoring list.

Deletes the alert you have selected from the Currently Monitoring list.

Monitors all alert types.

Clears all alerts from the Currently Monitoring list box so you are not notified when errors occur.

Sound Setup Tab

Lists printer events. You can attach sounds to each event so you have an audio alert as well as a visual alert.

Lists sounds which can be attached to events so you have an audio alert as well as a visual alert.

Specifies whether or not to use sounds.

Click this to hear the currently selected sound.

Click this to search for sounds on other drives or in other folders.

Returns event and sound file assignments to the original MarkVision installation.

Displays the name of the directory where the currently selected .WAV file is located.

How to Use MarkVision Without a Mouse

If you prefer to use the keyboard or do not have a mouse attached to your computer, you can access all MarkVision functions using the keyboard.

To:	Press:
Refresh all printers	**Ctl** + **R** from the MarkVision Printer Window
Select a button or function	**Alt** + (the underlined character in the button or function name). For example, press **Alt** + **C** to access the contents for help from this help panel.
Move to a named field or list	**Alt** + (the underlined character in the field or list name)
Select an item in a list	The arrow keys to move through the list; then press the Spacebar to select an item.
Open a menu	**Alt** + (the underlined character in the menu name)
Select OK, Cancel, or Exit	**Tab** repeatedly until a box with a dotted outline appears around the key; press **Enter**
Exit the current dialog box	**Alt** + **F4**
Close MarkVision	**Alt** + **F4** from the MarkVision Printer Window
Switch to another window	**Ctl** + **Esc**
Minimize MarkVision	**Alt** + Spacebar; use arrow keys to move to Minimize; press **Enter**
Move MarkVision	**Alt** + Spacebar; use arrow keys to move to Maximize; press **Enter**; use arrow keys to move the window; press **Enter**

Generic Help - Help that needs to be available in all several .hlps

Help is available for each item in this group. Click the right mouse button over the specific item you want information about and select What's This?.

Saves all the changes you have made without exiting this dialog box.

Displays the Help dialog box which contains the Table of Contents, Index and Full Text Search tabs.

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Black Cartridge Empty

When the print quality of a toner cartridge becomes unacceptable, you need to replace it. You do not need to turn the printer power off to replace it.

Install a new black cartridge. Click the Status tab in MarkVision for more information.

Black Cartridge Missing

Make sure the black printer cartridge is installed correctly in the printer. Install a black cartridge if needed. Click the Status tab in MarkVision for more information.

Black Toner Low

The printer first displays a Toner Low message when approximately 10% of the toner remains in a cartridge. To use as much of the remaining toner as possible consult the User Guide on how to shake the toner cartridge from side to side. We recommend that you order another print cartridge at this time.

On the operator panel select CONTINUE to continue with normal operations.

In MarkVision, refresh the printer to clear the error message.

Cover Open

Close all covers.

Cyan Cartridge Empty

When the print quality of a toner cartridge becomes unacceptable, you need to replace it. You do not need to turn the printer power off to replace it.

Install a new cyan cartridge. Click the Status tab in MarkVision for more information.

Cyan Cartridge Missing

Make sure the cyan printer cartridge is installed correctly in the printer. Install a cyan cartridge if needed. Click the Status tab in MarkVision for more information.

Cyan Toner Low

The printer first displays a Toner Low message when approximately 10% of the toner remains in a cartridge. To use as much of the remaining toner as possible consult the User Guide on how to shake the toner cartridge from side to side. We recommend that you order another print cartridge at this time.

On the operator panel select CONTINUE to continue with normal operations.

In MarkVision, refresh the printer to clear the error message.

Finisher Door Open or Interlock Open

Make sure the finisher is positioned snugly against the printer and the latches on either side of the finisher are snapped in place. Make sure all covers are closed.

Finisher Paper Jam

A paper jam has been detected in the finisher area. The entire paper path must be cleared of paper.

Fuser paper jam

A paper jam has been detected in the fuser area. The entire paper path must be cleared of paper.

Insufficient Collation Memory

The printer memory used to store collated pages is full.

Magenta Cartridge Empty

Install a new magenta cartridge. Click the Status tab in MarkVision for more information.

Magenta Cartridge Missing

Install a magenta cartridge. Click the Status tab in MarkVision for more information.

Magenta Toner Low

Install a new magenta cartridge. Click the Status tab in MarkVision for more information.

Oil Bottle Empty or Missing

Replace the oil bottle. Click the Status tab in MarkVision for more information.

Oil Bottle Low

Install a new oil bottle. Click the Status tab in MarkVision for more information.

Paper Jam in Staple Tray

Paper is caught in the staple tray. Remove all paper from the staple tray, and clear all paper from the printer's paper path.

Paper low

The paper tray indicated is low. Install more paper.

Paper Tray Missing During Power On

Install the paper tray. Click the Status tab in MarkVision for more information.

Parallel port disabled

The Parallel port is not connected.

Photoconductor Unit Life Exhausted

Click the Status tab in MarkVision for more information.

Photoconductor Unit Life Warning

Click the Status tab in MarkVision for more information.

Photoconductor Unit Maint. Req.

Click the Status tab in MarkVision for more information.

Prefeed paper jam

A paper jam has been detected in the prefeed area. The entire paper path must be cleared of paper.

Toner Cartridge Eject Handle Pulled

Push the Toner Cartridge Eject Handle back in place. Click the Status tab in MarkVision for more information.

Toner Cartridge Not Installed Correctly

Remove and then reinstall the toner cartridge. Click the Status tab in MarkVision for more information.

Serial Port Disabled

The Serial port is not connected.

Staples Empty

Install more staples.

Stapler Jam

The printer has detected a staple jam in the finisher.
- Open the front door of the Finisher.
- Remove and reinstall the staple cartridge.
- Run a staple test to properly position the staples:
- Make sure Side is selected from the Output Bin menu, and Staple is set to Staple 1 or Staple 2.
- Use the tip of a ballpoint pen or similar object to press the test button.
- Close the front door.
- Select Continue from the printer operator panel.

Staples Low

Install more staples the supply is low.

Transfer drum paper jam

A paper jam has been detected on the transfer drum. The entire paper path must be cleared of paper.

Transfer grip paper jam

A paper jam has been detected on the transfer grip. The entire paper path must be cleared of paper.

Tray 3 not connected

- Turn the printer power OFF.
- Unplug the printer and the input drawer.
- Attach the 15 pin connector cable end to the top input drawer connector. Tighten the thumbscrews.
- Attach the other end of the cable (the 14 pin connector) to the I/O controller. Tighten the thumbscrews.
- Plug in the printer and the input drawer, and turn the printer power ON.
- In MarkVision, refresh the printer. The error message should be cleared.

Unknown error

In the MarkVision Printer Window, double-click the printer with the error, then click the Status tab for a description of the error.

Waste Bottle Full or Missing

Install an empty toner waste bottle. Click the Status tab in MarkVision for more information.

Yellow Cartridge Empty

Install a new yellow cartridge. Click the Status tab in MarkVision for more information.

Yellow Cartridge Missing

Install a yellow cartridge. Click the Status tab in MarkVision for more information.

Yellow Toner Low

Install a new yellow cartridge. Click the Status tab in MarkVision for more information.

Supplies Dialog Box

Input Options

Shows the percentage of paper currently in tray 1.

Shows the percentage of paper currently in tray 2.

Shows the percentage of paper currently in tray 3.

Toner

Shows the percentage of black toner.

Shows the percentage of magenta toner.

Shows the percentage of cyan toner.

Shows the percentage of yellow toner.