

Modified: 12/16/97

Lexmark 5700 README file

This file contains information not included in the *Lexmark 5700 Quick Setup Guide* or in the online help.

System Requirements

- 486 processor or higher
- Windows 3.1, Windows for Workgroups 3.11 (386 Enhanced Mode), or Windows 95
- 8MB of RAM for Windows 3.1 and Workgroups 3.11 (10MB required by some applications), 16MB for Windows 95

Speeding up Your System

- Print in normal or Quick Print 600dpi mode if possible.
- Remove as many unused fonts as possible from your system.
- Increase computer memory.
- Increase the amount of virtual memory in Windows.
- Run a memory-management program, such as MEMMAKER or RAMBOOST, to optimize your conventional memory.

See Chapter 14, **Optimizing Windows**, of the *Microsoft Windows 3.1 User's Guide* for more help.

Installing the LEXMARK 5700 Printer Driver

During installation of the **Lexmark 5700** printer driver, backup copies of the following Windows files are created:

SYSTEM.INI
WIN.INI
VPD.386 (Windows 3.1 only)

Each file is backed up with the same filename but with the extension LEX. For example, WIN.INI is backed up as WIN.LEX. This backup is performed strictly as a convenience to the user in the case that a nonrecoverable problem is encountered during the installation process.

Hardware Issues

- **Video Cards**
 - TRIDENT: Some problems may occur when printing bitmap images from certain applications on systems with TRIDENT video cards installed.
- **Parallel Port Cards**
 - FarPoint Communications: The printer is not compatible with the F/PortPlus (BOM 440-0006 REV) parallel port card.

Print Quality and Color Issues

- **Printouts are too dark or fuzzy.**
Some software applications such as Adobe Photoshop 2.5 or 3.0, Micrografx Picture Publisher 4.0 and 5.0, Aldus PhotoStyler 2.0 and Corel Draw 7.0 have their own halftoning and color correction methods. If possible, disable these functions in the application. Generally, the Lexmark 5700 ColorFine 2 driver's halftoning and color correction methods produce better results.
- **WordPerfect for Windows; black prints as color.**
To print a color document as a black (grayscale) document, choose **Black Only** in the Lexmark 5700 ColorFine 2 driver:
 1. Open the Lexmark 5700 Properties Sheet.
 2. Click the **Document/Quality** Tab.
 3. Under Document Type, click **Black Only**.

Printing from Windows

- **Deleting duplicate icons in Windows 95**
 1. From the Start button, click the right mouse button to open the Start menu and select **Open**.
 3. Double click the **Programs** icon.
 4. Double click the **Lexmark 5700** folder.
 5. Select the **Lexmark 5700 Control Program on LPTx** icon and press the Delete key on the keyboard (or choose delete from the File menu).
- **Run Minimized under Windows**
To run the Control Program as an icon from Windows 3.1 and Windows for Workgroups 3.11 or from the task bar from Windows 95,

select **Run Minimized** from the Options Tab of the Lexmark 5700 Control Program and then close the Control Program.

- **No communication with printer**

Use a fully-shielded IEEE 1284 compliant parallel printer cable. We recommend Lexmark part number 1329605 or equivalent.

If problems occur while printing through a switch box, remove the switch box. Many switch boxes do not support bidirectional communication.

- **High Print Quality problems with some applications**

There are a number of applications on the market that apparently do not support high resolution printing (1200dpi). If you encounter problems at high quality, try printing at normal quality settings.

- **Printing while using Adobe Type Manager 2.5 or earlier versions**

There have been a number of GPF problems that have been seen when using the Lexmark 5700 in conjunction with Adobe Type Manager version 2.5 or earlier. You can turn Adobe Type Manager off and these problems will not occur. Another solution is to upgrade to Adobe Type Manager 3.0 or later.

- **Details Tab, Spool Settings options on Windows 95**

There are a number of options that are selectable on this tab that operate independently of the printer driver or are not supported by the driver.

Disable Bi-Direction Communications - To disable Bi-Directional Communications with the Lexmark 5700 you should use the Disable Bidi Communications under the Options Tab on the Control Program instead of choosing the option here.

Spool Formats - The different spool formats listed include PMJOURNAL, RAW, and EMF. The Lexmark 5700 is designed to work best with the PMJOURNAL spool format. The other formats can cause unpredictable results.

- **Reverse Page Order setting is not saved in some applications**

If you want your pages to come out of the printer last page first (first page on top), set the Reverse Page Order option in the printer Properties before starting your application.

- **Printer Setup within Excel (or similar applications)**
If you cannot properly set printer features from within the software application you are using, exit the application and use the Windows Control Panel to change printer settings.
- **Sharing a Lexmark 5700 on a network in Windows 3.1 and Workgroups 3.11**
Use the method described in the Queue Menu section of the Lexmark 5700's Help for Spool Manager. (Search the Lexmark 5700 Help for Colorfine Spool Manager Queue Menu.)
- **"Out of Memory" message at High Print Quality**
If this message is encountered while printing at High Print Quality, try printing at Normal Print Quality instead.
- **"Communications Fault" message with non-bidi cable**
Many features of the **Lexmark 5700** rely on the use of a printer cable that supports bi-directional communication and the use of such a cable is strongly recommended (see **No communication with printer** in the **Printing from Windows** section of this document).

You can still print using a non-bidirectional cable but will see a "Communications Fault" message each time the LEXMARK 5700 control program is invoked (i.e. each time you print).

To prevent this message from appearing, select **Disable Bidi Communcations** from the Options Tab of the Lexmark 5700 Control Program and then close the Control Program.

Printing from a DOS box in Windows

- **Printing from Lotus 123 from DOS**
Special setup is required in Lotus 123 application to print to the Lexmark 5700. The follow steps should be done within the application in order to complete the setup.
 1. Type </> to get the Lotus menus.
 2. Go to Print, Printer, Options, Advanced, Device, Interface.
 3. Choose #5 - Output Device LPT1.
 4. Select <ESC> to return to the main Print menu.

- **Printing from DOS outside of Windows**

The LEXMARK 5700 will ONLY print from a DOS session under Windows; it will not print from a native (non-Windows) DOS session.

The only exception is that you can copy a print file, created by the LEXMARK 5700 Printer Driver, to the LEXMARK 5700 Printer, from a native DOS session.

If you print to a file from a native DOS session with an application through a HP 500/500C printer driver, that print file can then be copied to the Lexmark 5700 from within a Windows DOS box. In order to do this you must:

- Exit Windows and run the DOS application.
- Select the HP 500 or HP 500C printer driver from within the application.
- Print to a file.
- Exit the DOS application and run Windows.

In a DOS box under Windows, copy the print file generated above to the port where the printer is connected. This command may look like:

```
copy filename lpt1: /b
```

Where *filename* is the name of the print file you generated and lpt1: is the port where the Lexmark 5700 Printer is connected.

- **Only 1 DOS box supported at a time in Windows 3.1/3.11**

The **Lexmark 5700** printer driver only supports printing from a single DOS box at a time. This is the case even if there are multiple Lexmark 5700 printers attached to multiple printer ports.

- **DOS Command Line: "Print" Vs. "Copy"**

Differences in the "Print" and "Copy" commands are such that poor results, i.e. slow printing, may be obtained with the use of one of these commands and not the other. This is even more true depending on what operating system; MS-DOS, PC-DOS, etc... is being used to provide the DOS command shell.

It is recommended that the "Copy" command be used for DOS

command line printing. It may be necessary to include the "/b" parameter with the "Copy" command for files that are not strictly ASCII text files.

For further help see the on-line help included with your particular DOS shell (for MS-DOS use "Help Copy")

- **Lexmark 5700 Control Program comes to the Foreground**
This is how the printer functions by default. If you do not want to be interrupted while printing, select **Run Minimized** from the **Options** tab in the Lexmark 5700 Control Program.
- **System locks up when printing from DOS under WIN95**
This problem has been seen when using Harvard Graphics for DOS and can be remedied by turning the Harvard Graphics spooler off.
 1. Go to the Setup menu in Harvard Graphics.
 2. Select Printer 1 or Printer 2 based on your system setup.
 3. For the option "Use Spooler" choose No.
- **Partial pages when printing from DOS under WIN95**
This problem has been seen when printing multiple page jobs in quick succession from Word Perfect 6.0 for DOS. A setup change in the driver Spool settings can remedy this problem by following these steps.
 1. Open the printes folder.
 2. Right mouse click the Lexmark 5700 icon.
 3. Click on Properties.
 4. Click on Details.
 5. Click Spool Settings.
 6. Click the "start printing after last page is spooled" radio button.
 7. Click OK to exit.
- **Using a HP500C printer driver; blank pages are printed**
The Lexmark 5700 emulates a HP 500C if you print from a DOS application under Windows. If only blank pages are printed, check the orientation setting, found in the DOS Printing section of the Lexmark 5700 Control Program, is set to portrait mode. Some applications require this setting to be portrait even if the printout is meant to be landscape.
- **Using HP 500/500C printer driver; single page prints on**

multiple pages

This problem can result from task-switching during a DOS print job or from an application that is slow in sending data to the printer port. If you are running the DOS application from the Windows MS DOS PROMPT, you can correct the problem by enabling Background Execution as follows:

1. Run the PIF Editor program found in the Windows Main folder.
2. Load the file "DOSPRMPT.PIF" found in the C:\WINDOWS directory.
3. Select and activate the box labeled Background found in the Execution section at the bottom-right of the PIF Editor screen.
4. Select File and then Save.

This turns on background execution for all future DOS sessions.

If you are not running the application from the MS DOS PROMPT consult your Windows documentation about creating a PIF file for your application and enabling background execution. If your application already has a PIF file you may edit it as described above. To determine if a program already has a PIF file, highlight the icon and select Properties from the Program Manager File menu. If the file specified in the Command Line section has a ".PIF" extension you should edit that PIF file.

Another solution to this problem is to select Run Minimized from the Options tab of the LEXMARK 5700 Control Program. This will allow the DOS application to remain in the foreground when printing instead of bringing the Control Program to the foreground.

If your application does not go to the background and you are seeing single page print jobs printing on multiple pages the port may be timing out because the application is taking too long to process the job. This problem is more likely to occur on slower computer. In order to compensate for slower computers and/or applications you can increase the Form Feed Timeout value in the DOS Printing tab of the LEXMARK 5700 Control Program.

Removing the LEXMARK 5700 Printer Driver

To remove the **Lexmark 5700** printer driver from your computer system, use the uninstall utility. The icon for this utility is located in the **Lexmark 5700** group; double-click this icon to begin the uninstallation process.

Keep in Touch!

Driver Updates

- Electronic BBS: 1 - (606) - 232 - 5238 [24 Hr/Everyday]
- COMPUSERVE: GO LEXMARK
- Internet (FTP): ftp.lexmark.com [logon with guest id]
- WWW Site: <http://www.lexmark.com>

Technical Support: 1 - 800 - LEXMARK (1 - 800 - 539 - 6275)

Lexmark and ColorFine are trademarks or registered trademarks of Lexmark International, Inc.
Color Jetprinter is a trademark of International Business Machines Corp and is used under license.
Excel, MS DOS, Windows, Windows for Workgroups and Windows 95 are trademarks or registered trademarks of Microsoft Corp.
HP 500 and HP 500C are trademarks or registered trademarks of Hewlett-Packard Company.
Adobe Photoshop is a trademark or registered trademark of Adobe Systems, Inc.
Micrografx Picture Publisher is a trademark or registered trademark of Micrografx, Inc.
Aldus Photostyler is a trademark or registered trademark of Aldus Corp.