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## Lexmark Z22/Z32 README file

This file contains information not included in the Lexmark Z22/Z32 setup sheet, User's Guide, or the online Help.

### System Requirements

- **Minimum Requirements**
  - Pentium 90 Mhz processor or higher
  - Windows 95 or Windows 98
  - 16MB of RAM
  - 20MB of free disk space
- **Minimum Recommended**
  - Pentium 200 Mhz processor or higher
  - Windows 95 or Windows 98
  - 32MB of RAM
  - 100MB of free disk space

### Speeding up Your System

- Print in **Normal 600dpi** or **Quick Print 600dpi** mode if possible.
- Increase computer memory.
- Increase the amount of virtual memory in Windows.

### 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.

- **Logitech Scanner Compatibility**

If your printer is connected to the same expanded parallel port card as a Logitech scanner, this combination may corrupt the data sent to your Lexmark printer. You can connect the Scanner to the PC's primary parallel port or use the port connector that comes with the scanner to correct this problem.

## Scanners and other passthrough devices

If you encounter printing problems when your printer is connected through a scanner or other device, connect your printer directly to the back of the computer.

Simultaneous use of a passthrough device and the printer is not supported when the printer is connected to the computer through the passthrough device. The OS only allows one application at a time to use the parallel port.

## Scanners and uninstalling the driver

If you encounter problems running the Lexmark Z22/Z32 Series Uninstall program and have a scanner installed that loads the default printer driver at system startup, as some Logitech scanners do, set another printer as the default printer. Then try the uninstall program again, or close the scanner application. Restart your computer, and run the uninstall program again.

## 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 Z22/Z32 Color Jetprinter 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 Z22/Z32 Color Jetprinter driver:

- 1) Open the **Lexmark Z22/Z32** Printer Properties.
- 2) Click the **Document/Quality** Tab.
- 3) Under Document Type, click **Black Only**.

## Printing from Windows

### ▪ Appearance of Printer Dialogs

Display settings for Screen Area of 640 by 480 or 800 by 600 with Large Fonts selected may cause clipping of some printer dialogs.

■ **To run the Control Program minimized**

- 1) Open the Control Program.
- 2) Click the **Options** Tab.
- 3) Select **Run Minimized**.
- 4) 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 and connect the printer directly to the computer.

If communications errors persist, turn off the printer, unplug the printer power cord for 30 seconds then plug it back in, and press the Power button.

■ **Print jobs are deleted if a cartridge change is detected**

If you make a cartridge change and select "New" as the cartridge change made, and then send a print job, your print job will be deleted. To prevent this, be sure to open the Control Program any time you make a cartridge change, so that you can set up and align the cartridges.

■ **Printing using Print Artist 4.0 or Quick Time Picture Viewer 4.0.3**

If you are having problems printing from Print Artist 4.0 or Quick Time Picture Viewer 4.0.3, follow these steps:

- 1) Open the Lexmark Z22/Z32 Printer Properties. From the **Start** menu:
  - Click **Settings**.
  - Click **Printers**. The Printers folder appears.
  - Right-click the **Lexmark Z22/Z32** printer icon
  - Click **Properties**.
- 2) From the **Details** tab, select **Spool Settings**.
- 3) Select **Print directly to the printer**.
- 4) When you have finished using Print Artist or Quick Time Picture Viewer, click the Restore Defaults button on the click the **Restore Defaults** button on the Spool Settings dialog to restore the default settings for this tab.

■ **Printing banners in Print Artist 4.0**

Do not choose landscape orientation when printing a banner in Print Artist 4.0.

- **When printing banners, follow instructions in application**

When printing banners, follow the instructions in the application and do not change the paper orientation in the printer properties. You should be sure to choose **Banner Letter** or **Banner A4** as the Paper Type.

- **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), such as Adobe Photoshop (TM), Corel Draw, Microsoft (R) Access, Microsoft WordPad and Microsoft Publisher. If you encounter problems using the high quality setting, try printing at normal quality settings.

If you would like to print 1200dpi from an application that doesn't seem to support 1200dpi, select **High 1200dpi** from the driver.

To get 1200dpi from the driver for all documents:

- **Windows 95 and 98:**

- 1) From the **Start** menu:

- Click **Settings**.
      - Click **Printers**. The Printers folder appears.
      - Right-click the **Lexmark Z22/Z32** printer icon
      - Click **Properties**.

- 2) From the **Document/Quality** tab, select **High 1200dpi**.

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

A number of GPF problems that have been seen when using the Lexmark Z22/Z32 in conjunction with Adobe Type Manager version 2.5 or earlier. If you turn Adobe Type Manager off 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 or Windows 98**

A number of options are selectable on this tab that operate independently of the printer driver or are not supported by the driver. Windows 95 or 98 provide some of the options on this tab. Although you may be able to select these options, they may operate independently of the printer driver or may not be supported by the driver.

- **Disable Bidirectional Communications**

- To disable Bidirectional Communications with the Lexmark Z22/Z32, you should select the **Disable Printer to PC Communications** option from

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 Z22/Z32 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 on the **Paper** tab 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 Printer Properties to change printer settings. To access this control panel in Windows 95 or Windows 98:

- 1) From the **Start** menu, click:
  - **Settings**
  - **Printers**
- 2) Right click on the **Lexmark Z22/Z32** printer icon.
- 3) From the sidebar menu that appears, select **Properties**.
- 4) Change the settings as necessary.

- **"Out of Memory" message at High 1200dpi Print Quality**

If this message is encountered while using High 1200dpi Print Quality, try using Normal 600dpi instead.

- **"Communications Fault" message with non-bidi cable**

Many features of the Lexmark Z22/Z32 rely on the use of a printer cable that supports bidirectional 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 receive a "Printer not ready" message each time the Lexmark Z22/Z32 Control Program is invoked (i.e., each time you print).

To prevent this message from appearing, select **Disable Printer to PC Communications** from the **Options** Tab of the Lexmark Z22/Z32 Control Program, and then close the Control Program.

## Printing from a DOS application in Windows

### ■ Printing from DOS when connected via USB

DOS printing is not supported when the printer is connected to the computer with a USB cable. This also means that the **Print Fonts** button on the **DOS Printing** tab will not work.

### ■ Printing from Lotus 123 from DOS

Special setup is required in Lotus 123 application to print to the Lexmark Z22/Z32. Complete the following steps within the application to complete the setup:

- 1) Type </> to get the Lotus menus.
- 2) From the Lotus menus, select:
  - **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 Z22/Z32 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 Z22/Z32 printer driver to the Lexmark Z22/Z32 Color Jetprinter 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 Z22/Z32 from within a Windows DOS box. In order to do this you must:

- 1) Exit Windows and run the DOS application.
- 2) Select the HP 500 or HP 500C printer driver from within the application.
- 3) Print to a file.
- 4) 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 Z22/Z32 is connected.

#### ▪ **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.

We recommended using the "Copy" command 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 Z22/Z32 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 Z22/Z32 Control Program.

#### ▪ **System locks up when printing from DOS under Windows 95**

This problem has been seen when using Harvard Graphics for DOS and can be remedied by turning the Harvard Graphics spooler off.

- 1) From the **Setup** menu in Harvard Graphics, select **Printer 1** or **Printer 2** based on your system setup.
- 2) For the option **Use Spooler**, choose **No**.

#### ▪ **Partial pages when printing from DOS under Windows 95**

This problem has been seen when printing multiple-page jobs in quick succession from Word Perfect 6.0 for DOS. Follow these steps to correct the problem.

- 1) Open the Lexmark Z22/Z32 Printer Properties. From the **Start** menu:
- 2) Click **Settings**.
  - Click **Printers**. The Printers folder appears.

- Right-click the **Lexmark Z22/Z32** printer icon
  - Click **Properties**.
- 3) From the **Details** tab, select **Spool Settings**.
  - 4) Select **Start printing after last page is spooled**.
  - 5) Click **OK**.

■ **Using a HP500C printer driver, blank pages are printed**

The Lexmark Z22/Z32 emulates a HP 500C if you print from a DOS application under Windows. If only blank pages are printed, make sure the orientation setting (found in the **DOS Printing** section of the Lexmark Z22/Z32 Control Program) is set to **Portrait** orientation. 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:

- 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**.
- 5) Select **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 Z22/Z32 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 computers.

## Removing the Lexmark Z22/Z32 Printer Driver

To remove the Lexmark Z22/Z32 printer driver from your computer system, use the Uninstall utility. The icon for this utility is located in the Lexmark Z22/Z32 folder. Double-click this icon to begin the uninstallation process.

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### Keep in Touch!

- **Driver Updates**

COMPUSERVE: GO LEXMARK

Internet (FTP):           ftp.lexmark.com     [logon with guest id]

WWW Site:                http://www.lexmark.com

- **Technical Support:   1 - 800 - 539 - 6275**

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