LEXMARK™

5600-6600 Series Fax Guide

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Introduction

CAUTION—POTENTIAL INJURY: To reduce the risk of fire, use only a 26 AWG or larger telecommunications (RJ-11) cord when connecting this product to the public switched telephone network.

Finding information about the printer

Publications

See the	For
Quick Setup sheet	Initial setup instructions.
Printed *Networking Guide* / *Fax Guide*	Additional setup instructions. **Note:** Your printer may not come with these publications.
Electronic *User's Guide*	Complete instructions for using the printer. The electronic version installs automatically with the printer software.
Windows Help	Additional instructions for using the printer software on a Windows operating system. The Help installs automatically with the programs. **1** Do one of the following: • In Windows Vista, click . • In Windows XP and earlier, click **Start**. **2** Click **All Programs** or **Programs**, and then select the printer program folder from the list. **3** From the program, click **Help** to view the main page of the Help. Click to view context-sensitive information.
Mac Help **Note:** Your printer may not have support for Macintosh and may not have this Help.	Additional instructions for using the printer software on a Macintosh operating system. The Help installs automatically with the applications. **1** From the Finder desktop, double-click the printer folder. **2** Double-click the application. **3** From the application, click **Help** on the menu bar to view the main page of the Help. **Note:** If you have several applications open, then make sure that the application that you want to use is the active application. The correct menu bar does not appear if the application is not active. Click the main screen to make it the active application. Click to view context-sensitive information.

Customer support

Description	Where to find (North America)	Where to find (rest of world)
Telephone support	Call us at • US: 1-800-332-4120 – Monday–Friday (8:00 AM–11:00 PM ET), Saturday (Noon–6:00 PM ET) • Canada: 1-800-539-6275 – Support in English: Monday–Friday (8:00 AM–11:00 PM ET), Saturday (Noon–6:00 PM ET) – Support in French: Monday–Friday (9:00 AM–7:00 PM ET) • Mexico: 01-800-253-9627 – Monday–Friday (8:00 AM–8:00 PM ET) **Note:** Support numbers and times may change without notice. For the most recent telephone numbers available, see the printed warranty statement that came with your printer.	Telephone numbers and support hours vary by country or region. Visit our Web site at **www.lexmark.com**. Select a country or region, and then select the Customer Support link. **Note:** For additional information about contacting Lexmark, see the printed warranty that came with your printer.
E-mail support	For e-mail support, visit our Web site: **www.lexmark.com**. **1** Click **SUPPORT**. **2** Click **Technical Support**. **3** Select your printer family. **4** Select your printer model. **5** From the Support Tools section, click **e-Mail Support**. **6** Complete the form, and then click **Submit Request**.	E-mail support varies by country or region, and may not be available in some instances. Visit our Web site at **www.lexmark.com**. Select a country or region, and then select the Customer Support link. **Note:** For additional information about contacting Lexmark, see the printed warranty that came with your printer.

Limited Warranty

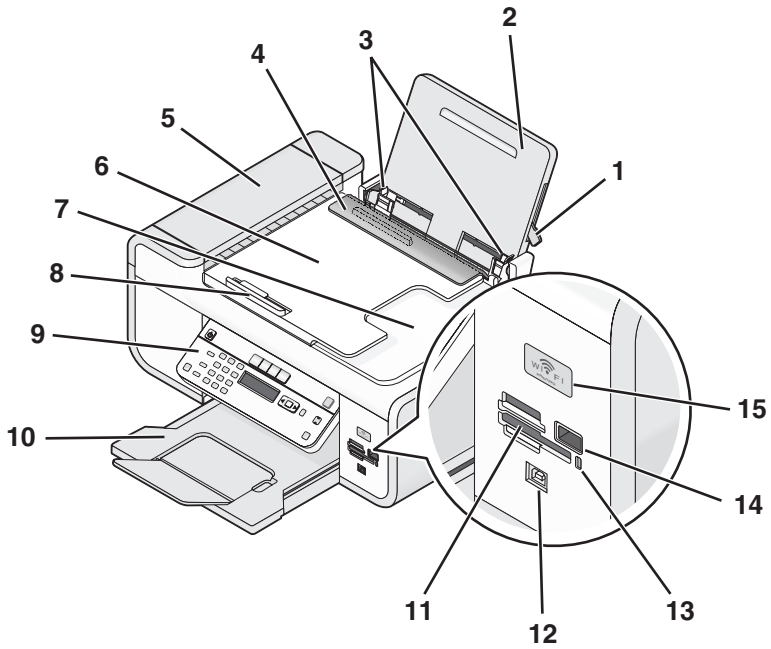
Description	Where to find (USA)	Where to find (rest of world)
Limited Warranty Information Lexmark International, Inc. furnishes a limited warranty that this printer will be free of defects in materials and workmanship for a period of 12 months after the original date of purchase.	To view the limitations and conditions of this limited warranty, see the Statement of Limited Warranty included with this printer, or set forth at **www.lexmark.com**. **1** Click **SUPPORT**. **2** Click **Warranty Information**. **3** Click **Statement of Limited Warranty for Inkjet & All-In-One Printers**. **4** Scroll through the Web page to view the warranty.	Warranty information varies by country or region. See the printed warranty that came with your printer.

Record the following information (located on the store receipt and the back of the printer), and have it ready when you contact customer support so that they may serve you faster:

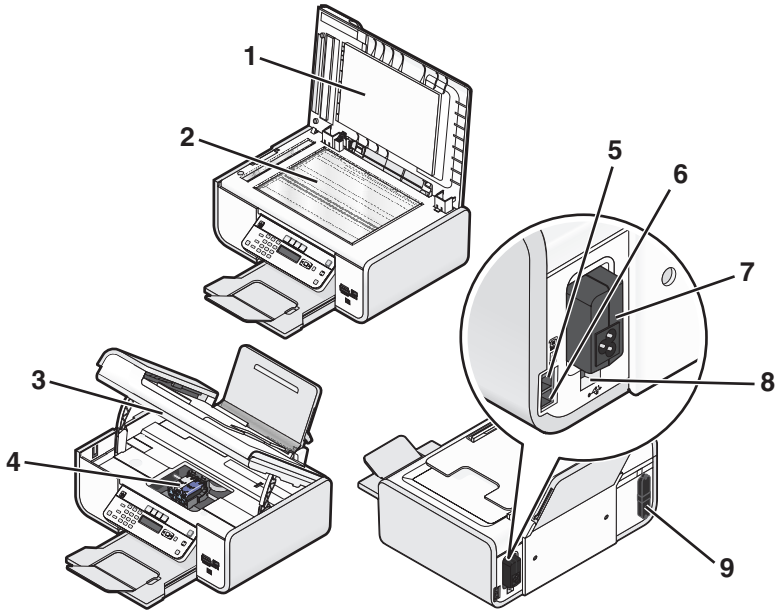
- Machine Type number
- Serial number
- Date purchased
- Store where purchased

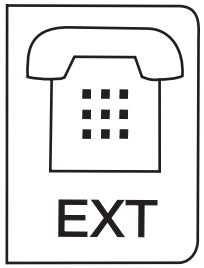
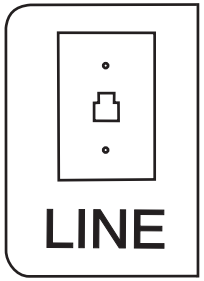
Understanding the parts of the printer

Understanding the parts of the printer



	Use the	To
1	Paper adjustment lever	Adjust the paper guides.
2	Paper support	Load paper.
3	Paper guides	Keep paper straight when feeding.
4	Paper feed guard	Prevent items from falling into the paper slot.
5	Automatic Document Feeder (ADF)	Scan, copy, or fax multiple-page letter-, legal-, and A4-size documents.
6	Automatic Document Feeder (ADF) tray	Load original documents in the ADF. Recommended for scanning, copying, or faxing multiple-page documents. **Note:** Do not load postcards, photos, small items, or thin media (such as magazine clippings) into the ADF. Place these items on the scanner glass.
7	Automatic Document Feeder (ADF) output tray	Hold documents as they exit from the ADF.
8	Automatic Document Feeder (ADF) paper guide	Keep paper straight when feeding into the ADF.
9	Printer control panel	Operate the printer.
10	Paper exit tray	Hold paper as it exits.
11	Memory card slots	Insert a memory card.
12	Quick Connect laptop port **Note:** Your printer model may not have this port.	Connect a laptop computer to the printer using a USB cable. **Warning—Potential Damage:** Do not touch the USB port except when plugging in or removing a USB cable or installation cable.
13	Card reader light	Check card reader status. The light blinks to indicate that a memory card is being accessed.
14	PictBridge port	Connect a PictBridge-enabled digital camera or a flash drive to the printer.
15	Wi-Fi indicator **Note:** Your printer model may not have wireless capability and may not have this indicator.	Check wireless status: • **Off** indicates that the printer is turned off, is powering up, or is in Power Saver mode. In Power Saver mode, the power light pulses on and off. • **Orange** – indicates that the printer has not yet been configured for a wireless network. – indicates that the printer is configured for an ad hoc connection, but is not communicating with another ad hoc device. • **Orange blinking** indicates that the printer is configured but is unable to communicate with the wireless network. • **Green** indicates that the printer is connected to a wireless network.



	Use the	To
1	Top cover	Access the scanner glass.
2	Scanner glass	Scan and copy photos and documents.
3	Scanner unit	• Access the print cartridges. • Remove paper jams.
4	Print cartridge carrier	Install, replace, or remove a print cartridge.
5	EXT Port 	Connect additional devices, such as a data/fax modem, telephone, or answering machine, to the printer. This connection method may not be available in all countries or regions. **Note:** Remove the plug to access the port.
6	LINE Port 	Connect the printer to an active telephone line to send and receive faxes. The printer must be connected to a telephone line to receive incoming fax calls. **Note:** Do not connect additional devices to the LINE port, and do not connect a DSL (digital subscriber line), ISDN (integrated services digital network), or cable modem to the printer.
7	Power supply with port	Connect the printer to a power source.
8	Rear USB port	Connect the printer to a desktop computer using a USB cable. **Warning—Potential Damage:** Do not touch the USB port except when plugging in or removing a USB cable or installation cable.
9	Internal wireless print server **Note:** Your printer model may not have wireless capability and may not have this print server.	Connect the printer to a wireless network.

Fax Setup

Getting the printer ready to fax

CAUTION—SHOCK HAZARD: Do not use the fax feature during a lightning storm. Do not set up this product or make any electrical or cabling connections, such as the power supply cord or telephone, during a lightning storm.

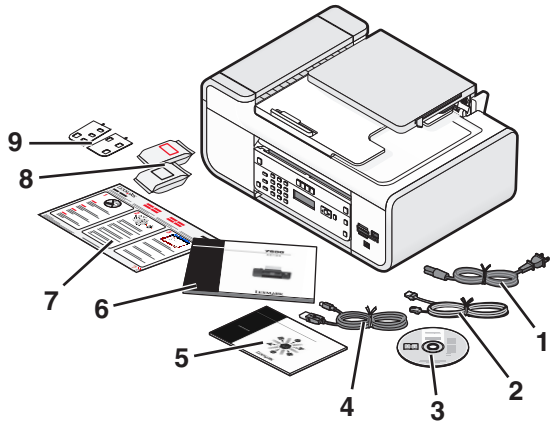
Setting up the printer as a copier only or fax only

Use the following instructions if you do not want to connect the printer to a computer.

Note: If you want to connect the printer to a computer, use the setup documentation and the printer software CD that came with the printer.

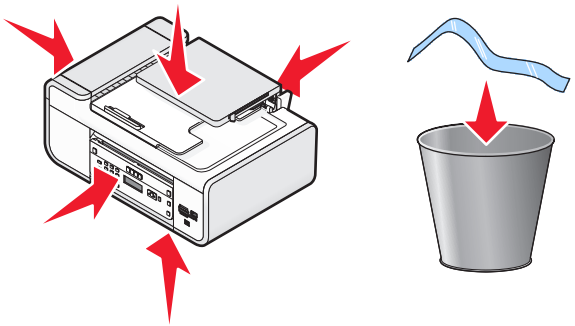
1 Unpack the printer.

Note: Contents, such as the number of print cartridges, may vary by model.

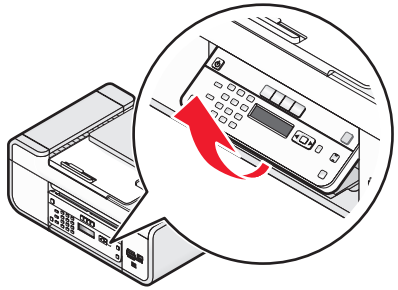


1	Power cord
2	Telephone cord
3	Printer software CD
4	USB cable or installation cable **Note:** Your printer model may not come with a USB cable. Purchase a USB cable separately.
5	*Networking Guide* **Note:** Your printer model may not come with this publication.
6	*Fax Guide* **Note:** Your printer model may not come with this publication.
7	*Quick Setup* sheet
8	Print cartridges
9	Stick-on overlays for your language

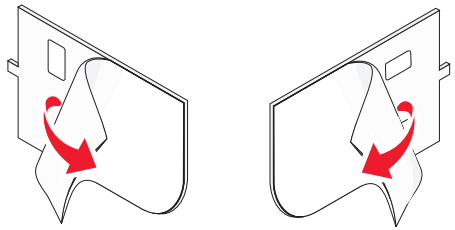
2 Remove tape and packing material from all areas of the printer.



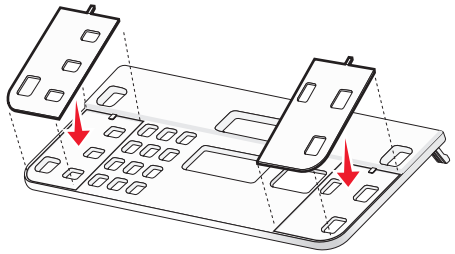
3 Raise the printer control panel.



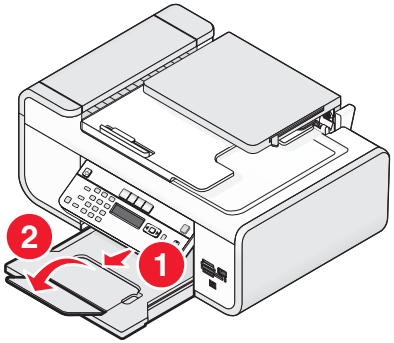
4 If a stick-on overlay for your language needs to be installed, peel off the covering from the back of the overlays to expose the adhesive.



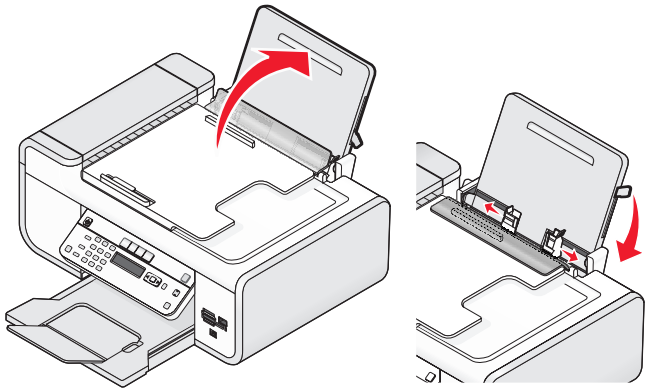
5 Place the stick-on overlays on the recessed areas of the printer control panel, and then press down on the stick-on overlays.



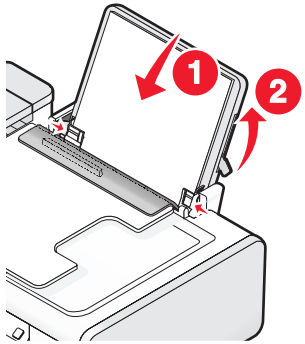
6 Extend the paper exit tray.



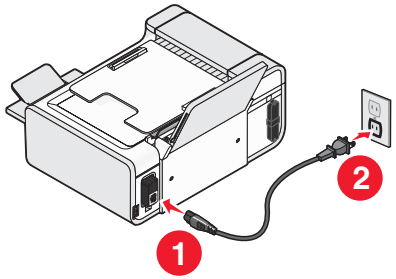
7 Raise the paper support, and then press down on the paper adjustment lever to extend the paper guides.



8 Load paper, and then pull up the paper adjustment lever to adjust the paper guides. The paper guides should rest against the edges of the paper.

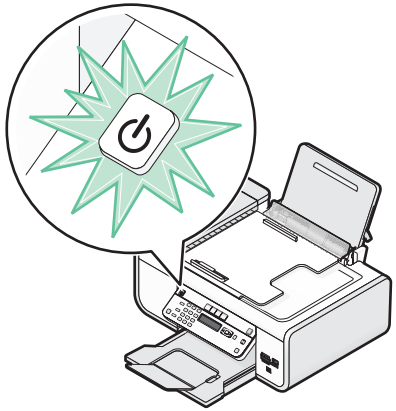


9 Connect the power cord to the printer.

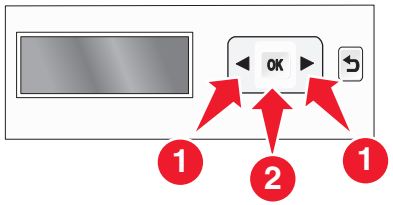


CAUTION—SHOCK HAZARD: Read the safety information included with this product before connecting power or making any cabling connections.

10 If the printer does not automatically turn on, press ⏻.

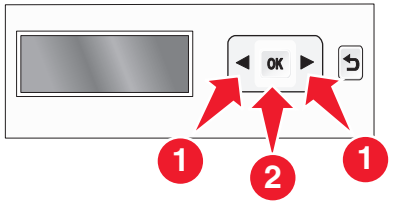


11 If prompted, set the language.



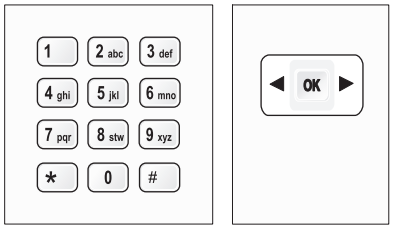
Press the arrow buttons until the language that you want appears, and then press OK.

12 If prompted, set the country/region.



Press the arrow buttons until the country or region that you want appears, and then press OK.

13 Set the date and time.



a Using the keypad of the printer control panel, enter the month, day, and year, and then press OK to save.

b Enter the time, and then press OK to save.

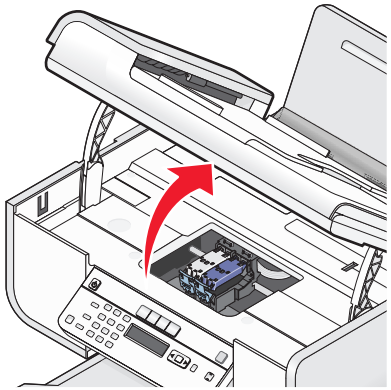
c Press the arrow buttons to choose a time format, and then press OK to save.

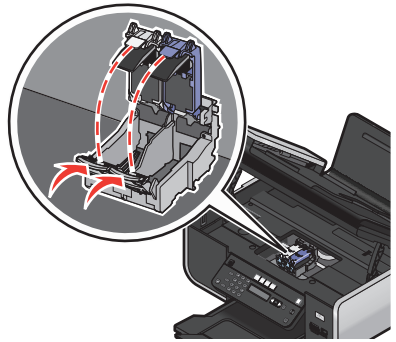
14 Set the fax number and fax name.

a Enter a fax number, and then press OK to save.

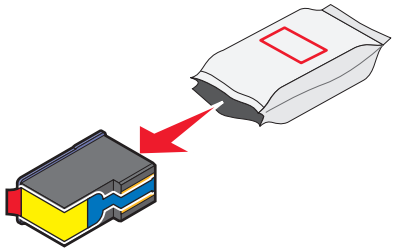
b Enter a fax name, and then press OK to save.

15 Open the printer, and then press down on the print cartridge carrier levers.

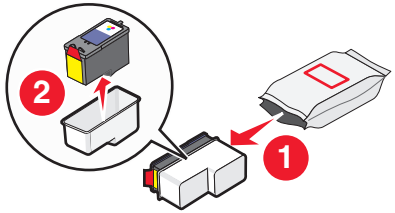




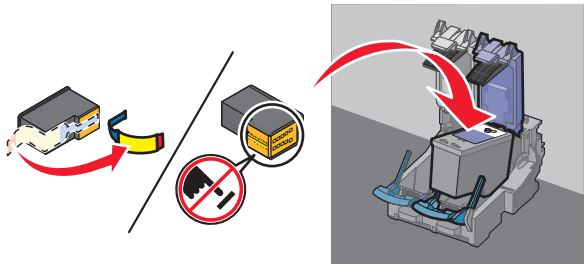
16 Open the color cartridge foil, and then remove the cartridge from the pack.

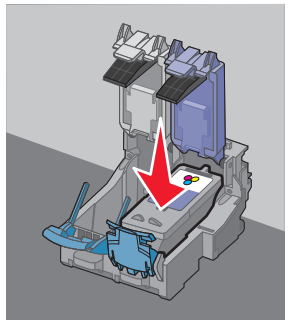


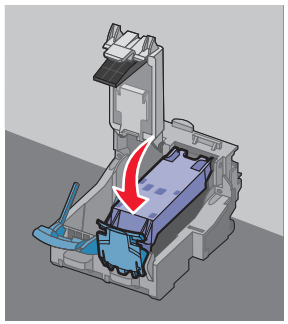
17 If a storage unit is included, remove the color cartridge from the storage unit.



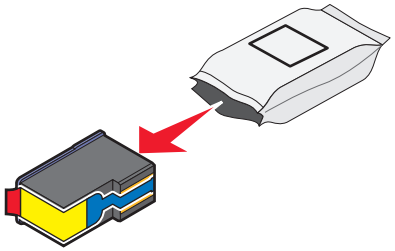
18 Remove the tape from the color print cartridge, insert the cartridge in the right carrier, and then close the color cartridge carrier lid.





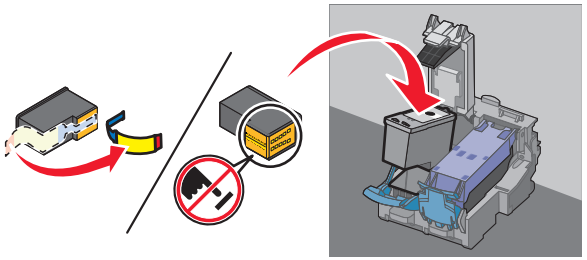


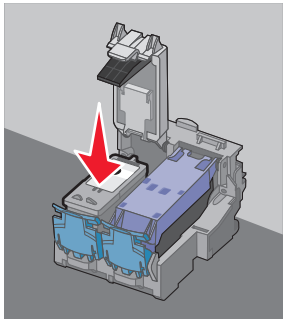
19 If a black print cartridge is included in the box contents, open the black cartridge foil, and then remove the cartridge from the pack.

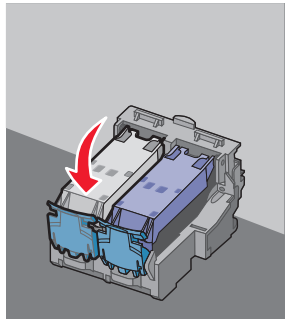


Note: You may need to purchase a black print cartridge separately.

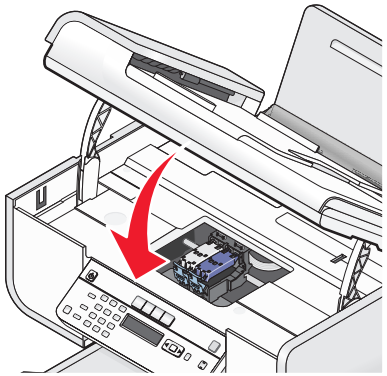
20 Remove the tape from the black print cartridge, insert the cartridge in the left cartridge carrier, and then close the black cartridge carrier lid.



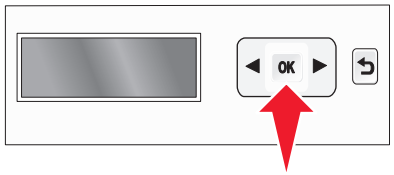




21 Close the printer.

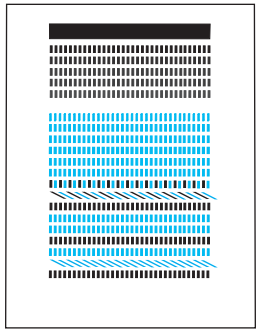


22 Press OK.



An alignment page prints.

23 Discard or recycle the alignment page.



Notes:

- The alignment page may differ from the one shown.
- Streaks on the alignment page are normal and do not indicate a problem.

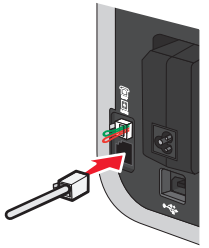
Using an RJ11 adapter

Country/region

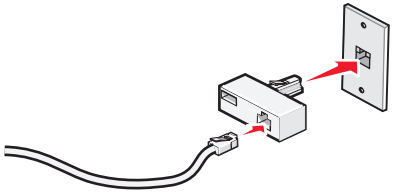
- United Kingdom
- Ireland
- Finland
- Norway
- Denmark
- Italy
- Sweden
- Netherlands
- France
- Portugal

To connect your printer to an answering machine or other telecommunications equipment, use the telephone line adapter included in the box with the printer.

1 Connect one end of the telephone cord into the Line port of the printer.



2 Connect the adapter to the telephone line that came with the printer.

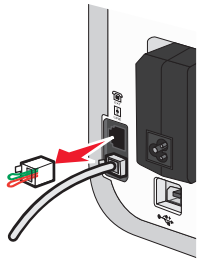


Note: The UK adapter is shown. Your adapter may look different, but it will fit the telephone outlet used in your location.

3 Connect the telephone line of your chosen telecommunications equipment to the left outlet of the adapter.

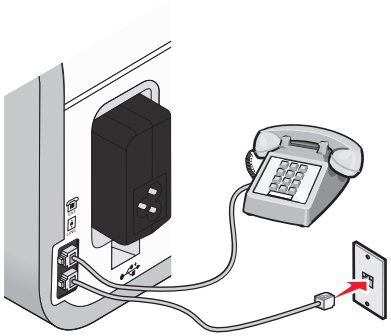
If your telecommunications equipment uses a US-style (RJ11) telephone line, follow these steps to connect the equipment:

1 Remove the plug from the EXT port on the back of the printer.



Note: Once this plug is removed, any country- or region-specific equipment you connect to the printer by the adapter, as shown, will not function properly.

2 Connect your telecommunications equipment directly to the EXT port on the back of the printer.



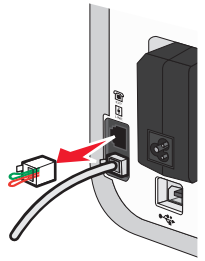
Warning—Potential Damage: Do not touch cables or the printer in the area shown while actively sending or receiving a fax.

Country/region

- Saudi Arabia
- United Arab Emirates
- Egypt
- Bulgaria
- Czech Republic
- Belgium
- Australia
- South Africa
- Greece
- Israel
- Hungary
- Poland
- Romania
- Russia
- Slovenia
- Spain
- Turkey

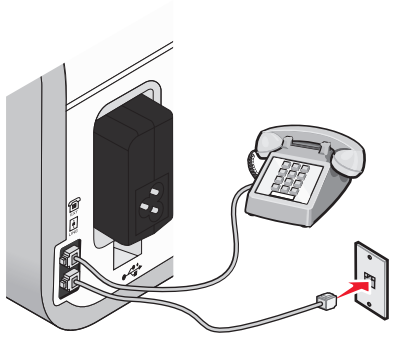
To connect an answering machine or other telecommunications equipment to the printer:

1 Remove the plug from the back of the printer.



Note: Once this plug is removed, any country- or region-specific equipment that you connect to the printer by the adapter, as shown, will not function properly.

2 Connect your telecommunications equipment directly to the EXT port on the back of the printer.

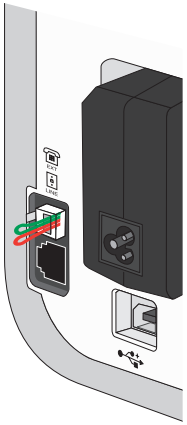


Warning—Potential Damage: Do not touch cables or the printer in the area shown while actively sending or receiving a fax.

Country/region

- Germany
- Austria
- Switzerland

There is a plug installed in the EXT port of the printer. This plug is necessary for the proper functioning of the printer.



Note: Do not remove the plug. If you remove it, other telecommunications devices in your home (such as telephones or answering machines) may not work.

Choosing a fax connection

You can connect the printer with equipment such as a telephone, an answering machine, or a computer modem. If problems occur, see "Setup troubleshooting" on page 27.

Note: The printer is an analog device that works best when directly connected to the wall jack. Other devices (such as a telephone or answering machine) can be successfully attached to pass through the printer, as described in the setup steps. If you want a digital connection such as ISDN, DSL, or ADSL, a third-party device (such as a DSL filter) is required.

You *do not* need to attach the printer to a computer, but you *do* need to connect it to a telephone line to send and receive faxes.

You can connect the printer to other equipment. See the following table to determine the best way to set up the printer.

Equipment	Benefits	See this section
• The printer • A telephone cord	Send and receive faxes without using a computer.	"Connecting directly to a telephone wall jack" on page 15
• The printer • A telephone • Two telephone cords	• Use the fax line as a normal telephone line. • Send and receive faxes without using a computer.	"Connecting to a telephone" on page 17
• The printer • A telephone • An answering machine • Three telephone cords	Receive both incoming voice messages and faxes.	"Connecting to an answering machine" on page 14
• The printer • A telephone • A computer modem • Three telephone cords	Send faxes using the computer or the printer.	"Connecting to a computer with a modem" on page 17

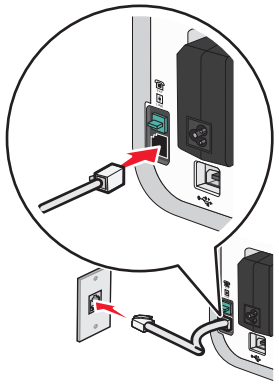
Connecting to an answering machine

Connect an answering machine to the printer to receive both incoming voice messages and faxes.

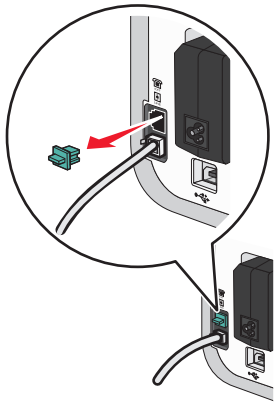
Note: Setup steps may vary depending on your country or region. For more information on connecting the printer to telecommunications equipment, see the related topic, "Using an RJ11 adapter."

1 Make sure you have the following:
   - A telephone
   - An answering machine
   - Three telephone cords
   - A telephone wall jack

2 Connect one telephone cord into the LINE port of the printer, and then plug it into an active telephone wall jack.

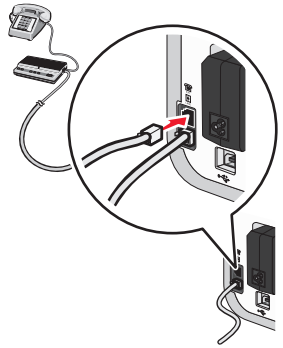


3 Remove the protective plug from the EXT port of the printer.



4 Connect a second telephone cord from the telephone to the answering machine.

5 Connect a third telephone cord from the answering machine to the EXT port of the printer.

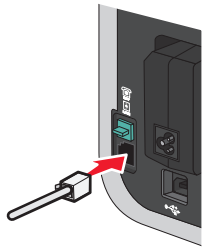


Connecting directly to a telephone wall jack

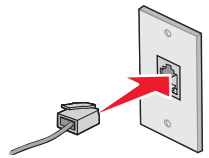
Connect the printer directly to a telephone wall jack to send and receive faxes without using a computer.

1 Make sure you have a telephone cord and a telephone wall jack.

2 Connect one end of the telephone cord into the LINE port of the printer.



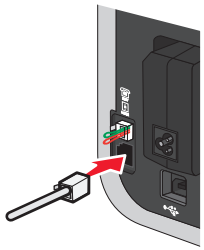
3 Connect the other end of the telephone cord into an active telephone wall jack.



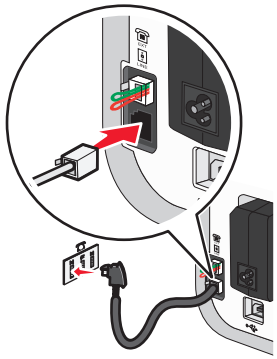
Connecting directly to a telephone wall jack in Germany

Connect the printer directly to a telephone wall jack to send and receive faxes without using a computer.

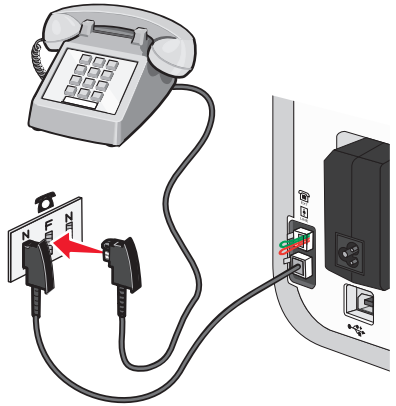
1. Make sure you have a telephone cord (provided with the product) and a telephone wall jack.
2. Connect one end of the telephone cord into the LINE port of the printer.



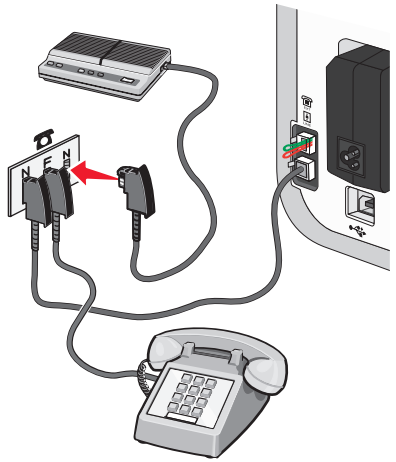
3. Connect the other end of the telephone cord into the N slot of an active telephone wall jack.



4. If you would like to use the same line for both fax and telephone communication, connect a second telephone line (not provided) between the telephone and the F slot of an active telephone wall jack.



5. If you would like to use the same line for recording messages on your answering machine, connect a second telephone line (not provided) between the answering machine and the other N slot of the telephone wall jack.

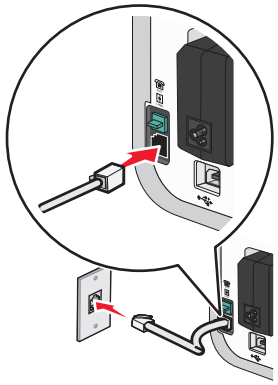


Connecting to a computer with a modem

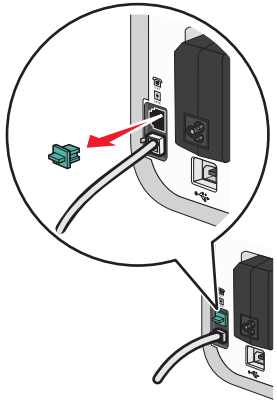
Connect the printer to a computer with a modem to send faxes from the software application.

Note: Setup steps may vary depending on your country or region. For more information on connecting the printer to telecommunications equipment, see the related topic, "Using an RJ11 adapter."

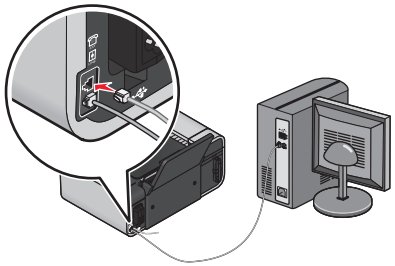
1. Make sure you have the following:
   - A telephone
   - A computer with a modem
   - Two telephone cords
   - A telephone wall jack
2. Connect a telephone cord into the LINE port of the printer, and then plug it into an active telephone wall jack.



3. Remove the protective plug from the EXT port of the printer.



4. Connect a second telephone cord from the computer modem to the EXT port of the printer.

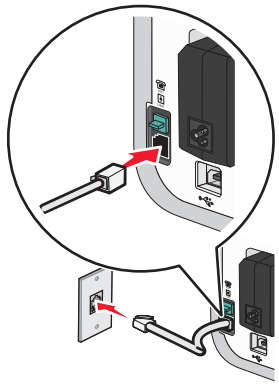


Connecting to a telephone

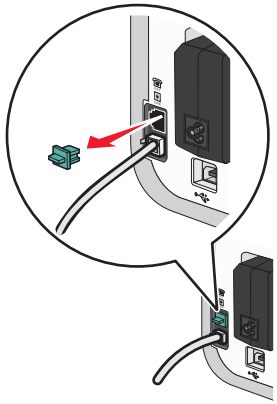
Connect a telephone to the printer to use the fax line as a normal telephone line. Then set up the printer wherever your telephone is located to make copies or to send and receive faxes without using a computer.

Note: Setup steps may vary depending on your country or region. For more information on connecting the printer to telecommunications equipment, see the related topic, "Using an RJ11 adapter."

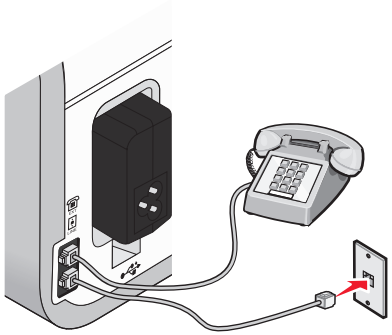
1. Make sure you have the following:
   - A telephone
   - Two telephone cords
   - A telephone wall jack
2. Connect one telephone cord to the LINE port of the printer, and then plug it into an active telephone wall jack.



3 Remove the protective plug from the EXT port ☎ of the printer.



4 Connect the other telephone cord to a telephone, and then plug it into the EXT port ☎ of the printer.



Using a digital phone service

The fax modem is an analog device. Certain devices can be connected to the printer so that digital telephone services can be used.

- If you are using an ISDN telephone service, connect the printer to an analog telephone port (an R-interface port) on an ISDN terminal adapter. For more information and to request an R-interface port, contact your ISDN provider.
- If you are using DSL, connect to a DSL filter or router that will support analog use. For more information, contact your DSL provider.
- If you are using a PBX telephone service, make sure you are connecting to an analog connection on the PBX. If none exists, consider installing an analog telephone line for the fax machine. For more information on faxing when using a PBX telephone service, see the related topic, “Setting up to fax while behind a PBX.”

Using Fax

CAUTION—SHOCK HAZARD: Do not use the fax feature during a lightning storm. Do not set up this product or make any electrical or cabling connections, such as the power supply cord or telephone, during a lightning storm.

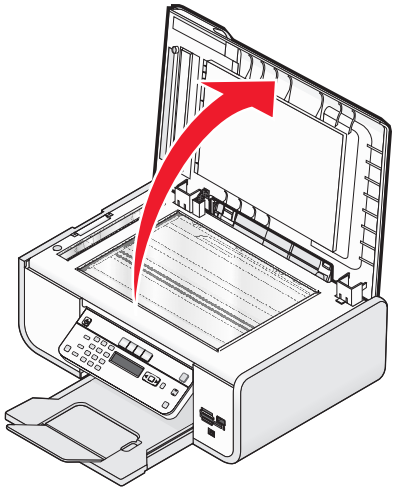
Loading original documents on the scanner glass

You can scan and then print photos, text documents, magazine articles, newspapers, and other publications. You can scan a document for faxing. You can also scan three-dimensional objects for use in catalogs, brochures, or product flyers.

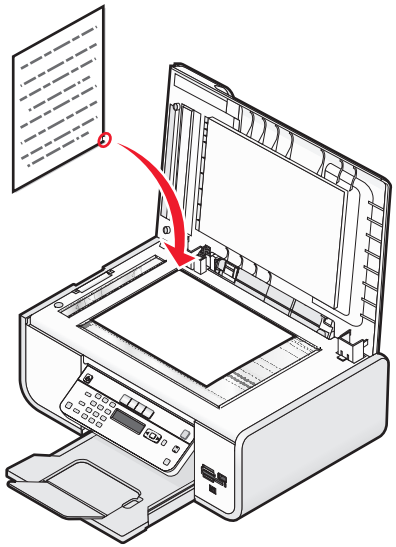
Note: Place photos, postcards, small items, thin items (such as magazine clippings), and three-dimensional objects on the scanner glass instead of in the ADF.

1 Make sure the computer and the printer are on.

2 Open the top cover.

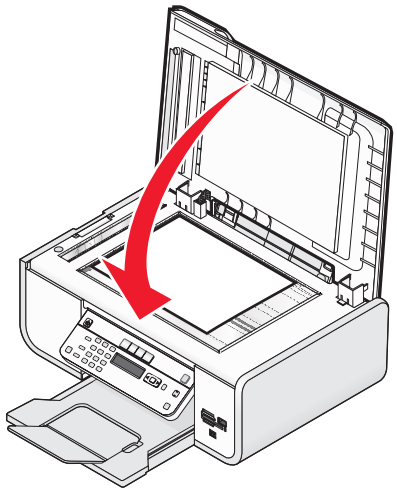


3 Place the original document facedown on the scanner glass in the upper left corner.



Note: Photos should be loaded as shown.

4 Close the top cover to avoid dark edges on the scanned image.



Loading original documents into the Automatic Document Feeder

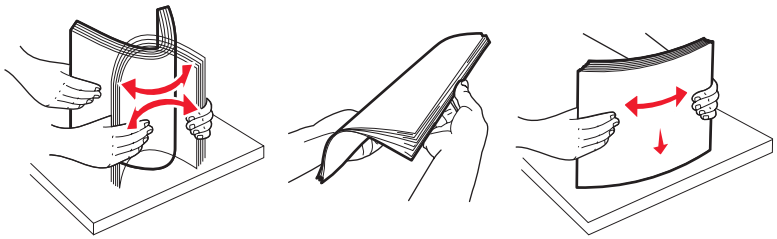
You can load up to 25 sheets of an original document into the Automatic Document Feeder (ADF) for scanning, copying, and faxing. You can load A4-, letter-, or legal-size paper into the ADF.

Notes:

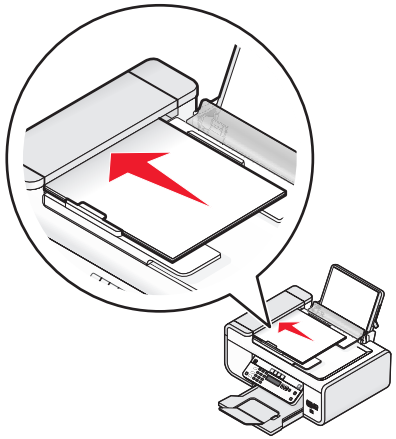
- Use only new, unwrinkled paper that is not curled.
- Do not load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings) into the ADF. Place these items on the scanner glass.

1 Adjust the paper guide on the ADF tray to the width of the original document.

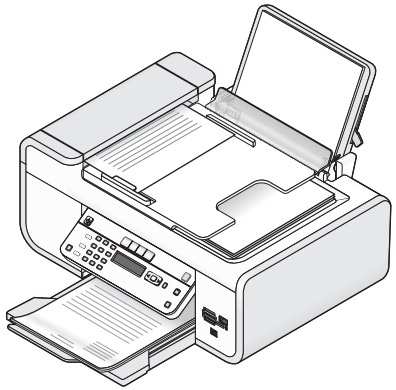
2 Fan the original document.



3 Load the original document faceup and top edge first into the ADF until you hear a *beep*.



The document feeds into the ADF.



Note: Preview is not supported when using the ADF. You can preview one page at a time when using the scanner.

Automatic Document Feeder (ADF) paper capacity

Load up to	Make sure
25 sheets of: • Letter-size paper • A4-size paper • Legal-size paper	• You adjust the paper guide on the ADF tray to the width of the original document. • The original document is loaded faceup, top edge first, until you hear a *beep*. • The paper size fits within these dimensions: Width: – 210.0 mm–215.9 mm – 8.25 in.–8.5 in. Length: – 279.4 mm–355.6 mm – 11.0 in.–14.0 in. • You allow preprinted media to dry thoroughly before loading into the ADF. • You do *not* use media printed with metallic ink particles. • You avoid embossed designs.

Sending a fax

Sending a fax using the printer control panel

1. Make sure the printer is on and is connected to a working phone line.
2. Load an original document faceup into the Automatic Document Feeder (ADF) or facedown on the scanner glass.

   Notes:

   - Do *not* load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings) into the ADF. Place these items on the scanner glass.
   - Adjust the paper guide on the ADF tray to the width of the original document.
   - When using the scanner glass, close the top cover to avoid dark edges on the scanned image.
3. From the printer control panel, press .
4. Enter a fax number, or press **Address Book** to select a number from the Speed Dial or Group Dial list.

   Notes:

   - You can include a calling card number as part of the fax number.
   - A fax number can include up to 64 numbers, commas, periods, and/or the symbols * or #.
5. If you want to send a fax to a group of numbers (broadcast fax):
   a. Press OK, and then press the arrow buttons until **Yes** appears.
   b. Repeat steps 4 through 5a until a maximum of 30 fax numbers have been entered.
6. Press **Color** or **Black** to select a color or black-and-white fax.
7. Press to start the fax job.

   Note: If you entered multiple numbers and you are using the scanner glass to scan the pages, the message **Scan another page?** appears after each page is scanned to prompt you to load another page on the scanner glass.

Sending a fax while listening to a call (On Hook Dial)

The manual dialing feature lets you dial a telephone number while listening to the call through a speaker on the printer. It is useful when you must navigate an automated answering system or enter a calling card number before sending your fax.

1. Make sure the printer is on and is connected to a working telephone line.
2. Load an original document faceup into the Automatic Document Feeder (ADF) or facedown on the scanner glass.

   Notes:

   - Do *not* load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings) into the ADF. Place these items on the scanner glass.
   - Adjust the paper guide on the ADF tray to the width of the original document.
   - When using the scanner glass, close the top cover to avoid dark edges on the scanned image.
3. From the printer control panel, press **Dialtone**.

   You can now hear the dial tone of the telephone line.

   Note: The Dialtone button will be active only when the fax modem is idle, or when the printer is not sending or receiving a fax.
4. Press the keypad numbers to navigate through an automated answering system.
5. Enter a fax number.

   Notes:

   - You can include a calling card number as part of the fax number.
   - A fax number can include up to 64 numbers, commas, periods, and/or the symbols * or #.
   - Only one fax number can be entered for On Hook Dial.
6. Press .

Sending a broadcast fax at a scheduled time

You can send a fax to a combination of up to 30 people or groups at a time you choose.

1. Make sure the printer is on and is connected to a working telephone line.
2. Load an original document faceup into the Automatic Document Feeder (ADF) or facedown on the scanner glass.

   Notes:

   - Do *not* load postcards, photos, small items, transparencies, photo paper, or thin media (such as magazine clippings) into the ADF. Place these items on the scanner glass.
   - Adjust the paper guide on the ADF tray to the width of the original document.
   - When using the scanner glass, close the top cover to avoid dark edges on the scanned image.
3. From the printer control panel, press .
4. Press OK until **Schedule Fax** appears.
5. Press the arrow buttons until **Send Later** appears, and then press OK.
6. Enter the time you want to send the fax, and then press OK to save the time.
7. If the printer is not set to the 24-hour mode, press the arrow buttons to select **AM** or **PM**, and then press OK.
8. Select a recipient:
   - If the recipient is listed in the Address Book, press **Address Book**, and then use the arrow buttons to scroll through the numbers in the Speed Dial or Group Dial list.
   - If the recipient is not listed in the Address Book, press until **Fax to** appears, and then enter the number of the recipient.

9 If necessary, repeat step 8 and then press OK until a maximum of 30 fax numbers have been entered.

10 Press to start scanning the document.

Note: At the designated time, the fax numbers are dialed and the fax is sent to all of the designated fax numbers. If the fax transmission is unsuccessful to any of the numbers on the broadcast list, then the unsuccessful numbers will be dialed again.

Receiving a fax

Receiving a fax automatically

1 Make sure the printer is on and is connected to a working phone line.

2 Make sure that Auto Answer is on.

To check if Auto Answer is on:

a From the printer control panel, press .

b Press the arrow buttons until **Fax Setup** appears, and then press OK.

c Press the arrow buttons until **Ringing and Answering** appears, and then press OK.

d Press OK again.
Check to see if Auto Answer is set to **On**.

e If Auto Answer is not set to on, press the arrow buttons until **On** appears, and then press OK to save the setting.

3 Set the number of times the telephone rings before the printer automatically receives faxes:

a Press the arrow buttons until **Pick-up On** appears, and then press OK.

b Press the arrow buttons until the setting that you want appears, and then press OK to save the setting.

When the number of rings you set is detected, the printer automatically receives the incoming fax.

Receiving a fax manually

1 Make sure the printer is on and is connected to a working telephone line.

2 Make sure that Auto Answer is off.

3 To receive the fax, press or press *** 9 *** on the telephone after you answer it and hear fax tones.

4 Hang up the telephone.

The printer receives the fax.

Receiving a fax with an answering machine

1 Make sure that Auto Answer is on.

2 Make sure you have set the number of times the telephone rings before receiving a fax automatically.

When a telephone ring is detected, the answering machine picks up the call.

- If the printer detects a fax, it receives the fax and disconnects the answering machine.
- If the printer does not detect a fax, the answering machine receives the call.

3 Set the answering machine to answer incoming calls before the printer does.

For example, if you set the answering machine to answer calls after three rings, set the printer to answer calls after five rings.

Forwarding faxes

Use the fax-forwarding feature if you are going to be away, but still want to receive your faxes. There are three fax-forwarding values or settings:

- **Off**—(Default)
- **Forward**—The printer sends the fax to the designated fax number.
- **Print & Forward**—The printer prints the fax and then sends it to the designated fax number.

1 Make sure the printer is on and is connected to a working telephone line.

2 Press the arrow buttons until **Fax Setup** appears, and then press OK.

3 Press the arrow buttons until **Ringing and Answering** appears, and then press OK.

4 Press the arrow buttons until **Fax Forward** appears, and then press OK.

5 Press the arrow buttons until **Forward** or **Print & Forward** appears, and then press OK.

6 Enter the number to which you want to forward the fax, and then press OK.

Customizing dial settings

Setting up the Address Book

1 From the printer control panel, press .

2 Press the arrow buttons until **Fax Setup** appears, and then press OK.

3 Press OK again.

4 To add a fax number to your Address Book:

a Press the arrow buttons until **Add** appears, and then press OK.

b Press OK again.

c Use the keypad to enter the fax number in the Enter Number field, and then press OK.

d Use the keypad to enter the name of the person associated with the fax number in the Enter Name field, and then press OK to save the entry.

e Repeat steps b through d to add additional entries as needed. You can enter up to 89 fax numbers.

5 To add a fax group:

a Press OK.

b Using the keypad, enter any number from 90 to 99, and then press OK.

c Enter a fax number in the Enter Number field, and then press OK.

d Press OK.

e Repeat steps c through d as necessary. You can enter up to 30 fax numbers for the group. If you do not want to add another fax number, press the arrow buttons until **No** appears, and then press OK.

f Enter the group name in the Enter name field, and then press OK to save the entry.

Notes:

- You can include a calling card number as part of the fax number.
- A fax number can include up to 64 numbers, commas, periods, spaces, and/or these symbols: * # + - ( ).

Setting up a dialing prefix

You can add a prefix to the beginning of each number dialed. The prefix can include up to eight numbers, commas, periods, and/or these symbols: * # + - ( ).

1 From the printer control panel, press .

2 Press the arrow buttons until **Fax Setup** appears, and then press OK.

3 Press the arrow buttons until **Ringing and Answering** appears, and then press OK.

4 Press the arrow buttons until **Manual Pickup Code** appears, and then press OK.

5 Enter the prefix to be dialed before each telephone number, and then press OK to save the setting.

Setting up Caller ID

Caller ID is a service provided by some telephone companies that identifies the telephone number (and possibly the name) of the person who is calling. If you subscribe to this service, it works with the printer. When you receive a fax, the telephone number of the person who is sending you the fax appears on the display.

The printer supports two distinct Caller ID patterns: Pattern 1 (FSK) and Pattern 2 (DTMF). Depending on the country or region you live in and the telecommunications company you subscribe to, you may need to switch the pattern to display Caller ID information.

Note: Caller ID is available in only certain countries and regions.

1 From the printer control panel, press .

2 Press the arrow buttons until **Fax Setup** appears, and then press OK.

3 Press the arrow buttons until **Ringing and Answering** appears, and then press OK.

4 Press the arrow buttons until **Caller ID Pattern** appears, and then press OK.

5 Press the arrow buttons until the setting that you want appears, and then press OK to save the setting.

Setting the distinctive ring

Distinctive ring is a service provided by some telephone companies that assigns multiple phone numbers to a single telephone line. If you subscribe to this service, you can program your printer to have a distinctive ring pattern and phone number for incoming faxes.

1 From the printer control panel, press .

2 Press the arrow buttons until **Fax Setup** appears, and then press OK.

3 Press the arrow buttons until **Ringing and Answering** appears, and then press OK.

4 Press the arrow buttons until **Ring Pattern** appears, and then press OK.

5 Press the arrow buttons until the ring pattern that you want appears, and then press OK.

Setting a fax manual answer code

1 From the printer control panel, press .

2 Press the arrow buttons until **Fax Setup** appears, and then press OK.

3 Press the arrow buttons until **Ringing and Answering** appears, and then press OK.

4 Press the arrow buttons until **Manual Pickup Code** appears.

5 Enter the code you want to use.

Note: The code can include up to seven numbers, commas, periods, and/or these symbols: * # + - ( ).

6 Press OK to save the setting.

Setting up to fax while behind a PBX

If the printer is being used in a business or office, it may be connected to a Private Branch Exchange (PBX) telephone system. Ordinarily, when dialing a fax number, the printer waits to recognize the dial tone and then dials the fax number. However, this method of dialing may not work if the PBX telephone system uses a dial tone that is not recognizable to most fax machines. The "Behind PBX (Dial Tone Detect Off)" feature enables the printer to dial the fax number without waiting to recognize the dial tone.

1. From the printer control panel, press .
2. Press the arrow buttons until **Fax Setup** appears, and then press OK.
3. Press the arrow buttons until **Dialing and Sending** appears, and then press OK.
4. Press the arrow buttons until **Dial Method** appears, and then press OK.
5. Press the arrow buttons until **Behind PBX** appears, and then press OK to save the setting.

Managing faxes

Setting up a fax footer

1. From the printer control panel, press .
2. Press the arrow buttons until **Fax Setup** appears, and then press OK.
3. Press the arrow buttons until **Fax Printing** appears, and then press OK.
4. Press the arrow buttons until **Fax Footer** appears, and then press OK.
5. Press the arrow buttons until **On** appears, and then press OK to save the setting.
6. During the initial setup of your printer, you were prompted to enter the date and time. If you have not entered this information:
   a. Press twice.
   b. Press the arrow buttons until **Device Setup** appears, and then press OK.
   c. Press the arrow buttons until **Date/Time** appears, and then press OK.
   d. Enter the date using the keypad, and then press OK.
   e. Enter the time using the keypad, and then press OK.
   f. If the hour you entered is 12 or less, press the arrow buttons until **AM**, **PM**, or **24hr** appears, and then press OK to save the setting.

Printing fax activity reports

You can print reports of faxes sent and/or received.

1. From the printer control panel, press .
2. Press the arrow buttons until **Fax Setup** appears, and then press OK.
3. Press the arrow buttons until **Reports** appears, and then press OK.
4. To set when to print fax activity reports:
   a. Press OK again.
   b. Press the arrow buttons to choose whether to print the fax activity reports after 40 faxes or on request only.
5. To print fax activity reports, press the arrow buttons until **Print Reports** appears, and then press OK.
   - To print sent fax history only, press the arrow buttons until **Send Log** appears, and then press OK.
   - To print received fax history only, press the arrow button until **Receive Log** is highlighted, and then press OK.

Printing the Fax Settings List

1. From the printer control panel, press .
2. Press the arrow buttons until **Fax Setup** appears, and then press OK.
3. Press the arrow buttons until **Reports** appears, and then press OK.
4. Press the arrow buttons until **Print Reports** appears, and then press OK.
5. Press the up or down arrow button until **Settings List** is highlighted, and then press OK.

   The user default settings list prints, which lists each fax setting in the printer, the value it is set to, and its factory default.

Blocking junk faxes

If you have Caller ID, you can block faxes sent from specific numbers and/or all faxes which do not include a Caller ID number.

1. To turn on the Block List feature:
   a. From the printer control panel, press .
   b. Press the arrow buttons until **Fax Setup** appears, and then press OK.
   c. Press the arrow buttons until **Fax Blocking** appears, and then press OK.

d Press the arrow buttons until **Turn On/Off** appears, and then press OK.

e Press the arrow buttons until **On** appears, and then press OK to save the setting.

2 To add each fax number you want to block:

a From the printer control panel, press .

b Press the arrow buttons until **Fax Setup** appears, and then press OK.

c Press the arrow buttons until **Fax Blocking** appears, and then press OK.

d Press the arrow buttons until **Add** appears, and then press OK.

e Use the keypad to enter the fax number in the Fax Number field, and then press OK to save.

f Use the keypad to enter the name of the person associated with the fax number in the Name field.

g Repeat steps 2e through 2f until you have added all the numbers you want to block. You can block up to 50 numbers.

3 To block faxes sent from an unidentified number (a number with no Caller ID):

a From the printer control panel, press .

b Press the arrow buttons until **Fax Setup** appears, and then press OK.

c Press the arrow buttons until **Fax Blocking** appears, and then press OK.

d Press the arrow buttons until **Block No-ID** appears, and then press OK.

e Press the arrow buttons until **On** appears, and then press OK to save the setting.

4 If you want to print a list of blocked faxes:

a From the printer control panel, press .

b Press the arrow buttons until **Fax Setup** appears, and then press OK.

c Press the arrow buttons until **Fax Blocking** appears, and then press OK.

d Press the arrow buttons until **Print** appears, and then press OK to print the list.

Note: This feature is available only when there are blocked fax entries.

Blocking unwanted changes to fax settings

This feature blocks network users from changing the fax settings of the printer.

1 From the printer control panel, press .

2 Press the arrow buttons until **Device Setup** appears, and then press OK.

3 Press the arrow buttons until **Host Fax Settings** appears, and then press OK.

4 Press the arrow buttons until **Block** appears, and then press OK to save the setting.

Ordering cartridges

Ordering print cartridges

Lexmark 5600-6600 Series models (except Lexmark 5690 and Lexmark 6690)

Item	Part number	Average cartridge standard page yield is up to[1]
Black cartridge	36A	Page yield values available at **www.lexmark.com/pageyields**.
Black cartridge[2]	36	
High yield black cartridge	36XLA	
High yield black cartridge[2]	36XL	
Color cartridge	37A	
Color cartridge[2]	37	
High yield color cartridge	37XLA	
High yield color cartridge[2]	37XL	
Photo cartridge	31	Not applicable

[1] Values obtained by continuous printing. Declared yield value in accordance with ISO/IEC 24711.

[2] Licensed Return Program Cartridge

Lexmark 5690 and Lexmark 6690 models

Item	Part number	Average cartridge standard page yield is up to[1]
Black cartridge	4A	Page yield values available at **www.lexmark.com/pageyields**.
Black cartridge[2]	4	
Color cartridge	5A	
Color Cartridge[2]	5	
Photo cartridge	31	Not applicable

[1] Values obtained by continuous printing. Declared yield value in accordance with ISO/IEC 24711.

[2] Licensed Return Program Cartridge

Troubleshooting

Using the printer troubleshooting software (Windows only)

The Lexmark™ Service Center provides step-by-step troubleshooting help and contains links to printer maintenance tasks and customer support.

To open the Lexmark Service Center, use one of these methods:

Method 1	Method 2
If it appears on an error message dialog, click the **For additional assistance, use the Lexmark Service Center** link.	1 Do one of the following: • In Windows Vista, click . • In Windows XP and earlier, click **Start**. 2 Click **All Programs** or **Programs**, and then select the printer program folder from the list. 3 Select **Lexmark Service Center**.

Setup troubleshooting

Incorrect language appears on the display

These are possible solutions. Try one of the following:

Change the language selection during initial setup

During initial setup, and every time you reset the printer to factory default settings, you will be asked to select a language.

To select a language, press the arrow buttons until the language that you want appears on the display, and then press OK.

Select a different language after initial setup

In case the wrong language was set during initial setup, you can still change the language settings of the printer.

1 From the printer control panel, press .

2 Press the right arrow button, and then press OK.

3 Press OK again.

4 Press the arrow buttons until the language that you want appears on the display, and then press OK.

5 If you are sure, press the right arrow button, and then press OK to change the language.

Power button is not lit

These are possible solutions. Try one or more of the following:

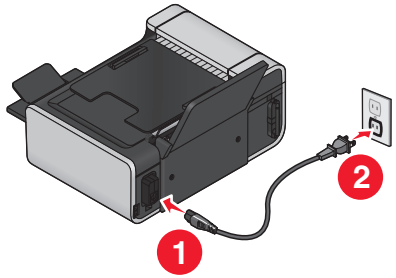
Press power button

Make sure the printer is on by pressing .

Disconnect and reconnect the power cord

1 Disconnect the power cord from the wall outlet, and then from the printer.

2 Plug the cord all the way into the power supply on the printer.



3 Plug the cord into an electrical outlet that other electrical devices have been using.

4 If the light is not on, press .

Software did not install

If you encountered problems while installing, or if your printer does not appear in the list in the Printers folder or as a printer option when sending a print job, you can try uninstalling and reinstalling the software.

These are some other possible solutions. Try one or more of the following:

Make sure your operating system is supported

The following operating systems are supported: Windows Vista, Windows XP, Windows 2000 with Service Pack 3 or later, and Mac OS X versions 10.5, 10.4 and 10.3.

Check that your computer meets the minimum system requirements listed on the printer box

Check the USB connection

1. Check the USB cable for any obvious damage. If the cable is damaged, use a new one.
2. Firmly plug the square end of the USB cable into the back of the printer.
3. Firmly plug the rectangular end of the USB cable into the USB port of the computer.

   The USB port is marked with the USB symbol.

Reconnect the power supply

1. Press ⏻ to turn the printer off.
2. Disconnect the power cord from the wall outlet.
3. Gently remove the power supply from the printer.
4. Reconnect the power supply to the printer.
5. Plug the power cord into the wall outlet.
6. Press ⏻ to turn the printer on.

Temporarily disable security programs in Windows

1. Close all open programs.
2. Disable any security programs.
3. Do one of the following:
   - In Windows Vista, click .
   - In Windows XP and earlier, click **Start**.
4. Click **Computer** or **My Computer**.
5. Double-click the CD or DVD drive icon.
6. If necessary, double-click **setup.exe**.
7. Follow the instructions on the computer screen to install the software.
8. When the installation is completed, enable the security software again.

Removing and reinstalling the software

If the printer is not functioning properly, or if a communications error message appears when you try to use the printer, then you may need to remove and reinstall the printer software.

Using Windows

1. Do one of the following:
   - In Windows Vista, click .
   - In Windows XP and earlier, click **Start**.
2. Click **All Programs** or **Programs**, and then select the printer program folder from the list.
3. Select **Uninstall**.
4. Follow the instructions on the computer screen to remove the printer software.
5. Restart the computer before reinstalling the printer software.
6. Click **Cancel** on all New Hardware Found screens.
7. Insert the installation CD, and then follow the instructions on the computer screen to reinstall the software.

   If the install screen does not appear automatically after you restart your computer, do one of the following:

In Windows Vista

a. Click .
b. In the Start Search box, type `D:\setup.exe`, where `D` is the letter of your CD or DVD drive.

In Windows XP and earlier

a. Click **Start**.
b. Click **Run**.
c. Type `D:\setup.exe`, where `D` is the letter of your CD or DVD drive.

Using Macintosh

1. Close all open software applications.
2. From the Finder desktop, double-click the printer folder.
3. Double-click the **Uninstaller** icon.
4. Follow the instructions on the computer screen to remove the printer software.
5. Restart the computer before reinstalling the printer software.
6. Insert the installation CD, and then follow the instructions on the computer screen to reinstall the software.

If the software still does not install correctly, visit our Web site at **www.lexmark.com** to check for the latest software.

1. In all countries or regions except the United States, select your country or region.
2. Click the links for drivers or downloads.
3. Select your printer family.
4. Select your printer model.
5. Select your operating system.
6. Select the file that you want to download, and then follow the instructions on the computer screen.

Fax troubleshooting

Cannot send or receive a fax

These are possible solutions. Try one of the following:

Check messages

If an error message is displayed, follow the instructions on the error message dialog.

Check power

If the ⏻ light is not on, then make sure that the power cord is properly connected to the printer and plugged into a known working electrical outlet that other electrical devices have been using.

Check cable connections

Make sure that the cable connections for the following hardware are secure, if applicable:

- Power supply
- Telephone
- Handset
- Answering machine

Check the telephone wall jack

1. Plug a telephone into the wall jack.
2. Listen for a dial tone. If you hear a dial tone, the wall jack is working.
3. If you do not hear a dial tone, plug a different telephone into the wall jack.
4. If you still do not hear a dial tone, plug a telephone into a different wall jack.
5. If you hear a dial tone, connect the printer to that wall jack.

Review digital phone service checklist

The fax modem is an analog device. Certain devices can be connected to the printer so that digital telephone services can be used.

- If you are using an ISDN telephone service, connect the printer to an analog telephone port (an R-interface port) on an ISDN terminal adapter. For more information and to request an R-interface port, contact your ISDN provider.
- If you are using DSL, connect to a DSL filter or router that will support analog use. For more information, contact your DSL provider.
- If you are using a PBX telephone service, make sure you are connecting to an analog connection on the PBX. If none exists, consider installing an analog telephone line for the fax machine. For more information on faxing when using a PBX telephone service, see the instructions for setting up the printer to fax while behind a PBX.

Verify dial tone

- Place a test call to the telephone number to which you want to send a fax to make sure that it is working correctly.
- If the telephone line is being used by another device, wait until the other device is finished before sending a fax.
- If you are using the On Hook Dial feature, turn up the volume to verify a dial tone.

Disconnect other equipment temporarily

To ensure the printer is working correctly, connect it directly to the telephone line. Disconnect any answering machines, computers with modems, or telephone line splitters.

Check for paper jams

Check for and clear any paper jams.

Disable Call Waiting temporarily

Call Waiting can disrupt fax transmissions. Disable this feature before sending or receiving a fax. Call your telephone company to obtain the keypad sequence for temporarily disabling Call Waiting.

Do you have Voice Mail service?

Voice Mail offered through your local telephone company may disrupt fax transmissions. To enable both Voice Mail and the printer to answer calls:

- See the instructions for setting the distinctive ring. Setting selections include single ring, double ring, triple ring, and any ring.
- Consider adding a second telephone line for the printer.

Check country code

Make sure the country code has been set for the country or region where you are operating the printer:

1. From the printer control panel, press 🔧.
2. Press the arrow buttons until **Device Setup** appears, and then press OK.
3. Press the arrow buttons until **Country** appears, and then press OK.
   Check the country or region on the display.
4. If the country or region name is incorrect, press the arrow buttons until the country or region where you are operating the printer appears, and then press OK.

Is your printer memory full?

1. Dial the receiving number.
2. Scan the original document one page at a time.

Can send but not receive faxes

These are possible causes and solutions. Try one or more of the following:

Load paper

Load paper to print any faxes that have been stored in the printer.

Make sure that Auto Answer is on

If the Auto Answer light is on:

- The printer will answer after the preset number of telephone rings.
- If you are using a distinctive ring, see the instructions for setting a distinctive ring for the printer.

1. From the printer control panel, press .
2. Press the arrow buttons until **Fax Setup** appears, and then press OK.
3. Press the arrow buttons until **Ringing and Answering** appears, and then press OK.
4. Press OK again.
   Check to see if Auto Answer is set to **On**.
5. If Auto Answer is not selected, press the arrow buttons until **On** appears, and then press OK to save the setting.

Check ink

Check the ink levels, and install a new cartridge if necessary.

Check whether Fax Forwarding is selected

1. From the printer control panel, press .
2. Press the arrow buttons until **Fax Setup** appears, and then press OK.
3. Press the arrow buttons until **Ringing and Answering** appears, and then press OK.
4. Press the arrow buttons until **Fax Forward** appears, and then press OK.
   Check to see if Fax Forward is set to **Forward** or **Print & Forward**.
5. If fax forward is set to on, press the arrow buttons until **Off** appears, and then press OK.

Can receive but not send faxes

These are possible solutions. Try one or more of the following:

Check mode selection

To make sure that the printer is set for faxing, check to see if the light is on.

If the light is not on, press on the printer control panel.

Check document placement

Load the original document faceup into the Automatic Document Feeder (ADF) or facedown on the scanner glass.

Check the Dial Prefix setting

1. From the printer control panel, press .
2. Press the arrow buttons until **Fax Setup** appears, and then press OK.
3. Press the arrow buttons until **Dialing and Sending** appears, and then press OK.
4. Press the arrow buttons until **Dial Prefix** appears, and then press OK.
5. To change the setting, press the arrow buttons until the prefix that you want appears, and then press OK.
6. If you have not yet created a setting for the dialing prefix:
   a. Press the arrow buttons until **Create** appears, and then press OK.
   b. Using the keypad, enter the prefix to be dialed before each telephone number, and then press OK to save the setting.

Check Speed Dial number

- Check to make sure Speed Dial has been programmed for the number that you want to dial. For more information, see the instructions for setting up Speed Dial.
- As an alternative, dial the telephone number manually.

Make sure the printer detects dial tone

- See the instructions for sending a fax while listening to a call (on hook dial).
- Check the Dial Method setting:
  1. Listen for a dial tone. If you hear a dial tone but the printer hangs up without dialing, this means it did not recognize the dial tone.
  2. From the printer control panel, press .
  3. Press the arrow buttons until **Fax Setup** appears, and then press OK.

4 Press the arrow buttons until **Dialing and Sending** appears, and then press OK.

5 Press the arrow buttons until **Dial Method** appears, and then press OK.

6 Press the arrow buttons until **Behind PBX** appears, and then press OK to save the setting.

Printer receives a blank fax

These are possible causes and solutions. Try one or more of the following:

Check original document

Ask the sender to verify the original document was loaded correctly.

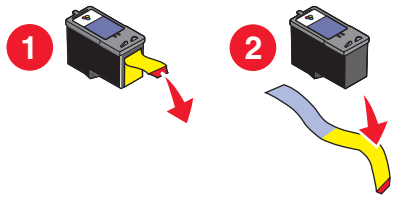
Check ink

Check the ink levels, and install a new print cartridge if necessary.

Check cartridges

1 Remove the print cartridges.

2 Make sure the sticker and tape have been removed.



3 Reinsert the print cartridges.

Received fax has poor print quality

These are possible solutions. Try one or more of the following:

Review checklist for sender

- Check that the quality of the original document is satisfactory.
- Resend the fax. There may have been a problem with the quality of the telephone line connection.
- Increase the fax scan resolution.

Check ink

Check the ink levels, and install a new print cartridge if necessary.

Decrease the transmission speed

1 From the printer control panel, press .

2 Press the arrow buttons until **Fax Setup** appears, and then press OK.

3 Press the arrow buttons until **Dialing and Sending** appears, and then press OK.

4 Press the arrow buttons until **Max Send Speed** appears, and then press OK.

5 Press the arrow buttons to select a lower transmission speed, and then press OK.

6 Resend the fax.

7 If the problem persists, repeat step 1 through step 5 to resend the fax at successively lower transmission speeds.

Note: 2400 bps is the lowest transmission speed.

Notes:

- The lower the transmission speed, the longer it will take your fax to print.
- This solution will reduce the speed for future faxes until you reset the transmission speed.

Caller ID information is not displayed

Caller ID pattern may not be set correctly

The printer supports two distinct Caller ID patterns: Pattern 1 (FSK) and Pattern 2 (DTMF). Depending on the country or region you live in and the telecommunications company you subscribe to, you may need to switch the pattern for the printer to display Caller ID information. For more information, see the instructions for setting up Caller ID.

Fax Error

The fax machines have stopped communicating.

Resend the fax. There may have been a problem with the quality of the telephone line connection.

Fax Mode Unsupported

The fax machine of the recipient does not support legal-size paper, color, or the resolution of the fax you are sending.

These are possible solutions. Try one or more of the following:

Reformat the document on letter-size paper

Lower the scan resolution

1. From the printer control panel, press .
2. Press OK until **Quality** appears.
3. Press the arrow buttons until a lower quality appears, and then press OK.

Enable Auto Fax conversion

1. From the printer control panel, press .
2. Press the arrow buttons until **Fax Setup** appears, and then press OK.
3. Press the arrow buttons until **Dialing and Sending** appears, and then press OK.
4. Press the arrow buttons until **Auto Fax Convert** appears, and then press OK.
5. If auto fax conversion is not set to on, press the arrow buttons until **On** appears, and then press OK.

Remote Fax Error

These are possible solutions. Try one or more of the following:

Check the phone line

Resend the fax. There may have been a problem with the quality of the telephone line connection.

Decrease the transmission speed

1. From the printer control panel, press .
2. Press the arrow buttons until **Fax Setup** appears, and then press OK.
3. Press the arrow buttons until **Dialing and Sending** appears, and then press OK.
4. Press the arrow buttons until **Max Send Speed** appears, and then press OK.
5. Press the arrow buttons to select a lower transmission speed, and then press OK.
6. Resend the fax.
7. If the problem persists, repeat step 1 through step 5 to resend the fax at successively lower transmission speeds.

Note: 2400 bps is the lowest transmission speed.

Notes:

- The lower the transmission speed, the longer it will take your fax to print.
- This solution will reduce the speed for future faxes until you reset the transmission speed.

Phone Line Busy

These are possible causes and solutions. Try one or more of the following:

Change redial settings

The printer automatically redials three times at two-minute intervals. You can change the default settings to redial up to five times at intervals up to eight minutes.

To change the redial settings:

1. From the printer control panel, press .
2. Press the arrow buttons until **Dialing and Sending** appears, and then press OK.
3. To change the number of times the printer will redial:
   a. Press the arrow buttons until **Redial Attempts** appears, and then press OK.
   b. Press the arrow buttons until the setting that you want appears, and then press OK.
4. To change the length of time between redials:
   a. Press the arrow buttons until **Redial Time** appears, and then press OK.
   b. Press the arrow buttons until the setting that you want appears, and then press OK.

Schedule to resend fax at a later time

See the instructions for sending a broadcast fax at a scheduled time.

Phone Line Error

These are possible causes and solutions. Try one or more of the following:

Review digital phone service checklist

The fax modem is an analog device. Certain devices can be connected to the printer so that digital telephone services can be used.

- If you are using an ISDN telephone service, connect the printer to an analog telephone port (an R-interface port) on an ISDN terminal adapter. For more information and to request an R-interface port, contact your ISDN provider.
- If you are using DSL, connect to a DSL filter or router that will support analog use. For more information, contact your DSL provider.
- If you are using a PBX telephone service, make sure you are connecting to an analog connection on the PBX. If none exists, consider installing an analog telephone line for the fax machine. For more information on faxing when using a PBX telephone service, see the instructions for setting up to fax while behind a PBX.

Check phone line

If the telephone line is being used by another device, wait until the other device is finished before sending the fax.

Check cable connections

Make sure cable connections for the following hardware are secure, if applicable:

- Power supply
- Telephone
- Handset
- Answering machine

No Answer

These are possible solutions. Try one or more of the following:

Use phone line checklist

- Resend the fax. There may have been a problem with the quality of the telephone line connection.
- Place a test call to the telephone number to which you want to send a fax to make sure that it is working correctly.

Make sure the printer detects dial tone

- See the instructions for sending a fax while listening to a call (on hook dial).
- Check the Dial Method setting:
  1. Listen for a dial tone. If you hear a dial tone but the printer hangs up without dialing, this means it did not recognize the dial tone.
  2. From the printer control panel, press .
  3. Press the arrow buttons until **Fax Setup** appears, and then press OK.
  4. Press the arrow buttons until **Dialing and Sending** appears, and then press OK.
  5. Press the arrow buttons until **Dial Method** appears, and then press OK.
  6. Press the arrow buttons until the dialing method that you want appears, and then press OK to save the setting.

Failed to Connect

These are possible solutions. Try one or more of the following:

Use phone line checklist

- Resend the fax. There may have been a problem with the quality of the telephone line connection.
- Place a test call to the telephone number to which you want to send a fax to make sure that it is working correctly.
- If the telephone line is being used by another device, wait until the other device is finished before sending the fax.

Make sure the printer detects dial tone

- See the instructions for sending a fax while listening to a call (on hook dial).
- Check the Dial Method setting:
  1. Listen for a dial tone. If you hear a dial tone but the printer hangs up without dialing, this means it did not recognize the dial tone.
  2. From the printer control panel, press .
  3. Press the arrow buttons until **Fax Setup** appears, and then press OK.
  4. Press the arrow buttons until **Dialing and Sending** appears, and then press OK.
  5. Press the arrow buttons until **Dial Method** appears, and then press OK.
  6. Press the arrow buttons until the dialing method that you want appears, and then press OK to save the setting.

Notices

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