



SmartSolutions User's Guide

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About SmartSolutions

What are SmartSolutions?

SmartSolutions are applications for touch-screen printer models. The SmartSolutions Web site (<http://smartsolutions.lexmark.com>) lets you add customized one-touch solutions to your printer to streamline repetitive copying, scanning, and printing tasks. SmartSolutions also let you view online calendars and online photo albums from the printer control panel.

To access a solution you created or customized, touch **SmartSolutions** on the printer control panel, and then select the icon or name of the solution.

The following are some of the solutions that may be available; be sure to check the SmartSolutions Web site for an updated list.

Custom solutions

Solution	Description
Cartridge Finder	View information on local stores where you can purchase cartridges, with options to print or e-mail cartridge and retailer information as well as print a map of the retailer location.
Copy	Copy documents or photos using predefined copy settings.
ID Card Copy	Copy both sides of an ID card onto a single page.
Eco-Copy	Copy documents or photos using settings that have positive environmental impact.
Photo Reprint	Create photo reprints.
Google Calendar*	View your Google Calendar with an option to print the daily agenda or event details.
Print a File (Windows only)	Use the printer to print document files on your computer or external storage device that were previously selected in the Solution Center. Note: This solution is available only in select printer models.
Scan to Email	E-mail scanned documents directly from the printer using predefined names or contacts from the address book.
Scan to Fax	Fax documents directly from the printer using predefined names or contacts from the address book.
Scan to File	Scan and save files to a previously selected directory on a computer using predefined settings.

* You can select one or more of these solutions as your printer screen saver.

Examples:

- If you are a business owner or supervisor who frequently prints a work schedule, then you could create a Print a File solution. Specify the location of your schedule file, and then name the solution Print Schedule. The next time you need to print a copy of the current schedule, simply select Print Schedule from the SmartSolutions menu on the printer control panel. The printer automatically finds the file and prints it.
- If you frequently scan and fax a document to your lawyer using the same settings, then you could create a Scan to Fax solution and name it Fax to Lawyer. The next time you want to fax a document, you simply have to load the document and select Fax to Lawyer from the SmartSolutions menu on the printer control panel. The printer automatically applies your chosen settings, selects your lawyer as the fax recipient, and then sends the fax.

Notes:

- The availability of the solutions may vary depending on your country or region, and on the features of your printer model.
- You need to add your printer to the Solution Center before you can start creating or customizing solutions.

Recommended system requirements

For SmartSolutions to work properly, your computer must have a high-speed Internet connection and the following:

Operating System	Browser	Java Virtual Machine	Adobe Flash Player
Windows			
Windows 7	Google Chrome	Java 5 or later	Adobe Flash Player 9.2 or later
	Internet Explorer 9 (32-bit)		
	Internet Explorer 8 (32-bit)		
	Firefox 3.5 or later		
Windows Vista (SP1)	Google Chrome		
	Internet Explorer 8		
	Internet Explorer 7 (32-bit)		
	Firefox 3.5 or later		
Windows XP (SP3)	Google Chrome		
	Internet Explorer 8		
	Internet Explorer 7 (32-bit)		
	Internet Explorer 6		
	Firefox 3.5 or later		
Windows 2000	Google Chrome Internet Explorer 6		
Macintosh			
Mac OS X version 10.6			
Mac OS X version 10.5	Google Chrome Safari 4 or later	Java 5 or later	Adobe Flash Player 10 or later
Mac OS X version 10.4			

Operating System	Browser	Java Virtual Machine	Adobe Flash Player
Linux			
Ubuntu	Google Chrome Firefox 3.5 or later	Java 5 or later	Adobe Flash Player 10 or later
openSUSE			
Fedora			

For the latest updates to the operating system recommendations, visit the Web site at <http://smartsolutions.lexmark.com>.

- Requirements for Print a File
 - Your computer must have a Windows operating system.
 - The printer driver must be installed with a network printer connection.
 - The printer must be on the same subnet as the computer.

Note: The Print a File solution is available only in select printer models.

- Requirements for Scan to File
 - The printer driver must be installed with a network printer connection.
 - The printer must be on the same subnet as the computer.

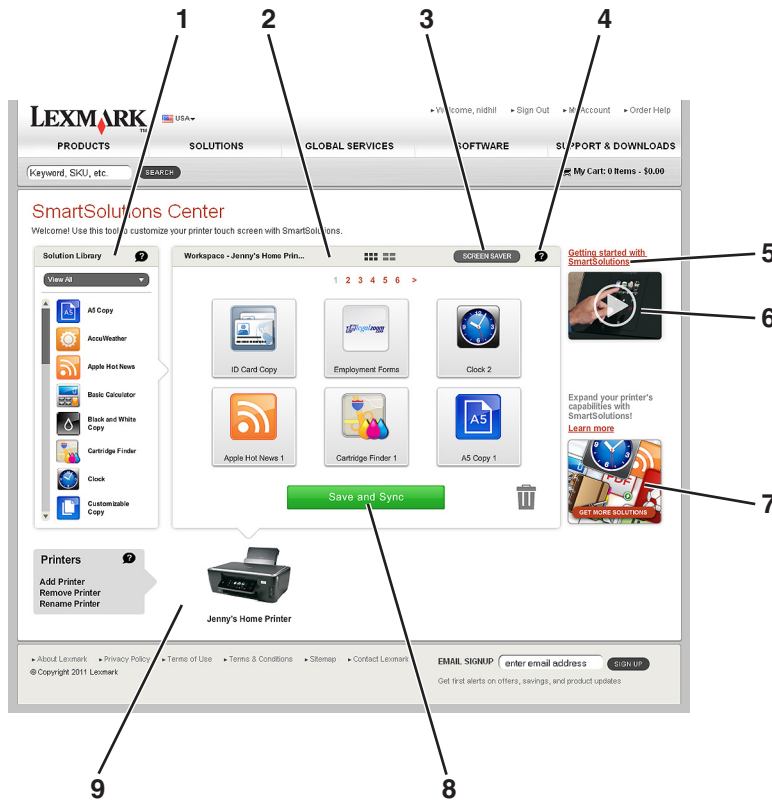
Software downloads



Visit these Web sites to download compatible versions of the supported software applications or browsers:


- Internet Explorer: <http://www.microsoft.com/windows/internet-explorer/>
- Safari: <http://www.apple.com/safari/>
- Firefox: <http://www.mozilla.com/firefox/>
- Java: <http://www.java.com/download/>
- Adobe Flash Player: <http://www.adobe.com/products/flashplayer/>

Understanding the Solution Center

Understanding the Solution Center



	Use	To
1	Solution Library	Select a solution to create and add to your printer.
2	Workspace	<ul style="list-style-type: none"> View, edit, and delete solutions that you have created. Change the order in which solutions appear on the printer control panel. Customize your printer screen saver settings.
3	SCREEN SAVER	Add a solution from the Workspace as a screen saver to your printer.
4	Help 	View Help information.
5	Getting started with SmartSolutions	Access the <i>SmartSolutions User's Guide</i> .
6	SmartSolutions tutorial 	View the tutorial on how to customize and use solutions.

	Use	To
7	SmartSolutions store 	View and access more solutions.
8	Save and Sync	Save solutions you have created and send them to your printer.
9	Printers	Add, rename, replace, or remove a printer from the Solution Center.

To refresh your workspace, right-click the printer name, and then click **Refresh Workspace**.

To specify the time interval for the printer to check for SmartSolutions updates, right-click the printer name, and then click **Advanced**.

Using the Solution Library

The Solution Library contains a set of preinstalled SmartSolutions and any solutions you have added from the SmartSolutions store in <http://smartsolutions.lexmark.com>.


To add a solution to your printer, do either of the following:

- Drag the solution icon from the Solution Library into the workspace, and then click **OK**.
- Double-click the solution icon, and then click **OK**.

To view more solutions, click the up and down arrows.

Notes:

- If you have multiple printers on your SmartSolutions account, then the solution will be added to the selected printer.
- You can add up to 75 solutions to a printer.

For more information on creating and customizing solutions, click  located at the upper right portion of the workspace or click the SmartSolutions tutorial.


Using the workspace


The workspace contains the different solutions that you have customized for each printer. From the workspace, you can do the following:

- View, edit, and delete solutions.

To edit a solution, double-click the specific solution, then make your changes, and then click **OK**.

To delete a solution, click and drag the specific solution to the trash bin icon, and then click **OK**.

To change the layout of your workspace, click  or .

To navigate between pages of solutions, click .

For more information on editing your solutions, click  located at the upper right portion of the workspace.

- Change the order in which the solutions appear on the printer control panel.

Click and drag the solution icon to where you want to move it in the workspace.

- Customize your printer screen saver settings.
Click **SCREEN SAVER**, and then select the solution you want to use as the printer screen saver.
- Save the solutions you have created, and then send them to your printer.
Click **Save and Sync**, and then click **OK**.

Notes:

- Make sure that your SmartSolutions-enabled printer is turned on and connected to your computer through an Ethernet or wireless connection.
- The system automatically signs you out after two hours of inactivity without saving your changes. To ensure that your solutions are saved, click **Save and Sync** after customizing.

Getting started

Launching the SmartSolutions Web site

Before you begin, make sure:


- Your printer and computer are *each* connected to the Internet through an Ethernet or wireless connection.
- Your printer is turned on, and at the home screen.

Using the printer software

Note: Make sure the printer software is installed.

- 1 Open the printer program folder:

For Windows users

- a Click  or **Start**.
- b Click **All Programs** or **Programs**, and then select the printer program folder from the list.

For Macintosh users

From the Finder desktop, double-click the printer program folder.

- 2 Click **Visit Lexmark SmartSolutions**.

Using a Web browser

- 1 Open a Web browser.
- 2 Type **http://smartsolutions.lexmark.com** in the address bar and press **Enter**.
To easily access SmartSolutions for later use, you may bookmark the Web site or create a shortcut on your desktop.

Creating a SmartSolutions account

A SmartSolutions account lets you save custom solutions and send these customized solutions to your printer.

- 1 Launch the SmartSolutions Web site on your computer.
- 2 Click **Create an Account** located at the upper right portion of the page, or click **SMARTSOLUTION CENTER > SIGN UP FOR AN ACCOUNT**.
- 3 Fill in the required fields.
- 4 Do either of the following:
 - Click **Continue**, and then follow the instructions on the computer screen.
 - Click **CREATE MY ACCOUNT**.

Note: You will need your e-mail address and password every time you sign in to SmartSolutions.

Adding a solution to the Solution Library

- 1 Launch the SmartSolutions Web site on your computer.
- 2 From the main page, select a category.
- 3 From the Spotlight Products tab or Just Announced Products tab, choose a solution, and then click **ADD TO CART**.
Note: Clicking a solution icon lets you view its description.
- 4 If you want to add more solutions to the Solution Library, then click **CONTINUE SHOPPING**.
- 5 Click **CHECKOUT** to see the solution you have added.
- 6 From the Review & Place Your Order page, click **PLACE THIS ORDER** to complete your transaction.
A confirmation dialog appears when the solution you have chosen is successfully added. To verify, check the newly added solution in the Solution Library.

Adding a printer

- 1 Launch the SmartSolutions Web site on your computer.
- 2 Sign in to SmartSolutions.
Note: If it is your first time to sign in to the SmartSolutions Web site, then you will be prompted to create an account.
- 3 From the main page, click **SMARTSOLUTION CENTER** or **SOLUTION CENTER**.
- 4 At the bottom of the screen, click **Add Printer**.
- 5 Follow the instructions on the computer screen.

Notes:

- You can add only touch-screen printer models.
- Make sure you set the Date and Time on the printer correctly. Your printer must be set to the current date and time for the Add Printer Wizard to work.
- You only need to add your printer once. The next time you sign in and use SmartSolutions, you do not need to add it again.
- You can add more SmartSolutions-enabled printers to your account.
- To rename a printer, click **Rename Printer** in the printers area.
- To remove a printer, click **Remove Printer** in the printers area.

Updating your printer

After creating your solutions, you need to update your printer for it to successfully receive the changes. Make sure:

- Your printer and computer are *each* connected to the Internet through an Ethernet or wireless connection.
- Your printer is turned on and at the home screen.

1 From your workspace, click **Save and Sync**.

Note: Do *not* close the browser window while the update is going on.

2 From the printer control panel, check to see if the solutions have been sent to the printer.

3 If the solutions do not appear on the printer, manually update the printer from the printer control panel:

a From the home screen of your printer control panel, touch **SmartSolutions**.

b Touch **More Options**.

c Touch **Update Now**.

Note: You may need to manually update the printer from the printer control panel if the computer and printer are on different networks.

Using SmartSolutions on your printer

Before you begin, make sure:

- Your printer and computer are *each* connected to the Internet through an Ethernet or wireless connection.
- Your printer is turned on, and at the home screen.
- You have saved the solutions you have created on the Solution Center, and sent them to your printer.

1 If using a copy or print solution, load paper.

2 If using a copy or scan solution, load an original document faceup into the Automatic Document Feeder (ADF) or facedown on the scanner glass.

Note: The ADF is available only in select printer models.

3 From the printer home screen, touch **SmartSolutions**.

4 Touch the solution icon you have created.

Notes:

- To scroll through other solution icons on the printer control panel, touch ◀ or ▶.
- If the solution is not shown on your printer control panel, then update your printer. For more information, see “Updating your printer” on page 12.
- To view other SmartSolutions options on your printer control panel, touch **More Options**.

Modifying printer screen saver settings

Setting solutions as the printer screen saver

You can use the Solution Center to choose which solution you want to appear on your printer screen saver.

Notes:

- The printer screen saver supports only solutions that display Web-based information on the printer control panel. For example, you can customize your screen saver to display headlines from your RSS feeds or images from your online photo viewer.
- Check the SmartSolutions Web site for a list of available solutions.

1 On the upper right side of your workspace, click **SCREEN SAVER**.

2 Select the solution that you want to use as the printer screen saver.

3 Click **OK**.

4 Click **Save and Sync** to send the screen saver settings to your printer.

Note: Do *not* close the browser window while the update is taking place.

A message appears indicating that the changes have been sent to the printer.

Adjusting screen saver settings using the printer control panel

For the screen saver to run on the printer control panel, make sure:

- Your printer is connected to the Internet through an Ethernet or wireless connection.
- Your printer settings for running solutions as the screen saver are not disabled.

Make sure solutions are enabled as the screen saver on your printer

1 From the home screen of the printer control panel, navigate to **Screen Saver**:

 > **Device Setup** > **Screen Saver**

2 Touch **Select Screen Saver**.

3 Touch **Downloaded Screen Saver**.

4 Touch **Accept**.

Set the timeout for the printer to initiate the screen saver

1 From the home screen of the printer control panel, navigate to **Screen Saver**:

 > **Device Setup** > **Screen Saver**

2 Touch **Timeout**.

3 Select your preferred time interval before the screen saver is initiated.

Selecting **Off** will disable screen savers on your printer.

4 Touch **Accept**.

Make the screen saver run longer than the printer's default Power Saver timeout

The screen saver runs for a number of minutes before the printer goes into Power Saver mode. The printer default for Power Saver is 60 minutes. To make the screen saver run longer, change the Power Saver timeout.

1 From the home screen of the printer control panel, navigate to **Power Saver**:

 > **Device Setup** > **Power Saver**


2 Touch your desired Power Saver timeout.

3 Touch **Accept**.

FAQ

How can I fix network printer problems with the Wireless Setup Utility?

Your network must be properly set up for the Solution Center to access the printer network information. To set up your network, run the Wireless Setup Utility.

- 1 Click  or **Start**.
- 2 Click **All Programs** or **Programs**, and then select the printer program folder from the list.
- 3 Click **Printer Home**.
- 4 Select your printer from the list.
- 5 From the Settings tab, click **Wireless setup utility**.
- 6 Follow the instructions on the computer screen.

How do I delete a solution?

- 1 From your workspace, click the solution icon you want to delete, and then drag and drop it to the trash bin icon. A confirmation dialog appears.
- 2 Click **OK**.
- 3 Click **Save and Sync** to send the changes to your printer.

How do I delete solutions from my printer that were added by another user?

You can delete solutions from the Solution Center, and then update your printer to reflect the changes.

- 1 Log on to SmartSolutions.
- 2 Click the **Solution Center** tab.
- 3 Select the printer that contains the solutions you want to delete.
- 4 From your workspace, drag and drop the solution icon to the trash bin icon.
- 5 Click **Save and Sync** to send the changes to your printer.

How do I reactivate a printer that is no longer linked to my account?

- 1 Right click on the inactive printer, and then click **Reactivate**.
- 2 From the Solution Center Printer Setup dialog, click **Start**.
- 3 Follow the instructions on the computer screen.

If you still cannot see your printer, then add it again. For more information, see “Adding a printer” on page 11.

How do I replace an existing printer with a new one?

- 1 On the Printers area, right-click on the printer you want to replace.
- 2 Click **Replace printer**.

This opens the Solution Center Printer Setup dialog where you can add a new printer. For more information, see “Adding a printer” on page 11.

Notes:

- The solutions you created on the existing printer will be copied to the newly-added printer.
- Your current printer will be deleted from the Solution Center.

Are solutions automatically saved if the same printer is added in the workspace?

If you add the same printer in your workspace, then the old printer will be overwritten by the newly added printer. The solutions you created in the previous printer will be saved in your workspace. However, you need to manually update SmartSolutions from your printer control panel to update your printer.

- 1 From the home screen of your printer control panel, touch **SmartSolutions**.
- 2 Touch **More Options**.
- 3 Touch **Update Now**.

How do I set a polling interval for the printer to check for SmartSolutions updates?

- 1 In the Printers area, right-click the printer of your choice.
- 2 Click **Advanced**.
- 3 Select the number of hours to determine how frequently your printer checks the SmartSolutions Web site for updates.
- 4 Click **OK**.

Note: The printer will indicate if updates are available. Use the printer control panel to download these updates to your printer.

How do I turn the screen saver on or off on the printer?

1 From the home screen of the printer control panel, navigate to **Screen Saver**:

 > **Device Setup** > **Screen Saver**.

2 Touch **Timeout**.

3 To turn the printer screen saver on, select your preferred time interval.

To turn the printer screen saver off, select **Off**.

4 Touch **Accept**.

Where can I find additional information?

- For more information on setting up the e-mail function, see the E-mailing chapter of the printer *User's Guide*.
- For more information on setting up the printer to fax, see the printer *Fax Getting Started Guide* or the Faxing chapter of the printer *User's Guide*.
- For more information on networking, see the printer *Network Getting Started Guide* or the Networking chapter of the printer *User's Guide*.

Tips and troubleshooting

Tips

Some solutions require that your printer is properly set up for basic printer functions. The following tips will help you make sure your printer is correctly set up for these solutions.

Tips for printing

- Use the appropriate paper for your print job.
- Select a higher print quality for better prints.
- Make sure there is enough ink in the ink cartridges.
- Remove each sheet as it is printed when printing photos or when working with specialty media.
- Select the borderless setting when printing photos.

Tips for e-mailing

- Make sure the e-mail function on your printer is properly set up. For more information on setting up the e-mail function, see the E-mailing chapter of the printer *User's Guide*.
- Add contacts to the printer address book. When sending an e-mail or when creating an e-mail solution, you can select contacts from the address book instead of typing e-mail addresses repeatedly.
- Do not use quotation marks when saving contacts in the printer address book. The Search address book tool in SmartSolutions does not recognize addresses with quotation marks.

Tips for sending faxes

Before you send a fax:

- Make sure that the printer is on and connected to a working telephone, DSL, or VoIP line. The line is working if you hear a dial tone.
- Load an original document faceup into the ADF or facedown on the scanner glass.
- When using the ADF, adjust the paper guide on the ADF to the width of the original document.
- When using the scanner glass, close the scanner lid to avoid dark edges on the scanned image.

Before you troubleshoot SmartSolutions

Use this checklist to solve most SmartSolutions problems.

Make sure:

- Your printer and computer are *each* connected to the Internet through an Ethernet or wireless connection.
- Your printer is turned on, and at the home screen.

- Your printer is *securely connected* to the computer, print server, or other network access points.
- You select “Always trust content from this publisher” from the Java Warning - Security dialog.
When the Java Warning - Security dialog appears, select “Always trust content from this publisher”, and then click **Run**. This is needed to initialize Java properly.

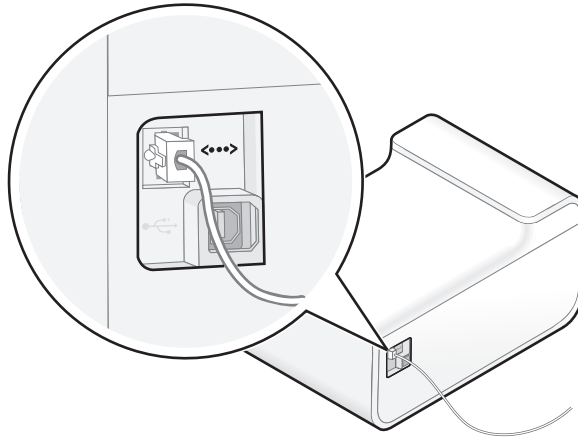
Smartsolutions and printer network setup troubleshooting

Printer cannot connect to the network

- Make sure all switches, hubs, routers, access points, and other connecting devices are turned on.
- Make sure the IP address, gateway, and network mask are correct for your network.
Print a network setup page from the printer to check the network settings.
- Make sure your network has connectivity and is working properly.
Try accessing other computers on your network. If your network has Internet access, try connecting to the Internet over a wireless connection.

CHECK THE ETHERNET CONNECTION

- Check the connectors on each end of the Ethernet cable for any obvious damage. If the cable is damaged, then use a new one.
- Make sure that one end of the Ethernet cable is securely connected to the printer Ethernet port, and the other end to a network hub, router or wall connection.



- Make sure the green light on the printer Ethernet port is lit when the Ethernet cable is attached.

CHECK THE WIRELESS CONNECTION

Note: SmartSolutions will not work if your printer is connected to a computer via ad hoc connection.

- Make sure the Wi-Fi indicator light is lit and is solid green.



If the Wi-Fi indicator light is not lit or is orange, then try reconnecting to the wireless network.

- Make sure the SSID is correct.
Print a network setup page from the printer to check the network settings.
- Make sure your WEP key or WPA passphrase is correct (if your network is secure).
Log on to the access point (wireless router) and check the security settings.
- Turn off the access point and then turn it back on.
Wait one minute for the printer to re-establish the connection.
- Check the wireless signal quality.
Print a network setup page and check the signal quality. If the signal quality is listed as good or excellent, then another factor is causing the problem.
- Make sure the printer and the computer are within the range of the wireless network.
For most networks, the printer, computer, or other wireless devices should be within 100 feet (30 meters) of the access point.
- Make sure the printer is located away from obstacles or electronic devices that could interfere with the wireless signal.
Make sure the printer and access point are not separated by poles, walls, or support columns containing metal or concrete.
Many devices can interfere with the wireless signal, including baby monitors, motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.
- Check the advanced security settings of your access point.
 - If you are using MAC address filtering to limit access to your wireless network, then you must add the MAC addresses of your printer, modem, computer and all other connecting devices to the list of addresses allowed to connect to the access point.
 - If you set the access point to issue a limited number of IP addresses, then you must change this so that your devices can be added.

Note: If you do not know how to make these changes, then see the documentation that came with the access point, or contact the person who set up your wireless network.

- Change the channel the access point uses.

For more information on changing the channel, see the documentation that came with your access point.

- Eliminate network congestion.

If a wireless network is too busy, the printer may have difficulty communicating with other devices on the network. Some causes of wireless network congestion can include:

- Transferring large files across the network
- Networked games
- Streaming video
- Too many computers on the wireless network at once

For more information, see the *Network Getting Started Guide*.

Printer cannot connect to the Internet

The following network scenarios prevent the printer from connecting to the Internet:

- Dial-up Internet connection
- Ad hoc connection between the printer and the computer
- Peer-to-peer network connection

CHECK THE INTERNET CONNECTION ON YOUR PRINTER

Navigate to **Internet Connection Test**:

SmartSolutions > More Options > Internet Connection Test

CHECK YOUR NETWORK CONNECTION

Make sure your Ethernet or wireless connection is working, and that all devices are properly connected. For more information, see “Printer cannot connect to the network” on page 20.

MAKE SURE THE PRINTER FIRMWARE IS UPDATED

Check the Lexmark Web site for critical firmware updates.

- 1 Go to the Lexmark Web site at <http://www.lexmark.com>.
- 2 Click **Drivers and Downloads**.
- 3 Select your printer.

A link to important firmware updates is usually posted on the product page.

MAKE SURE YOUR PRINTER DHCP IS TURNED ON

Your printer needs an IP address to connect to the Internet. By default, DHCP (Dynamic Host Configuration Protocol) is enabled on your printer allowing an IP address to be automatically assigned.

To enable the DHCP:

1 Navigate to **DHCP**:

 > **Network Setup** > **TCP/IP** > **DHCP**

2 Touch **On**.

CHECK IF THE PRINTER REQUIRES A PROXY

Depending on your network, you may or may not need to configure a proxy. For more information, see “What is a proxy?” on page 36.

Cannot launch SmartSolutions

MAKE SURE THE RECOMMENDED SYSTEM REQUIREMENTS ARE MET

For more information, see “Recommended system requirements” on page 5.

MAKE SURE JVM (JAVA VIRTUAL MACHINE) IS INSTALLED IN YOUR COMPUTER

MAKE SURE ADOBE FLASH PLAYER 10 IS INSTALLED FOR YOUR BROWSER

The SmartSolutions Web site needs an Adobe Flash Player plug-in to launch.

CHECK YOUR PRINTER INTERNET CONNECTION

- Make sure the printer and computer are *each* connected to a high-speed Internet connection.
- You may need to configure proxy settings on the printer to enable it to connect to the Internet. For more information, see “What is a proxy?” on page 36.
- If your system has administrative restrictions, then change the restrictions to allow printer communication.

CHECK YOUR NETWORK CONNECTION

Make sure your Ethernet or wireless connection is working, and that all devices are properly connected. For more information, see “Printer cannot connect to the network” on page 20.

Computer cannot detect printer

Connection problems prevent communication between the printer and computer. Make sure all connections are working properly.

RECONNECT THE PRINTER POWER SUPPLY

- 1** Turn off the printer, and then unplug the power cord from the wall outlet.
- 2** Gently remove the power supply from the printer, and then reinsert it.
- 3** Plug the power cord into the wall outlet, and then turn on the printer.

MAKE SURE THE PRINTER FIRMWARE IS UPDATED

Check the Lexmark Web site for critical firmware updates.

- 1 Go to the Lexmark Web site at <http://www.lexmark.com>.
- 2 Click **Drivers and Downloads**.
- 3 Select your printer.

A link to important firmware updates is usually posted on the product page.

CHECK THE PRINTER CONNECTION

Make sure:

- The printer is *not* connected to a computer that hosts printer sharing over a network.
- The printer is *not* connected through Ethernet to a print server on the network.
- The printer is *not* connected to a computer via ad hoc connection.

CHECK IF PRINTER SEARCH IS DISABLED

Printer search should be enabled for the computer to detect your printer.

Make sure the **Search for my printer on my network** check box is selected on the first screen of the Add Printer Wizard.

TURN OFF THE ROUTER (ACCESS POINT) AND TURN IT BACK ON

Wait one minute for the printer to re-establish the connection.

CHECK YOUR NETWORK CONNECTION

Make sure your Ethernet or wireless connection is working, and that all devices are properly connected. For more information, see “Printer cannot connect to the network” on page 20.

CHECK YOUR INTERNET CONNECTION

- Make sure the printer and computer are *each* connected to a high-speed Internet connection.
You may need to configure proxy settings on the printer to enable it to connect to the Internet. For more information, see “What is a proxy?” on page 36.
- If your system has administrative restrictions, then change the restrictions to allow printer communication.

CHECK THE MAC ADDRESS

If your network uses MAC address filtering, make sure that you include the MAC address of the printer in the MAC address filter list. This will allow the printer to operate on the network.

MAKE SURE THE ROUTER IS NOT CONNECTED TO A VIRTUAL PRIVATE NETWORK (VPN)

Most Virtual Private Networks allow computers to communicate with only the VPN and no other network at the same time. Disconnect from the VPN, and then try connecting to your printer again.

CHECK THE PRINTER NICKNAME

Make sure you are connecting to the right printer. A printer nickname is a unique name that you assign to your printer so you can identify it on the network.

RESET THE WIRELESS SETTINGS TO FACTORY DEFAULTS

Note: Resetting to factory default settings will delete all the printer network settings you have previously selected. You will need to set your settings again. For more information on setting up a wireless or Ethernet connection on your printer, see the *Network Getting Started Guide*.

- 1 From the home screen, navigate to **Reset Network Settings**:

 > **Network Setup** > **Reset Network Settings**

- 2 Touch **Yes**.

The printer wireless settings are reset to factory default settings. To verify, print a network setup page.

Cannot add printer

Connection problems prevent communication between the printer and computer. Make sure all connections are working properly. For more information, see “Computer cannot detect printer” on page 23.

Invalid or no confirmation code shown

MAKE SURE TO IMMEDIATELY ENTER THE CORRECT CONFIRMATION CODE ON YOUR PRINTER

The confirmation code generated from the Solution Center expires after some time. Generate a new one when it expires:

- 1 Click **Cancel** on the Add Printer Wizard.
- 2 Add your printer again.

RECONNECT THE PRINTER POWER SUPPLY, AND THEN GENERATE A NEW CONFIRMATION CODE

- 1 Turn off the printer, and then unplug the power cord from the wall outlet.
- 2 Gently remove the power supply from the printer, and then reinsert it.
- 3 Plug the power cord into the wall outlet, and then turn on the printer.
- 4 Click **Cancel** on the Add Printer Wizard.
- 5 Add your printer again.

Enabling Java in your browser

For Internet Explorer users

- 1 From the browser menu, navigate to:
Tools > Internet Options > Advanced tab
- 2 Select all options under the Java section.

For Firefox users

- 1 From the browser menu, navigate to:
Tools > Options > Content tab
- 2 Select **Enable Java**.

For Safari users

- 1 From the browser menu, navigate to:
Safari > Preferences > Security
- 2 From the Web content area, select **Enable Java**.

Solutions troubleshooting

Solutions do not show in the printer

MANUALLY UPDATE THE SOLUTIONS ON YOUR PRINTER

Update the solutions on your printer from the Solution Center or from your printer:

- From the Solution Center, click **Save and Sync** to send the solutions you created to the printer.
- From the home screen of the printer control panel, navigate to **Update Now**:
SmartSolutions > More Options > Update Now

Cannot send a fax

CHECK YOUR FAX CONNECTION

- Make sure the printer and other devices on the line (if applicable) are set up and configured correctly according to your setup scenario.
- Make sure that cables are connected to the correct ports.
- Make sure that cables are securely plugged in.

MAKE SURE YOU HAVE REGISTERED YOUR USER INFORMATION IN THE PRINTER

In some countries, you cannot send a fax without entering your fax name or company name. Some fax machines also block unknown faxes or faxes without sender information.

DECREASE THE TRANSMISSION OF THE FAX MODEM

The modem of the printer can transmit data at 33,600 bps. This is the maximum speed at which the printer can send and receive faxes. It is not necessary, however, to set the modem to its fastest transmission capability. The speed of the modem of the receiving fax machine must match or be greater than the speed at which you are sending your fax. Otherwise, your fax will not be received.

- 1 From the home screen, navigate to **Max Send Speed**:

 > **Fax Setup > Dialing and Sending > Max Send Speed**

- 2 Select a sending speed, and then touch **Accept**.

ENABLE ERROR CORRECTION

Errors and blurs may appear in the faxed document if there is too much noise on the line. When a fax has too many errors, the fax may be rejected by the receiving fax machine.

- 1 From the home screen, navigate to **Error Correction**:

 > **Fax Setup > Dialing and Sending > Error Correction**

- 2 Check to see if error correction is set to On.

If it is not set to On, touch **ON**, and then touch **Accept**.

ENABLE AUTOMATIC FAX CONVERSION

If the receiving fax machine does not support color fax, then this option automatically converts the outgoing color fax to black and white. It also automatically reduces the resolution of the fax to a resolution that the receiving machine can support.

- 1 From the home screen, navigate to **Auto Fax Convert**:

 > **Fax Setup > Dialing and Sending > Auto Fax Convert**

- 2 Check to see if automatic fax conversion is set to On.

If it is not set to On, touch **ON**, and then touch **Accept**.

Cannot send e-mail

CHECK YOUR E-MAIL CONFIGURATION SETTINGS

Make sure you have correctly completed the e-mail setup and successfully configured an SMTP server. For more information on setting up the e-mail function of your printer, see the E-mailing chapter of the printer *User's Guide*.

CHECK YOUR NETWORK CONNECTION

Make sure the printer is connected to an Ethernet or wireless network. Your network must be connected to the Internet for the printer to communicate with the SMTP server.

MAKE SURE TO ENTER A VALID RECIPIENT E-MAIL ADDRESS

MAKE SURE THE RECIPIENT MAILBOX IS NOT FULL

This causes e-mail to bounce back to your inbox.

Cannot display photos

CHECK THE INTERNET CONNECTION

Viewing photos from an online photo album requires a working Internet connection. For more information on checking the printer internet connection, see “Printer cannot connect to the Internet” on page 22.

CHECK THE PRINTER PROXY SERVER CONFIGURATION

Depending on your network, you may or may not need to configure a proxy. For more information, see “What is a proxy?” on page 36.

MAKE SURE THE PHOTO ALBUM URL IS VALID

For more information on finding photo album URLs, click ? on the solution dialog.

SELECT A SUPPORTED FILE TYPE (JPEG)

SELECT TO SHOW ONLY IMAGES WITHIN THE SUPPORTED FILE SIZE

Images that are too large are not displayed.

Cannot display RSS feeds


CHECK THE INTERNET CONNECTION

Viewing RSS feeds requires a working Internet connection. For more information on checking the printer Internet connection, see “Printer cannot connect to the Internet” on page 22.

CHECK THE PRINTER PROXY SERVER CONFIGURATION

Depending on your network, you may or may not need to configure a proxy. For more information, see “What is a proxy?” on page 36.

MAKE SURE THE RSS URL IS VALID

The RSS feed address is usually marked with the  icon. For more information on finding the RSS URLs, click ? on the solution dialog.

MAKE SURE THE RSS FEED CONTAINS ENTRIES

Cannot display Google Calendar

CHECK THE INTERNET CONNECTION

Viewing Google Calendar requires a working Internet connection. For more information on checking the printer internet connection, see “Printer cannot connect to the Internet” on page 22.

CHECK THE PRINTER PROXY SERVER CONFIGURATION

Depending on your network, you may or may not need to configure a proxy. For more information, see “What is a proxy?” on page 36.

MAKE SURE THE GOOGLE CALENDAR URL YOU ENTERED IS VALID

For more information on finding the Google Calendar URL, click ? on the solution dialog.

MAKE SURE THE GOOGLE CALENDAR APPLICATION IS NOT DOWN

Incorrect or no data from Cartridge Finder

Note: The Cartridge Finder solution is available only in selected countries.

CHECK THE INTERNET CONNECTION

Viewing cartridge retailer information requires a working Internet connection. For more information on checking the printer Internet connection, see “Printer cannot connect to the Internet” on page 22.

CHECK THE PRINTER PROXY SERVER CONFIGURATION

Depending on your network, you may or may not need to configure a proxy. For more information, see “What is a proxy?” on page 36.

MAKE SURE TO ENTER A VALID LOCATION

The Cartridge Finder displays information on local retailers. Make sure to enter your correct location to get valid information.

Printer solutions not updated

MANUALLY UPDATE THE SOLUTIONS ON YOUR PRINTER

Update the solutions on your printer from the Solution Center or from your printer:

- From the Solution Center, click **Save and Sync** to send the solutions you created to the printer.
- From the home screen of the printer control panel, navigate to **Update Now**:
SmartSolutions > More Options > Update Now

Using the Solution Center Printer Setup

How do I check the printer connection?

Make sure:

- The printer is *not* connected to a computer that hosts printer sharing over a network.
- The printer is *not* connected through Ethernet to a print server on the network.
- The printer is *not* connected to a computer via ad hoc connection.
- All switches, hubs, routers, access points and other connecting devices are turned on.
- The IP address, gateway, and network mask are correct for your network.

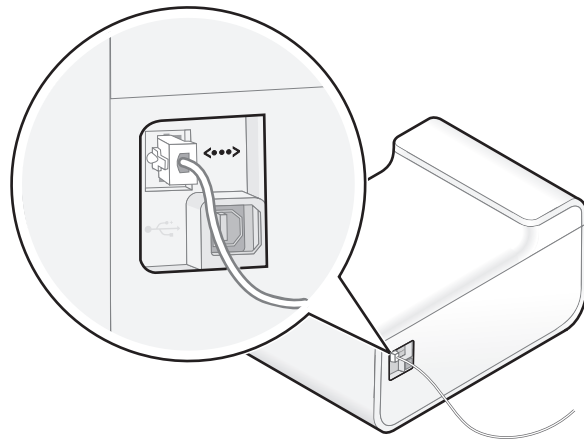
Print a network setup page from the printer to check the network settings.

- Your network has connectivity and is working properly.

Try accessing other computers on your network. If your network has Internet access, try connecting to the Internet over a wireless connection.

Check if your printer is connected to an Ethernet network

- Make sure the connectors on each end of the Ethernet cable are not damaged. If the cable is damaged, then use a new one.
- Make sure one end of the Ethernet cable is securely connected to the printer Ethernet port and the other end to a network hub or wall connection.



- Make sure the green light on the printer Ethernet port is lit when the Ethernet cable is attached.

For more information, see the *Network Getting Started Guide*.

Check if the printer is connected to a wireless network

Note: SmartSolutions will not work if your printer is connected to a computer via ad hoc connection.

- Make sure the Wi-Fi indicator light is lit and is solid green.



If the Wi-Fi indicator light is not lit or is orange, then try reconnecting to a wireless network.

- Make sure the SSID is correct.

Print a network setup page from the printer to check the network settings.

- Make sure your WEP key or WPA passphrase is correct (if your network is secure).

Log in to the access point (wireless router) and check the security settings.

- Make sure the printer is within the range of the wireless network.

For most networks, the printer, computer, or other wireless devices should be within 100 feet (30 meters) of the access point.

- Make sure the printer is located away from obstacles or electronic devices that could interfere with the wireless signal.

Make sure the printer and access point are not separated by poles, walls, or support columns containing metal or concrete.

Many devices can interfere with the wireless signal, including baby monitors, motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.

- Check the MAC address.

If your network uses MAC address filtering, make sure that you include the MAC address of the printer in the MAC address filter list. This will allow the printer to operate on the network.

For more information, see the *Network Getting Started Guide*.

How do I know which printer to select?

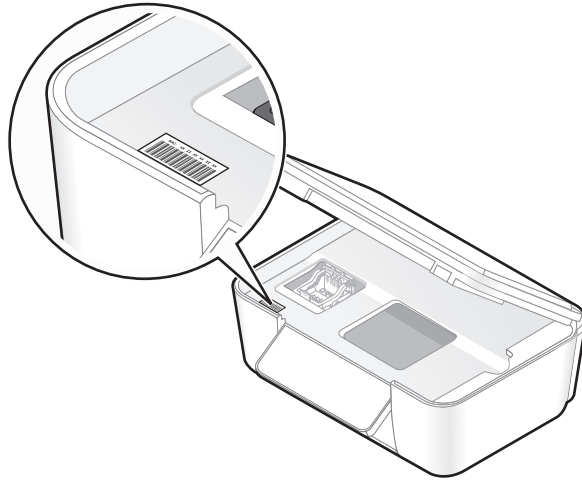
Each printer detected on the network has its own unique IP address and MAC address.

Select the printer that has a MAC address and an IP address corresponding to the printer you want to use.

Finding the printer MAC address

Select one of the two ways to find the printer MAC address:

- A MAC address label is located inside the printer.



The MAC address of the printer is a series of letters and numbers. Other devices sometimes use a type of MAC address called *Universally Administered Address (UAA)*.



- From the printer control panel, navigate to **Print Setup Page**:

 > **Network Setup** > **Print Setup Page**

This prints a network setup page showing the printer MAC address, IP address and other network settings.

Finding the printer IP address


Select one of the two ways to find the printer IP address:

- From the printer control panel, navigate to **TCP/IP**:

 > **Network Setup** > **TCP/IP**

This displays the printer IP address, IP Netmask, and IP Gateway.

- From the printer control panel, navigate to **Print Setup Page**:

 > **Network Setup** > **Print Setup Page**

This prints a network setup page showing the printer MAC address, IP address and other network settings.

An IP address is a group of four numbers separated by periods. An example of an IP address is 192.168.100.110.

Printer not showing number entry screen

- Make sure to select the correct printer from the printers found in your network.

A printer can be identified by its MAC address and IP address. For more information, see “How do I know which printer to select?” on page 31.

- Make sure the printer is powered on and at the home screen.

When the printer is ready, click **Back** on the Add Printer Wizard, and then add the printer again.

- Make sure all connections are working properly.

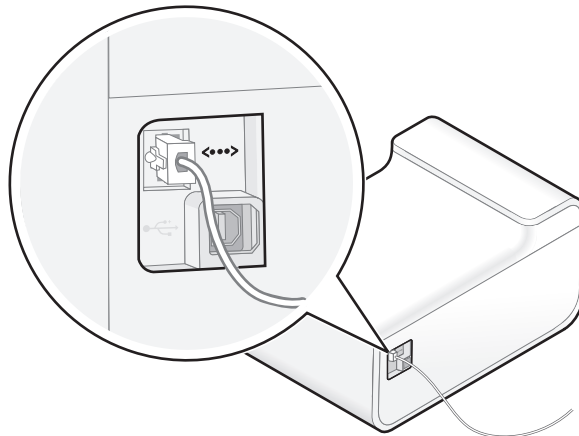
Connection problems prevent communication between the printer and computer.

How do I find SmartSolutions Setup?

- 1 From the home screen of the printer control panel, touch **SmartSolutions**.
- 2 Touch **More Options**.
- 3 Touch **SmartSolutions Setup**.

Connection instructions

- 1 Make sure the printer is turned on and at the home screen.
- 2 Check the printer network connection.
 - If your printer is connected to an Ethernet connection, then check the physical connection.
 - Check the connectors on each end of the Ethernet cable for any obvious damage. If the cable is damaged, then use a new one.
 - Make sure that one end of the Ethernet cable is securely connected to the printer Ethernet port, and the other end to a network hub, router or wall connection.




- Make sure the green light on the printer Ethernet port is lit when the Ethernet cable is attached.

- If your printer is connected to a wireless network, then make sure that the Wi-Fi indicator light is lit and is solid green.



If the Wi-Fi indicator light is not lit or is orange, then run the wireless setup again.


For Windows users

- a Click  or **Start**.
- b Click **All Programs** or **Programs**, and then select the printer program folder from the list.
- c Select **Printer Home**.
- d Choose your printer from the printer drop-down list.
- e Click the **Settings** tab.
- f Click **Wireless setup utility**.

For Macintosh users

- a From the Finder desktop, double-click the printer program folder.
- b Double-click **Wireless Setup Assistant**.

For Linux users

- a Open the Printer ToolBox.
 - b Click .
- *If you manually set the network configuration of your printer, then make sure that you entered the correct subnet mask and default gateway.*

3 From the Solution Center Printer Setup dialog, click **Retry**.

For advanced users

If the above steps did not solve the problem, then try the following before clicking **Retry**:

- Open your computer firewall application, and open TCP and UDP Ports 5353. For more information on allowing outgoing communication on these ports, see the documentation that came with your firewall application.
- Make sure that your router (access point) supports multicast communication. For more information, see the documentation that came with the router.

Printer shows an error

The printer may show the following error messages when adding a printer. Use the following suggestions to clear the error messages.

No Internet Connection Detected

- Check the printer network connection. Make sure it is active and is working properly. For more information, see “How do I check the printer connection?” on page 30.
- Check the printer Internet connection. Make sure it is active and is working properly. For more information, see “Printer cannot connect to the Internet” on page 22.
- Check if the printer requires a proxy to access the Internet. For more information, see “What is a proxy?” on page 36.

Unable to Connect to Server. Verify Network Connection.

- Check the printer network connection. For more information, see “How do I check the printer connection?” on page 30.
- Make sure the network connection is active and is working properly. For more information, see “Printer cannot connect to the network” on page 20.

To use this feature, you must connect to a network. Would you like to connect to a network now?

- Reinsert the installation software CD or run the Wireless Setup Utility and configure the printer network settings from your computer.

Communication Error. Try Again Later.

This appears when the printer is unable to communicate with the Solution Center.

- Make sure you set the Date and Time on the printer correctly. Your printer needs to be set to the current date and time for the Add Printer Wizard to work.
- Try the task again at a later time.
- Contact customer support.

Tips for success

- Make sure you set the Date and Time on the printer correctly. Your printer needs to be set to the current date and time for the Add Printer Wizard to work.
- Make sure your printer and computer are *each* connected to the Internet through an Ethernet or wireless connection.
- Make sure your printer is turned on, and at the home screen.
- Make sure you have created an account to use Solution Center.
- Make sure you know the IP address and MAC address of the printer you want to add. For more information, see “How do I know which printer to select?” on page 31.

- When adding a printer manually:
 - It is recommended that you place the printer near the computer. You can choose to move it again after adding it.
 - If the printer is far from the computer, ask for someone's help in entering the confirmation codes.
- Make sure you make a copy of the confirmation codes.

There is no confirmation code shown

After entering the 6-digit confirmation code on the printer control panel, the printer should provide a 4-digit confirmation code to be entered on your computer.

If the printer does not show a 4-digit confirmation code, then it may be because of the following:

The printer is busy

If the printer is in the busy state for more than two minutes, then try the following:

- 1 Click **Cancel** on the computer screen.
- 2 Reconnect the printer power supply.
 - a Turn off the printer, and then unplug the power cord from the wall outlet.
 - b Gently remove the power supply from the printer, and then reinsert it.
 - c Plug the power cord into the wall outlet, and then turn on the printer.
- 3 Add the printer again.

The printer shows an error

For more information, see “Printer shows an error” on page 35.

The printer returns to the home screen

Check if the printer you are adding has been added to the Solution Center.

If the printer has not been added to the Solution Center, then try the following:

- 1 Click **Cancel** on the computer screen.
- 2 Reconnect the printer power supply.
 - a Turn off the printer, and then unplug the power cord from the wall outlet.
 - b Gently remove the power supply from the printer, and then reinsert it.
 - c Plug the power cord into the wall outlet, and then turn on the printer.
- 3 Add the printer again.

What is a proxy?

The HTTP proxy on the printer allows it to interact with Internet Web sites. Depending on your network, you may or may not need to configure a proxy.

Proxies are typically in the **abc.xyz.com:80** format, where abc.xyz.com is the HTTP proxy name, and 80 is the port number used.

Contact your system support person for details on your network proxy server configuration.

Checking proxy settings on an Internet browser

If the printer and computer are on the same network, and your Internet browser uses manual proxy configuration, then you may copy the proxy settings from the Internet browser and enter it on the printer.

- 1 Open a Web browser.
- 2 Locate where Internet connection settings or LAN settings are configured.
- 3 Copy the proxy settings and enter it on the printer.

Entering proxy settings on printer

- 1 Navigate to **Web Setup**:

 > **Network Setup** > **Web Setup**

- 2 Touch **HTTP Proxy Name** to enter the proxy server address.
- 3 Touch **Proxy Port Number** to enter the proxy port number.
Port 80 is mostly used.
- 4 If you want to enter addresses that will bypass the proxy server when accessing the Internet, then touch **Bypass Proxy For**, and then enter the addresses.


Notes:

- The printer supports static proxy names and proxies that do not require authentication.
- You need to update the proxy settings on the printer when the proxy settings on your network changes.

How do I check the printer Internet connection?

- 1 From the home screen of the printer control panel, touch **SmartSolutions**.
- 2 Touch **More Options**.
- 3 Touch **Internet Connection Test**.

If the printer cannot connect to the Internet, then do the following:

- 1 Turn off the router (access point) and turn it back on again.
Wait one minute for the computer to re-establish the connection.
- 2 Make sure you set the Date and Time on the printer correctly.
 - a From the home screen, navigate to **Device Setup**:
 > **Device Setup**
 - b Touch **Date** to set the current date, and then touch **Accept**.
 - c Touch **Time** to set the current time, and then touch **Accept**.

If you manually set the network configuration of your printer, then check the printer DNS settings.

- 3 From the Solution Center Printer Setup dialog, click **Retry**.

If the printer still cannot connect to the Internet, then see “Printer cannot connect to the Internet” on page 22.

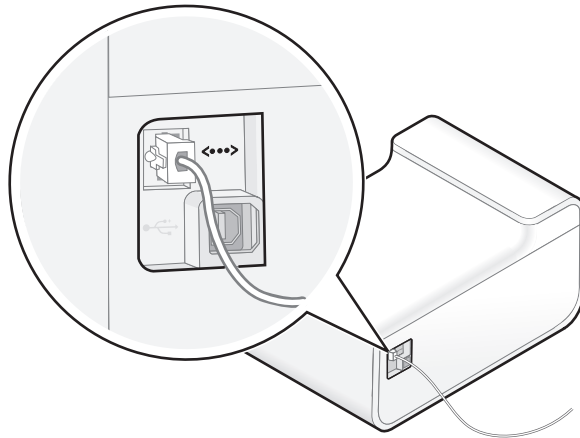
How do I check the printer network setup?

1 Check if the printer is connected to the computer using a USB cable:

If the printer is only connected to the computer through a USB cable, then you will need to connect it to an Ethernet or wireless network with Internet connection.

2 Check if the printer is connected to an Ethernet network:

- Check the connectors on each end of the Ethernet cable for any obvious damage. If the cable is damaged, then use a new one.
- Make sure that one end of the Ethernet cable is securely connected to the printer Ethernet port, and the other end to a network hub or wall connection.



- Make sure the green light on the printer Ethernet port is lit when the Ethernet cable is attached.

3 Check if your printer is connected to a wireless network:

Note: SmartSolutions will not work if your printer is connected to a computer via ad hoc connection.

- Make sure the Wi-Fi indicator light is lit and is solid green.



If the Wi-Fi indicator light is not lit or is orange, then try reconnecting to the wireless network.

- Make sure the SSID is correct.
Print a network setup page from the printer to check the network settings.

- Make sure your WEP key or WPA passphrase is correct (if your network is secure).
Log in to the access point (wireless router) and check the security settings.
- Make sure the printer and computer are within the range of the wireless network.
For most networks, the printer, computer, or other wireless devices should be within 100 feet (30 meters) of the access point.
- Make sure the printer is located away from obstacles or electronic devices that could interfere with the wireless signal.
Make sure the printer and access point are not separated by poles, walls, or support columns containing metal or concrete.
Many devices can interfere with the wireless signal, including baby monitors, motors, cordless phones, security system cameras, other wireless networks, and some Bluetooth devices.
- Check your advanced security settings.
If your network uses MAC address filtering, make sure that you include the MAC address of the printer in the MAC address filter list. This will allow the printer to operate on the network.

4 Check your general network connection:

- Make sure all switches, hubs, routers, access points, and other connecting devices are turned on.
- Make sure the IP address, gateway, and network mask are correct for your network.
Print a network setup page from the printer to check the network settings.
- Make sure your network has connectivity and is working properly.
Try accessing other computers on your network. If your network has Internet access, try connecting to the Internet over a wireless connection.

For more information, see the *Network Getting Started Guide*.

Should I disable the printer search?

By default, the Add Printer Wizard searches for printers within your network through the printer search. However, you need to disable printer search in the following scenarios:

- The printer you are adding is on a different network than your computer.
- The printer you are adding is not shown in the list of printers found in your network. For more information, see “Connection instructions” on page 33.
- Your computer does not have a compatible version of Java or does not meet the recommended system requirements. For more information, see “Recommended system requirements” on page 5.

Disabling printer search

Clear the **Search for my printer on my network** check box on the first screen of the Add Printer Wizard.

Note: Do not disable printer search if the printer and computer are connected through a USB cable.

What are the system recommendations?

For SmartSolutions to work properly, your computer must have a high-speed Internet connection and the following:

Operating System	Browser	Java Virtual Machine	Adobe Flash Player
Windows			
Windows 7	Google Chrome	Java 5 or later	Adobe Flash Player 9.2 or later
	Internet Explorer 8		
	Internet Explorer 8 (32-bit)		
	Firefox 3.5 or later		
Windows Vista (SP1)	Google Chrome		
	Internet Explorer 8		
	Internet Explorer 7 (32-bit)		
	Firefox 3.5 or later		
Windows XP (SP3)	Google Chrome		
	Internet Explorer 8		
	Internet Explorer 7 (32-bit)		
	Internet Explorer 6		
	Firefox 3.5 or later		
Windows 2000	Google Chrome		
	Internet Explorer 6		
Macintosh			
Mac OS X version 10.6	Google Chrome Safari 4 or later	Java 5 or later	Adobe Flash Player 10 or later
Mac OS X version 10.5			
Mac OS X version 10.4			
Linux			
Ubuntu	Google Chrome Firefox 3.5 or later	Java 5 or later	Adobe Flash Player 10 or later
openSUSE			
Fedora			

For the latest updates to the operating system recommendations, visit the Web site at <http://smartsolutions.lexmark.com>.

Software downloads

Visit these Web sites to download compatible versions of the supported software applications or browsers:

- Internet Explorer: <http://www.microsoft.com/windows/internet-explorer/>
- Safari: <http://www.apple.com/safari/>
- Firefox: <http://www.mozilla.com/firefox/>

- Java: <http://www.java.com/download/>
- Adobe Flash Player: <http://www.adobe.com/products/flashplayer/>

Using the Address Book

SmartSolutions uses the address books stored in the printer memory. For more information on creating e-mail and fax contact lists, see the E-mailing chapter or the Faxing chapter of the printer *User's Guide*.

Click **Search address book** from the solution dialog to launch the printer address book.

- From the Contacts tab, select a name from the list to add that contact in your e-mail or fax.
- From the Groups tab, select a name from the list to add that group in your e-mail or fax.

Notes:

- You can enter up to 30 contacts for Scan to Email and Scan to Fax solutions.
- You can enter only 1 contact for solutions that support e-mailing photos, news articles, and other Web-based information.

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