

# Lexmark Services Guidelines

## You have a problem?

We recommend you follow the steps outlined here below:

1. Read the **Setup Instructions** and the **User's guide** that came with your device in printed format or in soft copy on a CD-ROM.
2. Use the Troubleshooting tools which may be available from the output device driver or software installed on your computer.
3. Write down the complete **Error Message** that may be displayed on the output device operator panel.
4. Visit the Lexmark web site Support pages at <http://www.lexmark.co.uk>  
There you will find : Frequently Asked Questions, Troubleshooting Tips, latest Drivers and contact information.
5. If you are facing a technical issue that you were unable to solve using the above tools, then you can call our **Telephone Assistance**. If your printer is out of guarantee be aware that you will be charged a fee for support. If your printer is under guarantee, a copy of your proof of purchase will be required.

**Before calling Lexmark**, please make sure that:

- You have read the Setup instructions,
- You have tried to solve your problem with the software tools provided with your output device,
- Your computer and output device are powered on and can be accessed during the call,
- You have the output device **Model** and **Serial Number** information,
- You have the configuration information of your computer and network appliance if applicable,
- You have your Visa or MasterCard card available.

The Technical Assistance phone number for your country and product can be found at the end of this document or in the printer's box.