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Lenovo M820.

Read and keep this guide.



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Note: Regulatory information can be found in the “Technical information” section of this guide.



Note

It is not lawful in many places to make copies of the following items. When in doubt, check with a legal representative first.

- Governmental paper or documents:
 - Passports
 - Immigration papers
 - Selective service papers
 - Identification badges, cards, or insignias
- Governmental stamps:
 - Postage stamps
 - Food stamps
- Checks or drafts drawn on Governmental agencies
- Paper currency, traveler’s checks, or money orders
- Certificates of deposit
- Copyrighted works

safety information

Warning! To prevent fire or shock hazard, do not expose this product to rain or any type of moisture.

Always follow basic safety precautions when using this product to reduce risk of injury from fire or electric shock.

Warning! Potential shock hazard

- 1 Read and understand all instructions in the quick setup guide.
- 2 Use only a grounded electrical outlet when connecting the unit to a power source. If you do not know whether the outlet is grounded, check with a qualified electrician.
- 3 Observe all warnings and instructions marked on the product.
- 4 Unplug this product from wall outlets before cleaning.
- 5 Do not install or use this product near water or when you are wet.
- 6 Install the product securely on a stable surface.
- 7 Install the product in a protected location where no one can step on or trip over the line cord, and where the line cord will not be damaged.
- 8 If the product does not operate normally, see the online Troubleshooting help.
- 9 No operator-serviceable parts inside. Refer servicing to qualified service personnel.
- 10 Use in a well-ventilated area.

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Important PictBridge Feature Information

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1

get help

This User Guide contains information on using your Lenovo M820 and provides additional troubleshooting assistance for the installation process. The User Guide also contains information on accessories, technical specifications and support.

The table below lists additional sources of information for your Lenovo M820.

| help | description |
|-------------------------------------|---|
| Setup Guide | The Setup Poster provides instructions for setting up and configuring your Lenovo M820. Make sure you use the correct setup information for your operating system (Windows). |
| Photo & Imaging Help | The Photo & Imaging Help provides detailed information on using the software for your Lenovo M820. For Windows users: Go to the Lenovo MFP Solution Center , and click Help . |
| User Guide | The User Guide you have in your hands contains information on using your Lenovo M820 and provides additional troubleshooting assistance for the installation process. The User Guide also contains information on accessories, technical specifications and support. |
| Troubleshooting help | To access troubleshooting information: For Windows users: In the Lenovo MFP Solution Center , click Help . Open the Troubleshooting book in the Photo & Imaging Help, then follow the links to general troubleshooting as well as links to Troubleshooting help that is specific to your Lenovo M820. Troubleshooting is also available from the Help button that appears on some error messages. There is also a Troubleshooting chapter available in this User Guide. |
| Internet help and technical support | If you have Internet access, you can get more information from the Lenovo website at: www.lenovo.com The website also provides answers to frequently asked questions. |
| Readme file | After you install your software, you can access the Readme file (if any) from either the Lenovo M820 CD-ROM or the Lenovo M820 program folder. A Readme file contains late-breaking information that does not appear in the User Guide or the online help. |
| Dialog-box help (Windows only) | For Windows: Use one of the following ways to find information on a specific feature: <ul style="list-style-type: none"> • Right-click on the feature • Select the feature and press F1 • Select the ? in the upper-right corner then click on the feature |



2

quick start

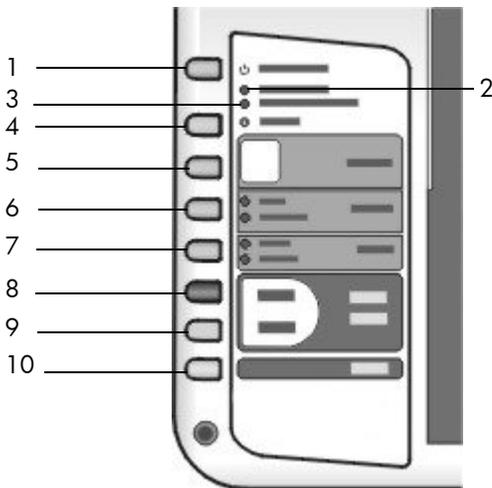
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2.1

front panel overview

Use the graphic and table below to become familiar with the front panel features of your Lenovo M820.

Note: The front panel cover must be attached to the Lenovo M820 by removing the adhesive backing and placing the cover in the appropriate location. The Lenovo M820 will not operate unless the front panel cover is attached properly. If your Lenovo M820 is not operating properly, refer to the setup instructions for information about attaching the front panel cover.



| feature | purpose |
|---------|--|
| 1 | On/Resume: turns the Lenovo M820 on and off. Also, resumes a copy or print job after a jam or other error. If the Lenovo M820 is in an error state, you can turn it off by pressing On/Resume for 3 seconds. Warning! When the Lenovo M820 is off, a minimal amount of power is still supplied to the device. Unplug the power cord to completely disconnect the power supply to the Lenovo M820. |
| 2 | Check Paper: lights up to indicate the need to load paper or remove a paper jam. |
| 3 | Check Print Cartridge: lights up to indicate the need to reinsert or replace the print cartridge or close the print carriage access door. |

| feature | purpose |
|----------------|---|
| 4 | Cancel: stops a job or exits button settings. |
| 5 | Copies (1-9): changes the number of copies for a copy job. |
| 6 | Size: changes the copy image size to either 100% or Fit to Page. |
| 7 | Paper Type: changes the paper type to Plain or Photo. |
| 8 | Start Copy, Black: starts a black-and-white copy. |
| 9 | Start Copy, Color: starts a color copy. |
| 10 | Scan: starts a scan of an original from the glass. |



2.2

PictBridge camera port overview

Your Lenovo M820 supports the PictBridge standard. The PictBridge port allows you to connect any PictBridge-compliant camera to the Lenovo M820 with a USB cable and print your photos without using the computer.

Note: Do not use this port to connect your Lenovo M820 to your computer. Also, do not connect any other USB device, such as a mouse, keyboard, or photo card reader to this port.



For more information on printing from your PictBridge camera, see print from a camera on page 4-1.

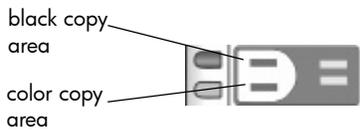
2.3

front panel status lights

Status lights on the front panel provide information about tasks that your Lenovo M820 is currently performing or about maintenance tasks that you need to perform on the device. For example, you can tell if the device is on or off, if it is processing a black-and-white or color copy, if it is out of paper, or if there is a paper jam.

All status lights on the front panel are reset to the default display after two minutes unless there is an error.

Review the graphic and the table on the next page to become familiar with the front-panel status lights that provide information about tasks that your Lenovo M820 is currently performing.

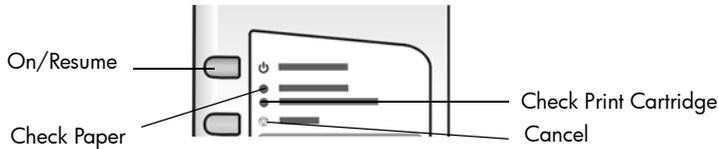


| on light (green) | black copy area (backlight) | color copy area (backlight) | explanation | what to do? |
|--------------------|-----------------------------|-----------------------------|---|---|
| Light is off. | Light is off. | Light is off. | Your Lenovo M820 is turned off. | Press the On/Resume button to turn your Lenovo M820 on. |
| Light is on. | Light is on. | Light is on. | Your Lenovo M820 is turned on and is ready for use. | Begin a scan, copy, or print job from the front panel or from the software. |
| Light is blinking. | Light is on. | Light is on. | Your Lenovo M820 is processing a print, scan, or maintenance job. | Wait for your Lenovo M820 to finish processing the job. |
| Light is blinking. | Light is blinking. | Light is on. | Your Lenovo M820 is processing a black-and-white copy job. | Wait for your Lenovo M820 to finish processing the job. |
| Light is blinking. | Light is on. | Light is blinking. | Your Lenovo M820 is processing a color copy job. | Wait for your Lenovo M820 to finish processing the job. |

| on light (green) | black copy area (backlight) | color copy area (backlight) | explanation | what to do? |
|---|-----------------------------|-----------------------------|--|---|
| Blinks faster for 3 seconds and then stays illuminated. | Light is on or blinking. | Light is on or blinking. | Your Lenovo M820 is busy doing another task. | Wait for the current job to be completed before starting another job. |

In addition to providing information about current tasks, the lights on the front panel can also indicate error conditions.

Review the graphic and the table below to become familiar with the front-panel status lights that provide information about error conditions that your Lenovo M820 is currently experiencing.



If the On light, Check Print Cartridge light, Check Paper light, and Start Copy, Black and Start Copy, Color lights are all flashing, do the following:

- 1 Verify that the front-panel overlay is attached to the Lenovo M820.
- 2 Turn your Lenovo M820 off and on by disconnecting the power cord and reconnecting.

| on light (green) | check paper light | check print cartridge light | explanation | what to do? |
|--------------------------------|-------------------|-----------------------------|---|---|
| Rapid blinking for 20 seconds. | Light is off. | Light is off. | The Lenovo M820 is trying to scan and there is a communication problem. | Verify that your computer is on and is connected to the Lenovo M820. Verify that the Lenovo M820 software is installed. |

| on light (green) | check paper light | check print cartridge light | explanation | what to do? |
|------------------|--------------------|-----------------------------|---|--|
| Light is on. | Light is blinking. | Light is off. | The paper tray is empty, the Lenovo M820 has a paper jam, or the paper size setting and paper in paper tray are not the same. | <ul style="list-style-type: none"> • Load paper, or remove the paper jam. • Change paper in paper tray to correct size. • Change paper size on the computer software. <p>Then press On/ Resume to continue.</p> |
| Light is on. | Light is off. | Light is blinking. | <ul style="list-style-type: none"> • Print cartridge access door might be open. • Print cartridges might be missing or not installed properly. • Tape might not have been removed from the print cartridges. • There might be a problem with the print cartridge. | <ol style="list-style-type: none"> 1 Remove the print cartridges and make sure the tape has been removed. 2 Re-insert the print cartridges and make sure they are properly seated. 3 Close the access door. <p>If the light continues to blink, one of the print cartridges is defective. Do the following:</p> <ol style="list-style-type: none"> 1 Remove the black print cartridge. 2 Close the access door. <p>If the light blinks, the tri-color print cartridge is defective and must be replaced. If the light does not blink, the black cartridge is defective.</p> <p>For more information on this condition, click the Lenovo M820 status icon in the system tray on your computer (Windows only).</p> |

| on light (green) | check paper light | check print cartridge light | explanation | what to do? |
|--------------------|--------------------|-----------------------------|--|--|
| Light is on. | Light is blinking. | Light is blinking. | The print carriage is stalled. | Open the print carriage access door and make sure the carriage is not obstructed. |
| Light is blinking. | Light is blinking. | Light is blinking. | An error caused the Lenovo M820 to stop functioning. | <ol style="list-style-type: none"> 1 Turn the Lenovo M820 off and then on. 2 Restart your computer. 3 If the problem is not corrected, unplug the Lenovo M820 and plug it in again. If the problem persists, contact Lenovo. |



2.4

use your Lenovo M820 with a computer

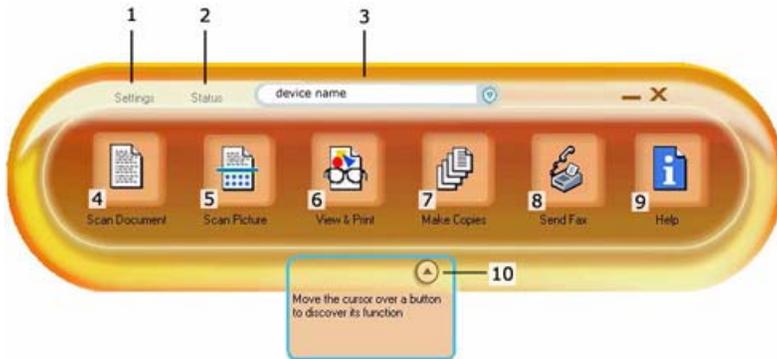
If you installed the Lenovo M820 software on your computer according to the Setup Poster, you can access all the features of the Lenovo M820 using the Lenovo MFP Solution Center.

open the Lenovo MFP Solution Center for Windows users

- 1 Do one of the following to open the Lenovo MFP Solution Center:
 - Double-click the **Lenovo MFP Solution Center** icon on the desktop.
 - In the Windows taskbar, click **Start**, point to **Programs** or **All Programs (XP)**, point to **Lenovo**, then select **Lenovo MFP Solution Center**.
- 2 In the **Select Device** box, click to see a list of installed devices supported by this software.
- 3 Select **Lenovo M820**.

Note: The Lenovo MFP Solution Center graphic below might appear differently on your computer. The Lenovo MFP Solution Center is customized based on the device that is selected. If your device is not equipped with a particular feature (such as fax capability), then the icon for that feature will not display in the Lenovo MFP Solution Center on your computer. Some devices might show additional buttons that are not shown below.

Tip: If the Lenovo MFP Solution Center on your computer does not contain any icons, an error might have occurred during the software installation. To correct this, use the Control Panel in Windows to completely uninstall the Lenovo MFP Solution Center software, and then reinstall the Lenovo MFP Solution Center.



| feature | purpose |
|---------|---|
| 1 | Settings: select this feature to view or change various settings for your Lenovo M820, such as print, scan, or copy. |
| 2 | Status: select this feature to display the current status of your Lenovo M820. |
| 3 | Select Device: use this feature to select the device you want to use from the list of installed devices. |
| 4 | Scan Document: use this feature to scan text and display it in the selected text editing software program. |
| 5 | Scan Picture: use this feature to scan an image and display it in the Photo & Imaging Gallery. |
| 6 | View & Print: Opens the Photo & Imaging Gallery, where you can view, edit, print, and share your images. |
| 7 | Make Copies: use this feature to display the Copy dialog box where you can select the copy quality, number of copies, color, size, and then start a copy. |
| 8 | Help: select this feature to access the Photo & Imaging Help, which provides software help, a product tour, troubleshooting information for your Lenovo M820, and Lenovo M820 product-specific help. |
| 12 | Click this arrow to display tool tips that explain each of the Lenovo MFP Solution Center options. |

3

load originals and load paper

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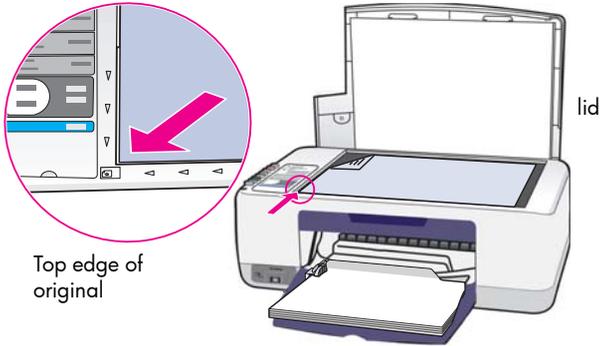
3.1

load originals

Review the procedure below for loading originals on the glass of your Lenovo M820.

Note: Some copy options, such as Fit to Page, will not work correctly if the glass and lid backing are not clean. For more information, see **clean the glass** and **clean the lid backing** on page 7-3.

- 1 To load an original, lift the lid and place the original face down on the left front corner of the glass with the sides of the original touching the left and bottom edges.



- 2 Close the lid.

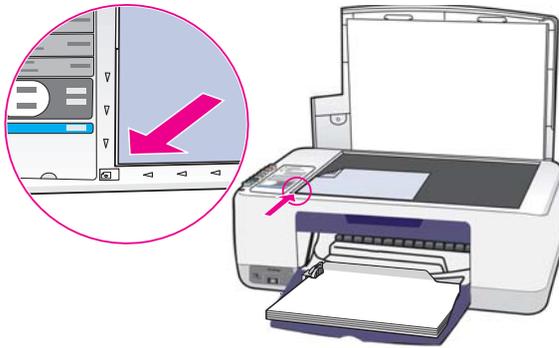
For information on making a copy, see **make copies** on page 5-2. For more information on scanning a document, see **scan an original** on page 6-3.

3.2

load an original photo on the glass

You can make a copy of an original photo from the glass of your Lenovo M820. It is important that you load the original photo on the glass properly to get the best possible copy.

- 1 Load your original photo face down on the left front corner of the glass.
Position the photo on the glass so the long edge of the photo is along the front edge of the glass.



- 2 Close the lid.

For more information on special copy jobs, or making borderless copies of photos, see **perform special copy jobs** on page 5-4.

3.3

load letter or A4 paper

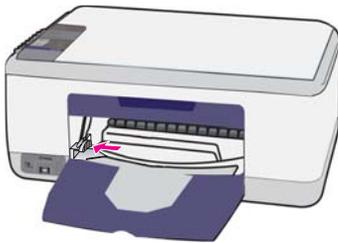
The following describes the basic procedure for loading letter or A4 paper into the Lenovo M820. For best results, adjust the paper settings each time you change paper types or paper sizes. For more information, see **set the paper type** on page 3-9, and **avoid jams** on page 3-10.

Note: There are specific considerations for loading certain types of paper, postcards, and envelopes. After you review the procedure for loading letter and A4 paper, see **load envelopes** on page 3-6, and **load postcards, Hagaki cards, or 4 by 6 inch (10 by 15 cm) photo paper** on page 3-7, and **set the paper type** on page 3-9.

1 Lower the paper tray, and if necessary, slide the paper-width guide to the outermost position.

2 Fold out the paper-tray extender to catch paper as it exits the device.

Tip: For best results when loading legal-size paper, fold in the paper-tray extender before loading the paper to avoid a paper jam.



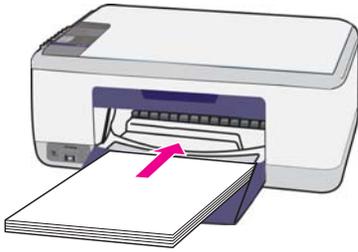
3 Tap the stack on a flat surface to align the edges of the paper, and then check the paper for the following:

- Make sure it is free of rips, dust, wrinkles, and curled or bent edges.
- Make sure all the paper in the stack is the same size and type.

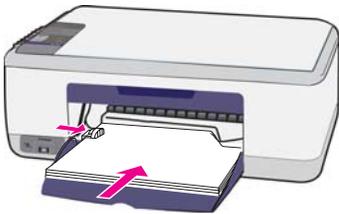
4 Insert paper into the paper tray with the print side down until it stops. To avoid bending the paper, make sure you do not push the paper in too far, or push too hard. If you are using letterhead, insert the top of the page first.

Do not use too much paper. Check that the stack of paper contains several sheets but is no higher than the top of the paper-width guide.

Note: Forcing the paper too far into the Lenovo M820 might cause multiple sheets of paper to be fed through the print mechanism, or cause a paper jam.



- 5 Slide the paper-width guide in until it stops at the edge of the paper. Make sure that the paper stack lies flat in the paper tray and fits under the tab of the paper-width guide.



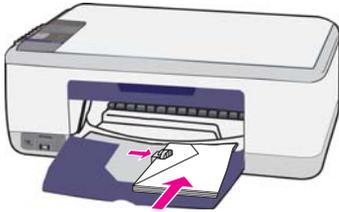
3.4

load envelopes

Use the print feature of your word processing software to print to envelopes with your Lenovo M820. Use envelopes for printing only; copying on to an envelope is not recommended. Do not use shiny or embossed envelopes, or envelopes that have clasps or windows. You can load the paper tray with one or multiple envelopes.

Note: Consult the help files in your word processing software for details on how to format text for printing on envelopes.

- 1 Remove all paper from the paper tray.
- 2 Slide an envelope into the tray, with the envelope flap up and to the left (print side down), until it stops. Do not force the envelope in too far.



- 3 Adjust the paper-width guide against the envelope. Be careful not to bend the envelope. Do not overload the paper tray when loading multiple envelopes. Make sure the stack of envelopes is no higher than the top of the paper-width guide.



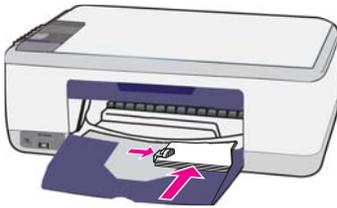
3.5

load postcards, Hagaki cards, or 4 by 6 inch (10 by 15 cm) photo paper

The following is the procedure for loading postcards, Hagaki cards, or 4 by 6 inch (10 by 15 cm) photo paper.

- 1 Remove all paper from the paper tray, and then slide a stack of cards into the tray until it stops. Insert the short edge of the card into the Lenovo M820 first. Make sure the print side faces down.

Note: If you are using photo paper with perforated tabs, load the photo paper so that the tabs face out towards you.



- 2 Adjust the paper-width guide against the cards until it stops. Make sure the cards fit within the tray. Do not overload it. The stack should be no higher than the top of the paper-width guide.



3.6

recommended papers

For the best print quality, use Inkjet papers. Paper that is too thin, paper that has a slick texture, or paper that stretches easily can cause paper jams. Paper that has a heavy texture or does not accept ink can cause printed images to smear, bleed, or not be filled in completely. Load other types of paper in the paper tray.

The following table provides guidelines for loading nonstandard types of paper. For best results, adjust the paper settings each time you change the paper type or paper size. For more information, see **set the paper type** on page 3-9.

Note: Some paper types might not be available in your country/region.

Note: Photo paper might curl when you remove it from the box. If this occurs, curl the paper the opposite way to flatten it before inserting it into the Lenovo M820.

| paper | tips |
|--------------------------------------|--|
| Inkjet papers | <ul style="list-style-type: none">• Premium Paper: locate the gray arrow on the nonprinting side of the paper, and then load paper with the arrow side facing up.• Greeting Card Paper, Glossy Greeting Card Paper, or Textured Greeting Cards: insert a small stack of greeting cards with the print side down, into the paper tray until it stops. |
| Labels (works only with printing) | <ul style="list-style-type: none">• Always use letter or A4 label sheets designed for use with inkjet products (like Avery Inkjet Labels), and make sure that the labels are not over two years old.• Fan the stack of labels to make sure none of the pages are sticking together.• Place a stack of label sheets on top of standard paper in the paper tray, print side down. Do <i>not</i> insert labels one sheet at a time. |



set the paper type

If you want to use a different type of paper, load that paper in the paper tray. You should then change the paper type settings to ensure the best print quality. This setting refers to copy settings only. If you want to set the paper type for printing, set the properties from the Print dialog box in the software program on your computer.

The following procedure describes how to change the paper type setting on your Lenovo M820.

- 1 Load paper into the Lenovo M820.
- 2 Press **Paper Type** on the front panel to change the setting to **Plain** or **Photo**.



3.8

avoid jams

To avoid jams, remove papers from completed print or copy jobs frequently from the paper tray. Excessive amounts of paper from completed print or copy jobs in the paper tray might back up into the Lenovo M820 and cause a paper jam. Also, for best results, use recommended papers, and load paper correctly. For more information see, **recommended papers** on page 3-8, and **load letter or A4 paper** on page 3-4.



4

print from a camera

4-1 connect a camera 4-2
4-2 print photos from your camera 4-3



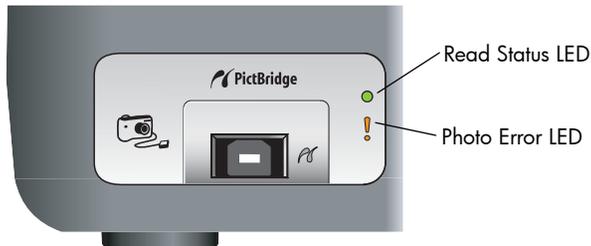
4.1

connect a camera

After you take photos with your PictBridge-compliant camera, you can print them immediately. We recommend you connect your camera's power cable to the camera to conserve battery power.

- 1 Turn on your camera and be sure it is in PictBridge mode. Refer to your camera's user guide.
- 2 Connect the PictBridge-compliant camera to the front USB port of the Lenovo M820 by using the USB cable that came with your camera.

When the camera is connected correctly, the Read Status LED is illuminated. The Read Status LED next to the card slots blinks green when printing from the camera. If the camera is not PictBridge-compliant or is not in PictBridge mode, the Photo Error LED blinks amber. Disconnect the camera, correct the problem on the camera and reconnect.





4.2

print photos from your camera

After you successfully connect your PictBridge-compliant camera to the Lenovo M820, you can print your photos. Print functionality is managed by the camera settings, if any. Refer to your camera's user guide for more information.

If your camera does not allow you to make settings, your Lenovo M820 uses the following default settings:

- Paper type is set to photo paper. Use letter or A4, or 4 by 6 inch (10 by 15 cm) tabbed photo paper when printing from the PictBridge port.
- Paper size is detected by the Lenovo M820.
- Number of images printed on each page is 1.

Refer to your camera's user guide for more information.



5

use the copy features

- 5-1 make copies5-2
- 5-2 perform special copy jobs 5-4
- 5-3 stop copying 5-6



5.1

make copies

You can make copies by using the front panel of your Lenovo M820 or by using the Lenovo MFP Solution Center software on your computer. Copy features are available through either method. However, the software offers additional copy features that are not available from the front panel.

All copy settings that you select on the front panel are reset *two minutes* after the Lenovo M820 completes the copy.

This section contains the following topics:

- **make a copy** on page 5-2
- **adjust copy speed or quality** on page 5-2
- **set the number of copies** on page 5-3

make a copy

1 Load your original face down on the left front corner of the glass.
If you are copying a photo, position the photo on the glass so the long edge of the photo is along the front edge of the glass. For more information, see **load originals** on page 3-2.

2 Press **Start Copy, Black** or **Start Copy, Color**.

The Lenovo M820 makes an exact copy of your original using Best quality mode.

Tip: You can also use the Paper Type and Scan buttons to make Fast draft-quality copies or you can use the Size button to reduce or enlarge an original to fit a specific paper size.

For more information on these options, see the following topics:

- **adjust copy speed or quality** on page 5-2
- **reduce or enlarge an original to fit the paper loaded** on page 5-5

adjust copy speed or quality

The Lenovo M820 automatically copies in Best mode. This produces the highest quality copies for all paper. However, you can manually override this setting to copy in Fast mode. This produces copies more quickly and saves ink. The text is of comparable quality to copies produced using Best mode, but the graphics might be of lower quality.

to make a copy from the front panel using the fast setting

- 1 Load your original face down on the left front corner of the glass.
- 2 Press the **Paper Type** button to select **Plain**.
Note: In order to make a copy using Fast mode, you must select Plain as the Paper Type. If the Paper Type is set to Photo, the Lenovo M820 will always copy in Best mode.
- 3 Press and hold down the **Scan** button, and then press **Start Copy, Black** or **Start Copy, Color**.

set the number of copies

- 1 Load your original face down on the left front corner of the glass.
- 2 Press **Copies** to increase the number of copies, up to a maximum of 9, and then press **Start Copy, Black** or **Start Copy, Color**.

5.2

perform special copy jobs

In addition to standard copying, your Lenovo M820 can copy photos and automatically enlarge or reduce your original to fit a specific paper size.

This section contains the following topics:

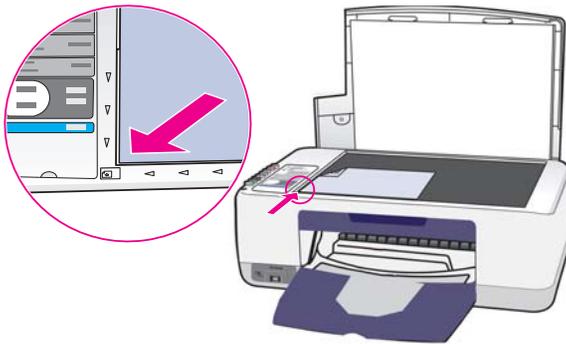
- **make a 4 by 6 inch (10 by 15 cm) borderless copy of a photo** on page 5-4
- **reduce or enlarge an original to fit the paper loaded** on page 5-5

For information on copy options that are available in the Lenovo MFP Solution Center, see the onscreen **Photo & Imaging help** that came with your software.

make a 4 by 6 inch (10 by 15 cm) borderless copy of a photo

For the best quality when copying a photo, load photo paper in the paper tray, and then use the Paper Type button to select Photo.

- 1 Load your original photo face down on the left front corner of the glass.
Position the photo on the glass so the long edge of the photo is along the front edge of the glass.



- 2 Load 4 by 6 inch (10 by 15 cm) tabbed photo paper print side down in the paper tray, with the tab facing out towards you.
- 3 If your original is not 4 by 6 inches (10 by 15 cm), press the **Size** button to select **Fit to Page**.
The Lenovo M820 will resize the original to 4 by 6 inches (10 by 15 cm) to create a borderless copy.

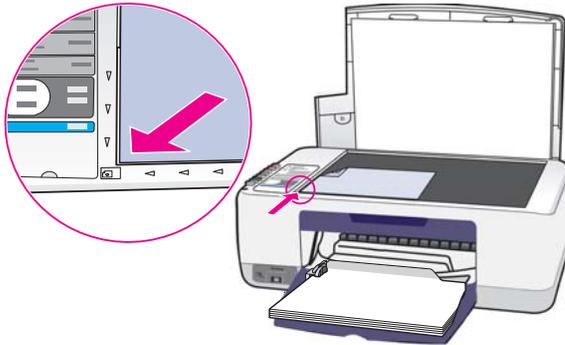
- 4 Press the **Paper Type** button to select **Photo**.
This tells the Lenovo M820 that you have photo paper loaded in the paper tray. When printing onto photo paper, the Lenovo M820 automatically copies your original in Best quality mode.
- 5 Press **Start Copy, Black** or **Start Copy, Color**.

reduce or enlarge an original to fit the paper loaded

Use Fit to Page when you want to automatically enlarge or reduce your original to fill the printable area of the paper size loaded in the paper tray.

For example, you can use Fit to Page to enlarge a small photo to fit within the margins of a full-size page (as shown below), reduce an original to prevent unwanted cropping of text or images around the margins, or reduce or enlarge an original to create a borderless 4 by 6 inch (10 by 15 cm) photo.

- 1 Make sure that the glass and lid backing are clean.
- 2 Load your original face down on the left front corner of the glass.
If you are copying a photo, position the photo on the glass so the long edge of the photo is along the front edge of the glass, as shown below.



- 3 Press the **Size** button to select **Fit to Page**.
- 4 Press **Start Copy, Black** or **Start Copy, Color**.



5.3

stop copying

- ▶ To stop copying, press **Cancel** on the front panel.
The Lenovo M820 immediately stops printing and releases the paper.



6

use the scan features

| | |
|--------------------------------|-----|
| 6-1 scan an original | 6-3 |
| 6-2 stop scanning | 6-4 |

Scanning is the process of converting pictures and text into an electronic format for your computer. You can scan photos and text documents.

Because the scanned image or text is in an electronic format, you can bring it into your word processor or graphics software program and modify it to suit your needs. You can do the following:

- Scan photos of your kids and e-mail them to relatives, create a photographic inventory of your house or office, or create an electronic scrapbook.
- Scan text from an article into your word processor and quote it in a report, saving you a lot of retyping.

To use the scan features, your Lenovo M820 and computer must be connected and turned on. The Lenovo M820 software must also be installed and running on your computer prior to scanning. To verify that the Lenovo M820 software is running on a Windows PC, look for the Lenovo M820 icon in the system tray at the lower right side of your screen, next to the time.

You can start a scan from your computer or from your Lenovo M820. This section explains how to scan from the front panel of the Lenovo M820 only.

For information about how to scan from the computer, and how to adjust, resize, rotate, crop, and sharpen your scans, see the onscreen **Photo & Imaging help** that came with your software.

Note: Bright direct sunlight on your Lenovo M820, or halogen desk lamps placed close to your Lenovo M820, might affect the quality of scanned images.

Note: High resolution scanning (600 dpi or higher) requires a large amount of hard disk space. If there is not enough hard disk space available, your system might stall.



6.1

scan an original

- 1 Load your original face down in the left front corner of the glass.
- 2 Press **Scan**.

A preview image of the scan appears in the Scan window on the computer, where you can edit it.

For more information about editing a preview image, see the onscreen **Photo & Imaging help** that came with your software.
- 3 Make any edits to the preview image in the **Scan** window. When you have finished, click **Accept**.

The Lenovo M820 sends the scan to the Photo & Imaging Gallery, which automatically opens and displays the image.

The Photo & Imaging Gallery has many tools that you can use to edit your scanned image. You can improve the overall image quality by adjusting the brightness, sharpness, color tone, or saturation. You can also crop, straighten, rotate, or resize the image.

When the scanned image looks just the way you want it, you can open it in another application, send it via e-mail, save it to a file, or print it. For more information about using the Photo & Imaging Gallery, see the onscreen **Photo & Imaging help** that came with your software.



6.2

stop scanning

- ▶ To stop scanning, press **Cancel** on the front panel.



7

maintain your Lenovo M820

| | |
|--|------|
| 7-1 clean the glass | 7-2 |
| 7-2 clean the lid backing | 7-3 |
| 7-3 clean the exterior | 7-4 |
| 7-4 work with print cartridges | 7-5 |
| 7-5 self-maintenance sounds | 7-14 |



7.1

clean the glass

Dirty glass from fingerprints, smudges, hair, and so on slows down performance and affects the accuracy of features such as Fit to Page.

- 1 Turn off the Lenovo M820, unplug the power cord, and raise the lid.
- 2 Clean the glass with a soft cloth or sponge slightly moistened with a nonabrasive glass cleaner.

Caution! Do not use abrasives, acetone, benzene, or carbon tetrachloride on the glass; these can damage it. Do not place or spray liquids directly on the glass. They might seep under it and damage the Lenovo M820.

- 3 Dry the glass with a chamois or cellulose sponge to prevent spotting.



7.2

clean the lid backing

Minor debris can accumulate on the white document backing located underneath the lid of the Lenovo M820. This can cause problems during scan or copy tasks.

- 1 Turn off the Lenovo M820, unplug the power cord, and raise the lid.
 - 2 Clean the white document backing with a soft cloth or sponge slightly moistened with a mild soap and warm water.
 - 3 Wash the backing gently to loosen debris; do not scrub the backing.
 - 4 Dry the backing with a chamois or soft cloth.
- Caution!** Do not use paper-based wipes as these might scratch the backing.
- 5 If this does not clean the backing well enough, repeat the previous steps using isopropyl (rubbing) alcohol, and wipe the backing thoroughly with a damp cloth to remove any residual alcohol.



7.3

clean the exterior

Use a soft cloth or slightly moistened sponge to wipe dust, smudges, and stains off the case. The interior of the Lenovo M820 does not require cleaning. Keep fluids away from the interior of the Lenovo M820 as well as the front panel.



7.4

work with print cartridges

To ensure the best print quality from your Lenovo M820, you will need to perform some simple maintenance procedures.

This section contains the following topics:

- **check the ink levels** on page 7-5
- **print a self-test report** on page 7-5
- **handle print cartridges** on page 7-6
- **replace the print cartridges** on page 7-7
- **use a print cartridge protector** on page 7-10
- **align the print cartridges** on page 7-10
- **clean the print cartridge contacts** on page 7-12

check the ink levels

You can easily check the ink supply level to determine how soon you might need to replace a print cartridge. The ink level supply shows an approximation of the amount of ink remaining in the print cartridges. Checking the ink levels can only be done from the Lenovo MFP Solution Center.

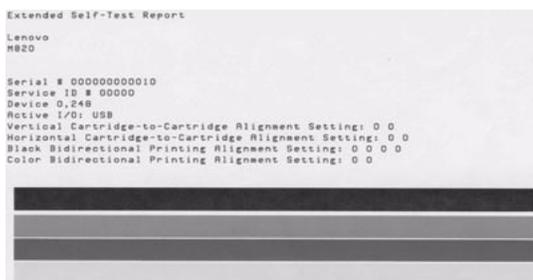
to check the ink level for Windows users

- 1 From the **Lenovo MFP Solution Center**, choose **Settings**, choose **Print Settings**, and then choose **Printer Toolbox**.
- 2 Click the **Estimated Ink Levels** tab.
The estimated ink levels appear for the print cartridges.

print a self-test report

If you are experiencing problems with printing, print a Self-Test Report before you replace the print cartridges.

- 1 Press and hold down **Cancel**.
- 2 Press **Start Copy, Color**.
The Lenovo M820 prints a Self-Test Report, which might indicate the source of any problems you might be having.



Black bar
Color bars

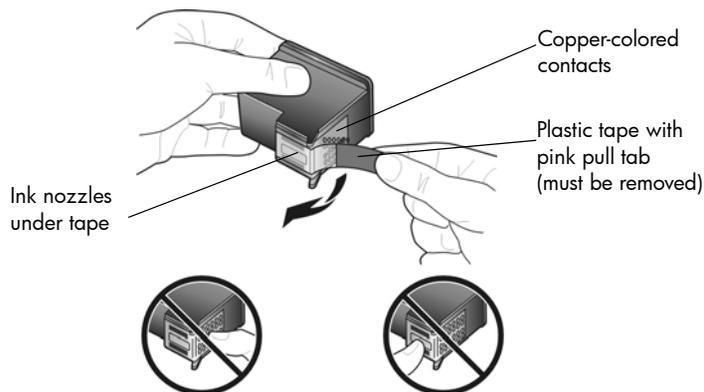
Black and tri-color cartridges installed

- 3 Check the color blocks for streaking or white lines.
 - Missing color blocks might indicate that the tri-color print cartridge is out of ink. You might need to clean or replace your print cartridges.
 - Streaks might indicate clogged nozzles or dirty contacts. You might need to clean the print cartridges. Do *not* clean with alcohol.

For information on replacing ink cartridges, see **replace the print cartridges** on page 7-7 and for information on cleaning print cartridges, see **clean the print cartridge contacts** on page 7-12.

handle print cartridges

Before you replace a print cartridge, you should know the part names and how to handle the print cartridge.

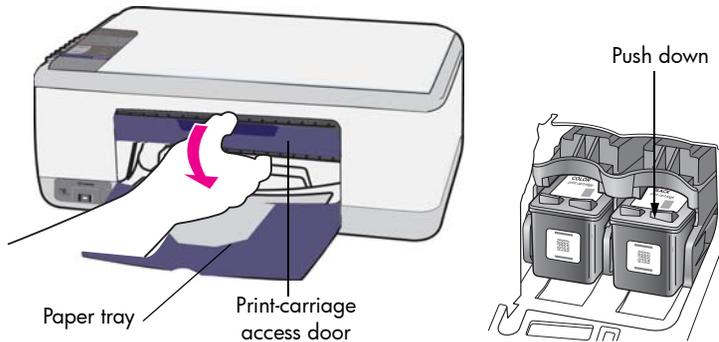


Do not touch the copper-colored contacts or the ink nozzles

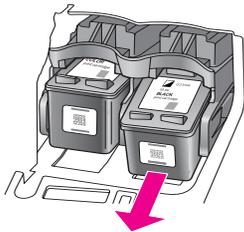
replace the print cartridges

The Lenovo M820 notifies you when you need to replace your print cartridges. Replace the print cartridges when you see faded text or if you experience print quality issues related to the print cartridges.

- 1 Turn on the Lenovo M820 and then lower the paper tray to access the print-carriage access door.
- 2 Open the print-carriage access door by lowering the handle.
The print carriage moves to the center of the Lenovo M820.

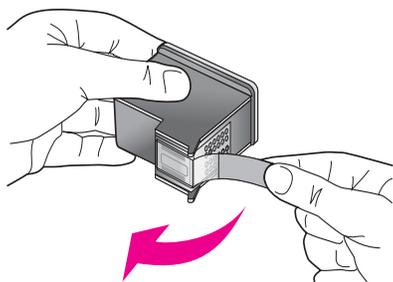


- 3 After the carriage stops moving, push down on the print cartridge to release it, and then pull it toward you out of its slot.



Note: It is normal to see ink buildup in the print cartridge slots.

- 4 Remove the new print cartridge from its packaging and, being careful to touch only the bright pink plastic tab, gently remove the plastic tape to uncover the ink nozzles.

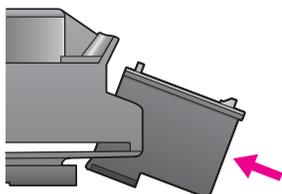


Caution! Do not touch the copper-colored contacts or ink nozzles.

After you have removed the plastic tape, install the print cartridge immediately to prevent the ink from drying in the nozzles.

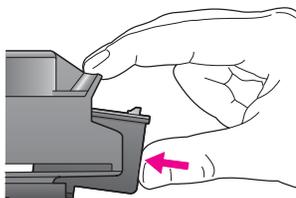
- 5 Hold the black print cartridge with the Lenovo label on top. Slide the print cartridge at a slight angle into the *right* side of the print carriage. Press firmly until the print cartridge snaps into place.

Caution! Do not attempt to push the cartridge straight into the slot. It must slide in at a slight angle.

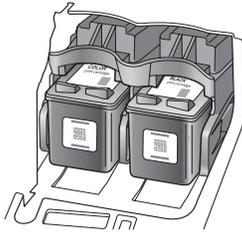


- 6 Hold the tri-color print cartridge with the Lenovo label on top. Slide the print cartridge at a slight angle into the *left* side of the print carriage. Press firmly until the print cartridge snaps into place.

Caution! Do not attempt to push the cartridge straight into the slot. It must slide in at a slight angle.



Note: You must install *both* print cartridges in order for your Lenovo M820 to work.



You can also refer to the label that is located on the inside of the print-carriage access door for information on installing the print cartridges.

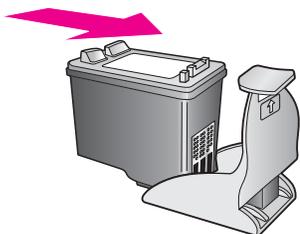
- 7** Close the print-carriage access door. Within a few minutes, a print cartridge alignment page prints. You will need to align the print cartridges. For information on aligning the print cartridges, see **align the print cartridges** on page 7-10.

use a print cartridge protector

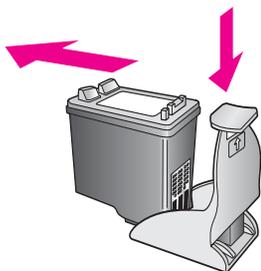
When you purchase a print cartridge, you will receive a print cartridge protector.

The print cartridge protector is designed to keep your print cartridge secure when it is not being used. It also prevents the ink from drying out. Whenever you remove a print cartridge from the Lenovo M820, store it in the print cartridge protector.

- ▶ To insert a print cartridge into the print cartridge protector, slide the print cartridge into the print cartridge protector at a slight angle and snap it securely into place.



- ▶ To remove the print cartridge from the print cartridge protector, press down and back on the top of the print cartridge protector to release the print cartridge, then slide the print cartridge out of the print cartridge protector.

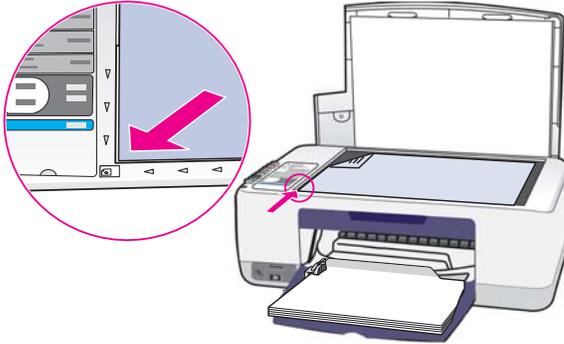


align the print cartridges

After you install or replace a print cartridge, the Lenovo M820 automatically prints a print cartridge alignment sheet. This might take a few moments. You can also align the print cartridges at any time from the Lenovo MFP Solution Center. For information on accessing the Lenovo MFP Solution Center, see **use your Lenovo M820 with a computer** on page 2-9. Aligning the print cartridges ensures high-quality output.

to align the print cartridges after installing a new print cartridge

- 1 Place the print cartridge alignment sheet face down on the left front corner of the glass. Make sure the top of the sheet is on the left side as shown below.

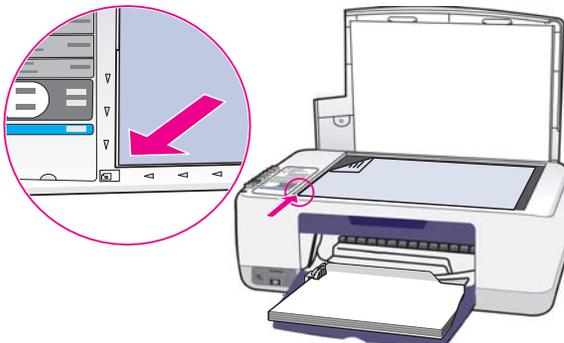


- 2 Press **Scan**.
The Lenovo M820 aligns the print cartridges.

Note: During alignment the button LED blinks until the procedure is finished. This takes about 30 seconds.

to align the print cartridges from the Lenovo MFP Solution Center for Windows users

- 1 From the **Lenovo MFP Solution Center**, choose **Settings**, choose **Print Settings**, and then choose **Printer Toolbox**.
- 2 Click the **Device Services** tab.
- 3 Click **Align the Print Cartridges**.
A print cartridge alignment sheet is printed.
- 4 Place the print cartridge alignment sheet face down on the left front corner of the glass. Make sure the top of the sheet is on the left side as shown below.



5 Press **Scan**.

The Lenovo M820 aligns the print cartridges.

Note: During alignment the button LED blinks until the procedure is finished. This takes about 30 seconds.

clean the print cartridge contacts

Clean the print cartridge contacts only if the Self-Test Report shows streaks.

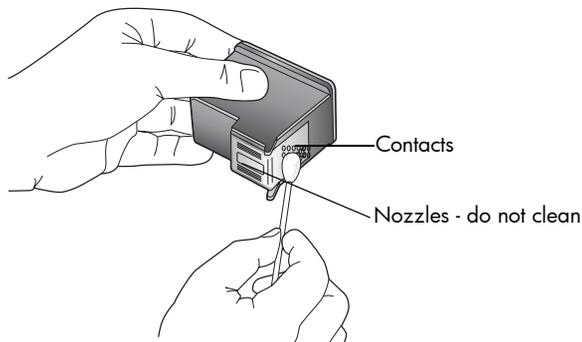
Caution! Do not remove both print cartridges at the same time. Remove and clean each print cartridge one at a time.

Make sure you have the following materials available:

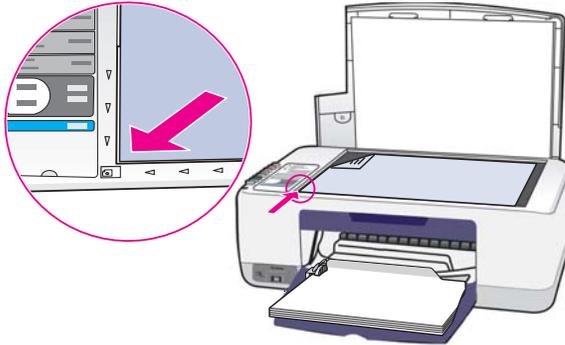
- Dry foam rubber swabs, lint-free cloth, or any soft material that will not come apart or leave fibers.
- Distilled, filtered, or bottled water (tap water might contain contaminants that can damage the print cartridges).

Caution! Do *not* use platen cleaners or alcohol to clean the print cartridge contacts. These can damage the print cartridge or the Lenovo M820.

- 1** Turn the Lenovo M820 on and open the print-carriage access door. The print carriage moves to the center.
- 2** After the print carriage has moved to the center, unplug the power cord from the back of the Lenovo M820.
- 3** Push down on the print cartridge to release it, and then pull it out of its slot.
- 4** Inspect the print cartridge contacts for ink and debris buildup.
- 5** Dip a clean foam rubber swab or lint-free cloth into distilled water, and squeeze any excess water from it.
- 6** Hold the print cartridge by its sides.
- 7** Clean only the contacts. Do *not* clean the nozzles.



- 8 Place the print cartridge back into the holder.
- 9 Repeat if necessary for the other print cartridge.
- 10 Close the door and plug in the Lenovo M820.
Because you removed a print cartridge from its holder, the Lenovo M820 automatically prints a print cartridge alignment sheet.
- 11 Place the print cartridge alignment sheet face down on the left front corner of the glass. Make sure the top of the sheet is on the left side as shown below.



- 12 Press **Scan**.
The Lenovo M820 aligns the print cartridges.
Note: During alignment the button LED blinks until the procedure completes. This takes about 30 seconds.



7.5

self-maintenance sounds

During the life of your product you might hear various mechanical sounds. This is a normal part of your device's self-maintenance.



8

get Lenovo M820 support

- 8-1 get support and other information from the Internet 8-3
- 8-2 Lenovo customer support 8-4
- 8-3 prepare your Lenovo M820 for shipment 8-5

If you are unable to find the answer you need in the printed or onscreen documentation supplied with your product, you can contact one of the Lenovo support services listed in the following sections. If a support service number is not listed for your country/region, contact your nearest authorized Lenovo dealer for help.



8.1

get support and other information from the Internet

If you have Internet access, you can get more information from the Lenovo website at:

www.lenovo.com/Support/Channel/

This website offers technical support, drivers and ordering information.



8.2

Lenovo customer support

Software programs from other companies might be included with your Lenovo M820. If you experience problems with any of those programs, you will receive the best technical assistance by calling the experts at that company.

If you need to contact Lenovo Customer Support, do the following before you call.

- 1 Make sure that:
 - a. Your Lenovo M820 is plugged in and turned on.
 - b. The specified print cartridges are installed correctly.
 - c. The recommended paper is properly loaded in the paper tray.
- 2 Reset your Lenovo M820:
 - a. Turn off the Lenovo M820 by using the **On/Resume** button located on the front panel.
 - b. Unplug the power cord from the back of the Lenovo M820.
 - c. Plug the power cord back into the device.
 - d. Turn on the Lenovo M820 by using the **On/Resume** button.
- 3 For more information, go to the Lenovo website at:
www.lenovo.com
- 4 If you are still experiencing problems and need to speak with an Lenovo Customer Support Representative:
 - Have the specific name of your Lenovo M820, as it appears on the device, available.
 - Have your serial number and service ID ready. To view your serial number and service ID, print a Self-Test Report, which contains this information. To print a Self-Test Report, press and hold the **Cancel** button, and then press the **Start Copy, Color** button.
 - Be prepared to describe your problem in detail.
- 5 Call Lenovo Customer Support. Be near your Lenovo M820 when you call. Lenovo Technical Hotline: 400-810-1234. If number 400 is not accessible in your area, please call 010-82879600 from your mobile phone.



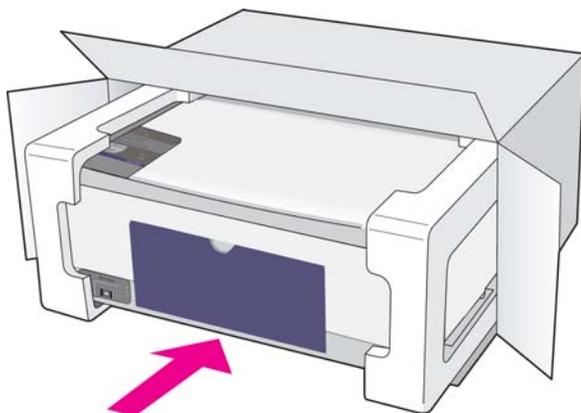
8.3

prepare your Lenovo M820 for shipment

If after contacting Lenovo Customer Support or returning to the point of purchase, you are requested to send your Lenovo M820 in for service, please follow the power off and re-package steps below to avoid further damage to the device.

Note: When transporting your Lenovo M820, make sure that the print cartridges have been removed, the Lenovo M820 has been properly shut down by pressing the On/Resume button, and you have allowed time for the print carriage to return to the home position and for the scanner to return to its parked position.

- 1 Turn on the Lenovo M820.
Disregard steps 1 through 7 if your Lenovo M820 will not turn on. You will not be able to remove the print cartridges. Proceed to step 8.
- 2 Open the print-carriage access door.
The print carriage moves to the center of the Lenovo M820.
- 3 Remove the print cartridges. See replace the print cartridges on page 7-7 for information on removing the print cartridges.
Caution! Remove both print cartridges. Failure to do so might damage your Lenovo M820.
- 4 Place the print cartridges in an airtight bag so they will not dry out, and put them aside. Do not send them with the Lenovo M820, unless instructed to by the Lenovo customer support call agent.
- 5 Close the print-carriage access door.
- 6 Wait for the print carriage to park (stop moving) in the home position on the left side of the Lenovo M820. This might take a few seconds.
- 7 Turn off the Lenovo M820.
- 8 If available, pack the Lenovo M820 for shipment by using the original packing materials or the packaging materials that came with your exchange device.



If you do not have the original packaging materials, please use other adequate packaging materials.

- 9** Place the return shipping label on the outside of the box.
- 10** Include the following items in the box:
 - A brief description of symptoms for service personnel (samples of print quality problems are helpful).
 - A copy of the sales slip or other proof of purchase.
 - Your name, address, and a phone number where you can be reached during the day.



9

technical information

| | |
|--|-----|
| 9-1 paper specifications | 9-2 |
| 9-2 physical specifications | 9-3 |
| 9-3 power specifications | 9-4 |
| 9-4 environmental specifications | 9-5 |
| 9-5 regulatory notices | 9-6 |



9.1

paper specifications

paper-tray capacity

| type | paper weight | quantity* |
|------------------------------------|-----------------------------|-----------|
| Plain paper | 20 to 24 lb. (75 to 90 gsm) | 100 |
| Legal paper | 20 to 24 lb. (75 to 90 gsm) | 100 |
| Cards | 110 lb. index max (200 gsm) | 20 |
| Envelopes | 20 to 24 lb. (75 to 90 gsm) | 10 |
| Transparency film | N/A | 20 |
| Labels | N/A | 20 |
| 4 by 6 inch (10 by 15 cm) Photo | 145 lb. (236 gsm) | 20 |

*.Maximum capacity

print margin specifications

| | top (leading edge) | bottom (trailing edge)* | left | right |
|---|-----------------------|----------------------------|----------------------|-----------------------|
| sheet paper or transparency film | | | | |
| U.S. (Letter, Legal) | .06 inch (1.5 mm) | .50 inch (12.7 mm) | .25 inch (6.4 mm) | .25 inch (6.4 mm) |
| ISO (A4) | .07 inch (1.8 mm) | .50 inch (12.7 mm) | .13 inch (3.2 mm) | .13 inch (3.2 mm) |
| Envelopes | .13 inch (3.2 mm) | .13 inch (3.2 mm) | .25 inch (6.4 mm) | .50 inch (12.7 mm) |
| Cards | .07 inch (1.8 mm) | .46 inch (11.7 mm) | .13 inch (3.2 mm) | .13 inch (3.2 mm) |

*.The writing area is offset from center by .21 inches (5.4 mm), which causes asymmetric top and bottom margins.



9.2

physical specifications

- Height: 6.68 inch (16.97 cm)
- Width: 16.76 inch (42.57 cm)
- Depth: 10.20 inch (25.91 cm)
- Weight: 10 lb. (4.53 kg)



9.3

power specifications

- Power consumption: 80 W maximum
- Input Voltage: AC 100 to 240 V ~ 1 A 50–60 Hz, grounded
- Output Voltage: DC 32 V===940 mA, 16 V===625 mA



9.4

environmental specifications

- Recommended Operating Temperature Range: 15° to 32° C (59° to 90° F)
- Allowable Operating Temperature Range: 5° to 40° C (41° to 104° F)
- Humidity: 15% to 85% RH non-condensing
- Non-operating (Storage) Temperature Range: -4° to 60° C (-40° to 140° F)
- In the presence of high electromagnetic fields, it is possible the output from the Lenovo M820 might be slightly distorted
- Lenovo recommends using a USB cable less than or equal to 3 m (10 feet) in length to minimize injected noise due to potential high electromagnetic fields



9.5

regulatory notices

This product complies with:

GB 4943

GB 9254

GB 17625.1



10

troubleshooting information

| | |
|---|------|
| 10-1 installation troubleshooting | 10-2 |
| 10-2 operational troubleshooting | 10-9 |



10.1

installation troubleshooting

Installation and configuration troubleshooting tips are included in this section for some of the most common issues associated with Lenovo M820 software and hardware installation.

This section contains the following topics:

- hardware and software installation troubleshooting on page 10-2

hardware and software installation troubleshooting

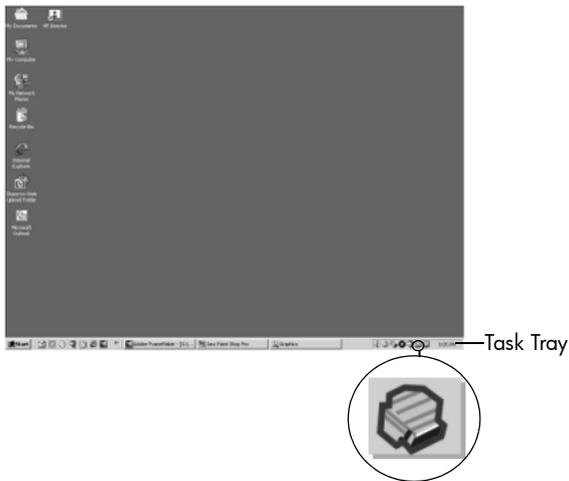
If you encounter a software or hardware problem during installation, see the topics below for a possible solution.

During a normal installation of the Lenovo M820 software, the following things occur:

- The Lenovo M820 CD-ROM runs automatically when the CD-ROM is inserted
- The software installs
- Files are copied to your hard drive
- You are requested to plug in the Lenovo M820
- A green OK and check mark appear on an installation wizard screen
- You are requested to restart your computer (might not occur in all cases)
- The registration process runs

If any of these things do occur, there might be a problem with the installation. To check the installation on a PC, verify the following:

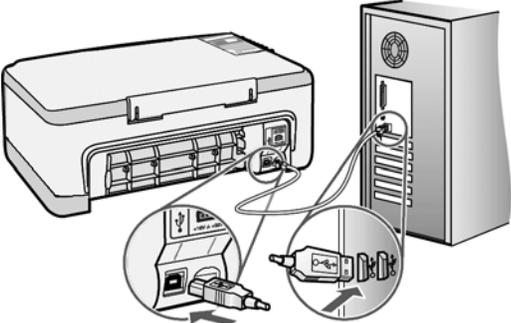
- Start the director and check to make sure the following icons appear: scan picture, scan document, and Photo & Imaging Gallery. For information about starting Lenovo MFP Solution Center, see **use your Lenovo M820 with a computer** on page 2-9. If the icons do not appear immediately, you might need to wait a few minutes for the Lenovo M820 to connect to your computer. Otherwise, see **Some of the icons are missing in the Lenovo MFP Solution Center** on page 10-5.
- Open the Printers dialog box and check to see that the Lenovo M820 is listed.
- Look at the task tray for an Lenovo M820 icon. This indicates that the Lenovo M820 is ready.



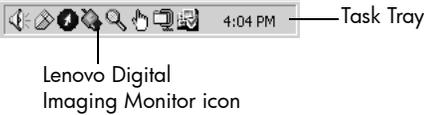
software installation troubleshooting

Use this section to solve any problems you might encounter while installing the Lenovo M820 software.

| problem | possible cause and solution |
|---|---|
| When I insert the CD-ROM into my computer's CD-ROM drive, nothing happens | <p>follow these steps</p> <ol style="list-style-type: none"> 1 From the Windows Start menu, choose Run. 2 In the Run dialog box, enter d:\setup.exe (if your CD-ROM drive is not assigned to drive letter d, use the appropriate drive letter), and then click OK. |
| The minimum system checks screen appears during installation | Your system does not meet the minimum requirements to install the software. Click Details to see what the specific problem is. Then correct the problem before attempting to install the software. |

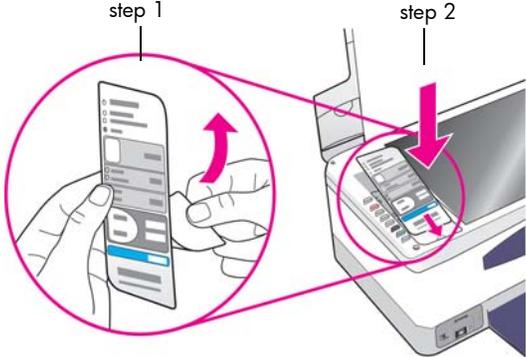
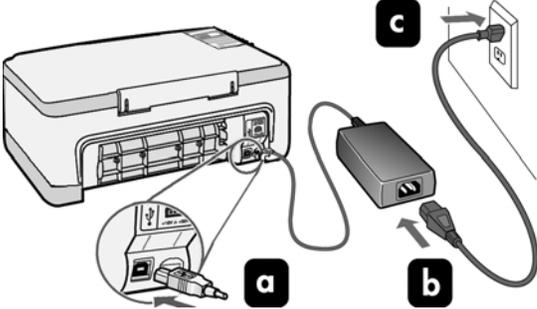
| problem | possible cause and solution |
|---|--|
| <p>A red X or yellow triangle appears on the USB connect prompt</p> | <p>do the following</p> <ol style="list-style-type: none"> 1 Verify that the front panel cover is firmly adhered to the device, then unplug the Lenovo M820 and plug it in again. For more information on how to attach the front panel cover, see I received a message to attach the front panel cover on page 10-7. 2 Verify that the USB and power cables are plugged in.  <ol style="list-style-type: none"> 3 Verify that the USB cable is set up properly as follows: <ul style="list-style-type: none"> – Unplug the USB cable and plug it in again. – Do not attach the USB cable to a keyboard or non powered hub. – Verify that the USB cable is 3 meters or less in length. – If you have several USB devices attached to your computer, you might want to unplug the other devices during the installation. 4 Continue with the installation and reboot the computer when prompted. Then open director and check for the essential icons (scan picture, scan document, and Photo & Imaging Gallery [Windows]). If the essential icons do not appear, remove the software and then reinstall it as described in Some of the icons are missing in the Lenovo MFP Solution Center on page 10-5. |
| <p>I received a message that an unknown error has occurred</p> | <p>Try to continue with the installation. If that doesn't work, stop and then restart the installation.</p> |

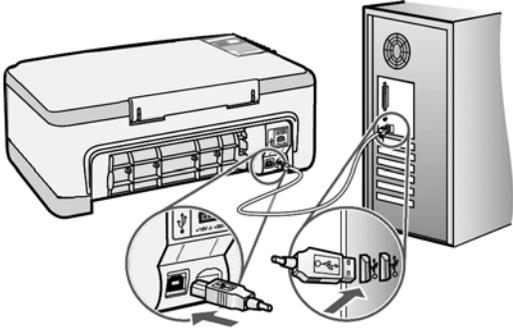
| problem | possible cause and solution |
|--|--|
| <p>Some of the icons are missing in the Lenovo MFP Solution Center</p> | <p>If the essential icons do not appear, your installation might not be complete. The essential icons are scan picture, scan document, and Photo & Imaging Gallery (Windows).</p> <p>If your installation is incomplete you might need to uninstall and then reinstall the software. Do <i>not</i> simply delete the Lenovo M820 program files from your hard drive. Be sure to remove them properly using the uninstall utility provided in the Lenovo M820 program group.</p> <p>to uninstall from a Windows computer</p> <ol style="list-style-type: none"> 1 Disconnect your Lenovo M820 from your computer. 2 On the Windows task bar, click Start, Programs or All Programs (XP), Lenovo, Lenovo MFP Solution Center, Uninstall. 3 Finally, make sure that the print driver is installed. 4 Follow the directions on the screen. <p>Note: Make sure the Lenovo M820 is disconnected from your computer before continuing with uninstall procedure.</p> 5 If you are asked whether you would like to remove shared files, click No. Other programs that use these files might not work properly if the files are deleted. 6 After the software is uninstalled, restart your computer. 7 To reinstall the software, insert the Lenovo M820 CD-ROM into your computer's CD-ROM drive, and follow the onscreen instructions. 8 After the software is installed, connect the Lenovo M820 to your computer. Turn on the Lenovo M820 by pressing the On/Resume button. To continue with the installation, follow the onscreen instructions and the instructions provided in the Setup Poster that came with your Lenovo M820. After connecting and turning on your Lenovo M820, you might have to wait several minutes for all of the Plug and Play events to complete. When the software installation is complete, you will see a Digital Imaging Monitor icon in the task tray. 9 To verify that the software is properly installed, double-click the Lenovo MFP Solution Center icon on the desktop. If the Lenovo MFP Solution Center shows the essential icons, the software has been properly installed. |

| problem | possible cause and solution |
|--|--|
| <p>The Digital Imaging Monitor does not appear in the Task Tray</p> | <p>If the Digital Imaging Monitor does not appear in the Task Tray, wait several minutes. If it still doesn't appear, start the director to check whether or not essential icons are there. For more information, see Some of the icons are missing in the Lenovo MFP Solution Center on page 10-5.</p> <p>The Task Tray normally appears in the lower-right corner of the Windows desktop.</p>  <p>The screenshot shows a portion of the Windows taskbar. On the right side, the task tray is visible, containing several icons and the system clock showing 4:04 PM. A line points from the text 'Task Tray' to the task tray area. Another line points from the text 'Lenovo Digital Imaging Monitor icon' to a specific icon in the task tray.</p> |
| <p>The installation stops when the additional setup instruction screen appears, even though the USB cable is plugged in.</p> | <p>The front panel cover might not be properly attached.</p> <p>follow these steps</p> <ol style="list-style-type: none"> 1 Check the front panel for an error message about attaching the front panel cover. 2 If necessary, attach the front panel cover. For more information, see I received a message to attach the front panel cover on page 10-7. 3 Turn off the product and then turn it back on again. |

hardware installation troubleshooting

Use this section to solve any problems you might encounter while installing the Lenovo M820 hardware.

| problem | possible cause and solution |
|---|--|
| <p>I received a message to attach the front panel cover</p> | <p>The front panel cover is not attached, or it is attached incorrectly.</p> <p>to attach the front panel cover</p> <ol style="list-style-type: none"> <li data-bbox="438 453 1067 482">1 Remove the adhesive backing from the front panel cover.  <ol style="list-style-type: none"> <li data-bbox="438 887 1067 944">2 Raise the lid of the Lenovo M820. Place the front panel cover into the recess and stick it into place. <p>Note: The Lenovo M820 will not work until you attach the front panel cover.</p> |
| <p>My Lenovo M820 does not turn on</p> | <p>Make sure each of the power cords is firmly connected, and wait a few seconds for the Lenovo M820 to turn on. Also, if the Lenovo M820 is plugged in to a power strip, make sure the strip is turned on.</p>  |

| problem | possible cause and solution |
|-------------------------------|---|
| The USB port is not connected | <p data-bbox="471 239 1122 383">Connecting your computer to your Lenovo M820 with a USB cable is straightforward. Simply plug one end of the USB cable into the back of your computer and the other into the back of the Lenovo M820. You can connect to any USB port on the back of your computer.</p>  |



10.2

operational troubleshooting

The **Lenovo M820** troubleshooting section in the **Photo & Imaging help** contains troubleshooting tips for some of the most common issues associated with your Lenovo M820. To access the troubleshooting information from a Windows computer, go to the Lenovo MFP Solution Center, click Help, and then choose Troubleshooting and Support. Troubleshooting is also available through the Help button that appears on some error messages.

If you have Internet access, you can get help from the Lenovo website at:

www.lenovo.com/Support/Channel/

The website also provides answers to frequently asked questions.

PictBridge port troubleshooting

The functionality of the PictBridge port is managed by the PictBridge-compliant camera you connect. Most solutions will be found in your camera user guide. Here are some problems you might encounter using the PictBridge port.

| problem | possible cause and solution |
|---|--|
| You connect a camera and nothing happens | <ul style="list-style-type: none">The camera is not PictBridge-compliant or is not in PictBridge mode. Disconnect your camera and refer to your camera's user guide to determine if it is PictBridge-compliant. If it is, the user guide should tell you how to set the camera in PictBridge mode. If your camera is not PictBridge-compliant, you may need to connect your camera directly to your computer in order to print photos. |
| The camera is not responding | <ul style="list-style-type: none">The Lenovo M820 still recognizes the presence of the camera, but the camera is not responding. Disconnect the camera. Turn off the camera, then turn it on again. Be sure it is in PictBridge mode. Reconnect the camera. |
| Printing stopped in the middle of a photo | <ul style="list-style-type: none">The camera lost power or was disconnected. Some cameras turn themselves off after a few minutes if not connected to a power source. Reconnect power to the camera and be sure it is in PictBridge mode. Restart printing. |

| problem | possible cause and solution |
|---------------------------------------|---|
| A photo is corrupted or not supported | <ul style="list-style-type: none"><li data-bbox="460 236 1112 404">• You are trying to print an image from the camera that has become corrupted or is not a supported image type on the Lenovo M820. Check the image on the camera and refer to your camera's user guide for supported image types. The Lenovo M820 accepts photos in jpeg format. Refer to your camera's user guide to set the image type for your photos. |
| No photos are printing | <ul style="list-style-type: none"><li data-bbox="460 421 1112 503">• You may need to select photos on your camera before you can print them. Refer to your camera's user guide and select the photos you want to print. |

Important PictBridge Feature Information

The following lists the PictBridge features your PictBridge-compliant camera can use to print photos on the Lenovo M820 without using your computer. (Your camera may have other features, but they are not supported on the Lenovo M820.)

Note: The maximum size of a photo printed directly from a PictBridge camera is 3,300 x 3,300 pixels.

- File Types - Exif/JPEG, JPEG, DPOF (TIFF and RAW image formats not supported)
- Image Crop and Print - Yes
- Paper Type and Size -
 - Plain paper: Letter, A4
 - Photo paper (default): Letter, A4, 4 x 6 inch*, 10 x 15 cm*
(* You must use tabbed photo paper in the Lenovo M820.)
- Layout - Index prints and the following layouts are supported.

| Layout | Letter | A4 |
|---------|-----------------|------------|
| 1/page* | 8 x 10 inch | 20 x 25 cm |
| 2/page | 5 x 7 inch | 13 x 18 cm |
| 3/page | 4 x 6 inch | 10 x 15 cm |
| 4/page | 3.5 x 5 inch | 9 x 13 cm |
| 6/page | 3 x 4 inch | 7 x 10 cm |
| 9/page | 2.5 x 3.25 inch | 6 x 8 cm |

*.Default setting

Print functionality is managed by the features your camera supports. Refer to your PictBridge-compliant camera's user guide to determine which features are supported by your camera.

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