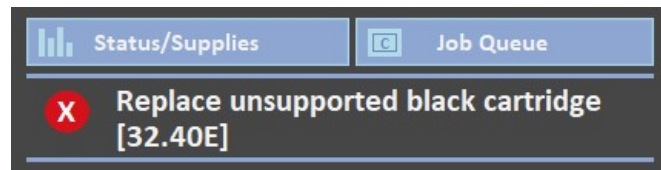


# How to perform a printer memory sanitization

For Lexmark CS421/CS521/CS622/CX421/CS522/CX622/CX625  
and CS720/CS725/CX725 color series

**Issue:** Upon installation of new replacement cartridge, a 32.4xE error message is display on printer screen and unable to print.



**Cause:** This condition often occurs when a new replacement toner cartridge is installed into a printer for use. The error code will always start with 32.4 and end with an E. The digit before the E indicates the color in which the error is referring to. Over the life of the printer, it continually stores cartridge and print information data for future reference. Over time this data can become corrupt causing future replacement supplies to intermittently not function properly.

**Solution:** If this occurs, a printer memory sanitization is recommended. This will completely clear all printer memory of any possible corrupt data and make previously useless cartridge now usable again.

**Printer Memory Sanitization Process:** The entire process will take around 4 minutes to complete.

**Step 1.** Remove the problem cartridge and re-install a known working cartridge in its place to return the printer to a “**Ready**” state.

**Step 2.** Completely power the printer off by holding down the power button for 5-7 seconds.

**Step 3.** While holding down the numbers 2&6 keys, push the power button to power on the printer. Continue to hold the numbers 2&6 keys until “**CONFIGURATION\_MODE**” appears.

**Step 4.** After a few moments the **Maintenance Menu** will appear. Select “**Out of Service Erase**”

**Step 5.** Select the box next to “**Sanitize all information on nonvolatile memory**” and push the green **ERASE** button.

**Step 6.** Make sure that the “**Start Initial setup wizard**” is selected and push **Next**.

**Step 7.** A popup message will appear describing the detail of what this process will do. Press **Start** to proceed with the printer memory sanitization and reboot when it is finished leaving you at the initial setup wizard.

## Initial Setup Wizard

**Step 1.** Select a **language** and **Region**. English and United States should be default. Swipe left on the screen to continue.

**Step 2.** SECURITY SETUP. Enter needed information or leave default and swipe left on the screen to continue.

**Step 3.** If **SECURITY SETUP** is left as default. A popup message will appear. Press **Yes** to continue.

**Step 4.** For easy setup, select **“Use the defaults and skip this wizard”** swipe left on the screen to continue.

**Step 5.** Select **None of the Above** and swipe left on the screen to continue.

Step 6. Press the **“Confirm and Launch”** button. Your printer is now ready to use and will return to the home screen. Re-install the problem cartridge(s) with prior error codes. The error code will no longer be present, and the printer/cartridge(s) will function normally.