Problem- Printer Port Busy Please Try Again Later Message –

Lexmark Printer - If a scanner and a Lexmark printer are sharing the same port, communication problems for either the scanner or the printer can be present.

To resolve this issue, disable DOS printing by following these steps:

1. From the Windows "Start" button, select "Programs", and then the "Lexmark" program group.
2. From the Lexmark program group select the "Control Program Utility".
3. Select the "Options" tab, and uncheck the box labeled "Allow DOS printing" or check the box labeled "Disable DOS Printing".
4. Restart the computer, if you are asked to install the Lexmark drivers DO NOT install them, now try scanning again.

If the problem is still present, try uninstalling the printer driver and reinstalling it. Have the installation software that came with the printer available for this procedure. To reinstall the printer driver, following these steps:
1. From the Windows "Start" button select "Settings" and then "Printers".
2. When the "Printers" dialog box opens, single click on the driver for the Lexmark printer and press the "Delete" key on the keyboard.
3. Next click on the "Add Printer" icon and follow the on screen instructions for reinstalling the print driver.

If the problem is still present this may indicate that the printer does not support pass-through communication and a second LPT port may need to be added to the computer so that the printer and the scanner can be connected independent of each other.

1-888-368-9633 Sincerely, Visioneer Technical Support

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