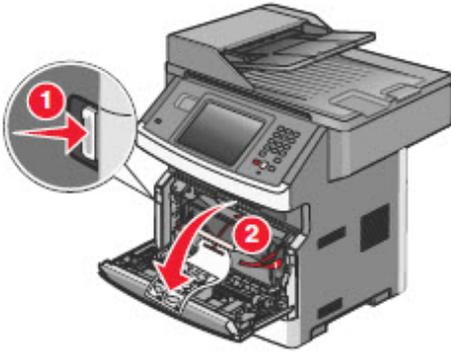# How to Reset the Photoconductor Page Count on the Lexmark X463, X464, & X466 Multifunction Printers

Step	Action
1	After installing the new pc unit and restarting the machine, leave the printer powered on and open its front cover.
2	With the front cover open, press and hold the stop/cancel ( ) button.
3	Watch the LCD screen. When you see the message "**Resetting PC Counter**", let go of the button.
4	Close the front cover. **Note:** If you wish to confirm that the photoconductor page count has reset, print a menu settings page. 1. With the printer at the **Ready** state, press the **Menu** () button to enter the printer menus. 2. Press **Reports**. 3. Press **Menu Settings Page**. On the menu settings page(s), look for an entry called **PC Kit**. If the counter has been reset correctly, the PC Kit should read **Ok**.

Error messages

A **Photoconductor (PC) Life Warning** or an **84 – PC Kit life** message indicates that the photoconductor unit is nearing the end of its functional life and should be replaced soon. The recommended action is to replace the photoconductor unit or have an extra one in stock. You can press the button to clear this message and continue printing.

A **Photoconductor Exhausted** or an **84 – Replace PC Kit** message indicates that the photoconductor unit has run through its functional life. At this point, you **must** replace the photoconductor unit and reset the photoconductor page count to clear this message. **IMPORTANT!** The printer will stop working once this message appears. You cannot clear it without replacing the photoconductor unit and resetting the photoconductor page count.

Alternate method

If pressing the stop/cancel (   ) button does not reset the photoconductor page count, follow the steps below to enter the printer's **Configuration** menu and reset the counter there.

Step	Action
1	Power off the printer.
2	With the printer off, press and hold the buttons **2** and **6**.
3	Power on the printer while keeping these buttons pressed down. Let go of the buttons after ten seconds.
4	After successfully accessing the Configuration menu, press **Reset PC Cnt**, and then press **Yes**.
5	After reset, press **Exit Config Menu**.
6	If the photoconductor warning messages continue to appear, please contact **Lexmark Technical Support** or your next level of support for additional assistance.