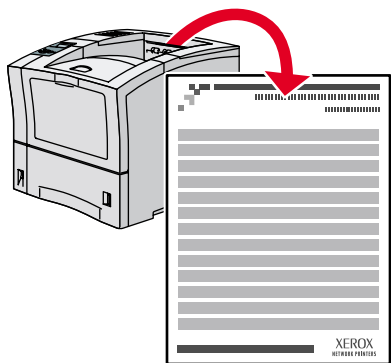


Diagnosing Print-Quality Problems

A large amount of information is stored in your printer as printable pages. The following pages show the **Diagnosing Print-Quality Problems** printable page, which describes solutions for print quality problems.



P4400-77

All the printable pages have this format, with bars at the top and at the bottom of the page. Print these pages at the printer's front panel.

Accessing the Diagnosing Print-Quality Problems page

Access the **Diagnosing Print-Quality Problems** page from the **Printable Pages Menu**:

1. At the front panel, scroll to the **Printable Pages Menu** using the **Down Arrow** or **Up Arrow** key and press the **OK** key.
2. Scroll to **Print Diagnostics Pages** using the **Down Arrow** or **Up Arrow** key and press the **OK** key.

Menu Map

For a complete list of printable pages, print the Menu Map:

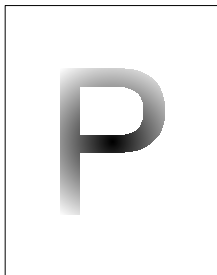
1. Select **Menus** on the front panel and press the **OK** key.
2. Select **Print Menu Map** and press the **OK** key.

PHASER™ 4400 LASER PRINTER

Diagnosing Print-Quality Problems

Symptom: Light or faint prints

The overall image is lighter than normal.

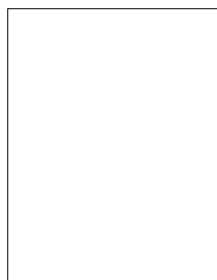


Possible causes and solutions:

- The paper stock may be damp. Replace the paper stock.
- If you are using Draft Mode, turn off Draft Mode.
- The toner level may be low. If the Print Cartridge is low on toner, replace it.

Symptom: Blank prints

The entire printed page is blank with no visible print.

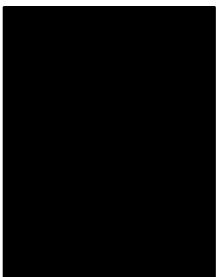


Possible causes and solutions:

- If you just installed a new Print Cartridge, the yellow sealing tape may still be in place. Remove the tape.
- Multiple sheets may have been fed from the paper tray at the same time. Remove the paper from the paper tray and fan it. Also, ensure that the paper is correctly loaded in the tray.
- Printable data may not have been received from the computer. To test this, print a Configuration Page. If the Configuration Page is normal, check the Interface cable between the computer and printer, the printer set up, and application software. If the Configuration Page is blank, contact your Customer Support Center.
- The Print Cartridge may be defective or low on toner. Replace the Print Cartridge.

Symptom: Black prints

The entire printed page is black.

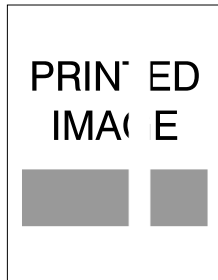


Possible causes and solutions:

- The Print Cartridge may be defective. Replace the Print Cartridge.
- The Printer's power supply may have failed; contact your Customer Support Center.

Symptom: Vertical line deletions

There are localized print deletions forming narrow lines.

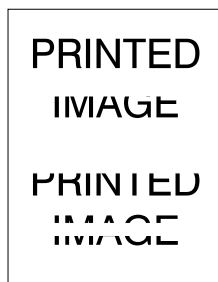


Possible causes and solutions:

- The Print Cartridge may not be installed correctly. Remove then re-install the Print Cartridge.
- The Print Cartridge may be defective or at the end of its life. Replace the Print Cartridge.

Symptom: Horizontal line deletions

There are localized print deletions appearing as bands running across the paper.

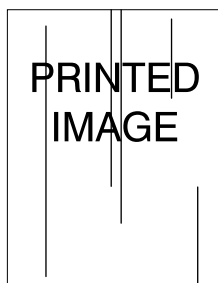


Possible causes and solutions:

- The paper stock may be defective with creases, folds, etc. Replace the paper stock.
- The Print Cartridge may be defective or at the end of its life. Replace the Print Cartridge.

Symptom: Vertical dark streaks

There are black lines running across the print.

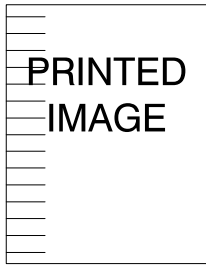


Possible causes and solutions:

- The Print Cartridge may be defective or at the end of its life. Replace the Print Cartridge.
- The fuser may be defective. Replace the fuser (in the Maintenance Kit).

Symptom: Repetitive horizontal dark streaks

There are black lines running across the page. For more information, see the Repeating defects section on page 5.

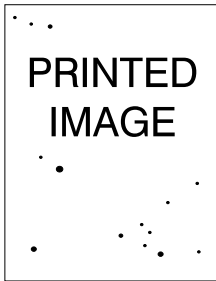


Possible causes and solutions:

- The paper path may be contaminated with toner. Print several blank sheets of paper to remove the toner accumulations.
- The Print Cartridge may be defective or at the end of its life. Replace the Print Cartridge.
- The fuser may be defective. Replace the fuser (in the Maintenance Kit).
- The Transfer Roll may be defective. Replace the Transfer Roll (in the Maintenance Kit).

Symptom: Dark spots or marks

There are dark spots or marks on the page in a random pattern.

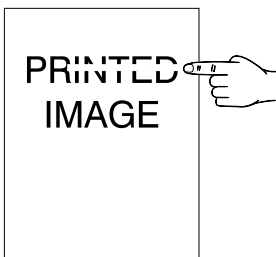


Possible causes and solutions:

- The paper path may be contaminated with toner. Print several blank sheets of paper to remove the toner accumulations.
- The Print Cartridge may be defective. Replace the Print Cartridge.
- The fuser may be defective. Replace the fuser (in the Maintenance Kit).
- The Transfer Roll may be defective. Replace the Transfer Roll (in the Maintenance Kit).

Symptom: Unfused or partially fused image

The printed image is not fully fused to the paper and easily rubs off.

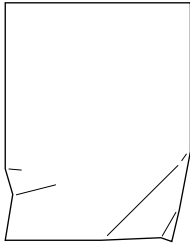


Possible causes and solutions:

- The paper stock may be damp. Replace the paper stock.
- Heavy or unusual paper stock may be in the tray. Replace that paper with approved paper. Make sure that the fuser temperature is set correctly for the paper type.
- The fuser may be defective. Replace the fuser (in the Maintenance Kit).
- Make sure that the printer is located in the recommended environment for temperature (between 5 to 35 degrees C / 41 to 95 degrees F) and relative humidity (between 15 percent to 85 percent). Move the printer to a suitable area, away from air conditioning vents, open loading docks, etc.

Symptom: Wrinkled prints

The prints are wrinkled, creased, or torn.



Possible causes and solutions:

- Verify the paper is correctly loaded in the paper tray.
- The paper stock may be in poor condition. Replace the paper stock.
- The paper stock may be damp. Replace the paper stock.
- The fuser may be at the end of its life. Replace the fuser (contained in the Maintenance Kit).

Symptom: Blurred prints

The image is blurred at the edges.



Possible causes and solutions:

- The paper stock may be in poor condition. Replace the paper stock.
- The paper stock may be damp. Replace the paper stock.
- The Print Cartridge may be defective. Replace the Print Cartridge.

Symptom: Random or spot deletions

Areas of the print are extremely light or missing.



Possible causes and solutions:

- The paper stock may be in poor condition. Replace the paper stock.
- The paper stock may be damp. Replace the paper stock.
- The Print Cartridge may be defective or at the end of its life. Replace the Print Cartridge.

Repeating defects (recurring marks, spots, lines, or voids)

Replace the Print Cartridge if the defect occurs every:

- 38 mm (1.5 in.)
- 50 mm (2.0 in.)
- 90 mm (3.54 in.)

Replace the Transfer Roll if the defect occurs every:

- 59 mm (2.32 in.)

Replace the Fuser Assembly if the defect occurs every:

- 94 mm (3.7 in.)
- 104 mm (4.10 in.)

Ordering supplies

See www.xerox.com/officeprinting/4400supplies for information on ordering supplies or print the Paper Tips page to view Xerox part numbers.