Print-Quality Problems

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Your printer is designed to produce consistently high-quality color prints. If you observe print-quality problems, use the information on these pages to troubleshoot the problem.

For detailed, online support information, go to www.xerox.com/officeprinting/infoSMART.
For suggestions on using color, go to www.colorconnection.xerox.com.

Paper Type

Caution
If you change the type of paper in a tray, you must change the paper type on the front panel to match the paper that you loaded. If you fail to do this, print-quality problems can occur and the fuser can be damaged.

For best results, use only Xerox Phaser Color Printing Media. They are guaranteed to produce excellent results on your Phaser printer—your Phaser printer and Phaser media are Made for Each Other.

Diagnosing Print-Quality Problems

Caution
Damage caused by using unsupported paper, transparencies, and other speciality media is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee.
Diagnosing Print-Quality Problems

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
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| Lines, Smudges, or Streaks      | 1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For information on supported paper types and weights, at the printer's front panel, select Troubleshooting, select Paper Jams, select Paper Tips Page, then press the OK button.  
2. Verify that the paper loaded in the tray matches the paper type selected at the printer’s front panel and in the printer driver.  
3. At the printer's front panel, select Troubleshooting, select Print Quality Problems, select Remove Print Smears, then press the OK button. Three cleaning pages will run through the printer. Repeat this step until no toner appears on the pages.  
4. If the problem continues, replace the imaging unit. |
| Repeating Defects               | 1. At the printer's front panel, select Troubleshooting, select Print Quality Problems, select Repeating Defects Page, then press the OK button to print. A page prints with guides to identify the defect source.  
2. Replace the supply identified on the Repeating Defects Page to correct the problem. |
| Colors Align Incorrectly        | 1. Verify that the printer is on a solid, level, flat surface.  
2. At the printer’s front panel, select Troubleshooting, select Print Quality Problems, select Color Registration, then press the OK button.  
   a. Vertical printing issues are corrected automatically when the Color Registration page is printed.  
   b. Horizontal printing issues are corrected when you follow the directions provided on the Color Registration page. |
### Diagnosing Print-Quality Problems (Continued)

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<tbody>
<tr>
<td><strong>Fusing Is Incomplete</strong></td>
<td>1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For information on supported paper types and weights, at the printer's front panel, select <strong>Troubleshooting</strong>, select <strong>Paper Jams</strong>, select <strong>Paper Tips Page</strong>, then press the OK button to print.</td>
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<td>2. Verify that the paper loaded in the tray matches the paper type selected at the printer's front panel and in the printer driver.</td>
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<td>3. If the problem continues, open and close the selected paper tray or re-insert the paper loaded in Tray 1 (MPT). The printer's front panel prompts you to confirm or change the paper type.</td>
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<td>4. Select <strong>Change</strong>, then press the OK button. Set the paper type to the next heavier type of paper, then press the OK button.</td>
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<tr>
<td><strong>Note</strong></td>
<td>Paper types from lightest to heaviest are: Plain Paper, Heavy Plain Paper, Thin Card Stock, Thick Card Stock.</td>
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<td><strong>All Colors Too Light or Too Dark</strong></td>
<td>1. Use a different Color Correction mode. See the “Color Settings” section on the following page for detailed descriptions of the available settings.</td>
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<td></td>
<td>a. For the best results for most documents, set the <strong>TekColor Correction</strong> to <strong>Automatic</strong>.</td>
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<td>b. If the print is too light, verify that the <strong>Print-Quality Mode</strong> in the printer driver is not set to <strong>Draft Mode</strong>.</td>
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<td>2. Adjust the light or darkness levels.</td>
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<td></td>
<td>At the printer's front panel, select <strong>Troubleshooting</strong>, select <strong>Print Quality Problems</strong>, select <strong>Calibrate Colors</strong>, then select <strong>Print Tutorial Page</strong>. Follow the procedure to lighten or darken colors.</td>
</tr>
<tr>
<td><strong>Poor Transparency Print Quality</strong></td>
<td>Use only Phaser 25-Series Premium Transparency Film.</td>
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<td></td>
<td>Using non-Phaser 25-Series Premium Transparency Film may cause print-quality problems or damage to the printer's fuser. Damage caused by using unsupported media is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee.</td>
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<td>For a list of transparency part numbers, print the <strong>Paper Tips Page</strong>. At the printer's front panel, select <strong>Information</strong>, select <strong>Information Pages</strong>, select <strong>Paper Tips Page</strong>, then press the OK button.</td>
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## Diagnosing Print-Quality Problems (Continued)

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</table>
| Grays Not Neutral                          | ■ Calibrate the printer’s colors. Calibrating adjusts the lightness level and color balance of the printer.  
                                                  At the printer’s front panel, select Troubleshooting, select Print Quality Problems, select Calibrate Colors, select Tutorial Page then press the OK button.  
                                                  ■ Follow the instructions on the Tutorial Page to lighten or darken colors. |
| Colors Vary Between Computers              | 1. Confirm that the driver settings for Print-Quality and Color Correction are identical on both computers.  
                                                  2. Adjust the settings as needed. Driver settings override the settings made at the printer’s front panel. |
| Color Settings Not Applied                  | In the printer driver, change the settings for Print-Quality and Color Correction. Driver settings override the settings made at the printer’s front panel. |
| Colors Do Not Match                         | 1. Confirm that the settings for Print-Quality and Color Correction are identical in the printer driver and at the printer’s front panel.  
                                                  2. At the printer’s front panel, select Information Pages, select Sample Pages, select either RGB Sampler Pages or CMYK Sampler Pages, then press the OK button to print a color sampler.  
                                                  3. Use the values on the color sampler to set the colors in your document.  
                                                  For detailed instructions about color matching, see “Using Color” in the “Printing” section on the User Documentation CD-ROM, or access the infoSMART Knowledge Base at [www.xerox.com/officeprinting/infoSMART](http://www.xerox.com/officeprinting/infoSMART). |
| Printed Colors Do Not Match Monitor Colors  | For information about color matching between the monitor and the printed document, see the infoSMART Knowledge Base at [www.xerox.com/officeprinting/infoSMART](http://www.xerox.com/officeprinting/infoSMART). View document # 11202. |
| PANTONE® Colors Do Not Match                 | For information about PANTONE color matching, see the infoSMART Knowledge Base at [www.xerox.com/officeprinting/infoSMART](http://www.xerox.com/officeprinting/infoSMART). View document # 7456. |
**Color Settings**

The print-quality mode and TekColor correction directly control the quality of your prints. You can change these settings in the printer driver or at the printer’s front panel.

**Note**

Driver settings override the printer’s front panel settings.

For more information on using color, go to Reference/Printing/Using Color on the User Documentation CD-ROM.

**Color Calibration**

Color calibration procedures adjust the printer for optimal color output. Color settings may need adjustment upon initial printer setup or when toner cartridges and imaging units are replaced. There are two procedures: “Lighten/Darken Colors” and “Balance Colors.” If the overall image appears either too light or dark, use the Lighten/Darken Colors procedure. If a finer adjustment of the primary colors (cyan, magenta, and yellow) is needed, continue with the Balance Colors procedure.

**Lighten/Darken Colors**

The Lighten/Darken Colors procedure uniformly increases or decreases each primary color (cyan, magenta, yellow, and black) to produce a lighter or darker image.

**Procedure:**

1. At the printer’s front panel, select **Troubleshooting**, then press the **OK** button.
2. Select **Print Quality Problems**, then press the **OK** button.
3. Select **Calibrate Colors**, then press the **OK** button.
4. Select **Lighten/Darken Colors**, then press **OK** button. The “Color Reference Page” prints. Use this page to evaluate the lightness/darkness of the image. The printer’s current **Lighten/Darken Value** is displayed on the page.
   a. Select **Lightness Level**, then press the **OK** button.
   b. Press the **Up** or **Down Arrow** buttons to change the value from -5 (lightest) to 5 (darkest), then press the **OK** button. The “Color Reference Page” automatically prints using the new lighten/darken value. Repeat this procedure until you achieve the desired result.
5. To complete the procedure, select one of the following options:
   - **Accept Changes and Continue**: Saves the new value and returns to the **Calibrate Colors** menu.
   - **Accept Changes and Exit**: Saves the new value and returns to the **Main** menu.
   - **Discard Changes and Exit**: Returns to the **Main** menu without saving changes.
Balance Colors

The Balance Colors procedure sets the balance between the primary colors (cyan, magenta, and yellow) to simulate black.

Each of the color balance information pages (like the page illustrated on the right) contains a large cluster of circles, numbered from 0 to 54, that vary in hue.

The center circle (0) should match or appear to blend with some portion of its surrounding hexagonal gray ring. The circle displays a color shift if one or more of the colors are printing with a different density. For example, if cyan is printing lighter than normal, the circle will appear redder.

Procedure:

1. At the printer’s front panel, select **Calibrate Colors**, then press the **OK** button.
2. Select **Balance Colors**, then press the **OK** button.
3. Follow the steps on the “Light Color Balance Page” until the desired adjustment is achieved.
4. Follow the steps on the “Dark Color Balance Page” until the desired adjustment is achieved.
Calibrate Margins

Use the **Calibrate Margins** menu to adjust the printed area to fit within the edges of the paper. The imaging area appears as a dashed rectangle; the printer does not print outside this rectangle.

Adjusting Side 1 Margins

1. At the printer’s front panel, select **Troubleshooting**, then press the **OK** button.
2. Select **Print Quality Problems**, then press the **OK** button.
3. Select **Calibrate Margins**, then press the **OK** button to print the page.
4. To move Side 1 “A” margin:
   a. Select **Adjust Side 1 “A” Margin**, then press the **OK** button.
   b. Press the **Up** arrow to move the margin as illustrated.
5. To move Side 1 “B” margin:
   a. Select **Adjust Side 1 “B” Margin**, then press the **OK** button.
   b. Press the **Up** arrow to move the margin as illustrated.

You can adjust the settings from -40 to +40 units. The thickness of the rectangle’s dashed line is 1 unit. 12 units move the rectangle 1 mm. The maximum distance the rectangle can be moved (-40 to +40) is 6.7 mm.
**Adjusting Side 2 Margins with Duplex Option**

1. With side 1 facing you, hold the print up to a strong light. Note the shadow of the solid lines printed on side 2.

2. To move the dashed rectangle you see on the page to the position you want:
   a. Select **Side 2 “A” Margin**, then press the **OK** button.
   b. Press the **Up** arrow to move the margin as illustrated.
   c. Select **Side 2 “B” Margin**, then press the **OK** button.
   d. Press the **Up** arrow to move the margin as illustrated.

3. Reprint this page to verify the adjustment.