

## Print quality problems

### Prints have dull, faded colors and significant dropout (areas where dye is missing)

- Make sure that you have selected the same media in the driver that is loaded in the paper tray and that it is loaded correctly (*printing side down*).
- Make sure that you are using Tektronix paper for the Phaser 480X. You can achieve excellent results with Tektronix supplies; they are tested and guaranteed to work with Tektronix printers.

### Streaks or spots appear on prints

- Make sure that the paper or transparency film is clean.
- Make another print. If the problem persists, clean the thermal head.

### The image prints in black-and-white instead of color

- Make sure that a color transfer roll is installed in the printer.
- If you have a Macintosh, make sure that you are using the Phaser 480X driver or the latest Apple LaserWriter printer driver (version 6.0.7 or higher), that supports color PostScript.
- Make sure that **Color/Grayscale** is selected in the **Print** dialog box. Some applications require printer description files to print in color. Make sure that these files are properly installed.

If you have a PC, be sure to use a driver that supports color PostScript. If you are using Windows 3.1, use the Phaser 480X driver and make sure that the **Color** box in the **Options** dialog box is checked.