

Print quality problems

Prints have dull, faded colors

- Print the Color Calibration Page from the Calibrate Colors menu in the front panel. Check the density settings for each color and compare them to the color density samples on the *Phaser 550 Quick Reference Card*.
- Print the test print from the Help Pages in the front panel.
 - If all colors are faded, the imaging unit may need to be replaced. Refer to the % Used graph for the imaging unit at the bottom of the test print.
 - If one color is faded (and you have checked and/or adjusted the density setting for that color), replace the toner cartridge.
- Make sure that the imaging unit stays covered until immediately before installing it in the printer. Exposure to light can damage the imaging unit and will produce light streaks or faded prints.
- Make sure that the toner cartridges are installed correctly.
- Make sure that you use a high-quality laser paper:
75-105 g/m² (20-28 lb.) paper in the media trays and
60-120 g/m² (16-32 lb.) paper with manual feed.
- Use only Tektronix transparencies that are listed on the supplies information sheet. Tektronix does not guarantee the results of non-Tektronix transparencies in Tektronix printers.