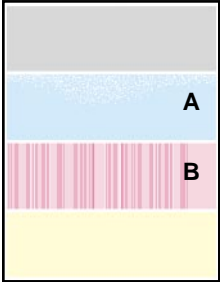


## Troubleshooting and print quality quick reference

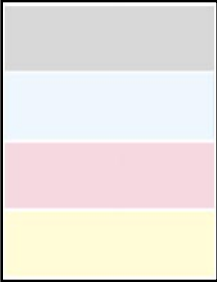
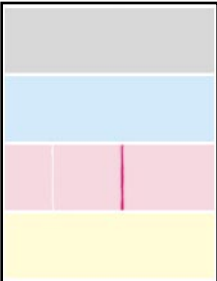
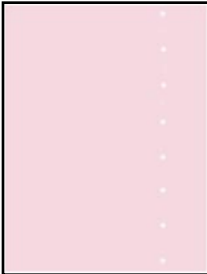
Symptom	Possible Causes	Solution
<b>Power</b> indicator is blinking	The printer is receiving, processing or printing a job.	Wait for the job to be completed or cancel the job.
	You have entered the menu in the front panel.	Exit the menu.
<b>Power</b> indicator is off	The printer is not ready, is disabled, or has detected an error.	Read the front panel message to determine the printer's status.
<b>Error</b> indicator is on	Attention is required, but not immediately. For example, when the front panel reads <code>&lt;color&gt;: low</code> .	Correct the condition reported by the front panel.
<b>Error</b> indicator is blinking	The printer is stopped because it detected a user-correctable error such as an open door or a media jam.	Correct the condition reported by the front panel (e.g., close the door or clear the media jam).
	Error occurred that is not user-correctable.	Turn the printer off and back on again. If the indicator is still on after the power-up sequence, the printer requires service.
The front panel menu exits and returns to <code>Ready</code> without anyone pressing the button.	Front panel timeout: if no activity occurs in 5 minutes, the front panel returns to <code>Ready</code> .	Press <b>Menu</b> to enter the front panel menu.
Front panel reports: Jam at <code>&lt;Location&gt;</code> : See inside front door	Media jam.	<ul style="list-style-type: none"> <li>■ <b>To find the jam:</b> refer to the paper path illustration on the inside front door label.</li> <li>■ <b>To clear the jam:</b> refer to the instructions on the Quick Reference Card or Clearing Media Jams information in the main topic list.</li> <li>■ Make sure that paper or transparencies are installed correctly and in the media-specific tray.</li> </ul>
	Too much media is loaded in the media tray.	Reduce the amount of media to below the media level indicator on the media tray label.
	Wrong media is installed in the tray.	Load paper in the paper tray or transparencies in the transparency tray.
	Media is wrinkled or curled.	Change the media.
	Media is too thick or too thin.	Use recommended laser paper and Tektronix transparencies.

## Troubleshooting and print quality quick reference (cont'd.)

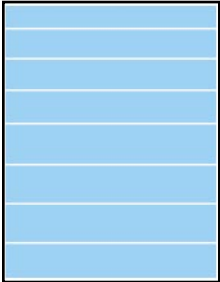

Symptom	Possible Causes	Solution
Front panel reports: Wrong media in tray	Paper is installed in the transparency tray or transparencies are installed in the paper tray.	<ul style="list-style-type: none"><li>■ Load only paper in the paper tray and transparencies in the transparency tray.</li><li>■ Make sure that you are using the correct size media tray for the media loaded (A, A4, or Legal).</li></ul>
Front panel reports: Waiting for <media>	The media installed is not what the printer is expecting.	<ul style="list-style-type: none"><li>■ Insert the appropriate media tray.</li><li>■ Change the default media tray to match the desired media type; restart the printer.</li><li>■ Cancel the job and check for the appropriate driver selection.</li><li>■ If the message persists, call the Customer Support Hotline.</li></ul>
Front panel reports: Stopped: replace <color>	Indicated color toner cartridge is empty.	Replace the indicated color toner cartridge now.
Test print shows a single color ( <b>A</b> ) that is not uniform (has a mottled appearance)  or  Test print shows a single color ( <b>B</b> ) with many vertical streaks (both light and dark) of slightly different density and non-uniform color.	The toner cartridge is nearly empty.	Replace the color toner cartridge.



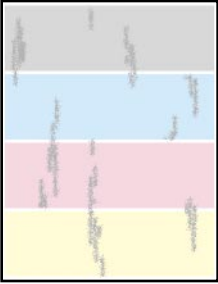
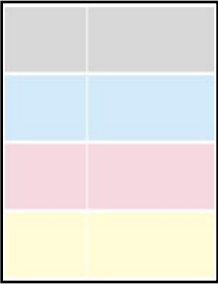
## Troubleshooting and print quality quick reference (cont'd.)

Symptom	Possible Causes	Solution
<p>Test print appears faded in a single color.</p> 	<p>The color density is set incorrectly in the front panel.</p> <p><i>or</i></p> <p>The toner cartridge is wearing out.</p>	<p>Check the density setting by printing the Color Calibration Page in the Calibrate Colors menu in the front panel. Compare the settings to the color samples on the <i>Quick Reference Card</i> and, if necessary, adjust the density in the front panel. Refer to Controlling Color Density information in the main topic list.</p> <p>Replace the color toner cartridge soon (depending on the complexity of your prints, you can continue to print up to 100 more pages).</p>
<p>A single color has a sharp, dark or light vertical streak.</p> 	<p>Toner cartridge is wearing out; a mechanism inside the cartridge is not properly applying toner.</p>	<p>Replace the color toner cartridge.</p>
<p>Service print 1 shows small, repeating light or dark spots in a single color.</p> 	<p>The color toner cartridge is damaged.</p>	<p>Replace the color toner cartridge.</p>

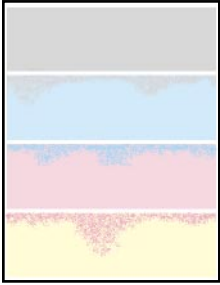
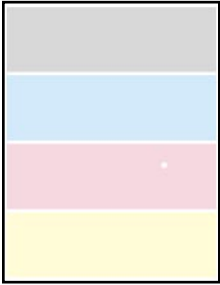
## Troubleshooting and print quality quick reference (cont'd.)

Symptom	Possible Causes	Solution
<p>A single color shows a light, repeating horizontal line.</p> 	<p>The roller in the toner cartridge has a slight impression after long storage.</p>	<p>Run 20-30 prints. The impression will disappear with continued time and use.</p>
<p>A single color on the test print is cut off with a jagged edge either on the left or right side of the print.</p> 	<p>The cartridges are installed in the printer in this order from top to bottom: <b>black, yellow, magenta, cyan.</b></p> <p>The toner cartridge that is positioned in the printer <i>above</i> the cartridge that displays this symptom has a defect; it prevents the lower cartridge from fully opening during printing.</p>	<p>Replace the toner cartridge that is positioned in the printer <b>above</b> the cartridge showing the symptom.</p> <hr/> <ul style="list-style-type: none"><li>■ If the symptom appears in yellow:      ■ Replace the black toner cartridge.</li><li>■ If the symptom appears in magenta:    ■ Replace the yellow toner cartridge.</li><li>■ If the symptom appears in cyan:        ■ Replace the magenta toner cartridge.</li></ul>


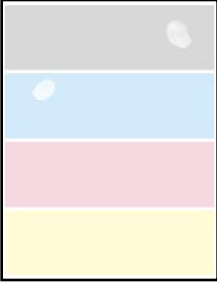
## Troubleshooting and print quality quick reference (cont'd.)

Symptom	Possible Causes	Solution
Front panel reports: Imaging unit:replace	The imaging unit is wearing out.	Replace the imaging unit soon.
Test print shows dark, uneven vertical streaks or “smudges” on the whole page; most prominent in the middle of the page; most visible in the yellow band on the test print.	The imaging unit is wearing out.	Replace the imaging unit.
		
Prints are missing fine-line detail.	The imaging unit is worn out.	Replace the imaging unit.
Dark color spots and dark or light streaks appear in all colors.	The imaging unit is worn out.	Replace the imaging unit.
Test print shows a straight, thin and even, light vertical line in all colors.	The photosensitive belt inside the imaging unit is scratched.	Replace the imaging unit.
		

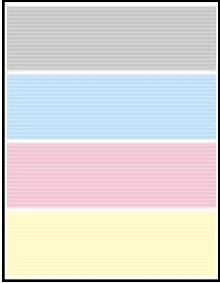
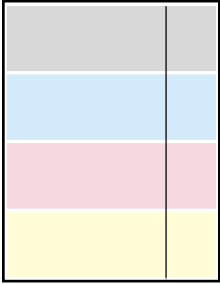
## Troubleshooting and print quality quick reference (cont'd.)

Symptom	Possible Causes	Solution
<p>On the test print, each color “bleeds” into the color band below it (the most visible is magenta in the yellow band).</p>	<p>The cleaning blade inside the imaging unit is not cleaning an internal belt.</p>	<p>Replace the imaging unit.</p>
		
<p>A single white spot appears in approximately the same vertical place on the page.</p>	<p>The imaging unit is damaged.</p>	<p>Replace the imaging unit.</p>
		

## Troubleshooting and print quality quick reference (cont'd.)

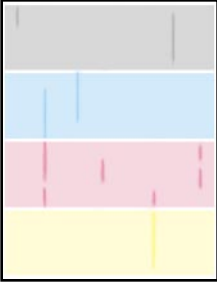
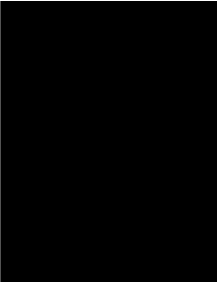
Symptom	Possible Causes	Solution
<p>A single, wide, light horizontal band appears in one place on the page (near the top) <b>or</b> all colors are faded.</p>  <p>The diagram shows a vertical rectangle divided into four horizontal color bands: grey at the top, light blue, light pink, and light yellow at the bottom. A thin, light grey horizontal band is visible near the top edge of the grey band.</p>	<p>The imaging unit was exposed too long to light.</p>	<p>Wait overnight and print the test print. If print quality hasn't changed, replace the imaging unit.</p>
<p>Large light spot(s) appear randomly in the test print, approximately on the same horizontal and vertical place <b>or</b> they move vertically from one print to another.</p>  <p>The diagram shows a vertical rectangle divided into four horizontal color bands: grey at the top, light blue, light pink, and light yellow at the bottom. There are two light grey spots: one in the grey band near the top right, and another in the light blue band near the top left.</p>	<p>Fingerprint(s): someone has touched the underside of the imaging unit.</p>	<p>Print several pages until the artifacts fade.</p>

## Troubleshooting and print quality quick reference (cont'd.)

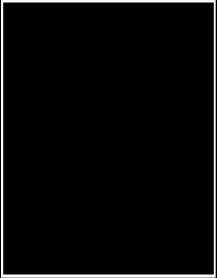

Symptom	Possible Causes	Solution
<p>Dark and light repeating horizontal lines at 1.5 mm intervals.</p> 	<p>Gears in the imaging unit are not meshing smoothly.</p>	<p>Replace the imaging unit.</p>
<p>One or more vertical, dark and even fine lines appear on the print through all colors.</p> 	<p>The imaging unit is scratched. <i>or</i> The fuser is damaged.</p>	<p>Replace the imaging unit; make sure that the old imaging unit is not exposed to light for more than 45 seconds.</p> <p>If a new imaging unit does not correct the problem:</p> <ul style="list-style-type: none"> <li>■ Put the old imaging unit back into the printer.</li> <li>■ Repack the new imaging unit.</li> <li>■ Replace the fuser.</li> </ul>
<p>Front panel reports: Fuser:replace</p>	<p>The fuser is wearing out.</p>	<p>Replace the fuser soon.</p>
<p>Front panel reports: Stopped: replace fuser!</p>	<p>The fuser is worn out.</p>	<p>Replace the fuser now.</p>



## Troubleshooting and print quality quick reference (cont'd.)

Symptom	Possible Causes	Solution
<p>The surface of the printed image appears to have vertical scratches (visible by holding the print at an angle and observing the "shine" of the image).</p> <p>At first, the scratches appear only on the printed image; eventually, dark vertical scratches appear on the unprinted portion of the page.</p>	The fuser is wearing out.	Replace the fuser (depending on your quality needs, you can continue to print until the dark vertical lines appear).
A piece of the printed image is missing and reappears out of place, approximately 129 mm (5 in.) down on the page.	The fuser is worn out.	Replace the fuser.
<p>Dark and wavy vertical streaks appear in all colors (most easily visible in yellow).</p> 	The main charge grid is dirty.	Replace the main charge grid.
<p>The entire page prints in black, including the borders.</p> 	<p>The cause is one of the following:</p> <ul style="list-style-type: none"> <li>■ Bad electrical contact for the main charge grid.</li> <li>■ The main charge grid is broken.</li> <li>■ Power supply high voltage.</li> </ul>	<p>The solution is one of the following:</p> <ul style="list-style-type: none"> <li>■ Re-insert the imaging unit to correct the contact for the main charge grid.</li> <li>■ Replace the main charge grid with a new one.</li> <li>■ Call Service.</li> </ul>

## Troubleshooting and print quality quick reference (cont'd.)

Symptom	Possible Causes	Solution
Front panel reports: Transfer kit:replace	The transfer kit is worn out.	Replace the transfer kit.
Toner spots appear on the back of the media.	The transfer kit is worn out.	Replace the transfer kit.
The page prints in black in the image area only (the borders are clear).	Either the image processor board or engine control board is not functioning properly.	Turn the printer off and back on again. If the problem persists, call Service.
		
The page is completely blank.	The problem could be with one of the following: <ul style="list-style-type: none"> <li>■ Engine control board.</li> <li>■ Developer voltage.</li> <li>■ Laser scanning unit mirror.</li> </ul>	Turn the printer off and back on again. If the problem persists, call Service.
		
Front panel reports: Printer Error ##	An error occurred that is not user-correctable.	Turn the printer off and back on again. If the error persists, call the Customer Support Hotline.
Thin horizontal stripes or a "weave" pattern appears in a complex image.	The printer has insufficient memory for an image of this complexity.	Increase the amount of memory. or Print the image at a lower resolution.