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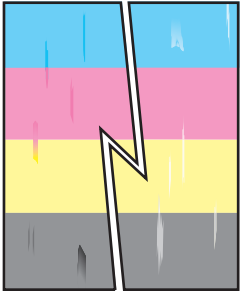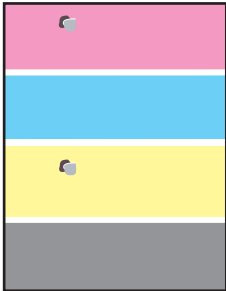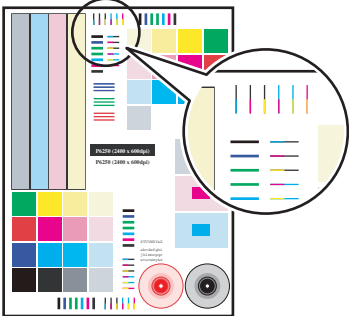
For best results, **use only Xerox Phaser Color Printing Media**. They are guaranteed to produce excellent results on your Phaser printer—your Phaser printer and Phaser media are *Made for Each Other.*

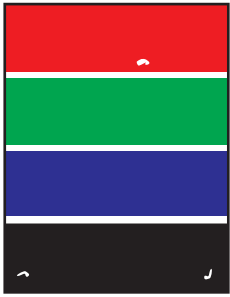# Diagnosing Print-Quality Problems

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

Problem	Solution
Lines, Smudges, or Streaks Black and/or colored areas appear on the page in all colors and/or in non-printed areas.	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 Marks or voids are regularly repeated on the page.	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 Printed items appear to be blurry, hazy, or they have halos.	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)

Problem	Solution
Fusing Is Incomplete Toner appears to be missing from the print, or is easy to rub off. 	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, a the printer's front panel, select **Troubleshooting**, select **Paper Jams**, select **Paper Tips Page**, then press the **OK** button to print. 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. 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. 4. Select **Change**, then press the **OK** button. Set the paper type to **the next heavier type** of paper, then press the **OK** button. **Note** Paper types from lightest to heaviest are: Plain Paper, Heavy Plain Paper, Thin Card Stock, Thick Card Stock.

All Colors Too Light or Too Dark
 	
Colors appear faded or too dark.
	1. Use a different Color Correction mode. See the "Color Settings" section on the following page for detailed descriptions of the available settings.
	
	    a. For the best results for most documents, set the **TekColor Correction** to **Automatic**.
	
	    b. If the print is too light, verify that the **Print-Quality Mode** in the printer driver is not set to **Draft Mode**.
	
	2. Adjust the light or darkness levels.
	
	    At the printer's front panel, select **Troubleshooting**, select **Print Quality Problems**, select **Calibrate Colors**, then select **Print Tutorial Page**. Follow the procedure to lighten or darken colors.

Poor Transparency Print Quality Possible print-quality defects are occurring on transparency film, such as: ■ Light and/or dark spots ■ Smeared toner ■ Light bands on print	■ Use **only** Phaser 25-Series Premium Transparency Film. ■ 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. ■ For a list of transparency part numbers, print the **Paper Tips Page**. At the printer's front panel, select **Information**, select I**nformation Pages**, select **Paper Tips Page**, then press the **OK** button.

Diagnosing Print-Quality Problems (Continued)

Problem	Solution
Grays Not Neutral The grays on the printed page are not neutral; they contain color tints.	■ 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 The colors printed from one computer do not match the colors printed from a different computer.	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 Changing color settings at the printer's front panel does not affect the colors in the printed document.	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 The color produced by the printer is different from the color that it must 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.
Printed Colors Do Not Match Monitor Colors The color produced by the printer looks different from the color that appears on the monitor.	For information about color matching between the monitor and the printed document, see the infoSMART Knowledge Base at: www.xerox.com/officeprinting/infoSMART. View document # **11202**.
PANTONE® Colors Do Not Match Colors printed on the document do not match the Phaser 6250 PANTONE color chart.	For information about PANTONE color matching, see the infoSMART Knowledge Base at 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.
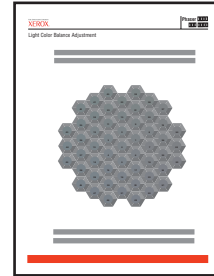
Procedure:

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.
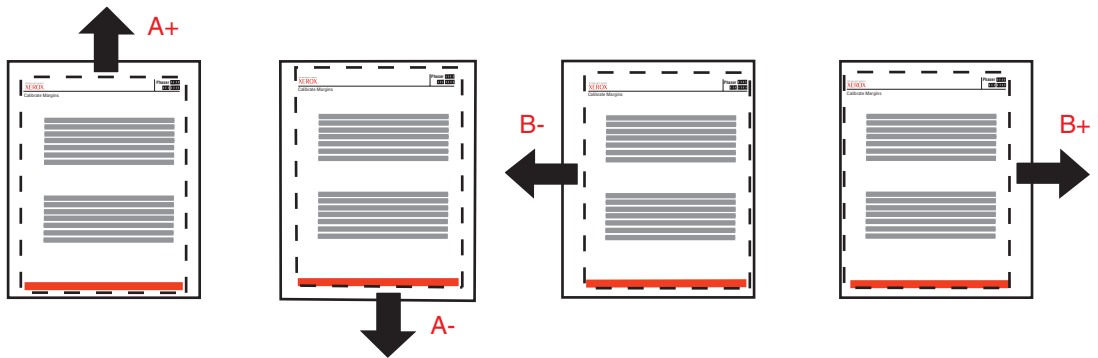
Calibrate Margins

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.

To move up: increase the Adjust Side 1 "A" margin setting.

To move down: decrease Adjust Side 1 "A" margin setting.

To move left: decrease Adjust Side 1 "B" margin setting.

To move right: increase Adjust Side 1 "B" margin setting.

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.