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/office/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.*
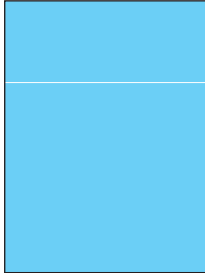
Diagnosing Print-Quality Problems

Caution

Damage caused by using unsupported paper, transparencies, and other specialty media is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage may vary outside these areas; please contact your local representative for details.

Use the following table to find specific solutions to print-quality problems.

Diagnosing Print-Quality Problems
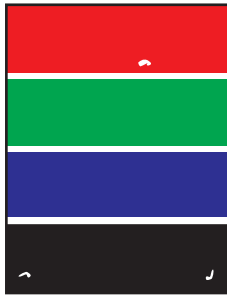

Light Lines or Streaks – One Color

1. Open the front door.
2. Remove the waste cartridge.
3. Clean the laser window for the color affected with the laser window cleaner wand.

   The laser window cleaner wand is located inside the front door.
4. Return the waste cartridge to the printer.

If the problem continues after cleaning the laser window, replace the imaging unit that corresponds to the color affected.

Incomplete Fusing

Toner appears to be missing from the print, or is easy to rub off.

Verify that the paper type currently loaded in the tray from which you are printing matches 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 **Information**, select **Information Pages**, then select **Paper Tips Page**.
- Paper type selected on the printer's front panel and in the printer driver.

If the problem continues:

1. Do one of the following:
   - Tray 1 (MPT): Remove and re-insert the paper.
   - Trays 2-5: Open and close the selected paper tray.

   The printer's front panel prompts you to confirm or change the paper type.
2. At the printer's front panel, select **Change**, press the **OK** button, then do one of the following:
   - Select the correct paper type, then press the **OK** button.
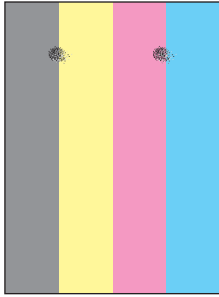   - Select the next heavier type of paper, then press the **OK** button.

Note
   Paper types from lightest to heaviest are: Plain Paper, Heavy Plain Paper, Thin Card Stock, Thick Card Stock.

Diagnosing Print-Quality Problems (Continued)

Repeating Defects

Spots or lines appear at regular intervals on the page–in the direction the paper moves through the printer–in all colors and/or in non-printed areas.

1. At the printer's front panel, select **Troubleshooting**, select **Print Quality Problems**, then select **Repeating Defects Page**.

   The Repeating Defects Page prints with instructions for identifying defective units.

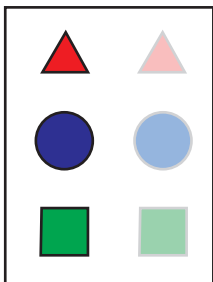2. Replace the routine maintenance item(s) identified on the Repeating Defects Page to correct the problem.

Note

If the Transfer Roller is replaced, at the printer's front panel, select **Information**, select **Supplies Info**, then select **Reset Transfer Roller Life**.

Spots or lines appear at regular intervals on the page–in the direction the paper moves through the printer–in only one color.

Diagnosing Print-Quality Problems (Continued)

Offset Image

Toner appears to be reprinted on the page and placed about 84 mm (3.3 in.) across the page in the direction the paper moves through the printer.

Verify that the paper type currently loaded in the tray from which you are printing matches 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 **Information**, select **Information Pages**, then select **Paper Tips Page**.

■ Paper type selected at the printer's front panel and in the printer driver.

If the problem continues:

1. Do one of the following:

   ■ Tray 1 (MPT): Remove and re-insert the paper.

   ■ Trays 2-5: Open and close the selected paper tray.

   The printer's front panel prompts you to confirm or change the paper type.
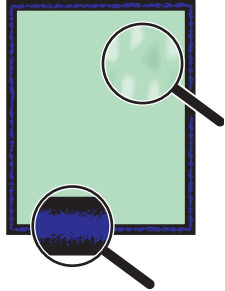
2. At the printer's front panel, select **Change**, press the **OK** button, then do one of the following:

   ■ Select the correct paper type, then press the **OK** button.

   ■ Select the next lighter type of paper, then press the **OK** button.

Note

   Paper types from heaviest to lightest are: Thick Card Stock, Thin Card Stock, Heavy Plain Paper, and Plain Paper.

Diagnosing Print-Quality Problems (Continued)

Solid Fills Appear Mottled or Blotchy **Blacks Appear Blue**	Verify that the paper type currently loaded in the tray from which you are printing matches 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 **Information**, select **Information Pages**, then select **Paper Tips Page**.

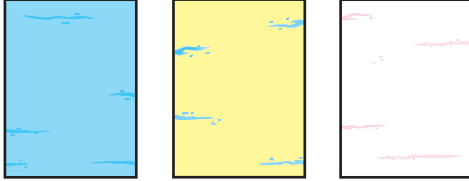■ Paper type selected on the printer's front panel, and in the printer driver.

If the problem continues, adjust the toner transfer setting for the paper type being used:

1. Insert paper into Tray 1 (MPT).

   The printer's front panel prompts you to confirm or change the paper type.

2. At the printer's front panel, do one of the following:

   ■ Press the **OK** button to confirm the paper type. Proceed to Step 3.

   ■ Follow these steps:

      a. Select **Change** to change the paper type, then press the **OK** button.

      b. Press the **Up Arrow** or **Down Arrow** button to scroll the correct paper type, then press the **OK** button.

      c. Press the **Up Arrow** or **Down Arrow** button to scroll to the correct paper size, then press the **OK** button.

      d. Proceed to Step 3.

3. Select **Printer Setup**, select **Calibration Setup**, select **Calibrate for Paper**, then select **Calibrate for Paper Pages**.

4. Follow the instructions on the Calibrate for Paper Pages to adjust the toner transfer setting.

Diagnosing Print-Quality Problems (Continued)

Lines, Smudges, or Streaks

Dark or light marks appear on the page in all colors and/or in non-printed areas.

Verify that the paper type currently loaded in the tray from which you are printing matches 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 **Information**, select **Information Pages**, then select **Paper Tips Page**.

■ Paper type selected on the printer's front panel, and in the printer driver.

If the problem continues, remove toner print smears:

1. At the printer's front panel, select **Troubleshooting**, select **Print Quality Problems**, then select **Remove Print Smears**.

   Several cleaning pages are printed.

2. Repeat Step 1 until no toner appears on the pages.

If the problem is not resolved by removing the toner print smears, follow these steps:

1. At the printer's front panel, select **Troubleshooting**, select **Print Quality Problems**, then select **Repeating Defects Page**.

   The Repeating Defects Page prints with instructions for identifying defective units.

2. Replace the routine maintenance item(s) identified on the Repeating Defects Page to correct the problem.

Note
   If the Transfer Roller is replaced, at the printer's front panel, select **Information**, select **Supplies Info**, then select **Reset Transfer Roller Life**.

Colors Align Incorrectly

Color has shifted outside the designated area or is superimposed over another color.

Open and close the front door. The printer performs an automatic registration calibration with the next print.

Diagnosing Print-Quality Problems (Continued)

All Colors Too Light or Too Dark Colors appear faded or too dark.	Calibrate the printer's colors. Calibrating adjusts the printer's color balance and lightness level. 1. At the printer's front panel, select **Printer Setup**, select **Calibration Setup,** select **Calibrate Colors**, then select **Tutorial Page**. 2. Follow the instructions on the Tutorial Page to balance colors or lighten/darken colors.

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 increases or decreases all primary colors (cyan, magenta, yellow, and black) to produce a lighter or darker image.

Caution

The Lightness Level affects all prints for all users. Changing this setting is generally not recommended.

Procedure:

1. At the printer's front panel, select **Printer Setup**, select **Calibration Setup**, select **Calibrate Colors**, then select **Lighten/Darken Colors**.

   The Color Reference Page prints. Use this page to evaluate the lightness/darkness of the image. The printer's current lightness level is displayed on the page.

   a. Select **Lightness Level**, then press the **OK** button.

   b. Press the **Up Arrow** or **Down Arrow** button to change the value from **-5** (lightest) to **5** (darkest), then press the **OK** button. The Color Reference Page automatically prints using the new lightness level.

   c. Repeat Steps a and b until you achieve the desired result.

2. To complete the procedure, select one of the following options:

   ■ **Accept Changes**: Saves the new lightness level then returns to the Calibrate Colors menu.

   ■ **Discard Changes**: Returns to the Calibrate Colors menu without saving any changes.

Balance Colors

There are three methods for balancing colors to prevent a primary color (cyan, magenta, or yellow) from overpowering the other colors:

■ **PhaserMatch and PhaserCal Software**: Provides the most accurate color balance adjustment by using instrument-based measurements. If using PhaserMatch/PhaserCal software, it is not necessary to perform either the Basic Color Balance or Advanced Color Balance procedures.

■ **Basic Color Balance**: Provides a color balance adjustment that is appropriate for most printing needs. Twelve basic, visual evaluations are made to adjust the darkness of three shades of each toner color independently.

■ **Advanced Color Balance**: Provides a finer color balance adjustment than the Basic Color Balance procedure. Two or more advanced visual evaluations are made to ensure that equal mixtures of the primary colors produce a neutral gray.
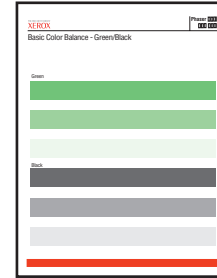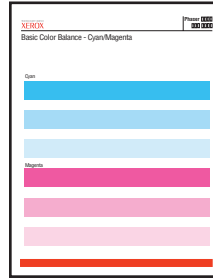
PhaserMatch and PhaserCal Software

PhaserMatch Color Management and PhaserCal Color Calibration software provide instrument-based color calibration tools. These applications use spectrophotometer or scanner measurements to achieve optimum calibration of your Phaser 7750 printer.

PhaserCal software can be used with any Phaser 7750 Color Laser Printer and is supplied with Phaser 7750DN, 7750GX, and 7750DXF configurations. For more information on PhaserMatch and PhaserCal software, go to www.xerox.com/office/infoSMART. To order PhaserCal software, go to www.xerox.com/office/7750supplies.

Basic Color Balance

The basic color balance pages (like the pages illustrated on the right) contain rows of cyan, magenta, green, and black. Each row contains sections numbered from -5 to 5. When the page is viewed from arm's length, the color in the +0 section should appear to blend most closely with the row's background color. If it does not, use the basic color balance procedure to adjust the color settings.
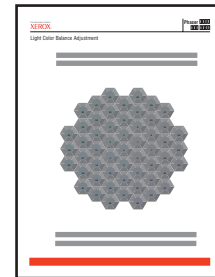
Procedure:

1. At the printer's front panel, select **Printer Setup**, select **Calibration Setup**, select **Calibrate Colors**, select **Basic Color Balance**, then press the **OK** button.

2. Follow the steps on the Basic Color Balance-Cyan/Magenta Page until the desired color setting is achieved.

3. Follow the steps on the Basic Color Balance-Green/Black Page until the desire color setting is achieved.

Advanced Color Balance

The Light Color Balance Page and Dark Color Balance Page (like the page illustrated on the right) contain a large cluster of circles, numbered from 0 to 54, that vary in hue.

The center circle (0) should appear most neutral gray. 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 too red.
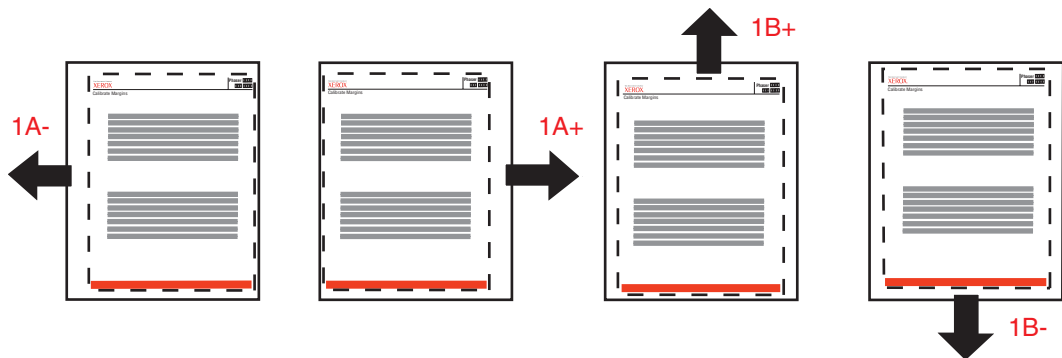
Procedure:

1. At the printer's front panel, select **Printer Setup**, select **Calibration Setup**, select **Calibrate Colors**, select **Advanced Color Balance**, then press the **OK** button.

2. Follow the steps on the Light Color Balance Page until the desired adjustment is achieved.

3. 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 Long-Edge Feed

1. To move the dashed rectangle to the position you want it on the page:
   a. Select **Side 1 "A" Margin**, then press the **OK** button.
   b. Press the **Up** or **Down** arrow button to move the margin as illustrated.
   c. You can adjust the settings from -40 to +40 units (6.7 mm). The thickness of the rectangle's dashed line is 1 unit. 12 units move the rectangle 1 mm.
   d. Select **Side 1 "B" Margin**, then press the **OK** button.
   e. Press the **Up** or **Down** arrow button to move the margin as illustrated.
2. Reprint the **Calibrate Margins Page** to verify or change the adjustment.

1B+

1A-   1A+

1B-

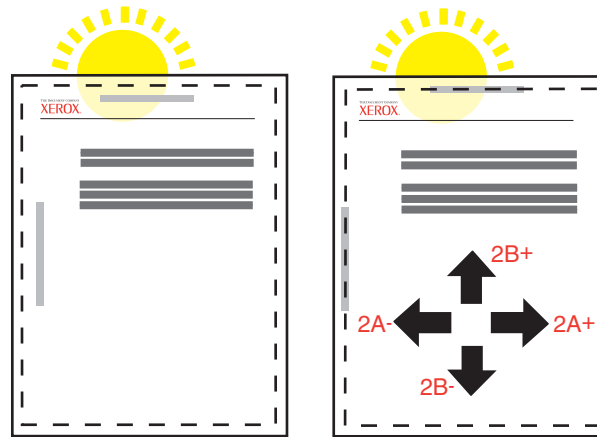To move left: decrease Side 1 "A" margin setting.

To move right: increase Side 1 "A" margin setting.

To move up: increase Side 1 "B" margin setting.

To move down: decrease Side 1 "B" margin setting.

Adjusting Side 2 Margins Long-Edge Feed 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 solid lines to align with the dashed lines:
   a. Select **Side 2 "A" Margin**, then press the **OK** button.
   b. Press the **Up** or **Down** arrow button to move the margin as illustrated.
   c. Select **Side 2 "B" Margin**, then press the **OK** button.
   d. Press the **Up** or **Down** arrow button to move the margin as illustrated.
3. Reprint the **Calibrate Margins Page** to verify or change the adjustment.

2B+

2A-   2A+
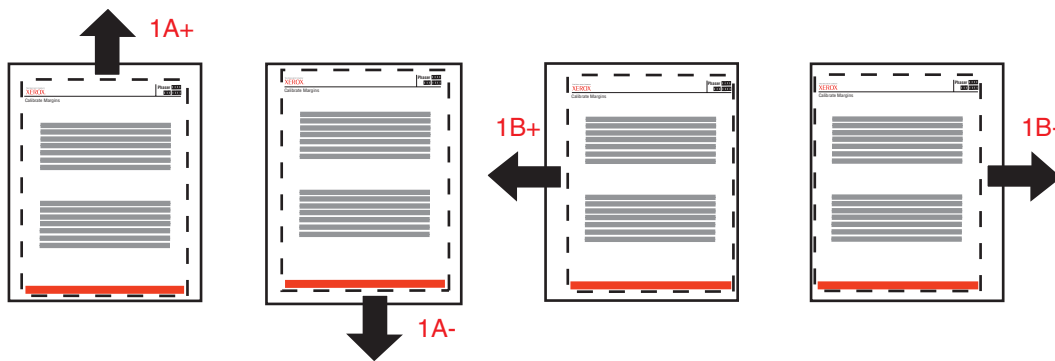
2B-

Adjusting Side 1 Margins Short-Edge Feed

1. To move the dashed rectangle to the position you want it on the page:

   a. Select **Side 1 "A" Margin**, then press the **OK** button.

   b. Press the **Up** or **Down** arrow button to move the margin as illustrated.

   You can adjust the settings from -40 to +40 units (6.7 mm). The thickness of the rectangle's dashed line is 1 unit. 12 units move the rectangle 1 mm.

   c. Select **Side 1 "B" Margin**, then press the **OK** button.

   d. Press the **Up** or **Down** arrow button to move the margin as illustrated.

2. Reprint the **Calibrate Margins Page** to verify or change the adjustment.

1A+

1B+

1B-

1A-

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

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

To move left: increase Side 1 "B" margin setting.

To move right: decrease Side 1 "B" margin setting.

Adjusting Side 2 Margins Short-Edge Feed 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 solid lines to align with the dashed lines:
   a. Select **Side 2 "A" Margin**, then press the **OK** button.
   b. Press the **Up** or **Down** arrow button to move the margin as illustrated.
   c. Select **Side 2 "B" Margin**, then press the **OK** button.
   d. Press the **Up** or **Down** arrow button to move the margin as illustrated.
3. Reprint the **Calibrate Margins Page** to verify or change the adjustment.