

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

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

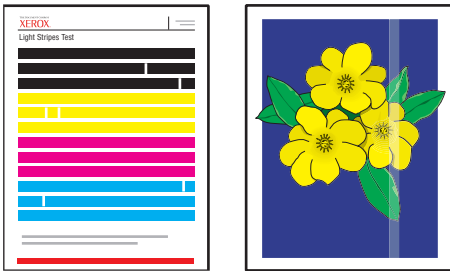
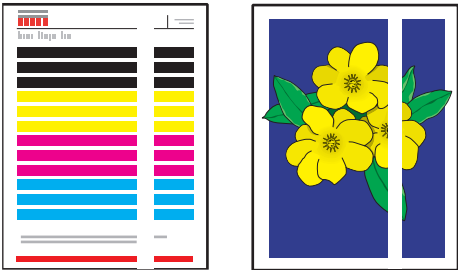
Damage caused by using unsupported paper, transparencies, and other speciality media is not covered by the Xerox warranty, service agreement, or Total Satisfaction Guarantee.

Note


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. (Free Color Printer customers are not eligible for this coverage.)

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

Diagnosing Print-Quality Problems

Problem	Solution
<p>Random Light Stripes One or more color bars are missing on the test page.</p> 	<ol style="list-style-type: none"> At the printer's front panel, select Troubleshooting, select Print Quality Problems, select Eliminate Light Stripes, then press the OK button. Repeat Step 1 up to 3 times if the stripes still appear. If the problem continues, turn off the printer for at least 4 hours. Turn on the printer and if necessary, repeat Step 1. If the problem continues, follow the steps for Predominate Light Stripes.
<p>Predominate Light Stripes All four color bars are missing on the test page.</p> 	<ol style="list-style-type: none"> Open the exit cover, inspect the paper-exit area for debris, and if necessary, remove the debris. Under the exit cover, lift the green guide, wipe the white plastic paper release blade with a lint-free cloth, then close the exit cover. Open the side door on the right panel, remove the orange maintenance kit, wipe the clear plastic wiper blade with a lint-free cloth, replace the maintenance kit, then close the side door. If the problem continues, follow the steps for Random Light Stripes.

Diagnosing Print-Quality Problems (Continued)

Problem	Solution
<p>Smudges or Smears Smudges or smears appear on the page.</p> 	<ol style="list-style-type: none"> 1. At the printer's front panel, select Troubleshooting, select Print Quality Problems, select Remove Print Smears, then press the OK button. The printer will clean the ink from the rollers by running several sheets of paper through the printer. 2. Repeat Step 1 up to 3 times if the smears still appear. 3. If the problem continues, verify that a supported paper type is being used. At the printer's front panel, select Information, select Information Pages, select Paper Tips Page, then press the OK button. 4. If the problem continues, open the side door on the right panel, remove the orange maintenance kit, wipe the clear plastic wiper blade with a lint-free cloth, replace the maintenance kit, then close the side door.
<p>Transparency Images Are Too Light or Too Dark</p>	<ul style="list-style-type: none"> ■ Verify that the paper type is set to transparency in the computer software application or the printer driver. ■ Use Phaser Professional Solid Ink Transparencies. ■ Print the Paper Tips Page for the Phaser Professional Solid Ink Transparencies part number. At the printer's front panel, select Information, select Information Pages, select Paper Tips Page, then press the OK button.

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.

For more information on using color, go to [Reference/Printing/Using Color](#) on the User Documentation CD-ROM.