

# Troubleshooting Print Quality

Your Xerox® AltaLink® B8245/B8255/B8270 Multifunction Printer is designed to produce high-quality prints consistently. If you observe print-quality problems, use the information on these pages to troubleshoot the problems. For detailed online support information, go to [www.xerox.com/office/support](http://www.xerox.com/office/support).

**CAUTION:** The Xerox® warranty, Service Agreement, or Total Satisfaction Guarantee does not cover damage caused by using unsupported paper, transparencies, or other specialty media. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage can vary outside of these areas. For details, contact your local representative.

## Paper Type

**CAUTION:** If you change the type of paper in the tray, change the paper type at the control panel to match the paper in the tray. If you fail to change the paper type, it can cause print-quality problems and damage the fuser.

For the best results, only use recommended Xerox® paper and media. Xerox® paper and media are guaranteed to produce excellent results on your Xerox® AltaLink® B8245/B8255/B8270 Multifunction Printer. To order Xerox® paper and media, go to [www.xerox.com/office/supplies](http://www.xerox.com/office/supplies).

For a complete list of recommended paper for your printer, go to:


- North America: [www.xerox.com/rmlna](http://www.xerox.com/rmlna)
- Europe: [www.xerox.com/rmleu](http://www.xerox.com/rmleu)

## Solving Print-Quality Problems


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

**Note:** The images that appear represent long edge feed prints. If you print short edge feed, the print-quality defects are rotated 90 degrees. The images that appear are for reference only. Not all pages represented are printed.

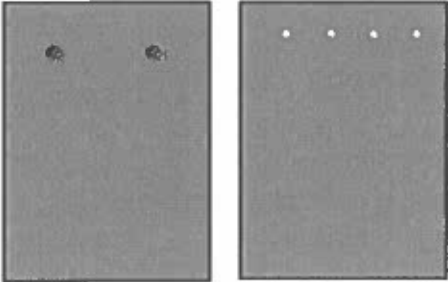
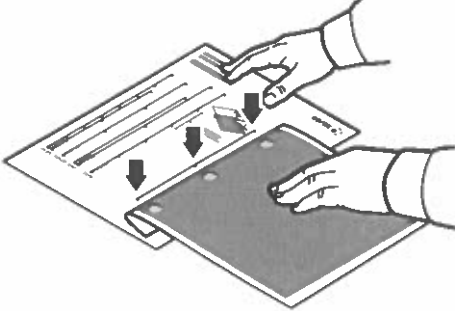
## Solving Print-Quality Problems

Problem	Solution
<p data-bbox="108 340 354 376"><b>Light Lines or Streaks</b></p> 	<ol data-bbox="651 340 1455 1070" style="list-style-type: none"><li data-bbox="651 340 912 376">1. Open the front cover.</li><li data-bbox="651 645 1455 712">2. To unlock the belt tension lever, on the left side of the printer, rotate the belt tension lever, then open the drum cartridge cover.</li><li data-bbox="651 981 1455 1070">3. Push the cleaner into the printer until it stops. Move the LED printhead cleaner in and out of the printer two or three times. When finished, remove the cleaner.</li></ol> <p data-bbox="699 1079 1050 1115"><b>Note:</b> Do not use excessive force.</p> <p data-bbox="657 1415 1455 1541">If the problem persists, check if the drum cartridge is causing the problem. To check, switch the suspected drum cartridge with another drum cartridge of a different color. If the problem occurs where you move the suspected drum cartridge, replace the suspected drum cartridge.</p>

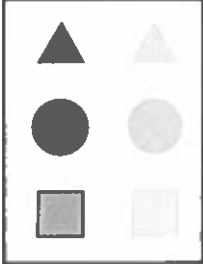
## Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="108 351 320 383"><b>Incomplete Fusing</b></p> <p data-bbox="108 392 603 450">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol data-bbox="662 351 1428 645" style="list-style-type: none"><li>1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to:<ul data-bbox="699 461 1390 533" style="list-style-type: none"><li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Verify that the paper type is selected on the control panel and in the print driver.</li><li>3. If the problem persists, do one of the following:<ul data-bbox="699 656 1449 745" style="list-style-type: none"><li>• For dedicated trays, log in as admin, touch <b>Device &gt; Tools &gt; Device Settings &gt; Paper Management &gt; Tray Settings</b>. Select the tray, touch <b>Edit</b>, then change the paper type.</li></ul></li></ol> <p data-bbox="694 757 1417 815"><b>Note:</b> To change the size, type, or color of paper in a dedicated tray when the control panel is locked, log in as the system administrator.</p> <ul data-bbox="699 828 1353 936" style="list-style-type: none"><li>• For trays that are set to Fully Adjustable:</li><li>• Trays 1–4 and 6: Open, then close the selected paper tray.<ul data-bbox="730 909 1203 936" style="list-style-type: none"><li>• Tray 5: Remove, then reinsert the paper.</li></ul></li></ul> <p data-bbox="694 949 1425 978">The control panel prompts you to confirm or change the paper type.</p> <ul data-bbox="699 992 1401 1099" style="list-style-type: none"><li>• At the touch screen, touch <b>Type</b>, then do one of the following:<ul data-bbox="730 1032 1401 1099" style="list-style-type: none"><li>• Select the correct paper type, then touch <b>Confirm</b>.</li><li>• Select the next heavier type of paper, then touch <b>Confirm</b>.</li></ul></li></ul> <p data-bbox="694 1113 1198 1142"><b>Note:</b> Paper types from lightest to heaviest are:</p> <ul data-bbox="730 1155 1425 1283" style="list-style-type: none"><li>• For uncoated paper: Plain, Lightweight Cardstock, Cardstock, and Heavyweight Cardstock.</li><li>• For coated paper: Lightweight Glossy Cardstock, Glossy Cardstock, and Heavyweight Glossy Cardstock.</li></ul>

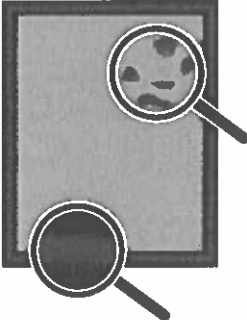
## Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="113 360 320 389"><b>Repeating Defects</b></p> <p data-bbox="113 398 579 517">Spots or lines appear at regular intervals on the page in the direction that the paper moves through the printer or in non-printed areas.</p> 	<ol style="list-style-type: none"><li data-bbox="667 360 1410 488">1. At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Support Pages &gt; Repeating Defects Page &gt; Print</b>. The Repeating Defects Page prints with instructions for identifying defective units.</li><li data-bbox="667 501 1394 562">2. To correct the problem, replace items identified on the Repeating Defects Page. </li><li data-bbox="667 904 1453 1263">3. If you replaced the the transfer roller, reset the counter:<ul style="list-style-type: none"><li data-bbox="699 949 1453 1032">• At the control panel, press <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li><li data-bbox="699 1046 1166 1075">• Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li><li data-bbox="699 1088 1289 1117">• Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li><li data-bbox="699 1131 1091 1160">• Touch <b>Second Bias Transfer Roll</b>.</li><li data-bbox="699 1173 970 1202">• Touch <b>Reset Counter</b>.</li><li data-bbox="699 1216 1406 1263">• To close the pop-up window, touch <b>X</b>, touch <b>admin</b>, then select <b>Logout</b>.</li></ul></li></ol>

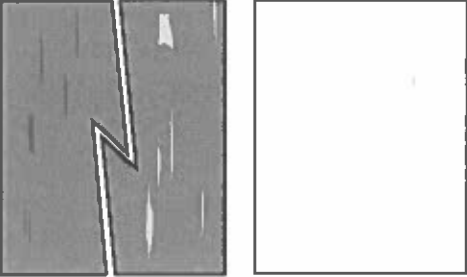
## Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Offset Image</b></p> <p>The most common offset is toner that appears to be reprinted on the page and placed about 95 mm (3.75 in.) across the page in the direction that the paper moves through the printer.</p> <p><b>Note:</b> For a different distance, use the Repeating Defects Page to identify the cause.</p> 	<ol style="list-style-type: none"> <li>1. Verify that the paper you are using is the correct paper type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to: <ul style="list-style-type: none"> <li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> </ul> </li> <li>2. Verify that the paper type is selected on the control panel and in the print driver. <b>Note:</b> To change the size, type, or color of paper in a dedicated tray when the control panel is locked, log in as the system administrator.</li> <li>3. If the problem continues, do one of the following: <ul style="list-style-type: none"> <li>• For dedicated trays, log in as admin, touch <b>Device &gt; Tools &gt; Device Settings &gt; Paper Management &gt; Tray Settings</b>. Select the tray, touch <b>Edit</b>, then change the paper type.</li> <li>• For trays that are set to Fully Adjustable: <ul style="list-style-type: none"> <li>• Trays 1–4 and 6: Open, then close the selected paper tray.</li> <li>• Tray 5: Remove, then reinsert the paper.</li> </ul>                     The control panel prompts you to confirm or change the paper type. </li> <li>• At the touch screen, touch <b>Type</b>, then do one of the following: <ul style="list-style-type: none"> <li>• Select the correct paper type, then touch <b>Confirm</b>.</li> <li>• Select the next heavier paper type, then touch <b>Confirm</b>.</li> </ul> </li> </ul> </li> </ol> <p><b>Note:</b> Paper types from lightest to heaviest are:</p> <ul style="list-style-type: none"> <li>• For uncoated paper: Plain, Lightweight Cardstock, Cardstock, and Heavyweight Cardstock.</li> <li>• For coated paper: Lightweight Glossy Cardstock, Glossy Cardstock, and Heavyweight Glossy Cardstock.</li> </ul> <ul style="list-style-type: none"> <li>• To identify the cause, use the Repeating Defects Page. For details, refer to the previous page.</li> </ul>

## Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="116 349 523 409"><b>Heavy Coverage Appears Mottled or Blotchy</b></p> <p data-bbox="116 421 331 450"><b>Blacks Appear Blue</b></p> 	<ol data-bbox="667 349 1430 600" style="list-style-type: none"><li>1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to:<ul data-bbox="703 461 1393 533" style="list-style-type: none"><li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Verify that the paper type is selected on the control panel and in the print driver.</li></ol> <p data-bbox="667 611 1094 640">If the problem continues, call for service.</p>
<p data-bbox="116 864 488 893"><b>Gray Tones Too Light or Too Dark</b></p> <p data-bbox="116 904 596 965">Gray tones appear faded or too dark on print or copy.</p>	<ol data-bbox="667 864 1453 1249" style="list-style-type: none"><li>1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to:<ul data-bbox="703 976 1166 1048" style="list-style-type: none"><li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Verify that the paper type is selected on the control panel and in the print driver.</li><li>3. Adjust the lightness settings in the Copy settings or the print driver. For information about changing the Lightness setting in the PostScript print driver for your operating system, refer to the <i>Printing</i> chapter of the <i>User Guide</i>.</li></ol>

## Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Lines, Smudges, or Streaks</b> Dark or light marks appear on the page in all tones or non-printed areas.</p> 	<ol style="list-style-type: none"> <li>Verify that the paper you are using is the correct type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to: <ul style="list-style-type: none"> <li>North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> </ul> </li> <li>Verify that the paper type is selected on the control panel and in the print driver.</li> <li>If the problem persists, follow these steps: <ul style="list-style-type: none"> <li>At the control panel, touch <b>Device &gt; Information Pages &gt; Troubleshooting Print Quality Page &gt; Print</b>. The Repeating Defects Page prints with instructions for identifying defective units.</li> <li>To correct the problem, replace the items identified on the Repeating Defects Page.</li> </ul> </li> <li>If the problem continues, replace the transfer belt cleaner. If you replace the transfer belt cleaner, reset the counter: <ul style="list-style-type: none"> <li>At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Done</b>. For details, refer to the <i>System Administrator Guide</i>.</li> <li>Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li> <li>Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li> <li>Touch <b>Transfer Belt Cleaner</b>.</li> <li>Touch <b>Confirm Reset</b>.</li> <li>To close the pop-up window, touch <b>X</b>, touch <b>admin</b>, then select <b>Logout</b>.</li> </ul> </li> </ol>
<p><b>Poor Transparency Print Quality</b> Print-quality defects are occurring on transparency film:</p> <ul style="list-style-type: none"> <li>Light or dark spots</li> <li>Smearred toner</li> <li>Light bands on print</li> </ul>	<p>Use only Xerox® Transparencies.</p> <p><b>CAUTION:</b> Using non-Xerox® transparencies can cause print-quality problems or damage to the fuser. Damage caused by using unsupported media is not covered by the Xerox® Warranty, Service Agreement, or Total Satisfaction Guarantee.</p>

## Print-Quality Settings

The Windows PostScript print driver and the Macintosh print drivers provide the highest print-quality modes: You can change these settings in the print driver. Select the setting that is best suited for your print job.

### Print-Quality Mode

- **Enhanced** mode is the general-purpose mode for crisp, smooth-toned prints. Enhanced mode balances speed with quality.
- **High Resolution** mode is a high-quality mode that creates smooth-toned prints with fine lines and detail. High Resolution mode balances quality over speed.
- **Toner Saver** mode reduces the amount of toner used for print jobs and is useful for draft-quality output. Print quality is slightly lower than using Standard mode.

### Image Options

Image options controls how the printer uses lightness and contrast to produce your document. The Windows PostScript print driver and the Macintosh print drivers provide the widest range of controls on the Image Options tab.

- To locate Image Options in Windows, in the print driver, click the **Image Options** tab.
- To locate Image Options on Macintosh, in the Print window, in the print options list, click **Xerox Features**. Within Xerox Features, in the options list, click **Image Options**.