

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® C8230/C8235/C8245/C8255/C8270 Color 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:

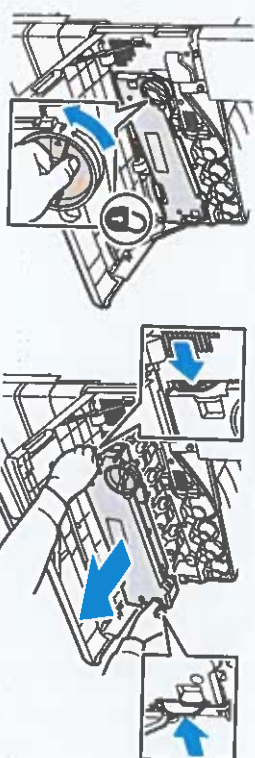
- North America: [www.xerox.com/rmlna](http://www.xerox.com/rmlna)
- Europe: [www.xerox.com/rmlen](http://www.xerox.com/rmlen)

## Solving Print-Quality Problems

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

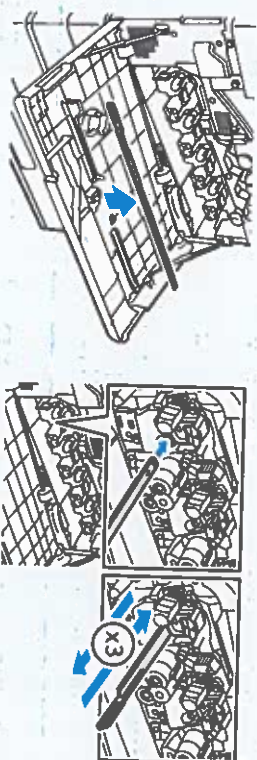
**Note:** The images that appear represent long-edge feed prints. If you print short-edge feed, the print-quality defects are rotated 90 degrees. The images that appear are for reference only. Not all pages represented are printed.

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.



3. Pull out the LED print head cleaner until it stops, then move it all the way in and out two or three times. Repeat this process for all four toner units.

**Note:** Ensure that you pull the LED print head cleaners out as far as they will go. Push them in as far as they will go. Do not use excessive force.



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.



a. For dedicated trays, log in as admin, touch **Device** > **Tools** > **Device Settings** > **Paper Management** > **Tray Settings**. Select the tray, touch **Edit**, then change the paper type.

**Note:** 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.

b. For trays that are set to Fully Adjustable:

- Trays 1–4 and 6: Open, then close the selected paper tray.
- Tray 5: Remove, then reinsert the paper.

The control panel prompts you to confirm or change the paper type.

c. At the touch screen, touch **Type**, then do one of the following:

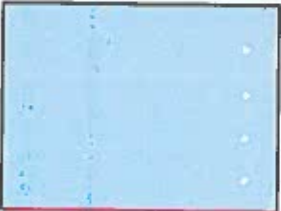
- Select the correct paper type, then touch **Confirm**.
- Select the next heavier type of paper, then touch **Confirm**.

**Note:** Paper types from lightest to heaviest are:

- For uncoated paper: Plain, Lightweight Cardstock, Cardstock, and Heavyweight Cardstock.
- For coated paper: Lightweight Glossy Cardstock, Glossy Cardstock, and Heavyweight Glossy Cardstock.

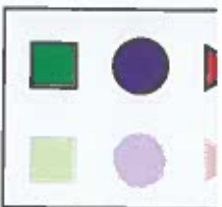


Spots or lines appear at regular intervals on the page, in the direction the paper moves through the printer, and in one color only.



3. If you replaced the transfer roller, reset the counter:
  - a. At the control panel, press **Log In**. Enter system administrator login information, then touch **Enter**. For details, refer to the *System Administrator Guide*.
  - b. Touch **Device** > **Tools** > **Device Settings**.
  - c. Scroll, then touch **Supplies** > **Supply Counter Reset**.
  - d. Touch **Second Bias Transfer Roll**.
  - e. Touch **Reset Counter**.
  - f. To close the pop-up window, touch **X**, touch **admin**, then select **Logout**.





3. If the problem continues, do one of the following:
  - a. For dedicated trays, log in as admin, touch **Device** > **Tools** > **Device Settings** > **Paper Management** > **Tray Settings**. Select the tray, touch **Edit**, then change the paper type.
  - b. For trays that are set to Fully Adjustable:
    - Trays 1–4 and 6: Open, then close the selected paper tray.
    - Tray 5: Remove, then reinsert the paper.
  - c. The control panel prompts you to confirm or change the paper type. At the touch screen, touch **Type**, then do one of the following:
    - Select the correct paper type, then touch **Confirm**.
    - Select the next heavier paper type, then touch **Confirm**.
  - Note:** Paper types from lightest to heaviest are:
    - For uncoated paper: Plain, Lightweight Cardstock, Cardstock, and Heavyweight Cardstock.
    - For coated paper: Lightweight Glossy Cardstock, Glossy Cardstock, and Heavyweight Glossy Cardstock.
  - d. To identify the cause, use the Repeating Defects Page. For details, refer to the previous page.



### Colors Align Incorrectly

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



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

### All Colors Too Light or Too Dark

Colors appear faded or too dark on print or copy.

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:
    - North America: [www.xerox.com/rmlna](http://www.xerox.com/rmlna)
    - Europe: [www.xerox.com/rmleu](http://www.xerox.com/rmleu)
  2. Verify that the paper type is selected on the control panel and in the print driver.
  3. Calibrate the printer colors. The calibration procedure adjusts the printer color balance and lightness level. At the control panel, touch **Device > Tools > Troubleshooting > Calibration > Print Calibration or Copy Calibration**. Follow the onscreen instructions to run the calibration procedure.
- Note:** For information about changing the Lightness setting in the PostScript print driver for your operating system, refer to the *Printing* chapter of the *User Guide*.



- a. At the control panel, touch **Device > Information Pages > Troubleshooting Print Quality Page > Print**.  
The Repeating Defects Page prints with instructions for identifying defective units.
- b. To correct the problem, replace the items identified on the Repeating Defects Page.
- 4. If the problem continues, replace the transfer belt cleaner. If you replace the transfer belt cleaner, reset the counter:
  - a. At the control panel, press **Log In**. Enter system administrator login information, then touch **Done**. For details, refer to the *System Administrator Guide*.
  - b. Touch **Device > Tools > Device Settings**.
  - c. Scroll, then touch **Supplies > Supply Counter Reset**.
  - d. Touch **Transfer Belt Cleaner**.
  - e. Touch **Confirm Reset**.
  - f. To close the pop-up window, touch **X**, touch **admin**, then select **Logout**.

<p>The grays on the printed page are not neutral; they contain color tints.</p>	<p>balance.</p> <ol style="list-style-type: none"> <li>1. At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Calibration &gt; Print Calibration</b>.</li> <li>2. Follow the onscreen instructions to run the Print Calibration procedure.</li> </ol>
<p><b>Colors Vary Between Computers</b></p> <p>The colors printed from one computer do not match the colors printed from a different computer.</p>	<ol style="list-style-type: none"> <li>1. Confirm that the print driver settings for <b>Print Quality</b>, <b>Color Correction</b>, and <b>Color By Words</b> are identical on both computers.</li> <li>2. Adjust the settings as needed.</li> </ol> <p><b>Note:</b> Print driver settings override the settings that are made at the printer control panel.</p>
<p><b>Colors Do Not Match</b></p> <p>The color produced by the printer is different from the color that it must match.</p>	<p>For more information about color matching, go to the Online Support Assistant at <a href="http://www.xerox.com/office/support">www.xerox.com/office/support</a>.</p>
<p><b>Printed Colors Do Not Match Monitor Colors</b></p> <p>The color produced by the printer looks different from the color that appears on the computer monitor.</p>	<p>To view information about color matching between the monitor and the printed document, go to the Online Support Assistant at <a href="http://www.xerox.com/office/support">www.xerox.com/office/support</a>.</p>



Color corrections are unavailable on the Image Options tab in the print driver. The Preview window appears on the right side of the Image Options tab. When the Preview check box is selected, color correction appears in the Preview window. Selecting and clearing the Preview check box allows you to compare the corrected image to the uncorrected image.

To adjust the color characteristics of your print job, select the Color Correction tab, then select options as needed.

- **Xerox Black and White Conversion** converts the colors to grayscale, producing a black and white print job. This setting is useful for creating black and white master documents for photocopying or faxing.
- **Color Correction** provides options to match the printer colors as closely as possible to colors on other devices, such as your computer screen or a printing press.
  - **Automatic** applies the best color correction to each graphic element of the document: text, artwork, and photographs.
  - **Simulate LCD Display** approximates the print job color to the colors on a LCD computer monitor.
  - **sRGB Display** approximates the print job color to an RGB (red, green, blue) display.
  - **None** removes all color correction. This option is the best choice when working with color specified within your application or operating system.

- **Xerox Automatic Color** applies the best color correction to each graphic element of the document, including text, artwork, and photographs.

- **Custom Automatic Color** provides more options for customizing colors in your print job. Use one selection to adjust the color of the text and graphics. Use the other selection to adjust the color correction applied to images. You can apply a wide range of color options to each element to simulate the outputs of different color devices.

To adjust colors using descriptive phrases, select the **Color By Words** tab. From the menus, select the phrases to build a sentence that describes the color adjustment that you want. You can build more than one sentence for the print job, affecting one color or an entire range of colors.

To change settings for each individual color parameter, select the **Color Adjustments** tab, then adjust the sliders. The sliders allow you to select a continuous range of adjustment for each of the following:

- Lightness
- Contrast
- Saturation
- Cyan to Red
- Magenta to Green
- Yellow to Blue

For more information on color matching and ICC profiles, go to [www.xerox.com/office/support](http://www.xerox.com/office/support).