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**XEROX™**

Xerox® Versalink® B415  
Multifunction Printer

## Troubleshooting Print Quality

Your Xerox® Versalink® B415 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® Versalink® B415 Multifunction Printer. To order Xerox® paper and media, go to [www.xerox.com/office/supplies](http://www.xerox.com/office/supplies).

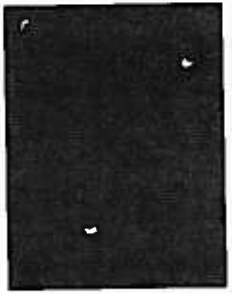
For a complete list of recommended paper for your printer, go to:

- North America: [www.xerox.com/rmna](http://www.xerox.com/rmna)
- 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.

## Solving Print-Quality Problems

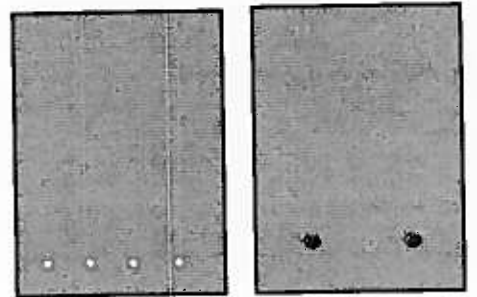
Solution	Problem
<p>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.</p> <p>For a complete list of recommended paper for your printer, go to:</p> <ul style="list-style-type: none"> <li>- North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>- Europe: <a href="http://www.xerox.com/rmlen">www.xerox.com/rmlen</a></li> </ul> <p>2. Verify that the paper type is selected on the control panel and in the print driver.</p> <p>3. If the problem persists, do one of the following:</p> <p><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> <ol style="list-style-type: none"> <li>a. For trays that are set to Dedicated:</li> <li>b. At the control panel, touch <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>c. <b>Touch 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>d. For trays that are set to Fully Adjustable:</li> <li>e. <b>Paper Trays:</b> Open, then close the selected paper tray.</li> <li>f. <b>Bypass Tray:</b> Remove, then reinsert the paper.</li> </ol> <p>The control panel prompts you to confirm or change the paper type.</p> <ul style="list-style-type: none"> <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 type of paper, then touch <b>Confirm</b>.</li> </ul> </li> </ul> <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, and Cardstock.</li> </ul>	<p><b>Incomplete Fusing</b></p> <p>Toner appears to be missing from the print, or rubs off easily.</p> 

**Solving Print-Quality Problems (continued)**

**Problem**

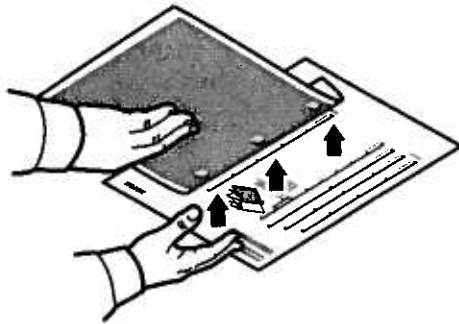
**Repeating Defects**

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.



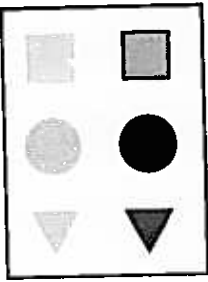
**Solution**

1. At the control panel, touch **Device > Tools > Troubleshooting > Support Pages > Repeating Defects Page > Print**.  
The Repeating Defects Page prints with instructions for identifying defective units.
2. To correct the problem, replace items identified on the Repeating Defects Page.

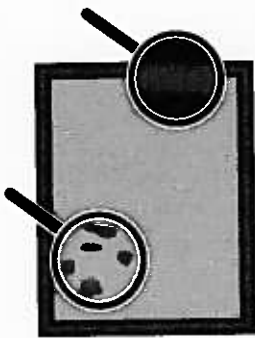



3. If you replace a supply, reset the counter:
  - a. At the control panel, touch **Log In**. Enter system administrator login information, then touch **Enter**. For details, refer to the *System Administrator Guide*.
  - b. Touch **Device > Tools > Device Settings**.
  - c. Scroll, then touch **Supplies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

## Solving Print-Quality Problems (continued)

Solution	Problem
<p>1. Verify that the paper you are using is the correct paper type for the printer and is properly loaded.</p> <p>For a complete list of recommended paper for your printer, go to:</p> <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/rmlen">www.xerox.com/rmlen</a></li> </ul> <p>2. Verify that the paper type is selected on the control panel and in the print driver.</p> <p><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> <p>3. If the problem persists, do one of the following:</p> <p><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> <ol style="list-style-type: none"> <li>a. For trays that are set to Dedicated:</li> <li>b. At the control panel, touch <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>c. 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>d. For trays that are set to Fully Adjustable:</li> <li>e. Paper Trays: Open, then close the selected paper tray.</li> <li>f. Bypass Tray: Remove, then reinsert the paper.</li> </ol> <p>The control panel prompts you to confirm or change the paper type.</p> <ul style="list-style-type: none"> <li>• At the touch screen, touch <b>Type</b>, then do one of the following:</li> <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> <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, and Cardstock.</li> </ul> <p>4. To identify the cause, use the Repeating Defects Page. For details, refer to the previous page.</p>	<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> 

## Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Heavy Coverage Appears Mottled or Blochy</b> <b>Blacks Appear Blue</b></p> 	<ol 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.</li> <li>2. Verify that the paper type is selected on the control panel and in the print driver.  <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/rmlen">www.xerox.com/rmlen</a></li> </ul> </li> </ol> <p>Note: If the problem continues, call for service.</p>
<p><b>Gray Tones Too Light or Too Dark</b> Gray tones appear faded or too dark on print or copy.</p>	<ol 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.</li> <li>2. Verify that the paper type is selected on the control panel and in the print driver.  <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/rmlen">www.xerox.com/rmlen</a></li> </ul> </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>
<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>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.</li> <li>2. Verify that the paper type is selected on the control panel and in the print driver.  <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/rmlen">www.xerox.com/rmlen</a></li> </ul> </li> <li>3. To identify the cause, refer to the Repeating Defects Page that prints with <i>Troubleshooting Print Quality Page</i>. At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Support Pages &gt; Repeating Defects Page &gt; Print</b>.</li> <li>4. To correct the problem, replace items identified on the Repeating Defects Page.</li> </ol>

## 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.

### 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**.