

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.

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.

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


- North America: www.xerox.com/rmlna
- Europe: www.xerox.com/rmleu

Solving Print-Quality Problems

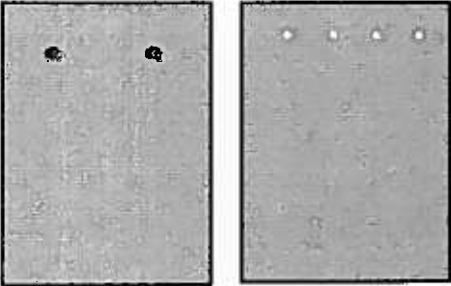
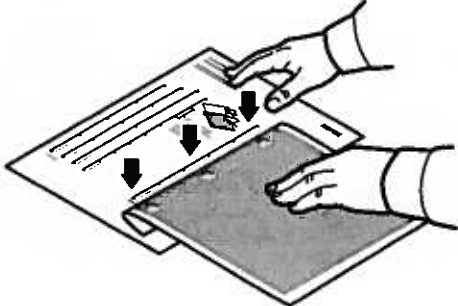
Use the following tables to find specific solutions to print-quality problems.

When 4 change .

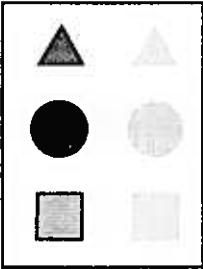
Solving Print-Quality Problems

Problem	Solution
<p data-bbox="118 306 326 331">Incomplete Fusing</p> <p data-bbox="118 344 607 405">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol data-bbox="667 306 1430 600" style="list-style-type: none">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="704 422 1398 489" style="list-style-type: none">– North America: www.xerox.com/rmlna– Europe: www.xerox.com/rmleu2. Verify that the paper type is selected on the control panel and in the print driver.3. If the problem persists, do one of the following: <p data-bbox="699 611 1422 669">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.</p> <ol data-bbox="704 680 1451 1035" style="list-style-type: none">a. For trays that are set to Dedicated:<ol data-bbox="737 722 1451 814" style="list-style-type: none">b. At the control panel, touch Log In. Enter system administrator login information, then touch Enter. For details, refer to the <i>System Administrator Guide</i>.c. Touch Device > Tools > Device Settings > Paper Management > Tray Settings. Select the tray, touch Edit, then change the paper type.d. For trays that are set to Fully Adjustable:<ol data-bbox="737 968 1349 1035" style="list-style-type: none">e. Paper Trays: Open, then close the selected paper tray.f. Bypass Tray : Remove, then reinsert the paper. <p data-bbox="699 1045 1430 1075">The control panel prompts you to confirm or change the paper type.</p> <ul data-bbox="737 1085 1451 1199" style="list-style-type: none">• At the touch screen, touch Type, then do one of the following:<ul data-bbox="786 1127 1365 1199" style="list-style-type: none">• Select the correct paper type, then touch Confirm.• Select the next heavier type of paper, then touch Confirm. <p data-bbox="699 1209 1203 1239">Note: Paper types from lightest to heaviest are:</p> <ul data-bbox="737 1249 1360 1308" style="list-style-type: none">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.

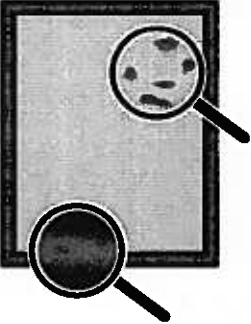
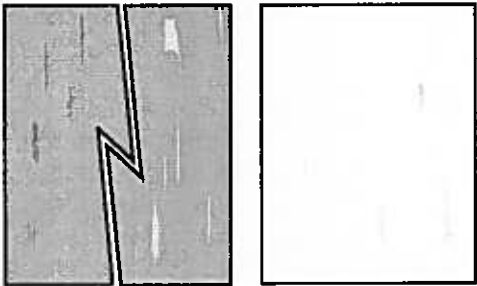
Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="115 317 326 348">Repeating Defects</p> <p data-bbox="115 354 586 474">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="670 317 1414 447">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.<li data-bbox="670 457 1398 520">2. To correct the problem, replace items identified on the Repeating Defects Page. <li data-bbox="670 856 1458 1220">3. If you replace a supply, reset the counter:<ol style="list-style-type: none"><li data-bbox="704 898 1458 982">a. At the control panel, touch Log In. Enter system administrator login information, then touch Enter. For details, refer to the <i>System Administrator Guide</i>.<li data-bbox="704 1003 1170 1035">b. Touch Device > Tools > Device Settings.<li data-bbox="704 1045 1295 1077">c. Scroll, then touch Supplies > Supply Counter Reset.<li data-bbox="704 1087 1036 1119">d. Touch the replaced Supply.<li data-bbox="704 1129 976 1161">e. Touch Reset Counter.<li data-bbox="704 1171 1409 1220">f. To close the pop-up window, touch X, touch admin, then select Log Out.

Solving Print-Quality Problems (continued)

Problem	Solution
<p>Offset Image</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>Note: For a different distance, use the Repeating Defects Page to identify the cause.</p> 	<ol style="list-style-type: none"> 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"> North America: www.xerox.com/rmlna Europe: www.xerox.com/rmleu Verify that the paper type is selected on the control panel and in the print driver. 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. If the problem persists, do one of the following: 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. <ol style="list-style-type: none"> For trays that are set to Dedicated: <ol style="list-style-type: none"> At the control panel, touch Log In. Enter system administrator login information, then touch Enter. For details, refer to the <i>System Administrator Guide</i>. Touch Device > Tools > Device Settings > Paper Management > Tray Settings. Select the tray, touch Edit, then change the paper type. For trays that are set to Fully Adjustable: <ol style="list-style-type: none"> Paper Trays: Open, then close the selected paper tray. Bypass Tray: Remove, then reinsert the paper. <p>The control panel prompts you to confirm or change the paper type.</p> <ul style="list-style-type: none"> At the touch screen, touch Type, then do one of the following: <ul style="list-style-type: none"> Select the correct paper type, then touch Confirm. Select the next heavier type of paper, then touch Confirm. <p>Note: Paper types from lightest to heaviest are:</p> <ul style="list-style-type: none"> For uncoated paper: Plain, Lightweight Cardstock, and Cardstock. To identify the cause, use the Repeating Defects Page. For details, refer to the previous page.

Solving Print-Quality Problems (continued)

Problem	Solution
<p>Heavy Coverage Appears Mottled or Blotchy Blacks Appear Blue</p> 	<ol style="list-style-type: none"> 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 style="list-style-type: none"> – North America: www.xerox.com/rmlna – Europe: www.xerox.com/rmleu 2. Verify that the paper type is selected on the control panel and in the print driver. <p>Note: If the problem continues, call for service.</p>
<p>Gray Tones Too Light or Too Dark Gray tones appear faded or too dark on print or copy.</p>	<ol style="list-style-type: none"> 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 style="list-style-type: none"> – North America: www.xerox.com/rmlna – Europe: www.xerox.com/rmleu 2. Verify that the paper type is selected on the control panel and in the print driver. 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>.
<p>Lines, Smudges, or Streaks Dark or light marks appear on the page in all tones or non-printed areas.</p> 	<ol style="list-style-type: none"> 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 style="list-style-type: none"> – North America: www.xerox.com/rmlna – Europe: www.xerox.com/rmleu 2. Verify that the paper type is selected on the control panel and in the print driver. 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 Device > Tools > Troubleshooting > Support Pages > Repeating Defects Page > Print. 4. To correct the problem, replace items identified on the Repeating Defects Page.

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**.

Croatian

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.

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.

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


- North America: www.xerox.com/rmlna
- Europe: www.xerox.com/rmleu

Solving Print-Quality Problems

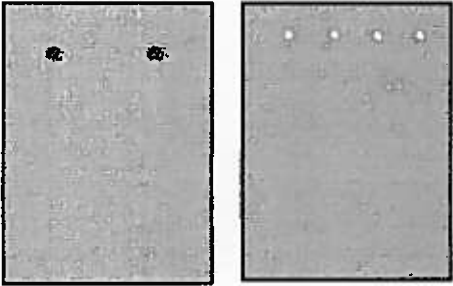
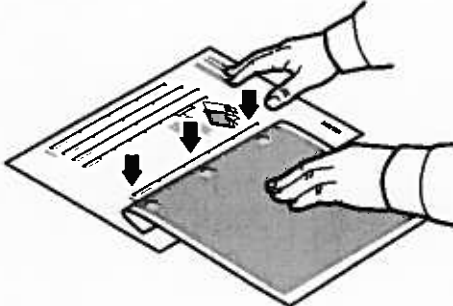
Use the following tables to find specific solutions to print-quality problems.

belon - change

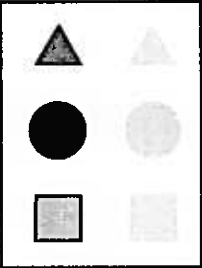
Solving Print-Quality Problems

Problem	Solution
<p data-bbox="110 310 607 411">Incomplete Fusing Toner appears to be missing from the print, or rubs off easily.</p> 	<ol data-bbox="662 310 1430 604" style="list-style-type: none">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="699 417 1162 489" style="list-style-type: none">– North America: www.xerox.com/rmlna– Europe: www.xerox.com/rmleu2. Verify that the paper type is selected on the control panel and in the print driver.3. If the problem persists, do one of the following: <p data-bbox="699 611 1419 674">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.</p> <ol data-bbox="699 684 1451 1041" style="list-style-type: none">a. For trays that are set to Dedicated:<ol data-bbox="737 726 1442 852" style="list-style-type: none">b. At the control panel, touch Log In. Enter system administrator login information, then touch Enter. For details, refer to the <i>System Administrator Guide</i>.c. Touch Device > Tools > Device Settings > Paper Management > Tray Settings. Select the tray, touch Edit, then change the paper type.d. For trays that are set to Fully Adjustable:<ol data-bbox="737 968 1349 1041" style="list-style-type: none">e. Paper Trays: Open, then close the selected paper tray.f. Bypass Tray : Remove, then reinsert the paper. <p data-bbox="699 1052 1430 1079">The control panel prompts you to confirm or change the paper type.</p> <ul data-bbox="737 1094 1451 1199" style="list-style-type: none">• At the touch screen, touch Type, then do one of the following:<ul data-bbox="786 1131 1365 1199" style="list-style-type: none">• Select the correct paper type, then touch Confirm.• Select the next heavier type of paper, then touch Confirm. <p data-bbox="699 1213 1203 1241">Note: Paper types from lightest to heaviest are:</p> <ul data-bbox="737 1251 1360 1314" style="list-style-type: none">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.

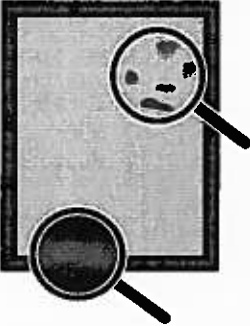
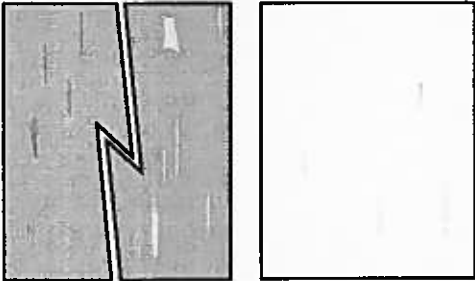
Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="115 317 324 344">Repeating Defects</p> <p data-bbox="115 354 581 474">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> <div data-bbox="120 489 570 772"></div>	<ol data-bbox="667 317 1409 520" style="list-style-type: none">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. <div data-bbox="699 531 1149 835"></div> <ol data-bbox="667 856 1451 1220" style="list-style-type: none">3. If you replace a supply, reset the counter:<ol data-bbox="703 898 1451 1220" style="list-style-type: none">a. At the control panel, touch Log In. Enter system administrator login information, then touch Enter. For details, refer to the <i>System Administrator Guide</i>.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)

Problem	Solution
<p>Offset Image</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>Note: For a different distance, use the Repeating Defects Page to identify the cause.</p> 	<ol style="list-style-type: none"> 1. Verify that the paper you are using is the correct paper type for the printer and is properly loaded. <ul style="list-style-type: none"> For a complete list of recommended paper for your printer, go to: <ul style="list-style-type: none"> – North America: www.xerox.com/rmlna – Europe: www.xerox.com/rmleu 2. Verify that the paper type is selected on the control panel and in the print driver. <p>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.</p> 3. If the problem persists, do one of the following: <p>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.</p> <ol style="list-style-type: none"> a. For trays that are set to Dedicated: <ol style="list-style-type: none"> b. At the control panel, touch Log In. Enter system administrator login information, then touch Enter. For details, refer to the <i>System Administrator Guide</i>. c. Touch Device > Tools > Device Settings > Paper Management > Tray Settings. Select the tray, touch Edit, then change the paper type. d. For trays that are set to Fully Adjustable: <ol style="list-style-type: none"> e. Paper Trays: Open, then close the selected paper tray. f. Bypass Tray : Remove, then reinsert the paper. <p>The control panel prompts you to confirm or change the paper type.</p> <ul style="list-style-type: none"> • At the touch screen, touch Type, then do one of the following: <ul style="list-style-type: none"> • Select the correct paper type, then touch Confirm. • Select the next heavier type of paper, then touch Confirm. <p>Note: Paper types from lightest to heaviest are:</p> <ul style="list-style-type: none"> • For uncoated paper: Plain, Lightweight Cardstock, and Cardstock. 4. To identify the cause, use the Repeating Defects Page. For details, refer to the previous page.

Solving Print-Quality Problems (continued)

Problem	Solution
<p>Heavy Coverage Appears Mottled or Blotchy Blacks Appear Blue</p> 	<ol style="list-style-type: none"> 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"> North America: www.xerox.com/rmlna Europe: www.xerox.com/rmleu Verify that the paper type is selected on the control panel and in the print driver. <p>Note: If the problem continues, call for service.</p>
<p>Gray Tones Too Light or Too Dark Gray tones appear faded or too dark on print or copy.</p>	<ol style="list-style-type: none"> 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"> North America: www.xerox.com/rmlna Europe: www.xerox.com/rmleu Verify that the paper type is selected on the control panel and in the print driver. 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>.
<p>Lines, Smudges, or Streaks Dark or light marks appear on the page in all tones or non-printed areas.</p> 	<ol style="list-style-type: none"> 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"> North America: www.xerox.com/rmlna Europe: www.xerox.com/rmleu Verify that the paper type is selected on the control panel and in the print driver. To identify the cause, refer to the Repeating Defects Page that prints with <i>Troubleshooting Print Quality Page</i>. At the control panel, touch Device > Tools > Troubleshooting > Support Pages > Repeating Defects Page > Print. To correct the problem, replace items identified on the Repeating Defects Page.

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**.

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.

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.

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


- North America: www.xerox.com/rmlna
- Europe: www.xerox.com/rmleu

Solving Print-Quality Problems

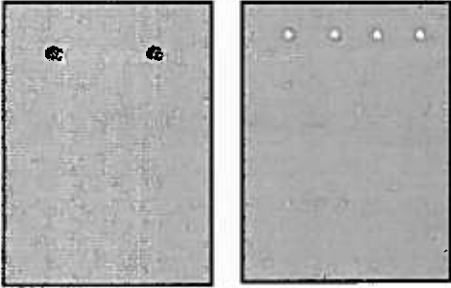
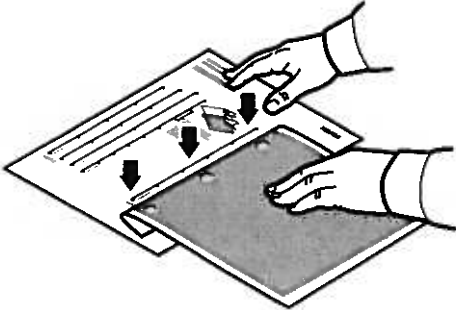
Use the following tables to find specific solutions to print-quality problems.

Norwegian it won't change sp
expected

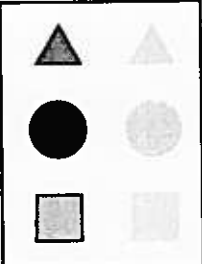
Solving Print-Quality Problems

Problem	Solution
<p data-bbox="118 308 329 336">Incomplete Fusing</p> <p data-bbox="118 348 609 407">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol data-bbox="670 308 1430 604" style="list-style-type: none">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="706 422 1398 491" style="list-style-type: none">– North America: www.xerox.com/rmlna– Europe: www.xerox.com/rmleu2. Verify that the paper type is selected on the control panel and in the print driver.3. If the problem persists, do one of the following: <p data-bbox="699 617 1422 674">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.</p> <ol data-bbox="699 686 1451 1041" style="list-style-type: none">a. For trays that are set to Dedicated:<ol data-bbox="737 730 1451 919" style="list-style-type: none">b. At the control panel, touch Log In. Enter system administrator login information, then touch Enter. For details, refer to the <i>System Administrator Guide</i>.c. Touch Device > Tools > Device Settings > Paper Management > Tray Settings. Select the tray, touch Edit, then change the paper type.d. For trays that are set to Fully Adjustable:<ol data-bbox="737 972 1349 1041" style="list-style-type: none">e. Paper Trays: Open, then close the selected paper tray.f. Bypass Tray : Remove, then reinsert the paper. <p data-bbox="699 1052 1427 1079">The control panel prompts you to confirm or change the paper type.</p> <ul data-bbox="737 1094 1451 1205" style="list-style-type: none">• At the touch screen, touch Type, then do one of the following:<ul data-bbox="784 1136 1365 1205" style="list-style-type: none">• Select the correct paper type, then touch Confirm.• Select the next heavier type of paper, then touch Confirm. <p data-bbox="699 1218 1203 1245">Note: Paper types from lightest to heaviest are:</p> <ul data-bbox="737 1260 1357 1316" style="list-style-type: none">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.

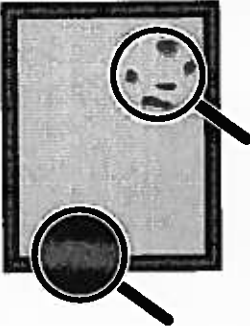
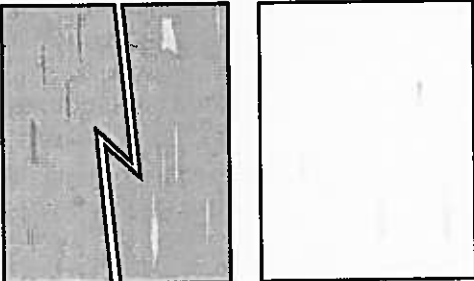
Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="103 317 310 344">Repeating Defects</p> <p data-bbox="103 354 570 474">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="656 317 1398 443">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.<li data-bbox="656 457 1382 516">2. To correct the problem, replace items identified on the Repeating Defects Page. <li data-bbox="656 856 1438 1220">3. If you replace a supply, reset the counter:<ol style="list-style-type: none"><li data-bbox="691 898 1438 982">a. At the control panel, touch Log In. Enter system administrator login information, then touch Enter. For details, refer to the <i>System Administrator Guide</i>.<li data-bbox="691 999 1154 1026">b. Touch Device > Tools > Device Settings.<li data-bbox="691 1043 1279 1071">c. Scroll, then touch Supplies > Supply Counter Reset.<li data-bbox="691 1087 1019 1115">d. Touch the replaced Supply.<li data-bbox="691 1131 959 1159">e. Touch Reset Counter.<li data-bbox="691 1173 1393 1220">f. To close the pop-up window, touch X, touch admin, then select Log Out.

Solving Print-Quality Problems (continued)

Problem	Solution
<p>Offset Image</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>Note: For a different distance, use the Repeating Defects Page to identify the cause.</p> 	<ol style="list-style-type: none"> 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"> North America: www.xerox.com/rmlna Europe: www.xerox.com/rmleu Verify that the paper type is selected on the control panel and in the print driver. 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. If the problem persists, do one of the following: 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. <ol style="list-style-type: none"> For trays that are set to Dedicated: <ol style="list-style-type: none"> At the control panel, touch Log In. Enter system administrator login information, then touch Enter. For details, refer to the <i>System Administrator Guide</i>. Touch Device > Tools > Device Settings > Paper Management > Tray Settings. Select the tray, touch Edit, then change the paper type. For trays that are set to Fully Adjustable: <ol style="list-style-type: none"> Paper Trays: Open, then close the selected paper tray. Bypass Tray: Remove, then reinsert the paper. <p>The control panel prompts you to confirm or change the paper type.</p> <ul style="list-style-type: none"> At the touch screen, touch Type, then do one of the following: <ul style="list-style-type: none"> Select the correct paper type, then touch Confirm. Select the next heavier type of paper, then touch Confirm. <p>Note: Paper types from lightest to heaviest are:</p> <ul style="list-style-type: none"> For uncoated paper: Plain, Lightweight Cardstock, and Cardstock. To identify the cause, use the Repeating Defects Page. For details, refer to the previous page.

Solving Print-Quality Problems (continued)

Problem	Solution
<p>Heavy Coverage Appears Mottled or Blotchy Blacks Appear Blue</p> 	<ol style="list-style-type: none"> 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 style="list-style-type: none"> – North America: www.xerox.com/rmlna – Europe: www.xerox.com/rmleu 2. Verify that the paper type is selected on the control panel and in the print driver. <p>Note: If the problem continues, call for service.</p>
<p>Gray Tones Too Light or Too Dark Gray tones appear faded or too dark on print or copy.</p>	<ol style="list-style-type: none"> 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 style="list-style-type: none"> – North America: www.xerox.com/rmlna – Europe: www.xerox.com/rmleu 2. Verify that the paper type is selected on the control panel and in the print driver. 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>.
<p>Lines, Smudges, or Streaks Dark or light marks appear on the page in all tones or non-printed areas.</p> 	<ol style="list-style-type: none"> 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 style="list-style-type: none"> – North America: www.xerox.com/rmlna – Europe: www.xerox.com/rmleu 2. Verify that the paper type is selected on the control panel and in the print driver. 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 Device > Tools > Troubleshooting > Support Pages > Repeating Defects Page > Print. 4. To correct the problem, replace items identified on the Repeating Defects Page.

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**.

Risoluzione dei problemi di qualità di stampa

La stampante multifunzione a colori Xerox® VersaLink® B415 è progettata per produrre stampe a colori di alta qualità, giorno dopo giorno. Se si verificano problemi di qualità di stampa, utilizzare le informazioni fornite in queste pagine per risolverli. Per informazioni dettagliate sull'assistenza online, visitare il sito www.xerox.com/office/support.

ATTENZIONE: i danni causati dall'utilizzo di carta, trasparenti e altri supporti di stampa speciali non compatibili sono esclusi dalla garanzia Xerox®, dal contratto di manutenzione e dalla Total Satisfaction Guarantee (Garanzia "soddisfatti o rimborsati"). La Total Satisfaction Guarantee (Garanzia "soddisfatti o rimborsati") è disponibile negli Stati Uniti e in Canada. La copertura della garanzia può variare negli altri paesi. Per informazioni dettagliate, rivolgersi al rappresentante locale.

Tipo di carta

ATTENZIONE: se si modifica il tipo di carta nel vassoio, modificare anche il tipo di carta sul pannello comandi in modo che corrispondano. In caso contrario potrebbero verificarsi problemi di qualità di stampa o danni al fusore.

Per risultati ottimali, utilizzare solo carta e supporti di stampa raccomandati da Xerox®. La carta e i supporti Xerox® garantiscono risultati eccellenti sulla Stampante multifunzione Xerox® VersaLink® B415. Per ordinare carta e supporti Xerox®, andare su www.xerox.com/office/supplies.

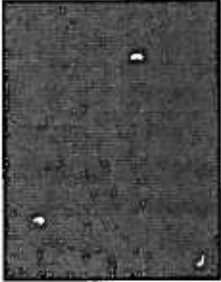
Per l'elenco completo dei supporti raccomandati per la stampante, visitare i seguenti siti:

- Nord America: www.xerox.com/rmlna
- Europa: www.xerox.com/rmleu

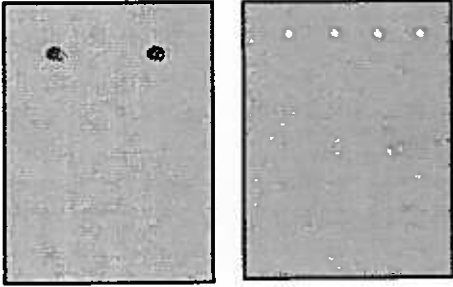
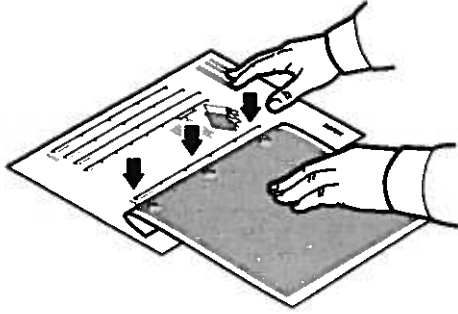
Risoluzione dei problemi di qualità di stampa

Utilizzare le tabelle seguenti per trovare soluzioni specifiche a problemi di qualità di stampa.

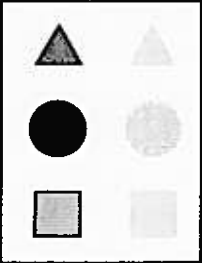
Risoluzione dei problemi di qualità di stampa

Problema	Soluzione
<p data-bbox="110 317 332 344">Fusione incompleta</p> <p data-bbox="110 359 565 415">Il toner manca o si stacca facilmente dalla stampa.</p> 	<ol style="list-style-type: none"><li data-bbox="667 317 1344 373">1. Accertarsi che la carta utilizzata sia di tipo compatibile per la stampante e caricata in modo corretto. Per l'elenco completo dei supporti raccomandati per la stampante, visitare i seguenti siti:<ul style="list-style-type: none"><li data-bbox="699 457 1154 485">– Nord America: www.xerox.com/rmlna<li data-bbox="699 499 1081 527">– Europa: www.xerox.com/rmleu<li data-bbox="667 541 1430 598">2. Controllare che il tipo di carta sia selezionato sul pannello comandi e nel driver di stampa.<li data-bbox="667 613 1365 640">3. Se il problema persiste, eseguire una delle seguenti operazioni: Nota: per modificare il tipo, il formato o il colore di carta in un vassoio dedicato quando il pannello comandi è bloccato, connettersi al sistema come amministratore.<ol style="list-style-type: none"><li data-bbox="699 751 1089 779">a. Per i vassoi impostati su Dedicati:<ul style="list-style-type: none"><li data-bbox="737 793 1386 905">• Sul pannello comandi, toccare Accedi. Immettere i dati di accesso dell'amministratore di sistema, quindi toccare Invio. Per ulteriori informazioni, consultare la <i>Guida per l'amministratore di sistema</i>.<li data-bbox="737 919 1446 1010">• Toccare Dispositivo > Strumenti > Impostazioni dispositivo > Gestione carta > Impostazioni vassoio. Selezionare il vassoio, toccare Modifica, quindi cambiare il tipo di carta.<li data-bbox="699 1024 1279 1052">b. Per i vassoi impostati su Completamente regolabili:<ul style="list-style-type: none"><li data-bbox="737 1066 1341 1123">• Vassoi carta: Aprire e quindi chiudere il vassoio carta selezionato.<li data-bbox="737 1138 1446 1165">• - Vassoio bypass: Rimuovere e quindi inserire di nuovo la carta.Sul pannello comandi viene visualizzato un messaggio che chiede di confermare o modificare il tipo di carta.<ul style="list-style-type: none"><li data-bbox="737 1249 1458 1306">• Dallo schermo sensibile, toccare Tipo, quindi eseguire una delle operazioni seguenti:<ul style="list-style-type: none"><li data-bbox="786 1320 1360 1377">• Selezionare il tipo di carta corretto, quindi toccare Conferma.<li data-bbox="786 1392 1425 1449">• Selezionare il successivo tipo di carta selezionato, quindi toccare Conferma.Nota: I tipi di carta, dalla più leggera alla più pesante, sono:<ul style="list-style-type: none"><li data-bbox="737 1507 1422 1564">• Per carta non patinata: Carta comune, Cartoncino leggero e Cartoncino.

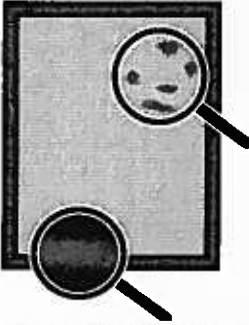
Risoluzione dei problemi di qualità di stampa (continua)

Problema	Soluzione
<p data-bbox="110 321 277 348">Difetti ripetuti</p> <p data-bbox="110 359 570 485">Macchie o righe visualizzate a intervalli regolari sulla pagina, lungo la direzione di alimentazione della carta nella stampante, oppure nelle aree non stampate.</p> <div data-bbox="120 495 570 779"></div>	<ol data-bbox="667 315 1435 520" style="list-style-type: none">1. Dal pannello comandi, toccare Dispositivo > Strumenti > Problemi e soluzioni > Pagine di assistenza > Pagina difetti ripetuti > Stampa. Viene stampata la Pagina difetti ripetuti con istruzioni per l'identificazione delle unità difettose.2. Per correggere il problema, sostituire i componenti identificati sulla Pagina difetti ripetuti. <div data-bbox="699 531 1154 842"></div> <ol data-bbox="667 856 1463 1255" style="list-style-type: none">3. Se si sostituisce un materiale di consumo, ripristinare il contatore:<ol data-bbox="704 898 1463 1255" style="list-style-type: none">a. Sul pannello comandi, toccare Accedi. Immettere i dati di accesso dell'amministratore di sistema, quindi toccare Invio. Per ulteriori informazioni, consultare la <i>Guida per l'amministratore di sistema</i>.b. Toccare Dispositivo > Strumenti > Impostazioni dispositivo.c. Scorrere e toccare Materiali di consumo > Azzeramento contatore materiali di consumo.d. Selezionare il Materiale di consumo sostituito.e. Toccare Ripristina contatore.f. Per chiudere la finestra pop-up, toccare X, toccare admin, quindi selezionare Logout.

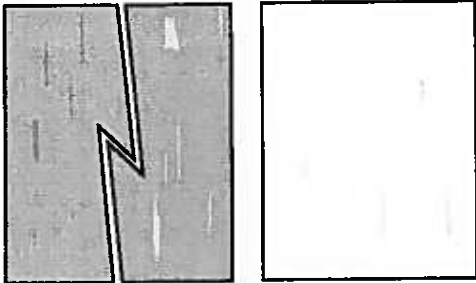
Risoluzione dei problemi di qualità di stampa (continua)

Problema	Soluzione
<p>Sfalsamento immagine</p> <p>Lo sfalsamento più comune si ha quando il toner appare ristampato sulla pagina e posizionato a circa 95 mm (3,75 poll.) nella pagina nella direzione di alimentazione della carta nella stampante.</p> <p>Nota: per una distanza diversa, fare riferimento alla Pagina difetti ripetuti per identificare la causa.</p> 	<ol style="list-style-type: none">1. Accertarsi che la carta utilizzata sia di tipo compatibile per la stampante e caricata in modo corretto. Per l'elenco completo dei supporti raccomandati per la stampante, visitare i seguenti siti:<ul style="list-style-type: none">– Nord America: www.xerox.com/rmlna– Europa: www.xerox.com/rmleu2. Controllare che il tipo di carta sia selezionato sul pannello comandi e nel driver di stampa. Nota: per modificare il tipo, il formato o il colore di carta in un vassoio dedicato quando il pannello comandi è bloccato, connettersi al sistema come amministratore.3. Se il problema persiste, eseguire una delle seguenti operazioni: Nota: per modificare il tipo, il formato o il colore di carta in un vassoio dedicato quando il pannello comandi è bloccato, connettersi al sistema come amministratore.<ol style="list-style-type: none">a. Per i vassoi impostati su Dedicati:<ul style="list-style-type: none">• Sul pannello comandi, toccare Accedi. Immettere i dati di accesso dell'amministratore di sistema, quindi toccare Invio. Per ulteriori informazioni, consultare la <i>Guida per l'amministratore di sistema</i>.• Toccare Dispositivo > Strumenti > Impostazioni dispositivo > Gestione carta > Impostazioni vassoio. Selezionare il vassoio, toccare Modifica, quindi cambiare il tipo di carta.b. Per i vassoi impostati su Completamente regolabili:<ul style="list-style-type: none">• Vassoi carta: Aprire e quindi chiudere il vassoio carta selezionato.• - Vassoio bypass: Rimuovere e quindi inserire di nuovo la carta.Sul pannello comandi viene visualizzato un messaggio che chiede di confermare o modificare il tipo di carta.<ul style="list-style-type: none">• Dallo schermo sensibile, toccare Tipo, quindi eseguire una delle operazioni seguenti:<ul style="list-style-type: none">• Selezionare il tipo di carta corretto, quindi toccare Conferma.• Selezionare il successivo tipo di carta selezionato, quindi toccare Conferma.Nota: I tipi di carta, dalla più leggera alla più pesante, sono:<ul style="list-style-type: none">• Per carta non patinata: Carta comune, Cartoncino leggero e Cartoncino.4. Per identificare la causa, fare riferimento alla Pagina difetti ripetuti. Per informazioni dettagliate, fare riferimento alla pagina precedente.

Risoluzione dei problemi di qualità di stampa (continua)

Problema	Soluzione
<p data-bbox="110 310 602 338">Aree con alta copertura appaiono chiazze</p> 	<ol data-bbox="662 310 1430 598" style="list-style-type: none">1. Accertarsi che la carta utilizzata sia di tipo compatibile per la stampante e caricata in modo corretto. Per l'elenco completo dei supporti raccomandati per la stampante, visitare i seguenti siti:<ul data-bbox="699 457 1154 527" style="list-style-type: none">– Nord America: www.xerox.com/rmlna– Europa: www.xerox.com/rmleu2. Controllare che il tipo di carta sia selezionato sul pannello comandi e nel driver di stampa. <p data-bbox="662 604 1133 632">Se il problema persiste, richiedere assistenza.</p>
<p data-bbox="110 688 560 751">Tonalità di grigio troppo chiare o troppo scure</p> <p data-bbox="110 758 570 850">Le tonalità di grigio appaiono sbiadite o, al contrario, troppo scure sulle copie o sulle stampe.</p>	<ol data-bbox="662 688 1430 1102" style="list-style-type: none">1. Accertarsi che la carta utilizzata sia di tipo compatibile per la stampante e caricata in modo corretto. Per l'elenco completo dei supporti raccomandati per la stampante, visitare i seguenti siti:<ul data-bbox="699 829 1154 898" style="list-style-type: none">– Nord America: www.xerox.com/rmlna– Europa: www.xerox.com/rmleu2. Controllare che il tipo di carta sia selezionato sul pannello comandi e nel driver di stampa.3. Regolare le opzioni di luminosità nelle impostazioni di copia oppure nel driver di stampa. Per informazioni sulla modifica dell'impostazione di luminosità nel driver di stampa PostScript per il proprio sistema operativo, fare riferimento al capitolo <i>Stampa della Guida per l'utente</i>.

Risoluzione dei problemi di qualità di stampa (continua)

Problema	Soluzione
<p>Righe, sbavature o striature</p> <p>Segni chiari e/o scuri appaiono in modo uniforme in tutti i colori e/o nelle aree non stampate.</p> 	<ol style="list-style-type: none">1. Accertarsi che la carta utilizzata sia di tipo compatibile per la stampante e caricata in modo corretto. Per l'elenco completo dei supporti raccomandati per la stampante, visitare i seguenti siti:<ul style="list-style-type: none">– Nord America: www.xerox.com/rmlna– Europa: www.xerox.com/rmleu2. Controllare che il tipo di carta sia selezionato sul pannello comandi e nel driver di stampa.3. Per individuare la causa, consultare la pagina dei difetti ricorrenti che viene stampata insieme alla pagina di risoluzione dei problemi di qualità di stampa. Sul pannello comandi, toccare Dispositivo > Strumenti > Risoluzione dei problemi > Pagine di assistenza > Pagina difetti ricorrenti > Stampa.4. Per correggere il problema, sostituire gli elementi individuati nella pagina dei difetti ricorrenti.

Qualità di stampa

I driver di stampa PostScript Windows e Macintosh offrono la più ampia gamma di modalità di qualità di stampa nella scheda Opzioni immagine. È possibile modificare tali impostazioni nel driver di stampa. Selezionare l'impostazione più adeguata per il lavoro di stampa.

Qualità di stampa

Le opzioni dell'immagine controllano il modo in cui la stampante utilizza luminosità e contrasto per produrre il documento. I driver di stampa PostScript Windows e Macintosh offrono la più ampia gamma di controlli e correzioni colore nella scheda Opzioni immagine.

- **Avanzata** è una modalità di utilizzo generale che consente di produrre stampe a colori nitide e uniformi. Offre un giusto equilibrio tra velocità e qualità.
- **Alta risoluzione** è una modalità ad alta qualità che consente di produrre stampe uniformi con linee fini e dettagli. La modalità Alta risoluzione privilegia la qualità rispetto alla velocità.

Opzioni immagine

Le opzioni dell'immagine controllano il modo in cui la stampante utilizza luminosità e contrasto per produrre il documento. I driver di stampa PostScript Windows e Macintosh offrono la più ampia gamma di controlli e correzioni colore nella scheda Opzioni immagine.

- Per individuare le Opzioni immagine in Windows, fare clic sulla scheda **Opzioni immagine** nel driver di stampa.
- Per individuare Opzioni immagine su Macintosh, fare clic su **Funzioni Xerox** nell'elenco delle opzioni di stampa della finestra Stampa. Nell'elenco delle opzioni di **Funzioni Xerox**, fare clic su **Opzioni immagine**.

Résolution des problèmes de qualité d'impression

Votre imprimante multifonctions Xerox® VersaLink® B415 est conçue pour produire durablement des impressions de haute qualité. Pour des informations d'assistance en ligne détaillées, accédez à www.xerox.com/office/support.

ATTENTION : la garantie, le contrat de maintenance ou le programme Total Satisfaction Guarantee (Garantie de satisfaction totale) Xerox® ne couvre pas les dommages causés par l'utilisation de papier, transparents ou autres supports spéciaux non pris en charge. Le programme Total Satisfaction Guarantee (Garantie de satisfaction totale) est disponible aux États-Unis et au Canada. La couverture peut varier dans les autres pays. Pour plus de détails, contactez votre représentant.

Type de papier

ATTENTION : si vous changez le type de papier dans un magasin, vous devez aussi changer le type de papier sur le panneau de commande pour qu'il corresponde au papier présent dans le magasin. Si le type de papier n'est pas changé, des problèmes de qualité d'impression peuvent survenir et le module four peut être endommagé.

Pour les meilleurs résultats, utilisez uniquement le papier et les supports Xerox® recommandés. Le papier et les supports Xerox® garantissent d'excellents résultats sur votre imprimante multifonctions Xerox® VersaLink® B415. Pour commander du papier et des supports Xerox®, accédez à www.xerox.com/office/supplies.


Pour la liste complète des supports recommandés pour votre imprimante, rendez-vous sur les sites suivants :

- Amérique du Nord : www.xerox.com/rmlna
- Europe : www.xerox.com/rmleu

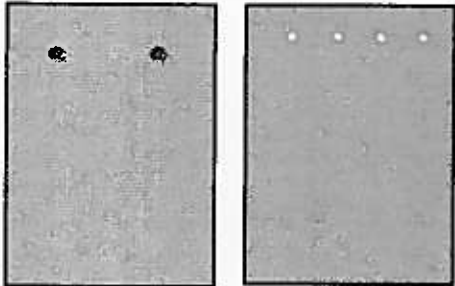
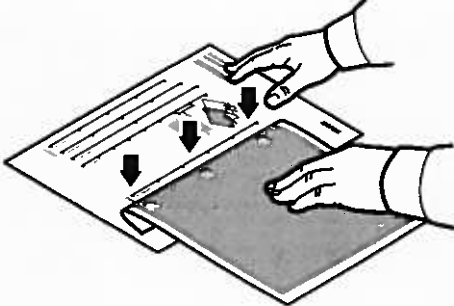
Résolution des problèmes de qualité d'impression

Utilisez les tableaux suivants pour obtenir des solutions spécifiques aux problèmes de qualité d'impression.

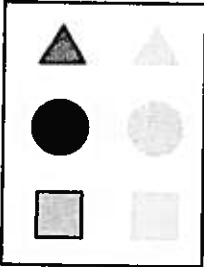
Résolution des problèmes de qualité d'impression

Problème	Solution
<p data-bbox="105 315 332 346">Fixation incomplète</p> <p data-bbox="105 352 568 415">Le toner est absent de l'impression ou s'en détache facilement.</p> 	<ol data-bbox="657 304 1356 441" style="list-style-type: none">1. Vérifiez que le papier que vous utilisez est de type approprié à l'imprimante et qu'il est chargé correctement. Pour la liste complète des supports recommandés pour votre imprimante, rendez-vous sur les sites suivants :<ul data-bbox="690 451 1209 525" style="list-style-type: none">– Amérique du Nord : www.xerox.com/rmlna– Europe : www.xerox.com/rmleu2. Vérifiez que le type de papier est sélectionné à la fois sur le panneau de commande et dans le pilote d'imprimante.3. Si le problème persiste, effectuez l'une des opérations suivantes : <p data-bbox="690 640 1404 735">Remarque : pour changer le format, le type ou la couleur du papier d'un magasin spécialisé lorsque le panneau de commande est verrouillé, connectez-vous en tant qu'administrateur système.</p> <ol data-bbox="690 745 1453 1186" style="list-style-type: none">a. Pour les magasins réglés sur Dedicated (Dédiés) :<ul data-bbox="730 787 1453 1071" style="list-style-type: none">• Sur le panneau de commande, appuyez sur Log In (se connecter). Saisissez les informations de connexion de l'administrateur système, puis appuyez sur Entrée. Pour plus d'informations, reportez-vous au <i>Guide de l'administrateur système</i>.• Appuyez sur Périphérique > Outils > Paramètres du périphérique > Gestion du papier > Paramètres du magasin. Sélectionnez le magasin, appuyez sur Modifier, puis changez le type de papier.b. Pour les magasins réglés sur Entièrement réglables :<ul data-bbox="730 1113 1356 1186" style="list-style-type: none">• Magasins : Ouvrez puis fermez le magasin sélectionné.• Départ manuel : Retirez puis réintroduisez le papier. <p data-bbox="698 1197 1445 1260">Le panneau de commande vous invite à confirmer ou changer le type de papier.</p> <ul data-bbox="730 1270 1453 1480" style="list-style-type: none">• Sur l'écran tactile, appuyez sur Type puis effectuez une des actions suivantes :<ul data-bbox="779 1344 1453 1480" style="list-style-type: none">• Sélectionnez le type de papier approprié puis appuyez sur Confirmer.• Sélectionnez le type de papier de grammage supérieur le plus proche puis appuyez sur Confirmer. <p data-bbox="698 1480 1372 1522">Remarque : Les types de papier du plus fin au plus épais sont :</p> <ul data-bbox="730 1522 1404 1564" style="list-style-type: none">• Pour le papier non couché : Standard, Carte fine, et Carte.

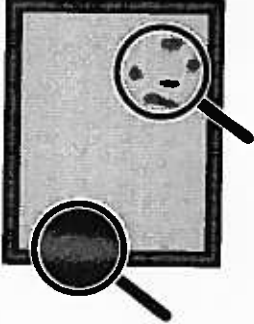
Résolution des problèmes de qualité d'impression (suite)

Problème	Solution
<p>Défauts à répétition</p> <p>Des taches ou des lignes apparaissent à intervalles réguliers sur la page dans le sens de déplacement du papier dans l'imprimante, ou dans des zones non imprimées.</p> 	<ol style="list-style-type: none">1. Sur le panneau de commande, appuyez sur Périphérique > Outils > Dépannage > Pages de support > Page des défauts répétés > Imprimer. La page des défauts répétés qui s'imprime contient des instructions permettant d'identifier les unités défectueuses.2. Pour corriger le problème, remplacez les composants identifiés sur la page des défauts répétés. 3. Si vous remplacez un consommable, réinitialisez le compteur :<ol style="list-style-type: none">a. Sur le panneau de commande, appuyez sur Se connecter. Saisissez les informations de connexion de l'administrateur système, puis appuyez sur Entrée. Pour plus d'informations, reportez-vous au <i>Guide de l'administrateur système</i>.b. Appuyez sur Périphérique > Outils > Paramètres du périphérique.c. Faites défiler l'écran puis appuyez sur Consommables > Réinitialisation du compteur de module remplaçable.d. Appuyez sur le consommable (Supply) remplacé.e. Appuyez sur Réinitialiser compteur.f. Pour fermer la fenêtre contextuelle, appuyez sur X, admin, puis Déconnexion.

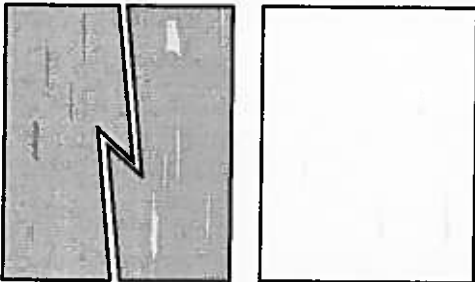
Résolution des problèmes de qualité d'impression (suite)

Problème	Solution
<p>Décaler l'image</p> <p>Le décalage le plus fréquent est lorsque le toner semble être réimprimé sur la page et placé à environ 95 mm (3,75 pouces) sur toute la page dans le sens de déplacement du papier dans l'imprimante.</p> <p>Remarque : pour une distance différente, utilisez la page des défauts répétés pour identifier la cause.</p> 	<ol style="list-style-type: none">1. Vérifiez que le papier que vous utilisez est du type approprié à l'imprimante et qu'il est chargé correctement. Pour la liste complète des supports recommandés pour votre imprimante, rendez-vous sur les sites suivants :<ul style="list-style-type: none">– Amérique du Nord : www.xerox.com/rmlna– Europe : www.xerox.com/rmleu2. Vérifiez que le type de papier est sélectionné à la fois sur le panneau de commande et dans le pilote d'imprimante. Remarque : pour changer le format, le type ou la couleur du papier d'un magasin spécialisé lorsque le panneau de commande est verrouillé, connectez-vous en tant qu'administrateur système.3. Si le problème persiste, effectuez l'une des opérations suivantes : Remarque : pour changer le format, le type ou la couleur du papier d'un magasin spécialisé lorsque le panneau de commande est verrouillé, connectez-vous en tant qu'administrateur système.<ol style="list-style-type: none">a. Pour les magasins réglés sur Dedicated (Dédiés) :<ul style="list-style-type: none">• Sur le panneau de commande, appuyez sur Log In (se connecter). Saisissez les informations de connexion de l'administrateur système, puis appuyez sur Entrée. Pour plus d'informations, reportez-vous au <i>Guide de l'administrateur système</i>.• Appuyez sur Périphérique > Outils > Paramètres du périphérique > Gestion du papie > Paramètres du magasin. Sélectionnez le magasin, appuyez sur Modifier, puis changez le type de papier.b. Pour les magasins réglés sur Entièrement réglables :<ul style="list-style-type: none">• Magasins : Ouvrez puis fermez le magasin sélectionné.• Départ manuel : Retirez puis réintroduisez le papier.Le panneau de commande vous invite à confirmer ou changer le type de papier.<ul style="list-style-type: none">• Sur l'écran tactile, appuyez sur Type puis effectuez une des actions suivantes :<ul style="list-style-type: none">• Sélectionnez le type de papier approprié puis appuyez sur Confirmer.• Sélectionnez le type de papier de grammage supérieur le plus proche puis appuyez sur Confirmer.Remarque : Les types de papier du plus fin au plus épais sont :<ul style="list-style-type: none">• Pour le papier non couché : Standard, Carte fine, et Carte.4. Identifiez la cause à l'aide de la page des défauts répétés. Pour de plus amples informations, reportez-vous à la page précédente.

Résolution des problèmes de qualité d'impression (suite)

Problème	Solution
<p data-bbox="120 306 532 365">Les zones de couverture importantes semblent tachetées ou marbrées</p> 	<ol data-bbox="667 306 1459 600" style="list-style-type: none">1. Vérifiez que le papier que vous utilisez est de type approprié à l'imprimante et qu'il est chargé correctement. Pour la liste complète des supports recommandés pour votre imprimante, rendez-vous sur les sites suivants :<ul data-bbox="704 457 1214 527" style="list-style-type: none">- Amérique du Nord : www.xerox.com/rmlna- Europe : www.xerox.com/rmleu2. Vérifiez que le type de papier est sélectionné à la fois sur le panneau de commande et dans le pilote d'imprimante. <p data-bbox="667 606 1281 638">Si le problème persiste, contactez le Centre Services Xerox.</p>
<p data-bbox="115 747 605 842">Tons gris trop clairs ou trop foncés Les tons gris sont estompés ou trop foncés sur les impressions ou les copies.</p>	<ol data-bbox="667 747 1459 1041" style="list-style-type: none">1. Vérifiez que le papier que vous utilisez est de type approprié à l'imprimante et qu'il est chargé correctement. Pour la liste complète des supports recommandés pour votre imprimante, rendez-vous sur les sites suivants :<ul data-bbox="704 898 1214 968" style="list-style-type: none">- Amérique du Nord : www.xerox.com/rmlna- Europe : www.xerox.com/rmleu2. Vérifiez que le type de papier est sélectionné à la fois sur le panneau de commande et dans le pilote d'imprimante. Réglez la luminosité dans les paramètres de copie ou le pilote d'imprimante. Pour plus d'informations sur le changement du paramètre Luminosité dans le pilote d'imprimante PostScript pour votre système d'exploitation, reportez-vous au chapitre <i>Impression</i> du <i>Guide de l'utilisateur</i>.

Résolution des problèmes de qualité d'impression (suite)

Problème	Solution
<p>Lignes, salissures ou traînées Des marques sombres ou claires apparaissent sur la page dans tous les tons ou dans des zones non imprimées.</p> 	<ol style="list-style-type: none">1. Vérifiez que le papier que vous utilisez est de type approprié à l'imprimante et qu'il est chargé correctement. Pour la liste complète des supports recommandés pour votre imprimante, rendez-vous sur les sites suivants :<ul style="list-style-type: none">– Amérique du Nord : www.xerox.com/rmlna– Europe : www.xerox.com/rmleu2. Vérifiez que le type de papier est sélectionné à la fois sur le panneau de commande et dans le pilote d'imprimante.3. Pour identifier la cause, reportez-vous à la page Défauts répétés qui s'imprime avec la page Dépannage de la qualité d'impression. Sur le panneau de commande, appuyez sur Périphérique > Outils > Dépannage > Pages d'assistance > Page Défauts répétés > Imprimer.4. Pour corriger le problème, remplacez les éléments identifiés sur la page Défauts répétés.

Paramètres de qualité d'impression

Le pilote Windows PostScript et les pilotes Macintosh fournissent les modes de qualité d'impression les plus élevés. Vous pouvez changer ces paramètres dans le pilote d'imprimante. Sélectionnez le meilleur paramètre pour votre travail d'impression.

Qualité d'impression

Le pilote Windows PostScript et les pilotes Macintosh fournissent les modes de qualité d'impression les plus élevés:

- Le mode **Avancé** est un mode polyvalent qui produit des impressions nettes aux tons lisses. Le mode avancé équilibre la vitesse et la qualité.
- Le mode **Haute résolution** est un mode haute qualité qui produit des impressions aux tons lisses, avec des détails et des traits fins. Le mode haute résolution donne priorité à la qualité plutôt qu'à la vitesse.

Options image

Les options d'image vous permettent d'indiquer les niveaux de luminosité et de contraste de vos documents. Les pilotes d'imprimante Windows PostScript et Macintosh proposent la plus large palette d'options de contrôle sur l'onglet Options Image.

- Pour accéder aux Options Image sous Windows, cliquez sur l'onglet **Options Image** du pilote d'imprimante.
- Pour accéder aux Options Image sous Macintosh, cliquez sur **Fonctionnalités Xerox** dans la liste des options d'impression de la fenêtre Imprimer. Dans Fonctionnalités Xerox, cliquez sur **Options Image** dans la liste d'options.

Solución de problemas de calidad de impresión

Su equipo multifunción Xerox® VersaLink® B415 está diseñado para realizar impresiones de alta calidad de forma sistemática. Si tiene problemas con la calidad de impresión, consulte la información de estas páginas para intentar solucionarlos. Para obtener más información de asistencia en línea, vaya a www.xerox.com/office/support.

PRECAUCIÓN: los daños causados por la utilización de papel, transparencias y otros soportes de impresión especiales no recomendados no están cubiertos por la garantía, el acuerdo de servicio ni la Total Satisfaction Guarantee (Garantía de satisfacción total) de Xerox®. La Total Satisfaction Guarantee (Garantía de satisfacción total) está disponible en Estados Unidos y Canadá. La cobertura puede variar fuera de estas zonas geográficas. Póngase en contacto con su representante local si desea más información.

Tipo de papel

PRECAUCIÓN: si cambia el tipo de papel de una bandeja, cámbielo también en el panel de control para que coincida. Si no cambia el tipo de papel, podría generar problemas de calidad de impresión o dañar el fusor.

Para obtener los mejores resultados, utilice solo papel y material de impresión de Xerox® recomendados. El papel y material de impresión de Xerox® están garantizados para proporcionar resultados excelentes en la Impresora multifunción Xerox® VersaLink® B415. Para pedir el papel y material de impresión de Xerox®, vaya a www.xerox.com/office/supplies.


Para obtener una lista completa del papel recomendado para la impresora, vaya a:

- Norteamérica: www.xerox.com/rmlna
- Europa: www.xerox.com/rmleu

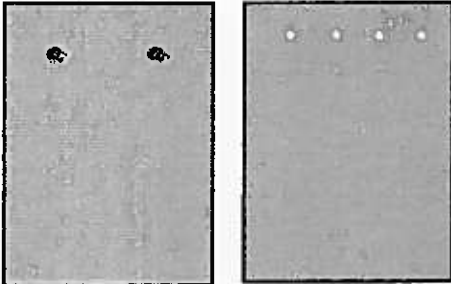
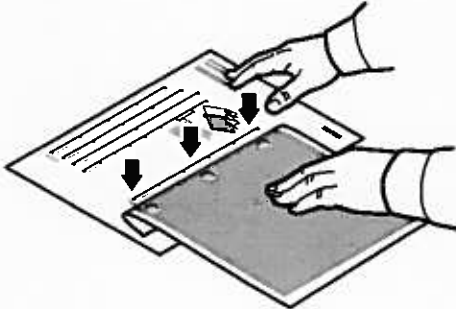
Solución de problemas de calidad de impresión

Utilice estas tablas para encontrar soluciones concretas a problemas de calidad de impresión.

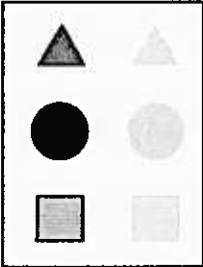
Solución de problemas de calidad de impresión

Problema	Solución
<p data-bbox="120 308 326 338">Fusión incompleta</p> <p data-bbox="120 348 574 407">Parece que falta tóner en la impresión o se desprende con facilidad.</p> 	<ol data-bbox="672 308 1463 590" style="list-style-type: none">1. Compruebe que el papel utilizado es del tipo correcto para la impresora y que se ha colocado correctamente. Para obtener una lista completa del papel recomendado para la impresora, vaya a:<ul data-bbox="708 453 1162 520" style="list-style-type: none">– Norteamérica: www.xerox.com/rmlna– Europa: www.xerox.com/rmleu2. Compruebe que el tipo de papel se ha seleccionado en el panel de control y en el controlador de impresión.3. Si el problema continúa, realice una de las acciones siguientes: <p data-bbox="708 642 1430 730">Nota: inicie sesión como administrador del sistema para modificar el tamaño, tipo y color del papel en una bandeja exclusiva cuando el panel de control está bloqueado.</p> <ol data-bbox="708 747 1463 1346" style="list-style-type: none">a. Para las bandejas definidas como Exclusiva:<ul data-bbox="743 789 1455 1003" style="list-style-type: none">• En el panel de control, toque Iniciar sesión. Introduzca la información de inicio de sesión de administrador y toque Intro. Si desea más información, consulte la <i>Guía del administrador del sistema</i>.• Toque Dispositivo > Herramientas > Opciones del dispositivo > Gestión del papel > Opciones de bandeja. Seleccione la bandeja, toque Editar y cambie el tipo de papel.b. Para las bandejas definidas como totalmente ajustables:<ul data-bbox="743 1062 1455 1346" style="list-style-type: none">• Papel sin revestir: Papel común, cartulina ligera y cartulina para tarjeta.• Papel estucado: Cartulina ligera brillante y cartulina brillante. <p data-bbox="708 1171 1409 1201">El panel de control solicita que confirme o cambie el tipo de papel.</p> <ol data-bbox="743 1213 1455 1346" style="list-style-type: none">• En la pantalla táctil, pulse Tipo y elija una de estas acciones:<ul data-bbox="789 1255 1455 1346" style="list-style-type: none">• Seleccione el tipo correcto de papel y pulse Confirmar.• Seleccione el siguiente tipo de papel con más peso y pulse Confirmar. <p data-bbox="708 1367 1325 1396">Nota: Los tipos de papel del más ligero al más pesado son:</p> <ul data-bbox="743 1409 1455 1467" style="list-style-type: none">• Papel sin revestir: Papel común, cartulina ligera y cartulina para tarjeta.

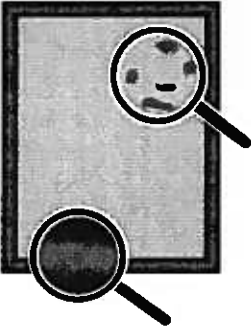
Solución de problemas de calidad de impresión (continuación)

Problema	Solución
<p>Defectos repetitivos Aparecen puntos o líneas en la página a intervalos regulares, en la dirección en que se desplaza el papel en la impresora o en áreas no impresas de la página.</p> 	<ol style="list-style-type: none">1. En el panel de control, pulse Dispositivo > Herramientas > Solución de problemas > Páginas de asistencia > Página defectos repetitivos > Imprimir. Se imprimirá la Página de defectos que se repiten, con indicaciones para identificar las unidades defectuosas.2. Cambie los elementos identificados por la página Defectos repetitivos para resolver el problema. 3. Si sustituye un consumible, restablezca el contador:<ol style="list-style-type: none">a. En el panel de control, toque Iniciar sesión. Introduzca la información de inicio de sesión de administrador y toque Intro. Si desea más información, consulte la <i>Guía del administrador del sistema</i>.b. Pulse Dispositivo > Herramientas > Opciones del dispositivo.c. Desplácese y pulse Suministros > Restauración del contador de suministros.d. Toque el Consumible que ha sustituido.e. Pulse Restaurar contador.f. Para cerrar la ventana emergente, pulse X, pulse admin, y seleccione Desconexión.

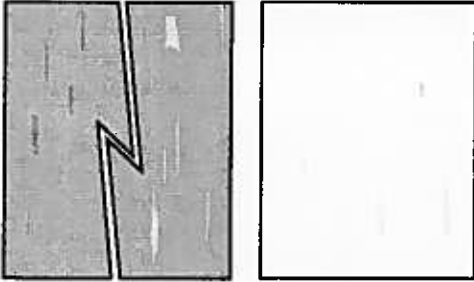
Solución de problemas de calidad de impresión (continuación)

Problema	Solución
<p>Desplazamiento de imagen</p> <p>El desplazamiento más habitual se produce cuando el tóner parece estar reimpreso en la página a unos 95 mm (3.75 pulg.) en la dirección en que se desplaza el papel en la impresora.</p> <p>Nota: si la distancia es diferente, utilice la página Efectos repetitivos para identificar la causa.</p> 	<ol style="list-style-type: none">1. Compruebe que el papel utilizado es del tipo correcto para la impresora y que se ha colocado correctamente. Para obtener una lista completa del papel recomendado para la impresora, vaya a:<ul style="list-style-type: none">– Norteamérica: www.xerox.com/rmlna– Europa: www.xerox.com/rmleu2. Compruebe que el tipo de papel se ha seleccionado en el panel de control y en el controlador de impresión. Nota: inicie sesión como administrador del sistema para modificar el tamaño, tipo y color del papel en una bandeja exclusiva cuando el panel de control está bloqueado.3. Si el problema continúa, realice una de las acciones siguientes: Nota: inicie sesión como administrador del sistema para modificar el tamaño, tipo y color del papel en una bandeja exclusiva cuando el panel de control está bloqueado.<ol style="list-style-type: none">a. Para las bandejas definidas como Exclusiva:<ul style="list-style-type: none">• En el panel de control, toque Iniciar sesión. Introduzca la información de inicio de sesión de administrador y toque Intro. Si desea más información, consulte la <i>Guía del administrador del sistema</i>.• Toque Dispositivo > Herramientas > Opciones del dispositivo > Gestión del papel > Opciones de bandeja. Seleccione la bandeja, toque Editar y cambie el tipo de papel.b. Para las bandejas definidas como totalmente ajustables:<ul style="list-style-type: none">• Papel sin revestir: Papel común, cartulina ligera y cartulina para tarjeta.• Papel estucado: Cartulina ligera brillante y cartulina brillante.El panel de control solicita que confirme o cambie el tipo de papel.<ul style="list-style-type: none">• En la pantalla táctil, pulse Tipo y elija una de estas acciones:<ul style="list-style-type: none">• Seleccione el tipo correcto de papel y pulse Confirmar.• Seleccione el siguiente tipo de papel con más peso y pulse Confirmar.4. Para identificar la causa, utilice la página Defectos repetitivos. Para obtener más información, consulte la página anterior.

Solución de problemas de calidad de impresión (continuación)

Problema	Solución
<p data-bbox="120 312 537 338">Colores sólidos con motas o manchas</p> 	<ol data-bbox="667 312 1466 600" style="list-style-type: none">1. Compruebe que el papel utilizado es del tipo correcto para la impresora y que se ha colocado correctamente. Para obtener una lista completa del papel recomendado para la impresora, vaya a:<ul data-bbox="704 459 1159 527" style="list-style-type: none">- Norteamérica: www.xerox.com/rmlna- Europa: www.xerox.com/rmleu2. Compruebe que el tipo de papel se ha seleccionado en el panel de control y en el controlador de impresión. <p data-bbox="667 611 1203 636">Si el problema continúa, solicite asistencia técnica.</p>
<p data-bbox="120 758 488 816">Tonos de gris demasiado claros o demasiado oscuros</p> <p data-bbox="120 829 586 888">Aparecen tonos de gris desvaídos o demasiado oscuros en la impresión o copia.</p>	<ol data-bbox="667 758 1466 1045" style="list-style-type: none">1. Compruebe que el papel utilizado es del tipo correcto para la impresora y que se ha colocado correctamente. Para obtener una lista completa del papel recomendado para la impresora, vaya a:<ul data-bbox="704 905 1159 972" style="list-style-type: none">- Norteamérica: www.xerox.com/rmlna- Europa: www.xerox.com/rmleu2. Compruebe que el tipo de papel se ha seleccionado en el panel de control y en el controlador de impresión. <p data-bbox="699 1056 1433 1199">Ajuste las opciones de claridad en Copia o en el controlador de impresión. consulte el capítulo Impresión de la Guía del usuario para obtener información sobre el cambio del valor de Claridad en el controlador PostScript de la impresora del sistema operativo que esté utilizando.</p>

Solución de problemas de calidad de impresión (continuación)

Problema	Solución
<p>Líneas, manchas o rayas Aparecen marcas oscuras o claras en todos los tonos o en áreas no impresas de la página.</p> 	<ol style="list-style-type: none">1. Compruebe que el papel utilizado es del tipo correcto para la impresora y que se ha colocado correctamente. Para obtener una lista completa del papel recomendado para la impresora, vaya a:<ul style="list-style-type: none">– Norteamérica: www.xerox.com/rmlna– Europa: www.xerox.com/rmleu2. Compruebe que el tipo de papel se ha seleccionado en el panel de control y en el controlador de impresión.3. Para identificar la causa, consulte la página de defectos que se repiten que se imprime con la página de solución de problemas de calidad de impresión. En el panel de control, toque Dispositivo > Herramientas > Solución de problemas > Páginas de asistencia > Página de defectos que se repiten > Imprimir.4. Para corregir el problema, cambie los elementos que se han identificado en la página de defectos que se repiten..

Parámetros de calidad de impresión

El controlador de impresión PostScript para Windows y los controladores para Macintosh proporcionan los mejores modos de calidad de impresión. Estos parámetros se pueden modificar en el controlador de impresión. Seleccione el parámetro que mejor se ajuste a su trabajo de impresión.

Calidad de impresión

El controlador de impresión PostScript para Windows y los controladores para Macintosh proporcionan los mejores modos de calidad de impresión:

- **Mejorado** es el modo de uso general para impresiones nítidas en tonos suaves. El modo Mejorado combina la velocidad con la calidad.
- **Alta resolución** es un modo de alta calidad que crea impresiones en tonos suaves con detalles y líneas finas. El modo Alta resolución equilibra la calidad sobre la velocidad.

Opciones de imagen

Las opciones de imagen controlan la forma en que la impresora utiliza la claridad y el contraste para producir el documento. Los controladores de impresión PostScript de Windows y Macintosh proporcionan la gama más amplia de controles en la pestaña Opciones de imagen.

- Para localizar Opciones de imagen en Windows, en el controlador de impresión, haga clic en la pestaña **Opciones de imagen**.
- Para localizar Opciones de imagen en Macintosh, en la ventana Imprimir, en la lista de opciones de impresión, haga clic **Funciones Xerox**. En Funciones Xerox, en la lista de opciones, haga clic en **Opciones de imagen**.

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.

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.

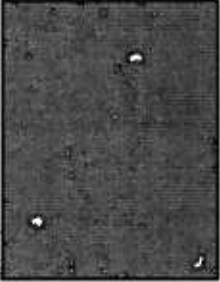
For a complete list of recommended paper for your printer, go to:

- North America: www.xerox.com/rmlna
- Europe: www.xerox.com/rmlieu

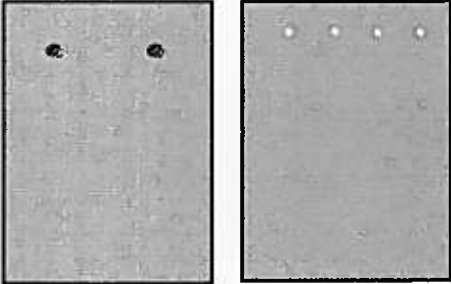
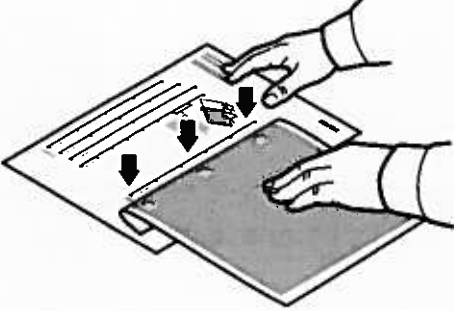
Solving Print-Quality Problems

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

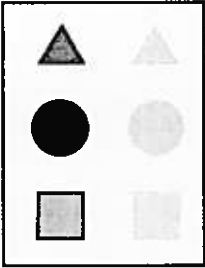
Solving Print-Quality Problems

Problem	Solution
<p data-bbox="120 310 326 338">Incomplete Fusing</p> <p data-bbox="120 348 607 407">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol style="list-style-type: none"><li data-bbox="670 310 1430 369">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 style="list-style-type: none"><li data-bbox="706 415 1170 443">– North America: www.xerox.com/rmlna<li data-bbox="706 464 1084 491">– Europe: www.xerox.com/rmleu<li data-bbox="670 506 1430 564">2. Verify that the paper type is selected on the control panel and in the print driver.<li data-bbox="670 579 1211 606">3. If the problem persists, do one of the following: 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.<ol style="list-style-type: none"><li data-bbox="706 684 1110 711">a. For trays that are set to Dedicated:<ol style="list-style-type: none"><li data-bbox="742 726 1446 816">b. At the control panel, touch Log In. Enter system administrator login information, then touch Enter. For details, refer to the <i>System Administrator Guide</i>.<li data-bbox="742 831 1455 921">c. Touch Device > Tools > Device Settings > Paper Management > Tray Settings. Select the tray, touch Edit, then change the paper type.<li data-bbox="706 936 1170 963">d. For trays that are set to Fully Adjustable:<ol style="list-style-type: none"><li data-bbox="742 978 1349 1005">e. Paper Trays: Open, then close the selected paper tray.<li data-bbox="742 1020 1273 1047">f. Bypass Tray : Remove, then reinsert the paper.<p data-bbox="706 1062 1430 1089">The control panel prompts you to confirm or change the paper type.</p><ul style="list-style-type: none"><li data-bbox="742 1104 1446 1194">• At the touch screen, touch Type, then do one of the following:<ul style="list-style-type: none"><li data-bbox="786 1136 1365 1163">• Select the correct paper type, then touch Confirm.<li data-bbox="786 1178 1455 1205">• Select the next heavier type of paper, then touch Confirm.<p data-bbox="706 1220 1203 1247">Note: Paper types from lightest to heaviest are:</p><ul style="list-style-type: none"><li data-bbox="742 1262 1357 1320">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.

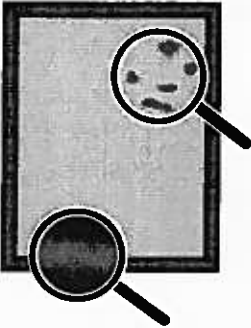
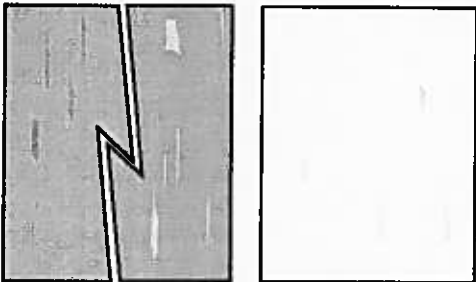
Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="120 319 326 346">Repeating Defects</p> <p data-bbox="120 359 586 478">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="672 319 1382 380">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.<li data-bbox="672 464 1398 520">2. To correct the problem, replace items identified on the Repeating Defects Page. <li data-bbox="672 858 1455 1224">3. If you replace a supply, reset the counter:<ol style="list-style-type: none"><li data-bbox="708 898 1455 989">a. At the control panel, touch Log In. Enter system administrator login information, then touch Enter. For details, refer to the <i>System Administrator Guide</i>.<li data-bbox="708 999 1170 1026">b. Touch Device > Tools > Device Settings.<li data-bbox="708 1037 1292 1064">c. Scroll, then touch Supplies > Supply Counter Reset.<li data-bbox="708 1075 1032 1102">d. Touch the replaced Supply.<li data-bbox="708 1113 967 1140">e. Touch Reset Counter.<li data-bbox="708 1150 1406 1224">f. To close the pop-up window, touch X, touch admin, then select Log Out.

Solving Print-Quality Problems (continued)

Problem	Solution
<p>Offset Image</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>Note: For a different distance, use the Repeating Defects Page to identify the cause.</p> 	<ol style="list-style-type: none">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">– North America: www.xerox.com/rmlna– Europe: www.xerox.com/rmleu2. Verify that the paper type is selected on the control panel and in the print driver. 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.3. If the problem persists, do one of the following: 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.<ol style="list-style-type: none">a. For trays that are set to Dedicated:<ol style="list-style-type: none">b. At the control panel, touch Log In. Enter system administrator login information, then touch Enter. For details, refer to the <i>System Administrator Guide</i>.c. Touch Device > Tools > Device Settings > Paper Management > Tray Settings. Select the tray, touch Edit, then change the paper type.d. For trays that are set to Fully Adjustable:<ol style="list-style-type: none">e. Paper Trays: Open, then close the selected paper tray.f. Bypass Tray : Remove, then reinsert the paper.The control panel prompts you to confirm or change the paper type.<ul style="list-style-type: none">• At the touch screen, touch Type, then do one of the following:<ul style="list-style-type: none">• 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:<ul style="list-style-type: none">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.4. To identify the cause, use the Repeating Defects Page. For details, refer to the previous page.

Solving Print-Quality Problems (continued)

Problem	Solution
<p>Heavy Coverage Appears Mottled or Blotchy Blacks Appear Blue</p> 	<ol style="list-style-type: none"> 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 style="list-style-type: none"> – North America: www.xerox.com/rmlna – Europe: www.xerox.com/rmleu 2. Verify that the paper type is selected on the control panel and in the print driver. <p>Note: If the problem continues, call for service.</p>
<p>Gray Tones Too Light or Too Dark Gray tones appear faded or too dark on print or copy.</p>	<ol style="list-style-type: none"> 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 style="list-style-type: none"> – North America: www.xerox.com/rmlna – Europe: www.xerox.com/rmleu 2. Verify that the paper type is selected on the control panel and in the print driver. 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>.
<p>Lines, Smudges, or Streaks Dark or light marks appear on the page in all tones or non-printed areas.</p> 	<ol style="list-style-type: none"> 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 style="list-style-type: none"> – North America: www.xerox.com/rmlna – Europe: www.xerox.com/rmleu 2. Verify that the paper type is selected on the control panel and in the print driver. 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 Device > Tools > Troubleshooting > Support Pages > Repeating Defects Page > Print. 4. To correct the problem, replace items identified on the Repeating Defects Page.

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**.

Beheben von Problemen mit der Druckqualität

Der Multifunktionsdrucker Xerox® VersaLink® B415 ist für eine stets einwandfreie Druckqualität konzipiert. Sollten Probleme mit der Druck- oder Kopierqualität auftreten, können die Informationen auf diesen Seiten zur Fehlerbehebung herangezogen werden. Ausführliche Online-Supportinformationen siehe www.xerox.com/office/support.

ACHTUNG: Schäden, die durch nicht unterstütztes Druckmaterial verursacht wurden, fallen nicht unter die Xerox®-Garantie, den Servicevertrag oder die Total Satisfaction Guarantee (umfassende Garantie). Die Total Satisfaction Guarantee (umfassende Garantie) wird in den USA und in Kanada angeboten. Für die übrigen Länder kann ein anderer Gewährleistungsumfang gelten. Nähere Informationen erteilt der lokale Xerox-Partner.

Materialart

ACHTUNG: Wenn in einen Behälter eine andere Materialart eingelegt wird, muss die Materialeinstellung am Steuerpult entsprechend aktualisiert werden. Wird die Einstellung der Materialart nicht geändert, kann es zu Einbußen bei der Druckqualität und Schäden am Fixiermodul kommen.

Das beste Ergebnis wird mit empfohlenen Druckmaterialien von Xerox® erzielt. Mit Xerox®-Druckmaterialien wird auf dem Xerox® VersaLink® B415 eine optimale Ausgabequalität erzielt. Xerox®-Druckmaterialien können bestellt werden unter: www.xerox.com/office/supplies.


Eine umfassende Liste der für den Drucker empfohlenen Druckmaterialien ist zu finden unter:

- Nordamerika: www.xerox.com/rmlna
- Europa: www.xerox.com/rmleu

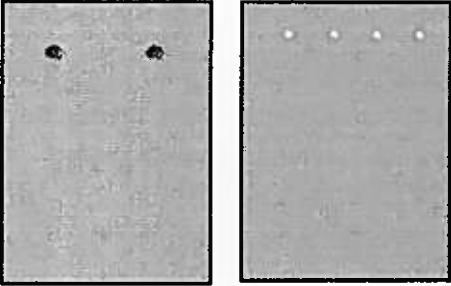
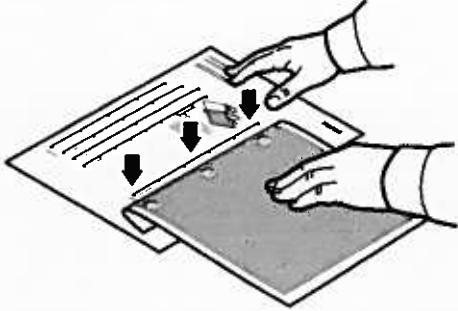
Beheben von Problemen mit der Druckqualität

Die folgenden Tabellen enthalten Lösungen zu speziellen Druckqualitätsproblemen.

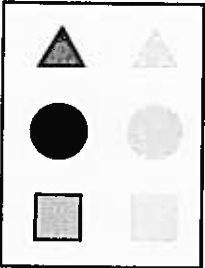
Beheben von Problemen mit der Druckqualität

Problem	Lösung
<p data-bbox="118 310 397 342">Unvollständige Fixierung</p> <p data-bbox="118 352 565 411">Die Ausgabe weist Auslassungen auf und/oder der Toner lässt sich leicht abreiben.</p> 	<ol data-bbox="669 310 1448 634" style="list-style-type: none">1. Sicherstellen, dass das Druckmaterial für den Drucker geeignet ist und ordnungsgemäß eingelegt wurde. Eine umfassende Liste der für den Drucker empfohlenen Druckmaterialien ist zu finden unter:<ul data-bbox="704 457 1149 520" style="list-style-type: none">– Nordamerika: www.xerox.com/rmlna– Europa: www.xerox.com/rmleu2. Überprüfen, ob am Steuerpult und im Druckertreiber das richtige Druckmaterial ausgewählt wurde.3. Tritt das Problem weiterhin auf, einen der folgenden Schritte ausführen: <p data-bbox="704 646 1393 739">Hinweis: Anmeldung als Systemadministrator vornehmen, wenn die Einstellung von Format, Art oder Farbe des Materials in einem Festformatbehälter geändert werden soll.</p> <ol data-bbox="704 751 1442 1192" style="list-style-type: none">a. Bei Behältern, die auf „Dediziert“ eingestellt sind:<ul data-bbox="740 793 1442 1012" style="list-style-type: none">• Am Bedienfeld Anmelden antippen. Systemadministrator-Anmeldeinformationen eingeben und Eingabe antippen. Weitere Informationen siehe <i>Systemhandbuch</i>.• Gerät > Verwaltung > Geräteeinstellungen > Materialverwaltung > Behältereinstellungen antippen. Den Behälter auswählen, Bearbeiten antippen und die Materialart ändern.b. Bei Behältern, die auf „Vollständig anpassbar“ eingestellt sind<ul data-bbox="740 1066 1442 1192" style="list-style-type: none">• Materialbehälter: Den ausgewählten Materialbehälter öffnen und wieder schließen.• Zusatzzufuhr: Das Druckmaterial entfernen und wieder einlegen. <p data-bbox="704 1205 1393 1264">Am Steuerpult wird zum Bestätigen oder Ändern der Materialart aufgefordert.</p> <ul data-bbox="740 1276 1442 1474" style="list-style-type: none">• Am Touchscreen Art antippen und dann einen der folgenden Schritte ausführen:<ul data-bbox="786 1348 1409 1474" style="list-style-type: none">• Richtige Materialart auswählen und dann Bestätigen antippen.• Nächstschwerere Materialart auswählen und dann Bestätigen antippen. <p data-bbox="704 1486 1442 1545">Hinweis: Die Druckmaterialarten vom leichtesten bis zum schwersten Material sind:</p> <ul data-bbox="740 1558 1442 1621" style="list-style-type: none">• Ungestrichenes Material: Normalpapier, Dünner Karton und Karton.

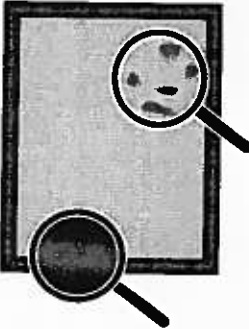
Beheben von Problemen mit der Druckqualität (Fortsetzung)

Problem	Lösung
<p>Wiederholte Fehler Die Ausgabe weist in Zufuhrriechung Punkte oder Linien auf, die in regelmäßigen Abständen oder in unbedruckten Bereichen auftreten.</p> 	<ol style="list-style-type: none">1. Am Steuerpult Gerät > Verwaltung > Fehlerbehebung > Hilfsseiten > Seite für Wiederholungsfehler > Drucken antippen. Die Seite für Wiederholungsfehler mit Anweisungen zum Ermitteln der defekten Komponente(n) wird ausgegeben.2. Zum Beheben des Problems die anhand der Seite für Wiederholungsfehler ermittelten Teile austauschen. 3. Beim Austausch eines Verbrauchsmaterials den Zähler zurücksetzen:<ol style="list-style-type: none">a. Am Bedienfeld Anmelden antippen. Systemadministrator-Anmeldeinformationen eingeben und Eingabe antippen. Weitere Informationen siehe <i>Systemhandbuch</i>.b. Gerät > Verwaltung > Geräteeinstellung antippen.c. Bildlauf durchführen und Austauschmodule > Verbrauchsmaterialzähler zurücksetzen antippen.d. Das ausgetauschte Verbrauchsmaterial antippen.e. Zähler zurücksetzen antippen.f. Zum Schließen des Pop-upfensters das X, dann admin antippen und Abmelden auswählen.

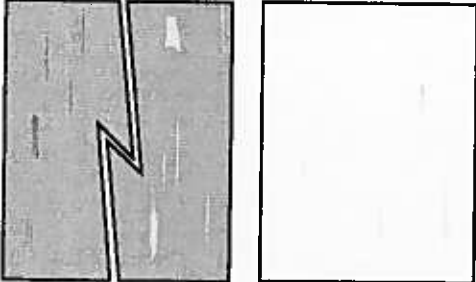
Beheben von Problemen mit der Druckqualität (Fortsetzung)

Problem	Lösung
<p>Versetztes Bild</p> <p>Der am häufigsten vorkommende Versatzfehler besteht darin, dass ein Druckbild im Abstand von 95 mm (3,75 Zoll) in Zufuhrrichtung wiederholt wird, so dass es ggf. zu einer Überlagerung kommt.</p> <p>Hinweis: Bei anderen Abständen die Ursache anhand der Seite für Wiederholungsfehler ermitteln.</p> 	<ol style="list-style-type: none"> 1. Prüfen, ob das Druckmaterial für den Drucker geeignet ist und ordnungsgemäß eingelegt wurde. Eine umfassende Liste der für den Drucker empfohlenen Druckmaterialien ist zu finden unter: <ul style="list-style-type: none"> – Nordamerika: www.xerox.com/rmlna – Europa: www.xerox.com/rmleu 2. Überprüfen, ob am Steuerpult und im Druckertreiber das richtige Druckmaterial ausgewählt wurde. Hinweis: Anmeldung als Systemadministrator vornehmen, wenn die Einstellung von Format, Art oder Farbe des Materials in einem Festformatbehälter geändert werden soll. 3. Tritt das Problem weiterhin auf, einen der folgenden Schritte ausführen: Hinweis: Anmeldung als Systemadministrator vornehmen, wenn die Einstellung von Format, Art oder Farbe des Materials in einem Festformatbehälter geändert werden soll. <ol style="list-style-type: none"> a. Bei Behältern, die auf „Dediziert“ eingestellt sind: <ul style="list-style-type: none"> • Am Bedienfeld Anmelden antippen. Systemadministrator-Anmeldeinformationen eingeben und Eingabe antippen. Weitere Informationen siehe <i>Systemhandbuch</i>. • Gerät > Verwaltung > Geräteeinstellungen > Materialverwaltung > Behältereinstellungen antippen. Den Behälter auswählen, Bearbeiten antippen und die Materialart ändern. b. Bei Behältern, die auf „Vollständig anpassbar“ eingestellt sind <ul style="list-style-type: none"> • Materialbehälter: Den ausgewählten Materialbehälter öffnen und wieder schließen. • Zusatzzufuhr: Das Druckmaterial entfernen und wieder einlegen. <p>Am Steuerpult wird zum Bestätigen oder Ändern der Materialart aufgefordert.</p> <ul style="list-style-type: none"> • Am Touchscreen Art antippen und dann einen der folgenden Schritte ausführen: <ul style="list-style-type: none"> • Richtige Materialart auswählen und dann Bestätigen antippen. • Nächstschwerere Materialart auswählen und dann Bestätigen antippen. <p>Hinweis: Die Druckmaterialarten vom leichtesten bis zum schwersten Material sind:</p> <ul style="list-style-type: none"> • Ungestrichenes Material: Normalpapier, Dünner Karton und Karton. 4. Gestrichenes Material: Dünner Hochglanzkarton und Hochglanzkarton. Ursache mithilfe der Seite für Wiederholungsfehler ermitteln. Weitere Informationen siehe vorige Seite.

Beheben von Problemen mit der Druckqualität (Fortsetzung)

Problem	Lösung
<p data-bbox="121 304 568 336">Fleckige Ausgabe bei hoher Tonerdichte</p> 	<ol data-bbox="665 315 1445 598" style="list-style-type: none">1. Sicherstellen, dass das Druckmaterial für den Drucker geeignet ist und ordnungsgemäß eingelegt wurde. Eine umfassende Liste der für den Drucker empfohlenen Druckmaterialien ist zu finden unter:<ul data-bbox="706 462 1153 535" style="list-style-type: none">– Nordamerika: www.xerox.com/rmlna– Europa: www.xerox.com/rmleu2. Überprüfen, ob am Steuerpult und im Druckertreiber das richtige Druckmaterial ausgewählt wurde. <p data-bbox="665 609 1299 640">Hinweis: Tritt das Problem weiterhin auf, Service anfordern.</p>
<p data-bbox="113 756 511 850">Grautöne zu hell oder zu dunkel Grautöne wirken auf Drucken/Kopien verblasst oder zu dunkel.</p>	<ol data-bbox="665 766 1445 1176" style="list-style-type: none">1. Sicherstellen, dass das Druckmaterial für den Drucker geeignet ist und ordnungsgemäß eingelegt wurde. Eine umfassende Liste der für den Drucker empfohlenen Druckmaterialien ist zu finden unter:<ul data-bbox="706 903 1153 976" style="list-style-type: none">– Nordamerika: www.xerox.com/rmlna– Europa: www.xerox.com/rmleu2. Überprüfen, ob am Steuerpult und im Druckertreiber das richtige Druckmaterial ausgewählt wurde.3. In den Kopiereinstellungen oder im Druckertreiber die Helligkeit anpassen. Informationen zum Ändern der Helligkeit im PostScript-Treiber für das jeweilige Betriebssystem siehe das Kapitel <i>Drucken</i> im <i>Benutzerhandbuch</i>.

Beheben von Problemen mit der Druckqualität (Fortsetzung)

Problem	Lösung
<p>Striche, verschmierte Stellen oder Streifen Die Ausgabe weist dunkle oder helle Stellen auf (alle Grautöne bzw. unbedruckte Bereiche).</p> 	<ol style="list-style-type: none">1. Sicherstellen, dass das Druckmaterial für den Drucker geeignet ist und ordnungsgemäß eingelegt wurde. Eine umfassende Liste der für den Drucker empfohlenen Druckmaterialien ist zu finden unter:<ul style="list-style-type: none">– Nordamerika: www.xerox.com/rmlna– Europa: www.xerox.com/rmleu2. Überprüfen, ob am Steuerpult und im Druckertreiber das richtige Druckmaterial ausgewählt wurde.3. Zur Ermittlung der Ursache die zusammen mit der Seite zur Fehlerbehebung bei Druckqualitätsproblemen ausgegebene Wiederholungsfehlerseite konsultieren. Am Bedienfeld Gerät > Verwaltung > Fehlerbehebung > Supportseiten > Wiederholungsfehlerseite > Drucken antippen.4. Zur Behebung des Problems die auf der Wiederholungsfehlerseite genannten Teile austauschen.

Einstellungen für die Druckqualität

Der Windows-Postscript-Druckertreiber und der Macintosh-Druckertreiber bieten Ausgabemodi mit der höchsten Druckqualität. Diese Einstellungen können im Druckertreiber geändert werden. Die für den Druckauftrag am besten geeignete Einstellung wählen.

Druckqualität

Der Windows-Postscript-Druckertreiber und der Macintosh-Druckertreiber bieten Ausgabemodi mit der höchsten Druckqualität:

- **Optimiert:** Dies ist der Allzweckmodus für gestochen scharfe Drucke mit gleichmäßigen Verläufen. Der Modus „Optimiert“ sorgt für ein ausgewogenes Verhältnis zwischen Geschwindigkeit und Qualität.
- **Hohe Auflösung:** Dieser Modus sorgt für hohe Qualität mit feiner Linien- und Detailzeichnung und gleichmäßigen Verläufen. Beim Modus „Hohe Auflösung“ hat die Qualität Vorrang vor der Geschwindigkeit.

Bildoptionen

Mit „Bildqualität“ werden Helligkeit und Kontrast beim Drucken des Dokuments gesteuert. Der Windows-PostScript-Druckertreiber bzw. der Macintosh-Druckertreiber bietet die meisten Steuermöglichkeiten auf der Registerkarte „Bildqualität“.

- Zum Aufrufen von Bildoptionen unter Windows im Druckertreiber auf die Registerkarte **Bildoptionen** klicken.
- Zum Aufrufen von Bildoptionen auf Macintosh im Fenster „Drucken“ in der Liste der Druckoptionen auf **XeroxFunktionen** klicken. In den Xerox-Funktionen in der Liste der Optionen auf **Bildoptionen** klicken.

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.

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.


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

- North America: www.xerox.com/rmlna
- Europe: www.xerox.com/rmleu

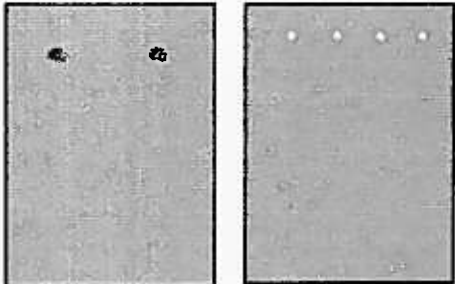
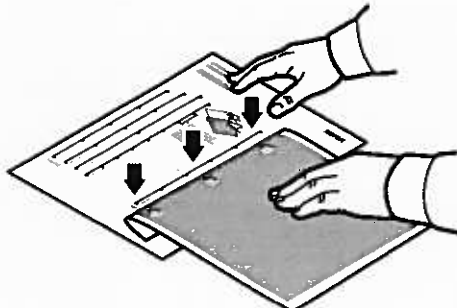
Solving Print-Quality Problems

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

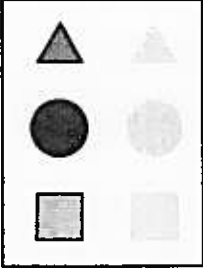
Solving Print-Quality Problems

Problem	Solution
<p data-bbox="115 310 324 338">Incomplete Fusing</p> <p data-bbox="115 348 605 411">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol data-bbox="667 310 1430 604" style="list-style-type: none">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="699 426 1393 495" style="list-style-type: none">– North America: www.xerox.com/rmlna– Europe: www.xerox.com/rmlEU2. Verify that the paper type is selected on the control panel and in the print driver.3. If the problem persists, do one of the following: <p data-bbox="699 621 1417 678">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.</p> <ol data-bbox="699 688 1450 1041" style="list-style-type: none">a. For trays that are set to Dedicated:<ol data-bbox="737 730 1442 821" style="list-style-type: none">b. At the control panel, touch Log In. Enter system administrator login information, then touch Enter. For details, refer to the <i>System Administrator Guide</i>.c. Touch Device > Tools > Device Settings > Paper Management > Tray Settings. Select the tray, touch Edit, then change the paper type.d. For trays that are set to Fully Adjustable:<ol data-bbox="737 974 1344 1041" style="list-style-type: none">e. Paper Trays: Open, then close the selected paper tray.f. Bypass Tray : Remove, then reinsert the paper. <p data-bbox="699 1056 1425 1083">The control panel prompts you to confirm or change the paper type.</p> <ul data-bbox="737 1098 1450 1209" style="list-style-type: none">• At the touch screen, touch Type, then do one of the following:<ul data-bbox="781 1136 1365 1209" style="list-style-type: none">• Select the correct paper type, then touch Confirm.• Select the next heavier type of paper, then touch Confirm. <p data-bbox="699 1220 1203 1247">Note: Paper types from lightest to heaviest are:</p> <ul data-bbox="737 1262 1357 1318" style="list-style-type: none">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.

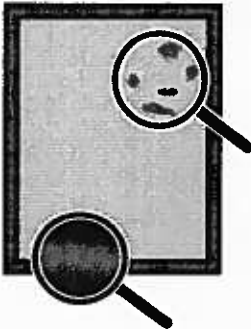
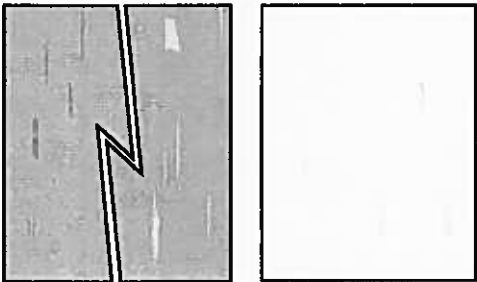
Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="110 319 321 348">Repeating Defects</p> <p data-bbox="110 357 578 478">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> <div data-bbox="116 491 568 772"></div>	<ol data-bbox="662 319 1409 520" style="list-style-type: none">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. <div data-bbox="695 529 1149 835"></div> <ol data-bbox="662 856 1451 1222" style="list-style-type: none">3. If you replace a supply, reset the counter:<ol data-bbox="701 898 1451 1222" style="list-style-type: none">a. At the control panel, touch Log In. Enter system administrator login information, then touch Enter. For details, refer to the <i>System Administrator Guide</i>.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)

Problem	Solution
<p>Offset Image</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>Note: For a different distance, use the Repeating Defects Page to identify the cause.</p> 	<ol style="list-style-type: none"> 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"> – North America: www.xerox.com/rmlna – Europe: www.xerox.com/rmleu 2. Verify that the paper type is selected on the control panel and in the print driver. 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. 3. If the problem persists, do one of the following: 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. <ol style="list-style-type: none"> a. For trays that are set to Dedicated: <ol style="list-style-type: none"> b. At the control panel, touch Log In. Enter system administrator login information, then touch Enter. For details, refer to the <i>System Administrator Guide</i>. c. Touch Device > Tools > Device Settings > Paper Management > Tray Settings. Select the tray, touch Edit, then change the paper type. d. For trays that are set to Fully Adjustable: <ol style="list-style-type: none"> e. Paper Trays: Open, then close the selected paper tray. f. Bypass Tray : Remove, then reinsert the paper. <p>The control panel prompts you to confirm or change the paper type.</p> <ul style="list-style-type: none"> • At the touch screen, touch Type, then do one of the following: <ul style="list-style-type: none"> • Select the correct paper type, then touch Confirm. • Select the next heavier type of paper, then touch Confirm. <p>Note: Paper types from lightest to heaviest are:</p> <ul style="list-style-type: none"> • For uncoated paper: Plain, Lightweight Cardstock, and Cardstock. 4. To identify the cause, use the Repeating Defects Page. For details, refer to the previous page.

Solving Print-Quality Problems (continued)

Problem	Solution
<p>Heavy Coverage Appears Mottled or Blotchy Blacks Appear Blue</p> 	<ol style="list-style-type: none"> 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 style="list-style-type: none"> – North America: www.xerox.com/rmlna – Europe: www.xerox.com/rmleu 2. Verify that the paper type is selected on the control panel and in the print driver. <p>Note: If the problem continues, call for service.</p>
<p>Gray Tones Too Light or Too Dark Gray tones appear faded or too dark on print or copy.</p>	<ol style="list-style-type: none"> 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 style="list-style-type: none"> – North America: www.xerox.com/rmlna – Europe: www.xerox.com/rmleu 2. Verify that the paper type is selected on the control panel and in the print driver. 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>.
<p>Lines, Smudges, or Streaks Dark or light marks appear on the page in all tones or non-printed areas.</p> 	<ol style="list-style-type: none"> 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 style="list-style-type: none"> – North America: www.xerox.com/rmlna – Europe: www.xerox.com/rmleu 2. Verify that the paper type is selected on the control panel and in the print driver. 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 Device > Tools > Troubleshooting > Support Pages > Repeating Defects Page > Print. 4. To correct the problem, replace items identified on the Repeating Defects Page.

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**.