

# Troubleshooting Print Quality

Your Xerox® Versalink® B625 Multifunction Printer is designed to produce high-quality prints consistently. If you observe print-quality problems, use the information on these pages to troubleshoot the problems. For detailed online support information, go to [www.xerox.com/office/support](http://www.xerox.com/office/support).

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

## Paper Type

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

For the best results, only use recommended Xerox® paper and media. Xerox® paper and media are guaranteed to produce excellent results on your Xerox® Versalink® B625 Multifunction Printer. To order Xerox® paper and media, go to [www.xerox.com/office/supplies](http://www.xerox.com/office/supplies).

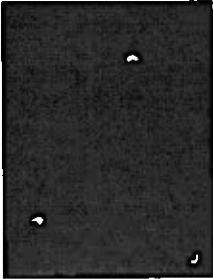
For a complete list of recommended paper for your printer, go to:

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

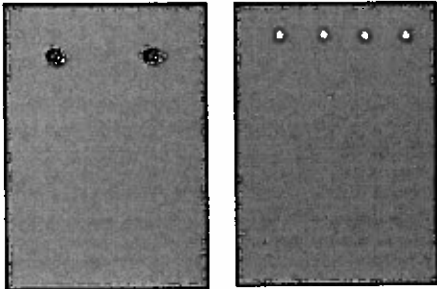
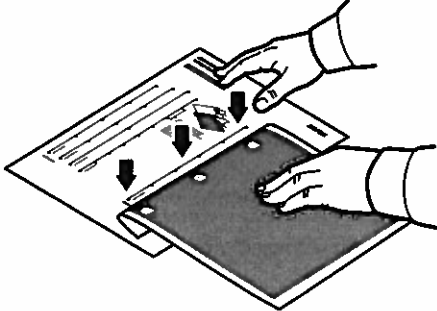
## Solving Print-Quality Problems

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

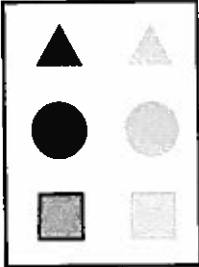
## Solving Print-Quality Problems

Problem	Solution
<p data-bbox="126 321 329 348"><b>Incomplete Fusing</b></p> <p data-bbox="126 359 602 422">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol style="list-style-type: none"><li data-bbox="662 321 1386 380">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="695 432 1138 459">– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li data-bbox="695 474 1057 501">– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li data-bbox="662 516 1386 575">2. Verify that the paper type is selected on the control panel and in the print driver.</li><li data-bbox="662 590 1179 617">3. If the problem persists, do one of the following: <b>Note:</b> To change the size, type, or color of paper in a dedicated tray when the control panel is locked, log in as the system administrator.<ol style="list-style-type: none"><li data-bbox="695 695 1084 722">a. For trays that are set to Dedicated:<ol style="list-style-type: none"><li data-bbox="727 737 1406 827">b. At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li><li data-bbox="727 842 1414 932">c. Touch <b>Device &gt; Tools &gt; Device Settings &gt; Paper Management &gt; Tray Settings</b>. Select the tray, touch <b>Edit</b>, then change the paper type.</li></ol></li><li data-bbox="695 947 1146 974">d. For trays that are set to Fully Adjustable:<ol style="list-style-type: none"><li data-bbox="727 989 1317 1016">e. <b>Paper Trays:</b> Open, then close the selected paper tray.</li><li data-bbox="727 1031 1243 1058">f. <b>Bypass Tray :</b> Remove, then reinsert the paper.</li></ol></li></ol><p data-bbox="695 1062 1386 1089">The control panel prompts you to confirm or change the paper type.</p><ul style="list-style-type: none"><li data-bbox="727 1104 1406 1131">• At the touch screen, touch <b>Type</b>, then do one of the following:<ul style="list-style-type: none"><li data-bbox="776 1146 1333 1173">• Select the correct paper type, then touch <b>Confirm</b>.</li><li data-bbox="776 1188 1414 1215">• Select the next heavier type of paper, then touch <b>Confirm</b>.</li></ul></li></ul><p data-bbox="695 1230 1179 1257"><b>Note:</b> Paper types from lightest to heaviest are:</p><ul style="list-style-type: none"><li data-bbox="727 1272 1317 1320">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.</li></ul></li></ol>

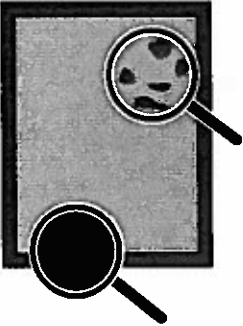

## Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="131 323 332 352"><b>Repeating Defects</b></p> <p data-bbox="131 363 581 478">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="139 493 573 779"></div>	<ol data-bbox="667 323 1380 520" style="list-style-type: none"><li>1. At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Support Pages &gt; Repeating Defects Page &gt; Print</b>. The Repeating Defects Page prints with instructions for identifying defective units.</li><li>2. To correct the problem, replace items identified on the Repeating Defects Page.</li></ol> <div data-bbox="699 533 1133 842"></div> <ol data-bbox="667 863 1425 1226" style="list-style-type: none"><li>3. If you replace a supply, reset the counter:<ol data-bbox="704 898 1425 1226" style="list-style-type: none"><li>a. At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li><li>b. Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li><li>c. Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li><li>d. Touch the replaced <b>Supply</b>.</li><li>e. Touch <b>Reset Counter</b>.</li><li>f. To close the pop-up window, touch <b>X</b>, touch <b>admin</b>, then select <b>Log Out</b>.</li></ol></li></ol>

## Solving Print-Quality Problems (continued)

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

## Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Heavy Coverage Appears Mottled or Blotchy</b>  <b>Blacks Appear Blue</b></p> 	<ol style="list-style-type: none"> <li>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.  For a complete list of recommended paper for your printer, go to: <ul style="list-style-type: none"> <li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> </ul> </li> <li>2. Verify that the paper type is selected on the control panel and in the print driver.</li> </ol> <p><b>Note:</b> If the problem continues, call for service.</p>
<p><b>Gray Tones Too Light or Too Dark</b>  Gray tones appear faded or too dark on print or copy.</p>	<ol style="list-style-type: none"> <li>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.  For a complete list of recommended paper for your printer, go to: <ul style="list-style-type: none"> <li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> </ul> </li> <li>2. Verify that the paper type is selected on the control panel and in the print driver.</li> <li>3. Adjust the lightness settings in the Copy settings or the print driver.  For information about changing the Lightness setting in the PostScript print driver for your operating system, refer to the <i>Printing</i> chapter of the <i>User Guide</i>.</li> </ol>
<p><b>Lines, Smudges, or Streaks</b>  Dark or light marks appear on the page in all tones or non-printed areas.</p> 	<ol style="list-style-type: none"> <li>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.  For a complete list of recommended paper for your printer, go to: <ul style="list-style-type: none"> <li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> </ul> </li> <li>2. Verify that the paper type is selected on the control panel and in the print driver.</li> <li>3. To identify the cause, refer to the Repeating Defects Page that prints with <i>Troubleshooting Print Quality Page</i>. At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Support Pages &gt; Repeating Defects Page &gt; Print</b>.</li> <li>4. To correct the problem, replace items identified on the Repeating Defects Page.</li> </ol>

## Print-Quality Settings

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

### Print-Quality Mode

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

### Image Options

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

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