

# Troubleshooting Print Quality

Your Xerox® Versalink® B415 Multifunction Printer is designed to produce high-quality prints consistently. If you observe print-quality problems, use the information on these pages to troubleshoot the problems. For detailed online support information, go to [www.xerox.com/office/support](http://www.xerox.com/office/support).

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

## Paper Type

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

For the best results, only use recommended Xerox® paper and media. Xerox® paper and media are guaranteed to produce excellent results on your Xerox® Versalink® B415 Multifunction Printer. To order Xerox® paper and media, go to [www.xerox.com/office/supplies](http://www.xerox.com/office/supplies).

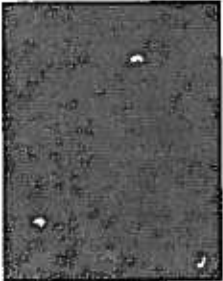
For a complete list of recommended paper for your printer, go to:

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

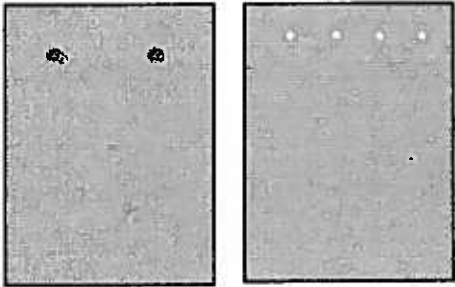
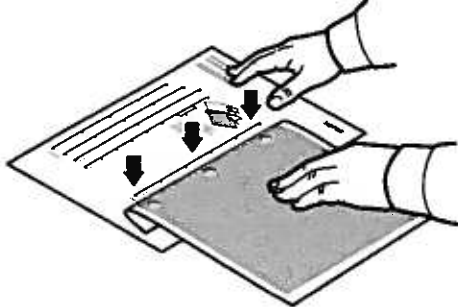
## Solving Print-Quality Problems

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

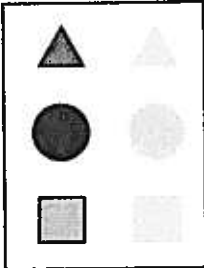
## Solving Print-Quality Problems

Problem	Solution
<p data-bbox="115 317 326 344"><b>Incomplete Fusing</b></p> <p data-bbox="115 354 607 415">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"><li>1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to:<ul data-bbox="706 422 1170 491" style="list-style-type: none"><li>- North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>- Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Verify that the paper type is selected on the control panel and in the print driver.</li><li>3. If the problem persists, do one of the following:</li></ol> <p data-bbox="706 617 1425 674"><b>Note:</b> To change the size, type, or color of paper in a dedicated tray when the control panel is locked, log in as the system administrator.</p> <ol data-bbox="706 688 1458 1045" style="list-style-type: none"><li>a. For trays that are set to Dedicated:<ol data-bbox="743 730 1458 919" style="list-style-type: none"><li>b. At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li><li>c. Touch <b>Device &gt; Tools &gt; Device Settings &gt; Paper Management &gt; Tray Settings</b>. Select the tray, touch <b>Edit</b>, then change the paper type.</li></ol></li><li>d. For trays that are set to Fully Adjustable:<ol data-bbox="743 974 1354 1045" style="list-style-type: none"><li>e. Paper Trays: Open, then close the selected paper tray.</li><li>f. Bypass Tray : Remove, then reinsert the paper.</li></ol></li></ol> <p data-bbox="706 1058 1435 1085">The control panel prompts you to confirm or change the paper type.</p> <ul data-bbox="743 1100 1458 1205" style="list-style-type: none"><li>• At the touch screen, touch <b>Type</b>, then do one of the following:<ul data-bbox="792 1142 1377 1205" style="list-style-type: none"><li>• Select the correct paper type, then touch <b>Confirm</b>.</li><li>• Select the next heavier type of paper, then touch <b>Confirm</b>.</li></ul></li></ul> <p data-bbox="706 1226 1214 1253"><b>Note:</b> Paper types from lightest to heaviest are:</p> <ul data-bbox="743 1268 1370 1331" style="list-style-type: none"><li>• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.</li></ul>

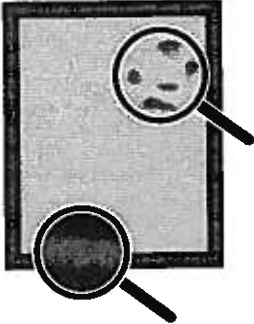
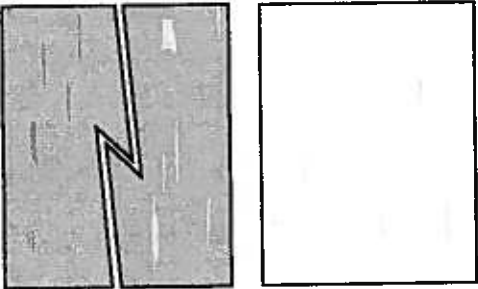
## Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="118 319 326 348"><b>Repeating Defects</b></p> <p data-bbox="118 359 586 478">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> <div data-bbox="126 493 578 777"></div>	<ol data-bbox="673 319 1421 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="706 535 1161 840"></div> <ol data-bbox="673 861 1461 1228" style="list-style-type: none"><li>3. If you replace a supply, reset the counter:<ol data-bbox="706 903 1461 1228" 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>1. Verify that the paper you are using is the correct paper type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to:<ul style="list-style-type: none"><li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europe: <a href="http://www.xerox.com/rmlEU">www.xerox.com/rmlEU</a></li></ul></li><li>2. Verify that the paper type is selected on the control panel and in the print driver. <b>Note:</b> To change the size, type, or color of paper in a dedicated tray when the control panel is locked, log in as the system administrator.</li><li>3. If the problem 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>a. For trays that are set to Dedicated:<ol style="list-style-type: none"><li>b. At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li><li>c. Touch <b>Device</b> &gt; <b>Tools</b> &gt; <b>Device Settings</b> &gt; <b>Paper Management</b> &gt; <b>Tray Settings</b>. Select the tray, touch <b>Edit</b>, then change the paper type.</li></ol></li><li>d. For trays that are set to Fully Adjustable:<ol style="list-style-type: none"><li>e. Paper Trays: Open, then close the selected paper tray.</li><li>f. Bypass Tray : Remove, then reinsert the paper.</li></ol></li></ol>The control panel prompts you to confirm or change the paper type.<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><b>Note:</b> Paper types from lightest to heaviest are:<ul style="list-style-type: none"><li>• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.</li></ul></li><li>4. 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.

### 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](http://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](http://www.xerox.com/office/supplies).


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

- Nordamerika: [www.xerox.com/rmlna](http://www.xerox.com/rmlna)
- Europa: [www.xerox.com/rmleu](http://www.xerox.com/rmleu)

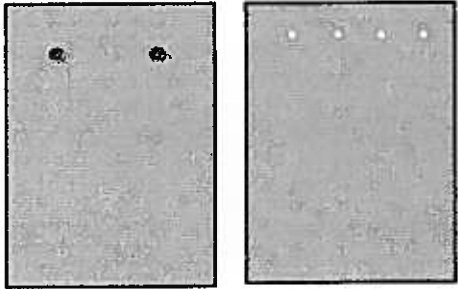
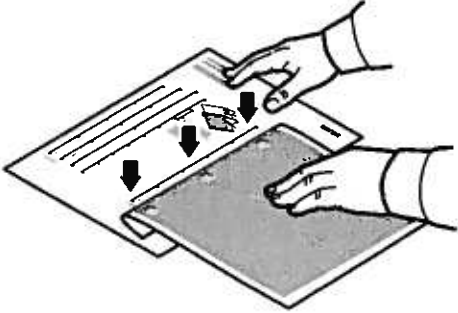
### Beheben von Problemen mit der Druckqualität

Die folgenden Tabellen enthalten Lösungen zu speziellen Druckqualitätsproblemen.

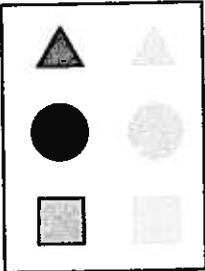
## Beheben von Problemen mit der Druckqualität

Problem	Lösung
<p data-bbox="115 310 396 338"><b>Unvollständige Fixierung</b></p> <p data-bbox="115 348 565 407">Die Ausgabe weist Auslassungen auf und/oder der Toner lässt sich leicht abreiben.</p> 	<ol data-bbox="667 302 1469 632" style="list-style-type: none"><li>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="704 449 1154 520" style="list-style-type: none"><li>- Nordamerika: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>- Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Überprüfen, ob am Steuerpult und im Druckertreiber das richtige Druckmaterial ausgewählt wurde.</li><li>3. Tritt das Problem weiterhin auf, einen der folgenden Schritte ausführen:</li></ol> <p data-bbox="704 646 1398 730"><b>Hinweis:</b> Anmeldung als Systemadministrator vornehmen, wenn die Einstellung von Format, Art oder Farbe des Materials in einem Festformatbehälter geändert werden soll.</p> <ol data-bbox="704 743 1446 1192" style="list-style-type: none"><li>a. Bei Behältern, die auf „Dediziert“ eingestellt sind:<ul data-bbox="743 785 1406 1003" style="list-style-type: none"><li>• Am Bedienfeld Anmelden antippen. Systemadministrator-Anmeldeinformationen eingeben und <b>Eingabe</b> antippen. Weitere Informationen siehe <i>Systemhandbuch</i>.</li><li>• <b>Gerät &gt; Verwaltung &gt; Geräteeinstellungen &gt; Materialverwaltung &gt; Behältereinstellungen</b> antippen. Den Behälter auswählen, Bearbeiten antippen und die Materialart ändern.</li></ul></li><li>b. Bei Behältern, die auf „Vollständig anpassbar“ eingestellt sind<ul data-bbox="743 1058 1446 1192" style="list-style-type: none"><li>• Materialbehälter: Den ausgewählten Materialbehälter öffnen und wieder schließen.</li><li>• Zusatzzufuhr: Das Druckmaterial entfernen und wieder einlegen.</li></ul></li></ol> <p data-bbox="704 1205 1393 1262">Am Steuerpult wird zum Bestätigen oder Ändern der Materialart aufgefordert.</p> <ul data-bbox="743 1276 1442 1478" style="list-style-type: none"><li>• Am Touchscreen <b>Art</b> antippen und dann einen der folgenden Schritte ausführen:<ul data-bbox="792 1352 1409 1478" style="list-style-type: none"><li>• Richtige Materialart auswählen und dann <b>Bestätigen</b> antippen.</li><li>• Nächstschwerere Materialart auswählen und dann <b>Bestätigen</b> antippen.</li></ul></li></ul> <p data-bbox="704 1493 1446 1549"><b>Hinweis:</b> Die Druckmaterialarten vom leichtesten bis zum schwersten Material sind:</p> <ul data-bbox="743 1562 1430 1619" style="list-style-type: none"><li>• Ungestrichenes Material: Normalpapier, Dünner Karton und Karton.</li></ul>

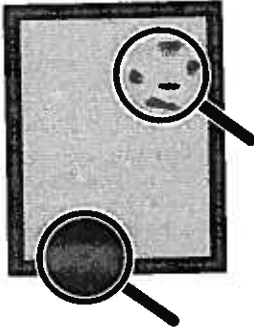
## Beheben von Problemen mit der Druckqualität (Fortsetzung)

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

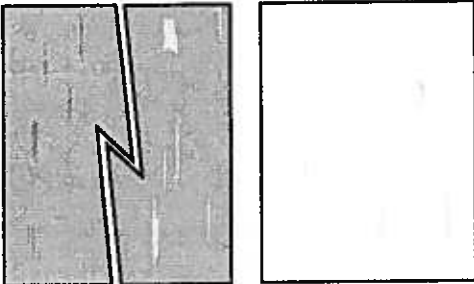
## Beheben von Problemen mit der Druckqualität (Fortsetzung)

Problem	Lösung
<p><b>Versetztes Bild</b></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><b>Hinweis:</b> Bei anderen Abständen die Ursache anhand der Seite für Wiederholungsfehler ermitteln.</p> 	<ol style="list-style-type: none"> <li>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"> <li>Nordamerika: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> </ul> </li> <li>Überprüfen, ob am Steuerpult und im Druckertreiber das richtige Druckmaterial ausgewählt wurde. <b>Hinweis:</b> Anmeldung als Systemadministrator vornehmen, wenn die Einstellung von Format, Art oder Farbe des Materials in einem Festformatbehälter geändert werden soll.</li> <li>Tritt das Problem weiterhin auf, einen der folgenden Schritte ausführen: <b>Hinweis:</b> 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"> <li>Bei Behältern, die auf „Dediziert“ eingestellt sind: <ul style="list-style-type: none"> <li>Am Bedienfeld Anmelden antippen. Systemadministrator-Anmeldeinformationen eingeben und <b>Eingabe</b> antippen. Weitere Informationen siehe <i>Systemhandbuch</i>.</li> <li><b>Gerät &gt; Verwaltung &gt; Geräteeinstellungen &gt; Materialverwaltung &gt; Behältereinstellungen</b> antippen. Den Behälter auswählen, Bearbeiten antippen und die Materialart ändern.</li> </ul> </li> <li>Bei Behältern, die auf „Vollständig anpassbar“ eingestellt sind <ul style="list-style-type: none"> <li>Materialbehälter: Den ausgewählten Materialbehälter öffnen und wieder schließen.</li> <li>Zusatzzufuhr: Das Druckmaterial entfernen und wieder einlegen.</li> </ul> </li> </ol> <p>Am Steuerpult wird zum Bestätigen oder Ändern der Materialart aufgefordert.</p> <ul style="list-style-type: none"> <li>Am Touchscreen <b>Art</b> antippen und dann einen der folgenden Schritte ausführen: <ul style="list-style-type: none"> <li>Richtige Materialart auswählen und dann <b>Bestätigen</b> antippen.</li> <li>Nächstschwerere Materialart auswählen und dann <b>Bestätigen</b> antippen.</li> </ul> </li> </ul> <p><b>Hinweis:</b> Die Druckmaterialarten vom leichtesten bis zum schwersten Material sind:</p> <ul style="list-style-type: none"> <li>Ungestrichenes Material: Normalpapier, Dünner Karton und Karton.</li> </ul> </li> <li>Gestrichenes Material: Dünner Hochglanzkarton und Hochglanzkarton. Ursache mithilfe der Seite für Wiederholungsfehler ermitteln. Weitere Informationen siehe vorige Seite.</li> </ol>

## Beheben von Problemen mit der Druckqualität (Fortsetzung)

Problem	Lösung
<p data-bbox="105 310 560 346"><b>Fleckige Ausgabe bei hoher Tonerdichte</b></p> 	<ol data-bbox="657 294 1445 598" style="list-style-type: none"><li>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="698 441 1144 525" style="list-style-type: none"><li>- Nordamerika: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>- Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Überprüfen, ob am Steuerpult und im Druckertreiber das richtige Druckmaterial ausgewählt wurde.</li></ol> <p data-bbox="657 598 1299 640"><b>Hinweis:</b> Tritt das Problem weiterhin auf, Service anfordern.</p>
<p data-bbox="105 756 511 871"><b>Grautöne zu hell oder zu dunkel</b> Grautöne wirken auf Drucken/Kopien verblasst oder zu dunkel.</p>	<ol data-bbox="657 745 1453 1176" style="list-style-type: none"><li>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="698 892 1153 976" style="list-style-type: none"><li>- Nordamerika: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>- Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Überprüfen, ob am Steuerpult und im Druckertreiber das richtige Druckmaterial ausgewählt wurde.</li><li>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>.</li></ol>

## Beheben von Problemen mit der Druckqualität (Fortsetzung)

Problem	Lösung
<p><b>Striche, verschmierte Stellen oder Streifen</b> Die Ausgabe weist dunkle oder helle Stellen auf (alle Grautöne bzw. unbedruckte Bereiche).</p> 	<ol style="list-style-type: none"><li>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"><li>– Nordamerika: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Überprüfen, ob am Steuerpult und im Druckertreiber das richtige Druckmaterial ausgewählt wurde.</li><li>3. Zur Ermittlung der Ursache die zusammen mit der Seite zur Fehlerbehebung bei Druckqualitätsproblemen ausgegebene Wiederholungsfehlerseite konsultieren. Am Bedienfeld <b>Gerät &gt; Verwaltung &gt; Fehlerbehebung &gt; Supportseiten &gt; Wiederholungsfehlerseite &gt; Drucken</b> antippen.</li><li>4. Zur Behebung des Problems die auf der Wiederholungsfehlerseite genannten Teile austauschen.</li></ol>

## 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.

## 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](http://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](http://www.xerox.com/office/supplies).


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

- Norteamérica: [www.xerox.com/rmlna](http://www.xerox.com/rmlna)
- Europa: [www.xerox.com/rmleu](http://www.xerox.com/rmleu)

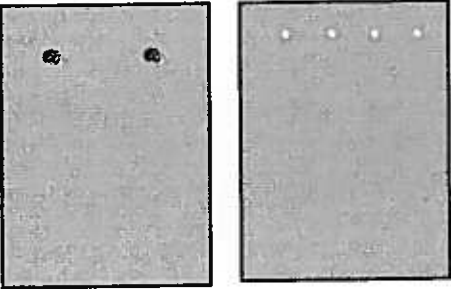
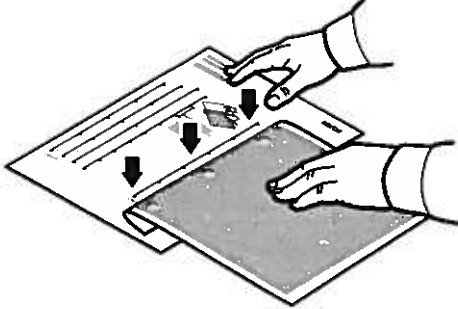
### Solución de problemas de calidad de impresión

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

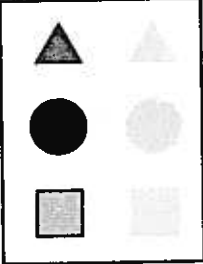
## Solución de problemas de calidad de impresión

Problema	Solución
<p data-bbox="118 310 324 338"><b>Fusión incompleta</b></p> <p data-bbox="118 348 573 411">Parece que falta tóner en la impresión o se desprende con facilidad.</p> 	<ol data-bbox="670 306 1463 590" style="list-style-type: none"><li>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="708 449 1162 520" style="list-style-type: none"><li>– Norteamérica: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Compruebe que el tipo de papel se ha seleccionado en el panel de control y en el controlador de impresión.</li><li>3. Si el problema continúa, realice una de las acciones siguientes:</li></ol> <p data-bbox="708 642 1435 730"><b>Nota:</b> 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="708 743 1463 1352" style="list-style-type: none"><li>a. Para las bandejas definidas como Exclusiva:<ul data-bbox="748 785 1463 1003" style="list-style-type: none"><li>• En el panel de control, toque <b>Iniciar sesión</b>. Introduzca la información de inicio de sesión de administrador y toque <b>Intro</b>. Si desea más información, consulte la <i>Guía del administrador del sistema</i>.</li><li>• Toque <b>Dispositivo &gt; Herramientas &gt; Opciones del dispositivo &gt; Gestión del papel &gt; Opciones de bandeja</b>. Seleccione la bandeja, toque <b>Editar</b> y cambie el tipo de papel.</li></ul></li><li>b. Para las bandejas definidas como totalmente ajustables:<ul data-bbox="748 1058 1463 1163" style="list-style-type: none"><li>• Papel sin revestir: Papel común, cartulina ligera y cartulina para tarjeta.</li><li>• Papel estucado: Cartulina ligera brillante y cartulina brillante.</li></ul></li></ol> <p data-bbox="708 1171 1419 1199">El panel de control solicita que confirme o cambie el tipo de papel.</p> <ol data-bbox="748 1213 1463 1352" style="list-style-type: none"><li>• En la pantalla táctil, pulse <b>Tipo</b> y elija una de estas acciones:<ul data-bbox="792 1255 1463 1352" style="list-style-type: none"><li>• Seleccione el tipo correcto de papel y pulse <b>Confirmar</b>.</li><li>• Seleccione el siguiente tipo de papel con más peso y pulse <b>Confirmar</b>.</li></ul></li></ol> <p data-bbox="708 1367 1338 1394"><b>Nota:</b> Los tipos de papel del más ligero al más pesado son:</p> <ul data-bbox="748 1409 1463 1472" style="list-style-type: none"><li>• Papel sin revestir: Papel común, cartulina ligera y cartulina para tarjeta.</li></ul>

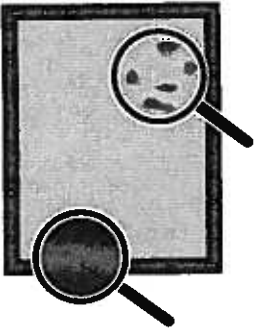
## Solución de problemas de calidad de impresión (continuación)

Problema	Solución
<p><b>Defectos repetitivos</b></p> <p>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"><li>1. En el panel de control, pulse <b>Dispositivo &gt; Herramientas &gt; Solución de problemas &gt; Páginas de asistencia &gt; Página defectos repetitivos &gt; Imprimir</b>. Se imprimirá la Página de defectos que se repiten, con indicaciones para identificar las unidades defectuosas.</li><li>2. Cambie los elementos identificados por la página Defectos repetitivos para resolver el problema. </li><li>3. Si sustituye un consumible, restablezca el contador:<ol style="list-style-type: none"><li>a. En el panel de control, toque <b>Iniciar sesión</b>. Introduzca la información de inicio de sesión de administrador y toque <b>Intro</b>. Si desea más información, consulte la <i>Guía del administrador del sistema</i>.</li><li>b. Pulse <b>Dispositivo &gt; Herramientas &gt; Opciones del dispositivo</b>.</li><li>c. Desplácese y pulse <b>Suministros &gt; Restauración del contador de suministros</b>.</li><li>d. Toque el <b>Consumible</b> que ha sustituido.</li><li>e. Pulse <b>Restaurar contador</b>.</li><li>f. Para cerrar la ventana emergente, pulse <b>X</b>, pulse <b>admin</b>, y seleccione <b>Desconexión</b>.</li></ol></li></ol>

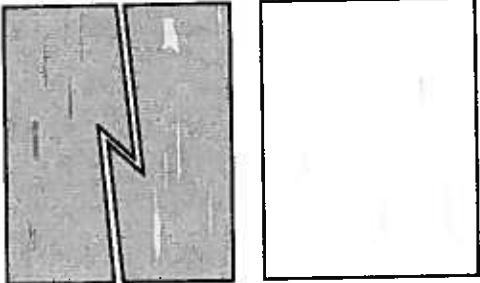
## Solución de problemas de calidad de impresión (continuación)

Problema	Solución
<p><b>Desplazamiento de imagen</b></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><b>Nota:</b> si la distancia es diferente, utilice la página Efectos repetitivos para identificar la causa.</p> 	<ol style="list-style-type: none"><li>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"><li>– Norteamérica: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Compruebe que el tipo de papel se ha seleccionado en el panel de control y en el controlador de impresión. <b>Nota:</b> 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.</li><li>3. Si el problema continúa, realice una de las acciones siguientes: <b>Nota:</b> 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"><li>a. Para las bandejas definidas como Exclusiva:<ul style="list-style-type: none"><li>• En el panel de control, toque <b>Iniciar sesión</b>. Introduzca la información de inicio de sesión de administrador y toque <b>Intro</b>. Si desea más información, consulte la <i>Guía del administrador del sistema</i>.</li><li>• Toque <b>Dispositivo &gt; Herramientas &gt; Opciones del dispositivo &gt; Gestión del papel &gt; Opciones de bandeja</b>. Seleccione la bandeja, toque <b>Editar</b> y cambie el tipo de papel.</li></ul></li><li>b. Para las bandejas definidas como totalmente ajustables:<ul style="list-style-type: none"><li>• Papel sin revestir: Papel común, cartulina ligera y cartulina para tarjeta.</li><li>• Papel estucado: Cartulina ligera brillante y cartulina brillante.</li></ul></li></ol>El panel de control solicita que confirme o cambie el tipo de papel.<ul style="list-style-type: none"><li>• En la pantalla táctil, pulse <b>Tipo</b> y elija una de estas acciones:<ul style="list-style-type: none"><li>• Seleccione el tipo correcto de papel y pulse <b>Confirmar</b>.</li><li>• Seleccione el siguiente tipo de papel con más peso y pulse <b>Confirmar</b>.</li></ul></li></ul><b>Nota:</b> Los tipos de papel del más ligero al más pesado son:<ul style="list-style-type: none"><li>• Papel sin revestir: Papel común, cartulina ligera y cartulina para tarjeta.</li></ul></li><li>4. Para identificar la causa, utilice la página Defectos repetitivos. Para obtener más información, consulte la página anterior.</li></ol>

## Solución de problemas de calidad de impresión (continuación)

Problema	Solución
<p data-bbox="118 308 532 338">Colores sólidos con motas o manchas</p> 	<ol data-bbox="667 308 1463 594" style="list-style-type: none"><li>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="704 449 1159 520" style="list-style-type: none"><li>- Norteamérica: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>- Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Compruebe que el tipo de papel se ha seleccionado en el panel de control y en el controlador de impresión.</li></ol> <p data-bbox="667 604 1203 634">Si el problema continúa, solicite asistencia técnica.</p>
<p data-bbox="118 758 488 816">Tonos de gris demasiado claros o demasiado oscuros</p> <p data-bbox="118 827 586 886">Aparecen tonos de gris desvaídos o demasiado oscuros en la impresión o copia.</p>	<ol data-bbox="667 749 1463 1035" style="list-style-type: none"><li>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="704 890 1159 961" style="list-style-type: none"><li>- Norteamérica: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>- Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Compruebe que el tipo de papel se ha seleccionado en el panel de control y en el controlador de impresión.</li></ol> <p data-bbox="704 1052 1442 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 data-bbox="110 306 613 401"><b>Líneas, manchas o rayas</b> Aparecen marcas oscuras o claras en todos los tonos o en áreas no impresas de la página.</p> 	<ol data-bbox="667 285 1463 810" style="list-style-type: none"><li>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="699 432 1154 506" style="list-style-type: none"><li>- Norteamérica: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>- Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Compruebe que el tipo de papel se ha seleccionado en el panel de control y en el controlador de impresión.</li><li>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 <b>Dispositivo &gt; Herramientas &gt; Solución de problemas &gt; Páginas de asistencia &gt; Página de defectos que se repiten &gt; Imprimir</b>.</li><li>4. Para corregir el problema, cambie los elementos que se han identificado en la página de defectos que se repiten.</li></ol>

## 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**.

## 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](http://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](http://www.xerox.com/office/supplies).

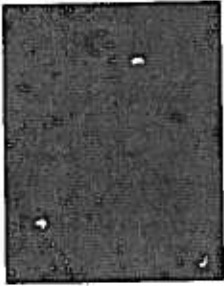
Pour la liste complète des supports recommandés pour votre imprimante, rendez-vous sur les sites suivants :

- Amérique du Nord : [www.xerox.com/rmlna](http://www.xerox.com/rmlna)
- Europe : [www.xerox.com/rmleu](http://www.xerox.com/rmleu)

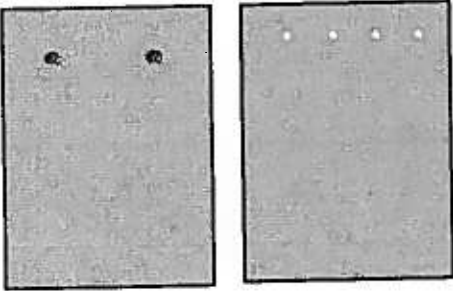
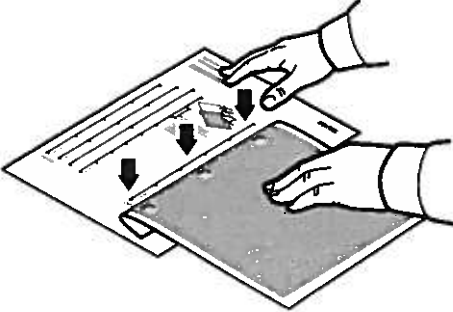
### Résolution des problèmes de qualité d'impression

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

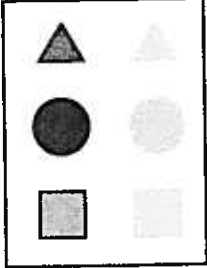
## Résolution des problèmes de qualité d'impression

Problème	Solution
<p data-bbox="110 310 337 342"><b>Fixation incomplète</b></p> <p data-bbox="110 348 570 415">Le toner est absent de l'impression ou s'en détache facilement.</p> 	<ol data-bbox="662 296 1356 436" style="list-style-type: none"><li>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="699 443 1209 520" style="list-style-type: none"><li>– Amérique du Nord : <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. Vérifiez que le type de papier est sélectionné à la fois sur le panneau de commande et dans le pilote d'imprimante.</li><li>3. Si le problème persiste, effectuez l'une des opérations suivantes :</li></ol> <p data-bbox="699 632 1409 730"><b>Remarque :</b> 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="699 737 1463 1066" style="list-style-type: none"><li>a. Pour les magasins réglés sur <b>Dedicated (Dédiés)</b> :<ul data-bbox="743 779 1458 1066" style="list-style-type: none"><li>• Sur le panneau de commande, appuyez sur <b>Log In</b> (se connecter). Saisissez les informations de connexion de l'administrateur système, puis appuyez sur <b>Entrée</b>. Pour plus d'informations, reportez-vous au <i>Guide de l'administrateur système</i>.</li><li>• Appuyez sur <b>Périphérique &gt; Outils &gt; Paramètres du périphérique &gt; Gestion du papier &gt; Paramètres du magasin</b>. Sélectionnez le magasin, appuyez sur <b>Modifier</b>, puis changez le type de papier.</li></ul></li><li>b. Pour les magasins réglés sur <b>Entièrement réglables</b> :<ul data-bbox="743 1115 1365 1192" style="list-style-type: none"><li>• Magasins : Ouvrez puis fermez le magasin sélectionné.</li><li>• Départ manuel : Retirez puis réintroduisez le papier.</li></ul></li></ol> <p data-bbox="699 1199 1446 1262">Le panneau de commande vous invite à confirmer ou changer le type de papier.</p> <ul data-bbox="743 1268 1458 1478" style="list-style-type: none"><li>• Sur l'écran tactile, appuyez sur <b>Type</b> puis effectuez une des actions suivantes :<ul data-bbox="792 1339 1458 1478" style="list-style-type: none"><li>• Sélectionnez le type de papier approprié puis appuyez sur <b>Confirmer</b>.</li><li>• Sélectionnez le type de papier de grammage supérieur le plus proche puis appuyez sur <b>Confirmer</b>.</li></ul></li></ul> <p data-bbox="699 1486 1377 1518"><b>Remarque :</b> Les types de papier du plus fin au plus épais sont :</p> <ul data-bbox="743 1524 1409 1556" style="list-style-type: none"><li>• Pour le papier non couché : Standard, Carte fine, et Carte.</li></ul>

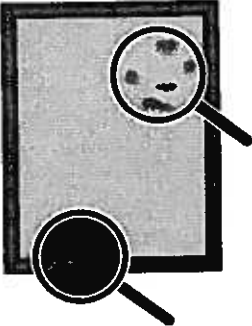
## Résolution des problèmes de qualité d'impression (suite)

Problème	Solution
<p data-bbox="110 321 337 348"><b>Défauts à répétition</b></p> <p data-bbox="110 359 602 478">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> <div data-bbox="120 491 570 779"></div>	<ol data-bbox="662 304 1425 548" style="list-style-type: none"><li>1. Sur le panneau de commande, appuyez sur <b>Périphérique &gt; Outils &gt; Dépannage &gt; Pages de support &gt; Page des défauts répétés &gt; Imprimer</b>. La page des défauts répétés qui s'imprime contient des instructions permettant d'identifier les unités défectueuses.</li><li>2. Pour corriger le problème, remplacez les composants identifiés sur la page des défauts répétés.</li></ol> <div data-bbox="704 554 1154 863"></div> <ol data-bbox="662 877 1458 1318" style="list-style-type: none"><li>3. Si vous remplacez un consommable, réinitialisez le compteur :<ol data-bbox="704 919 1458 1318" style="list-style-type: none"><li>a. Sur le panneau de commande, appuyez sur <b>Se connecter</b>. Saisissez les informations de connexion de l'administrateur système, puis appuyez sur <b>Entrée</b>. Pour plus d'informations, reportez-vous au <i>Guide de l'administrateur système</i>.</li><li>b. Appuyez sur <b>Périphérique &gt; Outils &gt; Paramètres du périphérique</b>.</li><li>c. Faites défiler l'écran puis appuyez sur <b>Consommables &gt; Réinitialisation du compteur de module remplaçable</b>.</li><li>d. Appuyez sur le consommable (Supply) remplacé.</li><li>e. Appuyez sur <b>Réinitialiser compteur</b>.</li><li>f. Pour fermer la fenêtre contextuelle, appuyez sur <b>X, admin</b>, puis <b>Déconnexion</b>.</li></ol></li></ol>

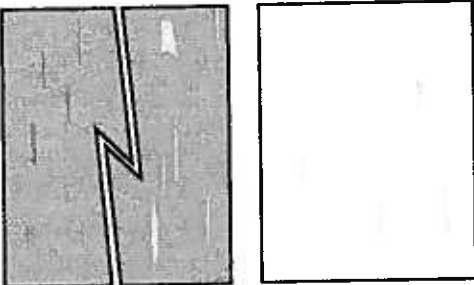
## Résolution des problèmes de qualité d'impression (suite)

Problème	Solution
<p><b>Décaler l'image</b></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><b>Remarque :</b> pour une distance différente, utilisez la page des défauts répétés pour identifier la cause.</p> 	<ol style="list-style-type: none"><li>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"><li>– Amérique du Nord : <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. Vérifiez que le type de papier est sélectionné à la fois sur le panneau de commande et dans le pilote d'imprimante. <b>Remarque :</b> 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.</li><li>3. Si le problème persiste, effectuez l'une des opérations suivantes : <b>Remarque :</b> 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"><li>a. Pour les magasins réglés sur <b>Dedicated (Dédiés)</b> :<ul style="list-style-type: none"><li>• Sur le panneau de commande, appuyez sur <b>Log In</b> (se connecter). Saisissez les informations de connexion de l'administrateur système, puis appuyez sur <b>Entrée</b>. Pour plus d'informations, reportez-vous au <i>Guide de l'administrateur système</i>.</li><li>• Appuyez sur <b>Périphérique &gt; Outils &gt; Paramètres du périphérique &gt; Gestion du papier &gt; Paramètres du magasin</b>. Sélectionnez le magasin, appuyez sur <b>Modifier</b>, puis changez le type de papier.</li></ul></li><li>b. Pour les magasins réglés sur <b>Entièrement réglables</b> :<ul style="list-style-type: none"><li>• Magasins : Ouvrez puis fermez le magasin sélectionné.</li><li>• Départ manuel : Retirez puis réintroduisez le papier.</li></ul></li></ol>Le panneau de commande vous invite à confirmer ou changer le type de papier.<ul style="list-style-type: none"><li>• Sur l'écran tactile, appuyez sur <b>Type</b> puis effectuez une des actions suivantes :<ul style="list-style-type: none"><li>• Sélectionnez le type de papier approprié puis appuyez sur <b>Confirmer</b>.</li><li>• Sélectionnez le type de papier de grammage supérieur le plus proche puis appuyez sur <b>Confirmer</b>.</li></ul></li></ul><b>Remarque :</b> Les types de papier du plus fin au plus épais sont :<ul style="list-style-type: none"><li>• Pour le papier non couché : Standard, Carte fine, et Carte.</li></ul></li><li>4. Identifiez la cause à l'aide de la page des défauts répétés. Pour de plus amples informations, reportez-vous à la page précédente.</li></ol>

## Résolution des problèmes de qualité d'impression (suite)

Problème	Solution
<p data-bbox="110 310 521 373"><b>Les zones de couverture importantes semblent tachetées ou marbrées</b></p> 	<ol data-bbox="662 302 1354 590" style="list-style-type: none"><li>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="699 443 1208 520" style="list-style-type: none"><li>- Amérique du Nord : <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. Vérifiez que le type de papier est sélectionné à la fois sur le panneau de commande et dans le pilote d'imprimante.</li></ol> <p data-bbox="662 600 1279 632">Si le problème persiste, contactez le Centre Services Xerox.</p>
<p data-bbox="110 751 607 852"><b>Tons gris trop clairs ou trop foncés</b> Les tons gris sont estompés ou trop foncés sur les impressions ou les copies.</p>	<ol data-bbox="662 743 1468 1031" style="list-style-type: none"><li>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="699 884 1208 961" style="list-style-type: none"><li>- Amérique du Nord : <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. Vérifiez que le type de papier est sélectionné à la fois sur le panneau de commande et dans le pilote d'imprimante.</li></ol> <p data-bbox="699 1041 1468 1192">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>.</p>

## Résolution des problèmes de qualité d'impression (suite)

Problème	Solution
<p><b>Lignes, salissures ou traînées</b></p> <p>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"><li>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"><li>– Amérique du Nord : <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. Vérifiez que le type de papier est sélectionné à la fois sur le panneau de commande et dans le pilote d'imprimante.</li><li>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 <b>Périphérique &gt; Outils &gt; Dépannage &gt; Pages d'assistance &gt; Page Défauts répétés &gt; Imprimer</b>.</li><li>4. Pour corriger le problème, remplacez les éléments identifiés sur la page Défauts répétés.</li></ol>

## 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.

## 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](http://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](http://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](http://www.xerox.com/rmlna)
- Europa: [www.xerox.com/rmleu](http://www.xerox.com/rmleu)

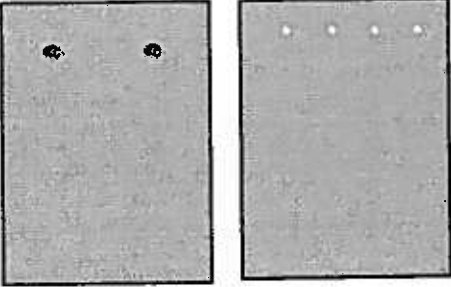
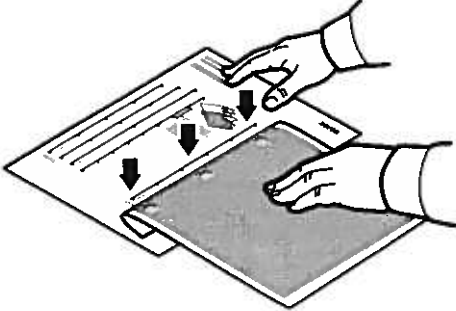
### Risoluzione dei problemi di qualità di stampa

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

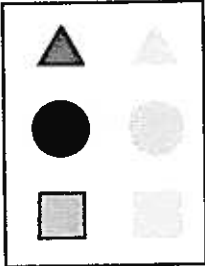
## Risoluzione dei problemi di qualità di stampa

Problema	Soluzione
<p><b>Fusione incompleta</b> Il toner manca o si stacca facilmente dalla stampa.</p> 	<ol style="list-style-type: none"><li>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>– Nord America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Controllare che il tipo di carta sia selezionato sul pannello comandi e nel driver di stampa.</li><li>3. Se il problema persiste, eseguire una delle seguenti operazioni: <b>Nota:</b> 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>a. Per i vassoi impostati su Dedicati:<ul style="list-style-type: none"><li>• Sul pannello comandi, toccare <b>Accedi</b>. Immettere i dati di accesso dell'amministratore di sistema, quindi toccare <b>Invio</b>. Per ulteriori informazioni, consultare la <i>Guida per l'amministratore di sistema</i>.</li><li>• Toccare <b>Dispositivo &gt; Strumenti &gt; Impostazioni dispositivo &gt; Gestione carta &gt; Impostazioni vassoio</b>. Selezionare il vassoio, toccare <b>Modifica</b>, quindi cambiare il tipo di carta.</li></ul></li><li>b. Per i vassoi impostati su Completamente regolabili:<ul style="list-style-type: none"><li>• Vassoi carta: Aprire e quindi chiudere il vassoio carta selezionato.</li><li>• - Vassoio bypass: Rimuovere e quindi inserire di nuovo la carta.</li></ul></li></ol>Sul pannello comandi viene visualizzato un messaggio che chiede di confermare o modificare il tipo di carta.<ul style="list-style-type: none"><li>• Dallo schermo sensibile, toccare <b>Tipo</b>, quindi eseguire una delle operazioni seguenti:<ul style="list-style-type: none"><li>• Selezionare il tipo di carta corretto, quindi toccare <b>Conferma</b>.</li><li>• Selezionare il successivo tipo di carta selezionato, quindi toccare <b>Conferma</b>.</li></ul></li></ul><b>Nota:</b> I tipi di carta, dalla più leggera alla più pesante, sono:<ul style="list-style-type: none"><li>• Per carta non patinata: Carta comune, Cartoncino leggero e Cartoncino.</li></ul></li></ol>

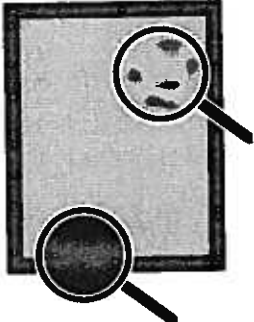
## Risoluzione dei problemi di qualità di stampa (continua)

Problema	Soluzione
<p data-bbox="115 321 280 348"><b>Difetti ripetuti</b></p> <p data-bbox="115 359 574 485">Macchie o righe visualizzate a intervalli regolari sulla pagina, lungo la direzione di alimentazione della carta nella stampante, oppure nelle aree non stampate.</p> 	<ol data-bbox="667 312 1437 520" style="list-style-type: none"><li>1. Dal pannello comandi, toccare <b>Dispositivo &gt; Strumenti &gt; Problemi e soluzioni &gt; Pagine di assistenza &gt; Pagina difetti ripetuti &gt; Stampa</b>. Viene stampata la Pagina difetti ripetuti con istruzioni per l'identificazione delle unità difettose.</li><li>2. Per correggere il problema, sostituire i componenti identificati sulla Pagina difetti ripetuti.</li></ol>  <ol data-bbox="667 852 1468 1255" style="list-style-type: none"><li>3. Se si sostituisce un materiale di consumo, ripristinare il contatore:<ol data-bbox="711 890 1468 1255" style="list-style-type: none"><li>a. Sul pannello comandi, toccare <b>Accedi</b>. Immettere i dati di accesso dell'amministratore di sistema, quindi toccare <b>Invio</b>. Per ulteriori informazioni, consultare la <i>Guida per l'amministratore di sistema</i>.</li><li>b. Toccare <b>Dispositivo &gt; Strumenti &gt; Impostazioni dispositivo</b>.</li><li>c. Scorrere e toccare <b>Materiali di consumo &gt; Azzeramento contatore materiali di consumo</b>.</li><li>d. Selezionare il <b>Materiale di consumo</b> sostituito.</li><li>e. Toccare <b>Ripristina contatore</b>.</li><li>f. Per chiudere la finestra pop-up, toccare <b>X</b>, toccare <b>admin</b>, quindi selezionare <b>Logout</b>.</li></ol></li></ol>

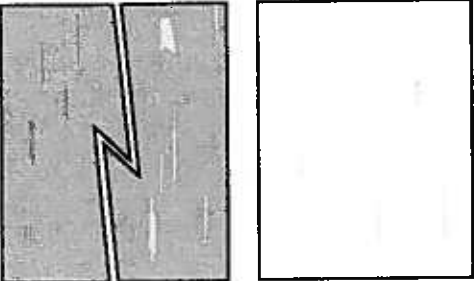
## Risoluzione dei problemi di qualità di stampa (continua)

Problema	Soluzione
<p><b>Sfalsamento immagine</b></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><b>Nota:</b> per una distanza diversa, fare riferimento alla Pagina difetti ripetuti per identificare la causa.</p> 	<ol style="list-style-type: none"><li>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>– Nord America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Controllare che il tipo di carta sia selezionato sul pannello comandi e nel driver di stampa. <b>Nota:</b> 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.</li><li>3. Se il problema persiste, eseguire una delle seguenti operazioni: <b>Nota:</b> 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>a. Per i vassoi impostati su Dedicati:<ul style="list-style-type: none"><li>• Sul pannello comandi, toccare <b>Accedi</b>. Immettere i dati di accesso dell'amministratore di sistema, quindi toccare <b>Invio</b>. Per ulteriori informazioni, consultare la <i>Guida per l'amministratore di sistema</i>.</li><li>• Toccare <b>Dispositivo &gt; Strumenti &gt; Impostazioni dispositivo &gt; Gestione carta &gt; Impostazioni vassoio</b>. Selezionare il vassoio, toccare <b>Modifica</b>, quindi cambiare il tipo di carta.</li></ul></li><li>b. Per i vassoi impostati su Completamente regolabili:<ul style="list-style-type: none"><li>• Vassoi carta: Aprire e quindi chiudere il vassoio carta selezionato.</li><li>• - Vassoio bypass: Rimuovere e quindi inserire di nuovo la carta.</li></ul></li></ol>Sul pannello comandi viene visualizzato un messaggio che chiede di confermare o modificare il tipo di carta.<ul style="list-style-type: none"><li>• Dallo schermo sensibile, toccare <b>Tipo</b>, quindi eseguire una delle operazioni seguenti:<ul style="list-style-type: none"><li>• Selezionare il tipo di carta corretto, quindi toccare <b>Conferma</b>.</li><li>• Selezionare il successivo tipo di carta selezionato, quindi toccare <b>Conferma</b>.</li></ul></li></ul><b>Nota:</b> I tipi di carta, dalla più leggera alla più pesante, sono:<ul style="list-style-type: none"><li>• Per carta non patinata: Carta comune, Cartoncino leggero e Cartoncino.</li></ul></li><li>4. Per identificare la causa, fare riferimento alla Pagina difetti ripetuti. Per informazioni dettagliate, fare riferimento alla pagina precedente.</li></ol>

## Risoluzione dei problemi di qualità di stampa (continua)

Problema	Soluzione
<p data-bbox="110 317 597 348"><b>Aree con alta copertura appaiono chiazze</b></p> 	<ol data-bbox="662 310 1430 632" style="list-style-type: none"><li>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="699 447 1154 520" style="list-style-type: none"><li>- Nord America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>- Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Controllare che il tipo di carta sia selezionato sul pannello comandi e nel driver di stampa.</li></ol> <p data-bbox="662 604 1138 632">Se il problema persiste, richiedere assistenza.</p>
<p data-bbox="110 699 565 762"><b>Tonalità di grigio troppo chiare o troppo scure</b></p> <p data-bbox="110 768 578 856">Le tonalità di grigio appaiono sbiadite o, al contrario, troppo scure sulle copie o sulle stampe.</p>	<ol data-bbox="662 688 1430 1098" style="list-style-type: none"><li>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="699 825 1154 898" style="list-style-type: none"><li>- Nord America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>- Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Controllare che il tipo di carta sia selezionato sul pannello comandi e nel driver di stampa.</li><li>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</i> della <i>Guida per l'utente</i>.</li></ol>

## Risoluzione dei problemi di qualità di stampa (continua)

Problema	Soluzione
<p><b>Righe, sbavature o striature</b> 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"><li>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>– Nord America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Controllare che il tipo di carta sia selezionato sul pannello comandi e nel driver di stampa.</li><li>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 <b>Dispositivo &gt; Strumenti &gt; Risoluzione dei problemi &gt; Pagine di assistenza &gt; Pagina difetti ricorrenti &gt; Stampa</b>.</li><li>4. Per correggere il problema, sostituire gli elementi individuati nella pagina dei difetti ricorrenti.</li></ol>

### 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**.

# Troubleshooting Print Quality

Your Xerox® Versalink® B415 Multifunction Printer is designed to produce high-quality prints consistently. If you observe print-quality problems, use the information on these pages to troubleshoot the problems. For detailed online support information, go to [www.xerox.com/office/support](http://www.xerox.com/office/support).

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## 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.

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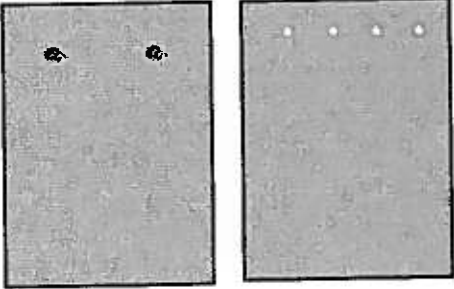
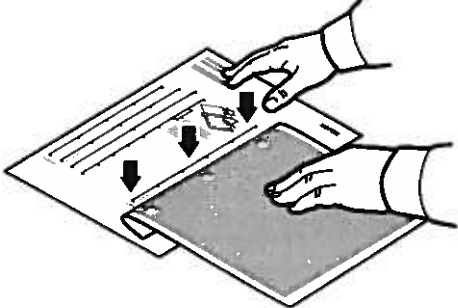
## Solving Print-Quality Problems

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

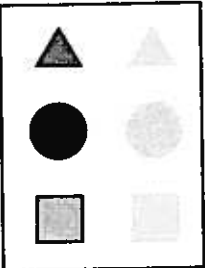
## Solving Print-Quality Problems

Problem	Solution
<p data-bbox="107 317 602 415"><b>Incomplete Fusing</b> Toner appears to be missing from the print, or rubs off easily.</p> 	<ol style="list-style-type: none"><li data-bbox="662 296 1414 365">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="695 415 1159 443">– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li data-bbox="695 457 1078 485">– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li data-bbox="662 491 1425 560">2. Verify that the paper type is selected on the control panel and in the print driver.</li><li data-bbox="662 567 1203 594">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="699 680 1105 707">a. For trays that are set to Dedicated:<ol style="list-style-type: none"><li data-bbox="737 716 1442 814">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="737 821 1451 919">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="699 926 1170 953">d. For trays that are set to Fully Adjustable:<ol style="list-style-type: none"><li data-bbox="737 961 1349 989">e. Paper Trays: Open, then close the selected paper tray.</li><li data-bbox="737 1003 1268 1031">f. Bypass Tray : Remove, then reinsert the paper.</li></ol></li></ol>The control panel prompts you to confirm or change the paper type.<ul style="list-style-type: none"><li data-bbox="743 1079 1446 1106">• At the touch screen, touch <b>Type</b>, then do one of the following:<ul style="list-style-type: none"><li data-bbox="792 1121 1370 1148">• Select the correct paper type, then touch <b>Confirm</b>.</li><li data-bbox="792 1163 1458 1190">• Select the next heavier type of paper, then touch <b>Confirm</b>.</li></ul></li></ul><b>Note:</b> Paper types from lightest to heaviest are:<ul style="list-style-type: none"><li data-bbox="743 1247 1365 1316">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.</li></ul></li></ol>

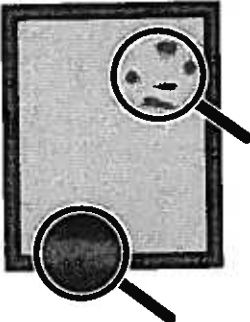
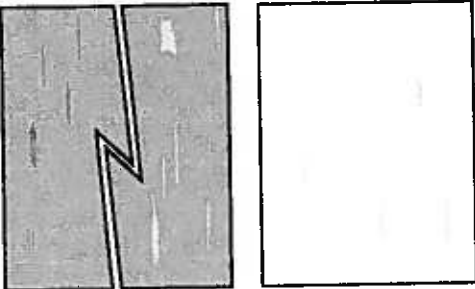
## Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="110 323 318 352"><b>Repeating Defects</b></p> <p data-bbox="110 361 578 483">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="662 310 1370 373">1. At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Support Pages &gt; Repeating Defects Page &gt; Print</b>. The Repeating Defects Page prints with instructions for identifying defective units.</li><li data-bbox="662 449 1390 512">2. To correct the problem, replace items identified on the Repeating Defects Page. </li><li data-bbox="662 852 1455 1222">3. If you replace a supply, reset the counter:<ol style="list-style-type: none"><li data-bbox="704 890 1455 987">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 data-bbox="704 999 1172 1029">b. Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li><li data-bbox="704 1041 1295 1071">c. Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li><li data-bbox="704 1083 1036 1113">d. Touch the replaced <b>Supply</b>.</li><li data-bbox="704 1125 977 1155">e. Touch <b>Reset Counter</b>.</li><li data-bbox="704 1167 1416 1222">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 data-bbox="110 302 261 331"><b>Offset Image</b></p> <p data-bbox="110 338 570 495">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 data-bbox="110 501 597 562"><b>Note:</b> For a different distance, use the Repeating Defects Page to identify the cause.</p> 	<ol data-bbox="662 281 1409 352" style="list-style-type: none"><li>1. Verify that the paper you are using is the correct paper type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to:<ul data-bbox="695 359 1386 474" style="list-style-type: none"><li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Verify that the paper type is selected on the control panel and in the print driver. <b>Note:</b> To change the size, type, or color of paper in a dedicated tray when the control panel is locked, log in as the system administrator.</li><li>3. If the problem 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 data-bbox="699 737 1451 1094" style="list-style-type: none"><li>a. For trays that are set to Dedicated:<ol data-bbox="737 772 1438 873" style="list-style-type: none"><li>b. At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li><li>c. Touch <b>Device</b> &gt; <b>Tools</b> &gt; <b>Device Settings</b> &gt; <b>Paper Management</b> &gt; <b>Tray Settings</b>. Select the tray, touch <b>Edit</b>, then change the paper type.</li></ol></li><li>d. For trays that are set to Fully Adjustable:<ol data-bbox="737 1020 1349 1094" style="list-style-type: none"><li>e. Paper Trays: Open, then close the selected paper tray.</li><li>f. Bypass Tray : Remove, then reinsert the paper.</li></ol></li></ol>The control panel prompts you to confirm or change the paper type.<ul data-bbox="743 1136 1455 1262" style="list-style-type: none"><li>• At the touch screen, touch <b>Type</b>, then do one of the following:<ul data-bbox="789 1178 1455 1262" 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><b>Note:</b> Paper types from lightest to heaviest are:<ul data-bbox="743 1304 1360 1377" style="list-style-type: none"><li>• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.</li></ul></li><li>4. 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.

### 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**.

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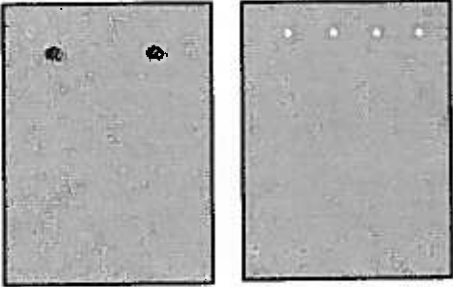
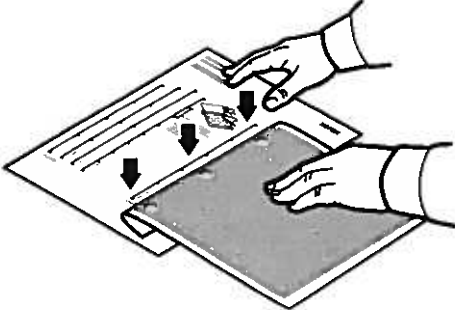
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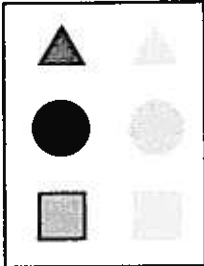
## Solving Print-Quality Problems

Problem	Solution
<p data-bbox="118 310 326 338"><b>Incomplete Fusing</b></p> <p data-bbox="118 348 607 407">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol style="list-style-type: none"><li data-bbox="670 302 1425 361">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 1166 443">– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li data-bbox="706 457 1084 485">– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li data-bbox="670 499 1430 558">2. Verify that the paper type is selected on the control panel and in the print driver.</li><li data-bbox="670 573 1208 600">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="706 680 1110 707">a. For trays that are set to Dedicated:<ol style="list-style-type: none"><li data-bbox="742 722 1446 810">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="742 825 1455 913">c. Touch <b>Device</b> &gt; <b>Tools</b> &gt; <b>Device Settings</b> &gt; <b>Paper Management</b> &gt; <b>Tray Settings</b>. Select the tray, touch <b>Edit</b>, then change the paper type.</li></ol></li><li data-bbox="706 928 1170 955">d. For trays that are set to Fully Adjustable:<ol style="list-style-type: none"><li data-bbox="742 970 1349 997">e. Paper Trays: Open, then close the selected paper tray.</li><li data-bbox="742 1012 1273 1039">f. Bypass Tray : Remove, then reinsert the paper.</li></ol></li></ol>The control panel prompts you to confirm or change the paper type.<ul style="list-style-type: none"><li data-bbox="742 1094 1446 1121">• At the touch screen, touch <b>Type</b>, then do one of the following:<ul style="list-style-type: none"><li data-bbox="794 1136 1370 1163">• Select the correct paper type, then touch <b>Confirm</b>.</li><li data-bbox="794 1178 1455 1205">• Select the next heavier type of paper, then touch <b>Confirm</b>.</li></ul></li></ul> <b>Note:</b> Paper types from lightest to heaviest are:<ul style="list-style-type: none"><li data-bbox="742 1260 1360 1312">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.</li></ul></li></ol>

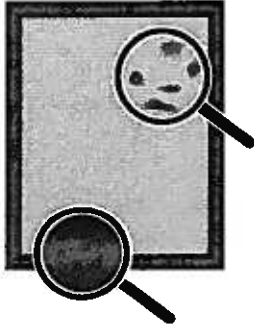
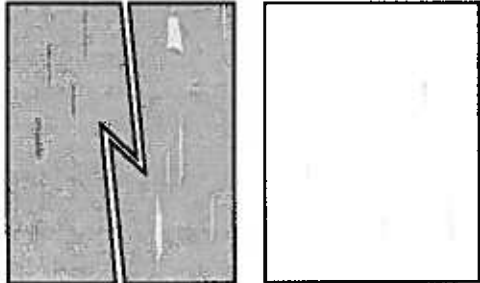
## Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="115 321 324 348"><b>Repeating Defects</b></p> <p data-bbox="115 357 581 478">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> 	<ol style="list-style-type: none"><li data-bbox="669 312 1372 373">1. At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Support Pages &gt; Repeating Defects Page &gt; Print</b>. The Repeating Defects Page prints with instructions for identifying defective units.</li><li data-bbox="669 457 1393 518">2. To correct the problem, replace items identified on the Repeating Defects Page. </li><li data-bbox="669 856 1453 1224">3. If you replace a supply, reset the counter:<ol style="list-style-type: none"><li data-bbox="708 898 1453 982">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 data-bbox="708 999 1170 1026">b. Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li><li data-bbox="708 1039 1295 1066">c. Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li><li data-bbox="708 1079 1036 1106">d. Touch the replaced <b>Supply</b>.</li><li data-bbox="708 1119 976 1146">e. Touch <b>Reset Counter</b>.</li><li data-bbox="708 1159 1409 1224">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</b> &gt; <b>Tools</b> &gt; <b>Device Settings</b> &gt; <b>Paper Management</b> &gt; <b>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>Paper Trays: Open, then close the selected paper tray.</li> <li>Bypass Tray: 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.

### 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](http://www.xerox.com/office/support).

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

## Paper Type

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

For the best results, only use recommended Xerox® paper and media. Xerox® paper and media are guaranteed to produce excellent results on your Xerox® Versalink® B415 Multifunction Printer. To order Xerox® paper and media, go to [www.xerox.com/office/supplies](http://www.xerox.com/office/supplies).


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

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

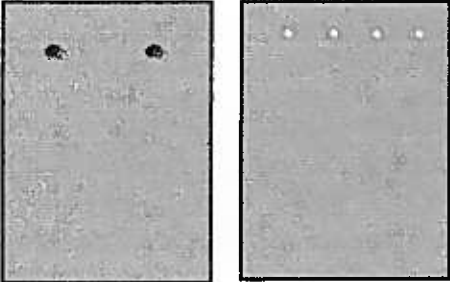
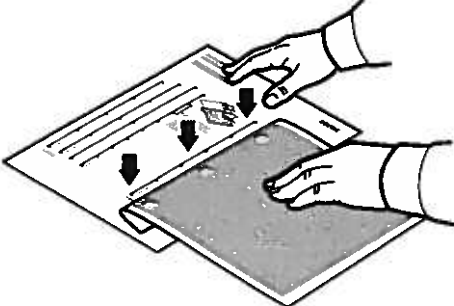
## Solving Print-Quality Problems

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

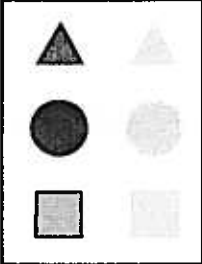
## Solving Print-Quality Problems

Problem	Solution
<p data-bbox="120 312 329 340"><b>Incomplete Fusing</b></p> <p data-bbox="120 352 610 411">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol style="list-style-type: none"><li data-bbox="672 312 1430 371">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="709 422 1170 449">– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li data-bbox="709 464 1089 491">– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li data-bbox="672 506 1430 564">2. Verify that the paper type is selected on the control panel and in the print driver.</li><li data-bbox="672 579 1211 606">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="709 688 1114 716">a. For trays that are set to Dedicated:<ol style="list-style-type: none"><li data-bbox="745 730 1446 821">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="745 835 1455 926">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="709 940 1175 968">d. For trays that are set to Fully Adjustable:<ol style="list-style-type: none"><li data-bbox="745 982 1352 1010">e. Paper Trays: Open, then close the selected paper tray.</li><li data-bbox="745 1024 1276 1052">f. Bypass Tray : Remove, then reinsert the paper.</li></ol></li></ol>The control panel prompts you to confirm or change the paper type.<ul style="list-style-type: none"><li data-bbox="745 1100 1446 1127">• At the touch screen, touch <b>Type</b>, then do one of the following:<ul style="list-style-type: none"><li data-bbox="792 1142 1370 1169">• Select the correct paper type, then touch <b>Confirm</b>.</li><li data-bbox="792 1184 1455 1211">• Select the next heavier type of paper, then touch <b>Confirm</b>.</li></ul></li></ul> <b>Note:</b> Paper types from lightest to heaviest are:<ul style="list-style-type: none"><li data-bbox="745 1262 1365 1320">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.</li></ul></li></ol>

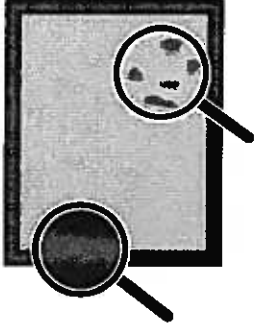
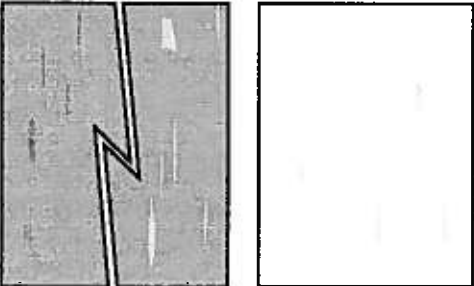
## Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="123 310 331 340"><b>Repeating Defects</b></p> <p data-bbox="123 352 589 474">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="678 310 1386 373">1. At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Support Pages &gt; Repeating Defects Page &gt; Print</b>. The Repeating Defects Page prints with instructions for identifying defective units.</li><li data-bbox="678 457 1403 520">2. To correct the problem, replace items identified on the Repeating Defects Page. </li><li data-bbox="678 856 1461 1226">3. If you replace a supply, reset the counter:<ol style="list-style-type: none"><li data-bbox="711 898 1458 982">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 data-bbox="711 1003 1175 1033">b. Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li><li data-bbox="711 1045 1299 1075">c. Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li><li data-bbox="711 1087 1036 1117">d. Touch the replaced <b>Supply</b>.</li><li data-bbox="711 1129 980 1159">e. Touch <b>Reset Counter</b>.</li><li data-bbox="711 1171 1416 1226">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>1. Verify that the paper you are using is the correct paper type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to:<ul style="list-style-type: none"><li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Verify that the paper type is selected on the control panel and in the print driver. <b>Note:</b> To change the size, type, or color of paper in a dedicated tray when the control panel is locked, log in as the system administrator.</li><li>3. If the problem 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>a. For trays that are set to Dedicated:<ol style="list-style-type: none"><li>b. At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li><li>c. Touch <b>Device</b> &gt; <b>Tools</b> &gt; <b>Device Settings</b> &gt; <b>Paper Management</b> &gt; <b>Tray Settings</b>. Select the tray, touch <b>Edit</b>, then change the paper type.</li></ol></li><li>d. For trays that are set to Fully Adjustable:<ol style="list-style-type: none"><li>e. Paper Trays: Open, then close the selected paper tray.</li><li>f. Bypass Tray : Remove, then reinsert the paper.</li></ol></li></ol>The control panel prompts you to confirm or change the paper type.<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><b>Note:</b> Paper types from lightest to heaviest are:<ul style="list-style-type: none"><li>• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.</li></ul></li><li>4. 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.
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### 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**.