

**Common User Data**

Machine Name: Xerox VersaLink C620 (FC:36:4B)  
 IP Address: 10.61.16.94  
 Machine Serial Number: 5322980355  
 Machine URL: https://10.61.16.94  
 Machine Activation Date: Oct 26, 2024 22:57:03  
 Black Impressions: 2696  
 Color Impressions: 2758  
 Total Impressions: 5454

**Machine Profile**

Xerox Asset Tag:  
 Customer Asset Tag:  
 Service Phone Number:  
 Customer Support Number:  
 Supplies Phone Number:  
 System Administrator: System Administrator name not set  
 Machine Location: machine location not set

**Managed By**

Primary MB Server:

**Machine Hardware**

Foreign Interface Card: not present  
 Device RAM Size: 1984 MB  
 Device Storage Size: used+2848MB/total=14004MB (eMMC)  
 EPC Memory Size: 187 MB  
 Productivity Kit: Not Installed  
 Finisher Type: Simple Catch Tray  
 Finisher Punch: None  
 Finisher Folder: not present

**General Setup**

Remote Services: Enabled  
 Remote Software Download: Enabled  
 Remote Services Trans. Time: 21:58  
 Xerox Workplace Cloud: Enabled  
 E-mail Alerts: Disabled  
 Service Plan: Sold  
 Geographic Region: unknown  
 GMT Offset: +05:30  
 Cloning Installation: Allowed (Encrypted Files Only)  
 File Sharing: Enabled  
 JBIG2: Lossless

**Energy Saver**

Deep Sleep: Enabled  
 Energy Saver Mode: Job Activated

**Smart Proximity Sensor**

Wake on Arrival: Not Available  
 Sleep on Departure:

**Software Versions**

Device Software: 122.026.004.31000  
 Patch Version: None  
 Network Controller: 122.026.31000  
 UI Panel Firmware: 6.2  
 Marking Engine: 230.314  
 Finisher: 000.000.000  
 Machine Upgrades: Not Allowed  
 Last Successful Upgrade: November 7, 2024 18:37:16

**Media Trays**

Tray 1: Plain, White and Letter (8.5 x 11")  
 Tray 2: Plain, White and A4 (210 x 297 mm)  
 Tray 3: Plain, White and A4 (210 x 297 mm)  
 Tray 4: Plain, White and A4 (210 x 297 mm)  
 Tray 5: Plain, White and A4 (210 x 297 mm)  
 Bypass Tray: Plain, White and Letter (8.5 x 11")

**Installed Options**

PS: Installed

**Connectivity**

**Mobile Workflows**

AirPrint Printing: Enabled  
 Mopria Printing Discovery: Enabled

**Physical Connections**

**USB Settings**  
 USB Type A Ports: All Enabled  
 USB Type B Port: Enabled

**Wired:**

Ethernet MAC Address: 9c:93:4e:fc:36:4b  
 Ethernet Speed/Duplex Setting: auto  
 Disabled

**Wireless:**

Wireless MAC Address:  
 Network Name (SSID):  
 BSSID:  
 Security Mode:  
 Encryption Algorithm:  
 Status:  
 Wi-Fi Direct: Enabled  
 Wireless Hardware: Not Installed

Wi-Fi Protected Setup (WPS) Name:  
 Access Point (SSID):  
 Show Password on Device Touch Screen:

NFC: Enabled  
 iBeacon (Bluetooth®) for AirPrint Di...: Enabled  
 iBeacon Hardware: Not Installed  
 Bluetooth Device Address:  
 iBeacon IP Address:

**Protocols**

**TCP/IPV4:**

Enabled  
 IP Address: 10.61.16.94  
 Subnet Mask: 255.255.255.0  
 Router/Gateway: 10.61.16.1  
 Automatic Addressing: DHCP  
 DHCP Server: 10.61.13.223  
 DHCP Lease Expiration: Fri Nov 15 11:06:03 2024  
 BOOTP Broadcast: Disabled  
 Self Assigned Address State: Enabled  
 Self Assigned Address:

**TCP/IPV6:**

Enabled  
 Link Local Address: fe80::9e93:4eff:fec:364b  
 Use Router Supplied Prefix: Enabled  
 Stateless Global Address 1: fd00:0:2:116:9e93:4eff:fec:364b  
 Stateless Global Address 2: ::  
 Manual Address:  
 DHCP Addressing: Use DHCP as directed by a router  
 DHCP Address:  
 Default Gateway: fe80::8afc:5dff:fe75:e282  
 DUID (DHCP Unique Identifier):

**DNS Settings:**

Requested Host Name: XRX9C934EFC364B  
 Verified Host Name:  
 Requested Domain Name:  
 Verified Domain Name:  
 Multicast DNS: Enabled  
 Release DHCP Leases and DNS Registrati...: Disabled  
 Primary DNS Server: 10.61.7.15  
 Prefer IPv6 DNS over IPv4: Enabled

**Bonjour:**

Bonjour Printer Name: Xerox VersaLink C620 (FC:36:4B)

**HTTP:**

Enabled  
 Force Traffic over Secure Connection (H...: Yes  
 IPP: Enabled

**SNMP**

SNMP v1/v2: Enabled  
 SNMP v3: Disabled

**LPR/LPD:**

Enabled

**Raw IP Printing:**

**LDAP**

LDAP Server 1 Primary LDAP Address: 0.0.0.389  
 LDAP Server 1 Search Directory Root:  
 LDAP Server 1 Secure Connection (LDA...: Disabled  
 LDAP Server 1 Validate Server Certificate...: Disabled

**SMTP**

SMTP Server: 0.0.0.25  
 Connect Encryption (TLS): No Encryption  
 Validate Server Certificate (TLS):

**Protocols (cont.)**

NTP:	Enabled
FTP Client:	Enabled
FTP Client Mode:	Passive
Web Services on Device:	Enabled

**Apps****Printing**

Banner Sheet:	Enabled
Error Sheets:	Enabled
Paper Substitution:	Enabled
Tray Priority:	1,2,3,4,5,6
Archival Marking Mode	Off
PostScript	Installed
Level:	3
Version:	3021.101
PCL	
Version:	6
Font Name:	Courier
Custom Color Tables	Enabled
Label:	Not Installed
Print From:	Enabled
Saved Jobs for Reprint:	Enabled
Print From USB:	Enabled
Cloud Services:	Disabled

**Accounting**

Accounting Mode:	None
Network Accounting:	Disabled

**Security****Authentication Configuration**

Machine UI Authentication:	Locally on the Device
Home:	Unlocked
Jobs Pathway:	Unlocked
Printer Pathway:	Unlocked
Device Website Authentication:	Locally on the Device
Authorization:	Locally on the Device

**Authentication Server:**

Kerberos

**Xerox Secure Access:**

Disabled

**Audit Log:**

Enabled

**IP Sec:**

Disabled

**IP Filtering:**

Disabled

**Security Certificates**

Machine Certificate: Signed

Root Certificates Installed: 55

**802.1x:**

Disabled

**Job Data Removal:**

Scheduled: Disabled

FIPS 140-3: Disabled

TLS: TLS 1.2 and TLS 1.3

TLS Hash: SHA-1, SHA-256 and above

**Trellix Embedded Control:**

Disabled

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**Machine Profile**

Xerox Asset Tag:  
 Customer Asset Tag:  
 Service Phone Number:  
 Customer Support Number:  
 Supplies Phone Number:  
 System Administrator: System Administrator name not set  
 Machine Location: machine location not set  
**Managed By**  
 Primary MB Server:

**Machine Hardware**

Foreign Interface Cord: not present  
 Device RAM Size: 1984 MB  
 Device Storage Size: used=2849MB/total=14004MB (eMMC)  
 EPC Memory Size: 187 MB  
 Productivity Kit: Not Installed  
 Finisher Type: Simple Catch Tray  
 Finisher Punch: None  
 Finisher Folder: not present

**General Setup**

Remote Services: Enabled  
 Remote Software Download: Enabled  
 Remote Services Trans. Time: 21:58  
 Xerox Workplace Cloud: Enabled  
 E-mail Alerts: Disabled  
 Service Plan: Sold  
 Geographic Region: unknown  
 Startup Config Report: Enabled  
 GMT Offset: +05:30  
 Cloning Installation: Allowed (Encrypted Files Only)  
 Allow Print Submission of Clone Files: Disabled  
 File Sharing: Enabled  
 JBIG2: Lossless

**Energy Saver**

Deep Sleep: Enabled  
 Energy Saver Mode: Job Activated  
 Sleep Mode Timer: 100 minutes  
 Auto-Off: Disabled

**Software Versions**

Device Software: 122.026.004.31000  
 Patch Version: None  
 Network Controller: 122.026.31000  
 UI Panel Firmware: 6.2  
 User Interface: 122.026.31000  
 Marking Engine: 230.314  
 Finisher: 000.000.000  
 OS: 230.314  
 Software Upgrade: 005.007  
 ALTB00T Software Upgrade: 005.007  
 Tray 2: A15.51\_B2.3  
 Tray 3: A15.51\_B2.3  
 Tray 4: A15.51\_B2.3  
 Tray 5: A15.51\_B2.3

**Machine Upgrades**

Last Successful Upgrade: Not Allowed  
 Scheduled Auto Upgrades: November 7, 2024 18:37:16  
 Auto Upgrade Start Time: Disabled  
 Auto Upgrade Server: Daily  
 0.0.0.0:21

**Media Trays**

Tray 1: Plain, White and Letter (8.5 x 11")  
 Tray 2: Plain, White and A4 (210 x 297 mm)  
 Tray 3: Plain, White and A4 (210 x 297 mm)  
 Tray 4: Plain, White and A4 (210 x 297 mm)  
 Tray 5: Plain, White and A4 (210 x 297 mm)  
 Bypass Tray: Plain, White and Letter (8.5 x 11")

**Connectivity**

**Mobile Workflows**

AirPrint Printing: Enabled  
 Mopria Printing Discovery: Enabled  
 Universal Print: Disabled  
 Universal Print Registration Status: Not Registered

**Physical Connections**

**USB Settings**

USB Type A Ports: All Enabled  
 USB Type B Port: Enabled  
 Connection Timeout: 5 seconds

**Wired:**

Ethernet MAC Address: Enabled  
 Ethernet Speed/Duplex Setting: 9c:93:4e:fc:36:4b  
 auto

**Wireless:**

Wireless MAC Address: Disabled  
 Network Name (SSID):

**BSSID:**

**Security Mode:**

**Encryption Algorithm:**

**Status:**

Wi-Fi Direct: Enabled  
 Not Installed

**Wireless Hardware:**

**Wi-Fi Protected Setup (WPS) Name:**

**Connection Method:**

**Subnet Prefix Address:**

**Access Point (SSID):**

**Show Password on Device Touch Screen:**

NFC: Enabled

**iBeacon (Bluetooth®) for AirPrint DL...**

iBeacon Hardware: Enabled  
 Not Installed

**Bluetooth Device Address:**

**iBeacon IP Address:**

**Protocols**

**TCP/IPV4:**

Enabled  
 IP Address: 10.61.16.94  
 Subnet Mask: 255.255.255.0  
 Router/Gateway: 10.61.16.1  
 Automatic Addressing: DHCP  
 DHCP Server: 10.61.13.223  
 DHCP Lease Expiration: Fri Nov 15 11:06:03 2024  
 BOOTP Broadcast: Disabled  
 Self Assigned Address State: Enabled  
 Self Assigned Address:

**TCP/IPV6:**

Enabled  
 Link Local Address: fe80::9e93:4eff:fc36:4b  
 Use Router Supplied Prefix: Enabled  
 Stateless Global Address 1: fd00:0:2:116:9e93:4eff:fc36:4b  
 Stateless Global Address 2: ::  
 Manual Address:  
 DHCP Addressing: Use DHCP as directed by a router  
 DHCP Address:  
 Default Gateway: fe80::8afc:5dff:fe75:e282  
 DUID (DHCP Unique Identifier):

**DNS Settings:**

Requested Host Name: XRX9C934EFC364B  
 Verified Host Name:  
 Requested Domain Name:  
 Verified Domain Name:  
 Multicast DNS: Enabled  
 Release DHCP Leases and DNS Registrati...: Disabled  
 Primary DNS Server: 10.61.7.15  
 Alternate DNS Server 1: 10.61.10.6  
 Alternate DNS Server 2: ::  
 DNS Connection Timeout: 5  
 Append Device Domain: Enabled  
 Append Parent Domains: Disabled  
 DNS Domain Search List: XEROXQA.COM  
 Prefer IPv6 DNS over IPv4: Enabled

**Installed Options**

PS: Installed

**Protocols (cont.)**

**Bonjour:**  
 Bonjour Printer Name: Xerox VersaLink C620 (FC:36:48)

**HTTP:**  
 Port Number: 80  
 Force Traffic over Secure Connection (H...): Yes  
 Secure HTTP Port Number: 443  
 Proxy Server: Automatic  
 Proxy Server Address: 0.0.0.0:8080  
 IPP: Enabled  
 Secure IPP Mode: IPP and Secure IPPS  
 IPP Network Path: http://10.61.16.94:631

**SNMP**  
 SNMP v1/v2: Enabled  
 SNMP v3: Disabled

**LPR/LPD:**  
 Port Number: 515  
 PDL Switching: Disabled  
 PDL Banner Override: Disabled

**Raw IP Printing:**  
 Port Number 1: 9100  
 Bidirectional: Disabled  
 End of Job Timeout: 300  
 PDL Switching: Disabled

**LDAP**  
 LDAP Server 1 Friendly Name:  
 LDAP Server 1 Primary LDAP Address: 0.0.0.0:389  
 LDAP Server 1 Alternate LDAP Address: 0.0.0.0:389  
 LDAP Server 1 Search Directory Root:  
 LDAP Server 1 Secure Connection (LDA...): Disabled  
 LDAP Server 1 Validate Server Certificate...: Disabled

**SMTp**  
 SMTP Server: 0.0.0.0:25  
 Connect Encryption (TLS): No Encryption  
 Validate Server Certificate (TLS):  
 Max Message Size (KB): 10240  
 Number of Fragments: 1  
 Total Job Size (KB): 300000  
 Job Splitting Boundary: Page Boundary  
 Credentials for Auto E-mails: None

**POP3**  
 POP3 Server: 0.0.0.0:110  
 POP3 Secure Connection (TLS): Disabled  
 E-mail Address:  
 Receipt of E-mail via POP3: Disabled  
 Send Confirmation Request: Enabled  
 Incoming E-mail cover sheet: Enabled

**NTP:**  
 Primary Server: 0.0.0.0:123  
 Alternate Server: 0.0.0.0:123

**SLP:** Disabled

**FTP Client:** Enabled  
 FTP Client Mode: Passive

**Web Services on Device:**  
 WS-Discovery: Enabled  
 WS-Discovery Multicast: Enabled  
 WS-Print: Enabled

**Web Services**  
 Digital Certificate Management and Securi...: Enabled  
 Extensible Service Registration: Enabled  
 Job Limits: Enabled  
 Job Management Extension: Enabled  
 Device Configuration: Enabled  
 Session Data: Enabled  
 User Interface Configuration: Enabled  
 EIP Proxy Configuration: Enabled  
 Xerox Secure Access: Disabled  
 EIP SNMP Configuration: Enabled  
 Print Submission: Enabled  
 Mass Storage Access: Enabled  
 Card Reader Access: Enabled  
 Authentication & Accounting Configur...: Enabled  
 Export Audit Log: Enabled  
 Trellix Embedded Control: Enabled

**Apps**

**Printing**

Banner Sheet: Enabled  
 Sys/Start Job: Disabled  
 Delete Held Jobs After: 3 Day(s) 0 Hour(s) 0 Minute(s)  
 Error Sheets: Enabled  
 Paper Substitution: Enabled  
 Tray Priority: 1,2,3,4,5,6  
 Default Copies: 1  
 Default Job Type: Normal Print  
 Default Paper Size: x=8.50 inches, y=11.00 inches  
 Default Paper Color: White  
 Default 2 Sided Printing: 2 Sided  
 Default Output Tray: Center Tray  
 Default Output Color: Color  
 Default Collated Sets: Enabled  
 Default Stapling: Not Available  
 Offsetting Between Jobs: No Offset Between Jobs  
 Archival Marking Mode: Off  
**PostScript**  
 Level: Installed  
 Version: 3  
 3021 101  
 Image Quality: Enhanced

**PCL**  
 Version: 6  
 Pitch Size: 10.00  
 Point Size: 12.00  
 Font Name: Courier  
 Lines Per Page: 60  
**Custom Color Tables**  
 Label: Enabled  
 Not Installed

**Print From:** Enabled  
 Saved Jobs for Reprint: Enabled  
 Print From USB: Enabled  
 Cloud Services: Disabled

**Accounting**

Accounting Mode: None  
 Network Accounting: Disabled

**Security****Authentication Configuration**

Machine UI Authentication: Locally on the Device  
 Home: Unlocked  
 Jobs Pathway: Unlocked  
 Printer Pathway: Unlocked  
 Device Website Authentication: Locally on the Device  
 Authorization: Locally on the Device

**Authentication Server:**

Kerberos Primary Realm: Kerberos  
 Kerberos Primary Address: 0.0.0.88  
 Kerberos Alt 1 Realm: Kerberos  
 Kerberos Alt 1 Address: 0.0.0.88  
 SMB NT Domain: Kerberos  
 SMB Alt 1 NT Domain: Kerberos  
 Smartcard Ctrl Server: 0.0.0.443  
 Smartcard Ctrl Domain: Kerberos  
 SmartCard OCSP URL: Kerberos  
 Card Reader Upgrade Policy: Enabled  
 Card Reader Firmware Version: Kerberos

**Xerox Secure Access:**

Secure Access Server: Disabled  
 Secure Access Path: 0.0.0.443

**Audit Log:**

Enabled  
 Disabled  
 Disabled

**IP Filtering:****Security Certificates**

Machine Certificate: Signed  
 Root Certificates Installed: 55

**802.1x:**

Disabled  
 Scheduled Frequency: Monthly

**FIPS 140-3:****TLS:**

Disabled  
 TLS Hash: TLS 1.2 and TLS 1.3  
 Trellix Embedded Control: SHA-1, SHA-256 and above  
 Disabled

**Extensible Service Setup**

Third Generation Browser: X3G\_3.24.23\_2.40.5\_012\_01.00.00  
 Widget Version: v1.3.17 c8 20140613  
 Widget Version: v2.5.04 g9 20240123

# Troubleshooting Print Quality

Your Xerox® VersaLink® C620 Color Printer is designed to produce high-quality color 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® C620 Color 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.

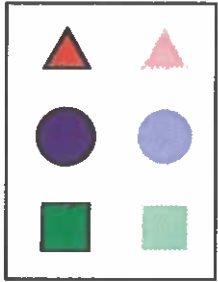
## Solving Print-Quality Problems

Problem	Solution
<p data-bbox="86 260 302 289"><b>Incomplete Fusing</b></p> <p data-bbox="86 300 594 359">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol data-bbox="659 260 1455 569" 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="695 380 1179 449" 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="691 579 1442 638"><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="691 653 1474 1024" style="list-style-type: none"><li>a. For trays that are set to Dedicated:<ul data-bbox="732 695 1474 894" style="list-style-type: none"><li>• At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li><li>• Touch <b>Device &gt; Tools &gt; Device Settings &gt; Paper Management &gt; Tray Settings</b>. Select the tray, touch <b>Edit</b>, then change the paper type.</li></ul></li><li>b. For trays that are set to Fully Adjustable:<ul data-bbox="732 947 1365 1024" 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></ul></li></ol> <p data-bbox="691 1035 1450 1064">The control panel prompts you to confirm or change the paper type.</p> <ul data-bbox="732 1077 1474 1192" style="list-style-type: none"><li>• At the touch screen, touch <b>Type</b>, then do one of the following:<ul data-bbox="776 1119 1474 1192" 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="691 1203 1214 1232"><b>Note:</b> Paper types from lightest to heaviest are:</p> <ul data-bbox="732 1245 1430 1381" style="list-style-type: none"><li>• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.</li><li>• For coated paper: Lightweight Glossy Cardstock and Glossy Cardstock.</li></ul>

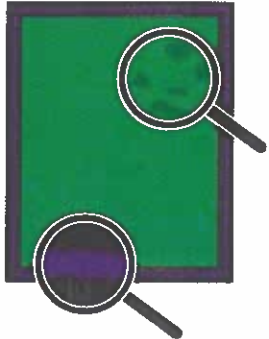

## Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="82 264 300 296"><b>Repeating Defects</b></p> <p data-bbox="82 306 565 432">Spots or lines appear at regular intervals on the page in the direction that the paper moves through the printer in all colors or in non-printed areas.</p>  <p data-bbox="82 758 565 852">Spots or lines appear at regular intervals on the page, in the direction the paper moves through the printer, and in one color only.</p> 	<ol data-bbox="662 264 1477 1218" style="list-style-type: none"><li data-bbox="662 264 1477 401">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="662 411 1477 474">2. To correct the problem, replace items identified on the Repeating Defects Page.</li><li data-bbox="662 831 1477 1218">3. If you replace a supply, reset the counter:<ol data-bbox="695 873 1477 1218" style="list-style-type: none"><li data-bbox="695 873 1477 968">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="695 978 1477 1010">b. Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li><li data-bbox="695 1020 1477 1052">c. Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li><li data-bbox="695 1062 1477 1094">d. Touch the replaced <b>Supply</b>.</li><li data-bbox="695 1104 1477 1136">e. Touch <b>Reset Counter</b>.</li><li data-bbox="695 1146 1477 1218">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:<ul 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></ul></li><li>b. For trays that are set to Fully Adjustable:<ul 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></ul></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><li>• For coated paper: Lightweight Glossy Cardstock and Glossy 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>Colors Align Incorrectly</b> Color has shifted outside the designated area or is superimposed over another color.</p> 	<p>Open, then close the front door. The printer performs an automatic registration calibration with the next print.</p> <p><b>Note:</b> If the problem continues, call for service.</p>
<p><b>All Colors Too Light or Too Dark</b> Colors appear faded or too dark on print.</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, refer to <i>User Guide</i> or call for service.</p>

## Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Lines, Smudges, or Streaks</b> Dark or light marks appear on the page in all colors and/or in 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>
<p><b>Colors Vary Between Computers</b> The colors printed from one computer do not match the colors printed from a different computer.</p>	<ol style="list-style-type: none"> <li>1. Confirm that the print driver settings for Print Quality, Color Correction, and Color By Words are identical on both computers.</li> <li>2. Adjust the settings as needed.</li> </ol> <p><b>Note:</b> Print driver settings override the settings that are made at the printer control panel.</p>
<p><b>Colors Do Not Match</b> The color produced by the printer is different from the color that it must match.</p>	<p>For more information about color matching, go to the Online Support Assistant at <a href="http://www.xerox.com/office/support">www.xerox.com/office/support</a>.</p>
<p><b>Printed Colors Do Not Match Monitor Colors</b> The color produced by the printer looks different from the color that appears on the computer monitor.</p>	<p>To view information about color matching between the monitor and the printed document, go to the Online Support Assistant at <a href="http://www.xerox.com/office/support">www.xerox.com/office/support</a>.</p>

## Print-Quality Settings

The Print-Quality mode and Color Corrections options directly control the quality of your prints. 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, bright color prints. Enhanced mode balances speed with quality.
- **High Resolution** mode is a high-quality mode that creates fine lines and detail. High Resolution mode is recommended for vibrant, saturated color prints. High Resolution mode balances quality over speed.
- **Toner Saver** mode reduces the amount of toner used for print jobs and is useful for draft-quality output. Print quality is slightly lower than using Standard mode.

### Color Corrections

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

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

- **Xerox Black and White Conversion** converts the colors to grayscale, producing a black and white print job.
- **Color Correction** provides options to match the printer colors as closely as possible to colors on other devices, such as your computer screen or a printing press.
  - **Automatic** applies the best color correction to each graphic element of the document: text, artwork, and photographs.
  - **Simulate LCD Display** approximates the print job color to the colors on a LCD computer monitor.
  - **sRGB Display** approximates the print job color to an RGB (red, green, blue) display.
  - **None** removes all color correction. This option is the best choice when working with color specified within your application or operating system.
- **Xerox Automatic Color** applies the best color correction to each graphic element of the document, including text, artwork, and photographs.
- **Custom Automatic Color** provides more options for customizing colors in your print job. Use one selection to adjust the color of the text and graphics. Use the other selection to adjust the color correction applied to images. You can apply a wide range of color options to each element to simulate the outputs of different color devices.

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

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

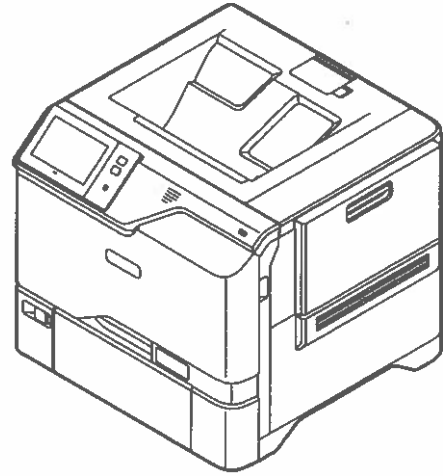
- Lightness
- Contrast
- Saturation
- Cyan to Red
- Magenta to Green
- Yellow to Blue

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

# Xerox® VersaLink® C620 Color Printer

Powerful performance. Personalized productivity.

The VersaLink® C620 Color Printer provides exceptional performance and unbeatable reliability. Cloud-connected, mobile-ready, app-enabled, and easy to customize, the C620 is your modern workplace assistant — transforming the way you work today, while ensuring you can keep up with the needs of tomorrow.



## PRINT, CLOUD



52 ppm Letter  
50 ppm A4



Solutions



Cloud connectivity



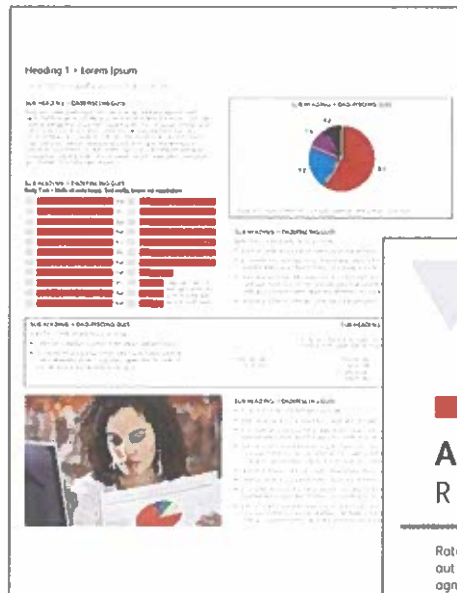
1200 x 1200 dpi



Up to 2,850 pages



Optional: 4 additional  
paper trays



# Supplies Usage

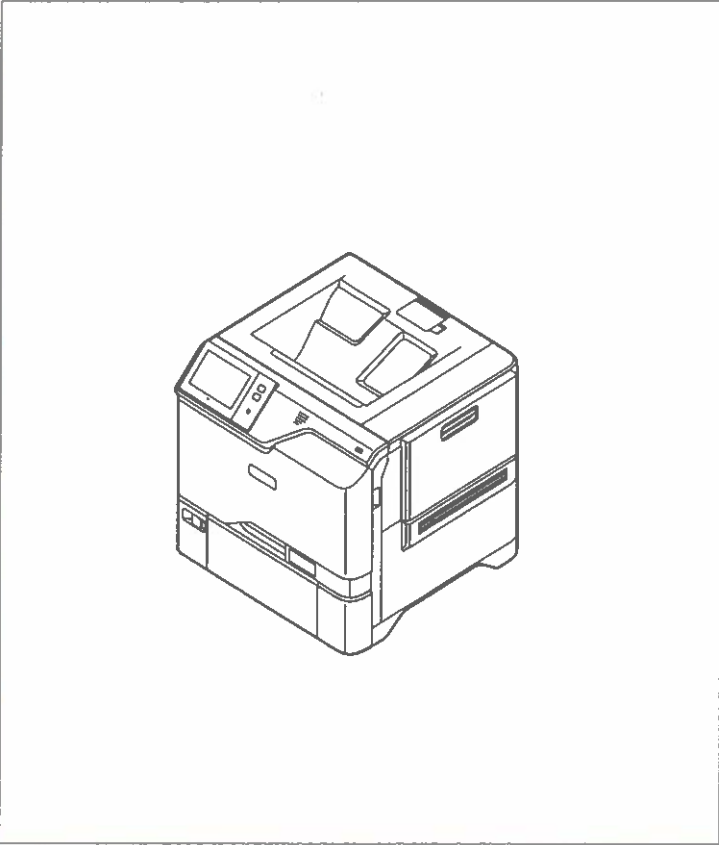
Supplies ordering information is located at [www.xerox.com/office/supplies](http://www.xerox.com/office/supplies)

## Consumables

### Toner Cartridges



<p><b>Black</b></p> <p>Date Installed: Oct 28, 2024                  Reorder: 006R04616                  Estimated Pages Remaining: 6000                  (Based upon this toner cartridge's average coverage: 2%)</p>	<p>Life Remaining</p>
<p><b>Cyan</b></p> <p>Date Installed: Jan 1, 2021                  Reorder:                  Estimated Pages Remaining: 2000                  (Based upon this toner cartridge's average coverage: 9%)</p>	<p>Life Remaining</p>
<p><b>Magenta</b></p> <p>Date Installed: Jan 1, 2021                  Reorder:                  Estimated Pages Remaining: 3500                  (Based upon this toner cartridge's average coverage: 1%)</p>	<p>Life Remaining</p>
<p><b>Yellow</b></p> <p>Date Installed: Oct 26, 2024                  Reorder: 006R04623                  Estimated Pages Remaining: 6000                  (Based upon this toner cartridge's average coverage: 0%)</p>	<p>Life Remaining</p>



## Routine Maintenance Items

### Imaging Units



<p><b>Black Imaging Kit</b></p> <p>Date Installed: Oct 28, 2024                  Reorder: 013R00697                  Estimated Pages Remaining: 150000                  (Based on average printer job size: 1 Pages)</p>	<p>Life Remaining</p>
<p><b>Color Imaging Kit</b></p> <p>Date Installed: Feb 12, 2024                  Reorder: 47CPX000                  Estimated Pages Remaining: 150000                  (Based on average printer job size: 1 Pages)</p>	<p>Life Remaining</p>

### Waste Container



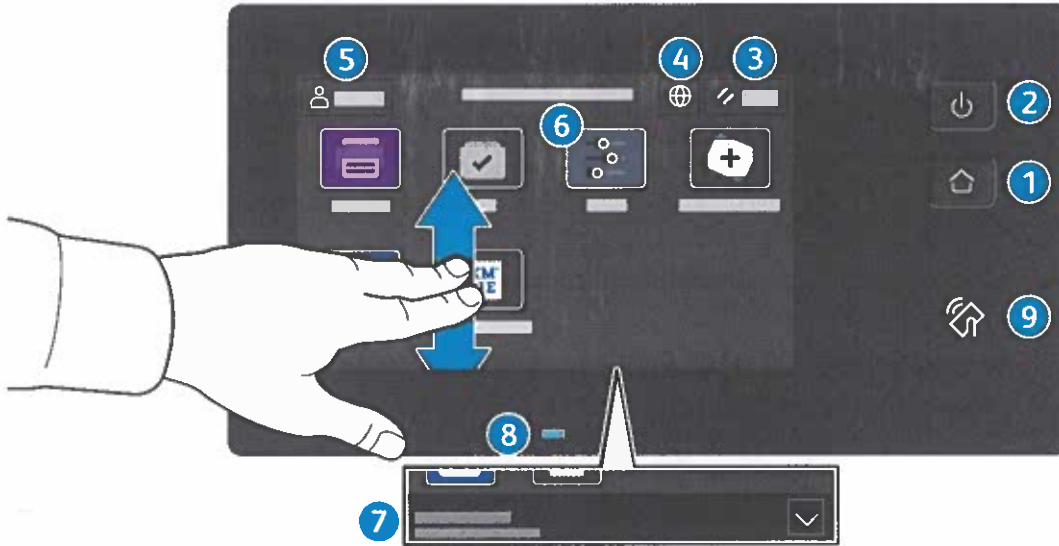
Date Installed: Oct 30, 2024  
 Reorder: 008R13334

OK

Recycling information is located at: [www.xerox.com/gwa](http://www.xerox.com/gwa)

# Control Panel

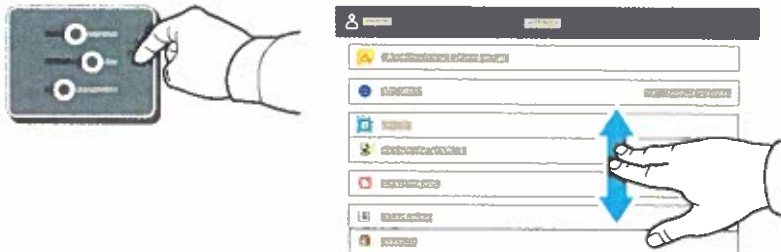
Available apps can vary based on your printer setup. For details about apps and features, refer to the *User Guide*.



- 1 **Home** returns to the main app screen.
- 2 **Power/Wake** starts the printer or provides options to sleep, restart or power off the printer.
- 3 **Reset** restores settings to their default values in all apps.
- 4 **Language** provides choice of screen languages.
- 5 **Log In** provides special access to tools and settings.
- 6 **Device app** provides access to printer information and settings.
- 7 **Notification banner** shows printer status and warnings. To see all notifications, touch the banner. To close the banner, touch the down arrow.
- 8 **Status LED** indicates printer status. For detailed information, refer to the *User Guide*.
- 9 **NFC Area** allows pairing with a mobile device to print from an app.

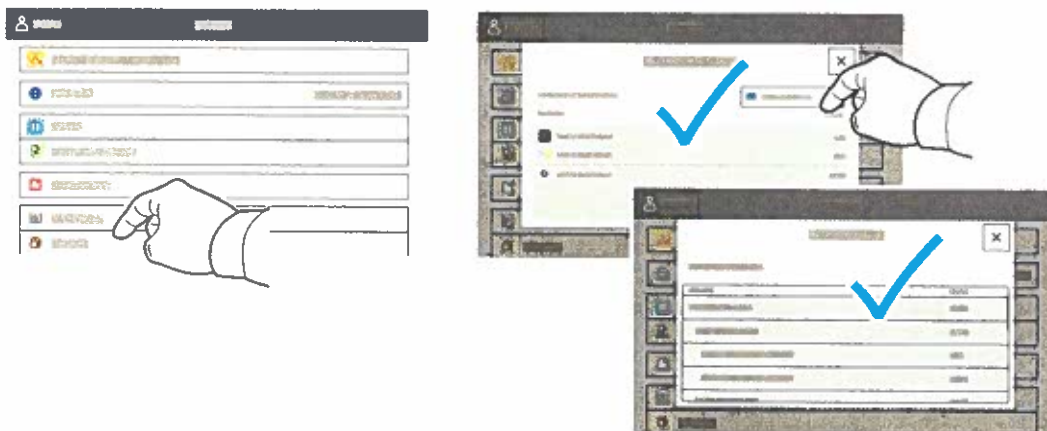
## Device app

The Device app provides access to supplies status, printer information, and settings. Some menus and settings require log in with the administrator name and password.



## Billing and Usage Information

In the Device features menu, to view basic impression counts, touch **Billing/Usage**. To view detailed usage counts, touch **Usage Counters**. The list provides detailed impression count categories.

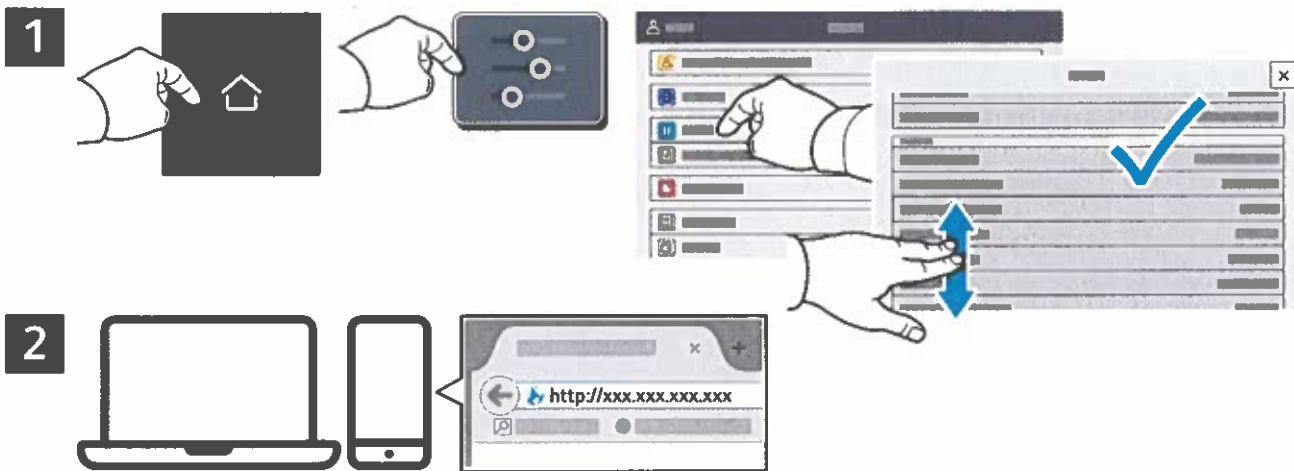


## Embedded Web Server

The Xerox® Embedded Web Server enables you to access printer configuration details, paper and supplies status, job status, and diagnostic functions over a network.

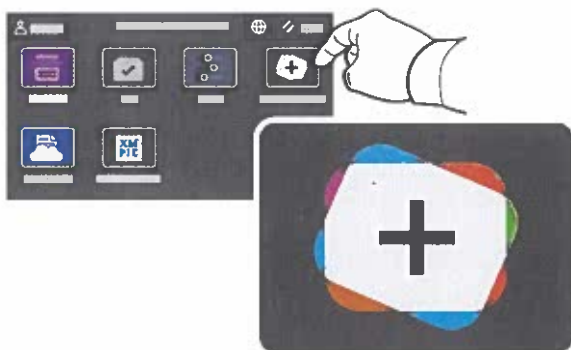
To connect, in a Web browser, type the printer IP address. The network IPv4 address is available on the control panel touch screen. Touch **Device app > About**, then scroll down.

For details on using the Embedded Web Server, refer to the *User Guide* located on Xerox.com.



## App Gallery

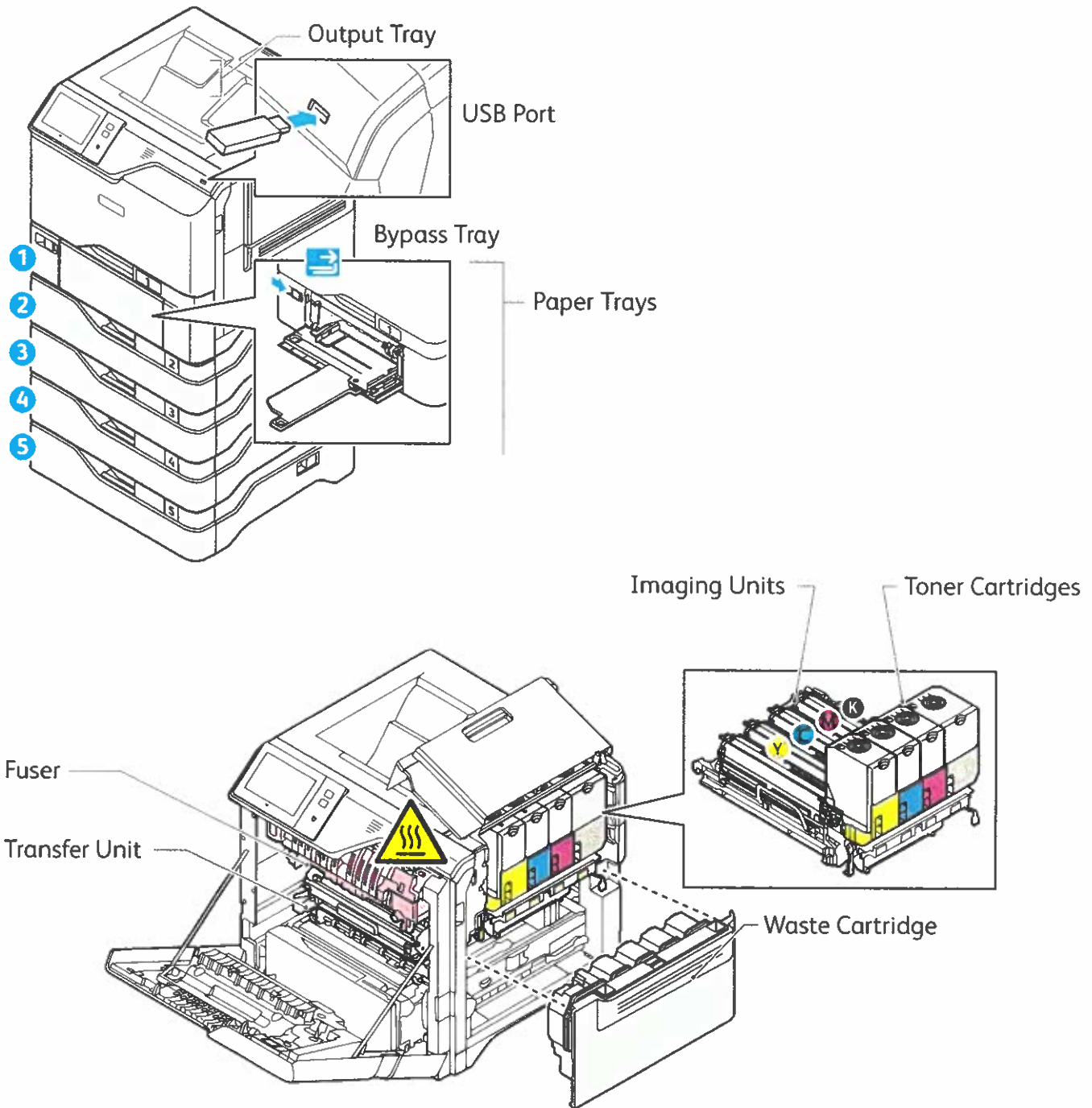
The Xerox App Gallery has a growing collection of productivity apps that you can install on your printer. Find the app on your home screen and create your login directly, or go to [www.xerox.com/appgallery](http://www.xerox.com/appgallery) to log in and add your device. To simplify app installation, use the same name for your app gallery login credentials that you used for the printer login.



[www.xerox.com/appgallery](http://www.xerox.com/appgallery)

# Printer Tour

Optional accessories can be part of your printer setup. For details, refer to the *User Guide*.



# Paper Handling

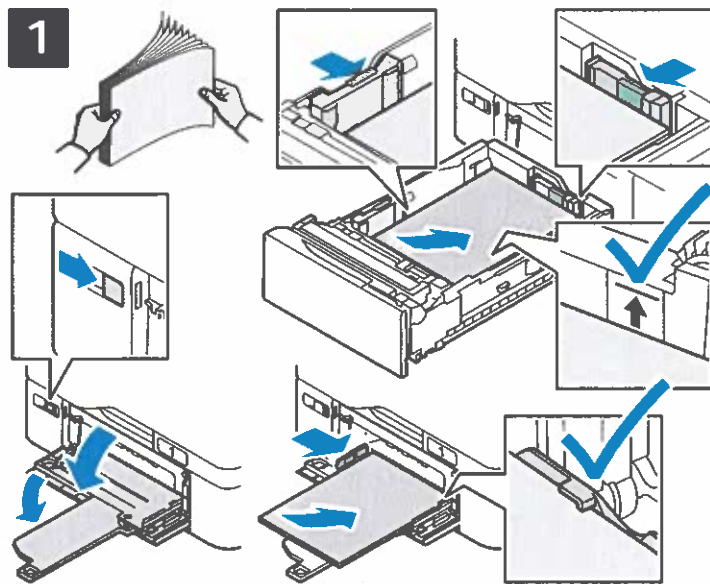
For a complete list of paper that works with your printer, see the Recommended Media List at:

[www.xerox.com/rmlna](http://www.xerox.com/rmlna) (U. S. and Canada)

[www.xerox.com/rmleu](http://www.xerox.com/rmleu) (Europe)

For details about trays and paper, refer to the *User Guide*.

## Loading Paper



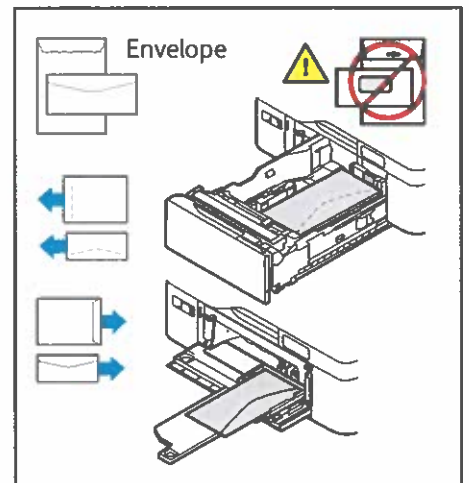
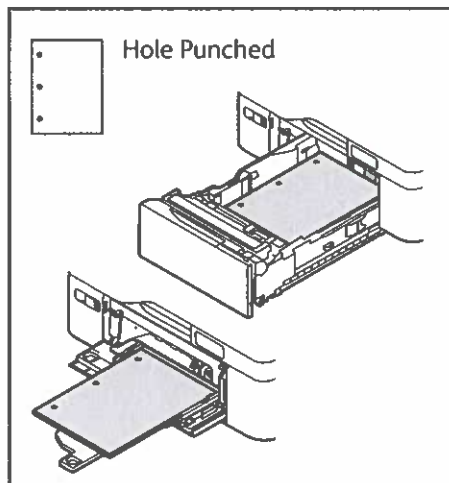
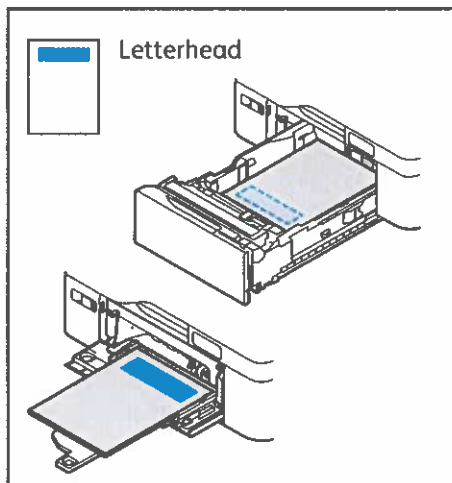
Confirm or change size, type, and color settings if needed.



For the best results, fan the edges of the paper. Adjust the guides to fit the paper size. Do not load paper above the maximum fill line.

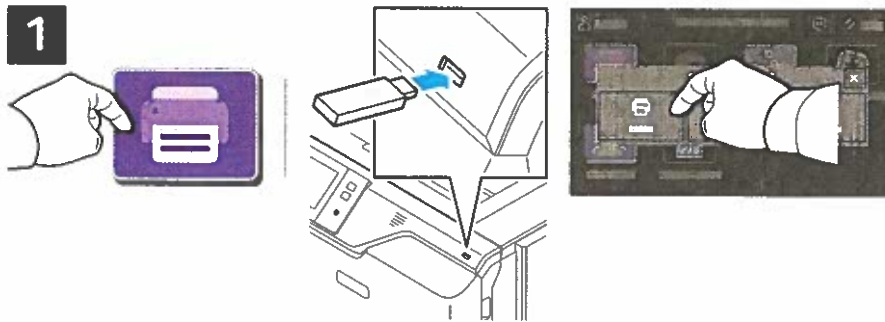
When printing, select options in the print driver.

## Paper Orientation

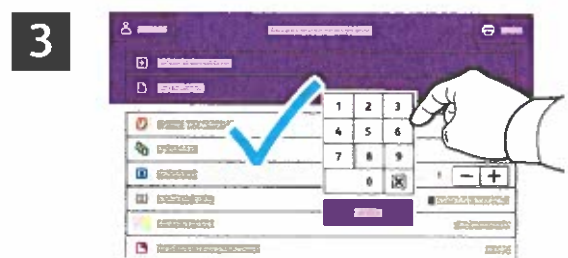
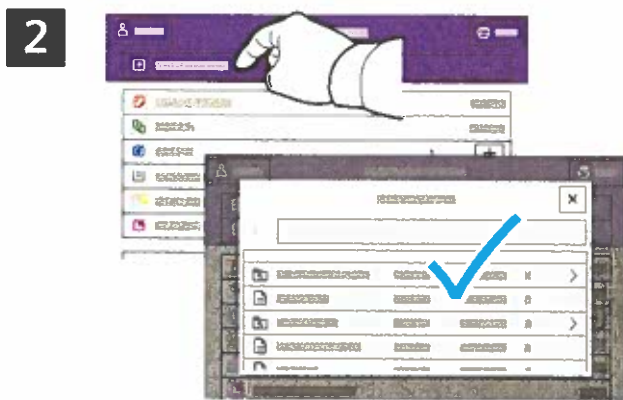


# Printing from a USB Flash Drive

You can print .pdf, .tiff, .ps, .xps and other files types directly from a USB Flash Drive. For more information, refer to the *User Guide*.

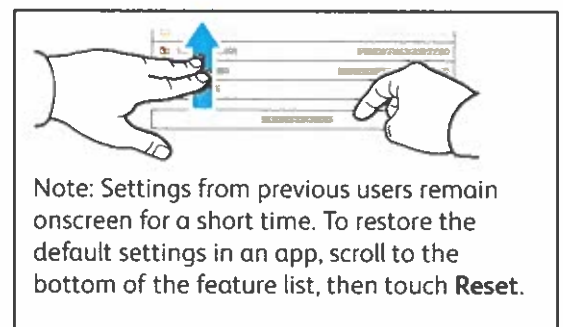
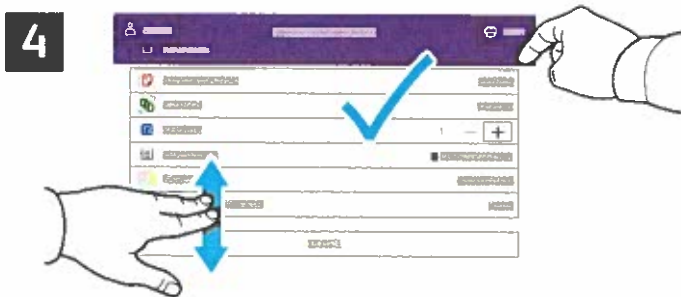


Touch **Print From** or insert your USB Flash Drive, then choose **Print From USB**.



To select the number of copies, touch the plus sign (+) or the minus sign (-). For larger numbers, touch **Quantity** then enter a number.

Touch **Add Document**, then navigate to your files and select them.

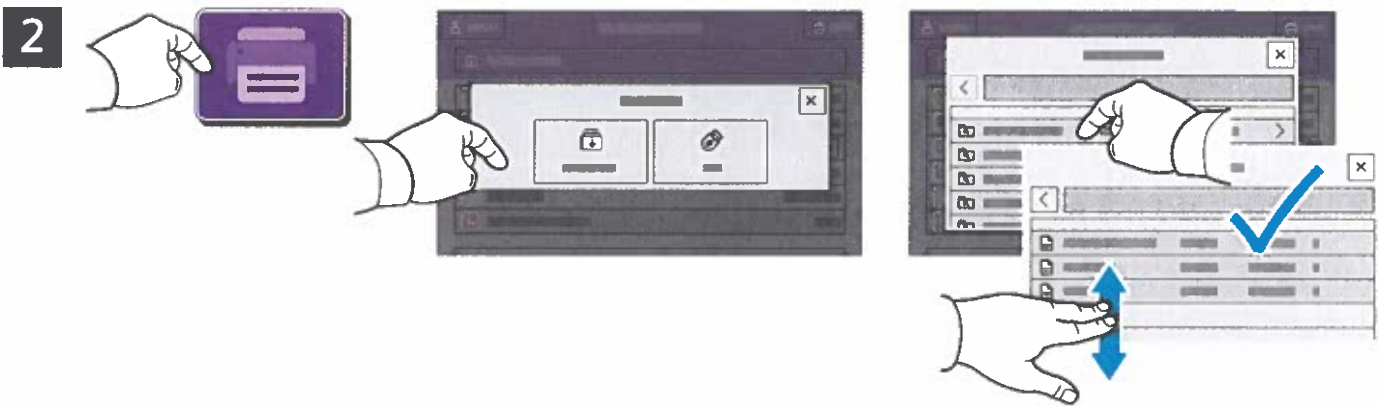


Select settings as needed, then touch **Print**.

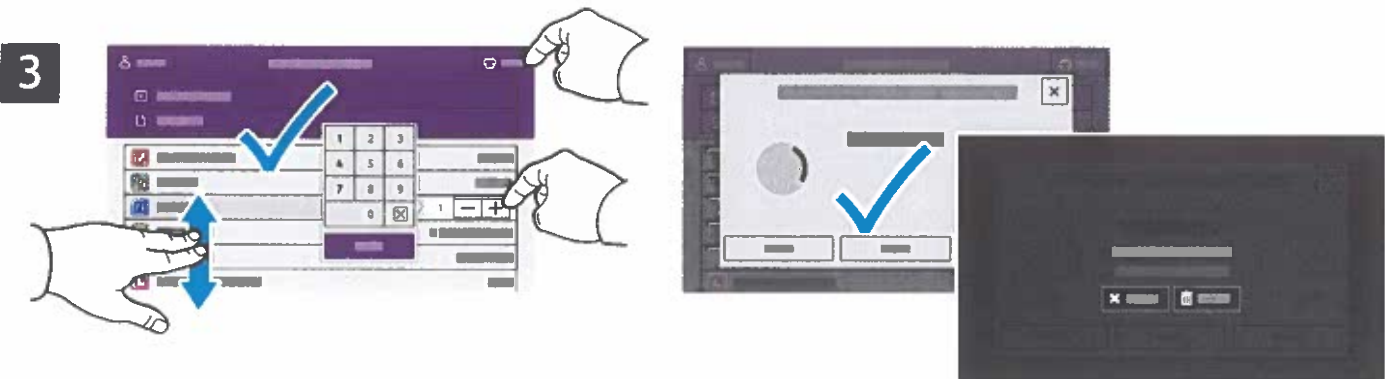
# Printing Jobs Stored on the Printer



You can send a print job to save to the printer, then select the job from the printer control panel to print at a later time. Jobs can be saved in the public folder or be password protected. In the Xerox® printer driver, select **Properties** (Windows) or **Xerox Features** (Mac OS), then **Job Type**. Select **Saved Job** or **Secure Print**. For Secure Print, type a passcode. Click **OK** and print the job.



Touch **Print From** then touch **Saved Jobs**. Select the **Default Public Folder** then select your print job.



Select settings from the list. To select the number of copies, touch the plus sign (+) or the minus sign (-). For larger numbers, touch **Quantity** then enter a number. Touch **Print**. To delete the job, in the printing screen and confirmation screen, touch **Delete**.

# Troubleshooting Print Quality

Your Xerox® VersaLink® C620 Color Printer is designed to produce high-quality color 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® C620 Color 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)



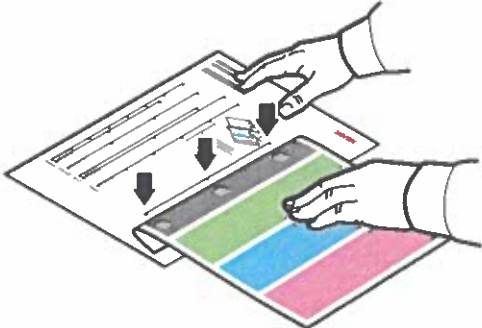
## Solving Print-Quality Problems

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


## Solving Print-Quality Problems

Problem	Solution
<p data-bbox="82 260 302 289"><b>Incomplete Fusing</b></p> <p data-bbox="82 300 594 363">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol data-bbox="657 260 1453 569" 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="695 380 1414 449" 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="690 579 1442 642"><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="690 653 1474 1024" style="list-style-type: none"><li>a. For trays that are set to Dedicated:<ul data-bbox="732 699 1474 898" style="list-style-type: none"><li>• At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li><li>• Touch <b>Device &gt; Tools &gt; Device Settings &gt; Paper Management &gt; Tray Settings</b>. Select the tray, touch <b>Edit</b>, then change the paper type.</li></ul></li><li>b. For trays that are set to Fully Adjustable:<ul data-bbox="732 951 1365 1024" 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></ul></li></ol> <p data-bbox="690 1035 1450 1066">The control panel prompts you to confirm or change the paper type.</p> <ul data-bbox="732 1077 1474 1192" style="list-style-type: none"><li>• At the touch screen, touch <b>Type</b>, then do one of the following:<ul data-bbox="776 1119 1474 1192" 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="690 1203 1214 1234"><b>Note:</b> Paper types from lightest to heaviest are:</p> <ul data-bbox="732 1245 1430 1375" style="list-style-type: none"><li>• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.</li><li>• For coated paper: Lightweight Glossy Cardstock and Glossy Cardstock.</li></ul>

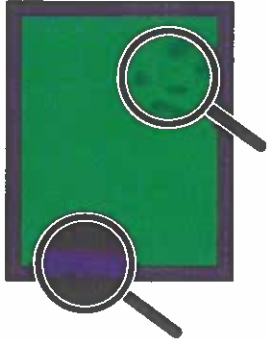

## Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="82 268 298 296"><b>Repeating Defects</b></p> <p data-bbox="82 310 561 432">Spots or lines appear at regular intervals on the page in the direction that the paper moves through the printer in all colors or in non-printed areas.</p>  <p data-bbox="82 762 561 852">Spots or lines appear at regular intervals on the page, in the direction the paper moves through the printer, and in one color only.</p> 	<ol data-bbox="659 268 1474 1213" style="list-style-type: none"><li data-bbox="659 268 1474 401">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="659 415 1474 478">2. To correct the problem, replace items identified on the Repeating Defects Page.</li><li data-bbox="659 835 1474 1213">3. If you replace a supply, reset the counter:<ol data-bbox="691 877 1474 1213" style="list-style-type: none"><li data-bbox="691 877 1474 968">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="691 982 1474 1010">b. Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li><li data-bbox="691 1024 1474 1052">c. Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li><li data-bbox="691 1066 1474 1094">d. Touch the replaced <b>Supply</b>.</li><li data-bbox="691 1108 1474 1136">e. Touch <b>Reset Counter</b>.</li><li data-bbox="691 1150 1474 1213">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> 

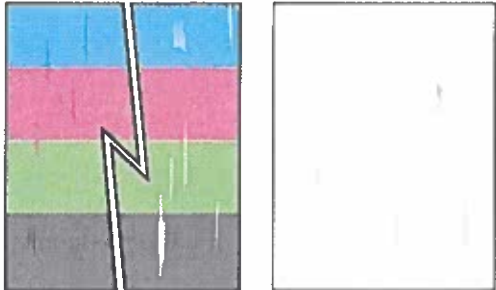
## Solving Print-Quality Problems (continued)

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:<ul style="list-style-type: none"><li>• At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li><li>• Touch <b>Device &gt; Tools &gt; Device Settings &gt; Paper Management &gt; Tray Settings</b>. Select the tray, touch <b>Edit</b>, then change the paper type.</li></ul></li><li>b. For trays that are set to Fully Adjustable:<ul 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></ul></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><li>• For coated paper: Lightweight Glossy Cardstock and Glossy 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>Colors Align Incorrectly</b> Color has shifted outside the designated area or is superimposed over another color.</p> 	<p>Open, then close the front door. The printer performs an automatic registration calibration with the next print.</p> <p><b>Note:</b> If the problem continues, call for service.</p>
<p><b>All Colors Too Light or Too Dark</b> Colors appear faded or too dark on print.</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, refer to <i>User Guide</i> or call for service.</p>

## Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Lines, Smudges, or Streaks</b> Dark or light marks appear on the page in all colors and/or in 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>
<p><b>Colors Vary Between Computers</b> The colors printed from one computer do not match the colors printed from a different computer.</p>	<ol style="list-style-type: none"> <li>1. Confirm that the print driver settings for Print Quality, Color Correction, and Color By Words are identical on both computers.</li> <li>2. Adjust the settings as needed.</li> </ol> <p><b>Note:</b> Print driver settings override the settings that are made at the printer control panel.</p>
<p><b>Colors Do Not Match</b> The color produced by the printer is different from the color that it must match.</p>	<p>For more information about color matching, go to the Online Support Assistant at <a href="http://www.xerox.com/office/support">www.xerox.com/office/support</a>.</p>
<p><b>Printed Colors Do Not Match Monitor Colors</b> The color produced by the printer looks different from the color that appears on the computer monitor.</p>	<p>To view information about color matching between the monitor and the printed document, go to the Online Support Assistant at <a href="http://www.xerox.com/office/support">www.xerox.com/office/support</a>.</p>

## Print-Quality Settings

The Print-Quality mode and Color Corrections options directly control the quality of your prints. 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, bright color prints. Enhanced mode balances speed with quality.
- **High Resolution** mode is a high-quality mode that creates fine lines and detail. High Resolution mode is recommended for vibrant, saturated color prints. High Resolution mode balances quality over speed.
- **Toner Saver** mode reduces the amount of toner used for print jobs and is useful for draft-quality output. Print quality is slightly lower than using Standard mode.

### Color Corrections

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

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

- **Xerox Black and White Conversion** converts the colors to grayscale, producing a black and white print job.
- **Color Correction** provides options to match the printer colors as closely as possible to colors on other devices, such as your computer screen or a printing press.
  - **Automatic** applies the best color correction to each graphic element of the document: text, artwork, and photographs.
  - **Simulate LCD Display** approximates the print job color to the colors on a LCD computer monitor.
  - **sRGB Display** approximates the print job color to an RGB (red, green, blue) display.
  - **None** removes all color correction. This option is the best choice when working with color specified within your application or operating system.
- **Xerox Automatic Color** applies the best color correction to each graphic element of the document, including text, artwork, and photographs.
- **Custom Automatic Color** provides more options for customizing colors in your print job. Use one selection to adjust the color of the text and graphics. Use the other selection to adjust the color correction applied to images. You can apply a wide range of color options to each element to simulate the outputs of different color devices.

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

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

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

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

## Resident Fonts

Position	Font Name	Print Sample
1	Courier «Esc»(Symbol set«Esc»(s0p«pitch»h0s0b4099T	'ABCDEFGHabcdefgh0123456789&?!.,'
2	CG Times «Esc»(Symbol set«Esc»(s1p«size»v0s0b4101T	'ABCDEFGHabcdefgh0123456789&?!.,'
3	CG Times Bold «Esc»(Symbol set«Esc»(s1p«size»v0s3b4101T	' <b>ABCDEFGHabcdefgh0123456789&amp;?!.,'</b>
4	CG Times Italic «Esc»(Symbol set«Esc»(s1p«size»v1s0b4101T	' <i>ABCDEFGHabcdefgh0123456789&amp;?!.,'</i>
5	CG Times Bold Italic «Esc»(Symbol set«Esc»(s1p«size»v1s3b4101T	' <b><i>ABCDEFGHabcdefgh0123456789&amp;?!.,'</i></b>
6	CG Omega «Esc»(Symbol set«Esc»(s1p«size»v0s0b4113T	'ABCDEFGHabcdefgh0123456789&?!.,'
7	CG Omega Bold «Esc»(Symbol set«Esc»(s1p«size»v0s3b4113T	' <b>ABCDEFGHabcdefgh0123456789&amp;?!.,'</b>
8	CG Omega Italic «Esc»(Symbol set«Esc»(s1p«size»v1s0b4113T	' <i>ABCDEFGHabcdefgh0123456789&amp;?!.,'</i>
9	CG Omega Bold Italic «Esc»(Symbol set«Esc»(s1p«size»v1s3b4113T	' <b><i>ABCDEFGHabcdefgh0123456789&amp;?!.,'</i></b>
10	Coronet «Esc»(Symbol set«Esc»(s1p«size»v1s0b4116T	' <i>ABCDEF<del>GH</del>abcdefgh0123456789&amp;?!.,'</i>
11	Clarendon Condensed «Esc»(Symbol set«Esc»(s1p«size»v4s3b4140T	' <b>ABCDEFGHabcdefgh0123456789&amp;?!.,'</b>
12	Univers Medium «Esc»(Symbol set«Esc»(s1p«size»v0s0b4148T	'ABCDEFGHabcdefgh0123456789&?!.,'
13	Univers Bold «Esc»(Symbol set«Esc»(s1p«size»v0s3b4148T	' <b>ABCDEFGHabcdefgh0123456789&amp;?!.,'</b>
14	Univers Medium Italic «Esc»(Symbol set«Esc»(s1p«size»v1s0b4148T	' <i>ABCDEFGHabcdefgh0123456789&amp;?!.,'</i>
15	Univers Bold Italic «Esc»(Symbol set«Esc»(s1p«size»v1s3b4148T	' <b><i>ABCDEFGHabcdefgh0123456789&amp;?!.,'</i></b>
16	Univers Medium Condensed «Esc»(Symbol set«Esc»(s1p«size»v4s0b4148T	' <b>ABCDEFGHabcdefgh0123456789&amp;?!.,'</b>
17	Univers Bold Condensed «Esc»(Symbol set«Esc»(s1p«size»v4s3b4148T	' <b>ABCDEFGHabcdefgh0123456789&amp;?!.,'</b>

Resident Fonts

Position	Font Name	Print Sample
18	Univers Medium Condensed Italic «Esc»(Symbol set«Esc»(s1p«size»v5s0b4148T	'ABCDEFGabcdefg0123456789&?!.,'
19	Univers Bold Condensed Italic «Esc»(Symbol set«Esc»(s1p«size»v5s3b4148T	'ABCDEFGabcdefg0123456789&?!.,'
20	Antique Olive «Esc»(Symbol set«Esc»(s1p«size»v0s0b4168T	'ABCDEFGabcdefg0123456789&?!.,'
21	Antique Olive Bold «Esc»(Symbol set«Esc»(s1p«size»v0s3b4168T	'ABCDEFGabcdefg0123456789&?!.,'
22	Antique Olive Italic «Esc»(Symbol set«Esc»(s1p«size»v1s0b4168T	'ABCDEFGabcdefg0123456789&?!.,'
23	Garamond Antiqua «Esc»(Symbol set«Esc»(s1p«size»v0s0b4197T	'ABCDEFGabcdefg0123456789&?!.,'
24	Garamond Halbfett «Esc»(Symbol set«Esc»(s1p«size»v0s3b4197T	'ABCDEFGabcdefg0123456789&?!.,'
25	Garamond Kursiv «Esc»(Symbol set«Esc»(s1p«size»v1s0b4197T	'ABCDEFGabcdefg0123456789&?!.,'
26	Garamond Kursiv Halbfett «Esc»(Symbol set«Esc»(s1p«size»v1s3b4197T	'ABCDEFGabcdefg0123456789&?!.,'
27	Marigold «Esc»(Symbol set«Esc»(s1p«size»v0s0b4297T	'ABCDEFGabcdefg0123456789&?!.,'
28	Albertus Medium «Esc»(Symbol set«Esc»(s1p«size»v0s1b4362T	'ABCDEFGabcdefg0123456789&?!.,'
29	Albertus Extra Bold «Esc»(Symbol set«Esc»(s1p«size»v0s4b4362T	'ABCDEFGabcdefg0123456789&?!.,'
30	Ryadh «Esc»(Symbol set«Esc»(s1p«size»v0s0b4859T	ABCDEFGabcdefg0123456789&?!.,'
31	Ryadh Bold «Esc»(Symbol set«Esc»(s1p«size»v0s3b4859T	ABCDEFGabcdefg0123456789&?!.,'
32	Malka «Esc»(Symbol set«Esc»(s1p«size»v0s0b16584T	ABCDEFGabcdefg0123456789&?!.,'
33	Malka Bold «Esc»(Symbol set«Esc»(s1p«size»v0s3b16584T	ABCDEFGabcdefg0123456789&?!.,'
34	Malka Italic «Esc»(Symbol set«Esc»(s1p«size»v1s0b16584T	ABCDEFGabcdefg0123456789&?!.,'

## Resident Fonts

Position	Font Name	Print Sample
35	Dorit «Esc»(Symbol set«Esc»(s1p«size»v0s0b16585T	ABCDEFGGabcdefg0123456789&?!.,'
36	Dorit Bold «Esc»(Symbol set«Esc»(s1p«size»v0s3b16585T	ABCDEFGGabcdefg0123456789&?!.,'
37	Naamit «Esc»(Symbol set«Esc»(s1p«size»v0s0b16587T	ABCDEFGGabcdefg0123456789&?!.,'
38	Naamit Bold «Esc»(Symbol set«Esc»(s1p«size»v0s3b16587T	ABCDEFGGabcdefg0123456789&?!.,'
39	Arial «Esc»(Symbol set«Esc»(s1p«size»v0s0b16602T	'ABCDEFGGabcdefg0123456789&?!.,'
40	Arial Bold «Esc»(Symbol set«Esc»(s1p«size»v0s3b16602T	'ABCDEFGGabcdefg0123456789&?!.,'
41	Arial Italic «Esc»(Symbol set«Esc»(s1p«size»v1s0b16602T	'ABCDEFGGabcdefg0123456789&?!.,'
42	Arial Bold Italic «Esc»(Symbol set«Esc»(s1p«size»v1s3b16602T	'ABCDEFGGabcdefg0123456789&?!.,'
43	Times New Roman «Esc»(Symbol set«Esc»(s1p«size»v0s0b16901T	'ABCDEFGGabcdefg0123456789&?!.,'
44	Times New Roman Bold «Esc»(Symbol set«Esc»(s1p«size»v0s3b16901T	'ABCDEFGGabcdefg0123456789&?!.,'
45	Times New Roman Italic «Esc»(Symbol set«Esc»(s1p«size»v1s0b16901T	'ABCDEFGGabcdefg0123456789&?!.,'
46	Times New Roman Bold Italic «Esc»(Symbol set«Esc»(s1p«size»v1s3b16901T	'ABCDEFGGabcdefg0123456789&?!.,'
47	Helvetica «Esc»(Symbol set«Esc»(s1p«size»v0s0b24580T	'ABCDEFGGabcdefg0123456789&?!.,'
48	Helvetica Bold «Esc»(Symbol set«Esc»(s1p«size»v0s3b24580T	'ABCDEFGGabcdefg0123456789&?!.,'
49	Helvetica Oblique «Esc»(Symbol set«Esc»(s1p«size»v1s0b24580T	'ABCDEFGGabcdefg0123456789&?!.,'
50	Helvetica Bold Oblique «Esc»(Symbol set«Esc»(s1p«size»v1s3b24580T	'ABCDEFGGabcdefg0123456789&?!.,'
51	Helvetica Narrow «Esc»(Symbol set«Esc»(s1p«size»v4s0b24580T	'ABCDEFGGabcdefg0123456789&?!.,'

## Resident Fonts

Position	Font Name	Print Sample
52	Helvetica Narrow Bold «Esc»(Symbol set«Esc»(s1p«size»v4s3b24580T	'ABCDEFGabcdefg0123456789&?!.,'
53	Helvetica Narrow Oblique «Esc»(Symbol set«Esc»(s1p«size»v5s0b24580T	'ABCDEFGabcdefg0123456789&?!.,'
54	Helvetica Narrow Bold Oblique «Esc»(Symbol set«Esc»(s1p«size»v5s3b24580T	'ABCDEFGabcdefg0123456789&?!.,'
55	Palatino Roman «Esc»(Symbol set«Esc»(s1p«size»v0s0b24591T	'ABCDEFGabcdefg0123456789&?!.,'
56	Palatino Bold «Esc»(Symbol set«Esc»(s1p«size»v0s3b24591T	'ABCDEFGabcdefg0123456789&?!.,'
57	Palatino Italic «Esc»(Symbol set«Esc»(s1p«size»v1s0b24591T	'ABCDEFGabcdefg0123456789&?!.,'
58	Palatino Bold Italic «Esc»(Symbol set«Esc»(s1p«size»v1s3b24591T	'ABCDEFGabcdefg0123456789&?!.,'
59	ITC Avant Garde Book «Esc»(Symbol set«Esc»(s1p«size»v0s0b24607T	'ABCDEFGabcdefg0123456789&?!.,'
60	ITC Avant Garde DemiBold «Esc»(Symbol set«Esc»(s1p«size»v0s2b24607T	'ABCDEFGabcdefg0123456789&?!.,'
61	ITC Avant Garde Book Oblique «Esc»(Symbol set«Esc»(s1p«size»v1s0b24607T	'ABCDEFGabcdefg0123456789&?!.,'
62	ITC Avant Garde DemiBold Oblique «Esc»(Symbol set«Esc»(s1p«size»v1s2b24607T	'ABCDEFGabcdefg0123456789&?!.,'
63	ITC Bookman Light «Esc»(Symbol set«Esc»(s1p«size»v0s-3b24623T	'ABCDEFGabcdefg0123456789&?!.,'
64	ITC Bookman DemiBold «Esc»(Symbol set«Esc»(s1p«size»v0s2b24623T	'ABCDEFGabcdefg0123456789&?!.,'
65	ITC Bookman Light Italic «Esc»(Symbol set«Esc»(s1p«size»v1s-3b24623T	'ABCDEFGabcdefg0123456789&?!.,'
66	ITC Bookman DemiBold Italic «Esc»(Symbol set«Esc»(s1p«size»v1s2b24623T	'ABCDEFGabcdefg0123456789&?!.,'
67	New Century Schoolbook Roman «Esc»(Symbol set«Esc»(s1p«size»v0s0b24703T	'ABCDEFGabcdefg0123456789&?!.,'
68	New Century Schoolbook Bold «Esc»(Symbol set«Esc»(s1p«size»v0s3b24703T	'ABCDEFGabcdefg0123456789&?!.,'



Resident Fonts

Position	Font Name	Print Sample
86	Naskh «Esc»(Symbol set«Esc»(sOp«pitch»h0s0b4124T	ABCDEFGGabcdefg0123456789&?!.,
87	Naskh Bold «Esc»(Symbol set«Esc»(sOp«pitch»h0s3b4124T	<b>ABCDEFGGabcdefg0123456789&amp;?!.,</b>
88	Koufi «Esc»(Symbol set«Esc»(sOp«pitch»h0s0b4264T	ABCDEFGGabcdefg0123456789&?!.,
89	Koufi Bold «Esc»(Symbol set«Esc»(sOp«pitch»h0s3b4264T	<b>ABCDEFGGabcdefg0123456789&amp;?!.,</b>
90	Courier PS «Esc»(Symbol set«Esc»(sOp«pitch»h0s0b24579T	'ABCDEFGGabcdefg0123456789&?!.,'
91	Courier PS Bold «Esc»(Symbol set«Esc»(sOp«pitch»h0s3b24579T	' <b>ABCDEFGGabcdefg0123456789&amp;?!.,</b> '
92	Courier PS Oblique «Esc»(Symbol set«Esc»(sOp«pitch»h1s0b24579T	' <i>ABCDEFGGabcdefg0123456789&amp;?!.,</i> '
93	Courier PS Bold Oblique «Esc»(Symbol set«Esc»(sOp«pitch»h1s3b24579T	' <b><i>ABCDEFGGabcdefg0123456789&amp;?!.,</i></b> '
93	Line Printer «Esc»(8U«Esc»(sOp16.67h8.48v0s0b0T	'ABCDEFGGabcdefg0123456789&?!.,'





