

# Troubleshooting Print Quality

Your Xerox® Versalink® B620 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® B620 Printer. To order Xerox® paper and media, go to [www.xerox.com/office/supplies](http://www.xerox.com/office/supplies).

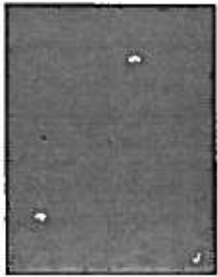
For a complete list of recommended paper for your printer, go to:

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

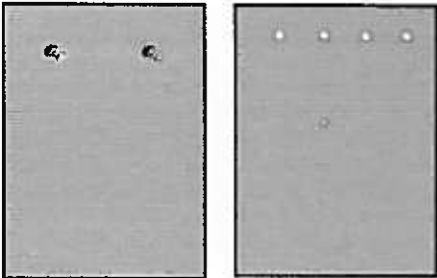
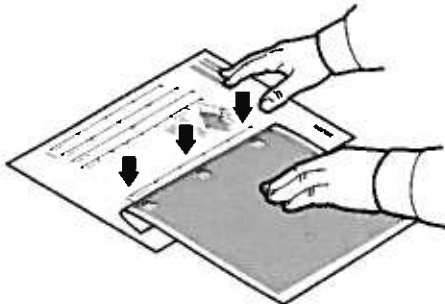
## Solving Print-Quality Problems

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

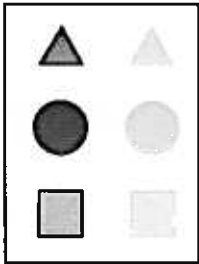
## Solving Print-Quality Problems

Problem	Solution
<p><b>Incomplete Fusing</b></p> <p>Toner appears to be missing from the print, or rubs off easily.</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. If the problem persists, do one of the following: <p><b>Note:</b> To change the size, type, or color of paper in a dedicated tray when the control panel is locked, log in as the system administrator.</p> <ol style="list-style-type: none"> <li>a. For trays that are set to Dedicated: <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 &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 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>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> </ol>

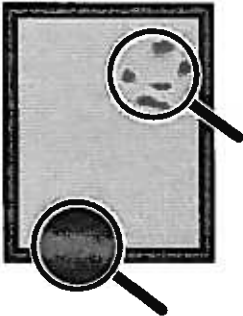
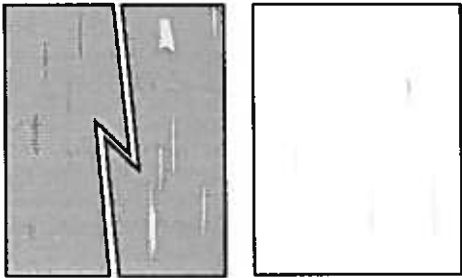
## Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Repeating Defects</b></p> <p>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>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>To correct the problem, replace items identified on the Repeating Defects Page.</li> </ol>  <ol style="list-style-type: none"> <li>If you replace a supply, reset the counter: <ol style="list-style-type: none"> <li>At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li> <li>Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li> <li>Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li> <li>Touch the replaced <b>Supply</b>.</li> <li>Touch <b>Reset Counter</b>.</li> <li>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 &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 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>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>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></p> <p><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></p> <p>Gray tones 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> <li>3. Adjust the lightness settings in 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></p> <p>Dark or light marks appear on the page in all tones or non-printed areas.</p> 	<ol style="list-style-type: none"> <li>1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to: <ul style="list-style-type: none"> <li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> </ul> </li> <li>2. Verify that the paper type is selected on the control panel and in the print driver.</li> <li>3. To identify the cause, refer to the Repeating Defects Page that prints with <i>Troubleshooting Print Quality Page</i>. At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Support Pages &gt; Repeating Defects Page &gt; Print</b>.</li> <li>4. To correct the problem, replace items identified on the Repeating Defects Page.</li> </ol>

## Print-Quality Settings

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

### Print-Quality Mode

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

### Image Options

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

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

# Xerox® VersaLink® B620 Printer

Configurable, connected, and highly capable.

The VersaLink® B620 Printer gives you the freedom to work where and how you want. Loaded with features designed to increase productivity, this highly configurable, cloud-connected workplace assistant delivers completely new capabilities that go far beyond the competition. You can count on the B620 to make your business more efficient.



## PRINT, CLOUD



65 ppm Letter  
61 ppm A4



Solutions



Cloud connectivity



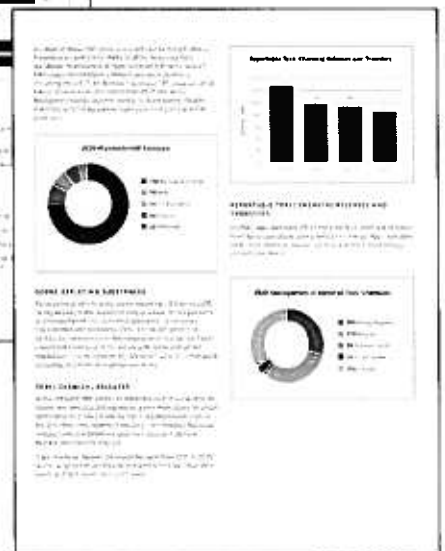
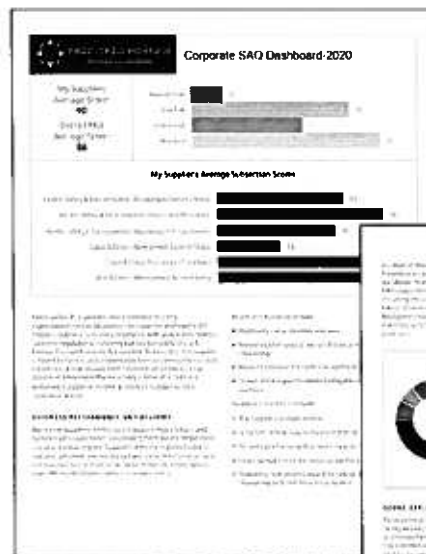
1200 x 1200 dpi



Up to 3,850 pages



Optional: 3 additional  
paper trays



## Protocols (cont.)

POP3	
POP3 Server:	0.0.0.0:110
POP3 Secure Connection (TLS):	Disabled
POP3 Validate Server Certificate:	
E-mail Address:	
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:	1,5
Archival Marking Mode	Off
PostScript	Installed
Level:	3
Version:	3021.101
PCL	
Version:	6
Font Name:	Courier
Custom Color Tables	Enabled
Layout:	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:

## Xerox Secure Access:

## Audit Log:

## IP Sec:

## IP Filtering:

## Security Certificates

Machine Certificate:	Signed
Root Certificates Installed:	53
802.1x:	Disabled

## Image Overwrite

Immediate:	Installed/Enabled
Scheduled:	Disabled

## FIPS 140-3:

## TLS:

TLS Hash:	TLS 1.2 and TLS 1.3
-----------	---------------------

## Trellix Embedded Control:

Enhanced Security



# Supplies Usage

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

## Consumables

### Toner Cartridges



#### Black

Date Installed: Dec 9, 2024  
Reorder: 006R04674  
Estimated Pages Remaining: 37000  
(Based upon this toner cartridge's average coverage: 2 %)



## Routine Maintenance Items

### Imaging Unit



#### Black (R1)

Date Installed: Dec 9, 2024  
Reorder: 013R00699  
Estimated Pages Remaining: 130500  
(Based on average printer job size: 1 Pages)



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



# Billing Summary

## System Information

Machine Name:	Xerox VersaLink B620 Printer (FE:F8:00)	Software Versions	
Machine Serial Number:	5320705764	Device Software:	122.027.025.23900
Power On Impressions:	8	Patch Version:	None
		Network Controller:	122.027.23900
		UI Panel Firmware:	6.3
		Marking Engine:	230.334
		Finisher:	000.000.000

## Billing Meters

Print		Plain Paper:	6736
Black Printed Impressions:	7568		

## Device Totals

Total Impressions:	7568
--------------------	------

## Protocols (cont.)

POP3	
POP3 Server:	0.0.0.0:110
POP3 Secure Connection (TLS):	Disabled
POP3 Validate Server Certificate:	
E-mail Address:	
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
Troy Priority:	1,5
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
Job Pathway:	Unlocked
Printer Pathway:	Unlocked
Device Website Authentication:	Locally on the Device
Authorization:	Locally on the Device

## Authentication Server:

## Xerox Secure Access:

## Audit Log:

## IP Sec:

## IP Filtering:

## Security Certificates

Machine Certificate:	Signed
Root Certificates Installed:	53
802.1x:	Disabled

## Image Overwrite

Immediate:	Installed/Enabled
Scheduled:	Disabled

## FIPS 140-3:

## TLS:

TLS Hash:	TLS 1.2 and TLS 1.3
-----------	---------------------

## Trellix Embedded Control:

Enhanced Security

## Protocols (cont.)

<b>Bonjour:</b>	
Bonjour Printer Name:	Xerox VersaLink B620 Printer (FE:F8:00)
<b>HTTP:</b>	
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://10.61.16.34:631
<b>SNMP:</b>	
SNMP v1/v2:	Enabled
SNMP v3:	Disabled
<b>LPR/LPD:</b>	
Port Number:	515
PDL Switching:	Disabled
PDL Banner Override:	Disabled
<b>Raw IP Printing:</b>	
Port Number 1:	9100
Bi-directional:	Disabled
End of Job Timeout:	300
PDL Switching:	Disabled
<b>LDAP:</b>	
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
<b>SMTP:</b>	
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
Credentials for Walkup User:	None
SMTP Authentication Type:	Basic Auth with SMTP
<b>POP3:</b>	
POP3 Server:	0.0.0.0:110
POP3 Secure Connection (TLS):	Disabled
E-mail Address:	
POP3 Validate Server Certificate:	
Receipt of E-mail via POP3:	Disabled
Send Confirm on Request:	Enabled
Incoming E-mail cover sheet:	Enabled
<b>NTP:</b>	
Primary Server:	0.0.0.0:123
Alternate Server:	0.0.0.0:123
<b>SLP:</b>	
SLP:	Disabled
<b>FTP Client:</b>	
FTP Client Mode:	Passive
<b>Web Services on Device:</b>	
WS-Discovery:	Enabled
WS-Discovery Multicast:	Enabled
WS-Print:	Enabled
<b>Web Services:</b>	
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:	1,5
Default Copies:	1
Default Job Type:	Normal Print
Default Paper Size:	x=210mm, y=297mm
Default Paper Color:	White
Default 2 Sided Printing:	2 Sided
Default Output Tray:	Center Tray
Default Output Color:	Black & White
Default Collated Sets:	Enabled
Default Stapling:	Not Available
Offsetting Between Jobs:	No Offset Between Jobs
Archival Marking Mode	Off
PostScript	Installed
Level:	3
Version:	3021.101
Image Quality:	Enhanced
<b>PCL</b>	
Version:	6
Pitch Size:	10.00
Point Size:	12.00
Font Name:	Courier
Lines Per Page:	64
Custom Color Tables	Enabled
Label:	Not Installed
<b>Print From:</b>	
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

## Authentication Server:

Kerberos Primary Realm:  
Kerberos Primary Address: 0.0.0.0:88  
Kerberos Alt 1 Realm:  
Kerberos Alt 1 Address: 0.0.0.0:88  
SMB NT Domain:  
SMB Alt 1 NT Domain:  
Smartcard Ctrl Server: 0.0.0.0:443  
Smartcard Ctrl Domain:  
SmartCard OCSP URL:  
Card Reader Upgrade Policy: Enabled  
Card Reader Firmware Version:

## Xerox Secure Access:

Secure Access Server: Disabled  
Secure Access Path: 0.0.0.0:443

## Audit Log:

IP Sec: Enabled

IP Filtering: Disabled

## Security Certificates

Machine Certificate: Signed  
Root Certificates Installed: 53  
802.1x: Disabled

## Image Overwrite

Immediate: Installed/Enabled  
Scheduled: Disabled  
Scheduled Frequency:

## FIPS 140-3:

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

## 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