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If streaking or print quality problems occur, first check that the printheads are positioned correctly in the carrier:

- 1 Press **Menu**> until you see the Utilities Menu.
- 2 Press **Select**.
- 3 Press **Menu**> until you see Change Printhead.
- 4 Press **Select**.
- 5 Open the printer cover.

The carrier moves to the load position at the center of the printer.

- 6 Raise the carrier handle up and back down to reseat the printheads.
- 7 Close the cover.

If this does not solve the problem, a printhead may be plugged with dried ink. Doing a Short Clean should fix most print quality problems:

- 1 Press **Menu**> until the Utilities Menu appears.
- 2 Press **Select**.
- 3 Press **Menu**> until Clean Printheads appears on the second line of the display.



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4 Press **Select**.

Short Clean appears on the second line of the display.

5 Press **Select**.

Once the Short Clean finishes, a test page prints four color bars.

If you do not see an improvement, do a Long Clean. Keep in mind, however, that a Long Clean uses a substantial amount of ink and takes some time to run.

1 Press **Menu>** until the Utilities Menu appears.

2 Press **Select**.

3 Press **Menu>** until Clean Printheads appears on the second line of the display.

4 Press **Select**.

5 Press **Menu>** until Long Clean appears on the second line of the display.

6 Press **Select**.



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- 7 Once the Long Clean finishes, a test page prints four color bars with a corresponding number below each color.

A **Clean [1]?=Go/Stop** message appears on the operator panel display for each color bar.

- 8 For each color bar, press the **Stop** button if the quality is satisfactory or the **Go** button if the quality is not improved.

If you pressed **Go** for any of the color bars, the printer does another Long Clean. A **Cleaning Printheads** message appears on the display. After a few seconds the printer prints another test page with all four colors.

- 9 Because a Long Clean uses so much ink, we recommend not doing more than two. When the **Clean [1]?=Go/Stop** message appears on the operator panel display, press the **Stop** button for each color bar.

- 10 Press **Return** to go back to **Ready**.

If the print quality is still unsatisfactory, try wiping the affected printhead to remove dried ink.

- 1 Press **Menu>** until the Utilities Menu appears.
- 2 Press **Select**.
- 3 Press **Menu>** until Change Printhead appears.
- 4 Press **Select**.



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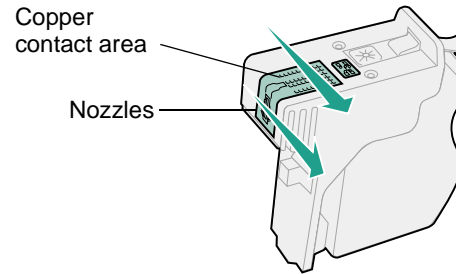
5 Open the printer front cover.

The carrier moves to the load position at the center of the printer.

6 Lift the carrier handle to unlatch the printhead from the carrier.

7 Grip the printhead and pull it up and out.

8 Use a clean, lint-free, damp cloth to gently wipe across the copper contact area.



9 To dissolve dried ink, hold the damp cloth against the printhead nozzles for about three seconds. Gently blot and wipe dry.

10 Allow the copper contact time to dry.

11 Reinsert the printhead.

12 Close the cover.



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13 Print your job.

If the print quality is still not improved, your printer may require service. Contact Lexmark for more information.

