

Printing

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Some printer problems are easy to fix. If your printer is not responding, first make sure:

- The printer is turned on
- The power cord is plugged in
- Other electrical equipment plugged into the outlet works
- The printer cable is securely attached to the computer and the printer

If all else fails, turn the printer off and back on from the on/off switch (never a power strip).

If a message appears on the operator panel, click [printer messages](#) to find out what it means and how to clear it.

If you have a paper jam, click [jams](#) to identify the jam and how to clear it.

Click the printing problems below for a solution.

- [Printing problems](#)
- [Print quality](#)
- [Paper feeding](#)



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Printing problems

Solutions to printing problems you may encounter are listed below.

Cause	Solution
Your job prints, but the margins are incorrect.	Check the Paper Size setting in your printer driver and your software application.
Your job prints from the wrong tray or on the wrong media.	Check the Paper Type and Paper Source settings in your printer driver.
You printed an envelope but the words run off the side.	Be sure to change orientation to landscape in your printer driver before printing an envelope.
Menu settings changed from the operator panel have no effect.	Your printer driver overrides all but the Paper Size and Paper Type settings set from the operator panel.



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Cause	Solution
<p>Your job did not print.</p>	<p>Your printer is not ready to receive data. Make sure Ready appears on the operator panel before you send a job. Press Go to return to Ready.</p> <p>Make sure paper is loaded in the trays.</p> <p>Make sure you are using a recommended printer cable.</p> <p>Make sure the printer cable is securely connected.</p> <p>Your print server is not connected properly. Verify that you set up the correct network address.</p>
<p>You installed the 250-sheet drawer (or the multipurpose feeder) but the printer driver does not recognize it.</p>	<p>Make sure the printer is on the drawer correctly and that both sides of the printer are lined up with the drawer.</p> <p>Make sure the multipurpose feeder is installed correctly.</p> <p>If you are using Windows, make sure you added the option in Printer Configuration.</p>



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Cause	Solution
<p>You get a 93x Service Error.</p>	<ol style="list-style-type: none"> 1 Turn the printer off and back on from the on/off switch — never from a power strip. 2 Open the printer cover. 3 Raise the carrier handle up and back down to reposition the printheads. 4 Close the cover. 5 Turn the printer off and back on. 6 If this does not clear the message, try cleaning the copper contact area on the printheads. 7 If the 93x service error remains, call for service.
<p>You get a PerfectFinish Empty message, even though you just installed a new cartridge.</p>	<p>The cartridge is not installed correctly. Remove it and re-install it, making sure it is under the latches. Press Go to clear the message.</p>



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Cause	Solution
The printer is making clicking sounds and a Printer Calibrating message appears on the display.	The PerfectFinish cartridge applicator is refilling the cartridge.
You want to print your jobs even though the PerfectFinish cartridge is empty.	Press Go each time you print a job, although you risk degraded print quality until you replace the PerfectFinish cartridge.



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Poor print quality

Some print quality problems are solved simply by replacing an ink cartridge, printhead, or a PerfectFinish cartridge. Solutions to other problems are listed below.

Cause	Solution
Colors are streaked or uneven.	<ol style="list-style-type: none"> 1 Check that the printheads are positioned correctly in the carrier. 2 Do a Short Clean to remove any ink plugs or clogs in the printheads. 3 If this does not solve the problem, do a Long Clean.
You cannot tell from the test page that printed when you did a Short Clean which printhead is unsatisfactory.	Do a Long Clean on all four color bars to clean both printheads.
Your print job has misaligned lines.	<ol style="list-style-type: none"> 1 Check that the printheads are positioned correctly in the carrier. 2 If this does not solve the problem, align the printhead. Print an alignment test page and select the alignment value that comes closest to forming a straight line.



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Cause	Solution
Transparencies printed from tray 1 or tray 2 are smeared.	Remove each transparency as it exits the printer. Increase the dry time setting from your printer driver: <ul style="list-style-type: none"> • From the Windows driver, go to the Setup tab. • From the Macintosh driver, go to Paper Handling.
The entire page is white.	Be sure you removed all tape from the printheads.
You installed a new ink cartridge, but the print quality is not improved.	<ul style="list-style-type: none"> • While installing the ink cartridge, you may have dislodged the printhead from the carrier. Reseat the printheads to ensure they are positioned correctly in the carrier. • There may be a poor electrical connection. Reseat the printheads. • Clean the tab circuit on the printhead.



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Cause	Solution
<p>You installed an unused ink cartridge that had been opened, but not used, for a year. The operator panel displays a Cartridge Life Expired message.</p>	<p>The life expectancy for an opened ink cartridge is a year. Install a new ink cartridge.</p>
<p>You want to print your job at a resolution higher than 600 dpi.</p>	<p>The 2400 x 1200 dpi setting is effective for some print jobs, although it uses large amounts of computer disk space and takes a longer time to print. From the Windows printer driver, select 2400 x 1200 dpi from the Setup tab; from the Macintosh printer driver, select it from the Paper Type/Quality tab in the Print Menu.</p>



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Paper feeding

To reduce paper jams, see our [media recommendations](#). To clear paper jams, see [Jams](#). Solutions to other paper feeding problems are listed below.

Cause	Solution
You cannot see or reach the paper jam.	Press Menu > continuously to advance the paper incrementally until you can reach the paper and pull it out.
You get a jam when you remove a tray to add paper while the printer is printing.	Refill the tray, reinsert it and press Go .
The paper jams in tray 1 or tray 2.	The paper length guide is pushed too tightly against the paper, causing it to bend against the paper supports. Make sure the paper is lying flat in the tray. The paper exceeds the stack height level on the right side of the tray.
You cleared a paper jam and pressed Go , but the jam message remains.	Check for any other paper in the path, remove it and press Go .
Your job is skewed.	Make sure the paper guides are set correctly. Make sure the paper tray is completely inserted in the printer.

