

## Print quality guide

If the solutions here do not correct the problem, then contact customer support. You may have a printer part that requires adjustment or replacement.

### Characters have jagged or uneven edges



If you are using downloaded fonts, verify that the fonts are supported by the printer, the host computer, and the software program.

### Clipped images

Try one or more of the following:

#### CHECK THE GUIDES

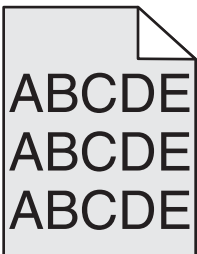
Move the width and length guides in the tray to the correct positions for the paper size loaded.

#### CHECK THE PAPER SIZE SETTING

Make sure the paper size setting matches the paper loaded in the tray:

- 1 From the printer control panel Paper menu, check the Paper Size setting.
- 2 Before sending the job to print, specify the correct size setting:
  - For Windows users, specify the size from Print Properties.
  - For Macintosh users, specify the size from the Page Setup dialog.

### Gray background on prints



Try one or more of the following:

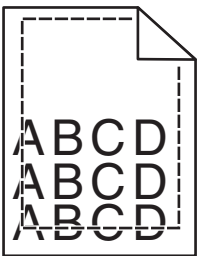
## CHECK THE BACKGROUND DARKNESS OR REMOVAL SETTING

- Adjust the darkness to a lighter setting.
- Increase the background removal setting.

## MAKE SURE THERE IS NO WORN OR DEFECTIVE PRINT OR TONER CARTRIDGE

Replace the worn or defective cartridge.

### Incorrect margins



These are possible solutions. Try one or more of the following:

### CHECK THE PAPER GUIDES

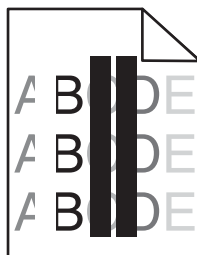
Move the guides in the tray to the correct positions for the paper size loaded.

### CHECK THE PAPER SIZE SETTING

Make sure the paper size setting matches the paper loaded in the tray:

- 1 From the printer control panel Paper menu, check the Paper Size setting.
- 2 Before sending the job to print, specify the correct size setting:
  - For Windows users, specify the size from Print Properties.
  - For Macintosh users, specify the size from the Page Setup dialog.

### Light colored line, white line, or incorrectly colored line appears on prints



Try one or more of the following:

## MAKE SURE THERE IS NO DEFECTIVE PRINT OR TONER CARTRIDGE

Replace the worn or defective cartridge.

For more information, see the instruction sheet that came with the replacement part.

## MAKE SURE THE TRANSFER MODULE IS NOT DEFECTIVE

Replace the defective transfer module.

For more information, see the instruction sheet that came with the replacement part.

## Paper curl

Try one or more of the following:

### CHECK THE PAPER TYPE AND WEIGHT SETTINGS

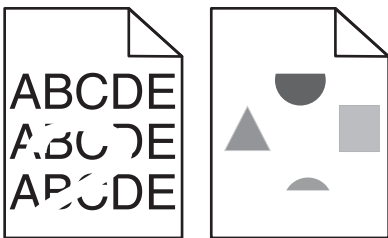
Make sure the paper type and weight settings match the paper loaded in the tray or feeder:

- 1 From the printer control panel Paper menu, check the Paper Type and Paper Weight settings.
- 2 Before sending the print job, specify the correct paper type setting:
  - For Windows users, specify the paper type from Print Properties.
  - For Macintosh users, specify the paper type from the Print dialog.

## LOAD PAPER FROM A FRESH PACKAGE

Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it.

## Print irregularities



Try one or more of the following:

## LOAD PAPER FROM A FRESH PACKAGE

The paper may have absorbed moisture due to high humidity. Store paper in its original wrapper until you use it.

### CHECK THE PAPER TYPE AND WEIGHT SETTINGS

Make sure the paper type and weight settings match the paper loaded in the tray or feeder:

- 1 From the Paper menu on the printer control panel, check the Paper Type and Paper Weight settings.
- 2 Before sending the print job, specify the correct paper type setting:
  - For Windows users, specify the paper type from Print Properties.
  - For Macintosh users, specify the paper type from the Print dialog.

## **AVOID TEXTURED PAPER WITH ROUGH FINISHES**

### **MAKE SURE THERE IS NO DEFECTIVE PRINT OR TONER CARTRIDGE**

Replace the worn or defective cartridge.

### **MAKE SURE THE TRANSFER MODULE IS NOT DEFECTIVE**

Replace the defective transfer module.

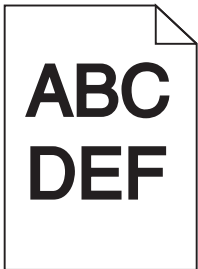
For more information, see the instruction sheet that came with the replacement part.

### **MAKE SURE THE FUSER IS NOT DEFECTIVE**

Replace the defective fuser.

For more information, see the instruction sheet that came with the replacement part.

## **Print is too dark**



Try one or more of the following:

### **CHECK THE DARKNESS, BRIGHTNESS, AND CONTRAST SETTINGS**

- From the Quality menu on the printer control panel, select a lower value for these settings.
- For Windows users, change these settings from Print Properties.
- For Macintosh users:
  - 1 Choose **File > Print**.
  - 2 From the print options pop-up menu, choose **Printer Features**.
  - 3 Choose a lower value for the Toner Darkness, Brightness, and Contrast settings.

### **LOAD PAPER FROM A FRESH PACKAGE**

The paper may have absorbed moisture due to high humidity. Store paper in its original wrapper until you use it.

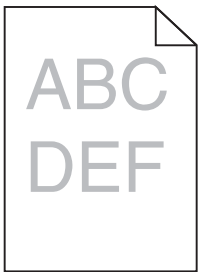
## AVOID TEXTURED PAPER WITH ROUGH FINISHES

### CHECK THE PAPER TYPE SETTING

Make sure the paper type setting matches the paper loaded in the tray or feeder:

- From the Paper menu on printer control panel, check the Paper Type setting.
- For Windows users, check this setting from Print Properties.
- For Macintosh users, check this setting from the Print dialog.

### Print is too light



Try one or more of the following:

### CHECK THE DARKNESS, BRIGHTNESS, AND CONTRAST SETTINGS

The Toner Darkness setting may be too light, the Brightness setting may be too light, or the Contrast setting may be too low.

- Change these settings from the printer control panel Quality menu.
- For Windows users, change these settings from Print Properties
- For Macintosh users:
  - 1 Choose **File > Print**.
  - 2 From the print options pop-up menu, choose **Printer Features**.
  - 3 Choose a higher value for the Toner Darkness, Brightness, and Contrast settings.

### LOAD PAPER FROM A FRESH PACKAGE

The paper may have absorbed moisture from high humidity. Store paper in its original wrapper until you use it.

## AVOID TEXTURED PAPER WITH ROUGH FINISHES

### CHECK THE PAPER TYPE SETTING

Make sure the Paper Type setting matches the paper loaded in the tray or feeder:

- From the printer control panel Paper menu, check the Paper Type setting.
- For Windows users, check this setting from Print Properties.
- For Macintosh users, check this setting from the Print dialog.

## MAKE SURE THE PRINT OR TONER CARTRIDGE IS NOT LOW ON TONER

- 1 Remove the cartridge.

**Warning—Potential Damage:** Be careful not to touch the photoconductor drum. Doing so may affect the print quality of future print jobs.

- 2 Firmly shake the cartridge side-to-side and front-to-back several times to redistribute the toner.

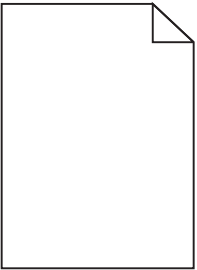
- 3 Reinsert the cartridge.

**Note:** If print quality does not improve, then replace the cartridge of the color that is not printing.

## CONTACT CUSTOMER SUPPORT

If the problem continues, then the printer may need to be serviced.

## Printer is printing blank pages



Try one or more of the following:

## MAKE SURE THERE IS NO PACKING MATERIAL LEFT ON THE PRINT OR TONER CARTRIDGE

Remove the cartridge and make sure the packing material is properly removed. Reinstall the cartridge.

## MAKE SURE THE PRINT OR TONER CARTRIDGE IS NOT LOW ON TONER

- 1 Remove the cartridge.

**Warning—Potential Damage:** Be careful not to touch the photoconductor drum. Doing so may affect the print quality of future print jobs.

- 2 Firmly shake the cartridge side-to-side and front-to-back several times to redistribute the toner.

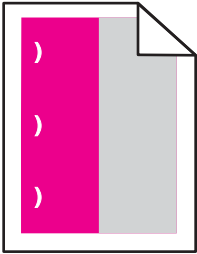
- 3 Reinsert the cartridge.

**Note:** If print quality does not improve, then replace the cartridge of the color that is not printing.

## CONTACT CUSTOMER SUPPORT

If the problem continues, then the printer may need to be serviced.

## Repeating defects appear on prints



Try one or more of the following:

### REPLACE THE PRINT OR TONER CARTRIDGE

Replace the cartridge of the color with the repeating defect, if the defects occur in the following instances:

- Every 33 mm (1.30 in.) of the page
- Every 35.3 mm (1.39 in.) of the page

### REPLACE THE PHOTOCONDUCTOR

Replace the photoconductor of the color with the repeating defect, if the defects occur in the following instances:

- Every 28.3 mm (1.11 in.) of the page
- Every 72.4 mm (2.85 in.) of the page

### REPLACE THE FUSER

Replace the fuser if print defects occur in the following instances:

- Every 47.4 mm (1.87 in.) of the page
- Every 94.8 mm (3.73 in.) of the page
- Every 113 mm (4.45 in.) of the page

## Shadow images appear on prints



## CHECK THE PAPER TYPE AND WEIGHT SETTINGS

Make sure the paper type and weight settings match the paper loaded in the tray:

- 1 From the Paper menu on the printer control panel, check the Paper Type and Paper Weight settings.
- 2 Before sending the job to print, specify the correct paper type setting:
  - For Windows users, specify the paper type from Print Properties.
  - For Macintosh users, specify the paper type from the Print dialog.

## MAKE SURE THE PHOTOCONDUCTOR IS NOT DEFECTIVE

Replace the defective photoconductor.

## MAKE SURE THE PRINT OR TONER CARTRIDGE IS NOT LOW ON TONER

- 1 Remove the cartridge.

**Warning—Potential Damage:** Be careful not to touch the photoconductor drum. Doing so may affect the print quality of future print jobs.

- 2 Firmly shake the cartridge side-to-side and front-to-back several times to redistribute the toner.

- 3 Reinsert the cartridge.

**Note:** If print quality does not improve, then replace the cartridge.

## CONTACT CUSTOMER SUPPORT

If the problem continues, the printer may need to be serviced.

## Skewed print

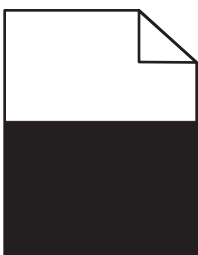
### CHECK THE PAPER GUIDES

Move the guides in the tray to the correct positions for the paper size loaded.

### CHECK THE PAPER

Make sure you are using paper that meets the printer specifications.

## Solid color or black pages appear on prints





## MAKE SURE THE PHOTOCONDUCTOR IS NOT DEFECTIVE AND IS INSTALLED CORRECTLY

Remove and then reinstall the photoconductor. If the problem continues, then the photoconductor may need to be replaced.

## MAKE SURE THE PRINT OR TONER CARTRIDGES ARE INSTALLED CORRECTLY, ARE NOT DEFECTIVE, AND NOT LOW ON TONER

- Remove the cartridges, shake each cartridge from side to side to redistribute the toner, and then reinstall them.

**Warning—Potential Damage:** Be careful not to touch the photoconductor drum. Doing so may affect the print quality of future print jobs.

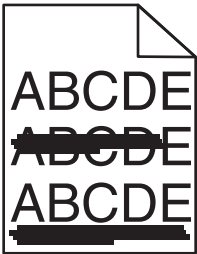
- Reinsert the cartridges.

**Note:** If the quality does not improve, then replace the cartridges.

## CONTACT CUSTOMER SUPPORT

If the problem continues, then the printer may need to be serviced.

## Streaked horizontal lines appear on prints



Try one or more of the following:

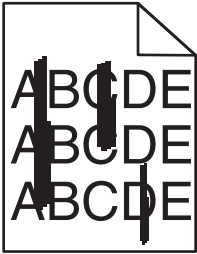
## SELECT ANOTHER TRAY OR FEEDER

- From the printer control panel, navigate to:  
**Paper Menu > Default Source > select a tray or feeder > Submit**
- For Windows users, select the paper source from Print Properties.
- For Macintosh users, select the paper source from the Print dialog and pop-up menus.

## MAKE SURE THERE IS NO WORN, DEFECTIVE, OR EMPTY PRINT OR TONER CARTRIDGE

Replace the worn, defective, or empty cartridge.

## Streaked vertical lines appear on prints



Try one or more of the following:

### **SELECT ANOTHER TRAY OR FEEDER**

- From the printer control panel, navigate to:  
**Paper Menu > Default Source > select a tray or feeder > Submit**
- For Windows users, select the paper source from Print Properties.
- For Macintosh users, select the paper source from the Print dialog and pop-up menus.

### **MAKE SURE THERE IS NO WORN, DEFECTIVE, OR EMPTY PRINT OR TONER CARTRIDGE**

Replace the worn, defective, or empty cartridge.

### **MAKE SURE THE TRANSFER MODULE IS NOT WORN OR DEFECTIVE**

Replace the worn or defective transfer module.

## Toner fog or background shading appears on the page

Try one or more of the following:

### **MAKE SURE THE PRINT OR TONER CARTRIDGE IS INSTALLED CORRECTLY OR IS NOT DEFECTIVE**

Reinstall or replace the defective print or toner cartridge.

### **MAKE SURE THE TRANSFER MODULE IS NOT WORN OR DEFECTIVE**

Replace the worn or defective transfer module.

### **MAKE SURE THE PHOTOCONDUCTOR IS NOT WORN OR DEFECTIVE**

Replace the worn or defective photoconductor.

### **MAKE SURE THE FUSER IS NOT WORN OR DEFECTIVE**

Replace the worn or defective fuser.

**MAKE SURE THE PRINTER HAS BEEN RECALIBRATED RECENTLY**

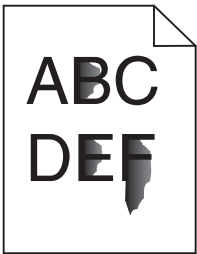
Select **Color Adjust** in the Quality menu.

**MAKE SURE THE APPLICATION HAS NOT SPECIFIED AN OFF-WHITE BACKGROUND**

Check the application settings.

**MAKE SURE NO TONER IS IN THE PAPER PATH**

Contact customer support.

**Toner rubs off**

Try one or more of the following:

**CHECK THE PAPER TYPE AND WEIGHT SETTINGS**

Make sure the paper type and weight settings match the paper loaded in the tray or feeder:

- 1** From the printer control panel Paper menu, check the Paper Type and Paper Weight settings. Change the Paper Weight setting from Normal to Heavy.
- 2** Before sending the print job, specify the correct paper type setting:
  - For Windows users, specify the paper type from Print Properties.
  - For Macintosh users, specify the paper type from the Print dialog.

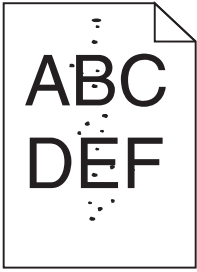
**CHECK THE PAPER TEXTURE SETTING**

From the printer control panel Paper menu, make sure the Paper Texture setting matches the paper loaded in the tray or feeder. If necessary, change the Paper Texture setting from Normal to Rough.

**MAKE SURE THE FUSER IS NOT WORN OR DEFECTIVE**

Replace the worn or defective fuser. For more information, see the instruction sheet that came with the replacement part.

## Toner specks



Try one or more of the following:

### **MAKE SURE THERE IS NO WORN OR DEFECTIVE PRINT OR TONER CARTRIDGE**

Replace the worn or defective cartridge.

### **MAKE SURE THERE IS NO TONER IN THE PAPER PATH**

### **CONTACT CUSTOMER SUPPORT**

If the problem continues, then the printer may need to be serviced.

## Transparency print quality is poor

Try one or more of the following:

### **CHECK THE TRANSPARENCIES**

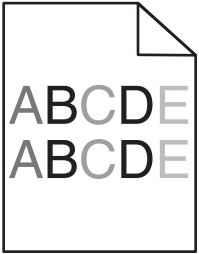
Use only transparencies that meet the printer specifications.

### **CHECK THE PAPER TYPE SETTING**

Make sure the paper type setting is set to Transparency:

- 1** From the printer control panel Paper menu, check the Paper Type setting.
- 2** Before sending the job to print, specify the correct type setting:
  - For Windows users, specify the type from Print Properties.
  - For Macintosh users, specify the type from the Print dialog.

## Uneven print density



### **MAKE SURE THERE IS NO DEFECTIVE OR WORN PRINT OR TONER CARTRIDGE**

Replace the worn or defective cartridge.