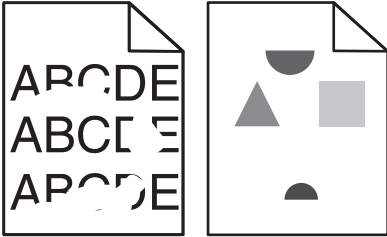


Print quality guide

Many print quality problems can be solved by replacing a supply or maintenance item that is approaching the end of its intended life. Check the printer control panel for a message about a printer supply.

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 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.

AVOID TEXTURED PAPER WITH ROUGH FINISHES

MAKE SURE THERE IS NO DEFECTIVE PRINT CARTRIDGE

Replace the worn or defective print cartridge.

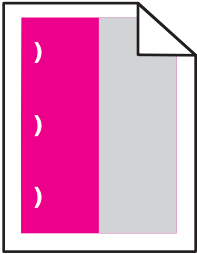
MAKE SURE THE TRANSFER BELT IS NOT DEFECTIVE

Replace the defective transfer belt. 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.

Repeating defects appear on prints



Try one or more of the following:

REPLACE THE PRINT CARTRIDGE

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

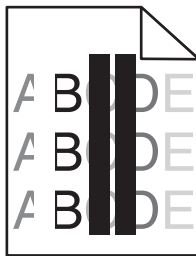
- in every 37.7 mm (1.48 in.) of the page
- in every 41.6 mm (1.64 in.) of the page
- in every 42.7 mm (1.68 in.) of the page
- in every 94.3 mm (3.71 in.) of the page

REPLACE THE FUSER

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

- in every 95.0 mm (3.74 in.) of the page
- in every 146.7 mm (5.78 in.) of the page

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



Try one or more of the following:

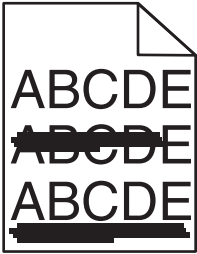
MAKE SURE THERE IS NO DEFECTIVE PRINT CARTRIDGE

Replace the defective print cartridge.

MAKE SURE THE TRANSFER BELT IS NOT DEFECTIVE

Replace the defective transfer belt. For more information, see the instruction sheet that came with the replacement part.

Streaked horizontal lines appear on prints



Try one or more of the following:

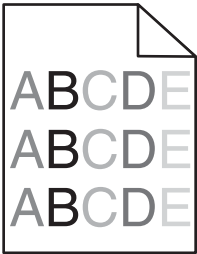
SELECT ANOTHER TRAY OR FEEDER

- From the printer control panel Paper Menu, select Default Source.
- 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 CARTRIDGE

Replace the worn, defective, or empty print cartridge.

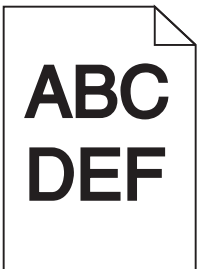
Uneven print density



MAKE SURE THERE IS NO DEFECTIVE OR WORN PRINT CARTRIDGE

Replace the worn or defective print cartridge.

Print is too dark



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.

AVOID TEXTURED PAPER WITH ROUGH FINISHES

CHECK THE PAPER TYPE SETTING

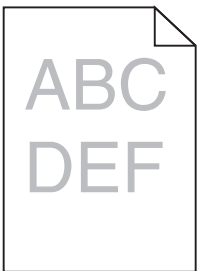
Make sure the Paper Type setting matches the paper loaded in the tray or feeder:

- 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 THERE IS NO DEFECTIVE PRINT CARTRIDGE

Replace the defective print cartridge.

Print is too light



Try one or more of the following:

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 CARTRIDGE IS NOT LOW ON TONER

When **88.xx [color] cartridge low** appears, make sure the toner is distributed evenly within the print cartridge.

- 1 Remove the print 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 print cartridge.

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

If the problem continues, then the printer may need to be serviced. For more information, contact customer support.

MAKE SURE THERE IS NO DEFECTIVE PRINT CARTRIDGE

Replace the defective print cartridge.

Transparency print quality is poor

Try one or more of the following:

CHECK THE TRANSPARENCIES

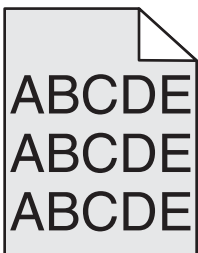
Use only transparencies that meet the printer specifications.

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.

Gray background on prints



MAKE SURE THERE IS NO WORN OR DEFECTIVE PRINT CARTRIDGE

Replace the worn or defective print cartridge.

Shadow images appear on prints



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.

MAKE SURE THE PRINT CARTRIDGE IS NOT LOW ON TONER

When **88.xx [color] cartridge low** appears, make sure that toner is distributed evenly among all four print cartridges or whichever color has the shadow images.

- 1 Remove the print 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 print cartridge.

Note: If print quality does not improve, replace the print cartridge of the color that is giving a shadow.

If the problem continues, the printer may need to be serviced. For more information, contact customer support.

Toner fog or background shading appears on a page

Try one or more of the following:

MAKE SURE PRINT CARTRIDGES ARE INSTALLED CORRECTLY AND ARE NOT DEFECTIVE

Reinstall or replace the print cartridge.

MAKE SURE THE TRANSFER BELT IS NOT WORN OR DEFECTIVE

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

MAKE SURE THE FUSER IS NOT WORN OR DEFECTIVE

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

MAKE SURE THERE IS NO TONER IN THE PAPER PATH

Clean any visible toner from the paper path. If the problem persists, then contact customer support.

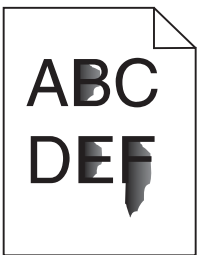
RECALIBRATE THE PRINTER

Perform color adjust from the printer control panel Quality menu.

CHECK THE SOFTWARE PROGRAM OR APPLICATION

The software program or application may have specified an off-white background.

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.

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.

Skewed print

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

CHECK THE PAPER GUIDES

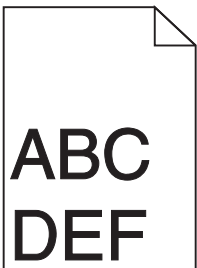
Move the length and width guides in the tray to the correct positions for the paper size loaded.

- Make sure the guides are not too far from the paper stack.
- Make sure the guides are not pressing too lightly against the paper stack.

CHECK THE PAPER

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

Incorrect margins



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

CHECK THE PAPER GUIDES

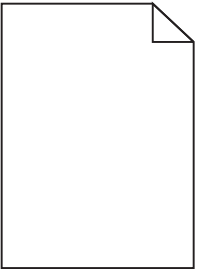
Move the guides in the tray to the correct positions for the paper size loaded.

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.

Printer is printing blank pages



Try one or more of the following:

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

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

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

When **88.xx [color] cartridge low** appears, make sure that toner is distributed evenly among all four cartridges:

- 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.

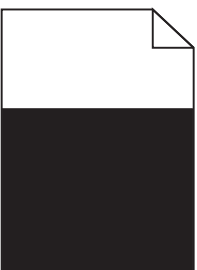
- 2 Firmly shake the cartridge side-to-side and front-to-back several times to redistribute the toner.

- 3 Reinsert the cartridge.

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

If the problem continues, then the printer may need to be serviced. For more information, contact customer support.

Solid color or black pages appear on prints



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

- Remove the print cartridges.

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

- Reinsert the print cartridges.

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

- If the problem continues, the printer may need to be serviced. For more information, contact customer support.

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.