

# Print quality guide

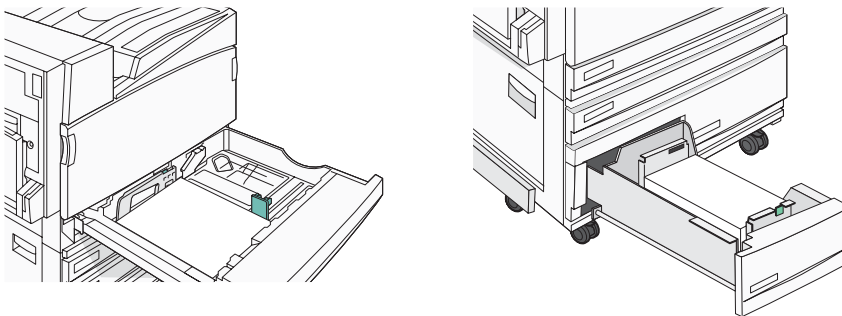
Many print quality problems can be solved by replacing a supply or maintenance item that is approaching the end of its intended life. Check the control panel for a message about a printer supply.

Use the following topics to find solutions to print quality problems:

## Isolating print quality problems




To help isolate print quality problems, print the print quality test pages:

- 1 Turn the printer off.
- 2 Load letter- or A4-size paper in the tray in the long-edge orientation.



- 3 From the control panel, press and hold  and  while turning the printer on.
- 4 Release both buttons when **Performing Self Test** appears.

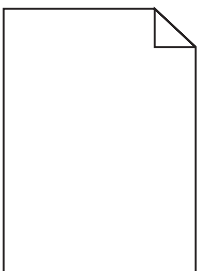
The printer performs its power-on sequence, and then **Config Menu** appears.

- 5 Press  until  **Prt Quality Pgs** appears, and then press .

The pages are formatted. **Printing Quality Test Pages** appears, and then the pages print. The message remains on the display until all the pages print.

- 6 After the print quality test pages print, press  until  **Exit Config Menu** appears, and then press .

## Blank pages



The printer may need to be serviced. For more information, contact Customer Support.

## Clipped images

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

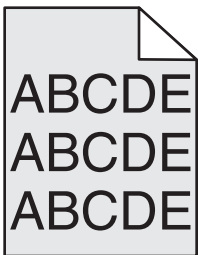
### ***Check the paper guides***

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.

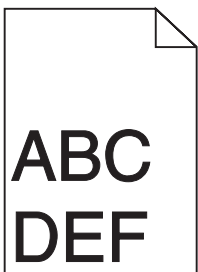
## Gray background



### ***Reduce the Toner Darkness setting***

From Print Properties, select a different Toner Darkness setting before sending the job to print.

## Incorrect margins



### ***Check the paper guides***

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

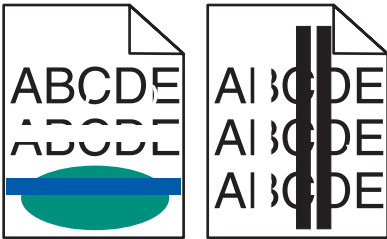
### ***Check the Paper Size setting***

Make sure the Paper Size setting matches the paper loaded in the tray.

### ***Check the Page size setting***

Before sending the job to print, specify the correct page size in Print Properties or the software program.

## Light colored line, white line, or incorrectly colored line



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

### ***Clean the printhead lenses***

The printhead lenses may be dirty.

### ***A toner cartridge may be defective***

Replace the defective toner cartridge.

### ***Are the photoconductors defective?***

Replace the photoconductor(s).

**Note:** The printer has four photoconductors: cyan, magenta, yellow, and black. The cyan, magenta, and yellow photoconductors must all be replaced at the same time. The black photoconductor can be replaced separately.

## Paper curl

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

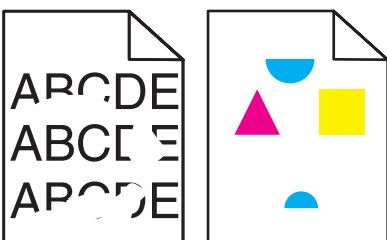
### ***Check the Paper Type setting***

Make sure the Paper Type setting matches the paper loaded in the tray.

### ***Has the paper absorbed moisture due to high humidity?***

- Load paper from a fresh package.
- Store paper in its original wrapper until you use it.

## Print irregularities



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

### ***Has paper absorbed moisture due to high humidity?***

- Load paper from a fresh package.
- Store paper in its original wrapper until you use it.

### ***Check the Paper Type setting***

Make sure the Paper Type setting matches the paper loaded in the tray.

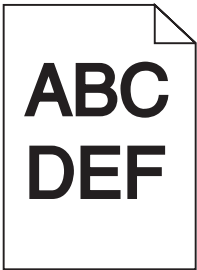
### ***Check the paper***

Avoid textured paper with rough finishes.

### ***Is the toner low?***

When **88 <color> toner low** appears order a new cartridge.

## **Print is too dark**



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

### ***Check the darkness, brightness, and contrast settings***

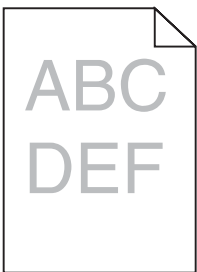
The Toner Darkness setting is too dark, the RGB Brightness setting is too dark, or the RGB Contrast setting is too high.

- From Print Properties, change these settings.
  - Note:** This solution applies to Windows users only.
- From the Quality menu, change these settings.

### ***A toner cartridge may be defective***

Replace the toner cartridge.

## **Print is too light**



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

### ***Check the darkness, brightness, and contrast settings***

The Toner Darkness setting is too dark, the RGB Brightness setting is too dark, or the RGB Contrast setting is too high.

- From Print Properties, change these settings.  
**Note:** This solution applies to Windows users only.
- From the Quality menu, change these settings.

### ***Has the paper absorbed moisture due to high humidity?***

- Load paper from a fresh package.
- Store paper in its original wrapper until you use it.

### ***Check the paper***

Avoid textured paper with rough finishes.

### ***Check the Paper Type setting***

Make sure the Paper Type setting matches the paper loaded in the tray.

### ***Make sure Color Saver is set to Off***

Color Saver may be set to On.

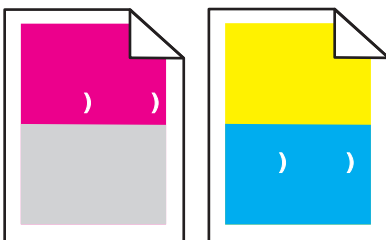
### ***Is the toner low?***

When **88 <color> toner low** appears order a new cartridge.

### ***A toner cartridge may be defective***

Replace the toner cartridge.

## **Repeating defects**



### ***Do marks occur repeatedly only in one color and multiple times on a page?***

Replace the photoconductor(s) if the defects occur every:

- 44 mm (1.7 in.)
- 94 mm (3.7 in.)

**Note:** The printer has four photoconductors: cyan, magenta, yellow, and black. The cyan, magenta, and yellow photoconductors must all be replaced at the same time. The black photoconductor can be replaced separately.

## Skewed print

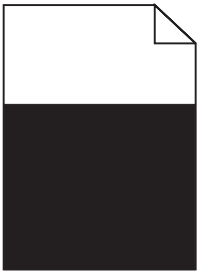
### ***Check the paper guides***

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 pages



The printer may need to be serviced. For more information, contact Customer Support.

## Toner fog or background shading appears on the page

### ***A toner cartridge may be defective***

Replace the toner cartridge.

### ***Are the photoconductors worn or defective?***

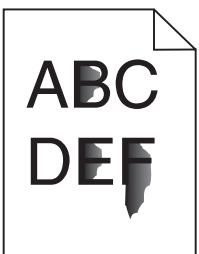
Replace the photoconductor(s).

**Note:** The printer has four photoconductors: cyan, magenta, yellow, and black. The cyan, magenta, and yellow photoconductors must all be replaced at the same time. The black photoconductor can be replaced separately.

### ***Is there toner in the paper path?***

Contact Customer Support.

## Toner rubs off



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

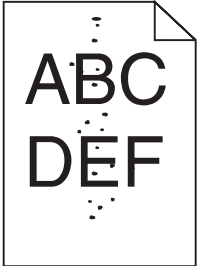
### ***Check the Paper Type setting***

Make sure the Paper Type setting matches the paper loaded in the tray.

### ***Check the Paper Texture setting***

Make sure the Paper Texture setting matches the paper loaded in the tray.

## **Toner specks**



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

### ***A toner cartridge may be defective***

Replace the toner cartridge.

### ***Is there toner in the paper path?***

Contact Customer Support.

## **Transparency print quality is poor**

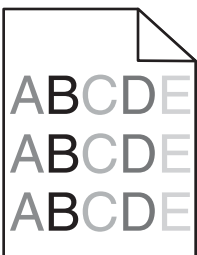
### ***Check the transparencies***

Use only transparencies recommended by the printer manufacturer.

### ***Check the Paper Type setting***

Load transparencies, and make sure the Paper Type setting is set to Transparency.

## **Uneven print density**



Replace the photoconductor(s).

**Note:** The printer has four photoconductors: cyan, magenta, yellow, and black. The cyan, magenta, and yellow photoconductors must all be replaced at the same time. The black photoconductor can be replaced separately.