

37504

Xerox® AltaLink® B8245/B8255/B8270
Multifunction Printer

xerox™

Troubleshooting Print Quality

Your Xerox® AltaLink® B8245/B8255/B8270 Multifunction Printer is designed to produce high-quality prints consistently. If you observe print-quality problems, use the information on these pages to troubleshoot the problems. For detailed online support information, go to www.xerox.com/office/support.

CAUTION: The Xerox® warranty, Service Agreement, or Total Satisfaction Guarantee does not cover damage caused by using unsupported paper, transparencies, or other specialty media. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage can vary outside of these areas. For details, contact your local representative.

Paper Type

CAUTION: If you change the type of paper in the tray, change the paper type at the control panel to match the paper in the tray. If you fail to change the paper type, it can cause print-quality problems and damage the fuser.

For the best results, only use recommended Xerox® paper and media. Xerox® paper and media are guaranteed to produce excellent results on your Xerox® AltaLink® B8245/B8255/B8270 Multifunction Printer. To order Xerox® paper and media, go to www.xerox.com/office/supplies.

For a complete list of recommended paper for your printer, go to:

- North America: www.xerox.com/rmlna
- Europe: www.xerox.com/rmleu

Solving Print-Quality Problems

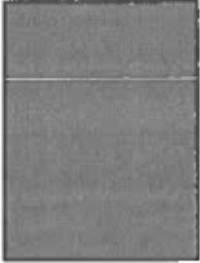
Use the following tables to find specific solutions to print-quality problems.

Note: The images that appear represent long-edge feed prints. If you print short-edge feed, the print-quality defects are rotated 90 degrees. The images that appear are for reference only. Not all pages represented are printed.

Solving Print-Quality Problems

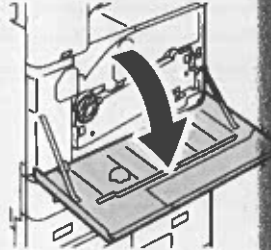
Problem

Light Lines or Streaks

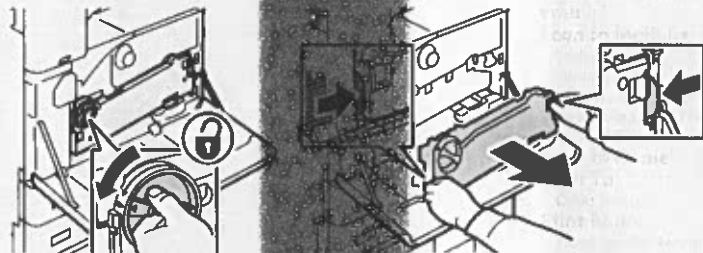


Solution

1. Open the front cover.

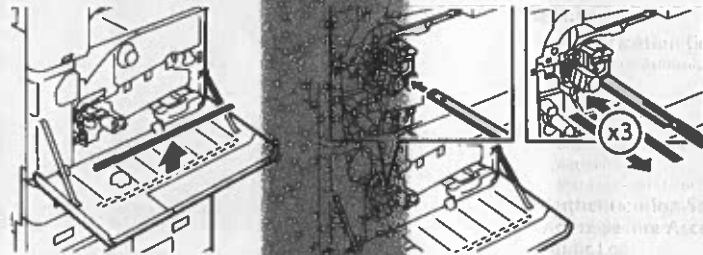


2. To unlock the belt tension lever, on the left side of the printer, rotate the belt tension lever, then open the drum cartridge cover.




3. Push the cleaner into the printer until it stops. Move the LED printhead cleaner in and out of the printer two or three times. When finished, remove the cleaner.

Note: Do not use excessive force.

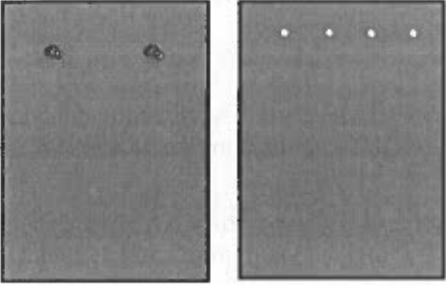
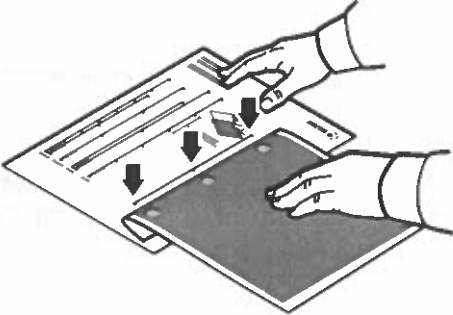


If the problem persists, check if the drum cartridge is causing the problem. To check, switch the suspected drum cartridge with another drum cartridge of a different color. If the problem is gone where you move the suspected drum cartridge, replace the suspected drum cartridge.

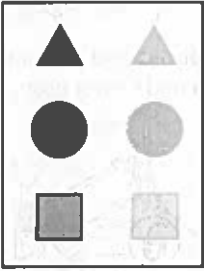
Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="118 405 328 432">Incomplete Fusing</p> <p data-bbox="118 443 608 501">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol style="list-style-type: none"><li data-bbox="667 405 1422 463">1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to:<ul style="list-style-type: none"><li data-bbox="703 512 1161 539">– North America: www.xerox.com/rmlna<li data-bbox="703 555 1082 582">– Europe: www.xerox.com/rmleu<li data-bbox="667 598 1422 656">2. Verify that the paper type is selected on the control panel and in the print driver.<li data-bbox="667 672 1449 797">3. If the problem persists, do one of the following:<ul style="list-style-type: none"><li data-bbox="703 707 1449 797">• For dedicated trays, log in as admin, touch Device > Tools > Device Settings > Paper Management > Tray Settings. Select the tray, touch Edit, then change the paper type. <p data-bbox="699 808 1414 866">Note: To change the size, type, or color of paper in a dedicated tray when the control panel is locked, log in as the system administrator.</p> <ul style="list-style-type: none"><li data-bbox="703 882 1166 909">• For trays that are set to Fully Adjustable:<li data-bbox="703 925 1350 992">• Trays 1–4 and 6: Open, then close the selected paper tray.<ul style="list-style-type: none"><li data-bbox="740 963 1206 990">• Tray 5: Remove, then reinsert the paper. <p data-bbox="699 1003 1422 1030">The control panel prompts you to confirm or change the paper type.</p> <ul style="list-style-type: none"><li data-bbox="703 1046 1394 1149">• At the touch screen, touch Type, then do one of the following:<ul style="list-style-type: none"><li data-bbox="740 1084 1315 1111">• Select the correct paper type, then touch Confirm.<li data-bbox="740 1126 1394 1153">• Select the next heavier type of paper, then touch Confirm. <p data-bbox="699 1164 1201 1191">Note: Paper types from lightest to heaviest are:</p> <ul style="list-style-type: none"><li data-bbox="740 1207 1422 1265">• For uncoated paper: Plain, Lightweight Cardstock, Cardstock, and Heavyweight Cardstock.<li data-bbox="740 1281 1366 1339">• For coated paper: Lightweight Glossy Cardstock, Glossy Cardstock, and Heavyweight Glossy Cardstock.

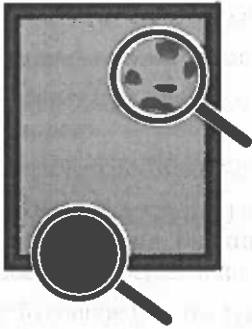
Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="121 409 328 439">Repeating Defects</p> <p data-bbox="121 450 584 566">Spots or lines appear at regular intervals on the page in the direction that the paper moves through the printer or in non-printed areas.</p> 	<ol data-bbox="671 409 1410 607" style="list-style-type: none">1. At the control panel, touch Device > Tools > Troubleshooting > Support Pages > Repeating Defects Page > Print. The Repeating Defects Page prints with instructions for identifying defective units.2. To correct the problem, replace items identified on the Repeating Defects Page.  <ol data-bbox="671 954 1453 1317" style="list-style-type: none">3. If you replaced the the transfer roller, reset the counter:<ul data-bbox="707 994 1453 1317" style="list-style-type: none">• At the control panel, press Log In. Enter system administrator login information, then touch Enter. For details, refer to the <i>System Administrator Guide</i>.• Touch Device > Tools > Device Settings.• Scroll, then touch Supplies > Supply Counter Reset.• Touch Second Bias Transfer Roll.• Touch Reset Counter.• To close the pop-up window, touch X, touch admin, then select Logout.


Solving Print-Quality Problems (continued)

Problem	Solution
<p>Offset Image</p> <p>The most common offset is toner that appears to be reprinted on the page and placed about 95 mm (3.75 in.) across the page in the direction that the paper moves through the printer.</p> <p>Note: For a different distance, use the Repeating Defects Page to identify the cause.</p> 	<ol style="list-style-type: none"> Verify that the paper you are using is the correct paper type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to: <ul style="list-style-type: none"> North America: www.xerox.com/rmlna Europe: www.xerox.com/rmleu Verify that the paper type is selected on the control panel and in the print driver. Note: To change the size, type, or color of paper in a dedicated tray when the control panel is locked, log in as the system administrator. If the problem continues, do one of the following: <ul style="list-style-type: none"> For dedicated trays, log in as admin, touch Device > Tools > Device Settings > Paper Management > Tray Settings. Select the tray, touch Edit, then change the paper type. For trays that are set to Fully Adjustable: <ul style="list-style-type: none"> Trays 1–4 and 6: Open, then close the selected paper tray. Tray 5: Remove, then reinsert the paper. <p>The control panel prompts you to confirm or change the paper type.</p> <ul style="list-style-type: none"> At the touch screen, touch Type, then do one of the following: <ul style="list-style-type: none"> Select the correct paper type, then touch Confirm. Select the next heavier paper type, then touch Confirm. <p>Note: Paper types from lightest to heaviest are:</p> <ul style="list-style-type: none"> For uncoated paper: Plain, Lightweight Cardstock, Cardstock, and Heavyweight Cardstock. For coated paper: Lightweight Glossy Cardstock, Glossy Cardstock, and Heavyweight Glossy Cardstock. <ul style="list-style-type: none"> To identify the cause, use the Repeating Defects Page. For details, refer to the previous page.

Solving Print-Quality Problems (continued)

Problem	Solution
<p>Heavy Coverage Appears Mottled or Blotchy Blacks Appear Blue</p> 	<ol style="list-style-type: none"> 1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to: <ul style="list-style-type: none"> – North America: www.xerox.com/rmlna – Europe: www.xerox.com/rmleu 2. Verify that the paper type is selected on the control panel and in the print driver. <p>If the problem continues, call for service.</p>
<p>Gray Tones Too Light or Too Dark Gray tones appear faded or too dark on print or copy.</p>	<ol style="list-style-type: none"> 1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to: <ul style="list-style-type: none"> – North America: www.xerox.com/rmlna – Europe: www.xerox.com/rmleu 2. Verify that the paper type is selected on the control panel and in the print driver. 3. Adjust the lightness settings in the Copy settings or the print driver. For information about changing the Lightness setting in the PostScript print driver for your operating system, refer to the <i>Printing</i> chapter of the <i>User Guide</i>.

Solving Print-Quality Problems (continued)

Problem	Solution
<p>Lines, Smudges, or Streaks Dark or light marks appear on the page in all tones or non-printed areas.</p> 	<ol style="list-style-type: none"> 1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to: <ul style="list-style-type: none"> – North America: www.xerox.com/rmlna – Europe: www.xerox.com/rmleu 2. Verify that the paper type is selected on the control panel and in the print driver. 3. If the problem persists, follow these steps: <ul style="list-style-type: none"> • At the control panel, touch Device > Information Pages > Troubleshooting Print Quality Page > Print. The Repeating Defects Page prints with instructions for identifying defective units. • To correct the problem, replace the items identified on the Repeating Defects Page. 4. If the problem continues, replace the transfer belt cleaner. If you replace the transfer belt cleaner, reset the counter: <ul style="list-style-type: none"> • At the control panel, touch Log In. Enter system administrator login information, then touch Done. For details, refer to the <i>System Administrator Guide</i>. • Touch Device > Tools > Device Settings. • Scroll, then touch Supplies > Supply Counter Reset. • Touch Transfer Belt Cleaner. • Touch Confirm Reset. • To close the pop-up window, touch X, touch admin, then select Logout.
<p>Poor Transparency Print Quality Print-quality defects are occurring on transparency film:</p> <ul style="list-style-type: none"> • Light or dark spots • Smearred toner • Light bands on print 	<p>Use only Xerox® Transparencies.</p> <p>CAUTION: Using non-Xerox® transparencies can cause print-quality problems or damage to the fuser. Damage caused by using unsupported media is not covered by the Xerox® Warranty, Service Agreement, or Total Satisfaction Guarantee.</p>

Print-Quality Settings

The Windows PostScript print driver and the Macintosh print drivers provide the highest print-quality modes: You can change these settings in the print driver. Select the setting that is best suited for your print job.

Print-Quality Mode

- **Enhanced mode** is the general-purpose mode for crisp, smooth-toned prints. Enhanced mode balances speed with quality.
- **High Resolution mode** is a high-quality mode that creates smooth-toned prints with fine lines and detail. High Resolution mode balances quality over speed.
- **Toner Saver mode** reduces the amount of toner used for print jobs and is useful for draft-quality output. Print quality is slightly lower than using Standard mode.

Image Options

Image options controls how the printer uses lightness and contrast to produce your document. The Windows PostScript print driver and the Macintosh print drivers provide the widest range of controls on the Image Options tab.

- To locate Image Options in Windows, in the print driver, click the **Image Options** tab.
- To locate Image Options on Macintosh, in the Print window, in the print options list, click **Xerox Features**. Within Xerox Features, in the options list, click **Image Options**.