

## 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](http://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](http://www.xerox.com/office/supplies).

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

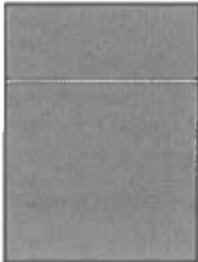
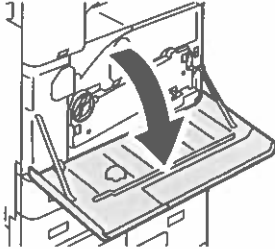
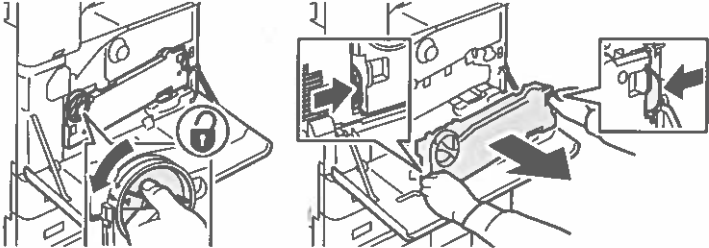
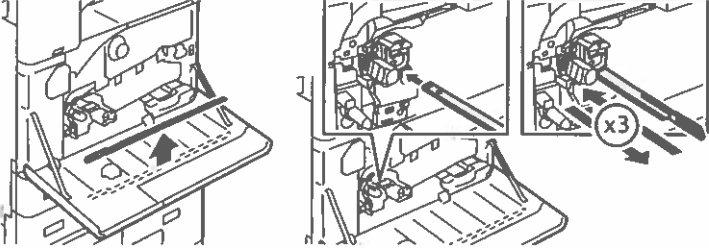
- North America: [www.xerox.com/rmlna](http://www.xerox.com/rmlna)
- Europe: [www.xerox.com/rmleu](http://www.xerox.com/rmleu)

### Solving Print-Quality Problems

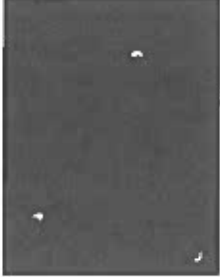
Use the following tables to find specific solutions to print-quality problems.

**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.

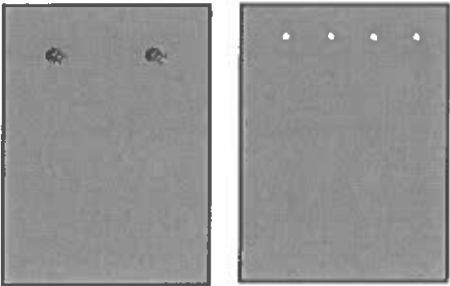
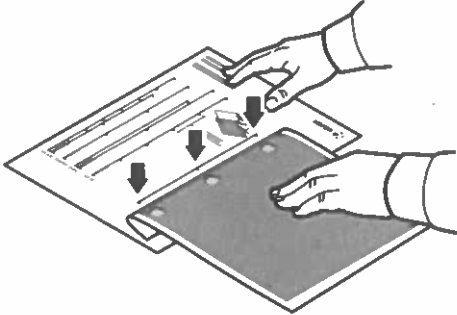
## Solving Print-Quality Problems

Problem	Solution
<p data-bbox="108 369 352 398">Light Lines or Streaks</p> 	<ol style="list-style-type: none"><li data-bbox="651 369 916 398">1. Open the front cover. </li><li data-bbox="651 674 1458 734">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. </li><li data-bbox="651 1010 1442 1093">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. <b>Note:</b> Do not use excessive force. </li></ol> <p data-bbox="651 1440 1458 1559">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 occurs where you move the suspected drum cartridge, replace the suspected drum cartridge.</p>

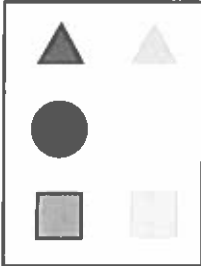
## Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="108 383 319 409"><b>Incomplete Fusing</b></p> <p data-bbox="108 421 598 479">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol data-bbox="659 383 1422 674" style="list-style-type: none"><li>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 data-bbox="695 495 1390 562" style="list-style-type: none"><li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Verify that the paper type is selected on the control panel and in the print driver.</li><li>3. If the problem persists, do one of the following:<ul data-bbox="695 685 1445 775" style="list-style-type: none"><li>• For dedicated trays, log in as admin, touch <b>Device &gt; Tools &gt; Device Settings &gt; Paper Management &gt; Tray Settings</b>. Select the tray, touch <b>Edit</b>, then change the paper type.</li></ul></li></ol> <p data-bbox="691 786 1414 844"><b>Note:</b> 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 data-bbox="695 855 1347 967" style="list-style-type: none"><li>• For trays that are set to Fully Adjustable:</li><li>• Trays 1–4 and 6: Open, then close the selected paper tray.<ul data-bbox="727 938 1198 967" style="list-style-type: none"><li>• Tray 5: Remove, then reinsert the paper.</li></ul></li></ul> <p data-bbox="691 978 1422 1008">The control panel prompts you to confirm or change the paper type.</p> <ul data-bbox="695 1019 1398 1131" style="list-style-type: none"><li>• At the touch screen, touch <b>Type</b>, then do one of the following:<ul data-bbox="727 1059 1398 1131" style="list-style-type: none"><li>• Select the correct paper type, then touch <b>Confirm</b>.</li><li>• Select the next heavier type of paper, then touch <b>Confirm</b>.</li></ul></li></ul> <p data-bbox="691 1142 1193 1171"><b>Note:</b> Paper types from lightest to heaviest are:</p> <ul data-bbox="727 1182 1422 1317" style="list-style-type: none"><li>• For uncoated paper: Plain, Lightweight Cardstock, Cardstock, and Heavyweight Cardstock.</li><li>• For coated paper: Lightweight Glossy Cardstock, Glossy Cardstock, and Heavyweight Glossy Cardstock.</li></ul>

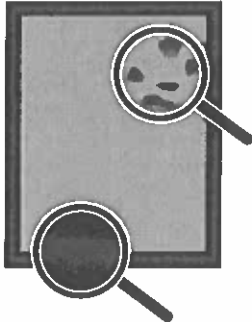
## Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="108 394 316 421"><b>Repeating Defects</b></p> <p data-bbox="108 432 576 551">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 style="list-style-type: none"><li data-bbox="660 394 1369 454">1. At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Support Pages &gt; Repeating Defects Page &gt; Print</b>. The Repeating Defects Page prints with instructions for identifying defective units.</li><li data-bbox="660 533 1385 593">2. To correct the problem, replace items identified on the Repeating Defects Page. </li><li data-bbox="660 938 1442 1301">3. If you replaced the the transfer roller, reset the counter:<ul style="list-style-type: none"><li data-bbox="692 981 1442 1066">• At the control panel, press <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li><li data-bbox="692 1081 1158 1108">• Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li><li data-bbox="692 1124 1283 1151">• Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li><li data-bbox="692 1167 1082 1193">• Touch <b>Second Bias Transfer Roll</b>.</li><li data-bbox="692 1209 959 1236">• Touch <b>Reset Counter</b>.</li><li data-bbox="692 1252 1394 1301">• To close the pop-up window, touch <b>X</b>, touch <b>admin</b>, then select <b>Logout</b>.</li></ul></li></ol>

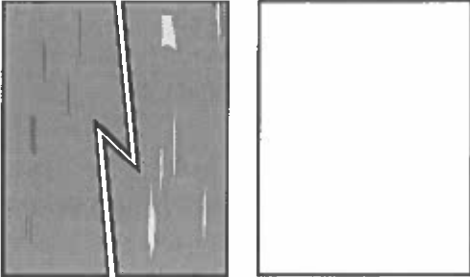
## Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Offset Image</b></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><b>Note:</b> For a different distance, use the Repeating Defects Page to identify the cause.</p> 	<ol style="list-style-type: none"> <li>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"> <li>North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> </ul> </li> <li>Verify that the paper type is selected on the control panel and in the print driver. <b>Note:</b> 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.</li> <li>If the problem continues, do one of the following: <ul style="list-style-type: none"> <li>For dedicated trays, log in as admin, touch <b>Device</b> &gt; <b>Tools</b> &gt; <b>Device Settings</b> &gt; <b>Paper Management</b> &gt; <b>Tray Settings</b>. Select the tray, touch <b>Edit</b>, then change the paper type.</li> <li>For trays that are set to Fully Adjustable: <ul style="list-style-type: none"> <li>Trays 1–4 and 6: Open, then close the selected paper tray.</li> <li>Tray 5: Remove, then reinsert the paper.</li> </ul> </li> </ul> <p>The control panel prompts you to confirm or change the paper type.</p> <ul style="list-style-type: none"> <li>At the touch screen, touch <b>Type</b>, then do one of the following: <ul style="list-style-type: none"> <li>Select the correct paper type, then touch <b>Confirm</b>.</li> <li>Select the next heavier paper type, then touch <b>Confirm</b>.</li> </ul> </li> </ul> <p><b>Note:</b> Paper types from lightest to heaviest are:</p> <ul style="list-style-type: none"> <li>For uncoated paper: Plain, Lightweight Cardstock, Cardstock, and Heavyweight Cardstock.</li> <li>For coated paper: Lightweight Glossy Cardstock, Glossy Cardstock, and Heavyweight Glossy Cardstock.</li> </ul> <ul style="list-style-type: none"> <li>To identify the cause, use the Repeating Defects Page. For details, refer to the previous page.</li> </ul> </li> </ol>

## Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Heavy Coverage Appears Mottled or Blotchy</b> <b>Blacks Appear Blue</b></p> 	<ol style="list-style-type: none"><li>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>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Verify that the paper type is selected on the control panel and in the print driver.</li></ol> <p>If the problem continues, call for service.</p>
<p><b>Gray Tones Too Light or Too Dark</b> Gray tones appear faded or too dark on print or copy.</p>	<ol style="list-style-type: none"><li>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>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Verify that the paper type is selected on the control panel and in the print driver.</li><li>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>.</li></ol>

## Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Lines, Smudges, or Streaks</b> Dark or light marks appear on the page in all tones or non-printed areas.</p> 	<ol style="list-style-type: none"> <li>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>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> </ul> </li> <li>2. Verify that the paper type is selected on the control panel and in the print driver.</li> <li>3. If the problem persists, follow these steps: <ul style="list-style-type: none"> <li>• At the control panel, touch <b>Device &gt; Information Pages &gt; Troubleshooting Print Quality Page &gt; Print</b>. The Repeating Defects Page prints with instructions for identifying defective units.</li> <li>• To correct the problem, replace the items identified on the Repeating Defects Page.</li> </ul> </li> <li>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"> <li>• At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Done</b>. For details, refer to the <i>System Administrator Guide</i>.</li> <li>• Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li> <li>• Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li> <li>• Touch <b>Transfer Belt Cleaner</b>.</li> <li>• Touch <b>Confirm Reset</b>.</li> <li>• To close the pop-up window, touch <b>X</b>, touch <b>admin</b>, then select <b>Logout</b>.</li> </ul> </li> </ol>
<p><b>Poor Transparency Print Quality</b> Print-quality defects are occurring on transparency film:</p> <ul style="list-style-type: none"> <li>• Light or dark spots</li> <li>• Smeared toner</li> <li>• Light bands on print</li> </ul>	<p>Use only Xerox® Transparencies.</p> <p><b>CAUTION:</b> 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**.