

Troubleshooting Print Quality

Your Xerox® VersaLink® C625 Color Multifunction Printer is designed to produce high-quality color 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® VersaLink® C625 Color Multifunction Printer. To order Xerox® paper and media, go to www.xerox.com/office/supplies.

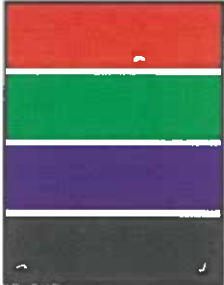
For a complete list of recommended paper for your printer, go to:

- 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.

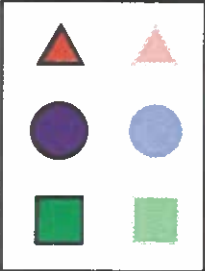
Solving Print-Quality Problems

Problem	Solution
<p data-bbox="99 296 310 321">Incomplete Fusing</p> <p data-bbox="99 333 594 394">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol data-bbox="656 296 1425 594" 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 data-bbox="691 411 1162 478" style="list-style-type: none">– North America: www.xerox.com/rmlna– Europe: www.xerox.com/rmleu2. Verify that the paper type is selected on the control panel and in the print driver.3. If the problem persists, do one of the following: <p data-bbox="688 606 1417 667">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> <ol data-bbox="691 680 1450 1041" style="list-style-type: none">a. For trays that are set to Dedicated:<ul data-bbox="727 722 1442 915" style="list-style-type: none">• At the control panel, touch 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 > Paper Management > Tray Settings. Select the tray, touch Edit, then change the paper type.b. For trays that are set to Fully Adjustable:<ul data-bbox="727 968 1344 1041" style="list-style-type: none">• Paper Trays: Open, then close the selected paper tray.• Bypass Tray: Remove, then reinsert the paper. <p data-bbox="691 1052 1425 1083">The control panel prompts you to confirm or change the paper type.</p> <ul data-bbox="727 1094 1450 1209" style="list-style-type: none">• At the touch screen, touch Type, then do one of the following:<ul data-bbox="773 1136 1360 1209" style="list-style-type: none">• Select the correct paper type, then touch Confirm.• Select the next heavier type of paper, then touch Confirm. <p data-bbox="688 1220 1198 1251">Note: Paper types from lightest to heaviest are:</p> <ul data-bbox="727 1262 1409 1386" style="list-style-type: none">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.• For coated paper: Lightweight Glossy Cardstock and Glossy Cardstock.

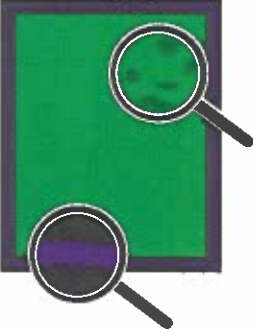

Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="94 300 597 464">Repeating Defects Spots or lines appear at regular intervals on the page in the direction that the paper moves through the printer in all colors or in non-printed areas.</p>  <p data-bbox="94 783 597 873">Spots or lines appear at regular intervals on the page, in the direction the paper moves through the printer, and in one color only.</p> 	<ol data-bbox="654 300 1453 1230" style="list-style-type: none"><li data-bbox="654 300 1453 363">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.<li data-bbox="654 447 1453 510">2. To correct the problem, replace items identified on the Repeating Defects Page.<li data-bbox="654 856 1453 1230">3. If you replace a supply, reset the counter:<ol data-bbox="686 898 1453 1230" style="list-style-type: none"><li data-bbox="686 898 1453 993">a. At the control panel, touch Log In. Enter system administrator login information, then touch Enter. For details, refer to the <i>System Administrator Guide</i>.<li data-bbox="686 1003 1453 1035">b. Touch Device > Tools > Device Settings.<li data-bbox="686 1045 1453 1077">c. Scroll, then touch Supplies > Supply Counter Reset.<li data-bbox="686 1087 1453 1119">d. Touch the replaced Supply.<li data-bbox="686 1129 1453 1161">e. Touch Reset Counter.<li data-bbox="686 1171 1453 1230">f. To close the pop-up window, touch X, touch admin, then select Log Out. 

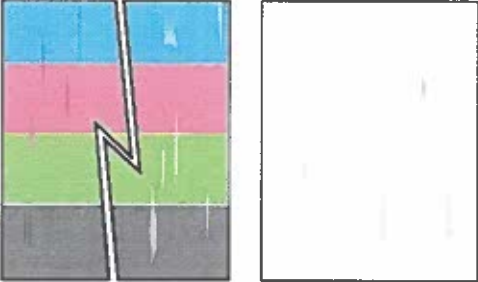
Solving Print-Quality Problems (continued)

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 persists, do one of the following: <ul style="list-style-type: none"> 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. <ol style="list-style-type: none"> For trays that are set to Dedicated: <ul style="list-style-type: none"> At the control panel, touch 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 > 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"> Paper Trays: Open, then close the selected paper tray. Bypass Tray: 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 type of paper, 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, and Cardstock. For coated paper: Lightweight Glossy Cardstock and Glossy Cardstock. <ol 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</p> <p>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/rmleu2. Verify that the paper type is selected on the control panel and in the print driver. <p>Note: If the problem continues, call for service.</p>
<p>Colors Align Incorrectly</p> <p>Color has shifted outside the designated area or is superimposed over another color.</p> 	<p>Open, then close the front door. The printer performs an automatic registration calibration with the next print.</p> <p>Note: If the problem continues, call for service.</p>
<p>All Colors Too Light or Too Dark</p> <p>Colors 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/rmleu2. Verify that the paper type is selected on the control panel and in the print driver. <p>Note: If the problem continues, refer to <i>User Guide</i> or call for service.</p>

Solving Print-Quality Problems (continued)

Problem	Solution
<p>Lines, Smudges, or Streaks Dark or light marks appear on the page in all colors and/or in 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. To identify the cause, refer to the Repeating Defects Page that prints with <i>Troubleshooting Print Quality Page</i>. At the control panel, touch Device > Tools > Troubleshooting > Support Pages > Repeating Defects Page > Print. 4. To correct the problem, replace items identified on the Repeating Defects Page.
<p>Colors Vary Between Computers The colors printed from one computer do not match the colors printed from a different computer.</p>	<ol style="list-style-type: none"> 1. Confirm that the print driver settings for Print Quality, Color Correction, and Color By Words are identical on both computers. 2. Adjust the settings as needed. Note: Print driver settings override the settings that are made at the printer control panel.
<p>Colors Do Not Match The color produced by the printer is different from the color that it must match.</p>	<p>For more information about color matching, go to the Online Support Assistant at www.xerox.com/office/support.</p>
<p>Printed Colors Do Not Match Monitor Colors The color produced by the printer looks different from the color that appears on the computer monitor.</p>	<p>To view information about color matching between the monitor and the printed document, go to the Online Support Assistant at www.xerox.com/office/support.</p>

Print-Quality Settings

The Print-Quality mode and Color Corrections options directly control the quality of your prints. 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, bright color prints. Enhanced mode balances speed with quality.
- **High Resolution** mode is a high-quality mode that creates fine lines and detail. High Resolution mode is recommended for vibrant, saturated color prints. 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.

Color Corrections

Color corrections are available on the Image Options tab in the print driver. The Preview window appears on the right side of the Image Options tab. When the Preview check box is selected, color correction appear in the Preview window. Selecting and clearing the Preview check box allows you to compare the corrected image to the uncorrected image.

To adjust the color characteristics of your print job, select the Color Correction tab, then select options as needed.

- **Xerox Black and White Conversion** converts the colors to grayscale, producing a black and white print job. This setting is useful for creating black and white master documents for photocopying or faxing.
- **Color Correction** provides options to match the printer colors as closely as possible to colors on other devices, such as your computer screen or a printing press.
 - **Automatic** applies the best color correction to each graphic element of the document: text, artwork, and photographs.
 - **Simulate LCD Display** approximates the print job color to the colors on a LCD computer monitor.
 - **sRGB Display** approximates the print job color to an RGB (red, green, blue) display.
 - **None** removes all color correction. This option is the best choice when working with color specified within your application or operating system.
- **Xerox Automatic Color** applies the best color correction to each graphic element of the document, including text, artwork, and photographs.
- **Custom Automatic Color** provides more options for customizing colors in your print job. Use one selection to adjust the color of the text and graphics. Use the other selection to adjust the color correction applied to images. You can apply a wide range of color options to each element to simulate the outputs of different color devices.

To adjust colors using descriptive phrases, select the **Color By Words** tab. From the menus, select the phrases to build a sentence that describes the color adjustment that you want. You can build more than one sentence for the print job, affecting one color or an entire range of colors.

To change settings for each individual color parameter, select the **Color Adjustments** tab, then adjust the sliders. The sliders allow you to select a continuous range of adjustment for each of the following:

- Lightness
- Contrast
- Saturation
- Cyan to Red
- Magenta to Green
- Yellow to Blue

For more information on color matching and ICC profiles, go to www.xerox.com/office/support.