

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.

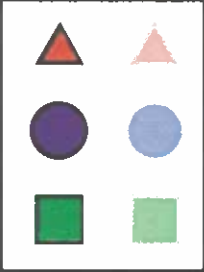
Solving Print-Quality Problems

Problem	Solution
<p data-bbox="94 289 597 394">Incomplete Fusing Toner appears to be missing from the print, or rubs off easily.</p> 	<ol data-bbox="654 289 1432 592" 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="686 401 1399 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="686 604 1416 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="686 678 1448 1033" style="list-style-type: none">a. For trays that are set to Dedicated:<ul data-bbox="719 720 1448 919" 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="719 961 1351 1033" style="list-style-type: none">• Paper Trays: Open, then close the selected paper tray.• Bypass Tray: Remove, then reinsert the paper. <p data-bbox="686 1045 1416 1077">The control panel prompts you to confirm or change the paper type.</p> <ol data-bbox="719 1087 1448 1201" style="list-style-type: none">• At the touch screen, touch Type, then do one of the following:<ul data-bbox="768 1129 1367 1201" 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="686 1213 1205 1245">Note: Paper types from lightest to heaviest are:</p> <ul data-bbox="719 1255 1416 1377" style="list-style-type: none">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.• For coated paper: Lightweight Glossy Cardstock and Glossy Cardstock.

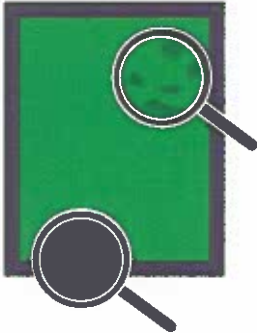

Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="99 300 310 327">Repeating Defects</p> <p data-bbox="99 340 565 464">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="99 783 565 873">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="662 300 1455 1230" style="list-style-type: none"><li data-bbox="662 300 1455 432">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="662 447 1455 506">2. To correct the problem, replace items identified on the Repeating Defects Page. <li data-bbox="662 856 1455 1230">3. If you replace a supply, reset the counter:<ol data-bbox="695 898 1455 1230" style="list-style-type: none"><li data-bbox="695 898 1455 989">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="695 1003 1455 1031">b. Touch Device > Tools > Device Settings.<li data-bbox="695 1045 1455 1073">c. Scroll, then touch Supplies > Supply Counter Reset.<li data-bbox="695 1087 1455 1115">d. Touch the replaced Supply.<li data-bbox="695 1129 1455 1157">e. Touch Reset Counter.<li data-bbox="695 1171 1455 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. <ul style="list-style-type: none"> 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/rmlieu Verify that the paper type is selected on the control panel and in the print driver. <p>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> If the problem persists, do one of the following: <p>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 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. 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/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 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 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.

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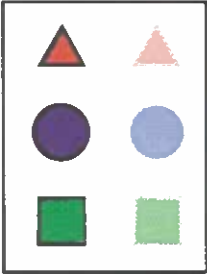
Solving Print-Quality Problems

Problem	Solution
<p data-bbox="99 296 310 323">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 1430 596" 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 480" 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 1419 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="691 678 1451 1041" style="list-style-type: none">a. For trays that are set to Dedicated:<ul data-bbox="729 722 1451 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="729 968 1346 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 1427 1081">The control panel prompts you to confirm or change the paper type.</p> <ul data-bbox="729 1094 1451 1205" style="list-style-type: none">• At the touch screen, touch Type, then do one of the following:<ul data-bbox="774 1136 1365 1205" 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 1218 1203 1247">Note: Paper types from lightest to heaviest are:</p> <ul data-bbox="729 1260 1411 1386" style="list-style-type: none">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.• For coated paper: Lightweight Glossy Cardstock and Glossy Cardstock.

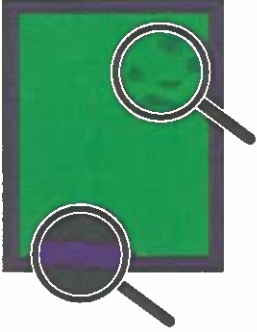

Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="102 300 313 327">Repeating Defects</p> <p data-bbox="102 338 570 464">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="102 779 570 873">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="662 300 1414 506" 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="662 856 1455 1230" style="list-style-type: none">3. If you replace a supply, reset the counter:<ol data-bbox="695 898 1455 1230" style="list-style-type: none">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>.b. Touch Device > Tools > Device Settings.c. Scroll, then touch Supplies > Supply Counter Reset.d. Touch the replaced Supply.e. Touch Reset Counter.f. To close the pop-up window, touch X, touch admin, then select Log Out.

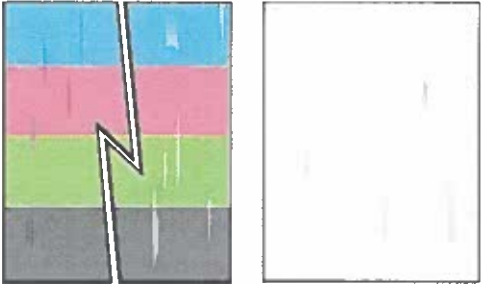
Solving Print-Quality Problems (continued)

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: 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. Note: Paper types from lightest to heaviest are: <ul style="list-style-type: none"> For uncoated paper: Plain, Lightweight Cardstock, and Cardstock. For coated paper: Lightweight Glossy Cardstock and Glossy Cardstock. 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>

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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.

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Solving Print-Quality Problems

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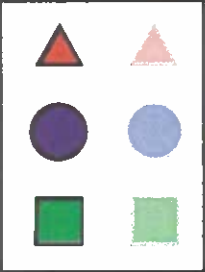
Solving Print-Quality Problems

Problem	Solution
<p data-bbox="94 294 308 325">Incomplete Fusing</p> <p data-bbox="94 331 592 388">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol data-bbox="657 294 1429 588" 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="690 399 1161 472" 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="690 598 1421 661">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="690 672 1453 1039" style="list-style-type: none">a. For trays that are set to Dedicated:<ul data-bbox="722 714 1453 913" 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="722 955 1347 1039" style="list-style-type: none">• Paper Trays: Open, then close the selected paper tray.• Bypass Tray: Remove, then reinsert the paper. <p data-bbox="690 1050 1429 1081">The control panel prompts you to confirm or change the paper type.</p> <ul data-bbox="722 1092 1453 1207" style="list-style-type: none">• At the touch screen, touch Type, then do one of the following:<ul data-bbox="771 1123 1364 1207" 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="690 1218 1201 1249">Note: Paper types from lightest to heaviest are:</p> <ul data-bbox="722 1260 1412 1386" style="list-style-type: none">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.• For coated paper: Lightweight Glossy Cardstock and Glossy Cardstock.

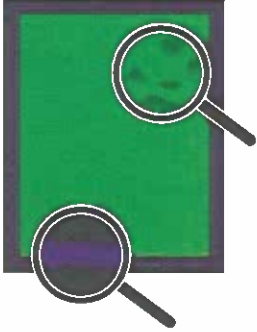

Solving Print-Quality Problems (continued)

Problem	Solution
<p>Repeating Defects</p> <p>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>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 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. 3. If you replace a supply, reset the counter:<ol style="list-style-type: none">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>.b. Touch Device > Tools > Device Settings.c. Scroll, then touch Supplies > Supply Counter Reset.d. Touch the replaced Supply.e. Touch Reset Counter.f. To close the pop-up window, touch X, touch admin, then select Log Out.

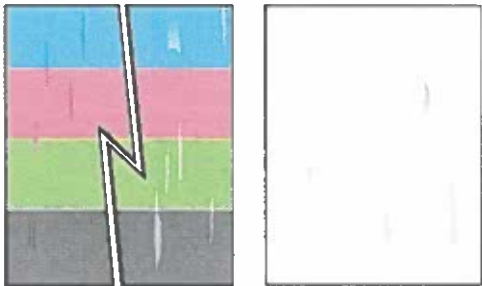
Solving Print-Quality Problems (continued)

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">1. 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/rmleu2. 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.3. If the problem persists, do one of the following: 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">a. 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.b. 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.The control panel prompts you to confirm or change the paper type.<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.Note: Paper types from lightest to heaviest are:<ul style="list-style-type: none">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.• For coated paper: Lightweight Glossy Cardstock and Glossy Cardstock.4. 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/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 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 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.

Xerox® VersaLink® C625
Color Multifunction Printer

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.

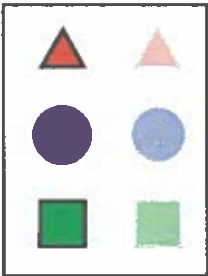
Solving Print-Quality Problems

Problem	Solution
<p data-bbox="94 296 305 321">Incomplete Fusing</p> <p data-bbox="94 331 591 390">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol data-bbox="654 296 1422 590" 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="686 411 1159 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="686 604 1414 663">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="686 678 1446 1037" style="list-style-type: none">a. For trays that are set to Dedicated:<ul data-bbox="727 720 1438 911" 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 1341 1037" style="list-style-type: none">• Paper Trays: Open, then close the selected paper tray.• Bypass Tray: Remove, then reinsert the paper. <p data-bbox="686 1052 1422 1077">The control panel prompts you to confirm or change the paper type.</p> <ul data-bbox="727 1094 1446 1203" style="list-style-type: none">• At the touch screen, touch Type, then do one of the following:<ul data-bbox="768 1136 1357 1203" 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="686 1220 1195 1245">Note: Paper types from lightest to heaviest are:</p> <ul data-bbox="727 1262 1406 1377" style="list-style-type: none">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.• For coated paper: Lightweight Glossy Cardstock and Glossy Cardstock.

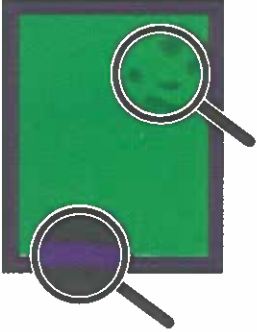

Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="94 300 305 331">Repeating Defects</p> <p data-bbox="94 342 565 468">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="94 783 565 877">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="659 300 1450 1234" style="list-style-type: none"><li data-bbox="659 300 1450 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="659 447 1450 510">2. To correct the problem, replace items identified on the Repeating Defects Page.<li data-bbox="659 856 1450 1234">3. If you replace a supply, reset the counter:<ol data-bbox="695 898 1450 1234" style="list-style-type: none"><li data-bbox="695 898 1450 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="695 1003 1450 1035">b. Touch Device > Tools > Device Settings.<li data-bbox="695 1045 1450 1077">c. Scroll, then touch Supplies > Supply Counter Reset.<li data-bbox="695 1087 1450 1119">d. Touch the replaced Supply.<li data-bbox="695 1129 1450 1161">e. Touch Reset Counter.<li data-bbox="695 1171 1450 1234">f. To close the pop-up window, touch X, touch admin, then select Log Out. 

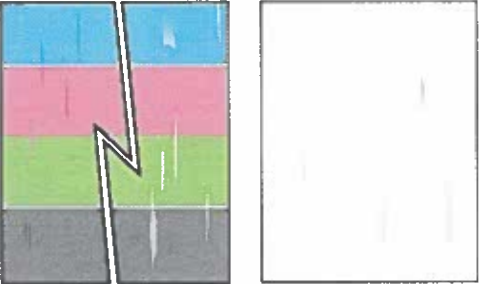
Solving Print-Quality Problems (continued)

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">1. 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/rmleu2. 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.3. If the problem persists, do one of the following: 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">a. 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.b. 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.The control panel prompts you to confirm or change the paper type.<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.Note: Paper types from lightest to heaviest are:<ul style="list-style-type: none">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.• For coated paper: Lightweight Glossy Cardstock and Glossy Cardstock.4. To identify the cause, use the Repeating Defects Page. For details, refer to the previous page.

Solving Print-Quality Problems (continued)

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<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/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 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 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)

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<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>

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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.

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- **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.
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 - **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.

Fehlerbehebung bei der Druckqualität

Normalerweise wird mit dem Xerox® VersaLink® C625 stets eine einwandfreie Ausgabequalität erzielt. Sollten Probleme mit der Druck- oder Kopierqualität auftreten, können die Informationen auf diesen Seiten zur Fehlerbehebung herangezogen werden. Ausführliche Online-Supportinformationen siehe www.xerox.com/office/support.

ACHTUNG: Schäden, die durch nicht unterstütztes Druckmaterial verursacht wurden, fallen nicht unter die Xerox®-Garantie, den Servicevertrag oder die Total Satisfaction Garantie (umfassende Garantie). Die Total Satisfaction Garantie (umfassende Garantie) wird in den USA und in Kanada angeboten. Für die übrigen Länder kann ein anderer Gewährleistungsumfang gelten. Nähere Informationen erteilt der lokale Xerox-Partner.

Materialart

ACHTUNG: Wenn in einen Behälter eine andere Materialart eingelegt wird, muss die Materialeinstellung am Steuerpult entsprechend aktualisiert werden. Wird die Einstellung der Materialart nicht geändert, kann es zu Einbußen bei der Druckqualität und Schäden am Fixiermodul kommen.

Das beste Ergebnis wird mit empfohlenen Druckmaterialien von Xerox® erzielt. Mit Xerox®-Druckmaterialien wird auf dem Xerox® VersaLink® C625 eine optimale Ausgabequalität erzielt. Xerox®-Druckmaterialien können bestellt werden unter: www.xerox.com/office/supplies.


Eine umfassende Liste der für den Drucker empfohlenen Druckmaterialien ist zu finden unter:

- Nordamerika: www.xerox.com/rmlna
- Europa: www.xerox.com/rmleu




Beheben von Problemen mit der Druckqualität

Die folgenden Tabellen enthalten Lösungen zu speziellen Druckqualitätsproblemen.

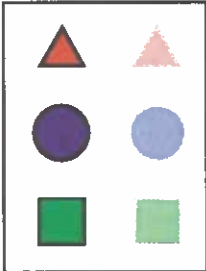
Beheben von Problemen mit der Druckqualität

Problem	Lösung
<p>Unvollständige Fixierung</p> <p>Die Ausgabe weist Auslassungen auf und/oder der Toner lässt sich leicht abreiben.</p> 	<ol style="list-style-type: none">1. Sicherstellen, dass das Druckmaterial für den Drucker geeignet ist und ordnungsgemäß eingelegt wurde. Eine umfassende Liste der für den Drucker empfohlenen Druckmaterialien ist zu finden unter:<ul style="list-style-type: none">– Nordamerika: www.xerox.com/rmlna– Europa: www.xerox.com/rmleu2. Überprüfen, ob am Steuerpult und im Druckertreiber das richtige Druckmaterial ausgewählt wurde.3. Tritt das Problem weiterhin auf, einen der folgenden Schritte ausführen: Hinweis: Anmeldung als Systemadministrator vornehmen, wenn die Einstellung von Format, Art oder Farbe des Materials in einem Festformatbehälter geändert werden soll.<ol style="list-style-type: none">a. Bei Behältern, die auf „Dediziert“ eingestellt sind:<ul style="list-style-type: none">• Am Bedienfeld Anmelden antippen. Systemadministrator-Anmeldeinformationen eingeben und Eingabe antippen. Weitere Informationen siehe <i>Systemhandbuch</i>.• Gerät > Verwaltung > Geräteeinstellungen > Materialverwaltung > Behältereinstellungen antippen. Den Behälter auswählen, Bearbeiten antippen und die Materialart ändern.b. Bei Behältern, die auf „Vollständig anpassbar“ eingestellt sind<ul style="list-style-type: none">• Materialbehälter: Den ausgewählten Materialbehälter öffnen und wieder schließen.• Zusatzzufuhr: Das Druckmaterial entfernen und wieder einlegen.Am Steuerpult wird zum Bestätigen oder Ändern der Materialart aufgefordert.<ul style="list-style-type: none">• Am Touchscreen Art antippen und dann einen der folgenden Schritte ausführen:<ul style="list-style-type: none">• Richtige Materialart auswählen und dann Bestätigen antippen.• Nächstschwerere Materialart auswählen und dann Bestätigen antippen.Hinweis: Die Druckmaterialarten vom leichtesten bis zum schwersten Material sind:<ul style="list-style-type: none">• Ungestrichenes Material: Normalpapier, Dünner Karton und Karton.• Gestrichenes Material: Dünner Hochglanzkarton und Hochglanzkarton.

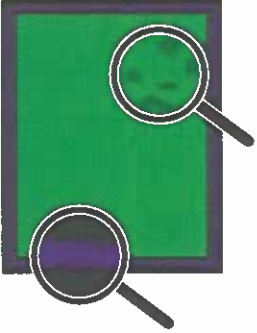

Beheben von Problemen mit der Druckqualität (Fortsetzung)

Problem	Lösung
<p>Wiederholte Fehler</p> <p>Die Ausgabe weist in Zufuhrrichtung Punkte oder Linien auf, die in regelmäßigen Abständen wiederkehren und bei allen Farben bzw. in unbedruckten Bereichen auftreten.</p>  <p>Die Ausgabe weist in Zufuhrrichtung Punkte oder Linien auf, die in regelmäßigen Abständen wiederkehren, aber nur bei einer Farbe auftreten.</p> 	<ol style="list-style-type: none">1. Am Steuerpult Gerät > Verwaltung > Fehlerbehebung > Hilfsseiten > Seite für Wiederholungsfehler > Drucken antippen. Die Seite für Wiederholungsfehler mit Anweisungen zum Ermitteln der defekten Komponente(n) wird ausgegeben.2. Zum Beheben des Problems die anhand der Seite für Wiederholungsfehler ermittelten Teile austauschen. 3. Beim Austausch eines Verbrauchsmaterials den Zähler zurücksetzen:<ol style="list-style-type: none">a. Am Bedienfeld Anmelden antippen. Systemadministrator-Anmeldeinformationen eingeben und Eingabe antippen. Weitere Informationen siehe <i>Systemhandbuch</i>.b. Gerät > Verwaltung > Geräteeinstellung antippen.c. Bildlauf durchführen und Austauschmodule > Verbrauchsmaterialzähler zurücksetzen antippen.d. Das ausgetauschte Verbrauchsmaterial antippen.e. Zähler zurücksetzen antippen.f. Zum Schließen des Popupfensters das X, dann admin antippen und Abmelden auswählen.

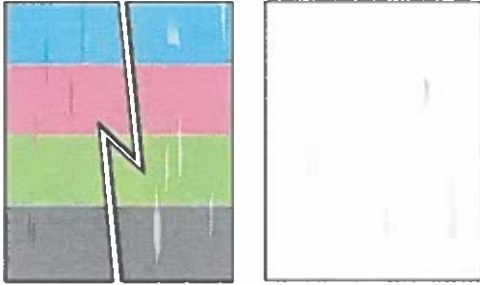
Beheben von Problemen mit der Druckqualität (Fortsetzung)

Problem	Lösung
<p>Versetztes Bild</p> <p>Der am häufigsten vorkommende Versatzfehler besteht darin, dass ein Druckbild im Abstand von 95 mm (3,75 Zoll) in Zufuhrrichtung wiederholt wird, so dass es ggf. zu einer Überlagerung kommt.</p> <p>Hinweis: Bei anderen Abständen die Ursache anhand der Seite für Wiederholungsfehler ermitteln.</p> 	<ol style="list-style-type: none"> Prüfen, ob das Druckmaterial für den Drucker geeignet ist und ordnungsgemäß eingelegt wurde. <ul style="list-style-type: none"> Eine umfassende Liste der für den Drucker empfohlenen Druckmaterialien ist zu finden unter: <ul style="list-style-type: none"> Nordamerika: www.xerox.com/rmlna Europa: www.xerox.com/rmlau Überprüfen, ob am Steuerpult und im Druckertreiber das richtige Druckmaterial ausgewählt wurde. <p>Hinweis: Anmeldung als Systemadministrator vornehmen, wenn die Einstellung von Format, Art oder Farbe des Materials in einem Festformatbehälter geändert werden soll.</p> Tritt das Problem weiterhin auf, einen der folgenden Schritte ausführen: <p>Hinweis: Anmeldung als Systemadministrator vornehmen, wenn die Einstellung von Format, Art oder Farbe des Materials in einem Festformatbehälter geändert werden soll.</p> <ol style="list-style-type: none"> Bei Behältern, die auf „Dediziert“ eingestellt sind: <ul style="list-style-type: none"> Am Bedienfeld Anmelden antippen. Systemadministrator-Anmeldeinformationen eingeben und Eingabe antippen. Weitere Informationen siehe <i>Systemhandbuch</i>. Gerät > Verwaltung > Geräteeinstellungen > Materialverwaltung > Behälterereinstellungen antippen. Den Behälter auswählen, Bearbeiten antippen und die Materialart ändern. Bei Behältern, die auf „Vollständig anpassbar“ eingestellt sind <ul style="list-style-type: none"> Materialbehälter: Den ausgewählten Materialbehälter öffnen und wieder schließen. Zusatzzufuhr: Das Druckmaterial entfernen und wieder einlegen. <p>Am Steuerpult wird zum Bestätigen oder Ändern der Materialart aufgefordert.</p> <ul style="list-style-type: none"> Am Touchscreen Art antippen und dann einen der folgenden Schritte ausführen: <ul style="list-style-type: none"> Richtige Materialart auswählen und dann Bestätigen antippen. Nächstschwerere Materialart auswählen und dann Bestätigen antippen. <p>Hinweis: Die Druckmaterialarten vom leichtesten bis zum schwersten Material sind:</p> <ul style="list-style-type: none"> Ungestrichenes Material: Normalpapier, Dünner Karton und Karton. Gestrichenes Material: Dünner Hochglanzkarton und Hochglanzkarton. Gestrichenes Material: Dünner Hochglanzkarton und Hochglanzkarton. Ursache mithilfe der Seite für Wiederholungsfehler ermitteln. Weitere Informationen siehe vorige Seite.

Beheben von Problemen mit der Druckqualität (Fortsetzung)

Problem	Lösung
<p>Fleckige Ausgabe bei hoher Tonerdichte Schwarzöne erscheinen blau</p> 	<ol style="list-style-type: none">1. Sicherstellen, dass das Druckmaterial für den Drucker geeignet ist und ordnungsgemäß eingelegt wurde. Eine umfassende Liste der für den Drucker empfohlenen Druckmaterialien ist zu finden unter:<ul style="list-style-type: none">– Nordamerika: www.xerox.com/rmlna– Europa: www.xerox.com/rmleu2. Überprüfen, ob am Steuerpult und im Druckertreiber das richtige Druckmaterial ausgewählt wurde. <p>Hinweis: Tritt das Problem weiterhin auf, Service anfordern.</p>
<p>Falsche Farbausrichtung Es treten Farbverschiebungen bzw. -überlagerungen auf.</p> 	<p>Vordere Abdeckung öffnen und wieder schließen. Mit dem nächsten Druckauftrag wird automatisch eine Kalibrierung zur Ausrichtung der Farben durchgeführt.</p> <p>Hinweis: Tritt das Problem weiterhin auf, Service anfordern.</p>
<p>Alle Farben zu hell oder zu dunkel Farben erscheinen blass oder zu dunkel auf dem Druck oder der Kopie.</p>	<ol style="list-style-type: none">1. Sicherstellen, dass das Druckmaterial für den Drucker geeignet ist und ordnungsgemäß eingelegt wurde. Eine umfassende Liste der für den Drucker empfohlenen Druckmaterialien ist zu finden unter:<ul style="list-style-type: none">– Nordamerika: www.xerox.com/rmlna– Europa: www.xerox.com/rmleu2. Überprüfen, ob am Steuerpult und im Druckertreiber das richtige Druckmaterial ausgewählt wurde. <p>Hinweis: Tritt das Problem weiterhin auf, im <i>Benutzerhandbuch</i> nachschlagen oder Service anfordern.</p>

Beheben von Problemen mit der Druckqualität (Fortsetzung)

Problem	Lösung
<p>Striche, verschmierte Stellen oder Streifen Die Ausgabe weist dunkle oder helle Stellen auf (alle Farben bzw. nicht bedruckte Bereiche).</p> 	<ol style="list-style-type: none"> 1. Sicherstellen, dass das Druckmaterial für den Drucker geeignet ist und ordnungsgemäß eingelegt wurde. Eine umfassende Liste der für den Drucker empfohlenen Druckmaterialien ist zu finden unter: <ul style="list-style-type: none"> – Nordamerika: www.xerox.com/rmlna – Europa: www.xerox.com/rmleu 2. Überprüfen, ob am Steuerpult und im Druckertreiber das richtige Druckmaterial ausgewählt wurde. 3. Zur Ermittlung der Ursache die zusammen mit der Seite zur Fehlerbehebung bei Druckqualitätsproblemen ausgegebene Wiederholungsfehlerseite konsultieren. Am Bedienfeld Gerät > Verwaltung > Fehlerbehebung > Supportseiten > Wiederholungsfehlerseite > Drucken antippen. 4. Zur Behebung des Problems die auf der Wiederholungsfehlerseite genannten Teile austauschen.
<p>Farben variieren von Computer zu Computer Bei der Dokumentausgabe von unterschiedlichen Computern stimmen die Farben nicht überein.</p>	<ol style="list-style-type: none"> 1. Sicherstellen, dass die Treibereinstellungen für Druckqualität, Farbkorrektur und „Farbe nach Wörtern“ auf beiden Computern identisch sind. 2. Ggf. die Einstellungen anpassen. Hinweis: Die Einstellungen im Druckertreiber haben Vorrang vor den am Steuerpult des Druckers vorgenommenen Einstellungen.
<p>Farben stimmen nicht überein Die ausgegebene Farbe entspricht nicht der Zielfarbe.</p>	<p>Weitere Informationen über die Farbabstimmung siehe Online-Support-Assistent unter www.xerox.com/office/support.</p>
<p>Farben auf der Ausgabe stimmen nicht mit den Farben am Bildschirm überein Die ausgegebene Farbe entspricht nicht der am Computerbildschirm angezeigten Farbe.</p>	<p>Informationen zur Farbabstimmung zwischen Bildschirm und gedrucktem Dokument siehe Online-Support-Assistent unter: www.xerox.com/office/support.</p>

Einstellungen für die Druckqualität

Der Druckqualitätsmodus und die Farbkorrekturoptionen haben direkten Einfluss auf die Druckqualität. Diese Einstellungen können im Druckertreiber geändert werden. Die für den Druckauftrag am besten geeignete Einstellung wählen.

Druckqualitätsmodus

- **Optimiert:** Dies ist der Allzweckmodus für frische, leuchtende Farbdrucke. Der Modus „Optimiert“ sorgt für ein ausgewogenes Verhältnis zwischen Geschwindigkeit und Qualität.
- **Hohe Auflösung:** Dieser Modus sorgt für hohe Qualität mit feiner Linien- und Detailzeichnung. Der Modus „Hohe Auflösung“ wird für kräftige, satte Farbdrucke empfohlen. Beim Modus „Hohe Auflösung“ hat Qualität Vorrang vor der Geschwindigkeit.
- **Tonersparbetrieb:** In diesem für Entwurfsdrucke geeigneten Modus wird der Tonerverbrauch reduziert. Die Druckqualität ist etwas geringer als beim Standardmodus.

Farbkorrektur

Die Farbkorrektur ist auf der Registerkarte „Bildqualität“ im Druckertreiber verfügbar. Das Vorschauenfenster befindet sich rechts auf der Registerkarte „Bildqualität“. Wenn das Kontrollkästchen „Vorschau“ aktiviert ist, wird die Farbkorrektur im Vorschauenfenster angezeigt. Das korrigierte Bild kann mit dem nicht korrigierten Bild verglichen werden, indem die Vorschauoption wechselweise aktiviert und deaktiviert wird.

Zum Anpassen der Farben eines Druckauftrags die Registerkarte „Farbkorrektur“ und dann die gewünschten Optionen auswählen.

- **Xerox-Schwarzweißumwandlung** konvertiert die Farben in Graustufen. Die Ausgabe erfolgt in Schwarzweiß. Diese Einstellung eignet sich zum Erstellen von Schwarzweißvorlagen zum Kopieren oder Übermitteln per Fax.
- **Farbkorrektur** bietet Optionen zur möglichst genauen Abstimmung der Druckerfarben auf die von anderen Geräten produzierten im Farben, zum Beispiel von einem Computerbildschirm oder einem bestimmten Drucksystem.
 - **Automatisch** wendet auf jedes Grafikelement des Dokuments die optimale Farbkorrektur an: Text, Grafiken und Fotos.
 - **LCD-Anzeige simulieren** nähert die Farbe des Druckauftrags an die Farben eines LCD-Computermonitors an.
 - **sRGB-Anzeige simulieren** nähert die Farbe des Druckauftrags an die Farben einer RGB-Anzeige (Rot, Grün, Blau) an.
 - **Aus:** Farbkorrektur deaktiviert. Diese Einstellung ist die beste Wahl, wenn die Farbe in der Anwendung oder im Betriebssystem spezifiziert wurde.
- **Xerox-Autofarbe** wendet auf jedes grafische Element (Text, Grafiken, Fotos) die optimale Farbkorrektur an.
- **Benutzerdefinierte automatische Farbe** stellt zusätzliche Optionen zum Anpassen der Farben im Druckauftrag bereit. Eine der Einstellungen zum Anpassen der Farbe von Text und Grafiken auswählen. Die andere Einstellung zum Anpassen der auf die Bilder angewendeten Farbkorrektur verwenden. Auf jedes Element können viele verschiedene Farboptionen angewendet werden, um die Ausgabe verschiedener Farbgeräte zu simulieren.

Zum Anpassen von Farben mit beschreibenden Ausrücken die Registerkarte **Farbe nach Wörtern** auswählen. Aus den Menüs die Wörter für den Satz auswählen, der die gewünschte Farbanpassung beschreibt. Es können mehrere Sätze auf einen Druckauftrag angewendet werden. Die Korrektur kann für eine einzelne Farbe oder ein gesamtes Farbspektrum durchgeführt werden.

Zum Ändern der Einstellungen einzelner Farbparameter die Registerkarte **Farbanpassung** auswählen und die Schieberegler anpassen. Mithilfe der Skalen kann für jedes nachstehend aufgeführte Element ein durchgängiger Bereich mit Anpassungen ausgewählt werden:

- Helligkeit
- Kontrast
- Sättigung
- Cyan in Rot
- Magenta in Grün
- Gelb in Blau

Weitere Informationen zu Farbanpassung und ICC-Profilen siehe www.xerox.com/office/support.

Solución de problemas de calidad de impresión

Su impresora multifunción a color Xerox® VersaLink® C625 se ha diseñado para realizar impresiones en color de alta calidad de forma sistemática. Si tiene problemas con la calidad de impresión, consulte la información de estas páginas para intentar solucionarlos. Para obtener más información de asistencia en línea, vaya a www.xerox.com/office/support.

PRECAUCIÓN: los daños causados por la utilización de papel, transparencias y otros soportes de impresión especiales no recomendados no están cubiertos por la garantía, el acuerdo de servicio ni la Total Satisfaction Guarantee (Garantía de satisfacción total) de Xerox®. La Total Satisfaction Guarantee (Garantía de satisfacción total) está disponible en Estados Unidos y Canadá. La cobertura puede variar fuera de estas zonas geográficas. Póngase en contacto con su representante local si desea más información.

Tipo de papel

PRECAUCIÓN: si cambia el tipo de papel de una bandeja, cámbielo también en el panel de control para que coincida. Si no cambia el tipo de papel, podría generar problemas de calidad de impresión o dañar el fusor.

Para obtener los mejores resultados, utilice solo papel y material de impresión de Xerox® recomendados. El papel y material de impresión de Xerox® están garantizados para proporcionar resultados excelentes en la impresora multifunción a color Xerox® VersaLink® C625. Para pedir el papel y material de impresión de Xerox®, vaya a www.xerox.com/office/supplies.


Para obtener una lista completa del papel recomendado para la impresora, vaya a:

- Norteamérica: www.xerox.com/rmlna
- Europa: www.xerox.com/rmleu




Solución de problemas de calidad de impresión

Utilice estas tablas para encontrar soluciones concretas a problemas de calidad de impresión.

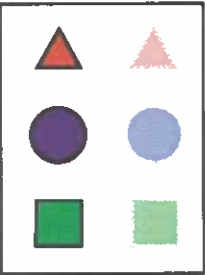
Solución de problemas de calidad de impresión

Problema	Solución
<p>Fusión incompleta</p> <p>Parece que falta tóner en la impresión o se desprende con facilidad.</p> 	<ol style="list-style-type: none">1. Compruebe que el papel utilizado es del tipo correcto para la impresora y que se ha colocado correctamente. Para obtener una lista completa del papel recomendado para la impresora, vaya a:<ul style="list-style-type: none">– Norteamérica: www.xerox.com/rmlna– Europa: www.xerox.com/rmleu2. Compruebe que el tipo de papel se ha seleccionado en el panel de control y en el controlador de impresión.3. Si el problema continúa, realice una de las acciones siguientes: Nota: inicie sesión como administrador del sistema para modificar el tamaño, tipo y color del papel en una bandeja exclusiva cuando el panel de control está bloqueado.<ol style="list-style-type: none">a. Para las bandejas definidas como Exclusiva:<ul style="list-style-type: none">• En el panel de control, toque Iniciar sesión. Introduzca la información de inicio de sesión de administrador y toque Intro. Si desea más información, consulte la <i>Guía del administrador del sistema</i>.• Toque Dispositivo > Herramientas > Opciones del dispositivo > Gestión del papel > Opciones de bandeja. Seleccione la bandeja, toque Editar y cambie el tipo de papel.b. Para las bandejas definidas como totalmente ajustables:<ul style="list-style-type: none">• Papel sin revestir: Papel común, cartulina ligera y cartulina para tarjeta.• Papel estucado: Cartulina ligera brillante y cartulina brillante.El panel de control solicita que confirme o cambie el tipo de papel.<ul style="list-style-type: none">• En la pantalla táctil, pulse Tipo y elija una de estas acciones:<ul style="list-style-type: none">• Seleccione el tipo correcto de papel y pulse Confirmar.• Seleccione el siguiente tipo de papel con más peso y pulse Confirmar.Nota: Los tipos de papel del más ligero al más pesado son:<ul style="list-style-type: none">• Papel sin revestir: Papel común, cartulina ligera y cartulina para tarjeta.• Papel estucado: Cartulina ligera brillante y cartulina brillante.

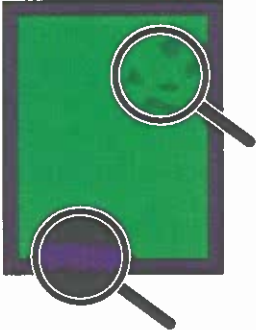

Solución de problemas de calidad de impresión (continuación)

Problema	Solución
<p data-bbox="94 296 321 323">Defectos repetitivos</p> <p data-bbox="94 333 581 485">Aparecen puntos o líneas en la página a intervalos regulares, en la dirección en que se desplaza el papel en la impresora, en todos los colores o en áreas no impresas de la página.</p>  <p data-bbox="94 806 581 926">Aparecen puntos o líneas en la página a intervalos regulares, en la dirección en que se desplaza el papel en la impresora, solo en un color.</p> 	<ol data-bbox="654 296 1455 1314" style="list-style-type: none"><li data-bbox="654 296 1455 386">1. En el panel de control, pulse Dispositivo > Herramientas > Solución de problemas > Páginas de asistencia > Página defectos repetitivos > Imprimir. Se imprimirá la Página de defectos que se repiten, con indicaciones para identificar las unidades defectuosas.<li data-bbox="654 470 1455 527">2. Cambie los elementos identificados por la página Defectos repetitivos para resolver el problema. <li data-bbox="654 884 1455 1314">3. Si sustituye un consumible, restablezca el contador:<ol data-bbox="688 926 1455 1314" style="list-style-type: none"><li data-bbox="688 926 1455 1041">a. En el panel de control, toque Iniciar sesión. Introduzca la información de inicio de sesión de administrador y toque Intro. Si desea más información, consulte la <i>Guía del administrador del sistema</i>.<li data-bbox="688 1058 1455 1085">b. Pulse Dispositivo > Herramientas > Opciones del dispositivo.<li data-bbox="688 1102 1455 1159">c. Desplácese y pulse Suministros > Restauración del contador de suministros.<li data-bbox="688 1176 1455 1203">d. Toque el Consumible que ha sustituido.<li data-bbox="688 1220 1455 1247">e. Pulse Restaurar contador.<li data-bbox="688 1264 1455 1314">f. Para cerrar la ventana emergente, pulse X, pulse admin, y seleccione Desconexión.

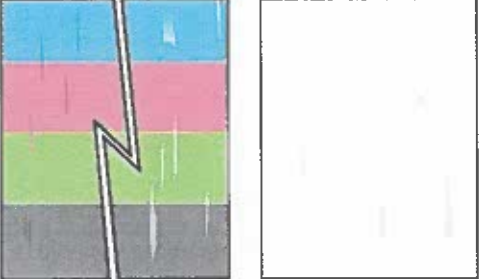
Solución de problemas de calidad de impresión (continuación)

Problema	Solución
<p>Desplazamiento de imagen</p> <p>El desplazamiento más habitual se produce cuando el tóner parece estar reimpresso en la página a unos 95 mm (3.75 pulg.) en la dirección en que se desplaza el papel en la impresora.</p> <p>Nota: si la distancia es diferente, utilice la página Efectos repetitivos para identificar la causa.</p> 	<ol style="list-style-type: none">1. Compruebe que el papel utilizado es del tipo correcto para la impresora y que se ha colocado correctamente. Para obtener una lista completa del papel recomendado para la impresora, vaya a:<ul style="list-style-type: none">– Norteamérica: www.xerox.com/rmlna– Europa: www.xerox.com/rmleu2. Compruebe que el tipo de papel se ha seleccionado en el panel de control y en el controlador de impresión. Nota: inicie sesión como administrador del sistema para modificar el tamaño, tipo y color del papel en una bandeja exclusiva cuando el panel de control está bloqueado.3. Si el problema continúa, realice una de las acciones siguientes: Nota: inicie sesión como administrador del sistema para modificar el tamaño, tipo y color del papel en una bandeja exclusiva cuando el panel de control está bloqueado.<ol style="list-style-type: none">a. Para las bandejas definidas como Exclusiva:<ul style="list-style-type: none">• En el panel de control, toque Iniciar sesión. Introduzca la información de inicio de sesión de administrador y toque Intro. Si desea más información, consulte la <i>Guía del administrador del sistema</i>.• Toque Dispositivo > Herramientas > Opciones del dispositivo > Gestión del papel > Opciones de bandeja. Seleccione la bandeja, toque Editar y cambie el tipo de papel.b. Para las bandejas definidas como totalmente ajustables:<ul style="list-style-type: none">• Papel sin revestir: Papel común, cartulina ligera y cartulina para tarjeta.• Papel estucado: Cartulina ligera brillante y cartulina brillante.El panel de control solicita que confirme o cambie el tipo de papel.<ul style="list-style-type: none">• En la pantalla táctil, pulse Tipo y elija una de estas acciones:<ul style="list-style-type: none">• Seleccione el tipo correcto de papel y pulse Confirmar.• Seleccione el siguiente tipo de papel con más peso y pulse Confirmar.Nota: Los tipos de papel del más ligero al más pesado son:<ul style="list-style-type: none">• Papel sin revestir: Papel común, cartulina ligera y cartulina para tarjeta.• Papel estucado: Cartulina ligera brillante y cartulina brillante.4. Para identificar la causa, utilice la página Defectos repetitivos. Para obtener más información, consulte la página anterior.

Solución de problemas de calidad de impresión (continuación)

Problema	Solución
<p data-bbox="90 289 513 361">Colores sólidos con motas o manchas Los negros aparecen azules</p> 	<ol data-bbox="646 289 1453 579" style="list-style-type: none">1. Compruebe que el papel utilizado es del tipo correcto para la impresora y que se ha colocado correctamente. Para obtener una lista completa del papel recomendado para la impresora, vaya a:<ul data-bbox="682 436 1144 508" style="list-style-type: none">- Norteamérica: www.xerox.com/rmlna- Europa: www.xerox.com/rmleu2. Compruebe que el tipo de papel se ha seleccionado en el panel de control y en el controlador de impresión. <p data-bbox="646 588 1230 617">Nota: Si persiste el problema, llame al servicio técnico.</p>
<p data-bbox="90 781 578 877">Colores alineados incorrectamente El color se desplaza fuera del área designada o se le superpone otro color.</p> 	<p data-bbox="646 781 1393 844">Abra y cierre la puerta frontal. La impresora realiza una calibración de registro automática con la siguiente impresión.</p> <p data-bbox="646 852 1230 882">Nota: Si persiste el problema, llame al servicio técnico.</p>
<p data-bbox="90 1251 513 1314">Todos los colores demasiado claros o demasiado oscuros</p> <p data-bbox="90 1323 594 1386">Los colores aparecen descoloridos o demasiado oscuros en la impresión o la copia.</p>	<ol data-bbox="646 1251 1453 1541" style="list-style-type: none">1. Compruebe que el papel utilizado es del tipo correcto para la impresora y que se ha colocado correctamente. Para obtener una lista completa del papel recomendado para la impresora, vaya a:<ul data-bbox="682 1398 1144 1470" style="list-style-type: none">- Norteamérica: www.xerox.com/rmlna- Europa: www.xerox.com/rmleu2. Compruebe que el tipo de papel se ha seleccionado en el panel de control y en el controlador de impresión. <p data-bbox="646 1549 1383 1612">Nota: Si persiste el problema, consulte la <i>Guía del usuario</i> o llame al servicio técnico.</p>

Solución de problemas de calidad de impresión (continuación)

Problema	Solución
<p>Líneas, manchas o rayas Aparecen marcas oscuras o claras en todos los colores y en áreas no impresas de la página.</p> 	<ol style="list-style-type: none"> 1. Compruebe que el papel utilizado es del tipo correcto para la impresora y que se ha colocado correctamente. Para obtener una lista completa del papel recomendado para la impresora, vaya a: <ul style="list-style-type: none"> – Norteamérica: www.xerox.com/rmlna – Europa: www.xerox.com/rmleu 2. Compruebe que el tipo de papel se ha seleccionado en el panel de control y en el controlador de impresión. 3. Para identificar la causa, consulte la página de defectos que se repiten que se imprime con la página de solución de problemas de calidad de impresión. En el panel de control, toque Dispositivo > Herramientas > Solución de problemas > Páginas de asistencia > Página de defectos que se repiten > Imprimir. 4. Para corregir el problema, cambie los elementos que se han identificado en la página de defectos que se repiten..
<p>El color varía de un equipo informático a otro Los colores imprimidos desde una estación de trabajo no coinciden con los imprimidos desde otra estación.</p>	<ol style="list-style-type: none"> 1. Confirme que las opciones del controlador de impresión de Calidad de impresión, de Corrección de color y de Color en palabras son iguales en ambos equipos. 2. Ajuste los valores según proceda. Nota: los ajustes del controlador prevalecen sobre los realizados en el panel de control de la impresora.
<p>Los colores no se corresponden El color que produce la impresora es distinto del ajustado.</p>	<p>Si desea obtener más información sobre la concordancia de colores, vaya al Asistente de Ayuda en línea en www.xerox.com/office/support.</p>
<p>Los colores impresos no coinciden con los del monitor El color que produce la impresora parece distinto al que aparece en el monitor del equipo.</p>	<p>Para ver información sobre la concordancia de colores entre el monitor y el documento impreso, visite el Asistente de Ayuda en línea en www.xerox.com/office/support.</p>

Opciones de calidad de impresión

La calidad de las impresiones está directamente controlada por el Modo de calidad de impresión y las opciones de Correcciones del color. Puede cambiar estas opciones en el controlador de impresión. Seleccione la opción que mejor se ajuste a su trabajo de impresión.

Modo de calidad de impresión

- **Mejorado** es un modo de uso general para unas impresiones en color más frescas y brillantes. El modo Mejorado combina la velocidad con la calidad.
- **Alta resolución** es un modo de alta calidad que crea líneas finas y nítidas. El modo Alta resolución se recomienda para impresiones en color vibrantes y saturadas. El modo Alta resolución equilibra la calidad sobre la velocidad.
- **Ahorro de tóner** reduce la cantidad de tóner utilizado para imprimir trabajos y es muy útil para la salida con calidad de borrador. La calidad de impresión es ligeramente inferior a la del modo Estándar.

Correcciones del color

Las correcciones del color están disponibles en la pestaña Opciones de la imagen en el controlador de impresión. La ventana Vista previa aparece en el lado derecho de la pestaña Opciones de la imagen. Cuando se ha seleccionado la casilla de verificación Vista previa, la corrección del color aparece en la ventana Vista previa. Al seleccionar y quitar la marca de selección de la marca de verificación Vista previa, se puede comparar la imagen corregida con la imagen original.

Para ajustar las características del color de su trabajo de impresión, seleccione la pestaña Corrección del color y, a continuación, seleccione las opciones necesarias.

- **Conversión a blanco y negro de Xerox** convierte los colores a escala de grises y produce un trabajo de impresión en blanco y negro. Esta opción es útil para crear páginas maestras a blanco y negro para fotocopiar o enviar por fax.
- **Corrección del color** proporciona opciones para generar una correspondencia de colores en la impresora tan cercana como sea posible con los colores de otros dispositivos, por ejemplo, la pantalla del equipo o una prensa.
 - **Automático** aplica la mejor corrección del color a cada elemento gráfico del documento: textos, ilustraciones y fotografías.
 - **Simular pantalla LCD** aproxima el color del trabajo de impresión a los colores del monitor LCD del equipo.
 - **Pantalla sRGB** aproxima el color del trabajo de impresión a una pantalla RGB (rojo, verde, azul).
 - **No elimina todas las correcciones del color.** Es la mejor opción al trabajar con un color especificado en la aplicación o sistema operativo.
- **Color automático de Xerox** aplica la mejor corrección del color a cada elemento gráfico del documento: textos, ilustraciones y fotografías.
- **Color automático personalizado** proporciona más opciones de colores personalizados en el trabajo de impresión. Utilice una opción para ajustar el color del texto y de los gráficos. Utilice la otra opción para ajustar la corrección del color aplicada a las imágenes. Cada elemento se puede controlar con varios controles de color para simular las impresiones de distintos dispositivos de color.

Para ajustar los colores usando frases descriptivas, seleccione la pestaña **Color en palabras**. Seleccione una opción en los menús para formar una frase que describa el ajuste de color deseado. Puede formar más de una frase que se aplique al trabajo de impresión y que afecte un color o varios colores.

Para cambiar las opciones de cada parámetro de color, seleccione la pestaña **Ajustes de color** y, a continuación, ajuste los controles deslizantes. Los controles deslizantes permiten seleccionar ajustes continuos para cada una de las opciones siguientes:

- Claridad
- Contraste
- Saturación
- Cian a rojo
- Magenta a verde
- Amarillo a azul

Para obtener más información sobre la concordancia de colores y los perfiles ICC, vaya a www.xerox.com/office/support.

Résolution des problèmes de qualité d'impression

Votre imprimante multifonctions couleur Xerox® VersaLink® C625 est conçue pour garantir durablement des impressions de haute qualité. Si vous observez des problèmes de qualité d'impression, utilisez les informations de ce document pour les résoudre. Pour des informations d'assistance en ligne détaillées, accédez à www.xerox.com/office/support.

ATTENTION : la garantie, le contrat de maintenance ou le programme Total Satisfaction Guarantee (Garantie de satisfaction totale) Xerox® ne couvre pas les dommages causés par l'utilisation de papier, transparents ou autres supports spéciaux non pris en charge. Le programme Total Satisfaction Guarantee (Garantie de satisfaction totale) est disponible aux États-Unis et au Canada. La couverture peut varier dans les autres pays. Pour plus de détails, contactez votre représentant.

Type de papier

ATTENTION : si vous changez le type de papier dans un magasin, vous devez aussi changer le type de papier sur le panneau de commande pour qu'il corresponde au papier présent dans le magasin. Si le type de papier n'est pas changé, des problèmes de qualité d'impression peuvent survenir et le module four peut être endommagé.

Pour les meilleurs résultats, utilisez uniquement le papier et les supports Xerox® recommandés. Le papier et les supports Xerox® garantissent d'excellents résultats sur votre imprimante multifonctions couleur Xerox® VersaLink® C625. Pour commander du papier et des supports Xerox®, accédez à www.xerox.com/office/supplies.


Pour la liste complète des supports recommandés pour votre imprimante, rendez-vous sur les sites suivants :

- Amérique du Nord : www.xerox.com/rmlna
- Europe : www.xerox.com/rmlou




Résolution des problèmes de qualité d'impression

Utilisez les tableaux suivants pour obtenir des solutions spécifiques aux problèmes de qualité d'impression.

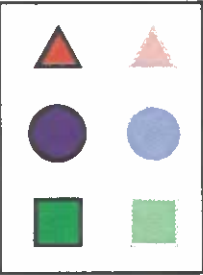
Résolution des problèmes de qualité d'impression

Problème	Solution
<p data-bbox="94 289 560 388">Fixation incomplète Le toner est absent de l'impression ou s'en détache facilement.</p> 	<ol data-bbox="654 289 1455 619" style="list-style-type: none">1. Vérifiez que le papier que vous utilisez est de type approprié à l'imprimante et qu'il est chargé correctement. Pour la liste complète des supports recommandés pour votre imprimante, rendez-vous sur les sites suivants :<ul data-bbox="690 436 1203 506" style="list-style-type: none">- Amérique du Nord : www.xerox.com/rmlna- Europe : www.xerox.com/rmleu2. Vérifiez que le type de papier est sélectionné à la fois sur le panneau de commande et dans le pilote d'imprimante.3. Si le problème persiste, effectuez l'une des opérations suivantes : <p data-bbox="690 632 1406 722">Remarque : pour changer le format, le type ou la couleur du papier d'un magasin spécialisé lorsque le panneau de commande est verrouillé, connectez-vous en tant qu'administrateur système.</p> <ol data-bbox="690 737 1455 1186" style="list-style-type: none">a. Pour les magasins réglés sur Dedicated (Dédiés) :<ul data-bbox="727 779 1455 1066" style="list-style-type: none">• Sur le panneau de commande, appuyez sur Log In (se connecter). Saisissez les informations de connexion de l'administrateur système, puis appuyez sur Entrée. Pour plus d'informations, reportez-vous au <i>Guide de l'administrateur système</i>.• Appuyez sur Périphérique > Outils > Paramètres du périphérique > Gestion du papier > Paramètres du magasin. Sélectionnez le magasin, appuyez sur Modifier, puis changez le type de papier.b. Pour les magasins réglés sur Entièrement réglables :<ul data-bbox="727 1115 1354 1186" style="list-style-type: none">• Magasins : Ouvrez puis fermez le magasin sélectionné.• Départ manuel : Retirez puis réintroduisez le papier. <p data-bbox="690 1199 1438 1262">Le panneau de commande vous invite à confirmer ou changer le type de papier.</p> <ul data-bbox="727 1272 1438 1478" style="list-style-type: none">• Sur l'écran tactile, appuyez sur Type puis effectuez une des actions suivantes :<ul data-bbox="776 1346 1438 1478" style="list-style-type: none">• Sélectionnez le type de papier approprié puis appuyez sur Confirmer.• Sélectionnez le type de papier de grammage supérieur le plus proche puis appuyez sur Confirmer. <p data-bbox="690 1493 1360 1520">Remarque : Les types de papier du plus fin au plus épais sont :</p> <ul data-bbox="727 1535 1390 1604" style="list-style-type: none">• Pour le papier non couché : Standard, Carte fine, et Carte.• Pour le papier couché : Carte glacée fine et Carte glacée.

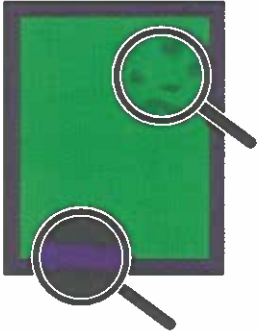

Résolution des problèmes de qualité d'impression (suite)

Problème	Solution
<p>Défauts à répétition</p> <p>Des taches ou des lignes apparaissent à intervalles réguliers sur la page, dans le sens de déplacement du papier dans l'imprimante, dans toutes les couleurs ou dans des zones non imprimées.</p>  <p>Des taches ou des lignes apparaissent à intervalles réguliers sur la page, dans le sens de déplacement du papier dans l'imprimante, dans une seule couleur.</p> 	<ol style="list-style-type: none">1. Sur le panneau de commande, appuyez sur Périphérique > Outils > Dépannage > Pages de support > Page des défauts répétés > Imprimer. La page des défauts répétés qui s'imprime contient des instructions permettant d'identifier les unités défectueuses.2. Pour corriger le problème, remplacez les composants identifiés sur la page des défauts répétés. 3. Si vous remplacez un consommable, réinitialisez le compteur :<ol style="list-style-type: none">a. Sur le panneau de commande, appuyez sur Se connecter. Saisissez les informations de connexion de l'administrateur système, puis appuyez sur Entrée. Pour plus d'informations, reportez-vous au <i>Guide de l'administrateur système</i>.b. Appuyez sur Périphérique > Outils > Paramètres du périphérique.c. Faites défiler l'écran puis appuyez sur Consommables > Réinitialisation du compteur de module remplaçable.d. Appuyez sur le consommable (Supply) remplacé.e. Appuyez sur Réinitialiser compteur.f. Pour fermer la fenêtre contextuelle, appuyez sur X, admin, puis Déconnexion.

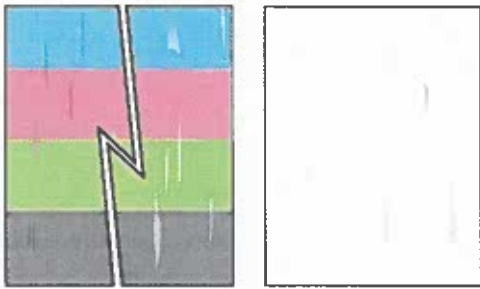
Résolution des problèmes de qualité d'impression (suite)

Problème	Solution
<p>Décaler l'image</p> <p>Le décalage le plus fréquent est lorsque le toner semble être réimprimé sur la page et placé à environ 95 mm (3,75 pouces) sur toute la page dans le sens de déplacement du papier dans l'imprimante.</p> <p>Remarque : pour une distance différente, utilisez la page des défauts répétés pour identifier la cause.</p> 	<ol style="list-style-type: none">1. Vérifiez que le papier que vous utilisez est du type approprié à l'imprimante et qu'il est chargé correctement. Pour la liste complète des supports recommandés pour votre imprimante, rendez-vous sur les sites suivants :<ul style="list-style-type: none">– Amérique du Nord : www.xerox.com/rmlna– Europe : www.xerox.com/rmleu2. Vérifiez que le type de papier est sélectionné à la fois sur le panneau de commande et dans le pilote d'imprimante. Remarque : pour changer le format, le type ou la couleur du papier d'un magasin spécialisé lorsque le panneau de commande est verrouillé, connectez-vous en tant qu'administrateur système.3. Si le problème persiste, effectuez l'une des opérations suivantes : Remarque : pour changer le format, le type ou la couleur du papier d'un magasin spécialisé lorsque le panneau de commande est verrouillé, connectez-vous en tant qu'administrateur système.<ol style="list-style-type: none">a. Pour les magasins réglés sur Dedicated (Dédiés) :<ul style="list-style-type: none">• Sur le panneau de commande, appuyez sur Se connecter. Saisissez les informations de connexion de l'administrateur système, puis appuyez sur Entrée. Pour plus d'informations, reportez-vous au <i>Guide de l'administrateur système</i>.• Appuyez sur Périphérique > Outils > Paramètres du périphérique > Gestion du papier > Paramètres du magasin. Sélectionnez le magasin, appuyez sur Modifier, puis changez le type de papier.b. Pour les magasins réglés sur Entièrement réglables :<ul style="list-style-type: none">• Magasins : Ouvrez puis fermez le magasin sélectionné.• Départ manuel : Retirez puis réintroduisez le papier.Le panneau de commande vous invite à confirmer ou changer le type de papier.<ul style="list-style-type: none">• Sur l'écran tactile, appuyez sur Type puis effectuez une des actions suivantes :<ul style="list-style-type: none">• Sélectionnez le type de papier approprié puis appuyez sur Confirmer.• Sélectionnez le type de papier de grammage supérieur le plus proche puis appuyez sur Confirmer.Remarque : Les types de papier du plus fin au plus épais sont :<ul style="list-style-type: none">• Pour le papier non couché : Standard, Carte fine, et Carte.• Pour le papier couché : Carte glacée fine et Carte glacée.4. Identifiez la cause à l'aide de la page des défauts répétés. Pour de plus amples informations, reportez-vous à la page précédente.

Résolution des problèmes de qualité d'impression (suite)

Problème	Solution
<p>Les zones de couverture importantes semblent tachetées ou marbrées Les zones noires apparaissent bleues</p> 	<ol style="list-style-type: none">1. Vérifiez que le papier que vous utilisez est de type approprié à l'imprimante et qu'il est chargé correctement. Pour la liste complète des supports recommandés pour votre imprimante, rendez-vous sur les sites suivants :<ul style="list-style-type: none">– Amérique du Nord : www.xerox.com/rmlna– Europe : www.xerox.com/rmleu2. Vérifiez que le type de papier est sélectionné à la fois sur le panneau de commande et dans le pilote d'imprimante. <p>Remarque : Si le problème persiste, appelez l'assistance technique.</p>
<p>Alignement incorrect des couleurs La couleur se trouve en dehors de la zone désignée ou est surimposée sur une autre couleur.</p> 	<p>Ouvrez puis refermez le panneau avant. L'imprimante effectue un étalonnage automatique de l'alignement des couleurs au cours de la prochaine impression.</p> <p>Remarque : Si le problème persiste, appelez l'assistance technique.</p>
<p>Toutes les couleurs sont trop claires ou trop foncées Les couleurs semblent délavées ou trop foncées sur les impressions ou les copies.</p>	<ol style="list-style-type: none">1. Vérifiez que le papier que vous utilisez est de type approprié à l'imprimante et qu'il est chargé correctement. Pour la liste complète des supports recommandés pour votre imprimante, rendez-vous sur les sites suivants :<ul style="list-style-type: none">– Amérique du Nord : www.xerox.com/rmlna– Europe : www.xerox.com/rmleu2. Vérifiez que le type de papier est sélectionné à la fois sur le panneau de commande et dans le pilote d'imprimante. <p>Remarque : Si le problème persiste, consultez le <i>Guide de l'utilisateur</i> ou appelez l'assistance technique.</p>

Résolution des problèmes de qualité d'impression (suite)

Problème	Solution
<p>Lignes, salissures ou traînées</p> <p>Des zones sombres ou claires apparaissent sur la page dans toutes les couleurs et/ou dans des zones non imprimables.</p> 	<ol style="list-style-type: none"> 1. Vérifiez que le papier que vous utilisez est de type approprié à l'imprimante et qu'il est chargé correctement. Pour la liste complète des supports recommandés pour votre imprimante, rendez-vous sur les sites suivants : <ul style="list-style-type: none"> – Amérique du Nord : www.xerox.com/rmlna – Europe : www.xerox.com/rmleu 2. Vérifiez que le type de papier est sélectionné à la fois sur le panneau de commande et dans le pilote d'imprimante. 3. Pour identifier la cause, reportez-vous à la page Défauts répétés qui s'imprime avec la page Dépannage de la qualité d'impression. Sur le panneau de commande, appuyez sur Périphérique > Outils > Dépannage > Pages d'assistance > Page Défauts répétés > Imprimer. 4. Pour corriger le problème, remplacez les éléments identifiés sur la page Défauts répétés.
<p>Les couleurs varient d'un ordinateur à l'autre</p> <p>Les couleurs imprimées depuis un ordinateur ne correspondent pas aux couleurs imprimées depuis un autre ordinateur.</p>	<ol style="list-style-type: none"> 1. Vérifiez si les paramètres de pilote d'imprimante pour la qualité d'impression, la correction des couleurs et la description des couleurs sont identiques sur les deux ordinateurs. 2. Réglez les paramètres si nécessaire. <p>Remarque : les paramètres du pilote ont priorité sur les paramètres sélectionnés sur le panneau de commande de l'imprimante.</p>
<p>Les couleurs ne correspondent pas</p> <p>La couleur produite par l'imprimante est différente de la couleur qu'elle doit reproduire.</p>	<p>Pour plus d'informations sur la correspondance des couleurs, accédez à l'Assistant de support en ligne à l'adresse www.xerox.com/office/support.</p>
<p>Les couleurs imprimées ne correspondent pas aux couleurs affichées sur l'écran d'ordinateur</p> <p>La couleur produite par l'imprimante semble différente de la couleur affichée à l'écran.</p>	<p>Pour obtenir des informations sur la correspondance des couleurs entre l'écran et le document imprimé, accédez à l'Assistant de support en ligne sur www.xerox.com/office/support.</p>

Paramètres de qualité d'impression

Le mode de qualité d'impression et les options de correction des couleurs contrôlent directement la qualité des impressions. Vous pouvez modifier ces paramètres dans le pilote d'impression. Sélectionnez le paramètre le mieux adapté à votre travail d'impression.

Mode de qualité d'impression

- Le mode **Avancé** est un mode polyvalent pour des impressions nettes aux couleurs vives. Le mode avancé équilibre la vitesse et la qualité.
- Le mode **Haute résolution** est un mode haute qualité qui produit des lignes fines et beaucoup de détails. Le mode haute résolution est recommandé pour les impressions couleur saturées, vives. Le mode haute résolution donne priorité à la qualité plutôt qu'à la vitesse.
- Le mode **Économie de toner** réduit la quantité de toner utilisée pour les travaux d'impression et est utile pour une qualité d'impression brouillon. La qualité d'impression est légèrement inférieure au mode standard.

Correction des couleurs

La correction des couleurs est disponible dans l'onglet Options Image du pilote d'impression. La fenêtre Aperçu apparaît sur le côté droit de l'onglet Options Image. Lorsque la case Aperçu est sélectionnée, la correction des couleurs apparaît dans la fenêtre Aperçu. La sélection et la désélection de la case Aperçu vous permet de comparer l'image corrigée avec l'image initiale.

Pour régler les paramètres couleur de votre travail d'impression, sélectionnez l'onglet Correction des couleurs, puis sélectionnez les options requises.

- **Conversion noir et blanc Xerox** convertit les couleurs en échelle de gris, produisant un travail d'impression noir et blanc. Ce paramètre est utile pour créer des originaux noir et blanc pour la copie ou le fax.
- **Correction des couleurs** propose des options pour faire correspondre les couleurs de l'imprimante avec les couleurs d'autres périphériques tels que l'écran de votre ordinateur ou une presse.
 - **Automatique** applique la meilleure correction des couleurs à chaque élément graphique du document : texte, illustrations et photographies.
 - **Simuler un affichage LCD** utilise des couleurs proches de celles d'un écran LCD pour la couleur du travail d'impression.
 - **Affichage sRGB** utilise des couleurs proches de celles d'un affichage RVB (rouge, vert, bleu) pour la couleur du travail d'impression.
 - **Aucune** supprime toutes les corrections de couleur. Ce paramètre est particulièrement approprié lorsque la couleur est spécifiée dans l'application ou le système d'exploitation.
- **Couleur automatique Xerox** applique la meilleure correction des couleurs à chaque élément graphique du document : texte, illustrations et photographies.
- **Couleur automatique personnalisée** propose des options supplémentaires permettant de personnaliser les couleurs dans votre travail d'impression. Utilisez une sélection pour régler la couleur du texte et des graphiques. Utilisez l'autre sélection pour régler la correction des couleurs appliquée aux images. Vous pouvez appliquer une large gamme d'options couleur à chaque élément pour simuler les sorties de différents périphériques couleur.

Pour régler les couleurs à l'aide de phrases descriptives, sélectionnez l'onglet **Description des couleurs**. Dans les menus, sélectionnez les phrases décrivant le mieux le réglage des couleurs que vous souhaitez. Vous pouvez construire plusieurs phrases à appliquer au travail d'impression, pour une couleur ou toute une gamme de couleurs.

Pour modifier les réglages de chaque paramètre couleur, sélectionnez l'onglet **Paramètres couleur**, puis déplacez les curseurs. Les curseurs permettent de sélectionner une série de réglages pour chacun des éléments suivants :

- Luminosité
- Contraste
- Saturation
- Cyan > Rouge
- Magenta -> Vert
- Jaune > Bleu

Pour plus d'informations sur la correspondance des couleurs et les profils ICC, accédez à www.xerox.com/office/support.

Risoluzione dei problemi di qualità di stampa

La stampante multifunzione a colori Xerox® VersaLink® C625 è progettata per produrre stampe a colori di alta qualità, giorno dopo giorno. Se si verificano problemi di qualità di stampa, utilizzare le informazioni fornite in queste pagine per risolverli. Per informazioni dettagliate sull'assistenza online, visitare il sito www.xerox.com/office/support.

ATTENZIONE: i danni causati dall'utilizzo di carta, trasparenti e altri supporti di stampa speciali non compatibili sono esclusi dalla garanzia Xerox®, dal contratto di manutenzione e dalla Total Satisfaction Guarantee (Garanzia "soddisfatti o rimborsati"). La Total Satisfaction Guarantee (Garanzia "soddisfatti o rimborsati") è disponibile negli Stati Uniti e in Canada. La copertura della garanzia può variare negli altri paesi. Per informazioni dettagliate, rivolgersi al rappresentante locale.

Tipo di carta

ATTENZIONE: se si modifica il tipo di carta nel vassoio, modificare anche il tipo di carta sul pannello comandi in modo che corrispondano. In caso contrario potrebbero verificarsi problemi di qualità di stampa o danni al fusore.

Per risultati ottimali, utilizzare solo carta e supporti di stampa raccomandati da Xerox®. La carta e i supporti Xerox® garantiscono risultati eccellenti sulla stampante multifunzione a colori Xerox® VersaLink® C625. Per ordinare carta e supporti Xerox®, andare su www.xerox.com/office/supplies.


Per l'elenco completo dei supporti raccomandati per la stampante, visitare i seguenti siti:

- Nord America: www.xerox.com/rmlna
- Europa: www.xerox.com/rmleu




Risoluzione dei problemi di qualità di stampa

Utilizzare le tabelle seguenti per trovare soluzioni specifiche a problemi di qualità di stampa.

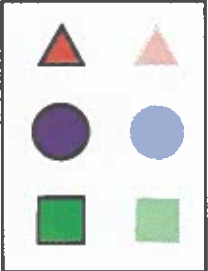
Risoluzione dei problemi di qualità di stampa

Problema	Soluzione
<p data-bbox="94 296 553 394">Fusione incompleta Il toner manca o si stacca facilmente dalla stampa.</p> 	<ol data-bbox="651 296 1429 625" style="list-style-type: none">1. Accertarsi che la carta utilizzata sia di tipo compatibile per la stampante e caricata in modo corretto. Per l'elenco completo dei supporti raccomandati per la stampante, visitare i seguenti siti:<ul data-bbox="688 436 1149 510" style="list-style-type: none">– Nord America: www.xerox.com/rmlna– Europa: www.xerox.com/rmleu2. Controllare che il tipo di carta sia selezionato sul pannello comandi e nel driver di stampa.3. Se il problema persiste, eseguire una delle seguenti operazioni: <p data-bbox="688 636 1455 730">Nota: per modificare il tipo, il formato o il colore di carta in un vassoio dedicato quando il pannello comandi è bloccato, connettersi al sistema come amministratore.</p> <ol data-bbox="688 741 1455 1161" style="list-style-type: none">a. Per i vassoi impostati su Dedicati:<ul data-bbox="727 783 1455 1014" style="list-style-type: none">• Sul pannello comandi, toccare Accedi. Immettere i dati di accesso dell'amministratore di sistema, quindi toccare Invio. Per ulteriori informazioni, consultare la <i>Guida per l'amministratore di sistema</i>.• Toccare Dispositivo > Strumenti > Impostazioni dispositivo > Gestione carta > Impostazioni vassoio. Selezionare il vassoio, toccare Modifica, quindi cambiare il tipo di carta.b. Per i vassoi impostati su Completamente regolabili:<ul data-bbox="727 1056 1455 1161" style="list-style-type: none">• Vassoi carta: Aprire e quindi chiudere il vassoio carta selezionato.• - Vassoio bypass: Rimuovere e quindi inserire di nuovo la carta. <p data-bbox="688 1171 1422 1234">Sul pannello comandi viene visualizzato un messaggio che chiede di confermare o modificare il tipo di carta.</p> <ul data-bbox="727 1245 1455 1455" style="list-style-type: none">• Dallo schermo sensibile, toccare Tipo, quindi eseguire una delle operazioni seguenti:<ul data-bbox="776 1318 1455 1455" style="list-style-type: none">• Selezionare il tipo di carta corretto, quindi toccare Conferma.• Selezionare il successivo tipo di carta selezionato, quindi toccare Conferma. <p data-bbox="688 1465 1336 1497">Nota: I tipi di carta, dalla più leggera alla più pesante, sono:</p> <ul data-bbox="727 1507 1422 1644" style="list-style-type: none">• Per carta non patinata: Carta comune, Cartoncino leggero e Cartoncino.• Per carta patinata: Cartoncino lucido leggero e Cartoncino lucido.

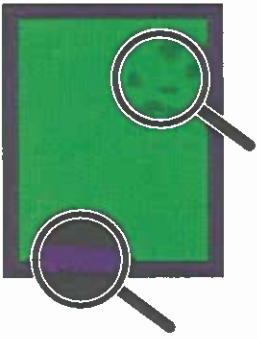

Risoluzione dei problemi di qualità di stampa (continua)

Problema	Soluzione
<p>Difetti ripetuti</p> <p>Macchie o righe visualizzate a intervalli regolari sulla pagina, lungo la direzione di alimentazione della carta nella stampante, in tutti i colori e/o nelle aree non stampate.</p>  <p>Macchie o righe visualizzate a intervalli regolari sulla pagina, lungo la direzione di alimentazione della carta nella stampante, e in un unico colore.</p> 	<ol style="list-style-type: none">1. Dal pannello comandi, toccare Dispositivo > Strumenti > Problemi e soluzioni > Pagine di assistenza > Pagina difetti ripetuti > Stampa. Viene stampata la Pagina difetti ripetuti con istruzioni per l'identificazione delle unità difettose.2. Per correggere il problema, sostituire i componenti identificati sulla Pagina difetti ripetuti. 3. Se si sostituisce un materiale di consumo, ripristinare il contatore:<ol style="list-style-type: none">a. Sul pannello comandi, toccare Accedi. Immettere i dati di accesso dell'amministratore di sistema, quindi toccare Invio. Per ulteriori informazioni, consultare la <i>Guida per l'amministratore di sistema</i>.b. Toccare Dispositivo > Strumenti > Impostazioni dispositivo.c. Scorrere e toccare Materiali di consumo > Azzeramento contatore materiali di consumo.d. Selezionare il Materiale di consumo sostituito.e. Toccare Ripristina contatore.f. Per chiudere la finestra pop-up, toccare X, toccare admin, quindi selezionare Logout.

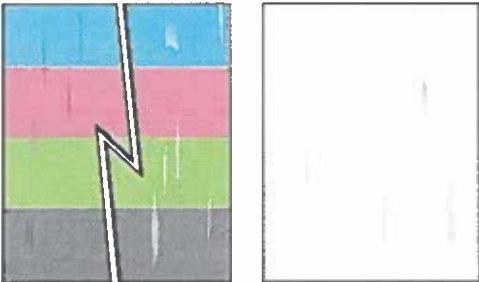
Risoluzione dei problemi di qualità di stampa (continua)

Problema	Soluzione
<p>Sfalsamento immagine</p> <p>Lo sfalsamento più comune si ha quando il toner appare ristampato sulla pagina e posizionato a circa 95 mm (3,75 poll.) nella pagina nella direzione di alimentazione della carta nella stampante.</p> <p>Nota: per una distanza diversa, fare riferimento alla Pagina difetti ripetuti per identificare la causa.</p> 	<ol style="list-style-type: none">1. Accertarsi che la carta utilizzata sia di tipo compatibile per la stampante e caricata in modo corretto. Per l'elenco completo dei supporti raccomandati per la stampante, visitare i seguenti siti:<ul style="list-style-type: none">– Nord America: www.xerox.com/rmlna– Europa: www.xerox.com/rmleu2. Controllare che il tipo di carta sia selezionato sul pannello comandi e nel driver di stampa. Nota: per modificare il tipo, il formato o il colore di carta in un vassoio dedicato quando il pannello comandi è bloccato, connettersi al sistema come amministratore.3. Se il problema persiste, eseguire una delle seguenti operazioni: Nota: per modificare il tipo, il formato o il colore di carta in un vassoio dedicato quando il pannello comandi è bloccato, connettersi al sistema come amministratore.<ol style="list-style-type: none">a. Per i vassoi impostati su Dedicati:<ul style="list-style-type: none">• Sul pannello comandi, toccare Accedi. Immettere i dati di accesso dell'amministratore di sistema, quindi toccare Invio. Per ulteriori informazioni, consultare la <i>Guida per l'amministratore di sistema</i>.• Toccare Dispositivo > Strumenti > Impostazioni dispositivo > Gestione carta > Impostazioni vassoio. Selezionare il vassoio, toccare Modifica, quindi cambiare il tipo di carta.b. Per i vassoi impostati su Completamente regolabili:<ul style="list-style-type: none">• Vassoi carta: Aprire e quindi chiudere il vassoio carta selezionato.• - Vassoio bypass: Rimuovere e quindi inserire di nuovo la carta.Sul pannello comandi viene visualizzato un messaggio che chiede di confermare o modificare il tipo di carta.<ul style="list-style-type: none">• Dallo schermo sensibile, toccare Tipo, quindi eseguire una delle operazioni seguenti:<ul style="list-style-type: none">• Selezionare il tipo di carta corretto, quindi toccare Conferma.• Selezionare il successivo tipo di carta selezionato, quindi toccare Conferma.Nota: I tipi di carta, dalla più leggera alla più pesante, sono:<ul style="list-style-type: none">• Per carta non patinata: Carta comune, Cartoncino leggero e Cartoncino.• Per carta patinata: Cartoncino lucido leggero e Cartoncino lucido.4. Per identificare la causa, fare riferimento alla Pagina difetti ripetuti. Per informazioni dettagliate, fare riferimento alla pagina precedente.

Risoluzione dei problemi di qualità di stampa (continua)

Problema	Soluzione
<p>Aree con alta copertura appaiono chiazzate Le aree nere sembrano blu</p> 	<ol style="list-style-type: none">1. Accertarsi che la carta utilizzata sia di tipo compatibile per la stampante e caricata in modo corretto. Per l'elenco completo dei supporti raccomandati per la stampante, visitare i seguenti siti:<ul style="list-style-type: none">– Nord America: www.xerox.com/rmlna– Europa: www.xerox.com/rmleu2. Controllare che il tipo di carta sia selezionato sul pannello comandi e nel driver di stampa. <p>Note: Se il problema non viene risolto, contattare il servizio assistenza.</p>
<p>Allineamento colori errato Il colore si è spostato al di fuori dell'area designata o è sovrapposto a un altro colore.</p> 	<p>Aprire e chiudere lo sportello anteriore. La stampante esegue una calibratura di registrazione automatica con la stampa successiva.</p> <p>Note: Se il problema non viene risolto, contattare il servizio assistenza.</p>
<p>Tutti i colori sono troppo chiari o troppo scuri I colori appaiono sbiaditi o troppo scuri sulla stampa o sulla copia.</p>	<ol style="list-style-type: none">1. Accertarsi che la carta utilizzata sia di tipo compatibile per la stampante e caricata in modo corretto. Per l'elenco completo dei supporti raccomandati per la stampante, visitare i seguenti siti:<ul style="list-style-type: none">– Nord America: www.xerox.com/rmlna– Europa: www.xerox.com/rmleu2. Controllare che il tipo di carta sia selezionato sul pannello comandi e nel driver di stampa. <p>Note: Se il problema non viene risolto, consultare la <i>Guida per l'utente</i> o contattare il servizio assistenza.</p>

Risoluzione dei problemi di qualità di stampa (continua)

Problema	Soluzione
<p>Righe, sbavature o striature Segni chiari e/o scuri appaiono in modo uniforme in tutti i colori e/o nelle aree non stampate.</p> 	<ol style="list-style-type: none"> 1. Accertarsi che la carta utilizzata sia di tipo compatibile per la stampante e caricata in modo corretto. Per l'elenco completo dei supporti raccomandati per la stampante, visitare i seguenti siti: <ul style="list-style-type: none"> – Nord America: www.xerox.com/rmlna – Europa: www.xerox.com/rmleu 2. Controllare che il tipo di carta sia selezionato sul pannello comandi e nel driver di stampa. 3. Per individuare la causa, consultare la pagina dei difetti ricorrenti che viene stampata insieme alla pagina di risoluzione dei problemi di qualità di stampa. Sul pannello comandi, toccare Dispositivo > Strumenti > Risoluzione dei problemi > Pagine di assistenza > Pagina difetti ricorrenti > Stampa. 4. Per correggere il problema, sostituire gli elementi individuati nella pagina dei difetti ricorrenti.
<p>I colori variano tra i computer I colori stampati da un computer non corrispondono a quelli stampati da un altro computer.</p>	<ol style="list-style-type: none"> 1. Verificare che le impostazioni di Qualità di stampa, Correzione colore e Colora in base a parole del driver di stampa siano identiche su entrambi i computer. 2. Regolare le impostazioni come richiesto. <p>Nota: le impostazioni del driver di stampa annullano quelle effettuate sul pannello comandi della stampante.</p>
<p>I colori non corrispondono Il colore prodotto dalla stampante è diverso dal colore a cui deve corrispondere.</p>	<p>Per informazioni dettagliate sulla corrispondenza dei colori, accedere al Supporto in linea all'indirizzo www.xerox.com/office/support.</p>
<p>I colori stampati non corrispondono ai colori del monitor Il colore prodotto dalla stampante è diverso dal colore visualizzato sul monitor.</p>	<p>Per visualizzare informazioni sulla corrispondenza dei colori fra il monitor e il documento stampato, accedere al Supporto in linea all'indirizzo www.xerox.com/office/support.</p>

Impostazioni di Qualità di stampa

La qualità delle stampe può essere regolata direttamente utilizzando la modalità Qualità di stampa e le opzioni di Correzione colore. È possibile modificare tali impostazioni nel driver di stampa. Selezionare l'impostazione più adatta al proprio lavoro di stampa.

Modalità di qualità di stampa

- La modalità **Avanzata** è una modalità di utilizzo generale per stampe a colori nitide e brillanti. Offre un giusto equilibrio tra velocità e qualità.
- La modalità **Alta risoluzione** è una modalità ad alta qualità che consente di riprodurre linee fini e dettagli. È raccomandata per ottenere stampe con colori saturi e vivaci. La modalità Alta risoluzione privilegia la qualità rispetto alla velocità.
- La modalità **Risparmio toner** consente di ridurre la quantità di toner utilizzata per lavori di stampa ed è utile per copie di qualità bozza. La qualità di stampa è leggermente inferiore rispetto alla modalità Standard.

Correzione colori

Le correzioni colore sono disponibili nella scheda Opzioni immagine sul driver di stampa. La finestra Anteprima appare sul lato destro della scheda Opzioni immagine. Se la casella di controllo Anteprima è selezionata, la correzione colore viene visualizzata nella finestra Anteprima. Per confrontare l'immagine prima e dopo la correzione, selezionare e deselezionare la casella di controllo Anteprima.

Per regolare le caratteristiche colore del lavoro di stampa, selezionare la scheda Correzione colore, quindi selezionare le opzioni in base alle esigenze.

- **Conversione bianco e nero Xerox** converte i colori nella scala di grigi, producendo lavori di stampa in bianco e nero. L'impostazione è utile per creare documenti master in bianco e nero da fotocopiare o inviare via fax.
- **Correzione colore** fornisce le opzioni per ottenere la corrispondenza migliore tra i colori della stampante e quelli di altri dispositivi, ad esempio schermi di computer o macchine tipografiche.
 - **Automatico** applica la miglior correzione colore a ciascun elemento grafico del documento: testo, grafica e fotografie.
 - **Simula display LCD** avvicina i colori della stampa il più possibile a quelli dello schermo LCD di un computer.
 - **Display sRGB** avvicina i colori della stampa il più possibile a quelli di un display RGB (rosso, verde e blu).
 - **No** rimuove tutte le correzioni del colore. È l'opzione migliore quando il colore viene specificato da un'applicazione o dal sistema operativo.
- **Colore automatico Xerox** applica la quantità di correzione colore a ciascun elemento grafico del documento, come testo, grafica e fotografie.
- **Colore automatico personalizzato** offre ulteriori opzioni per personalizzare i colori nel lavoro di stampa. Utilizzare una selezione per registrare il colore di testo e grafica. Utilizzare l'altra selezione per regolare la correzione colore applicata alle immagini. È possibile applicare un'ampia gamma di opzioni colore a ciascun elemento per simulare i risultati ottenibili da dispositivi diversi.

Per regolare i colori utilizzando frasi descrittive, selezionare la scheda **Colora in base a parole**. Dai menu, selezionare le parole per comporre una frase che descriva la regolazione del colore desiderata. È possibile comporre più frasi da applicare al lavoro, per un solo colore o un'intera gamma.

Per modificare le impostazioni dei parametri di ciascun colore, selezionare la scheda **Regolazione colore**, quindi regolare i cursori di scorrimento. I cursori di scorrimento consentono di selezionare una gamma di registrazioni continue per ciascuna delle seguenti opzioni:

- Luminosità
- Contrasto
- Saturazione
- Ciano-Rosso
- Magenta-Giallo
- Giallo-Blu

Per ulteriori informazioni sulla corrispondenza colore e i profili ICC, andare su www.xerox.com/office/support.