

Xerox® Versalink® B625  
Multifunction Printer

**xerox™**

## Troubleshooting Print Quality

Your Xerox® Versalink® B625 Multifunction Printer is designed to produce high-quality prints consistently. If you observe print-quality problems, use the information on these pages to troubleshoot the problems. For detailed online support information, go to [www.xerox.com/office/support](http://www.xerox.com/office/support).

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

### Paper Type

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

For the best results, only use recommended Xerox® paper and media. Xerox® paper and media are guaranteed to produce excellent results on your Xerox® Versalink® B625 Multifunction Printer. To order Xerox® paper and media, go to [www.xerox.com/office/supplies](http://www.xerox.com/office/supplies).

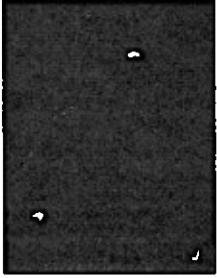
For a complete list of recommended paper for your printer, go to:

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

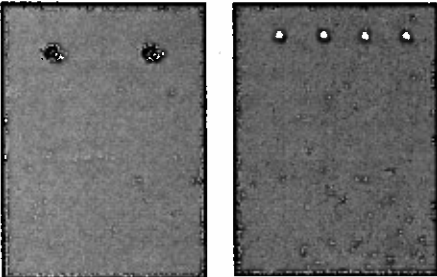
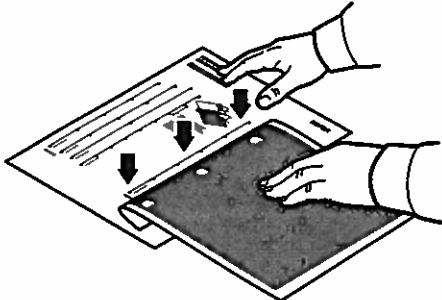
### Solving Print-Quality Problems

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

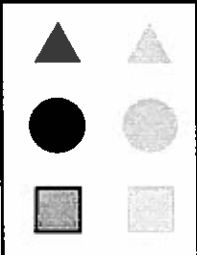
## Solving Print-Quality Problems

Problem	Solution
<p><b>Incomplete Fusing</b> Toner appears to be missing from the print, or rubs off easily.</p> 	<ol style="list-style-type: none"> <li>1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to: <ul style="list-style-type: none"> <li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> </ul> </li> <li>2. Verify that the paper type is selected on the control panel and in the print driver.</li> <li>3. If the problem persists, do one of the following: <p><b>Note:</b> To change the size, type, or color of paper in a dedicated tray when the control panel is locked, log in as the system administrator.</p> <ol style="list-style-type: none"> <li>a. For trays that are set to Dedicated: <ol style="list-style-type: none"> <li>b. At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li> <li>c. Touch <b>Device &gt; Tools &gt; Device Settings &gt; Paper Management &gt; Tray Settings</b>. Select the tray, touch <b>Edit</b>, then change the paper type.</li> </ol> </li> <li>d. For trays that are set to Fully Adjustable: <ol style="list-style-type: none"> <li>e. Paper Trays: Open, then close the selected paper tray.</li> <li>f. Bypass Tray : Remove, then reinsert the paper.</li> </ol> </li> </ol> <p>The control panel prompts you to confirm or change the paper type.</p> <ul style="list-style-type: none"> <li>• At the touch screen, touch <b>Type</b>, then do one of the following: <ul style="list-style-type: none"> <li>• Select the correct paper type, then touch <b>Confirm</b>.</li> <li>• Select the next heavier type of paper, then touch <b>Confirm</b>.</li> </ul> </li> </ul> <p><b>Note:</b> Paper types from lightest to heaviest are:</p> <ul style="list-style-type: none"> <li>• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.</li> </ul> </li> </ol>

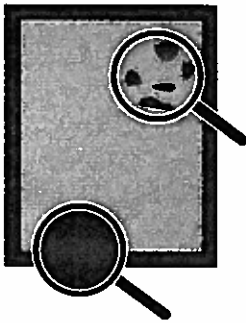
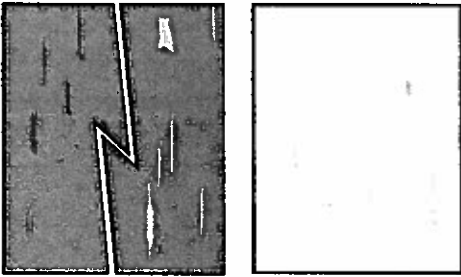
## Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="116 412 320 441"><b>Repeating Defects</b></p> <p data-bbox="116 450 571 566">Spots or lines appear at regular intervals on the page in the direction that the paper moves through the printer or in non-printed areas.</p> <div data-bbox="124 580 563 855"></div>	<ol data-bbox="659 412 1385 611" style="list-style-type: none"><li>1. At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Support Pages &gt; Repeating Defects Page &gt; Print</b>. The Repeating Defects Page prints with instructions for identifying defective units.</li><li>2. To correct the problem, replace items identified on the Repeating Defects Page.</li></ol> <div data-bbox="691 622 1134 920"></div> <ol data-bbox="659 943 1428 1294" style="list-style-type: none"><li>3. If you replace a supply, reset the counter:<ol data-bbox="695 981 1428 1294" style="list-style-type: none"><li>a. At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li><li>b. Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li><li>c. Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li><li>d. Touch the replaced <b>Supply</b>.</li><li>e. Touch <b>Reset Counter</b>.</li><li>f. To close the pop-up window, touch <b>X</b>, touch <b>admin</b>, then select <b>Log Out</b>.</li></ol></li></ol>

## Solving Print-Quality Problems (continued)

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

## Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Heavy Coverage Appears Mottled or Blotchy</b>  <b>Blacks Appear Blue</b></p> 	<ol style="list-style-type: none"> <li>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.  For a complete list of recommended paper for your printer, go to: <ul style="list-style-type: none"> <li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> </ul> </li> <li>2. Verify that the paper type is selected on the control panel and in the print driver.</li> </ol> <p><b>Note:</b> If the problem continues, call for service.</p>
<p><b>Gray Tones Too Light or Too Dark</b>  Gray tones appear faded or too dark on print or copy.</p>	<ol style="list-style-type: none"> <li>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.  For a complete list of recommended paper for your printer, go to: <ul style="list-style-type: none"> <li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> </ul> </li> <li>2. Verify that the paper type is selected on the control panel and in the print driver.</li> <li>3. Adjust the lightness settings in the Copy settings or the print driver.  For information about changing the Lightness setting in the PostScript print driver for your operating system, refer to the <i>Printing</i> chapter of the <i>User Guide</i>.</li> </ol>
<p><b>Lines, Smudges, or Streaks</b>  Dark or light marks appear on the page in all tones or non-printed areas.</p> 	<ol style="list-style-type: none"> <li>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.  For a complete list of recommended paper for your printer, go to: <ul style="list-style-type: none"> <li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> </ul> </li> <li>2. Verify that the paper type is selected on the control panel and in the print driver.</li> <li>3. To identify the cause, refer to the Repeating Defects Page that prints with <i>Troubleshooting Print Quality Page</i>. At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Support Pages &gt; Repeating Defects Page &gt; Print</b>.</li> <li>4. To correct the problem, replace items identified on the Repeating Defects Page.</li> </ol>

## Print-Quality Settings

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

### Print-Quality Mode

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

### Image Options

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

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

Xerox® VersaLink® B625  
Multifunktionsdrucker

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## Beheben von Problemen mit der Druckqualität

Der Multifunktionsdrucker Xerox® VersaLink® B625 ist für eine stets einwandfreie Druckqualität konzipiert. 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](http://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 Guarantee (umfassende Garantie). Die Total Satisfaction Guarantee (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® B625 eine optimale Ausgabequalität erzielt. Xerox®-Druckmaterialien können bestellt werden unter: [www.xerox.com/office/supplies](http://www.xerox.com/office/supplies).

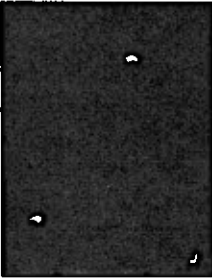
Eine umfassende Liste der für den Drucker empfohlenen Druckmaterialien ist zu finden unter:

- Nordamerika: [www.xerox.com/rmlna](http://www.xerox.com/rmlna)
- Europa: [www.xerox.com/rmlEU](http://www.xerox.com/rmlEU)

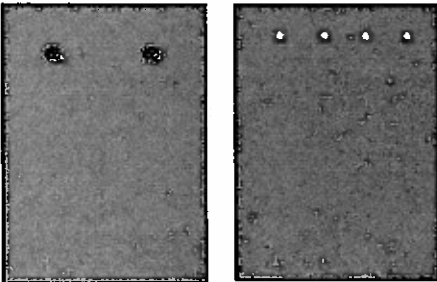
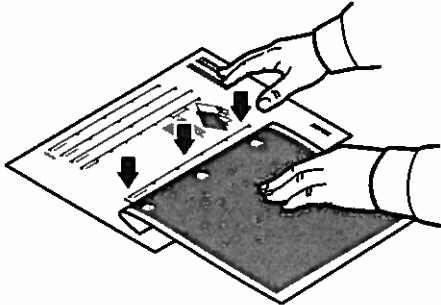
### Beheben von Problemen mit der Druckqualität

Die folgenden Tabellen enthalten Lösungen zu speziellen Druckqualitätsproblemen.

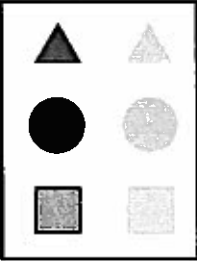
## Beheben von Problemen mit der Druckqualität

Problem	Lösung
<p><b>Unvollständige Fixierung</b> Die Ausgabe weist Auslassungen auf und/oder der Toner lässt sich leicht abreiben.</p> 	<ol style="list-style-type: none"> <li>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"> <li>– Nordamerika: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>– Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> </ul> </li> <li>2. Überprüfen, ob am Steuerpult und im Druckertreiber das richtige Druckmaterial ausgewählt wurde.</li> <li>3. Tritt das Problem weiterhin auf, einen der folgenden Schritte ausführen: <b>Hinweis:</b> 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"> <li>a. Bei Behältern, die auf „Dediziert“ eingestellt sind: <ul style="list-style-type: none"> <li>• Am Bedienfeld Anmelden antippen. Systemadministrator-Anmeldeinformationen eingeben und <b>Eingabe</b> antippen. Weitere Informationen siehe <i>Systemhandbuch</i>.</li> <li>• <b>Gerät &gt; Verwaltung &gt; Geräteeinstellungen &gt; Materialverwaltung &gt; Behälterereinstellungen</b> antippen. Den Behälter auswählen, <b>Bearbeiten</b> antippen und die Materialart ändern.</li> </ul> </li> <li>b. Bei Behältern, die auf „Vollständig anpassbar“ eingestellt sind <ul style="list-style-type: none"> <li>• <b>Materialbehälter:</b> Den ausgewählten Materialbehälter öffnen und wieder schließen.</li> <li>• <b>Zusatzzufuhr:</b> Das Druckmaterial entfernen und wieder einlegen.</li> </ul> </li> </ol> </li> </ol> <p>Am Steuerpult wird zum Bestätigen oder Ändern der Materialart aufgefordert.</p> <ul style="list-style-type: none"> <li>• Am Touchscreen <b>Art</b> antippen und dann einen der folgenden Schritte ausführen: <ul style="list-style-type: none"> <li>• <b>Richtige Materialart</b> auswählen und dann <b>Bestätigen</b> antippen.</li> <li>• <b>Nächstschwerere Materialart</b> auswählen und dann <b>Bestätigen</b> antippen.</li> </ul> </li> </ul> <p><b>Hinweis:</b> Die Druckmaterialarten vom leichtesten bis zum schwersten Material sind:</p> <ul style="list-style-type: none"> <li>• Ungestrichenes Material: Normalpapier, Dünner Karton und Karton.</li> </ul>

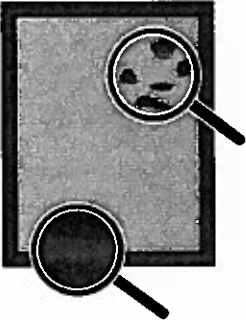
## Beheben von Problemen mit der Druckqualität (Fortsetzung)

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


## Beheben von Problemen mit der Druckqualität (Fortsetzung)

Problem	Lösung
<p><b>Versetztes Bild</b></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><b>Hinweis:</b> Bei anderen Abständen die Ursache anhand der Seite für Wiederholungsfehler ermitteln.</p> 	<ol style="list-style-type: none"> <li>1. Prüfen, ob das Druckmaterial für den Drucker geeignet ist und ordnungsgemäß eingelegt wurde. <ul style="list-style-type: none"> <li>Eine umfassende Liste der für den Drucker empfohlenen Druckmaterialien ist zu finden unter: <ul style="list-style-type: none"> <li>– Nordamerika: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>– Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> </ul> </li> </ul> </li> <li>2. Überprüfen, ob am Steuerpult und im Druckertreiber das richtige Druckmaterial ausgewählt wurde. <p><b>Hinweis:</b> Anmeldung als Systemadministrator vornehmen, wenn die Einstellung von Format, Art oder Farbe des Materials in einem Festformatbehälter geändert werden soll.</p> </li> <li>3. Tritt das Problem weiterhin auf, einen der folgenden Schritte ausführen: <p><b>Hinweis:</b> 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"> <li>a. Bei Behältern, die auf „Dediziert“ eingestellt sind: <ul style="list-style-type: none"> <li>• Am Bedienfeld Anmelden antippen. Systemadministrator-Anmeldeinformationen eingeben und Eingabe antippen. Weitere Informationen siehe <i>Systemhandbuch</i>.</li> <li>• <b>Gerät &gt; Verwaltung &gt; Geräteeinstellungen &gt; Materialverwaltung &gt; Behältereinstellungen</b> antippen. Den Behälter auswählen, Bearbeiten antippen und die Materialart ändern.</li> </ul> </li> <li>b. Bei Behältern, die auf „Vollständig anpassbar“ eingestellt sind <ul style="list-style-type: none"> <li>• Materialbehälter: Den ausgewählten Materialbehälter öffnen und wieder schließen.</li> <li>• Zusatzzufuhr: Das Druckmaterial entfernen und wieder einlegen.</li> </ul> </li> </ol> <p>Am Steuerpult wird zum Bestätigen oder Ändern der Materialart aufgefordert.</p> <ul style="list-style-type: none"> <li>• Am Touchscreen <b>Art</b> antippen und dann einen der folgenden Schritte ausführen: <ul style="list-style-type: none"> <li>• Richtige Materialart auswählen und dann <b>Bestätigen</b> antippen.</li> <li>• Nächstschwerere Materialart auswählen und dann <b>Bestätigen</b> antippen.</li> </ul> </li> </ul> <p><b>Hinweis:</b> Die Druckmaterialarten vom leichtesten bis zum schwersten Material sind:</p> <ul style="list-style-type: none"> <li>• Ungestrichenes Material: Normalpapier, Dünner Karton und Karton.</li> </ul> </li> <li>4. Gestrichenes Material: Dünner Hochglanzkarton und Hochglanzkarton. Ursache mithilfe der Seite für Wiederholungsfehler ermitteln. Weitere Informationen siehe vorige Seite.</li> </ol>

## Beheben von Problemen mit der Druckqualität (Fortsetzung)

Problem	Lösung
<p data-bbox="108 409 547 439">Fleckige Ausgabe bei hoher Tonerichte</p> 	<ol data-bbox="651 409 1412 685" style="list-style-type: none"><li>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 data-bbox="683 551 1121 618" style="list-style-type: none"><li>- Nordamerika: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>- Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Überprüfen, ob am Steuerpult und im Druckertreiber das richtige Druckmaterial ausgewählt wurde.</li></ol> <p data-bbox="651 696 1265 725"><b>Hinweis:</b> Tritt das Problem weiterhin auf, Service anfordern.</p>
<p data-bbox="108 853 504 943">Grautöne zu hell oder zu dunkel Grautöne wirken auf Drucken/Kopien verblasst oder zu dunkel.</p>	<ol data-bbox="651 853 1412 1249" style="list-style-type: none"><li>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 data-bbox="683 987 1121 1055" style="list-style-type: none"><li>- Nordamerika: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>- Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Überprüfen, ob am Steuerpult und im Druckertreiber das richtige Druckmaterial ausgewählt wurde.</li><li>3. In den Kopiereinstellungen oder im Druckertreiber die Helligkeit anpassen. Informationen zum Ändern der Helligkeit im PostScript-Treiber für das jeweilige Betriebssystem siehe das Kapitel <i>Drucken</i> im <i>Benutzerhandbuch</i>.</li></ol>

## Beheben von Problemen mit der Druckqualität (Fortsetzung)

Problem	Lösung
<p><b>Striche, verschmierte Stellen oder Streifen</b> Die Ausgabe weist dunkle oder helle Stellen auf (alle Grautöne bzw. unbedruckte Bereiche).</p> 	<ol style="list-style-type: none"><li>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"><li>– Nordamerika: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Überprüfen, ob am Steuerpult und im Druckertreiber das richtige Druckmaterial ausgewählt wurde.</li><li>3. Zur Ermittlung der Ursache die zusammen mit der Seite zur Fehlerbehebung bei Druckqualitätsproblemen ausgegebene Wiederholungsfehlerseite konsultieren. Am Bedienfeld <b>Gerät &gt; Verwaltung &gt; Fehlerbehebung &gt; Supportseiten &gt; Wiederholungsfehlerseite &gt; Drucken antippen.</b></li><li>4. Zur Behebung des Problems die auf der Wiederholungsfehlerseite genannten Teile austauschen.</li></ol>

## Einstellungen für die Druckqualität

Der Windows-Postscript-Druckertreiber und der Macintosh-Druckertreiber bieten Ausgabemodi mit der höchsten Druckqualität. Diese Einstellungen können im Druckertreiber geändert werden. Die für den Druckauftrag am besten geeignete Einstellung wählen.

### Druckqualität

Der Windows-Postscript-Druckertreiber und der Macintosh-Druckertreiber bieten Ausgabemodi mit der höchsten Druckqualität:

- **Optimiert:** Dies ist der Allzweckmodus für gestochen scharfe Drucke mit gleichmäßigen Verläufen. 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 und gleichmäßigen Verläufen. Beim Modus „Hohe Auflösung“ hat die Qualität Vorrang vor der Geschwindigkeit.
- **Tonersparbetrieb:** In diesem für Entwurfsdrucke geeigneten Modus wird der Tonerverbrauch reduziert. Die Druckqualität ist etwas geringer als beim Standardmodus.

### Bildoptionen

Mit „Bildqualität“ werden Helligkeit und Kontrast beim Drucken des Dokuments gesteuert. Der Windows-PostScript-Druckertreiber bzw. der Macintosh-Druckertreiber bietet die meisten Steuermöglichkeiten auf der Registerkarte „Bildqualität“.

- Zum Aufrufen von Bildoptionen unter Windows im Druckertreiber auf die Registerkarte **Bildoptionen** klicken.
- Zum Aufrufen von Bildoptionen auf Macintosh im Fenster „Drucken“ in der Liste der Druckoptionen auf **XeroxFunktionen** klicken. In den Xerox-Funktionen in der Liste der Optionen auf **Bildoptionen** klicken.

Xerox® Versalink® B625  
Multifunction Printer

**xerox™**

## Troubleshooting Print Quality

Your Xerox® Versalink® B625 Multifunction Printer is designed to produce high-quality prints consistently. If you observe print-quality problems, use the information on these pages to troubleshoot the problems. For detailed online support information, go to [www.xerox.com/office/support](http://www.xerox.com/office/support).

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

### Paper Type

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

For the best results, only use recommended Xerox® paper and media. Xerox® paper and media are guaranteed to produce excellent results on your Xerox® Versalink® B625 Multifunction Printer. To order Xerox® paper and media, go to [www.xerox.com/office/supplies](http://www.xerox.com/office/supplies).

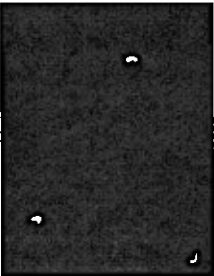
For a complete list of recommended paper for your printer, go to:

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

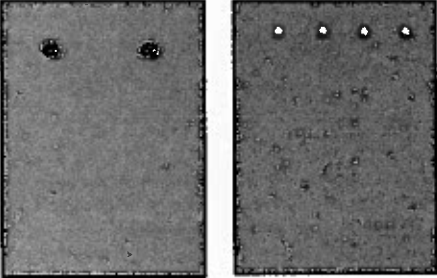
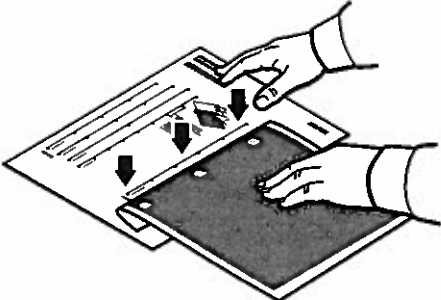
### Solving Print-Quality Problems

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

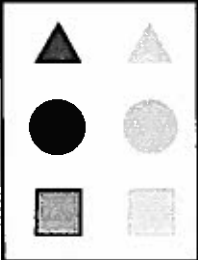
## Solving Print-Quality Problems

Problem	Solution
<p data-bbox="113 409 319 439"><b>Incomplete Fusing</b></p> <p data-bbox="113 448 592 508">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol style="list-style-type: none"><li data-bbox="651 409 1396 468">1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to:<ul style="list-style-type: none"><li data-bbox="687 517 1141 546">– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li data-bbox="687 557 1059 586">– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li data-bbox="651 598 1401 656">2. Verify that the paper type is selected on the control panel and in the print driver.</li><li data-bbox="651 667 1182 696">3. If the problem persists, do one of the following: <b>Note:</b> To change the size, type, or color of paper in a dedicated tray when the control panel is locked, log in as the system administrator.<ol style="list-style-type: none"><li data-bbox="687 777 1086 806">a. For trays that are set to Dedicated:<ol style="list-style-type: none"><li data-bbox="724 817 1412 904">b. At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li><li data-bbox="724 916 1422 1003">c. Touch <b>Device &gt; Tools &gt; Device Settings &gt; Paper Management &gt; Tray Settings</b>. Select the tray, touch <b>Edit</b>, then change the paper type.</li></ol></li><li data-bbox="687 1014 1145 1043">d. For trays that are set to Fully Adjustable:<ol style="list-style-type: none"><li data-bbox="724 1055 1321 1084">e. Paper Trays: Open, then close the selected paper tray.</li><li data-bbox="724 1095 1246 1124">f. Bypass Tray : Remove, then reinsert the paper.</li></ol></li></ol>The control panel prompts you to confirm or change the paper type.<ul style="list-style-type: none"><li data-bbox="724 1171 1417 1200">• At the touch screen, touch <b>Type</b>, then do one of the following:<ul style="list-style-type: none"><li data-bbox="770 1211 1342 1240">• Select the correct paper type, then touch <b>Confirm</b>.</li><li data-bbox="770 1252 1426 1281">• Select the next heavier type of paper, then touch <b>Confirm</b>.</li></ul></li></ul><b>Note:</b> Paper types from lightest to heaviest are:<ul style="list-style-type: none"><li data-bbox="724 1328 1334 1386">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.</li></ul></li></ol>

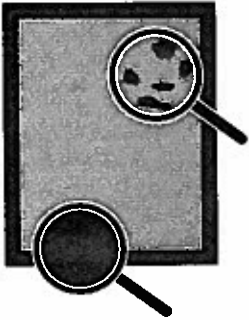
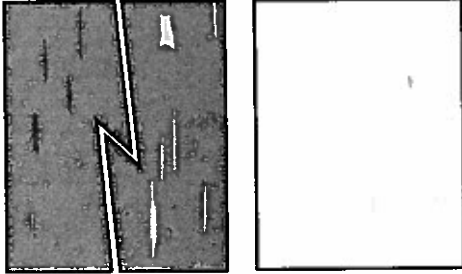
## Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="108 414 316 443"><b>Repeating Defects</b></p> <p data-bbox="108 452 564 568">Spots or lines appear at regular intervals on the page in the direction that the paper moves through the printer or in non-printed areas.</p> 	<ol style="list-style-type: none"><li data-bbox="651 414 1342 472">1. At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Support Pages &gt; Repeating Defects Page &gt; Print</b>. The Repeating Defects Page prints with instructions for identifying defective units.</li><li data-bbox="651 555 1362 613">2. To correct the problem, replace items identified on the Repeating Defects Page. </li><li data-bbox="651 943 1422 1294">3. If you replace a supply, reset the counter:<ol style="list-style-type: none"><li data-bbox="687 981 1422 1070">a. At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li><li data-bbox="687 1077 1142 1106">b. Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li><li data-bbox="687 1115 1262 1144">c. Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li><li data-bbox="687 1153 1007 1182">d. Touch the replaced <b>Supply</b>.</li><li data-bbox="687 1191 951 1220">e. Touch <b>Reset Counter</b>.</li><li data-bbox="687 1229 1378 1294">f. To close the pop-up window, touch <b>X</b>, touch <b>admin</b>, then select <b>Log Out</b>.</li></ol></li></ol>

## Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Offset Image</b></p> <p>The most common offset is toner that appears to be reprinted on the page and placed about 95 mm (3.75 in.) across the page in the direction that the paper moves through the printer.</p> <p><b>Note:</b> For a different distance, use the Repeating Defects Page to identify the cause.</p> 	<ol style="list-style-type: none"> <li>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"> <li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> </ul> </li> <li>2. Verify that the paper type is selected on the control panel and in the print driver. <b>Note:</b> To change the size, type, or color of paper in a dedicated tray when the control panel is locked, log in as the system administrator.</li> <li>3. If the problem persists, do one of the following: <b>Note:</b> To change the size, type, or color of paper in a dedicated tray when the control panel is locked, log in as the system administrator. <ol style="list-style-type: none"> <li>a. For trays that are set to Dedicated: <ol style="list-style-type: none"> <li>b. At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li> <li>c. Touch <b>Device &gt; Tools &gt; Device Settings &gt; Paper Management &gt; Tray Settings</b>. Select the tray, touch <b>Edit</b>, then change the paper type.</li> </ol> </li> <li>d. For trays that are set to Fully Adjustable: <ol style="list-style-type: none"> <li>e. Paper Trays: Open, then close the selected paper tray.</li> <li>f. Bypass Tray : Remove, then reinsert the paper.</li> </ol> </li> </ol> <p>The control panel prompts you to confirm or change the paper type.</p> <ul style="list-style-type: none"> <li>• At the touch screen, touch <b>Type</b>, then do one of the following: <ul style="list-style-type: none"> <li>• Select the correct paper type, then touch <b>Confirm</b>.</li> <li>• Select the next heavier type of paper, then touch <b>Confirm</b>.</li> </ul> </li> </ul> <p><b>Note:</b> Paper types from lightest to heaviest are:</p> <ul style="list-style-type: none"> <li>• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.</li> </ul> </li> <li>4. To identify the cause, use the Repeating Defects Page. For details, refer to the previous page.</li> </ol>

## Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Heavy Coverage Appears Mottled or Blotchy</b>  <b>Blacks Appear Blue</b></p> 	<ol style="list-style-type: none"> <li>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.  For a complete list of recommended paper for your printer, go to: <ul style="list-style-type: none"> <li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> </ul> </li> <li>2. Verify that the paper type is selected on the control panel and in the print driver.</li> </ol> <p><b>Note:</b> If the problem continues, call for service.</p>
<p><b>Gray Tones Too Light or Too Dark</b>  Gray tones appear faded or too dark on print or copy.</p>	<ol style="list-style-type: none"> <li>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.  For a complete list of recommended paper for your printer, go to: <ul style="list-style-type: none"> <li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> </ul> </li> <li>2. Verify that the paper type is selected on the control panel and in the print driver.</li> <li>3. Adjust the lightness settings in the Copy settings or the print driver.  For information about changing the Lightness setting in the PostScript print driver for your operating system, refer to the <i>Printing</i> chapter of the <i>User Guide</i>.</li> </ol>
<p><b>Lines, Smudges, or Streaks</b>  Dark or light marks appear on the page in all tones or non-printed areas.</p> 	<ol style="list-style-type: none"> <li>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.  For a complete list of recommended paper for your printer, go to: <ul style="list-style-type: none"> <li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> </ul> </li> <li>2. Verify that the paper type is selected on the control panel and in the print driver.</li> <li>3. To identify the cause, refer to the Repeating Defects Page that prints with <i>Troubleshooting Print Quality Page</i>. At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Support Pages &gt; Repeating Defects Page &gt; Print</b>.</li> <li>4. To correct the problem, replace items identified on the Repeating Defects Page.</li> </ol>

## Print-Quality Settings

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

### Print-Quality Mode

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

### Image Options

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

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

Xerox® VersaLink® B625  
Impresora multifunción

**xerox**

## Solución de problemas de calidad de impresión

Su equipo multifunción Xerox® VersaLink® B625 está diseñado para realizar impresiones 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](http://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 Xerox® VersaLink® B625. Para pedir el papel y material de impresión de Xerox®, vaya a [www.xerox.com/office/supplies](http://www.xerox.com/office/supplies).

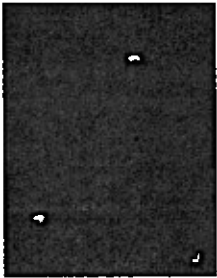
Para obtener una lista completa del papel recomendado para la impresora, vaya a:

- Norteamérica: [www.xerox.com/rmlna](http://www.xerox.com/rmlna)
- Europa: [www.xerox.com/rmleu](http://www.xerox.com/rmleu)

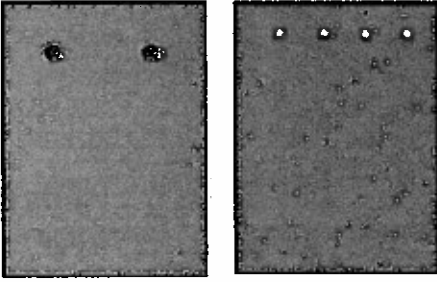
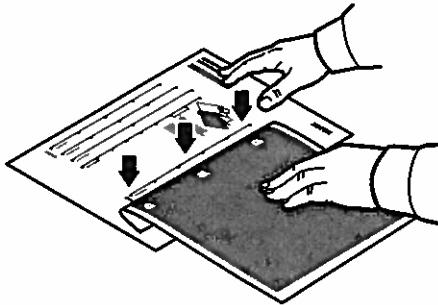
## Solución de problemas de calidad de impresión

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

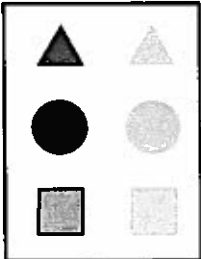
## Solución de problemas de calidad de impresión

Problema	Solución
<p><b>Fusión incompleta</b> Parece que falta tóner en la impresión o se desprende con facilidad.</p> 	<ol style="list-style-type: none"><li>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"><li>– Norteamérica: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Compruebe que el tipo de papel se ha seleccionado en el panel de control y en el controlador de impresión.</li><li>3. Si el problema continúa, realice una de las acciones siguientes: <b>Nota:</b> 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"><li>a. Para las bandejas definidas como Exclusiva:<ul style="list-style-type: none"><li>• En el panel de control, toque <b>Iniciar sesión</b>. Introduzca la información de inicio de sesión de administrador y toque <b>Intro</b>. Si desea más información, consulte la <i>Guía del administrador del sistema</i>.</li><li>• Toque <b>Dispositivo &gt; Herramientas &gt; Opciones del dispositivo &gt; Gestión del papel &gt; Opciones de bandeja</b>. Seleccione la bandeja, toque <b>Editar</b> y cambie el tipo de papel.</li></ul></li><li>b. Para las bandejas definidas como totalmente ajustables:<ul style="list-style-type: none"><li>• Papel sin revestir: Papel común, cartulina ligera y cartulina para tarjeta.</li><li>• Papel estucado: Cartulina ligera brillante y cartulina brillante.</li></ul></li></ol>El panel de control solicita que confirme o cambie el tipo de papel.<ul style="list-style-type: none"><li>• En la pantalla táctil, pulse <b>Tipo</b> y elija una de estas acciones:<ul style="list-style-type: none"><li>• Seleccione el tipo correcto de papel y pulse <b>Confirmar</b>.</li><li>• Seleccione el siguiente tipo de papel con más peso y pulse <b>Confirmar</b>.</li></ul></li></ul><b>Nota:</b> Los tipos de papel del más ligero al más pesado son:<ul style="list-style-type: none"><li>• Papel sin revestir: Papel común, cartulina ligera y cartulina para tarjeta.</li></ul></li></ol>

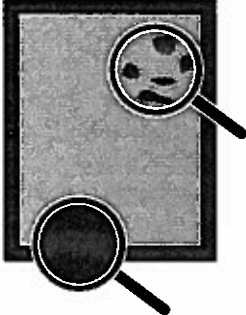
## Solución de problemas de calidad de impresión (continuación)

Problema	Solución
<p data-bbox="124 414 347 443"><b>Defectos repetitivos</b></p> <p data-bbox="124 452 603 571">Aparecen puntos o líneas en la página a intervalos regulares, en la dirección en que se desplaza el papel en la impresora o en áreas no impresas de la página.</p> 	<ol style="list-style-type: none"><li data-bbox="667 414 1449 504">1. En el panel de control, pulse <b>Dispositivo &gt; Herramientas &gt; Solución de problemas &gt; Páginas de asistencia &gt; Página defectos repetitivos &gt; Imprimir</b>. Se imprimirá la Página de defectos que se repiten, con indicaciones para identificar las unidades defectuosas.</li><li data-bbox="667 582 1449 638">2. Cambie los elementos identificados por la página Defectos repetitivos para resolver el problema. </li><li data-bbox="667 974 1449 1377">3. Si sustituye un consumible, restablezca el contador:<ol style="list-style-type: none"><li data-bbox="702 1008 1449 1131">a. En el panel de control, toque <b>Iniciar sesión</b>. Introduzca la información de inicio de sesión de administrador y toque <b>Intro</b>. Si desea más información, consulte la <i>Guía del administrador del sistema</i>.</li><li data-bbox="702 1137 1449 1171">b. Pulse <b>Dispositivo &gt; Herramientas &gt; Opciones del dispositivo</b>.</li><li data-bbox="702 1178 1449 1234">c. Desplácese y pulse <b>Suministros &gt; Restauración del contador de suministros</b>.</li><li data-bbox="702 1240 1449 1274">d. Toque el <b>Consumible</b> que ha sustituido.</li><li data-bbox="702 1281 1449 1314">e. Pulse <b>Restaurar contador</b>.</li><li data-bbox="702 1321 1449 1377">f. Para cerrar la ventana emergente, pulse <b>X</b>, pulse <b>admin</b>, y seleccione <b>Desconexión</b>.</li></ol></li></ol>


## Solución de problemas de calidad de impresión (continuación)

Problema	Solución
<p><b>Desplazamiento de imagen</b></p> <p>El desplazamiento más habitual se produce cuando el tóner parece estar reimpreso en la página a unos 95 mm (3.75 pulg.) en la dirección en que se desplaza el papel en la impresora.</p> <p><b>Nota:</b> si la distancia es diferente, utilice la página Efectos repetitivos para identificar la causa.</p> 	<ol style="list-style-type: none"><li>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"><li>– Norteamérica: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Compruebe que el tipo de papel se ha seleccionado en el panel de control y en el controlador de impresión. <b>Nota:</b> 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.</li><li>3. Si el problema continúa, realice una de las acciones siguientes: <b>Nota:</b> 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"><li>a. Para las bandejas definidas como Exclusiva:<ul style="list-style-type: none"><li>• En el panel de control, toque <b>Iniciar sesión</b>. Introduzca la información de inicio de sesión de administrador y toque <b>Intro</b>. Si desea más información, consulte la <i>Guía del administrador del sistema</i>.</li><li>• Toque <b>Dispositivo &gt; Herramientas &gt; Opciones del dispositivo &gt; Gestión del papel &gt; Opciones de bandeja</b>. Seleccione la bandeja, toque <b>Editar</b> y cambie el tipo de papel.</li></ul></li><li>b. Para las bandejas definidas como totalmente ajustables:<ul style="list-style-type: none"><li>• Papel sin revestir: Papel común, cartulina ligera y cartulina para tarjeta.</li><li>• Papel estucado: Cartulina ligera brillante y cartulina brillante.</li></ul></li></ol>El panel de control solicita que confirme o cambie el tipo de papel.<ul style="list-style-type: none"><li>• En la pantalla táctil, pulse <b>Tipo</b> y elija una de estas acciones:<ul style="list-style-type: none"><li>• Seleccione el tipo correcto de papel y pulse <b>Confirmar</b>.</li><li>• Seleccione el siguiente tipo de papel con más peso y pulse <b>Confirmar</b>.</li></ul></li></ul><b>Nota:</b> Los tipos de papel del más ligero al más pesado son:<ul style="list-style-type: none"><li>• Papel sin revestir: Papel común, cartulina ligera y cartulina para tarjeta.</li></ul></li><li>4. Para identificar la causa, utilice la página Defectos repetitivos. Para obtener más información, consulte la página anterior.</li></ol>

## Solución de problemas de calidad de impresión (continuación)

Problema	Solución
<p data-bbox="105 409 512 434"><b>Colores sólidos con motas o manchas</b></p> 	<ol data-bbox="643 409 1422 685" style="list-style-type: none"><li data-bbox="643 409 1422 465">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="678 546 1121 613" style="list-style-type: none"><li data-bbox="678 546 1121 573">– Norteamérica: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li data-bbox="678 584 1050 613">– Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li data-bbox="643 624 1422 685">2. Compruebe que el tipo de papel se ha seleccionado en el panel de control y en el controlador de impresión.</li></ol> <p data-bbox="643 696 1166 723">Si el problema continúa, solicite asistencia técnica.</p>
<p data-bbox="105 842 464 898"><b>Tonos de gris demasiado claros o demasiado oscuros</b></p> <p data-bbox="105 909 560 965">Aparecen tonos de gris desvaídos o demasiado oscuros en la impresión o copia.</p>	<ol data-bbox="643 842 1422 1122" style="list-style-type: none"><li data-bbox="643 842 1422 898">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="678 978 1121 1046" style="list-style-type: none"><li data-bbox="678 978 1121 1005">– Norteamérica: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li data-bbox="678 1016 1050 1046">– Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li data-bbox="643 1057 1422 1122">2. Compruebe que el tipo de papel se ha seleccionado en el panel de control y en el controlador de impresión.</li></ol> <p data-bbox="678 1133 1398 1267">Ajuste las opciones de claridad en Copia o en el controlador de impresión. consulte el capítulo Impresión de la Guía del usuario para obtener información sobre el cambio del valor de Claridad en el controlador PostScript de la impresora del sistema operativo que esté utilizando.</p>

## Solución de problemas de calidad de impresión (continuación)

Problema	Solución
<p data-bbox="87 400 576 495"><b>Líneas, manchas o rayas</b> Aparecen marcas oscuras o claras en todos los tonos o en áreas no impresas de la página.</p> 	<ol data-bbox="632 400 1406 902" style="list-style-type: none"><li>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="667 535 1107 607" style="list-style-type: none"><li>– Norteamérica: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Compruebe que el tipo de papel se ha seleccionado en el panel de control y en el controlador de impresión.</li><li>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 <b>Dispositivo &gt; Herramientas &gt; Solución de problemas &gt; Páginas de asistencia &gt; Página de defectos que se repiten &gt; Imprimir</b>.</li><li>4. Para corregir el problema, cambie los elementos que se han identificado en la página de defectos que se repiten..</li></ol>

## Parámetros de calidad de impresión

El controlador de impresión PostScript para Windows y los controladores para Macintosh proporcionan los mejores modos de calidad de impresión. Estos parámetros se pueden modificar en el controlador de impresión. Seleccione el parámetro que mejor se ajuste a su trabajo de impresión.

### Calidad de impresión

El controlador de impresión PostScript para Windows y los controladores para Macintosh proporcionan los mejores modos de calidad de impresión:

- **Mejorado** es el modo de uso general para impresiones nítidas en tonos suaves. El modo Mejorado combina la velocidad con la calidad.
- **Alta resolución** es un modo de alta calidad que crea impresiones en tonos suaves con detalles y líneas finas. 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.

### Opciones de imagen

Las opciones de imagen controlan la forma en que la impresora utiliza la claridad y el contraste para producir el documento. Los controladores de impresión PostScript de Windows y Macintosh proporcionan la gama más amplia de controles en la pestaña Opciones de imagen.

- Para localizar Opciones de imagen en Windows, en el controlador de impresión, haga clic en la pestaña **Opciones de imagen**.
- Para localizar Opciones de imagen en Macintosh, en la ventana **Imprimir**, en la lista de opciones de impresión, haga clic **Funciones Xerox**. En **Funciones Xerox**, en la lista de opciones, haga clic en **Opciones de imagen**.

Xerox® VersaLink® B625  
Imprimante multifonction

**xerox™**

## Résolution des problèmes de qualité d'impression

Votre imprimante multifonctions Xerox® VersaLink® B625 est conçue pour produire durablement des impressions de haute qualité. Pour des informations d'assistance en ligne détaillées, accédez à [www.xerox.com/office/support](http://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 Xerox® VersaLink® B625. Pour commander du papier et des supports Xerox®, accédez à [www.xerox.com/office/supplies](http://www.xerox.com/office/supplies).

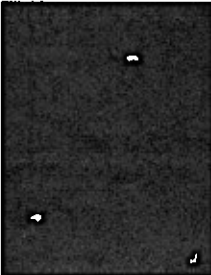
Pour la liste complète des supports recommandés pour votre imprimante, rendez-vous sur les sites suivants :

- Amérique du Nord : [www.xerox.com/rmlna](http://www.xerox.com/rmlna)
- Europe : [www.xerox.com/rmleu](http://www.xerox.com/rmleu)

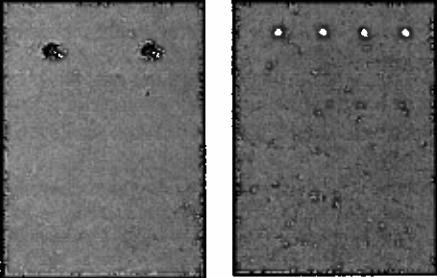
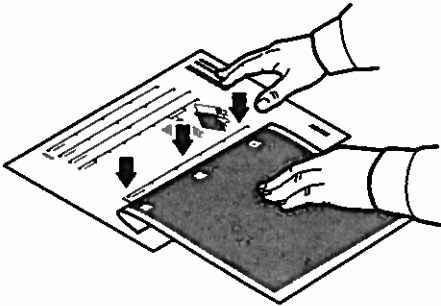
### Résolution des problèmes de qualité d'impression

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

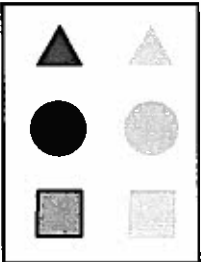
## Résolution des problèmes de qualité d'impression

Problème	Solution
<p data-bbox="132 400 352 427"><b>Fixation incomplète</b></p> <p data-bbox="132 439 580 495">Le toner est absent de l'impression ou s'en détache facilement.</p> 	<ol style="list-style-type: none"><li data-bbox="671 405 1350 461">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"><li data-bbox="708 544 1206 571">– Amérique du Nord : <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li data-bbox="708 584 1086 611">– Europe : <a href="http://www.xerox.com/rmlEU">www.xerox.com/rmlEU</a></li></ul></li><li data-bbox="671 624 1449 680">2. Vérifiez que le type de papier est sélectionné à la fois sur le panneau de commande et dans le pilote d'imprimante.</li><li data-bbox="671 694 1382 721">3. Si le problème persiste, effectuez l'une des opérations suivantes : <b>Remarque :</b> 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"><li data-bbox="708 831 1251 857">a. Pour les magasins réglés sur Dedicated (Dédiés) :<ul style="list-style-type: none"><li data-bbox="745 873 1414 1016">• 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>.</li><li data-bbox="745 1030 1445 1144">• Appuyez sur Périphérique &gt; Outils &gt; Paramètres du périphérique &gt; Gestion du papier &gt; Paramètres du magasin. Sélectionnez le magasin, appuyez sur Modifier, puis changez le type de papier.</li></ul></li><li data-bbox="708 1158 1289 1184">b. Pour les magasins réglés sur Entièrement réglables :<ul style="list-style-type: none"><li data-bbox="745 1198 1347 1225">• Magasins : Ouvrez puis fermez le magasin sélectionné.</li><li data-bbox="745 1238 1318 1265">• Départ manuel : Retirez puis réintroduisez le papier.</li></ul></li></ol><p data-bbox="708 1279 1430 1335"><b>Le panneau de commande vous invite à confirmer ou changer le type de papier.</b></p><ul style="list-style-type: none"><li data-bbox="745 1348 1402 1404">• Sur l'écran tactile, appuyez sur Type puis effectuez une des actions suivantes :<ul style="list-style-type: none"><li data-bbox="788 1417 1433 1473">• Sélectionnez le type de papier approprié puis appuyez sur Confirmer.</li><li data-bbox="788 1487 1426 1543">• Sélectionnez le type de papier de grammage supérieur le plus proche puis appuyez sur Confirmer.</li></ul></li></ul><p data-bbox="708 1556 1353 1583"><b>Remarque :</b> Les types de papier du plus fin au plus épais sont :</p><ul style="list-style-type: none"><li data-bbox="745 1597 1382 1624">• Pour le papier non couché : Standard, Carte fine, et Carte.</li></ul></li></ol>

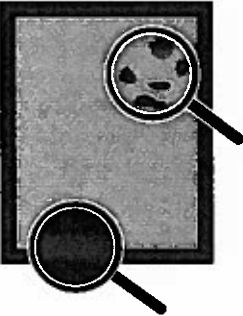
## Résolution des problèmes de qualité d'impression (suite)

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


## Résolution des problèmes de qualité d'impression (suite)

Problème	Solution
<p><b>Décaler l'image</b></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><b>Remarque :</b> pour une distance différente, utilisez la page des défauts répétés pour identifier la cause.</p> 	<ol style="list-style-type: none"><li>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"><li>– Amérique du Nord : <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europe : <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Vérifiez que le type de papier est sélectionné à la fois sur le panneau de commande et dans le pilote d'imprimante. <b>Remarque :</b> 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.</li><li>3. Si le problème persiste, effectuez l'une des opérations suivantes : <b>Remarque :</b> 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"><li>a. Pour les magasins réglés sur Dedicated (Dédiés) :<ul style="list-style-type: none"><li>• 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>.</li><li>• Appuyez sur Périphérique &gt; Outils &gt; Paramètres du périphérique &gt; Gestion du papier &gt; Paramètres du magasin. Sélectionnez le magasin, appuyez sur Modifier, puis changez le type de papier.</li></ul></li><li>b. Pour les magasins réglés sur Entièrement réglables :<ul style="list-style-type: none"><li>• Magasins : Ouvrez puis fermez le magasin sélectionné.</li><li>• Départ manuel : Retirez puis réintroduisez le papier.</li></ul></li></ol>Le panneau de commande vous invite à confirmer ou changer le type de papier.<ul style="list-style-type: none"><li>• Sur l'écran tactile, appuyez sur Type puis effectuez une des actions suivantes :<ul style="list-style-type: none"><li>• Sélectionnez le type de papier approprié puis appuyez sur Confirmer.</li><li>• Sélectionnez le type de papier de grammage supérieur le plus proche puis appuyez sur Confirmer.</li></ul></li></ul><b>Remarque :</b> Les types de papier du plus fin au plus épais sont :<ul style="list-style-type: none"><li>• Pour le papier non couché : Standard, Carte fine, et Carte.</li></ul></li><li>4. Identifiez la cause à l'aide de la page des défauts répétés. Pour de plus amples informations, reportez-vous à la page précédente.</li></ol>

## Résolution des problèmes de qualité d'impression (suite)

Problème	Solution
<p data-bbox="124 409 528 465"><b>Les zones de couverture importantes semblent tachetées ou marbrées</b></p> 	<ol data-bbox="667 409 1342 689" style="list-style-type: none"><li>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="699 551 1198 618" style="list-style-type: none"><li>– Amérique du Nord : <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europe : <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Vérifiez que le type de papier est sélectionné à la fois sur le panneau de commande et dans le pilote d'imprimante.</li></ol> <p data-bbox="667 696 1262 730">Si le problème persiste, contactez le Centre Services Xerox.</p>
<p data-bbox="124 835 608 936"><b>Tons gris trop clairs ou trop foncés</b> Les tons gris sont estompés ou trop foncés sur les impressions ou les copies.</p>	<ol data-bbox="667 835 1449 1115" style="list-style-type: none"><li>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="699 976 1198 1043" style="list-style-type: none"><li>– Amérique du Nord : <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europe : <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Vérifiez que le type de papier est sélectionné à la fois sur le panneau de commande et dans le pilote d'imprimante.</li></ol> <p data-bbox="699 1122 1449 1267">Réglez la luminosité dans les paramètres de copie ou le pilote d'imprimante. Pour plus d'informations sur le changement du paramètre Luminosité dans le pilote d'imprimante PostScript pour votre système d'exploitation, reportez-vous au chapitre <i>Impression</i> du <i>Guide de l'utilisateur</i>.</p>

## Résolution des problèmes de qualité d'impression (suite)

Problème	Solution
<p><b>Lignes, salissures ou traînées</b> Des marques sombres ou claires apparaissent sur la page dans tous les tons ou dans des zones non imprimées.</p> 	<ol style="list-style-type: none"><li>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"><li>– Amérique du Nord : <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europe : <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Vérifiez que le type de papier est sélectionné à la fois sur le panneau de commande et dans le pilote d'imprimante.</li><li>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 <b>Périphérique &gt; Outils &gt; Dépannage &gt; Pages d'assistance &gt; Page Défauts répétés &gt; Imprimer</b>.</li><li>4. Pour corriger le problème, remplacez les éléments identifiés sur la page Défauts répétés.</li></ol>

## Paramètres de qualité d'impression

Le pilote Windows PostScript et les pilotes Macintosh fournissent les modes de qualité d'impression les plus élevés. Vous pouvez changer ces paramètres dans le pilote d'imprimante. Sélectionnez le meilleur paramètre pour votre travail d'impression.

### Qualité d'impression

Le pilote Windows PostScript et les pilotes Macintosh fournissent les modes de qualité d'impression les plus élevés:

- Le mode **Avancé** est un mode polyvalent qui produit des impressions nettes aux tons lisses. Le mode avancé équilibre la vitesse et la qualité.
- Le mode **Haute résolution** est un mode haute qualité qui produit des impressions aux tons lisses, avec des détails et des traits fins. 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.

### Options image

Les options d'image vous permettent d'indiquer les niveaux de luminosité et de contraste de vos documents. Les pilotes d'imprimante Windows PostScript et Macintosh proposent la plus large palette d'options de contrôle sur l'onglet Options Image.

- Pour accéder aux Options Image sous Windows, cliquez sur l'onglet **Options Image** du pilote d'imprimante.
- Pour accéder aux Options Image sous Macintosh, cliquez sur **Fonctionnalités Xerox** dans la liste des options d'impression de la fenêtre Imprimer. Dans Fonctionnalités Xerox, cliquez sur **Options Image** dans la liste d'options.

Xerox® VersaLink® B625  
Stampante multifunzione

**xerox™**

## Risoluzione dei problemi di qualità di stampa

La stampante multifunzione a colori Xerox® VersaLink® B625 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](http://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 Xerox® VersaLink® B625. Per ordinare carta e supporti Xerox®, andare su [www.xerox.com/office/supplies](http://www.xerox.com/office/supplies).

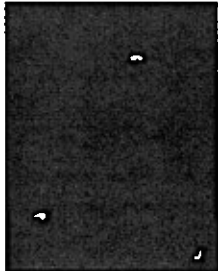
Per l'elenco completo dei supporti raccomandati per la stampante, visitare i seguenti siti:

- Nord America: [www.xerox.com/rmlna](http://www.xerox.com/rmlna)
- Europa: [www.xerox.com/rmlieu](http://www.xerox.com/rmlieu)

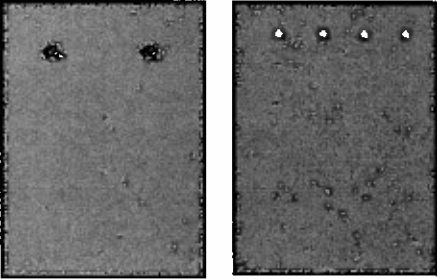
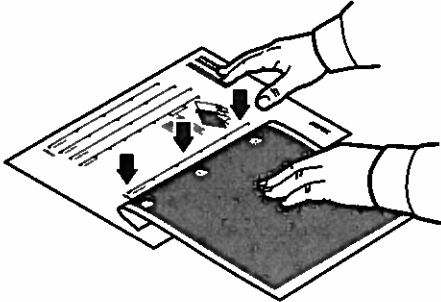
### Risoluzione dei problemi di qualità di stampa

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

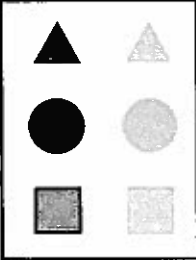
## Risoluzione dei problemi di qualità di stampa

Problema	Soluzione
<p data-bbox="124 405 571 501"><b>Fusione incompleta</b> Il toner manca o si stacca facilmente dalla stampa.</p> 	<ol style="list-style-type: none"><li data-bbox="667 405 1337 465">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"><li data-bbox="699 546 1145 573">– Nord America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li data-bbox="699 584 1075 611">– Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li data-bbox="667 622 1417 683">2. Controllare che il tipo di carta sia selezionato sul pannello comandi e nel driver di stampa.</li><li data-bbox="667 694 1353 721">3. Se il problema persiste, eseguire una delle seguenti operazioni: <b>Nota:</b> 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"><li data-bbox="699 831 1082 857">a. Per i vassoi impostati su Dedicati:<ul style="list-style-type: none"><li data-bbox="735 869 1374 987">• Sul pannello comandi, toccare <b>Accedi</b>. Immettere i dati di accesso dell'amministratore di sistema, quindi toccare <b>Invio</b>. Per ulteriori informazioni, consultare la <i>Guida per l'amministratore di sistema</i>.</li><li data-bbox="735 999 1433 1088">• Tappare <b>Dispositivo &gt; Strumenti &gt; Impostazioni dispositivo &gt; Gestione carta &gt; Impostazioni vassoio</b>. Selezionare il vassoio, toccare <b>Modifica</b>, quindi cambiare il tipo di carta.</li></ul></li><li data-bbox="699 1099 1273 1126">b. Per i vassoi impostati su Completamente regolabili:<ul style="list-style-type: none"><li data-bbox="735 1137 1326 1198">• Vassoi carta: Aprire e quindi chiudere il vassoio carta selezionato.</li><li data-bbox="735 1209 1433 1236">• - Vassoio bypass: Rimuovere e quindi inserire di nuovo la carta.</li></ul></li></ol>Sul pannello comandi viene visualizzato un messaggio che chiede di confermare o modificare il tipo di carta.<ul style="list-style-type: none"><li data-bbox="735 1317 1442 1377">• Dallo schermo sensibile, toccare <b>Tipo</b>, quindi eseguire una delle operazioni seguenti:<ul style="list-style-type: none"><li data-bbox="778 1388 1347 1449">• Selezionare il tipo di carta corretto, quindi toccare <b>Conferma</b>.</li><li data-bbox="778 1460 1414 1520">• Selezionare il successivo tipo di carta selezionato, quindi toccare <b>Conferma</b>.</li></ul></li></ul><b>Nota:</b> I tipi di carta, dalla più leggera alla più pesante, sono:<ul style="list-style-type: none"><li data-bbox="735 1563 1406 1624">• Per carta non patinata: Carta comune, Cartoncino leggero e Cartoncino.</li></ul></li></ol>

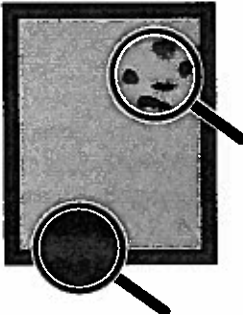
## Risoluzione dei problemi di qualità di stampa (continua)

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

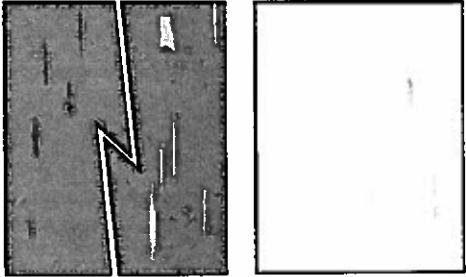
## Risoluzione dei problemi di qualità di stampa (continua)

Problema	Soluzione
<p><b>Sfalsamento immagine</b></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><b>Nota:</b> per una distanza diversa, fare riferimento alla Pagina difetti ripetuti per identificare la causa.</p> 	<ol style="list-style-type: none"><li>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"><li>– Nord America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>– Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Controllare che il tipo di carta sia selezionato sul pannello comandi e nel driver di stampa. <b>Nota:</b> 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.</li><li>3. Se il problema persiste, eseguire una delle seguenti operazioni: <b>Nota:</b> 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"><li>a. Per i vassoi impostati su Dedicati:<ul style="list-style-type: none"><li>• Sul pannello comandi, toccare <b>Accedi</b>. Immettere i dati di accesso dell'amministratore di sistema, quindi toccare <b>Invio</b>. Per ulteriori informazioni, consultare la <i>Guida per l'amministratore di sistema</i>.</li><li>• Toccare <b>Dispositivo &gt; Strumenti &gt; Impostazioni dispositivo &gt; Gestione carta &gt; Impostazioni vassoio</b>. Selezionare il vassoio, toccare <b>Modifica</b>, quindi cambiare il tipo di carta.</li></ul></li><li>b. Per i vassoi impostati su Completamente regolabili:<ul style="list-style-type: none"><li>• Vassoi carta: Aprire e quindi chiudere il vassoio carta selezionato.</li><li>• - Vassoio bypass: Rimuovere e quindi inserire di nuovo la carta.</li></ul></li></ol>Sul pannello comandi viene visualizzato un messaggio che chiede di confermare o modificare il tipo di carta.<ul style="list-style-type: none"><li>• Dallo schermo sensibile, toccare <b>Tipo</b>, quindi eseguire una delle operazioni seguenti:<ul style="list-style-type: none"><li>• Selezionare il tipo di carta corretto, quindi toccare <b>Conferma</b>.</li><li>• Selezionare il successivo tipo di carta selezionato, quindi toccare <b>Conferma</b>.</li></ul></li></ul><b>Nota:</b> I tipi di carta, dalla più leggera alla più pesante, sono:<ul style="list-style-type: none"><li>• Per carta non patinata: Carta comune, Cartoncino leggero e Cartoncino.</li></ul></li><li>4. Per identificare la causa, fare riferimento alla Pagina difetti ripetuti. Per informazioni dettagliate, fare riferimento alla pagina precedente.</li></ol>

## Risoluzione dei problemi di qualità di stampa (continua)

Problema	Soluzione
<p data-bbox="105 412 584 441">Aree con alta copertura appaiono chiazze</p> 	<ol data-bbox="643 412 1394 685" style="list-style-type: none"><li data-bbox="643 412 1394 468">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="679 551 1123 618" style="list-style-type: none"><li data-bbox="679 551 1123 580">– Nord America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li data-bbox="679 591 1051 618">– Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li data-bbox="643 629 1394 685">2. Controllare che il tipo di carta sia selezionato sul pannello comandi e nel driver di stampa.</li></ol> <p data-bbox="643 696 1107 725">Se il problema persiste, richiedere assistenza.</p>
<p data-bbox="105 781 547 837"><b>Tonalità di grigio troppo chiare o troppo scure</b></p> <p data-bbox="105 853 557 938">Le tonalità di grigio appaiono sbiadite o, al contrario, troppo scure sulle copie o sulle stampe.</p>	<ol data-bbox="643 781 1406 1178" style="list-style-type: none"><li data-bbox="643 781 1406 837">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="679 916 1123 983" style="list-style-type: none"><li data-bbox="679 916 1123 945">– Nord America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li data-bbox="679 956 1051 983">– Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li data-bbox="643 994 1406 1050">2. Controllare che il tipo di carta sia selezionato sul pannello comandi e nel driver di stampa.</li><li data-bbox="643 1061 1406 1178">3. Regolare le opzioni di luminosità nelle impostazioni di copia oppure nel driver di stampa. Per informazioni sulla modifica dell'impostazione di luminosità nel driver di stampa PostScript per il proprio sistema operativo, fare riferimento al capitolo <i>Stampa della Guida per l'utente</i>.</li></ol>

## Risoluzione dei problemi di qualità di stampa (continua)

Problema	Soluzione
<p><b>Righe, sbavature o striature</b> 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"><li>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"><li>- Nord America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li><li>- Europa: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li></ul></li><li>2. Controllare che il tipo di carta sia selezionato sul pannello comandi e nel driver di stampa.</li><li>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 <b>Dispositivo &gt; Strumenti &gt; Risoluzione dei problemi &gt; Pagine di assistenza &gt; Pagina difetti ricorrenti &gt; Stampa</b>.</li><li>4. Per correggere il problema, sostituire gli elementi individuati nella pagina dei difetti ricorrenti.</li></ol>

### Qualità di stampa

I driver di stampa PostScript Windows e Macintosh offrono la più ampia gamma di modalità di qualità di stampa nella scheda Opzioni immagine. È possibile modificare tali impostazioni nel driver di stampa. Selezionare l'impostazione più adeguata per il lavoro di stampa.

#### Qualità di stampa

Le opzioni dell'immagine controllano il modo in cui la stampante utilizza luminosità e contrasto per produrre il documento. I driver di stampa PostScript Windows e Macintosh offrono la più ampia gamma di controlli e correzioni colore nella scheda Opzioni immagine.

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

#### Opzioni immagine

Le opzioni dell'immagine controllano il modo in cui la stampante utilizza luminosità e contrasto per produrre il documento. I driver di stampa PostScript Windows e Macintosh offrono la più ampia gamma di controlli e correzioni colore nella scheda Opzioni immagine.

- Per individuare le Opzioni immagine in Windows, fare clic sulla scheda **Opzioni immagine** nel driver di stampa.
- Per individuare Opzioni immagine su Macintosh, fare clic su **Funzioni Xerox** nell'elenco delle opzioni di stampa della finestra Stampa. Nell'elenco delle opzioni di **Funzioni Xerox**, fare clic su **Opzioni immagine**.

Українська  
неотранслювана

**XEROX**

Xerox® Versalink® B625  
Multifunction Printer

## Troubleshooting Print Quality

Your Xerox® Versalink® B625 Multifunction Printer is designed to produce high-quality prints consistently. If you observe print-quality problems, use the information on these pages to troubleshoot the problems. For detailed online support information, go to [www.xerox.com/office/support](http://www.xerox.com/office/support).

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

### Paper Type

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

For the best results, only use recommended Xerox® paper and media. Xerox® paper and media are guaranteed to produce excellent results on your Xerox® Versalink® B625 Multifunction Printer. To order Xerox® paper and media, go to [www.xerox.com/office/supplies](http://www.xerox.com/office/supplies).

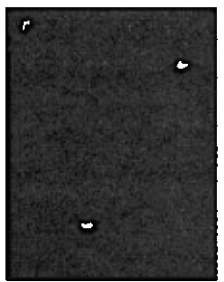
For a complete list of recommended paper for your printer, go to:

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

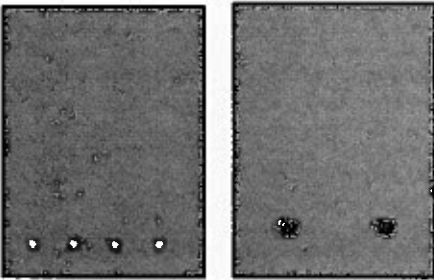
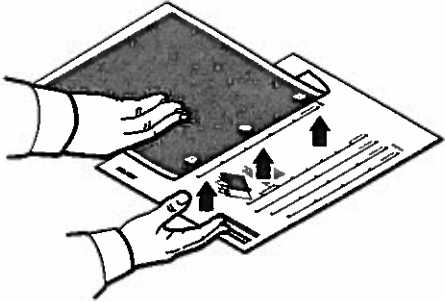
### Solving Print-Quality Problems

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

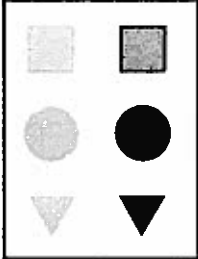
## Solving Print-Quality Problems

Problem	Solution
<p><b>Incomplete Fusing</b> Toner appears to be missing from the print, or rubs off easily.</p> 	<ol style="list-style-type: none"> <li>1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to: <ul style="list-style-type: none"> <li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>– Europe: <a href="http://www.xerox.com/rmlen">www.xerox.com/rmlen</a></li> </ul> </li> <li>2. Verify that the paper type is selected on the control panel and in the print driver.</li> <li>3. If the problem persists, do one of the following: <ul style="list-style-type: none"> <li><b>Note:</b> To change the size, type, or color of paper in a dedicated tray when the control panel is locked, log in as the system administrator.</li> <li>a. For trays that are set to Dedicated: <ul style="list-style-type: none"> <li>b. At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li> <li>c. <b>Touch Device &gt; Tools &gt; Device Settings &gt; Paper Management &gt; Tray Settings</b>. Select the tray, touch <b>Edit</b>, then change the paper type.</li> <li>d. For trays that are set to Fully Adjustable: <ul style="list-style-type: none"> <li>e. <b>Paper Trays</b>: Open, then close the selected paper tray.</li> <li>f. <b>Bypass Tray</b>: Remove, then reinsert the paper.</li> </ul> </li> </ul> </li> </ul> <p>The control panel prompts you to confirm or change the paper type. At the touch screen, touch <b>Type</b>, then do one of the following:</p> <ul style="list-style-type: none"> <li>• Select the correct paper type, then touch <b>Confirm</b>.</li> <li>• Select the next heavier type of paper, then touch <b>Confirm</b>.</li> </ul> <p><b>Note:</b> Paper types from lightest to heaviest are:</p> <ul style="list-style-type: none"> <li>• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.</li> </ul> </li> </ol>

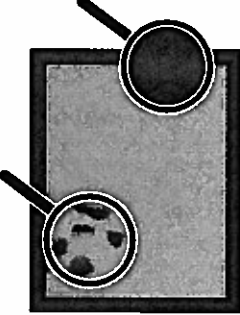
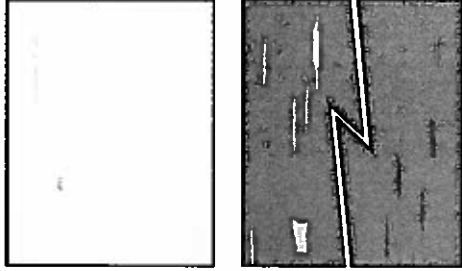
Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Repeating Defects</b> Spots or lines appear at regular intervals on the page in the direction that the paper moves through the printer or in non-printed areas.</p> 	<ol style="list-style-type: none"> <li>At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Support Pages &gt; Repeating Defects Page &gt; Print</b>. The Repeating Defects Page prints with instructions for identifying defective units.</li> <li>To correct the problem, replace items identified on the Repeating Defects Page.</li> </ol>  <ol style="list-style-type: none"> <li>If you replace a supply, reset the counter:             <ol style="list-style-type: none"> <li>At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li> <li>Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li> <li>Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li> <li>Touch the replaced Supply.</li> <li>Touch <b>Reset Counter</b>.</li> <li>To close the pop-up window, touch <b>X</b>, touch <b>admin</b>, then select <b>Log Out</b>.</li> </ol> </li> </ol>

## Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Offset Image</b></p> <p>The most common offset is toner that appears to be reprinted on the page and placed about 95 mm (3.75 in.) across the page in the direction that the paper moves through the printer.</p> <p>Note: For a different distance, use the Repeating Defects Page to identify the cause.</p> 	<ol style="list-style-type: none"> <li>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: – North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a> – Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></li> <li>2. Verify that the paper type is selected on the control panel and in the print driver.</li> <li>3. If the problem persists, do one of the following: 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. 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. a. For trays that are set to Dedicated: b. At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>. c. <b>Touch Device &gt; Tools &gt; Device Settings &gt; Paper Management &gt; Tray Settings</b>. Select the tray, touch <b>Edit</b>, then change the paper type. d. For trays that are set to <b>Fully Adjustable</b>: e. <b>Paper Trays</b>: Open, then close the selected paper tray. f. <b>Bypass Tray</b>: Remove, then reinsert the paper. The control panel prompts you to confirm or change the paper type. • At the touch screen, touch <b>Type</b>, then do one of the following: • Select the correct paper type, then touch <b>Confirm</b>. • Select the next heavier type of paper, then touch <b>Confirm</b>. Note: Paper types from lightest to heaviest are: • For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.</li> <li>4. To identify the cause, use the <b>Repeating Defects Page</b>. For details, refer to the previous page.</li> </ol>

Solving Print-Quality Problems (continued)

Solution	Problem
<p>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.</p> <p>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></p> <p>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></p> <p>2. Verify that the paper type is selected on the control panel and in the print driver.</p> <p>Note: If the problem continues, call for service.</p>	<p>Heavy Coverage Appears Mottled or Blotchy</p> <p>Blacks Appear Blue</p> 
<p>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.</p> <p>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></p> <p>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></p> <p>2. Verify that the paper type is selected on the control panel and in the print driver.</p> <p>3. Adjust the lightness settings in the Copy settings or the print driver. For information about changing the Lightness setting in the PostScript print driver for your operating system, refer to the <i>Printing</i> chapter of the <i>User Guide</i>.</p>	<p>Gray Tones Too Light or Too Dark</p> <p>Gray tones appear faded or too dark on print or copy.</p>
<p>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.</p> <p>For a complete list of recommended paper for your printer, go to:</p> <p>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></p> <p>– Europe: <a href="http://www.xerox.com/rmleu">www.xerox.com/rmleu</a></p> <p>2. Verify that the paper type is selected on the control panel and in the print driver.</p> <p>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 <b>Device &gt; Tools &gt; Troubleshooting &gt; Support Pages &gt; Repeating Defects Page &gt; Print</b>.</p> <p>4. To correct the problem, replace items identified on the Repeating Defects Page.</p>	<p>Lines, Smudges, or Streaks</p> <p>Dark or light marks appear on the page in all tones or non-printed areas.</p> 

## Print-Quality Settings

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

### Print-Quality Mode

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

### Image Options

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

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

## Troubleshooting Print Quality

Your Xerox® Versalink® B625 Multifunction Printer is designed to produce high-quality prints consistently. If you observe print-quality problems, use the information on these pages to troubleshoot the problems. For detailed online support information, go to [www.xerox.com/office/support](http://www.xerox.com/office/support).

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

### Paper Type

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

For the best results, only use recommended Xerox® paper and media. Xerox® paper and media are guaranteed to produce excellent results on your Xerox® Versalink® B625 Multifunction Printer. To order Xerox® paper and media, go to [www.xerox.com/office/supplies](http://www.xerox.com/office/supplies).

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

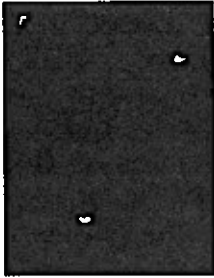
- North America: [www.xerox.com/rmlna](http://www.xerox.com/rmlna)
- Europe: [www.xerox.com/rmlen](http://www.xerox.com/rmlen)

### Solving Print-Quality Problems

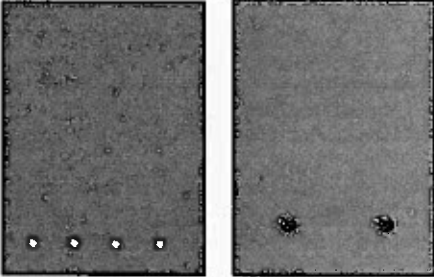
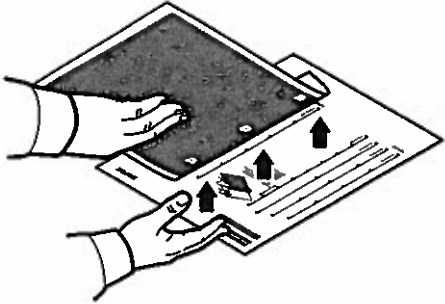
Use the following tables to find specific solutions to print-quality problems.

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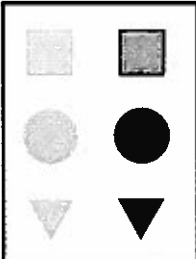
## Solving Print-Quality Problems

Solution	Problem
<p>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.</p> <p>For a complete list of recommended paper for your printer, go to:</p> <ul style="list-style-type: none"> <li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>– Europe: <a href="http://www.xerox.com/rmlen">www.xerox.com/rmlen</a></li> </ul> <p>2. Verify that the paper type is selected on the control panel and in the print driver.</p> <p>3. If the problem persists, do one of the following:</p> <p><b>Note:</b> To change the size, type, or color of paper in a dedicated tray when the control panel is locked, log in as the system administrator.</p> <p>a. For trays that are set to Dedicated:</p> <p>b. At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</p> <p>c. <b>Touch Device &gt; Tools &gt; Device Settings &gt; Paper Management &gt; Tray Settings</b>. Select the tray, touch <b>Edit</b>, then change the paper type.</p> <p>d. For trays that are set to Fully Adjustable:</p> <p>e. <b>Paper Trays</b>: Open, then close the selected paper tray.</p> <p>f. <b>Bypass Tray</b>: Remove, then reinsert the paper.</p> <p>The control panel prompts you to confirm or change the paper type. At the touch screen, touch <b>Type</b>, then do one of the following:</p> <ul style="list-style-type: none"> <li>• Select the correct paper type, then touch <b>Confirm</b>.</li> <li>• Select the next heavier type of paper, then touch <b>Confirm</b>.</li> </ul> <p><b>Note:</b> Paper types from lightest to heaviest are:</p> <ul style="list-style-type: none"> <li>• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.</li> </ul>	<p><b>Incomplete Fusing</b></p> <p>Toner appears to be missing from the print, or rubs off easily.</p> 

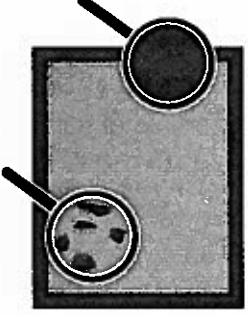
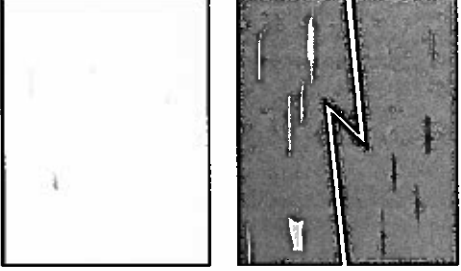
Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Repeating Defects</b> Spots or lines appear at regular intervals on the page in the direction that the paper moves through the printer or in non-printed areas.</p> 	<ol style="list-style-type: none"> <li>1. At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Support Pages &gt; Repeating Defects Page &gt; Print</b>. The Repeating Defects Page prints with instructions for identifying defective units.</li> <li>2. To correct the problem, replace items identified on the Repeating Defects Page.</li> </ol>  <ol style="list-style-type: none"> <li>3. If you replace a supply, reset the counter:             <ol style="list-style-type: none"> <li>a. At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li> <li>b. Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li> <li>c. Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li> <li>d. Touch the replaced Supply.</li> <li>e. Touch <b>Reset Counter</b>.</li> <li>f. To close the pop-up window, touch <b>X</b>, touch <b>admin</b>, then select <b>Log Out</b>.</li> </ol> </li> </ol>

Solving Print-Quality Problems (continued)

Solution	Problem
<p>1. Verify that the paper you are using is the correct paper type for the printer and is properly loaded.</p> <p>For a complete list of recommended paper for your printer, go to:</p> <ul style="list-style-type: none"> <li>- North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>- Europe: <a href="http://www.xerox.com/rmlen">www.xerox.com/rmlen</a></li> </ul> <p>2. Verify that the paper type is selected on the control panel and in the print driver.</p> <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> <p>3. If the problem persists, do one of the following:</p> <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> <p>a. For trays that are set to Dedicated:</p> <p>b. 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>.</p> <p>c. Touch Device &gt; Tools &gt; Device Settings &gt; Paper Management &gt; Tray Settings. Select the tray, touch Edit, then change the paper type.</p> <p>d. For trays that are set to Fully Adjustable:</p> <p>e. Paper Trays: Open, then close the selected paper tray.</p> <p>f. Bypass Tray : Remove, then reinsert the paper.</p> <p>The control panel prompts you to confirm or change the paper type.</p> <ul style="list-style-type: none"> <li>• At the touch screen, touch Type, then do one of the following:</li> <li>• Select the correct paper type, then touch Confirm.</li> <li>• Select the next heavier type of paper, then touch Confirm.</li> </ul> <p>Note: Paper types from lightest to heaviest are:</p> <ul style="list-style-type: none"> <li>• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.</li> </ul> <p>4. To identify the cause, use the Repeating Defects Page. For details, refer to the previous page.</p>	<p><b>Offset Image</b></p> <p>The most common offset is toner that appears to be reprinted on the page and placed about 95 mm (3.75 in.) across the page in the direction that the paper moves through the printer.</p> <p>Note: For a different distance, use the Repeating Defects Page to identify the cause.</p> 

Solving Print-Quality Problems (continued)

Solution	Problem
<p>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.</p> <p>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></p> <p>– Europe: <a href="http://www.xerox.com/rmlen">www.xerox.com/rmlen</a></p> <p>2. Verify that the paper type is selected on the control panel and in the print driver.</p> <p>Note: If the problem continues, call for service.</p>	<p>Heavy Coverage Appears Mottled or Blotchy</p> <p>Blacks Appear Blue</p> 
<p>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.</p> <p>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></p> <p>– Europe: <a href="http://www.xerox.com/rmlen">www.xerox.com/rmlen</a></p> <p>2. Verify that the paper type is selected on the control panel and in the print driver.</p> <p>3. Adjust the lightness settings in the Copy settings or the print driver. For information about changing the Lightness setting in the PostScript print driver for your operating system, refer to the <i>Printing</i> chapter of the <i>User Guide</i>.</p>	<p>Gray Tones Too Light or Too Dark</p> <p>Gray tones appear faded or too dark on print or copy.</p>
<p>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.</p> <p>For a complete list of recommended paper for your printer, go to:</p> <p>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></p> <p>– Europe: <a href="http://www.xerox.com/rmlen">www.xerox.com/rmlen</a></p> <p>2. Verify that the paper type is selected on the control panel and in the print driver.</p> <p>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 <b>Device &gt; Tools &gt; Troubleshooting &gt; Support Pages &gt; Repeating Defects Page &gt; Print</b>.</p> <p>4. To correct the problem, replace items identified on the Repeating Defects Page.</p>	<p>Lines, Smudges, or Streaks</p> <p>Dark or light marks appear on the page in all tones or non-printed areas.</p> 

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

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

Creation  
=> Not finished

**XEROX**

Xerox® Versalink® B625  
Multifunction Printer

## Troubleshooting Print Quality

Your Xerox® Versalink® B625 Multifunction Printer is designed to produce high-quality prints consistently. If you observe print-quality problems, use the information on these pages to troubleshoot the problems. For detailed online support information, go to [www.xerox.com/office/support](http://www.xerox.com/office/support).

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### 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® B625 Multifunction Printer. To order Xerox® paper and media, go to [www.xerox.com/office/supplies](http://www.xerox.com/office/supplies).

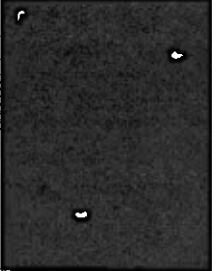
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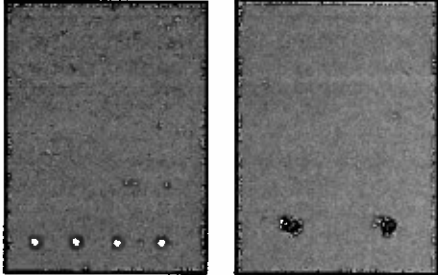
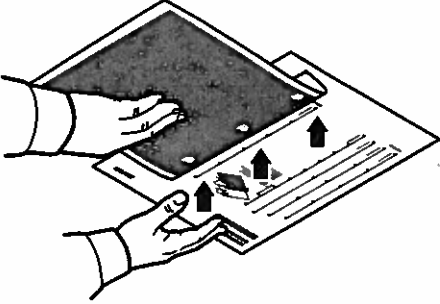
### Solving Print-Quality Problems

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

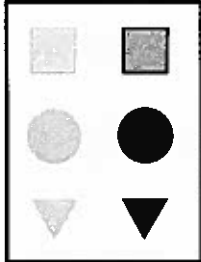
## Solving Print-Quality Problems

Solution	Problem
<p>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.</p> <p>For a complete list of recommended paper for your printer, go to:</p> <ul style="list-style-type: none"> <li>– North America: <a href="http://www.xerox.com/mlna">www.xerox.com/mlna</a></li> <li>– Europe: <a href="http://www.xerox.com/rmlen">www.xerox.com/rmlen</a></li> </ul> <p>2. Verify that the paper type is selected on the control panel and in the print driver.</p> <p>3. If the problem persists, do one of the following:</p> <p><b>Note:</b> To change the size, type, or color of paper in a dedicated tray when the control panel is locked, log in as the system administrator.</p> <p>a. For trays that are set to Dedicated:</p> <p>b. At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</p> <p>c. <b>Touch Device &gt; Tools &gt; Device Settings &gt; Paper Management &gt; Tray Settings</b>. Select the tray, touch <b>Edit</b>, then change the paper type.</p> <p>d. For trays that are set to Fully Adjustable:</p> <p>e. <b>Paper Trays</b>: Open, then close the selected paper tray.</p> <p>f. <b>Bypass Tray</b>: Remove, then reinsert the paper.</p> <p>The control panel prompts you to confirm or change the paper type. At the touch screen, touch <b>Type</b>, then do one of the following:</p> <ul style="list-style-type: none"> <li>• Select the correct paper type, then touch <b>Confirm</b>.</li> <li>• Select the next heavier type of paper, then touch <b>Confirm</b>.</li> </ul> <p><b>Note:</b> Paper types from lightest to heaviest are:</p> <ul style="list-style-type: none"> <li>• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.</li> </ul>	<p><b>Incomplete Fusing</b></p> <p>Toner appears to be missing from the print, or rubs off easily.</p> 

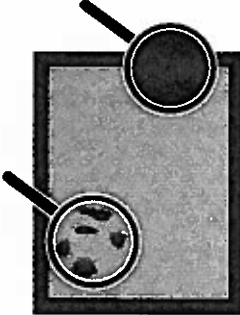
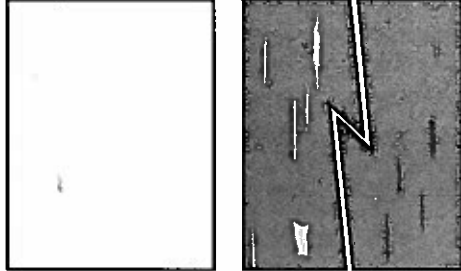
Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Repeating Defects</b> Spots or lines appear at regular intervals on the page in the direction that the paper moves through the printer or in non-printed areas.</p> 	<ol style="list-style-type: none"> <li>At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Support Pages &gt; Repeating Defects Page &gt; Print</b>. The Repeating Defects Page prints with instructions for identifying defective units.</li> <li>To correct the problem, replace items identified on the Repeating Defects Page.</li> </ol>  <ol style="list-style-type: none"> <li>If you replace a supply, reset the counter: <ol style="list-style-type: none"> <li>At the control panel, touch <b>Log In</b>. Enter system administrator login information, then touch <b>Enter</b>. For details, refer to the <i>System Administrator Guide</i>.</li> <li>Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li> <li>Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li> <li>Touch the replaced Supply.</li> <li>Touch <b>Reset Counter</b>.</li> <li>To close the pop-up window, touch <b>X</b>, touch <b>admin</b>, then select <b>Log Out</b>.</li> </ol> </li> </ol>

Solving Print-Quality Problems (continued)

Solution	Problem
<p>1. Verify that the paper you are using is the correct paper type for the printer and is properly loaded.</p> <p>For a complete list of recommended paper for your printer, go to:</p> <ul style="list-style-type: none"> <li>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></li> <li>– Europe: <a href="http://www.xerox.com/rmlen">www.xerox.com/rmlen</a></li> </ul> <p>2. Verify that the paper type is selected on the control panel and in the print driver.</p> <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> <p>3. If the problem persists, do one of the following:</p> <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> <p>a. For trays that are set to Dedicated:</p> <p>b. 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>.</p> <p>c. Touch Device &gt; Tools &gt; Device Settings &gt; Paper Management &gt; Tray Settings. Select the tray, touch Edit, then change the paper type.</p> <p>d. For trays that are set to Fully Adjustable:</p> <p>e. Paper Trays: Open, then close the selected paper tray.</p> <p>f. Bypass Tray : Remove, then reinsert the paper.</p> <p>The control panel prompts you to confirm or change the paper type.</p> <ul style="list-style-type: none"> <li>• At the touch screen, touch Type, then do one of the following:</li> <li>• Select the correct paper type, then touch Confirm.</li> <li>• Select the next heavier type of paper, then touch Confirm.</li> </ul> <p>Note: Paper types from lightest to heaviest are:</p> <ul style="list-style-type: none"> <li>• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.</li> </ul> <p>4. To identify the cause, use the Repeating Defects Page. For details, refer to the previous page.</p>	<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> 

Solving Print-Quality Problems (continued)

Solution	Problem
<p>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.</p> <p>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></p> <p>– Europe: <a href="http://www.xerox.com/rmlen">www.xerox.com/rmlen</a></p> <p>2. Verify that the paper type is selected on the control panel and in the print driver.</p> <p>Note: If the problem continues, call for service.</p>	<p>Heavy Coverage Appears Mottled or Blotchy</p> <p>Blacks Appear Blue</p> 
<p>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.</p> <p>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></p> <p>– Europe: <a href="http://www.xerox.com/rmlen">www.xerox.com/rmlen</a></p> <p>2. Verify that the paper type is selected on the control panel and in the print driver.</p> <p>3. Adjust the lightness settings in the Copy settings or the print driver. For information about changing the Lightness setting in the PostScript print driver for your operating system, refer to the <i>Printing</i> chapter of the <i>User Guide</i>.</p>	<p>Gray Tones Too Light or Too Dark</p> <p>Gray tones appear faded or too dark on print or copy.</p>
<p>1. Verify that the paper you are using is the correct type for the printer and is properly loaded.</p> <p>For a complete list of recommended paper for your printer, go to:</p> <p>– North America: <a href="http://www.xerox.com/rmlna">www.xerox.com/rmlna</a></p> <p>– Europe: <a href="http://www.xerox.com/rmlen">www.xerox.com/rmlen</a></p> <p>2. Verify that the paper type is selected on the control panel and in the print driver.</p> <p>3. To identify the cause, refer to the Repeating Defects Page that prints with <i>Troubleshooting Print Quality</i> Page. At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Support Pages &gt; Repeating Defects Page &gt; Print</b>.</p> <p>4. To correct the problem, replace items identified on the Repeating Defects Page.</p>	<p>Lines, Smudges, or Streaks</p> <p>Dark or light marks appear on the page in all tones or non-printed areas.</p> 

## Print-Quality Settings

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

### Print-Quality Mode

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

### Image Options

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

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