

Xerox® Versalink® B415
Multifunction Printer

xerox™

Troubleshooting Print Quality

Your Xerox® Versalink® B415 Multifunction Printer is designed to produce high-quality prints consistently. If you observe print-quality problems, use the information on these pages to troubleshoot the problems. For detailed online support information, go to www.xerox.com/office/support.

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

Paper Type

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

For the best results, only use recommended Xerox® paper and media. Xerox® paper and media are guaranteed to produce excellent results on your Xerox® Versalink® B415 Multifunction Printer. To order Xerox® paper and media, go to www.xerox.com/office/supplies.


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

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

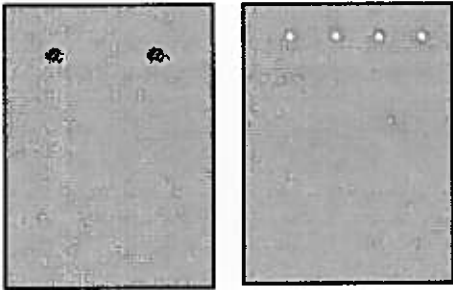
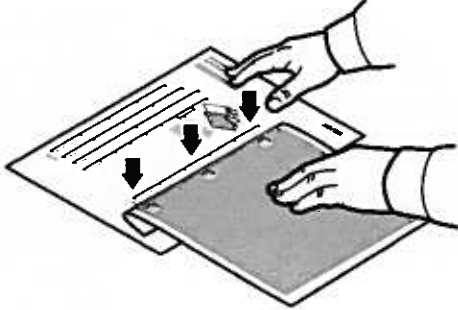
Solving Print-Quality Problems

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

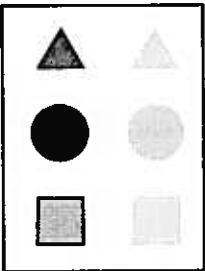
Solving Print-Quality Problems

Problem	Solution
<p data-bbox="99 306 310 333">Incomplete Fusing</p> <p data-bbox="99 344 589 405">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol data-bbox="651 306 1414 600" style="list-style-type: none">1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to:<ul data-bbox="683 415 1154 489" style="list-style-type: none">– North America: www.xerox.com/rmlna– Europe: www.xerox.com/rmleu2. Verify that the paper type is selected on the control panel and in the print driver.3. If the problem persists, do one of the following: <p data-bbox="683 611 1406 669">Note: To change the size, type, or color of paper in a dedicated tray when the control panel is locked, log in as the system administrator.</p> <ol data-bbox="683 680 1438 1037" style="list-style-type: none">a. For trays that are set to Dedicated:<ol data-bbox="724 722 1430 810" style="list-style-type: none">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>.c. Touch Device > Tools > Device Settings > Paper Management > Tray Settings. Select the tray, touch Edit, then change the paper type.d. For trays that are set to Fully Adjustable:<ol data-bbox="724 968 1333 1037" style="list-style-type: none">e. Paper Trays: Open, then close the selected paper tray.f. Bypass Tray : Remove, then reinsert the paper. <p data-bbox="683 1052 1414 1077">The control panel prompts you to confirm or change the paper type.</p> <ul data-bbox="724 1087 1430 1199" style="list-style-type: none">• At the touch screen, touch Type, then do one of the following:<ul data-bbox="764 1129 1349 1199" style="list-style-type: none">• Select the correct paper type, then touch Confirm.• Select the next heavier type of paper, then touch Confirm. <p data-bbox="683 1209 1187 1234">Note: Paper types from lightest to heaviest are:</p> <ul data-bbox="724 1255 1341 1314" style="list-style-type: none">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.

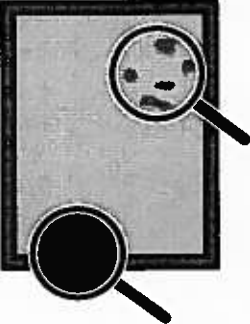
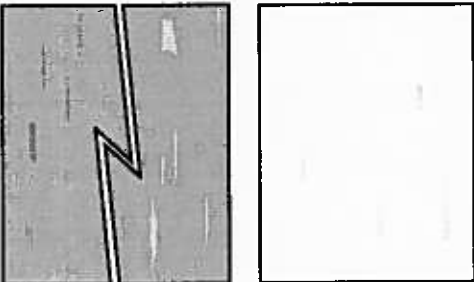
Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="99 317 310 344">Repeating Defects</p> <p data-bbox="99 354 565 474">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="656 317 1398 443">1. At the control panel, touch Device > Tools > Troubleshooting > Support Pages > Repeating Defects Page > Print. The Repeating Defects Page prints with instructions for identifying defective units.<li data-bbox="656 457 1382 516">2. To correct the problem, replace items identified on the Repeating Defects Page. <li data-bbox="656 856 1442 1220">3. If you replace a supply, reset the counter:<ol style="list-style-type: none"><li data-bbox="693 894 1442 982">a. At the control panel, touch Log In. Enter system administrator login information, then touch Enter. For details, refer to the <i>System Administrator Guide</i>.<li data-bbox="693 999 1159 1026">b. Touch Device > Tools > Device Settings.<li data-bbox="693 1041 1279 1068">c. Scroll, then touch Supplies > Supply Counter Reset.<li data-bbox="693 1083 1019 1110">d. Touch the replaced Supply.<li data-bbox="693 1125 959 1152">e. Touch Reset Counter.<li data-bbox="693 1167 1398 1220">f. To close the pop-up window, touch X, touch admin, then select Log Out.

Solving Print-Quality Problems (continued)

Problem	Solution
<p>Offset Image</p> <p>The most common offset is toner that appears to be reprinted on the page and placed about 95 mm (3.75 in.) across the page in the direction that the paper moves through the printer.</p> <p>Note: For a different distance, use the Repeating Defects Page to identify the cause.</p> 	<ol style="list-style-type: none">1. Verify that the paper you are using is the correct paper type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to:<ul style="list-style-type: none">– North America: www.xerox.com/rmlna– Europe: www.xerox.com/rmleu2. Verify that the paper type is selected on the control panel and in the print driver. Note: To change the size, type, or color of paper in a dedicated tray when the control panel is locked, log in as the system administrator.3. If the problem persists, do one of the following: Note: To change the size, type, or color of paper in a dedicated tray when the control panel is locked, log in as the system administrator.<ol style="list-style-type: none">a. For trays that are set to Dedicated: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>.c. Touch Device > Tools > Device Settings > Paper Management > Tray Settings. Select the tray, touch Edit, then change the paper type.d. For trays that are set to Fully Adjustable:<ol style="list-style-type: none">e. Paper Trays: Open, then close the selected paper tray.f. Bypass Tray : Remove, then reinsert the paper.The control panel prompts you to confirm or change the paper type.<ul style="list-style-type: none">• At the touch screen, touch Type, then do one of the following:<ul style="list-style-type: none">• Select the correct paper type, then touch Confirm.• Select the next heavier type of paper, then touch Confirm.Note: Paper types from lightest to heaviest are:<ul style="list-style-type: none">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.4. To identify the cause, use the Repeating Defects Page. For details, refer to the previous page.

Solving Print-Quality Problems (continued)

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

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.

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**.