

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.

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.

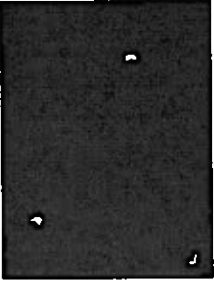
For a complete list of recommended paper for your printer, go to:

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

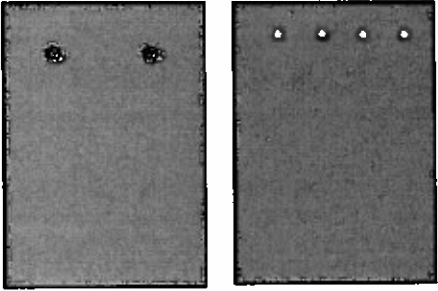
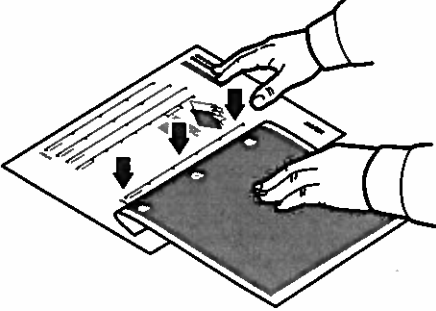
Solving Print-Quality Problems

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

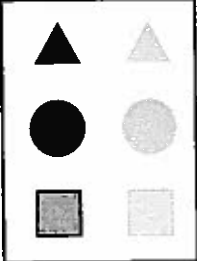
Solving Print-Quality Problems

Problem	Solution
<p data-bbox="136 323 342 352">Incomplete Fusing</p> <p data-bbox="136 361 609 422">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol style="list-style-type: none"><li data-bbox="667 317 1398 378">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="699 430 1149 459">– North America: www.xerox.com/rmlna<li data-bbox="699 472 1068 501">– Europe: www.xerox.com/rmleu<li data-bbox="667 514 1398 575">2. Verify that the paper type is selected on the control panel and in the print driver.<li data-bbox="667 588 1187 617">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"><li data-bbox="699 693 1094 722">a. For trays that are set to Dedicated:<ol style="list-style-type: none"><li data-bbox="732 735 1414 827">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>.<li data-bbox="732 840 1425 932">c. Touch Device > Tools > Device Settings > Paper Management > Tray Settings. Select the tray, touch Edit, then change the paper type.<li data-bbox="699 945 1154 974">d. For trays that are set to Fully Adjustable:<ol style="list-style-type: none"><li data-bbox="732 982 1328 1012">e. Paper Trays: Open, then close the selected paper tray.<li data-bbox="732 1024 1252 1054">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"><li data-bbox="732 1100 1419 1129">• At the touch screen, touch Type, then do one of the following:<ul style="list-style-type: none"><li data-bbox="781 1142 1344 1171">• Select the correct paper type, then touch Confirm.<li data-bbox="781 1184 1425 1213">• Select the next heavier type of paper, then touch Confirm.Note: Paper types from lightest to heaviest are:<ul style="list-style-type: none"><li data-bbox="732 1260 1338 1323">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.

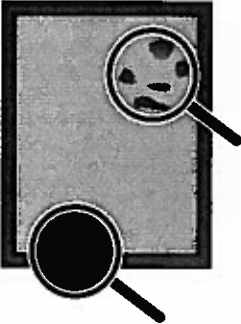
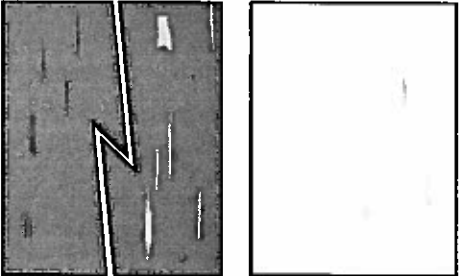
Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="139 321 342 348">Repeating Defects</p> <p data-bbox="139 359 586 478">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="672 321 1386 447">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="672 464 1370 520">2. To correct the problem, replace items identified on the Repeating Defects Page. <li data-bbox="672 863 1430 1224">3. If you replace a supply, reset the counter:<ol style="list-style-type: none"><li data-bbox="711 898 1430 989">a. At the control panel, touch Log In. Enter system administrator login information, then touch Enter. For details, refer to the <i>System Administrator Guide</i>.<li data-bbox="711 1003 1154 1031">b. Touch Device > Tools > Device Settings.<li data-bbox="711 1045 1276 1073">c. Scroll, then touch Supplies > Supply Counter Reset.<li data-bbox="711 1087 1024 1115">d. Touch the replaced Supply.<li data-bbox="711 1129 967 1157">e. Touch Reset Counter.<li data-bbox="711 1171 1386 1224">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/rmleu 2. 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: <ol 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 style="list-style-type: none"> e. Paper Trays: Open, then close the selected paper tray. f. Bypass Tray : Remove, then reinsert the paper. <p>The control panel prompts you to confirm or change the paper type.</p> <ul style="list-style-type: none"> • At the touch screen, touch Type, then do one of the following: <ul style="list-style-type: none"> • Select the correct paper type, then touch Confirm. • Select the next heavier type of paper, then touch Confirm. <p>Note: Paper types from lightest to heaviest are:</p> <ul style="list-style-type: none"> • For uncoated paper: Plain, Lightweight Cardstock, and Cardstock. 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.
- **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**.