

# Troubleshooting Print Quality

Your Xerox® AltaLink® C8230/C8235/C8245/C8255/C8270 Color Multifunction Printer is designed to produce high-quality color prints consistently. If you observe print-quality problems, use the information on these pages to troubleshoot the problems. For detailed online support information, go to [www.xerox.com/office/support](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® AltaLink® C8230/C8235/C8245/C8255/C8270 Color 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:

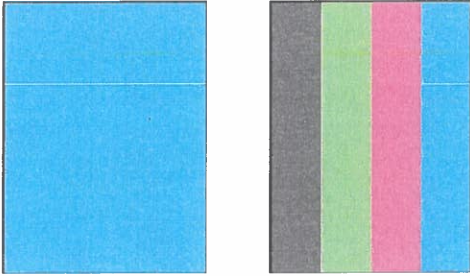
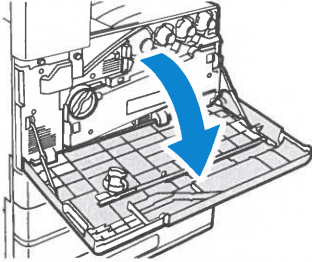
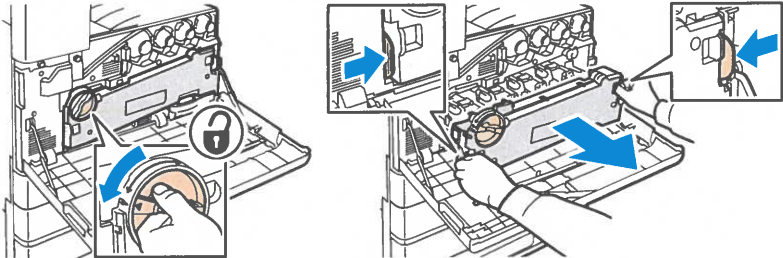
- North America: [www.xerox.com/rmlna](http://www.xerox.com/rmlna)
- Europe: [www.xerox.com/rmleu](http://www.xerox.com/rmleu)

## Solving Print-Quality Problems


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

**Note:** The images that appear represent long-edge feed prints. If you print short-edge feed, the print-quality defects are rotated 90 degrees. The images that appear are for reference only. Not all pages represented are printed.

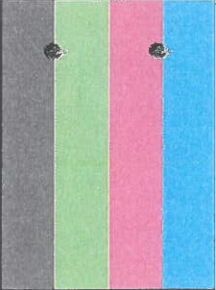
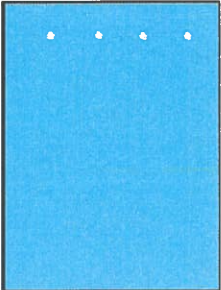
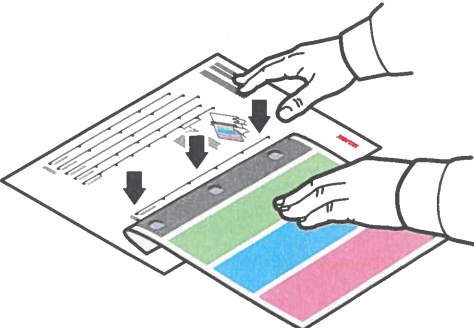
# Solving Print-Quality Problems

Problem	Solution
<p data-bbox="99 226 496 258">Light Lines or Streaks in One Color</p> 	<ol data-bbox="662 226 932 258" style="list-style-type: none"><li>1. Open the front cover.</li></ol>  <ol data-bbox="662 541 1490 604" style="list-style-type: none"><li>2. To unlock the belt tension lever, on the left side of the printer, rotate the belt tension lever, then open the drum cartridge cover.</li></ol>  <ol data-bbox="662 892 1490 989" style="list-style-type: none"><li>3. Pull out the LED print head cleaner until it stops, then move it all the way in and out two or three times. Repeat this process for all four toner units.</li></ol> <p data-bbox="701 1003 1458 1094"><b>Note:</b> Ensure that you pull the LED print head cleaners out as far as they will go. Push them in as far as they will go. Do not use excessive force.</p>  <p data-bbox="662 1402 1490 1528">If the problem persists, check if the drum cartridge is causing the problem. To check, switch the suspected drum cartridge with another drum cartridge of a different color. If the problem occurs where you move the suspected drum cartridge, replace the suspected drum cartridge.</p>

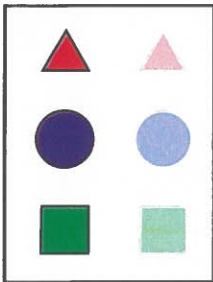
## Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="94 237 313 268"><b>Incomplete Fusing</b></p> <p data-bbox="94 279 605 342">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol data-bbox="667 237 1482 646" 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 data-bbox="704 352 1422 426" 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:<ol data-bbox="704 554 1482 646" style="list-style-type: none"><li>a. For dedicated trays, log in as admin, 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></ol> <p data-bbox="699 659 1450 722"><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 data-bbox="704 735 1430 848" style="list-style-type: none"><li>b. For trays that are set to Fully Adjustable:<ul data-bbox="742 774 1430 848" style="list-style-type: none"><li>• Trays 1–4 and 6: Open, then close the selected paper tray.</li><li>• Tray 5: Remove, then reinsert the paper.</li></ul></li></ol> <p data-bbox="704 861 1458 892">The control panel prompts you to confirm or change the paper type.</p> <ol data-bbox="704 905 1430 1018" style="list-style-type: none"><li>c. At the touch screen, touch <b>Type</b>, then do one of the following:<ul data-bbox="742 945 1430 1018" 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></ol> <p data-bbox="699 1031 1227 1062"><b>Note:</b> Paper types from lightest to heaviest are:</p> <ul data-bbox="742 1075 1458 1209" style="list-style-type: none"><li>• For uncoated paper: Plain, Lightweight Cardstock, Cardstock, and Heavyweight Cardstock.</li><li>• For coated paper: Lightweight Glossy Cardstock, Glossy Cardstock, and Heavyweight Glossy Cardstock.</li></ul>

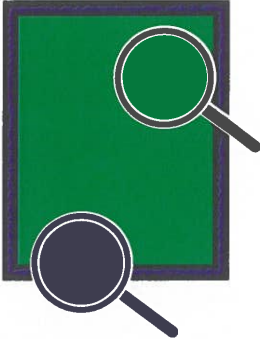

## Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="94 243 313 275"><b>Repeating Defects</b></p> <p data-bbox="94 285 574 411">Spots or lines appear at regular intervals on the page in the direction that the paper moves through the printer in all colors or in non-printed areas.</p>  <p data-bbox="94 737 578 831">Spots or lines appear at regular intervals on the page, in the direction the paper moves through the printer, and in one color only.</p> 	<ol data-bbox="669 243 1487 1192" style="list-style-type: none"><li data-bbox="669 243 1487 306">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="669 390 1487 453">2. To correct the problem, replace items identified on the Repeating Defects Page.</li><li data-bbox="669 810 1487 1192">3. If you replaced the the transfer roller, reset the counter:<ol data-bbox="708 852 1487 1192" style="list-style-type: none"><li data-bbox="708 852 1487 947">a. At the control panel, press <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="708 957 1190 989">b. Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li><li data-bbox="708 999 1320 1031">c. Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li><li data-bbox="708 1041 1114 1073">d. Touch <b>Second Bias Transfer Roll</b>.</li><li data-bbox="708 1083 984 1115">e. Touch <b>Reset Counter</b>.</li><li data-bbox="708 1125 1487 1192">f. To close the pop-up window, touch <b>X</b>, touch <b>admin</b>, then select <b>Logout</b>.</li></ol></li></ol> 

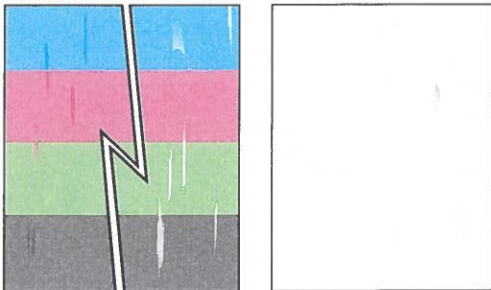
## Solving Print-Quality Problems (continued)

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 continues, do one of the following:<ol style="list-style-type: none"><li>a. For dedicated trays, log in as admin, 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><li>b. For trays that are set to Fully Adjustable:<ul style="list-style-type: none"><li>• Trays 1–4 and 6: Open, then close the selected paper tray.</li><li>• Tray 5: Remove, then reinsert the paper.</li></ul>The control panel prompts you to confirm or change the paper type.</li><li>c. 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 paper type, then touch <b>Confirm</b>.</li></ul><b>Note:</b> Paper types from lightest to heaviest are:<ul style="list-style-type: none"><li>• For uncoated paper: Plain, Lightweight Cardstock, Cardstock, and Heavyweight Cardstock.</li><li>• For coated paper: Lightweight Glossy Cardstock, Glossy Cardstock, and Heavyweight Glossy Cardstock.</li></ul></li></ol></li><li>d. 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>If the problem continues, call for service.</p>
<p><b>Colors Align Incorrectly</b> Color has shifted outside the designated area or is superimposed over another color.</p> 	<p>Open, then close the front door. The printer performs an automatic registration calibration with the next print.</p>
<p><b>All Colors Too Light or Too Dark</b> Colors 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. Calibrate the printer colors. The calibration procedure adjusts the printer color balance and lightness level. At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Calibration &gt; Print Calibration</b> or <b>Copy Calibration</b>. Follow the onscreen instructions to run the calibration procedure.</li></ol> <p><b>Note:</b> 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>

## Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="99 222 412 254"><b>Lines, Smudges, or Streaks</b></p> <p data-bbox="99 262 600 325">Dark or light marks appear on the page in all colors and/or in non-printed areas.</p> 	<ol data-bbox="672 222 1487 1176" 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 data-bbox="711 338 1429 411" 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, follow these steps:<ol data-bbox="711 541 1487 751" style="list-style-type: none"><li>a. At the control panel, touch <b>Device &gt; Information Pages &gt; Troubleshooting Print Quality Page &gt; Print</b>. The Repeating Defects Page prints with instructions for identifying defective units.</li><li>b. To correct the problem, replace the items identified on the Repeating Defects Page.</li></ol></li><li>4. If the problem continues, replace the transfer belt cleaner. If you replace the transfer belt cleaner, reset the counter:<ol data-bbox="711 840 1487 1176" style="list-style-type: none"><li>a. At the control panel, press <b>Log In</b>. Enter system administrator login information, then touch <b>Done</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 <b>Transfer Belt Cleaner</b>.</li><li>e. Touch <b>Confirm Reset</b>.</li><li>f. To close the pop-up window, touch <b>X</b>, touch <b>admin</b>, then select <b>Logout</b>.</li></ol></li></ol>

## Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Poor Transparency Print Quality</b> Print-quality defects are occurring on transparency film:</p> <ul style="list-style-type: none"> <li>• Light or dark spots</li> <li>• Smeared toner</li> <li>• Light bands on print</li> </ul>	<p>Use only Xerox® Transparencies.</p> <p><b>CAUTION:</b> Using non-Xerox® transparencies can cause print-quality problems or damage to the fuser. Damage caused by using unsupported media is not covered by the Xerox® Warranty, Service Agreement, or Total Satisfaction Guarantee.</p>
<p><b>Grays are Not Neutral</b> The grays on the printed page are not neutral; they contain color tints.</p>	<p>Calibrate the printer colors. The calibration process adjusts the printer color balance.</p> <ol style="list-style-type: none"> <li>1. At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Calibration &gt; Print Calibration</b>.</li> <li>2. Follow the onscreen instructions to run the Print Calibration procedure.</li> </ol>
<p><b>Colors Vary Between Computers</b> The colors printed from one computer do not match the colors printed from a different computer.</p>	<ol style="list-style-type: none"> <li>1. Confirm that the print driver settings for Print Quality, Color Correction, and Color By Words are identical on both computers.</li> <li>2. Adjust the settings as needed.</li> </ol> <p><b>Note:</b> Print driver settings override the settings that are made at the printer control panel.</p>
<p><b>Colors Do Not Match</b> The color produced by the printer is different from the color that it must match.</p>	<p>For more information about color matching, go to the Online Support Assistant at <a href="http://www.xerox.com/office/support">www.xerox.com/office/support</a>.</p>
<p><b>Printed Colors Do Not Match Monitor Colors</b> The color produced by the printer looks different from the color that appears on the computer monitor.</p>	<p>To view information about color matching between the monitor and the printed document, go to the Online Support Assistant at <a href="http://www.xerox.com/office/support">www.xerox.com/office/support</a>.</p>

## Print-Quality Settings

The Print-Quality mode and Color Corrections options directly control the quality of your prints. You can change these settings in the print driver. Select the setting that is best suited for your print job.

### Print-Quality Mode

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

### Color Corrections

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

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

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

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

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

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

For more information on color matching and ICC profiles, go to [www.xerox.com/office/support](http://www.xerox.com/office/support).