Xerox® VersaLink® C415
Color Multifunction Printer

Troubleshooting Print Quality

Your Xerox® VersaLink® C415 Color Multifunction Printer is designed to produce high-quality color prints consistently. If you observe print-quality problems, use the information on these pages to troubleshoot the problems. For detailed online support information, go to www.xerox.com/office/support.

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

Paper Type

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

For the best results, only use recommended Xerox® paper and media. Xerox® paper and media are guaranteed to produce excellent results on your Xerox® VersaLink® C415 Color Multifunction Printer. To order Xerox® paper and media, go to www.xerox.com/office/supplies.

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

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

Solving Print-Quality Problems

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

Solving Print-Quality Problems

Problem	Solution

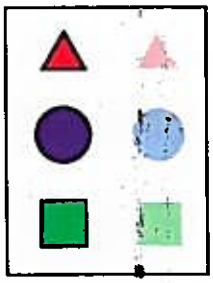
Incomplete Fusing
Toner appears to be missing from the print, or rubs off easily.
 
	1. Verify that the paper you are using is the correct type for the printer and is properly loaded.
	For a complete list of recommended paper for your printer, go to:
	– North America: www.xerox.com/rmlna
	– Europe: www.xerox.com/rmleu
	2. Verify that the paper type is selected on the control panel and in the print driver.
	3. 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.
	a. For trays that are set to Dedicated:
	• At the control panel, touch **Log In**. Enter system administrator login information, then touch **Enter**. For details, refer to the *System Administrator Guide*.
	• Touch **Device** > **Tools** > **Device Settings** > **Paper Management** > **Tray Settings**. Select the tray, touch **Edit**, then change the paper type.
	b. For trays that are set to Fully Adjustable:
	• Paper Trays: Open, then close the selected paper tray.
	• Bypass Tray: Remove, then reinsert the paper.
	The control panel prompts you to confirm or change the paper type.
	• At the touch screen, touch **Type**, then do one of the following:
	  • 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:
	• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.
	• For coated paper: Lightweight Glossy Cardstock and Glossy Cardstock.

Solving Print-Quality Problems (continued)

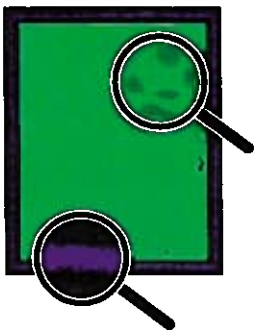
Problem	Solution
Repeating Defects Spots or lines appear at regular intervals on the page in the direction that the paper moves through the printer in all colors or in non-printed areas.  Spots or lines appear at regular intervals on the page, in the direction the paper moves through the printer, and in one color only. 	1. At the control panel, touch **Device** > **Tools** > **Troubleshooting** > **Support Pages** > **Repeating Defects Page** > **Print**. The Repeating Defects Page prints with instructions for identifying defective units. 2. To correct the problem, replace items identified on the Repeating Defects Page.  3. If you replace a supply, reset the counter: a. At the control panel, touch **Log In**. Enter system administrator login information, then touch **Enter**. For details, refer to the *System Administrator Guide*. b. Touch **Device** > **Tools** > **Device Settings**. c. Scroll, then touch **Supplies** > **Supply Counter Reset**. d. Touch the replaced **Supply**. e. Touch **Reset Counter**. f. To close the pop-up window, touch **X**, touch **admin**, then select **Log Out**.

Solving Print-Quality Problems (continued)

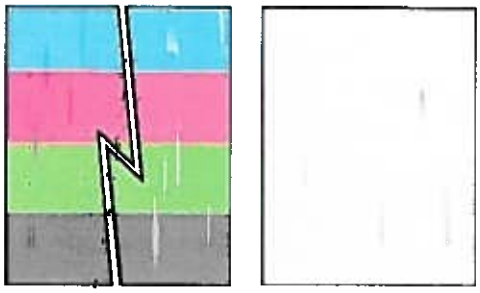
Problem	Solution

Offset Image
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.
Note: For a different distance, use the Repeating Defects Page to identify the cause.
 
	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: 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.
	a. For trays that are set to Dedicated:
	• At the control panel, touch **Log In**. Enter system administrator login information, then touch **Enter**. For details, refer to the *System Administrator Guide*.
	• Touch **Device** > **Tools** > **Device Settings** > **Paper Management** > **Tray Settings**. Select the tray, touch **Edit**, then change the paper type.
	b. For trays that are set to Fully Adjustable:
	• Paper Trays: Open, then close the selected paper tray.
	• Bypass Tray: Remove, then reinsert the paper.
	The control panel prompts you to confirm or change the paper type.
	• At the touch screen, touch **Type**, then do one of the following:
	  • 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:
	• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.
	• For coated paper: Lightweight Glossy Cardstock and Glossy Cardstock.
	4. To identify the cause, use the Repeating Defects Page. For details, refer to the previous page.

Solving Print-Quality Problems (continued)

Problem	Solution
Heavy Coverage Appears Mottled or Blotchy **Blacks Appear Blue** 	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: – 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: If the problem continues, call for service.
Colors Align Incorrectly Color has shifted outside the designated area or is superimposed over another color. 	Open, then close the front door. The printer performs an automatic registration calibration with the next print. Note: If the problem continues, call for service.
All Colors Too Light or Too Dark Colors appear faded or too dark on print or copy.	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: – 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: If the problem continues, refer to *User Guide* or call for service.

Solving Print-Quality Problems (continued)

Problem	Solution
Lines, Smudges, or Streaks Dark or light marks appear on the page in all colors and/or in non-printed areas. 	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: – 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 *Troubleshooting Print Quality Page*. 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.
Colors Vary Between Computers The colors printed from one computer do not match the colors printed from a different computer.	1. Confirm that the print driver settings for Print Quality, Color Correction, and Color By Words are identical on both computers. 2. Adjust the settings as needed. Note: Print driver settings override the settings that are made at the printer control panel.
Colors Do Not Match The color produced by the printer is different from the color that it must match.	For more information about color matching, go to the Online Support Assistant at www.xerox.com/office/support.
Printed Colors Do Not Match Monitor Colors The color produced by the printer looks different from the color that appears on the computer monitor.	To view information about color matching between the monitor and the printed document, go to the Online Support Assistant at www.xerox.com/office/support.

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.

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** 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.
  - **Xerox Automatic Color** applies the best color correction to each graphic element of the document: text, artwork, and photographs.
  - **Vivid RGB** produces the brightest, most saturated colors.
  - **None** removes all color correction. This option is the best choice when working with color specified within your application or operating system.

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.