

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.

10/10/20

Accounting for Losses



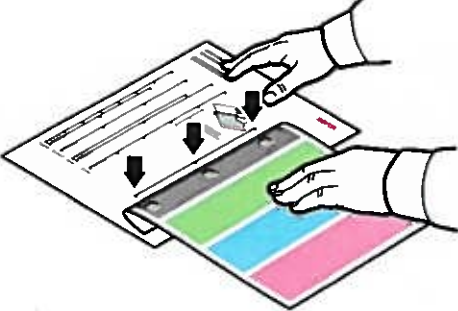
Account	Debit	Credit
Losses		
- Provision for doubtful debts		
- Depreciation		
- Bad debts		
- Insurance		
- Fire		
- Theft		
- Other losses		
- Profit and Loss		

Solving Print-Quality Problems

Problem	Solution
<p data-bbox="87 421 300 454">Incomplete Fusing</p> <p data-bbox="87 461 582 521">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol data-bbox="639 434 1414 734" 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="676 506 1377 622" 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="668 741 1398 813">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="671 815 1426 1178" style="list-style-type: none">a. For trays that are set to Dedicated:<ul data-bbox="707 857 1426 1048" style="list-style-type: none">• 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>.• 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:<ul data-bbox="703 1104 1318 1178" style="list-style-type: none">• Paper Trays: Open, then close the selected paper tray.• Bypass Tray: Remove, then reinsert the paper. <p data-bbox="663 1182 1398 1227">The control panel prompts you to confirm or change the paper type.</p> <ol data-bbox="700 1229 1414 1350" style="list-style-type: none">• At the touch screen, touch Type, then do one of the following:<ul data-bbox="746 1267 1334 1350" 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="657 1350 1169 1384">Note: Paper types from lightest to heaviest are:</p> <ul data-bbox="697 1391 1374 1518" style="list-style-type: none">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.• For coated paper: Lightweight Glossy Cardstock and Glossy Cardstock.

Year	Month	Day	Event	Location	Notes
1950	Jan	1
1950	Jan	2
1950	Jan	3
1950	Jan	4
1950	Jan	5
1950	Jan	6
1950	Jan	7
1950	Jan	8
1950	Jan	9
1950	Jan	10
1950	Jan	11
1950	Jan	12
1950	Jan	13
1950	Jan	14
1950	Jan	15
1950	Jan	16
1950	Jan	17
1950	Jan	18
1950	Jan	19
1950	Jan	20
1950	Jan	21
1950	Jan	22
1950	Jan	23
1950	Jan	24
1950	Jan	25
1950	Jan	26
1950	Jan	27
1950	Jan	28
1950	Jan	29
1950	Jan	30
1950	Jan	31

Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="84 432 293 461">Repeating Defects</p> <p data-bbox="84 472 549 595">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="84 909 549 1003">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="643 443 1394 1357" style="list-style-type: none">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:<ol data-bbox="676 1032 1430 1357" style="list-style-type: none">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>.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)

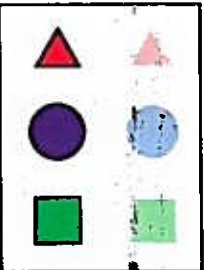
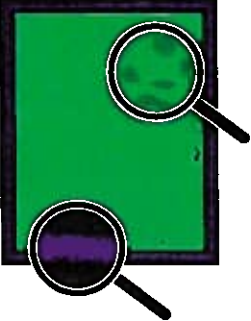

Problem	Solution
<p>Offset Image</p> <p>The most common offset is toner that appears to be reprinted on the page and placed about 95 mm (3.75 in.) across the page in the direction that the paper moves through the printer.</p> <p>Note: For a different distance, use the Repeating Defects Page to identify the cause.</p> 	<ol style="list-style-type: none"> Verify that the paper you are using is the correct paper type for the printer and is properly loaded. <ul style="list-style-type: none"> 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 Verify that the paper type is selected on the control panel and in the print driver. <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> If the problem persists, do one of the following: <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> <ol style="list-style-type: none"> For trays that are set to Dedicated: <ul style="list-style-type: none"> 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>. Touch Device > Tools > Device Settings > Paper Management > Tray Settings. Select the tray, touch Edit, then change the paper type. For trays that are set to Fully Adjustable: <ul style="list-style-type: none"> Paper Trays: Open, then close the selected paper tray. 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. For coated paper: Lightweight Glossy Cardstock and Glossy Cardstock. To identify the cause, use the Repeating Defects Page. For details, refer to the previous page.

Table 1. Summary of the study design and data collection.

Study Component	Phase	Duration	Participants	Data Collection Methods
Pilot Study	Phase 1	4 weeks	10	Questionnaires, Interviews
	Phase 2	4 weeks	10	Questionnaires, Interviews
Main Study	Phase 1	8 weeks	30	Questionnaires, Interviews, Focus Groups
	Phase 2	8 weeks	30	Questionnaires, Interviews, Focus Groups
Follow-up	Phase 1	4 weeks	10	Questionnaires, Interviews
	Phase 2	4 weeks	10	Questionnaires, Interviews

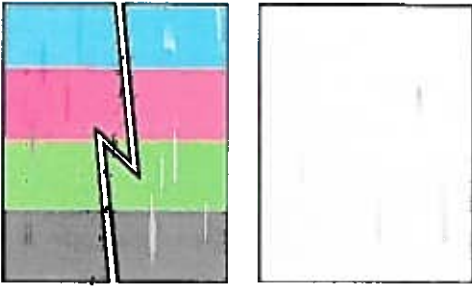


Solving Print-Quality Problems (continued)

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/rmleu2. 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>Colors Align Incorrectly 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>Note: If the problem continues, call for service.</p>
<p>All Colors Too Light or Too Dark Colors 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/rmleu2. Verify that the paper type is selected on the control panel and in the print driver. <p>Note: If the problem continues, refer to <i>User Guide</i> or call for service.</p>

Date	Description	Amount
1912
1913
1914
1915
1916
1917
1918
1919
1920
1921
1922
1923
1924
1925
1926
1927
1928
1929
1930
1931
1932
1933
1934
1935
1936
1937
1938
1939
1940
1941
1942
1943
1944
1945
1946
1947
1948
1949
1950
1951
1952

Solving Print-Quality Problems (continued)

Problem	Solution
<p>Lines, Smudges, or Streaks Dark or light marks appear on the page in all colors and/or in 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.
<p>Colors Vary Between Computers The colors printed from one computer do not match the colors printed from a different computer.</p>	<ol style="list-style-type: none"> 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. <p>Note: Print driver settings override the settings that are made at the printer control panel.</p>
<p>Colors Do Not Match 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 www.xerox.com/office/support.</p>
<p>Printed Colors Do Not Match Monitor Colors 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 www.xerox.com/office/support.</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.

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.

The first part of the document discusses the importance of maintaining accurate records of all transactions. It emphasizes that every entry should be supported by a valid receipt or invoice. This ensures transparency and allows for easy verification of the data.

In the second section, the author details the various methods used to collect and analyze the data. This includes both manual and automated processes. The goal is to ensure that the data is as accurate and reliable as possible.

The third part of the document focuses on the results of the analysis. It shows that there is a clear trend in the data, which is consistent with the initial hypothesis. This finding is significant as it provides strong evidence for the proposed model.

Finally, the document concludes with a summary of the findings and some recommendations for future research. It suggests that further studies should be conducted to explore the underlying causes of the observed trends.