

# Troubleshooting Print Quality

Your Xerox® AltaLink® B8245/B8255/B8270 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](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® B8245/B8255/B8270 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:


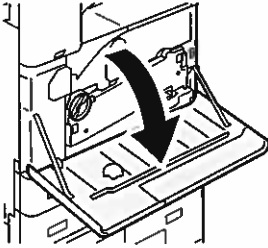
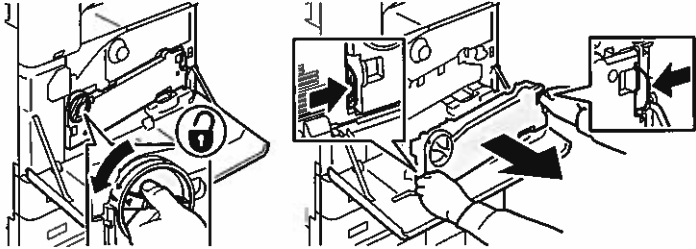
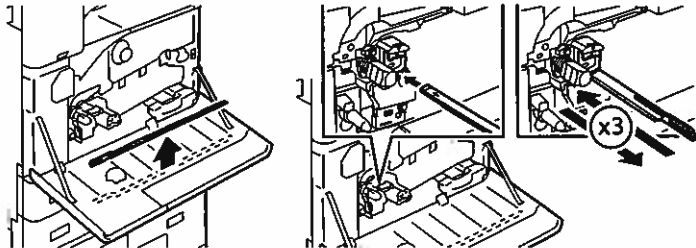
- North America: [www.xerox.com/rmlna](http://www.xerox.com/rmlna)
- Europe: [www.xerox.com/rmleu](http://www.xerox.com/rmleu)

## Solving Print-Quality Problems

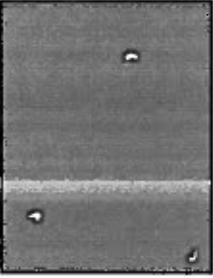
Use the following tables to find specific solutions to print-quality problems.

**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.

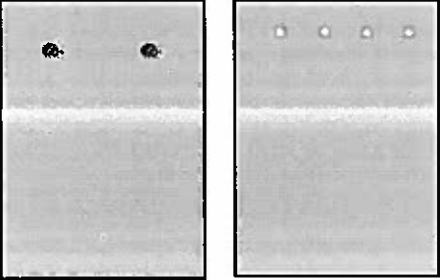
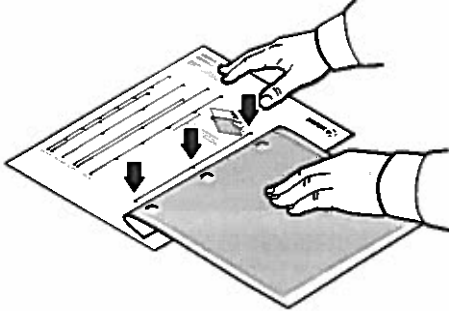
## Solving Print-Quality Problems

Problem	Solution
<p data-bbox="129 371 371 398">Light Lines or Streaks</p> 	<ol style="list-style-type: none"><li data-bbox="667 371 927 398">1. Open the front cover. </li><li data-bbox="667 667 1461 730">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><li data-bbox="667 999 1445 1088">3. Push the cleaner into the printer until it stops. Move the LED printhead cleaner in and out of the printer two or three times. When finished, remove the cleaner. <b>Note:</b> Do not use excessive force. </li></ol> <p data-bbox="676 1429 1469 1547">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>

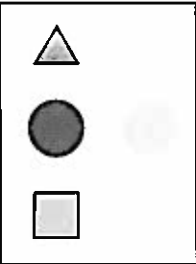
## Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Incomplete Fusing</b> Toner appears to be missing from the print, or rubs off easily.</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. If the problem persists, do one of the following: <ul style="list-style-type: none"> <li>• 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> </ul> <p><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> <ul style="list-style-type: none"> <li>• 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> </li> </ul> <p>The control panel prompts you to confirm or change the paper type.</p> <ul style="list-style-type: none"> <li>• 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 type of paper, then touch <b>Confirm</b>.</li> </ul> </li> </ul> <p><b>Note:</b> Paper types from lightest to heaviest are:</p> <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>

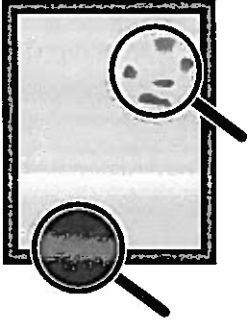
## Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="134 383 341 412"><b>Repeating Defects</b></p> <p data-bbox="134 421 596 539">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 data-bbox="683 383 1417 584" style="list-style-type: none"><li>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>2. To correct the problem, replace items identified on the Repeating Defects Page.</li></ol>  <ol data-bbox="683 920 1458 1279" style="list-style-type: none"><li>3. If you replaced the the transfer roller, reset the counter:<ul data-bbox="719 965 1458 1279" style="list-style-type: none"><li>• 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>• Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li><li>• Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li><li>• Touch <b>Second Bias Transfer Roll</b>.</li><li>• Touch <b>Reset Counter</b>.</li><li>• To close the pop-up window, touch <b>X</b>, touch <b>admin</b>, then select <b>Logout</b>.</li></ul></li></ol>

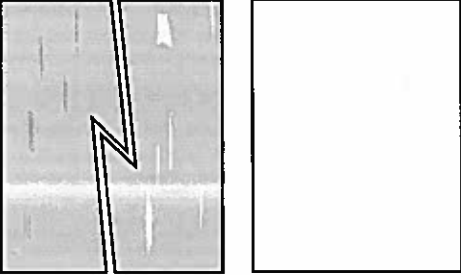
## Solving Print-Quality Problems (continued)

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: <ul style="list-style-type: none"> <li>• 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>• 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> <p>The control panel prompts you to confirm or change the paper type.</p> </li> <li>• 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> </li> </ul> <p><b>Note:</b> Paper types from lightest to heaviest are:</p> <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> <ul style="list-style-type: none"> <li>• To identify the cause, use the Repeating Defects Page. For details, refer to the previous page.</li> </ul>

## Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="134 376 536 434"><b>Heavy Coverage Appears Mottled or Blotchy</b></p> <p data-bbox="134 448 347 474"><b>Blacks Appear Blue</b></p> 	<ol data-bbox="678 376 1430 627" 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="715 488 1398 555" 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 data-bbox="678 636 1099 663">If the problem continues, call for service.</p>
<p data-bbox="134 889 504 916"><b>Gray Tones Too Light or Too Dark</b></p> <p data-bbox="134 925 611 983">Gray tones appear faded or too dark on print or copy.</p>	<ol data-bbox="678 889 1458 1265" 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="715 1001 1174 1068" 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. 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>.</li></ol>

## Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Lines, Smudges, or Streaks</b> Dark or light marks appear on the page in all tones or non-printed areas.</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. If the problem persists, follow these steps: <ul style="list-style-type: none"> <li>• 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>• To correct the problem, replace the items identified on the Repeating Defects Page.</li> </ul> </li> <li>4. If the problem continues, replace the transfer belt cleaner. If you replace the transfer belt cleaner, reset the counter: <ul style="list-style-type: none"> <li>• At the control panel, touch <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>• Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li> <li>• Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li> <li>• Touch <b>Transfer Belt Cleaner</b>.</li> <li>• Touch <b>Confirm Reset</b>.</li> <li>• To close the pop-up window, touch <b>X</b>, touch <b>admin</b>, then select <b>Logout</b>.</li> </ul> </li> </ol>
<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>

## 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**.