

Common User Data

Machine Name: Parent
 IP Address: 10.61.16.207
 Machine Serial Number: 5320705462
 Machine URL: https://10.61.16.207
 Machine Activation Date: Mar 04, 2025 13:13:59
 Total Impressions: 4263

Machine Profile

Xerox Asset Tag:
 Customer Asset Tag:
 Service Phone Number:
 Customer Support Number:
 Supplies Phone Number:
 System Administrator: Not set
 Machine Location: machine location not set

Managed By

Primary MB Server: 10.15.46.133:80

Machine Hardware

Foreign Interface Card: not present
 Device RAM Size: 1984 MB
 Device Storage Size: used=3652MB/total=13925MB (eMMC)
 EPC Memory Size: 187 MB
 Productivity Kit: Not Installed
 Finisher Type: Simple Catch Tray
 Finisher Punch: None
 Finisher Folder: not present

General Setup

Remote Services: Enabled
 Remote Software Download: Enabled
 Remote Services Trans. Time: 16:30
 Xerox Workplace Cloud: Enabled
 E-mail Alerts: Disabled
 Service Plan: Plan Activated
 Geographic Region: unknown
 GMT Offset: +05:30
 Cloning Installation: Allowed (Encrypted Files Only)
 File Sharing: Enabled
 JBIG2: Lossless

Energy Saver

Deep Sleep: Disabled
 Energy Saver Mode: Job Activated

Smart Proximity Sensor

Wake on Arrival:
 Sleep on Departure: Not Available

Software Versions

Device Software: 122.027.005.07000
 Patch Version: None
 Network Controller: 122.027.07000
 UI Panel Firmware: 6.2
 Marking Engine: 230.322
 Finisher: 000.000.000
Machine Upgrades:
 Last Successful Upgrade: March 17, 2025 17:59:49

Media Trays

Tray 1: Plain, White and Letter (8.5 x 11")
 Tray 2: Plain, White and A4 (210 x 297 mm)
 Tray 3: Plain, White and A4 (210 x 297 mm)
 Tray 4: Plain, White and A4 (210 x 297 mm)
 Bypass Tray: Plain, White and A6 (105 x 148 mm)

Installed Options

PS: Installed

Connectivity

Mobile Workflows

AirPrint Printing: Enabled
 Mopria Printing: Enabled

Physical Connections

USB Settings
 USB Type A Ports: All Enabled
 USB Type B Port: Enabled
Wired:
 Ethernet MAC Address: 9c:93:4e:fe:f6:79
 Ethernet Speed/Duplex Setting: auto
Wireless:
 Wireless MAC Address:
 Network Name (SSID): Disabled
 BSSID:
 Security Mode:
 Encryption Algorithm:
 Status:

Wi-Fi Direct:
 Wireless Hardware: Enabled
 Wi-Fi Protected Setup™ (WPS) Name: Not Installed
 Access Point (SSID):
 Show Password on Device Touch Screen:

NFC:
iBeacon (Bluetooth®) for AirPrint Di...
 iBeacon Hardware: Enabled
 Bluetooth Device Address: Not Installed
 iBeacon IP Address:

Protocols

TCP/IPV4:

IP Address: 10.61.16.207
 Subnet Mask: 255.255.255.0
 Router/Gateway: 10.61.16.1
 Automatic Addressing: DHCP
 DHCP Server: 10.61.13.223
 DHCP Lease Expiration: Tue Apr 1 18:44:46 2025
 BOOTP Broadcast: Disabled
 Self Assigned Address State: Enabled
 Self Assigned Address:

TCP/IPV6:

Link Local Address: Enabled
 fe80::9e93:4eff:fe:f679
 Use Router Supplied Prefix: Enabled
 Stateless Global Address 1: fd00:0:2:116:9e93:4eff:fe:f679
 Stateless Global Address 2: ::
 Manual Address:
 DHCP Addressing: Use DHCP as directed by a router
 DHCP Address:
 Default Gateway: fe80::8afc:5dff:fe:75:e282
 DUID (DHCP Unique Identifier):

DNS Settings:

Requested Host Name: XRX9C934EFEF679
 Verified Host Name:
 Requested Domain Name:
 Verified Domain Name:
 Multicast DNS: Enabled
 Release DHCP Leases and DNS Registrati...: Disabled
 Primary DNS Server: 10.61.7.15
 Prefer IPv6 DNS over IPv4: Enabled

Bonjour:

Bonjour Printer Name: Parent

HTTP:

Force Traffic over Secure Connection (H...: Yes
 IPP: Enabled

SNMP

SNMP v1/v2: Enabled
 SNMP v3: Disabled

LPR/LPD:

Enabled

Raw IP Printing:

Enabled

LDAP

LDAP Server 1 Primary LDAP Address: 0.0.0.0:389
 LDAP Server 1 Search Directory Root:
 LDAP Server 1 Secure Connection (LDA...: Disabled
 LDAP Server 1 Validate Server Certificate...: Disabled

SMTP

SMTP Server: 0.0.0.0:25
 Connect Encryption (TLS): No Encryption
 Validate Server Certificate (TLS):

Protocols (cont.)

POP3	
POP3 Server:	0.0.0.0:110
POP3 Secure Connection (TLS):	Disabled
POP3 Validate Server Certificate:	
E-mail Address:	
NTP:	Disabled
FTP Client:	Enabled
FTP Client Mode:	Passive
Web Services on Device:	Enabled

Apps**Printing**

Banner Sheet:	Disabled
Error Sheets:	Enabled
Paper Substitution:	Enabled
Tray Priority:	1,2,3,4,5
Archival Marking Mode	Off
PostScript	Installed
Level:	3
Version:	3021.101
PCL	
Version:	6
Font Name:	Courier
Custom Color Tables	Enabled
Label:	Not Installed
Print From:	Enabled
Saved Jobs for Reprint:	Enabled
Print From USB:	Enabled
Cloud Services:	Disabled

Accounting

Accounting Mode:	None
Network Accounting:	Disabled

Security**Authentication Configuration**

Machine UI Authentication:	Locally on the Device
Home:	Unlocked
Jobs Pathway:	Unlocked
Printer Pathway:	Unlocked
Device Website Authentication:	Locally on the Device
Authorization:	Locally on the Device

Authentication Server:

Kerberos

Xerox Secure Access:

Disabled

Audit Log:

Enabled

IP Sec:

Disabled

IP Filtering:

Disabled

Security Certificates

Machine Certificate:	Signed
Root Certificates Installed:	54
802.1x:	Disabled

Job Data Removal:

Scheduled:	Disabled
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FIPS 140-3:

Disabled

TLS:

TLS 1.2 and TLS 1.3

TLS Hash:	SHA-1, SHA-256 and above
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Trellix Embedded Control:

Enhanced Security

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 Customer Support Number:
 Supplies Phone Number:
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Managed By

Primary MB Server: 10.15.46.133:80

Machine Hardware

Foreign Interface Card: not present
 Device RAM Size: 1984 MB
 Device Storage Size: used=3652MB/total=13925MB (eMMC)
 EPC Memory Size: 187 MB
 Productivity Kit: Not Installed
 Finisher Type: Simple Catch Tray
 Finisher Punch: None
 Finisher Folder: not present

General Setup

Remote Services: Enabled
 Remote Software Download: Enabled
 Remote Services Trans. Time: 16:30
 Xerox Workplace Cloud: Enabled
 E-mail Alerts: Disabled
 Service Plan: Plan Activated
 Geographic Region: unknown
 Startup Config Report: Disabled
 GMT Offset: +05:30
 Cloning Installation: Allowed (Encrypted Files Only)
 Allow Print Submission of Clone Files: Enabled
 File Sharing: Enabled
 JBIG2: Lossless

Energy Saver

Deep Sleep: Disabled
 Energy Saver Mode: Job Activated
 Sleep Mode Timer: 120 minutes
 Auto-Off: Disabled

Software Versions

Device Software: 122.027.005.07000
 Patch Version: None
 Network Controller: 122.027.07000
 UI Panel Firmware: 6.2
 User Interface: 122.027.07000
 Marking Engine: 230.322
 Finisher: 000.000.000
 OS: 230.322
 Software Upgrade: 005.011
 ALTB00T Software Upgrade: 005.011
 Tray 2: A16.47_B2.3
 Tray 3: A16.47_B2.3
 Tray 4: A16.47_B2.3

Machine Upgrades:

Last Successful Upgrade: March 17, 2025 17:59:49
 Scheduled Auto Upgrades: Disabled
 Auto Upgrade Start Time: Daily
 Auto Upgrade Server: 0.0.0.0:21

Media Trays

Tray 1: Plain, White and Letter (8.5 x 11")
 Tray 2: Plain, White and A4 (210 x 297 mm)
 Tray 3: Plain, White and A4 (210 x 297 mm)
 Tray 4: Plain, White and A4 (210 x 297 mm)
 Bypass Tray: Plain, White and A6 (105 x 148 mm)

Connectivity**Mobile Workflows**

AirPrint Printing: Enabled
 Mopria Printing: Enabled
 Universal Print: Disabled
 Universal Print Registration Status: Not Registered

Physical Connections**USB Settings**

USB Type A Ports: All Enabled
 USB Type B Port: Enabled
 Connection Timeout: 5 seconds

Wired:

Ethernet MAC Address: 9c:93:4e:fe:f6:79
 Ethernet Speed/Duplex Setting: auto
 Disabled

Wireless:

Wireless MAC Address:
 Network Name (SSID):
 BSSID:
 Security Mode:
 Encryption Algorithm:
 Status:
 Wi-Fi Direct: Enabled
 Wireless Hardware: Not Installed
 Wi-Fi Protected Setup™ (WPS) Name:
 Connection Method:
 Subnet Prefix Address:
 Access Point (SSID):
 Show Password on Device Touch Screen:

NFC:

iBeacon (Bluetooth®) for AirPrint Di...
 iBeacon Hardware: Enabled
 Bluetooth Device Address: Not Installed
 iBeacon IP Address:

Protocols**TCP/IPV4:**

IP Address: Enabled
 10.61.16.207
 Subnet Mask: 255.255.255.0
 Router/Gateway: 10.61.16.1
 Automatic Addressing: DHCP
 DHCP Server: 10.61.13.223
 DHCP Lease Expiration: Tue Apr 1 18:44:46 2025
 BOOTP Broadcast: Disabled
 Self Assigned Address State: Enabled
 Self Assigned Address:

TCP/IPV6:

Link Local Address: Enabled
 fe80::9e93:4eff:fe:f679
 Use Router Supplied Prefix: Enabled
 Stateless Global Address 1: fd00:0:2:116:9e93:4eff:fe:f679
 Stateless Global Address 2: ::
 Manual Address:
 DHCP Addressing: Use DHCP as directed by a router
 DHCP Address:
 Default Gateway: fe80::8afc:5dff:fe75:e282
 DUID (DHCP Unique Identifier):

DNS Settings:

Requested Host Name: XRX9C934EFEF679
 Verified Host Name:
 Requested Domain Name:
 Verified Domain Name:
 Multicast DNS: Enabled
 Release DHCP Leases and DNS Registrati...: Disabled
 Primary DNS Server: 10.61.7.15
 Alternate DNS Server 1: 10.61.10.6
 Alternate DNS Server 2: ::
 DNS Connection Timeout: 5
 Append Device Domain: Enabled
 Append Parent Domains: Disabled
 DNS Domain Search List: XEROXQA.COM.
 Prefer IPv6 DNS over IPv4: Enabled

Installed Options

PS: Installed

Protocols (cont.)

Bonjour:
 Bonjour Printer Name: Parent
 HTTP: Enabled
 Port Number: 80
 Force Traffic over Secure Connection (H...): Yes
 Secure HTTP Port Number: 443
 Proxy Server: Disabled
 Proxy Server Address: 0.0.0.0:8080
 IPP: Enabled
 Secure IPP Mode: IPP and Secure IPPS
 IPP Network Path: http://10.61.16.207:631

SNMP
 SNMP v1/v2: Enabled
 SNMP v3: Disabled

LPR/LPD:
 Port Number: Enabled
 PDL Switching: 515
 PDL Banner Override: Disabled

Raw IP Printing:
 Port Number 1: Disabled
 Bidirectional: Enabled
 End of Job Timeout: 9100
 PDL Switching: 300
 Disabled

LDAP
 LDAP Server 1 Friendly Name:
 LDAP Server 1 Primary LDAP Address: 0.0.0.0:389
 LDAP Server 1 Alternate LDAP Address: 0.0.0.0:389
 LDAP Server 1 Search Directory Root:
 LDAP Server 1 Secure Connection (LDA...): Disabled
 LDAP Server 1 Validate Server Certificate...: Disabled

SMTP
 SMTP Server: 0.0.0.0:25
 Connect Encryption (TLS): No Encryption
 Validate Server Certificate (TLS):
 Max Message Size (KB): 10240
 Number of Fragments: 1
 Total Job Size (KB): 300000
 Job Splitting Boundary: Page Boundary
 Credentials for Auto E-mails: None

POP3
 POP3 Server: 0.0.0.0:110
 POP3 Secure Connection (TLS): Disabled
 E-mail Address:
 POP3 Validate Server Certificate:
 Receipt of E-mail via POP3: Disabled
 Send Confirm on Request: Enabled
 Incoming E-mail cover sheet: Enabled

NTP:
 Primary Server: 0.0.0.0:123
 Alternate Server: 0.0.0.0:123

SLP:
 Disabled

FTP Client:
 FTP Client Mode: Enabled
 FTP Client Mode: Passive

Web Services on Device:
 WS-Discovery: Enabled
 WS-Discovery Multicast: Enabled
 WS-Print: Enabled

Web Services
 Digital Certificate Management and Securi...: Enabled
 Extensible Service Registration: Enabled
 Job Limits: Enabled
 Job Management Extension: Enabled
 Device Configuration: Enabled
 Session Data: Enabled
 User Interface Configuration: Enabled
 EIP Proxy Configuration: Enabled
 Xerox Secure Access: Disabled
 EIP SNMP Configuration: Enabled
 Print Submission: Enabled
 Mass Storage Access: Enabled
 Card Reader Access: Enabled
 Authentication & Accounting Configur...: Enabled
 Export Audit Log: Enabled
 Trellix Embedded Control: Enabled

Apps

Printing

Banner Sheet: Disabled
 Sys/Start Job: Disabled
 Delete Held Jobs After: 3 Day(s) 0 Hour(s) 0 Minute(s)
 Error Sheets: Enabled
 Paper Substitution: Enabled
 Tray Priority: 1,2,3,4,5
 Default Copies: 1
 Default Job Type: Normal Print
 Default Paper Size: x=210mm, y=297mm
 Default Paper Color: White
 Default 2 Sided Printing: 1 Sided
 Default Output Tray: Center Tray
 Default Output Color: Black & White
 Default Collated Sets: Enabled
 Default Stapling: Not Available
 Offsetting Between Jobs: No Offset Between Jobs
Archival Marking Mode: Off
PostScript: Installed
 Level: 3
 Version: 3021.101
 Image Quality: Enhanced

PCL
 Version: 6
 Pitch Size: 10.00
 Point Size: 12.00
 Font Name: Courier
 Lines Per Page: 64
Custom Color Tables: Enabled
 Label: Not Installed

Print From:
 Saved Jobs for Reprint: Enabled
 Print From USB: Enabled
 Cloud Services: Disabled

Accounting

Accounting Mode: None
 Network Accounting: Disabled

Security

Authentication Configuration

Machine UI Authentication: Locally on the Device
 Home: Unlocked
 Jobs Pathway: Unlocked
 Printer Pathway: Unlocked
 Device Website Authentication: Locally on the Device
 Authorization: Locally on the Device
 Kerberos

Authentication Server:

Kerberos Primary Realm:
 Kerberos Primary Address: 0.0.0.0:88
 Kerberos Alt 1 Realm:
 Kerberos Alt 1 Address: 0.0.0.0:88
 SMB NT Domain:
 SMB Alt 1 NT Domain:
 Smartcard Ctrl Server: 0.0.0.0:443
 Smartcard Ctrl Domain:
 SmartCard OCSP URL:
 Card Reader Upgrade Policy: Enabled
 Card Reader Firmware Version:

Xerox Secure Access:

Secure Access Server: Disabled
 Secure Access Path: 0.0.0.0:443

Audit Log:

Enabled

IP Sec:

Disabled

IP Filtering:

Disabled

Security Certificates

Machine Certificate: Signed
 Root Certificates Installed: 54

802.1x:

Disabled

Job Data Removal:

Scheduled: Disabled

Scheduled Frequency:

Disabled

FIPS 140-3:

Disabled
 TLS 1.2 and TLS 1.3

TLS:

TLS Hash: SHA-1, SHA-256 and above

Trellix Embedded Control:

Enhanced Security

Extensible Service Setup

Third Generation Browser: X3G_3.24.23_2.40.5_012_01.00.00
 Widget Version: v1.3.17 c8 20140613
 Widget Version: v2.5.04 g9 20240123

Billing Summary

System Information

Machine Name: Parent
Machine Serial Number: 5320705462
Power On Impressions: 138

Software Versions

Device Software: 122.027.005.07000
Patch Version: None
Network Controller: 122.027.07000
UI Panel Firmware: 6.2
Marking Engine: 230.322
Finisher: 000.000.000

Billing Meters

Print
Black Printed Impressions: 4265

Plain Paper: 3425
Bond: 10
Preprinted: 10
Other: 30

Device Totals

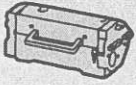
Total Impressions: 4265

Supplies Usage

Supplies ordering information is located at www.xerox.com/office/supplies

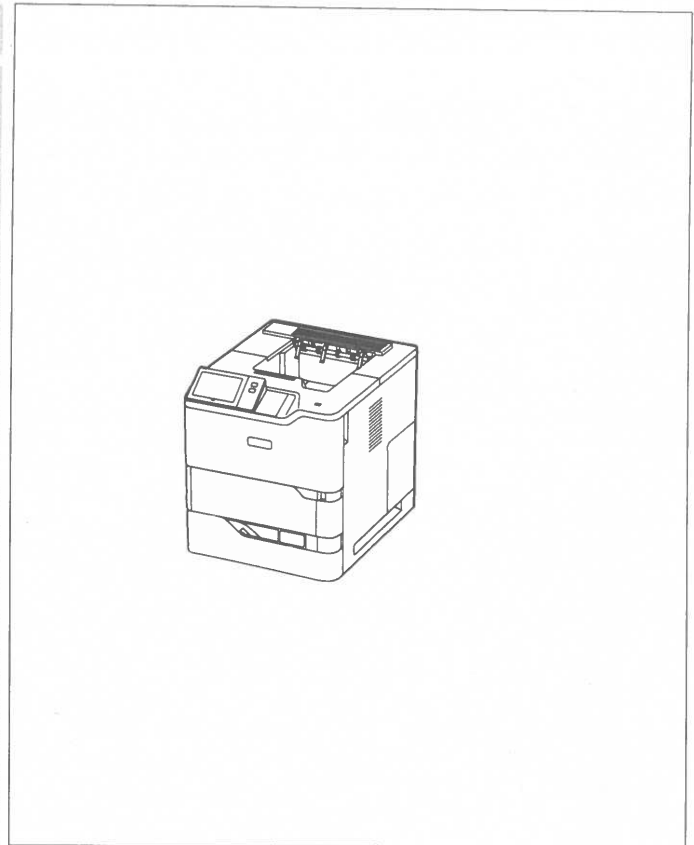
Consumables

Toner Cartridges



Black

Date Installed: Jan 24, 2025
Reorder: 006R04671
Estimated Pages Remaining: 10000
(Based upon this toner cartridge's average coverage: 8%)



Routine Maintenance Items

Imaging Unit



Black (R1)

Date Installed: Mar 4, 2025
Reorder: 2583476
Estimated Pages Remaining: 133500
(Based on average printer job size: 1 Pages)



Troubleshooting Print Quality

Your Xerox® Versalink® B620 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® B620 Printer. To order Xerox® paper and media, go to www.xerox.com/office/supplies.

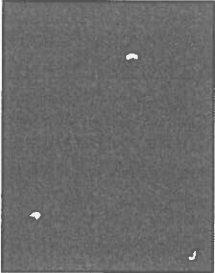
For a complete list of recommended paper for your printer, go to:

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

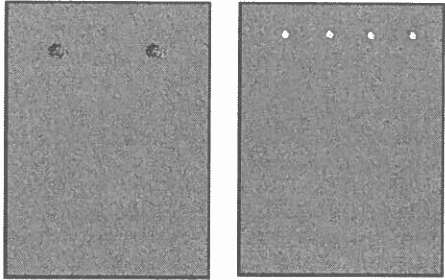
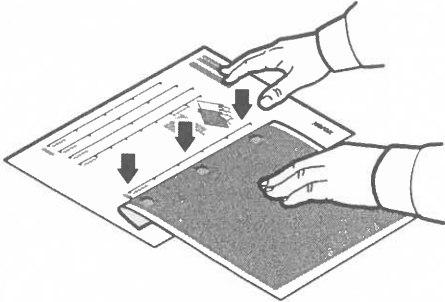
Solving Print-Quality Problems

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

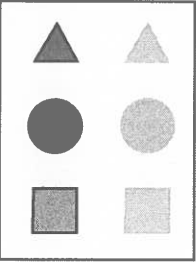
Solving Print-Quality Problems

Problem	Solution
<p data-bbox="124 421 328 450">Incomplete Fusing</p> <p data-bbox="124 456 608 517">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol style="list-style-type: none"><li data-bbox="667 421 1417 481">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="699 533 1158 562">– North America: www.xerox.com/rmlna<li data-bbox="699 568 1075 598">– Europe: www.xerox.com/rmleu<li data-bbox="667 611 1417 669">2. Verify that the paper type is selected on the control panel and in the print driver.<li data-bbox="667 680 1198 710">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="699 790 1099 819">a. For trays that are set to Dedicated:<ol style="list-style-type: none"><li data-bbox="730 831 1430 913">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="730 925 1437 1008">c. Touch Device > Tools > Device Settings > Paper Management > Tray Settings. Select the tray, touch Edit, then change the paper type.<li data-bbox="699 1025 1155 1055">d. For trays that are set to Fully Adjustable:<ol style="list-style-type: none"><li data-bbox="730 1066 1334 1095">e. Paper Trays: Open, then close the selected paper tray.<li data-bbox="730 1106 1254 1135">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="730 1189 1430 1218">• At the touch screen, touch Type, then do one of the following:<ul style="list-style-type: none"><li data-bbox="778 1229 1350 1258">• Select the correct paper type, then touch Confirm.<li data-bbox="778 1270 1437 1299">• 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="730 1352 1342 1413">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.

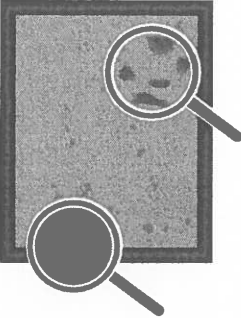
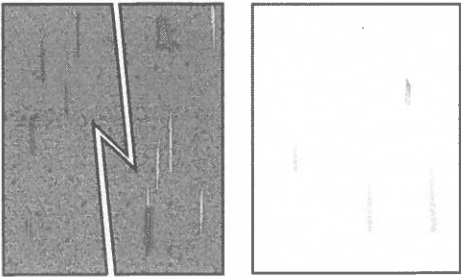
Solving Print-Quality Problems (continued)

Problem	Solution
<p>Repeating Defects</p> <p>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">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 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: <ol 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: <ol 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. 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.</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 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**.

