

Troubleshooting Print Quality

Your Xerox® Versalink® B415 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.

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® B415 Multifunction Printer. To order Xerox® paper and media, go to www.xerox.com/office/supplies.

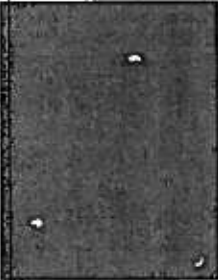
For a complete list of recommended paper for your printer, go to:

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

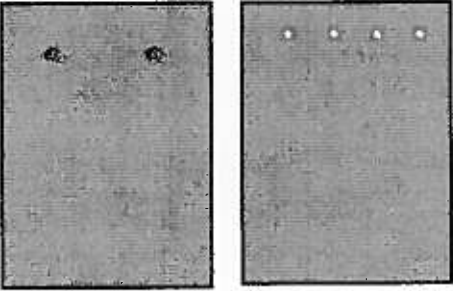
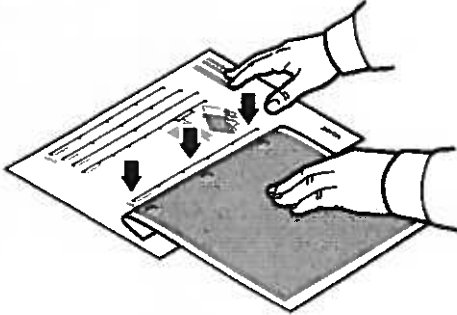
Solving Print-Quality Problems

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

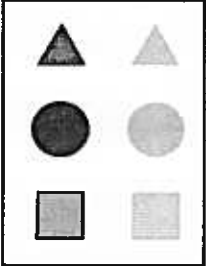
Solving Print-Quality Problems

Problem	Solution
<p data-bbox="113 394 325 423">Incomplete Fusing</p> <p data-bbox="113 432 608 495">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol style="list-style-type: none"><li data-bbox="671 387 1437 450">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="708 501 1177 530">– North America: www.xerox.com/rmlna<li data-bbox="708 542 1091 571">– Europe: www.xerox.com/rmleu<li data-bbox="671 582 1437 645">2. Verify that the paper type is selected on the control panel and in the print driver.<li data-bbox="671 656 1219 685">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="708 768 1118 797">a. For trays that are set to Dedicated:<ol style="list-style-type: none"><li data-bbox="745 808 1453 902">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="745 913 1465 1008">c. Touch Device > Tools > Device Settings > Paper management > Tray Settings. Select the tray, touch Edit, then change the paper type.<li data-bbox="708 1019 1182 1048">d. For trays that are set to Fully Adjustable:<ol style="list-style-type: none"><li data-bbox="745 1059 1358 1088">e. Paper Trays: Open, then close the selected paper tray.<li data-bbox="745 1099 1278 1128">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="745 1182 1453 1211">• At the touch screen, touch Type, then do one of the following:<ul style="list-style-type: none"><li data-bbox="794 1223 1374 1252">• Select the correct paper type, then touch Confirm.<li data-bbox="794 1263 1465 1292">• 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="745 1346 1374 1408">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.

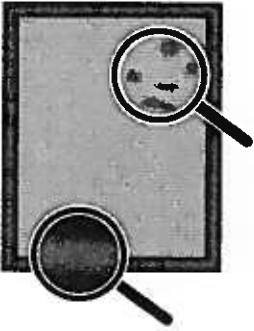

Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="113 398 325 427">Repeating Defects</p> <p data-bbox="113 436 587 555">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"><li data-bbox="676 398 1430 456">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.<li data-bbox="676 539 1410 598">2. To correct the problem, replace items identified on the Repeating Defects Page. <li data-bbox="676 943 1469 1308">3. If you replace a supply, reset the counter:<ol style="list-style-type: none"><li data-bbox="711 981 1469 1070">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>.<li data-bbox="711 1084 1182 1113">b. Touch Device > Tools > Device Settings.<li data-bbox="711 1126 1310 1155">c. Scroll, then touch Supplies > Supply Counter Reset.<li data-bbox="711 1169 1043 1198">d. Touch the replaced Supply.<li data-bbox="711 1211 986 1240">e. Touch Reset Counter.<li data-bbox="711 1254 1426 1308">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. 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. 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. 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"> 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 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/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 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>.
<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.

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**.