

# Troubleshooting Print Quality

Your Xerox® EC8100 Series 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](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® EC8100 Series Color 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.

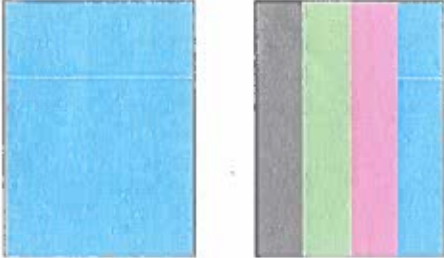
**Note:** The images that appear represent long-edge feed prints. If you print short-edge feed, the print-quality defects are rotated 90 degrees. The images that appear are for reference only. Not all pages represented are printed.



## Solving Print-Quality Problems

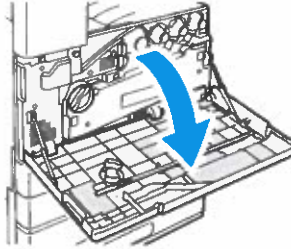
### Problem

#### Light Lines or Streaks in One Color

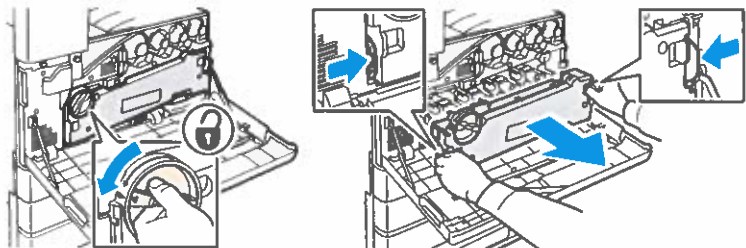


### Solution

1. Open the front cover.

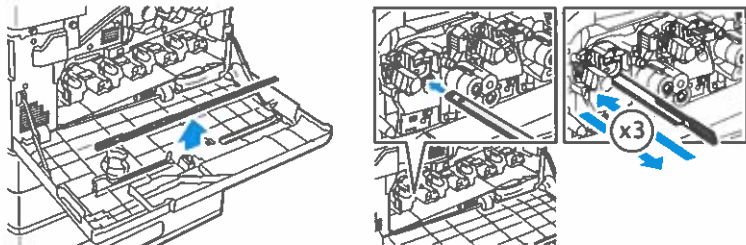


2. To unlock the belt tension lever, on the left side of the printer, rotate the belt tension lever, then open the drum cartridge cover.




3. Pull out the LED print head cleaner until it stops, then move it all the way in and out two or three times. Repeat this process for all four toner units.

**Note:** Ensure that you pull the LED print head cleaners out as far as they will go. Push them in as far as they will go. Do not use excessive force.






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.

## Solving Print-Quality Problems (continued)

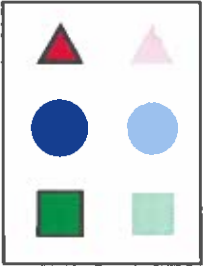
Problem	Solution
<p data-bbox="108 385 319 414"><b>Incomplete Fusing</b></p> <p data-bbox="108 423 598 481">Toner appears to be missing from the print, or rubs off easily.</p> 	<ol data-bbox="657 385 1412 772" style="list-style-type: none"><li>1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to:<ul data-bbox="694 492 1380 571" 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:<ol data-bbox="694 683 1436 772" style="list-style-type: none"><li>a. 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></ol></li></ol> <p data-bbox="694 784 1412 840"><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> <ol data-bbox="694 851 1388 963" style="list-style-type: none"><li>b. For trays that are set to Fully Adjustable:<ul data-bbox="726 896 1388 963" 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></ol> <p data-bbox="694 974 1412 1008">The control panel prompts you to confirm or change the paper type.</p> <ol data-bbox="694 1019 1396 1131" style="list-style-type: none"><li>c. At the touch screen, touch <b>Type</b>, then do one of the following:<ul data-bbox="726 1064 1396 1131" 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></ol> <p data-bbox="694 1142 1197 1164"><b>Note:</b> Paper types from lightest to heaviest are:</p> <ul data-bbox="726 1176 1412 1299" 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>



## Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Repeating Defects</b> 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>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 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><li>3. If you replaced the the transfer roller, reset the counter:<ol style="list-style-type: none"><li>a. 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>b. Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li><li>c. Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li><li>d. Touch <b>Second Bias Transfer Roll</b>.</li><li>e. Touch <b>Reset Counter</b>.</li><li>f. To close the pop-up window, touch <b>X</b>, touch <b>admin</b>, then select <b>Logout</b>.</li></ol></li></ol>

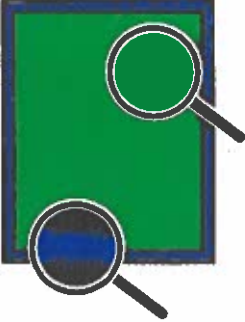

## Solving Print-Quality Problems (continued)

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

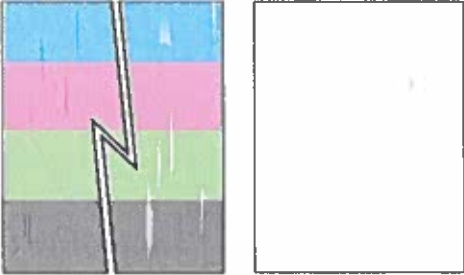




## Solving Print-Quality Problems (continued)

Problem	Solution
<p><b>Heavy Coverage Appears Mottled or Blotchy</b>  <b>Blacks Appear Blue</b></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> </ol> <p>If the problem continues, call for service.</p>
<p><b>Colors Align Incorrectly</b>  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><b>All Colors Too Light or Too Dark</b>  Colors appear faded or too dark on print or copy.</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. Calibrate the printer colors. The calibration procedure adjusts the printer color balance and lightness level. At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Calibration &gt; Print Calibration</b> or <b>Copy Calibration</b>. Follow the onscreen instructions to run the calibration procedure.</li> </ol> <p><b>Note:</b> 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>

## Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="108 376 405 405"><b>Lines, Smudges, or Streaks</b></p> <p data-bbox="108 414 587 472">Dark or light marks appear on the page in all colors and/or in non-printed areas.</p> 	<ol data-bbox="659 376 1437 1279" 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="694 488 1382 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><li>3. If the problem persists, follow these steps:<ol data-bbox="694 678 1437 1279" style="list-style-type: none"><li>a. 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>b. To correct the problem, replace the items identified on the Repeating Defects Page.</li></ol></li><li>4. If the problem continues, replace the transfer belt cleaner. If you replace the transfer belt cleaner, reset the counter:<ol data-bbox="694 958 1437 1279" style="list-style-type: none"><li>a. At the control panel, press <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>b. Touch <b>Device &gt; Tools &gt; Device Settings</b>.</li><li>c. Scroll, then touch <b>Supplies &gt; Supply Counter Reset</b>.</li><li>d. Touch <b>Transfer Belt Cleaner</b>.</li><li>e. Touch <b>Confirm Reset</b>.</li><li>f. To close the pop-up window, touch <b>X</b>, touch <b>admin</b>, then select <b>Logout</b>.</li></ol></li></ol>



## Solving Print-Quality Problems (continued)

Problem	Solution
<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>
<p><b>Grays are Not Neutral</b> The grays on the printed page are not neutral; they contain color tints.</p>	<p>Calibrate the printer colors. The calibration process adjusts the printer color balance.</p> <ol style="list-style-type: none"> <li>1. At the control panel, touch <b>Device &gt; Tools &gt; Troubleshooting &gt; Calibration &gt; Print Calibration</b>.</li> <li>2. Follow the onscreen instructions to run the Print Calibration procedure.</li> </ol>
<p><b>Colors Vary Between Computers</b> The colors printed from one computer do not match the colors printed from a different computer.</p>	<ol style="list-style-type: none"> <li>1. Confirm that the print driver settings for Print Quality, Color Correction, and Color By Words are identical on both computers.</li> <li>2. Adjust the settings as needed.</li> </ol> <p><b>Note:</b> Print driver settings override the settings that are made at the printer control panel.</p>
<p><b>Colors Do Not Match</b> 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 <a href="http://www.xerox.com/office/support">www.xerox.com/office/support</a>.</p>
<p><b>Printed Colors Do Not Match Monitor Colors</b> 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 <a href="http://www.xerox.com/office/support">www.xerox.com/office/support</a>.</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.
- **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.

### 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 Conversion** 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.
  - **Automatic** applies the best color correction to each graphic element of the document: text, artwork, and photographs.
  - **Simulate LCD Display** approximates the print job color to the colors on a LCD computer monitor.
  - **sRGB Display** approximates the print job color to an RGB (red, green, blue) display.
  - **None** removes all color correction. This option is the best choice when working with color specified within your application or operating system.
- **Xerox Automatic Color** applies the best color correction to each graphic element of the document, including text, artwork, and photographs.
- **Custom Automatic Color** provides more options for customizing colors in your print job. Use one selection to adjust the color of the text and graphics. Use the other selection to adjust the color correction applied to images. You can apply a wide range of color options to each element to simulate the outputs of different color devices.

To adjust colors using descriptive phrases, select the **Color By Words** tab. From the menus, select the phrases to build a sentence that describes the color adjustment that you want. You can build more than one sentence for the print job, affecting one color or an entire range of colors.

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](http://www.xerox.com/office/support).