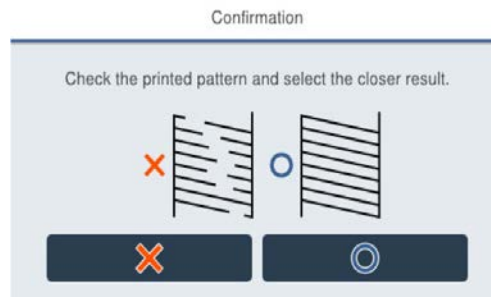


Missing Lines of Print or Bands of Incorrect Colour



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The print head nozzles may be clogged. Perform a nozzle check to check if the print head nozzles are clogged. If the printout shows broken lines then you will need to perform a head clean. Keep repeating 2-4 times as long as you see improvement by performing a nozzle check in between.



For lines across the page without nozzle issues

If the nozzle check returns okay and you are receiving dark or light lines across the page then it is recommended that a Horizontal Alignment is performed. From the printer's control panel you will need to select **Maintenance** > **Print Head Alignment** and then **Horizontal Alignment**. Select the result where both bands meet seamlessly without overlapping as seen below:



Garbage Characters

This is often caused by either a damaged USB cable or bad driver.

- Check USB cable as it may be unsecure or damaged
- Remove current printer driver and install the latest driver from the web

No Print

Perform a nozzle check. If the nozzle check is okay then attempt a photocopy. If a photocopy prints then the issue is with the PC.

Blurry/Double or Print out of Alignment



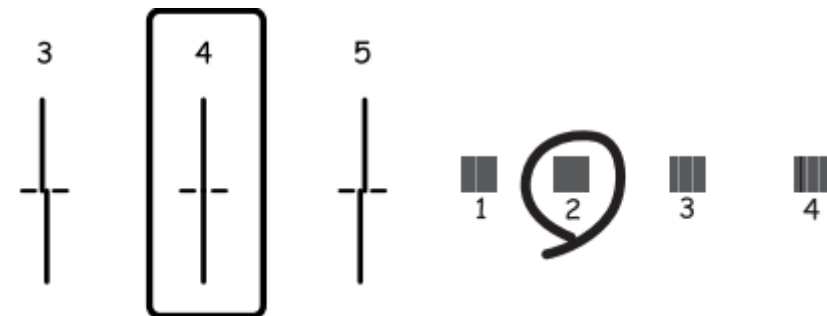
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For blurry, double print or print not in alignment a **Vertical Alignment** or **Ruled Line Alignment** will need to be performed.

From the printer control panel select **Maintenance** > **Print Head Alignment**.

Then one of the following options:

- **Rule Line Alignment** if vertical lines or text look misaligned
- **Vertical Alignment** if printouts look blurry or doubled



(Continued on next page)

If print quality does not improve even after performing an alignment

Try disabling bidirectional (or high speed) printing.

Via the control panel:

Settings > General Settings > Printer Settings

Via Windows:

Click on the Start Menu  and type **Devices and Printers**, then right click your printer and select **Printing Preferences**, then click on the **More Options Tab** and uncheck **High Speed**.

Mac OS X:

Click on the  menu > **System Preferences > Printers & Scanners** (or **Print & Scan, Print & Fax**), then select the printer. Click **Options & Supplies > Options** (or **Driver**). **Ensure High Speed Printing** is set to **Off**.

Ink Smear on Paper Edge and Roller Marks

Ensure that paper guides are aligned with the paper.

Place paper on a flat surface to check if it is curled. If it is then flatten it.

If printing via manual duplex then allow some time for the ink to dry before printing on the opposite side.

When getting marks or rogue ink on the page it is recommended to perform a few Paper Guide cleans. On some models this is an option under the Maintenance menu

If think paper is scuffed, enable the Reduce Scuffing setting. If you enable this setting, print quality may decline or printing may slow down. To do this following one of the options below:

Control Panel:

Select **Settings > General Settings > Printer Settings** from the home screen, and then enable **Thick Paper**.

Windows:

Click on the Start Menu  and type **Devices and Printers**, then right click your printer and select **Printing Preferences > Maintenance > Extended Settings** on the printer driver's **Maintenance** tab, and then select **Thick Paper** and **Envelopes**.

Mac OS X:

Select **System Preferences** from the  menu > **Printers & Scanners** (or **Print & Scan, Print & Fax**), and then select the printer. Click **Options & Supplies > Options** (or **Driver**). Select **On** as the **Thick paper and envelopes** setting.

If either the nozzle check doesn't print or the printer does not successfully photocopy then a head clean is required. If this does not resolve the issue then it will require a service.