

Scanner Troubleshooting

Straight Lines Appear when Scanning via the ADF

Attempt a scan using the flatbed scanner. If there are no lines on the scanned image then the ADF zone needs to be cleaned.

Cleaning the ADF

With a soft, lint-free, dry cloth clean both the platen glass **(A)** and the white inner lining **(B)**. Refer to image below.

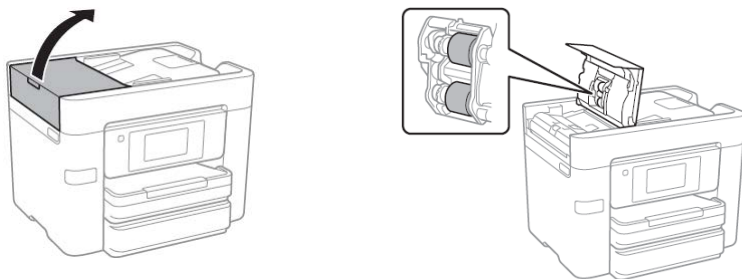


ADF Jamming

- Ensure paper guides are lined up with the paper
- Ensure that media is not past arrow.
- Clean the interior

Cleaning the interior

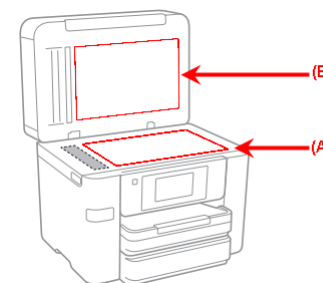
Use a soft, moist cloth to clean the roller and interior of the ADF. Using a dry cloth may damage the surface of the roller. Use the ADF after the roller has dried.



Uneven Colours, Smears or Dots Appear in Copied Image

Clean Scanner Glass

With a soft, lint-free, dry cloth clean both the platen glass **(A)** and the white inner lining **(B)**. Refer to image below.



Unusual Colours or White Bands

Reset default settings

On the printer's front panel from the home screen go to **Settings > System Administration > Reset Default Settings > Scan Settings**