

Printing

Paper handling

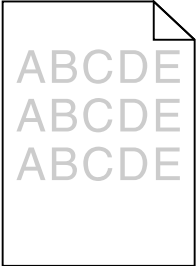
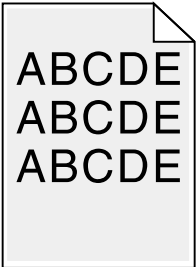
Maintenance

Troubleshooting

Administration

Index

If the suggested corrective action does not fix the problem, call your service representative.

Problem	Action
<p>Print is too light.</p> 	<ul style="list-style-type: none"> • The toner may be low. To utilize the remaining toner, remove the cartridge by gripping the handles with both hands. With the cartridge arrows pointing downward, shake the print cartridge back and forth. Reinstall the cartridge and then press Go. • Change the Toner Darkness setting in the Quality Menu. • If you are printing on an uneven print surface, change the Paper Weight and Paper Texture settings in the Paper Menu. See Paper Type. • Verify that the correct print material is being used.
<p>Toner smears or print comes off the page.</p> 	<ul style="list-style-type: none"> • If you are printing on an uneven print surface, change the Paper Weight and Paper Texture settings in the Paper Menu. See Paper Type. • Verify that the print material is within the printer specifications. See Print material specifications for more details. • If the problem continues, call the Lexmark Customer Support Center.



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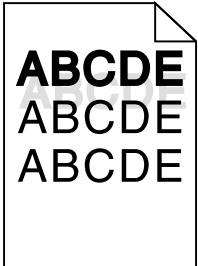
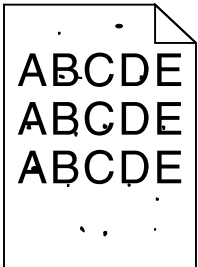
Paper handling

Maintenance

Troubleshooting

Administration

Index

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<p>Toner appears on the back of the printed page.</p> 	<p>Toner is on the transfer roll. To help prevent this, do not load print material that is smaller than the page size of the job to be printed.</p> <p>Open and close the printer upper front door to run the printer setup cycle and clean the transfer roll.</p>
<p>Toner fog or background shading appears on the page.</p> 	<ul style="list-style-type: none"> • Check the print cartridge to make sure it is installed correctly. • Change the print cartridge. See Replacing the print cartridge for more details. • If the problem continues, change the charge roll. See Replacing the charge roll for more details.



Printing

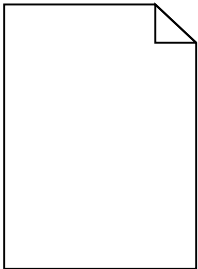
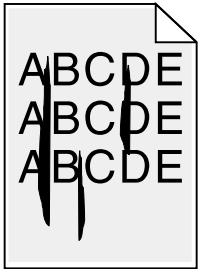
Paper handling

Maintenance

Troubleshooting

Administration

Index

Problem	Action
<p>Entire page is white.</p> 	<ul style="list-style-type: none"> • Make sure the packaging material is removed from the print cartridge. • Check the print cartridge to be sure it is installed correctly. • The toner may be low. To utilize the remaining toner, remove the cartridge by gripping the handles with both hands. With the cartridge arrows pointing downward, shake the print cartridge back and forth. Reinstall the cartridge and then press Go.
<p>Streaks appear on the page.</p> 	<ul style="list-style-type: none"> • The toner may be low. To utilize the remaining toner, remove the cartridge by gripping the handles with both hands. With the cartridge arrows pointing downward, shake the print cartridge back and forth. Reinstall the cartridge and then press Go. • If you are using preprinted forms, make sure the ink can withstand temperatures of 212°C (414°F).



Printing

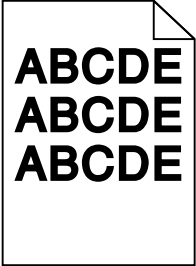
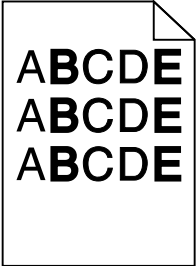
Paper handling

Maintenance

Troubleshooting

Administration

Index

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<p>Printing is too dark.</p> 	<p>Change the Toner Darkness setting in the Quality Menu.</p> <p>Note: Macintosh computer users should make sure the lines per inch (lpi) setting is not set too high in the software application.</p>
<p>Characters have jagged or uneven edges.</p> 	<ul style="list-style-type: none"> • Change the Print Resolution setting in the Quality Menu to 600 dpi or 1200 dpi. • Turn PQET in the Quality Menu to On. • If you are using downloaded fonts, verify that the fonts are supported by the printer, the host computer, and the software application.



Printing

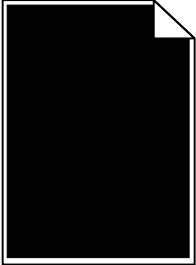
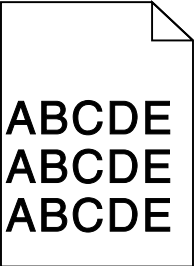
Paper handling

Maintenance

Troubleshooting

Administration

Index

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<p>Part or all of the page is printed in black.</p> 	<ul style="list-style-type: none"> • Check the print cartridge to see if it is installed correctly. • If the charge roll has been replaced, verify that it is installed correctly.
<p>The job prints, but the top and side margins are incorrect.</p> 	<ul style="list-style-type: none"> • Make sure the Paper Size setting in the Paper Menu is correct. • Make sure the margins are set correctly in your software application. ▲

