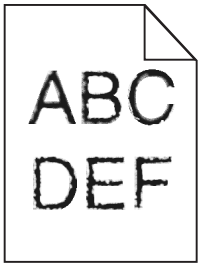
Print Quality Guide

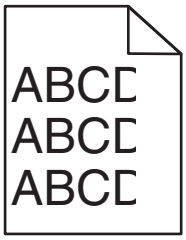
If the solutions here do not correct the problem, then contact customer support. You may have a printer part that requires adjustment or replacement.

Characters have jagged or uneven edges



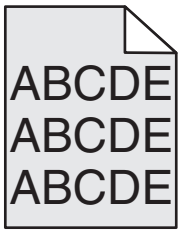
Action	Yes	No
Step 1 **a** Print a font sample list to check if the fonts you are using are supported by the printer. **1** From the printer control panel, navigate to: **Menus** > **Reports** > **Print Fonts** **2** Select **PCL Fonts** or **PostScript Fonts**. **b** Resend the print job. Are you using fonts that are supported by the printer?	Go to step 2.	Select a font that is supported by the printer.
Step 2 Check if the fonts installed on the computer are supported by the printer. Are the fonts installed on the computer supported by the printer?	The problem is solved.	Contact **customer support**.

Clipped pages or images



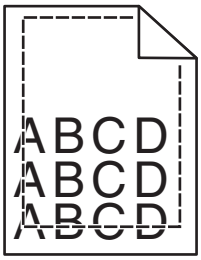
Action	Yes	No
Step 1 **a** Move the width and length guides in the tray to the correct positions for the paper loaded. **b** Resend the print job. Is the page or image clipped?	Go to step 2.	The problem is solved.
Step 2 From the printer control panel, set the paper size and type in the Paper menu to match the paper loaded in the tray. Do the paper size and type match the paper loaded in the tray?	Go to step 3.	Do one or more of the following: • Specify the paper size from the tray settings to match the paper loaded in the tray. • Change the paper loaded in the tray to match the paper size specified in the tray settings.
Step 3 **a** Depending on your operating system, specify the paper size from Printing Preferences or from the Print dialog. **b** Resend the print job. Is the page or image clipped?	Go to step 4.	The problem is solved.
Step 4 **a** Reinstall the imaging unit. **1** Remove the toner cartridge. **2** Remove the imaging unit. **Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. **3** Install the imaging unit, and then the cartridge. **b** Resend the print job. Is the page or image clipped?	Contact **customer support**.	The problem is solved.

Gray background on prints



Action	Yes	No
Step 1 **a** From the Quality Menu on the printer control panel, decrease the toner darkness. **Note:** 8 is the factory default setting. **b** Resend the print job. Did the gray background disappear from the prints?	The problem is solved.	Go to step 2.
Step 2 Reinstall the imaging unit and the toner cartridge. **a** Remove the toner cartridge. **b** Remove the imaging unit. **Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light can cause print quality problems. **c** Install the imaging unit, and then the cartridge. **d** Resend the print job. Did the gray background disappear from the prints?	The problem is solved.	Go to step 3.
Step 3 Replace the imaging unit, and then resend the print job. Did the gray background disappear from the prints?	The problem is solved.	Contact **customer support**.

Incorrect margins on prints



Action	Yes	No
Step 1 **a** Move the width and length guides in the tray to the correct positions for the paper size loaded. **b** Resend the print job. Are the margins correct?	The problem is solved.	Go to step 2.

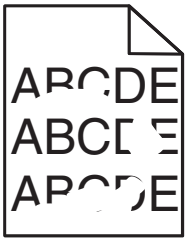
Action	Yes	No
Step 2 From the printer control panel, set the paper size in the Paper menu to match the paper loaded in the tray. Does the paper size match the paper loaded in the tray?	Go to step 3.	Do one or more of the following: • Specify the paper size from the tray settings to match the paper loaded in the tray. • Change the paper loaded in the tray to match the paper size specified in the tray settings.
Step 3 **a** Depending on your operating system, specify the paper size from Printing Preferences or from the Print dialog. **b** Resend the print job. Are the margins correct?	The problem is solved.	Contact **customer support**.

Paper curl

Action	Yes	No
Step 1 Move the width and length guides in the tray to the correct positions for the size of the paper loaded. Are the width and length guides positioned correctly?	Go to step 2.	Adjust the width and length guides.
Step 2 From the printer control panel, set the paper type and weight in the Paper menu to match the paper loaded in the tray. Do the paper type and weight match the type and weight of the paper in the tray?	Go to step 3.	Specify the paper type and weight from the tray settings to match the paper loaded in the tray.
Step 3 **a** Depending on your operating system, specify the paper type and weight from Printing Preferences or from the Print dialog. **b** Resend the print job. Is the paper still curled?	Go to step 4.	The problem is solved.
Step 4 **a** Remove the paper from the tray, and then turn it over. **b** Resend the print job. Is the paper still curled?	Go to step 5.	The problem is solved.

Action	Yes	No
Step 5 **a** Load paper from a fresh package. **Note:** Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it. **b** Resend the print job. Is the paper still curled?	Contact **customer support**.	The problem is solved.

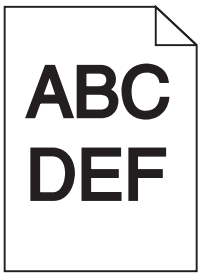
Print irregularities



Action	Yes	No
Step 1 **a** Move the width and length guides in the tray to the correct positions for the size of the paper loaded in the tray. **b** Resend the print job. Do print irregularities still appear?	Go to step 2.	The problem is solved.
Step 2 From the printer control panel, set the paper size and type in the Paper menu to match the paper loaded in the tray. Do the printer settings match the type and weight of the paper loaded in the tray?	Go to step 3.	Specify the paper size and type from the tray settings to match the paper loaded in the tray.
Step 3 **a** Depending on your operating system, specify the paper type and weight from Printing Preferences or from the Print dialog. **b** Resend the print job. Do print irregularities still appear?	Go to step 4.	The problem is solved.
Step 4 Check if the paper loaded in the tray has texture or rough finishes. Are you printing on textured or rough paper?	From the printer control panel, set the paper texture in the Paper menu to match the paper loaded in the tray.	Go to step 5.

Action	Yes	No
Step 5 **a** Load paper from a fresh package. **Note:** Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it. **b** Resend the print job. Do print irregularities still appear?	Go to step 6.	The problem is solved.
Step 6 Replace the imaging unit, and then resend the print job. Do print irregularities still appear?	Contact **customer support** at **http://support.lexmark.com** or your service representative.	The problem is solved.

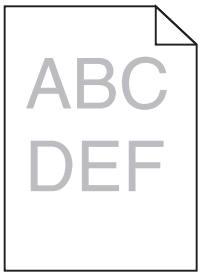
Print is too dark



Action	Yes	No
Step 1 **a** From the Quality menu on the printer control panel, reduce the toner darkness. **Note:** 8 is the factory default setting. **b** Resend the print job. Is the print still too dark?	Go to step 2.	The problem is solved.
Step 2 **a** From the printer control panel, set the paper type, texture and weight in the Paper menu to match the paper loaded in the tray. **b** Resend the print job. Is the tray set to the type, texture, and weight of the paper loaded?	Go to step 3.	Do one or more of the following: • Specify the paper type, texture, and weight from the tray settings to match the paper loaded in the tray. • Change the paper loaded in the tray to match the paper type, texture and weight specified in the tray settings.

Action	Yes	No
Step 3 **a** Depending on your operating system, specify the paper type, texture and weight from Printing Preferences or from the Print dialog. **b** Resend the print job. Is the print still too dark?	Go to step 4.	The problem is solved.
Step 4 Check if the paper loaded in the tray has texture or rough finishes. Are you printing on textured or rough paper?	From the printer control panel, change the texture settings in the Paper Texture menu to match the paper you are printing on.	Go to step 5.
Step 5 **a** Load paper from a fresh package. **Note:** Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it. **b** Resend the print job. Is the print still too dark?	Go to step 6.	The problem is solved.
Step 6 Replace the imaging unit, and then resend the print job. Is the print still too dark?	Contact **customer support**.	The problem is solved.

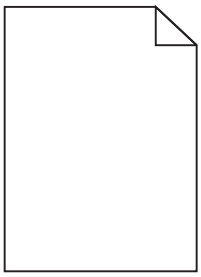
Print is too light



Action	Yes	No
Step 1 **a** From the Quality menu on the printer control panel, increase the toner darkness. **Note:** 8 is the factory default setting. **b** Resend the print job. Is the print still too light?	Go to step 2.	The problem is solved.

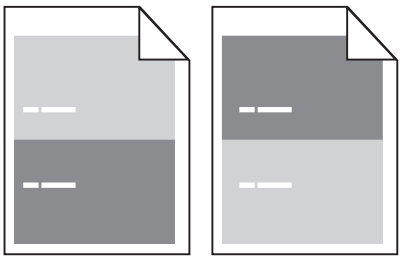
Action	Yes	No
Step 2 From the printer control panel, set the paper type, texture, and weight in the Paper menu to match the paper loaded in the tray. Is the tray set to the type, texture, and weight of the paper loaded?	Go to step 3.	Change the paper type, texture, and weight to match the paper loaded in the tray.
Step 3 **a** Depending on your operating system, specify the paper type, texture, and weight from Printing Preferences or from the Print dialog. **b** Resend the print job. Is the print still too light?	Go to step 4.	The problem is solved.
Step 4 Make sure that the paper has no texture or rough finishes. Are you printing on textured or rough paper?	From the printer control panel, change the texture settings in the Paper Texture menu to match the paper you are printing on.	Go to step 5.
Step 5 **a** Load paper from a fresh package. **Note:** Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it. **b** Resend the print job. Is the print still too light?	Go to step 6.	The problem is solved.
Step 6 **a** Redistribute the toner in the imaging unit. **1** Remove the toner cartridge, and then the imaging unit. **2** Firmly shake the imaging unit. **Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. **3** Install the imaging unit, and then the cartridge. **b** Resend the print job. Is the print still too light?	Go to step 7.	The problem is solved.
Step 7 Replace the imaging unit, and then resend the print job. Is the print still too light?	Contact **customer support**.	The problem is solved.

Printer is printing blank pages



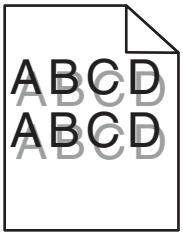
Action	Yes	No
Step 1 **a** Check if there is packing material left on the imaging unit. **1** Remove the toner cartridge, and then the imaging unit. **2** Check if the packing material is properly removed from the imaging unit. **Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. **3** Reinstall the imaging unit, and then the cartridge. **b** Resend the print job. Is the printer still printing blank pages?	Go to step 2.	The problem is solved.
Step 2 **a** Redistribute the toner in the imaging unit. **1** Remove the toner cartridge, and then the imaging unit. **2** Firmly shake the imaging unit. **Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. **3** Reinstall the imaging unit, and then the cartridge. **b** Resend the print job. Is the printer still printing blank pages?	Go to step 3.	The problem is solved.
Step 3 Replace the imaging unit, and then resend the print job. Is the printer still printing blank pages?	Contact **customer support**.	The problem is solved.

Repeating defects appear on prints



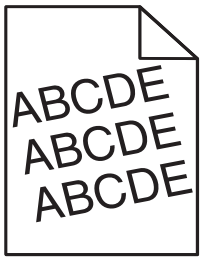
Action	Yes	No
Step 1 Measure the distance between the defects. Check for a distance between the defects that equals: • 97 mm (3.82 in.) • 47 mm (1.85 in.) • 38 mm (1.5 in.) Is the distance between defects equal to one of the listed measurements?	Go to step 2.	**1** Check if the distance between the defects equal to 80 mm (3.15 in.) **2** Take note of the distance, and then contact **customer support** at **http://support.lexmark.com** or your service representative.
Step 2 Replace the imaging unit, and then resend the print job. Do the repeating defects still appear?	Contact **customer support** at **http://support.lexmark.com** or your service representative.	The problem is solved.

Shadow images appear on prints



Action	Yes	No
Step 1 Load paper with the correct paper type and weight in the tray. Is paper with the correct paper type and weight loaded in the tray?	Go to step 2.	Load paper with the correct paper type and weight in the tray.
Step 2 From the printer control panel, set the paper type and weight in the Paper menu to match the paper loaded in the tray. Is the tray set to the type and weight of the paper loaded?	Go to step 3.	Change the paper loaded in the tray to match the paper type and weight specified in the tray settings.
Step 3 **a** Depending on your operating system, specify the paper type and weight from Printing Preferences or from the Print dialog. **b** Resend the print job. Do shadow images still appear on prints?	Go to step 4.	The problem is solved.
Step 4 Replace the imaging unit, and then resend the print job. Do shadow images still appear on prints?	Contact **customer support**.	The problem is solved.

Skewed print

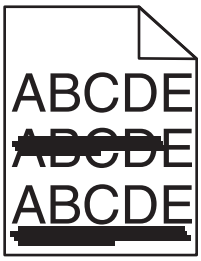


Action	Yes	No
Step 1 **a** Move the width and length guides in the tray to the correct positions for the size of the paper loaded. **b** Resend the print job. Is the print still skewed?	Go to step 2.	The problem is solved.
Step 2 **a** Check if you are printing on a paper that is supported by the tray. **b** Resend the print job. Is the print still skewed?	Contact **customer support**.	The problem is solved.

Printer is printing solid black pages

Action	Yes	No
Step 1 **a** Reinstall the imaging unit. **1** Remove the toner cartridge, and then the imaging unit. **Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. **2** Install the imaging unit, and then the cartridge. **b** Resend the print job. Is the printer printing solid black pages?	Go to step 2.	The problem is solved.
Step 2 Replace the imaging unit, and then resend the print job. Is the printer printing solid black pages?	Contact **customer support**.	The problem is solved.

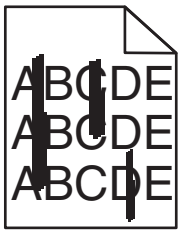
Streaked horizontal lines appear on prints

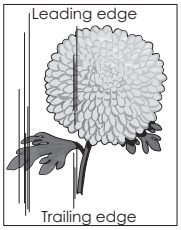


Action	Yes	No
Step 1 **a** Depending on your operating system, specify the tray or feeder from Printing Preferences or the Print dialog. **b** Resend the print job. Do streaked horizontal lines appear on prints?	Go to step 2.	The problem is solved.

Action	Yes	No
Step 2 From the printer control panel, set the paper type and weight in the Paper menu to match the paper loaded in the tray. Do the paper type and weight match the type and weight of the paper in the tray?	Go to step 3.	Change the paper type and weight to match the paper loaded in the tray.
Step 3 **a** Load paper from a fresh package. **Note:** Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it. **b** Resend the print job. Do streaked horizontal lines appear on prints?	Go to step 4.	The problem is solved.
Step 4 **a** Reinstall the imaging unit. **1** Remove the toner cartridge, and then the imaging unit. **Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. **2** Install the imaging unit, and then the cartridge. **b** Resend the print job. Do streaked horizontal lines appear on prints?	Go to step 5.	The problem is solved.
Step 5 Replace the imaging unit, and then resend the print job. Do streaked horizontal lines appear on prints?	Contact **customer support**.	The problem is solved.

Streaked vertical lines appear on prints

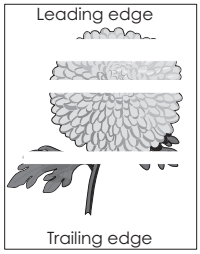




Action	Yes	No
Step 1 **a** Depending on your operating system, specify the paper type, texture, and weight from Printing Preferences or from the Print dialog. **b** Resend the print job. Do streaked vertical lines appear on prints?	Go to step 2.	The problem is solved.

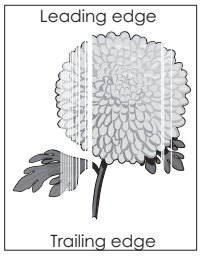
Action	Yes	No
Step 2 From the printer control panel, set the paper texture, type, and weight in the Paper menu to match the paper loaded in the tray. Do the paper texture, type, and weight match the paper in the tray?	Go to step 3.	Do one or more of the following: • Specify the paper texture, type, and weight from the tray settings to match the paper loaded in the tray. • Change the paper loaded in the tray to match the paper texture, type, and weight specified in the tray settings.
Step 3 **a** Load paper from a fresh package. **Note:** Paper absorbs moisture due to high humidity. Store paper in its original wrapper until you use it. **b** Resend the print job. Do streaked vertical lines appear on prints?	Go to step 4.	The problem is solved.
Step 4 **a** Reinstall the imaging unit. **1** Remove the toner cartridge, and then the imaging unit. **Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. **2** Install the imaging unit, and then the cartridge. **b** Resend the print job. Do streaked vertical lines appear on prints?	Go to step 5.	The problem is solved.
Step 5 Replace the imaging unit, and then resend the print job. Do streaked vertical lines appear on prints?	Contact **customer support** at **http://support.lexmark.com** or your service representative.	The problem is solved.

Horizontal voids appear on prints



Action	Yes	No
Step 1 **a** Make sure your software program is using a correct fill pattern. **b** Resend the print job. Do horizontal voids appear on prints?	Go to step 2.	The problem is solved.
Step 2 **a** Load the specified tray or feeder with a recommended type of paper. **b** Resend the print job. Do horizontal voids appear on prints?	Go to step 3.	The problem is solved.
Step 3 **a** Redistribute the toner in the imaging unit. **1** Remove the toner cartridge, and then the imaging unit. **2** Firmly shake the imaging unit. **Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. **3** Reinstall the imaging unit, and then the cartridge. **b** Resend the print job. Do horizontal voids appear on prints?	Go to step 4.	The problem is solved.
Step 4 Replace the imaging unit, and then resend the print job. Do horizontal voids appear on prints?	Contact **customer support**.	The problem is solved.

Vertical voids appear on prints



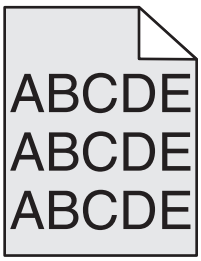
Action	Yes	No
Step 1 **a** Make sure your software program is using a correct fill pattern. **b** Resend the print job. Do vertical voids appear on prints?	Go to step 2.	The problem is solved.

Action	Yes	No
Step 2 **a** From the printer control panel, set the paper type and weight in the Paper menu to match the paper loaded in the tray. **b** Resend the print job. Do vertical voids appear on prints?	Go to step 3.	The problem is solved.
Step 3 Check if you are using a recommended type of paper. **a** Load the specified tray or feeder with a recommended type of paper. **b** Resend the print job. Do vertical voids appear on prints?	Go to step 4.	The problem is solved.
Step 4 **a** Redistribute the toner in the imaging unit. **1** Remove the toner cartridge, and then the imaging unit. **2** Firmly shake the imaging unit. **Warning—Potential Damage:** Do not expose the imaging unit to direct light for more than 10 minutes. Extended exposure to light may cause print quality problems. **3** Reinstall the imaging unit, and then the cartridge. **b** Resend the print job. Do vertical voids appear on prints?	Go to step 5.	The problem is solved.
Step 5 Replace the imaging unit, and then resend the print job. Do vertical voids appear on prints?	Contact **customer support**.	The problem is solved.

Toner specks appear on prints

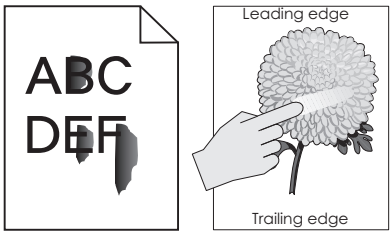
Action	Yes	No
Replace the imaging unit, and then resend the print job. Do toner specks appear on prints?	Contact **customer support**.	The problem is solved.

Toner fog or background shading appears on prints



Action	Yes	No
Step 1 Reinstall the imaging unit. **a** Remove, and then install the imaging unit. **b** Resend the print job. Does fog or shading appear on prints?	Go to step 2.	The problem is solved.
Step 2 Replace the imaging unit, and then resend the print job. Does fog or shading appear on prints?	Contact **customer support** at **http://support.lexmark.com** or your service representative.	The problem is solved.

Toner rubs off

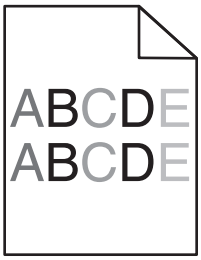


Action	Yes	No
Step 1 From the Paper menu on the printer control panel, check the paper type and weight. Do the paper type and texture match the paper loaded in the tray?	Go to step 2.	Specify the paper type and weight from the tray settings to match the paper loaded in the tray.
Step 2 Check if you are printing on paper with texture or rough finishes. Are you printing on textured or rough paper?	From the Paper menu on the printer control panel, set the paper texture.	Contact **customer support**.

Transparency print quality is poor

Action	Yes	No
Step 1 From the printer control panel, set the paper type in the Paper menu to match the paper loaded in the tray. Is the paper type for the tray set to Transparency?	Go to step 2.	Set the paper type to Transparency.
Step 2 **a** Check if you are using a recommended type of transparency. **b** Resend the print job. Is the print quality still poor?	Contact **customer support**.	The problem is solved.

Uneven print density



Action	Yes	No
Replace the imaging unit, and then resend the print job. Is the print density uneven?	Contact **customer support**.	The problem is solved.

Contacting customer support

When you contact customer support, describe the problem you are experiencing, the message on the printer display, and the troubleshooting steps you have already taken to find a solution.

You need to know your printer model type and serial number. For more information, see the label on the inside top front cover or at the back of the printer. The serial number is also listed on the menu settings page.

Lexmark has various ways to help you solve your printing problem. Visit the Lexmark Web site at **http://support.lexmark.com**, and then select one of the following:

Tech Library	You can browse our library of manuals, support documentation, drivers, and other downloads to help you solve common problems.
E-mail	You can send an e-mail to the Lexmark team, describing your problem. A service representative will respond and provide you with information to solve your problem.

Live chat	You can chat directly with a service representative. They can work with you to solve your printer problem or provide assistance through Assisted Service where the service representative can remotely connect to your computer through the Internet to troubleshoot problems, install updates, or complete other tasks to help you successfully use your Lexmark product.

Telephone support is also available. In the U.S. or Canada, call 1-800-539-6275. For other countries or regions, visit the Lexmark Web site at **http://support.lexmark.com**.