Problem	Action
Print is too light, or printed images or characters have voids or dropouts.	Make sure you're using recommended paper or other media. Use media from a new package. See **Media guidelines**.
	Make sure you have selected the correct **Paper Type** setting for the media you're using.
	Set **Toner Darkness** to 4 in the **Color Menu**.
	Clean the LEDs. See **Cleaning the LEDs**.
	If you suspect a toner cartridge is low on toner, remove the appropriate cartridge and gently shake it back-and-forth to distribute the toner evenly. Reinsert the cartridge and try printing the job again.
	Replace the toner cartridge that matches the color on the page that is too light or not present in the void areas. See **Replacing a toner cartridge**.
	Replace the photodevelopers. If only black print appears light, you can replace just the black photodeveloper. If one of the colors prints too light, replace all three of the color photodevelopers. See **Replacing a photodeveloper**.

Problem	Action
Colored lines, streaks, or smudges appear on the printed page, or print appears blurred or unclear.	Clean the LEDs. See **Cleaning the LEDs**.
	Remove the affected toner cartridge and gently shake it back-and-forth to distribute the toner evenly. Reinsert the cartridge and try printing the job again. See **Replacing a toner cartridge**.
	Replace the toner cartridge that matches the color of the lines, streaks, or smudges on the page. See **Replacing a toner cartridge**.
	Replace the photodevelopers. If only black print appears light, you can replace just the black photodeveloper. If one of the colors prints too light, replace all three of the color photodevelopers. See **Replacing a photodeveloper**.
Toner specks appear on the page.	Replace the oil coating roll. See **Ordering supplies**.

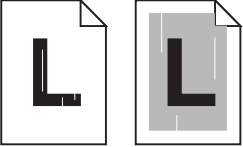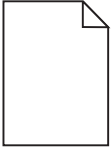| Problem	Action
Toner covers the background of the page.	Make sure the affected toner cartridge is completely installed.
The page has 100% coverage of one color.	Replace the photodevelopers. If the page is black, you can replace just the black photodeveloper. If the page is another color, replace all three of the color photodevelopers. See **Replacing a photodeveloper**.

Problem	Action
Light lines or streaks appear on the printed page.	Clean the LEDs. See **Cleaning the LEDs**.
	Remove the toner cartridge that matches the color of the lines or streaks and gently shake it back and forth to distribute the toner evenly. Reinsert the toner cartridge and try printing the job again.
	Replace the photodevelopers. If the problem only occurs when printing black, you can replace just the black photodeveloper. If the problem occurs when printing one of the colors, replace all three of the color photodevelopers. See **Replacing a photodeveloper**.
	Replace the toner cartridge that matches the color of the lines or streaks on the page. See **Replacing a toner cartridge**.
The page is blank or one of the colors is missing.	Replace the toner cartridge that matches the missing color on the page. See **Replacing a toner cartridge**.

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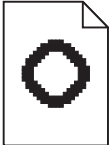| Problem	Action
Toner smears or rubs off the page.	Make sure you're using recommended paper or other media. Refer to the *Card Stock & Label Guide* for more information.
	Make sure you have selected the correct **Paper Type** setting for the media you're using.
	You may need to replace the fuser. See **Replacing the fuser**.
Printed materials delivered by the postal service arrive with ghosting or mirror images of the text visible on the page.	When preparing printed materials for mailing: • Use 24 lb (90 g/m^2) paper. • Avoid rough paper; select paper with a smoothness from 100 to 150 Sheffield points. • Fold sheets with the text facing outward. • Meter envelopes or use precanceled stamps. • Place envelopes in trays and deliver to the post office; do not drop envelopes into mailboxes.

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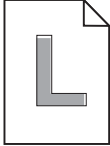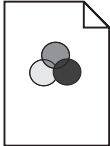| Problem	Action
Quality of printed transparencies is inadequate.	Make sure you're using recommended Lexmark transparencies. See **Transparencies**.
	Make sure you're loading transparencies properly. See **Loading transparencies**
	When printing transparencies, always set the Paper Type to Transparency. See **Paper Type**.
	Set the Color Correction menu item to Vivid. See **Color Correction**.
	Avoid getting fingerprints on transparencies before printing.
Quality of printed images is inadequate.	Set **Toner Darkness** to 4 in the **Color Menu**.

Problem	Action
A white gap is noticeable between color fills.	Turn the printer off and back on. The printer calibrates the photodevelopers and drive gears, which may improve registration. See **Print Alignment** for more information.
Colors do not print as you expect.	Make sure you have selected the appropriate Color Correction and Print Mode values for the job you're printing. See **Color Menu** for more information.

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