

# PHASER 7700DN COLOR PRINTER

## Diagnosing Print-Quality Problems Page

Review each of the five test pages printed with this sheet: one each of cyan, yellow, magenta, and black, and another with all four colors. Use the information below to help solve your print-quality problem.

**Note:** The examples shown are Long-Edge Feed (LEF). If you print Short-Edge Feed (SEF), the examples below will be rotated 90 degrees.

### Problem

#### Light Lines in One Color

Thin, light or white lines appear in only one color.



### Solution

1. Open the front cover. Remove the waste toner cartridge by sliding it out to the left and up to remove the cartridge.
2. Remove the toner cartridge from the printer.
3. Shake the drum end of the cartridge with the drum.



4. If the problem continues, try the following:
  - a. Remove all of the toner from the cartridge.

**Caution:** Do not touch the drum surface of the print cartridge.

- b. Visually inspect the drum surface of the print cartridge.
- c. Replace the print cartridge if any scratches or damage are visible on the drum.



#### Incomplete Fusing

Toner appears to be pulled off print, or is easy to rub or scratch off.

**Note:** This example is not one of the test pages that prints out with this sheet.



1. Make sure you are using the correct type of paper and that the paper is properly loaded in the printer. For more information, see the **Support Menu**, select **Improve Print Quality?** then select **Print Paper Type Page**.
2. Make sure the paper is set in the paper guide correctly and that the paper is not wrinkled or folded.
3. If the problem continues, try the following:
  - a. Change the paper type from the front panel to the next heavier type. If paper heavier than the current type is not available, change the paper weight to the next heavier weight.

Thin Cover Sheet  
Thin Cover Sheet  
Heavy Cover Sheet  
Lighter Paper

**Note:** To check the **Try Setup Menu**, select **Improve Print Quality?** then select **Print Paper Type Page**. The **Try Setup Menu** will show you the correct paper weight for the printer. If the paper weight is not correct, select the correct paper weight from the **Try Setup Menu**.



## Problem

### Repeating Defects

Marks or voids recur uniformly in only one color.



Marks of any color or voids recur uniformly in all colors and/or in non-printed areas.



### Image Offset

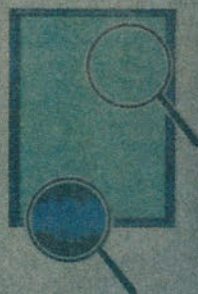
Colors appear to be shifted or voids appear in the wrong place. The problem occurs when the paper is not properly aligned.



Print the test pages that follow of the test pages that are provided.

### Solid Fills Appear Mottled or Bumpy

Blacks Appear Blue  
Printing Too Light or Too Dark in All Colors



Print the test pages that follow of the test pages that are provided.

### Colored or Black Lines, Smudges Streak All Colors

Black, cyan, or colored streaks appear on the page in all colors and/or in non-print areas.



## Solution (cont'd.)

1. From the front panel's **Support Menu**, select **Improve Print Quality**, then select the sub-menu item **Remove Print Streaks**. This function passes several blank sheets of paper through the printer to clean the fuser rollers.
2. In the front panel menu **Printable Pages**, select **Service Pages Menu** and then print the **Print Repeating Defects Page**. The Repeating Defects page contains filters to help determine the source of the repeating defects.

1. Make sure that the paper you are using is the correct type for the printer and is correctly loaded in the printer. From the front panel's **Support Menu**, select **Improve Print Quality**. From the sub-menu item **Improve Print Quality**, select **Print Paper Type Page**.
2. Make sure the paper loaded in the multi-purpose tray (MPT) or Paper Tray matches the paper type selected on the printer's front panel.
3. If the problem continues, set the paper type in the front panel to the next lightest type of paper than what you are using. Below is a list of paper types from the lightest weight to the heaviest:

Laser Paper  
Heavy Laser Paper  
Thin Cover/Index  
Thick Cover/Index

**Note:** To access the **Print Setup Menu** in the front panel, re-insert the paper loaded in the MPT or pull out and then re-insert the Paper Tray. The front panel will then prompt you to select the paper type.

1. Make sure that the paper you are using is the correct type for the printer and is correctly loaded in the printer. From the front panel's **Support Menu**, select **Improve Print Quality**. From the sub-menu item **Improve Print Quality**, select **Print Paper Type Page**.
2. Make sure the paper loaded in the tray matches the paper type that you selected on the printer's front panel and in the computer's printer driver.
3. Application and/or driver settings can also cause printing to be too light or too dark. Try a different Color Matching mode. From the front panel's **Support Menu**, select **Improve Print Quality**. From the sub-menu item **Improve Print Quality**, select the **Print Quality Test Page**.
4. From the front panel's **Support Menu**, select **Improve Print Quality**, then enter the **Calibrate for Color Menu** and follow the instructions on the sheet that automatically prints out. You can adjust the color and black densities.

1. Make sure the paper you are using is the correct type for the printer and is correctly loaded in the printer. From the front panel's **Support Menu**, select **Improve Print Quality**. From the sub-menu item **Improve Print Quality**, select **Print Paper Type Page**.
2. Make sure the paper loaded in the tray matches the paper type that you selected on the printer's front panel and in the computer's printer driver.
3. From the front panel's **Support Menu**, select **Improve Print Quality**, then select **Remove Print Streaks**. This function passes several blank sheets of paper through the printer to clean the fuser rollers.
4. If the problem continues, replace the print cartridge of the color matching the color of the smudges.