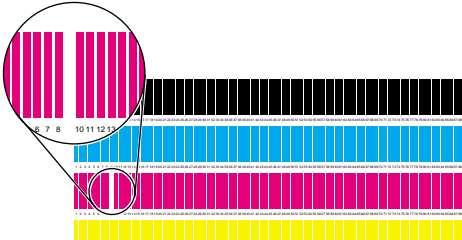
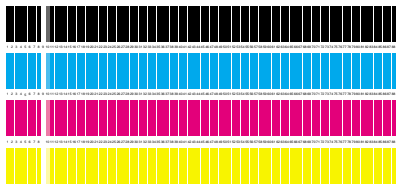

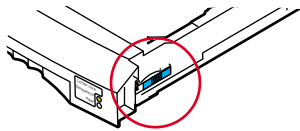


PHASER® 860 COLOR PRINTER

Diagnosing Print-Quality Problems Page

Review the test page and use the information below to help solve your print-quality problem.

Problem	Solution
<p>One or more color bars are missing in the test page</p> 	<ol style="list-style-type: none"> Using the front panel, select Eliminate Light Stripes. Repeat up to 3 times in a row if necessary. If the problem persists, turn off the printer for at least 4 hours. Turn on the printer and, if necessary, select Eliminate Light Stripes.
<p>Color bars are missing in all four colors</p> 	<ol style="list-style-type: none"> Open the top cover and tilt up the green paper guide to access the green Rapid Release Guide underneath. Remove and then replace the guide, ensuring it is properly snapped in place. (Refer to the <i>Phaser 860 Color Printer User Guide</i> for details.) Open the front cover to access and remove the Maintenance Drawer (labeled "A"). Use a lint-free cloth to clean the clear plastic wiper blade located on the top of the Maintenance Drawer. Inspect the printer's paper-exit area of the printer's paper path for debris. (Refer to the <i>Phaser 860 Color Printer User Guide</i> for details.) Using the front panel, select Eliminate Light Stripes. Repeat up to 3 times in a row if necessary. If the problem persists, turn off the printer for at least 4 hours. Turn on the printer and, if necessary, select Eliminate Light Stripes.
<p>Smudges or smears on print</p> 	<ol style="list-style-type: none"> Using the front panel, run Remove Ink Smears. Repeat as needed. Be sure to use paper supported by the printer; refer to the <i>Phaser 860 Color Printer User Guide</i> or print the Paper Tips Page for details. Open the front cover to access and remove the Maintenance Drawer (labeled "A"). Use a lint-free cloth to clean the clear plastic wiper blade located on the top of the Maintenance Drawer. If ink or debris is visible on the rollers, refer to the user guide for cleaning instructions.
<p>Images are too light or too dark</p> 	<ol style="list-style-type: none"> Remove the paper tray and verify the position of the colored media switch on the right side of the standard tray; one position is for paper, the other is for transparency. Refer to the <i>Phaser 860 Color Printer User Guide</i> or print the Paper Tips Page for details. Try using a different color correction setting from the printer driver.

For help with other print-quality problems, refer to the following resources:

- The **Print Quality Tips Page**
- Printer driver
- Phaser 860 Color Printer User Guide
- Advanced Features and Troubleshooting Manual
- www.tektronix.xerox.com/Color_Printers/support.html