



## **Ghosting, smudging, or not fusing properly on "Plain" paper**

### **HP Enterprise M601, M602 and M603 Series**

#### **Issue Description:**

- Printer's firmware defaults to "Light" fuser mode rather than "Normal" fuser mode.
- Poor fusing and smearing print when running normal 20-24lb printer paper (75-90gsm)
- Paper type identified as "Light" rather than "Normal" causing the fusing of the toner to weaken over long print jobs or on different quality papers.

#### **Identify if the Paper type for "Plain" paper is set to "Normal"**

How to check and change Paper Type "Plain" from "Light" to "Normal":

*NOTE: This can be done at the printer's control panel or through EWS (Embedded Web Server)*

#### **Using printer's control panel:**

With the printer turned on, press the following buttons:

1. **Press** the Home button on the control panel (house icon)
2. **Press** the down button until "Admin" is reached, then **press** "OK" button
3. **Select** "General Settings" then press "OK" button
4. **Select** "Print Quality" then press "OK" button
5. **Select** "Adjust Paper Types" then press "OK" button
6. **Select** "Plain" then press "OK" button
7. **Select** "Print Mode" then press "OK" button
8. **Select** "Normal" then press "OK" button
9. The settings have been updated to "Normal", **press** the Home button to return to main screen
10. **Turn** off the printer and turn the printer on again – you now start printing again

#### **Using EWS (Embedded Web Server):**

1. **Select** "General tab"
2. "Control Panel Administration Menu"
3. "Administration"
4. "General Settings"
5. "Print Quality"
6. "Adjust Paper Types"
7. **Click on** "Go to Primary Setup Page"
8. **Select** "Plain"

9. **Click** on “Modify” at bottom of page

10. In the Print mode box:

- a. If it says “Normal” – no change is needed
- b. If it says “Light Mode” – **select** the dropdown arrow, **select** “Normal”, then **click** on “Apply”

**Service Technician steps:**

It is not necessary to send a Service Technician out to change this setting unless needed by contract.

