

Ghosting, smudging, or not fusing properly on "Plain" paper
HP Enterprise M601, M602 and M603 Series

Issue Description:

- Printer's firmware defaults to Plain Paper to "Light" fuser mode rather than "Normal"
- Poor fusing and smearing print when running normal 20-24lb printer paper (75-90gsm)

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:

1. Press Home button
2. Select "Admin"
3. Select "General Settings"
4. Select "Print Quality"
5. Select "Adjust Paper Types"
6. Select "Plain"
7. Select "Print Mode"
8. Select "Normal", the settings have now been changed.
9. Power cycle the printer and run a test print. If the print quality has not improved, the fuser likely needs to be replaced.

EWS (Embedded Web Server):

Administrative access may be required to configure the EWS

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"