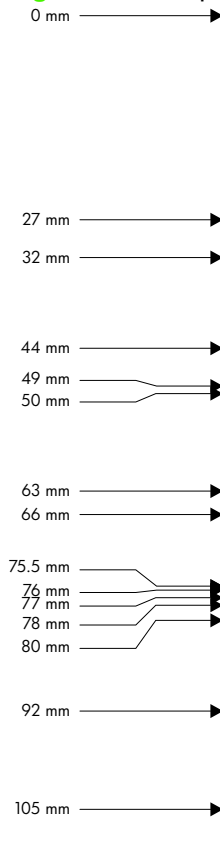


## Print-quality troubleshooting tools

### Repetitive defects ruler

If defects repeat at regular intervals on the page, use this ruler to identify the cause of the defect. Place the top of the ruler at the first defect. The marking that is beside the next occurrence of the defect indicates which component needs to be replaced.

**Figure 7-41** Repetitive defects ruler




| Distance between defects | Product components that cause the defect                  |
|--------------------------|---|
| 27 mm                    | Print cartridge: primary charge roller                    |
| 32 mm                    | Print cartridge: developer roller                         |
| 44 mm                    | Printer: primary transfer roller                          |
| 49 mm                    | Print cartridge: RS roller                                |
| 50 mm                    | Printer: secondary transfer roller                        |
| 63 mm                    | ITB: secondary transfer backing roller                    |
| 66 mm                    | Printer: distance from secondary transfer roller to fuser |
| 75.5 mm                  | Print cartridge: OPC drum                                 |
| 76 mm                    | ITB: driven roller  |
| 77 mm                    | Fuser sleeve  |

| Distance between defects | Product components that cause the defect   |
|--------------------------|--|
| 78 mm                    | Fuser pressure roller  |
| 80 mm                    | Printer: distance from primary transfer roller to secondary transfer roller for black  |
| 92 mm                    | Print cartridge station to station pitch: distance from the centerline of one OPC to the centerline of the adjacent OPC<br><br>ITB: drive roller |
| 105 mm                   | Printer: distance from registration to secondary transfer roller   |

## Calibrate the product


Calibration is a product function that optimizes print quality. If you experience any image-quality problems, calibrate the product.

1. Press the **Menu** button .
2. Press the down arrow ▼ to highlight the **CONFIGURE DEVICE** menu, and then press the **OK** button.
3. Press the down arrow ▼ to highlight the **PRINT QUALITY** menu, and then press the **OK** button.
4. Press the down arrow ▼ to highlight the **FULL CALIBRATE NOW** setting, and then press the **OK** button.

## Internal print-quality test pages

### Print-quality-troubleshooting pages

Use the built-in print-quality-troubleshooting pages to help diagnose and solve print-quality problems.

1. Press the **Menu**  button.
2. Press the down arrow ▼ to highlight **DIAGNOSTICS**, and then press the **OK** button.
3. Press the down arrow ▼ to highlight **PQ TROUBLESHOOTING**, and then press the **OK** button to print the pages.