Repeating band in multiple colors: See Solve image-quality problems on page 240.

- **Single dot or Single band in one color**: Print three or four additional troubleshooting pages. If the band or dot is only in one color on most of the pages, replace the cartridge of that color. If the band or dot moves to a different color, contact HP Support.

Print the print-quality troubleshooting page

1. Open HP ToolboxFX. See Open HP ToolboxFX on page 200.

2. Click the **Help** folder, and then click the **Troubleshooting** page.

3. Click the **Print** button, and then follow the directions on the printed pages.
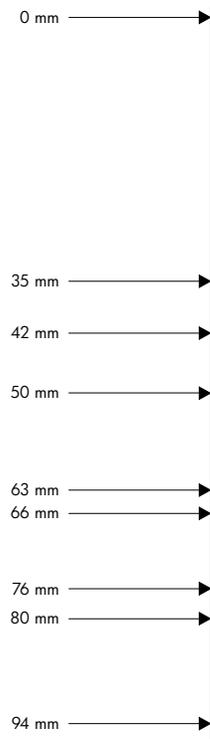
Configuration page

Print the configuration page

1. Press the OK button to open the menus.

2. Use the arrow buttons to select the **Reports** menu, and then press the OK button.

3. Use the arrow buttons to navigate to the **Configuration Report**, and then press the OK button to print the report.

4. Press the cancel button ✖ to exit the menus.

Print quality troubleshooting tools

Repetitive image-defect ruler

Use a ruler to measure occurrences of repetitive image defects to help solve image quality problems. Place the ruler next to the first occurrence of the defect on the page. Find the distance between identical defects and use the figure below to identify the component that is causing the defect.

📝 **NOTE:** When printing this defect ruler, verify that any scaling options in the printer driver are disabled.

```
0 mm ─────────►
35 mm ─────────►
42 mm ─────────►
50 mm ─────────►
63 mm ─────────►
66 mm ─────────►
76 mm ─────────►
80 mm ─────────►
94 mm ─────────►
```

Distance between defects	Product components that cause the defect
35 mm	Print cartridge (primary charging roller)
42 mm	Print cartridge (developer roller)
50 mm	Print engine (primary transfer roller)
60 mm	Print engine (secondary transfer roller)
76 mm	Fuser (fuser film)
79 mm	Fuser (pressure roller)
94 mm	Print cartridge (OPC)

Calibrate the product

If you experience any print-quality problems, calibrate the product.

Calibrate the product using HP ToolboxFX

1. Open HP ToolboxFX. See .

2. Click the **Device Settings** folder, and then click the **Print Quality** page.

3. In the area for Color Calibration, select the **Calibrate Now** check box.

4. Click **Apply** to calibrate the product immediately.