

How to Fix Lines on Your Copies and Prints on a Xerox Altalink MFP



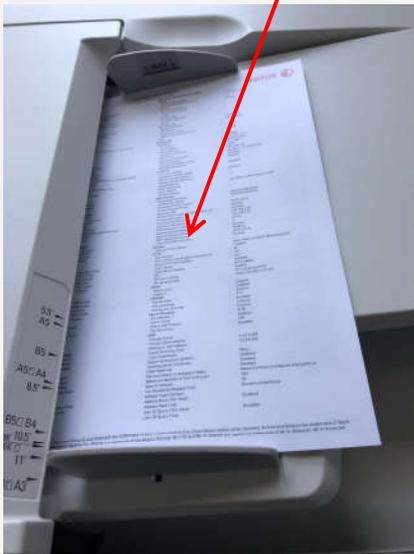
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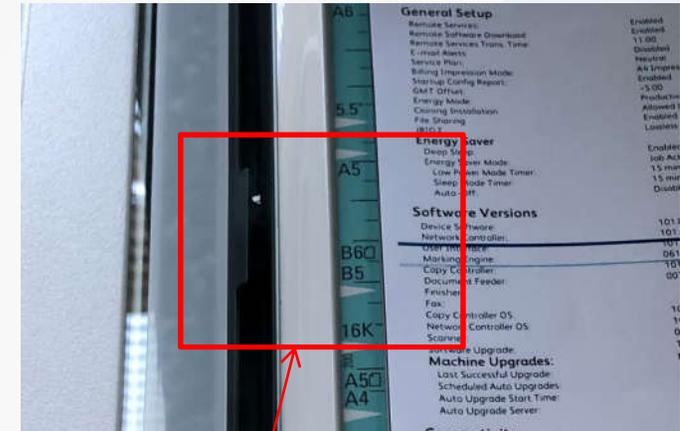
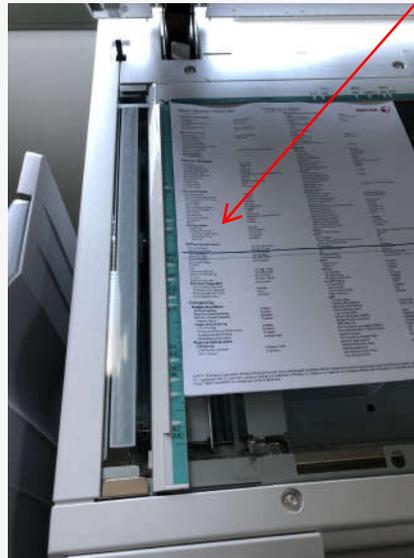
There are times that you can see lines on your prints and copies. This guide will assist you in how to clear them up quickly and easily.

First, we must see where the lines are coming from. If you send a print job to the machine, is there a line? Does it only show up when you make a copy? If you send a print job and you don't see a line, go ahead and try copying it. If you see a line then, go to the next page. If you see the line in the prints, go past the next few pages.

When you make your copy, take note of the orientation of your original document.



Place the copy with the lines in the same orientation as your original on the scan (Platen) glass.



The lines on the copy will line up near where the cause of the line will be on the scan strip.

To fix the lines, dampen a paper towel with some water.



Then wipe the small strip of glass on the left of the Platen glass until you can no longer see any dust, ink or white out.



Then dry the glass off. Then make a copy of your original again. If you see no lines anymore, you have now fixed the problem!



If you continue to see lines with your copies, please try to clean the scan glass again. If you still see lines after a second cleaning, please contact our office to place a service call. One of our Technicians will be able to assist you! If you are not experiencing lines on your copies but on your prints, please go to the next page.



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There are two types of lines you can see on your prints.
One is a line that goes all the way to the edge of the page, and the other is where there is a area that is missing one of the colors.

Both have different ways too fix them. Up next is how to fix the missing color quality issue.

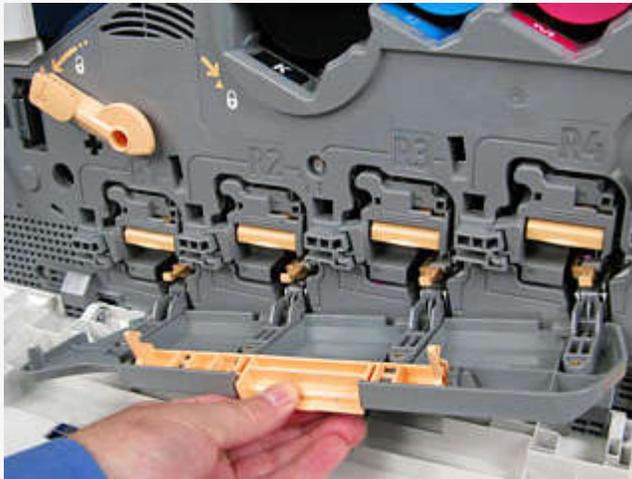
First up, we will open up the front of the copier.



Then turn the orange lever to the left.



Now we open the drum cover.



Below each drum is a cleaning rod. Grasp the end.



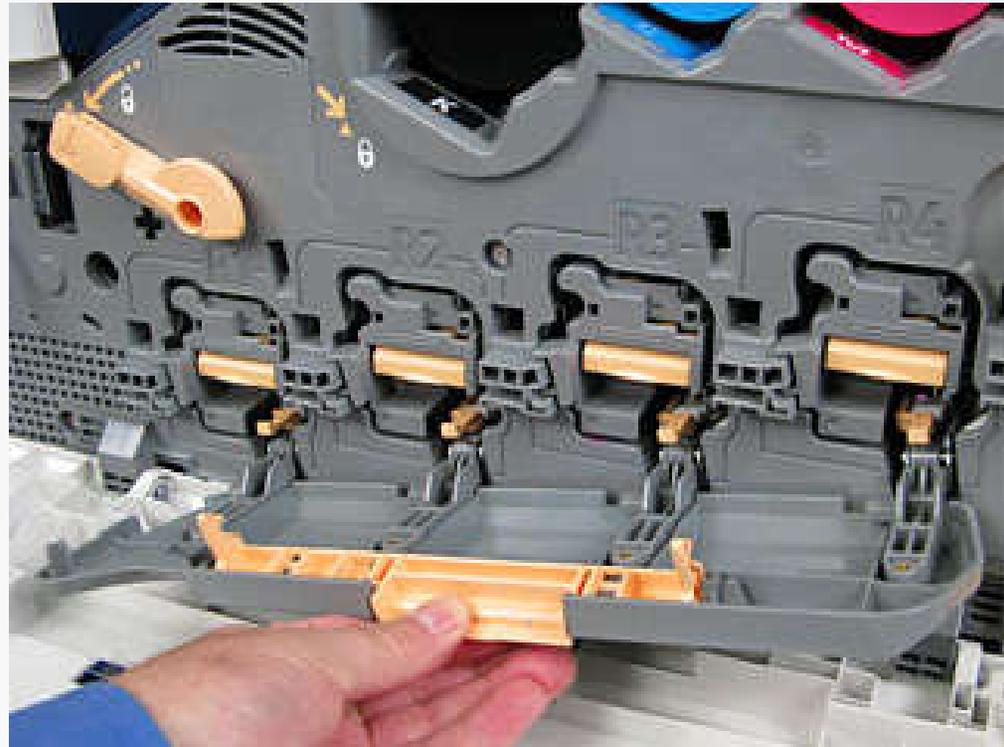
Gently pull the cleaning rod out until it stops. It does not come out of the machine. Do this for each of the colors twice. This will clean any dust or toner off of the machines print heads.



After pushing the rods back in, close the drum door and rotate the orange lever back to the right. You can now close the door and try your print job again. The color dropout should now be gone. If it isn't, move to the next slide.



If you still see a drop in one of the colors in your picture, and you can see that it is one specific color, try swapping that color's drum with the one next to it. All of the drums can be swapped with each other. Carefully remove the drum and set aside. Then move the next drum over to the empty slot. Re-insert the drum into the machine and test print. If the color dropout moves to the color you swapped with, replace that drum with a new one. This should fix dropouts in your color prints.



For issues with lines or streaks with your prints, you can typically see which color the line or streak is. With these types of lines or streaks you should replace the drum for the color affected. If you change the drum and are still having print quality issues, please call our hotline and place a service call.

(301) 695-0464



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