

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



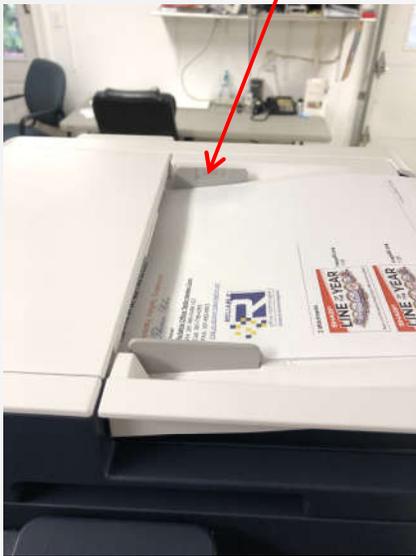
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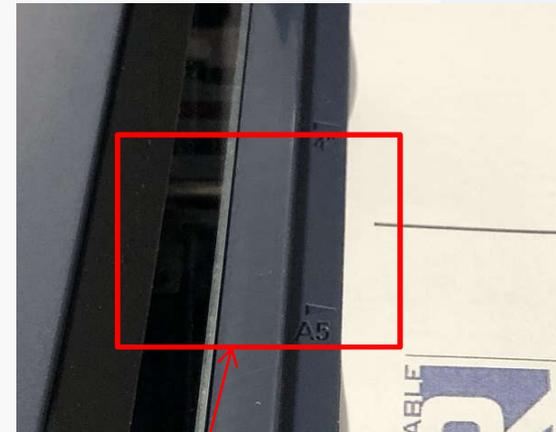
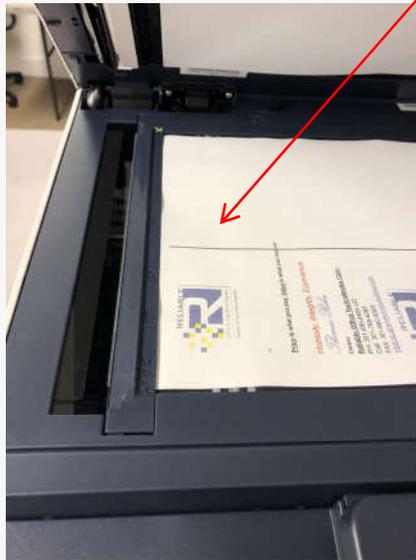
There are times that you can see lines on your prints and copies. This guide will assist you in how to clear them up quickly and easily.

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.

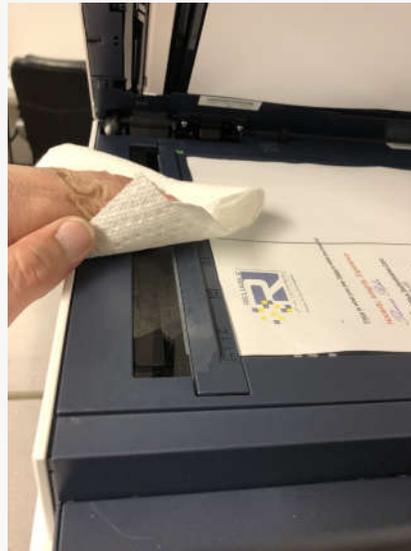


The lines on the copy will line up near where the cause of the line will be on the scan strip.

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 side of the copier.



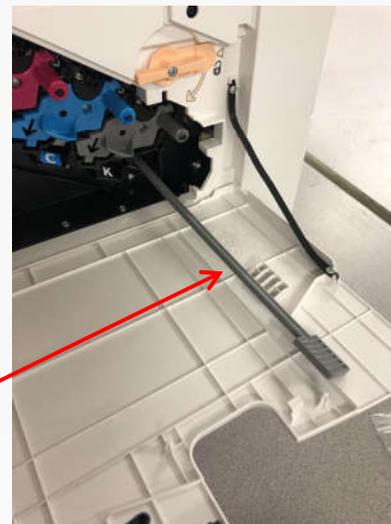
Then we turn the orange lever counter clockwise.



Remove the waste toner bottle.

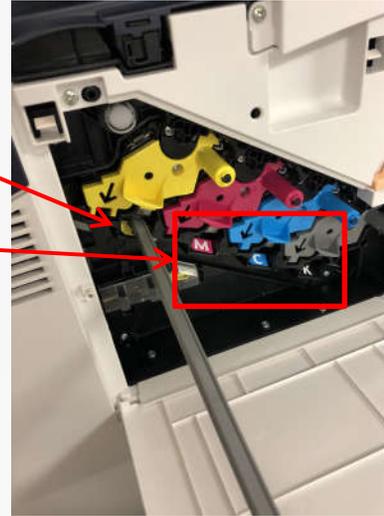


In the lower right there is a cleaning wand. Pull it out until it is completely removed.

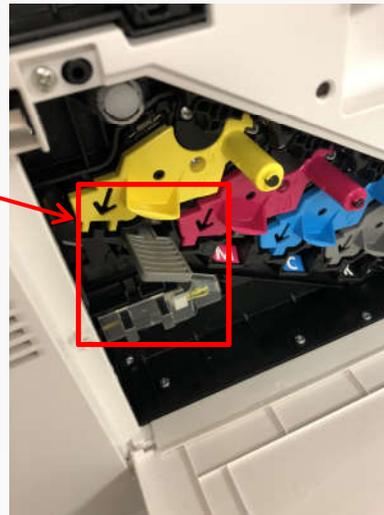


Insert the wand in the slots with the pad facing down.

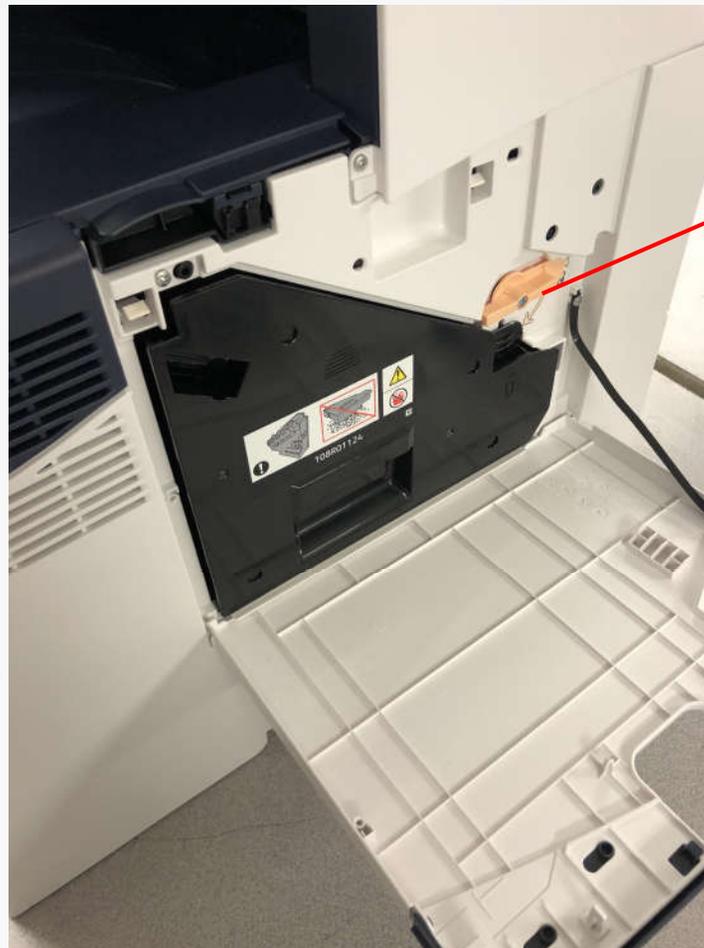
Each color has it's own slot.



Push the wand all the way in, then pull out. You should do this twice for each color. Then store the wand back in it's slot.



Re-insert the waste toner bottle,
then rotate the orange lever
clockwise to lock it back in place.
Then close the side door. Your
color dropout issue should now be
fixed.



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 replacing that drum with a new one. This should fix dropouts in you 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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