Xerox™

5 quick fixes for the most common printing problems

01 PRINTING TAKES TOO LONG

Nothing is worse than making great time with a project only to hit the wall when it comes time to print.

High-resolution images have more data to process. If you're not looking for gallery quality, select draft. For presentations switch your setting back to high-quality.

Switch from two-sided to simplex mode, one-sided printing takes considerably less time.

Your driver determine speed outcome. PCL is best for faster office printing and PostScript is better for graphics intensive applications and industries.

02 PAPER JAMS

So you've remedied the cause for slow printing only to end up with the King of All Printer Nightmares – the paper jam.

Your User Guide or control panel instructions should walk you through this easily enough. In fact, some Xerox printers provide video assistance and lighted interiors to make jam clearance a snap. Start by inspecting the paper path and remove any jammed material, being careful to take out any stuck paper straight —and above all—not tearing it.
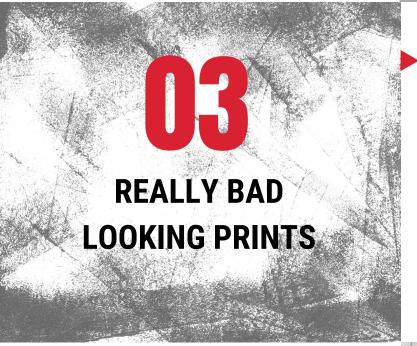
Remember to store your paper where it's dry to avoid moisture that can make printing difficult.

03 REALLY BAD LOOKING PRINTS

Your printer is operating perfectly—but your final product looks terrible. Smudges, poor image quality or faded type make even the best documents look sloppy and unprofessional.

Try these easy fixes for better quality laser printing:
- Check your print driver to make sure you have the correct paper or media selected.
- Double check that the paper loaded in the tray matches the type selected in the printer driver.
- If you've got smudge marks, print several blank sheets of paper and they will eventually fade away.

04 MY PRINTER ISN'T PRINTING

Next to the almighty paper jam, nothing happening also ranks high on the printing problem list.

First, check that you sent the print job to the right printer; you may very well be printing in the next department. Right-click on your printer icon and select Set as default printer.

Did you check that there's enough paper in the tray? While you're at it, make sure your printer is on.

If your printer just won't print or your print job is stuck in the queue, begin by restarting your software application, reboot your computer or turn off your printer for a few minutes and turn it back on.

05 TIME TO PULL THE PLUG

We see this a lot: your printer has been good to you, and you've grown rather attached to it…it fits just right and has all the configurations exactly as you want them. And yet, you're starting to notice little hiccups now and then—a grating noise here, a collating problem there…

Accept the fact that it may be time to let it go, bearing in mind the steep cost of holding onto outdated legacy technology, not only in terms of business drag but the price of a hamstrung IT department. When you're ready for a replacement, consider a new printer with a service contract.