



## Laser Cartridge Troubleshooting Guide

Always follow the hardware manufacturer's recommendations for cleaning, maintenance, and safety. Many common print problems can be solved in just a few minutes, with no tools or technical training.

### Initial Check List

- Are you installing the correct cartridge? Visit [verbatim.com](http://verbatim.com) to check printer compatibility.
- Have you removed the seal from the cartridge?
- Does your printer have a paper jam? If so, remove the jammed paper by pulling it in a forward feed direction through the printer. Make sure all debris is removed.
- Did your printer calibrate with the installation of your new cartridge? If not, follow manufacturer's directions to calibrate your printer.

If the problem persists, check for additional troubleshooting techniques below.

Problem	Causes	Solutions
Cartridge does not fit into printer	Incorrect cartridge model	Check the printers user manual or website for instructions
	OPC shutter damaged	Check OPC shutter if damaged remove
Error message in printer display	Various	Check the printers user manual or website for instructions
All-black page	The charger corona wire is faulty	Remove and reinsert the cartridge in the printer
	Contact problem	Examine contacts
All-white page	The toner is low	Replace the cartridge
	The corona wire is faulty	Remove and reinsert the cartridge in the printer
	Laser path blocked	Ensure all shutter doors operate properly
Lines or Streaks - Horizontal	Cartridge not installed properly	Remove and reinsert the cartridge in the printer
Lines or Streaks - Edges	Density setting too low	Increase the density setting
Lines or Streaks - Vertical	Blockage in the cartridge	Remove the cartridge, shake it from side to side to clear the blockage, and reinsert the cartridge in the printer
	The toner is low	Replace the cartridge
	Laser path blocked	Check laser path for foreign objects



## Troubleshooting Techniques Continued...

Problem	Causes	Solutions
Light or uneven print density on page	The toner is low	Remove the cartridge, shake it from side to side, and reinsert the cartridge in the printer
White spots on page	The paper may not be a suitable weight for the printer or the paper may be damp	Replace the paper with fresh dry paper that is recommended by the printer manufacturer
	Foreign object on OPC surface	Lift OPC shutter and examine. Carefully remove object if possible
Too light or dark print	Print density is not correct	Adjust the print density up for light prints and down for dark prints
Blurred, fuzzy, or shadowed print	The paper may not be a suitable weight for the printer or the paper may be damp	Replace the paper with fresh dry paper that is recommended by the printer manufacturer
	Contact problem	Examine contacts and reinsert cartridge in the printer
Toner rubs off the paper	Low fuser roller temperature	Check the printers user manual or website for instructions
	Incorrect media for printer settings	Change media type
Black spots or marks on the page	Leaky cartridge	Remove the cartridge, clean any spilled toner, and reinsert the cartridge in the printer
	Foreign object on OPC surface	Lift OPC shutter and examine. Carefully remove object if possible

If the problem persists, please contact Verbatim Technical Support at 800-538-8589.