

DIRTY OR BLUR PRINTING – WORK AROUND

1. Problem Description

- Printed documents have black marks, lines, or smudges
- Unwanted dots or stains appear on printed pages
- Print quality is poor
- Text or images appear dirty or unclear
- Multiple pages show the same issue

2. Possible Root Cause

- Toner cartridge is low
- Toner cartridge is faulty
- Toner leakage inside the printer
- Paper dust or debris inside the printer

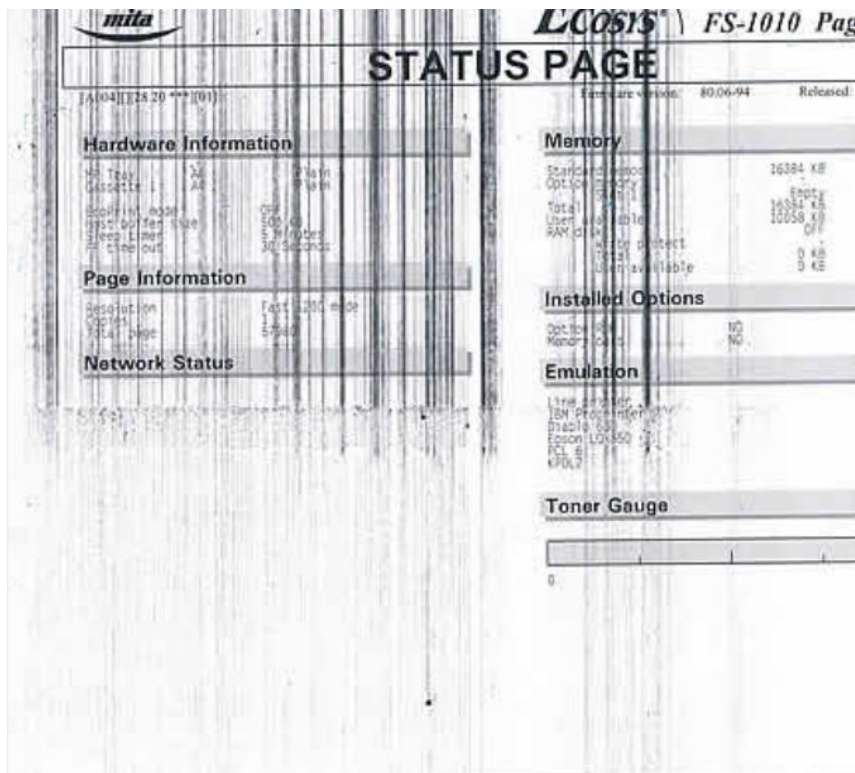
3. Resolution

- Print a test page
- Check the toner cartridge
- Replace the toner cartridge if required
- Restart the printer
- Contact IT Support if the issue persists

4. Steps of User Guide

Step 1 — Print a Test Page

- Print a document or test page.
- Check if black marks, lines, or smudges appear on the printout.



Step 2 — Check the Toner Status

- Check if the printer displays a low toner warning.
- Shake the toner slowly
- If toner is low or nearly empty, replace the toner cartridge.

Step 3 — Replace the Toner Cartridge

- Open the printer cover.
- Remove the existing toner cartridge.
- Install a new toner cartridge (ensure same part number or model).
- Close the printer cover properly.

Step 4 — Print Again

- Print another test page.
- Check whether the print quality has improved.

Step 5 — Restart the Printer

- Turn off the printer.
- Wait 10 seconds.
- Turn on the printer and test printing again.

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5. Escalate to IT Support If still not resolved

- Printouts remain dirty after replacing the toner
- Black lines or marks continue to appear
- Toner leakage is visible inside the printer
- Multiple users experience the same issue on the printer
- Print quality remains poor after troubleshooting
- Printer displays error messages during printing or toner replacement