

SERVICE BULLETIN

Date Issued: 21 July 2006

SB 727

Product: Phaser 7700

Operational Groups: (list service groups bulletin applies to)

PROBLEM:

This service bulletin obsoletes SF 212 "Dark Print Troubleshooting". Updates to the information from SF 212 are highlighted in Yellow.

Some Phaser 7700 printers may produce prints that seem too dark. The dark print issue is subjective and may be normal printer behavior.

There are different symptoms related to dark prints:

1. The prints are always too dark even with power cycles.
2. The prints start out OK but then get darker or change color throughout the print job.
3. The prints go dark only when using 12" x 18" or larger paper.
4. The first 22 or more prints (in photo mode) are OK but then the next print (the 23rd) in a series) is significantly darker or dramatically changes color.
5. The first 100 or more prints on plain paper are OK but then the next print (the 101st) in a series is significantly darker or dramatically changes color
6. The first set of prints (any number) is OK but the next set (after the printer has cycled down) is darker.

SOLUTION:

1. Verify the printer is color calibrated correctly using the internal color calibration procedure! Printers that are not properly color calibrated will exhibit color density instability within 50 prints! The honeycombs should all be calibrated so the number 0 circle is neutral gray. Note:

- a. Some customers may try to modify the internal color calibration to get a desired appearance on their prints.
 - b. Some customers may not even know that they need to color calibrate their printer. Color calibration should be done on a regular basis and whenever a consumable or maintenance item is changed.
 - c. If the color calibration page is way out of balance, sometimes no circle on the honeycomb will be neutral gray. In this case perform a "reset factory defaults" to establish a starting point for further calibration.
 - d. If a customer wants to produce a different color output than what the calibrated printer can produce, Phasermatch software can provide a modified color output for them.
2. Verify that "calibrate for paper" has been performed on the paper currently being used.
 3. Check internal prints. If internal prints come out OK, check the application, some application related problems could make the prints too dark.
 4. Upgrade the PostScript Software to version 4.02 (see SB 573); this version uses different color tables that will produce slightly lighter prints.
 5. If the problem is on 12"x 18" inch or larger paper, upgrade the engine code to version 172.5.1. (See SB XXX) This code upgrade solves a problem with the density check patches being placed in the wrong location on the Accumulator Belt during an ADC cycle. Only half the patch is seen by the ADC sensor, consequently the printer logic thinks the density is too low and laser power is adjusted accordingly to compensate for low density resulting in dark prints.
 6. Print the "diagnostic pages". Is the environment within optimal specifications for temperature and humidity (30 to 85% RH)?
 7. Have the customer try the Light PPD driver from the Phaser 7700 website.
 8. Perform the ADC Output Check in the service manual. If this passes go on to step 9. If the ADC output Check Test fails,

diagnose and repair the failure then retest the printer for print density.

9. If steps 1 - 7 are unsuccessful, print the fast 8 scans from diagnostics. Compare the prints to each other to see if each primary color is generating the same amount of bars within + or - one of each other. If the bands are all even go to step 9. If any color(s) are too dark (too many bands), replace in order
 - a. The Laser unit (ROS assembly). If the Laser unit does not resolve the issue, reinstall the original Laser unit and go on to step b.
 - b. The engine control board. Don't forget to restore NVRAM values from the Hard Drive so RegiCon and the Engine Print Count will be correct.

Complete the part's green card and include it with each part returned.
North America: Return replaced parts to the logistics center named on the shipping box's pre-printed return shipping label.
Outside North America: Return parts as per your normal channels.

PART INVENTORY STRATEGY

N/A

JAB

Pub. No.: