Print Quality Problems

Many factors affect print quality.   Listed below are some suggestions for improving print quality. If these suggestions do not improve print quality, see the online user guide for more extensive troubleshooting suggestions.

Contact your network administrator if the online user guide is not installed on your computer.

For more information, select from the following options:

Poor color quality

Incorrect fonts on the printed pages

Other print quality problems

Poor Color Quality

HP ColorSmart, the default color treatment, will generally produce the best possible color output. However, if your printed documents do not match what you see on the screen, try one of the following:

Adjust the color settings manually.

Select a color treatment that will best emulate the colors in your document.

Refer to the online user guide for information on adjusting the color balance.

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HP ColorSmart

HP ColorSmart technology analyzes the document to be printed and automatically adjusts the color settings to produce the best possible color output. This setting is recommended for printing all color documents.

Incorrect fonts on the printed pages

Listed below are some suggestions for resolving problems when printed fonts do not match what you see on your screen.

■ **The font is not available on the printer.**
Make sure you are using the correct printer drivers (either PostScript or PCL) for the HP Color LaserJet 8500. Click here ☐ for information on printer drivers.
If your are using the PostScript printer driver, use an external font downloader utility to install or remove fonts from the printer's mass storage device.
If your are using the PCL printer driver, in the **Fonts** tab, select **Download Fonts…** under **Printer Hard Disk** to install fonts on the printer's mass storage device.

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HP FontSmart

Select **HP FontSmart** to install, uninstall, and delete fonts located on your computer. Font lists and samples can also be created with the HP FontSmart utility.

Other print quality problems

■   **Printed information is smeared, blistered, or falls off the media**

Certain media types require that the printer be slowed down, so that the toner is fused to the paper correctly. If the printer is not slowed down, the fused toner will smear or blister on the media. These media types include:

■
  Labels
■
  Glossy Paper
■
  Heavy Media
■
  28 Lb Type 1
■
  28 Lb Type 2
■
  Envelope
■
  Transparencies

If you are printing on the media types listed above, make sure that you select the correct media by type or by source in the **Paper** tab of the printer driver (either PostScript or PCL).

[?]

  How Do I…
  Select media by type?

[?]

  How Do I…
  Select media by source?

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Document printed on wrong media

Sometimes your output might print on media that is different than you expect. Usually, this is the result of an incorrect setting for either media type or media source.

Document printed from wrong source (input tray)

Media can be selected for a print job by specifying where the particular media type is loaded in the printer source (input tray). For example, if you want to print on company letterhead, and the letterhead is loaded in input tray 2, you can select input tray 2 for the print job.

If custom-sized media is used, the media sized selected in the printer driver must match the media size loaded in tray 1. If the size does not match, the printer will feed media from another source if it finds a match for media size and media type in another source.

How Do I…
Select media by source?

Document printed on wrong media type

Media can be selected for a print job without specifying where the particular media type is loaded in the printer source (input trays). For example, if you want your print job to print on company letterhead, but you do not know what source (input tray) the letterhead is loaded, the media type can be selected so that the printer will pull the correct media type from the correct source (input tray). Media types must be configured from the printer control panel. Otherwise, selecting media by type may not work properly.

How Do I…
Select media by type?

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Slow print performance

In general, you can expect slower performance when you perform the following tasks:

- Printing documents with complex graphics
- Printing on a media size other than Letter or A4
- Printing on overhead transparencies
- Printing on Glossy or Heavy media
- Printing a document on both sides
- Printing in color

Paper Jams

Paper jams can be caused by many things.   Generally, they do not result from settings in the printer driver, nor can they be resolved through the printer driver. However, if you are printing on custom-sized media, paper jams may occur if the media size specified in the printer driver **Paper** tab does not match the media size that is loaded in tray 1.

See the following for information about paper jams:

Quick Reference Guide

Online User Guide

Instructions on how to clear paper jams

Explanation of paper jam messages

Extensive discussion on what causes paper jams

Colors do not print as expected

Generally, HP ColorSmart will produce the best possible color output. However, if your printed documents do not match what you see on the screen, try one of the following:

- Adjust the color settings manually.
- Select a color treatment that will best emulate the colors in your document.
- Refer to the online user guide for information on adjusting the color balance.

Printed documents go to the wrong output bin

If your printed documents are going to the wrong output bin, try one of the following:

■ **Documents go to the wrong output bin.**

In the printer driver (either PostScript or PCL), click the **Destination** tab, and then select the correct output bin for your printed documents.

■ **Documents do not go as expected to the multi-bin mailbox.**

If a multi-bin mailbox is installed on the printer, make sure that it has been added to the printer driver in the **Installed Options** tab.

Make sure that you have selected the correct **Mailbox Mode** for the multi-bin mailbox. There are three mailbox modes available: Job Separator, Stacking, and Mailbox. You can print a configuration page to determine the current mailbox mode selected for the printer.

■ **See Also…**

■ Selecting the mailbox mode in the PCL driver

■ Selecting the mailbox mode in the PostScript driver

■

■

Mailbox Mode

Select **Mailbox Mode** to allow documents to exit to a specific mailbox slot, printed side down.

If your network administrator has assigned names to specific mailboxes (bins), you will be able to view the names assigned for each mailbox. If not, you will still be able to direct your output to any mailbox.

Stacking Mode

In **Stacking Mode**, each bin is filled to capacity before moving to the next bin. Bin selection begins with the lowest bin first and moves upward to the top bin. The next bin is then filled to capacity until all bins are filled.

Job Separator Mode

In **Job Separator Mode**, each new job is directed to the next available (empty) bin. Bin selection begins with the highest bin first and moves downward to the bottom bin.

Printer driver settings are unavailable

Certain printer driver settings conflict with other settings. When a conflict occurs, certain printer driver settings are unavailable for use. These settings appear "grayed-out."

Select from the following printer driver tabs to see which settings conflict with others:

- **Setup** tab (PostScript and PCL drivers)

- **Paper** tab (PostScript and PCL drivers)

- **Destination** tab (PostScript and PCL drivers)

- **Color** tab (PostScript and PCL drivers)

- **Watermarks** tab (PostScript driver only)

- **Installed Options** tab (PostScript and PCL drivers)

Setup tab

The following settings on the **Setup** tab conflict with other settings in the printer driver:

- Proof and Print is available only when Copies is set to print multiple copies.
- Proof and Print is unavailable when Collate is selected.
- Proof and Print is unavailable if a hard disk is not installed in the printer.
- Print Page Borders is available only if Pages Per Sheet is set to multiple pages per sheet.
- Booklet Printing is unavailable if Pages Per Sheet is set to multiple pages per sheet.
- Print on Both Sides, Side-by-Side, and Booklet Printing are unavailable unless a duplex unit is installed in the printer.
- Booklet Printing is available in the PCL driver only.
- Print on Both Sides and Side-by-Side are unavailable when printing on custom-sized media, heavy media, card stock, transparencies, or labels.
- Print on Both Sides, Side-by-Side, and Booklet Printing are unavailable when Manual Feed is selected from the Paper tab.
- Side-by-Side is available only when Print on Both Sides is selected.
- Rotated is available only when Landscape orientation is selected.
- First Page Only is available only when a watermark is selected from the Watermarks list (PCL driver only).

Paper tab

The following settings on the **Paper** tab conflict with other settings in the printer driver:

- **Print on Both Sides**, **Side-by-Side**, and **Booklet Printing** from the **Setup** tab are unavailable if **Manual Feed** is selected in the **Select Paper** list.

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Destination tab

The following settings on the **Destination** tab conflict with other settings in the printer driver:

- The optional multi-bin mailbox will not appear unless a 2000-sheet input tray and the multi-bin mailbox are installed on the printer and installed in the printer driver from the **Installed Options** tab.

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Color tab

The following settings on the **Color** tab conflict with other settings in the printer driver:

▪ The **Options…** button is unavailable unless you select either **Manual** or **ICM/CMS** color treatment options. (PostScript driver only)

▪ The **Color** and **Halftone Modes** for Text, Graphics, and Photographs are unavailable unless you select the **Manual** color treatment option. (PCL driver only)

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Watermarks tab

The following settings on the **Watermarks** tab conflict with other settings in the printer driver:

■   The **Edit** and **Delete** buttons are unavailable unless you select a watermark from the **Select a Watermark** list.

■   **First Page Only**, **In Background**, and **As Outline Only** are unavailable unless you select a watermark from the **Select a Watermark** list.

■

■

Installed Options tab

The **Installed Options** tab will not appear if bidirectional communication is established between your computer and the printer. If a new accessory is installed on the printer, bidirectional communication will recognize the accessory, and you will be able to print using the accessory.

bidirectional communication

Bidirectional communication describes the ability of the printer to respond to data inquiries from your computer and report information, such as what type of paper is available or what accessories are connected to the printer. If a printer does not have this capability (non-bidirectional mode), it can only accept commands from the host and not report information from the printer to the printer driver.

Bidirectional communication is dependent upon the network operating system you are using, the way your printer is connected to the network, and the amount of stack memory available from the application you are running.

More copies print than expected

If you are sending multiple copies of a print job to the printer using **Proof and Print**, the printer driver automatically prints the copies collated. If collation is selected in the application print dialog box, a proof and print job will print copies exponentially.

For example, if you want to print 5 copies with **Proof and Print** enabled, and collation is selected in the application print dialog box, the printer will actually print 25 copies when the proof and print job is completed.

Make sure that collation is not selected in the application print dialog box when **Proof and Print** is selected.

Troubleshooting Contents

There are several factors that can cause documents to print incorrectly. See the online user guide for more extensive troubleshooting suggestions. Contact your network administrator if the online user guide is not installed on your computer.

For more information on troubleshooting suggestions for common print problems, select from the following options:

- **Print quality problems**
- **Document printed on wrong media**
- **Slow print performance**
- **Paper jams**
- **Colors do not print as expected**
- **Printed documents go to the wrong output bin**
- **More copies print than expected**
- **Printer driver settings are unavailable**