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Clr StyleWriter 2400, 2500: Vertical Lines Appear Jagged (2/97)

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TOPIC -----

When using the High Performance Black Ink cartridge, my Color StyleWriter 2500 (or Color StyleWriter 2400) printer produces jagged vertical lines. However, printing from the color cartridge looks fine. How can I eliminate this?

DISCUSSION -----

The design of the High Performance Black Ink cartridge with its many ink nozzles lets it rapidly print several pages per minute. If the cartridge does not mount so that the ink nozzles are perpendicular to the leading edge of the paper, then jagged lines can result. In order to maintain optimal print quality when using the High Performance Black Ink cartridge, it must be perfectly seated in the printer. Insert the high performance black cartridge in the printer and then move the blue cartridge locking lever up and down several times. DO NOT touch the printhead cartridge when performing this action or the cartridge will not remain properly aligned. This procedure has been very successful in minimizing jagged lines and is recommended for all customers when installing ink cartridges.

If the results are still not acceptable, it may be necessary to use one of the workarounds below which have been successful during testing.

- 1) Print using the Glossy paper mode which is available in the print dialog box under the 'paper type' settings. This mode will change the way the ink is laid down on the paper and as a result minimize the jagged vertical lines.
- 2) Print using the color ink cartridge. This helps eliminate the jaggedness because the number of ink nozzles that print black ink in one pass is significantly reduced. The frequency of the jagged lines increases, but their length decreases, making the lines appear nearly straight.

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