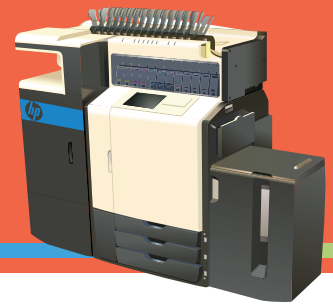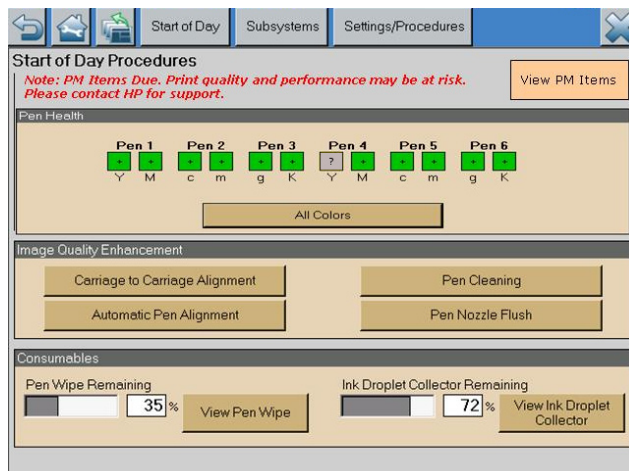Each day before processing orders, verify image quality.

Check pen health

1. Touch **Service** on Home screen.
2. Enter **00** from virtual keyboard or control panel keypad.
3. Touch **Yes**.
4. Touch **Start of Day** at top of screen.
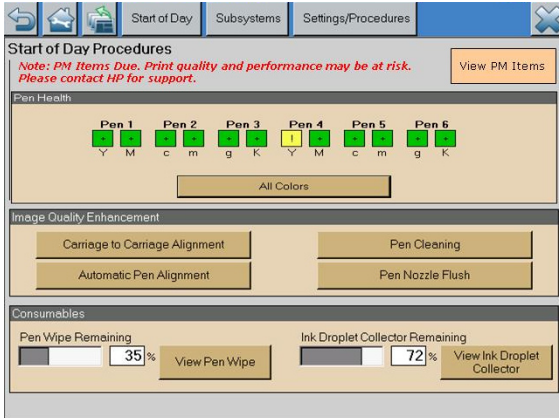5. Examine colored boxes under **Pen Health**:

▶ If *any* Pen Health boxes are grey:

1. Touch **Settings/Procedures**.
2. Touch **Calibrations**.
3. Touch **Engine Calibrations 1**.
4. Touch **Drop Detect Beam**.
5. When calibration is complete, press **Drop Detect**.
6. Boxes will now be colored. Proceed to next page.
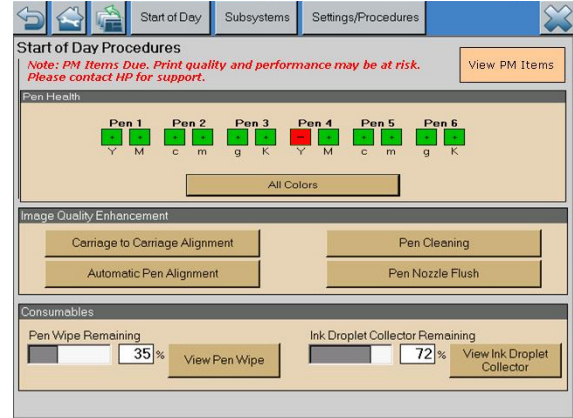
▶ If *no* Pen Health boxes are red or grey:

1. Continue to *Examine All Colors plot* on next page.
2. If any boxes are yellow, watch carefully for vertical lines on All Colors printout.

Note: Yellow boxes require no troubleshooting. If All Colors plot is acceptable, process orders normally.

▶ If *any* Pen Health boxes are red:

1. Touch **Pen Cleaning**. Touch **Continue** if prompted.
2. If no red boxes remain, continue to *Examine All Colors plot*.
3. If any boxes are still red, repeat step 1 up to twice more.
4. If no red boxes remain, continue to *Examine All Colors plot*.
5. If any boxes are still red, HP recommends removing the minilab from service until issue is resolved.

Examine All Colors plot

1. Load 21 x 31 cm (8.25 x 12.25 in) paper (glossy recommended) in Tray 2, 3, or 4.
2. Touch **All Colors** to print All Colors printout.
3. Check All Colors printout for defects below. See detail graphics and troubleshooting procedures on following pages.
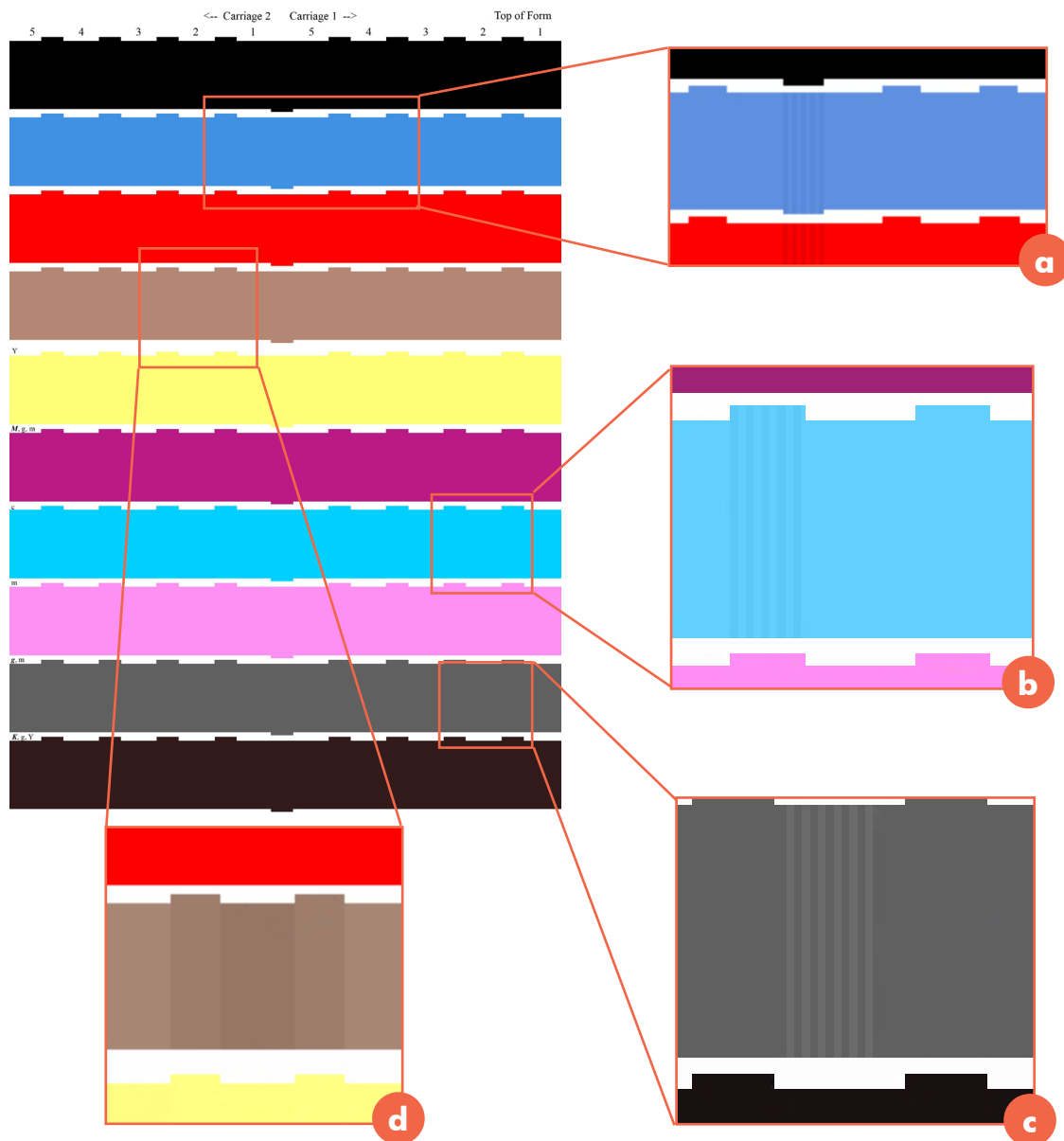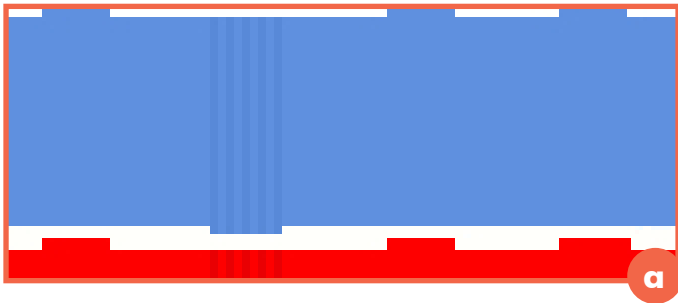
> **Note:** The example graphics below are "close-ups" of areas from the full All Colors printout on page 3. Use index letters (a,b,c,d) to locate.
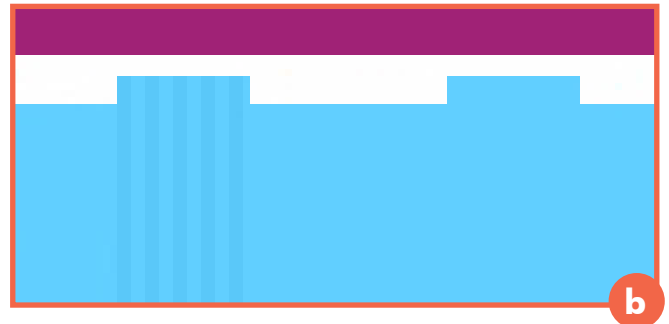
▶ If there are no streaks or other defects:

Touch **X**, then touch **OK**. Minilab is ready to process orders.

▶ If there are vertical lines near center of printout:

1. Touch **Carriage to Carriage Alignment** (calibration takes 5 to 10 minutes).
2. Discard printout.
3. Touch **All Colors**.
4. If printout shows lines, repeat steps 1 through 5 up to twice more.
5. If printout has no lines or other defects, touch **X** and touch **OK**. Minilab is ready to process orders. If lines are still present, HP recommends removing minilab from service until issue is resolved.

▶ If there are vertical lines in any raised area between numbers:

1. Touch **Automatic Pen Alignment**.
2. Touch **All Colors**.
3. If printout shows lines, repeat steps 1 and 2 up to twice more.
4. If there are no lines or other defects, touch **X** and touch **OK**. Minilab is ready to process orders. If printout still shows lines, touch **Pen Cleaning**. Touch **Continue** if prompted. Touch **All Colors**.
5. If there are no lines or other defects, touch **X** and touch **OK**. Minilab is ready to process orders. If printout still shows lines, HP recommends removing minilab from service until issue is resolved.

▶ If there are vertical lines in any low area below numbers:
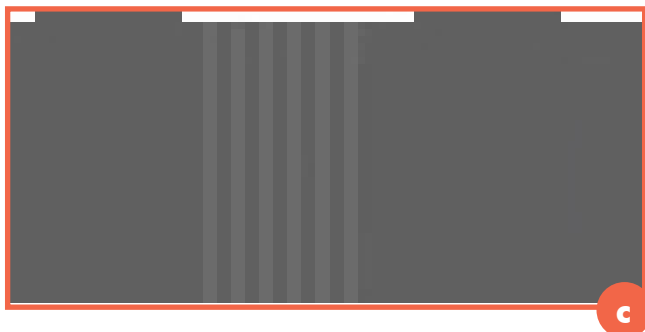
1. Touch **Pen Cleaning**. Touch **Continue** if prompted.

2. Touch **All Colors**.

3. If printout still shows lines, repeat steps 1 and 2 up to twice more.

4. If printout shows no lines or other defects, touch **X** and touch **OK**. Minilab is ready to process orders. If printout still shows lines, HP recommends removing minilab from service until issue is resolved.

▶ If entire low area below numbers is too dark or too light:

1. Touch **Pen Nozzle Flush**.

2. Touch **All Colors**.

3. If area is still light or dark, repeat steps 1 and 2 up to twice more.

4. If area appears normal, touch **X** and touch **OK**. Minilab is ready to process orders. If area is still light or dark, HP recommends removing minilab from service until issue is resolved.

▶ If printout shows white smudges, patches, or smears running from top to bottom:

1. Clean paper path as described in *Cleaning paper path* job aid.
2. Touch **All Colors**.
3. If printout shows no smudges or other defects, touch **X** and touch **OK**. Minilab is ready to process orders. If printout still shows smudges, HP recommends removing minilab from service until issue is resolved.

▶ If printout shows small dark spots on front or back:

1. Clean drum screen as described in *Cleaning drum screen* job aid.
2. Touch **All Colors**.
3. If printout shows no lines or other defects, touch **X** and touch **OK**. Minilab is ready to process orders. If printout still shows lines, HP recommends removing minilab from service until issue is resolved.

Important: If white smudges, patches, or smears persist after cleaning, or if paper path has excessive dust, clean paper path more often (up to once daily). If small dark spots persist after cleaning, clean drum screen more often (up to twice daily).