

Troubleshooting Print Quality

Your WorkCentre 3655 Multifunction Printer is designed to produce consistently high-quality prints. If you observe print-quality problems, use the information on these pages to troubleshoot the problems. For detailed online support information, go to www.xerox.com/office/WC3655support.

CAUTION: The Xerox® warranty, Service Agreement, or Total Satisfaction Guarantee does not cover damage caused by using unsupported paper, transparencies, or other specialty media. The Total Satisfaction Guarantee is available in the United States and Canada. Coverage can vary outside these areas. Please contact your local representative for details.

Paper Type

CAUTION: If you change the type of paper in the tray, change the paper type at the control panel to match the paper that you loaded. If you fail to change the paper type, it can cause print-quality problems and can damage the fuser.

For best results, use only recommended Xerox® paper. They are guaranteed to produce excellent results on your WorkCentre 3655 Multifunction Printer. To order Xerox® paper and media, go to www.xerox.com/office/WC3655supplies.

For a complete list of recommended paper for your printer, go to:

- North America: www.xerox.com/printer-supplies/recommended-paper
- Europe: www.xerox.com/europaper

Solving Print-Quality Problems

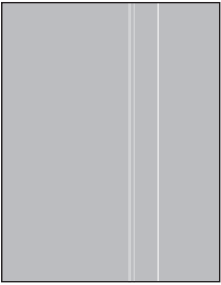
Use the following tables to find specific solutions to print-quality problems.

Note: The images displayed are for reference only. Not all pages represented are printed.

Solving Print-Quality Problems

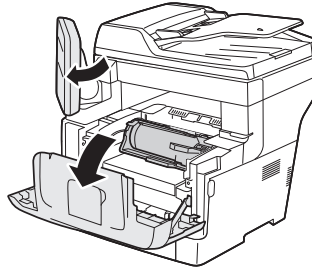
Problem

Light Lines or Streaks



Solution

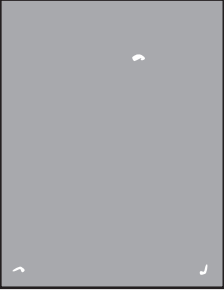
1. Open the front door.



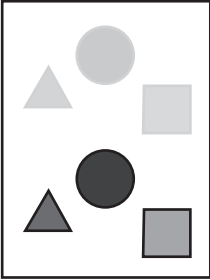
2. Replace the SmartKit Drum Cartridge.
3. Close the front door.

If the problem continues, call for service.

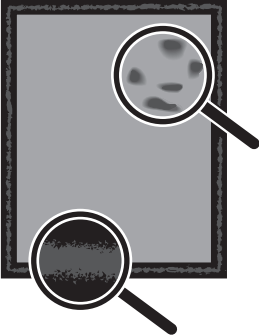
Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="90 268 305 296">Incomplete Fusing</p> <p data-bbox="90 310 591 369">Toner appears to be missing from the print or is easy to rub off.</p> 	<ol data-bbox="662 268 1455 604" style="list-style-type: none">1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to:<ul data-bbox="695 386 1468 487" style="list-style-type: none">• North America: www.xerox.com/printer-supplies/recommended-paper• Europe: www.xerox.com/europaper2. Verify that the paper type is selected on the control panel and in the print driver.3. If the problem continues, do one of the following:<ol data-bbox="743 621 1468 709" style="list-style-type: none">a. For dedicated trays, go to Properties > General Setup > Paper Management > Content & Tray Settings, then select the tray to change the paper type. <p data-bbox="698 726 1468 785">Note: To change the size, type, and color of paper in a dedicated tray when the control panel is locked, log in as the system administrator.</p> <ol data-bbox="743 802 1344 911" style="list-style-type: none">b. For trays that are set to Bypass or Fully Adjustable:<ul data-bbox="743 844 1344 911" style="list-style-type: none">• Trays 1–4: Open and close the selected paper tray.• Bypass Tray: Remove and reinsert all of the paper. <p data-bbox="698 928 1455 953">The control panel prompts you to confirm or change the paper type.</p> <ol data-bbox="743 970 1468 1079" style="list-style-type: none">c. At the touch screen, touch Type, then do one of the following:<ul data-bbox="743 1012 1435 1079" style="list-style-type: none">• Select the correct paper type, then touch Confirm.• Select the next heavier type of paper, then touch Confirm. <p data-bbox="698 1096 1224 1121">Note: Paper types from lightest to heaviest are:</p> <ul data-bbox="695 1138 1455 1163" style="list-style-type: none">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.

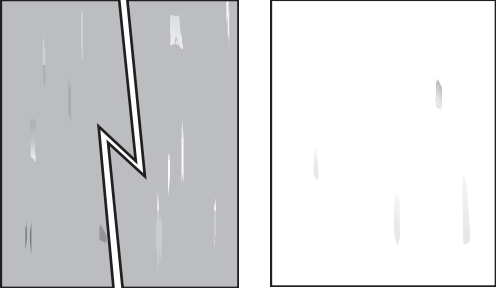
Solving Print-Quality Problems (continued)

Problem	Solution
<p>Offset Image</p> <p>The most common offset is when toner appears to be reprinted on the page and placed about 95 mm (3.75 in.) across the page in the direction the paper moves through the printer.</p> <p>Note: For a different distance, use the Repeating Defects Page to identify the cause.</p> 	<ol style="list-style-type: none">1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to:<ul style="list-style-type: none">• North America: www.xerox.com/printer-supplies/recommended-paper• Europe: www.xerox.com/europaper2. Verify that the paper type is selected on the control panel and in the print driver.3. If the problem continues:<ol style="list-style-type: none">a. Do one of the following:<ul style="list-style-type: none">• Trays 1–4: Open and close the selected paper tray.• Bypass Tray: Remove and reinsert all of the paper.The control panel prompts you to confirm or change the paper type. Note: To change the size, type, and color of paper in a dedicated tray when the control panel is locked, log in as the system administrator.<ol style="list-style-type: none">b. At the touch screen, touch Type, and then do one of the following:<ul style="list-style-type: none">• Select the correct paper type, then touch Confirm.• Select the next lighter type of paper, then touch Confirm. Note: Paper types from lightest to heaviest are:<ul style="list-style-type: none">• For uncoated paper: Plain, Lightweight Cardstock, and Cardstock.c. Identify the cause using the Repeating Defects Page. For details, go to www.xerox.com/office/WC3655docs.

Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="87 254 509 317">Heavy Coverage Appears Mottled or Blotchy</p> 	<ol data-bbox="662 254 1451 548" style="list-style-type: none">1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to:<ul data-bbox="695 369 1468 474" style="list-style-type: none">• North America: www.xerox.com/printer-supplies/recommended-paper• Europe: www.xerox.com/europaper2. Verify that the paper type is selected on the control panel and in the print driver. <p data-bbox="639 558 1084 590">If the problem continues, call for service.</p>
<p data-bbox="87 743 461 816">Prints Too Light or Too Dark Images appear faded or too dark.</p>	<ol data-bbox="662 743 1451 1037" style="list-style-type: none">1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For a complete list of recommended media for your printer, go to:<ul data-bbox="695 858 1468 963" style="list-style-type: none">• North America: www.xerox.com/printer-supplies/recommended-paper• Europe: www.xerox.com/europaper2. Verify that the paper type is selected on the control panel and in the print driver. <p data-bbox="695 1052 1459 1142">Note: For information about changing the Lightness setting in the PostScript print driver for the operating system you are using, see the <i>Printing</i> chapter of the <i>User Guide</i>.</p>

Solving Print-Quality Problems (continued)

Problem	Solution
<p data-bbox="90 268 396 296">Lines, Smudges, or Streaks</p> <p data-bbox="90 310 553 369">Dark or light marks appear on the page in printed and/or in non-printed areas.</p> <div data-bbox="90 375 583 661"></div>	<ol data-bbox="662 268 1455 562" style="list-style-type: none">1. Verify that the paper you are using is the correct type for the printer and is properly loaded. For a complete list of recommended paper for your printer, go to:<ul data-bbox="695 386 1468 489" style="list-style-type: none">• North America: www.xerox.com/printer-supplies/recommended-paper• Europe: www.xerox.com/europaper2. Verify that the paper type is selected on the control panel and in the print driver. <p data-bbox="639 615 1208 642">If the problem continues, replace the transfer roller.</p> <p data-bbox="699 653 1313 680">Note: If the transfer roller is replaced, reset the counter.</p> <ol data-bbox="699 695 1468 1045" style="list-style-type: none">1. At the control panel, press Log In/Out. Enter system administrator login information, touch Enter. For details, see the <i>System Administrator Guide</i>.2. Press Machine Status, touch Tools > Device Settings.3. Scroll and touch Supplies > Supply Counter Reset.4. Touch Bias Transfer Roll.5. Touch Reset Counter.6. Touch Close.7. Press Log In/Out, touch Logout. <p data-bbox="699 1058 1484 1117">Note: If the control panel is locked, log in as an administrator to access this feature.</p>

Print-Quality Settings

The Print-Quality mode directly controls the quality of your prints. You can change these settings in the print driver. Select the setting that is best for your print job.

Print-Quality Mode

- **Standard** is a high-speed, general-purpose mode for crisp, bright prints. Recommended for most office use and quick prints.
- **High Resolution** is a high-quality mode for fine lines and detail. Recommended for saturated prints. Balances quality over speed.
- **Toner Saver** reduces the amount of toner used for print jobs and is useful for draft quality output. Print quality is slightly lower than Standard.

Image Adjustments provide settings for each parameter, through slider controls. The sliders allow you to select a continuous range of adjustment for each of the following:

- Lightness
- Contrast