

When the print result is faint or white lines or black lines are printed

Follow the steps below to clear the problem efficiently.

<p>Check if the paper is loaded correctly.</p>	<ul style="list-style-type: none"> • For roll paper: Open the roll paper cover, and load the paper again. For details, see "Replacing Fanfold Paper with Roll Paper" on page 75. • For fanfold paper: Place the stack of fanfold paper straight at least 40 mm {1.57"} away from the back of the printer. For details, see "Replacing Roll Paper with Fanfold Paper" on page 66.
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<p>Check if the print nozzles are clogged.</p>	<p>Perform nozzle check and check whether print nozzles are clogged. If the print nozzles are clogged, perform head cleaning. Hold down the cleaning button for more than three seconds to start head cleaning.</p>
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<p>Check if the shutters on the platen on the outer side of the paper are open.</p>	<p>When the shutters on the platen on the outer side of the paper are set to open, air current may cause white lines on the print result. Follow the instructions on the label on the top of the printer, and set the shutters on the platen. For details, see "Shutter Adjustment" on page 40.</p>
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<p>Check if the paper you are using matches the paper set in (Media Type).</p>	<p>Check the paper you are using and the (Media Type) settings. For details, see step 9 in "Replacing Roll Paper with Fanfold Paper" on page 66, or step 10 in "Replacing Fanfold Paper with Roll Paper" on page 75.</p>
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<p>Correct the paper feeding misalignment</p>	<p>The paper feeding amount changes depending on the paper you are using, and it may cause white lines or black lines to be printed. On the printer driver's (Printer Utilities) tab, click (Printer Setting Utility). When the PrinterSetting screen is displayed, click (Printer Adjustment) - (Print Head Alignment), and per-form (Banding Adjustment). For details, see the following: "How to Make Media Settings" on page 172 "Print Head Alignment" on page 136</p>
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Select (Banding Reduction).	When the paper type is set to other than (Plain) or (Plain Label), select (Banding Reduction) to reduce black lines or white lines when printing. On the printer driver's (General) tab, select (Advanced) from (Print Settings), click (Advanced...), and then select (Banding Reduction). When you select this, printing speed may decline.
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Select (Quality) in (Print Quality).	When the paper type is set to other than (Plain) or (Plain Label), select (Quality) to reduce black lines or white lines when printing. From the printer driver's (Print Settings), set (Print Quality) to (Quality). When you select this, printing speed may decline.
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Contact your dealer if the problem is still not resolved even after you have performed the operations above.	
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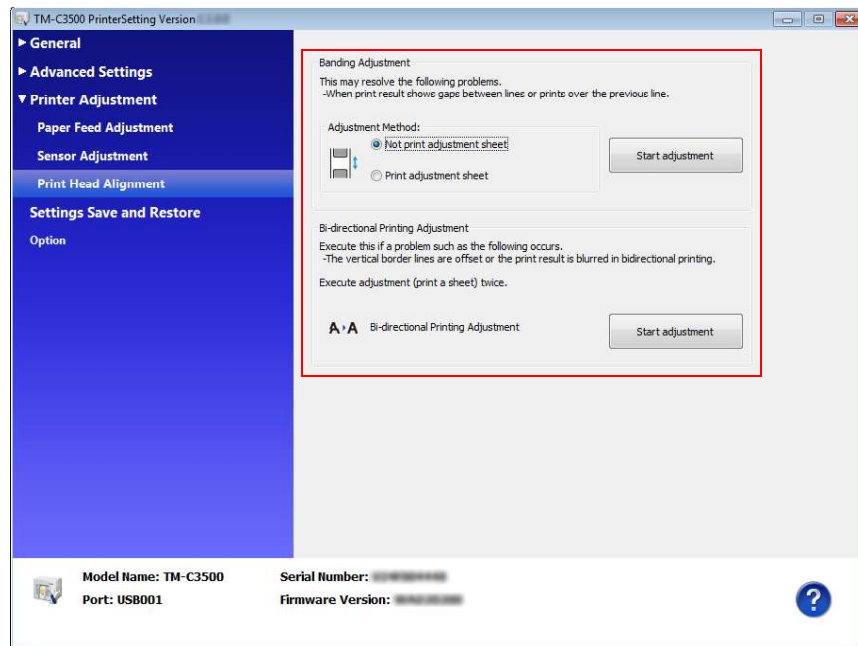
Print Head Alignment

Adjust the print head alignment (gap) when vertical and horizontal lines appear misaligned or printed characters are blurred.

NOTE

The banding adjustment may not completely solve gaps between lines or prints over previous lines.

- 1 Turn the printer on.
- 2 Display the printer driver window.
(See "How to Display the Printer Driver" on page 43)
- 3 Select (Printer Utilities) tab and click (Printer Setting Utility) under (Printer Preferences).
- 4 TM-C3500 PrinterSetting window appears. Select (Printer Adjustment)-(Print Head Alignment).
- 5 "Print Head Alignment" window appears. Specify each item. Then, click (Apply Settings).



- 6 The confirmation window appears. Click (Yes) to send the settings to the printer.