**Real Case Scenario**

John’s printer is producing poor-quality prints. He needs assistance to troubleshoot and resolve the issue. Please provide guidance and support to help him improve the print quality. Please include all the steps taken through the ticketing system and the entire process carried out.

**User’s information:**

Name: John Smith  
Account ID: 124565897  
Phone Number: +12257896451  
Email: jo@verizon.net

Serial Number: XAGZ303173

**Tools**  
Ticketing System: [Sign in to Zendesk](https://www.zendesk.com/login/)  
 Website: [Canon](https://canoncanada.custhelp.com/app/answers/answer_view/a_id/1035995/~/where-to-find-your-serial-number-for-printers)

**Printer Producing Poor Quality Prints**

**Possible Causes:**

* Low ink or toner.
* Dirty printhead.
* Incorrect print settings.
* Poor quality paper.

**Steps to Fix:**

1. **Check Ink or Toner Levels:**
   * Open the printer cover and check the ink or toner cartridges.
   * Replace any empty or low cartridges.
2. **Clean Printhead:**
   * Refer to the printer’s manual for instructions on how to clean the printhead.
   * Most printers have a built-in cleaning function accessible through the printer’s control panel or software.
3. **Adjust Print Settings:**
   * Go to **Control Panel** > **Devices and Printers**.
   * Right-click on your printer and select **Printing preferences**.
   * Adjust the print quality settings to a higher resolution.
4. **Use High-Quality Paper:**
   * Ensure you are using the correct type of paper for your printer.
   * Avoid using damaged or low-quality paper.
5. **Run Printer Maintenance:**
   * Many printers have a maintenance or diagnostic tool that can be run to check for and fix issues.
   * Refer to the printer’s manual for instructions on running maintenance tasks.