

Canon

MX920 series Online Manual

Troubleshooting

English

Troubleshooting

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The Machine Cannot Be Powered On

- **Check 1: Press the ON button.**
- **Check 2: Make sure that the power plug is securely plugged into the power cord connector of the machine, then turn it back on.**
- **Check 3: Unplug the machine from the power supply, then plug the machine back in and turn the machine back on after leaving it for at least 3 minutes.**

If the problem is not resolved, contact the service center.

Printing Does Not Start

- **Check 1: Make sure that the power plug is securely plugged in, then turn the machine on.**

While any lamp on the operation panel is flashing, the machine is initializing. Wait until the lamp stops flashing and remains lit.

▶▶▶ Note

- When printing large data such as a photo or graphics, it may take longer to start printing. While any lamp on the operation panel is flashing, the computer is processing data and sending it to the machine. Wait until printing starts.

- **Check 2: Make sure that the machine is connected to your computer properly.**

When the machine is connected to your computer with a USB cable, make sure that the USB cable is securely plugged in to the machine and the computer, then check the followings:

- If you are using a relay device such as a USB hub, disconnect it, connect the machine directly to the computer, and try printing again. If printing starts normally, there is a problem with the relay device. Consult the reseller of the relay device for details.
- There could also be a problem with the USB cable. Replace the USB cable and try printing again.

When you use the machine over LAN, make sure that the machine is connected to the network with a LAN cable or is set up correctly.

- **Check 3: If you are printing from the computer and there are any unnecessary print jobs, delete them.**

➔ Deleting the Undesired Print Job

- **Check 4: Make sure that the inner cover (the cover of the disc tray) is closed.**

If the inner cover is opened, close the inner cover and press the **OK** button on the machine.

- **Check 5: Make sure that your machine's name is selected in the Print dialog box.**

The machine will not print properly if you are using a printer driver for a different printer.

Make sure that your machine's name is selected in the Print dialog box.

▶▶▶ Note

- To make the machine the one selected by default, select **Set as Default Printer**.

- **Check 6: Configure the printer port appropriately.**

Make sure that the printer port is configured appropriately.

1. Log on as a user account with administrator privilege.
2. Select items from the **Start** menu as shown below.
 - In Windows 7, select **Devices and Printers** from the **Start** menu.
 - In Windows Vista, select the **Start** menu > **Control Panel** > **Hardware and Sound** > **Printers**.
 - In Windows XP, select the **Start** menu > **Control Panel** > **Printers and Other Hardware** > **Printers and Faxes**.

3. Open the properties of the printer driver for the machine.

- In Windows 7, right-click the "Canon XXX Printer" icon (where "XXX" is your machine's name), then select **Printer properties**.
- In Windows Vista or Windows XP, right-click the "Canon XXX Printer" icon (where "XXX" is your machine's name), then select **Properties**.

4. Click the **Ports** tab to confirm the port settings.

Make sure that a port named "USBnnn" (where "n" is a number) with "Canon XXX Printer" appearing in the **Printer** column is selected for **Print to the following port(s)**.

Note

- When the machine is used over LAN, the port name of the machine is displayed as "CNBJNP_XXXXXXXX". "XXXXXXXX" is the character string generated from the MAC address or a character string specified by the user when setting up the machine.

- If the setting is incorrect:
Reinstall the MP Drivers.
- Printing does not start even though the machine is connected to the computer using a USB cable and the port named "USBnnn" is selected:
Click **Start** and select **All programs, Canon Utilities, Canon My Printer, Canon My Printer**, then select **Diagnose and Repair Printer**. Follow the on-screen instructions to set the correct printer port, then select your machine's name.
If the problem is not resolved, reinstall the MP Drivers.
- Printing does not start even though the port named "CNBJNP_XXXXXXXX" is selected when the machine is used over LAN:
Launch IJ Network Tool, and select "CNBJNP_XXXXXXXX" as you confirmed in step 4, then associate the port with the printer using **Associate Port** in the **Settings** menu.
If the problem is not resolved, reinstall the MP Drivers.

• **Check 7: Is the size of the print data extremely large?**

Click **Print Options** on the **Page Setup** sheet on the printer driver. Then, set **Prevention of Print Data Loss** in the displayed dialog to **On**.

* When **On** is selected for **Prevention of Print Data Loss**, print quality may be reduced.

• **Check 8: Restart your computer if you are printing from the computer.**

Paper Does Not Feed Properly/"No Paper" Error Occurs

- **Check 1: Make sure that paper is loaded.**

➔ Loading Paper

- **Check 2: Make sure of the following when you load paper.**

- When loading two or more sheets of paper, flip through the paper before loading.



- When loading two or more sheets of paper, align the edges of the sheets before loading.
- When loading two or more sheets of paper, make sure that the paper stack does not exceed the paper load limit.
However, proper feeding of paper may not be possible at this maximum capacity depending on the type of paper or environmental conditions (either very high or low temperature and humidity). In such cases, reduce the sheets of paper you load at a time to less than half of the paper load limit.
- Always load the paper in portrait orientation, regardless of the printing orientation.

»»» Important

- When loading paper in the cassette, slide the paper guide on the front side to align with the corresponding mark of page size. Load the paper with the print side facing DOWN, load the paper stack in the center of the cassette, then slide the paper guides to align with the both edges of the paper stack.
➔ Loading Paper

- **Check 3: Check to see if the paper you are printing on is not too thick or curled.**

➔ Media Types You Cannot Use

- **Check 4: Make sure of the following when you load Hagakis or envelopes.**

- If a Hagaki is curled, it may not feed properly even though the paper stack does not exceed the paper load limit.
Load Hagakis with a zip code column toward the far end of the cassette (upper).
- When printing on envelopes, refer to Loading Paper, and prepare the envelopes before printing. Once you have prepared the envelopes, load them in portrait orientation. If the envelopes are placed in landscape orientation, they will not feed properly.

- **Check 5: Confirm that the media type and the paper size settings correspond with the loaded paper.**

- **Check 6: Make sure that the inner cover (the cover of the disc tray) is closed completely.**

Paper does not feed properly if the inner cover is even slightly open.

➔ Placing a Printable Disc

- **Check 7: Clean the paper feed roller.**

➔ Cleaning the Paper Feed Roller

▶▶▶ Note

- Cleaning the paper feed roller will wear the roller, so perform this procedure only when necessary.

- **Check 8: If two or more sheets of paper feed from the cassette at once, clean the inside of the cassette.**

For information on cleaning the inside of the cassette, refer to Cleaning the Pad in the Cassette.

- **Check 9: Are the transport unit cover and the rear cover attached properly?**

Refer to Rear View for the position of the rear cover.

Print Results Not Satisfactory

If the print result is not satisfactory due to white streaks, misaligned lines, or uneven colors, confirm the paper and print quality settings first.

- **Check 1: Do the page size and media type settings match the size and type of the loaded paper?**

When these settings are incorrect, you cannot obtain a proper print result.

If you are printing a photograph or an illustration, incorrect paper type settings may reduce the quality of the printout color.

Also, if you print with an incorrect paper type setting, the printed surface may be scratched.

In borderless printing, uneven coloring may occur depending on the combination of the paper type setting and the loaded paper.

The method of confirming the paper and print quality settings differs depending on what you do with your machine.

To copy by operating the machine	Confirm by using the operation panel on the machine. ➡ Setting Items
To copy photo by operating the machine	Confirm by using the operation panel on the machine. ➡ Copying Photos
To print from your USB flash drive by operating the machine	Confirm by using the operation panel on the machine. ➡ Setting Items
To print photo on an online photo album by operating the machine	Confirm by using the operation panel on the machine. ➡ Printing Photos in Online Photo Album
To print from a PictBridge compliant device	Confirm by using your PictBridge compliant device. ➡ About PictBridge Print Settings Confirm by using the operation panel on the machine. ➡ PictBridge print settings
To print from a mobile phone	Confirm by using the operation panel on the machine. ➡ Mobile phone print settings
To print from a computer	Confirm by using the printer driver. ➡ Printing with Easy Setup

- **Check 2: Make sure that the appropriate print quality is selected referring to the table in Check 1.**

Select a print quality option suitable for the paper and image for printing. If you notice blurs or uneven colors, increase the print quality setting and try printing again.

➡➡➡ Note

- When printing from a PictBridge compliant device, set the print quality setting by using the operation panel on the machine.
You cannot make this setting from a PictBridge compliant device.
- You cannot change the print quality setting when printing from a mobile phone.

- **Check 3: If the problem is not resolved, there may be other causes.**

See also the sections below:

- ➡ [Cannot Print to End of Job](#)
- ➡ [Part of the Page Is Not Printed](#)
- ➡ [No Printing Results/Printing Is Blurred/Colors Are Wrong/White Streaks](#)
- ➡ [Lines Are Misaligned](#)
- ➡ [Line Does Not Print or Prints Partially](#)
- ➡ [Image Does Not Print or Prints Partially](#)
- ➡ [Printed Paper Curls or Has Ink Blots](#)

- ➡ Paper Is Smudged/Printed Surface Is Scratched
- ➡ Back of the Paper Is Smudged
- ➡ Vertical Lines Are Printed on the Sides of the Printout
- ➡ Colors Are Uneven or Streaked

Ink Is Not Ejected

- **Check 1: Has the ink run out?**

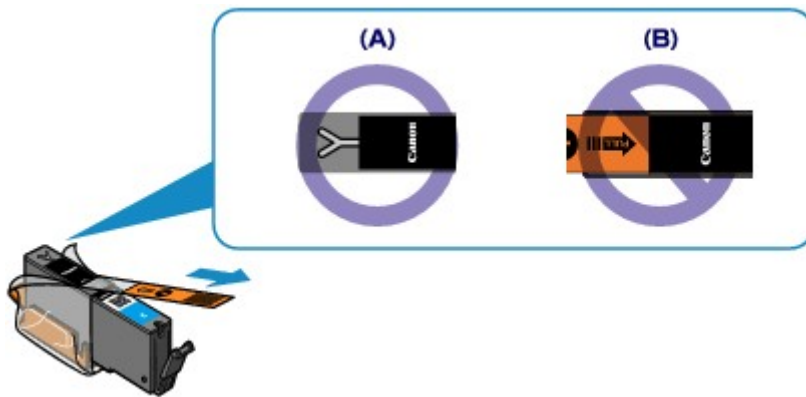
Check the Support Code on the LCD and take the appropriate action to resolve the error.

➔ [Support Code List](#)

- **Check 2: Is the orange tape or protective film remaining?**

Make sure that all of the protective film is peeled off and the Y-shape air hole is exposed, as illustrated in (A).

If the orange tape is left as in (B), pull the orange tape and remove it.



- **Check 3: Are the print head nozzles clogged?**

Print the Nozzle Check Pattern to determine whether the ink ejects properly from the print head nozzles.

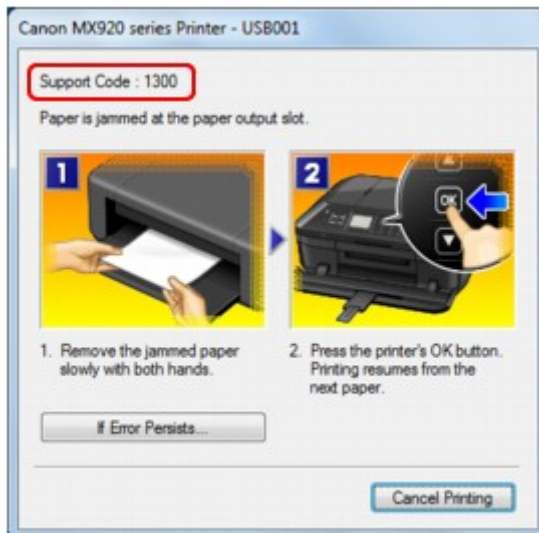
Refer to When Printing Becomes Faint or Colors Are Incorrect for the Nozzle Check Pattern printing, Print Head Cleaning, and Print Head Deep Cleaning.

- If the Nozzle Check Pattern is not printed correctly:
 - Check to see if a particular color's ink tank is not empty.
 - If the Nozzle Check Pattern is not printed correctly though ink is sufficient, perform the Print Head Cleaning and try printing the Nozzle Check Pattern again.
- If the problem is not resolved after performing the Print Head Cleaning twice:
 - Perform the Print Head Deep Cleaning.
 - If the problem is not resolved after performing the Print Head Deep Cleaning, turn off the machine and perform another Print Head Deep Cleaning after 24 hours. When you turn the machine off, do not unplug it from the power supply.
- If the problem is not resolved after performing the Print Head Deep Cleaning twice:
 - If Print Head Deep Cleaning does not resolve the problem, the print head may be damaged. Contact the service center.

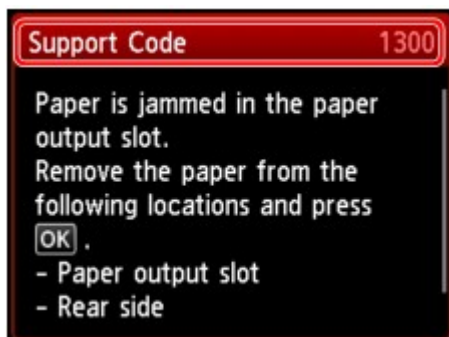
Paper Jams

When paper is jammed, a troubleshooting message is displayed automatically. Take the appropriate action described in the message.

- **When a Support Code and a message are displayed on the computer screen:**



- **When a Support Code and a message are displayed on the LCD:**



For details on how to remove the jammed paper, refer to [Support Code List \(When Paper Is Jammed\)](#).

►► Note

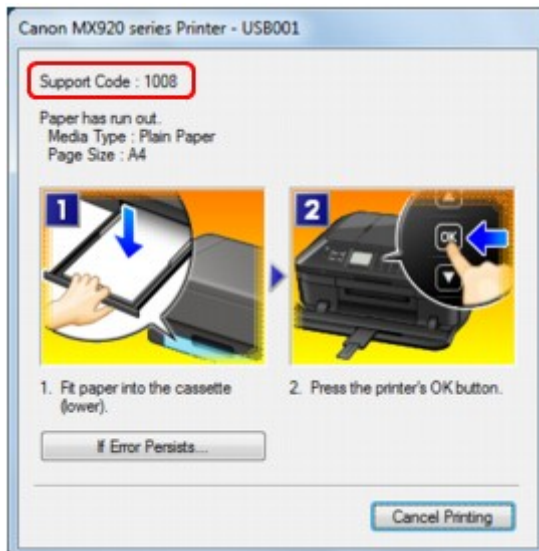
- You can confirm the actions against errors with Support Codes on your computer or on the LCD by searching a Support Code.
➡ [Click Here to Search](#)

If an Error Occurs

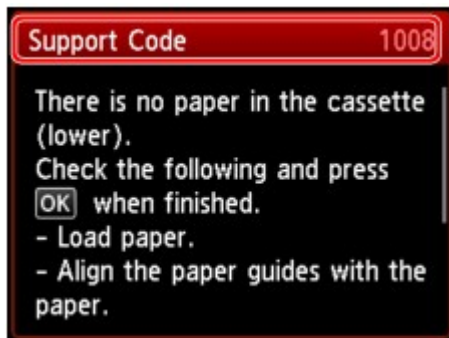
When an error occurs in printing such as the machine is out of paper or paper is jammed, a troubleshooting message is displayed automatically. Take the appropriate action described in the message.

When an error occurs, a Support Code (error number) is displayed on the computer screen or the LCD.

- **When a Support Code and a message are displayed on the computer screen:**



- **When a Support Code and a message are displayed on the LCD:**



For details on how to resolve errors with Support Codes, refer to [Support Code List](#).

▶▶▶ Note

- You can confirm the actions against errors with Support Codes on your computer or on the LCD by searching a Support Code.
 - ➡ [Click Here to Search](#)

For details on how to resolve errors without Support Codes, see [A Message Is Displayed](#).

Problems Sending Faxes

- ➔ Cannot Send a Fax
- ➔ Cannot Perform Sequential Broadcasting by Redialing, or Cannot Dial Using the Numeric Buttons
- ➔ Errors Often Occur When You Send a Fax

Cannot Send a Fax

- **Check 1: Is the power turned on?**

- You cannot send faxes if the power is turned off. Press the **ON** button to turn the power on.
- If you disconnected the power cord without turning off the power (one of the buttons on the operation panel is lit), reconnecting it turns on the power automatically.
- If you disconnected the power cord after pressing the **ON** button to turn off the power (no buttons on the operation panel are lit), reconnect it, then press the **ON** button to turn on the power.
- If the power was turned off due to power failure, etc., the power is automatically turned on when the power failure is resolved.

➤➤➤ Important

- Confirm that all lamps on the operation panel are off before unplugging the power cord, then unplug the power cord.
If a power failure occurs or you unplug the power cord, all faxes stored in the machine's memory are deleted.
For details on how to unplug the power cord, refer to Notice for Unplugging the Power Cord.

➤➤➤ Note

- If the faxes stored in the machine's memory are deleted by a power failure or unplugging the power cord, the list of the faxes deleted from the machine's memory (MEMORY CLEAR REPORT) will be printed after turning the machine on.
For details, see Summary of Reports and Lists.

- **Check 2: Is the document being sent from memory or the fax being received into memory?**

When the message for the transmission/reception is displayed on the LCD, a fax is being sent from/received into machine's memory. Wait until the transmission/reception is complete.

- **Check 3: Is the machine's memory full?**

Delete contents in memory, then send a fax again.

- ➔ Document Stored in Machine's Memory

- **Check 4: Is the telephone line type set correctly?**

Check the telephone line type setting and change it as necessary.

- ➔ Setting the Telephone Line Type

- **Check 5: Is Hook key setting set to Disable?**

When you send a fax manually, dial the number with **Enable** selected for **Hook key setting** in **Security control** under **FAX settings**, or dial the number using the telephone connected to the machine.

- ➔ Security control

- **Check 6: Is Dial tone detect set to ON?**

Resend the fax after a while.

If you still cannot send the fax, select **OFF** for **Dial tone detect** in **Advanced FAX settings** under **FAX settings**.

- ➔ Advanced FAX settings

- **Check 7: Is the fax number registered correctly for speed dialing?**

Check the recipient's fax/telephone number, correct the fax/telephone number registered to the speed dial code, then send the document again.

➔ Changing Registered Information

➤➤➤ Note

- You can check the information for speed dialing by printing CODED SPEED DIAL TELEPHONE NO. LIST.

➔ Summary of Reports and Lists

• **Check 8: Does an error occur during transmission?**

- Ensure that a message is displayed on the LCD. When a message is displayed on the LCD, check the cause.

➔ [A Message for Faxing Is Displayed on the LCD](#)

- Print ACTIVITY REPORT and check for an error.

➔ Summary of Reports and Lists

• **Check 9: Is the document loaded properly?**

Remove the document, then reload it on the platen glass or in the ADF.

➔ Loading Originals

• **Check 10: Does a printer error occur?**

Ensure that an error message is displayed on the LCD. When an error message is displayed on the LCD, check the cause.

When the error message with the support code is displayed, refer to [Support Code List](#).

When the error message without the support code is displayed, refer to [A Message Is Displayed](#).

If you are in a hurry, press the **Stop** button to close the message, then send the fax.

• **Check 11: Is the telephone line connected correctly?**

Reconnect the telephone line cable to the telephone line jack.

➔ Basic Connection

If the telephone line is connected correctly, there is a problem with your telephone line. Contact your telephone company and the manufacturer of your terminal adapter or telephone adapter.

Cannot Perform Sequential Broadcasting by Redialing, or Cannot Dial Using the Numeric Buttons

• **Check: Have you already selected the recipient from the redial history, or already dialed a number by using the Numeric buttons?**

You can dial one recipient by selecting from the redial history or by using the Numeric buttons as the recipient of sequential broadcasting.

If you already have dialed by selecting from the redial history or by using the Numeric button, select the recipient from the coded speed dial.

Errors Often Occur When You Send a Fax

• **Check: Check the telephone line condition or the connection.**

If the telephone line or connection is poor, reducing the transmission start speed may correct the error.

Reduce the transmission start speed on **TX start speed** in **Adv. communication settings** in **Advanced FAX settings** under **FAX settings**.

➔ Advanced FAX settings

Problems Receiving Faxes

- ➔ [Cannot Receive a Fax, Cannot Print a Fax](#)
- ➔ [Machine Does Not Switch Automatically between Voice and Fax Calls](#)
- ➔ [Quality of Received Fax is Poor](#)
- ➔ [Cannot Receive a Color Fax](#)
- ➔ [Errors Often Occur When You Receive a Fax](#)

Cannot Receive a Fax, Cannot Print a Fax

• Check 1: Is the power turned on?

- You cannot receive faxes if the power is turned off. Press the **ON** button to turn the power on.
- If you disconnected the power cord without turning off the power (one of the buttons on the operation panel is lit), reconnecting it turns on the power automatically.
- If you disconnected the power cord after pressing the **ON** button to turn off the power (no buttons on the operation panel are lit), reconnect it, then press the **ON** button to turn on the power.
- If the power was turned off due to power failure, etc., the power is automatically turned on when the power failure is resolved.

▶▶▶ Important

- Confirm that all lamps on the operation panel are off before unplugging the power cord, then unplug the power cord.
If a power failure occurs or you unplug the power cord, all faxes stored in the machine's memory are deleted.
For details on how to unplug the power cord, refer to Notice for Unplugging the Power Cord.

▶▶▶ Note

- If the faxes stored in the machine's memory are deleted by a power failure or unplugging the power cord, the list of the faxes deleted from the machine's memory (MEMORY CLEAR REPORT) will be printed after turning the machine on.
For details, see Summary of Reports and Lists.

• Check 2: Is the machine's memory full?

Print the received faxes stored in the machine's memory or save them on the USB flash drive, delete them from the machine's memory, and have the sender resend the faxes.

- ➔ [Document Stored in Machine's Memory](#)

• Check 3: Does an error occur during reception?

- Ensure that a message is displayed on the LCD. When a message is displayed on the LCD, check the cause.
 - ➔ [A Message for Faxing Is Displayed on the LCD](#)
- Print ACTIVITY REPORT and check for an error.
 - ➔ [Summary of Reports and Lists](#)

• Check 4: Is the telephone line cable connected to the external device jack?

Reconnect it to the telephone line jack.

- ➔ [Basic Connection](#)

• Check 5: Is a different size of paper from that specified by Page size loaded?

If a different size of paper from that specified by **Page size** is loaded for printing faxes, the received faxes will not be printed and will be stored in the machine's memory (Memory Reception). Load the same size of paper as that specified by **Page size**, then press the **OK** button on the machine.

• Check 6: Is paper loaded?

If paper is not loaded, received faxes will be stored in the machine's memory without being printed (Memory Reception). Load paper, then press the **OK** button.

- **Check 7: Is the amount of remaining ink sufficient to print a fax?**

If the amount of remaining ink is insufficient to print, received faxes will be stored in the machine's memory without being printed (Memory Reception). Replace the ink tank, then print the faxes in the machine's memory.

➔ Document Stored in Machine's Memory

➤➤➤ Note

- If the machine was receiving faxes in the fax mode, printing will start automatically after the ink tank is replaced.
 - ➔ Replacing an Ink Tank
- When the machine receives black & white faxes in the machine's memory, if **2-sided** is selected for **2-sidedPrintSetting** in **FAX paper settings** in the Fax menu, selecting **1-sided** may print the faxes.
- You can set the machine to forcibly print a received fax even if the ink has run out. Set **Print when out of ink** in **Auto print settings** under **FAX settings** to **Print**. However, part or all of the fax may not be printed since the ink has run out. Also, the contents of the fax will not be stored in the machine's memory. If the ink has already run out, we recommend that **Do not print** be selected for **Received documents** in **Auto print settings** under **FAX settings** to store the received fax in the machine's memory. After you replace the ink tank and select **Print** for **Received documents** in **Auto print settings**, the fax stored in the machine's memory will be printed automatically.
 - ➔ Auto print settings

- **Check 8: Is the machine set to the appropriate receive mode?**

Check the receive mode setting and change it to a mode suited to your connection if necessary.

➔ Setting the Receive Mode

- **Check 9: Is FAX reception reject set to ON?**

Select **OFF** for **FAX reception reject** in **Security control** under **FAX settings**.

For details on how to set, see Rejecting Fax Reception.

- **Check 10: Are there setting items set Reject in Caller rejection?**

If you select **Reject** for any setting items in **Caller rejection** in **Security control** under **FAX settings**, the machine rejects calls for setting item selected **Reject**.

For details on how to set, see Using the Caller ID Service to Reject Calls.

Machine Does Not Switch Automatically between Voice and Fax Calls

- **Check: Is the receive mode set to FAX only mode?**

If **FAX only mode** is selected for **Receive mode settings**, there will be no automatic switching between voice and fax calls.

Set the receive mode to **TEL priority mode**, **DRPD*1**, or **Network switch*2**.

If the receive mode is **TEL priority mode** and an answering machine is connected to the machine, check whether a proper message is played back when the answering machine answers.

➔ Setting the Receive Mode

*1 This setting is available only in the US and Canada.

*2 This setting may not be available depending on the country or region of purchase.

Quality of Received Fax is Poor

- **Check 1: Check the scan settings of the sender's fax machine.**

Ask the sender to adjust the scan settings of the fax machine.

- **Check 2: Is ECM RX set to OFF?**

Select **ON** for **ECM RX** in **Adv. communication settings** in **Advanced FAX settings** under **FAX settings**.

If **ECM RX** is enabled, the sender's fax machine resends the fax after correcting errors automatically.

➔ Advanced FAX settings

- **Check 3: Is the sender's original document or scanning area of the sender's fax machine dirty?**

The image quality of the fax is mainly determined by the sender's fax machine. Contact the sender and ask the sender to check whether the scanning area of the fax machine is dirty.

- **Check 4: Is ECM transmission/reception enabled although the line/connection is poor, or is the sender's fax machine compatible with ECM?**

- Select **ON** for **ECM RX** in **Adv. communication settings** in **Advanced FAX settings** under **FAX settings**.

➡ Advanced FAX settings

- Contact the sender and ask the sender to check whether the machine is set to enable ECM transmission.

If the sender's or recipient's fax machine is not compatible with ECM, the fax will be sent/received without automatic error correction.

- Reduce the reception start speed on **RX start speed** in **Adv. communication settings** in **Advanced FAX settings** under **FAX settings**.

➡ Advanced FAX settings

- **Check 5: Did you confirm the paper and print quality settings?**

➡ [Print Results Not Satisfactory](#)

Cannot Receive a Color Fax

- **Check: Is ECM RX set to OFF?**

If **OFF** is select for **ECM RX** in **Adv. communication settings** in **Advanced FAX settings** under **FAX settings**, the machine cannot receive color faxes. The machine will disconnect the telephone line or receive color faxes in black & white according to the setting of the sender's fax machine.

Set **ECM RX** to **ON**.

➡ Advanced FAX settings

Errors Often Occur When You Receive a Fax

- **Check 1: Check the telephone line condition or the connection.**

If the telephone line or connection is poor, reducing the reception start speed may correct the error.

Reduce the reception start speed on **RX start speed** in **Adv. communication settings** in **Advanced FAX settings** under **FAX settings**.

➡ Advanced FAX settings

- **Check 2: Is the sender's fax machine operating normally?**

Contact the sender and ask the sender to check whether the fax machine is operating normally.

Cannot Print on the Disc Label

➔ [Disc Label Printing Does Not Start](#)

➔ [Disc Tray Does Not Feed Properly](#)

➔ [Disc Tray Jammed](#)

Disc Label Printing Does Not Start

- **Check 1: Is the disc tray placed properly?**

Open the inner cover (the cover of the disc tray), properly place the disc tray again, then press the **OK** button on the machine to dismiss the error.

Use the disc tray supplied with this machine ("J" is on the upper side).

For details on how to place the disc tray, refer to Placing a Printable Disc.

- **Check 2: Is the printable disc placed on the disc tray?**

Place the printable disc on the disc tray properly, then press the **OK** button on the machine to dismiss the error.

Use the disc tray supplied with this machine ("J" is on the upper side).

For details on how to place the disc tray, refer to Placing a Printable Disc.

- **Check 3: If disc label printing stops before it is complete, try the operation again.**

If a certain period of time has elapsed while disc label printing is in progress, the machine stops initializing.

The machine resumes initializing by pressing the **OK** button.

Try the operation again following the on-screen instructions.

Disc Tray Does Not Feed Properly

- **Check 1: Is the disc tray placed properly?**

Open the inner cover, properly place the disc tray again, then press the **OK** button on the machine to dismiss the error.

Make sure that you are using the disc tray supplied with the machine ("J" is on the upper side).

For details on how to place the disc tray, refer to Placing a Printable Disc.

- **Check 2: Unrecognizable printable disc may be placed.**

Canon recommends that you use printable discs specially processed to be printed on by an inkjet printer.

Disc Tray Jammed

Pull out the disc tray gently.

If the disc tray cannot be pulled out, turn the machine off, then turn the machine back on again. The disc tray will automatically be ejected.

When the disc tray is pulled out, place the disc tray ("J" is on the upper side) again, then retry printing. Place the printable disc properly referring to Placing a Printable Disc.

If the disc tray is still jammed, check if there is a problem with the printable disc.

➔ [Disc Tray Does Not Feed Properly](#)

Problems with Network Communication

- Problems with the Machine While Using with Network
- Cannot Detect a Machine on a Network
- Other Problems with Network

Problems with the Machine While Using with Network

- The Machine Stopped Working Suddenly
- Ink Remaining Level Is Not Displayed on Printer Status Monitor of the Machine
- Printing Speed Is Slow
- Cannot Use the Machine on Replacing an Access Point or Changing Its settings

The Machine Stopped Working Suddenly

- ➔ [Cannot Communicate with the Machine After the Network Settings Are Changed](#)
- ➔ [Cannot Communicate with the Machine over the Wireless LAN](#)
- ➔ [Cannot Communicate with the Machine over the Wired LAN](#)
- ➔ [Cannot Print, Scan, or Fax from a Computer Connected to the Network](#)

Cannot Communicate with the Machine After the Network Settings Are Changed

Wait until the IP address is assigned to the computer. You may need to restart your computer.

Search for the printer again after confirming a valid IP address is assigned to the computer.

Cannot Communicate with the Machine over the Wireless LAN

- **Check 1: Make sure that the machine is turned on.**
- **Check 2: Make sure that the network settings in the machine are identical with those of the access point.**

Refer to the instruction manual provided with the access point or contact its manufacturer to check the access point settings, and then modify the machine settings.

 - ➔ [How to Set a WEP/WPA/WPA2 Key](#)
- **Check 3: Make sure that the machine is not placed as far away from the access point.**

The access point is located indoors within the effective range for wireless communication. Locate the machine within 164 ft. / 50 m from the access point.
- **Check 4: Make sure that there is no obstruction.**

Wireless communication between different rooms or floors is generally poor. Adjust the location of the devices.
- **Check 5: Make sure that there is no source of radio wave interference in your vicinity.**

There may be a device such as a microwave oven using the same frequency bandwidth as the wireless station. Place the wireless devices as far away from the interference source as possible.
- **Check 6: Make sure that the network settings of the computer are correct.**

For the procedures to connect a network device to the computer and set them up, refer to the instruction manual of your network device or contact its manufacturer.
- **Check 7: Make sure that the radio status is good and adjust the installation positions while monitoring the radio status with IJ Network Tool.**
 - ➔ [Monitoring Wireless Network Status](#)
- **Check 8: Make sure that the valid wireless channel is used.**

The wireless channel to be used may be limited depending on wireless network devices installed in the computer. Refer to the instruction manual provided with your computer or your wireless network device to specify the valid wireless channel.
- **Check 9: Make sure that the channel set to the access point is valid to communicate with the computer, confirmed in Check 8.**

If not, change the channel set to the access point.
- **Check 10: Make sure that the firewall of the security software is disabled.**

If the firewall function of your security software is turned on, a message may appear warning that Canon software is attempting to access the network. If the warning message appears, set the security software to always allow access.

If using any programs that switch the network environment, check their settings. Some programs will enable a firewall by default.

- **Check 11: When using a router, connect the printer and computer to the LAN side (same network segment).**

If the problem is not resolved, insert the CD-ROM in the DVD/CD-ROM drive on your computer to start setting up again, or access our web site through the Internet and download the latest MiniMasterSetup for your model.

- **For placement:**

Make sure that there is no barrier or obstacle between the access point and the machine.

Cannot Communicate with the Machine over the Wired LAN

- **Check 1: Make sure that the machine is turned on.**
- **Check 2: Make sure that the LAN cable is connected properly.**

Make sure that the machine is connected to the router with the LAN cable. If the LAN cable is loose, connect the cable properly.

If the LAN cable is connected to the WAN side of the router, the cable is connected to the LAN side of the router.

If the problem is not resolved, insert the CD-ROM in the DVD/CD-ROM drive on your computer to start setting up again, or access our web site through the Internet and download the latest MiniMasterSetup for your model.

Cannot Print, Scan, or Fax from a Computer Connected to the Network

- **Check 1: Make sure that the network settings of the computer are correct.**

For the procedures to set up the computer, refer to the instruction manual of your computer or contact its manufacturer.

- **Check 2: If the MP Drivers are not installed, install the MP Drivers.**

Install the MP Drivers with the Setup CD-ROM.

- **Check 3: When using wireless LAN, make sure that access control is not set to the access point.**

For the procedures to connect an access point and set it up, refer to the instruction manual of your access point or contact its manufacturer.

Note

- To check the MAC address or the IP address of the computer, see [Checking the IP Address or the MAC Address of the Computer](#).

Ink Remaining Level Is Not Displayed on Printer Status Monitor of the Machine

Use the printer driver with bidirectional communication.

Select **Enable bidirectional support** in the **Ports** sheet of the properties dialog box of the printer driver.

➡ [How to Open the Printer Driver Setup Window](#)

Printing Speed Is Slow

- **Check 1: The machine may be printing out or scanning a large job issued from another computer.**
- **Check 2: When using wireless LAN, make sure that the radio status is good and adjust the installation positions while monitoring the radio status with IJ Network Tool.**

➡ Monitoring Wireless Network Status

Make sure that there is no barrier or obstacle between the access point and the machine. Wireless communication between different rooms or floors is generally poor. The metal, concrete, or timber including the metallic material, mud wall, or insulator may interrupt a wireless communication. If the machine cannot communicate with the computer over a wireless LAN for the wall material, place the machine and the computer in the same room or floor.

- **Check 3: When using wireless LAN, make sure that there is no source of interference in your vicinity.**

Since a device such as a microwave oven uses the same frequency bandwidth, it may cause interference. Place the wireless devices as far away from the source of interference as possible.

Cannot Use the Machine on Replacing an Access Point or Changing Its settings

When you replace an access point, perform network setup of the machine again.

To perform network setup again, access our web site through the Internet and download the latest MiniMasterSetup for your model.

If the problem is not resolved, see below.

➡ [Cannot Communicate with the Machine After Applying MAC/IP Address Filtering or Entering a WEP/WPA/WPA2 Key to the Access Point](#)

➡ [When Encryption Is Enabled, Cannot Communicate With the Machine After the Encryption Type Was Switched on the Access Point](#)

Cannot Communicate with the Machine After Applying MAC/IP Address Filtering or Entering a WEP/WPA/WPA2 Key to the Access Point

- **Check 1: Confirm the access point setting.**

Refer to the instruction manual provided with the access point or contact its manufacturer to confirm the access point setting. Make sure that the computer and the access point can communicate with each other under this setting.

- **Check 2: If you are performing MAC address filtering or IP address filtering at the access point, confirm that the MAC address or IP address for both the computer or the network device and the printer are registered.**

- **Check 3: If you are using a WEP/WPA/WPA2 key, make sure that the key for the computer or the network device and the printer matches that set to the access point.**

Besides the WEP key itself, the key length, key format, the key ID to use, and the authentication method must match among the machine, the access point, and the computer.

Normally, select **Auto** for the authentication method. If you want to specify the method manually, select **Open System** or **Shared Key** according to the setting of the access point.

➡ [How to Set a WEP/WPA/WPA2 Key](#)

When Encryption Is Enabled, Cannot Communicate With the Machine After the Encryption Type Was Switched on the Access Point

If the printer cannot communicate with the computer after the encryption type of the printer was switched, make sure that encryption types for the computer and the access point matches that set to the printer.

➡ [Cannot Communicate with the Machine After Applying MAC/IP Address Filtering or Entering a WEP/WPA/WPA2 Key to the Access Point](#)

Cannot Detect a Machine on a Network

- Cannot Detect the Machine When Setting up Network Communication
- The Machine Cannot Be Detected in the Wireless LAN
- The Machine Cannot Be Detected in the Wired LAN

Cannot Detect the Machine When Setting up Network Communication

If the machine could not be detected on the network when setting up the network communication, confirm the network settings before redetecting the machine.

➔ [Cannot Detect the Machine with the Wireless LAN: Check 1](#)

➔ [Cannot Detect the Machine with the Wired LAN: Check 1](#)

▶▶▶ Note

- You can set up the network communication via USB. To set up via USB, select the **Set up the network connection via USB** check box on the **Check Printer Settings** screen and click **Next**.

Cannot Detect the Machine with the Wireless LAN: Check 1

Are the machine and network device (router, access point, etc.) turned on?

Make sure that the machine is turned on.

➡ Confirming that the Power Is On

Make sure that the network device (router, access point, etc.) is turned on.

If the machine or the network device is turned off:

Turn on the machine or the network device.

After turning on the machine or the network device, it may take some time until ready for use. After a while just turning on the machine or the network device, click **Redetect** on the **Check Printer Settings** screen.

When the machine is detected, follow the instructions on the screen to continue to set up the network communication.

If the machine and the network device are turned on:

If the machine and the network device are turned on or if the machine could not be detected after clicking **Redetect**, go to check 2.

➡ [Cannot Detect the Machine with the Wireless LAN: Check 2](#)

Cannot Detect the Machine with the Wireless LAN: Check 2

Are the computer and network device (router, access point, etc.) configured and can the computer connect to the network?

Make sure that you can view any web pages on your computer.

If you cannot view any web pages:

Click **Cancel** on the **Check Printer Settings** screen to cancel to set up the network communication. After that, configure the computer and network device.

For the procedures, refer to the instruction manuals supplied with the computer and network device, or contact their manufacturers.

If you can view any web page after configuring the computer and network device, try to set up the network communication from the beginning.

If you can view any web page:

Go to check 3.

➡ [Cannot Detect the Machine with the Wireless LAN: Check 3](#)

Cannot Detect the Machine with the Wireless LAN: Check 3

Is the wireless LAN setting of the machine enabled?

Make sure that the **Wi-Fi** lamp of the machine is lit blue.



If the Wi-Fi lamp is off:

The wireless LAN setting of the machine is not activated. Activate the wireless LAN setting of the machine.

After activating the wireless LAN setting, click **Back to Top** on the **Check Printer Settings** screen to try to set up the network communication from the beginning.

If the Wi-Fi lamp is lit:

Go to check 4.

➡ [Cannot Detect the Machine with the Wireless LAN: Check 4](#)

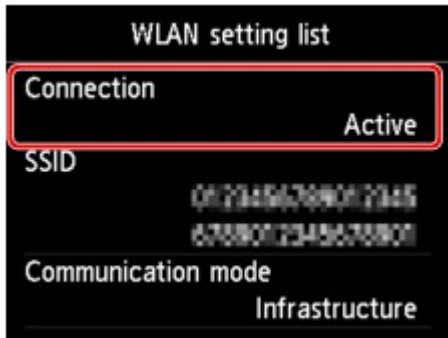
Cannot Detect the Machine with the Wireless LAN: Check 4

Is the machine connected to the access point?

By using the operation panel of the machine, make sure that the machine is connected to the access point.

Press the **MENU** button, then select **Setup > Device settings > LAN settings > Confirm LAN settings > WLAN setting list**.

Make sure that **Connection** on the LCD is set to **Active**.



If Connection is set to Inactive:

The machine may be placed far away from the access point. Place the machine near the access point temporarily, then click **Redetect** on the **Check Printer Settings** screen.

When the machine is detected, follow the instructions on the screen to continue to set up the network communication.

If the machine cannot be detected, the machine is not connected to the access point. Connect the machine to the access point.

Click **Back to Top** on the **Check Printer Settings** screen to try to set up the network communication from the beginning.

If Connection is set to Active:

Check the **SSID** of the **WLAN setting list** and confirm the setting is same as the access point which your computer connects.

In Windows 7 or Windows Vista, you can confirm the SSID set for your computer from the wireless network communication icon of the task tray.

If the SSIDs of the machine and your computer are different, click **Back to Top** on the **Check Printer Settings** screen to try to set up the network communication from the beginning. When you try to set up, set the same SSID (access point) for the machine and your computer.

If the SSIDs of the machine and your computer are same, go to check 5.

➡ [Cannot Detect the Machine with the Wired LAN: Check 5](#)

Cannot Detect the Machine with the Wireless LAN: Check 5

Does the firewall function of your security software or operation system for computer interfere with setting up the network communication?

The firewall function of your security software or operation system for computer may limit communications between the machine and your computer. Confirm the setting of firewall function of your security software or operation system or the message appearing on your computer.

If the firewall function interferes with setting up:

- **When the message appears on your computer:**

If the message warning that Canon software is attempting to access the network appears on the computer, set the security software to allow access.

Then click **Redetect** on the **Check Printer Settings** screen.

When the machine is detected, follow the instructions on the screen to continue to set up the network communication.

- **When the message does not appear on your computer:**

Cancel to set up, then set the security software to allow Canon software* to access the network.

* Set the security software to allow the file **Setup.exe** or **Setup64.exe** on **win** folder in **DrvSetup** folder of **Driver** folder on the Setup CD-ROM to access the network.

After setting the security software, try to set up the network communication from the beginning.

▶▶▶ Note

- For the operation system firewall settings or the security software firewall settings, refer to the instruction manual of the computer or software, or contact its manufacturer.

If there is no problem with the firewall settings:

Go to check 6.

➡ [Cannot Detect the Machine with the Wireless LAN: Check 6](#)

Cannot Detect the Machine with the Wireless LAN: Check 6

Check the settings of the access point.

Check the settings of the access point for the network connection such as IP address filtering, MAC address filtering, or DHCP function.

For details on how to check the settings of the access point, refer to the instruction manual supplied with the access point or contact its manufacturer.

After checking the settings of the access point, click **Redetect** on the **Check Printer Settings** screen.

When the machine is detected, follow the instructions on the screen to continue to set up the network communication.

If the problem is not resolved, select the **Set up the network connection via USB** check box on the **Check Printer Settings** screen and click **Next** to set up the network communication via USB.

Cannot Detect the Machine with the Wired LAN: Check 1

Is the LAN cable connected, and are the machine and the router turned on?

Make sure that the LAN cable is connected.

Make sure that the machine is turned on.

➡ Confirming that the Power Is On

Make sure that the router is turned on.

If the LAN cable is connected and the machine or the network device is turned off:

Turn on the machine or the network device.

After turning on the machine or the network device, it may take some time until ready for use. After a while just turning on the machine or the network device, click **Redetect** on the **Check Printer Settings** screen.

When the machine is detected, follow the instructions on the screen to continue to set up the network communication.

If the LAN cable is connected and the machine and the network device are turned on:

If the machine and the network device are turned on or if the machine could not be detected after clicking **Redetect**, go to check 2.

➡ [Cannot Detect the Machine with the Wired LAN: Check 2](#)

Cannot Detect the Machine with the Wired LAN: Check 2

Are the computer and the router configured and can the computer connect to the network?

Make sure that you can view any web pages on your computer.

If you cannot view any web pages:

Click **Cancel** on the **Check Printer Settings** screen to cancel to set up the network communication. After that, configure the computer and network device.

For the procedures, refer to the instruction manuals supplied with the computer and network device, or contact their manufacturers.

If you can view any web page after configuring the computer and network device, try to set up the network communication from the beginning.

If you can view any web page:

Go to check 3.

➡ [Cannot Detect the Machine with the Wired LAN: Check 3](#)

Cannot Detect the Machine with the Wired LAN: Check 3

Is the wired LAN setting of the machine enabled?

By using the operation panel of the machine, confirm the wired LAN setting of the machine.

Press the **MENU** button, then select **Setup > Device settings > LAN settings > Change wireless/wired**.

Make sure that **Wired LAN active** is selected on the LCD.

If Wired LAN active is not selected:

The wired LAN setting of the machine is not activated. Activate the wired LAN setting of the machine.

After activating the wired LAN setting, click **Back to Top** on the **Check Printer Settings** screen to try to set up the network communication from the beginning.

If Wired LAN active is selected:

Go to check 4.

➡ [Cannot Detect the Machine with the Wired LAN: Check 4](#)

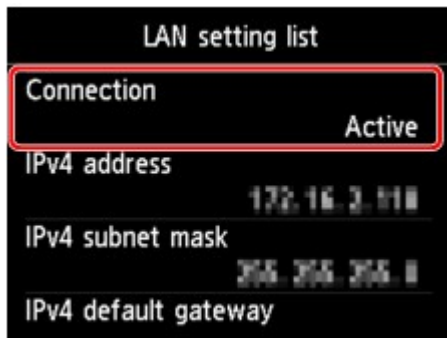
Cannot Detect the Machine with the Wired LAN: Check 4

Is the machine connected to the router?

By using the operation panel of the machine, make sure that the machine is connected to the router.

Press the **MENU** button, then select **Setup > Device settings > LAN settings > Confirm LAN settings > LAN setting list**.

Make sure that **Connection** on the LCD is set to **Active**.



If Connection is set to Inactive:

The machine is not connected to the router. Connect the machine to the router.

Click **Back to Top** on the **Check Printer Settings** screen to try to set up the network communication from the beginning.

If Connection is set to Active:

Go to check 5.

➡ [Cannot Detect the Machine with the Wired LAN: Check 5](#)

Cannot Detect the Machine with the Wired LAN: Check 5

Does the firewall function of your security software or operation system for computer interfere with setting up the network communication?

The firewall function of your security software or operation system for computer may limit communications between the machine and your computer. Confirm the setting of firewall function of your security software or operation system or the message appearing on your computer.

If the firewall function interferes with setting up:

- **When the message appears on your computer:**

If the message warning that Canon software is attempting to access the network appears on the computer, set the security software to allow access.

Then click **Redetect** on the **Check Printer Settings** screen.

When the machine is detected, follow the instructions on the screen to continue to set up the network communication.

- **When the message does not appear on your computer:**

Cancel to set up, then set the security software to allow Canon software* to access the network.

* Set the security software to allow the file **Setup.exe** or **Setup64.exe** on **win** folder in **DrvSetup** folder of **Driver** folder on the Setup CD-ROM to access the network.

After setting the security software, try to set up the network communication from the beginning.

▶▶ Note

- For the operation system firewall settings or the security software firewall settings, refer to the instruction manual of the computer or software, or contact its manufacturer.

If there is no problem with the firewall settings:

Go to check 6.

➡ [Cannot Detect the Machine with the Wired LAN: Check 6](#)

Cannot Detect the Machine with the Wired LAN: Check 6

Check the settings of the router.

Check the settings of the router for the network connection such as IP address filtering, MAC address filtering, or DHCP function.

For details on how to check the settings of the router, refer to the instruction manual supplied with the router or contact its manufacturer.

After checking the settings of the router, click **Redetect** on the **Check Printer Settings** screen.

When the machine is detected, follow the instructions on the screen to continue to set up the network communication.

If the problem is not resolved, select the **Set up the network connection via USB** check box on the **Check Printer Settings** screen and click **Next** to set up the network communication via USB.

The Machine Cannot Be Detected in the Wireless LAN

- **Check 1: Make sure that the machine is turned on.**
- **Check 2: Is Change wireless/wired in LAN settings under Device settings set to Disable LAN?**
- **Check 3: When the machine is connected to the computer temporarily using a USB cable, make sure that the USB cable is connected properly.**

When you set up the wireless LAN connection using a USB cable or change the wireless LAN settings using IJ Network Tool, connect the machine and the computer securely.

➡ [Connecting the Machine to the Computer Using a USB Cable](#)

- **Check 4: Make sure that the machine setup is completed.**

If not, setup with the Setup CD-ROM.

- **Check 5: When using IJ Network Tool, click Update to search for the printer again.**

➡ [Canon IJ Network Tool Screen](#)

- **Check 6: When searching for a printer over a network, make sure that the machine is associated with the port.**

When **No Driver** is displayed under **Name** in IJ Network Tool, there is no association. Select **Associate Port** on the **Settings** menu, then associate the port with the printer.

➡ [When the Printer Driver Is Not Associated with a Port](#)

- **Check 7: Make sure that the network settings in the printer are identical with those of the access point.**

Refer to the instruction manual provided with the access point or contact its manufacturer to check the access point settings, and then modify the machine settings.

➡ [How to Set a WEP/WPA/WPA2 Key](#)

- **Check 8: Make sure that there is no obstruction.**

Wireless communication between different rooms or floors is generally poor. Adjust the location of the devices.

- **Check 9: Make sure that the machine is not placed as far away from the access point.**

The access point is located indoors within the effective range for wireless communication. Locate the machine within 164 ft. / 50 m from the access point.

- **Check 10: Make sure that there is no source of radio wave interference in your vicinity.**

There may be a device such as a microwave oven using the same frequency bandwidth as the wireless station. Place the wireless devices as far away from the interference source as possible.

- **Check 11: Make sure that the network settings of the computer are correct.**

Make sure that the computer can communicate with the printer and the access point over the wireless LAN.

- **Check 12: Make sure that Enable bidirectional support is selected in the Ports sheet of the properties dialog box of the printer driver.**

- **Check 13: Make sure that the firewall of the security software is disabled.**

If the firewall function of your security software is turned on, a message may appear warning that Canon software is attempting to access the network. If the warning message appears, set the security software to always allow access.

If using any programs that switch the network environment, check their settings. Some programs will enable a firewall by default.

- **Check 14: When using a router, connect the printer and computer to the LAN side (same network segment).**

If the problem is not resolved, insert the CD-ROM in the DVD/CD-ROM drive on your computer to start setting up again, or access our web site through the Internet and download the latest MiniMasterSetup for your model.

The Machine Cannot Be Detected in the Wired LAN

- **Check 1: Make sure that the machine is turned on.**
- **Check 2: Is Change wireless/wired in LAN settings under Device settings set to Disable LAN?**

➔ LAN settings

- **Check 3: Make sure that the LAN cable is connected properly.**

Make sure that the machine is connected to the router with the LAN cable. If the LAN cable is loose, connect the cable properly.

If the LAN cable is connected to the WAN side of the router, the cable is connected to the LAN side of the router.

Other Problems with Network

- [Forgot an Access Point Name, SSID, or a Network Key](#)
- [The Message Is Displayed on the Computer Screen During Setup](#)
- [The Admin Password Set to the Machine Was Forgotten](#)
- [Checking Information about the Network](#)
- [Packets Are Sent Steadily](#)
- [How to Restore the Machine's Network Settings to Factory Default](#)

Forgot an Access Point Name, SSID, or a Network Key

➔ [Cannot Connect with an Access Point to Which a WEP/WPA/WPA2 Key Is Set \(You Forgot the WEP/WPA/WPA2 Key\)](#)

➔ [How to Set a WEP/WPA/WPA2 Key](#)

Cannot Connect with an Access Point to Which a WEP/WPA/WPA2 Key Is Set (You Forgot the WEP/WPA/WPA2 Key)

For information on how to set up the access point, refer to the instruction manual provided with the access point or contact its manufacturer. Make sure that the computer and the access point can communicate with each other, then set up the machine to match the settings of the access point.

How to Set a WEP/WPA/WPA2 Key

Refer to the instruction manual provided with the access point or contact its manufacturer and check the access point settings. Make sure that the computer and the access point can communicate with each other, then set up the machine to match the settings of the access point.

- **When using WEP**

The key length, key format, the key to use (one of 1 to 4), and the authentication method must match among the access point, the printer, and the computer.

In order to communicate with an access point that uses automatically generated WEP keys, you must configure the machine to use the key generated by the access point by entering it in hexadecimal format.

Normally, select **Auto** for the authentication method. Otherwise, select **Open System** or **Shared Key** according to the setting of the access point.

When the **WEP Details** screen appears after clicking **Set** on the **Search** screen, follow the on-screen instructions and set the key length, the key format, the key number, and the authentication to enter a WEP key.

For details, see Changing the WEP Detailed Settings.

- **When using WPA or WPA2**

The authentication method, passphrase, and dynamic encryption type must match on the access point, the machine, and the computer.

Enter the passphrase configured on the access point (a sequence of between 8 and 63 alphanumeric characters, or a 64-character hexadecimal number).

Select either **TKIP (Basic Encryption)** or **AES (Secure Encryption)** for the dynamic encryption method.

For details, see Changing the WPA or WPA2 Detailed Settings.

▶▶▶ **Note**

- This machine supports WPA-PSK (WPA-Personal) and WPA2-PSK (WPA2-Personal).

The Message Is Displayed on the Computer Screen During Setup

- ➔ The **Enter Password** Screen Is Displayed During Setup
- ➔ The Screen for Setting the Encryption Is Displayed After Selecting the Access Point in the **Search** Screen
- ➔ **"You are connecting the machine to the non encrypted wireless network"** Is Displayed

The Enter Password Screen Is Displayed During Setup

The following screen is displayed if an administrator password is set to the machine which has already been set up.



Enter the administrator password you have set.

- ➔ Changing the Settings in the Admin Password Sheet

The Screen for Setting the Encryption Is Displayed After Selecting the Access Point in the Search Screen

This screen is displayed automatically if the selected access point is encrypted. In this case, configure the details to use the same encryption settings set to the access point.

For information on the encryption settings, see Changing the Settings in the Wireless LAN Sheet.

"You are connecting the machine to the non encrypted wireless network" Is Displayed

Security is not configured on the access point. The machine can still be used, so continue the setup procedure to complete it.

▶▶▶ Important

- If you connect to a network that is not protected with security measures, there is a risk of disclosing data such as your personal information to a third party.

The Admin Password Set to the Machine Was Forgotten

Initialize the LAN settings.

➡ [How to Restore the Machine's Network Settings to Factory Default](#)

After initializing the LAN settings, setup with the Setup CD-ROM.

Checking Information about the Network

- ➔ [Checking the IP Address or the MAC Address of the Machine](#)
- ➔ [Checking the IP Address or the MAC Address of the Computer](#)
- ➔ [Checking If the Computer and the Machine, or Computer and the Access Point Can Communicate](#)
- ➔ [Checking the Network Setting Information](#)

Checking the IP Address or the MAC Address of the Machine

To check the IP address or the MAC address of the machine, display the network setting information using the operation panel of the machine or print out the network setting information of the machine.

- ➔ LAN settings
- ➔ Printing Out Network Setting Information

To display the network setting information using IJ Network Tool, select **Network Information** on the **View** menu.

- ➔ Canon IJ Network Tool Screen

Checking the IP Address or the MAC Address of the Computer

To check the IP address or MAC address assigned to the computer, follow the procedure below.

1. Click **Start > All Programs > Accessories > Command Prompt**.

2. Enter "ipconfig/all" and press the **Enter** key.

The IP addresses and the MAC addresses of the network devices installed on your computer are displayed. When the network device is not connected to the network, the IP address is not displayed.

Checking If the Computer and the Machine, or Computer and the Access Point Can Communicate

To check that communication is available, perform the ping test.

1. Click **Start > All Programs > Accessories > Command Prompt**.

2. Type the ping command and the IP address of the target printer or the target access point, and then press the **Enter** key.

ping XXX.XXX.XXX.XXX

"XXX.XXX.XXX.XXX" is the IP address of the target device.

If the communication is available, a message such as the following is displayed.

Reply from XXX.XXX.XXX.XXX: bytes=32 time=10ms TTL=255

When **Request timed out** is displayed, the communication is not available.

Checking the Network Setting Information

To check the IP address or the MAC address of the machine, display the network setting information using the operation panel of the machine or print out the network setting information of the machine.

- ➔ LAN settings
- ➔ Printing Out Network Setting Information

Packets Are Sent Steadily

While IJ Network Scanner Selector EX is enabled, it periodically transmits packets to check whether it can communicate with the machine over the network. When using the computer in a network environment other than the one used to set up the machine, disable IJ Network Scanner Selector EX.



To disable IJ Network Scanner Selector EX, right-click the icon on the task tray, then select **Disable Canon IJ Network Scanner Selector EX**.

How to Restore the Machine's Network Settings to Factory Default

Important

- Note that initialization erases all network settings on the machine, and printing, scanning, or faxing operation from a computer over network may become impossible. To use the machine over network, setup with the Setup CD-ROM.

Select **Reset LAN settings** on the operation panel of the machine to initialize the network setting.

➔ LAN settings

Problems with Printing

- Printing Does Not Start
- Paper Jams
- Paper Does Not Feed Properly/"No Paper" Error Occurs
- Cannot Print on the Disc Label
- Cannot Print Properly with Automatic Duplex Printing
- Copying/Printing Stops Before It Is Completed
- Cannot Print Properly from a Wireless Communication Device

Printing Does Not Start

- **Check 1: Make sure that the power plug is securely plugged in, then turn the machine on.**

While any lamp on the operation panel is flashing, the machine is initializing. Wait until the lamp stops flashing and remains lit.

▶▶▶ Note

- When printing large data such as a photo or graphics, it may take longer to start printing. While any lamp on the operation panel is flashing, the computer is processing data and sending it to the machine. Wait until printing starts.

- **Check 2: Make sure that the machine is connected to your computer properly.**

When the machine is connected to your computer with a USB cable, make sure that the USB cable is securely plugged in to the machine and the computer, then check the followings:

- If you are using a relay device such as a USB hub, disconnect it, connect the machine directly to the computer, and try printing again. If printing starts normally, there is a problem with the relay device. Consult the reseller of the relay device for details.
- There could also be a problem with the USB cable. Replace the USB cable and try printing again.

When you use the machine over LAN, make sure that the machine is connected to the network with a LAN cable or is set up correctly.

- **Check 3: If you are printing from the computer and there are any unnecessary print jobs, delete them.**

➔ Deleting the Undesired Print Job

- **Check 4: Make sure that the inner cover (the cover of the disc tray) is closed.**

If the inner cover is opened, close the inner cover and press the **OK** button on the machine.

- **Check 5: Make sure that your machine's name is selected in the Print dialog box.**

The machine will not print properly if you are using a printer driver for a different printer.

Make sure that your machine's name is selected in the Print dialog box.

▶▶▶ Note

- To make the machine the one selected by default, select **Set as Default Printer**.

- **Check 6: Configure the printer port appropriately.**

Make sure that the printer port is configured appropriately.

1. Log on as a user account with administrator privilege.
2. Select items from the **Start** menu as shown below.
 - In Windows 7, select **Devices and Printers** from the **Start** menu.
 - In Windows Vista, select the **Start** menu > **Control Panel** > **Hardware and Sound** > **Printers**.
 - In Windows XP, select the **Start** menu > **Control Panel** > **Printers and Other Hardware** > **Printers and Faxes**.

3. Open the properties of the printer driver for the machine.

- In Windows 7, right-click the "Canon XXX Printer" icon (where "XXX" is your machine's name), then select **Printer properties**.
- In Windows Vista or Windows XP, right-click the "Canon XXX Printer" icon (where "XXX" is your machine's name), then select **Properties**.

4. Click the **Ports** tab to confirm the port settings.

Make sure that a port named "USBnnn" (where "n" is a number) with "Canon XXX Printer" appearing in the **Printer** column is selected for **Print to the following port(s)**.

Note

- When the machine is used over LAN, the port name of the machine is displayed as "CNBJNP_XXXXXXXX". "XXXXXXXX" is the character string generated from the MAC address or a character string specified by the user when setting up the machine.

- If the setting is incorrect:
Reinstall the MP Drivers.
- Printing does not start even though the machine is connected to the computer using a USB cable and the port named "USBnnn" is selected:
Click **Start** and select **All programs, Canon Utilities, Canon My Printer, Canon My Printer**, then select **Diagnose and Repair Printer**. Follow the on-screen instructions to set the correct printer port, then select your machine's name.
If the problem is not resolved, reinstall the MP Drivers.
- Printing does not start even though the port named "CNBJNP_XXXXXXXX" is selected when the machine is used over LAN:
Launch IJ Network Tool, and select "CNBJNP_XXXXXXXX" as you confirmed in step 4, then associate the port with the printer using **Associate Port** in the **Settings** menu.
If the problem is not resolved, reinstall the MP Drivers.

• **Check 7: Is the size of the print data extremely large?**

Click **Print Options** on the **Page Setup** sheet on the printer driver. Then, set **Prevention of Print Data Loss** in the displayed dialog to **On**.

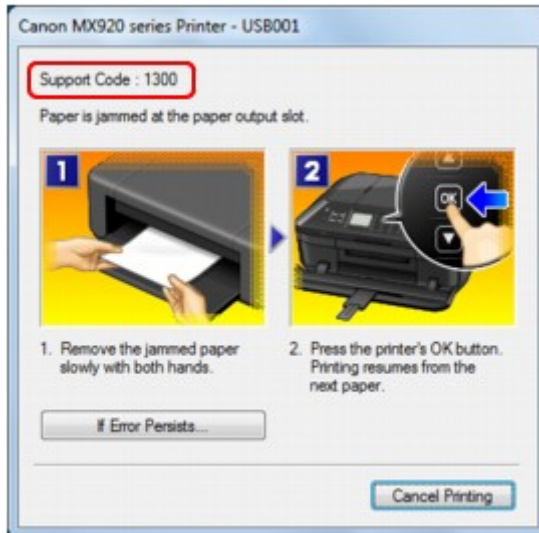
* When **On** is selected for **Prevention of Print Data Loss**, print quality may be reduced.

• **Check 8: Restart your computer if you are printing from the computer.**

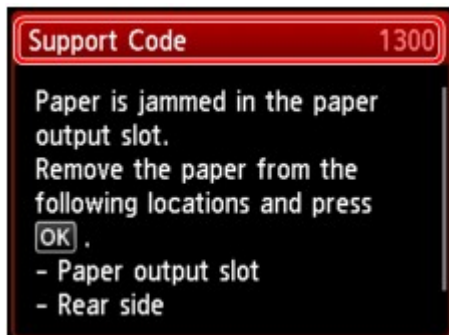
Paper Jams

When paper is jammed, a troubleshooting message is displayed automatically. Take the appropriate action described in the message.

- **When a Support Code and a message are displayed on the computer screen:**



- **When a Support Code and a message are displayed on the LCD:**



For details on how to remove the jammed paper, refer to [Support Code List \(When Paper Is Jammed\)](#).

►► Note

- You can confirm the actions against errors with Support Codes on your computer or on the LCD by searching a Support Code.
➡ [Click Here to Search](#)

Paper Does Not Feed Properly/"No Paper" Error Occurs

- **Check 1: Make sure that paper is loaded.**

➔ Loading Paper

- **Check 2: Make sure of the following when you load paper.**

- When loading two or more sheets of paper, flip through the paper before loading.



- When loading two or more sheets of paper, align the edges of the sheets before loading.
- When loading two or more sheets of paper, make sure that the paper stack does not exceed the paper load limit.
However, proper feeding of paper may not be possible at this maximum capacity depending on the type of paper or environmental conditions (either very high or low temperature and humidity). In such cases, reduce the sheets of paper you load at a time to less than half of the paper load limit.
- Always load the paper in portrait orientation, regardless of the printing orientation.

»» Important

- When loading paper in the cassette, slide the paper guide on the front side to align with the corresponding mark of page size. Load the paper with the print side facing DOWN, load the paper stack in the center of the cassette, then slide the paper guides to align with the both edges of the paper stack.
- ➔ Loading Paper

- **Check 3: Check to see if the paper you are printing on is not too thick or curled.**

➔ Media Types You Cannot Use

- **Check 4: Make sure of the following when you load Hagakis or envelopes.**

- If a Hagaki is curled, it may not feed properly even though the paper stack does not exceed the paper load limit.
Load Hagakis with a zip code column toward the far end of the cassette (upper).
- When printing on envelopes, refer to Loading Paper, and prepare the envelopes before printing.
Once you have prepared the envelopes, load them in portrait orientation. If the envelopes are placed in landscape orientation, they will not feed properly.

- **Check 5: Confirm that the media type and the paper size settings correspond with the loaded paper.**

- **Check 6: Make sure that the inner cover (the cover of the disc tray) is closed completely.**

Paper does not feed properly if the inner cover is even slightly open.

➔ Placing a Printable Disc

- **Check 7: Clean the paper feed roller.**

➔ Cleaning the Paper Feed Roller

»» Note

- Cleaning the paper feed roller will wear the roller, so perform this procedure only when necessary.

- **Check 8: If two or more sheets of paper feed from the cassette at once, clean the inside of the cassette.**

For information on cleaning the inside of the cassette, refer to Cleaning the Pad in the Cassette.

- **Check 9: Are the transport unit cover and the rear cover attached properly?**

Refer to Rear View for the position of the rear cover.

Cannot Print on the Disc Label

➔ [Disc Label Printing Does Not Start](#)

➔ [Disc Tray Does Not Feed Properly](#)

➔ [Disc Tray Jammed](#)

Disc Label Printing Does Not Start

- **Check 1: Is the disc tray placed properly?**

Open the inner cover (the cover of the disc tray), properly place the disc tray again, then press the **OK** button on the machine to dismiss the error.

Use the disc tray supplied with this machine ("J" is on the upper side).

For details on how to place the disc tray, refer to Placing a Printable Disc.

- **Check 2: Is the printable disc placed on the disc tray?**

Place the printable disc on the disc tray properly, then press the **OK** button on the machine to dismiss the error.

Use the disc tray supplied with this machine ("J" is on the upper side).

For details on how to place the disc tray, refer to Placing a Printable Disc.

- **Check 3: If disc label printing stops before it is complete, try the operation again.**

If a certain period of time has elapsed while disc label printing is in progress, the machine stops initializing.

The machine resumes initializing by pressing the **OK** button.

Try the operation again following the on-screen instructions.

Disc Tray Does Not Feed Properly

- **Check 1: Is the disc tray placed properly?**

Open the inner cover, properly place the disc tray again, then press the **OK** button on the machine to dismiss the error.

Make sure that you are using the disc tray supplied with the machine ("J" is on the upper side).

For details on how to place the disc tray, refer to Placing a Printable Disc.

- **Check 2: Unrecognizable printable disc may be placed.**

Canon recommends that you use printable discs specially processed to be printed on by an inkjet printer.

Disc Tray Jammed

Pull out the disc tray gently.

If the disc tray cannot be pulled out, turn the machine off, then turn the machine back on again. The disc tray will automatically be ejected.

When the disc tray is pulled out, place the disc tray ("J" is on the upper side) again, then retry printing. Place the printable disc properly referring to Placing a Printable Disc.

If the disc tray is still jammed, check if there is a problem with the printable disc.

➔ [Disc Tray Does Not Feed Properly](#)

Cannot Print Properly with Automatic Duplex Printing

- **Check 1: Is the setting for automatic duplex printing selected?**

Make sure that the **Duplex Printing** and **Automatic** check boxes are selected on the **Page Setup** sheet in the printer driver setup window.

➔ Duplex Printing

- **Check 2: Make sure that the actual size of the paper is suitable for automatic duplex printing.**

The sizes of media suitable for automatic duplex printing are A4, Letter, A5, B5, and Hagaki.

Load paper of suitable size, then press the **OK** button on the machine.

- **Check 3: Make sure that the paper size setting is correct.**

Make sure that the paper size setting matches the actual size of the paper with a size suitable for automatic duplex printing.

First, check the paper size setting in the application software you are printing from.

Then, check the **Page Size** setting on the **Page Setup** sheet in the printer driver setup window.

▶▶▶ Note

- Duplex printing may not be available depending on the version of the application software.

- **Check 4: Make sure that the media type setting is correct.**

Make sure that the media type setting matches the actual size of the paper with a size suitable for automatic duplex printing.

Make sure that the type of loaded paper is suitable for automatic duplex printing on the **Main** sheet in the printer driver setup window.

▶▶▶ Note

- To switch to manual duplex printing, follow the procedure below.
Open the printer driver setup window, clear the **Automatic** check box on the **Page Setup** sheet, and reprint.
When performing manual duplex printing, note the following.
 - If you are printing three or more pages of a document with manual duplex printing, one side of all sheets of paper will be printed first. Turn over the paper and reload the paper in the machine, and then the reverse side of all sheets of paper will be printed. Be careful not to change the order of paper in the stack.
 - The procedure for reversing the paper varies depending on the staple side and printing orientation. Follow the on-screen instructions.

Copying/Printing Stops Before It Is Completed

- **Check 1: Is the inner cover (the cover of the disc tray) opened while printing on paper?**

Close the inner cover, then press the **OK** button on the machine.

- **Check 2: Is the paper loaded?**

Make sure that paper is loaded.

If the machine has run out of paper, load paper.

- **Check 3: Do the printing documents have lots of photographs or illustrations?**

As printing large data such as photos or graphics takes time for the machine and the computer to process, the machine may appear to have stopped operating.

In addition, when printing data that uses a large amount of ink continuously on plain paper, the machine may pause temporarily. In either case, wait until the process is complete.

▶▶▶ Note

- If you are printing a document with a large printing area or printing multiple copies of a document, printing may pause to allow the ink to dry.

- **Check 4: Has the machine been printing continuously for a long period?**

If the machine has been printing continuously for a long time, the print head or other parts around it may overheat. The machine may stop printing at a line break for a period of time and then resume printing.

In this case, wait for a while without operation. If the printing still does not resume, interrupt your print session at a convenient time and turn the machine off for at least 15 minutes.

⚠ Caution

- The print head and the surrounding area can become extremely hot inside the machine. Never touch the print head or nearby components.

Cannot Print Properly from a Wireless Communication Device

- **Check: Is printing possible through Bluetooth communication?**

Confirm that your mobile phone and the machine are connected via Bluetooth communication, then start printing again.

➡ Printing from Mobile Phone via Bluetooth Communication

Problems with Printing Quality

- [Print Results Not Satisfactory](#)
- [Ink Is Not Ejected](#)

Print Results Not Satisfactory

If the print result is not satisfactory due to white streaks, misaligned lines, or uneven colors, confirm the paper and print quality settings first.

- **Check 1: Do the page size and media type settings match the size and type of the loaded paper?**

When these settings are incorrect, you cannot obtain a proper print result.

If you are printing a photograph or an illustration, incorrect paper type settings may reduce the quality of the printout color.

Also, if you print with an incorrect paper type setting, the printed surface may be scratched.

In borderless printing, uneven coloring may occur depending on the combination of the paper type setting and the loaded paper.

The method of confirming the paper and print quality settings differs depending on what you do with your machine.

To copy by operating the machine	Confirm by using the operation panel on the machine. ➡ Setting Items
To copy photo by operating the machine	Confirm by using the operation panel on the machine. ➡ Copying Photos
To print from your USB flash drive by operating the machine	Confirm by using the operation panel on the machine. ➡ Setting Items
To print photo on an online photo album by operating the machine	Confirm by using the operation panel on the machine. ➡ Printing Photos in Online Photo Album
To print from a PictBridge compliant device	Confirm by using your PictBridge compliant device. ➡ About PictBridge Print Settings Confirm by using the operation panel on the machine. ➡ PictBridge print settings
To print from a mobile phone	Confirm by using the operation panel on the machine. ➡ Mobile phone print settings
To print from a computer	Confirm by using the printer driver. ➡ Printing with Easy Setup

- **Check 2: Make sure that the appropriate print quality is selected referring to the table in Check 1.**

Select a print quality option suitable for the paper and image for printing. If you notice blurs or uneven colors, increase the print quality setting and try printing again.

➤➤➤ Note

- When printing from a PictBridge compliant device, set the print quality setting by using the operation panel on the machine.
You cannot make this setting from a PictBridge compliant device.
- You cannot change the print quality setting when printing from a mobile phone.

- **Check 3: If the problem is not resolved, there may be other causes.**

See also the sections below:

- ➡ [Cannot Print to End of Job](#)
- ➡ [Part of the Page Is Not Printed](#)
- ➡ [No Printing Results/Printing Is Blurred/Colors Are Wrong/White Streaks](#)
- ➡ [Lines Are Misaligned](#)
- ➡ [Line Does Not Print or Prints Partially](#)
- ➡ [Image Does Not Print or Prints Partially](#)
- ➡ [Printed Paper Curls or Has Ink Blots](#)

- ➡ Paper Is Smudged/Printed Surface Is Scratched
- ➡ Back of the Paper Is Smudged
- ➡ Vertical Lines Are Printed on the Sides of the Printout
- ➡ Colors Are Uneven or Streaked

Cannot Print to End of Job

- **Check 1: Select the setting not to compress the printing data.**

If you select the setting not to compress the printing data with an application software you are using, the printing result may be improved.

Click **Print Options** on the **Page Setup** sheet on the printer driver. Select the **Do not allow application software to compress print data** check box, then click **OK**.

* Deselect the check box after printing is complete.

- **Check 2: Is the size of the print data extremely large?**

Click **Print Options** on the **Page Setup** sheet on the printer driver. Then, set **Prevention of Print Data Loss** in the displayed dialog to **On**.

* When **On** is selected for **Prevention of Print Data Loss**, print quality may be reduced.

- **Check 3: Is the space of your computer's hard disk sufficient?**

Delete unnecessary files to free disk space.

Part of the Page Is Not Printed

- **Check: When performing automatic duplex printing, the reason below is possible.**

When performing automatic duplex printing, the printable area at the top of the page will be 0.08 inches / 2 mm narrower than the usual.

For this reason, the bottom of the page may not be printed. To prevent this, select the setting to reduce printing from the printer driver.

▶▶▶ Important

- Reduced printing may affect the layout depending on your document.
Apply the print setting specified with the application software if the software has an enlarge/reduce printing function.

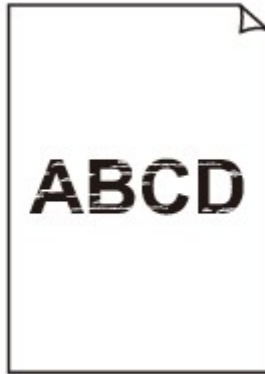
1. Open the printer driver setup window.
➡ [How to Open the Printer Driver Setup Window](#)
2. Check the **Duplex Printing** check box in the **Page Setup** sheet.
3. Click **Print Area Setup...**, then select **Use reduced printing**.

No Printing Results/Printing Is Blurred/Colors Are Wrong/White Streaks

➤ No Printing Results



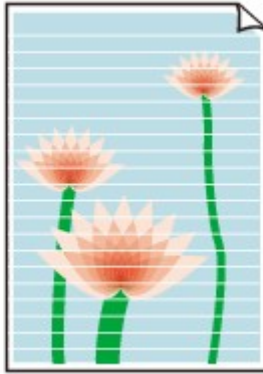
➤ Printing Is Blurred



➤ Colors Are Wrong



White Streaks



- **Check 1: Did you confirm the paper and print quality settings?**

➔ [Print Results Not Satisfactory](#)

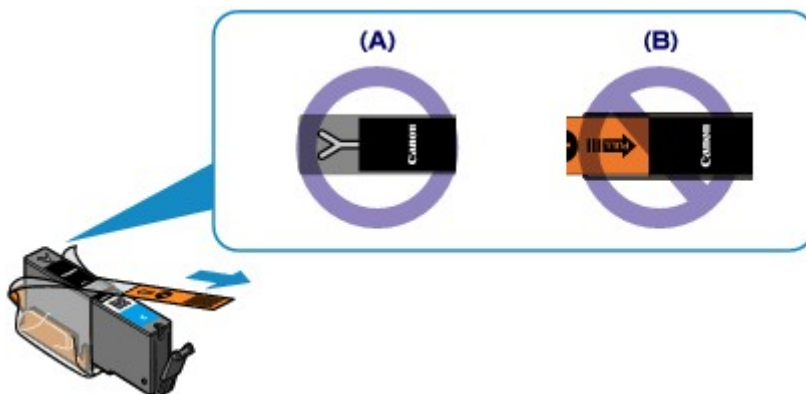
- **Check 2: Check the status of ink tanks. Replace the ink tank if the ink has run out.**

➔ [Replacing an Ink Tank](#)

- **Check 3: Is the orange tape or protective film remaining?**

Make sure that all of the protective film is peeled off and the Y-shape air hole is exposed, as illustrated in (A).

If the orange tape is left as in (B), pull the orange tape and remove it.



- **Check 4: Print the Nozzle Check Pattern and perform any necessary maintenance operations such as Print Head Cleaning.**

Print the Nozzle Check Pattern to determine whether the ink ejects properly from the print head nozzles.

Refer to [When Printing Becomes Faint or Colors Are Incorrect](#) for the Nozzle Check Pattern printing, Print Head Cleaning, and Print Head Deep Cleaning.

- If the Nozzle Check Pattern is not printed correctly:
Check to see if a particular color's ink tank is not empty.
If the Nozzle Check Pattern is not printed correctly though ink is sufficient, perform the Print Head Cleaning and try printing the Nozzle Check Pattern again.
- If the problem is not resolved after performing the Print Head Cleaning twice:
Perform the Print Head Deep Cleaning.
If the problem is not resolved after performing the Print Head Deep Cleaning, turn off the machine and perform another Print Head Deep Cleaning after 24 hours. When you turn the machine off, do not unplug it from the power supply.
- If the problem is not resolved after performing the Print Head Deep Cleaning twice:
If Print Head Deep Cleaning does not resolve the problem, the print head may be damaged.
Contact the service center.

- **Check 5: When using paper with one printable surface, make sure that the paper is loaded with the printable side facing down.**

Load paper with the printable side facing down.

Refer to the instruction manual supplied with the paper for detailed information on the printable side.

- **When copying, see also the sections below:**

- **Check 6: Is the platen glass or the glass of ADF dirty?**

Clean the platen glass or the glass of ADF.

➔ Cleaning the Platen Glass and Document Cover

➔➔➔ Note

- If the glass of ADF is dirty, black streaks appear on the paper as shown below.



- **Check 7: Check that the original is loaded correctly on the platen glass or in the ADF.**

➔ Loading Originals

- **Check 8: Is the original document is loaded with the proper side facing up/down?**

When loading the original on the platen glass, the side to be copied should be face down. When loading the original in the ADF, the side to be copied should be face up.

- **Check 9: Did you copy a printout done by this machine?**

If you use a printout done by this machine as the original, print quality may be reduced depending on the condition of the original.

Print from the machine directly, or reprint from the computer.

Lines Are Misaligned



- **Check 1: Did you confirm the paper and print quality settings?**

➔ [Print Results Not Satisfactory](#)

- **Check 2: Perform Print Head Alignment.**

If printed lines are misaligned or print results are otherwise unsatisfactory, adjust the print head position.

➔ [Aligning the Print Head](#)

➤➤ Note

- If the problem is not resolved after performing the Print Head Alignment, perform Print Head Alignment manually referring to [Aligning the Print Head Manually](#).

- **Check 3: Increase the print quality and try printing again.**

Increasing the print quality on the operation panel of the machine or in the printer driver may improve the print result.

Line Does Not Print or Prints Partially

- **Check 1: Is the Page Layout Printing performed or the Binding margin function used?**

When the Page Layout Printing or Binding margin function is being used, thin lines may not be printed. Try thickening the lines in the document.

- **Check 2: Is the size of the print data extremely large?**

Click **Print Options** on the **Page Setup** sheet on the printer driver. Then, set **Prevention of Print Data Loss** in the displayed dialog to **On**.

* When **On** is selected for **Prevention of Print Data Loss**, print quality may be reduced.

Image Does Not Print or Prints Partially

- **Check 1: Select the setting not to compress the printing data.**

If you select the setting not to compress the printing data with an application software you are using, the printing result may be improved.

Click **Print Options** on the **Page Setup** sheet on the printer driver. Select the **Do not allow application software to compress print data** check box, then click **OK**.

* Deselect the check box after printing is complete.

- **Check 2: Is the size of the print data extremely large?**

Click **Print Options** on the **Page Setup** sheet on the printer driver. Then, set **Prevention of Print Data Loss** in the displayed dialog to **On**.

* When **On** is selected for **Prevention of Print Data Loss**, print quality may be reduced.

Printed Paper Curls or Has Ink Blots

Printed Paper Has Ink Blots



Printed Paper Curls



- **Check 1: Did you confirm the paper and print quality settings?**

- ➔ [Print Results Not Satisfactory](#)

- **Check 2: If the intensity is set high, reduce the intensity setting and try printing again.**

- If you are using plain paper to print images with high intensity, the paper may absorb too much ink and become wavy, causing paper abrasion.

- When printing from your computer
 - You can confirm the intensity using the printer driver.
 - ➔ [Adjusting Intensity](#)
 - When copying
 - ➔ [Setting Items](#)

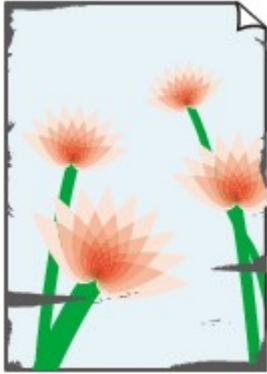
- **Check 3: Is Photo Paper used for printing photographs?**

- When printing data with high color saturation such as photographs or images in deep color, we recommend using Photo Paper Plus Glossy II or other Canon speciality paper.

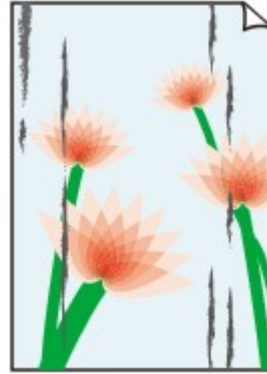
- ➔ [Media Types You Can Use](#)

Paper Is Smudged/Printed Surface Is Scratched

Paper Is Smudged



The Edges of Paper Are Smudged



Printed Surface Is Smudged



Printed Surface Is Scratched

- **Check 1: Did you confirm the paper and print quality settings?**

➔ [Print Results Not Satisfactory](#)

- **Check 2: Is the appropriate type of paper used? Check the followings:**

- Check to see if the paper you are printing on is suitable for your printing purpose.
 - ➔ [Media Types You Can Use](#)
- When performing Borderless Printing, make sure that the paper you are using is suitable for Borderless Printing.
If the paper you are using is not suitable for Borderless Printing, the print quality may be reduced at the top and bottom edges of the paper.
 - ➔ [Printing Area](#)

- **Check 3: Load the paper after correcting its curl.**

When using Photo Paper Plus Semi-gloss, even if the sheet is curled, load one sheet at a time as it is. If you roll up this paper to flatten, this may cause cracks on the surface of the paper and reduce the print quality.

We recommend putting unused paper back into the package and keeping it on a level surface.

- **For Plain Paper**

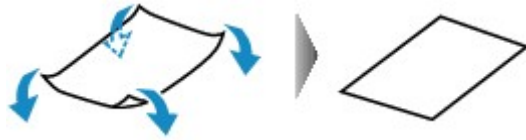
Turn the paper over and reload it to print on the other side.

- **For Other Paper**

If the curl on the four corners of the paper is more than 0.1 inch / 3 mm (A) in height, the paper may be smudged or may not be fed properly. In such cases, follow the procedure described below to correct the paper curl.



1. Roll up the paper in the opposite direction to the paper curl as shown below.

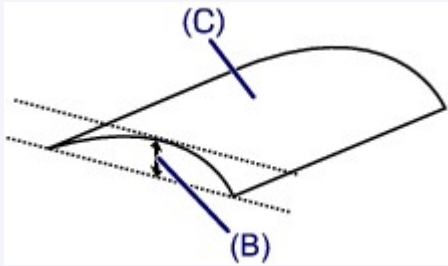


2. Check that the paper is now flat.

We recommend printing curl-corrected paper one sheet at a time.

▶▶▶ Note

- Depending on the media type, the paper may be smudged or may not be fed properly even if it is not curled inward. In such cases, follow the procedure described below to curl the paper outward within 0.1 inch / 3 mm (B) in height before printing. This may improve the print result.



(C) Printing side

We recommend printing paper that has been curled outward one sheet at a time.

• Check 4: Adjust the setting to prevent paper abrasion.

Adjusting the setting to prevent paper abrasion will widen the clearance between the print head and the loaded paper. If you notice abrasion even with the media type set correctly to match the loaded paper, set the machine to prevent paper abrasion by using the operation panel or the computer.

Print speed may be reduced if you apply the setting to prevent paper abrasion setting.

* Readjust the setting not to prevent paper abrasion once printing is complete. If not, this setting remains enabled for all subsequent print jobs.

- **To set by using the operation panel**

Press the **MENU** button, then select **Setup**, **Device settings**, and **Print settings** in this order, then set **Prevent paper abrasion** to **ON**.

➡ Changing the Machine Settings on the LCD

- **To set by using your computer**

Open the printer driver setup window, and in **Custom Settings** in the **Maintenance** sheet, select the **Prevent paper abrasion** check box, and then click **OK**.

To open the printer driver setup window, see How to Open the Printer Driver Setup Window.

• Check 5: If the intensity is set high, reduce the intensity setting and try printing again.

If you are using plain paper to print images with high intensity, the paper may absorb too much ink and become wavy, causing paper abrasion.

- When printing from your computer

Reduce the intensity setting in the printer driver and try printing again.

1. Open the printer driver setup window.

➡ How to Open the Printer Driver Setup Window

2. On the **Main** sheet, select **Manual** for **Color/Intensity**, and then click **Set....**

3. Drag the **Intensity** slide bar on the **Color Adjustment** sheet to adjust the intensity.

- When copying
 - ➔ Setting Items

• **Check 6: Is printing performed beyond the recommended printing area?**

If you are printing beyond the recommended printing area of your printing paper, the lower edge of the paper may become stained with ink.

Resize your original document in your application software.

➔ Printing Area

• **Check 7: Is the platen glass or the glass of ADF dirty?**

Clean the platen glass or the glass of ADF.

➔ Cleaning the Platen Glass and Document Cover

➔➔➔ **Note**

- If the glass of ADF is dirty, black streaks appear on the paper as shown below.



• **Check 8: Is the paper feed roller dirty?**

Clean the paper feed roller.

➔ Cleaning the Paper Feed Roller

➔➔➔ **Note**

- Cleaning the paper feed roller will wear the roller, so perform this procedure only when necessary.

• **Check 9: Is the inside of the machine dirty?**

When performing duplex printing, the inside of the machine may become stained with ink, causing the printout to become smudged.

Perform the Bottom Plate Cleaning to clean the inside of the machine.

➔ Cleaning the Inside of the Machine (Bottom Plate Cleaning)

➔➔➔ **Note**

- To prevent the inside of the machine from stains, set the paper size correctly.

• **Check 10: Set the time to dry the printed surface longer.**

Doing so gives the printed surface enough time to dry so that paper smudged and scratched are prevented.

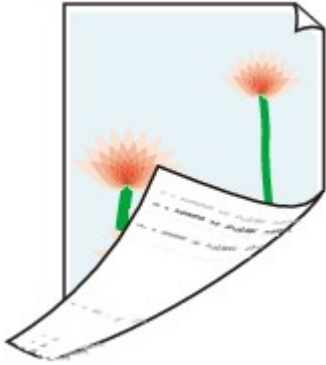
1. Make sure that the machine is turned on.

2. Open the printer driver setup window.

➔ How to Open the Printer Driver Setup Window

3. Click the **Maintenance** tab and then **Custom Settings**.
4. Drag the **Ink Drying Wait Time** slide bar to set the wait time, and then click **OK**.
5. Confirm the message and click **OK**.

Back of the Paper Is Smudged



- **Check 1: Did you confirm the paper and print quality settings?**

➔ [Print Results Not Satisfactory](#)

- **Check 2: Is the paper feed roller dirty?**

Clean the paper feed roller.

➔ [Cleaning the Paper Feed Roller](#)

➤➤➤ Note

- Cleaning the paper feed roller will wear the roller, so perform this procedure only when necessary.

- **Check 3: Perform the Bottom Plate Cleaning to clean the inside of the machine.**

➔ [Cleaning the Inside of the Machine \(Bottom Plate Cleaning\)](#)

➤➤➤ Note

- When performing borderless printing, duplex printing, or too much printing, the inside may become stained with ink.

Vertical Lines Are Printed on the Sides of the Printout



- **Check: Is the size of the loaded paper correct?**

The vertical lines may be printed in the margin if the size of the loaded paper is larger than that you have specified.

Set the paper size correctly according to the paper you loaded.

➔ [Print Results Not Satisfactory](#)

➤➤ Note

- The direction of the vertical line pattern may vary depending on the image data or the print setting.
- This machine performs automatic cleaning when necessary to keep printouts clean. A small amount of ink is ejected for cleaning. Although ink is usually ejected on the ink absorber, it may be ejected on the paper if you load paper larger than that you have specified.

Colors Are Uneven or Streaked

❖ Colors Are Uneven



❖ Colors Are Streaked



- **Check 1: Did you confirm the paper and print quality settings?**

- ➔ [Print Results Not Satisfactory](#)

- **Check 2: Print the Nozzle Check Pattern and perform any necessary maintenance operations such as Print Head Cleaning.**

Print the Nozzle Check Pattern to determine whether the ink ejects properly from the print head nozzles.

Refer to [When Printing Becomes Faint or Colors Are Incorrect for the Nozzle Check Pattern printing, Print Head Cleaning, and Print Head Deep Cleaning.](#)

- If the Nozzle Check Pattern is not printed correctly:
 - Check to see if a particular color's ink tank is not empty.
 - If the Nozzle Check Pattern is not printed correctly though ink is sufficient, perform the Print Head Cleaning and try printing the Nozzle Check Pattern again.
- If the problem is not resolved after performing the Print Head Cleaning twice:
 - Perform the Print Head Deep Cleaning.
 - If the problem is not resolved after performing the Print Head Deep Cleaning, turn off the machine and perform another Print Head Deep Cleaning after 24 hours. When you turn the machine off, do not unplug it from the power supply.
- If the problem is not resolved after performing the Print Head Deep Cleaning twice:
 - If Print Head Deep Cleaning does not resolve the problem, the print head may be damaged.
 - Contact the service center.

- **Check 3: Perform Print Head Alignment.**

➔ Aligning the Print Head

▶▶▶ Note

- If the problem is not resolved after performing the Print Head Alignment, perform Print Head Alignment manually referring to Aligning the Print Head Manually.

Ink Is Not Ejected

- **Check 1: Has the ink run out?**

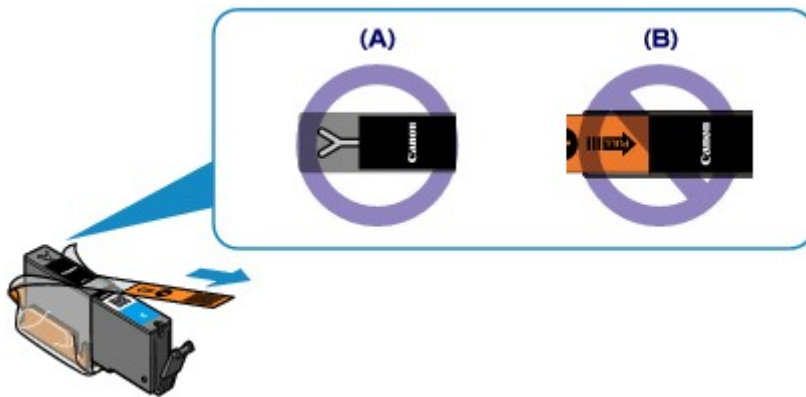
Check the Support Code on the LCD and take the appropriate action to resolve the error.

➔ [Support Code List](#)

- **Check 2: Is the orange tape or protective film remaining?**

Make sure that all of the protective film is peeled off and the Y-shape air hole is exposed, as illustrated in (A).

If the orange tape is left as in (B), pull the orange tape and remove it.



- **Check 3: Are the print head nozzles clogged?**

Print the Nozzle Check Pattern to determine whether the ink ejects properly from the print head nozzles.

Refer to When Printing Becomes Faint or Colors Are Incorrect for the Nozzle Check Pattern printing, Print Head Cleaning, and Print Head Deep Cleaning.

- If the Nozzle Check Pattern is not printed correctly:
 - Check to see if a particular color's ink tank is not empty.
 - If the Nozzle Check Pattern is not printed correctly though ink is sufficient, perform the Print Head Cleaning and try printing the Nozzle Check Pattern again.
- If the problem is not resolved after performing the Print Head Cleaning twice:
 - Perform the Print Head Deep Cleaning.
 - If the problem is not resolved after performing the Print Head Deep Cleaning, turn off the machine and perform another Print Head Deep Cleaning after 24 hours. When you turn the machine off, do not unplug it from the power supply.
- If the problem is not resolved after performing the Print Head Deep Cleaning twice:
 - If Print Head Deep Cleaning does not resolve the problem, the print head may be damaged. Contact the service center.

Problems with Scanning

- Problems with Scanning
- Scan Results Not Satisfactory
- Software Problems

Problems with Scanning

- Scanner Does Not Work
- ScanGear (Scanner Driver) Does Not Start
- Error Message Appears and the ScanGear (Scanner Driver) Screen Does Not Appear
- Cannot Scan Multiple Items at One Time
- Cannot Scan Properly with Auto Scan
- Slow Scanning Speed
- "There is not enough memory." Message Is Displayed
- Computer Stops Operating during Scanning
- Scanner Does Not Work after Upgrading Windows
- Scanned Image Does Not Open

Scanner Does Not Work

Check 1: Make sure that your scanner or printer is turned on.

Check 2: Connect the USB cable to a different USB port on the computer.

Check 3: If the USB cable is connected to a USB hub, remove it from the USB hub and connect it to a USB port on the computer.

Check 4: Restart the computer.

ScanGear (Scanner Driver) Does Not Start

Check 1: Make sure that MP Drivers is installed.

If not installed, install MP Drivers using the Setup CD-ROM.

Check 2: Select your scanner or printer on the application's menu.

▶▶▶ Important

- If your scanner or printer name is displayed multiple times, select the one that does not include WIA.

▶▶▶ Note

- The operation may differ depending on the application.
- Use the WIA driver when scanning from a WIA-compliant application.
 - ➡ Scanning with WIA Driver

Check 3: Make sure that the application is TWAIN-compliant.

You cannot open ScanGear (scanner driver) from applications not supporting TWAIN.

Check 4: Scan and save images with IJ Scan Utility and open the files in your application.

Error Message Appears and the ScanGear (Scanner Driver) Screen Does Not Appear

Check 1: Make sure that your scanner or printer is turned on.

Check 2: Turn off your scanner or printer, then reconnect the USB cable and replug the power cord.

Check 3: Connect the USB cable to a different USB port on the computer.

Check 4: If the USB cable is connected to a USB hub, remove it from the USB hub and connect it to a USB port on the computer.

Check 5: Make sure that MP Drivers is installed.

If not installed, install MP Drivers using the Setup CD-ROM.

Check 6: Select your scanner or printer on the application's menu.

»» Note

- The operation may differ depending on the application.

Check 7: Make sure that the application is TWAIN-compliant.

You cannot open ScanGear (scanner driver) from applications not supporting TWAIN.

Check 8: Exit ScanGear if it is running on another application.

Cannot Scan Multiple Items at One Time

Check 1: Make sure that the items are placed correctly.

➔ Placing Items (When Scanning from a Computer)

Check 2: Check if you can properly scan one item.

Some applications do not support multiple image scanning. In that case, scan each item individually.

Cannot Scan Properly with Auto Scan

Check 1: Make sure that the items are placed correctly.

➔ Placing Items (When Scanning from a Computer)

Check 2: Multiple items scanning may not be supported.

Some applications do not support multiple image scanning. In that case, scan each item individually.

Slow Scanning Speed

Check 1: To view the image on a monitor, set the output resolution to around 150 dpi. To print, set it to around 300 dpi.

➡ Resolution

Check 2: Set Fading Correction, Grain Correction, etc. to None.

Refer to "Image Settings" for your model from Home of the *Online Manual* for details.

Check 3: In IJ Scan Utility, deselect the Correct slanted text document / Detect the orientation of text document and rotate image checkbox and scan again.

➡ Settings (Document Scan) Dialog Box

➡ Settings (Custom Scan) Dialog Box

"There is not enough memory." Message Is Displayed

Check 1: Exit other applications and try again.

Check 2: Reduce the resolution or output size and scan again.

➡ Resolution

Computer Stops Operating during Scanning

Check 1: Restart the computer, reduce the output resolution in ScanGear (scanner driver) and scan again.

Refer to "Output Settings" for your model from Home of the *Online Manual* for details.

Check 2: Delete unnecessary files to obtain sufficient free hard disk space, then scan again.

Error message may appear if there is not enough hard disk space to scan and save, when the image size is too large (such as when scanning a large item at high resolution).

Check 3: In Folder to Save Temporary Files of IJ Scan Utility, specify a folder on a drive with sufficient free space.

➡ Settings (General Settings) Dialog Box

Check 4: Multiple devices may be connected to USB ports.

Disconnect devices other than your scanner or printer.

Scanner Does Not Work after Upgrading Windows

Check: Disconnect the USB cable, then uninstall (delete) and reinstall MP Drivers and IJ Scan Utility.

- **Step 1: Uninstall MP Drivers.**

See "Deleting the Unnecessary MP Drivers" for your model from Home of the *Online Manual* for how to delete MP Drivers.

- **Step 2: Uninstall IJ Scan Utility.**

- **Windows 7 / Windows Vista:**

1. From the **Start** menu, select **Control Panel > Programs > Uninstall a program**.
2. Double-click **Canon IJ Scan Utility**.
3. When a confirmation appears, click **Yes**.
4. When uninstallation is complete, click **OK**.
IJ Scan Utility is deleted.

Note

- In Windows 7 and Windows Vista, a confirmation/warning dialog box may appear when installing, uninstalling, or starting up software.
This dialog box appears when administrative rights are required to perform a task.
If you are logged on to an administrator account, follow the on-screen instructions.

- **Windows XP:**

1. From the **Start** menu, select **Control Panel > Add or Remove Programs**.
2. Select **Canon IJ Scan Utility**, then click **Remove**.
3. When a confirmation appears, click **Yes**.
4. When uninstallation is complete, click **OK**.
IJ Scan Utility is deleted.

- **Step 3: Reinstall MP Drivers and IJ Scan Utility.**

Reinstall MP Drivers and IJ Scan Utility using the Setup CD-ROM.

Scanned Image Does Not Open

Check: If the data format is not supported by the application, scan the image again and select a popular data format such as JPEG when saving it.

For details, see the application's manual. If you have any questions, contact the manufacturer of the application.

Scan Results Not Satisfactory

- Scan Quality (Image Displayed on the Monitor) Is Poor
- Scanned Image Is Surrounded by Extra White Areas
- Cannot Scan at the Correct Size
- Position or Size of the Image Cannot be Detected Correctly When Scanning from the Operation Panel
- Item Is Placed Correctly, but the Scanned Image Is Slanted
- Scanned Image Is Enlarged (Reduced) on the Computer Monitor

Scan Quality (Image Displayed on the Monitor) Is Poor

Check 1: Increase the scanning resolution if the image is jagged.

➔ Resolution

Check 2: Set the display size to 100 %.

Some applications do not display images clearly if the display size is too small.

Check 3: If moire (stripe pattern) appears, take the following measures and scan again.

- Set one of the following settings in the **Settings (Document Scan)** dialog box of IJ Scan Utility, then click **Document** in the IJ Scan Utility main screen.
 - Set **Select Source** to **Magazine** and set **Color Mode** to **Color**
 - Select the **Reduce moire** checkbox in **Image Processing Settings**
 - ➔ Settings (Document Scan) Dialog Box
- Set one of the following settings in the **Settings (Custom Scan)** dialog box of IJ Scan Utility, then click **Custom** in the IJ Scan Utility main screen.
 - Set **Select Source** to **Magazine** and set **Color Mode** to **Color**
 - Select the **Reduce moire** checkbox in **Image Processing Settings**
 - ➔ Settings (Custom Scan) Dialog Box
- Set one of the following settings in the **Settings (Scan and Stitch)** dialog box of IJ Scan Utility, then click **Stitch** in the IJ Scan Utility main screen.
 - Set **Select Source** to **Magazine** and set **Color Mode** to **Color**
 - Select the **Reduce moire** checkbox in **Image Processing Settings**
 - ➔ Settings (Scan and Stitch) Dialog Box
- On the **Basic Mode** tab of ScanGear (scanner driver), select **Magazine (Color)** in **Select Source**. Refer to "Basic Mode Tab" for your model from Home of the *Online Manual* for details.
- On the **Advanced Mode** tab of ScanGear, set **Descreen** in **Image Settings** to **ON**. Refer to "Image Settings" for your model from Home of the *Online Manual* for details.

➤➤➤ Note

- If moire appears when you scan a digital print photo, take the above measures and scan again.

Check 4: Check the monitor's color depth.

- **Windows 7:**

From the **Start** menu, select **Control Panel > Appearance and Personalization > Display > Adjust screen resolution > Advanced settings**.
On the **Monitor** tab of the displayed dialog box, set **Colors** to **High Color (16 bit)** or **True Color (32 bit)**.
- **Windows Vista:**

From the **Start** menu, select **Control Panel > Appearance and Personalization > Adjust screen resolution** to display the **Display Settings** dialog box, then set **Colors** to **Medium (16 bit)** or **Highest (32 bit)**.
- **Windows XP:**

From the **Start** menu, select **Control Panel > Appearance and Themes > Display** to display the **Display Properties** dialog box, then set **Color quality** to **Medium (16 bit)** or **Highest (32 bit)** on the **Settings** tab.

Check 5: Clean the platen and document cover.

Check 6: If the document is in poor condition (dirty, faded, etc.), use **Reduce Dust and Scratches, Fading Correction, Grain Correction, etc.** in **Image Settings** on the **Advanced Mode** tab of ScanGear.

Refer to "Image Settings" for your model from Home of the *Online Manual* for details.


Check 7: If the color tone of images is different from the original document, take the following measures and scan again.

- On the **Advanced Mode** tab of ScanGear, set **Image Adjustment** in **Image Settings** to **None**. Refer to "Image Settings" for your model from Home of the *Online Manual* for details.
- On the **Color Settings** tab in the **Preferences** dialog box of ScanGear, set **Color Matching**. Refer to "Color Settings Tab" for your model from Home of the *Online Manual* for details.

Scanned Image Is Surrounded by Extra White Areas

Check: Specify the scan area.



Click  (Auto Crop) in whole image view of ScanGear (scanner driver) to automatically display the cropping frame (scan area) according to the item size.

You can also manually specify the scan area in thumbnail view or when there are white margins along the item (for example, in photos), or when you want to create custom cropping frames.

➡ Adjusting Cropping Frames (IJ Scan Utility)

Cannot Scan at the Correct Size

Check: Make sure that the items are placed correctly.

➡ Placing Items (When Scanning from a Computer)

Position or Size of the Image Cannot be Detected Correctly When Scanning from the Operation Panel

Check 1: Make sure that the items are placed correctly.

➔ Placing Items (When Scanning from a Computer)

Check 2: Check that the settings match the item to be scanned.

If you cannot scan properly by automatically detecting the item type, specify the item type and size.

- **When Scanning from the Operation Panel**

Refer to "Setting Items on the Operation Panel of the Machine" for your model from Home of the *Online Manual* for details on the setting items when scanning from the operation panel.

- **When Scanning with IJ Scan Utility**

- ➔ Scanning Photos
- ➔ Scanning Documents
- ➔ Scanning with Favorite Settings

Item Is Placed Correctly, but the Scanned Image Is Slanted

Check: When Document or Magazine is selected for the item type, deselect the Correct slanted text document checkbox and scan the item again.

➡ Settings (Document Scan) Dialog Box

➡ Settings (Custom Scan) Dialog Box

Scanned Image Is Enlarged (Reduced) on the Computer Monitor

Check 1: Change the display setting in the application.

For details, see the application's manual. If you have any questions, contact the manufacturer of the application.

Note

- You cannot reduce the image size in Paint. To reduce the display size, open the images in an application.

Check 2: Change the resolution setting in ScanGear (scanner driver) and scan again.

The higher the resolution, the larger the resulting image will be.

➔ Resolution

Software Problems

- [The E-mail Client You Want to Use Does Not Appear in the Screen for Selecting an E-mail Client](#)

The E-mail Client You Want to Use Does Not Appear in the Screen for Selecting an E-mail Client

Check: Check that the e-mail client's MAPI is enabled.

See the e-mail client's manual for how to set MAPI.

If the problem is not solved even when MAPI is enabled, select **None (Attach Manually)** in the screen for selecting an e-mail client, then manually attach the image to the outgoing e-mail.

Problems with Faxing

- [Problems Sending Faxes](#)
- [Problems Receiving Faxes](#)
- [Cannot Send a Fax Clearly](#)
- [Telephone Problems](#)

Problems Sending Faxes

- ➔ Cannot Send a Fax
- ➔ Cannot Perform Sequential Broadcasting by Redialing, or Cannot Dial Using the Numeric Buttons
- ➔ Errors Often Occur When You Send a Fax

Cannot Send a Fax

• Check 1: Is the power turned on?

- You cannot send faxes if the power is turned off. Press the **ON** button to turn the power on.
- If you disconnected the power cord without turning off the power (one of the buttons on the operation panel is lit), reconnecting it turns on the power automatically.
- If you disconnected the power cord after pressing the **ON** button to turn off the power (no buttons on the operation panel are lit), reconnect it, then press the **ON** button to turn on the power.
- If the power was turned off due to power failure, etc., the power is automatically turned on when the power failure is resolved.

➤➤➤ Important

- Confirm that all lamps on the operation panel are off before unplugging the power cord, then unplug the power cord.
If a power failure occurs or you unplug the power cord, all faxes stored in the machine's memory are deleted.
For details on how to unplug the power cord, refer to Notice for Unplugging the Power Cord.

➤➤➤ Note

- If the faxes stored in the machine's memory are deleted by a power failure or unplugging the power cord, the list of the faxes deleted from the machine's memory (MEMORY CLEAR REPORT) will be printed after turning the machine on.
For details, see Summary of Reports and Lists.

• Check 2: Is the document being sent from memory or the fax being received into memory?

When the message for the transmission/reception is displayed on the LCD, a fax is being sent from/received into machine's memory. Wait until the transmission/reception is complete.

• Check 3: Is the machine's memory full?

Delete contents in memory, then send a fax again.

- ➔ Document Stored in Machine's Memory

• Check 4: Is the telephone line type set correctly?

Check the telephone line type setting and change it as necessary.

- ➔ Setting the Telephone Line Type

• Check 5: Is Hook key setting set to Disable?

When you send a fax manually, dial the number with **Enable** selected for **Hook key setting** in **Security control** under **FAX settings**, or dial the number using the telephone connected to the machine.

- ➔ Security control

• Check 6: Is Dial tone detect set to ON?

Resend the fax after a while.

If you still cannot send the fax, select **OFF** for **Dial tone detect** in **Advanced FAX settings** under **FAX settings**.

- ➔ Advanced FAX settings

• Check 7: Is the fax number registered correctly for speed dialing?

Check the recipient's fax/telephone number, correct the fax/telephone number registered to the speed dial code, then send the document again.

➔ Changing Registered Information

➤➤➤ Note

- You can check the information for speed dialing by printing CODED SPEED DIAL TELEPHONE NO. LIST.

➔ Summary of Reports and Lists

• **Check 8: Does an error occur during transmission?**

- Ensure that a message is displayed on the LCD. When a message is displayed on the LCD, check the cause.

➔ [A Message for Faxing Is Displayed on the LCD](#)

- Print ACTIVITY REPORT and check for an error.

➔ Summary of Reports and Lists

• **Check 9: Is the document loaded properly?**

Remove the document, then reload it on the platen glass or in the ADF.

➔ Loading Originals

• **Check 10: Does a printer error occur?**

Ensure that an error message is displayed on the LCD. When an error message is displayed on the LCD, check the cause.

When the error message with the support code is displayed, refer to [Support Code List](#).

When the error message without the support code is displayed, refer to [A Message Is Displayed](#).

If you are in a hurry, press the **Stop** button to close the message, then send the fax.

• **Check 11: Is the telephone line connected correctly?**

Reconnect the telephone line cable to the telephone line jack.

➔ Basic Connection

If the telephone line is connected correctly, there is a problem with your telephone line. Contact your telephone company and the manufacturer of your terminal adapter or telephone adapter.

Cannot Perform Sequential Broadcasting by Redialing, or Cannot Dial Using the Numeric Buttons

• **Check: Have you already selected the recipient from the redial history, or already dialed a number by using the Numeric buttons?**

You can dial one recipient by selecting from the redial history or by using the Numeric buttons as the recipient of sequential broadcasting.

If you already have dialed by selecting from the redial history or by using the Numeric button, select the recipient from the coded speed dial.

Errors Often Occur When You Send a Fax

• **Check: Check the telephone line condition or the connection.**

If the telephone line or connection is poor, reducing the transmission start speed may correct the error.

Reduce the transmission start speed on **TX start speed** in **Adv. communication settings** in **Advanced FAX settings** under **FAX settings**.

➔ Advanced FAX settings

Problems Receiving Faxes

- ➔ [Cannot Receive a Fax, Cannot Print a Fax](#)
- ➔ [Machine Does Not Switch Automatically between Voice and Fax Calls](#)
- ➔ [Quality of Received Fax is Poor](#)
- ➔ [Cannot Receive a Color Fax](#)
- ➔ [Errors Often Occur When You Receive a Fax](#)

Cannot Receive a Fax, Cannot Print a Fax

• Check 1: Is the power turned on?

- You cannot receive faxes if the power is turned off. Press the **ON** button to turn the power on.
- If you disconnected the power cord without turning off the power (one of the buttons on the operation panel is lit), reconnecting it turns on the power automatically.
- If you disconnected the power cord after pressing the **ON** button to turn off the power (no buttons on the operation panel are lit), reconnect it, then press the **ON** button to turn on the power.
- If the power was turned off due to power failure, etc., the power is automatically turned on when the power failure is resolved.

▶▶▶ Important

- Confirm that all lamps on the operation panel are off before unplugging the power cord, then unplug the power cord.
If a power failure occurs or you unplug the power cord, all faxes stored in the machine's memory are deleted.
For details on how to unplug the power cord, refer to Notice for Unplugging the Power Cord.

▶▶▶ Note

- If the faxes stored in the machine's memory are deleted by a power failure or unplugging the power cord, the list of the faxes deleted from the machine's memory (MEMORY CLEAR REPORT) will be printed after turning the machine on.
For details, see Summary of Reports and Lists.

• Check 2: Is the machine's memory full?

Print the received faxes stored in the machine's memory or save them on the USB flash drive, delete them from the machine's memory, and have the sender resend the faxes.

- ➔ [Document Stored in Machine's Memory](#)

• Check 3: Does an error occur during reception?

- Ensure that a message is displayed on the LCD. When a message is displayed on the LCD, check the cause.
 - ➔ [A Message for Faxing Is Displayed on the LCD](#)
- Print ACTIVITY REPORT and check for an error.
 - ➔ [Summary of Reports and Lists](#)

• Check 4: Is the telephone line cable connected to the external device jack?

Reconnect it to the telephone line jack.

- ➔ [Basic Connection](#)

• Check 5: Is a different size of paper from that specified by Page size loaded?

If a different size of paper from that specified by **Page size** is loaded for printing faxes, the received faxes will not be printed and will be stored in the machine's memory (Memory Reception). Load the same size of paper as that specified by **Page size**, then press the **OK** button on the machine.

• Check 6: Is paper loaded?

If paper is not loaded, received faxes will be stored in the machine's memory without being printed (Memory Reception). Load paper, then press the **OK** button.

- **Check 7: Is the amount of remaining ink sufficient to print a fax?**

If the amount of remaining ink is insufficient to print, received faxes will be stored in the machine's memory without being printed (Memory Reception). Replace the ink tank, then print the faxes in the machine's memory.

➔ Document Stored in Machine's Memory

➤➤➤ Note

- If the machine was receiving faxes in the fax mode, printing will start automatically after the ink tank is replaced.
 - ➔ Replacing an Ink Tank
- When the machine receives black & white faxes in the machine's memory, if **2-sided** is selected for **2-sidedPrintSetting** in **FAX paper settings** in the Fax menu, selecting **1-sided** may print the faxes.
- You can set the machine to forcibly print a received fax even if the ink has run out. Set **Print when out of ink** in **Auto print settings** under **FAX settings** to **Print**. However, part or all of the fax may not be printed since the ink has run out. Also, the contents of the fax will not be stored in the machine's memory. If the ink has already run out, we recommend that **Do not print** be selected for **Received documents** in **Auto print settings** under **FAX settings** to store the received fax in the machine's memory. After you replace the ink tank and select **Print** for **Received documents** in **Auto print settings**, the fax stored in the machine's memory will be printed automatically.
 - ➔ Auto print settings

- **Check 8: Is the machine set to the appropriate receive mode?**

Check the receive mode setting and change it to a mode suited to your connection if necessary.

➔ Setting the Receive Mode

- **Check 9: Is FAX reception reject set to ON?**

Select **OFF** for **FAX reception reject** in **Security control** under **FAX settings**.

For details on how to set, see Rejecting Fax Reception.

- **Check 10: Are there setting items set Reject in Caller rejection?**

If you select **Reject** for any setting items in **Caller rejection** in **Security control** under **FAX settings**, the machine rejects calls for setting item selected **Reject**.

For details on how to set, see Using the Caller ID Service to Reject Calls.

Machine Does Not Switch Automatically between Voice and Fax Calls

- **Check: Is the receive mode set to FAX only mode?**

If **FAX only mode** is selected for **Receive mode settings**, there will be no automatic switching between voice and fax calls.

Set the receive mode to **TEL priority mode**, **DRPD*1**, or **Network switch*2**.

If the receive mode is **TEL priority mode** and an answering machine is connected to the machine, check whether a proper message is played back when the answering machine answers.

➔ Setting the Receive Mode

*1 This setting is available only in the US and Canada.

*2 This setting may not be available depending on the country or region of purchase.

Quality of Received Fax is Poor

- **Check 1: Check the scan settings of the sender's fax machine.**

Ask the sender to adjust the scan settings of the fax machine.

- **Check 2: Is ECM RX set to OFF?**

Select **ON** for **ECM RX** in **Adv. communication settings** in **Advanced FAX settings** under **FAX settings**.

If **ECM RX** is enabled, the sender's fax machine resends the fax after correcting errors automatically.

➔ Advanced FAX settings

- **Check 3: Is the sender's original document or scanning area of the sender's fax machine dirty?**

The image quality of the fax is mainly determined by the sender's fax machine. Contact the sender and ask the sender to check whether the scanning area of the fax machine is dirty.

- **Check 4: Is ECM transmission/reception enabled although the line/connection is poor, or is the sender's fax machine compatible with ECM?**

- Select **ON** for **ECM RX** in **Adv. communication settings** in **Advanced FAX settings** under **FAX settings**.

➡ Advanced FAX settings

- Contact the sender and ask the sender to check whether the machine is set to enable ECM transmission.

If the sender's or recipient's fax machine is not compatible with ECM, the fax will be sent/received without automatic error correction.

- Reduce the reception start speed on **RX start speed** in **Adv. communication settings** in **Advanced FAX settings** under **FAX settings**.

➡ Advanced FAX settings

- **Check 5: Did you confirm the paper and print quality settings?**

➡ [Print Results Not Satisfactory](#)

Cannot Receive a Color Fax

- **Check: Is ECM RX set to OFF?**

If **OFF** is select for **ECM RX** in **Adv. communication settings** in **Advanced FAX settings** under **FAX settings**, the machine cannot receive color faxes. The machine will disconnect the telephone line or receive color faxes in black & white according to the setting of the sender's fax machine.

Set **ECM RX** to **ON**.

➡ Advanced FAX settings

Errors Often Occur When You Receive a Fax

- **Check 1: Check the telephone line condition or the connection.**

If the telephone line or connection is poor, reducing the reception start speed may correct the error.

Reduce the reception start speed on **RX start speed** in **Adv. communication settings** in **Advanced FAX settings** under **FAX settings**.

➡ Advanced FAX settings

- **Check 2: Is the sender's fax machine operating normally?**

Contact the sender and ask the sender to check whether the fax machine is operating normally.

Cannot Send a Fax Clearly

- **Check 1: Is the document loaded correctly?**

Remove the document, then reload it on the platen glass or in the ADF.

➔ Loading Originals

- **Check 2: Is the platen glass and/or the inner side of the document cover and/or the glass of ADF dirty?**

Clean the platen glass and/or the inner side of the document cover and/or the glass of ADF, then reload the document.

➔ Cleaning the Platen Glass and Document Cover

➤➤➤ Note

- If the glass of ADF is dirty, black streaks appear on the paper as shown below.



- **Check 3: Is the image quality setting or the scan contrast setting suitable for the document?**

On the LCD, select an image quality setting and a scan contrast setting that are suitable for the document.

➔ Sending Faxes with the Numeric Buttons

- **Check 4: Is the original document loaded with the wrong side facing upwards or downwards?**

When loading a document on the platen glass, the side to be scanned should be face down.

When loading a document in the ADF, the side to be scanned should be face up.

- **Check 5: Are you scanning thick or curled documents?**

Thick or curled documents may not be sent as good quality faxes, because of a shadow or distortion caused when such documents are scanned.

When loading a document on the platen glass, press on the document cover with your hand when scanning.

Telephone Problems

➔ [Cannot Dial](#)

➔ [Telephone Disconnects During a Call](#)

Cannot Dial

- **Check 1: Is the telephone line cable connected correctly?**

Check that the telephone line cable is connected correctly.

➔ [Basic Connection](#)

- **Check 2: Is the telephone line type of the machine or the external device set correctly?**

Check the telephone line type setting and change it as necessary.

➔ [Setting the Telephone Line Type](#)

Telephone Disconnects During a Call

- **Check: Is the telephone line cable or the telephone (or a peripheral device such as an external telephone, an answering machine, or a computer modem) connected correctly?**

Check that the telephone line cable and the telephone (or a peripheral device such as an external telephone, an answering machine, or a computer modem) are connected correctly.

➔ [Connecting the Telephone Line](#)

Problems with the Machine

- The Machine Cannot Be Powered On
- Cannot Connect to Computer with a USB Cable Properly
- Cannot Communicate with the Machine with USB Connection
- LCD Cannot Be Seen At All
- An Unintended Language Is Displayed on the LCD
- Print Head Holder Does Not Move to the Position for Replacing
- Printer Status Monitor Is Not Displayed
- If the Output Tray Extension Comes Off
- Problems with Bluetooth Communication

The Machine Cannot Be Powered On

- **Check 1: Press the ON button.**
- **Check 2: Make sure that the power plug is securely plugged into the power cord connector of the machine, then turn it back on.**
- **Check 3: Unplug the machine from the power supply, then plug the machine back in and turn the machine back on after leaving it for at least 3 minutes.**

If the problem is not resolved, contact the service center.

Cannot Connect to Computer with a USB Cable Properly

Printing or Scanning Speed Is Slow/Hi-Speed USB Connection Does Not Work/"This device can perform faster" Message Is Displayed

If your system environment is not fully compatible with Hi-Speed USB, the machine will operate at a lower speed provided under USB 1.1. In this case, the machine operates properly but printing or scanning speed may slow down due to communication speed.

- **Check: Check the following to make sure that your system environment supports Hi-Speed USB connection.**
 - Does the USB port on your computer support Hi-Speed USB connection?
 - Does the USB cable or the USB hub support Hi-Speed USB connection?
Be sure to use a certified Hi-Speed USB cable. We recommend that the cable is no longer than around 10 feet / 3 meters.
 - Does the operating system of your computer support Hi-Speed USB connection?
Obtain and install the latest update for your computer.
 - Does the Hi-Speed USB driver operate properly?
Obtain the latest version of the Hi-Speed USB driver compatible with your hardware and reinstall it on your computer.

»» Important

- For details on Hi-Speed USB of your system environment, contact the manufacturer of your computer, USB cable, or USB hub.

Cannot Communicate with the Machine with USB Connection

- **Check 1: Make sure that the machine is turned on.**
- **Check 2: Make sure that the USB cable is connected properly.**
See Connecting the Machine to the Computer Using a USB Cable to connect the USB cable properly.
- **Check 3: Do not start up IJ Network Tool while printing.**
- **Check 4: Do not print while IJ Network Tool is running.**
- **Check 5: Make sure that Enable bidirectional support is selected in the Ports sheet of the properties dialog box of the printer driver.**

➡ [How to Open the Printer Driver Setup Window](#)

LCD Cannot Be Seen At All

- **If all the lamps on the operation panel are off:**

The machine is not powered on. Connect the power cord and press the **ON** button.

- **If any lamp on the operation panel is lit:**

The LCD may be in the screen-saver mode. Press one of the buttons on the operation panel.

An Unintended Language Is Displayed on the LCD

Select the language you want to be displayed according to the following procedure.

1. Press the **MENU** button, then wait for about 5 seconds.



2. Select **Setup**, then press the **OK** button.



3. Select **Device settings**, then press the **OK** button.

4. Press the ▼ button 5 times, then press the **OK** button.

If the Bluetooth unit is connected to the machine, press the ▼ button 7 times, then press the **OK** button.

5. Use the ▲▼ button to select the language for the LCD, then press the **OK** button.

Print Head Holder Does Not Move to the Position for Replacing

- **Check 1: Are all lamps on the operation panel off?**

Check if any lamp on the operation panel is lit.

The print head holder will not move unless the power is on. If all the lamps on the operation panel are off, close the ink cover and the document cover and turn the machine on.

While any lamp on the operation panel is flashing, the machine is initializing. Wait until the lamp stops flashing and remains lit, and then open the document cover and the ink cover again.

- **Check 2: Is an error message displayed on the LCD?**

Close the ink cover and the document cover, follow the Support Code (error number) displayed in the error message to resolve the error, and then reopen them. For details on how to resolve the error, refer to [Support Code List](#).

- **Check 3: Have the document cover and the ink cover been left open for 10 minutes or longer?**

If the document cover and the ink cover are left open for more than 10 minutes, the print head holder moves to the right to prevent the print head from drying out. Close and reopen the ink cover and the document cover to return the print head holder to the position for replacing.

- **Check 4: Has the machine been printing continuously for a long period?**

Close ink cover and the document cover, wait a while, then reopen them.

If the machine has been printing continuously for a long time, the print head holder may not move to the position for replacing since the print head may overheat.

Note

- Opening the document cover and the ink cover while printing moves the print head holder to the right. Close the ink cover and the document cover, and reopen them after printing finishes.

Printer Status Monitor Is Not Displayed

- **Check: Is the printer status monitor enabled?**

Make sure that **Enable Status Monitor** is selected on the **Option** menu of the printer status monitor.

1. Open the printer driver setup window.
 - ➡ How to Open the Printer Driver Setup Window
2. On the **Maintenance** sheet, click **View Printer Status....**
3. Select **Enable Status Monitor** on the **Option** menu if it is not selected.

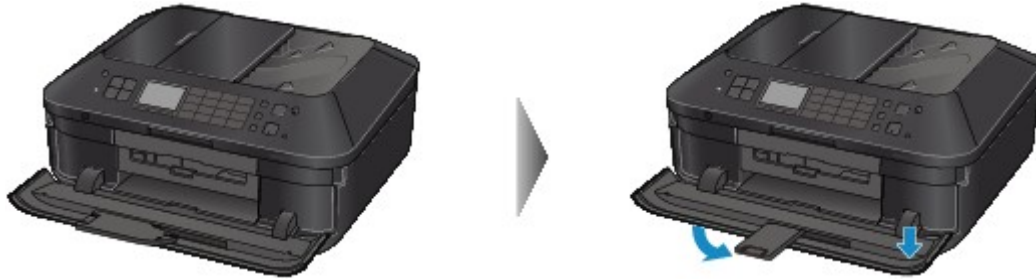
If the Output Tray Extension Comes Off

If the output tray extension comes off, the paper output tray is not closed properly.

▶▶▶ Note

- The output tray extension comes off easily to avoid it being damaged.

Hold the paper output tray and move the output tray extension slowly until it clicks into place.



Problems with Bluetooth Communication

- Printer Cannot be Registered
- Printing Does Not Start

Printer Cannot be Registered

- **Check 1: Have MP Drivers been installed?**

If you reinstall the MP Drivers, reinstall the MP Drivers using the Setup CD-ROM.

- **Check 2: Is unsupported Bluetooth driver used?**

Confirm that the Bluetooth driver installed on your computer is supported.

- Toshiba Windows 7, Windows Vista or Windows XP computer

Windows 7:

Click **Start**, and select **All Programs, TOSHIBA, Bluetooth**, then **Bluetooth Settings**.

On the **Bluetooth Settings** dialog, click the **help** button, the version number, then make sure that the version number is 7.00.00 or later.

Windows Vista:

Click **Start**, and select **All Programs, TOSHIBA, Bluetooth**, then **Bluetooth Settings**.

On the **Bluetooth Settings** dialog, click the **help** button, the version number, then make sure that the version number is 5.10.04 or later.

Windows XP:

Click **Start**, and select **All Programs, TOSHIBA, Bluetooth**, then **Bluetooth Settings**.

On the **Bluetooth Settings** dialog, click the **help** button, the version number, then make sure that the version number is 3.00.10 or later.

- **Windows 7 computer (except for Toshiba Windows 7 computers)**

Log into a user account with the administrator privilege, and click **Control Panel**, then **Hardware and Sound**.

Make sure that the **Add a Bluetooth Device** is displayed in the dialog.

- Windows Vista (except for Toshiba Windows Vista computers)

Log into a user account with the administrator privilege, and click **Control Panel**, then **Hardware and Sound**.

Make sure that the  **Bluetooth Devices** icon is displayed in the dialog.

- Windows XP SP2 or later (except for Toshiba Windows XP computers)

Log into a user account with the administrator privilege, click **Control Panel**, then **Printers and Other Hardware**.

Make sure that the  **Bluetooth Devices** icon is displayed in the dialog.

The operations may vary depending on your operating program. In this case, refer to your computer's operation manual.

- **Check 3: Is the printer name which you want to register displayed in the Printer List?**

- **Make sure that the printer is turned on.**

➡ Confirming that the Power Is On

- **Make sure that the printer is not operating.**

- **Check whether the Bluetooth unit is usable.**

Make sure that the **Bluetooth settings** (Graphic LCD)/**Bluetooth settings** (Text LCD) screen can be displayed on the LCD of the printer. If the screen cannot be displayed, remove the Bluetooth unit from the printer and attach it once again.

➡ Attaching to and Removing from the Printer

- **Make sure that the Bluetooth settings (Graphic LCD)/Bluetooth settings (Text LCD) screen can be displayed on the LCD of the printer, and try to register again.**

- **Check whether access from a Bluetooth-compatible device is refused.**

Check the printer access setting displaying the **Bluetooth settings** (Graphic LCD)/**Bluetooth settings** (Text LCD) screen on the LCD of the printer.

1. Display the **Bluetooth settings** (Graphic LCD)/**Bluetooth settings** (Text LCD) screen on the LCD of the printer.

For information about how to display the **Bluetooth settings** (Graphic LCD)/**Bluetooth settings** (Text LCD) screen, refer to Changing the Machine Settings on the LCD.

2. Select **Access refusal setting** (Graphic LCD)/**Access refusal** (Text LCD).

3. Select **OFF** (Graphic LCD)/**OFF** (Text LCD), then use the **OK** button on the printer to confirm the selection.

Printing Does Not Start

• Check 1: Is Bluetooth unit ready for use?

Make sure that the **Bluetooth settings** (Graphic LCD)/**Bluetooth settings** (Text LCD) screen can be displayed on the LCD of the printer. If the screen cannot be displayed, remove the Bluetooth unit from the printer and attach it once again.

➡ Attaching to and Removing from the Printer

Make sure that the **Bluetooth settings** (Graphic LCD)/**Bluetooth settings** (Text LCD) screen can be displayed on the LCD of the printer, and try to print again.

If the **Bluetooth settings** (Graphic LCD)/**Bluetooth settings** (Text LCD) screen is not yet displayed after you remove the Bluetooth unit from the printer and attach it again, the Bluetooth unit may be faulty. In this case, contact the service center.

• Check 2: Is there a problem with the location of the printer or is the distance between the printer and computer too great?


The maximum communication distance between the printer and a computer is about 33 ft./10 m, but it varies depending on the following conditions:

- Presence of obstacles between the communication equipment and radio wave conditions
 - Location where magnetic fields, static electricity, or radio interference occurs
 - Type of software and operating system used
 - Receiver sensitivity and antenna performance of the communication equipment
- Change the printer installation place or move the printer closer to the computer.

• Check 3: Is the printer to be used selected correctly?

Follow the procedure described below to select the printer to which the Bluetooth unit is attached.

1. Log into a user account with the administrator privilege.
2. Select items from **Control Panel** as shown below.
 - In Windows 7, click **Control Panel**, then **Devices and Printers** under **Hardware and Sound**.
 - In Windows Vista, click **Control Panel**, then **Printers** under **Hardware and Sound**.
 - In Windows XP, click **Control Panel**, then **Printers and Faxes** under **Printers and Other Hardware**.

3. Click the  icon of the printer to be used for printing via Bluetooth communication.
By default, the icon name is "Canon XXX Printer (Copy X)".

▶▶▶ Note

- "X" is a device name or a digit. The number of digits may differ depending on the printer.

4. Select the printer properties.
 - In Windows 7, select **Printer properties**.
 - In Windows Vista, select **Properties** from the **Organize** menu.
 - In Windows XP, select **Properties** from the **File** menu.

5. Click the **Ports** tab and select an applicable printer from **Port**.

It may vary depending on how you authenticate the printer.

For Windows 7

When authenticating the printer as a **Add a Bluetooth device** in **Control Panel** "BTHnnn (Canon XXX Printer (Copy X))" ("n" is a digit).

When authenticating the printer as a Bluetooth device using **Bluetooth Settings** built in the computer

"TBPnnn (Canon XXX Printer (Copy X))" ("n" is a digit)

For Windows Vista or Windows XP

When authenticating the printer as a **Bluetooth device** in **Control Panel**

"BTHnnn (Canon XXX Printer (Copy X))" ("n" is a digit).

When authenticating the printer as a Bluetooth device using **Bluetooth Settings** built in the computer

"TBPnnn (Canon XXX Printer (Copy X))" ("n" is a digit)

For more information about how to register the printer, see step 4 in Preparation.

6. Click **OK**.

• **Check 4: Is the message "This document failed to print" displayed?**

- Do not retry printing. Check the Support Code on the LCD.
Clear the error according to [Support Code List](#).
- When you use a Microsoft Bluetooth driver, make sure that the **Printing (HCRP)** service is effective on your computer.

In Windows 7:

Click **Control Panel**. Select **Devices and Printers** under **Hardware and Sound**, then select the printer to be used for Bluetooth communication. Right-click and select **Properties**.

Make sure that **Printing (HCRP)** on the **Services** sheet is checked.

In Windows Vista:

Click **Control Panel**, **Bluetooth Devices** under **Hardware and Sound**, then select the printer to be used for Bluetooth communication and click **Properties**.

Make sure that **Printing (HCRP)** on the **Services** sheet is checked.

In Windows XP:


Click **Control Panel**, **Bluetooth Devices** under **Printers and Other Hardware**, then select the printer to be used for Bluetooth communication and click **Properties**.

Make sure that **Printing (HCRP)** on the **Services** sheet is checked.

If **Printing (HCRP)** is not checked or the **Printing (HCRP)** service is not detected, follow the procedure below and register the printer again.

1. Select items from **Control Panel** as shown below.

- In Windows 7, click **Control Panel**, then **Devices and Printers** under **Hardware and Sound**.
- In Windows Vista, **Control Panel**, then **Printers** under **Hardware and Sound**.
- In Windows XP, click **Control Panel**, then **Printers and Faxes** under **Printers and Other Hardware**.

2. Click the  icon of the printer for printing via Bluetooth communication.

3. Remove the printer following the procedure below.

- In Windows 7, select **Remove device**.
- In Windows Vista, select **Delete** from the **Organize** menu.
- In Windows XP, select **Delete** from the **File** menu.

4. Authenticate the printer as a Bluetooth device from **Control Panel** as shown below.

- In Windows 7, authenticate the printer as a Bluetooth device on **Add a Bluetooth Device** in **Hardware and Sound** under **Control Panel**.
- In Windows Vista or Windows XP, authenticate the printer as a Bluetooth device on **Bluetooth Devices**, in **Control Panel**.

For more information about the procedure, see Registering the Printer.

- This message is displayed when the print job is sent from the Bluetooth device while another print job through the USB port is being printed out.
Printing will begin automatically when the print queue is finished.

- Printing cannot be carried out with Bluetooth communication from more than one computer at the same time. In this case, this message is displayed on the computer during standing by. Printing will begin automatically when the print queue is finished.

- **Check 5: Were the MP Drivers installed after printer registration on Add a Bluetooth Device (Bluetooth Devices in Windows Vista or Windows XP)?**

If you have installed the MP Drivers after registering the printer as a Bluetooth device on **Add a Bluetooth Device (Bluetooth Devices** in Windows Vista or Windows XP), delete the printer and then register it again.

For more information about the procedure, see Preparation.

Problems with Installation/Downloading

- [Cannot Install the MP Drivers](#)
- [Easy-WebPrint EX Does Not Start Up or Easy-WebPrint EX Menu Does Not Appear](#)
- [How to Update MP Drivers in Network Environment](#)
- [Uninstalling IJ Network Tool](#)

Cannot Install the MP Drivers

- **If the installation does not start even after the Setup CD-ROM is inserted into your computer's disc drive:**

Start the installation following the procedure below.

1. Select items from the **Start** menu as shown below.

- In Windows 7 or Windows Vista, click **Start** then **Computer**.
- In Windows XP, click **Start** then **My Computer**.



2. Double-click the **CD-ROM** icon on the displayed window.

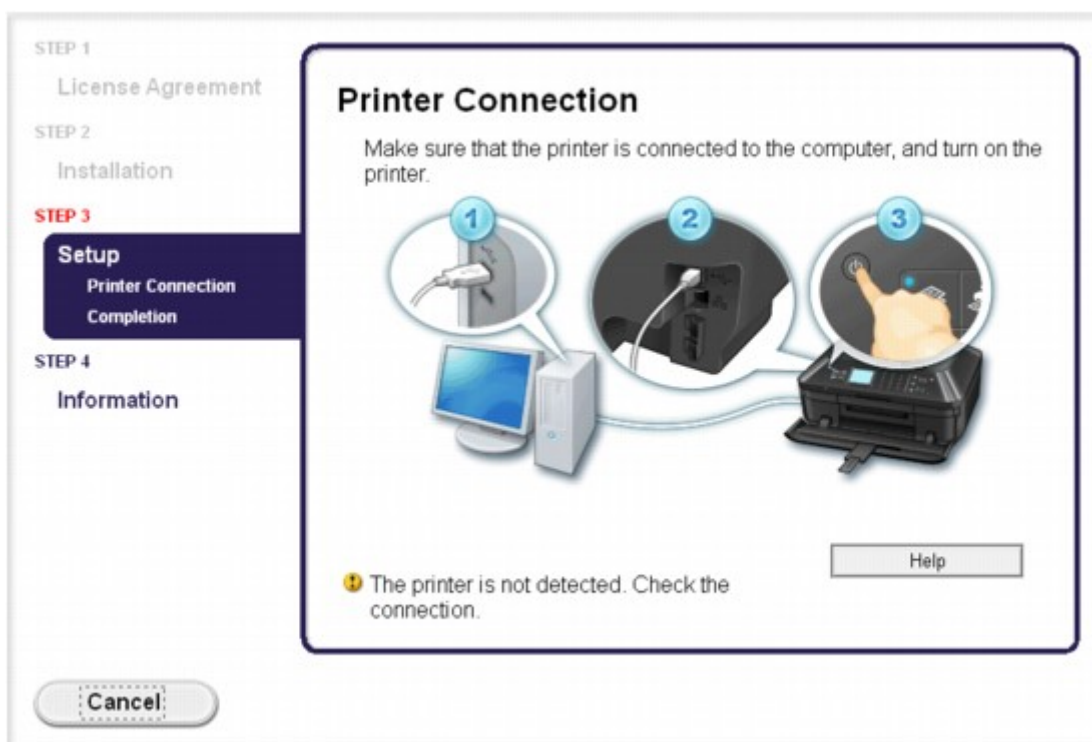
If the contents of the CD-ROM are displayed, double-click **MSETUP4.EXE**.

»» Note

- If the CD-ROM icon is not displayed, try the following:
 - Remove the CD-ROM from your computer, then insert it again.
 - Restart your computer.

If the icon is not yet displayed, try different discs and see if they are displayed. If other discs are displayed, there is a problem with the Setup CD-ROM. In this case, contact the service center.

- **If you are unable to proceed beyond the Printer Connection screen:**



»» Note

- **The printer is not detected. Check the connection.** may be displayed depending on the computer you use.

- **Check 1: Make sure that the USB cable is securely plugged in to the machine and the computer.**

- **Check 2: Follow the procedure below to connect the machine and the computer again.**

1. Turn the machine off.
2. Unplug the USB cable from the machine and the computer, then connect it again.
3. Turn the machine on.

- **Check 3: If you cannot resolve the problem, follow the procedure below to reinstall the MP Drivers.**

1. Click **Cancel**.
2. Click **Start Over** on the **Installation Failure** screen.
3. Click **Exit** on the "PIXMA XXX" screen (where "XXX" is your machine's name), then remove the CD-ROM.
4. Turn the machine off.
5. Restart the computer.
6. Make sure that you have no application software running.
7. Insert the CD-ROM again, then install the MP Drivers.

- **In other cases:**

Reinstall the MP Drivers.

If the MP Drivers were not installed correctly, uninstall the MP Drivers, restart your computer, and then reinstall the MP Drivers.

➔ **Deleting the Unnecessary MP Drivers**

If you reinstall the MP Drivers, install the MP Drivers on the Setup CD-ROM.

▶▶▶ Note

- If the installer was forced to be terminated due to a Windows error, the system may be in an unstable condition and you may not be able to install the drivers. Restart your computer before reinstalling.

Easy-WebPrint EX Does Not Start Up or Easy-WebPrint EX Menu Does Not Appear

If Easy-WebPrint EX does not start up or its menu does not appear on Internet Explorer, confirm the following.

- **Check 1: Is Canon Easy-WebPrint EX displayed on the Toolbars menu in the Internet Explorer's View menu?**

If **Canon Easy-WebPrint EX** is not displayed, Easy-WebPrint EX is not installed on your computer. Install Easy-WebPrint EX onto your computer on the Setup CD-ROM.

Note

- If Easy-WebPrint EX is not installed on your computer, a message asking you to install it may be displayed on the notification area on the taskbar. Click the message, then follow the instructions on the computer screen to install Easy-WebPrint EX.
- While the installation or download Easy-WebPrint EX is in progress, it is necessary to access the Internet.

- **Check 2: Is Canon Easy-WebPrint EX selected on the Toolbars menu in the Internet Explorer's View menu?**

If **Canon Easy-WebPrint EX** is not selected, Easy-WebPrint EX is disabled. Select **Canon Easy-WebPrint EX** to enable it.

How to Update MP Drivers in Network Environment

Download the latest MP Drivers in advance.

To obtain the latest MP Drivers, access our web site through the Internet and download the latest MP Drivers for your model.

After uninstalling the MP Drivers, install the latest MP Drivers according to the regular procedure. When the connection method selection screen is displayed, select **Use the printer with wireless LAN connection** or **Use the printer with wired LAN connection** according to the connection method you use. The machine will be detected automatically in the network.

After making sure that the machine is detected, install the MP Drivers following the on-screen instructions.

Note

- You can use the machine over a LAN without performing setup again.

Uninstalling IJ Network Tool

Follow the procedure below to uninstall IJ Network Tool from your computer.

Important

- Even if IJ Network Tool is uninstalled, you can print, scan, and fax from the computer over network. However, you cannot change the network settings over network.
- Log into a user account with administrator privilege.

1. Uninstall IJ Network Tool.

- In Windows 7 or Windows Vista:
 1. Click **Start > Control Panel > Programs > Programs and Features**.
 2. Select **Canon IJ Network Tool** from the program list, then click **Uninstall**.
If the **User Account Control** screen appears, click **Continue**.
- In Windows XP:
 1. Click **Start > Control Panel > Add or Remove Programs**.
 2. Select **Canon IJ Network Tool** from the program list, then click **Remove**.

2. Click **Yes** when the confirmation message appears.

When the message prompting you to restart your computer is displayed, click **OK** to restart your computer.

About Errors/Messages Displayed

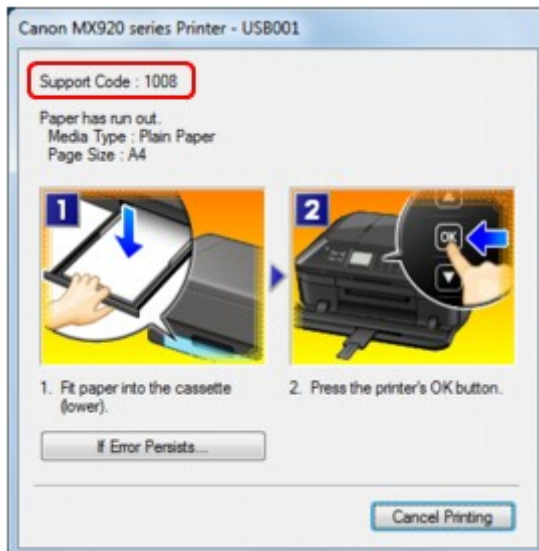
- If an Error Occurs
- A Message for Faxing Is Displayed on the LCD
- A Message Is Displayed
- Error Message Appears on a PictBridge Compliant Device

If an Error Occurs

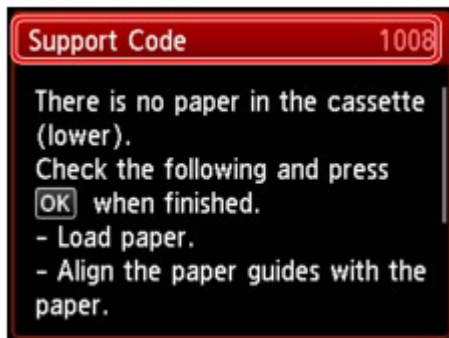
When an error occurs in printing such as the machine is out of paper or paper is jammed, a troubleshooting message is displayed automatically. Take the appropriate action described in the message.

When an error occurs, a Support Code (error number) is displayed on the computer screen or the LCD.

- **When a Support Code and a message are displayed on the computer screen:**



- **When a Support Code and a message are displayed on the LCD:**



For details on how to resolve errors with Support Codes, refer to [Support Code List](#).

▶▶▶ Note

- You can confirm the actions against errors with Support Codes on your computer or on the LCD by searching a Support Code.
 - ➡ [Click Here to Search](#)

For details on how to resolve errors without Support Codes, see [A Message Is Displayed](#).

A Message for Faxing Is Displayed on the LCD

If a message is displayed on the Fax standby screen, take the corresponding action described below.

Message	Action
Auto redial	<p>The machine is waiting to redial the recipient's number because the line was busy or the recipient did not answer when you tried to send a document. Wait for the machine to automatically redial the number. If you want to cancel automatic redialing, wait until the machine starts dialing the number, then press the Stop button. You can also delete the document from machine's memory to cancel automatic redialing.</p> <p>➡ Resending Faxes (Redialing a Busy Number)</p>
This group dial cannot be used. Coded speed dial ##	<p>* "##" represents a two-digit number. You selected a coded speed dial code to which a group is registered with the Hook button pressed. A coded speed dial code to which a group is registered cannot be used in this way.</p>
Replace the receiver.	<p>The handset is not placed in the handset cradle correctly. Replace the handset correctly.</p>
Try again in black & white.	<p>The recipient's fax machine is not color-compatible. Press the Black button to resend the fax. Alternatively, you select Send in black & white for Color transmission in Advanced FAX settings under FAX settings. The machine converts color documents into black & white data if the recipient's fax machine does not support color faxing.</p> <p>➡ Advanced FAX settings</p>
Failed to connect.	<p>The telephone line cable with a modular plug may not be plugged in properly. Make sure that the cable is plugged in properly, and resend the fax after a while. If you still cannot send the fax, select OFF for Dial tone detect in Advanced FAX settings under FAX settings.</p> <p>➡ Advanced FAX settings</p>
Received in memory.	<p>If the machine receives a fax under one of the following conditions, the machine will not be able to print the received fax and will store it in the machine's memory. When the problem is resolved as described, the fax stored in the machine's memory is printed automatically.</p> <ul style="list-style-type: none"> The amount of remaining ink is insufficient to print a fax: Replace the ink tank. ➡ Replacing an Ink Tank <p>▶▶▶ Note</p> <ul style="list-style-type: none"> You can set the machine to forcibly print a received fax even if the ink has run out. Set Print when out of ink in Auto print settings under FAX settings to Print. However, part or all of the fax may not be printed since the ink has run out. Also, the contents of the fax will not be stored in the machine's memory. If the ink has already run out, we recommend that Do not print be selected for Received documents in Auto print settings under FAX settings to store the received fax in the machine's memory. After you replace the ink tank and select Print for Received

	<p>documents in Auto print settings, the fax stored in the machine's memory will be printed automatically.</p> <p>➡ Auto print settings</p> <hr/> <ul style="list-style-type: none"> • Paper has run out: Load the paper and press the OK button. • A different size of paper from that specified by Page size is loaded: Load the same size of paper as that specified by Page size, then press the OK button. • You pressed the Stop button to cancel printing of a fax: Press the FAX button to resume printing of the fax. • Do not print is selected for Received documents in Auto print settings under FAX settings: You can print the faxes stored in the machine's memory from the Memory reference screen in the Fax menu. ➡ Printing a Document in Machine's Memory <p>➤➤➤ Note</p> <hr/> <ul style="list-style-type: none"> ■ To print the received faxes automatically, select Print for Received documents in Auto print settings under FAX settings. ➡ Auto print settings ■ If you did not print the fax stored in the machine's memory (e.g., if you did not resolve the problem by pressing the Stop button), you can delete or print the fax stored in the machine's memory later. ➡ Document Stored in Machine's Memory
<p>Busy/no signal</p>	<ul style="list-style-type: none"> • The recipient's number you dialed is busy. Try dialing again after waiting for a moment. ➡ Resending Faxes (Redialing a Busy Number) • The fax/telephone number dialed is incorrect. Check the fax/telephone number and dial again. • The recipient's fax machine did not respond (after all automatic redialing attempts). Contact the recipient and have the recipient check the fax machine. For an overseas call, add pauses to the registered number. • The recipient is not using a G3 machine. The machine cannot send or receive documents to/from a fax machine that is incompatible with the G3 standard. Contact the recipient and ask the recipient to check whether the fax machine is G3 compatible. • The touch tone/rotary pulse setting on the machine is incorrect. Set the machine to match the telephone line you are using. ➡ Setting the Telephone Line Type
<p>Memory is full.</p>	<p>The machine's memory is full because it has sent/received too many documents, or a detailed document. Print the faxes stored in the machine's memory or save them on the USB flash drive, and delete them from the machine's memory. ➡ Document Stored in Machine's Memory</p> <p>When sending a fax, resend it. If this message still appears, delete the faxes stored in the machine's memory, divide the faxes for sending, and send them again. When receiving a fax, have the sender resend the faxes.</p>
<p>Awaiting document processing.</p>	<p>The received faxes were not saved on the USB flash drive automatically because the USB flash drive was not inserted or because it was not writable. Press the OK button.</p> <p>The received faxes are stored in the machine's memory. Insert the writable USB flash drive, then save the received faxes to the USB flash drive manually. ➡ Saving a Document in Machine's Memory to USB Flash Drive</p>

	<p>Delete the unnecessary fax from machine's memory after saving to the USB flash drive. ➡ Deleting a Document in Machine's Memory</p>
<p>FAX info does not match.</p>	<p>Transmission has been canceled because the machine could not detect the recipient's fax machine information or the information did not match the dialed number. This message is displayed when Check RX FAX information in Security control under FAX settings is set to ON. For details, see Sending Faxes after Checking Information (Checking the Recipient's Information).</p>
<p>Reception rejected.</p>	<p>Reception has been rejected because the fax matches the fax rejection condition specified by FAX reception reject in Security control under FAX settings. For details, see Rejecting Fax Reception.</p>
<p>Waiting for report output...</p>	<p>If the machine receives a fax under one of the following conditions, the machine will not be able to print the reports. When the problem is resolved as described, the reports are printed automatically.</p> <ul style="list-style-type: none"> • The amount of remaining ink is insufficient to print a report: Replace the ink tank. ➡ Replacing an Ink Tank • Paper has run out: Load the paper and press the OK button. • A different size of paper from that specified by Page size is loaded: Load the same size of paper as that specified by Page size, then press the OK button. • You pressed the Stop button to cancel printing of a report: Press the FAX button to resume printing of the report.

A Message Is Displayed

This section describes some of the errors or messages.

►► Note

- A Support Code (error number) is displayed on the computer or on the LCD for some error or message. For details on errors with Support Codes, refer to [Support Code List](#).

If a message is displayed on the LCD, see below.

- [A Message Is Displayed on the LCD](#)

If a message is displayed on the computer, see below.

- [Error Regarding Automatic Duplex Printing Is Displayed](#)
- [Error Regarding the Power Cord Being Unplugged Is Displayed](#)
- [Writing Error/Output Error/Communication Error](#)
- [Other Error Messages](#)
- [The Inkjet Printer/Scanner/Fax Extended Survey Program Screen Is Displayed](#)

A Message Is Displayed on the LCD

Confirm the message and take an appropriate action.

- Data of supported types are not saved.
 - There is no image data or document saved on the USB flash drive that can be read by this machine.
 - The machine may not recognize the file if the file name or folder path contain certain characters. Use only alphanumeric characters.
 - Photo data edited or processed on a computer must be printed from the computer.

►► Note


- When a photo which has been processed on a computer is selected, "?" is displayed on the LCD.


- Cannot print the specified PDF file. An error has occurred while scanning the file, or the format is not supported, or the file is too large.
 - Make sure the PDF file is printable from a USB flash drive. See [Printing Documents \(PDF File\) Saved on a USB Flash Drive](#) for more information.

►► Note

- The names of the PDF files are displayed even though they cannot be printed from the USB flash drive. It is recommended you confirm whether they are printable. If one of the following conditions applies to the PDF files, they are not printable.
 - The **Details** screen is not displayed for the PDF file you want to print.
 - Characters other than machine name, **IJ Scan Utility**, or **My Image Garden** are displayed on **Created with** on the **Details** screen.
 - "?" is displayed on the preview screen.

- Data edited or processed on a computer must be printed from the computer.
- The specified PDF file contains unprintable data. Some portions may not be printed.

PDF file which contain lot of graphics or hi-resolution images may lose that data or stop before printing is completed. In this case, print from the computer.
- Check the page size and select .

The size of the loaded paper is different from that specified in the paper size setting.
Load the same size of paper as that specified in the paper size setting, then press the **OK** button.
- Power was not turned off correctly the last time. Press the  button when turning power off.

The power cord may have been unplugged last while the machine was still on.

Press the **OK** button to dismiss the error.

►►► Note

- See Notice for Unplugging the Power Cord for unplugging the power cord.

- The power cord has been unplugged and unsent/received docs in memory have been lost.

A power failure has occurred or the power cord has been unplugged when the faxes are stored in the machine's memory.

►►► Important

- If a power failure occurs or you unplug the power cord, all faxes stored in the machine's memory are deleted.
- For details on how to unplug the power cord, see Notice for Unplugging the Power Cord.

Press the **OK** button.

After pressing the **OK** button, the list of the faxes deleted from the machine's memory (MEMORY CLEAR REPORT) will be printed.

For details, refer to Summary of Reports and Lists.

Error Regarding Automatic Duplex Printing Is Displayed

- **Check:** See [Cannot Print Properly with Automatic Duplex Printing](#) and take the appropriate action.

Error Regarding the Power Cord Being Unplugged Is Displayed

The power cord may have been unplugged while the machine was still on.

Check the error message that appears on the computer, then click **OK**.

The machine starts printing.

See Notice for Unplugging the Power Cord for unplugging the power cord.

►►► Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

Writing Error/Output Error/Communication Error

- **Check 1:** If all the lamps on the operation panel are off, make sure that the power plug is plugged in, then turn the machine on.

While any lamp on the operation panel is flashing, the machine is initializing. Wait until the lamp on the operation panel stops flashing and remains lit.

- **Check 2:** Make sure that the printer port is configured appropriately in the printer driver.

* In the following instructions, "XXX" signifies your machine's name.

1. Log on as a user account with administrator privilege.
2. Select items from the **Start** menu as shown below.
 - In Windows 7, select **Devices and Printers** from the **Start** menu.
 - In Windows Vista, select the **Start** menu > **Control Panel** > **Hardware and Sound** > **Printers**.
 - In Windows XP, select the **Start** menu > **Control Panel** > **Printers and Other Hardware** > **Printers and Faxes**.
3. Open the properties of printer driver for the machine.

- In Windows 7, right-click the "Canon XXX Printer" icon (where "XXX" is your machine's name), then select **Printer properties**.
- In Windows Vista or Windows XP, right-click the "Canon XXX Printer" icon (where "XXX" is your machine's name), then select **Properties**.

4. Click the **Ports** tab to confirm the port settings.

Make sure that a port named "USBnnn" (where "n" is a number) with "Canon XXX Printer" appearing in the **Printer** column is selected for **Print to the following port(s)**.

Note

- When the machine is used over LAN, the port name of the machine is displayed as "CNBJNP_xxxxxxxx". "xxxxxxxx" is the character string generated from the MAC address or a character string specified by the user when setting up the machine.

- If the setting is incorrect:
Reinstall the MP Drivers.
- Printing does not start even though the machine is connected to the computer using a USB cable and the port named "USBnnn" is selected:
Click **Start** and select **All programs, Canon Utilities, Canon My Printer, Canon My Printer**, then select **Diagnose and Repair Printer**. Follow the on-screen instructions to set the correct printer port, then select your machine's name.
If the problem is not resolved, reinstall the MP Drivers.
- Printing does not start even though the port named "CNBJNP_xxxxxxxx" is selected when the machine is used over LAN:
Launch IJ Network Tool, and select "CNBJNP_xxxxxxxx" as you confirmed in step 4, then associate the port with the printer using **Associate Port** in the **Settings** menu.
If the problem is not resolved, reinstall the MP Drivers.

• **Check 3: Make sure that the machine is connected to your computer properly.**

When the machine is connected to your computer with a USB cable, make sure that the USB cable is securely plugged in to the machine and the computer, then check the followings:

- If you are using a relay device such as a USB hub, disconnect it, connect the machine directly to the computer, and try printing again. If printing starts normally, there is a problem with the relay device. Consult the reseller of the relay device for details.
- There could also be a problem with the USB cable. Replace the USB cable and try printing again.

When you use the machine over LAN, make sure that the machine is connected to the network with a LAN cable or is set up correctly.

• **Check 4: Make sure that the MP Drivers are installed correctly.**

Uninstall the MP Drivers following the procedure described in *Deleting the Unnecessary MP Drivers*, insert the Setup CD-ROM into the computer's disc drive and install the MP Drivers again.

• **Check 5: When the machine is connected to your computer with a USB cable, check the status of the device on your computer.**

Follow the procedure below to check the status of the device.

1. Open the Device Manager on your computer as shown below.

If the **User Account Control** screen is displayed, follow the on-screen instructions.

- In Windows 7 or Windows Vista, click **Control Panel, Hardware and Sound, then Device Manager**.
- In Windows XP, click **Control Panel, Performance and Maintenance, System**, then click **Device Manager** on the **Hardware** sheet.

2. Double-click **Universal Serial Bus controllers** then **USB Printing Support**.

If the **USB Printing Support Properties** screen is not displayed, make sure that the machine is correctly connected to the computer.

➡ [Check 3: Make sure that the machine is connected to your computer properly.](#)

3. Click the **General** tab and make sure that there is no indication of a problem with the device.

If a device error is displayed, refer to Windows help to resolve the error.

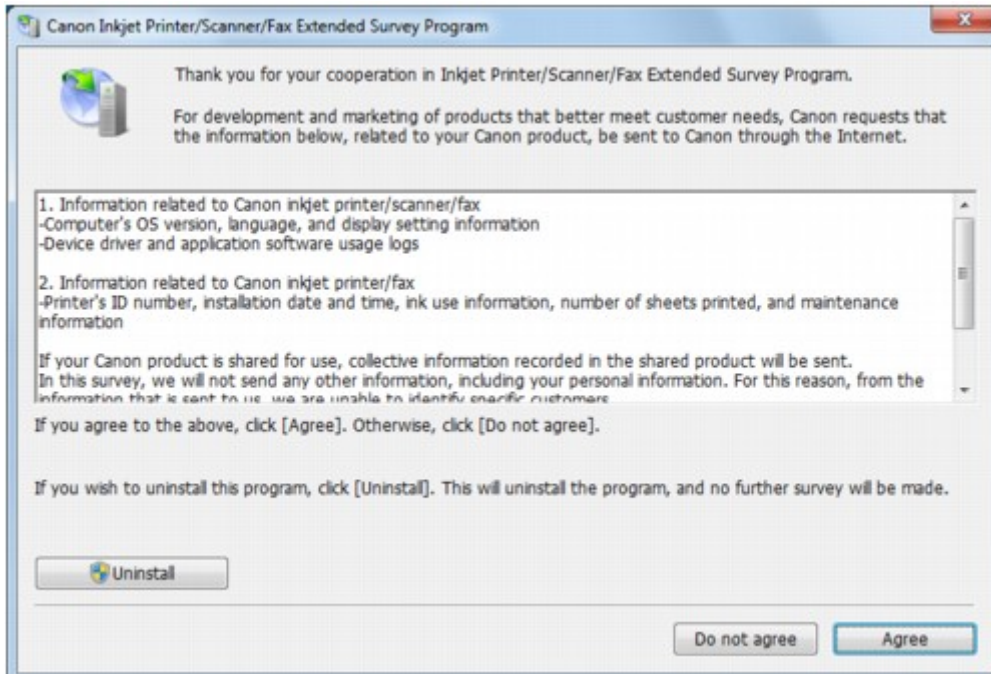
Other Error Messages

- **Check: If an error message is displayed outside the printer status monitor, check the following:**
 - **"Could not spool successfully due to insufficient disk space"**
Delete any unnecessary files to increase the amount of free space on the disk.
 - **"Could not spool successfully due to insufficient memory"**
Quit other running application softwares to increase available memory.
If you cannot print yet, restart your computer and retry printing.
 - **"Printer driver could not be found"**
Uninstall the printer driver according to the procedure described in Deleting the Unnecessary MP Drivers, and then reinstall it.
 - **"Could not print Application name - File name"**
Try printing again once the current job is complete.

The Inkjet Printer/Scanner/Fax Extended Survey Program Screen Is Displayed

If the Inkjet Printer/Scanner/Fax Extended Survey Program is installed, a confirmation screen asking for permission to send the printer and application software usage information will be displayed every month for about ten years.

Read the instructions on the screen and follow the procedure below.



- **If you agree to participate in the survey program:**

Click **Agree**, then follow the on-screen instructions. The printer usage information will be sent via the Internet. If you have followed the on-screen instructions, the information will be sent automatically from the second time onward and the confirmation screen will not be displayed again.

►► Note

- When the information is being sent, a caution screen such as an Internet security screen may be displayed. In this case, confirm that the program name is "IJPLMUI.exe", then allow it.
- If you deselect the **Send automatically from the next time** check box, the information will not be sent automatically from the second time onward and a confirmation screen will be displayed at the time of the next survey. To send the information automatically, see [Changing the confirmation screen setting:](#).

- **If you do not agree to participate in the survey program:**

Click **Do not agree**. The confirmation screen will be closed, and the survey at that time is skipped. The confirmation screen will be displayed again one month later.

- **To uninstall the Inkjet Printer/Scanner/Fax Extended Survey Program:**

To uninstall the Inkjet Printer/Scanner/Fax Extended Survey Program, click **Uninstall**, then follow the on-screen instructions.

• **Changing the confirmation screen setting:**

1. Select items from the **Start** menu as shown below.
 - In Windows 7 or Windows Vista, select the **Start** menu > **Control Panel** > **Programs** > **Programs and Features**.
 - In Windows XP, select the **Start** menu > **Control Panel** > **Add or Remove Programs**.

▶▶▶ **Note**

- In Windows 7 or Windows Vista, a confirmation/warning dialog box may appear when installing, uninstalling or starting up software.
This dialog box appears when administrative rights are required to perform a task.
If you are logged on to an administrator account, follow the on-screen instructions.

2. Select **Canon Inkjet Printer/Scanner/Fax Extended Survey Program**.
3. Select **Change**.

If you select **Yes** after you have followed the on-screen instructions, the confirmation screen will be displayed at the time of the next survey.

If you select **No**, the information will be sent automatically.

▶▶▶ **Note**

- If you select **Uninstall** (or **Remove** in Windows XP), the Inkjet Printer/Scanner/Fax Extended Survey Program is uninstalled. Follow the on-screen instructions.

Error Message Appears on a PictBridge Compliant Device

The following are the possible errors that may occur when printing directly from a PictBridge compliant device and the countermeasures to clear them.

▶▶▶ Note

- This section describes errors that are indicated on Canon-brand PictBridge compliant devices. The error messages and operations may vary depending on the device you are using. For errors on non-Canon PictBridge compliant devices, check the Support Code (error number) on the LCD and take the appropriate action to clear the error.
 - ➡ [Support Code List](#)
- For the errors indicated on the PictBridge compliant device and their solution, also refer to the instruction manual of the device. For other troubles on the device, contact the manufacturer.

Error Message on the PictBridge Compliant Device	Action
"Printer in use"	If the machine is printing from the computer or warming up, wait until the job ends. When it is ready, the machine starts printing automatically.
"No paper"	Load paper in the cassette, and select Continue * in the display on your PictBridge compliant device. * To resume printing, you can also press the OK button on the machine instead of selecting Continue on the device. See Cannot Print on the Disc Label for disc label printing.
"Paper Error"	If the paper output tray is closed, open it and select Continue * in the display on your PictBridge compliant device. * To resume printing, you can also press the OK button on the machine instead of selecting Continue on the device. If the inner cover (the cover of the disc tray) is opened, close it and select Stop in the display on your PictBridge compliant device to stop printing. See Cannot Print on the Disc Label for disc label printing.
"Paper jam"	Select Stop in the display on your PictBridge compliant device to stop printing. Remove the jammed paper, load new paper, press the OK button on the machine, and try printing again.
"Printer cover open"	Close the ink cover on the machine.
"Waste tank full"/"Ink absorber full"	The ink absorber is nearly full. Check the Support Code on the LCD and take the appropriate action to resolve the error. ➡ Support Code List
"No ink"/"Ink cassette error"	<ul style="list-style-type: none"> • The ink tank is not installed. Install the ink tank. <ul style="list-style-type: none"> ➡ Replacing an Ink Tank • The ink tank is not compatible with this machine. Printing cannot be executed because the ink tank is not compatible with this machine. Install an appropriate ink tank. If you want to cancel printing, press the machine's Stop button. <ul style="list-style-type: none"> ➡ Replacing an Ink Tank • If the lamp on the ink tank is flashing, ink may have run out. Check the Support Code on the LCD and take the appropriate action to resolve the error. <ul style="list-style-type: none"> ➡ Support Code List
"Ink Error"	An ink tank that was once empty is installed. Check the Support Code on the LCD and take the appropriate action to resolve the error.

	<p>➡ Support Code List</p>
"Hardware Error"	<p>The ink tank cannot be recognized. (The lamp on the ink tank is off.) Replace the ink tank. ➡ Replacing an Ink Tank</p>
"Printer error"	<p>An error requiring servicing may have occurred. Turn off the machine, and unplug the power cord of the machine from the power supply. Plug the machine back in and turn the machine back on. If the problem is not resolved, contact the service center.</p> <p>➡➡➡ Important</p> <ul style="list-style-type: none"> ■ If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

If You Cannot Resolve the Problem

If you cannot resolve the problem with any of the workarounds in this chapter, please contact the seller of the machine or the service center.

Canon support staff are trained to be able to provide technical support to satisfy customers.

Caution

- If the machine emits any unusual sound, smoke, or odor, turn it off immediately. Unplug the power cord from the outlet and contact the seller or the service center. Never attempt to repair or disassemble the machine yourself.
- Attempts by customers to repair or take apart the machine will invalidate any warranty regardless of whether the warranty has expired.

Before contacting the service center, confirm the following:

- Product name:
 - * Your machine's name is located on the front cover of the setup manual.
- Serial number: please refer to the setup manual
- Details of the problem
- What you tried to solve the problem, and what happened

Support Code List

The support code appears on the LCD and the computer screen when an error occurs.

"Support Code" means the error number and appears with an error message.

When an error occurs, check the support code displayed on the LCD or the computer screen and take the appropriate action.

Support Code Appears on the LCD and the Computer Screen

- **1000 to 1ZZZ**

1001	1002	1007	1008	1200	1253
1300	1304	1310	1311	1312	1313
1401	1403	1405	1410	1411	1412
1413	1414	1600	1660	1680	1681
1683	1684	1688	1700	1701	1710
1711	1830	1850	1851	1855	1856
1857	1858				

- **2000 to 2ZZZ**

2001	2002	2500	2700	2800	2801
2802	2803	2804			

- **4000 to 4ZZZ**

4100	4101
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- **5000 to 5ZZZ**

5011	5012	5100	5101	5200	5400
5B00	5B01	5B10	5B11	5C00	5C20

- **6000 to 6ZZZ**

6000	6001	6002	6500	6502	6800
6801	6900	6901	6902	6910	6911
6920	6921	6930	6931	6932	6933
6936	6937	6938	6939	693A	6940
6941	6942	6943	6944	6945	6946
6A81	6B10	6B20			

- **9000 to 9ZZZ**

9000	9500
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- **A000 to ZZZZ**

B200

C000

About the support code for paper jam, you can also refer to [Support Code List \(When Paper Is Jammed\)](#).

Support Code List (When Paper Is Jammed)

If the paper is jammed, remove it following the procedure appropriate for each case.

- If you can see the jammed paper at the paper output slot:
➔ [1300](#)
- If the paper is jammed when automatic duplex printing:
➔ [1304](#)
- If the paper loaded in the cassette (upper) is jammed:
➔ [1311](#)
- If the paper loaded in the cassette (lower) is jammed:
➔ [1312](#)
- If the paper is jammed as the machine pulled in the printed paper:
➔ [1313](#)
- If the paper tears and you cannot remove it from the paper output slot or from the transport unit:
➔ [Paper Is Jammed inside the Machine](#)
- If the document is jammed in the ADF:
➔ [2801](#)
- Cases other than above:
➔ [In Other Cases](#)

1300

Cause

Paper is jammed in the paper output slot.

Action

If you can see the jammed paper at the paper output slot, remove the paper following the procedure below.

►► Important

- The power cannot be turned off while the machine is sending or receiving a fax, or when the received fax or the unsent fax are stored in the machine's memory. Make sure if the machine completed sending or receiving all the faxes before disconnecting the power cord. If you unplug the power cord, all the faxes stored in the machine's memory are deleted.

►► Note

- If you need to turn off the machine to remove jammed paper during printing, press the **Stop** button to cancel print jobs before turning off the machine.

1. Pull the paper out slowly.

Hold the paper with your hands, then pull the paper out slowly not to tear it.



►► Note

- If you cannot pull the paper out, turn the machine off and turn it back on. The paper may be ejected automatically.
 - If the paper tears and you cannot remove the jammed paper from the paper output slot, remove the paper from inside the machine.
- ➡ [Paper Is Jammed inside the Machine](#)

2. Reload the paper, and press the **OK** button on the machine.

If you turned off the machine in step 1, all print jobs in the queue are canceled. Reprint if necessary.

►► Note

- When reloading the paper, confirm that you are using the paper suited for printing and are loading it correctly.
- We recommend you use paper other than A5 sized one to print documents with photos or graphics; otherwise, the printout may curl and cause paper exit jams.

If you cannot remove the paper or the paper tears inside the machine, or if the paper jam error continues after removing the paper, contact the service center.

1304

Cause

Paper is jammed when performing automatic duplex printing.

Action

If the paper is jammed when performing automatic duplex printing, remove the paper following the procedure below.

▶▶ Important

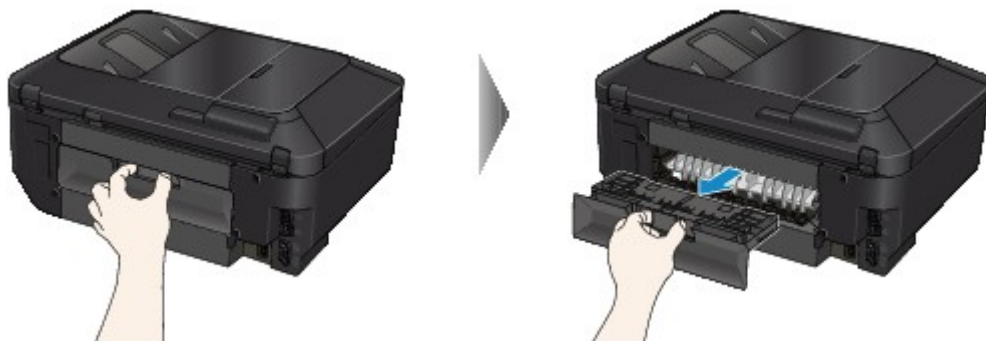
- The power cannot be turned off while the machine is sending or receiving a fax, or when the received fax or the unsent fax are stored in the machine's memory. Make sure if the machine completed sending or receiving all the faxes before disconnecting the power cord. If you unplug the power cord, all the faxes stored in the machine's memory are deleted.

▶▶ Note

- If you need to turn off the machine to remove jammed paper during printing, press the **Stop** button to cancel print jobs before turning off the machine.

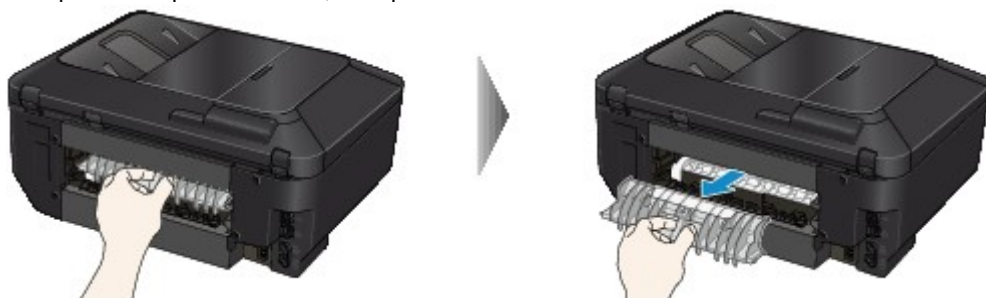
1. Detach the rear cover.

Pull out the rear cover.



2. Detach the transport unit cover.

Lift up the transport unit cover, then pull it out.



3. Pull out the paper slowly.



»» Note

- Do not touch the inner parts of the machine.
- If you cannot pull out the paper, open the paper output tray.

4. Attach the transport unit cover.

Insert the transport unit cover to the back of the machine.



5. Attach the rear cover.

Insert the rear cover to the back of the machine.



If you were not able to remove the paper out in step 3:

6. Detach the lower and upper cassettes.

7. Pull out the paper slowly.



8. If the paper is not loaded properly in the cassette, remove the paper, then reload it after aligning the edges of the sheets.

»» Note

- When reloading the paper, confirm that you are using the paper suited for printing and are loading it correctly.

9. Attach the cassettes to the machine, then press the **OK** button.

If you cannot remove the paper or the paper tears inside the machine, or if the paper jam error continues after removing the paper, contact the service center.

1311

Cause

The paper loaded in the cassette (upper) is jammed.

Action

If the paper loaded in the cassette (upper) is jammed, remove the paper following the procedure below.

▶▶ Important

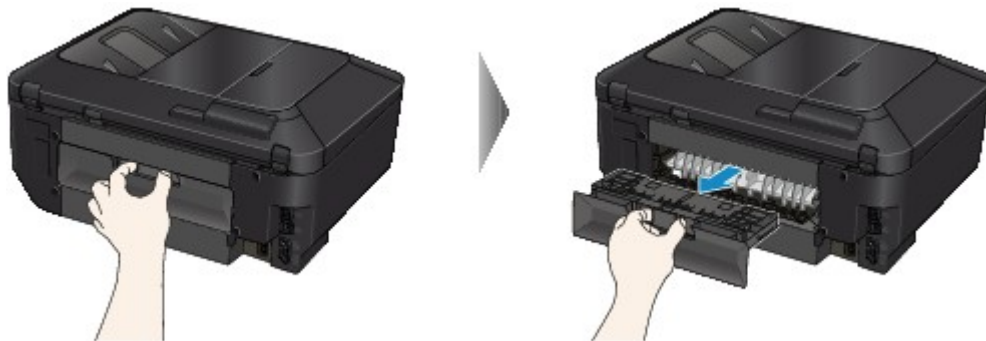
- The power cannot be turned off while the machine is sending or receiving a fax, or when the received fax or the unsent fax are stored in the machine's memory. Make sure if the machine completed sending or receiving all the faxes before disconnecting the power cord. If you unplug the power cord, all the faxes stored in the machine's memory are deleted.

▶▶ Note

- If you need to turn off the machine to remove jammed paper during printing, press the **Stop** button to cancel print jobs before turning off the machine.

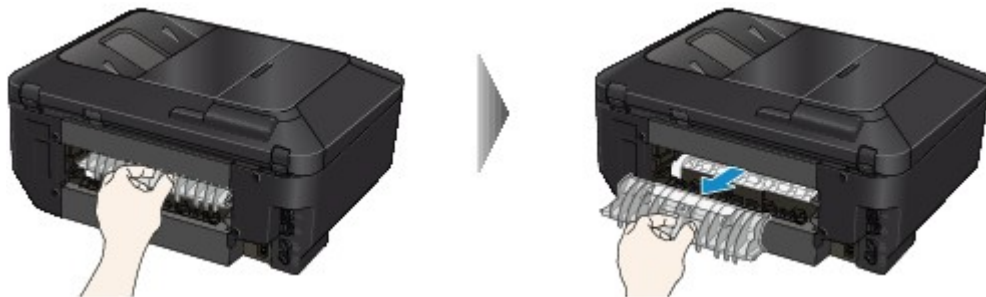
1. Detach the rear cover.

Pull out the rear cover.



2. Detach the transport unit cover.

Lift up the transport unit cover, then pull it out.



3. Pull out the paper slowly.



►► Note

- Do not touch the inner parts of the machine.
- If you cannot pull out the paper, open the paper output tray.

4. Attach the transport unit cover.

Insert the transport unit cover to the back of the machine.



5. Attach the rear cover.

Insert the rear cover to the back of the machine.



If you were not able to remove the paper out in step 3:

6. Detach the lower and upper cassettes.

7. Pull out the paper slowly.



8. If the paper is not loaded properly in the cassette, remove the paper, then reload it after aligning the edges of the sheets.

►► Note

- When reloading the paper, confirm that you are using the paper suited for printing and are loading it correctly.

9. Attach the cassettes to the machine, then press the **OK** button.

If you cannot remove the paper or the paper tears inside the machine, or if the paper jam error continues after removing the paper, contact the service center.

1312

Cause

The paper loaded in the cassette (lower) is jammed.

Action

If the paper loaded in the cassette (lower) is jammed, remove the paper following the procedure below.

▶▶ Important

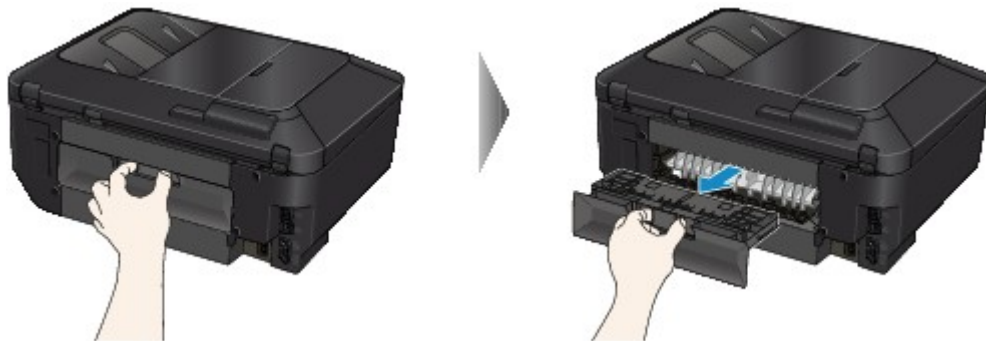
- The power cannot be turned off while the machine is sending or receiving a fax, or when the received fax or the unsent fax are stored in the machine's memory.
Make sure if the machine completed sending or receiving all the faxes before disconnecting the power cord.
If you unplug the power cord, all the faxes stored in the machine's memory are deleted.

▶▶ Note

- If you need to turn off the machine to remove jammed paper during printing, press the **Stop** button to cancel print jobs before turning off the machine.

1. Detach the rear cover.

Pull out the rear cover.



2. Pull out the paper slowly.



▶▶ Note

- Do not touch the inner parts of the machine.
- Open the paper output tray if you cannot pull out the paper.

3. Attach the rear cover.

Insert the rear cover to the back of the machine.



If you were not able to remove the paper out in step 2:

4. Detach the lower and upper cassettes.
5. Pull out the paper slowly.



6. If the paper is not loaded properly in the cassette, remove the paper, then reload it after aligning the edges of the sheets.

▶▶▶ Note

- When reloading the paper, confirm that you are using the paper suited for printing and are loading it correctly.

7. Attach the cassettes to the machine, then press the **OK** button.

If you cannot remove the paper or the paper tears inside the machine, or if the paper jam error continues after removing the paper, contact the service center.

1313

Cause

The paper is jammed as the machine pulled in the printed paper.

Action

If the paper is jammed as the machine pulled in the printed paper, remove the paper following the procedure below.

▶▶ Important

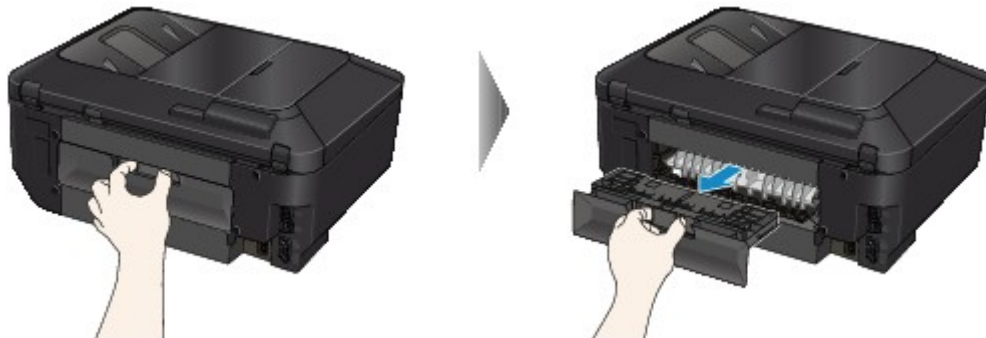
- If the printed paper piles up on the paper output slot, the machine may pull it in and the paper is jammed inside the machine. Remove the printed paper from the paper output tray before it amounts to 50 sheets.
- The power cannot be turned off while the machine is sending or receiving a fax, or when the received fax or the unsent fax are stored in the machine's memory. Make sure if the machine completed sending or receiving all the faxes before disconnecting the power cord. If you unplug the power cord, all the faxes stored in the machine's memory are deleted.

▶▶ Note

- If you need to turn off the machine to remove jammed paper during printing, press the **Stop** button to cancel print jobs before turning off the machine.

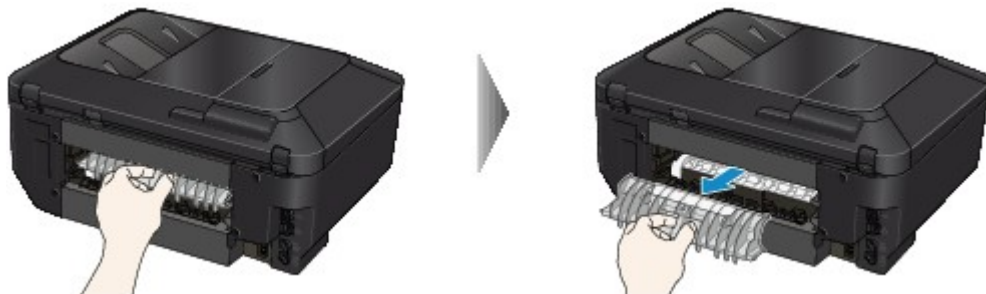
1. Detach the rear cover.

Pull out the rear cover.



2. Detach the transport unit cover.

Lift up the transport unit cover, then pull it out.



3. Pull out the paper slowly.



»» Note

- Do not touch the inner parts of the machine.
- If you cannot pull out the paper, open the paper output tray.

4. Attach the transport unit cover.

Insert the transport unit cover to the back of the machine.



5. Attach the rear cover.

Insert the rear cover to the back of the machine.



If you were not able to remove the paper out in step 3:

6. Detach the lower and upper cassettes.

7. Pull out the paper slowly.



8. If the paper is not loaded properly in the cassette, remove the paper, then reload it after aligning the edges of the sheets.

»» Note

- When reloading the paper, confirm that you are using the paper suited for printing and are loading it correctly.

9. Attach the cassettes to the machine, then press the **OK** button.

If you cannot remove the paper or the paper tears inside the machine, or if the paper jam error continues after removing the paper, contact the service center.

2801

Cause

The document is jammed in the ADF.

Action

Remove the document following the procedure below.

»» Important

- The power cannot be turned off while the machine is sending or receiving a fax, or when the received fax or the unsent fax are stored in the machine's memory.
Make sure if the machine completed sending or receiving all the faxes before disconnecting the power cord.
If you unplug the power cord, all the faxes stored in the machine's memory are deleted.

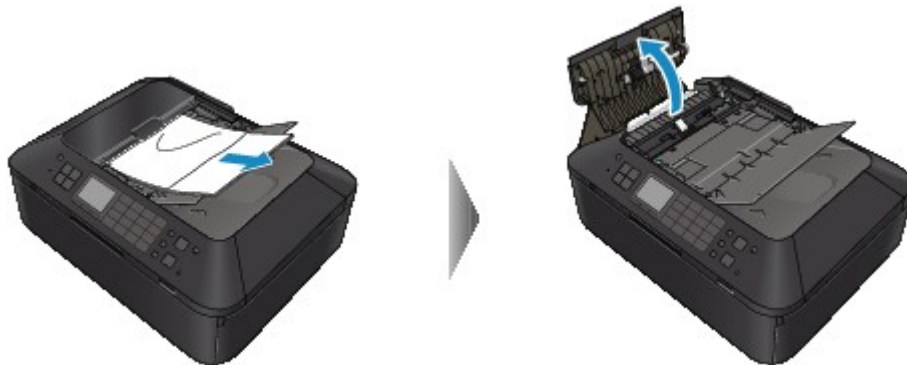
- **If the original remains in the ADF by pressing the Stop button while the machine is scanning the document:**

If you press the **Stop** button during scanning then the document remained in the ADF, the message about the paper remained in the ADF appears on the LCD. Press the **OK** button so that the remaining document is automatically fed out.

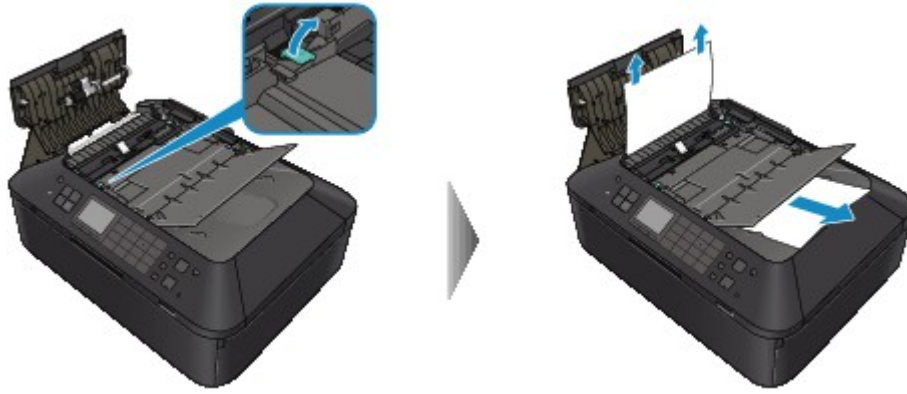
- **If the original is jammed in the ADF:**

Remove the document following the procedure below.

1. If printing is in progress, press the **Stop** button.
2. Turn off the machine.
3. If a multi-page document is loaded, remove any pages other than the jammed page from the ADF, then open the document feeder cover.



4. Raise the paper release lever, then pull out the jammed page in the ADF, either from the document tray or from the document output slot, whichever is easier.



If the document cannot be pulled out with ease, raise the document cover and pull out the jammed page from the inner side of the document cover.



After pulling out the jammed page, close the document cover.

►► Note

- When checking whether a piece of paper remains inside the ADF, see [In Other Cases:](#).

5. Close the document feeder cover, then turn on the machine.

When rescanning the document after clearing the error, rescan it from the first page.

If you cannot remove the document or the document tears inside the machine, or if the document jam error continues after removing the document, contact the service center.

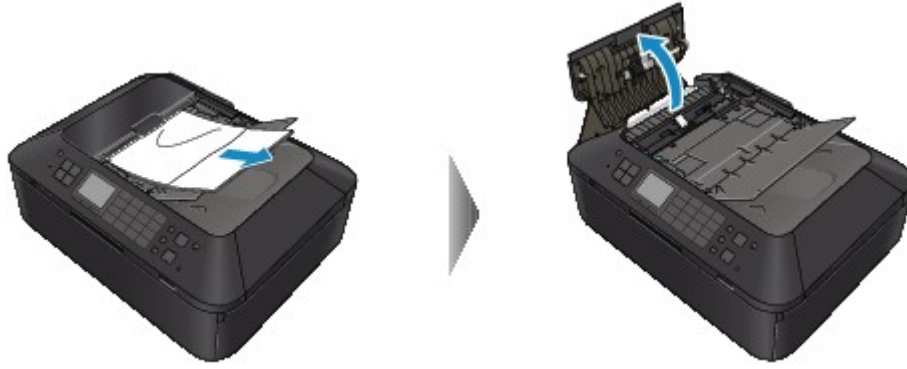
►► Note

- The document may not feed properly depending on the media type, or your environment, such as when the temperature and humidity are either too high or too low.
In this case, reduce the number of document pages to approximately half of the loading capacity.
If the document still jams, use the platen glass instead.

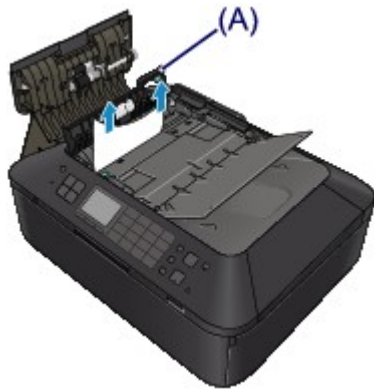
• In Other Cases:

If you cannot find the jammed page or you want to remove the piece of paper after checking whether it remains inside the ADF, follow the procedure below.

1. If printing is in progress, press the **Stop** button.
2. Turn off the machine.
3. If a multi-page document is loaded, remove any pages other than the jammed page from the ADF, then open the document feeder cover.



4. Open the transport cover (A), then remove the jammed page or the piece of paper that remains inside the ADF.



5. First close the transport cover, next close the document feeder cover, then turn on the machine.

When rescanning the document after clearing the error, rescan it from the first page.

If you cannot remove the document or the document tears inside the machine, or if the document jam error continues after removing the document, contact the service center.

Paper Is Jammed inside the Machine

If the jammed paper tears and you cannot remove the paper either from the paper output slot or the jammed paper remains inside the machine, remove the paper following the procedure below.

Important

- The power cannot be turned off while the machine is sending or receiving a fax, or when the received fax or the unsent fax are stored in the machine's memory. Make sure if the machine completed sending or receiving all the faxes before disconnecting the power cord. If you unplug the power cord, all the faxes stored in the machine's memory are deleted.

Note

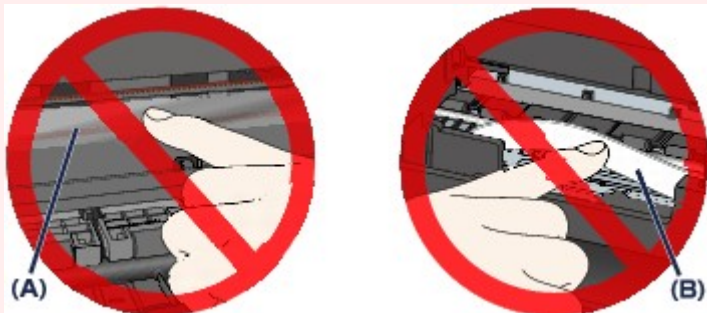
- If you need to turn off the machine to remove jammed paper during printing, press the **Stop** button to cancel print jobs before turning off the machine.

1. Turn off the machine, and unplug the power cord of the machine from the power supply.
2. Open the document cover and the ink cover.



Important

- Do not touch the clear film (A) or the white belt (B).

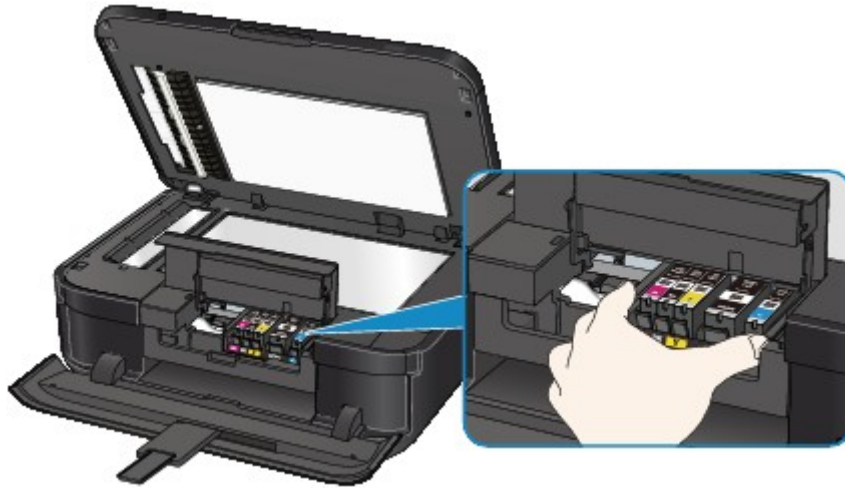


If the paper or your hands touch these parts and blot or scratch them, the machine can be damaged.

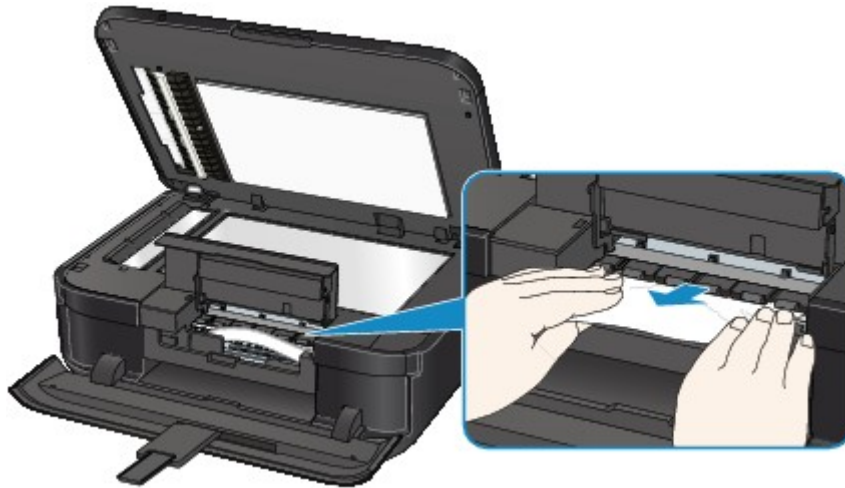
3. Make sure that the jammed paper is not under the print head holder.

If the jammed paper is under the print head holder, move the print head holder to the right edge or the left edge whichever is easier to remove the paper.

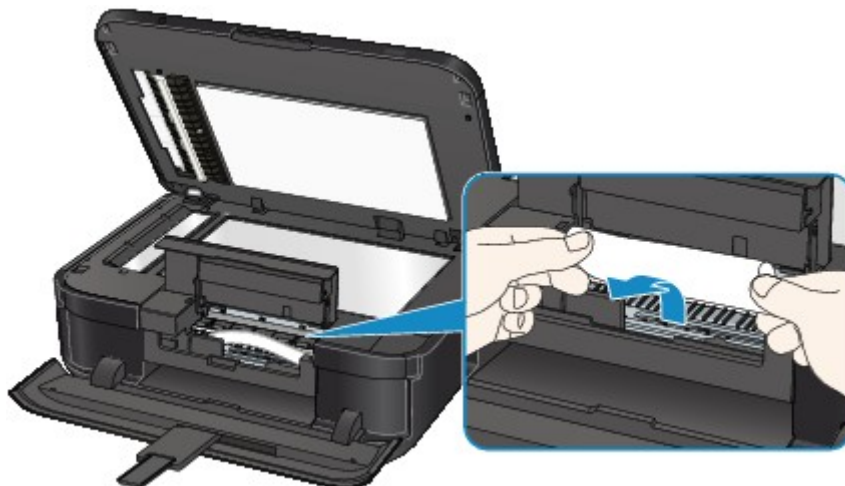
When you move the print head holder, hold the top of the print head holder and slide it slowly to the right edge or the left edge.



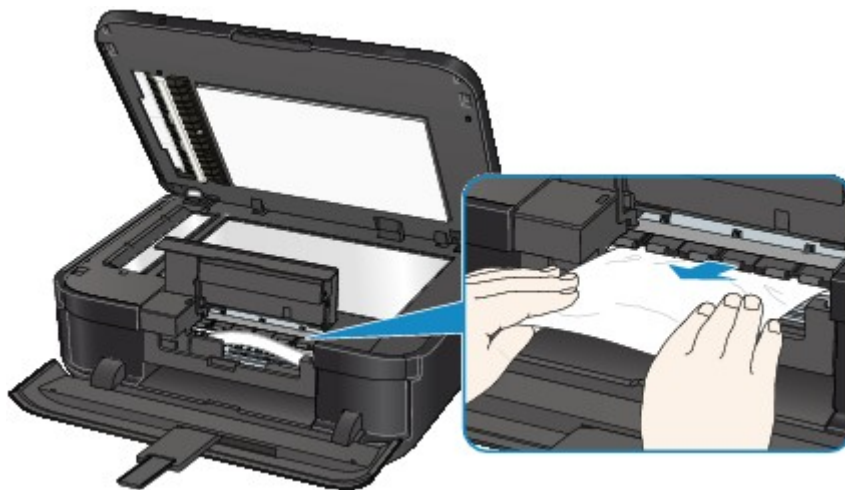
4. Hold the jammed paper with your hands.



If the paper is rolled up, pull it out.



5. Pull the paper slowly not to tear it, then pull the paper out.
Keep an angle of the paper about 45 degrees and pull it slowly.



6. Make sure that all the jammed paper is removed.

If the paper is torn, a piece of paper may remain inside the machine. Check the following and remove the piece of paper if it remains.

- Does the piece of paper remain under the print head holder?
- Does the little piece of paper remain inside the machine?
- Does the piece of paper remain in the right side or the left side space (C) inside the machine?



7. Close the ink cover and the document cover.

All print jobs in the queue are canceled. Reprint if necessary.

▶▶▶ Note

- When reloading the paper, confirm that you are using the paper suited for printing and are loading it correctly. If the message about paper jam is displayed on the LCD of the machine or on the computer screen when you resume printing after removing all the jammed paper, a piece of paper may remain inside the machine. In this case, confirm that no piece of paper remains inside the machine.

If you cannot remove the paper or the paper tears inside the machine, or if the paper jam error continues after removing the paper, contact the service center.

In Other Cases

Make sure of the following:

- **Check 1: Are there any foreign objects around the paper output slot?**
- **Check 2: Are the transport unit cover and the rear cover attached properly?**
- **Check 3: Is the paper curled?**

Load the paper after correcting its curl.

1001

Cause

There is no disc tray.

Action

When printing on printable discs (BD/DVD/CD, etc.), use the disc tray supplied with this machine ("J" is on the upper side). Place a printable disc on the disc tray, attach the disc tray to the machine, then press the **OK** button.

1002

Cause

Printable disc (BD/DVD/CD, etc.) is not set.

Action

When printing on printable discs, use the disc tray supplied with this machine ("J" is on the upper side). Place a printable disc on the disc tray, attach the disc tray to the machine, then press the **OK** button.

1007

Cause

Possible causes include the following.

- There is no paper in the cassette (upper).
- The paper source is incorrect.
- Paper is not loaded properly.

Action

Take the corresponding actions below.

- Load paper in the cassette (upper).
- Load paper in the paper source suitable for the paper size.
The small size photo paper such as 4" x 6" (10 x 15 cm) or 5" x 7" (13 x 18 cm), or Hagaki can be loaded in the cassette (upper).

Important

- If you cut plain paper into small size such as 4" x 6" (10 x 15 cm) or 5" x 7" (13 x 18 cm) and try to print on it, the paper jam will occur.

- Align the paper guides with the both edges of the paper when you load paper.

After carrying out the above measures, press the **OK** button to dismiss the error.

1008

Cause

Possible causes include the following.

- There is no paper in the cassette (lower).
- The paper source is incorrect.
- Paper is not loaded properly.

Action

Take the corresponding actions below.

- Load paper in the cassette (lower).
- Load paper in the paper source suitable for the paper size.
The large size photo paper or plain paper such as A4, B5, A5, 8" x 10" (20 x 25 cm), Letter, or Legal, or envelope can be loaded in the cassette (lower).
- Align the paper guides with the both edges of the paper when you load paper.

After carrying out the above measures, press the **OK** button to dismiss the error.

1200

Cause

The ink cover is open.

Action

Close the ink cover and wait for a while.

Do not close it while you are replacing an ink tank.

1253

Cause

The paper output tray did not open.

Action

Open the paper output tray, then press the **OK** button.

1310

Cause

The size of paper may not be compatible with automatic duplex printing.

Action

The sizes of media suitable for auto duplex printing are A4, Letter, A5, B5, and Hagaki. Make sure that the size of the paper loaded in the machine is correct. Pressing the **OK** button will eject the paper and restart printing from the front side of the next paper. The reverse side of the ejected sheet will not be printed.

1401

Cause

The print head may be damaged.

Action

Contact the service center.

1403

Cause

The print head may be damaged.

Action

Contact the service center.

1405

Cause

The print head may be damaged.

Action

Contact the service center.

1410

Cause

The ink tank cannot be recognized.

Action

Open the ink cover and replace the ink tank which lamp is off.

1411

Cause

The ink tank cannot be recognized.

Action

Open the ink cover and replace the ink tank which lamp is off.

1412

Cause

The ink tank cannot be recognized.

Action

Open the ink cover and replace the ink tank which lamp is off.

1413

Cause

The ink tank cannot be recognized.

Action

Open the ink cover and replace the ink tank which lamp is off.

1414

Cause

The ink tank cannot be recognized.

Action

Open the ink cover and replace the ink tank which lamp is off.

1600

Cause

If the lamp on the ink tank is flashing, ink may have run out.

Action

Replacing the ink tank is recommended.

If printing is in progress and you want to continue printing, press the machine's **OK** button with the ink tank installed. Then printing can continue. Replacing the ink tank is recommended after the printing. The machine may be damaged if printing is continued under the ink out condition.

▶▶ Note

- If multiple ink lamps are flashing red, check the status of each ink tank.
- Since the information contained in the fax may be lost if it is printed in this condition, the received fax will not be printed and will be stored in the machine's memory until the ink is replaced. You must manually print out faxes that were stored in the memory. You can change the setting so that the received fax is forcibly printed out instead of being stored in the memory, but all or part of the fax information may not be printed because of the ink out condition.

1660

Cause

The ink tank is not installed.

Action

Install the ink tank.

1680

Cause

Some ink tanks are not installed in the correct position. (The lamp on the ink tank flashes.)

Action

Confirm that the ink tanks are installed in the appropriate positions.

1681

Cause

More than one ink tanks of the same color are installed. (The lamp on the ink tank flashes.)

Action

Confirm that the ink tanks are installed in the appropriate positions.

1683

Cause

The remaining ink level cannot be correctly detected. (The lamp on the ink tank flashes.)

Action

Replace the ink tank and close the ink cover.

Printing with an ink tank that was once empty may damage the machine.

If you want to continue printing in this condition, you need to release the function for detecting the remaining ink level. Press and hold the machine's **Stop** button for at least 5 seconds, and then release it.

With this operation, releasing the function for detecting the remaining ink level is memorized. Please be advised that Canon shall not be liable for any machine malfunction or damage caused by refilled ink tanks.

▶▶ Note

- If the function for detecting the remaining ink level is disabled, the ink tank in gray is displayed on the LCD when checking the current ink level.
- Since the information contained in the fax may be lost if it is printed in this condition, the received fax will not be printed and will be stored in the machine's memory until the ink is replaced. You must manually print out faxes that were stored in the memory. You can change the setting so that the received fax is forcibly printed out instead of being stored in the memory, but all or part of the fax information may not be printed because of the ink out condition.

1684

Cause

The ink tank cannot be recognized.

Action

Printing cannot be executed because the ink tank may not be installed properly or may not be compatible with this machine.

Install the appropriate ink tank.

If you want to cancel printing, press the machine's **Stop** button.

1688

Cause

The ink has run out. (The lamp on the ink tank flashes.)

Action

Replace the ink tank and close the ink cover.

Printing under the current condition may damage the machine.

If you want to continue printing in this condition, you need to release the function for detecting the remaining ink level. Press and hold the machine's **Stop** button for at least 5 seconds, and then release it.

With this operation, releasing the function for detecting the remaining ink level is memorized. Please be advised that Canon shall not be liable for any malfunction or trouble which may be caused by continuation of printing under the ink out condition.

▶▶ Note

- If the function for detecting the remaining ink level is disabled, the ink tank in grey is displayed in the remaining ink volume screen on the LCD.
- Since the information contained in the fax may be lost if it is printed in this condition, the received fax will not be printed and will be stored in the machine's memory until the ink is replaced. You must manually print out faxes that were stored in the memory. You can change the setting so that the received fax is forcibly printed out instead of being stored in the memory, but all or part of the fax information may not be printed because of the ink out condition.

1700

Cause

The ink absorber is almost full.

Action

Press the machine's **OK** button to continue printing. Contact the service center.

1701

Cause

The ink absorber is almost full.

Action

Press the machine's **OK** button to continue printing. Contact the service center.

1710

Cause

The ink absorber is almost full.

Action

Press the machine's **OK** button to continue printing. Contact the service center.

1711

Cause

The ink absorber is almost full.

Action

Press the machine's **OK** button to continue printing. Contact the service center.

1830

Cause

A certain period of time has elapsed while disc label printing is in progress.

Action

If a certain period of time has elapsed while disc label printing is in progress, the machine stops initializing.

The machine resumes initializing by pressing the **OK** button.

Try the operation again following the instructions on the LCD.

1850

Cause

The inner cover (the cover of the disc tray) is closed.

Action

Open the inner cover, attach the disc tray properly, then press the **OK** button to dismiss the error.

1851

Cause

The inner cover (the cover of the disc tray) is open.

Action

When printing other than disc label printing is started, close the inner cover.

Close the inner cover, then press the **OK** button.

1855

Cause

The inner cover (the cover of the disc tray) has been closed.

Action

Open the inner cover, then press the **OK** button to dismiss the error.

Do not open or close the inner cover while printing is in progress. Doing so may damage the machine.

1856

Cause

The inner cover (the cover of the disc tray) has been opened.

Action

When printing other than disc label printing is started, close the inner cover.

Close the inner cover, then press the **OK** button.

Do not open or close the inner cover while printing is in progress. Doing so may damage the machine.

1857

Cause

The inner cover (the cover of the disc tray) is open when starting disc label printing.

Action

When starting disc label printing, close the inner cover for the machine to prepare to print.

Close the inner cover, then press the **OK** button.

1858

Cause

The inner cover (the cover of the disc tray) is open after replacing the ink tank.

Action

After replacing the ink tank, close the inner cover and the ink cover.

Press the **OK** button on the machine to dismiss the error.

2001

Cause

The device incompatible with the machine is connected.

Action

Check the device connected to the USB flash drive port. Printing photos directly is possible with the optional Bluetooth Unit BU-30 or a USB flash drive.

2002

Cause

An unsupported USB hub is connected.

Action

If a USB flash drive is connected via a USB hub, remove the hub.
Connect a USB flash drive directly to the machine.

2500

Cause

The cause of following may have occurred the failure of Automatic Print Head Alignment.

- Print head nozzles are clogged.
- The paper of size other than A4 or Letter is loaded in the cassette (lower).
- The paper output slot is exposed to strong light.

Action

Press the **OK** button on the machine to dismiss the error, then take the actions described below.

- Print the nozzle check pattern to check the status of the print head.
- Load a sheet of A4/Letter-sized Canon Matte Photo Paper MP-101 with the printing side (whiter side) facing UP and perform Automatic Print Head Alignment again.
- Adjust your operating environment and/or the position of the machine so that the paper output slot is not exposed directly to strong light.

After carrying out the above measures, if the problem continues after aligning the Print Head again, press the **OK** button to dismiss the error, and then perform Manual Print Head Alignment.

2700

Cause

Possible causes include the following.

- Some errors occurred while copying and a certain time passed.
- Document is remained in the ADF.
- Some errors occurred while scanning and the document is remained in the ADF.

Action

Take the corresponding actions below.

- When you copy, press the **OK** button to dismiss the error, and try to copy again.
- When the document is remained in the ADF, press the **OK** button to feed out the document.
- When you scan, press the **Stop** button to cancel the scanning, and try to scan again.

2800

Cause

The document feeder cover is open.

Action

Close the document feeder cover, then press the **OK** button.

2802

Cause

No document in the ADF.

Action

Press the **OK** button to resolve the error, then operate again after loading documents.

2803

Cause

The document is too long or is jammed in the ADF.

Action

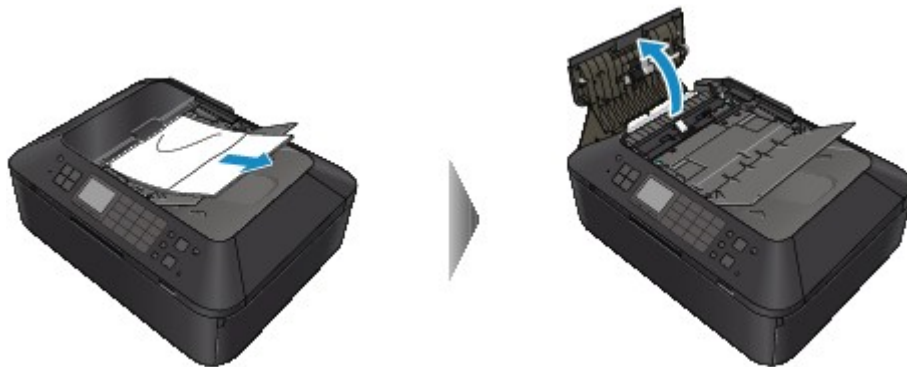
Press the **OK** button to dismiss the error. Then make sure that the document you are loading meets the machine's requirements before redoing the operation.

If the document is jammed, remove the jammed document following the procedure below.

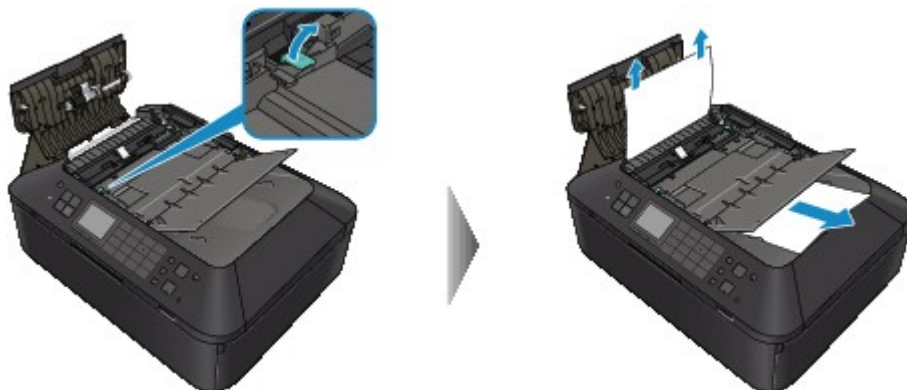
- **If the original is jammed in the ADF:**

Remove the document following the procedure below.

1. If printing is in progress, press the **Stop** button.
2. Turn off the machine.
3. If a multi-page document is loaded, remove any pages other than the jammed page from the ADF, then open the document feeder cover.



4. Raise the paper release lever, then pull out the jammed page in the ADF, either from the document tray or from the document output slot, whichever is easier.



If the document cannot be pulled out with ease, raise the document cover and pull out the jammed page from the inner side of the document cover.



After pulling out the jammed page, close the document cover.

▶▶▶ Note

- When checking whether a piece of paper remains inside the ADF, see [In Other Cases:](#).

5. Close the document feeder cover, then turn on the machine.

When rescanning the document after clearing the error, rescan it from the first page.

If you cannot remove the document or the document tears inside the machine, or if the document jam error continues after removing the document, contact the service center.

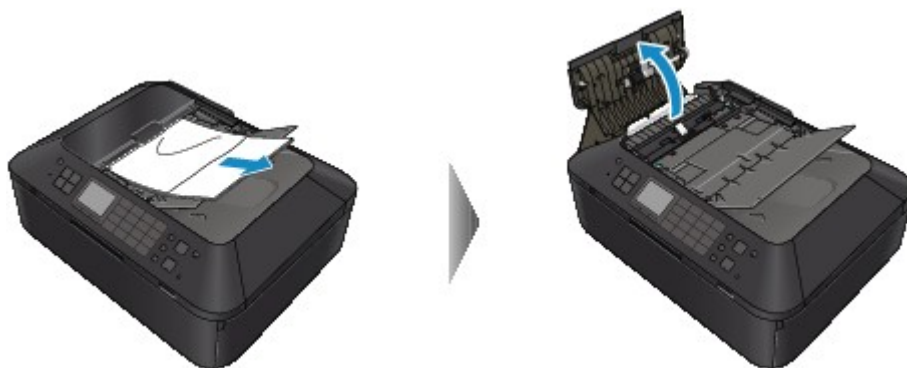
▶▶▶ Note

- The document may not feed properly depending on the media type, or your environment, such as when the temperature and humidity are either too high or too low. In this case, reduce the number of document pages to approximately half of the loading capacity. If the document still jams, use the platen glass instead.

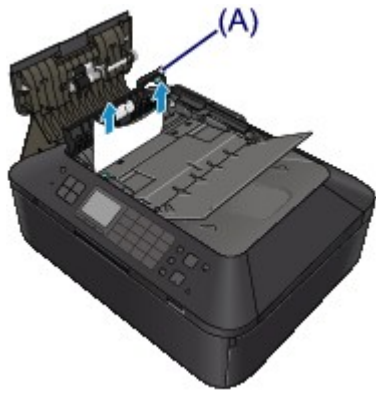
• In Other Cases:

If you cannot find the jammed page or you want to remove the piece of paper after checking whether it remains inside the ADF, follow the procedure below.

1. If printing is in progress, press the **Stop** button.
2. Turn off the machine.
3. If a multi-page document is loaded, remove any pages other than the jammed page from the ADF, then open the document feeder cover.



4. Open the transport cover (A), then remove the jammed page or the piece of paper that remains inside the ADF.



5. First close the transport cover, next close the document feeder cover, then turn on the machine.

When rescanning the document after clearing the error, rescan it from the first page.

If you cannot remove the document or the document tears inside the machine, or if the document jam error continues after removing the document, contact the service center.

2804

Cause

The size of the document is not suitable for duplex scanning.

Action

Press the **OK** button to dismiss the error.

Size of the document suitable for automatic duplex scanning: A4, Letter

Make sure that the document you are loading meets the machine's requirements before redoing the operation.

4100

Cause

The specified data cannot be printed.

Action

When you print the contents on CREATIVE PARK PREMIUM, confirm the message on the computer screen, make sure that genuine Canon ink tanks are installed properly for all colors, then start printing again.

4101

Cause

The machine does not support the paper size you specified.

Action

Press the **Stop** button, specify the proper paper size, then print again.

If you print on the non-standard size paper, you can specify a custom size within the following range to print.

- Loading in the cassette (upper):
 - Width: 89.0 mm to 200.0 mm (3.50 inches to 7.87 inches)
 - Height: 127.0 mm to 184.9 mm (5.00 inches to 7.28 inches)
- Loading in the cassette (lower):
 - Width: 90.0 mm to 215.9 mm (3.54 inches to 8.50 inches)
 - Height: 185.0 mm to 355.6 mm (7.29 inches to 14.00 inches)

5011

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

5012

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

5100

Cause

Printer error has occurred.

Action

Cancel printing, and turn off the machine. Then clear the jammed paper or protective material that is preventing the print head holder from moving, and turn on the machine again.

Important

- Be careful not to touch the components inside the machine. The machine may not print out properly if you touch it.
- If the problem is not resolved, contact the service center.

5101

Cause

Printer error has occurred.

Action

Remove the protective material that is preventing the print head holder from moving, turn the machine off, and turn it back on.

If the problem is not resolved, contact the service center.

5200

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

5400

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

5B00

Cause

Printer error has occurred.

Action

Contact the service center.

5B01

Cause

Printer error has occurred.

Action

Contact the service center.

5B10

Cause

Printer error has occurred.

Action

Contact the service center.

5B11

Cause

Printer error has occurred.

Action

Contact the service center.

5C00

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

5C20

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6000

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6001

Cause

Printer error has occurred.

Action

If the paper output tray is closed, open it.

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- Do not close the paper output tray while the machine is in operation; otherwise, an error will occur.
- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6002

Cause

Printer error has occurred.

Action

If the paper output tray is closed, open it.

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- Do not close the paper output tray while the machine is in operation; otherwise, an error will occur.
- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6500

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6502

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6800

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6801

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6900

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6901

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6902

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6910

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6911

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6920

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6921

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6930

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6931

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6932

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6933

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6936

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6937

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6938

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6939

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

693A

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6940

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6941

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6942

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6943

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6944

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6945

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6946

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6A81

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6B10

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

6B20

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

9000

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

9500

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

B200

Cause

An error requiring you to contact the service center has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

C000

Cause

Printer error has occurred.

Action

Turn off the machine, and unplug the power cord of the machine from the power supply.

Plug the machine back in and turn the machine back on.

If the problem is not resolved, contact the service center.

Important

- If you disconnect the power plug, all the faxes stored in the machine's memory are deleted.

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