Canon

Network Setup Troubleshooting

Network Setup Troubleshooting

This manual mainly describes problems you may encounter when setting up a network, and the possible causes and solutions.
Find a description related to your problem and follow the solution.
If you cannot find a description for your problem or if you encounter a problem after setup, refer to the on-screen manual: **Basic Guide/Advanced Guide**.
Screens are based on Windows Vista Ultimate and Mac OS X v.10.5.x.

- Names of functions, etc. may differ from this manual depending on your network device (router, access point, etc.) or application software.

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The following symbols are used in this manual.

	Instructions as notes for operation or additional explanations.
Windows	Description for Windows users.
Macintosh	Description for Macintosh users.
(('ደ'))	Description for wireless connection.
品	Description for wired connection.

Problems during Network Setup

The Target Access Point is Not Displayed (Detected)

Check   (⟨𝛾⟩) 🖧 **W**indows **M**acintosh

Check 1

Make sure that you follow Check 1, 2, 5 and 6 of "Connection Checklist" on page 12, then press the left **FUNCTION** button (A) on the machine to search for the access point again.

Check 2

Turn off the access point, then turn it back on, then press the left **FUNCTION** button (A) on the machine to search for the access point again.
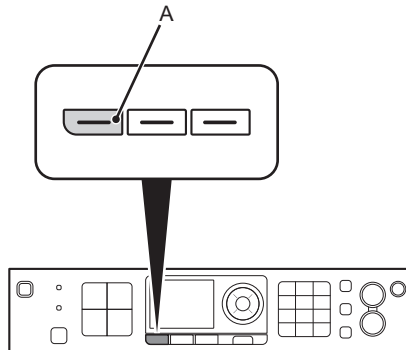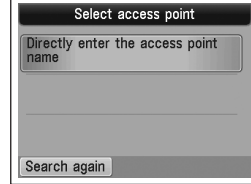
Check 3

Is SSID broadcast (connection via "ANY" SSID, etc.) disabled or is the stealth mode enabled on the access point?

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

Enable SSID broadcast (connection via "ANY" SSID, etc.) or disable the stealth mode, then press the left **FUNCTION** button (A) on the machine to search for the access point again.

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

To establish a connection without changing the access point settings, refer to "Entering the Access Point's Wireless LAN Settings Directly on the Machine" on page 9.

Select access point
Directly enter the access point name
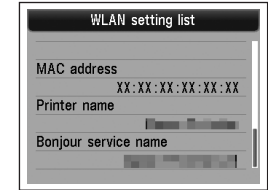
Search again

A

Check 4

Is the MAC address filtering enabled on the access point?

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

Set the access point to accept the MAC address of the machine.

- For details on how to change the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.
- To check the MAC address of the machine, press the **Setup** button, then using the ▲ ▼ ◀ ▶ and **OK** buttons, select **Device settings** > **LAN settings** > **Confirm LAN settings** > **WLAN setting list**, then check **MAC address**.

WLAN setting list
MAC address
    XX:XX:XX:XX:XX:XX
Printer name
Bonjour service name

Check 5

Is "WPA/WPA2 Enterprise" set as a security protocol (encryption standard) on the access point?

"WPA/WPA2 Enterprise" is not supported on the machine.
Change the security protocol (encryption standard) for the access point, then configure settings again.

- For details on how to change the security protocol (encryption standard) for the access point, refer to the manual supplied with the access point or contact its manufacturer.
- For the procedure to configure settings of the machine, refer to "Wireless Setup Using Easy Setup" in the printed manual: **Getting Started**.

Glossary

- **SSID**
  An identifier to identify the specific access point.
- **SSID broadcast**
  An access point's periodic transmission of a signal revealing its SSID.
- **Stealth mode**
  A function to prevent the SSID of the access point from appearing on other wireless devices.
- **MAC address**
  A unique number assigned to each network device.
- **MAC address filtering**
  A function to block access from unauthorized wireless devices by saving the MAC addresses of specific wireless devices (computers, printers, etc.) to the access point beforehand.

Access point was not detected. is Displayed

Check   ('ᄋ') ᄆᄆ **W**indows **M**acintosh

The message appears when no access point is found.
Refer to "The Target Access Point is Not Displayed (Detected)" on page 1.

Access point was not detected.

Failed to connect to the access point. is Displayed

Check   ('ᄋ') ᄆᄆ **W**indows **M**acintosh

Check 1

Is WEP key number 2, 3 or 4 of the access point in use?

• For details on how to check the WEP key number of the access point, refer to the manual supplied with the access point or contact its manufacturer.

Error

Failed to connect to the access point. Check the access point settings and try again.

Press **OK** .

Set to use WEP key number 1 of the access point, or select a WEP key number by entering wireless connection settings of the machine directly.

• For details on how to change the WEP key number of the access point, refer to the manual supplied with the access point or contact its manufacturer.
• For details on how to select a WEP key number by entering wireless connection settings of the machine directly, refer to "Entering the Access Point's Wireless LAN Settings Directly on the Machine" on page 9.

Check 2

Make sure that the DHCP function of the access point is active.

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

Enable the DHCP function of the access point, then configure settings again.

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

Check 3

Are you using an access point that automatically creates WEP keys?

• For details on the access point, refer to the manual supplied with the access point or contact its manufacturer.

Check the WEP key (hexadecimal) created automatically on the access point, then enter it on the machine.

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

Glossary

• **DHCP function**
  A function to automatically assign required information (IP address, etc.) to computers, printers or other devices connected to the network.

## Multiple access points with the same name exist. is Displayed

Check
('Y') 品 **W**indows **M**acintosh

The message appears when multiple access points with the same name are found.

> Multiple access points with the same name exist.
> Do you want to use multiple access points?
>
> ▶ Use one AccessPoint only
>
> Use multiple AccessPoints
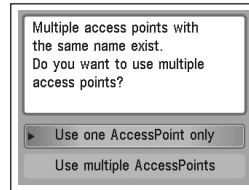
■ When you have only one access point

Select **Use one AccessPoint only**, then select the MAC address of the target access point.

- For subsequent operations, go to **9** or **10-A** / **10-B** / **11** in "Entering the Access Point's Wireless LAN Settings Directly on the Machine" on page 9.
- For details on how to check the MAC address of the access point, refer to the manual supplied with the access point or contact its manufacturer.

> **Select MAC address**
>
> XX:XX:XX:XX:XX:XX
> XX:XX:XX:XX:XX:XX
> XX:XX:XX:XX:XX:XX
> XX:XX:XX:XX:XX:XX
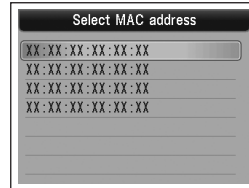
■ When using multiple access points

Select **Use multiple AccessPoints**.

- For subsequent operations, go to **9** or **10-A** / **10-B** / **11** in "Entering the Access Point's Wireless LAN Settings Directly on the Machine" on page 9.

Glossary

- **MAC address**

  A unique number assigned to each network device.

The directly entered access point was not detected. is Displayed

Check
('Y') 品 **W**indows **M**acintosh

The message appears when no access point is found by the entered access point name/network name (SSID).

> **Error**
>
> The directly entered access point was not detected.
>
> Press **OK** .

Check 1

Is the entered access point name/network name (SSID) correct?

Press the **OK** button to make sure that the entered access point name/network name (SSID) is correct, then press the **OK** button again.

Check 2

Make sure that you follow Check 1, 2, 5 and 6 of "Connection Checklist" on page 12.
- After that, press the **OK** button, then proceed with the setup from **7** in "Entering the Access Point's Wireless LAN Settings Directly on the Machine" on page 9.

Check 3

Turn off the access point, then turn it back on.
- After that, press the **OK** button, then proceed with the setup from **7** in "Entering the Access Point's Wireless LAN Settings Directly on the Machine" on page 9.
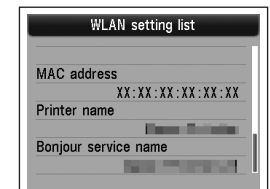
Check 4

Is the MAC address filtering enabled on the access point?
- For details on how to check the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.

Set the access point to accept the MAC address of the machine.
- After that, press the **OK** button, then proceed with the setup from **7** in "Entering the Access Point's Wireless LAN Settings Directly on the Machine" on page 9.
- For details on how to change the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.
- To check the MAC address of the machine, press the **Setup** button, then using the ▲ ▼ ◀ ▶ and **OK** buttons, select **Device settings** > **LAN settings** > **Confirm LAN settings** > **WLAN setting list**, then check **MAC address**.

> **WLAN setting list**
>
> MAC address
>   XX:XX:XX:XX:XX:XX
> Printer name
>
> Bonjour service name

Is "WPA/WPA2 Enterprise" set as a security protocol (encryption standard) on the access point?

"WPA/WPA2 Enterprise" is not supported on the machine.
Change the security protocol (encryption standard) for the access point, then configure settings again.

- After that, press the **OK** button, then proceed with the setup from **7** in "Entering the Access Point's Wireless LAN Settings Directly on the Machine" on page 9.
- For details on how to change the security protocol (encryption standard) for the access point, refer to the manual supplied with the access point or contact its manufacturer.

Glossary

- **SSID**
  An identifier to identify the specific access point.
- **MAC address**
  A unique number assigned to each network device.
- **MAC address filtering**
  A function to block access from unauthorized wireless devices by saving the MAC addresses of specific wireless devices (computers, printers, etc.) to the access point beforehand.

The device may not be able to connect to the network is Displayed

Check Windows Macintosh

The message appears when an IP address was not obtained automatically after selecting "WEP" as the security protocol for the access point due to inactive DHCP function or incorrect network key.

> The device may not be able to connect to the network in the following cases:
> - The DHCP server is OFF
> - The WEP keys do not match
>
> Press **OK** .

Check 1

Make sure that the DHCP function of the access point is active.

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

Enable the DHCP function of the access point or specify the IP address of the machine.

- For details on how to change the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.
- For details on how to specify the IP address of the machine, refer to "Specifying the Machine's IP Address (IPv4 only)" on page 11.

Check 2

If the DHCP function is active, the network key needs to be entered again. Perform setup again by following the procedures in "Entering the Access Point's Wireless LAN Settings Directly on the Machine" on page 9.

Glossary

- **IP address**
  A numerical identification assigned to each computer or network device connected to a network.
- **DHCP function**
  A function to automatically assign required information (IP address, etc.) to computers, printers or other devices connected to the network.
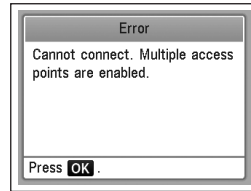
Problems during Software Installation

Cannot connect. Multiple access points are enabled. is Displayed

Action
📶 🔲 **W**indows **M**acintosh

The message appears when multiple access points are detected.

Wait for a while, then configure the settings again.

> **Error**
>
> Cannot connect. Multiple access points are enabled.
>
> Press **OK** .

Connection failed. is Displayed

Check
📶 🔲 **W**indows **M**acintosh

The message appears when an error occurs.

Check the access point settings, then configure WPS settings again.

- For details on how to check the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.
- For the procedure to configure WPS settings of the machine, refer to "Wireless Setup Using WPS (Wi-Fi Protected Setup)" in the printed manual: **Getting Started**.
- When using an access point that does not support WPS, configure settings manually. For the procedure to configure settings of the machine manually, refer to "Wireless Setup" in the printed manual: **Getting Started**.

> **Error**
>
> Connection failed.
> See the manual.
>
> Press **OK** .

The Machine is Not Displayed (Detected)
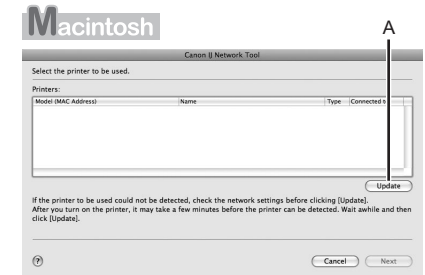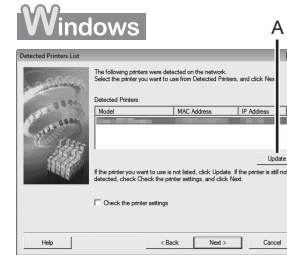
Check
📶 🔲 **W**indows **M**acintosh

Check 1

For a wireless connection, make sure that you follow Check 1, 2, 3, 4, 5 and 6 of "Connection Checklist" on page 12, then click **Update** (A).

For a wired connection, make sure that you follow Check 1, 2, 3, 7 and 8 of "Connection Checklist" on page 12, then click **Update** (A).

Check 2

Is the machine connected to a network?

- To confirm the connection status, press the **Setup** button, then using the ▲ ▼ ◀ ▶ and **OK** buttons, select **Device settings** > **LAN settings** > **Confirm LAN settings** > **WLAN setting list** or **LAN setting list**. Make sure that **Connection** is set to **Active**.

If the machine is not connected to a network, perform setup again by following the procedures in "Wireless Setup" and onward or "Wired Setup" and onward in the printed manual: **Getting Started**.

Check 3

Is the IP filtering feature enabled on the network device (router, access point, etc.)?

- For details on how to check settings of the network device, refer to the manual supplied with the network device or contact its manufacturer.

Set the network device to accept the IP address of the machine.

- For details on how to change settings of the network device, refer to the manual supplied with the network device or contact its manufacturer.
- To check the IP address of the machine, press the **Setup** button, then using the ▲ ▼ ◀ ▶ and **OK** buttons, select **Device settings** > **LAN settings** > **Confirm LAN settings** > **WLAN setting list** or **LAN setting list**, then check **IP address**.

Left column

Check 4

When obtaining an IP address automatically, make sure that the DHCP function of the network device (router, access point, etc.) is active.

- For details on how to check settings of the network device, refer to the manual supplied with the network device or contact its manufacturer.

Activate the DHCP function of the network device, then click **Update** (A).

- For details on how to change settings of the network device, refer to the manual supplied with the network device or contact its manufacturer.

Check 5   (* Wireless connection only)

Is the privacy separator feature enabled on the access point?

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

Disable the privacy separator feature.

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

Glossary

- **IP address**

  A numerical identification assigned to each computer or network device connected to a network.

- **IP address filtering**

  A function to restrict communication of network devices with specific IP addresses, preventing them from connecting to the network.

- **DHCP function**

  A function to automatically assign required information (IP address, etc.) to computers, printers or other devices connected to the network.

- **Privacy separator feature**

  A function to prevent communication between multiple wireless devices (such as computers and printers) connected to an access point.

Right column

Check Printer Settings dialog box is Displayed
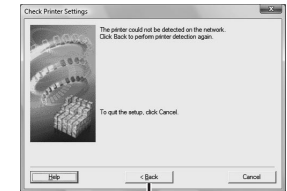
Check   Windows Macintosh

The message appears when the machine cannot be detected.

A

Check 1

For a wireless connection, make sure that you follow Check 1, 2, 3, 4, 5 and 6 of "Connection Checklist" on page 12, then click **Back** (A).

For a wired connection, make sure that you follow Check 1, 2, 3, 7 and 8 of "Connection Checklist" on page 12, then click **Back** (A).

Proceed with the setup.

Check 2

Is the machine connected to a network?

- To confirm the connection status, press the **Setup** button, then using the ▲ ▼ ◀ ▶ and **OK** buttons, select **Device settings** > **LAN settings** > **Confirm LAN settings** > **WLAN setting list** or **LAN setting list**. Make sure that **Connection** is set to **Active**.

If the machine is not connected to a network, perform setup again by following the procedures in "Wireless Setup" and onward or "Wired Setup" and onward in the printed manual: **Getting Started**.

Check 3

Is the IP filtering feature enabled on the network device (router, access point, etc.)?

- For details on how to check settings of the network device, refer to the manual supplied with the network device or contact its manufacturer.

Set the network device to accept the IP address of the machine.

- For details on how to change settings of the network device, refer to the manual supplied with the network device or contact its manufacturer.
- To check the IP address of the machine, press the **Setup** button, then using the ▲ ▼ ◀ ▶ and **OK** buttons, select **Device settings** > **LAN settings** > **Confirm LAN settings** > **WLAN setting list** or **LAN setting list**, then check **IP address**.

Other Troubleshooting Tips

Check 4

When obtaining an IP address automatically, make sure that the DHCP function of the network device (router, access point, etc.) is active.

• For details on how to check settings of the network device, refer to the manual supplied with the network device or contact its manufacturer.

▼

Activate the DHCP function of the network device, then click **Back** (A).

• For details on how to change settings of the network device, refer to the manual supplied with the network device or contact its manufacturer.

Check 5 (* Wireless connection only)

Is the privacy separator feature enabled on the access point?

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

▼

Disable the privacy separator feature.

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

Glossary

• **IP address**
  A numerical identification assigned to each computer or network device connected to a network.

• **IP address filtering**
  A function to restrict communication of network devices with specific IP addresses, preventing them from connecting to the network.

• **DHCP function**
  A function to automatically assign required information (IP address, etc.) to computers, printers or other devices connected to the network.

• **Privacy separator feature**
  A function to prevent communication between multiple wireless devices (such as computers and printers) connected to an access point.

Forgotten or Do Not Know the Access Point Name/Network Name (SSID), Security Protocol (encryption standard), and Network Key

Check   (ʻ ʻ) Windows Macintosh

Check the access point settings.

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

The Machine is Not Detected after the Network Environment is Changed

Check   (ʻ ʻ) Windows Macintosh

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

• Search for the machine again after confirming a valid IP address is assigned to the computer.
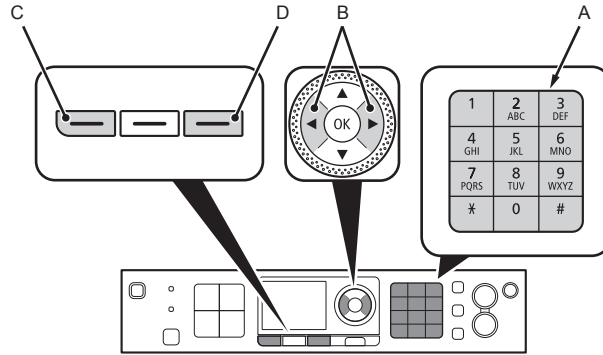
Glossary

• **IP address**
  A numerical identification assigned to each computer or network device connected to a network.

Reference Information

Character Entry

Action

(('•')) 🖧

This machine allows you to enter characters using the Numeric buttons (A). Follow the procedure below.

C   D   B   A

1 Press the ✱ button of the Numeric buttons to switch to the character entry mode you want to use.

- Three character entry modes (numeric, upper case and lower case) are available. Each time you press the ✱ button, the entry mode displayed on the upper right of the screen changes between numeric **123**, upper case **ABC** and lower case **abc**.

2 Enter characters using the Numeric buttons.

- Multiple characters are assigned to each key. Press a key to toggle character options for that key. For details on assigned characters, refer to "Key Assignments" on the right.

3 Repeat *1* and *2* to enter more characters.

📖

- To enter characters assigned to the same key successively (e.g., enter "N" then "O"), press the ▶ button (B) to move the cursor by one character to the right first.
- To insert a space, move the cursor to the target position using the ◀ or ▶ button (B), then press the left **FUNCTION** button (C).
- To insert characters, move the cursor to the character on the right of the target position using the ◀ or ▶ button, then enter characters.
- To delete a character, move the cursor to the target character using the ◀ or ▶ button, then press the right **FUNCTION** button (D).

<Key Assignments>

Button	Numeric mode **123**	Upper case mode **ABC**	Lower case mode **abc**
1	1		
2	2	ABC	abc
3	3	DEF	def
4	4	GHI	ghi
5	5	JKL	jkl
6	6	MNO	mno
7	7	PQRS	pqrs
8	8	TUV	tuv
9	9	WXYZ	wxyz
0	0		
#	- . SP * # ! " , ; : ^ ` _ = / | ´ ? $ @ % & + ( ) [ ] { } < > \ ~		
✱	Each time you press this button, the entry mode changes between numeric mode **123**, upper case mode **ABC** and lower case mode **abc**.		

SP: Indicates a single space.

Entering the Access Point's Wireless LAN Settings Directly on the Machine
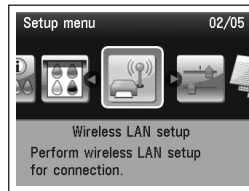
Action

((ᵖ)) / 🖧

Enter the access point name/network name (SSID) and security setting (WEP, WPA, etc.) on the machine directly.
Follow the procedure below.

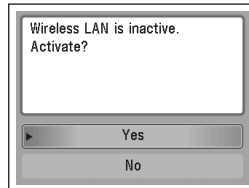**1** Press the **Setup** button.

**2** Use the ◀ or ▶ button to select **Wireless LAN Setup**, then press the **OK** button.

> Setup menu   02/05
>
> Wireless LAN setup
> Perform wireless LAN setup
> for connection.

3 Select **Yes**, then press the **OK** button.
- When wireless connection is enabled, the **Wi-Fi** lamp lights blue.

> Wireless LAN is inactive.
> Activate?
>
> ▶ Yes
> No

4 Use the ▲ or ▼ button to select **Other setup**, then press the **OK** button.

> Wireless LAN setup
>
> Easy setup
> ▶ Other setup
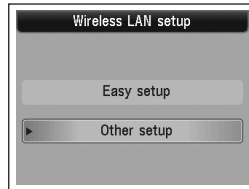
5 Select **Advanced setup**, then press the **OK** button.

> Other setup
>
> WPS
> WCN
> ▶ Advanced setup
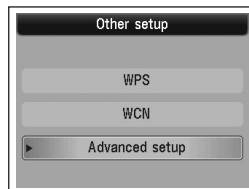
6 Select **Directly enter the access point name**, then press the **OK** button.
- If you are living in an apartment, nearby access points in use may be detected.
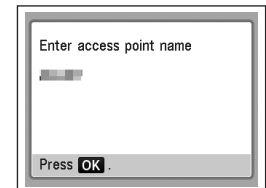
> Select access point
>
> Directly enter the access point name
> Search again
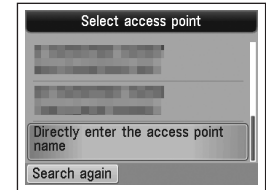
7 Enter the access point name/network name (SSID) using the Numeric buttons, then press the **OK** button.
For details on how to enter characters, refer to "Character Entry" on page 8.
- Enter the same access point name/network name (SSID) as that of the access point on the machine.
- For details on how to check the access point name/network name (SSID), refer to the manual supplied with the access point or contact its manufacturer.
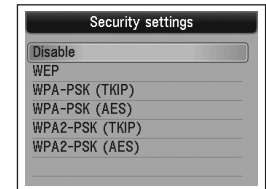- Enter upper and lower case letters of the alphabet correctly. Letters are case sensitive.

> Enter access point name
> Up to 32 characters   ✳ 123
> ⊞ Enter   OK Set
>
> Space   Del. character
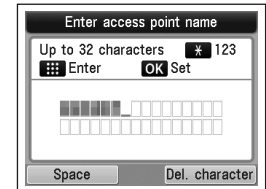
8 Make sure that the access point name/network name (SSID) is correct, then press the **OK** button.

> Enter access point name
>
> Press OK .

9 Select a security protocol for the access point, then press the **OK** button.
- Go to either of the following steps according to the selected security protocol.

  Disable ➡ Go to **11** on page 10.

  WEP ➡ Go to **10-A** on page 10.

  WPA/WPA2 ➡ Go to **10-B** on page 10.

> Security settings
>
> Disable
> WEP
> WPA-PSK (TKIP)
> WPA-PSK (AES)
> WPA2-PSK (TKIP)
> WPA2-PSK (AES)

- When **WEP 40 bit** or **WEP 128 bit** is selected in AirPort Utility (AirPort Admin Utility), select **WEP**.
- When **WEP (Transitional Security Network)** is selected in AirPort Utility, select **WPA2-PSK (AES)**.

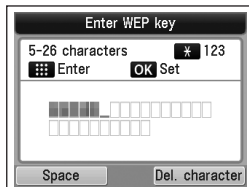**1** Select the WEP key number you want to use, then press the **OK** button.

- When using AirPort, select **WEP key 1** in the screen. Selecting other key numbers will disable the connection between the machine and AirPort.
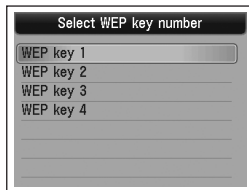
> **Select WEP key number**
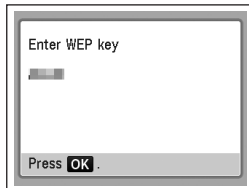> WEP key 1
> WEP key 2
> WEP key 3
> WEP key 4

2 Enter the network key, then press the **OK** button.

- Enter upper and lower case letters of the alphabet correctly. Letters are case sensitive.

> **Enter WEP key**
> 5-26 characters   ✳ 123
> ⊞ Enter   OK Set
>
> Space   Del. character

3 Make sure that the network key is correct, then press the **OK** button.
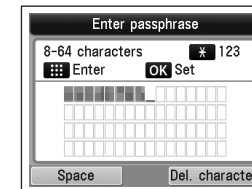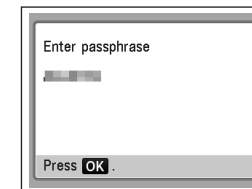
➡ Go to **11**.

> Enter WEP key
>
> Press OK .

1 Enter the network key, then press the **OK** button.

- Enter upper and lower case letters of the alphabet correctly. Letters are case sensitive.

> **Enter passphrase**
> 8-64 characters   ✳ 123
> ⊞ Enter   OK Set
>
> Space   Del. character

2 Make sure that the network key is correct, then press the **OK** button.
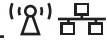
➡ Go to **11**.

> Enter passphrase
>
> Press OK .

11 When the completion screen appears, press the **OK** button.
The **Setup menu** screen returns. Press the **COPY** button.

> Connected to the access point.
>
> Press OK .
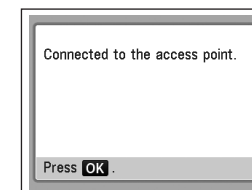
## Specifying the Machine's IP Address (IPv4 only)

Action

The machine's IP Address can be specified by the following procedure.

1 Press the **Setup** button.

2 Select **Device settings**, then press the **OK** button.

3 Select **LAN settings**, then press the **OK** button.

4 Select **Other settings**, then press the **OK** button.

5 Select **IPv4/IPv6 setting**, then press the **OK** button.

6 Select **IPv4**, then press the **OK** button.

7 Select **Yes**, then press the **OK** button.

8 Select **Manual setup**, then press the **OK** button.
 • Follow the on-screen instructions to proceed with settings.
 • When the setup is complete, press the **COPY** button.

Restoring the Machine's Default LAN Settings to Perform Setup Again

Action
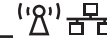
Follow the procedure below to restore LAN settings of the machine to the default state.

1 Press the **Setup** button.

2 Select **Device settings**, then press the **OK** button.

3 Select **LAN settings**, then press the **OK** button.

4 Select **Reset LAN settings**, then press the **OK** button.

5 Select **Yes**, then press the **OK** button.

6 Make sure that the completion screen appears, press the **OK** button.
 • The **LAN settings** screen returns. Press the **COPY** button.

The LAN setting of the machine is now restored to the default state.
 • Perform setup again by following the procedures in "Wireless Setup" and onward or "Wired Setup" and onward in the printed manual: **Getting Started**.

<Default State>

Wireless LAN		Inactive
	SSID	BJNPSETUP
	Data encryption	Inactive
	TCP/IP setting	Obtain an IP address automatically
Wired LAN		Inactive
	TCP/IP setting	Obtain an IP address automatically

Connection Checklist

Check

☐ **Check 1**

Before connecting the machine, are the computer and network device (router, access point, etc.) configured and can the computer connect to the network?

▼

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

☐ **Check 2**

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

▼

Turn on each device.
If the machine is already turned on, turn it off, then turn it back on.

☐ **Check 3**

Is the firewall function of your security software active?

▼

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

☐ **Check 4**

When using a wireless connection, is the **Wi-Fi** lamp (A) lit blue?

▼

Press the **Setup** button, then using the ▲ ▼ ◀ ▶ and **OK** buttons, select **Device settings** > **LAN settings** > **WLAN active/inactive** > **Wireless LAN active** to enable wireless LAN.
• After enabling wireless LAN, perform setup again by following the procedures in "Wireless Setup" and onward in the printed manual: **Getting Started**.
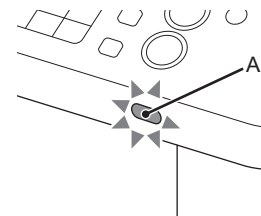
☐ **Check 5**

Are the access point and machine installed in an open space where wireless communications are possible? Also, is there a microwave oven, refrigerator, etc. nearby?

▼

Install them in an open space with as few obstacles as possible.
Leave some space between the installation location and a microwave oven, refrigerator, etc. so that its radio waves will not affect those from the access point.

Check 6

Is the access point operating in IEEE802.11b or IEEE802.11g (2.4 GHz)?

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

▼

Set the access point to operate in IEEE802.11b or IEEE802.11g (2.4 GHz).

• For details on how to change the operating mode of the access point, refer to the manual supplied with the access point or contact its manufacturer.

Check 7

When using a wired connection, is wired LAN enabled?

▼

Perform setup by following the procedures in "Wired Setup" and onward in the printed manual: **Getting Started**.

Check 8

When using a router, are the Ethernet cables of the printer and computer connected to the LAN side of the router?

• For details on how to check the connection, refer to the manual supplied with the router or contact its manufacturer.

▼

If the Ethernet cable is connected to the WAN side of the router, connect it to the LAN side.
If the Ethernet cable is loose, connect it properly.

• For the connection procedure, refer to the manual supplied with the router or contact its manufacturer.

Glossary

• **Firewall**

A system to use computers connected to the Internet and corporate networks safely. It protects computers and corporate networks against unauthorized access, or restricts unauthorized access to corporate networks and the Internet.

Canon