

MX390 series Online Manual

Troubleshooting

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 the **POWER** lamp is flashing, the machine is initializing. Wait until the **POWER** 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 the **POWER** lamp is flashing green, the computer is processing data and sending it to the machine. Wait until printing starts.

- **Check 2: Make sure that the USB cable is securely plugged in to the machine and the computer.**

When the machine is connected to your computer with a USB cable, 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.

- **Check 3: Make sure that the front tray is open.**

- **Check 4: If you are printing from the computer and there are any unnecessary print jobs, delete them.**

➡ Deleting the Undesired Print Job

- **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)**.

- 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.

• **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.
- When you load the paper, load the paper with the print side facing DOWN and slide the paper guides to align with the both sides of the paper.
➡ Loading Paper
- When you load the paper, insert the paper stack until the leading edge touches the far end of the front tray.

- **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 front tray.
- 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: If multiple sheets of plain paper is fed from the machine, select the setting for preventing double-feed of plain paper.**

If multiple sheets of plain paper is fed from the machine, select the setting for preventing double-feed of plain paper using the operation panel or your computer.

After printing is finished, disable the setting for preventing double-feed of plain paper; otherwise, the setting is applied from the next time.

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

Press the **Setup** button, select **Device settings** and **Print settings** in this order, and then set **Prevent double-feed** 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 double-feed** check box, and then click **OK**.

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

➤➤➤ **Note**

- Printing speed will be reduced if Prevent paper double-feed function is enabled.

- **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.

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 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.

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

See also the sections below:

➡ [Cannot Print to End of Job](#)

➡ [No Printing Results/Printing Is Blurred/Colors Are Wrong/White Streaks](#)

➡ [Colors Are Unclear](#)

➡ [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](#)

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➡ [Colors Are Uneven or Streaked](#)

Ink Is Not Ejected

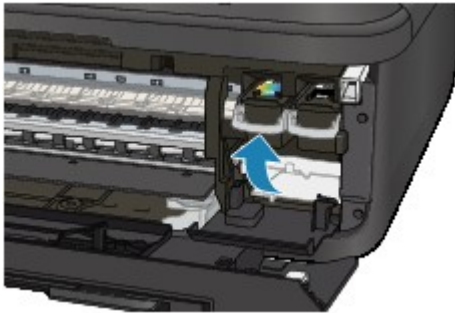
- **Check 1: When a FINE cartridge runs out of ink, replace it with a new one.**

- **Check 2: Is the FINE cartridge installed properly?**

If the FINE cartridge is not installed securely, ink may not be ejected correctly.

Open the paper output cover, then the head cover opens.

Push up the ink cartridge lock lever to confirm that the FINE cartridge is installed properly.



After confirming that the FINE cartridge is installed properly, close the paper output cover.

If the problem is not resolved, remove the FINE cartridges, then install them again.

Refer to Replacing a FINE Cartridge for how to install the FINE cartridges.

- **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:
After performing the Print Head Cleaning, print the Nozzle Check Pattern and examine the pattern.
- 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:
Ink may have run out. Replace the FINE cartridge.

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:**

Paper jammed
Clear paper jam and 1300

For details on how to remove the jammed paper, refer to [Support Code List \(when paper is jammed\)](#).

►► Note

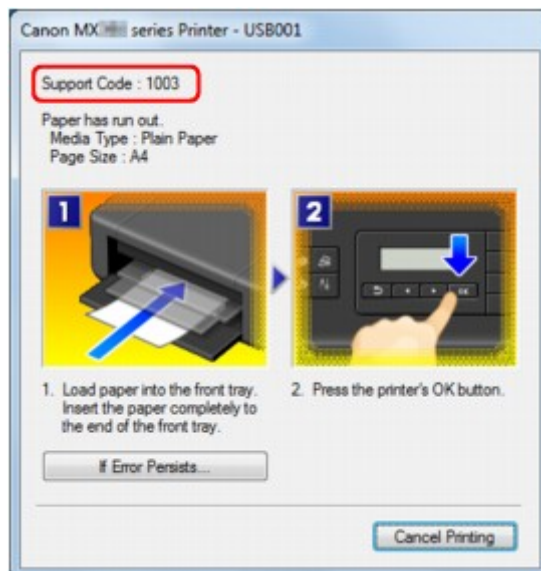
- You can confirm the actions against errors with Support Codes on your computer or on the LCD by searching a Support Code.
➡ [Click Here to Search](#)

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:**

Load paper
Load paper and press **1003**

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 unplugged the power cord without turning off the power (the **POWER** lamp is lit), reconnecting it turns on the power automatically.
- If you unplugged the power cord after pressing the **ON** button to turn off the power (the **POWER** lamp is off), 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 the **POWER** lamp is 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.

• 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.

➡ Deleting a Document 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 On-hook setting set to Disable?

When you send a fax manually, dial the number with **Enable** selected for **On-hook 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 **Adv. FAX settings** under **Fax settings**.

➡ Adv. FAX settings

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

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

➡ Changing Registered Information

»» Note

- You can check the information for memory dialing by printing MEMORY DIAL TELEPHONE NO. LIST.

- **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 memory 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** in **Adv. FAX settings** under **Fax settings**.

➡ Adv. 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 unplugged the power cord without turning off the power (the **POWER** lamp is lit), reconnecting it turns on the power automatically.
- If you unplugged the power cord after pressing the **ON** button to turn off the power (the **POWER** lamp is off), 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 the **POWER** lamp is 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.

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

Print the received faxes stored in the machine's memory, 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 Page size set to other than A4, Letter, LTR, or Legal?

If **Page size** is set to other than **A4**, **Letter**, **LTR**, or **Legal**, the received fax will not be printed and will be stored in the machine's memory (Memory Reception). Set **Page size** to **A4**, **Letter**, **LTR**, or **Legal**.

- ➡ Changing the Paper Settings

➡➡➡ Note

- Some of page sizes are not available depending on the country or region of purchase.

• Check 7: Is Media type set to other than Plain paper?

If **Media type** is set to other than **Plain paper**, the received fax will not be printed and will be stored in the machine's memory (Memory Reception). Set **Media type** to **Plain paper**.

➡ Changing the Paper Settings

- **Check 8: 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 9: 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 FINE cartridge, 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 FINE cartridge is replaced.
 - ➡ Replacing a FINE Cartridge
- You can set the machine to forcibly print a received fax even if the ink has run out. Set **Print when no 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 FINE cartridge 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 10: 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 11: Is FAX RX reject set to ON?**

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

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

- **Check 12: 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 set** under **FAX menu**, 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** in **Adv. FAX settings** under **Fax settings**.

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

➡ Adv. 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** in **Adv. FAX settings** under **Fax settings**.

➡ Adv. 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** in **Adv. FAX settings** under **Fax settings**.

➡ Adv. 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** in **Adv. 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**.

➡ Adv. 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** in **Adv. FAX settings** under **Fax settings**.

➡ Adv. 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.

Problems with Printing

- [Printing Does Not Start](#)
- [Paper Jams](#)
- [Paper Does Not Feed Properly/"No Paper" Error Occurs](#)
- [Copying/Printing Stops Before It Is Completed](#)

Printing Does Not Start

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

While the **POWER** lamp is flashing, the machine is initializing. Wait until the **POWER** 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 the **POWER** lamp is flashing green, the computer is processing data and sending it to the machine. Wait until printing starts.

- **Check 2: Make sure that the USB cable is securely plugged in to the machine and the computer.**

When the machine is connected to your computer with a USB cable, 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.

- **Check 3: Make sure that the front tray is open.**
- **Check 4: If you are printing from the computer and there are any unnecessary print jobs, delete them.**

➡ Deleting the Undesired Print Job

- **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)**.

- 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.

- **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**.

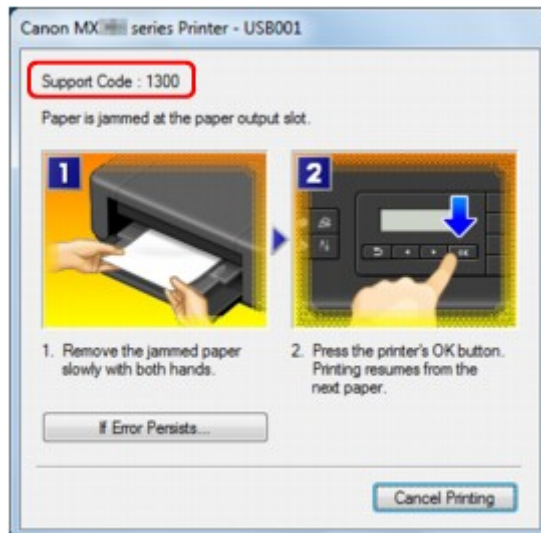
* When **On** is selected for **Prevention of Print Data Loss**, print quality may be reduced.

- **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:**

Paper jammed
Clear paper jam and 1300

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.
- When you load the paper, load the paper with the print side facing DOWN and slide the paper guides to align with the both sides of the paper.
➡ Loading Paper
- When you load the paper, insert the paper stack until the leading edge touches the far end of the front tray.

- **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 front tray.
- 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: If multiple sheets of plain paper is fed from the machine, select the setting for preventing double-feed of plain paper.**

If multiple sheets of plain paper is fed from the machine, select the setting for preventing double-feed of plain paper using the operation panel or your computer.

After printing is finished, disable the setting for preventing double-feed of plain paper; otherwise, the setting is applied from the next time.

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

Press the **Setup** button, select **Device settings** and **Print settings** in this order, and then set **Prevent double-feed** 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 double-feed** check box, and then click **OK**.

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

➡➡ **Note**

- Printing speed will be reduced if Prevent paper double-feed function is enabled.

- **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.

Copying/Printing Stops Before It Is Completed

- **Check 1: Is the paper loaded?**

Make sure that paper is loaded.

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

- **Check 2: 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 3: 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.

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 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.

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

See also the sections below:

- ➡ [Cannot Print to End of Job](#)
- ➡ [No Printing Results/Printing Is Blurred/Colors Are Wrong/White Streaks](#)
- ➡ [Colors Are Unclear](#)
- ➡ [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?**

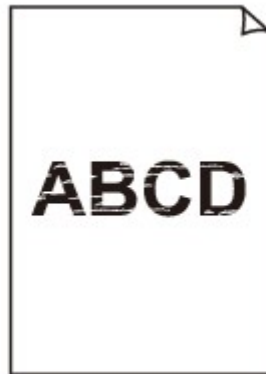
Delete unnecessary files to free disk space.

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

❖ No Printing Results



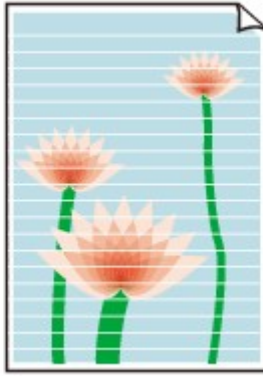
❖ Printing Is Blurred



❖ Colors Are Wrong



White Streaks



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

➡ [Print Results Not Satisfactory](#)

- **Check 2: 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:
After performing the Print Head Cleaning, print the Nozzle Check Pattern and examine the pattern.
- 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:
Ink may have run out. Replace the FINE cartridge.

- **Check 3: When a FINE cartridge runs out of ink, replace it with a new one.**

- **Check 4: When using paper with one printable surface, make sure that the paper is loaded with the printable side facing down.**

Printing on the wrong side of such paper may cause unclear prints or prints with reduced quality.

Load paper with the printable side facing down.

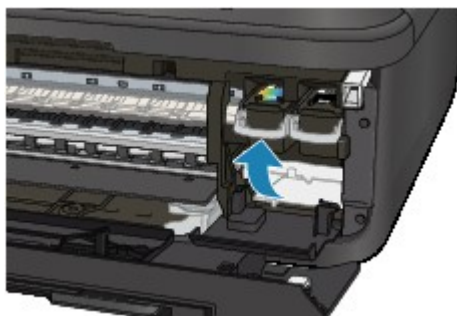
Refer to the instruction manual supplied with the paper for detailed information on the printable side.

- **Check 5: Is the FINE cartridge installed properly?**

If the FINE cartridge is not installed securely, ink may not be ejected correctly.

Open the paper output cover, then the head cover opens.

Push up the ink cartridge lock lever to confirm that the FINE cartridge is installed properly.



After confirming that the FINE cartridge is installed properly, close the paper output cover.

If the problem is not resolved, remove the FINE cartridges, then install them again.

Refer to Replacing a FINE Cartridge for how to install the FINE cartridges.

- **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.

Colors Are Unclear

• Check 1: Is the Nozzle Check Pattern printed properly?

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:
After performing the Print Head Cleaning, print the Nozzle Check Pattern and examine the pattern.
- 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:
Ink may have run out. Replace the FINE cartridge.

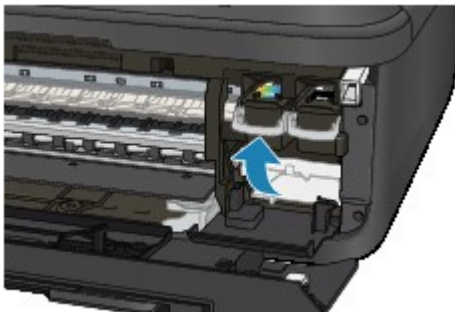
• Check 2: When a FINE cartridge runs out of ink, replace it with a new one.

• Check 3: Is the FINE cartridge installed properly?

If the FINE cartridge is not installed securely, ink may not be ejected correctly.

Open the paper output cover, then the head cover opens.

Push up the ink cartridge lock lever to confirm that the FINE cartridge is installed properly.



After confirming that the FINE cartridge is installed properly, close the paper output cover.

If the problem is not resolved, remove the FINE cartridges, then install them again.

Refer to Replacing a FINE Cartridge for how to install the FINE cartridges.

▶▶▶ Note

- Printed colors may not match screen colors due to basic differences in the methods used to produce colors. Color control settings and environmental differences can also affect how colors appear on the screen. Therefore, colors of printing results may be different from those on the screen.

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 Position from Your Computer](#).

- **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](#)

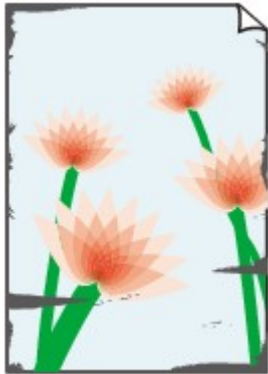
- **Check 3: Is Photo Paper used for printing photographs?**

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.

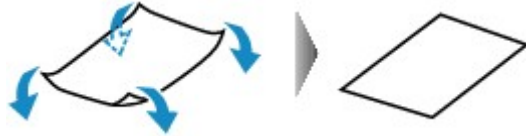
Leaving the paper loaded on the front tray for a long time may cause the paper to curl. In this case, load the paper with the other side facing up. It may resolve the problem.

- **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.

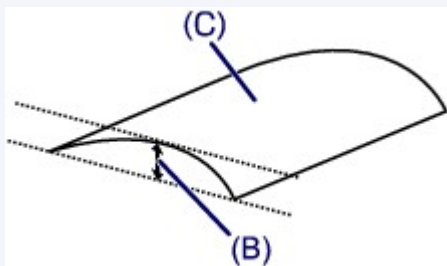


2. Check that the paper is now flat.

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 **Setup** button, then select **Device settings** and **Print settings** in this order, then set **Prevent 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**

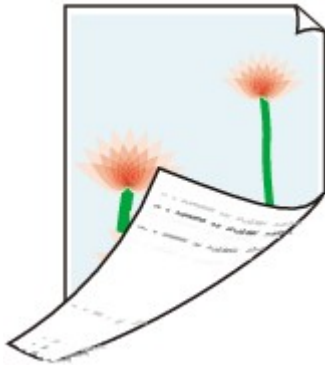
- To prevent the inside of the machine from stains, set the paper size correctly.

- **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: 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:
After performing the Print Head Cleaning, print the Nozzle Check Pattern and examine the pattern.
- 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:
Ink may have run out. Replace the FINE cartridge.

- **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 Position from Your Computer.

Ink Is Not Ejected

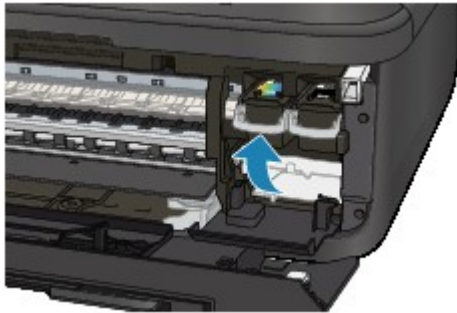
- **Check 1: When a FINE cartridge runs out of ink, replace it with a new one.**

- **Check 2: Is the FINE cartridge installed properly?**

If the FINE cartridge is not installed securely, ink may not be ejected correctly.

Open the paper output cover, then the head cover opens.

Push up the ink cartridge lock lever to confirm that the FINE cartridge is installed properly.



After confirming that the FINE cartridge is installed properly, close the paper output cover.

If the problem is not resolved, remove the FINE cartridges, then install them again.

Refer to Replacing a FINE Cartridge for how to install the FINE cartridges.

- **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:
After performing the Print Head Cleaning, print the Nozzle Check Pattern and examine the pattern.
- 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:
Ink may have run out. Replace the FINE cartridge.

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 unplugged the power cord without turning off the power (the **POWER** lamp is lit), reconnecting it turns on the power automatically.
- If you unplugged the power cord after pressing the **ON** button to turn off the power (the **POWER** lamp is off), 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 the **POWER** lamp is 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.

• 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.

➡ Deleting a Document 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 On-hook setting set to Disable?

When you send a fax manually, dial the number with **Enable** selected for **On-hook 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 **Adv. FAX settings** under **Fax settings**.

➡ Adv. FAX settings

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

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

➡ Changing Registered Information

»» Note

- You can check the information for memory dialing by printing MEMORY DIAL TELEPHONE NO. LIST.

- **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 memory 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** in **Adv. FAX settings** under **Fax settings**.

➡ Adv. 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 unplugged the power cord without turning off the power (the **POWER** lamp is lit), reconnecting it turns on the power automatically.
- If you unplugged the power cord after pressing the **ON** button to turn off the power (the **POWER** lamp is off), 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 the **POWER** lamp is 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.

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

Print the received faxes stored in the machine's memory, 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 Page size set to other than A4, Letter, LTR, or Legal?

If **Page size** is set to other than **A4**, **Letter**, **LTR**, or **Legal**, the received fax will not be printed and will be stored in the machine's memory (Memory Reception). Set **Page size** to **A4**, **Letter**, **LTR**, or **Legal**.

- ➔ [Changing the Paper Settings](#)

➤➤➤ Note

- Some of page sizes are not available depending on the country or region of purchase.

- **Check 7: Is Media type set to other than Plain paper?**

If **Media type** is set to other than **Plain paper**, the received fax will not be printed and will be stored in the machine's memory (Memory Reception). Set **Media type** to **Plain paper**.

➡ Changing the Paper Settings

- **Check 8: 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 9: 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 FINE cartridge, 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 FINE cartridge is replaced.

➡ Replacing a FINE Cartridge

- You can set the machine to forcibly print a received fax even if the ink has run out.

Set **Print when no 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 FINE cartridge 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 10: 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 11: Is FAX RX reject set to ON?**

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

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

- **Check 12: 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 set.** under **FAX menu**, 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** in **Adv. FAX settings** under **Fax settings**.

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

➡ Adv. 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** in **Adv. FAX settings** under **Fax settings**.

➡ Adv. 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** in **Adv. FAX settings** under **Fax settings**.

➡ Adv. 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** in **Adv. 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**.

➡ Adv. 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** in **Adv. FAX settings** under **Fax settings**.

➡ Adv. 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 Properly
- LCD Cannot Be Seen At All
- An Unintended Language Is Displayed on the LCD
- Printer Status Monitor Is Not Displayed

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 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.

LCD Cannot Be Seen At All

- **If the POWER lamp is off:**

The machine is not powered on. Connect the power cord and press the **ON** button.

- **If the POWER lamp is lit:**

The LCD may be in the screen-saver mode. Press a button other than the **ON** button 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 **Setup** button, then wait for about 5 seconds.
2. Press the ► button once, then press the **OK** button.
3. Press the ► button once, then press the **OK** button.
4. Press the ► button repeatedly to select the rightmost menu.
5. Press the ◀ button once, then press the **OK** button.
6. Use the ◀► button to select the language for the LCD, then press the **OK** button.
The desired language is displayed on the LCD.
7. Press the **Stop** button.

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.

Problems with Installation/Downloading

- [Cannot Install the MP Drivers](#)
- [Easy-WebPrint EX Does Not Start Up or Easy-WebPrint EX Menu Does Not Appear](#)

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.

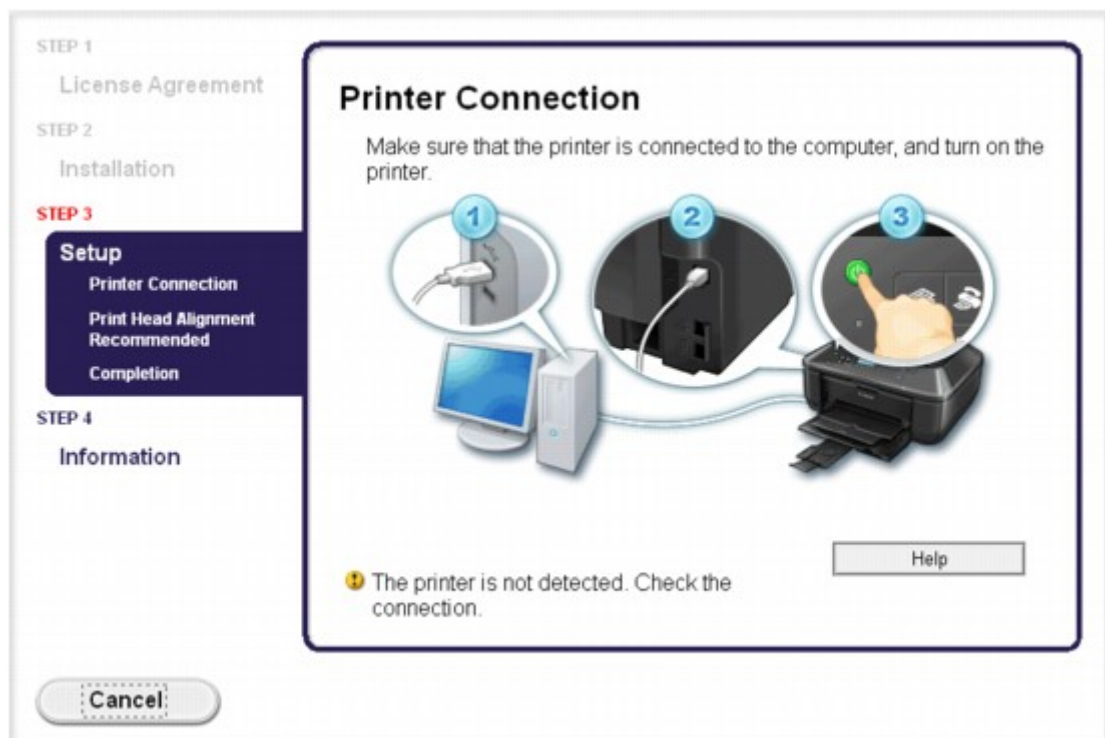
If the contents of the CD-ROM are displayed, double-click **MSETUP4.EXE**.

»» 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.

About Errors/Messages Displayed

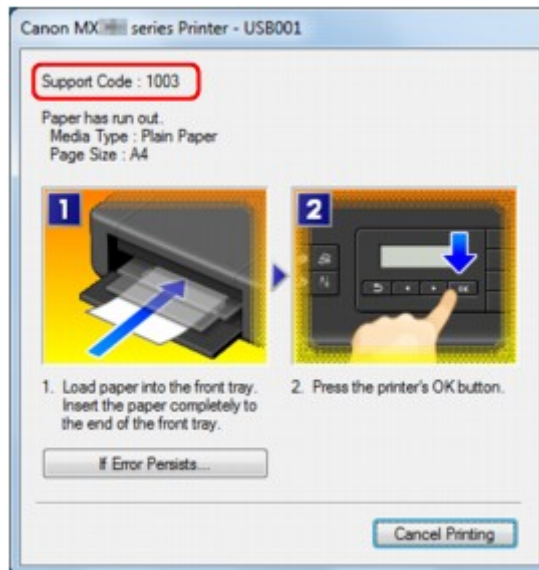
- If an Error Occurs
- A Message for Faxing Is Displayed on the LCD
- A Message Is Displayed

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:**

Load paper
Load paper and press **1003**

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>
Hang up phone	<p>The handset is not placed in the handset cradle correctly. Replace the handset correctly.</p>
Try again in B&W	<p>The recipient's fax machine is not color-compatible. Press the Black button to resend the fax. Alternatively, you select If incompat., B&W for Color transmission in Adv. 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>➡ Adv. FAX settings</p>
No tone detected	<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 Adv. FAX settings under Fax settings.</p> <p>➡ Adv. 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 FINE cartridge. ➡ Replacing a FINE Cartridge <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 no 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 FINE cartridge 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 <ul style="list-style-type: none"> Paper has run out: Load the paper and press the OK button.

	<ul style="list-style-type: none"> • 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. • Page size is set to other than A4, Letter, LTR, or Legal: Set Page size to A4, Letter, LTR, or Legal. ➔ Changing the Paper Settings <p>➤➤➤ Note</p> <ul style="list-style-type: none"> ■ Some of page sizes are not available depending on the country or region of purchase. <ul style="list-style-type: none"> • Media type is set to other than Plain paper: Set Media type to Plain paper. ➔ Changing the Paper Settings • 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 under FAX menu. ➔ Printing a Document in Machine's Memory <p>➤➤➤ Note</p> <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
Busy/no signal	<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
Memory is full	<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 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>Change the paper A4/LTR/LGL Plain paper</p>	<p>The paper settings are incorrect. Set Page size to A4, Letter, LTR, or Legal and Media type to Plain paper to print received faxes. ➡ Changing the Paper Settings</p> <p>➡➡➡ Note</p> <ul style="list-style-type: none"> ■ Some of page sizes are not available depending on the country or region of purchase.
<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 info 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 RX reject in Security control under Fax settings. For details, see Rejecting Fax Reception.</p>
<p>Waiting for report</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 FINE cartridge. ➡ Replacing a FINE Cartridge • 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. • Page size is set to other than A4, Letter, LTR, or Legal: Set Page size to A4, Letter, LTR, or Legal. ➡ Changing the Paper Settings <p>➡➡➡ Note</p> <ul style="list-style-type: none"> ■ Some of page sizes are not available depending on the country or region of purchase. <ul style="list-style-type: none"> • Media type is set to other than Plain paper: Set Media type to Plain paper. ➡ Changing the Paper Settings • 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 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.

• Failed to scan the head alignment sheet Press [OK]

Scanning the print head alignment sheet has failed.

Press the **OK** button to dismiss the error, then take the actions described below.

- Make sure that the print head alignment sheet is set in the correct position and orientation on the platen glass.
- Make sure the platen glass and the print head alignment sheet are not dirty.
- Make sure the type and size of loaded paper is suitable for Automatic Print Head Alignment. For Automatic Print Head Alignment, always load one sheet of A4 or Letter-sized plain paper.
- Make sure if print head nozzles are clogged.
Print the nozzle check pattern to check the status of the print head.
➡ [Printing the Nozzle Check Pattern](#)

If the error is not resolved, connect the machine to the computer and align the print head on the printer driver.

➡ [Aligning the Print Head Position from Your Computer](#)

• Check page size Press [OK]

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.

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 the POWER lamp is off, make sure that the power plug is plugged in, then turn the machine on.**

While the **POWER** lamp is flashing, the machine is initializing. Wait until the **POWER** lamp 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)**.

- 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.
- **Check 3: Make sure that the USB cable is securely plugged in to the machine and the computer.**

When the machine is connected to your computer with a USB cable, 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.
- **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: 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 USB cable is securely plugged in to the machine and the computer.**

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.

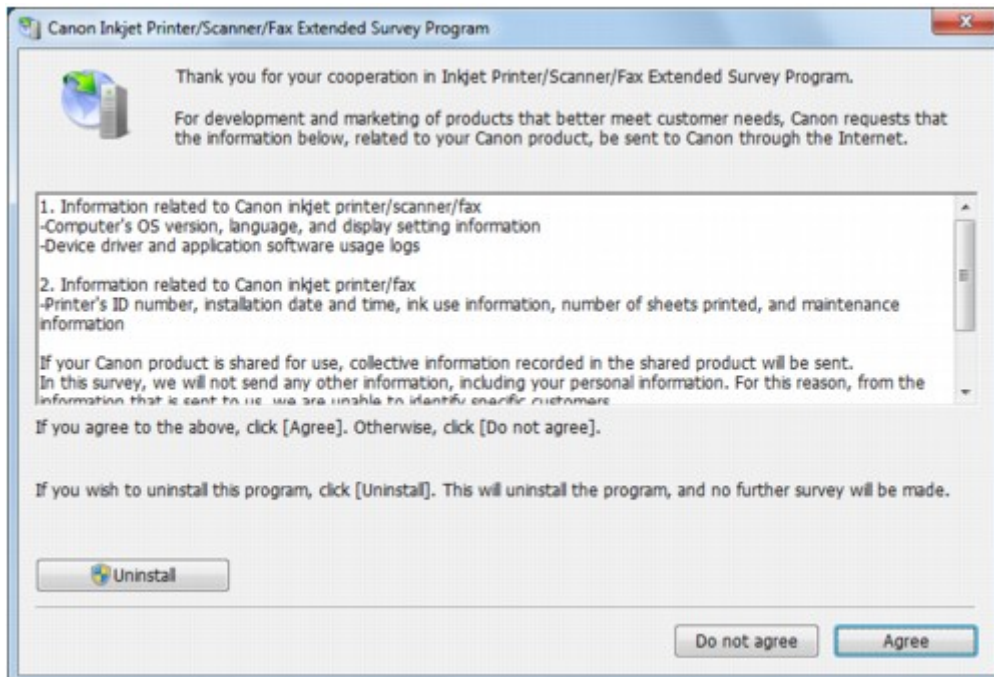
Other Error Messages

- **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.

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**

1003	1200	1202	1250	1300	1303
1401	1403	1485	1486	1487	1682
1684	1686	1687	1688	1702	1703
1704	1705	1712	1713	1714	1715

- **2000 to 2ZZZ**

2700	2801	2802	2803
------	------	------	------

- **4000 to 4ZZZ**

4100

- **5000 to 5ZZZ**

5011	5012	5040	5100	5200	5400
5B02	5B03	5B04	5B05	5B12	5B13
5B14	5B15				

- **6000 to 6ZZZ**

6000	6800	6801	6930	6931	6932
6933	6936	6937	6938	6939	693A
6940	6941	6942	6943	6944	6945
6946					

- **9000 to 9ZZZ**

9500

- **A000 to ZZZZ**

B200

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 you can see the jammed paper at the front tray/If you cannot see the jammed paper either at the paper output slot or at the front tray:
➡ [1303](#)
- 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.



Important

- Do not pull the paper out from the front tray even though you can see the jammed paper at the front tray. Pulling the paper out forcibly from the front tray may damage the machine.

Note

- If you cannot pull the paper out, turn the machine off and turn it back on. The paper may be ejected automatically.
- If you cannot pull the paper out from the paper output slot, try to pull the paper out from the transport unit.
 - ➡ [1303](#)
- If the paper tears and you cannot remove the jammed paper from the paper output slot, open the paper output cover to remove the paper.
 - ➡ [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.

Cause

Paper is jammed inside the machine at the transport unit.

Action

If you can see the jammed paper at the front tray, or you cannot see the paper either at the paper output slot or at the front tray, remove the paper from the transport unit.

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 the machine off, then unplug the power cord.

2. Open the document tray, then open the document cover.

3. Stand the machine with the right side facing down.

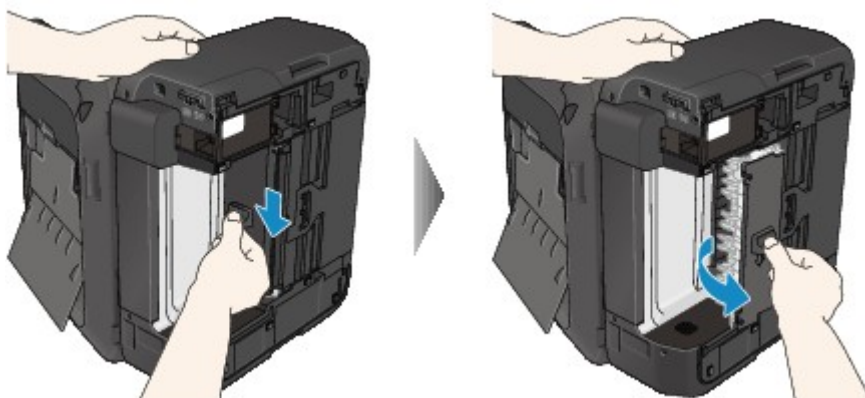
If you can see the jammed paper at the front tray, stand the machine with the front tray open.

Important

- Stand the machine on a wide and flat surface such as a desk.
- When you stand the machine, hold it securely and be careful not to hit it on a hard object.

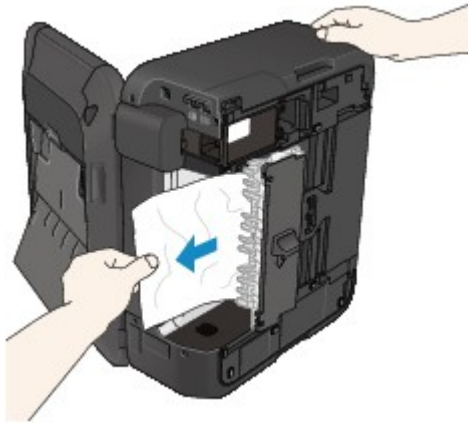
4. Push the open lever to open the transport unit.

When you open the transport unit, support the machine with your hand so that it does not fall down.



5. Pull out the jammed paper slowly.

When you pull the jammed paper, support the machine with your hand so that it does not fall down.

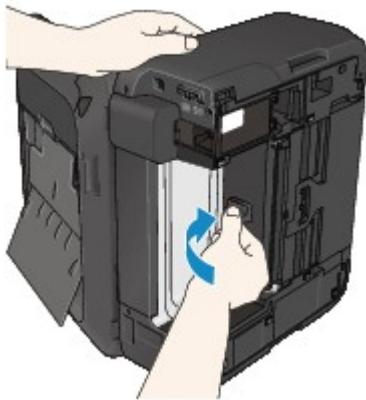


►► Note

- If the paper is rolled up and it is difficult to remove, grasp the edges of the paper, then remove the jammed paper.
- If you cannot remove the jammed paper from the transport unit, close the transport unit, take back the machine in original position, then open the paper output cover to remove the paper.

➡ [Paper Is Jammed inside the Machine](#)

6. Close the transport unit.



►► Note

- After you close the transport unit, take back the machine in original position at once.

7. Plug the machine back in and turn the machine back on.

8. Reload the paper.

All print jobs in the queue are canceled. Reprint if necessary.

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. Pull out the jammed document from the ADF.



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.

- **If the original is jammed in the ADF (from the paper feed side):**

If the document is jammed in the document output slot, close the document tray as shown in the figure below and pull out the document.



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 from the transport unit, 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

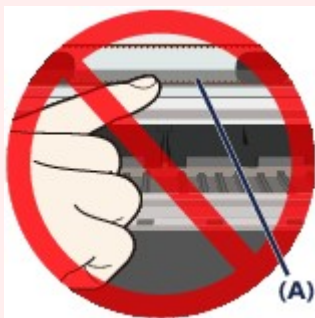
- If you need to turn off the machine to remove jammed paper during printing, press the **Stop** button to cancel print jobs before turning off the machine.

1. Turn off the machine, and unplug the power cord of the machine from the power supply.
2. Open the paper output cover.
Remove the paper on the front tray if any.



Important

- Do not touch the clear film (A).

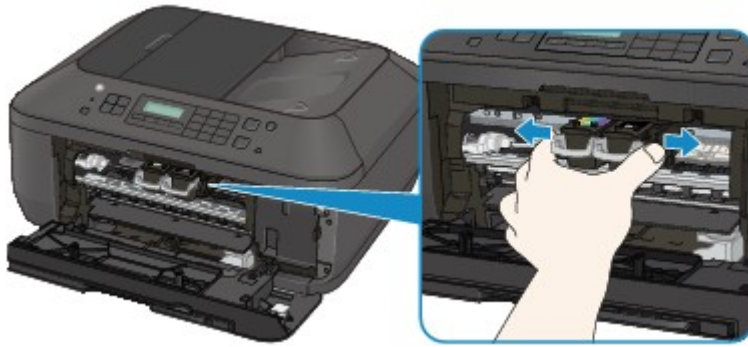


If the paper or your hands touch these parts and blot or scratch them, the machine can be damaged.

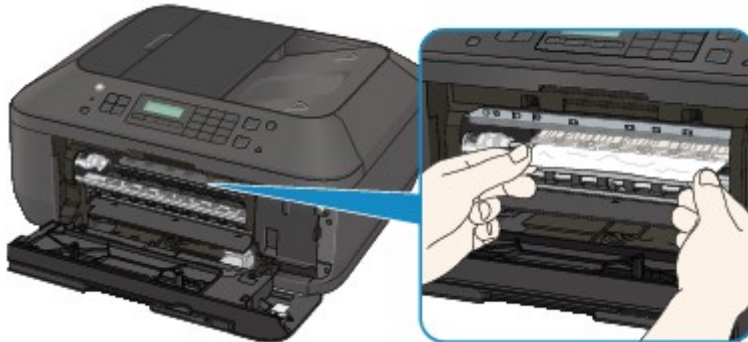
3. Make sure that the jammed paper is not under the FINE cartridge holder.

If the jammed paper is under the FINE cartridge holder, move the FINE cartridge holder to the right edge or the left edge whichever is easier to remove the paper.

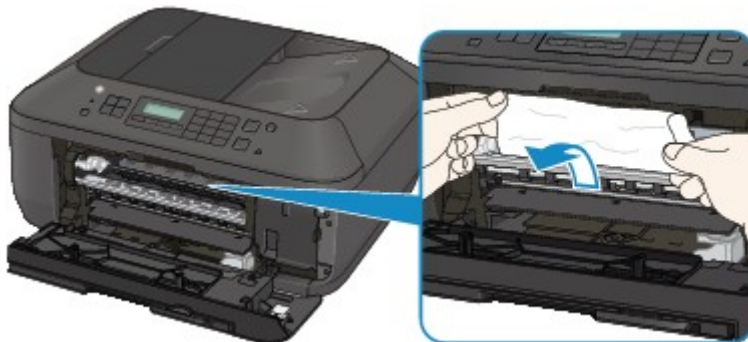
When you move the FINE cartridge holder, hold the FINE cartridge holder and slide it slowly to the right edge or the left edge.



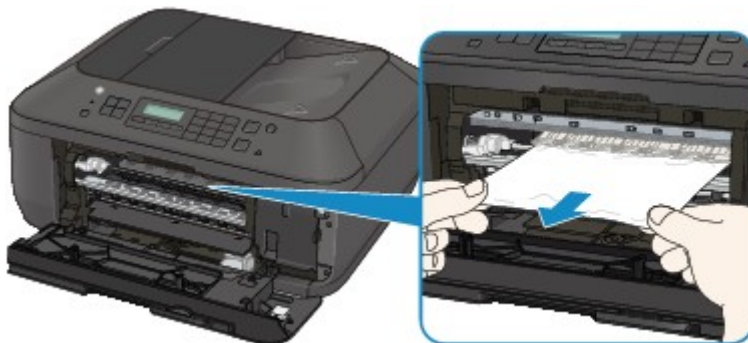
4. Hold the jammed paper with your hands.



If the paper is rolled up, pull it out.



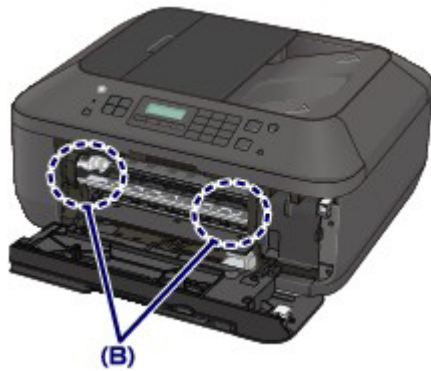
5. Pull the paper slowly not to tear it, then pull the paper out.



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 FINE cartridge 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 (B) inside the machine?



7. Close the paper output cover, then reload the paper.

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: Is the paper curled?**

Load the paper after correcting its curl.

1003

Cause

The machine is out of paper, or paper does not feed.

Action

Reload the paper and press the machine's **OK** button.

When you load the paper, insert the paper stack until the leading edge touches the far end of the front tray.

1200

Cause

The paper output cover is open.

Action

Close the paper output cover and wait for a while.

Do not close it while you are replacing a FINE cartridge.

1202

Cause

The paper output cover is open.

Action

Close the paper output cover.

1250

Cause

The paper output tray is closed.

Action

Open the paper output tray to resume printing.

1401

Cause

The FINE cartridge is not installed.

Action

Install the FINE cartridge.

1403

Cause

Appropriate FINE cartridge is not installed.

Action

Install the appropriate FINE cartridge.

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

1485

Cause

Appropriate ink cartridge is not installed.

Action

Printing cannot be executed because the ink cartridge is not compatible with this machine.

Install the appropriate ink cartridge.

If you want to cancel printing, press the machine's **Stop** button.

1486

Cause

The FINE cartridge is not installed in the correct position.

Action

Make sure that each FINE cartridge is installed in the correct position.

1487

Cause

The FINE cartridge is not installed in the correct position.

Action

Make sure that each FINE cartridge is installed in the correct position.

1682

Cause

The FINE cartridge cannot be recognized.

Action

Replace the FINE cartridge.

If the error is not resolved, the FINE cartridge may be damaged. Contact the service center.

1684

Cause

The ink cartridge cannot be recognized.

Action

Printing cannot be executed because the ink cartridge may not be installed properly or may not be compatible with this machine.

Install the appropriate ink cartridge.

If you want to cancel printing, press the machine's **Stop** button.

Cause

The ink may have run out.

Action

The function for detecting the remaining ink level will be disabled since the ink level cannot be correctly detected.

If you want to continue printing without this function, press the machine's **Stop** button for at least 5 seconds.

Canon recommends to use new genuine Canon cartridges in order to obtain optimum qualities.

Please be advised that Canon shall not be liable for any malfunction or trouble caused by continuation of printing under the ink out condition.

▶▶ Note

- If the function for detecting the remaining ink level is disabled, [?] is displayed 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 cartridge 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.

1687

Cause

The FINE cartridge is not installed properly.

Action

Open the paper output cover. When the head cover opens, push up the ink cartridge lock lever to confirm that the FINE cartridges are installed properly. After that, close the paper output cover.

If the error is not resolved, remove the FINE cartridges, then install them again.

1688

Cause

The ink has run out.

Action


Replace the ink cartridge and close the paper output cover.

If printing is in progress and you want to continue printing, press the machine's **Stop** button for at least 5 seconds with the ink cartridge installed. Then printing can continue under the ink out condition.

The function for detecting the remaining ink level will be disabled.

Replace the empty ink cartridge immediately after the printing. The resulting print quality is not satisfactory, if printing is continued under the ink out condition.

»» Note

- If the function for detecting the remaining ink level is disabled,  is displayed 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 cartridge 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.

1702

Cause

The ink absorber is almost full.

Action

Press the machine's **OK** button to continue printing. Contact the service center.

1703

Cause

The ink absorber is almost full.

Action

Press the machine's **OK** button to continue printing. Contact the service center.

1704

Cause

The ink absorber is almost full.

Action

Press the machine's **OK** button to continue printing. Contact the service center.

1705

Cause

The ink absorber is almost full.

Action

Press the machine's **OK** button to continue printing. Contact the service center.

1712

Cause

The ink absorber is almost full.

Action

Press the machine's **OK** button to continue printing. Contact the service center.

1713

Cause

The ink absorber is almost full.

Action

Press the machine's **OK** button to continue printing. Contact the service center.

1714

Cause

The ink absorber is almost full.

Action

Press the machine's **OK** button to continue printing. Contact the service center.

1715

Cause

The ink absorber is almost full.

Action

Press the machine's **OK** button to continue printing. Contact the service center.

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.

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. Pull out the jammed document from the ADF.



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.

- **If the original is jammed in the ADF (from the paper feed side):**

If the document is jammed in the document output slot, close the document tray as shown in the figure below and pull out the document.



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.

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 FINE cartridges are all installed properly, then start printing again.

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.

5040

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, turn off the machine. Then clear the jammed paper or protective material that is preventing the FINE Cartridge 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.

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.

5B02

Cause

Printer error has occurred.

Action

Contact the service center.

5B03

Cause

Printer error has occurred.

Action

Contact the service center.

5B04

Cause

Printer error has occurred.

Action

Contact the service center.

5B05

Cause

Printer error has occurred.

Action

Contact the service center.

5B12

Cause

Printer error has occurred.

Action

Contact the service center.

5B13

Cause

Printer error has occurred.

Action

Contact the service center.

5B14

Cause

Printer error has occurred.

Action

Contact the service center.

5B15

Cause

Printer error has occurred.

Action

Contact the service center.

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.

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.

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.

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.