



# **MG2500 series Online Manual**

Troubleshooting

# Contents

Troubleshooting. . . . .	5
Problems with Printing. . . . .	6
Printing Does Not Start. . . . .	7
Paper Jams. . . . .	9
Paper Does Not Feed Properly/"No Paper" Error Occurs. . . . .	10
Copying/Printing Stops Before It Is Completed. . . . .	12
Problems with Printing Quality. . . . .	13
Print Results Not Satisfactory. . . . .	14
Cannot Print to End of Job. . . . .	15
No Printing Results/Printing Is Blurred/Colors Are Wrong/White Streaks. . . . .	16
Colors Are Unclear. . . . .	19
Lines Are Misaligned. . . . .	20
Line Does Not Print or Prints Partially. . . . .	21
Image Does Not Print or Prints Partially. . . . .	22
Printed Paper Curls or Has Ink Blots. . . . .	23
Paper Is Smudged/Printed Surface Is Scratched. . . . .	24
Back of the Paper Is Smudged. . . . .	27
Colors Are Uneven or Streaked. . . . .	28
Ink Is Not Ejected. . . . .	30
Problems with Scanning. . . . .	31
Problems with Scanning. . . . .	32
Scanner Does Not Work. . . . .	33
ScanGear (Scanner Driver) Does Not Start. . . . .	34
Error Message Appears and the ScanGear (Scanner Driver) Screen Does Not Appear. . . . .	35
Cannot Scan Multiple Items at One Time. . . . .	36
Cannot Scan Properly with Auto Scan. . . . .	37
Slow Scanning Speed. . . . .	38
"There is not enough memory." Message Is Displayed. . . . .	39
Computer Stops Operating during Scanning. . . . .	40
Scanner Does Not Work after Upgrading Windows. . . . .	41
Scanned Image Does Not Open. . . . .	43
Scan Results Not Satisfactory. . . . .	44
Scan Quality (Image Displayed on the Monitor) Is Poor. . . . .	45
Scanned Image Is Surrounded by Extra White Areas. . . . .	47
Cannot Scan at the Correct Size. . . . .	48
Item Is Placed Correctly, but the Scanned Image Is Slanted. . . . .	49

Scanned Image Is Enlarged (Reduced) on the Computer Monitor. . . . .	50
Software Problems. . . . .	51
The E-mail Client You Want to Use Does Not Appear in the Screen for Selecting an E-mail Client	52
Problems with the Machine. . . . .	53
The Machine Cannot Be Powered On. . . . .	54
The Machine Turns Off Unintendedly. . . . .	55
Cannot Connect to Computer Properly. . . . .	56
FINE Cartridge Holder Does Not Move to the Position for Replacing. . . . .	57
Printer Status Monitor Is Not Displayed. . . . .	58
Problems with Installation/Downloading. . . . .	59
Cannot Install the MP Drivers. . . . .	60
Easy-WebPrint EX Does Not Start Up or Easy-WebPrint EX Menu Does Not Appear. . . . .	62
About Errors/Messages Displayed. . . . .	63
If an Error Occurs. . . . .	64
A Message Is Displayed. . . . .	67
If You Cannot Resolve the Problem. . . . .	71
Support Code List. . . . .	72
Support Code List (When Paper Is Jammed). . . . .	73
1300. . . . .	74
Paper Is Jammed inside the Machine. . . . .	76
In Other Cases. . . . .	79
1000. . . . .	80
1200. . . . .	81
1203. . . . .	82
1401. . . . .	83
1403. . . . .	84
1485. . . . .	85
1682. . . . .	86
1684. . . . .	87
1686. . . . .	88
1687. . . . .	89
1688. . . . .	90
1700. . . . .	91
1701. . . . .	92

1890.....	93
2900.....	94
2901.....	95
4100.....	96
4102.....	97
5011.....	98
5012.....	99
5100.....	100
5200.....	101
5400.....	102
5B00.....	103
5B01.....	104
6000.....	105
6800.....	106
6801.....	107
6930.....	108
6931.....	109
6932.....	110
6933.....	111
6936.....	112
6937.....	113
6938.....	114
6940.....	115
6941.....	116
6942.....	117
6943.....	118
6944.....	119
6945.....	120
6946.....	121
B200.....	122
B201.....	123

# Troubleshooting

- ➡ [The Machine Cannot Be Powered On](#)
- ➡ [Printing Does Not Start](#)
- ➡ [Paper Does Not Feed Properly/"No Paper" Error Occurs](#)
- ➡ [Print Results Not Satisfactory](#)
- ➡ [Ink Is Not Ejected](#)
- ➡ [Paper Jams](#)
- ➡ [If an Error Occurs](#)

## Search Each Function

- ➡ [Problems with Printing](#)
- ➡ [Problems with Printing Quality](#)
- ➡ [Problems with Scanning](#)
- ➡ [Problems with the Machine](#)
- ➡ [Problems with Installation/Downloading](#)
- ➡ [About Errors/Messages Displayed](#)
- ➡ [If You Cannot Resolve the Problem](#)

## 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

**Check1** Make sure that the power plug is securely plugged in, then press the **ON** button to turn the machine on.

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

**Check2** 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.

**Check3** If you are printing from the computer and there are any unnecessary print jobs, delete them.

➔ Deleting the Undesired Print Job

**Check4** 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**.

**Check5** 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 as shown below.
  - In Windows 8, select **Control Panel** from the **Settings** charm on **Desktop > Hardware and Sound > Devices and Printers**.
  - 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 8 or 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 with the Setup CD-ROM or install them from our website.

- Printing does not start even though the machine is connected to the computer using a USB cable and the port named "USBnnn" is selected:

In Windows 8, select **My Printer** on the **Start** screen to start My Printer. If **My Printer** is not displayed on the **Start** screen, select the **Search** charm, then search for "My Printer".

Set the correct printer port on **Diagnose and Repair Printer**. Follow the on-screen instructions to set the correct printer port, then select your machine's name.

In Windows 7, Windows Vista, or Windows XP, 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 with the Setup CD-ROM or install them from our website.

#### **Check6** 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.

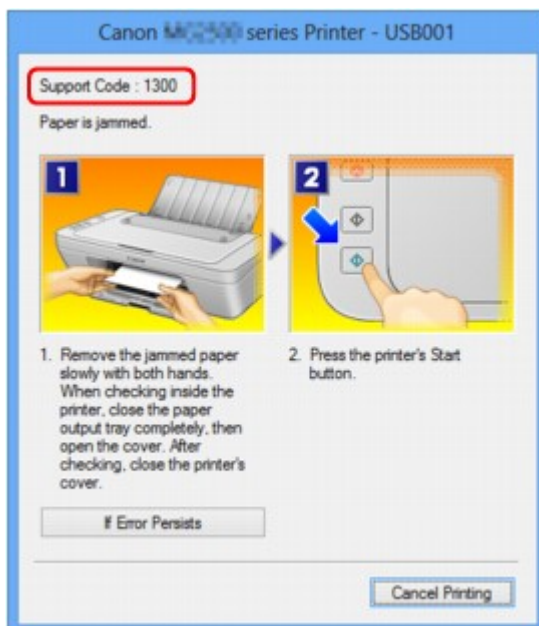
#### **Check7** Restart your computer if you are printing from the computer.



# Paper Jams

When paper is jammed, the **Alarm** lamp flashes orange and a troubleshooting message is displayed on the computer screen automatically. Take the appropriate action described in the message.

➡ Watch the movie



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 by searching a Support Code.

➡ Click Here to Search

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

**Check1** Make sure that paper is loaded.

➡ Loading Paper

**Check2** Make sure of the following when you load paper.

- 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 UP. Align the paper stack against the right side of the rear tray and slide the paper guide so that it just touches the left edge of the stack.

➡ Loading Paper

**Check3** Check to see if the paper you are printing on is not too thick or curled.

➡ Media Types You Cannot Use

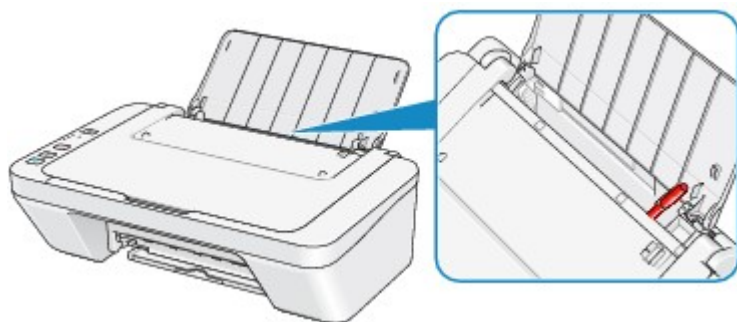
**Check4** Make sure of the following when you load envelopes.

- 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.

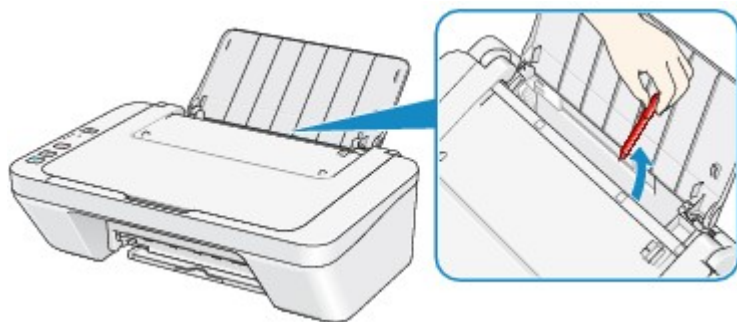
**Check5** Confirm that the media type and the paper size settings correspond with the loaded paper.

**Check6** Make sure that there are not any foreign objects in the rear tray.



If the paper tears in the rear tray, see [Paper Jams](#) to remove it.

If there are any foreign objects in the rear tray, be sure to turn off the machine, unplug it from the power supply, then remove the foreign object.



**Check7** 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

## Check1 Is the paper loaded?

Make sure that paper is loaded.

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

## Check2 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.

## Check3 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.

## Check4 If copying stops before it is completed, try to copy again.

If a certain time passes after some errors occurred while copying, the machine stops the operation.

## 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.

**Check1** 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.

Confirm the page size and media type settings using the printer driver.

➡ Printing with Easy Setup

**Check2** Make sure that the appropriate print quality is selected using the printer driver.

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.

You can confirm the print quality setting using the printer driver.

➡ Changing the Print Quality and Correcting Image Data

**Check3** 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](#)
- ➡ [Colors Are Uneven or Streaked](#)

### If the Printed Paper Has Been Discolored

Colors may fade with time if the printed paper is left for a long period of time.

After printing, dry the paper sufficiently, avoid high temperatures, high humidity, and direct sunlight, and store or display indoors at room temperature and normal humidity.

To avoid direct exposure to air, it is recommended that you store the paper in an album, plastic folder, photo frame, etc.

## Cannot Print to End of Job

**Check1** 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.

**Check2** 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.

**Check3** Is the space of your computer's hard disk sufficient?

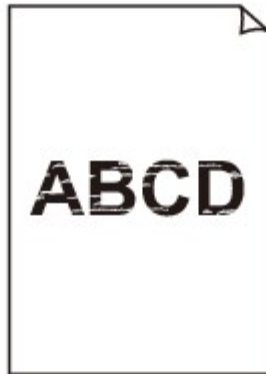
Delete unnecessary files to free disk space.

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

### ❖ No Printing Results



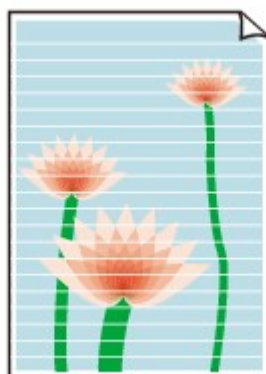
### ❖ Printing Is Blurred



### ❖ Colors Are Wrong



### ❖ White Streaks



➡ Watch the movie



**Check1** Did you confirm the paper and print quality settings?

➡ [Print Results Not Satisfactory](#)

**Check2** 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.

- If the problem is not resolved after performing the Print Head Deep Cleaning twice:

Ink may have run out. Replace the FINE cartridge.

**Check3** When a FINE cartridge runs out of ink, replace it with a new one.

**Check4** When using paper with one printable surface, make sure that the paper is loaded with the printable side facing up.

Load paper with the printable side facing up.

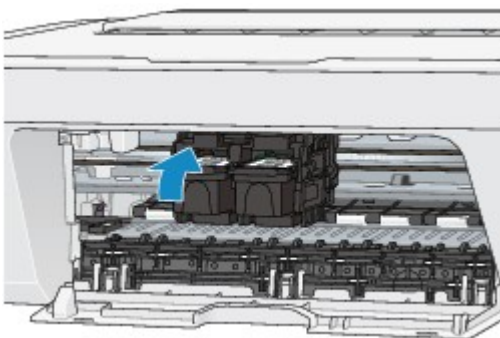
Refer to the instruction manual supplied with the paper for detailed information on the printable side.

**Check5** Is the FINE cartridge installed properly?

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

Retract the output tray extension and the paper output tray, open the cover, then remove the FINE cartridges.

Then install the FINE cartridges again. Push the FINE cartridge until it clicks into place.



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

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

**Check6** Is the platen glass dirty?

Clean the platen glass.

➡ [Cleaning the Platen Glass and Document Cover](#)

**Check7** Make sure that the original is properly loaded on the platen glass.

➡ Loading Originals

**Check8** Is the original loaded with the side to be copied facing down on the platen glass?

**Check9** 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.

Reprint from the computer if you can reprint from it.

## Colors Are Unclear

➡ Watch the movie

### Check1 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.
- If the problem is not resolved after performing the Print Head Deep Cleaning twice:  
Ink may have run out. Replace the FINE cartridge.

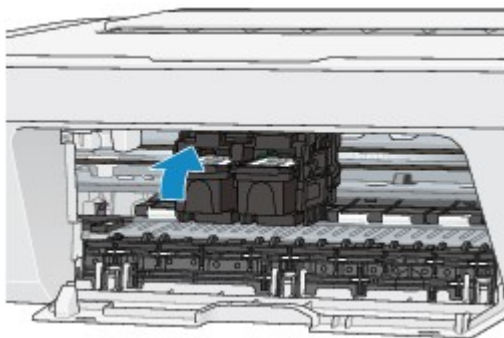
### Check2 When a FINE cartridge runs out of ink, replace it with a new one.

### Check3 Is the FINE cartridge installed properly?

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

Retract the output tray extension and the paper output tray, open the cover, then remove the FINE cartridges.

Then install the FINE cartridges again. Push the FINE cartridge until it clicks into place.



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

### ➤➤➤ 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



**Check1** Did you confirm the paper and print quality settings?

➡ [Print Results Not Satisfactory](#)

**Check2** 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.

**Check3** Increase the print quality and try printing again.

Increasing the print quality in the printer driver may improve the print result.

## Line Does Not Print or Prints Partially

**Check1** 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.

**Check2** 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

**Check1** 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.

**Check2** 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



**Check1** Did you confirm the paper and print quality settings?

➡ [Print Results Not Satisfactory](#)

**Check2** 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.

You can confirm the intensity using the printer driver.

➡ [Adjusting Intensity](#)

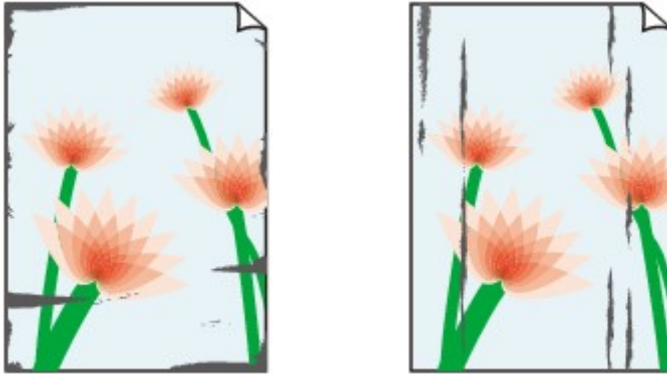
**Check3** Is Photo Paper used for printing photographs?

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

**Check1** Did you confirm the paper and print quality settings?

➡ [Print Results Not Satisfactory](#)

**Check2** 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](#)

**Check3** Load the paper after correcting its curl.

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 rear 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.

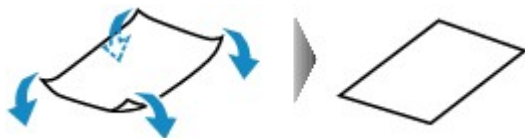
#### • For Other Paper

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.



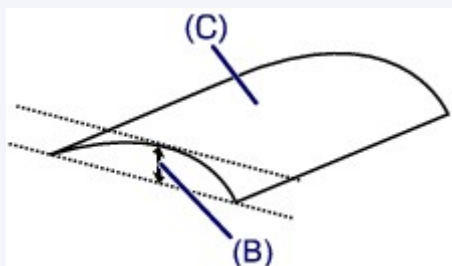


2. Check that the paper is now flat.

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.

**Check4** 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.

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.

**Check5** 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

**Check6** Is the platen glass dirty?

Clean the platen glass.

➡ Cleaning the Platen Glass and Document Cover

**Check7** 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.

### Check8 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.

### Check9 Set the time to dry the printed surface longer.

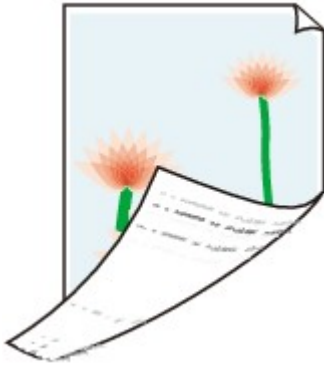
Doing so gives the printed surface enough time to dry so that paper smudged and scratched are prevented.

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



**Check1** Did you confirm the paper and print quality settings?

➡ [Print Results Not Satisfactory](#)

**Check2** Perform the Bottom Plate Cleaning to clean the inside of the machine.

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

### ▶▶▶ Note

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

## Colors Are Uneven or Streaked

### ✦ Colors Are Uneven



### ✦ Colors Are Streaked



➡ Watch the movie

**Check1** Did you confirm the paper and print quality settings?

➡ [Print Results Not Satisfactory](#)

**Check2** 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.
- If the problem is not resolved after performing the Print Head Deep Cleaning twice:  
Ink may have run out. Replace the FINE cartridge.

### Check3 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

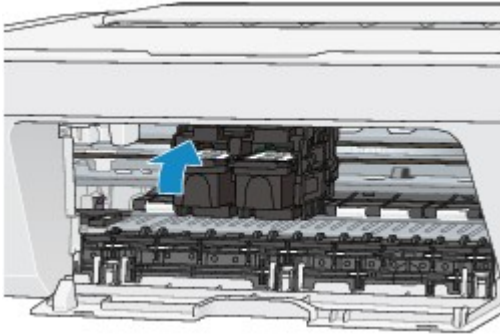
**Check1** When a FINE cartridge runs out of ink, replace it with a new one.

**Check2** Is the FINE cartridge installed properly?

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

Retract the output tray extension and the paper output tray, open the cover, then remove the FINE cartridges.

Then install the FINE cartridges again. Push the FINE cartridge until it clicks into place.



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

**Check3** 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.
- 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 from the Setup CD-ROM or the web page.

## 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 supports TWAIN.

You cannot start 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 from the Setup CD-ROM or the web page.

**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 supports TWAIN.**

You cannot start 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.**

Refer to "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 8:**

1. Click the **Settings** charm > **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 8, 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 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 **Change/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 from the Setup CD-ROM or the web page.

## 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.**

Refer to the application's manual for details. 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
- 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, **Settings (Custom Scan)** dialog box, or **Settings (Scan and Stitch)** dialog box of IJ Scan Utility, then scan from 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
    - ➡ Settings (Custom Scan) Dialog Box
    - ➡ 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.**

Refer to Help of Windows or the monitor's manual for details on how to check the monitor's color depth.

**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 in the Image Stitch Window

## **Cannot Scan at the Correct Size**

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

➡Placing Items (When Scanning from a Computer)



## **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.

Refer to the application's manual for details. 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.**

Refer to 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 the Machine

- ➡ [The Machine Cannot Be Powered On](#)
- ➡ [The Machine Turns Off Unintendedly](#)
- ➡ [Cannot Connect to Computer Properly](#)
- ➡ [FINE Cartridge Holder Does Not Move to the Position for Replacing](#)
- ➡ [Printer Status Monitor Is Not Displayed](#)

## The Machine Cannot Be Powered On

**Check1** Press the **ON** button.

**Check2** Make sure that the power plug is securely plugged into the power cord connector of the machine, then turn it back on.

**Check3** 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 2 minutes.

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

## The Machine Turns Off Unintendedly

**Check** Deactivate the setting to turn the unit off automatically.

The machine turns off automatically according to the elapsed time you specified if you activate the setting to turn the unit off automatically.

If you do not want the machine to turn off automatically, open the printer driver setup window and in **Auto Power** under the **Maintenance** sheet, select **Disable** for **Auto Power Off**.

### **Note**

- You can activate the setting to turn the machine on/off automatically from the operation panel of the machine or ScanGear (scanner driver).
  - From the operation panel of the machine:
    - ➡ Turning on/off the Machine Automatically
  - From ScanGear (scanner driver):
    - ➡ Scanner Tab

## 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.



# FINE Cartridge Holder Does Not Move to the Position for Replacing

## Check1 Is the **ON** lamp off?

Check if the **ON** lamp is lit.

The FINE cartridge holder will not move unless the power is on. If the **ON** lamp is off, close the cover and turn the machine on.

## Check2 Is the **Alarm** lamp flashing?

Close the cover, confirm the number of times the **Alarm** lamp is flashing, take the appropriate action to resolve the error, and then reopen it. For details on how to resolve the error, see [Support Code List](#).

## Check3 Has the cover been left open for 10 minutes or longer?

If the cover is left open for more than 10 minutes, the FINE cartridge holder moves to the position to protect it to prevent the print head from drying out. Close and reopen the cover to return the FINE cartridge holder to the position for replacing.

## Check4 Has the machine been printing continuously for a long period?

If the machine has been printing continuously for a long time, the FINE cartridge holder may not move to the position for replacing since the print head may overheat.


### **Note**

- Do not open the cover while printing is in progress; otherwise, an error occurs.

# Printer Status Monitor Is Not Displayed

**Check1** 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 as shown below.

- In Windows 8, select the **Explorer** icon in **Taskbar** on **Desktop**, then select **Computer** from the list on the left.
- 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**.

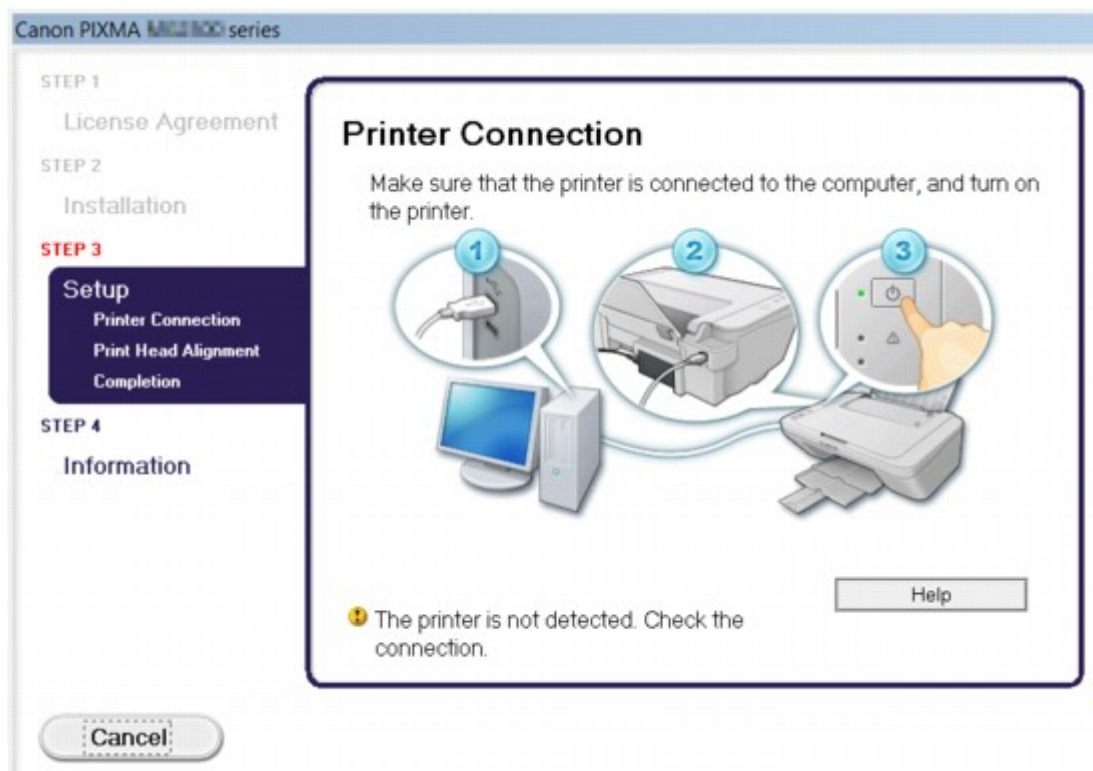
If you cannot install the MP Drivers with the Setup CD-ROM, install them from our website.

### »»» 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.

**Check1** Make sure that the USB cable is securely plugged in to the machine and the computer.

**Check2** 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.

**Check3** 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 with the Setup CD-ROM or install them from our website.

## »» 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.

**Check1** 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 the latest Easy-WebPrint EX onto your computer from our website.

### **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 desktop. 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.

**Check2** 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 Is Displayed](#)

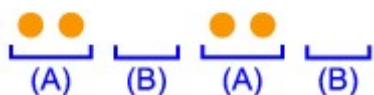
## If an Error Occurs

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, the **Alarm** lamp flashes orange and a Support Code (error number) is displayed on the computer screen. For some errors, the **ON** lamp and the **Alarm** lamp flashes alternately. Check the status of the lamps and the message, then take the appropriate action to resolve the error.

### Support Code Corresponding to the Number of Flashes of the Alarm Lamp

Example of 2 times flashing:



(A) Flashes

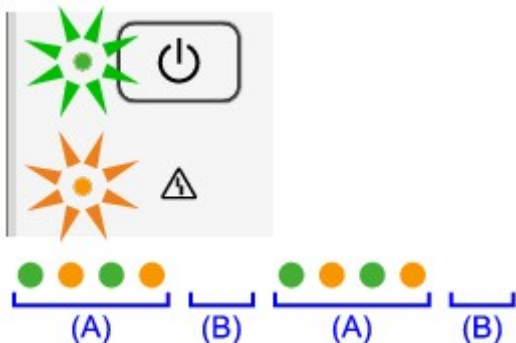
(B) Goes off

Number of flashes	Cause	Support Code
2 flashes	There is no paper in the rear tray.	<a href="#">1000</a>
3 flashes	The cover is opened while printing is in progress.	<a href="#">1203</a>
	Paper is jammed in the paper output slot.	<a href="#">1300</a>
4 flashes	The FINE cartridge is not installed properly.	<a href="#">1687</a>
5 flashes	The FINE cartridge is not installed.	<a href="#">1401</a>
	Appropriate FINE cartridge is not installed.	<a href="#">1403</a> , <a href="#">1485</a>
8 flashes	The ink absorber is almost full.	<a href="#">1700</a> , <a href="#">1701</a>
9 flashes	The protective material for the FINE cartridge holder or the tape may remain attached to the holder.	<a href="#">1890</a>
11 flashes	Paper type and paper size settings are incorrect.	<a href="#">4102</a>
12 flashes	You cannot print the contents on CREATIVE PARK PREMIUM.	<a href="#">4100</a>
13 flashes	The ink may have run out.	<a href="#">1686</a>
14 flashes	The FINE cartridge cannot be recognized.	<a href="#">1684</a>
15 flashes	The FINE cartridge cannot be recognized.	<a href="#">1682</a>
16 flashes	The ink has run out.	<a href="#">1688</a>



## Support Code Corresponding to the Number of Alternate Flashes of the ON Lamp and the Alarm Lamp

Example of 2 times flashing:

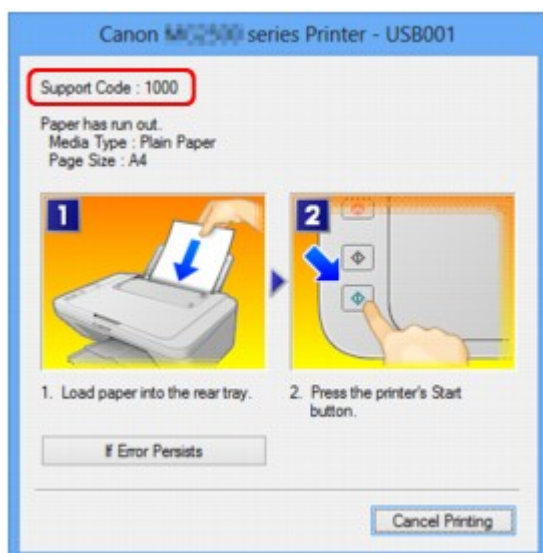


(A) Flashes

(B) Goes off

Number of flashes	Cause	Support Code
2 flashes	Printer error has occurred.	<a href="#">5100</a>
7 flashes	Printer error has occurred.	<a href="#">5B00</a> , <a href="#">5B01</a>
10 flashes	An error requiring you to contact the service center has occurred.	<a href="#">B200</a> , <a href="#">B201</a>
Other cases than above	Printer error has occurred.	<a href="#">5011</a> , <a href="#">5012</a> , <a href="#">5200</a> , <a href="#">5400</a> , <a href="#">6000</a> , <a href="#">6800</a> , <a href="#">6801</a> , <a href="#">6930</a> , <a href="#">6931</a> , <a href="#">6932</a> , <a href="#">6933</a> , <a href="#">6936</a> , <a href="#">6937</a> , <a href="#">6938</a> , <a href="#">6940</a> , <a href="#">6941</a> , <a href="#">6942</a> , <a href="#">6943</a> , <a href="#">6944</a> , <a href="#">6945</a> , <a href="#">6946</a>

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



### ►►► Note

- You can confirm the actions against errors with Support Codes on your computer 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 Is Displayed

This section describes some of the errors or messages.

### »»» Note

- A Support Code (error number) is displayed on the computer for some error or message. For details on errors with Support Codes, refer to [Support Code List](#).

➡ [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](#)

### 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.

### Writing Error/Output Error/Communication Error

**Check1** If the **ON** lamp is off, make sure that the power plug is plugged in, then turn the machine on.

While the **ON** lamp is flashing, the machine is initializing. Wait until the **ON** lamp stops flashing and remains lit.

**Check2** 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 as shown below.
  - In Windows 8, select **Control Panel** from the **Settings** charm on **Desktop** > **Hardware and Sound** > **Devices and Printers**.
  - 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 8 or 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 "USBn" (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 with the Setup CD-ROM or install them from our website.

- Printing does not start even though the machine is connected to the computer using a USB cable and the port named "USBnnn" is selected:

In Windows 8, select **My Printer** on the **Start** screen to start My Printer. If **My Printer** is not displayed on the **Start** screen, select the **Search** charm, then search for "My Printer".

Set the correct printer port on **Diagnose and Repair Printer**. Follow the on-screen instructions to set the correct printer port, then select your machine's name.

In Windows 7, Windows Vista, or Windows XP, 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 with the Setup CD-ROM or install them from our website.

**Check3** 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.

**Check4** Make sure that the MP Drivers are installed correctly.

Uninstall the MP Drivers following the procedure described in Deleting the Unnecessary MP Drivers, then reinstall the MP Drivers with the Setup CD-ROM or reinstall them from our website.

**Check5** 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 8, select **Control Panel** from the **Settings** charm on **Desktop > Hardware and Sound > Device Manager**.
- 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.

➡ **Check3** [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

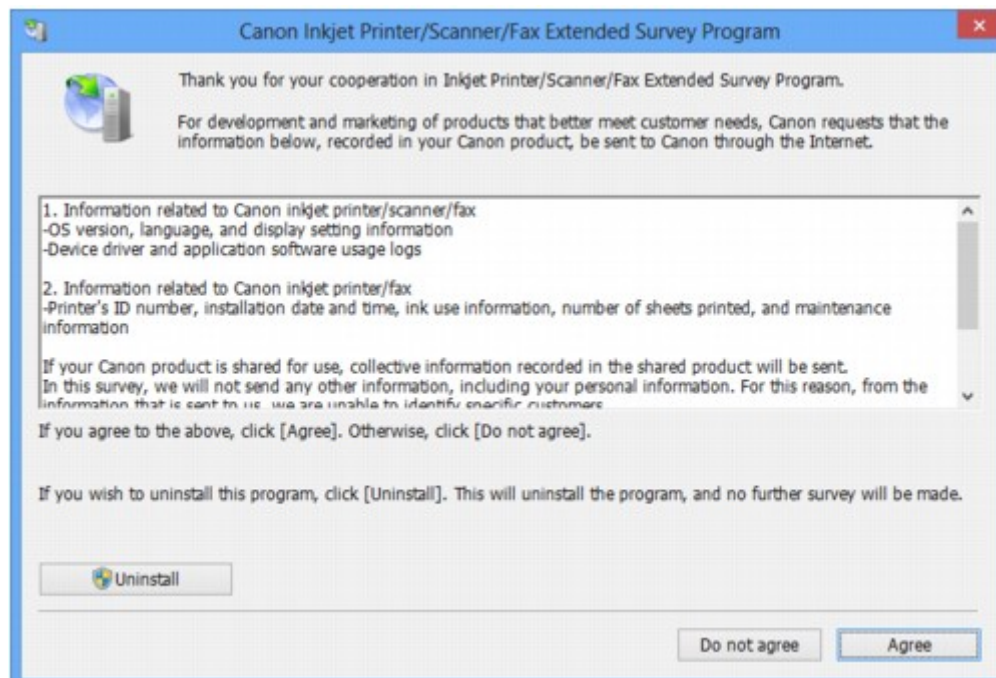
**Check** If an error message is displayed outside the printer status monitor, check the following:

- **"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 MP Drivers following the procedure described in Deleting the Unnecessary MP Drivers, then reinstall the MP Drivers with the Setup CD-ROM or reinstall them from our website.
- **"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 as shown below.
  - In Windows 8, select **Control Panel** from the **Settings** charm on **Desktop > Programs > Programs and Features**.
  - 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 8, 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 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 computer screen and take the appropriate action.

## Support Code Appears on the Computer Screen

- **1000 to 1ZZZ**

[1000](#) [1200](#) [1203](#) [1300](#) [1401](#) [1403](#)

[1485](#) [1682](#) [1684](#) [1686](#) [1687](#) [1688](#)

[1700](#) [1701](#) [1890](#)

- **2000 to 2ZZZ**

[2900](#) [2901](#)

- **4000 to 4ZZZ**

[4100](#) [4102](#)

- **5000 to 5ZZZ**

[5011](#) [5012](#) [5100](#) [5200](#) [5400](#) [5B00](#)

[5B01](#)

- **6000 to 6ZZZ**

[6000](#) [6800](#) [6801](#) [6930](#) [6931](#) [6932](#)

[6933](#) [6936](#) [6937](#) [6938](#) [6940](#) [6941](#)

[6942](#) [6943](#) [6944](#) [6945](#) [6946](#)

- **A000 to ZZZZ**

[B200](#) [B201](#)

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.

➡ Watch the movie (Windows)

➡ Watch the movie (Mac)

- If you can see the jammed paper at the paper output slot or the rear tray:

➡ [1300](#)

- If the paper tears and you cannot remove it from the paper output slot or from the rear tray:

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

- Cases other than above:

➡ [In Other Cases](#)

## Cause

Paper is jammed in the paper output slot or in the rear tray.

## Action

Remove the jammed paper following the procedure below.

➡ Watch the movie (Windows)

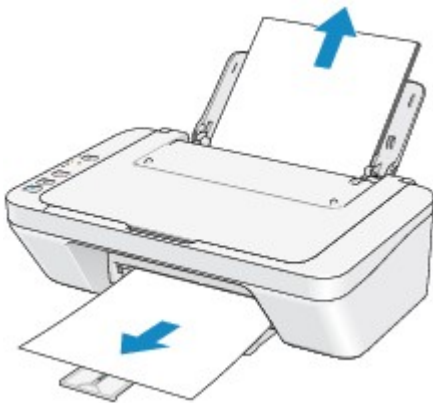
➡ Watch the movie (Mac)

### ➡➡➡ 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, either from the rear tray or from the paper output slot, whichever is easier.

Hold the paper with your hands, then pull the paper out slowly not to tear it.



### ➡➡➡ Note

- If you cannot pull the paper out, turn the machine off and turn it back on. The paper may be ejected automatically.
- If the paper tears and you cannot remove the jammed paper from the paper output slot or the rear tray, remove the paper from inside the machine.

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

2. Reload the paper, and press the machine's **Black** or **Color** button.

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.

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## 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 rear tray, or if the jammed paper remains inside the machine, remove the paper following the procedure below.

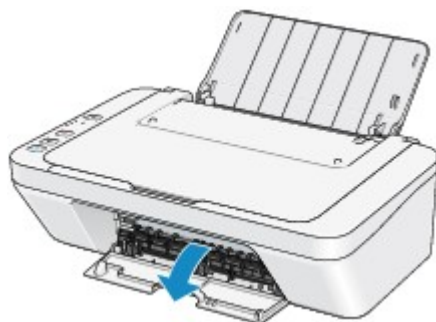
➡ Watch the movie (Windows)

➡ Watch the movie (Mac)

### ▶▶▶ 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. Retract the paper output tray, then open the cover.



### ▶▶▶ Important

- Do not touch the clear film (A).

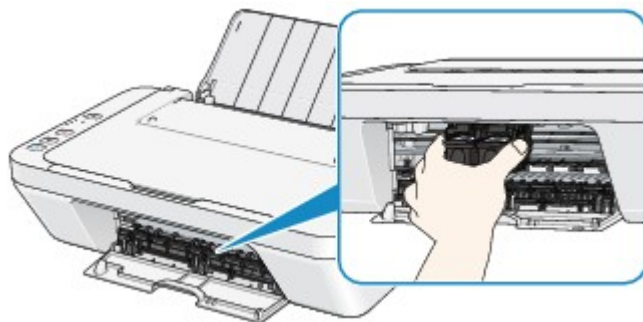


If the paper or your hands touch the clear film and blot or scratch it, the machine can be damaged.

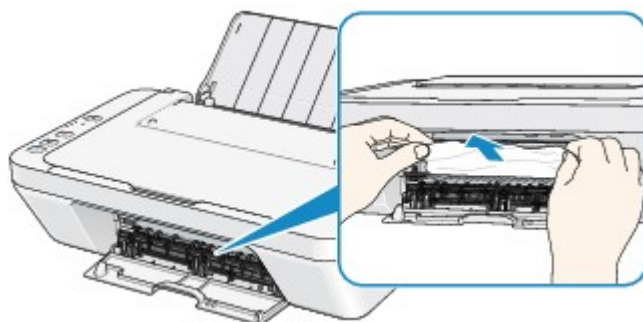
3. Make sure that the jammed paper is not under the FINE cartridge holder.

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.

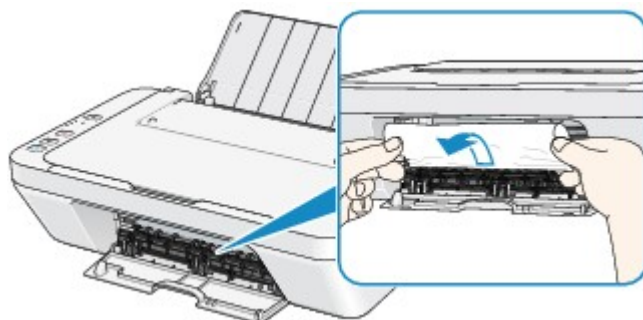
When you move the FINE cartridge holder, hold the FINE cartridge holder and slide it slowly to the right edge or the left edge.



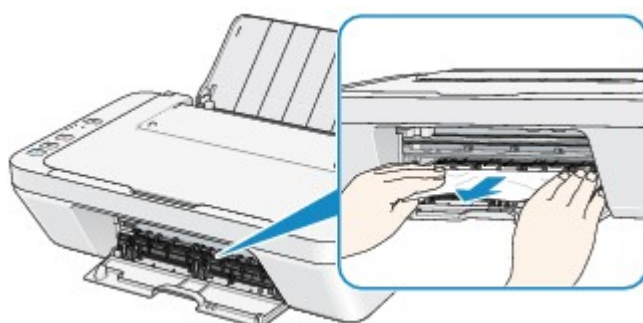
4. Hold the jammed paper with your hands.



If the paper is rolled up, pull it out.



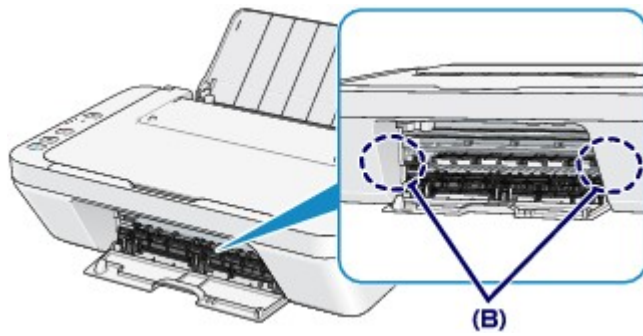
5. Pull the paper slowly not to tear it, then pull the paper out.



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 cover.

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

**▶▶▶ Note**

- When reloading the paper, confirm that you are using the paper suited for printing and are loading it correctly. If the message about paper jam is displayed on the 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.

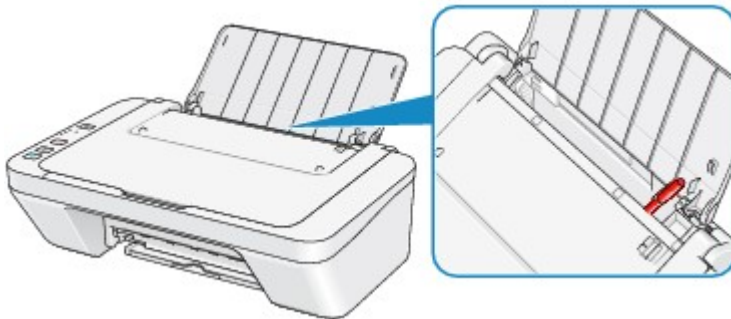
If you cannot remove the paper or the paper tears inside the machine, or if the paper jam error continues after removing the paper, contact the service center.

## In Other Cases

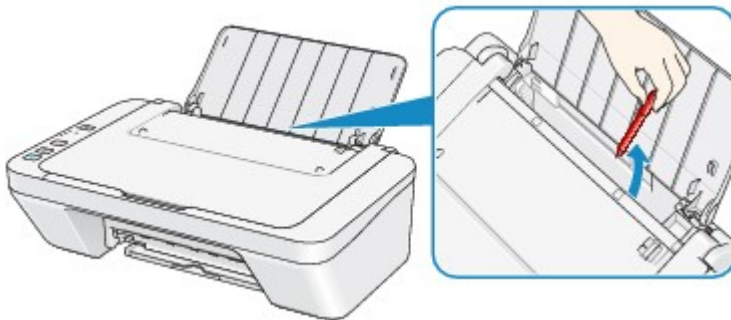
Make sure of the following:

**Check1** Are there any foreign objects around the paper output slot?

**Check2** Are there any foreign objects in the rear tray?



If there are any foreign objects in the rear tray, be sure to turn off the machine, unplug it from the power supply, then remove the foreign object.



**Check3** Is the paper curled?

Load the paper after correcting its curl.

## 1000

### Cause

There is no paper in the rear tray.

### Action

Reload the paper on the rear tray and press the machine's **Black** or **Color** button.



## 1200

### **Cause**

The cover is open.

### **Action**

Close the cover and wait for a while.

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

## 1203

### Cause

The cover is opened while printing is in progress.

### Action

If paper is left inside the machine, remove the paper slowly with both hands and close the cover.

Press the machine's **Black** or **Color** button to dismiss the error.

The machine ejects the blank paper and resumes printing from the next paper.

The machine will not reprint the page that was printed when the cover is opened. Try printing again.

### »» Important

- Do not open or close the cover while printing is in progress, as this can damage the machine.

## **1401**

### **Cause**

The FINE cartridge is not installed.

### **Action**

Install the FINE cartridge.

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

## 1403

### **Cause**

Appropriate FINE cartridge is not installed.

### **Action**

Install the appropriate FINE cartridge.

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

## 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.

## 1686

### 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.



**1687**

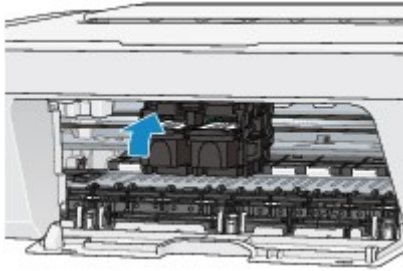
**Cause**

The FINE cartridge is not installed properly.

**Action**

Retract the output tray extension and the paper output tray, open the cover, then remove the FINE cartridges.

Then install the FINE cartridges again. Push the FINE cartridge until it clicks into place.



After installing, close the cover.

## 1688

### Cause

The ink has run out.

### Action

Replace the ink cartridge and close the 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.

## 1700

### Cause

The ink absorber is almost full.

### Action

Press the machine's **Black** or **Color** button to continue printing. Contact the service center.

## 1701

### Cause

The ink absorber is almost full.

### Action

Press the machine's **Black** or **Color** button to continue printing. Contact the service center.

## 1890

### Cause

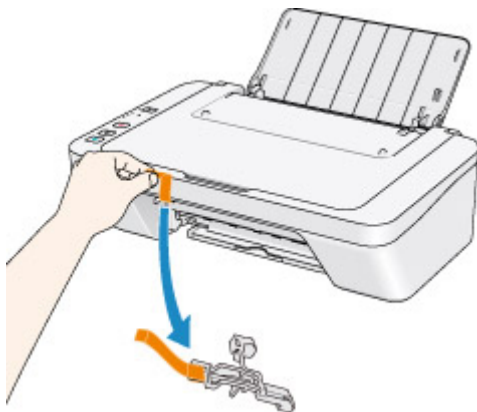
The protective material for the FINE Cartridge holder or the tape may remain attached to the holder.

### Action

Make sure that the protective material or the tape does not remain attached to the FINE cartridge holder.

If you find the protective material or the tape remains attached, retract the output tray extension and the paper output tray to remove the protective material or the tape.

Pull down the tape to remove the protective material.



If the cover is open, close it.

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

## 2900

### Cause

Scanning the print head alignment sheet has failed.

### Action

Press the machine's **Black** or **Color** button to dismiss the error. Check the following points, perform Automatic Print Head Alignment again.

- 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.

If the error is not resolved, perform Manual Print Head Alignment.

## 2901



### Cause

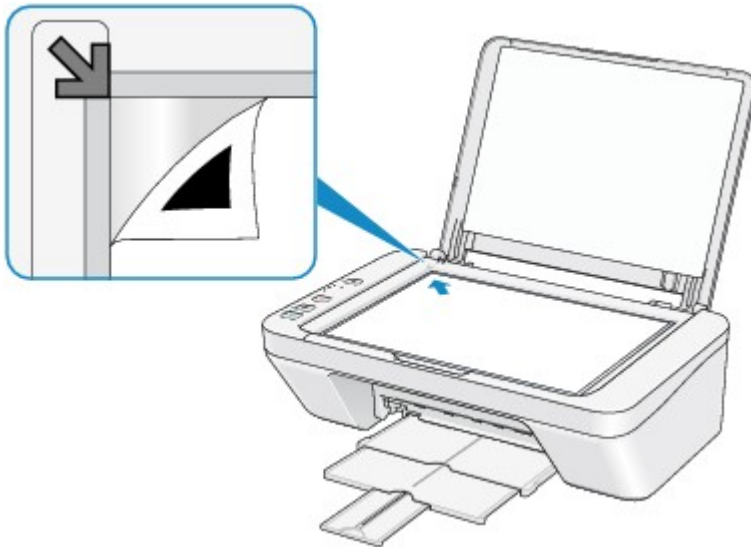
Printing of the print head alignment pattern is complete and the machine is in waiting for scanning the sheet.

### Action

Proceed to scan the printed alignment pattern.

1. Load the print head alignment sheet on the platen glass.

Load the print head alignment sheet with the printed side facing down and align the mark  on the upper left corner of the sheet with the alignment mark .



2. Close the document cover gently, then press the machine's **Black** or **Color** button.

The machine starts scanning the print head alignment sheet, and the print head position will be adjusted automatically.

## **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.



## 4102

### Cause

The media type and paper size are not set correctly.

### Action

Press the machine's **Stop** button, to cancel printing, change the media type or paper size setting, then print again.

- When the media type is set to **Photo Paper Plus Glossy II**:

Set the paper size to **4"x6" 10x15cm** (Windows)/**4 x 6** (Mac), or **5"x7" 13x18cm** (Windows)/**5 x 7** (Mac).

- When the media type is set to **Glossy Photo Paper**:

Set the paper size to **4"x6" 10x15cm** (Windows)/**4 x 6** (Mac).

- When the media type is set to **Envelope**:

Set the paper size to **Envelope Com 10** (Windows)/**Envelope #10** (Mac) or **Envelope DL** (Windows/Mac).

## **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.

## **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.

## 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.

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

### »» Important

- When you clear the jammed paper or protective material that is preventing the FINE cartridge holder from moving, be careful not to touch the components inside the machine. The machine may not print out properly if you touch it.

## **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.

## **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.

## **5B00**

### **Cause**

Printer error has occurred.

### **Action**

Contact the service center.

## **5B01**

### **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.

## **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.

## **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.

## **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.

## **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.

## **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.

## **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.

## **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.



## **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.

## **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.

## **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.

## **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.

## **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.

## **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.

## **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.

## **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.



## **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.

## **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.

## **B201**

### **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.