Canon

Network Setup Troubleshooting

Network Setup Troubleshooting

This manual mainly describes problems you may encounter when setting up a network, and the possible causes and solutions.
Find a description related to your problem and follow the solution.
If you cannot find a description for your problem or if you encounter a problem after setup, refer to the on-screen manual: **Basic Guide/Advanced Guide**.

📖

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

The following symbols are used in this manual.

📖 Instructions as notes for operation or additional explanations.

Windows Description for Windows users.

Macintosh Description for Macintosh users.

(('Y')) Description for wireless connection.

品 Description for wired connection.

Problems during Network Setup

The Target Access Point is Not Displayed (Detected)

Check

((ɪ)) 뮤뮤 **W**indows **M**acintosh

Check 1

Make sure that you follow Check 1, 2, 5 and 6 of "Connection Checklist" on page 11, then press the left **FUNCTION** button (A) on the machine to search for the access point again.

Check 2

Unplug the access point from the power outlet and plug it in, wait for a while, then press the left **FUNCTION** button (A) on the machine to search for the access point again.
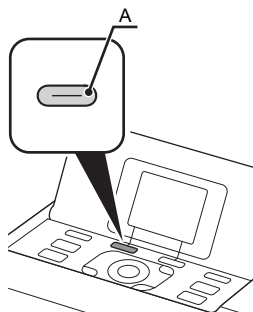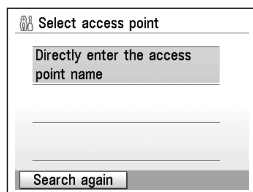
Check 3

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

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

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

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

To establish a connection without changing the access point settings, refer to "Entering the Access Point's Wireless LAN Settings Directly on the Machine" on page 7.
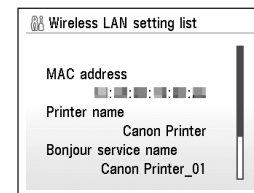

Select access point
Directly enter the access point name
Search again

A

Check 4

Is the MAC address filtering enabled on the access point?

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

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

• For details on how to change the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.
• To check the MAC address of the machine, press the **HOME** button, then using the Easy-Scroll Wheel and **OK** button, select **Settings** > **Device settings** > **LAN settings** > **Confirm LAN settings** > **Wireless LAN setting list**, then check **MAC address**.

Wireless LAN setting list
MAC address
▪▪:▪▪:▪▪:▪▪:▪▪:▪▪
Printer name
Canon Printer
Bonjour service name
Canon Printer_01

Check 5

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

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

• For details on how to change the security protocol (encryption standard) for the access point, refer to the manual supplied with the access point or contact its manufacturer.
• For the procedure to configure settings of the machine, refer to "Wireless Setup" on page 22 in the printed manual: **Getting Started**.

Glossary

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

Failed to connect to the access point. is Displayed

Check   ('A')   **W**indows   **M**acintosh

Access point was not detected is Displayed

Check ('8') 🖧 **W**indows **M**acintosh

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

> ⚠
> Access point was not detected.

Multiple access points with the same name exist. is Displayed

Check ('8') 🖧 **W**indows **M**acintosh

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

> Multiple access points with the same name exist.
> Do you want to use multiple access points?
>
> Use one AP only
> Use multiple APs
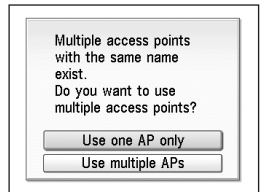
■ When you have only one access point
  Select **Use one AP only**, then select the MAC address of the target access point.

  - For subsequent operations, go to step **7** in "Entering the Access Point's Wireless LAN Settings Directly on the Machine" on page 7.
  - For details on how to check the MAC address of the access point, refer to the manual supplied with the access point or contact its manufacturer.
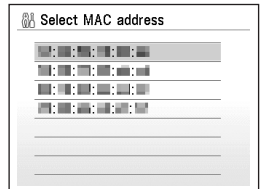
> 🖧 Select MAC address

■ When using multiple access points
  Select **Use multiple APs**.

  - For subsequent operations, go to step **7** in "Entering the Access Point's Wireless LAN Settings Directly on the Machine" on page 7.

Glossary

- **MAC address**
  A unique number assigned to each network device.

3

Problems during Software Installation

Cannot connect. Multiple access points are enabled. is Displayed

Action   Windows Macintosh

The message appears when multiple access points are detected.
Wait for a while, then configure the settings again.

```
Error

Cannot connect.
Multiple access points are
enabled.

OK
```
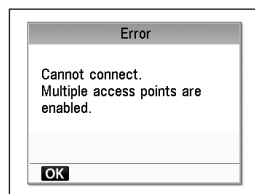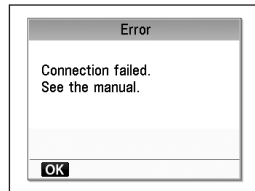
Connection failed. is Displayed

Check   Windows Macintosh

The message appears when an error occurs.
Check the access point settings, then configure WPS settings again.

```
Error

Connection failed.
See the manual.

OK
```

- For details on how to check the settings of the access point, refer to the manual supplied with the access point or contact its manufacturer.
- For the procedure to configure WPS settings of the machine, refer to "Wireless Setup Using WPS (Wi-Fi Protected Setup)" on page 26 in the printed manual: **Getting Started**.
- When using an access point that does not support WPS, configure settings manually. For the procedure to configure settings of the machine manually, refer to "Wireless Setup" on page 22 in the printed manual: **Getting Started**.

The Machine is Not Displayed (Detected)
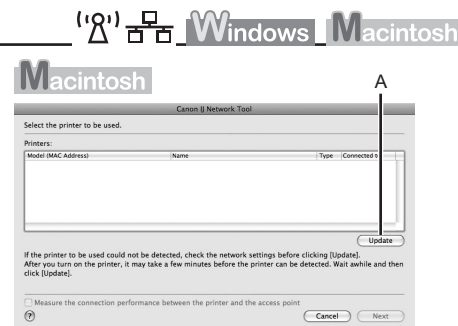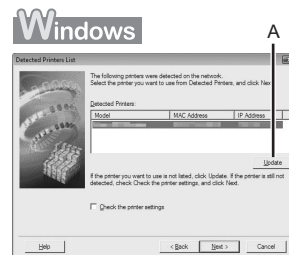
Check   Windows Macintosh

Check 1

For a wireless connection, make sure that you follow Check 1, 2, 3, 4, 5 and 6 of "Connection Checklist" on page 11, then click **Update** (A).

For a wired connection, make sure that you follow Check 1, 2, 3, 7 and 8 of "Connection Checklist" on page 11, then click **Update** (A).

Check 2

Is the machine connected to a network?

- For details on how to check if the machine is connected to a network, refer to "Confirm Connection Status" on page 32 in the printed manual: **Getting Started**.

If the machine is not connected to a network, perform setup again by following the procedures in "Wireless Setup" on page 22 and onward or "Wired Setup" on page 29 and onward in the printed manual: **Getting Started**.

Check 3

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

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

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

- For details on how to change settings of the network device, refer to the manual supplied with the network device or contact its manufacturer.
- To check the IP address of the machine, press the **HOME** button, then using the Easy-Scroll Wheel and **OK** button, select **Settings** > **Device settings** > **LAN settings** > **Confirm LAN settings** > **Wireless LAN setting list** or **Wired LAN setting list**, then check **IP address**.

Check 4

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

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

▼

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

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

Check 5   (* Wireless connection only)

Is the privacy separator feature enabled on the access point?

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

▼

Disable the privacy separator feature.

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

Glossary

- **IP address filtering**
  A function to control traffic to/from specific IP addresses.
- **DHCP function**
  A function that automatically assigns required information (IP address, etc.) to computers connected to the Internet.
- **Privacy separator feature**
  A function to prevent communication between multiple wireless devices connected to an access point.

Check Printer Settings dialog box is displayed

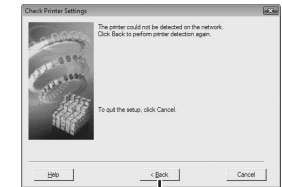## Check   Windows Macintosh

The message appears when the machine cannot be detected.

Check 1

For a wireless connection, make sure that you follow Check 1, 2, 3, 4, 5 and 6 of "Connection Checklist" on page 11, then click **Back** (A).
For a wired connection, make sure that you follow Check 1, 2, 3, 7 and 8 of "Connection Checklist" on page 11, then click **Back** (A).
Proceed with the setup.

Check 2

Is the machine connected to a network?

- For details on how to check if the machine is connected to a network, refer to "Confirm Connection Status" on page 32 in the printed manual: **Getting Started**.

▼

If the machine is not connected to a network, perform setup again by following the procedures in "Wireless Setup" on page 22 and onward or "Wired Setup" on page 29 and onward in the printed manual: **Getting Started**.

Check 3

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

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

▼

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

- For details on how to change settings of the network device, refer to the manual supplied with the network device or contact its manufacturer.
- To check the IP address of the machine, press the **HOME** button, then using the Easy-Scroll Wheel and **OK** button, select **Settings** > **Device settings** > **LAN settings** > **Confirm LAN settings** > **Wireless LAN setting list** or **Wired LAN setting list**, then check **IP address**.

Other Troubleshooting Tips

Check 4

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

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

▼

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

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

Check 5   (* Wireless connection only)

Is the privacy separator feature enabled on the access point?

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

▼

Disable the privacy separator feature.

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

Glossary

• **IP address filtering**
  A function to control traffic to/from specific IP addresses.
• **DHCP function**
  A function that automatically assigns required information (IP address, etc.) to computers connected to the Internet.
• **Privacy separator feature**
  A function to prevent communication between multiple wireless devices connected to an access point.

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

Check   Windows   Macintosh

Check the access point settings.

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

The Machine is Not Detected after the Network Environment is Changed

Check   Windows   Macintosh

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

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

Glossary

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

Reference Information

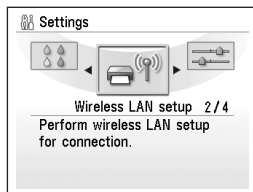## Entering the Access Point's Wireless LAN Settings Directly on the Machine

Action ((¡)) ⌗

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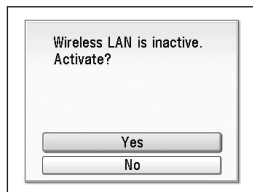Follow the procedure below.

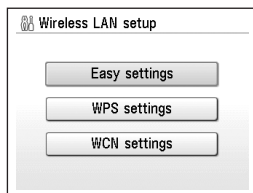**1** Use the Easy-Scroll Wheel to select **Settings**, then press the **OK** button.
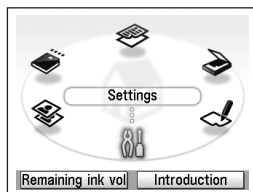
2 Select **Wireless LAN setup**, then press the **OK** button.

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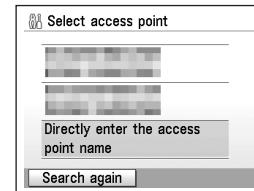- When wireless connection is enabled, the **Wi-Fi** lamp lights blue.

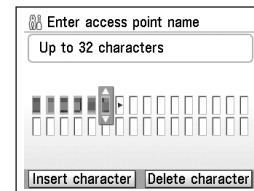**4** Select **Easy settings**, then press the **OK** button.

5 Select **Directly enter the access point name**, then press the **OK** button.
- If you are living in an apartment, nearby access points in use may be detected.

6 Enter the access point name/network name (SSID) using the Easy-Scroll Wheel, then press the **OK** button.
Use the Easy-Scroll Wheel to select the character. Use the ▶ button to move the cursor to the right.
- Enter the same access point name/network name (SSID) as that of the access point on the machine.
- For details on how to check the access point name/network name (SSID), refer to the manual supplied with the access point or contact its manufacturer.
- Enter upper and lower case letters of the alphabet correctly. Letters are case sensitive.

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

|	
Disable	➡ **9**
WEP	➡ **8-A**
WPA/WPA2	➡ **8-B**
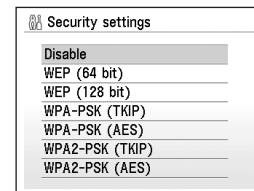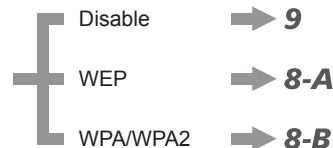
- When **WEP 40 bit** is selected in AirPort Utility (AirPort Admin Utility), select **WEP (64 bit)**.
- When **WEP (Transitional Security Network)** is selected in AirPort Utility, select **WEP (128 bit)** or **WPA2-PSK (AES)**.
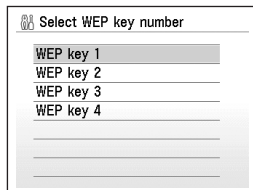
8-A WEP

1 Select the network key format.
- Select **Characters** when the network key is 5 or 13 characters.
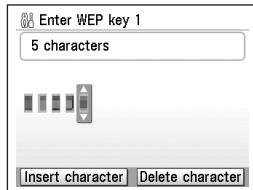 Select **Hexadecimal** when it is 10 or 26 characters (digits).

> Key input format
>
> Characters
>
> Hexadecimal
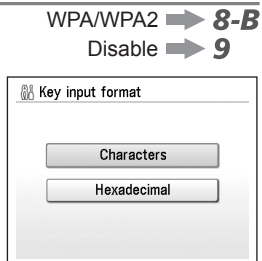
2 Select the WEP key number you want to use, then press the **OK** button.
- When using AirPort, select **WEP key 1** in the screen. Selecting other key numbers will disable the connection between the machine and AirPort.

> Select WEP key number
>
> WEP key 1
> WEP key 2
> WEP key 3
> WEP key 4

3 Enter the network key, then press the **OK** button.
- Enter upper and lower case letters of the alphabet correctly when the key input format is characters. Letters are case sensitive.
  Letters are not case sensitive if the format is hexadecimal.

> Enter WEP key 1
>
> 5 characters
>
> Insert character | Delete character

4 Make sure that the network key is correct, then press the **OK** button.
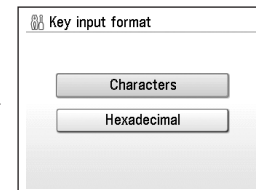
➡ **9**

> Enter WEP key 1
>
> OK

8-B WPA/WPA2

1 Select the network key format.
- Select **Characters** when the network key is between 8 and 63 characters.
  Select **Hexadecimal** when it is 64 characters (digits).

> Key input format
>
> Characters
>
> Hexadecimal

2 Enter the network key, then press the **OK** button.
- Enter upper and lower case letters of the alphabet correctly when the key input format is characters. Letters are case sensitive.
  Letters are not case sensitive if the format is hexadecimal.

> Enter passphrase
>
> 8-63 characters
>
> Insert character | Delete character
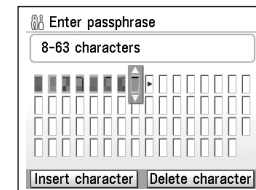
3 Make sure that the network key is correct, then press the **OK** button.

➡ **9**

> Enter passphrase
>
> OK

9 When the completion screen appears, press the **OK** button.
The **Settings** screen returns.

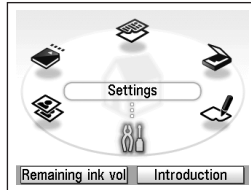> Connected to the access point.
>
> OK

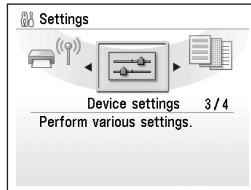## Specifying the Machine's IP Address (IPv4 only)

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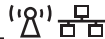
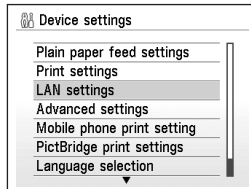The machine's IP Address can be specified by the following procedure.

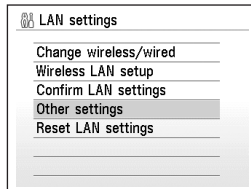**1** Use the Easy-Scroll Wheel to select **Settings**, then press the **OK** button.

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

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

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

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

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

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

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

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

Action

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

1 Use the Easy-Scroll Wheel to select **Settings**, then press the **OK** button.

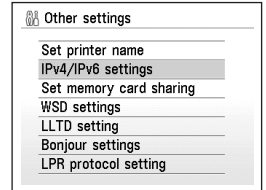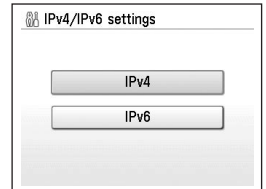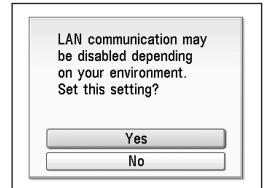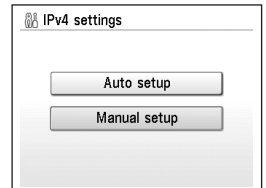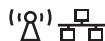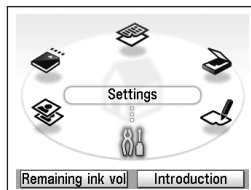**2** Select **Device settings**, then press the **OK** button.
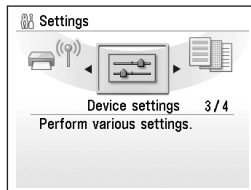
3 Select **LAN settings**, then press the **OK** button.
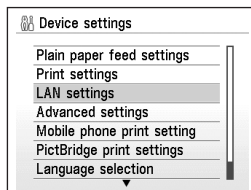
4 Select **Reset LAN settings**, then press the **OK** button.
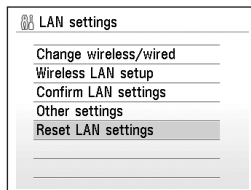
5 Select **Yes**, then press the **OK** button.
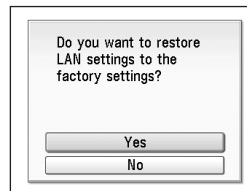
6 Make sure that the screen shown to the right appears.
- After a while, the **LAN settings** screen returns.
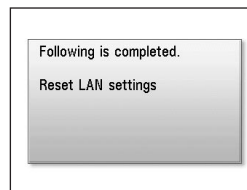
The LAN setting of the machine is now restored to the default state.
- Perform setup again by following the procedures in "Wireless Setup" on page 22 and onward or "Wired Setup" on page 29 and onward in the printed manual: **Getting Started**.

<Default State>

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

Connection Checklist

Check

Check 1

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

▼

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

Check 2

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

▼

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

Check 3

Is the firewall function of your security software active?

▼

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

Check 4

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

▼

Press the **HOME** button, then using the Easy-Scroll Wheel and **OK** button, select **Settings** > **Device settings** > **LAN settings** > **WLAN active/inactive** > **Wireless LAN active** to enable wireless LAN.
• After enabling wireless LAN, perform setup again by following the procedures in "Wireless Setup" on page 22 and onward in the printed manual: **Getting Started**.
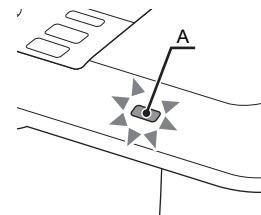
Check 5

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

▼

Install them in an open space with as few obstacles as possible.
To prevent radio interference, leave some space between the installation location and a microwave oven, refrigerator, etc.

Check 6

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

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

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

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

Check 7

When establishing a connection over a wired LAN, is wired LAN enabled?

Perform setup by following the procedures in "Wired Setup" on page 29 and onward in the printed manual: **Getting Started**.

Check 8

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

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

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

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

Glossary

- **Firewall**
  A security measure to protect computers connected to the Internet and corporate networks against unauthorized external access.
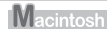
Specifications

General Specifications

Printing resolution (dpi)	9600* (horizontal) x 2400 (vertical) * Ink droplets can be placed with a pitch of 1/9600 inch at minimum.

Interface	USB Port:
	  Hi-Speed USB*1
	
	Direct Print Port:
	  PictBridge
	  IrDA IR*2
	  Bluetooth v2.0 (Option)*3 *4 *5
	  USB flash drive
	
	LAN Port:
	  Wired LAN: 100BASE-TX/10BASE-T
	  Wireless LAN: IEEE802.11b/IEEE802.11g*6
	
	*1 A computer that complies with Hi-Speed USB standard is required. Since the Hi-Speed USB interface is fully upwardly compatible with USB 1.1, it can be used at USB 1.1.
	*2 Maximum speed: 4 Mbps
	    Operating range: within 20 cm
	*3 Maximum speed: 1.44 Mbps
	*4 JPEG/PNG only
	*5 Bluetooth connection is for printing only.
	*6 Setup possible through WPS (Wi-Fi Protected Setup) settings, WCN (Windows Connect Now) settings or Easy settings.

Print width	8 inches/203.2 mm (for Borderless Printing: 8.5 inches/216 mm)
Operating environment	Temperature: 5 to 35°C (41 to 95°F) Humidity: 10 to 90% RH (no condensation)
Storage environment	Temperature: 0 to 40°C (32 to 104°F) Humidity: 5 to 95% RH (no condensation)
Power supply	AC 100-240 V, 50/60 Hz
Power consumption	Printing (Copy): Approx. 14 W Standby (minimum): Approx. 1.3 W* OFF: Approx. 0.6 W* * USB connection to PC
External dimensions	Approx. 17.8 (W) x 14.5 (D) x 6.9 (H) inches Approx. 450 (W) x 368 (D) x 176 (H) mm * With the Paper Support and Paper Output Tray retracted.
Weight	Approx. 8.8 kg (Approx. 19.4 lb) * With the Print Head and ink tanks installed.
Print Head/Ink	Total 4,416 nozzles (PgBK 320 nozzles, Y/DyeBK each 512 nozzles, C/M each 1,536 nozzles)

Copy Specifications

Multiple copy	Max 99 pages
Intensity adjustment	9 positions, Auto intensity (AE copy)
Reduction/Enlargement	25% - 400% (1% unit)

Scan Specifications

Scanner driver	TWAIN/WIA (Windows Vista and Windows XP only)
Maximum scanning size	A4/Letter, 8.5" x 11.7"/216 x 297 mm
Scanning resolution	Optical resolution (horizontal x vertical) max: 4800 dpi x 9600 dpi Interpolated resolution max: 19200 dpi x 19200 dpi
Gradation (Input/Output)	Gray: 16 bit/8 bit Color: 48 bit/24 bit (RGB each 16 bit/8 bit)

Network Specifications

Communication protocol	TCP/IP

Wireless LAN	Supported Standards: IEEE802.11g/IEEE802.11b
	Transfer speed:
	  IEEE802.11g: 6/9/12/18/24/36/48/54 Mbps
	  IEEE802.11b: 1/2/5.5/11 Mbps
	Frequency bandwidth*1: 2.412 GHz-2.462 GHz or
	                          2.412 GHz-2.472 GHz
	Channel*1: 1-11 or 1-13
	Communication distance: Indoors 50 m*2
	Security: Encryption by WPA-PSK, WPA2-PSK, or WEP (64/128 bits), and access control by passwords
	
	*1 Frequency bandwidth and available channels differ depending on country or region.
	*2 Effective range varies depending on the installation environment and location.

Wired LAN	Supported Standards: IEEE802.3u (100BASE-TX)/ IEEE802.3 (10BASE-T) Transfer speed: 10 M/100 Mbps (auto switching)

Minimum System Requirements

📖 Conform to the operating system's requirements when higher than those given here.

	Windows	Macintosh
Operating System Processor RAM	Windows Vista, Vista SP1 1 GHz processor 512 MB Windows XP SP2, SP3 300 MHz processor 128 MB Windows 2000 Professional SP4 300 MHz processor 128 MB	Mac OS X v.10.5 Intel processor, PowerPC G5, PowerPC G4 (867 MHz or faster) 512 MB Mac OS X v.10.4 Intel processor, PowerPC G5, PowerPC G4, PowerPC G3 256 MB Mac OS X v.10.3.9 PowerPC G5, PowerPC G4, PowerPC G3 128 MB
Browser	Internet Explorer 6 or later	Safari
Hard Disk Space	750 MB Note: For bundled software installation.	800 MB Note: For bundled software installation.
CD-ROM Drive	Required	
Display	XGA 1024 x 768	

- Windows: Operation can only be guaranteed on a PC with Windows Vista, XP or 2000 pre-installed.
- To upgrade from Windows XP to Windows Vista, first uninstall software bundled with Canon inkjet printer.
- Some functions may not be available with Windows Media Center.
- Macintosh: Hard Disk must be formatted as Mac OS Extended (Journaled) or Mac OS Extended.
- Internet Explorer 7 or later is required to install Easy-WebPrint EX.

Additional System Requirements for the On-Screen Manuals

Windows	Macintosh
Browser: Easy Guide Viewer Note: Internet Explorer 6 or later must be installed. The on-screen manual may not be displayed properly depending on your operating system or Internet Explorer version. We recommend that you keep your system up to date with Windows Update.	Browser: Easy Guide Viewer Note: The on-screen manual may not be displayed properly depending on your operating system or Safari version. We recommend that you keep your system up to date.

Specifications are subject to change without notice.

About Consumables
Consumables (ink tanks / FINE Cartridges) are available for 5 years after production has stopped.

Canon