



# **MG3500 series Online Manual**

Troubleshooting

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## Troubleshooting

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## Search Each Function

- ➔ [Problems with Network Communication](#)
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## Problems with Network Communication

- ➔ [Problems with the Machine While Using with Network](#)
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## Problems with the Machine While Using with Network

- ➔ [The Machine Stopped Working Suddenly](#)
- ➔ [Printing Speed Is Slow](#)
- ➔ [Cannot Use the Machine on Replacing an Access Point or Changing Its settings](#)

# The Machine Stopped Working Suddenly

➔ [Cannot Communicate with the Machine over the Wireless LAN](#)

➔ [Cannot Print or Scan from a Computer Connected to the Network](#)

## Cannot Communicate with the Machine over the Wireless LAN

**Check1** Make sure that the machine is turned on.

**Check2** Make sure that the network settings in the machine are identical with those of the access point.

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

➔ [How to Set a WEP/WPA/WPA2 Key](#)

**Check3** Make sure that the machine is not place as far away from the access point.

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

**Check4** Make sure that there is no obstruction.

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

**Check5** Make sure that there is no source of radio wave interference in your vicinity.

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

**Check6** Make sure that the network settings of the computer are correct.

For the procedures to connect a network device to the computer and set them up, refer to the instruction manual of your network device or contact its manufacturer.

**Check7** Make sure that the radio status is good and adjust the installation positions while monitoring the radio status with IJ Network Tool.

➔ [Monitoring Wireless Network Status](#)

**Check8** Make sure that the valid wireless channel is used.

The wireless channel to be used may be limited depending on wireless network devices installed in the computer. Refer to the instruction manual provided with your computer or your wireless network device to specify the valid wireless channel.

**Check9** Make sure that the channel set to the access point is valid to communicate with the computer, confirmed in Check 8.

If not, change the channel set to the access point.

**Check10** Make sure that the firewall of the security software is disabled.

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

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

**Check11** When using a router, connect the printer and computer to the LAN side (same network segment).

**Check12** When the printer is connected to an AirPort Base Station via a LAN, use alphanumeric characters for the name of the network (SSID).

If the problem is not resolved, perform setup according to the instructions on our website.

- **For placement:**

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

## Cannot Print or Scan from a Computer Connected to the Network

**Check1** Make sure that the network settings of the computer are correct.

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

**Check2** If the MP Drivers are not installed, install the MP Drivers.

Install the MP Drivers from our website.

**Check3** Make sure that access control is not set to the access point.

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

### **Note**

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

## Printing Speed Is Slow

**Check1** The machine may be printing out or scanning a large job issued from another computer.

**Check2** Make sure that the radio status is good and adjust the installation positions while monitoring the radio status with IJ Network Tool.

### ➔ Monitoring Wireless Network Status

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

**Check3** Make sure that there is no source of interference in your vicinity.

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

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

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

Perform network setup again according to the instructions on our website.

If the problem is not resolved, see below.

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

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

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

**Check1** Confirm the access point setting.

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

**Check2** If you are performing MAC address filtering or IP address filtering at the access point, confirm that the MAC address or IP address for both the computer or the network device and the printer are registered.

**Check3** If you are using a WEP/WPA/WPA2 key, make sure that the key for the computer or the network device and the printer matches that set to the access point.

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

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

➔ [How to Set a WEP/WPA/WPA2 Key](#)

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

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

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

## Cannot Detect a Machine on a Network

- ➔ [Cannot Detect the Machine When Setting up Network Communication](#)
- ➔ [The Machine Cannot Be Detected in the Wireless LAN](#)

## Cannot Detect the Machine When Setting up Network Communication

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

➡ [Cannot Detect the Machine during Wireless LAN Setup: Check 1](#)

## **Cannot Detect the Machine during Wireless LAN Setup: Check 1**

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

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

### **If you cannot view any web pages:**

Configure the computer and network device.

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

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

### **If you can view any web page:**

Go to check 2.

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



## Cannot Detect the Machine during Wireless LAN Setup: Check 2

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

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

#### If the firewall function interferes with setting up:

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

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

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

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

\* Set the security software to allow **Setup.app**, **Canon IJ Network Tool.app**, **canonijnetwork.bundle**, **CIJScannerRegister.app**, **Canon IJ Scan Utility2.app**, and **CIJSUAgent.app** to access the network.

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

#### ▶▶▶ Note

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

#### If there is no problem with the firewall settings:

Go to check 3.

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

## **Cannot Detect the Machine during Wireless LAN Setup: Check 3**

### **Check the settings of the access point.**

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

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

## The Machine Cannot Be Detected in the Wireless LAN

**Check1** Make sure that the machine is turned on.

**Check2** Make sure that the Wi-Fi lamp is lit on the front side of the machine.

If Wi-Fi lamp is off, Wireless LAN is inactive. Follow the procedure below to activate Wireless LAN.

1. Press and hold the **Stop** button until the **Alarm** lamp flashes 18 times.
2. Press the **Color** button.

The Wi-Fi lamp is lit.

**Check3** When the machine is connected to the computer temporarily using a USB cable, make sure that the USB cable is connected properly.

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

➔ Connecting the Machine to the Computer Using a USB Cable

**Check4** Make sure that the machine setup is completed.

If not, perform setup according to the instructions on our website.

**Check5** When using IJ Network Tool, click **Update** to search for the printer again.

➔ Canon IJ Network Tool Screen

**Check6** Make sure that the network settings in the printer are identical with those of the access point.

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

➔ [How to Set a WEP/WPA/WPA2 Key](#)

**Check7** Make sure that there is no obstruction.

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

**Check8** Make sure that the machine is not placed as far away from the access point.

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

**Check9** Make sure that there is no source of radio wave interference in your vicinity.

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

**Check10** Make sure that the network settings of the computer are correct.

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

**Check11** Make sure that the firewall of the security software is disabled.

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

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

**Check12** When using a router, connect the printer and computer to the LAN side (same network segment).

**Check13** When the printer is connected to an AirPort Base Station via a LAN, use alphanumeric characters for the name of the network (SSID).

If the problem is not resolved, perform setup according to the instructions on our website.

## Other Problems with Network

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

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

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

➔ [How to Set a WEP/WPA/WPA2 Key](#)

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

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

### How to Set a WEP/WPA/WPA2 Key

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

- **When using WEP**

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

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

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

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

For details, see Changing the WEP Detailed Settings.

#### ➤➤ Note

- When the printer is connected to an AirPort Base Station via a LAN:

When the printer is connected to an AirPort Base Station via a LAN, confirm the settings in **Wireless Security** of **AirPort Utility**.

- Select **64 bit** if **WEP 40 bit** is selected for the key length in the AirPort Base Station.
- Select **1** for **Key ID**:. Otherwise your computer will not be able to communicate with the printer via the access point.

- **When using WPA or WPA2**

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

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

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

For details, see [Changing the WPA or WPA2 Detailed Settings](#).

**▶▶ Note**

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

## The Message Is Displayed on the Computer Screen During Setup

➔ [The Enter Password Screen Is Displayed During Setup](#)

➔ [The Screen for Setting the Encryption Is Displayed After Selecting the Access Point in the Access Points Screen](#)

➔ ["You are connecting the machine to the non encrypted wireless network" Is Displayed](#)

### The Enter Password Screen Is Displayed During Setup

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



Enter the administrator password you have set.

➔ [Changing the Settings in the Admin Password Sheet](#)

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

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

For information on the encryption settings, see [Changing the Settings in the Wireless LAN Sheet](#).

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

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

#### ➤➤➤ Important

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



## The Admin Password Set to the Machine Was Forgotten

Initialize the LAN settings.

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

After initializing the LAN settings, perform setup according to the instructions on our website.

# Checking Information about the Network

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

## Checking the IP Address or the MAC Address of the Machine

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

### ➔ Printing Out Network Setting Information

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

### ➔ Canon IJ Network Tool Menus

## Checking the IP Address or the MAC Address of the Computer

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

1. Select **System Preferences** from the Apple menu, then click **Network**.
2. Make sure that the network interface you are using on your computer is selected, then click **Advanced**.
  - In Mac OS X v.10.8.x or Mac OS X v.10.7.x:  
Make sure that **Wi-Fi** is selected as the network interface.
  - In Mac OS X v.10.6.8:  
Make sure that **AirMac** is selected as the network interface.
3. Confirm the IP address or MAC address.
  - In Mac OS X v.10.8.x or Mac OS X v.10.7.x:  
Click **TCP/IP** to confirm the IP address.  
Click **Hardware** to confirm the MAC address.
  - In Mac OS X v.10.6.8:  
Click **TCP/IP** to confirm the IP address.  
Click **Ethernet**, then see **Ethernet ID** to confirm the MAC address.

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

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

1. Open the **Utilities** folder in the **Applications** folder.

2. Start **Network Utility**.
3. Click the **Ping** button.
4. Make sure that **Send only XX pings** (XX are numbers) is selected.
5. Enter the IP address of the target printer or the target access point in **Enter the network address to ping..**

When using the OS other than Mac OS X v.10.6.8, enter the IP address of the target printer or the target access point in **Please enter the network address to ping.**

6. Click **Ping**.

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

A message such as the following is displayed.

```
64 bytes from XXX.XXX.XXX.XXX: icmp_seq=0 ttl=64 time=3.394 ms
```

```
64 bytes from XXX.XXX.XXX.XXX: icmp_seq=1 ttl=64 time=1.786 ms
```

```
64 bytes from XXX.XXX.XXX.XXX: icmp_seq=2 ttl=64 time=1.739 ms
```

```
--- XXX.XXX.XXX.XXX ping statistics ---
```

```
3 packets transmitted, 3 packets received, 0% packet loss
```

If the packet loss is 100%, the communication is not available. Otherwise, the computer is communicating with the target device.

## Checking the Network Setting Information

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

➡ Printing Out Network Setting Information

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

## Important

- Note that initialization erases all network settings on the machine, and printing or scanning operation from a computer over network may become impossible. To use the machine over network, perform setup according to the instructions on our website.

Follow the procedure below to initialize the network settings.

1. Press and hold the **Stop** button until the **Alarm** lamp flashes 17 times.
2. Release the **Stop** button.

The network settings are initialized.

## Problems with Printing

- ➔ [Printing Does Not Start](#)
- ➔ [Paper Jams](#)
- ➔ [Paper Does Not Feed Properly/"No Paper" Error Occurs](#)
- ➔ [Cannot Print Properly with Automatic Duplex Printing](#)
- ➔ [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 machine is connected to your computer properly.

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

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

When you use the machine over LAN, make sure that the machine is set up to be used over network correctly.

**Check3** Make sure that the front tray is open.

**Check4** If you are printing from the computer and there are any unnecessary print jobs, delete them.

➔ Deleting the Undesired Print Job

**Check5** Make sure that your machine's name is selected in the Print dialog.

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 **Printer** in the Print dialog.

## ▶▶▶ Note

- To make the machine the one selected by default, select the machine for **Default printer**.

**Check6** 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.



\* The screen differs depending on the OS you are using.

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, flip through the paper before loading.



- When loading two or more sheets of paper, align the edges of the sheets before loading.
- When loading two or more sheets of paper, make sure that the paper stack does not exceed the paper load limit.

However, proper feeding of paper may not be possible at this maximum capacity depending on the type of paper or environmental conditions (either very high or low temperature and humidity). In such cases, reduce the sheets of paper you load at a time to less than half of the paper load limit.

- Always load the paper in portrait orientation, regardless of the printing orientation.
- When you load the paper, load the paper with the print side facing DOWN and slide the paper guides to align with the both sides of the paper.

➔ Loading Paper

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

**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 Hagakis or envelopes.

- If a Hagaki is curled, it may not feed properly even though the paper stack does not exceed the paper load limit.

Load Hagakis with a zip code column toward the far end of the front tray.

- When printing on envelopes, refer to Loading Paper, and prepare the envelopes before printing.

Once you have prepared the envelopes, load them in portrait orientation. If the envelopes are placed in landscape orientation, they will not feed properly.

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

**Check6** If multiple sheets of plain paper is fed from the machine, select the setting for preventing double-feed of plain paper.

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



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

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

Press and hold the **Stop** button until the **Alarm** lamp flashes 12 times, release the button, then press the **Color** button to enable the Prevent paper double-feed function.

To disable the Prevent paper double-feed function, press and hold the **Stop** button until the **Alarm** lamp flashes 12 times, release the button, then press the **Black** button.

- **To set by using your computer**

In the Canon IJ Printer Utility, select **Custom Settings** in the pop-up menu, select the **Prevent paper double-feed** check box, and then click **Apply**.

To open the Canon IJ Printer Utility, see Opening the Canon IJ Printer Utility.

**▶▶▶ Note**

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

**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.

# Cannot Print Properly with Automatic Duplex Printing

**Check1** Is the setting for automatic duplex printing selected?

Make sure that the **Two-Sided** check box is selected on the Print dialog.

➔ Duplex Printing

**Check2** Make sure that the actual size of the paper is suitable for automatic duplex printing.

The sizes of media suitable for automatic duplex printing are A4 and Letter.

Load paper of suitable size, then press the **Color** button or **Black** button on the machine.

**Check3** Make sure that the paper size setting is correct.

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

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

Then, check the **Paper Size** on the Page Setup dialog.

## ➔➔➔ Note

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

**Check4** Make sure that the media type setting is correct.

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

Make sure that the type of loaded paper is suitable for automatic duplex printing on the **Quality & Media** sheet on the Print dialog.

## ➔➔➔ Note

- Manual duplex printing is not available.

# 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.

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

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](#)

➔ [Printed Paper Curls or Has Ink Blots](#)

➔ [Paper Is Smudged/Printed Surface Is Scratched](#)

➔ [Back of the Paper Is Smudged](#)

➔ [Vertical Lines Are Printed on the Sides of the Printout](#)

➔ [Colors Are Uneven or Streaked](#)

## Cannot Print to End of Job

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

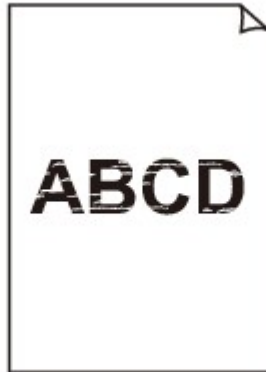
Delete unnecessary files to free disk space.

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

❖ No Printing Results



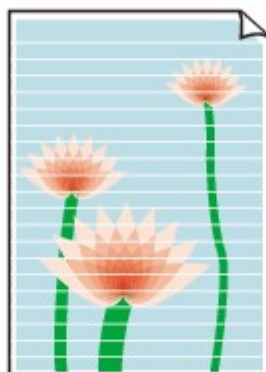
❖ Printing Is Blurred



❖ Colors Are Wrong



❖ White Streaks



**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 down.

Load paper with the printable side facing down.

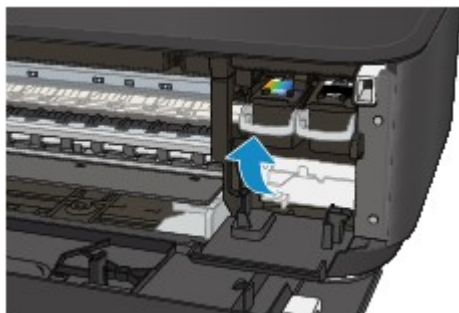
Refer to the instruction manual supplied with the paper for detailed information on the printable side.

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

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

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

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



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

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

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

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

**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

### 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.

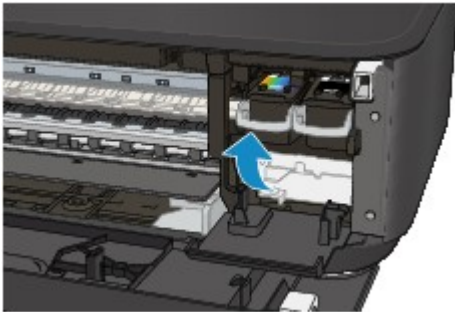
### Check2 When a FINE cartridge runs out of ink, replace it with a new one.

### Check3 Is the FINE cartridge installed properly?

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

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

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



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

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

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

### ►► Note

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

## Lines Are Misaligned



**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.

# 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](#)

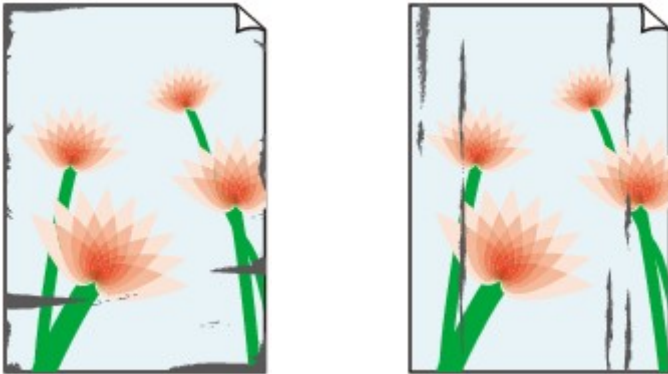
**Check3** Is Photo Paper used for printing photographs?

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
- When performing Borderless Printing, make sure that the paper you are using is suitable for Borderless Printing.

If the paper you are using is not suitable for Borderless Printing, the print quality may be reduced at the top and bottom edges of the paper.

➔ Printing Area

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

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

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

### • For Plain Paper

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

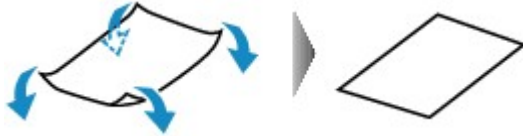
Leaving the paper loaded on the front tray for a long time may cause the paper to curl. In this case, load the paper with the other side facing up. It may resolve the problem.

### • For Other Paper

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



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

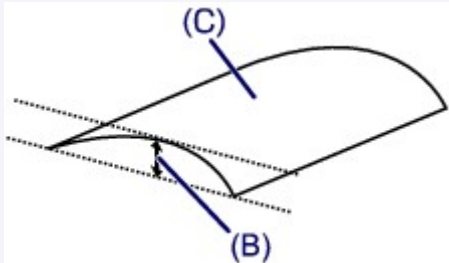


2. Check that the paper is now flat.

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

#### ▶▶▶ Note

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



(C) Printing side

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

#### Check4 Adjust the setting to prevent paper abrasion.

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

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

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

##### • To set by using the operation panel

Press and hold the **Stop** button until the **Alarm** lamp flashes 11 times, release the button, then press the **Color** button to enable the Prevent paper abrasion function.

To disable the Prevent paper abrasion function, press and hold the **Stop** button until the **Alarm** lamp flashes 11 times, release the button, then press the **Black** button.

##### • To set by using your computer

In the Canon IJ Printer Utility, select **Custom Settings** in the pop-up menu, select the **Prevent paper abrasion** check box, and then click **Apply**.

To open the Canon IJ Printer Utility, see Opening the Canon IJ Printer Utility.

#### Check5 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 Print dialog.
  - ➔ How to Open the Printer Driver Setup Window
2. Select **Color Options** in the pop-up menu.
3. Drag the **Intensity** slide bar to set the intensity.

#### Check6 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

#### Check7 Is the platen glass dirty?

Clean the platen glass.

➔ Cleaning the Platen Glass and Document Cover

#### Check8 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.

#### Check9 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

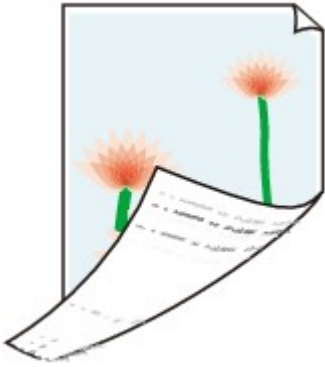
- To prevent the inside of the machine from stains, set the paper size correctly.

#### Check10 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 Canon IJ Printer Utility.
  - ➔ Opening the Canon IJ Printer Utility
3. Select **Custom Settings** in the pop-up menu.
4. Drag the **Ink Drying Wait Time:** slide bar to set the wait time, and then click **Apply**.
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 borderless printing, duplex printing, or too much printing, the inside may become stained with ink.



## Vertical Lines Are Printed on the Sides of the Printout



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

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

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

➔ [Print Results Not Satisfactory](#)

### ▶▶▶ Note

- The direction of the vertical line pattern may vary depending on the image data or the print setting.
- This machine performs automatic cleaning when necessary to keep printouts clean. A small amount of ink is ejected for cleaning.

Although ink is usually ejected on the ink absorber, it may be ejected on the paper if you load paper larger than that you have specified.

## Colors Are Uneven or Streaked

### Colors Are Uneven



### Colors Are Streaked



**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

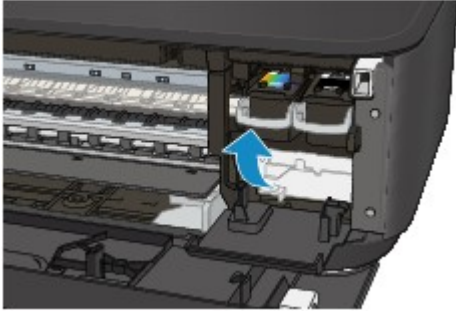
**Check1** When a FINE cartridge runs out of ink, replace it with a new one.

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

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

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

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



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

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

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

**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](#)

# Problems with Scanning

- Scanner Does Not Work
- Scanner Driver Does Not Start
- Error Message Appears and the 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
- 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.**

## Scanner Driver Does Not Start

### **Check 1: Make sure that the scanner driver is installed.**

If not installed, install the scanner driver from the web page.

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

#### **»» Note**

- The operation may differ depending on the application.

### **Check 3: Make sure that the application supports the ICA (Image Capture Architecture) driver.**

You cannot start the scanner driver from applications not supporting the ICA driver.

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



## **Error Message Appears and the 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 the scanner driver is installed.**

If not installed, install the scanner driver from 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 the ICA driver.**

You cannot start the scanner driver from applications not supporting the ICA driver.

**Check 8: Exit the scanner driver 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 Corrections and Color Adjustments" 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

➔Settings (Custom Scan) Dialog

## **"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 and scan again.**

➔Resolution

**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

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

Disconnect devices other than your scanner or printer.

## 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, **Settings (Custom Scan)** dialog, or **Settings (Scan and Stitch)** dialog 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
    - ➔Settings (Custom Scan) Dialog
    - ➔Settings (Scan and Stitch) Dialog
- Click **Driver** in the IJ Scan Utility main screen, then set one of the following settings.
  - Select **Magazine** for **Image Adjustment**
  - Select the **Descreen** checkboxRefer to "Image Corrections and Color Adjustments" for details.

### ▶▶▶ Note

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

**Check 4: Clean the platen and document cover.**

**Check 5: If the item is in poor condition (dirty, faded, etc.), click Driver in the IJ Scan Utility main screen, then set Reduce Dust, Fading Correction, Grain Correction, etc.**

Refer to "Image Corrections and Color Adjustments" for details.

**Check 6: If the color tone of images is different from the original document, take the following measures and scan again.**

- Click **Driver** in the IJ Scan Utility main screen, then set **Image Adjustment** to **None**.

Refer to "Image Corrections and Color Adjustments" for details.

## Scanned Image Is Surrounded by Extra White Areas

### **Check: Specify the scan area.**

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

➔ Settings (Custom Scan) Dialog

## **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.

### **Check 2: Click Driver in the IJ Scan Utility main screen, then change the resolution setting and scan again.**

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

➔ Resolution

## Problems with the Machine

- ➔ [The Machine Cannot Be Powered On](#)
- ➔ [The Machine Turns Off Unintendedly](#)
- ➔ [Cannot Connect to Computer with a USB Cable Properly](#)
- ➔ [Cannot Communicate with the Machine with USB Connection](#)

## 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 Canon IJ Printer Utility, select **Power Settings** in the pop-up menu, then select **Disable** for **Auto Power Off** on **Auto Power**.

### **Note**

- You can activate the setting to turn the machine on/off automatically from the operation panel of the machine.

➡ Turning on/off the Machine Automatically

# Cannot Connect to Computer with a USB Cable Properly

## Printing or Scanning Speed Is Slow/Hi-Speed USB Connection Does Not Work

If your system environment is not fully compatible with Hi-Speed USB, the machine will operate at a lower speed provided under USB 1.1. In this case, the machine operates properly but printing or scanning speed may slow down due to communication speed.

### Check

Check the following to make sure that your system environment supports Hi-Speed USB connection.

- Does the USB port on your computer support Hi-Speed USB connection?
- Does the USB cable or the USB hub support Hi-Speed USB connection?

Be sure to use a certified Hi-Speed USB cable. We recommend that the cable is no longer than around 10 feet / 3 meters.

- Does the operating system of your computer support Hi-Speed USB connection?

Obtain and install the latest update for your computer.

- Does the Hi-Speed USB driver operate properly?

Obtain the latest version of the Hi-Speed USB driver compatible with your hardware and reinstall it on your computer.

### ▶▶ Important

- For details on Hi-Speed USB of your system environment, contact the manufacturer of your computer, USB cable, or USB hub.

## Cannot Communicate with the Machine with USB Connection

**Check1** Make sure that the machine is turned on.

**Check2** Make sure that the USB cable is connected properly.

See Connecting the Machine to the Computer Using a USB Cable to connect the USB cable properly.

**Check3** Do not start up IJ Network Tool while printing.

**Check4** Do not print while IJ Network Tool is running.

## Problems with Installation/Downloading

- ➔ [Cannot Install the MP Drivers](#)
- ➔ [Uninstalling IJ Network Tool](#)

## **Cannot Install the MP Drivers**

Reinstall the MP Drivers.

When you reinstall the MP Drivers, install the MP Drivers from our website.

## Uninstalling IJ Network Tool

Follow the procedure below to uninstall IJ Network Tool from your computer.

### ▶▶▶ Important

- Even if IJ Network Tool is uninstalled, you can print and scan from the computer over network. However, you cannot change the network settings over network.

1. Select **Applications** from the **Go** menu of Finder, double-click **Canon Utilities > IJ Network Tool**, drag the **Canon IJ Network Tool** icon into the **Trash**.
2. Restart the computer.

Empty the **Trash** and restart your computer.

### ▶▶▶ Note

- To reinstall IJ Network Tool, uninstall IJ Network Tool, then install it again from our website.

## 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

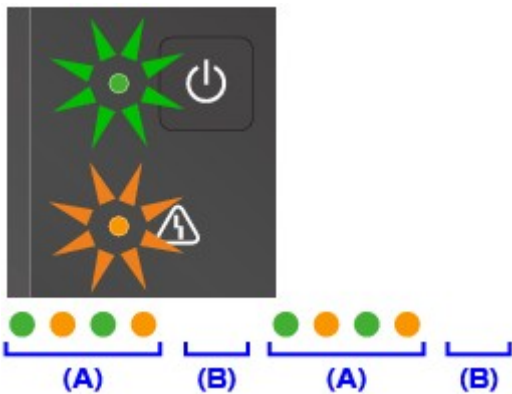
Number of flashes	Cause	Support Code
2 flashes	The machine is out of paper, or paper does not feed.	<a href="#">1003</a>
	The paper size in the print settings and the size of the loaded paper do not match.	<a href="#">2100</a> , <a href="#">2101</a>
3 flashes	The paper output tray is closed.	<a href="#">1250</a>
	Paper is jammed in the paper output slot.	<a href="#">1300</a>
	Paper is jammed inside the machine at the transport unit.	<a href="#">1303</a>
	Paper is jammed when performing automatic duplex printing.	<a href="#">1304</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>
6 flashes	The paper output cover is open.	<a href="#">1202</a>
7 flashes	The FINE cartridge is not installed in the correct position.	<a href="#">1486</a> , <a href="#">1487</a>
8 flashes	The ink absorber is almost full.	<a href="#">1702</a> , <a href="#">1703</a> , <a href="#">1704</a> , <a href="#">1705</a> , <a href="#">1712</a> , <a href="#">1713</a> , <a href="#">1714</a> , <a href="#">1715</a>
9 flashes	The protective material for the FINE Cartridge holder or the tape may remain attached to the holder.	<a href="#">1890</a>



10 flashes	Loaded paper is not compatible with automatic duplex printing.	<a href="#">1310</a>
11 flashes	Cannot perform automatic duplex printing with the current paper size setting.	<a href="#">4103</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 ink 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>
21 flashes	The machine cannot detect the paper size.	<a href="#">2103</a>
22 flashes	The machine has detected that the paper has been fed aligned to one side.	<a href="#">2102</a>

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

Example of 2 times flashing:

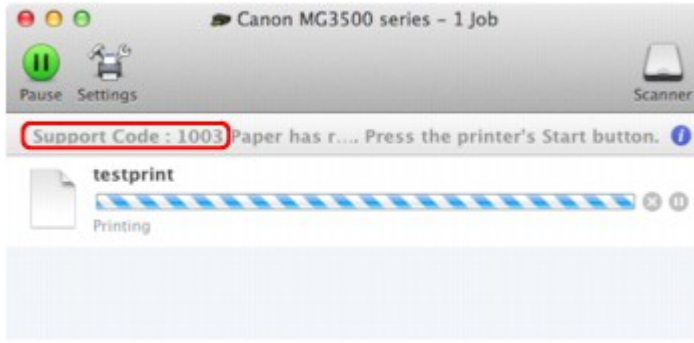


(A) Flashes

(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="#">5B02</a> , <a href="#">5B03</a> , <a href="#">5B04</a> , <a href="#">5B05</a> , <a href="#">5B12</a> , <a href="#">5B13</a> , <a href="#">5B14</a> , <a href="#">5B15</a>
10 flashes	An error requiring you to contact the service center has occurred.	<a href="#">B200</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="#">6500</a> , <a href="#">6800</a> , <a href="#">6801</a> , <a href="#">6900</a> , <a href="#">6901</a> , <a href="#">6902</a> , <a href="#">6910</a> , <a href="#">6911</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:



\* The screen differs depending on the OS you are using.

### ▶▶▶ 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 Automatic Duplex Printing Is Displayed](#)

► [The Inkjet Printer/Scanner/Fax Extended Survey Program Icon Appears](#)

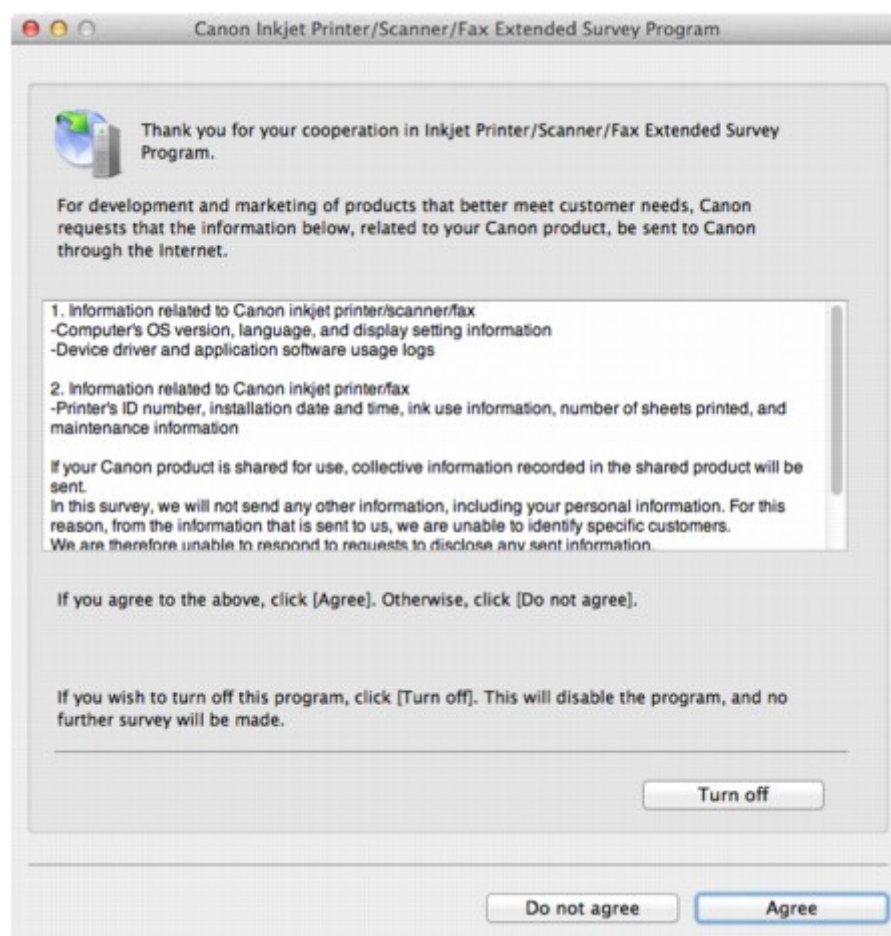
## Error Regarding Automatic Duplex Printing Is Displayed

**Check** See [Cannot Print Properly with Automatic Duplex Printing](#) and take the appropriate action.

## The Inkjet Printer/Scanner/Fax Extended Survey Program Icon Appears

If the Inkjet Printer/Scanner/Fax Extended Survey Program is installed, the printer and application software usage information is scheduled to be sent every month for about ten years. The **Inkjet Printer/Scanner/Fax Extended Survey Program** icon appears in the Dock when it is time to send the printer usage information.

Read the instructions on the screen after clicking the icon, then 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**

- 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 the **Inkjet Printer/Scanner/Fax Extended Survey Program** icon will appear in the Dock at the time of the next survey.

- **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 stop sending the information:**

Click **Turn off**. The Inkjet Printer/Scanner/Fax Extended Survey Program is stopped, and the information will not be sent. To resume the survey, see [Changing the setting](#).

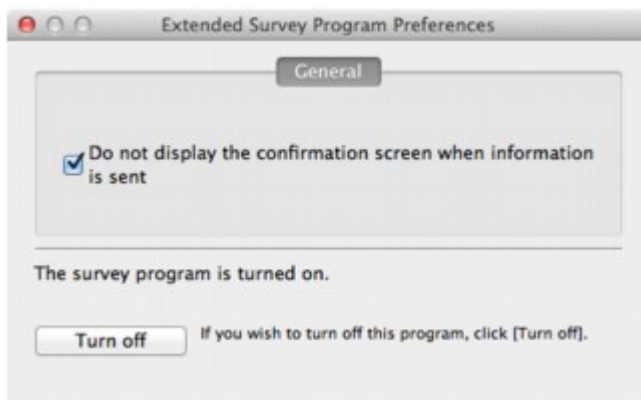
- **To uninstall the Inkjet Printer/Scanner/Fax Extended Survey Program:**

1. Stop the Inkjet Printer/Scanner/Fax Extended Survey Program.  
➡ [Changing the setting](#).
2. Select **Applications** from the **Go** menu of Finder, and double-click the **Canon Utilities** folder, then the **Inkjet Extended Survey Program** folder.
3. Place the **Canon Inkjet Printer/Scanner/Fax Extended Survey Program.app** file into the **Trash**.
4. Restart the computer.  
Empty the **Trash** and restart your computer.

- **Changing the setting:**

To display the confirmation screen every time the printer usage information is sent or to resume surveying, follow the procedure below.

1. Select **Applications** from the **Go** menu of Finder, and double-click the **Canon Utilities** folder, then the **Inkjet Extended Survey Program** folder.
2. Double-click the **Canon Inkjet Printer/Scanner/Fax Extended Survey Program** icon.



- **Do not display the confirmation screen when information is sent:**  
If the check box is selected, the information will be sent automatically.

If the check box is not selected, the **Inkjet Printer/Scanner/Fax Extended Survey Program** icon will appear in the Dock at the time of the next survey. Click the icon, then follow the on-screen instructions.

- **Turn off/Turn on** button:

Click the **Turn off** button to stop the Inkjet Printer/Scanner/Fax Extended Survey Program.

Click the **Turn on** button to restart the Inkjet Printer/Scanner/Fax Extended Survey Program.

## 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

(MG3510, MG3520, MG3540, MG3550, MG3560, MG3570, MG3580)

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**

[1003](#) [1200](#) [1202](#) [1250](#) [1300](#) [1303](#)

[1304](#) [1310](#) [1401](#) [1403](#) [1485](#) [1486](#)

[1487](#) [1682](#) [1684](#) [1686](#) [1687](#) [1688](#)

[1702](#) [1703](#) [1704](#) [1705](#) [1712](#) [1713](#)

[1714](#) [1715](#) [1890](#)

- **2000 to 2ZZZ**

[2100](#) [2101](#) [2102](#) [2103](#) [2900](#) [2901](#)

- **4000 to 4ZZZ**

[4100](#) [4103](#)

- **5000 to 5ZZZ**

[5011](#) [5012](#) [5100](#) [5200](#) [5400](#) [5B02](#)

[5B03](#) [5B04](#) [5B05](#) [5B12](#) [5B13](#) [5B14](#)

[5B15](#)

- **6000 to 6ZZZ**

[6000](#) [6500](#) [6800](#) [6801](#) [6900](#) [6901](#)

[6902](#) [6910](#) [6911](#) [6930](#) [6931](#) [6932](#)

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

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

- **A000 to ZZZZ**

[B200](#)

About the support code for paper jam, you can also refer to [Support Code List \(When Paper Is Jammed\)](#).



## Support Code List (When Paper Is Jammed)

If the paper is jammed, remove it following the procedure appropriate for each case.

- If you can see the jammed paper at the paper output slot:
  - ➡ [1300](#)
- If you can see the jammed paper at the front tray/If you cannot see the jammed paper either at the paper output slot or at the front tray:
  - ➡ [1303](#)
- If the paper is jammed when automatic duplex printing:
  - ➡ [1304](#)
- If the paper tears and you cannot remove it from the paper output slot or from the transport unit:
  - ➡ [Paper Is Jammed inside the Machine](#)
- Cases other than above:
  - ➡ [In Other Cases](#)

# 1300

## Cause

Paper is jammed in the paper output slot.

## Action

If you can see the jammed paper at the paper output slot, remove the paper following the procedure below.

### ▶▶▶ Note

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

#### 1. Pull the paper out slowly.

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



### ▶▶▶ Important

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

### ▶▶▶ Note

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

#### 2. Reload the paper, and press the 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.

# 1303

## Cause

Paper is jammed inside the machine at the transport unit.

## Action

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

Remove the paper following the procedure below.

### ▶▶▶ Note

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

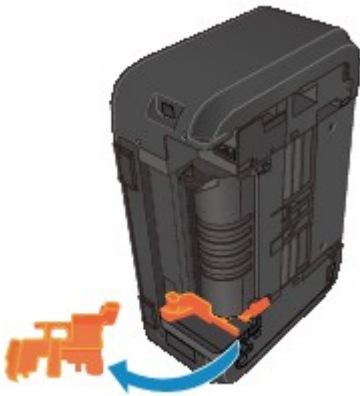
1. Turn the machine off, then unplug the power cord.
2. Stand the machine with the right side facing down.

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

### ▶▶▶ Important

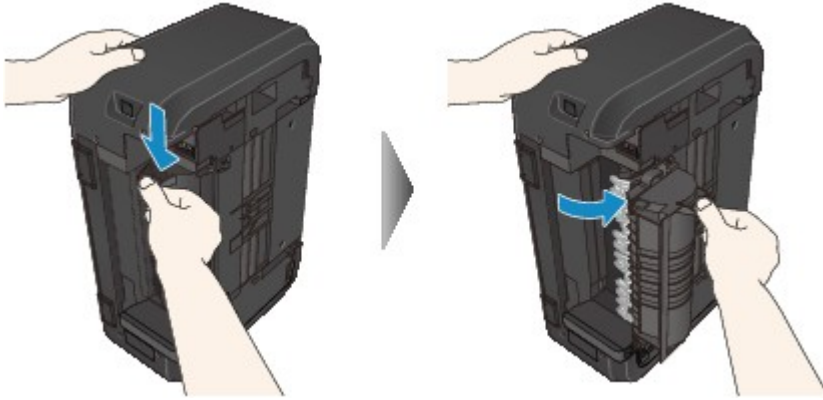
- When you stand the machine, confirm that the document cover is closed.
- Stand the machine on a wide and flat surface such as a desk.
- When you stand the machine, hold it securely and be careful not to hit it on a hard object.

3. If the protective material for the transport unit remains attached, remove it.



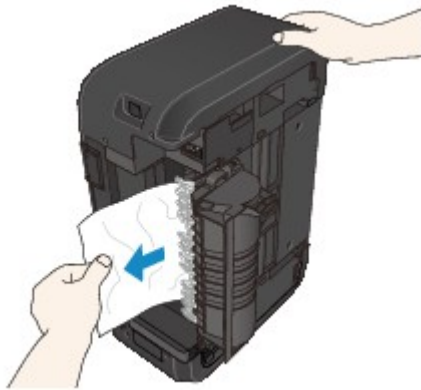
4. Push the open lever to open the transport unit.

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



5. Pull out the jammed paper slowly.

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



►►► Note

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

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

6. Close the transport unit.



►►► Note

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

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

8. Reload the paper.

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

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

# 1304

## Cause

Paper is jammed when performing automatic duplex printing.

## Action

If the paper is jammed when performing automatic duplex printing, remove the paper following the procedure below.

### ▶▶▶ 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 from the paper output slot.

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



### ▶▶▶ Important

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

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

### If you were not able to remove the paper out in step 1:

Follow the procedure below to remove the paper from the transport unit.

3. Turn the machine off, then unplug the power cord.
4. Stand the machine with the right side facing down.

### ▶▶▶ Important

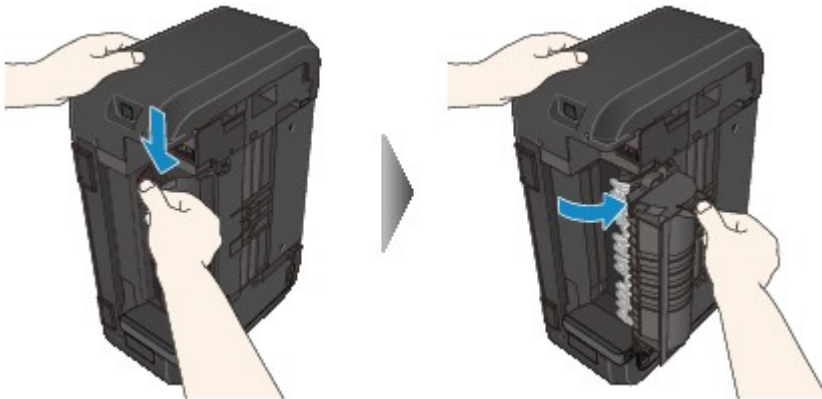
- When you stand the machine, confirm that the document cover is closed.
- Stand the machine on a wide and flat surface such as a desk.
- When you stand the machine, hold it securely and be careful not to hit it on a hard object.

5. If the protective material for the transport unit remains attached, remove it.



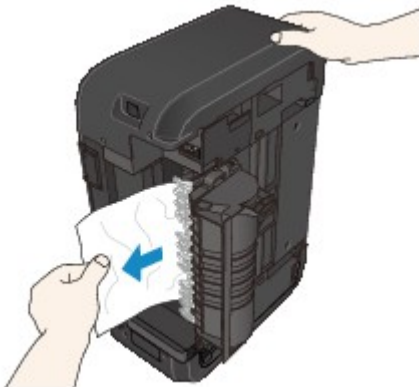
6. Push the open lever to open the transport unit.

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



7. Pull out the jammed paper slowly.

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



►►► **Note**

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

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

8. Close the transport unit.





**▶▶ Note**

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

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

10. Reload the paper.

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

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

## Paper Is Jammed inside the Machine

If the jammed paper tears and you cannot remove the paper either from the paper output slot or from the transport unit, or if the jammed paper remains inside the machine, remove the paper following the procedure below.

### ▶▶ Note

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

1. Turn off the machine, and unplug the power cord of the machine from the power supply.

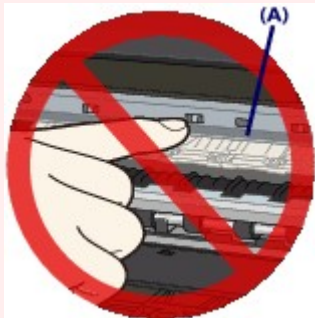
2. Open the paper output cover.

Remove the paper on the front tray if any.



### ▶▶ Important

- Do not touch the clear film (A).



If the paper or your hands touch 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.

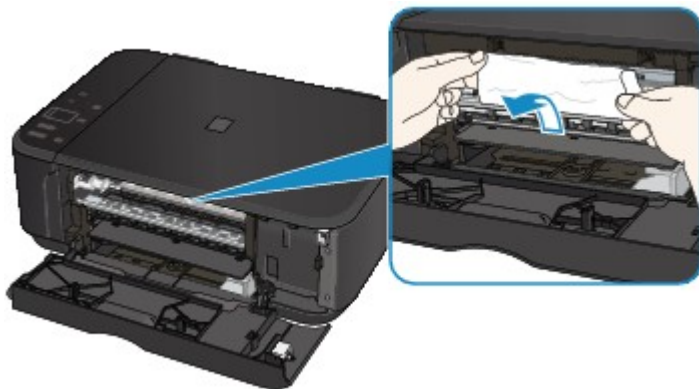
When you move the FINE cartridge holder, hold the FINE cartridge holder and slide it slowly to the right edge or the left edge.



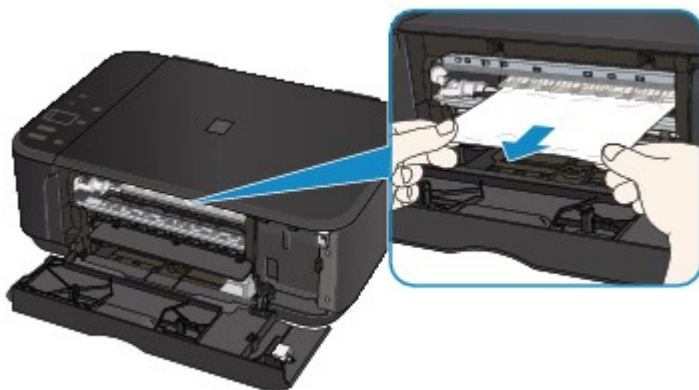
4. Hold the jammed paper with your hands.



If the paper is rolled up, pull it out.



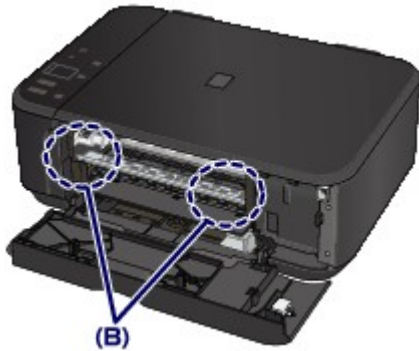
5. Pull the paper slowly not to tear it, then pull the paper out.



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 paper output cover, then reload the paper.

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

**▶▶ Note**

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

Load the paper after correcting its curl.

## 1003

### Cause

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

### Action

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

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

## **1200**

### **Cause**

The paper output cover is open.

### **Action**

Close the paper output cover and wait for a while.

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

## **1202**

### **Cause**

The paper output cover is open.

### **Action**

Close the paper output cover.



## **1250**

### **Cause**

The paper output tray is closed.

### **Action**

Open the paper output tray to resume printing.

## 1310

### **Cause**

The size of paper may not be compatible with automatic duplex printing.

### **Action**

The sizes of media suitable for auto duplex printing are A4 and Letter. Make sure that the size of the paper loaded in the machine is correct. Pressing the **Black** or **Color** button will eject the paper and restart printing from the front side of the next paper. The reverse side of the ejected sheet will not be printed.

# 1401

## **Cause**

The 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.

## 1486

### **Cause**

The FINE cartridge is not installed in the correct position.

### **Action**

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

**1487**

**Cause**

The FINE cartridge is not installed in the correct position.

**Action**

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

## 1682

### **Cause**

The FINE cartridge cannot be recognized.

### **Action**

Replace the FINE cartridge.

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



## 1684

### Cause

The ink cartridge cannot be recognized.

### Action

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

Install the appropriate ink cartridge.

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

## 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**

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

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

## 1688

### Cause

The ink has run out.

### Action

Replace the ink cartridge and close the paper output cover.

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

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

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

## 1702

### **Cause**

The ink absorber is almost full.

### **Action**

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

## 1703

### Cause

The ink absorber is almost full.

### Action

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

## 1704

### Cause

The ink absorber is almost full.

### Action

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

## 1705

### Cause

The ink absorber is almost full.

### Action

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



## 1712

### **Cause**

The ink absorber is almost full.

### **Action**

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

## 1713

### Cause

The ink absorber is almost full.

### Action

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

# 1714

## Cause

The ink absorber is almost full.

## Action

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

## 1715

### **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

Open the paper output cover, then confirm 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, remove it, then close the paper output cover.



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

## 2100

### **Cause**

The paper size in the print settings and the size of the loaded paper do not match.

### **Action**

Check the print settings and the loaded paper, load paper of the correct size, then press the machine's **Black** or **Color** button.

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

## 2101

### **Cause**

The paper size in the print settings and the size of the loaded paper do not match.

### **Action**

Check the print settings and the loaded paper, load paper of the correct size, then press the machine's **Black** or **Color** button.

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

## 2102

### Cause

The machine has detected that the paper has been fed aligned to one side.

### Action

Load the paper into the center of the front tray, then slide the paper guides to align with the both edges of the paper stack.

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



## 2103

### Cause

The machine cannot detect the paper size.

### Action

Press the machine's **Stop** button to dismiss the error, then try to print again.

If this error still occurs even after printing again, set the machine not to detect the paper width by using the operation panel, the printer driver, or Remote UI.

### ▶▶ Note

- Depending on the type of paper, the machine may not detect the paper width.

Additionally, if the paper output cover is opened while printing is in progress, the machine may not detect the paper width.

## 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

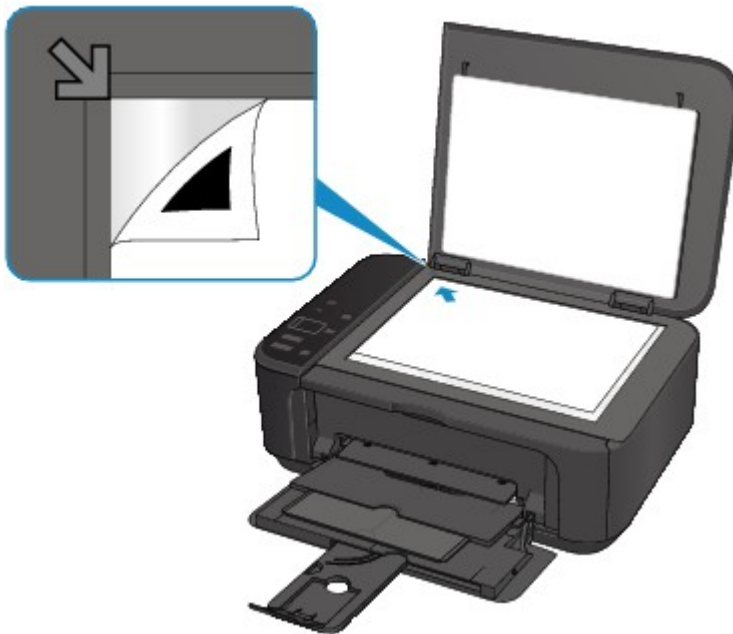
Printing of the print head alignment pattern is complete and the machine is in waiting for scanning the sheet.

### 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.

## 4103

### **Cause**

Cannot perform automatic duplex printing with the current paper size setting.

### **Action**

Press the machine's **Stop** button, to cancel printing.

Then, change the paper size setting and print again.

## **5011**

### **Cause**

Printer error has occurred.

### **Action**

Turn off the machine, and unplug the power cord of the machine from the power supply.

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

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

## **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.

## **5B02**

### **Cause**

Printer error has occurred.

### **Action**

Contact the service center.

## **5B03**

### **Cause**

Printer error has occurred.

### **Action**

Contact the service center.

## **5B04**

### **Cause**

Printer error has occurred.

### **Action**

Contact the service center.

## **5B05**

### **Cause**

Printer error has occurred.

### **Action**

Contact the service center.

## **5B12**

### **Cause**

Printer error has occurred.

### **Action**

Contact the service center.

## **5B13**

### **Cause**

Printer error has occurred.

### **Action**

Contact the service center.



## **5B14**

### **Cause**

Printer error has occurred.

### **Action**

Contact the service center.

## **5B15**

### **Cause**

Printer error has occurred.

### **Action**

Contact the service center.

## **6000**

### **Cause**

Printer error has occurred.

### **Action**

Turn off the machine, and unplug the power cord of the machine from the power supply.

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

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

## **6500**

### **Cause**

Printer error has occurred.

### **Action**

Turn off the machine, and unplug the power cord of the machine from the power supply.

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

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

## **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.

## **6900**

### **Cause**

Printer error has occurred.

### **Action**

Turn off the machine, and unplug the power cord of the machine from the power supply.

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

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

## **6901**

### **Cause**

Printer error has occurred.

### **Action**

Turn off the machine, and unplug the power cord of the machine from the power supply.

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

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



## **6902**

### **Cause**

Printer error has occurred.

### **Action**

Turn off the machine, and unplug the power cord of the machine from the power supply.

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

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

## **6910**

### **Cause**

Printer error has occurred.

### **Action**

Turn off the machine, and unplug the power cord of the machine from the power supply.

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

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

## **6911**

### **Cause**

Printer error has occurred.

### **Action**

Turn off the machine, and unplug the power cord of the machine from the power supply.

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

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

## **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.