Canon

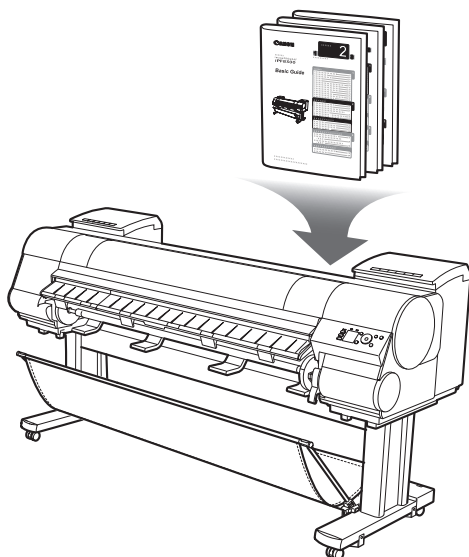**Large-Format Printers**
imagePROGRAF
iPF8300

Basic Guide

This Basic Guide includes three booklets.
Be sure to read "⚠Safety Precautions" in the first booklet, **1**Printer Operations.

Read this manual before attempting to operate the printer.
Keep this manual in a handy location for future referencing.

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Troubleshooting

This section gives troubleshooting tips in case of problems.

Paper Problems

Phenomenon	Cause	Corrective Action
Roll paper cannot be inserted into the paper feed slot	The roll paper is warped.	Straighten out curls and reload the roll.
	Paper is jammed by the paper feed slot.	Remove the jammed paper. (→ **2** , If Roll Paper Jams) (→ **2** , If a Sheet Jams)
	The paper source selection is incorrect.	Press the **Load** button and select the paper source.
Cannot load sheets	The paper source selection is incorrect.	Press the **Load** button and select the paper source.
Paper is not cut straight	The paper is bent or curled at the cut position.	Straighten out any curling by the edges of the paper.
	Paper rises by the ends of the cut position before it is cut.	Reload the paper correctly.
	You are using paper that cannot be cut with the **Cutter Unit**.	Specify **Manual** in **Cutting Mode** in the **Control Panel** menu and use scissors or a cutting tool to cut the roll after printing. (→"Specifying the Cutting Method for Rolls," User Manual)
	The **Cutter Unit** is not installed correctly.	Reinstall the **Cutter Unit** correctly. (→"Replacing the Cutter Unit," User Manual)
	The **Cutter Unit** blade is worn out.	Replace the **Cutter Unit**. (→"Replacing the Cutter Unit," User Manual)
	Cut Speed is not configured correctly in the **Control Panel** menu.	Change the **Cut Speed** setting in the **Control Panel** menu. (→ **1** , Menu Map)
Paper is not cut	In the printer driver, **No** or **Print Cut Guideline** is specified in **Auto Cut**.	Specify **Yes** in **Auto Cut** in the printer driver.
	In the **Control Panel** menu, **Cutting Mode** is set to **Eject** or **Manual**.	If the **Cutting Mode** is **Eject**, press the **Cut** button to cut the paper. If the **Cutting Mode** is **Manual**, cut rolls with scissors or the like.
	The **Cutter Unit** is not installed.	Install the **Cutter Unit**. (→"Replacing the Cutter Unit," User Manual)
	Rolls are not cut when you are using the **Media Take-up Unit**.	Either cut the roll paper by pressing the **Cut** button or lift the **Release Lever** and cut the roll with scissors. (→"Removing Printed Documents from the Media Take-up Unit (Optional)," User Manual)
Margins are wide	Rolls are advanced a specific amount before cutting to prevent problems with cutting and paper ejection.	This operation is normal.

Phenomenon	Cause	Corrective Action
The media take-up unit continues rotating	There is a foreign object in the path of the **Media Take-up Sensor**.	Remove the foreign object from the **Media Take-up Sensor** path. Arrange the **Basket Cloth** and **Basket Rod** so they do not interfere with the **Media Take-up Sensor**.
	The **Media Take-up Sensor** cord is not connected to the **Right Media Take-up Unit** correctly.	Reconnect the **Media Take-up Sensor** cord as follows. 1. Turn the printer off. 2. Disconnect the **Media Take-up Sensor** cord from the **Right Media Take-up Unit** and reconnect it firmly, all the way in. 3. Turn the printer on. (→"Using the Media Take-up Unit (Optional)," **User Manual**)
		If the **Media Take-up Unit** continues rotating, contact your Canon dealer for assistance.
The size of clear film cannot be detected	The **Platen** is soiled with ink or other substances.	Open the **Top Cover** and clean the entire **Platen**. (→ **2** , If Paper is Soiled)

Printing Does Not Start

Phenomenon	Cause	Corrective Action
The Data Reception Lamp on the Control Panel does not light up	The printer is not on.	Make sure the power cord is securely plugged in, all the way. Press the **Power** button to turn on the printer.
	The printer is not selected in the printer driver. (The printer is in Sleep mode.)	In Windows, select the printer by clicking **Select Printer** or **Printer** in the printing dialog box and try printing again.
		In Mac OS X, select the printer by clicking **Printer Setup Utility** (or **Print Center**) and try printing again.
	The print job is paused. (The printer is in Sleep mode.)	In Windows, restart the print job as follows. 1.Select the printer icon in the **Printers and Faxes** (or **Printers**) window. 2.Clear **Pause Printing** in the **File** menu to restart the print job.
		In Mac OS X, restart the print job as follows. 1.Click **Print & Fax**. (This is identified as **Printer Setup Utility** in some versions of Mac OS X.) 2.Select the printer, and then **Start Jobs** in the **Printers** menu to restart the print job.
The printer does not respond even if print jobs are sent	In the **Control Panel** menu, **Pause Print** is **On**.	Set **Pause Print** to **Off**. (→"Pausing Printing," User Manual)
	You have selected **Save in mail box** in **Output Method** on the printer.	Print the job saved on the printer's hard disk. (→"Printing Saved Jobs," User Manual)
	Print jobs are pending.	Manage the jobs on hold and print as needed. (→"Managing Pending Jobs (Printing or Deleting Jobs on Hold)," User Manual)
Ink Filling.. is displayed	The printer was forced off during operation.	Wait until the system has been filled with ink. This process may take about nine minutes.
The display screen indicates **Agitating**	Ink agitation is in progress.	Please wait until ink agitation is finished. The time for agitation varies depending on how long the printer was off. (Between about a minute and a half to twenty minutes.)

The printer stops during a print job

Phenomenon	Status	Corrective Action
An error message is shown on the Display Screen	An error message is displayed during printing.	Check the error message and take action as necessary. (→ **2**, Error Messages)
	The last portion of roll paper was used during a print job, and paper could not be advanced because the trailing edge is taped to the roll.	Remove the used roll and insert a new roll. (→ **1**, Removing the Roll from the Printer) (→"Removing the Roll Holder from Rolls," User Manual) (→"Loading and Printing on Rolls," User Manual)
The printer ejects blank, unprinted paper	The leading edge of the roll paper was cut to straighten it.	The leading edge of rolls may be cut to straighten it if you have selected **Trim Edge First** > **On** or **Automatic** in the **Control Panel** menu. (→"Cutting the Leading Edge of Roll Paper Automatically," User Manual)
	The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and make sure the Printhead is in good condition for printing. (→"Checking for Nozzle Clogging," User Manual)
	A print job was received from an incompatible printer driver.	Use the correct imagePROGRAF printer driver for the printer and try printing again.
	The printer is damaged.	Contact your Canon dealer for assistance.

Problems with the Printing Quality

Phenomenon	Cause	Corrective Action
Printing is faint	You may be printing on the wrong side of the paper.	Print on the printing surface.
	The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and see if they are clogged. (→"Checking for Nozzle Clogging," User Manual)
	Because the printer was left without ink tanks installed for some time, ink has become clogged in the ink supply system.	After the ink tanks have been installed for 24 hours, run **Head Cleaning B** from the **Control Panel**. (→**2**, If Printing is Faint)

	Paper is jammed inside the **Top Cover**.	Follow the steps below to remove the jammed piece of paper inside the **Top Cover**.
		1. Open the **Top Cover** and make sure the **Carriage** is not over the **Platen**.
		2. Remove any scraps of paper inside the **Top Cover**.
		   (→**2**, If Roll Paper Jams)
		   (→**2**, If a Sheet Jams)
		3. Close the **Top Cover**.

	The ink was not dry when paper was cut.	Specify a longer drying period in the **Control Panel** menu, in **Paper Details** > **Roll DryingTime**. (→**1**, Menu Map)
	Printing may be faint if **Print Quality** in **Advanced Settings** in the printer driver is set to **Standard** or **Draft**.	In **Advanced Settings** of the printer driver, choose **Highest** or **High** in **Print Quality**. Printing in **Draft** or **Standard** mode is faster and consumes less ink than in **Highest** or **High** modes, but the printing quality is lower. (→"Giving Priority to Particular Graphic Elements and Colors for Printing," User Manual)

Phenomenon	Cause	Corrective Action
Paper rubs against the printhead	The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (→ **1** , Loading Rolls in the Printer) (→ **1** , Loading Sheets in the Printer)
		Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the **Stop** button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
	Paper has been loaded incorrectly, causing it to wrinkle.	Reload the paper. (→ **1** , Loading Rolls in the Printer) (→ **1** , Loading Sheets in the Printer)
	The Printhead is set too low in the **Control Panel** menu.	In the **Control Panel** menu, set **Head Height** to **Automatic**. (→"Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User Manual)
	You are printing on heavyweight paper or paper that curls or wrinkles easily after absorbing ink.	When printing on Heavyweight Coated Paper or other paper-based media, choose a **VacuumStrngth** setting of **Strong** or **Strongest** in the **Control Panel** menu. If rubbing still occurs, in the **Control Panel** menu, use a higher **Head Height** setting. (→"Adjusting the Vacuum Strength (VacuumStrngth)," User Manual) (→"Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User Manual)
		When printing on CAD Tracing Paper or other film-based media, choose a **VacuumStrngth** setting of **Standard**, **Strong**, or **Strongest** in the **Control Panel** menu. If rubbing still occurs, in the **Control Panel** menu, use a higher **Head Height** setting. (→"Adjusting the Vacuum Strength (VacuumStrngth)," User Manual) (→"Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User Manual)
		When printing on paper 0.1 mm (0.004 in) thick or less, choose a **VacuumStrngth** setting of **Weakest** in the **Control Panel** menu. If rubbing still occurs, in the **Control Panel** menu, use a higher **Head Height** setting. (→"Adjusting the Vacuum Strength (VacuumStrngth)," User Manual) (→"Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User Manual)
	When you have loaded paper, the paper you have loaded does not match the type selected on the **Control Panel**.	Be sure to select the correct type of paper in the **Control Panel** menu when loading paper. (→ **1** , Loading Rolls in the Printer) (→ **1** , Loading Sheets in the Printer)

Phenomenon	Cause	Corrective Action
The edges of the paper are dirty	The **Platen** has become dirty after borderless printing or printing on small paper.	Open the **Top Cover** and clean the **Platen**. (→ **2**, If Paper is Soiled)
	The type of paper as specified on the printer does not match the type specified in the printer driver.	Make sure the same type of paper is specified on the printer as in the printer driver. (→"Changing the Type of Paper," User Manual)
		Make sure the same paper type is specified in the printer driver as on the printer. 1. Press the **Stop** button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
	The paper is wrinkled or warped.	Straighten out the wrinkles or curls and reload the paper. Do not use paper that has been printed on previously. (→ **1**, Loading Rolls in the Printer) (→ **1**, Loading Sheets in the Printer)
	A cut line is printed because **CutDustReduct.** is **On** in the **Control Panel** menu to reduce cutting dust.	If this function is not needed, set **CutDustReduct.** to **Off** in the **Control Panel** menu. (→ **1**, Menu Map)
	The Printhead is set too low in the **Control Panel** menu.	In the **Control Panel** menu, set **Head Height** to **Automatic**. (→"Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User Manual)
	You are printing on heavyweight paper or paper that curls or wrinkles easily after absorbing ink.	When printing on Heavyweight Coated Paper or other paper-based media, choose a **VacuumStrngth** setting of **Strong** or **Strongest** in the **Control Panel** menu. If rubbing still occurs, in the **Control Panel** menu, use a higher **Head Height** setting. (→"Adjusting the Vacuum Strength (VacuumStrngth)," User Manual) (→"Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User Manual)
		When printing on CAD Tracing Paper or other film-based media, choose a **VacuumStrngth** setting of **Standard**, **Strong**, or **Strongest** in the **Control Panel** menu. If rubbing still occurs, in the **Control Panel** menu, use a higher **Head Height** setting. (→"Adjusting the Vacuum Strength (VacuumStrngth)," User Manual) (→"Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User Manual)
	The **Ejection Guide** is soiled.	Clean the **Ejection Guide**. (→"Cleaning the Printer Exterior," User Manual)

Phenomenon	Cause	Corrective Action
The surface of the paper is dirty	The **Paper Retainer** is soiled.	Clean the **Paper Retainer**. (→**2**, If Paper is Soiled)
	You are using a paper that does not dry easily.	In the **Control Panel** menu, set **Roll DryingTime** to at least **1 min.** (→**1**, Menu Map)
		When paper that does not dry easily is used for printing, it may curl during printing and touch the output tray. In this case, in the **Control Panel** menu, set **Scan Wait Time** to an option other than **Off**. However, note that printing will now take longer. (→**1**, Menu Map)
The back side of the paper is dirty	The **Platen** has become dirty after borderless printing or printing on small paper.	Open the **Top Cover** and clean the **Platen**. (→**2**, If Paper is Soiled)
		In the **Control Panel** menu, set **CarriageScanWdth** to **Fixed**. (→**1**, Menu Map)
	The **Platen** has become soiled because you have set **Width Detection** to **Off** in the **Control Panel** menu.	Set **Width Detection** to **On** in the **Control Panel** menu, and then open the **Top Cover** and clean the **Platen**. (→**2**, If Paper is Soiled)
		Open the **Top Cover** and clean the **Platen**. After this, manually advance the roll onto the **Platen** before printing. (→**2**, If Paper is Soiled) (→"Feeding Roll Paper Manually," User Manual)
	The **Paper Retainer** is soiled.	Clean the **Paper Retainer**. (→**2**, If Paper is Soiled)

Phenomenon	Cause	Corrective Action
Printed colors are inaccurate	Color adjustment has not been activated in the **Advanced Settings** of the printer driver.	In the **Advanced Settings** of the printer driver, access **Color Settings** in **Color Mode** to adjust colors.
	Colors have not been adjusted on the computer or monitor.	Refer to the computer and monitor documentation to adjust the colors.
		Adjust the settings of the color management software, referring to the software documentation as needed.
	The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and see if they are clogged. (→"Checking for Nozzle Clogging," User Manual)
	In the Windows printer driver, **Application Color Matching Priority** is not selected.	Click **Special Settings** on the **Layout** sheet of the printer driver and select **Application Color Matching Priority** in the dialog box.
	There may be a slight difference in how colors are printed after Printhead replacement because of individual variation among printheads.	Execute color calibration.
	Printhead characteristics gradually change through repeated use, and colors may change.	Execute color calibration.
	Color may change slightly even on the same model of printer if you use a different version of the firmware or printer driver, or when you print under different settings or in a different printing environment.	Follow these steps to prepare the printing environment. 1. Use the same version of firmware or printer driver. 2. Specify the same value for all settings items. 3. Execute color calibration.
	When reinstalling the printer driver, you changed the region selection of the Media Configuration Tool. Changing the region selection of the Media Configuration Tool deletes the region-specific paper information originally registered on the printer before installation. Using paper with deleted information when executing color calibration will prevent the resulting calibration adjustment value from being applied to all other types of the paper.	Prepare paper compatible with calibration in the newly selected region and perform calibration again.

Phenomenon	Cause	Corrective Action
Banding in different colors occurs	The paper feed amount is out of adjustment.	Adjust the feed amount. (→"Adjusting the Feed Amount," User Manual)
	Printing does not proceed smoothly because print jobs are interrupted during transmission.	Exit other applications and cancel other print jobs.
	In the **Control Panel** menu, **Adj. Priority** is set to **Print Length**.	Setting **Adj. Priority** to **Print Quality** in the **Control Panel** menu and adjusting the feed amount may improve results. (→"Adjusting the Feed Amount," User Manual)
	The Printhead is out of alignment.	Adjust the Printhead alignment. (→ **2**, If Vertical Lines are Warped or Colors are Misaligned)
	The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and see if they are clogged. (→"Checking for Nozzle Clogging," User Manual)
	Streaks may occur if you set the **Print Quality** too low.	Choose a higher level of **Print Quality** in the **Advanced Settings** of the printer driver and try printing again. Printing in **Draft** or **Standard** mode is faster and consumes less ink than in **Highest** or **High** modes, but the printing quality is lower. (→"Giving Priority to Particular Graphic Elements and Colors for Printing," User Manual)
	The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (→ **1**, Loading Rolls in the Printer) (→ **1**, Loading Sheets in the Printer)
		Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the **Stop** button to stop printing. 2. Change the type of paper in the printer driver and try printing again.

Phenomenon	Cause	Corrective Action
Colors in printed images are uneven	**Line Drawing/Text** is selected when printing images in many solid colors.	In **Print Priority** in the **Advanced Settings** of the printer driver, choose **Image**.
	You are printing on paper that curls easily.	Printed colors may appear uneven on the leading edge of paper that is susceptible to curling. Select a stronger level in **VacuumStrngth** in the **Control Panel** menu to increase suction against the paper, or specify a trailing margin of 20 mm (0.79 in) or more. (→"Adjusting the Vacuum Strength (VacuumStrngth)," User Manual)
	Printed colors may be uneven if you set the **Print Quality** too low.	Choose a higher level of **Print Quality** in the **Advanced Settings** of the printer driver. Printing in **Draft** or **Standard** mode is faster and consumes less ink than in **Highest** or **High** modes, but the printing quality is lower. (→"Giving Priority to Particular Graphic Elements and Colors for Printing," User Manual)
	Color may be uneven between dark and light image areas.	Select **Unidirectional Printing** in the **Advanced Settings** of the printer driver.
	When borderless printing is used, the edge of the paper is cut during printing. Thus, ink density may be slightly uneven at the edges.	Specify **No** in **Auto Cut** in the printer driver before printing. In this case, the paper can be printed without borders on the left and right sides only. Cut the printed document ejected from the printer, and then use scissors or a cutting tool to cut away the edges on the top and bottom.
		Choose a higher level of **Print Quality** in the **Advanced Settings** of the printer driver. (→"Giving Priority to Particular Graphic Elements and Colors for Printing," User Manual)
	The Printhead is out of alignment.	Adjust the Printhead alignment. (→ **2** , If Vertical Lines are Warped or Colors are Misaligned)
	Allowing printed documents to dry on top of each other may cause uneven colors.	To avoid uneven colors, we recommend drying each sheet separately.
	Density may be uneven if you use Glossy Paper or Coated Paper.	In **Advanced Settings** of the printer driver, choose **Highest** or **High** in **Print Quality**.
	The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (→ **1** , Loading Rolls in the Printer) (→ **1** , Loading Sheets in the Printer)
		Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the **Stop** button to stop printing. 2. Change the type of paper in the printer driver and try printing again.

Phenomenon	Cause	Corrective Action
Image edges are blurred or white banding occurs	The **Platen** suction is too strong.	In the **Control Panel** menu, reduce the level of **VacuumStrngth**. (→"Adjusting the Vacuum Strength (VacuumStrngth)," User Manual)
		Close the blue **Switch** on the platen so that it matches the paper size. (→"Setting the Blue Switch on the Platen," User Manual)
	The Printhead is set too high in the **Control Panel** menu.	In the **Control Panel** menu, use a lower **Head Height** setting. (→"Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User Manual)
	The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (→**1**, Loading Rolls in the Printer) (→**1**, Loading Sheets in the Printer)
		Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the **Stop** button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
The contrast becomes uneven during printing	The paper feed amount is out of adjustment.	Adjust the feed amount. (→"Adjusting the Feed Amount," User Manual)
	The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (→**1**, Loading Rolls in the Printer) (→**1**, Loading Sheets in the Printer)
		Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the **Stop** button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
The length of printed images is inaccurate in the feeding direction	In the **Control Panel** menu, **Adj. Priority** is set to **Print Quality**.	Set **Adj. Priority** to **Print Length** in the **Control Panel** menu, and then execute **Adjust Length**. (→"Adjusting the Feed Amount," User Manual)
	The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (→**1**, Loading Rolls in the Printer) (→**1**, Loading Sheets in the Printer)
		Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the **Stop** button to stop printing. 2. Change the type of paper in the printer driver and try printing again.

Phenomenon	Cause	Corrective Action
Images are printed crooked	In the **Control Panel** menu, **Skew Check Lv.** is set to **Loose** or **Off**.	In the **Control Panel** menu, set **Skew Check Lv.** to **Standard**.
	In the **Control Panel** menu, **Width Detection** is set to **Off**.	Set **Width Detection** to **On** in the **Control Panel** menu.
Documents are printed in monochrome	In the **Advanced Settings** of the printer driver, **Monochrome** or **Monochrome (Photo)** is specified in **Color Mode**.	In the **Advanced Settings** of the printer driver, specify **Color** in **Color Mode** and try printing again.
	The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and see if they are clogged. (→"Checking for Nozzle Clogging," User Manual)
Line thickness is not uniform	In the **Special Settings** dialog box of the Windows printer driver, **Fast Graphic Process** is selected.	Access the printer driver **Properties** dialog box from **Print** in the **File** menu of the source application, and follow these steps to print. 1. Clear the option **Open Preview When Print Job Starts** on the **Main** sheet. 2. Clear the option **Page Layout** on the **Layout** sheet. 3. Click the **Special Settings** button on the **Layout** sheet to display the **Special Settings** dialog box, and then clear the option **Fast Graphic Process**.
	The blue **Switch** on the platen is set incorrectly.	Move the **Switch** numbered corresponding to the size of paper for printing opposite to the ● position. (→"Setting the Blue Switch on the Platen," User Manual)
	The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (→ 1 , Loading Rolls in the Printer) (→ 1 , Loading Sheets in the Printer)
		Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the **Stop** button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
	The Printhead is set too high in the **Control Panel** menu.	In the **Control Panel** menu, use a lower **Head Height** setting. (→"Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User Manual)
	Depending on the type of paper, the thickness of printed lines may be noticeably inconsistent.	Select **High-Precision Text and Fine Lines** in the printer driver. (→"Giving Priority to Particular Graphic Elements and Colors for Printing," User Manual)

| Phenomenon	Cause	Corrective Action
Lines are misaligned	The Printhead alignment is not adjusted.	Adjust the Printhead alignment. (→**2**, If Vertical Lines are Warped or Colors are Misaligned) (→"Manual Adjustment to Straighten Lines and Colors (Head Posi. Adj.)," User Manual)
	The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (→**1**, Loading Rolls in the Printer) (→**1**, Loading Sheets in the Printer)
		Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the **Stop** button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
	The Printhead is set too high in the **Control Panel** menu.	In the **Control Panel** menu, use a lower **Head Height** setting. (→"Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User Manual)
	Depending on the type of paper, printed lines may be noticeably misaligned.	Select **High-Precision Text and Fine Lines** in the printer driver. (→"Giving Priority to Particular Graphic Elements and Colors for Printing," User Manual)

Cannot Print Over Network

Phenomenon	Cause	Corrective Action
Cannot connect the printer to the network	The Ethernet cable is not connected correctly to the printer's Ethernet port.	1. Make sure the printer is connected to the network with the correct Ethernet cable, and then turn the printer on. For instructions on connecting the cable, refer to the Setup Guide. 2. Make sure the Link indicator is lit. The top and bottom indicators are lit if the printer is connected via 1000Base-T. The bottom indicator is green if the printer is connected via 100BASE-TX, and the top indicator is orange if connected via 10BASE-T. If the Link indicator is not lit, check the following points. • Make sure the hub is on. • Make sure the end of the Ethernet cable is connected correctly. Insert the Ethernet cable until it clicks and locks in place. • Make sure there is no problem with the Ethernet cable. If there is any problem, replace the Ethernet cable. • Check the communication mode with the hub. Although the printer normally detects the hub communication mode and transmission rate automatically (in auto negotiation mode), sometimes the hub settings cannot be detected. In this case, configure the connection method manually, specifying the communication mode in use. (→"Configuring the Communication Mode Manually," User Manual)
Cannot print over a TCP/IP network	The printer's IP address is not configured correctly.	Make sure the printer's IP address is configured correctly. (→"Configuring the IP Address Using imagePROGRAF Device Setup Utility," User Manual) (→"Configuring the IP Address Using the Printer Control Panel," User Manual)
	The printer's TCP/IP network settings are not configured correctly.	Make sure the printer's TCP/IP network settings are configured correctly. (→"Configuring the Printer's TCP/IP Network Settings," User Manual)
	The computer you are trying to print from is not configured correctly.	Make sure the computer's TCP/IP network settings are configured correctly. (→"Configuring the Printer Driver Destination (Windows)," User Manual) (→"Configuring the Destination in TCP/IP Networks," User Manual)

Phenomenon	Cause	Corrective Action
Cannot print over AppleTalk or Bonjour networks	The AppleTalk protocol is not enabled on the printer.	Activate AppleTalk on the printer. (→"Configuring the Printer's AppleTalk Network Settings," User Manual)
	The computer you are trying to print from is not configured correctly.	Make sure the computer's AppleTalk settings are configured correctly. (→"Configuring the Destination for AppleTalk Networks," User Manual) (→"Configuring the Destination for Bonjour Network," User Manual)
	The computer and printer are not on the same network.	Due to the nature of Bonjour, you cannot print if the printer is on another network behind a router. Make sure the computer and printer are on the same network. For information about network settings, ask your network administrator.
Cannot print over a NetWare network	The printer's NetWare settings are not configured correctly.	Make sure the printer's NetWare settings are configured correctly. In particular, make sure a valid frame type is selected. (→"Configuring the Printer's NetWare Network Settings," User Manual)
	The computer you are trying to print from is not configured correctly.	Make sure the computer's NetWare settings are configured correctly. (→"Configuring NetWare Network Settings," User Manual)
	The NetWare server and services are not configured correctly.	Check the following points. 1. Make sure the NetWare file server is running. 2. Make sure there is enough free disk space on the NetWare file server. Insufficient disk space may prevent you from processing large print jobs. 3. Start NWADMIN or PCONSOLE and confirm that the print service is configured correctly and the print queue is available. 4. If data transmission to a printer on another subnet fails, deactivate NCP burst mode in that printer's network protocol settings. 5. If the printer is used in queue server mode, specify "Other/Unknown" as the printer type.

Other Problems

Phenomenon	Cause	Corrective Action
The printer does not go on	The printer is unplugged.	Plug the power cord into the outlet, and then turn on the printer.
	The specified voltage is not supplied.	Check the voltage of the outlet and breaker. Use a power source that conforms to the printer specifications. (→"Specifications," User Manual)
The printer takes time to start up	The printer may have shut down incorrectly last time. This may happen after power outages or if the printer is unplugged before it is turned off. In this case, the next time power is restored, the printer's hard disk is checked, and startup may take some time.	Please wait a while, because it may take several minutes to finish checking the hard disk. If an error message is displayed after the hard disk check, follow the instructions indicated to resolve the problem.

The printer makes a strange sound	The printer makes a sound during operation.	The following sounds do not indicate a problem with the printer.
		• There is a sound of suction from the **Platen**.
		To prevent paper from rising, paper is held against the **Platen** by suction from **Vacuum holes** under it.
		• Roll paper makes a fluttering sound during printing.
		There may be a fluttering sound when large paper is advanced.
		• You suddenly hear the sound of cleaning operations.
		At regular intervals, for printer maintenance, cleaning operations will begin automatically, even if the printer is in Sleep mode.
		• You suddenly hear the sound of ink agitation.
		At regular intervals, to ensure optimal printing quality, the ink is agitated automatically, even if the printer is in Sleep mode. Ink agitation takes about a minute and a half.
		The ink is also agitated automatically under the following conditions. Note that other operations are not possible while **Agitating** is displayed on the control panel.
		  • After the printer is turned on
		  • After data transmission
		  • After ink tank replacement
		In other cases, contact your Canon dealer.

Phenomenon	Cause	Corrective Action
Messages advising to check the maintenance cartridge are not cleared	The printer has not detected the new Maintenance Cartridge that was used to replace the old one.	Remove the new Maintenance Cartridge you have just installed and insert it again firmly.
		Restart the printer.
The printer consumes a lot of ink	Many full-page color images are printed.	In print jobs such as photos, images are filled with color. This consumes a lot of ink. This does not indicate a problem with the printer.
	Head Cleaning B in the **Control Panel** menu is executed frequently.	**Head Cleaning B** in the **Control Panel** menu consumes a lot of ink. This does not indicate a problem with the printer. Unless the printer has been moved or stored for a long period or you are troubleshooting Printhead problems, we recommend not performing **Head Cleaning B**, to the extent possible.
	You have just finished initial installation, when more ink is consumed to fill the system.	After initial installation or at the first-time use after transfer, ink flows into the system between the Ink Tank and Printhead, which may cause the ink level indicators to drop to 80%. This does not indicate a problem with the printer.
	The printhead nozzles are clogged.	Check for nozzle clogging. (→"Checking for Nozzle Clogging," User Manual)
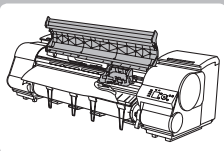
If Roll Paper Jams

Clear jammed roll paper as follows.

If roll paper jams, follow the steps below to remove jams.

1 Turn the printer off.
(→"Turning the Printer On and Off," User Manual)
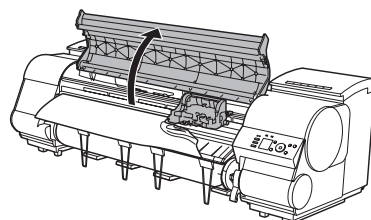
**2** Open the **Top Cover**.

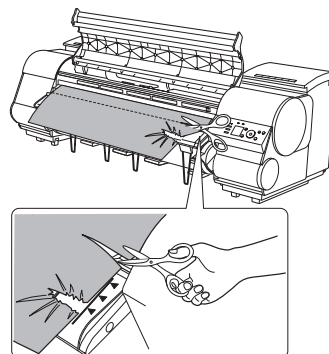**3** If the **Carriage** is out, move the **Carriage** out of the way, away from the paper.
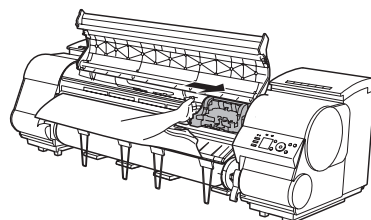
⚠ **Caution**
• If you push the **Carriage** to the left edge, the blade of the **Cutter Unit** will be lowered in preparation to cut the paper. Be careful not to pinch your fingers between the **Carriage** and **Platen** if you have pushed the **Carriage** to the left edge or if a paper jam occurs during cutting.

4 Lift the **Release Lever**.
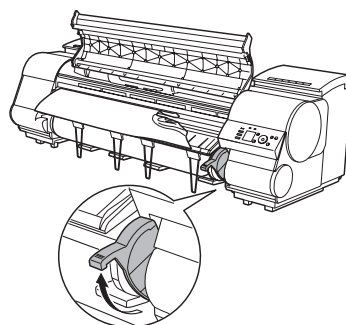
5 Holding the paper on both sides, pull the jammed portion out toward the front. Use scissors or a cutting tool to cut away the printed or wrinkled portion.

6 If the **Carriage** is on the left, move the **Carriage** to the right until it stops.
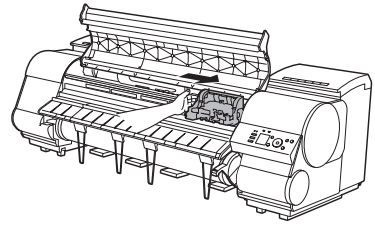
> ✋ Important
> • Always move the **Carriage** to the right side. If the **Carriage** is on the left, a **Carriage** error may occur when you turn on the printer.

7 Hold the edge of the roll paper in the middle as you gently pull it evenly to the position of the **Ejection Guide** (a). Align the right side of the roll paper with the **Paper Alignment Line** (b), keeping this side parallel to the line, and then lower the **Release Lever**.
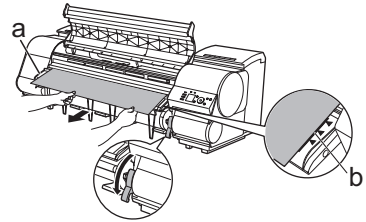
> ✋ Important
> • Do not force the roll paper into alignment with the **Paper Alignment Line** (b). This may prevent the paper from being advanced straight.

8 Close the **Top Cover**.
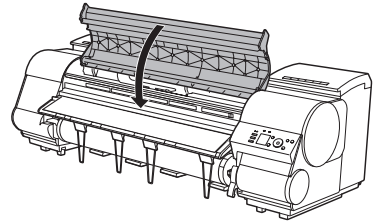
9 Turn the printer on.
(→"Turning the Printer On and Off," User Manual)
The roll is now advanced. After it is finished being advanced, you can resume printing.

> ✐ MEMO
> • For a neater edge, cut the edge of the paper.
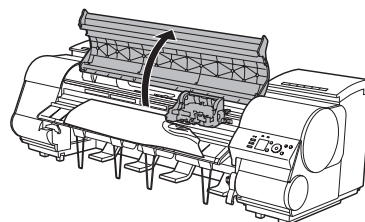> (→"Specifying the Cutting Method for Rolls," User Manual)
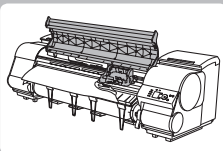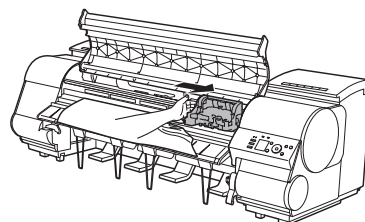
If a Sheet Jams

Clear jammed sheets as follows.

If a sheet jams, follow the steps below to remove it.

1 Turn the printer off.
(→"Turning the Printer On and Off," User Manual)

2 Open the **Top Cover**.

3 If the **Carriage** is out, move the **Carriage** out of the way, away from the paper.


> ⚠ **Caution**
> • If you push the **Carriage** to the left edge, the blade of the **Cutter Unit** will be lowered in preparation to cut the paper. Be careful not to pinch your fingers between the **Carriage** and **Platen** if you have pushed the **Carriage** to the left edge or if a paper jam occurs during cutting.
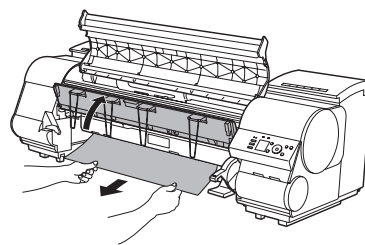
4 Lift the **Release Lever**.
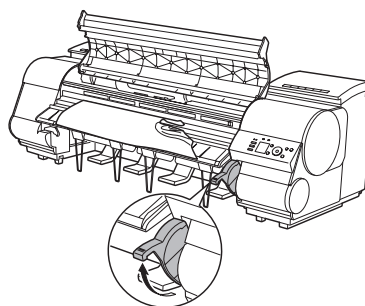
**5** If the paper is visible, hold the paper and pull it out toward the front.
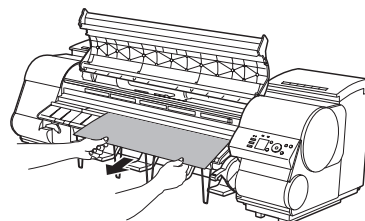
6 If the paper is not visible, lift the **Ejection Guide**, remove the **Roll Holder**, and clear the paper jam from below.

After removing the paper, make sure there are no other scraps of paper in the printer, and then lower the **Ejection Guide**.
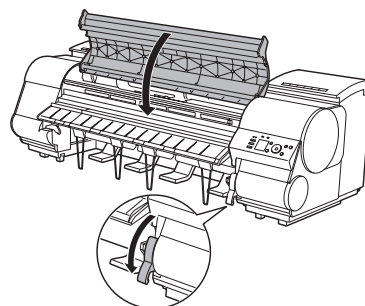
7 If the **Carriage** is on the left, move the **Carriage** to the right until it stops.
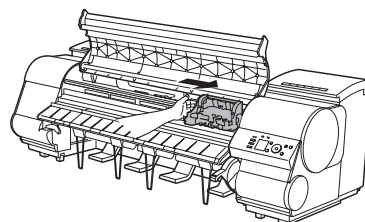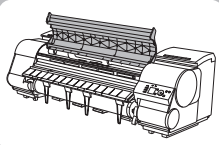
> ✋ Important
> • Always move the **Carriage** to the right side. If the **Carriage** is on the left, a **Carriage** error may occur when you turn on the printer.

8 Lower the **Release Lever** and close the **Top Cover**.

9 Turn the printer on.
(→"Turning the Printer On and Off," User Manual)

If Paper is Soiled

Clean inside the top cover of the printer as follows.

Clean inside the **Top Cover** about once a month to maintain better printing quality and help prevent problems.
Also clean inside the **Top Cover** in the following situations to ensure optimal operation.

- If the printed surface or the underside of paper is dirty after printing
- After you have used up a roll
- After borderless printing
- After printing on small paper
- After printing on paper that generates a lot of cutting debris
- If you have replaced the roll
- After printing on paper that generates a lot of paper dust
- If the message **Blue platen switch is dirty.** is displayed

Important
- If the **Platen** inside the **Top Cover** becomes dirty, it may soil the underside of paper. We recommend cleaning the **Platen** after borderless printing or printing on small paper.
- If the **Ejection Guide** is dirty, it may soil the edge of the paper when the paper is cut. We recommend cleaning the **Ejection Guide** even if it does not appear dirty, because it may actually be covered with paper dust.
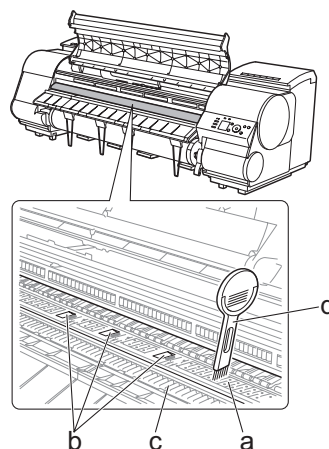
1 Open the **Top Cover**.
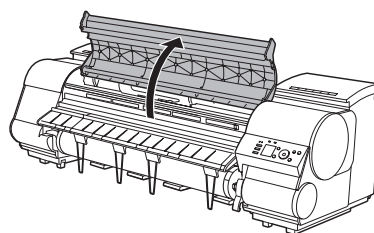
2 If paper dust has accumulated in the **Vacuum holes** (a) on the **Platen**, in the **Borderless Printing Ink Grooves** (b), or on the cutter guide (c), use the **Cleaning Brush** (d, provided with the printer) to wipe it away.

MEMO
- If the **Cleaning Brush** is dirty, rinse it in water.

3 Using a damp cloth that you have wrung out completely, wipe inside the **Top Cover** to clean it. Wipe away any ink residue and paper dust (debris from cutting) on the **Top Cover Roller** (a), all over the **Platen** (b), on the **Paper Retainer** (c), the **Borderless Printing Ink Grooves** (d), the **Ejection Guide** (e), the cutter guide (f), around the vacuum holes at left (g), around the **Borderless Printing Ink Grooves** at right (h), on the blue **Switch** (i), and so on.
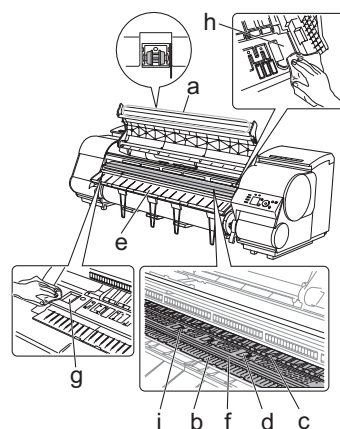
> ⚠ **Important**
>
> - Do not touch the **Linear Scale** (a), **Carriage Shaft** (b), or **Fixed Blade** (c).
>
> - Do not use a dry cloth to wipe inside the **Top Cover**. This may create a static charge, which may attract dust and affect the printing quality.
> - Never use flammable solvents such as alcohol, benzene, or thinner. If these substances come into contact with electrical components inside the printer, there is a risk of fire or electrical shock.
> - Do not touch the clear sheet on the side of the **Top Cover Roller**. This may damage the roller.
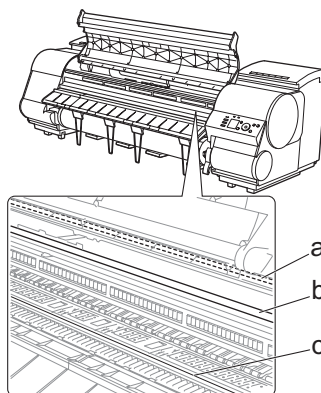
4 Close the **Top Cover**.
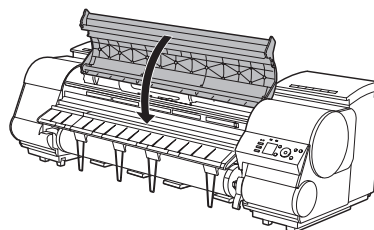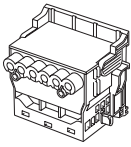
If Printing is Faint

Clean the printhead as follows.

If printing is faint, cleaning the Printhead may improve results.

Choose one of two types of Printhead cleaning (**Head Cleaning A** or **Head Cleaning B**), depending on the problem to resolve.

- **Head Cleaning A**

  Use this mode if printing is faint or contains foreign substances. This method of cleaning consumes the least amount of ink. It takes about four minutes to complete.

- **Head Cleaning B**

  Use this mode if no ink is ejected at all, or if **Head Cleaning A** does not solve the problem. It takes about five minutes to complete.

> ⚠ **Caution**
> • Do not remove the Maintenance Cartridge or ink tanks during either **Head Cleaning A** or **Head Cleaning B**.

> ✎ **MEMO**
> • If printing does not improve after **Head Cleaning B**, try repeating **Head Cleaning B** once or twice. If this still does not improve printing, the Printhead may have reached the end of its useful life. Contact your Canon dealer for assistance.
> • Nozzles are periodically checked to ensure they are clear. Configure the setting for the checking interval on the **Control Panel** menu in **Nozzle Check**.
>
>   (→**1**, Menu Map)

1 On the **Tab Selection screen** of the **Control Panel**, press ◄ or ► to select the **Settings/Adj. tab** (⎓).

```
[□] [◊] [▤] [⊞]
Ready
OK:Setting/Adj. Menu
..............................
Maint. cart.
Remaining Amount
[███████    ]  80%
```
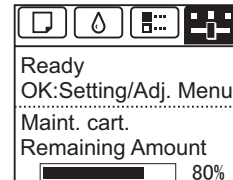
> ✎ **MEMO**
> • If the **Tab Selection screen** is not displayed, press the **Menu** button.

2 Press the **OK** button.
The **Set./Adj. Menu** is displayed.

3 Press ▲ or ▼ to select **Maintenance**, and then press the **OK** button.

4 Press ▲ or ▼ to select **Head Cleaning**, and then press the **OK** button.

5 Press ▲ or ▼ to select **Head Cleaning A** or **Head Cleaning B**, and then press the **OK** button.
Head cleaning is now executed.

6 Print a test pattern to check the nozzles, and determine whether cleaning has cleared the nozzles.
(→"Checking for Nozzle Clogging," User Manual)

If Vertical Lines are Warped or Colors are Misaligned

This section describes how to perform automatic adjustment of the printhead to straighten lines and colors.

If vertical lines in printed documents are warped or colors are out of alignment, execute **Head Posi. Adj.**. The printer will print and read a test pattern, and the Printhead position will be adjusted automatically.

There are three modes for automatic Printhead adjustment: **Auto(Standard)**, **Auto(Advanced)** and **Auto(Expansion)**.

- **Auto(Standard)**

  Fixes slight distortion and color misalignment.

- **Auto(Advanced)**

  Try adjustment in this mode if **Auto(Standard)** does not improve printing.

- **Auto(Expansion)**

  Try adjustment in this mode if vertical lines are warped or colors are out of alignment when the printer driver option **High-Precision Photographs** or **High-Precision Text and Fine Lines** is selected.

Important
- Always make sure the loaded paper matches the type of paper specified on the printer. Adjustment cannot be completed correctly unless the loaded paper matches the settings.
- This function is not available with CAD Tracing Paper, CAD Translucent Matte Film, or CAD Clear Film.

  If adjustment is not possible as expected using highly transparent film or similar media, try another type of paper, or try **Manual** adjustment.

  (→"Manual Adjustment to Straighten Lines and Colors (Head Posi. Adj.)," User Manual)

MEMO
- **Auto(Expansion)** may be unavailable in some cases, even if it is displayed in the menu.

  If so, execute **Auto(Advanced)** once.
- When printing on special paper, or if printing is not improved after **Auto(Advanced)**, try **Manual**.

  (→"Manual Adjustment to Straighten Lines and Colors (Head Posi. Adj.)," User Manual)
- Use **Auto(Standard)** if you have switched to another type of paper or if you want the boundaries between colors to appear as clear as possible.
- Use **Auto(Advanced)** to fine-tune the space between nozzles or colors if you have switched the printhead or if clearer printing is required. We recommend **Auto(Advanced)** for printing at the highest level of quality.
- We recommend using the type of paper you use most often for adjustment.

Items to Prepare
- Rolls

  An unused roll at least 10 inches wide
- Sheets

  Auto(Standard): Three sheets of unused paper, A4/Letter size (or one sheet when using A2)

  Auto(Advanced): 11 sheets of unused paper, A4/Letter size (or three sheets when using A2)

  Auto(Expansion): Seven sheets of unused paper, A4/Letter size (or two sheets when using A2)

If Vertical Lines are Warped or Colors are Misaligned

Perform adjustment as follows.

1 Load paper.
(→ **1**, Attaching the Roll Holder to Rolls)
(→ **1**, Loading Rolls in the Printer)
(→ **1**, Loading Sheets in the Printer)

2 On the **Tab Selection screen** of the **Control Panel**, press
◄ or ► to select the **Settings/Adj. tab** (⌐⌐).
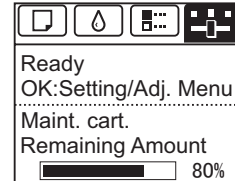
```
[ 🗋 ][ 🜄 ][ 🔳 ][ 🔲 ]
Ready
OK:Setting/Adj. Menu
Maint. cart.
Remaining Amount
[■■■■■■■      ] 80%
```

> ✎ • If the **Tab Selection screen** is not displayed, press the **Menu** button.
> MEMO

3 Press the **OK** button.
The **Set./Adj. Menu** is displayed.

4 Press ▲ or ▼ to select **Adjust Printer**, and then press
the **OK** button.

5 Press ▲ or ▼ to select **Head Posi. Adj.**, and then press
the **OK** button.

6 Press ▲ or ▼ to select **Auto(Standard)**,
Auto(Advanced), or **Auto(Expansion)**, and then press
the **OK** button.
A test pattern is printed for adjustment.
Adjustment is now finished if you have printed on a roll.

7 If you are printing on sheets, a confirmation message is
displayed requesting you to continue printing. Press the
OK button and follow the instructions displayed.

If Banding Occurs

This topic describes how to adjust the feed amount automatically.

If printed images are affected by banding in different colors across the sheet, execute **Adj. Quality** for automatic adjustment of the paper feed amount.

There are two modes of automatic adjustment to correct banding: **Auto(GenuinePpr)** and **Auto(OtherPaper)**. In either mode, the printer prints and reads a test pattern for automatic adjustment of the feed amount.

- **Auto(GenuinePpr)**

    Use this mode with paper identified in the Paper Reference Guide. (→**1**, Types of Manuals)

- **Auto(OtherPaper)**

    Use this mode with paper not in the Paper Reference Guide, or if **Auto(GenuinePpr)** does not eliminate banding.

MEMO
- Always check the **Adj. Priority** values before using **Auto(GenuinePpr)** or **Auto(OtherPaper)**.
  (→"Selecting a Feed Amount Adjustment Method (Feed Priority)," User Manual)
- Adjustment is not possible with **Auto(GenuinePpr)** and **Auto(OtherPaper)** when using highly transparent media. In this case, use **Manual** adjustment.
  (→"Manual Banding Adjustment (Adj. Quality)," User Manual)
- If additional fine-tuning is necessary after **Auto(GenuinePpr)** and **Auto(OtherPaper)**, execute **Adj. Fine Feed**.
  (→"Fine-Tuning the Paper Feed Amount (Adj. Fine Feed)," User Manual)
- Use **Adjust Length** to ensure that lines in CAD drawings are printed at exactly the right length.
  (→**2**, If Line Length Does Not Match)
- This may take some time, depending on the type of paper.
- Use paper of the same type and size for adjustment as you will use for printing.

Items to Prepare
- Rolls
  An unused roll at least 10 inches wide
- Sheets
  Auto(GenuinePpr): One sheet of unused paper, A4/Letter size
  Auto(OtherPaper): Two sheets of unused paper, A4/Letter size (or one sheet when using A2)

Perform adjustment as follows.

1 Load paper.
(→**1**, Attaching the Roll Holder to Rolls)
(→**1**, Loading Rolls in the Printer)
(→**1**, Loading Sheets in the Printer)

MEMO
- Always make sure the loaded paper matches the type of paper specified in the settings. Adjustment cannot be completed correctly unless the loaded paper matches the settings.

2 On the **Tab Selection screen** of the **Control Panel**, press ◄ or ► to select the **Settings/Adj. tab** (⊞).

```
┌───┬───┬────┬────┐
│ ▯ │ ◊ │ ▤  │ ▦  │
├───┴───┴────┴────┤
│ Ready            │
│ OK:Setting/Adj. Menu │
├─────────────────┤
│ Maint. cart.     │
│ Remaining Amount │
│ ▰▰▰▰▰▰      80% │
└─────────────────┘
```

📝
MEMO
　• If the **Tab Selection screen** is not displayed, press the **Menu** button.

3 Press the **OK** button.
The **Set./Adj. Menu** is displayed.

4 Press ▲ or ▼ to select **Adjust Printer**, and then press the **OK** button.

5 Press ▲ or ▼ to select **Feed Priority**, and then press the **OK** button.

6 Press ▲ or ▼ to select **Adj. Quality**, and then press the **OK** button.

7 Press ▲ or ▼ to select **Auto(GenuinePpr)** or **Auto(OtherPaper)**, and then press the **OK** button.
A test pattern is printed for adjustment.
Adjustment is now finished if you have printed on a roll or a sheet of A2 size or larger.

8 If you are printing on sheets smaller than A2 size for **Auto(OtherPaper)**, a confirmation message is shown on the **Display Screen** requesting you to continue printing.
Press the **OK** button and follow the instructions on the **Display Screen**.

If Line Length Does Not Match

Adjust the length of printed lines as follows.

To ensure that lines in CAD drawings are printed at exactly the right length, use **Adjust Length** to adjust the amount that paper is advanced.

There are two options in **Adjust Length**: **AdjustmentPrint** and **Change Settings**.

- **AdjustmentPrint**

  After a test pattern is printed, you will measure the discrepancy based on the results of printing.

- **Change Settings**

  No test pattern is printed. Instead, you will measure a document already printed to determine the discrepancy.

Additionally, two modes are available in both **AdjustmentPrint** and **Change Settings**: **A:High** or **B:Standard/Draft**. Choose the mode that suits your particular printing application.

- **A:High**

  This setting is applied when **Highest** or **High** is selected in **Print Quality** in the printer driver.

- **B:Standard/Draft**

  This setting is applied when **Standard** or **Draft** is selected in **Print Quality** in the printer driver.

MEMO
- Always check the **Adj. Priority** values before using **Adjust Length**.
  (→"Selecting a Feed Amount Adjustment Method (Feed Priority)," User Manual)
- Use paper of the same type and size for adjustment as you will use for printing.

Items to Prepare
- Rolls
  An unused roll at least 10 inches wide
  High-precision ruler
- Sheets
  One sheet of unused paper of at least A4/Letter size
  High-precision ruler

Perform adjustment as follows.

1 Load paper.
(→ **1**, Attaching the Roll Holder to Rolls)
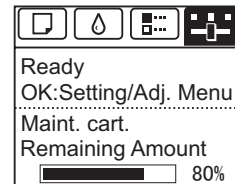(→ **1**, Loading Rolls in the Printer)
(→ **1**, Loading Sheets in the Printer)

Important
- Always make sure the loaded paper matches the type of paper specified in the settings. Adjustment cannot be completed correctly unless the loaded paper matches the settings.

---

2 On the **Tab Selection screen** of the **Control Panel**, press ◄ or ► to select the **Settings/Adj. tab** ( ).

```
Ready
OK:Setting/Adj. Menu
Maint. cart.
Remaining Amount
                80%
```
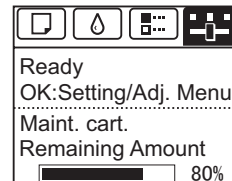
MEMO
- If the **Tab Selection screen** is not displayed, press the **Menu** button.

3 Press the **OK** button.
The **Set./Adj. Menu** is displayed.

4 Press ▲ or ▼ to select **Adjust Printer**, and then press the **OK** button.

5 Press ▲ or ▼ to select **Feed Priority**, and then press the **OK** button.

6 Press ▲ or ▼ to select **Adjust Length**, and then press the **OK** button.

7 Press ▲ or ▼ to select **AdjustmentPrint** or **Change Settings**, and then press the **OK** button.
When you select **AdjustmentPrint**, a test pattern is printed for you to measure the scale and calculate the discrepancy. The scale bar shows "Millimeter" in 50 mm increments and "Inch" in 1-inch increments.

Millimeter   Inch
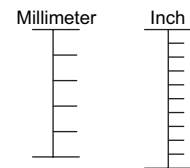
> MEMO
> • A test pattern is printed in black when you choose **A:High** or in magenta if you choose **B:Standard/Draft**.
> • To cancel printing the test pattern for adjustment, hold down the **Stop** button. When **Stop printing?** is displayed, press ▲ or ▼ to select **Yes**, and then press the **OK** button.

8 Press ▲ or ▼ to enter the amount of discrepancy, and then press the **OK** button.
If the scale is shorter than the actual size, use a positive setting value. If it is longer, use a negative value.
The feed amount can be adjusted in 0.02% increments.
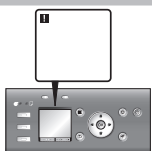
Error Messages

Respond to error messages as follows.

Error messages

Check the message and take the appropriate action.

- **Before borderless printing, move the blue platen switch.**
- **Blue platen switch is dirty.**
- **Borderless printng not possible.**
- **Borderless printng not possible. Paper stretched or shrank.**
- **Calibration There is a problem with the multi-sensor.**
- **Cannot adjust paper feed.**
- **Cannot adjust printhead.**
- **Cannot calibrate.**
- **Cannot cut paper.**
- **Cannot detect papr**
- **Cannot execute this command. Use other paper.**
- **Cannot feed paper.**
- **Check printed document.**
- **Close Ink Tank Cover**
- **End of paper feed.**
- **ERROR Exxx-xxxx** (x represents a letter or number)
- **Excessive temperature or humidity.**
- **Execute printhead cleaning.**
- **File read error.**
- **GARO Wxxxx** (x represents a number)
- **Hard disk error.**
- **Hardware error. xxxxxxxx-xxxx** (x represents a letter or number)
- **Ink insufficient.**
- **Ink tank is empty.**
- **Insufficient paper for job**
- **Mail box full. Now printing without saving data.**
- **Mail box nearly full.**
- **Maint. cart. The level is low**
- **Maintenance cartridge full.**
- **Maintenance cartridge problem.**
- **Maximum jobs stored.**
- **Media take-up unit ready.**
- **MediaType Mismatch**
- **Move the blue platen switch No.xx to the right.** (xx represents a number)
- **Multi-sensor error**
- **No ink left.**
- **No ink tank loaded.**
- **No maintenance cartridge.**
- **No Maintenance Cartridge capacity.**
- **No sheets.**
- **No x printhead** (x is L, R, or not displayed)
- **Not much ink is left.**
- **Paper loaded askew.**
- **Paper mismatch**
- **Paper position not suitable for borderless printing.**
- **Paper size not detected.**

- **PaprWidth Mismatch**
- **Parts replacement time has passed.**
- **PHeads: wrong pos.**
- **Prepare for parts replacement.**
- **Regular printing is selected, but a roll is loaded.**
- **Rel lever is in wrong position.**
- **Rewinding error.**
- **Roll printing is selected.**
- **Roll printing is selected, but sheets are loaded.**
- **Sheet printing is selected.**
- **The mail box is full.**
- **The paper is too small.**
- **The paper is too small.**
- **The roll is empty.**
- **This paper cannot be used.**
- **Too many jobs for mail box.**
- **Top cover is open.**
- **Turn on the media take-up unit.**
- **Unknown file.**
- **Wrong ink tank.**
- **Wrong maintenance cartridge.**
- **Wrong x printhead.** (x is L, R, or not displayed)
- **x printhead error** (x is L, R, or not displayed)

Error Message	Cause	Corrective Action
GARO Wxxxx (x represents a number)	There is a problem with the print job.	Try printing again, using the correct printer driver.
		It is also possible to continue printing in this state. However, you may not be able to obtain the desired printing results.
No ink left.	There is no ink left.	Open the **Ink Tank Cover** and replace the Ink Tank for which the **Ink Lamp** is flashing. (→ 1 , Replacing Ink Tanks)
Ink insufficient.	The ink level is low, so you cannot print, clean the Printhead, or do other operations that require ink.	Press the **OK** button and replace the Ink Tank that is low with a new Ink Tank. (→ 1 , Replacing Ink Tanks)
Not much ink is left.	Not much ink is left.	Prepare a new Ink Tank. We recommend replacing the Ink Tank with a new Ink Tank at this point if you plan to print large-format or high-quantity jobs.
Close Ink Tank Cover	The **Ink Tank Cover** is open.	Close the **Ink Tank Cover**. The buzzer will stop once the error is cleared.
Ink tank is empty.	There is no ink left in an ink tank.	Open the **Ink Tank Cover** and replace the Ink Tank for which the **Ink Lamp** is flashing. (→ 1 , Replacing Ink Tanks)
No ink tank loaded.	There is no Ink Tank in the printer.	Load or reload the Ink Tank. (→ 1 , Replacing Ink Tanks)
	There is a problem with the Ink Tank.	Replace it with a new Ink Tank. (→ 1 , Replacing Ink Tanks)
Wrong ink tank.	The Ink Tank in the printer is incompatible.	Load an Ink Tank specified for use with the printer. (→ 1 , Replacing Ink Tanks)
Check printed document.	The Printhead nozzles are becoming clogged.	If printing is faint, clean the Printhead. (→ 2 , If Printing is Faint)
Top cover is open.	The printer has detected that the **Top Cover** is open.	Open the **Top Cover** fully, remove any foreign objects, and close the **Top Cover** again.
		If the error occurs again, turn off the printer and wait a while before restoring power.
ERROR Exxx-xxxx (x represents a letter or number)	An error requiring service may have occurred.	Write down the error code and message, turn off the printer, and contact your Canon dealer for assistance.
Sheet printing is selected.	You have attempted to print on a sheet, but no sheet is loaded.	Press ▲ or ▼ to select **Load Paper**, and then press the **OK** button. Load a sheet, and then print. (→"Loading and Printing on Sheets," User Manual)
		Press ▲ or ▼ and select **Stop Printing** or press the **Stop** button to stop printing.

Error Message	Cause	Corrective Action
Regular printing is selected, but a roll is loaded.	A print job for printing on sheets was sent when a roll is loaded.	1. Press ▲ or ▼ to select **Remove Roll Paper**, and then press the **OK** button to stop printing. 2. After removing the roll, load and print on a sheet of the type and size of paper you have specified in the printer driver. (→ **1**, Removing the Roll from the Printer) (→"Loading and Printing on Sheets," User Manual)
		Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button to stop printing.
	You are using a roll with the **Media Take-up Unit**, but a print job requiring sheets was sent.	1. Press the **OK** button to stop printing. 2. After removing the roll, load and print on a sheet of the type and size of paper you have specified in the printer driver. (→ **1**, Removing the Roll from the Printer) (→"Loading and Printing on Sheets," User Manual)
No sheets.	A sheet has come out of the printer during printing.	1. Lift the **Release Lever** and remove the paper. 2. If **Not finished printing. Finish printing remaining jobs?** is shown on the **Display Screen**, press the **OK** button. Printing will resume, starting from the page on which the error occurred.
Cannot adjust paper feed.	The Printhead nozzles are clogged.	Execute **Adj. Quality** again, as follows. 1. Press the **OK** button to clear the error. 2. Print a test pattern to check the nozzles. (→"Checking for Nozzle Clogging," User Manual) 3. Clean the Printhead if the nozzles are clogged. (→ **2**, If Printing is Faint) 4. Execute **Adj. Quality** again. (→ **2**, If Banding Occurs)
	Highly transparent film is loaded that cannot be used for automatic feed amount adjustment.	Press the **OK** button to clear the error, and then adjust the feed amount manually. (→"Manual Banding Adjustment (Adj. Quality)," User Manual)
End of paper feed.	You are pressing the ▲ button on the **Control Panel** and trying to rewind the roll to the edge.	Release the ▲ button.
	Paper can be retracted only up to 17 mm (0.7 in) when using the **Media Take-up Unit**.	Release the ▲ button.
Calibration There is a problem with the multi-sensor.	The performance of a sensor inside the printer may be impaired.	Press the **OK** button and cancel calibration. Contact your Canon dealer for assistance.

Error Message	Cause	Corrective Action
Excessive temperature or humidity.	The temperature or humidity where the printer is installed is out of the acceptable range for operation.	Press ▲ or ▼ to select **Stop**, and then press the **OK** button to stop printing. Use the printer under suitable environmental conditions. Also note that various environmental conditions are recommended for various types of paper. For details on the recommended environmental conditions, see the Paper Reference Guide. (→"Types of Paper," User Manual)
		Press ▲ or ▼ to select **Continue**, and then press the **OK** button to continue with color calibration. However, note that correct adjustment may not be possible.
Cannot calibrate.	The paper for printing a test pattern is soiled. Otherwise, you have loaded colored paper.	Press the **OK** button to clear the error. Load unused paper compatible with color calibration. (→"Types of Paper," User Manual)
	The test pattern was printed too faintly.	Press the **OK** button to clear the error. Take steps to remedy faint printing. (→ **2**, Troubleshooting)
	Direct sunlight or strong lighting may be shining on the printer and causing the sensor to malfunction.	Press the **OK** button to clear the error. Take steps to ensure the printer is not used when exposed to direct sunlight or strong lighting.
Insufficient paper for job	The printer has received a print job longer than the amount of roll paper left when **ManageRemainRoll** in the **Control Panel** menu is **On**.	Press ▲ or ▼ to select **Print**, and then press the **OK** button to resume printing. When using the **Media Take-up Unit**, press ▲ or ▼ to select **Print**, and then press the **OK** button to resume printing. However, the roll paper may run out during the print job and you may not be able to print all of the document.
		Press ▲ or ▼ to select **Change Paper**, and then press the **OK** button to stop printing. Either change the printer driver **Paper Source** setting or replace the paper with paper long enough for the print job, and then try printing again. When using the **Media Take-up Unit**, press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button to stop printing. Remove the printed document from the **Media Take-up Unit**, replace the roll with a roll that has enough paper for the print job, and then try printing again. (→ **1**, Removing the Roll from the Printer) (→ **1**, Loading Rolls in the Printer) (→"Removing Printed Documents from the Media Take-up Unit (Optional)," User Manual)
		Press ▲ or ▼ and select **Stop Printing** or press the **Stop** button to stop printing.

Error Message	Cause	Corrective Action
Cannot execute this command. Use other paper.	Paper compatible with color calibration is not loaded.	1. Press the **OK** button to clear the error. 2. Load paper that is compatible with color calibration. See the Paper Reference Guide. (→"Types of Paper," User Manual) Always make sure the loaded paper matches the type of paper in the printer paper settings. Adjustment cannot be completed correctly unless the loaded paper matches the settings.
This paper cannot be used.	Paper that is too large for the printer has been loaded.	Lift the **Release Lever** and load paper of the correct size. (→"Paper Sizes," User Manual)
	Paper that is too small for the printer has been loaded.	Lift the **Release Lever** and load paper of the correct size. (→"Paper Sizes," User Manual)
	Paper has been loaded that is too small to print the test pattern for printhead adjustment or nozzle checking.	Lift the **Release Lever** and load unused paper A4/Letter (vertical) or larger. More than one sheet may be required depending on the adjustment.
Hardware error. xxxxxxxx-xxxx (x represents a letter or number)	The last portion of roll paper was used during a print job. The paper was not advanced because the trailing edge is taped to the roll.	Turn off the printer and remove the roll from the printer before restoring power.
	Fastening tape or the **Belt Stopper** has not been removed inside the **Top Cover**.	Turn off the printer, open the **Top Cover** and remove the tape or the **Belt Stopper** before restoring power.
	An error requiring service may have occurred.	Turn off the printer and wait at least three seconds before restoring the power. If the message is displayed again, write down the error code and message, turn off the printer, and contact your Canon dealer for assistance.
Hard disk error.	The format of the printer's hard disk is invalid.	Press the **OK** button to start reformatting the hard disk. When formatting is finished, data on the printer hard disk is erased and the printer automatically restarts.
File read error.	Files on the printer's hard disk have become corrupted.	Restart the printer. Only the corrupted files will be deleted, and the printer will restart.
Unknown file.	Data sent to keep the printer up to date (such as paper information) is in the wrong format.	Check the data. Turn off the printer and wait a while before restoring power, and then resend the data.
	You have uploaded firmware for a different model.	Check the firmware version. Turn off the printer and wait a while before restoring power, and then resend the firmware.
		If the message is displayed again, contact your Canon dealer for assistance.

Error Message	Cause	Corrective Action
Borderless printng not possible.	The print job received specifies a type or width of paper that is not compatible with borderless printing.	Follow these steps to change the settings of the print job to enable borderless printing. 1. Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button. 2. Make sure the correct printer driver for the printer is selected and try printing again. For information on types of paper compatible with borderless printing, refer to the Paper Reference Guide. (→"Types of Paper," User Manual)
		Select **None** when you have set **Detect Mismatch** on the control panel to **Warning**. However, note that this error may cause paper jams and affect the printing quality.
		Press ▲ or ▼ to select **Print With Border**, and then press the **OK** button to continue printing. The document will be printed with a border.
	The loaded paper is a size not compatible with borderless printing.	Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button to stop printing.
		Replace the paper with paper compatible for borderless printing as follows. 1. Press ▲ or ▼ to select **Change Paper**, and then press the **OK** button to remove the roll. (→ 1 , Removing the Roll from the Printer) (→"Removing the Roll Holder from Rolls," User Manual) 2. Replace the paper with paper compatible for borderless printing. (→ 1 , Attaching the Roll Holder to Rolls) (→ 1 , Loading Rolls in the Printer) The printer now starts printing the print job. For information on types of paper compatible with borderless printing, refer to the Paper Reference Guide. (→"Types of Paper," User Manual)
		Press ▲ or ▼ to select **Print With Border**, and then press the **OK** button to continue printing. The document will be printed with a border.
Before borderless printing, move the blue platen switch.	The blue **Switch** on the platen was set to the side opposite ● when a borderless print job was received.	Before borderless printing, set the blue **Switch** on the platen to the ● side. (→"Setting the Blue Switch on the Platen," User Manual)
Prepare for parts replacement.	It is almost time to replace consumables for which service is required.	You can continue to use the printer for some time until **Parts replacement time has passed.** will be displayed. Contact your Canon dealer for assistance.
Parts replacement time has passed.	It is past the recommended time to replace consumables for which service is required.	Contact your Canon dealer for assistance.

Error Message	Cause	Corrective Action
Move the blue platen switch No.xx to the right. (xx represents a number)	The printer has detected that the blue **Switch** on the platen needed in maintenance during printing is set away from the ● mark.	Set blue **Switch** on the platen that is identified in the message toward the ● side. (→"Setting the Blue Switch on the Platen," User Manual)
Blue platen switch is dirty.	The blue **Switch** on the platen is dirty.	Open the **Top Cover** and clean the blue **Switch** on the platen. (→ **2** , If Paper is Soiled)
No x printhead (x is L, R, or not displayed)	No Printhead is installed.	Install the **Printhead L** if "Printhead L" is displayed and the **Printhead R** if "Printhead R" is displayed. If neither left or right is indicated, install both **Printhead L** and **Printhead R**. (→ **1** , Replacing the Printhead)
x printhead error (x is L, R, or not displayed)	There is a problem with the Printhead.	Follow these steps to replace the Printhead. 1. Open the **Top Cover**. 2. Replace the **Printhead L** with a new one if "Printhead L" is displayed and the **Printhead R** if "Printhead R" is displayed. If neither left or right is indicated, replace both **Printhead L** and **Printhead R** with new ones. (→ **1** , Replacing the Printhead)
		Follow these steps to replace the Printhead. 1. Turn off the printer, wait a while, and then turn it on again. 2. Replace the **Printhead L** with a new one if "Printhead L" is displayed and the **Printhead R** if "Printhead R" is displayed. If neither left or right is indicated, replace both **Printhead L** and **Printhead R** with new ones. (→ **1** , Replacing the Printhead)
Wrong x printhead. (x is L, R, or not displayed)	An incompatible Printhead has been installed.	Open the **Top Cover**. Replace the **Printhead L** with a new one if "Printhead L" is displayed and the **Printhead R** if "Printhead R" is displayed. If neither left or right is indicated, replace both **Printhead L** and **Printhead R** with new ones. (→ **1** , Replacing the Printhead)
PHeads: wrong pos.	The printheads are installed in the wrong positions.	Open the **Top Cover** and switch the Printhead used once in the right side to the right side. Switch the Printhead used once in the left side to the left side.

Error Message	Cause	Corrective Action
Execute printhead cleaning.	The Printhead nozzles are clogged.	Follow these steps to clean the Printhead. 1. Stop printing by pressing ▲ or ▼ to select **Stop Printing**. 2. Clean the Printhead. (→ **2**, If Printing is Faint) If this message is still displayed, replace the Printhead. (→ **1**, Replacing the Printhead)
		Press ▲ or ▼ to select **Print**, and then press the **OK** button to resume printing. However, note that this error may affect the printing quality.
		If **OK** is shown on the **Display Screen**, clean the Printhead. 1. Press the **OK** button on the **Control Panel** to stop printing. 2. Clean the Printhead. (→ **2**, If Printing is Faint) If this message is still displayed, replace the Printhead. (→ **1**, Replacing the Printhead)

Cannot adjust printhead.	The Printhead nozzles are clogged.	Execute **Head Posi. Adj.** again, as follows.
		1. Press the **OK** button to clear the error.
		2. Print a test pattern to check the nozzles.
		    (→"Checking for Nozzle Clogging," User Manual)
		3. Clean the Printhead if the nozzles are clogged.
		    (→ **2**, If Printing is Faint)
		4. Execute **Head Posi. Adj.** again.
		    (→ **2**, If Vertical Lines are Warped or Colors are Misaligned)

	The Printhead cannot be aligned; highly transparent film is loaded.	Press the **OK** button to clear the error. We recommend using a type of paper that you often use, other than film, for Printhead adjustment. (→ **2**, If Vertical Lines are Warped or Colors are Misaligned)
Maximum jobs stored.	100 jobs are stored in the personal box.	Delete unneeded jobs stored in personal boxes. (→"Deleting Saved Jobs," User Manual)
Mail box full. Now printing without saving data.	No more space is available on the printer's hard disk, so jobs are now printed without saving them. (Print jobs can no longer be saved on the hard disk.)	After printing, this message is cleared.
		Delete unneeded jobs stored in personal boxes (box numbers in the range 01–29). (→"Deleting Saved Jobs," User Manual)

Error Message	Cause	Corrective Action
The mail box is full.	There is no more space on the printer's hard disk.	Press the **Stop** button and stop printing.
		Delete print jobs from the queue. (→"Managing the Job Queue (Deleting or Preempting Other Jobs)," User Manual)
		Delete unneeded jobs stored in personal boxes (box numbers in the range 01–29). (→"Deleting Saved Jobs," User Manual)
Mail box nearly full.	The free hard disk space left for personal boxes in the printer's hard disk does not have 1 GB, combined.	Delete unneeded jobs stored in personal boxes. (→"Deleting Saved Jobs," User Manual)
Mail box full. Delete unwanted data	100 jobs are stored in the personal box.	Delete unneeded jobs stored in personal boxes. (→"Deleting Saved Jobs," User Manual)
Rewinding error.	There is some foreign object near the **Media Take-up Unit** sensor and the roll cannot be detected.	Remove the foreign object near the sensor.
	The **Media Take-up Unit** sensor is soiled and the roll cannot be detected.	Wipe the sensor with a dry cloth to clean it.
	The roll is out of range of detection by the **Media Take-up Unit** sensor.	Reload the roll. (→**1**, Loading Rolls in the Printer)
	The **Media Take-up Unit** sensor is damaged.	Contact your Canon dealer for assistance.
	A paper jam has occurred and the roll cannot be rewound.	Remove the paper from the **Media Take-up Unit**. Press the **OK** button to clear the error.
Turn on the media take-up unit.	The **Media Take-up Unit** was off when you selected **Enable** for **Take-up Reel**.	Turn on the **Media Take-up Unit**.
Media take-up unit ready.	The **Take-up Reel** setting in the printer **Set./Adj. Menu** was changed from **Enable** to **Disable**, but a print job was received before the roll was removed.	Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button to stop printing. The mode switches from take-up mode to regular mode after you change the **Take-up Reel** setting in the **Set./Adj. Menu** from **Enable** to **Disable** and lift the **Release Lever** to remove a roll, or after you execute **Paper Cutting**.
		Press ▲ or ▼ to select **Print**, and then press the **OK** button to resume printing.
Multi-sensor error	Direct sunlight or strong lighting may be shining on the printer and causing the sensor to malfunction.	Take steps to ensure the printer is not used when exposed to direct sunlight or strong lighting.
	The performance of a sensor inside the printer may be impaired.	Contact your Canon dealer for assistance.

Error Message	Cause	Corrective Action
Maint. cart. The level is low	The Maintenance Cartridge is almost full.	You can continue to print, but prepare a new Maintenance Cartridge to use when the message for replacement is displayed.
Maintenance cartridge problem.	An incompatible or used Maintenance Cartridge has been installed.	Install an unused Maintenance Cartridge specified for use with the printer. (→ **1**, Replacing the Maintenance Cartridge)
Maintenance cartridge full.	The Maintenance Cartridge is full.	After confirming that the printer has stopped operating, replace the Maintenance Cartridge. (→ **1**, Replacing the Maintenance Cartridge)
No maintenance cartridge.	The Maintenance Cartridge is not installed.	Install the Maintenance Cartridge. (→ **1**, Replacing the Maintenance Cartridge)
Wrong maintenance cartridge.	A Maintenance Cartridge for a different model of printer is installed.	Replace it with the Maintenance Cartridge for your particular model.
No Maintenance Cartridge capacity.	The Maintenance Cartridge cannot absorb enough ink for Printhead cleaning or other operation.	After confirming that the printer has stopped operating, replace the Maintenance Cartridge. (→ **1**, Replacing the Maintenance Cartridge)
The paper is too small.	When **Detect Mismatch** in the **Control Panel** menu is set to **Pause**, paper smaller than the size specified in the printer driver is loaded.	Press ▲ or ▼ to select **Print**, and then press the **OK** button to resume printing. However, note that this error may cause paper jams and affect the printing quality.
		Adjust the paper size setting in the printer driver to match the size loaded in the printer as follows. 1. Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button to stop printing. 2. Change the paper size setting in the printer driver to the size loaded in the printer and try printing again.
		Replace the loaded paper with paper of a size that matches the size setting in the printer driver as follows. 1. Press ▲ or ▼ to select **Change Paper**, and then press the **OK** button to stop printing. 2. Replace the loaded paper to match the paper width setting in the printer driver and try printing again.
	When **Detect Mismatch** in the **Control Panel** menu is set to **Warning**, paper smaller than the size specified in the printer driver is loaded.	You can continue to print, but note that this error may cause problems in the printing results.

Error Message	Cause	Corrective Action
The paper is too small. **Replace paper with A4/LTR (vertical) or larger**	The loaded paper is too small. (When you are attempting to print a test print sheet or other printer status information.)	Replace the paper with paper of A4/Letter (vertical) size or larger as follows. 1. Press ▲ or ▼ to select **Change Paper**, press the **OK** button, and remove the paper. (→ **1**, Removing Sheets) 2. Switch to paper A4/Letter (vertical) or larger. (→"Loading and Printing on Sheets," User Manual) The printer will resume printing.
		Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button to stop printing.
The paper is too small. **Replace roll with 10 in. wide or larger roll.**	The loaded paper is too small. (When you are attempting to print a test print sheet or other printer status information.)	Replace the roll with a roll 10 inches in width or larger as follows. 1. Press ▲ or ▼ to select **Change Paper**, and then press the **OK** button to remove the roll. (→ **1**, Removing the Roll from the Printer) (→"Removing the Roll Holder from Rolls," User Manual) 2. Replace the roll with a roll 10 inches wide or larger. (→ **1**, Attaching the Roll Holder to Rolls) (→ **1**, Loading Rolls in the Printer) The printer will resume printing.
		Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button to stop printing.
Paper mismatch	You tried to print a test pattern for printer adjustment on several sheets, but sheets of different types or sizes of paper were used.	When printing a test pattern for adjustment, use sheets of the same type of paper, in the required quantity. Press ▲ or ▼ to select **Change Paper**, press the **OK** button, and replace the paper. (→"Loading and Printing on Sheets," User Manual) The printer now starts printing the test pattern.
		Replace the paper as follows and perform adjustment again. 1. Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button to stop printing. 2. Replace the paper. (→"Loading and Printing on Sheets," User Manual) 3. Execute adjustment again from the control panel menu.

Error Message	Cause	Corrective Action
Paper loaded askew.	Paper loaded crooked was detected when the paper was advanced.	Follow these steps to reload the roll. 1. Lift the **Release Lever**. 2. Adjust the right edge of the roll to make it parallel to the orange **Paper Alignment Line**. 3. Lower the **Release Lever**. (→ **1** , Loading Rolls in the Printer)
		If this error recurs after you reload the roll, remove the **Roll Holder** from the printer, push the roll firmly in until it touches the **Roll Holder** flange, and reload the **Roll Holder** in the printer. (→ **1** , Attaching the Roll Holder to Rolls)
		Follow these steps to reload the sheet. 1. Lift the **Release Lever**. 2. Pull out the sheet. 3. Lower the **Release Lever**. 4. Adjust the right edge of the sheet to make it parallel to the right **Paper Alignment Line** and the trailing edge of the sheet to make it parallel to the paper alignment line under the **Paper Retainer**. (→ **1** , Loading Sheets in the Printer)
Borderless printng not possible. Paper stretched or shrank.	The loaded roll has expanded or contracted due to environmental conditions, making it wider or narrower than the supported width for borderless printing.	Press the **OK** button to stop printing.
		Use each type of paper only where the recommended environmental conditions are met. For details on environmental conditions for various paper, see the Paper Reference Guide. (→"Types of Paper," User Manual)

Error Message	Cause	Corrective Action
Paper size not detected.	Paper has been loaded askew, or warped paper has been loaded.	Follow these steps to reload the roll. 1. Lift the **Release Lever**. 2. Adjust the right edge of the roll to make it parallel to the right **Paper Alignment Line**. 3. If **Not finished printing. Finish printing remaining jobs?** is shown on the **Display Screen**, press the **OK** button. Printing will resume, starting from the page on which the error occurred. (→ **1**, Loading Rolls in the Printer)
		If this error recurs after you reload the roll, remove the **Roll Holder** from the printer, push the roll firmly in until it touches the **Roll Holder** flange, and reload the **Roll Holder** in the printer. (→ **1**, Attaching the Roll Holder to Rolls)
		Follow these steps to reload the sheet. 1. Lift the **Release Lever**. 2. Adjust the right edge of the sheet to make it parallel to the right **Paper Alignment Line** and the trailing edge of the sheet to make it parallel to the paper alignment line under the **Paper Retainer**. 3. If **Not finished printing. Finish printing remaining jobs?** is shown on the **Display Screen**, press the **OK** button. Printing will resume, starting from the page on which the error occurred. (→ **1**, Loading Sheets in the Printer)
	Because the **Platen** is soiled with ink or other substances, the size of the clear film cannot be detected.	Open the **Top Cover** and clean the entire **Platen**. (→ **2**, If Paper is Soiled)

Error Message	Cause	Corrective Action
MediaType Mismatch	When **Detect Mismatch** in the **Control Panel** menu is set to **Pause**, the type of paper loaded does not match the type specified in the printer driver.	Follow these steps to ensure the paper type matches on the printer and in the printer driver. 1. Press ▲ or ▼ to select **Change Paper**, and then press the **OK** button. 2. Replace the loaded paper with paper of the type and size you have specified in the printer driver. The printer will resume printing. (→"Loading and Printing on Rolls," User Manual) (→"Loading and Printing on Sheets," User Manual)
		Follow these steps to ensure the paper type matches on the printer and in the printer driver. 1. Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button to stop printing. 2. Replace the loaded paper with paper of the type and size you have specified in the printer driver. The printer will resume printing. (→"Loading and Printing on Rolls," User Manual) (→"Loading and Printing on Sheets," User Manual)
		Follow these steps to ensure the paper type matches on the printer and in the printer driver. 1. Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button to stop printing. 2. Either change the type of paper specified in the printer driver settings or replace the loaded paper and change the paper type setting on the printer. (→"Loading and Printing on Rolls," User Manual) (→"Loading and Printing on Sheets," User Manual)
		Press ▲ or ▼ to select **Print**, and then press the **OK** button to resume printing. However, note that this error may cause paper jams and affect the printing quality.
	You tried to print a test pattern for printer adjustment on several sheets, but sheets of different types of paper were used.	When printing a test pattern for adjustment, use sheets of the same type of paper, in the required quantity. Replace the paper as follows and perform adjustment again. 1. Lift the **Release Lever** and stop printing. 2. Replace the paper. (→"Loading and Printing on Sheets," User Manual) 3. Execute adjustment again from the control panel menu.
	When **Detect Mismatch** in the **Control Panel** menu is set to **Warning**, the type of paper loaded does not match the type specified in the printer driver.	You can continue to print, but note that this error may cause problems in the printing results.

Error Message	Cause	Corrective Action
Paper position not suitable for borderless printing.	Because paper expands or contracts depending on the environment of use, it may become narrower or wider than the supported width for borderless printing.	Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button to stop printing. Use each type of paper only where the recommended environmental conditions are met. For details on environmental conditions for various paper, see the Paper Reference Guide. (→"Types of Paper," User Manual)
		Select **None** when you have set **Detect Mismatch** in the **Control Panel** menu to **Warning**. However, note that this error may affect the printing quality.
	The paper is loaded askew.	Press ▲ or ▼ to select **Change Paper** and straighten the paper so that the edges are between the ink grooves for borderless printing. Insert the roll firmly until it touches the flange of the **Roll Holder**. (→**1**, Attaching the Roll Holder to Rolls)
		Select **None** when you have set **Detect Mismatch** in the **Control Panel** menu to **Warning**. However, note that this error may affect the printing quality.
		Press ▲ or ▼ to select **Print With Border**, and then press the **OK** button to continue printing. The document will be printed with a border.
		Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button to stop printing.
PaprWidth Mismatch	When **Detect Mismatch** in the **Control Panel** menu is set to **Pause** or **Warning**, the width of the loaded roll does not match the width specified in **Fit Roll Paper Width** in the printer driver.	Press ▲ or ▼ to select **Print**, and then press the **OK** button to resume printing. However, note that this error may cause paper jams and affect the printing quality.
		Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button to stop printing.
		Follow these steps to replace the roll to match the width specified in the printer driver. 1. Press ▲ or ▼ to select **Change Paper**, and then press the **OK** button to remove the roll. (→**1**, Removing the Roll from the Printer) (→"Removing the Roll Holder from Rolls," User Manual) 2. Replace the paper with paper compatible for borderless printing. (→**1**, Attaching the Roll Holder to Rolls) (→**1**, Loading Rolls in the Printer) The printer now starts printing the print job.
		Make sure the roll width selected in the dialog box displayed when you select **Fit Roll Paper Width** in the printer driver matches the width of the roll loaded in the printer, and then try printing again.

Error Message	Cause	Corrective Action
Cannot feed paper.	A paper jam occurred in the printer during printing.	1. Lift the **Release Lever** and remove the jammed paper. (→②, If Roll Paper Jams) (→②, If a Sheet Jams) 2. Load paper. 3. Lower the **Release Lever**. 4. If **Not finished printing. Finish printing remaining jobs?** is shown on the **Display Screen**, press the **OK** button. Printing will resume, starting from the page on which the error occurred. (→①, Loading Rolls in the Printer) (→①, Loading Sheets in the Printer)
Cannot cut paper.	There are sheets left on the **Ejection Guide**.	1. Lift the **Release Lever** and remove the paper. 2. Load paper. 3. Lower the **Release Lever**. 4. If **Not finished printing. Finish printing remaining jobs?** is shown on the **Display Screen**, press the **OK** button. Printing will resume, starting from the page on which the error occurred. (→①, Loading Rolls in the Printer)
	There is a foreign object by the **Output Tray**, obstructing the **Cutter Unit**.	1. Lift the **Top Cover** and remove the foreign object. 2. If **Not finished printing. Finish printing remaining jobs?** is shown on the **Display Screen**, press the **OK** button. Printing will resume, starting from the page on which the error occurred.
	You are not using the printer under the recommended environmental conditions for the paper.	Use the printer only where the recommended environmental conditions for the paper are met. Note that various environmental conditions are recommended for various types of paper. For details on the recommended environmental conditions, see the Paper Reference Guide. (→"Types of Paper," User Manual)
	You are using paper that is not compatible with automatic cutting.	1. Specify **Manual** as the cutting method and use scissors or a cutting tool to cut the roll. (→"Specifying the Cutting Method for Rolls," User Manual) For information about paper that is compatible with automatic cutting, see the Paper Reference Guide. (→"Types of Paper," User Manual) 2. Lift the **Release Lever** and remove the paper.
	In other cases, the **Cutter Unit** may be damaged.	Contact your Canon dealer for assistance.
Cannot detect papr	The printer could not detect the paper.	Reload the paper as follows. 1. Press the **OK** button and remove the paper. 2. Reload the paper. (→①, Loading Sheets in the Printer) (→①, Loading Rolls in the Printer)
Rel lever is in wrong position.	The **Release Lever** is up.	Lower the **Release Lever**.
		If the error occurs again, turn off the printer and wait a while before restoring power.

Error Message	Cause	Corrective Action
Roll printing is selected.	You have attempted to print on a roll, but no roll is loaded.	Press ▲ or ▼ to select **Load Roll Paper**, and then press the **OK** button. Load the roll, and then print. (→**1**, Attaching the Roll Holder to Rolls) (→**1**, Loading Rolls in the Printer)
		Press ▲ or ▼ and select **Stop Printing** or press the **Stop** button to stop printing.
Roll printing is selected, but sheets are loaded.	A print job for rolls was received when a sheet is loaded.	Follow these steps to load and print on a roll. 1. Press ▲ or ▼ to select **Eject Paper**, press the **OK** button, and remove the sheet. (→**1**, Removing Sheets) 2. Load a new roll. (→**1**, Loading Rolls in the Printer) The printer now starts printing the print job.
		Press ▲ or ▼ to select **Stop Printing**, and then press the **OK** button to stop printing.
The roll is empty.	The roll is empty.	Follow these steps to replace the used roll with a new roll of the same type and size. 1. Lift the **Release Lever** and remove the roll. (→**1**, Removing the Roll from the Printer) (→"Removing the Roll Holder from Rolls," User Manual) 2. Load the new roll. (→**1**, Attaching the Roll Holder to Rolls) (→**1**, Loading Rolls in the Printer) 3. If no barcode was printed on the roll, specify the type of paper. (→"Changing the Type of Paper," User Manual) 4. When you have selected **ManageRemainRoll** > **On** in the control panel menu and a barcode is not printed on the roll, also specify the paper length. (→"Specifying the Paper Length," User Manual) 5. If **Not finished printing. Finish printing remaining jobs?** is shown on the **Display Screen**, press the **OK** button. Printing will resume, starting from the page on which the error occurred.
	There is remaining roll paper, but because it could not be advanced, it could not be detected.	Choose a higher level of **Print Quality** in the **Advanced Settings** of the printer driver. (→"Giving Priority to Particular Graphic Elements and Colors for Printing," User Manual)

Index

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