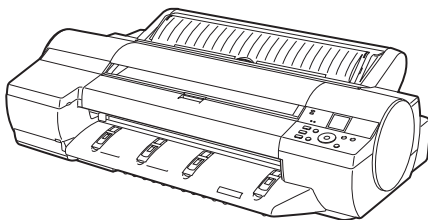


Basic Guide



Please read the following electronic manuals also.

- User's Guide
- Paper Reference Guide

This Basic Guide includes three booklets.

Be sure to read "▲Safety Precautions" in the first booklet, **1**Printer Operations.

Printer Operations

1

▲Safety Precautions.....	2
The Manuals Supplied with This Printer	5
How to read the Basic Guides	6
Parts	8
Loading Rolls on the Roll Holder	14
Loading Rolls in the Printer	16
Removing the Roll from the Printer	18
Loading Sheets in the Printer	20
Removing Sheets	25
Consumables.....	27
Replacing Ink Tanks	28
Replacing the Maintenance Cartridge	32
Replacing the Printhead	36
Menu Map.....	41

Troubleshooting

2

Troubleshooting.....	2
If Roll Paper Jams	18
If a Sheet Jams.....	21
If Paper is Soiled	23
If Printing is Faint.....	25
If Vertical Lines are Warped or Colors are Misaligned	26
If Banding Occurs	28
If Line Length Does Not Match	30
Error Messages	32

Printer Relocation

3

Preparing to Transfer the Printer	2
Reinstalling the Printer	6

Software Installation

Installing the Software (Windows).....	9
Installing the Software (Mac OS X)	11
Convenient Printer Driver Features	13



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)
	After a roll was advanced, the paper was manually pulled out by force, closing the Paper Feed Slot .	Remove the roll and open the paper feed slot. (→ 1 , Removing the Roll from the Printer)
Cannot load sheets	The paper source selection is incorrect.	Press the Load button and select the paper source.
Paper is not cut neatly	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's Guide)
	Cut Speed is not configured correctly in the Control Panel menu.	Change the Cut Speed setting in the Control Panel menu. (→ 1 , Menu Map)
	During cutting, the paper falls at an angle.	In the Control Panel menu, set Cutting Mode to Eject . Hold documents after printing, as they are cut. (→ "Specifying the Cutting Method for Rolls," User's Guide)
Paper is not cut	The printed document became caught on a foreign object by the Output Tray , which lifted the document. The Cutter passed under the paper.	Remove the foreign object by the Output Tray to enable the printer to eject the printed document, keeping it level.
	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.
Depression on the leading edge is left	Keeping a roll in the printer for a long time without printing on it may leave a depression on the leading edge.	When printing quality is most important, we recommend setting TrimEdge Reload to On or Automatic so that the paper edge is automatically cut before printing. (→ 1 , Menu Map)

Phenomenon	Cause	Corrective Action
Roller marks are left across the trailing edge of paper	The paper was removed without pressing the OK button after printing from the Front Paper Feed Slot .	Following the instructions displayed, press the OK button, and after removing the paper, press the OK button again.
		Wipe the rollers to clean them. (→ 2 , If Paper is Soiled) (→ "Cleaning the Paper Retainer," User's Guide)
Margins are wide	Rolls are advanced a specific amount before cutting to prevent problems with cutting and paper ejection.	This operation is normal.

Printing Does Not Start

Phenomenon	Cause	Corrective Action
The Data 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 target printer was not selected when printing. (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, open the dialog box of the printer driver, select the printer from the list of Printer , 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 or Print Center in other versions of Mac OS X.) 2. Select the printer, and then Resume Printer (or 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's Guide)
	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's Guide)
	Print jobs are pending.	Manage the jobs on hold and print as needed. (→ "Managing Pending Jobs (Printing or Deleting Jobs on Hold)," User's Guide)
Ink Filling.. is displayed	The printer was forced off during operation.	Wait until the system has been filled with ink.
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 30 seconds and two 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 Rolls from the Roll Holder," User's Guide) (→ "Loading and Printing on Rolls," User's Guide)
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's Guide)
	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's Guide)
	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's Guide)
	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 Fast .	In Advanced Settings of the printer driver, choose Highest quality or High in Print Quality . Printing in Fast or Standard mode is faster and consumes less ink than in Highest quality or High modes, but the printing quality is lower. (→ "Giving Priority to Particular Graphic Elements and Colors for Printing," User's Guide)
	You are printing on paper that tends to generate dust when cut.	In the Control Panel menu, set CutDustReduct. in Paper Details to On . (→ "Reducing Dust from Cutting Rolls," User's Guide)

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's Guide)
	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's Guide) (→ "Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User's Guide)
		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's Guide) (→ "Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User's Guide)
		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's Guide) (→ "Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User's Guide)
		If edges of the paper curl and become soiled when printing on rolls of glossy photo paper, in Paper Detailed Settings in the printer driver, set Near End Margin to 20mm.
	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's Guide)
		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's Guide)
	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's Guide) (→ "Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User's Guide)
		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's Guide) (→ "Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User's Guide)
	The Ejection Guide is soiled.	Clean the Ejection Guide . (→ "Cleaning the Printer Exterior," User's Guide)

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)
	The Platen suction is too strong.	In the Control Panel menu, reduce the level of VacuumStrength . (→ "Adjusting the Vacuum Strength (VacuumStrngth," User's Guide)
Roller marks are left across the trailing edge of paper	The paper was removed without pressing the OK button after printing from the Front Paper Feed Slot .	Following the instructions displayed, press the OK button, and after removing the paper, press the OK button again.
		Wipe the rollers to clean them. (→ 2 , If Paper is Soiled) (→ "Cleaning the Paper Retainer," User's Guide)
Immediately after borderless printing, the trailing edge margin is soiled during regular printing	Depending on your printing environment, after borderless printing in which the leading and trailing edge of the roll is cut automatically, any ink adhering to the cutter unit may rub off on the next printed document.	Follow these steps to change the Between Pages setting of Drying Time to a value between about 30 seconds and 3 minutes before trying borderless printing again. 1. On the Main sheet of the printer driver, click Advanced Settings by Media Type . 2. Select an ink drying time in the list for the Between Pages setting of Drying Time .

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's Guide)
	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. (→"Using Color Calibration for Color Adjustment," User's Guide)
	Printhead characteristics gradually change through repeated use, and colors may change.	Execute color calibration. (→"Using Color Calibration for Color Adjustment," User's Guide)
	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. (→"Using Color Calibration for Color Adjustment," User's Guide)
	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. (→"Using Color Calibration for Color Adjustment," User's Guide)

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's Guide)
		If printed sheets are affected by banding in different colors by the trailing edge (about 20–30 mm (0.8–1.2 in) from the edge), try adjusting the feed amount of the trailing edge of sheets. (→"Adjusting Color on the Trailing Edge of Sheets," User's Guide)
	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's Guide)
	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's Guide)
	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 Fast or Standard mode is faster and consumes less ink than in Highest quality or High modes, but the printing quality is lower. (→"Giving Priority to Particular Graphic Elements and Colors for Printing," User's Guide)
	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.
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 VacuumStrength in the Control Panel menu to increase suction against the paper, or specify a leading margin of 20 mm (0.79 in) or more. (→"Adjusting the Vacuum Strength (VacuumStrength)," User's Guide)
	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 Fast or Standard mode is faster and consumes less ink than in Highest quality or High modes, but the printing quality is lower. (→"Giving Priority to Particular Graphic Elements and Colors for Printing," User's Guide)

Phenomenon	Cause	Corrective Action
Colors in printed images are uneven	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's Guide)
	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 quality 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 and stop printing. 2. Change the type of paper in the printer driver and try printing again.
	Colors may be uneven at the trailing edge when you print on heavyweight sheets even if you execute Adj Far Ed Feed .	For heavyweight sheets or similar paper, execute Adj Far Ed Feed with the Front Tray Guides raised. Also keep the Front Tray Guides raised during printing. Lower the Front Tray Guides when printing on paper other than heavyweight sheets.
	Scan Wait Time > Area in the Control Panel menu is set to Leading edge .	"When Scan Wait Time > Area is set to Leading edge , colors may be uneven 110–140 mm from the leading edge. (The position varies depending on the Print Quality setting.) In this case, select Scan Wait Time > Area > Entire area . However, note that printing will now take longer. (→ 1 , Menu Map)
	When you load paper in the Front Paper Feed Slot and print, colors may be uneven at the leading edge of the paper.	Choose a higher level of Print Quality in the Advanced Settings of the printer driver. Printing in Fast or Standard mode is faster and consumes less ink than in Highest quality or High modes, but the printing quality is lower. (→"Giving Priority to Particular Graphic Elements and Colors for Printing," User's Guide)
		Straighten the paper if it is warped, and then load it straight into the printer. (→"Loading Sheets in the Feed Slot," User's Guide)

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's Guide)
		Close the blue Switch on the platen so that it matches the paper size. (→"Setting the Blue Switch on the Platen," User's Guide)
	Incorrect Printhead alignment value.	When printing fine lines or text at high precision on glossy or semi-glossy photo or proofing paper, set the optimal Printhead height before aligning the printhead. (→"Enhancing Printing Quality," User's Guide)
		In the Control Panel menu, use a lower Head Height setting. (→"Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User's Guide)
The contrast becomes uneven during printing	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 paper feed amount is out of adjustment.	Adjust the feed amount. (→"Adjusting the Feed Amount," User's Guide)
		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)
The length of printed images is inaccurate in the feeding direction	The type of paper specified in the printer driver does not match the type loaded 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.
		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)
	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's Guide)
		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.

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 High Accuracy or Standard .
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's Guide)
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's Guide)
	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.
	Incorrect Printhead alignment value.	When printing fine lines or text at high precision on glossy or semi-glossy photo or proofing paper, set the optimal Printhead height before aligning the printhead. (→"Enhancing Printing Quality," User's Guide)
		In the Control Panel menu, use a lower Head Height setting. (→"Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User's Guide)
	Depending on the type of paper, the thickness of printed lines may be noticeably inconsistent.	Specify Proof in Print Priority in the printer driver. (→"Giving Priority to Particular Graphic Elements and Colors for Printing," User's Guide)

Phenomenon	Cause	Corrective Action
Lines or colors are misaligned	The Printhead is not being aligned correctly.	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's Guide)
		When printing fine lines or text at high precision on glossy or semi-glossy photo or proofing paper, set the optimal Printhead height before aligning the printhead. (→ "Enhancing Printing Quality," User's Guide)
		In the Control Panel menu, use a lower Head Height setting. (→ "Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User's Guide)
	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.
	Depending on the type of paper, printed lines may be noticeably misaligned.	Specify Proof in Print Priority in the printer driver. (→ "Giving Priority to Particular Graphic Elements and Colors for Printing," User's Guide)
Borderless printing is not possible	When executing borderless printing on A1 (594 mm) or A2 (420 mm) rolls, the Spacer for Borderless Printing was not attached to the Roll Holder .	For borderless printing on A1 (594 mm) or A2 (420 mm) rolls, attach the included Spacer for Borderless Printing to the Roll Holder . (→ 1 , Loading Rolls on the Roll Holder)

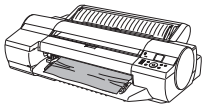
Cannot Print Over Network

Phenomenon	Cause	Corrective Action
Cannot connect the printer to the network	The Ethernet cable is not connected correctly to the printer's Ethernet port.	<ol style="list-style-type: none"> 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. <ul style="list-style-type: none"> • 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's Guide)
Cannot print over a TCP/IP network	The printer's IP address is not configured correctly.	<p>Make sure the printer's IP address is configured correctly. (→"Configuring the IP Address Using imagePROGRAF Device Setup Utility," User's Guide) (→"Configuring the IP Address Using the Printer Control Panel," User's Guide)</p>
	The printer's TCP/IP network settings are not configured correctly.	<p>Make sure the printer's TCP/IP network settings are configured correctly. (→"Configuring the Printer's TCP/IP Network Settings," User's Guide)</p>
	The computer you are trying to print from is not configured correctly.	<p>Make sure the computer's TCP/IP network settings are configured correctly. (→"Configuring the Printer Driver Destination (Windows)," User's Guide) (→"Configuring the Destination in TCP/IP Networks," User's Guide)</p>

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's Guide)
	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's Guide) (→"Configuring the Destination for Bonjour Network," User's Guide)
	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's Guide)
	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's Guide)
	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's Guide)
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.
If the Printer Makes a Strange Sound	The printer makes a sound during operation.	The following sounds do not indicate a problem with the printer. <ul style="list-style-type: none"> • 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 30 seconds. 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. <ul style="list-style-type: none"> • After the printer is turned on • After data transmission • After ink tank replacement In other cases, contact your Canon dealer.
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's Guide)



If Roll Paper Jams

Clear jammed roll paper as follows.

If paper from a roll becomes jammed, **Paper jam** is shown on the **Display Screen** of the **Control Panel**. Remove the jammed paper as follows.



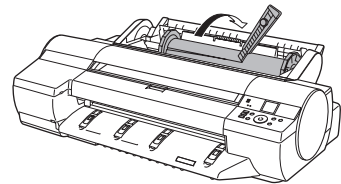
MEMO

- For instructions on removing scraps from the paper feed slot after clearing jammed roll paper, see the following procedure.
(→"Clearing Jammed Paper (Paper Feed Slot)," User's Guide)

Prepare to remove the jammed paper

1

Open the **Roll Feed Unit Cover**. Use a commercially available cutter or the like to cut the paper of the loaded roll.



Caution

- When cutting paper, be careful to avoid injury or damage to the printer.

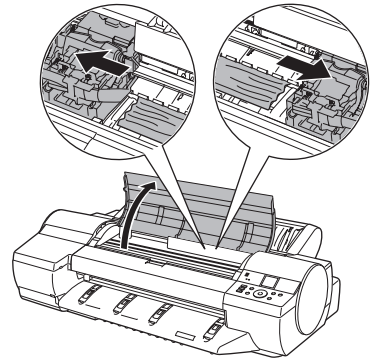
2

Press the **OK** button.



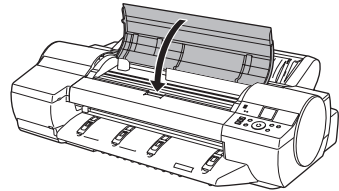
Clear any jammed paper from inside the Top Cover

- 1 Open the **Top Cover** and move the **Carriage** to the side.



- 2 Clear any jammed paper from inside the **Top Cover**.
After removing the paper, make sure there are no other scraps of paper in the printer.

- 3 Close the **Top Cover**.



Important

- Do not move the **Carriage** over jammed paper. This may damage the Printhead.

- 4 Press the **OK** button.

Clear any jammed paper from near the Paper Feed Slot for rolls

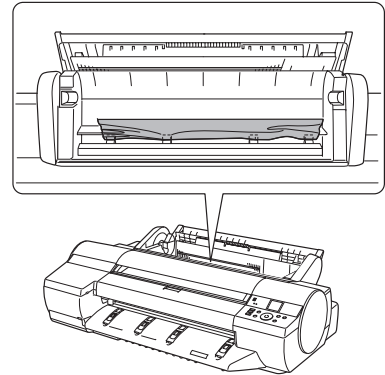
1

Open the **Roll Feed Unit Cover**.

2

Remove the jammed paper from the **Paper Feed Slot**. After removing the paper, make sure there are no other scraps of paper in the printer.

If paper is jammed deep in the **Paper Feed Slot**, remove the roll feed unit, and then clear the paper jam. (→"Clearing Jammed Paper (Paper Feed Slot)," User's Guide)



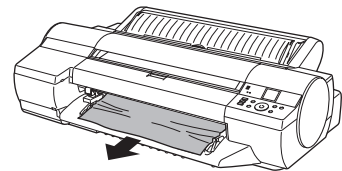
3

Press the **OK** button.

Clear any jammed paper near the Ejection Guide

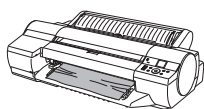
1

Remove the jammed paper from the **Output Tray**. After removing the paper, make sure there are no other scraps of paper in the printer.



2

Press the **OK** button.



If a Sheet Jams

Clear jammed sheets as follows.

If a sheet you have fed manually becomes jammed, **Paper jam** is shown on the **Display Screen** of the **Control Panel**. Remove the jammed paper as follows.

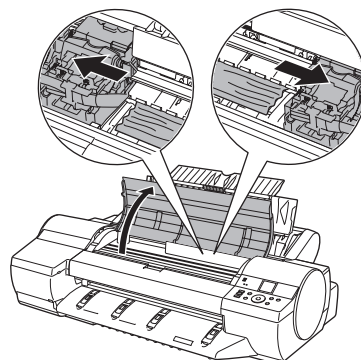
Prepare to remove the jammed paper

- 1 Press the **OK** button.



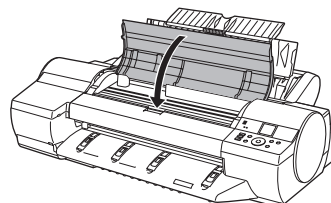
Clear any jammed paper from inside the Top Cover

- 1 Open the **Top Cover** and manually move the **Carriage** to the side.



- 2 Clear any jammed paper from inside the **Top Cover**. After removing the paper, make sure there are no other scraps of paper in the printer.

- 3 Close the **Top Cover**.



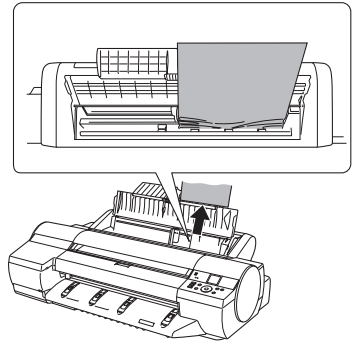
Important

- Do not move the **Carriage** over jammed paper. This may damage the Printhead.

- 4 Press the **OK** button.

Clear any jammed paper near the Paper Feed Slot

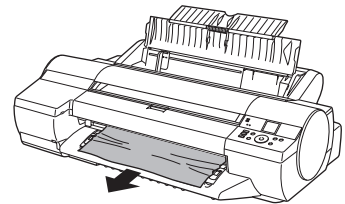
- 1 Remove the jammed paper from the **Paper Feed Slot**. After removing the paper, make sure there are no other scraps of paper in the printer.
If paper is jammed deep in the **Paper Feed Slot**, remove the roll feed unit, and then clear the paper jam.
(→"Clearing Jammed Paper (Paper Feed Slot)," User's Guide)



- 2 Press the **OK** button.

Clear any jammed paper near the Ejection Guide

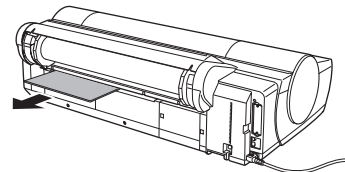
- 1 Remove the jammed paper from the **Output Tray**. After removing the paper, make sure there are no other scraps of paper in the printer.



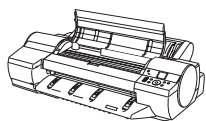
- 2 Press the **OK** button.

Clear any jammed paper in the back of the printer

- 1 Remove the jammed paper from the back of the printer. After removing the paper, make sure there are no other scraps of paper in the printer.



- 2 Press the **OK** button.




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



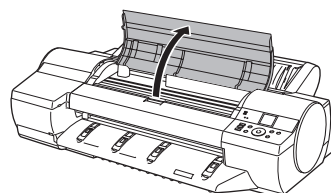
- If the **Tab Selection screen** is not displayed, press the **Menu** button.

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

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

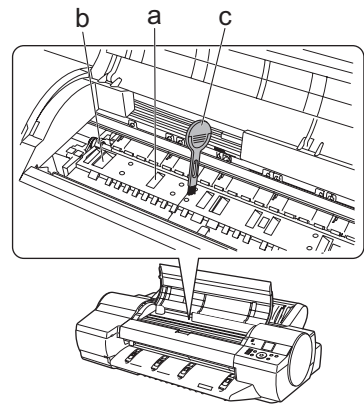
- 4** Press ▲ or ▼ to select **Clean Platen**, and then press the **OK** button.
A message on the **Display Screen** requests you to open the **Top Cover**.

- 5** Open the **Top Cover**.



6

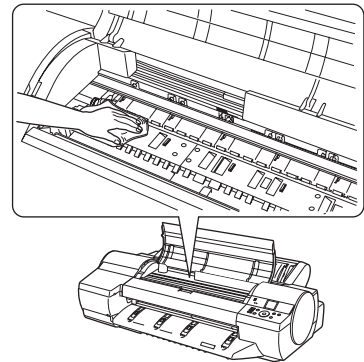
If paper dust has accumulated in the **Vacuum holes** (a) on the **Platen** or in the **Borderless Printing Ink Grooves** (b), use the **Cleaning Brush** (c), provided with the printer, to wipe it away.



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

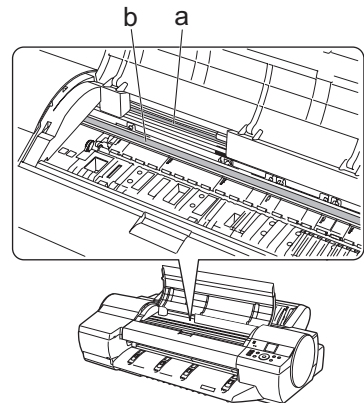
7

Using a damp cloth that you have wrung out completely, wipe inside the **Top Cover** to clean it. Wipe away any ink residue on the **Platen** as a whole, on the **Paper Retainer**, **Borderless Printing Ink Grooves**, and blue **Switch**.



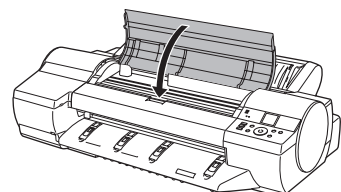
Important

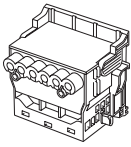
- Do not use a dry cloth to wipe inside the **Top Cover**. This may create a static charge, which may attract dust and affect the printing quality.
- Do not touch the **Linear Scale** (a) or **Carriage Shaft** (b). This may stain your hands and damage the printer.



8

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 five 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 six minutes to complete.



Important


- Do not remove the Maintenance Cartridge or ink tanks during either **Head Cleaning A** or **Head Cleaning B**.
- 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.

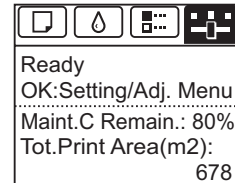


MEMO

- 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** ().



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's Guide)



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 **Print Priority** is set to **Proof**.



Important

- This function is not available with CAD Tracing Paper or CAD Translucent Matte 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's Guide)



MEMO

- Because the results of adjustment vary depending on the type of paper used for adjustment, use the same type of paper as you will use for printing. Even if you will print on a different type of paper, we recommend using **Auto(Advanced)** for adjustment.
- If **Auto(Advanced)** does not improve printing, try adjustment in **Manual** mode.
(→"Manual Adjustment to Straighten Lines and Colors (Head Posi. Adj.)," User's Guide)
- Advanced adjustment can enable superior printing quality when printing fine lines or text at high precision on glossy or semi-glossy photo or proofing paper.
(→"Enhancing Printing Quality," User's Guide)

Items to Prepare

- When Using Rolls
An unused roll at least 10 inches wide
- When Using Sheets
Auto(Standard): Two sheets of unused paper, A4/Letter size
Auto(Advanced): Ten sheets of unused paper, A4/Letter size (or five sheets when using A2)
Auto(Expansion): Seven sheets of unused paper, A4/Letter size (or four sheets when using A2)

Perform adjustment as follows.

1

Load paper.

(→ **1**, Loading Rolls on the Roll Holder)

(→ **1**, Loading Rolls in the Printer)

(→ **1**, Loading Sheets in the Printer)



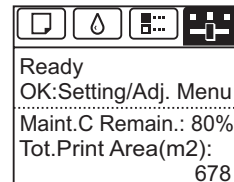
Important

- Always make sure the loaded paper matches the type of paper specified on the printer. 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** ().



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 **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.



MEMO

- **Auto(Expansion)** may be unavailable in some cases, even if it is displayed in the menu. If so, execute **Auto(Advanced)** once.

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**, The Manuals Supplied with This Printer)

- **Auto(OtherPaper)**

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



Important

- 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's Guide)



MEMO

- Use paper of the same type and size for adjustment as you will use for printing.
- Always check the **Adj. Priority** values before using **Auto(GenuinePpr)** or **Auto(OtherPaper)**.
(→ "Selecting a Feed Amount Adjustment Method (Feed Priority)," User's Guide)
- 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's Guide)
- 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.

Items to Prepare

- When Using Rolls
An unused roll at least 10 inches wide
- When Using 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**, Loading Rolls on the Roll Holder)


(→ **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** (.



- 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 quality** or **High** is selected in **Print Quality** in the printer driver.

- **B:Standard/Draft**

This setting is applied when **Standard** or **Fast** 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's Guide)
- Use paper of the same type and size for adjustment as you will use for printing.

Items to Prepare

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

Perform adjustment as follows.

1

Load paper.

(→**1**, Loading Rolls on the Roll Holder)

(→**1**, Loading Rolls in the Printer)

(→**1**, Loading Sheets in the Printer)



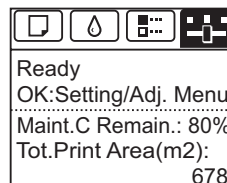
Important

- 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** (.



MEMO

- If the **Tab Selection** screen is not displayed, press the **Menu** button.

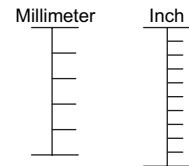
3 Press the **OK** button.
The **Set./Adj. Menu** is displayed.

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.



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 printing not possible.**
- **Calibration** There is a problem with the multi-sensor.
- **Cannot adjust paper feed.**
- **Cannot adjust printhead.**
- **Cannot calibrate.**
- **Cannot cut paper.**
- **Cannot detect paper**
- **Cannot execute this command. Use other paper.**
- **Cannot feed paper.**
- **Cannot print as specified.**
- **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.**
- **Insufficient paper for job**
- **Mail box full. Delete unwanted data**
- **Mail box full. Now printing without saving data.**
- **Mail box nearly full.**
- **Maint. cart. The level is low**
- **Maintenance cartridge full.**
- **Maintenance cartridge problem.**
- **Manual printing is selected.**
- **Manual printing is selected, but a roll is loaded.**
- **Maximum jobs stored.**
- **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 Roll Unit.**
- **No x printhead** (x is L, R, or not displayed)
- **Not much ink is left.**
- **Paper loaded askew.**
- **Paper mismatch**
- **Paper not aligned with right guide.**

- Paper size not detected.
- PaprWidth Mismatch
- Parts replacement time has passed.
- PHeads: wrong pos.
- Please calibrate using above paper.
- Please execute calibration.
- Prepare for parts replacement.
- Remaining level of the ink cannot be correctly detected.
- Roll feed unit error.
- Roll paper is not securely in contact with roll holder.
- Roll printing is selected.
- Roll printing is selected, but manual paper is loaded.
- The mail box is full.
- The paper is too small.
- The paper is too small.
- The roll is empty.
- This paper cannot be used.
- Unknown file.
- Wrong ink tank.
- Wrong maintenance cartridge.
- Wrong paper feed slot for manual paper.
- 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 ▲ or ▼ to select Rep. Ink Tank , and then press the OK button. Replace the Ink Tank that is low with a new Ink Tank. (→ 1 , Replacing Ink Tanks) Press ▲ or ▼ to select Continue to print , and then press the OK button to resume printing. However, note that this error may affect the printing quality. 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 .
No ink tank loaded.	There is no Ink Tank in the printer.	Load 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)
Remaining level of the ink cannot be correctly detected.	Ink level detection cannot work correctly if you use refill ink tanks.	The refill ink tank can no longer be used. See the section "Ink level detection" and take the appropriate action. (→ "Ink Level Detection," User's Guide)
Check printed document.	The Printhead nozzles are becoming clogged.	If printing is faint, clean the Printhead. (→ 2 , If Printing is Faint)
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.
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's Guide) 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's Guide)

Error Message	Cause	Corrective Action
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.
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.
Excessive temperature or humidity.	The temperature or humidity where the printer is installed is out of the acceptable range for operation.	<p>Press ▲ or ▼ to select Stop, and then press the OK button to stop printing.</p> <p>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's Guide)</p> <p>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.</p>
Cannot calibrate.	The paper for printing a test pattern is soiled. Otherwise, you have loaded colored paper.	<p>Press the OK button to clear the error.</p> <p>Load unused paper compatible with color calibration. (→"Types of Paper," User's Guide)</p>
	The test pattern was printed too faintly.	<p>Press the OK button to clear the error.</p> <p>Take steps to remedy faint printing. (→2, Troubleshooting)</p>
	Direct sunlight or strong lighting may be shining on the printer and causing the sensor to malfunction.	<p>Press the OK button to clear the error.</p> <p>Take steps to ensure the printer is not used when exposed to direct sunlight or strong lighting.</p>
Please execute calibration.	There is not even one color calibration execution result. This is displayed when paper is loaded in the printer and Prompt Execution is set to On on the Control Panel menu.	<p>Execute color calibration. (→"Using Color Calibration for Color Adjustment," User's Guide)</p>
		<p>Set Prompt Execution to Off on the Control Panel menu. (→1, Menu Map)</p>
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 .	<p>Press ▲ or ▼ to select Print, and then press the OK button to resume printing.</p> <p>However, the roll paper may run out during the print job and you may not be able to print all of the document.</p>
		<p>Press ▲ or ▼ to select Change Paper, and then press the OK button.</p> <p>Change the Paper Source of the printer driver, or replace the roll with a roll that has enough paper for the print job, and then print. (→1, Removing the Roll from the Printer) (→1, Loading Rolls in the Printer)</p>
		<p>Press ▲ or ▼ and select Stop Printing or press the Stop button to stop printing.</p>
Cannot execute this command. Use other paper.	Paper compatible with color calibration is not loaded.	<ol style="list-style-type: none"> 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's Guide) <p>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.</p>

Error Message	Cause	Corrective Action
This paper cannot be used.	Paper that is too large for the printer has been loaded.	Press the OK button and load paper of the correct size. (→"Paper Sizes," User's Guide)
	Paper that is too small for the printer has been loaded.	Press the OK button and load paper of the correct size. (→"Paper Sizes," User's Guide)
	Paper has been loaded that is too small to print the test pattern for printhead adjustment or nozzle checking.	Press the OK button and load unused paper A4/Letter (vertical) or larger. More than one sheet may be required depending on the adjustment.
Cannot print as specified.	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's Guide) The printer will resume printing.
		Press ▲ or ▼ to select Stop Printing , and then press the OK button to stop printing.
Please calibrate using above paper.	It has become the time for prompting the execution of color calibration. This is displayed when paper is loaded in the printer and Prompt Execution is set to On on the Control Panel menu.	Execute color calibration. (→"Using Color Calibration for Color Adjustment," User's Guide)
		Set Prompt Execution to Off on the Control Panel menu. (→ 1 , Menu Map)
Manual 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's Guide)
		Press ▲ or ▼ and select Stop Printing or press the Stop button to stop printing.
Manual 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's Guide)
		Press ▲ or ▼ to select Stop Printing , and then press the OK button to stop printing.

Error Message	Cause	Corrective Action
Wrong paper feed slot for manual paper.	The Paper Feed Slot used to load the sheet is different from the Paper Feed Slot specified in Paper Source in the printer driver.	Load the sheet in the Paper Feed Slot matching the printer driver Paper Source setting as follows. 1. Press ▲ or ▼ to select Eject Paper , and then press the OK button to stop printing. The sheet is now ejected. 2. Load the paper in the Paper Feed Slot specified in the printer driver. The printer will resume printing.
		Change the printer driver Paper Source setting to match the Paper Feed Slot where the sheet is loaded as follows. 1. Press ▲ or ▼ to select Stop Printing , and then press the OK button to stop printing. 2. In the printer driver, change the Paper Source setting to match the Paper Feed Slot where the sheet is loaded, and then resend the print job.
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 printing 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 to stop printing. 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's Guide)
		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 Rolls from the Roll Holder," User's Guide) 2. Replace the paper with paper compatible for borderless printing. (→ 1 , Loading Rolls on the Roll Holder) (→ 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's Guide)
		Press ▲ or ▼ to select Print With Border , and then press the OK button to continue printing. The document will be printed with a border.
	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 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's Guide)
		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.

Error Message	Cause	Corrective Action
Borderless printing not possible.	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 . For borderless printing on A1 (594 mm or 23.4 in) or A2 (420 mm or 16.5 in) rolls, attach the Spacer for Borderless Printing on the Roll Holder . (→ 1 , Loading Rolls on the Roll Holder)
		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 ▼ and select Stop Printing or press the Stop button to stop printing.
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's Guide)
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.
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's Guide)
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)

Error Message	Cause	Corrective Action
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.
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 the message is still displayed when printing, 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 the message is still displayed when printing, replace the Printhead. (→ 1 , Replacing the Printhead)

Error Message	Cause	Corrective Action
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's Guide) 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's Guide)
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. (→"Deleting Saved Jobs," User's Guide)
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's Guide)
		Delete unneeded jobs stored in personal boxes. (→"Deleting Saved Jobs," User's Guide)
Mail box nearly full.	There is less than 1 GB of free space left for personal boxes on the printer hard disk.	Delete unneeded jobs stored in personal boxes. (→"Deleting Saved Jobs," User's Guide)
Mail box full. Delete unwanted data	100 jobs are stored in the personal box.	Press the Stop button and stop printing.
		Delete print jobs from the queue. (→"Modifying Queued Jobs (Deleting or Preempting Other Jobs)," User's Guide)
		Delete unneeded jobs stored in personal boxes. (→"Deleting Saved Jobs," User's Guide)
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 or Hold Job , 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.	A sheet has come out of the printer during printing.	<ol style="list-style-type: none"> 1. Press the OK button and remove the sheet. 2. Confirm the paper size and setting. 3. Reload the paper. (→ 1, Loading Sheets in the Printer)
	The loaded paper is too small. (When you are attempting to print a test print sheet or other printer status information.)	<p>Replace the roll with a roll 10 inches in width or larger as follows.</p> <ol style="list-style-type: none"> 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 Rolls from the Roll Holder," User's Guide) 2. Replace the roll with a roll 10 inches wide or larger. (→ 1, Loading Rolls on the Roll Holder) (→ 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.	<p>When printing a test pattern for adjustment, use sheets of the same size and type of paper, in the required quantity.</p> <p>Press ▲ or ▼ to select Change Paper, press the OK button, and replace the paper. (→ "Loading and Printing on Sheets," User's Guide) The printer now starts printing the test pattern.</p>
		<p>Replace the paper as follows and perform adjustment again.</p> <ol style="list-style-type: none"> 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's Guide) 3. Execute adjustment again from the control panel menu.
Paper loaded askew.	Paper loaded crooked was detected when the paper was advanced.	<p>Follow these steps to reload the roll.</p> <ol style="list-style-type: none"> 1. Press the OK button. 2. Adjust the right edge of the roll to make it parallel to the orange Paper Alignment Line. (→ 1, Loading Rolls in the Printer)
		<p>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, Loading Rolls on the Roll Holder)</p>
		<p>Follow these steps to reload the sheet.</p> <ol style="list-style-type: none"> 1. Press the OK button. 2. Pull out the sheet. 3. Load the sheet. (→ 1, Loading Sheets in the Printer)


Error Message	Cause	Corrective Action
Paper not aligned with right guide.	When paper was loaded, it was not aligned with the guide on the right side.	Follow these steps to reload the sheet. 1. Press the OK button to clear the error. 2. Reload the paper. (→ 1 , Loading Sheets in the Printer)
Paper size not detected.	Paper has been loaded askew, or warped paper has been loaded.	Follow these steps to reload the roll. 1. Press the OK button. 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 , Loading Rolls on the Roll Holder)
		Follow these steps to reload the sheet. 1. Press the OK button. 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)

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 Stop Printing , and then press the OK button. 2. Change the paper type setting in the printer driver to the type loaded in the printer and try printing again.
		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. (→"Loading and Printing on Rolls," User's Guide) (→"Loading and Printing on Sheets," User's Guide)
		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.
	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
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 Rolls From the Roll Holder," User's Guide) 2. Replace the paper with paper compatible for borderless printing. (→ 1 , Loading Rolls on the Roll Holder) (→ 1 , Loading Rolls in the Printer) The printer now starts printing the print job.
Cannot feed paper.	Paper could not be advanced correctly during feeding.	1. Press the OK button. 2. Remove the paper. (→ 2 , If Roll Paper Jams) (→ 2 , If a Sheet Jams) 3. Load the paper. (→ 1 , Loading Rolls in the Printer) (→ 1 , Loading Sheets in the Printer) 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.
	Paper could not be advanced correctly during ejection.	1. Press the OK button. 2. Remove the paper. (→ 2 , If Roll Paper Jams) (→ 2 , If a Sheet Jams)

Error Message	Cause	Corrective Action
Cannot cut paper.	There are sheets left on the Ejection Guide .	1. Press the OK button and remove the paper. 2. Load paper. 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)
	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's Guide)
	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's Guide) For information about paper that is compatible with automatic cutting, see the Paper Reference Guide. (→ "Types of Paper," User's Guide) 2. Press the OK button and remove the paper.
	In other cases, the Cutter Unit may be damaged.	Contact your Canon dealer for assistance.
Cannot detect paper	The printer could not detect the paper.	Reload the paper as follows. 1. Remove the paper and press the OK button. 2. Reload the paper. (→ 1 , Loading Sheets in the Printer) (→ 1 , Loading Rolls in the Printer)
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 , Loading Rolls on the Roll Holder) (→ 1 , Loading Rolls in the Printer)
		Press ▲ or ▼ and select Stop Printing or press the Stop button to stop printing.

Error Message	Cause	Corrective Action
Roll printing is selected, but manual paper is loaded.	A print job for rolls was received when a sheet is loaded.	<p>Follow these steps to load and print on a roll.</p> <ol style="list-style-type: none"> 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.
		<p>Press ▲ or ▼ to select Stop Printing, and then press the OK button to stop printing.</p>
The roll is empty.	The roll is empty.	<p>Follow these steps to replace the used roll with a new roll of the same type and size.</p> <ol style="list-style-type: none"> 1. Press the OK button and remove the roll. (→ 1, Removing the Roll from the Printer) (→ "Removing Rolls from the Roll Holder," User's Guide) 2. Load the new roll. (→ 1, Loading Rolls on the Roll Holder) (→ 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's Guide) 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's Guide) 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.	<p>The unused portion of the roll is heavy, and this is placing a burden on the printer. It may be helpful to change the printing mode, which will change the paper feed timing.</p> <p>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's Guide)</p>

Error Message	Cause	Corrective Action
Roll paper is not securely in contact with roll holder.	When the roll was loaded, the roll was not inserted firmly all the way on the Roll Holder .	Follow these steps to reload the roll. 1. Press the OK button and remove the roll holder from the printer. 2. Insert the roll firmly on the Roll Holder until it touches the flange. (→  , Loading Rolls on the Roll Holder) 3. Load the Roll Holder in the printer.
Roll feed unit error.	The Roll Feed Unit is not working.	Turn off the printer, remove the Roll Feed Unit momentarily, and then reinstall it. (→ "Removing the Roll Feed Unit," User's Guide) (→ "Installing the Roll Feed Unit," User's Guide)
		If the message is displayed again despite these measures, contact your Canon dealer for assistance.
No Roll Unit.	The printer has received a print job, but the Roll Unit is not installed.	Press the Stop button to stop printing.
		1. Turn the printer off and install the Roll Unit . Connect the Roll Unit Cable firmly and completely. 2. Turn the printer on and resend the print job.

Index

a

Adj. Quality (adjustment quality)..... 28
Adjust Length..... 30

b

Banding 28
Borderless Printing Ink Grooves..... 24

c

Carriage..... 19, 21
Carriage Shaft 24
Cleaning Brush..... 24

e

Ejection Guide 20, 22, 23

f

Faint print..... 25

h

Head Cleaning A..... 25
Head Cleaning B 25
Head Posi. Adj. (head position adjustment)..... 26

j

Jammed roll paper..... 18
Jammed sheets 21

l

Line length that does not match 30
Linear Scale..... 24

o

Output Tray..... 20, 22

p

Paper Feed Slot..... 18, 20, 22
Paper Retainer 24
Paper soiling..... 23
Platen 23

r

Roll Feed Unit Cover 18, 20

t

Top Cover 23

v

Vacuum holes 24

w

Warped vertical lines or misaligned colors 26



Canon Inc.

30-2, Shimomaruko 3-chome, Ohta-ku, Tokyo 146-8501, Japan

Canon U.S.A., Inc.

One Canon Plaza, Lake Success, NY 11042 U.S.A

Canon Europe Ltd.

3 The Square, Stockley Park, Uxbridge, Middlesex, UB11 1ET United Kingdom

Canon (China) Co., Ltd.

15F Jinbao Building No.89 Jinbao Street, Dongcheng District, Beijing 100005, China

Canon Australia Pty. Ltd.

1 Thomas Holt Drive, North Ryde, Sydney, N.S.W.2113, Australia

