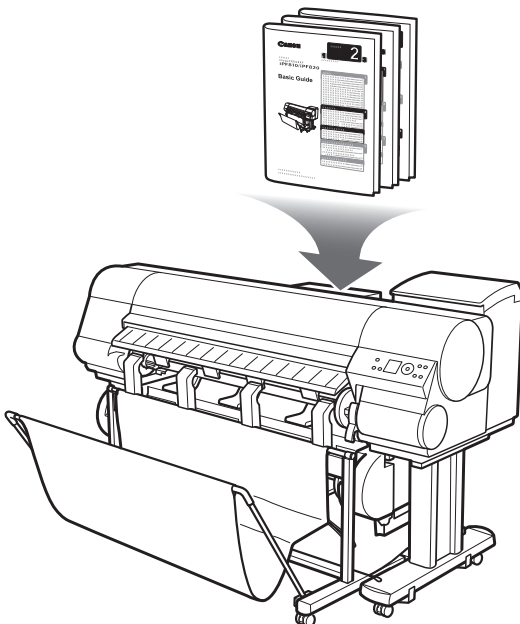


Large-Format Printers
imagePROGRAF
iPF815/iPF825

Basic Guide



Troubleshooting

2

1

3

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
Types of Manuals	5
Documentation Conventions	6
Parts	8
Attaching the Roll Holder to Rolls.....	12
Loading Rolls in the Printer	14
Removing the Roll from the Printer	18
Loading Sheets in the Printer	22
Removing Sheets	24
Consumables.....	25
Replacing Ink Tanks	26
Replacing the Maintenance Cartridge	32
Replacing the Printhead	37
Menu Map.....	42

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	8

Printer Driver Installation

Installing the Printer Driver (Windows).....	12
Installing the Printer Driver (Mac OS X)	14
Convenient Printer Driver Features.....	16



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.
	If paper cannot be advanced from Roll 2 (Lower) , the Roll Unit Cable is disconnected.	Connect the Roll Unit Cable firmly to the Roll Unit Power Supply Inlet and the inlet on the roll unit.
Cannot load sheets	The paper source selection is incorrect.	Press the Feeder Selection button to activate the Cut Sheet lamp .
Paper is not cut straight	The paper is bent or curled at the cut position.	Straighten out any curling by the edges of the paper.
	Paper rises by the ends of the cut position before it is cut.	Reload the paper correctly.
Paper is not cut	In the printer driver, No or Print Cut Guideline is specified in Auto Cut .	Specify Yes in Auto Cut in the printer driver.
	In MAIN MENU , Eject or Manual is specified in Cutting Mode .	Specify Automatic in Cutting Mode in MAIN MENU .
	Rolls are not cut when you are using the Media Take-up Unit .	Either execute Paper Cutting in the Control Panel or lift the Release Lever and cut the roll with scissors. (→"Removing Printed Documents from the Media Take-up Unit (Optional)," User Manual)
The Media Take-up Unit continues rotating	There is a foreign object in the path of the Media Take-up Sensor .	Remove the foreign object from the Media Take-up Sensor path. Arrange the Basket Cloth and Basket Rod so they do not interfere with the Media Take-up Sensor .
	The Media Take-up Sensor cord is not connected to the Right Media Take-up Unit correctly.	Reconnect the Media Take-up Sensor cord as follows. 1. Turn the printer off. 2. Disconnect the Media Take-up Sensor cord from the Right Media Take-up Unit and reconnect it firmly, all the way in. 3. Turn the printer on. (→"Using the Media Take-up Unit," User Manual)
		If the Media Take-up Unit continues rotating, contact your Canon dealer for assistance.
The size of clear film cannot be detected	The Platen is soiled with ink or other substances.	Open the Top Cover and clean the entire Platen . (→ 2 , If Paper is Soiled)

Printing Does Not Start

Phenomenon	Cause	Corrective Action
The Data 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. Open the Printer Setup Utility (or the Print Center). 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	The printer is offline.	Press the Online button on the Control Panel to bring the printer online.
	You have selected Save in mail box in Output Method on the printer.	Print the job saved on the printer's hard disk. (→"Printing Saved Jobs," User Manual)
Ink Filling.. is displayed	The printer was forced off during operation.	Wait until the system has been filled with ink. This process may take about ten minutes.
The display screen indicates Agitating	Ink agitation is in progress.	The time for agitation varies depending on how long the printer has been turned off. (Between about a minute and a half to twenty minutes.) During agitation, you can print or do other operations after the printer goes Online .

The printer stops during a print job

Phenomenon	Status	Corrective Action
An error message is shown on the Display Screen	An error message is displayed during printing.	Check the error message and take action as necessary. (→ 2 , Error Messages)
	The last portion of roll paper was used during a print job, and paper could not be advanced because the trailing edge is taped to the roll.	Remove the used roll and insert a new roll. (→ 1 , Removing the Roll from the Printer) (→ "Removing the Roll Holder from Rolls," User Manual) (→ "Loading and Printing on Rolls," User Manual)
The printer ejects blank, unprinted paper	The leading edge of the roll paper was cut to straighten it.	This operation is normal. The printer cuts the leading edge of the roll to straighten it and ejects the scraps when Trim Edge First in the printer menu is On or when Trim Edge First is Automatic and the leading edge is slanted. The printer is ready to print after this initial preparation. When Off is selected under Trim Edge First , the edge is not cut and scraps are not removed.
	The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and make sure the Printhead is in good condition for printing. (→ "Checking for Nozzle Clogging," User Manual) Clean the Printhead if the nozzles are clogged. (→ 2 , If Printing is Faint)
	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 has received print data that includes HP RTL commands when Auto Rotate is On .	Set Auto Rotate to Off before attempting to print again. (→ "Main Menu Settings," User Manual)
	The printer is damaged.	Contact your Canon dealer for assistance.

Problems with the Printing Quality

Phenomenon	Cause	Corrective Action
Printing is faint	You may be printing on the wrong side of the paper.	Print on the printing surface.
	The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and see if they are clogged. (→"Checking for Nozzle Clogging," User Manual)
	Because the printer was left without ink tanks installed for some time, ink has become clogged in the ink supply system.	After the ink tanks have been installed for 24 hours, run Head Cleaning B . (→ 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. Press the Online button to bring the printer offline. 2. Open the Top Cover and make sure the Carriage is not over the Platen . 3. Remove any scraps of paper inside the Top Cover . (→ 2 , If Roll Paper Jams) (→ 2 , If a Sheet Jams) 4. Close the Top Cover .
	During borderless printing, the ink was not dry enough before cutting.	Specify a longer drying period in the printer menu, in Roll DryingTime in Paper Details . (→"Main Menu Settings," User Manual)
	Printing may be faint if Print Quality in Advanced Settings in the printer driver is set to Standard or Draft .	In Advanced Settings of the printer driver, choose Highest or High in Print Quality . Printing in Draft or Standard mode is faster and consumes less ink than in Highest or High modes, but the printing quality is lower. (→"Giving Priority to Particular Graphic Elements and Colors for Printing," User Manual)

Phenomenon	Cause	Corrective Action
Paper rubs against the printhead	The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (→ 1 , Loading Rolls in the Printer) (→ 1 , Loading Sheets in the Printer)
		Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Hold down the Stop button for a second or more to cancel 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 Head Height , choose Automatic . (→"Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User Manual)
You are printing on heavyweight paper or paper that curls or wrinkles easily after absorbing ink.		When printing on Heavyweight Coated Paper or other paper-based media, choose a VacuumStrngth setting of Strong or Strongest . If paper still rubs against the printhead, try raising the Printhead by setting Head Height to Highest . (→"Adjusting the Vacuum Strength (VacuumStrngth)," User Manual) (→"Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User Manual)
		When printing on CAD Tracing Paper or other film-based media, choose a VacuumStrngth setting of Standard , Strong , or Strongest . If paper still rubs against the printhead, try raising the Printhead by setting Head Height to Highest . (→"Adjusting the Vacuum Strength (VacuumStrngth)," User Manual) (→"Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User Manual)
		When printing on paper 0.1 mm (0.004 in) thin or thinner, choose a VacuumStrngth setting of Weakest . If paper still rubs against the printhead, try raising the Printhead by setting Head Height to Highest . (→"Adjusting the Vacuum Strength (VacuumStrngth)," User Manual) (→"Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User Manual)
	When you have loaded paper, the paper you have loaded does not match the type selected on the Display Screen .	Be sure to select the correct type of paper in the printer 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.	<p>Make sure the same type of paper is specified on the printer as in the printer driver. (→ "Selecting the Paper Type (Roll)," User Manual) (→ "Selecting the Paper Type (Sheet)," User Manual)</p> <p>Make sure the same paper type is specified in the printer driver as on the printer.</p> <ol style="list-style-type: none"> 1. Hold down the Stop button for a second or more to cancel printing. 2. Change the type of paper in the printer driver and try printing again.
	The paper is wrinkled or warped.	<p>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)</p>
	A cut line is printed because the function to reduce cutting dust has been activated.	<p>If this function is not needed, deactivate CutDustReduct. through the printer menu. (→ "Main Menu Settings," User Manual)</p>
	The Printhead is set too low.	<p>In Head Height, choose Automatic. (→ "Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User Manual)</p>
You are printing on heavyweight paper or paper that curls or wrinkles easily after absorbing ink.		<p>When printing on Heavyweight Coated Paper or other paper-based media, choose a VacuumStrngth setting of Strong or Strongest. If paper still rubs against the printhead, try raising the Printhead by setting Head Height to Highest. (→ "Adjusting the Vacuum Strength (VacuumStrngth)," User Manual) (→ "Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User Manual)</p>
		<p>When printing on CAD Tracing Paper or film-based media, choose a VacuumStrngth setting of Standard, Strong, or Strongest. If paper still rubs against the printhead, try raising the Printhead by setting Head Height to Highest. (→ "Adjusting the Vacuum Strength (VacuumStrngth)," User Manual) (→ "Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User Manual)</p>
	The Ejection Guide is soiled.	<p>Clean the Ejection Guide. (→ "Cleaning the Printer Exterior," User Manual)</p>

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. . (→ "Main Menu Settings," User Manual) 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, complete the settings for Dry time and Area in Scan Wait Time . However, note that printing will now take longer. (→ "Main Menu Settings," User Manual)
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) Set CarriageScanWidth to Fixed .
	The Platen has become soiled due to printing on the Platen because width detection is deactivated.	Activate width detection, and open the Top Cover and clean the Platen . (→ 2 , If Paper is Soiled) Open the Top Cover and clean the Platen . After this, manually advance the roll onto the Platen before printing. (→ 2 , If Paper is Soiled) (→ "Feeding Roll Paper Manually," User Manual)
	The Paper Retainer is soiled.	Clean the Paper Retainer . (→ 2 , If Paper is Soiled)
Printed colors are inaccurate	Color adjustment has not been activated in the Advanced Settings of the printer driver.	In the Advanced Settings of the printer driver, access Color Settings in Color Mode to adjust colors.
	Colors have not been adjusted on the computer or monitor.	Refer to the computer and monitor documentation to adjust the colors. Adjust the settings of the color management software, referring to the software documentation as needed.
	The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and see if they are clogged. (→ "Checking for Nozzle Clogging," User Manual)
	In the Windows printer driver, Application Color Matching Priority is not selected.	Click Special Settings on the Layout sheet of the printer driver and select Application Color Matching Priority in the dialog box.
	Printhead characteristics gradually change through repeated use, and colors may change.	Adjust the Printhead alignment. (→ 2 , If Vertical Lines are Warped or Colors are Misaligned) (→ "Manual Straightening of Lines and Colors (Manual Head Adj)," User Manual)
	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.

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

Phenomenon	Cause	Corrective Action
Colors in printed images are uneven	Line Drawing/Text is selected when printing images in many solid colors.	Specify Image in the printer driver.
	You are printing on paper that curls easily.	Printed colors may appear uneven on the leading edge of paper that is susceptible to curling. Increase the level of suction holding the paper against the Platen or specify a margin of 20 mm (0.79 in.) or more for the leading edge. (→"Adjusting the Vacuum Strength (VacuumStrngth)," User Manual)
	Printed colors may be uneven if you set the Print Quality too low.	Choose a higher level of Print Quality in the Advanced Settings of the printer driver. Printing in Draft or Standard mode is faster and consumes less ink than in Highest or High modes, but the printing quality is lower. (→"Giving Priority to Particular Graphic Elements and Colors for Printing," User Manual)
	Color may be uneven between dark and light image areas.	Select Unidirectional Printing in the Advanced Settings of the printer driver.
	When borderless printing is used, the edge of the paper is cut during printing. Thus, ink density may be slightly uneven at the edges.	Specify No in Auto Cut in the printer driver before printing. In this case, the paper can be printed without borders on the left and right sides only. Cut the printed document ejected from the printer, then use scissors to cut away the edges on the top and bottom.
		Choose a higher level of Print Quality in the Advanced Settings of the printer driver. (→"Giving Priority to Particular Graphic Elements and Colors for Printing," User Manual)
	The Printhead is out of alignment.	Adjust the Printhead alignment. (→ 2 , If Vertical Lines are Warped or Colors are Misaligned)
	Drying documents stacked on each other may cause uneven colors.	To avoid uneven colors, we recommend drying each sheet separately.
	Color density may be uneven if you use Glossy Paper, art paper, or Coated Paper.	In Advanced Settings of the printer driver, choose Highest or High in Print Quality .
	The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (→ 1 , Loading Rolls in the Printer) (→ 1 , Loading Sheets in the Printer)
Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Hold down the Stop button for a second or more to cancel printing. 2. Change the type of paper in the printer driver and try printing again.		
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 110–160 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. (→"Main Menu Settings," User Manual)	

Phenomenon	Cause	Corrective Action
Image Edges are Blurred or White Banding Occurs	The Platen suction is too strong.	Set VacuumStrngth to Weakest . (→"Adjusting the Vacuum Strength (VacuumStrngth)," User Manual) Close the blue Switch on the platen so that it matches the paper size. (→"Setting the Blue Switch on the Platen," User Manual)
	The Printhead is set too high.	Lower the Printhead. (→"Troubleshooting Paper Abrasion and Blurry Images (Head Height)," User Manual)
	The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (→ 1 , Loading Rolls in the Printer) (→ 1 , Loading Sheets in the Printer) Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Hold down the Stop button for a second or more to cancel printing. 2. Change the type of paper in the printer driver and try printing again.
The contrast becomes uneven during printing	The paper feed amount is out of adjustment.	Adjust the feed amount. (→"Adjusting the Feed Amount," User Manual)
	The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (→ 1 , Loading Rolls in the Printer) (→ 1 , Loading Sheets in the Printer) Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Hold down the Stop button for a second or more to cancel printing. 2. Change the type of paper in the printer driver and try printing again.
The length of printed images is inaccurate	In the printer menu, Band Joint is specified in Feed Priority .	To ensure the feed amount matches the paper size, select Print Length in Feed Priority in the printer menu and enter the amount for adjustment in Adjust Length . (→"Adjusting the Feed Amount," User Manual) You can adjust the feed amount in 0.02% increments. (→"Main Menu Settings," User Manual)
	The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (→ 1 , Loading Rolls in the Printer) (→ 1 , Loading Sheets in the Printer) Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Hold down the Stop button for a second or more to cancel printing. 2. Change the type of paper in the printer driver and try printing again.

Phenomenon	Cause	Corrective Action
Documents are printed crooked	Skew Check Lv. has been set to Loose or Off .	Choose Standard in Skew Check Lv. .
	Width Detection has been set to Off .	Choose On in Width Detection .
Documents are printed in monochrome	In the Advanced Settings of the printer driver, Monochrome , Monochrome (BK ink) , or Monochrome Bitmap is specified in Color Mode .	In the Advanced Settings of the printer driver, specify Color in Color Mode and try printing again.
	The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and see if they are clogged. (→"Checking for Nozzle Clogging," User Manual)
Line thickness is not uniform	In the Special Settings dialog box of the Windows printer driver, Fast Graphic Process is selected.	Open the printer driver's Properties dialog box from Print in the application software's File menu, and try printing following the steps below. 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. Clear the option Fast Graphic Process .
	The blue Switch on the platen is set incorrectly.	Move the Switch numbered corresponding to the size of paper for printing opposite to the ● position. (→"Setting the Blue Switch on the Platen," User Manual)
	The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (→ 1 , Loading Rolls in the Printer) (→ 1 , Loading Sheets in the Printer) Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Hold down the Stop button for a second or more to cancel printing. 2. Change the type of paper in the printer driver and try printing again.
Lines are misaligned	The Printhead alignment is not adjusted.	Adjust the Printhead alignment. (→ 2 , If Vertical Lines are Warped or Colors are Misaligned) (→"Manual Straightening of Lines and Colors (Manual Head Adj)," User Manual) (→"Adjusting Line Misalignment (Head Inc. Adj.)," User Manual)
	The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (→ 1 , Loading Rolls in the Printer) (→ 1 , Loading Sheets in the Printer) Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Hold down the Stop button for a second or more to cancel printing. 2. Change the type of paper in the printer driver and try printing again.

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.	<p>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.</p> <p>2. Make sure the Link indicator is lit. The Link indicator is green if the printer is connected via 100 Base-TX and orange if connected via 10Base-T. If the Link indicator is not lit, check the following points.</p> <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 Manual)
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 Manual) (→"Configuring the IP Address Using the Printer Control Panel," User Manual)</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 Manual)</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," User Manual) (→"Configuring the Destination for TCP/IP Network," User Manual)</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 Manual)
	The computer you are trying to print from is not configured correctly.	Make sure the computer's AppleTalk settings are configured correctly. (→"Configuring the Destination for AppleTalk Networks," User Manual) (→"Configuring the Destination for Bonjour Networks," User Manual)
	The computer and printer are not on the same network.	Due to the nature of Bonjour, you cannot print if the printer is on another network behind a router. Make sure the computer and printer are on the same network. For information about network settings, ask your network administrator.
Cannot print over a NetWare network	The printer's NetWare settings are not configured correctly.	Make sure the printer's NetWare settings are configured correctly. In particular, make sure a valid frame type is selected. (→"Configuring the Printer's NetWare Network Settings," User Manual)
	The computer you are trying to print from is not configured correctly.	Make sure the computer's NetWare settings are configured correctly. (→"Configuring NetWare Network Settings," User Manual)
	The NetWare server and services are not configured correctly.	Check the following points. 1. Make sure the NetWare file server is running. 2. Make sure there is enough free disk space on the NetWare file server. Insufficient disk space may prevent you from processing large print jobs. 3. Start NWADMIN or PCONSOLE and confirm that the print service is configured correctly and the print queue is available. 4. If data transmission to a printer on another subnet fails, deactivate NCP burst mode in that printer's network protocol settings. 5. If the printer is used in queue server mode, specify "Other/Unknown" as the printer type.

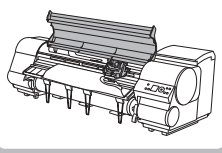
HP-GL/2 Problems

Phenomenon	Cause	Corrective Action
Lines or images are missing in the HP-GL/2 data that was printed.	The memory is full.	Check the size of the data in the print job.
	An HP-GL/2 command not supported by this printer was received.	Check the print job and settings.
	The printer has received print data that includes HP RTL commands when Auto Rotate is On .	Set Auto Rotate to Off before attempting to print again. (→"Main Menu Settings," User Manual)
Lines are printed too thick or thin from the HP-GL/2 data.	The Line Width setting in the main menu is incorrect.	Confirm the selection in Line Width . If fine lines are printed faintly, setting ThickenFineLines to On in the main menu will print the lines more distinctly. (→"Main Menu Settings," User Manual)
HP-GL/2 jobs are printed in monochrome (or color).	The Color Mode is incorrect.	On the printer Control Panel , check the Color Mode setting. (→"Main Menu Settings," User Manual) However, for optimal Printhead performance, the printer consumes trace amounts of color ink even when Monochrome is selected as Color Mode .
Printed colors are inaccurate in lines during HP-GL/2 printing	AdjustFaintLines in the main menu is set to On .	Selecting Off may help produce the expected results. However, lines in some colors may appear broken.
HP-GL/2 printing takes a long time.	Large print jobs with a lot of data take longer to print.	On the printer Control Panel , set Input Resolution to 300dpi . (→"Main Menu Settings," User Manual)
The printer stops when printing a HP-GL/2 job (the carriage stops moving)	The printer is analyzing the print job.	Either wait a while for printing to resume, or on the printer Control Panel , set Input Resolution to 300dpi . (→"Main Menu Settings," User Manual)
HP-GL/2 jobs are printed 6 mm larger than specified	The page size of the HP-GL/2 print job, as created in the source application, is incorrect.	In MAIN MENU , set PageSizeProcess1 to On . (→"Main Menu Settings," User Manual)
HP-GL/2 jobs are printed at maximum size, even if a standard size is specified	The page size of the HP-GL/2 print job, as created in the source application, is incorrect.	In MAIN MENU , set PageSizeProcess2 or Conserve Paper to On . The layout will be changed to the optimal layout. (→"Main Menu Settings," User Manual)

Other Problems

Phenomenon	Cause	Corrective Action
The printer does not go on	The printer is unplugged.	Plug the power cord into the outlet, and then turn on the printer.
	The specified voltage is not supplied.	Check the voltage of the outlet and breaker. Use a power source that conforms to the printer specifications. (→"Specifications," User Manual)
If the Printer Makes a Strange Sound	The printer makes a sound during operation.	<p>The following sounds do not indicate a problem with the printer.</p> <ul style="list-style-type: none"> • There is a sound of vacuum from the Platen To prevent paper from rising, paper is held against the Platen by suction from Vacuum holes under it. • There is a sound when a different size of paper is used and when the Carriage goes from side to side This may happen especially when using B0 or 44-inch paper. When paper of a different size is used, a valve is automatically activated to switch the area for paper suction, which may make a sound. This mechanism prevents vacuum from Vacuum holes where there is no paper. In addition, ink is ejected in sync with the movement of the Carriage back and forth to ensure optimal ink flow. At this time, the valve automatically switches the area for paper suction, which may make a sound. • Roll paper makes a fluttering sound during printing There may be a fluttering sound when large paper is advanced. • You suddenly hear the tone for 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 tone for ink agitation At regular intervals, to ensure optimal printing quality, the ink is agitated automatically, even if the printer is in Sleep mode. Ink agitation takes about a minute and a half. The ink is also agitated automatically under the following conditions. Note that other operations are not possible while Agitating is displayed on the control panel. <ul style="list-style-type: none"> • After the printer is turned on. (The time for agitation varies depending on how long the printer has been turned off—between about a minute and a half to twenty minutes. During agitation, you can print or do other operations after the printer goes Online.) • After data transmission. (After about a minute and a half, the printer goes Online, and printing operations begin. However, printing may start later after data reception, depending on the size of print data.) • After ink tank replacement. (Ink agitation takes about three and a half minutes. During agitation, you can print or do other operations after the printer goes Online.) <p>In other cases, contact your Canon dealer for assistance.</p>

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



If Roll Paper Jams

Clear jammed roll paper as follows.

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

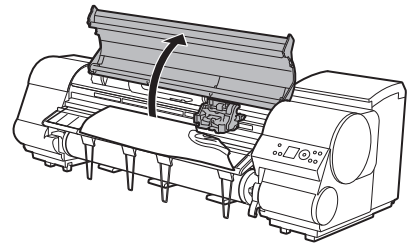


MEMO

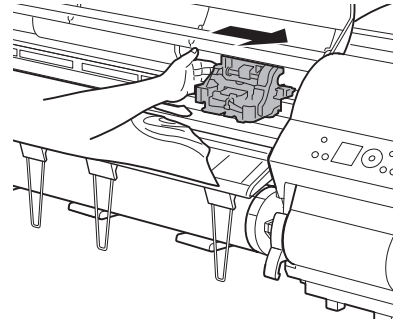
- If you cannot find the scrap or paper jam, look for the paper in the lower part of the printer and inside the top cover. (→"Troubleshooting When Paper Jams are not Found," User Manual)

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

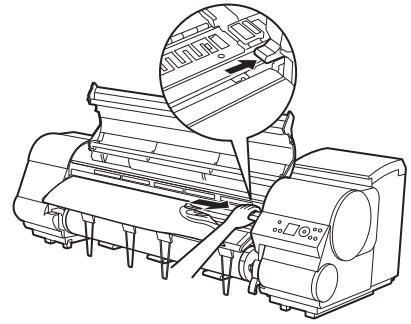
2 Open the **Top Cover**.



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



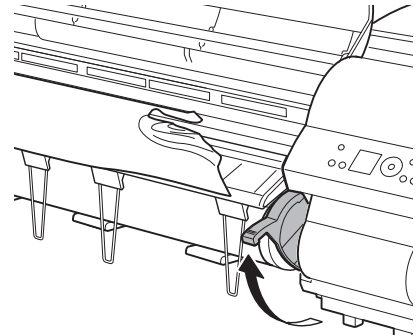
4 If the **Cutter** is out, move the **Cutter** to the right side, away from the paper.



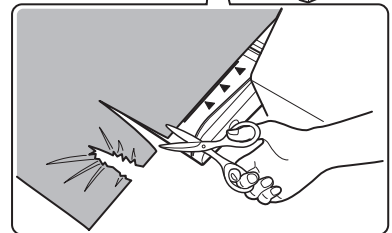
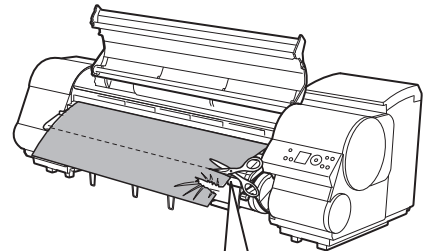
Important

• If the **Cutter** is on the left side, be sure to move it to the right. If the **Cutter** is on the left side when you turn the printer on, the printer may rip the paper.

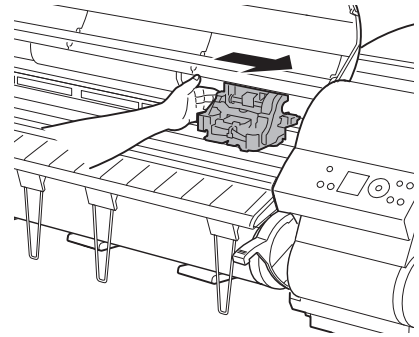
5 Lift the **Release Lever**.



6 Holding the paper on both sides, pull the jammed portion out toward the front. Use a scissors or cutting tool to cut away the printed or wrinkled portion.



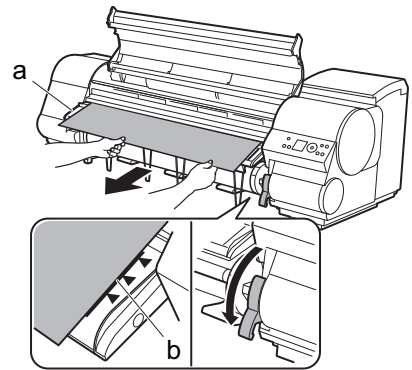
7 If the **Carriage** is on the left, move the **Carriage** to the right until it stops.



Important

- Always move the **Carriage** to the right side. If the **Carriage** is on the left, a **Carriage** error may occur when you turn on the printer.

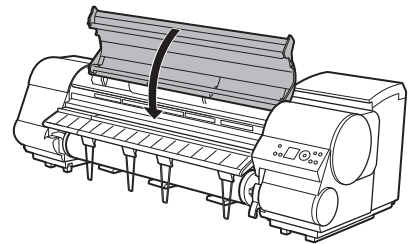
8 Hold the edge of the roll paper in the middle as you gently pull it evenly to the position of the **Ejection Guide** (a). Align the right side of the roll paper with the **Paper Alignment Line** (b), keeping this side parallel to the line, and then lower the **Release Lever**.



Important

- Do not force the roll paper into alignment with the **Paper Alignment Line** (b). This may prevent the paper from being advanced straight.
- If you pull out too much of the roll, an excessive amount will be cut away.

9 Close the **Top Cover**.



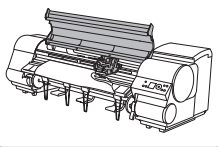
10 Turn the printer on. (→"Turning the Printer On and Off," User Manual)

The roll is now advanced. After it is finished being advanced, you can resume printing.



MEMO

- You can ensure that the edge is cut neatly by selecting **Paper Cutting** in the printer menu. (→"Specifying the Cutting Method for Rolls," User Manual)



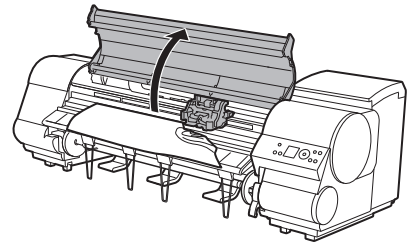
If a Sheet Jams

Clear jammed sheets as follows.

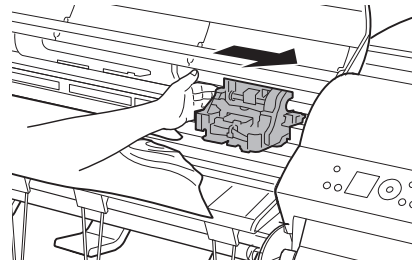
If a sheet jams, follow the steps below to remove it.

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

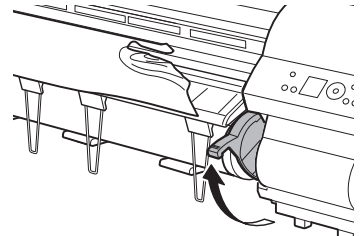
2 Open the **Top Cover**.



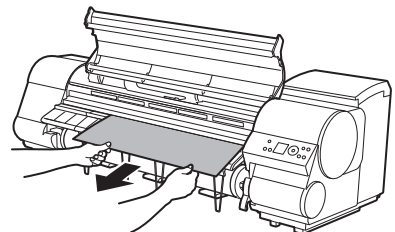
3 If the **Carriage** is out, move the **Carriage** out of the way, away from the paper.



4 Lift the **Release Lever**.

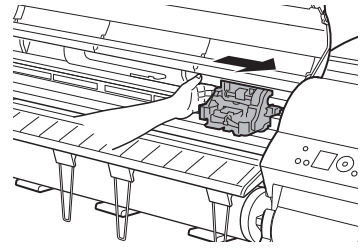


5 Hold the paper and pull it out, toward the front.



- If you cannot find the scrap or paper jam, look for the paper in the lower part of the printer and inside the top cover. (→"Troubleshooting When Paper Jams are not Found," User Manual)

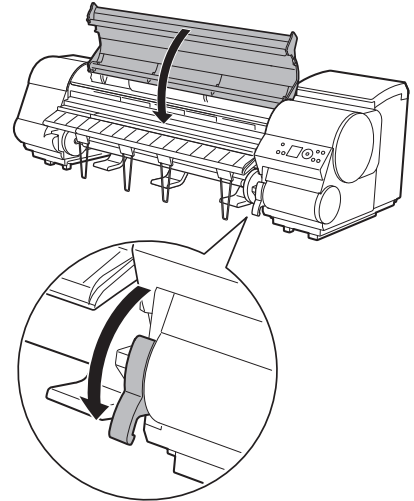
- 6** If the **Carriage** is on the left, move the **Carriage** to the right until it stops.



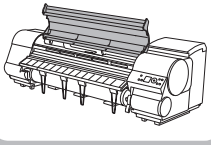
Important

- Always move the **Carriage** to the right side. If the **Carriage** is on the left, a **Carriage** error may occur when you turn on the printer.

- 7** Lower the **Release Lever** and close the **Top Cover**.



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



If Paper is Soiled

Clean inside the top cover of the printer as follows.

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

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

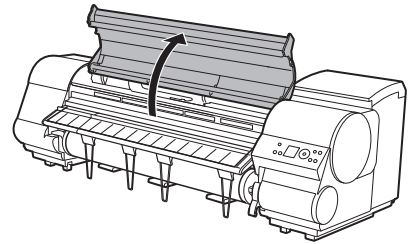


Important

- If the **Platen** inside the **Top Cover** becomes dirty, it may soil the underside of paper. We recommend cleaning the **Platen** after borderless printing or printing on small paper.
- If the **Ejection Guide** is dirty, it may soil the edge of the paper when the paper is cut. We recommend cleaning the **Ejection Guide** even if it does not appear dirty, because it may actually be covered with paper dust.

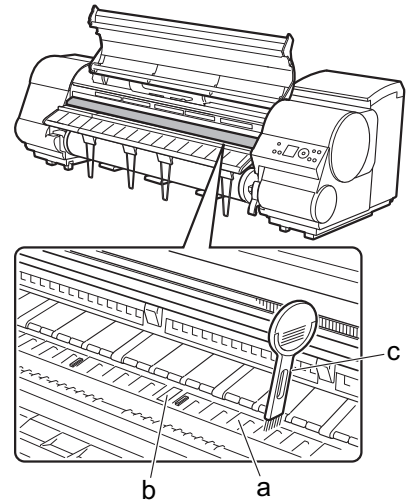
1

Open the **Top Cover**.



2

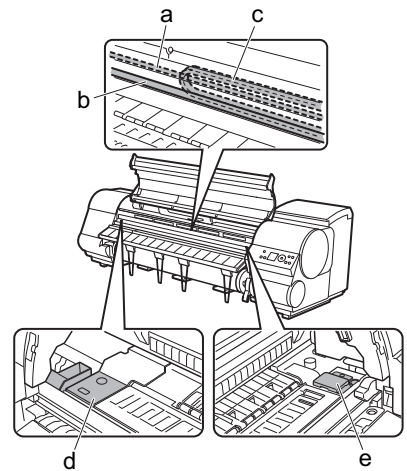
If paper dust has accumulated in the **Vacuum holes** (a) on the **Platen** or in the **Borderless Printing Ink Grooves** (b), use the **Cleaning Brush** (c) provided with the printer to wipe it away.





Important

- Do not touch the **Linear Scale** (a), **Carriage Shaft** (b), or **Ink Tube Stabilizer** (c).
Avoid cleaning where the **Carriage** is retracted, in position (d) or (e). This may damage the printer.



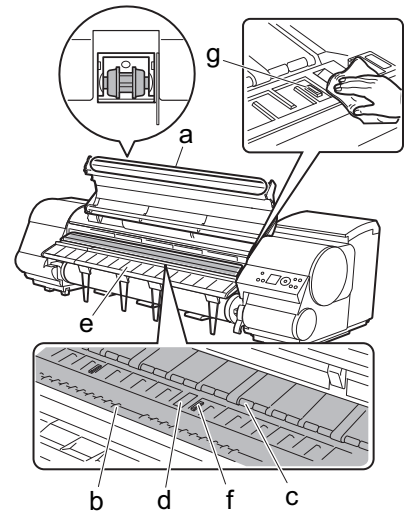
MEMO

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

3

Using a damp cloth that you have wrung out completely, wipe away dirt or paper dust (debris from cutting) inside the **Top Cover**.

Wipe away any ink residue and paper dust (debris from cutting) on the **Top Cover Roller** (a), all over the **Platen** (b), the **Paper Retainer** (c), the **Borderless Printing Ink Grooves** (d), the **Ejection Guide** (e), the blue **Switch** (f), the section around the right-side **Borderless Printing Ink Grooves** (g), and so on.

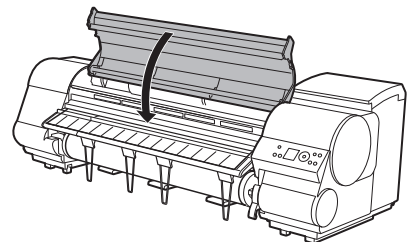


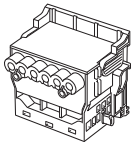
Important

- 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 clear sheet on the side of the **Top Cover Roller**. This may damage the roller.

4

Close the **Top Cover**.





If Printing is Faint

Clean the printhead as follows.

Cleaning the Printhead may help clear nozzles that are clogged.

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



MEMO

- You can specify a number of pages in the printer's **Noz. Check Freq.** menu for automatic nozzle checking and cleaning every time you finish printing that quantity. (→"Main Menu Settings," User Manual)
- You can start **Head Cleaning A** by holding down the **Information** button for three seconds or more.

Clean the printhead



MEMO

- If printing does not improve after **Head Cleaning A**, try **Head Cleaning B**. If this does not solve the problem, repeat **Head Cleaning B** two or three times. If this still does not improve printing, the Printhead may have reached the end of its useful life. Contact your Canon dealer for assistance.



Caution

- Do not remove the Maintenance Cartridge or ink tanks during cleaning.

1

Press the **Menu** button to display **MAIN MENU**.



2

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

3

Press **▲** or **▼** to select the type of cleaning, and then press the **OK** button.

- **Head Cleaning A**

Use **Head Cleaning A** if printing is faint or contains foreign substances. This method of cleaning consumes the least amount of ink. It takes about three minutes to complete.

- **Head Cleaning B**

Use **Head Cleaning B** if no ink comes out of the printhead, or if **Head Cleaning A** does not solve the problem. It takes about four minutes to complete.

The printhead is cleaned, and the printer goes online.

4

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



If Vertical Lines are Warped or Colors are Misaligned

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

If printed vertical lines are warped or colors are out of alignment, adjust the Printhead alignment. Use **Auto Head Adj.** to have the printer print and read a test pattern for automatic adjustment of the printhead. **Auto Head Adj.** offers two modes, **Standard Adj.** and **Advanced Adj.**. **Standard Adj.** will fix most slight image distortion or color misalignment, but if not, try **Advanced Adj.**.



Important

- Always make sure the loaded paper matches the type of paper specified on the printer. Adjustment cannot be completed correctly unless the loaded paper matches the settings.
- This function is not available with CAD Tracing Paper, CAD Translucent Matte Film, or CAD Clear Film. If adjustment is not possible as expected using highly transparent film or similar media, try another type of paper, or try adjust the Printhead alignment manually. (→"Manual Straightening of Lines and Colors (Manual Head Adj)," User Manual)



MEMO

- If advanced adjustment does not improve printing results, or if you are using special paper, try manual adjustment. (→"Manual Straightening of Lines and Colors (Manual Head Adj)," User Manual)
- Use **Standard Adj.** if you have switched to another type of paper or if you want the boundaries between colors to appear as attractive as possible.
- Use **Advanced Adj.** to fine-tune the space between nozzles or colors if you have switched the printhead or if you want printed documents to appear as vivid as possible. We recommend using **Advanced Adj.** for printing at a higher level of image quality.
- We recommend using the type of paper you use most often for adjustment.

Paper to Prepare

- Rolls
An unused roll at least 10 inches wide
- Sheets
Standard Adj.: One sheet of unused paper of at least A4/Letter size
Advanced Adj.: Five sheets of unused paper of at least A4/Letter size (or one sheet when using A2 or larger, or two sheets when using A3 loaded lengthwise)

Execute **Auto Head Adj.** as follows.

- 1 Load the paper.
 (→ **1**, Attaching the Roll Holder to Rolls)
 (→ **1**, Loading Rolls in the Printer)
 (→ **1**, Loading Sheets in the Printer)
- 2 Press the **Menu** button to display **MAIN MENU**.
- 3 Press **▲** or **▼** to select **Adjust Printer**, and then press the **▶** button.
- 4 Press **▲** or **▼** to select **Auto Head Adj.**, and then press the **▶** button.
- 5 Press **▲** or **▼** to select **Standard Adj.** or **Advanced Adj.**, and then press the **▶** button.
- 6 Press **▲** or **▼** to select **Yes**, and then press the **OK** button.
 A test pattern is printed for printhead adjustment.
 Adjustment is now finished if you have printed on a roll or a sheet of A2 size or larger.
- 7 If you are printing on sheets smaller than A2 size for **Advanced Adj.**, a confirmation message is displayed asking you whether 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, adjust the amount that paper is fed.

Auto Band Adj. offers two modes, **Standard Adj.** and **Advanced Adj.**. Use **Advanced Adj.** if **Standard Adj.** does not eliminate banding, or when using paper other than genuine Canon paper or paper for purposes other than checking output.

Always check the **Feed Priority** setting before using **Auto Band Adj.**. (→Selecting a Feed Amount Adjustment Method (Feed Priority), User Manual)



MEMO

- When using highly transparent media not compatible with **Auto Band Adj.**, you must adjust the feed amount manually. (→**2**, If Line Length Does Not Match)
- If additional fine-tuning is necessary after **Auto Band Adj.**, use **Fine Band Adj.**. (→"Banding Adjustment During Printing (Fine Band Adj.)," User Manual)
- To adjust the measurement scale and ensure accuracy (so that lines in CAD drawings are printed at exactly the right length, for example), specify the amount of paper stretching or shrinkage when adjusting the feed amount. (→**2**, If Line Length Does Not Match)
- This may take some time, depending on the type of paper.
- Use paper of the same type and size for adjustment as you will use for printing.

Paper to Prepare

- Rolls
An unused roll at least 10 inches wide
- Sheets
Standard Adj.: One sheet of unused paper of at least A4/Letter size
Advanced Adj.: Two sheets of unused paper of at least A4/Letter size (or one sheet when using A2 or larger)

Execute **Auto Band Adj.** as follows.

1

Load the paper.

(→**1**, Attaching the Roll Holder to Rolls)

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

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



Important

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

2

Press the **Menu** button to display **MAIN MENU**.



- 3** Press ▲ or ▼ to select **Adjust Printer**, and then press the ► button.
- 4** Press ▲ or ▼ to select **Auto Band Adj.**, and then press the ► button.
- 5** Press ▲ or ▼ to select **Standard Adj.** or **Advanced Adj.**, and then press the ► button.
- 6** Press ▲ or ▼ to select **Yes**, and then press the **OK** button.
A test pattern is printed for band adjustment.
Adjustment is now finished if you have printed on a roll or a sheet of A2 size or larger.
- 7** If you are printing on sheets smaller than A2 size for **Standard Adj.**, 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.

Use **Adjust Length** to ensure that lines in CAD drawings are printed at exactly the right length.

In the **Adjust Length** menu, choose the mode of length adjustment (**A:High** or **B:Standard/Draft**) that suits your particular printing application.

- **A:High**: This setting is applied when **Highest** or **High** is selected in **Print Quality** in the printer driver.
- **B:Standard/Draft**: This setting is applied when **Standard** or **Draft** is selected in **Print Quality** in the printer driver.

Check the **Feed Priority** setting before using **Adjust Length**. (→Selecting a Feed Amount Adjustment Method (Feed Priority), User Manual)



MEMO

- Use paper of the same type and size for adjustment as you will use for printing.
- If you have selected **Easy Settings** on the printer, follow these steps to confirm the **Print Quality** setting.
 - Windows: Click **View Settings** on the **Main** tab to display the **View Settings** dialog box.
 - Mac OS X: Click **View set.** on the **Main** pane to display the **View settings** dialog box.

Paper to Prepare

- Rolls
An unused roll at least 10 inches wide
- Sheets
One sheet of unused paper of at least A4/Letter size

Follow these steps to change the **Adjust Length** setting.

1

Load the paper.

(→ **1**, Attaching the Roll Holder to Rolls)

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

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



Important

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

2

Press the **Menu** button to display **MAIN MENU**.

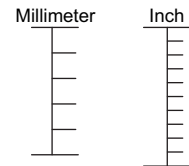


3 Press ▲ or ▼ to select **Adjust Printer**, and then press the ► button.

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

5 Press ▲ or ▼ to select **A:High** or **B:Standard/Draft**, and then press the ► button.

6 Press ▲ or ▼ to select **Yes**, and then press the **OK** button.
A test pattern is printed for adjustment based on the amount of paper stretching or shrinkage. The scale bar shows "Millimeter" in 50 mm units and "Inch" in 1 inch units.



MEMO

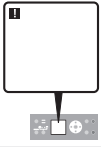
- A test pattern is printed in black when you choose **A:High** or in magenta if you choose **B:Standard/Draft**.
- To cancel printing the test pattern for adjustment, hold down the **Stop** button for a second or more, and then go to step 7.

7 Measure the length of the adjustment pattern. Calculate the difference between the measured length and actual length. Enter it as a percentage and press the **OK** button. You can adjust the value in 0.02% increments. Press ▲ to increase the value or ▼ to decrease it.
If the scale is printed shorter than actual size, set the value toward the positive side; if it is printed longer, set the value toward the negative side.



MEMO

- You can also specify the adjustment value in **Adjust Length** in the **Paper Details** menu. In this case, no test pattern for adjustment is printed.



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.**
- **Borderless printing not possible. Paper stretched or shrank.**
- **Cannot adjust band.**
- **Cannot adjust printhead.**
- **Cannot print as selected. Another roll is in use.**
- **Cannot print as specified.**
- **Close Ink Tank Cover**
- **End of paper feed.**
- **ERROR Exxx-xxxx** (x represents a letter or number)
- **Execute printhead cleaning.**
- **File read error.**
- **GARO Wxxxx** (x represents a number)
- **GL2: W0502 The parameter is out of range.**
- **GL2: W0504 This command is not supported.**
- **GL2: Wxxxx The memory is full.** (xxxx is 0501, 0903, or 0904)
- **Hard disk error.**
- **Hardware error. xxxxxxxx-xxxx** (x represents a letter or number)
- **Ink insufficient.**
- **Ink tank is empty.**
- **Insert the maintenance cartridge.**
- **Insufficient paper for job**
- **Mail box full. Now printing without saving data.**
- **Mail box nearly full.**
- **Maintenance cartridge full.**
- **Maintenance cartridge problem.**
- **Maximum jobs stored.**
- **Media take-up unit ready.**
- **Multi-sensor error**
- **No ink left.**
- **No ink tank loaded.**
- **No Maintenance Cartridge capacity.**
- **No printhead**
- **No Roll Unit.**
- **Not much ink is left.**
- **Paper cutting failed.**
- **Paper jam.**
- **Paper loaded askew.**
- **Paper size not detected.**
- **Paper Type Mismatch**
- **PaprTypeMismatch**
- **Parts replacement time has passed.**
- **PHead needs cleaning.**
- **Prepare for maint cart replacement.**
- **Prepare for parts replacement.**

- **Printhead error**
- **Problem with Printhead**
- **Regular printing is selected, but a roll is loaded.**
- **Rel lever is in wrong position.**
- **Remaining level of the ink cannot be correctly detected.**
- **Rewinding error.**
- **Roll feed unit error.**
- **Roll printing is selected, but sheets are loaded.**
- **Roll printing is selected.**
- **Roll x is empty.** (x is 1 (Upper) or 2 (Lower))
(The roll is empty.: iPF815)
- **Roll x is selected.** (x is 1 (Upper) or 2 (Lower))
- **Roll x jam** (x is 1 (Upper) or 2 (Lower))
- **RollWdthMismatch**
- **Sheet printing is selected.**
- **Sheet removed.**
- **The mail box is full.**
- **The paper is too small.**
- **The roll feed unit is loose.**
- **This paper cannot be used.**
- **This type of paper is not compatible with HP-GL/2.**
- **Too many jobs for mail box.**
- **Top cover is open.**
- **Turn on the media take-up unit.**
- **Unknown file.**
- **Use another paper.**
- **Wrong ink tank.**
- **Wrong maintenance cartridge.**
- **Wrong printhead.**

Error Messages

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.
GL2: W0502 The parameter is out of range.	A parameter specified in a HP-GL/2 command is out of the supported range.	Check the print job.
GL2: W0504 This command is not supported.	The printer has received an unsupported HP-GL/2 command.	Check the print job.
GL2: Wxxxx The memory is full. (xxxx is 0501, 0903, or 0904)	The printer memory became full while processing the job received.	Check the print job and the 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.	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 .
Ink tank is empty.	There is no ink left in an ink tank.	Open the Ink Tank Cover and replace the Ink Tank for which the Ink Lamp is flashing. (→ 1 , Replacing Ink Tanks)
No ink tank loaded.	There is no Ink Tank of the indicated color in the printer.	Load or reload the Ink Tank. (→ 1 , Replacing Ink Tanks)
	There is a problem with the Ink Tank.	Replace it with a new Ink Tank. (→ 1 , Replacing Ink Tanks)
Wrong ink tank.	The Ink Tank in the printer is incompatible.	Load an Ink Tank specified for use with the printer. (→ 1 , Replacing Ink Tanks)
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 Manual)

Error Message	Cause	Corrective Action
Top cover is open.	The printer has detected that the Top Cover is open.	<p>Open the Top Cover fully, remove any foreign objects, and close the Top Cover again.</p> <p>If the error occurs again, close the Top Cover, turn off the printer, and wait a while before restoring power.</p>
ERROR Exxx-xxxx (x represents a letter or number)	An error requiring service may have occurred.	Write down the error code and message, turn off the printer, and contact your Canon dealer for assistance.
Sheet printing is selected.	You have attempted to print a test print sheet or other printer status information on a sheet, but no sheet is loaded.	<p>Load a sheet and try printing again.</p> <p>To print on a roll instead, hold down the Stop button for more than a second to cancel printing, load a roll, and then print. (→"Loading and Printing on Rolls," User Manual)</p>
Regular printing is selected, but a roll is loaded.	<p>A print job for printing on sheets was sent when a roll is loaded.</p> <p>You are using a roll with the Media Take-up Unit, but a print job requiring sheets was sent.</p>	<p>Hold down the Stop button for a second or more to cancel printing.</p> <p>Remove the roll and load a sheet of the type and size of paper you have specified in the printer driver. (→1, Removing the Roll from the Printer) (→"Loading and Printing on Sheets," User Manual)</p> <ol style="list-style-type: none"> 1. Press the Stop button for a second to cancel the job involving sheets. 2. Choose Paper Cutting in the menu. 3. Press the Load/Eject button and remove the roll. 4. Load a sheet and resend the print job.
Sheet removed.	A sheet has come out of the printer during printing.	<ol style="list-style-type: none"> 1. Lift the Release Lever and remove the paper. 2. If Not finished printing. Finish printing remaining jobs? is shown on the Display Screen, press the OK button. <p>Printing will resume, starting from the page on which the error occurred.</p>
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.

Error Message	Cause	Corrective Action
Insufficient paper for job	<p>The printer has received a print job longer than the amount of roll paper left when ManageRemainRoll in the printer menu is On and one of the following settings is selected.</p> <ul style="list-style-type: none"> • During HP-GL/2 printing, GL2 Settings > Media Source in the printer menu is set to an option other than Automatic. • The Media Take-up Unit is in use. 	<p>Press the Online button to resume printing. However, the roll paper may run out during the print job and you may not be able to print all of the document.</p> <p>Hold down the Stop button for a second or more to cancel printing.</p> <p>Either change the printer driver Paper Source setting or the GL2 Settings > Media Source setting in the printer menu or replace the roll with a roll that has enough paper for the print job, and then try printing again.</p> <p>If you are using the Media Take-up Unit, remove the printed document from the Media Take-up Unit before replacing the roll with a roll that has enough paper for the print job, and then try printing again.</p> <p>(→ 1, Removing the Roll from the Printer) (→ 1, Loading Rolls in the Printer) (→ "Removing Printed Documents from the Media Take-up Unit," User Manual)</p>
This type of paper is not compatible with HP-GL/2.	<p>The printer has received a HP-GL/2 print job that cannot be printed on the paper that has been advanced.</p>	<p>Follow these steps to replace the type of paper in the printer.</p> <ol style="list-style-type: none"> 1. Hold down the Stop button for a second or more to cancel printing. 2. Replace the paper with a type compatible with HP-GL/2. For details on paper compatible with HP-GL/2, refer to the Paper Reference Guide. (→ "Types of Paper," User Manual) <p>Press the Online button to resume printing. However, note that this error may cause paper jams and affect the printing quality.</p>
Use another paper.	<p>The Printhead and feed amount cannot be adjusted when highly transparent film is loaded.</p>	<p>Press the Online button to clear the error.</p> <p>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)</p> <p>Press the Online button to clear the error, and then adjust the feed amount manually. (→ "Manual Band Adjustment (Manual Band Adj)," User Manual)</p>

Error Message	Cause	Corrective Action
This paper cannot be used.	Paper that is too large for the printer has been loaded.	Lift the Release Lever and load paper of the correct size. (→"Paper Sizes," User Manual)
	Paper that is too small for the printer has been loaded.	Lift the Release Lever and load paper of the correct size. (→"Paper Sizes," User Manual)
	Paper has been loaded that is too small to print the test pattern for printhead adjustment or nozzle checking.	Lift the Release Lever and load unused paper A4 or larger. More than one sheet may be required depending on the adjustment.
Cannot print as specified. Lift the release lever and replace paper with A4/LTR (vertical) or larger.	The loaded paper is too small.	Switch to paper A4/Letter (vertical) or larger.
Cannot print as specified. Lift the release lever and replace roll with 10 in. wide or larger roll.	The loaded paper is too small.	Load a roll 10 inches wide or larger.
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, the printer automatically restarts. (Formatting will erase all data on the hard disk.)

Error Message	Cause	Corrective Action
<p>Cannot adjust band.</p>	<p>The Printhead nozzles are clogged.</p>	<p>Execute Auto Band Adj. again, as follows.</p> <ol style="list-style-type: none"> 1. Press the Online button to clear the error. 2. Print a test pattern to check the nozzles. (→"Checking for Nozzle Clogging," User Manual) 3. Clean the Printhead if the nozzles are clogged. (→ 2, If Printing is Faint) 4. Execute Auto Band Adj. again. (→ 2, If Banding Occurs)
	<p>Highly transparent film is loaded that cannot be used for feed amount adjustment.</p>	<p>Adjust the feed amount manually. (→"Manual Band Adjustment (Manual Band Adj)," User Manual)</p>
<p>File read error.</p>	<p>Files on the printer's hard disk have become corrupted.</p>	<p>Restart the printer. Only the corrupted files will be deleted, and the printer will restart.</p>
<p>Unknown file.</p>	<p>Data sent to keep the printer up to date (such as paper information) is in the wrong format.</p>	<p>Check the data. Turn off the printer and wait a while before restoring power, and then resend the data.</p>
	<p>You have uploaded firmware for a different model.</p>	<p>Check the firmware version. Turn off the printer and wait a while before restoring power, and then resend the firmware.</p> <p>If the message is displayed again, contact your Canon dealer for assistance.</p>
<p>Borderless printing not possible. Lift release lever and reload the paper.</p>	<p>Because paper expands or contracts depending on the environment of use, it may become narrower or wider than the supported width for borderless printing.</p>	<p>Hold down the Stop button for a second or more to cancel printing.</p> <p>Use each type of paper only where the recommended environmental conditions are met. For details on environmental conditions for various paper, see the Paper Reference Guide. (→"Types of Paper," User Manual)</p>
	<p>The paper is loaded askew.</p>	<p>Lift the Release Lever and straighten the paper so that the edge of the paper is in the width of the ink groove for borderless printing.</p> <p>Insert the roll firmly until it touches the flange of the Roll Holder. (→ 1, Attaching the Roll Holder to Rolls)</p> <p>If you press the Online button and continue printing, the document will be printed with a border.</p>

Error Message	Cause	Corrective Action
Borderless printing not possible. Check supported paper.	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. Hold down the Stop button for a second or more to cancel 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 Manual)
		If you press the Online button and continue printing, the document will be printed with a border.
	The loaded paper is not compatible with borderless printing.	Hold down the Stop button for a second or more to cancel printing.
		If you press the Online button and continue printing, the document will be printed with a border.
Before borderless printing, move the blue platen switch.	The blue Switch on the platen was set to the side opposite ● when a borderless print job was received.	Before borderless printing, set the blue Switch on the platen to the ● side. (→"Setting the Blue Switch on the Platen," User Manual)
Prepare for parts replacement.	It is almost time to replace consumables for which service is required.	You can continue to use the printer for some time until Parts replacement time has passed. will be displayed. Contact your Canon dealer for assistance.

Error Message	Cause	Corrective Action
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.
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 printhead	No Printhead is installed.	Install the Printhead. (→ 1 , Replacing the Printhead)
Printhead error	There is a problem with the Printhead.	Open the Top Cover and replace the Printhead with a new one. (→ 1 , Replacing the Printhead)
Wrong printhead.	An incompatible Printhead has been installed.	Open the Top Cover and replace the Printhead with a new one. (→ 1 , Replacing the Printhead)
Problem with Printhead	The Printhead nozzles are becoming clogged.	If printing is faint, clean the Printhead. (→ 2 , If Printing is Faint)
PHead needs cleaning.	The Printhead nozzles are clogged.	Press the Online button to resume printing. Follow these steps to clean the Printhead. 1. Hold down the Stop button for a second or more to cancel printing. 2. Clean the Printhead. (→ 2 , If Printing is Faint) If the message is still displayed after you execute Head Cleaning B two or three times, contact your Canon dealer for assistance.
Execute printhead cleaning.	The Printhead nozzles are clogged.	Follow these steps to clean the Printhead. 1. Hold down the Stop button for a second or more to cancel printing. 2. Clean the Printhead. (→ 2 , If Printing is Faint) If this message is still displayed, replace the Printhead. (→ 1 , Replacing the Printhead)

Error Message	Cause	Corrective Action
Cannot adjust printhead.	The Printhead nozzles are clogged.	Execute Auto Head Adj. again, as follows. 1. Press the Online button to clear the error. 2. Print a test pattern to check the nozzles. (→"Checking for Nozzle Clogging," User Manual) 3. Clean the Printhead if the nozzles are clogged. (→ 2 , If Printing is Faint) 4. Execute Auto Head Adj. again. (→ 2 , If Vertical Lines are Warped or Colors are Misaligned)
	The Printhead cannot be aligned; highly transparent film is loaded.	Press the Online 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)
	The Printhead is installed crooked.	Straighten the Printhead as follows, and then execute Auto Head Adj. again. 1. Press the Online button to clear the error. 2. Use Head Inc. Adj. to adjust the angle of inclination of the Printhead. (→"Adjusting Line Misalignment (Head Inc. Adj.)," User Manual) 3. Execute Auto Head Adj. again. (→ 2 , If Vertical Lines are Warped or Colors are Misaligned)
Cannot print as selected. Another roll is in use.	A printed document remains in the Output Tray without being cut and a print job was received that specifies the other roll.	Follow these steps to load the other roll after cutting the printed document. 1. Hold down the Stop button for a second or more to cancel printing. 2. Cut the printed document. (→"Specifying the Cutting Method for Rolls," User Manual) 3. Load the other roll and resend the print job. (→"Loading and Printing on Rolls," User Manual)
Maximum jobs stored.	100 jobs are stored in the personal box.	Delete unneeded jobs stored in personal boxes. (→"Deleting Saved Jobs," User Manual)
Mail box full. Now printing without saving data.	No more space is available on the printer's hard disk, so jobs are now printed without saving them. (Print jobs can no longer be saved on the hard disk.)	After printing, this message is cleared.

Error Message	Cause	Corrective Action
The mail box is full.	There is no more space on the printer's hard disk.	Press the Stop button to cancel the print job.
		Delete print jobs from the queue. (→"Managing Queued Jobs (Deleting or Preempting Other Jobs)," User Manual)
		Delete unneeded jobs stored in personal boxes (box numbers in the range 01–29). (→"Deleting Saved Jobs," User Manual)
Mail box nearly full.	The free hard disk space left for personal boxes in the printer's hard disk does not have 1 GB, combined.	Delete unneeded jobs stored in personal boxes. (→"Deleting Saved Jobs," User Manual)
Too many jobs for mail box.	Saved jobs exceed the personal box capacity.	Press the Stop button to cancel the print job.
		Delete print jobs from the queue. (→"Managing Queued Jobs (Deleting or Preempting Other Jobs)," User Manual)
		Delete unneeded jobs stored in personal boxes (box numbers in the range 01–29). (→"Deleting Saved Jobs," User Manual)
Rewinding error.	There is some foreign object near the Media Take-up Unit sensor and the roll cannot be detected.	Remove the foreign object near the sensor.
	The Media Take-up Unit sensor is soiled and the roll cannot be detected.	Wipe the sensor with a dry cloth to clean it.
	The roll is out of range of detection by the Media Take-up Unit sensor.	Reload the roll. (→ 1 , Loading Rolls in the Printer)
	The Media Take-up Unit sensor is damaged.	Contact your Canon dealer for assistance.
	A paper jam has occurred and the roll cannot be rewind.	Remove the paper from the Media Take-up Unit . Press the Online button to clear the error.
Turn on the media take-up unit.	The Media Take-up Unit was off when you selected Enable for Take-up Reel .	Turn the Media Take-up Unit on.
Media take-up unit ready.	The Take-up Reel setting in the printer MAIN MENU was changed from Enable to Disable , but a print job was received before the roll was removed.	Press the Stop button and stop printing. The mode switches from take-up mode to regular mode after you change the Take-up Reel setting in the MAIN MENU from Enable to Disable and lift the Release Lever , or after you execute Paper Cutting .
		Press the Online button to resume printing.
Multi-sensor error	Direct sunlight or strong lighting may be shining on the printer and causing the sensor to malfunction.	Take steps to ensure the printer is not used when exposed to direct sunlight or strong lighting.
	The performance of a sensor inside the printer may be impaired.	Turn off the printer and wait at least three seconds before restoring the power. If the message is displayed again, contact your Canon dealer for assistance.

Error Message	Cause	Corrective Action
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)
Wrong maintenance cartridge.	A Maintenance Cartridge for a different model of printer is installed.	Replace it with the Maintenance Cartridge for your particular model.
Prepare for maint cart replacement.	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.
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)
Insert the maintenance cartridge.	The Maintenance Cartridge is not installed.	Install the Maintenance Cartridge. (→ 1 , Replacing the Maintenance Cartridge)
Paper cutting failed.	There are sheets left on the Ejection Guide .	1. Lift the Release Lever and remove the paper. 2. If Not finished printing. Finish printing remaining jobs? is shown on the Display Screen , press the OK button. Printing will resume, starting from the page on which the error occurred.
	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 for paper, see the Paper Reference Guide. (→ "Types of Paper," User Manual)
	You are using paper that is not compatible with automatic cutting.	Specify Manual as the cutting method and cut the roll manually. (→ "Specifying the Cutting Method for Rolls," User Manual) For information about paper that is compatible with automatic cutting, see the Paper Reference Guide. (→ "Types of Paper," User Manual)
	The Cutter Unit stops in the middle of cutting.	If the Carriage is out, move the Carriage out of the way, away from the paper. If the Cutter is out, move the Cutter to the right side (away from the paper) and remove the jammed paper. (→ 2 , If Roll Paper Jams) If the paper cannot be cut using the Cutter Unit , specify Manual as the roll cutting method and cut the roll manually. (→ "Specifying the Cutting Method for Rolls," User Manual)
	In other cases, the Cutter Unit may be damaged.	Contact your Canon dealer for assistance.

Error Message	Cause	Corrective Action
<p>The paper is too small.</p>	<p>When the Detect Mismatch menu is set to Pause, the paper loaded in the printer is smaller than the size specified in the printer driver.</p>	<p>Press the Online button to resume printing. However, note that this error may cause paper jams and affect the printing quality.</p> <p>Adjust the paper size setting in the printer driver to match the size loaded in the printer as follows.</p> <ol style="list-style-type: none"> 1. Hold down the Stop button for a second or more to cancel printing. 2. Change the paper size setting in the printer driver to the size loaded in the printer and try printing again. <p>Replace the loaded paper with paper of a size that matches the size setting in the printer driver as follows.</p> <ol style="list-style-type: none"> 1. Hold down the Stop button for a second or more to cancel printing. 2. Replace the loaded paper to match the paper size setting in the printer driver and try printing again.
	<p>When the Detect Mismatch menu is set to Warning, the paper loaded in the printer is smaller than the size specified in the printer driver.</p>	<p>You can continue to print, but note that this error may cause problems in the printing results.</p>
<p>Paper jam. Lift the release lever.</p>	<p>A paper jam occurred in the printer during printing.</p>	<ol style="list-style-type: none"> 1. Lift the Release Lever and remove the jammed paper. (→ 2, If Roll Paper Jams) (→ 2, If a Sheet Jams) 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.
<p>Paper jam. Manually rewind the roll all the way and press OK.</p>	<p>A paper jam occurred when advancing the paper.</p>	<ol style="list-style-type: none"> 1. Rewind paper on the Roll Holder manually, all the way, and then press the OK button. 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.

Error Message	Cause	Corrective Action
Paper loaded askew.	Paper is loaded askew.	<p>Follow these steps to reload the roll.</p> <ol style="list-style-type: none"> 1. Lift the Release Lever. 2. Open the Top Cover. 3. Adjust the right edge of the roll to make it parallel to the right Paper Alignment Line. 4. Lower the Release Lever. 5. Close the Top Cover. <p>(→ 1, Loading Rolls in the Printer)</p>
		<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.</p> <p>(→ 1, Attaching the Roll Holder to Rolls)</p>
		<p>Follow these step to reload a sheet.</p> <ol style="list-style-type: none"> 1. Lift the Release Lever. 2. Open the Top Cover. 3. 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. 4. Lower the Release Lever. 5. Close the Top Cover. <p>(→ 1, Loading Sheets in the Printer)</p>
		<p>To disable this message (if it is displayed repeatedly despite reloading paper, for example), choose Off or Loose in the Skew Check Lv. setting of the printer menu. However, this may cause jams because paper may be askew when it is printed. Also, the Platen may become soiled, which may soil the back of the next document when it is printed.</p>
Borderless printing not possible. Paper stretched or shrank.	The loaded roll has expanded or contracted due to environmental conditions, making it wider or narrower than the supported width for borderless printing.	<p>Hold down the Stop button for a second or more to cancel printing.</p> <p>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.</p> <p>(→ "Types of Paper," User Manual)</p>

Error Message	Cause	Corrective Action
<p>Paper size not detected.</p>	<p>Paper has been loaded askew, or warped paper has been loaded.</p>	<p>Follow these steps to reload the roll.</p> <ol style="list-style-type: none"> 1. Lift the Release Lever. 2. Open the Top Cover. 3. Adjust the right edge of the roll to make it parallel to the right Paper Alignment Line. 4. Lower the Release Lever. 5. Close the Top Cover. 6. 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) <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, Attaching the Roll Holder to Rolls)</p> <p>Follow these step to reload a sheet.</p> <ol style="list-style-type: none"> 1. Lift the Release Lever. 2. Open the Top Cover. 3. 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. 4. Lower the Release Lever. 5. Close the Top Cover. 6. 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)
<p>Papr Type Mismatch</p>	<p>You tried to print a test pattern for printer adjustment on several sheets, but sheets of different types of paper were used.</p>	<p>Hold down the Stop button for a second or more to cancel printing.</p> <p>When printing a test pattern, use sheets of the same type of paper. Lift the Release Lever and load a sheet of the same type of paper. (→ "Loading and Printing on Sheets," User Manual)</p>

Error Message	Cause	Corrective Action
Pap Type Mismatch	When the Detect Mismatch 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. Hold down the Stop button for a second or more to cancel printing. 2. Either change the type of paper specified in the printer driver settings or replace the loaded paper and change the paper type setting on the printer. (→"Loading and Printing on Rolls," User Manual) (→"Loading and Printing on Sheets," User Manual)
	You tried to print a test pattern for printer adjustment on several sheets, but sheets of different types of paper were used.	Follow these steps to ensure the paper type matches on the printer and in the printer driver. 1. Hold down the Stop button for a second or more to cancel printing. 2. Either change the type of paper specified in the printer driver settings or replace the loaded paper and change the paper type setting on the printer. (→"Loading and Printing on Rolls," User Manual) (→"Loading and Printing on Sheets," User Manual)
		Press the Online button to resume printing. However, note that this error may cause paper jams and affect the printing quality.
	When the Detect Mismatch 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.
RollWidthMismatch	The roll width set in Fit Roll Paper Width in the printer driver does not match the width of the roll loaded in the printer.	Press the Online button to resume printing. However, note that this error may cause paper jams and affect the printing quality.
		Hold down the Stop button for a second or more to cancel printing.
		Make sure the roll width selected in the dialog box displayed when you select Fit Roll Paper Width in the printer driver matches the width of the roll loaded in the printer, and then try printing again.
Rel lever is in wrong position.	The Release Lever is up.	Lower the Release Lever .
		If the error occurs again, turn off the printer and wait a while before restoring power.
Roll x jam (x is 1 (Upper) or 2 (Lower)) Lift the release lever.	A paper jam occurred in the printer during printing.	1. Lift the Release Lever and remove the jammed paper. (→ 2 , If Roll Paper Jams) (→ 2 , If a Sheet Jams) 2. 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.

Error Message	Cause	Corrective Action
Roll x jam (x is 1 (Upper) or 2 (Lower)) Manually rewind the roll all the way and press OK.	A paper jam occurred when advancing the paper.	<ol style="list-style-type: none"> 1. Rewind paper on the Roll Holder manually, all the way, and then press the OK button. 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.
Roll printing is selected.	You have attempted to print a job sent from a computer or a test print sheet or other printer status information on a roll, but no roll is loaded.	<p>Load a roll and try printing again.</p> <p>To print on a sheet instead, hold down the Stop button for more than a second to cancel printing, load a sheet, and then print. (→"Loading and Printing on Sheets," User Manual)</p>
Roll printing is selected, but sheets are 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 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>Hold down the Stop button for a second or more to cancel printing.</p>
Roll x is selected. (x is 1 (Upper) or 2 (Lower))	The indicated roll is specified for a print job sent from a computer, but that roll is not loaded.	<p>Load the indicated roll and try printing again.</p> <p>To print on a sheet instead, hold down the Stop button for more than a second to cancel printing, load a sheet, and then print. (→"Loading and Printing on Sheets," User Manual)</p>
Roll x is empty. (x is 1 (Upper) or 2 (Lower)) Lift the release lever and replace the roll.	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. Lift the Release Lever and remove the roll. (→ 1, Removing the Roll from the Printer) (→"Removing the Roll Holder from Rolls," User Manual) 2. Load the new roll. (→ 1, Attaching the Roll Holder to Rolls) (→ 1, Loading Rolls in the Printer) 3. If no barcode was printed on the roll, specify the type of paper. (→"Selecting the Paper Type (Roll)," User Manual) 4. If no barcode was printed on the roll, specify the paper length. (→"Specifying the Paper Length (Roll)," User Manual) 5. If Not finished printing. Finish printing remaining jobs? is shown on the Display Screen, press the OK button. Printing will resume, starting from the page on which the error occurred.
	There is remaining roll paper, but because it could not be advanced, it could not be detected.	<p>Choose a higher level of Print Quality in the Advanced Settings of the printer driver and try printing again. (→"Giving Priority to Particular Graphic Elements and Colors for Printing," User Manual)</p>

Error Message	Cause	Corrective Action
Roll x is empty. (x is 1 (Upper) or 2 (Lower)) Press OK.	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 the Roll Holder from Rolls," User Manual) 2. Load the new roll. (→ 1, Attaching the Roll Holder to Rolls) (→ 1, Loading Rolls in the Printer) 3. If no barcode was printed on the roll, specify the type of paper. (→ "Selecting the Paper Type (Roll)," User Manual) 4. If no barcode was printed on the roll, specify the paper length. (→ "Specifying the Paper Length (Roll)," User Manual) 5. If Not finished printing. Finish printing remaining jobs? is shown on the Display Screen, press the OK button. Printing will resume, starting from the page on which the error occurred.
Roll feed unit error.	There is a problem with the Roll Unit .	Turn off the printer and wait at least three seconds before restoring the power. If the message is displayed again, contact your Canon dealer for assistance.
No Roll Unit.	The printer has received a print job that specifies Roll 2 (Lower) , but the Roll Unit is not installed.	<p>Hold down the Stop button for a second or more to cancel printing.</p> <ol style="list-style-type: none"> 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.
The roll feed unit is loose.	The Roll Unit is detached from the printer.	Push the Roll Unit firmly all the way in.

Index

a

AppleTalk 14

b

Banding 28

Bonjour 14

c

Carriage 18, 21

Cleaning Brush 23

Color unevenness 10

e

Error messages 32

h

HP-GL/2 15, 34

j

Jammed roll paper 18

Jammed sheets 21

n

NetWare 14

Network 13

p

Paper Alignment Line 20

Paper Retainer 24

Paper soiling 23

Printhead cleaning 25

Printing not possible 13

s

Switches 24

t

Top Cover 23

Top Cover Roller 24

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