

Canon Machines

*If you experience any issues with machines coming out of hibernation-
Here are some quick tips to help you avoid machine trouble & set you up for
success!*

Paper Tips:

Summer paper will be filled with humidity and can jam, have print quality issues or produce wrinkled paper – Change out with a fresh ream of paper if you have any of these symptoms.

Check the guides for your paper trays to make sure they are tight up against the paper stack. If you are experiencing errors, remove the stack and fan the paper, restack in the drawer, and close the drawer.

In the event you experience a paper jam, carefully clear it. If an error message still appears after the jam has been cleared, turn off the main power and turn it back on. At that point, if the error message remains on the screen, please call for service.

Toner Tips & Miscellaneous Maintenance:

1. Print quality issues – Check toner levels, it may be time to install a new cartridge.
2. If Automatic Document Feeder copies have vertical lines, always check and clean the slit glass (small piece of glass left of the main flatbed glass)
3. We suggest using a soft cloth or paper towel and spray solvent directly to the towel versus on the machine to clean glass and outside of printer. This way spray doesn't end up where it shouldn't go. Do not use any solvent inside of printer. Using canned air can cause more problems.
4. Run gradation/calibration regularly. If you are running gradation and have changed the toner, but you still experience print quality issues, most likely a repair will be needed.

If you would like to troubleshoot issues over the phone, such as copier settings, basic scan to email and driver settings, certain error codes, how to do a gradation adjustment on the machine, copy quality issues, etc., please call our Imaging Help Desk at the customer service phone number:

952-925-6868 press option 1, and press option 1 again

We are excited to support you as you start another great year!

Welcome Back to School from Team Loffler!