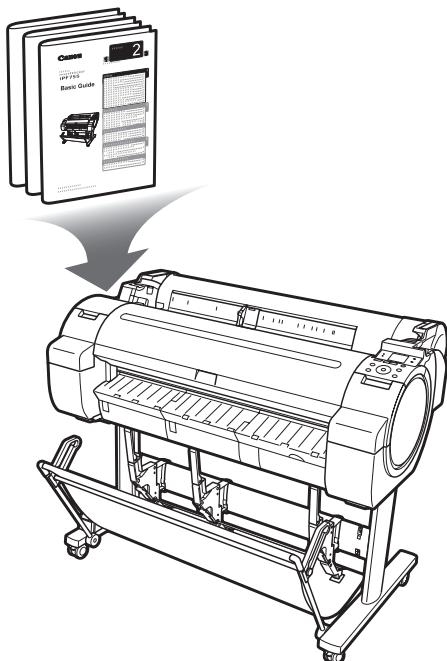


Canon

Large-Format Printers
imagePROGRAF
**iPF650/iPF655
iPF750/iPF755**

Basic Guide



Troubleshooting

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This Basic Guide includes three booklets.

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

Printer Operations

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

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Troubleshooting

This section gives troubleshooting tips in case of problems.

Paper Problems

Phenomenon	Cause	Corrective Action
Roll Paper Cannot be Inserted into the Paper Feed Slot	The roll paper is warped.	Straighten out curls and reload the roll.
	Paper is jammed by the paper feed slot.	Remove the jammed paper. (→ 2 , If Roll Paper Jams) (→ 2 , If a Sheet Jams)
Cannot load sheets	The paper source selection is incorrect.	Press the Load button and select the paper source.
Paper is not cut straight	The paper is bent or curled at the cut position.	Straighten out any curling by the edges of the paper.
	Paper rises by the ends of the cut position before it is cut.	Reload the paper correctly.
	You are using paper that cannot be cut with the Cutter Unit .	Specify Manual in Cutting Mode in the Control Panel menu and use scissors or a cutting tool to cut the roll after printing. (→ "Specifying the Cutting Method for Rolls," User Manual)
Paper is not cut	In the printer driver, No or Print Cut Guideline is specified in Auto Cut .	Specify Yes in Auto Cut in the printer driver.
	In the Control Panel menu, Cutting Mode is set to Eject or Manual .	If the Cutting Mode is Eject , press the Cut button to cut the paper. If the Cutting Mode is Manual , cut rolls with scissors or the like.
A depression is left on the leading edge	Keeping a roll in the printer for a long time without printing on it may leave a depression on the leading edge.	When printing quality is most important, we recommend setting TrimEdge Reload to On or Automatic so that the paper edge is automatically cut before printing. (→ 1 , Menu Map)
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)
Roll Paper is Continuously Ejected	Although sheets are selected as the paper source, a roll was advanced.	After roll ejection stops, follow these steps to reload the roll. 1. Push the Release Lever back. 2. Open the Roll Cover . 3. Using both hands, rotate the Roll Holder toward the back to rewind the roll. At this time, ensure that both ends of the roll are rewound evenly. 4. Pull the Release Lever forward. 5. Load the roll. At this time, be sure to press the Load button and select Load Roll Paper . (→ 1 , Loading Rolls in the Printer)

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 printer is not selected in the printer driver. (The printer is in Sleep mode.)	In Windows, select the printer by clicking Select Printer or Printer in the printing dialog box and try printing again. In Mac OS X, select the printer by clicking Printer Setup Utility (or Print Center) and try printing again.
	The print job is paused. (The printer is in Sleep mode.)	In Windows, restart the print job as follows. 1. Select the printer icon in the Printers and Faxes (or Printers) window. 2. Clear Pause Printing in the File menu to restart the print job. In Mac OS X, restart the print job as follows. 1. Click Print & Fax . (This is identified as Printer Setup Utility in some versions of Mac OS X.) 2. Select the printer, and then Start Jobs in the Printers menu to restart the print job.
The printer does not respond even if print jobs are sent	In the Control Panel menu, Pause Print is On .	Set Pause Print to Off . (→"Pausing Printing," User Manual)
	You have selected Save in mail box in Output Method on the printer.	Print the job saved on the printer's hard disk. (→"Printing Saved Jobs," User Manual)
	Print jobs are pending.	Manage the jobs on hold and print as needed. (→"Managing Pending Jobs (Printing or Deleting Jobs on Hold)," User Manual)
Ink Filling.. is displayed	The printer was forced off during operation.	Wait until the system has been filled with ink. This process may take about seven and a half minutes.
The display screen indicates Agitating	Ink agitation is in progress.	Please wait until ink agitation is finished. The time for agitation varies depending on how long the printer has been off. (Between about 30 seconds and two minutes.)

The printer stops during a print job

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

Problems with the Printing Quality

Phenomenon	Cause	Corrective Action
Printing is faint	You may be printing on the wrong side of the paper.	Print on the printing surface.
	The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and see if they are clogged. (→"Checking for Nozzle Clogging," User Manual)
	Because the printer was left without ink tanks installed for some time, ink has become clogged in the ink supply system.	After the ink tanks have been installed for 24 hours, run Head Cleaning B from the Control Panel . (→ 2 , If Printing is Faint)
	Paper is jammed inside the Top Cover .	Follow the steps below to remove the jammed piece of paper inside the Top Cover . 1. Open the Top Cover and make sure the Carriage is not over the Platen . 2. Remove any scraps of paper inside the Top Cover . (→ 2 , If Roll Paper Jams) (→ 2 , If a Sheet Jams) 3. Close the Top Cover .
	The ink was not dry when paper was cut.	Specify a longer drying period in the Control Panel menu, in Paper Details > Roll DryingTime . (→ 1 , Menu Map)
	Printing may be faint if Print Quality in Advanced Settings in the printer driver is set to Standard or Draft .	In Advanced Settings of the printer driver, choose Highest or High in Print Quality . Printing in Draft or Standard mode is faster and consumes less ink than in Highest or High modes, but the printing quality is lower. (→"Giving Priority to Particular Graphic Elements and Colors for Printing," User Manual)

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

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

Phenomenon	Cause	Corrective Action
The surface of the paper is dirty	The Paper Retainer is soiled.	Clean the Paper Retainer . (→ 2 , If Paper is Soiled)
	You are using a paper that does not dry easily.	In the Control Panel menu, set Roll DryingTime to at least 1 min . (→ 1 , Menu Map)
		When paper that does not dry easily is used for printing, it may curl during printing and touch the output tray. In this case, in the Control Panel menu, set Scan Wait Time to an option other than Off . However, note that printing will now take longer. (→ 1 , Menu Map)
The back side of the paper is dirty	The Platen has become dirty after borderless printing or printing on small paper.	Open the Top Cover and clean the Platen . (→ 2 , If Paper is Soiled)
	The Platen has become soiled because you have set Width Detection to Off in the Control Panel menu.	Set Width Detection to On in the Control Panel menu, and then open the Top Cover and clean the Platen . (→ 2 , If Paper is Soiled)
		Open the Top Cover and clean the Platen . After this, manually advance the roll onto the Platen before printing. (→ 2 , If Paper is Soiled) (→ "Feeding Roll Paper Manually," User Manual)
Printed colors are inaccurate	The Paper Retainer is soiled.	Clean the Paper Retainer . (→ 2 , If Paper is Soiled)
	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 Adjustment to Straighten Lines and Colors (Head Posi. 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 Control Panel menu, Adj. Priority is set to Print Length .	Setting Adj. Priority to Print Quality in the Control Panel menu and adjusting the feed amount may improve results. (→"Adjusting the Feed Amount," User Manual)
	The Printhead is out of alignment.	Adjust the Printhead alignment. (→ 2 , If Vertical Lines are Warped or Colors are Misaligned)
	The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and see if they are clogged. (→"Checking for Nozzle Clogging," User Manual)
	Streaks may occur if you set the Print Quality too low.	Choose a higher level of Print Quality in the Advanced Settings of the printer driver and try printing again. Printing in Draft or Standard mode is faster and consumes less ink than in Highest or High modes, but the printing quality is lower. (→"Giving Priority to Particular Graphic Elements and Colors for Printing," User Manual)
The type of paper specified in the printer driver does not match the type loaded in the printer.	The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (→ 1 , Loading Rolls in the Printer) (→ 1 , Loading Sheets in the Printer)
		Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.

Phenomenon	Cause	Corrective Action
Colors in printed images are uneven	Line Drawing/Text is selected when printing images in many solid colors.	In Print Priority in the Advanced Settings of the printer driver, choose Image .
	You are printing on paper that curls easily.	Printed colors may appear uneven on the leading edge of paper that is susceptible to curling. Select a stronger level in VacuumStrength in the Control Panel menu to increase suction against the paper, or specify a trailing margin of 20 mm (0.79 in) or more. (→"Adjusting the Vacuum Strength (VacuumStrength)," 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.
	Density may be uneven if you use Glossy Paper or Coated Paper.	In Advanced Settings of the printer driver, choose Highest or High in Print Quality .
	The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (→ 1, Loading Rolls in the Printer) (→ 1, Loading Sheets in the Printer) Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.

Phenomenon	Cause	Corrective Action
Image edges are blurred or white banding occurs	The Platen suction is too strong.	In the Control Panel menu, set VacuumStrength to Weakest . (→"Adjusting the Vacuum Strength (VacuumStrength)," User Manual)
	The Printhead is set too high in the Control Panel menu.	In the Control Panel menu, set Head Height to Lowest . (→"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)
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)
The length of printed images is inaccurate in the feeding direction	In the Control Panel menu, Adj. Priority is set to Print Quality .	Set Adj. Priority to Print Length in the Control Panel menu, and then execute Adjust Length . (→"Adjusting the Feed Amount," User Manual)
	The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (→ 1, Loading Rolls in the Printer) (→ 1, Loading Sheets in the Printer)

Phenomenon	Cause	Corrective Action
Images are printed crooked	In the Control Panel menu, Skew Check Lv. is set to Loose or Off .	In the Control Panel menu, set Skew Check Lv. to Standard .
	In the Control Panel menu, Width Detection is set to Off .	Set Width Detection to On in the Control Panel menu.
Documents are printed in monochrome	In the Advanced Settings of the printer driver, Monochrome , 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.	Access the printer driver Properties dialog box from Print in the File menu of the source application, and follow these steps to print. 1. Clear the option Open Preview When Print Job Starts on the Main sheet. 2. Clear the option Page Layout on the Layout sheet. 3. Click the Special Settings button on the Layout sheet to display the Special Settings dialog box, and then clear the Fast Graphic Process check box.
	The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (→1, Loading Rolls in the Printer) (→1, Loading Sheets in the Printer) Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
Lines are misaligned	The Printhead alignment is not adjusted.	Adjust the Printhead alignment. (→2, If Vertical Lines are Warped or Colors are Misaligned) (→"Manual Adjustment to Straighten Lines and Colors (Head Posi. Adj.)," User Manual) (→"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. Press the Stop button and stop 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.</p> <p>The bottom indicator is green if the printer is connected via 1000BASE-T, while the top indicator is orange if connected via 100BASE-TX and the top indicator is green if connected via 10BASE-T.</p> <p>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. <p>Insert the Ethernet cable until it clicks and locks in place.</p> <ul style="list-style-type: none"> • Make sure there is no problem with the Ethernet cable. • Check the communication mode with the hub. <p>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.</p> <p>(→"Configuring the Communication Mode Manually," User Manual)</p>
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.</p> <p>(→"Configuring the IP Address Using imagePROGRAF Device Setup Utility," User Manual)</p> <p>(→"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.</p> <p>(→"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.</p> <p>(→"Configuring the Printer Driver Destination (Windows)," User Manual)</p> <p>(→"Configuring the Destination in TCP/IP Networks (Macintosh)," 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 (Macintosh)," User Manual) (→"Configuring the Destination for Bonjour Network (Macintosh)," 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.

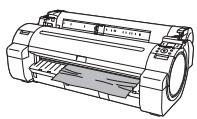
HP-GL/2 Problems

Phenomenon	Cause	Corrective Action
Lines or images are incomplete in printed HP-GL/2 jobs.	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 in the Control Panel menu.	In the Control Panel , set Auto Rotate to Off and print again. (→ 1, Menu Map)
With HP-GL/2, printing is misaligned	The plotter origin is incorrect.	Check the printing commands.
	The Margin setting in the Control Panel menu is incorrect.	Adjust the Margin setting values in the Control Panel menu.
Lines are printed too thick or thin in HP-GL/2 print jobs	The Width setting in the Control Panel menu is incorrect.	Check the Width setting value specified for Pen no. in the palette (Palette A or Palette B) selected in the Control Panel menu. If fine lines are printed faintly, setting ThickenFineLines to On will print the lines more distinctly. (→ 1, Menu Map)
HP-GL/2 jobs are printed in monochrome (or color)	The Color Mode setting in the Control Panel menu is incorrect.	Check the Color Mode setting in the Control Panel menu. (→ 1, Menu Map) However, for optimal Printhead performance, the printer consumes trace amounts of color ink even when Monochrome is selected as Color Mode .
Printed colors of lines are inaccurate during HP-GL/2 printing	AdjustFaintLines is On in the Control Panel menu.	Setting AdjustFaintLines to Off in the Control Panel menu 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.	Please wait a while until printing is finished.
	A job was printed when Input Resolution in the Control Panel menu was set to 600dpi .	In the Control Panel menu, set Input Resolution to 300dpi and print again. (→ 1, Menu Map)
The printer stops when printing an HP-GL/2 job (the carriage stops moving)	The printer is analyzing the print job.	Please wait a while until printing is finished.
	A job was printed when Input Resolution in the Control Panel menu was set to 600dpi .	In the Control Panel menu, set Input Resolution to 300dpi and print again. (→ 1, Menu Map)
Replotting with HP-GL/2 jobs is not possible.	The data was lost because of replotting.	Data for replotting is lost after the following operations. In this case, send the print job again. 1. The memory buffer was cleared from the Control Panel . 2. The printer was turned off. 3. The printer received a new HP-GL/2 print job. 4. Printing has been canceled
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 the Control Panel menu, set PageSizeProcess1 to On . (→ 1, Menu Map)
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. (→ 1, Menu Map)

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 suction 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 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 suction 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 30 seconds. The ink is also agitated automatically under the following conditions. Note that other operations are not possible while Agitating is displayed on the control panel. <ul style="list-style-type: none"> • After the printer is turned on. (The time for agitation varies depending on how long the printer was off—between about 30 seconds and two minutes.) • After data transmission. (After about a minute and a half, 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.) <p>In other cases, contact your Canon dealer.</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.
The printer consumes a lot of ink	Many full-page color images are printed.	In print jobs such as photos, images are filled with color. This consumes a lot of ink. This does not indicate a problem with the printer.
	Head Cleaning B in the Control Panel menu is executed frequently.	Head Cleaning B in the Control Panel menu consumes a lot of ink. This does not indicate a problem with the printer. Unless the printer has been moved or stored for a long period or you are troubleshooting Printhead problems, we recommend not performing Head Cleaning B , to the extent possible.
	You have just finished initial installation, when more ink is consumed to fill the system.	After initial installation or at the first-time use after transfer, ink flows into the system between the Ink Tank and Printhead, which may cause the ink level indicators to drop to 80%. This does not indicate a problem with the printer.
	The printhead nozzles are clogged.	Check for nozzle clogging. (→"Checking for Nozzle Clogging," User Manual)
The printer takes time to start up	The printer may have shut down incorrectly last time. This may happen after power outages or if the printer is unplugged before it is turned off. In this case, the next time power is restored, the printer's hard disk is checked, and startup may take some time.	Please wait a while, because it may take several minutes to finish checking the hard disk. If an error message is displayed after the hard disk check, follow the instructions indicated to resolve the problem.



If Roll Paper Jams

Clear jammed roll paper as follows.

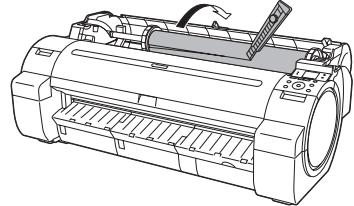


- If jammed paper remains in the paper feed slot, refer to the following instructions to remove it.
(→"Clearing Jammed Paper (Paper Feed Slot)," User Manual)

■ Prepare to remove the jammed paper

1

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

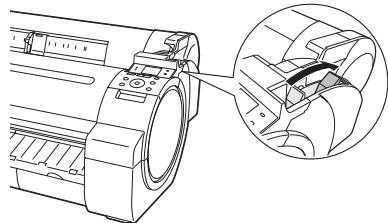


- When cutting paper, be careful to avoid injury or damage to the printer.

Caution

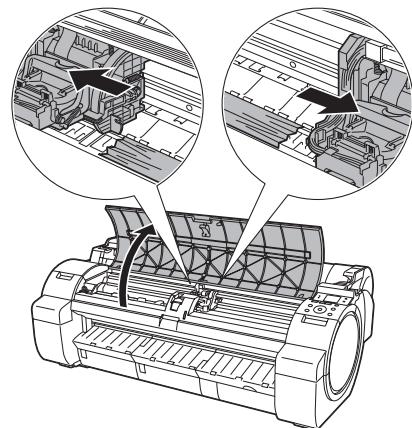
2

Push the **Release Lever** back.



Clear any jammed paper from inside the Top Cover

- 1** Open the **Top Cover** and move the **Carriage** to the left or right side manually, away from the jam.

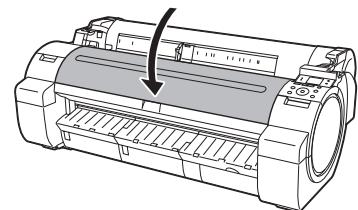


Do not move the **Carriage** over jammed paper. This may damage the Printhead.

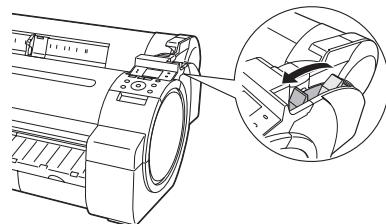
Important

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

- 3** Close the **Top Cover**.



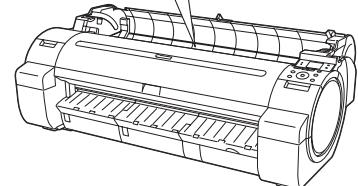
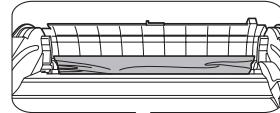
- 4** Pull the **Release Lever** forward.



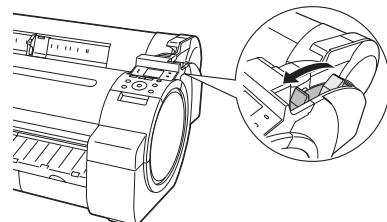
Clear any jammed paper from near the Paper Feed Slot for rolls

1 Open the **Roll Cover**.

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

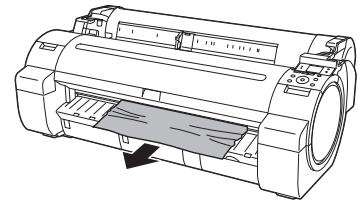


3 Pull the **Release Lever** forward.

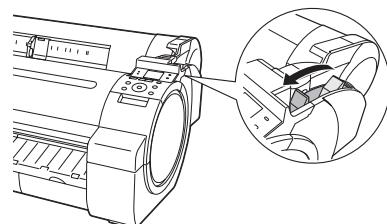


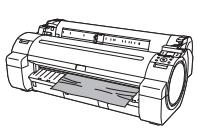
Clear any jammed paper near the Ejection Guide

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



2 Pull the **Release Lever** forward.





If a Sheet Jams

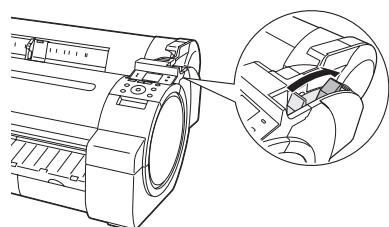
Clear jammed sheets as follows.



- MEMO • If jammed paper remains in the paper feed slot, refer to the following instructions to remove it.
(→"Clearing Jammed Paper (Paper Feed Slot)," User Manual)

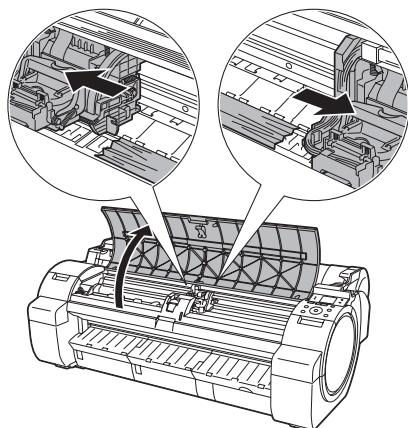
Prepare to remove the jammed paper

- 1** Push the **Release Lever** back.



Clear any jammed paper from inside the Top Cover

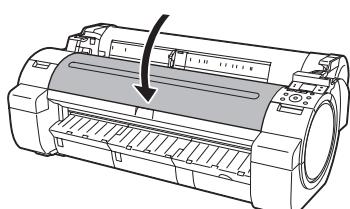
- 1** Open the **Top Cover** and move the **Carriage** to the left or right side manually, away from the jam.



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

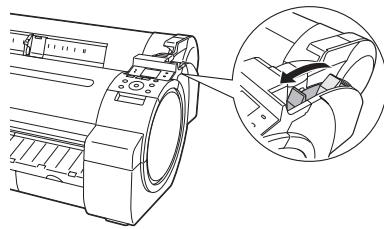
- 2** Clear any jammed paper from inside the **Top Cover**.
After removing the paper, make sure there are no other scraps of paper in the printer.

- 3** Close the **Top Cover**.



4

Pull the **Release Lever** forward.

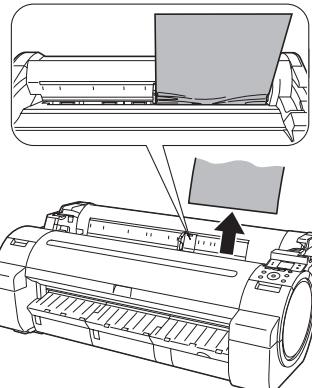


Clear any jammed paper near the Paper Feed Slot

1

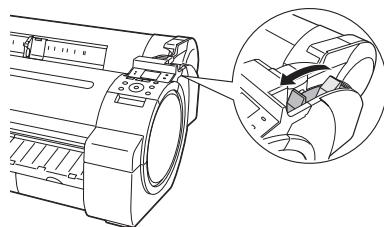
Remove the jammed paper from the **Paper Feed Slot**.

After removing the paper, make sure there are no other scraps of paper in the printer.



2

Pull the **Release Lever** forward.

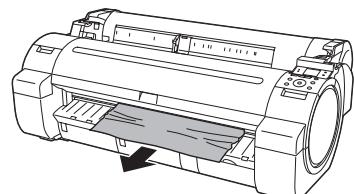


Clear any jammed paper near the Ejection Guide

1

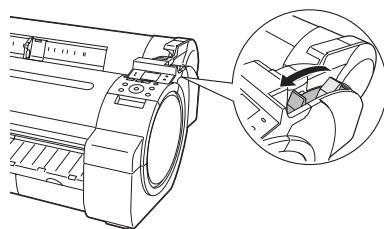
Remove the jammed paper from the **Output Tray**.

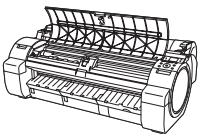
After removing the paper, make sure there are no other scraps of paper in the printer.



2

Pull the **Release Lever** forward.





If Paper is Soiled

Clean inside the top cover of the printer as follows.

Clean inside the **Top Cover** once a month to maintain better printing quality and help prevent problems.

Also clean inside the **Top Cover** in the following situations to ensure optimal operation.

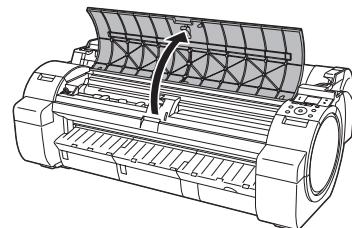
- If the printed surface or the underside of paper is dirty after printing
- After you have used up a roll
- After borderless printing
- After printing on small paper
- After printing on paper that generates a lot of cutting debris
- If you have replaced the roll
- After printing on paper that generates a lot of paper dust
- After printing on adhesive paper



- 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.
 - Printing on adhesive paper may leave adhesive on the **Platen**, **Paper Retainer**, or other parts. To prevent paper jams, we recommend cleaning inside the **Top Cover** after printing.

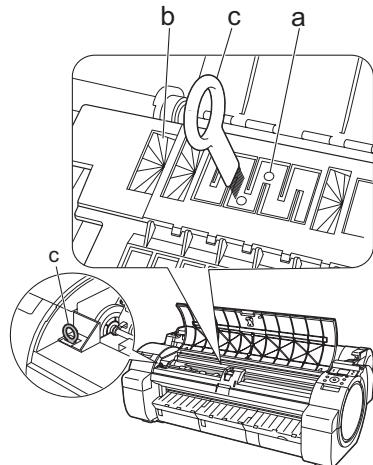
1

Open the **Top Cover**.



2

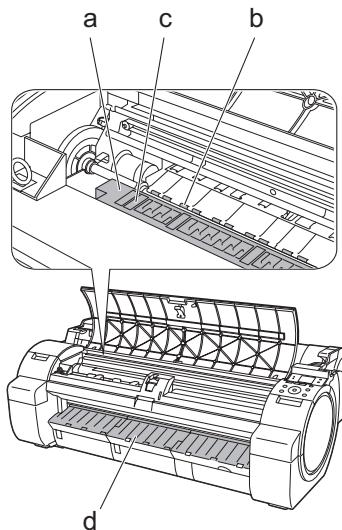
If paper dust has accumulated in the **Vacuum holes** (a) on the **Platen** or in the **Borderless Printing Ink Grooves** (b), use the **Cleaning Brush** (c) provided with the printer to wipe it away.



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

3

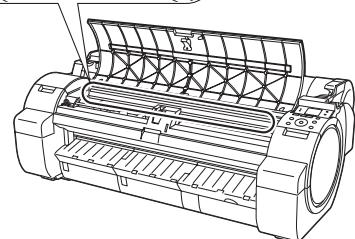
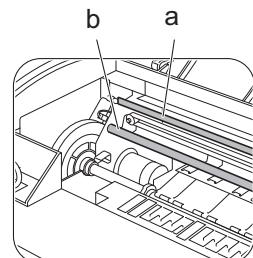
Using a damp cloth that you have wrung out completely, wipe inside the **Top Cover** to clean it.
Wipe away any ink residue on the **Platen** as a whole (a), the **Paper Retainer** (b), **Borderless Printing Ink Grooves** (c), and **Ejection Guide** (d).



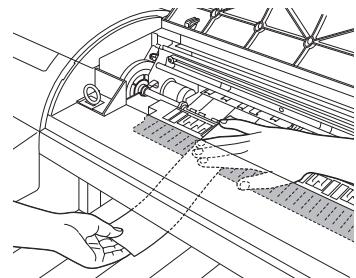
- Do not use a dry cloth to wipe inside the **Top Cover**. This may create a static charge, which may attract dust and affect the printing quality.

Important

- Do not touch the **Linear Scale** (a) or **Carriage Shaft** (b).

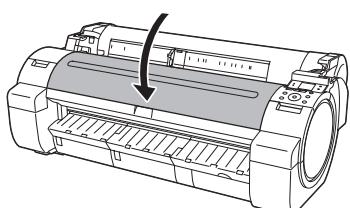


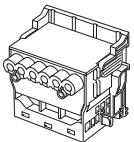
- When cleaning between the **Platen** and **Ejection Guide**, use a damp cloth that you have wrung out completely to wipe over the **Output Tray** and along grooves.



4

Close the **Top Cover**.





If Printing is Faint

Clean the printhead as follows.

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

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

• Head Cleaning A

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

• Head Cleaning B

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



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

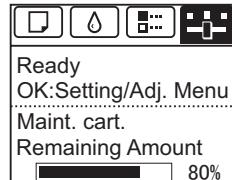
Caution



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

1

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



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

MEMO

2

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

3

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

4

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

5

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

6

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



If Vertical Lines are Warped or Colors are Misaligned

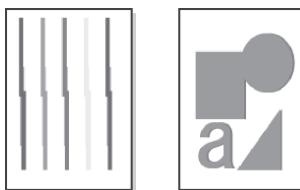
This section describes how to perform automatic adjustment of the printhead to straighten lines and colors.

If printed vertical lines are warped or colors are out of alignment, execute **Head Posi. Adj.** to adjust the Printhead alignment.

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

Auto(Standard) will fix most slight image distortion or color misalignment, but if not, try **Auto(Advanced)**.

Use **Auto(Standard)** or **Auto(Advanced)** to have the printer print and read a test pattern for automatic printhead adjustment.



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

- This function is not available with CAD Tracing Paper, CAD Translucent Matte Film, or CAD Clear Film. If adjustment is not possible as expected using highly transparent film or similar media, try another type of paper, or try **Manual** adjustment. (→"Manual Adjustment to Straighten Lines and Colors (Head Posi. Adj.)," User Manual)



- MEMO**
- When printing on special paper, or if printing is not improved after **Auto(Advanced)**, try **Manual**.
(→"Manual Adjustment to Straighten Lines and Colors (Head Posi. Adj.)," User Manual)
 - Use **Auto(Standard)** if you have switched to another type of paper or if you want the boundaries between colors to appear as clear as possible.
 - Use **Auto(Advanced)** to fine-tune the space between nozzles or colors if you have switched the printhead or if clearer printing is required. We recommend **Auto(Advanced)** for printing at the highest level of quality.
 - We recommend using the type of paper you use most often for adjustment.

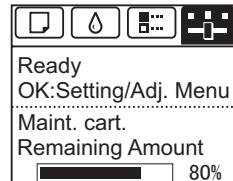
Paper to Prepare

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

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



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

- 3** Press the **OK** button.
 The **Set./Adj. Menu** is displayed.
- 4** Press **▲** or **▼** to select **Adjust Printer**, and then press the **OK** button.
- 5** Press **▲** or **▼** to select **Head Posi. Adj.**, and then press the **OK** button.
- 6** Press **▲** or **▼** to select **Auto(Standard)** or **Auto(Advanced)**, and then press the **OK** button.
 A test pattern is printed for adjustment.
 Adjustment is now finished if you have printed on a roll or a sheet of A2 size or larger.
- 7** If you are printing on sheets smaller than A2 size for **Auto(Advanced)**, a confirmation message is displayed requesting you to continue printing. Press the **OK** button and follow the instructions displayed.



If Banding Occurs

This topic describes how to adjust the feed amount automatically.

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

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

- **Auto(GenuinePpr)**

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

- **Auto(OtherPaper)**

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



- Always check the **Adj. Priority** values before using **Auto(GenuinePpr)** or **Auto(OtherPaper)**.
(→"Selecting a Feed Amount Adjustment Method (Feed Priority)," User Manual)
- Adjustment is not possible with **Auto(GenuinePpr)** and **Auto(OtherPaper)** when using highly transparent media. In this case, use **Manual** adjustment.
(→"Manual Banding Adjustment (Image Qual. Adj.)," User Manual)
- If additional fine-tuning is necessary after **Auto(GenuinePpr)** and **Auto(OtherPaper)**, execute **Adj. Fine Feed**
(→"Fine-Tuning the Paper Feed Amount (Adj. Fine Feed)," User Manual)
- Use **Adjust Length** to ensure that lines in CAD drawings are printed at exactly the right length.
(→"Adjusting Line Length (Adjust Length)," User Manual)
- 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
Auto(GenuinePpr): One sheet of unused paper of at least A4/Letter size
Auto(OtherPaper): Two sheets of unused paper of at least A4/Letter size (or one sheet when using A2 or larger)

Perform adjustment as follows.

1 Load the paper.

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

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

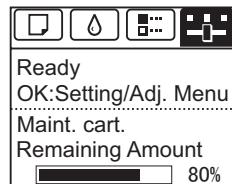
(→**1**, Loading Sheets in the Printer)



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

2

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



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

MEMO

3

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

4

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

5

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

6

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

7

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

8

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



If Line Length Does Not Match

Adjust the length of printed lines as follows.

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

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

- **AdjustmentPrint**: After a test pattern is printed, you will measure the discrepancy based on the results of printing.
- **Change Settings**: No test pattern is printed. Instead, you will measure a document already printed to determine the discrepancy.

Additionally, two modes are available in both **AdjustmentPrint** and **Change Settings**: **A:High** or **B:Standard/Draft**.

- **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.



- Always check the **Adj. Priority** values 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.

Paper to Prepare

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

Perform adjustment as follows.

1 Load 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. Adjustment cannot be completed correctly unless the loaded paper matches the settings.

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



- On the **Tab Selection screen** of the **Control Panel**, press ▲ or ▼ to select the **Settings/Adj. tab** (



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

3 Press the **OK** button.

The **Set./Adj. Menu** is displayed.

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

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

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

7 Press **▲** or **▼** to select **AdjustmentPrint** or **Change Settings**, and then press the **OK** button.

When you select **AdjustmentPrint**, a test pattern is printed for you to measure the scale and calculate the discrepancy. The scale bar shows "Millimeter" in 50 mm units and "Inch" in 1 inch units.



- A test pattern is printed in black when you choose **A:High** or in magenta if you choose **B:Standard/Draft**.

MEMO • To cancel printing the test pattern for adjustment, hold down the **Stop** button. When **Stop printing?** is displayed, press **▲** or **▼** to select **Yes**, and then press the **OK** button.

8 Press **▲** or **▼** to enter the amount of discrepancy, and then press the **OK** button.

If the scale is shorter than the actual size, use a positive setting value. If it is longer, use a negative value.

The feed amount can be adjusted in 0.02% increments.



Error Messages

Respond to error messages as follows.

Error messages

Check the message and take the appropriate action.

- Borderless printng not possible.
- Cannot adjust paper feed.
- Cannot adjust printhead.
- Cannot detect papr
- Check printed document.
- Close Ink Tank Cover
- Do not pull out ink tank.
- End of paper feed.
- Error in cutter position.
- 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.
- Maint. cart. The level is low
- Maintenance cartridge full.
- Maintenance cartridge problem.
- Maximum jobs stored.
- MediaType Mismatch
- Multi-sensor error
- No ink left.
- No ink tank loaded.
- No Maintenance Cartridge capacity.
- No printhead
- Not much ink is left.
- Paper cutting failed.
- Paper is crooked.
- Paper jam
- Paper not aligned with right guide.
- Paper position not suitable for borderless printing.
- Paper size not detected.
- PaprWidth Mismatch
- Parts replacement time has passed.
- Prepare for parts replacement.
- Printhead error
- Regular printing is selected, but a roll is loaded.
- Rel lever is in wrong position.

- Roll paper is not securely in contact with roll holder.
- Roll printing is selected.
- Roll printing is selected, but sheets are loaded.
- Sheet printing is selected.
- The mail box is full.
- The paper is too small.
- The paper is too small.
- The roll is empty.
- This paper cannot be used.
- This type of paper is not compatible with HP-GL/2.
- Too many jobs for mail box.
- Top cover is open.
- Unable to detect ink level correctly.
- Unknown file.
- Wrong ink tank.
- Wrong maintenance cartridge.
- Wrong printhead.

Other messages

These messages do not indicate problems that prevent printer operation. Check the message on the **Display Screen** and take action as necessary. Messages requiring special attention are as follows.

- Remaining level of the ink cannot be correctly detected.

Error Messages

Error Message	Cause	Corrective Action
GARO Wxxxx (x represents a number)	There is a problem with the print job.	<p>Try printing again, using the correct printer driver.</p> <p>It is also possible to continue printing in this state. However, you may not be able to obtain the desired printing results.</p>
GL2: W0502 The parameter is out of range.	A parameter specified in an HP-GL/2 command is out of the supported range.	<p>Check the print job.</p> <p>If you have specified ProcessingOption > Warning > On in the Control Panel menu, set it to Off instead.</p>
GL2: W0504 This command is not supported.	The printer has received an unsupported HP-GL/2 command.	<p>Check the print job.</p> <p>If you have specified ProcessingOption > Warning > On in the Control Panel menu, set it to Off instead.</p>
GL2: Wxxxx The memory is full. (xxxx is 0501, 0903, or 0904)	The printer memory is full.	<p>Because the entire print job could not be received, the printer may not be able to print the entire original. Check the printing results.</p> <p>In the Control Panel menu, setting On-the-Fly to On may enable printing. However, check the printing results because the image may be incomplete in some cases.</p>
No ink left.	There is no ink left.	<p>Open the Ink Tank Cover and replace the Ink Tank for which the Ink Lamp is flashing. (→ 1, Replacing Ink Tanks)</p>
Ink insufficient.	The ink level is low, so you cannot print, clean the Printhead, or do other operations that require ink.	<p>Press ▲ or ▼ to select Rep. Ink Tank, and then press the OK button. Replace the Ink Tank that is low with a new Ink Tank. (→ 1, Replacing Ink Tanks)</p>
		<p>Press ▲ or ▼ to select Continue to print, and then press the OK button to resume printing. However, note that this error may affect the printing quality.</p>
Not much ink is left.	Not much ink is left.	<p>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-quality jobs.</p>
Unable to detect ink level correctly.	The remaining ink level could not be correctly detected.	<p>Close the Ink Tank Cover. The buzzer will stop once the error is cleared.</p>
Close Ink Tank Cover	The Ink Tank Cover is open.	<p>Close the Ink Tank Cover. The buzzer will stop once the error is cleared.</p>
Ink tank is empty.	There is no ink left in an ink tank.	<p>Open the Ink Tank Cover and replace the Ink Tank for which the Ink Lamp is flashing. (→ 1, Replacing Ink Tanks)</p>

Error Message	Cause	Corrective Action
No ink tank loaded.	There is no Ink Tank in the printer.	Load or reload the Ink Tank. (→ 1 , Replacing Ink Tanks)
	There is a problem with the Ink Tank.	Replace it with a new Ink Tank. (→ 1 , Replacing Ink Tanks)
Wrong ink tank.	The Ink Tank in the printer is incompatible.	Load an Ink Tank specified for use with the printer. (→ 1 , Replacing Ink Tanks)
Do not pull out ink tank.	The remaining ink level could not be correctly detected.	Install the Ink Tank that was removed. The buzzer will stop once the error is cleared.
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)
Check printed document.	The Printhead nozzles are becoming clogged.	If printing is faint, clean the Printhead. (→ 2 , If Printing is Faint)
Top cover is open.	The printer has detected that the Top Cover is open.	Open the Top Cover fully, remove any foreign objects, and close the Top Cover again.
		If the error occurs again, close the Top Cover , turn off the printer, and wait a while before restoring power.
Error in cutter position.	The Cutter Unit stops in the middle of cutting.	1. Push the Release Lever back and remove the paper. 2. Pull the Release Lever forward.
Regular printing is selected, but a roll is loaded.	A print job for printing on sheets was sent when a roll is loaded.	1. Press ▲ or ▼ to select Remove Roll Paper , and then press the OK button to stop printing. 2. After removing the roll, load and print on a sheet of the type and size of paper you have specified in the printer driver. (→ 1 , Removing the Roll from the Printer) (→ "Loading and Printing on Sheets," User Manual)
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.	Press ▲ or ▼ to select Load Cut Sheet , and then press the OK button. Load the sheet, and then print. (→ "Loading and Printing on Sheets," User Manual)
		To print on rolls, follow these steps. 1. Press ▲ or ▼ to select Stop Printing , and then press the OK button to stop printing. 2. Load a roll and try printing again. (→ "Loading and Printing on Rolls," User Manual)

Error Message	Cause	Corrective Action
Cannot adjust paper feed.	The Printhead nozzles are clogged.	Execute Adj. Quality again, as follows. 1. Press the OK button to clear the error. 2. Print a test pattern to check the nozzles. (→"Checking for Nozzle Clogging," User Manual) 3. Clean the Printhead if the nozzles are clogged. (→ 2 , If Printing is Faint) 4. Execute Adj. Quality again. (→ 2 , If Banding Occurs)
	Highly transparent film is loaded that cannot be used for automatic feed amount adjustment.	Press the OK button to clear the error, and then adjust the feed amount manually. (→"Manual Banding Adjustment (Image Qual. Adj.)," User Manual)
End of paper feed.	You are pressing the ▲ button on the Control Panel and trying to rewind the roll to the edge.	Release the ▲ button.
Insufficient paper for job	The printer has received a print job longer than the amount of roll paper left when ManageRemainRoll in the Control Panel menu is On .	Press ▲ or ▼ to select Print , and then press the OK button to resume printing. However, the roll paper may run out during the print job and you may not be able to print all of the document. Press ▲ or ▼ to select Change Paper , and then press the OK button to stop printing. Either change the printer driver Paper Source setting or the GL2 Settings > Paper 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. (→ 1 , Removing the Roll from the Printer) (→ 1 , Loading Rolls in the Printer)
This type of paper is not compatible with HP-GL/2.	The printer has received an HP-GL/2 print job that cannot be printed on the paper that has been advanced.	Follow these steps to replace the type of paper in the printer. 1. Press ▲ or ▼ to select Stop Printing , and then press the OK button to stop 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) Press ▲ or ▼ to select Print , and then press the OK button to resume printing. However, note that this error may cause paper jams and affect the printing quality.

Error Message	Cause	Corrective Action
This paper cannot be used.	Paper larger than the printer's maximum supported size has been loaded.	Push the Release Lever back and load paper of the correct size. (→"Paper Sizes," User Manual)
	Paper smaller than the printer's minimum supported size has been loaded.	Push the Release Lever back 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.	Push the Release Lever back and load unused paper of A4 size or larger. More than one sheet may be required depending on the adjustment.
Hardware error. xxxxxxxx-xxxx (x represents a letter or number)	The last portion of roll paper was used during a print job. The paper was not advanced because the trailing edge is taped to the roll.	Turn off the printer and remove the roll from the printer before restoring power.
	Fastening tape or the Belt Stopper has not been removed inside the Top Cover .	Turn off the printer, open the Top Cover and remove the tape or the Belt Stopper before restoring power.
	An error requiring service may have occurred.	Turn off the printer and wait at least three seconds before restoring the power. If the message is displayed again, write down the error code and message, turn off the printer, and contact your Canon dealer for assistance.
Hard disk error.	The format of the printer's hard disk is invalid.	Press the OK button to start reformatting the hard disk. When formatting is finished, data on the printer hard disk is erased and the printer automatically restarts.
File read error.	Files on the printer's hard disk have become corrupted.	Restart the printer. Only the corrupted files will be deleted, and the printer will restart.
Unknown file.	Data sent to keep the printer up to date (such as paper information) is in the wrong format.	Check the data. Turn off the printer and wait a while before restoring power, and then resend the data.
	You have uploaded firmware for a different model.	Check the firmware version. Turn off the printer and wait a while before restoring power, and then resend the firmware. If the message is displayed again, contact your Canon dealer for assistance.

Error Message	Cause	Corrective Action
Borderless printing not possible.	The print job received specifies a type or width of paper that is not compatible with borderless printing.	<p>Follow these steps to change the settings of the print job to enable borderless printing.</p> <ol style="list-style-type: none"> Press ▲ or ▼ to select Stop Printing, and then press the OK button. Make sure the correct printer driver for the printer is selected and try printing again. For information on types of paper compatible with borderless printing, refer to the Paper Reference Guide. (→"Types of Paper," User Manual)
		Select None when you have set Detect Mismatch on the control panel to Warning .
		Press ▲ or ▼ to select Print With Border , and then press the OK button to continue printing. The document will be printed with a border.
	The loaded paper is a size not compatible with borderless printing.	<p>Replace the paper with paper compatible for borderless printing as follows.</p> <ol style="list-style-type: none"> Press ▲ or ▼ to select Change Paper, and then press the OK button to remove the roll. (→1, Removing the Roll from the Printer) (→1, Removing the Roll Holder from Rolls) Replace the paper with paper compatible for borderless printing. (→1, Attaching the Roll Holder to Rolls) (→1, Loading Rolls in the Printer) <p>The printer now starts printing the print job. For information on types of paper compatible with borderless printing, refer to the Paper Reference Guide. (→"Types of Paper," User Manual)</p>
		Press ▲ or ▼ to select Stop Printing , and then press the OK button.
		Press ▲ or ▼ to select Print With Border , and then press the OK button to continue printing. The document will be printed with a border.
Prepare for parts replacement.	It is almost time to replace consumables for which service is required.	You can continue to use the printer for some time until Parts replacement time has passed. will be displayed. Contact your Canon dealer for assistance.
Parts replacement time has passed.	It is past the recommended time to replace consumables for which service is required.	Contact your Canon dealer for assistance.
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)

Error Message	Cause	Corrective Action
Execute printhead cleaning.	The Printhead nozzles are clogged.	<p>Follow these steps to clean the Printhead.</p> <ol style="list-style-type: none"> 1. Stop printing by pressing ▲ or ▼ to select Stop Printing. 2. Clean the Printhead. (→ 2, If Printing is Faint) <p>If this message is still displayed, replace the Printhead. (→ 1, Replacing the Printhead)</p>
		<p>Press ▲ or ▼ to select Print, and then press the OK button to resume printing. However, note that this error may affect the printing quality.</p>
		<p>If OK is shown on the Display Screen, clean the Printhead.</p> <ol style="list-style-type: none"> 1. Press the OK button on the Control Panel to stop printing. 2. Clean the Printhead. (→ 2, If Printing is Faint) <p>If this message is still displayed, replace the Printhead. (→ 1, Replacing the Printhead)</p>
Cannot adjust printhead.	The Printhead nozzles are clogged.	<p>Execute Head Posi. Adj. again, as follows.</p> <ol style="list-style-type: none"> 1. Press the OK button to clear the error. 2. Print a test pattern to check the nozzles. (→ "Checking for Nozzle Clogging," User Manual) 3. Clean the Printhead if the nozzles are clogged. (→ 2, If Printing is Faint) 4. Execute Head Posi. Adj. again. (→ 2, If Vertical Lines are Warped or Colors are Misaligned)
	The Printhead cannot be aligned; highly transparent film is loaded.	<p>Press the OK 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>
	The Printhead is installed crooked.	<p>Straighten the Printhead as follows, and then execute Head Posi. Adj. again.</p> <ol style="list-style-type: none"> 1. Press the OK 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 Head Posi. Adj. again. (→ 2, If Vertical Lines are Warped or Colors are Misaligned)

Error Messages

Error Message	Cause	Corrective Action
Maximum jobs stored.	100 jobs are stored in the personal box.	Delete unneeded jobs stored in personal boxes. (→"Deleting Saved Jobs," User Manual)
The mail box is full.	There is no more space on the printer's hard disk.	Press the Stop button and stop printing.
		Delete print jobs from the queue. (→"Managing 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)
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.
Too many jobs for mail box.	Saved jobs exceed the personal box capacity.	Press ▲ or ▼ to select Stop Printing , and then press the OK button.
		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)
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.
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)

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)
Wrong maintenance cartridge.	A Maintenance Cartridge for a different model of printer is installed.	Replace it with the Maintenance Cartridge for your particular model.
Maint. cart. The level is low	The Maintenance Cartridge is almost full.	You can continue to print, but prepare a new Maintenance Cartridge to use when the message for replacement is displayed.
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 .	<ol style="list-style-type: none"> Push the Release Lever back and remove the paper. Load the paper. Pull the Release Lever forward. If Not finished printing. Finish printing remaining jobs? is shown on the Display Screen, press the OK button. Printing will resume, starting from the page on which the error occurred. (→ 1, Loading Rolls in the Printer)
	There is a foreign object by the Output Tray , obstructing the Cutter Unit .	<ol style="list-style-type: none"> Lift the Top Cover and remove the foreign object. 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.	<ol style="list-style-type: none"> Specify Manual as the cutting method and use scissors or a cutting tool to cut the roll. (→ "Specifying the Cutting Method for Rolls," User Manual) For information about paper that is compatible with automatic cutting, see the Paper Reference Guide. (→ "Types of Paper," User Manual) Push the Release Lever back and remove the paper.
	In other cases, the Cutter Unit may be damaged.	Contact your Canon dealer for assistance.

Error Message	Cause	Corrective Action
The paper is too small.	<p>When Detect Mismatch in the Control Panel menu is set to Pause, paper smaller than the size specified in the printer driver is loaded.</p>	<p>Press ▲ or ▼ to select Print, and then press the OK button to resume printing. However, note that this error may cause paper jams and affect the printing quality.</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. Press ▲ or ▼ to select Stop Printing, and then press the OK button to stop printing. 2. Change the paper size setting in the printer driver to the size loaded in the printer and try printing again.
	<p>When Detect Mismatch in the Control Panel menu is set to Warning, paper smaller than the size specified in the printer driver is loaded.</p>	<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. Press ▲ or ▼ to select Change Paper, and then press the OK button to stop printing. 2. Replace the loaded paper to match the paper width setting in the printer driver and try printing again. <p>You can continue to print, but note that this error may cause problems in the printing results.</p>

Error Message	Cause	Corrective Action
The paper is too small. Replace paper with A4/LTR (vertical) or larger	The loaded paper is too small.	Replace the paper with paper of A4/Letter (vertical) size or larger as follows. 1. Press ▲ or ▼ to select Change Paper , press the OK button, and remove the paper. (→ 1, Removing Sheets) 2. Switch to paper A4/Letter (vertical) or larger. (→ "Loading and Printing on Sheets," User Manual) The printer will resume printing.
		Press ▲ or ▼ to select Stop Printing , and then press the OK button.
The paper is too small. Replace roll with 10 in. wide or larger roll.	The loaded paper is too small.	Replace the roll with a roll 10 inches in width or larger as follows. 1. Press ▲ or ▼ to select Change Paper , and then press the OK button. (→ 1, Removing the Roll from the Printer) (→ "Removing the Roll Holder from Rolls," User Manual) 2. Replace the roll with a roll 10 inches wide or larger. (→ 1, Attaching the Roll Holder to Rolls) (→ 1, Loading Rolls in the Printer) The printer will resume printing.
		Press ▲ or ▼ to select Stop Printing , and then press the OK button.
The paper is too small. Remove paper and check pap. size	A sheet has come out of the printer during printing.	1. Press the Release Lever back and remove the paper. 2. Reload the sheet, aligning it with the guide on the right. 3. Pull the Release Lever forward. 4. If Not finished printing. Finish printing remaining jobs? is displayed, press the OK button. Printing will resume, starting from the page on which the error occurred. (→ 1, Loading Sheets in the Printer)

Error Message	Cause	Corrective Action
Paper jam Push the release lever back.	A paper jam occurred in the printer during printing.	<p>1. Push the Release Lever back and remove the jammed paper. (→ 2, If Roll Paper Jams) (→ 2, If a Sheet Jams)</p> <p>2. Load the paper.</p> <p>3. Pull the Release Lever forward.</p> <p>4. If Not finished printing. Finish printing remaining jobs? is shown on the Display Screen, press the OK button.</p> <p>Printing will resume, starting from the page on which the error occurred. (→ 1, Loading Rolls in the Printer) (→ 1, Loading Sheets in the Printer)</p>
Paper jam Manually rewind the roll all the way and press OK.	A paper jam occurred when advancing the paper.	<p>1. Rewind paper on the Roll Holder manually, all the way, and then press the OK button.</p> <p>2. Load the paper.</p> <p>3. If Not finished printing. Finish printing remaining jobs? is shown on the Display Screen, press the OK button.</p> <p>Printing will resume, starting from the page on which the error occurred. (→ 1, Loading Rolls in the Printer)</p>
Paper not aligned with right guide.	When paper was loaded, it was not aligned with the guide on the right side.	<p>Follow these step to reload a sheet.</p> <p>1. Push the Release Lever back.</p> <p>2. Pull out the sheet.</p> <p>3. Pull the Release Lever forward.</p> <p>4. Reload the sheet, aligning it with the guide on the right.</p>
Paper is crooked.	Paper loaded crooked was detected when the paper was advanced.	<p>Follow these steps to reload the roll.</p> <p>1. Push the Release Lever back.</p> <p>2. Adjust the right edge of the roll to make it parallel to the orange Paper Alignment Line.</p> <p>3. Pull the Release Lever forward. (→ 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. (→ 1, Attaching the Roll Holder to Rolls)</p> <p>Follow these step to reload a sheet.</p> <p>1. Push the Release Lever back.</p> <p>2. Pull out the sheet.</p> <p>3. Pull the Release Lever forward.</p> <p>4. Reload the sheet, aligning it with the guide on the right. (→ 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 and printing problems because paper may be askew when printed. Also, the Platen may become soiled, which may soil the back of the next document when it is printed.</p>

Error Message	Cause	Corrective Action
Paper size not detected.	Paper has been loaded askew, or warped paper has been loaded.	<p>Follow these steps to reload the roll.</p> <ol style="list-style-type: none"> Push the Release Lever back. Adjust the right edge of the roll to make it parallel to the orange Paper Alignment Line. Pull the Release Lever forward. 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. (→ 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. (→ 1, Attaching the Roll Holder to Rolls)</p>
		<p>Follow these step to reload a sheet.</p> <ol style="list-style-type: none"> Push the Release Lever back. Load the sheet, aligning it with the guide on the right. Pull the Release Lever forward. 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. (→ 1, Loading Sheets in the Printer)</p>
	Because the Platen is soiled with ink or other substances, the size of the clear film cannot be detected.	<p>Open the Top Cover and clean the entire Platen. (→ 2, If Paper is Soiled)</p>

Error Message	Cause	Corrective Action
MediaType Mismatch	When Detect Mismatch in the Control Panel menu is set to Pause , the type of paper loaded does not match the type specified in the printer driver.	<p>Follow these steps to ensure the paper type matches on the printer and in the printer driver.</p> <ol style="list-style-type: none"> 1. Press ▲ or ▼ to select Stop Printing, and then press the OK button. 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.	<p>When printing a test pattern for adjustment, use sheets of the same type of paper, in the required quantity. Replace the paper as follows and perform adjustment again.</p> <ol style="list-style-type: none"> 1. Press ▲ or ▼ to select Stop Printing, and then press the OK button. 2. Replace the paper. (→"Loading and Printing on Sheets," User Manual) 3. Execute adjustment again from the control panel menu.
	When Detect Mismatch in the Control Panel menu is set to Warning , the type of paper loaded does not match the type specified in the printer driver.	<p>Press ▲ or ▼ to select Print, and then press the OK button to resume printing. However, note that this error may cause paper jams and affect the printing quality.</p>

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

Error Message	Cause	Corrective Action
Cannot detect paper	The paper has come out of the printer.	Follow these steps to reload a sheet. 1. Remove the paper and press the OK button. 2. Reload the sheet, aligning it with the guide on the right. (→ 1, Loading Sheets in the Printer)
		Follow these steps to reload a sheet. 1. Push the Release Lever back and remove the paper. 2. Pull the Release Lever forward. 3. Reload the sheet, aligning it with the guide on the right. (→ 1, Loading Sheets in the Printer)
Release lever is in wrong position.	The Release Lever is pushed back.	Pull the Release Lever forward. Turn off the printer and wait a while before restoring power.
Roll printing is selected.	You have attempted to print a test print sheet or other printer status information on a roll, but no roll is loaded.	Press ▲ or ▼ to select Load Roll Paper , and then press the OK button. Load the roll, and then print. (→ 1, Attaching the Roll Holder to Rolls) (→ 1, Loading Rolls in the Printer) To print on sheets, follow these steps. 1. Press ▲ or ▼ to select Stop Printing , and then press the OK button to stop printing. 2. Load a sheet and try printing again. (→ "Loading and Printing on Sheets," User Manual)
Roll printing is selected, but sheets are loaded.	A print job for rolls was received when a sheet is loaded.	Follow these steps to load and print on a roll. 1. Press ▲ or ▼ to select Eject Cut Sheet , press the OK button, and remove the sheet. (→ 1, Removing Sheets) 2. Load a new roll. (→ 1, Loading Rolls in the Printer) The printer now starts printing the print job. Press ▲ or ▼ to select Stop Printing , and then press the OK button.

Error Message	Cause	Corrective Action
The roll is empty.	The roll is empty.	<p>Follow these steps to replace the used roll with a new roll of the same type and size.</p> <ol style="list-style-type: none"> 1. Press the Release Lever back and remove the roll. (→ 1, Removing the Roll from the Printer) (→ "Removing the Roll Holder from Rolls," User Manual) 2. Load the new roll. (→ 1, Attaching the Roll Holder to Rolls) (→ 1, Loading Rolls in the Printer) 3. If no barcode was printed on the roll, specify the type of paper. (→ "Changing the Type of Paper," User Manual) 4. When you have selected ManageRemainRoll > On in the Control Panel menu and a barcode is not printed on the roll, also specify the paper length. (→ "Specifying the Paper Length," User Manual) 5. If Not finished printing. Finish printing remaining jobs? is shown on the Display Screen, press the OK button. Printing will resume, starting from the page on which the error occurred.
	There is remaining roll paper, but because it could not be advanced, it could not be detected.	<p>Choose a higher level of Print Quality in the Advanced Settings of the printer driver. (→ "Giving Priority to Particular Graphic Elements and Colors for Printing," User Manual)</p>
Roll paper is not securely in contact with roll holder.	When the roll was loaded, the roll was not inserted firmly all the way on the Roll Holder .	<p>Follow these steps to reload the roll.</p> <ol style="list-style-type: none"> 1. Press the OK button and remove the roll holder from the printer. 2. Insert the roll firmly on the Roll Holder until it touches the flange. (→ 1, Attaching the Roll Holder to Rolls) 3. Load the Roll Holder in the printer.

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