Canon

Laser Beam Printer

Satera
LBP 5400

User's Guide

Contents

Turning the Printer ON/OFF

The power switch to turn the printer ON or OFF is located on the right side of the printer. Be sure to observe the following instructions in order to prevent unexpected problems.

Turning the Printer ON

To use this printer, press "|" of the power switch to turn the printer ON. After running a self-diagnostic test on the printer unit and optional accessories, the printer will be ready to print.

🤚 IMPORTANT

- Do not turn the power ON immediately after turning it OFF. If you want to turn the printer ON again after turning it OFF, wait at least 10 seconds after turning the printer OFF before turning it ON again.
- Be sure to set the paper cassette in the printer before you turn the power ON for the first time after you install the printer.

📝 NOTE

When you turn the power ON for the first time after you install a hard disk or when a problem has occurred to the hard disk, the printer is ready to print after approximately 60 seconds after it is turned ON because the hard disk is formatted after the printer is turned ON.

1 **Press "|" of the power switch on the printer.**
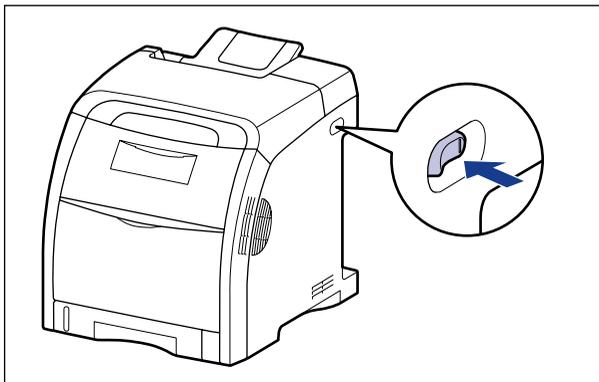
The indicators and display on the control panel come on, and the printer initiates a self-diagnostic test on the printer unit and optional accessories.
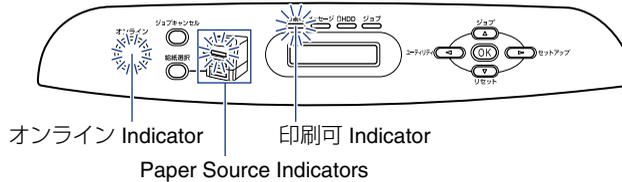
If no abnormality is found during the self-diagnostic test, the オンライン indicator, 印刷可 indicator and Paper Source indicator for the currently selected paper source come on, <00　インサツ　カノウ>, <00 LIPS>, or <00 ESC/P> appears in the display, and the printer is ready to print.

オンライン Indicator　　　　印刷可 Indicator

Paper Source Indicators

The following information is displayed in the display.

Printable and not processing print data　　　　00 インサツ カノウ　　A4　　Size of paper in the currently selected paper source

Turning the Printer OFF

Turn the printer OFF using the following procedure. The procedure for turning the printer OFF is different between when a hard disk is used and when it is not used.
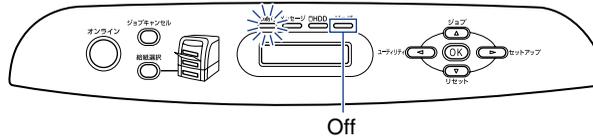
🖐 IMPORTANT

- When using the hard disk, be sure to turn the printer OFF as the procedure for the protection of the hard disk. (See p. 4)
- If the printer is used on a network, make sure that it is not printing data from another computer before turning the power OFF.
- If you turn the printer OFF when the ジョブ indicator is on, all the print data remaining in the printer memory will be erased. If there is any necessary print data remaining in the printer, wait until it is output, or press [リセット] in the offline state and then select < ハイシュツ > to output the data before turning the printer OFF.
- Do not turn the power OFF when the printer is in any of the following status:
  - While the printer is in the middle of printing
  - While the printer is running a self-diagnostic test immediately after turning the power ON
  - While a message informing you that the NVRAM is being initialized or being written is displayed
  - While <02　キドウチュウ > or <02　キャリブレーションチュウ > is displayed
- When you are using a hard disk, make sure that the HDD indicator is not on. If you turn the printer OFF while the HDD indicator is on (while data is being read from the hard disk or being written to the hard disk), the hard disk may be damaged and disabled.
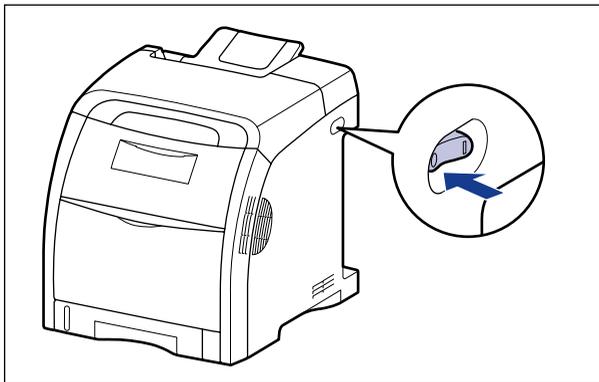
When Not Using a Hard Disk

When you are not using a hard disk, turn the printer OFF using the following procedure.

1 **Make sure that the ジョブ indicator is off.**

Off

2 **Press "○" of the power switch on the printer.**


When Using a Hard Disk (Only When a Hard Disk Is Installed)

When using the optional hard disk, turn the printer OFF using the following procedure.

🖐 IMPORTANT

- If you perform a shutdown when any job of which you stopped the operation or of secured print is in the hard disk, the message < ジョブガ　ノコッテイマス > is displayed. If you perform a shutdown, all the jobs are deleted. However, the jobs stored in the boxes are saved on the hard disk as it is. When you want to continue to print, press [オンライン] to place the printer online.
- Once you perform a shutdown, you cannot cancel the operation in midstream. When you want to turn the printer ON again, turn the printer OFF once following the instruction of the message, and then turn the printer ON.

1 **Make sure that the ジョブ indicator and HDD indicator are off.**

Off
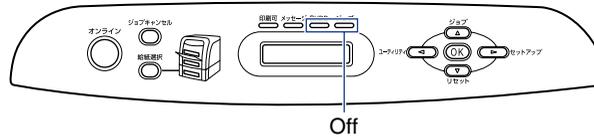
2 **Press [リセット].**

リセット

ソフトリセット　　　　　→

3 **Select < シャットダウン > using [◄] and [►], then press [OK].**

シャット ダウン　　　　→

4 **Confirm the message, then press [OK].**

ジッコウ シマスカ?

ジッコウ チュウ

デンゲンヲ オキリクダサイ

When the printer is ready to be turned OFF after the process for it is performed, the message < デンゲンヲオキリクダサイ > appears.

5 **When the message < デンゲンヲオキリクダサイ > appears, press "◯" of the power switch on the printer.**
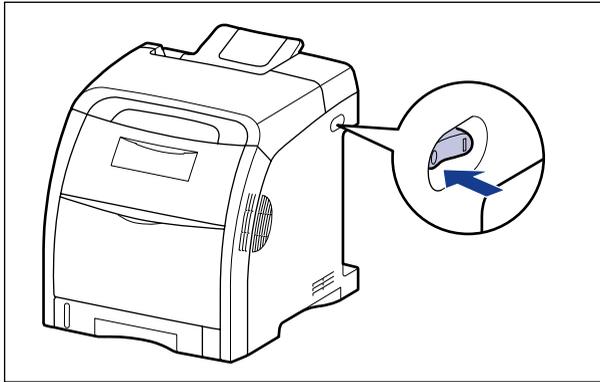
Online and Offline

When the printer can receive data from the computer and print the data, the printer is in the state of "Online", and when the printer is disconnected with the computer and cannot receive data, the printer is in the state of "Offline".

To perform the settings for each menu using the control panel, switch the printer status as follows:

○ : The status that you can enter the menu
- : The status that you cannot enter the menu

	When the printer is online	When the printer is offline
セットアップ Menu	○*	○
キュウシ　センタク Menu	○	○
リセット Menu	○	○
ジョブ Menu	○	-
ユーティリティ Menu	○	-

* You cannot specify the settings in the ユーザメンテナンス options when the printer is in the online status.

Placing the Printer Online

When printing from the computer, the printer has to be online. Before printing, make sure that the printer is online. If not, place the printer online using the following procedure. The printer comes online automatically after you turn it ON.

1 **Press [オンライン].**

The オンライン indicator comes on, and the printer is ready to print.

🖑 IMPORTANT
When an error is occurring in the printer (when the メッセージ indicator is on, or the number in the message blinks), the printer does not come online. Eliminate the cause of the error before you place the printer online.

NOTE

If the printer has entered Power Save Mode, the オンライン indicator is off even when the printer is online, and only the 印刷可 indicator is on. If the printer receives data while it is in the sleep mode, the mode is released, the オンライン indicator comes on, and the printer is ready to print.

Placing the Printer Offline

To configure the printer so that it does not receive data from the computer or specify the settings for all the options in the セットアップ menu, place the printer offline using the following procedure.

1 Press [オンライン].

The オンライン indicator goes off, allowing you to specify the settings on the control panel.

IMPORTANT

This printer comes online automatically if left in the offline state for five minutes or longer. However, when an error is occurring in the printer (when the メッセージ indicator is on, or the number in the message blinks), or while you are performing any setting, such as selecting the menu functions or a paper source, or when specifying the paper size, the printer does not come online.

Paper Requirements

Usable Paper

To ensure optimum performance, use only paper that falls within the specifications in the following lists. Using inappropriate paper may result in deterioration in print quality or paper jams.

🖐 IMPORTANT
- Print speed may drop depending on the settings for the paper size, paper type, and print copies.
  - Postcard/Reply postcard/4 on 1 postcard: Approx. 5.8 pages/min.
  - Envelope: Approx. 3.2 pages/min.
- When continuously printing the paper that is less than 210.0 mm wide, the safety function that prevents damages caused by heat may slow the print speed down in stages. (The print speed may be as slow as approximately 1.6 pages/min.)

Paper Size

The following shows the paper sizes that can be used with this printer. The symbol "●" indicates the paper that can be used for 1-sided printing and automatic 2-sided printing, the symbol "○" indicates the paper that can be used for only 1-sided printing, and the symbol "-" indicates the paper that cannot be used.

Paper Size	Paper Source		
	Multi-purpose Tray	Cassette 1	Cassette 2 (Optional)
A4	●	●	●
B5	○	○	○
A5	○	○	○
Legal	●	●	●
Letter	●	●	●
Executive	○	○	○
Custom paper size	○*1	○*2	○*2

Paper Size	Paper Source		
	Multi-purpose Tray	**Cassette 1**	**Cassette 2 (Optional)**
Postcard 100.0 mm x 148.0 mm	○	-	-
Reply postcard 148.0 mm x 200.0 mm	○	-	-
4 on 1 postcard 200.0 mm x 296.0 mm	○	-	-
Envelope		-	-
YOUGATA No. 4 105.0 mm x 235.0 mm	○	-	-
YOUGATA No. 2 114.0 mm x 162.0 mm	○	-	-

*1 You can load paper of the following custom paper sizes.
  - When loading paper in portrait orientation: Width 76.2 to 215.9 mm; Length 127.0 to 355.6 mm
  - When loading paper in landscape orientation (only when LIPS LX Printer Driver is used):
    Width 127.0 to 215.9 mm; Length 127.0 to 215.9 mm

*2 You can load paper of the following custom paper sizes.
  - When loading paper in portrait orientation: Width 148.0 to 215.9 mm; Length 210.0 to 355.6 mm
  - When loading paper in landscape orientation (only when LIPS LX Printer Driver is used):
    Width 210.0 to 215.9 mm; Length 210.0 to 215.9 mm

Paper Type

The following shows the paper types that can be used with this printer. The symbol "●" indicates the paper that can be used for 1-sided printing and automatic 2-sided printing, the symbol "○" indicates the paper that can be used for only 1-sided printing, and the symbol "-" indicates the paper that cannot be used.

Paper Type	Paper Source		
	Multi-purpose Tray	**Cassette 1**	**Cassette 2 (Optional)**
Plain paper (60 - 105 g/m^2)	●	●	●
Heavy paper (106 - 120 g/m^2)	●	-	-
Heavy paper (121 - 220 g/m^2)	○	-	-
Transparency (Black and white printing only)	○	-	-
Label	○	-	-

Paper Type	Paper Source		
	Multi-purpose Tray	Cassette 1	Cassette 2 (Optional)
Coated paper (105 - 120 g/m^2)	●	-	-
Coated paper (121 - 160 g/m^2)	○	-	-
Postcard	○	-	-
Envelope	○	-	-

■ **Plain Paper**

This printer can print plain paper that is 76.2 to 215.9 mm wide, 127.0 to 355.6 mm long, and that weighs between 60 and 105 g/m^2, including the standard paper sizes: A4, B5, A5, Legal, Letter, Executive, Postcard, Reply postcard, and 4 on 1 postcard.
Plain paper can be loaded in the paper cassettes and multi-purpose tray. Also, paper at a size of A4, Legal, or Letter is available for automatic 2-sided printing.

■ **Heavy Paper**

This printer can print heavy paper that is 76.2 to 215.9 mm wide, 127.0 to 355.6 mm long, and that weighs between 106 and 220 g/m^2, including the standard paper sizes: A4, B5, A5, Legal, Letter, Executive, Postcard, Reply postcard, and 4 on 1 postcard (However, it is not recommended to print on heavy paper that weighs between 177 and 220 g/m^2 (other than Postcard, Reply postcard, and 4 on 1 postcard). Set the paper type to "Heavy Paper 3" if you have to perform the printing.).
Heavy paper can be loaded in the multi-purpose tray. Also, heavy paper at a size of A4, Legal, or Letter that weighs between 106 and 120 g/m^2 is available for automatic 2-sided printing.

IMPORTANT

Printing speed drops when printing heavy paper.

NOTE

Paper at a size of Postcard, Reply postcard, or 4 on 1 postcard can be used as heavy paper that weighs between 106 and 176 g/m^2.

■ **Transparency**

This printer can print A4 and Letter size transparencies.

IMPORTANT

- Transparencies can only be printed in black and white.
- Use "A4 size transparencies for LBP recommended by Canon". "A4 size transparencies for LBP recommended by Canon" weighs 8.7 g per sheet.
- Thoroughly fan the transparencies before loading them as they may stick to each other.
- Printing speed drops when printing transparencies.

■ Label

This printer can print labels.

IMPORTANT

- Use "A4 size labels recommended by Canon". "A4 size labels recommended by Canon" weighs 7.8 g per sheet.
- Do not use the labels in the following conditions. Using inappropriate labels may result in paper jams that are difficult to clear or may result in damage to the printer.
  - Peeled labels or partly used labels
  - Coated labels that are easily peeled off from the backing sheet
  - Labels with uneven adhesive
- Printing speed drops when printing labels.

■ Coated Paper

This printer can print coated paper. Coated paper is to be loaded in the multi-purpose tray. Also, coated paper at a size of A4, Legal, or Letter that weighs between 105 and 120 g/m^2 is available for automatic 2-sided printing.

IMPORTANT

Use "A4 size coated paper recommended by Canon".

■ Postcard/Reply Postcard/4 on 1 Postcard

This printer can print postcards, reply postcards, 4 on 1 postcards, and 4 on 1 postcards recommended by Canon. Load postcards, reply postcards, and 4 on 1 postcards in the multi-purpose tray with the printing side facing down.

IMPORTANT

- Printing inappropriate size postcards (other than Postcard, Reply postcard, 4 on 1 postcard, and 4 on 1 postcard recommended by Canon) may result in deterioration in print quality or paper jams.
- You cannot print reply postcards with folds.
- If the postcards are curled, flatten the curls by warping them in the opposite direction before loading them.
- Postcards and reply postcards for ink jet printers cannot be printed.
- Postcards cannot be loaded in landscape orientation. Be sure to load them in portrait orientation with the printing side facing down.

- Postcard
(←: Feeding direction)
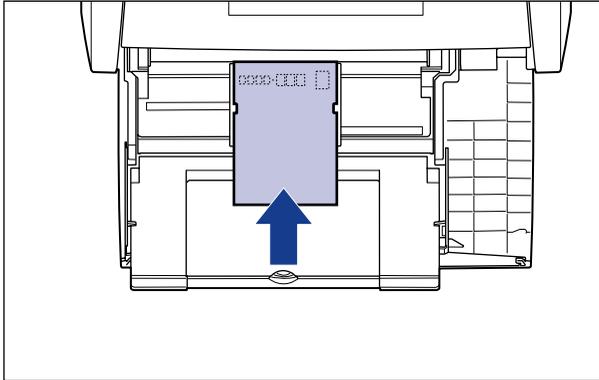
- Reply postcard
(←: Feeding direction)
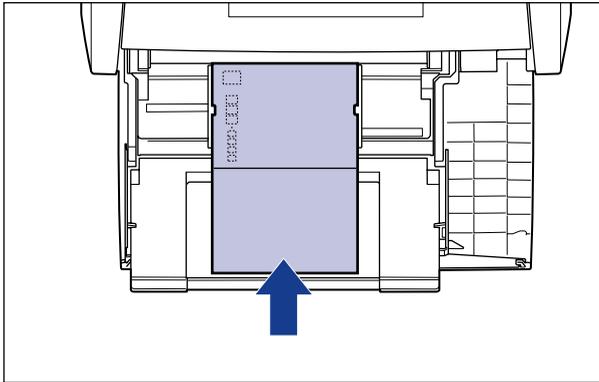
- 4 on 1 postcard
(←: Feeding direction)
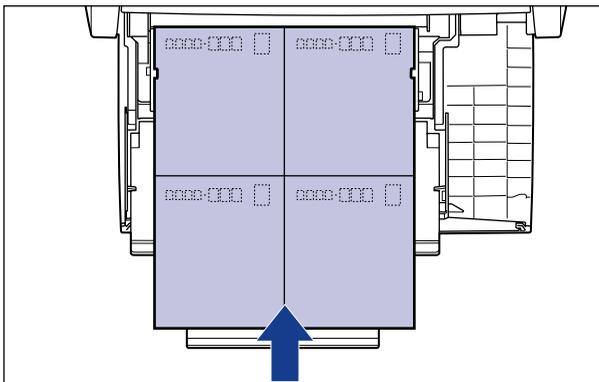
• Printing speed drops when printing postcards, replay postcards, or 4 on 1 postcards.

■ Envelope

The envelopes that can be used with this printer are YOUGATA No. 4 and YOUGATA No. 2 with the following structures only.
Load the envelopes with the address side (non-glued side) facing down in the multi-purpose tray.

YOUGATA No. 4 (105 mm x 235 mm)   YOUGATA No. 2 (114 mm x 162 mm)
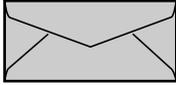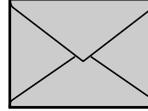
* You cannot use envelopes that have a flap on the short edge.

IMPORTANT

- Do not use the following types of envelopes. Using inappropriate envelopes may result in paper jams that are difficult to clear or may result in damage to the printer.
  - Envelopes with fasteners or snaps
  - Envelopes with address windows
  - Envelopes with adhesive on the surface
  - Wrinkled or creased envelopes
  - Poorly manufactured envelopes in which the glued parts are uneven
  - Irregularly-shaped envelopes
- Before loading the envelopes, flatten the stack of envelopes to release any remaining air, and press the fold lines along the edges tight.
- Do not print on the reverse side (glued side) of envelopes.
- When loading the envelopes, load them so that the flap is toward the left of the printer when viewed from the front.
  (◀ : Feeding direction)
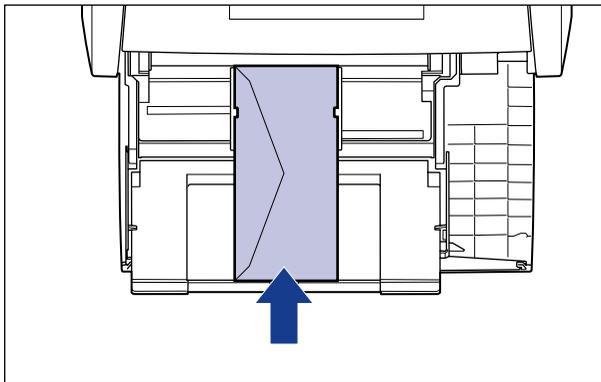
- Printing speed drops when printing envelops.

NOTE

When printing envelopes, they may be creased.

Abbreviations of Paper Sizes

The following shows the abbreviations of paper sizes that are marked on the paper cassette.

Paper Size	Paper Guides
Legal	LGL
Letter	LTR
Executive	EXEC

Printable Area

The following shows the printable area of this printer. However, if you have selected the [Print with Upper Left of Sheet as Starting Point] check box or [Expand Print Region and Print] check box in the [Finishing Details] dialog box in the LIPS printer driver, you can extend the printable area to near the edges of the paper. Depending on the print data to be printed, however, the edge of paper may be missing partly during printing or may blot during color printing. For more details, see Help of the printer driver.

■ **Plain Paper/Heavy Paper/Transparency/Label/Coated Paper**
You cannot print on any area within 5 mm of the edges of paper.
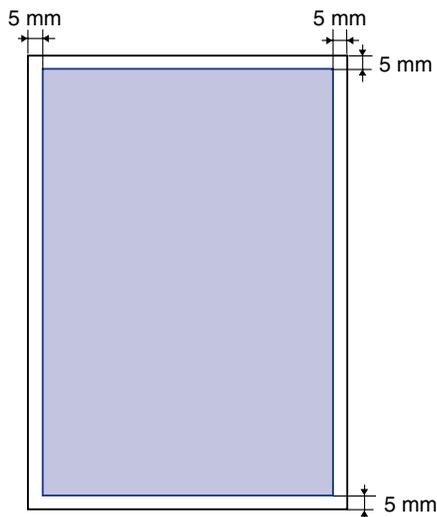
■ Postcard/Reply Postcard/4 on 1 Postcard

You cannot print on any area within 5 mm of the edges of a postcard.
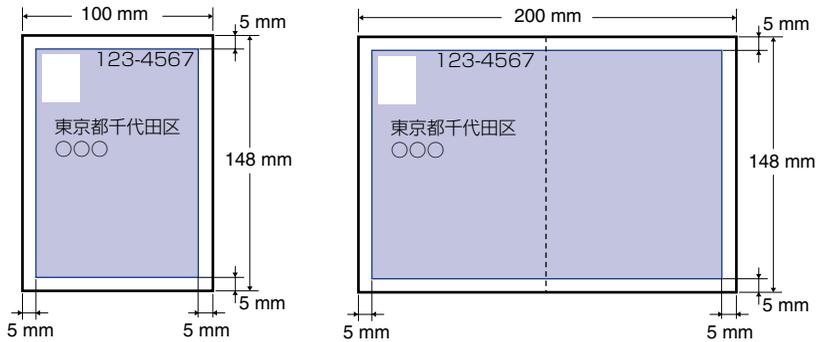
IMPORTANT

You may not obtain the optimum print quality when printing postcard data with no margin. It is recommended that you specify the size of the data a little smaller than the printable area for the postcard size.

■ Envelope

You cannot print on any area within 10 mm of the edges of an envelope.

You may have to change the printable area before printing, depending on the application you use.

(Sample: Envelope YOUGATA No. 4)
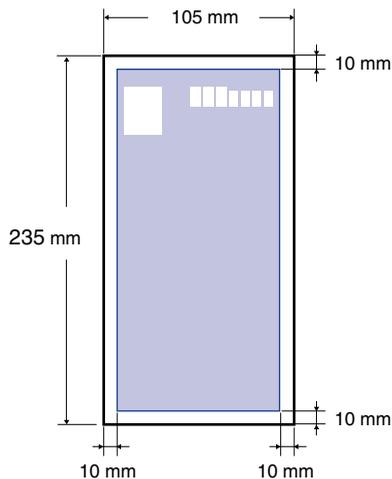
When you print envelopes, a part of the printed zip code may be missing. In this case, you can print the envelopes without any part of the zip code missing by selecting the [Print with Upper Left of Sheet as Starting Point] check box or [Expand Print Region and Print] check box. Depending on the print data to be printed, however, the edge of paper may blot during color printing.

Unusable Paper

To avoid problems such as paper jams and other malfunctions, the following types of paper should never be used:

🖐 IMPORTANT
- Paper that jams easily
  - Paper that is too thick or too thin
  - Irregularly-shaped paper
  - Wet or moist paper
  - Torn or damaged paper
  - Rough, extremely smooth, or glossy paper
  - Paper with binding holes or perforations
  - Curled or creased paper
  - Specially coated paper (coated paper for ink jet printers, etc.)
  - Labels with backing sheet that is easily peeled off
  - Paper that has already been printed by a copy machine or another laser printer (The reverse side of the paper is also unusable. Using the multi-purpose tray, however, you can perform 2-sided printing manually on the other side of previously printed paper. You cannot print on the printed side again.)
  - Paper with jagged edges
  - Wrinkled paper
  - Paper with the corners folded
- Paper that changes its quality at a high temperature
  - Paper that contains ink that melts, burns, evaporates or emits harmful gases at a temperature lower than the heating temperature (approx. 275 °C) of the fixing unit
  - Heat-sensitive paper
  - Treated color paper
  - Specially coated paper (coated paper for ink jet printers, etc.)
  - Paper with adhesive on the surface
- Paper that causes printer malfunctions or damages the printer
  - Carbon paper
  - Paper with staples, clips, ribbons or tapes
  - Paper that has already been printed by a copy machine or another laser printer (The reverse side of the paper is also unusable. Using the multi-purpose tray, however, you can perform 2-sided printing manually on the other side of previously printed paper. You cannot print on the printed side again.)
- Paper that is difficult for the toner to fix onto

- Paper with rough surfaces
- Specially coated paper (coated paper for ink jet printers, etc.)
- Paper containing thick fibers

Paper Capacity of Paper Source

Paper Type	Paper Source		
	Multi-purpose Tray	Cassette 1	Cassette 2 (Optional)
Plain paper (Ex. 64 g/m^2)	Approx. 100 sheets	Approx. 250 sheets	Approx. 500 sheets
Heavy paper (Ex. 128 g/m^2)	Approx. 50 sheets	-	-
Transparency (Black and white printing only)	Approx. 50 sheets	-	-
Label	Approx. 40 sheets	-	-
Coated paper	Approx. 50 sheets	-	-
Postcard	Approx. 50 sheets	-	-
Reply postcard	Approx. 50 sheets	-	-
4 on 1 postcard	Approx. 50 sheets	-	-
4 on 1 postcard recommended by Canon	Approx. 50 sheets	-	-
Envelope	Approx. 10 sheets	-	-

Paper Capacity of the Output Tray

Paper Type	Output Tray*
	Output Tray (Face-down)
Plain paper (Ex. 64 g/m^2)	Approx. 200 sheets
Heavy paper (Ex. 128 g/m^2)	Approx. 40 sheets
Transparency (Black and white printing only)	Approx. 50 sheets
Label	Approx. 40 sheets
Coated paper	Approx. 50 sheets
Postcard	Approx. 40 sheets
Reply postcard	Approx. 40 sheets
4 on 1 postcard	Approx. 40 sheets
4 on 1 postcard recommended by Canon	Approx. 40 sheets
Envelope	Approx. 10 sheets

* Actual paper capacity varies depending on the installation environment or paper type.

Loading Paper in the Paper Cassette

Load paper in the paper cassette. The paper loading methods are different between standard size paper and custom size paper. Therefore, load paper properly using the following procedures.

• When Loading Standard Size Paper (See p. 20)

• When Loading Custom Size Paper (Non-Standard Size Paper) (See p. 25)

🖐 IMPORTANT

- For more details on the usable paper, see "Usable Paper," on p. 9.
- Do not load any media other than plain paper (60 - 105 g/m^2) in the paper cassette. This may result in paper jams or damage to the printer.

When Loading Standard Size Paper

Perform the following procedure to load standard size paper.

Be sure to load paper in portrait orientation when loading it in the paper cassette.
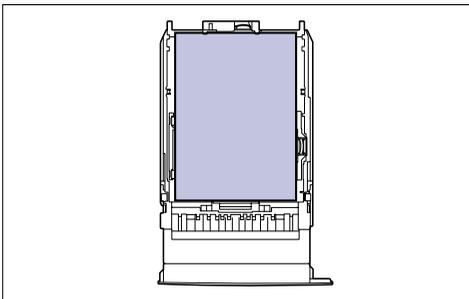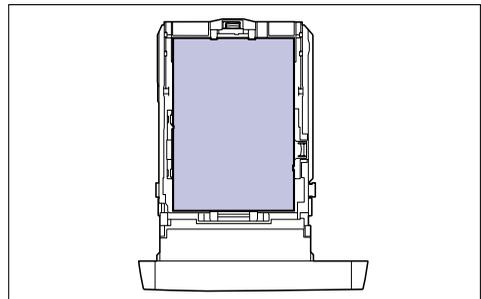
Cassette 1   Cassette 2

1 Pull out the paper cassette.
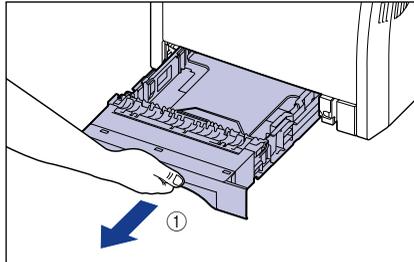
Cassette 1
Pull out the paper cassette gently ①.

Cassette 2
Pull out the paper cassette gently ①.
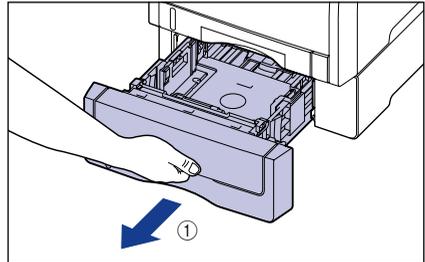
While holding the paper cassette with both hands, remove it from the printer unit as shown in the figure ②.
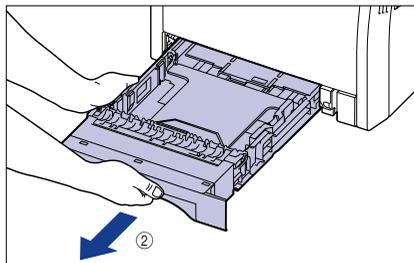
While holding the paper cassette with both hands, remove it from the paper feeder as shown in the figure ②.
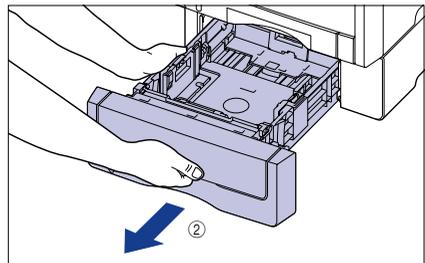
⚠ CAUTION

Be sure to take the paper cassette out of the printer before loading paper. If paper is loaded while the paper cassette is partially pulled out, the paper cassette may drop or the printer may become damaged resulting in personal injury.

2 When changing the size of the paper to be loaded, adjust the length of the paper cassette and change the positions of the paper guides.

● **While holding the lock release lever of the side paper guides, slide the guides to the size mark for the paper to be loaded.**

The side paper guides move together. Align the position of (A) with the size mark for the paper to be loaded.
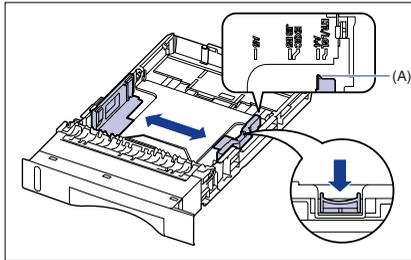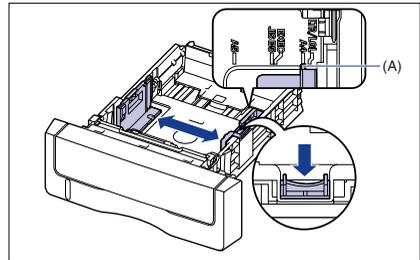
Cassette 1   Cassette 2

● **While holding the lock release lever of the rear paper guide, slide the guide to the size mark for the paper to be loaded.**

Align the position of (A) with the size mark for the paper to be loaded.
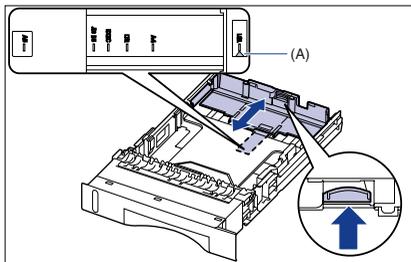
Cassette 1   Cassette 2
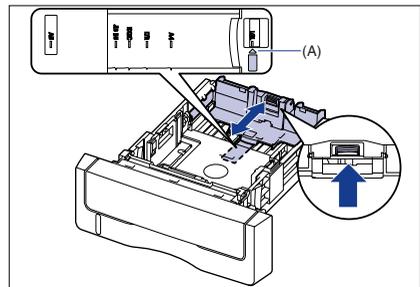
3 **Load the paper stack so that the rear edge is aligned with the paper guide.**

Cassette 1   Cassette 2
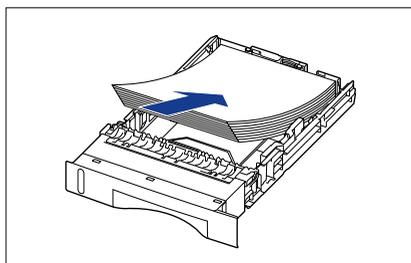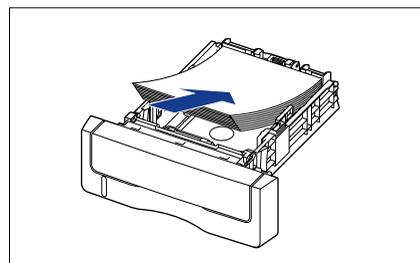
⚠ **CAUTION**

   When loading paper, take care not to cut your hands with the edges of the paper.

✐ NOTE

To print letterhead paper or paper printed with a logo, load the paper so that the printing side is facing up, as shown in the following figure.
(◀: Feeding direction)
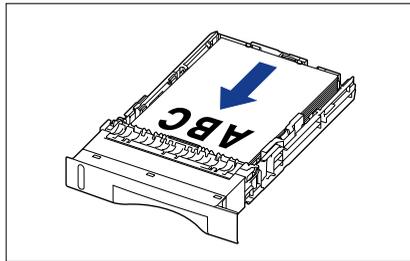
Cassette 1   Cassette 2

4 **Hold down the paper as shown in the figure, make sure that the paper stack does not exceed the load limit marks (A), and then set it under the hooks (B) on the paper guides.**

Make sure that there is sufficient space between the hooks of the paper guides and the paper stack. If there is no sufficient space, slightly reduce the amount of paper.
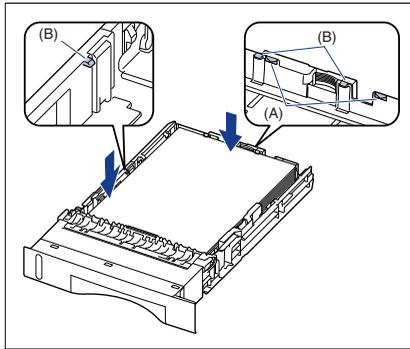
Cassette 1   Cassette 2
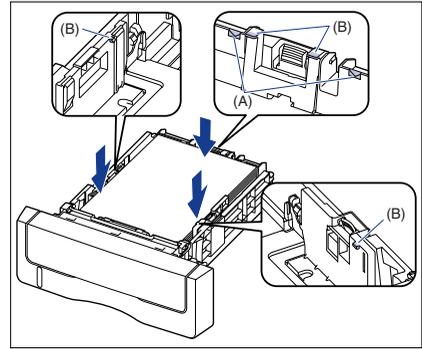
IMPORTANT

The paper capacity of Cassette 1 is approximately 250 sheets of plain paper (64 g/m^2), and that of Cassette 2 is approximately 500 sheets of plain paper (64 g/m^2). Be sure that the paper stack does not exceed the load limit marks on the paper guides. If the paper stack exceeds the load limit marks, this may result in misfeeds.

5 Set the paper cassette in the printer.

Push the paper cassette into the printer firmly until the front side of the paper cassette is flush with the front surface of the printer.
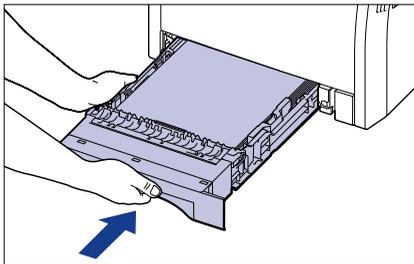
Cassette 1   Cassette 2
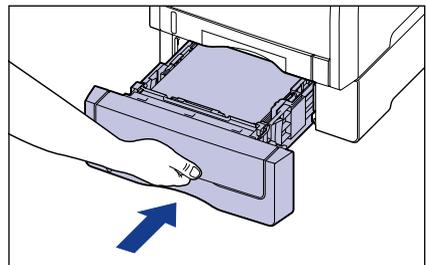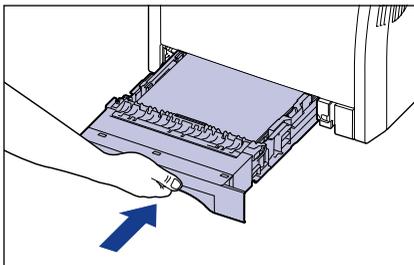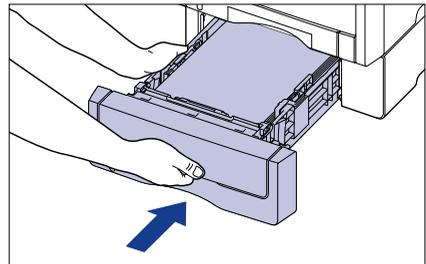
⚠️ **CAUTION**

When setting the paper cassette in the printer, be careful not to catch your fingers.

When Loading Custom Size Paper (Non-Standard Size Paper)

Perform the following procedure to load custom size paper.

You can load paper of the following custom sizes.

- When loading paper in portrait orientation:
  Width 148.0 to 215.9 mm; Length 210.0 to 355.6 mm
- When loading paper in landscape orientation (only when LIPS LX Printer Driver is used):
  Width 210.0 to 215.9 mm; Length 210.0 to 215.9 mm

1 **Pull out the paper cassette.**

Cassette 1
Pull out the paper cassette gently ①.

Cassette 2
Pull out the paper cassette gently ①.

While holding the paper cassette with both hands, remove it from the printer unit as shown in the figure ②.

While holding the paper cassette with both hands, remove it from the paper feeder as shown in the figure ②.

2 **Load the paper so that the edge of the paper is aligned with the front side of the paper cassette.**

Cassette 1   Cassette 2

🖐 IMPORTANT

   • If you use paper that has been poorly cut, multiple sheets of paper may be fed at once. In this case, fan the paper thoroughly, and then align the edges of the stack on a hard, flat surface.

   • When custom size paper is printed from LIPS LX Printer Driver, you can load the paper either in portrait or landscape orientation. However, when you are printing custom size paper of its long edges 215.9 mm or less with < カセット N （N=1、2) ヨウシサイズ > set to < フリー >, load the paper in landscape orientation. When you are not printing from LIPS LX Printer Driver, load the paper in portrait orientation.

📝 NOTE

   • When loading letterhead paper or paper printed with a logo in portrait orientation for printing, load the paper so that the printing side is facing up, as shown in the following figure.
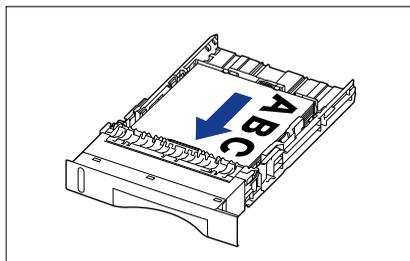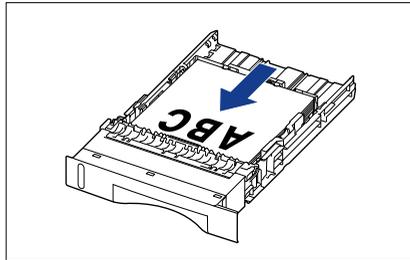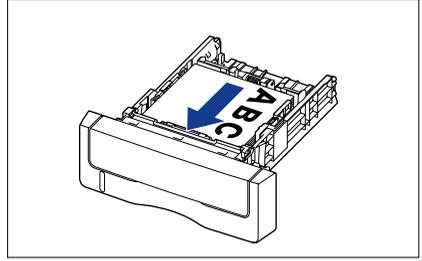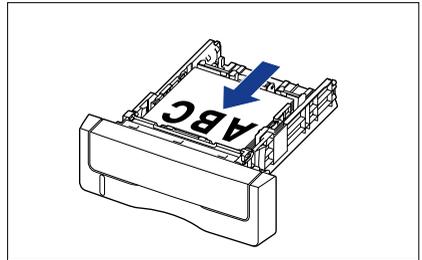   (⬅: Feeding direction)
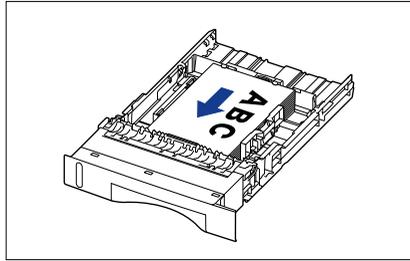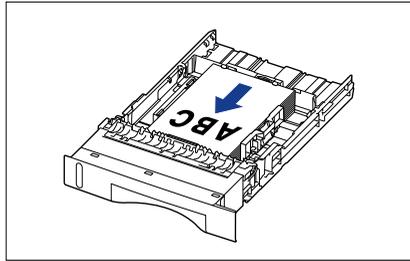
Cassette 1 Cassette 2
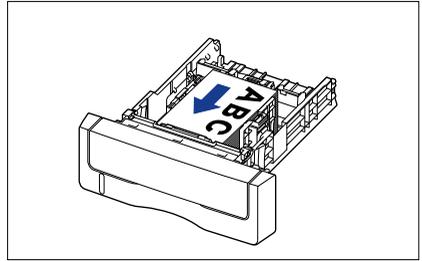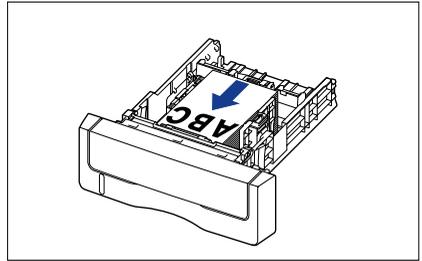
- When loading letterhead paper or paper printed with a logo in landscape orientation for printing, load the paper so that the printing side is facing up, as shown in the following figure.
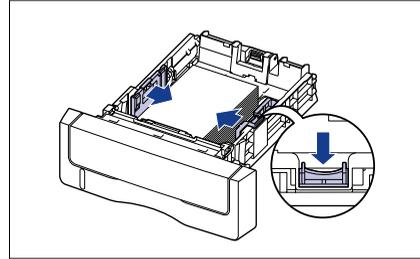 (◀: Feeding direction)

Cassette 1 Cassette 2

_3_ **While holding the lock release lever of the side paper guides, slide the guides to the size mark for the paper to be loaded.**

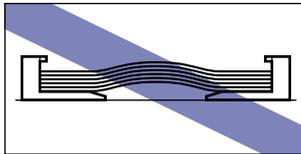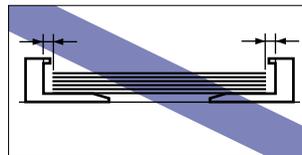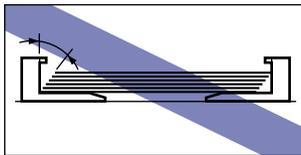The side paper guides move together.
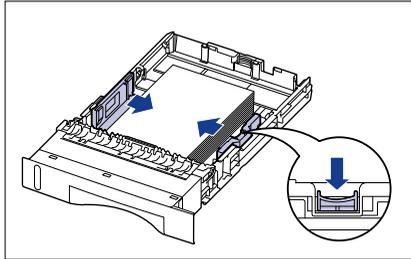
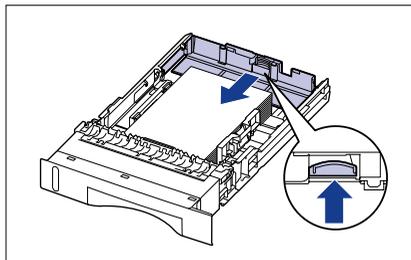Cassette 1   Cassette 2

🖑 IMPORTANT

Be sure to align the paper guides with the width of the paper. If the paper guides are too loose or too tight, this may result in misfeeds or paper jams.
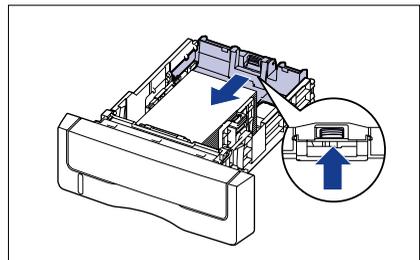

_4_ **While holding the lock release lever of the rear paper guide, slide the guide to the size mark for the loaded paper.**

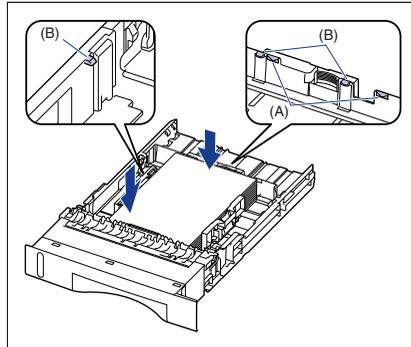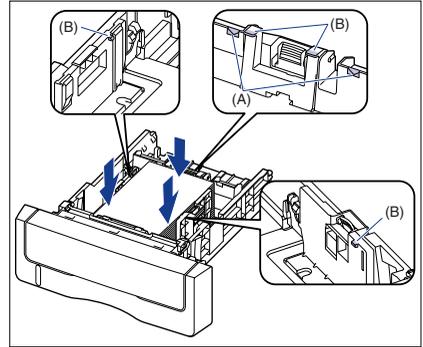Cassette 1   Cassette 2

5 Hold down the paper as shown in the figure, make sure that the paper stack does not exceed the load limit marks (A), and then set it under the hooks (B) on the paper guides.

Make sure that there is sufficient space between the hooks of the paper guides and the paper stack. If there is no sufficient space, slightly reduce the amount of paper.

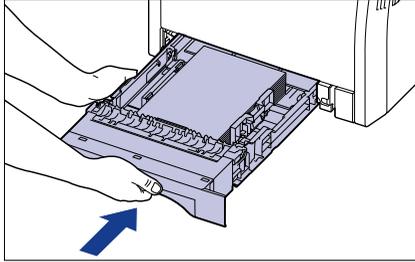Cassette 1   Cassette 2

IMPORTANT

The paper capacity of Cassette 1 is approximately 250 sheets of plain paper (64 g/m^2), and that of Cassette 2 is approximately 500 sheets of plain paper (64 g/m^2). Be sure that the paper stack does not exceed the load limit marks on the paper guides. If the paper stack exceeds the load limit marks, this may result in misfeeds.
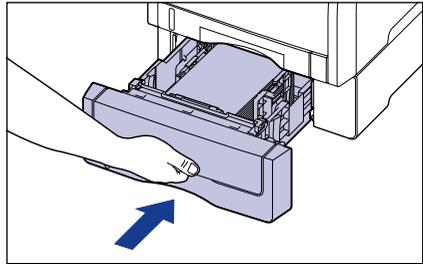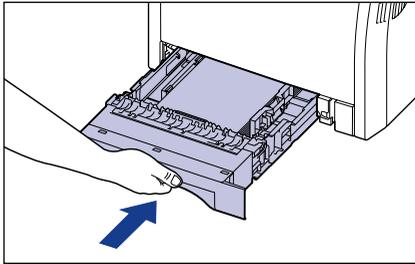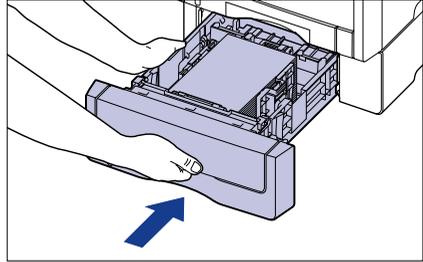
6 Set the paper cassette in the printer.

Push the paper cassette into the printer firmly until the front side of the paper cassette is flush with the front surface of the printer.

Cassette 1   Cassette 2

⚠ CAUTION

When setting the paper cassette in the printer, be careful not to catch your fingers.

Loading Paper in the Multi-purpose Tray

Load paper in the multi-purpose tray. The paper loading procedure varies depending on the paper type. Refer to the respective procedures for each paper type.

• Plain Paper, Heavy Paper, Transparency, Coated Paper, Label (See "When Loading Paper (Other than Postcards and Envelopes)," on p. 31)
• Postcard, Envelope (See "When Loading Postcards or Envelopes," on p. 37)

✋ IMPORTANT

For more details on the usable paper, see "Usable Paper," on p. 9.

When Loading Paper (Other than Postcards and Envelopes)

Perform the following procedure to load plain paper, heavy paper, transparencies, labels, or coated paper in the multi-purpose tray.
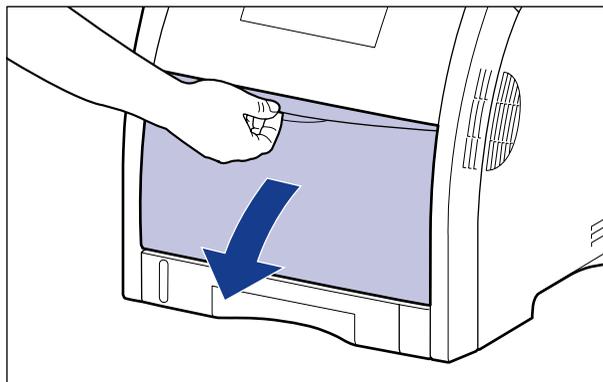
✋ IMPORTANT
• Transparencies can only be printed in black and white.
• It is not recommended to print on heavy paper that weighs between 177 and 220 g/m^2 (other than Postcard, Reply postcard, and 4 on 1 postcard). However, set the paper type to "Heavy Paper 3" if you have to perform the printing.

1 Open the multi-purpose tray.

Holding the opening at the center of the printer, open the multi-purpose tray.
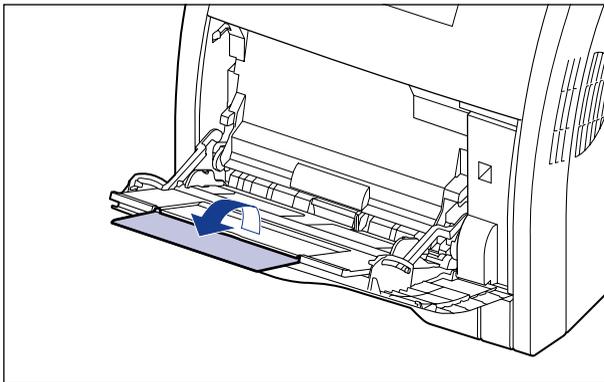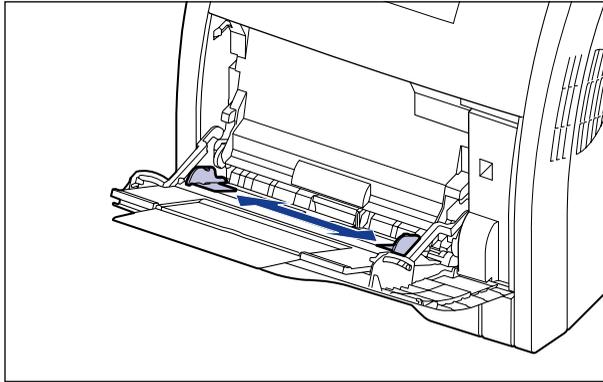
2 Pull out the auxiliary tray.
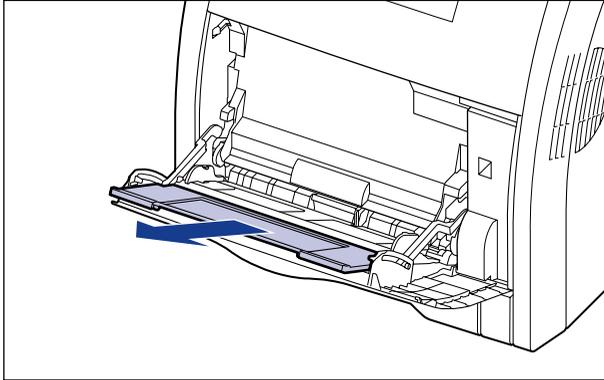
🖑 IMPORTANT

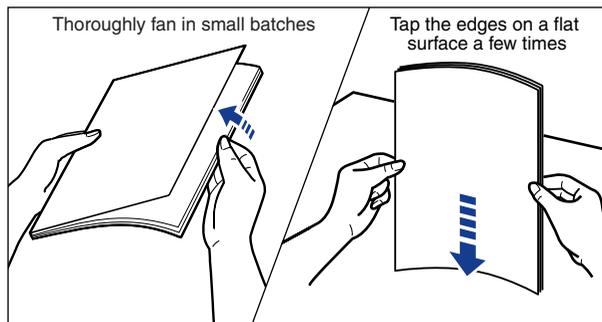Be sure to pull out the auxiliary tray when loading paper in the multi-purpose tray.

3 When loading long-size paper such as A4 etc, open the tray extension.

4 **Spread the paper guides a little wider than the actual paper width.**

5 **Before loading transparencies, labels, or coated paper, fan them in small batches and align the edges.**

Thoroughly fan in small batches | Tap the edges on a flat surface a few times

⚠ **CAUTION**

When loading paper, take care not to cut your hands with the edges of the paper.

🖐 IMPORTANT

- Be sure to fan the transparencies, labels, or coated paper thoroughly before loading them. If they are not fanned enough, multiple sheets of paper may be fed at once, causing paper jams.
- When fanning or aligning the transparencies or coated paper, try to hold the edges to avoid touching the printing surface.
- Take care not to mark or stain the printing surface of the transparencies or coated paper with fingerprints, dust, or oil. This may result in poor print quality.

6 Gently load the stack of paper with the printing side facing down until it touches the back of the tray.

Be sure that the paper stack is loaded under the load limit guides (A).
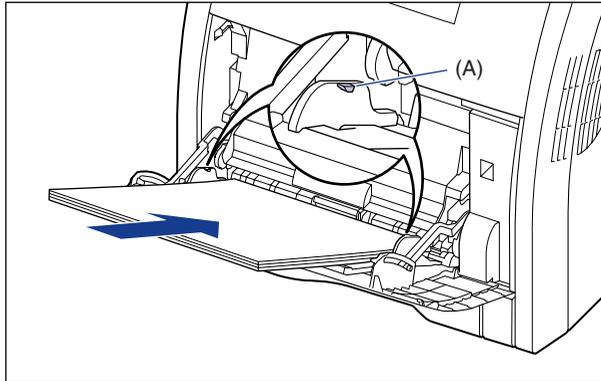
⚠ CAUTION

When loading paper, take care not to cut your hands with the edges of the paper.
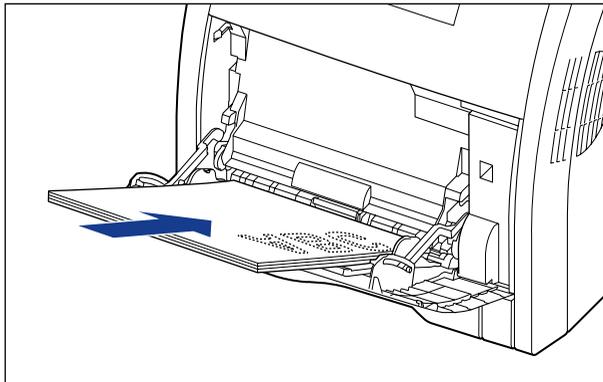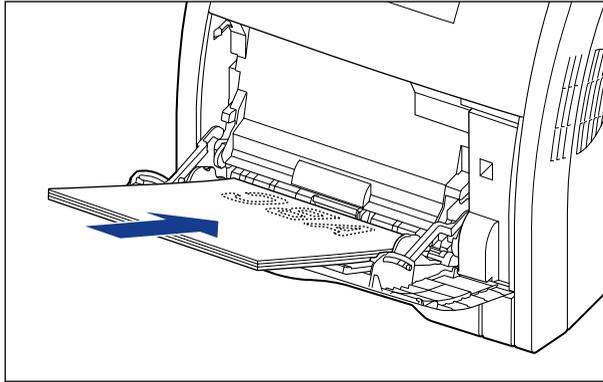
🖐 IMPORTANT

- The multi-purpose tray can be loaded with up to the number of sheets listed below. Make sure that the paper stack does not exceed the load limit guides.
  - Plain paper　　 : Approx. 100 sheets (When plain paper that weighs 64 g/m^2 is used)
  - Heavy paper　　 : Approx. 50 sheets (When heavy paper that weighs 128 g/m^2 is used)
  - Transparency　 : Approx. 50 sheets
  - Label　　　　　 : Approx. 40 sheets
  - Coated paper　 : Approx. 50 sheets
- Load the paper so that it is straight.
- If the rear edge of the paper stack is not properly aligned, this may result in misfeeds or paper jams.
- If the paper is curled or folded at corners, flatten it before loading it in the printer.
- If you use paper that has been poorly cut, multiple sheets of paper may be fed at once. In this case, fan the paper thoroughly, and then align the edges of the stack on a hard, flat surface.
- When custom size paper is printed from LIPS LX Printer Driver, you can load the paper either in portrait or landscape orientation. However, when you are printing custom size paper of its long edges 215.9 mm or less with < テザシトレイ　ヨウシサイズ > set to < フリー >, load the paper in landscape orientation. When you are not printing from LIPS LX Printer Driver, load the paper in portrait orientation.

To print letterhead paper or paper printed with a logo, load the paper in the proper orientation according to the following instructions:

- When loading paper at a size of A4, B5, A5, Legal, Letter, or Executive or loading custom size paper in portrait orientation, load the paper so that the printing side is facing down as shown in the following figures.
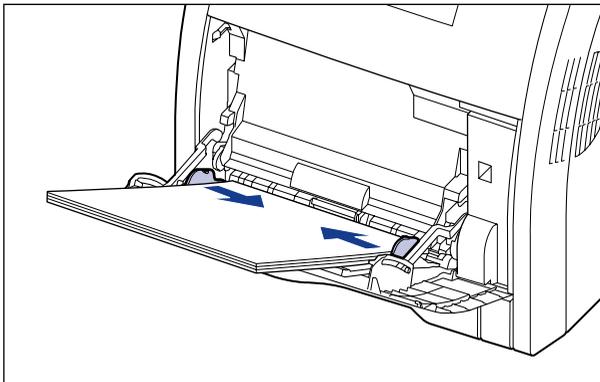 (◀: Feeding direction)

- When loading custom size paper in landscape orientation, load the paper so that the printing side is facing down as shown in the following figure.
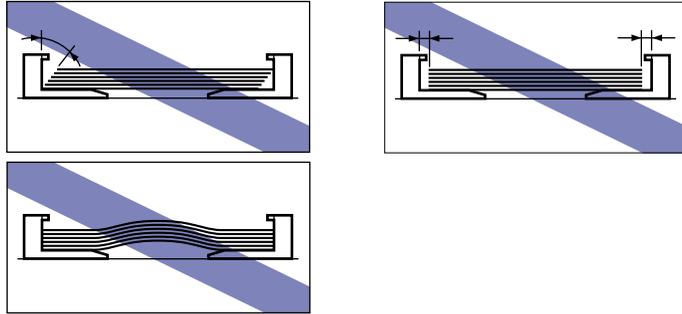(←: Feeding direction)
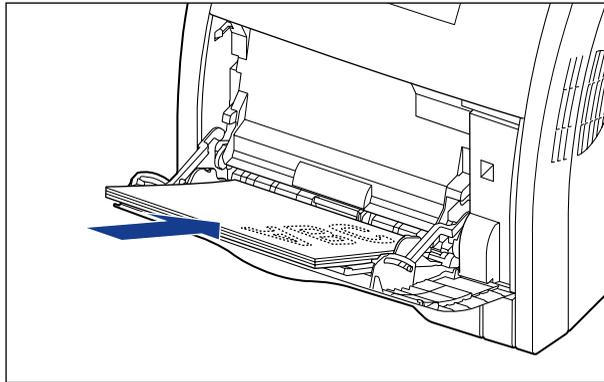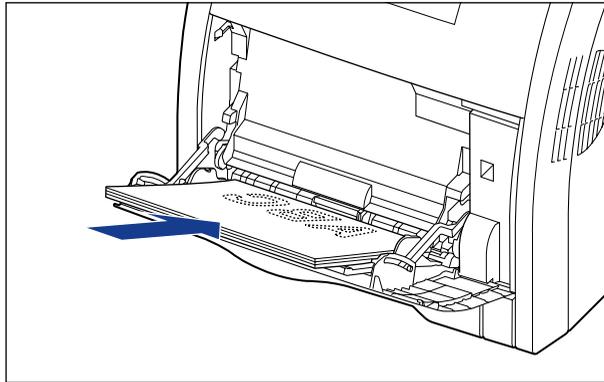
7 Align the paper guides with both sides of the stack.

Be sure to align the paper guides with the width of the paper. If the paper guides are too loose or too tight, this may result in misfeeds or paper jams.

When Loading Postcards or Envelopes

You can load postcards at sizes of Postcard, Reply postcard, 4 on 1 postcard, and 4 on 1 postcard recommended by Canon, and envelopes at sizes of YOUGATA No. 4 and YOUGATA No. 2 in the multi-purpose tray. Use the following procedure when loading postcards or envelopes in the multi-purpose tray.

NOTE

When printing plain paper (60 - 105 g/m^2) or heavy paper (106 - 176 g/m^2) at a size of Postcard, Reply postcard, or 4 on 1 postcard, see "When Loading Paper (Other than Postcards and Envelopes)," on p. 31.

1 **Open the multi-purpose tray.**

Holding the opening at the center of the printer, open the multi-purpose tray.
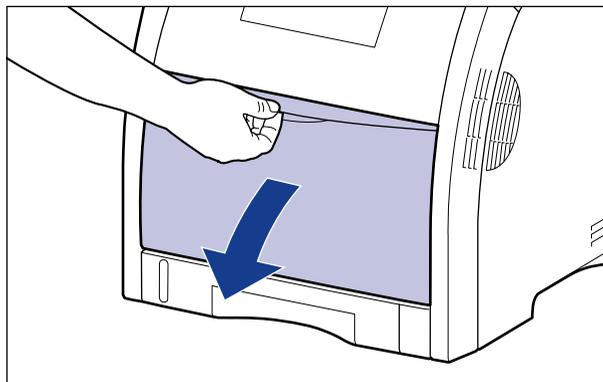
2 Pull out the auxiliary tray.
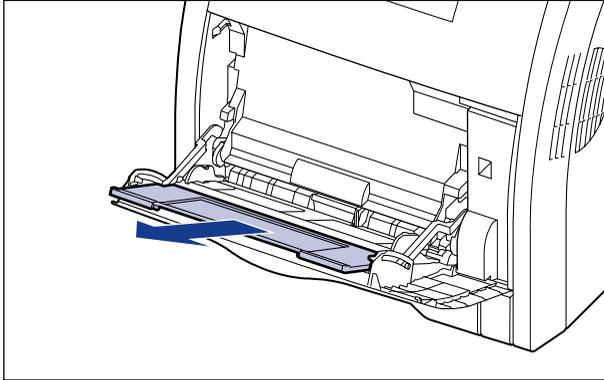
⚠️ IMPORTANT

Be sure to pull out the auxiliary tray when loading paper in the multi-purpose tray.

3 When loading long-size paper such as 4 on 1 postcard etc, open the tray extension.
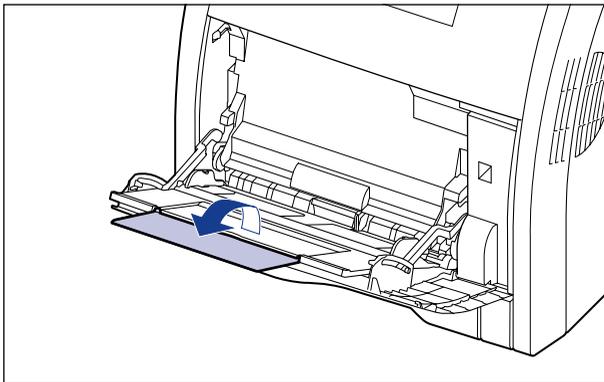
4 **Spread the paper guides a little wider than the actual paper width.**
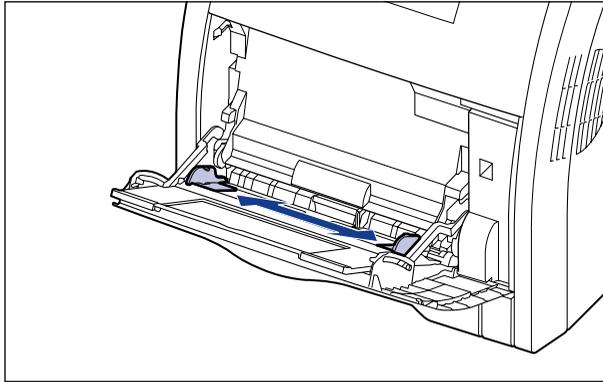
5 **Before loading envelopes, align them as shown in the following figures.**

● **Place the stack of envelopes on a flat surface, flatten them to release any remaining air, and be sure that the edges are pressed tightly.**
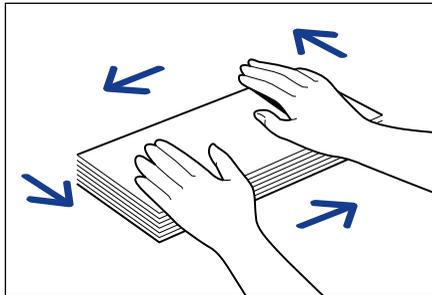
⚠ **CAUTION**
   When loading paper, take care not to cut your hands with the edges of the paper.

● **Loosen any stiff corners of the envelopes and flatten curls as shown in the figure.**
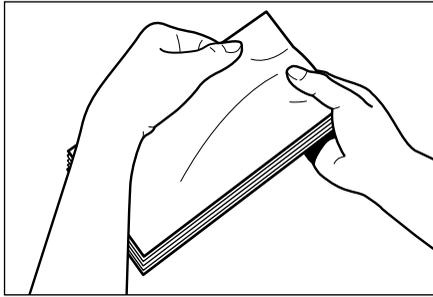
● **Align the edges of the envelopes on a flat surface.**
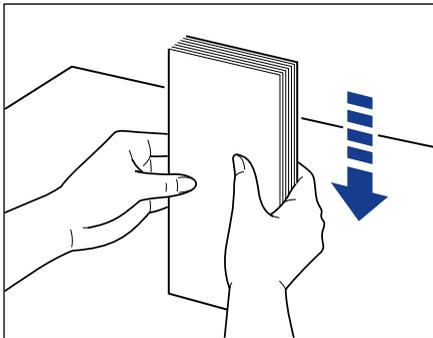
6 **Gently load the stack of envelopes with the printing side facing down until it touches the back of the multi-purpose tray as shown in the figure.**

Be sure that the paper stack is loaded under the load limit guides (A).
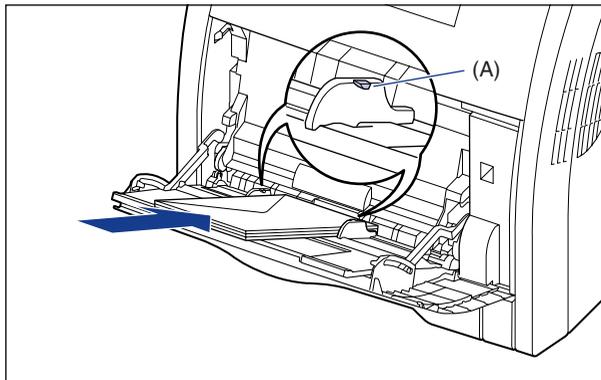
⚠️ CAUTION

When loading paper, take care not to cut your hands with the edges of the paper.

🖐 IMPORTANT

• Load postcards or envelopes as shown in the following figures.
  (◀: Feeding direction)
  - YOUGATA No. 4/YOUGATA No. 2
    Load the envelopes so that the flap is toward the left of the printer when viewed from the front.
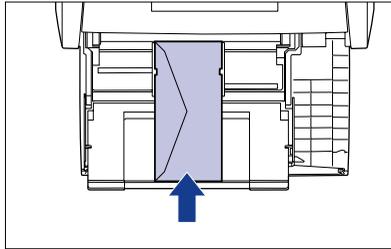
  - Postcard/4 on 1 Postcard
    Load the postcards so that the top of the postcards is toward the back of the printer when viewed from the front.
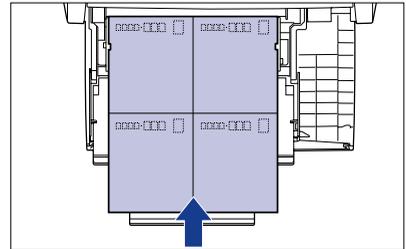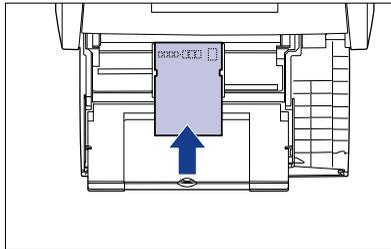
  - Reply Postcard
    Load the postcards so that the top of the postcards is toward the left of the printer when viewed from the front.
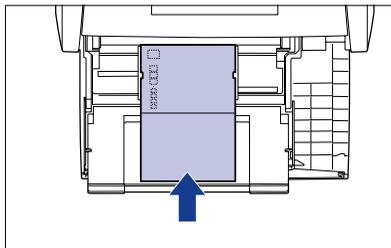
- You can load up to approximately 50 sheets of postcards at sizes of Postcard, Reply postcard, 4 on 1 postcard, and 4 on 1 postcard recommended by Canon, and up to approximately 10 sheets of envelopes in the multi-purpose tray. Make sure that the paper stack does not exceed the load limit guides.
- You cannot print on the reverse side (glued side) of envelopes.
- When printing reply postcards, match the paper settings and printing orientation specified in the application with the actual printing orientation. (Example: For Windows 2000/XP/Server 2003, select "Double Japan Postcard Rotated".)
- If the postcards are curled, flatten the curls by warping them in the opposite direction before loading them.
- If you use postcards that have been poorly cut, multiple sheets of postcards may be fed at once. In this case, align the edges of the stack on a hard, flat surface.

7 Align the paper guides with both sides of the stack.
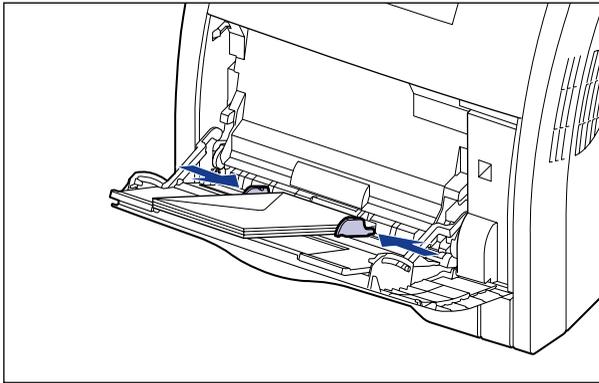
IMPORTANT

Be sure to align the paper guides with the width of the paper. If the paper guides are too loose or too tight, this may result in misfeeds or paper jams.
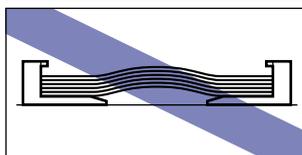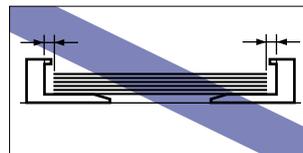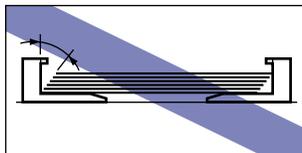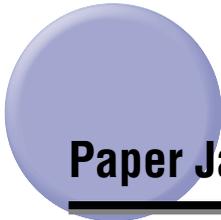
Paper Jams

When a paper jam occurs during printing for some reason, the printer beeps, displaying the message <13 ヨウシガ ツマリマシタ> in the display. When a paper jam occurs, remove the jammed paper using the following procedure, and then resume the job. If the message that indicates the paper jam does not disappear even after removing the jammed paper following the procedure, there is a possibility that torn pieces of paper are still left inside the printer. Inspect each part of the printer again, and completely remove all pieces of jammed paper.

⚠️ **WARNING**

There are some areas inside the printer which are subject to high-voltages. When removing jammed paper or when inspecting the inside of the printer, do not allow necklaces, bracelets, or other metal objects to touch the inside of the printer, as this may result in burns or electrical shock.

⚠ CAUTION

- **The fixing unit and its surroundings inside the printer are hot during use. Make sure the fixing unit is completely cool before removing the jammed paper. Touching the fixing unit when it is still hot may result in burns.**

- **When removing jammed paper, take care not to allow the toner to come into contact with your hands or clothing, as this will dirty your hands or clothing. If they become dirty, wash them immediately with cold water. Washing with warm water will set the toner and make it impossible to remove the toner stains.**
- **When removing paper jammed inside the printer, remove the jammed paper gently to prevent the toner on the paper from scattering and getting into your eyes or mouth. If the toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.**
- **When removing jammed paper, take care not to cut your hands with the edges of the paper.**
- **Keep your hands or clothing away from the roller in the output area after removing jammed paper completely. Even if the printer is not printing, sudden rotation of the roller may catch your hands or clothing, resulting in personal injury.**

IMPORTANT

- Remove jammed paper while the power of the printer is ON. If the power is turned OFF, the data being printed will be deleted. When you remove the fixing unit to remove jammed paper, however, the data being printed will be deleted because you have to turn the printer OFF.

- Applying excess force may result in tearing paper or damaging the parts in the printer. When removing jammed paper, pull out the paper in the most appropriate direction, judging from the position of the paper.

- If paper is torn, be sure to find and remove any remaining pieces of paper.

- Do not place any object on or touch the transfer belt (A) of the ETB unit. The transfer belt of the ETB unit is supplied with a function that cleans itself, therefore, do not clean the belt even when the toner is on it. If the ETB unit is broken or transfer belt is damaged, this may result in misfeeds or deterioration in print quality.
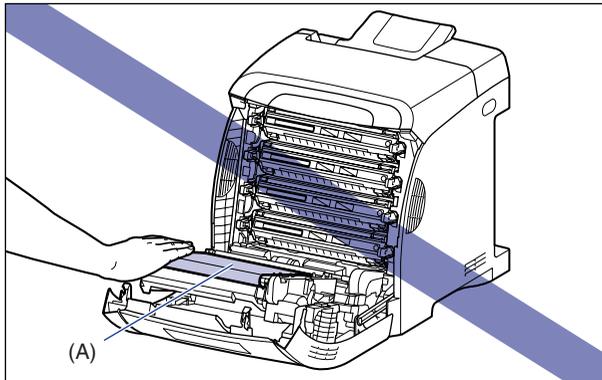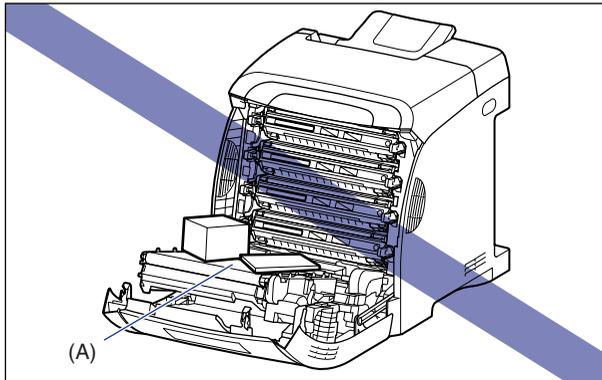
Paper Jam Area

The messages displayed in the display indicate where the paper is jammed.
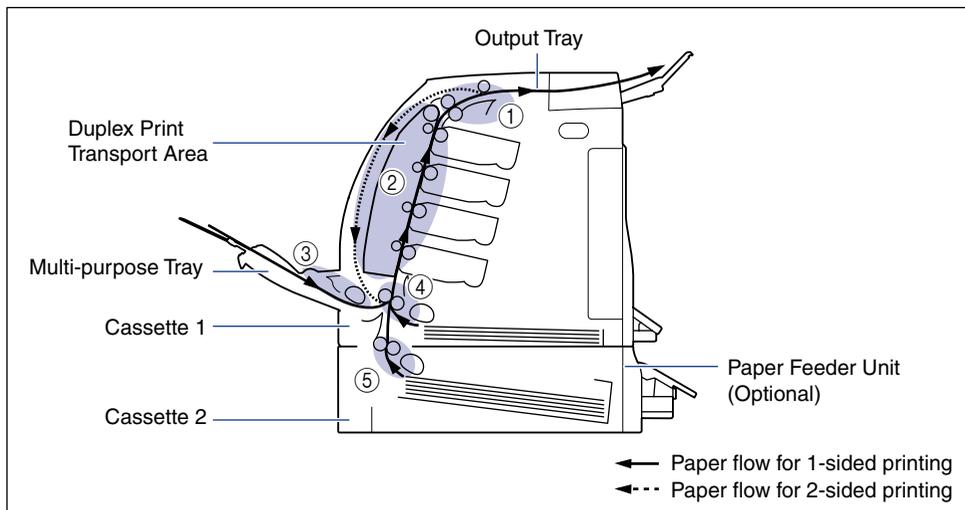
Paper Jam Area		Display Message
①	Inside the top cover, Output tray	ウエカバー　エリア
②	Inside the front cover, Duplex print transport area	マエカバー　エリア
③	Multi-purpose tray	テザシトレイ　エリア
④	Cassette 1	カセット１　エリア
⑤	Cassette 2 (only when the paper feeder is installed)	カセット２　エリア

Procedure for Clearing Paper Jams

Remove any jammed paper using the following procedures.

🖐 IMPORTANT

The error message may remain if jammed paper is removed without opening the front cover or top cover. In this case, open and close the front cover or top cover once.

1 Confirm all the messages that appear in the display.

Messages appear one at a time. Confirm all of them.
As the messages disappear when the cover is open, take a note of them if required.

13 ヨウシガ ツマリマシタ
🔷
マエカバー エリア

2 Check the output tray and remove any jammed paper.
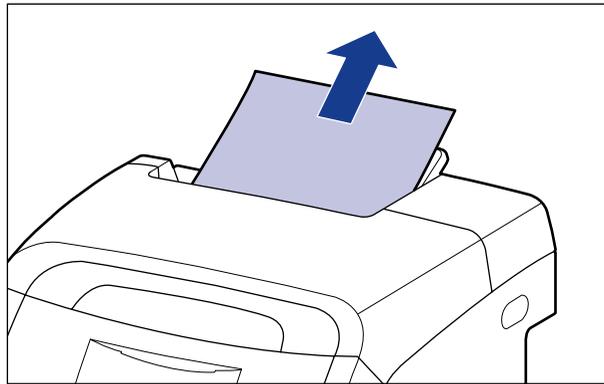
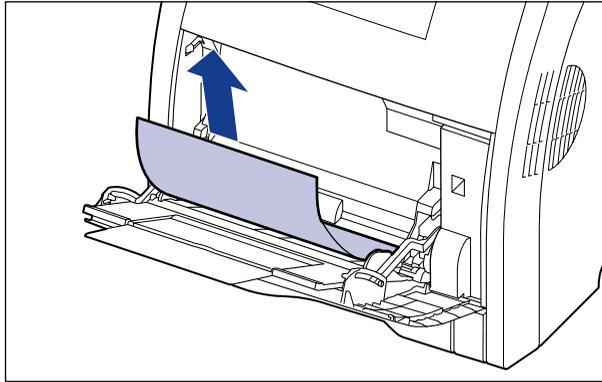🖐 IMPORTANT

If the jammed paper cannot be removed easily, do not try to remove it forcefully but proceed to the next step.

✎ NOTE

If unfixed toner is on the removed paper, it may adhere to the paper to be printed next.
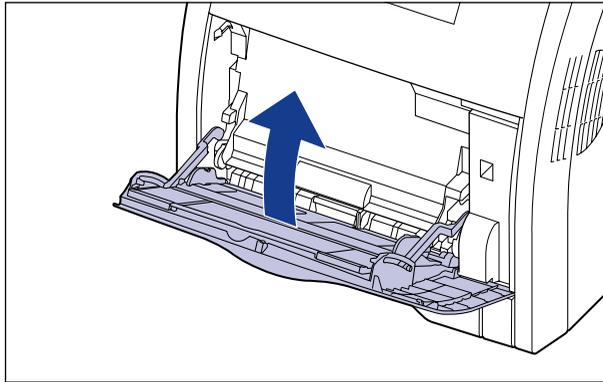
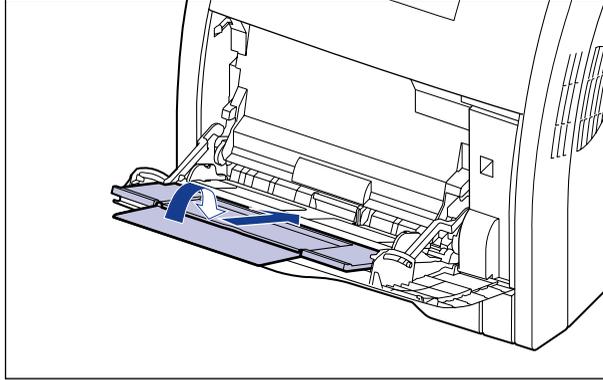## *3* If you are using the multi-purpose tray, remove any paper jammed in the multi-purpose tray.
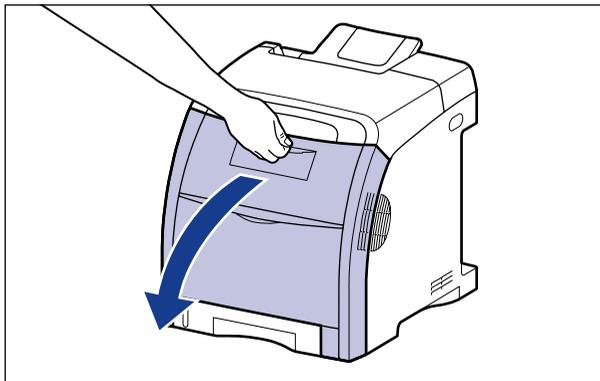

🖑 IMPORTANT

If the jammed paper cannot be removed easily, do not try to remove it forcefully but proceed to the next step.

## 4 If you are using the multi-purpose tray, close it.

5 Open the front cover.

Holding the opening of the front cover, open it gently.

6 Remove any jammed paper by pulling it in the direction of the arrow.

Remove the jammed paper in the direction of the arrow gently to prevent unfixed toner from spilling. Remove the paper, being careful not to touch the transfer belt of the ETB unit or toner cartridge.
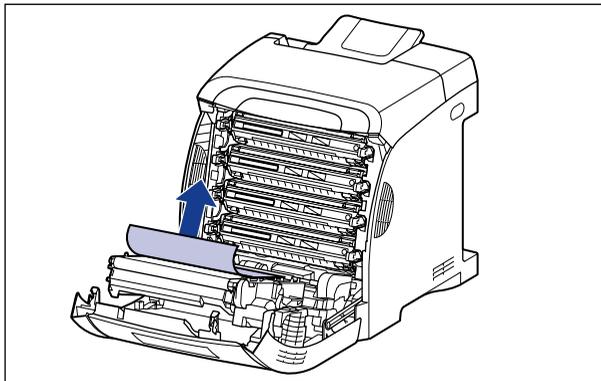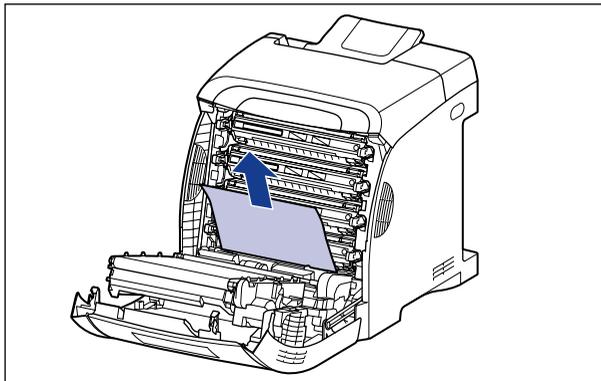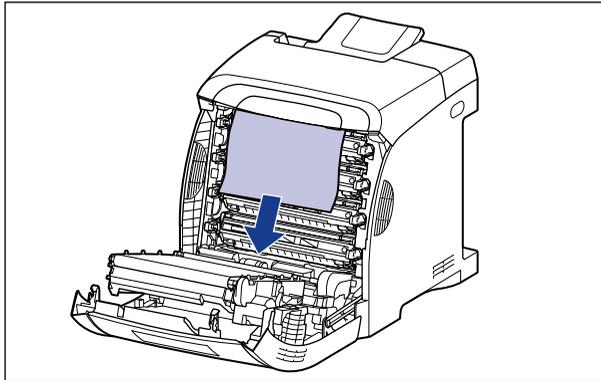
7 If a paper jam occurs when performing 2-sided printing, perform the following procedure.

If you are not performing 2-sided printing, proceed to the next step.

❑ Press the lock release buttons on the duplex print transport guide ①, raise it ②, and remove the jammed paper ③.
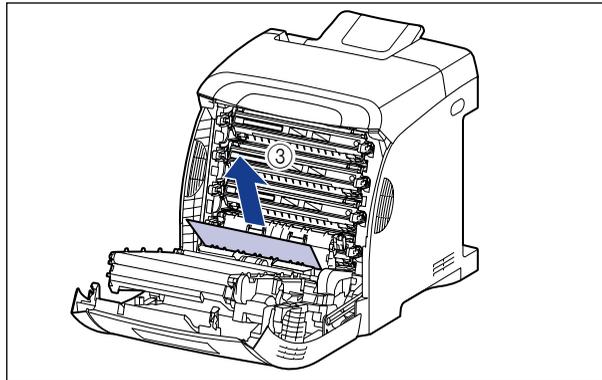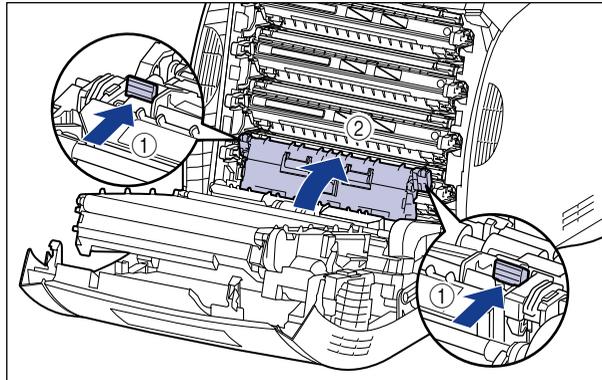
❑ Close the duplex print transport guide.

Close both sides of the duplex print transport guide firmly.
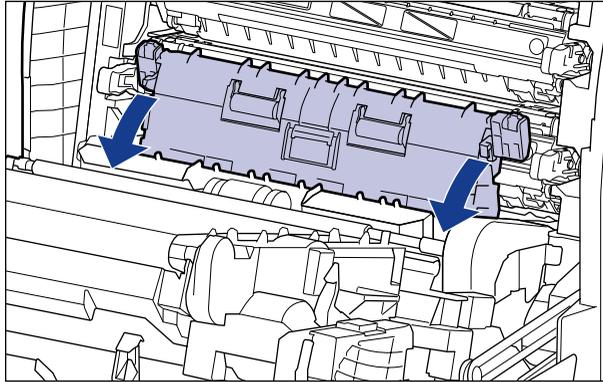
🖐 IMPORTANT

Make sure that the duplex print transport guide is closed completely. If the duplex print transport guide is not closed completely, this may result in misfeeds or paper jams.

❑ While raising the tab (A) of the duplex unit with your right hand ①, pull out the jammed paper in the direction of the arrow to remove the paper ② as shown in the figure.
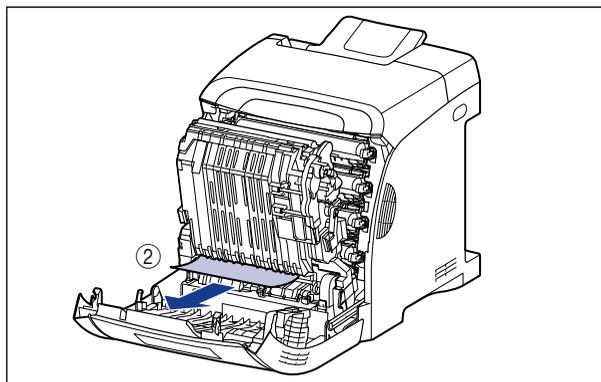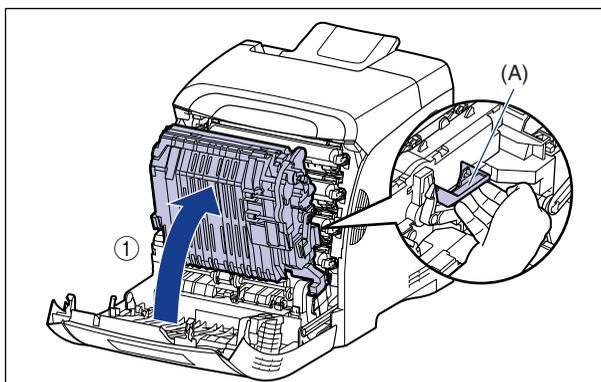
❑ Move the duplex unit back to its original position.
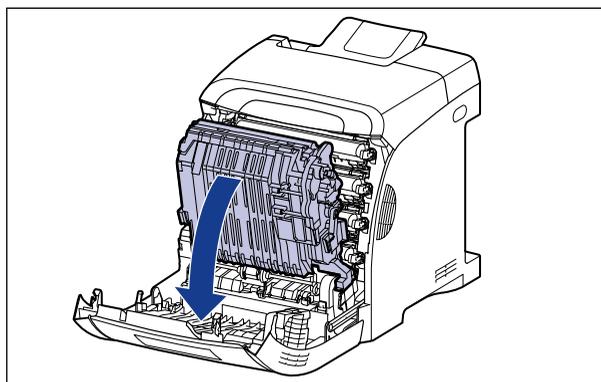
8 Open the top cover.
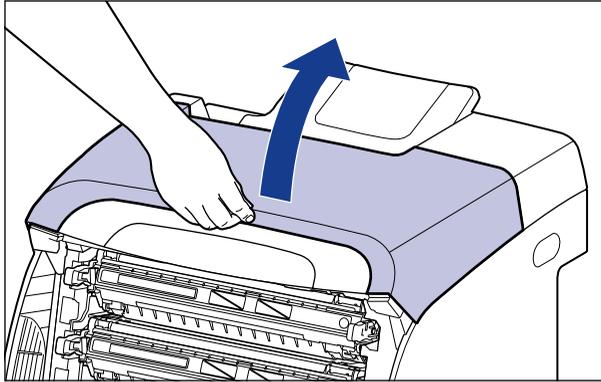
9 Remove any jammed paper by pulling it in the direction of the arrow.
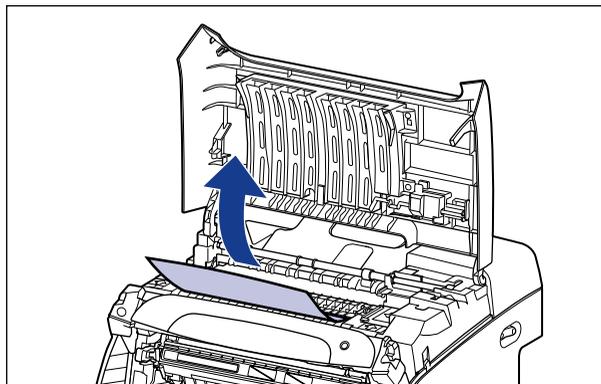
🖐 IMPORTANT

If the jammed paper cannot be removed easily, do not try to remove it forcefully but proceed to the next step.

10 Close the front cover.

Holding the opening of the front cover, close it gently.
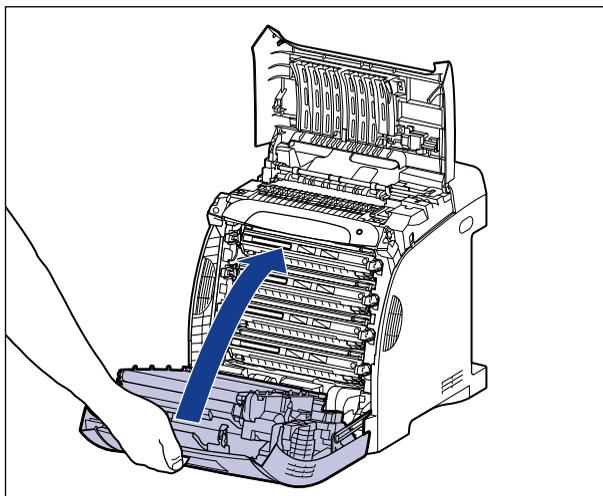
⚠ CAUTION

When closing the front cover, be careful not to catch your fingers.

11 Perform the following procedure with the top cover open. Be careful so that the top cover does not close.

12 If the optional paper feeder is installed, pull out the paper cassette of the paper feeder.

Pull out the paper cassette gently ①.
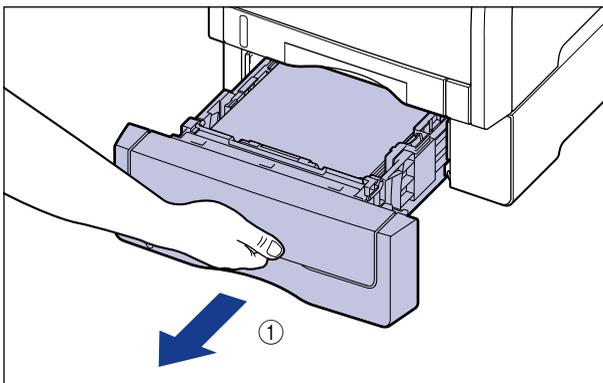
While holding the paper cassette with both hands, remove it from the paper feeder as shown in the figure ②.
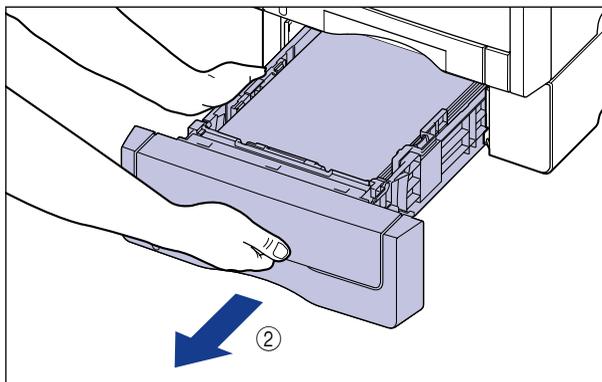
13 Pull out the paper cassette of the printer.

Pull out the paper cassette gently ①.
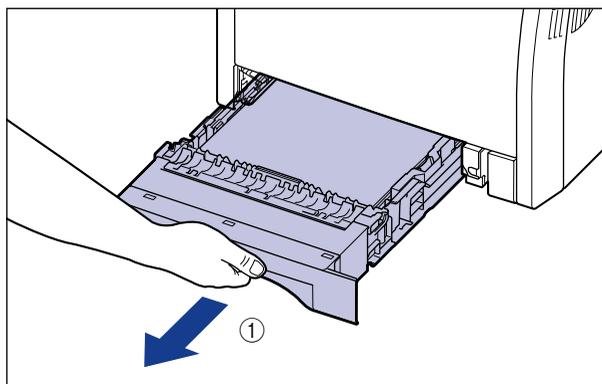
While holding the paper cassette with both hands, remove it from the printer unit as shown in the figure ②.
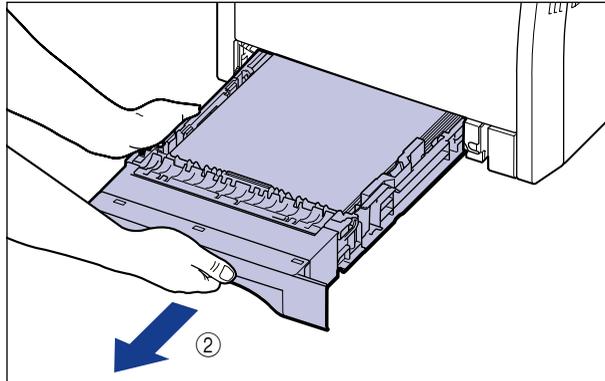
14 **Remove any jammed paper while pushing it downward to some extent.**

In case of the printer unit
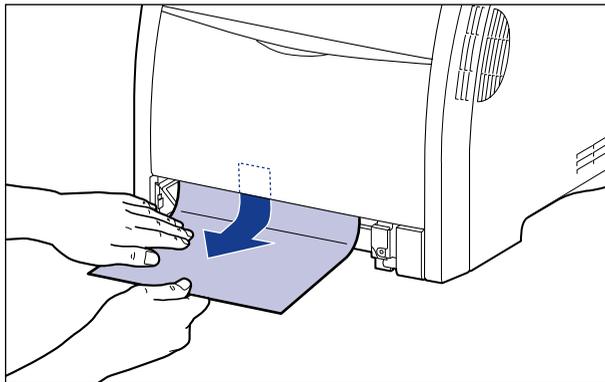
In case of the paper feeder
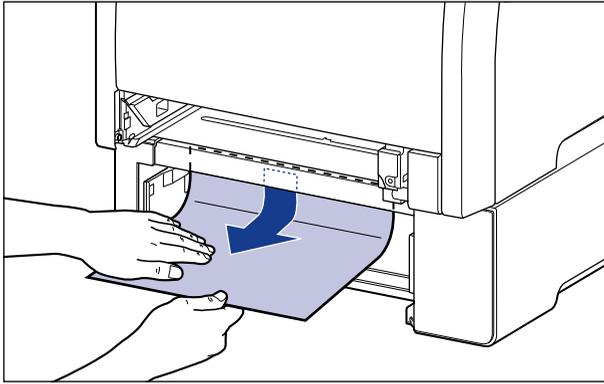
💾 IMPORTANT

- If the jammed paper cannot be removed easily, do not try to remove it forcefully but open the front cover, and then see Step 6 and remove the jammed paper. If you try to remove the jammed paper forcefully, the feed roller may come off.
- Do not touch the feed rollers (A) in the printer unit and paper feeder. This may result in damage to the printer or printer error.
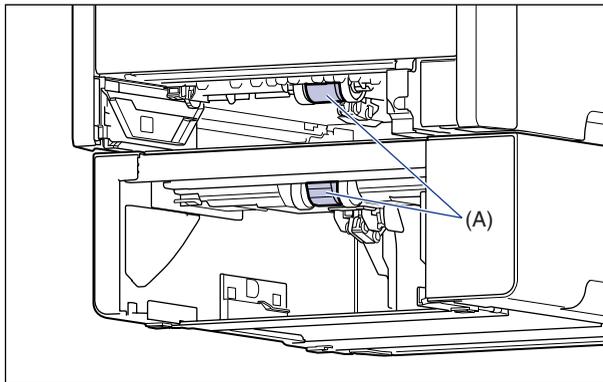
15 Set the paper cassette in the printer.

Push the paper cassette into the printer firmly until the front side of the paper cassette is flush with the front surface of the printer.
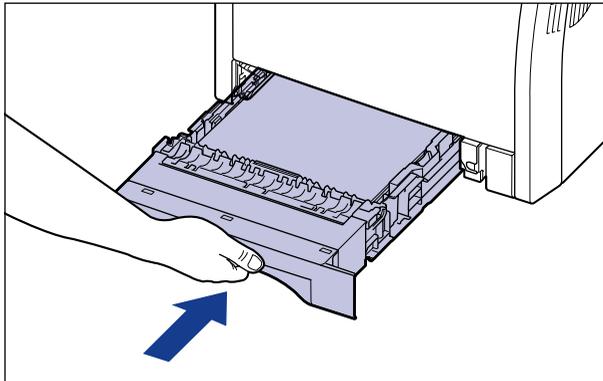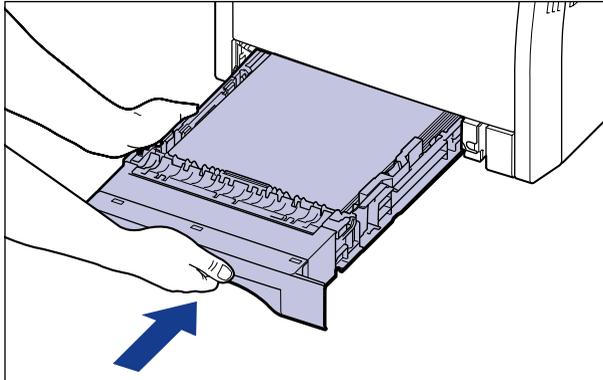
If the paper feeder is installed, set the paper cassette of the paper feeder also.
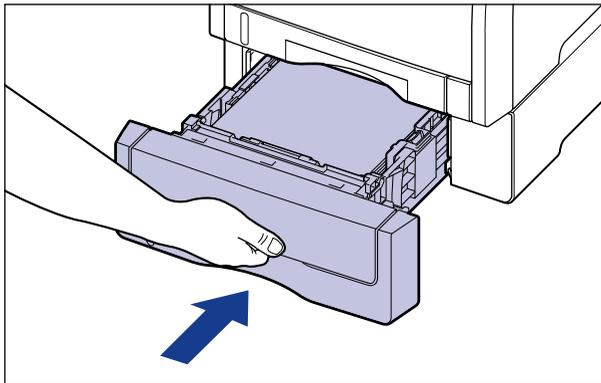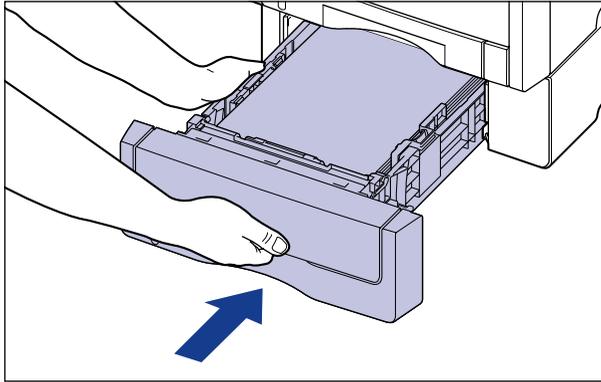
⚠ CAUTION

When setting the paper cassette in the printer, be careful not to catch your fingers.

16 **Close the top cover.**
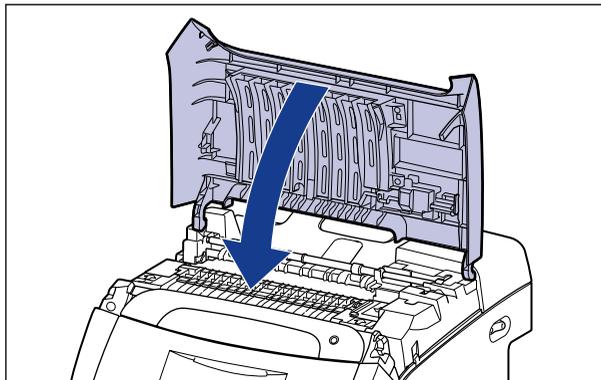
When the message that indicates a paper jam occurring inside the top cover remains in the display even after the top cover is closed, the jammed paper may still remain in the fixing unit. Remove the jammed paper following the procedure in "When the Message That Indicates a Paper Jam Does Not Disappear" (See p. 61).

When the Message That Indicates a Paper Jam Does Not Disappear

When the message that indicates a paper jam occurring inside the top cover is displayed in the display even after the jammed paper is removed, this indicates that the jammed paper still remains in the fixing unit. Remove the fixing unit using the following procedure to remove the jammed paper.

⚠ CAUTION

The fixing unit and its surroundings inside the printer are hot during use. Make sure the fixing unit is completely cool before removing the jammed paper. Touching the fixing unit when it is still hot may result in burns.
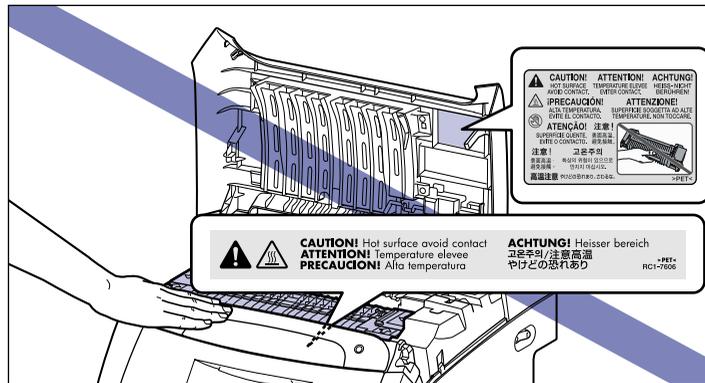
🖐 IMPORTANT

When you remove the fixing unit, the data being printed will be deleted because you have to turn the power of the printer OFF. Print the data again after removing the jammed paper.

1 Turn the printer OFF.

2 Open the top cover.
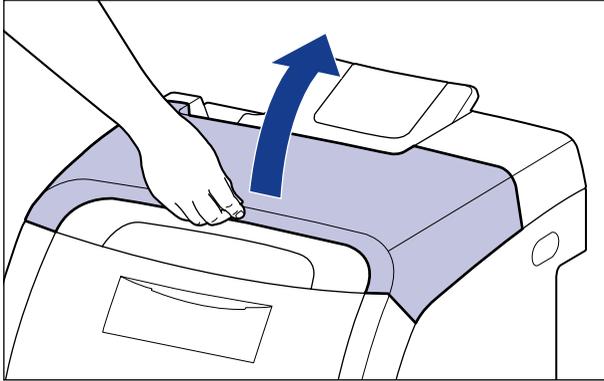
3 While holding the fixing unit by the arrowed portions ①, remove it gently as shown in the figure ②.
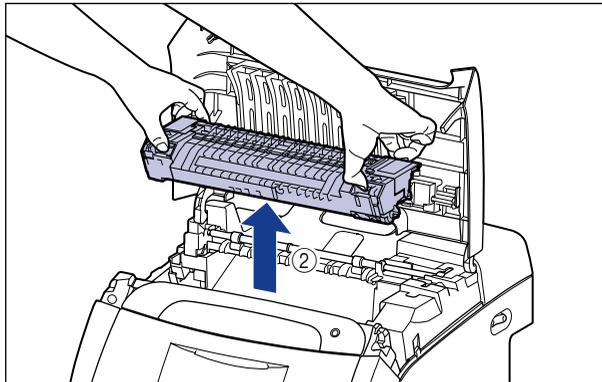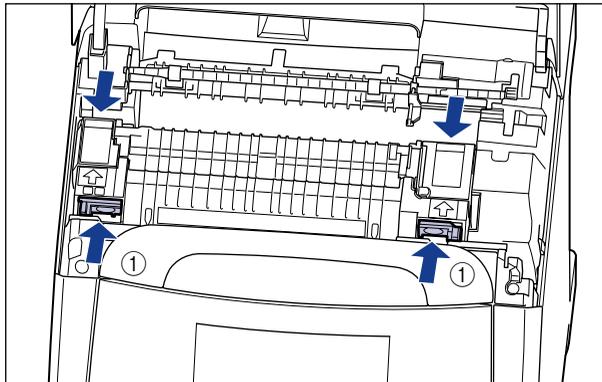
4 **Open the cover of the fixing unit ①, pull out the jammed paper in the direction of the arrow to remove the paper ② as shown in the figure.**

Remove the jammed paper in the direction of the arrow gently to prevent unfixed toner from spilling.
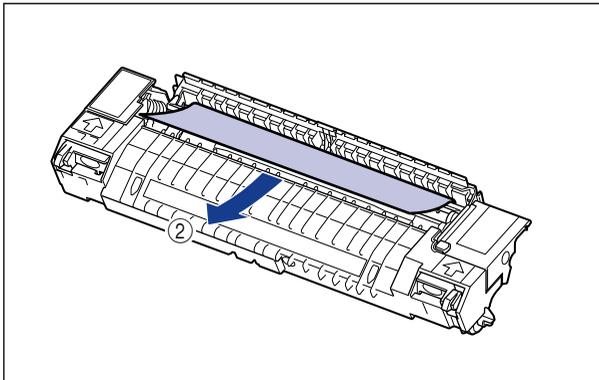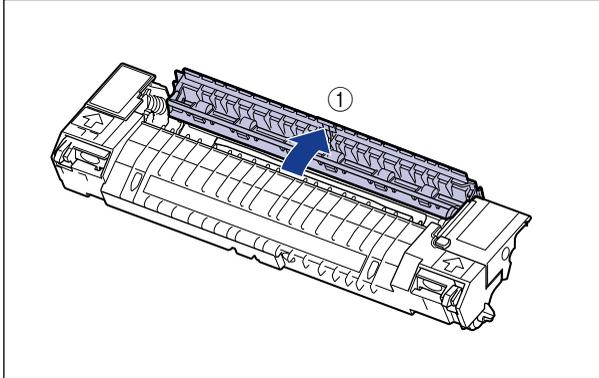
5 Install the fixing unit.
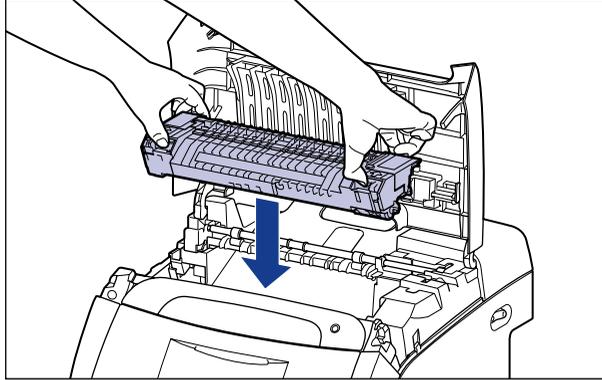
6 Close the top cover.
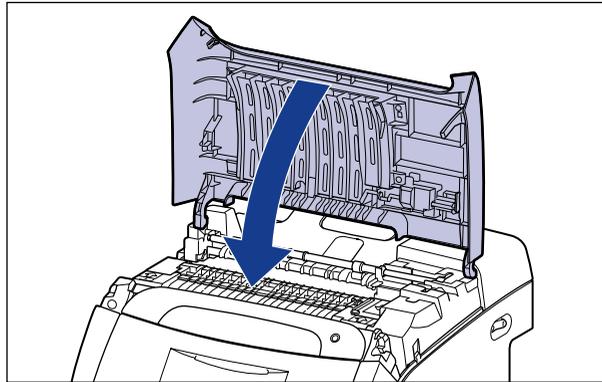
7 Turn the printer ON.

Replacing the Toner Cartridges

This section describes how to replace or handle the toner cartridges and precautions on storing them.

When a Message Appears

Toner cartridges are consumable products. If the toner is running out during printing, a message appears in the display.

Message	When it is Displayed	Contents and Remedies
16 X トナー ヨウイ (X indicates K, Y, M, or C)	When a toner cartridge needs to be replaced soon	- You can continue to print. - Have ready a new toner cartridge of the indicated color. - It is recommended that you replace the toner cartridge before printing a large amount of data.
16 X トナー コウカン (X indicates K, Y, M, or C)	When a toner cartridge needs to be replaced soon	- The printer stops printing. - You can continue to print by pressing [オンライン]. - Have ready a new toner cartridge of the indicated color. - It is recommended that you replace the toner cartridge before printing a large amount of data.
9G X トナー カクニン (X indicates K, Y, M, or C)	When there is a possibility that a toner cartridge has reached the end of its life	- You can continue to print. - You can continue printing for a while, however, as this may result in damage to the printer, it is recommended to replace the toner cartridge with a new one.
1G X トナー コウカン (X indicates K, Y, M, or C)	When a toner cartridge has reached the end of its life	- When <1G K トナー コウカン > appears, the printer stops printing, and you cannot continue the job. - When <1G X トナー コウカン > (X = Y, M, C) appears, you can print only in black and white. - Replace the toner cartridge of the indicated color with a new one.

* Whether <16 X トナー ヨウイ > or <16 X トナー コウカン > appears when lifetime of the toner cartridge has reached depends on the setting for < ケイコク ショリ > in the セットアップ menu. The printer is set to display <16 X トナー ヨウイ > in the default settings.

* "K", "Y", "C", and "M" in a message indicate black, yellow, cyan, and magenta respectively.

IMPORTANT

If the printing appears faint or inconsistent even when a message does not appear, this may be due to any toner cartridge reaching the end of its life. Do not continue to use the toner cartridge, and replace it with a new one when there is deterioration in print quality. When you are replacing a toner cartridge, be sure to use a toner cartridge designed for this printer.

Model Name	Supported Canon Genuine Toner Cartridge
LBP5400	Cartridge 311 Black Cartridge 311 Yellow Cartridge 311 Magenta Cartridge 311 Cyan

NOTE

- The lifetime of the toner cartridges (Canon Genuine Cartridges) designed for this printer is as follows. The numbers of the pages are estimated when printing in the following conditions.
  Printing ratio: 5 %; Print density: the default; Paper size: A4 or Letter; Paper type: plain paper
  - Cartridge 311 Black: approx. 6,000 pages
  - Cartridge 311 Yellow: approx. 6,000 pages
  - Cartridge 311 Magenta: approx. 6,000 pages
  - Cartridge 311 Cyan: approx. 6,000 pages
- Depending on the printing preferences or printing environment such as the intermittency of printing, paper types and paper sizes, the number of pages you can print may be half this number.
- When the toner consumption is low due to low printing ratio, printing of the expected number of print pages may not be able to be achieved. Also, if you print in color, more than one cartridges may reach the end of their life at the same time.
- Even if you print in black and white, this may affect the life of the cartridges of magenta, yellow, and cyan due to the printer structure.

Replacing the Toner Cartridges

If any of the following messages appears, replace the toner cartridge of the indicated color with a new one.

- <1G K トナー コウカン >...Replace the black toner cartridge.
- <1G Y トナー コウカン >...Replace the yellow toner cartridge.
- <1G M トナー コウカン >...Replace the magenta toner cartridge.
- <1G C トナー コウカン >...Replace the cyan toner cartridge.

⚠ WARNING

Do not throw a used toner cartridge into open flames, as this may cause the toner remaining inside the cartridge to ignite, resulting in burns or a fire.

⚠ CAUTION

Take care not to allow the toner to come into contact with your hands or clothing, as this will dirty your hands or clothing. If they become dirty, wash them immediately with cold water. Washing with warm water will set the toner and make it impossible to remove the toner stains.

🖐 IMPORTANT

- Dispose of the packing materials according to local regulations.
- Be sure to use only the toner cartridges designed for this printer.

🖉 NOTE

The packing materials may be changed in form or position to be placed, or may be added or removed without notice.

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1 If you are using the multi-purpose tray, close it.
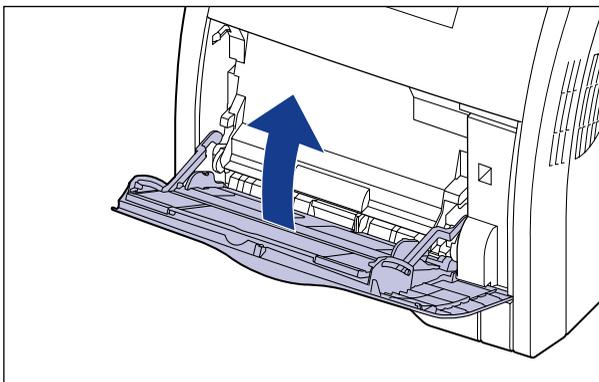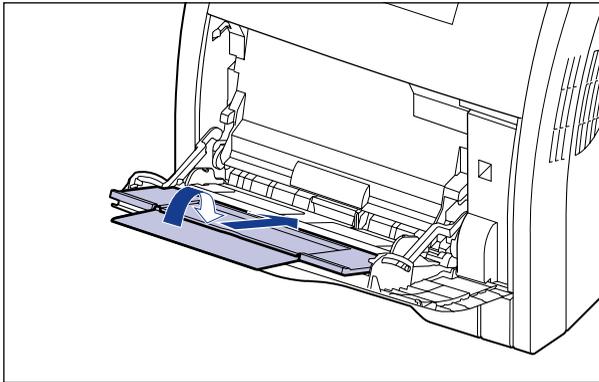
2 Open the front cover.

Holding the opening of the front cover, open it gently.
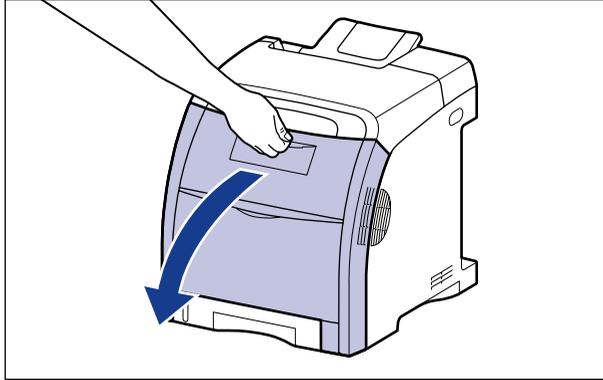
⏏ IMPORTANT

The toner cartridges are installed in order of black, yellow, cyan, and magenta from the top as shown in the figure.

Black
Yellow
Cyan
Magenta
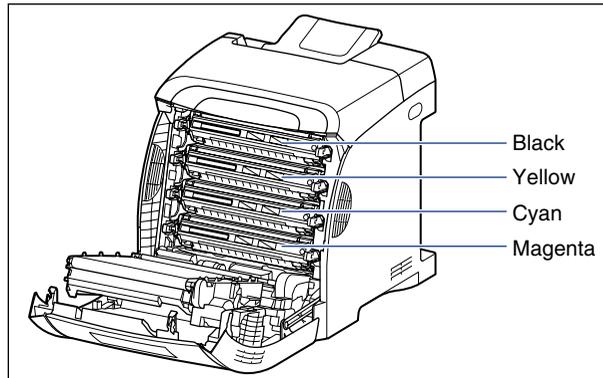
3 **Place paper (A4 size paper is recommended) on the transfer belt of the ETB unit (A) as shown in the figure so that the paper is not shifted.**

(A)
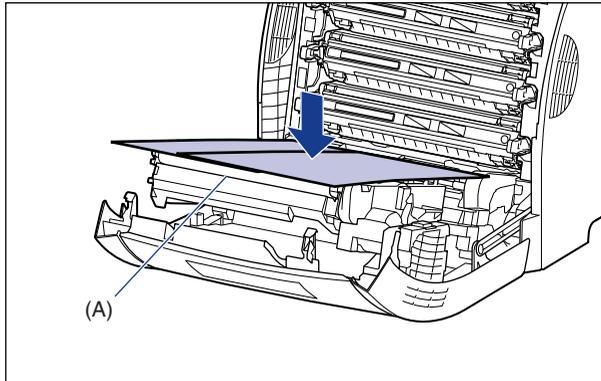
🖐 IMPORTANT

• When installing or removing the toner cartridges, be sure to place paper on the transfer belt of the ETB unit to protect the belt.

• Do not place any object on or touch the transfer belt (A) of the ETB unit. The transfer belt of the ETB unit is supplied with a function that cleans itself, therefore, do not clean the belt even when the toner is on it. If the ETB unit is broken or transfer belt is damaged, this may result in misfeeds or deterioration in print quality.
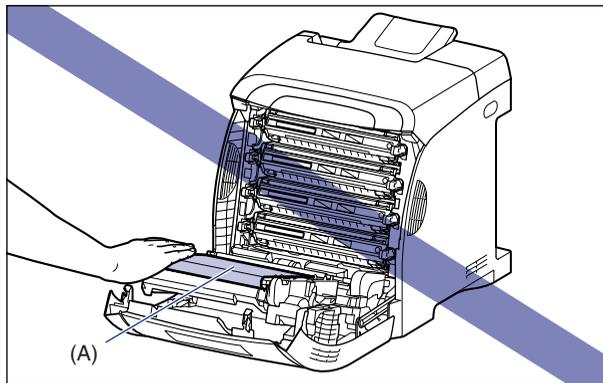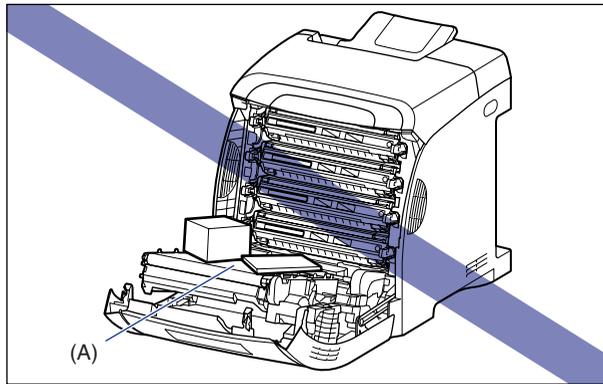
4 Holding the toner cartridge to be replaced by the blue tabs on the both sides, pull it horizontally.

Holding the toner cartridge with your both hands firmly, pull it out so that you do not touch the transfer belt of the ETB unit.
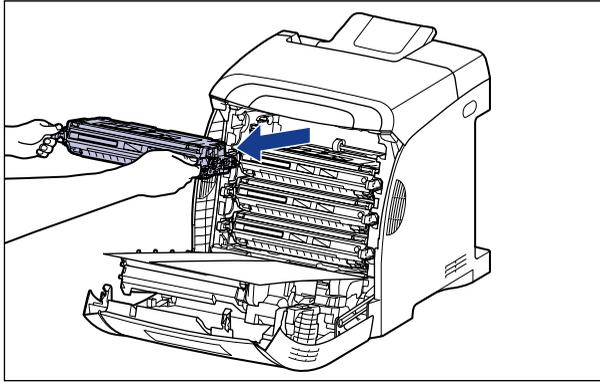
IMPORTANT

Do not touch the high-voltage contact (A) or the electrical contacts (B) shown in the figure, as this may result in damage to the printer.
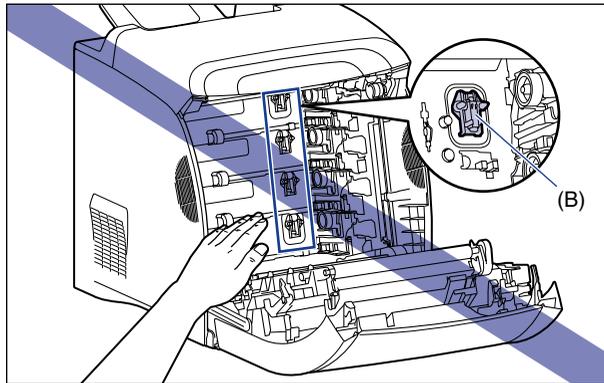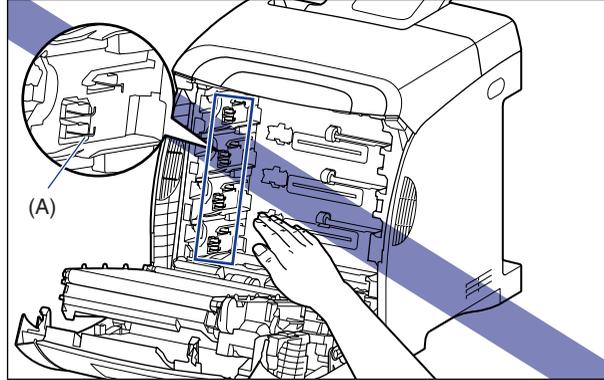
5 Take the new toner cartridge out of the protective bag after taking it out of the package.

There is a cut near the arrow on the protective bag, so you can open it by hand. However, if you cannot open it by hand, use scissors to open the protective bag so as not to damage the toner cartridge.
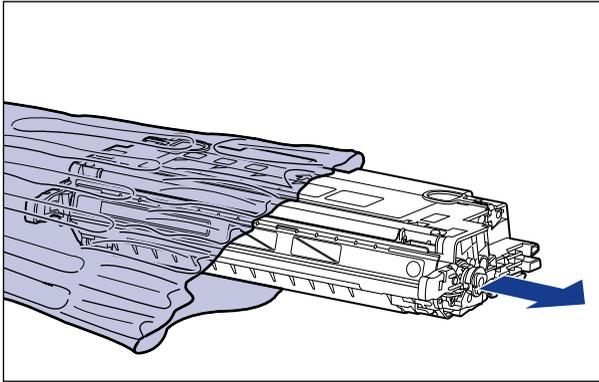
🖐 IMPORTANT

Keep the protective bag for the toner cartridge. It may be required after taking out the toner cartridge for printer maintenance.

6 Hold the toner cartridge as shown in the figure, and shake it gently 5 or 6 times to evenly distribute the toner inside the cartridge.
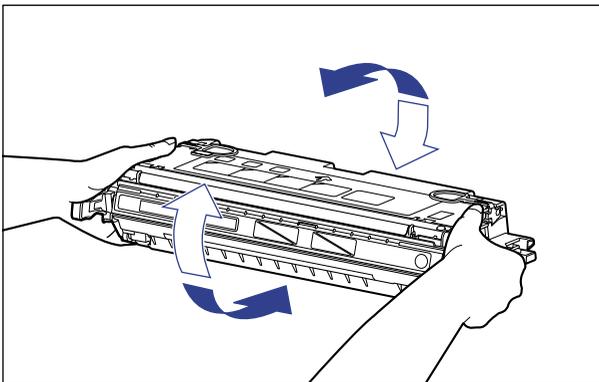
🖐 IMPORTANT

• If toner is not distributed evenly, this may result in deterioration in print quality. Be sure to carry out this procedure properly.

• Be sure to shake the toner cartridge gently. If you do not shake the cartridge gently, toner may spill out.

7 Place the toner cartridge on a flat surface, fold back the tab of the sealing tape ①②, and then pull out the sealing tape (approx. 48 cm long) gently ③ while supporting the toner cartridge.

Remove the sealing tape by hooking your fingers into the tab and pulling it out straight in the direction of the arrow.
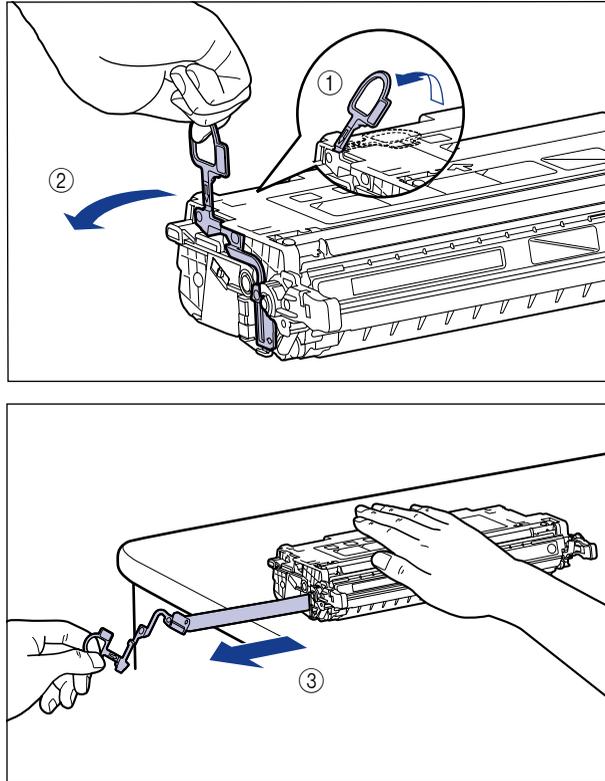
⚠ CAUTION

If the sealing tape is pulled out forcefully or stopped at midpoint, toner may spill out. If the toner gets into your eyes or mouth, wash them immediately with cold water and immediately consult a physician.

- Do not pull the sealing tape diagonally, upwards, or downwards. If the tape is severed, it may become difficult to pull out completely.
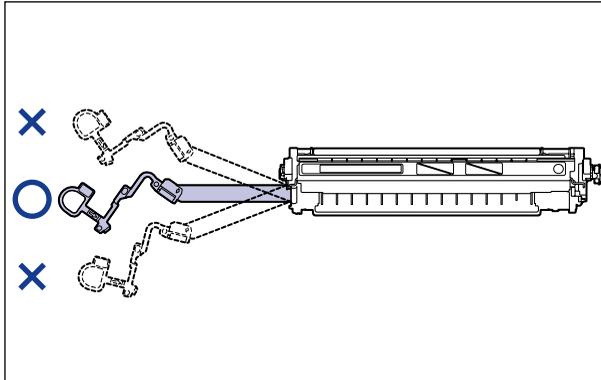
- Pull out the sealing tape completely from the toner cartridge. If any tape remains in the toner cartridge, this may result in poor print quality.
- When pulling out the sealing tape, be careful not to hold the drum protective shutter (A) with your hands.

(A)
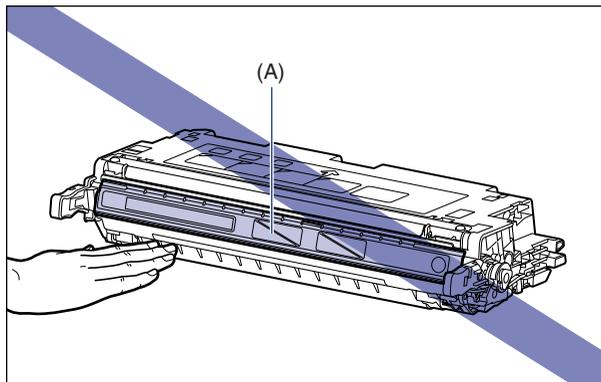
8 **Hook your finger into the tab and remove the packing materials as shown in the figure.**
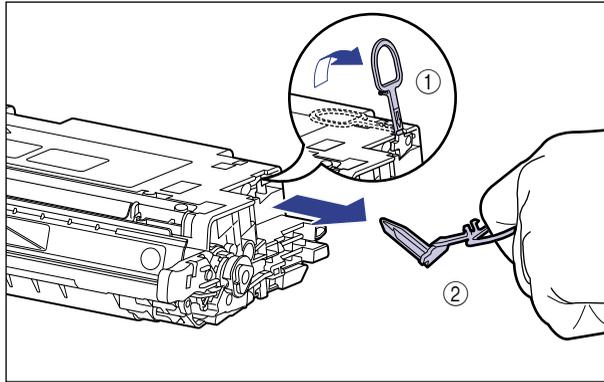
9 **Hold the toner cartridge properly with the arrowed side facing up as shown in the figure.**
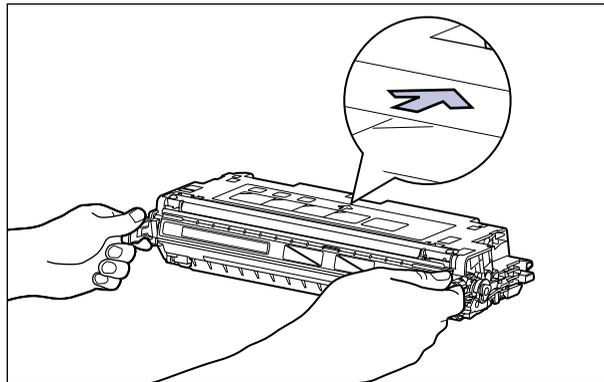
Do not hold the toner cartridge in a manner that is not directed in this procedure.
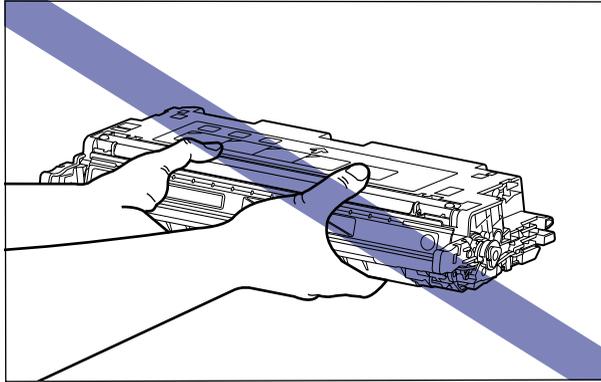
10 **Hold the toner cartridge with both hands and install it into the printer.**

Align (A) of the toner cartridge that you want to replace with the slots (B) to which the label of the same color is attached, then insert the cartridge until it stops.
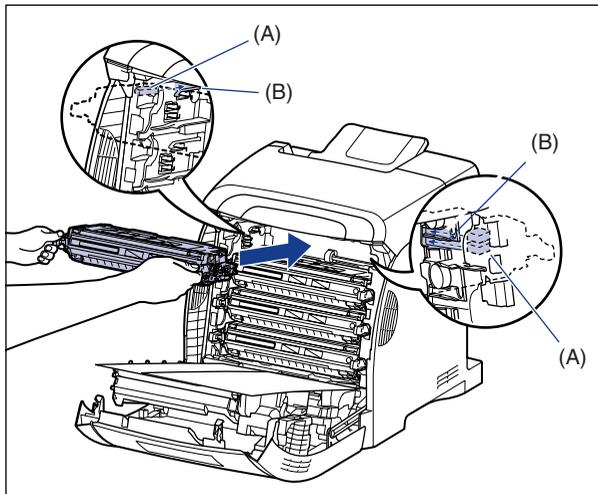
Be sure to install the toner cartridge by pushing it firmly. If the toner cartridges are not installed firmly, this may result in deterioration in print quality.

11 **Remove the paper.**
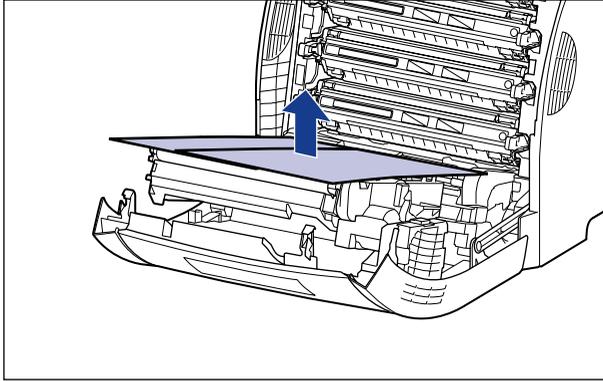
🖑 IMPORTANT

When removing the paper, be careful not to touch or damage the transfer belt of the ETB unit.

12 **Close the front cover.**

Holding the opening of the front cover, close it gently.
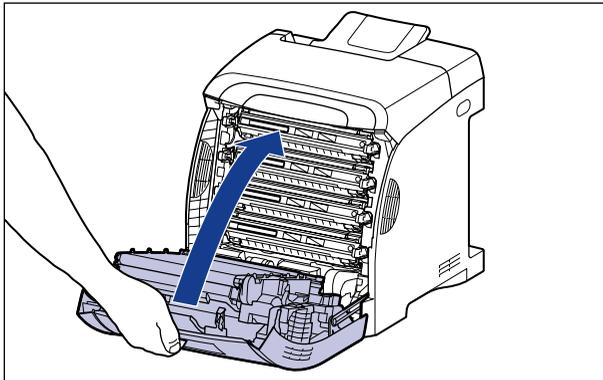
⚠ **CAUTION**

When closing the front cover, be careful not to catch your fingers.

🖑 IMPORTANT

- If you cannot close the front cover, check if the toner cartridge is installed properly. If you try to close the front cover forcefully, this may result in damage to the printer.
- Do not leave the front cover open for a long time after installing the toner cartridge.

Canceling a Job

If you want to cancel the job currently being printed, perform "Cancel Job" using the following procedure. A job cancel allows you to cancel the job currently being received or processed. This option does not affect the next print data or the jobs that have not been processed yet.

📛 IMPORTANT
- Cancel the job while the printer is processing the data (While the ジョブ indicator is on or blinking). No job is canceled by pressing [ジョブキャンセル] when the ジョブ indicator is off.
- The data that has already been processed and is being printed (started to be fed) cannot be canceled. In this case, the next print data may be canceled.
- When there is any print data sent from a printer driver other than that for this printer, multiple data may be canceled.

📝 NOTE
When canceling a job, you may not be able to cancel the job even if <03 ジョブ キャンセル > is displayed. The secure print job before entering the password and the job to be stored in the box cannot be canceled. Delete the secure print job before entering the password and the job to be stored in the box with the Remote UI.

Cancel a job using the following procedure. When canceling a job, be sure that the ジョブ indicator is on or blinking (when the job that you want to cancel is being received or being processed).

---

1 **Press [ジョブキャンセル].**

2 **When canceling the job, press [OK].**

> キャンセル シ゛ッコウ?
>
> 03 シ゛ョフ゛ キャンセル
>
> 00 インサツ カノウ　　A4

<03 ジョブ キャンセル> appears, and the print data being processed is canceled. The job is canceled when <00 インサツ カノウ > appears.

📛 IMPORTANT
You cannot operate the printer while <03 ジョブ キャンセル > is displayed.

Confirming the Printer Features

This printer is provided with a function of Status Print that allows you to check the menu settings, etc. Use these functions when required after installing and connecting the printer, for example when you want to check the operation.

Status Print prints information about the currently available functions, a list of the menu settings, and others. Perform Status Print using the following procedure.

✎ NOTE
- Status Print is to be printed on A4 size paper. Load A4 size paper in the paper cassette or multi-purpose tray.
- The settings specified using the menu of the printer's control panel are reflected to Status Print. For example, when the automatic 2-sided printing function is specified, Status Print will be printed with two pages on both sides of paper. However, always a sheet of paper is printed regardless of the number of copies.

1 Make sure that the printer is online.

If the printer is not online, press [オンライン].

2 Press [ユーティリティ].

> ユーティリティ
>
> ステータスプリント →

< ステータスプリント > is displayed in the display.

3 Press [OK].

> ステータスプリント →
>
> ジッコウ チュウ (Approx. 1 sec.)
>
> ステータスプリント →

Status Print is printed.

4 Confirm the contents of the Status Print.

Status Print prints information as shown in the following figure. Status Print allows you to confirm information about the currently available functions, a list of the setting values specified in the printer function menu, the versions of the software and hardware equipped with the printer, and number of the total print pages. You can check the number of total print pages using "Page Count" on the lower right of Status Print.

IMPORTANT

This is a sample of Status Print. The contents may differ from the Status Print printed by your printer.

Service Call Display

When a problem has occurred and the printer does not work properly, the service call shown in the figure appears:

Message	Cause	Remedy
`Ennn-nnnn` ("n" represents an alphanumeric character)	A problem has occurred inside the printer.	Cycle the power of the printer using the following procedure. If the message does not disappear after cycling the power of the printer several times, contact your local authorized Canon dealer.

`E001-nnnn`
`E003-nnnn`
 	
("n" represents an alphanumeric character)
	A problem has occurred with the fixing unit of the printer.	Perform the following procedures from the Step 2 to contact your local authorized Canon dealer.

`F9-nn チェック プリンタ` ("n" represents an alphanumeric character)	A problem has occurred while the printer is processing print data.	Cycle the power of the printer using the following procedure.

1 Turn the power OFF, wait for 10 seconds or longer, and then turn it ON again.

OFF

ON
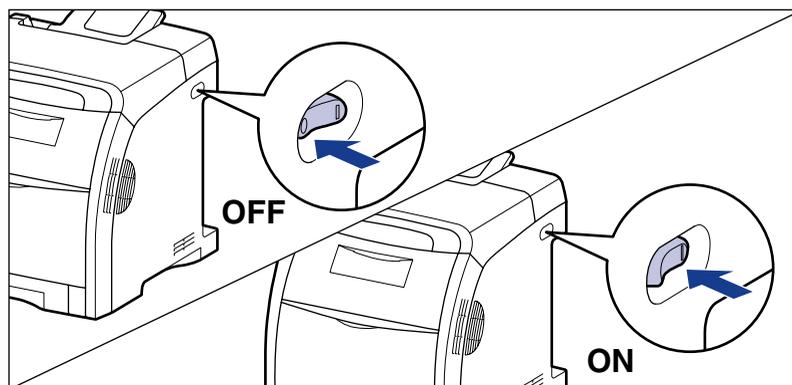
If the message does not reappear, the printer can be used as normal. If the error message still appears, proceed to the next step.

2 Note down the alphanumeric characters and message in the display.

3 Perform the following procedure.

Turn the printer OFF ①.
If a USB cable is connected, turn the computer off ②, and then disconnect the USB cable ③.
Disconnect the power plug from the AC power outlet ④.
Remove the ground wire from the ground terminal ⑤.

4 Contact your local authorized Canon dealer.

When contacting your Canon dealer, please report the problems and the code number that you have noted.

Message List

When the printer cannot continue printing for some reason (an error status), the printer beeps, the メッセージ indicator comes on, and an error message that indicates the description of the error appears in the display. A Warning message appears in the display when the printer requires some remedy (a warning status) although the job is not affected.

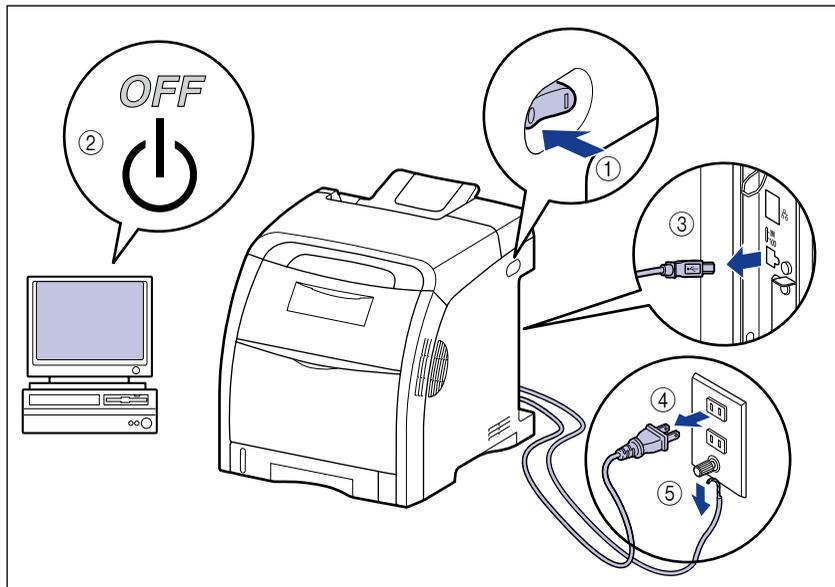If either of these messages appears, perform the following procedures according to the message.

✎ NOTE
- When multiple warnings are occurring at the same time, the Warning messages appear by rotation.
- When the printer is in error status and warning status at the same time, the Warning message does not appear.
- For a message with the <Warning Message> mark, the printer does not stop the operation even when the message is being displayed (when the printer is in a warning status).
- For a message with the <Auto Error Skip> mark, you can skip the error by pressing [オンライン] and continue printing. However, part of the print data may be missing or it may not be printed properly. When you want to stop the process, perform a soft reset to eliminate the cause of the error, press [オンライン], and then print again. Also, you can automatically skip the errors to which this mark is attached by setting < ジドウ　エラースキップ > in the セットアップ menu to < スル >.

Message	Cause and Remedy	
02　レイキャクチュウ	Cause	The temperature of the fixing unit exceeded a fixed value after printing (especially paper with a narrower width) continuously.
	Remedy	Please wait a moment. The printer cools down the fixing unit automatically. It resumes the job after finishing the cool down process.
11　XXX ヨウシガアリマセン (xxx indicates abbreviations of paper sizes)	Cause	Paper of the size specified in the application is not loaded in the paper source (in all the paper sources when < キュウシモード > is set to < ジドウ >; in the specified paper source when the setting is fixed).
	Remedy	Refill or load paper.

Message	Cause and Remedy	
12 カバーガ アイテイマス	Cause	The front cover or top cover is open.
	Remedy	Close the front cover or top cover firmly. If the printer is not online, press [オンライン].
13 ヨウシガ ツマリマシタ	Cause	Paper is jammed inside the printer.
	Remedy	Remove the jammed paper and set the paper cassette and covers to the original position. If the printer is not online, press [オンライン].
14 X トナーミソウチャク (X indicates K, Y, M, or C)	Cause	The toner cartridge of Y (Yellow), M (Magenta), C (Cyan), or K (Black) is not installed.
	Remedy	Install the toner cartridge of the indicated color.
16 X セット カクニン (X indicates K, Y, M, or C)	Cause	The toner cartridge of Y (Yellow), M (Magenta), C (Cyan), or K (Black) is not installed properly.
	Remedy	Install the toner cartridge of the indicated color properly.
16 X トナー ヨウイ (X indicates K, Y, M, or C) <Warning Message>	Cause	The toner cartridge of K (Black), Y (Yellow), M (Magenta), or C (Cyan) is nearing the end of its life.
	Remedy	Although you can continue to print for a while, have ready a new toner cartridge. Replace the toner cartridge of the indicated color with a new one before printing a large amount of data.
16 X トナー コウカン (X indicates K, Y, M, or C)	Cause	The toner cartridge of K (Black), Y (Yellow), M (Magenta), or C (Cyan) has reached the end of its life.
	Remedy	Press [オンライン]. Although you can continue to print for a while, have ready a new toner cartridge. Replace the toner cartridge of the indicated color with a new one before printing a large amount of data.
18 キュウシ エラー	Cause	Paper of the size or type that cannot be fed from the multi-purpose tray or paper cassettes is specified.
	Remedy	If a paper source is specified, press [給紙選択], then set < キュウシモード > to < ジドウ >.
1F ハイシトレイ フル	Cause	The output tray is filled to the limit.
	Remedy	Remove the paper in the output tray.
1G X トナー コウカン (X indicates K, Y, M, or C)	Cause	The toner cartridge of K (Black), Y (Yellow), M (Magenta), or C (Cyan) has reached the end of its life.
	Remedy	Replace the toner cartridge of the indicated color with a new one.

Message	Cause and Remedy	
1H　X　セツゾクカクニン (X indicates K, Y, M, or C)	Cause	There is a possibility that the toner cartridge of Y (Yellow), M (Magenta), C (Cyan), or K (Black) is not installed properly.
	Remedy	Remove the toner cartridge of the indicated color, then install it properly.
32　リョウメンインサツ　エラー <Auto Error Skip>	Cause	The printer received data for 2-sided printing of a paper size (including the paper orientation) or paper type on which the printer cannot perform automatic 2-sided printing.
	Remedy	Press [オンライン] to continue printing. However, the data on each side is printed on two pages.
37　ヨウシタイプ　カクニン <Auto Error Skip>	Cause	An unavailable paper type is selected.
	Remedy	Press [オンライン] to continue printing. Printing is continued with the paper type assumed to be plain paper. If the paper type is not plain paper, you cannot obtain appropriate printout results.
41　ヨウシサイズ　カクニン	Cause	The size of the paper loaded in the multi-purpose tray or paper cassette is different from the setting for < テザシトレイ　ヨウシサイズ > or < カセット N（N=1、2）ヨウシサイズ > specified from the computer or control panel.
	Remedy	Match the size specified in < テザシトレイ　ヨウシサイズ > or < カセット N（N=1、2）ヨウシサイズ > and the size of the loaded paper, and then press [オンライン].
	Cause	You are using LIPS LX Printer Driver, and you loaded custom size paper of its long edges 215.9 mm or less in portrait orientation, and printed when < テザシトレイ　ヨウシサイズ > or < カセット N（N=1、2）ヨウシサイズ > is set to < フリー >.
	Remedy	Load the paper in landscape orientation, then print again.
9E　X トナー　イチカクニン (X indicates K, Y, M, or C)	Cause	The toner cartridge of Y (Yellow), M (Magenta), C (Cyan), or K (Black) is not installed in the appropriate position.
	Remedy	The toner cartridges of each color are installed in order of black, yellow, cyan, and magenta from the top. Reinstall the toner cartridge of the indicated color in the appropriate position.

Message	Cause and Remedy	
9G X トナー カクニン (X indicates K, Y, M, or C) <Warning Message>	Cause	There is a possibility that a used toner cartridge that has reached its lifetime is installed.
	Remedy	Check if there is any problem with the toner cartridge of the indicated color.
E7 テイチャクキ カクニン	Cause	The fixing unit is not installed or installed improperly.
	Remedy	Install the fixing unit properly.
PC XXX ヨウシニ コウカン (xxx indicates abbreviations of paper sizes)	Cause	The paper of the size specified in the application is not loaded in the paper cassette or multi-purpose tray, or the paper source for the different paper size is selected.
	Remedy	Load the paper of the size selected in the application (or the size specified by scaling factors) in the selected paper cassette.