

Chapter 6

Troubleshooting

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If your C3500 is not operating properly, use the information and suggestions in this chapter to try to solve the problem.

In addition, while some problems will have a single cause, others will have a combination of causes. In the latter cases, you may need to use a process of elimination to find the cause and correct the problem. For example, many printing problems are related to how your software interacts with the C3500. If you were having trouble printing, but found that your C3500 could make copies correctly, you would know that the problem was with your computer, software, or cables, and not with the C3500 itself.



If the C3500 makes strange noises, emits smoke, or strange smells, unplug it immediately and contact your local authorized Canon dealer or service center. Do not attempt to disassemble or repair the unit yourself.

If You Cannot Solve the Problem

If you have a problem with your C3500 and cannot solve it using the information in this chapter, contact your local authorized Canon dealer or service center.



Note

Attempting to repair the C3500 yourself may void the limited warranty. See the limited warranty in the back of this guide for details.

Before contacting your local authorized Canon dealer or service center, make sure you have the following information about your C3500:

- ☐ The unit's name: C3500
- ☐ The C3500's serial number (on a label on the back of the C3500)

	HA2-097x
CANON INC.	MADE IN JAPAN
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NO. X X X X X X X	SERIAL NUMBER

- ☐ The C3500's ROM version number (to find this, print the user data list: see the *MultiPASS Desktop Manager for Windows® User's Guide*)
- ☐ The MultiPASS Desktop Manager version number (see the *MultiPASS Desktop Manager for Windows® User's Guide*)
- ☐ Where you purchased the unit
- ☐ A detailed description of the problem
- ☐ The steps you have taken to solve the problem, and the results

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Paper Jams

On occasion, the document feeding into the C3500's Automatic Document Feeder (ADF) or the paper in its sheet feeder may misfeed or jam. If this happens, you can usually fix the problem using one of the following procedures.



Note

You do not need to unplug the C3500 while clearing paper jams.

Jams in the Automatic Document Feeder (ADF)

Use this procedure if the document in the C3500's Automatic Document Feeder (ADF) jams or misfeeds. (If this occurs, the message CHECK DOCUMENT appears in the display.)



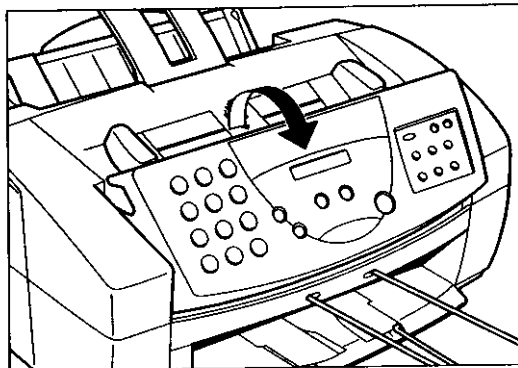
1. Press **STOP**.



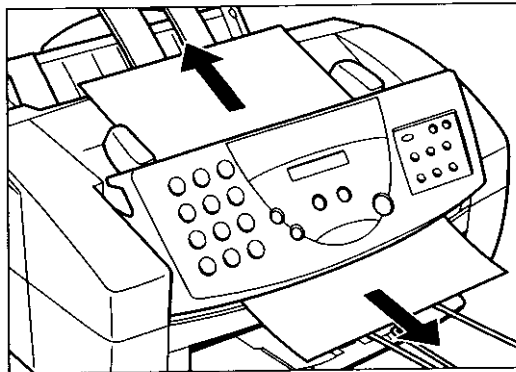
Note

Do not try to pull the document out without opening the operation panel, or you may tear or smudge the document.

2. Open the operation panel by gently pulling it toward you.



3. Remove the jammed page by pulling it in either direction.



Note

If the paper does not pull out easily, do not force it. Contact your local authorized Canon dealer or service center.

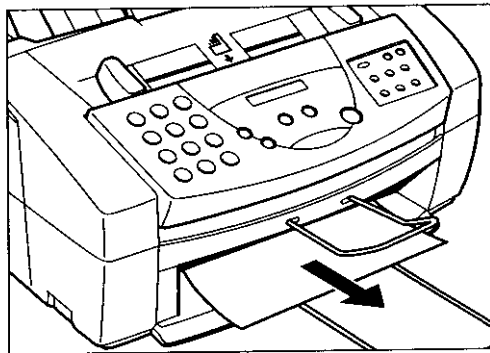


4. Gently push the operation panel shut until it clicks.
5. Press **STOP** to clear the error message.
6. If you have a multipage document, remove the entire document from the Automatic Document Feeder (ADF), and reload it, following the instructions in "Loading the Document" on page 4-4.

Jams in the Sheet Feeder

Use this procedure if the recording paper jams or misfeeds in the sheet feeder. If this happens, the message **CLEAR PAPER JAM** appears in the display.

1. Gently pull any jammed paper out of the unit as shown.



2. Remove the paper stack from the sheet feeder and reload it, following the instructions in "Loading Print Media for Automatic Feed" on page 2-41.

- ☐ Make sure you push the paper to the back and right of the sheet feeder, and that the stack is not higher than the paper limit mark (▲).



3. Press **STOP** to clear the error message.

- ☐ If the Alarm light is on, press **RESUME** to clear the error message.
- ☐ If you are printing from a Windows application, follow the instructions displayed by the software on your PC.



If the paper jam occurred while a fax was being received into the C3500's memory, that fax will print automatically when the jam is cleared.

Printing Problems

If you are having problems printing with the C3500, check the problems and solutions listed in the following table.

Problem	Possible cause	Solution
The ALARM light comes on and the C3500 beeps while printing.	The C3500 may have a paper jam.	Clear any paper jams as described above.
		<p>If the C3500 has no paper jam, unplug it, wait 15 seconds, then plug it in again. If the problem is fixed, the Alarm light will be off, the BJ cartridge will move to its home position, and the LCD display will show the date and receiving mode (Standby mode).</p> <p>If the Alarm light stays on, call your local authorized Canon dealer or service center.</p>
Nothing prints.	The power cord may not be plugged in securely.	Make sure the power cord is plugged securely into the unit and into a wall outlet.
	The interface cable may not be securely connected to the C3500 and the computer.	Check the interface cable's connections. See page 2-19.
	The interface cable may not be the correct type.	Make sure you are using a bi-directional parallel interface cable. See page 2-19.
	The C3500 or computer were turned on while you were connecting the interface cable.	Unplug the C3500 and turn the computer off, then plug the C3500 in and turn the computer on again.

Problem	Possible cause	Solution
Nothing prints (continued).	The orange tape may not have been removed from the BJ cartridge when it was installed.	Be sure to remove the tape from the BJ cartridge when you install it. See page 2-29.
	The BJ cartridge may not have been installed properly.	Make sure the cartridge is installed correctly. See page 2-27.
	The print head unit may need cleaning.	Clean the print head. See page 7-4.
	The BJ cartridge may need to be replaced.	Replace the BJ cartridge. See page 7-11.
	The application you are printing from may not be set up properly.	Check the computer and the application to make sure they are configured correctly.
	The application may not have the correct printer selected.	Make sure the Print Setup option in your application has MultiPASS C3500 Printer Driver selected as the printer.
	The printer driver may be configured with the wrong port.	Make sure the C3500 MultiPASS Printer Driver is configured to use the PC's parallel port. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	The computer's parallel port may be disabled.	Make sure your PC's CMOS has the primary parallel port set to LPT1. (Your PC should have a setup program that lets you do this.) See your computer's documentation for setting the paper size.

Problem	Possible cause	Solution
The BJ cartridge moves, but no print appears on the paper.	The BJ cartridge or an ink cartridge may not be installed properly.	Make sure the BJ cartridge and any ink tanks are properly installed. See page 2-27.
	The BJ cartridge may need cleaning.	Clean the print head. See page 7-4.
	An ink tank may be empty.	Replace empty ink tanks as needed. See page 7-7.
<hr/>		
The C3500 suspends printing after each line.	The print head may have become too hot. If this happens, the C3500 slows down to cool the print head.	You do not need to do anything. Allow the C3500 to finish the current print job and then let it sit awhile to cool.
<hr/>		
Your PC indicates a device time-out.	A device time-out occurs when the PC sends data to the C3500, but the C3500 does not respond. The C3500 may be unplugged, not connected to the PC, or have a paper jam.	Make sure the C3500 is plugged in, and that its interface cable is securely attached to the C3500 and the PC. Clear any paper jams, and make sure paper is loaded properly in the sheet feeder.
<hr/>		
The printed output is not what you expected.	There may be a communication problem between the C3500 and your PC.	Make sure the PC and the application are configured correctly for communicating with the C3500. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	The interface cable may not be securely connected to the C3500 and the computer.	Check the interface cable's connections. See page 2-19.
	The interface cable may not be the correct type.	Make sure you are using a bi-directional parallel interface cable. See page 2-19.

Problem	Possible cause	Solution
The print output is not what you expected (continued).	The interface cable may be too long.	Make sure your parallel cable is less than 6 feet (2 m) long.
	You may not be using the correct printer driver.	Make sure you have selected the MultiPASS C3500 Printer Driver in the Printer's dialog box or from your application's printer dialog. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	You may not have the best media type selected.	Try selecting Coated Paper for the Media Type rather than Plain Paper. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	Previous software settings may not be cleared.	Make sure the C3500 was cleared of the previous software settings before the print job started. See the application's documentation.
Printout does not match paper size.	Paper may not be loaded and aligned correctly in the sheet feeder.	Make sure the paper is loaded and aligned correctly. See page 2-41.
	The application's page size and margin settings may be incorrect.	Make sure the paper size and margin set in your application are correct for the paper in the sheet feeder. See your application's documentation for setting the paper size.

Problem	Possible cause	Solution
Printout does not match paper size (continued).	The selected printer driver may be incorrect.	Make sure you select the MultiPASS C3500 Printer Driver. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .



If the print head prints on the platen, feed a few sheets of paper through the C3500 to clean the ink off the platen.

The printout curls.	Your pages may include a large amount of ink.	Remove the printout as soon as it exits the C3500 and let it dry, then roll it in the direction opposite of the curl.
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Print Quality Problems

If your print quality is not what you expect it to be, check the problems and solutions below.


Problem	Possible cause	Solution
Print is not clear.	The medium you are using may not be supported by the C3500.	Use only print media specified in "Selecting the Print Media" on page 2-33.
	You may be printing on the wrong side of the paper.	Many types of paper have a "correct" side for printing. If your paper does, make sure that side is facing up. If the paper has no obvious correct side, try turning the paper over and printing on the other side.
	The print head nozzles may be clogged.	Clean the print head. See page 7-4.
Output appears jagged.	You may be using Draft mode (180 dpi), which can give output a jagged look.	Change the resolution to standard on your PC. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
The printout has dots of ink splashed on it.	The print head nozzles may be clogged with ink.	Clean the print head. See page 7-4.
The printout has white streaks or missing dots.	The print head nozzles may be clogged with dust.	Clean the print head. See page 7-4.
	An ink tank may be empty.	Replace empty ink tanks as needed. See page 7-7.
	The BJ cartridge or an ink tank may be installed incorrectly.	Make sure the BJ cartridge and any ink tanks are installed correctly.

Problem	Possible cause	Solution
The printout has white streaks or missing dots (continued).	The medium you are using may not be supported by the C3500.	Use only print media specified in "Selecting the Print Media" on page 2-33.
	The print head may be worn out.	Check the BJ cartridge. It may need to be replaced. See page 7-11.
Output is faint.	You may be using Draft print quality or Fine mode.	Try using Standard mode. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
Printing takes too much time.	You may be using Fine mode.	Try using Standard mode. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
The printout contains blurred or smudged ink.	The medium you are using may not be supported by the C3500.	Use only print media specified in "Selecting the Print Media" on page 2-33.
	You may be printing on the wrong side of the paper.	Many types of paper have a "correct" side for printing. If your paper does, make sure that side is facing up. If the paper has no obvious correct side, try turning the paper over and printing on the other side.

Color Printing Problems

Use the following to correct problems you may have while using the C3500 to print in color.

Problem	Possible cause	Solution
Colors are missing, and the output contains only black ink.	The MultiPASS C3500 Printer Driver may not be selected.	Make sure you selected the MultiPASS C3500 Printer Driver or other compatible color printer driver. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	The printer driver may not be selecting color.	Make sure the PC is set to use Color On Screen — Matched Color. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	The color BJ cartridge may not be working properly.	Print the NOZZLE CHECK test pattern to make sure the Color BJ cartridge and ink tanks are firing correctly. See page 7-6.
	An ink tank may be empty.	Replace empty ink tanks as needed. See page 7-7.
	The print head unit may need cleaning.	Clean the print head. See page 7-4.
	The application you are printing from may not support color printing.	Check your application's documentation.
Colors are broken or uneven.	You may be using the wrong print mode.	If you are printing dense graphics on plain paper, set the Media Type to Coated Paper on your PC. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .

Problem	Possible cause	Solution
Colors are broken or uneven (<i>continued.</i>)	If you are printing a thin line with a non-primary color, your software may be telling the unit to place a color every other dot, with white in between.	Choose cyan, yellow, magenta, or black instead.
Colors generally print incorrectly.	The MultiPASS C3500 Printer Driver may not be selected.	Make sure you are using the MultiPASS C3500 Printer Driver. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	The printer driver may not be selecting color.	Make sure you selected Color or Screen Matched Color on your PC. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	The printer driver may not be selecting the right media.	Make sure you selected the correct media type on the PC. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
 Note Some colors are impossible to match exactly, though the C3500 is designed to come as close as possible.		
Colors in a line are uneven or different from those in previous lines.	The print settings may not be the best for the images you are printing.	If you are printing dense color graphics on plain paper, change the Media Type setting from Plain Paper to Coated Paper on the PC. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
Hue changes.	The print head nozzles may be clogged with dust.	Clean the print head. See page 7-4.
	An ink tank may be empty.	Replace empty ink tanks as needed. See page 7-7.

Problem	Possible cause	Solution
Printed blue looks purple.	Blue prints as purple because of the different technologies used by the PC's monitor and the C3500: the monitor uses RGB (Red, Green, Blue) color, while the C3500 uses CMYK (Cyan, Magenta, Yellow, Black) color. Thus, the printed blue (a mix of cyan and magenta) looks darker and more purple than the blue on the monitor.	<p>On the PC, select Match color (screen matching) to provide a lighter color blue.</p> <p>If you are not using screen matching, decrease the amount of magenta by 30% to produce a royal blue.</p> <p>If you just want a nice blue color, try cyan. It prints beautifully and quickly, and is available in almost all applications that support color. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i>.</p>
Color images are missing some detail.	You may not have the optimum settings selected on the PC.	On your PC, make sure to select Plain Paper, Color Mode, and Halftoning = Pattern. If these are already selected, change the Media Type setting from Plain Paper to Coated Paper. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .

Problems Feeding Paper Into the C3500 Sheet Feeder

If you are having problems feeding paper or other media into the C3500's sheet feeder, check the following table.



Note

Whenever you correct one of these problems, be sure to remove the paper from the sheet feeder and load it again. See page 2-41.

The following problems can also cause the paper to jam in the unit. See page 6-6 for instructions on clearing paper jams.

Problem	Possible cause	Solution
Paper does not feed into the C3500.	The sheet feeder may contain too many sheets.	Make sure the sheet feeder is not filled past the limit mark (▲). See page 2-41.
	Paper may not be inserted in the sheet feeder correctly.	Make sure paper is inserted all the way into the sheet feeder. See page 2-41.
Printing is skewed.	Paper may not be stacked correctly in the sheet feeder.	Make sure the stack of paper is straight in the sheet feeder.
		Make sure the right side of the stack of paper is aligned with the right side of the sheet feeder, and that the paper guide is aligned against the left side of the stack. See page 2-41.
		Make sure the paper exit path is clear.

Problem	Possible cause	Solution
Several sheets load into the C3500 at once.	Paper may not be loaded in the sheet feeder correctly.	Make sure paper is inserted correctly in the sheet feeder. See page 2-41.
	Sheets of paper may be sticking together.	Make sure the paper is not sticking together. Be sure to fan the stack of paper before placing it in the sheet feeder.
	The sheet feeder may contain too many sheets.	Make sure the sheet feeder is not filled past the limit mark (▲). See page 2-41. Do not force the stack into the sheet feeder.
	The sheet feeder may contain more than one type of paper.	Load only one type of paper at a time. Make sure the paper you use meets the specifications for media in Appendix A, "Specifications."
Transparencies or back print film do not feed correctly.	The sheets may not be loaded correctly.	Make sure you load no more than 50 sheets of transparencies or 10 sheets of back print film in the sheet feeder.
The paper jams repeatedly.	The paper itself may be causing the jams.	Fan the paper before stacking it in the sheet feeder. This keeps the sheets from sticking together. Make sure the paper you are using and your printing environment meet the specifications given in Appendix A, "Specifications."

Problem	Possible cause	Solution
Envelopes will not feed.	The envelopes may not be loaded correctly.	Make sure the envelopes are loaded properly. See page 3-2.
	The correct envelope size may not be selected in your printer driver.	Make sure there are no more than 10 envelopes in the sheet feeder. Make sure you select the correct envelope size in the Paper Setting dialog box on your PC. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	The envelopes may not meet the C3500's specifications.	Envelopes must be U.S. Commercial No. 10 (9.5 × 4.1 in) or European DL (220 × 110 mm).

Faxing Problems

Use the following tables to solve problems that can occur when sending and receiving faxes with the C3500.

Sending Faxes

Problem	Possible cause	Solution
You cannot send a fax.	The C3500 may have overheated and shut itself down.	If you suspect this, unplug the C3500 and let it cool for several minutes, then try sending again.
	The C3500 may not be set for the type of telephone line you have (pulse/tone).	Make sure the C3500 is set for the type of phone line you have. See page 2-54. (If you are not sure what type of line you have, contact your local telephone company.)
	The document may not have been set in the Automatic Document Feeder (ADF) properly.	Remove the document, stack it, and feed it into the Automatic Document Feeder (ADF) again. See page 4-4.
	The one-touch or coded speed dialing number you used may not be registered for the feature you are using.	Check the content of the one-touch or coded speed dialing button and make sure it was registered correctly. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	The receiving fax machine may be out of paper.	Call the other party and be sure they have paper in their fax machine.
	The C3500 may be sending another document from memory.	Allow time for the current document to finish sending.

Problem	Possible cause	Solution
You cannot send a fax (<i>continued</i>).	An error may have occurred during sending.	Print an activity report and check for an error code. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	There may be a problem with the telephone line.	Make sure you have a dial tone on the extension telephone. If not, contact your local telephone company.
	The receiving fax machine may not be a G3 fax machine.	Make sure the receiving fax machine is compatible with the C3500 (which is a G3 fax machine).



Note

If none of the above solve the problem, try unplugging the C3500 for at least five seconds, then plugging it back in. If the problem persists, contact your local authorized Canon dealer or service center.

Images on faxes received from the C3500 are spotted or dirty.	The receiving fax machine may not be working properly.	Check the C3500 by making a copy. If the copy is clear, the problem may be in the receiving fax machine.
	The document may not be properly inserted in the Automatic Document Feeder (ADF).	Remove the document and feed it correctly into the Automatic Document Feeder (ADF). See page 4-4.
The C3500 cannot send a fax using ECM (ECM TX does not appear in the LCD display when sending).	The receiving fax machine may not support ECM.	If the receiving fax does not support ECM, then the C3500 sends the fax in normal mode without error checking.

The C3500 cannot send a fax using ECM (*continued*).

ECM receiving on the receiving fax machine may not be turned on.

If the receiving fax does support ECM reception, call the other party and have them check if ECM reception is turned on. See the *MultiPASS Desktop Manager for Windows® User's Guide*.

Errors occur frequently while sending faxes.

The phone line may be in poor condition, or you may have a poor connection.

Lower the speed at which the unit starts sending faxes in the TX START SPEED menu setting. See the *MultiPASS Desktop Manager for Windows® User's Guide*.

Receiving Faxes

Problem	Possible cause	Solution
The C3500 cannot receive faxes automatically.	The C3500 may not be set to receive automatically.	For the C3500 to receive faxes automatically, it must be in FaxOnly, AnsMode, or FaxTel mode. See page 5-17.
	The C3500 may have a document in memory.	Print out any document stored in memory. See page 5-23.
	An error may have occurred during reception.	Check the LCD display for an error message. See page 6-30 for a listing of the C3500's error messages. Print an activity report and look for an error code. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	The sheet feeder may be empty.	Make sure the sheet feeder has paper in it.
	The telephone line may not be connected properly.	Make sure all phone line connections are secure.

Problem	Possible cause	Solution
The C3500 will not switch between telephone and fax calls automatically.	The C3500 may not be in FAX/TEL mode.	For the C3500 to switch automatically between telephone and fax calls, it must be in FAX/TEL mode. See page 5-17.
	The C3500 may have a document in memory.	Print out any document stored in memory. See page 5-23.
	An error may have occurred during reception.	Check the LCD display for an error message. See page 6-30 for a listing of the C3500's error messages. Print an activity report and look for an error code. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
	The sheet feeder may be empty. The sending fax machine may not send the CNG signal that tells the C3500 that the incoming signal is a fax.	Make sure the sheet feeder has paper in it. In such cases, you will have to receive the document manually. See page 5-19.
The C3500 will not receive faxes manually.	You may not have pressed START/COPY after hanging up the extension telephone.	Always press START/COPY before hanging up the handset. If you hang up before pressing START/COPY , you will disconnect the call.

Problem	Possible cause	Solution
The print quality is poor.	You may not be using the correct paper.	Make sure the paper in the sheet feeder meets the specifications given in Appendix A.
	The sending fax machine may not be operating properly.	Make a copy with your C3500. If the copy looks OK, then your C3500 is operating properly. Contact the sender and have them check their fax machine.



Note

Also see "Printing Problems" on page 6-9.

The C3500 cannot receive faxes using ECM (ECM RX does not appear in the LCD display when receiving).	The sending fax machine may not support ECM.	If the sending fax does not support ECM, then the C3500 receives the fax in normal mode without error checking.
	ECM reception may not be turned on.	Make sure the C3500 has its ECM RX setting turned on. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
Nothing prints	The orange tape may not have been removed from the BJ cartridge when it was installed.	Be sure to remove the tape from the BJ cartridge when you install it. See page 2-29.
	The BJ cartridge may not have been installed properly.	Make sure the cartridge is installed correctly. See page 2-27.
	The print head unit may need cleaning.	Clean the print head. See page 7-4.
	The BJ cartridge may need to be replaced.	See page 7-5.

Problem	Possible cause	Solution
Received faxes are blotched or uneven.	The telephone lines may be in poor condition, or you may have a bad connection.	Use ECM receiving to try eliminate such problems. However, if the telephone lines are in poor condition, you may need to have the fax sent again.
	The sending fax machine may not be functioning properly.	The sending fax machine usually determines the fax's quality. Call the sender and have them make sure the top cover and scanning glass on their fax machine are clean.
Errors occur frequently while receiving.	The telephone lines may be in poor condition, or you may have a bad connection.	Lower the speed at which the unit receives faxes in the RX START SPEED setting. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .

Telephone Problems

Problem	Possible cause	Solution
The C3500 cannot dial.	The telephone line may not be connected properly.	Make sure the telephone line is securely connected to the C3500. See page 2-20.
	The C3500 may not be set for the type of telephone line you have (pulse/tone).	Make sure the C3500 is set for the type of phone line you have. See page 2-54. (If you are not sure what type of line you have, contact your local telephone company.)
The phone disconnects while you are talking on the line.	The C3500 may not be plugged in properly.	Make sure the C3500 is correctly plugged in to a wall outlet.

Copying Problems

Problem	Cause	Solution
The C3500 will not make a copy.	The C3500 may have a BC-21 Color BJ cartridge installed, and one of its ink tanks may be empty.	Replace the empty ink tank. See page 7-7.
	The extension phone may be off its hook.	Make sure the extension phone handset is on its cradle.
	The document may not be placed in the Automatic Document Feeder (ADF) correctly.	Make sure the document you are copying is set in the Automatic Document Feeder (ADF) properly, and the LCD display shows DOCUMENT READY. See page 4-4.
	The C3500 may not be operating properly.	Print a document from your PC to make sure the C3500 is working properly. See the <i>MultiPASS Desktop Manager for Windows® User's Guide</i> .
MEMORY FULL appears in the LCD display when you are making multiple copies.	The C3500's memory is full.	Print out any received faxes stored in memory, then start making copies again. See page 5-23.

General Problems

Problem	Cause	Solution
The C3500 has no power.	The power cord may not be securely plugged into the unit.	Make sure the power cord is plugged securely into the unit and into a wall outlet. If the power cord is connected to a power strip, make sure the strip is connected to an outlet and turned on.
	The power cord may not be supplying power.	Check the power cord by substituting another, or by using a voltmeter to test it for continuity.
The C3500 will not print reports.	The C3500 may have a BC-21 Color BJ cartridge installed, and one of its ink tanks may be empty.	Replace the empty ink tank. See page 7-7.
Nothing appears in the LCD display.	The C3500 may not be receiving power.	Check the plug and be sure it is firmly plugged into the power connector and the wall outlet. If the display remains blank, unplug the C3500, wait five seconds, then plug it in again.
		If the display still remains blank, call your local authorized Canon dealer or service center.

Error Codes, Messages, and Solutions

This table lists the error messages that appear in the C3500's LCD display and the corresponding error codes that appear in activity reports, and tells what to do for each.

Message	Error Code	Cause	Action
AUTO REDIAL	—	The receiving fax machine was busy and the C3500 is redialing.	—
BUSY/NO SIGNAL	#005/018	The telephone number you dialed is busy.	Try sending the document again later.
		The other party's fax machine is not working properly.	Contact the other party and have them check their fax machine.
		The other party is not using a G3 fax machine.	Contact the other party and have them send or receive the document using a G3 machine.
		The telephone line type setting on your C3500 is incorrect.	Set your C3500 for your telephone line (tone or pulse).
		The receiving fax machine did not answer within 35 seconds.	Contact the other party and have them check their fax machine. You can also try to send the document manually. For an overseas call, add pauses to the registered number.
CARTRIDGE JAMMED	—	The cartridge is jammed.	Open the printer cover, check for any jammed paper in the unit, and remove if necessary. Do not try to manually move or stop the cartridge holder.
CHANGE CARTRIDGE	#052	The BJ cartridge is empty or its ink has dried out.	Do notMake a copy or print a document. If the printout is light or blank, replace the BJ cartridge, then press START/COPY to print documents received in memory.

Message	Error Code	Cause	Action
		The C3500's image memory may be full because the BJ cartridge ran out of ink.	Replace the BJ cartridge and have the other party send the fax again.
CHECK DOCUMENT	#001	A document is jammed in the Automatic Document Feeder (ADF).	Remove the document you are trying to send or copy and load it again.
CHECK PAPER	—	The size of the paper in the sheet feeder differs from that specified by the FAX PRINTER SETUP menu setting.	Set the correct paper size in the FAX PRINTER SETUP setting.
CHECK PRINTER	—	The BJ cartridge in the C3500 is defective.	1. Press STOP . 2. Reinstall the cartridge. 3. Unplug the C3500, wait 5 seconds, then plug it in again. If the display does not change, call for service.
COMMUNICATING PLEASE WAIT	—	You tried to use manual sending while the fax was sending from memory.	Wait until the fax is sent and try again, or use memory sending.
DIALING	—	The C3500 is dialing the receiving fax machine.	If you want to cancel the transmission, press STOP .
DOC TOO LONG	#003	It took more than 32 minutes to send or copy a document.	Divide the document and send or copy each part separately.
		It took more than 32 minutes to receive a document.	Contact the sender, and have them divide the document and send each part separately.
		The document is longer than 39.4 in (1 m).	Use a copy machine to copy each page of the document and send the copy.
DOCUMENT READY	—	The document in the Automatic Document Feeder (ADF) is ready for scanning.	Send the fax, scan the document, or make a copy.

Message	Error Code	Cause	Action
ECM RX	—	The C3500 is receiving a fax using ECM.	Faxes can take longer to receive when using ECM. Try turning ECM off if you need to receive quickly, or if you know your local telephone lines are in good condition.
ECM TX	—	The C3500 is sending a fax using ECM.	Faxes can take longer to send when using ECM. Try turning ECM off if you need to send quickly, or if you know your local telephone lines are in good condition.
HANG UP PHONE	—	The extension phone handset is off its hook.	Place the handset properly onto its hook.
INSTALL BC-20/21	—	The BC-22 Photo Color BJ Cartridge is installed, so the C3500 cannot print any received faxes, or make copies.	Remove the BC-22 Photo Color BJ Cartridge and install the BC-21 or BC-20 BJ Cartridge.
MEMORY FULL	#037	The C3500's memory is full because it has received too many documents, or a very long or detailed document.	Print out any documents that are stored in memory. Then start the operation again. See page 5-24.
		The memory is full because you sent too many pages at once, or a very long or detailed document.	Divide the document and send each part separately. If the memory contains any faxes, you do not need to delete them.
MEMORY FULL PLEASE WAIT	—	The C3500 is sending a fax and its memory is full.	Wait until the fax is sent. The C3500 continues to send the fax as memory becomes available.
MEMORY USED nn%	—	Shows how much of the C3500's memory is in use.	If you need more memory, print or send any documents stored in memory.

Message	Error Code	Cause	Action
NO ANSWER	#005	The receiving fax machine does not answer.	Make sure you dialed the correct number. Try again later.
NO RX PAPER	#012	The other party's fax machine is out of paper and its memory is full.	Contact the other party and have them add paper to their fax machine.
NO TEL #	#022	The one-touch dialing or coded speed dialing number has not been registered.	Register the number.
NOT AVAILABLE NOW	#025	In manual sending, you tried to use a one-touch speed dial button or a coded speed dial code that has a group registered in it.	In manual sending, you cannot send a document to multiple destinations. Send the document to one destination at a time.
PLEASE WAIT	—	The C3500 is warming up.	Wait until the date and receiving mode appear in the LCD display, then begin.
PUT IN CARTRIDGE	—	The BJ cartridge is not installed properly.	Make sure the BJ cartridge is installed properly and the green lock lever is set properly.
REC.PAPER JAM	#009	The C3500 has no paper in its sheet feeder, or has a paper jam.	Add paper or clear the jam, then press STOP . If a document was received in memory, press START/COPY to print the fax from memory.
REC'D IN MEMORY	—	The paper or ink ran out, or a paper jam occurred, so the C3500 received the document in memory.	Add paper to the sheet feeder, change the BJ cartridge, or clear the paper jam, as needed. Print the document from memory by pressing the START/COPY button.
RECEIVED IN FILE	—	The PC was off and a document was received in the memory of the C3500.	Print the file from the PC.

<i>Message</i>	<i>Error Code</i>	<i>Cause</i>	<i>Action</i>
START AGAIN	—	An error occurred in the phone line or in the system.	Start the procedure over from the beginning.
SUPPLY REC. PAPER	—	The C3500 is out of recording paper.	Add more paper to the sheet feeder. Make sure the stack is below the limit mark (▲).
TX/RX CANCELLED	—	You pressed STOP to cancel the transmission.	—
TX/RX NO. nnnn	—	When the C3500 sends or receives a fax, it assigns a unique identification number to it.	Write the number down if you will need it later. You can also print an activity management report after the transmission to check the TX/RX number if necessary.

Chapter 7

Maintaining Your C3500

Maintaining
Your C3500

Your C3500 requires no maintenance other than periodic cleaning, and replacing the BJ ink cartridges or tanks as needed.

- ❑ Cleaning the C3500 7-2
 - Cleaning the C3500's Exterior 7-2
 - Cleaning the C3500's Interior 7-2
- ❑ Maintaining BJ Cartridges 7-4
 - Cleaning and Testing the BJ Cartridge Print Head 7-4
 - When to Replace the BJ Cartridge 7-5
 - Replacing an Ink Tank in the BC-21 Color BJ Cartridge 7-7
 - Replacing the BJ Cartridge 7-11
- ❑ Transporting the C3500 7-15

Cleaning the C3500

Clean your C3500 regularly to keep it in good operating condition.



Follow these precautions whenever you clean the C3500:

- Before you begin cleaning the C3500, be sure to print any faxes stored in its memory. See "Printing Documents Stored in Memory" on page 5-23.
- Do not use tissue paper, paper towels, or similar materials for cleaning; they can stick to the components or generate static charges.

Cleaning the C3500's Exterior

Clean the C3500's outer casing as follows.

1. Disconnect the power cord from the C3500.
2. Wipe the C3500's exterior with a clean, soft, lint-free cloth moistened with water or diluted dishwashing detergent solution.



Never use thinner, benzene, alcohol, or any other organic solvent to clean the C3500, as these can damage the C3500's surface.

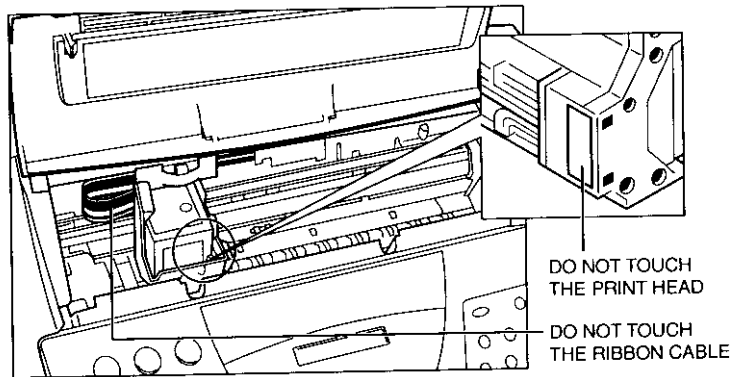
3. Plug the power cord back in.

Cleaning the C3500's Interior

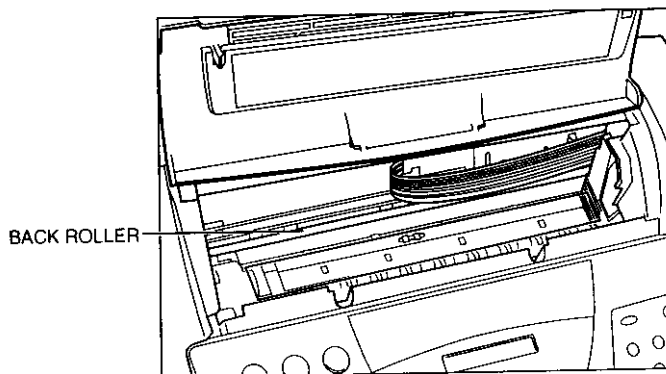
To prevent ink spots and paper dust from accumulating inside the C3500 and affecting print quality, clean the unit's print area periodically as follows.

**Caution**

- ❑ Never use volatile liquids such as thinners, benzene, acetone, or any other chemical cleaner to clean the interior of the C3500, as they can damage its components.
- ❑ Avoid touching the print head or ribbon cable inside the C3500.

**Maintaining
Your C3500**

1. Disconnect the power cord from the C3500.
2. Open the printer cover by grasping the document guides and lifting.
3. Use a clean, soft, dry, lint-free cloth to remove any ink or paper debris from the unit's interior, especially around the platen. Make sure not to touch the cartridge, and avoid touching the back roller.



4. Check the small black rollers. If they are dirty, clean them with a soft, dry toothbrush.
5. When finished, close the printer cover, and plug the C3500 back in.

Maintaining BJ Cartridges

One of the most important elements in maintaining your C3500's excellent print quality is to clean the BJ cartridge's print head regularly, and to replace the BJ ink cartridges and tanks promptly when needed.

Cleaning and Testing the BJ Cartridge Print Head

The print head in the BJ print cartridge contains nozzles through which ink is propelled onto the paper. To maintain the best possible print quality, these nozzles need to be cleaned from time to time. Your C3500 is equipped with a print head cleaning function that does this.

If your printouts become faint or streaked, or if their quality otherwise decreases, clean the print head as described below.



Note

If your printing is faded, you can often correct the problem by adjusting the print density (contrast) and printing speed. (For instructions, see the *MultiPASS Desktop Manager for Windows® User's Guide*.) Try this before cleaning the print head.



Caution

Cleaning the print head uses a small amount of ink. Cleaning too often significantly reduces the amount of ink in the cartridge, so clean only when necessary.

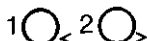
1. Make sure the C3500 is plugged in.

FUNCTION



2. Press **FUNCTION**, then **<**.

FUNCTION



3. Press **<** or **>** until **CLEANING** is displayed.

CLEANING



4. Press **START/COPY**.

- ☐ The C3500 beeps once when cleaning is finished, and returns to Standby mode.

5. Check whether cleaning corrected the problem by printing or copying a document. See "Making Copies" on page 4-9.
6. If necessary, repeat this procedure up to four more times (giving five cleanings in all). If the problem persists after this, install a new BJ cartridge. See "Replacing the BJ Cartridge" on page 7-11.

**Maintaining
Your C3500**

When to Replace the BJ Cartridge

How frequently you need to replace your C3500's BJ cartridge or one of its ink tanks depends on how you use your C3500. If you print a good deal of graphics, halftones, or grayscales, you will need to replace the cartridge more often than if you print mainly text. (See pages A-4 and A-5 for details on the life expectancy of BJ cartridges.)

To help ensure the maximum life for your cartridges, always follow the guidelines for cartridge maintenance given in "Guidelines for Using and Maintaining BJ Cartridges" on page 2-23.

In general, you will need to replace the BJ cartridge in the following situations:

- ☐ If you have been using a BC-21 Color BJ cartridge for over six months or the BC-20 Black BJ cartridge for over a year.
- ☐ If your printed output is not crisp and clear or has gaps in the characters (missing dots), even after you have cleaned the print head five times as described above.
- ☐ If your color printouts appear to be missing a color, even after you have cleaned the print head five times as described above.

In addition:

- ❑ If you are using the BC-21 Color BJ cartridge and your output is blank, one of the ink tanks is probably empty and needs to be replaced. Print the NOZZLE CHECK test pattern to check whether the BJ cartridge needs replacing or not.
- ❑ If the message CHANGE CARTRIDGE appears in the LCD display, the BJ cartridge may have run out of ink. This message also appears if the C3500 has to store a fax in its memory because the cartridge is out of ink.

If this message appears, do the following:



1. Press **START/COPY** to print any faxes in memory.
 - If the printout appears normal, you do not need to replace the BJ cartridge. (Sometimes cleaning the print head or re-installing the cartridge will clear up the problem.)
 - If the print is light or shows gaps, go to step 2.
2. If there was no fax in memory, or if the fax's print was light, blank, or showed gaps, print or copy a document to make sure the problem is not with the machine that sent the fax.
3. If the document is light, blank, or shows gaps, clean the printing area. If this doesn't work, replace the cartridge.



Although Canon makes numerous BJ cartridges, the BC-21 Color BJ cartridge, the BC-20 Black BJ cartridge, and the BC-22 Color Photo BJ cartridge are designed specifically for Canon's color BJ printers, and are the only ones Canon recommends.

Also, the BCI-21 Color and BCI-21 Black ink tanks are designed specifically for the BC-21 Color BJ cartridge, and are the only ones Canon recommends for the BC-21.

Replacing an Ink Tank in the BC-21 Color BJ Cartridge

If you are using the BC-21 Color BJ cartridge and perform a print operation correctly but the output is blank, one of the BC-21's ink tanks may be out of ink. If this happens, clean the print head up to five times as described in "Cleaning and Testing the BJ Cartridge Print Head," on page 7-4. If the C3500's output is still blank, replace the empty ink cartridge as follows:

1. Make sure the C3500 is plugged in.
2. Press **CARTRIDGE**. The unit beeps once, then the cartridge holder moves to the center of the unit.

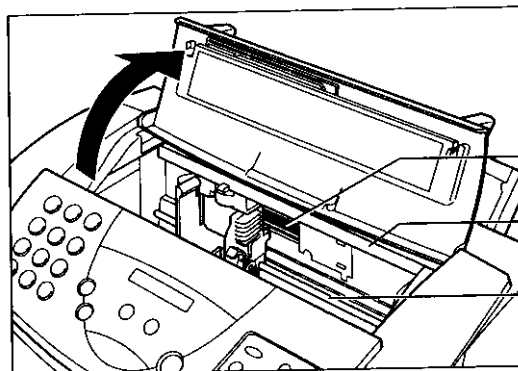
CARTRIDGE



Caution

The C3500 includes an automatic protection feature that helps keep it from overheating. If the cartridge holder does not move and the unit beeps several times, unplug the C3500 and let it cool for several minutes. When it has cooled, plug it in again, and press the **CARTRIDGE** button to move the cartridge holder.

3. Open the printer cover by grasping the document guides and lifting.

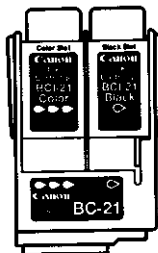
DO NOT TOUCH THE
RIBBON CABLEDO NOT TOUCH THE
GUIDE RAILDO NOT TOUCH THE
ROUND SHAFT

Caution

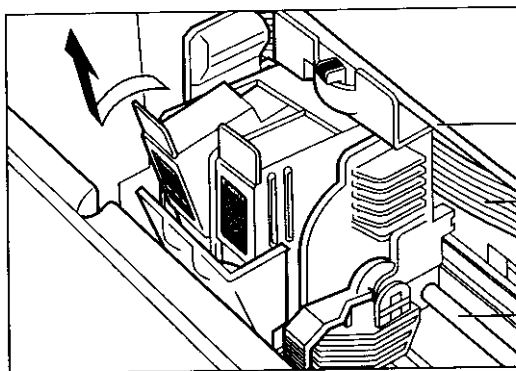
Do not try to move the cartridge holder manually or you may damage the C3500.

**Note**

The color ink tank is on the left, and the black ink tank is on the right.



4. Remove the empty ink tank by grasping the tab on the top of the empty tank and pulling forward to release it. Then lift out the ink tank from the BJ cartridge.



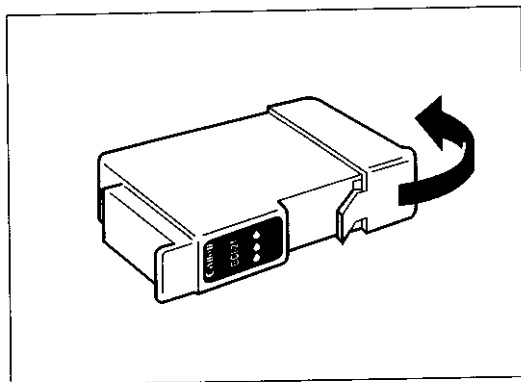
DO NOT TOUCH
THE GUIDE RAIL

DO NOT TOUCH
THE RIBBON CABLE

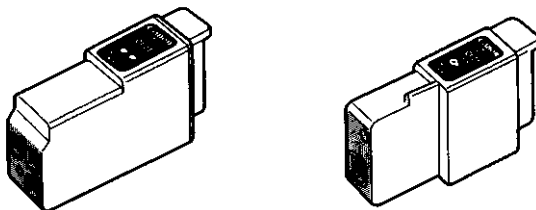
DO NOT TOUCH
THE ROUND SHAFT

5. Dispose of the ink tank properly.
 - ☐ You may want to place it in a plastic bag to keep from spilling any residual ink.

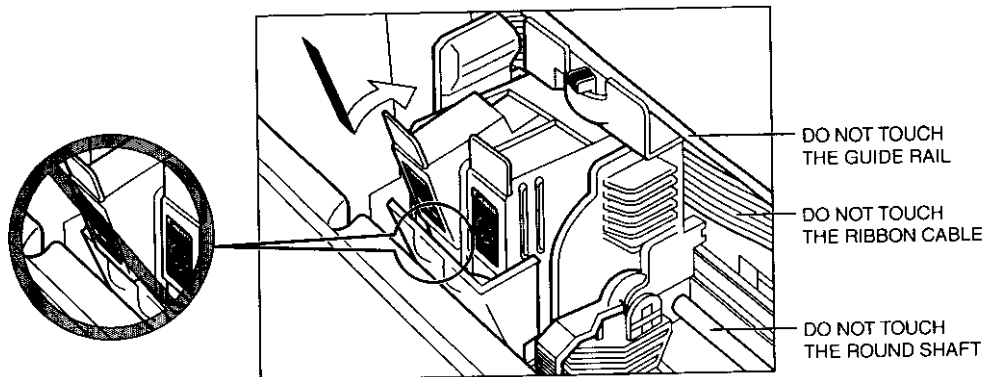
6. Take the new ink tank out of its bag and remove its orange cap.



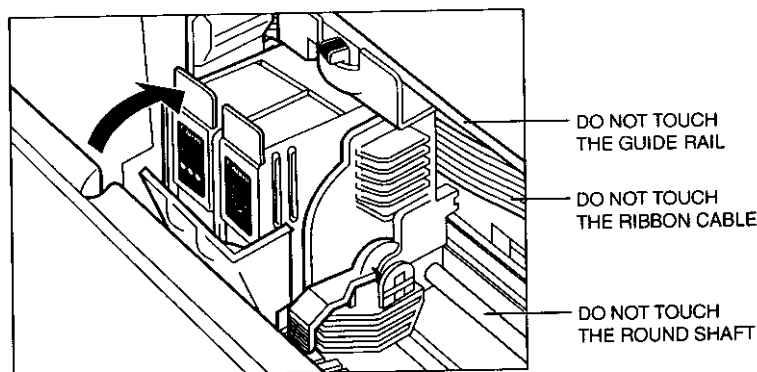
Be careful not to touch the bottom of the ink tank, you may get ink on your hands.



7. Slide the new ink tank into the empty slot.



8. Press firmly on the tab on top of the new ink tank, in the direction shown below, until the tab snaps into place.



9. If you need to replace the other tank, repeat steps 4 through 8.

10. Make sure each tank is properly seated in its slot.

CARTRIDGE



11. Close the printer cover, then press **CARTRIDGE**.

- ☐ The C3500 beeps twice, then the cartridge holder moves to its home position on the right side of the unit.



Note

Do not unplug the C3500 unless the BJ cartridge is in its home position on the right. If you unplug the unit while it is printing, or move the cartridge from the home position, the cartridge will not be capped and can dry out.

Replacing the BJ Cartridge

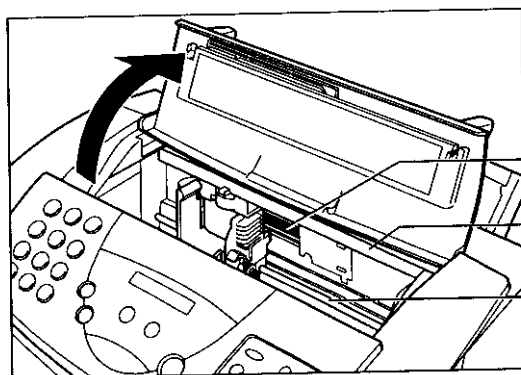
When replacing BJ cartridges, always follow the precautions and cartridge selection guidelines given in "Guidelines for Using and Maintaining BJ Cartridges" on page 2-23.

Replace the BJ print cartridge as follows.

CARTRIDGE



1. Make sure the C3500 is plugged in.
2. Press **CARTRIDGE**.
 - ☐ The C3500 beeps once, and then the cartridge holder moves to the center of the unit.
3. Open the printer cover by grasping the document guides and lifting.

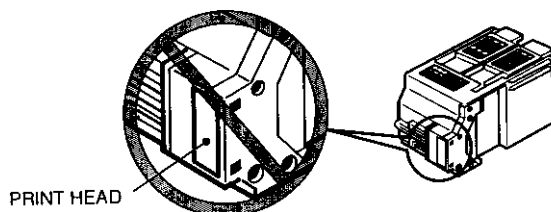


Caution

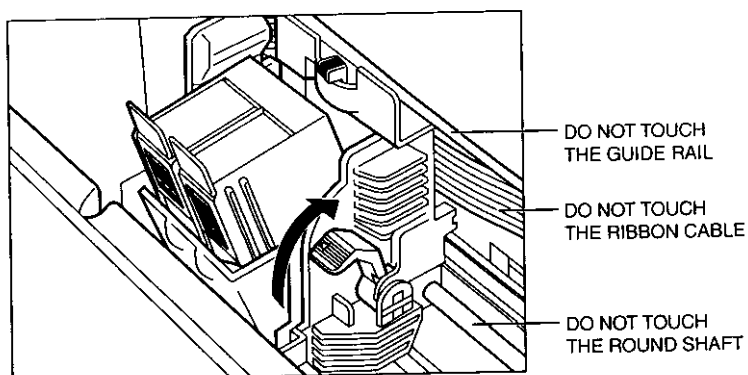
- ☐ Do not try to move the cartridge holder manually or you may damage the C3500.
- ☐ The C3500 includes an automatic protection feature that helps keep it from overheating. If the cartridge holder does not move and the unit beeps several times, unplug the C3500 and let it cool for several minutes. When it has cooled, plug it in again, and press the **CARTRIDGE** button to move the cartridge holder.



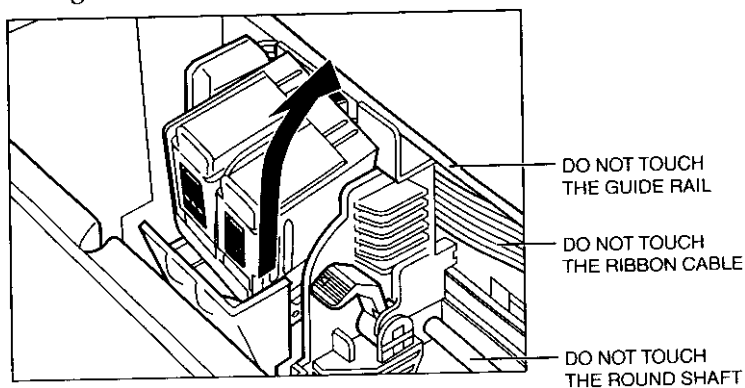
Hold the BJ cartridge by its sides only. Do not touch the print head, the sharp edges around the print head, the silver plate on the bottom of the cartridge, or the silver metal or circuit area on its side.



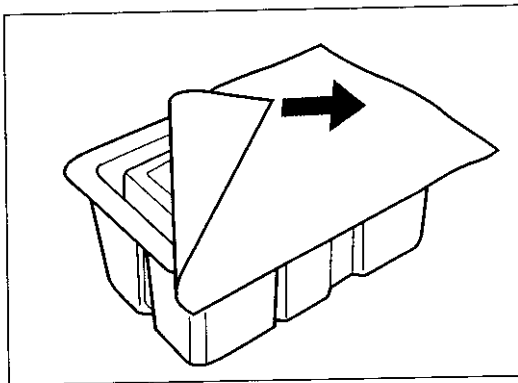
4. Raise the green cartridge lock lever (on the cartridge holder) by gently pulling up on it.



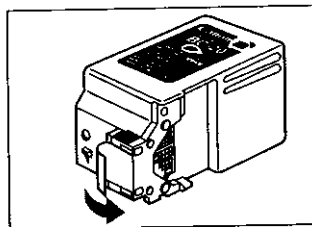
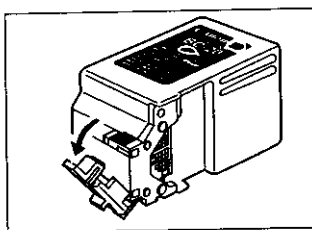
5. Remove and dispose of the old BJ cartridge, or store it in the SB-21 BJ cartridge container.



6. Peel the foil off of the new BJ cartridge's protective packaging, and remove the cartridge.



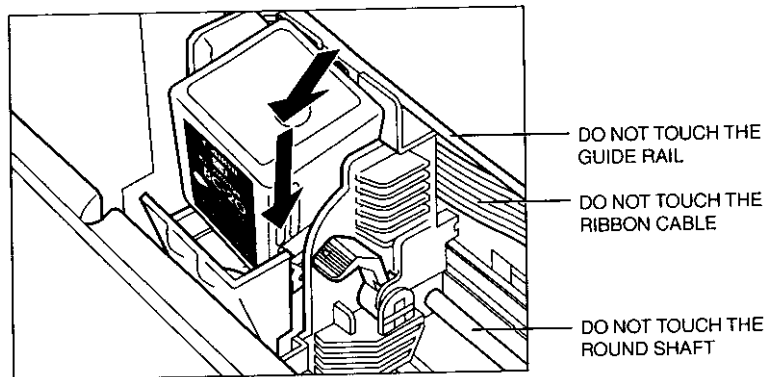
7. Pull the orange cap off of the cartridge's print head, then remove the orange tape.



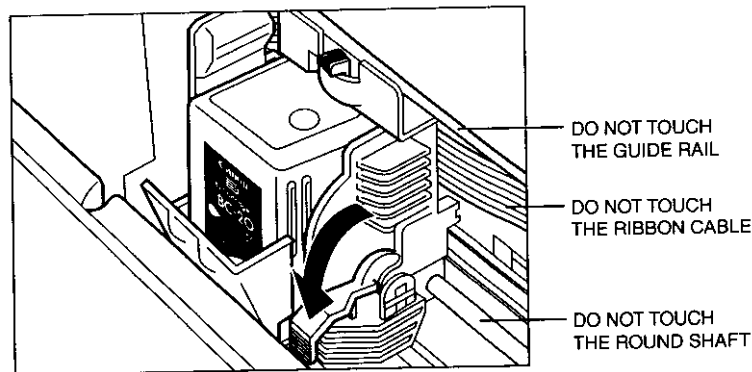
Note

Discard the cap and tape immediately. Never attempt to re-attach the cap or tape to the print head, or you can adversely affect the ink's color and flow.

8. Hold the cartridge so that its label faces outward, tilt it slightly forward and to the right. Slide it into the cartridge holder.



9. Make sure the cartridge is pressed against the back of the holder, then lower the green lock lever completely. The BJ cartridge is now locked into position.



Caution

Do not manually move the mechanism that houses the BJ cartridge or you will damage the unit.

CARTRIDGE



10. Close the printer cover, then press **CARTRIDGE**.

- ☐ The C3500 beeps twice, and the cartridge holder moves to its home position on the right side of the unit.



Do not unplug the C3500 unless the cartridge holder is in its home position on the right. If you unplug the unit while it is printing, or move the ink cartridge from the home position, the cartridge will not be capped and can dry out.

Maintaining
Your C3500

Transporting the C3500

Whenever you plan to transport the C3500, you need to prepare it so it will not be damaged during the move.

1. Do NOT remove the BJ cartridge from the unit.
2. Make sure the cartridge holder is in its home position at the right side of the unit.
 - ☐ If it is not in its home position, press the **CARTRIDGE** button.
3. Disconnect the power cord.
4. Tape the cartridge holder in place.
5. Disconnect the extension phone or answering machine (if using them), the telephone line, and the parallel cable to the PC.
6. Remove the sending document support, document support for scanned documents, and output tray extension. See "Attaching Components" on page 2-16.
7. Replace all tapes and shipping materials you removed when you first unpacked the C3500. See "Removing the Shipping Materials" on page 2-8.
8. Pack the C3500 and all its components into its original shipping carton. Use the illustration on page 2-5 for reference.



If you no longer have the shipping carton your C3500 came in, pack the unit in a suitably sized, sturdy cardboard box, using bubble wrap, foam peanuts, or other suitable packing materials.

