

DOCUMENT NAME: How to Fix the Check Paper Size Error Message MF5600/MF5700 Series Printer

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APPLIES TO: Multifunctional Printers

OS: ALL

DISTRIBUTION: Public

Canon

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TECHNICAL BULLETIN

SUBJECT: HOW TO FIX THE CHECK PAPER SIZE ERROR MESSAGE FOR MF5600/MF5700 SERIES LASER MULTIFUNCTIONAL

ISSUE

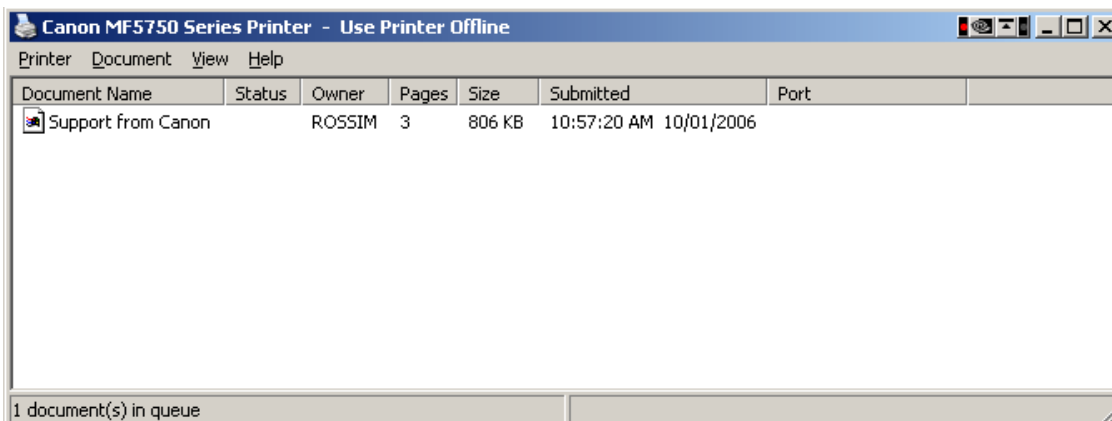
When trying to print, photocopy or fax from the MF5600/MF5700 series laser multifunctional, the LCD displays "Check Paper" or "Change Paper" and the alarm light flashes.

SOLUTION

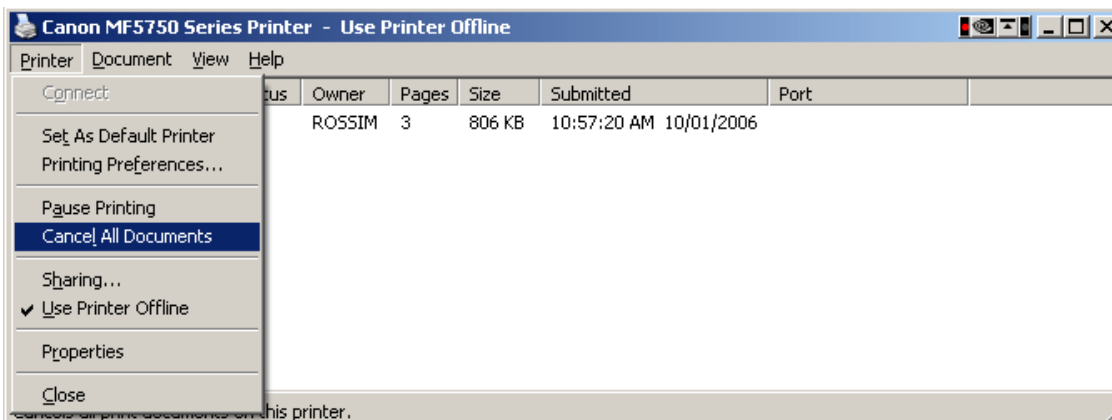
Occasionally the printer will receive a document that is in a different paper size than what the printer is set to. If this occurs, the job will be placed in a queue on the printer itself and will cause this error to occur. To resolve this error, you need to place the right size paper in the printer or delete the print job from the machine's internal document queue.

Step 1 - First, cancel any print jobs in the print queue. This can be done by either;

- a) Navigating to **Control Panel > Printers and Faxes**> Double-clicking on your **Printer Icon** or
- b) Double clicking on the small **Printer Icon** near your clock in the bottom right corner of your screen.

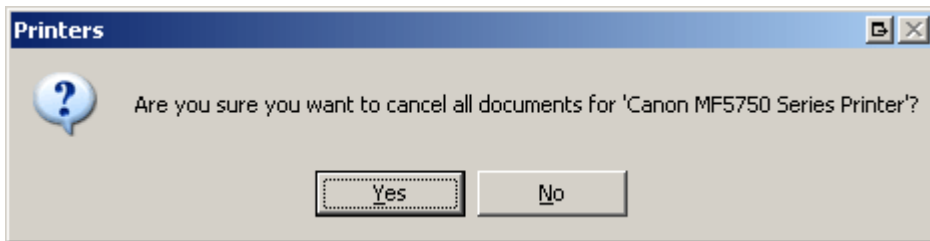


Step 2 – Once this has been done, a window like the one shown above will be displayed.

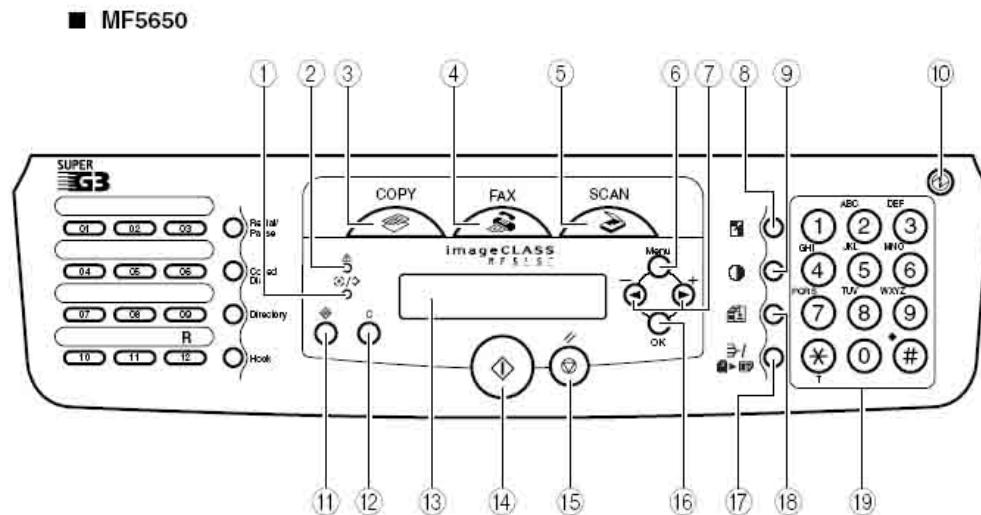


Step 3 - Click **Printer** and then select **Cancel All Documents**.

If you have any questions about these instructions, please call the Canon Infoline on: 13 13 83 (All states), Fax (02) 9805-2632 or visit www.canon.com.au.



Step 4 - Acknowledge deletion by clicking the **Yes** button.



Step 5 - Return to your machine's operating panel and undertake the following;

Remove jobs from the Print Queue

1. Press [Status Monitor] (Button 11)
2. Press [◀(-)] or [▶(+)] to select <PRINT STATUS> (Button 7)
3. Press OK (Button 16)
4. Press OK to delete the Print Job

NOTE: If there is no job, <NO PRINT JOB EXISTS> is displayed

5. Press the [◀(-)] for <YES> to confirm deleting the job.

Step 6 - Check the paper settings on the Printer

On the MF5600/MF5700 series machines you need to make sure the paper size is set to what you are using.

1. Press [Menu] (Button 6)
2. Press [◀(-)] or [▶(+)] to select <PAPER SETTINGS> (Button 7)
3. Press [OK] (Button 16)
4. Press [◀(-)] or [▶(+)] to select <CASSETTE> or <MP TRAY> (Button 7)
5. Press [OK] (Button 16)
6. Press [◀(-)] or [▶(+)] to select <PAPER SIZE> (Button 7)
7. Press [OK] (Button 16)

8. Press [◀(-)] or [▶(+)] to select the appropriate paper size (Button 7)

9. Press [OK] (Button 16)

Note: You can select from the following paper sizes: A4, B5, A5, EXECUTIV(Executive), COM10, MONARCH, DL, ISO-C5, LTR(Letter) and LGL(Legal).

10. Press [Stop/Reset] to return to the standby display (Button 15)

Step 7 – Restart the machine.

Open the front cover of the machine as if you were replacing the toner cartridge. Leave this cover open for 5 seconds and then close it.

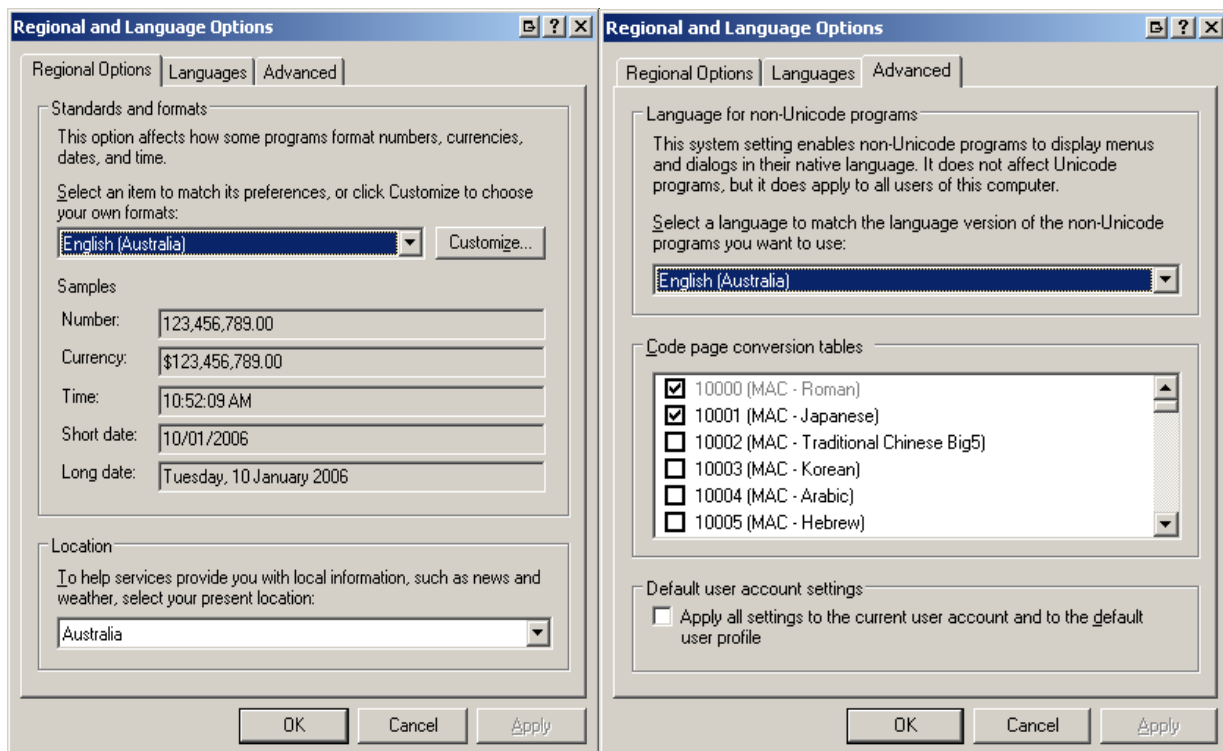
Step 8 – Check your documents

To prevent this problem from reoccurring you need to check that the paper size in the application being printed from is set to A4 (or the paper size that is set on your machine). If it is not set to A4 (i.e. set to LTR, A5, etc) refer to your application documentation for details on changing the paper size in that application.

You will also need to make sure that the paper output size in the Printing Preferences is set to A4. In the Printers Folder right click on the Printer and choose Properties. If you are using Windows XP or 2000 you will need to click on Printing Preferences. Choose the Page Setup Tab and make sure that the Printer Page Size is set to "A4". By default this is set to "Match Page Size".

We would also recommend that you undertake the following changes to your operating system settings;

Step 9 - Go to **Control Panel**. Double-click on **Regional and Language Options**.



Step 10 - Replicate the settings in the drop-down menus as shown above on both the **Regional Options and **Advanced** Tabs.**