

Canon PIXMA MG2525 Photo All-in-One Inkjet Printer with Scanner and Copier - Black

TROUBLESHOOTING

The Machine Cannot Be Powered On

1. Check1 Press the ON button.
2. Check2 Make sure that the power plug is securely plugged into the power cord connector of the machine, then turn it back on.
3. Check3 Unplug the machine from the power supply, then plug the machine back in and turn the machine back on after leaving it for at least 2 minutes.

If the problem is not resolved, contact the service center.

Printing Does Not Start

1. Check1 Make sure that the power plug is securely plugged in, then press the ON button to turn the machine on.

While the ON lamp is flashing, the machine is initializing. Wait until the ON lamp stops flashing and remains lit.

Note

- When printing large data such as a photo or graphics, it may take longer to start printing. While the ON lamp is flashing, the computer is processing data and sending it to the machine. Wait until printing starts.
2. Check2 Make sure that the USB cable is securely plugged in to the machine and the computer.

When the machine is connected to your computer with a USB cable, check the followings:

- If you are using a relay device such as a USB hub, disconnect it, connect the machine directly to the computer, and try printing again. If printing starts normally, there is a problem with the relay device. Consult the reseller of the relay device for details.

- There could also be a problem with the USB cable. Replace the USB cable and try printing again.
- 3. Check3 If you are printing from the computer and there are any unnecessary print jobs, delete them.

➔ [Deleting the Undesired Print Job](#)

- 4. Check4 Make sure that your machine's name is selected in the Print dialog box.

The machine will not print properly if you are using a printer driver for a different printer.

Make sure that your machine's name is selected in the Print dialog box.

»» Note

- To make the machine the one selected by default, select Set as Default Printer.
- 5. Check5 Configure the printer port appropriately.

Make sure that the printer port is configured appropriately.

1. Log on as a user account with administrator privilege.
2. Select items as shown below.
 - In Windows 8, select Control Panel from the Settings charm on Desktop > Hardware and Sound > Devices and Printers.
 - In Windows 7, select Devices and Printers from the Start menu.
 - In Windows Vista, select the Start menu > Control Panel > Hardware and Sound > Printers.
 - In Windows XP, select the Start menu > Control Panel > Printers and Other Hardware > Printers and Faxes.
3. Open the properties of the printer driver for the machine.
 - In Windows 8 or Windows 7, right-click the "Canon XXX Printer" icon (where "XXX" is your machine's name), then select Printer properties.
 - In Windows Vista or Windows XP, right-click the "Canon XXX Printer" icon (where "XXX" is your machine's name), then select Properties.
4. Click the Ports tab to confirm the port settings.

Make sure that a port named "USBnnn" (where "n" is a number) with "Canon XXX Printer" appearing in the Printer column is selected for Print to the following port(s).

- If the setting is incorrect:

Reinstall the MP Drivers with the Setup CD-ROM or install them from our website.

- Printing does not start even though the machine is connected to the computer using a USB cable and the port named "USBnnn" is selected:

In Windows 8, select **My Printer** on the Start screen to start My Printer. If **My Printer** is not displayed on the Start screen, select the Search charm, then search for "My Printer".

Set the correct printer port on Diagnose and Repair Printer. Follow the on-screen instructions to set the correct printer port, then select your machine's name.

In Windows 7, Windows Vista, or Windows XP, click Start and select All programs, **Canon Utilities**, Canon My Printer, Canon My Printer, then select Diagnose and Repair Printer. Follow the on-screen instructions to set the correct printer port, then select your machine's name.

If the problem is not resolved, reinstall the MP Drivers with the Setup CD-ROM or install them from our website.

6. Check6 Is the size of the print data extremely large?

Click Print Options on the Page Setup sheet on the printer driver. Then, set Prevention of Print Data Loss in the displayed dialog to On.

* When On is selected for Prevention of Print Data Loss, print quality may be reduced.

7. Check7 Restart your computer if you are printing from the computer.

Paper Does Not Feed Properly/"No Paper" Error Occurs

1. Check1 Make sure that paper is loaded.

➡ [Loading Paper](#)

2. Check2 Make sure of the following when you load paper.
 - When loading two or more sheets of paper, align the edges of the sheets before loading.
 - When loading two or more sheets of paper, make sure that the paper stack does not exceed the paper load limit.

However, proper feeding of paper may not be possible at this maximum capacity depending on the type of paper or environmental conditions (either very high or

low temperature and humidity). In such cases, reduce the sheets of paper you load at a time to less than half of the paper load limit.

- Always load the paper in portrait orientation, regardless of the printing orientation.
- When you load the paper, load the paper with the print side facing UP. Align the paper stack against the right side of the rear tray and slide the paper guide so that it just touches the left edge of the stack.

➡ [Loading Paper](#)

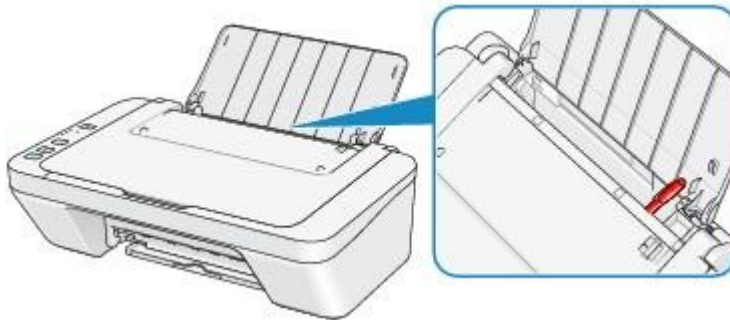
3. Check3 Check to see if the paper you are printing on is not too thick or curled.

➡ [Media Types You Cannot Use](#)

4. Check4 Make sure of the following when you load envelopes.
 - When printing on envelopes, refer to [Loading Paper](#), and prepare the envelopes before printing.

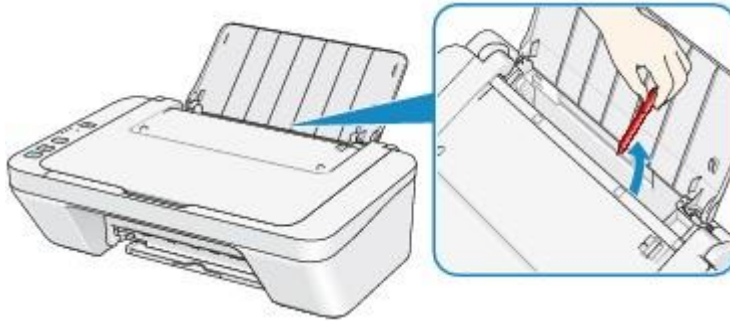
Once you have prepared the envelopes, load them in portrait orientation. If the envelopes are placed in landscape orientation, they will not feed properly.

5. Check5 Confirm that the media type and the paper size settings correspond with the loaded paper.
6. Check6 Make sure that there are not any foreign objects in the rear tray.



If the paper tears in the rear tray, see [Paper Jams](#) to remove it.

If there are any foreign objects in the rear tray, be sure to turn off the machine, unplug it from the power supply, then remove the foreign object.



7. Check7 Clean the paper feed roller.

➔ [Cleaning the Paper Feed Roller](#)

➤➤➤ Note

- Cleaning the paper feed roller will wear the roller, so perform this procedure only when necessary.

Print Results Not Satisfactory

If the print result is not satisfactory due to white streaks, misaligned lines, or uneven colors, confirm the paper and print quality settings first.

1. Check1 Do the page size and media type settings match the size and type of the loaded paper?

When these settings are incorrect, you cannot obtain a proper print result.

If you are printing a photograph or an illustration, incorrect paper type settings may reduce the quality of the printout color.

Also, if you print with an incorrect paper type setting, the printed surface may be scratched.

Confirm the page size and media type settings using the printer driver.

➔ [Printing with Easy Setup](#)

2. Check2 Make sure that the appropriate print quality is selected using the printer driver.

Select a print quality option suitable for the paper and image for printing. If you notice blurs or uneven colors, increase the print quality setting and try printing again.

You can confirm the print quality setting using the printer driver.

➔ [Changing the Print Quality and Correcting Image Data](#)

3. Check3 If the problem is not resolved, there may be other causes.

See also the sections below:

➔ [Cannot Print to End of Job](#)

➔ [No Printing Results/Printing Is Blurred/Colors Are Wrong/White Streaks](#)

➔ [Colors Are Unclear](#)

➔ [Lines Are Misaligned](#)

➔ [Line Does Not Print or Prints Partially](#)

➔ [Image Does Not Print or Prints Partially](#)

➔ [Printed Paper Curls or Has Ink Blots](#)

➔ [Paper Is Smudged/Printed Surface Is Scratched](#)

➔ [Back of the Paper Is Smudged](#)

➔ [Colors Are Uneven or Streaked](#)

If the Printed Paper Has Been Discolored

Colors may fade with time if the printed paper is left for a long period of time.

After printing, dry the paper sufficiently, avoid high temperatures, high humidity, and direct sunlight, and store or display indoors at room temperature and normal humidity.

To avoid direct exposure to air, it is recommended that you store the paper in an album, plastic folder, photo frame, etc.

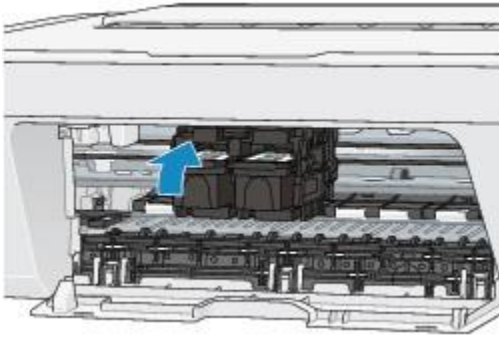
Ink Is Not Ejected

1. Check1 When a FINE cartridge runs out of ink, replace it with a new one.
2. Check2 Is the FINE cartridge installed properly?

If the FINE cartridge is not installed securely, ink may not be ejected correctly.

Retract the output tray extension and the paper output tray, open the cover, then remove the FINE cartridges.

Then install the FINE cartridges again. Push the FINE cartridge until it clicks into place.



After confirming that the FINE cartridge is installed properly, close the cover.

3. Check3 Are the print head nozzles clogged?

Print the Nozzle Check Pattern to determine whether the ink ejects properly from the print head nozzles.

Refer to [When Printing Becomes Faint or Colors Are Incorrect](#) for the Nozzle Check Pattern printing, Print Head Cleaning, and Print Head Deep Cleaning.

- If the Nozzle Check Pattern is not printed correctly:

After performing the Print Head Cleaning, print the Nozzle Check Pattern and examine the pattern.

- If the problem is not resolved after performing the Print Head Cleaning twice:

Perform the Print Head Deep Cleaning.

If the problem is not resolved after performing the Print Head Deep Cleaning, turn off the machine and perform another Print Head Deep Cleaning after 24 hours.

- If the problem is not resolved after performing the Print Head Deep Cleaning twice:

Ink may have run out. Replace the FINE cartridge.

Paper Jams

When paper is jammed, the Alarm lamp flashes orange and a troubleshooting message is displayed on the computer screen automatically. Take the appropriate action described in the message.

➔ [Watch the movie](#)



For details on how to remove the jammed paper, refer to [Support Code List \(When Paper Is Jammed\)](#).

If an Error Occurs

When an error occurs in printing such as the machine is out of paper or paper is jammed, a troubleshooting message is displayed automatically. Take the appropriate action described in the message.

When an error occurs, the Alarm lamp flashes orange and a Support Code (error number) is displayed on the computer screen. For some errors, the ON lamp and the Alarm lamp flashes alternately. Check the status of the lamps and the message, then take the appropriate action to resolve the error.

[Support Code Corresponding to the Number of Flashes of the Alarm Lamp](#)

Example of 2 times flashing:



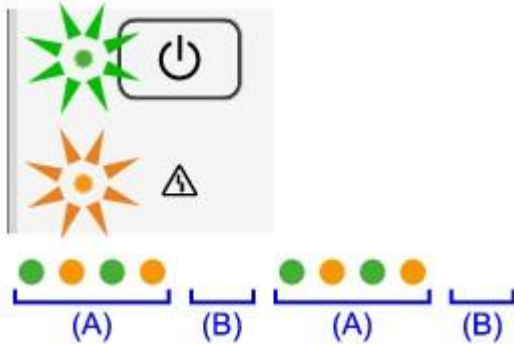
(A) Flashes

(B) Goes off

Number of flashes	Cause	Support Code
2 flashes	There is no paper in the rear tray.	1000
3 flashes	The cover is opened while printing is in progress.	1203
	Paper is jammed in the paper output slot.	1300
4 flashes	The FINE cartridge is not installed properly.	1687
5 flashes	The FINE cartridge is not installed.	1401
	Appropriate FINE cartridge is not installed.	1403 , 1485
8 flashes	The ink absorber is almost full.	1700 , 1701
9 flashes	The protective material for the FINE cartridge holder or the tape may remain attached to the holder.	1890
11 flashes	Paper type and paper size settings are incorrect.	4102
12 flashes	You cannot print the contents on CREATIVE PARK PREMIUM.	4100
13 flashes	The ink may have run out.	1686
14 flashes	The FINE cartridge cannot be recognized.	1684
15 flashes	The FINE cartridge cannot be recognized.	1682
16 flashes	The ink has run out.	1688

Support Code Corresponding to the Number of Alternate Flashes of the ON Lamp and the Alarm Lamp

Example of 2 times flashing:



(A) Flashes

(B) Goes off

Number of flashes	Cause	Support Code
2 flashes	Printer error has occurred.	5100
7 flashes	Printer error has occurred.	5B00 , 5B01
10 flashes	An error requiring you to contact the service center has occurred.	B200 , B201
Other cases than above	Printer error has occurred.	5011 , 5012 , 5200 , 5400 , 6000 , 6800 , 6801 , 6930 , 6931 , 6932 , 6933 , 6936 , 6937 , 6938 , 6940 , 6941 , 6942 , 6943 , 6944 , 6945 , 6946

- When a Support Code and a message are displayed on the computer screen:

