

How to Resolve Error Codes for My PIXMA MG3220 / MG3222

 support.usa.canon.com/kb/index

When an error occurs you'll see one of two things:

- The orange lamp **stays on** (go to table 1).
- The orange lamp **flashes** (go to table 2).


In both situations an error code will also be displayed on the LED.


Table 1: The orange lamp stays on



When the orange light stays on, make note of the printer's error code, then follow the action step(s) in the table below to correct the error.


 Some errors will require servicing.

An error code on the printer will be displayed as a letter and number combination. For example, the error code **E, 0, 2** would be displayed.

Support Code	Error Code	Cause	Action
1003	E, 0, 2	The printer is out of paper. The paper does not feed.	Reload the paper in the front tray and press the Black or Color button.  When you load the paper, insert the paper stack until the leading edge touches the far end of the front tray.
1300 1303 1304	E, 0, 3	Paper jam	Resolve a paper jam. Remove the jammed paper, reload paper properly, then press the Black or Color button.

1687	E, 0, 4	The FINE ink cartridge isn't installed properly.	<ol style="list-style-type: none"> 1. Install / Replace a FINE ink cartridge. 2. Open the paper output cover. 3. When the head cover opens, push up the ink cartridge lock lever to confirm that the FINE ink cartridges are installed properly, then close the paper output cover. 4. If the error isn't resolved, remove the FINE ink cartridges and install them again.
1401 1403	E, 0, 5	The FINE ink cartridge isn't installed properly. Appropriate FINE ink cartridge isn't installed.	Ensure that the ink cartridge is installed and it's the appropriate type for your printer model.
1485	E, 0, 5	Appropriate FINE ink cartridge isn't installed.	<ol style="list-style-type: none"> 1. To cancel printing, press the machine's Stop/Reset button. 2. Install the appropriate ink cartridge.
1202	E, 0, 6	The paper output cover is open.	Close the paper output cover.
1486 1487	E, 0, 7	FINE ink cartridge isn't installed in the correct position.	Make sure that each FINE ink cartridge is installed in the correct position.
1702 1704 1712 1714	E, 0, 8	Ink absorber is almost full.	<p>Press the machine's Black or Color button to continue printing.</p>  Service will soon be required.
1310	E, 1, 0	Loaded paper isn't compatible with automatic duplex printing.	<ol style="list-style-type: none"> 1. Make sure that the size of the paper loaded in the machine is A4 or Letter. 2. Press the Color or Black button to eject the paper and restart printing from the front side of the next paper. The reverse side of the ejected sheet will not be printed.


4100	E, 1, 2	Can't print the contents on CREATIVE PARK PREMIUM.	<ol style="list-style-type: none"> 1. When you print the contents on CREATIVE PARK PREMIUM, confirm the message on the computer screen. 2. Make sure that genuine Canon FINE ink cartridges are all installed properly. 3. Restart the print job.
1686	E, 1, 3	The remaining ink level can't be detected. The ink may have run out.	<ul style="list-style-type: none"> • The function for detecting the remaining ink level will be disabled since the ink level can't be correctly detected. • If you want to continue printing without this function, press the machine's Stop/Reset button for at least 5 seconds. • Canon recommends to use new genuine Canon ink cartridges in order to obtain optimum qualities.  Canon isn't liable for any malfunction or trouble caused if you continue printing under the ink out condition.
1684	E, 1, 4	<ul style="list-style-type: none"> • FINE ink cartridge can't be recognized. • Printing can't be executed because the ink cartridge may not be installed properly or may not be compatible with this machine. 	<p>Install the appropriate ink cartridge.</p>  If you want to cancel printing, press the machine's Stop/Reset button.
1682	E, 1, 5	The FINE ink cartridge can't be recognized.	Replace the FINE ink cartridge.

1688	E, 1, 6	The ink has run out.	<ol style="list-style-type: none"> 1. Replace the ink cartridge and close the paper output cover. 2. If printing is in progress and you want to continue printing, press the machine's Stop/Reset button for at least 5 seconds with the ink cartridge installed. Then printing can continue under the ink out condition. 3. The function for detecting the ink level will be disabled. Replace the empty ink cartridge immediately after printing.  Print quality will suffer if printing is continued under the ink out condition.
1250	E, 1, 7	The front tray is closed.	Open the front tray to resume printing.
-	E, 2, 0 E, 2, 1 E, 2, 2	An error regarding network setup has occurred.	Press the Black button or the Color button to dismiss the error, then perform setup again.
-	E, 2, 3 E, 2, 4 E, 2, 7	An error regarding network setup has occurred.	Press the Black button or the Color button to dismiss the error, then perform setup again.
-	E, 3, 0	The size of the original document can't be correctly detected or the document is too small when the Fit-to-Page copying is selected.	Make sure the original copy that's loaded correctly onto the glass surface.
-	E, 3, 1	The machine isn't connected with the computer.	Connect the machine and the computer with a USB cable.
1890	E, 4, 0	The protective material for the FINE ink cartridge or the tape remains attached.	Check the inside of the machine. If the protective material or the tape remains attached, remove it.

-	E, 5, 0	Scanning the print head alignment sheet has failed.	<p>Press the Stop/Reset button to dismiss the error, then check to make sure that:</p> <ul style="list-style-type: none"> • The print head alignment sheet is set in the correct position and orientation on the glass surface. • The glass surface and the print head alignment sheet aren't dirty. • The type and size of loaded paper is suitable for automatic print head alignment. • You load only one sheet at a time of A4 or letter-sized plain paper. • The print head nozzles aren't clogged. You can print the nozzle check pattern to check the status of the print head. <p>If the error isn't resolved, connect the machine to the computer and align the print head on the printer driver. <u>Align the print head from a Mac®</u> or <u>Align the print head from Windows</u></p>
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Table 2: The orange lamp flashes

If the orange light flashes on your printer, make note of the printer's error code, then follow the action step(s) in the table below to correct the error.



 Some errors will require servicing.

An error code on the printer will be displayed as a letter and number combination. For example, the error code P, 0, 2 would be displayed in that order.



Support Code	Error Code	Action
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5100	P, 0, 2	<ol style="list-style-type: none"> 1. Cancel printing and turn off the machine. 2. Clear any jammed paper or protective material that's keeping the FINE cartridge holder from moving, and turn the machine back on. <p> Be careful not to touch the components inside the machine. The machine may not print out properly if you touch it.</p>
5B02 5B04 5B12 5B14	P, 0, 7	A machine error has occurred.
<u>B200</u>	P, 1, 0	 <u>Learn about how you can troubleshoot the P, 1, 0 / B200 error.</u>
5011 5012 5200 5400 6000 6800 6801 6900 6901 6902 6910 6911 6930 6931 6932 6933 6936 6937 6938 6940 6941 6942 6943 6944 6945 6946	Other cases than above:	<ol style="list-style-type: none"> 1. Turn off the machine, and unplug the power cord. 2. Plug the machine back in and turn it back on.