

you can  
**Canon**



# Troubleshooting Guide

For your Canon Product

# Digital SLR Camera



Q. The camera will not power up

- A. 1. Ensure the battery is installed properly.
2. Ensure the memory card slot cover is closed.
3. If the LCD on top of the camera does not display the camera settings then recharge the battery.
4. Clean the battery contacts.

Q. The camera shuts off by itself

- A. 1. Press the shutter button half way. If the camera comes back to life, this indicates that the AUTO POWER OFF feature switched off the camera. If you do not want this feature to be activated, refer to your manual to deactivate the AUTO POWER OFF feature.
2. The LCD screen will always disable after 30 seconds of idle time. Press the 'DISP' button to switch it back on.

Q. I can't take any pictures

- A. 1. The memory card is not inserted correctly.
2. If you try to take a picture in 'One-Shot AF' mode while the confirmation light in the viewfinder blinks, a picture cannot be taken. Press the shutter button half way to focus, or focus manually.

Q. The camera 'locks up' after Powersave

- A. 1. Remove and re-install the battery.
2. If the problem persists contact the Canon technical helpline - the number can be found on the bottom of this page.

Q. The camera doesn't save any pictures

- A. 1. Ensure the memory card is write enabled.
2. Ensure the memory card is inserted into the camera properly.
3. If a memory related error message appears on the LCD monitor refer to your manual or contact the Canon technical helpline - the number can be found on the bottom of this page.

Q. The camera doesn't erase any pictures

- A. The memory card is erase-protected. Remove the erase protection on the card.

Refer to the manual for instructions, or contact the Canon technical helpline - the number can be found on the bottom of this page. Check that 'Protect Images' is not set on the camera.

Q. Errors appear on the screen, e.g. 'error 99'

- A. 1. If an error code is displayed please follow the on screen instructions and refer to the user guide.
2. If the same error keeps occurring there may be a problem, please write down the error code and contact the Canon technical helpline - the number can be found on the bottom of this page.

Q. Images look blurred on the LCD Screen

- A. 1. On the lens ensure that the focus mode switch is set to 'AF'.
2. The lens or AF sensor is dirty, clean with a lens or lint free cloth.
3. To prevent 'camera shake' hold the camera still and press the shutter button gently.
4. Set the lens focus mode switch to MF and focus manually.
5. Use a faster shutter speed or increase the ISO value.

Q. Unable to download images to PC

- A. 1. Check that the camera is connected to the PC properly using the cable provided.
2. Use EOS Utility. Download the latest update from <http://software.canon-europe.com>
3. If the symptoms persist contact the Canon technical helpline - the number can be found on the bottom of this page.

Q. What do I do if any parts (cables, manuals etc) are missing?

- A. Please check the pack contents list carefully. Some accessories are available for optional purchase and may not be supplied as standard kit content. The Camera Instruction manual is supplied as a printed manual. Software manuals are provided as digital documents supplied on a CD with the camera. Missing items can be requested **within 14 days of purchase** from our service partner Robert Scott Associates. Telephone 01869 331741. Proof of purchase and product serial numbers will be requested.

**You can call our TECHNICAL HELPLINE on: +44 (0) 8443690100**

# Digital Video Camera



- Q. The Video Camera will not switch on, switches off by itself or the screen switches on-off
- A. 1. The battery is empty.  
Replace or recharge the battery.
2. The battery is not connected properly.
3. Check the Power Saving options in the camcorder.
- Q. The charge indicator flashes rapidly
- A. This indicates the battery is 50% full.  
This is not a malfunction.
- Q. The Video Camera is switched on but doesn't do anything
- A. 1. The Video Camera has overheated and needs cooling down - switch it off for 10 minutes and resume recording.
2. The Video Camera is too cold and needs warming up. Please leave the camcorder switched on for 30 minutes and resume recording.
- Q. Battery pack is not charging
- A. 1. Battery packs don't charge when their temperature is over 40 degrees. It will automatically start charging once it has cooled down.
2. The battery pack is faulty. Replace battery pack.
- Q. The image on the screen looks blurred
- A. This can happen due to electromagnetic fields such as those from tv's, mobile phones, electric cabling etc. Move away from areas where this occurs.
- Q. The Video Camera vibrates or makes an intermittent noise
- A. This can be caused by the hard drive which will activate itself from time to time. If you are using a DVD camcorder, vibrations can be caused by the DVD spinning. This is not a malfunction.
- Q. The Video Camera appears very slow in deleting, pausing, reviewing a last scene or when changing between 'camera' mode and 'play' mode
- A. The hard disk is nearly full. Back up your recordings and delete the recordings from your disk.
- Q. Pressing start/stop will not start recording
- A. 1. Set the camcorder in 'camera' mode.
2. The hard disk is full.
3. A scene is being recorded already.
4. The drop protection mechanism is activated.
5. The camcorder is too hot or too cold.
- Q. The recording stops shortly after starting
- A. You are too close to loud noises or strong vibrations. Move to another location.
- Q. The Video Camera does not focus
- A. 1. Autofocus does not work on your subject.  
You need to focus manually.
2. The lens or Auto Focus (AF) sensor is dirty.  
Clean with a soft lens cleaning cloth.  
Never use tissue paper!
- Q. Pressing playback does not start playback
- A. 1. Set the Video Camera in 'play' mode.
2. The Video Camera is too hot or too cold.
- Q. Why is there background noise on my recording?
- A. In quiet environments, noise from the tape mechanism or zooming mechanism can be picked up by the internal microphone.  
This is not a malfunction.
- Q. What do I do if any parts (cables, manuals etc) are missing?
- A. Please check the pack contents list carefully. Some accessories are available for optional purchase and may not be supplied as standard kit content. The Digital Video Camcorder Instruction manual is supplied as a printed manual. Software manuals are provided as digital documents supplied on a CD with the camera. Missing items can be requested **within 14 days of purchase** from our service partner Robert Scott Associates. Telephone 01869 331741. Proof of purchase and product serial numbers will be requested.

# PIXMA



Q. Printing doesn't start

- A. 1. Printer is not switched on.
- 2. Printer not connected properly.  
Please check USB cable.
- 3. The ink tank is empty or not installed correctly.
- 4. The Software in your PC is set to use a different printer.
- 5. Ensure all covers are closed.
- 6. There are other print jobs still in print queue.

Q. Orange alarm light blinks

- A. The number of times the light blinks indicates what the error is. Please count the number of times the light blinks (Can be up to 19 times), then check the product manual (supplied on CD) for the cause of the error.

Q. The green POWER and the orange ALARM lights flash in turn

- A. Disconnect the printer cable from the printer, turn the printer off and then unplug the printer from the power supply. Plug the printer back in and turn the printer back on after leaving it for 15 minutes. If the symptoms persist contact the Canon technical helpline - the number can be found on the bottom of this page.

Q. An error message is displayed on the computer screen

- A. Please check the product manual (supplied on CD) for the error message displayed.

Q. Printing is very slow

- A. Your computer may not support USB 2.0. Please check your system specifications. Use a standard A to B USB cable of 5m or less.  
Do not use a USB Hub, USB extension or any kind of adapter.

Q. Paper does not feed properly

- A. 1. Paper is not loaded properly in the sheet feeder.
- 2. Too much paper is loaded in the sheet feeder.
- 3. Ensure all covers are closed.
- 4. Paper is too thick, or too curly.
- 5. Paper Feed Roller needs cleaning.
- 6. Please refer to the media compatibility section of the User Guide to check that the paper type you

are using meets the specified requirements.

Q. The printer doesn't print double sided (duplex) correctly

- A. 1. The only sizes suitable for automatic duplex printing are A4, Letter, A5, and 5" x 7".  
Load paper of suitable size and then press the RESUME/CANCEL button.
- 2. Check that Duplex Printing has been selected in the Printing Preferences.

Q. Paper does not feed from the paper source specified in the printer driver

- A. Check that the paper size in the selected paper source matches the output size in the printer settings. Check the paper feed switch on the printer matches the paper source you have selected.

Q. The printer moves but nothing is printed

- A. 1. Ink has run out.
- 2. The protective film is still present on ink cartridge
- 3. Printer heads are dirty and clogged up.  
See manual for corrective action.

Q. The printer stops before completing the print

- A. 1. Printer is out of paper.
- 2. Printer has worked for a long period. Your printer is protected from overheating by cutting out after long continuous work. Please switch the printer off for 15 minutes and resume printing.
- 3. Printing large graphics or files may cause the printer to stop periodically. It will automatically continue after it has completed processing the file from the computer.

Q. What do I do if any parts (cables, manuals etc) are missing?

- A. Please check the pack contents list carefully. Some accessories are available for optional purchase and may not be supplied as standard kit content. Advanced user guides are supplied as a digital document to view on a computer from one of the CD's supplied in your kit. Missing items can be requested **within 14 days of purchase** from our service partner Robert Scott Associates. Telephone 01869 331741. Proof of purchase and product serial numbers will be requested.

# Digital Compact Camera



- Q. My camera does not start
- A. Press 'Power' button.  
The memory card slot or battery cover is open.  
Battery is low - replace or recharge battery.
- Q. The camera's LCD screen is not displaying my picture
- A. Press the 'Display' button to switch monitor on.  
If 'Power Saving' is set to 'Display off', the display will switch off after set interval.  
Change the startup image or reset the camera to factory default settings.
- Q. I have black dots on my LCD screen
- A. More than 99.99% of the pixels on the LCD screen work to specification. There are rare events where pixels appear as black dots. This has no effect on your recorded image, and does not constitute a malfunction of the camera.
- Q. Will not connect to PC
- A. Make sure the software from the Canon Digital Camera Solution Disk is installed before attempting to download pictures. Download any software updates which are available from:  
<http://software.canon-europe.com>  
Make sure the camera is switched on in play mode.  
Make sure the cable is connected to the correct ports on the camera and the computer.
- Q. My pictures come out with the wrong colours
- A. Adjust the 'White Balance' setting on your camera.  
Check the 'My Colours' setting on your camera.
- Q. The camera shows a blurred image or fault in the display
- A. The camera is in a different setting than intended for picture taking.  
Check focus setting on camera.  
Shoot image from correct distance.  
Use Auto Focus (AF) assistance.
- Q. The battery runs down very quickly
- A. The battery needs replacing as the battery life has been exceeded, or the battery may not get fully charged.  
Make sure that the camera is not being used outside of its specified operating temperatures.
- Q. The camera's display flickers
- A. This happens when shooting moving pictures where fluorescent lighting is present.  
This is not an error.
- Q. My camera is not recording
- A. Camera is in 'Playback' mode - switch camera to 'Shooting' mode.  
Memory card is full or not formatted correctly.  
Check that the memory card is not write protected.
- Q. The camera lens is not retracting
- A. The most common reasons for the lens not retracting are:
- 1: The camera is switched from recording mode to playback mode.
  - 2: The battery ran out of power before the camera could retract the lens.
  - 3: The camera's battery cover was opened while in recording mode.
  - 4: The camera's CF card cover was opened while in recording mode.
- Q. What do I need to do if I get an error code on my camera?
- A. If you get an error code, please check the 'troubleshooting' or 'messages' areas in your user guide. It contains simple step by step instructions which should enable you to solve most problems.
- Q. What do I do when white specks appear on images?
- A. White specks may appear on images when shooting with the flash in an area where the flash light is reflected by dust particles, insect or other reflective substances such as paint.  
This may occur depending on the shooting conditions, but it is not a malfunction.  
Try shooting without the flash.
- Q. What do I do if any parts (cables, manuals etc) are missing?
- A. Please check the pack contents list carefully. Some accessories are available for optional purchase and may not be supplied as standard kit content. Advanced user guides are supplied as a digital document to view on a computer from one of the CD's supplied in your kit. Missing items can be requested **within 14 days of purchase** from our service partner Robert Scott Associates. Telephone 01869 331741. Proof of purchase and product serial numbers will be requested.

You can call our **TECHNICAL HELPLINE** on: **+44 (0) 8443690100**



This is a support guide for your recent Canon purchase. If you have a question or a problem, here are some suggestions to overcome them so you can enjoy your Canon product. If you can't find the answer to your question here, please call our Technical helpline on the number at the bottom of this page.

you can  
**Canon**

Canon (UK) Limited  
Woodhatch  
Reigate  
Surrey RH2 8BF

Tel: 01737 220000  
[www.canon.co.uk](http://www.canon.co.uk)

Canon (IRL) Business Equipment Limited  
Arena Road  
Sandyford Industrial Estate  
Dublin 18

Tel: 01 2052400  
Local Technical Helpline: 1890 200563  
[www.canon.ie](http://www.canon.ie)

**You can call our TECHNICAL HELPLINE on: +44 (0) 8443690100**