

# PIXMA MP800

# PIXMA MP800R

# SERVICE MANUAL

Revision 1



QY8-13AK-010

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## Scope

This manual has been issued by Canon Inc., to provide the service technicians of this product with the information necessary for qualified persons to learn technical theory, installation, maintenance, and repair of products. The manual covers information applicable in all regions where the product is sold. For this reason, it may contain information that is not applicable to your region.

## Revision

This manual could include technical inaccuracies or typographical errors due to improvements or changes made to the product. When changes are made to the contents of the manual, Canon will release technical information when necessary. When substantial changes are made to the contents of the manual, Canon will issue a revised edition.

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# I. MANUAL OUTLINE

This manual consists of the following three parts to provide information necessary to service the PIXMA MP800 and PIXMA MP800R:

## Part 1: Maintenance

Information on maintenance and troubleshooting of the PIXMA MP800 and PIXMA MP800R

## Part 2: Technical Reference

New technology and technical information such as FAQ's (Frequently Asked Questions) of the PIXMA MP800 and PIXMA MP800R

## Part 3: Appendix

Block diagrams and pin layouts of the PIXMA MP800 and PIXMA MP800R

## Reference:

This manual does not provide sufficient information for disassembly and reassembly procedures. Refer to the graphics in the separate Parts Catalog.



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# *Part 1*

## MAINTENANCE



# 1. MAINTENANCE

## 1-1. Adjustment, Periodic Maintenance, Periodic Replacement Parts, and Replacement Consumables by Service Engineer

### (1) Adjustment

	Adjustment	Timing	Purpose	Tool	Approx. time
	EEPROM initialization	At logic board ass'y replacement	To initialize settings.	None. Perform in the service mode.	1 min.
	LCD language settings	At logic board replacement	To set the language to be displayed on the LCD.	None. Perform in the user mode.	1 min.
	Destination settings (EEPROM settings)	At logic board ass'y replacement	To set the destination.	None. Perform in the service mode.	1 min.
	Waste ink counter resetting (EEPROM settings)	- At logic board replacement - At waste ink absorber replacement	To reset the waste ink counter.	None. Perform in the service mode.	1 min.
	Waste ink amount setting (EEPROM settings)	- At logic board replacement - At waste ink absorber replacement	To set the waste ink amount to the waste ink counter.	None. Perform in the service mode.	1 min.
	Paper feed motor position adjustment	At paper feed motor replacement	To adjust the belt tension. (Position the paper feed motor so that the belt is stretched tight.)	None.	2 min.
	CD / DVD detection sensor light volume correction *1	- At logic board replacement - At carriage unit replacement	To correct the light volume for the CD / DVD detection sensor.	None. Perform in the service mode.	2 min.
	Grease application	- At carriage unit replacement - At PR shaft ass'y replacement - At CL base or CL gear replacement	- To maintain sliding properties of the carriage shaft and the lift cam shaft. - To protect the machine's sliding portions (gears).	FLOIL KG-107A	1 min.
New	Ink system function check	- At logic board replacement - At platen unit replacement - At carriage unit replacement	To maintain detection functionality for presence of the ink tanks and each ink tank position.	None. Perform in the service mode.	1 min.
	FAU sponge sheet adjustment	- At FAU sponge sheet replacement - At FAU sponge frame replacement - At scanning unit replacement	To attach the FAU sponge sheet in the proper position.	None.	2 min.
	Network setting information print (MP800R only)	NIC board replacement	To confirm operations.	None. - Machine buttons - Computer (Canon IJ Network Tool) only to see the network settings (no print)	1 min.
	Initialization of network setting information (MP800R only)	NIC board replacement	To initialize the network setting information.	None. - Machine buttons - Computer (Canon IJ Network Tool)	1 min.

Note: DO NOT loosen the red screws at both ends of the carriage shaft, securing the print head position, as they are not re-adjustable.

The red screws securing the paper feed motor may be loosened only at replacement of the paper feed motor unit.

\*1: Only for CD / DVD printing supported regions.

## (2) Periodic maintenance

No periodic maintenance is necessary.

## (3) Periodic replacement parts

There are no parts in this machine that require periodic replacement by a service engineer.

## (4) Replacement consumables

There are no consumables that require replacement by a service engineer.

## 1-2. Customer Maintenance

Adjustment	Timing	Purpose	Tool	Approx. time
Print head alignment	At print head replacement.	To ensure accurate dot placement.	- Machine buttons - Computer (automatic settings via the MP driver)	3 min.
Print head cleaning	When print quality is not satisfying.	To improve nozzle conditions.	- Machine buttons - Computer (settings via the MP driver)	1 min.
Print head deep cleaning	When print quality is not satisfying, and not improved by print head cleaning.	To improve nozzle conditions.	- Machine buttons - Computer (settings via the MP driver)	2 min.
Ink tank replacement	When an ink tank becomes empty. ("No ink error" displayed on the monitor, or short flashing of an ink tank LED)	-----	-----	2 min.
Paper feed roller cleaning	When paper does not feed properly.	To clean the paper feed rollers.	Machine buttons	2 min.
CD / DVD print position adjustment*1	At CD / DVD printing, when necessary.	To correct CD / DVD print position.	Computer (application software)	5 min.
Bottom plate cleaning	When the back side of the paper is smeared.	To clean the platen ribs.	- Plain paper - Computer (settings via the MP driver)	1 min.
Scanning area cleaning	When the platen glass, FAU lamp, or FAU protection sheet is dirty.	Clean the platen glass, FAU lamp, or FAU protection sheet.	Clean and soft cloth.	1 min.
ASF sub-roller cleaning	When the paper fed from the ASF is smeared due to ink mist attached to the ASF sub-rollers.	To clean the ASF sub-rollers.	- Plain paper - Machine buttons (paper feed roller cleaning) <a href="#">[See Part 2, 5. FAQ, How to make and set the ASF sub-roller cleaning sheet, for details]</a>	1 min.
Network setting information print (MP800R only)	When a network error occurs, or for the network setting.	To confirm the network setting.	- Machine buttons - Computer (Canon IJ Network Tool) only to see the network settings (no print)	1 min
Initialization of network setting information (MP800R only)	When necessary.	To initialize the network setting information.	- Machine buttons - Computer (Canon IJ Network Tool)	1 min
NIC firmware update (MP800R only)	When necessary.	To update the NIC firmware.	- Computer (Canon IJ Network Tool)	5 min

\*1: Only for CD / DVD printing supported regions.

### 1-3. Product Life

#### (1) Machine

Specified print volume (I) or the years of use (II), whichever comes first.

(I) Print volume: 14,000 pages

Black	1,500 character pattern	6,200 pages
Color	A4, 7.5% duty per color pattern	4,200 pages
	A4, photo, borderless printing	300 pages
	4 x 6, photo, borderless printing	2,500 pages
	Postcard, photo, borderless printing	800 pages

(II) Years of use: 5 years of use

#### (2) Print head

Print volume: 14,000 pages

Black	1,500 character pattern	6,200 pages
Color	A4, 7.5% duty per color pattern	4,200 pages
	A4, photo, borderless printing	300 pages
	4 x 6, photo, borderless printing	2,500 pages
	Postcard, photo, borderless printing	800 pages

#### (3) Ink tank (target value)

Pattern	Ink tank used	Print yield
Black text	PGI-5BK	Approx. 800 pages
Color chart	PGI-5BK	Approx. 1,250 pages
	CLI-8Y	Approx. 480 pages
	CLI-8M	Approx. 500 pages
	CLI-8C	Approx. 710 pages
Photo chart	CLI-8BK	Approx. 1,100 pages
	CLI-8Y	Approx. 280 pages
	CLI-8M	Approx. 250 pages
	CLI-8C	Approx. 390 pages

Black text: When printing the Canon standard pattern (1,500 characters per page) on A4 size plain paper, with the default settings in the Windows XP driver, using Word 2003.

Color chart: When printing the ISO/JIS-SCID N5 pattern on A4 size plain paper in bordered printing, with the default settings in the Windows XP driver, using Photoshop 7.0.

Photo chart: When printing the Canon standard pattern on 4" x 6" Photo Paper Plus Glossy in borderless printing, with the default settings in the Windows XP driver, using Windows XP Photo Printing Wizard.

The print yield in the table above is an average value measured in continuous printing, using the ink tank immediately after it is unsealed, until the ink is out. Ink yield may vary depending on texts and photos printed, application software, print mode, and type of paper used.

When the machine is turned on and while printing, each ink may be used for protecting the print head and maintaining print quality.



1-4. Special Tools

Name	Tool No.	Application	Remarks
FLOIL KG-107A	QY9-0057-000	To be applied to the sliding portions of the carriage shaft and lift cam shaft.	In common with the S500 and S520.

1-5. Serial Number Location

On the carriage flexible cable holder (visible on the right of the carriage after the machine is turned on, the scanning unit is opened, and the carriage moves to the center).



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## 2. LIST OF ERROR DISPLAY / INDICATION

Errors and warnings are displayed on the LCD.

### 2-1. Operator Call Errors (by Alarm LED Lit in Orange)

Error	Error code	Message on the LCD	Solution
No paper (ASF).	[1000]	Auto sheet feeder. There is no paper. Load paper and press [OK].	Set the paper in the ASF, and press the OK button.
No CD / DVD tray* <sup>1</sup> .	[1001]	There is no CD-R tray. Attach the tray and press [OK].	Set the CD / DVD tray, and press the OK button.
No paper in the front paper feed cassette.	[1003]	Cassette. There is no paper. Load paper and press [OK].	Set the paper in the cassette, and press the OK button.
No CD or DVD* <sup>1</sup> .	[1002]	Printable disc is not set. Correctly place a disc in the CD-R tray and press [OK].	Set a CD or DVD in the CD / DVD tray (which is ejected at error occurrence), and inset the CD / DVD tray in the proper position. Then, press the OK button.
Paper jam.	[1300]	The paper is jammed. Clear the paper and press [OK].	Remove the jammed paper, and press the OK button.
Paper jam in the rear guide.	[1303]		
Paper jam in the under guide.	[1304]		
No ink.	[1600]	Ink has run out. Replace the ink tank and close the cover. (U041)	Replace the empty ink tank(s), and close the cover.  Pressing the OK button will clear the error without ink tank replacement, however, ink may run out during printing.
Ink tank not installed.	[1660]	The following ink tank cannot be recognized. (Applicable ink tank icon) (U043)	Install the applicable ink tank(s) properly, and confirm that the LED's of all the ink tanks light red.
The print head is not installed, or it is not properly installed.	[1401]	Print head is not installed. Install the print head. (U051)	Install the print head properly.
Print head temperature sensor error	[1403]	The type of print head is incorrect. Install the correct print head.	Re-install the print head properly. If not recovered, the print head may have problems. Replace the print head.
Faulty EEPROM data of the print head	[1405]		
Inner cover open before start of printing on paper (print continuable)* <sup>2</sup> .	[1841]	Inner cover is open. Close the inner cover and press [OK].	Close the inner cover, and press the OK button.
Inner cover open during printing on paper (print NOT continuable)* <sup>2</sup> .	[1846]		Close the inner cover, and press the OK button. The paper being printed at error occurrence will be ejected without printing the remaining data for the ejected paper, then printing will resume from the next page.
Inner cover open before start of printing on paper (print continuable)* <sup>1</sup> .	[1851]		Close the inner cover, and press the OK button.
Inner cover open during printing on paper (print NOT continuable)* <sup>1</sup> .	[1856]		Close the inner cover, and press the Stop/Reset button to clear the error. The paper being printed at error occurrence will be ejected without printing the remaining data for the ejected paper, then printing will resume from the next page.
Inner cover closed before start of CD / DVD printing (print continuable)* <sup>1</sup> .	[1850]	Open the inner cover, place the CD-R tray and press [OK].	Open the inner cover which functions as the CD / DVD tray feeder, set the CD / DVD tray in the feeder, and press the OK button.
Inner cover closed during CD / DVD printing (print NOT continuable)* <sup>1</sup> .	[1855]		Open the inner cover, and press the OK button to clear the error. The CD or DVD being printed at error occurrence will be ejected without printing the remaining data for the ejected CD or DVD, then the next print job will be done.

Multiple ink tanks of the same color installed.	[1681]	More than one ink tank of the following color is installed. (U071)	Replace the wrong ink tank(s) with the correct one(s).
Ink tank in a wrong position.	[1680]	Some ink tanks are not installed in place. (U072)	Install the ink tank(s) in the correct position.
Warning: The waste ink absorber becomes almost full.	[1700]	The waste ink absorber is almost full. Press [OK] to continue but early replacement recommended. <See manual>	Press the OK button. The service call error, indicating the waste ink absorber is full, is likely to occur soon.
The connected digital camera or digital video camera does not support Camera Direct Printing.	[2001]	Incompatible device detected. Remove the device.	Remove the cable between the camera and the machine.
Automatic duplex printing cannot be performed.	[1310]	This paper is not compatible with duplex printing. Remove the paper and press [OK].	Press the OK button to eject the paper being used at error occurrence. Printing will resume from on the front side of the next page. Data which was to be printed on the back side of paper at error occurrence is skipped (not printed).
Failed in automatic print head alignment.	[2500]	Auto head align has failed. Press [OK] and repeat operation. <See manual>	Press the OK button. - If paper is being fed at error occurrence, the error is indicated after the paper is ejected. - If the error occurs, the print head alignment values are not changed. - After exit from the error by the Stop/Reset button, the automatic print head alignment will not be re-done.
The remaining ink amount unknown.	[1683]	(Applicable ink tank icon) The remaining level of the following ink cannot be correctly detected.	An ink tank which has once been empty is installed. Replace the applicable ink tank with a new one. Printing with a once-empty or refilled ink tank can damage the print head. If printing is continued without replacing the refilled ink tank, press the Stop/Reset button for 5 sec. or longer to record the use of a refilled ink tank. Note: After the above operation, the function to detect the remaining ink amount is disabled.
Ink tank not recognized.	[1684]	(Applicable ink tank icon) The following ink tank cannot be recognized. (U140)	A non-supported ink tank is installed (the ink tank LED is turned off). Install the supported ink tanks.
Ink tank not recognized.	[1410 to 1419] [1682]	(Applicable ink tank icon) The following ink tank cannot be recognized. (U150)	An error occurred in an ink tank (the ink tank LED is turned off). Replace the ink tank(s).
Scanning unit (printer cover) open.	[1200]	Cover is open. Close the cover.	Close the scanning unit (printer cover).

\*1: Only for models supporting CD / DVD printing

\*2: Only for models not supporting CD / DVD printing

## 2-2. Service Call Errors (by Cyclic Blinking in Orange (Alarm LED) and Green (COPY button), or Alarm LED Lit in Orange)

Service call errors are indicated by the number of cycles the Alarm LED and COPY button blink, and the corresponding error code is displayed on the LCD.

Cycles of blinking in orange (Alarm LED) and green (COPY button)	Error	Error code	Conditions	Solution (Replacement of listed parts, which are likely to be faulty)
2 times	Carriage error	[5100]	An error occurred in the carriage encoder signal.	- Carriage unit - Timing slit film - Logic board ass'y - Carriage motor
3 times	Line feed error	[6000]	An error occurred in the LF encoder signal.	- Timing sensor unit - Timing slit disk film - Feed roller ass'y - Platen unit - Logic board ass'y - Paper feed motor
4 times	Purge cam sensor error	[5C00]	An error occurred in the purge unit.	- Purge unit - Logic board ass'y
5 times	ASF (cam) sensor error	[5700]	This error takes place when feeding paper from the ASF after an error occurred in the ASF cam sensor.	- Sheet feed unit
6 times	Internal temperature error	[5400]	The internal temperature is not proper.	- Logic board ass'y
7 times	Waste ink absorber full	[5B00]	The waste ink absorber is full.	- Ink absorber kit
8 times	Print head temperature rise error	[5200]	The print head temperature exceeded the specified value.	- Print head - Logic board ass'y
9 times	EEPROM error	[6800]	A problem occurred in writing to the EEPROM.	- Logic board ass'y
11 times	Carriage lift mechanism error	[5110]	The carriage did not move up or down properly.	- PR lift shaft ass'y - Sheet feed unit - Logic board ass'y - Carriage lift sensor unit
12 times	AP position error	[6A00]	An error occurred in the AP motor during purging operation.	- Sheet feed unit - Logic board ass'y - Purge unit
13 times	Paper feed position error	[6B00]	An error occurred in the paper feed motor.	- Sheet feed unit - Logic board ass'y
14 times	Paper feed cam sensor error	[6B10]	An error occurred in the paper feed cam sensor during paper feeding from the front paper feed cassette. This error is also indicated when the waste ink counter is 60% or more, and a paper jam occurs in the under guide.	- Sheet feed unit - Logic board ass'y
15 times	USB Host VBUS overcurrent	[9000]	The USB Host VBUS is overloaded.	- Logic board ass'y
16 times	Valve sensor error	[6C00]	An error occurred in the valve sensor during cleaning.	- Logic board ass'y - Purge unit
17 times	Motor driver error	[6D00]	The AD conversion value indicating the motor driver temperature is not proper.	- Logic board ass'y
18 times (MP800R only)	NIC fatal error	[6550]	An unrecoverable error occurred in the NIC.	- NIC board ass'y
19 times	Ink tank position sensor error	[6502]	None of the ink tank position is detected.	- Platen unit - Logic board ass'y
20 times	Other hardware error	[6500]	The PCI bus error is detected by the ASIC.	- Logic board ass'y
Alarm LED lit	Scanner lock error	[5020]	The scanner is not in the home position at power-on. Since the error takes place assuming that the scanner lock switch is not unlocked before power-on, the	- Turn the machine off, unlock the scanner lock switch, then turn the machine on again.

			Alarm LED is lit in orange and the message is displayed on the LCD (as with an operator call error), though the internal process is categorized as a service call error. On the LCD, "Release the scanner lock switch and turn the power off and back on." is displayed.	
22 times	Scanner error	[5010]	The scanner unit cannot detect the home position, or the scanner unit warming-up is not done properly at power-on. On the LCD, "Scanner is not operating correctly." is displayed.	- Scanner unit
Continuous alternate blinking	ROM error	[6100]	The check sum value is incorrect in the ROM check at hard-power-on.	- Logic board ass'y
Alarm LED lit	RAM error	[6300]	The RAM error occurred in the RAM check at hard-power-on.	- Logic board ass'y

## 2-3. Other Error Messages

Message on the LCD	Cause	Solution
Printing is unavailable. Data received via wireless communication is not photo data.	The received image data was invalid in infrared communication from a mobile phone.	The error message is displayed for a while, then the LCD automatically returns to the initial screen you see when the COPY, SCAN, PHOTO/FILM, or MEMORY CARD button is pressed.
The selected paper cannot be fed from cassette. Change the paper source.	The paper type being used is not supported for paper feeding from the cassette.	Change the paper source to the ASF.
Cannot specify the followings together. Change one of the settings.	Settings made conflict each other.	The error message is displayed for a while, then the LCD automatically returns to the display before the error occurrence.
Device memory is full. Cannot continue process. Reduce the number of photos to print.	The memory is not sufficient to do the print job.	Reduce the amount of data to be printed, or print from a computer.
Failed to scan. Either document cannot be scanned or is not placed on the platen glass.	The machine failed in scanning the document for Fit-to-page copy, or photos or films were not recognized in pre-scanning.	Press the OK button to clear the error. The LCD automatically returns to the display before the error occurrence.
Press <>. (<>: Color button icon)	The Black button was pressed, but it is invalid.	A temporary error. Press the Color button to continue the operation.
Press <>. (<>: Black button icon)	The Color button was pressed, but it is invalid.	A temporary error. Press the Black button to continue the operation.
There are no photos in memory card.	Supported image files are not in the memory card.	The error message is displayed for a while, then disappears.
The value exceeds the number of copies you can print.	During selecting images or specifying the number of copies, the total print quantity exceeds the prescribed value of 999.	After the error message is displayed for a while, the last operation before the error is cancelled, and the total print quantity returns to the value before the error.
Memory card is not set. Insert the card after checking the direction.	No memory card is inserted in the slot.	Set a memory card.
DPOF information is not saved in the memory card.	DPOF print was selected in the menu, but no DPOF files are contained in the memory card.	The error message is displayed for a while, then the LCD automatically returns to the display before the error occurrence.
The number of copies to print is not set. Input the number of copies.	Multi-photo print was attempted without specifying the print quantity (with the print quantity left "0" (zero)).	The error message is displayed for a while, then disappears. Specify the print quantity.
This layout is available only for A4 or 8.5"x11"(LTR).	In Layout print, "Mixed 1, 2, or 3" which is available only with A4 or LTR size paper is selected, but the paper size is not set to A4 or LTR.	The error message is displayed for a while, then the LCD automatically returns to the display before the error occurrence.
Settings cannot be changed when printing stickers.	With Sticker print selected, the Settings button was pressed.	The error message is displayed for a while, then the LCD automatically returns to the display before the error occurrence.
Change the setting after removing the card.	With a memory card inserted in the slot, change of the Read/Write attribute was attempted.	The error message is displayed for a while, then the LCD automatically returns to the display before the error occurrence.
The card is currently write-enabled. Set to read-only mode before performing	With the memory card set to the Read/write mode, Card Direct printing operation was attempted from	The error message is displayed for a while, then the LCD automatically returns to the display

operation.	the menu.	before the error occurrence.
The paper size is not correct. Check the page size you have set.	Non-supported size of paper for PictBridge Camera Direct printing is selected.	Cancel printing on the digital camera.
Failed to scan Photo Index Sheet. Check the orientation, position and marking. <See manual>	The machine failed in scanning the Photo Index Sheet.	Press the OK button to clear the error. The LCD automatically returns to the display before the error occurrence.
Failed to scan. Try again.	The machine failed in scanning the film. No film was set, or selection of a film type (color or black & white, positive or negative) was wrong.	Press the OK button to clear the error. The LCD automatically returns to the display before the error occurrence.
Film scanning error. Remove FAU (Film Adapter Unit) protective sheet.	The optical volume was insufficient for scanning the film. (The FAU protective sheet was not removed, or the lamp itself was defective.)	Press the OK button to clear the error. The LCD automatically returns to the display before the error occurrence.
Photo scan error. Photo size is too large. Leave at least 10mm between photos.	In cropping multiple photos at the same time, since the space between the photos were not sufficient, the photos were considered as a single JPEG file, and the file became too large.	Press the OK button to clear the error. The LCD automatically returns to the display before the error occurrence.
Perform operation after the film is scanned.	After the PHOTO/FILM button was pressed, printing was attempted from the menu without scanning photos or films.	The error message is displayed for a while, then the LCD automatically returns to the display before the error occurrence.

## 2-4. Warnings

Warning	Message on the LCD	Solution
Low ink	The following ink is low. Continue? (Icon of each ink tank) Yes No	<ul style="list-style-type: none"> <li>- Select <b>Yes</b>, and press the OK button. =&gt; Printing starts, and it is indicated on the LCD.</li> <li>- Select <b>No</b>, and press the OK button. =&gt; Printing is cancelled, and the LCD returns to the display immediately before printing was attempted.</li> </ul>
	In Camera Direct Printing, only "Yes" can be selected.	
Print head temperature rise	If the print head temperature does not fall, the error code "5200" is displayed, indicating the print head temperature rise error.	When the print head temperature falls, the error is automatically cleared.  Note: If the print head temperature exceeds the specified limit when the scanning unit (printer cover) is opened, the carriage does not move to the ink tank replacement position.
Protection of excess rise of the print head temperature	If the print head temperature does not fall, the error code "5200" is displayed, indicating the print head temperature rise error.	If the print head temperature exceeds the specified limit, an intermission is inserted during printing.
Restrictions on paper	The current paper cannot be set. Change the size and type.	Re-select the supported paper type and size.
Recommendation of the print head alignment (only on arrival of the machine)	Head alignment required. Load paper and press [OK]. Yes No	<ul style="list-style-type: none"> <li>- Select <b>Yes</b>, and press the OK button. =&gt; Automatic print head alignment is done.</li> <li>- Select <b>No</b>, and press the OK button. =&gt; The procedures on arrival of the machine are finished.</li> </ul>
USB cable not connected	Connect USB cable and turn on the PC.	Connect the USB cable.
Cancellation of trimming	Reset trimming effect? Yes No	With a trimmed image present, when printing on a DVD or CD is attempted, the message is displayed. <ul style="list-style-type: none"> <li>- Select <b>Yes</b>, and press the OK button. =&gt; The trimming is cancelled, and printing on a DVD or CD can be done.</li> <li>- Select <b>No</b>, and press the OK button. =&gt; The LCD returns to the display immediately before the message was displayed.</li> </ul>
Cancellation of image select information	Reset the selected photo information? Yes No	When one or more images are selected in Multi-photo print or Layout print, and if a user tries to display the menu or sub-menu, the message is displayed. <ul style="list-style-type: none"> <li>- Select <b>Yes</b>, and press the OK button. =&gt; The image selection is cancelled, and the menu or sub-menu is displayed.</li> </ul>

- Select **No**, and press the OK button.  
=> The LCD returns to the display immediately before the message was displayed.

## 2-5. Troubleshooting by Symptom

	Symptom	Solution
Faulty operation	The power does not turn on. The power turns off immediately after power-on.	<ul style="list-style-type: none"> <li>- Confirm the connection of <ul style="list-style-type: none"> <li>- the power cord, and</li> <li>- between the logic board and the power supply unit.</li> </ul> </li> <li>- Replace the <ul style="list-style-type: none"> <li>- AC adapter, or</li> <li>- logic board ass'y.</li> </ul> </li> </ul>
	A strange noise occurs.	<ul style="list-style-type: none"> <li>- Remove foreign material.</li> <li>- Attach a removed part if any.</li> <li>- Check the operation of the moving parts (such as purge unit, carriage unit, and paper feeding mechanism)</li> <li>- Replace a faulty part, if any.</li> </ul>
	Nothing is displayed on the LCD.	<ul style="list-style-type: none"> <li>- Confirm the connection between the operation panel, the scanner unit, and the logic board.</li> <li>- Replace the <ul style="list-style-type: none"> <li>- LCD, or</li> <li>- logic board ass'y.</li> </ul> </li> </ul>
	A portion of the LCD is not displayed.	<ul style="list-style-type: none"> <li>- Perform the button and LCD test in the service mode, and confirm that the LCD is displayed without any segments missing.</li> <li>- Confirm the connection between the operation panel, the scanner unit, and the logic board.</li> <li>- Replace the <ul style="list-style-type: none"> <li>- LCD, or</li> <li>- logic board ass'y.</li> </ul> </li> </ul>
	Paper feed problems (multi-feeding, skewed feeding, no feeding)	<ul style="list-style-type: none"> <li>- Examine the inside to confirm that no parts are damaged, and the rollers are clean.</li> <li>- Remove foreign material.</li> <li>- Adjust the paper guide properly.</li> <li>- Confirm the connection of each harness and the logic board.</li> <li>- Replace the <ul style="list-style-type: none"> <li>- sheet feeder unit,</li> <li>- cassette, or</li> <li>- logic board ass'y.</li> </ul> </li> </ul>
	Carriage movement problems (contact to other parts, strange noise)	<ul style="list-style-type: none"> <li>- Confirm that the carriage timing slit strip film is free from damage or grease.</li> <li>- Clean the carriage timing slit strip film (with ethanol and lint-free paper).</li> <li>- Replace the <ul style="list-style-type: none"> <li>- carriage timing slit strip film, or</li> <li>- carriage unit.</li> </ul> </li> </ul>
	Faulty scanning (no scanning, strange noise)	<ul style="list-style-type: none"> <li>- Confirm the connection between the scanner unit and the logic board.</li> <li>- Replace the <ul style="list-style-type: none"> <li>- scanner unit, or</li> <li>- logic board ass'y.</li> </ul> </li> </ul>
	The FAU lamp does not light.	<ul style="list-style-type: none"> <li>- Confirm the connection between the scanner unit, FAU, and the logic board.</li> <li>- Replace the <ul style="list-style-type: none"> <li>- document pressure plate unit (FAU), or</li> </ul> </li> </ul>

		- logic board ass'y.
	Enable to print with wireless LAN / wired LAN. (MP800R only)	1) Perform network setting information print. - When printing is not possible, replace the NIC board. - When printing is possible, proceed to 2). 2) Printing with wireless LAN / wired LAN. - When printing is not possible, replace the NIC board. (Wireless reception component failure on the NIC board) - When printing is possible, re-confirm network setting. (user's environment)
Unsatisfactory print quality	No printing, or no color ejected.	- Replace the - ink tank, - print head* <sup>1</sup> , or - logic board ass'y. - Remove foreign material from the purge unit caps, if any. - Replace the purge unit.
	Printing is faint, or white lines appear on printouts even after print head cleaning. Line(s) not included in the print data appears on printouts.	- Remove and re-install the print head. - Replace the - ink tank, - print head* <sup>1</sup> , - purge unit, or - logic board ass'y.
	Paper gets smeared.	- Feed several sheets of paper. - Perform bottom plate cleaning. - Clean the paper path with cotton swab or cloth. - Clean the ASF sub-rollers.
	A part of a line is missing on printouts.	- Replace the - ink tank, or - print head* <sup>1</sup> .
	Color hue is incorrect.	- Replace the - ink tank, or - print head* <sup>1</sup> . - Perform print head alignment.
	Printing is incorrect.	Replace the logic board ass'y.
	No ejection of black ink.	- Replace the - ink tank, or - print head* <sup>1</sup> . - Remove foreign material from the purge unit caps, if any. - Replace the purge unit.
	Graphic or text is enlarged on printouts.	<b>When enlarged in the carriage movement direction:</b> - Clean grease or oil off the timing slit strip film - Replace the - timing slit strip film, - carriage unit, or - logic board ass'y. <b>When enlarged in the paper feed direction:</b> - Clean grease or oil off the timing slit disk film - Replace the - timing slit disk film, - timing sensor unit, or - logic board ass'y.
	No scanning.	- Confirm the connection between the scanner unit and the logic



Faulty scanning		board ass'y. - Replace the - scanner unit, or - logic board ass'y.
	Streaks or smears on the scanned image.	- Clean the platen glass and the FAU lamp. - Confirm the connection between the scanner unit and the logic board ass'y. - Replace the - scanner unit, - logic board ass'y, or - sponge sheet.

\*1: Replace the print head only after the print head deep cleaning is performed 2 times, and when the problem persists.

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 **<Part 1: 2. LIST OF ERROR DISPLAY / INDICATION>** 

## 3. REPAIR

### 3-1. Notes on Service Part Replacement (and Disassembling / Reassembling)

Service part	Notes on replacement*1	Adjustment / settings	Operation check
Logic board ass'y QM2-3022 (MP800) QM2-3035 (MP800R)	<ul style="list-style-type: none"> <li>- Before removal of the logic board ass'y, remove the power cord, and allow for approx. 1 minute (for discharge of capacitor's accumulated charges), to prevent damages to the logic board ass'y.</li> <li>- Before replacement, check the waste ink amount (by service test print or EEPROM information print).</li> </ul> <p>[See 3-4. Verification Items, (1) Service test print, or (2) EEPROM information print, for details.]</p>	<b>After replacement:</b> <ol style="list-style-type: none"> <li>1. Initialize the EEPROM.</li> <li>2. Set the destination in the EEPROM.</li> <li>3. Reset the waste ink counter.</li> <li>4. Correct the CD / DVD and automatic print head alignment sensors.</li> <li>5. Check the ink system function.</li> <li>6. Adjust the line feeding.</li> </ol> <p>[See 3-3. Adjustment / Settings, (8) Service mode, for details of 1 to 6]</p> <ol style="list-style-type: none"> <li>7. Perform the print head alignment in the user mode.</li> </ol>	<ul style="list-style-type: none"> <li>- EEPROM information print</li> <li>- Service test print</li> <li>- Printing via USB connection</li> <li>- Copy</li> <li>- Direct printing from a digital camera</li> </ul>
NIC board ass'y QK1-3039-000 (MP800R only)			<ul style="list-style-type: none"> <li>- Network setting information print</li> <li>- Printing with wireless LAN and wired LAN I/F</li> </ul> <p>(After printing, initialize the network setting information.)</p>
Absorber kit QY5-0153		<b>After replacement:</b> <ol style="list-style-type: none"> <li>1. Reset the waste ink counter.</li> </ol> <p>[See 3.3. Adjustment / Settings, (8) Service mode.]</p>	<ul style="list-style-type: none"> <li>- Service test print</li> <li>- EEPROM information print</li> </ul>
Carriage unit QM2-3025		<b>At replacement:</b> <ol style="list-style-type: none"> <li>1. Apply grease to the sliding portions.</li> </ol> <p>[See 3-3. Adjustment / Settings, (2) Grease application.]</p> <b>After replacement:</b> <ol style="list-style-type: none"> <li>1. Correct the CD / DVD and automatic print head alignment sensors.</li> <li>2. Check the ink system function.</li> <li>3. Perform the print head alignment in the user mode.</li> </ol> <p>[See 3.3. Adjustment / Settings, (8) Service mode.]</p>	<ul style="list-style-type: none"> <li>- Service test print (Confirm CD / DVD and automatic print head alignment sensor correction, and ink system function.)</li> </ul>
Paper feed motor QK1-1502	<ul style="list-style-type: none"> <li>- The red screws securing the paper feed motor are allowed to be loosened. (DO NOT loosen any other red screws.)</li> </ul>	<b>At replacement:</b> <ol style="list-style-type: none"> <li>1. Adjust the paper feed motor.</li> </ol> <p>[See 3-3. Adjustment / Settings, (1) Paper feed motor adjustment.]</p>	
Platen unit QM2-3026		<b>At replacement:</b> <ol style="list-style-type: none"> <li>1. Check the ink system function.</li> </ol> <p>[See 3.3. Adjustment / Settings, (8) Service mode.]</p>	<ul style="list-style-type: none"> <li>- Service test print</li> </ul>
PR lift shaft ass'y: QL2-0936		<b>At replacement:</b> <ol style="list-style-type: none"> <li>1. Apply grease to the sliding portions.</li> </ol> <p>[See 3.3. Adjustment / Settings, (2) Grease application.]</p>	<ul style="list-style-type: none"> <li>- Service test print</li> </ul>

Carriage lift base unit QM2-2232		<b>At replacement:</b> 1. Apply grease to the sliding portions. <a href="#">[See 3.3. Adjustment / Settings, (2) Grease application.]</a>	
Timing slit strip film QC1-6526	<ul style="list-style-type: none"> <li>- Upon contact with the film, wipe the film with ethanol.</li> <li>- Confirm no grease is on the film. (Wipe off any grease thoroughly with ethanol.)</li> <li>- Do not bend the film</li> </ul>	<b>After replacement:</b> 1. Perform the print head alignment in the user mode.	- Service test print
Timing slit disk film QC1-6229			
Print head QY6-0061		<b>After replacement:</b> 1. Perform the print head alignment in the user mode.	- Service test print

\*1: General notes:

- Make sure that the flexible cables and wires in the harness are in the proper position and connected correctly.  
[\[See 3-2. Special Notes on Repair Servicing, \(3\) Flexible cable and harness wiring, connection, for details.\]](#)
- Do not drop the ferrite core, which may cause damage.
- Protect electrical parts from damage due to static electricity.
- Before removing a unit, after removing the power cord, allow the machine to sit for approx. 1 minute (for capacitor discharging to protect the logic board ass'y from damages).
- Do not touch the timing slit strip film and timing slit disk film. No grease or abrasion is allowed.
- Protect the units from soiled with ink.
- Protect the housing from scratches.
- Exercise caution with the red screws, as follows:
  - The red screws of the paper feed motor may be loosened only at replacement of the paper feed motor unit (DO NOT loosen them in other cases).
  - DO NOT loosen the red screws on both sides of the main chassis, securing the carriage shaft positioning (they are not adjustable in servicing)

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## 3-2. Special Notes on Repair Servicing

### (1) External cover, scanner unit, and FAU removal

(I) Remove the cassette, and front door (paper output tray) with door damper.

- Slide the cassette to remove it from the main unit.
- Slightly warp the front door to release the right side of the door.
- While releasing the door damper on the left side of the front door, remove the door.



(II) Remove the screws (in the red circles below) from the side covers and the main case.



(III) Remove the front cover L and R.

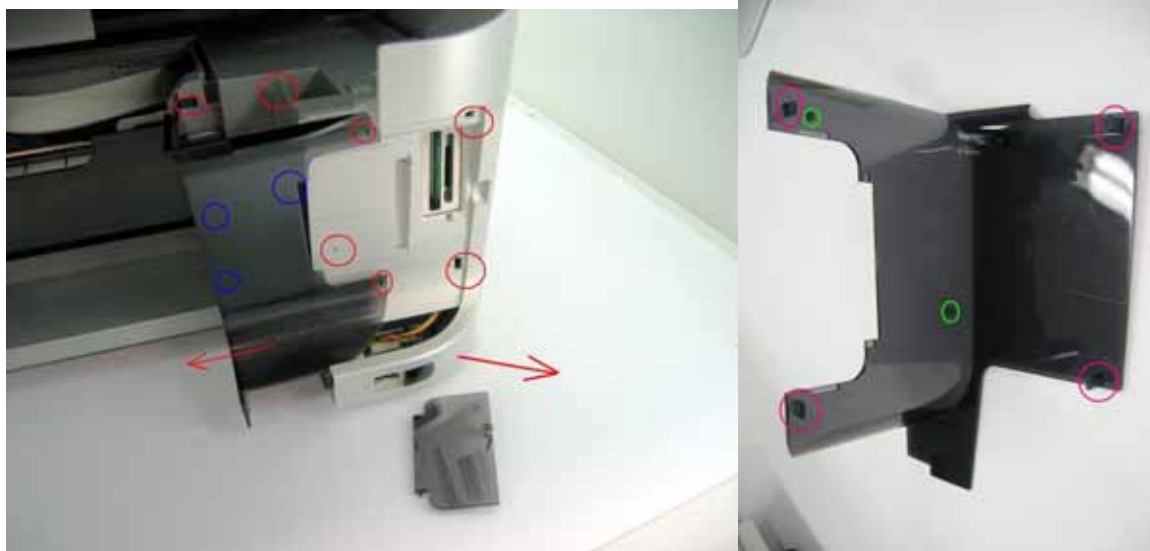
#### Front cover L:

- Protect the cover from being scratched or the claws from being damaged by the Open button or the release lever.
- While removing the side cover L by sliding its front side outward (in the direction of the red arrow in the photo below), remove the front cover L.
- For the correct locations of claws and bosses on the back side of the front cover L, see the photo on the right (4 claws in the purple circles, 2 bosses in the green circles).



### Front cover R:

- While removing the side cover R by sliding its front side outward (in the direction of the red arrow in the photo below), remove the front cover R.
- Also remove the card door which is between the front cover R and the side cover R.
- For the correct locations of claws and bosses on the back side of the front cover R, see the photo on the right (4 claws in the purple circles, 2 bosses in the green circles).



### (IV) Remove the cable cover.

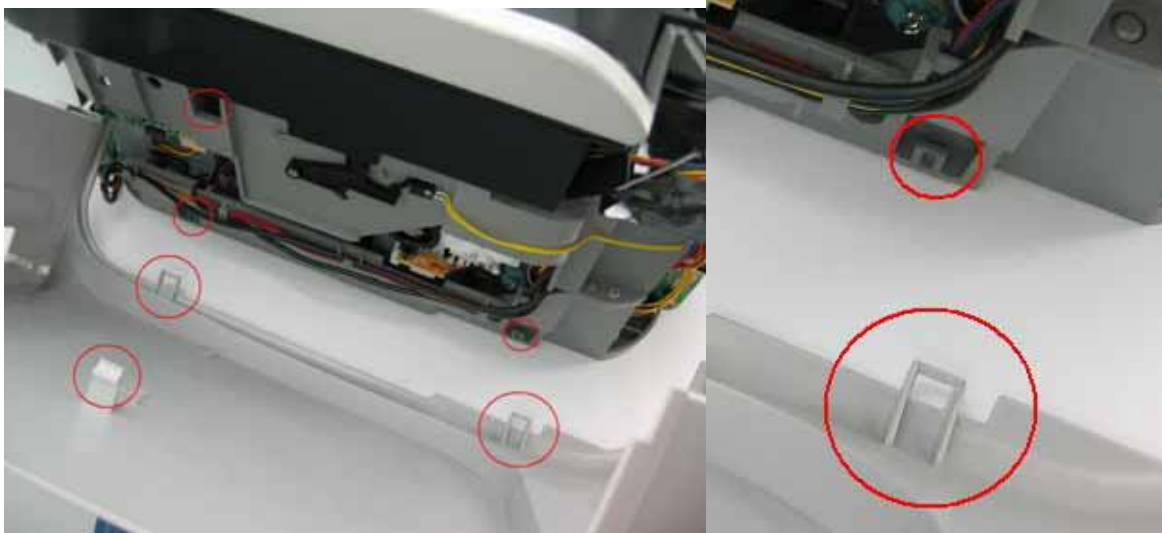
- Push the claw of the side cover R (indicated by the triangle mark in the red circle in the photo) with a flat-blade screwdriver to release.
- Slide the side cover R outward so that the cable cover in the back can be removed.
- Lift the cable cover to remove the FAU cable from the groove of the side cover.



(V) Remove the side cover L and R (3 claws each).

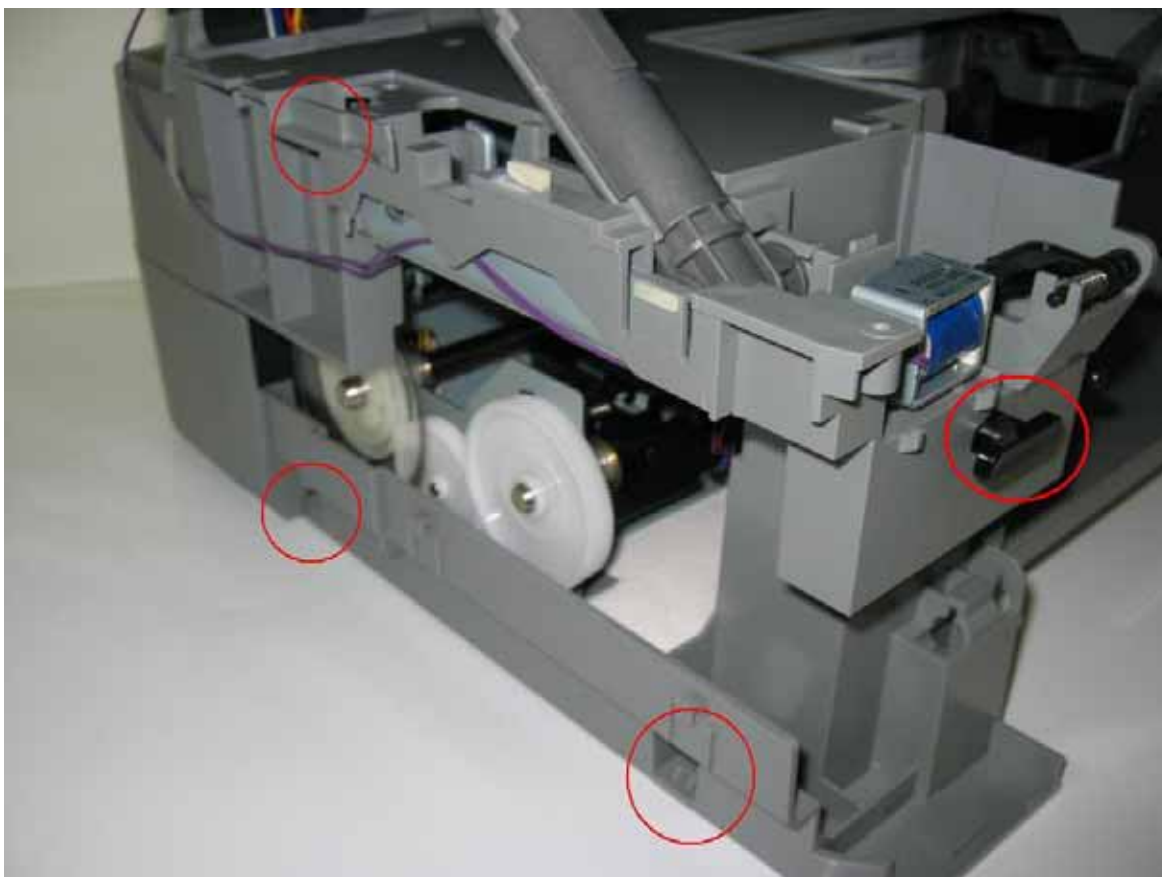
Side cover R:

- Be cautious of the FAU cable, IrDA board, and card LED guide.
- For the shape of the boss and recess, see the photos below.
- The bosses of the bottom case will fit into the square holes of the side cover.



Side cover L:

- Be cautious not to contact the Open button.





Back of the side covers:

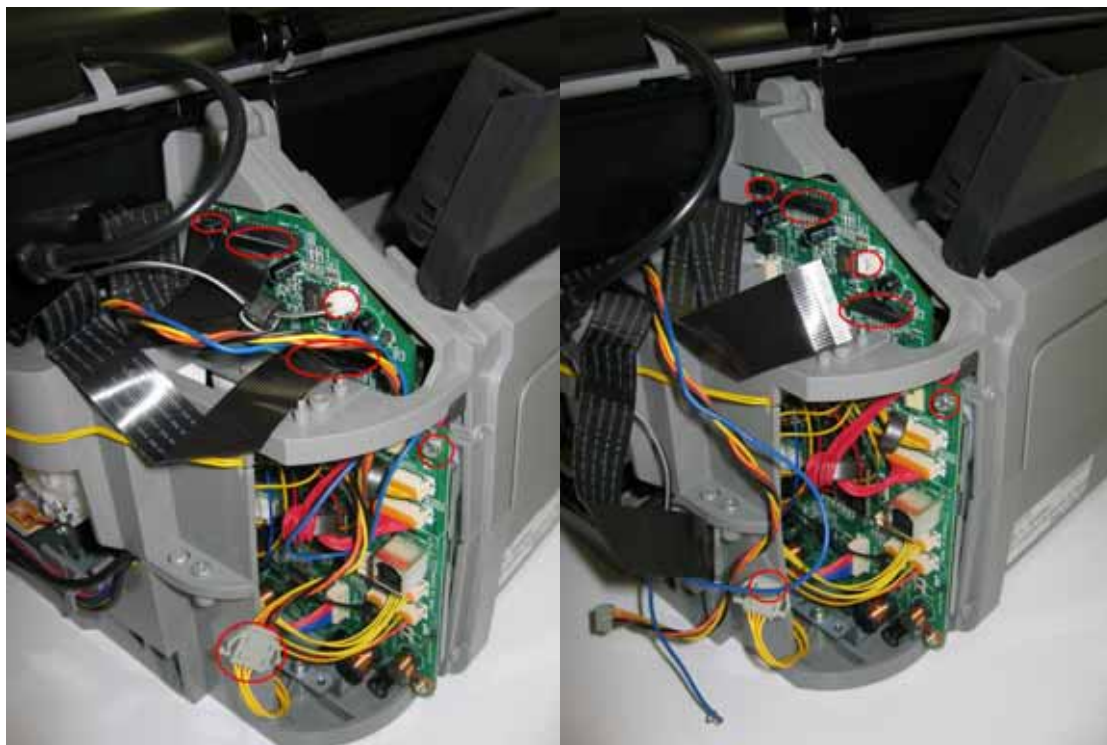
- The boss and recess are shown in the red circles in the photos below (side cover L on the left, side cover R on the right).



(VI) Remove the scanner unit and FAU cables from the logic board.

- The photo on the left shows the cables connected, and the photo on the right shows the cables removed. [\[See Part 3, 2. CONNECTOR LOCATION AND PIN LAYOUT.\]](#)

Note: A square core is taped to the CN602 connector.



(VII) Remove the scanner stop arm.

- While holding the scanner unit, disengage the main case side of the scanner stop arm.
- While twisting the scanner stop arm, disengage the scanner unit side of the scanner stop arm.



- When assembling the scanner stop arm, make sure the black sticker side is up, as shown in the photos below (overhead view).



(VIII) Remove the FAU and the scanner unit.

- Lift the FAU out from the hinge holes of the scanner unit.
- Disengage one side of the scanner unit from the main case, then the other side (see the photo on the right).





(IX) Remove the paper support.

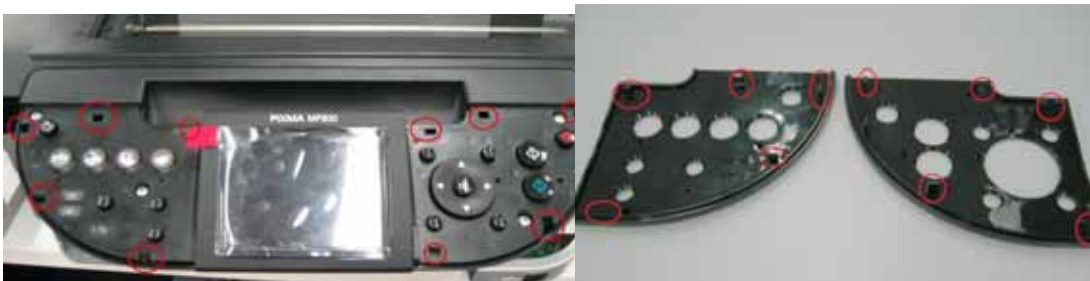
- Disengage one side of the paper support from the main case, then the other side of the paper support.
- The photo on the right shows the main unit with the external parts removed.



## (2) Operation panel removal

(I) Remove the panel cover L and R.

- Insert a flat-blade screwdriver into a space between the panel cover and the scanner unit, and slowly push the cover up to remove it.
- For claws, see the photos below (5 claws each).



(II) Remove the panel board.

- Remove the 4 screws (in the blue circles in the photo below) from the panel board.



- Release the 2 claws (in the yellow circles in the photo), and raise the panel board.
- While paying attention to the 3 locations at the top of the panel board (in the green circles in the photo) , turn the panel board over.



- Remove the cable from the connector, and separate the panel board from the scanner unit.



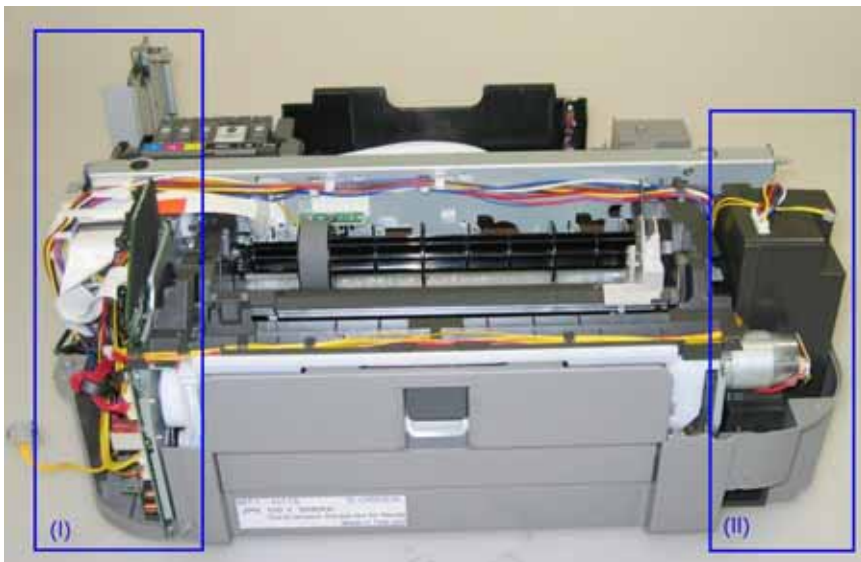
### (3) Flexible cable and harness wiring, connection

Be cautious of wiring of the flexible cables and harness. Improper wiring or connection may cause breakage of a line, leading to ignition or emission of smoke.

For wiring details, refer to the Parts Catalog, and [\[Part 3, 2. CONNECTOR LOCATION AND PIN LAYOUT\]](#).

Rear view with the main case removed:

(Logic board side on the left, AC adapter / PF motor side on the right)



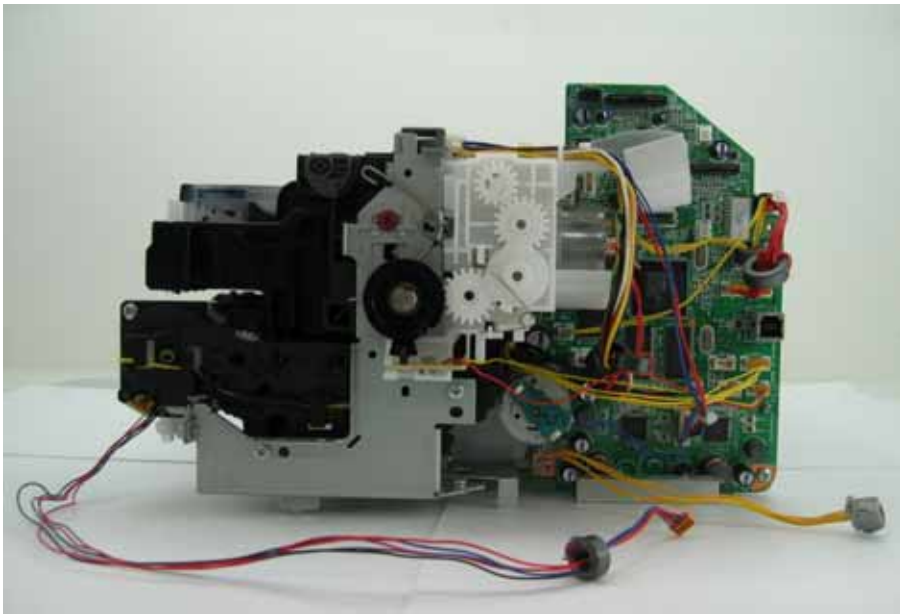
(I) Logic board ass'y wiring

Each cable in place of the side of the bottom case unit:

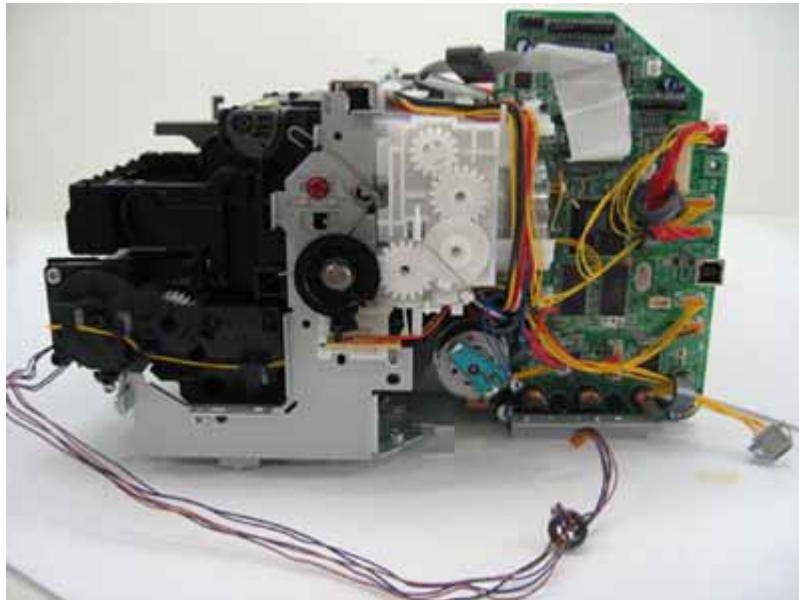
(Be cautious of the points in the red circles.)



With the IrDA board, memory card board, and bottom case unit removed (MP800):



With the IrDA board, memory card board, NIC board and bottom case unit removed (MP800R):

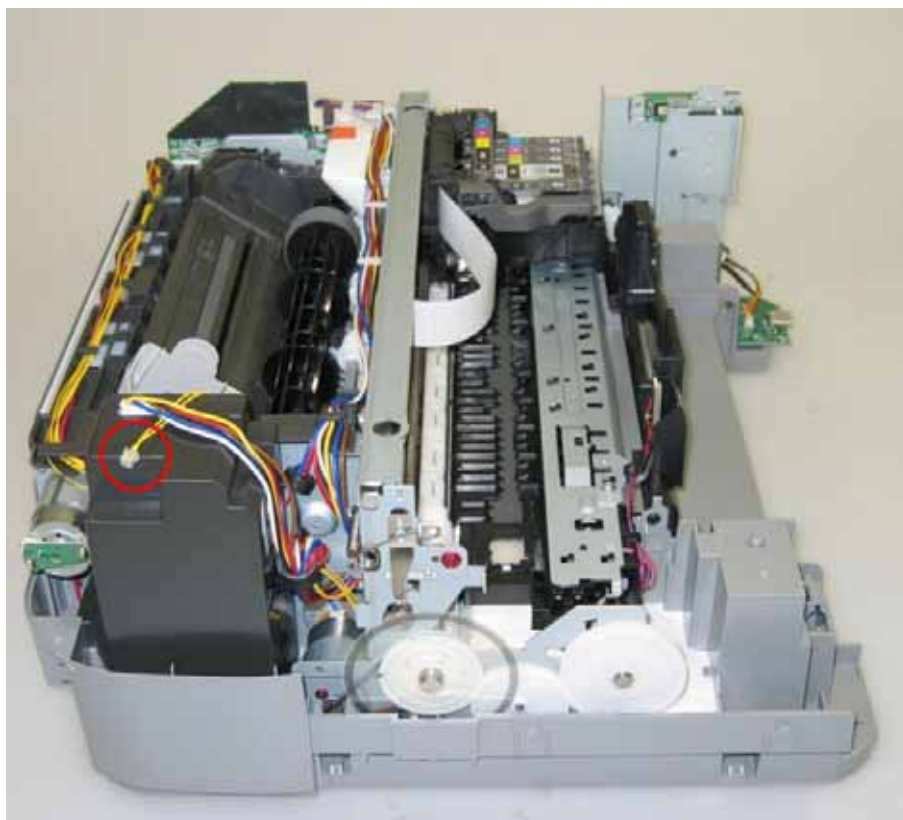


(II) AC adapter and paper feed motor side wiring

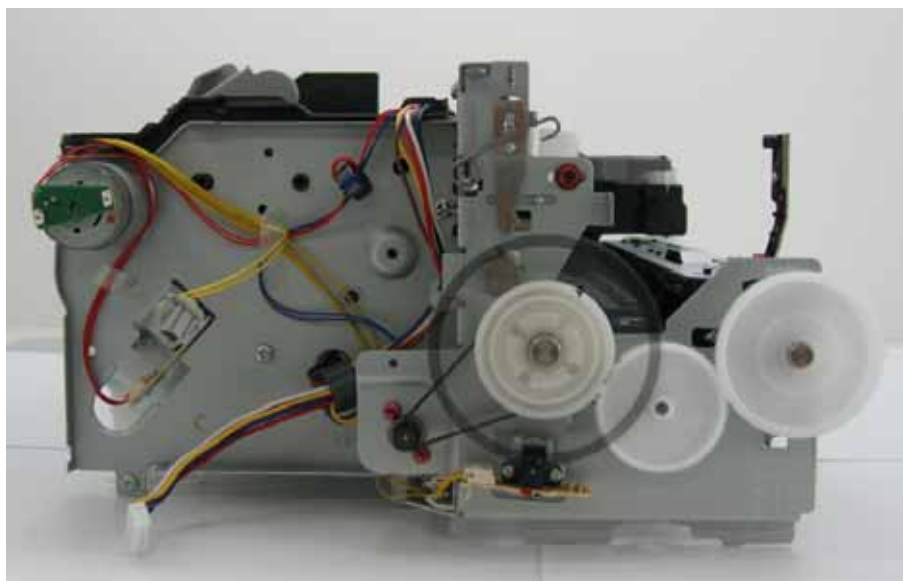
With the bottom case unit and AC adapter installed:

(Be cautious of the position of the solenoid relay harness connector in the red circle.)





With the bottom case unit and AC adapter removed:



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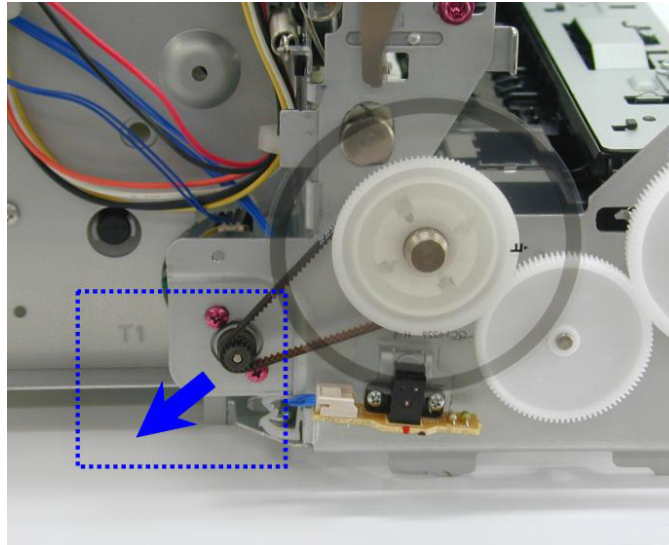
← <Part 1: 3. REPAIR, 3-2> →

### 3-3. Adjustment / Settings

#### (1) Paper feed motor adjustment

Perform the following adjustments when the paper feed motor unit is replaced:

- 1) When attaching the motor, fasten the screws so that the belt is properly stretched (in the direction indicated by the blue arrow in the figure below).
- 2) After replacement, be sure to perform the service test print, and confirm that no strange noise or faulty print operation (due to dislocation of the belt or gear, or out-of-phase motor, etc.) occurs



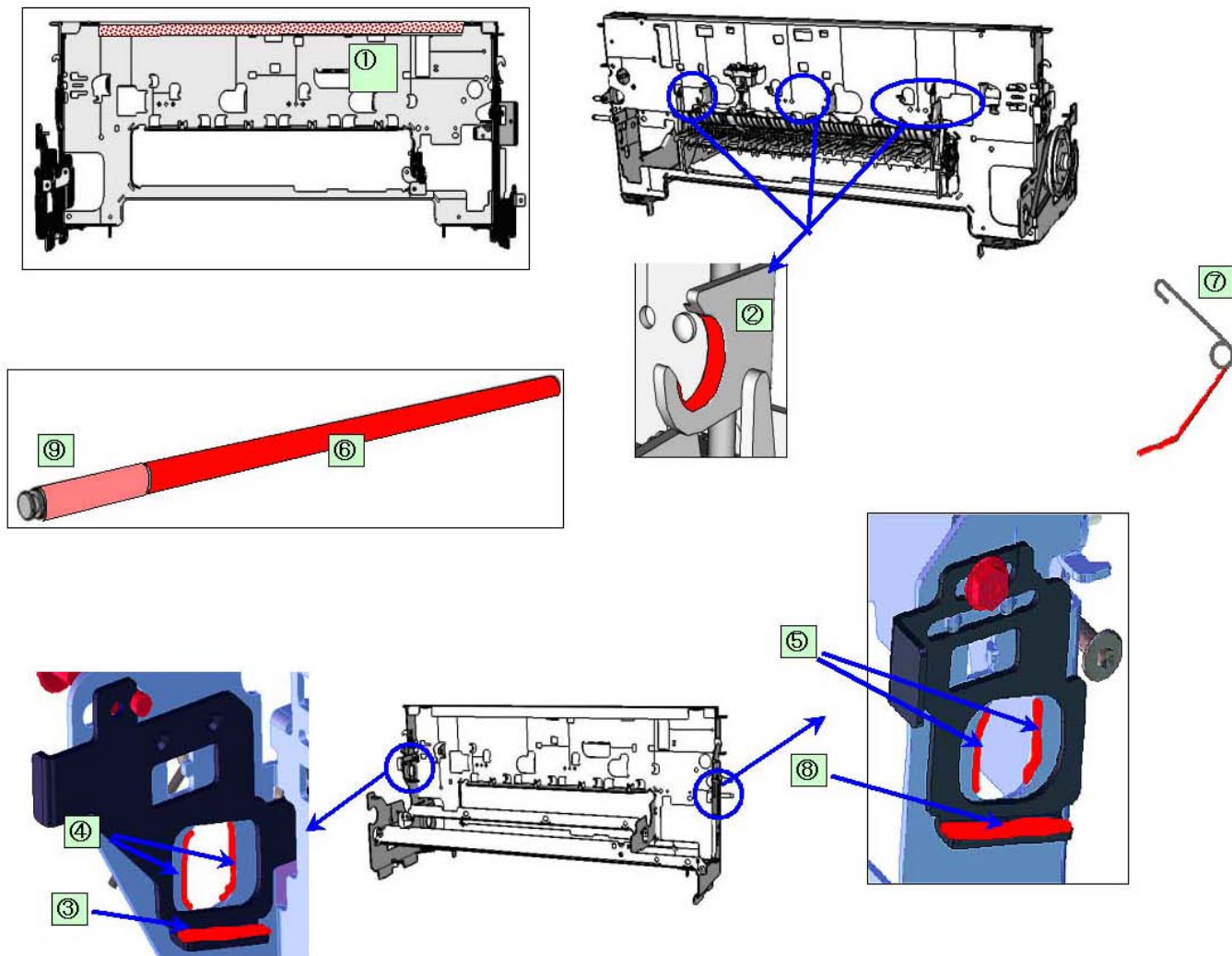
Note: The red screws securing the paper feed motor may be loosened only at replacement of the paper feed motor unit. DO NOT loosen them in other cases.

#### (2) Grease application

- 1) Machine unit

No	Part name		Where to apply grease/ oil	Grease/ oil name	Grease/ oil amount	Number of drops*	Number of locations to apply grease/ oil
1	Chassis ass'y	①	Entire surface the carriage slider contacts	Floil KG107A	27 to 54 mg	3	1
2	Chassis ass'y	②	PR lift shaft cam contact portion (at 3 locations)	Floil KG107A	9 to 18 mg	1	3
3	Adjust plate L	③	Carriage shaft cam L sliding portion	Floil KG107A	18to 36 mg	2	1
4	Chassis ass'y	④	Carriage shaft sliding portion on the left side of the chassis (at 2 locations)	Floil KG107A	9 to 18 mg	1	2
5	Chassis ass'y	⑤	Carriage shaft sliding portion on the right side of the chassis (at 2 locations)	Floil KG107A	9 to 18 mg	1	2
6	Carriage shaft	⑥	Entire surface of the carriage shaft where the carriage unit slides	Floil KG107A	200 to 400 mg		1
7	Carriage shaft spring L	⑦	Carriage shaft sliding portion (to the end of spring)	Floil KG107A	9 to 18 mg	1	1
8	Adjust plate R	⑧	Carriage shaft cam R sliding portion	Floil KG107A	18 to 36 mg	2	1
9	Carriage shaft	⑨	Carriage shaft surface where the carriage sliders (and where machine-application of the grease is not feasible)	Floil KG107A	9 to 18 mg	1	1

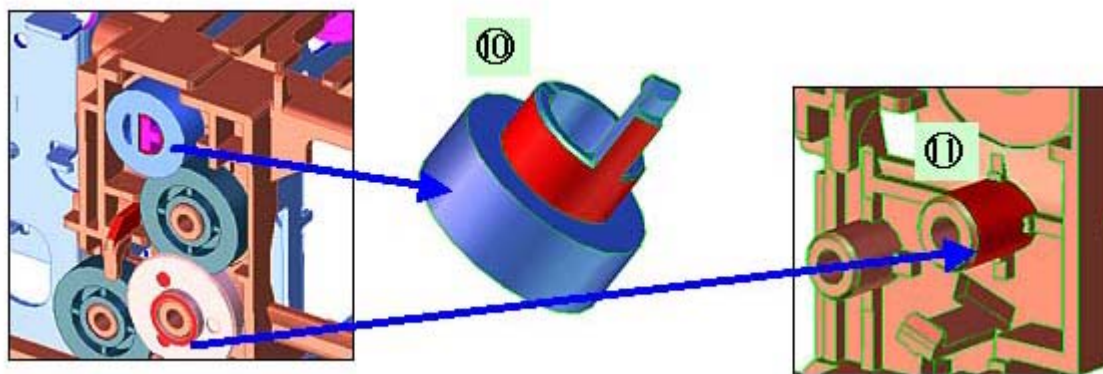
\*1 drop = 9 to 18 mg



## 2) CL base / CL gear

No	Part name	Where to apply grease/ oil	Grease/ oil name	Grease/ oil amount	Number of drops*	Number of locations to apply grease/ oil
10	CL input gear	⑩ Joint of the CL gear base	Floil KG107A	9 to 18 mg	1	1
11	CL gear base	⑪ Outer surface of the CL idler gear cylinder	Floil KG107A	9 to 18 mg	1	1

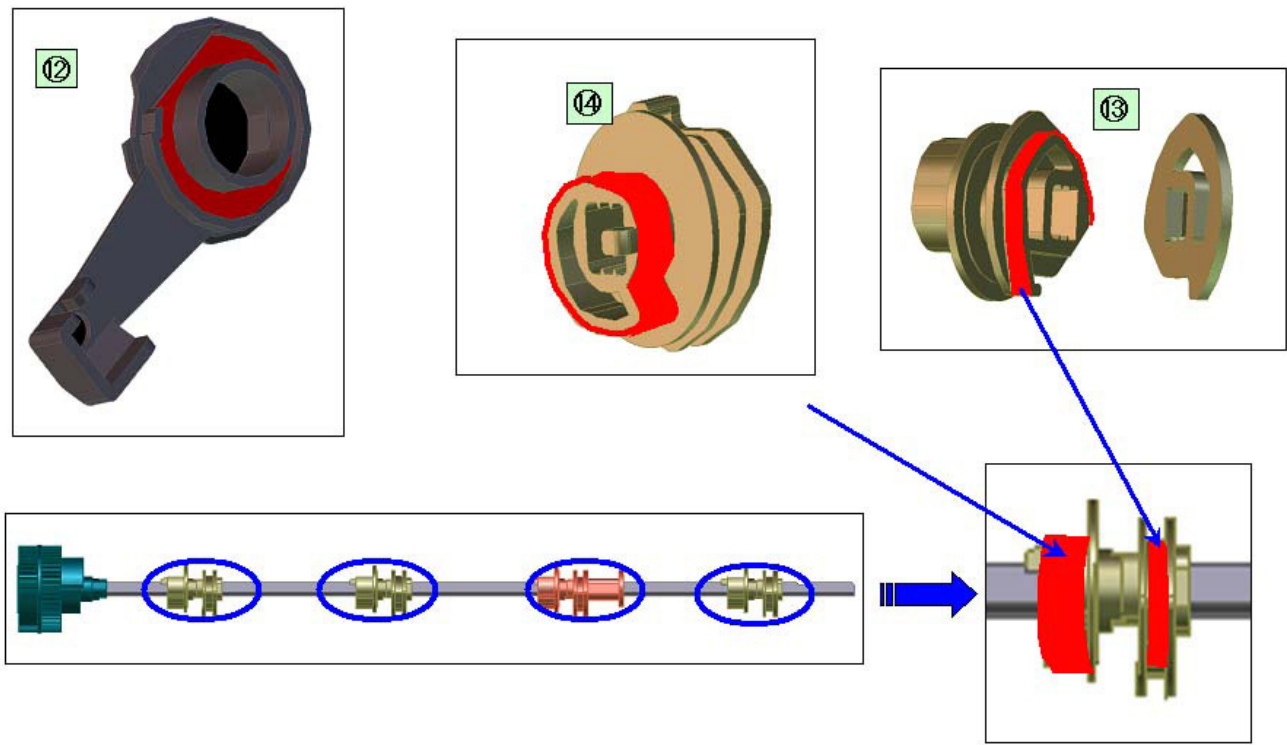
\*1 drop = 9 to 18 mg



3) PR shaft / LF roller bushing

No	Part name		Where to apply grease/ oil	Grease/ oil name	Grease/ oil amount	Number of drops*	Number of locations to apply grease/ oil
12	LF roller ass'y	⑫	LF roller bushing l spriong contact	Floil KG107A	4.5 to 9 mg	1/2	1
13	PR shaft ass'y	⑬	PR spring sliding portion (at 4 locations)	Floil KG107A	9 to 18 mg	1	4
14	PR shaft ass'y	⑭	PR holder contact (at 4 locations)	Floil KG107A	13.5 to 27 mg	1.5	4

\*1 drop = 9 to 18 mg



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### (3) Waste ink counter setting

Before replacement of the logic board ass'y, check the waste ink amount. After the logic board ass'y is replaced, set the waste ink amount to the replaced logic board ass'y.

In addition, according to the waste ink amount, replace the waste ink absorber (ink absorber kit). When the waste ink absorber is replaced, reset the waste ink counter (to "0%").

How to check the waste ink amount:

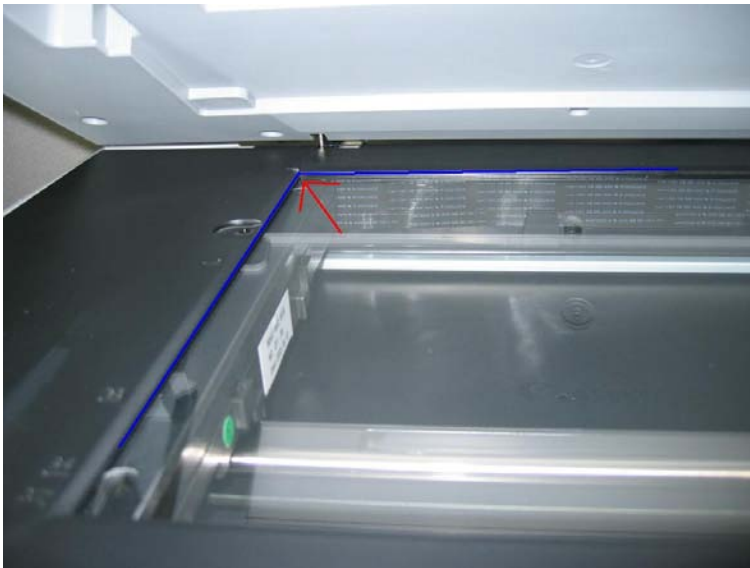
See 3-4. [Verification Items](#), (1) [Service test print](#), or (2) [EEPROM information print](#).

How to set the waste ink amount:

See 3-3. [Adjustment / Settings](#), (8) [Service mode](#), "Waste ink amount setting."

### (4) White sponge sheet attachment

Position one of the corners of the white sponge sheet at the scanning reference point on the platen glass (back left where the blue lines cross in the photo below). Peel off the cover sheet from the double-sided adhesive tape, and slowly close the document cover with the sponge frame on. The sponge sheet will attach to the sponge frame.



Open the document cover to confirm the following:

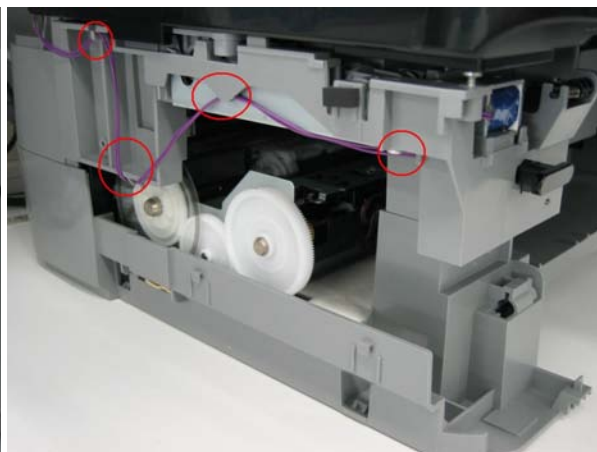
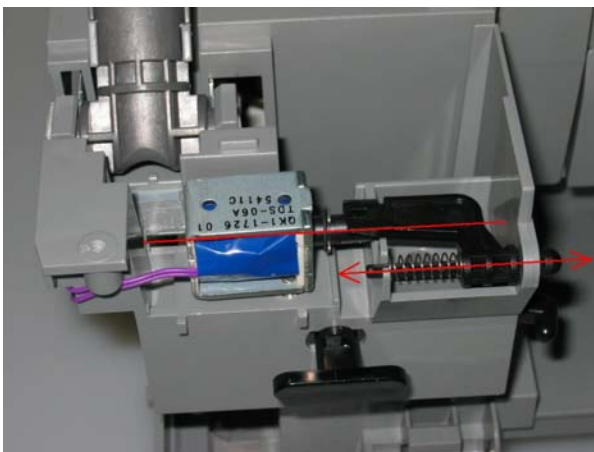
- No extension of the sponge edges over the mold part of the document cover.
- No gap between the platen glass reference edges and the corresponding sponge edges.

### (5) Solenoid position

Position the solenoid so that the solenoid shaft is parallel to the tray lock lever operation axis.

Move the tray lock lever right and left to confirm that the solenoid shaft moves smoothly.

(For cable position, see the photo on the right.)



### (6) Front door damper position

Fit the door damper (attached to the front door) into the machine with the protrusion side facing up. Then, fix the right side of the front door in

place.

Close the front door, and press the Open button to confirm the front door opens properly.



## (7) User mode

On the operation panel, select **Maintenance/settings**, **Maintenance**, and a desired function, then press the OK button.

Function	Purpose
Nozzle check	To confirm the print head nozzles eject ink properly. Do the cleaning if necessary.
Cleaning	To unclog the print head nozzles and maintain the print head in a good condition. Use this function when printing is missing or white lines appear on the nozzle check pattern.
Deep cleaning	To improve the print head nozzle conditions when the cleaning is not effective. Since the deep cleaning consumes more ink than the cleaning, use this function only when necessary.
Auto head align (automatic print head alignment)	To improve unsatisfactory print results or dot-misalignment on a line.
Manual head align (manual print head alignment)	To improve unsatisfactory print results or dot-misalignment on a line. Use this function when the automatic print head alignment cannot be done properly, or to align the print head at user's discretion.
Head alignment print	To print the current print head alignment values for confirmation.
Roller cleaning	To solve a paper feed problem. In the roller cleaning, the paper feed rollers rotate while being pressed to the paper lifting plate. Since the rollers will wear, use this function only when necessary.
Bottom plate cleaning	To remove ink attached to the ASF paper path and the platen, using paper.

On the operation panel, select **Maintenance/settings**, **Device settings**, and a desired function, then press the OK button. (MP800R only)

Function	Purpose
Reset LAN settings	To initialize the network setting information.
Print LAN Details	To confirm the network setting.

## (8) Service mode

<Service mode operation procedures>

- 1) With the machine power turned off, while pressing the Stop/Reset button, press and hold the ON/OFF button. (DO NOT release the buttons). The COPY button lights in green to indicate that a function is selectable.
- 2) While holding the ON/OFF button, release the Stop/Reset button. (DO NOT release the ON/OFF button.)
- 3) While holding the ON/OFF button, press the Stop/Reset button 2 times, and then release both the ON/OFF and Stop/Reset buttons. (Each time the Stop/Reset button is pressed, the Alarm LED and COPY button light alternately, Alarm in orange and COPY in green, starting with Alarm LED.)
- 4) When the COPY button lights in green, press the Stop/Reset button the specified number of time(s) according to the function listed in the table below. (Each time the Stop/Reset button is pressed, the Alarm LED and COPY button light alternately, Alarm in orange and COPY in green, starting with Alarm LED.)

Time(s)	LED indication	Function	Remarks
0 times	Green (COPY)	Power off	When the print head is not installed, the carriage returns and locks in the home position capped.
1 time	Orange (Alarm)	Service test print	<a href="#">See 3-4. Verification Items, (1) Service test print.</a>
2 times	Green (COPY)	EEPROM information print	Set a sheet of A4 or letter size paper. <a href="#">See 3-4. Verification Items, (2) EEPROM information print.</a>
3 times	Orange (Alarm)	EEPROM initialization	The following items are NOT initialized, and the shipment arrival flag is not on: - USB serial number - Destination settings - Waste ink counter - CD / DVD correction value - LF correction value
4 times	Green (COPY)	Waste ink counter resetting	<b>After pressing the Stop/Reset button 4 times, press On/Off button twice.</b>
5 times	Orange (Alarm)	Destination settings	<a href="#">See 3-3. Adjustment / Settings, (8) Service mode, "Destination settings procedures."</a>
6 times	Green (COPY)	Print head deep cleaning	(Cleaning of both black and color)
7 times	Orange (Alarm)	LF correction	<a href="#">See 3-3. Adjustment / Settings, (8) Service mode, "LF correction procedures."</a>
8 times	Green (COPY)	CD / DVD check pattern print	Not used in servicing
9 times	Orange (Alarm)	CD / DVD print position correction (horizontal: X direction)	Not used in servicing.
10 times	Green (COPY)	CD / DVD print position correction (vertical: Y direction)	Not used in servicing.
11 times	Orange (Alarm)	Button and LCD test	<a href="#">See 3-3. Adjustment / Settings, (8) Service mode, "Button and LCD test procedures"</a>
12 times	Green (COPY)	<b>MP800:</b> Return to the menu selection <b>MP800R:</b> NIC firmware update mode	<b>Not used in servicing.</b>
13 times	Orange (Alarm)	Return to the menu selection	
14 times	Green (COPY)	Left margin correction	Not used in servicing.
15 times	Orange (Alarm)	Waste ink amount setting	<a href="#">See 3-3. Adjustment / Settings, (8) Service mode, "Waste ink amount setting procedures"</a>
16 to 21 times	Green at even numbers (COPY) Orange at odd numbers (Alarm)	Return to the menu selection	

Note: - If the Stop/Reset button is pressed 16 or more times, the Alarm LED (orange) or COPY button (green) lights steadily without any changes.

- At the end of the service mode, press the ON/OFF button. To protect the media sensor from being dislocated during transportation, the paper lifting plate of the sheet feeder unit will be raised.

### <Destination settings procedures>

In the destination settings mode, press the Stop/Reset button the specified number of time(s) according to the destination listed in the table below, and press the ON/OFF button.

Time(s)	LED indication	Destination	CD / DVD print
0 times	Green (COPY)	No change of the destination	
1 time	Orange (Alarm)	Japan	Supported
2 times	Green (COPY)	Korea	Not supported
3 times	Orange (Alarm)	US	Not supported
4 times	Green (COPY)	Europe	Supported
5 times	Orange (Alarm)	Australia	Supported
6 times	Green (COPY)	Asia	Supported
7 times	Orange (Alarm)	China	Supported
8 times	Green (COPY)	Taiwan	Supported
9 times or more	Orange (Alarm)	Return to the menu selection	

Note: After setting the destination without logic board replacement, be sure to initialize the EEPROM (to prevent the Print Beam settings or copy paper settings from being different from the destination settings).

Confirm the model name and destination in service test print or EEPROM information print.

[See 3-4. Verification Items, (1) Service test print, or (2) EEPROM information print.]

### <Button and LCD test procedures>

Confirm the operation after replacement of the operation panel unit, logic board, or LCD.

- 1) Press the Stop/Reset button. The LCD turns blue, waiting for a button to be pressed.



- 2) Press each button on the operation panel.

The LCD is divided into segments, representing each button. The color of a segment corresponding to the pressed button changes to red.



- 3) When all the buttons are pressed, the entire LCD changes to a full red screen, and no further pressing of the buttons is accepted.



- 4) Open the scanning unit (printer cover) to display the color pattern. Only the ON/OFF button is enabled.



- 5) Press the ON/OFF button to return to the service mode menu selection.



#### <Waste ink amount setting procedures>

Set the waste ink amount data to a replaced new EEPROM after the logic board is replaced in servicing.

- 1) Before replacement of the logic board ass'y, check the waste ink amount in EEPROM information print. [\[See 3-4. Verification Items, \(2\) EEPROM information print.\]](#)
- 2) In the waste ink amount setting mode, press the Stop/Reset button the specified number of time(s) according to the waste ink absorber whose value should be transferred to the replaced new EEPROM. (Only the main waste ink absorber for the MP800)

Time(s)	Waste ink absorber	Remarks
0 times	Main waste ink absorber	
1 time	Platen waste ink absorber	Not valid for the MP800 / <b>MP800R</b>
2 times	Both the main and platen waste ink absorbers	Only the main waste ink absorber is valid for the MP800 / <b>MP800R</b>
3 times or more	Not valid	Press the ON/OFF button to return to the waste ink amount setting mode.

- 3) Press the ON/OFF button to proceed to the next step.
- 4) The waste ink amount can be set in 10% increments by pressing the Stop/Reset button. Press the Stop/Reset button the appropriate number of time(s) to select the value which is closest to the actual waste ink amount.

Time(s)	Waste ink amount value to be set (%)
0 times	0%
1 time	10%
2 times	20%
3 times	30%
4 times	40%
5 times	50%
6 times	60%
7 times	70%
8 times	80%
9 times	90%
10 times or more	Not valid. Press the ON/OFF button to return to the waste ink amount setting mode.

- 5) Press the ON/OFF button to set the selected value to the EEPROM. Print EEPROM information to confirm that the value is properly set to the EEPROM.

<LF correction procedures>

After replacement of the feed roller ass'y or logic board ass'y in repair servicing or in refurbishment operation, adjust the line feeding.

- 1) In the LF correction mode, press the Stop/Reset button the specified number of times according to the paper to be used in LF correction listed in the table below, then press the ON/OFF button.

Time(s)	Paper type	Paper name
1 time	High Resolution Paper	Canon HR-101
2 times	Plain paper	Canon PB PAPER GF-500, Office Planner
3 times		HP BrightWhite, OFFICE 80
4 times		Canon Extra, STEINBEIS

Note:

- The High Resolution Paper is the most desirable for LF correction printing (Canon HR-101 is used at the production site), but 6 kinds of plain paper listed in the table above can also be used in LF correction. If plain paper other than the above is used, select any one of the paper types in this step, then select Pattern No. 0 (zero) in the step 3) below.

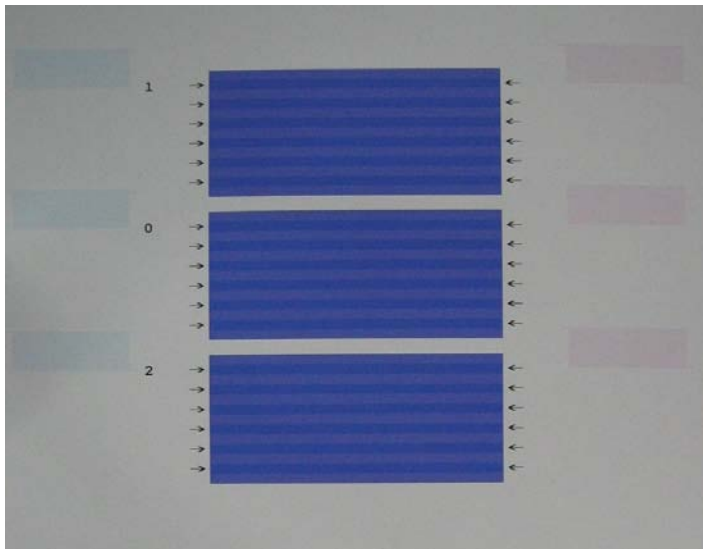
- Each time the Stop/Reset button is pressed, the Alarm LED and the COPY button light alternately, Alarm in orange and COPY in green.

- If the Stop/Reset button is NOT pressed, and only the ON/OFF button is pressed, the machine remains in the LF correction mode.

- If the Stop/Reset button is pressed 5 times or more, then the ON/OFF button is pressed, the machine returns to the service mode menu selection.

- 2) The LF correction pattern for the selected paper is printed.



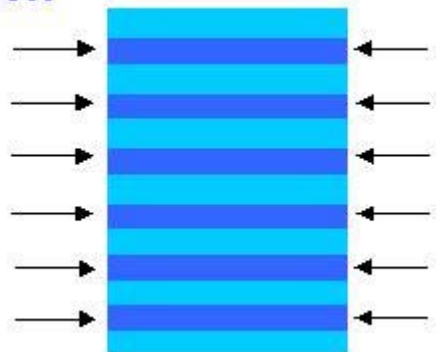


- 3) In the printout, select the Pattern No. in which streaks or lines (white or black) are the least noticeable, press the Stop/Reset button the same number of time(s) as the selected Pattern No., then press the ON/OFF button.

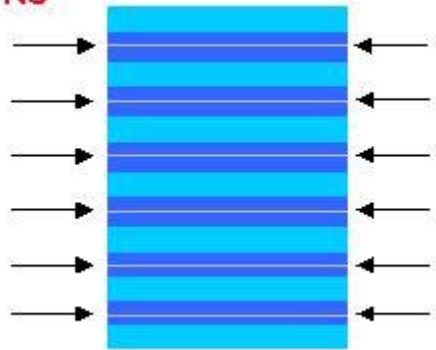
Note:

- If plain paper other than the 6 kinds specified in the table in step 1) is used, select the Pattern No. 0 (zero), leave the Stop/Reset button untouched, and press the ON/OFF button.
- Each time the Stop/Reset button is pressed, the Alarm LED and the COPY button light alternately, Alarm in orange and COPY in green.
- If the Stop/Reset button is pressed 3 times or more, then the ON/OFF button is pressed, the machine returns to the service mode menu selection.

**OK**



**NG**



- 4) The LF correction value is written to the EEPROM, and the machine returns to the service mode menu selection.

Note: The LF correction value (0, 1, or 2) can be confirmed in EEPROM information print.

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← **<Part 1: 3. REPAIR, 3-3 (3) to (8)>** →

### 3-4. Verification Items

#### (1) Service test print

<EEPROM information contents>

On the service test print (sample below), confirm the EEPROM information as shown below. (The information is given in the upper portion of the printout.)

MP800: Model name

JPN: Destination

M: Main firmware version

C: Card reader firmware version

USB (xxxxxx): USB serial number

FA = xx xx xx: Reserved for plant use

D = xxx.x: Waste ink amount (%)

CDR (+xxxxx, +yyyyy): CD / DVD sensor position correction value

LF: LF correction value

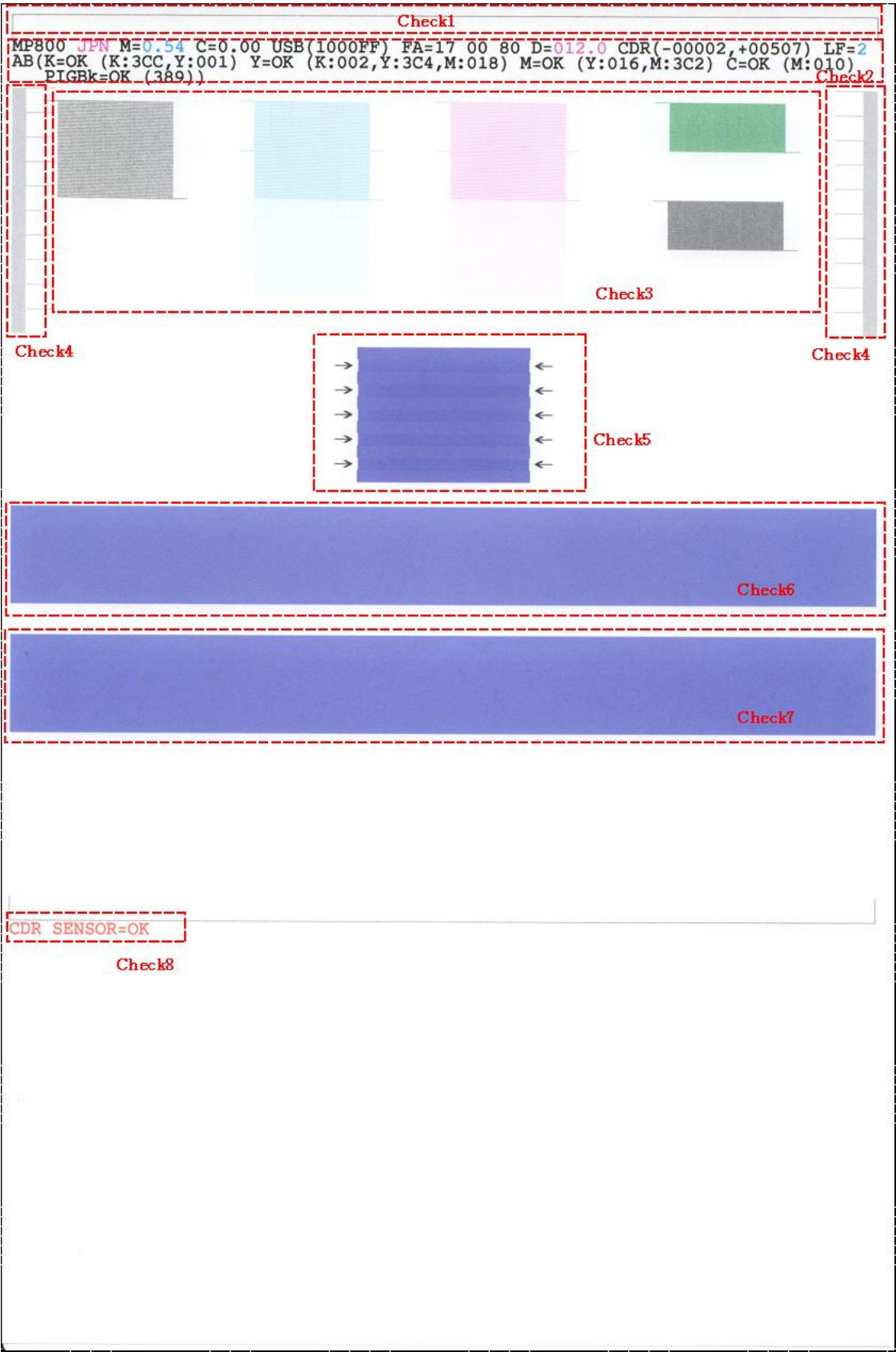
AB (K = OK Y = ...): Ink system check result

<Print check items>

On the service test print (sample below), confirm the following items:

- Check 1, top of form accuracy: The lines shall not extend off the paper.
- Check 2, EEPROM information
- Check 3, nozzle check pattern: Ink shall be ejected from all nozzles.
- Check 4, check pattern for irregular line feeding: There shall be no remarkable streaks or unevenness.
- Check 5, check pattern for uneven printing due to line feeding: There shall be no remarkable streaks.
- Check 6, check pattern for uneven printing due to carriage movement (9600 dpi mode): There shall be no remarkable unevenness.
- Check 7, check pattern for uneven printing due to carriage movement (standard mode): There shall be no remarkable unevenness.
- Check 8, CD / DVD sensor and automatic print head alignment sensor correction: The results shall be OK.





## (2) EEPROM information print

<How to read EEPROM information print>

### Print sample:

MP800 JPN V1.04 IF(USB2=1) D=004.5 ST=2005/06/10-18:30  
ER(ER0=1000 ER1=5100) LPT=2005/06/28-09:09  
PC(M=002 R=000 T=001 D=009 C=009)  
CLT(BK=2005/06/28-18:30 CL=2005/06/28-18:30)  
CH=00001 CT(PBK=040 BK=020 Y=109 M=012 C=113) IS(PBK=1 BK=0 Y=1 M=1 C=2)  
P\_ON(S=00009) A\_REG=1 M\_REG=0  
UR(A(BKoe)=000 B(Coe)=000 C(Moe)=000 D(SCoe)=000 E(SMoe)=000 F(PBKoe)=000  
G(CLbi)=-02 H(SCLbi)=-03 I(C-SC)=+01 J(M-SM)=+01 K(BK-CL)=+01  
L(BKbiPP)=-03 M(CLbiPP)=-02 N(SCLbiPP)=-03 O(NZctr)=000 P(NZedge)=000  
  
WP=0024 CDIN(LG=001 PB=000 OPB=000) BTIN=0 MSD(015)  
TPAGE=00047 (TTL=00047COPY=00025)  
PAGE(All=00038 PP=00035 HR+MP=00003 PR+SP+SG =00000 GP =00000 PC=00000 EV=00000)  
UCPAGE(All=00083 PP=00035 HR+MP=00003 PR+SP+SG =00000 GP =00000 PC=00000 EV=00000)  
BPPAGE(All=00083 BSSP=00003 PC=00000)  
CDPAGE(All=000) EDGE=00083 L=00000 BTPAGE=0000 CDR=00000  
CDRP=(-00005,-00029) CDRS=(000) LF=2 LM=(ASF\_R:00 UT\_F:00 UT\_R:00)  
<Direct>  
LG=01 Japanese SC=000 PrnB=000 Seal=000 CDI=004 CDP=006  
CDD-PR(L=003 2L=002 PC=000 A4=000) CDD-SP(L=003 2L=002 PC=000 A4=000)  
CDD-MP(L=003 2L=002 PC=000 A4=000) DCD-PP(L=003 2L=002 PC=000 A4=000)  
DCD-FPP(L=003 2L=002 PC=000 A4=000) DCD-MPP(L=003 2L=002 PC=000 A4=000)  
<Scanner>  
SC=00026 SC-dpi(75=00000 150=00000 300=00001 600=00025 1200=00000 2400=00000 4800=00000)  
SG(GY=00000 CL=00000) FSC=00003  
<Copy>  
MCASF(PP=00001 SP+PR+GP=00000 OTH=00000)  
MCUF(PP=00001 SP+PR+GP=00000 OTH=00000)  
CCASF(PP=00009 FR+MP=00000 PR+SP+SG=00006 GP=00000 PC=00000)  
CCUT(PP=00004 FR+MP=00000 PR+SP+SG=00003 GP=00001 PC=00001)  
Head TempBK=31.5 Head TempC=29.0 Env Temp=27.0 FF(80 00 17)  
HDEEPROM  
V0000 SN=0000-033C  
LN(00000 00000 00001 00003 00001 00017 00015) ID=09  
IL=(PBK=000 BK=000 Y=001 M=001 M2=001 C=000 C2=001)  
<SCAN ERROR HISTORY>  
5020 0000

## **Printed items:**

1. Model name 2. ROM version 3. Connected I/F (USB2) 4. Waste ink amount 5. Installation date
6. Operator call/service call error record 7. Last printing time
8. Purging count (manual/deep cleaning/timer/dot count/ink tank replacement) 9. Cleaning time (BK/CL)
10. Print head replacement count 11. Ink tank replacement count (PBK/BK/Y/M/C) 12. Ink status (PBK/BK/Y/M/C)
13. Power-on count (soft) 14. Automatic print head alignment by user 15. Manual print head alignment by user
16. User print head alignment values 17. Wiping count 18. Camera Direct Print-supported device connection record 19. Bluetooth-supported device connection record
20. Longest period where printing stops 21. Total print pages (total, copy pages)
22. ASF feed pages (total, plain paper, High Resolution Paper & Matte Photo Paper, Photo Paper Pro & Photo Paper Plus Glossy & Photo Paper Plus Semi-gloss, Glossy Photo Paper, postcard, Envelope)
23. U-turn cassette feed pages (total, plain paper, High Resolution Paper & Matte Photo Paper, Photo Paper Pro & Photo Paper Plus Glossy & Photo Paper Plus Semi-gloss, Glossy Photo Paper, postcard, envelope)
24. Auto duplex print pages (total, Photo Paper Plus Double Sided, postcard)
25. Camera Direct print pages (total) 26. Borderless print pages (total) 27. 4x6 print pages 28. Print pages via Bluetooth communication
29. Number of CDs and DVDs printed
30. CD / DVD print position adjustment value 31. CD / DVD sensor correction value 32. LF correction 33. Left margin correction value (ASF back side, U-turn front side, U-turn back side)
- <Direct>
34. Language 35. Business card & Credit card sized paper pages fed 36. Print Beam feed pages 37. Sticker sheets fed
38. Memory card use count 39. Total Card Direct print pages
40. Card Direct print pages: Photo Paper Pro (4 x 6, 5 x 7, Japanese post card, A4/Letter)
41. Card Direct print pages: Photo Paper Plus Glossy (4 x 6, 5 x 7, Japanese post card, A4/Letter)
42. Card Direct print pages: Matte Photo Paper (4 x 6, 5 x 7, Japanese post card, A4/Letter)
43. Camera Direct print pages: Photo Paper (4 x 6, 5 x 7, Japanese post card, A4/Letter)
44. Camera Direct print pages: Photo Paper Plus Glossy (4 x 6, 5 x 7, Japanese post card, A4/Letter)
45. Camera Direct print pages: Matte Photo Paper (4 x 6, 5 x 7, Japanese post card, A4/Letter)
- <Scanner>
46. Total scan count 47. Scan count by scanning resolution (75, 150, 300, 600, 1200, 2400, 4800 dpi)
48. Scan count by scanning gradation (grayscale, color)
49. Film scan count
- <Copy>
50. Monochrome copy pages fed via the ASF (plain paper, High Resolution Paper & Matte Photo Paper & Glossy Photo Paper, other)
51. Monochrome copy pages fed via the U-turn cassette (plain paper, High Resolution Paper & Matte Photo Paper & Glossy Photo Paper, other)
52. Color copy pages fed via the ASF (plain paper, High Resolution Paper & Matte Photo Paper, Photo Paper Pro & Photo Paper Plus Glossy & Photo Paper Plus Semi-gloss, Glossy Photo Paper, postcard)
53. Color copy pages fed via the U-turn cassette (plain paper, High Resolution Paper & Matte Photo Paper, Photo Paper Pro & Photo Paper Plus Glossy & Photo Paper Plus Semi-gloss, Glossy Photo Paper, postcard)
54. Print head temperature (BK/CL) 55. Inside temperature 56. Line inspection information

## **HDEEPROM**

57. Version 58. Serial number
59. Lot number 60. Print head ID
61. Ink ejection level (PBK, BK, Y, M, M2, C, C2)

## **<Scan error history>**

62. The last 2 errors

### (3)Network setting information print(MP800R only)

<How to read Network setting information print>

#### Print sample:

Canon MP800R Network Configuration Page

Printer : MP800R  
Firmware Version : 1.00

Wireless LAN : Enabled  
Standard : IEEE 802.11g  
Destination : 1B  
MAC Address : xx-xx-xx-xx-xx-xx

Network Type : Infrastructure  
SSID : xxxxx  
Channel : 10  
Encryption : OFF  
Authentication : Open System  
Attached Information

Link Status : Active  
Signal Strength : 63%  
Link Quality : 56%  
Transmission Rate : 36Mbps

#### TCP/IP

Mode : Auto  
IP Address : xxx.xxx.x.xxx  
Subnet Mask : xxx.xxx.xxx.x  
Default Gateway : x.x.x.x

#### Wired LAN : Disable : Disabled

MAC Address : xx-xx-xx-xx-xx-xx  
Link Status : Inactive  
Transmission Rate :

#### TCP/IP :

Mode :  
IP Address :  
Subnet Mask :  
Default Gateway :

#### Printer Access Control

MAC Address : OFF  
IP Address : OFF

Admin Password : OFF  
Device Status : Available

<EEPROM information contents>

Print items : List item for network setting print  
Contents : Meaning of list items  
Settable values : Settable values for users  
Default values : Values at shipment from the plant  
Items set to default values : Items re-set to the factory values (at shipment) by initialization

	Print items	Contents	Settable values	Default values	Items set to default values
	Printer	Printer name	-	MP800R	
	Firmware Version	NIC firmware version	-	[Specific value. fixed]	
Wireless LAN setting information	Wireless LAN	Wireless LAN enabled/disabled	Enabled/Disabled	Enabled	O
	Standard	Compliant wireless LAN standard	-	IEEE 802.11g[fixed]	
	Destination	Corresponding channel list	-	1B [fixed]	
	Mac Address	MAC address for wireless LAN on NIC board	-	[NIC BOARD-specific value. Fixed]	
	Network Type	Operation mode of wireless LAN	-	Infrastructure [fixed]	
	SSID	Set SSID When ANY is set, current SSID is printed in parentheses.	Optional (can be freely set.)	BJNPSETUP	O
	Channel	Current channel When inactive, left blank	[Varies depending on connection status.]	[Blank]	O
	Encryption	Current encryption method	OFF/WEP/TKIP/AES	OFF	O
	Authentication	Current authentication method	Auto /Open System /Shared Key/WPA-PSK/ WPA2-PSK	Open System	O
	Attached Information	Attached information regarding encryption and authentication.	WEP setting: 64/128bit, ASCII/Hex, Key* * Key set by user is displayed. WPA-PSK setting: Character Password /64 Hex digits	[Blank]	O
	Link Status	Status of wireless LAN When wireless LAN is invalid, if nonexistent SSID is set, status becomes Inactive. Other than this case, status becomes Active.	-	Inactive	
	Signal Strength	Signal strength: 0 - 100 % When inactive, 0 %	[Varies depending on communication environment.]	0%	
	Link Quality	Communication quality: 0 -100 % When inactive, 0 %	[Varies depending on communication environment.]	0%	
	Transmission Rate	Current wireless LAN speed: 1/2/5.5/6/9/11/12/18/24/36/48/56 Mbps When inactive, left blank	[Varies depending on the communicating devices.]	[Blank]	
TCP/IP (wireless)	Mode	IP address setting method When disabled, left blank	Auto/Manual	Auto	O
	IP Address	Current IP address When disabled, left blank	0.0.0.0 - 255.255.255.255	192.168.1.123	O
	Subnet Mask	Current Subnet mask When disabled, left blank	0.0.0.0 - 255.255.255.255	255.255.255.0	O
	Default Gateway	Current default Gateway When disabled, left blank	0.0.0.0 - 255.255.255.255	0.0.0.0	O
	Wired LAN	Wired LAN enabled/disabled	Enabled/Disabled	Enable	
		MAC address for wired LAN on		[NIC BOARD-specific	

Wired LAN setting information	MAC Address	NIC board	-	value. Fixed]	
	Link Status	Status of wired LAN When wired LAN is invalid, status becomes Inactive. Other than this case, status becomes Active.	-	Inactive	
	Transmission Rate	Current wireless LAN speed 10/100 Mbps When inactive, left blank	-	[Blank]	
TCP/IP (wired)	Mode	IP address setting method When disabled, left blank	Auto/Manual	Auto	O
	IP Address	Current IP address When disabled, left blank	0.0.0.0 - 255.255.255.255	192.168.2.123	O
	Subnet Mask	Current Subnet mask When disabled, left blank	0.0.0.0 - 255.255.255.255	255.255.255.0	O
	Default Gateway	Current default Gateway When disabled, left blank	0.0.0.0 - 255.255.255.255	0.0.0.0	O
Security	MAC Address	MAC address filtering setting	ON/OFF	OFF	O
	IP Address	IP address filtering setting	ON/OFF	OFF	O
Other	Admin Password	Admin password setting	ON/OFF	OFF	O
	Device Status	Printing of device status When error occurs, error code is displayed. Other than this case, Available is displayed.		Available	O

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## 4. MACHINE TRANSPORTATION

This section describes the procedures for transporting the machine for returning after repair, etc.

- 1) In the service mode, press the ON/OFF button to finish the mode, and confirm that the paper lifting plate of the sheet feed unit is raised.
- 2) Keep the print head and ink tanks installed in the carriage.  
[See Caution 1 below.]
- 3) Turn off the machine to securely lock the carriage in the home position. (When the machine is turned off, the carriage is automatically locked in place.)  
[See Caution 2 below.]
- 4) Slide the scanner lock switch to lock the scanner.



### Caution:

- (1) If the print head is removed from the machine and left alone by itself, ink (the pigment-based black ink in particular) is likely to dry.  
For this reason, keep the print head installed in the machine even during transportation.
- (2) Securely lock the carriage in the home position, to prevent the carriage from moving and applying stress to the carriage flexible cable, or causing ink leakage, during transportation.

### Memo:

If the print head must be removed from the machine and transported alone, attach the protective cap (used when the packing was opened) to the print head (to protect the print head face from damage due to shocks).

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← <Part 1: 4. MACHINE TRANSPORTATION> →



## *Part 2*

# TECHNICAL REFERENCE



# 1. NEW TECHNOLOGIES

## (1) New ink tank system (PGI-5, CLI-8)

An LED is installed in each ink tank.

By the LED indication, wrong installation of the ink tanks will be prevented, and the remaining ink level can be visually recognized with the ink tanks seated in the carriage.

The combination of the new pigment-based black ink with higher resistance against bleeding or marker pens and the new dye-based inks with higher photo quality and weather resistance makes the new ink system strong in both photo and text printing.

## (2) Super-photo quality printing

By the FINE technologies, 1 pl of ultra-fine ink droplet is adopted. The MP800 provides excellent super-photo print quality without graininess at the maximum resolution of 9,600 dpi x 2,400 dpi<sup>\*1</sup>, which is equal to that of a 6-color machine.

\*1: Printing at the minimum distance of 1/9600 inch between the dots.

## (3) High-speed print and copy

Approx. 36 sec. in 4 x 6 borderless printing (standard mode, Photo Paper Plus Glossy, full page, SCID No.2)

For reference, 30 ppm in monochrome printing and 24 ppm in color printing at the highest print speed.

## (4) New functionality in copy and Direct Printing

- Plain paper is now usable in Camera Direct Printing from a digital camera or digital video camera, if both support PictBridge. (Settings button)
- File numbers, shooting date, and shooting data (Exif) can be printed on the images. (Memory card mode)
- Optimization of photos taken by a mobile phone:  
Minimizes jaggies in printing a low-resolution photo taken by a mobile phone. (Wireless print settings menu, or memory card mode)
- Slide show:  
To the Single-photo print menu, the slide show function has been added to display photos from the memory card one by one automatically. (Memory card mode)
- Red-Eye correction:  
Selects red area from an image, and detects and corrects the red eye automatically. (Memory card mode)
- Face brightener:  
Perceives a person's face automatically and adjusts its brightness. (Memory card mode, or photo/film mode)
- Index printing:  
Printing like a 35 mm negative film is possible. (Memory card mode)
- Sepia tone or illustration-simulated effects:  
In Card Direct printing, the function to add a sepia tone to the photo or to make the photo look like an illustration has been added. (Memory card mode)
- CD / DVD printing:  
Direct printing from a memory card on a CD or DVD is available. (Memory card mode)
- CD / DVD label copy:  
A CD or DVD label can be copied directly to another CD or DVD. (Copy mode)
- 4-on-1 copy:  
Four documents can be copied on a single sheet by automatically reducing the original documents. (Copy mode)

## (5) Friendly design

Offers friendliness, robustness and looks which do not overwhelm by its size as the traditional MFP does.

## (6) High-definition 3.5 color STN LCD

The 3.5-inch color STN LCD offers higher visibility than the conventional models to improve usability (320 x 240 pixels, approx. 65,000 colors).

## (7) 1,200 x 2,400 dpi high-resolution CCD scanner and FAU supported

High-definition film scanning of color negative film, black and white negative film, color positive film, and mount film is possible using FAU (Film Adapter Unit). (Continuous scanning: 6 sleeves, or 4 slides)

## (8) Printing via Bluetooth communication (optional)

The Bluetooth Unit BU-20 is available as an option.

Adopting a compatible USB adapter, the BU-20, when attached to the machine, enables wireless printing from a Bluetooth-compliant computer or mobile phone.

**(9) Wireless and wired LAN networking ( MP800R only )**

WPA/WPA2-compliant high security.

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## 2. CLEANING MODE AND AMOUNT OF INK PURGED

To prevent printing problems due to bubbles, dust, or ink clogging, print head cleaning is performed before the start of printing (when the cleaning flag is on), except in the following cases:

- Cleaning on arrival: Performed when the scanning unit (printer cover) is closed.
- Manual cleaning / deep cleaning: Performed manually.

<Cleaning mode list>

Black: Pigment-based black

Color: Dye-based black, cyan, magenta, yellow

Condition	Details	Amount of ink used (g) (in the normal temperature/humidity environment)	Est. required time (sec.) (not including the time of opening the caps)
On arrival of the machine (All in sequence)	First to third cleaning after shipped from the plant*1.	0.57 (Black) 2.25 (Color)	100
Dot count cleaning (Black)	When the specified number of dots are printed since the previous Black cleaning.	0.20 (Black)	35 (Black)
Timer cleaning - 0*2 (Black only)	If 24 to 60 hours have elapsed since the previous Black cleaning till the start of the next printing.	0.20 (Black)	35 (Black)
Timer cleaning - 1 (Black only)	If 60 to 96 hours have elapsed since the previous Black cleaning till the start of the next printing.		
Timer cleaning - 2 (Black only)	If 96 to 120 hours have elapsed since the previous Black cleaning till the start of the next printing.		
Timer cleaning - 3*3 (Black/Color)	If 120 to 336 hours have elapsed since the previous Black/Color cleaning till the start of the next printing.	0.20 (Black)	35 (Black)
		0.66 (Color)	40 (Color)
Timer cleaning - 4 (All in sequence)	If 336 to 504 hours have elapsed since the previous Black/Color cleaning till the start of the next printing.	0.57 (Black) 1.06 (Color)	80
Timer cleaning - 5 (All in sequence)	If 504 to 720 hours have elapsed since the previous Black/Color cleaning till the start of the next printing.		80
Timer cleaning - 6 (All in sequence)	If 720 to 1,080 hours have elapsed since the previous Black/Color cleaning till the start of the next printing.		80
Timer cleaning - 7 (All in sequence)	If 1,080 to 2,160 hours have elapsed since the previous Black/Color cleaning till the start of the next printing.	1.27 (Black) 1.06 (Color)	85
Timer cleaning - 8 (All in sequence)	If 2,160 to 4,320 hours have elapsed since the previous Black/Color cleaning till the start of the next printing.	1.95 (Black) 1.06 (Color)	90
Timer cleaning - 9 (All in sequence)	If 4,320 to 8,640 hours have elapsed since the previous Black/Color cleaning till the start of the next printing.	1.95 (Black) 1.06 (Color)	90
Timer cleaning - 10 (All in sequence)	If 8,640 or longer hours have elapsed since the previous Black/Color cleaning till the start of the next printing.		90
At print head replacement (All in sequence)	When the print head is removed and installed.	0.57 (Black) 2.25 (Color)	100
At ink tank replacement*4 (Black/Color/All in sequence)	When an ink tank is replaced (without the print head removal or re-installation)	0.38 (Black)	80 (All in sequence)
		1.06 (Color)	40 (Black)
			65 (Color)

Manual cleaning (Black/Color/All at the same time)	- Via the operation panel (All at the same time only) - Via the MP driver (Selectable from Black, Color, or All at the same time)	0.20 (Black) 0.65 (Color)	45 (All at the same time) 35 (Black) 40 (Color)
Deep cleaning (Black/Color/All at the same time)	Via the MP driver (Selectable from Black, Color, or All at the same time)	1.95 (Black) 1.06 (Color)	90 (All at the same time) 45 (Black) 65 (Color)
If the print head has not been capped before power-on (All in sequence)		0.38 (Black) 1.06 (Color)	80 (All in sequence)

\*1: The counter for the on-arrival cleaning is checked at opening and closing of the scanning unit (the first opening and closing only), before start of printing, at dot-count cleaning (at paper ejection), and at manual cleaning, and the on-arrival cleaning is performed according to the counter value. After each on-arrival cleaning, the counter value is reduced by 1.

When the counter value is 3, 2, or 1: On-arrival cleaning is performed.

When the counter value is 0: On-arrival cleaning is not performed.

\*2: When 24 to 60 hours have elapsed since the previous Black cleaning, timer cleaning - 0 is performed. However, this cleaning will be conducted up to 5 times from the printer installation, and no further timer cleaning - 0 will be performed.

\*3: The period of time since the previous cleaning is counted by Black and Color separately. For this reason, the cleaning mode may differ according to Black or Color.

\*4: When only the black ink tank is replaced, Black cleaning is performed. One of the color ink tanks is replaced, Color cleaning is performed. Both the black and color ink tanks are replaced, All-at-the-same-time cleaning is performed.

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## <Part 2: 2. CLEANING MODE AND AMOUNT OF INK PURGED>

### 3. PRINT MODE

	Default setting
	Selectable in the printer driver Main tab
	Selectable after clicking Custom in the Main tab

Ink used

PigBk: PGI-5BK  
 C: CLI-8C (large droplet)  
 M: CLI-8M (large droplet)  
 Y: CLI-8Y  
 k: CLI-8BK  
 c: CLI-8C (small droplet)  
 m: CLI-8M (small droplet)

Print control

Bi: Bi-directional  
 Uni: Uni-directional

#### 3-1. Normal Color Printing via Computer

MP driver Custom setting		5	4	3	2	1
Paper type (Canon specialty paper)						
Plain paper	Print quality Resolution HxV (dpi) Print control Ink used	Custom 300x300 1 pass, Bi PigBk/C/M/Y	Fast 300x300 1 pass, Bi PigBk/C/M/Y	Standard 1200x1200 1 pass, Bi PigBk/C/M/Y	High 1200x2400 4 passes, Bi PigBk/C/M/Y/c/m/k	
Photo Paper Pro (PR-101)	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x2400 4 passes, Bi C/M/Y/c/m/k	High 1200x2400 6 passes, Bi C/M/Y/c/m/k	Custom 9600x2400 16 passes, Bi C/M/Y/c/m/k
Photo Paper Plus Glossy Photo Paper Plus Semi-gloss (PP-101 / SG-101)	Print quality Resolution HxV (dpi) Print control Ink used		Fast 1200x2400 3 passes, Bi C/M/Y/c/m/k	Standard 1200x2400 4 passes, Bi C/M/Y/c/m/k	High 1200x2400 6 passes, Uni C/M/Y/c/m/k	
Photo Paper Plus Double Sided (PP-101D)	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x2400 4 passes, Bi C/M/Y/c/m/k	High 1200x2400 6 passes, Bi C/M/Y/c/m/k	
Matte Photo Paper (MP-101)	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x2400 4 passes, Bi C/M/Y/c/m/k	High 1200x2400 6 passes, Bi C/M/Y/c/m/k	
Glossy Photo Paper (GP-401/501)	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x2400 4 passes, Bi C/M/Y/c/m/k	High 1200x2400 6 passes, Bi C/M/Y/c/m/k	
High Resolution Paper (HR-101)	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x2400 4 passes, Bi C/M/Y/c/m/k	High 1200x2400 6 passes, Bi C/M/Y/c/m/k	
Envelope	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x1200 2 passes, Bi PigBk/C/M/Y/k	High 1200x1200 4 passes, Bi PigBk/C/M/Y/k	
CD-R / DVD (recommended)	Print quality Resolution HxV (dpi) Print control Ink used			Fast 1200x2400 4 passes, Bi C/M/Y/c/m/k	Standard 1200x2400 6 passes, Bi C/M/Y/c/m/k	High 1200x2400 8 passes, Bi C/M/Y/c/m/k
CD-R / DVD (others)	Print quality Resolution HxV (dpi) Print control Ink used			Fast 1200x2400 4 passes, Bi C/M/Y/c/m/k	Standard 1200x2400 6 passes, Bi C/M/Y/c/m/k	High 1200x2400 8 passes, Bi C/M/Y/c/m/k
T-Shirt transfer (TR-301)	Print quality Resolution HxV (dpi) Print control Ink used			High 1200x1200 6 passes, Bi C/M/Y/k		
Transparency (CF-102)	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x1200 4 passes, Bi PigBk/C/M/Y/k	High 1200x1200 6 passes, Bi PigBk/C/M/Y/k	
Other Photo Paper	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x2400 8 passes, Bi C/M/Y/c/m/k		

### 3-2. Normal Grayscale Printing via Computer

MP driver Custom setting		5	4	3	2	1
Paper type (Canon specialty paper)						
Plain Paper	Print quality Resolution HxV (dpi) Print control Ink used	Custom 300x300 1 pass, Bi PigBk	Fast 300x300 1 pass, Bi PigBk	Standard 600x600 1 pass, Bi PigBk	High 600x600 4 passes, Bi PigBk	
Envelope	Print quality Resolution HxV (dpi) Print control Ink used			Standard 600x600 2 passes, Uni PigBk	High 600x600 4 passes, Uni PigBk	

### 3-3. Borderless Printing via Computer

MP driver Custom setting		5	4	3	2	1
Paper type (Canon specialty paper)						
Plain paper	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x1200 2 passes, Bi C/M/Y/k		
Photo Paper Pro (PR-101)	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x2400 4 passes, Bi C/M/Y/c/m/k	High 1200x2400 6 passes, Bi C/M/Y/c/m/k	Custom 9600x2400 16 passes, Bi C/M/Y/c/m/k
Photo Paper Plus Glossy Photo Paper Plus Semi-gloss (PP-101/SG-101)	Print quality Resolution HxV (dpi) Print control Ink used		Fast 1200x2400 3 passes, Bi C/M/Y/c/m/k	Standard 1200x2400 4 passes, Bi C/M/Y/c/m/k	High 1200x2400 6 passes, Bi C/M/Y/c/m/k	
Glossy Photo Paper (GP-401/501)	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x2400 4 passes, Bi C/M/Y/c/m/k	High 1200x2400 6 passes, Bi C/M/Y/c/m/k	
Matte Photo Paper (MP-101)	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x2400 4 passes, Bi C/M/Y/c/m/k	High 1200x2400 6 passes, Bi C/M/Y/c/m/k	
Other Photo Paper	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x2400 8 passes, Bi C/M/Y/c/m/k		

### 3-4. Duplex Printing via Computer

MP driver Custom setting		5	4	3	2	1
Paper type (Canon specialty paper)						
Plain paper	Print quality Resolution HxV (dpi) Print control Ink used	Custom 300x300 1 pass, Bi PigBk/C/M/Y	Fast 300x300 1 pass, Bi PigBk/C/M/Y	Standard 1200x1200 1 pass, Bi PigBk/C/M/Y	High 1200x2400 4 passes, Bi PigBk/C/M/Y/c/m	
Plain paper, borderless printing	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x1200 2 passes, Bi C/M/Y/k		
Photo Paper Plus Glossy Double Sided (PP-101D)	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x2400 4 passes, Bi C/M/Y/c/m/k	High 1200x2400 6 passes, Bi C/M/Y/c/m/k	

### 3-5. Camera Direct Printing

MP driver Custom setting		5	4	3	2	1	Camera Direct print
Paper type (Canon specialty paper)							
Plain paper, Camera Direct printing	Print quality Resolution HxV (dpi) Print control Ink used						1200x1200 4 passes, Bi PigBk/C/M/Y
Photo Paper Pro (PR-101)	Print quality Resolution HxV (dpi) Print control Ink used				1200x2400 6 passes, Bi C/M/Y/c/m/k		
Photo Paper Plus Glossy Photo Paper Plus Semi-gloss (PP-101/SG-101)	Print quality Resolution HxV (dpi) Print control Ink used				1200x2400 6 passes, Bi C/M/Y/c/m/k		

### 3-6. Card Direct / Photo Direct / Wireless Printing

Print quality in wireless printing is fixed to Standard.

(Selectable paper types in wireless printing: Plain paper, Photo Paper Pro, Photo Paper Plus Glossy, Matte Photo Paper, and Glossy Photo Paper)



MP driver Custom setting		5	4	3	2	1	Special mode
Paper type (Canon specialty paper)		Fast				Fine	
Plain paper	Print quality Resolution HxV (dpi) Print control Ink used				Standard 1200x2400 4 passes, Bi PigBk/C/M/Y/c/m		High 1200x2400 6 passes, Bi PigBk/C/M/Y/c/m
Glossy Photo Paper (GP-401/501)	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x2400 4 passes, Bi C/M/Y/c/m/k	High 1200x2400 6 passes, Bi C/M/Y/c/m/k		
Photo Paper Pro (PR-101)	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x2400 4 passes, Bi C/M/Y/c/m/k	High 1200x2400 6 passes, Bi C/M/Y/c/m/k		
Matte Photo Paper (MP-101)	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x2400 4 passes, Bi C/M/Y/c/m/k	High 1200x2400 6 passes, Bi C/M/Y/c/m/k		
Photo Paper Plus Glossy Photo Paper Plus Semi-gloss (PP-101/SG-101)	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x2400 4 passes, Bi C/M/Y/c/m/k	High 1200x2400 6 passes, Bi C/M/Y/c/m/k		
CD-R / DVD (recommended)	Print quality Resolution HxV (dpi) Print control Ink used				Standard 1200x2400 6 passes, Bi C/M/Y/c/m/k		
CD-R / DVD (others)	Print quality Resolution HxV (dpi) Print control Ink used			Fast 1200x2400 4 passes, Bi C/M/Y/c/m/k			

### 3-7. Copying

MP driver Custom setting		5	4	3	2	1	Special mode
Paper type (Canon specialty paper)		Fast				Fine	
Plain paper	Print quality Resolution HxV (dpi) Print control Ink used	Fast 300x300		Standard 600x600	High 600x600		
Single sided Black	Print control Ink used	1 pass, Bi PigBk		1 pass, Bi PigBk	4 passes, Bi PigBk		
Plain paper	Print quality Resolution HxV (dpi) Print control Ink used	Fast 300x300		Standard 1200x1200	High 1200x2400		
Single sided Color	Print control Ink used	1 pass, Bi PigBk/C/M/Y		1 pass, Bi PigBk/C/M/Y	4 passes, Bi PigBk/C/M/Y/c/m		
Glossy Photo Paper (GP-401/501)	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x2400 4 passes, Bi C/M/Y/c/m/k	High 1200x2400 6 passes, Bi C/M/Y/c/m/k		
Photo Paper Pro (PR-101)	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x2400 4 passes, Bi C/M/Y/c/m/k			High 1200x2400 6 passes, Bi C/M/Y/c/m/k
Matte Photo Paper (MP-101)	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x2400 4 passes, Bi C/M/Y/c/m/k	High 1200x2400 6 passes, Bi C/M/Y/c/m/k		
Photo Paper Plus Glossy Photo Paper Plus Semi-gloss (PP-101/SG-101)	Print quality Resolution HxV (dpi) Print control Ink used			Standard 1200x2400 4 passes, Bi C/M/Y/c/m/k	High 1200x2400 6 passes, Bi C/M/Y/c/m/k		
Single sided, Black/Color							
CD-R / DVD (recommended)	Print quality Resolution HxV (dpi) Print control Ink used				Standard 1200x2400 6 passes, Bi C/M/Y/c/m/k		
Single sided Black/Color							
CD-R / DVD (others)	Print quality Resolution HxV (dpi) Print control Ink used			Fast 1200x2400 4 passes, Bi C/M/Y/c/m/k			
Single sided Black/Color							
Plain paper	Print quality Resolution HxV (dpi) Print control Ink used	Fast 300x300		Standard 1200x1200	High 1200x2400		
Double Sided Black/Color/Photo	Print control Ink used	1 pass, Bi PigBk/C/M/Y		1 pass, Bi PigBk/C/M/Y	4 passes, Bi PigBk/C/M/Y/c/m		

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## 4 SCAN MODE

MP800 Scan mode

Scan mode				Zoom (%)	CCD Sensor Type (600 or 2400dpi)	Hardware Resolution		Output resolution (dpi)
						CCD (dpi)	Motor (dpi)	
COPY	Direct / Memory	Mono	FAST	25	600	300	150	300×300
				26-50			150	
				51-100			300	
				101-200			600	
				201-400			1200	
			STANDARD	25	600	300	150	600×600
				26-50			300	
				51-100			600	
				101-200			1200	
				201-400			2400	
			HIGH	25	600	600	150	600×600
				26-50			300	
				51-100			600	
				101-200			1200	
				201-400			2400	
		Color	FAST	25	600	300	150	300×300
				26-50			150	
				51-100			300	
				101-200			600	
				201-400			1200	
			STANDARD	25	600	600	150	600×600
				26-50			300	
				51-100			600	
				101-200			1200	
				201-400			2400	
			HIGH	25	600	600	150	600×600
				26-50			300	
				51-100			600	
				101-200			1200	
				201-400			2400	
COPY (Printed Photo)	Memory	Pre Scan			600	300	150	75×75
		Mono	FAST		600	300	300	300×300
			STANDARD			600	600	600×600
			HIGH					
		Color	FAST		600	300	300	300×300
			STANDARD HIGH			600	600	600×600
COPY (Film)	Memory	Pre Scan			2400	600	150	150×150
		Mono	< 2L size		2400	1200	1200	600×600
			>= 2L size			2400	2400	
		Color	< 2L size		2400	1200	1200	600×600
			>= 2L size			2400	2400	
SCAN		Pre Scan		75dpi	600	300	150	75×75
		USB2.0/USB1.1 Color/Gray		75	600	300	150	75×75
				~150				150×150
				~300				300×300
				~600			600	600×600
				~1200	2400	1200	1200	1200×1200
				~2400		2400	2400	2400×2400
				~3200		4800	2400×4800	
SCAN(Film)		Pre Scan		150dpi	2400	600	150	150×150
		USB2.0/USB1.1 Color/Gray		150	2400	600	150	150×150
				~300			300	300×300
				~600			600	600×600
				~1200			1200	1200×1200
				~2400	2400	2400	2400×2400	
				~4800		4800	2400×4800	

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## 5. FAQ (Problems Specific to the MP800 / MP800R and Corrective Actions)

No.	*	Function	Phenomenon	Condition	Cause	Corrective action	Possible call or complaint
1	B	Print results	Skewed paper feeding	- Paper feeding from the cassette, Photo Paper Plus Double Sided, 5 x 7 size	Due to its mechanism, contact of the PF pinch rollers to the 5 x 7 size paper is uneven, which is likely to cause skewed paper feeding.	Change the paper feeding method from the cassette to the auto sheet feeder.	- Paper feeds at an angle. - A margin appears on printouts.
2	B	Paper feed	Improper paper feeding: - Multi-feeding - Skewed paper feeding - Paper jam	- Paper feeding from the ASF - Plain paper - Highest print speed (Custom setting to 5) - In the high temperature and high humidity environment - In the low temperature and low humidity environment - With the maximum amount of paper set (13 mm)	In the high temperature and high humidity environment, paper becomes wavy; in the low temperature and low humidity environment, paper curls significantly.  When the maximum amount of paper is set in the ASF, and if the paper-return tab fits in a wave or curl of the paper, the tab slips and does not catch paper properly, causing paper feed problems.	- Reduce the amount of paper set in the ASF to half (approx. 5 mm high).	- Multiple sheets of paper feed at the same time. - Paper feeds at an angle. - A paper jam occurs.
3	C	Print results	Skewed paper feeding (at the level of +/- 1%)	- Paper feeding from the ASF - Credit Card size	Since coaxial tolerance between the pinch roller and the LF roller, which determines the paper feed alignment, is 0.2mm, skewed paper feeding can occur. However, according to the field data of current models, the skewness level caused by the coaxial tolerance of 0.2mm is within the criteria of +/- 1%, thus the phenomenon is left as is.	- Align the paper guide to the paper edge tighter than usual.	- Paper feeds at an angle. - A margin appears on printouts.
4	A	Print results	Soiling on the back side of paper (lines or streaks parallel to the paper feed direction)	- After continuous borderless printing of small sized paper (such as 4 x 6), when a larger sized paper (such as A4) is printed. - With Photo Paper Plus Double Sided or postcards, the phenomenon is likely to be noticeable and to be complained of by users, as printing is performed on both sides of such paper.	In borderless printing, printing is performed to the size slightly larger than the paper size, and ink off the paper is absorbed by the platen's ink absorber. Absorbed ink may attach to the platen rib(s) after several dozen sheets are printed, causing soiling at the leading edge of paper or on the back side of paper.	1. Perform Bottom plate cleaning (from the MP driver or via the operation panel) up to 3 times*1. 2. If soiling on the paper still remains after 3 times of Bottom plate cleaning, wipe the platen rib(s) and their surroundings with a cotton swab.	- Paper gets smeared. - The back side of paper gets smeared.

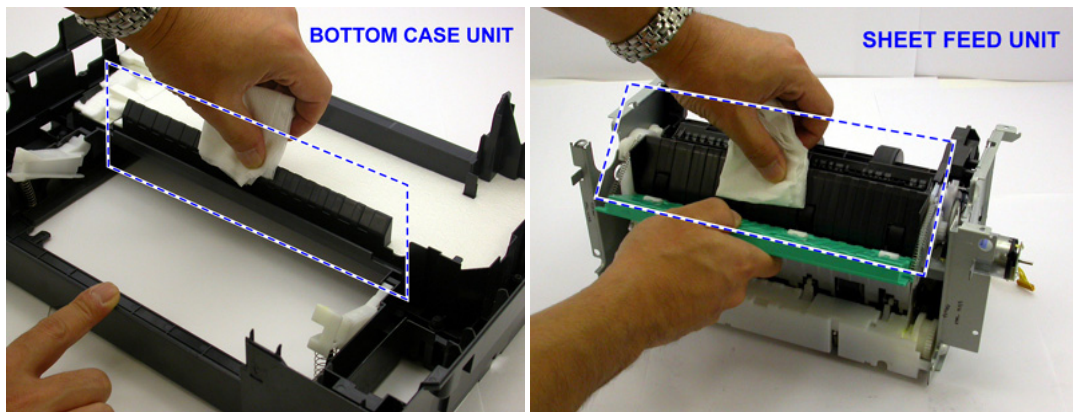
5	B	Print results	Soiling on paper in automatic duplex printing (lines or streaks perpendicular to the paper feed direction)	- Automatic duplex printing (Photo Paper Plus Double Sided, postcards, plain paper)	On the rib(s) inside the sheet feed unit used for duplex printing, ink mist may accumulate, smearing paper.	<b>Temporary operational solution:</b> Cancel automatic duplex printing, and manually print each side of paper.  <b>Cleaning by user:</b> 1. Perform Bottom plate cleaning (from the MP driver or via the operation panel) up to 3 times*1. 2. If soiling on the paper still remains after 3 times of Bottom plate cleaning, wipe the platen rib(s) and their surroundings with a cotton swab.  If the phenomenon persists after conducting 1 and 2, servicing is required.  <b>Service:</b> Wipe any soiling or dirt off from the sheet feed unit and the bottom case unit ribs*2.	- Paper gets smeared. - The back side of paper gets smeared. - Even after Bottom plate cleaning was performed, and the platen ribs were cleaned with cotton swab, paper gets smeared.
6	C	Print results	Scratches on paper	- PP-101D, PP-101, PR-101, SG-101, etc. - Paper feeding from the cassette	Scratches on the PF return lever due to paper feeding from the cassette, and duplex printing path.	- Change the paper feeding method from the cassette to the auto sheet feeder. - If automatic duplex printing is performed, cancel it, and, by setting only a single sheet of paper in the auto sheet feeder, manually print each side of paper.	- Paper is scratched. - Marks appear on printed paper.
				- PP-101D, PP-101, PR-101, SG-101, etc. - Paper feeding from the ASF - Multiple number of sheets loaded	When multiple sheets of paper are set, the back side of paper being picked up scratches the front side of paper beneath (especially where the paper feed rollers contact when picking up the paper).	Set only a single sheet of paper in the auto sheet feeder.	
7	C	Print results	Soiling on paper	The machine has been used for a long period of time with the ASF cover closed before printing is performed using the ASF.	Due to ink mist attached to the ASF sub-pick-up rollers.  If printing is done from the cassette with the ASF cover closed, ink mist is kept inside the machine, attaching to the ASF sub-pick-up rollers.  Since the sub-rollers usually do not contact the paper, ink mist can easily accumulate, especially during printing on small-sized paper which never contacts the sub-rollers.	Clean the ASF sub-rollers (see *3 for details).	

8	B	Print results	Skewed paper feeding	<ul style="list-style-type: none"> <li>- SG-101</li> <li>- Paper feeding from the ASF</li> <li>- 10 sheets (max.) set in the ASF</li> </ul>	When 10 sheets of paper are set in the ASF, and if they warp significantly, the warping portions of paper get over the cover guide, not being aligned along the guide properly.	<ul style="list-style-type: none"> <li>- Straighten the paper.</li> <li>- Set 5 or less sheets of paper in the ASF.</li> </ul>	<ul style="list-style-type: none"> <li>- Paper feeds at an angle.</li> <li>- A margin appears on printouts.</li> </ul>
9	B	Print results	Uneven printing at the trailing edge of paper	<ul style="list-style-type: none"> <li>- In the low temperature and low humidity environment</li> </ul>	Due to decrease of the friction coefficient and inaccurate print head alignment.	<ul style="list-style-type: none"> <li>- Perform Manual print head alignment.</li> <li>- Perform Bottom plate cleaning.</li> </ul>	<ul style="list-style-type: none"> <li>- Uneven printing at the bottom of the paper.</li> </ul>
10	B	Print results	Print smeared	<ul style="list-style-type: none"> <li>- When the inner cover is not completely closed.</li> <li>- High-density image printing</li> </ul>	When printing on paper is done with the inner cover open, the print immediately after ink is ejected on paper is scratched by the bottom of the inner cover, resulting in smeared print.	Close the inner cover completely.	<ul style="list-style-type: none"> <li>- Printing gets smeared.</li> </ul>
11	A	Image scanning	Spots on a scanned image	<ul style="list-style-type: none"> <li>- Glossy photo (original)</li> <li>- In the high humidity environment</li> </ul>	When a glossy photo is strongly pressed on the platen glass, the photo will stick to the glass, and the stuck points are scanned as spots.	<ul style="list-style-type: none"> <li>- Do not strongly press the photo on the platen glass.</li> <li>- Clean the platen glass (to eliminate any moisture).</li> </ul>	<ul style="list-style-type: none"> <li>- Spots appear on the scanned image, though there is no such spots on the original document.</li> </ul>
12	C	Display on the LCD	Improper trimming in Layout print (orientation difference of an image between the LCD and a printout)	<ul style="list-style-type: none"> <li>- Card Direct printing</li> <li>- Photos taken with a DoCoMo mobile phone</li> </ul>	<p>For photos in general, both the thumbnail and the original image are in landscape.</p> <p>However, when original images are in portrait while thumbnails are in landscape, the trimming frame shifts from the correct position in some instances.</p>	The phenomenon is left as is.	<ul style="list-style-type: none"> <li>- Print result differs from what is displayed on the LCD.</li> </ul>
13	A	Image scanning	Improper area of cropping, or skewed scanning	<ul style="list-style-type: none"> <li>- Scanning using MP Navigator</li> <li>- MP Navigator settings: Document type: Black and white document, or color document Document size: Auto detect</li> </ul>	<p>Due to a bug in MP Navigator 2.0.</p> <p>Since the automatic cropping process is incorrect, improper correction of skewed scanning is done depending on a document, resulting in the skewed scanning.</p>	<ul style="list-style-type: none"> <li>- An information sheet regarding the phenomenon is packed with the machine in early production.</li> <li>- MP Navigator will be upgraded on a running-change basis.</li> <li>- If the phenomenon occurs, cancel "auto detect" and select the paper size (the full paper size). Trim margins (white area along the edges of the scanned image), if any.</li> </ul>	<ul style="list-style-type: none"> <li>- An image is scanned at an angle.</li> <li>- Some portions of an image is not scanned.</li> </ul>

\*1: Change the paper in each Bottom plate cleaning. The cleaning can end when paper does not get any soiling.

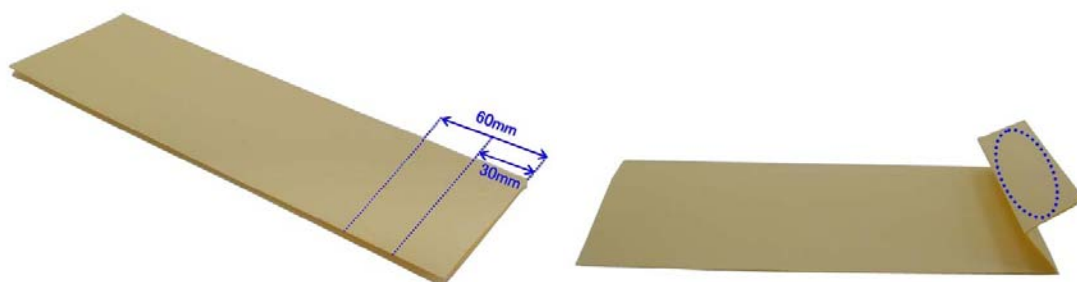
\*2: Locations to clean in servicing when soiling on paper in automatic duplex printing persists:





\*3: How to prepare and set the ASF sub-roller cleaning sheet:

- 1) Fold a sheet of plain paper lengthwise in half.
- 2) Fold the paper at approx. 60 mm from the end, and fold the folded end in half backward, as shown below.



- 3) Moisten the folded end portion (indicated by the blue circle in the figure above) using a wipe, and set the paper in the ASF so that the moistened edge of the paper contacts the 2 sub-rollers. Then, fold the other end of the paper along the ASF cover edge to hook the paper to the ASF cover, as shown below.



- 4) With the machine turned on in the user mode, set the paper source to the ASF and press the Menu button. Select Maintenance / Settings, Maintenance, then Roller cleaning.
- 5) The paper wipes off ink from the sub-rollers.

\* Occurrence level:

- A: The symptom is likely to occur frequently. (Caution required)
- B: The symptom may occur under certain conditions, but likeliness is assumed very low in practical usage.
- C: The symptom is unlikely to be recognized by the user, and no practical issues are assumed.

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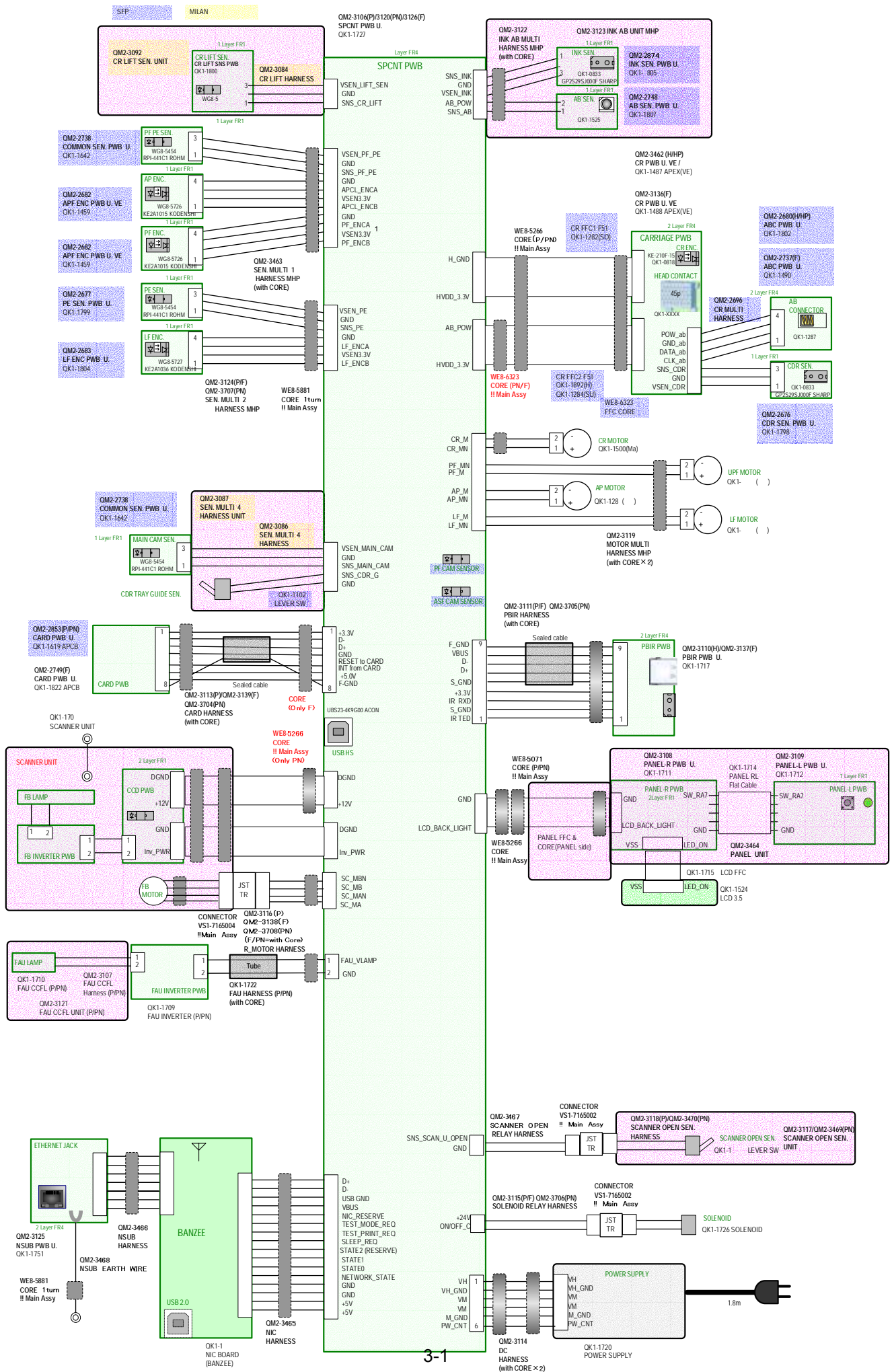
*Part 3*

**APPENDIX**

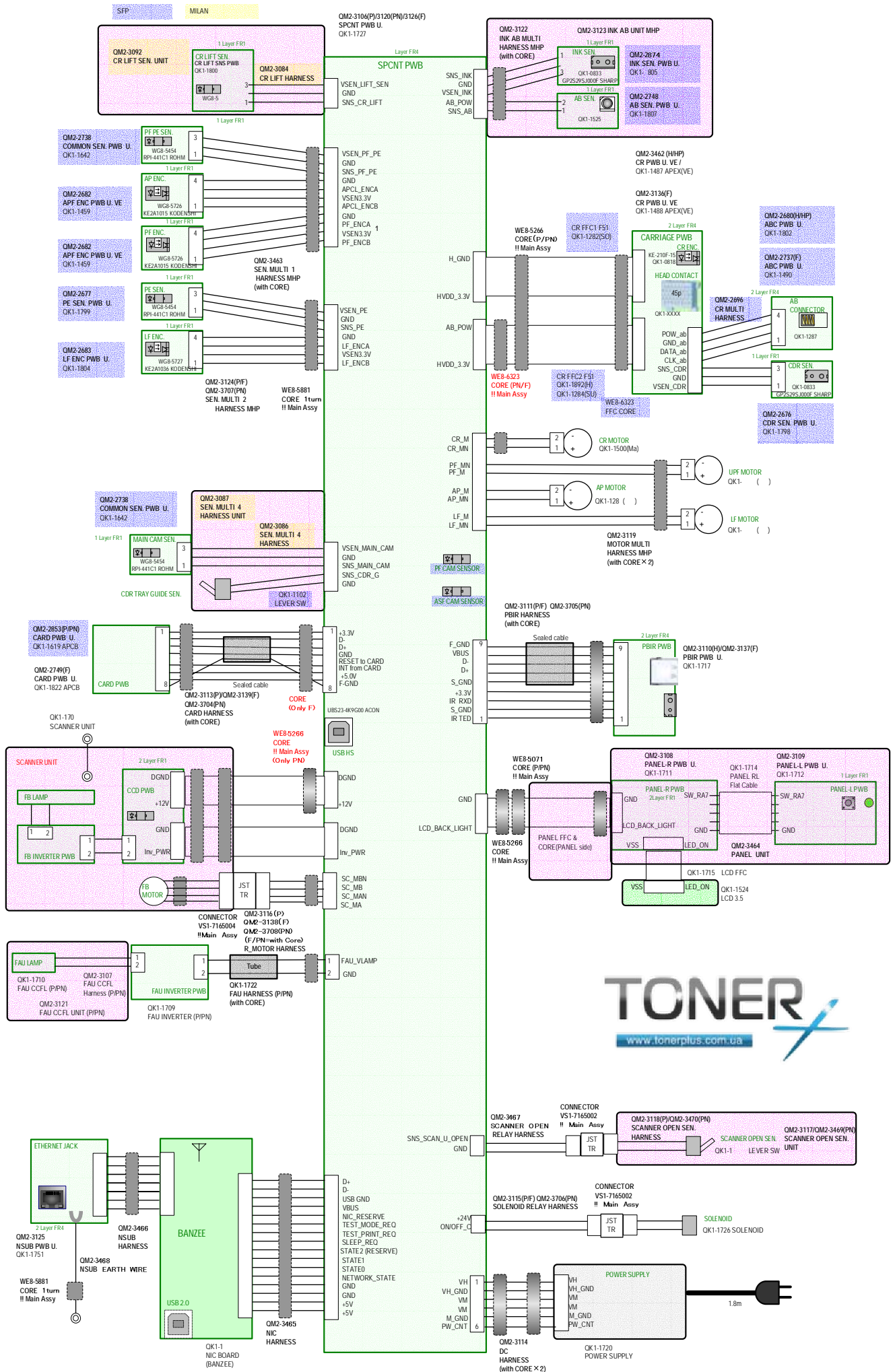




## 1-1. PIXMA MP800



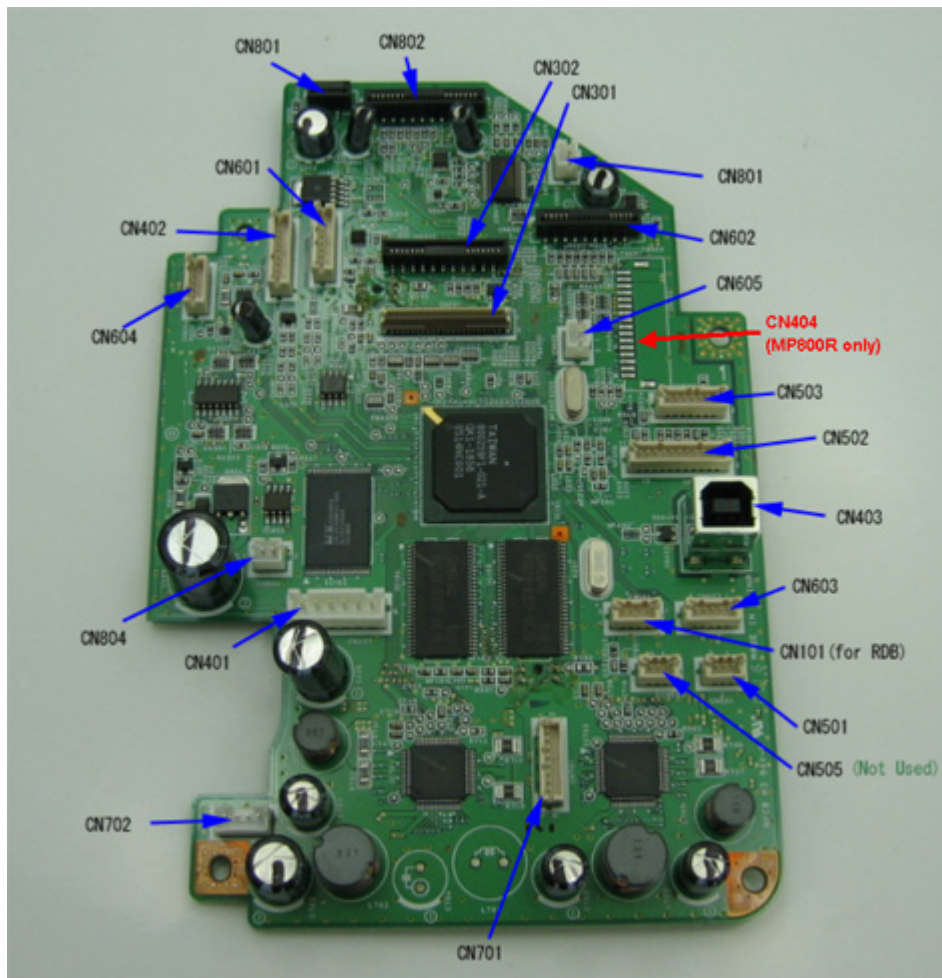
## 1-2. PIXMA MP800R





## 2. CONNECTOR LOCATION AND PIN LAYOUT

### 2-1. Logic Board Ass'y



**CN301 (Print Head 1/2 [Carriage Unit])**

No.	Signal name	Function
1	AB_POW	AB Power Supply
2	AB_DATA	AB Data
3	AB_POW	AB Power Supply
4	AB_CLK	AB Clock
5	LOGIC_GND	GND
6	H_D3	Head Data (PBK2)
7	H_D0	Head Data (BK1)
8	H_D1	Head Data (BK2)
9	H_D5	Head Data (SC1)
10	H_ENB0	Head Heat Enable 0 (BK)
11	LOGIC_GND	GND
12	DIA0	Diode Sensor Anode 0
13	LOGIC_GND	GND
14	H_D2	Head Data (PBK1)
15	H_D4	Head Data (C1)
16	H_ENB3	Head Heat Enable 3 (SCOL_HENB)
17	H_D8	Head Data (Y1)
18	H_ENB1	Head Heat Enable 1 (COL-HENB1)
19	H_LATCH	Head Data Latch

20	H_EEPROM_CS	Head EEPROM Chip Select
21	H_EEPROM_SK	Head EEPROM Serial Clock
22	H_D10	Head Data (SM2)
23	LOGIC_GND	GND
24	H_CLK	Head Data Transfer Clock
25	H_EEPROM_DIO	Head EEPROM Data Input/Output
26	H_D12	Head Data (SC2)
27	H_D6	Head Data (M1)
28	LOGIC_GND	GND
29	CR_ENCB	CR Encoder Phase B
30	LOGIC_GND	GND
31	CR_ENCA	CR Encoder Phase A
32	LOGIC GND	GND
33	DIA1	Diode Sensor Anode 1
34	LOGIC GND	GND
35	H_D7	Head Data (SM1)
36	H_D11	Head Data (M2)
37	H_D9	Head Data (Y2)
38	H_D13	Head Data (C2)
39	SNS_CDR_P	CDR Position Sensor
40	THERMO	CR Temperature Sensor
41	DIK	Diode Sensor Cathode (GND)
42	H_ENB2	Head Heat Enable 2 (COL_HENB2)
43	VSEN_CDRS	Power Supply for CD-R Sensor
44	VSEN_3.3V	Power Supply for Sensor +3.3V
45	VHDD_3.3V	Head Logic Drive Power Supply +3.3V

#### CN302 (Print Head 2/2 [Carriage Unit])

No.	Signal name	Function
1 to 3	H_GND	GND
4 to 6	HVH_24V	Head Drive Power Supply +24V
7 to 10	H_GND	GND
11 to 18	HVH_24V	Head Drive Power Supply +24V
19	LOGIC_GND	GND
20	H_GND	GND
21	LOGIC_GND	GND
22	HVDD_3.3V	Head Logic Drive Power Supply +3.3V

#### CN401 (Power Supply)

No.	Signal name	Function
1	VH	+24V Head Power Supply Output
2	VH_GND	GND
3	VM	+32V Motor Power Supply Output
4	VM	+32V Motor Power Supply Output
5	M_GND	GND
6	PW_CONT	Power consumption Control

**CN402 (USB1.1 for PictBridge & IrDA)**

No.	Signal name	Function
1	S-GND	GND
2	IR_TXD	IrDA Transmission Data
3	IR_RXD	IrDA Receive Data
4	+3.3V	IrDA Power Supply +3.3V
5	S-GND	GND
6	D+	D+ signal
7	D-	D- signal
8	VBUS	PPON (VBUS Power Supply)
9	F-GND	GND

**CN403 (USB2.0 I/F)**

No.	Signal name	Function
1	SNS_USB	USB: VBUS Power Supply Sense
2	D-	USB: D- signal
3	D+	USB: D+ signal
4	GND	GND
5 to 9	GND	GND

**CN404 (Network Board)**

No.	Signal name	Function
1	D+	D+ signal
2	D-	D- signal
3	USB GND	GND
4	VBUS	VBUS Power Supply
5	NIC_RESERVE(OUT)	Reserve
6	TEST_MODE_REQ(OUT)	Test mode request
7	TEST_PRINT_REQ(OUT)	Test print request
8	SLEEP_REQ(OUT)	Sleep request
9	STATE2(RESERVE:IN)	Board State
10	STATE1(IN)	Board State
11	STATE0(IN)	Board State
12	NETWORK_STATE(IN)	Network State
13	GND	GND
14	GND	GND
15	+5V	NIC Power Supply +3.4V
16	+5V	NIC Power Supply +3.4V

**CN501 (CR Lift Sensor)**

No.	Signal name	Function
1	VSEN_3.3V	Power Supply for Sensor +3.3V
2	GND	GND
3	SNS_CR_LIFT	CR Lift Sensor Detection

**CN502 (SNS MULTI)**

No.	Signal name	Function
1	VSEN_3.3V	Power Supply for Sensor +3.3V
2	GND	GND
3	SNS_PF_PE	PF/PE Sensor Detection
4	GND	GND
5	APCL_ENCA	APCL Encoder Phase A
6	VSEN_3.3V	Power Supply for Sensor +3.3V
7	APCL_ENCB	APCL Encoder Phase B
8	GND	GND
9	PF_ENCA	PF Encoder Phase A
10	VSEN_3.3V	Power Supply for Sensor +3.3V
11	PF_ENCB	PF Encoder Phase B

**CN503 (PE Sensor / LF ENC)**

No.	Signal name	Function
1	VSEN_3.3V	Power Supply for Sensor +3.3V
2	GND	GND
3	SNS_PE	Paper End Sensor Detection
4	GND	GND
5	LF_ENCA	LF Encoder Phase A
6	VSEN_3.3V	Power Supply for Sensor +3.3V
7	LF_ENCB	LF Encoder Phase B

**CN601 (Memory Card)**

No.	Signal name	Function
1	+3.3V	Power Supply for Card Board +3.3V
2	D-	D- signal
3	D+	D+ signal
4	GND	GND
5	CARD_RSTX	Reset
6	CARD_INT	Interrupt
7	+5.0V	Power Supply for Card Board +5.0V
8	F-GND	GND

**CN602 (Operation Panel / LCD [via Scanner Unit])**

No.	Signal name	Function
1	GND	GND
2	SD_CLK	Clock
3	GND	GND
4	SD_D0	Data Line 0
5	SD_D1	Data Line 1
6	SD_D2	Data Line 2
7	SD_D3	Data Line 3
8	SD_CMD	Command Line

9	PANEL_INT	Interrupt from Panel
10	PANEL_RSTX	Reset to Panel
11	+3.3V	Power Supply for LCD/Display Control ASIC
12	GND	GND
13	+1.5V	Power supply for Display Control ASIC
14	STP_SW	Stop/Reset Switch
15	POW_SW	Power Switch
16	ERROR_LED	Error (Alarm) LED
17	GND	GND
18	+5.0V	+5.0V LCD Back Light

#### CN603 (Main Cam Sensor / CD-R Tray Guide Sensor MULTI)

No.	Signal name	Function
1	VSEN_3.3V	Power Supply for Sensor +3.3V
2	GND	GND
3	SNS_MAIN_CAM	Main Cam Sensor Detection
4	SNS_CDR_G	CD-R Sensor Detection
5	GND	GND

#### CN604 (Ink Sensor / Tank Region Sensor MULTI)

No.	Signal name	Function
1	SNS_INK	Ink Sensor Detection
2	GND	GND
3	VSEN_CDRS	Power Supply for CDR Sensor (+5.0V)
4	AB_POW	Power Supply for Tank Connector
5	SNS_AB	Tank Region Sensor Detection

#### CN605 (Scanner Unit Open Sensor)

No.	Signal name	Function
1	SNS_Scanner Unit Open	Scanner Open Sensor Detection (+3.3V)
2	GND	GND

#### CN701 (Printer Motor MULTI)

No.	Signal name	Function
1	CR_M	CR motor +
2	CR_MN	CR motor -
3	PF_MN	PF motor -
4	PF_M	PF motor +
5	AP_M	AP motor +
6	AP_MN	AP motor -
7	LF_M	LF motor +
8	LF_MN	LF motor -

#### CN702 (Scanner Motor [Scanner Unit])

No.	Signal name	Function
1	SC_MBN	Scanner motor phase B -
2	SC_MB	Scanner motor phase B +
3	SC_MAN	Scanner motor phase A -
4	SC_MA	Scanner motor phase A +



**CN801 (CCD [1/2] [Scanner Unit])**

No.	Signal name	Function
1	GND	GND
2	SEN_HPS	HP_Sensor
3	CCD_SEL	SW
4	GND	GND
5	GND	GND
6	V_LAMP	Inverter Power

**CN802 (CCD [2/2] [Scanner Unit])**

No.	Signal name	Function
1	DGND	Digital GND
2	CCD_PH2	Shift Register Clock 2 High R
3	CCD_PH1	Shift Register Clock 1 High R
4	CCD_PH2S	Shift Register Clock 2 Low R
5	CCD_PH1S	Shift Register Clock 1 Low R
6	AGND	Analog GND
7	CCD_PHL2	Shift Register Clock 2 Last
8	CCD_PHL1	Shift Register Clock 1 Last
9	DGND	Digital GND
10	CCD_RS	Reset Gate Clock
11	CCD_CLMP	Clamp Clock
12	CCD_TG	Transfer Gate Clock
13	DGND	Digital GND
14	+5.0V	Digital Power
15	AGND	Analog GND
16	VOUT_B	Analog signal line Blue channel
17	AGND	Analog GND
18	VOUT_G	Analog signal line Green channel
19	AGND	Analog GND
20	VOUT_R	Analog signal line Red channel
21	AGND	Analog GND
22	+12.0V	Power Supply for CCD

**CN803 (FAU Lamp [FAU])**

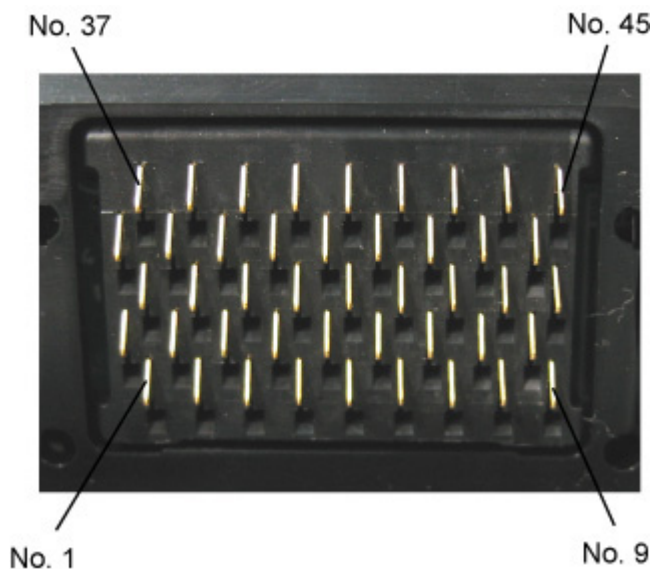
No.	Signal name	Function
1	FAU_VLAMP	Power Supply for FAU Lamp (+24V)
2	GND	GND

**CN804 (Smart Tray Solenoid)**

No.	Signal name	Function
1	ON/OFF_C	On/Off Switch for Solenoid
2	+24V	Power Supply for Solenoid (+24V)

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 <Part 3: 2. CONNECTOR LOCATION AND PIN LAYOUT, 2-1> 

## 2-2. Carriage Board (Print Head Connector)



No.	Signal name	Function
1, 2	A_GNDH	Head GND
3	HD2_PBK1	Head Data PBK1
4	HD4_C1	Head Data C1
5	HD10_SM2	Head Data SM2
6	VSS	Logic GND
7, 8, 9	B_GNDH	Head GND
10	HD0_K1	Head Data BK1
11	HD1_K2	Head Data BK2
12	HD3_PBK2	Head Data PBK2
13	HENB1	Head Heat Enable Signal 1
14	HD11_M2	Head Data M2
15	HD5_SC1	Head Data SC1
16	VSS	Logic GND
17, 18	B_GNDH	Head GND
19	HD12_SC2	Head Data SC2
20	HENB0	Head Heat Enable Signal 0
21	HENB3	Head Heat Enable Signal 3
22	HLAT	Head Data Latch Signal
23	HD8_Y1	Head Data Y1
24	HD13_C2	Head Data C2
25	HD9_Y2	Head Data Y2
26	HENB2	Head Heat Enable Signal 2
27	DIA1	Diode Sensor Anode 1
28	HD7_SM1	Head Data SM1
29	DIA0	Diode Sensor Anode 0
30	HVDD_3.3V	Head Logic Power Supply +3.3V
31	ROM_CS	Head EEPROM Chip Select Signal
32	HCLK	Heat Data Transfer Clock Signal

33	ROM_DIO (O)	Head EEPROM Data Signal
34	HD6_M1	Head Data M1
35, 36	B_VH1_16V	Head Drive Power Supply +16V
37, 38	A_VH_24V	Head Logic Power Supply +24V
39	HVDD_3.3V	Head logic power supply +3.3V
40	ROM_SK	Head EEPROM Serial Clock Signal
41	VSS	Logic GND
42	ROM_DIO (I)	Head EEPROM Data Signal
43	VHT	Head Drive Power Supply +24V
44, 45	B_VH2_24V	Head Drive Power Supply +24V

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[<Part 3: 2. CONNECTOR LOCATION AND PIN LAYOUT, 2-2>](#)


## 2-3. Memory Card Board

### J2 (Memory Card Connector [Smart Media, Memory Stick, SD, MMC])

No.	Signal name	Function
1	SM_WPX-IN	SmartMedia Write Protect
2	SM_BSY-X	SmartMedia Busy
3	SM_D1	SmartMedia Data Bus 1
4	SM_WEX	SmartMedia Write Enable
5	SM_LVD	SmartMedia Low Voltage Detection
6	SM_REX	SmartMedia Read Enable
7	SM_D0	SmartMedia Data Bus 0
8	SM_ALE	SmartMedia Address Latch Enable
9	SM_GND	GND
10	SM_GND	GND
11	SM_D7	SmartMedia Data Bus 7
12	SM_VCC	Power Supply for SmartMedia
13	SM_D2	SmartMedia Data Bus 2
14	SM_CLE	SmartMedia Command Latch Enable
15	SM_D6	SmartMedia Data Bus 6
16	SM_CEX	SmartMedia Chip Enable
17	SD_DAT2	SD Card Data Bus 2
18	MS_GND	GND
19	SD_DAT3	SD Card Data Bus 3
20	MS_VCC	Power Supply for Memory Stick
21	MS_SCLK	Memory Stick System Clock
22	SD_CMD	SD Card Command
23	MS_D3	Memory Stick Data Bus 3
24	SD_GND	GND
25	MS_INS	Power Supply for Memory Stick
26	MS_D2	Memory Stick Data Bus 2
27	SD_VCC	Power Supply for SD Card
28	MS_D0	Memory Stick Data Bus 0
29	MS_VCC	Power Supply for Memory Stick
30	SD_CLK	SD Card Clock
31	MS_BS	Bus State
32	SD_GND	GND
33	MS_GND	GND
34	SD_DAT0	SD Card Data Bus 0
35	SD_DAT1	SD Card Data Bus 1
36	SM_D5	SmartMedia Data Bus 5
37	SM_D3	SmartMedia Data Bus 3
38	SM_GND	GND
39	SM_GND(SM_CDX)	GND
40	SM_VCC	Power Supply for SmartMedia
41	SM_D4	SmartMedia Data Bus 4
42	SM_CDSW	SmartMedia Card Detect

43	SM_CDSW_GND	GND
44	SD_CD_GND	GND
45	SD_CD	SD Card Detect
46	Frame_GND	GND
47	SD_WPSW	SD Card Write Protect
48	SM_WPSW	SmartMedia Write Protect
49	SM_WPSW_GND	GND
50	Frame_GND	GND

### J3 (Memory Card Connector [Compact Flash])

No.	Signal name	Function
1	GND	GND
2	CF_D3	Compact Flash 16 bit Data Bus 3
3	CF_D4	Compact Flash 16 bit Data Bus 4
4	CF_D5	Compact Flash 16 bit Data Bus 5
5	CF_D6	Compact Flash 16 bit Data Bus 6
6	CF_D7	Compact Flash 16 bit Data Bus 7
7	CF_CS0X	Compact Flash Chip Select
8	GND	GND
9	GND	GND
10	GND	GND
11	GND	GND
12	GND	GND
13	VCC	Power Supply for Compact Flash
14	GND	GND
15	GND	GND
16	GND	GND
17	GND	GND
18	CF_A2	Compact Flash 24 bit Data Bus 2
19	CF_A1	Compact Flash 24 bit Data Bus 1
20	CF_A0	Compact Flash 24 bit Data Bus 0
21	CF_D0	Compact Flash 16 bit Data Bus 0
22	CF_D1	Compact Flash 16 bit Data Bus 1
23	CF_D2	Compact Flash 16 bit Data Bus
24	CF_IOC16X	Compact Flash Chip Select / 16 bit input-output
25	CF_CD2X	Compact Flash Card Detect
26	CF_CD1X	Compact Flash Card Detect
27	CF_D11	Compact Flash 16 bit Data Bus 11
28	CF_D12	Compact Flash 16 bit Data Bus 12
29	CF_D13	Compact Flash 16 bit Data Bus 13
30	CF_D14	Compact Flash 16 bit Data Bus 14
31	CF_D15	Compact Flash 16 bit Data Bus 15
32	CF_CS1X	Compact Flash Chip Select
33	CF_VS1X	Compact Flash Power Voltage Sense
34	CF_IORDX	Compact Flash Read Strobe input-output

35	CF_IOWRX	Compact Flash Write Enable input-output
36	VCC	Power Supply for Compact Flash
37	CF_INTRQ	Compact Flash Interrupt
38	VCC	Power Supply for Compact Flash
39	GND	GND
40	CF_VS2X	Compact Flash Power Voltage Sense
41	CF_RESETX	Compact Flash Reset
42	CF_IORDY	Compact Flash Ready input-output
43	CF_INPARKX	Compact Flash Card Response
44	VCC	Power Supply for Compact Flash
45	CF_DASPX	Not Used
46	CF_PDIAGX	Not Used
47	CF_D8	Compact Flash 16 bit Data Bus 8
48	CF_D9	Compact Flash 16 bit Data Bus 9
49	CF_D10	Compact Flash 16 bit Data Bus 10
50	GND	GND

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[<Part 3: 2. CONNECTOR LOCATION AND PIN LAYOUT, 2-3>](#)


## 2-4. IrDA / PictBridge Board

### J1 (USB A Connector)

No.	Signal name	Function
1	PICT_VBUS	Connect to Main Board CN701 (No.8)
2	PICT_D-	Connect to Main Board CN701 (No.7)
3	PICT_D+	Connect to Main Board CN701 (No.6)
4	PICT_GND	Connect to Main Board CN701 (No.5)
5	PICT_FG	GND
6	PICT_FG	GND

## 2-5. Operation Panel Board

### J1 (to Main Board I/F)

Directly connects to the main board (18 pin: CN602) via the flexible cable through the inside of the scanner unit.

### J3 (3.5 Color LCD I/F)

No.	Signal name	Function
1	VSS	Power Supply (0V)
2	FR	Switch signal to convert LCD Driver waveform into AC
3	CL1	Data signal Latch Clock
4	DISPX	Display Control Signal
5	CL2	Data Signal Shift Clock
6	LCD_DATA7	LCD Data Bus 7
7	LCD_DATA6	LCD Data Bus 6
8	LCD_DATA5	LCD Data Bus 5
9	LCD_DATA4	LCD Data Bus 4
10	LCD_DATA3	LCD Data Bus 3
11	LCD_DATA2	LCD Data Bus 2
12	LCD_DATA1	LCD Data Bus 1
13	LCD_DATA0	LCD Data Bus 0
14	VDD	Power Supply for LCD Logic
15	FLM	Synchronous signal for Driving Scanning Line
16	VLCD_ON	DC-DC Driving Enable Pin
17	VLCD_PWM	Adjust DC-DC voltage
18	VLED	Power Supply for LED Backlight DC-DC (+5V)
19	VSS_LED	Power Supply for LED Backlight DC-DC (+0V)
20	LED_ON	LED Backlight Enable Pin

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 <Part 3: 2. CONNECTOR LOCATION AND PIN LAYOUT, 2-4 & 2-5> 



### 3. PIXMA MP800 SPECIFICATIONS

#### <Machine>

Type	Desktop serial color inkjet printer																											
Paper feeding method	Auto sheet feed (ASF, cassette, automatic duplex printing, CD / DVD printing <sup>*1</sup> )																											
Resolution	9,600 x 2,400dpi (Max.)																											
Throughput (target value)	<b>USB connection:</b> - 4 x 6, borderless printing: Approx. 36 sec. (standard mode, PP-101, Full Page SCID No. 2)  For reference: <table><tr><td></td><td>Fast</td><td>Standard</td></tr><tr><td>Black (Fine Black)</td><td>30ppm</td><td>15.0ppm</td></tr><tr><td>Color (Fine Color)</td><td>24ppm</td><td>11.7ppm</td></tr></table> <b>Wireless connection (MP800R only):</b> - 4 x 6, borderless printing: Approx. 55 sec.* (standard mode, Photo Paper Pro, full page, SCID No.2) *The throughput will depend on the communication speed or environment.					Fast	Standard	Black (Fine Black)	30ppm	15.0ppm	Color (Fine Color)	24ppm	11.7ppm															
	Fast	Standard																										
Black (Fine Black)	30ppm	15.0ppm																										
Color (Fine Color)	24ppm	11.7ppm																										
Printing direction	Bi-directional, uni-directional																											
Print width	Max. 203.2mm (216mm in borderless printing)																											
Interface	USB 2.0 Hi-Speed Wireless LAN and wired LAN interfaces (MP800R only)																											
ASF stacking capacity	Plain paper: Max. 13mm (Approx. 150 sheets of 64g/m <sup>2</sup> paper)																											
Cassette stacking capacity	Plain paper: Max. 13mm (Approx. 150 sheets of 64g/m <sup>2</sup> paper) (Photo Stickers and Credit Card size not supported)																											
Paper weight	64 to 105g/m <sup>2</sup>																											
Detection functions	Scanning unit open, Presence of print head / ink tanks, Opening / Closing of paper output tray, Remaining ink amount (optical / dot count), Opening / Closing of inner cover, Printing position, Paper presence, Paper end sensor, Waste ink amount, Internal temperature, Pick-up roller, Paper feed roller position, Carriage position, Head-to-paper distance, Supported camera direct printing device, Presence of CD / DVD <sup>*1</sup> , Scanner home position																											
Acoustic noise (Highest print quality)	- Highest print quality settings: Approx. 34.7dB (print from a computer) / 41.3dB (copy)  - Quiet mode: Approx. 33.4dB																											
Environmental requirements	During operation	Temperature	5C to 35C (41F to 95F)																									
		Humidity	10%RH to 90%RH (no condensation)																									
	Non operation	Temperature	0C to 40C (32F to 104F)																									
		Humidity	5%RH to 95%RH (no condensation)																									
Power supply	<b>MP800:</b> <table><tr><td>Power supply voltage, frequency</td><td>Power consumption</td><td>Standby</td><td>Power-off</td></tr><tr><td>AC 100 to 120V, 50/60Hz</td><td>Approx. 20W</td><td>Approx. 2.0W</td><td>Approx. 0.8W</td></tr><tr><td>AC 220 to 240V, 50/60Hz</td><td>Approx. 20W</td><td>Approx. 2.0W</td><td>Approx. 0.8W</td></tr></table> <b>MP800R:</b> <table><tr><td>Power supply voltage, frequency</td><td>Power consumption</td><td>Standby</td><td>Power-off</td></tr><tr><td>AC 100 to 120V, 50/60Hz</td><td>Approx. 28W</td><td>Approx. 3.5W</td><td>Approx. 0.8W</td></tr><tr><td>AC 220 to 240V, 50/60Hz</td><td>Approx. 28W</td><td>Approx. 3.5W</td><td>Approx. 0.8W</td></tr></table>				Power supply voltage, frequency	Power consumption	Standby	Power-off	AC 100 to 120V, 50/60Hz	Approx. 20W	Approx. 2.0W	Approx. 0.8W	AC 220 to 240V, 50/60Hz	Approx. 20W	Approx. 2.0W	Approx. 0.8W	Power supply voltage, frequency	Power consumption	Standby	Power-off	AC 100 to 120V, 50/60Hz	Approx. 28W	Approx. 3.5W	Approx. 0.8W	AC 220 to 240V, 50/60Hz	Approx. 28W	Approx. 3.5W	Approx. 0.8W
Power supply voltage, frequency	Power consumption	Standby	Power-off																									
AC 100 to 120V, 50/60Hz	Approx. 20W	Approx. 2.0W	Approx. 0.8W																									
AC 220 to 240V, 50/60Hz	Approx. 20W	Approx. 2.0W	Approx. 0.8W																									
Power supply voltage, frequency	Power consumption	Standby	Power-off																									
AC 100 to 120V, 50/60Hz	Approx. 28W	Approx. 3.5W	Approx. 0.8W																									
AC 220 to 240V, 50/60Hz	Approx. 28W	Approx. 3.5W	Approx. 0.8W																									
External dimensions	Machine: With the paper support and output tray retracted: Approx. 470 (W) x 490 (D) x 240 (H)mm																											

Weight	<b>MP800</b> : Approx. 12.0kg, not including print head and optional units <b>MP800R</b> : Approx. 12.4kg, not including print head and optional units
Related standards (Machine, Adapter)	<b>MP800:</b> Electromagnetic radiance: VCCI, FCC, IC, CE Mark, Taiwan EMC, C-Tick, CCC (EMC), Korea MIC, Gost-R  Electrical safety:  Electrical Appliance and Material Safety Law (DENAN), UL, C-UL, CB Report, CE Mark, GS, Gost-R, FT, SASO, CCC, SPRING, Korea EK, IRAM (Argentina)  Environmental regulations:  RoHS (EU), WEEE (EU), Korea Package Recycle Law, Green Point (Germany), Energy Star, Eco Mark, Law on Promoting Green Purchasing  <b>MP800R:</b> Electromagnetic radiance:  FCC, CE Mark, C-Tick, Gost-R, SASO  Electrical safety:  UL, CB Report, CE Mark, GS, Gost-R, FT, SASO, SPRING  Wireless communication:  FCC (wireless communication), CE Mark (R & TTE), ACA (wireless communication), RSM (wireless communication), SPL radio law  Environmental regulations:  RoHS (EU), WEEE (EU), Green Point (Germany), Energy Star, Eco Mark
Serial number location	On the carriage flexible cable holder (visible when the scanning unit is open)
Remaining ink amount detection	Available (automatic detection by optical method and dot count, enabled at default)
Paper type detection	Not available
Print head alignment	Available (automatic or manual alignment via MP driver Maintenance, or via the operation panel button)

\*1: Only for CD / DVD printing supported regions

### <Scanner>

Type	Flat bed scanner (scanning of a fixed document by a moving scanner head)
Sensor type	CCD (Charge Coupled Device): 2,400 dpi / 600 dpi dual
Optical resolution	2,400 x 4,800 dpi (max.)
Scanning resolution (software interpolation)	19,200 x 19,200 dpi (max.)
Gradation	Grayscale: 48 bit / 8 bit (Film scanning: 48 bit / 16 bit, or 48 bit / 8 bit)
	Color: 48 bit / 24 bit (RGB each color 16 bit / 8 bit) (Film scanning: 48 bit / 48 bit, or 48 bit / 24 bit)
Document size	A4 / LTR (max.)

### <Copy>

Copy quality	3 levels (Fast, Standard, High)
Intensity	9 levels (automatic intensity adjustment available)
Enlargement / reduction	Preset ratio:  max. (400%), 4x6 -> 8.5x11 (212%), 5x7 -> 8.5x11 (170%), A5 -> A4 (141%), B5 -> A4 (115%), 100%, A4 -> 8.5x11 (95%), A4 -> B5 (86%), A4 -> A5 (70%), min. (25%)  Zoom:  25 to 400% (in increments of 1%)
Document size	A4 / LTR (max.)
Number of continuous copies	Monochrome / color: 1 to 99 copies

### <Print head>

Type	Single head with 5 removable ink tanks (each color)
Print head	Pigment-based BK:  512 nozzles, 600 dpi, 30 pl  Dye-based BK / C / M / Y:  512 x 6 nozzles, 1,200 dpi, 1 pl / 5 pl (C / M), 5 pl (BK / Y)
Ink color	Pigment-based black  Dye-based black, cyan, magenta, yellow
Ink tank	PGI-5BK (pigment-based), CLI-8BK / C / M / Y (dye-based)
Weight (Net)	Print head, approx. 60g
Supply method	As a service part (not including ink tanks)
Part number	QY6-0061-000

### <Supported ink tanks>

Model name and destination		Pigment-based ink		Dye-based ink							
		BCI-9BK	PGI-5BK	BCI-7eBK	BCI-7eC	BCI-7eM	BCI-7eY	CLI-8BK	CLI-8C	CLI-8M	CLI-8Y
PIXUS MP800	Japan	O	X	O	O	O	O	X	X	X	X

PIXMA MP800 / MP800R	Other than Japan	X	O	X	X	X	X	O	O	O	O
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O: Usable

X: Not usable

Note: The ink tanks for the Japanese models are not compatible with those for the non-Japanese models. Be sure to use the appropriate ink tanks in servicing.

### <Direct printing>

Memory card drive	Supported memory card	Compact Flash TYPE I/II (3.3V), Microdrive, SmartMedia Card (3.3V only), Memory Stick, Memory Stick PRO, SD Card, MultiMedia Card, xD-Picture Card, miniSD memory card, Memory Stick Duo*, Memory Stick PRO Duo*
Storage function	Operation	Via the machine buttons.
	Condition	Before changing the settings, the memory card must be removed.
	Function	Read / Write
Card Direct Printing	Operation panel	3.5 color LCD, 20 buttons, 7 LEDs
	File format	JPEG (DCF, CIFF, Exif 2.21 or prior, JFIF), DPOF compliant
	Print quality	Standard, High
	Image correction function	Photo Optimizer PRO, VIVID, noise reduction, face brightener, image optimizer
	Image adjustment function	Brightness, contrast, hue (skin tones)
	Image processing function	None
	Image retrieval function	Available (date)
	DPOF	Ver. 1.00 compliant Index printing, printing of an image the specified number of copies, printing of the specified image(s), printing with the shooting date
	Print layout	Single-photo/multi-photo/all-photo printing:  1 photo per page (borderless/with borders, only with borders for plain paper)
		DPOF printing:  1 photo per page (borderless/with borders)  6, 15, 24, 35, 80 photos per page  30 photos per page (panorama)
		Index printing:  6, 15, 24, 35, 80 photos per page  30 photos per page (panorama)

		<p>Layout printing:</p> <p>2, 4, 8 photos per page (borderless/with borders)</p> <p>Postcard (borderless/with borders, with/without lines)</p> <p>Album (4 photos per page, right/left)</p> <p>Mix 3 types (for A4/LTR)</p>
		<p>Sticker printing:</p> <p>2, 4, 9, 16 stickers</p> <p>1, 5, 6, 7 stickers (for free-cut)</p>
	Information print	Date, file number, Exif information
	Throughput	<p>Approx. 55.9 seconds, with the following conditions and settings:</p> <ul style="list-style-type: none"> <li>- Photo Paper Plus</li> <li>- 4 x 6 borderless</li> <li>- A photo from a 5 mega-pixel digital camera</li> <li>- Exif print</li> <li>- Standard print quality</li> <li>- Process from pressing the printing start button to ejecting paper</li> </ul>
Camera Direct Printing	Supported digital camera	Digital cameras and digital video cameras supporting Bubble Jet Direct or PictBridge
	Print layout	<p>- 1 photo per page (borderless/with borders)</p> <p>- 2, 4, 9, 16 photos per page</p>
	Information print	Date, file number
	Throughput	<p>Approx. 54 seconds, with the following conditions and settings:</p> <ul style="list-style-type: none"> <li>- Photo Paper Plus</li> <li>- 4 x 6 borderless</li> <li>- A photo from a 5 mega-pixel digital camera</li> <li>- No image correction</li> <li>- Exif print</li> <li>- Standard print quality</li> <li>- Process from pressing the printing start button to ejecting paper</li> </ul>
Print Beam printing	Supported mobile phone	Mobile phone equipped with IrDA 1.2 port, or with Bluetooth 1.2 port
	Printable data	Image (JPEG only, text printing not possible)
	Supported layout	<p>1, 2, 4, 8 images per page (borderless)</p> <p>1, 2, 4, 5, 6, 7, 8, 9, 16 images per page (bordered)</p>
Printing via Bluetooth	Standard	Bluetooth version 1.2

communication (optional BU-20)	Output	Bluetooth Power Class 2
	Communication range	Good for approx. 10 m in radius (depending on interference between the communication devices, or radio wave conditions)
	Frequency band	2.4GHz
	Communication speed	Approx. 720kbps
	Supported profile	BIP, OPP, SPP, HCRP
	Supported OS for HCRP	- Windows XP Service Pack 2 or later  - Windows XP Service Pack 1 or later:  Microsoft "Support for Bluetooth Wireless Devices" or Toshiba Bluetooth Stack for Windows Ver. 3.00.10 or later has to be installed  - Mac OS X 10.3.3 or later
	BU-20 external dimensions	18.5 (W) x 47.5 (D) x 8.7 (H) mm with a cap
	BU-20 weight	Approx. 7g
	BU-20 power supply voltage	4.4 to 5.25V
	BU-20 power consumption	500mW (max.)
	BU-20 operating temperature	5C to 35C (41F to 95F)
	BU-20 operating humidity	10% RH to 90% RH (no condensation)

\* Adapter required.

**<Network (MP800R only) >**

Communication protocol		TCP/IP
Wired LAN	Compliant standard	IEEE 802.3u (100BASE-TX) / IEEE 802.3 (10BASE-T)
	Transmission speed	10 M / 100 Mbps (automatic switching)
Wireless LAN	Compliant standard	IEEE 802.11g / IEEE 802.11b
	Used frequency band	2.412 GHz to 2.462 GHz
	Channel	1 to 11
	Transmission system	OFDM / DS-SS
	Transmission speed	54 / 48 / 36 / 24 / 18 / 12 / 9 / 6 Mbps (IEEE 802.11g, automatic changing) 11 / 5.5 / 2 / 1 Mbps (IEEE 802.11b, automatic switching)
	Communication distance	50 m Note: Varies depending on communication speed and environmental conditions
	Security	WEP (64 / 128 bit), WPA-PSK (TKIP / AES), WPA2-PSK (TKIP / AES)
	Other	Wi-Fi logo acquired
	Acquired standard	TELEC, FCC, IC, ETSI, iDA

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**<Part 3: 3. PIXMA MP800 SPECIFICATIONS>**