

Q&A

This chapter answers questions and offers solutions to problems that might arise when using the product.

You can check the latest information about our products at <http://www.silex.jp/>

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CD-ROM is inserted, but does not start automatically

If your computer does not support Autorun, the menu will not start automatically after inserting the CD-ROM. In this case, execute Autorun.exe in the root directory of the CD-ROM.

This product is not found after searching during Setup

Make sure that the LINK LED is on. If the LINK LED is not on, this product may not be properly connected to the network. Check the following.

- Check if this product is turned on.
- Check if the network cable is inserted correctly to this product.
- Check if the network cable is broken.
- Check if the LINK LEDs of this product and the Ethernet HUB are on.
- Check if the Ethernet HUB is working properly.

-Reset this product to factory default and restart the setup.

Print job is not printed

Make sure that the LINK LED is on. If the LINK LED is not on, this product may not be properly connected to the network. Check the following.

- Check if this product is turned on.
- Check if the network cable is inserted correctly to this product.
- Check if the network cable is broken.
- Check if the LINK LEDs of this product and the Ethernet HUB are on.
- Check if the Ethernet HUB is working properly.
- Check if this product and the printer are connected properly.
- Check if the USB cable is connected properly.

If you are using TCP/IP protocol, ping this product with the set IP address to see if there are any reply. If there is no reply to ping, IP address may not be set properly. Reset this product to factory default and setup again from the beginning.

Example:

Issue ping in Windows XP Command Prompt

Go to **Start - All Programs - Accessories - Command Prompt** and type ping xxx.xxx.xxx.xxx. You will see the message below. "xxx.xxx.xxx.xxx" is the IP address set to this product.

- When there is a reply to Ping:

Reply from xxx.xxx.xxx.xxx:bytes=32 time=58ms TTL=253

- When there is no reply to Ping:

Request timed out.

- Login to this product using Telnet command. If you cannot log in, IP address may not be set to this product properly. Check the IP address and reset IP address to this product.
- If the DHCP/BOOTP server or the RARP server is residing on the network, the IP address is automatically issued from the server. In this case, the IP address which was manually set to this product may have been overwritten by the server. To avoid this problem, create a local environment where the server does not exist and issue the IP address to this product. At the same time, make sure that the "Obtain an IP address automatically" in the TCP/IP setting is not marked.
- If this product and the PC are not in the same segment, subnet mask and gateway address must be set to this product. Verify subnet mask and gateway address are assigned properly using the Web browser of this product.
- Check the printer port name of this product. The port name is indicated (**CX Print TCP Port**) after the assigned port name.

If you are using this product in Windows NT 4.0, please be careful of following contents.

- If you are using Canon printer driver version 4.2x or earlier, make sure that the CX print printing port name is xxx0: to xxx3 (xxx is the three characters of your choice).
Example:ABC1: or XYZ3:
-If you are using Canon printer driver version 4.3x, do not type in any characters of your choice. This may cause problem with printing. In this case, do not change the port name and use the default port name.

Error during printing

- If you try to print while other users are printing large data (e.g. many pages or color pages with high resolution), the printer is unable to accept your print job until the ongoing printing is finished. If the waiting time of your print job exceeds a certain limit, a time out situation occurs, which causes the error message. In such situation, execute the print job again afterwards.

LPR printing is not available with this product

- With some of the Canon Printers, the LPR printing is not available. For more details, check our homepage.

IPP printing is not available with this product

- With some of the Canon Printers, the IPP printing is not available. For more details, check our Web site.

How to check this product configuration status

- Configuration status can be obtained from diagnostic/configuration report with this product. However this is available only with printers that carry their own fonts. For more information on diagnostic/configuration report, refer to **About this product - About push switch - Diagnostic/configuration report** of this on-line manual.

How to reset this product to factory default

- This product can be reset to factory default by using the Push switch. For further information on how to reset using the Push switch, refer to **About This Product - About the push switch - Factory default**.

The Status Monitor is not available

- Some of the printer does not support the Status Monitor. Please refer to our homepage for the supported printers.
- The Status Monitor may not properly function if you execute it manually by going to the properties of the printer. Set the Status Monitor to execute automatically (pop up at the time of the start of printing).

The scanner function cannot be used

- Is this product turned on?
- Has a Canon MFP printer driver been installed?
- Has the SX Virtual Link been installed?
- Is the Canon MFP connected to this product using the SX Virtual Link?

The memory card reader function cannot be used

- Is this product turned on?
- Only the card slot of the Canon MFP is compatible with this product.
- Does the Canon MFP support the memory card?
- Is a memory card inserted to the Canon MFP card slot?
- Are your PC and this product configured to use the memory card?
- Isn't the memory card write protected?
- Does the memory card have enough memory?

The fax function cannot be used

- Is this product turned on?
- Is the telephone line (modular cable) connected properly?
- Only the Canon MFP fax function is available.
- Does the Canon MFP have enough memory? If it does not have enough memory, print or delete the data stored in the Canon MFP to create memory, and try to send again.
- Isn't the Canon MFP error light turned on?

This product cannot be configured in the AdHoc mode (For a wireless product)

- If your PC is not in a wireless environment or cannot be configured in Ad hoc mode, you can configure the product by using a USB storage device or starting the product in infrastructure mode. Refer to **About the Configuration Method** for details.