

# **iP3300**

## **SIMPLIFIED SERVICE MANUAL**

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**QY8-13AT-000**

**Rev. 00**

**July 15, 2006**

**QY8-13AT-010**

**Rev. 01**

**July 272006**

**Canon Inc.**

# 1. PRODUCT LIST

## 1-1. Main Units

Product name	Product code		Destination	Accessories
iP3300	Q30-4200-000	1437A001AA	JPN	Print head Ink tanks (Japan / Non-Japan) BCI-9eBK / PGI-5BK BCI-7eC / CLI-8C BCI-7eM / CLI-8M BCI-7eY / CLI-8Y Power cord
		1437A003AA	CA	
		1437A004AA	LAM	
		1437A008AA	GB	
		1437A009AA	EUM / EMB	
		1437A011AA	AU	
		1437A012AA	ASA	
		1437A013AA	HK	
		1437A014AA	CN	
		1437A015AA	TW	
		1437A016AA	KR	

## 1-2. Consumables

Product name	Product code	Destination	Remarks
Canon Ink Tank			
BCI-9BK	0372B001AA	JP	
BCI-7eC	0365B001AA		
BCI-7eM	0366B001AA		
BCI-7eY	0367B001AA		
Canon Ink Tank		001: EUR / OCN	
PGI-5BK	0628B001AA to 0628B005AA	002: AMR	
CLI-8C	0621B001AA to 0621B005AA	003: ASA	
CLI-8M	0622B001AA to 0622B005AA	004: W/O BOX	
CLI-8Y	0623B001AA to 0623B005AA	005: AMR S	

## 1-3. Optional Unit

No optional units.

## 2. PRODUCT SPECIFICATIONS

### 2-1. Printer Specifications

Type	Desktop serial color inkjet printer																		
Paper feeding method	Auto sheet feed (auto sheet feeder, front feeder)																		
Resolution	4,800 dpi x 1,200 dpi (Max.)																		
Throughput (Target value)	4x6, Borderless printing Printing from a computer <sup>*1</sup> : Approx. 47 sec. (PP-101 4x6, borderless printing, standard settings) Camera Direct printing <sup>*2</sup> : Approx. 95 sec. (PP-101 4x6, borderless printing)																		
	For reference: <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>Max speed(Custom 5)</th> <th>Standard</th> <th colspan="2"></th> </tr> </thead> <tbody> <tr> <td>Black (J/E) (FINE_BK)</td> <td>25 ppm</td> <td>13.9 ppm</td> <td colspan="2"></td> </tr> <tr> <td>Color (J/E) (FINE_CL)</td> <td>17 ppm</td> <td>10.4 ppm</td> <td colspan="2"></td> </tr> </tbody> </table>					Max speed(Custom 5)	Standard			Black (J/E) (FINE_BK)	25 ppm	13.9 ppm			Color (J/E) (FINE_CL)	17 ppm	10.4 ppm		
	Max speed(Custom 5)	Standard																	
Black (J/E) (FINE_BK)	25 ppm	13.9 ppm																	
Color (J/E) (FINE_CL)	17 ppm	10.4 ppm																	
	Note: Paper feed from the ASF *1: Based on Canon standard pattern. Print speed may vary depending on system configuration, interface, software, document complexity, print mode, page coverage, type of paper used and does not take into account data processing time on host computer. *2: When printing a 6 megapixel image taken by certain Canon digital camera from PictBridge on default settings using Photo Paper Plus Glossy without border. Actual print speed may vary depending on image data, print mode, type of paper used and device that the printer is connected to.																		
Printing direction	Bidirectional, uni-directional																		
Print width	Max. 203.2 mm (216 mm in borderless printing)																		
Interface																			
Computer	USB 2.0 Hi-Speed, Bluetooth ver. 1.2 (optional)																		
Camera Direct	PictBridge with a PictBridge-supported digital camera, digital video camera, or camera-equipped mobile phone																		
Paper feed																			
ASF																			
Stacking capacity	Max. 13 mm (Approx. 150 sheets of 64 g/m <sup>2</sup> plain paper)																		
Paper weight	64 to 105 g/m <sup>2</sup> , Canon specialty paper 273 g/m <sup>2</sup> at the maximum																		
Paper specifications	Type	Size	Stacking capacity (sheets)	Camera Direct printing															
	Plain paper		Approx. 150 (13mm)	Yes															
		Legal	10																
	Super White Paper SW-201	A4, Letter	Approx. 100 (13mm)	Yes															
	High Resolution Paper HR-101N	A4, Letter	Approx. 80	No															
	Photo Paper Pro PR-101	A4, Letter, 8x10	10	Yes															
		4x6, 4x8, Wide	20																
	Photo Paper Plus Glossy PP-101	A4, Letter, 5x7	10	Yes															
		4x6	20																
	Photo Paper Plus Semi-gloss SG-201/101	A4, Letter, 8x10	10	Yes															
		4x6	20																
	Glossy Photo Paper GP-401	A4, Letter	10	Yes															
		4x6, Credit Card	20																
		GP-501/502	A4, Letter	10	Yes														
			4x6	20															
	Matte Photo Paper MP-101	A4, Letter	10	No															
		4x6	20																
	Photo Paper Plus Double Sided PP-101D	A4, Letter, 5x7	1	No															
	Photo Stickers PS-101	4x6	1	Yes															
	T-shirt Transfer TR-101	A4	1	No															
	Envelope	DL-size, COM#10	10	No															

Front feeder Stacking capacity	Max. 10 mm (Approx. 100 sheets of 64 g/m <sup>2</sup> plain paper)				
Paper weight	64 to 105 g/m <sup>2</sup>				
Paper specifications	Plain paper: Stacking capacity of 10 mm or less (approx. 100 sheets), A4, B5, and Letter only				
Acoustic noise (Target value)	37 dB (Highest print quality settings: Photo Paper Pro, Custom 1, paper feeding from the ASF)				
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	Power supply voltage	Frequency	Power consumption	Standby	Power-off
	AC 100 to 240 V	50/60 Hz	Approx. 13 W (Max.)	Approx. 1 W	Approx. 0.6 W
Detection functions	<ul style="list-style-type: none"> <li>- Top cover open</li> <li>- Remaining ink amount (optical / dot count)</li> <li>- Paper presence</li> <li>- Ink amount in the ink absorber</li> <li>- Paper lifting plate position</li> <li>- Carriage position</li> </ul>		<ul style="list-style-type: none"> <li>- Presence of print head and ink tanks</li> <li>- Ink tank position</li> <li>- Paper end sensor</li> <li>- Internal temperature</li> <li>- Paper feed roller position</li> <li>- Supported camera direct printing device</li> </ul>		
External dimensions	With the trays extended:	Approx. 437 (W) x 629 (D) x 303 (H) mm			
	With the trays retracted:	Approx. 437 (W) x 300 (D) x 147 (H) mm			
Weight	Approx. 4.6 kg, including ink tanks				
Related standards	Electromagnetic radiance: VCCI, FCC, IC, CE Mark, Taiwan RPC, 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				
Serial number location	The label is attached to the spur base unit inside the printer.				
Remaining ink amount detection	Available (detection by optical method and dot count)				
Print head alignment	Available (manual alignment via the printer driver Maintenance)				

## 2-2. Product Life

### (1) Printer

Years of use or specified print volume, whichever comes first.

- 3 years of use

- Print volume: 8,000 pages

- Black: 2,400 pages (A4, black 1,500 character pattern)

- Color: 1,900 pages (A4, 7.5% duty per color pattern)

400 pages (A4, photo, borderless printing)

2,400 pages (4 x 6, photo, borderless printing)

800 pages (Postcard, photo, borderless printing)

Note: The above numbers are breakdown values, assuming an average user prints a total of 8,000 pages.

### (2) Print head

- Print volume: 40,000 pages

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

Average yield	PGI-5BK	CLI-8C	CLI-8M	CLI-8Y
Color document (ISO/IEC FCD24712)* <sup>1</sup>	510 pages	880 pages	680 pages	690 pages
Photo (4" x 6")* <sup>2</sup>	(3,645 pages)	426 pages	280 pages	291 pages

\*1: Declared yield value in accordance with ISO/IEC FCD24711. Values obtained by continuous printing.

\*2: When printing Canon standard patterns on 4" x 6" Photo Paper Plus Glossy continuously with the default settings of Photo Paper Plus Glossy using Windows XP printer driver in borderless printing mode and Windows XP Photo Printing Wizard. Declared yield value determined based on Canon standard method referring to ISO/IEC FCD24712.

Note: Ink yield may vary depending on texts/photos printed, applications software used, print mode and type of paper used.

### 2-3. Print Head and Ink Tank Specifications

	Print head
Type	Single head with 4 removable ink tanks (each color)
Print head	Pigment-based BK: 320 nozzles, 600 dpi, 30 pl Dye-based C / M / Y: 256 x 5 nozzles, 1,200 dpi, 2 pl / 5 pl (C / M), 5 pl (Y)
Ink color	Pigment-based black Dye-based cyan, magenta, yellow
Ink tank	Japan: BCI-9BK (pigment-based), BCI-7eC / M / Y (dye-based) Others: PGI-5BK (pigment-based), CLI-8C / M / Y (dye-based)
Weight (Net)	Print head: Approx. 48 g
Supply method	As a service part (not including ink tanks)
Part number	QY6-0070-000

#### <Supported ink tanks>

Model	Destination	Pigment-based ink		Dye-based ink					
		BCI-9BK	PGI-5BK	BCI-7eC	BIC-7eM	BCI-7eY	CLI-8C	CLI-8M	CLI-8Y
PIXUS iP3300	Japan	O	X	O	O	O	X	X	X
PIXMA iP3300	Others	X	O	X	X	X	O	O	O

O: Usable

X: Not usable

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

### 3. ERROR DISPLAY

Errors indicated by the LED and the "ink low" warning are explained below.

#### 3-1. Operator Call Errors (Alarm LED Blinking in Orange)

Alarm LED blinking in orange	Error code	Error	Solution
2 times	1000	No paper in the ASF.	Confirm that the ASF is selected as the paper source. Set the paper in the ASF, and press the Resume/Cancel button.
	1003	No paper in the front feeder.	Confirm that the front feeder is selected as the paper source. Set the paper in the front feeder, and press the Resume/Cancel button.
3 times	1300	Paper jam in the ASF.	Remove the jammed paper, and press the Resume/Cancel button.
	1303	Paper jam in the front feeder.	
4 times	1600	No ink. Ink may have run out.	Replace the empty ink tank(s), or press the Resume/Cancel button to continue printing without replacement of the applicable ink tank(s).
	1660	Ink tank not installed.	Install the applicable ink tank(s) properly, and confirm that the LEDs of all the ink tanks light red.
5 times	1401	Print head not installed.	Install the print head properly.
	1403, 1405, 1682	Print head hardware error.	If the ink tanks are already installed, re-install them. If the error persists, replace the print head.
7 times	1681	Multiple ink tanks of the same color installed.	Replace the wrong ink tank(s) with the correct one(s).
	1680	Ink tank in a wrong position.	Install the ink tank(s) in the correct position.
8 times	1700, 1701, 1710, 1711	Warning: The main or borderless-print ink absorber becomes almost full (approx. 95% full).  <u>Error codes:</u> Overseas: 1700: Main ink absorber 1710: Borderless-print ink absorber Japan: 1701: Main ink absorber 1711: Borderless-print ink absorber	Replace the ink absorber, and reset its counter. (For details, see 4-1. Service Mode.) Pressing the Resume/Cancel button will exit the error, and enable printing without replacing the ink absorber. However, when the ink absorber becomes full, no further printing can be performed unless the applicable ink absorber is replaced.
9 times	2001	The connected digital camera or digital video camera does not support Camera Direct Printing.	Remove the cable between the camera and the printer.
13 times	1683	The remaining ink amount unknown. A once-empty ink tank is installed.	Replace the applicable ink tank with a new one. Printing with a once-empty ink tank can damage the printer.  To continue printing without replacing the ink tank(s), press the Resume/Cancel button for 5 sec. or longer to disable the function to detect the remaining ink amount. After the operation, it is recorded in the printer that the function to detect the remaining ink amount was disabled.
14 times	1684	Ink tank not recognized. A non-supported ink tank is installed (the ink tank lamp is turned off).	Install the supported ink tanks.
15 times	1410 to 1419	Ink tank hardware error. (The ink tank lamp is turned off.)	Replace the ink tank(s).

(Operator Call Errors cont'd)

Alarm LED blinking in orange	Error code	Error	Solution
16 times	1688	No ink. Ink has run out.	Replace the empty ink tank(s). To continue printing without replacing the ink tank(s), press the Resume/Cancel button for 5 sec. or longer to disable the function to detect the remaining ink amount. After the operation, it is recorded in the printer that the function to detect the remaining ink amount was disabled. Since printing with an empty ink tank can damage the printer, it is recommended to replace the applicable ink tank with a new one promptly after the printing.

### 3-2. Service Call Errors (by Cyclic Blinking in Orange (Alarm LED) and Green (Power LED), or Both LEDs Lit)

Cycles of blinking in orange and green	Error code	Error	Solution	
			For Product Exchange servicing	For repair servicing (Replacement of listed parts, which are likely to be faulty)
2 times	5100	Carriage error	Replace the printer.	
3 times	6000	Paper feed error	Replace the printer.	
4 times	5C00	Purge cam sensor error	Replace the printer.	
5 times	5700	ASF (cam) sensor error	Replace the printer.	
6 times	5400	Internal temperature error	Replace the printer.	
7 times	5B00, 5B01, 5B10, 5B11	Main or borderless-print ink absorber full  <u>Error codes:</u> Overseas: 5B00: Main ink absorber 5B10: Borderless-print ink absorber Japan: 5B01: Main ink absorber 5B11: Borderless-print ink absorber	Replace the printer.	
8 times	5200	Print head temperature rise error	Replace the printer.	- Print head (QY6-0070)
9 times	6800	EEPROM error	Replace the printer.	
10 times	B200	VH monitor error	Replace the printer.	- Print head (QY6-0070)
12 times	5C10	PG position error	Replace the printer.	
15 times	9000	USB VBUS overcurrent error	Replace the printer.	
19 times	6502	Ink tank position sensor error	Replace the printer.	
20 times	6500	Other hardware error	Replace the printer.	
Power and Alarm LEDs lit		ROM error RAM error	Replace the printer.	

### 3-3. Warnings

Displayed warning	Meaning	Solution
Ink is running low.	"Ink low" warning	Printing can be continued as is.

## 4. ADJUSTMENT / SETTINGS

### 4-1. Service Mode

Function	Procedures	Remarks
Service test print -Destination -ROM version -Ink absorber counter value (ink amount in the ink absorber) -Total number of sheets fed	See "Service mode operation procedures" below.	Set a sheet of A4 or letter size paper.
EEPROM information print	See "Service mode operation procedures" below.	
EEPROM initialization	See "Service mode operation procedures" below.	The following items are NOT initialized: -USB serial number -Destination settings (Japan or others) -Print head cleaning on arrival -Ink absorber counter value
Ink absorber counter reset	See "Service mode operation procedures" below.	Reset the main or borderless-print ink absorber counter.
Destination settings	See "Service mode operation procedures" below.	

#### <Service mode operation procedures>

- 1) With the top cover closed and the printer power turned off, while pressing the Resume/Cancel button, press and hold the Power button. (DO NOT release the buttons. The Power LED lights in green to indicate that a function is selectable.)
- 2) While holding the Power button, release the Resume/Cancel button. (DO NOT release the Power button.)
- 3) While holding the Power button, press the Resume/Cancel button 2 times, and then release both the Power and Resume/Cancel buttons. (Each time the Resume/Cancel button is pressed, the Alarm and Power LEDs light alternately, Alarm in orange and Power in green, starting with Alarm LED.) (During the initial operation, the Power LED blinks in green.)
- 4) When the Power LED lights in green, press the Resume/Cancel button the specified number of time(s) according to the function listed in the table below. (Each time the Resume/Cancel button is pressed, the Alarm and Power LEDs light alternately, Alarm in orange and Power in green, starting with Alarm LED.)

Time(s)	LED indication	Function	Remarks
0 times	Green (Power)	Power off	When the print head is not installed, the carriage returns and locks in the home position.
1 time	Orange (Alarm)	Service test print	
2 times	Green (Power)	EEPROM information print	
3 times	Orange (Alarm)	EEPROM initialization	
4 times	Green (Power)	Ink absorber counter resetting	Proceed to the step 5), then 6) to reset the ink absorber counter.
5 times	Orange (Alarm)	Destination settings	Proceed to the step 5), then 7) to set the destination.
6 times	Green (Power)	Print head deep cleaning	
7 times	Orange (Alarm)	Reserved	
8 times	Green (Power)	Return to the menu selection	

- 5) After the function (menu) is selected, press the Power button. The LED lights in green, and the selected function is performed. (When the operation completes, the printer returns to the menu selection mode automatically.)

<Ink absorber counter resetting procedures>

- 6) Press the Resume/Cancel button the specified number of time(s) according to the ink absorber counter that should be reset to 0%, or 40% (for partial replacement).

Time(s)	LED indication	Ink absorber counter
0 times	Green (Power)	Reset the main ink absorber counter
1 time	Orange (Alarm)	Reset the borderless-print ink absorber counter
2 times	Green (Power)	Reset both the main and borderless-print ink absorber counters
3 times	Orange (Alarm)	Set the main ink absorber counter value to 40%.

Note: After resetting the counter(s), print EEPROM information (sample below) to confirm that the applicable counter is reset to 0%, or 40% (for partial replacement).

<Destination settings procedures>

- 7) Press the Resume/Cancel button the specified number of time(s) according to the destination listed in the table below, and press the Power button.

Time(s)	LED indication	Destination
0 times	Green (Power)	No change of the destination
1 time	Orange (Alarm)	Japan
2 times	Green (Power)	Korea
3 times	Orange (Alarm)	US
4 times	Green (Power)	Europe
5 times	Orange (Alarm)	Australia
6 times	Green (Power)	Asia
7 times	Orange (Alarm)	China
8 times	Green (Power)	Taiwan
9 times	Orange (Alarm)	Return to the menu selection

<How to read EEPROM information print>

Print sample:

```

1: iP3300  2: JPN  3: V1.01  4: ST=2006/01/28-18:30  5: LPT=2006/05/01-12:09
6: ER(ER0=1300 ER1=5100)  7: P_ON(S=00009)  8: MSD(002)
9: IF(USB1=1)  10: PC(M=002 R=000 T=001 D=009 C=000)
11: D=020.1  Ps=001.0
12: TPAGE=00162
13: CLT(006/01/28-18:38)
14: CH=00002  15: CT(BK=012 M=001 C=001 Y=013)
16: IS(BK=2 BK=0 Y=2 M=0 C=0)
17: M_REG=0
18: CDIN(PB=000 OPB=000)
19: PAGE(All=00142 PP=00140 HR+MP=00000 PR+SP+SG=00002 GP=00000 PC=00000 EV=00000)
20: UCPAGE(All=00020)
21: CDPAGE(All=00000)
22: EDGE=00009  23: L=00008  24 : EJ=1
25: INK_OFF(BK=0 M=0 C=1 Y=1)
26:Head TempBK=28.0  27 : Head TempC=26.5  28:Env Temp=24.0

```

Printed items:

1. Model name
2. Destination
3. ROM version
4. Installation date and time
5. Last printing date and time
6. Operator call/service call error record
7. Power-on count (soft)
8. Longest period where printing stops (days)
9. Connected I/F (USB2)
10. Purging count (manual/deep cleaning/timer/dot count/ink tank and print head replacement)
11. Ink amount in the main ink absorber (%), Ink amount in the borderless-print ink absorber (%)
12. Total print pages
13. Cleaning date and time (BK/CL)
14. Print head replacement count
15. Ink tank replacement count (BK/M/C/Y)
16. Ink status (BK/ Y/M/C) => 0 (High)/1 (Middle)/2 (Low)/3 (Empty)
17. Manual print head alignment by user
18. Camera Direct Print-supported device connection record (PB = Canon PictBridge-supported camera, OPB = Other PictBridge-supported camera)
19. 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)
20. Front feeder feed pages (total)
21. Camera Direct print pages (total)
22. Borderless print pages
23. L and 4x6 print pages
24. Paper eject roller correction value (not used in servicing)
25. Disabling of the remaining ink amount detection function (BK/M/C/Y)
26. Print head temperature (BK)
27. Print head temperature (CL)
28. Internal temperature

<Service test print>

EEPROM information contents:

On the service test print (sample below), confirm the EEPROM information as shown below. (The information is printed in the top and middle areas of the printout.)

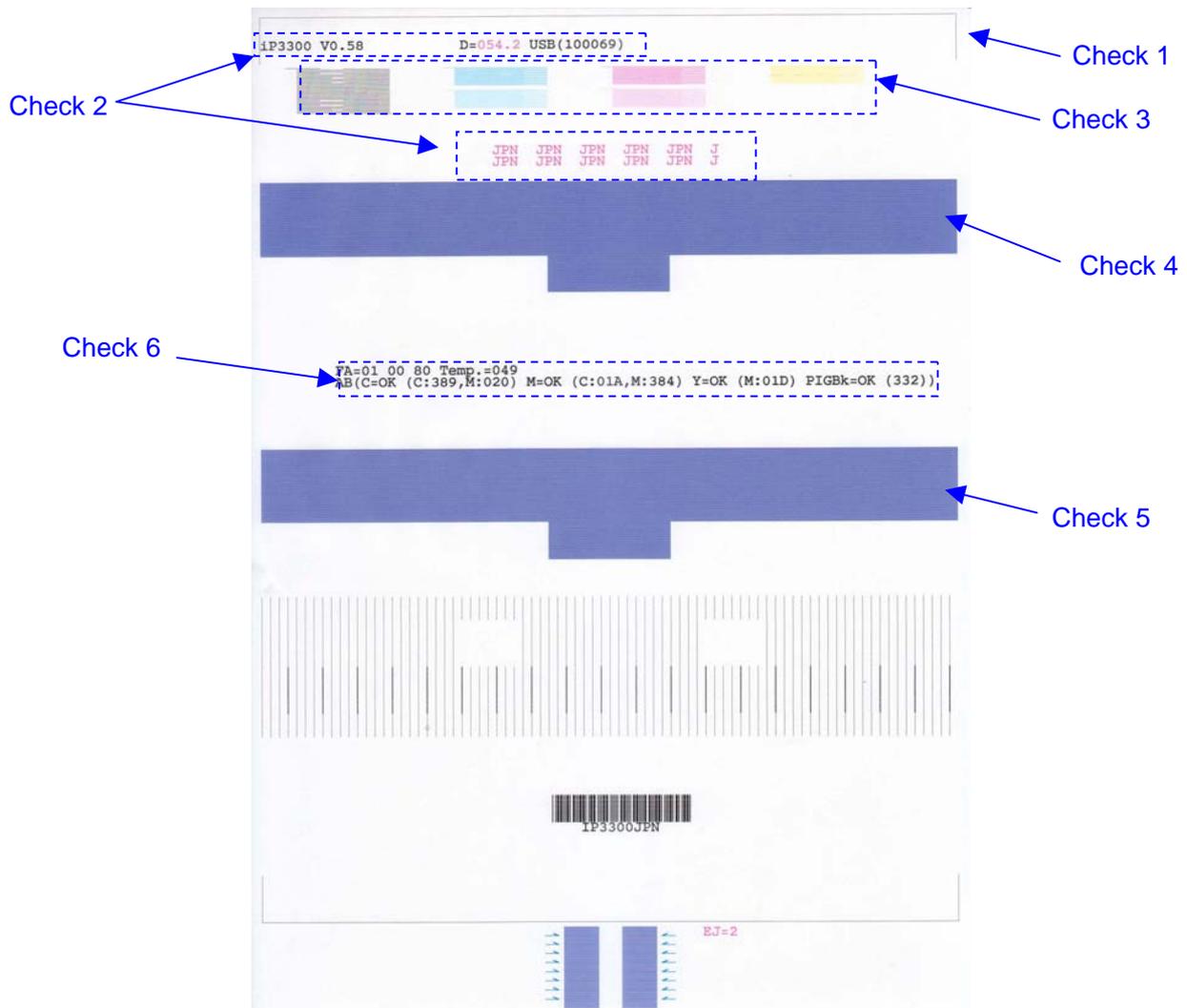
- |   |                            |                                     |
|---|----------------------------|-------------------------------------|
| - Top area:                                     | iP3300:                    | Model name                          |
|   | x.xx:                      | ROM version                         |
|   | D = xxx.x:                 | Main ink absorber counter value (%) |
|   | USB (xxxxxx):              | USB serial number                   |
|   |                            |                                     |
| - Below the solid print patterns in each color: | JPN:                       | Destination                         |
|   |                            |                                     |
| - Middle area:                                  | FA = xx xx xx, Temp:       | Reserved for plant use              |
|   | AB (C = OK... M = OK ...): | 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  
All ink shall be ejected.
- Check 4: Check pattern for uneven printing due to carriage movement or line feeding (standard mode)  
There shall be no remarkable unevenness.
- Check 5: Check pattern for uneven printing due to carriage movement or line feeding (highest print quality mode)  
There shall be no remarkable unevenness.
- Check 6: Automatic print head alignment sensor correction  
The result shall be OK.

Service test print sample:



## 4-2. User Mode

Function	Procedures	Remarks
Print head manual cleaning	- Cleaning both Black and Color: See "Standalone printer operation" below. - Cleaning Black or Color separately, or both Black and Color: Perform from the printer driver Maintenance tab.	
Print head deep cleaning	- Cleaning Black or Color separately, or both Black and Color: Perform from the printer driver Maintenance tab.	
ASF paper feed roller cleaning	See "Standalone printer operation" below.	
Front feeder paper feed roller cleaning	See "Front feeder paper feed roller cleaning" below.	
Nozzle check pattern printing	See "Standalone printer operation" below.	
Print head alignment	Perform from the printer driver Maintenance tab.	
Bottom plate cleaning	Perform from the printer driver Maintenance tab.	Cleaning of the platen ribs when the back side of paper gets smeared.

### <Standalone printer operation>

- 1) Turn on the printer.
- 2) Press and hold the Resume/Cancel button until the Power LED blinks in green the specified number of times listed in the table below, and release it. The operation starts.

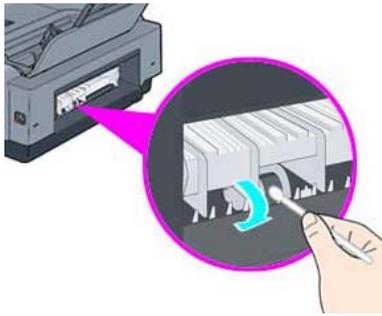
Power LED blinking	Operation	Remarks
1 time	Manual print head cleaning	
2 times	Nozzle check pattern printing	Set a sheet of plain paper (A4 or letter) in the ASF.
3 times	ASF paper feed roller cleaning	
4 times	No operation	
5 times	Bottom plate cleaning	Fold a sheet of plain paper (A4 or letter) in half crosswise, then unfold and set it in the ASF with the folded ridge facing down.

### <Front feeder paper feed roller cleaning>

- 1) Press the Power button to turn off the printer.
- 2) Set 5 sheets or more of A4 or letter size plain paper in the front feeder.
- 3) Push the rear cover tab to the right and pull out the rear cover.



- 4) While rotating the paper feed roller toward you using your finger, wipe off smears with a cotton swab. If a smear or stain is not removed easily, moisten the swab and clean the roller.



Caution: Be cautious not to touch the collars (indicated by the red circles in the photo below) of the front feeder guide. They can easily be removed when contacted.

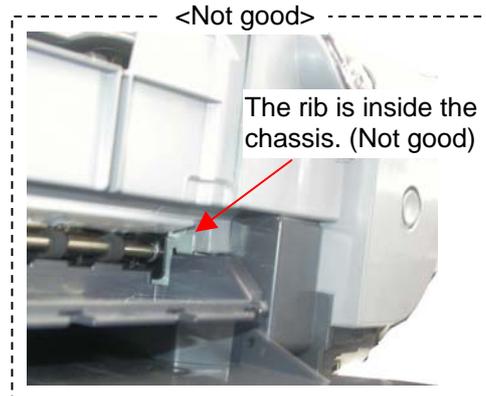
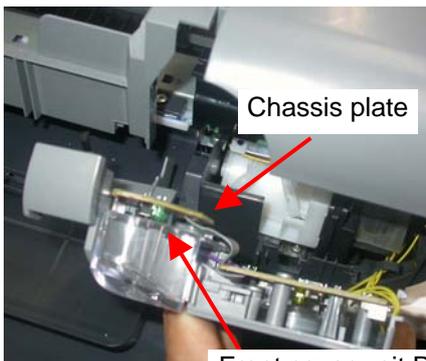


- 5) When cleaning is completed, remove the paper from the front feeder, and re-set it.
- 6) Attach the rear cover.  
Make sure the rear cover fits in place. Improper attachment of the cover will cause paper jams.

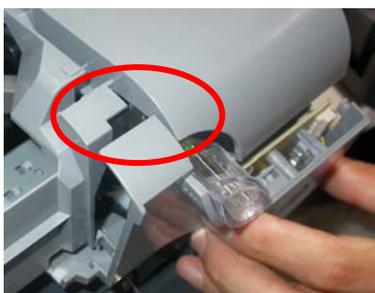
#### 4-3. Special Notes on Assembling Parts (for Asia)

##### 4-3-1. Front cover unit R

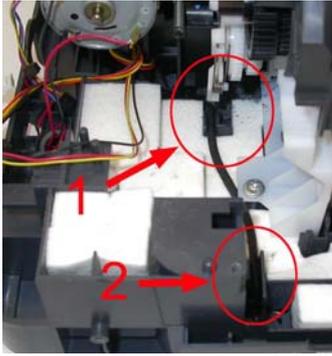
- 1) The back rib of the front cover unit R must be outside the chassis plate.



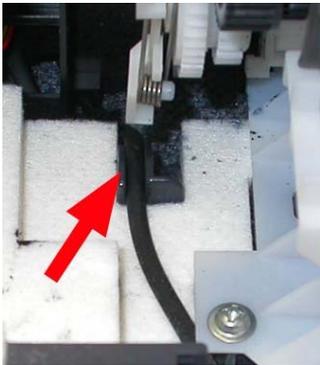
- 2) Pass the door switch lever under the main case.



#### 4-3-2. Ink tube

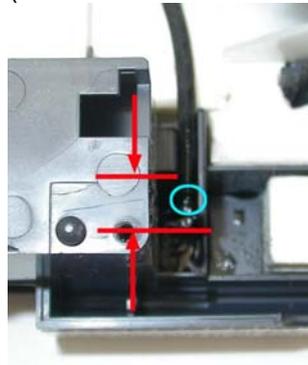


<About Circle 1 in the photo>  
Fit the tube between the ribs.



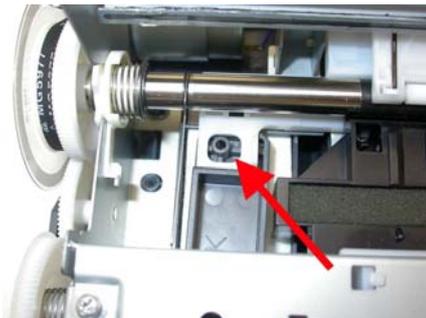
<About Circle 2 in the photo>

Fit the tube between the ribs, and adjust the tube so that the tube end (indicated by the blue circle in the photo) is between the edges of the right and left ribs (between the red lines in the photo).



#### 4-3-3. Paper thickness lever

Assemble the paper thickness lever so that the lever boss will be in the platen link hole, as shown below.

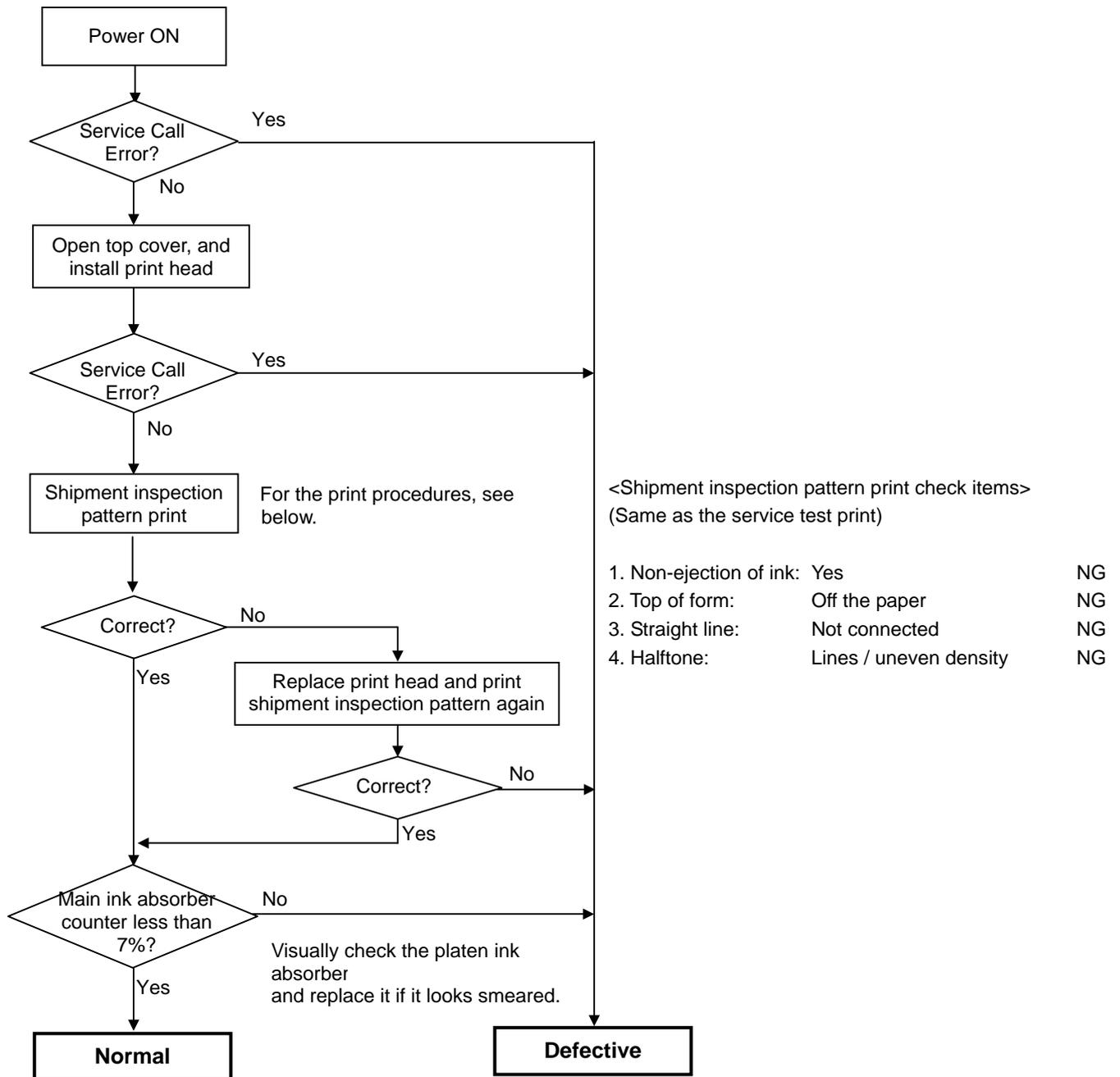


[Power Cord / Print Head]

Part Number	Rank	Qty	Description	Remarks
QY6-0070-000		1	PRINT HEAD	
QK1-0278-000		1	CORD, POWER	100V-120V(US, CA)
QK1-0279-000		1	CORD, POWER	220V-240V(EUM, EMB, ASA, MY)
QK1-0286-000		1	CORD, POWER	100V-120V(JP)
QK1-1061-000		1	CORD, POWER	220V-240V(AU)
QK1-1903-000		1	CORD, POWER	120V-240V(LAM-LV)
QK1-2017-000		1	CORD, POWER	100V-120V(TW)
WT3-5156-000		1	CORD, POWER	220V-240V(GB, HK)
WT3-5160-000		1	CORD, POWER	220V-240V(KR)
WT3-5182-000		1	CORD, POWER	220V-240V(CHN)

## 6. TROUBLESHOOTING FLOWCHART

### 6-1. Printer Main Unit Troubleshooting Flowchart (how to confirm printer operation at refurbishment)



#### <Before packing a normal printer>

Confirm that the printer is in the default shipment conditions (with the paper lifting plate in the raised position, and the carriage locked in the home position)

#### <Shipment inspection pattern print procedures>

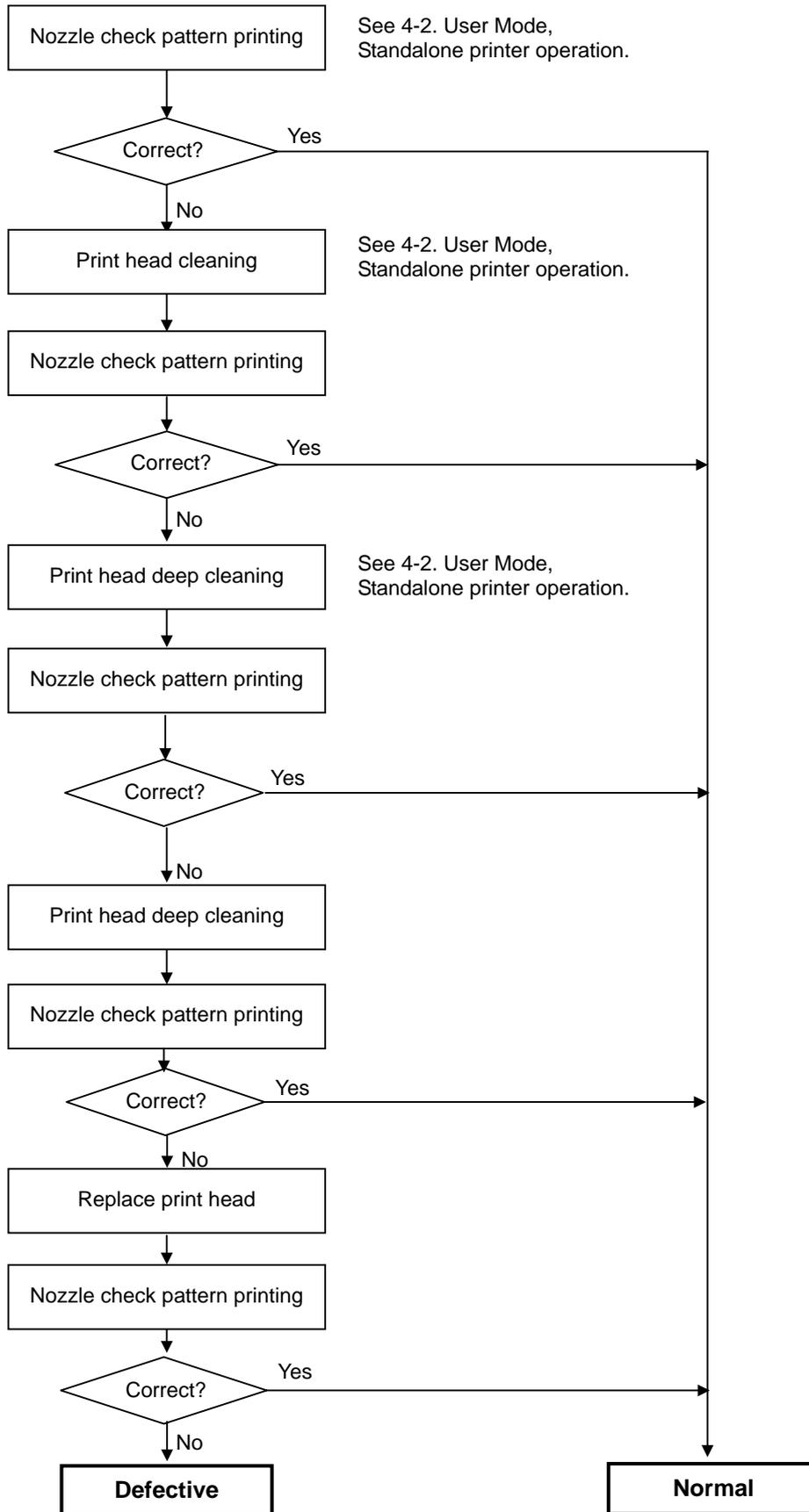
- (1) Install the print head and ink tanks.

While pressing and holding the Power button, connect the AC plug.

After the Power LED lights in green, with the Power button still pressed, press and release the Resume/Cancel button 2 times, and release the Power button. (Each time the Resume/Cancel button is pressed, the Alarm and Power LEDs light alternately, Alarm in orange and Power in green, starting with Alarm in Orange.)

- (2) For the Japan model, press the Resume/Cancel button 1 time, Power button 2 times, then Resume/Cancel button 1 time. The shipment inspection pattern is printed.  
For the other models, press the Resume/Cancel button 1 time, then Power button 2 times.  
The shipment inspection pattern is printed.
- (3) Open the top cover. The carriage moves to the print head replacement position. Remove the ink tanks and print head.
- (4) Press the Power button to turn off the printer.  
The paper lifting plate is raised, and the carriage moves to the capping position. (DO NOT print after this point.)

## 6-2. Print Head Troubleshooting Flowchart (print head operation confirmation)



## 8. PRODUCT TECHNICAL INFORMATION

### 8-1. FAQ (Problems specific to the iP3300 and corrective actions)

No.	*	Function	Phenomenon	Possible Call / Claim	Corrective action	Cause
1	A	Installation	Ink tank installed in a wrong position (Alarm LED blinks in orange 7 times.)	- The LED blinks in orange 7 times.	Open the top cover, and install the ink tank(s) properly.	The ink tank is installed in a wrong position.
2	B		Print head installation error (Alarm LED blink in orange 5 times).	- The LED blinks in orange 5 times.	Remove and re-install the print head.	Insufficient allowance of the print head positioning part.
3	B	Paper feeding	No paper feeding (Inkjet postcard)	- Paper out error - Paper cannot be fed - Cannot print	1. Perform paper feed roller cleaning. 2. Clean the paper feed roller with pre-moistened wipe or moistened cloth. 3. Correct paper curl. If the problem persists, adjust the paper guide to leave approx. 0.5 mm between the guide and the paper edge.	The paper feed roller slips on the paper at paper feeding.
4	C		Multi-feeding	- Multiple sheets of paper are fed simultaneously. - Blank paper is ejected.	1. Fan the paper before setting them. 2. In case of PR-101, set the paper sheet by sheet. 3. <b>Recommend use of the ASF for printing on both sides of paper (manual duplex printing).</b>	In the high temperature and high humidity environment, the frictional force between the front and back sides of paper becomes high, and sheets stick to each other, contributing to multi-feeding.
5	B		Envelope not feeding	- Paper out error - Paper cannot be fed - Cannot print	1. Perform paper feed roller cleaning. 2. Clean the paper feed roller with pre-moistened wipe or moistened cloth. 3. Reduce the number of envelopes set in the ASF. 4. Flatten the envelope (with a pen). 5. If the paper support is extended, retract it.	The paper feed roller slips on the paper at paper feeding. Note: Depending on the paper lots.
6	C		Paper jam	- Paper jam error - Paper cannot be fed - Cannot print	1. Remove the jammed paper from the paper pick-up side. 2. Confirm that the paper guide is properly adjusted. 3. Confirm that the paper source is properly selected. 4. For Legal size paper, close the tab of the output paper support. 5. In case of a paper jam in the front feeder, confirm that the rear cover securely fits in place after the paper previously jammed in the front feeder was removed.	1. As the LF roller slips on the paper, the paper is not fed, causing the jam error at paper ejecting. 2. The paper guide is not properly set. 3. The paper source where the paper is set is not selected. 4. When the tab of the paper support is raised, the Legal size paper hits it before the paper is completely ejected. 5. If the rear cover is not properly attached, the edge of paper contacts the rear cover during paper feeding, resulting in a paper jam.

## (FAQ cont'd)

No.	*	Function	Phenomenon	Possible Call / Claim	Corrective action	Cause
7	B	Image quality	Smearing on printed side	- Smear on the printed side of paper - Cannot print properly - Paper edge crease	1. Correct the paper curl. 2. Recommend printing in the print quality assurance area.	When paper is curled, the edge of paper rises, causing the print head to rub against the printed surface of paper, resulting in smearing.
8	B		Smearing on the backside, or address side of postcards	<Photo Paper Plus Double Sided> Smears on the already printed side when printing the other side <When printing the address side of postcards> Smears on the address side <When printing the message side of postcards> Smears on the backside	1. Perform bottom plate cleaning from the printer driver. 2. Clean the platen ribs with cotton swabs, etc.	When borderless printing is performed continuously, ink mist attaches to the platen ribs, and is transferred to the backside of the following paper.
9	C		Horizontal lines or uneven print density at the trailing edge of paper	- Cannot print to the bottom edge of paper - Lines or uneven print density appear in the trailing edge of paper - Cannot print properly	1. Recommend printing in the print quality assurance area. 2. Change the print quality from Standard to High mode. 3. Try other paper (PP-101).	When the paper end comes off the pinch roller, printing is performed without the paper being held, preventing the ink drops from being ejected in the correct positions, resulting in unevenness.
10	B	Other	Removal of the front feeder guide collar	- A part is removed	Attach the removed part. Advise a user not to contact the collars when the rear cover is opened.	Since the collars are loosely attached, they are easy to be removed when touched.

- \* Rank 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.

## 8-2. New Technologies

### (1) Paper thickness lever (at the bottom front of the printer)

The head-to-paper distance can be adjusted using the paper thickness lever.

Smearing on printouts due to the print head contacting the paper, etc. may be solved by setting the paper thickness lever to the right (for thick paper, envelope, and T-shirt transfer), regardless of the paper type.

### (2) Remaining ink amount detection function

The printer has a function to detect the remaining ink amount.

Detection method: Optical method and dot count

Display method: Displayed on the Status Monitor (at 5 levels listed below for each ink tank)

Level 1: Approx. 70% of ink remaining, status display only

Level 2: Approx. 40% of ink remaining, status display only

Level 3: Indication of "!" mark, "Ink low" warning

Level 4: Indication of "X" mark, "No ink" error (ink may have run out)

By pressing the Resume/Cancel button, printing can be continued without replacing the applicable ink tank(s), though printouts may be faint.

Level 5: Indication of "X" mark, "No ink" error (ink has run out)

By pressing the Resume/Cancel button for 5 seconds or longer, the function to detect the remaining ink amount is disabled, and printing can be continued without replacing the applicable ink tank(s). After this operation, it is recorded in the EEPROM that the function to detect the remaining ink amount was disabled.

Printing with an empty ink tank will cause a problem. Promptly replace the applicable ink tank(s).

### (3) Two-way paper feeding

Paper can be fed either from the auto sheet feeder or from the front feeder.

The auto sheet feeder is selected at default.

The paper source can be selected in the printer driver. There is no button (and lamp) on the printer itself to select the paper source.

- Auto sheet feeder: All the supported types and sizes of paper can be fed.

- Front feeder: Only A4, B5, and Letter size plain paper can be fed.

### (4) Print head alignment

The printer has a manual print head alignment function (via the printer driver). As it is not necessary to perform print head alignment at setup or installation of the printer, the function is only briefly introduced at installation.

If print quality is not satisfying (such dot mis-alignment on a line), perform print head alignment.

- Function: Corrects displacements between the nozzle lines of the print head, and incorrect print position at bi-directional printing.

## (5) Cleaning mode

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 printer (All in sequence)	First and second cleaning after shipped from the plant.	0.50 (Black) 1.12 (Color)	97
On arrival of the printer (Black)	Third cleaning after shipped from the plant.	0.50 (Black)	47
Dot count cleaning (Black)	When the specified number of dots are printed since the previous Black cleaning.	0.20 (Black)	46 (Black)
Timer cleaning - 0 <sup>*1</sup> (Black only)	If 24 to 60 hours have elapsed since the previous Black cleaning till the start of the next printing.	0.20 (Black)	46 (Black)
Timer cleaning - 1 (Black only)	If 60 to 240 hours have elapsed since the previous Black cleaning till the start of the next printing.		
Timer cleaning - 2 <sup>*2</sup> (All in sequence/Black/Color)	If 240 to 336 hours have elapsed since the previous Black/Color cleaning till the start of the next printing.	0.20 (Black) 0.46 (Color)	46 (Black) 36 (Color) 37 (All in sequence)
Timer cleaning - 3 (All in sequence)	If 336 to 1,080 hours have elapsed since the previous Black/Color cleaning till the start of the next printing.	0.54 (Black) 0.79 (Color)	83
Timer cleaning - 4 (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.	0.77 (Black) 0.79 (Color)	85
Timer cleaning - 5 (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.	1.39 (Black) 0.79 (Color)	88
Timer cleaning - 6 (All in sequence)	If 4,320 or longer hours have elapsed since the previous Black/Color cleaning till the start of the next printing.	1.39 (Black) 0.79 (Color)	88
At print head replacement (All in sequence)	When the print head is removed and installed.	0.50 (Black) 1.12 (Color)	97
At ink tank replacement <sup>*3</sup> (All in sequence/Black/Color)	When an ink tank is replaced (without the print head removal or re-installation)	0.33 (Black) 0.79 (Color)	81 (All in sequence) 47 (Black) 51 (Color)
Manual cleaning (All at the same time/Black/Color)	- Via the printer button (All at the same time only) - Via the printer driver (Selectable from All at the same time, Black, or Color)	0.20 (Black) 0.46 (Color)	37 (All at the same time) 46 (Black) 36 (Color)
Deep cleaning (All at the same time/Black/Color)	Via the printer driver (Selectable from All at the same time, Black, or Color)	1.63 (Black) 0.79 (Color)	89 (All at the same time) 54 (Black) 52 (Color)
If the print head has not been capped before power-on (All in sequence)		0.33 (Black) 0.79 (Color)	81 (All in sequence)

\*1: 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.

\*2: 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.

\*3: 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.