

# Problems printing?

Are you having trouble printing? Does the Canon floor printer not receive a print job or is your document not printed out? Then you might find some tips here:

- Have you installed the latest printer driver from the Canon website? There are drivers for the common operating systems MacOS, Windows and Linux.
  - Google search: "Canon iR-ADV C5235i printer driver"
  - → [www.canon.de](http://www.canon.de): „imageRUNNER ADVANCE C5235i“
  - Select operating system
  - Postscript driver "PS Printer Driver & Utilities"

- The computer (e.g. laptop) from which the document is to be printed is connected to the “**computer science network**” via a network cable and receives an IP address from the address range:

**134.34.224.1 ..... .. 134.34.231.255**

This can be checked with a command in the text console (terminal):

- Linux and MacOS: **ifconfig**
  - Windows: **ipconfig**
- Is the Canon floor printer switched on and ready for use?  
This can be controlled via the printer web frontend.
    - PZ 815: <http://europa08.inf.uni-konstanz.de>
    - PZ 914: <http://europa09.inf.uni-konstanz.de>
    - PZ 1015: <http://europa10.inf.uni-konstanz.de>
    - Z 702: <http://europa02.inf.uni-konstanz.de>

- Select „Modus genereller Anwender“, do not enter a PIN → Login

**Canon** Login  
CANPRN129 / iR-ADV C5235 / PZ815

Modus Systemmanager  
Systemmanager ID:   
Systemmanager PIN:

Modus genereller Anwender  
PIN:

Login

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- Here you get the first hints whether the printer is having problems, e.g .:
  - a print job hangs
  - a large print job is currently being processed
  - out of paper
  - manual input required?
  - other hardware problems

- view current print jobs: → Status Monitor/Abbruch

The screenshot displays the Canon Remote UI Portal for an ImageRUNNER ADVANCE printer. At the top, the device name is CANPRN129, the product name is IR-ADV C5235 (WGR20150), and the location is PZ815. The language is set to German. The main navigation area includes buttons for 'Status Monitor/Abbruch' (highlighted with a red circle), 'Einstellungen/Speicherung', and 'Zugang zu empfangenen/gespeicherten Dateien'. The status section shows the printer and scanner are in 'Schlafmodus' (Sleep mode).

- Is the format correct on the computer?  
**A4 and not letter** (e.g. English installation)?  
 If Letter is set, the printer waits for a manual input on site !!
  - Then please insert paper in the manual feed or
  - select a different feed slot
- Switching the printer off and on again may also help. Please wait approx. 10 seconds between switching off and on.
- Otherwise please contact:
  - For MacOS and Linux: syst (at) inf.uni-konstanz.de
  - For Windows: peter.burger (at) uni-konstanz.de
  - For Canon hardware problems: canon.service (at) uni-konstanz.de with the location information (room number).