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: „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

  ◦ 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

- 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).