

imageCLASS X

MF1127C

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The following questions are frequently asked by customers. You can select any question and see the answer(s) to it. Selecting an item opens a new window (or a tab) to show the content of the selected item (answer(s) to the selected question).

Common Problems

- › Machine Does Not Operate
- › Error Indicator Is Lit Solid or Blinking

Messages and Error Codes

- › Countermeasures for Each Message
- › Countermeasures for Each Error Code

Clearing Paper Jams

- › About Paper Jams
 - › Paper Jams in the Feeder
 - › Paper Jams in the Main Unit
 - › Paper Jams in a Paper Source
- › If Paper Jams Repeatedly

Problems with the Network

- › Cannot Connect to the Network
- › Remote UI Is Not Displayed
- › Unsure of the Set IP Address
- › The Machine Dials Up to an Unintended Destination (When a Dialup Router Is Connected to the Network)
- › Cannot Find the Print Server to Connect to
- › Cannot Connect to a Shared Printer

Problems with Wireless LAN Connection

- › Cannot Connect to the Network (Wireless LAN Connection)
- › Cannot Connect to Wireless LAN and Wired LAN at the Same Time
- › Cannot Switch between Wired LAN and Wireless LAN
- › Not Sure of the SSID or Network Key of the Wireless Router or Access Point to Use
- › SSID of Wireless Router or Access Point to Use Is Not Displayed in Access Point List
- › Connection Is Unstable (Slow or Cannot Be Established)
- › When the Machine Cannot Connect to the Wireless LAN

Problems with USB Connection

- › Cannot Communicate with Computer through USB Connection
- › Turning the Machine ON Causes the Computer to Turn ON

Problems with Copying/Printing

- › How to Check the Connection Using the Device Manager and How to Cope with Errors
- › Cannot Print
- › Cannot Copy
- › Printing Seems to Be Slow
- › No Display of Documents in File Selection Screen (Secure Print)
- › Blank Paper Is Output
- › Low Copy Density
- › Printing Results in Text Corruption

Problems with Fax/Telephone

- › Cannot Send Faxes
- › Cannot Send Faxes by Specifying the Destination in the Send History
- › Sent Faxes Are Not Output in a Clean State
- › Cannot Receive Faxes
- › Received Faxes Are Not Output in a Clean State
- › Received Faxes Cannot Be Printed Out
- › Automatic Switching between Telephone and Fax Is Impossible
- › Reception Speed Is Low

Problems with Scanning

- › Cannot Save Scanned Documents to the Computer
- › Cannot Scan via Computer
- › Scanned Documents Are Pale or Dirty
- › Scanned Documents Suffer Bleed-Through

Problems with Scanned Document Sending

- › Cannot Send Scanned Documents

When You Cannot Print Properly

- › Printing Results Are Not Satisfactory
 - › Smudge Marks Appear on the Edge of Printouts
 - › Smudges Appear on Printouts
 - › Afterimages Appear in Blank Areas
 - › Toner Smudges and Splatters Appear
 - › Printouts Are Faded
 - › A Portion of the Page Is Not Printed
 - › Streaks Appear/Printing Is Uneven
 - › Printouts Become Lightly Colored
 - › Color Tone Is Not Proper
 - › White Spots Appear
 - › Spots Appear
 - › Reverse Side of Paper Is Smudged
- › Paper Creases or Curls
 - › Paper Creases
 - › Paper Curls
- › Paper Is Fed Incorrectly
 - › Printouts Are Skewed
 - › Paper Is Not Fed/Two or More Sheets Are Fed Together

Other Problems

- › Cannot Execute Jobs Due to Memory Capacity Shortage
- › A Strange Noise Sounds When the Machine Starts or during Printing

Questions Related

- › See Troubleshooting (FAQ) for drivers

If you have any questions or queries regarding this machine, or if you wish to request repairs, please contact your local authorized Canon dealer. You can view contact information for Canon dealers from the support page of the Canon website.

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