# Canon

## Impact of the Semiconductor Shortage on Canon's MFP Consumable Products

As a valuable customer we appreciate your continued use of Canon products.

Due to the ongoing global shortage of semiconductor components, Canon is currently experiencing challenges in procuring specific electronic components that are used in the consumable products for our multifunctional printers (MFP).

To ensure you are able to continue printing and enjoy a continuous and reliable supply of consumables, we have chosen to supply consumable products without the electronic component until normal supply resumes.

While your ability to print and the print quality are unaffected, certain ancillary functions such as detecting remaining toner level may be affected. For information about the potential effects of using our consumables without these electronic components, please refer to the following.

# If you are using the above consumable products (toner cartridges), please note the following.

Replace Toner Message	<b>P.1</b>
Remaining Toner Level	<b>P.3</b>

# The Potential Effects of Using Our Consumables without the Electronic Components

If you are using our consumable products without the electronic component (toner cartridges), please note the following regarding the replace toner message and remaining toner level.

## **Replace Toner Message**

One of the following messages appears when you replace the corresponding toner cartridge. Press <Close>, <I Agree>, or <OK>, then proceed to use the toner.



#### Replace Toner Message: Type I $\rightarrow$ **Press** <**Close**>.

\* The screen may differ, depending on the model of your machine.

Cannot recognize the toner c or information about remaini	artridge. Pull out the toner cartridge, then insert it again ng toner won't be detected properly.
<ul><li>Black</li><li>Yellow</li><li>Magenta</li><li>Cyan</li></ul>	<ul> <li>Toner cartridge may be malfunctioning.</li> <li></li> <li></li> <li></li> <li></li> </ul>
If this error continues or may not be a Cano	to occur, the toner cartridge may be malfunctioning n product.
	له Close

Cannot recognize toner cartridge.					
	Insert the cartridge again.				
	When using this cartridge, the device will not be able				
	to correctly detect the amount of toner remaining.				
If the device is unable to recognize the cartridge even					
after inserting it again, it may be broken, or it may be					
a non-Canon product.					
Close					
Scroll					
	Scroll				
	Scroll				
	a non-Canon product.				
	a non-Canon product.				
	a non-Canon product. Source of Error:				
	a non-Canon product. Source of Error: Black : Cartridge Malfunction				
	a non-Canon product. Source of Error: K Black : Cartridge Malfunction C Cyan : -				
	a non-Canon product. Source of Error: Black : Cartridge Malfunction				
	a non-Canon product. Source of Error: K Black : Cartridge Malfunction C Cyan : - M Magenta : - Y Vallow -				
	a non-Canon product. Source of Error: Surce of Error: Subscription Cyan Gyan Magenta Subscription Cyan Cy				

There is no issue using the toner, so please press <Close>.

#### Replace Toner Message: Type II $\rightarrow$ **Press < I Agree>.**

\* The screen may differ, depending on the model of your machine.

<ul> <li>A toner cartridge with the wrong item number is inserted. If this toner cartridge is used, remaining toner information cannot be detected properly.</li> <li>Black          <ul> <li>Toner cart. may be malfunctioning.</li> <li>Yellow              <ul> <li></li> </ul> </li> <li>Magenta                  <ul> <li></li> <li>Cyan                      <ul> <li></li> </ul> </li> </ul> </li> </ul></li></ul>	Information about the remaining amount of toner cannot be detected properly. A non-Canon toner cartridge or a toner cartridge with the wrong name may be inserted. To use this cartridge, press [I Agree]. Source of Error: Cancel I Agree
A cartridge that is not a Canon product may be inserted. For information about toner cartridge item numbers, refer to Check Item Number. To use this cartridge, press [I Agree].	Scroll
× Cancel I Agree ر	Source of Error: Black : Cartridge Malfunction C Cyan : -
	M Magenta : - Y Yellow : - Cancel I Agree

There is no issue using the toner, so please press <I Agree>.

Please do not press <Cancel> but should you press it, please follow the steps below.

- 1. Take out the toner cartridge from the machine.
- 2. Insert the toner cartridge back in the machine again.
- 3. Press < I Agree>.

#### Replace Toner Message: Type III $\rightarrow$ **Press** <**OK**>.

\* The screen may differ, depending on the model of your machine.



There is no issue using the toner, so please press <OK>.

Please do not press <Stop> but should you press it, please follow the steps below.

- 1. Take out the toner cartridge from the machine.
- 2. Insert the toner cartridge back in the machine again.
- 3. Press <OK>.

# **Remaining Toner Level**

The toner level of the corresponding toner cartridge does not appear correctly.

- "100%" or "OK" appears as long as toner remains.
- "0%", "Empty", or "None" appears when the toner has run out.

When the toner has run out, follow the regular procedure to replace the toner cartridge.

#### **Remaining Toner Level: Type I**

\* The screen may differ, depending on the model of your machine.



Consumables Information					
Toner Level Black (K) Cyan (C) Magenta (M) Yellow (Y) Waste Toner Container	0% 100% 100% 100%				
Chk Cnsmbls Name					

Toner level shows "100%" until the toner runs out. Please replace the toner cartridge when it shows "0%".

#### **Remaining Toner Level: Type II**

\* The screen may differ, depending on the model of your machine.

Copy/ Send Red	ceive Store	Consmbls./ Others
Paper Size	Others	-
	Black Toner	🔲 ОК
2 U A3	Yellow Toner Magenta Toner	U Empty
🛛 🗉 🗆 A5 🖸	Cyan Toner	🔲 ОК
Details	Item Number	1/2
		ر ۵۲
D System Management Mode		Log Out

Toner level shows "OK" until the toner runs out. Please replace the toner cartridge when it shows "Empty".

#### Remaining Toner Level: Type III

\* The screen may differ, depending on the model of your machine.



Toner level shows "OK" until the toner runs out.

Please replace the toner cartridge when it shows "None".