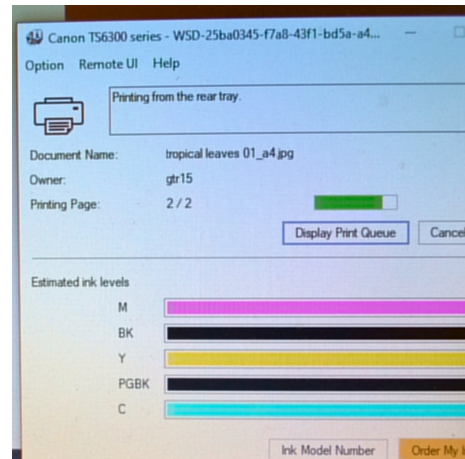


How to disable ink level monitoring on the Canon TS6350

Recent changes to Canon firmware for the TS6350/TS6351 printers mean that ink level monitoring of 3rd. party refillable cartridges is no longer supported. When filled and used for the first time, the ink level of the cartridges is displayed correctly as shown in the following photos.



Initial ink level display on printer LED

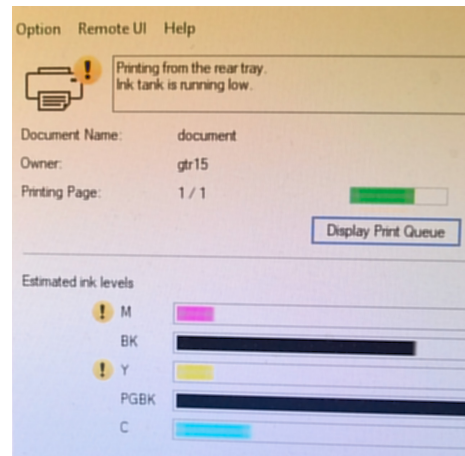


Initial ink level display on computer monitor

As the ink level reduces on this initial filling, the level is accurately monitored and eventually the printer displays an '**ink running low**' warning as follows

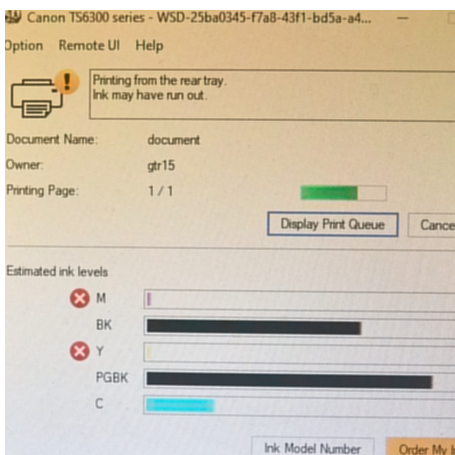


Low ink level warning on printer LED



Low ink level warning on computer monitor

Once you see the '**ink running low**' message, remove the cartridges, refill them and reinsert in the printer. The displayed ink level will still show low. Carry on using the cartridges until you see an '**ink may have run out**' message as shown below.



'**Ink may have run out**' is indicated by a white cross in a red circle opposite the affected cartridge(s) on the monitor display.

Once you get this message, press OK to continue printing. You may get this warning a couple of times. Press OK each time to keep printing.

Eventually you will get a '**Printer detected an ink out condition**' message. At this stage you can disable the ink level monitoring as shown in the following section.

Disabling ink monitoring step-by step procedure

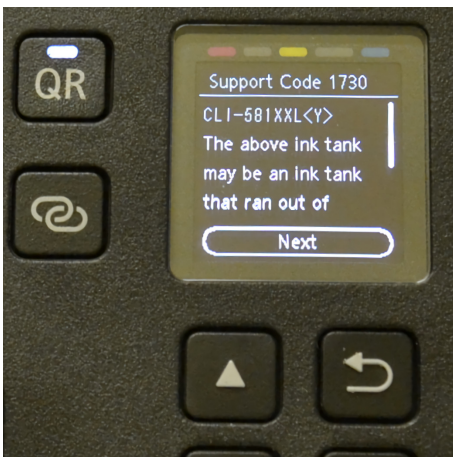


When the '**Printer detected an ink out condition**' message is displayed, open the printer lid and remove the cartridge indicated by the down arrow on the LED display.

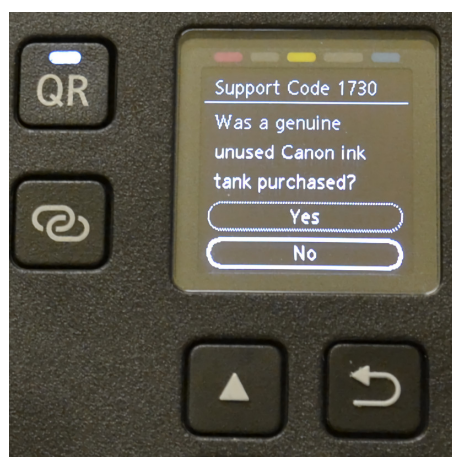
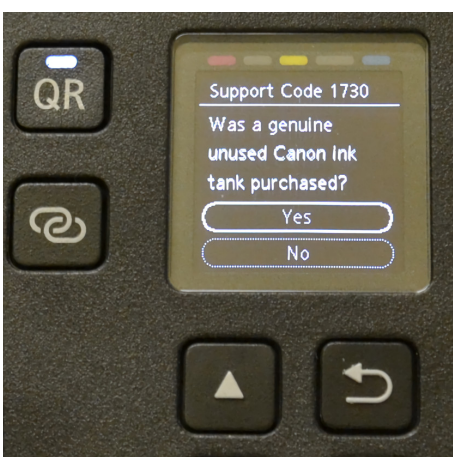
Wait a few seconds and then reinsert it.



Close the printer cover and wait a few seconds.



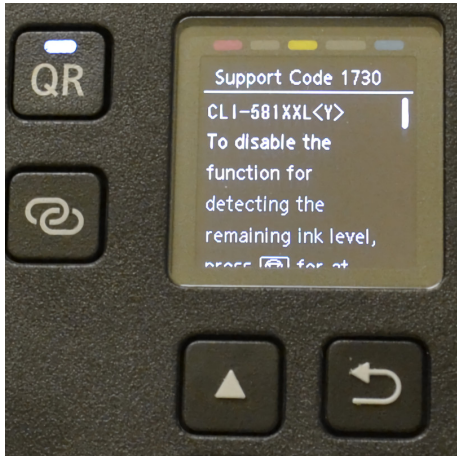
The '**Support Code 1730**' message is displayed. Use the down arrow button to scroll to the end of the message, then press OK to go to the next screen.



The message on the far left is displayed. Use the down arrow button to scroll to 'No' on the LED display as shown on the left and then press the OK button.



You will then see the next message as shown on the far left. This message is several screens long. Use the down arrow button to scroll to the end of the message (as shown on the left) and then press the OK button.



The message on the far left is displayed, again several screens long. Use the down arrow button to scroll to the end of the message (left). Then press and hold the STOP button (a red triangle inside a red circle) for at least 5 seconds. After a short pause the ink level monitoring is disabled.

Printing can now resume until the next cartridge gives a '**Printer detected an ink out condition**' message. Repeat the above procedure for each cartridge as they become empty. Once all the cartridges have been disabled, you will not get any further low ink warnings and will not have to repeat the procedure until you change to a new set of cartridges.

It is important that you keep a careful watch on the amount of ink in the cartridges, as attempting to print with an empty cartridge could damage the print head, which is not covered by the Canon warranty.

Make sure you top up the cartridges if you are about to start a long, unattended print run. With a full cartridge you will be able to print at least 50 x A4 sheets at 100% coverage and considerably more at the usual page coverage of around 25%.

Please contact us if you have any questions or need any help with the above procedure.



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