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> Scanner is saying it can't communicate and scanner...

Options ⋮

Scanner is saying it can't communicate and scanner is off

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pls1152
Apprentice



02-14-2022 10:03 AM

Scanner is saying it's not able to communicate and scanner is turned off. Codes 5, 156 & 69 are showing up. I've checked everything and all looks good. Please help!



0 LIKES

REPLY

1 ACCEPTED SOLUTION



CANON ArthurJ

Product Expert

👤 In response to **pls1152**



02-21-2022 02:31 PM - edited 02-21-2022 02:31 PM

✓ Hi,

You can try removing and reinstall the printer/scanner driver. If that does not resolve the issue but you are able to print and just not scan, there may be something interfering with the scanner driver. This could be caused by a firewall or security program, and I would recommend reaching out to Microsoft support to them have check your computer.

Did this answer your question? Please click the Accept as Solution button so that others may find the answer as well.

[View solution in original post](#)



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3 REPLIES

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CANON James_C

Moderator



02-14-2022 10:17 AM

Hi, pls1152!

So that the Community can help you better, we need to know exactly which operating system is running on your computer (i.e. Windows or Mac OS, and which version thereof). It would also help us to know which specific scanner model series you're using. That, and any other details you'd like to give will help the Community better understand your issue!

If this is a time-sensitive matter, click **[HERE](#)** to search our knowledge base or find additional support

options [HERE](#).

Did this

answer your



0 LIKES

REPLY



pls1152

Apprentice

 In response to **James_C**



02-14-2022 12:53 PM

windows 10 and I have a canon pixmaMG2522. thank you



0 LIKES

REPLY



CANON ArthurJ

Product Expert

 In response to **pls1152**



02-21-2022 02:31 PM - edited 02-21-2022 02:31 PM

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0 LIKES

REPLY

Canon

SHOW US YOUR CINEMA EOS SETUP



Announcements

08/09/2024: Firmware update available
for **RC-IP1000** - Version 1.1.1

08/08/2024: Firmware update available
for **MS-500** - Version 2.0.0

07/01/2024: New firmware updates are
available.

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