

Re: cannot install printer

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From: Cari \((MS-MVP)\) (*Newsgroups1_at_coribright.com*)

Date: 02/24/05

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Are the USB ports KNOWN to be working correctly with other devices?

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Cari (MS-MVP) Windows Client - Printing & Imaging
www.coribright.com

"msbutch" <msbutch.lkxjqe@pcbanter.net> wrote in message
news:msbutch.lkxjqe@pcbanter.net...

>

> I recently purchased a Canon 5550 printer/scanner/copier. I cannot get
> it to print, and yes, I have followed the instruction not to plug in
> the USB cable until the software (supposedly) is installed. I insert
> the Canon cd, go through the installation until it says it is finished
> and tells me to plug in the cable. Nothing happens. When I look at
> the control panel, I have NO printer installed. When I try to "add a
> printer" (even though the printer was supposed to install
> automatically) I get a message that the software cannot be found.

>

> I spent an hour on the phone with Canon customer support, and they ran
> out of ideas. Any ideas out there?

>

> Please help me I am going crazy

>

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> --

> msbutch

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