



imageCLASS

LBP112

User's Guide

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Important Safety Instructions

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Important Safety Instructions

2AL7-000

The content described in this chapter is for the prevention of damage to property and injury to users of the machine and others. Before using this machine, read this chapter and follow the instructions to properly use this machine. Do not perform any operations not described in this manual. Canon will not be responsible for any damages resulting from use not described in this manual, improper use, or repair/changes not performed by Canon or a third party authorized by Canon.

- ▶ **Installation(P. 3)**
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- ▶ **Consumables(P. 9)**

Installation

2AL7-001

To use this machine safely and comfortably, carefully read the following precautions and install the machine in an appropriate location.

WARNING

Do not install in a location that may result in a fire or electrical shock

- A location where the ventilation slots are blocked (too close to walls, beds, sofas, rugs, or similar objects)
- A damp or dusty location
- A location exposed to direct sunlight or outdoors
- A location subject to high temperatures
- A location exposed to open flames
- Near alcohol, paint thinners or other flammable substances

Other warnings

- Do not connect unapproved cables to this machine. Doing so may result in a fire or electrical shock.
- Do not place necklaces and other metal objects or containers filled with liquid on the machine. If foreign substances come in contact with electrical parts inside the machine, it may result in a fire or electrical shock.
- If any foreign substance falls into this machine, unplug the power plug from the AC power outlet and contact your local authorized Canon dealer.

CAUTION

Do not install in the following locations

- The machine may drop or fall, resulting in injury.
 - An unstable location
 - A location exposed to vibrations



Other cautions

- When carrying this machine, follow the instructions in this manual. If carried improperly, it may fall, resulting in injury.
- When installing this machine, be careful not to get your hands caught between the machine and the floor or walls. Doing so may result in injury.

Avoid poorly ventilated locations

- This machine generates a slight amount of ozone and other emissions during normal use. These emissions are not harmful to health. However, they may be noticeable during extended use or long production runs in poorly ventilated rooms. To maintain a comfortable working environment, it is recommended that the room

CAUTION

where the machine operates be appropriately ventilated. Also avoid locations where people would be exposed to emissions from the machine.

IMPORTANT

Do not install in the following locations that may result in damage

- A location subject to dramatic changes in temperature or humidity
- A location near equipment that generates magnetic or electromagnetic waves
- A laboratory or location where chemical reactions occur
- A location exposed to corrosive or toxic gases
- A location that may warp from the weight of the machine or where the machine is liable to sink (a carpet, etc.)



Do not install in a location where condensation occurs

- Water droplets (condensation) may form inside the machine when the room where the machine is installed is heated rapidly, and when the machine is moved from a cool or dry location to a hot or humid location. Using the machine under these conditions may result in paper jams, poor print quality, or damage to the machine. Let the machine adjust to the ambient temperature and humidity for at least 2 hours before use.

In altitudes of above sea level 3,000 m or higher

- Machines with a hard disk may not operate properly when used at high altitudes of about 3,000 meters above sea level, or higher.

Power Supply

2AL7-002



WARNING

- Use only a power supply that meets the specified voltage requirements. Failure to do so may result in a fire or electrical shock.
- The machine must be connected to a socket-outlet with grounding connection by the provided power cord.
- Do not use power cords other than the one provided, as this may result in a fire or electrical shock.
- The provided power cord is intended for use with this machine. Do not connect the power cord to other devices.
- Do not modify, pull, forcibly bend, or perform any other act that may damage the power cord. Do not place heavy objects on the power cord. Damaging the power cord may result in a fire or electrical shock.
- Do not plug in or unplug the power plug with wet hands, as this may result in an electrical shock.
- Do not use extension cords or multi-plug power strips with the machine. Doing so may result in a fire or electrical shock.
- Do not wrap the power cord or tie it in a knot, as this may result in a fire or electrical shock.
- Insert the power plug completely into the AC power outlet. Failure to do so may result in a fire or electrical shock.
- Remove the power plug completely from the AC power outlet during a thunder storm. Failure to do so may result in a fire, electrical shock, or damage to the machine.



CAUTION

- Install this machine near the power outlet and leave sufficient space around the power plug so that it can be unplugged easily in an emergency.

IMPORTANT

When connecting power

- Do not connect the power cord to an uninterruptible power source. Doing so may result in malfunction of or damage to the machine at power failure.
- If you plug this machine into an AC power outlet with multiple sockets, do not use the remaining sockets to connect other devices.
- Do not connect the power cord to the auxiliary AC power outlet on a computer.

Other precautions

- Electrical noise may cause this machine to malfunction or lose data.

Handling

WARNING

- Immediately unplug the power plug from the AC power outlet and contact an authorized Canon dealer if the machine makes an unusual noise, emits an unusual smell, or emits smoke or excessive heat. Continued use may result in a fire or electrical shock.
- Do not disassemble or modify this machine. There are high-voltage and high-temperature components inside the machine which may result in a fire or electrical shock.



- Place the machine where children will not come in contact with the power cord and other cables or internal and electrical parts. Failure to do so may result in unexpected accidents.
- Do not use flammable sprays near this machine. If flammable substances come into contact with electrical parts inside this machine, it may result in a fire or electrical shock.
- When moving this machine, be sure to turn OFF the power of this machine and your computer, and then unplug the power plug and interface cables. Failure to do so may damage the power cord or interface cables, resulting in a fire or electrical shock.
- When plugging or unplugging a USB cable when the power plug is plugged into an AC power outlet, do not touch the metal part of the connector, as this may result in an electrical shock.

If you are using a cardiac pacemaker

- This machine generates a low level magnetic flux and ultrasonic waves. If you use a cardiac pacemaker and feel abnormalities, please move away from this machine and consult your physician immediately.

CAUTION

- Do not place heavy objects on this machine as they may fall, resulting in injury.
- For your safety, please unplug the power cord if the machine will not be used for a long period of time.
- Use caution when opening and closing covers to avoid injury to your hands.
- Keep hands and clothing away from the rollers in the output area. If the rollers catch your hands or clothing, this may result in personal injury.
- The inside of the machine and the output slot are very hot during and immediately after use. Avoid contact with these areas to prevent burns. Also, printed paper may be hot immediately after being output, so use caution when handling it. Failure to do so may result in burns.

CAUTION



Laser beam

- If the laser beam should escape and enter your eyes, exposure may cause damage to your eyes.

IMPORTANT

When transporting the machine

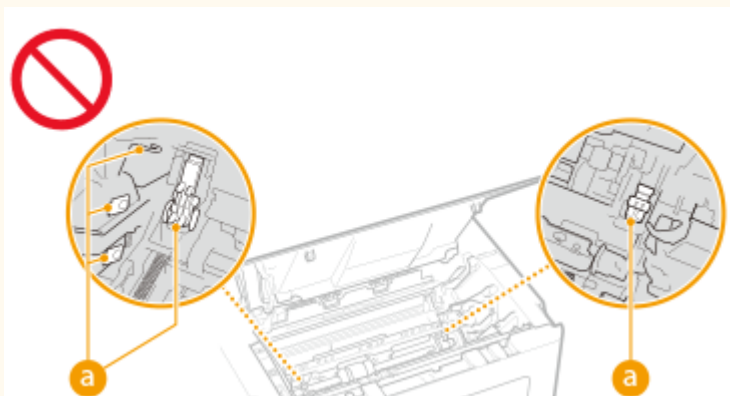
- To prevent damage to the machine during transport, perform the following.
 - Remove the toner cartridges and the drum cartridges.
 - Securely pack the machine in the original box with packing materials.

If the operating noise concerns you

- Depending on the use environment and operating mode, if the operating noise is of concern, it is recommended that the machine be installed in a place other than the office.

Other precautions

- Follow the caution instructions on labels and the like found on this machine.
- Avoid shaking or applying shock to this machine.
- Do not forcibly open and close doors, covers, and other parts. Doing so may result in damage to the machine.
- Do not touch the contacts (**a**) inside the machine. Doing so may result in damage to the machine.



- To prevent a paper jam, do not turn OFF the power, open/close the covers, and load/unload the paper when printing.

Maintenance and Inspections

2AL7-004

Clean this machine periodically. If dust accumulates, the machine may not operate properly. When cleaning, be sure to observe the following. If a problem occurs during operation, see **▶Troubleshooting(P. 78)** . If the problem cannot be resolved or you feel the machine requires an inspection, see **▶When a Problem Cannot Be Solved(P. 111)** .

WARNING

- Before cleaning, turn OFF the power and unplug the power plug from the AC power outlet. Failure to do so may result in a fire or electrical shock.
- Unplug the power plug periodically and clean with a dry cloth to remove dust and grime. Accumulated dust may absorb humidity in the air and may result in a fire if it comes into contact with electricity.
- Use a damp, well wrung-out cloth to clean the machine. Dampen cleaning cloths with water only. Do not use alcohol, benzine, paint thinner, or other flammable substances. Do not use tissue paper or paper towels. If these substances come into contact with electrical parts inside the machine, they may generate static electricity or result in a fire or electrical shock.
- Check the power cord and plug periodically for damage. Check the machine for rust, dents, scratches, cracks, or excessive heat generation. Use of poorly-maintained equipment may result in a fire or electrical shock.

CAUTION

- The inside of the machine has high-temperature and high-voltage components. Touching these components may result in burns. Do not touch any part of the machine that is not indicated in the manual.
- When loading paper or removing jammed paper, be careful not to cut your hands with the edges of the paper.

IMPORTANT

- When removing jammed paper or replacing toner cartridges or the like, be careful not to get any toner on your hands or clothing. If toner gets on your hands or clothing, wash them immediately with cold water.

Consumables

2AL7-005

WARNING

- Do not dispose of used toner cartridges or the like in open flames. Also, do not store toner cartridges, drum cartridges, or paper in a location exposed to open flames. This may cause the toner to ignite, and result in burns or fire.
- If you accidentally spill or scatter toner, carefully gather the toner particles together or wipe them up with a soft, damp cloth in a way that prevents inhalation. Never use a vacuum cleaner that does not have safeguards against dust explosions to clean up spilled toner. Doing so may cause a malfunction in the vacuum cleaner, or result in a dust explosion due to static discharge.

If you are using a cardiac pacemaker

- The toner cartridge generates a low level magnetic flux. If you are using a cardiac pacemaker and feel abnormalities, please move away from the toner cartridge and consult your physician immediately.

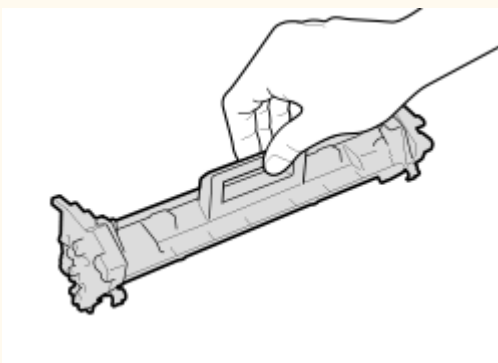
CAUTION

- Use caution not to inhale any toner. If you should inhale toner, consult a physician immediately.
- Use caution so that toner does not get into your eyes or mouth. If toner should get into your eyes or mouth, immediately wash with cold water and consult a physician.
- Use caution so that toner does not come into contact with your skin. If it should, wash with soap and cold water. If there is any irritation on your skin, consult a physician immediately.
- Keep the toner cartridges and other consumables out of the reach of small children. If toner is ingested, consult a physician or poison control center immediately.
- Do not disassemble or modify the toner cartridge or the like. Doing so may cause the toner to scatter.

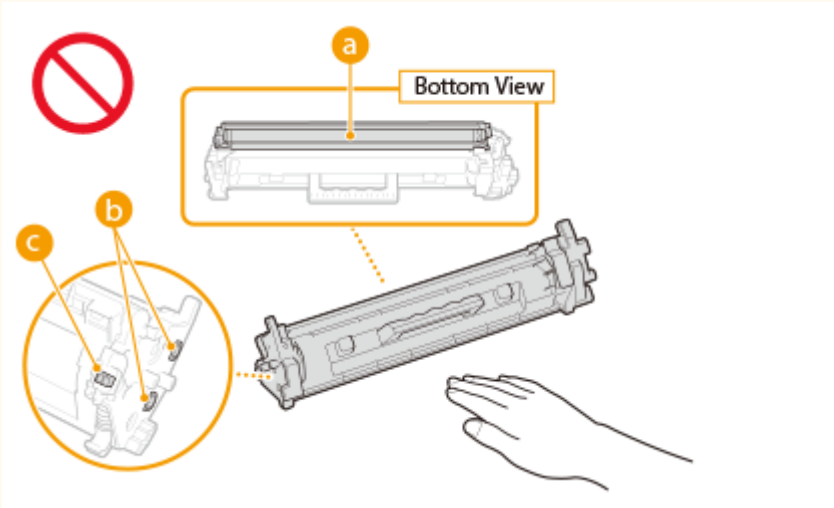
IMPORTANT

Handling the toner cartridge

- Be sure to hold the toner cartridge using the handle.



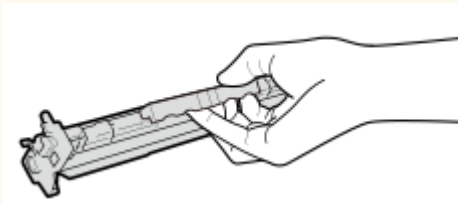
- Do not touch the toner feed section (a), the electrical contacts (b) or the toner cartridge memory (c).



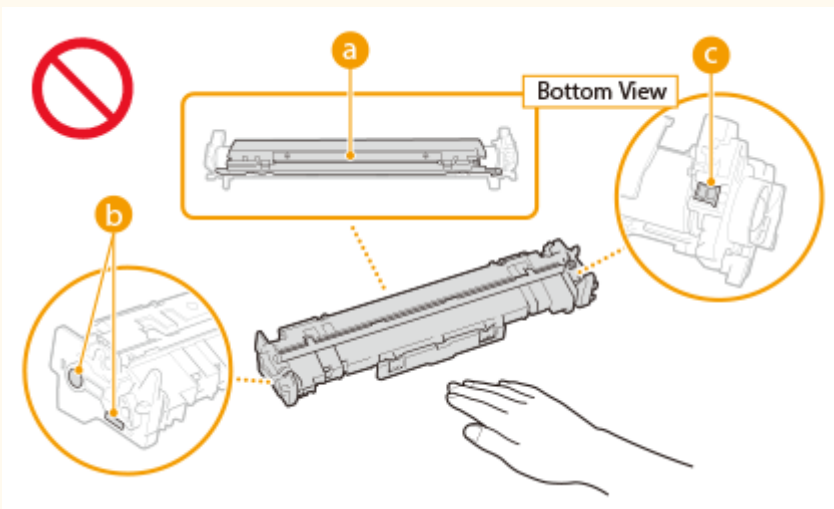
- Except when necessary, do not take out the toner cartridge from the packing material or from this machine.
- The toner cartridge is a magnetic product. Do not move it close to products susceptible to magnetism including floppy disks and disk drives. Doing so may result in data corruption.

Handling the drum cartridge

- Be sure to hold the drum cartridge using the handle.



- To avoid scratching the surface of the drum inside the machine or exposing it to light, do not open the drum protective shutter (a). Do not touch the electrical contacts (b) or the drum cartridge memory (c).



- Except when necessary, do not take out the drum cartridge from the packing material or from this machine.

Storing the toner cartridge or the drum cartridge

- Store in the following environment to ensure safe and satisfactory use.
Storage temperature range: 0 to 35°C
Storage humidity range: 35 to 85% RH (relative humidity/no condensation)*
- Store without opening until the toner cartridge or the drum cartridge is to be used.
- When removing the toner cartridge or the drum cartridge from this machine for storage, place the removed toner cartridge or drum cartridge in the original packing material.
- When storing the toner cartridge, do not store it upright or upside down. The toner will solidify and may not return to its original condition even if it is shaken.

*Even within the storable humidity range, water droplets (condensation) may develop inside the toner cartridge or the drum cartridge if there is a difference of temperature inside and outside the toner cartridge or the drum cartridge. Condensation will adversely affect the print quality of toner cartridges or drum cartridges.

Do not store the toner cartridge or the drum cartridge in the following locations

- Locations exposed to open flames
- Locations exposed to direct sunlight or bright light for five minutes or more
- Locations exposed to excessive salty air
- Locations where there are corrosive gases (i.e. aerosol sprays and ammonia)
- Locations subject to high temperature and high humidity
- Locations subject to dramatic changes in temperature and humidity where condensation may easily occur
- Locations with a large amount of dust
- Locations within the reach of children

Be careful of counterfeit toner cartridges or drum cartridges

- Please be aware that there are counterfeit Canon toner cartridges or Canon drum cartridges in the marketplace. Use of counterfeit toner cartridge or drum cartridge may result in poor print quality or machine performance. Canon is not responsible for any malfunction, accident or damage caused by the use of counterfeit toner cartridge or drum cartridge.
For more information, see canon.com/counterfeit.

Availability period of repairing parts, toner cartridges, drum cartridges and the like

- The repairing parts, toner cartridges, drum cartridges and the like for the machine will be available for at least seven (7) years after production of this machine model has been discontinued.

Packing materials for the toner cartridge and the drum cartridge

- Save the packing materials for the toner cartridge and the drum cartridge. They are required when transporting this machine.
- The packing materials may be changed in form or placement, or may be added or removed without notice.

When disposing of a used toner cartridge, drum cartridge or the like

- When discarding a toner cartridge, drum cartridge or the like, place it in the original packing material to prevent toner from scattering from inside, and dispose of it in accordance with the applicable local regulations.

Setting Up

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Setting Up

2AL7-006

Before using the functions of the machine, the environmental conditions must be set in advance. To begin with, check the sequences of flow required to complete the setup, and then perform the actual settings. **🔴Preparations Required Before Use(P. 14)**

Preparations Required Before Use

2AL7-007

Set up the machine using the following step. For more information about this step, click on the link to go to the corresponding section.

Step 1**▶ Installing Drivers(P. 15)**

Installing Drivers

2AL7-008

Install the various drivers and associated software on your computer.

1 Make the necessary preparation before proceeding with the installation.

- If the machine is supplied with a CD-ROM/DVD-ROM, insert the CD-ROM/DVD-ROM into the drive on the computer.
- You can download drivers and software you are going to use from the Canon website (<http://www.canon.com/>).

NOTE:

- When new versions of drivers and software become available, they will be uploaded to the Canon website. You can download them as necessary after checking their system requirements.
- Depending on your machine or environmental conditions, some functions may not be available.
- Some of the drivers are not supported depending on the OS. For more information about the supported status of the latest OS, see the Canon website.

2 Proceed with the installation.

- For more information about the installation procedure, see the manuals for the drivers and software you are going to use.

Setting Up Print Server

2AL7-009

With a print server, you can reduce the load on the computer that you print from. The print server also makes it possible to install the drivers on each computer over the network, which saves you the trouble of installing the drivers on each computer by using the provided CD-ROM/DVD-ROM. To set up a computer on the network as a print server, configure the settings for sharing the printer.

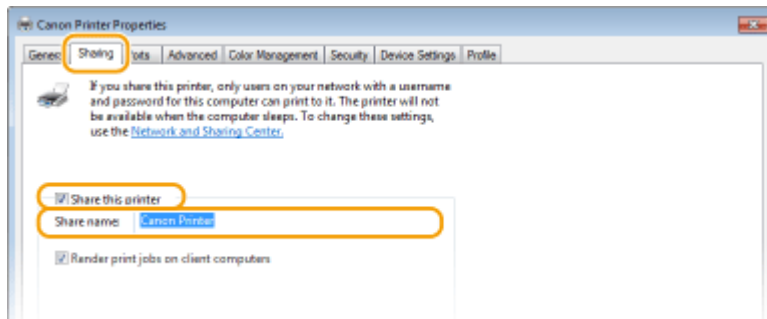
IMPORTANT

- To perform the following procedure, log in to your computer with an administrator account.
- You may be unable to install drivers over the network depending on the operating system and the bit architecture (32-bit or 64-bit) of the print server and client computers.
- When implementing a print server in a domain environment, consult your Network Administrator.

1 Open the printer folder. ▶ **Displaying the Printer Folder(P. 131)**

2 Right-click the printer driver icon for this machine and click **[Printer properties]** or **[Properties]**.

3 Click the **[Sharing]** tab, select **[Share this printer]**, and enter the share name of the machine.



NOTE:

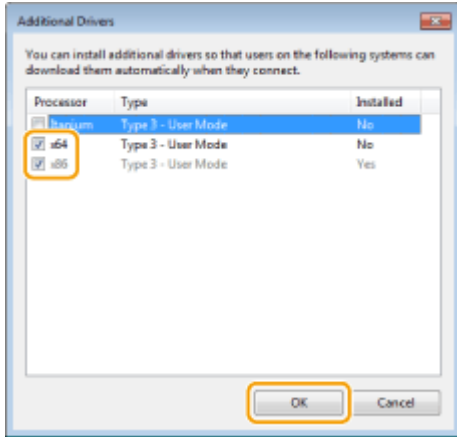
- Click the **[Change Sharing Options]** button if displayed.

4 Install additional drivers as necessary.

- This operation is required if you want to install the drivers in other computers running a different bit architecture via the print server.

1 Click **[Additional Drivers]**.

2 Select the check box for the bit architecture that other computers are running, and click **[OK]**.



- Select additional drivers from the following, according to the operating system of the print server.

Print server	Select the check box for
32-bit operating systems	[x64]
64-bit operating systems	[x86] under [Processor]

NOTE:

- If you do not know whether your Windows operating system is a 32-bit or 64-bit version, see [▶ Checking the Bit Architecture\(P. 134\)](#) .
- 3 Insert the provided CD-ROM/DVD-ROM into the drive on the computer, click [Browse] to specify the folder that contains the drivers, and then click [OK].
 - If the print server runs a 32-bit operating system, select [UFRII] ▶ [uk_eng] ▶ [x64] ▶ [Driver] folders on the provided CD-ROM/DVD-ROM.
 - If the print server runs a 64-bit operating system, select [UFRII] ▶ [uk_eng] ▶ [32BIT] ▶ [Driver] folders on the provided CD-ROM/DVD-ROM.
 - 4 Follow the on-screen instructions to install additional drivers.
- 5** Click [OK].

■ Installing the Drivers on a Computer via the Print Server

- 1 Locate the shared printer in the print server. [▶ Displaying Shared Printers in the Print Server\(P. 132\)](#)
- 2 Double-click the shared printer.
- 3 Follow the on-screen instructions to install the drivers.

▶ **Printing from a Computer(P. 43)**

Basic Operations

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Basic Operations

2AL7-00A

This chapter describes the parts of the machine and basic operations, such as how to load paper.

■ Parts and Their Functions

This section describes the names and functions of the exterior and interior parts of the machine. ▶ **Parts and Their Functions(P. 22)**



■ Printer Status Window

This section explains how to use the "Printer Status Window" utility to check the machine's status and make machine settings. ▶ **Printer Status Window(P. 27)**



■ Turning ON the Machine

This section describes how to turn the machine ON and OFF. ▶ **Turning ON the Machine(P. 30)**



■ Loading Paper

This section describes how to load the paper into the drawer. ▶ **Loading Paper(P. 32)**



■ Entering Sleep Mode

This section describes how to set the sleep mode. ▶ **Entering Sleep Mode(P. 40)**



Parts and Their Functions

2AL7-00C

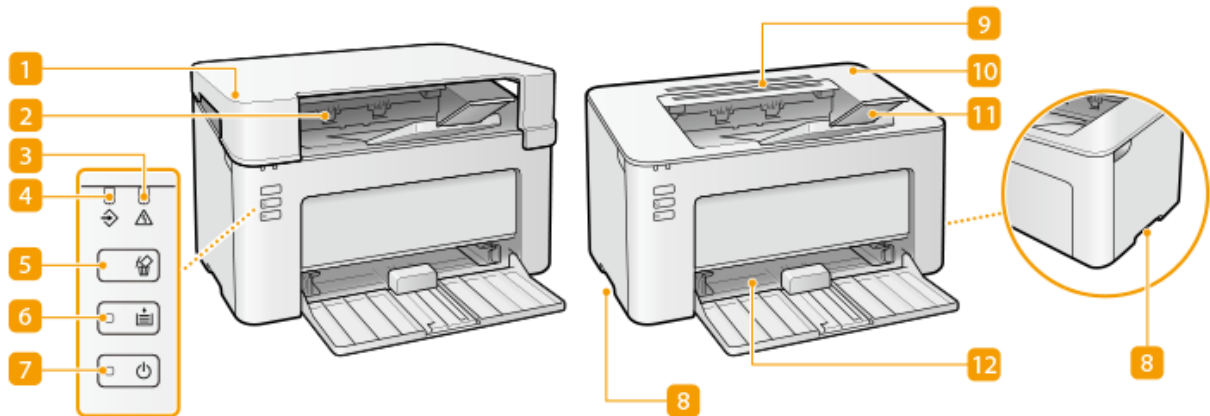
This section describes the parts of the machine (exterior, front side and back side) and how they function. In addition to describing the parts of the machine used for such basic operations as loading paper and replacing the toner cartridges, etc., this section also describes the functions of the keys and meaning of indications by indicators of the machine. Read this section for tips on how to use the machine properly.



- ▶ **Front Side(P. 23)**
- ▶ **Back Side(P. 25)**
- ▶ **Drawer(P. 26)**

Front Side

2AL7-00E



1 Output cover

- Place the output cover whenever you use the machine.
- Do not place or drop heavy objects on the output cover.

2 Output tray

Printed paper is output to the output tray.

3 Alarm indicator

Lights up or flashes when a paper jam or other error occurs. Solve the problem following the message displayed in the Printer Status Window. **▶Countermeasures for Each Message(P. 98)**

4 Job indicator

Lights up when there is print data that is being printed or waiting to be printed. Flashes when a print job is canceled.

5 Cancel Job key

Cancels a print job that is currently printing. **▶Canceling Prints(P. 45)**

6 Paper indicator/key

Flashes when the machine is out of paper, when the paper is the wrong size, and after other errors when the paper needs to be checked. Reset the paper and press the key to restart printing.

NOTE:

You can also use the Paper key to print a list of the machine's settings (with the machine ready to print, press the key and hold it down for 3 seconds). **▶Printing Lists of Settings(P. 73)**

7 Power indicator/switch

Press the power switch to turn the power ON or OFF. Indicator lights up when the power is turned ON.

8 Lift handles

Hold the lift handles when carrying the machine. ▶ **Relocating the Machine(P. 70)**

9 Ventilation slots

Air from inside the machine is vented out to cool down the inside of the machine. Note that placing objects on the ventilation slots prevents ventilation.

10 Toner cover

Open the toner cover when replacing toner cartridges or drum cartridges.

▶ **Procedure for Replacing the Toner Cartridge(P. 60)**

▶ **Procedure for Replacing the Drum Cartridge(P. 65)**

11 Paper stopper

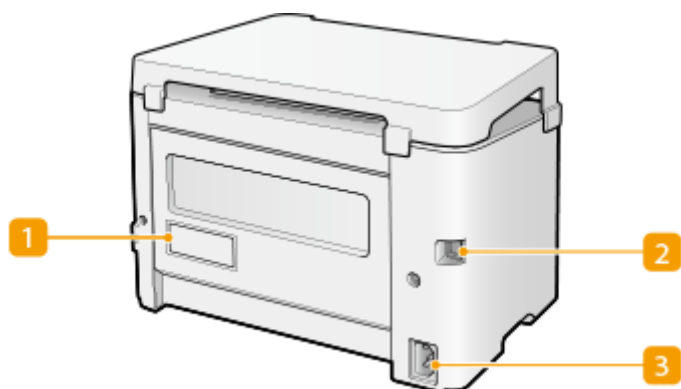
Open the paper stopper when you want to prevent paper from falling out of the output tray.

12 Drawer

Load the paper to print in this tray. ▶ **Loading Paper in the Drawer(P. 34)**

Back Side

2AL7-00F



1 Rating label

The label shows the serial number, which is needed when making inquiries about the machine. ▶ **When a Problem Cannot Be Solved(P. 111)**

2 USB port

Connect a USB cable when connecting the machine and a computer.

3 Power socket

Connect the power cord.

NOTE

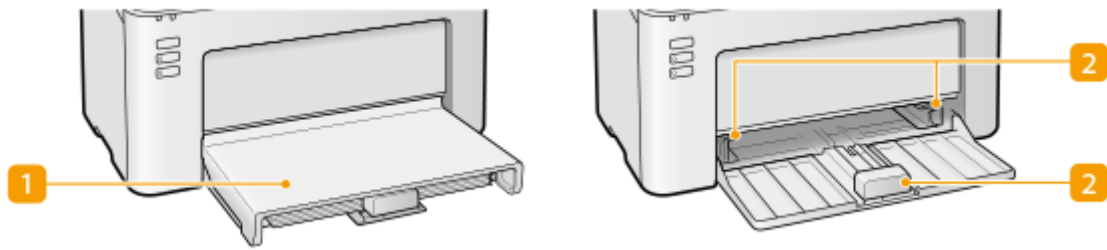
Anti-theft Security Slot

- This machine is provided with a security slot, to which you can attach security wire or equivalent.
- The hole of the security slot is 4.4 mm wide and 8.3 mm high.
- For inquiries about the security slot, contact your local authorized Canon dealer.



Drawer

2AL7-00H



1 Paper cover

Remove this cover to load paper in the drawer.

2 Paper guides

Adjust the paper guides to exactly the size of the loaded paper to ensure that paper is fed straight into the machine.

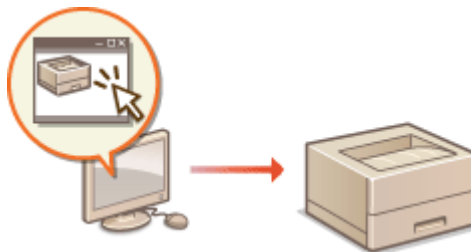
LINKS

🔗 [Loading Paper in the Drawer\(P. 34\)](#)

Printer Status Window

2AL7-00J

The Printer Status Window is a utility that allows you to check the machine's status, view error information, and make settings related to the machine, such as power saving settings. You can also use it for operations such as cancelling a print job or printing a list of the machine's settings. The Printer Status Window utility is installed on your computer when you install the printer driver.



- ▶ **Displaying the Printer Status Window(P. 27)**
- ▶ **Parts of the Screen and Their Functions(P. 27)**

Displaying the Printer Status Window

Select the machine by clicking  in the system tray.



NOTE

Automatic Display of the Printer Status Window

The Printer Status Window is displayed automatically when an error occurs during printing.

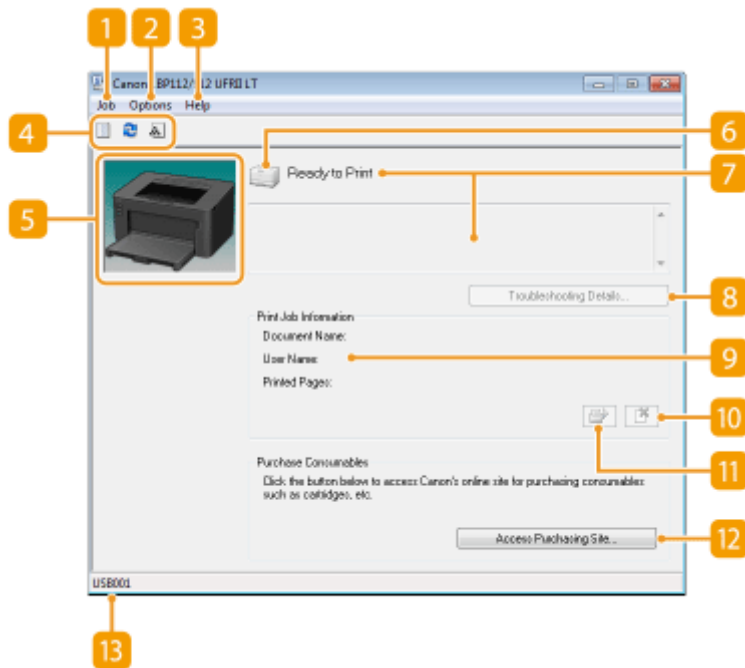
* You can change the setting that determines when the Printer Status Window is displayed automatically. Change it with the [Options] menu ▶ [Preferences (Users)] or [Preferences (Administrators)] dialog box of the Printer Status Window. For details, see the Help. ▶ **[Help] menu(P. 28)**

If you are using Windows 8/Server 2012

Display the Printer Status Window after moving to the desktop.

Parts of the Screen and Their Functions

This section provides an outline of the main screen. For detailed descriptions of the dialog boxes that can be displayed with the controls and menus in this screen, see the Help. ▶ **[Help] menu(P. 28)**



1 [Job] menu

Allows you to check documents that are printing or waiting. You can also select documents and cancel printing.

2 [Options] menu

Allows you to execute maintenance functions, such as printing setting lists or cleaning the fixing unit, and to make machine settings, such as power saving settings. You can also check information such as the total number of pages printed.

3 [Help] menu

Displays Help about the Printer Status Window and version information.

NOTE:

You can also display the Printer Status Window Help by clicking the [Help] button in the various dialog boxes. However, some dialog boxes do not have a [Help] button.

4 Toolbar

(Print Queue)

Displays the print queue, a Windows function. See the Windows Help for more information about the print queue.

(Refresh)

Refreshes the Printer Status Window with the latest information.





(Consumables Information)

You can check the amount remaining in the toner cartridge and the drum cartridge.

5 Animation area

Displays animations and illustrations about the machine's status. After an error occurs, this area may also display a simple explanation of how to deal with the error.

6 Icon

Displays an icon that indicates the machine's status. The normal status is  but when an error occurs, the display changes to one of  /  /  , depending on the message.

7 Message area

Displays messages about the machine's status. If an error or warning occurs, this area displays an explanation beneath the error message or warning, together with information about how to deal with the problem. ▶ **Countermeasures for Each Message(P. 98)**

8 [Troubleshooting Details]

Displays troubleshooting information for problems described by messages.

9 [Print Job Information]

Displays information about the document that is currently being printed.

10  (Cancel Job)

Cancels the printing of the document currently being printed.

11  (Continue/Retry)

When an error has occurred, but printing can be continued, this button allows you to clear the error and resume printing. However, if you use the Continue/Retry function to resume printing, partially printed pages or other improper printing may occur.

12 [Access Purchasing Site]

If you click [Access Purchasing Site] ▶ select your country or region ▶ click [OK], a Canon Web site page is displayed where you can find information about purchasing consumables.

13 Status bar

Displays the connection destination (port name) of the Printer Status Window.

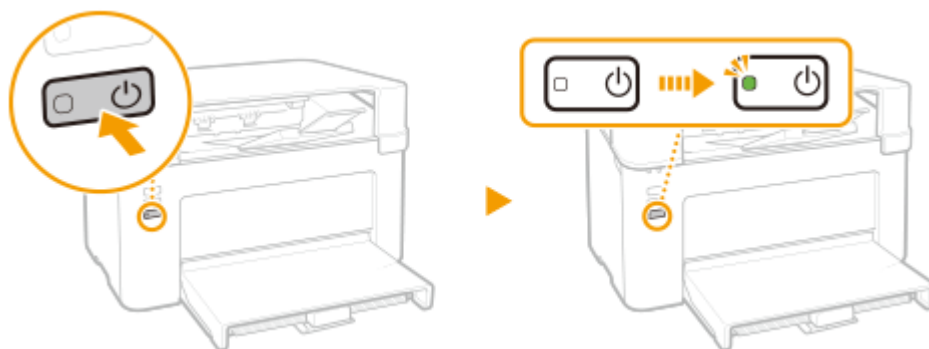
Turning ON the Machine

2AL7-00K

This section describes how to turn ON the machine.

1 Make sure that the power plug is firmly inserted into a power outlet.

2 Press the power switch.



⇒ The power indicator lights and the machine is ready for printing.

NOTE

- A blank sheet of paper may be output when you turn ON the power for the first time after purchasing the machine. This is not a malfunction.

LINKS

▶ [Turning OFF the Machine\(P. 31\)](#)

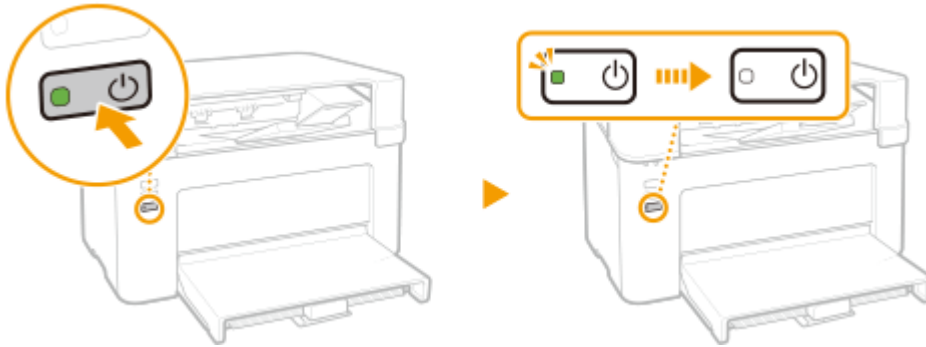
Turning OFF the Machine

2AL7-00L

This section describes how to turn OFF the machine.

1 Press the power switch.

- Make sure that the power indicator has gone out.



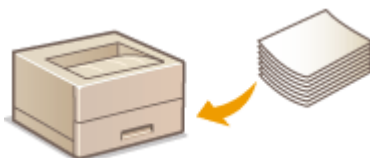
NOTE

- It may take some time for the machine to completely shut down. Do not unplug the power cord until the power indicator goes out.
- To restart the machine, wait for at least 10 seconds after the machine is turned OFF.
- Even when the power is turned OFF, the machine continues to consume a small amount of power. To reduce power consumption to zero, unplug the power plug from the AC power outlet.

Loading Paper

2AL7-00R

You can load the paper into the drawer. See [▶Available Paper\(P. 121\)](#) for available paper sizes and types.



About Paper

- ▶ [Precautions for Paper\(P. 32\)](#)
- ▶ [Storing the Paper Printed with the Machine\(P. 33\)](#)

How to Load Paper

- ▶ [Loading Paper in the Drawer\(P. 34\)](#)
- ▶ [Loading Envelopes\(P. 37\)](#)
- ▶ [Loading Preprinted Paper\(P. 39\)](#)

Precautions for Paper

IMPORTANT

Do not use the following types of paper:

- A paper jam or printing error may occur.
 - Wrinkled or creased paper
 - Curled or rolled paper
 - Torn paper
 - Damp paper
 - Very thin paper
 - Thin coarse paper
 - Paper printed by a thermal transfer printer
 - Back side of paper printed by a thermal transfer printer
 - Highly textured paper
 - Glossy paper

Notes on use of paper

- Only use paper that has fully acclimatized to the environment in which the machine is installed. Using paper that has been stored under different temperature or humidity conditions may cause paper jams or result in poor print quality.

Paper handling and storage

- It is recommended that you use paper as soon as possible after unwrapping. Paper remaining unused should be covered with the original wrapping paper and stored on a flat surface.
- Keep the paper wrapped in its original package to protect the paper from moisture or dryness.
- Do not store the paper in such a way that may cause it to curl or fold.

- Do not store the paper vertically or do not stack too much paper.
- Do not store the paper in direct sunlight, or in a place subject to high humidity, dryness, or drastic changes in temperature or humidity.

NOTE

When printing on paper that has absorbed moisture

- Steam may emit from the paper output area, or water droplets may form around the paper output area. There is nothing unusual about any of these occurrences, which occur when the heat generated from fixing toner on the paper causes moisture in the paper to evaporate (most likely to occur at low room temperatures).

Storing the Paper Printed with the Machine

When handling/storing the paper printed with the machine, take the following precautions.

■ How to Store the Printed Paper

- Store on a flat surface.
- Do not store together with articles made of PVC (polyvinyl chloride) such as clear folders. Toner may melt, resulting in the paper's sticking to PVC articles.
- Take care that the paper does not get folded or creased. Toner may peel off.
- To store over a long period of time (two years or longer), store in binders or equivalent.
- When the paper is stored over a long period of time, it may become discolored and thus the print may seem to have undergone a change of color.
- Do not store in a place where the temperature is high.

■ Precautions When Applying Adhesive

- Always use insoluble adhesive.
- Before applying adhesive, perform a test using a printout no longer required.
- When putting adhesive-applied paper sheets one over another, make sure that the adhesive is completely dried out.

Loading Paper in the Drawer

2AL7-00S

Load the paper into the drawer.

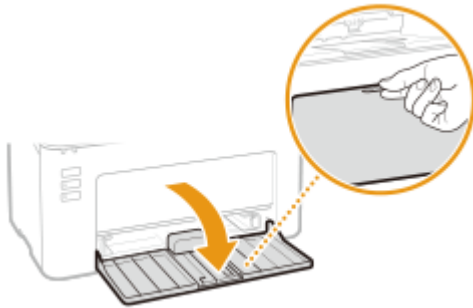
IMPORTANT

Always load paper in portrait orientation

- Paper cannot be loaded in landscape orientation. Be sure to load paper in portrait orientation, as shown in the illustration below.



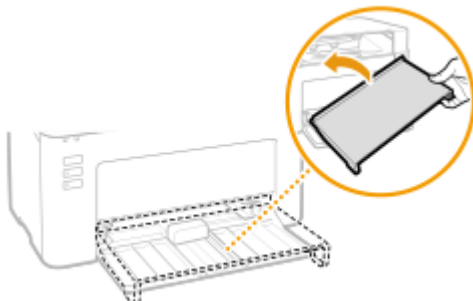
1 Open the drawer.



NOTE:

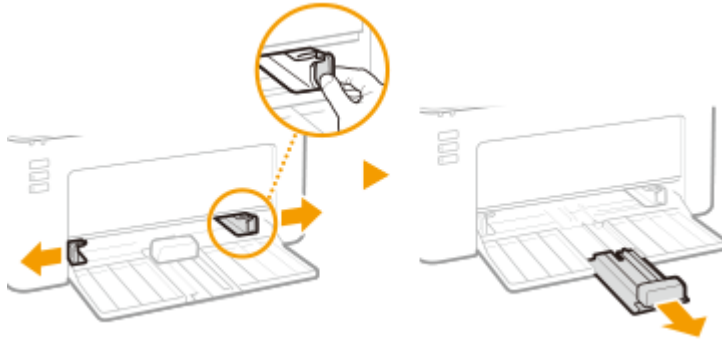
When replenishing paper

When the drawer is already opened and the paper cover is covered, remove the paper cover.



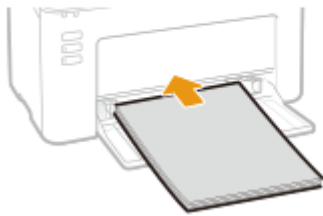
2 Spread the paper guides apart.

- Slide the paper guides outward.



3 Load the paper and slide it all the way in, until it touches the back side.

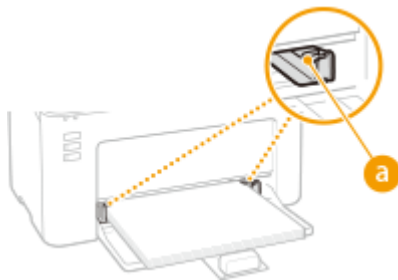
- Load the paper in portrait orientation (with the short edge toward the machine) and the print side face up. Paper cannot be loaded in landscape orientation.
- Before loading it, fan the paper stack well, and tap it on a flat surface to align the edges.



IMPORTANT:

Keep the paper stack within the load limit guides

Make sure that the paper stack does not exceed the load limit guides (**a**). Loading too much paper may cause paper jams.

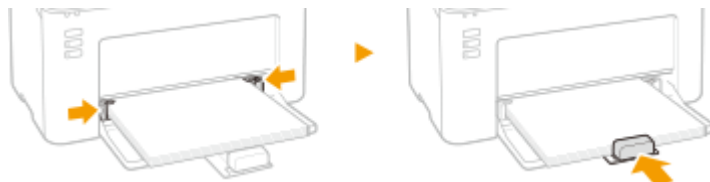


NOTE:

When loading envelopes or preprinted paper, see **▶Loading Envelopes(P. 37)** or **▶Loading Preprinted Paper(P. 39)** .

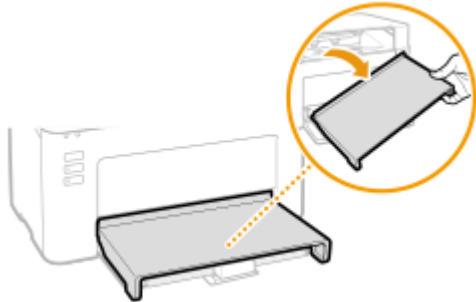
4 Align the paper guides against the edges of the paper.

- Align the paper guides securely against the edges of the paper.

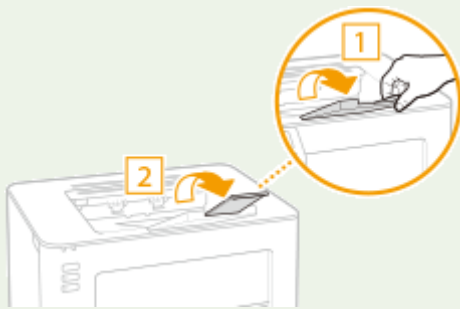


IMPORTANT:**Align the paper guides securely against the paper**

Paper guides that are too loose or too tight may cause misfeeds or paper jams.

5 Replace the paper cover.**NOTE**

- When performing printing, open the paper stopper in advance so that the output paper does not fall out of the output tray.



- After reloading paper that has run out during printing, or resetting the paper after a paper error notification, press the Paper key to restart printing.

Printing on the Back Side of Printed Paper (Manual 2-Sided Printing)

- You can print on the back side of printed paper. Flatten any curls on the printed paper and insert it into the drawer, with the side to print face up (previously printed side face down).
 - Load only one sheet of paper each time you print.
 - You can use only the paper printed with this machine.
 - You cannot print on the side that has previously been printed on.
 - If you are using A5 size paper, the reverse side may not be printed correctly.

LINKS

➤ **Available Paper(P. 121)**

Loading Envelopes

2AL7-00U

Make sure to flatten any curls on envelopes before loading them. Also pay attention to the orientation of envelopes and which side is face up.

▶ **Before Loading Envelopes(P. 37)**

▶ **Loading Envelopes in the Drawer(P. 38)**

NOTE

- This section describes how to load envelopes in the orientation you want, as well as procedures that you need to complete before loading envelopes. For a description of the general procedure for loading envelopes in the drawer, see ▶ **Loading Paper in the Drawer(P. 34)** .

Before Loading Envelopes

Follow the procedure below to prepare the envelopes before loading.

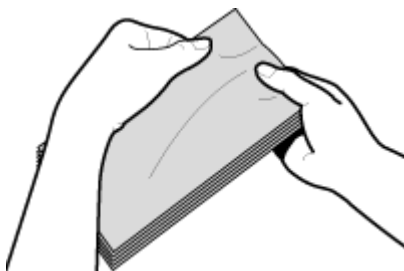
1 Close the flap of each envelope.



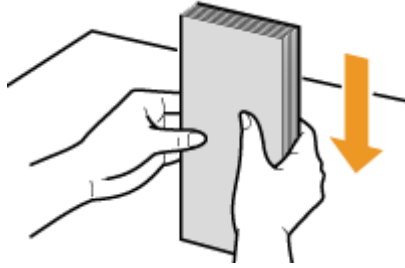
2 Flatten them to release any remaining air, and make sure that the edges are pressed tightly.



3 Loosen any stiff corners of the envelopes and flatten any curls.



4 Align the edges of the envelopes on a flat surface.



Loading Envelopes in the Drawer

Load the envelopes Monarch, No. 10 (COM10), DL, or C5 in portrait orientation (with the short edge toward the machine), with the non-glued side (front side) face up. You cannot print on the reverse side of envelopes.

NOTE

- Load the envelopes so that the edge with the flap is toward the left side as shown in the illustration.



Loading Preprinted Paper

2AL7-00W

When you use paper that has been preprinted with a logo, pay attention to the orientation of the paper when loading. Load the paper properly so that printing is performed on the correct side of the paper with a logo.



▶ Making Printouts on Paper with Logos (P. 39)

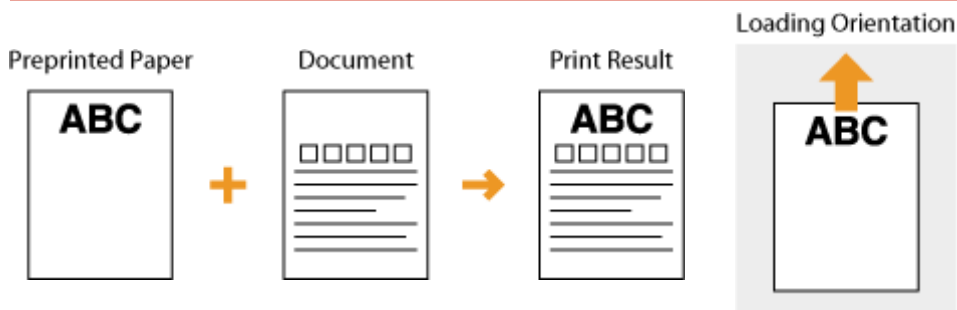
NOTE

- This section mainly describes how to load preprinted paper with the proper facing and orientation. For a description of the general procedure for loading paper in the drawer, see ▶ **Loading Paper in the Drawer (P. 34)**.

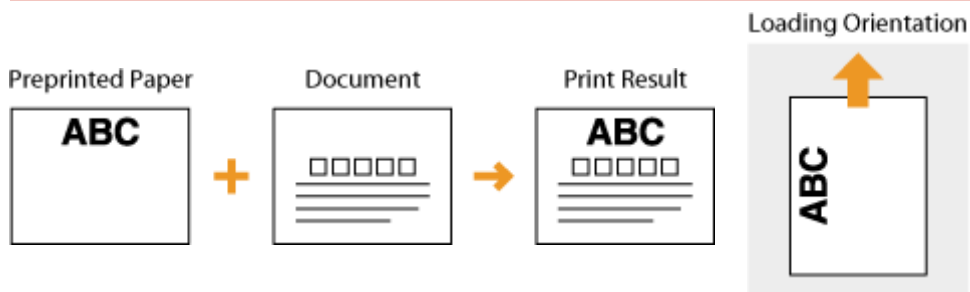
Making Printouts on Paper with Logos

Load the paper with the logo side (the side to print the document) face up.

Printing on Paper with Logos in Portrait Orientation



Printing on Paper with Logos in Landscape Orientation



Entering Sleep Mode

2AL7-00X

The sleep mode function reduces the amount of power consumed by the machine by temporarily stopping some internal operations. You can set up the machine to enter sleep mode automatically when it remains idle for a certain length of time. The factory default setting for the amount of time that elapses before the machine enters sleep mode is 1 minute. We recommend using the factory default setting to save the most power. If you want to change the amount of time that elapses before the machine enters sleep mode, follow the procedure below in the Printer Status Window.

NOTE

Situations in which the machine does not enter sleep mode

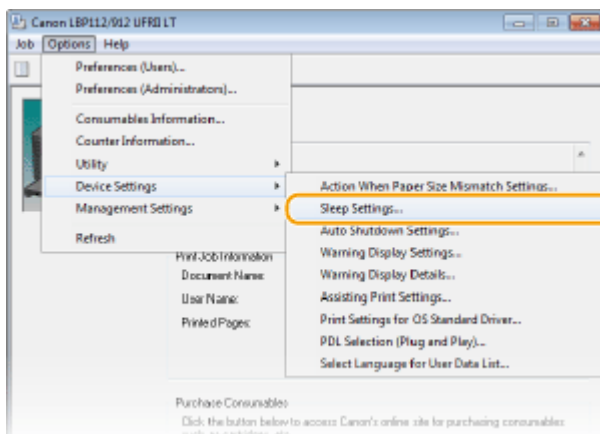
- When the machine is in operation
- When the Job indicator is lit up or blinking
- When the machine is performing an operation such as adjustment or cleaning
- When a paper jam occurs

Changing the Auto Sleep Time Value

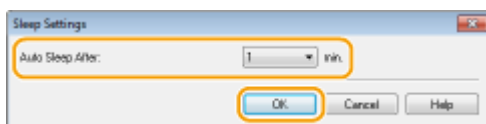
- 1 Select the machine by clicking  in the system tray.



- 2 Select [Options] ▶ [Device Settings] ▶ [Sleep Settings].



- 3 Make sleep mode settings, and click [OK].



[Auto Sleep After]

Specify the length of time after which the machine enters sleep mode. You can select from 1 to 30 minutes.

Printing

Printing	42
Printing from a Computer	43
Canceling Prints	45
Checking the Printing Status	48

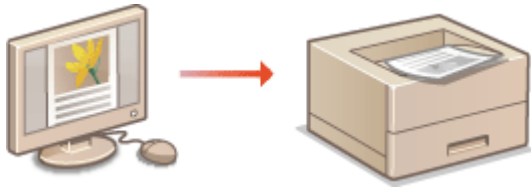
Printing

2AL7-00Y

You can print documents on your computer by using the printer driver.

■ Printing from a Computer

You can print a document made on your computer by using the printer driver.

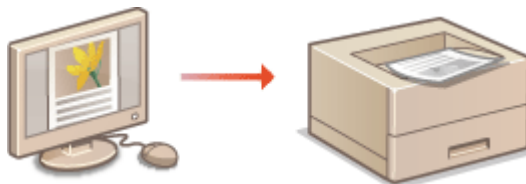


▶ **Printing from a Computer(P. 43)**

Printing from a Computer

2AL7-010

You can print a document made with an application on your computer by using the printer driver. There are useful settings on the printer driver, such as enlarging/reducing, that enable you to print your documents in various ways. Before you can use this function, you need to complete some procedures, such as installing the printer driver on your computer. For more information, see the manuals for the relevant drivers on the online manual website.



- ▶ **About the Printer Driver Help(P. 43)**
- ▶ **Basic Printing Operations(P. 43)**

About the Printer Driver Help

Clicking [Help] on the printer driver screen displays the Help screen. On this screen, you can see the detailed descriptions that are not in the User's Guide.

Basic Printing Operations

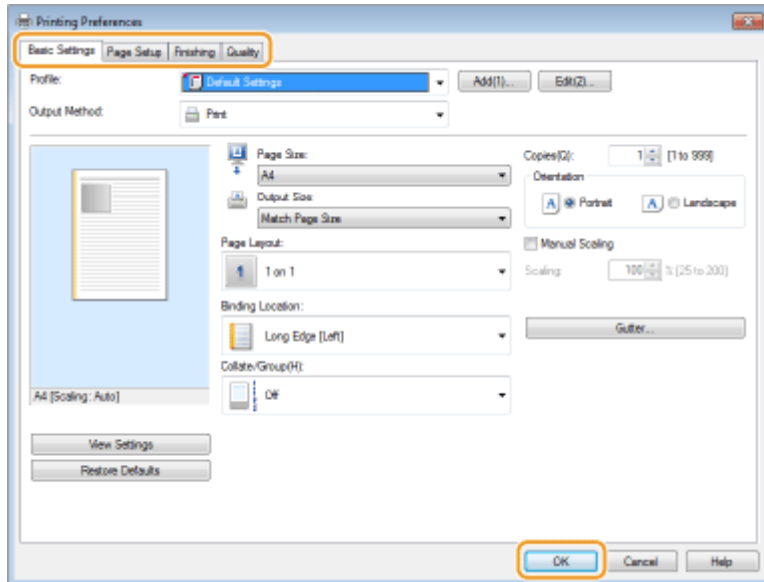
This section describes how to print a document on your computer by using the printer driver.

NOTE

Paper settings on the machine

- Normally, it is necessary to specify the paper size and type for the paper loaded in the drawer before proceeding to printing.

- 1 Open a document in an application and display the print dialog box.**
- 2 Select the printer driver for this machine, and click [Preferences] or [Properties].**
- 3 Specify the print settings as necessary, and click [OK].**
 - Switch the tab according to the settings.



4 Click [Print] or [OK].

⇒ Printing starts.

- If you want to cancel printing, see [▶Canceling Prints\(P. 45\)](#) .

LINKS

- [▶Checking the Printing Status\(P. 48\)](#)

Canceling Prints

2AL7-011

You can cancel printing from your computer or the Cancel Job key of the machine.

- ▶ From a Computer (P. 45)
- ▶ From the Cancel Job key (P. 46)

From a Computer

You can cancel printing from the Printer Status Window.

- 1 Select the machine by clicking  in the system tray.

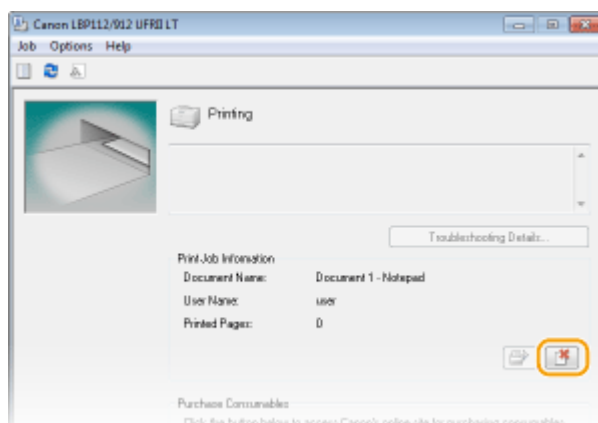


⇒ The Printer Status Window is displayed.

- 2 Cancel the print job.

■ To cancel a print job that is currently printing

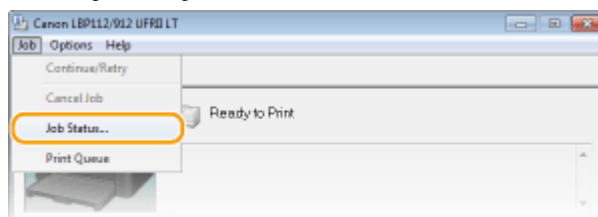
- 1 Click .



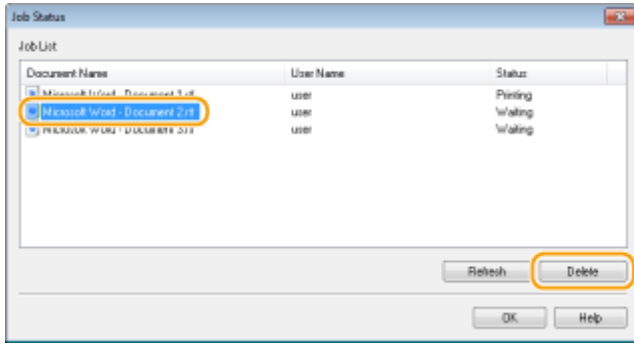
⇒ Printing of the current document is canceled.

■ To cancel a print job that is waiting

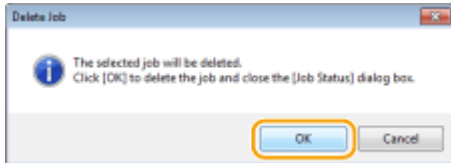
- 1 Select [Job] ▶ [Job Status].



2 Select the document that you want to cancel, and click [Delete].



3 Click [OK].



⇒ Printing of the selected document is canceled.

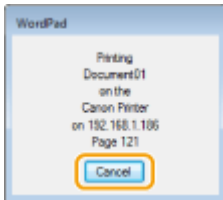
NOTE

- Several pages may be output after you cancel printing.

TIPS

Canceling from an application

- On some applications, a screen like shown below appears. You can cancel printing by clicking [Cancel].



From the Cancel Job key

Cancel printing using the Cancel Job key.



NOTE

- Several pages may be output after you cancel printing.

LINKS

- ▶ **Basic Printing Operations(P. 43)**
- ▶ **Checking the Printing Status(P. 48)**

Checking the Printing Status

2AL7-012

You can check the current print statuses.

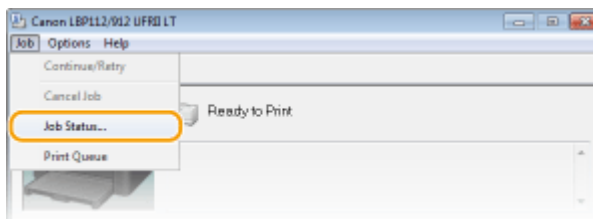
Useful in the Following Cases

- When your documents are not printed for a long time, you may want to see the waiting list of the documents waiting to be printed.

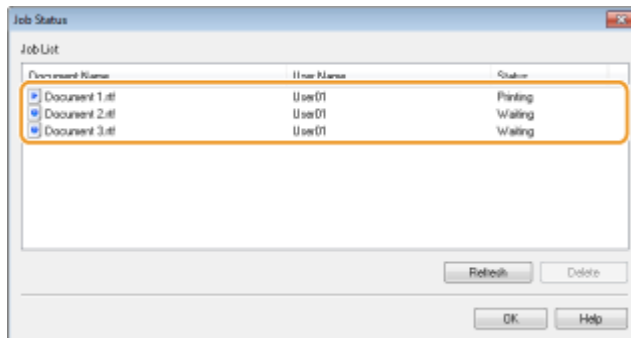
1 Select the machine by clicking in the system tray.



2 Select [Job] ▶ [Job Status].



⇒ A list of documents appears, showing documents that are being printed or waiting to be printed.



LINKS

- ▶ Basic Printing Operations(P. 43)
- ▶ Canceling Prints(P. 45)

Managing the Machine

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Managing the Machine

2AL7-013

This chapter describes how to update the machine's firmware.

■ Managing the System Configuration and Settings



▶ **Updating the Firmware(P. 51)**

Updating the Firmware

2AL7-014

You can access the latest firmware version on the Internet from a computer and perform the update from the computer if the version currently installed in the machine is not the latest.

When you have downloaded the latest firmware version from the Canon website, use "User Support Tool" utility software to update the firmware from a computer. For how to perform firmware update from a computer, see the "User Support Tool Operation Guide" included with the firmware.

NOTE

Checking the firmware version

- You can check the firmware version on the User Data List. After completion of the firmware update operation, make sure that the update was performed correctly. **▶ Printing Lists of Settings(P. 73)**

To Put the Machine into a Firmware Update Waiting State



Display the Printer Status Window (**▶ Displaying the Printer Status Window(P. 27)**)
▶ [Options] ▶ [Utility] ▶ [Enter/Cancel Firmware Update Mode] ▶ [OK]

Maintenance

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Relocating the Machine	70
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Maintenance

2AL7-015

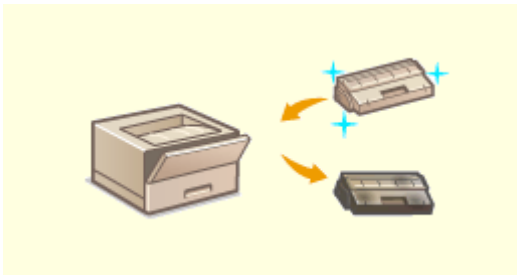
This chapter describes upkeep of the machine, including how to clean the machine and adjustment of print quality.

■ Basic Cleaning



▶ Regular Cleaning(P. 55)

■ Replacing Consumables



- ▶ Replacing the Toner Cartridge(P. 58)
- ▶ Replacing the Drum Cartridge(P. 63)

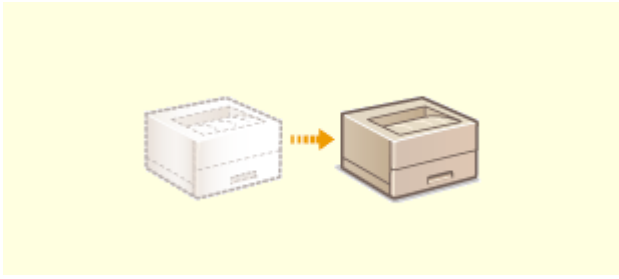


▶ Checking the Remaining Amount of Consumables(P. 68)

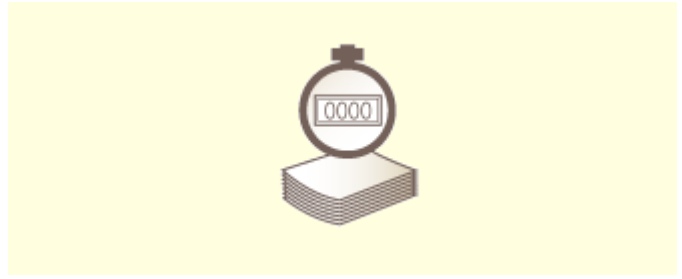


▶ Consumables(P. 74)

■ Adjusting and Managing the Machine



▶ Relocating the Machine(P. 70)



▶ Viewing the Counter Value(P. 72)



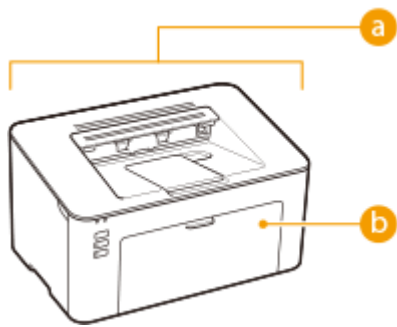
▶ Printing Lists of Settings(P. 73)

Regular Cleaning

2AL7-016

Regularly clean the machine to prevent deterioration in printing quality and to ensure that you use it safely and easily.

Where to Clean



a Exterior of the machine and ventilation slots

▶ **Cleaning the Exterior(P. 56)**

b Internal fixing assembly

▶ **Cleaning the Fixing Assembly(P. 57)**

Cleaning the Exterior

2AL7-017

Regularly wipe the exterior of the machine, especially around the ventilation slots, to keep the machine in good condition.

1 Turn OFF the machine, and unplug the power cord from the AC power outlet.

- When you turn OFF the machine, data that is waiting to be printed is deleted.

2 Clean the exterior of the machine and the ventilation slots.

- Use a soft, well-wrung-out cloth dampened with water or a mild detergent diluted with water.
- To locate the ventilation slots, see [▶Front Side\(P. 23\)](#) .



3 Wait for the exterior of machine to dry completely.

4 Reconnect the power cord and turn ON the machine.


Cleaning the Fixing Assembly

2AL7-018

Dirt may adhere to the fixing assembly inside the machine and cause black streaks to appear on printouts. To clean the fixing assembly, perform the following procedure. Note that you cannot clean the fixing assembly when the machine has documents waiting to be printed. To clean the fixing assembly, you need plain A4 size paper. Set the paper in the drawer before performing the following procedure. **▶ Loading Paper(P. 32)**

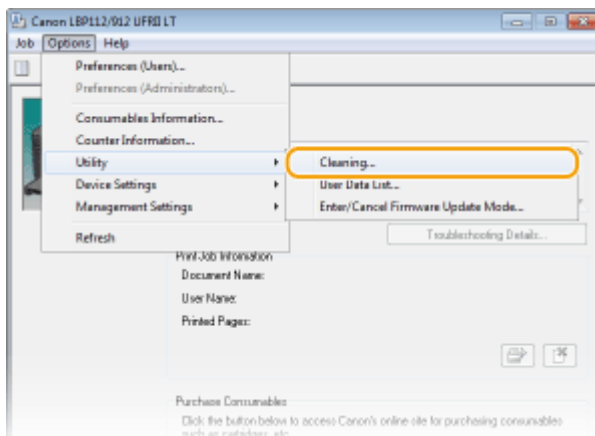
NOTE

- Cleaning consumes the toner cartridge and the drum cartridge. Make sure that there is sufficient amount remaining in the toner cartridge and the drum cartridge beforehand. **▶ Checking the Remaining Amount of Consumables(P. 68)**

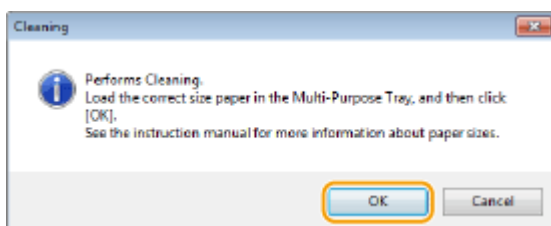
- 1** Select the machine by clicking  in the system tray. **▶ Displaying the Printer Status Window(P. 27)**



- 2** Select [Options] ▶ [Utility] ▶ [Cleaning].



- 3** Click [OK].



====> Cleaning starts.

Replacing the Toner Cartridge

2AL7-019

The machine displays a message in the Printer Status Window when the amount remaining in the toner cartridge is low. Note that the print quality may suffer if you continue printing without resolving this issue. You can check the amount remaining in the toner cartridges in the Printer Status Window ([▶Checking the Remaining Amount of Consumables\(P. 68\)](#)).

[▶When a Message Appear\(P. 58\)](#)

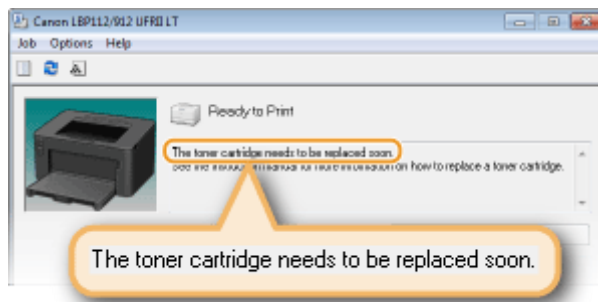
[▶Procedure for Replacing the Toner Cartridge\(P. 60\)](#)

When a Message Appear

The message that is displayed depends on the amount remaining in the toner cartridges. Depending on which message is displayed, prepare a new toner cartridge ([▶Consumables\(P. 74\)](#)) or replace the current toner cartridge with a new one ([▶Procedure for Replacing the Toner Cartridge\(P. 60\)](#)).

[The toner cartridge needs to be replaced soon.]

This message notifies you that the toner cartridge needs to be replaced soon. Make sure that you have a replacement toner cartridge ready. Replace the toner cartridge if you see this message before you start to print a large job.



NOTE

When this message is displayed

- When printing, you can continue printing the original.

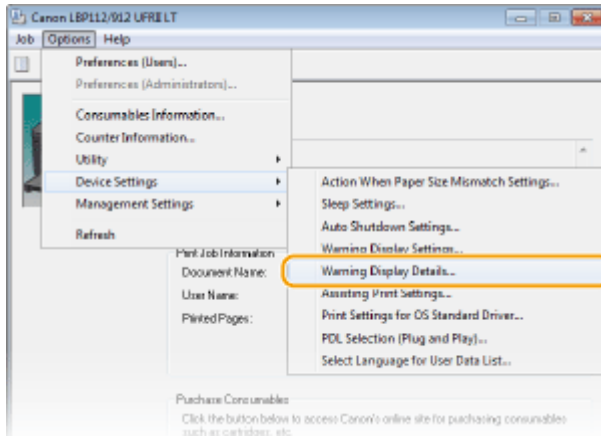
Specifying When This Message Is Displayed

You can set any value as the percentage of the amount remaining in the toner cartridge that triggers this message.

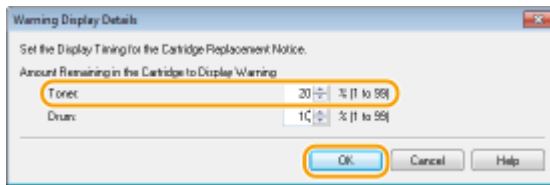
- 1 Select the machine by clicking  in the system tray.



- 2 Select [Options] ▶ [Device Settings] ▶ [Warning Display Details].



- 3 In [Toner] under [Amount Remaining in the Cartridge to Display Warning], specify the amount remaining in the toner cartridge to display the message, then click [OK].



IMPORTANT

If you are using a toner cartridge that is not a Canon product or the amount remaining in the toner cartridge cannot be detected correctly, it is possible that no message will be displayed.

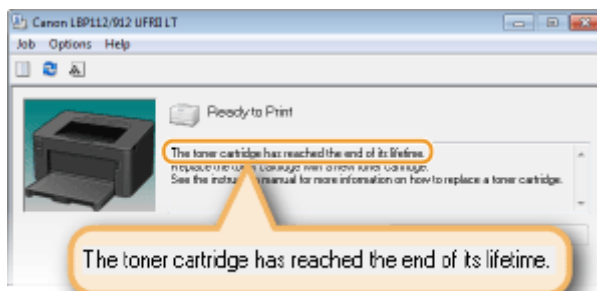
NOTE

Disabling Message Display

You can disable display of the message [The toner cartridge needs to be replaced soon.] by doing as follows: Select Printer Status Window's [Options] menu ▶ [Device Settings] ▶ Clear the [Display Cartridge Replacement Notice] check box in the [Warning Display Settings] dialog box.

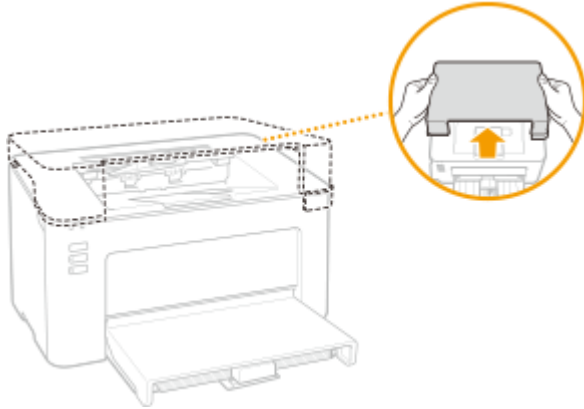
[The toner cartridge has reached the end of its lifetime.]

This message notifies you that the toner cartridge has reached the end of its lifetime. It is recommended that you replace the toner cartridge with a new one. You can continue printing, but the print quality cannot be guaranteed.

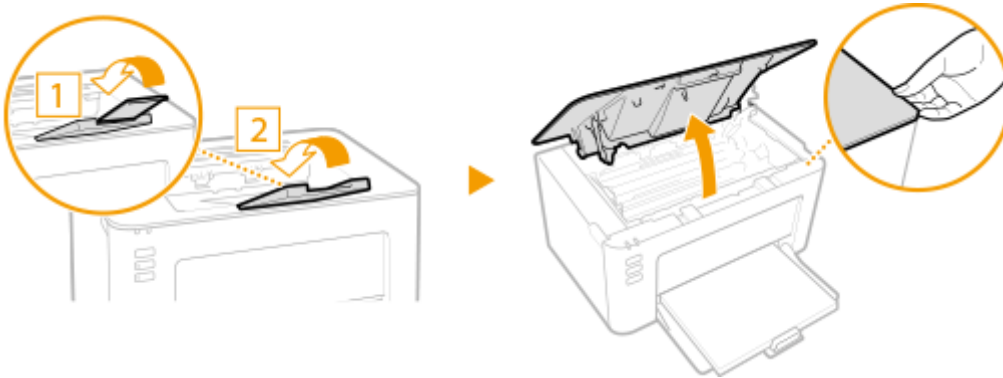


Procedure for Replacing the Toner Cartridge

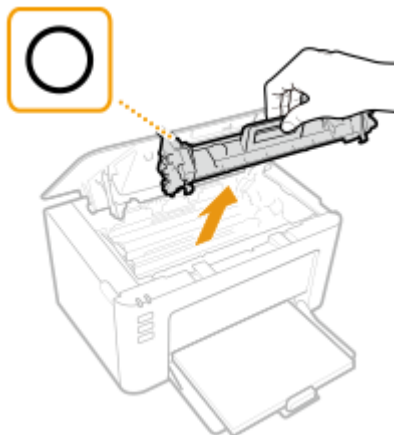
1 Remove the output cover.



2 Close the paper stopper, and then open the toner cover.



3 Remove the toner cartridge.

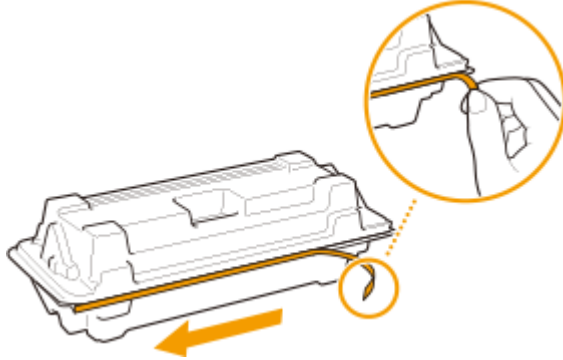


IMPORTANT:

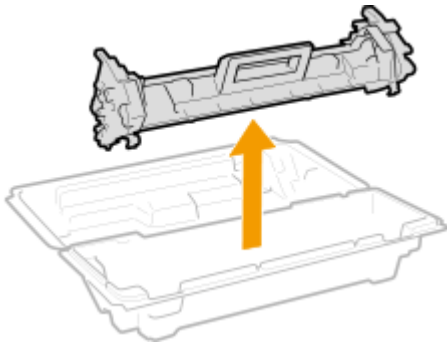
Do not shake or tilt the toner cartridge. Also, make sure to avoid applying shocks to the toner cartridge, such as by hitting it against something. Doing so may cause the toner left in the toner cartridge to leak. Remove the toner cartridge gently at the same angle as the slot.

4 Remove the new toner cartridge from the protective package.

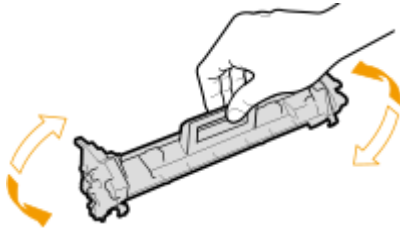
- 1 Pull the tab of the protective package on a flat place.



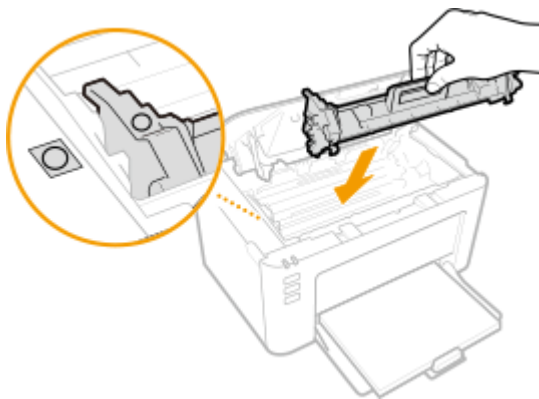
- 2 Pull out the toner cartridge.



- 5 Shake the toner cartridge 5 or 6 times as shown below to evenly distribute the toner inside the cartridge, and then place it on a flat surface.

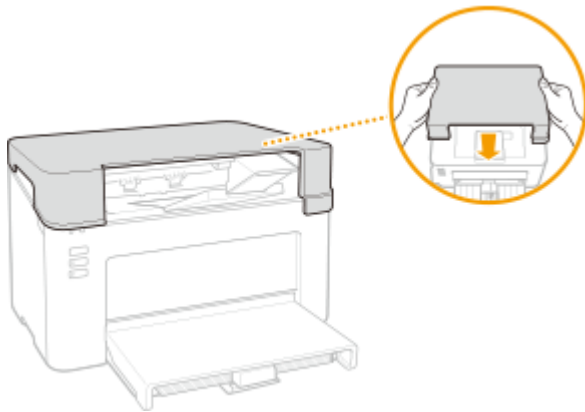


- 6 Replace the toner cartridge.



- 7 Close the toner cover.

8 Replace the output cover.



LINKS

▶ **Consumables(P. 74)**

Replacing the Drum Cartridge

2AL7-01A

The machine displays a message in the Printer Status Window when the amount remaining in the drum cartridge is low. Note that the print quality may suffer if you continue printing without resolving this issue. You can check the amount remaining in the drum cartridges in the Printer Status Window ([▶Checking the Remaining Amount of Consumables\(P. 68\)](#)).

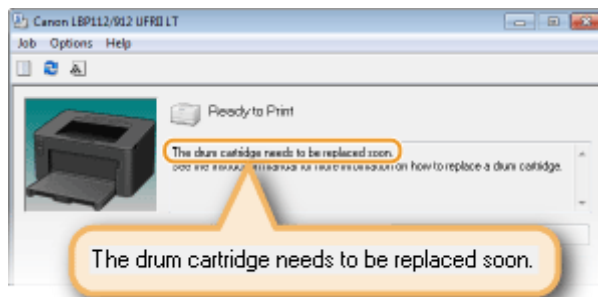
- ▶When a Message Appear(P. 63)
- ▶Procedure for Replacing the Drum Cartridge(P. 65)

When a Message Appear

The message that is displayed depends on the amount remaining in the drum cartridges. Depending on which message is displayed, prepare a new drum cartridge ([▶Consumables\(P. 74\)](#)) or replace the current drum cartridge with a new one ([▶Procedure for Replacing the Drum Cartridge\(P. 65\)](#)).

[The drum cartridge needs to be replaced soon.]

This message notifies you that the drum cartridge needs to be replaced soon. Make sure that you have a replacement drum cartridge ready. Replace the drum cartridge if you see this message before you start to print a large job.



NOTE

When this message is displayed

- When printing, you can continue printing the original.

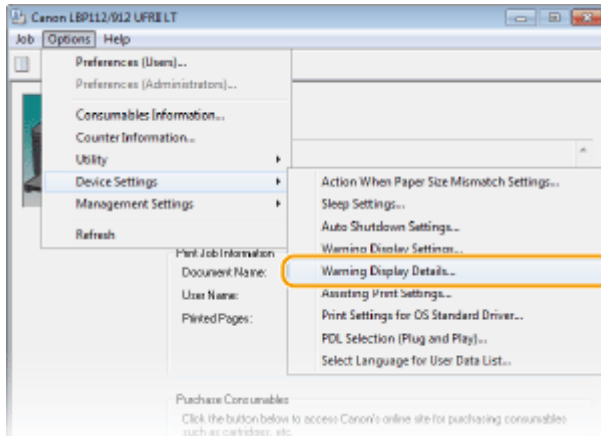
Specifying When This Message Is Displayed

You can set any value as the percentage of the amount remaining in the drum cartridge that triggers this message.

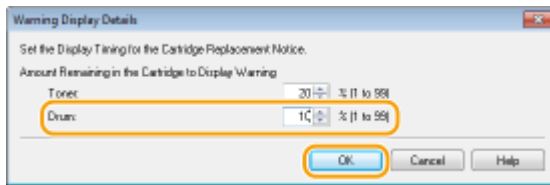
- 1 Select the machine by clicking  in the system tray.



- 2 Select [Options] ▶ [Device Settings] ▶ [Warning Display Details].



- 3 In [Drum] under [Amount Remaining in the Cartridge to Display Warning], specify the amount remaining in the drum cartridge to display the message, then click [OK].



IMPORTANT

If you are using a drum cartridge that is not a Canon product or the amount remaining in the drum cartridge cannot be detected correctly, it is possible that no message will be displayed.

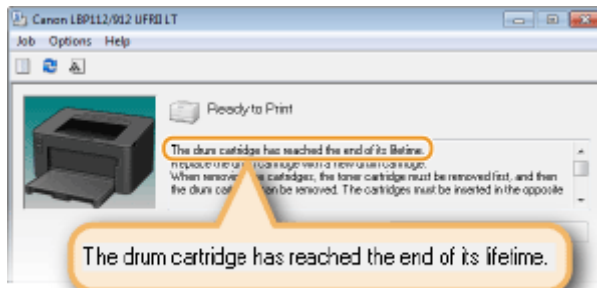
NOTE

Disabling Message Display

You can disable display of the message [The drum cartridge needs to be replaced soon.] by doing as follows: Select Printer Status Window's [Options] menu ► [Device Settings] ► Clear the [Display Cartridge Replacement Notice] check box in the [Warning Display Settings] dialog box.

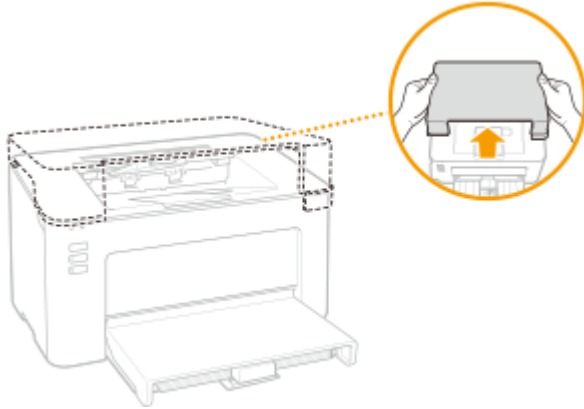
[The drum cartridge has reached the end of its lifetime.]

This message notifies you that the drum cartridge has reached the end of its lifetime. It is recommended that you replace the drum cartridge with a new one. You can continue printing, but the print quality cannot be guaranteed.

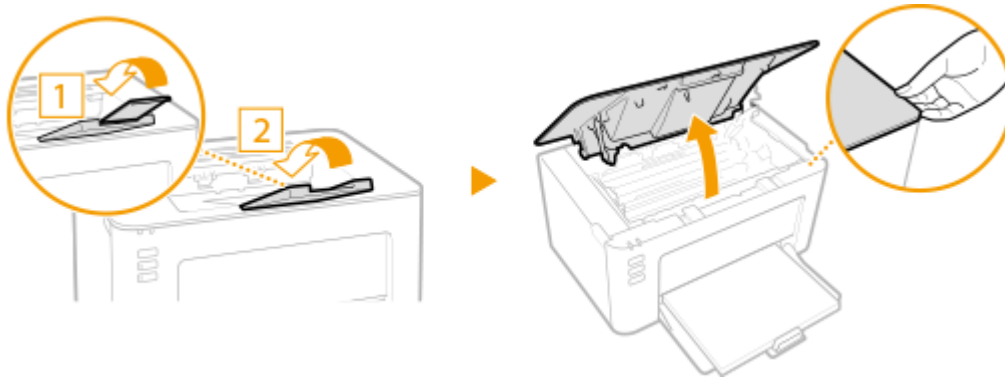


Procedure for Replacing the Drum Cartridge

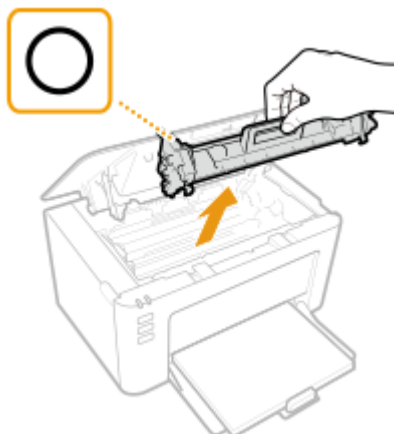
1 Remove the output cover.



2 Close the paper stopper, and then open the toner cover.



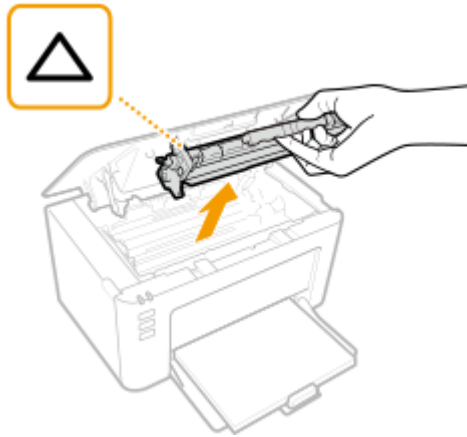
3 Remove the toner cartridge.



IMPORTANT:

Do not shake or tilt the toner cartridge. Also, make sure to avoid applying shocks to the toner cartridge, such as by hitting it against something. Doing so may cause the toner left in the toner cartridge to leak. Remove the toner cartridge gently at the same angle as the slot.

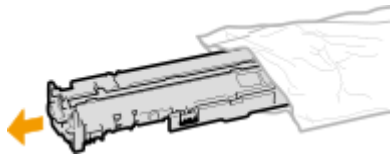
4 Remove the drum cartridge.



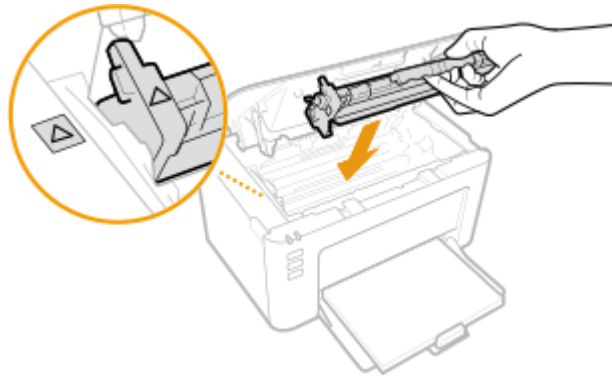
IMPORTANT:

Do not shake or tilt the drum cartridge. Also, make sure to avoid applying shocks to the drum cartridge, such as by hitting it against something. Doing so may cause the toner left in the drum cartridge to leak. Remove the drum cartridge gently at the same angle as the slot.

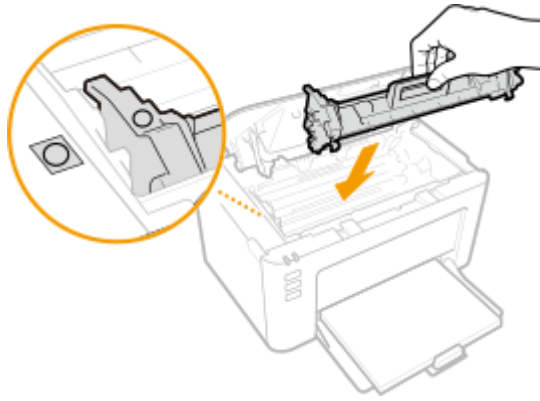
5 Remove the new drum cartridge from the protective bag.



6 Replace the drum cartridge.

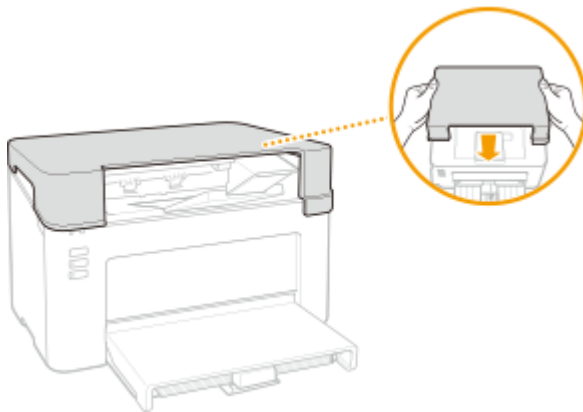


7 Insert the toner cartridge.



8 Close the toner cover.

9 Replace the output cover.



LINKS

Consumables(P. 74)

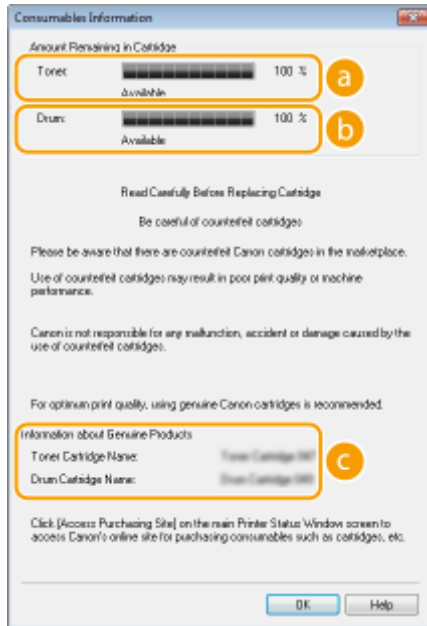
Checking the Remaining Amount of Consumables

2AL7-01C

Use the procedure below to check the amount remaining in the toner cartridges, etc. It is particularly important to check whether you need to have a new toner cartridge or a new drum cartridge ready before starting a large print job.



Display the Printer Status Window (▶ **Displaying the Printer Status Window(P. 27)**) ▶ [Options]
▶ [Consumables Information]



a Amount Remaining in Toner Cartridge

Displays the amount remaining in the toner cartridges.

b Amount Remaining in Drum Cartridge

Displays the amount remaining in the drum cartridges.

c Information about Genuine Products

Displays the model numbers of the toner cartridge and the drum cartridge for the machine.

NOTE

- The displayed amount remaining in the toner cartridge or the drum cartridge can be used only as a guide and may differ from the actual amount.
- Other internal parts may reach the end of their lifetime before the amount remaining in the toner cartridge or the drum cartridge reaches its lifetime.

LINKS

▶ **Replacing the Toner Cartridge(P. 58)**

▶ **Replacing the Drum Cartridge(P. 63)**

▶ **Consumables(P. 74)**

Relocating the Machine

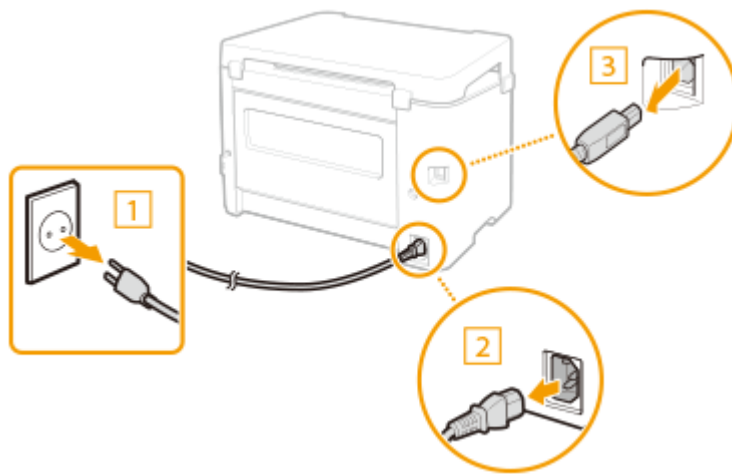
The machine is heavy. Make sure to follow the procedure below when moving the machine to avoid injury, and also make sure to read the safety precautions before you begin. **▶ Important Safety Instructions(P. 2)**

1 Turn OFF the machine and computer.

- When you turn OFF the machine, data that is waiting to be printed is deleted.

2 Disconnect the cables and cord from the machine in numerical order as in the illustration below.

- 1 Power plug
- 2 Power cord
- 3 USB cable

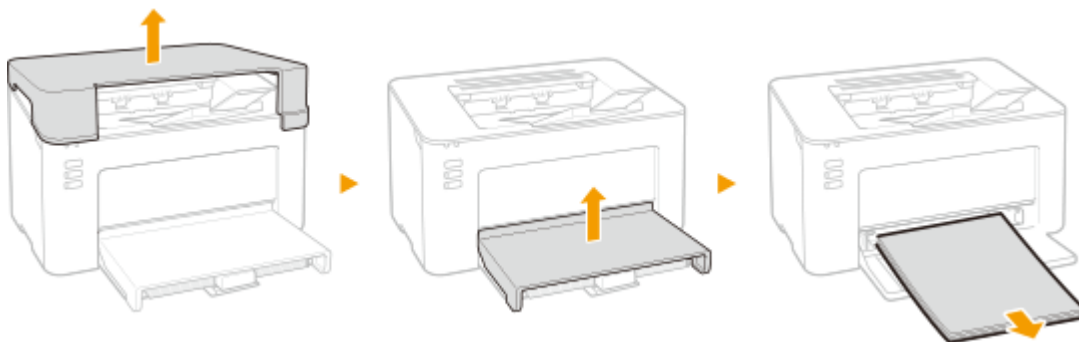


3 When transporting the machine across a long distance, remove the toner cartridge and the drum cartridge.

- ▶ Procedure for Replacing the Toner Cartridge(P. 60)
- ▶ Procedure for Replacing the Drum Cartridge(P. 65)

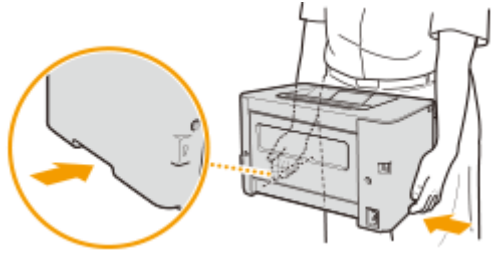
4 Remove the paper cover, output cover and any paper.

- If the paper guides are extended, return them so that they fit in the drawer.



5 Close the drawer, paper stopper, and all similar parts, and then move the machine to a new location.

- Check how heavy the machine is and carry it without straining. ▶ **Main Unit(P. 119)**
Hold the lift handles, and lift up the machine.



6 Carefully place the machine at the new installation site.

- For information about how to install the machine after relocating it, see "Getting Started." ▶ **Manuals and Their Contents(P. 125)**

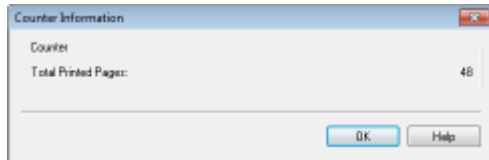
Viewing the Counter Value

2AL7-01F

You can check total for the number of pages used for printouts. The number of printouts includes printouts of the list as well as printouts of data from computers.



Display the Printer Status Window (▶ **Displaying the Printer Status Window(P. 27)**) ▶ [Options]
▶ [Counter Information] ▶ Check the number of pages printed



Printing Lists of Settings

2AL7-01H

You can print information and settings registered in the machine as a list.

User Data List

You can check the list of the settings as well as the content that has been registered in the machine by printing a User Data List. Before starting, load A4 size paper in the drawer. **▶ Loading Paper in the Drawer(P. 34)**



Display the Printer Status Window (**▶ Displaying the Printer Status Window(P. 27)**) ▶ [Options]
▶ [Utility] ▶ [User Data List] ▶ [OK]

NOTE

- You can also use the Paper key to print a User Data List (with the machine ready to print, press the key and hold it down for 3 seconds).

Setting the language to print in

- In the Printer Status Window's [Options] menu ▶ [Device Settings] ▶ [Select Language for User Data List] dialog box, you can specify the language for printing a User Data List in.

Consumables

2AL7-01J

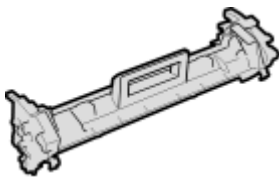
The following is a guide to the estimated replacement time for the consumables used in this machine. Purchase consumables at your local authorized Canon dealer. Observe safety and health precautions when storing and handling consumables. For optimum print quality, using Canon genuine Toner, Cartridge and Parts is recommended.



NOTE

- To handle and store consumables, observe precautions in "Getting Started" provided for this product.
- Depending on the installation environment, printing paper size, or original type, you may need to replace consumables before the end of the estimated lifetime.

■ Toner Cartridges



Supplied Toner Cartridge

The average yield and the weight of the toner cartridge that comes with the machine are shown below.

- Average yield*
700 sheets
- Weight
Approx. 0.3 kg

Replacement Toner Cartridges

For optimum print quality, using Canon genuine toner cartridges is recommended.

Canon Genuine Toner Cartridge	Average yield and weight of toner cartridge
Canon Toner Cartridge 047	<ul style="list-style-type: none"> • Average yield* 1,600 sheets • Weight Approx. 0.3 kg

* The average yield is based on "ISO/IEC 19752" (the global standard related to "Method for the determination of toner cartridge yield for monochromatic electrophotographic printers and multi-function devices that contain printer components" issued by ISO [International Organization for Standardization]) when printing A4 size paper with the default print density setting.

IMPORTANT

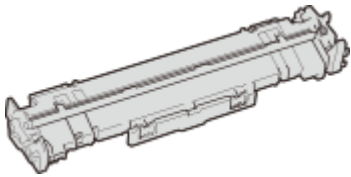
Be careful of counterfeit toner cartridges

- Please be aware that there are counterfeit Canon toner cartridges in the marketplace. Use of counterfeit toner cartridge may result in poor print quality or machine performance. Canon is not responsible for any malfunction, accident or damage caused by the use of counterfeit toner cartridge. For more information, see canon.com/counterfeit.

NOTE

- When replacing toner cartridges, see [▶ Replacing the Toner Cartridge \(P. 58\)](#) .

■ Drum Cartridges



Supplied Drum Cartridge

The average yield and the weight of the drum cartridge that comes with the machine are shown below.

- Average yield*
12,000 sheets
- Weight
Approx. 0.2 kg

Replacement Drum Cartridges

For optimum print quality, using Canon genuine drum cartridges is recommended.

Canon Genuine Drum Cartridge	Average yield and weight of drum cartridge
Canon Drum Cartridge 049	<ul style="list-style-type: none"> • Average yield* 12,000 sheets • Weight Approx. 0.2 kg

* The average yield is on the basis of our evaluation criteria when printing at 2-sheet intervals (2-sheet intermittent) of plain A4 size paper.

IMPORTANT

Be careful of counterfeit drum cartridges

- Please be aware that there are counterfeit Canon drum cartridges in the marketplace. Use of counterfeit drum cartridge may result in poor print quality or machine performance. Canon is not responsible for any malfunction, accident or damage caused by the use of counterfeit drum cartridge. For more information, see canon.com/counterfeit.

NOTE

- When replacing drum cartridges, see [▶ Replacing the Drum Cartridge\(P. 63\)](#) .

Troubleshooting

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Troubleshooting

2AL7-01K

When a problem occurs, check this chapter to find out solutions before contacting Canon.

■ Common Problems

This section describes how to take action when you suspect that the machine is malfunctioning. ▶ **Common Problems(P. 80)**



■ When You Cannot Print Properly

This section describes how to take action when printing results are not satisfactory or the paper creases or curls. ▶ **When You Cannot Print Properly(P. 84)**



■ Countermeasures for Each Message

This section describes how to take action when a message appears in the Printer Status Window. ▶ **Countermeasures for Each Message(P. 98)**



■ Clearing Paper Jams

This section describes how to take action when a paper is jammed. ▶ **Clearing Paper Jams(P. 104)**



■ When a Problem Cannot Be Solved

If a problem persists, see ▶ **When a Problem Cannot Be Solved(P. 111)** to find out where to contact.

Troubleshooting



Common Problems

2AL7-01L

If you encounter problems when using the machine, check the items in this section before contacting us. If the problems persist, contact your local authorized Canon dealer or the Canon help line.

Check the Following

→ Is the machine turned ON? Is the power cord connected?

- If the machine is turned ON but does not respond, turn it OFF, check whether the power cord is connected correctly, and turn it back ON. For information on connecting the power cord, see Getting Started. ▶ **Manuals and Their Contents(P. 125)**

→ Is the machine connected via a USB cable?

- Check whether the machine is connected correctly. ▶ **Problem with the USB Connection(P. 81)**

→ Is sleep mode activated?

- If you leave the machine unattended for a specific period of time, it enters sleep mode for power conservation, not allowing you to operate it.
To cancel sleep mode, press any key other than the power switch.

→ Is any message displayed in the Printer Status Window?

- If a problem occurs, a message is displayed. ▶ **Countermeasures for Each Message(P. 98)**

If a problem persists even after checking

Click the link that corresponds to the problem.

- ▶ **Installation/Settings Problems(P. 81)**
- ▶ **Printing Problems(P. 82)**

Installation/Settings Problems

2AL7-01R

See [▶Common Problems\(P. 80\)](#) also.

▶[Problem with the USB Connection\(P. 81\)](#)

▶[Problem with the Print Server\(P. 81\)](#)

Problem with the USB Connection

Cannot communicate.

- Change the USB cable. If you are using a long USB cable, replace it with a short one.
- If you are using a USB hub, connect the machine directly to your computer using a USB cable.

Problem with the Print Server

You cannot find the print server to connect to.

- Are the print server and computer connected correctly?
- Is the print server running?
- Do you have user rights to connect to the print server? If you are not sure, contact the server administrator.
- Is [Network discovery] enabled?
 - ▶[Enabling \[Network discovery\]\(P. 131\)](#)

You cannot connect to a shared printer.

- On the network, does the machine appear among the printers of the print server? If it is not displayed, contact the network or server administrator.
 - ▶[Displaying Shared Printers in the Print Server\(P. 132\)](#)

Printing Problems

2AL7-01S

See [▶Common Problems\(P. 80\)](#) also.

Printing results are not satisfactory. Paper creases or curls. [▶When You Cannot Print Properly\(P. 84\)](#)

You cannot print.

- Can you print a Windows test page? If you can print a Windows test page, there is no problem with the machine or the printer driver. Check the print settings of your application.
 - ▶[Printing a Test Page in Windows\(P. 133\)](#)
 - If you cannot print a test page, check the following according to your environment.
 - **USB connection**
 - Have you selected the correct port? If there is no port to use or you are not sure, reinstall the printer driver. When you reinstall the printer driver, the correct port is created automatically.
 - ▶[Checking the Printer Port\(P. 135\)](#)
 - ▶[Installing Drivers\(P. 15\)](#)
 - Is bidirectional communication enabled? Enable bidirectional communication, and restart the computer.
 - ▶[Checking Bidirectional Communication\(P. 136\)](#)
 - Disable security software and other resident software.
 - Connect to another USB port on the computer.
 - Can you print from a USB connection to another computer? If you also cannot print from other computers, contact your local authorized Canon dealer or the Canon help line.
 - **Via print server**
 - Can you print from the print server? If you can print from the print server, check the connection between the print server and your computer.
 - ▶[Problem with the Print Server\(P. 81\)](#)
 - Disable security software and other resident software.
 - Reinstall the printer driver.
 - ▶[Installing Drivers\(P. 15\)](#)
 - Can you print from other computers via the print server? If you also cannot print from other computers, contact your local authorized Canon dealer or the Canon help line.
 - Has an error occurred? Check the job status.
 - ▶[Checking the Printing Status\(P. 48\)](#)

Printing seems to be slow. *

- Print or delete data in memory.

* When the free space in memory is running low, the processing speed of the machine becomes slow, just as a computer does. There is nothing abnormal.

It takes a long time before printing starts.

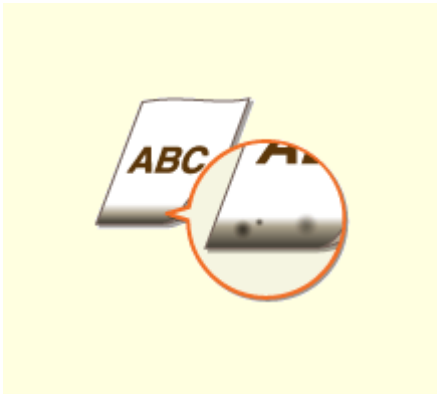
- Did you print to narrow width paper? After you print to narrow width paper, the machine may cool itself to maintain the print quality. As a result, it may take some time before the next job is printed. Wait until the machine is ready to print. Printing will resume when the temperature inside the machine has fallen.

When You Cannot Print Properly

2AL7-01U

If printing results are not satisfactory, or paper creases or curls, try the following solutions. If the problems persist, contact your local authorized Canon dealer or the Canon help line.

■ Problems with Image Quality ▶ Printing Results Are Not Satisfactory(P. 86)



▶ Smudge Marks Appear on the Edge of Printouts(P. 86)



▶ Smudges Appear on Printouts(P. 86)



▶ Afterimages Appear in Blank Areas(P. 87)



▶ Toner Smudges and Splatters Appear(P. 87)



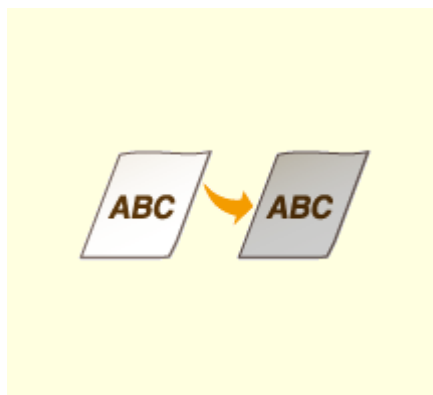
▶ Printouts Are Faded(P. 88)



▶ A Portion of the Page Is Not Printed(P. 90)



▶ Streaks Appear/Printing is Uneven(P. 90)



▶ Printouts Are Entirely or Partially Grayish(P. 91)



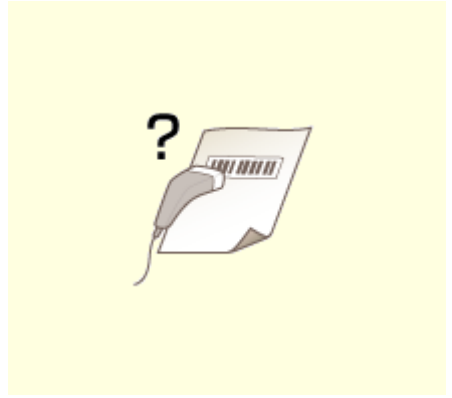
▶ White Spots Appear(P. 92)



▶ Spots Appear(P. 93)



▶ Reverse Side of Paper is Smudged(P. 93)



▶ Printed Barcode Cannot Be Read(P. 94)

■ Problems with Printout Paper ▶ Paper Creases or Curls(P. 95)



▶ Paper Creases(P. 95)



▶ Paper Curls(P. 95)

■ Problems with Paper Feed ▶ Paper Is Fed Incorrectly(P. 97)



▶ Printouts Are Skewed(P. 97)



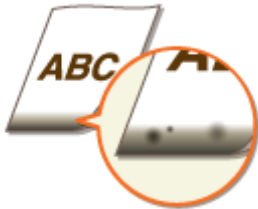
▶ Paper Is Not Fed/Two or More Sheets Are Fed Together(P. 97)

Printing Results Are Not Satisfactory

2AL7-01W

Dirt inside the machine may affect printing results. Perform care and cleaning to the machine first. **▶Regular Cleaning(P. 55)**

Smudge Marks Appear on the Edge of Printouts



→ Are you using appropriate paper?

- Check the supported paper types and replace with an appropriate type. Also, set the paper size and type correctly.
 - ▶ **Available Paper(P. 121)**
 - ▶ **Loading Paper(P. 32)**

→ Do you print data without margins?

- This symptom occurs if a margin is set to none in the printer driver. A margin of 5 mm or less around the edge of paper or 10 mm or less around the edge of envelopes is not printable with the machine. Make sure to have margins around the document to print.

[Finishing] tab ▶ [Advanced Settings] ▶ [Expand Print Region and Print] ▶ [Off]

Smudges Appear on Printouts



→ Are you using appropriate paper?

- Check usable paper, and replace with appropriate paper.
 - ▶ **Available Paper(P. 121)**
 - ▶ **Loading Paper(P. 32)**
- If using the appropriate paper still does not solve the problem, changing the [Special Print Adjustment A] setting in the Printer Status Window may solve the problem. [Mode 2] can improve the quality more significantly than [Mode 1].
 - ▶ **Displaying the Printer Status Window(P. 27)**

[Options] ▶ [Device Settings] ▶ [Assisting Print Settings] ▶ [Special Print Adjustment A] ▶ Select mode

Afterimages Appear in Blank Areas



→ Are you using appropriate paper?

- Check usable paper, and replace with appropriate paper.
 - ▶ Available Paper(P. 121)
 - ▶ Loading Paper(P. 32)

→ Is the amount remaining in the toner cartridge running low?

- Check how much the amount remaining in the toner cartridge is left, and replace the toner cartridge as necessary.
- Regardless of the amount remaining in the toner cartridge, the toner cartridge may reach the end of its lifetime depending on the use environment or the deterioration of materials inside the toner cartridge.
 - ▶ Replacing the Toner Cartridge(P. 58)

→ Is the amount remaining in the drum cartridge running low?

- Check how much the amount remaining in the drum cartridge is left, and replace the drum cartridge as necessary.
- Regardless of the amount remaining in the drum cartridge, the drum cartridge may reach the end of its lifetime depending on the use environment or the deterioration of materials inside the drum cartridge.
 - ▶ Replacing the Drum Cartridge(P. 63)

Toner Smudges and Splatters Appear



→ Are you using appropriate paper?

- Check usable paper, and replace with appropriate paper.
 - ▶ Available Paper(P. 121)
 - ▶ Loading Paper(P. 32)

- Setting [Use Special Print Adjustment U] to on in the Printer Status Window may solve the problem.

▶ **Displaying the Printer Status Window(P. 27)**

[Options] ▶ [Device Settings] ▶ [Assisting Print Settings] ▶ Select the [Use Special Print Adjustment U] check box

→ **Are you using paper containing much paper dust or other dust particles?**

- Smudges may appear in a printout when the paper has a lot of paper dust or other dust particles. Setting [Use Special Print Adjustment L] to on in the Printer Status Window may solve the problem.

▶ **Displaying the Printer Status Window(P. 27)**

[Options] ▶ [Device Settings] ▶ [Assisting Print Settings] ▶ Select the [Use Special Print Adjustment L] check box

→ **Is the amount remaining in the toner cartridge running low?**

- Check how much the amount remaining in the toner cartridge is left, and replace the toner cartridge as necessary.
- Regardless of the amount remaining in the toner cartridge, the toner cartridge may reach the end of its lifetime depending on the use environment or the deterioration of materials inside the toner cartridge.

▶ **Replacing the Toner Cartridge(P. 58)**

→ **Is the amount remaining in the drum cartridge running low?**

- Check how much the amount remaining in the drum cartridge is left, and replace the drum cartridge as necessary.
- Regardless of the amount remaining in the drum cartridge, the drum cartridge may reach the end of its lifetime depending on the use environment or the deterioration of materials inside the drum cartridge.

▶ **Replacing the Drum Cartridge(P. 63)**

Printouts Are Faded



→ **Are you using appropriate paper?**

- Check usable paper, and replace with appropriate paper. Also, specify the paper size and type settings properly.

▶ **Available Paper(P. 121)**

▶ **Loading Paper(P. 32)**

→ **Are you using paper containing much paper dust?**

- Using paper containing much paper dust may result in a faded or streaky printout. Setting [Use Special Print Adjustment G] to on in the Printer Status Window may solve the problem.

▶ **Displaying the Printer Status Window(P. 27)**

[Options] ▶ [Device Settings] ▶ [Assisting Print Settings] ▶ Select the [Use Special Print Adjustment G] check box

→ Are you using rough-surface paper?

- Printed images may be faint when they are printed on rough-surface paper. Setting [Use Special Print Adjustment Q] to on in the Printer Status Window may solve the problem.

▶ **Displaying the Printer Status Window(P. 27)**

[Options] ▶ [Device Settings] ▶ [Assisting Print Settings] ▶ Select the [Use Special Print Adjustment Q] check box

NOTE:

- Setting this to on may affect the image quality.

→ Are you using the machine in an environment with high humidity?

- Setting [Use Special Print Adjustment T] to on in the Printer Status Window may solve the problem.

▶ **Displaying the Printer Status Window(P. 27)**

[Options] ▶ [Device Settings] ▶ [Assisting Print Settings] ▶ Select the [Use Special Print Adjustment T] check box

NOTE:

- Printed images or text may be blurred when you set this to on and print in a low-humidity environment.

→ Is the machine installed in the appropriate environment?

- Install the printer in an appropriate location.
- The print quality may be faint, light or faded depending on the installation environment. Avoid placing the machine in a location exposed to wind.

▶ **Installation(P. 3)**

▶ **Relocating the Machine(P. 70)**

→ Is the amount remaining in the toner cartridge running low?

- Check how much the amount remaining in the toner cartridge is left, and replace the toner cartridge as necessary.
- Regardless of the amount remaining in the toner cartridge, the toner cartridge may reach the end of its lifetime depending on the use environment or the deterioration of materials inside the toner cartridge.

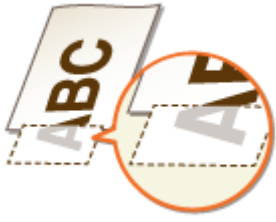
▶ **Replacing the Toner Cartridge(P. 58)**

→ Is the amount remaining in the drum cartridge running low?

- Check how much the amount remaining in the drum cartridge is left, and replace the drum cartridge as necessary.
- Regardless of the amount remaining in the drum cartridge, the drum cartridge may reach the end of its lifetime depending on the use environment or the deterioration of materials inside the drum cartridge.

▶ **Replacing the Drum Cartridge(P. 63)**

A Portion of the Page Is Not Printed



→ Do you print data without margins?

- This symptom occurs if a margin is set to none in the printer driver. A margin of 5 mm or less around the edge of paper or 10 mm or less around the edge of envelopes is not printable with the machine. Make sure to have margins around the document to print.

[Finishing] tab ▶ [Advanced Settings] ▶ [Expand Print Region and Print] ▶ [Off]

→ Do the paper guides align with the edges of the paper?

- If the paper guides are too loose or too tight, part of a document may not be printed.
 ▶ **Loading Paper(P. 32)**

Streaks Appear/Printing is Uneven



→ Are you using appropriate paper?

- Check usable paper, and replace with appropriate paper.
 ▶ **Available Paper(P. 121)**
 ▶ **Loading Paper(P. 32)**

→ Have you cleaned the fixing unit?

- Clean the fixing unit.
 ▶ **Cleaning the Fixing Assembly(P. 57)**

→ Are you using rough-surface paper?

- Printed images may be faint when they are printed on rough-surface paper. Setting [Use Special Print Adjustment Q] to on in the Printer Status Window may solve the problem.
 ▶ **Displaying the Printer Status Window(P. 27)**

[Options] ▶ [Device Settings] ▶ [Assisting Print Settings] ▶ Select the [Use Special Print Adjustment Q] check box

NOTE:

- Setting this to on may affect the image quality.

→ **Are you using the machine in an environment with high humidity?**

- Change the setting for [Use Special Print Adjustment T] in the Printer Status Window. Setting this item to on may solve the problem.

▶ **Displaying the Printer Status Window(P. 27)**

[Options] ▶ [Device Settings] ▶ [Assisting Print Settings] ▶ Select the [Use Special Print Adjustment T] check box

NOTE:

- Printed images or text may be blurred when you set this to on and print in a low-humidity environment.

→ **Are you using paper containing much paper dust?**

- Using paper containing much paper dust may result in a faded or streaky printout. Setting [Use Special Print Adjustment G] to on in the Printer Status Window may solve the problem.

▶ **Displaying the Printer Status Window(P. 27)**

[Options] ▶ [Device Settings] ▶ [Assisting Print Settings] ▶ Select the [Use Special Print Adjustment G] check box

→ **Is the amount remaining in the toner cartridge running low?**

- Check how much the amount remaining in the toner cartridge is left, and replace the toner cartridge as necessary.
- Regardless of the amount remaining in the toner cartridge, the toner cartridge may reach the end of its lifetime depending on the use environment or the deterioration of materials inside the toner cartridge.

▶ **Replacing the Toner Cartridge(P. 58)**

→ **Is the amount remaining in the drum cartridge running low?**

- Check how much the amount remaining in the drum cartridge is left, and replace the drum cartridge as necessary.
- Regardless of the amount remaining in the drum cartridge, the drum cartridge may reach the end of its lifetime depending on the use environment or the deterioration of materials inside the drum cartridge.

▶ **Replacing the Drum Cartridge(P. 63)**

Printouts Are Entirely or Partially Grayish



→ Are you using a specific type of paper?

- The printed side may come out in grayish color for certain type of paper. Check the type of paper you are using and try a different type.
 - ▶ **Available Paper(P. 121)**
 - Setting [Use Special Print Adjustment U] or [Use Special Print Adjustment G] to on in the Printer Status Window may solve the problem.
 - ▶ **Displaying the Printer Status Window(P. 27)**
- [Options] ▶ [Device Settings] ▶ [Assisting Print Settings] ▶ Select the [Use Special Print Adjustment U] or [Use Special Print Adjustment G] check box

NOTE:

- A desirable effect may not be attained even with these settings applied.

→ Is the machine installed in the appropriate environment?

- Install the printer in an appropriate location.
- The printed side may come out in grayish color depending on the installation environment. Avoid placing the machine in a location exposed to wind.
 - ▶ **Installation(P. 3)**
 - ▶ **Relocating the Machine(P. 70)**
- Store the toner cartridge in an appropriate location for two to three hours, then try printing again. This may solve the problem. If the problem persists, replace the toner cartridge.
 - ▶ **Replacing the Toner Cartridge(P. 58)**

→ Has the drum cartridge been left in direct sunlight for a long period of time?

- Store the drum cartridge in an appropriate location for two to three hours, then try printing again. This may solve the problem. If the problem persists, replace the drum cartridge.
 - ▶ **Replacing the Drum Cartridge(P. 63)**

White Spots Appear



→ Are you using paper that has absorbed moisture?

- Replace with appropriate paper.
 - ▶ **Loading Paper(P. 32)**

→ Are you using appropriate paper?

- Check usable paper, and replace with appropriate paper.

▶ **Available Paper(P. 121)**

▶ **Loading Paper(P. 32)**

→ **Is the amount remaining in the toner cartridge running low?**

- Check how much the amount remaining in the toner cartridge is left, and replace the toner cartridge as necessary.
- Regardless of the amount remaining in the toner cartridge, the toner cartridge may reach the end of its lifetime depending on the use environment or the deterioration of materials inside the toner cartridge.
 - ▶ **Replacing the Toner Cartridge(P. 58)**

→ **Is the amount remaining in the drum cartridge running low?**

- Check how much the amount remaining in the drum cartridge is left, and replace the drum cartridge as necessary.
- Regardless of the amount remaining in the drum cartridge, the drum cartridge may reach the end of its lifetime depending on the use environment or the deterioration of materials inside the drum cartridge.
 - ▶ **Replacing the Drum Cartridge(P. 63)**

Spots Appear



→ **Have you cleaned the fixing unit?**

- Clean the fixing unit.
 - ▶ **Cleaning the Fixing Assembly(P. 57)**

Reverse Side of Paper is Smudged



→ **Have you loaded paper that is smaller than the size of the print data?**

- Check to make sure that the paper size matches the size of the print data.

→ **Have you cleaned the fixing unit?**

- Clean the fixing unit.
 - ▶ **Cleaning the Fixing Assembly(P. 57)**

Printed Barcode Cannot Be Read



→ **Are you trying to read a small barcode or one with thick lines?**

- Enlarge the barcode.
 - Changing the [Select Line Width] setting may solve the problem.
 - ▶ **Displaying the Printer Status Window(P. 27)**
- [Options] ▶ [Device Settings] ▶ [Assisting Print Settings] ▶ [Select Line Width] ▶ Select the line width

Paper Creases or Curls

Paper Creases



→ Is paper loaded correctly?

- If paper is not loaded below the load limit line or is loaded obliquely, it may crease.
 - ▶ **Loading Paper(P. 32)**

→ Are you using paper that has absorbed moisture?

- Replace with appropriate paper.
 - ▶ **Loading Paper(P. 32)**

→ Are you using appropriate paper?

- Check usable paper, and replace with appropriate paper.
 - ▶ **Available Paper(P. 121)**
 - ▶ **Loading Paper(P. 32)**

Paper Curls



→ Are you using appropriate paper?

- Check usable paper, and replace with appropriate paper. Also, specify the paper size and type settings properly.
 - ▶ **Available Paper(P. 121)**
 - ▶ **Loading Paper(P. 32)**
- Change the setting of [Paper Type] to a setting for thinner paper. For example, if the current setting is [Plain [71-89 g/m²]], change it to [Plain L [61-70 g/m²]] or [Plain L2 [60 g/m²]].
 - ▶ **Available Paper(P. 121)**

- Reload the paper by changing the side to print on (front side/back side).

IMPORTANT:

- In rare cases the symptom may become worse depending on the paper. If this occurs, change the side to print on back to the previous side.

→ Are you using paper that has absorbed moisture?

- Replace with appropriate paper.
▶ **Loading Paper(P. 32)**

Paper Is Fed Incorrectly

2AL7-01Y

Printouts Are Skewed



→ Do the paper guides align with the edges of the paper?

- If the paper guides are too loose or too tight, the printouts are skewed.
▶ **Loading Paper(P. 32)**

→ Are you printing on curled envelopes?

- Uncurl the envelopes, and print again.
▶ **Loading Envelopes(P. 37)**

Paper Is Not Fed/Two or More Sheets Are Fed Together



→ Is paper loaded correctly?

- Fan the paper stack thoroughly so that paper is not stuck together.
- Check whether paper is loaded correctly.
▶ **Loading Paper(P. 32)**
- Check whether the number of sheets of paper loaded is appropriate and whether the appropriate paper is used.
▶ **Available Paper(P. 121)**
▶ **Loading Paper(P. 32)**
- Check whether mixed sizes and types of paper are loaded together.
- There are cases where the paper does not load properly depending on its thickness. If this occurs, reverse the paper orientation, or flip the paper over.

Countermeasures for Each Message

2AL7-020

A message appears in the Printer Status Window when there is a problem with print processing, when the machine cannot communicate, or when some other problem prevents normal operation. Find out more information about messages in the following list.

Cannot Communicate with Printer

In a terminal connection environment, the machine is redirected and a setting problem prevents communication.

- If the machine has been redirected in a terminal connection environment, such as a remote desktop application or XenAPP (MetaFrame), there may be a problem with firewall or other settings that prevents communication with the machine. Check the communication settings of the server and client. For details, contact your network administrator.

Cannot Communicate with Server

Your computer is not connected to the print server.

- Make the proper connection between your computer and the print server.

The print server is not running.

- Start the print server.

The machine is not shared.

- Make the proper printer sharing settings. For sharing settings, see the manuals for the relevant drivers on the online manual website.

You lack user rights to connect to the print server.

- Ask the administrator of the print server to change your user rights.

[Network discovery] is not enabled.

- Enable [Network discovery].
 ▶ **Enabling [Network discovery](P. 131)**

Cannot Establish Communication with Drum Cartridge


The drum cartridge is not installed correctly.

- Install the drum cartridge correctly.
 ▶ **Replacing the Drum Cartridge(P. 63)**

The drum cartridge is damaged.

- Replace the drum cartridge with a new one.
 ▶ **Replacing the Drum Cartridge(P. 63)**

IMPORTANT

- Even when this message is displayed, you can continue printing by clicking  , though the amount remaining in the drum cartridge cannot be displayed correctly.
- Problems resulting from the use of drum cartridges that are not Canon products are not covered under the warranty.

Cannot Establish Communication with Toner Cartridge


The toner cartridge is not installed correctly.

- Install the toner cartridge correctly.
 ▶ **Replacing the Toner Cartridge(P. 58)**

The toner cartridge is damaged.

- Replace the toner cartridge with a new one.
 ▶ **Replacing the Toner Cartridge(P. 58)**

IMPORTANT

- Even when this message is displayed, you can continue printing by clicking  , though the amount remaining in the toner cartridge cannot be displayed correctly.
- Problems resulting from the use of cartridges that are not Canon products are not covered under the warranty.

Cannot Retrieve Printer Information

[Canon LBP Bidi Service] is not enabled on the computer.

- Set the state of bidirectional communication service (Canon LBP Bidi Service) to [Start].

[Canon LBP Bidi Service] is not enabled on the server.

- Set the state of bidirectional communication service (Canon LBP Bidi Service) on the server to [Start]. For more information, contact your server administrator.

NOTE

To Enable [Canon LBP Bidi Service]

- Display [Computer Management], and perform the following procedure.
 Select [Services and Applications] ▶ [Services] ▶ Right-click [Canon LBP Bidi Service] and then click [Start].


Check Printed Output

The paper size specified in the printer driver is different from the size of the paper actually loaded.

- Load paper of the specified size, and press the Paper key on the machine.

▶ **Loading Paper in the Drawer(P. 34)**

The job may not be printed normally.

- You can click  to continue printing. If you continue printing and the results are not satisfactory, print the job again.

Check Printer

The drum cartridge or the toner cartridge is not set.

- Set the drum cartridge or the toner cartridge correctly.
 - ▶ **Replacing the Drum Cartridge(P. 63)**
 - ▶ **Replacing the Toner Cartridge(P. 58)**

There is paper from a paper jam left inside the machine.

- Thoroughly check for fragments of paper that may be left inside the machine. If you find any, remove them. If the paper is difficult to remove, do not try to forcibly pull it out of the machine. Follow the instructions in the manual to remove paper.
 - ▶ **Clearing Paper Jams(P. 104)**

Communication Error

The USB cable is not properly connected.

- Reconnecting the USB cable may solve the problem. For more information, see the manuals for the relevant drivers on the online manual website.

The machine is not turned ON.

- The power indicator does not light if the machine is not turned ON. Turn it ON. If the machine does not respond when you press the power switch, check to make sure that the power cord is connected correctly and then try again to turn the power ON.
 - ▶ **Turning ON the Machine(P. 30)**

Incompatible Printer

A printer other than this machine is connected.

- Make the proper connection between your computer and the machine.

NOTE

- If you are not sure on how to make a USB connection, see "Getting Started."
 - ▶ **Manuals and Their Contents(P. 125)**

Incorrect Port

The machine is connected to an unsupported port.

- Check the port.
 ▶ **Checking the Printer Port(P. 135)**

NOTE

If the port you need is not available


- Reinstall the printer driver. For more information, see the manuals for the relevant drivers on the online manual website.

Non-Canon Cartridge May Be in Use

The drum cartridge or the toner cartridge used may not be a genuine Canon product.

- Only genuine Canon drum cartridges or toner cartridges should be used as replacement drum cartridges or toner cartridges.
 ▶ **Consumables(P. 9)**

IMPORTANT

- Even when this message is displayed, you can continue printing by clicking  , though the print quality may deteriorate. Doing so may also result in damage to the machine.

Now in Firmware Update Mode

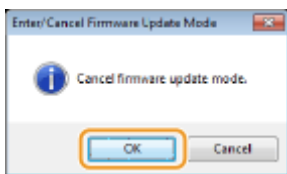
The machine has entered firmware update mode.

- Start up the "User Support Tool" and update the firmware.
 For details on updating the firmware, see the User Support Tool Operation Guide.

To cancel the firmware update mode

Firmware update mode can be canceled before firmware is updated.

Click [Options] in the Printer Status Window ▶ [Utility] ▶ [Enter/Cancel Firmware Update Mode] ▶ [OK]



NOTE

- Once a firmware update has started, firmware update mode cannot be canceled.

Out of Paper

No paper is loaded in the drawer.

- Load the paper according to the supplementary information displayed below the message. If you loaded paper in the drawer, press the Paper key on the machine.
▶ **Loading Paper in the Drawer(P. 34)**

Paper Jam inside Printer

Paper jams.


- Remove the jammed paper, and print again (Printing may resume automatically).
▶ **Clearing Paper Jams(P. 104)**

Replace Drum Cartridge

The drum cartridge has reached the end of its lifetime.

- Replacing the drum cartridge with a new one is recommended.
▶ **Replacing the Drum Cartridge(P. 63)**

IMPORTANT


- If  is enabled, you can click it to continue printing, but the print quality may deteriorate. Doing so may also result in damage to the machine.

Replace Toner Cartridge

The toner cartridge has reached the end of its lifetime.

- Replacing the toner cartridge with a new one is recommended.
▶ **Replacing the Toner Cartridge(P. 58)**

IMPORTANT

- If  is enabled, you can click it to continue printing, but the print quality may deteriorate. Doing so may also result in damage to the machine.

Toner Cover Open

The toner cover is not completely shut.

- Shut the toner cover firmly.

NOTE

- If the toner cover is not closed completely, check to make sure that the cartridges have been pushed all the way in.

Updating Firmware

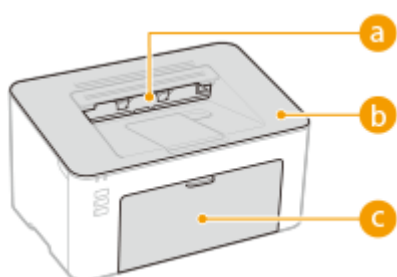
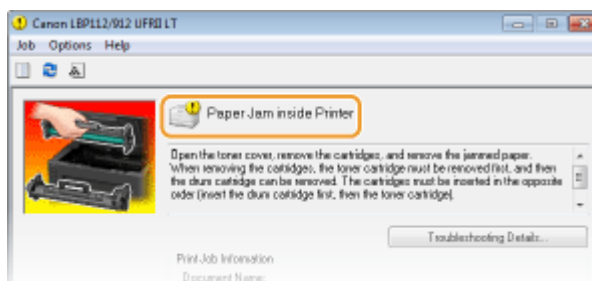
The firmware is being updated.

- Printing is not possible while the firmware is being updated. Print again after the firmware has been updated.

Clearing Paper Jams

2AL7-021

If a paper jams, [Paper Jam inside Printer] is displayed in the Printer Status Window. If it is difficult to understand the procedures in the Printer Status Window, see the following sections to clear jams.



- a Output tray**
 - ▶ Paper Jams inside the Machine(P. 106)
- b Inside of the machine**
 - ▶ Paper Jams inside the Machine(P. 106)
- c Drawer**
 - ▶ Paper Jams inside the Machine(P. 106)

IMPORTANT

When removing the jammed paper, do not turn OFF the machine

- Turning OFF the machine deletes the data that is being printed.

If paper tears

- Remove all the paper fragments to prevent them from becoming jammed.

If paper jams repeatedly

- Tap the paper stack on a flat surface to even the edges of the paper before loading it into the machine.
- Check that the paper is appropriate for the machine. ▶ Available Paper(P. 121)
- Check that no jammed paper fragments remain in the machine.
- If you use paper with a coarse surface, set [Paper Type] to [Rough 1 [60-104 g/m²]] or [Rough 2 [105-163 g/m²]].
 - ▶ Printing from a Computer(P. 43)

Do not forcibly remove the jammed paper from the machine

- Forcibly removing the paper may damage parts. If you are not able to remove the paper, contact your local authorized Canon dealer or the Canon help line. ▶ When a Problem Cannot Be Solved(P. 111)

NOTE

- If you click [Troubleshooting Details], you can display the same troubleshooting methods that are described in this manual.

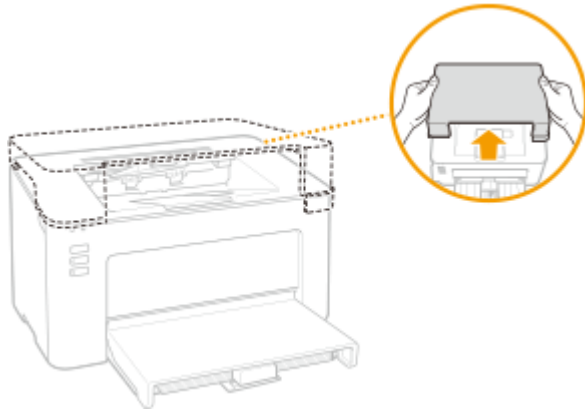


Paper Jams inside the Machine

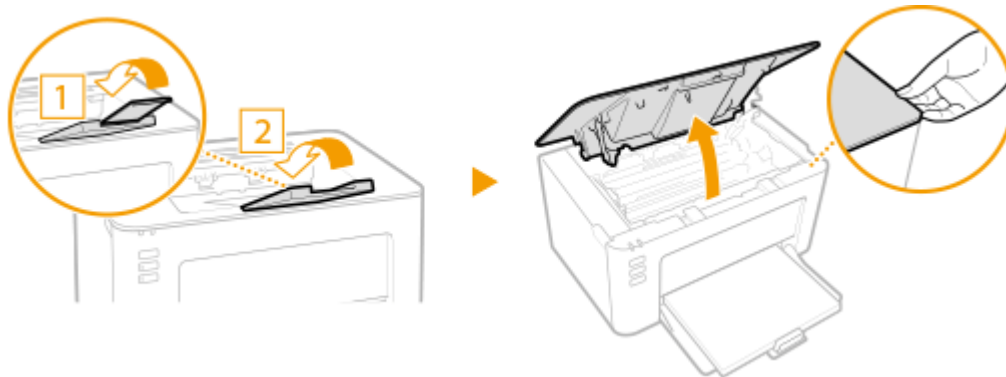
2AL7-022

Remove the jammed paper according to the procedure below. Do not forcibly remove jammed paper from the machine. If the jammed paper cannot be removed easily, proceed to the next step.

1 Remove the output cover.

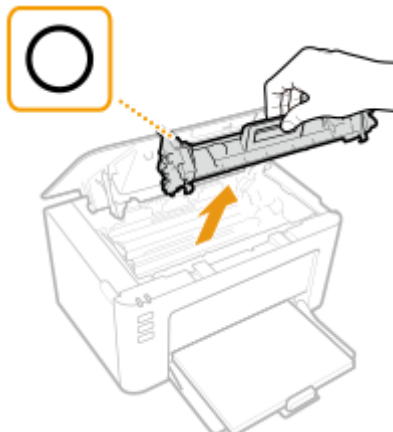


2 Close the paper stopper, and then open the toner cover.



3 Remove the cartridges.

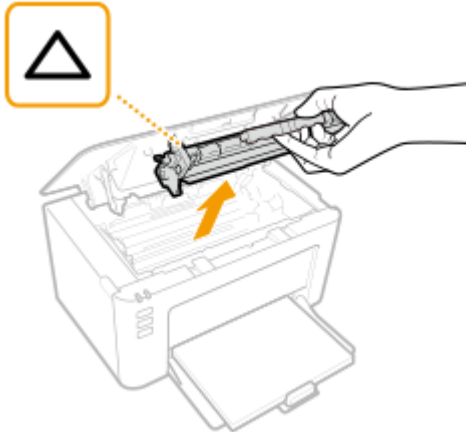
1 Remove the toner cartridge.



IMPORTANT:

Do not shake or tilt the toner cartridge. Also, make sure to avoid applying shocks to the toner cartridge, such as by hitting it against something. Doing so may cause the toner left in the toner cartridge to leak. Remove the toner cartridge gently at the same angle as the slot.

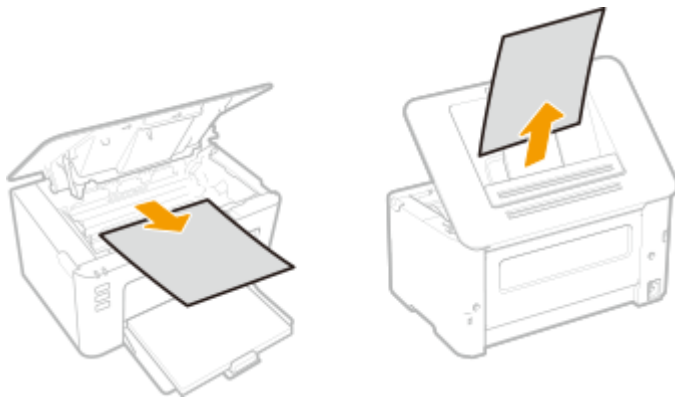
- 2 Remove the drum cartridge.



IMPORTANT:

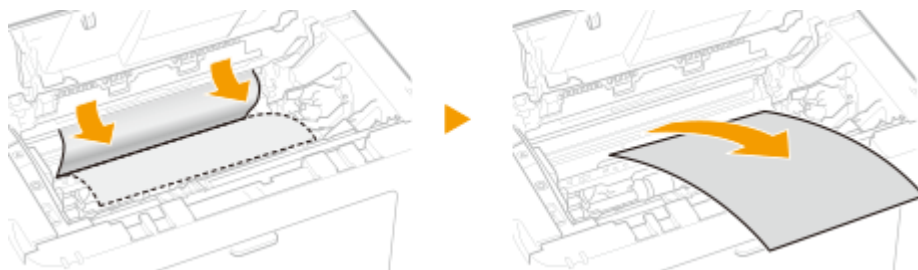
Do not shake or tilt the drum cartridge. Also, make sure to avoid applying shocks to the drum cartridge, such as by hitting it against something. Doing so may cause the toner left in the drum cartridge to leak. Remove the drum cartridge gently at the same angle as the slot.

- 4 Gently pull out the paper.



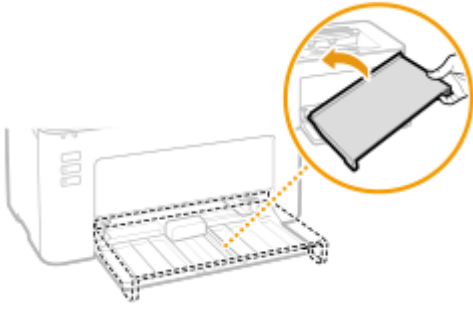
- 5 Check whether paper is jammed inside the machine.

- 1 Gently pull out the paper.
 - Hold both edges of the paper, pull the leading edge of the paper down, and then pull it out.



- 6 Check whether paper is jammed in the drawer.

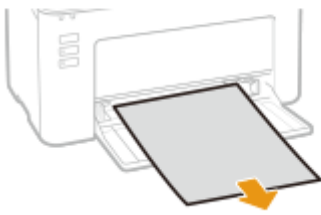
- 1 Remove the paper cover.



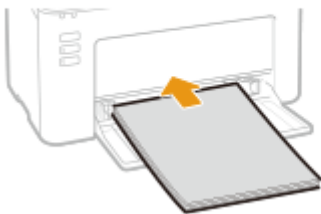
- 2 Remove any loaded paper.



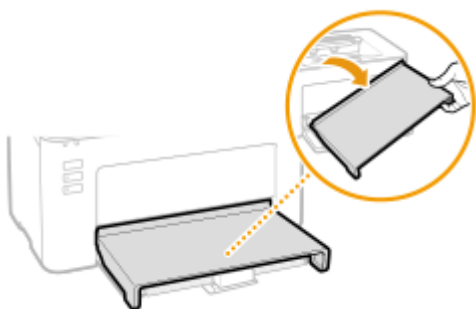
- 3 Gently pull out the jammed paper.



- 4 Load the paper.

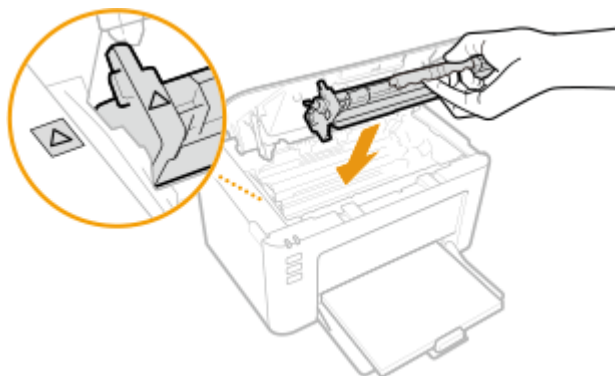


- 5 Replace the paper cover.

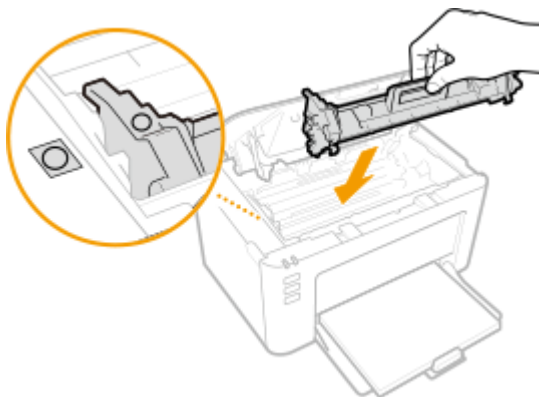


7 Insert the cartridges.

- 1 Insert the drum cartridge.



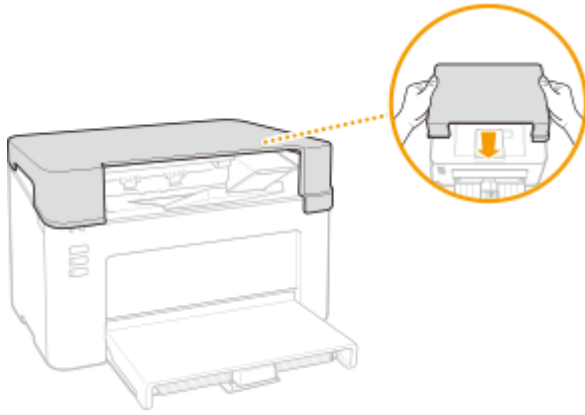
- 2 Insert the toner cartridge.



8 Close the toner cover.

⇒ The paper jam message disappears, and the machine is ready to print.

9 Replace the output cover.



When a Problem Cannot Be Solved

2AL7-023

If you cannot solve a problem by referring to the information in this chapter, contact your local authorized Canon dealer or the Canon help line.

IMPORTANT

Do not disassemble or repair the machine yourself

- If you disassemble or repair the machine yourself, it may not be covered by warranty.

■ When Contacting Canon

When contacting us, have the following information ready:

- Product name (LBP112)
- Dealer where you purchased the machine
- Details about your problem (such as what you did and what happened as a result)
- Serial number (found on the label on the back side of the machine)



Appendix

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Appendix

2AL7-024

This chapter contains technical specifications of this machine, instructions on how to use the User's Guide, disclaimers, copyright information, and other important information for customers.

■ Machine Specifications

See the following section(s) when you want to check the specifications of the machine, print function, and so on.



▶ **Specifications(P. 118)**

■ Referencing the Manual of This Machine

See the first of the following sections when you want to be sure of the kinds of the manuals describing the functions of the machine and how to operate the machine. When you want to know how to read and use the User's Guide (this manual), see the second section.



▶ **Manuals and Their Contents(P. 125)**

▶ **Using User's Guide(P. 126)**

■ Others

See the following section(s) when you want to get useful information, and check the disclaimers and copyright information.



▶ **Third Party Software(P. 114)**

▶ **Feature Highlights(P. 115)**

▶ **Basic Windows Operations(P. 131)**

▶ **Notice(P. 139)**

Third Party Software

2AL7-025

For information related to third-party software, click the following icon(s).



Feature Highlights

2AL7-026

This section describes tips for leveraging the features of the machine by category. You can make use of the features according to your intended purposes and operating environment.

- ▶ **Going Green and Saving Money(P. 116)**
- ▶ **Improving Efficiency(P. 117)**

Going Green and Saving Money

2AL7-027



There are lots of ways to cut back on paper, toner, power, and expenses.



Sleep Mode

You can save power by setting the machine to enter sleep mode automatically whenever it has not been used for a while. You don't need to turn OFF the power each time, but you can still have the machine minimize its power consumption. This convenient function works in the background to save power and money every day.

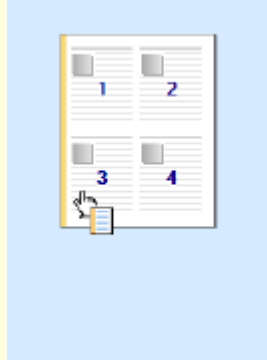
▶ **Entering Sleep Mode(P. 40)**

Improving Efficiency

2AL7-028



Here are some simple operations that can make complicated tasks more efficient.



Make Print Settings Quickly with Intuitive Operation

You can easily specify the page layout as well as binding position, etc. intuitively on the preview image in the printer driver. The simple click-operation allows you to conveniently make settings while viewing how settings are applied.

▶ **Printing from a Computer(P. 43)**

Specifications

2AL7-029

Specifications are subject to change without notice for product improvement or future release.

■ Machine Specifications

- ▶ **Main Unit(P. 119)**
- ▶ **Available Paper(P. 121)**

■ Functional Specifications

- ▶ **Printer Functions(P. 123)**

■ Environment To Use the Machine

- ▶ **System Environment(P. 124)**



Main Unit

2AL7-02A

NOTE

- For information on paper sizes and types for this machine, see " **Available Paper(P. 121)** ."

Name	Canon imageCLASS LBP112
Type	Desktop
Color Supported	Black and White
Resolution for Writing	600 dpi x 400 dpi (at default speed) 600 dpi x 600 dpi (at 2/3 speed)
Number of Tones	256
Acceptable Paper Stock	<p>Paper Sizes</p> <ul style="list-style-type: none"> Max: 215.9 mm x 355.6 mm Min: 76.2 mm x 127.0 mm <p>Paper Weight</p> <p>60 g/m² to 163 g/m²</p>
Paper Type	▶ Available Paper(P. 121)
Warm-Up Time *1	<p>After Powering ON</p> <p>15.0 seconds or less</p> <p>Returning from the Sleep mode</p> <p>1.6 seconds or less</p>
First Print Time (A4)	Approx. 6.5 seconds
Print Speed *2 (A4)	22.0 sheets/minute
Paper Feeding Capacity *3	150 sheets (80 g/m ²)/150 sheets (64 g/m ²)
Paper Output Capacity	100 sheets (68 g/m ²)

*3	
Power Source	AC 220 V - 240 V, 2.2 A, 50 Hz/60 Hz
Power Consumption *1	Maximum Power Consumption 900 W or less During Sleep Mode Approx. 0.4 W (USB connection) With the Main Power Turned OFF 0.5 W or less
Dimensions (W x D x H)	376 mm x 253 mm x 222 mm
Weight	Main Unit *4 Approx. 5.0 kg Output cover Approx. 0.4 kg Consumables  Consumables(P. 74)
Installation Space *5 (W x D x H)	See "Getting Started".  Manuals and Their Contents(P. 125)
Memory Capacity	RAM: 128 MB
Environmental Conditions	Temperature: 10°C to 30°C Humidity: 20% to 80% RH (no condensation)

*1 May vary depending on the environment and conditions under which the machine is being used.

*2 Print speed is measured based on internal testing using A4 size paper printed with 100% print ratio to original on one-sided paper. Internal testing involved continuously printing the same one page of content on plain paper. Print speed may vary depending on paper type, paper size or paper feeding direction. The device may automatically pause or slow down in order to adjust printer condition such as controlling temperature of a certain unit or limiting impact to image quality during continuous printing.

*3 May vary depending on the installation environment and paper to use.

*4 The output cover, the toner cartridge and the drum cartridge are not included.

*5 When the toner cover and the paper stopper are opened, the drawer is opened and the paper guide is pulled out.

Available Paper

2AL7-02C

The paper types that can be used with this machine are shown in the following table.

■ Supported Paper Sizes

Paper sizes that can be loaded in the drawer is listed below.

- A4** (210.0 mm x 297.0 mm)
- B5** (182.0 mm x 257.0 mm)
- A5** (148.0 mm x 210.0 mm)
- A6** (105.0 mm x 148.0 mm)
- Letter** (215.9 mm x 279.4 mm)
- Legal** (215.9 mm x 355.6 mm)
- Executive** (184.1 mm x 266.7 mm)
- Statement** (139.7 mm x 215.9 mm)
- Oficio** (215.9 mm x 317.5 mm)
- Oficio (Brazil)** (215.9 mm x 355.0 mm)
- Oficio (Mexico)** (215.9 mm x 341.0 mm)
- Envelope Monarch** (98.4 mm x 190.5 mm)
- Envelope No. 10 (COM10)** (104.7 mm x 241.3 mm)
- Envelope DL** (110.0 mm x 220.0 mm)
- Envelope C5** (162.0 mm x 229.0 mm)
- Letter (Government)** (203.2 mm x 266.7 mm)
- Legal (Government)** (203.2 mm x 330.2 mm)
- Legal (India)** (215.0 mm x 345.0 mm)
- F4A** (215.9 mm x 343.0 mm)
- Foolscap** (215.9 mm x 330.2 mm)
- Foolscap (Australia)** (206.0 mm x 338.0 mm)
- 3x5inch** (76.2 mm x 127.0 mm)
- Custom** *

*Custom paper size of 76.2 to 215.9 mm in width and 127.0 to 355.6 mm in length can be loaded in the drawer.

■ Supported Paper Types

Chlorine-free paper can be used with this machine.

✓ : Available

Paper Type		Drawer
Plain	71 to 89 g/m ²	✓

Paper Type		Drawer
Plain L	61 to 70 g/m ²	✓
Plain L2	60 g/m ²	✓
Recycled	71 to 89 g/m ²	✓
Heavy 1	90 to 120 g/m ²	✓
Heavy 2	121 to 163 g/m ²	✓
Heavy 3 ^{*1}	121 to 163 g/m ²	✓
Rough 1	60 to 104 g/m ²	✓
Rough 2	105 to 163 g/m ²	✓
Labels ^{*2}		✓
Envelope		✓
Envelope H ^{*3}		✓
Index Card	121 to 163 g/m ²	✓

^{*1}When using paper of 121 to 163 g/m² with [Heavy 2] specified, select this paper type if toner is not fully fixed and the printouts are faded.

^{*2}Use A4 or Letter size only.

^{*3}Select this paper type if toner is not fully fixed and the printouts are faded when the paper type is set to [Envelope].

Printer Functions

2AL7-02E

Type	Internal
Print Size	▶ Available Paper(P. 121)
Print Speed	Same as "Print Speed" on ▶ Main Unit(P. 119)
Resolution	Data Processing 600 dpi x 400 dpi, 600 dpi x 600 dpi
Page Description Language (PDL)	UFR II-LT
Resident Fonts	None
Interface	USB USB 1.1 Full-Speed, USB 2.0 Hi-Speed

System Environment

2AL7-02F





System Requirements for the User's Guide	Windows
	<ul style="list-style-type: none">• Internet Explorer 9 and later• Microsoft Edge• Firefox• Firefox ESR• Chrome* <p data-bbox="608 568 687 602">macOS</p> <ul style="list-style-type: none">• Safari• Firefox• Chrome* <p data-bbox="608 752 671 786">Linux</p> <ul style="list-style-type: none">• Firefox <p data-bbox="608 846 647 880">iOS</p> <ul style="list-style-type: none">• Safari* <p data-bbox="608 949 695 983">Android</p> <ul style="list-style-type: none">• Chrome*

*Only when viewing manuals on the Internet

Manuals and Their Contents

2AL7-02H

The manuals listed below are included with the machine. Refer to them as necessary.

Getting Started		<p>Read this manual first. It describes basic setup procedures, from removing the packing materials to setting up the machine.</p> 
User's Guide (This Manual)		<p>This manual describes all the functions of the machine in a manual that is viewed using a Web browser. You can browse information by category or enter a keyword to search for pages on a specific topic.  Using User's Guide(P. 126)</p>

Using User's Guide

2AL7-02J

The User's Guide is a manual that can be viewed on your computer or mobile device and it describes all of the functions of the machine. You can search from your intended use or enter a keyword to quickly find the page you are looking for. The section describes the screen layout of the User's Guide and how to read the Guide. You can specify how the appearance of the User's Guide looks.

■ Screen Layout of User's Guide

This section describes the screens configuring the User's Guide and how to use the on-screen buttons. [▶Screen Layout of User's Guide\(P. 127\)](#)

■ Viewing User's Guide

This section describes the meaning of the marks used in the User's Guide, how the keys on the machine and the buttons on the computer display are represented, and other matters that help you understand the information contained in the User's Guide. [▶Viewing User's Guide\(P. 130\)](#)

■ Specifying How the Appearance of the User's Guide Looks

You can change the character size used in the User's Guide, and switch the screen layout to fit to the device you use to view the User's Guide.

NOTE

- If you do not have access to Adobe Reader to view the manuals in PDF format, try other programs such as PDF Preview developed by Vivid Document Imaging Technologies.

How to Find the Topic You Are Looking for

Search the contents

- You can find the page you are looking for by selecting the topic from the "Contents" on the left side of the screen.

Search by keyword

- Perform a search by entering a keyword, such as "envelope" or "toner cartridge," and the pages containing the keyword are displayed. You can find the page you are looking for from those results. You can also enter phrases such as "connecting to a network." The keyword search also supports the AND Boolean to search for multiple keywords. For the organization of the search screen and how to operate the search screen, see [▶Search\(P. 128\)](#) .

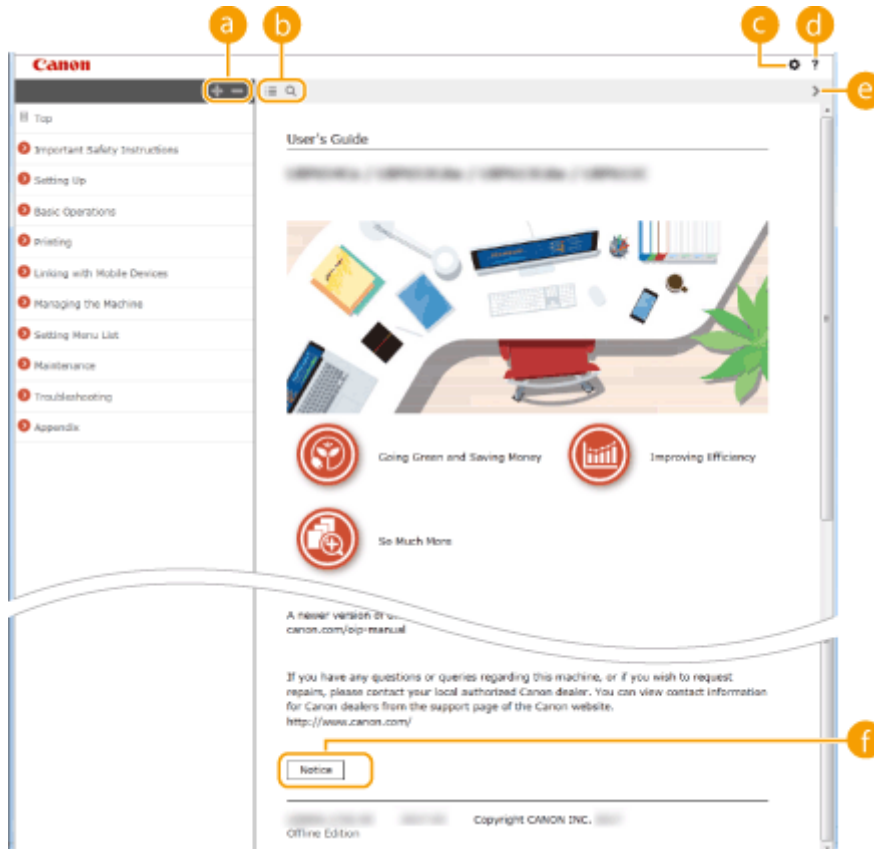
Screen Layout of User's Guide

2AL7-02K

The User's Guide is divided into different screens, and the content of each screen varies.

Top Page

Appears when User's Guide is started.



Click to also display all of the sections under the chapters. Click to return to the previous display.



Click to toggle the display between the contents and search. When the table of contents is displayed, each click on switches between hiding and showing the display. When the search display is shown, each click on switches between hiding and showing the display.



Click to set parameters to determine how the User's Guide is displayed, such as character size or layout.



Click to display information on how to view the User's Guide, how to perform a search, and other information.



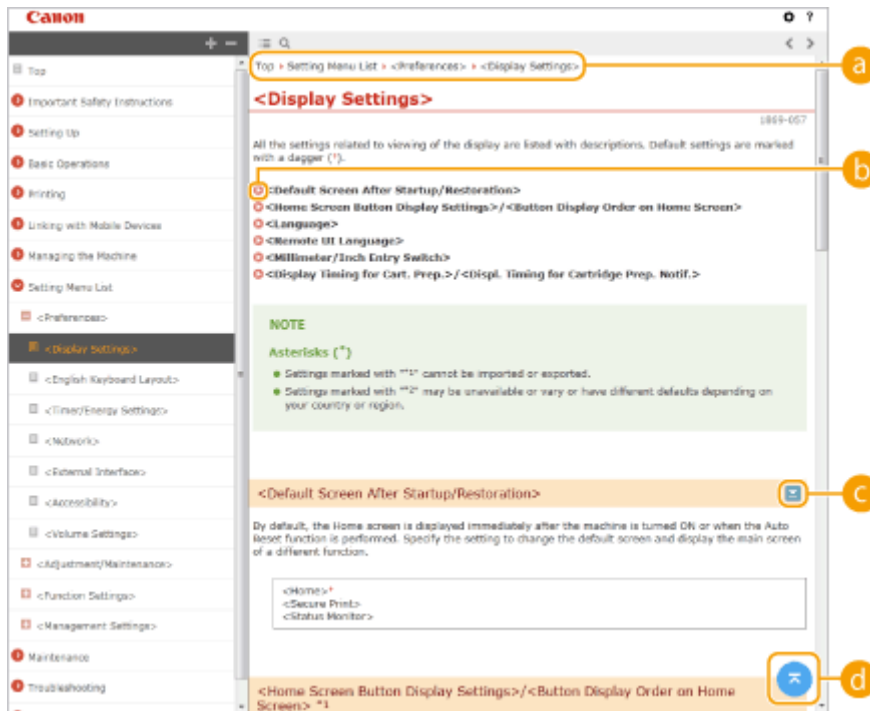
Click to display the previous or following topic.



Click to view important information you should know when using the machine.

Topic Page

Contains information about how to configure and use the machine.




a Navigation

See what chapter topic you are currently viewing.



Click to jump to the corresponding page. To return to the previous page, click "Back" on your Web browser.




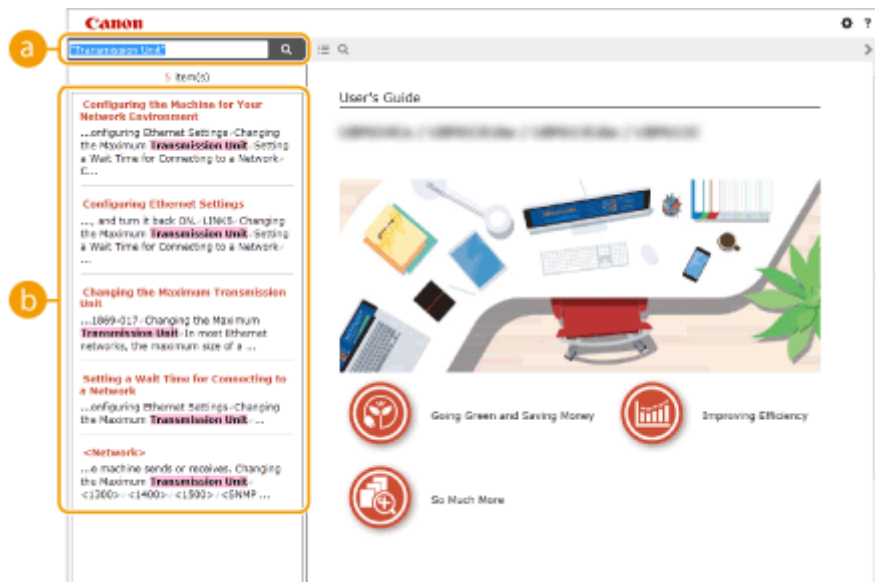
Click  to display the hidden detailed descriptions. Click  to close the detailed descriptions.




Click to return to the page top.

Search

Click  to display the search window. Contains a text box to perform a search by keyword and find the page you are looking for.



a [Enter keyword(s) here]

Enter a keyword or keywords and click  to display the search results. You can search for pages containing all the keywords by separating the keywords by a space (blank). Also you can only search for pages containing an exact phrase by enclosing the keywords in double quotation marks.

b Search result

Displays the search results of the pages that contain the specified keywords. From the results, locate the page you are looking for and click the topic title of the page.

NOTE:

- The specified keyword(s) are shown in bold in the search results.

Viewing User's Guide

2AL7-02L

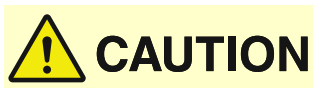
This section describes the marks, buttons, screens, and other items used in the User's Guide. The warnings and cautions are also given in the "Important Safety Instructions" in the "Getting Started" included with the machine. See also these instructions.

Marks

Cautions regarding safety, restrictions and cautions regarding the handling of the machine, useful tips, and other information are indicated using the marks below.



Indicates a warning concerning operations that may lead to death or injury to persons if not performed correctly. To use the machine safely, always pay attention to these warnings.



Indicates a caution concerning operations that may lead to injury to persons if not performed correctly. To use the machine safely, always pay attention to these cautions.



Indicates an operation that must not be performed. Read these items carefully, and make sure not to perform the described operations.

IMPORTANT

Indicates operational requirements and restrictions. Be sure to read these items carefully to operate the machine correctly, and avoid damage to the machine or property.

NOTE

Indicates a clarification of an operation, or contains additional explanations for a procedure.

TIPS

Indicates useful functions or tips for using the machine.

Keys and Buttons Used in this Manual

Keys on the machine and buttons on the computer display appear in the following notation:

Type	Example
Keys on the machine	Cancel Job key Power switch
Buttons and other text interfaces displayed on the computer display	[Preferences]

Computer Screens Used in This Manual

Depending on the model or operating system you are using, the appearance of the displays used in this manual may slightly differ from the actual displays. Also, the appearance of drivers and software may differ depending on their version.

Basic Windows Operations

2AL7-02S

- ▶ **Displaying the Printer Folder(P. 131)**
- ▶ **Enabling [Network discovery](P. 131)**
- ▶ **Displaying Shared Printers in the Print Server(P. 132)**
- ▶ **Displaying the [Software Programs/Manuals Setup] Screen(P. 133)**
- ▶ **Printing a Test Page in Windows(P. 133)**
- ▶ **Checking the Bit Architecture(P. 134)**
- ▶ **Checking the Printer Port(P. 135)**
- ▶ **Checking Bidirectional Communication(P. 136)**
- ▶ **Checking the SSID to Which Your Computer is Connected(P. 137)**
- ▶ **When Printing from the Windows Store App(P. 138)**

NOTE

- Depending on the computer that you use, the operation may differ.

■ Displaying the Printer Folder

Windows Vista

[Start] ▶ select [Control Panel] ▶ [Printer].

Windows 7/Server 2008 R2

[Start] ▶ select [Devices and Printers].

Windows 8/Server 2012

Right-click the lower-left corner of the screen ▶ select [Control Panel] ▶ [View devices and printers].

Windows 8.1/Server 2012 R2

Right-click [Start] ▶ select [Control Panel] ▶ [View devices and printers].

Windows 10

[

Windows Server 2008

[Start] ▶ select [Control Panel] ▶ double-click [Printers].

Windows Server 2016

Right-click [

■ Enabling [Network discovery]

Enable [Network discovery] to view the computers on your network.

Windows Vista

[Start] ▶ select [Control Panel] ▶ [View network status and tasks] ▶ select [Turn on network discovery] under [Network discovery].

Windows 7/Server 2008 R2

[Start] ▶ select [Control Panel] ▶ [View network status and tasks] ▶ [Change advanced sharing settings] ▶ select [Turn on network discovery] under [Network discovery].


Windows 8/Server 2012

Right-click the lower-left corner of the screen ▶ select [Control Panel] ▶ [View network status and tasks] ▶ [Change advanced sharing settings] ▶ select [Turn on network discovery] under [Network discovery].

Windows 8.1/Server 2012 R2

Right-click [Start] ► select [Control Panel] ► [View network status and tasks] ► [Change advanced sharing settings] ► select [Turn on network discovery] under [Network discovery].


Windows 10

[] ► select [Windows System] ► [Control Panel] ► [View network status and tasks] ► [Change advanced sharing settings] ► select [Turn on network discovery] under [Network discovery].

Windows Server 2008

[Start] ► select [Control Panel] ► double-click [Network and Sharing Center] ► select [Turn on network discovery] under [Network discovery].

Windows Server 2016

Right-click [] ► select [Control Panel] ► [View network status and tasks] ► [Change advanced sharing settings] ► select [Turn on network discovery] under [Network discovery].

■ Displaying Shared Printers in the Print Server

1 Open Windows Explorer.

Windows Vista/7/Server 2008

[Start] ► select [All Programs] or [Programs] ► [Accessories] ► [Windows Explorer].


Windows 8/Server 2012

Right-click the lower-left corner of the screen ► select [File Explorer].

Windows 8.1/Server 2012 R2

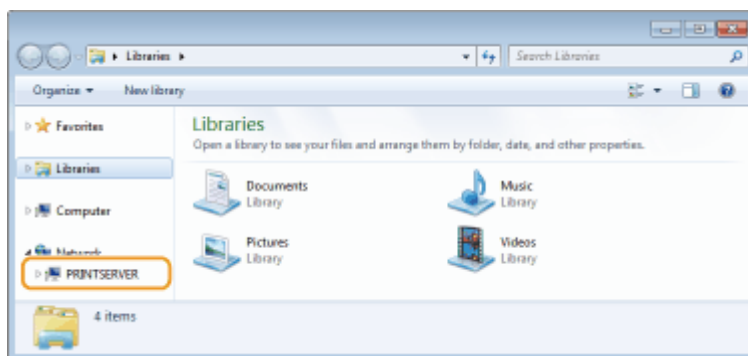
Right-click [Start] ► select [File Explorer].

Windows 10/Server 2016

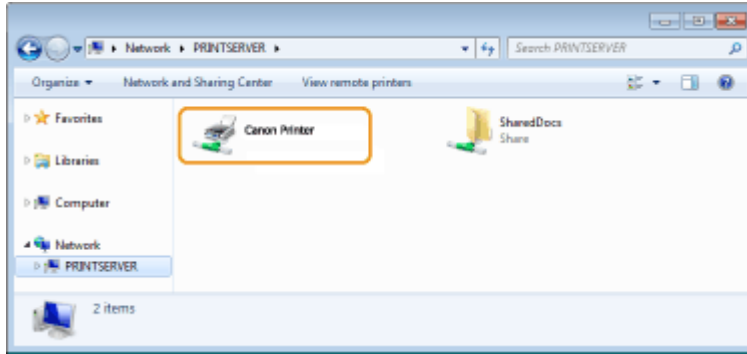
Right-click [] ► select [File Explorer].

2 Select the printer server in [Network] or [My Network Places].

- To view computers on the network, you may need to turn on network discovery or search the network for computers.



⇒ Shared printers are displayed.



■ Displaying the [Software Programs/Manuals Setup] Screen

If your computer does not display the [Software Programs/Manuals Setup] screen after inserting the provided CD-ROM/DVD-ROM, follow the procedure below. The CD-ROM/DVD-ROM drive name is indicated as "D:" in this manual. The CD-ROM/DVD-ROM drive name may differ depending on the computer you are using.

Windows Vista/7/Server 2008

[Start] ► enter "D:\MInst.exe" in [Search programs and files] or [Start Search] ► press the [ENTER] key.

Windows 8/Server 2012

Right-click the lower-left corner of the screen ► [Run] ► Enter "D:\MInst.exe" ► click [OK]

Windows 8.1/Server 2012 R2

Right-click [Start] ► [Run] ► Enter "D:\MInst.exe" ► click [OK]

Windows 10

Enter "D:\MInst.exe" in the search box ► click [D:\MInst.exe] displayed as the search result.

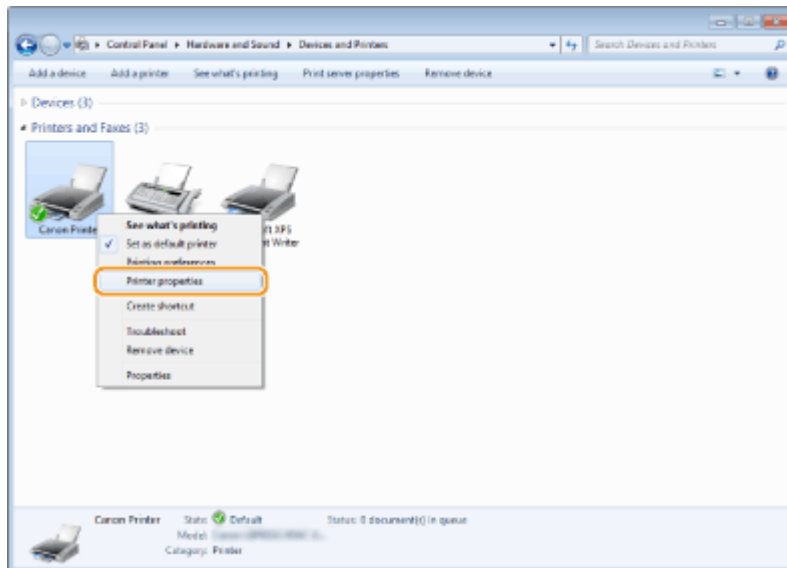
Windows Server 2016

Click [🔍] ► enter "D:\MInst.exe" ► click [D:\MInst.exe] displayed as the search result.

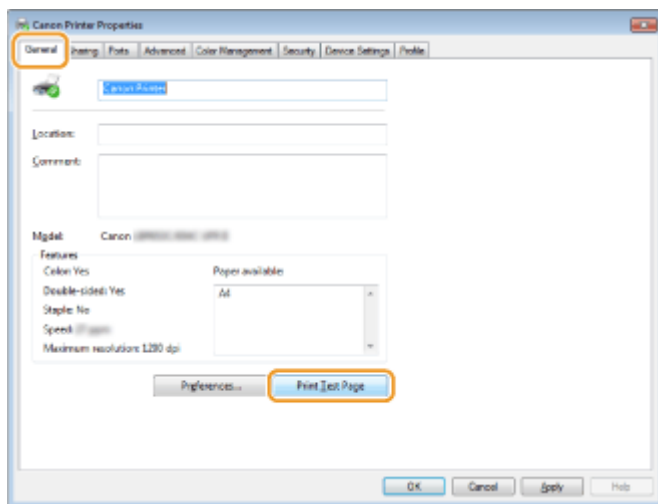
■ Printing a Test Page in Windows

You can check whether the printer driver is operational by printing a test page in Windows.

- 1 Load A4 size paper in the drawer. ▶ Loading Paper in the Drawer(P. 34)**
- 2 Open the printer folder. ▶ Displaying the Printer Folder(P. 131)**
- 3 Right-click the printer driver icon for this machine, and click [Printer properties] or [Properties].**



4 Click [Print Test Page] in [General] tab.



⇒ The test page is printed.

■ Checking the Bit Architecture

If you are not sure whether your computer is running 32-bit or 64-bit Windows follow the procedure below.

1 Display [Control Panel].

Windows Vista/7/Server 2008
[Start] ► select [Control Panel].

Windows 8/Server 2012
Right-click the lower-left corner of the screen ► select [Control Panel].

Windows 8.1/Server 2012 R2
Right-click [Start] ► select [Control Panel].

Windows 10/Server 2016
Proceed to step 2.

2 Display [System].

Windows Vista/7/8/Server 2008 R2/Server 2012

Click [System and Maintenance] or [System and Security] ► [System].

Windows 10/Server 2016

Click [Start] ► [Settings] ► [System] ► select [About].

Windows Server 2008

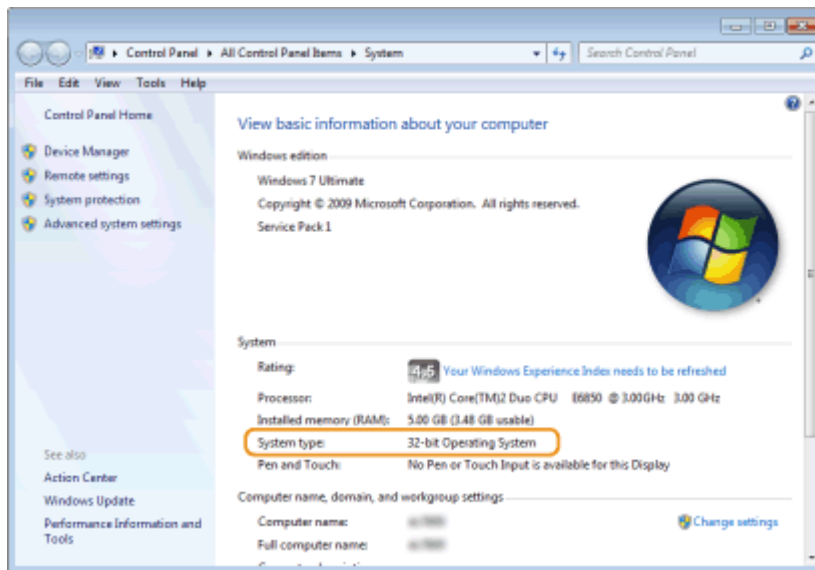
Double-click [System].

3 Check the bit architecture.**For 32-bit versions**

[32-bit Operating System] is displayed.

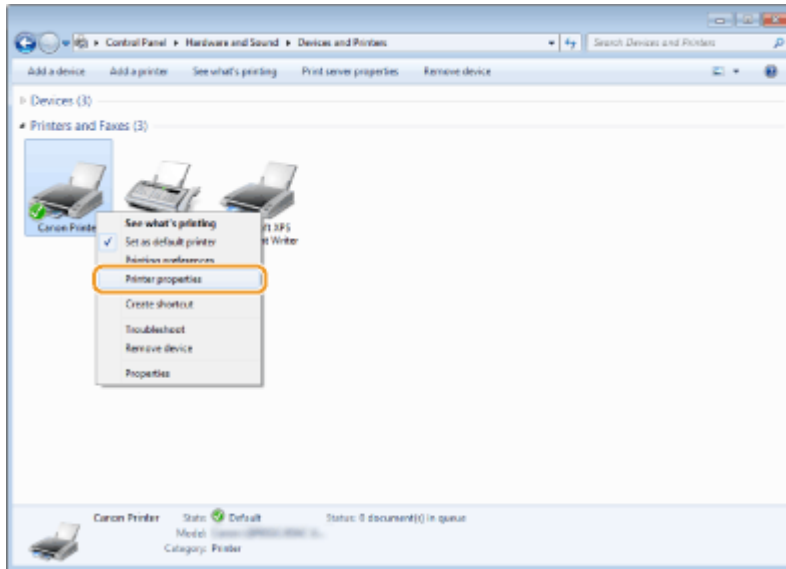
For 64-bit versions

[64-bit Operating System] is displayed.

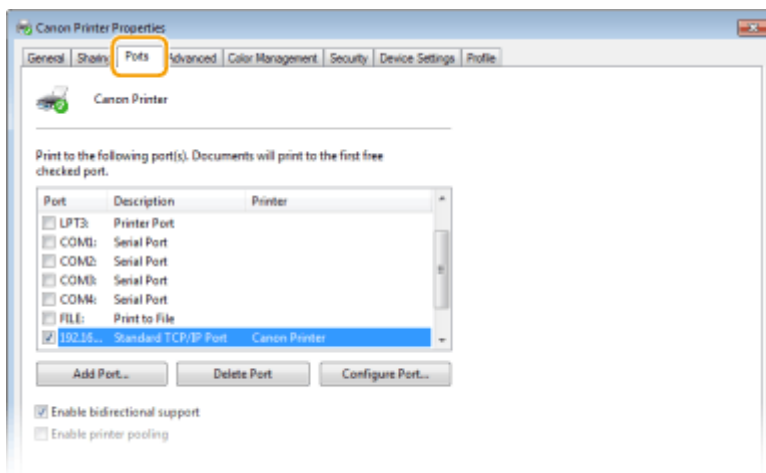
**■ Checking the Printer Port**

1 Open the printer folder. ► Displaying the Printer Folder(P. 131)

2 Right-click the printer driver icon for this machine, and click [Printer properties] or [Properties].



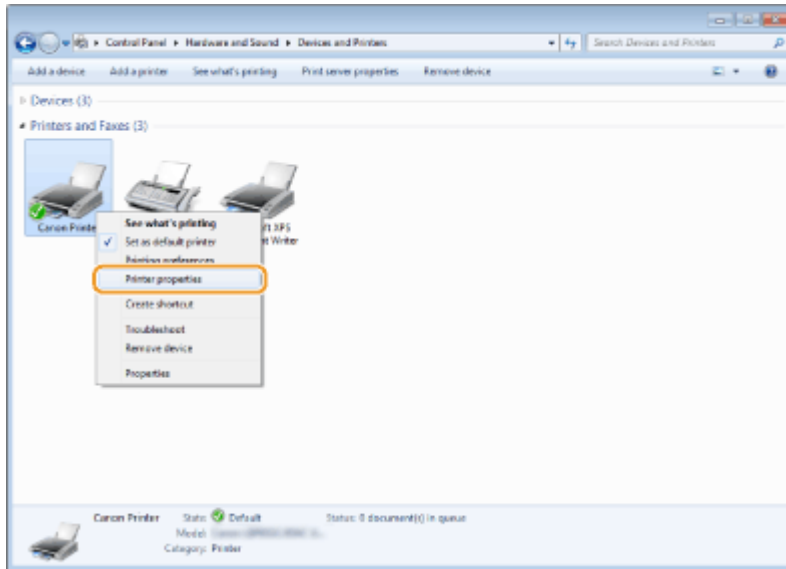
3 In the [Ports] tab, check that the port is selected correctly.



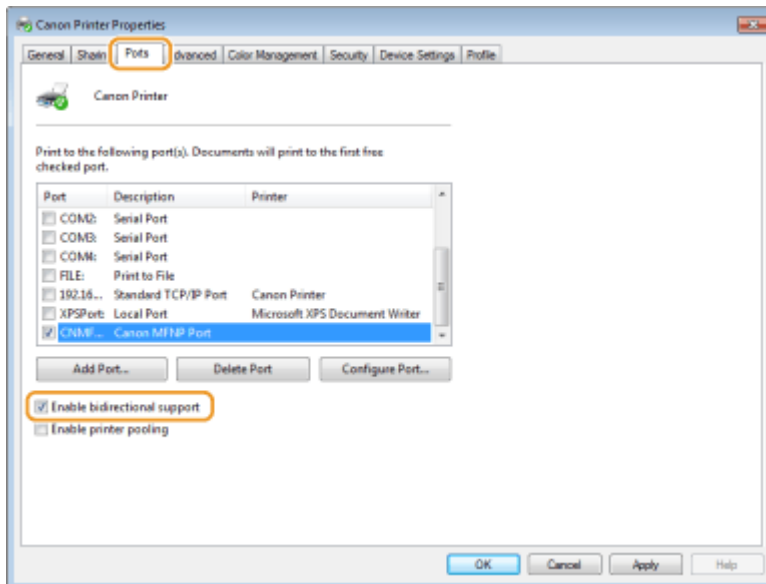
■ Checking Bidirectional Communication

1 Open the printer folder. ▶ Displaying the Printer Folder(P. 131)

2 Right-click the printer driver icon for this machine, and click [Printer properties] or [Properties].

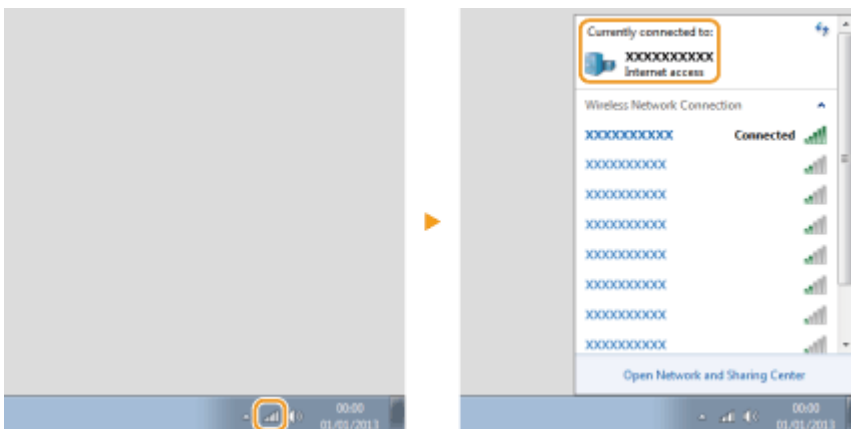


3 In the [Ports] tab, make sure that the [Enable bidirectional support] check box is selected.



■ **Checking the SSID to Which Your Computer is Connected**

If your computer is connected to a wireless LAN network, click , , or in the system tray to display the SSID of the connected wireless LAN router.



■ When Printing from the Windows Store App

Windows Server 2012

Display the charms on the right side of the screen ► Tap or click [Devices] ► The driver that you use ► [Print].

Windows 8.1/Server 2012 R2

Display the charms on the right side of the screen ► Tap or click [Devices] ► [Print] ► The driver that you use ► [Print].

Windows 10

Tap or click [Print] on the application ► The driver that you use ► [Print].

NOTE

- If you print using this method, only a limited number of print settings are available.
- If the message [The printer requires your attention. Go to the desktop to take care of it.] is displayed, go to the desktop and follow the instructions in the displayed dialog box. This message appears when the machine is set to display the user name during printing and similar instances.

Notice

2AL7-02U

■ E-Waste Rules

India only

This product is not to be disposed of with your household waste, according to the E-Waste (Management) Rules, 2016. This product should be handed over to a designated collection point, e.g., to an authorized collection site for recycling waste electrical and electronic equipment (EEE). Improper handling of this type of waste could have a possible negative impact on the environment and human health due to potentially hazardous substances that are generally associated with EEE. At the same time, your cooperation in the correct disposal of this product will contribute to the effective usage of natural resources. For more information regarding return and recycling of WEEE products, please visit <http://www.canon.co.in/environment> or write to us at customer.delight@canon.co.in.

Also, this product complies with the "E-Waste (Management) Rules, 2016" and prohibits use of lead, mercury, hexavalent chromium, polybrominated biphenyls or polybrominated diphenyl ethers in concentrations exceeding 0.1 % by weight and 0.01 % by weight for Cadmium, except for the exemptions set in Schedule II of the Rule.



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- Paper Money
- Travelers Checks
- Money Orders
- Food Stamps
- Certificates of Deposit
- Passports
- Postage Stamps (canceled or uncanceled)
- Immigration Papers
- Identifying Badges or Insignias
- Internal Revenue Stamps (canceled or uncanceled)
- Selective Service or Draft Papers
- Bonds or Other Certificates of Indebtedness
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