Canon

Exif Print **PictBridge**

Photo Printer

PIXMA iP4500 series

Quick Start Guide

Getting Help from Canon

Help Us Help You Better
Before you contact Canon, please record the following information.

Serial Number (located on the inside of the product): _____

Model Number (located on the top of the product): _____

Setup CD-ROM number (located on the CD-ROM): _____

Purchase Date: _____

Customer Technical Support Sequence*

1. Internet — www.canontechsupport.com
For quick and comprehensive self-help in an intuitively guided interactive troubleshooting environment, the place to start is our helpful tech support web site. In addition, the latest driver downloads, answers to frequently asked questions, product information, and "where to buy" instructions are found here.

2. Email Tech Support — www.canontechsupport.com
For individual attention to a special issue, try emailing our friendly technical support representatives, specially trained to communicate quick, easy, and logical solutions to your inquiries within 24 hours.

3. Toll-Free Live Tech Support — (1-800-828-4040)
This option provides live telephone technical support, free of service charges, Monday-Saturday (excluding holidays), during your product's 1 year limited warranty period. Telephone Device for the Deaf (TDD) support is available at **(1-866-251-3752)**.

4. Extended Service and Support — www.canonesp.com
Canon CarePAK Extended Service Plan is a cost-attractive and easy-to-use extended service program that provides up to three full years of service and support coverage at a very attractive price. CarePAK offers toll-free Canon technical support and includes Canon's superb InstantExchange product replacement program. For further information about extending your Canon service and support, call **(1-800-385-2155)**, or visit our Web site at **www.canonesp.com**. CarePAK must be purchased during your product's warranty period.

For more information and updated program specifics, please visit our web site at **www.canontechsupport.com**.

* Support program specifics are subject to change without notice.

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Canon PIXMA iP4500 series Photo Printer Quick Start Guide.

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Disclaimer

Canon U.S.A., Inc. has reviewed this manual thoroughly in order that it will be an easy-to-use guide to your Canon PIXMA iP4500 series Photo Printer. All statements, technical information and recommendations in this manual and in any guides or related documents are believed reliable, but the accuracy and completeness thereof are not guaranteed or warranted, and they are not intended to be, nor should they be understood to be, representation or warranties concerning the products described.

Specifications are subject to change without notice.

Depending on your application program, operations may differ. For details, refer to the instruction manual of your application. The steps described in this manual are in Windows Vista™ operating system Ultimate Edition (hereafter referred to as "Windows Vista") and Mac® OS X v.10.4.x.

As an ENERGY STAR® Partner, Canon Inc. has determined that this product meets the ENERGY STAR® guidelines for energy efficiency.

All information regarding non-Canon products was compiled from publicly available information. No representation is made regarding the accuracy thereof.

About Consumables

Consumables (ink tanks / FINE Cartridges) are available for 5 years after production has stopped.

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Table of Contents

Before Using the Printer

Turning the Printer On and Off

Turn on the printer before printing.

📖 Note

Auto Power On/Off Feature

You can set the printer to turn on and off automatically.

● Auto Power On: Automatically turns on the printer when print data is sent from the computer.

● Auto Power Off: Automatically turns off the printer when no print data is sent for a certain interval.

Set this setting in the **Maintenance** sheet of the printer driver in Windows®, and in the **Canon IJ Printer Utility** on a Macintosh®. For setting details, refer to the *PC Printing Guide* on-screen manual.

■ Turning on the Printer

Before turning on the printer, confirm the following.

● The Print Head and ink tanks are set into place.

● The printer is connected to your computer (or a compatible device).

● The printer driver is installed.

📖 Note

If preparatory operations above are not complete, follow your setup sheet to complete them.

1 Press the **POWER** button.

The **POWER** lamp flashes green, and changes to steady, non-flashing light.

🚫 Important

If the **ALARM** lamp begins to flash orange, see "ALARM Lamp Flashes Orange" on page 77.

2 Turn on your computer.
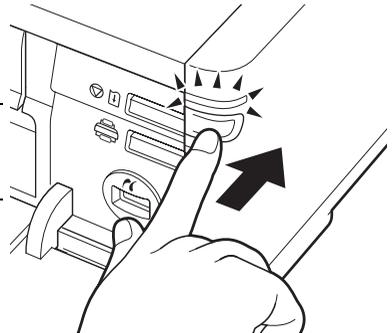
■ Turning off the Printer

1 To turn off the printer, press the **POWER** button.

When the **POWER** lamp stops flashing, the printer is turned off.

◆ Important

About the Power Plug
When removing the power plug after turing off the printer, be sure to confirm that the **POWER** lamp is not lit. If the power plug is removed from the wall outlet with the **POWER** lamp still lit or flashing green, the printer may become unable to print.
See "Keeping the Best Printing Results" on page 33.
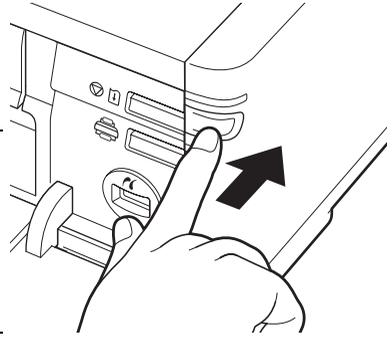
Loading Printing Paper

This section describes how to load printing paper in the Rear Tray and the Cassette.

📖 Note

At purchase, the printer is set to feed from the Rear Tray. If you are printing without changing paper source settings, load paper in the Rear Tray.

■ Using Specialty Media

Canon recommends that you use Canon genuine media to ensure optimal print quality.

● Photo Quality Media

- Glossy Photo Paper
- Photo Paper Plus Semi-gloss
- Photo Paper Plus Glossy
- Photo Paper Plus Double Sided
- Photo Paper Pro
- Matte Photo Paper
- Photo Stickers

● Media Suited for Business Documents

- High Resolution Paper

■ Paper Handling

● Recommended Paper and Requirements

Media Type	Model[1]	Paper Support Load Limit		Paper Output Tray Load Limit	Printer Driver Setting for Media Type
		Rear Tray	Cassette		
Plain Paper[2]	—	150 sheets	150 sheets	50 sheets	**Plain Paper**
Envelopes	—	10 envelopes	5 envelopes	1 envelope	**Envelope**
Super White Paper	SW-201	100 sheets	100 sheets	50 sheets	**Plain Paper**
High Resolution Paper	HR-101N	80 sheets	80 sheets	50 sheets	**High Resolution Paper**
Glossy Photo Paper	GP-401	A4, Letter, 5" x 7" / 127.0 x 177.8 mm, and 8" x 10" / 203.2 x 254.0 mm: 10 sheets		*4	**Glossy Photo Paper**
Glossy Photo Paper "Everyday Use"	GP-501	4" x 6" / 101.6 x 152.4 mm and Wide: 20 sheets			**Glossy Photo Paper**
Photo Paper Glossy	GP-502	Credit card: 20 sheets (Rear Tray only)[3]			**Glossy Photo Paper**
Photo Paper Plus Semi-gloss[5]	SG-201				**Photo Paper Plus Glossy**
Photo Paper Plus Glossy[5]	PP-101				**Photo Paper Plus Glossy**
Photo Paper Pro[5]	PR-101				**Photo Paper Pro**
Matte Photo Paper	MP-101				**Matte Photo Paper**
Photo Paper Plus Double Sided[5]	PP-101D				**Photo Paper Plus Double Sided**
T-Shirt Transfers	TR-301	1 sheet	1 sheet		**T-Shirt Transfers**
Photo Stickers	PS-101	1 sheet	Not loadable[3]		**Photo Paper Plus Glossy**

*1   Paper with a Model Number is Canon specialty media. Refer to the instruction manual supplied with the paper for detailed information on the printable side and notes on handling paper. For information on the paper sizes available for each Canon genuine paper, visit our website. You may not be able to purchase some Canon genuine papers depending on the country or region of purchase. Paper is not sold in the US by Model Number. Purchase paper by name.

*2   Proper feeding of paper may not be possible at the maximum capacity depending on the type of paper or environmental conditions (either very high or low temperature and humidity). In such cases, reduce the sheets of paper you load at a time to around half (around 0.2 inches / 5 mm in paper stack height).

*3   Feeding this paper from the Cassette can damage the printer. Load in the Rear Tray.

*4   We recommend that you remove the previously printed sheet from the Paper Output Tray before continuously printing to avoid blurs and discoloration.

*5   When loading paper in stacks, the print side may be marked as it is fed in or sheets may be stuck to one another causing them not to be fed properly. In this case, load one sheet at a time.

> **Important**
> ● Put unused paper back into the package, and store them avoiding heat, humidity, and direct sunlight.
> ● Do not touch the printed surface nor stack the printed sheets until the ink is fixed.

> **Note**
> For a detailed description of printing media types, refer to "Printing Media" in the *User's Guide* on-screen manual.

● Media Types You Cannot Use

Do not use the following types of paper. Using such paper will not only produce unsatisfactory results, but can also cause the printer to jam or malfunction. Additionally, when printing on A5 or smaller sized paper, do not use paper thinner than a post card, including plain paper or notepad paper cut to a small size.

- Folded, curled, or wrinkled paper
- Damp paper
- Paper that is too thin (weighing less than 17 lb / 64 gsm)
- Paper that is too thick (plain paper, except for Canon genuine paper, weighing more than 28 lb / 105 gsm)
- Picture postcards
- Postcards affixed with photos or stickers
- Any type of paper with holes
- Paper that is not rectangular
- Paper bound with staples or glue
- Paper with adhesives
- Paper decorated with glitter, etc.

Hints for Handling the Paper Source

This printer offers two paper sources to load printing paper; the Rear Tray (A) and the Cassette (B).
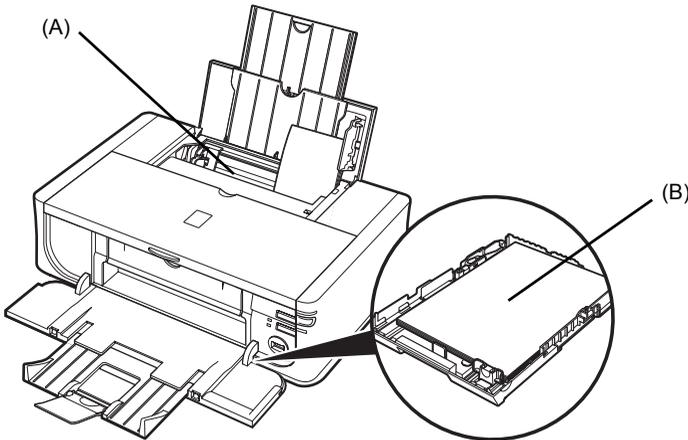
Here are some hints for handling these paper sources according to how you are using them.

📖 **Note**
- Some types and sizes of paper are not loadable in the Cassette and requires the use of the Rear Tray. See "Paper Handling" on page 5. For details on loading paper, see "Loading Paper" on page 11.
- Printer driver settings may be required depending on the usage. For details on printer driver settings, refer to the *PC Printing Guide* on-screen manual.

■ When Printing for the First Time

At purchase, the printer is set to feed from the Rear Tray.

If you are printing without changing paper source settings, load paper in the Rear Tray.

📖 **Note**
For details on loading paper, see "Loading Paper in the Rear Tray" on page 12.

■ Changing the Paper Source

The Rear Tray lamp lights up when feeding from the Rear Tray, and the Cassette lamp lights up when feeding from the Cassette.

Before you print, make sure that the paper source selection matches the paper source where you actually loaded paper.

To change the paper source, simply press the **Paper Feed Switch**.

For details, see "Changing the Paper Source" on page 10.

📖 **Note**
You can also select the paper source using the printer driver. For details on paper source selection using the printer driver, refer to the *PC Printing Guide* on-screen manual.
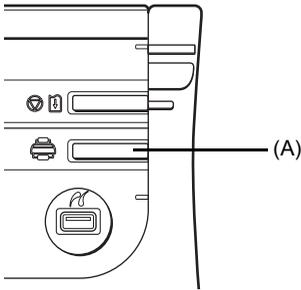
(A) Press to change the paper source.

📖 **Note**
- Some types and sizes of paper are not loadable in the Cassette and requires the use of the Rear Tray. See "Paper Handling" on page 5. For details on loading paper, see "Loading Paper" on page 11.
- Printer driver settings may be required depending on the usage. For details on printer driver settings, refer to the *PC Printing Guide* on-screen manual.

■ If You Print Regularly on Photo Paper as well as on Plain Paper

You can load photo paper in the Rear Tray and plain paper in the Cassette. This way, you can switch the paper source according to the type of paper just by pressing the **Paper Feed Switch**.

You can also specify the type and size of paper to be fed from the Cassette using the printer driver. You can print more efficiently by specifying the type of paper you use regularly this way, since the paper source will be switched automatically to the Cassette for this paper.
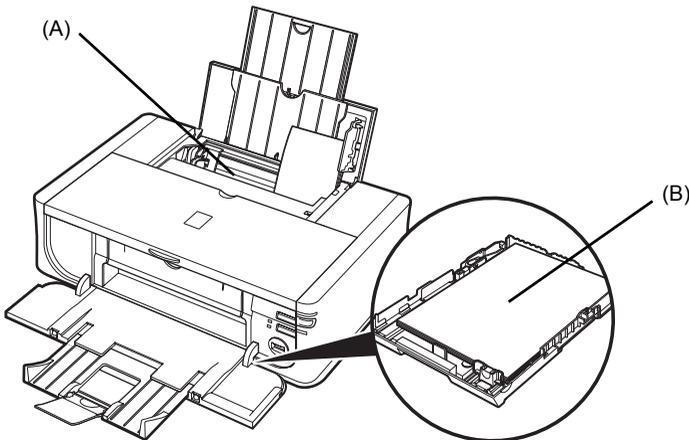
(A) Rear Tray: Load paper of various types and sizes, including photo paper
(B) Cassette: Load paper you use most regularly, such as plain paper.

■ If You Print Mainly on Plain Paper

You can load plain paper of the same size in both paper sources, and set the printer driver to automatically switch the paper source when either paper source runs out of paper during printing.
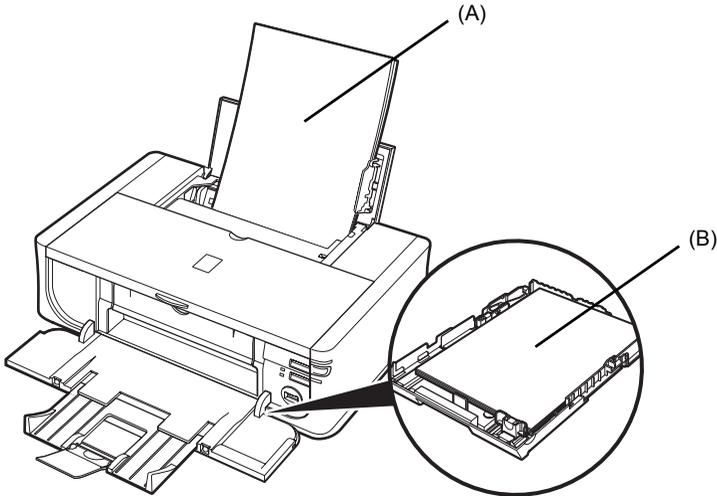
(A) Rear Tray: Load plain paper
(B) Cassette: Load plain paper

■ Choosing the paper source to match the location of the printer

You can choose to use only either the Rear Tray or Cassette according to the location of the printer. For example, if you intend to install the printer in a small place, such as on a shelf with minimal space, you can use just the Cassette for printing.

Changing the Paper Source

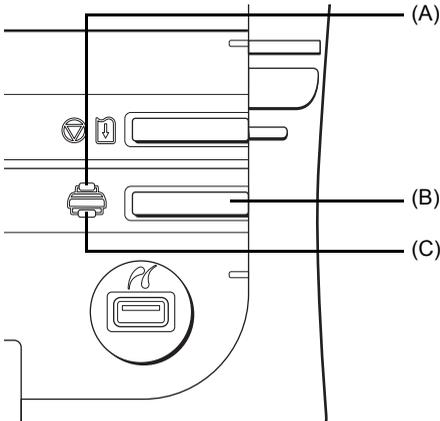Each time you press the **Paper Feed Switch**, the paper source to be used switches between the Rear Tray and the Cassette. The paper feeds from the paper source whose lamp is lit.

(A) **Rear Tray** lamp

(B) **Paper Feed Switch**

(C) **Cassette** lamp

⚠ Important

When Printing from Your Computer

If a setting other than **Paper Feed Switch** is selected for **Paper Source** in the printer driver, the **Paper Feed Switch** on the printer will be disabled and the printer driver settings takes precedence when printing. Confirm the setting in the printer driver. See "Printing with Windows" on page 22 or "Printing with Macintosh" on page 23. For details on paper source selection using the printer driver, refer to the *PC Printing Guide* on-screen manual.

Loading Paper

⚠ Important

● If you cut plain paper to 4" x 6" / 101.6 x 152.4 mm, 5" x 7" / 127.0 x 177.8 mm, or 2.13" x 3.39" / 54.0 x 86.0 mm (credit card-size) for a trial print, it can cause paper jams.
● You cannot print on postcards affixed with photos or stickers.
● Always load paper in portrait orientation (A). Loading paper in landscape orientation (B) can cause the paper to be jammed.
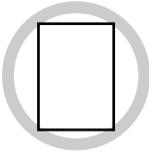
(A)　　　　　(B)

📖 Note

● We recommend using genuine Canon photo media when printing photographs. For details on the specialty media Canon provides for use with its various printers, see "Using Specialty Media" on page 4.
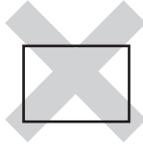
When Printing on Plain Paper

● You can use general copy paper or Canon's Super White Paper. When printing on both sides, we recommend Canon's Super White Paper Double-Sided.
   Paper size:
   – Standard sizes: A4, B5, A5, Letter, and Legal (Rear Tray only)
   – Non-standard sizes for the Rear Tray: 2.13 x 3.39 inches to 8.5 x 23 inches / 54.0 x 86.0 mm to 215.9 x 584.2 mm
   – Non-standard sizes for the Cassette: 3.5 x 5 inches to 8.5 x 11.69 inches / 89.0 x 127.0 mm to 215.9 x 297.0 mm
   Paper weight: 17 to 28 lb / 64 to 105 gsm (non-Canon genuine plain paper)

■ Loading Paper in the Rear Tray

1 Flatten the four corners of the paper before loading it.
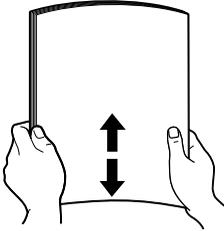
📖 Note

- Align the edges of paper neatly before loading. Loading paper without aligning the edges may cause paper jams.
- If paper is curled, hold the opposing curled corners and gently bend them in the opposite direction until the paper becomes completely flat. See "Paper is curled." on page 69.
- To avoid curling, handle paper as follows.
  – When you are not using the printer, remove paper from the Rear Tray, and put unused paper back into the package and keep them on a level surface.
  – Take out only the necessary number of sheets from the package, just before printing.

2 Prepare to load paper.

(1) Open the Rear Tray and pull out the Paper Support to support the paper.

(2) Press the Open button to open the Paper Output Tray.

(3) Extend the Output Tray Extension.

📖 Note

When closing the Output Tray Extension after printing, lift it up slightly.

(4) Press the **Paper Feed Switch** so that the **Rear Tray** lamp (A) lights.

📖 Note

You can also select the paper source with the printer driver.
For details, refer to the *PC Printing Guide* on-screen manual.
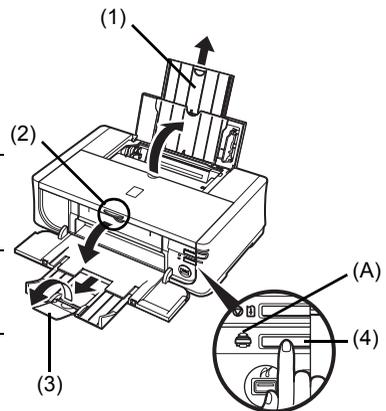
3 Load the paper.

(1) Load the paper in the Rear Tray with the print side facing UP.

> 🚫 **Important**
>
> Do not load higher than the Load Limit Mark (A).

(2) Align the paper stack against the Cover Guide on the right side of the Paper Support.

> 📖 **Note**
>
> Make sure that the Cover Guide is set upright when you load paper in the Rear Tray.

(3) Pinch the Paper Guide and slide it against the left side of the paper stack.

> 🚫 **Important**
>
> Do not slide the Paper Guide too strong. Paper may not be fed properly.
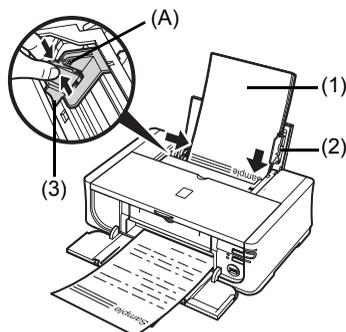
4 Select the page size and type of the loaded paper in **Page Size** (or **Paper Size**) and **Media Type** in the printer driver.

> 📖 **Note**
>
> For details on printer driver settings, see "Printing with Windows" on page 22 or "Printing with Macintosh" on page 23.

■ Loading Paper in the Cassette

Some types and sizes of paper are not loadable in the Cassette and requires the use of the Rear Tray. If you intend to use only the Cassette, check for any usage restrictions in advance. See "Paper Handling" on page 5.

> **Important**
> ● Do not leave photo paper, such as Photo Paper Pro, in the Cassette for a long time. This may cause paper discoloration due to natural aging.
> ● If you load photo paper such as Photo Paper Pro in the Cassette, you may get roller traces on the print surface. To avoid this, load paper in the Rear Tray.

1 Flatten the four corners of the paper before loading it.

See "Flatten the four corners of the paper before loading it." on page 12.

2 Pull out the Cassette from the printer.
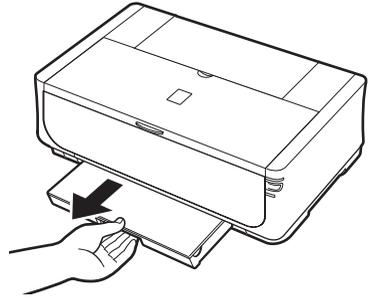
3 Remove the Cover on the Cassette.

4 Adjust the size of the Cassette.

When loading A5 or larger sized paper (nonstandard-size paper with 8 inches / 203 mm or more in length), pull the tab (A) towards you to unlock and extend the Cassette.

(A)
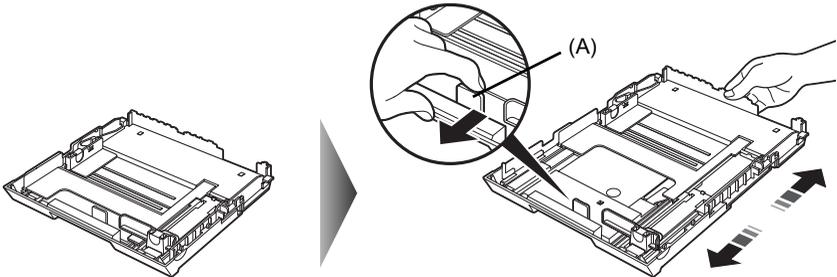
When loading 5" x 7" or smaller sized paper (nonstandard-size paper with less than 8 inches / 203 mm in length), do not extend the Cassette.
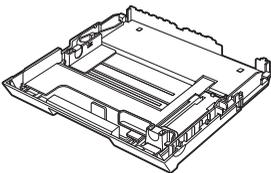
5 Load the paper with the print side facing DOWN.

(1) Load the paper into the Cassette with the print side facing DOWN and the leading edge to the far side.

> **Important**
>
> Do not load higher than the Load Limit Mark (A).

(2) Align the paper stack against the right side of the Cassette.

(3) Slide the paper guides to fit to the loaded paper stack.
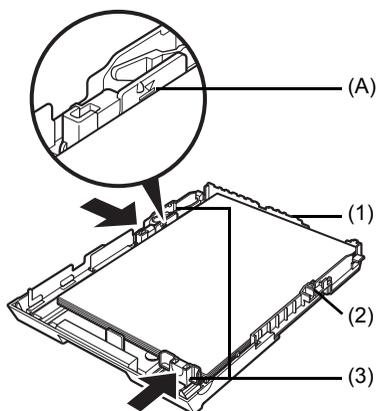
6 Set the Cover on the Cassette.

7 Insert the Cassette into the printer.

Push the Cassette all the way into the printer.

If the Cassette has been extended to accommodate larger paper sizes, the front edge of the Cassette will extend beyond the front of the printer.
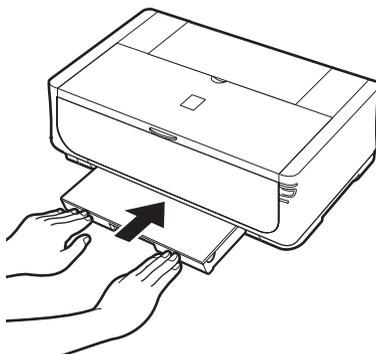
8 Prepare the Paper Output Tray.

(1) Press the Open button to open the Paper Output Tray.

(2) Extend the Output Tray Extension.

> **Note**
>
> When retracting the Output Tray Extension after printing, lift it up slightly.

(3) Press the **Paper Feed Switch** so that the **Cassette** lamp (A) lights.

Before Using the Printer **15**
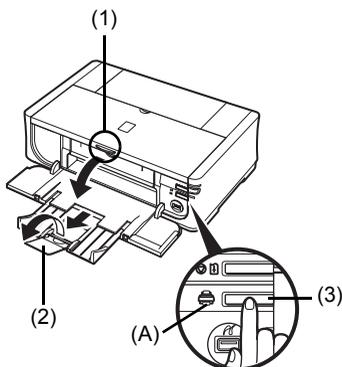
9 Select the page size and type of the loaded paper in **Page Size** (or **Paper Size**) and **Media Type** in the printer driver.

📖 Note

- For details on printer driver settings, see "Printing with Windows" on page 22 or "Printing with Macintosh" on page 23.
- You can also select the paper source with the printer driver. For details, refer to the *PC Printing Guide* on-screen manual.

Loading Envelopes

Use either European DL or US Comm. Env. #10-sized envelope.

✎ Important
● Do not use the following envelopes:
  – Envelopes with a double flap (or sticker flaps)
  – Envelopes with an embossed or treated surface
  – Envelopes with pressure seals
  – Envelopes whose gummed flaps are already moistened and adhesive
● Select either **DL Env.** or **Comm. Env. #10** in the printer driver according to the envelope size you are using. If you do not, the address will be printed in the wrong direction.

■ Loading Envelopes in the Rear Tray

1 Prepare the envelopes.

● Press down on all four corners and edges of the envelopes to flatten them.
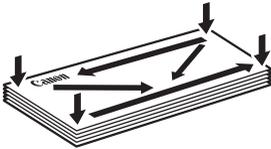
● If the envelopes are curled, hold the opposite corners and gently twist them in the opposite direction.
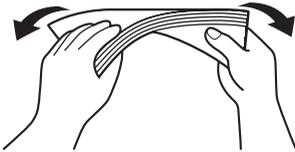
● If the flap of an envelope is curled, flatten it.

● If the leading edge of an envelope is puffed up or curled, use a pen to press the envelope flat and sharpen the crease.
Press the envelope flat, working from the middle to the edge.
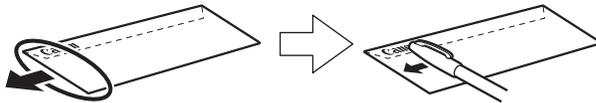
* The above illustrations show a side view of the leading edge of the envelope.

✎ Important
The envelopes may jam in the printer if they are not flat or the edges are not aligned.
Make sure that no curl or puff exceeds 0.1 inches / 3 mm.

2 Load the envelopes.

(1) Load the envelope against the Cover Guide (the right side of the Paper Support). Load with the address side facing UP and the rear flaps DOWN on the left. Up to 10 envelopes can be loaded at once.

> ⛔ **Important**
>
> Make sure that the Cover Guide is set upright, when you load paper in the Rear Tray.

(2) Pinch the Paper Guide and slide it against the left side of the envelope.

> 📖 **Note**
>
> Do not slide the Paper Guide too strong. Paper may not be fed properly.
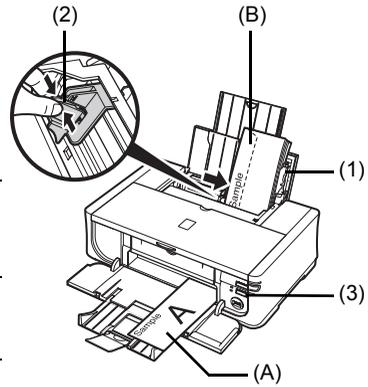
(A) Printing Orientation

(B) Make sure the flaps are folded.

(3) Press the **Paper Feed Switch** so that the **Rear Tray** lamp lights up.

3 Specify the settings in the printer driver.

(1) Select **Envelope** in **Media Type**.

(2) Select the size for envelopes.
In Windows, select **DL Env.** or **Comm. Env. #10** in **Page Size**.
In Macintosh, select **DL Envelope** or **#10 Envelope** in **Paper Size**.

(3) Select **Landscape** in **Orientation**.

> ⛔ **Important**
>
> Be sure to set the printer driver setting properly. If you do not, the address will be printed in the wrong direction.

> 📖 **Note**
>
> For details on printer driver settings, see "Printing with Windows" on page 22 or "Printing with Macintosh" on page 23.

■ Loading Envelopes in the Cassette

1 Extend the Cassette.

See "Adjust the size of the Cassette." on page 14.

2 Prepare the envelopes.

See "Prepare the envelopes." on page 17.

3 Load the envelopes.

(1) Align the envelope stack against the right side of the Cassette.
Load with the address side facing DOWN. The flap of the envelope will appear facing UP on the left side.
Up to 5 envelopes can be loaded at once.

(2) Slide the Paper Guide against the side of the envelope.
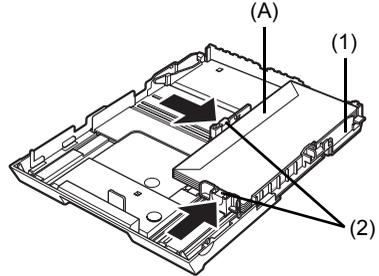
(A) Make sure the flaps are folded.

(3) Press the **Paper Feed Switch** so that the **Cassette** lamp lights up.
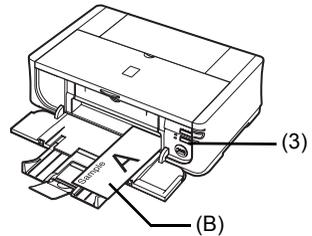
(B) Printing orientation

4 Specify the settings in the printer driver.

(1) Select **Envelope** in **Media Type**.

(2) Select the size for envelopes.
In Windows, select **DL Env.** or **Comm. Env. #10** in **Page Size**.
In Macintosh, select **DL Envelope** or **#10 Envelope** in **Paper Size**.

(3) Select **Landscape** in **Orientation**.

🚫 Important

Be sure to set the printer driver setting properly. If you do not, the address will be printed in the wrong direction.

📖 Note

For details on printer driver settings, see "Printing with Windows" on page 22 or "Printing with Macintosh" on page 23.

Loading Small-Sized Paper

You can use 4" x 6" / 101.6 x 152.4 mm, 5" x 7" / 127.0 x 177.8 mm, and Credit card-sized papers.

📖 **Note**

Load Credit card-sized paper only in the Rear Tray.

■ Loading Small-Sized Paper in the Rear Tray

1 Load the paper.

(1) Load the paper into the Rear Tray with the print side facing UP.

(2) Align the paper stack against the Cover Guide on the right side of the Paper Support.

📖 **Note**

Make sure that the Cover Guide is set upright when you load paper in the Rear Tray.

(3) Pinch the Paper Guide and slide it against the left side of the paper stack.

(4) Press the **Paper Feed Switch** so that the **Rear Tray** lamp lights up.
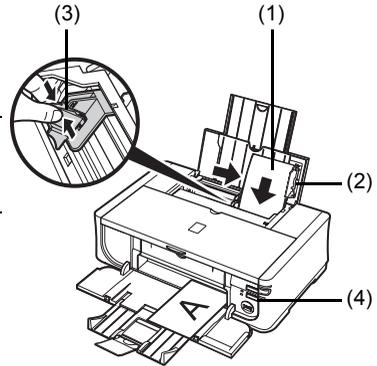
2 Select the size and type of the loaded paper in **Page Size** (or **Paper Size**) and **Media Type** in the printer driver.

📖 **Note**

- For details on printer driver settings, see "Printing with Windows" on page 22 or "Printing with Macintosh" on page 23.
- You can also select the paper source with the printer driver. For details, refer to the *PC Printing Guide* on-screen manual.

■ Loading Small-Sized Paper in the Cassette

1 Load the paper.

(1) Extend the Cassette.
See "Adjust the size of the Cassette." on page 14.

(2) Align the paper stack against the right side of the Cassette with the print side facing DOWN.

(3) Slide the Paper Guide against the sides of the paper stack.
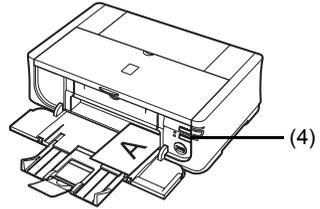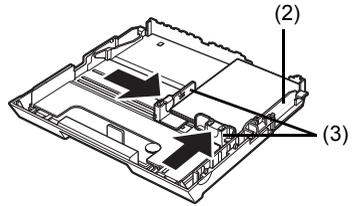
(4) Press the **Paper Feed Switch** so that the **Cassette** lamp lights up.

(2)

(3)

(4)

2 Select the size and type of the loaded paper in **Page Size** (or **Paper Size**) and **Media Type** in the printer driver.

📖 Note

- For details on printer driver settings, see "Printing with Windows" on page 22 or "Printing with Macintosh" on page 23.
- You can also select the paper source with the printer driver. For details, refer to the *PC Printing Guide* on-screen manual.

Printing from Your Computer

This section describes the procedure for basic printing.

Printing with Windows

1 Turn on the printer and load the paper in the printer.

See "Turning the Printer On and Off" on page 2 and "Loading Printing Paper" on page 4.

2 Make sure that the paper source is selected.

See "Changing the Paper Source" on page 10.

3 Create a document or open a file to print using an appropriate application software.

4 Select **Print** on the application software's **File** menu.

5 Make sure that **Canon XXX** (where "**XXX**" is your printer's name) is selected in **Select Printer**, and click **Preferences** (or **Properties**)**.**

6 Specify the required settings and click **OK**.

You can change the paper source to be used with the printer driver. For details, refer to "Changing the Paper Source" in the *User's Guide* on-screen manual.

📖 Note

For details on other printer driver functions, click **Help** or **Instructions** to view the online help or the *PC Printing Guide* on-screen manual.
Instructions is only displayed when the on-screen manuals are installed.

7 Click **Print** (or **OK**).
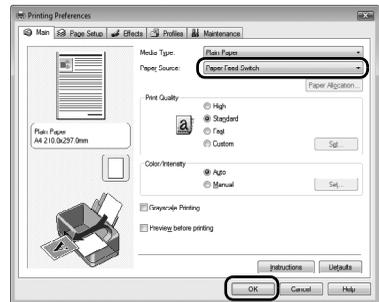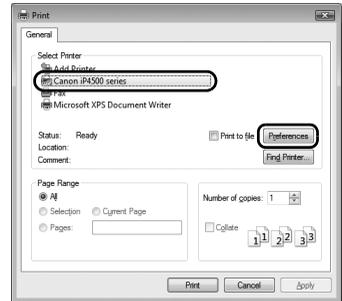
Printing with Macintosh

1 Turn on the printer and load the paper in the printer.

See "Turning the Printer On and Off" on page 2 and "Loading Printing Paper" on page 4.

2 Make sure that the proper paper source is selected.

See "Changing the Paper Source" on page 10.

3 Create a document or open a file to print using an appropriate application software.

4 Select **Page Setup** on the application software's **File** menu.

5 Make sure that your printer's name is selected in **Format for**.

6 Select the desired paper size in **Paper Size**.

7 Click **OK**.

8 Select **Print** on the application software's **File** menu.

9 Select **Quality & Media** in the pop-up menu.

10 Specify the required settings.
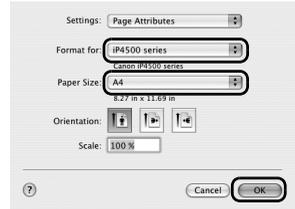
You can change the paper source to be used with the printer driver. For details, refer to "Changing the Paper Source" in the *User's Guide* on-screen manual.

📖 Note

For details on other printer driver functions, click ⑦ to view the *PC Printing Guide* on-screen manual. If the on-screen manuals are not installed, the *PC Printing Guide* on-screen manual is not displayed even if ⑦ is clicked.
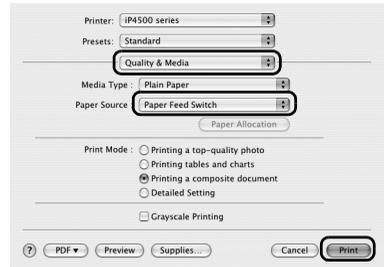
11 Click **Print**.

Printing Photographs Directly from a Compliant Device

You can connect a PictBridge compliant device such as a digital camera, camcorder, or mobile phone using a USB cable recommended by the device's manufacturer, and print recorded images directly without using a computer.

● **Connectable Devices**

PictBridge is an industry standard enabling a range of digital photo solutions, including the direct printing of photos from a digital still camera, camcorder or mobile phone* without the need to use a computer. A device can be connected to this printer for direct printing regardless of the manufacturer or the model as long as it complies with the PictBridge standard.

* PictBridge compatible digital still cameras, digital camcorders, and camera-equipped mobile phones are hereafter collectively referred to as "PictBridge compliant device".

A device with this mark is PictBridge compliant.

● **Printable Image Data Format**

This printer prints images taken with a DCF (Design rule for Camera File system) ver. 1.0/2.0-compatible digital camera (Exif ver. 2.2/2.21 compliant), as well as PNG files.

Printing Photographs Directly from a Compliant Device

To connect a PictBridge compliant device to this printer, use a USB cable recommended by the device's manufacturer.

⚠ **Caution**

Do not connect any equipment other than PictBridge compliant devices to the Direct Print Port of the printer. If you do so, electric shock, fire, or damage to the printer could result.

🚫 **Important**

Never disconnect the USB cable during printing unless when explicitly allowed to by the PictBridge compliant device. When disconnecting the USB cable between the PictBridge compliant device and printer, follow the instructions given in the device's instruction manual.

📖 **Note**

When printing photos with the PictBridge compliant device connected to the printer, we recommend the use of the AC adapter supplied with the device. If you are using the device battery, be sure to charge it fully.

1 Prepare for printing.

(1) Turn on the printer.
See "Turning the Printer On and Off" on page 2.

(2) Load paper.
See "Loading Printing Paper" on page 4.

(3) Make sure that the proper paper source is selected.

2 Connect the PictBridge compliant device to the printer.

📖 Note

Depending on the model or brand of your device, you may have to select a print mode compliant with PictBridge before connecting the device. You may also have to turn on the device or select Play mode manually after connecting the device to the printer.
Perform necessary operations on the PictBridge compliant device before connecting it to this printer according to instructions given in the device's instruction manual.

---

(1) Make sure that the PictBridge compliant device is turned off.

(2) Connect the PictBridge compliant device to the printer using a USB cable recommended by the manufacturer of the device.
The device turns on automatically.

If your device does not turn on automatically, turn it on manually.

(3) Set up the PictBridge compliant device for direct printing.
⁄ will appear on the LCD of the device when the printer is correctly connected.

(2)
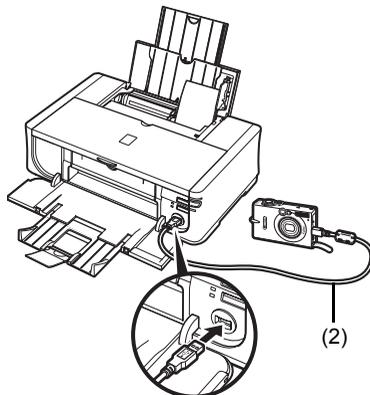
3 Specify the print settings such as paper type and layout.

See "About PictBridge Print Settings" on page 26.

You can make settings using the menu on the LCD of your PictBridge compliant device.

Select the size and type of paper that you loaded in the printer.

4 Start printing from your PictBridge compliant device.

About PictBridge Print Settings

■ **Settings on a PictBridge Compliant Device**

This section describes the print settings on a PictBridge compliant device. When operating the device, be sure to follow the instructions given in the instruction manual of your PictBridge compliant device.

> 📖 **Note**
> ● In the following description, names of setting items are given according to those used in Canon-brand PictBridge compliant devices. Setting item names may be different depending on the brand or model of your device.
> ● Some setting items explained below may not be available on some devices.
> When you cannot change print settings on a device, the printer prints images as follows:
> – Paper size: 4" x 6"/101.6 x 152.4 mm
> – Paper type: Photo
> – Layout: 1-up, Borderless
> – Date/File No. Print: Off (not printed)
> – Image Optimize: On (the shooting information will be used for optimized printing)

● **Paper size and Paper type Settings**

The following sizes and types of printing paper can be used when printing from a PictBridge compliant device.

● Paper size

4" x 6" / 101.6 x 152.4 mm, 5" x 7" / 127.0 x 177.8 mm[*1], Credit card[*2], 8" x 10" / 203.2 x 254.0 mm, A4, Letter, Wide[*1]

● Paper type

Paper Type Setting	Loadable Paper[*4]
Plain Paper[*3]	Super White Paper or other plain paper
Photo	Photo Paper Plus Glossy
	Glossy Photo Paper
	Glossy Photo Paper "Everyday Use"
	Photo Paper Glossy
	Photo Paper Plus Semi-gloss[*5]
	Photo Stickers[*2*6]
Fast Photo	Photo Paper Pro

The available page sizes vary depending on the media type. For details, visit our website.

*1 Can be selected only on certain Canon-brand PictBridge compliant devices.

*2 Feeding this paper from the Cassette can damage the printer. Load in the Rear Tray.

*3 **Plain Paper** can be selected for **Paper type** only when **Paper size** is set to **A4** or **8.5" x 11" (Letter)**. When **Paper type** is set to **Plain Paper**, borderless printing will be disabled even when **Layout** is set to **Borderless**.

*4 You may not be able to purchase some Canon genuine papers depending on the country or region of purchase.

*5 When printing on Photo Paper Plus Semi-gloss 8" x 10" / 203.2 x 254.0 mm (SG-201), select **20 x 25 cm/8" x 10"** for **Paper size** and **Default** for **Paper type**.

*6 Exclusively used to print photo stickers. When printing on sticker paper, select **10 x 15 cm/4" x 6"** in **Paper size** and **Photo** for **Paper type**. Do not set **Layout** to **Borderless**.

● Layout Setting

Various layout options are available.

- ● Bordered/Borderless: You can select whether or not to print an image with a border.
- ● N-up: You can use this option when printing on sticker paper, or A4- or Letter-sized paper.

    Sticker paper: When you select **10 x 15 cm/4" x 6"** for **Paper size**, you can print 16 images on a single sheet of paper.

    A4- or Letter-sized paper: When you select **A4** or **8.5" x 11" (Letter)** for **Paper size**, you can print 4 images on a single sheet of paper.

- ● Shooting Info (Exif Data): You can print shooting info (Exif Data) along with the image. The following two options are available.

    1-up[*1]: Prints the shooting info (Exif Data) in the margin of selected individual images.

    20-up[*2]: Prints 20 images specified with DPOF[*3] and their shooting info (Exif Data) in list format on a single sheet of paper.

- ● 35 mm Film Style Layout (Contact Printing Layout)[*2]: You can print the multiple images specified with DPOF[*3] in a list format that looks like a negative film.

Besides the above options, you can also specify to print an index of images in the DPOF print settings menu.

*1 You can use this option only when **10 x 15 cm/4" x 6"**, **13 x 18 cm/5" x 7"**, **20 x 25 cm/8" x 10"**, **A4** or **8.5" x 11" (Letter)** is selected for **Paper Size**.

*2 You can use this option only when **A4** or **8.5" x 11" (Letter)** is selected for **Paper size**.

*3 DPOF (Digital Print Order Format) is a standard format to record the specified information regarding images, such as which image or number of copies to print.

● Date/File No. Print Setting

You can specify whether the date and/or file number will be printed.

> **📖 Note**
> - ● If the images already have dates superimposed when shot, set this PictBridge setting item to **Off**. If you select **Date**, **File No.**, or **Both**, the date and/or file number will be printed over the date printed by the device's function.
> - ● Depending on the paper size and layout, the date will only be printed even when **Both** is selected.

● Image Optimize Setting

You can select the optimization method to obtain high print quality. When you select **On**, the shooting information is used to print the optimized image.

If you are using a Canon-brand PictBridge compliant device, the following additional options may be available, depending on the model.

- – **VIVID** makes green and blue more lively.
- – **NR** (Noise Reduction) reduces the noise on blue areas like the sky as well as on black areas.
- – **Face** brightens a darkened face on the photo taken against the light.
- – **Red-Eye** corrects red eyes in portraits caused by flash photography.

● Trimming Setting

You can select an area to print.

Routine Maintenance

Replacing an Ink Tank

This section explains the way to confirm the ink status and the procedure to replace ink tanks.

When ink runs out or other errors occur, the ALARM lamp flashes orange to inform you of the error. See "ALARM Lamp Flashes Orange" on page 77 and confirm how to handle it. When printing from your computer, error messages appear on your computer screen as well.

📖 **Note**
- Be sure to install the ink tanks in the correct order indicated by the label on the Print Head Holder. The printer will not print if an ink tank is installed in the incorrect position.
- For information on the compatible ink tanks, see the back cover of this guide.
- If printing becomes faint or white streaks appear despite sufficient ink levels, see "When Printing Becomes Faint or Colors Are Incorrect" on page 34.

■ Getting the Ink Status Information

You can confirm the status of ink tanks in the following two ways:
- "With the Ink Lamps" on page 28
- "With the Computer Screen" on page 29

● With the Ink Lamps

You can confirm the status of each ink tank by the ink lamps. Open the Top Cover of the printer to confirm how the ink lamps light or flash.

- **Ink lamp is on**

  The ink tank is correctly set and there is enough ink remaining to print.

- **Ink lamp is flashing**

  Flashing slowly (at around 3-second intervals)

   ......Repeats

  Ink is low. You can continue printing for a while, but we recommend you to have a new ink tank available.

  Flashing quickly (at around 1-second intervals)

   ......Repeats

  The ink tank is inserted in the wrong position or it is empty. Ensure that the ink tank is in the correct position as directed by the label on the Print Head Holder. If the position is correct and its lamp flashes, it is empty. Replace it with a new one.

- **Ink lamp is off**

  The tank is not set properly. Press the 🔲 mark on the ink tank until the tank clicks into place. If it does not click into place, make sure that all packaging material is peeled off the ink tank. See "Prepare the replacement tank." on page 31. If the lamps are still off after reinserting the ink tanks, there has been an error and the printer cannot print.

● **With the Computer Screen**

You can confirm the status of each ink tank on the printer status monitor (Windows) and **Canon IJ Printer Utility** (Macintosh).
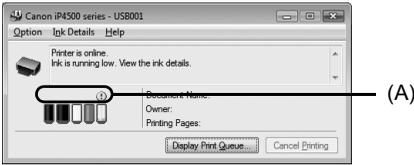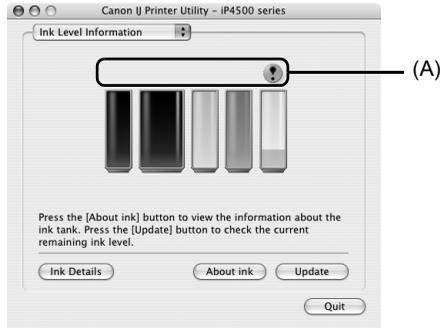
(A) Confirm whether any symbols are displayed here.

⚠ Ink is low. You can continue printing for a while, but we recommend you to have a new ink tank available.

❌ Ink may have run out. Confirm the number of the times the ALARM lamp is flashing, and see "Four flashes: Ink tank is not installed properly. / Ink may have run out." on page 77 or "Sixteen flashes: Ink has run out." on page 79 in "ALARM Lamp Flashes Orange" on page 77, and take appropriate action.

📖 **Note**
Message may be displayed during printing. Confirm the displayed message and take appropriate action.

Follow the procedure below to open each of the confirmation screens.

Windows

(1) Open the printer properties dialog box.
Refer to "Opening the Printer Properties Dialog Box Directly from Control Panel" in "Opening the Printer Properties Dialog Box (Windows)" of the *User's Guide* on-screen manual.

(2) Click **View Printer Status** on the **Maintenance** sheet.
To confirm the ink tank information, click the **Ink Details** menu.

📖 **Note**
You can also display the printer status monitor by clicking the **Canon XXX** (where "**XXX**" is your printer's name) which appears on the taskbar during printing.

Macintosh

(1) Open the **Canon IJ Printer Utility**.
Refer to "Opening the Canon IJ Printer Utility (Macintosh)" in the *User's Guide* on-screen manual.

(2) Select **Ink Level Information** in the pop-up menu.
To confirm the ink tank information, click **Ink Details**.

Routine Maintenance **29**

■ Replacing Ink Tanks

When ink tanks run out of ink, replace them using the following steps.

🚫 Important

Handling Ink

- To maintain optimal printing quality, we recommend the use of specified Canon brand ink tanks. Refilling ink is not recommended.
- Once you remove an ink tank, replace it immediately. Do not leave the printer with ink tanks removed.
- Replace empty tanks with new ones. Inserting partially used ink tanks may cause the nozzles to clog. Furthermore, with such tanks, the printer will not be able to inform you when to replace the tanks properly.
- Once an ink tank has been installed, do not remove it from the printer and leave it out in the open. This will cause the ink tank to dry out, and the printer may not operate properly when it is reinstalled. To maintain optimal printing quality, use an ink tank within six months of first use.
- Color ink may be consumed even when printing a black-and-white document or when black-and-white printing is specified.
  Color ink is also consumed in Print Head Cleaning and Print Head Deep Cleaning, which may be necessary to maintain the printer's performance. When an ink tank is out of ink, replace it immediately with a new one.

---

1 Open the Paper Output Tray and the Inner Cover forward to open it.

2 Make sure that the printer is on, and then open the Top Cover.

The Print Head Holder moves to the center.

⚠ Caution

- Do not hold the Print Head Holder to stop or move it.
- Do not touch the metallic parts inside the printer.

🚫 Important

If the Top Cover is left open for more than 10 minutes, the Print Head Holder moves to the right. Close and reopen the Top Cover to return the holder to the center.

---

3 Remove the ink tank whose lamp is flashing fast.

(1) Push the tab and remove the ink tank.

🚫 Important

- Handle ink tanks carefully to avoid staining clothing or the surrounding area.
- Discard empty ink tanks according to the local laws and regulations regarding disposal of consumables.

📖 Note

- Do not remove more than one ink tank at a time. Be sure to replace ink tanks one by one when replacing more than one ink tank.
- For details on ink tank flashing speed, see "Getting the Ink Status Information" on page 28.

(A)
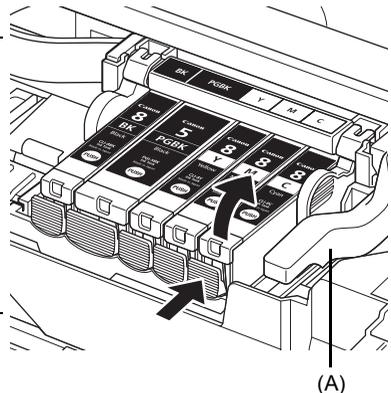
(A) Do NOT touch the Print Head Lock Lever; remove only the ink tank.

4 Prepare the replacement tank.

(1) Remove the new ink tank from its packaging.

(2) Pull the orange tape (A) in the direction of the arrow to peel off the protective film.

(3) Remove the film (B) completely.

✎ Important

Make sure that the protective film does not remain on the air hole (C). If the air hole is blocked with the remaining film, ink may leak out or may not eject properly.
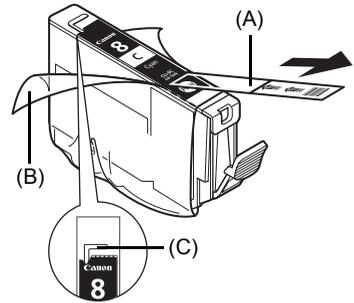
(4) Remove the orange protective cap from the bottom of the ink tank.
Discard the cap once it is removed.

✎ Important

● Do not touch the electrical contacts (E) on the ink tank. Doing so can cause the printer to malfunction or become unable to print.
● Be sure to remove the clear film from the ink tank in the exact order shown above, as failure to follow this step may cause the ink to leak and stain your clothes and hands.
● Do not squeeze the side of ink tanks as this may cause the ink to leak out and stain your clothes and hands.
● Do not reattach the protective cap once you have removed it. Discard it according to the local laws and regulations regarding disposal of consumables.
● Do not touch the open ink port once the protective cap is removed, as this may prevent the ink from being ejected properly.
● Be careful not to stain your clothes and hands with ink on the removed protective cap.
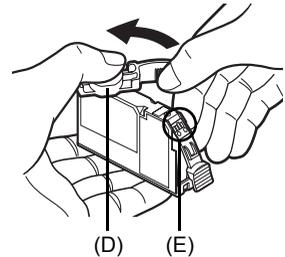
(D) Carefully hold the protective cap when removing it to prevent the ink from staining your fingers.

5 Install the ink tank.

(1) Insert the front end of the ink tank into the Print Head.
Make sure the position of the tank matches the label (A).

(A)

(1)
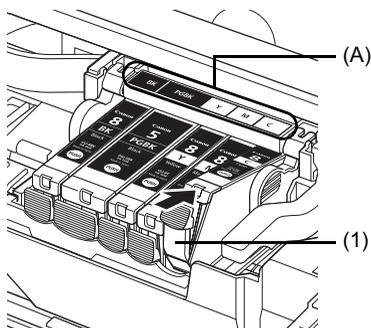
(2) Press on the [PUSH] mark on the ink tank until the ink tank snaps firmly into place.

(3) Make sure that the ink lamp lights up red.

> **⚠ Important**
>
> The printer cannot be used unless all the ink tanks are installed.

(2)

(3)
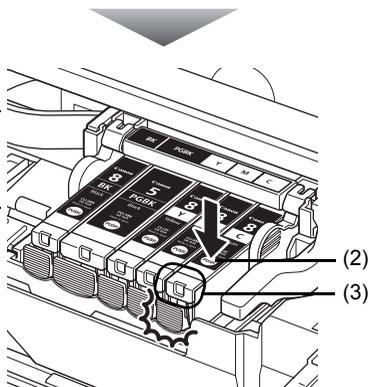
6 Close the Inner Cover and the Top Cover.

> **📖 Note**
> - If the **ALARM** lamp still flashes orange after the Top Cover is closed, see "ALARM Lamp Flashes Orange" on page 77.
> - When you start printing after replacing the ink tank, Print Head Cleaning is performed automatically. Do not perform any other operations until Print Head Cleaning finishes. The **POWER** lamp flashes green during cleaning.

Keeping the Best Printing Results

To avoid drying of the Print Head and clogging of the nozzles, note the following.

📖 Note
- Ink may blur depending on the paper in the following cases;
  - Printed area is traced with a highlight pen or paint-stick, or
  - Printed area is stained with water or sweat
- If the print head nozzles get clogged, printouts will become faint or particular colors will not be printed properly. For details, see "When Printing Becomes Faint or Colors Are Incorrect" on page 34.

■ When You Turn Off the Printer

Follow the procedure below to turn off the printer.

(1) Press the **POWER** button to turn off the printer.

(2) Confirm that the **POWER** lamp has gone out.
This takes a few seconds or as long as around 30 seconds.

(3) Unplug the power cord from the wall outlet.
If you are using a power outlet strip, you can switch it off instead.

When you press the **POWER** button to turn off the printer, the printer automatically puts a protective cap on the Print Head to prevent the ink from drying. If you remove the power cord or switch off the power outlet strip before the **POWER** lamp goes out, this capping will not be done properly, causing the Print Head to dry and clog.

■ When You Are Not Using the Printer for a Long Time

When you are not using the printer for a long time, print in both black & white and in color, or perform Print Head Cleaning, about once a month to prevent degradation of the Print Head.

Numerous nozzles are installed in the Print Head for high-precision printing. Just as the uncapped tip of a ballpoint pen or marker becomes dry and unusable if it is not used for a long period of time, the print head nozzles become blocked by dried ink. Periodically printing or cleaning the Print Head can prevent this blockage.

When Printing Becomes Faint or Colors Are Incorrect

When printing becomes faint or colors are incorrect even if ink remains in the ink tanks, the print head nozzles are probably clogged. Print the nozzle check pattern to confirm the condition of the nozzles and then perform Print Head Cleaning.

If print results are not satisfactory, performing Print Head Alignment may improve print quality.

📖 Note

Before performing maintenance
- Open the Top Cover and make sure that all lamps for the ink tanks are lit red.
  If not, see "Getting the Ink Status Information" on page 28 and take the appropriate action.
- Make sure that the ink tank is set properly. See "Replacing Ink Tanks" on page 30.
- Make sure that all the orange tapes have been peeled off.
- If the ALARM lamp flashes orange, see "ALARM Lamp Flashes Orange" on page 77.
- Increase the **Print Quality** setting in the printer driver settings.
  Refer to the *PC Printing Guide* on-screen manual.

Step 1
See "Printing the Nozzle Check Pattern" on page 35.

If lines are missing or if white streaks appear

After cleaning the Print Head, print and examine the nozzle check pattern.

Step 2
See "Print Head Cleaning" on page 38.

If the problem is not resolved after performing Print Head Cleaning twice

Step 3
See "Print Head Deep Cleaning" on page 41.

📖 Note
If Print Head Deep Cleaning does not resolve the problem, the Print Head may be damaged. Contact your Canon Service representative.

● **If the Ruled Lines Are Shifted**

See "Aligning the Print Head" on page 43.

Printing the Nozzle Check Pattern

Print the nozzle check pattern to determine whether the ink ejects properly from the print head nozzles.

📖 Note

● Make sure that the Inner Cover is closed.

Printing the Nozzle Check Pattern Without a Computer

● Nozzle check pattern printing can be performed also from the printer itself using the **RESUME/CANCEL** button.

1. With the printer on, load a sheet of A4 or Letter-sized plain paper in the Rear Tray.

2. Press the Open button to open the Paper Output Tray and extend the Output Tray Extension.

3. Press the **Paper Feed Switch** to select the paper source in which you loaded the paper.

4. Hold down the **RESUME/CANCEL** button until the **POWER** lamp flashes green twice, and then release it immediately.

The nozzle check pattern is printed. Do not open the Top Cover while printing.

Examine the pattern and take the appropriate action. See "Examining the Nozzle Check Pattern" on page 37.

🌐 Windows

1 Make sure that the printer is on and then load a sheet of A4 or Letter-sized plain paper in the Rear Tray or Cassette.

2 Press the Open button to open the Paper Output Tray, and then extend the Output Tray Extension.

3 Press the **Paper Feed Switch** to select the paper source in which you loaded the paper.

4 Open the printer properties dialog box.

5 Print the Nozzle Check Pattern.

   (1) Click the **Maintenance** tab.

   (2) Click **Nozzle Check**.

   (3) Confirm the displayed message and click **Print Check Pattern**.
   The nozzle check pattern is printed. Do not open the Top Cover while printing.

   > ### 📖 Note
   > Clicking **Initial Check Items** displays the items to be checked before printing the pattern.
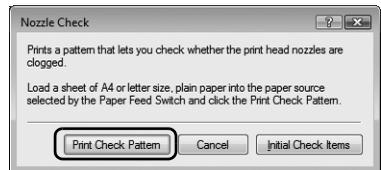
6 Examine the pattern and take the appropriate action.

   See "Examining the Nozzle Check Pattern" on page 37.

1 Make sure that the printer is on and then load a sheet of A4 or Letter-sized plain paper in the Rear Tray or Cassette.

2 Press the Open button to open the Paper Output Tray, and then extend the Output Tray Extension.

3 Press the **Paper Feed Switch** to select the paper source in which you loaded the paper.

4 Open the **Canon IJ Printer Utility** dialog box.

5 Print the Nozzle Check Pattern.

   (1) Select **Test Print** in the pop-up menu.

   (2) Click **Nozzle Check**.

   (3) Confirm the displayed message and click **Print Check Pattern**.
The nozzle check pattern is printed. Do not open the Top Cover while printing.

   📖 **Note**

   Clicking **Initial Check Items** displays the items to be checked before printing the pattern.

6 Examine the pattern and take the appropriate action.

See "Examining the Nozzle Check Pattern" on page 37.

Examining the Nozzle Check Pattern

Examine the nozzle check pattern output by the printer, and clean the Print Head if necessary.

📖 Note

The nozzle check pattern will not be printed correctly if there is not enough ink. Replace the ink tank if the remaining amount of ink is insufficient.
See "Replacing an Ink Tank" on page 28.

1 Confirm the printed nozzle check pattern.
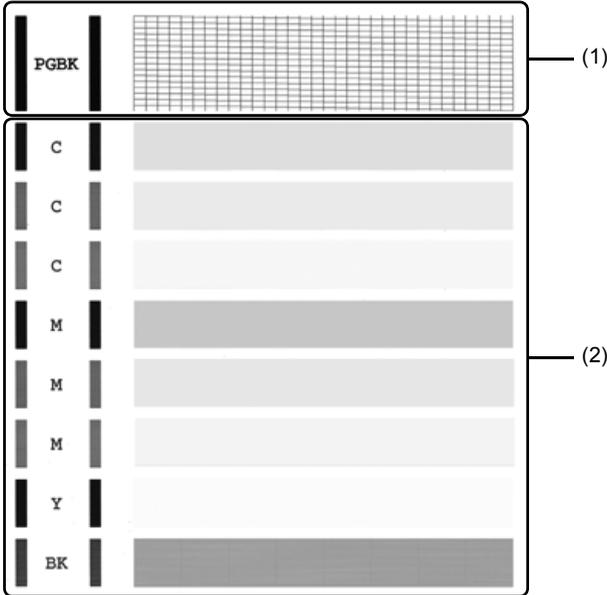
(1) If lines of this pattern are missing, the **Black** print head nozzle needs cleaning.
Example: When lines are missing
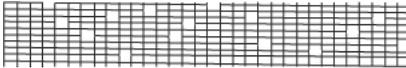
(2) If these patterns have white streaks, the **Color** print head nozzle needs cleaning.
Example: When white streaks appear

2 When cleaning is necessary, click **Cleaning** on the **Pattern Check** dialog box.

Windows
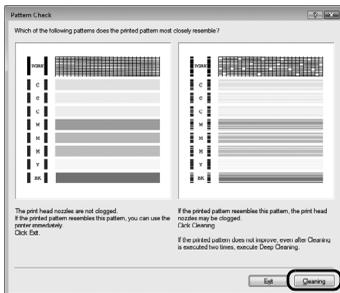
Macintosh
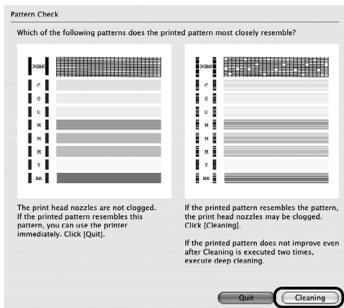
To proceed to cleaning of the Print Head, go to step 4-(3) of the Windows or Macintosh Print Head Cleaning procedure, depending on your platform. See "Print Head Cleaning" on page 38.

If no lines of the group (1) pattern are missing and the group (2) patterns have no white streaks, click **Exit** or **Quit** to exit nozzle check pattern examination.

Print Head Cleaning

Clean the Print Head if lines are missing or if white streaks appear in the printed nozzle check pattern. Cleaning unclogs the nozzles and restores the print head condition. Note that cleaning the Print Head causes used ink to be absorbed in the ink absorber. Cleaning the Print Head consumes ink, so perform Print Head Cleaning only when necessary.

📖 Note
● Make sure that the Inner Cover is closed.
Cleaning the Print Head Without a Computer
● The Print Head can also be cleaned from the printer itself, using the **RESUME/CANCEL** button.
   1. Make sure that the printer is on.
   2. Hold down the **RESUME/CANCEL** button until the **POWER** lamp flashes green once, and then release it immediately.

Windows

If you click **Cleaning** on the **Pattern Check** dialog box that is displayed after printing the nozzle check pattern, the **Print Head Cleaning** dialog box shown in of step 4-(3) in the following procedure will appear.

1 Make sure that the printer is on.

2 Press the Open button to open the Paper Output Tray and extend the Output Tray Extension.

3 Open the printer properties dialog box.

4 Start **Print Head Cleaning**.

(1) Click the **Maintenance** tab.

(2) Click **Cleaning**.

(3) Select the ink group to be cleaned.
When cleaning the nozzles of black ink tanks:
Select **Black** to clean the nozzles of PGI-5BK,
Color to clean the nozzles of CLI-8BK.

(4) Click **Execute**.
Print Head Cleaning starts when the **POWER**
lamp starts flashing green.

Do not perform any other operations until Print
Head Cleaning finishes. This takes about 60
seconds.

📖 Note

Clicking **Initial Check Items** displays the items to
be checked before cleaning.

---

(5) Load a sheet of A4 or Letter-sized plain paper in the Rear Tray or Cassette.

(6) Press the **Paper Feed Switch** to select the paper source in which you loaded the paper.

(7) Confirm the displayed message and click **Print Check Pattern**.

The nozzle check pattern is printed.

Do not perform any other operations until the nozzle check pattern finishes printing.

📖 Note

The nozzle check pattern will not be printed correctly if there is not enough ink. Replace the ink
tank if the remaining amount of ink is insufficient. See "Replacing an Ink Tank" on page 28.

---

5 Check the print head condition with the printed nozzle check pattern, and take
appropriate action.

See "Examining the Nozzle Check Pattern" on page 37.

📖 Note

If the problem is not resolved after performing steps 4 and 5 twice, try **Print Head Deep Cleaning**.
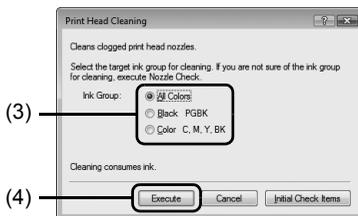See "Print Head Deep Cleaning" on page 41.

Macintosh

If you click **Cleaning** on the **Pattern Check** dialog box that is displayed after printing the nozzle
check pattern, the **Print Head Cleaning** dialog box shown in of step 4-(3) in the following procedure
will appear.

1 Make sure that the printer is on.

2 Press the Open button to open the Paper Output Tray and extend the Output Tray
Extension.

3 Open the **Canon IJ Printer Utility** dialog box.

4 Start **Print Head Cleaning**.

(1) Make sure that **Cleaning** is selected in the pop-up menu.

(2) Click **Cleaning**.

(3) Select the ink group to be cleaned.
When cleaning the nozzles of black ink tanks:
Select **Black** to clean the nozzles of PGI-5BK,
Color to clean the nozzles of CLI-8BK.

(4) Click **OK**.
Print Head Cleaning starts when the **POWER**
lamp starts flashing green.
Do not perform any other operations until Print
Head Cleaning finishes. This takes about 60
seconds.

(3)

(4)

📖 Note

Clicking **Initial Check Items** displays the items to
be checked before cleaning.

(5) Load a sheet of A4 or Letter-sized plain paper in the Rear Tray or Cassette.

(6) Press the **Paper Feed Switch** to select the paper source in which you loaded the paper.

(7) Confirm the displayed message and click **Print Check Pattern**.

The nozzle check pattern is printed.

Do not perform any other operations until the nozzle check pattern finishes printing.

📖 Note

The nozzle check pattern will not be printed correctly if there is not enough ink. Replace the ink
tank if the remaining amount of ink is insufficient.
See "Replacing an Ink Tank" on page 28.

5 Check the print head condition with the printed nozzle check pattern, and take
appropriate action.

See "Examining the Nozzle Check Pattern" on page 37.

📖 Note

If the problem is not resolved after performing steps 4 and 5 twice, try **Print Head Deep Cleaning**.
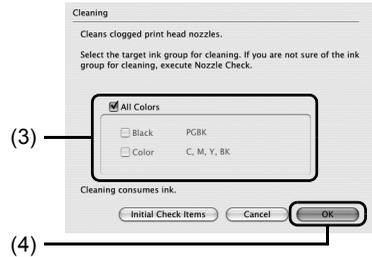See "Print Head Deep Cleaning" on page 41.

Print Head Deep Cleaning

If print quality does not improve by standard Print Head Cleaning, try Print Head Deep Cleaning, which is a more powerful process. Note that cleaning the Print Head causes used ink to be absorbed in the ink absorber. Print Head Deep Cleaning consumes more ink than standard Print Head Cleaning, so perform this procedure only when necessary.

📖 **Note**

Make sure that the Inner Cover is closed.

Windows

1 Make sure that the printer is on.

2 Press the Open button to open the Paper Output Tray and extend the Output Tray Extension.

3 Open the printer properties dialog box.

4 Start **Print Head Deep Cleaning**.

   (1) Click the **Maintenance** tab.

   (2) Click **Deep Cleaning**.

   (3) Select the ink group to be deeply cleaned.
   When cleaning the nozzles of black ink tanks:
   Select **Black** to clean the nozzles of PGI-5BK,
   Color to clean the nozzles of CLI-8BK.

   (4) Click **Execute**.
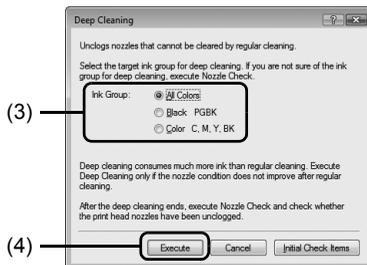
   (5) Confirm the displayed message and click **OK**.
   Print Head Deep Cleaning starts when the **POWER** lamp starts flashing green.

   Do not perform any other operations until Print Head Deep Cleaning finishes. This takes about 90 seconds.

   📖 **Note**

   Clicking **Initial Check Items** displays the items to be checked before deep cleaning.

5 Check the condition of the Print Head.

   (1) Load a sheet of A4 or Letter-sized plain paper in the Rear Tray or Cassette.

   (2) Press the **Paper Feed Switch** to select the paper source in which you loaded the paper.

   (3) Print the nozzle check pattern to check the print head condition.
   See "Printing the Nozzle Check Pattern" on page 35.
   If a particular color is not printed properly, replace the ink tank of that color.
   See "Replacing an Ink Tank" on page 28.

(4) If the print head nozzles are still not clean, turn off the printer and perform another Print Head Deep Cleaning after 24 hours.

(5) If this does not solve the problem, the Print Head may be damaged. Contact your Canon Service representative.

Macintosh

1 Make sure that the printer is on.

2 Press the Open button to open the Paper Output Tray and extend the Output Tray Extension.

3 Open the **Canon IJ Printer Utility** dialog box.

4 Start Print Head Deep Cleaning.

(1) Make sure that **Cleaning** is selected in the pop-up menu.

(2) Click **Deep Cleaning**.

(3) Select the ink group to be deeply cleaned.
When cleaning the nozzles of black ink tanks:
Select **Black** to clean the nozzles of PGI-5BK, **Color** to clean the nozzles of CLI-8BK.

(4) Click **OK**.
Print Head Deep Cleaning starts when the **POWER** lamp starts flashing green.

Do not perform any other operations until Print Head Deep Cleaning finishes. This takes about 90 seconds.

📖 **Note**

Clicking **Initial Check Items** displays the items to be checked before deep cleaning.

(3)   (4)

5 Check the condition of the Print Head.

(1) Load a sheet of A4 or Letter-sized plain paper in the Rear Tray or Cassette.

(2) Press the **Paper Feed Switch** to select the paper source in which you loaded the paper.

(3) Print the nozzle check pattern to check the print head condition.
See "Printing the Nozzle Check Pattern" on page 35.
If a particular color is not printed properly, replace the ink tank of that color.
See "Replacing an Ink Tank" on page 28.

(4) If the print head nozzles are still not clean, turn off the printer and perform another Print Head Deep Cleaning after 24 hours.

(5) If this does not solve the problem, the Print Head may be damaged. Contact your Canon Service representative.

Aligning the Print Head

If ruled lines are printed misaligned or print results are otherwise unsatisfactory, adjust the print head position.

📖 Note
Make sure that the Inner Cover is closed.

■ Automatic Print Head Alignment

For Automatic Print Head Alignment, follow the procedure below.

⚠ Important
You cannot feed paper from the Cassette when performing Automatic Print Head Alignment. Always load paper in the Rear Tray.

📖 Note
● **Aligning the Print Head without a Computer**
  The Print Head can also be aligned from the printer itself, using the **RESUME/CANCEL** button. If the printer driver is not installed in the computer, align the Print Head in this way.
  1. Make sure that the printer is on.
  2. Press the Open button to open the Paper Output Tray and extend the Output Tray Extension.
  3. Load two sheets of A4 or Letter-sized Canon Matte Photo Paper MP-101 with the printing side (whiter side) facing UP in the Rear Tray.
  4. Hold down the **RESUME/CANCEL** button until the **POWER** lamp flashes green four times, and then release it immediately.

  The print head alignment pattern is printed. Do not open the Top Cover while printing. The print head position is adjusted automatically when the print head alignment pattern finishes printing.
● The pattern is printed in black and blue.

Windows

1 Make sure that the printer is on, and then load two sheets of A4 or Letter-sized Canon Matte Photo Paper MP-101 with the printing side (whiter side) facing UP in the Rear Tray.

2 Press the Open button to open the Paper Output Tray and extend the Output Tray Extension.

3 Open the printer properties dialog box.

4 Adjust the print head pattern.

  (1) Click the **Maintenance** tab.
  (2) Click **Print Head Alignment**.

(3) Confirm the displayed message and click **Print Head Alignment**.
The print head alignment pattern is printed. Printing takes about 10 minutes to complete.

> ### 🚫 **Important**
>
> Do not open the Top Cover while printing.

> ### 📖 **Note**
>
> Clicking **Print Alignment Value** prints the current settings and finishes Print Head Alignment.

If the pattern is printed as shown to the right, the Print Head is aligned automatically.

> ### 📖 **Note**
>
> ● If the pattern is not printed successfully, see "ALARM Lamp Flashes Orange" on page 77.
> ● If results of Automatic Print Head Alignment are not satisfactory, see "Manual Print Head Alignment" on page 47 and align the Print Head manually.

1 Make sure that the printer is on, and then load two sheets of A4 or Letter-sized Canon Matte Photo Paper MP-101 with the printing side (whiter side) facing UP in the Rear Tray.

2 Press the Open button to open the Paper Output Tray and extend the Output Tray Extension.

3 Open the **Canon IJ Printer Utility** dialog box.

4 Adjust the print head pattern.

(1) Select **Test Print** in the pop-up menu.

(2) Click **Print Head Alignment**.

(3) Confirm the displayed message and click **Print Head Alignment**.
The print head alignment pattern is printed.
Printing takes about 10 minutes to complete.

> **Important**
>
> Do not open the Top Cover while printing.

> **Note**
>
> Clicking **Print Alignment Value** prints the current settings and finishes Print Head Alignment.
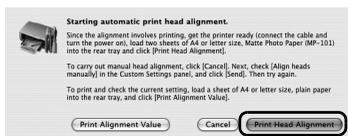
If the pattern is printed as shown to the right, the Print Head is aligned automatically.

📖 **Note**
- If the pattern is not printed successfully, see "ALARM Lamp Flashes Orange" on page 77.
- If results of Automatic Print Head Alignment are not satisfactory, see "Manual Print Head Alignment" on page 47 and align the Print Head manually.

■ Manual Print Head Alignment

If the results of Automatic Print Head Alignment are not satisfactory, follow the procedure below to perform Manual Print Head Alignment to precisely align the Print Head.

For details on performing Automatic Print Head Alignment, see "Automatic Print Head Alignment" on page 43.

📖 Note
The print head alignment pattern is printed in black and blue only.

Windows

1 Make sure that the printer is on and then load four sheets of A4 or Letter-sized plain paper in the Rear Tray or Cassette.

🚫 Important
You cannot print the print head alignment pattern if paper of size other than A4 or Letter is loaded. Be sure to use A4 or Letter-sized plain paper.

2 Press the Open button to open the Paper Output Tray and extend the Output Tray Extension.

3 Press the **Paper Feed Switch** to select the paper source in which you loaded the paper.

4 Print the pattern.

   (1) Open the printer properties dialog box.

   (2) Click the **Maintenance** tab and then **Custom Settings**.

   (3) Select the **Align heads manually** check box, and then click **Send**.

   (4) Confirm the displayed message and click **OK**.

   (5) In the **Maintenance** sheet click **Print Head Alignment**.

   (6) Confirm the displayed message and click **Print Head Alignment**.

   ### 🚫 Important
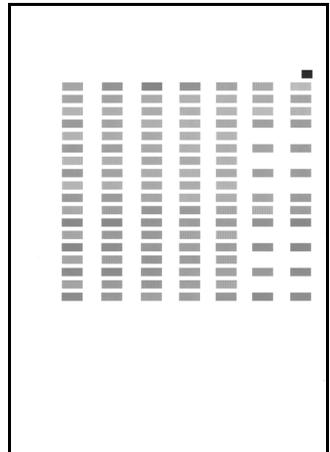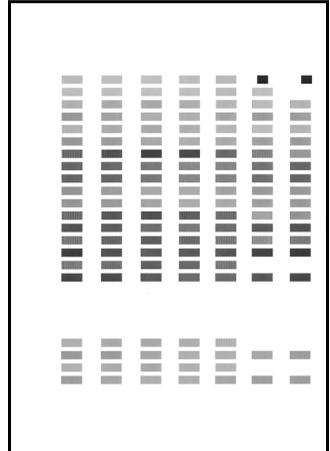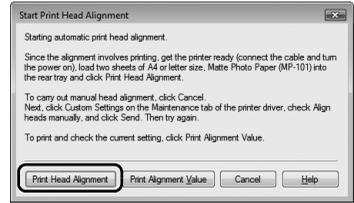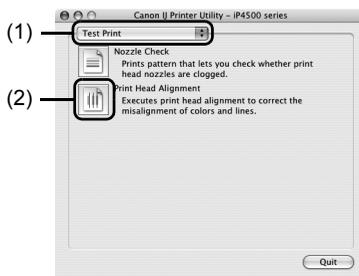   Do not open the Top Cover while printing.

   ### 📖 Note
   Clicking **Print Alignment Value** prints the current settings and finishes Print Head Alignment.

   (7) After the pattern is printed, click **Yes**. The dialog for entering a print head alignment value is displayed.
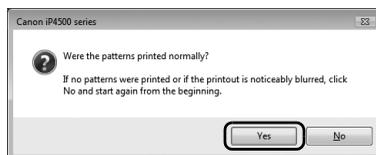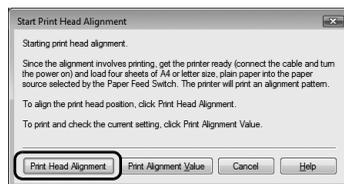
5 Look at the first printout and adjust the print head position.

(1) Check the printed patterns and select the number of the pattern in column A that has the least noticeable streaks.
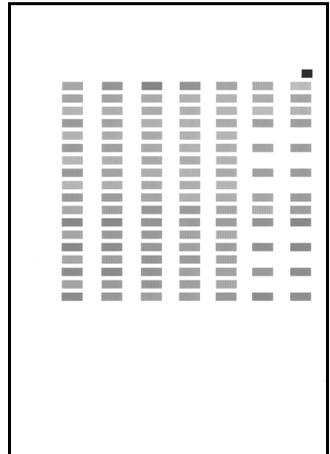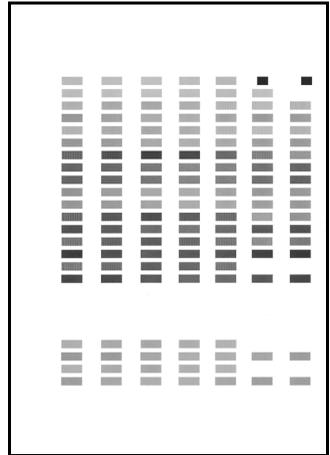
> 📖 **Note**
>
> If it is difficult to pick the best pattern, pick the setting that produces the least noticeable vertical white streaks.

(A)   (B)

(A) Less noticeable vertical white streaks

(B) More noticeable vertical white streaks

(2) Repeat the procedure until you finish inputting the pattern number for column G, then click **OK**.

(3) Confirm the displayed message and click **OK**. The second pattern is printed. Do not open the Top Cover while printing.

6 Look at the second printout and adjust the print head position.

(1) Check the printed patterns and select the number of the pattern in column H that has the least noticeable streaks.

> **📖 Note**
>
> If it is difficult to pick the best pattern, pick the setting that produces the least noticeable vertical white streaks.

(A)   (B)

(A) Less noticeable vertical white streaks

(B) More noticeable vertical white streaks

(2) Repeat the procedure until you finish inputting the pattern number for column O, then click **OK**.

(3) Confirm the displayed message and click **OK**. The third pattern is printed. Do not open the Top Cover while printing.

7 Look at the third printout and adjust the print head position.

(1) Check the printed patterns and select the number of the pattern in column P that has the least noticeable streaks.

📖 Note

If it is difficult to pick the best pattern, pick the setting that produces the least noticeable white streaks.

(A)

(B)

(C)

(D)

(A) Less noticeable vertical white streaks

(B) More noticeable vertical white streaks

(C) Less noticeable horizontal white streaks

(D) More noticeable horizontal white streaks

(2) Repeat the procedure until you finish inputting the pattern number for column V, then click **OK**.

(3) Confirm the displayed message and click **OK**. The fourth pattern is printed. Do not open the Top Cover while printing.

8 Look at the fourth printout and adjust the print head position.

(1) Check the printed pattern and select the number of the pattern in column a that has the least noticeable horizontal streaks.

📖 Note

If it is difficult to pick the best pattern, pick the setting that produces the least noticeable horizontal white streaks.

    (C)   (D)

(C) Less noticeable horizontal white streaks

(D) More noticeable horizontal white streaks

(2) Repeat the procedure until you finish inputting the pattern number for column k, then click **OK**.

(3) Confirm the displayed message and click **OK**.
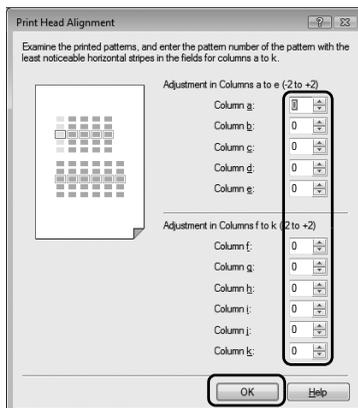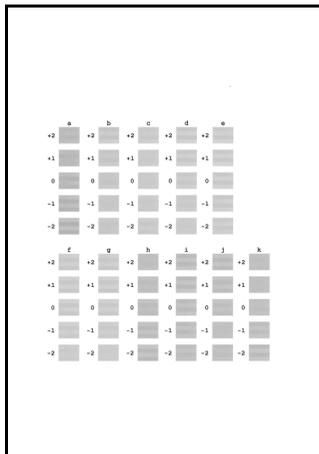
1 Make sure that the printer is on and load four sheets of A4 or Letter-sized plain paper in the Rear Tray or Cassette.

> **Important**
>
> You cannot print the print head alignment pattern if paper of size other than A4 or Letter is loaded. Be sure to use A4 or Letter-sized plain paper.

2 Press the Open button to open the Paper Output Tray and extend the Output Tray Extension.

3 Press the **Paper Feed Switch** to select the paper source in which you loaded the paper.

4 Print the pattern.

   (1) Open the **Canon IJ Printer Utility** dialog box.

   (2) Select **Custom Settings** in the pop-up menu.

   (3) Select the **Align heads manually** check box, and then click **Send**.

   (4) Confirm the displayed message and click **OK**.

   (5) Select **Test Print** in the pop-up menu.

   (6) Click **Print Head Alignment**.

   (7) Confirm the displayed message and click **Print Head Alignment**.
The dialog for entering a print head alignment value is displayed.

> **Important**
>
> Do not open the Top Cover while printing.

> **Note**
>
> Clicking **Print Alignment Value** prints the current settings and finishes Print Head Alignment.

5 Look at the first printout and adjust the print head position.

(1) Check the printed patterns and select the number of the pattern in column A that has the least noticeable streaks.

📖 Note

If it is difficult to pick the best pattern, pick the setting that produces the least noticeable vertical white streaks.
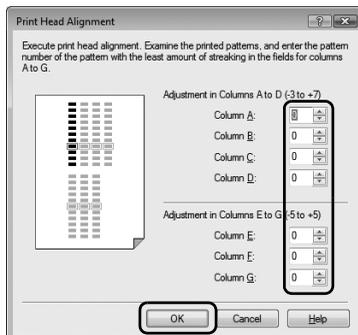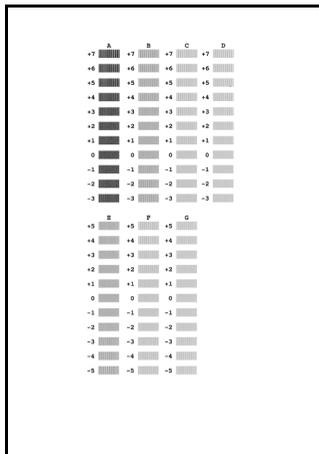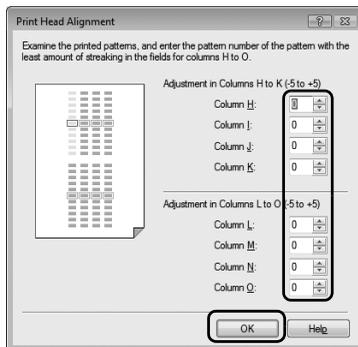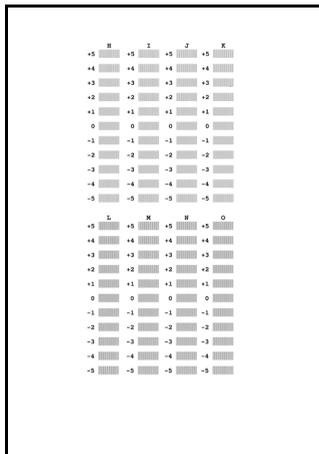
(A)   (B)

(A) Less noticeable vertical white streaks

(B) More noticeable vertical white streaks

(2) Repeat the procedure until you finish inputting the pattern number for column G, then click **Send**.

(3) Confirm the displayed message and click **OK**. The second pattern is printed. Do not open the Top Cover while printing.

6 Look at the second printout and adjust the print head position.

(1) Check the printed patterns and select the number of the pattern in column H that has the least noticeable streaks.

📖 **Note**

If it is difficult to pick the best pattern, pick the setting that produces the least noticeable vertical white streaks.

(A)   (B)

(A) Less noticeable vertical white streaks

(B) More noticeable vertical white streaks

(2) Repeat the procedure until you finish inputting the pattern number for column O, then click **Send**.

(3) Confirm the displayed message and click **OK**. The third pattern is printed. Do not open the Top Cover while printing.

7 Look at the third printout and adjust the print head position.

(1) Check the printed patterns and select the number of the pattern in column P that has the least noticeable streaks.

📖 Note

If it is difficult to pick the best pattern, pick the setting that produces the least noticeable white streaks.
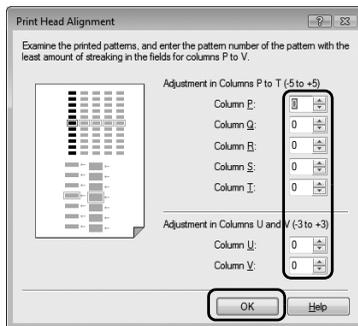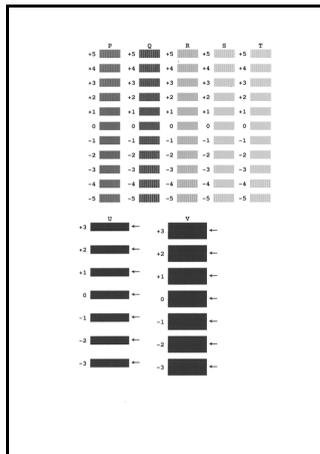

(A)

(B)

(C)

(D)

(A) Less noticeable vertical white streaks

(B) More noticeable vertical white streaks

(C) Less noticeable horizontal white streaks

(D) More noticeable horizontal white streaks

(2) Repeat the procedure until you finish inputting the pattern number for column V, then click **Send**.

(3) Confirm the displayed message and click **OK**. The fourth pattern is printed. Do not open the Top Cover while printing.

8 Look at the fourth printout and adjust the print head position.

(1) Check the printed pattern and select the number of the pattern in column a that has the least noticeable horizontal streaks.

📖 Note

If it is difficult to pick the best pattern, pick the setting that produces the least noticeable horizontal white streaks.

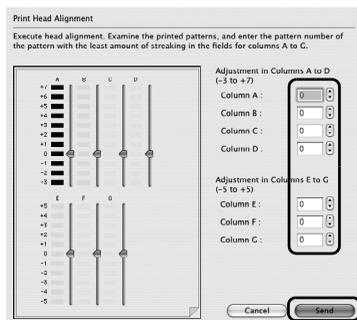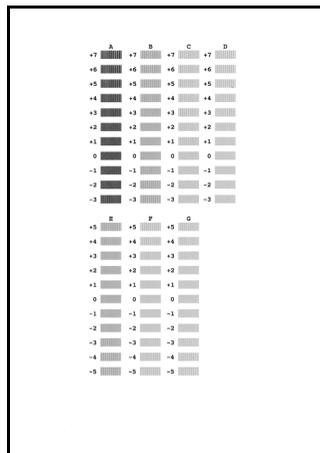(C)   (D)

(C) Less noticeable horizontal white streaks

(D) More noticeable horizontal white streaks

(2) Repeat the procedure until you finish inputting the pattern number for column k, then click **Send**.

Cleaning Your Printer

This section describes the cleaning procedure that is needed to maintain your printer.

⚠ Caution
- Do not use tissue paper, paper towels, or similar materials for cleaning. Paper tissue powders or fine threads may remain inside the printer and cause problems such as a blocked Print Head and poor printing results. Use a soft cloth to avoid scratching the components.
- Never use volatile liquids such as thinners, benzene, acetone, or any other chemical cleaner to clean the printer, as this may cause a malfunction or damage the printer's surface.

■ Cleaning the Exterior of the Printer

⚠ Caution
Be sure to turn off the power and disconnect the power cord before cleaning the printer.

🚫 Important
- When cleaning the exterior of the printer, do not use tissue paper, rough-textured cloth, or similar materials, as this may scratch the surface.
- Never use neutral detergent or volatile liquids such as thinners, benzene, acetone, or any other chemical cleaner, as this may damage the surface.

Be sure to use a soft cloth such as eyeglasses cleaning cloth and wipe off dirt on the surface with it gently. Smooth out wrinkles on the cloth if necessary before cleaning.

■ Cleaning the Paper Feed Roller (Roller Cleaning)

Clean the paper feed roller if paper is not fed properly. Cleaning the paper feed roller will wear the roller, so perform this only when necessary.

📖 Note
Make sure that the Inner Cover is closed.

Windows

1 Make sure that the printer is on and then remove any paper from the Rear Tray and Cassette.

2 Press the Open button to open the Paper Output Tray and extend the Output Tray Extension.

3 Press the **Paper Feed Switch** to select the paper source to clean.

4 Open the printer properties dialog box.

5 Click the **Maintenance** tab and then **Roller Cleaning**.

6 Confirm the displayed message, and then click **OK**.

The Paper Feed Roller will rotate as they clean.

7 Make sure that the paper feed roller stops rotating. When the message appears, load three sheets of A4 or Letter-sized plain paper in the paper source you selected in step 3.

8 Confirm the displayed message and click **OK**.

The paper that is loaded in the printer will feed through the printer and be ejected.

9 Confirm the displayed message and click **OK**.

If the problem is not resolved, wipe the paper feed roller (A) located on the right side inside the Rear Tray with a moistened cotton swab or the like. Rotate the roller (A) manually as you clean it. Do not touch the roller with your fingers; rotate it with the cotton swab. If this does not solve the problem, contact your Canon Service representative.

(A)
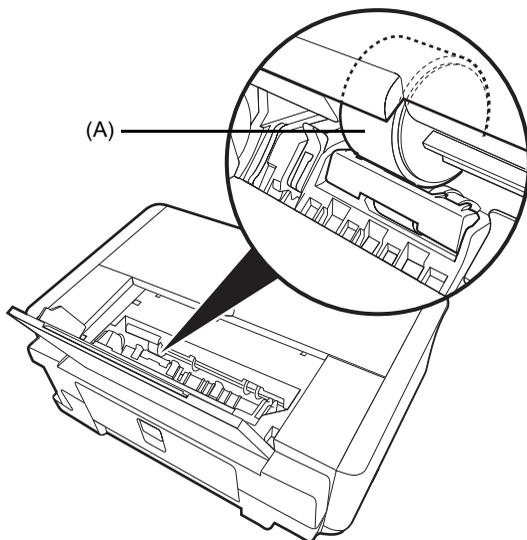
1 Make sure that the printer is on and then remove any paper from the Rear Tray and Cassette.

2 Press the Open button to open the Paper Output Tray and extend the Output Tray Extension.

3 Press the **Paper Feed Switch** to select the paper source to clean.

4 Open the **Canon IJ Printer Utility** dialog box.

5 Make sure that **Cleaning** is selected in the pop-up menu.

6 Click **Roller Cleaning**.

7 Confirm the displayed message and click **OK**.

The Paper Feed Roller will rotate as they clean.

8 Make sure that the paper feed roller stops rotating. When the message appears, load three sheets of A4 or Letter-sized plain paper in the paper source you selected in step 3.

9 Confirm the displayed message, and then click **OK**.

The paper that is loaded in the printer will feed through the printer and be ejected.

If the problem is not resolved, wipe the paper feed roller (A) located on the right side inside the Rear Tray with a moistened cotton swab or the like. Rotate the roller (A) manually as you clean it. Do not touch the roller with your fingers; rotate it with the cotton swab. If this does not solve the problem, contact your Canon Service representative.

(A)
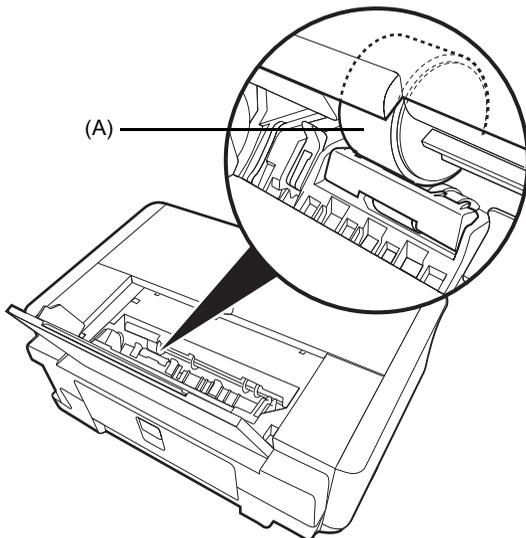
■ Cleaning the Inside of the Printer

If the printed paper is smudged, the inside of the printer may be dirty.

To always get best quality printing result, periodical cleaning of the inside of the printer is recommended.

You can clean this part in two ways:

● See "Cleaning with the Printer Driver (Bottom Plate Cleaning)" on page 60.
● See "Cleaning the Protrusions Inside the Printer" on page 62.

> **Important**
> When using Photo Paper Plus Double Sided PP-101D, be sure to clean the inside of the printer before printing.

● **Cleaning with the Printer Driver (Bottom Plate Cleaning)**

📖 **Note**

● Make sure that the Inner Cover is closed.

Cleaning the Inside of the Printer without a Computer

● The inside of the printer can also be cleaned without a computer; it can be performed from the printer itself.

1. Make sure that the printer is on and then remove any paper from the Rear Tray.

2. Press the Open button to open the Paper Output Tray and extend the Output Tray Extension.

3. Fold a sheet of A4 or Letter-sized plain paper in half widthwise, and then unfold it.

4. Load this and only this sheet of paper in the Rear Tray with the open side to the front.

5. Hold down the **RESUME/CANCEL** button and release it when the **POWER** lamp flashes green five times.

   The paper cleans the inside of the printer as it feeds through the printer.
   Check the folded part of the ejected paper. If it is smudged with ink, perform Bottom Plate Cleaning again.
   If the problem is not resolved after performing cleaning twice, the protrusions inside the printer may be stained. Clean them according to instructions. See "Cleaning the Protrusions Inside the Printer" on page 62.

● When performing Bottom Plate Cleaning again, make sure to use a new piece of paper.

Windows

1 Make sure that the printer is on and then remove any paper from the Rear Tray.

2 Press the Open button to open the Paper Output Tray and extend the Output Tray Extension.

3 Fold a single sheet of A4 or Letter-sized plain paper in half widthwise, and then unfold the paper.

4 Load this and only this sheet of paper in the Rear Tray with the open side to the front.

(A)
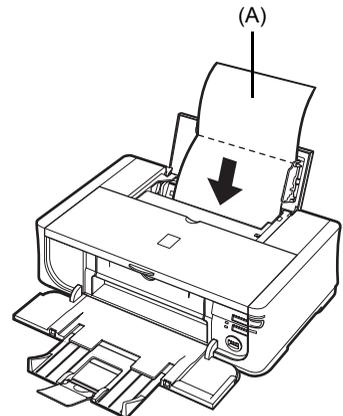
(A) Load the paper after unfolding it.

5 Open the printer properties dialog box.

6 Click the **Maintenance** tab, and then **Bottom Plate Cleaning**.

7 Confirm the displayed message and click **Execute**.

The paper cleans the inside of the printer as it feeds through the printer.

Check the folded part of the ejected paper. If it is smudged with ink, perform Bottom Plate Cleaning again.

Important

● Even if the Cassette is selected as the paper source, paper will be fed from the Rear Tray.
● Do not perform any other operation while the bottom plate is being cleaned.

If the problem is not resolved after performing cleaning twice, the protrusions inside the printer may be stained. Clean them according to instructions. See "Cleaning the Protrusions Inside the Printer" on page 62.

Note

When performing Bottom Plate Cleaning again, make sure to use a new piece of paper.

Macintosh

1 Make sure that the printer is on and then remove any paper from the Rear Tray.

2 Press the Open button to open the Paper Output Tray and extend the Output Tray Extension.

3 Fold a single sheet of A4 or Letter-sized plain paper in half widthwise, and then unfold the paper.

4 Load this and only this sheet of paper in the Rear Tray with the open side to the front.
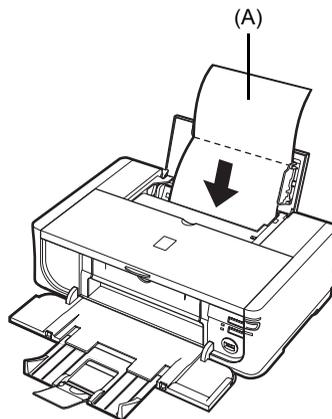
(A) Load the paper after unfolding it.

5 Open the **Canon IJ Printer Utility** dialog box.

6 Make sure that **Cleaning** is selected in the pop-up menu.

7 Click **Bottom Plate Cleaning**.

8 Confirm the displayed message and click **Execute**.

The paper cleans the inside of the printer as it feeds through the printer.

Check the folded part of the ejected paper. If it is smudged with ink, perform Bottom Plate Cleaning again.

Important

● Even if the Cassette is selected as the paper source, paper will be fed from the Rear Tray.
● Do not perform any other operation while the bottom plate is being cleaned.

If the problem is not resolved after performing cleaning twice, the protrusions inside the printer may be stained. Clean them according to instructions. See "Cleaning the Protrusions Inside the Printer" on page 62.

Note

When performing Bottom Plate Cleaning again, make sure to use a new piece of paper.

● Cleaning the Protrusions Inside the Printer

If protrusions inside the printer are stained, wipe off any ink from the protrusions using a cotton swab or the like.

⚠ Caution

Be sure to turn off the power and disconnect the power cord before cleaning the printer.
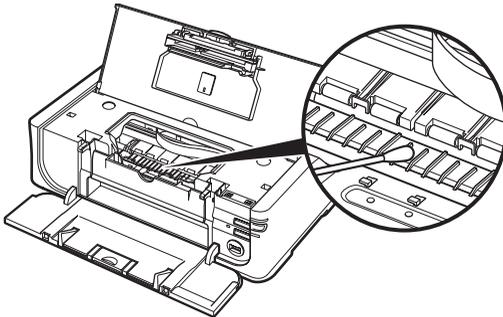
Troubleshooting

This section describes troubleshooting tips for problems you may encounter when using the printer.

📖 Note

This section mainly describes the methods of printer operation for troubleshooting. To handle problems using your computer, refer to "Troubleshooting" in the *User's Guide* on-screen manual. For details on how to view the on-screen manuals, see "Reading the On-screen Manuals" on page 86.

- "Cannot Install the Printer Driver" on page 64
- "Cannot Connect to Computer Properly" on page 65
- "Print Results Not Satisfactory" on page 66
- "Printer Does Not Start" on page 70
- "Printer Moves But Ink Is Not Ejected" on page 71
- "Paper Does Not Feed Properly" on page 72
- "Paper Does Not Feed from the Paper Source Specified in the Printer Driver" on page 72
- "Paper Jams" on page 73
- "ALARM Lamp Flashes Orange" on page 77
- "Error Message Appears on the Computer Screen" on page 80
- "Error Message Appears on a PictBridge Compliant Device" on page 83

Windows

If an Error Occurs When the Printer Is Connected to a Computer

When an error occurs in printing such as the printer is out of paper or paper is jammed, a troubleshooting message is displayed automatically. Take the appropriate action described in the message.

The message may vary depending on the version of your Windows operating system.

Cannot Install the Printer Driver

Cause	Action
Windows Unable to proceed beyond the Printer Connection screen.	If you were unable to proceed beyond the Printer Connection screen, follow the procedure below to reinstall the printer driver. **(1)** Click **Cancel** on the **Printer Connection** screen. **(2)** Click **Start Over** on the **Installation Failure** screen. **(3)** Click **Back** on the screen that appears next. **(4)** Click **Exit** on the **PIXMA XXX** screen (where "**XXX**" is your printer's name), then remove the CD-ROM. **(5)** Turn the printer off. **(6)** Restart the computer. **(7)** Make sure you have no application software running, including anti-virus software. **(8)** Follow the procedure described in your setup sheet to reinstall the printer driver.
Installation does not start automatically when the *Setup CD-ROM* is inserted into your computer's disc drive.	**Windows** **(1)** Click **Start** then **Computer**. In Windows XP, Click **Start** then **My Computer**. In Windows 2000, double-click the **My Computer** icon on the desktop. **(2)** Double-click the CD-ROM icon on the displayed window. 📖 **Note** To use the **Run** command to start the setup program, specify your disc drive and then the name of the setup program, **MSETUP4.EXE**. The drive letter of the disc drive depends on your computer. **Macintosh** Double-click the CD-ROM icon on your desktop to start installation. If the CD-ROM icon is not displayed, restart your computer. If the icon is still not displayed, try different disks and see if they are displayed. If other disks are displayed, there is a problem with the *Setup CD-ROM*. Contact a Canon Service representative.
Installation procedure not followed correctly.	Follow the procedure described in your setup sheet for proper installation. If the drivers were not installed correctly, uninstall the printer driver, restart your computer, and then reinstall the drivers. Refer to the *PC Printing Guide* on-screen manual. **Windows** 📖 **Note** If the installer was forced to be terminated due to an Windows error, the system may be in an unstable condition and you may not be able to install the drivers. Restart your computer before reinstalling.

Cannot Connect to Computer Properly

■ Printing Speed Is Slow / USB 2.0 Hi-Speed Connection Does Not Work

Cause	Action
Your system environment is not fully compatible with USB 2.0 Hi-Speed.	If your system environment is not fully compatible with USB 2.0 Hi-Speed, the printer will operate at a lower speed provided under USB 1.1. In this case, the printer operates properly but printing speed may slow down due to communication speed. Check the following to ensure that your system environment supports USB 2.0 Hi-Speed connection. ● The USB port on your computer supports USB 2.0 Hi-Speed connection. ● The USB cable, and the USB hub if you are using one, support USB 2.0 Hi-Speed connection. 　Be sure to use a certified USB 2.0 Hi-Speed cable. We recommend the cable to be no longer than around 10 feet / 3 meters. ● The operating system of your computer supports USB 2.0 Hi-Speed connection. 　Obtain and install the latest update for your computer. ● The USB 2.0 Hi-Speed driver operates properly. 　Obtain the latest version of the USB 2.0 Hi-Speed driver compatible with your hardware and install it on your computer. **◐ Important** For details on USB 2.0 Hi-Speed of your system environment, contact the manufacturer of your computer, USB cable, or USB hub.

Windows

■ "This Device Can Perform Faster" Message Is Displayed

Cause	Action
Your system environment is not fully compatible with USB 2.0 Hi-Speed.	Your system environment is not compatible with USB 2.0. See "Printing Speed Is Slow / USB 2.0 Hi-Speed Connection Does Not Work" on page 65.

Print Results Not Satisfactory

If the print result is not satisfactory such as white streaks, misaligned lines, and uneven colors, confirm the paper and print quality settings first.

● **Check 1: Do the page size and media type settings match the size and type of the loaded paper?**

When these settings are incorrect, you cannot obtain a proper print result. If you are printing a photograph or an illustration, incorrect paper type setting may reduce the quality of printout color. Also, if you print with an incorrect paper type setting, the printed surface may be scratched. In borderless printing, uneven coloring may occur depending on the combination of the paper type setting and the loaded paper.

● **Check 2: Did you set the print quality setting appropriately?**

Select a print quality option suitable to the paper and image for printing. If you notice blurs or uneven colors, increase the print quality setting and try printing again.

The method to confirm the paper and print quality settings differs depending on what you do with your printer.

To print from a PictBridge-compliant device	Confirm by using your PictBridge compliant device.
	See "Printing Photographs Directly from a Compliant Device" on page 24.
To print from a computer	Confirm by using the printer driver.
	Refer to the *PC Printing Guide* on-screen manual.

● **Check 3: If the problem is not resolved, there may be other causes.**

See also the sections below.

- ● "Printing Does Not Start/Printing Is Blurred/Colors Are Wrong/Straight Lines Are Misaligned" on page 67
- ● "Printed Paper Curls or Has Ink Blots" on page 67
- ● "Printed Surface Is Scratched/Paper Is Smudged" on page 68

■ Printing Does Not Start/Printing Is Blurred/Colors Are Wrong/Straight Lines Are Misaligned

Cause	Action
Ink tank is empty.	Open the Top Cover of the printer to confirm how the ink lamps light or flash, and then take the appropriate action depending on the error condition. For details, see "Getting the Ink Status Information" on page 28.

The protective film is remaining.	Make sure all of the protective film is peeled off and the air hole is exposed, as illustrated in (A). If the orange tape is left as in (B), pull the orange tape and remove it.
	
	(A) Correct
	
	   L-shaped air hole is exposed.
	
	(B) Incorrect
	
	   The tape is not peeled off.

Print Head nozzles are clogged.	Print the nozzle check pattern to check for uneven ink output. For details on how to print the nozzle check pattern, how to clean the Print Head, and how to perform Print Head Deep Cleaning, see "When Printing Becomes Faint or Colors Are Incorrect" on page 34. ● **If the nozzle check pattern does not print out properly** Check if any of the missing colors are due to empty tanks. If there is plenty of ink and the printer does not print, clean the Print Head and then print the nozzle check pattern to check that ink is ejecting properly. ● **If the problem is not resolved after performing Print Head Cleaning twice** Perform Print Head Deep Cleaning. If the problem is not resolved after performing Print Head Deep Cleaning, turn off the printer and perform Print Head Deep Cleaning again after 24 hours or later. ● **If the problem is still not resolved after performing Print Head Deep Cleaning twice** The Print Head may be damaged. Contact your Canon Service representative.
The media is loaded with the wrong side facing upwards.	Many types of paper are made to be printed on only a particular side of the paper. Printing on the wrong side may cause unclear prints or prints with reduced quality. Refer to the instruction manual supplied with the paper for detailed information on the printable side.
Print Head is misaligned.	See "Aligning the Print Head" on page 43 and perform Print Head Alignment.

■ Printed Paper Curls or Has Ink Blots

Cause	Action
Paper is too thin.	When printing data with high color saturation such as photographs or images in deep color, we recommend using Photo Paper Pro or other Canon specialty paper. See "Using Specialty Media" on page 4.

■ Printed Surface Is Scratched/Paper Is Smudged

Cause	Action
Paper Feed Roller is dirty.	Cleaning the Paper Feed Roller will wear the roller, so perform this procedure only when necessary. For details on cleaning, see "Cleaning the Paper Feed Roller (Roller Cleaning)" on page 57.
Inside of the printer is dirty.	When performing duplex printing, if the specified paper size does not match the actual size of paper loaded in the paper source, the inside will become stained with ink, causing printed paper to become smudged. Perform the Bottom Plate Cleaning to clean the inside of the printer. For details, see "Cleaning the Inside of the Printer" on page 59. 📖 **Note** To prevent the inside of the printer from stains, set the paper size correctly.
Printing on inappropriate type of paper.	● Check to see if the paper you are printing on is not too thick or curled. See "Media Types You Cannot Use" on page 6. ● When performing Borderless Printing, print quality may be reduced at the top and bottom edges of the paper. Make sure that the paper you are using is suitable for Borderless Printing. For details, refer to "Printing Area" in the *User's Guide* on-screen manual.
Printing on thick paper.	Selecting the **Prevent paper abrasion** setting will widen the clearance between the Print Head and the loaded paper. If you notice abrasion even with the media type set correctly to match the loaded paper, set the printer to prevent paper abrasion by using the printer driver. * Deactivate the **Prevent paper abrasion** setting once printing is complete. If not, this setting remains enabled for all subsequent print jobs. **Windows** Open the printer properties dialog box, and in **Custom Settings** in the **Maintenance** sheet, select the **Prevent paper abrasion** check box, and then click **Send**. To open the printer properties dialog box (Windows), refer to "Opening the Printer Properties Dialog Box (Windows)" in the *User's Guide* on-screen manual. **Macintosh** In the **Canon IJ Printer Utility**, select **Custom Settings** in the pop-up menu, select the **Prevent paper abrasion** check box, and then click **Send**. To open the **Canon IJ Printer Utility** (Macintosh), refer to "Opening the Canon IJ Printer Utility (Macintosh)" in the *User's Guide* on-screen manual.

Cause	Action
Paper is curled.	**For Plain Paper** Turn the paper over and reload it to print on the other side. Leaving the paper loaded in the Rear Tray for a long time may cause the paper to curl. If this happens, load the paper with the other side facing up. It may resolve the problem. We recommend putting unused paper back into the package and keep them on a level surface. **For Other Paper** If you are using paper with either any of the corners or the whole printing surface curled, the paper may become dirty, not feed properly, or both. Use such paper after correcting paper curl as follows. **(1)** With the printing side (A) facing up, cover the paper with a fresh sheet of plain paper to avoid staining or scratching the surface. **(2)** Roll up the paper in a direction opposite to paper curl as seen below. **(3)** Check to see that the paper curl is within approximately 0.08 to 0.2 inches / 2 to 5 mm (B) in height. We recommend printing curl-corrected paper one sheet at a time. 📖 **Note** Depending on the media type, the paper may be smudged or may not be fed properly even if it is not curled. In such case, follow the procedure described the above in "For Other Paper" to curl the paper before printing. This may improve the print result.
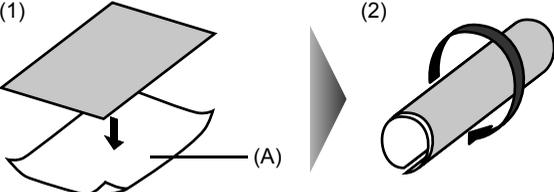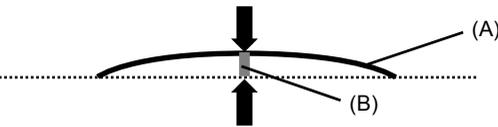
Printer Does Not Start

Cause	Action
The printer is not powered on. / The power cord is no connected.	Make sure that the power cord is securely plugged into the Power Cord Connector of the printer. Plug the power cord all the way in, since it may be difficult to plug.
Ink tank is empty.	Open the Top Cover of the printer to confirm how the ink lamps light or flash, and then take the appropriate action depending on the error condition. For details, see "Getting the Ink Status Information" on page 28.
Ink tank not installed in proper position.	Open the Top Cover and check the ink lamps. If there is still sufficient ink but its ink lamp is flashing red, an ink tank may be installed in a wrong position. Confirm that the ink tanks are installed in the appropriate positions. See "Replacing an Ink Tank" on page 28.
Ink tank is not installed securely.	Open the Top Cover and check the ink lamps. If the ink lamp is not lit, press the ⊙ mark on the ink tank until it clicks into place. The ink lamp lights up red when the ink tank is fully inserted.
Unnecessary print jobs are left in queue. / Computer problems.	Restarting your computer may solve the problem. If there are any unnecessary print jobs, follow the procedure below to delete them. **Windows** **(1)** Open the printer properties dialog box. 　Refer to "Opening the Printer Properties Dialog Box Directly from Control Panel" in "Opening the Printer Properties Dialog Box (Windows)" of the *User's Guide* on-screen manual. **(2)** Click the **Maintenance** tab and then **View Printer Status**. 　The printer status monitor is displayed. **(3)** Click **Display Print Queue**. **(4)** Select **Cancel All Documents** on the **Printer** menu. 　You may not be able to select this depending on the privileges of the account. **(5)** When the confirmation message is displayed, click **Yes**. 　The print jobs are deleted. **Macintosh** **(1)** Click the printer icon in the Dock to display the list of print jobs in progress. 　In Mac OS X v.10.2.8, click the printer icon in the Dock to start up the **Print Center** and double-click the name of your printer in the **Printer List**. **(2)** Select the print job to delete and click ⊘. 　The print jobs are deleted.

Printer Moves But Ink Is Not Ejected

Cause	Action
Print Head nozzles are clogged.	Print the nozzle check pattern to check for uneven ink output. For details on how to print the nozzle check pattern, how to clean the Print Head, and how to perform Print Head Deep Cleaning, see "When Printing Becomes Faint or Colors Are Incorrect" on page 34. ● **If the nozzle check pattern does not print out properly** Check if any of the missing colors are due to empty tanks. If there is plenty of ink and the printer does not print, clean the Print Head and then print the nozzle check pattern to check that ink is ejecting properly. ● **If the problem is not resolved after performing Print Head Cleaning twice** Perform Print Head Deep Cleaning. If the problem is not resolved after performing Print Head Deep Cleaning, turn off the printer and perform Print Head Deep Cleaning again after 24 hours or later. ● **If the problem is still not resolved after performing Print Head Deep Cleaning twice** The Print Head may be damaged. Contact your Canon Service representative.
Ink tank is empty.	Open the Top Cover of the printer to confirm how the ink lamps light or flash, and then take the appropriate action depending on the error condition. For details, see "Getting the Ink Status Information" on page 28.

The protective film is remaining.	Make sure all of the protective film is peeled off and the air hole is exposed, as illustrated in (A). If the orange tape is left as in (B), pull the orange tape and remove it.
	
	 (A) Correct
	    L-shaped air hole is exposed.
	 (B) Incorrect
	    The tape is not peeled off.

Paper Does Not Feed Properly

Cause	Action
Printing on inappropriate type of paper.	Check to see if the paper you are printing on is not too thick or curled.
	See "Loading Printing Paper" on page 4 and make sure that the paper you are using is suitable.
Paper Feed Roller is dirty.	Cleaning the Paper Feed Roller will wear the roller, so perform this procedure only when necessary.
	For details on cleaning, see "Cleaning the Paper Feed Roller (Roller Cleaning)" on page 57.
Paper not loaded properly.	Make sure of the following when you load paper in the printer.
	● When loading two or more sheets of paper, align the edges of the sheets before loading.
	● Always load the paper in portrait orientation, either in the Rear Tray or the Cassette, regardless of the printing orientation.
	● When loading paper in the Rear Tray, load the paper with the print side facing UP. Align the right edge of the paper stack against the Cover Guide and slide the Paper Guide so that it just touches the left edge of the stack.
	● When loading paper in the Cassette, load the paper with the print side facing DOWN. Align the right edge of the paper stack against the right edge of the Cassette and slide the Paper Guides against the left and bottom edges of the stack.
	● When loading paper in the Cassette, make sure that the paper is not set over the protrusion of the Load Limit Mark on the Paper Guide.
	For details on loading paper, see "Loading Paper" on page 11.
Too much paper loaded.	Make sure that the paper stack does not exceed the load limit. However, proper feeding of paper may not be possible at this maximum capacity depending on the type of paper or environmental conditions (either very high or low temperature and humidity).
	In such cases, reduce the sheets of paper you load at a time to around half.
	For details on loading paper, see "Loading Paper" on page 11.

Paper Does Not Feed from the Paper Source Specified in the Printer Driver

Cause	Action
Windows The paper source is specified in the data created by an application software.	When the paper source setting is inconsistent between an application program and the printer driver, the application software setting takes precedence.
	Change the application software setting corresponding to the printer driver setting, or click the **Print Options** on the **Page Setup** sheet in the printer driver and select **Disable the paper source setting of the application software** on the **Print Options** screen.
	For the print option setting, refer to the *PC Printing Guide* on-screen manual.

Paper Jams

Cause	Action
Paper jammed in the Paper Output Slot, the Rear Tray, or the Cassette.	Remove the paper following the procedure below. **(1)** Slowly pull the paper out, either from a paper source or from the Paper Output Slot, whichever is easier. ● If the paper tears and a piece remains inside the printer, open the Top Cover and remove it. After removing all paper, close the Top Cover, turn the printer off, and turn it back on. * Be careful not to touch the components inside the printer. ● If you cannot pull the paper out, turn the printer off and turn it back on. The paper may be ejected automatically. **(2)** Reload the paper in the printer, and press the **RESUME/CANCEL** button on the printer. If you turned off the printer in step 1, all print jobs in queue are canceled. Reprint if necessary. **Note** ● For details on how to load paper, see "Loading Printing Paper" on page 4. ● When reloading the paper in the printer, see "Paper Does Not Feed Properly" on page 72 to confirm that you are using the correct paper and are loading it into the printer correctly. ● A5-sized paper are suited to print documents consisting mainly of text. We do not recommend using such paper to print documents with photos or graphics, since the printout may curl and cause paper exit jams. If you cannot remove the paper or the paper tears inside the printer, or if the paper jam error continues after removing the paper, contact your Canon Service representative.
Landscape credit card-sized paper jammed inside the printer.	Do not load credit card-sized paper in the landscape orientation. Remove the paper following the procedure below. **(1)** Load a single sheet of the same paper in the Rear Tray in portrait orientation. Do not load it in the landscape orientation. **(2)** Turn off the printer. **(3)** Turn on the printer. The paper is fed and then pushes out the jammed paper as it ejects. If you cannot remove the jammed paper or the paper jam error continues after removing the paper, contact your Canon Service representative.

Cause	Action
Landscape 4" x 6" / 101.6 x 152.4 mm paper loaded in the Cassette jammed inside the printer.	Always load 4" x 6" / 101.6 x 152.4 mm media in portrait orientation regardless of the printing orientation.
	Remove the paper following the procedure below.
	(1) Turn off the power, and then open the Rear Cover.
	(2) Fold a piece of A4 or Letter-sized plain paper in four, push it in until it hits the jammed paper, then pull out the paper folded in four.
	(3) Close the Rear Cover, then turn on the power.
	Wait until the jammed paper is automatically ejected.
	If you cannot remove the jammed paper or the paper jam error continues after removing the paper, contact your Canon Service representative.

Cause	Action
Paper jammed inside the printer at the transport unit.	Remove the paper following the procedure below. **(1)** Open the Rear Cover. **(2)** If you can see the jammed paper, slowly pull the paper out. ● Be careful not to touch the components inside the printer. ● If you cannot pull the paper out, turn the printer off and turn it back on. The paper may be ejected automatically. **(3)** Close the Rear Cover. **(4)** If you were not able to remove the paper out in step 2, remove the Cassette. **(5)** Slowly pull the jammed paper out. **(6)** If any paper is sticking out of the Cassette, reload the paper in the Cassette. **(7)** Insert the Cassette into the printer again, and press the **RESUME/CANCEL** button on the printer. If you turned off the printer in step 2, all print jobs in queue are canceled. Reprint if necessary. **📖 Note** When reloading the paper into the printer, see "Paper Does Not Feed Properly" on page 72 to confirm that you are using the correct paper and are loading it into the printer correctly. If you cannot remove the paper or if the paper tears inside the printer, or if the paper jam error continues after removing the paper, contact your Canon Service representative.
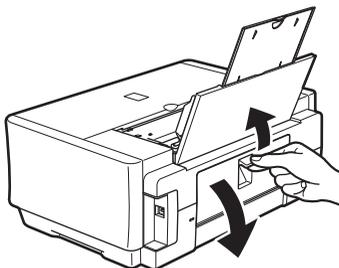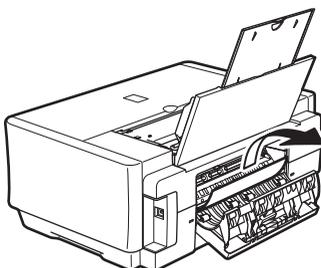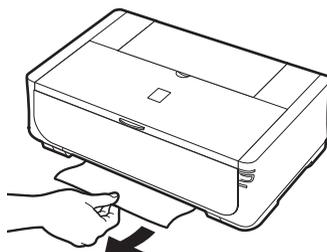
Cause	Action
Paper jammed inside the printer at the duplex transport section.	Remove the paper following the procedure below. **(1)** Remove the Cassette. If the paper is loaded in the Rear Tray, remove the paper from the Rear Tray and close the Paper Support. **(2)** Set the printer upright with the rear side down. **(3)** Slowly pull the jammed paper out while pulling the green cover toward you. ⚠ **Caution** Set the printer back to its original position immediately after removing the jammed paper. **(4)** If any paper is sticking out of the Cassette, reload the paper in the Cassette. Reload paper in the Rear Tray, if necessary. **(5)** Insert the Cassette into the printer. **(6)** Press the **RESUME/CANCEL** button on the printer. 📖 **Note** When reloading the paper into the printer, see "Paper Does Not Feed Properly" on page 72 to confirm that you are using the correct paper and are loading it into the printer correctly. If you cannot remove a sheet of paper or a teared piece of paper inside the printer, or if the paper jam error continues after removing the paper, contact your Canon Service representative.
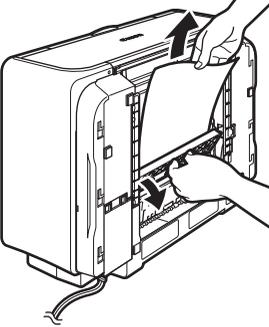
ALARM Lamp Flashes Orange

■ ALARM Lamp Flashes Orange

When a printer error occurs, the **ALARM** lamp flashes orange as shown below. The number of flashes indicates the type of error that has occurred. Count the flashes and take the appropriate action to correct the error.

Note the number of flashes   Repeats

Cause	Action
Two flashes: Printer is out of paper. / Paper does not feed.	Reload paper in the Rear Tray or Cassette and press the **RESUME/CANCEL** button.
Three flashes: Paper Output Tray is closed. / Paper jam.	If the Paper Output Tray is closed, open it. The printer resumes printing.
	If opening the Paper Output Tray does not resolve the problem, or if the tray was open to begin with, the paper may be jammed. Remove the jammed paper, reload paper properly in the printer, and then press the **RESUME/CANCEL** button. See "Paper Jams" on page 73.
Four flashes: Ink tank is not installed properly. / Ink may have run out.	Possible causes are as follows:
	● If the lamp on the ink tank is not lit, the ink tank may not be installed properly.
	Install an appropriate ink tank.
	● If the lamp on the ink tank is flashing, ink may have run out.
	Replacing the ink tank is recommended.
	If printing is in progress and you want to continue printing, press the **RESUME/CANCEL** button with the ink tank installed. Then printing can continue. Replacing the ink tank is recommended after the printing. The printer may be damaged if printing is continued under the ink out condition.
	See "Replacing an Ink Tank" on page 28.
	📖 **Note**
	If multiple ink lamps are flashing, see "Getting the Ink Status Information" on page 28 and confirm the status of each ink tank.
Five flashes: Print Head is not installed. / Print Head is defective.	Follow the directions given in your setup sheet to install the Print Head.
	If the Print Head is already installed, remove the Print Head once and then reinstall it.
	If the error is still not resolved, the Print Head may be damaged. Contact your Canon Service representative.
Six flashes: Inner Cover is open.	Close the Inner Cover, then press the **RESUME/CANCEL** button on the printer.
	Do not open or close the Inner Cover while printing is in progress, as this can damage the printer.
Seven flashes: Ink tank is not installed in the correct position.	Possible causes are as follows:
	● Some ink tanks are not installed in the correct position. (The lamps on the ink tanks flash.)
	● More than one ink tanks of the same color are installed. (The lamps on the ink tanks flash.)
	Confirm that the ink tanks are installed in the appropriate positions.
	See "Replacing an Ink Tank" on page 28.

Cause	Action
Eight flashes: Ink absorber is almost full.	The printer has a built-in ink absorber to hold the ink used during Print Head Cleaning, for example.
	Eight flashes indicates that the ink absorber is nearly full.
	Press the **RESUME/CANCEL** button to cancel the error so you can continue printing.
	Before the ink absorber becomes completely full, contact a Canon Service representative. (You will need to replace a particular part of the printer.)
	🚫 **Important**
	Canon recommends that you call for service as soon as this error occurs. Once the ink absorber becomes completely full, printing cannot be performed until the ink absorber is replaced.
Nine flashes: No response from connected digital camera or video camcorder. / Connected digital camera or video camcorder is not compatible with this printer.	Disconnect the USB cable connecting the printer and the device, and then reconnect it.
	When printing from a PictBridge compliant device, depending on the model or brand of your device, you may have to select a PictBridge compliant print mode on the device before connecting it to the printer. You may also have to turn on the camera or select Play mode manually after connecting the device to the printer. Perform necessary operations according to your device's instruction manual before reconnecting it to the printer.
	If the error is still not resolved, there is a possibility that you are using a digital camera or digital video camcorder that is not supported by this printer. Only PictBridge compliant devices can be connected to the printer for direct printing.
Ten flashes: Cannot perform duplex printing.	The size of paper may not be compatible with automatic duplex printing. The sizes of media suitable for auto duplex printing are A4, Letter, A5, and 5" x 7". Make sure that the size of the paper loaded in the printer is correct. Pressing the **RESUME/CANCEL** button will eject the paper and restart printing from the front side of the next paper. The reverse side of the ejected sheet will not be printed.
Eleven flashes: Automatic Print Head Alignment failed.	Possible causes are as follows:
	● Print Head nozzles are clogged.
	Press the **RESUME/CANCEL** button to dismiss the error, and print the nozzle check pattern to check the status of the Print Head. See "Printing the Nozzle Check Pattern" on page 35.
	● Paper of size other than A4 or Letter is loaded in the Rear Tray.
	Press the **RESUME/CANCEL** button on the printer to dismiss the error, then load two sheets of A4/Letter-sized Canon Matte Photo Paper MP-101 with the printing side (whiter side) facing UP in the Rear Tray.
	Automatic Print Head Alignment cannot be performed using paper from the Cassette. For Automatic Print Head Alignment, always load paper in the Rear Tray.
	● The Paper Output Slot is exposed to strong light.
	Press the **RESUME/CANCEL** button to dismiss the error, and then adjust your operating environment and/or the position of the printer so that the Paper Output Slot is not exposed directly to strong light.
	After carrying out the above measures, if the problem continues after aligning the Print Head again, press the **RESUME/CANCEL** button to dismiss the error, and then perform Manual Print Head Alignment. For details on Manual Print Head Alignment, see "Manual Print Head Alignment" on page 47.

Cause	Action
Thirteen flashes: Ink level cannot be detected.	The remaining ink level cannot be correctly detected. (The lamp on the ink tank flashes.)
	Replace the ink tank and close the Top Cover.
	Printing with an ink tank that was once empty may damage the printer.
	If you want to continue printing in this condition, you need to release the function for detecting the remaining ink level. Press and hold the **RESUME/CANCEL** button for at least 5 seconds, and then release it.
	* With this operation, releasing the function for detecting the remaining ink level is memorized. Please be advised that Canon shall not be liable for any printer malfunction or damage caused by refilled ink tanks.
	See "Replacing an Ink Tank" on page 28.
	📖 **Note**
	If the function for detecting the remaining in level is disabled, the ink tank is displayed in gray on the printer status monitor (Windows) and **Canon IJ Printer Utility** (Macintosh). See "With the Computer Screen" on page 29.
Fourteen flashes: Ink tank cannot be recognized.	The ink tank is not compatible with this printer. (The lamp on the ink tank is off.)
	Install an appropriate ink tank.
	See "Replacing an Ink Tank" on page 28.
Fifteen flashes: Ink tank cannot be recognized.	An Ink tank error has occurred. (The lamp on the ink tank is off.)
	Replace the ink tank.
	See "Replacing an Ink Tank" on page 28.
Sixteen flashes: Ink has run out.	Ink has run out. (The lamp on the ink tank flashes.)
	Replace the ink tank and close the Top Cover.
	Printing under the current condition may damage the printer.
	If you want to continue printing in this condition, you need to release the function for detecting the remaining ink level. Press and hold the **RESUME/CANCEL** button for at least 5 seconds, and then release it.
	* With this operation, releasing the function for detecting the remaining ink level is memorized. Please be advised that Canon shall not be liable for any malfunction or trouble which may be caused by continuation of printing under the ink out condition.
	See "Replacing an Ink Tank" on page 28.
	📖 **Note**
	If the function for detecting the remaining in level is disabled, the ink tank is displayed in gray on the printer status monitor (Windows) and **Canon IJ Printer Utility** (Macintosh). See "With the Computer Screen" on page 29.
Nineteen flashes: An unsupported USB hub is connected. Remove the hub.	If a PictBridge compliant device is connected via a USB hub, remove the hub and connect it directly to the printer.

■ POWER Lamp Flashes Green and ALARM Lamp Flashes Orange Alternately

If the **POWER** and **ALARM** lamps flash alternately, disconnect the printer cable from the printer, turn the printer off, and then unplug the printer from the power supply. Plug the printer back in and turn the printer back on after leaving it for a while.

If the problem is not resolved, contact your Canon Service representative.

Error Message Appears on the Computer Screen

■ Service Error 5100 Is Displayed

Cause	Action
Movement of the Print Head Holder is blocked.	Cancel printing from your computer, turn off the printer. Then clear the paper jam or foreign object that is preventing the Print Head Holder from moving. **Important** Be careful not to touch the components inside the printer. The printer may not print out properly if you touch it.

Windows

■ Writing Error/Output Error/Communication Error

Cause	Action
The printer is not ready.	Confirm that the **POWER** lamp is lit green. If the **POWER** lamp is off, turn the printer on. While the **POWER** lamp is flashing green, the printer is initializing. Wait until the **POWER** lamp stops flashing and remains lit green. If the **ALARM** lamp is flashing orange, an error may have occurred in the printer. For details on how to resolve the error, see "ALARM Lamp Flashes Orange" on page 77.
Printer port setting does not match the computer's interface connecting the printer.	Check the printer port settings. * In the following instruction, "**XXX**" signifies your printer's name. **(1)** Log on as a user account with administrator privilege. **(2)** Click **Control Panel**, then **Printer** under **Hardware and Sound**. In Windows XP, click **Control Panel**, **Printers and Other Hardware**, then **Printers and Faxes**. In Windows 2000, click **Control Panel** then **Printers**. **(3)** Right-click the **Canon XXX** icon, then select **Properties**. **(4)** Click the **Ports** tab to confirm the port settings. Make sure that a port named **USBnnn** (where "n" is a number) with **Canon XXX** appearing in the **Printer** column is selected for **Print to the following port(s)**. If the port setting is not correct, reinstall the Printer Drivers or change the port setting according to the interface you are using.
The printer is not connected properly.	Make sure that the USB cable is securely plugged in to the printer and the computer. ● If you are using a relay device such as a USB hub, disconnect it, connect the printer directly to the computer, and try printing again. If printing starts normally, there is a problem with the relay device. Consult the reseller of the relay device for details. ● There could also be a problem with the USB cable. Replace the USB cable and try printing again.
Printer driver is not installed properly.	The printer driver may not be installed properly. Uninstall them following the procedure described in the *PC Printing Guide* on-screen manual and reinstall them following the procedure described in your setup sheet.

■ Error Regarding Automatic Duplex Printing Is Displayed

Cause	Action
The correct media size is not selected in the printer driver.	First, check the **Page Size** setting in the application software you are printing from.
	Then, check the **Page Size** setting on the **Page Setup** sheet in the printer properties dialog box (Windows) or the **Paper Size** on the **Page Setup** dialog box (Macintosh).
	The page sizes that can be used for Automatic Duplex Printing are Letter, A4, B5, A5, and 5" x 7" / 127.0 x 177.8 mm. Check that the page size of the loaded paper is correct.
	📖 **Note**
	To switch to manual duplex printing, follow the procedure below.
	Windows
	On the **Page Setup** sheet, clear the **Automatic** check box. Then try printing again.
	Macintosh
	Manual duplex printing is not available.

■ Error Regarding Automatic Print Head Alignment Is Displayed

Cause	Action
Automatic Print Head Alignment has failed.	See "Eleven flashes: Automatic Print Head Alignment failed." on page 78.

Macintosh

■ Error No.: 300 Is Displayed

Cause	Action
The printer is not ready.	Confirm that the **POWER** lamp is lit green.
	If the **POWER** lamp is off, turn the printer on.
	While the **POWER** lamp is flashing green, the printer is initializing. Wait until the **POWER** lamp stops flashing and remains lit green.
	If the **ALARM** lamp is flashing orange, an error may have occurred in the printer. For details on how to resolve the error, see "ALARM Lamp Flashes Orange" on page 77.
Printer is not connected properly.	Make sure that the USB cable is securely plugged in to the printer and the computer.
	● If you are using a relay device such as a USB hub, disconnect it, connect the printer directly to the computer, and try printing again. If printing starts normally, there is a problem with the relay device. Consult the reseller of the relay device for details.
	● There could also be a problem with the USB cable. Replace the USB cable and try printing again.

Cause	Action
Your printer is not selected in **Printer** on the **Print** dialog box.	Select your printer's name in **Printer** on the **Print** dialog box.
	If your printer's name does not appear in **Printer**, follow the procedure below to check that the driver for your printer is installed to your computer.
	(1) Select **Print & Fax Preferences** from **Printer**.
	In Mac OS X v.10.2.8 or 10.3.x, select **Edit Printer List** from **Printer**.
	(2) Check that your printer's name is displayed in the list of printers and that the check box is selected.
	In Mac OS X v.10.2.8, check that your printer's name is displayed in the **Printer List**.
	(3) If your printer's name is not displayed, click **Add(+)** to add the printer.
	If you cannot add the printer, follow the procedure described in your setup sheet to reinstall the printer driver.

Macintosh

■ Error No.: 1700/1710 Is Displayed

Cause	Action
The ink absorber is almost full.	See "Eight flashes: Ink absorber is almost full." on page 78 in "ALARM Lamp Flashes Orange" on page 77.

Macintosh

■ Error No.: 1851 Is Displayed

Cause	Action
Inner Cover was open when you started printing.	Close Inner Cover, then press the **RESUME/CANCEL** button on the printer. The printer resumes printing.

Macintosh

■ Error No.: 1856 Is Displayed

Cause	Action
Inner Cover was opened while printing was in progress.	Close the Inner Cover, then press the **RESUME/CANCEL** button on the printer.
	A page of print data being sent at the time of the error will be erased, so print that page again.

Macintosh

■ Error No.: 2001 Is Displayed

Cause	Action
No response from connected digital camera or video camcorder. / Connected digital camera or video camcorder connected is not compatible with this printer.	See "Nine flashes: No response from connected digital camera or video camcorder. / Connected digital camera or video camcorder is not compatible with this printer." on page 78 in "ALARM Lamp Flashes Orange" on page 77.

■ Error No.: 2002 Is Displayed

Cause	Action
PictBridge compliant device is connected via an unsupported USB hub.	See "Nineteen flashes: An unsupported USB hub is connected. Remove the hub." on page 79 in "ALARM Lamp Flashes Orange" on page 77.

Macintosh

■ Error No.: 2500 Is Displayed

Cause	Action
Automatic Print Head Alignment has failed.	See "Eleven flashes: Automatic Print Head Alignment failed." on page 78.

Error Message Appears on a PictBridge Compliant Device

The following are the possible errors that may occur when printing directly from a PictBridge compliant device and the countermeasures to clear them.

📖 Note
- This section describes errors that are indicated on Canon-brand PictBridge compliant devices. The error messages and operations may vary depending on the device you are using. For errors on non-Canon PictBridge compliant devices, check the status of the **ALARM** lamp and take the appropriate action to clear the error. For details, see "ALARM Lamp Flashes Orange" on page 77.
- For the errors indicated on the PictBridge compliant device and their solution, also refer to the instruction manual of the device. For other troubles on the device, contact the manufacturer.

Error Message On PictBridge Compliant Device	Action
"Printer in use"	Images are being printed from the computer. Wait until printing ends. If the printer is warming up, wait until the warm-up ends. When it is ready, the printer starts printing automatically.
"No paper"	Load paper in the Rear Tray, and select **Continue*** in the display on your PictBridge compliant device. * To resume printing, you can press the **RESUME/CANCEL** button on the printer instead of selecting **Continue**.
"Paper Error"	If the Paper Output Tray is closed, open it. The printer resumes printing. If the Inner Cover is open, close it and select **Stop** in the display on your PictBridge compliant device to stop printing.
"Paper jam"	Select **Stop** in the display on your PictBridge compliant device to stop printing. Remove the jammed paper, load new paper, press the **RESUME/CANCEL** button on the printer, and try printing again.
"Printer cover open"	Close the Top Cover on the printer.
"No print head"	The Print Head is defective or is not installed. For details on how to resolve the error, see "Five flashes: Print Head is not installed. / Print Head is defective." on page 77 in "ALARM Lamp Flashes Orange" on page 77.
"Waste tank full" / "ink absorber full"	The ink absorber is nearly full. For details on how to resolve the error, see "Eight flashes: Ink absorber is almost full." on page 78 in "ALARM Lamp Flashes Orange" on page 77.

Error Message On PictBridge Compliant Device	Action
"No ink" / "Ink cassette error"	The ink tank is not installed properly or empty.
	Check the number of how many the ALARM lamp flashes and take the appropriate action to resolve the error.
	See "ALARM Lamp Flashes Orange" on page 77.
"Ink Error"	An ink tank that was once empty is installed.
	For details on how to resolve the error, see "Thirteen flashes: Ink level cannot be detected." on page 79 in "ALARM Lamp Flashes Orange" on page 77.
"Hardware Error"	Ink tank errors have occurred. Replace the ink tank.
"Printer error"	An error requiring servicing may have occurred. (Printer **POWER** lamp flashes green and **ALARM** lamp flashes orange alternately.)
	Disconnect the USB cable between the printer and the PictBridge compliant device, turn off the printer, and unplug the power cord of the printer from the power supply. After a while, plug the power cord of the printer back in, turn on the printer, and then reconnect the PictBridge compliant device to the printer.
	If the same error occurs, contact your Canon Service representative.

Appendix

How to Use the Documentation Provided

Printed Documentation

Setup Sheet

Be sure to read this sheet first.

This sheet includes instructions for setting up your printer and getting it ready for use.

Quick Start Guide (This guide)

Read this guide when starting to use the printer.

After following instructions in your setup sheet, we recommend you read this guide to familiarize yourself with the basic operations, for example, printing from your computer and a PictBridge compliant device.

On-screen Manuals

User's Guide

Read this guide when starting to use the printer.

If the *Quick Start Guide* does not provide you enough information, please refer to the *User's Guide* that can be installed from the *Setup CD-ROM*. This guide provides detailed instructions for:

● printing media

● printing from your computer

● routine maintenance

● troubleshooting

Additional guides are also available for advanced features.

PC Printing Guide

Refer to this guide for full instructions on printer driver setting.

PC Photo Printing Guide (Windows only)

Refer to this guide for instructions on using the various application software included on the *Setup CD-ROM*.

Reading the On-screen Manuals

For detailed instructions on installing the on-screen manuals, refer to your setup sheet.

You can view the on-screen manuals in the following way:

Windows

To view the on-screen manual, double-click the **XXX On-screen Manual** shortcut icon on the desktop, or click **Start** > **All Programs** (or **Programs**) > **Canon XXX Manual** > **XXX On-screen Manual** (where "**XXX**" is your printer's name).

System Requirements

Browser: Windows HTML Help Viewer

📖 Note
- Microsoft® Internet Explorer 5.0 or later must be installed.
- The on-screen manual may not be displayed properly depending on your operating system or Internet Explorer version. We recommend that you keep your system up to date with Windows Update.

Macintosh

To view the on-screen manual, double-click the **XXX On-screen Manual** alias (where "**XXX**" is your printer's name) on the desktop.

📖 Note
If you installed the *User's Guide* from the **Manual** folder in the *Setup CD-ROM*, open the folder in which you copied the *User's Guide* and double-click **top.htm**.

System Requirements

Browser: Help Viewer

📖 Note
- The on-screen manual may not be displayed properly depending on your operating system. We recommend that you keep your system up to date.
- We recommend using Safari as your Web browser to view the HTML format on-screen manuals. If Safari is not installed on your computer, download it from Apple Inc. website and install it.

Specifications

General Specifications	
Printing resolution (dpi)	9600 (horizontal)* x 2400 (vertical)
	* Ink droplets can be placed with a pitch of 1/9600 inch at minimum.
Interface	USB 2.0 High Speed*
	* A computer that complies with USB 2.0 Hi-Speed standard is required. Since the USB 2.0 Hi-Speed interface is fully upwardly compatible with USB Full-Speed (USB 1.1), it can be used at USB Full-Speed (USB 1.1).
Print width	8.0 inches / 203.2 mm max.
	(for Borderless Printing: 8.5 inches / 216 mm)
Acoustic noise level	Approx. 34.5 dB (A) (when printing in the highest print quality mode on Photo Paper Pro)
Operating environment	Temperature: 5 to 35°C (41 to 95°F)
	Humidity: 10 to 90% RH (no condensation)
Storage environment	Temperature: 0 to 40°C (32 to 104°F)
	Humidity: 5 to 95% RH (no condensation)
Power supply	AC 100-240 V, 50/60 Hz
Power consumption	Printing: Approx. 13 W
	Standby: Approx. 1.2 W
	OFF: Approx. 1.0 W
External dimensions	Approx. 17.5 (W) x 11.9 (D) x 6.3 (H) inches /
	Approx. 445 (W) x 303 (D) x 160 (H) mm
	* With the Paper Support and Paper Output Tray retracted.
Weight	Approx. 6.9 kg (Approx. 15.2 lb.)
	* With the Print Head and Ink Tanks installed.
Print Head	Total 4,608 nozzles (Y/DyeBK/PgBK: each 512 nozzles, C/M: each 1536 nozzles)

Camera Direct Print (PictBridge)	
Paper size	4" x 6" / 101.6 x 152.4 mm, 5" x 7" / 127.0 x 177.8 mm[1], Credit card[2], 8" x 10" / 203.2 x 254.0 mm, A4, Letter, Wide[1]
	[1] Can be selected only on certain Canon-brand PictBridge compliant devices.
	[2] Feeding this paper from the Cassette can damage the printer. Load in the Rear Tray.
Paper type	Default (Photo Paper Plus Glossy), Photo (Photo Paper Plus Glossy, Glossy Photo Paper, Glossy Photo Paper "Everyday use", Photo Paper Glossy, Photo Paper Plus Semi-gloss, Photo Stickers), Fast Photo (Photo Paper Pro), Plain Paper (A4/Letter only)
Layout	Default (Borderless), Borderless, Bordered, N-up (2, 4, 9, 16)[1], 35-up[2]
	[1] Layout compatible with Canon-brand sticker above. See "Recommended Paper and Requirements" on page 5.
	[2] Selected photos are printed in 35 mm film style layout (contact printing layout). This print setting is only available with certain Canon PictBridge compliant devices.
Image optimize	Default (Exif Print), On, Off, VIVID*, NR (Noise Reduction)*, Face*, Red eye*
	* If using a Canon PictBridge compliant device, you can select it.
Print date & file no.	Default (Off: No printing), Date, File No., Both, Off
Trimming	Default (Off: No trimming), On (follow camera's setting), Off

Minimum System Requirements

📖 **Note**

Conform to the operating system's requirements when higher than those given here.

	Windows	**Macintosh**
Operating System **Processor** **RAM**	Windows Vista Pentium II (including compatible processors) 300 MHz 128 MB Windows XP SP1, SP2 Pentium II (including compatible processors) 300 MHz 128 MB Windows 2000 Professional SP2, SP3, SP4 Pentium II (including compatible processors) 300 MHz 128 MB 📖 **Note** Operation can only be guaranteed on a PC pre-installed Windows Vista, XP or 2000.	Mac OS X v.10.4 Intel processor PowerPC G3 256 MB Mac OS X v.10.2.8 - v.10.3 PowerPC G3 128 MB 📖 **Note** Hard disk must be formatted as Mac OS Extended (Journaled) or Mac OS Extended.
Browser	Internet Explorer 6.0-	Safari
Hard Disk Space	400 MB 📖 **Note** For bundled software installation.	200 MB 📖 **Note** For bundled software installation.
CD-ROM Drive	Required	
Other restrictions	SVGA 800 x 600	

● To upgrade from Windows XP to Windows Vista, first uninstall software bundled with the Canon inkjet printer.

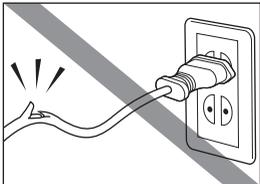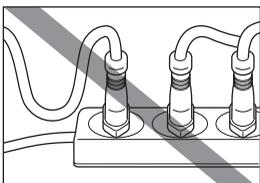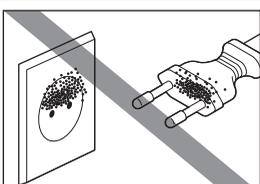## Additional System Requirements for On-Screen Manuals

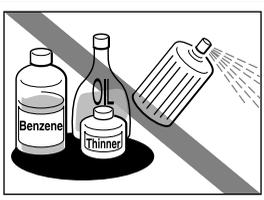| **Windows**	**Macintosh**
Browser: Windows HTML Help Viewer	Browser: Help Viewer
Note: Microsoft Internet Explorer 5.0 or later must be installed. The on-screen manual may not be displayed properly depending on your operating system or Internet Explorer version. We recommend that you keep your system up to date with Windows Update.	Note: The on-screen manual may not be displayed properly depending on your operating system or Help Viewer version. We recommend that you keep your system up to date with Software Update.

⚠ Safety Precautions

Please read the safety warnings and cautions provided in this manual to ensure that you use the printer safely. Do not attempt to use the printer in any way not described in this manual.
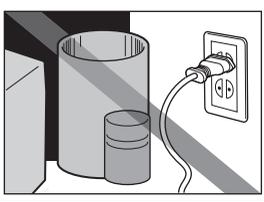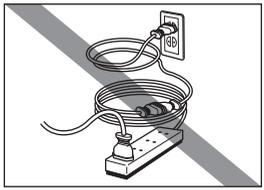
⚠ Warning

- This product emits low level magnetic flux. If you use a cardiac pacemaker and feel abnormalities, please move away from this product and consult your doctor.
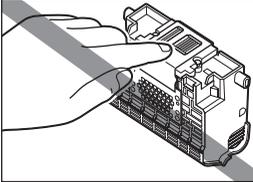- You may cause an electric shock, fire, or damage the printer if you ignore any of these safety precautions.

Choosing a location	Do not place the printer close to flammable solvents such as alcohol or thinners.
Power supply	**Never attempt to plug in** or unplug the printer from t**he power supply when your hands are wet.**
	Always push the plug all the way into the power outlet.
	Never damage, modify, stretch or excessively bend or twist the power cord. Do not place heavy objects on the power cord.
	Never plug the printer into a power socket that is shared with other equipment (extension lead/cord, 2- or 3-way adapter, etc.).
	Never use the printer if the power cord is bundled or knotted.
	If you detect smoke, unusual smells or strange noises around the printer, immediately unplug the printer at the power supply and call for service.
	Periodically, unplug the printer and use a dry cloth to wipe off any dust or dirt collected on the plug and the power outlet. If the printer is placed at a location exposed to a lot of dust, smoke, or high humidity, the dust collected on the plug absorbs moisture and may cause insulation failure and fire.
	If you hear thunder, disconnect the power supply of the printer and refrain from using it. Leaving the printer plugged in may cause fire, electric shock, or damage to the printer, depending on the thunder storm.
	Use the power cable included with the printer.

Cleaning the printer	Use a damp cloth to clean the printer. Never use flammable solvents such as alcohol, benzene or thinners. If flammable solvents come in contact with electrical components inside the printer, it could cause a fire or electric shock.	
	Always unplug the printer from the power outlet before cleaning the printer. If you accidentally switch the printer on while cleaning it, you could injure yourself or damage the printer.	
Maintaining the printer	Do not attempt to disassemble or modify the printer. There are no user serviceable parts inside the printer. The printer contains high-voltage components. Never attempt any maintenance procedure not described in this guide.	
Working around the printer	Do not use highly flammable sprays near the printer. This could cause a fire or electric shock if the spray comes into contact with electrical components inside the printer.	

⚠ Caution

You may cause injury or damage the printer if you ignore any of these safety precautions.

Choosing a location	Do not install the printer in a location that is unstable or subject to excessive vibration.	
	Do not install the printer in locations that are very humid or dusty, in direct sunlight, outdoors, or close to a heating source. To avoid the risk of fire or electric shocks, install the printer in a location with an ambient temperature range of 5°C to 35°C (41°F to 95°F) and humidity of 10% to 90% (condensation free).	
	Do not place the printer on a thick rug or carpet.	
	Do not place the printer with its back attached to the wall.	
Power supply	Ensure that the area around the power outlet is kept clear at all times so you can easily unplug the power cord if necessary.	
	Never remove the plug by pulling on the cord.	
	Do not use an extension lead/cord.	

Working around the printer	Never put your hands or fingers in the printer while it is printing.
	Do not place any object on the printer.
	Do not place metal objects (paper clips, staples, etc.) or containers of flammable solvents (alcohol, thinners, etc.) on top of the printer.
	If any foreign object (metal or liquid) fall into the printer, unplug the power cord and call for service.
	Do not transport or store the printer on a slant, vertically or upside-down, as the ink may leak and damage the printer.
Print Heads and ink tanks	For safety reasons, store Print Heads and ink tanks out of the reach of small children. If a child ingests any ink, consult a doctor immediately.
	Do not shake Print Heads or ink tanks. Ink may leak out and stain clothing or the surrounding area.
	Never touch the electrical contacts on a Print Head after printing. The metal parts may be very hot and could cause burns.
	Do not throw ink tanks into fire.

Users in the U.S.A.

■ Regulatory Information

FCC Notice (U.S.A. Only)

For 120V, 60Hz model

Model Number: K10305

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

● Reorient or relocate the receiving antenna.

● Increase the separation between the equipment and receiver.

● Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

● Consult the dealer or an experienced radio/TV technician for help.

Use of a shielded cable is required to comply with Class B limits in Subpart B of Part 15 of the FCC Rules.

Do not make any changes or modifications to the equipment unless otherwise specified in the manual. If such changes or modifications should be made, you could be required to stop operation of the equipment.

Canon U.S.A., Inc.
One Canon Plaza
Lake Success, NY 11042
1-516-328-5600

■ Canon U.S.A., INC. LIMITED WARRANTY --- (USA Only)

The limited warranty set forth below is given by Canon U.S.A., Inc. ("Canon USA") with respect to the new or refurbished Canon-brand product ("Product") packaged with this limited warranty, when purchased and used in the United States only.

The Product is warranted against defects in materials and workmanship under normal use and service (a) for a period of one (1) year from the date of original purchase when delivered to you in new condition in its original container or (b) for 90 days from the date of original purchase for refurbished Products. Product returned to a Canon USA repair facility or a Canon USA Authorized Service Facility ("ASF"), and proven to be defective upon inspection will be (a) repaired utilizing new, remanufactured, repaired and/or recycled parts (b) exchanged for new or; (c) exchanged for a refurbished Product, as determined by the Canon USA repair facility or the ASF. Warranty repair or replacement shall not extend the original warranty period of the Product. A dated proof of purchase is required at the time of warranty service. A copy of your dated bill of sale will satisfy this requirement. This warranty does not cover any accessories, or any consumables, such as paper or ink cartridges, as to which there shall be no warranty or replacement.

This limited warranty shall only apply if the Product is used in conjunction with compatible computers, peripheral equipment and software. Canon USA shall have no responsibility for such items except for compatible Canon brand peripheral equipment covered by a separate warranty ("Separate Warranty"). Repairs of such Canon brand peripheral equipment shall be governed by the terms of the Separate Warranty. Non-Canon brand equipment and software that may be distributed with the Product are sold "as is" and without warranty of any kind by Canon USA, including any implied warranty regarding merchantability or fitness for a particular purpose, and all such warranties are disclaimed. The sole warranty, if any, with respect to such non-Canon brand items is given by the manufacturer or producer thereof.

This limited warranty covers all defects encountered in normal use of the Product and does not apply in the following cases:

(a) Loss of or damage to the Product due to abuse, neglect, mishandling, improper packaging by you, alteration, accident, electrical current fluctuations, improper use, failure to follow operating or maintenance instructions in, or environmental conditions prescribed in, Canon USA's user's manual or other documentation, or services performed by someone other than a Canon USA repair facility or ASF. Without limiting the foregoing, dropping the Product, scratches, and abrasions will be presumed to have resulted from misuse, abuse or failure to operate the Product as set forth in the user's manual or other documentation for the Product.

(b) Use of parts, media, software or supplies (other than those sold by Canon USA), including non-Canon ink cartridges or refilled ink cartridges, that cause damage to the Product or cause abnormally frequent service calls or service problems.

(c) If the Product has had its serial number or dating defaced, altered or removed.

ANY SYSTEM SOFTWARE (WHETHER FACTORY LOADED ON THE PRODUCT OR CONTAINED ON THE SOFTWARE DISKETTES OR CD-ROMS ENCLOSED WITH, OR ACCOMPANYING, THE PRODUCT), AND ANY UTILITY SOFTWARE, DISTRIBUTED WITH OR FOR THE PRODUCT, IS SOLD "AS IS" AND WITHOUT WARRANTY BY CANON USA. THE SOLE WARRANTY WITH RESPECT TO SUCH SOFTWARE IS CONTAINED IN THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT DISTRIBUTED THEREWITH, INCLUDING ANY LIMITATIONS AND DISCLAIMERS THEREON. PLEASE CONTACT CANON USA IMMEDIATELY IF YOU HAVE NOT RECEIVED A COPY OF THE SOFTWARE MANUFACTURER'S LICENSE AGREEMENT.

NO IMPLIED WARRANTY, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE, APPLIES TO THE PRODUCT AFTER THE APPLICABLE PERIOD OF THE EXPRESS LIMITED WARRANTY STATED ABOVE, AND NO OTHER EXPRESS WARRANTY OR GUARANTY, EXCEPT AS MENTIONED ABOVE, GIVEN BY ANY PERSON OR ENTITY WITH RESPECT TO THE PRODUCT SHALL BIND CANON USA, OR ITS ASF. (SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATION MAY NOT APPLY TO YOU.) CANON USA SHALL NOT BE LIABLE FOR LOSS OF REVENUES OR PROFITS, INCONVENIENCE, EXPENSE FOR SUBSTITUTE EQUIPMENT OR SERVICE, STORAGE CHARGES, LOSS OR CORRUPTION OF DATA, OR ANY OTHER SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES CAUSED BY THE USE, MISUSE, OR INABILITY TO USE THE PRODUCT REGARDLESS OF THE LEGAL THEORY ON WHICH THE CLAIM IS BASED, AND EVEN IF CANON USA OR ITS ASF HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. NOR SHALL RECOVERY OF ANY KIND AGAINST CANON USA OR ITS ASF BE GREATER IN AMOUNT THAN THE PURCHASE PRICE OF THE PRODUCT CAUSING THE ALLEGED DAMAGE. WITHOUT LIMITING THE FOREGOING, YOU ASSUME ALL RISK AND LIABILITY FOR LOSS, DAMAGE OR INJURY TO YOU AND YOUR PROPERTY AND TO OTHERS AND THEIR PROPERTY ARISING OUT OF THE POSSESSION, USE, MISUSE, OR INABILITY TO USE THE PRODUCT SOLD BY CANON USA NOT CAUSED SOLELY AND DIRECTLY BY THE NEGLIGENCE OF CANON USA, OR ITS ASF. (SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSION OR LIMITATION MAY NOT APPLY TO YOU.) THIS LIMITED WARRANTY SHALL NOT EXTEND TO ANYONE OTHER THAN THE ORIGINAL

PURCHASER OF THE PRODUCT OR THE PERSON FOR WHOM IT WAS PURCHASED AS A GIFT, AND STATES YOUR EXCLUSIVE REMEDY.

Canon USA offers a range of customer technical support* options:

- Interactive troubleshooting, e-mail technical support, the latest driver downloads and answers to frequently asked questions (**www.canontechsupport.com**)
- Toll-free live technical support Monday—Saturday (excluding holidays) at 1-800-828-4040
- Telephone Device for the Deaf (TDD-1-866-251-3752)
- Repair or Exchange Service Options:
  In the event service is required for the Product during the limited warranty period, Canon USA offers two hardware support options:

Authorized Service Facility Carry-In / Mail-In Service

Canon USA's Carry-In/Mail-In Service provides repair or exchange, at Canon USA's option, through Canon USA's Authorized Service Facility (ASF) network. The name and telephone number of the ASF(s) near you may be obtained from Canon USA's Web site at **www.canontechsupport.com** or by calling the Canon USA Customer Care Center at 1-800-828-4040, or any time while speaking to a technical support person. A Product covered by this limited warranty will be repaired or exchanged, as determined by Canon USA, and returned without charge by the ASF.

InstantExchange Service **

A Canon Customer Care Center or ASF technician will attempt to diagnose the nature of the problem and, if possible, correct it over the telephone. If the problem cannot be corrected over the telephone, and you elect the InstantExchange option, a reference number will be issued to you. You will be asked for the Product serial number and other information pertaining to your Product and for a ship-to location for the replacement Product (must include street address).

The Canon USA repair facility will ship out the replacement Product prepaid by Canon USA. After receipt of the replacement Product (with instructions and a prepaid waybill), follow the enclosed instructions on how to ship your product to the Canon USA repair facility. Your Product must be returned in the shipping carton in which the replacement Product was packed and include the reference number, A COPY OF YOUR DATED PROOF OF PURCHASE (BILL OF SALE), and a complete explanation of the problem. DO NOT INCLUDE ANY OTHER ITEMS WITH THE YOUR PRODUCT IN THE RETURN SHIPPING CARTON, AND BE SURE TO RETAIN YOUR PRINTHEAD, INK CARTRIDGE(S) AND TANK(S).

InstantExchange Service exchanges your Product with a replacement Product, which will normally be shipped the same day if your request for this service is by 3 p.m. E.T. Monday through Friday, except holidays. Canon USA does not guarantee same day shipment in the event of the occurrence of factors beyond its reasonable control. The replacement Product you receive may be a refurbished or reconditioned unit and will be covered for the balance of the period remaining on your original limited warranty. NOTE THAT BY USING THIS SERVICE YOU WILL KEEP THE REPLACEMENT PRODUCT THAT IS SENT TO YOU. CANON USA WILL RETAIN THE PRODUCT THAT YOU ORIGINALLY PURCHASED, WHICH SHALL BECOME THE PROPERTY OF CANON USA. InstantExchange warranty program service is available only during the express limited-warranty period for your Product and only in the continental United States, Alaska and Hawaii during such period.

This limited warranty gives you specific legal rights, and you may also have other rights, which vary from state to state.

* Support program specifics are subject to change without notice.

** InstantExchange warranty service is subject to the availability of refurbished or new replacement units.

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Ordering Information

For additional supplies, use the following descriptions and order numbers.

Description	Order #
Ink Tanks	
PGI-5 Black	0628B002
CLI-8 Black	0620B002
CLI-8 Cyan	0621B002
CLI-8 Magenta	0622B002
CLI-8 Yellow	0623B002
Canon Specialty Papers	
All Occasion Photo Cards (4" x 8"/ 50 sheets)	1029A069
Glossy Photo Paper Credit Card Size (100 sheets)	9157A023
High Resolution Paper (8.5" x 11"/ 100 sheets)	1033A011
Matte Photo Paper (4" x 6"/ 120 sheets)	7981A014
Matte Photo Paper (8.5" x 11"/ 50 sheets)	7981A004
Photo Paper Glossy (4" x 6"/ 50 sheets)	0775B021
Photo Paper Glossy (4" x 6"/ 100 sheets)	0775B022
Photo Paper Glossy (8.5" x 11"/ 50 sheets)	0775B023
Photo Paper Glossy (8.5" x 11"/ 100 sheets)	0775B024
Photo Paper Plus Double Sided (5" x 7"/ 10 sheets)	9981A006
Photo Paper Plus Double Sided (8.5" x 11"/ 10 sheets)	9981A005
Photo Paper Plus Double Sided Album Kit (5" x 7")	0041B005
Photo Paper Plus Double Sided Album Kit (8.5" x 11")	0041B006
Photo Paper Plus Glossy (4" x 6"/ 50 sheets)	7980A012
Photo Paper Plus Glossy (4" x 6"/ 120 sheets)	7980A022
Photo Paper Plus Glossy (5" x 7"/ 20 sheets)	7980A019
Photo Paper Plus Glossy (8.5" x 11"/ 20 sheets)	7980A006
Photo Paper Plus Semi-gloss (4" x 6"/ 50 sheets)	1686B014
Photo Paper Plus Semi-gloss (8" x 10" / 20 sheets)	1686B017
Photo Paper Plus Semi-gloss (8.5" x 11"/ 20 sheets)	1686B020
Photo Paper Pro (4" x 6"/ 20 sheets)	1029A014
Photo Paper Pro (4" x 6"/ 75 sheets)	1029A027
Photo Paper Pro (8" x 10"/ 20 sheets)	1029A059
Photo Paper Pro (8.5" x 11"/ 15 sheets)	1029A004
Photo Paper Pro (8.5" x 11"/ 30 sheets)	1029A028
Photo Stickers (16 stickers/sheet, 5 sheets/pack)	0001C001

Call **1-800-OK-CANON** to locate a dealer near you, or visit the Canon eStore at **www.estore.usa.canon.com**.

Canon

The following ink tanks are compatible with this product.

8 BK	5 PGBK	8 Y	8 M	8 C
CLI-8BK	PGI-5BK	CLI-8Y	CLI-8M	CLI-8C

For information on product specifications, please visit our website at
www.usa.canon.com