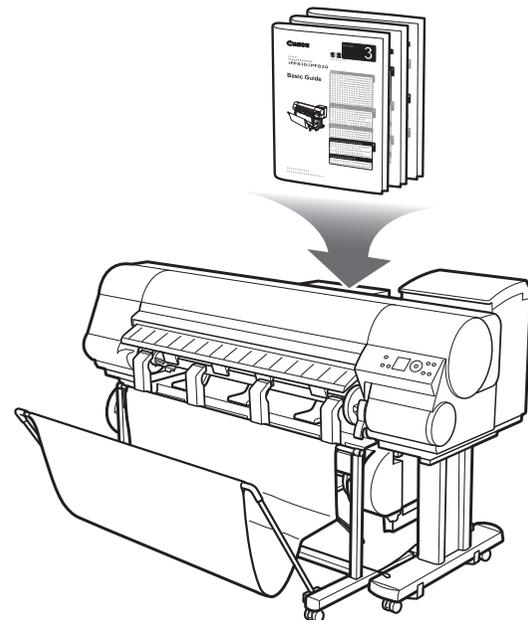


Large-Format Printers  
**imagePROGRAF**  
**iPF815/iPF825**

# Basic Guide



Read this manual before attempting to operate the printer.  
 Keep this manual in a handy location for future referencing.

This Basic Guide includes three booklets.  
 Be sure to read "▲Safety Precautions" in the first booklet, **1** Printer Operations.

Printer Operations

1

▲Safety Precautions.....	2
Types of Manuals .....	5
Documentation Conventions .....	6
Parts .....	8
Attaching the Roll Holder to Rolls.....	12
Loading Rolls in the Printer .....	14
Removing the Roll from the Printer .....	18
Loading Sheets in the Printer .....	22
Removing Sheets .....	24
Consumables.....	25
Replacing Ink Tanks .....	26
Replacing the Maintenance Cartridge .....	32
Replacing the Printhead .....	37
Menu Map.....	42

Troubleshooting

2

Troubleshooting .....	2
If Roll Paper Jams .....	18
If a Sheet Jams.....	21
If Paper is Soiled .....	23
If Printing is Faint.....	25
If Vertical Lines are Warped or Colors are Misaligned .....	26
If Banding Occurs .....	28
If Line Length Does Not Match .....	30
Error Messages .....	32

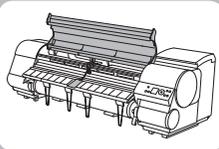
Printer Relocation

3

Preparing to Transfer the Printer .....	2
Reinstalling the Printer .....	8

Printer Driver Installation

Installing the Printer Driver (Windows).....	12
Installing the Printer Driver (Mac OS X) .....	14
Convenient Printer Driver Features .....	16



## Preparing to Transfer the Printer

Prepare to transfer the printer as follows.

To protect the internal parts in transit, always follow the steps below before transferring the printer to a new location. Refer to the Setup Guide for details on packing the printer and installing it after transfer.



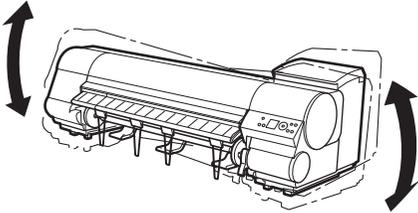
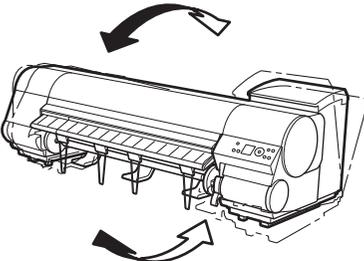
Important

- Be sure to contact your Canon dealer before transferring the printer to a new location. Ink may leak and damage the printer if you do not prepare the printer correctly and it is tipped or stood on end in transit.



MEMO

- It is not possible to prepare the printer for transfer if the **Display Screen** requests Maintenance Cartridge replacement or checking of the remaining capacity. Replace the Maintenance Cartridge before transfer preparations. (→ 1, Replacing the Maintenance Cartridge)
- Depending on the state of the printer, part replacement may be necessary when preparing to transfer the printer (that is, when you execute the printer menu item to prepare for transfer).
- Ink must be drained before Level 2 or Level 3 printer transfer, as described in the following table. Prepare a Maintenance Cartridge in advance.
- Always follow the instructions of the service representative when transferring the printer under Level 3 conditions.

Level	Shipping Method (Example)	Permitted Angle of Inclination	Amount of Ink to Dispose of	Required Maintenance Cartridges(*1)
1	By truck	Lengthwise: 0°–30°  Rotation: 0°–10° 	0	0 or 1
2	By plane	All directions: 0°–30°	Approx. 200 ml	1 or 2
3	Tipping the printer or holding it upright for elevators or stairs	Lengthwise: 0°–90° Rotation: 0°–30°	Approx. 700 ml	2 or 3

\*1: The quantity of maintenance cartridges required depends on the capacity of the Maintenance Cartridge in use.

## Remove paper

- 1 Remove the **Wheeled Output Stacker** from the printer (iPF825 only).
- 2 Remove the paper.  
Rolls: (→ **1**, Removing the Roll from the Printer)  
Sheets: (→ **1**, Removing Sheets)

## Access the menu for moving the printer

- 1 Press the **Menu** button to display **MAIN MENU**.
- 2 Press **▲** or **▼** to select **Maintenance**, and then press the **▶** button.
- 3 Press **▲** or **▼** to select **Move Printer**, and then press the **▶** button.
- 4 Press **▲** or **▼** to select the level of transfer, and then press the **OK** button.
- 5 After the message **Always contact service before preparing to move the printer.** is shown on the **Display Screen**, press the **OK** button.
  - If you have selected **Level 1**, after processing in preparation to move the printer is finished, the message **Finished preparing to move printer. Turn off printer.** is shown on the **Display Screen**. In this case, follow the instructions in "Pack the printer."
  - When you are finished preparing to transfer the printer after selecting **Level 2** or **Level 3** conditions, the **Display Screen** requests you to open the **Ink Tank Cover**. In this case, follow the instructions in "Remove the ink tanks."

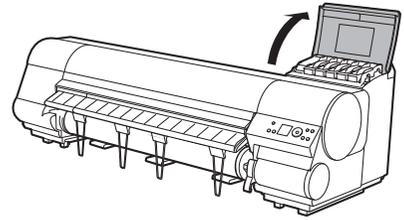


Important

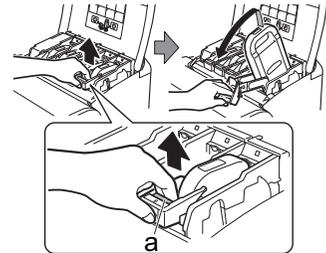
- If consumables must be replaced, the message **Consumables must be replaced. Call for service.** is shown on the **Display Screen** and preparation is not possible. If this message is displayed, press the **OK** button and contact your Canon dealer for assistance.

## Remove the ink tanks

**1** Open the Ink Tank Cover.



**2** Lift the stopper (a) of the Ink Tank Lock Lever (a). Lift the Ink Tank Lock Lever until it stops, and then push it down to the front.



**3** Remove the Ink Tank.

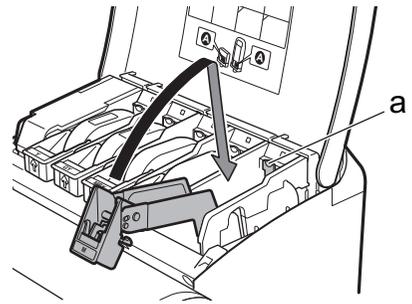


**Caution** • Store the Ink Tank you removed in the box with the ink holes (a) facing up. Otherwise, ink may leak and cause stains.

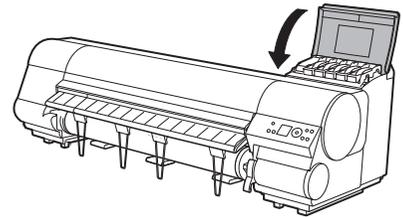


**4** Repeat steps 2 and 3 to remove all ink tanks.

- 5** Push down the release lever (a) as shown as you gently return all ink tank lock levers to the original position.



- 6** Close the Ink Tank Cover.



At this point, ink is drawn out from inside the tubes.



• Do not remove the Maintenance Cartridge during this process.

When the process is finished, **Finished preparing to move printer. Turn off printer.** is displayed.

## Pack the printer

- 1 Press the **Power** button and turn off the printer.

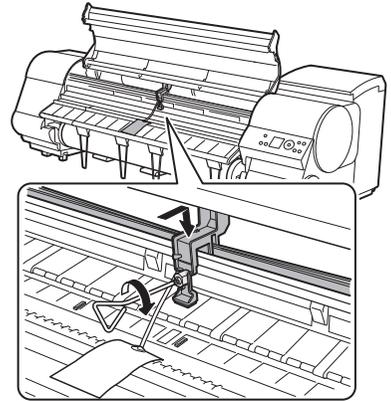


Important

- Turn off the printer before you unplug it. It may damage the printer if you unplug it before it is off and transfer it in that state. If you accidentally unplug the printer, plug it in again, reinstall the Ink Tank, wait until the printer comes online, and follow this procedure again.

- 2 Disconnect the power cord and interface cable. Also disconnect the power cord of the **Roll Unit** and **Media Take-up Unit**, if your model is equipped with these units.

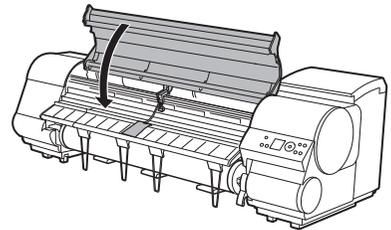
- 3 Open the **Top Cover**, grasp the **Belt**, insert it between the Belt Stopper, and affix the Belt Stopper with a hex screw at the position indicated.



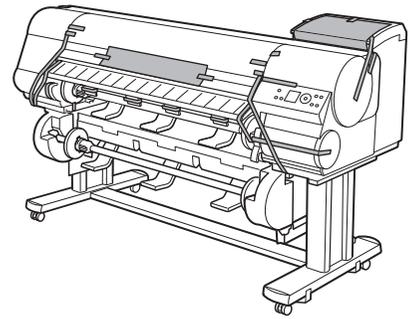
Important

- Here, the Belt Stopper is the one that was removed and stored after initial installation. Neglecting to attach the Belt Stopper may damage the printer.

- 4 Close the **Top Cover**.



**5** Tape down printer covers to secure them, in the reverse order of tape removal during installation.



**6** Remove the **Stand** by reversing the installation procedure, when it was attached to the printer.

**7** Disassemble and repackage the **Stand** by following the installation procedure in reverse.

**8** Repack the **Roll Holder**, **Holder Stopper**, and printer in shipping materials, and then package them in a shipping box.



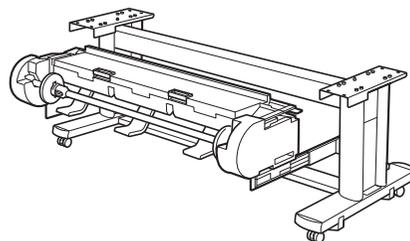
## Reinstalling the Printer

The basic workflow for reinstalling the printer is as follows.  
For detailed instructions, see the Setup Guide.

### Assemble the stand

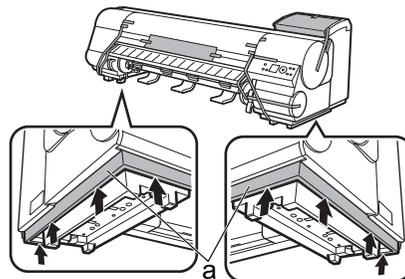
- Caution**
- The **Stand** must be assembled by at least two people on a flat surface. Attempting assembly by yourself poses a risk of injury or bending the **Stand**.
  - When assembling the **Stand**, lock the casters. In addition, always unlock the casters before moving the assembled **Stand**. Attempting to move the stand when the casters are locked poses a risk of injury or damage to the location site.

Referring to the Printer Stand Setup Guide, assemble the **Stand**.  
For the iPF825, mount the **Roll Unit** on the **Stand**.

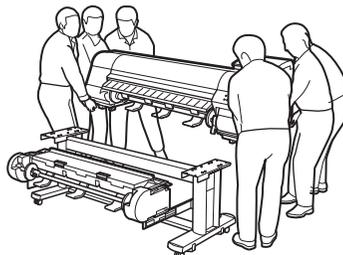


### Install the printer

- Caution**
- The iPF815 or iPF825 alone weighs approximately 112 kg. Moving the printer requires at least six people, holding it on both sides. Be careful to avoid back strain and other injuries.
  - When moving the printer, firmly grasp the **Carrying Handles (a)** under each side. The printer may be unsteady if you hold it at other positions, which poses a risk of injury from dropping the printer.



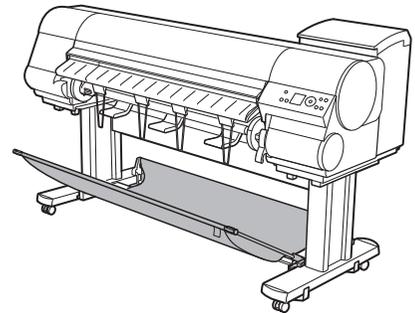
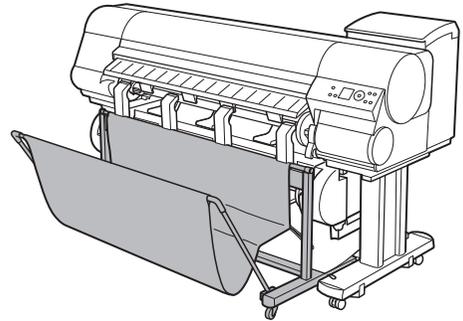
Mount the printer on the assembled **Stand** and tighten the screws firmly.



## Install the output stacker

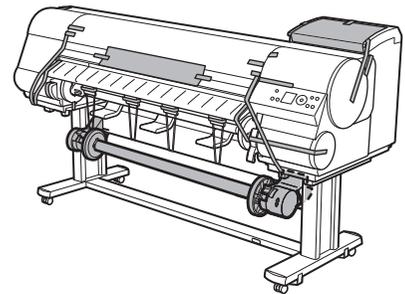
When installing the **Stationary Output Stacker**, refer to the Printer Stand Setup Guide.

When installing the **Wheeled Output Stacker**, refer to the Wheeled Output Stacker Setup Guide.



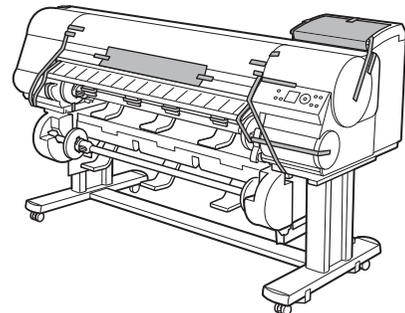
## Attach the media take-up unit (iPF815: optional)

Referring to the Setup Guide included with the **Media Take-up Unit**, attach the **Media Take-up Unit**.



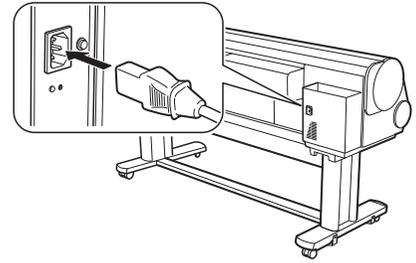
## Remove the packaging material

Remove tape and packaging material attached to the printer. Also open the **Top Cover** and remove stoppers and spacers inside the printer.



## Connect the power cord

Connect the power cord to the **Power Supply Connector** on the back of the printer.



Plug the power cord into the outlet.

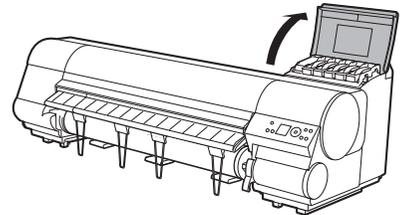
## Turn the printer on

Press the power button to turn the printer on.  
When the message **Has printer been reinstalled? (Do not load ink tanks yet.)** is displayed, select **Yes** and press the **OK** button.



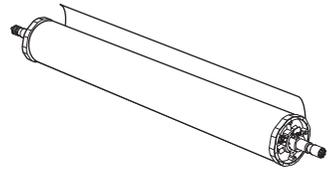
## Install the ink tanks

Open the **Ink Tank Cover** and install the ink tanks.



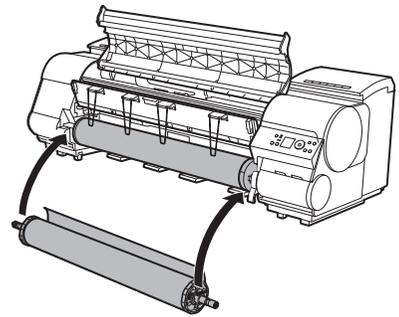
## Attach the roll holder to rolls

Attach the **Roll Holder** to the Roll Media. (→ **1**, Attaching the Roll Holder to Rolls)



## Load rolls in the printer

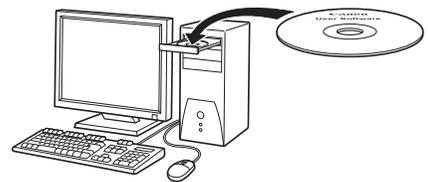
Load the Roll Media in the printer. (→ **1**, Loading Rolls in the Printer)



## Install the printer driver and manual

Note that the driver installation procedure varies depending on the type of connection.

- (→ **3**, Installing the Printer Driver (Windows))
- (→ **3**, Installing the Printer Driver (Mac OS X))





## Installing the Printer Driver (Windows)

The basic instructions for installing the printer driver are as follows.  
For detailed instructions, see the Setup Guide.

### Compatible operating systems

Windows 7, Windows Server 2008, Windows Vista, Windows Server 2003, Windows XP and Windows 2000

### Supported connection methods

The printer driver works over USB or network (TCP/IP) connections.  
The driver installation procedure varies depending on the type of connection.  
Follow these steps to install the printer driver and User Manual.

### Installing the printer driver and User Manual

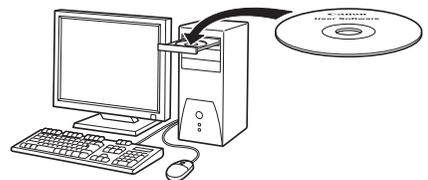


Important

- When setting up a USB connection, connect the printer and computer with the USB cable during printer driver installation following the instructions displayed.  
If you accidentally connect the USB cable first, the printer driver may not be installed correctly.
- When the printer is connected to a network (via TCP/IP), the printer's IP address may be changed if you reinstall the printer. In this case, be sure to reconfigure the printer's IP address.

**1** When setting up a TCP/IP (network) connection, after making sure the printer is on, connect the Ethernet Port on the back of the printer to your network hub port using the LAN cable.

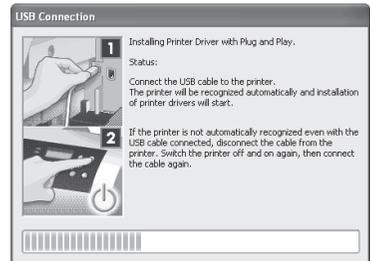
**2** Insert the provided User Software CD-ROM for the appropriate operating system in the CD-ROM drive.



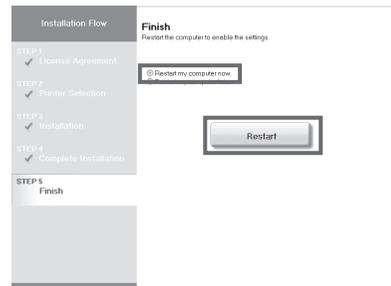
**3** Follow the instructions displayed to complete installation.



**Important** • For USB connections, when the dialog box at right is displayed, make sure the printer is on and connect the printer and computer with the USB cable.



**4** On the **Finish** window, select **Restart my computer now** and click **Restart**.  
Printer driver settings take effect after the computer restarts.



**5** Next, install the User Manual.  
When the **Install User Manual** dialog box is displayed, insert the provided User Manuals CD-ROM in the CD-ROM drive to start the installation process.



## Installing the Printer Driver (Mac OS X)

The basic instructions for installing the printer driver are as follows.  
For detailed instructions, see the Setup Guide.

### Compatible operating systems

Mac OS X 10.3.9 or later

### Supported connection methods

The printer driver works over USB or network (Bonjour or IP) connections.  
Follow these steps to install the printer driver and user manual.

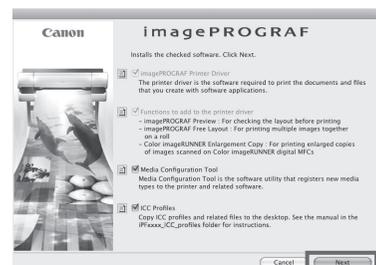
### Installing the printer driver and User Manual



Important

- When the printer is used over a network, the printer's IP address may be changed if you reinstall the printer. In this case, be sure to reconfigure the printer's IP address.

- 1 Connect the computer directly to the printer or to the network using the cable.
- 2 Turn the printer and computer on.
- 3 Insert the provided User Software CD-ROM for the appropriate operating system in the CD-ROM drive.
- 4 Follow the instructions displayed to complete installation.



**5** After installation, click **Quit**.



**6** Next, install the User Manual.  
Insert the provided User Manuals CD-ROM in the CD-ROM drive to start the installation process.



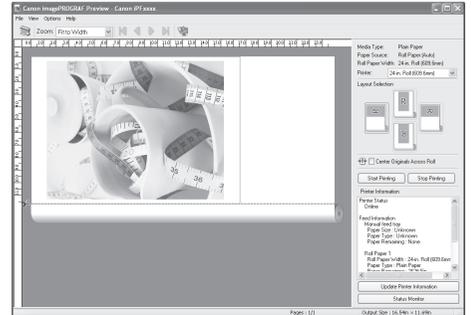
# Convenient Printer Driver Features

This section summarizes some convenient features of the printer driver. For detailed printer driver instructions, see the User Manual.

## Print Preview

Using the print preview function enables the following.

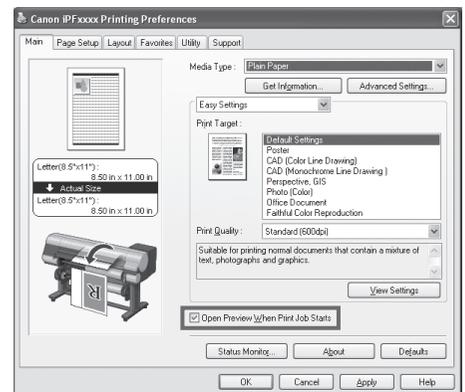
- Check an image of the document as arranged on the paper, in the position it will be printed.  
You can reduce printing costs by checking how documents will be printed beforehand, without the need to print them.
- Change the layout orientation relative to the paper.  
You can save paper by correcting the direction in which the document is arranged on the paper, if necessary.



## Instructions for Windows and Mac OS

### Windows

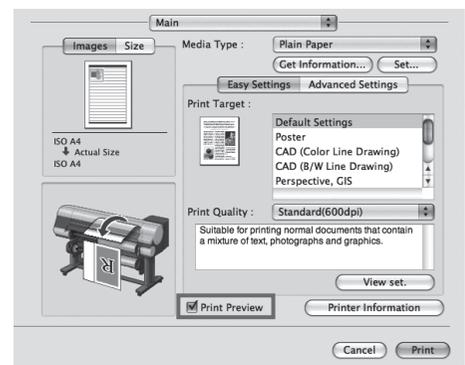
- Access the **Main** sheet.
- Select the **Open Preview When Print Job Starts** check box.  
Check details in the **Information** dialog box displayed next and click **OK** to close the **Information** dialog box.
- After you click **OK**, when you print a job, either the **imagePROGRAF Preview** or **PageComposer** window will be displayed, depending on your environment.



- Under some settings and in some environments, **PageComposer** may be started.

### Mac OS X

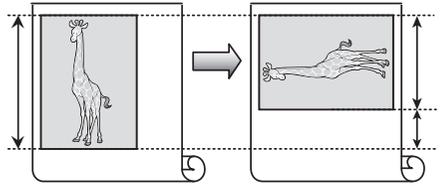
- In the **File** menu of the source application, choose the appropriate menu item for printer settings to display the **Print** dialog box.
- Access the **Main** pane.
- Select the **Print Preview** check box.
- After you click **Print**, the **Canon imagePROGRAF Preview** window will be displayed.



## Rotate Page 90 degrees (Conserve Paper)

You can conserve roll paper by specifying particular settings as suitable for your original.

When you print an original that is in portrait orientation, the original is rotated 90 degrees before printing if it fits within the roll width. This enables you to conserve paper.

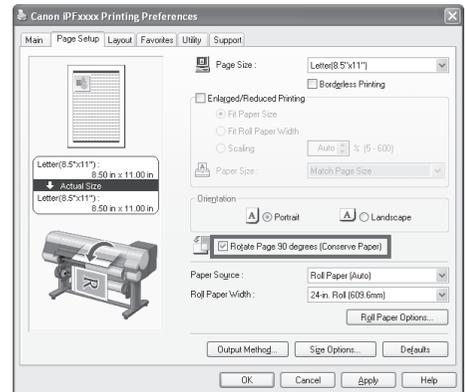


- If the page would exceed the roll paper width after rotation, you can use this function with Scale to fit Roll Paper Width to print rotated pages.

## Instructions for Windows and Mac OS

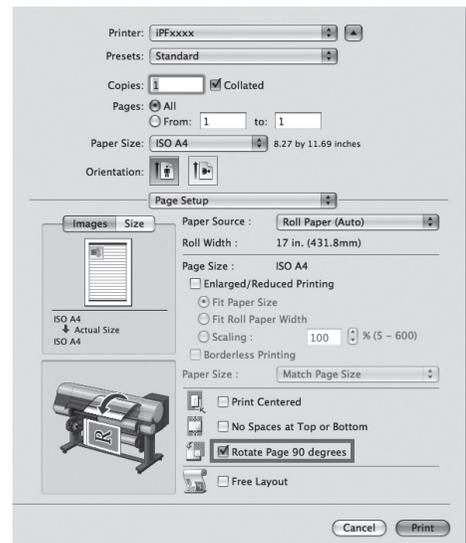
### Windows

- Access the **Page Setup** sheet.
- Select the **Rotate Page 90 degrees (Conserve Paper)** check box.



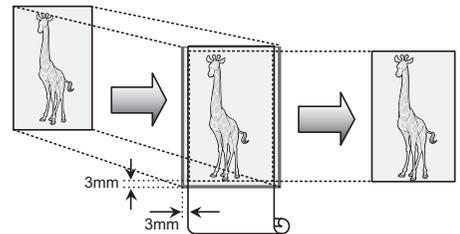
### Mac OS X

- Access the **Page Setup** pane.
- Select the **Rotate Page 90 degrees** check box.



## Borderless Printing

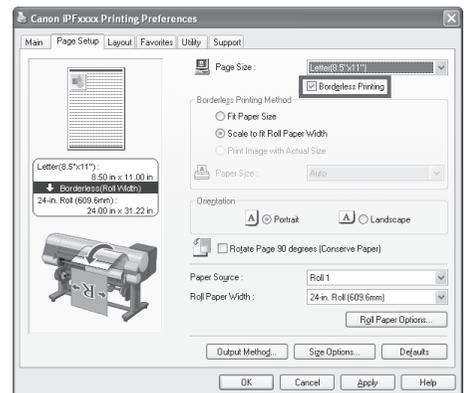
In regular printing, a margin required by the printer is added around the original. With borderless printing, you can print documents without the margin, so that the printed image covers the entire surface of the paper.



### Instructions for Windows and Mac OS

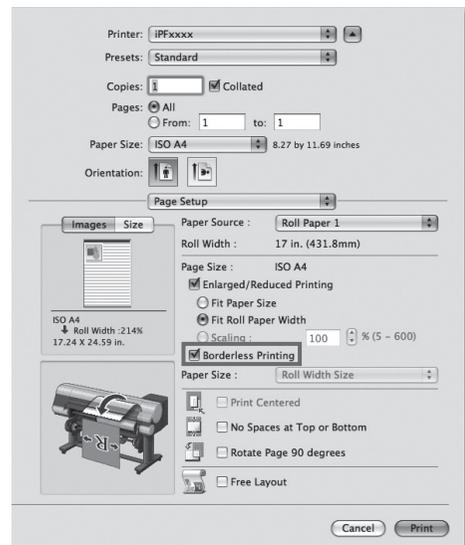
#### Windows

- Access the **Page Setup** sheet.
- Select the **Borderless Printing** check box to display the **Information** dialog box.
- Click the width of the loaded roll in the **Roll Paper Width** list.
- Click **OK** to close the **Information** dialog box.
- Select **Fit Paper Size**, **Scale to fit Roll Paper Width**, or **Print Image with Actual Size**.



#### Mac OS X

- Access the **Page Setup** pane.
- Select the **Enlarged/Reduced Printing** check box.
- Select the **Borderless Printing** check box.
- Select either **Fit Paper Size** or **Fit Roll Paper Width**.

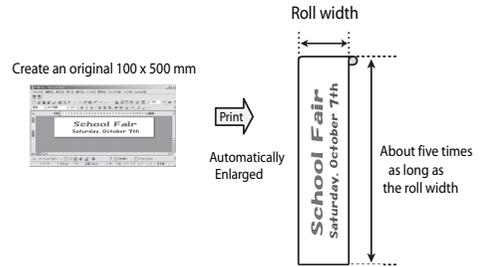


- Borderless printing is possible when the **Page Size** setting matches the size of paper loaded in the printer and you select **XXXX-Borderless** (where XXXX is the size of the original) in **Paper Size** in the **Page Attributes** dialog box. (Mac OS X only)

## Large-format printing

You can create vertical or horizontal banners by printing originals in banner formats on rolls.

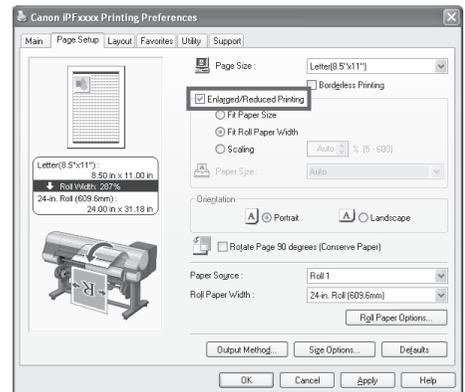
Originals created in Microsoft Word or other applications in your preferred size can be enlarged to fill the width of roll paper by completing simple printer driver settings.



## Instructions in Windows and Mac OS

### Windows

- Access the **Page Setup** sheet.
- Click **Size Options** and register the size of the original as specified in the source application.
- Select the **Enlarged/Reduced Printing** check box.
- After you click **Fit Roll Paper Width**, the **Information** dialog box is displayed.
- Click the width of the loaded roll in the **Roll Paper Width** list, and then click **OK**.

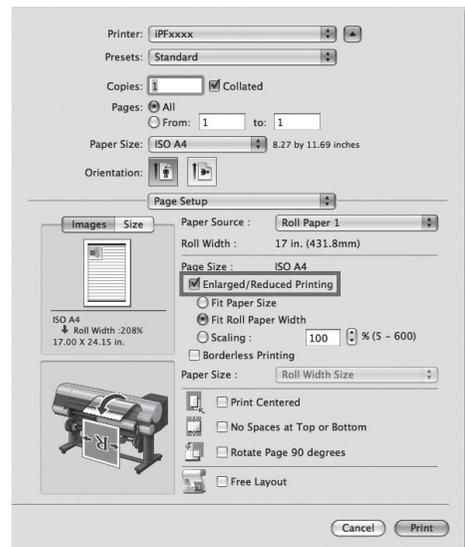


### Mac OS X

- Access the **Page Setup** pane.
- Make sure the width of the loaded roll is displayed in **Roll Width**.
- Make sure the size of the original you have prepared is displayed in **Page Size**.

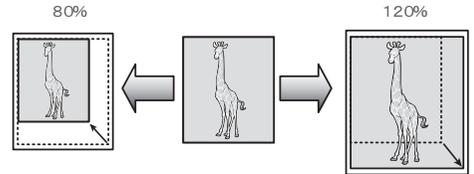
If you have not registered a size in **Custom Page Sizes**, resize the original to fit the roll width.

- Select the **Enlarged/Reduced Printing** check box.
- Click **Fit Roll Paper Width**.



## Enlarged/Reduced Printing

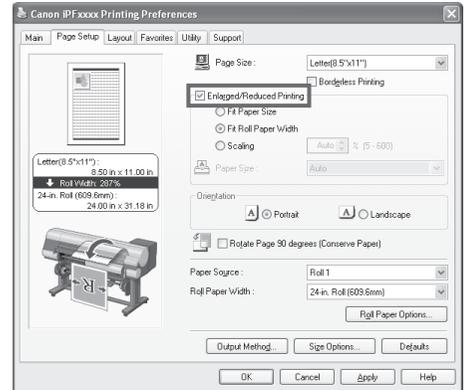
Originals can be printed at larger or smaller sizes, as desired.



## Instructions for Windows and Mac OS

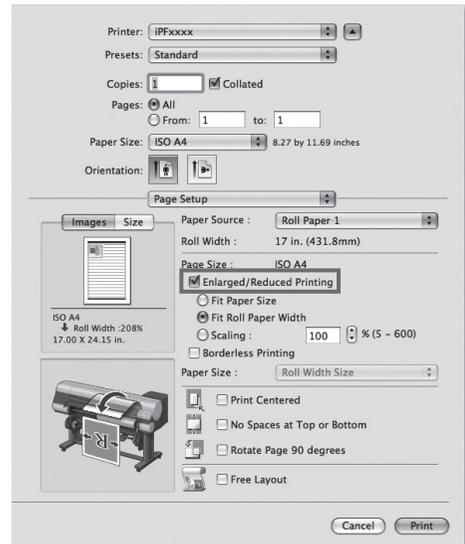
### Windows

- Access the **Page Setup** sheet.
- Click the width of the loaded roll in the **Roll Paper Width** list.
- In the **Page Size** list, click the size of the original as specified in the source application.
- Select the **Enlarged/Reduced Printing** check box.
- Select **Fit Paper Size**, **Fit Roll Paper Width**, or **Scaling**.



### Mac OS X

- Access the **Page Setup** pane.
- Make sure the width of the loaded roll is displayed in **Roll Width**.
- Make sure the size of the original you have prepared is displayed in **Page Size**.
- Select the **Enlarged/Reduced Printing** check box.
- Select **Fit Paper Size**, **Fit Roll Paper Width**, or **Scaling**.



## Using the HDI Driver to Print (Windows)

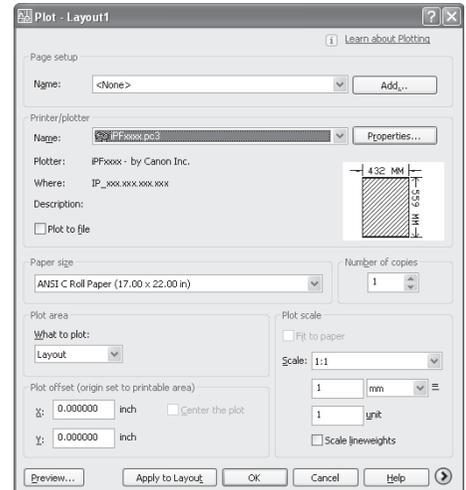
Main features of the HDI Driver are as follows.

- This is a specialized printer driver compatible with the **HDI(Heidi Device Interface)** architecture of Autodesk CAD software such as **AutoCAD** and **AutoCAD LT** (both referred to as **AutoCAD** in this manual, for convenience).
- The driver enables optimal printing for the type of paper used, so that drawings created in **AutoCAD** are printed distinctly.

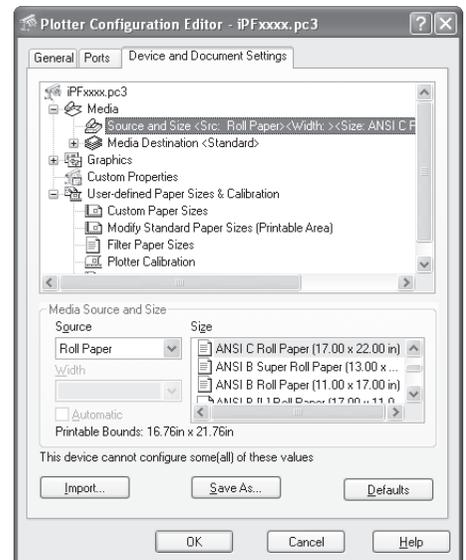


- The version of operating system required for the HDI Driver varies depending on the version of **AutoCAD** used. For details, refer to the User Manual.

- Display the **Plot** dialog box.
- Make sure the printer name (indicated in the format **IPFxxxx.pc3**) is shown by **Name** under **Printer/plotter**.



- Click the **Properties** button. The **Plotter Configuration Editor** dialog box is displayed.
- Complete the settings required for printing.
- Click the **OK** button to close the **Plotter Configuration Editor** dialog box. The **Plot** dialog box is displayed.



- After completing required settings in the **Plot** dialog box, click the **OK** button. The printer now starts printing the print job.

# Index

## **a**

AppleTalk ..... 14

## **b**

Belt Stopper ..... 6  
Bonjour ..... 14  
Borderless printing ..... 18

## **c**

Canon imagePROGRAF Preview ..... 16  
Carrying Handles ..... 8

## **e**

Enlarged/reduced printing ..... 20

## **i**

imagePROGRAF Preview ..... 16  
Ink Tank Cover ..... 4, 10  
Ink tank installation ..... 10  
Ink Tank Lock Lever ..... 4  
Ink tank removal ..... 4  
IP address ..... 12, 14

## **l**

Large-format printing ..... 19

## **m**

Mac OS X ..... 14  
Media Take-up Unit ..... 9

## **o**

Output stacker installation ..... 9

## **p**

Packing the printer ..... 6  
Page Composer ..... 16  
Paper removal ..... 3  
Power Supply Connector ..... 10  
Printer driver installation ..... 12, 14

## **r**

Reinstalling the printer ..... 8  
Roll Holder ..... 11

## **s**

Stand ..... 8  
Stationary Output Stacker ..... 9

## **t**

Transfer preparations ..... 2

## **w**

Wheeled Output Stacker ..... 9  
Windows ..... 12



# Canon

**Canon Inc.**

30-2, Shimomaruko 3-chome, Ohta-ku, Tokyo 146-8501, Japan

**Canon U.S.A., Inc.**

One Canon Plaza, Lake Success, NY 11042 U.S.A

**Canon Europe Ltd.**

3 The Square, Stockley Park, Uxbridge, Middlesex, UB11 1ET United Kingdom

**Canon (China) Co., Ltd.**

15F Jinbao Building No.89 Jinbao Street, Dongcheng District, Beijing 100005, China

**Canon Australia Pty. Ltd.**

1 Thomas Holt Drive, North Ryde, Sydney, N.S.W.2113, Australia

