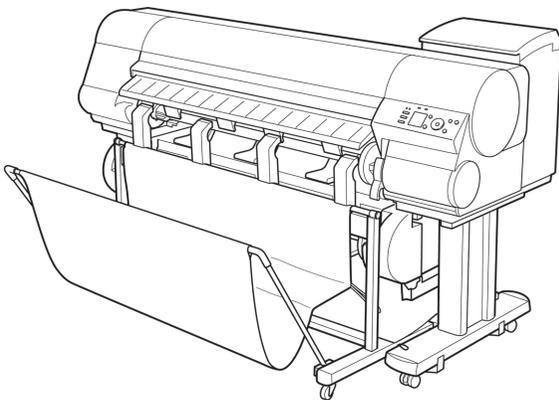


iPF840 Series

Basic Guide



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Manuals for this printer

- Setup Guide
- Quick Guide
- Basic Guide** Electronic manual
- User's Guide Electronic manual
- Paper Reference Guide Electronic manual

Preface

Safety Precautions

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Safety Precautions

Follow the warnings and precautions below to use the printer safely. Do not perform any operations or procedures other than as described in this manual. Doing so may result in unexpected accidents and can cause a fire or electrical shocks.

Printer location



- Do not set up the printer in any location exposed to alcohol, thinner, or other volatile liquids. If these substances come into contact with electrical components inside the printer, there is a risk of fire or electrical shock.



- Never install the printer on an unstable or vibrating surface. If it falls over, this could cause personal injury.
- Never set up the printer in a location that is exposed to high humidity or large amounts of dust, or exposed to direct sunlight, high temperature, or open flame. This could cause a fire or electrical shock. Use the printer location in an environment where temperature and humidity are within the ranges of 15 °C to 30 °C (59 °F to 86 °F) and 10 to 80% RH (with no condensation).
- Never place the printer on a heavy wool or shag carpet. The fibers may enter the printer and cause a fire.
- Keep the area around the power outlet clear of items so that you can disconnect the power cable immediately if the printer starts operating abnormally. In the event of a printer malfunction, remove the power cable from the outlet as soon as possible to prevent fire and electrical shocks.
- Do not install the printer near sources of strong electromagnetic fields, whether equipment that generates such fields or places where such fields occur. This could damage the printer or cause malfunction.

Power Supply



- Never handle the power cable with wet hands. Doing so may cause electrical shock.
- Insert the power cable securely and completely into the power source. If the power cable is not inserted completely, this could cause a fire or electrical shock.
- Do not use any power cable other than the one provided. This could cause a fire or electrical shock. Never use the power cable with any other electrical device.
- Never cut the power cable or attempt to modify it, and never stretch it or bend it forcefully. Never place a heavy object on the power cable. Damaged sections of the power cable could cause a short circuit and may cause a fire or electrical shock.
- Never connect the power cable to a power strip or any power source shared by other electrical devices. This could cause a fire or electrical shock.
- Never knot the power cable or wrap it around itself. This could cause a fire or electrical shock.
- Periodically disconnect the power cable and use a dry cloth to wipe away dust that has collected on the plug and the area around the power outlet. Leaving the power cable plugged in and not cleaned for a long period, especially in an area subject to dust, oil, and humidity, could cause the insulation material to deteriorate and lead to a fire.



Caution

- Always grip the plug to remove the power cable from the power outlet. Pulling on the power cable could damage the cable and lead to a fire or electrical shock.
- Never use an extension cord. This could cause a fire or electrical shock.
- Never use any power source other than 100–120 / 220–240 V AC. This could cause a fire or electrical shock. The printer operating conditions are described below. Use the printer under the following conditions.
Power supply voltage: 100–120 / 220–240 V AC
Power supply frequency: 50/60 Hz

In an Emergency



Warning

- If the printer emits smoke or strange odors, continuing to use the printer may cause a fire or electrical shock. Switch the printer off immediately and remove the power plug from the power outlet. Contact your Canon dealer or support center.

Cleaning the Printer



Warning

- For cleaning, use a cloth dampened in water. Never use flammable solvents such as alcohol, benzene, or thinner. If these substances come into contact with electrical components inside the printer, there is a risk of fire or electrical shock.



Caution

- Always disconnect the power cable from the outlet before cleaning the printer. If the printer is switched on accidentally, moving parts inside the printer may cause personal injuries.

Pacemakers



Warning

- This printer generates a low-level magnetic field. Anyone wearing a pacemaker who experiences discomfort while working around the printer should leave the area. Consult a physician before continuing to work around the printer.

Moving the Printer



Caution

- 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 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.

Printhead, Ink Tanks, and Maintenance Cartridge



Caution

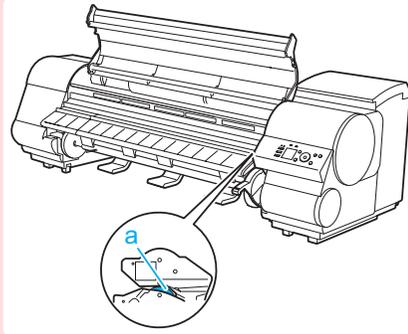
- Always store consumables in a safe location out of the reach of small children. If a child licks or ingests ink accidentally, seek medical assistance immediately.
- If ink accidentally gets in your eyes, immediately rinse with water.
If ink gets on your skin, immediately clean it off with soap and water.
If irritation persists in your eyes or on your skin, contact a physician immediately.
- Avoid dropping or shaking printheads, ink tanks, and maintenance cartridges. Spilled ink can stain clothing and the work area.
- Never touch the electrical contacts of the Printhead after printing. The contacts become extremely hot and can cause minor burns.

Other



Warning

- Never disassemble the printer or attempt repairs. There are high voltage parts inside the printer that can cause a fire or electrical shock.
- Never use flammable sprays around the printer. The gas of flammable sprays can cause a fire or electrical shock, if it contacts high voltage points inside the printer.
- Never touch the cutting edge of Cutter Unit (a). This could cause personal injury.



Caution

- Never insert your hand into the printer while it is printing. Moving parts inside the printer can cause injuries.
- Never place anything on the printer such as small metal objects (paper clips, staples), liquids, any type of liquid container that contains flammable liquids (alcohol, benzene, etc.). If such objects fall into the printer, this could cause a fire or electrical shock.
- To prevent a fire hazard or dangerous electric shock, if a foreign object falls into or a liquid spills into the printer, press the Power button immediately to switch the printer off, unplug the printer power cable from the outlet, and then contact your Canon dealer or support center. If you continue to use the printer, this could cause a fire or electrical shock.



Important

- Connect the interface cable correctly. To avoid damage, before connection make sure that the shape of the cable connector matches the connection point on the printer.
- During printing, turn on the ventilation system in the room.
- We recommend ensuring ample space for installation.

Legal Notices

FCC Regulations (U.S.A)

Canon Large Format Printer	iPF840
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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 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 shielded cable is required to comply with Class B limits in Subpart B of Part 15 of 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 Park Melville, NY 11747 , U.S.A.

Tel No. 1-800-652-2666

For CA, USA Only

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See <http://www.dtsc.ca.gov/hazardouswaste/perchlorate/> for detail.

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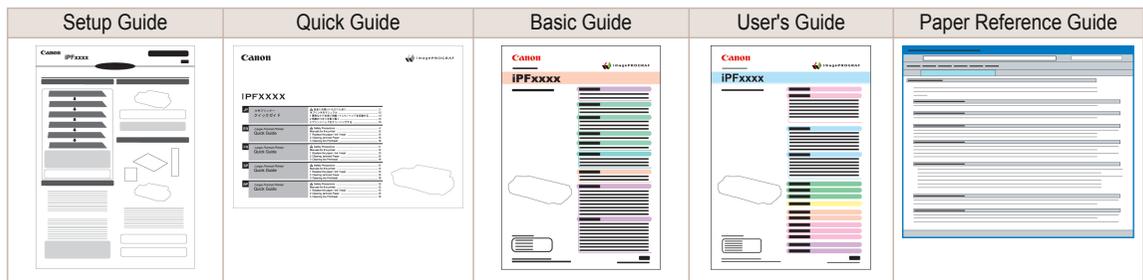
Manuals for this printer

Manuals for this printer	6
To view the User's Guide or Paper Reference Guide	6
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Manuals for this printer

This printer has the following manuals.

Name	Contents	Medium
Setup Guide	Instructions for unpacking and setting up the printer, and for installing the software and electronic manuals.	Printed Manuals
Quick Guide	Contains information such as a guide to exchanging paper, Ink Tank, and Printhead, and cautions for using the product safely.	
Basic Guide	Descriptions of basic printer operations.	Electronic manuals
User's Guide	Detailed instructions for using the printer.	
Paper Reference Guide	This guide describes about the types and specifications of the available media on the printer.	



To view the User's Guide or Paper Reference Guide

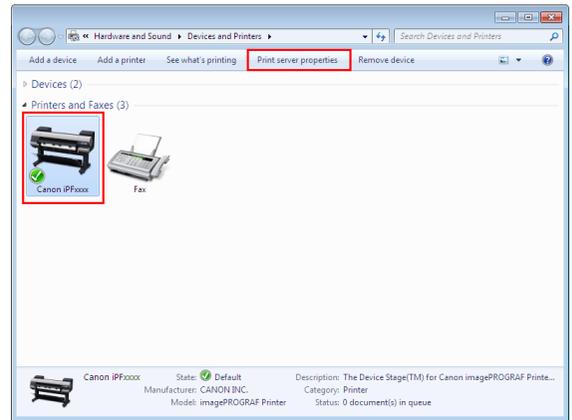
To view the User's Guide or Paper Reference Guide, display the various manuals on the website from the links in the software installed on your computer.

- Windows

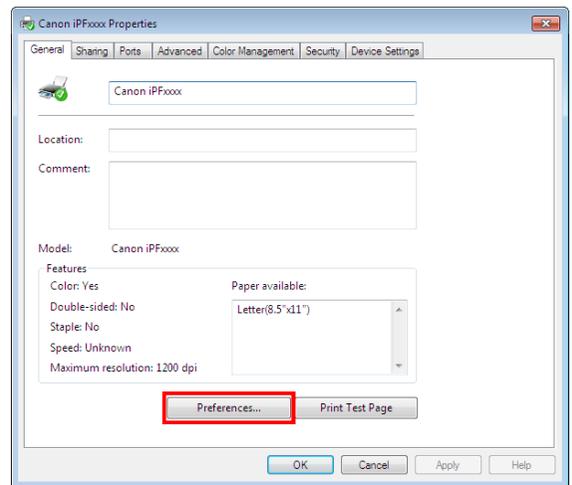
The basic instructions for displaying the User's Guide or Paper Reference Guide from the printer driver are as follows.

- 1 Install the software.
Note that the driver installation procedure varies depending on the type of connection.
(See "Installing the Software (Windows).") → P.82
- 2 Click **start > Printers and Faxes** (or **Printer, Devices and Printers**).

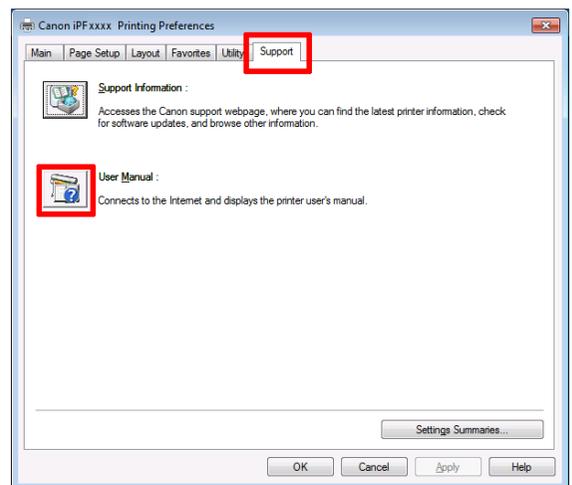
3 Right-click the printer, and then click **Properties** (or **Printer Properties**).



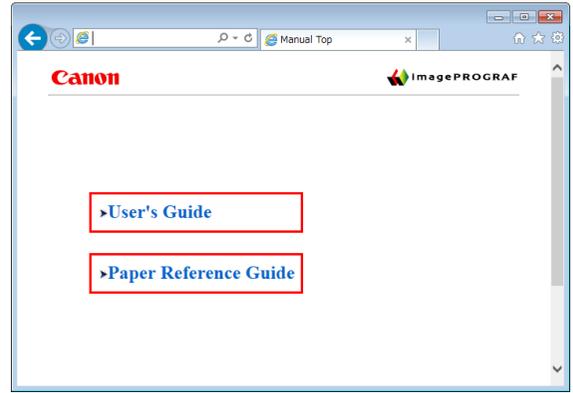
4 Click **Preferences** (or **Printing Preferences**) to display the **Printing Preferences** dialog box with the printer name added to the title.



5 Select the **Support** sheet and click the **User Manual** button.



- 6** To display User's Guide, click **User's Guide**.
Alternately, to display Paper Reference Guide, click **Paper Reference Guide**.



• **Mac OS**

The basic instructions for displaying the User's Guide or Paper Reference Guide from imagePROGRAF Print-monitor are as follows.

- 1** Install the software.
(See "Installing the Software (Mac OS).") → P.84

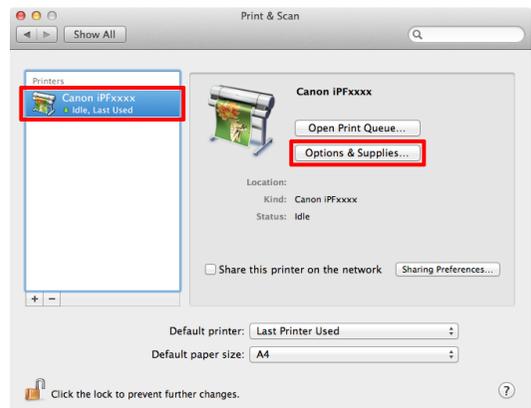
- 2** Click **System Preferences** icon in the **Dock**.



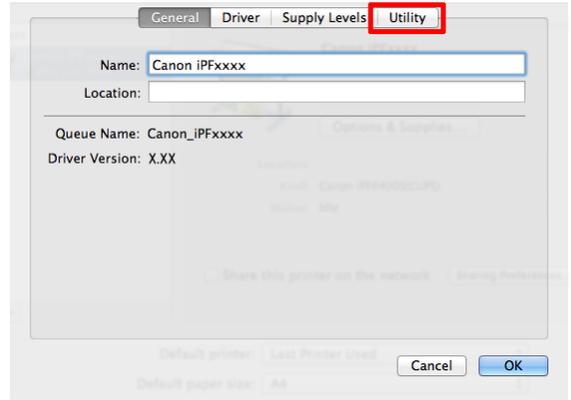
- 3** Click **Printers & Scanners (Print & Scan or Print & Fax)**.



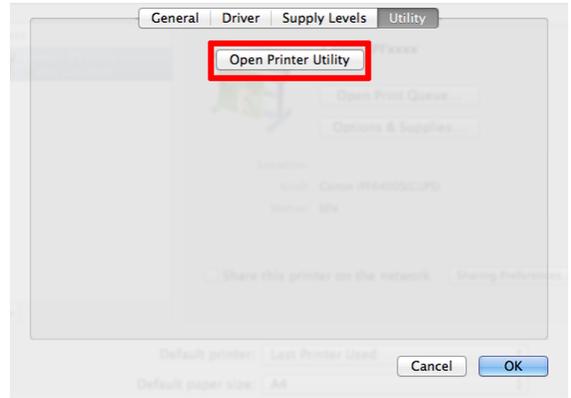
- 4** Select the printer in the Printer list and click **Options & Supplies**.



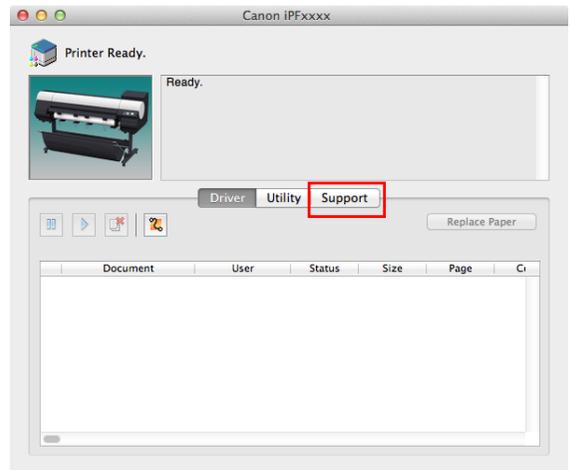
5 Click **Utility**.



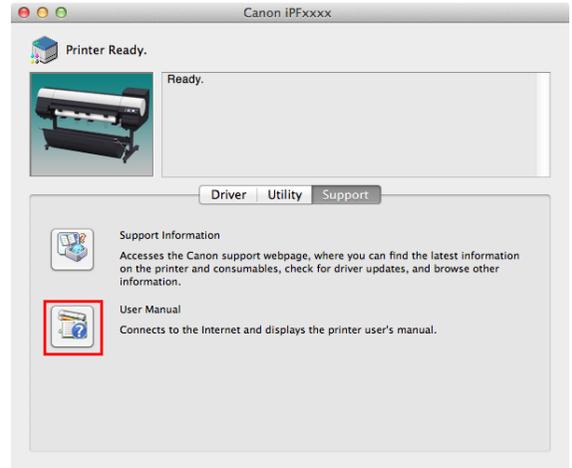
6 Click **Open Printer Utility**.



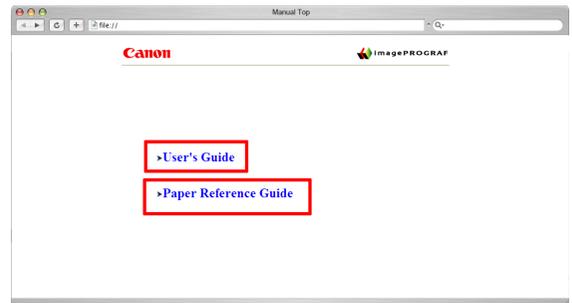
7 Click **Support**.



8 Click the **User Manual** button.



9 To display User's Guide, click **User's Guide**. Alternately, to display Paper Reference Guide, click **Paper Reference Guide**.



About This User Manual

• Symbols

The following symbols are used in this user manual to indicate safety information and explanations on restrictions or precautions in use.

	Warning	Indicates warning items for which operating error poses a risk of death or serious injury. To ensure safe use, always follow these warnings.
	Caution	Indicates caution items for which operating error poses a risk of injury. To ensure safe use, always follow these cautions.
	Important	Indicates important information and restrictions that definitely are to be followed during operation. Be sure to read this information to prevent troubles, malfunctions, or damage to equipment or property by operating errors.
	Note	Indicates helpful reference information and supplemental information on particular topics.

• Button names and user interface elements

Key and button names on the control panel and user interface elements in software (such as menus and buttons) are indicated as follows in this user manual.

Control panel buttons	Example: Press the OK button.
Control panel messages	Example: Head Cleaning is displayed.
Software interface items (menus and buttons)	Example: Click OK .

Keyboard keys	Example: Press the Tab key.
---------------	-----------------------------

- **Cross-reference**

Other pages or manuals that provide related information are indicated as follows in this user manual.

Cross-reference in the same user manual	Example: see "Menu Structure." → P.60
Cross-reference in related manuals	Example: Refer to the Paper Reference Guide.
Other cross-reference	Example: See the printer driver help.

- **Figures and software screens**

- Figures in this user manual may be different from the actual appearance of the printer in some cases.
- Screens depicted in this user manual for the printer driver or other software may be different from the actual screens because of subsequent updates.

- **May we request**

- The information in this user manual is subject to change without notice.
- We strive to ensure accuracy of information in this user manual, but if you notice errors or omissions, contact support center.

Handling Paper

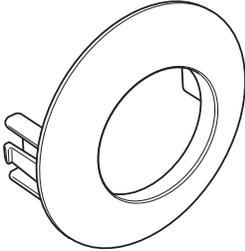
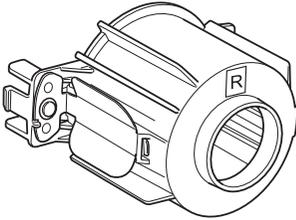
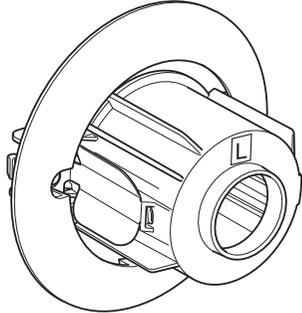
Handling rolls

Attaching the Roll Holder to Rolls 12
 Loading Rolls in the Printer 15
 Removing the Roll from the Printer 21

Attaching the Roll Holder to Rolls

When printing on rolls, attach the Roll Holder to the roll.

Rolls have a two- or three-inch paper core. Use the correct attachment for the paper core. The printer comes equipped with the 2-Inch Paper Core Attachment installed.

Using the 2-Inch Paper Core Attachment		Using the 3-Inch Paper Core Attachment	
Roll Holder Side	Holder Stopper Side	Roll Holder Side	Holder Stopper Side
No Attachment Needed	2-Inch Paper Core Attachment	3-Inch Paper Core Attachment #1	3-Inch Paper Core Attachment #2
			

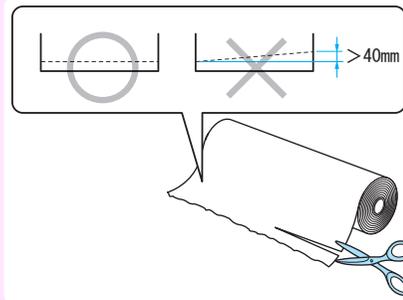


- Set the roll on a table or other flat surface so that it does not roll or fall. Rolls are heavy, and dropping a roll may cause injury.

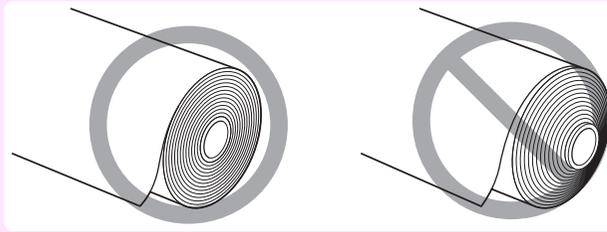


Important

- When handling the roll, be careful not to soil the printing surface. This may affect the printing quality. We recommend wearing clean cloth gloves when handling rolls to protect the printing surface.
- Cut the edge of the roll paper if it is uneven, dirty, or has tape residue. Otherwise, it may cause feeding problems and affect the printing quality. Be careful not to cut through any barcodes printed on the roll.



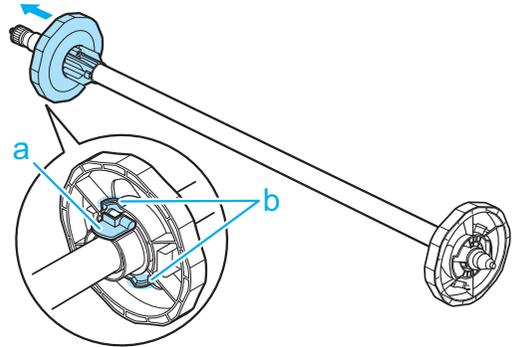
- Align the edges of the paper on both ends of the roll. This may cause feeding problems.



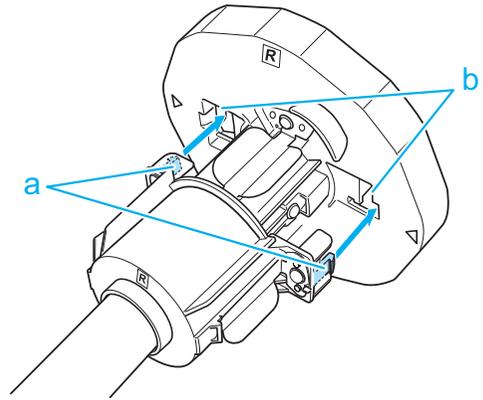
Note

- For details on supported sizes and types of roll paper, see **Paper Sizes** or the **Paper Reference Guide**. (See "Paper Sizes.") → **User's Guide** (See "Displaying the Paper Reference Guide.") → **User's Guide**
- To view instructions as you attach the Roll Holder, press the **Navigate** button. (See "How to View Instructions With Navigate.") → **User's Guide**

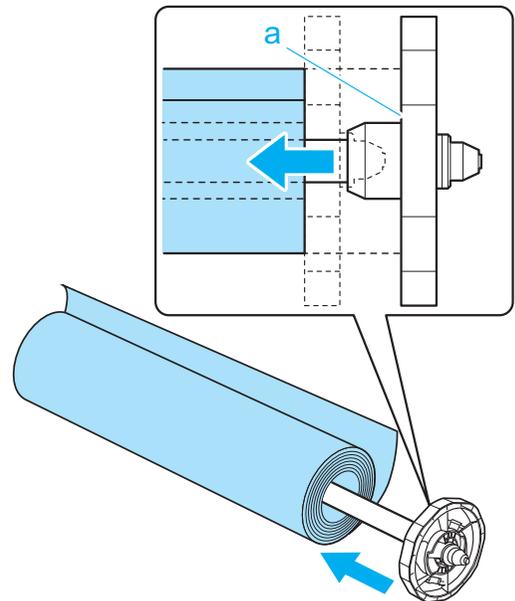
- 1 Lift the Holder Stopper lever (a) from the shaft side to unlock it. Holding the Holder Stopper at the position indicated (b), remove it from the Roll Holder.



- 2** When using a 3-inch paper core, align the tips (a) of 3-Inch Paper Core Attachment #1 with the holes (b) of the Roll Holder and insert it firmly.



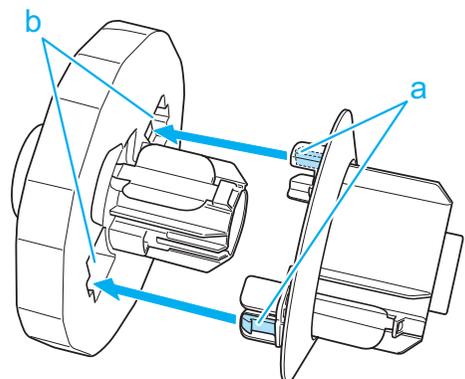
- 3** With the edge of the roll paper facing forward as shown, insert the Roll Holder from the right of the roll. Insert it firmly until the roll touches the flange (a) of the Roll Holder.



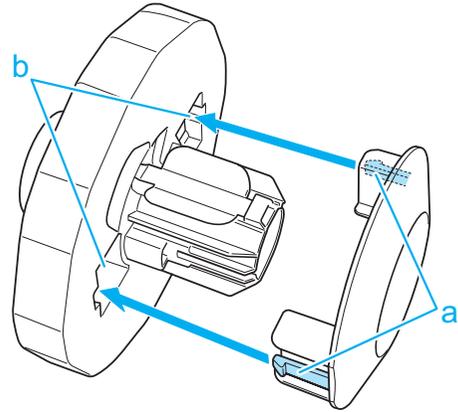
- When loading a roll, be careful to avoid hitting the printer hard with the roll. This may damage the Roll Holder.

- 4** Insert the attachments for the roll paper core on the Holder Stopper. Align the tips (a) of the attachment with the holes (b) of the Holder Stopper and insert it firmly.

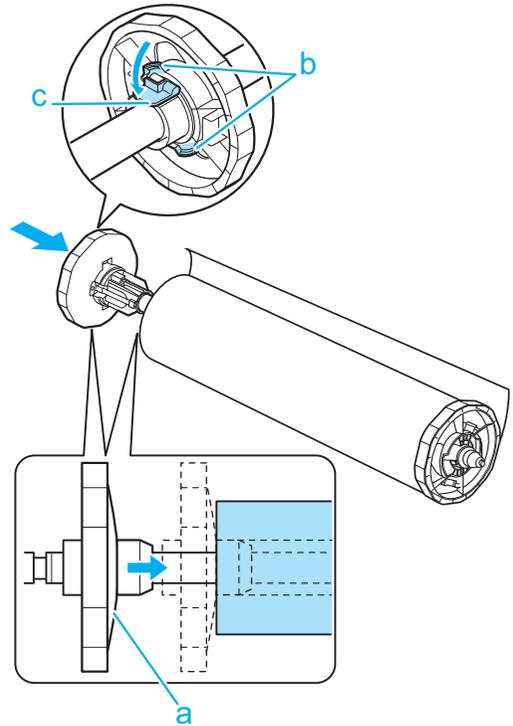
- 3-Inch Paper Core Attachment #2



- 2-Inch Paper Core Attachment



- 5** Insert the Holder Stopper from the left in the Roll Holder as shown. Holding it at the position shown (b), push it firmly in until the flange (a) of the Holder Stopper touches the roll. Lock the Holder Stopper lever (c) by pushing it down toward the shaft side.



Loading Rolls in the Printer

Follow these steps to load rolls in the printer.

You can load rolls in two positions, in the Roll 1 (Upper) and Roll 2 (Lower) holders.

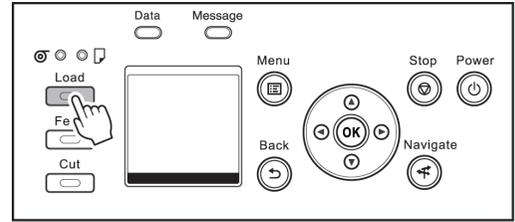


Important

- Always load rolls when the printer is on. If the printer is off when you load a roll, the paper may not be advanced correctly when you turn the printer on.
- Before loading a roll, confirm whether the inside of the Top Cover or the Ejection Guide is soiled. If soiled, we recommend cleaning in advance. (See "Cleaning Inside the Top Cover.") →P.51

Loading rolls in the Roll 1 (Upper) holder

1 Press the **Load** button.



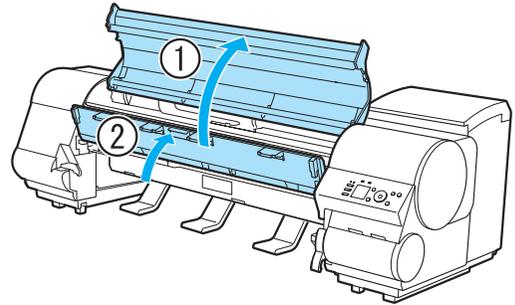
2 Press **▲** or **▼** to select **Roll 1 (Upper)**, and then press the **OK** button.



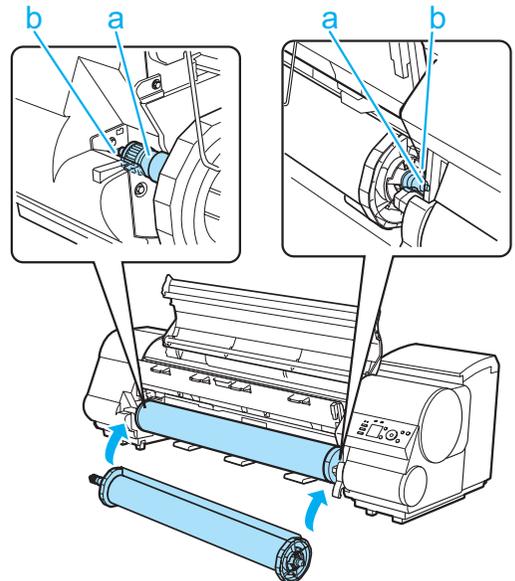
Note

- If any cut sheet has been fed, or roll paper that will not be used has been fed from Roll 1 (Upper), a message is shown requesting you to remove it. Press **▲** or **▼** to select **Yes**, and then press the **OK** button. Remove the paper and go to the next step.
- If roll paper is loaded in Roll 1 (Upper) but Roll 1 (Upper) is not selected as the paper source, a message asking you whether or not to change paper is displayed. Press **▲** or **▼** to select **Load**, and then press the **OK** button. Remove the paper and proceed to the next step.

3 Open the Top Cover and lift the Ejection Guide.



4 Holding the Roll Holder so that the side with the white gear faces the side of the Roll Holder Slot with a white gear, load the Roll Holder shaft (a) into the grooves (b) on both ends of the Roll Holder Slot.





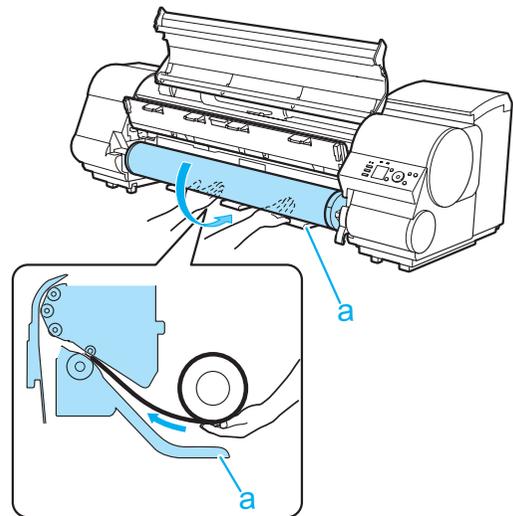
- Be careful not to drop the roll and hurt yourself when loading it.
- Caution**
- Be careful not to pinch your fingers between the Roll Holder shaft (a) and the guide grooves (b) when loading rolls.



Note

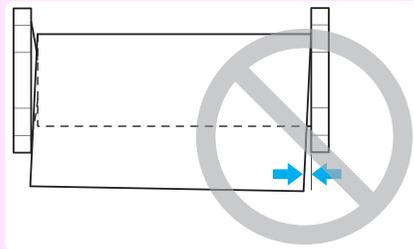
- For instructions on attaching the Roll Holder to rolls, see "Attaching the Roll Holder to Rolls." →P.12

- 5** Using both hands, pull out the roll evenly on both ends and insert it in the Paper Feed Slot (a). Advance the roll until the buzzer sounds.

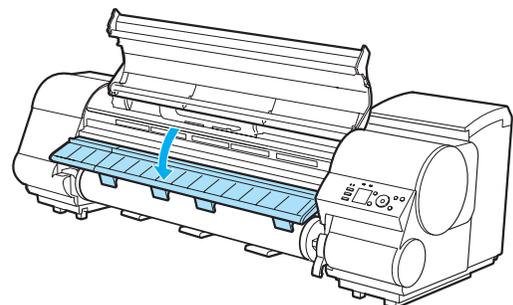


Important

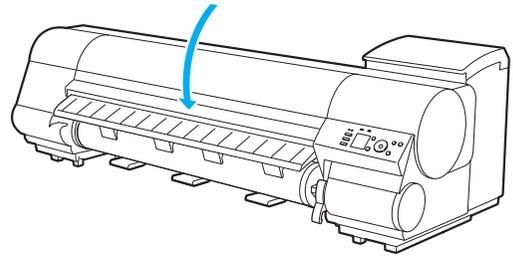
- Be careful not to soil the printing surface of roll paper as you insert it in the slot. This may affect the printing quality. We recommend wearing clean cloth gloves when handling rolls to protect the printing surface.
- If the paper is wrinkled or warped, straighten it out before loading it.
- Load the roll so that there is no gap between the right edge of the paper and the Roll Holder.



- 6** Lower the Ejection Guide.



7 Close the Top Cover.



8 Press the **OK** button. The paper is now advanced.

9 Once paper feeding starts, you will need to do the following, based on the **ManageRemainRoll** setting and the barcode printed on rolls. (See "Keeping Track of the Amount of Roll Paper Left.") → **User's Guide**

ManageRemainRoll	Barcodes	Printer Operation After the Paper is Fed
Off	Printed	A menu for selection of the type of paper is shown on the Display Screen. Press ▲ or ▼ to select the type of paper, and then press the OK button.
	Not printed	
On	Printed	The type and amount of paper left is automatically detected based on the barcode printed on the roll. There is no need to specify the type and length of the paper.
	Not printed	A menu for selection of the type and length of paper is shown on the Display Screen. Press ▲ or ▼ to select the type and length of paper loaded, and then press the OK button.



Important

- Cut the edge of the roll using the **Paper Cutting** function if the edge is creased or soiled. (See "Specifying the Cutting Method for Rolls.") → **User's Guide**



Note

- For details on types of paper to select, see the **Paper Reference Guide**. (See "Displaying the Paper Reference Guide.") → **User's Guide**
- Adjusting the printhead alignment with the type of paper to be used in printing may enhance printing quality. (See "Automatic Adjustment to Straighten Lines and Colors.") → **P.92**

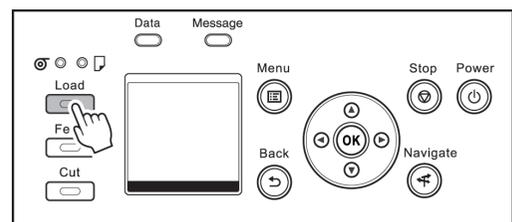
Loading rolls in the Roll 2 (Lower) holder



Caution

- Do not detach the Roll Unit in the following cases.
 - During printing
Vibration from removing the Roll Unit may affect the printing quality.
 - If a sheet is loaded in the printer
The sheet may be ejected, and (rarely) it may be bent.

1 Press the **Load** button.



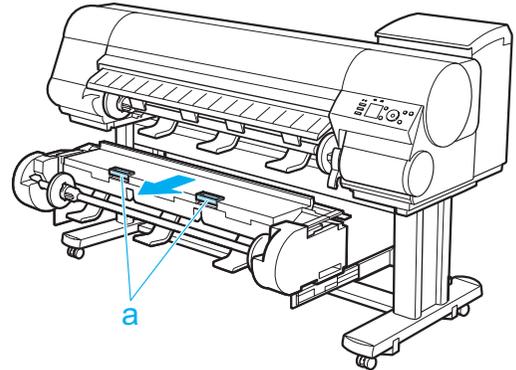
2 Press ▲ or ▼ to select **Roll 2 (Lower)**, and then press the **OK** button.



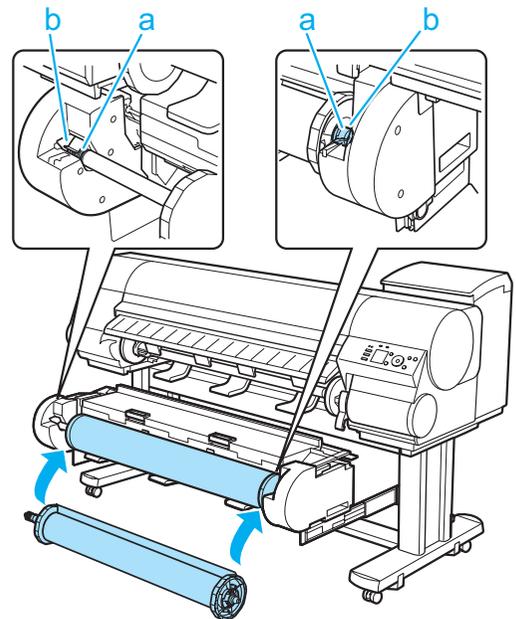
Note

- If any cut sheet has been fed, or roll paper that will not be used has been fed from Roll 2 (Lower), a message is shown requesting you to remove it. Press ▲ or ▼ to select **Yes**, and then press the **OK** button. Remove the paper and go to the next step.
- If roll paper is loaded in Roll 2 (Lower) but Roll 2 (Lower) is not selected as the paper source, a message asking you whether or not to change paper is displayed. Press ▲ or ▼ to select **Load**, and then press the **OK** button. Remove the paper and proceed to the next step.

3 Holding the Roll Unit Lever (a), pull out the Roll Unit.



4 Holding the Roll Holder so that the side with the white gear faces the side of the Roll Holder Slot with a white gear, load the Roll Holder shaft (a) into the grooves (b) on both ends of the Roll Holder Slot.



Caution

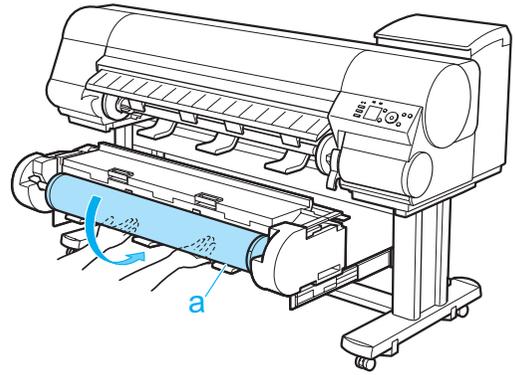
- Be careful not to drop the roll and hurt yourself when loading it.
- Be careful not to pinch your fingers between the Roll Holder shaft (a) and the guide grooves (b) when loading rolls.



Note

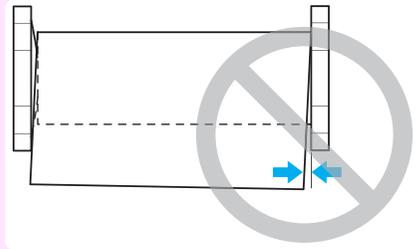
- For instructions on attaching the Roll Holder to rolls, see "Attaching the Roll Holder to Rolls." →P.12

- 5 Pull out the roll evenly on both ends and insert it in the Paper Feed Slot (a). Advance the roll until the buzzer sounds.

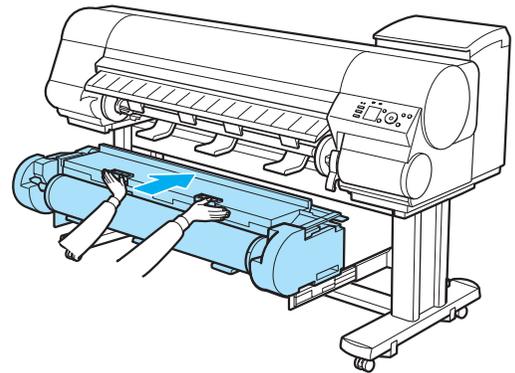


Important

- Be careful not to soil the printing surface of roll paper as you insert it in the slot. This may affect the printing quality. We recommend wearing clean cloth gloves when handling rolls to protect the printing surface.
- If the paper is wrinkled or warped, straighten it out before loading it.
- Load the roll so that there is no gap between the right edge of the paper and the Roll Holder.



- 6 In a crouching position, push the Roll Unit into the printer.



- 7 Press the **OK** button.
The paper is now advanced.

- 8 Once paper feeding starts, you will need to do the following, based on the **ManageRemainRoll** setting and the barcode printed on rolls. (See "Keeping Track of the Amount of Roll Paper Left.") → **User's Guide**

ManageRemainRoll	Barcodes	Printer Operation After the Paper is Fed
Off	Printed	A menu for selection of the type of paper is shown on the Display Screen. Press ▲ or ▼ to select the type of paper, and then press the OK button.
	Not printed	
On	Printed	The type and amount of paper left is automatically detected based on the barcode printed on the roll. There is no need to specify the type and length of the paper.

ManageRemainRoll	Barcodes	Printer Operation After the Paper is Fed
On	Not printed	A menu for selection of the type and length of paper is shown on the Display Screen. Press ▲ or ▼ to select the type and length of paper loaded, and then press the OK button.



- Cut the edge of the roll using the **Paper Cutting** function if the edge is creased or soiled. (See "Specifying the Cutting Method for Rolls.") → **User's Guide**



- For details on types of paper to select, see the **Paper Reference Guide**. (See "Displaying the Paper Reference Guide.") → **User's Guide**
- Adjusting the printhead alignment with the type of paper to be used in printing may enhance printing quality. (See "Automatic Adjustment to Straighten Lines and Colors.") → **P.92**

Removing the Roll from the Printer

Remove rolls from the printer as follows.



- If you need to cut a printed roll, select **Paper Cutting** in the printer menu and cut the roll at the desired position. (See "Specifying the Cutting Method for Rolls.") → **User's Guide**

Removing rolls from the Roll 1 (Upper) position

- 1 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Paper tab ().

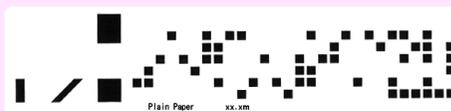


- If the **Tab Selection screen** is not displayed, press the **Menu** button.

- 2 Press the **OK** button. The **Paper Menu** is displayed.
- 3 Press ▲ or ▼ to select **Remove Roll**, and then press the **OK** button.
- 4 Press ▲ or ▼ to select **Roll 1 (Upper)**, and then press the **OK** button.
- 5 Press ▲ or ▼ to select **Yes**, and then press the **OK** button. The roll is rewound.



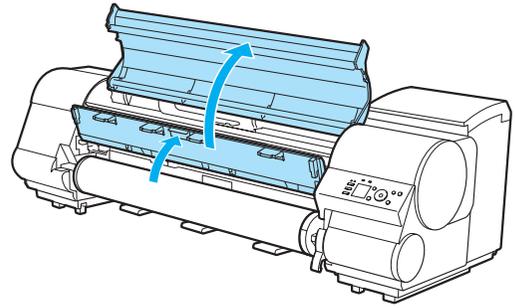
- If you have selected **ManageRemainRoll > On** in the Control Panel menu, a barcode is printed on the leading edge of the roll. Do not remove the roll before the barcode is printed. You will be unable to keep track of the amount of roll paper left. (See "Keeping Track of the Amount of Roll Paper Left.") → **User's Guide**



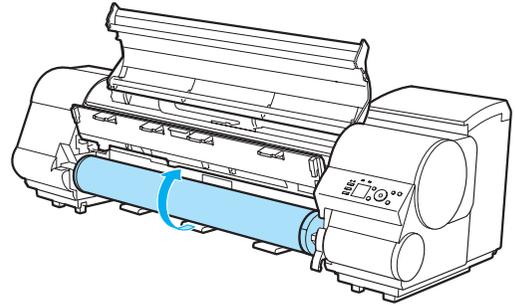
Handling Paper

Handling rolls

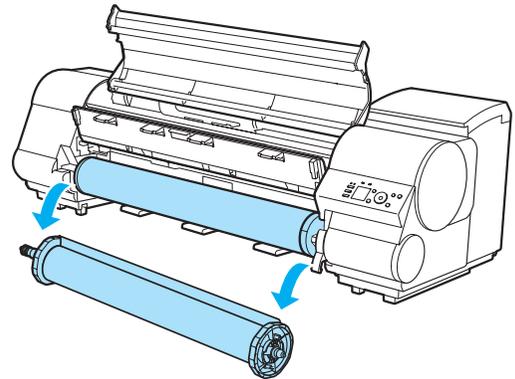
6 Open the Top Cover and lift the Ejection Guide.



7 Using both hands, rotate the Roll Holder in the direction of the arrow to rewind the roll.



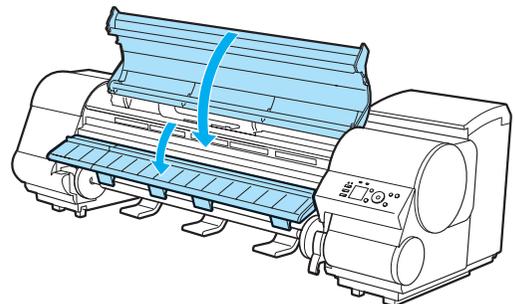
8 Holding the Roll Holder flange (a), remove the holder from the Roll Holder Slot.



Note

- For instructions on removing the Roll Holder from rolls, see "Removing the Roll Holder from Rolls." → [User's Guide](#)

9 Lower the Ejection Guide and close the Top Cover.



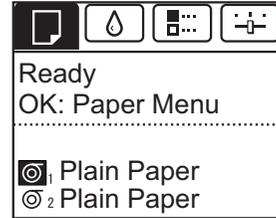


Note

- To load new paper in the printer at this point, see "Loading Rolls in the Printer." →P.15
- Clean inside the top cover before loading paper. (See "Cleaning Inside the Top Cover.") →P.51

Removing rolls from the Roll 2 (Lower) position

- On the **Tab Selection** screen of the Control Panel, press ◀ or ▶ to select the Paper tab ().



Note

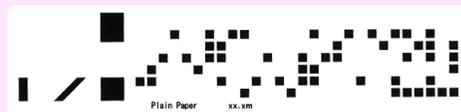
- If the **Tab Selection** screen is not displayed, press the **Menu** button.

- Press the **OK** button.
The **Paper Menu** is displayed.
- Press ▲ or ▼ to select **Remove Roll**, and then press the **OK** button.
- Press ▲ or ▼ to select **Roll 2 (Lower)**, and then press the **OK** button.
- Press ▲ or ▼ to select **Yes**, and then press the **OK** button.
The roll is rewound.

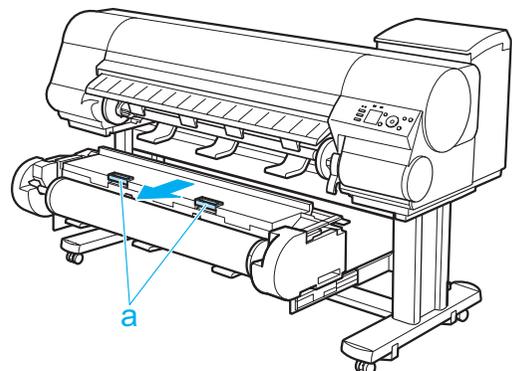


Important

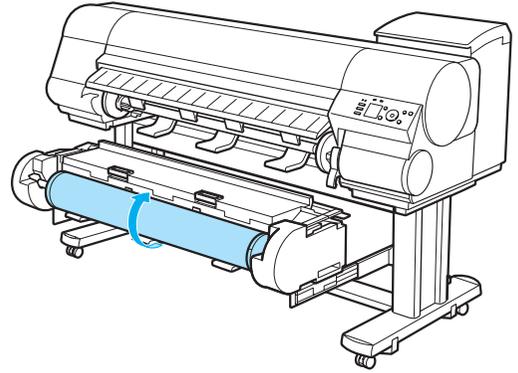
- If you have selected **ManageRemainRoll > On** in the Control Panel menu, a barcode is printed on the leading edge of the roll. Do not remove the roll before the barcode is printed. You will be unable to keep track of the amount of roll paper left. (See "Keeping Track of the Amount of Roll Paper Left.") →User's Guide



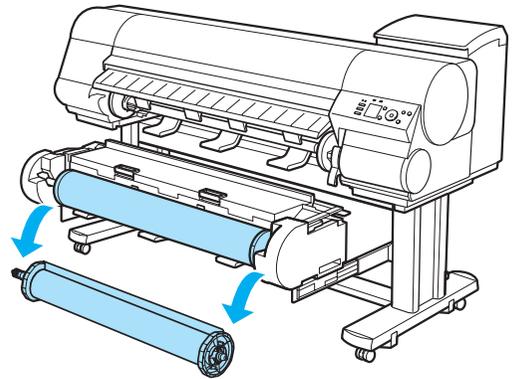
- Check that "**No Paper Loaded**" is displayed on the Display Screen, and then grasp the Roll Unit Lever (a) and pull out the Roll Unit.



- Using both hands, rotate the Roll Holder in the direction of the arrow to rewind the roll.



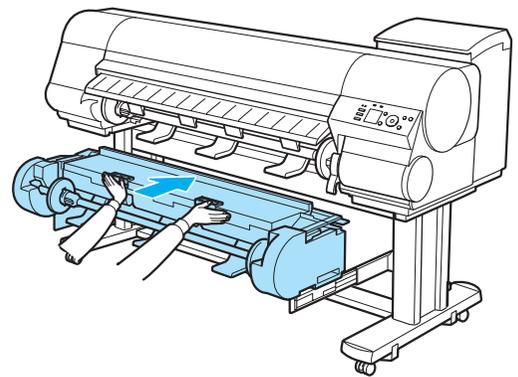
- Remove the Roll Holder from the Roll Holder Slot.



Note

- For instructions on removing the Roll Holder from rolls, see "Removing the Roll Holder from Rolls." → **User's Guide**
- To load new paper in the printer at this point, see "Loading Rolls in the Printer." → **P.15**

- In a crouching position, push the Roll Unit in with both hands.



Handling sheets

Loading Sheets in the Printer	25
Removing Sheets	28

Loading Sheets in the Printer

Follow these steps to load sheets in the printer.



Important

- Paper that is wrinkled or warped may jam. If necessary, straighten the paper and reload it.
- Load the paper straight. Loading paper askew will cause an error. (See "Paper loaded askew..") →P.131
- If you are using cut sheets of length 860 mm (33.9 in) or more, the loaded cut sheets may touch the floor, causing soiling and scratching of the paper. If this happens, place a clean cloth or paper on the floor so that the cut sheets do not touch the floor directly.



Note

- Before loading sheets, make sure the printer is clean inside the Top Cover and around the Ejection Guide. If these areas are dirty, we recommend cleaning them in advance. (See "Cleaning Inside the Top Cover.") →P.51
- Store unused paper in the original package, away from high temperature, humidity, and direct sunlight.

1 Select sheets as the paper source.

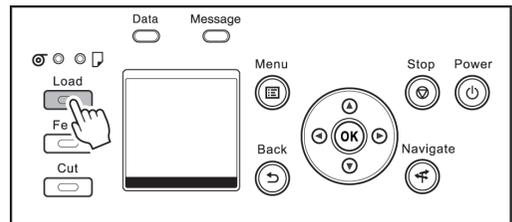
- If a print job was received

Sheets are automatically selected, and the media type and size specified by the print job are shown on the Display Screen.

Press ▲ or ▼ to select **Load Paper**, and then press the **OK** button.

- If no print job was received

1. Press the **Load** button.



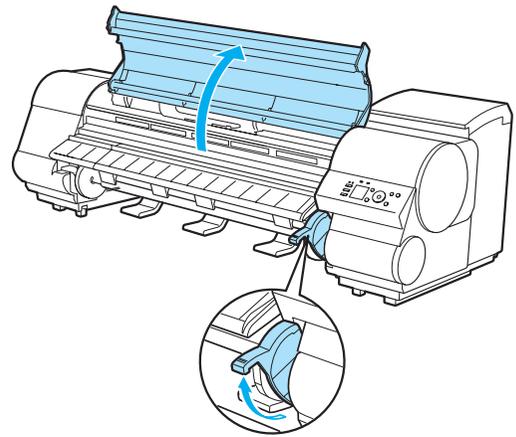
2. Press ▲ or ▼ to select **Cut Sheet**, and then press the **OK** button.



Note

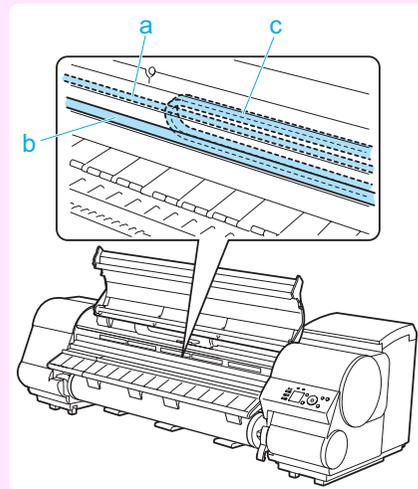
- If any paper has been advanced that will not be used, a message is shown requesting you to remove it. Press ▲ or ▼ to select **Yes**, and then press the **OK** button. Remove the paper and go to the next step.

2 Lift the Release Lever and open the Top Cover.



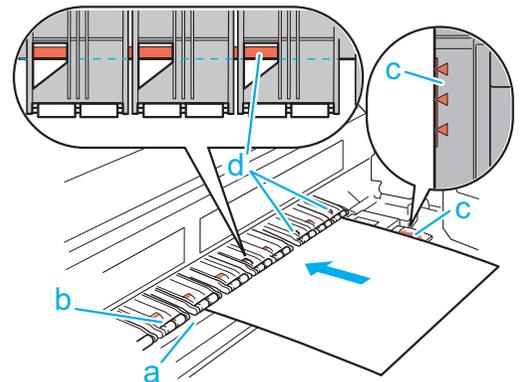
Important

- Do not touch the Linear Scale (a), Carriage Shaft (b), or Ink Tube Stabilizer (c). Touching these parts may damage them.



3 With a sheet lengthwise and printing-side up, insert it between the Platen (a) and the Paper Retainer (b). Align the edges of the sheet as follows.

- Align the sheet with the Paper Alignment Line (c) at right.
- Align the inserted edge of the sheet with the leading edge of the Paper Alignment Line (d), as shown.



When inserted, sheets are automatically held by suction against the Platen.



Important

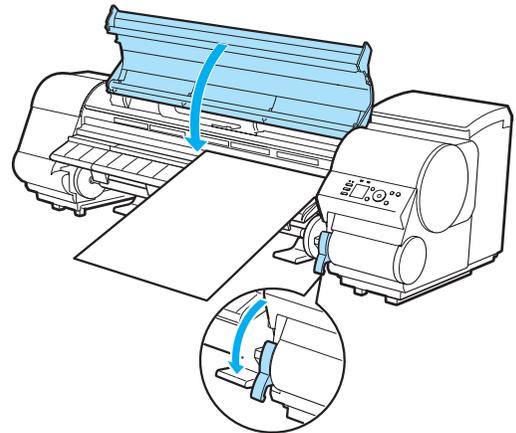
- Load a sheet so that it is parallel to the Paper Alignment Line at right (c). Loading paper askew will cause an error.
- Warped paper may rub against the Printhead. Straighten paper if it is warped before loading it.



Note

- You can adjust the strength of suction holding paper against the Platen when the Release Lever is up. If it is difficult to load paper, press the ▲ or ▼ button on the Control Panel to adjust the strength. Set suction stronger by pressing the ▲ button or weaker with the ▼ button. Three settings are available. However, even if you increase the suction, it may not be sufficient to hold some types of paper against the Platen well. In this case, use your hand to load the paper.
- Sheets are held in place by suction through holes on the Platen. Although the suction may produce a noise when paper is loaded in some positions, it does not indicate a problem. If the noise is distracting, try moving the paper over slightly to the left or right (up to 1 mm [0.039 in]) while keeping it parallel to the Paper Alignment Line.
- The suction remains on for about 30 seconds during loading. If you cannot finish loading a sheet during this time, pull the sheet away and reinsert it to start the suction again.

4 Lower the Release Lever and close the Top Cover.



- If a print job was received

Pressing the **OK** button will advance the paper, and then printing will begin.

- If no print job was received

A menu for selection of the type of paper is shown on the Display Screen.

Press ▲ or ▼ to select the type of paper, and then press the **OK** button.

The printer now starts feeding the paper.



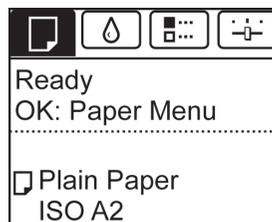
Note

- Refer to **Paper Reference Guide** for details on type of paper to select. (See "Displaying the Paper Reference Guide.") → **User's Guide**

Removing Sheets

Remove sheets from the printer as follows.

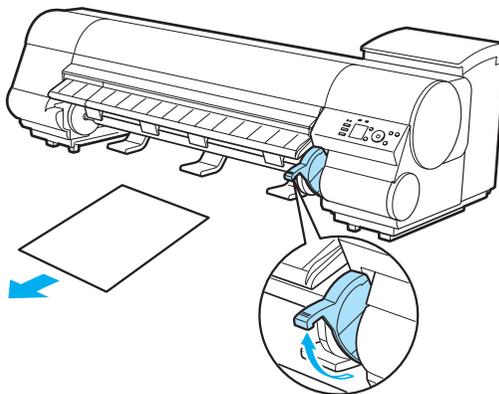
- 1 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Paper tab ().



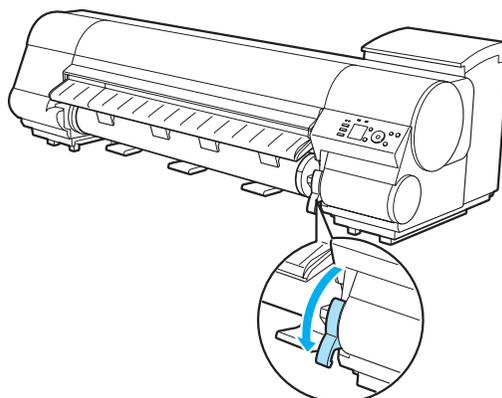
Note

- If the **Tab Selection screen** is not displayed, press the **Menu** button.

- 2 Press the **OK** button.
The **Paper Menu** is displayed.
- 3 Press ▲ or ▼ to select **Eject Paper**, and then press the **OK** button.
- 4 Press ▲ or ▼ to select **Cut Sheet**, and then press the **OK** button.
- 5 Press ▲ or ▼ to select **Yes**, and then press the **OK** button.
The paper is ejected from the front of the printer.
- 6 As you hold the sheet, lift the Release Lever and remove the sheet.



- 7 Lower the Release Lever.



Consumables and Maintenance

Ink Tanks

Replacing Ink Tanks

Compatible ink tanks

For information on the compatible ink tanks for this printer, see "Ink Tanks." [→User's Guide](#)
Replacement ink tanks in 330 ml (11.2 fl oz) and 700 ml (23.7 fl oz) capacities are supported.



Note

- Depending on the color, you can also use an ink tank with a different capacity.

Precautions when handling ink tanks

Take the following precautions when handling ink tanks.



Caution

- For safety, keep ink tanks out of the reach of children.
- If ink is accidentally ingested, contact a physician immediately.



Important

- There may be ink around the ink supply section of ink tanks you removed. Handle ink tanks carefully during replacement. The ink may stain clothing.
- Do not install used ink tanks in another model of printer. This will prevent correct ink level detection, which may damage the printer or cause other problems.
- We recommend using up an Ink Tank in the course of printing within six months after breaking the seal. Printing quality may be affected if you use older ink tanks.
- Do not leave the printer without ink tanks installed for extended periods (a month or more). Residual ink may become clogged inside the printer and affect printing quality.

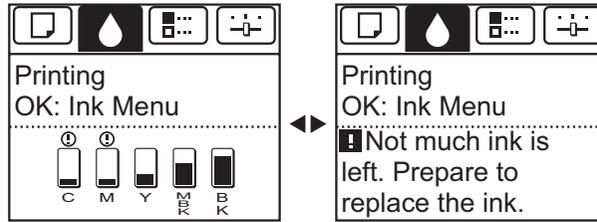
How to replace an Ink Tank

1. Confirm the message [→P.29](#)
2. Access the menu for Access the menu for Ink Tank replacement [→P.30](#) (Otherwise, open the Ink Tank Cover.)
3. Remove the Ink Tank.
 - Remove the Ink Tank (330 ml) [→P.31](#)
 - Remove the Ink Tank (700 ml) [→P.32](#)
4. Load the new Ink Tank.
 - Load the Ink Tank (330 ml) [→P.33](#)
 - Load the Ink Tank (700 ml) [→P.36](#)

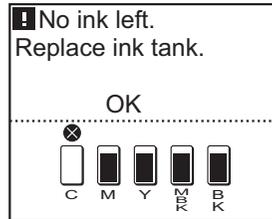
Confirm the message

When the ink level becomes low, a message is displayed on the Display Screen.

According to the message, replace the ink tank or prepare a new ink tank. (See "When to Replace Ink Tanks.") [➔User's Guide](#)



If a message requests you to replace an Ink Tank, press the **OK** button. In this case, you can skip the step **Access the menu for ink tank replacement**. Follow the instructions in **Remove the ink tanks**.



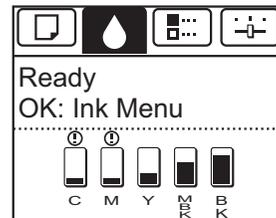
- Do not remove an Ink Tank during initialization immediately after turning on the printer, or during printhead cleaning. Ink may leak out.



- Ink Tank replacement is possible even during printing, when print jobs are being canceled, or when paper is being advanced.

Access the menu for Ink Tank replacement

- 1 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Ink tab ().

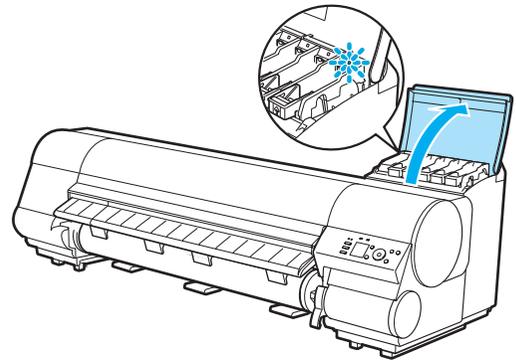


- If the **Tab Selection screen** is not displayed, press the **Menu** button.

- 2 Press the **OK** button.
The **Ink Menu** is displayed.
- 3 Press ▲ or ▼ to select **Rep. Ink Tank**, and then press the **OK** button.
Instructions are displayed on the Display Screen.

Remove the Ink Tank (330 ml)

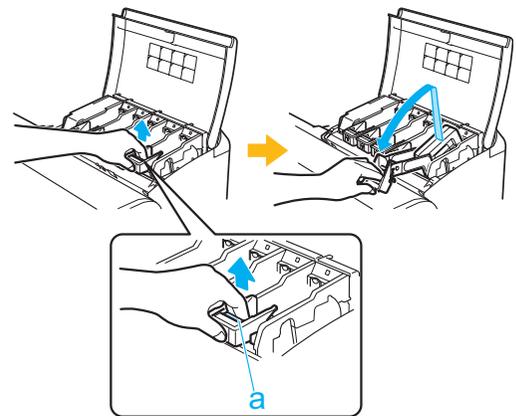
- 1 Open the Ink Tank Cover of the tank for replacement and check the Ink Lamp. The Ink Lamp flashes quickly if there is no ink left.



Important

- Avoid hitting the printer when replacing an Ink Tank. Handle the printer gently when replacing tanks. Jolting the printer during printing may deteriorate print quality.

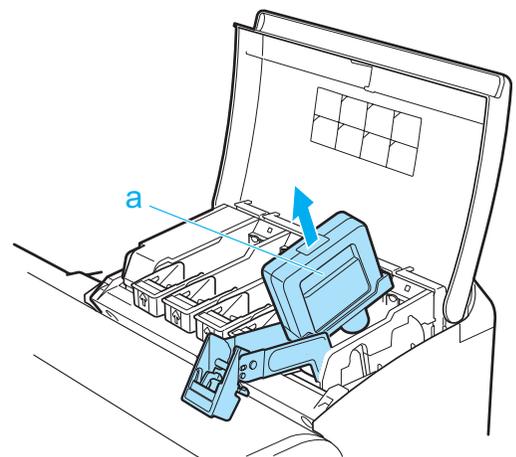
- 2 Lift the stopper (a) of the Ink Tank Lock Lever for the color to replace. Lift the Ink Tank Lock Lever until it stops, and then push it down to the front.



Note

- Push the Ink Tank Lock Lever down until it locks.
- Make sure the Ink Tank Lock Lever does not return to the original position.

- 3 Hold the Ink Tank by the grips (a) and remove it. Press the **OK** button.





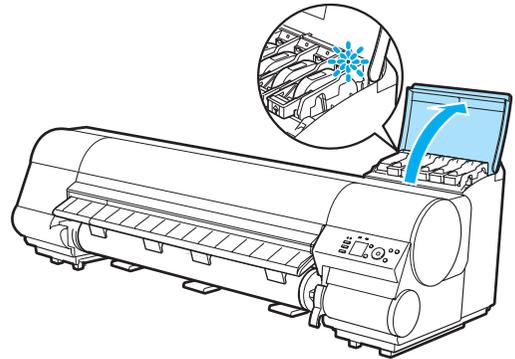
- If there is still ink in the Ink Tank you removed, store it with the ink holes (a) facing up. Otherwise, ink may leak and cause stains. Put the removed Ink Tank in a plastic bag and seal it.



- Dispose of used ink tanks according to local regulations.

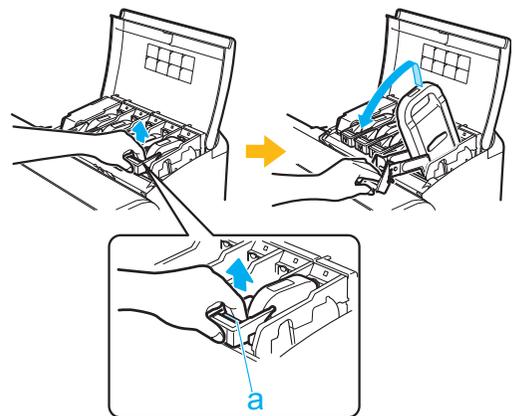
Remove the Ink Tank (700 ml)

- 1 Open the Ink Tank Cover of the tank for replacement and check the Ink Lamp. The Ink Lamp flashes quickly if there is no ink left.



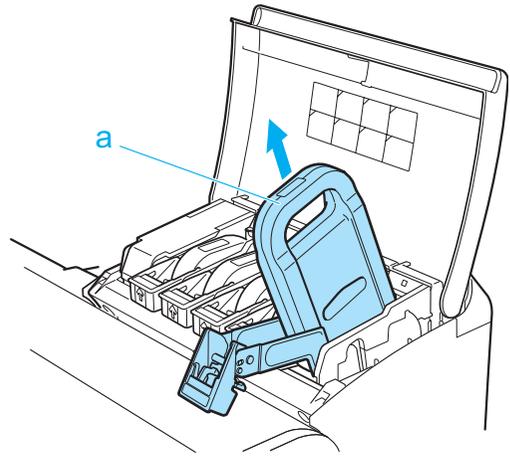
- Avoid hitting the printer when replacing an Ink Tank. Handle the printer gently when replacing tanks. Jolting the printer during printing may deteriorate print quality.

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



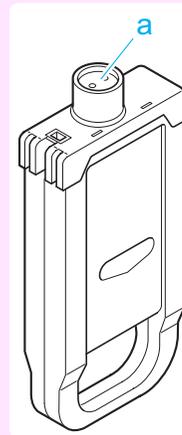
- Push the Ink Tank Lock Lever down until it locks.
- Make sure the Ink Tank Lock Lever does not return to the original position.

- 3** Hold the Ink Tank by the handle (a) and remove it. Press the **OK** button.



Important

- If there is still ink in the Ink Tank you removed, store it in the box with the ink holes (a) facing up. Otherwise, ink may leak and cause stains.

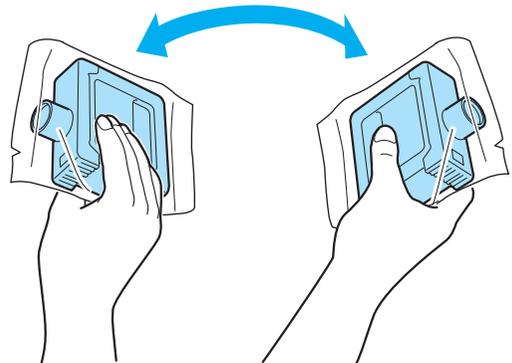


Note

- Dispose of used ink tanks according to local regulations.

Load the Ink Tank (330 ml)

- 1** Before opening the pouch, tilt the Ink Tank to the left and right gently seven or eight times.



Important

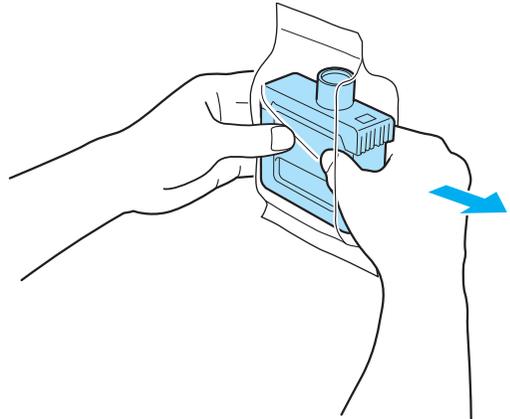
- Do not remove and agitate ink tanks that have already been installed in the printer. Ink may leak out.
- If you do not agitate the Ink Tank, the ink may settle, which may affect printing quality.



Note

- If the Ink Tank is cold, allow it to adjust to room temperature before attaching it to the printer.

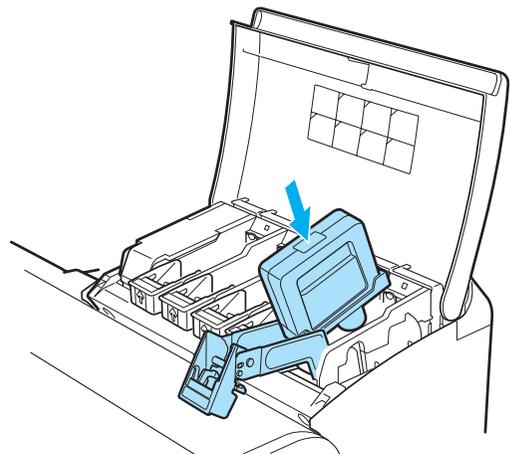
- 2 Open the pouch and remove the Ink Tank.



Important

- Never touch the ink holes or electrical contacts. This may cause stains, damage the Ink Tank, and affect printing quality.

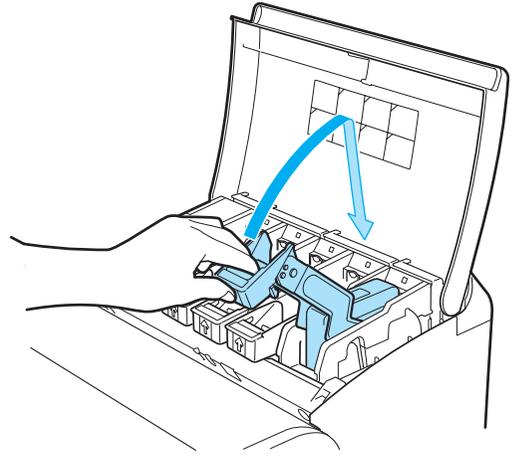
- 3 Press the **OK** button and insert the Ink Tank into the holder facing as shown, with the ink holes down.



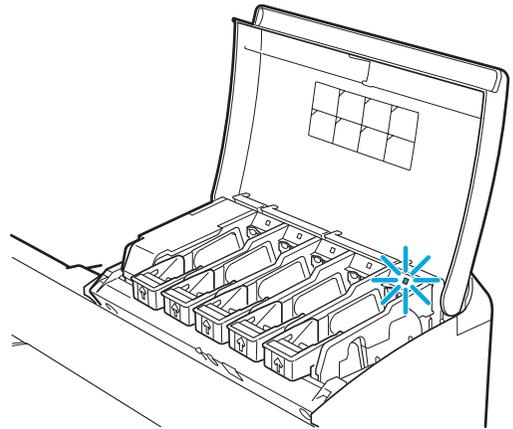
Important

- Ink tanks cannot be loaded in the holder if the color or orientation is incorrect. If the Ink Tank does not fit in the holder, do not force it into the holder. Make sure the color of the Ink Tank Lock Lever matches the color of the Ink Tank, and check the orientation of the Ink Tank before reloading it.

- 4 Lift the Ink Tank Lock Lever until it stops, and then push it down until it clicks into place.



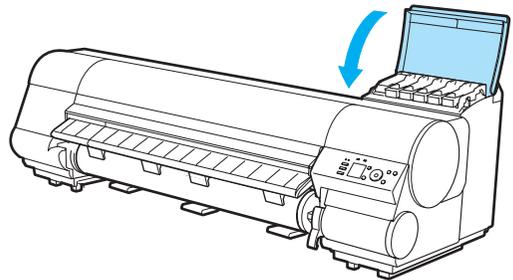
- 5 Make sure the Ink Lamp is lit in red.



Note

- If the Ink Lamp is not lit in red, reload the tank.

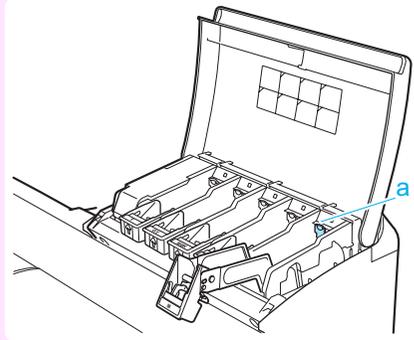
- 6 Close the Ink Tank Cover.





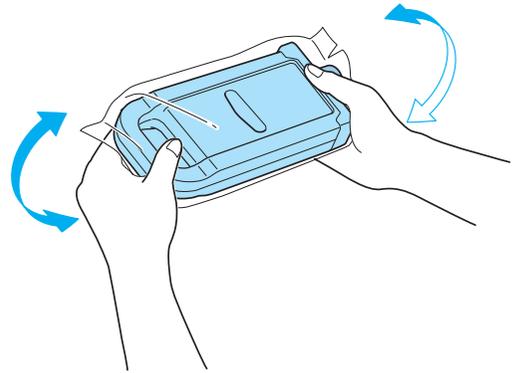
Important

- After Ink Tank replacement, always close the Ink Tank Cover. If the Ink Tank Cover cannot close, some Ink Tank Lock Lever may not be closed completely. Make sure all ink tank lock levers are fully closed.
- To close the Ink Tank Cover when no Ink Tank is installed (as when moving the printer), push the release lever (a) as shown while returning the Ink Tank Lock Lever to the original position.



Load the Ink Tank (700 ml)

- 1 Before opening the pouch, hold the new Ink Tank with both hands and tilt it to the left and right as shown, shaking gently it seven or eight times.



Caution

- 700 ml ink tanks are heavy, so use your whole arm to agitate it instead of just your wrist. If you agitate it using just your wrist, you may injure your wrist.



Important

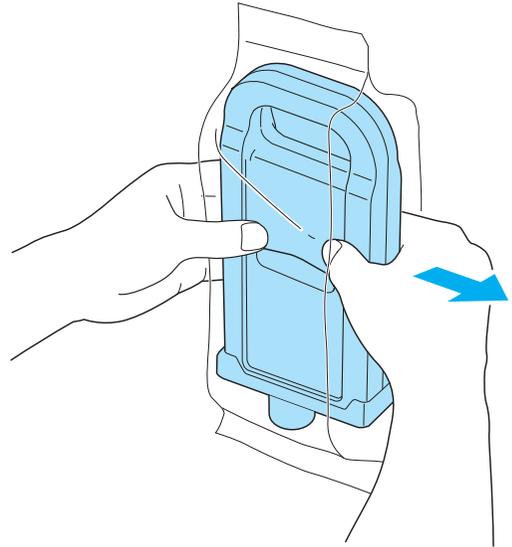
- Do not remove and agitate ink tanks that have already been installed in the printer. Ink may leak out.
- If you do not agitate the Ink Tank, the ink may settle, which may affect printing quality.



Note

- If the Ink Tank is cold, allow it to adjust to room temperature before attaching it to the printer.

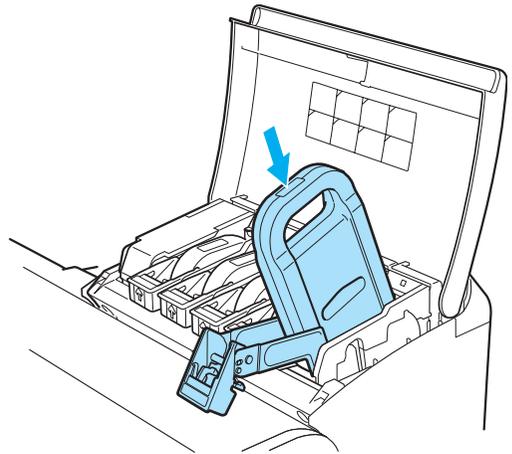
- 2** Open the pouch and remove the Ink Tank.



Important

- Never touch the ink holes or electrical contacts. This may cause stains, damage the Ink Tank, and affect printing quality.

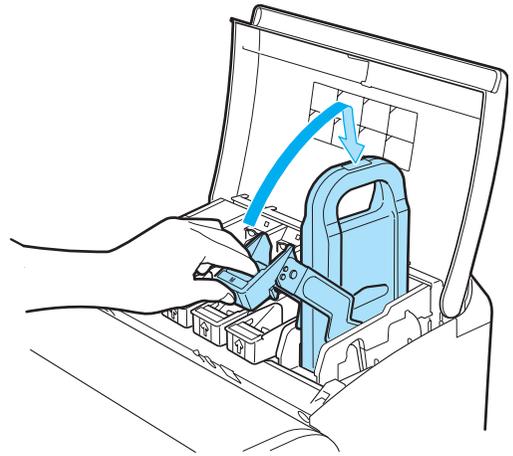
- 3** Press the **OK** button and insert the Ink Tank into the holder facing as shown, with the ink holes down.



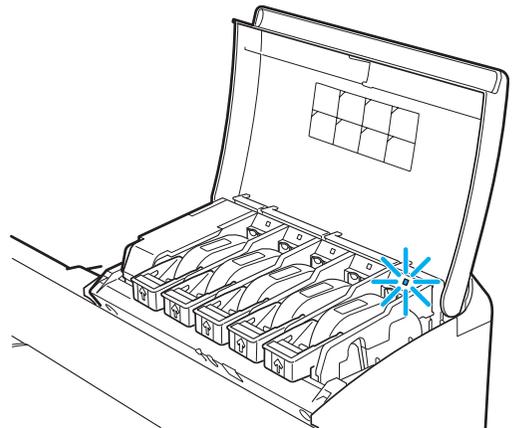
Important

- Ink tanks cannot be loaded in the holder if the color or orientation is incorrect. If the Ink Tank does not fit in the holder, do not force it into the holder. Make sure the color of the Ink Tank Lock Lever matches the color of the Ink Tank, and check the orientation of the Ink Tank before reloading it.

4 Lift the Ink Tank Lock Lever until it stops, and then push it down until it clicks into place.



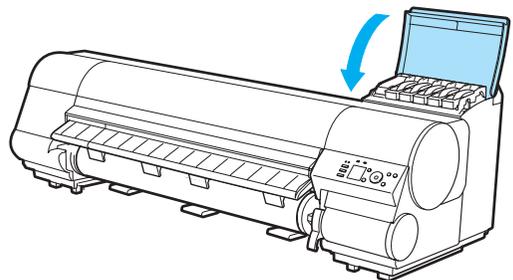
5 Make sure the Ink Lamp is lit in red.



Note

- If the Ink Lamp is not lit in red, reload the tank.

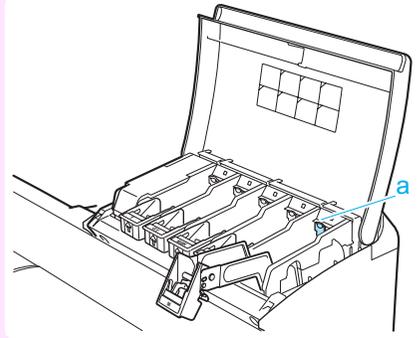
6 Close the Ink Tank Cover.





Important

- After Ink Tank replacement, always close the Ink Tank Cover. If the Ink Tank Cover cannot close, some Ink Tank Lock Lever may not be closed completely. Make sure all ink tank lock levers are fully closed.
- To close the Ink Tank Cover when no Ink Tank is installed (as when moving the printer), push the release lever (a) as shown while returning the Ink Tank Lock Lever to the original position.



Printheads

Replacing the Printhead

When to replace the Printhead

Replace the Printhead in the following situations.

- If the printing quality does not improve even after one or two cycles of **Head Cleaning B** from the printer menu
- If the Display Screen indicates "**Open top cover and replace the printhead.**"
- If your Canon dealer has advised you to replace the Printhead

Compatible printheads

For information on compatible printheads, see "Printhead." → [User's Guide](#)

Precautions when handling the Printhead

Take the following precautions when handling the Printhead.



Caution

- For safety, keep the Printhead out of the reach of children.
- If ink is accidentally ingested, contact a physician immediately.
- Do not touch the Printhead immediately after printing. The Printhead becomes extremely hot, and there is a risk of burns.



Important

- There may be ink around the nozzles of the Printhead you remove. Handle the Printhead carefully during replacement. The ink may stain clothing.
- Do not open the Printhead pouch until immediately before installation. After removing the Printhead from the pouch, install it right away. If the Printhead is left after the pouch is opened, the nozzles may dry out, which may affect printing quality.

Access the menu for Printhead replacement



Caution

- When replacing the Printhead immediately after printing, wait a few minutes before replacing it. The metal parts of the Printhead become hot during printing, and there is a risk of burns from touching these parts.



Important

- Your hands may become dirty during Printhead replacement. Use the gloves provided with the new Printhead for replacement.



Note

- Prepare a new Ink Tank when ink levels are low.
- When the remaining capacity of Maintenance cartridge is low, prepare a new Maintenance cartridge.

- 1 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Settings/Adj. tab ().





Note

- If the **Tab Selection screen** is not displayed, press the **Menu** button.

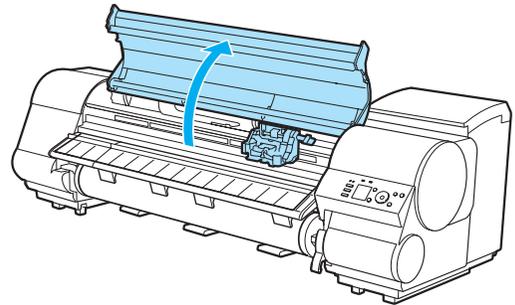
2 Press the **OK** button.
The **Set./Adj. Menu** is displayed.

3 Press **▲** or **▼** to select **Maintenance**, and then press the **OK** button.

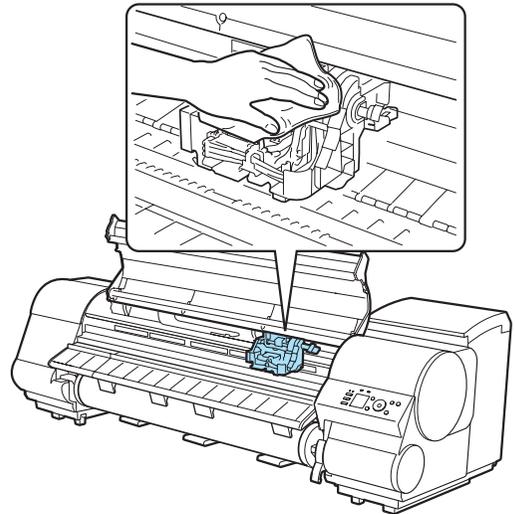
4 Press **▲** or **▼** to select **Replace P.head**, and then press the **OK** button.
Ink begins being drawn in. When it finishes, instructions are displayed on the Display Screen.

Replace the Printhead

1 Open the Top Cover.
Instructions are now shown on the Display Screen regarding Printhead replacement.

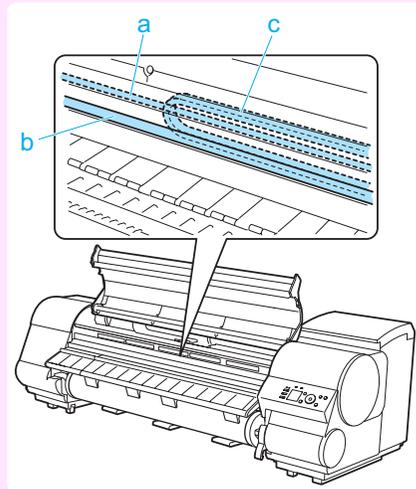


2 If the Printhead Fixer Cover or Printhead Fixer Lever is dirty, use a damp cloth that you have wrung out completely to wipe it clean.





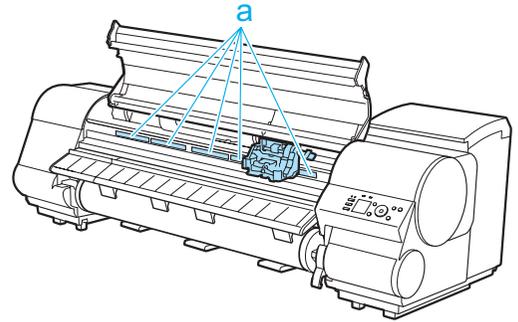
- Do not touch the Linear Scale (a), Carriage Shaft (b), or Ink Tube Stabilizer (c). Touching these parts may damage them.



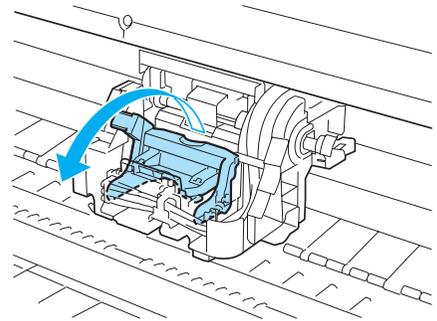
Consumables and Maintenance

Printheads

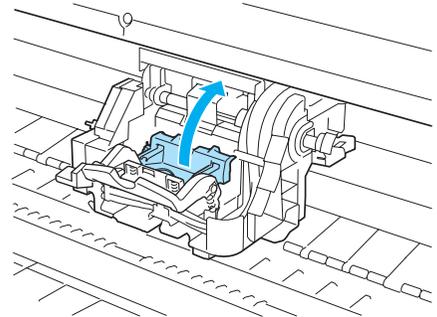
- 3 If the ventilation duct (a) is dirty, use a damp cloth that you have wrung out completely to wipe it clean. Move the Carriage out of the way manually if the Carriage is concealing the ventilation duct, and then clean the duct.



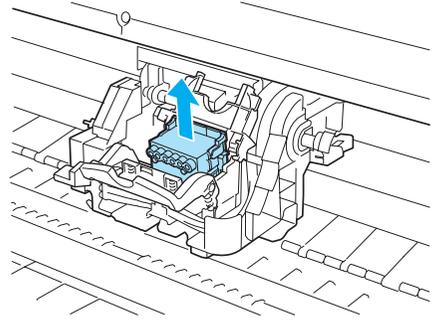
- 4 Pull the Printhead Fixer Lever forward all the way to open it completely.



- 5 Pull up the Printhead Fixer Cover to open it completely.



- 6** Remove the Printhead and press the **OK** button.

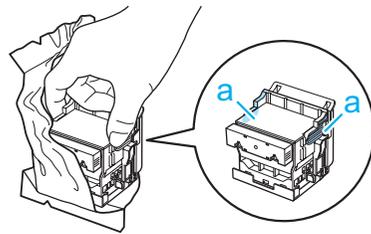


- Never touch the metal contacts of the Carriage. Furthermore, do not allow any dirt or debris to become adhered to the metal contacts of the Carriage. These may damage the printer.

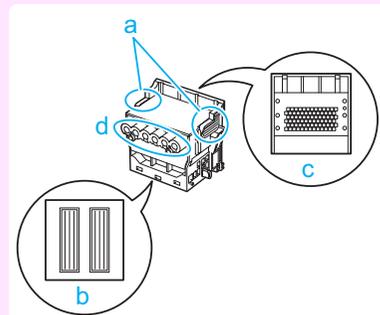


- Dispose of the used Printhead in accordance with local regulations.

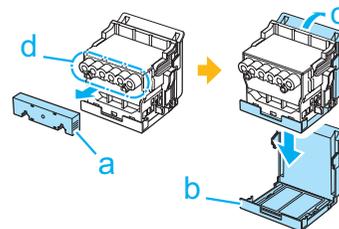
- 7** Holding the new Printhead by the grips (a), remove it from the pouch.



- When handling the Printhead, always hold it by the grips (a). Never touch the nozzles (b) or metal contacts (c). This may damage the Printhead and affect printing quality.
- Never touch the ink supply section (d). This may cause printing problems.



- 8** While firmly holding the Printhead you have removed, use your other hand to remove the orange Protective Part (a). Squeeze the grips (c) of Protective Part (b) and pull it down to remove it.

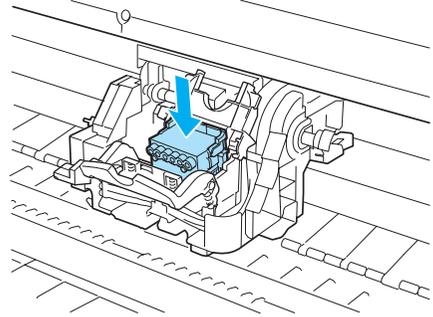




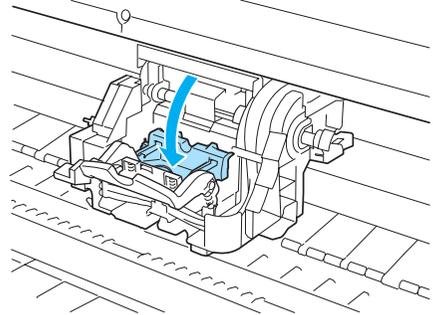
Important

- The inside surface of the Protective Part (a) and Protective Part (b) is coated with ink to protect the nozzles. Be careful not to touch these surfaces when removing the caps.
- The Printhead contains ink to protect the nozzles. We recommend removing Protective Part (b) as you hold it over the Printhead package or safely out of the way to avoid spilling ink and staining your clothes or the surrounding area. If ink accidentally spills, wipe off the ink with a dry cloth.
- If you need to put a Printhead somewhere temporarily before installation, do not keep the nozzles and metal contacts facing down. If the nozzles or metal contacts are damaged, it may affect the printing quality.
- Do not reattach the removed Protective Part. Dispose of these materials in accordance with local regulations.

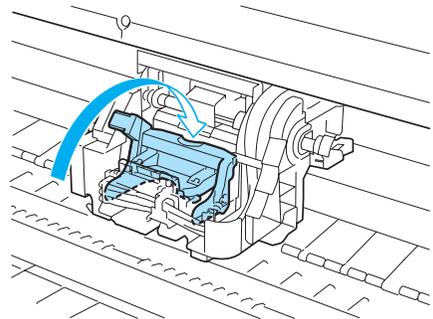
- 9** With the nozzles facing down and the metal contacts toward the back, insert the Printhead into the Carriage. Carefully push the printhead firmly into the Carriage, ensuring that the nozzles and metal contacts do not touch the carriage.



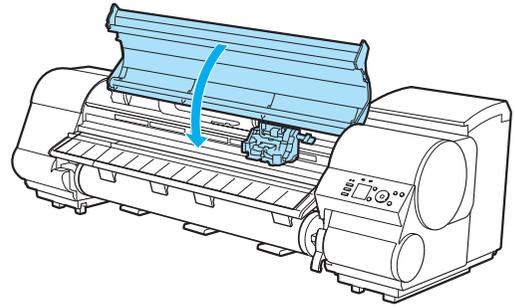
- 10** Pull the Printhead Fixer Cover down toward the front to lock the Printhead in place.



- 11** Push the Printhead Fixer Lever toward the back of the printer until it clicks.



- 12** Close the Top Cover.
Ink now fills the system.



Important

- While ink is being filled, definitely do not remove the Ink Tank or Maintenance Cartridge. Ink may leak out.



Note

- After Printhead has been replaced and filled with ink, **Head Posi. Adj. (Auto(Advanced))** is performed if you have selected **Rep.P.head Print > On** in the Control Panel menu. (See "Menu Settings.") → [User's Guide](#)
In this case, follow the instructions on the Display Screen for Printhead adjustment.
If **Rep.P.head Print** is **Off**, perform **Head Posi. Adj. (Auto(Advanced))** yourself. (See "Automatic Adjustment to Straighten Lines and Colors.") → [P.92](#)

Maintenance Cartridge

Replacing the Maintenance Cartridge

Compatible maintenance cartridges

For information on compatible maintenance cartridges, see "Maintenance Cartridge." → **User's Guide**

Precautions when handling the Maintenance Cartridge

Take the following precautions when handling the Maintenance Cartridge.



Caution

- For safety, keep the Maintenance Cartridge out of the reach of children.
- If ink is accidentally ingested, contact a physician immediately.

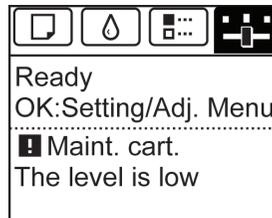


Important

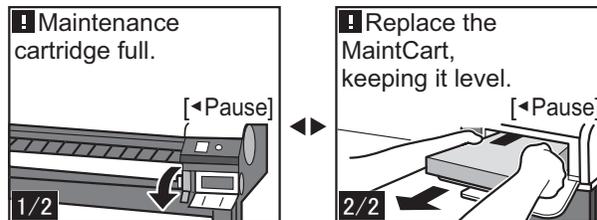
- Do not remove the Maintenance Cartridge except to replace it. Ink may leak out.
- Do not remove an Maintenance Cartridge during initialization immediately after turning on the printer, during Printhead cleaning, while ink is being drawn out, or during initialization immediately after replacing the Maintenance Cartridge.
The Maintenance Cartridge may become damaged or ink may leak out.
- To prevent ink from leaking from a used Maintenance Cartridge, avoid dropping the cartridge or storing it at an angle. Otherwise, ink may leak and cause stains.
- Ink adheres to the top of the Maintenance Cartridge after it has been used. Handle the Maintenance Cartridge carefully during replacement. The ink may stain clothing.

Confirm the message

When the Maintenance Cartridge is almost empty, a message is shown on the Display Screen. According to the message, replace the Maintenance Cartridge or prepare a new Maintenance Cartridge. (See "When to Replace the Maintenance Cartridge." → **User's Guide**)

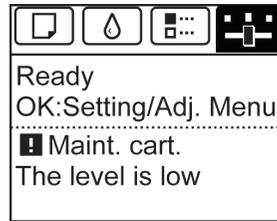


If a message is displayed requesting Maintenance Cartridge replacement, you can skip the step **Access the menu for Maintenance Cartridge replacement**. Follow the instructions in **Replace the Maintenance Cartridge**.



Access the menu for Maintenance Cartridge replacement

- 1 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Settings/Adj. tab ().



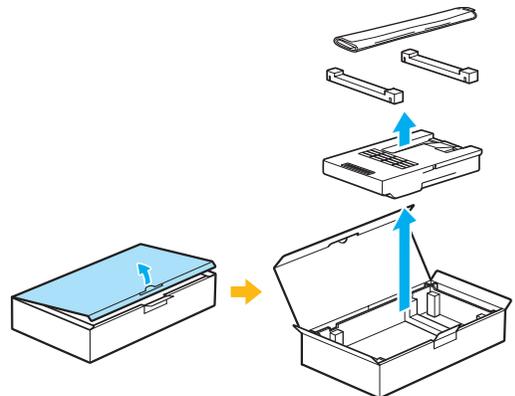
Note

- If the **Tab Selection screen** is not displayed, press the **Menu** button.

- 2 Press the **OK** button.
The **Set./Adj. Menu** is displayed.
- 3 Press ▲ or ▼ to select **Maintenance**, and then press the **OK** button.
- 4 Press ▲ or ▼ to select **Repl. maint cart**, and then press the **OK** button.
Instructions are displayed on the Display Screen.

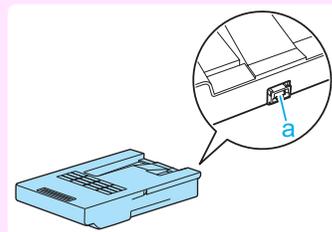
Replace the Maintenance Cartridge

- 1 Open the box, remove the plastic bag and packaging material, and take out the Maintenance Cartridge.

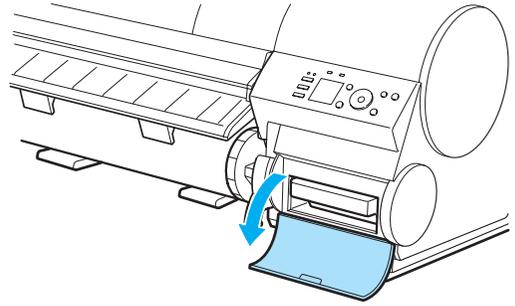


Important

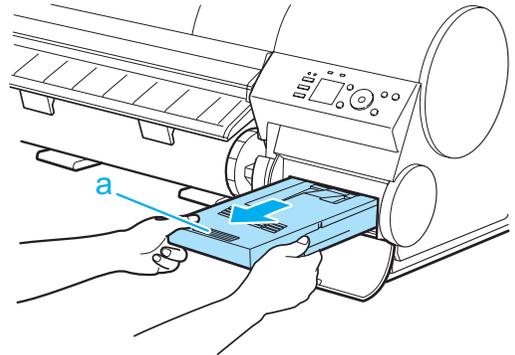
- Never touch the metal contacts (a). This may damage the Maintenance Cartridge.



2 At this point, open the Maintenance Cartridge Cover.

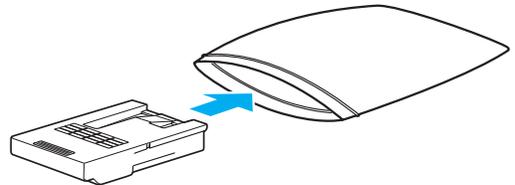


3 Hold the used Maintenance Cartridge by the grip (a) with one hand and put your other hand under the Maintenance Cartridge to hold it firmly on the bottom, keeping it level as you pull it out.

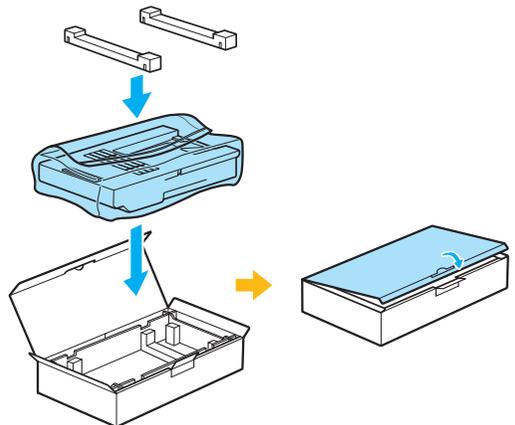


- Used maintenance cartridges are heavy. Always grasp the cartridge firmly and keep the cartridge level during removal and storage. If you drop a used Maintenance Cartridge or store it at an angle, ink may leak and cause stains.
- The remaining Maintenance Cartridge capacity is recorded on each printer. Do not install a used Maintenance Cartridge in another printer.

4 Keep the used Maintenance Cartridge level as you put it in the plastic bag. Expel excess air from the plastic bag and seal the zipper.



5 Confirm the Maintenance Cartridge is right-side up, put it in the box with the packaging material attached, and store it so that it stays level.



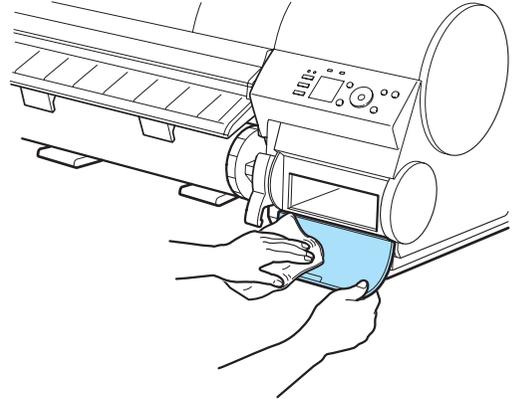


- Always put the used Maintenance Cartridge back in the box and store the box on a flat surface. Also, seal the zipper thoroughly. Otherwise, ink may leak and cause stains.



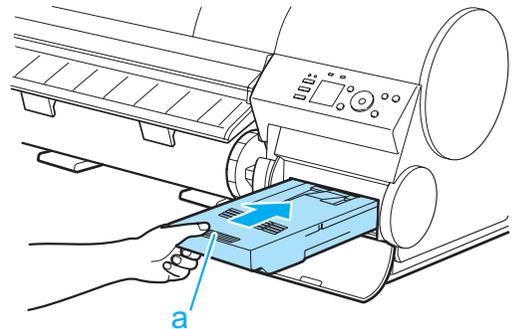
- Put the used Maintenance Cartridge in the plastic bag of the new cartridge, and dispose of it in accordance with local regulations.

- 6** Wipe away any soiling on the Maintenance Cartridge Cover.



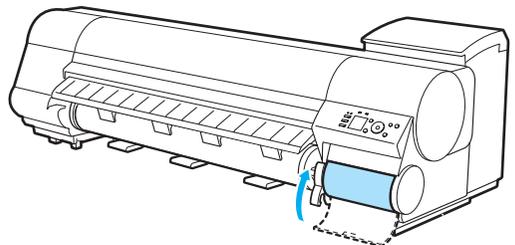
- Support the Maintenance Cartridge Cover from underneath as you wipe it.

- 7** Keeping the new Maintenance Cartridge level, insert it all the way in. The printer now initializes the Maintenance Cartridge.



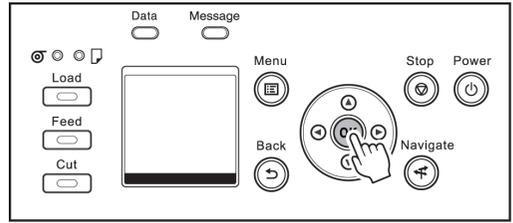
- Do not remove the Maintenance Cartridge during initialization immediately after replacing the Maintenance Cartridge. The Maintenance Cartridge may become damaged.

- 8** Close the Maintenance Cartridge Cover.



- If you did not perform the operation in **Access the menu for Maintenance Cartridge replacement**, this is the end of the procedure and you do not need to press the **OK** key in the next step.

9 Press the **OK** button.



Cleaning the Printer

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Cleaning Inside the Top Cover

Clean inside the Top Cover about once a month to maintain better printing quality and help prevent problems. Also clean inside the Top Cover in the following situations to ensure optimal operation.

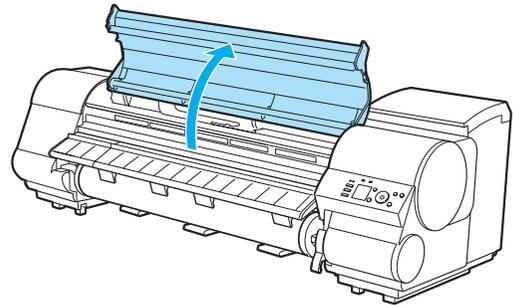
- If the printed surface or the underside of paper is dirty after printing
- After you have used up a roll
- After borderless printing
- After printing on small paper
- After printing on paper that generates a lot of cutting debris
- If you have replaced the roll
- After printing on paper that generates a lot of paper dust
- If the message "**Blue platen switch is dirty.**" is displayed



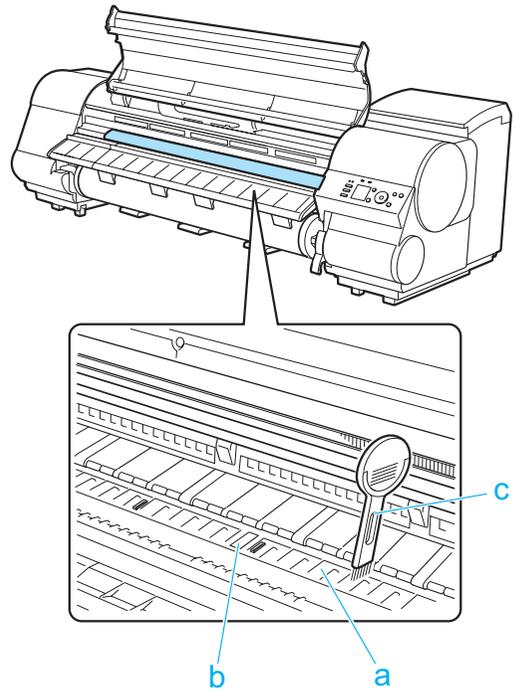
Important

- If the Platen inside the Top Cover becomes dirty, it may soil the underside of paper. We recommend cleaning the Platen after borderless printing or printing on small paper.
- If the Ejection Guide is dirty, it may soil the edge of the paper when the paper is cut. We recommend cleaning the Ejection Guide even if it does not appear dirty, because it may actually be covered with paper dust.

- 1 Open the Top Cover.

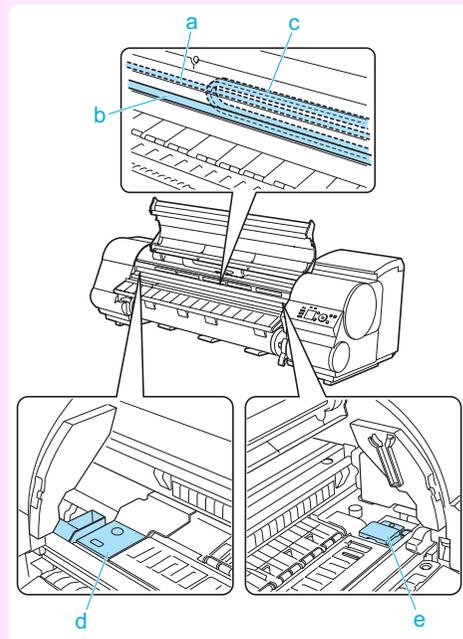


2 If paper dust has accumulated in the Vacuum holes (a) on the Platen or in the Borderless Printing Ink Grooves (b), use the Cleaning Brush (c) provided with the printer to wipe it away.



Important

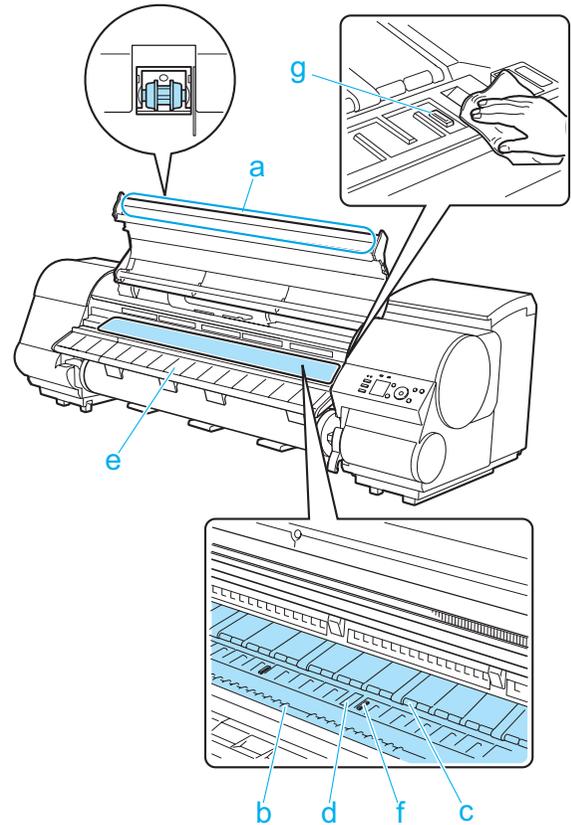
- Do not touch the Linear Scale (a), Carriage Shaft (b), or Ink Tube Stabilizer (c). Touching these parts may damage them. Avoid cleaning where the Carriage is retracted, in position (d) or (e).



Note

- If the Cleaning Brush is dirty, rinse it in water.

- 3** Using a damp cloth that you have wrung out completely, wipe away dirt or paper dust (debris from cutting) inside the Top Cover. Wipe away any ink residue and paper dust (debris from cutting) on the Top Cover Roller (a), all over the Platen (b), the Paper Retainer (c), the Borderless Printing Ink Grooves (d), the Ejection Guide (e), the blue Switch (f), the section around the right-side Borderless Printing Ink Grooves (g), and so on.



Warning

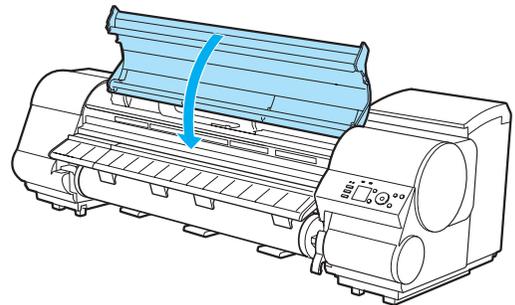
- Never use flammable solvents such as alcohol, benzene, or thinner. If these substances come into contact with electrical components inside the printer, there is a risk of fire or electrical shock.



Important

- Do not use a dry cloth to wipe inside the Top Cover. This may create a static charge, which may attract dust and affect the printing quality.
- Do not touch the clear sheet on the side of the Top Cover Roller. This may damage the roller.

- 4** Close the Top Cover.



Cleaning the Printhead

If printing is faint, cleaning the Printhead may improve results.

Choose one of two Printhead cleaning modes (**Head Cleaning A** or **Head Cleaning B**), depending on the problem to resolve.

- **Head Cleaning A**

Use this mode if printing is faint or contains foreign substances. This method of cleaning consumes the least amount of ink.

• Head Cleaning B

Use this mode if no ink is ejected at all, or if **Head Cleaning A** does not solve the problem.



Important

- Do not remove the Maintenance Cartridge or ink tanks during either **Head Cleaning A** or **Head Cleaning B**. Ink may leak or an error may occur.
- If printing does not improve even if you execute **Head Cleaning B**, try repeating **Head Cleaning B** once or twice. If this still does not improve printing, the Printhead may have reached the end of its useful life. Contact your Canon dealer for assistance.

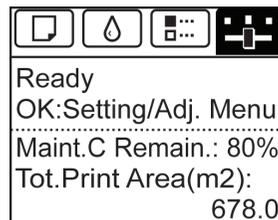


Note

- By default, nozzles are checked at fixed intervals. Configure the settings on the Control Panel menu in **Nozzle Check**. (See "Menu Settings.") → [User's Guide](#)

Perform cleaning as follows.

- 1 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the **Settings/Adj. tab** ().



Note

- If the **Tab Selection screen** is not displayed, press the **Menu** button.

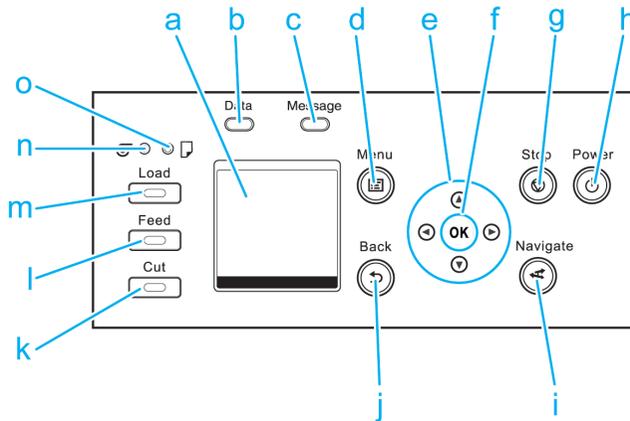
- 2 Press the **OK** button.
The **Set./Adj. Menu** is displayed.
- 3 Press ▲ or ▼ to select **Maintenance**, and then press the **OK** button.
- 4 Press ▲ or ▼ to select **Head Cleaning**, and then press the **OK** button.
- 5 Press ▲ or ▼ to select **Head Cleaning A** or **Head Cleaning B**, and then press the **OK** button.
Head cleaning is now executed.
- 6 Print a test pattern to check the nozzles, and determine whether cleaning has cleared the nozzles. (See "Checking for Nozzle Clogging.") → [User's Guide](#)

Printer Parts

Operations and Display Screen

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Control Panel



a Display Screen

Shows printer menus, as well as the printer status and messages.

b Data Lamp (green)

- **Flashing**

During printing, the Data lamp flashes when the printer is receiving or processing print jobs. Otherwise, this lamp flashes when the print job is paused or the printer is updating the firmware.

- **Off**

There are no active print jobs when the Data lamp is off.

c Message Lamp (orange)

- **On**

A warning message is displayed.

- **Flashing**

An error message is displayed.

- **Off**

The printer is off or is operating normally.

d Menu button

Displays the **Tab Selection screen**. (See "Menu Settings.") → **User's Guide**

e Arrow buttons

- **◀ button**

Press this button on the **Tab Selection screen** to move to another tab.

In menu items requiring numerical input, press this button to move to another digit.

- **▲ button**

Press this button in the menu to move to another item.

In menu items requiring numerical input, press this button to increment the number.

- ▶ button

Press this button on the **Tab Selection screen** to move to another tab.

In menu items requiring numerical input, press this button to move to another digit.

- ▼ button

Press this button in the menu to move to another item.

In menu items requiring numerical input, press this button to decrement the number.

f OK button

Press this button on the **Tab Selection screen** to display the menu of the tab shown.

Pressing this button in menu items of each tab for which  is displayed at left will move to the lower level of the menu item, enabling you to execute menu commands or set menu values.

Also press this button if the Display Screen indicates to press the **OK** button.

g Stop button

Cancels print jobs in progress and ends the ink drying period.

h Power button (green)

Turns the printer on and off. (See "Turning the Printer On and Off.") [→User's Guide](#)

The **Power** button is lit when the printer is on or in Sleep mode.

i Navigate button

Enables you to check instructions for loading and removing paper or replacing ink tanks or printheads, as well as other operations. (See "How to View Instructions With Navigate.") [→User's Guide](#)

j Back button

Displays the screen before the current screen.

k Cut button

Pressing this button when rolls are loaded cuts the paper, if you have specified **Automatic** or **Eject in Cutting Mode** in the Control Panel menu. (See "Specifying the Cutting Method for Rolls.") [→User's Guide](#)

l Feed button

Pressing this button when rolls are loaded enables you to reposition the paper. (See "Feeding Roll Paper Manually.") [→User's Guide](#)

m Load button

Press this button when loading or replacing paper.

(See "Loading Rolls in the Printer.") [→P.15](#)

(See "Loading Sheets in the Printer.") [→P.25](#)

n Roll Media lamp (green)

Lit when rolls are selected as the paper source.

o Cut Sheet lamp (green)

Lit when sheets are selected as the paper source.



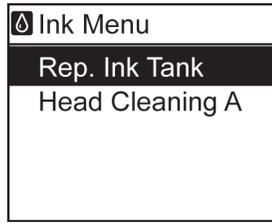
Note

• In **Sleep** mode, any button can be pressed except the **Power** button to recover from **Sleep** mode.

Menu Operations

To view available menus organized on tabs, select a tab on the **Tab Selection screen** and press the **OK** button. For details, see "Menu Settings." [→User's Guide](#)

- Menus (when the Ink tab is selected and the **OK** button is pressed)



- If the **Tab Selection** screen is not displayed, press the **Menu** button.

Simply press buttons on the Control Panel to access menus on various tabs from the **Tab Selection** screen and set or execute **Menu** items.

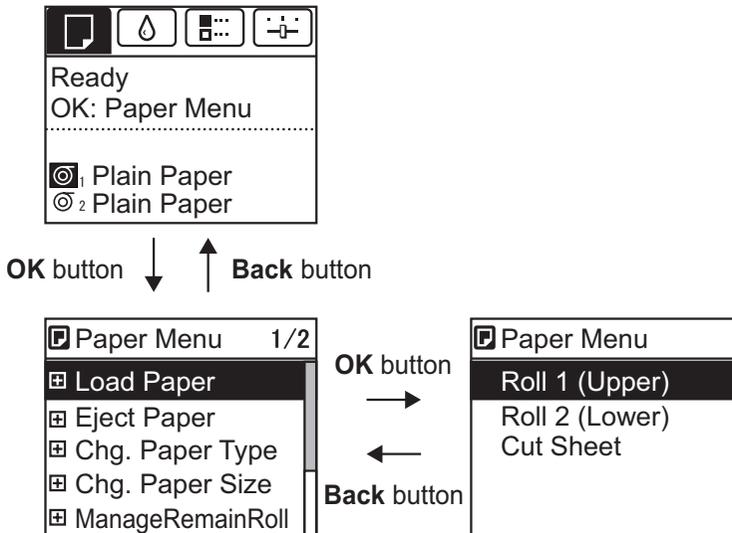
The following section describes menu operations.

- Accessing menus → P.57
- Specifying menu items → P.58
- Specifying numerical values → P.58
- Executing menu commands → P.59

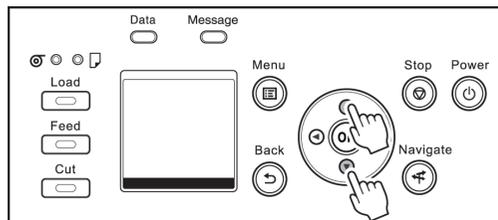
Accessing menus

Printer menus are grouped by function.

Menus are displayed with the upper line selected. You can use the buttons on the Control Panel to access each menu.

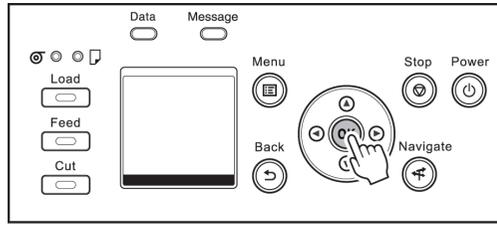


- Press **Back** to access a higher menu in the menu list, and press **OK** to access a lower one. If not all menu items are displayed, hold down **▲** or **▼** to scroll through higher and lower menu items. Items you select are highlighted.



The scroll bar at right indicates the current position in the overall menu.

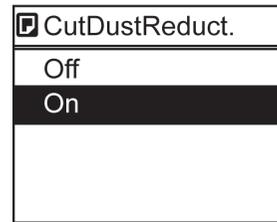
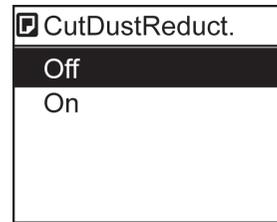
- Lower menus are available if **+** is displayed at left next to the second and subsequent rows. To access the lower menus, select the menu and press the **OK** button.



Specifying menu items

Menu items can be set as follows.

- 1 Press **▲** or **▼** to select the desired setting, and then press the **OK** button. After two seconds, the display reverts to the upper level menu.



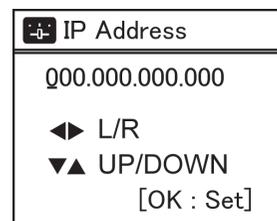
Note

- If a confirmation message is displayed regarding the setting you entered, follow the on-screen instructions.
- If you have changed the **Interface Setup** menu settings, a message confirming whether to register the settings is displayed if you press **Back** button or **Menu** button. Follow the instructions shown on the screen.

Specifying numerical values

Follow these steps to enter numbers. In this example, network settings items are entered.

- 1 Press the **◀** or **▶** button to move to the next field for input.



2 Press the ▲ or ▼ button to enter the value.



Note

- Hold down ▲ or ▼ to increase or decrease the value continuously.

3 Repeat steps 1 and 2 to complete the settings, and then press the **OK** button.



Note

- If a confirmation message is displayed regarding the setting you entered, follow the on-screen instructions.
- If you have changed the **Interface Setup** menu settings, a message confirming whether to register the settings is displayed if you press **Back** button or **Menu** button. Follow the instructions shown on the screen.

Executing menu commands

Menu commands can be executed as follows.

1 Press ▲ or ▼ to select the action to execute, and then press the **OK** button.
The menu command is now executed.

Menu Structure

The menu structure is shown categorized by tab. The * on the right side of an item indicates the default value. The printer menu is classified into regular menu items available when no print job is in progress and menu during printing items only available while printing is in progress. see "Printer Menu Operations." → [User's Guide](#)

Regular menu	Menu during printing
Paper Menu	Not displayed
Ink Menu	The same Ink Menu as normal is displayed.
Job Menu	The same Job Menu as normal is displayed.
Set./Adj. Menu	A limited Set./Adj. Menu containing the following items is displayed. <ul style="list-style-type: none"> • Adj. Fine Feed(*1) • Printer Info

*1: Only displayed in the menu during printing. Not displayed in the regular menu.

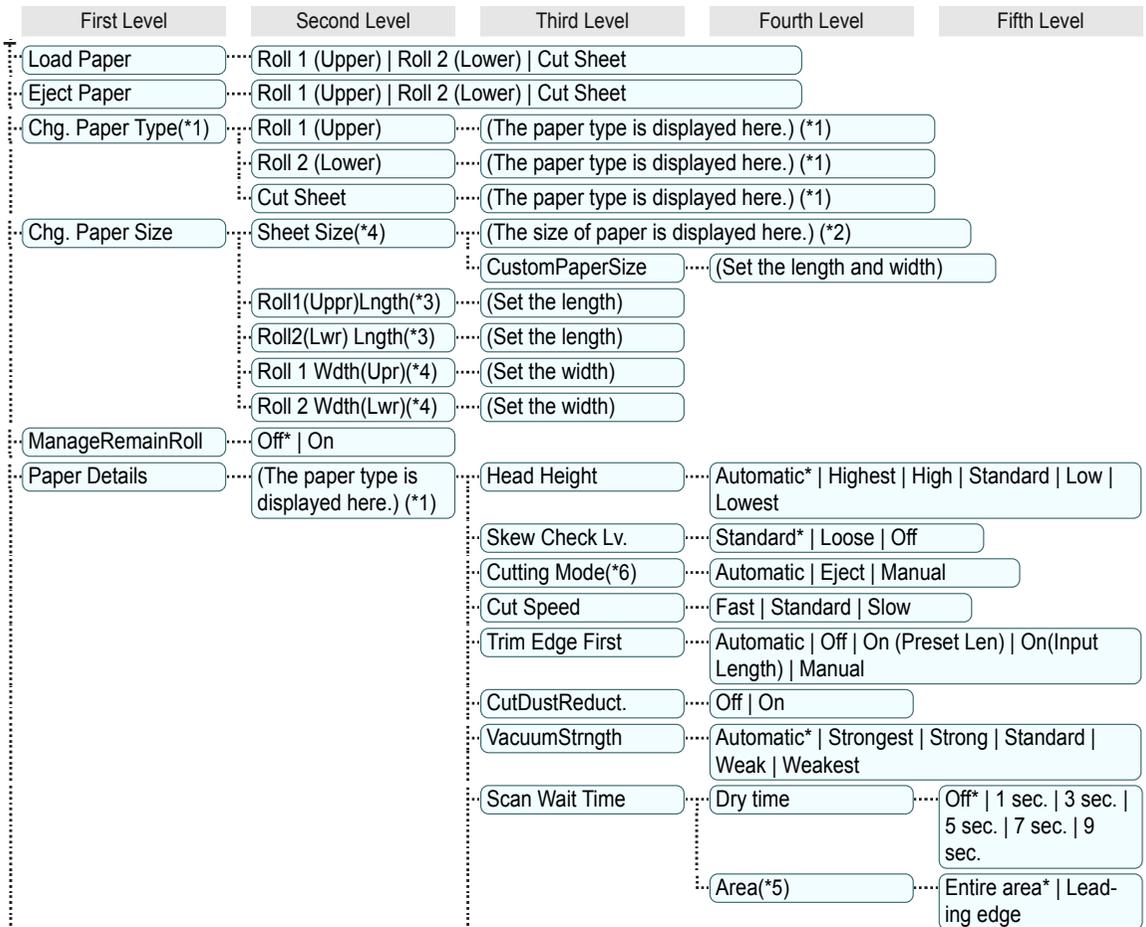
For instructions on menu operations, see "Menu Operations." → [P.56](#)

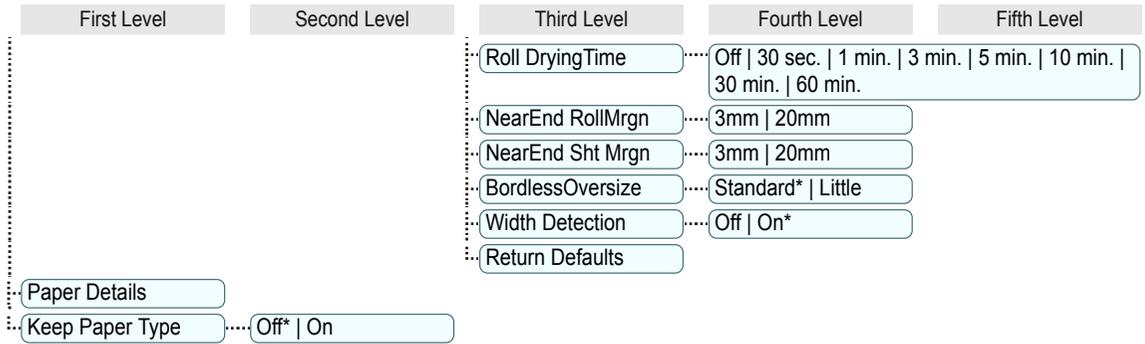
For details on menu items, see "Menu Settings." → [User's Guide](#)

Menus may change according to the optional products in use.

Paper Menu

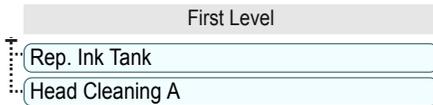
The **Paper Menu** is not displayed during printing.



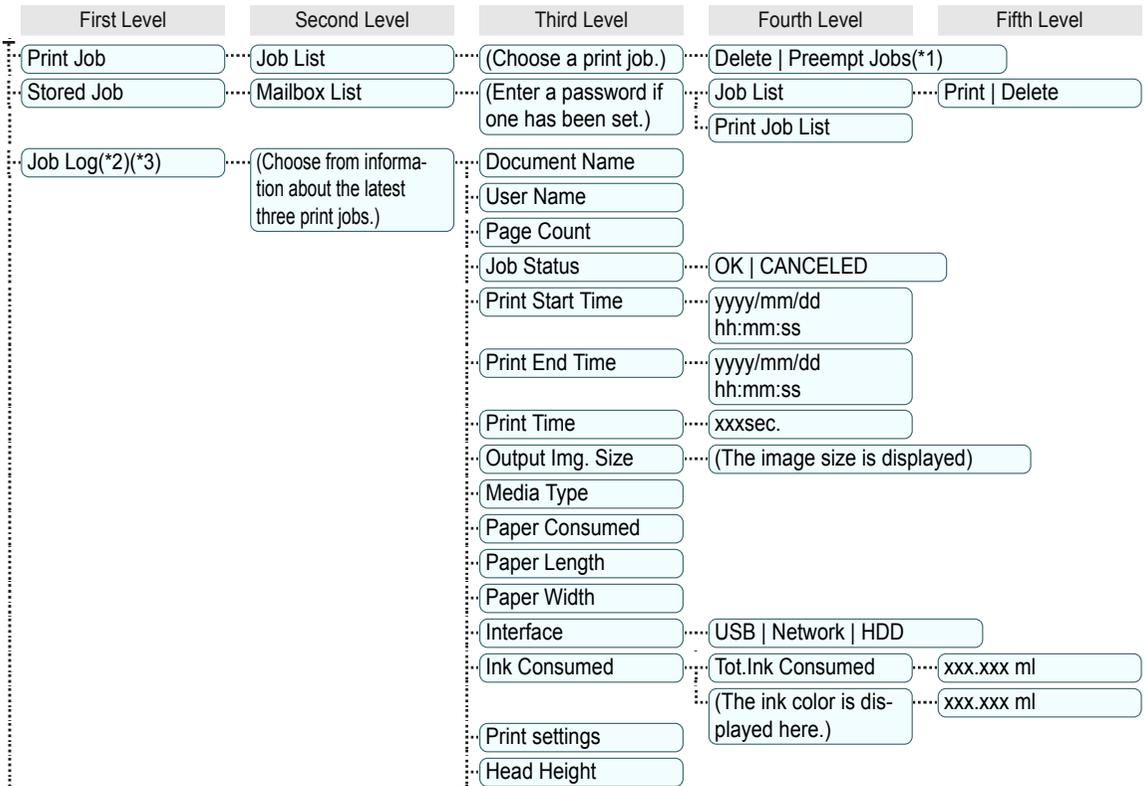


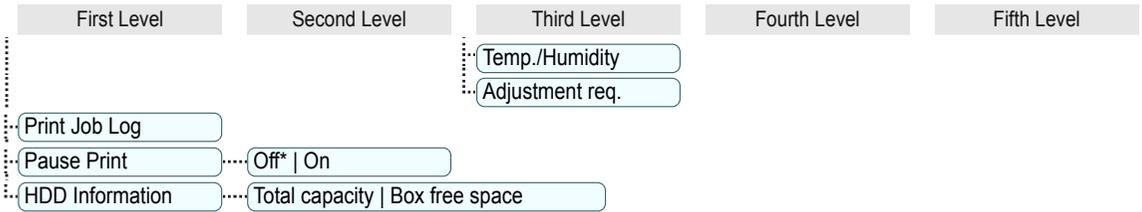
- *1: For information on the types of paper the printer supports, refer to the **Paper Reference Guide**. (See "Displaying the Paper Reference Guide.") → **User's Guide** Types of paper in the printer driver and related software (as well as on the Control Panel) are updated when you install the printer driver from the User Software CD-ROM or if you update paper information with the Media Configuration Tool. (See "Updating paper information.") → **User's Guide**
- *2: For information on the sizes of paper the printer supports, see "Paper Sizes." → **User's Guide**
- *3: Available only if **ManagementRemainRoll** is **On**.
- *4: Available only if **Width Detection** is **Off**.
- *5: **Leading edge** is not available as a setting option in the **Paper Detailed Settings** dialog box of the printer driver.
- *6: see "Specifying the Cutting Method for Rolls." → **User's Guide**

Ink Menu



Job Menu





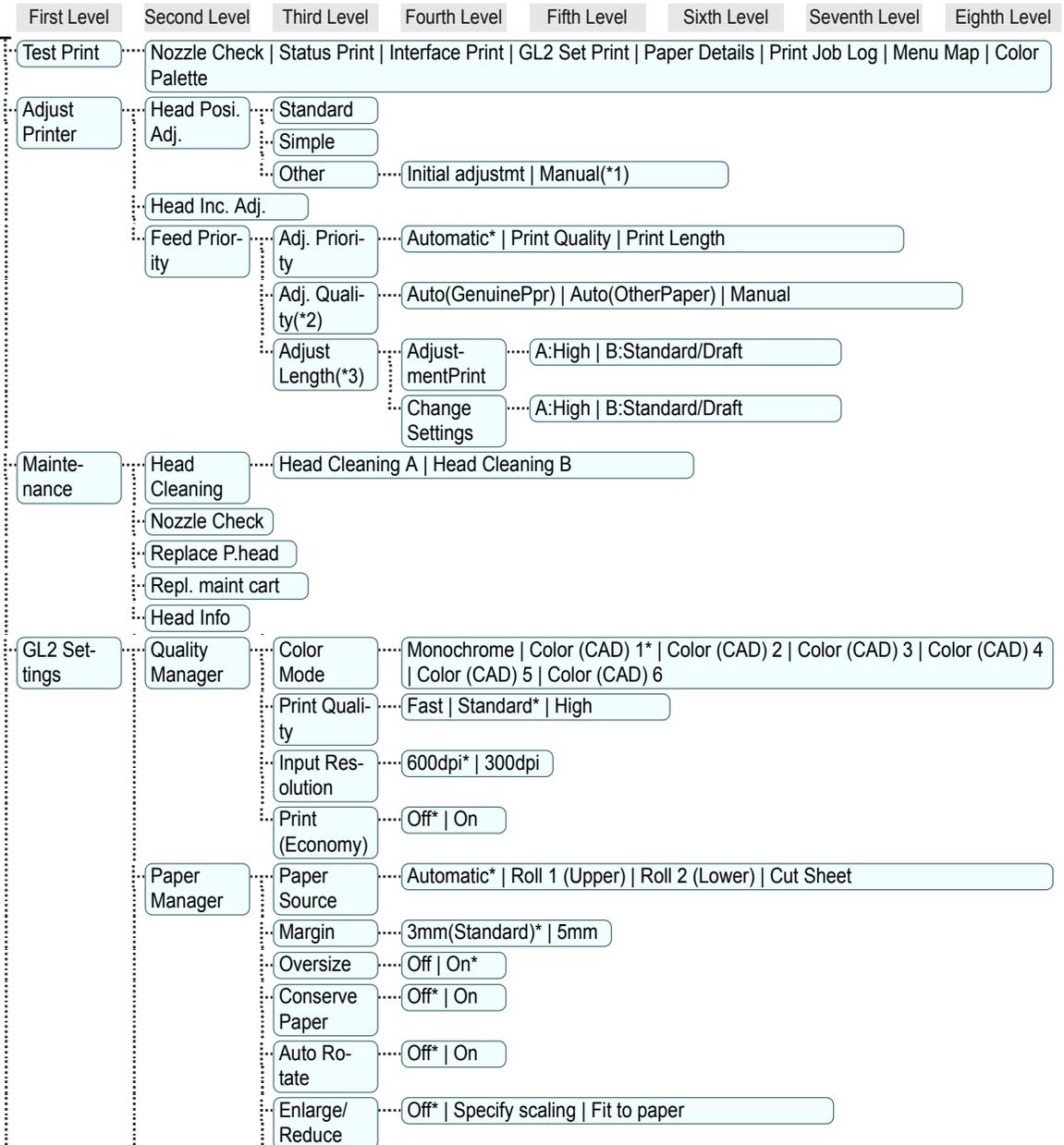
*1: If a pending job is selected, **Print Anyway** is displayed.

*2: This is displayed when **Show Job Log** is **On** in **System Setup**.

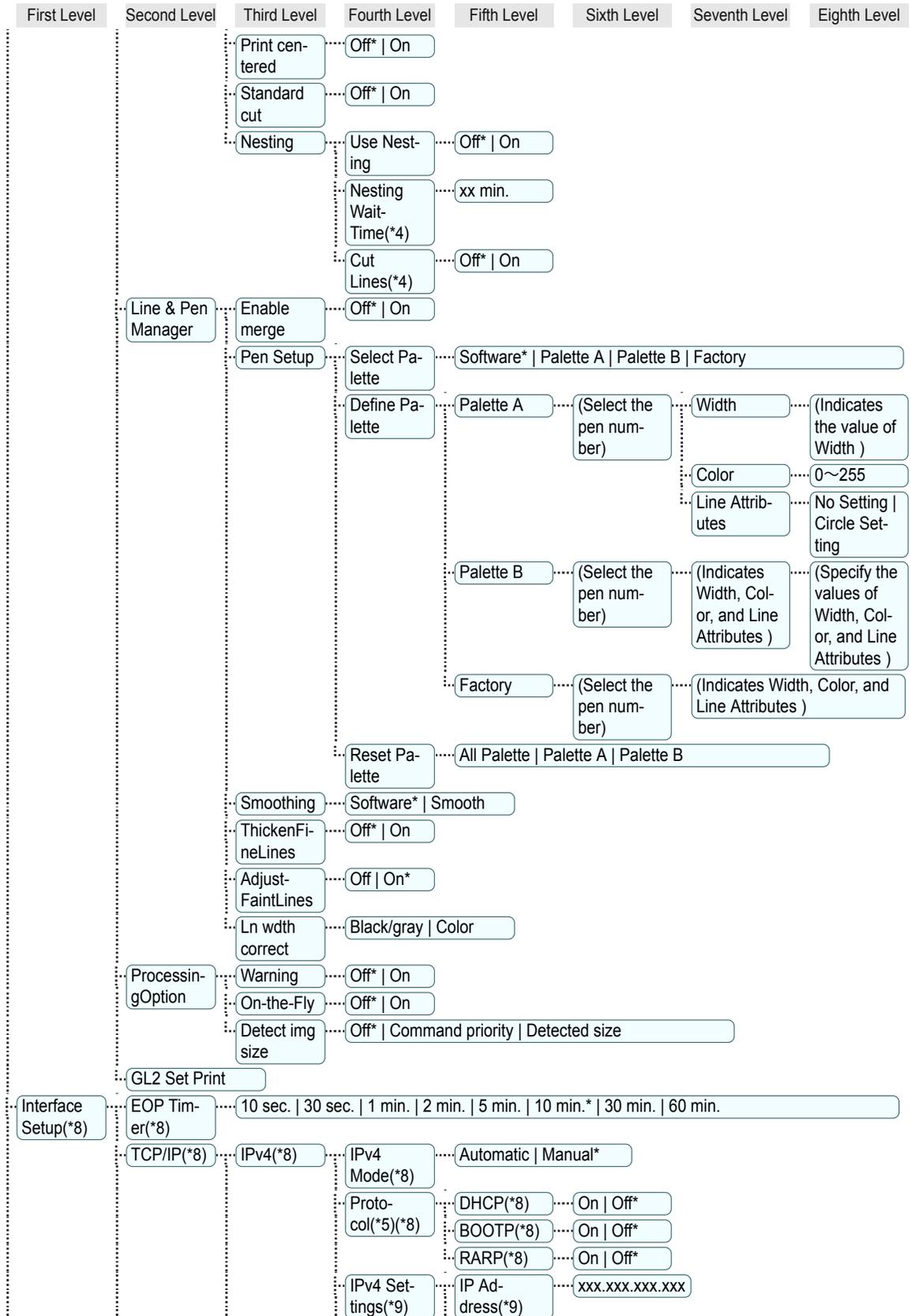
*3: Even if **Show Job Log** is **Off** in **System Setup**, it is displayed if a password is configured in **Change Password** in the **Admin. Menu** and the password has been authenticated.

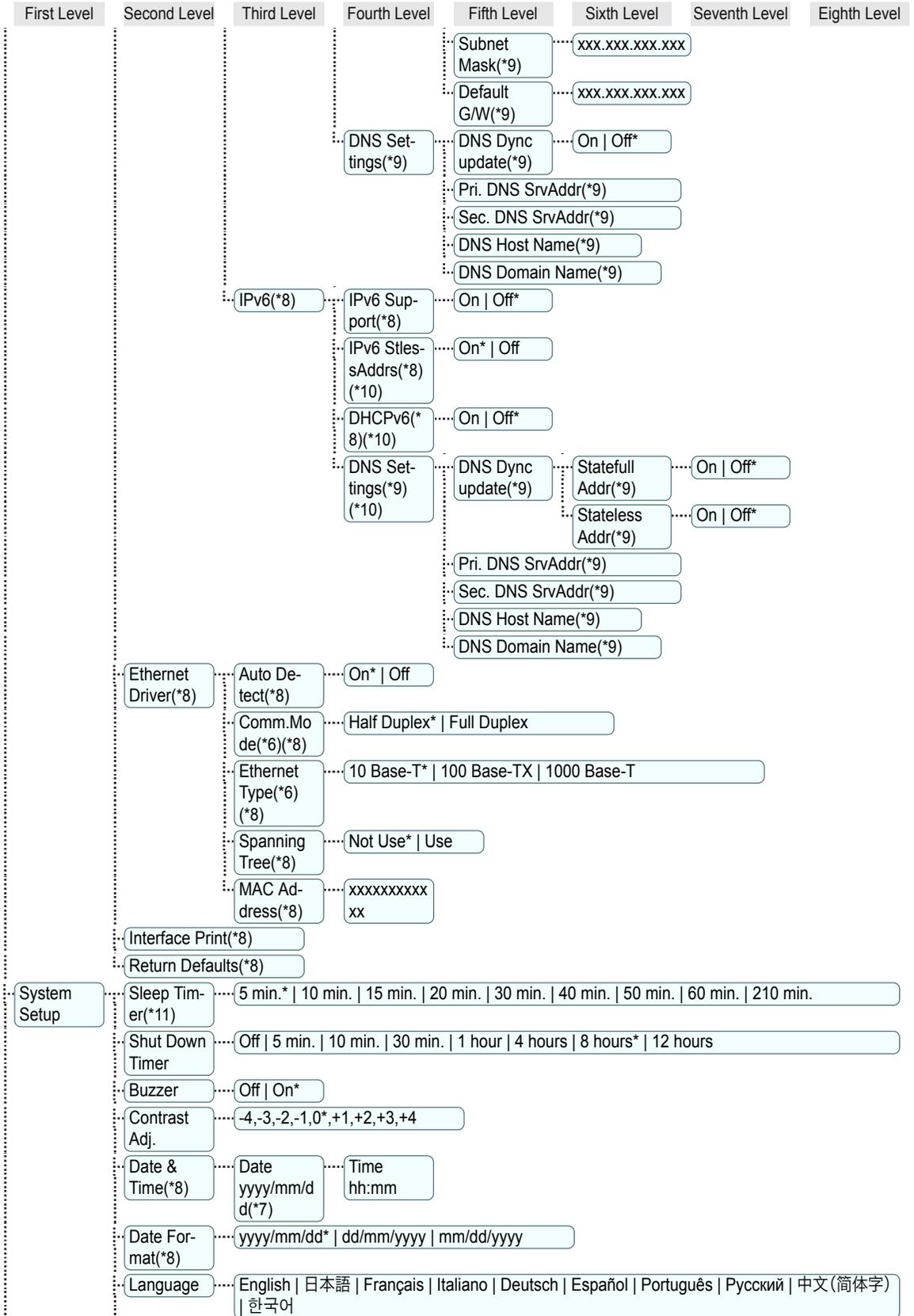
Set./Adj. Menu

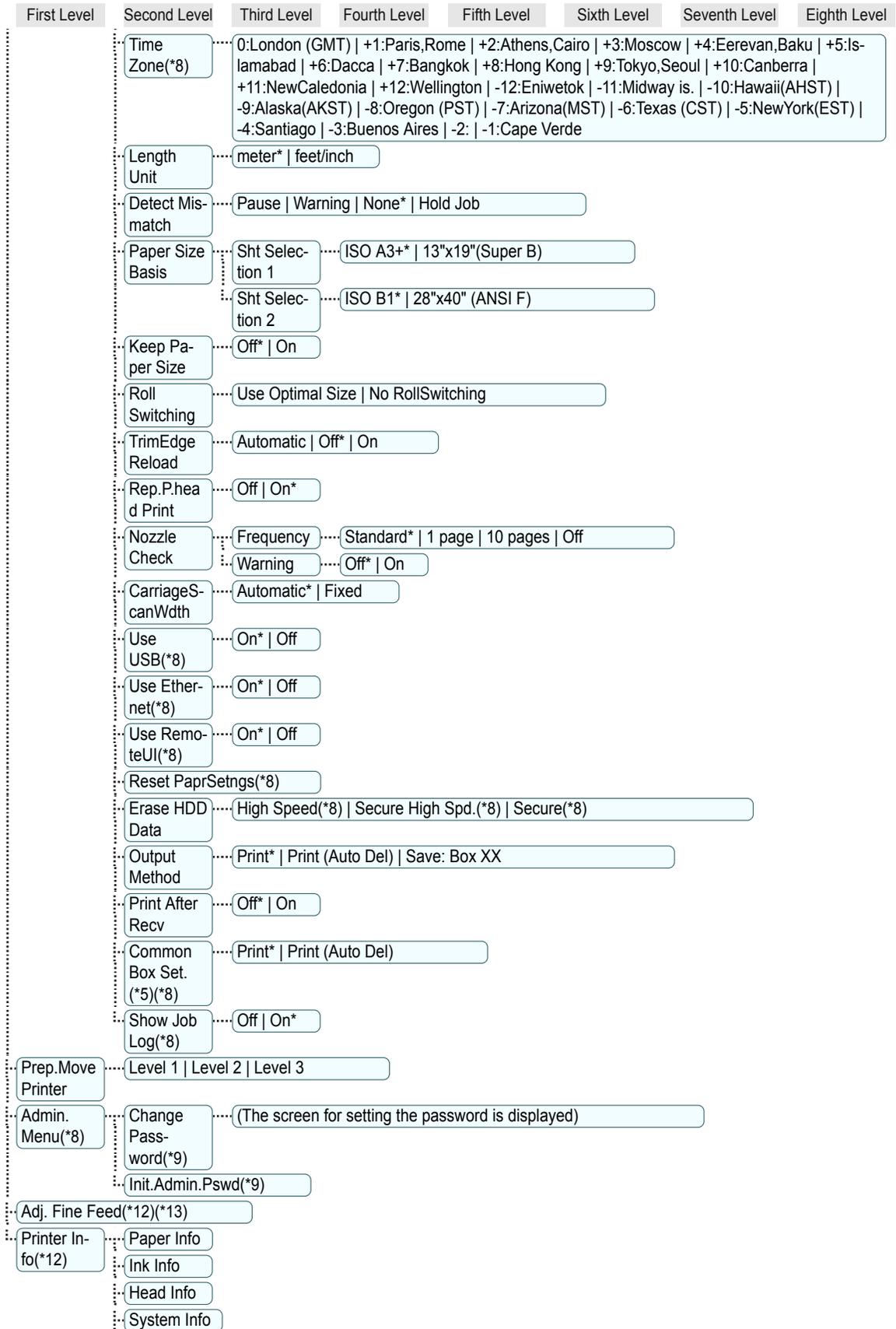
Limited items are displayed during printing. The displayed items are indicated by annotations.



Printer Parts
Operations and Display Screen







First Level Second Level Third Level Fourth Level Fifth Level Sixth Level Seventh Level Eighth Level

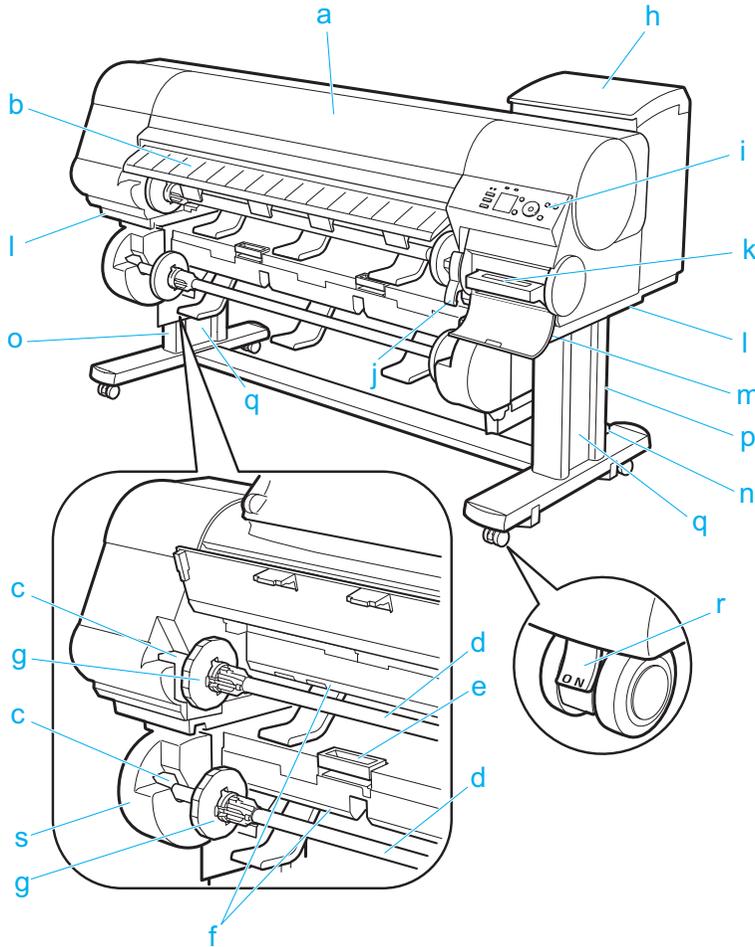


- *1: Available after you have used **Standard** or **Initial adjustmt** in **Head Posi. Adj.** once.
- *2: Available if **Adj. Priority** is **Automatic** or **Print Quality**.
- *3: Available if **Adj. Priority** is **Automatic** or **Print Length**.
- *4: Available only if **Use Nesting** is **On**.
- *5: Not displayed if **IPv4 Mode** is **Manual**.
- *6: Not displayed if **Auto Detect** is **On**.
- *7: Follows the setting in **Date Format**.
- *8: Restrictions apply if a password is configured using **Change Password** in the **Admin. Menu**.
Viewing and configuration is possible for administrators, and only viewing for other users.
- *9: Restrictions apply if a password is configured using **Change Password** in the **Admin. Menu**.
Viewing and configuration is possible for administrators only.
- *10: Not displayed if **IPv6 Support** is **Off**.
- *11: Default setting for the time to enter the power save mode/Sleep mode is recommended.
- *12: Displayed as the menu during printing while printing is in progress.
- *13: Not displayed in the regular menu.

Printer parts

Front	67
Back	69
Top Cover (Inside)	70
Carriage	71
Ink Tank Cover (Inside)	72

Front



a Top Cover

Open this cover to install the Printhead, load paper, and remove any jammed paper from inside the printer as needed. (See "Top Cover (Inside).") →P.70

b Ejection Guide

Guides printed documents as they are ejected. Open this guide when loading a roll.

c Roll Holder Slot

Slide the Roll Holder into this slot.

d Roll Holder

Load the roll on this holder.

e Roll Unit Lever

Hold this lever to pull out the Roll Unit.

f Paper Feed Slot

When loading a roll, insert the edge of the roll paper here. You can load rolls in two positions, on the printer side in the Roll 1 (Upper) position and on the roll unit side in the Roll 2 (Lower) position.

g Holder Stopper

Secure rolls on the Roll Holder with this part.

h Ink Tank Cover

Open this cover to replace an Ink Tank. (See "Ink Tank Cover (Inside).") →P.72

i Control Panel

Use this panel to operate the printer and check the printer status. (See "Control Panel.") →P.55

j Release Lever

Releases the Paper Retainer. Lift this lever toward the front of the printer when loading paper.

k Maintenance Cartridge

Ink used for maintenance purposes such as head cleaning is absorbed. (Replace the cartridge when it is full.)

l Carrying Handles

When carrying the printer, have six people hold it by these handles under both sides.

m Maintenance Cartridge Cover

Open this cover to replace the Maintenance Cartridge.

n Stand

A stand that holds the printer. Equipped with casters to facilitate moving it.

o Stand L

The left leg of the Stand.

p Stand R

The right leg of the Stand.

q Leg Covers

Covers for Stand L and Stand R.

r Stopper

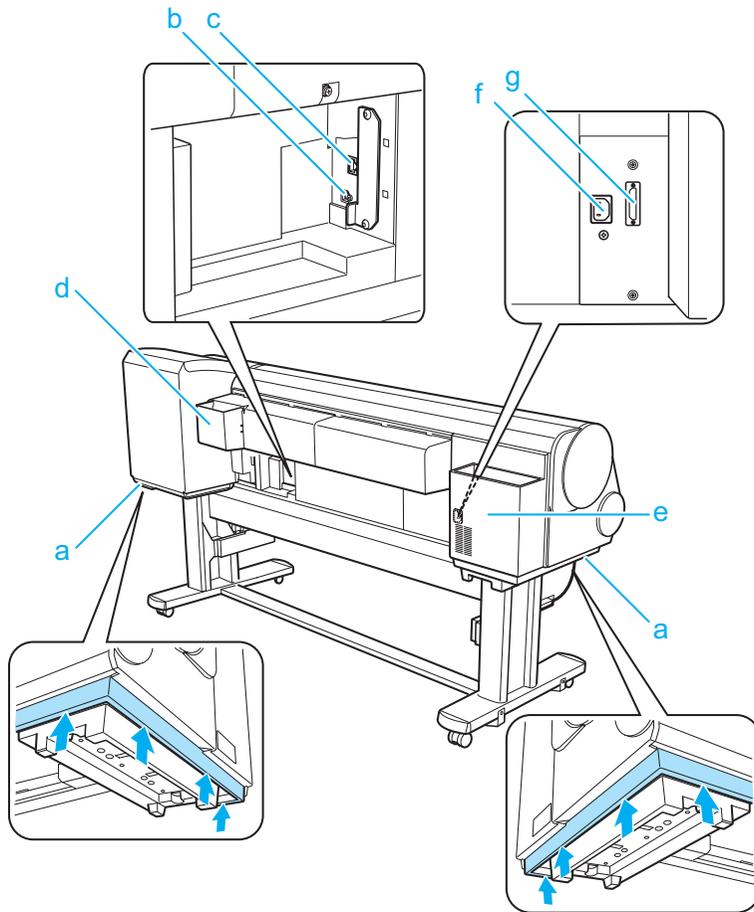
Locks the Stand casters.

Always release the Stopper before moving the printer. Moving the printer while the Stopper is locked may scratch the casters or the floor.

s Roll Unit

A unit for loading two rolls.

Back



a Carrying Handles

When carrying the printer, have six people hold it by these handles under both sides.

b USB Port

Connect a USB cable to this port. The printer is compatible with Hi-Speed USB connections.

c Ethernet Port

Connect an Ethernet cable to this port. The lamp is lit if the Ethernet cable is connected correctly and communication is possible between the computer and printer.

d Manual Pocket

Store printer manuals in this pocket.

e Accessory Pocket

Store assembly tools, Roll Holder attachments, and other items in this pocket.

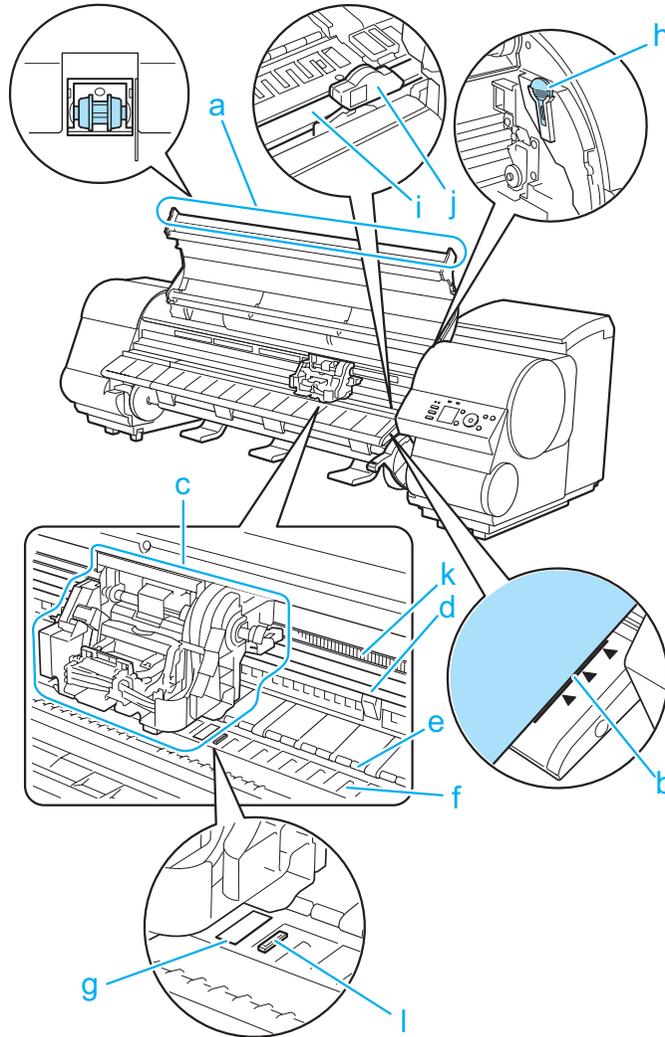
f Power Supply Connector

Connect the power cord to this connector.

g Roll Unit Power Supply Inlet

Connect the connection cord for the Roll Unit.

Top Cover (Inside)



a Top Cover Roller

Prevents paper from rising when ejected.

b Paper Alignment Line

Align paper with this line when loading it.

c Carriage

Moves the Printhead. The carriage serves a key role in printing. (See "Carriage.") →P.71

d Carriage Shaft

The Carriage slides along this shaft.

e Paper Retainer

Important in supplying the paper. This retainer holds paper as it is fed.

f Platen

The Printhead moves across the platen to print. Vacuum holes on the platen hold paper in place.

g Borderless Printing Ink Grooves

For catching ink outside the edges of paper during borderless printing.

h Cleaning Brush

When cleaning inside the printer under the Top Cover, use this brush to sweep away paper dust on the Platen. Also use the brush to move the blue Switch on the Platen.

i Cutter Rail

The Cutter Unit passes over this rail to cut paper.

j Cutter Unit

A round-bladed cutter for automatic paper cutting.

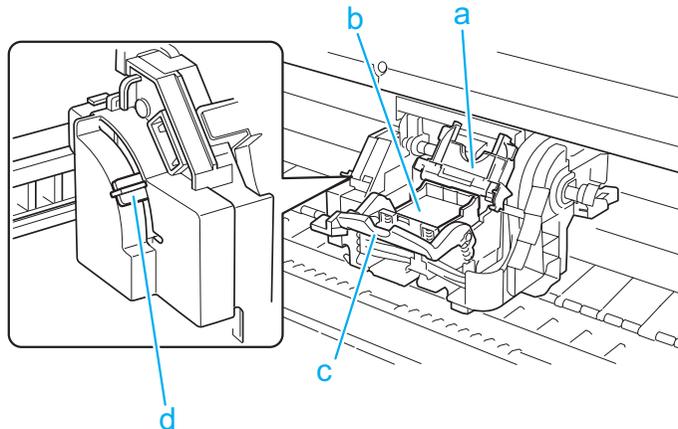
k Linear Scale

The linear scale serves a key role in detecting the Carriage position. Be careful not to touch this part when cleaning inside the Top Cover or clearing paper jams.

l Switch

Set the switch to the side opposite ● if the edges of printed images are blurred. Set the switch to the ● side before borderless printing. (See "Setting the Blue Switch on the Platen.") → [User's Guide](#)

Carriage

**a** Printhead Fixer Cover

Holds the Printhead in place.

b Printhead

The printhead is equipped with ink nozzles. The carriage serves a key role in printing.

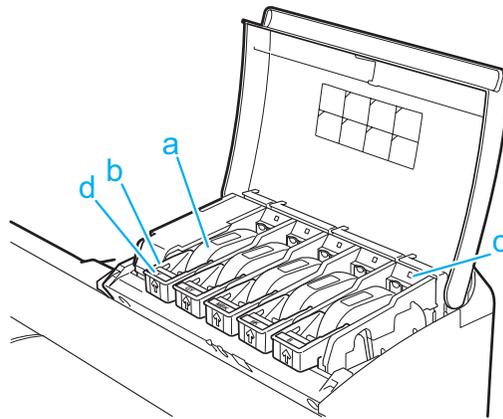
c Printhead Fixer Lever

Locks the Printhead Fixer Cover.

d Angle Adjustment Lever

Use this lever to fine-tune the printer to correct misalignment of printed lines.

Ink Tank Cover (Inside)



Note: The figure shows the printer as loaded with 700 ml (23.7 fl oz) Ink Tank.

a Ink Tanks

Cartridges of ink in various colors.

b Ink Tank Lock Lever

A lever that locks the Ink Tank in place and protects it. Lift and lower the lever when replacing an Ink Tank. To open it, lift the stopper of the lever until it stops, and then push it down toward the front. To close it, push it down until it clicks into place.

c Ink Lamp (Red)

Indicates the state of the Ink Tank as follows when the Ink Tank Cover is opened.

- On

The Ink Tank is installed correctly.

- Off

No Ink Tank is installed, or the ink level detection function is disabled.

- Flashing Slowly

Not much ink is left.

- Flashing Rapidly

Ink tank is empty.

d Ink Color Label

Load an Ink Tank that matches the color and name on this label.

Printer Relocation

Preparing to Transfer the Printer

Preparing to Transfer the Printer 73
 Reinstalling the Printer 79

Preparing to Transfer the Printer

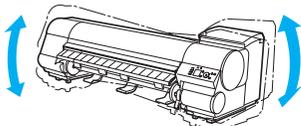
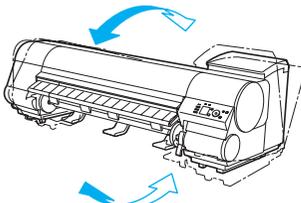
To protect the internal parts in transit, always follow these steps before transferring the printer to a new location. Refer to the Setup Guide for details on packing the printer and installing it after transfer.



- 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.



- 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 drawn into the Maintenance Cartridge before Level 2 or Level 3 printer transfer, as described in the following table. Prepare the Maintenance Cartridge in advance.
- Always follow the instructions of the service representative when transferring the printer under Level 3 conditions.

Level	Transport and Storage In Low Temperature Environments	Permitted Angle of Inclination	Amount of Ink to Dispose of	Required Maintenance Cartridges(*1)	Usage Examples
1	No	Lengthwise: 0–30°  Rotation: 0–10° 		0(*2)	Moving Within a Room and Storage In Room Temperature Environments
2	Yes	All directions: 0–30°	Approx. 700 ml (20.3 fl oz)	1 or 2	Transport By Vehicle
3	Yes	Lengthwise: 0–90° Rotation: 0–30°	Approx. 700 ml (20.3 fl oz)	1 or 2	Move by temporarily standing vertically

*1: This is the number of new Maintenance Cartridges required when you execute the **Prep.MovePrinter** menu. The number varies depending on the amount remaining in the Maintenance Cartridge being used.

*2: If a message instructing you to replace the Maintenance Cartridge is displayed on the Display Screen, the Maintenance Cartridge needs to be replaced.

Remove paper

- 1 Disassemble and repackage the Wheeled Output Stacker by following the installation procedure in reverse.

2 Remove the paper.

- Rolls (See "Removing the Roll from the Printer.") →P.21
- Sheets (See "Removing Sheets.") →P.28

Access the **Prep.MovePrinter** menu

1 If a message instructing you to replace the Maintenance Cartridge is displayed on the Display Screen, replace the Maintenance Cartridge.
(See "Replacing the Maintenance Cartridge.") →P.46

2 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the Settings/Adj. tab ().



Note

- If the **Tab Selection screen** is not displayed, press the **Menu** button.

3 Press the **OK** button.
The **Set./Adj. Menu** is displayed.

4 Press ▲ or ▼ to select **Prep.MovePrinter**, and then press the **OK** button.

5 Press ▲ or ▼ to select the level of transfer, and then press the **OK** button.
Displays the confirmation screen.

6 Press ▲ or ▼ to select **Execute**, and then press the **OK** button.
The printer is now prepared for transfer.

• **Level 1**

Once preparations are finished, a message on the Display Screen requests you to turn off the printer. Turn off and pack the printer. There is no need to remove the ink tanks.
(See "Pack the printer.") →P.77

• **Level 2 and Level 3**

When the preparation is finished, instructions are displayed on the Display Screen. Remove the ink tanks before packing the printer.
(See "Removing Ink Tanks.") →P.75

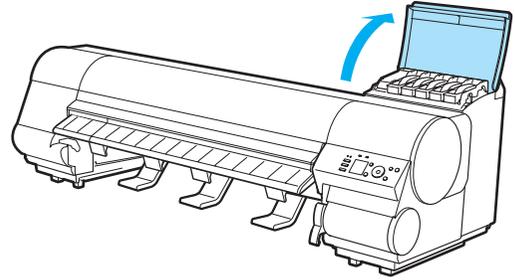


Important

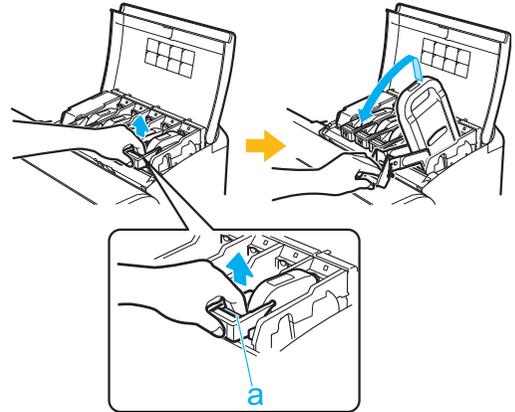
- If consumables must be replaced, the message "**Consumables must be replaced. Call for service.**" is shown on the Display Screen and preparation is not possible. If this message is displayed, press the **OK** button and contact your Canon dealer for assistance.

Removing Ink Tanks

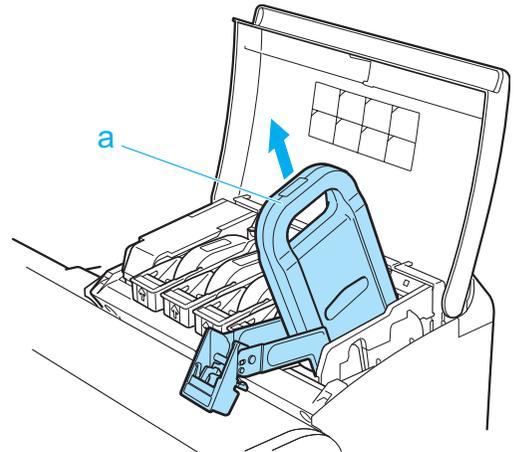
1 Open the Ink Tank Cover.



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.

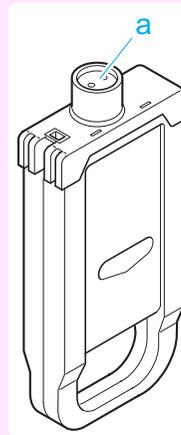


3 Hold the Ink Tank by the handle (a) and remove it.



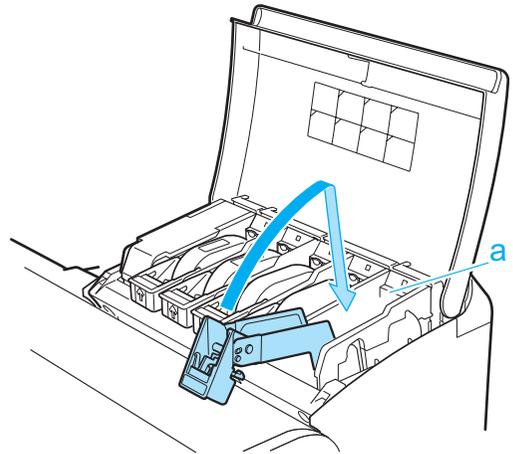


- Store the Ink Tank you removed in the box with the ink holes (a) facing up. Otherwise, ink may leak and cause stains.

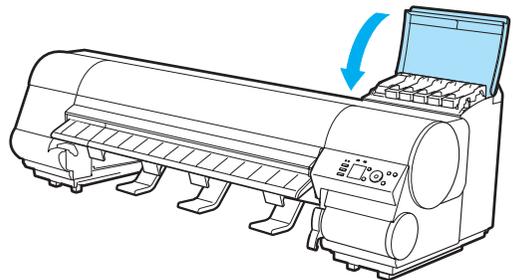


4 Repeat steps 2 and 3 to remove all ink tanks.

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



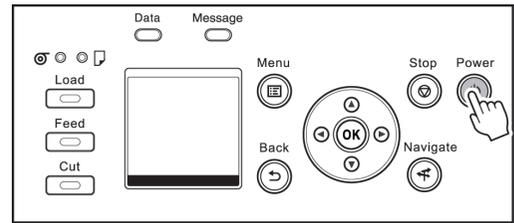
6 Close the Ink Tank Cover. At this point, ink is drawn out from inside the tubes.



- Do not remove the Maintenance Cartridge except when the message for replacing it is displayed. If you remove the Maintenance Cartridge while ink is being drawn out, the ink may leak out.

7 When the process is finished, **"Preparations for moving the printer finished. Turn the power off"** is displayed. When this happens, replace the Maintenance Cartridge currently being used with a new Maintenance Cartridge.

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



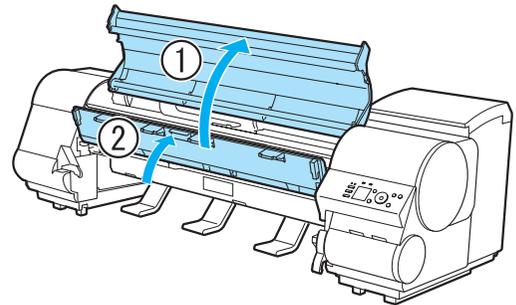
Pack the printer

- 1** Disconnect the printer power cord and interface cable, as well as the Roll Unit power cord.

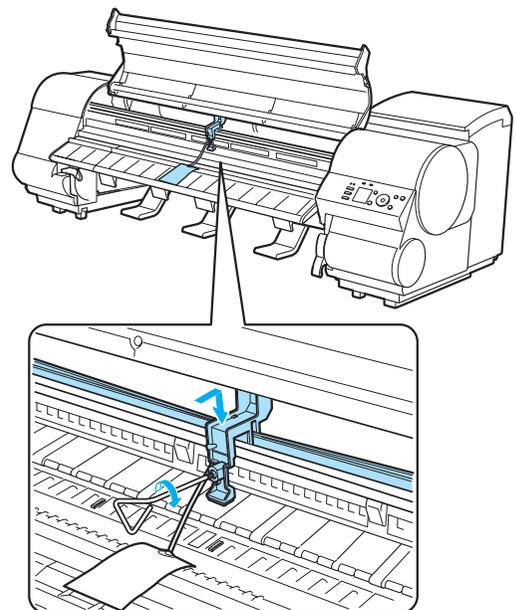


- Turn off the printer before you unplug it. It may damage the printer if you unplug it before it is off and transfer it in that state. If you accidentally unplug the printer, plug it in again, reinstall the ink tanks, and follow this procedure again.

- 2** Open the Top Cover and lift the Ejection Guide.



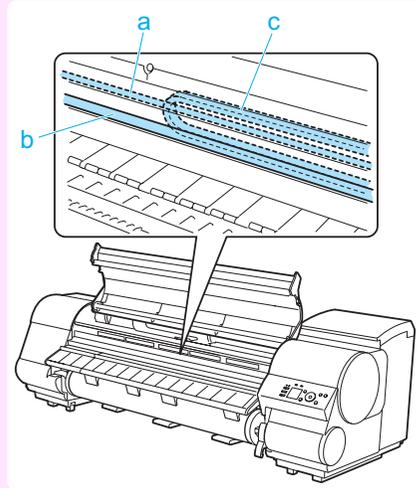
- 3** Grasp the Belt, insert it between the Belt Stopper, and affix the Belt Stopper with a hex screw at the position indicated.



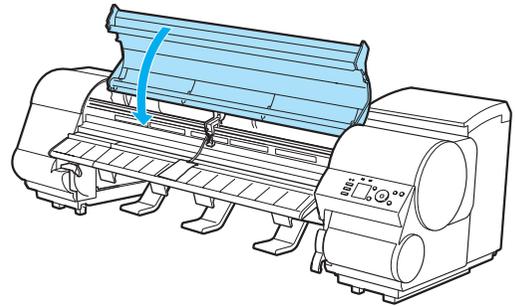


Important

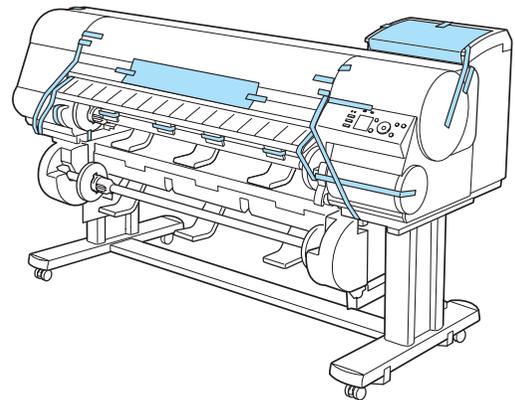
- Here, the Belt Stopper is the one that was removed and stored after initial installation. Neglecting to attach the Belt Stopper may damage the printer.
- Do not touch the Linear Scale (a), Carriage Shaft (b), or Ink Tube Stabilizer (c). Touching these parts may damage them.



- 4** Close the Top Cover.



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



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

- 7** Disassemble and repack 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

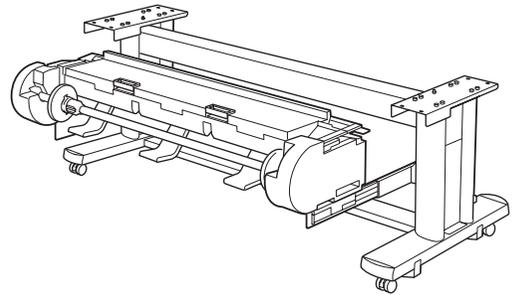
- 1 Referring to the Printer Stand Setup Guide, assemble the Stand.



Caution

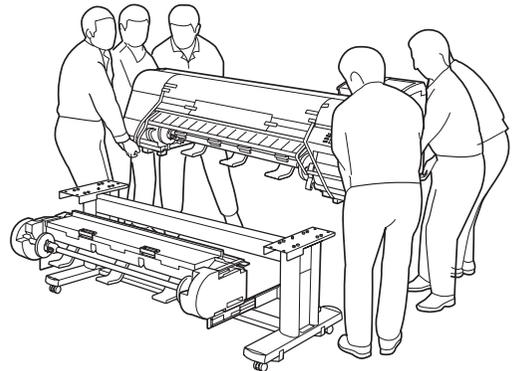
- The Stand must be assembled by at least two people on a flat surface. Attempting assembly by yourself poses a risk of injury or bending the Stand.
- When assembling the Stand, lock the casters. In addition, always unlock the casters before moving the assembled Stand. Attempting to move the stand when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

- 2 Attach the Roll Unit to the Stand.



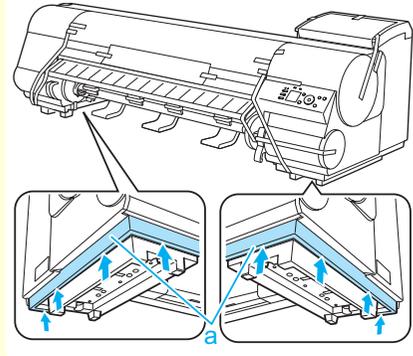
Install the printer

- 1 Mount the printer on the assembled Stand and tighten the screws firmly.



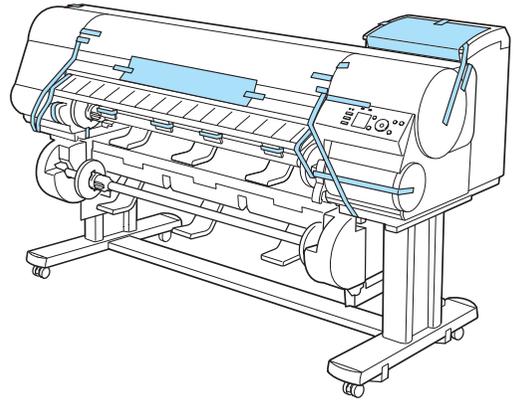


- Moving the printer requires at least six people, holding it on both sides. Be careful to avoid back strain and other injuries.
- When moving the printer, firmly grasp the Carrying Handles (a) under each side. The printer may be unsteady if you hold it at other positions, which poses a risk of injury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



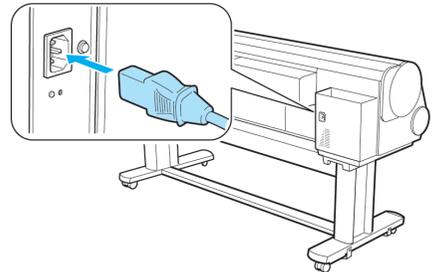
Printer Relocation

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



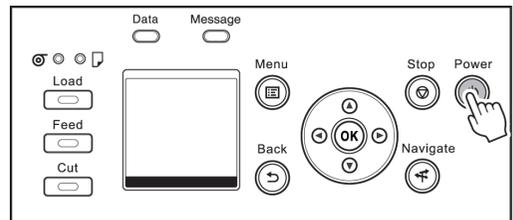
Preparing to Transfer the Printer

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

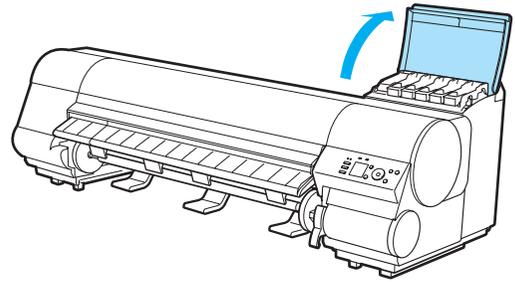


- 4 Plug the power cord into the outlet.

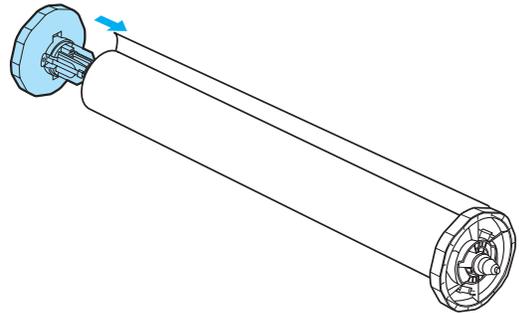
- 5 Press the power button to turn the printer on. When the message "Has printer been reinstalled? (Do not load ink tanks yet.)" is displayed, select Yes and press the OK button.



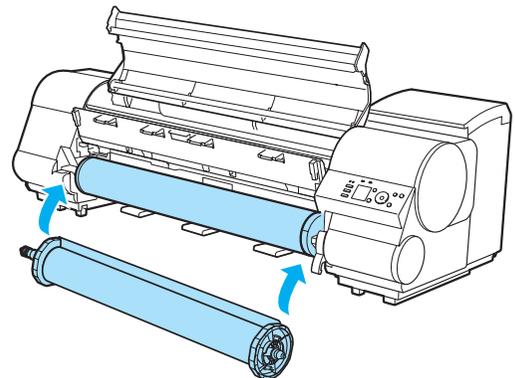
- 6** Open the Ink Tank Cover and install the ink tanks.



- 7** Attach the Roll Holder to the Roll Media.
(See "Attaching the Roll Holder to Rolls.") →P.12

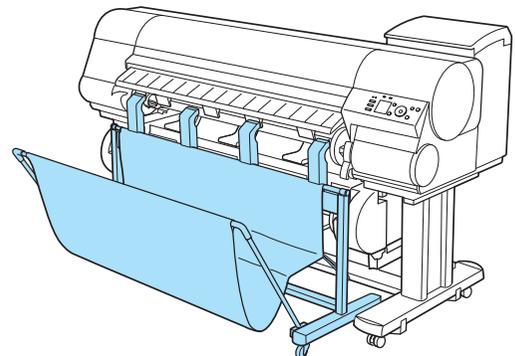


- 8** Load the Roll Media in the printer.
(See "Loading Rolls in the Printer.") →P.15



- 9** Install the software.
Note that the driver installation procedure varies depending on the type of connection.
(See "Installing the Software (Windows).") →P.82
(See "Installing the Software (Mac OS).") →P.84

- 10** Attach the Wheeled Output Stacker to the printer by referring to the Wheeled Output Stacker Setup Guide.



Software Installation

Installing the Printer Driver (Windows)

Installing the Software

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

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 software.

Installing the Software (Windows)

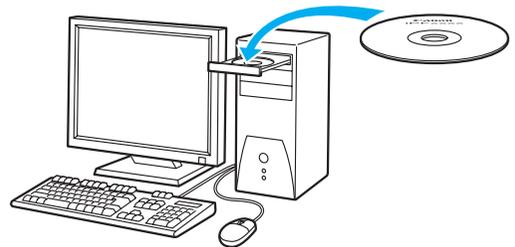


Important

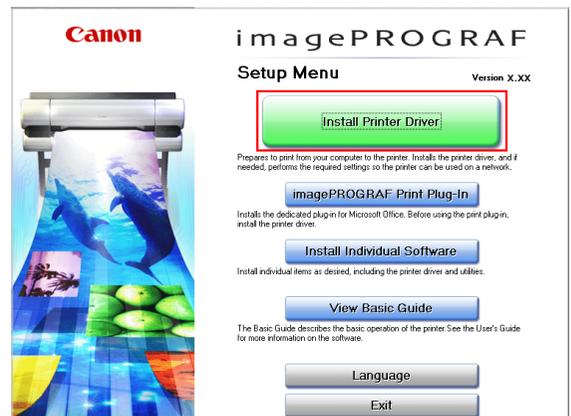
- When setting up a USB connection, connect the USB cable during printer driver installation following the instructions displayed.
If you accidentally connect the USB cable first, the printer driver may not be installed correctly.
- When the printer is connected to a network (via TCP/IP), the printer's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

1 Turn the computer on.
When setting up a TCP/IP (network) connection, after making sure the printer is on, connect the LAN cable to the Ethernet port on the left side of the printer and to your network hub port.

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



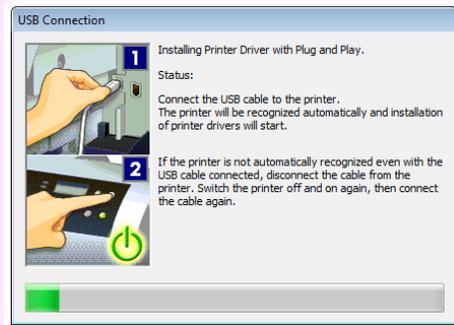
3 Follow the instructions displayed to complete installation.



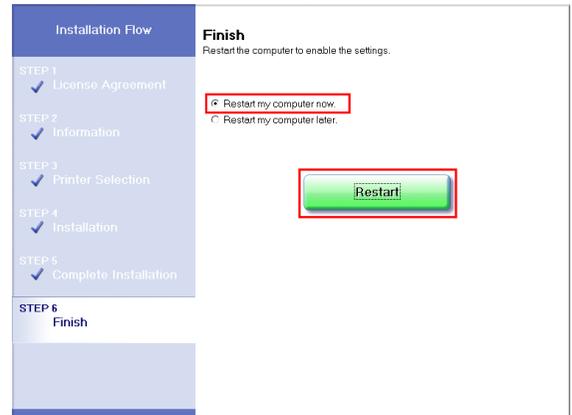


Important

- 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**. Software settings take effect after the computer restarts.



Installing the Printer Driver (Mac OS)

Installing the Software

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

Supported connection methods

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

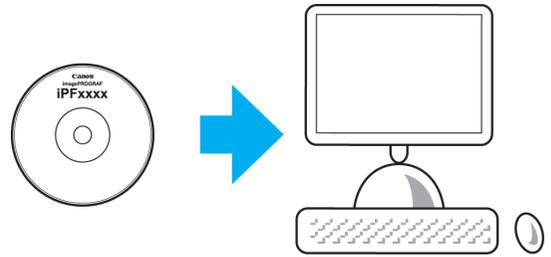
Installing the software



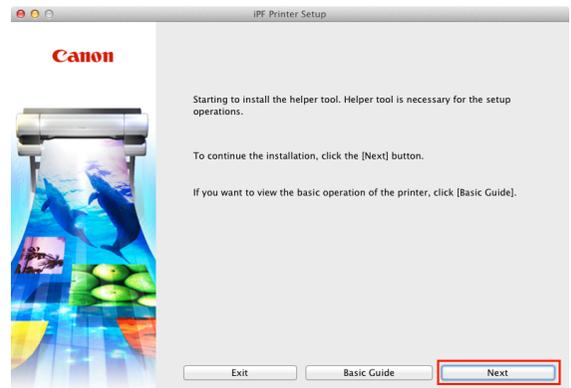
- When the printer is used over a network, the printer's IP address may be changed if you reinstall the printer. In this case, be sure to reconfigure the printer's IP address.

1 After making sure the computer and printer are not connected by a cable, turn the computer on.

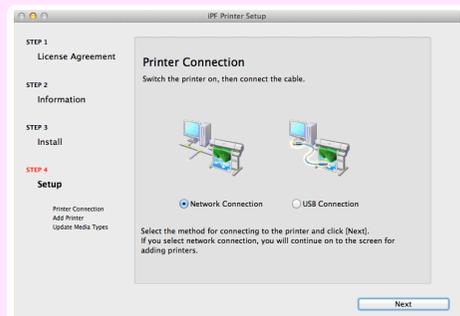
2 Insert the provided User Software CD-ROM for the appropriate operating system in the CD-ROM drive.



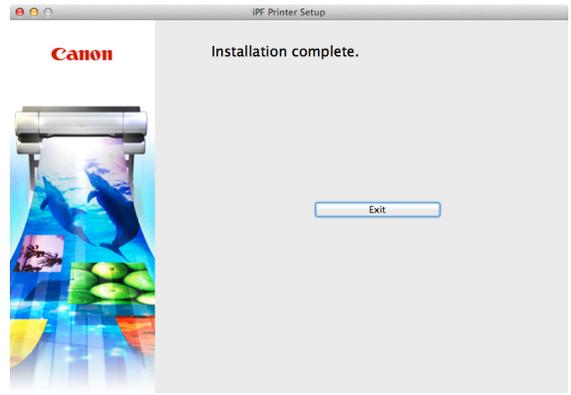
3 Follow the instructions displayed to complete installation.



- When the dialog box at right is displayed, make sure the printer is on and connect the printer and computer with the cable.



4 After installation, click **Exit**.



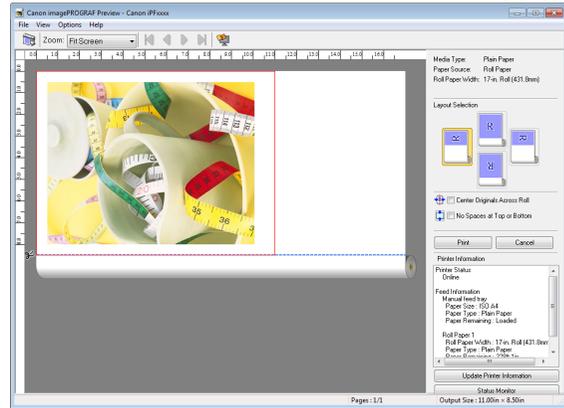
Convenient Printer Driver Features

Print Preview	86
Rotate Page 90 degrees (Converse Paper)	88
Borderless Printing	89
Large-Format Printing	90
Enlarged/Reduced Printing	91

Print Preview

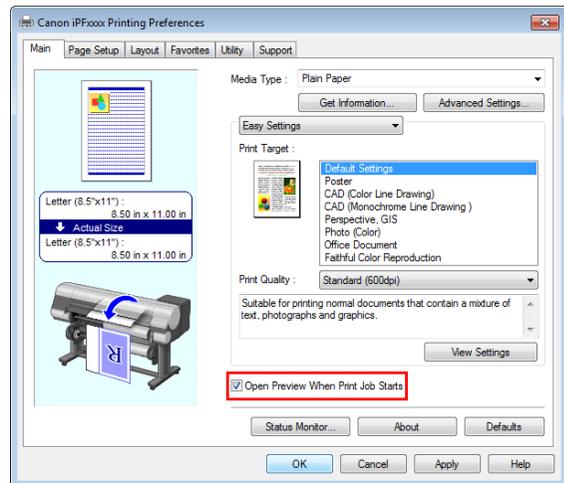
Using the print preview function enables the following.

- 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.



Configuring Settings in Windows

1. Access the **Main** sheet.
2. Select the **Open Preview When Print Job Starts** check box.
3. Check details in the **Information** dialog box displayed next and click **OK** to close the **Information** dialog box.
4. After you click **OK**, when you print a job, the **imagePROGRAF Preview** window will be displayed.

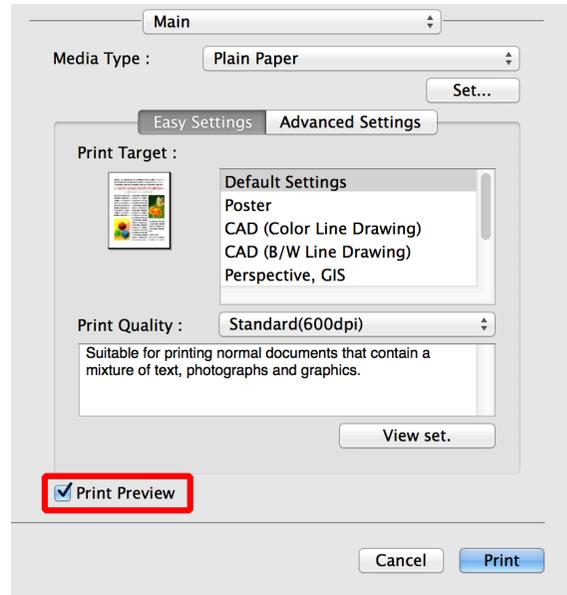


Note

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

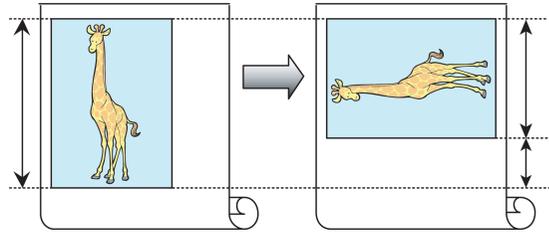
Configuring Settings in Mac OS

1. Access the **Main** pane.
2. Select the **Print Preview** check box.
3. After you click **Print**, the **Canon imagePROGRAF Pre-view** window will be displayed.



Rotate Page 90 degrees (Converse Paper)

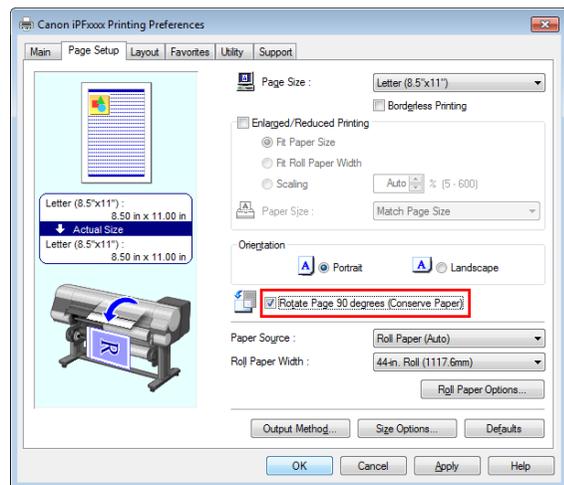
You can conserve roll paper by specifying particular settings as suitable for your original.
 When you print an original that is in portrait orientation, the original is rotated 90 degrees before printing if it fits within the roll width. This enables you to conserve paper.



- 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.

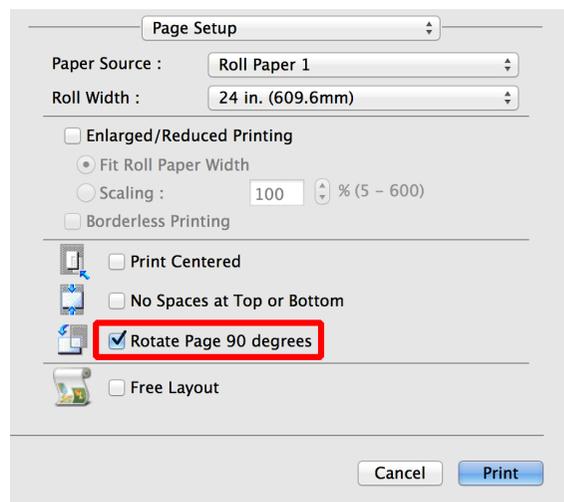
Configuring Settings in Windows

1. Access the **Page Setup** sheet.
2. Select the **Rotate Page 90 degrees (Converse Paper)** check box.



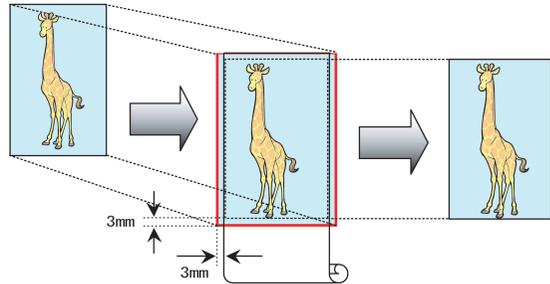
Configuring Settings in Mac OS

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



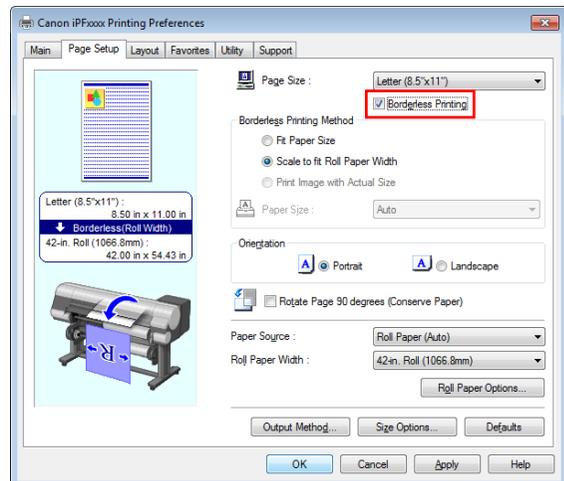
Borderless Printing

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. Borderless printing is only available with rolls.



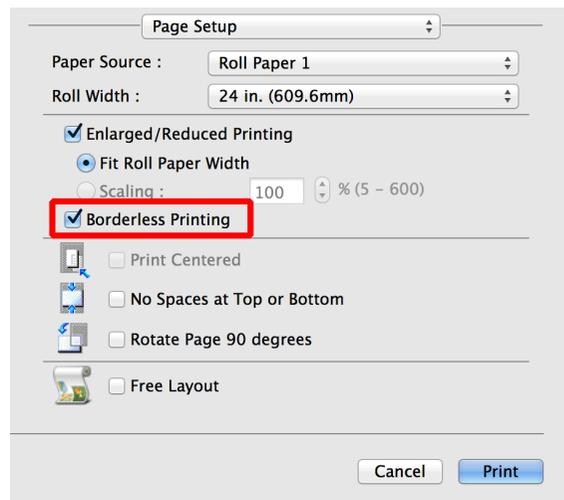
Configuring Settings in Windows

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



Configuring Settings in Mac OS

1. Access the **Page Setup** pane.
2. Click the width of the loaded roll in the **Roll Width** list.
3. Select the **Enlarged/Reduced Printing** check box.
4. Select the **Borderless Printing** check box.



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.

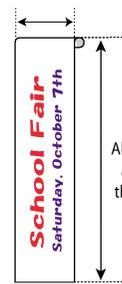
The printer supports roll printing up to a maximum length of 18.0 m (19.7 yd).

Create an original 100 x 500 mm



Automatically Enlarged

Roll width



About five times as long as the roll width

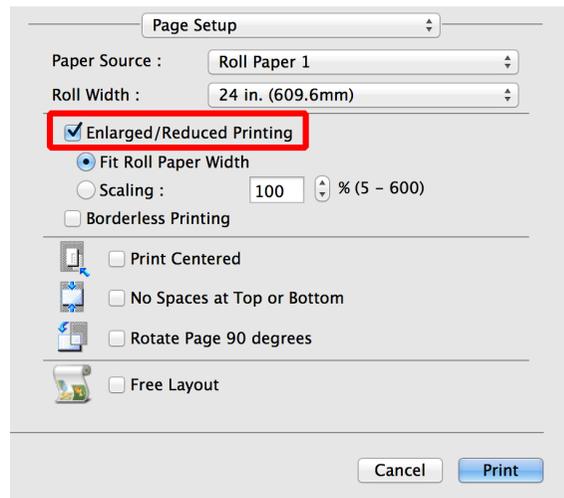
Configuring Settings in Windows

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



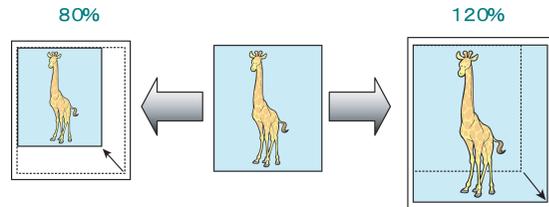
Configuring Settings in Mac OS

1. Access the **Page Setup** pane.
2. Click the width of the loaded roll in the **Roll Width** list.
3. Select the **Enlarged/Reduced Printing** check box.
4. Click **Fit Roll Paper Width**.



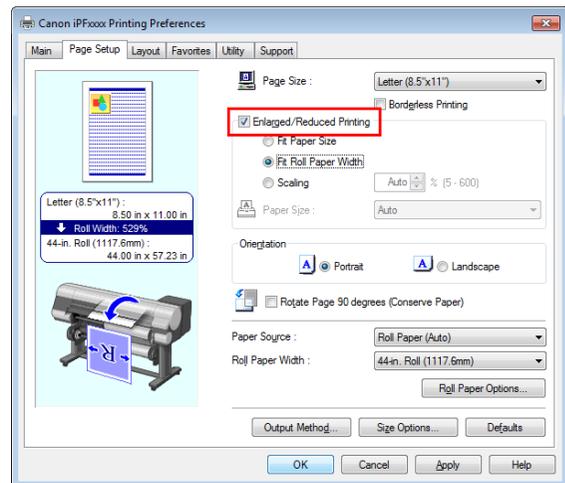
Enlarged/Reduced Printing

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



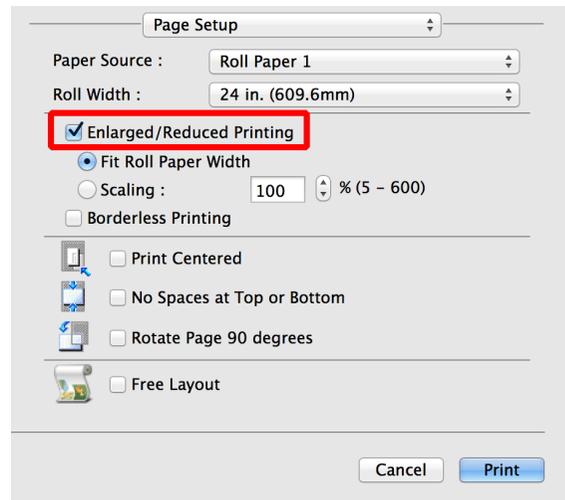
Configuring Settings in Windows

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



Configuring Settings in Mac OS

1. Access the **Page Setup** pane.
2. Click the width of the loaded roll in the **Roll Width** list.
3. Select the **Enlarged/Reduced Printing** check box.
4. Select either **Fit Roll Paper Width** or **Scaling**.



Adjustments for Better Print Quality

Adjusting the Printhead

Automatic Adjustment to Straighten Lines and Colors

If vertical lines in printed documents are warped or colors are out of alignment, execute **Head Posi. Adj.**. The printer will print and read a test pattern, and the Printhead position will be adjusted automatically.

There are two modes for automatic Printhead adjustment: **Standard** and **Simple**.

- **Standard**

Execute if vertical lines in printed material are warped or colors are out of alignment.

Furthermore, if **Simple** does not improve printing, try **Standard**.

- **Simple**

Executes simple adjustment in a short time.

Execute this when frequently adjusting the printhead, such as during daily inspection.



Important

- This function is not available with Tracing Paper, Translucent Matte Film, or Clear Film.
- If adjustment is not possible as expected using special media, try another type of paper, or try **Manual** adjustment. (See "Manual Adjustment to Straighten Lines and Colors.") → **User's Guide**



Note

- Because the results of adjustment vary depending on the type of paper used for adjustment, use the same type of paper as you will use for printing.
- If **Standard** does not improve printing, try adjusting the printhead manually. (See "Manual Adjustment to Straighten Lines and Colors.") → **User's Guide**
- If the printhead position was not adjusted during initial setup or when the printhead was replaced, execute **Initial adjustmt.** (See "Adjustment When Installing the Printhead.") → **User's Guide**

Items to Prepare

When Using Rolls	An unused roll at least 254.0 mm (10.00 in) wide
When Using Sheets	Standard : Two sheets of unused paper, A4/Letter size (or one sheet when using A3 or larger) Simple : One sheet of unused paper, A4/Letter size

Perform adjustment as follows.

1 Load paper.

- Attaching the Roll Holder to Rolls → **P.12**
- Loading Rolls in the Printer → **P.15**
- Loading Sheets in the Printer → **P.25**



Important

- Always make sure the loaded paper matches the type of paper specified on the printer. Adjustment cannot be completed correctly unless the loaded paper matches the settings.

- 2** On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the **Settings/Adj. tab** (.



Note

- If the **Tab Selection screen** is not displayed, press the **Menu** button.

- 3** Press the **OK** button.
The **Set./Adj. Menu** is displayed.
- 4** Press ▲ or ▼ to select **Adjust Printer**, and then press the **OK** button.
- 5** Press ▲ or ▼ to select **Head Posi. Adj.**, and then press the **OK** button.
- 6** Press ▲ or ▼ to select **Standard** or **Simple**, and then press the **OK** button.
A test pattern is printed for adjustment.
Adjustment is now finished if you have printed on a roll.
- 7** If you are printing on cut sheets, a confirmation message is displayed on the Display Screen asking you whether to continue printing.
Press the **OK** button and follow the instructions on the Display Screen.

Adjusting the feed amount

Selecting a Feed Amount Adjustment Method	94
Adjusting Line Length	95

Selecting a Feed Amount Adjustment Method

Methods of adjusting the amount paper is fed are set in **Adj. Priority**. Adjust **Adj. Priority** to suit your particular printing application.

- **Print Quality:** Adjusts the feed amount to reduce banding across the sheet in printed documents. **Adj. Quality** settings are applied. When **Adj. Fine Feed** is executed, the **Adj. Fine Feed** settings are applied in addition to the **Adj. Quality** settings.
- **Print Length:** Adjusts the feed amount for better accuracy of lines in printed documents. The settings of **A:High** or **B:Standard/Draft** in **Adjust Length** are applied.
- **Automatic: Print Quality** or **Print Length** is selected, depending on **Print Priority** as selected in the printer driver at the time of printing.
Image or **Office Document: Print Quality** is selected.
Line Drawing/Text: Print Length is selected.



Note

- Either **A:High** or **B:Standard/Draft** in the **Adjust Length** menu is applied, depending on printer driver settings at the time of printing.
- If you have selected **Easy Settings** in the printer driver, follow these steps to confirm the **Print Priority** setting.
 - Windows: Click **View Settings** on the **Main** tab to display the **View Settings** dialog box.
 - Mac OS: Click **View set.** on the **Main** pane to display the **View set.** dialog box.

Follow these steps to configure the settings.

1 Load the paper.

- Attaching the Roll Holder to Rolls →P.12
- Loading Rolls in the Printer →P.15
- Loading Sheets in the Printer →P.25

2 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the **Settings/Adj. tab** ().



Note

- If the **Tab Selection screen** is not displayed, press the **Menu** button.

3 Press the **OK** button.
The **Set./Adj. Menu** is displayed.

4 Press ▲ or ▼ to select **Adjust Printer**, and then press the **OK** button.

5 Press ▲ or ▼ to select **Feed Priority**, and then press the **OK** button.

6 Press ▲ or ▼ to select **Adj. Priority**, and then press the **OK** button.

7 Press ▲ or ▼ to select **Automatic**, **Print Quality**, or **Print Length**, and then press the **OK** button.

Adjusting Line Length

To ensure that lines in CAD drawings are printed at exactly the right length, use **Adjust Length** to adjust the amount that paper is advanced.

There are two options in **Adjust Length** : **AdjustmentPrint** and **Change Settings**.

- **AdjustmentPrint**
After a test pattern is printed, you will measure the discrepancy based on the results of printing.
- **Change Settings**
No test pattern is printed. Instead, you will measure a document already printed to determine the discrepancy.

Additionally, two modes are available in both **AdjustmentPrint** and **Change Settings** : **A:High** or **B:Standard/Draft**. Choose the mode that suits your particular printing application.

- **A:High**
This setting is applied when **Highest** or **High** is selected in **Print Quality** in the printer driver.
- **B:Standard/Draft**
This setting is applied when **Standard** or **Fast** is selected in **Print Quality** in the printer driver.



Note

- Always check the **Adj. Priority** values before using **Adjust Length**. (See "Selecting a Feed Amount Adjustment Method.") →P.94
- Use paper of the same type and size for adjustment as you will use for printing.

Paper to Prepare

When Using Rolls	<ul style="list-style-type: none"> • An unused roll at least 10 inches wide • High-precision ruler
When Using Sheets	<ul style="list-style-type: none"> • One sheet of unused paper of at least A4/Letter size • High-precision ruler

Perform adjustment as follows.

1 Load the paper.

- Attaching the Roll Holder to Rolls →P.12
- Loading Rolls in the Printer →P.15
- Loading Sheets in the Printer →P.25



Important

- Always make sure the loaded paper matches the type of paper specified. Adjustment cannot be completed correctly unless the loaded paper matches the settings.

2 On the **Tab Selection screen** of the Control Panel, press ◀ or ▶ to select the **Settings/Adj. tab** ().



Note

- If the **Tab Selection screen** is not displayed, press the **Menu** button.

3 Press the **OK** button.
The **Set./Adj. Menu** is displayed.

4 Press ▲ or ▼ to select **Adjust Printer**, and then press the **OK** button.

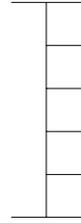
5 Press ▲ or ▼ to select **Feed Priority**, and then press the **OK** button.

6 Press ▲ or ▼ to select **Adjust Length**, and then press the **OK** button.

7 Press ▲ or ▼ to select **AdjustmentPrint** or **Change Settings**, and then press the **OK** button.

When you select **AdjustmentPrint**, a test pattern is printed for you to measure the scale and calculate the discrepancy. The scale bar prints **Millimeter** in 50 mm increments and **Inch** in 1-inch increments.

Millimeter



Inch



Note

- A test pattern is printed in black when you choose **A:High** or in magenta if you choose **B:Standard/Draft**.
- To cancel printing the test pattern for adjustment, hold down the **Stop** button. When "**Stop printing?**" is displayed, press ▲ or ▼ to select **Yes**, and then press the **OK** button.

8 Press ▲ or ▼ to enter the amount of discrepancy, and then press the **OK** button. If the scale is shorter than the actual size, use a positive setting value. If it is longer, use a negative value. The feed amount can be adjusted in 0.02% increments.

Troubleshooting

Problems Regarding Paper

- Clearing Jammed Roll Paper 97
- Clearing a Jammed Sheet 100
- Troubleshooting When Paper Jams are not Found 102
- Roll paper cannot be inserted into the Paper Feed Slot 105
- Cannot load sheets 105
- Paper is not cut neatly 106
- Paper is not cut 106
- The size of clear film cannot be detected 106

Clearing Jammed Roll Paper

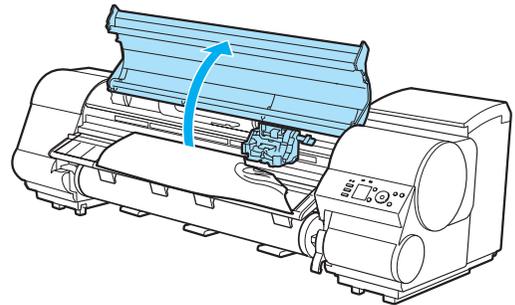
If roll paper jams, follow the steps below to remove jams.



• If you do not find any scraps or jams, see "Troubleshooting When Paper Jams are not Found." →P.102

Note

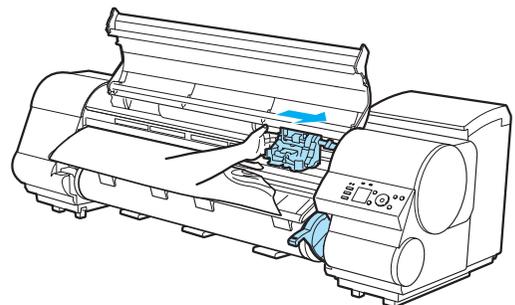
- 1** Turn the printer off. (See "Turning the Printer On and Off.") →User's Guide
- 2** Open the Top Cover.



Note

• If the leading edge of the roll jams in the carriage such as when the paper curls strongly, you may be able to avoid paper jamming by setting the roll cutting method to Manual and setting the detection of paper leading edge to **Do not perform**. (See "Specifying the Cutting Method for Rolls.") →User's Guide

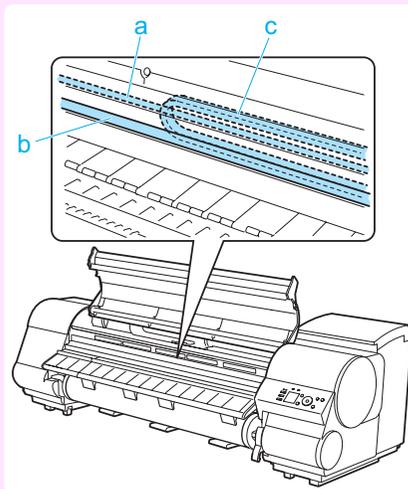
- 3** If the Carriage is out, move the Carriage out of the way, away from the paper.



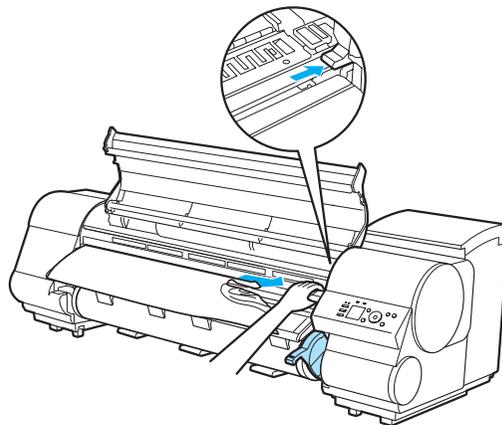


Important

- Do not touch the Linear Scale (a), Carriage Shaft (b), or Ink Tube Stabilizer (c). Touching these parts may damage them.



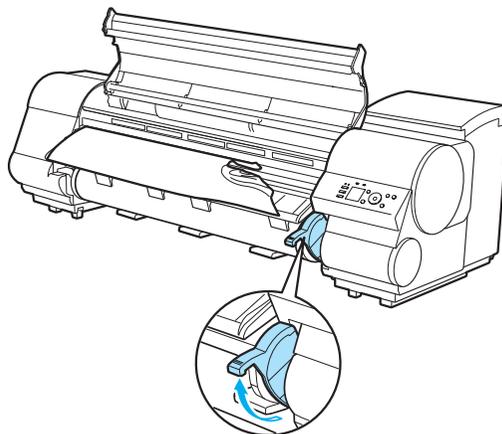
- 4 If the Cutter is out, move the Cutter to the right side, away from the paper.



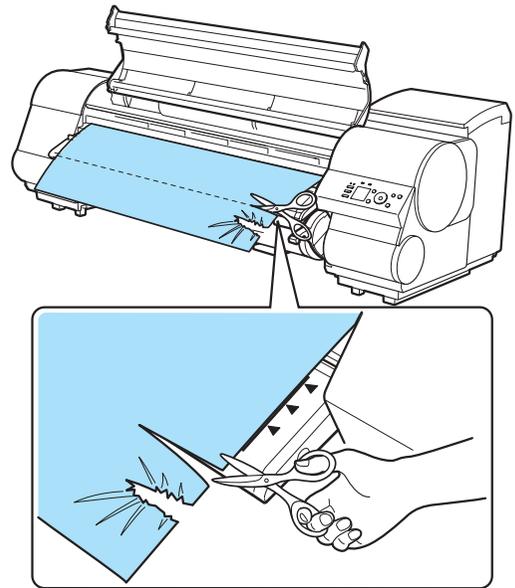
Important

- If the Cutter is on the left side, be sure to move it to the right. If the Cutter is on the left side when you turn the printer on, the printer may rip the paper.

- 5 Lift the Release Lever.



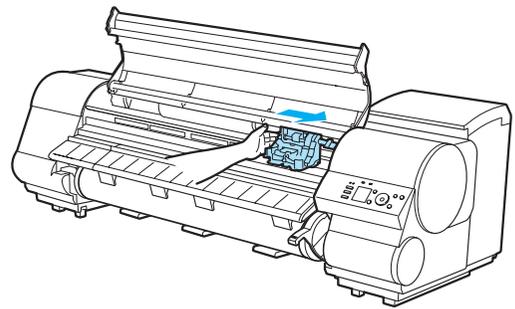
- 6** Holding the paper on both sides, pull the jammed portion out toward the front. Use a scissors or cutting tool to cut away the printed or wrinkled portion.



Caution

- When cutting paper, be careful to avoid injury and damaging the printer.

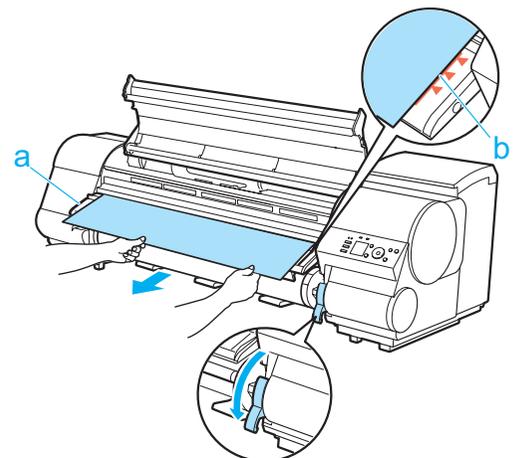
- 7** If the Carriage is on the left, move the Carriage to the right until it stops.



Important

- Always move the Carriage to the right side. If the Carriage is on the left, a Carriage error may occur when you turn on the printer.

- 8** Hold the edge of the roll paper in the middle as you gently pull it evenly to the position of the Ejection Guide (a). Align the right side of the roll paper with the Paper Alignment Line (b), keeping this side parallel to the line, and then lower the Release Lever.

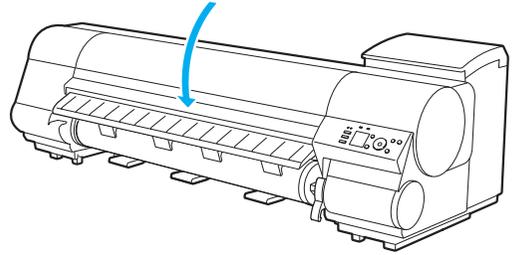




Important

- Do not force the roll paper into alignment with the Paper Alignment Line (b). This may prevent the paper from being advanced straight.
- If you pull out too much of the roll, an excessive amount will be cut away.

9 Close the Top Cover.



10 Turn the printer on. (See "Turning the Printer On and Off.") → [User's Guide](#)
The roll is now advanced. After it is finished being advanced, you can resume printing.



Note

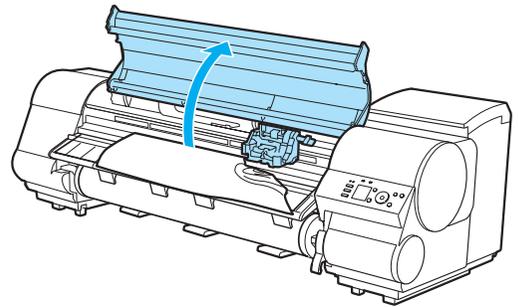
- You can ensure that the edge is cut neatly by selecting **Paper Cutting** in the printer menu. (See "Specifying the Cutting Method for Rolls.") → [User's Guide](#)

Clearing a Jammed Sheet

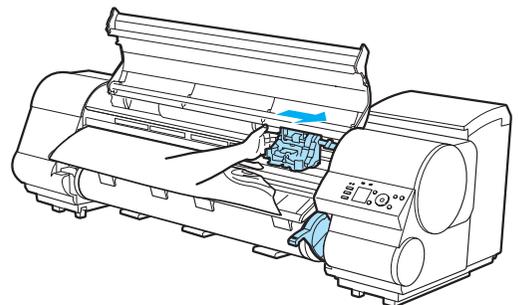
If a sheet jams, follow the steps below to remove it.

1 Turn the printer off. (See "Turning the Printer On and Off.") → [User's Guide](#)

2 Open the Top Cover.



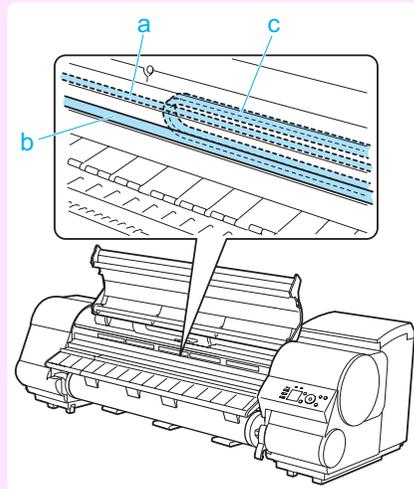
3 If the Carriage is out, move the Carriage out of the way, away from the paper.



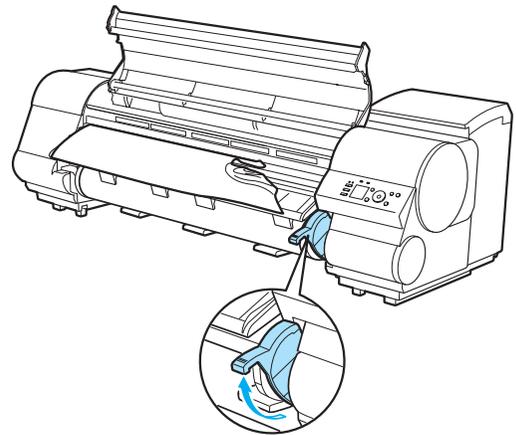


Important

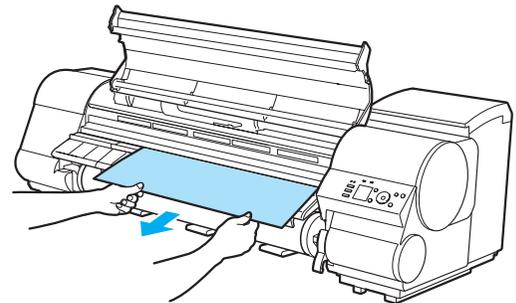
- Do not touch the Linear Scale (a), Carriage Shaft (b), or Ink Tube Stabilizer (c). Touching these parts may damage them.



- 4** Lift the Release Lever.



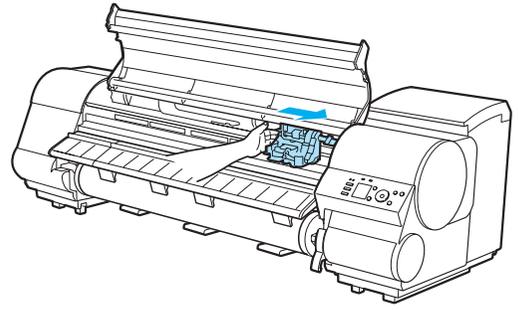
- 5** Hold the paper and pull it out, toward the front.



Note

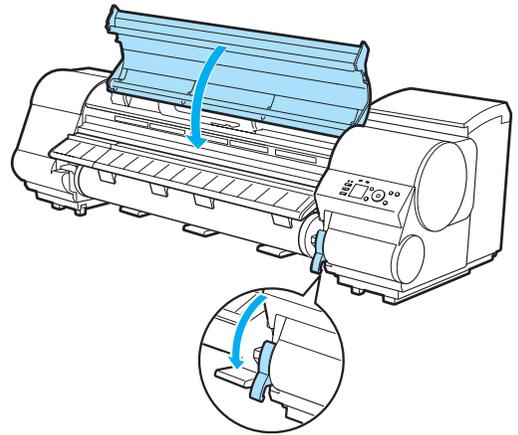
- If you do not find any scraps or jams, see "Troubleshooting When Paper Jams are not Found." →P.102

- 6** If the Carriage is on the left, move the Carriage to the right until it stops.



- Always move the Carriage to the right side. If the Carriage is on the left, a Carriage error may occur when you turn on the printer.

- 7** Lower the Release Lever and close the Top Cover.



- 8** Turn the printer on. (See "Turning the Printer On and Off.") → [User's Guide](#)

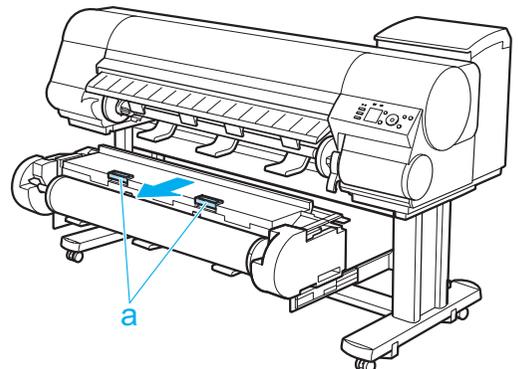
Troubleshooting When Paper Jams are not Found

If you cannot find a paper jam, search for the paper as follows.

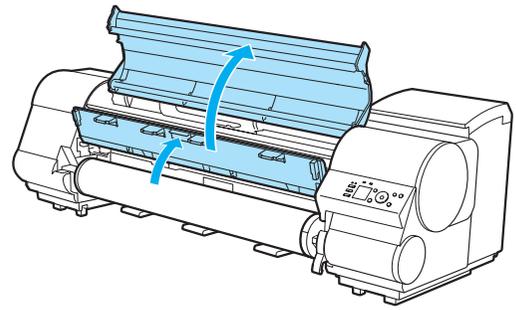
- 1** Turn the printer off. (See "Turning the Printer On and Off.") → [User's Guide](#)

- 2** Remove the Wheeled Output Stacker from the printer. (See "Using the Wheeled Output Stacker.") → [User's Guide](#)

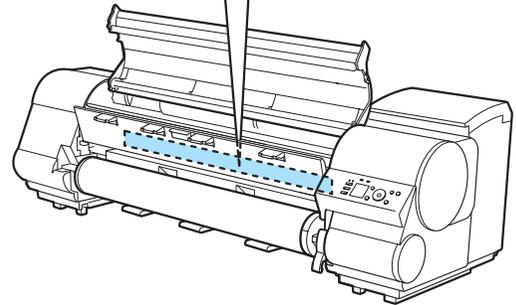
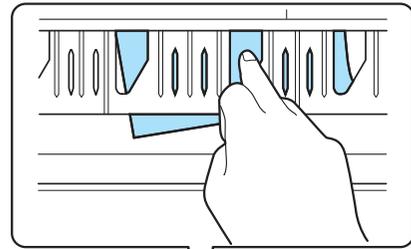
- 3** Holding the Roll Unit Lever (a), pull out the Roll Unit.



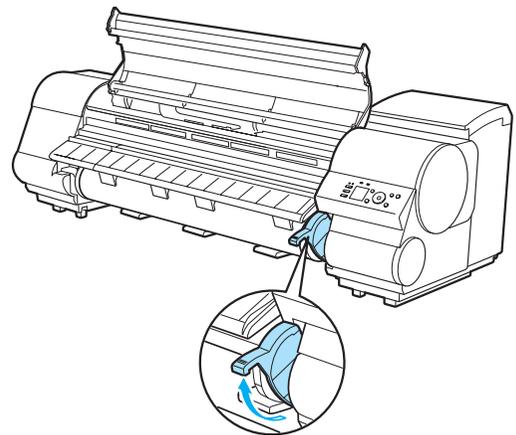
4 Open the Top Cover and lift the Ejection Guide.



5 Check for paper in the lower part of the printer. Remove any jammed paper here by pushing it to the floor with your fingers.

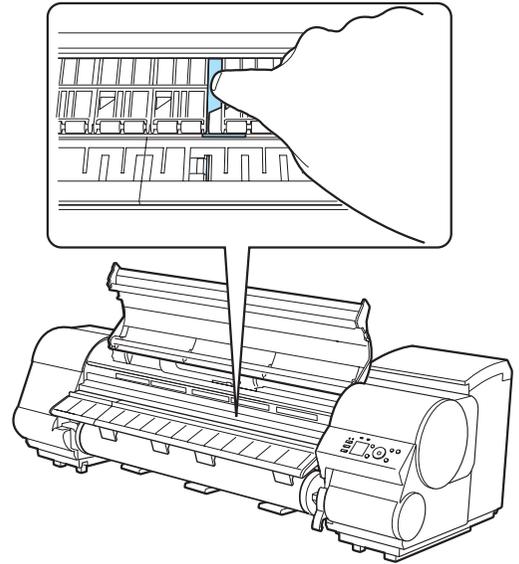


6 Lift the Release Lever.

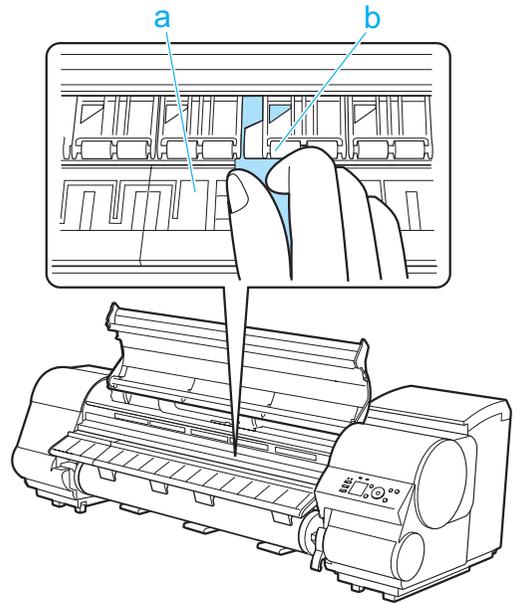


7 Open the Top Cover, and if there is a paper jam at the position shown, push it inside with your fingers.

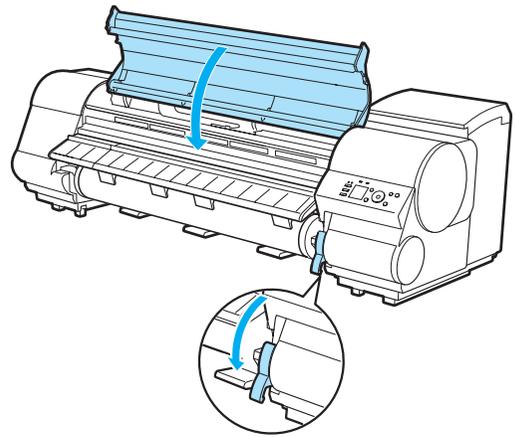
The paper will drop to the floor or to the lower part of the printer.



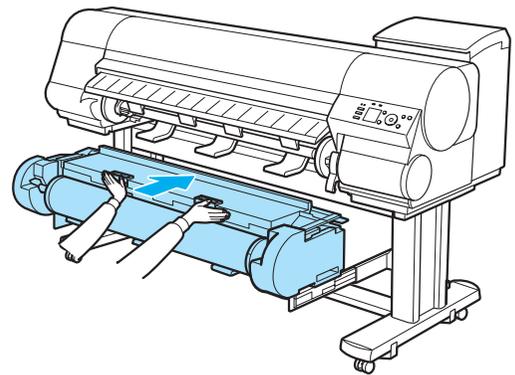
-  • If paper remains in the lower part of the printer, push it to the floor with your fingers.
- Note** • If the paper does not drop to the floor or to the lower part of the printer, fold an A4 sheet three times, insert it through the gap of the Platen (a) and the Paper Retainer (b), and push the jammed paper out.



8 Lower the Release Lever and close the Top Cover.



9 In a crouching position, push the Roll Unit in.



10 Position the Wheeled Output Stacker by the printer. (See "Using the Wheeled Output Stacker.") → **User's Guide**

11 Turn the printer on. (See "Turning the Printer On and Off.") → **User's Guide**

Roll paper cannot be inserted into the Paper Feed Slot

Cause	Corrective Action
The roll paper is warped.	Straighten out curls and reload the roll.
Paper is jammed by the paper feed slot.	Remove the jammed paper. (See "Clearing Jammed Roll Paper." → P.97) (See "Clearing a Jammed Sheet." → P.100)
The paper source selection is incorrect.	Press the Load button and select the paper source.
If paper cannot be advanced from Roll 2 (Lower), the Roll Unit Cable is disconnected.	Connect the Roll Unit Cable firmly to the Roll Unit Power Supply Inlet and the inlet on the roll unit.

Cannot load sheets

Cause	Corrective Action
The paper source selection is incorrect.	Press the Load button and select the paper source.

Paper is not cut neatly

Cause	Corrective Action
The paper is bent or curled at the cut position.	Straighten out any curling by the edges of the paper.
Paper rises by the ends of the cut position before it is cut.	Reload the paper correctly.
You are using paper that cannot be cut with the Cutter Unit.	Specify Manual in Cutting Mode in the Control Panel menu and use scissors or a cutting tool to cut the roll after printing. (See "Specifying the Cutting Method for Rolls.") → User's Guide
Cut Speed is not configured correctly in the Control Panel menu.	Change the Cut Speed setting in the Control Panel menu. (See "Menu Structure.") → P.60
During cutting, printed documents fall out at an angle.	In the Control Panel menu, set Cutting Mode to Eject . Hold documents after printing, as they are cut. (See "Specifying the Cutting Method for Rolls.") → User's Guide

Paper is not cut

Cause	Corrective Action
In the printer driver, No or Print Cut Guideline is specified in Automatic Cutting .	Specify Yes in Automatic Cutting in the printer driver. (See "Page Setup Sheet (Windows).") → User's Guide (See "Paper Detailed Settings Dialog Box (Mac OS).") → User's Guide
In the Control Panel menu, Cutting Mode is set to Eject or Manual .	If the Cutting Mode is Eject , press the Cut button to cut the paper. If the Cutting Mode is Manual , cut rolls with scissors or the like. (See "Specifying the Cutting Method for Rolls.") → User's Guide

The size of clear film cannot be detected

Cause	Corrective Action
The Platen is soiled with ink or other substances.	Open the Top Cover and clean the entire Platen. (See "Cleaning Inside the Top Cover.") → P.51

Printing does not start

The Data lamp on the Control Panel does not light up	107
The printer does not respond even if print jobs are sent	107
Ink Filling.. is displayed	107
The display screen indicates Agitating	108

The Data lamp on the Control Panel does not light up

Cause	Corrective Action
The printer is not on.	Make sure the power cord is securely plugged in, all the way. Press the Power button to turn on the printer.
The target printer was not selected when printing.	<ul style="list-style-type: none"> In Windows, select the printer by clicking Select Printer or Printer in the printing dialog box and try printing again. In Mac OS, open the dialog box of the printer driver, select the printer from the list of Printer, and try printing again.
The print job is paused.	<ul style="list-style-type: none"> In Windows, restart the print job as follows. <ol style="list-style-type: none"> Click the printer icon in the Devices and Printers window. Click See what's printing to open a window. Click Pause Printing in the Printer menu to clear the check box. <p>Note, depending on the version, restart the print job as follows.</p> <ol style="list-style-type: none"> Right-click the printer icon in the Printers and Faxes (or Printers) window. Click Resume Printing in the menu. In Mac OS, restart the print job as follows. <ol style="list-style-type: none"> Click Print & Scan. (This is identified as Printers & Scanners or Print & Fax in other versions of Mac OS.) Choose the printer. Click Open Print Queue to open a window. Click Resume Printer (or Resume).

Troubleshooting

Printing does not start

The printer does not respond even if print jobs are sent

Cause	Corrective Action
In the Control Panel menu, Pause Print is On .	Set Pause Print to Off . (See "Pausing Printing.") → User's Guide
In the Control Panel menu, Use USB or Use Ethernet is set to Off .	Set Use USB or Use Ethernet to On . (See "Menu Settings.") → User's Guide
You have selected Save in mail box in Output Method on the printer.	Print the job saved on the printer's hard disk. (See "Printing Saved Jobs.") → User's Guide
Print jobs are pending.	Manage the jobs on hold and print as needed. (See "Managing Pending Jobs (Printing or Deleting Jobs on Hold).") → User's Guide

Ink Filling.. is displayed

Cause	Corrective Action
The printer was forced off during operation.	Wait until the system has been filled with ink.

The display screen indicates Agitating

Cause	Corrective Action
Ink agitation is in progress.	Please wait until ink agitation is finished. The time for agitation varies depending on how long the printer has been off.

The printer stops during a print job

An error message is shown on the Display Screen	109
The printer ejects blank, unprinted paper	109

An error message is shown on the Display Screen

Cause	Corrective Action
The last portion of roll paper was used during a print job, and paper could not be advanced because the trailing edge is taped to the roll.	Remove the used roll and insert a new roll. (See "Removing the Roll from the Printer.") →P.21 (See "Removing the Roll Holder from Rolls.") →User's Guide (See "Loading and Printing on Rolls.") →User's Guide

The printer ejects blank, unprinted paper

Cause	Corrective Action
The leading edge of the roll paper was cut to straighten it.	The leading edge of rolls may be cut to straighten it if Trim Edge First is set to a value other than Off in the Control Panel menu. (See "Cutting the Leading Edge of Roll Paper Automatically.") →User's Guide
The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and make sure the Printhead is in good condition for printing. (See "Checking for Nozzle Clogging.") →User's Guide
A print job was received from an incompatible printer driver.	Use the correct imagePROGRAF printer driver for the printer and try printing again.
The printer has received print data that includes HP RTL commands when Auto Rotate is On in the Control Panel menu.	In the Control Panel, set Auto Rotate to Off and print again. (See "Menu Settings.") →User's Guide
The printer is damaged.	Contact your Canon dealer for assistance.

Problems with the printing quality

Printing is faint	110
Paper rubs against the Printhead	111
The edges of the paper are dirty	111
The surface of the paper is dirty	112
The back side of the paper is dirty	112
Printed colors are inaccurate	112
Banding in different colors occurs	113
Colors in printed images are uneven	113
Image edges are blurred or white banding occurs	114
The contrast becomes uneven during printing	114
The length of printed images is inaccurate in the feeding direction	115
Images are printed crooked	115
Documents are printed in monochrome	115
Line thickness is not uniform	115
Lines are misaligned	116

Printing is faint

Cause	Corrective Action
You may be printing on the wrong side of the paper.	Print on the printing surface.
The Printhead nozzles are clogged.	<p>Print a test pattern to check the nozzles and see if they are clogged. (See "Checking for Nozzle Clogging.") → User's Guide</p> <p>To check for nozzles after printing, set Frequency in Nozzle Check in the Control Panel menu to a setting other than Off. Furthermore, to have a warning displayed depending on the result of the nozzle check, set Warning in Nozzle Check in the Control Panel menu to On. Note that when Warning is set to On, printing may stop depending on the content of the warning. (See "Menu Settings.") → User's Guide</p>
Because the printer was left without ink tanks installed for some time, ink has become clogged in the ink supply system.	After the ink tanks have been installed for 24 hours, run Head Cleaning B from the Control Panel. (See "Cleaning the Printhead.") → P.53
Paper is jammed inside the Top Cover.	<p>Follow the steps below to remove the jammed piece of paper inside the Top Cover.</p> <ol style="list-style-type: none"> 1. Open the Top Cover and make sure the Carriage is not over the Platen. 2. Remove any scraps of paper inside the Top Cover. (See "Clearing Jammed Roll Paper.") → P.97 (See "Clearing a Jammed Sheet.") → P.100 3. Close the Top Cover.
The ink was not dry when paper was cut.	Specify a longer drying period in the Control Panel menu, in Paper Details > Roll DryingTime . (See "Menu Settings.") → User's Guide
Printing may be faint if Print Quality in Advanced Settings in the printer driver is set to Standard or Fast .	In Advanced Settings of the printer driver, choose Highest or High in Print Quality . Printing in Fast or Standard mode is faster and consumes less ink than in Highest or High modes, but the printing quality is lower. (See "Giving Priority to Particular Graphic Elements and Colors for Printing.") → User's Guide
You are printing on paper that tends to generate dust when cut.	In the Control Panel menu, set CutDustReduct. in Paper Details to On . (See "Reducing Dust from Cutting Rolls.") → User's Guide

Paper rubs against the Printhead

Cause	Corrective Action
The type of paper specified in the printer driver does not match the type loaded in the printer.	<p>Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") → P.15 (See "Loading Sheets in the Printer.") → P.25</p> <p>Make sure the same type of paper is specified in the printer driver as you have loaded in the printer.</p> <ol style="list-style-type: none"> 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
Paper has been loaded incorrectly, causing it to wrinkle.	<p>Reload the paper. (See "Loading Rolls in the Printer.") → P.15 (See "Loading Sheets in the Printer.") → P.25</p>
The Printhead is set too low in the Control Panel menu.	<p>In the Control Panel menu, set Head Height to Automatic. (See "Troubleshooting Paper Abrasion and Blurry Images.") → User's Guide</p>
You are printing on heavyweight paper or paper that curls or wrinkles easily after absorbing ink.	<p>For paper-based media such as Heavyweight Coated Paper, set the VacuumStrength to Strong or Strongest in the Control Panel menu. If the paper still rubs against the printhead, set the Head Height in the Control Panel menu to a higher value than the current setting. (See "Adjusting the Vacuum Strength.") → User's Guide (See "Troubleshooting Paper Abrasion and Blurry Images.") → User's Guide</p> <p>For film-based media such as Tracing Paper, set the VacuumStrength to Standard, Strong or Strongest in the Control Panel menu. If the paper still rubs against the printhead, set the Head Height in the Control Panel menu to a higher value than the current setting. (See "Adjusting the Vacuum Strength.") → User's Guide (See "Troubleshooting Paper Abrasion and Blurry Images.") → User's Guide</p> <p>When printing on paper 0.1 mm (0.004 in) thick or less, choose a VacuumStrength setting of Weakest in the Control Panel menu. If rubbing still occurs, in the Control Panel menu, use a higher Head Height setting. (See "Adjusting the Vacuum Strength.") → User's Guide (See "Troubleshooting Paper Abrasion and Blurry Images.") → User's Guide</p>
When you have loaded paper, the paper you have loaded does not match the type selected on the Control Panel.	<p>Be sure to select the correct type of paper in the Control Panel menu when loading paper. (See "Loading Rolls in the Printer.") → P.15 (See "Loading Sheets in the Printer.") → P.25</p>

The edges of the paper are dirty

Cause	Corrective Action
The Platen has become dirty after borderless printing or printing on small paper.	<p>Open the Top Cover and clean the Platen. (See "Cleaning Inside the Top Cover.") → P.51</p>
The type of paper as specified on the printer does not match the type specified in the printer driver.	<p>Make sure the same type of paper is specified on the printer as in the printer driver. (See "Changing the Type of Paper.") → User's Guide</p> <p>Make sure the same paper type is specified in the printer driver as on the printer.</p> <ol style="list-style-type: none"> 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
The paper is wrinkled or warped.	<p>Straighten out the wrinkles or curls and reload the paper. Do not use paper that has been printed on previously. (See "Loading Rolls in the Printer.") → P.15 (See "Loading Sheets in the Printer.") → P.25</p>
A cut line is printed because Cut-DustReduct. is On in the Control Panel menu to reduce cutting dust.	<p>If this function is not needed, set CutDustReduct. to Off in the Control Panel menu. (See "Menu Settings.") → User's Guide</p>

Cause	Corrective Action
The Printhead is set too low in the Control Panel menu.	In the Control Panel menu, set Head Height to Automatic . (See "Troubleshooting Paper Abrasion and Blurry Images.") → User's Guide
You are printing on heavyweight paper or paper that curls or wrinkles easily after absorbing ink.	For paper-based media such as Heavyweight Coated Paper, set the VacuumStrength to Strong or Strongest in the Control Panel menu. If the paper still rubs against the printhead, set the Head Height in the Control Panel menu to a higher value than the current setting. (See "Adjusting the Vacuum Strength.") → User's Guide (See "Troubleshooting Paper Abrasion and Blurry Images.") → User's Guide
	For film-based media such as Tracing Paper, set the VacuumStrength to Standard , Strong or Strongest in the Control Panel menu. If the paper still rubs against the printhead, set the Head Height in the Control Panel menu to a higher value than the current setting. (See "Adjusting the Vacuum Strength.") → User's Guide (See "Troubleshooting Paper Abrasion and Blurry Images.") → User's Guide
The Ejection Guide is soiled.	Clean the Ejection Guide. (See "Cleaning the Printer Exterior.") → User's Guide

The surface of the paper is dirty

Cause	Corrective Action
The Paper Retainer is soiled.	Clean the Paper Retainer. (See "Cleaning Inside the Top Cover.") → P.51
You are using a paper that does not dry easily.	In the Control Panel menu, set Roll DryingTime to at least 1 min . (See "Menu Settings.") → User's Guide
	When paper that does not dry easily is used for printing, it may curl during printing and touch the Output Tray. In this case, in the Control Panel menu, complete the settings for Dry time and Area in Scan Wait Time . However, note that printing will now take longer. (See "Menu Settings.") → User's Guide

The back side of the paper is dirty

Cause	Corrective Action
The Platen has become dirty after borderless printing or printing on small paper.	Open the Top Cover and clean the Platen. (See "Cleaning Inside the Top Cover.") → P.51
	In the Control Panel menu, set CarriageScanWdth to Fixed . (See "Menu Settings.") → User's Guide
The Platen has become soiled because you have set Width Detection to Off in the Control Panel menu.	Set Width Detection to On in the Control Panel menu, and then open the Top Cover and clean the Platen. (See "Cleaning Inside the Top Cover.") → P.51
	Open the Top Cover and clean the Platen. After this, manually advance the roll onto the Platen before printing. (See "Cleaning Inside the Top Cover.") → P.51 (See "Feeding Roll Paper Manually.") → User's Guide
The Platen suction is too strong.	In the Control Panel menu, reduce the level of VacuumStrngth . (See "Adjusting the Vacuum Strength.") → User's Guide

Printed colors are inaccurate

Cause	Corrective Action
Color adjustment has not been activated in the Advanced Settings of the printer driver.	In the Advanced Settings of the printer driver, access Color Settings in Color Mode to adjust colors. (See "Main Sheet (Windows).") → User's Guide (See "Main Pane (Mac OS).") → User's Guide
Colors have not been adjusted on the computer or monitor.	Refer to the computer and monitor documentation to adjust the colors.

Cause	Corrective Action
Colors have not been adjusted on the computer or monitor.	Adjust the settings of the color management software, referring to the software documentation as needed.
The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and see if they are clogged. (See "Checking for Nozzle Clogging.") → User's Guide
Application Color Matching Priority is set to Off in the Windows printer driver.	Click Special Settings in the Layout sheet of the printer driver, and set Application Color Matching Priority to On in the dialog box that is displayed. (See "Layout Sheet (Windows).") → User's Guide
Color may change slightly even on the same model of printer if you use a different version of the firmware or printer driver, or when you print under different settings or in a different printing environment.	Follow these steps to prepare the printing environment. <ol style="list-style-type: none"> 1. Use the same version of firmware or printer driver. 2. Specify the same value for all settings items.

Banding in different colors occurs

Cause	Corrective Action
The paper feed amount is out of adjustment.	Adjust the feed amount. (See "Adjusting the Feed Amount.") → User's Guide
Printing does not proceed smoothly because print jobs are interrupted during transmission.	Exit other applications and cancel other print jobs.
In the Control Panel menu, Adj. Priority is set to Print Length .	Setting Adj. Priority to Print Quality in the Control Panel menu and adjusting the feed amount may improve results. (See "Adjusting the Feed Amount.") → User's Guide
The Printhead is out of alignment.	Adjust the Printhead alignment. (See "Automatic Adjustment to Straighten Lines and Colors.") → P.92
The Printhead nozzles are clogged.	Print a test pattern to check the nozzles and see if they are clogged. (See "Checking for Nozzle Clogging.") → User's Guide
Streaks may occur if you set the Print Quality too low.	Choose a higher level of Print Quality in the Advanced Settings of the printer driver and try printing again. Printing in Fast or Standard mode is faster and consumes less ink than in Highest or High modes, but the printing quality is lower. (See "Giving Priority to Particular Graphic Elements and Colors for Printing.") → User's Guide
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") → P.15 (See "Loading Sheets in the Printer.") → P.25 Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. <ol style="list-style-type: none"> 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.

Colors in printed images are uneven

Cause	Corrective Action
Line Drawing/Text is selected when printing images in many solid colors.	In Print Priority in the Advanced Settings of the printer driver, choose Image .
You are printing on paper that curls easily.	Printed colors may appear uneven on the leading edge of paper that is susceptible to curling. Select a stronger level in Vacuum Strength in the Control Panel menu to increase suction against the paper, or specify a leading margin of 20 mm (0.79 in) or more. (See "Adjusting the Vacuum Strength.") → User's Guide
Printed colors may be uneven if you set the Print Quality too low.	Choose a higher level of Print Quality in the Advanced Settings of the printer driver. Printing in Fast or Standard mode is faster and consumes less ink than in Highest or High modes, but the printing quality is lower.

Cause	Corrective Action
Printed colors may be uneven if you set the Print Quality too low.	(See "Giving Priority to Particular Graphic Elements and Colors for Printing.") → User's Guide
Color may be uneven between dark and light image areas.	Select Unidirectional Printing in the Advanced Settings of the printer driver.
When borderless printing is used, the edge of the paper is cut during printing. Thus, ink density may be slightly uneven at the leading edges.	Specify No in Auto Cut in the printer driver before printing. In this case, the paper can be printed without borders on the left and right sides only. Cut the printed document ejected from the printer, and then use scissors or a cutting tool to cut away the edges on the top and bottom. Choose a higher level of Print Quality in the Advanced Settings of the printer driver. (See "Giving Priority to Particular Graphic Elements and Colors for Printing.") → User's Guide
The Printhead is out of alignment.	Adjust the Printhead alignment. (See "Automatic Adjustment to Straighten Lines and Colors.") → P.92
Allowing printed documents to dry on top of each other may cause uneven colors.	To avoid uneven colors, we recommend drying each sheet separately.
Density may be uneven if you use Glossy Paper or Coated Paper.	In Advanced Settings of the printer driver, choose Highest or High in Print Quality .
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") → P.15 (See "Loading Sheets in the Printer.") → P.25 Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
Scan Wait Time > Area in the Control Panel menu is set to Leading edge .	When Scan Wait Time > Area is set to Leading edge , colors may be uneven 110–160 mm from the leading edge. (The position varies depending on the Print Quality setting.) In this case, select Scan Wait Time > Area > Entire area . However, note that printing will now take longer. (See "Menu Settings.") → User's Guide

Image edges are blurred or white banding occurs

Cause	Corrective Action
The Platen suction is too strong.	In the Control Panel menu, reduce the level of VacuumStrngth . (See "Adjusting the Vacuum Strength.") → User's Guide Close the blue Switch on the platen so that it matches the paper size. (See "Setting the Blue Switch on the Platen.") → User's Guide
Incorrect Printhead alignment value.	In the Control Panel menu, set Head Height to a lower height. (See "Troubleshooting Paper Abrasion and Blurry Images.") → User's Guide
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") → P.15 (See "Loading Sheets in the Printer.") → P.25 Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.

The contrast becomes uneven during printing

Cause	Corrective Action
The paper feed amount is out of adjustment.	Adjust the feed amount. (See "Adjusting the Feed Amount.") → User's Guide

Cause	Corrective Action
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") →P.15 (See "Loading Sheets in the Printer.") →P.25
	Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. <ol style="list-style-type: none"> 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.

The length of printed images is inaccurate in the feeding direction

Cause	Corrective Action
In the Control Panel menu, Adj. Priority is set to Print Quality .	Set Adj. Priority to Print Length in the Control Panel menu, and then execute Adjust Length . (See "Adjusting the Feed Amount.") →User's Guide
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") →P.15 (See "Loading Sheets in the Printer.") →P.25
	Make sure the same type of paper is specified in the printer driver as you have loaded in the printer. <ol style="list-style-type: none"> 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.

Images are printed crooked

Cause	Corrective Action
In the Control Panel menu, Skew Check Lv. is set to Loose or Off .	In the Control Panel menu, set Skew Check Lv. to Standard .
In the Control Panel menu, Width Detection is set to Off .	Set Width Detection to On in the Control Panel menu.

Documents are printed in monochrome

Cause	Corrective Action
In the Advanced Settings of the printer driver, Monochrome , Monochrome (BK ink) , or Monochrome Bitmap is specified in Color Mode .	In the Advanced Settings of the printer driver, specify Color in Color Mode and try printing again.
The Printhead nozzles are clogged.	Print a test pattern to check the color ink nozzles and see if they are clogged. (See "Checking for Nozzle Clogging.") →User's Guide

Line thickness is not uniform

Cause	Corrective Action
In the Special Settings dialog box of the Windows printer driver, Fast Graphic Process is set to On .	Access the printer driver Properties dialog box from Print in the File menu of the source application, and follow these steps to print. <ol style="list-style-type: none"> 1. Clear the option Open Preview When Print Job Starts on the Main sheet. 2. Clear the option Page Layout on the Layout sheet. 3. Click the Special Settings button in the Layout sheet, open the Special Settings dialog box, and set Fast Graphic Process to Off.
The type of paper specified in the printer driver does not match the type loaded in the printer.	Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") →P.15 (See "Loading Sheets in the Printer.") →P.25
	Make sure the same type of paper is specified in the printer driver as you have loaded in the printer.

Cause	Corrective Action
The type of paper specified in the printer driver does not match the type loaded in the printer.	<ol style="list-style-type: none"> 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.
The blue Switch on the platen is set incorrectly.	<p>Move the Switch numbered corresponding to the size of paper for printing opposite to the • position. (See "Setting the Blue Switch on the Platen.") → User's Guide</p>

Lines are misaligned

Cause	Corrective Action
The Printhead alignment is not adjusted.	<p>Adjust the Printhead alignment. (See "Automatic Adjustment to Straighten Lines and Colors.") → P.92 (See "Manual Adjustment to Straighten Lines and Colors.") → User's Guide (See "Adjusting Line Misalignment.") → User's Guide</p>
The type of paper specified in the printer driver does not match the type loaded in the printer.	<p>Load paper of the same type as you have specified in the printer driver. (See "Loading Rolls in the Printer.") → P.15 (See "Loading Sheets in the Printer.") → P.25</p> <p>Make sure the same type of paper is specified in the printer driver as you have loaded in the printer.</p> <ol style="list-style-type: none"> 1. Press the Stop button and stop printing. 2. Change the type of paper in the printer driver and try printing again.

Cannot print over a network

Cannot connect the printer to the network	117
Cannot print over a TCP/IP network	117
Cannot print over a Bonjour network	117

Cannot connect the printer to the network

Cause	Corrective Action
The Ethernet cable is not connected correctly to the printer's Ethernet port.	<ol style="list-style-type: none"> 1. Make sure the printer is connected to the network with the correct Ethernet cable, and then turn the printer on. For instructions on connecting the cable, refer to the Setup Guide. 2. Make sure the Link indicator is lit. The top indicator is lit in green and the bottom indicator is lit in orange when the printer is connected via 1000Base-T. The top indicator is lit in green when the printer is connected via 100Base-TX. The bottom indicator is lit in orange when the printer is connected via 10Base-T. If the Link indicator is not lit, check the following points. <ul style="list-style-type: none"> • Make sure the connection point is on. • Make sure the end of the Ethernet cable is connected correctly. Insert the Ethernet cable until it clicks and locks in place. • Make sure there is no problem with the Ethernet cable. If there is any problem, replace the Ethernet cable. • Check the communication mode with the connection point. Although the printer normally detects the communication mode and transmission rate of the communication point automatically (in auto negotiation mode), sometimes the communication point settings cannot be detected. In this case, configure the connection method manually, specifying the communication mode in use. (See "Configuring the Communication Mode Manually.") → User's Guide

Cannot print over a TCP/IP network

Cause	Corrective Action
The printer's IP address is not configured correctly.	Make sure the printer's IP address is configured correctly. (See "Configuring the IP Address Using imagePROGRAF Device Setup Utility.") → User's Guide (See "Configuring the IP Address Using the Printer Control Panel.") → User's Guide
The printer's TCP/IP network settings are not configured correctly.	Make sure the printer's TCP/IP network settings are configured correctly. (See "Configuring the Printer's TCP/IP Network Settings With RemoteUI.") → User's Guide
The computer you are trying to print from is not configured correctly.	Make sure the computer's TCP/IP network settings are configured correctly. (See "Configuring the Printer Driver Destination (Windows).") → User's Guide (See "Configuring the Destination in TCP/IP Networks (Mac OS).") → User's Guide

Cannot print over a Bonjour network

Cause	Corrective Action
The computer you are trying to print from is not configured correctly.	Make sure the computer is configured correctly. (See "Configuring the Destination for Bonjour Network (Mac OS).") → User's Guide
The computer and printer are not on the same network.	Due to the nature of Bonjour, you cannot print if the printer is on another network behind a router. Make sure the computer and printer are on the same network. For information about network settings, ask your network administrator.

Installation problems

Removing Installed Printer Drivers

Follow these steps to remove installed printer drivers and utilities.

Removing printer drivers (Windows)

Remove the printer driver as follows.



Note

- The following procedure is for Windows 7. The method of removing printer drivers varies depending on the version of Windows.

- 1 From the Windows **start** menu, select **All Programs > Canon Printer Uninstaller > imagePROGRAF Printer Driver Uninstaller** to display the **Delete Printer** window.
- 2 Select the printer in the list and click **Delete**.
- 3 Click **Yes** after the **Warning** message is displayed.
- 4 Make sure that the printer has been removed from the list, and then click **Exit**.

Removing imagePROGRAF Status Monitor (Windows)

Remove imagePROGRAF Status Monitor as follows.



Note

- The following procedure is for Windows 7. The method of removing printer drivers varies depending on the version of Windows.

- 1 Select **Control Panel** from the **start** menu.
- 2 Select **Uninstall a program**.
 - If the **User Account Control** dialog box is displayed, click **Yes**.
- 3 Select **imagePROGRAF Status Monitor**, and then click the **Uninstall** button.

Removing imagePROGRAF Device Setup Utility (Windows)

Remove imagePROGRAF Device Setup Utility as follows.



Note

- The following procedure is for Windows 7. The method of removing printer drivers varies depending on the version of Windows.

- 1 From the Windows **start** menu, select **All Programs > imagePROGRAF Device Setup Utility > Uninstaller (imagePROGRAF Device Setup Utility)** to start the wizard.
- 2 In the wizard window, click **Delete**, and then click **Next**.
- 3 Follow the instructions on the screen to remove **imagePROGRAF Device Setup Utility**.

HP-GL/2 problems

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The printer stops when printing a HP-GL/2 job (the carriage stops moving)	120

With HP-GL/2, printing is misaligned

Cause	Corrective Action
The plotter origin is incorrect.	Check the printing commands. Set Detect img size to Command priority or Detected size in the Control Panel menu. (See "Menu Settings.") → User's Guide
The Margin setting in the Control Panel menu is incorrect.	Adjust the Margin setting values in the Control Panel menu. (See "Menu Settings.") → User's Guide

Lines or images are missing in printed HP-GL/2 jobs.

Cause	Corrective Action
The memory is full.	Check the size of the data in the print job.
An HP-GL/2 command not supported by this printer was received.	Check the print job and settings.
The printer has received print data that includes HP RTL commands when Auto Rotate is On in the Control Panel menu.	In the Control Panel, set Auto Rotate to Off and print again. (See "Menu Settings.") → User's Guide
The plotter origin is incorrect.	Set Detect img size to Command priority or Detected size in the Control Panel menu. (See "Menu Settings.") → User's Guide
Oversize in the Control Panel menu is set to Off .	Set Oversize to On in the Control Panel menu. (See "Menu Settings.") → User's Guide

Lines are printed too thick or thin in HP-GL/2 print jobs

Cause	Corrective Action
The Width setting in the Control Panel menu is incorrect.	Change the Width setting configured in Pen no. of the Palette A or Palette B selected in the Control Panel menu. (See "Menu Settings.") → User's Guide
ThickenFineLines in the Control Panel menu is set to Off .	If fine lines are printed faintly, setting ThickenFineLines to On will print the lines more distinctly. (See "Menu Settings.") → User's Guide
The Ln wdth correct setting in the Control Panel menu is incorrect.	Change the Ln wdth correct setting in the Control Panel menu. (See "Menu Settings.") → User's Guide

HP-GL/2 jobs are printed in monochrome (or color)

Cause	Corrective Action
The Color Mode setting in the Control Panel menu is incorrect.	Check the Color Mode setting in the Control Panel menu. (See "Menu Settings.") → User's Guide However, for optimal Printhead performance, the printer consumes trace amounts of color ink even when Monochrome is selected as Color Mode .

Printed colors of lines are inaccurate during HP-GL/2 printing

Cause	Corrective Action
AdjustFaintLines is On in the Control Panel menu.	Setting AdjustFaintLines to Off in the Control Panel menu may help produce the expected results. However, lines in some colors may appear broken.

HP-GL/2 jobs are printed 6 mm larger than specified

Cause	Corrective Action
The page size of the HP-GL/2 print job, as created in the source application, is incorrect.	In the Control Panel menu, set Oversize to Off . (See "Menu Settings.") → User's Guide

HP-GL/2 jobs are printed at maximum size, even if a standard size is specified

Cause	Corrective Action
The page size of the HP-GL/2 print job, as created in the source application, is incorrect.	Set Detect img size to Command priority or Detected size in the Control Panel menu. (See "Menu Settings.") → User's Guide
	Set Conserve Paper to On in the Control Panel menu. (See "Menu Settings.") → User's Guide

HP-GL/2 printing takes a long time

Cause	Corrective Action
Large print jobs with a lot of data take longer to print.	Please wait a while until printing is finished.
A job was printed when Input Resolution in the Control Panel menu was set to 600dpi .	In the Control Panel menu, set Input Resolution to 300dpi and print again. (See "Menu Settings.") → User's Guide

The printer stops when printing a HP-GL/2 job (the carriage stops moving)

Cause	Corrective Action
The printer is analyzing the print job.	Please wait a while until printing is finished.
A job was printed when Input Resolution in the Control Panel menu was set to 600dpi .	In the Control Panel menu, set Input Resolution to 300dpi and print again. (See "Menu Settings.") → User's Guide

Other problems

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The printer does not go on

Cause	Corrective Action
The printer is unplugged.	Plug the power cord into the outlet, and then turn on the printer.
The specified voltage is not supplied.	Check the voltage of the outlet and breaker. (See "Specifications.") → User's Guide

The printer takes time to start up

Cause	Corrective Action
The printer may have shut down incorrectly last time. This may happen after power outages or if the printer is unplugged before it is turned off. In this case, the next time power is restored, the printer's hard disk is checked, and startup may take some time.	Please wait a while, because it may take several minutes to finish checking the hard disk. If an error message is displayed after the hard disk check, follow the instructions indicated to resolve the problem.

If the Printer Makes a Strange Sound

Cause	Corrective Action
The printer makes a sound during operation.	<p>The following sounds do not indicate a problem with the printer.</p> <ul style="list-style-type: none"> • There is a sound of suction from the Platen To prevent paper from rising, paper is held against the Platen by suction from Vacuum holes under it. • There is a sound when a different size of paper is used and when the Carriage goes from side to side When paper of a different size is used, a valve is automatically activated to switch the area for paper suction, which may make a sound. This mechanism prevents suction from Vacuum holes where there is no paper. In addition, ink is ejected in sync with the movement of the Carriage back and forth to ensure optimal ink flow. At this time, the valve automatically switches the area for paper suction, which may make a sound. • Roll paper makes a fluttering sound during printing There may be a fluttering sound when large paper is advanced. • If you suddenly hear the tone for cleaning operations At regular intervals, for printer maintenance, cleaning operations will begin automatically, even if the printer is in Sleep mode. • If you suddenly hear the tone for ink agitation At regular intervals, to ensure optimal printing quality, the ink is agitated automatically, even if the printer is in Sleep mode. The ink is also agitated automatically under the following conditions. Note that other operations are not possible while "Agitating" is displayed on the control panel. <ul style="list-style-type: none"> • After the printer is turned on <p>In other cases, contact your Canon dealer.</p>

Messages advising to check the maintenance cartridge are not cleared

Cause	Corrective Action
The printer has not detected the new Maintenance Cartridge that was used to replace the old one.	Remove the new Maintenance Cartridge you have just installed and insert it again firmly. (See "Replacing the Maintenance Cartridge.") → P.46

The printer consumes a lot of ink

Cause	Corrective Action
Many full-page color images are printed.	In print jobs such as photos, images are filled with color. This consumes a lot of ink. This does not indicate a problem with the printer.
Head Cleaning B in the Control Panel menu is executed frequently.	Head Cleaning B in the Control Panel menu consumes a lot of ink. This does not indicate a problem with the printer. Unless the printer has been moved or stored for a long period or you are troubleshooting Printhead problems, we recommend not performing Head Cleaning B , to the extent possible.
You have just finished initial installation, when more ink is consumed to fill the system.	After initial installation or at the first-time use after transfer, ink flows into the system between the Ink Tank and Printhead. Although the amount of remaining ink may drop as a result, it does not indicate a problem.
The Printhead nozzles are clogged.	Check for nozzle clogging. (See "Checking for Nozzle Clogging.") → User's Guide

Ink Level Detection

Ink level detection will be deactivated if you load ink tanks once emptied.

Ink level detection

Ink tanks specified for this printer feature an ink level detection function to prevent the ink from running out during printing, which prevents printer damage. (See "Ink Tanks.") → **User's Guide**
This function will not work correctly if you use refill ink tanks. As a result, printing stops. Thus, before using refill ink tanks, you must cancel the ink level detection.
Printing with the ink level detection canceled may lead to printer damage and printing problems. Canon Inc. is not liable for any damage that may occur as a result of refilling ink.



Important

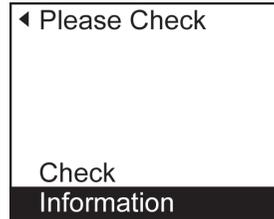
- After ink level detection has been released, this function cannot be reactivated for currently loaded Ink Tank. To use ink level detection again, replace the Ink Tank with new ones specified for use with the printer.
- Repeatedly removing and inserting an Ink Tank may damage the connection between the Ink Tank and the printer, which may cause ink leakage from the Ink Tank and damage the printer.

Releasing ink level detection

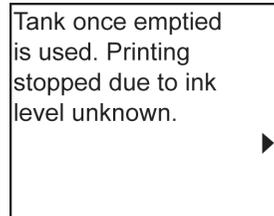
- 1 On the Display Screen, a message indicates that the ink level cannot be detected. After checking the message, press the ► button.

Remaining level of the ink cannot be correctly detected.
Check ink tank. ►

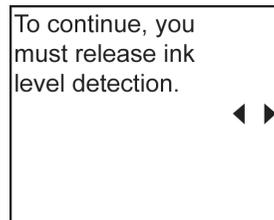
- 2** Press ▲ or ▼ to select **Information**, and then press the **OK** button.



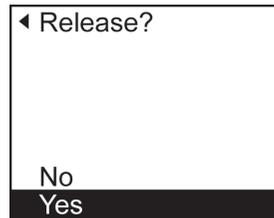
- 3** A confirmation message is shown on the Display Screen about releasing ink level detection. After checking the message, press the ► button.



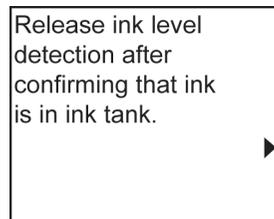
- 4** After checking the message, press the ► button.



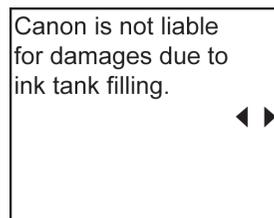
- 5** Press ▲ or ▼ to select **Yes**, and then press the **OK** button.



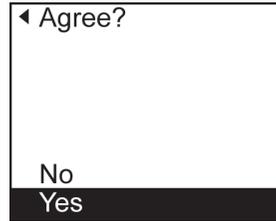
- 6** Check the message and press the ► button.



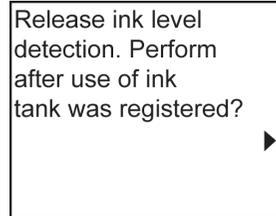
- 7** Check the message and press the ► button.



8 Press ▲ or ▼ to select **Yes**, and then press the **OK** button.

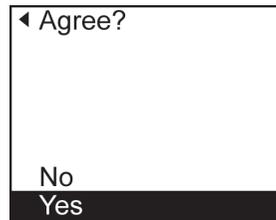


9 A confirmation message about updating ink information is shown on the Display Screen. After checking the message, press the ► button.



10 Press ▲ or ▼ to select **Yes**, and then press the **OK** button.

Ink level detection is now released.



Error Message

Messages regarding paper

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Error Message

Messages regarding paper

MediaType Mismatch

Cause	Corrective Action
You tried to print a test pattern for printer adjustment on several sheets, but sheets of different types of paper were used.	When printing a test pattern for adjustment, use sheets of the same type of paper, in the required quantity. Replace the paper as follows and perform adjustment again. <ol style="list-style-type: none"> 1. Lift the Release Lever and stop printing. 2. Replace the paper. (See "Loading and Printing on Sheets.") → User's Guide 3. Execute adjustment again from the control panel menu.
When Detect Mismatch in the Control Panel menu is set to Warning , the type of paper loaded does not match the type specified in the printer driver.	You can continue to print, but note that this error may cause paper jams or problems in the printing results.

PapTypeMismatch

Cause	Corrective Action
When Detect Mismatch in the Control Panel menu is set to Pause , the type of paper loaded does not match the type specified in the printer driver.	<p>Follow these steps to ensure the paper type matches on the printer and in the printer driver.</p> <ol style="list-style-type: none"> 1. Press ▲ or ▼ to select Stop Printing, and then press the OK button. 2. Change the paper type setting in the printer driver to the type loaded in the printer and try printing again.
	<p>Follow these steps to ensure the paper type matches on the printer and in the printer driver.</p> <ol style="list-style-type: none"> 1. Press ▲ or ▼ to select Change Paper, and then press the OK button. 2. Replace the loaded paper with paper of the type and size you have specified in the printer driver. (See "Loading and Printing on Rolls.") → User's Guide (See "Loading and Printing on Sheets.") → User's Guide
	<p>Press ▲ or ▼ to select Print, and then press the OK button to resume printing. However, note that this error may cause paper jams and affect the printing quality.</p>

The paper is too small.

Cause	Corrective Action
When Detect Mismatch in the Control Panel menu is set to Pause or Hold Job , paper smaller than the size specified in the printer driver is loaded.	<p>Press ▲ or ▼ to select Print, and then press the OK button to resume printing. However, note that this error may cause paper jams and affect the printing quality.</p>
	<p>Adjust the paper size setting in the printer driver to match the size loaded in the printer as follows.</p> <ol style="list-style-type: none"> 1. Press ▲ or ▼ to select Stop Printing, and then press the OK button. 2. Change the paper size setting in the printer driver to the size loaded in the printer and try printing again.
	<p>Replace the loaded paper with paper of a size that matches the size setting in the printer driver as follows.</p> <ol style="list-style-type: none"> 1. Press ▲ or ▼ to select Change Paper, and then press the OK button to stop printing. 2. Replace the loaded paper to match the settings in the printer driver and try printing again. (See "Loading and Printing on Rolls.") → User's Guide (See "Loading and Printing on Sheets.") → User's Guide
When Detect Mismatch in the Control Panel menu is set to Warning , paper smaller than the size specified in the printer driver is loaded.	<p>You can continue to print, but note that this error may cause problems in the printing results.</p>

The paper is too small.

"Replace paper with A4/LTR (vertical) or larger"

Cause	Corrective Action
The loaded paper is too small. (When you have attempted to print a test print sheet or other printer status information.)	<p>Replace the paper with paper of A4/Letter (vertical) size or larger as follows.</p> <ol style="list-style-type: none"> 1. Press ▲ or ▼ to select Change Paper, press the OK button, and remove the paper. (See "Removing Sheets.") → P.28 2. Switch to paper A4/Letter (vertical) or larger. (See "Loading and Printing on Sheets.") → User's Guide The printer will resume printing.

Cause	Corrective Action
The loaded paper is too small. (When you have attempted to print a test print sheet or other printer status information.)	Press ▲ or ▼ to select Stop Printing , and then press the OK button.

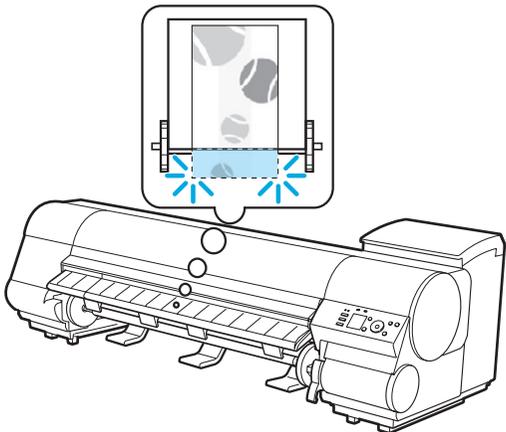
PapWidth Mismatch

Cause	Corrective Action
When Detect Mismatch in the Control Panel menu is set to Pause or Hold Job , the width of the loaded roll does not match the width specified in Fit Roll Paper Width in the printer driver.	Press ▲ or ▼ to select Print , and then press the OK button to resume printing. However, note that this error may cause paper jams and affect the printing quality.
	Press ▲ or ▼ to select Stop Printing , and then press the OK button.
	Follow these steps to replace the roll to match the width specified in the printer driver. <ol style="list-style-type: none"> 1. Press ▲ or ▼ to select Change Paper, and then press the OK button. (See "Removing the Roll from the Printer.") →P.21 (See "Removing the Roll Holder from Rolls.") →User's Guide 2. Replace with paper of the width configured in the printer driver. (See "Attaching the Roll Holder to Rolls.") →P.12 (See "Loading Rolls in the Printer.") →P.15 The printer now starts printing the print job.
	Make sure the roll width selected in the dialog box displayed when you select Fit Roll Paper Width in the printer driver matches the width of the roll loaded in the printer, and then try printing again.

Paper size not detected.

Cause	Corrective Action
Paper has been loaded askew, or warped paper has been loaded.	Lift up the Release Lever and reload the paper. (See "Loading Rolls in the Printer.") →P.15 (See "Loading Sheets in the Printer.") →P.25 If " Not finished printing. Finish printing remaining jobs? " is displayed on the Display Screen, press the OK button. Printing will resume, starting from the page on which the error occurred.
	If this error recurs after you reload the roll, remove the Roll Holder from the printer, push the roll firmly in until it touches the Roll Holder flange, and reload the Roll Holder in the printer. (See "Attaching the Roll Holder to Rolls.") →P.12
Because the Platen is soiled with ink or other substances, the size of the clear film cannot be detected.	Open the Top Cover and clean the entire Platen. (See "Cleaning Inside the Top Cover.") →P.51

Insufficient paper for job

Cause	Corrective Action
<p>The printer has received a print job longer than the amount of roll paper left when ManageRemainRoll in the Control Panel menu is On.</p> 	<p>Press ▲ or ▼ to select Print, and then press the OK button to resume printing. However, the roll paper may run out during the print job and you may not be able to print all of the document.</p> <p>Press ▲ or ▼ to select Change Paper, and then press the OK button to stop printing. (See "Removing the Roll from the Printer.") →P.21 (See "Loading Rolls in the Printer.") →P.15</p> <p>Press ▲ or ▼ and select Stop Printing or press the Stop button to stop printing.</p>

This paper cannot be used as size is not supported.

Cause	Corrective Action
Paper that is too large for the printer has been loaded.	Lift the Release Lever and load paper of the correct size. (See "Paper Sizes.") →User's Guide
Paper that is too small for the printer has been loaded.	Lift the Release Lever and load paper of the correct size. (See "Paper Sizes.") →User's Guide
Paper has been loaded that is too small to print the test pattern for printhead adjustment or nozzle checking.	Lift the Release Lever and load unused paper A4/Letter (vertical) or larger. More than one sheet may be required depending on the adjustment.

Cannot print as selected. Another roll is in use.

Cause	Corrective Action
A printed document remains in the Output Tray without being cut and a print job was received that specifies the other roll.	<p>Press the OK button to stop printing. Cut the printed document. (See "Specifying the Cutting Method for Rolls.") →User's Guide</p> <p>Load the other roll and resend the print job. (See "Loading and Printing on Rolls.") →User's Guide</p>

Roll printing is selected.

Cause	Corrective Action
You have attempted to print on a roll, but no roll is loaded.	<p>Press ▲ or ▼ to select "Load Roll Paper", and then press the OK button. Load the roll, and then print. (See "Attaching the Roll Holder to Rolls.") →P.12 (See "Loading Rolls in the Printer.") →P.15</p> <p>Press ▲ or ▼ and select Stop Printing or press the Stop button to stop printing.</p>

Roll printing is selected, but sheets are loaded.

Cause	Corrective Action
A print job for rolls was received when a sheet is loaded.	<p>Follow these steps to load and print on a roll.</p> <ol style="list-style-type: none"> 1. Press ▲ or ▼ to select Eject Cut Sheet, press the OK button, and remove the sheet. (See "Removing Sheets.") →P.28 2. Load a new roll.

Cause	Corrective Action
A print job for rolls was received when a sheet is loaded.	(See "Loading Rolls in the Printer.") →P.15 The printer now starts printing the print job.
	Press ▲ or ▼ to select Stop Printing , and then press the OK button.

Roll x is selected. (x is 1 (Upper) or 2 (Lower))

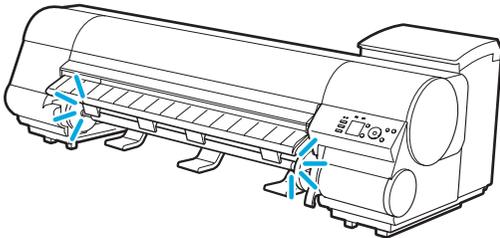
Cause	Corrective Action
The indicated roll is specified for a print job sent from a computer, but that roll is not loaded.	Press ▲ or ▼ to select " Load Roll Paper ", and then press the OK button. Load the roll, and then print. (See "Attaching the Roll Holder to Rolls.") →P.12 (See "Loading Rolls in the Printer.") →P.15
	Press ▲ or ▼ and select Stop Printing or press the Stop button to stop printing.

Roll x is empty. (x is 1 (Upper) or 2 (Lower))

Cause	Corrective Action
The trailing edge of the paper was detected because cut sheets were loaded in the roll paper Paper Feed Slot.	Follow these steps to install the roll paper. <ol style="list-style-type: none"> 1. Press the OK button and remove the paper. 2. Load the new roll. (See "Attaching the Roll Holder to Rolls.") →P.12 (See "Loading Rolls in the Printer.") →P.15 3. If no barcode was printed on the roll, specify the type of paper. (See "Changing the Type of Paper.") →User's Guide 4. If no barcode was printed on the roll, specify the paper length. (See "Specifying the Paper Length.") →User's Guide 5. If "Not finished printing. Finish printing remaining jobs?" is shown on the Display Screen, press the OK button. Printing will resume, starting from the page on which the error occurred.

"Lift the release lever and replace the roll."

Cause	Corrective Action
The roll is empty.	Follow these steps to replace the used roll with a new roll of the same type and size. <ol style="list-style-type: none"> 1. Lift the Release Lever and remove the roll. (See "Removing the Roll from the Printer.") →P.21 (See "Removing the Roll Holder from Rolls.") →User's Guide 2. Load the new roll. (See "Attaching the Roll Holder to Rolls.") →P.12 (See "Loading Rolls in the Printer.") →P.15 3. If no barcode was printed on the roll, specify the type of paper. (See "Changing the Type of Paper.") →User's Guide 4. If no barcode was printed on the roll, specify the paper length. (See "Specifying the Paper Length.") →User's Guide 5. If "Not finished printing. Finish printing remaining jobs?" is shown on the Display Screen, press the OK button. Printing will resume, starting from the page on which the error occurred.
There is remaining roll paper, but because it could not be advanced, it could not be detected.	The unused portion of the roll is heavy, and this is placing a burden on the printer. It may be helpful to change the printing mode, which will change the paper feed timing.



Cause	Corrective Action
There is remaining roll paper, but because it could not be advanced, it could not be detected.	Choose a higher level of Print Quality in the Advanced Settings of the printer driver. (See "Giving Priority to Particular Graphic Elements and Colors for Printing.") → User's Guide

No Roll Unit.

Cause	Corrective Action
The printer has received a print job that specifies Roll 2 (Lower), but the Roll Unit is not installed.	Press the Stop button and stop printing. <ol style="list-style-type: none"> 1. Turn the printer off and install the Roll Unit. Connect the Roll Unit Cable firmly and completely. 2. Turn the printer on and resend the print job.

Sheet removed.

Cause	Corrective Action
A sheet has come out of the printer during printing.	<ol style="list-style-type: none"> 1. Lift the Release Lever and remove the paper. 2. If "Not finished printing. Finish printing remaining jobs?" is shown on the Display Screen, press the OK button. Printing will resume, starting from the page on which the error occurred.

Sheet printing is selected.

Cause	Corrective Action
You have attempted to print on a sheet, but no sheet is loaded.	Press ▲ or ▼ to select Load Paper , and then press the OK button. Load a sheet, and then print. (See "Loading and Printing on Sheets.") → User's Guide Press ▲ or ▼ and select Stop Printing or press the Stop button to stop printing.

Regular printing is selected, but a roll is loaded.

Cause	Corrective Action
A print job for printing on sheets was sent when a roll is loaded.	<ol style="list-style-type: none"> 1. Press ▲ or ▼ to select Remove Roll Paper, and then press the OK button to stop printing. 2. After removing the roll, load and print on a sheet of the type and size of paper you have specified in the printer driver. (See "Removing the Roll from the Printer.") → P.21 (See "Loading and Printing on Sheets.") → User's Guide Press ▲ or ▼ to select Stop Printing , and then press the OK button to stop printing.

Paper jam.

"Lift the release lever."

Cause	Corrective Action
A paper jam occurred in the printer during printing.	<ol style="list-style-type: none"> 1. Lift the Release Lever and remove the jammed paper. (See "Clearing Jammed Roll Paper.") → P.97 (See "Clearing a Jammed Sheet.") → P.100 2. If "Not finished printing. Finish printing remaining jobs?" is shown on the Display Screen, press the OK button. Printing will resume, starting from the page on which the error occurred.

"Manually rewind the roll all the way and press OK."

Cause	Corrective Action
A paper jam occurred when advancing the paper.	<ol style="list-style-type: none"> 1. Rewind paper on the Roll Holder manually, all the way, and then press the OK button. 2. If "Not finished printing. Finish printing remaining jobs?" is shown on the Display Screen, press the OK button. Printing will resume, starting from the page on which the error occurred.

"Lift the release lever and remove the paper."

Cause	Corrective Action
A paper jam occurred in the printer during printing.	Lift the Release Lever and remove the jammed paper. (See "Clearing Jammed Roll Paper.") → P.97 (See "Clearing a Jammed Sheet.") → P.100

Roll x jam (x is 1 (Upper) or 2 (Lower))

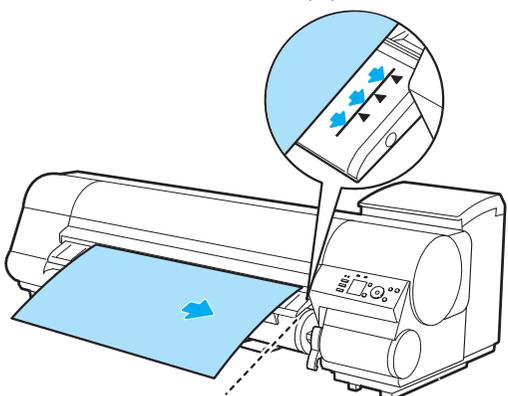
"Lift the release lever."

Cause	Corrective Action
A paper jam occurred in the printer during printing.	<ol style="list-style-type: none"> 1. Lift the Release Lever and remove the jammed paper. (See "Clearing Jammed Roll Paper.") → P.97 (See "Clearing a Jammed Sheet.") → P.100 2. If "Not finished printing. Finish printing remaining jobs?" is shown on the Display Screen, press the OK button. Printing will resume, starting from the page on which the error occurred.

"Manually rewind the roll all the way and press OK."

Cause	Corrective Action
A paper jam occurred when advancing the paper.	<ol style="list-style-type: none"> 1. Rewind paper on the Roll Holder manually, all the way, and then press the OK button. 2. If "Not finished printing. Finish printing remaining jobs?" is shown on the Display Screen, press the OK button. Printing will resume, starting from the page on which the error occurred.

Paper loaded askew.

Cause	Corrective Action
Paper loaded crooked was detected when the paper was advanced. 	Lift up the Release Lever and reload the paper. (See "Loading Rolls in the Printer.") → P.15 (See "Loading Sheets in the Printer.") → P.25 If this error recurs after you reload the roll, remove the Roll Holder from the printer, push the roll firmly in until it touches the Roll Holder flange, and reload the Roll Holder in the printer. (See "Attaching the Roll Holder to Rolls.") → P.12



- To disable this message (if it is displayed repeatedly despite reloading paper, for example), choose **Off** or **Loose** in the **Skew Check Lv.** setting of the printer menu. However, this may cause jams and printing problems because paper may be askew when printed. Also, the Platen may become soiled, which may soil the back of the next document when it is printed.

Paper cutting failed.

Cause	Corrective Action
There are sheets left on the Ejection Guide.	<ol style="list-style-type: none"> Lift the Release Lever and remove the paper. If "Not finished printing. Finish printing remaining jobs?" is shown on the Display Screen, press the OK button. Printing will resume, starting from the page on which the error occurred.
There is a foreign object by the Output Tray, obstructing the Cutter Unit.	<ol style="list-style-type: none"> Lift the Top Cover and remove the foreign object. If "Not finished printing. Finish printing remaining jobs?" is shown on the Display Screen, press the OK button. Printing will resume, starting from the page on which the error occurred.
You are not using the printer under the recommended environmental conditions for the paper.	Use the printer only where the recommended environmental conditions for the paper are met. Note that various environmental conditions are recommended for various types of paper. For details on the recommended environmental conditions for paper, see the Paper Reference Guide . (See "Displaying the Paper Reference Guide.") → User's Guide
You are using paper that is not compatible with automatic cutting.	Specify Manual as the cutting method and cut the roll manually. (See "Specifying the Cutting Method for Rolls.") → User's Guide For information about paper that is compatible with automatic cutting, see the Paper Reference Guide . (See "Displaying the Paper Reference Guide.") → User's Guide
The Cutter Unit stops in the middle of cutting.	If the Carriage is out, move the Carriage out of the way, away from the paper. If the Cutter is out, move the Cutter to the right side (away from the paper) and remove the jammed paper. (See "Clearing Jammed Roll Paper.") → P.97 If the paper cannot be cut using the Cutter Unit, specify Manual as the roll cutting method and cut the roll manually. (See "Specifying the Cutting Method for Rolls.") → User's Guide
In other cases, the Cutter Unit may be damaged.	Contact your Canon dealer for assistance.

End of paper feed.

Cause	Corrective Action
Although an attempt was made to advance the paper manually, it reached the limit position that can be advanced.	Canceling manual advancing. (See "Feeding Roll Paper Manually.") → User's Guide

Rel lever is in wrong position.

Cause	Corrective Action
The Release Lever is up.	Lower the Release Lever. If the error occurs again, turn off the printer and wait a while before restoring power.

Borderless printing not possible.

Cause	Corrective Action
The print job received specifies a type or width of paper that is not compatible with borderless printing.	Follow these steps to change the settings of the print job to enable borderless printing. <ol style="list-style-type: none"> Press ▲ or ▼ to select Stop Printing, and then press the OK button. Make sure the correct printer driver for the printer is selected and try printing again. For information on types of paper compatible with borderless printing, refer to the Paper Reference Guide.

Cause	Corrective Action
The print job received specifies a type or width of paper that is not compatible with borderless printing.	(See "Displaying the Paper Reference Guide.") → User's Guide Press ▲ or ▼ to select Print With Border , and then press the OK button to continue printing. The document will be printed with a border.
The loaded paper is a size not compatible with borderless printing.	Press ▲ or ▼ to select Stop Printing , and then press the OK button. Replace the paper with paper compatible for borderless printing as follows. 1. Press ▲ or ▼ to select Change Paper , and then press the OK button. (See "Removing the Roll from the Printer.") → P.21 (See "Removing the Roll Holder from Rolls.") → User's Guide 2. Replace the paper with paper compatible for borderless printing. (See "Attaching the Roll Holder to Rolls.") → P.12 (See "Loading Rolls in the Printer.") → P.15 The printer now starts printing the print job. For information on types of paper compatible with borderless printing, refer to the Paper Reference Guide . (See "Displaying the Paper Reference Guide.") → User's Guide Press ▲ or ▼ to select Print With Border , and then press the OK button to continue printing. The document will be printed with a border.
Because paper expands or contracts depending on the environment of use, it may become narrower or wider than the supported width for borderless printing.	Use each type of paper only where the recommended environmental conditions are met. For details on environmental conditions for various paper, see the Paper Reference Guide . (See "Displaying the Paper Reference Guide.") → User's Guide

Paper position not suitable for borderless printing.

Cause	Corrective Action
Because paper expands or contracts depending on the environment of use, it may become narrower or wider than the supported width for borderless printing.	Press ▲ or ▼ to select Stop Printing , and then press the OK button. Use each type of paper only where the recommended environmental conditions are met. For details on environmental conditions for various paper, see the Paper Reference Guide . (See "Displaying the Paper Reference Guide.") → User's Guide
The paper is loaded askew.	Press ▲ or ▼ to select Change Paper and straighten the paper so that the edges are between the ink grooves for borderless printing. Insert the roll firmly until it touches the flange of the Roll Holder. (See "Attaching the Roll Holder to Rolls.") → P.12 Press ▲ or ▼ to select Print With Border , and then press the OK button to continue printing. The document will be printed with a border. Press ▲ or ▼ to select Stop Printing , and then press the OK button.

Roll feed unit error.

Cause	Corrective Action
There is a problem with the Roll Unit.	Turn off the printer and wait at least three seconds before restoring the power. If the message is displayed again, contact your Canon dealer for assistance.

The roll feed unit is loose.

Cause	Corrective Action
The Roll Unit is detached from the printer.	Push the Roll Unit firmly all the way in.

Messages regarding ink

Ink insufficient.	134
No ink left.	134
Remaining level of the ink cannot be correctly detected. Check ink tank.	134
Close Ink Tank Cover	134
Ink tank is empty.	134
Not much ink is left.	135
No ink tank loaded.	135
The following ink tanks cannot be recognized.	135
Wrong ink tank.	135

Ink insufficient.

Cause	Corrective Action
The ink level is low, so you cannot print, clean the Printhead, or do other operations that require ink. There is not enough ink of the color with ✕ displayed above the remaining ink indicator.	Press the OK button, open the Ink Tank Cover, and replace the Ink Tank for the color that does not have enough ink. (See "Replacing Ink Tanks.") →P.29

No ink left.

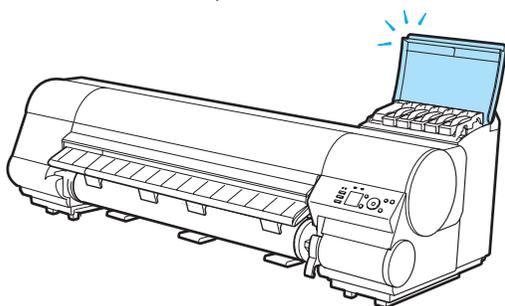
Cause	Corrective Action
There is no ink left. There are no ink colors with ✕ displayed above the remaining ink indicator.	Press the OK button, open the Ink Tank Cover, and replace the Ink Tank for the color that is out of ink. (See "Replacing Ink Tanks.") →P.29

Remaining level of the ink cannot be correctly detected. Check ink tank.

Cause	Corrective Action
Ink level detection cannot work correctly if you use refill ink tanks.	The refill ink tank can no longer be used. See the section Ink level detection and take the appropriate action. (See "Ink Level Detection.") →P.122

Close Ink Tank Cover

Cause	Corrective Action
The Ink Tank Cover is open.	Close the Ink Tank Cover.



Ink tank is empty.

Cause	Corrective Action
There is no ink left in an ink tank. There are no ink colors with ✕ displayed above the remaining ink indicator in the Ink tab top screen. (See "Checking Ink Tank Levels.") →User's Guide	Open the Ink Tank Cover, and replace the Ink Tank for the color that is out of ink. (See "Replacing Ink Tanks.") →P.29

Not much ink is left.

Cause	Corrective Action
Not much ink is left.	Prepare a new Ink Tank. We recommend replacing the Ink Tank with a new Ink Tank at this point if you plan to print large-format or high-quantity jobs.

No ink tank loaded.

Cause	Corrective Action
There is no Ink Tank of the indicated color in the printer.	Load or reload the Ink Tank. (See "Replacing Ink Tanks.") →P.29
There is a problem with the Ink Tank.	Replace it with a new Ink Tank. (See "Replacing Ink Tanks.") →P.29

The following ink tanks cannot be recognized.

Cause	Corrective Action
An Ink Tank that is incompatible with the printer is loaded.	Load an Ink Tank that is compatible with the printer. (See "Replacing Ink Tanks.") →P.29

Wrong ink tank.

Cause	Corrective Action
The Ink Tank in the printer is incompatible.	Load an Ink Tank specified for use with the printer. (See "Replacing Ink Tanks.") →P.29

Messages regarding printing or adjustment

Cannot print as specified.	136
Cannot adjust printhead.	138
Borderless printing not possible. Paper stretched or shrank.	136
Before borderless printing, move the blue platen switch.	136
Borderless printing not possible.	132
Blue platen switch is dirty.	136
Move the blue platen switch No.xx to the right. (xx represents a number)	136
Check printed document.	137

Cannot print as specified.

"Lift the release lever and replace paper with A4/LTR (vertical) or larger."

Cause	Corrective Action
The loaded paper is too small.	Switch to paper A4/Letter (vertical) or larger.

"Lift the release lever and replace roll with 10 in. wide or larger roll."

Cause	Corrective Action
The loaded paper is too small.	Load a roll 10 inches wide or larger.

Borderless printing not possible. Paper stretched or shrank.

Cause	Corrective Action
The loaded roll has expanded or contracted due to environmental conditions, making it wider or narrower than the supported width for borderless printing.	<p>Press the OK button to stop printing.</p> <p>Use each type of paper only where the recommended environmental conditions are met. For details on environmental conditions for various paper, see the Paper Reference Guide. (See "Displaying the Paper Reference Guide.") →User's Guide</p>

Before borderless printing, move the blue platen switch.

Cause	Corrective Action
The blue Switch on the platen was set to the side opposite ● when a borderless print job was received.	Before borderless printing, set the blue Switch on the platen to the ● side. (See "Setting the Blue Switch on the Platen.") →User's Guide

Blue platen switch is dirty.

Cause	Corrective Action
The blue Switch on the platen is dirty.	Open the Top Cover and clean the blue Switch on the platen. (See "Cleaning Inside the Top Cover.") →P.51

Move the blue platen switch No.xx to the right. (xx represents a number)

Cause	Corrective Action
The printer has detected that the blue Switch on the platen needed in maintenance during printing is set away from the ● mark.	Set blue platen Switch of the indicated number toward the ● side. (See "Setting the Blue Switch on the Platen.") →User's Guide

Check printed document.

Cause	Corrective Action
The Printhead nozzles are becoming clogged.	If printing is faint, clean the Printhead. (See "Cleaning the Printhead.") →P.53

Messages regarding printheads

Cannot adjust printhead.	138
Wrong printhead.	138
Printhead error	138
Cannot recognize print head.	138
Execute printhead cleaning.	139

Cannot adjust printhead.

Cause	Corrective Action
The Printhead nozzles are clogged.	Execute Head Posi. Adj. again, as follows. <ol style="list-style-type: none"> 1. Press the OK button to clear the error. 2. Print a test pattern to check the nozzles. (See "Checking for Nozzle Clogging.") → User's Guide 3. Clean the Printhead if the nozzles are clogged. (See "Cleaning the Printhead.") → P.53 4. Execute Head Posi. Adj. again. (See "Automatic Adjustment to Straighten Lines and Colors.") → P.92
The Printhead cannot be aligned; highly transparent film is loaded.	Press the OK button to clear the error. We recommend using a type of paper that you often use, other than film, for Printhead adjustment. (See "Automatic Adjustment to Straighten Lines and Colors.") → P.92
The Printhead is installed crooked.	Straighten the Printhead as follows, and then execute Head Posi. Adj. again. <ol style="list-style-type: none"> 1. Press the OK button to clear the error. 2. Use Head Inc. Adj. to adjust the angle of inclination of the Printhead. (See "Adjusting Line Misalignment.") → User's Guide 3. Execute Head Posi. Adj. again. (See "Automatic Adjustment to Straighten Lines and Colors.") → P.92

Wrong printhead.

Cause	Corrective Action
An incompatible Printhead has been installed.	Open the Top Cover and replace the Printhead with a new one. (See "Replacing the Printhead.") → P.40

Printhead error

Cause	Corrective Action
There is a problem with the Printhead.	Open the Top Cover and replace the Printhead with a new one. (See "Replacing the Printhead.") → P.40

Cannot recognize print head.

Cause	Corrective Action
No Printhead is installed.	Follow these steps to install the Printhead. <ol style="list-style-type: none"> 1. Open the Top Cover. 2. Install the Printhead. (See "Replacing the Printhead.") → P.40
The Printhead cannot be recognized because it is not installed correctly.	Follow these steps to reinstall the Printhead. <ol style="list-style-type: none"> 1. Open the Top Cover.

Cause	Corrective Action
The Printhead cannot be recognized because it is not installed correctly.	<ol style="list-style-type: none"> 2. Reinstall the Printhead. (See "Replacing the Printhead.") →P.40

Execute printhead cleaning.

Cause	Corrective Action
The Printhead nozzles are clogged.	<p>Follow these steps to clean the Printhead.</p> <ol style="list-style-type: none"> 1. Stop printing by pressing ▲ or ▼ to select Stop Printing. 2. Clean the Printhead. (See "Cleaning the Printhead.") →P.53 <p>If the message is still displayed when printing, replace the Printhead. (See "Replacing the Printhead.") →P.40</p> <p>Press ▲ or ▼ to select Print, and then press the OK button to resume printing. However, note that this error may affect the printing quality.</p>

Messages regarding the maintenance cartridge

Insert the maintenance cartridge.	140
Wrong maintenance cartridge.	140
Maint. cart. The level is low	140
No Maintenance Cartridge capacity.	140
Maintenance cartridge full.	140
Maintenance cartridge problem.	140

Insert the maintenance cartridge.

Cause	Corrective Action
The Maintenance Cartridge is not installed.	Install the Maintenance Cartridge. (See "Replacing the Maintenance Cartridge.") → P.46

Wrong maintenance cartridge.

Cause	Corrective Action
A Maintenance Cartridge for a different model of printer is installed.	Replace it with the Maintenance Cartridge for your particular model. (See "Maintenance Cartridge.") → User's Guide

Maint. cart. The level is low

Cause	Corrective Action
The Maintenance Cartridge is almost full.	You can continue to print, but prepare a new Maintenance Cartridge to use when the message for replacement is displayed.

No Maintenance Cartridge capacity.

Cause	Corrective Action
The Maintenance Cartridge cannot absorb enough ink for Printhead cleaning or other operation.	After confirming that the printer has stopped operating, replace the Maintenance Cartridge. (See "Replacing the Maintenance Cartridge.") → P.46

Maintenance cartridge full.

Cause	Corrective Action
The Maintenance Cartridge is full.	After confirming that the printer has stopped operating, replace the Maintenance Cartridge. (See "Replacing the Maintenance Cartridge.") → P.46

Maintenance cartridge problem.

Cause	Corrective Action
An incompatible or used Maintenance Cartridge has been installed.	Install an unused Maintenance Cartridge specified for use with the printer. (See "Replacing the Maintenance Cartridge.") → P.46

Messages regarding the hard disk

Hard disk error.	141
File read error.	141
The mail box is full.	141
Mail box full. Now printing without saving data.	141
Mail box nearly full.	141
Maximum jobs stored.	141
Mail box full. Delete unwanted data	141

Hard disk error.

Cause	Corrective Action
The format of the printer's hard disk is invalid.	Press the OK button to start reformatting the hard disk. When formatting is finished, data on the printer hard disk is erased and the printer automatically restarts.

File read error.

Cause	Corrective Action
Files on the printer's hard disk have become corrupted.	Restart the printer. Only the corrupted files will be deleted, and the printer will restart.

The mail box is full.

Cause	Corrective Action
There is no more space on the printer's hard disk.	Press the Stop button and stop printing.
	Delete print jobs from the queue. (See "Managing the Job Queue (Deleting or Preempting Other Jobs).") → User's Guide
	Delete unneeded jobs stored in personal boxes. (See "Deleting Saved Jobs.") → User's Guide

Mail box full. Now printing without saving data.

Cause	Corrective Action
No more space is available on the printer's hard disk, so jobs are now printed without saving them. (Print jobs can no longer be saved on the hard disk.)	After printing, this message is cleared.

Mail box nearly full.

Cause	Corrective Action
The free hard disk space left for Personal Boxes in the printer's hard disk does not have more than 1 GB, combined.	Delete unneeded jobs stored in Personal Boxes. (See "Deleting Saved Jobs.") → User's Guide

Maximum jobs stored.

Cause	Corrective Action
100 jobs are stored in the personal box.	Delete unneeded jobs stored in personal boxes. (See "Deleting Saved Jobs.") → User's Guide

Mail box full. Delete unwanted data

Cause	Corrective Action
100 jobs are stored in the Personal Box.	Press the Stop button and stop printing.
	Delete print jobs from the queue. (See "Managing the Job Queue (Deleting or Preempting Other Jobs).") → User's Guide

Cause	Corrective Action
100 jobs are stored in the Personal Box.	Delete unneeded jobs stored in personal boxes. (See "Deleting Saved Jobs.") → User's Guide

Messages regarding HP-GL/2

This type of paper is not compatible with HP-GL/2.	143
GL2: Wxxxx The memory is full. (xxxx is 0501, 0903, or 0904)	143
GL2: W0502 The parameter is out of range.	143
GL2: W0504 This command is not supported.	143

This type of paper is not compatible with HP-GL/2.

Cause	Corrective Action
The printer has received a HP-GL/2 print job that cannot be printed on the paper that has been advanced.	<p>Follow these steps to replace the type of paper in the printer.</p> <ol style="list-style-type: none"> 1. Press ▲ or ▼ to select Change Paper, and then press the OK button. 2. Replace the paper with a type compatible with HP-GL/2. For details on paper compatible with HP-GL/2, refer to the Paper Reference Guide. (See "Displaying the Paper Reference Guide.") → User's Guide <p>Press ▲ or ▼ to select Stop Printing, and then press the OK button.</p> <p>Press ▲ or ▼ to select Print, and then press the OK button to resume printing. However, note that this error may cause paper jams and affect the printing quality.</p>

GL2: Wxxxx The memory is full. (xxxx is 0501, 0903, or 0904)

Cause	Corrective Action
The printer memory is full.	<p>Because the entire print job could not be received, the printer may not be able to print the entire original. Check the printing results.</p> <p>In the Control Panel menu, setting On-the-Fly to On may enable printing. However, check the printing results because the image may be incomplete in some cases.</p>

GL2: W0502 The parameter is out of range.

Cause	Corrective Action
A parameter specified in a HP-GL/2 command is out of the supported range.	<p>Check the print job.</p> <p>If you have specified ProcessingOption > Warning > On in the Control Panel menu, set it to Off instead.</p>

GL2: W0504 This command is not supported.

Cause	Corrective Action
The printer has received an unsupported HP-GL/2 command.	<p>Check the print job.</p> <p>If you have specified ProcessingOption > Warning > On in the Control Panel menu, set it to Off instead.</p>

Other Messages

GARO Wxxxx (x represents a number)	144
ERROR Exxx-xxxx (x represents a letter or number)	144
Hardware error. xxxxxxxx-xxxx (x represents a letter or number)	144
Top cover is open.	144
Prepare for parts replacement.	145
Parts replacement time has passed.	145
Unknown file.	145
Multi-sensor error	145
No Roll Unit.	130

GARO Wxxxx (x represents a number)

Cause	Corrective Action
There is a problem with the print job.	Try printing again, using the correct printer driver.
	It is also possible to continue printing in this state. However, you may not be able to obtain the desired printing results.

ERROR Exxx-xxxx (x represents a letter or number)

Cause	Corrective Action
An error requiring service may have occurred. 	Write down the error code and message, turn off the printer, and contact your Canon dealer for assistance.

Hardware error. xxxxxxxx-xxxx (x represents a letter or number)

Cause	Corrective Action
The last portion of roll paper was used during a print job. The paper was not advanced because the trailing edge is taped to the roll.	Turn off the printer and remove the roll from the printer before restoring power.
Fastening tape or the Belt Stopper has not been removed inside the Top Cover.	Turn off the printer, open the Top Cover and remove the tape or the Belt Stopper before restoring power.
An error requiring service may have occurred. 	Turn off the printer and wait at least three seconds before restoring the power. If the message is displayed again, write down the error code and message, turn off the printer, and contact your Canon dealer for assistance.

Top cover is open.

Cause	Corrective Action
The printer has detected that the Top Cover is open.	Open the Top Cover fully, remove any foreign objects, and close the Top Cover again.

Cause	Corrective Action
The printer has detected that the Top Cover is open.	If the error occurs again, close the Top Cover, turn off the printer, and wait a while before restoring power.

Prepare for parts replacement.

Cause	Corrective Action
It is almost time to replace consumables for which service is required.	You can continue to use the printer for some time until "Parts replacement time has passed." will be displayed. Contact your Canon dealer for assistance.

Parts replacement time has passed.

Cause	Corrective Action
It is past the recommended time to replace consumables for which service is required.	Contact your Canon dealer for assistance.

Unknown file.

Cause	Corrective Action
Data sent to keep the printer up to date (such as paper information) is in the wrong format.	Check the data. Turn off the printer and wait a while before restoring power, and then resend the data.
You have uploaded firmware for a different model.	Check the firmware version. Turn off the printer and wait a while before restoring power, and then resend the firmware. If the message is displayed again, contact your Canon dealer for assistance.

Multi-sensor error

Cause	Corrective Action
Direct sunlight or strong lighting may be shining on the printer and causing the sensor to malfunction.	Take steps to ensure the printer is not used when exposed to direct sunlight or strong lighting.
The performance of a sensor inside the printer may be impaired.	Turn off the printer and wait at least three seconds before restoring the power. If the message is displayed again, contact your Canon dealer for assistance.

Error Messages

Before borderless printing, move the blue platen switch.	136
Blue platen switch is dirty.	136
Borderless printing not possible.	132
Borderless printing not possible. Paper stretched or shrank.	136
Cannot adjust printhead.	138
Cannot print as selected. Another roll is in use.	128
Cannot print as specified.	136
Cannot recognize print head.	138
Check printed document.	137
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