

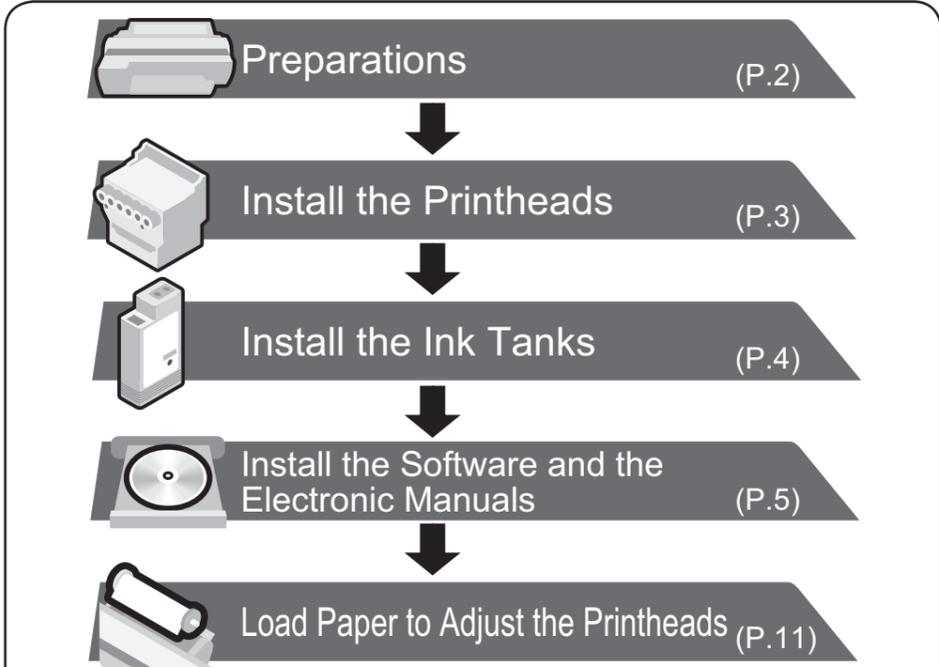
Setup Guide

Introduction

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

Overview of Setup

These are the steps in printer installation.



Important

- Even if you do not use the printer driver, be sure to install **Media Configuration Tool** from the provided **User Software CD-ROM**. With **Media Configuration Tool**, the paper types that are available in your area can be registered to the printer. The Paper Reference Guide also will be installed. For instructions on installation, refer to "Install the Software and the Electronic Manuals" on page 5. (In Windows, select **Install Individual Software** in the **Setup Menu** window to install **Media Configuration Tool** only.)

MEMO

- We recommend doing a color calibration after completing the setup to adjust variations in the colors.

Details for each step are given in this Setup Guide. Simply follow the instructions to install the printer.
If an error message is displayed during setup or other problems occur, refer to "Responding to Messages" on page 12.

The Manuals Supplied with This Printer

After installing the printer as shown in this Setup Guide, refer to the manuals for instructions on operation and maintenance.

Printed Manuals

Basic Guide

The Basic Guide includes three booklets containing the following information:

- 1 Loading paper, Replacing the consumables, Control Panel menus, and others
- 2 Troubleshooting tips and Error messages
- 3 Preparations for transferring the printer and Instructions for installing the software and the electronic manuals



Electronic Manuals

User's Guide

This guide describes advanced usage of the printer such as paper saving tips, how to print a poster and banner with the supplied software and print quality adjusting method, in addition to the basic instructions for printing on roll paper or cut sheet.



Paper Reference Guide

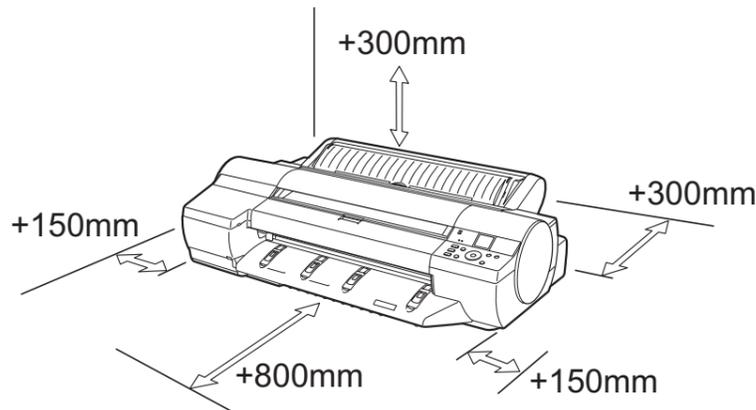
This guide describes about the types and specifications of the available media on the printer.

To refer to the electronic manuals

- Windows : Double-click the **iPFxxx Support** desktop icon. (iPFxxx indicates the printer model.)
- Mac OS X : Click the **iPF Support** icon in the **Dock**.



Space Required for Installation

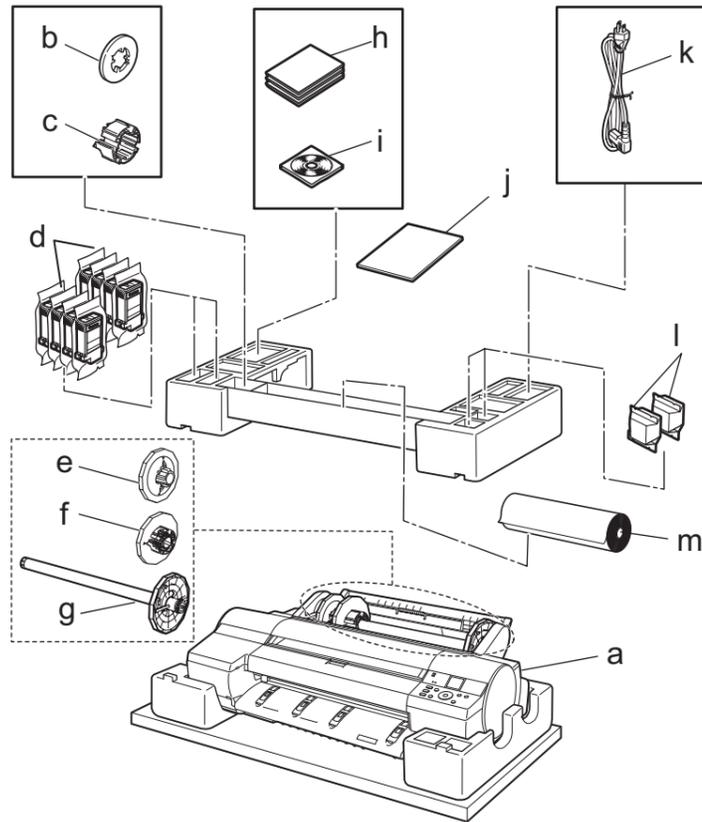


Printer		Installation space (W x D x H mm)
iPF6300S	Printer alone	1477 × 1770 × 644 mm
	With stand attached	1477 × 1970 × 1291 mm

Caution

- A space of 1300 mm in the front and 700 mm in the back are needed to print from the front paper feed slot.

Package Contents



- a. Printer
- b. Spacer for borderless printing
- c. 3-inch paper core attachment
- d. Starter ink tanks (BK, MBK, C, M, Y, PM, PC, GY)
- e. 2-inch paper holder stopper
- f. 3-inch paper holder stopper
- g. Roll holder
- h. Set of manuals
- i. Set of CD-ROMs
- j. Setup Guide (this document)
- k. Power cord
- l. Printhead (x2)
- m. Sample paper

MEMO

- Some of the items included in the package are not explained in this Setup Guide, such as the spacer for borderless printing. Keep these items in a safe place after setup because they are used in various printing applications.
- For instructions on the included items not described in this manual, refer to the User's Guide.
- A cable to connect the printer to a computer is not provided with the printer.

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Preparations

Prepare the printer for use by installing it and connecting the power cord.

1 Install the printer. You can use the following two methods for installing the printer.

• **Install with the optional stand**

Assemble the stand and install the printer referring to the Printer Stand Setup Guide included with the stand. After installation, proceed to step 4.

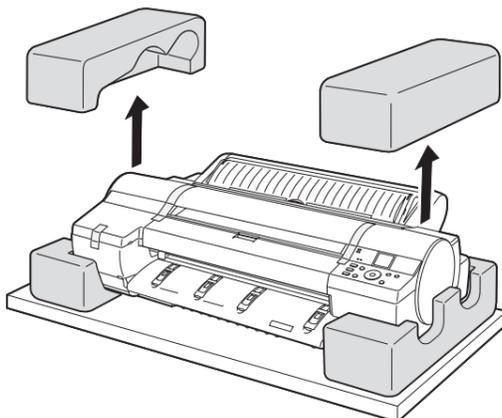
• **Install without a stand on a table**

Proceed to step 2.

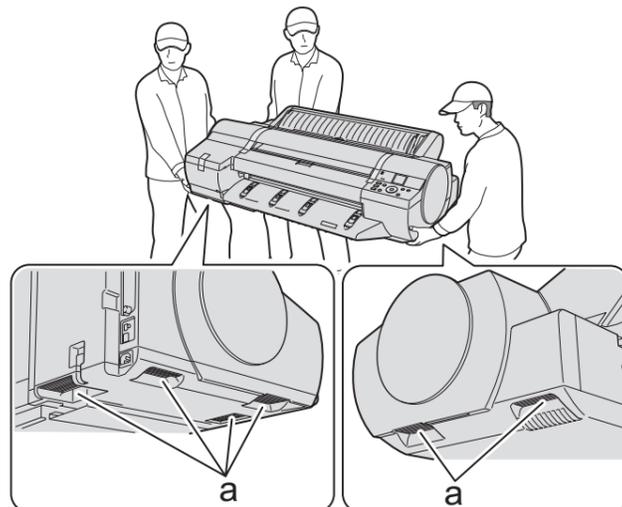


• The stand is a standard accessory in some locations.

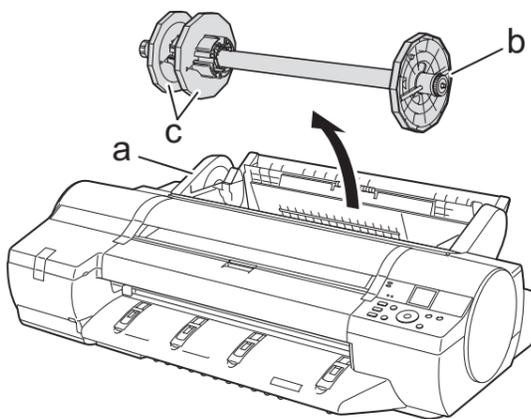
2 Remove the printer from the box and remove the packing materials from the top of the printer.



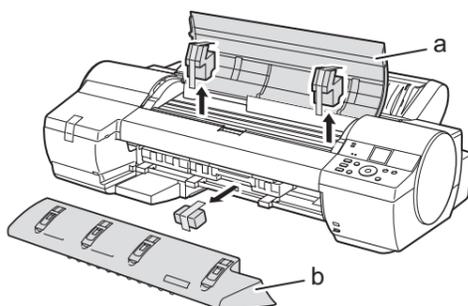
3 At least three people are needed to lift the printer by its carrying handles (a), located under its right and left ends, and to place it on a table or other flat surface. The printer weighs 51 kg and requires at least three people to lift it by its carrying handles (a) under its right and left ends.



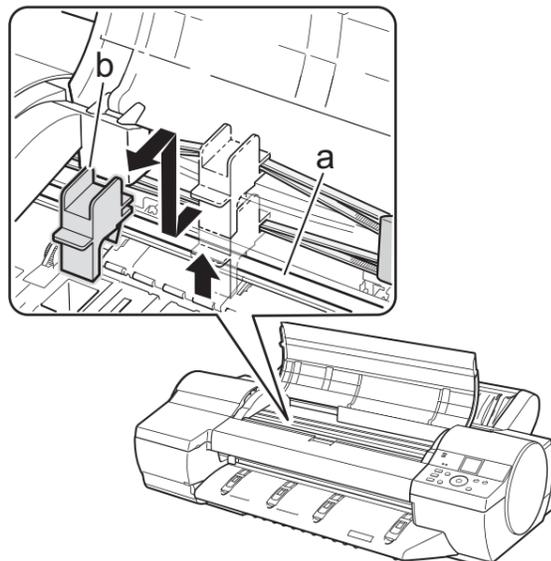
4 Remove all the orange tape from the roll feed unit (a). Remove the roll holder (b) from the roll feed unit (a) and remove the protective materials and all the orange tape on the two holder stoppers (c).



5 Remove the orange tape on the top cover (a) and the ejection guide (b) and all the packing materials. After removing the orange tape and packing material from inside the ejection guide (b), reattach it.

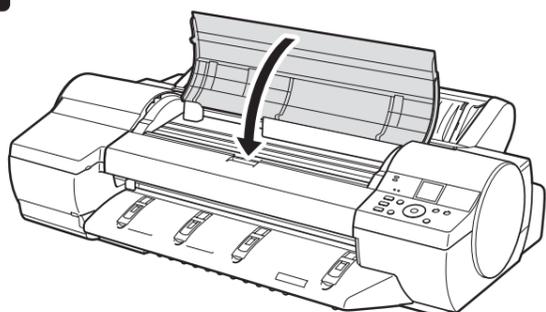


6 Lift the belt stopper (b) from the carriage shaft (a) and pull it towards you to remove it.

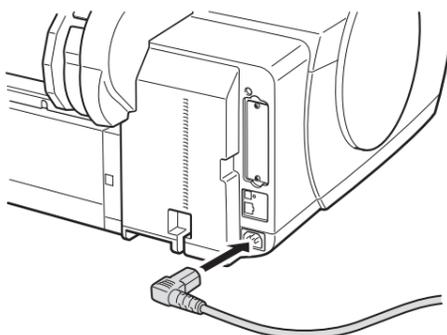


• The belt stopper is used when transporting the printer. Keep the belt stopper after removing it, in case the printer needs to be moved again.

7 Close the top cover.



8 Plug the power cord into the power supply connector on the back of the printer and plug the other end into an electric outlet.

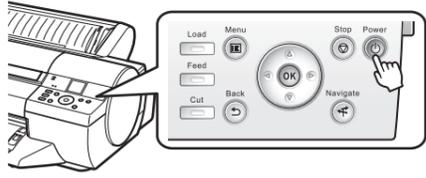




Install the Printheads

Install both printheads.

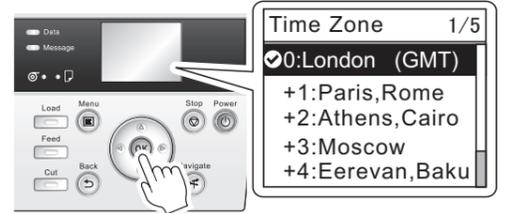
1 Press the **Power** button to turn on the printer.



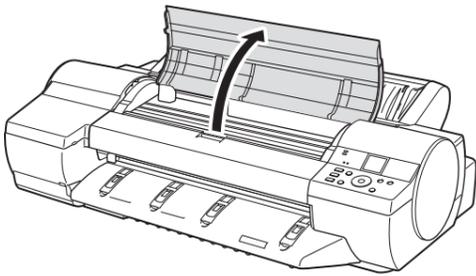
2 When the following screen appears, use the **▲** and **▼** keys to select a language and press **OK**.



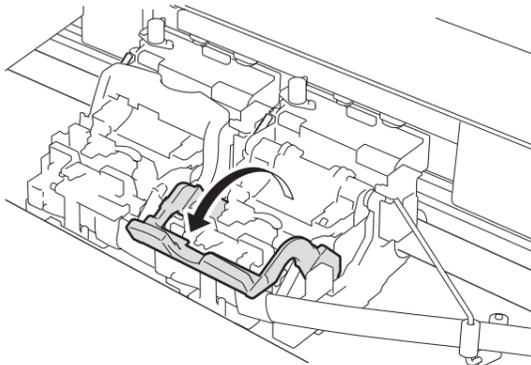
3 Select your local time zone and press **OK**.



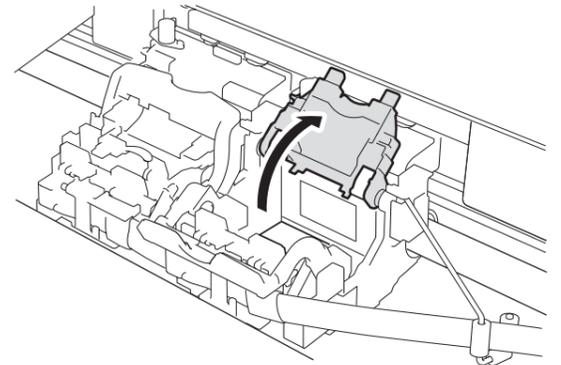
4 When the display screen shows **Open Upper Cover**, open the top cover.



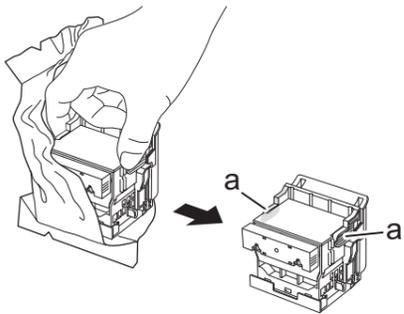
5 Pull the printhead fixer lever forward all the way to open it completely.



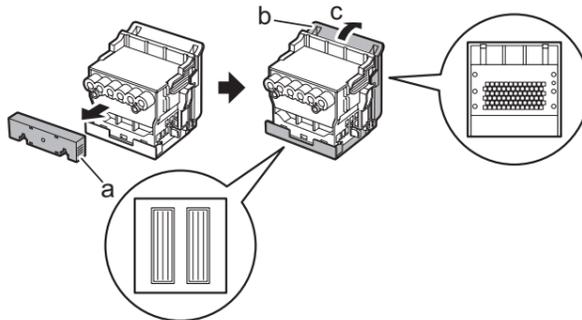
6 Lift the printhead fixer cover to open it fully.



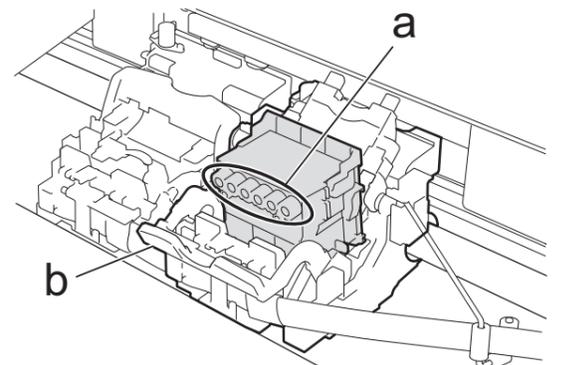
7 Hold the printhead by the grips (a) as you remove it from the pouch.



8 Remove the orange protective part (a). To remove the other orange protective part (b), push the grip (c) as you remove it.



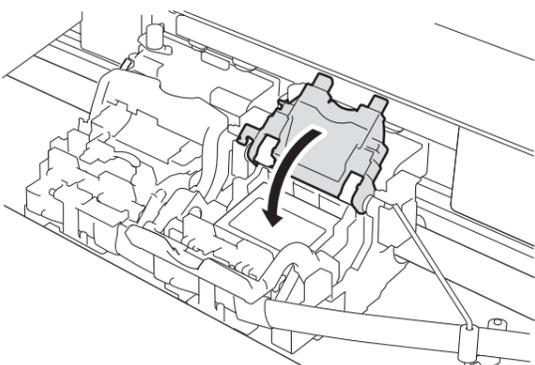
9 Insert the printhead into the carriage (b) with the ink holes (a) up and facing the front of the printer as shown in the figure. Carefully push the printhead firmly into the carriage (b), ensuring that the parts that were covered by the protective parts do not touch the carriage (b).



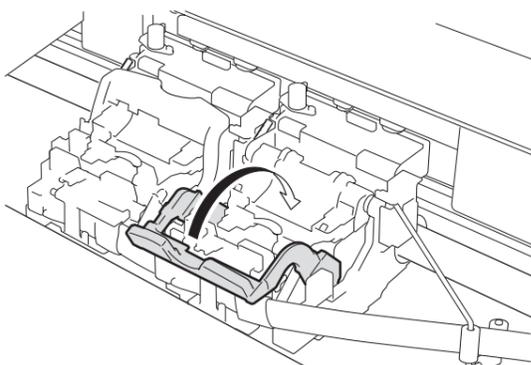
Important

- Never touch the parts covered by the protective parts. Doing so may damage the printhead and affect printing quality.
- The printhead contains ink, so be careful not to spill it once the protective parts are removed.
- Do not reattach the protective parts after removing them. Dispose of these materials according to local regulations.

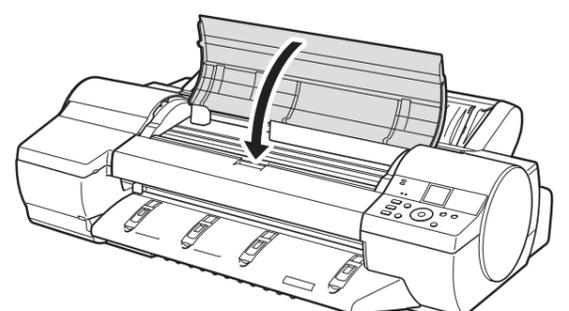
10 Pull the printhead fixer cover down toward the front to lock the printhead in place.



11 Press the printhead fixer lever inwards until it clicks into place.



12 Repeat steps 5 to 11 to install the second printhead set. Close the top cover.



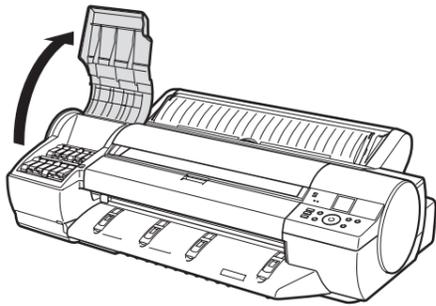
The display screen shows **Open tank cover and install all ink tanks**. Install the ink tanks.



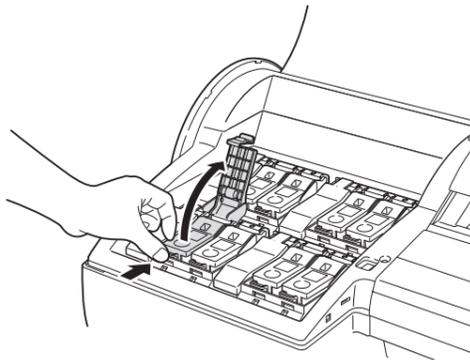
Install the Ink Tanks

Install the eight ink tanks.

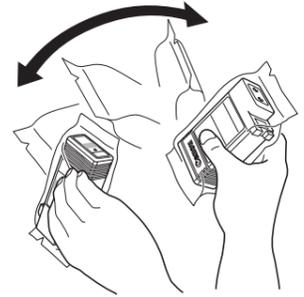
1 Open the ink tank cover.



2 While pressing the stopper of the ink tank lock lever inwards, open the ink tank lock lever upwards.

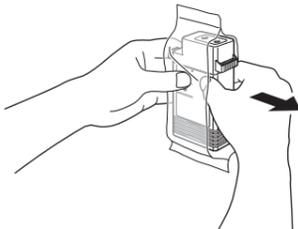


3 Shake each ink tank gently 7 to 8 times before opening its pouch.



• Failure to shake the ink tanks may result in reduced print quality because ink ingredients have settled on the bottom of the tank.

4 Open the pouch and remove the ink tank.

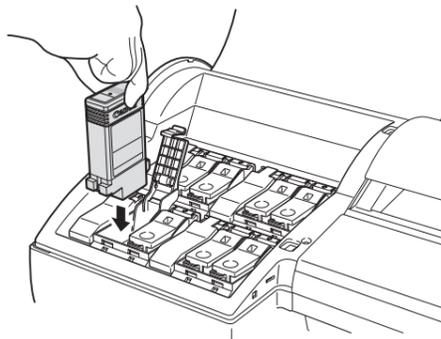


• Never touch the ink holes (a) or metal contacts (b). Touching these parts may cause stains, damage the ink tank, and affect print quality.



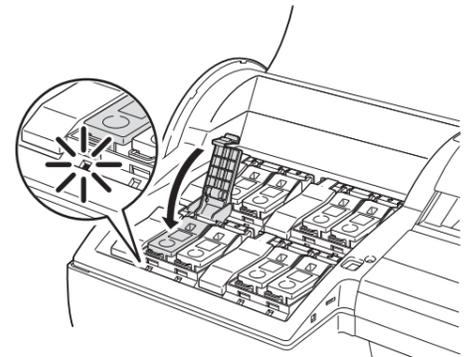
- Avoid dropping the ink tank after removing it from the pouch. Otherwise, ink may leak and cause stains.
- Do not remove ink tanks to shake them after they have been installed. Doing so may cause ink to spill.

5 Insert the ink tank into the holder oriented as shown, with the ink holes down.



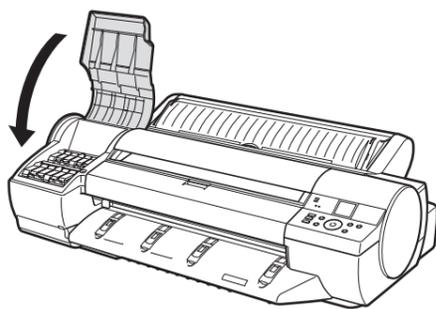
• If the ink tank does not fit in the holder, make sure the color of the ink tank lock lever matches the color of the ink tank, and check the orientation of the ink tank.

6 Close the ink tank lock lever until it clicks into place. Make sure the ink lamp lights red.



• If the ink lamp is not lit, repeat steps 2, 5, and 6.

7 Repeat steps 2 to 6 to install each of the ink tanks. Close the ink tank cover.



After all the ink tanks have been installed, the printer automatically starts charging the system with ink. Charging the system with ink for the first time takes about 20 minutes. Install the software and electronic manuals on your computer while charging the system with ink. If you install the software and electronic manuals later, wait until the system is charged with ink, and then proceed to "Load Paper to Adjust the Printheads" on page 11.



During printer installation, ink fills the system between the ink tanks and printheads. The ink level quickly falls to 80% (40% for starter ink tanks), this is normal.



Install the Software and the Electronic Manuals

Windows

You can print from Windows via USB or TCP/IP (network) connections. The installation procedure varies depending on how your printer is connected. Install the software and the electronic manuals by following instructions below. If you connect the printer with a USB cable, refer to "For USB connections" on page 5. If you connect the printer with TCP/IP (network), refer to "For TCP/IP (network) connections" on page 7.



- Installation requires administrative rights (such as those of Administrator). Be sure to log on using an account with administrative rights before installation.

<Compatible Operating Systems>

Windows 7, Windows Vista, Windows Server 2008 R2, Windows Server 2008, Windows Server 2003 R2, Windows Server 2003, Windows XP

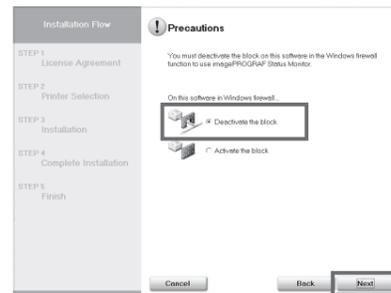


- For the Windows OS, use the latest version of Service Pack.



The following screen may be displayed during installation depending on the security settings of your computer.

- Select **Deactivate the block** and click **Next**.



For USB connections

Install the software



- Use a USB cable that conforms to the Hi-Speed USB specification.
- Connect the USB cable to the printer according to the on-screen instructions during installation of the printer driver. If you connect the USB cable before installing the printer driver, the printer driver may not be installed correctly.

1

After making sure the printer is not connected to the computer, turn the computer on. Insert the provided **User Software CD-ROM** for your operating system in the CD-ROM drive.



2

In the **Setup Menu** window, click **Install Printer Driver**.

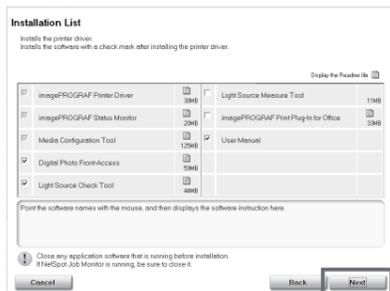


- To choose a different language, click **Language**.

3

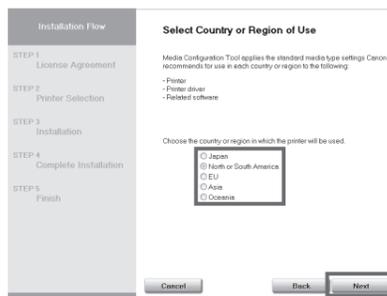
Select the software to install in the **Installation List** window, and then click **Next**.

Point the mouse pointer at a software name to display a summary of the software.



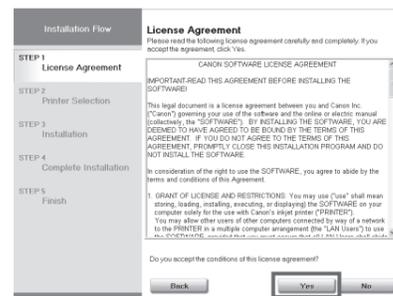
4

In the **Select Country or Region of Use** window, select the country or region of use and click **Next**.



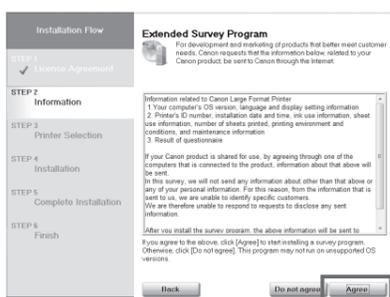
5

After reading the license agreement, click **Yes**.



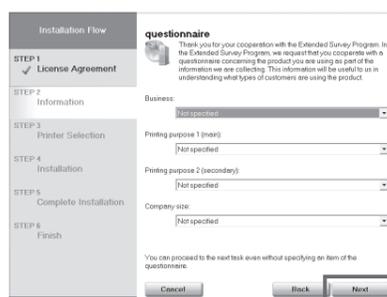
6

If you can agree Extended Survey Program, click **Agree**.



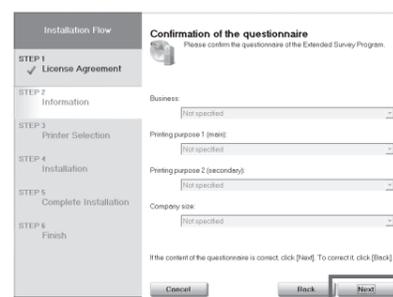
7

If you can respond to the questionnaire, click **Next**.

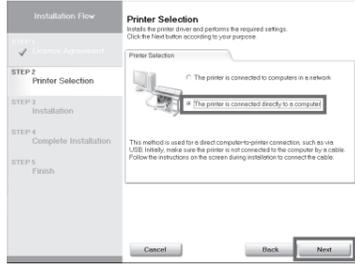


8

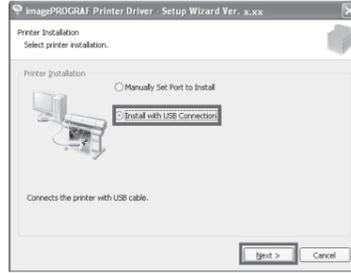
Confirm your questionnaire responses, and click **Next**.



9 In the **Printer Selection** window, select **The printer is connected directly to a computer** and click **Next**.



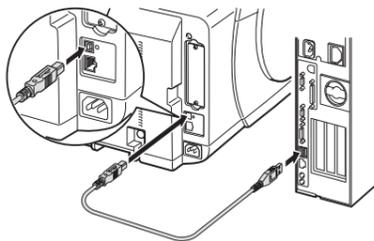
10 In the **Printer Installation** dialog box, select **Install with USB Connection**, and click **Next**.



11 When the following dialog box is displayed, make sure the printer is on and use the USB cable to connect the printer to the computer.

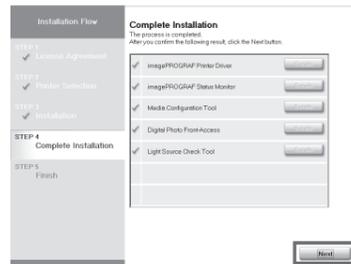


MEMO • If a warning message is displayed, click **Retry** to try again.



Important • Be careful not to insert the USB cable into the Ethernet port.

12 After reviewing the installation results in the **Complete Installation** window, click **Next**.



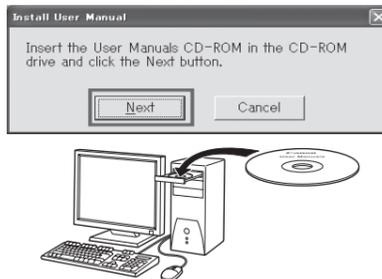
13 In the **Finish** window, select **Restart my computer now** and click **Restart**.



14 When you restart the computer, the software settings are enabled. The software installation is now completed. An **iPFxxxx Support** desktop icon is created after installation. (iPFxxxx represents the printer model.)

Next, install the electronic manuals.

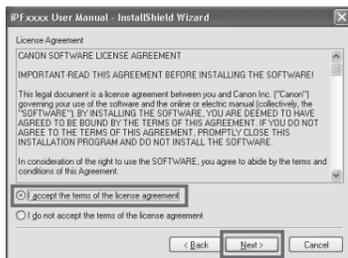
15 When the **Install User Manual** dialog box is displayed, insert the provided **User Manuals CD-ROM** in the CD-ROM drive and click **Next**.



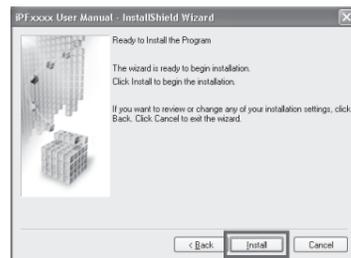
16 Click **Next**.



17 After reading the software license agreement, select **I accept the terms of the license agreement**, and then click **Next**.



18 Click **Install**. The installation process begins.



19 After installation is completed, click **Finish**.

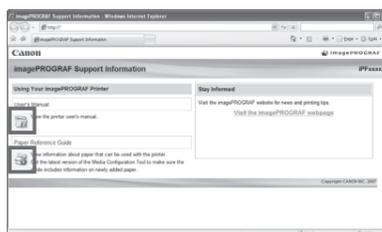


The electronic manuals installation is now completed.

20 Double-click the **iPFxxxx Support** desktop icon.



21 When clicking the **User's Manual** button, the User's Guide will be opened and clicking the **Paper Reference Guide** button, the Paper Reference Guide will be opened.



For TCP/IP (network) connections

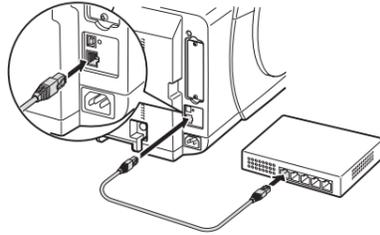
Install the software



- If the printer is already connected to the network, confirm the IP address assigned to the printer. Ask your network administrator for further information.

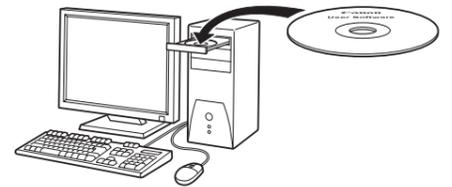
1

Use the LAN cable to connect the LAN port on the back of the printer to the hub port. If the printer is already connected to the network, proceed to step 2.



2

Make sure the printer is on. Turn the computer on and insert the provided **User Software CD-ROM** for your operating system in the CD-ROM drive.



- If the printer is on, the Link indicator under the LAN port lights.

1000Base-T connection	The top and bottom LEDs light.
100Base-TX connection	The LED on the bottom lights green.
10Base-T connection	The LED on the top lights orange.

3

Perform procedures of steps 2-8 on page 5.

4

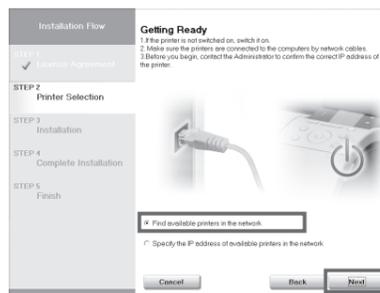
In the **Printer Selection** window, select **The printer is connected to computers in a network** and click **Next**.



5

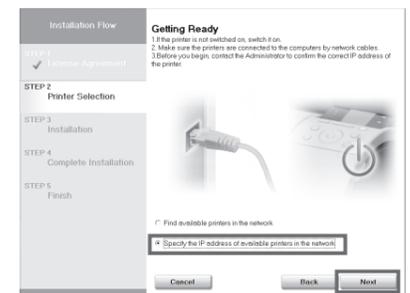
When searching the available printer on the network

After reading the precautions in the **Getting Ready** window, select **Find available printers in the network** and click **Next**. Proceed to step 6.



When entering the printer's IP address manually

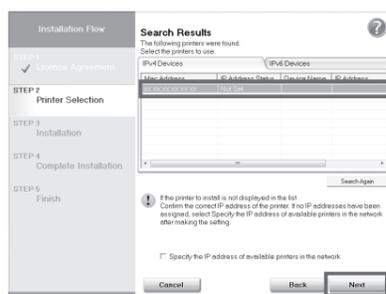
After reading the precautions in the **Getting Ready** window, select **Specify the IP address of available printers in the network** and click **Next**. Proceed to step 8.



6

When searching the available printer on the network

Available printers are listed in the **Search Results** window. Select a printer from the list on either their **IPv4 Devices** or **IPv6 Devices** tabs and click **Next**.



- The **IPv6 Devices** tab is displayed in Windows 7, Windows Vista, Windows Server 2008 R2, and Windows Server 2008.
- If the printer you want to use is not displayed in the list on the **IPv6 Devices** tab, connect via IPv4 instead.
- If the printer you want to use is not displayed in the list of printers on the **IPv4 Devices** tab, refer to "When the printer cannot be found on the network" on page 8 to setup and configure an IP address for the printer.

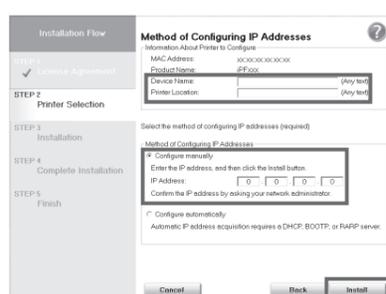
Select the printer with the **IP Address Status** is **Available**, and then click **Next** to start installation. Proceed to step 9 in this case.

7

When searching the available printer on the network

In the **Method of Configuring IP Addresses** window, enter the IP address in **Configure manually**, under **Method of Configuring IP Addresses**. Click **Install** to start the installation process. Also enter your preferred name for the printer in **Device Name** and the installation location in **Printer Location** under **Information About Printer to Configure**, as desired.

The installation process begins. Proceed to step 9.

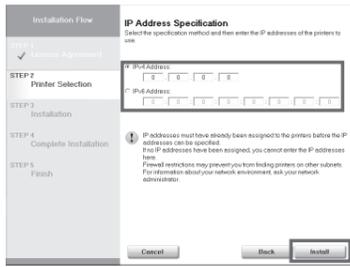


- If you use a DHCP server for automatic assignment of the printer's IP address, printing may no longer be possible after the printer is turned off and on. This is because a different IP address has been assigned. When using DHCP server functions, consult your network administrator and configure the settings in one of the following ways:

- Configure the setting for dynamic DNS updating
In the printer menu, either set **DNS Dync update** to **On**, or activate the setting **Enable DNS Dynamic Update** in RemoteUI.
(→"Menu Settings", User's Guide)
(→"Configuring the Printer's TCP/IP Network Settings", User's Guide)
- Configure the setting for assignment of the same IP address each time the printer starts up

8 When entering the printer's IP address manually

In the **IP Address Specification** window, select either **IPv4 Address** or **IPv6 Address** to enter the printer's IP address and click **Install**.
The installation process begins.



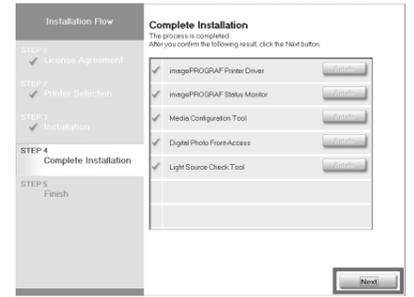
• Ask your network administrator for the IP address, as needed.



• **IPv6 Address** is displayed in Windows 7, Windows Vista, Windows Server 2008 R2, and Windows Server 2008.

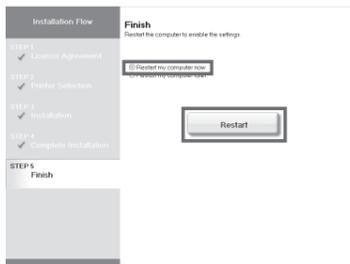
9

After reviewing the installation results in the **Complete Installation** window, click **Next**.



10

In the **Finish** window, select **Restart my computer now** and click **Restart**.



11

When you restart the computer, the software settings are enabled. The software installation is now completed. An **iPFxxxx Support** desktop icon is created after installation. (iPFxxxx represents the printer model.)

12

Next, follow steps 15-21 on page 6 to install the electronic manuals.

Install the electronic manuals

When the printer cannot be found on the network

If your printer cannot be found when connecting to the network for the first time, setup an IP address for the printer and then configure it on the printer.

When ink fills the system for the first time, after printhead adjustment is finished, specify the IP address on the printer's control panel.



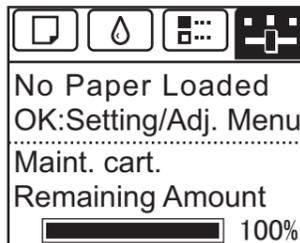
• When ink fills the system for the first time, do not operate the printer until printhead adjustment is finished.

1

On the tab selection screen of the control panel, press the ◀ and ▶ keys to select  (settings/adj. tab) and press **OK**.

2

Use the ▲ and ▼ keys to select **Interface Setup** and press **OK**.



3

Use the ▲ and ▼ keys to select **TCP/IP** and press **OK**.

4

Enter the IP address. Navigate through the following menus using the ▲ and ▼ keys on the control panel.

1. Select **IPv4** and press **OK**.
2. Select **IPv4 Settings** and press **OK**.
3. Select **IP Address** and press **OK**.
4. Enter the IP address.



How to enter IP addresses

1. Press the ◀ and ▶ keys to select a field for inputting values.
2. Use the ▲ and ▼ keys to input values.
 - Pressing ▲ increases the value by one.
 - Pressing ▼ decreases the value by one.
 - Holding down either the ▲ or ▼ keys continually increases or decreases the value.
3. Press **OK** once you have finished.

5

Press **Menu**.

6

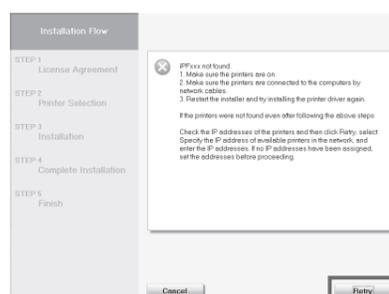
Press **OK** on the registration confirmation message that appears. The IP address is set on the printer. Next, restart installation of the printer driver.

7

In the **Search Results** window, select **Specify the IP address of available printers in the network** and click **Next**. When the **IP Address Specifications** window appears, follow the instructions of "When entering the printer's IP address manually" in step 8 to 12 on page 8 to complete the installation of the software and electronic manuals.



• If the following screen appears, click **Retry** and select **Specify the IP address of available printers in the network** on the next screen that appears.



Macintosh

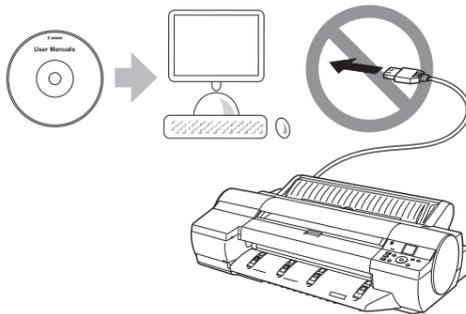
You can print from Macintosh via USB or network connections such as Bonjour or IP.
Install the software and electronic manuals depending on your computer environment.

<Compatible Operating Systems>
Mac OS X 10.4.11 or later

Install the software

Important • If you install the software, log onto the computer as an administrator.

1 After making sure the printer is not connected to the computer, turn the computer on. Insert the provided **User Software CD-ROM** for your operating system in the CD-ROM drive.



2 On the desktop, double-click the CD-ROM icon and then the **iPF Printer Setup** icon.



3 If the following screen is displayed, enter the user name and password of a user with administrative rights and click **OK**.



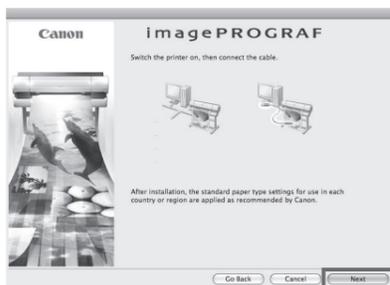
4 Select the software to install, and click **Next**.



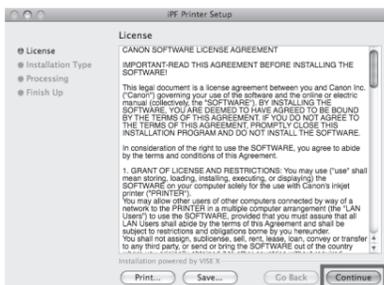
5 Select the country or region where the printer will be used and click **Next**.



6 Click **Next**.



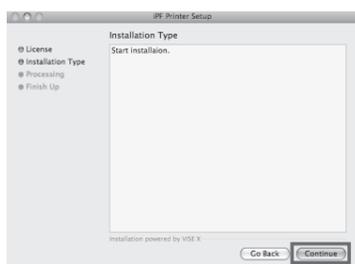
7 After reading the software license agreement, click **Continue**.



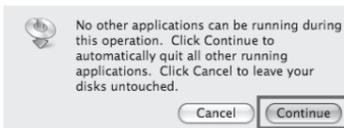
8 Click **Agree**.



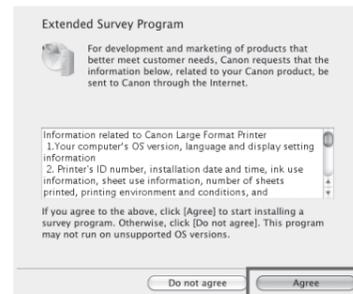
9 Click **Continue**.



10 Exit other applications and click **Continue**. Items selected in step 4 are installed.



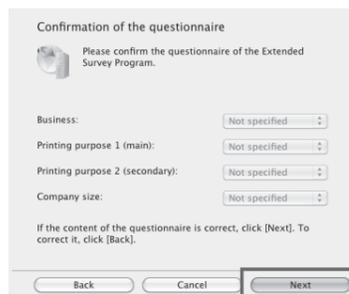
11 If you can agree Extended Survey Program, click **Agree**.



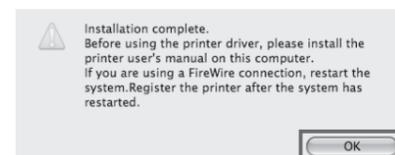
12 If you can respond to the questionnaire, click **Next**.



13 Confirm your questionnaire responses, and click **Next**.

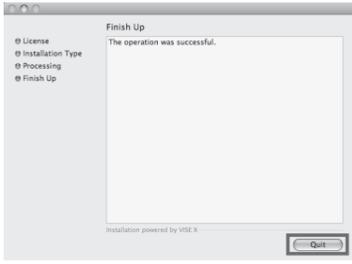


14 Click **OK**.



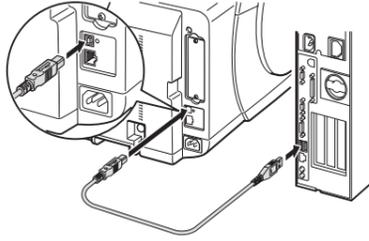
Connect the printer to a computer

- 15** Click **Quit**.
The software installation is now completed. Next, connect the printer to the computer.

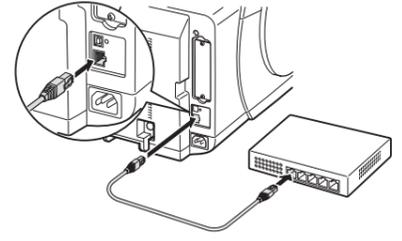


- 16** Make sure that the printer is on, and then connect the printer to the computer or the network with a cable.

- For USB connections



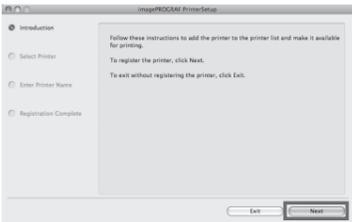
- For network connections



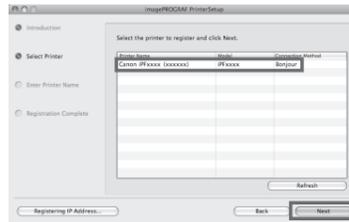
- Be careful not to insert the USB cable into the Ethernet port.

Select the printer to setup

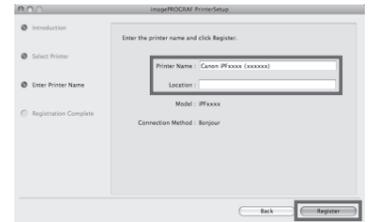
- 17** Click **Next**.



- 18** Select the printer to setup and click **Next**.



- 19** After entering your preferred name for the printer in **Printer Name** and the installation location in **Location**, click **Register**.



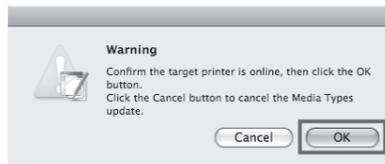
- To register the printer by entering its IP address, click **Registering IP Address**. Enter the IP address of the desired printer in **IP Address** and click **Next**.

- 20** Click **Finish**.



- To register another printer, click **Continue Registration**, and repeat steps 17 to 19.

- 21** Click **OK**.



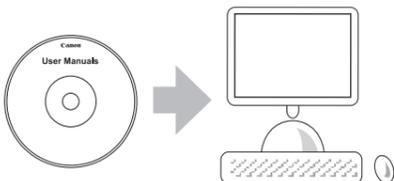
- If the same model of printer is already registered on the computer, a screen is displayed for printer selection. Select the desired printer and click **Next**.

- 22** The following screen is displayed and paper information is updated. When the paper information has been updated, the screen is no longer displayed.



Install the electronic manuals

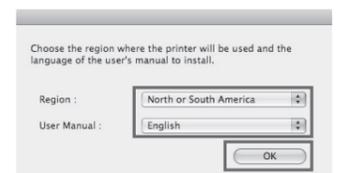
- 23** Next, install the electronic manuals. Insert the provided **User Manuals CD-ROM** in the CD-ROM drive.



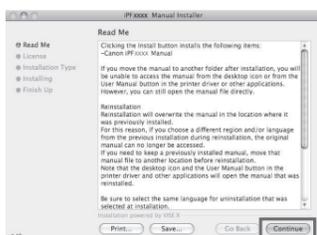
- 24** Double-click the **iPFxxxx Manual Installer** icon on the CD-ROM. (iPFxxxx represents the printer model.)



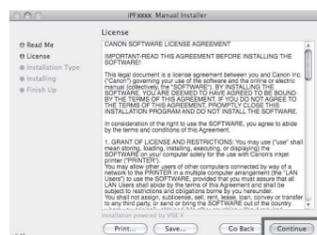
- 25** Select the region where the printer will be used and the language of the user manual to install, and then click **OK**.



- 26** Check the message and click **Continue**.



- 27** After reading the software license agreement, click **Continue**.



- 28** Click **Agree**.



29 Click **Install**.



30 After installation is completed, click **Quit**.



31 Click the **iPF Support** icon in the **Dock**.



The electronic manuals installation is now completed.

32 When clicking the **User's Manual** button, the User's Guide will be opened and clicking the **Paper Reference Guide** button, the Paper Reference Guide will be opened.



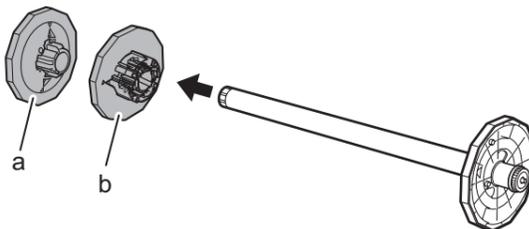
Load Paper to Adjust the Printheads

Load the provided sample paper and adjust the Printheads.

1 As the system is charged for the first time, **Select type of paper for printhead adj.** appears on the display screen. Use the ▲ and ▼ keys to select **Roll Paper** and then press **OK**.

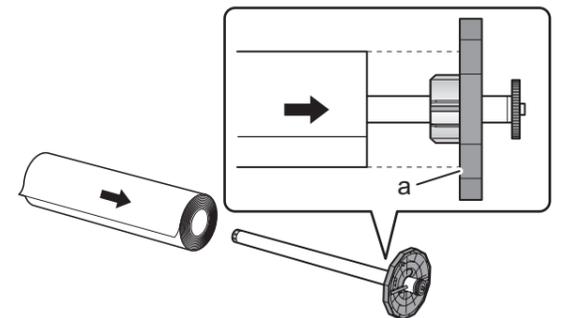


2 Remove the 2-inch paper holder stopper (a) and the 3-inch paper holder stopper (b) from the roll holder.

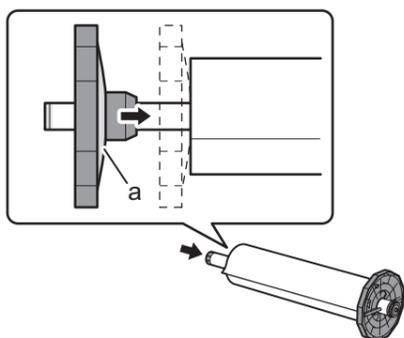


Important • We recommend wearing clean cotton gloves when handling rolls of paper to protect the printable surface.

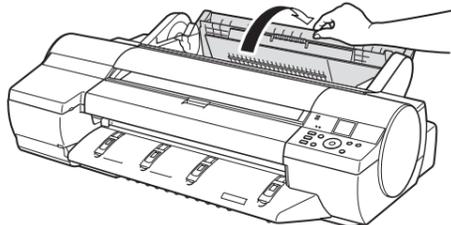
3 Lift the end of the paper roll and slide it onto the roll holder from the left. Insert the roll holder all the way until the flange (a) on the roll holder is securely against the roll of paper. If it is not in firm contact with the paper, feeding problems may occur.



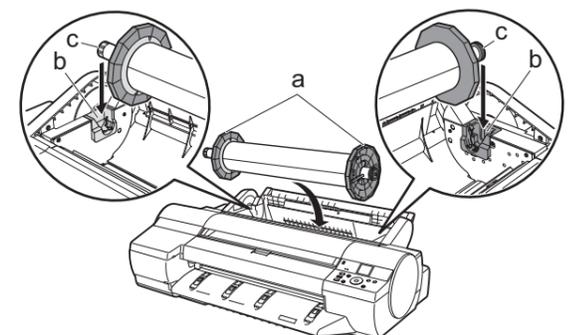
4 Slide the holder stopper for the 2-inch paper core onto the roll holder from the left until its flange (a) is against the roll of paper.



5 Open the roll feed unit cover.

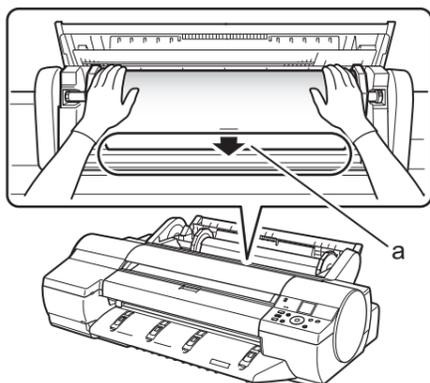


6 Hold the flange (a) of the roll holder and align its axis with the left and right guide grooves (b) in the roll holder slots. Make sure that the colors of the guide grooves and the roll holder axis are the same before loading the paper.



Caution • Be careful to not pinch your fingers between the axis of the roll holder (c) and the guide grooves (b) when loading paper.

- 7** Insert the edge of the paper into the paper feed slot (a) and feed it until you hear the paper start to feed. The paper starts feeding.



- 8** The screen for selecting the paper type is shown on the display screen. Press ▲ or ▼ to select the type of paper loaded in the printer. Select **Coated Paper** and press **OK**. Then from the menu that appears, select **HW Coated** and press **OK**.



Close the roll feed unit cover.

The printhead position adjustment starts automatically. Adjusting the position of the printhead takes about 16 minutes. When the printhead adjustment is finished, **Ready** appears on the display screen. Printer setup is now complete.



• To enhance printing quality when printing fine lines/text or photos at high precision, see "Enhancing Printing Quality" in the User's Guide.



• After you have finished setting up the printer and installing the software and electronic manuals, we recommend performing color calibration. Color calibration compensates for changes in color from individual variation and aged deterioration of the printer, ensuring better color consistency. Perform color calibration using the provided Sample Paper, which is compatible with this process. For information on other compatible paper, refer to the Paper Reference Guide.

During color calibration, on the control panel's display screen, open  (settings/adj. tab) and select **Adjust Printer - Calibration - Auto Adjust**. The process of color calibration takes about 13 minutes.

- If you use the color calibration for color adjustment, it is useful to set the function to notify the execution period (Prompt Execution). For details of the function, refer to "Using Color Calibration for Color Adjustment" in User's Guide.
- When the setup is completed, refer to the various manuals to use the printer. Refer to "The Manuals Supplied with This Printer" on page 1.



Responding to Messages

Error messages may appear on the display screen of the control panel during printer installation. If so, it may not indicate a problem with the printer, and the issue may be easily resolved. Common messages and the causes are listed here with corrective actions. To respond to error messages other than these, refer to the Basic Guide (2). For details of operation procedure, refer to User's Guide installed in "Install the Software and the Electronic Manuals".

Message	Cause	Corrective Action
Paper loaded crooked.	The loaded paper is crooked.	Adjust the paper. (see steps 7-8 on page 12)
No maintenance cartridge installed.	The maintenance cartridge is not connected.	Install the maintenance cartridge correctly.
Roll paper is not securely in contact with roll holder.	The roll of paper was not firmly pushed against the roll holder when the paper was loaded.	Reload the roll of paper. (see steps 2-7 on page 11-12)
Hardware error. xxxxxxxx-xxxx (x represents a letter or number)	The belt stopper or the tape inside the top cover has not been removed.	Turn off the power, open the top cover, and remove the tape and the belt stopper, then turn the power on.
	You may have encountered an error that cannot be resolved.	Turn off the printer and wait at least three seconds before restoring the power. If the message appears again, write down the error code and message, turn off the printer, and contact your Canon dealer for assistance.
ERROR Exxx-xxxx (x represents a letter or number)	You may have encountered an error that cannot be resolved.	Write down the error code and message, turn off the printer, and contact your Canon dealer for assistance.